



2017 CAHPS® 5.0H Member Survey

Child Medicaid – Children with Chronic Conditions

Prepared for:

13970 - UnitedHealthcare Community Plan (NE)

June 2017

Prepared by:

DSS Research



Table of contents

<u>Background and objectives</u>	3
<u>Executive summary</u>	4
<u>Methodology</u>	11
<u>Research findings</u>	14
<u>Overall ratings</u>	14
<u>Composite global proportions</u>	15
<u>Composite mean scores</u>	16
<u>Customer Service</u>	17
<u>Getting Needed Care</u>	19
<u>Getting Care Quickly</u>	20
<u>Doctor or Specialist Visits</u>	21
<u>How Well Doctors Communicate</u>	22
<u>Shared Decision Making</u>	24
<u>Health Promotion and Education</u>	25
<u>Coordination of Care</u>	26
<u>Children with Chronic Conditions</u>	27
<u>Additional questions</u>	40
<u>Appendices</u>	47
<u>Appendix A: Member profile</u>	47
<u>Appendix B: Overall ratings and composite score summary tables</u>	49
<u>Appendix C: SatisAction™ key driver statistical model</u>	57
<u>Appendix D: Gap analysis</u>	65
<u>Appendix E: Voice of the Member</u>	67
<u>Appendix F: Questionnaire</u>	86
<u>Appendix G: Crosstabulations</u>	87

Background and objectives

Background. DSS has conducted the CAHPS® member survey since 1995. For participating plans (those who submit their data to NCQA) this information can be disclosed to the public and provides a direct comparison to other participating plans. The 2017 CAHPS 5.0H survey accurately captures customer feedback and expands the scope of information gathered relative to quality of care issues.

Objectives. Specific objectives of the 2017 CAHPS 5.0H member satisfaction survey include:

Determination of member ratings of:

- Health Plan Overall
- Health Care Overall
- Personal Doctor Overall
- Specialist Overall

Assessment of member perceptions related to:

- Customer Service (CS)
- Getting Needed Care (GNC)
- Getting Care Quickly (GCQ)
- How Well Doctors Communicate (HWDC)
- Shared Decision Making (SDM)
- Coordination of Care (CoC)
- Health Promotion and Education (HPE)

Standard measurement of all areas mentioned to facilitate meaningful comparisons among participating health plans.

Executive summary

On the overall health plan rating, 13970 - UnitedHealthcare Community Plan (NE) performed similar to the 2016 plan result among the General Population and performed similarly among the 2017 CCC Population.

- Almost nine in 10 (86.98%) of the General population gave their health plan an overall rating of 8, 9 or 10 on a 0 to 10 scale, which is similar to last year and similar to the 2017 Gen. Pop. UHC Average.
- More than eight in 10 (84.21%) of the CCC population gave a rating of 8, 9 or 10, which is similar to last year and similar to the 2017 CCC Pop. UHC Average.
- The overall ratings and composite scores are summarized in the table below:

	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Rating of Health Plan (% 8, 9 or 10) (Q54)	90.64%	86.98%	86.47%		84.45%	84.21%	84.37%	
Rating of Health Care (% 8, 9 or 10) (Q14)	89.16%	88.16%	87.61%		86.76%	89.23%	86.28%	
Rating of Personal Doctor (% 8, 9 or 10) (Q41)	92.23%	91.00%	89.45%		92.44%	88.54%	89.22%	
Rating of Specialist (% 8, 9 or 10) (Q48)	92.19%	91.18%	86.18%		92.08%	88.71%	86.90%	
Customer Service (% Always or Usually)	85.58%	87.00%	87.73%		81.47%	89.72%	88.23%	
Getting Needed Care (% Always or Usually)	89.45%	89.64%	85.45%	◆	88.24%	90.93%	87.97%	
Getting Care Quickly (% Always or Usually)	91.27%	93.74%	90.00%	◆	92.38%	94.01%	93.39%	
How Well Doctors Communicate (% Always or Usually)	95.14%	92.91%	93.69%		94.56%	95.54%	94.67%	
Shared Decision Making (% Yes)	82.51%	82.06%	79.38%		86.45%	84.63%	85.11%	
Health Promotion and Education (Q8) (% Yes)	76.00%	70.20%	70.64%		79.00%	80.84%	76.78%	▲
Coordination of Care (Q40) (% Always or Usually)	84.81%	84.95%	81.56%		83.74%	85.53%	82.64%	
Access to Prescription Medicine (% Always or Usually)	94.29%	91.26%	92.78%		93.98%	89.18%	91.51%	
Access to Specialized Services (% Always or Usually)	86.20%	74.30%	77.62%		78.05%	82.12%	77.21%	
FCC: Personal Doctor Who Knows Child (% Yes)	92.54%	90.17%	90.00%		91.22%	89.37%	90.62%	
FCC: Getting Needed Information (% Always or Usually)	92.43%	91.43%	88.95%		90.95%	92.72%	91.53%	
FCC: Coordination of Care (% Yes)	80.36%	72.77%	74.99%		78.84%	77.40%	78.43%	

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Executive summary

Resources for improvement

AHRQ best practices

At the time of this report, AHRQ provided several resources to support health plans in their improvement efforts at the following link:
<https://cahps.ahrq.gov/surveys-guidance/hp/improve/index.html>

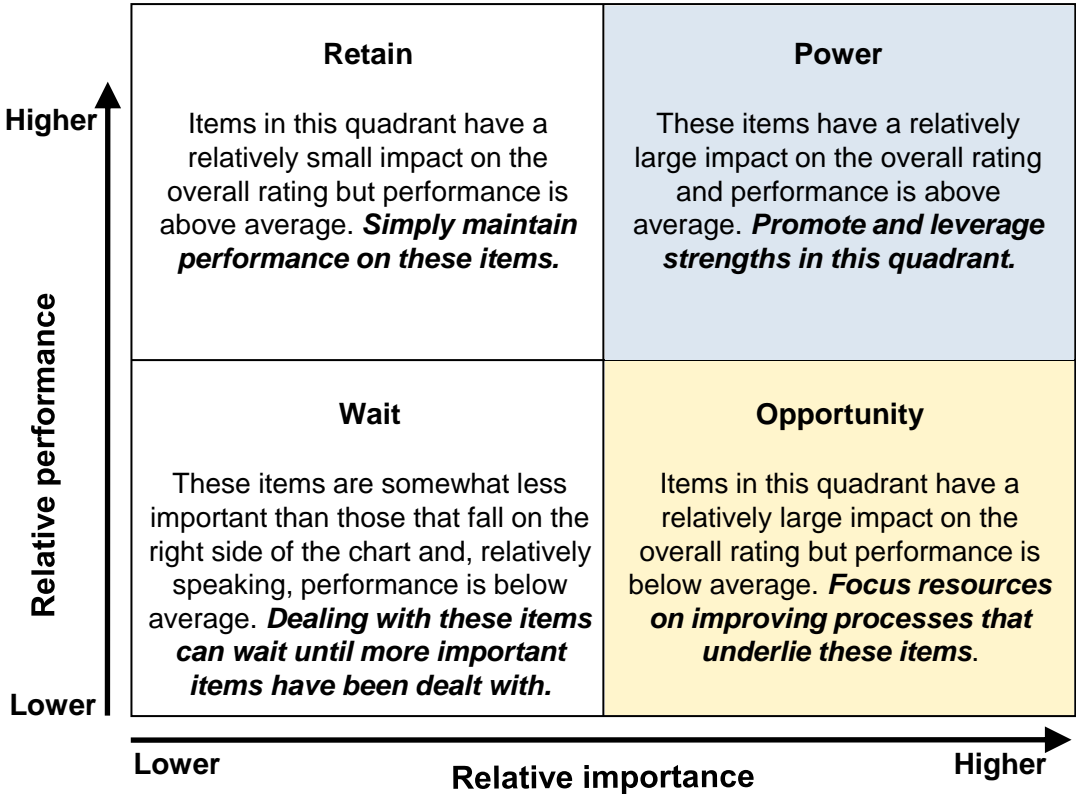
Voice of the Member

DSS also provides feedback from adult consumers across the country with Medicaid coverage for their child. See [Appendix E](#).

Key drivers of overall health plan rating

The SatisAction™ key driver statistical model was used to identify the key drivers of the overall health plan rating and the results are presented in the POWeR™ Chart classification matrix on the following page.

POWeR™ Chart classification matrix



Key for Composite Names in POWeR™ Chart (on page 6)	
CS	Customer Service
GNC	Getting Needed Care
GCQ	Getting Care Quickly
HWDC	How Well Doctors Communicate
CoC	Coordination of Care
GNI	Getting Needed Information
APM	Access to Prescription Medicine

Executive summary

Key drivers, estimated percentiles and estimated ratings

The key drivers of the overall health plan rating are presented in the POWER™ Chart classification matrix below. The table assesses the key drivers and each measure is ranked by importance within each quadrant. Focus resources on improving processes that underlie the most important items and look for a significant improvement in the overall health plan rating (see [Appendix C](#) for more details).

POWER™ Chart classification matrix - 13970 - UHC CP NE



Survey Measure		Score	Estimated Percentile	Estimated Rating
Power				
Q14	Health care overall*	88.89%	95th	5
Q41	Personal doctor overall*	90.88%	90th	5
Q48	Specialist overall*	90.76%	95th	5
Q50	CS provided info./help	84.43%	67th	4
Q46	Got specialist appt.	84.69%	75th	4
Q34	Dr. showed respect	96.30%	50th	3
Opportunity				
Q56	Got prescriptions	91.41%	50th	3
Q92	MH services overall*	70.26%	---	---
Q51	CS courtesy/respect	94.24%	50th	3
Q40	Dr. informed about care	83.33%	50th	3
Wait				
Q32	Dr. explained things	94.15%	50th	3
Q53	Easy to fill out forms	94.44%	25th	2
Q9	Dr. answered questions	90.50%	33rd	3
Retain				
Q15	Got care/tests/treatment	93.35%	75th	4
Q33	Dr. listened carefully	95.90%	75th	4
Q36	Dr. explained things for child	94.48%	---	---
Q37	Dr. spent enough time	89.94%	50th	3
Q4	Got urgent care	92.78%	50th	3
Q6	Got routine care	93.12%	90th	5

* Overall ratings are top 3 scores (% 8, 9 and 10).

Executive summary

Estimated accreditation score – General population

The CAHPS 5.0H portion of the HEDIS® accreditation score is determined by comparing plan results to the NCQA Benchmarks and Thresholds. Points are assigned to the overall ratings and composite scores according to accreditation year and percentile range in which the score falls.

Survey measure	Mean score ¹	Estimated Percentile ²	Percentile Threshold ²	Points ³	
				2014 Standards ⁴	2017 Standards ⁴
Overall mean ratings					
Rating of Health Plan ⁵	2.6450	64.58%	50th	2.2100	2.5257
Rating of Health Care	2.6735	85.05%	75th	1.4300	1.6343
Rating of Personal Doctor	2.7700	90.80%	90th	1.6250	1.8571
Rating of Specialist	2.6912	77.80%	75th	NA	NA
Composite mean scores					
Customer Service	2.5350	34.38%	25th	0.6500	0.7429
Getting Needed Care	2.5256	79.68%	75th	1.4300	1.6343
Getting Care Quickly	2.6647	64.46%	50th	1.1050	1.2629
How Well Doctors Communicate ⁶	2.6554	24.10%	<25th	0.3250	---
Coordination of Care ⁶	2.4086	45.25%	25th	---	NA
Total points				8.7750	9.6572

Points are assigned by percentile threshold as follows (if all measures are valid – denominator of at least 100)³:

Percentile Threshold	Percentile	Points ⁴
90th	Greater than or equal to 90 th percentile	1.4444
75th	Greater than or equal to 75 th percentile but less than 90 th percentile	1.2711
50th	Greater than or equal to 50 th percentile but less than 75 th percentile	0.9822
25th	Greater than or equal to 25 th percentile but less than 50 th percentile	0.5778
<25th	Less than 25 th percentile	0.2889
Maximum number of points		13.0000

Notes:

- ¹ Overall ratings and composite measures are converted to a mean score using a 1 to 3 scale in the accreditation score calculation according to NCQA-defined guidelines.
- ² The percentiles and percentile thresholds shown here are estimates and may change when the mid-year update is released, usually in September.
- ³ NCQA will assign a measure result of NA and not assign accreditation points to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100. The measure is removed for scoring purposes and the points are redistributed among the remaining measures.
- ⁴ A health plan's standard year is based on when they submit documentation to NCQA. The 2014 standards cover submissions between July 1, 2014, and June 30, 2015, and the 2017 standards cover submissions between July 1, 2017, and June 30, 2018. For plans accredited under the 2015 and 2016 standards, NCQA will calculate scores based on the current reporting year (2017 standards) until July 1, 2018. At that time, all plans will move to the 2018 standards.
- ⁵ Rating of Health Plan is worth twice the points in each percentile band, i.e., 2.8889, 2.5422, 1.9644, 1.1556 and 0.5778, respectively.
- ⁶ The How Well Doctors Communicate composite was removed from accreditation scoring in 2015 and the Coordination of Care measure was added in 2016.

Executive summary

The flowchart below shows how the items used in the calculation of the plan’s 2017 estimated accreditation score perform relative to each other. See Appendix D for more details.

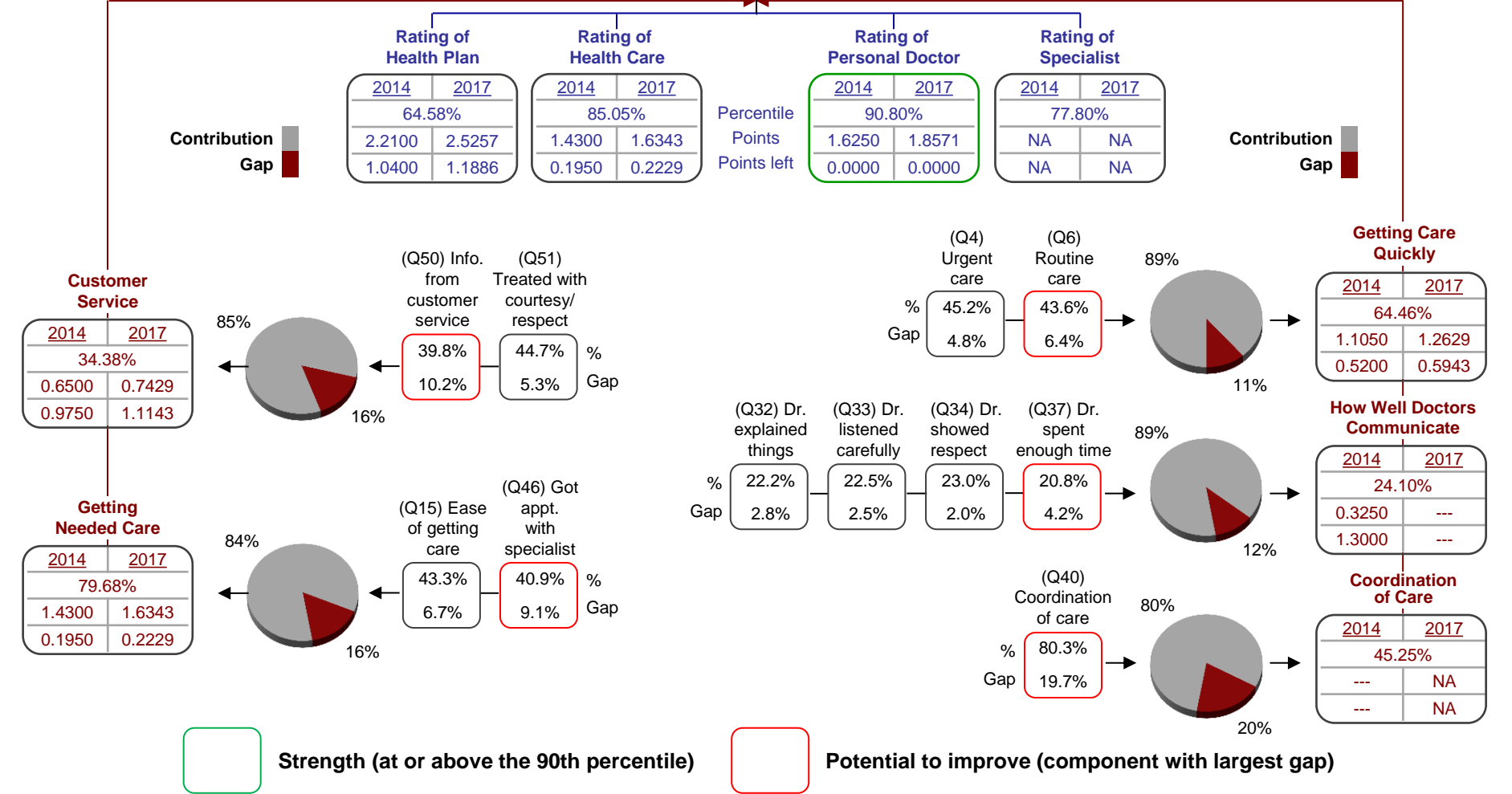
Estimated percentile, points, and points to achieve maximum score are shown for each composite score.

Accreditation Score
(General population)

2014	2017
Standards	Standards
13.0000	13.0000
8.7750	9.6572
4.2250	3.3428

Max possible score
Estimated 2017 total points
Potential to improve

Estimated percentile, points, and points to achieve maximum score are shown for each composite score.

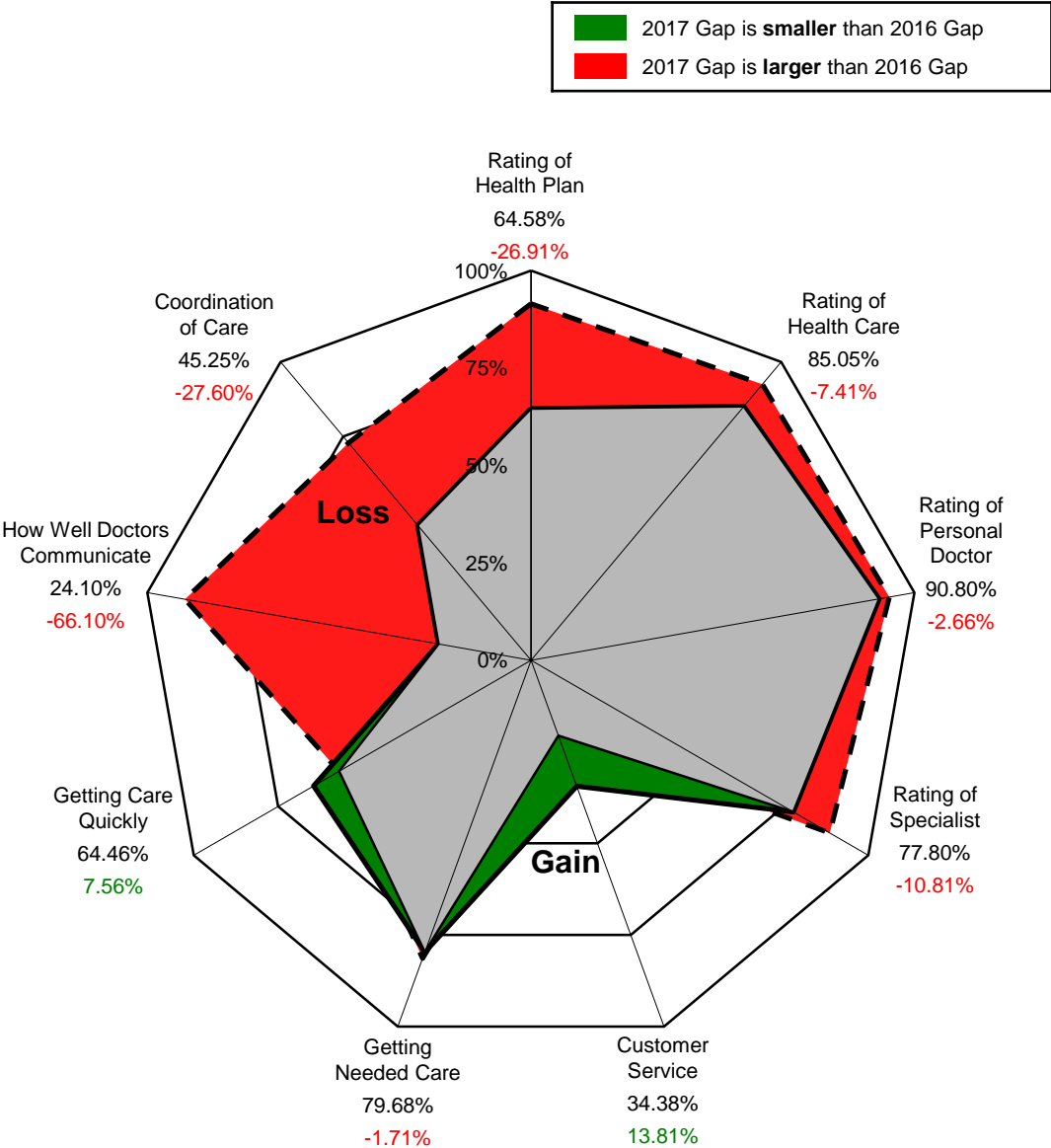


Executive summary

Percentile gap analysis – General population.

The percentile gap is the difference between the maximum possible percentile (100) and the estimated percentile achieved.

- The percentile gap was closed compared to last year on the following measures:
 - Customer Service composite
 - Getting Care Quickly composite
- However, the percentile gap increased on these measures:
 - How Well Doctors Communicate composite
 - Coordination of Care
 - Rating of Health Plan
 - Rating of Specialist
 - Rating of Health Care
 - Rating of Personal Doctor
 - Getting Needed Care composite



Executive summary

NCQA Health Insurance Plan Ratings – General population

- Beginning in 2015, NCQA replaced its ranking methodology with a rating methodology.
- Health plans are now rated in three categories: clinical quality (includes prevention and treatment), consumer satisfaction and NCQA’s review of health quality processes.
- Plans are classified based on their national percentile (10th, 33.33rd, 66.67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.
- The consumer satisfaction category of the rating comes from the CAHPS survey and is summarized in the table below. Percentiles and ratings are **estimated** based on the 2016 Quality Compass® data since the 2017 data were not available at the time of this report.

	Score*	Percentile	Rating
Consumer Satisfaction			4.0
Getting Care			5.0
Getting care easily	89.64%	90th	5.0
Getting care quickly	93.74%	90th	5.0
Satisfaction with physicians			4.0
Rating of doctor	80.33%	90th	5.0
Rating of specialists	73.53%	33rd	NA
Rating of care	73.47%	67th	4.0
Coordination of care	84.95%	67th	NA
Health promotion and education	70.20%	33rd	3.0
Satisfaction with health plan services			3.0
Rating of health plan	71.01%	33rd	3.0
Customer service	87.00%	33rd	3.0

Quality Compass® is a registered trademark of the National Committee for Quality Assurance (NCQA).

* Scores are top 2 ratings (% Always or Usually or % 9 or 10) for the consumer satisfaction category.

NOTE: NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.

Methodology

Questionnaire. The CAHPS 5.0H survey was used. DSS designed the survey instrument using health plan colors. An attractively formatted booklet with a cover letter explaining the importance of completing the survey was mailed to the sampled members using first class postage. A return business reply envelope addressed to DSS was included with each booklet. A copy of the survey is provided in [Appendix F](#).

Data collection. The methodology detailed in *HEDIS® 2017 Volume 3: Specifications for Survey Measures* was used. A synopsis is outlined below.

Survey Protocol	Timeframe	Date
First questionnaire mailing	0 days	1/31/2017
First reminder postcard	4 - 10 days	2/7/2017
Second questionnaire mailing	35 days	3/7/2017
Second reminder postcard	39 - 45 days	3/14/2017
Initiate telephone interviewing	56 days	3/28/2017
Complete telephone interviewing	70 days	4/11/2017
Last day to accept completed surveys	Minimum of 81 days	5/20/2016
Data submission to NCQA		5/25/2016

Staffing of the toll-free help line. DSS staffed a toll-free phone line for members to call if they had any questions.

Sample design.

- **Qualified respondents.** Members eligible for the survey were parents of those 17 years and younger (as of December 31 of the measurement year) who had been continuously enrolled in the plan for at least five of the last six months of the measurement year.
- **Sample type.** A simple random sample of the required sample size for the population was drawn. To reduce possible confusion and respondent burden, the sample was processed to remove duplicates so that only one child per household was included in the sample.
- **Sample size and sampling error.** A sample of 746 members was obtained with an overall sampling error of +/- 3.6% at 95% confidence, using the most pessimistic assumption regarding variance ($p=0.5$).

Methodology

- **Response rate.** The return volume and response rate information is summarized below:

Item	General population			Total
	2015	2016	2017	2017
Total mailed	2,310	2,363	2,310	4,886
Total ineligible	11	15	13	28
Total completed surveys	298	350	344	746
Mail completes	269	310	305	664
Phone completes	29	40	39	82
Adjusted response rate	12.96%	14.91%	14.98%	15.36%
Overall sampling error	5.7%	+/- 5.2%	+/- 5.3%	+/- 3.6%

Number of CCC
qualified
respondents:
Total: 307
Mail: 267
Phone: 40

Data processing and analysis. DSS processed all completed surveys and analyzed the results.

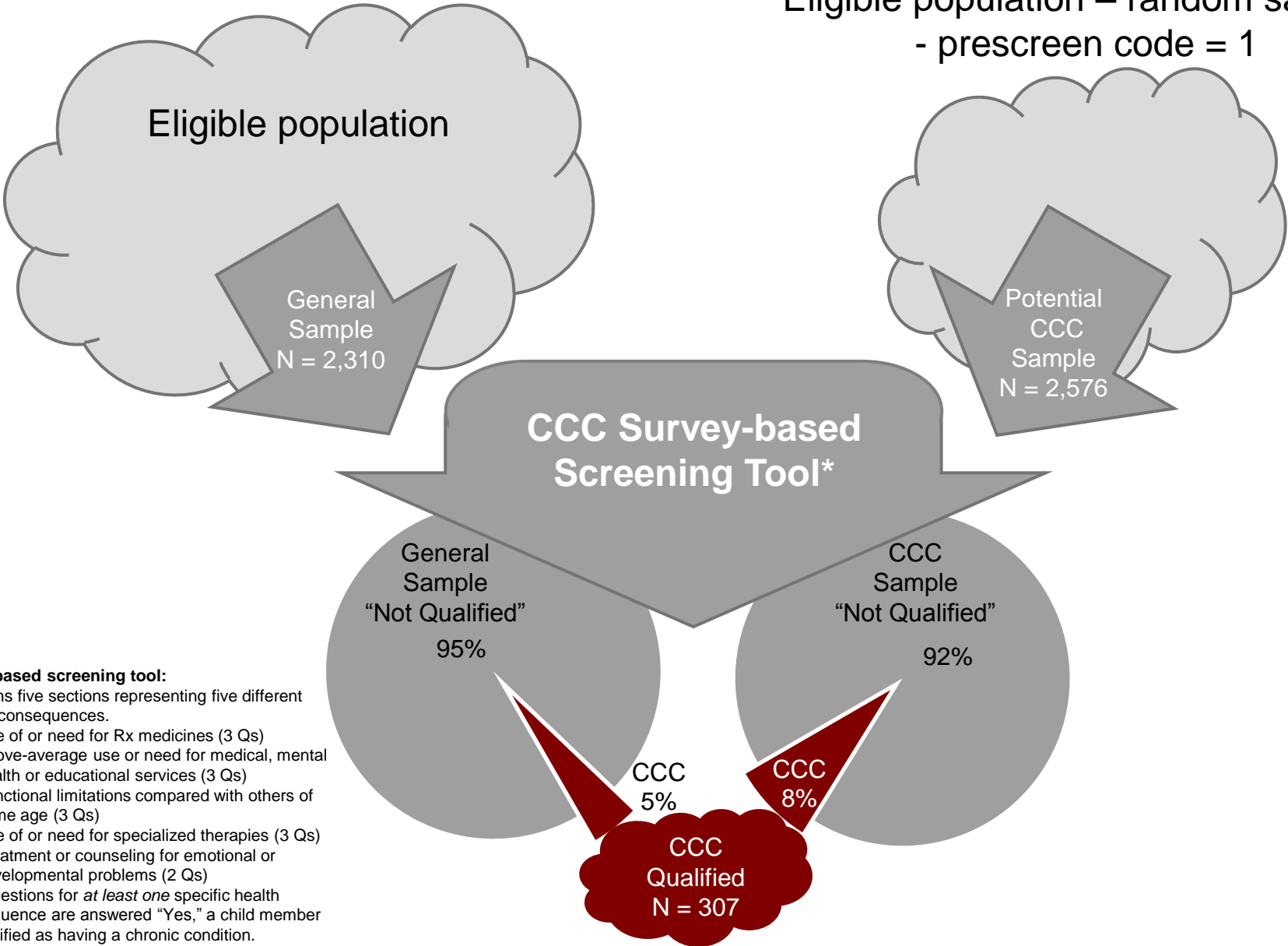
Comparison averages. Most measures are compared to the 2017 UHC Child Medicaid without CCC Average (2017 Gen. Pop. Avg.) and the 2017 UHC Child Medicaid with CCC Average (2017 CCC Pop. Avg.).

Spanish surveys. Respondents were given the option of completing the survey in Spanish. All members selected in the sample received both an English and a Spanish mail survey. Additionally, cover letters included a telephone number for members to call and complete the survey in Spanish. There were 197 surveys completed in Spanish.

Methodology

CCC Medicaid Population Sampling

Eligible population – random sample
- prescreen code = 1



- Survey-based screening tool:**
- Contains five sections representing five different health consequences.
 1. Use of or need for Rx medicines (3 Qs)
 2. Above-average use or need for medical, mental health or educational services (3 Qs)
 3. Functional limitations compared with others of same age (3 Qs)
 4. Use of or need for specialized therapies (3 Qs)
 5. Treatment or counseling for emotional or developmental problems (2 Qs)
 - If *all* questions for *at least one* specific health consequence are answered "Yes," a child member is identified as having a chronic condition.

Overall ratings

Compared to the 2016 plan result:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- None of the differences are significant.

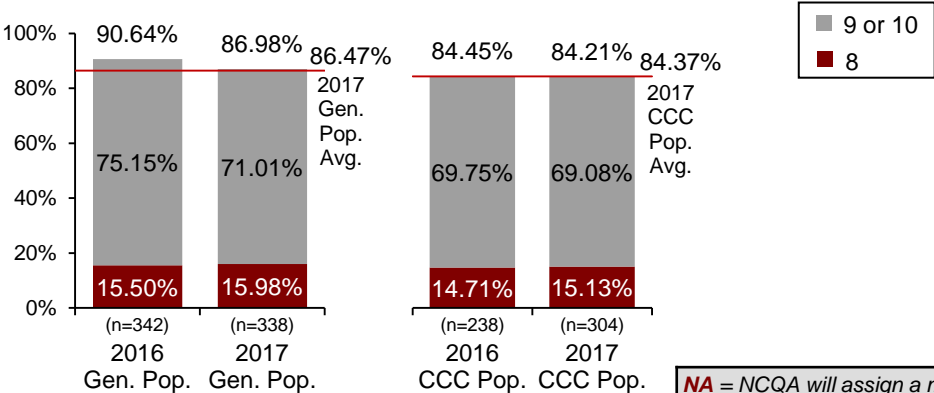
2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- None of the differences are significant.

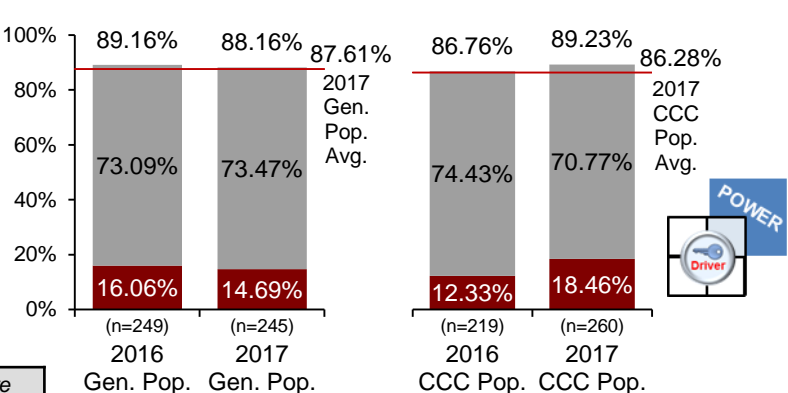
2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

- None of the differences are significant.

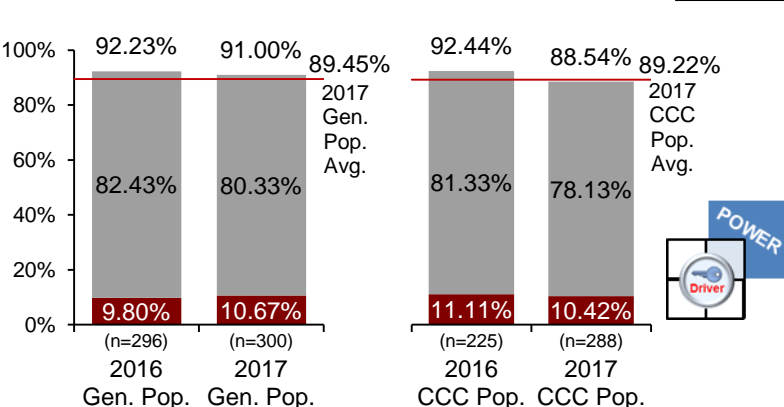
Q54. Rating of Health Plan



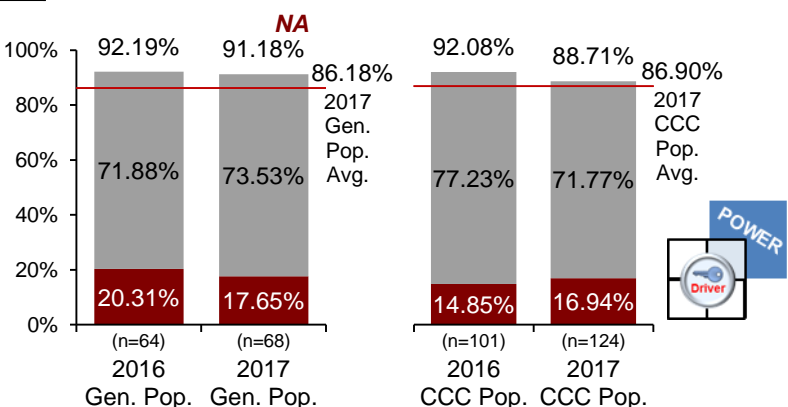
Q14. Rating of Health Care



Q41. Rating of Personal Doctor



Q48. Rating of Specialist

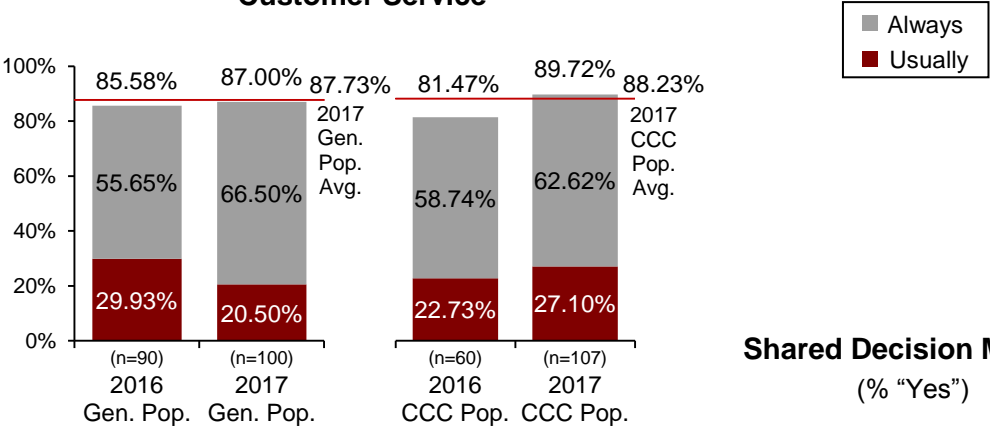


NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.

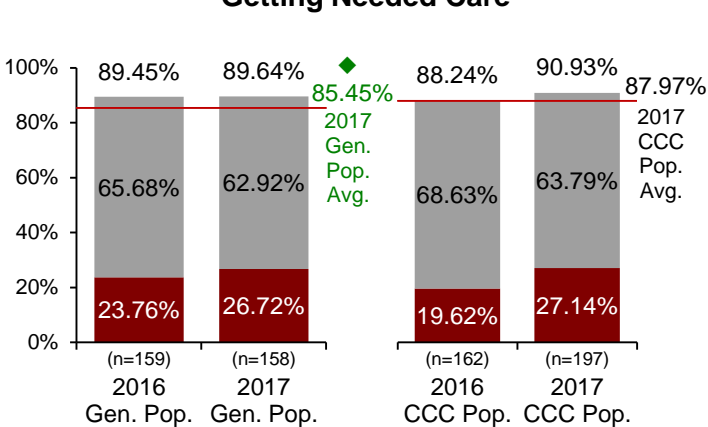
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- ▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
- ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Composite global proportions

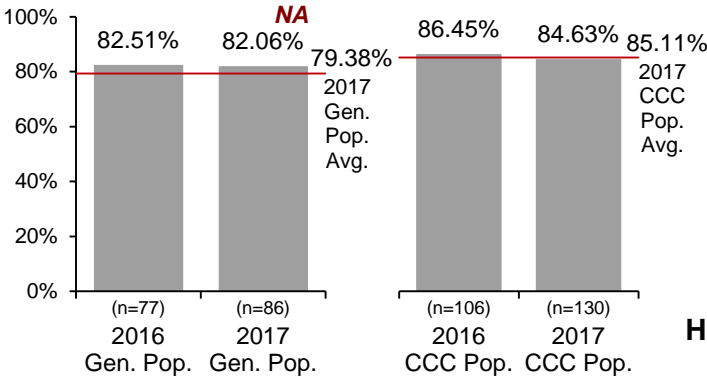
Customer Service



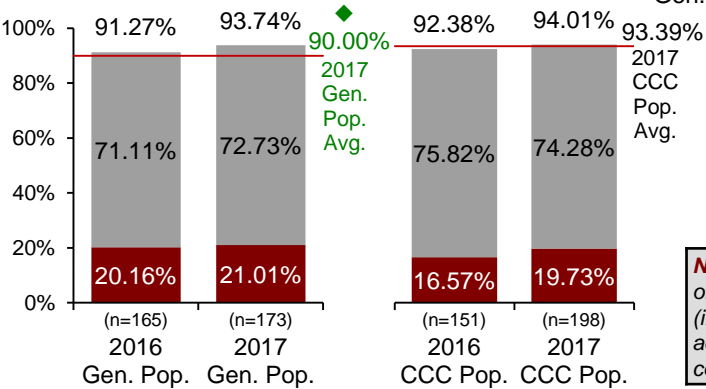
Getting Needed Care



Shared Decision Making (% "Yes")

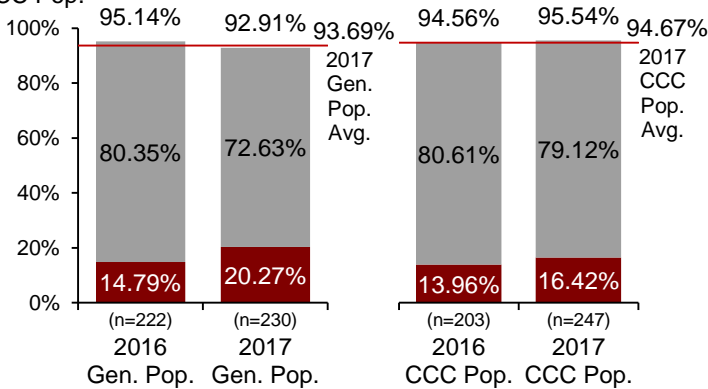


Getting Care Quickly



NA = NCQA will assign a measure result of NA for 2017 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

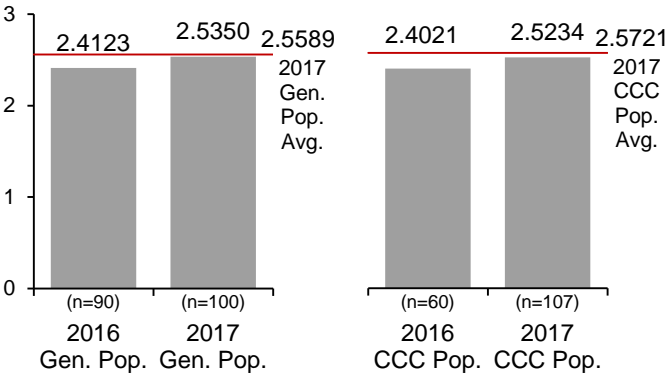
How Well Doctors Communicate



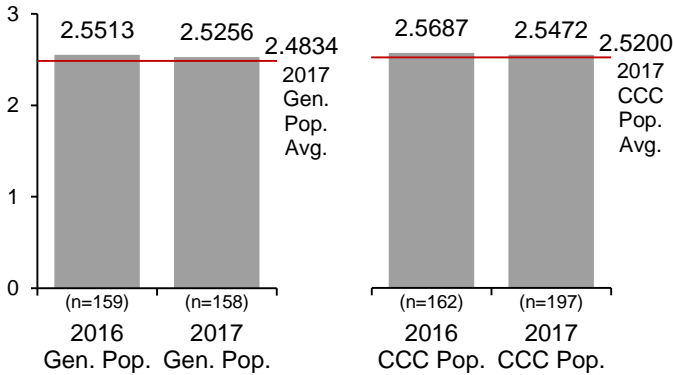
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Composite mean scores

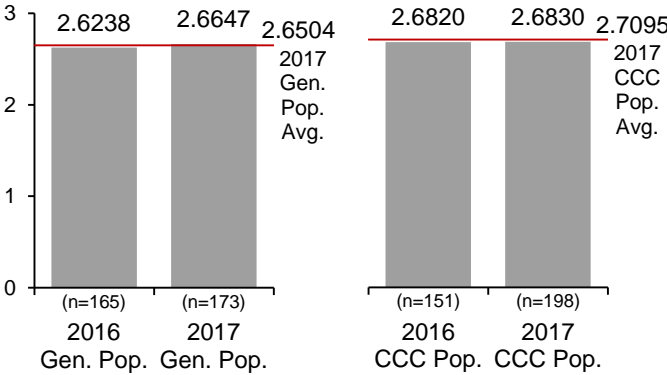
Customer Service



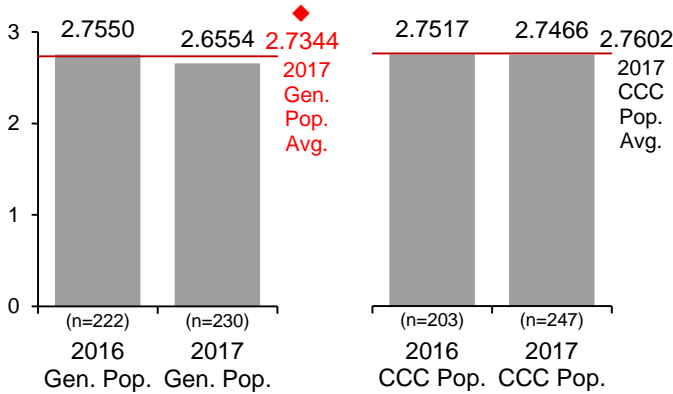
Getting Needed Care



Getting Care Quickly



How Well Doctors Communicate



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▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Customer Service

Compared to the 2016 plan result:

- Courteous and respectful treatment from customer service is significantly higher for the CCC population.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- None of the differences are significant.

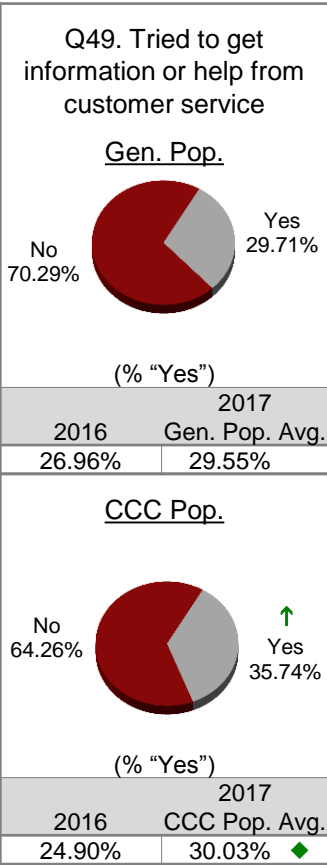
2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- None of the differences are significant.

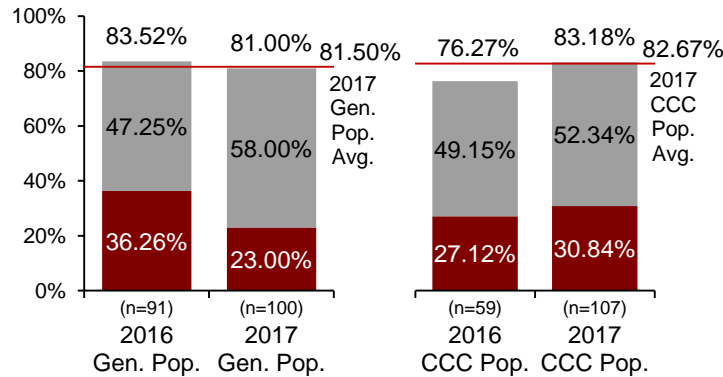
2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

- None of the differences are significant.

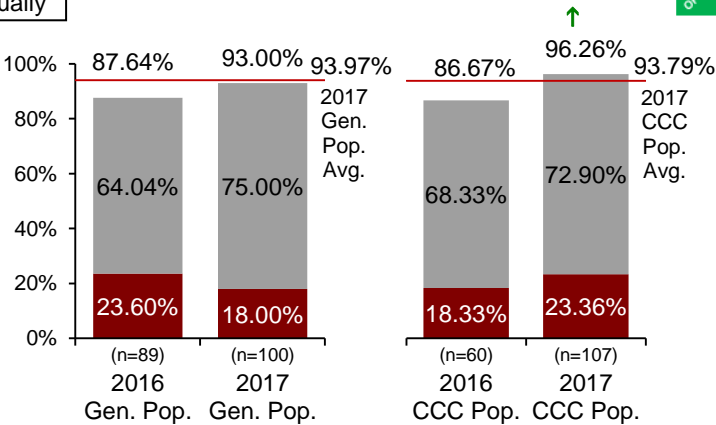
Customer Service Composite								
	2017				2017			
	2016	2017	Gen. Pop.	Gen. Pop.	2016	2017	CCC Pop.	CCC Pop.
	Gen. Pop.	Gen. Pop.	Avg.	Sig.	CCC Pop.	CCC Pop.	Avg.	Sig.
Global Proportion	85.58%	87.00%	87.73%		81.47%	89.72%	88.23%	
Mean Score	2.4123	2.5350	2.5589		2.4021	2.5234	2.5721	



Q50. Customer service provided needed information or help



Q51. Customer service treated member with courtesy and respect



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◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Customer Service

Compared to the 2016 plan result:

- The difference is not significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- The difference is not significant.

2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- The difference is not significant.

2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

- The difference is not significant.

Q52. Health plan gave member forms to fill out

Gen. Pop.



(% "Yes")

2017	
2016	Gen. Pop. Avg.
20.24%	27.11%

CCC Pop.



(% "Yes")

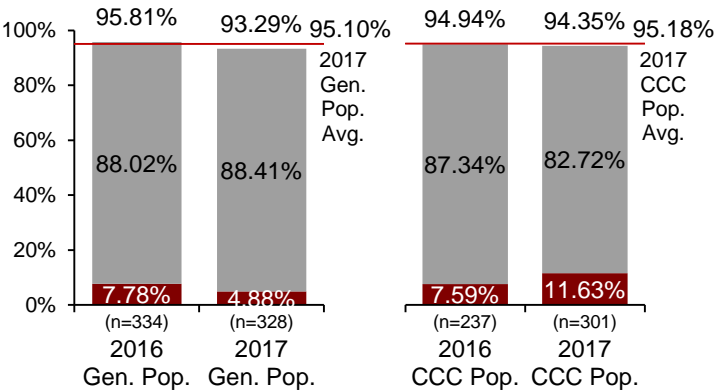
2017	
2016	CCC Pop. Avg.
23.11%	28.62%

- ↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Q53. Health plan forms were easy to fill out



Note: The rate for this question is calculated using the responses to this question and "No" responses to Q52.



Getting Needed Care

Compared to the 2016 plan result:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- None of the differences are significant.

2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

- Got care, tests or treatment is significantly higher.

Q45. Made appointment to see a specialist

Gen. Pop.



(% "Yes")

2017	
2016	Gen. Pop. Avg.
20.00%	23.34%

CCC Pop.



(% "Yes")

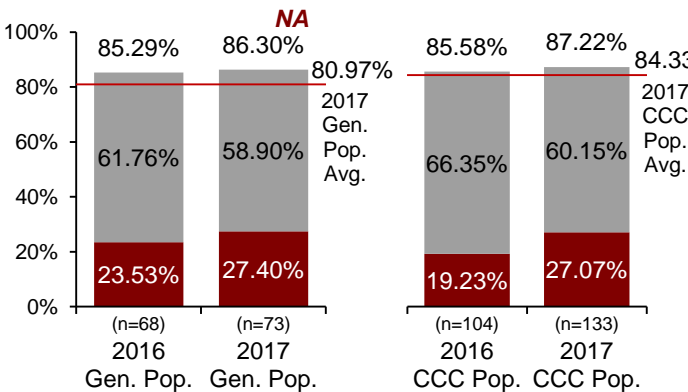
2017	
2016	CCC Pop. Avg.
42.62%	45.05%

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- ▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
- ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

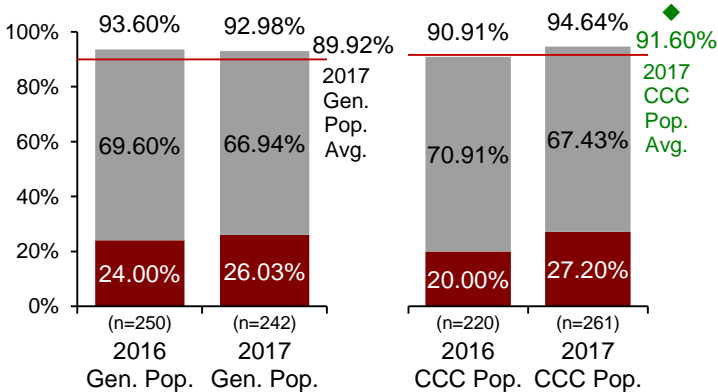
Getting Needed Care Composite								
	2016	2017	2017	Sig.	2016	2017	2017	Sig.
	Gen. Pop.	Gen. Pop.	Gen. Pop. Avg.		CCC Pop.	CCC Pop.	CCC Pop. Avg.	
Global Proportion	89.45%	89.64%	85.45%	◆	88.24%	90.93%	87.97%	
Mean Score	2.5513	2.5256	2.4834		2.5687	2.5472	2.5200	



Q46. Got appointment with specialist as soon as needed



Q15. Ease of getting care, tests or treatment



Getting Care Quickly

Compared to the 2016 plan result:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- None of the differences are significant.

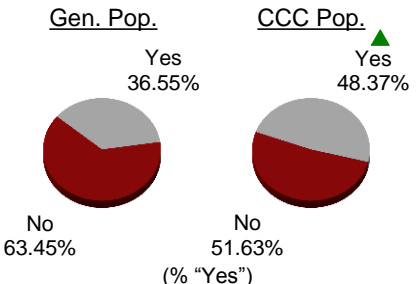
2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- Got routine appointment is significantly higher.

2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

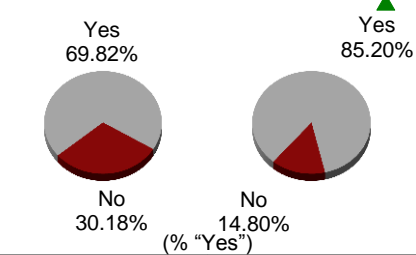
- None of the differences are significant.

Q3. Had illness, injury or condition that needed care right away



2016	2017	2016	2017
Gen. Pop. Avg.	Gen. Pop. Avg.	CCC Pop. Avg.	CCC Pop. Avg.
30.35%	35.17%	50.41%	48.51%

Q5. Made appointments for check-up/ routine care at doctor's office or clinic

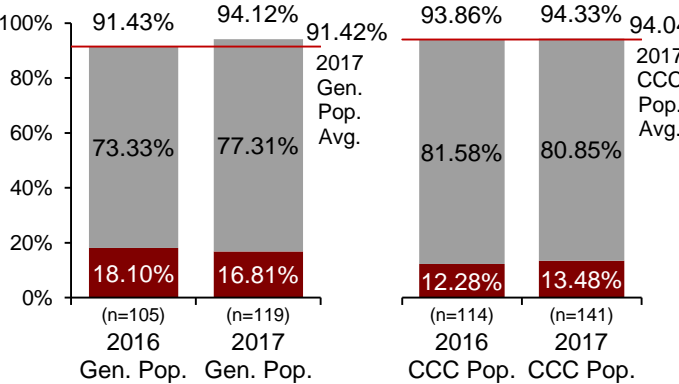


2016	2017	2016	2017
Gen. Pop. Avg.	Gen. Pop. Avg.	CCC Pop. Avg.	CCC Pop. Avg.
67.64%	72.19%	80.08%	81.54%

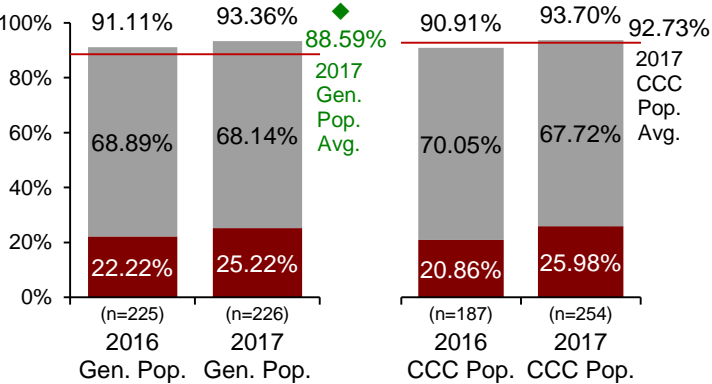
- ↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
- ▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
- ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Getting Care Quickly Composite								
	2016	2017	2017		2016	2017	2017	
	Gen. Pop.	Gen. Pop.	Gen. Pop. Avg.		CCC Pop.	CCC Pop.	CCC Pop. Avg.	
Global Proportion	91.27%	93.74%	90.00%	◆	92.38%	94.01%	93.39%	
Mean Score	2.6238	2.6647	2.6504		2.6820	2.6830	2.7095	

Q4. Got urgent care as soon as needed



Q6. Got check-up or routine appointment as soon as needed



Doctor or Specialist Visits

Compared to the 2016 plan result:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

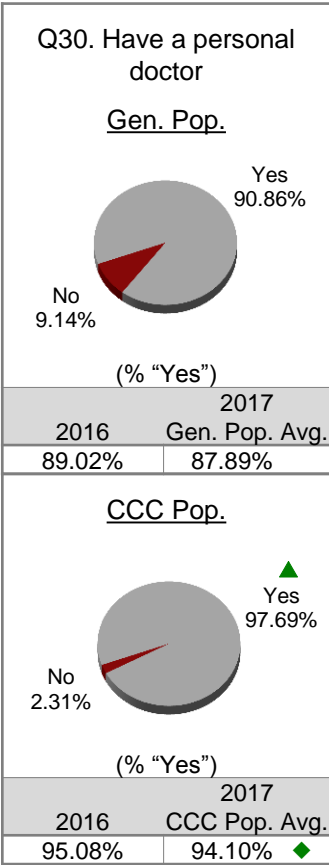
- Average number of office visits is significantly lower.

2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

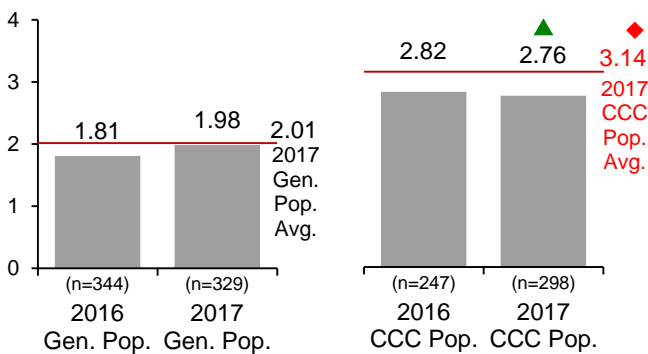
- None of the differences are significant.

2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

- Average number of office visits and average number of personal doctor visits are significantly lower.

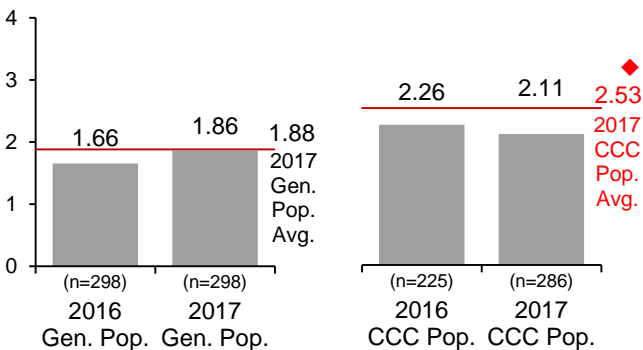


Q7. Average number of visits to doctor's office or clinic

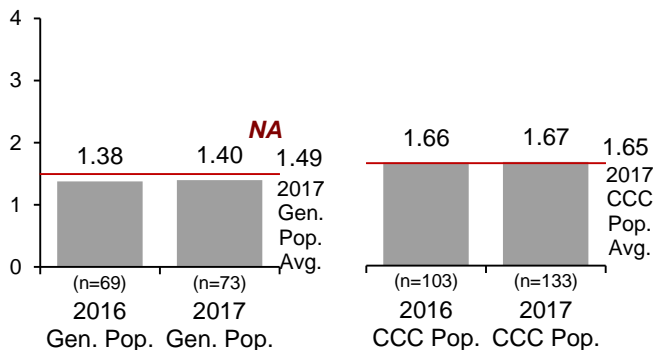


NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.

Q31. Average number of visits to personal doctor



Q47. Average number of specialists seen



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

How Well Doctors Communicate

Compared to the 2016 plan result:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- Doctor explained things is significantly lower.

2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

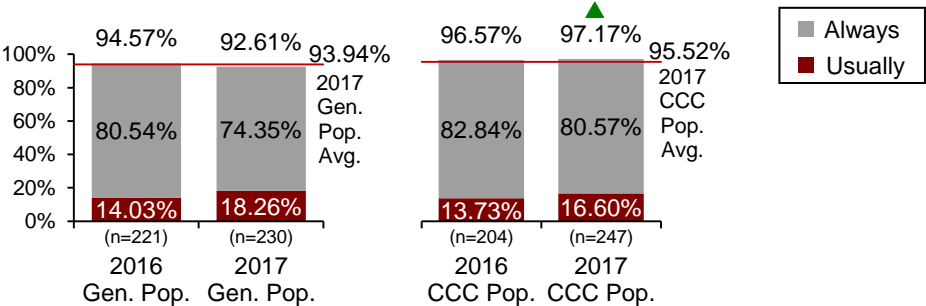
- None of the differences are significant.

2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

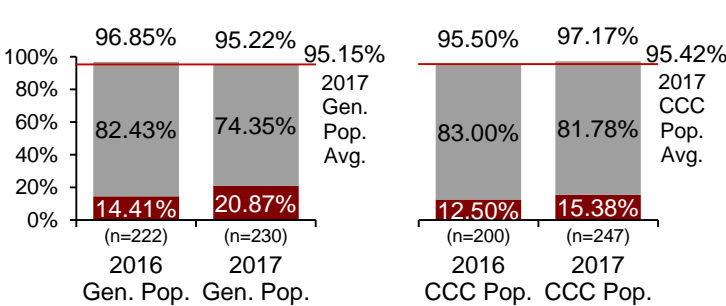
- None of the differences are significant.

How Well Doctors Communicate Composite								
	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Global Proportion	95.14%	92.91%	93.69%		94.56%	95.54%	94.67%	
Mean Score	2.7550	2.6554	2.7344	◆	2.7517	2.7466	2.7602	

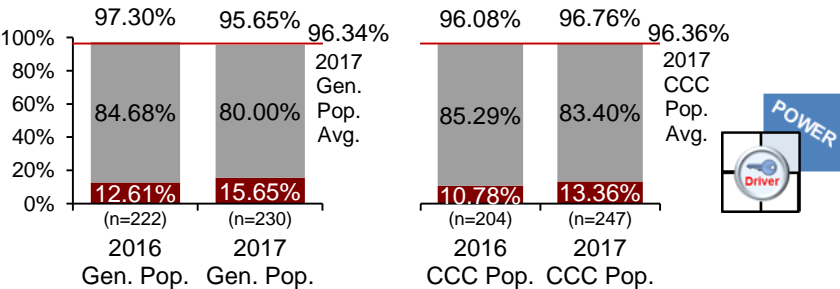
Q32. Personal doctor explained things



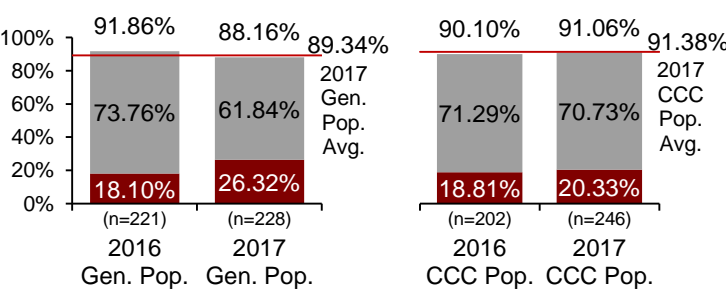
Q33. Personal doctor listened carefully



Q34. Personal doctor showed respect



Q37. Personal doctor spent enough time



- ↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

How Well Doctors Communicate

Compared to the 2016 plan result:

- The difference is not significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- The difference is not significant.

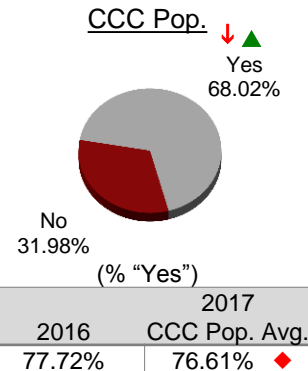
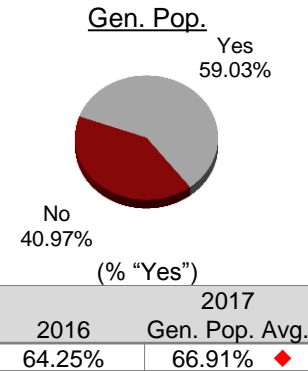
2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- The difference is not significant.

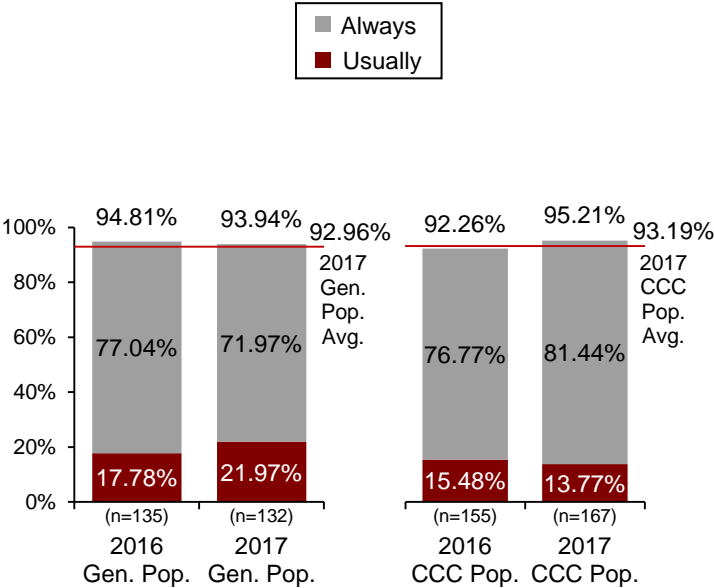
2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

- The difference is not significant.

Q35. Child is able to talk with doctors about health care



Q36. Doctors explained things in a way child could understand



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Shared Decision Making

Compared to the 2016 plan result:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- None of the differences are significant.

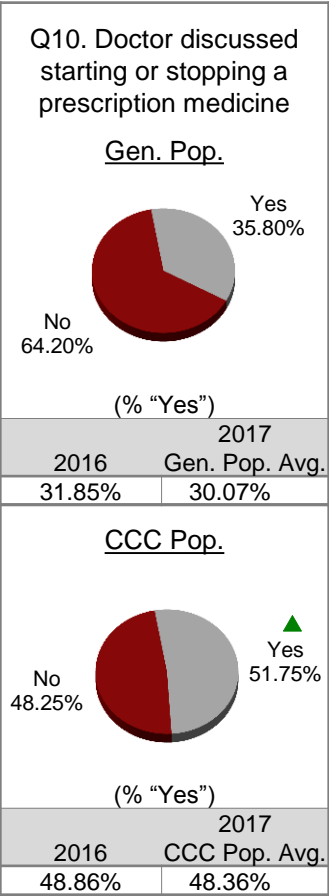
2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- Doctor discussed reasons to take medicine is significantly higher.

2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

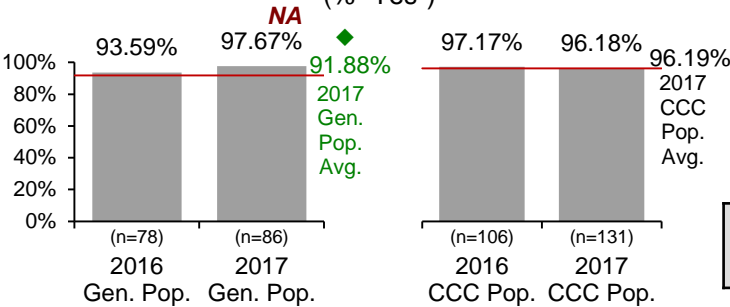
- None of the differences are significant.

Shared Decision Making Composite ¹								
	2016	2017	2017		2016	2017	2017	
	Gen. Pop.	Gen. Pop.	Gen. Pop.	Gen. Pop.	CCC Pop.	CCC Pop.	CCC Pop.	CCC Pop.
			Avg.	Sig.			Avg.	Sig.
Global Proportion	82.51%	82.06%	79.38%		86.45%	84.63%	85.11%	
NCQA will assign a measure result of NA for the composite for 2017 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.								



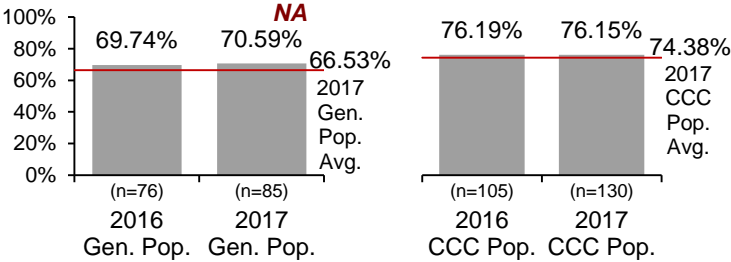
- ↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
- ▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
- ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Q11. Doctor discussed reasons to take a medicine (% "Yes")

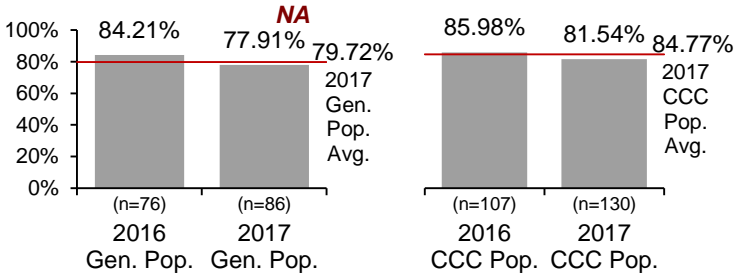


NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.

Q12. Doctor discussed reasons not to take a medicine (% "Yes")



Q13. Doctor asked what you thought was best (% "Yes")



¹Composite Mean Scores are not calculated for Yes/No composites.

Compared to the 2016 plan result:

- The difference is not significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- Doctor discussed ways to prevent illness is significantly lower.

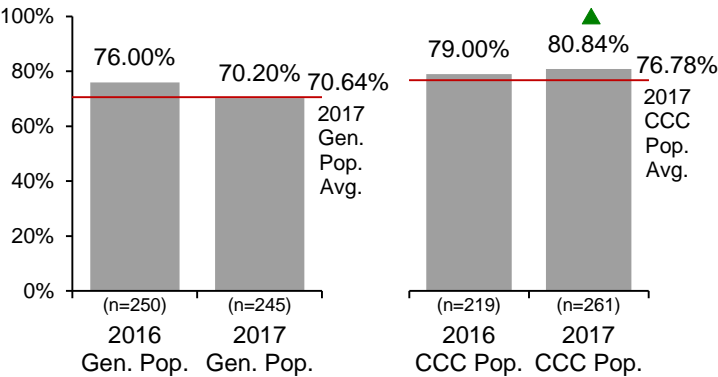
2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- The difference is not significant.

2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

- The difference is not significant.

Q8. You and doctor discussed ways to prevent illness
(% “Yes”)



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Coordination of Care

Compared to the 2016 plan result:

- The difference is not significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- The difference is not significant.

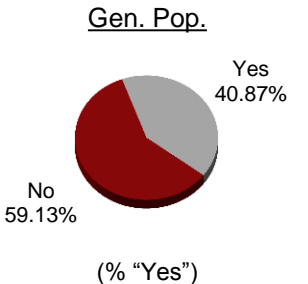
2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- The difference is not significant.

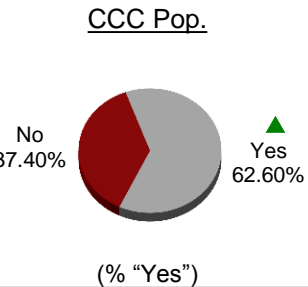
2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

- The difference is not significant.

Q39. Received care from doctor or health provider besides personal doctor

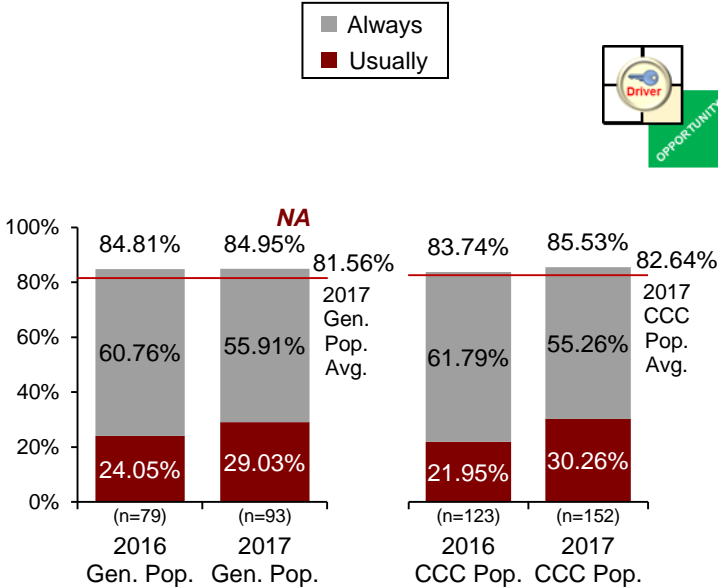


2017	
2016	Gen. Pop. Avg.
36.77%	42.44%



2017	
2016	CCC Pop. Avg.
61.27%	58.57%

Q40. Personal doctor seemed informed about care from other providers



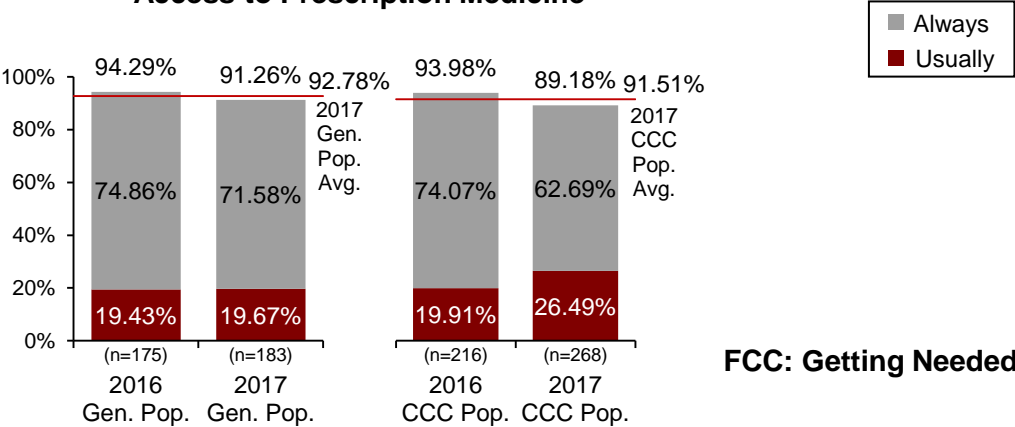
NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.

- ↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
- ▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
- ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

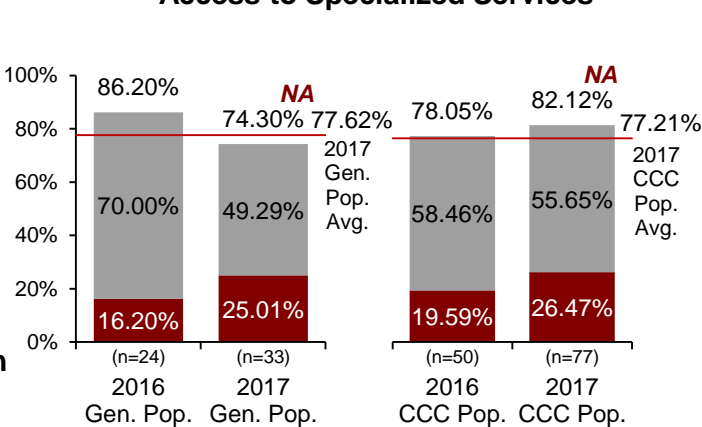
Children with Chronic Conditions

CCC composite global proportions

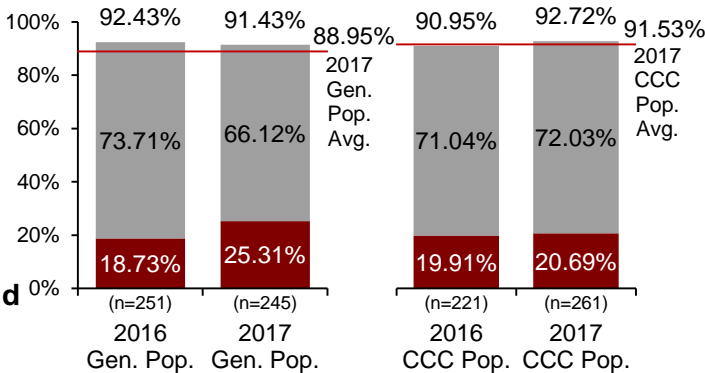
Access to Prescription Medicine



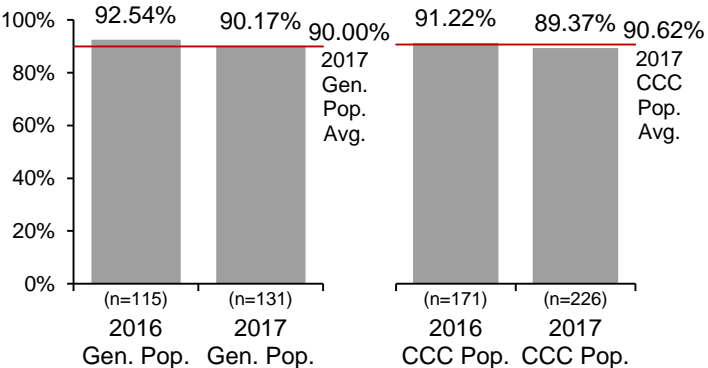
Access to Specialized Services



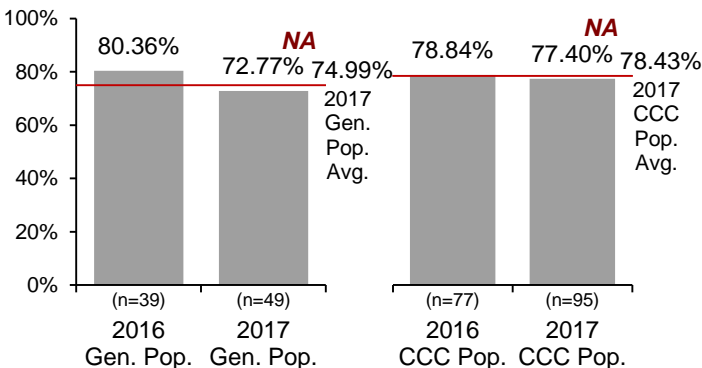
FCC: Getting Needed Information



FCC: Personal Doctor Who Knows Child (% "Yes")



FCC: Coordination of Care (% "Yes")

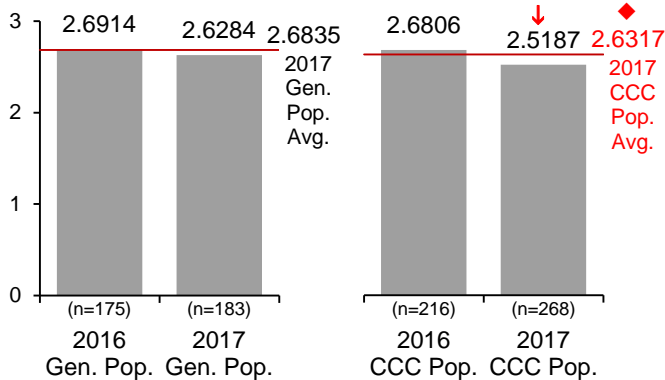


NA = NCQA will assign a measure result of NA for 2017 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

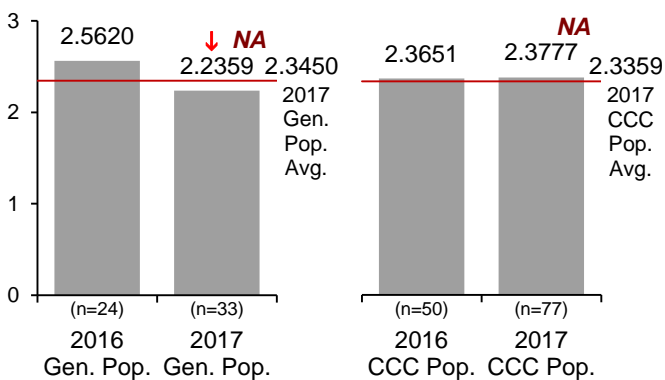
↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

CCC composite mean scores

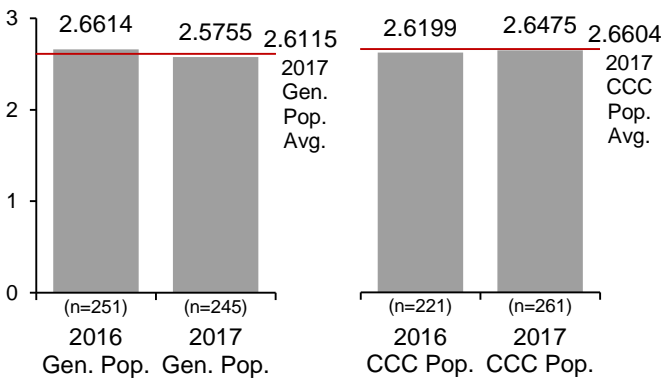
Access to Prescription Medicine



Access to Specialized Services



FCC: Getting Needed Information



NA = NCQA will assign a measure result of NA for 2017 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Access to Prescription Medicine

Compared to the 2016 plan result:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- None of the differences are significant.

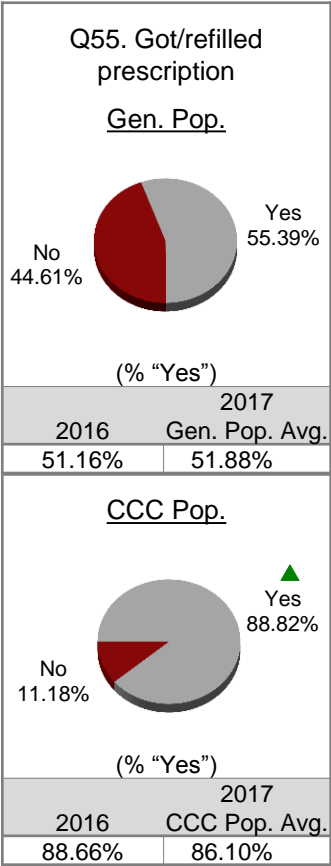
2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- None of the differences are significant.

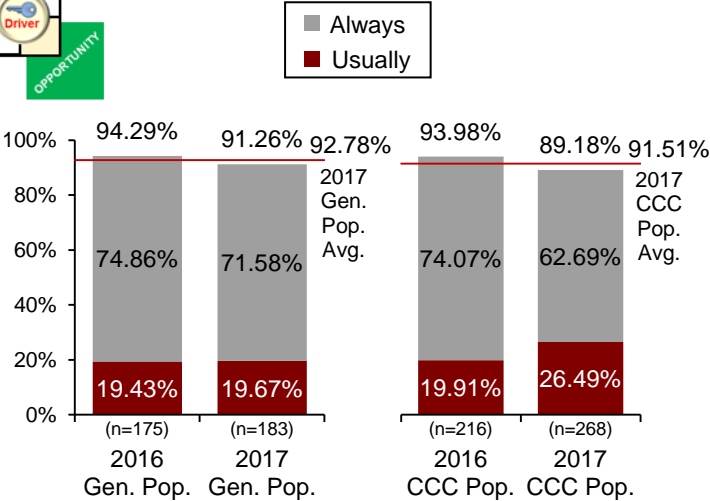
2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

- None of the differences are significant.

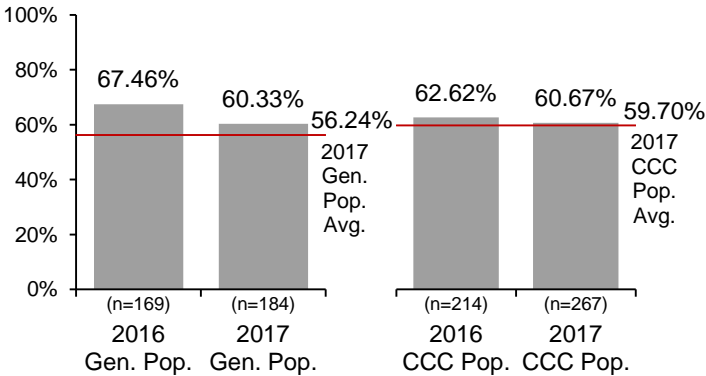
Access to Prescription Medicine Composite								
	2016		2017		2017		2017	
	Gen. Pop.	Gen. Pop.	Gen. Pop. Avg.	Gen. Pop. Sig.	CCC Pop.	CCC Pop.	CCC Pop. Avg.	CCC Pop. Sig.
Global Proportion	94.29%	91.26%	92.78%		93.98%	89.18%	91.51%	
Mean Score	2.6914	2.6284	2.6835		2.6806	2.5187	2.6317	<div>↓</div> <div>◆</div>



Q56. Easy to get prescription medicine



Q57. Got help getting prescription medicines (% "Yes")



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Access to Prescription Medicine

	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Q60. Child currently needs or uses prescription medication (% "Yes")	30.00%	33.92%	29.52%		82.52%	82.74%	81.89%	▲
Q61. Needs medication because of a medical, behavioral or other condition (% "Yes")	78.22%	78.76%	78.97%		98.03%	98.42%	97.38%	▲
Q62. Condition has lasted or is expected to last at least 12 months (% "Yes")	84.42%	86.36%	88.07%		98.47%	99.19%	98.57%	▲

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Access to Specialized Services

Compared to the 2016 plan result:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- None of the differences are significant.

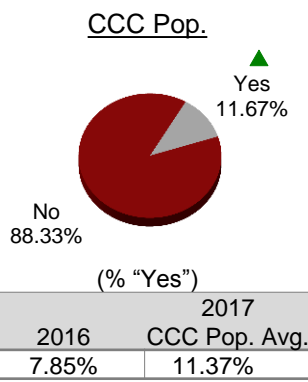
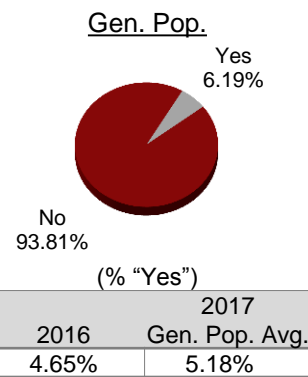
2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- None of the differences are significant.

2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

- None of the differences are significant.

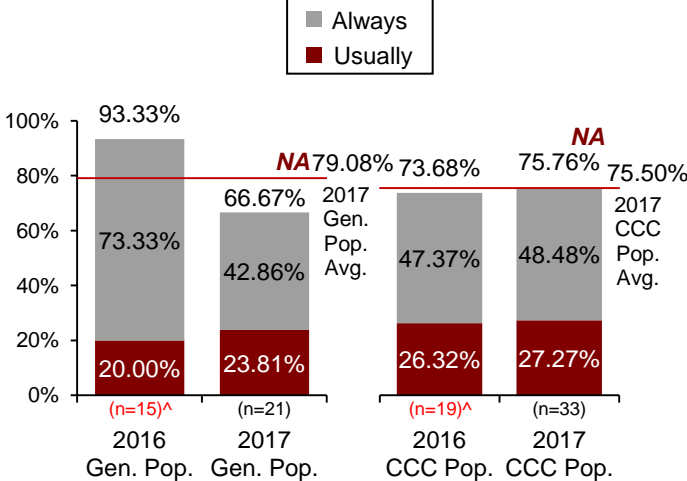
Q19. Got special medical equipment/devices



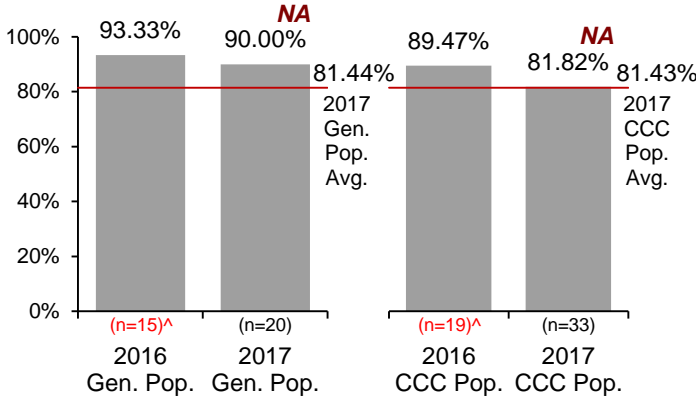
Access to Specialized Services Composite								
	2016	2017	2017	Gen. Pop. Sig.	2016	2017	2017	CCC Pop. Sig.
	Gen. Pop.	Gen. Pop.	Gen. Pop. Avg.		CCC Pop.	CCC Pop.	CCC Pop. Avg.	
Global Proportion	86.20%	74.30%	77.62%		78.05%	82.12%	77.21%	
Mean Score	2.5620	2.2359	2.3450	↓	2.3651	2.3777	2.3359	

NCQA will assign a measure result of NA for the composite for 2017 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

Q20. Easy to get special medical equipment



Q21. Got help getting special medical equipment (% "Yes")



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

^Caution: small base size (n<20).



Access to Specialized Services

Compared to the 2016 plan result:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

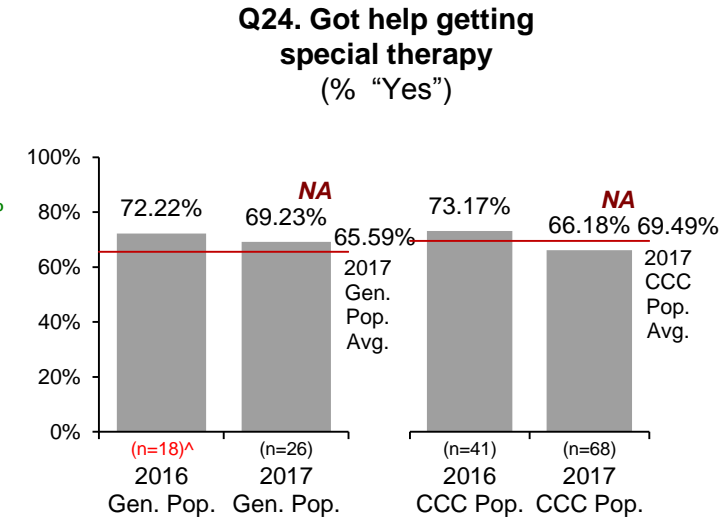
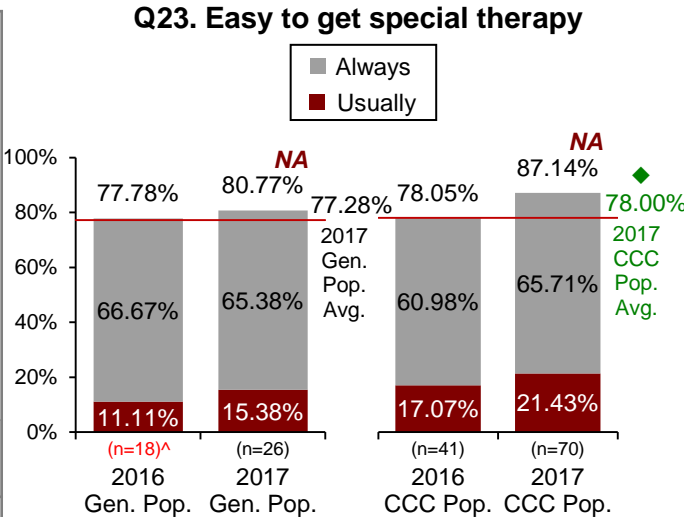
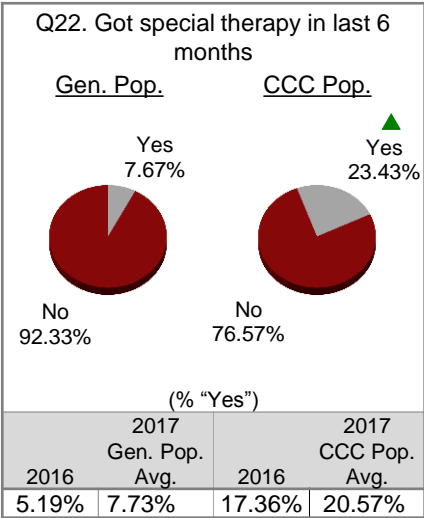
- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- None of the differences are significant.

2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

- Easy to get special therapy is significantly higher.



NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.

	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Q69. Child needs or gets physical, occupational or speech therapy (% "Yes")	8.50%	8.24%	9.41%		30.20%	33.66%	28.06%	▲◆
Q70. Needs therapy because of a medical, behavioral or other condition (% "Yes")	60.71%	71.43%	68.91%		87.50%	91.26%	88.84%	
Q71. Condition has lasted or is expected to last at least 12 months (% "Yes")	82.35%	89.47%	91.88%		100%	96.70%	97.59%	

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

^Caution: small base size (n<20).



Access to Specialized Services

Compared to the 2016 plan result:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

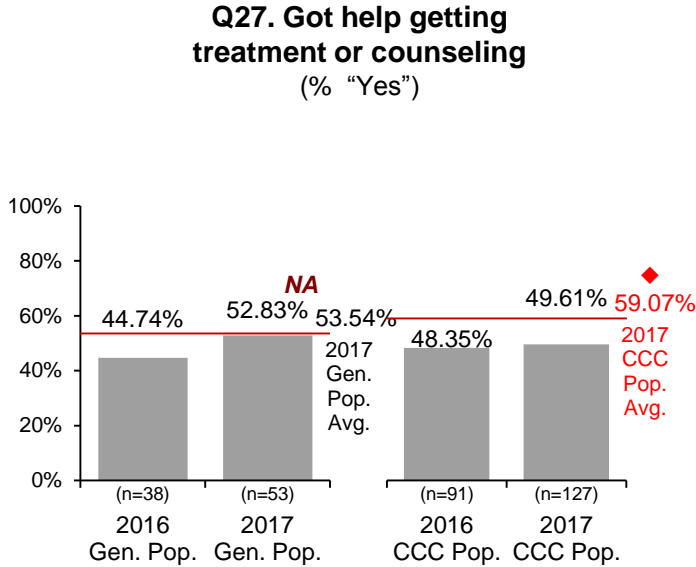
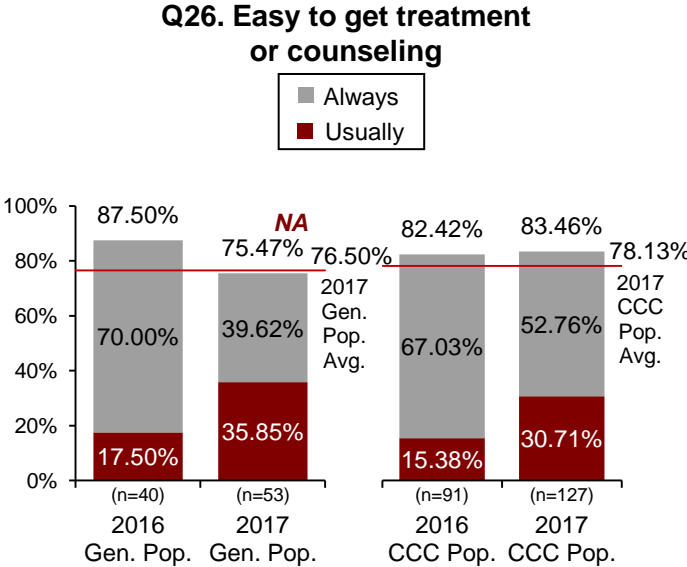
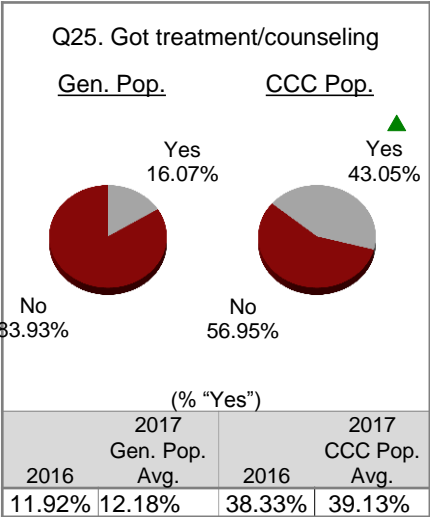
- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- None of the differences are significant.

2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

- Got help getting treatment or counseling is significantly lower.



	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Q72. Child has emotional, developmental or behavioral problem for which he or she gets treatment or counseling (% "Yes")	14.41%	20.77%	14.60%	↑ ◆	52.87%	58.36%	53.27%	▲
Q73. Problem has lasted or is expected to last at least 12 months (% "Yes")	82.98%	83.58%	90.54%		96.06%	97.13%	97.46%	▲

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ ♦ Indicates a significant difference between the 2017 plan result and the corresponding average.

FCC: Personal Doctor/Nurse Who Knows Child

Compared to the 2016 plan result:

- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

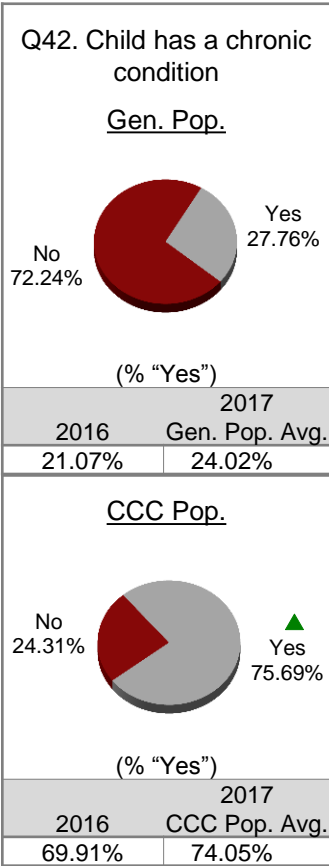
- None of the differences are significant.

2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- None of the differences are significant.

2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

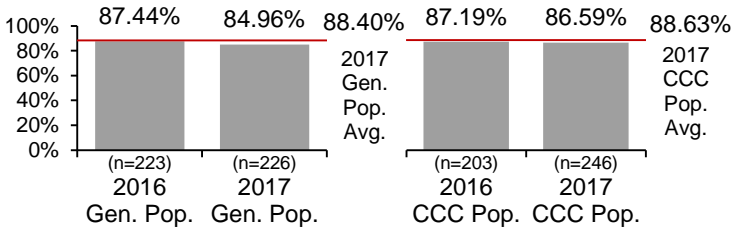
- None of the differences are significant.



FCC: Personal Doctor/Nurse Who Knows Child Composite ¹								
	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Global Proportion	92.54%	90.17%	90.00%		91.22%	89.37%	90.62%	

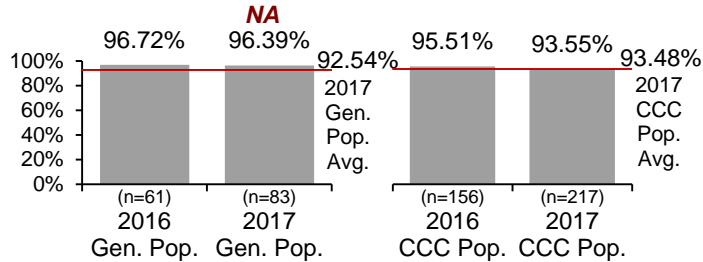
Q38. Doctor spoke with you about how child is feeling/growing/behaving

(% "Yes")



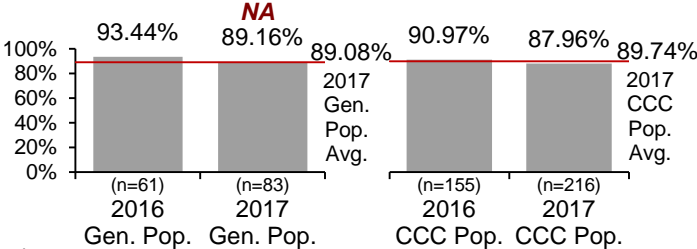
Q43. Doctor understands effect of chronic condition on child

(% "Yes")



Q44. Doctor understands effect of chronic condition on family

(% "Yes")



NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.

- ↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
- ▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
- ◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

¹Composite Mean Scores are not calculated for Yes/No composites.

FCC: Getting Needed Information

Compared to the 2016 plan result:

- The difference is not significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- The difference is not significant.

2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

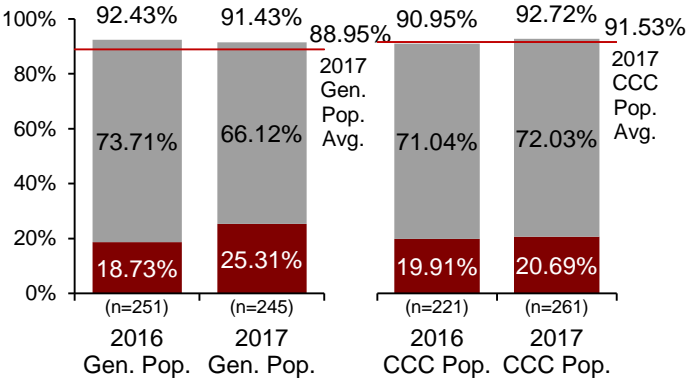
- The difference is not significant.

2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

- The difference is not significant.

FCC: Getting Needed Information Composite								
	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Global Proportion	92.43%	91.43%	88.95%		90.95%	92.72%	91.53%	
Mean Score	2.6614	2.5755	2.6115		2.6199	2.6475	2.6604	

**Q9. Had questions answered by
doctor in last 6 months**



↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

FCC: Coordination of Care

Compared to the 2016 plan result:

- The difference is not significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

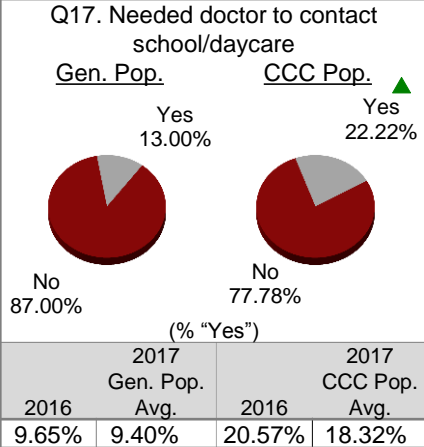
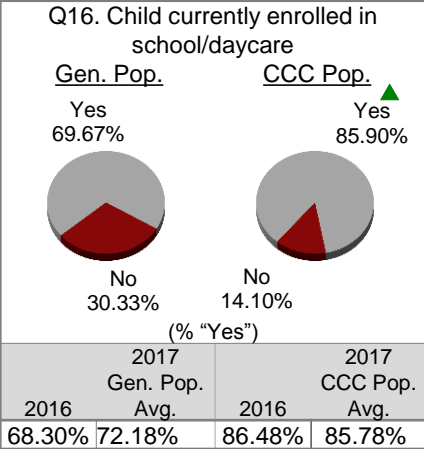
- The difference is not significant.

2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- The difference is not significant.

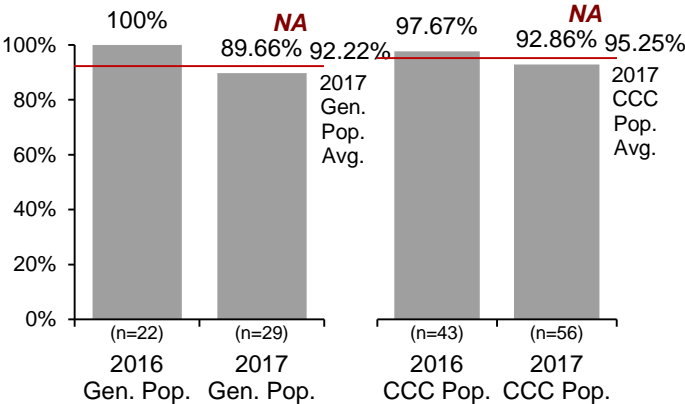
2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

- The difference is not significant.



FCC: Coordination of Care Composite ¹								
Global Proportion	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	2017 Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	2017 CCC Pop. Sig.
	80.36%	72.77%	74.99%		78.84%	77.40%	78.43%	
NCQA will assign a measure result of NA for the composite for 2017 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.								

Q18. Got help from doctor in contacting school/daycare (% "Yes")



NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.

Indicates a significant difference between the 2017 plan result and the 2016 plan result.
 Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
 Indicates a significant difference between the 2017 plan result and the corresponding average.

¹Composite Mean Scores are not calculated for Yes/No composites.

FCC: Coordination of Care

Compared to the 2016 plan result:

- The difference is not significant.

2017 Gen. Pop. compared to the 2017 CCC Pop.:

- The difference is not significant.

2017 Gen. Pop. compared to the 2017 Gen. Pop. UHC Average:

- The difference is not significant.

2017 CCC Pop. compared to the 2017 CCC Pop. UHC Average:

- The difference is not significant.

Q28. Child received care from multiple providers or services

Gen. Pop.



(% "Yes")

2017	
2016	Gen. Pop. Avg.
16.43%	21.60%

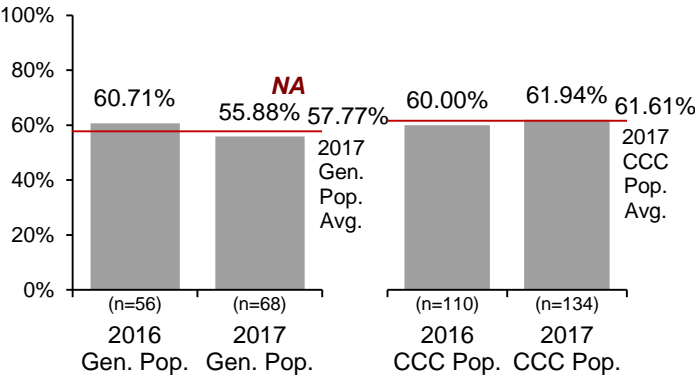
CCC Pop.



(% "Yes")

2017	
2016	CCC Pop. Avg.
45.49%	45.42%

Q29. Received help coordinating child's care from multiple providers or services (% "Yes")



NA = NCQA will assign a measure result of NA for 2017 because the denominator is less than 100.

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Special Health Care Needs

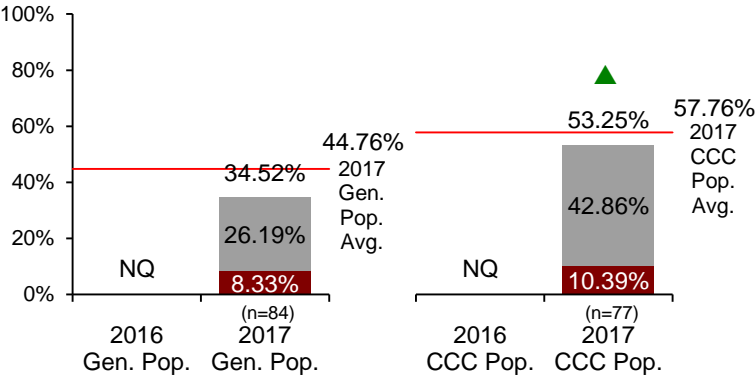
	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Q63. Child uses more services than usual (% “Yes”)	14.45%	16.57%	14.97%		51.65%	54.43%	54.18%	▲
Q64. Uses more because of medical, behavioral or other conditions (% “Yes”)	87.76%	81.82%	86.26%		94.40%	92.12%	94.77%	
Q65. Condition has lasted/is expected to last at least 12 months (% “Yes”)	88.37%	93.18%	94.12%		98.31%	99.34%	98.45%	
Q66. Child limited in ability (% “Yes”)	11.76%	11.57%	12.37%		33.20%	36.18%	33.77%	▲
Q67. Limited because of medical, behavioral or other condition (% “Yes”)	73.68%	72.22%	68.61%		93.75%	91.67%	94.23%	▲
Q68. Condition has lasted or is expected to last at least 12 months (% “Yes”)	92.59%	96.15%	95.13%		97.33%	98.99%	98.98%	

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◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

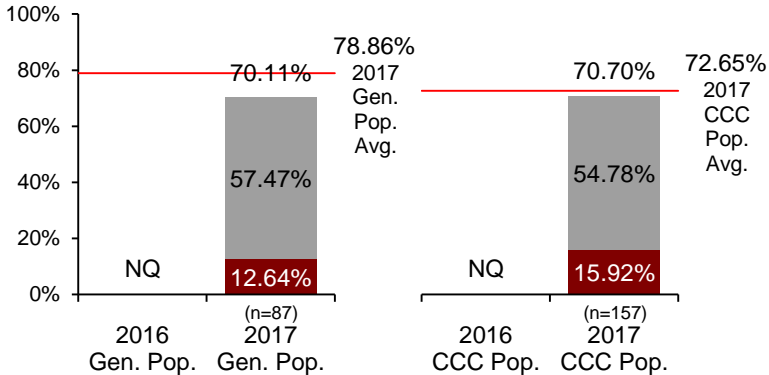
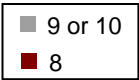
Additional questions

Mental health services

Q91. Customer service staff was helpful and provided help needed

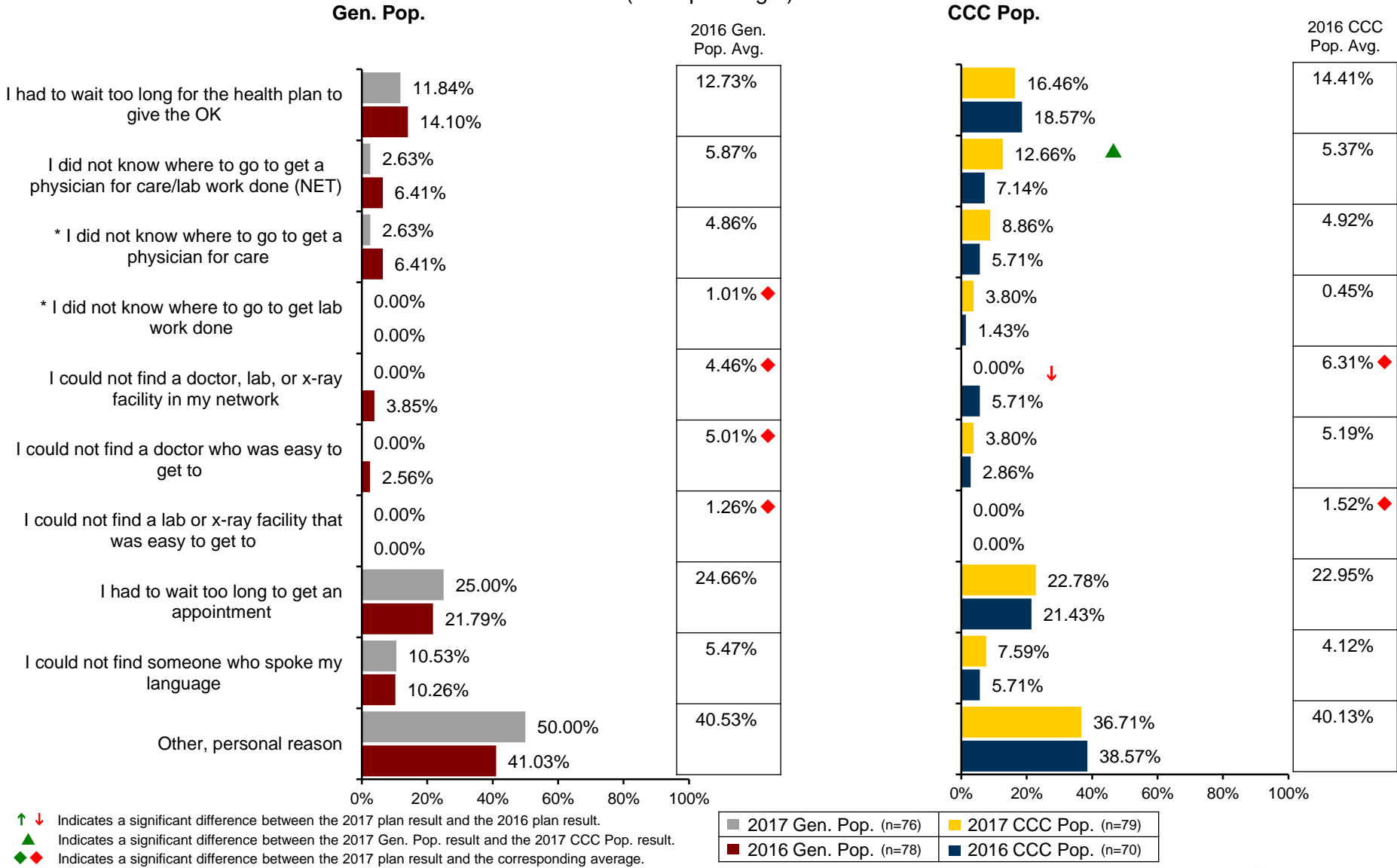


Q92. Mental health services overall



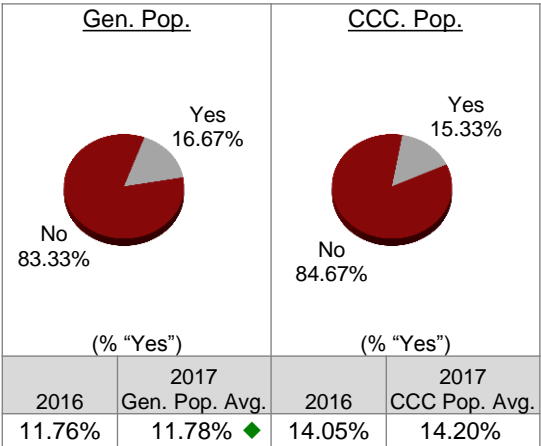
Getting needed care

Q84. Reasons not easy to get the care or tests needed
(% responding...)

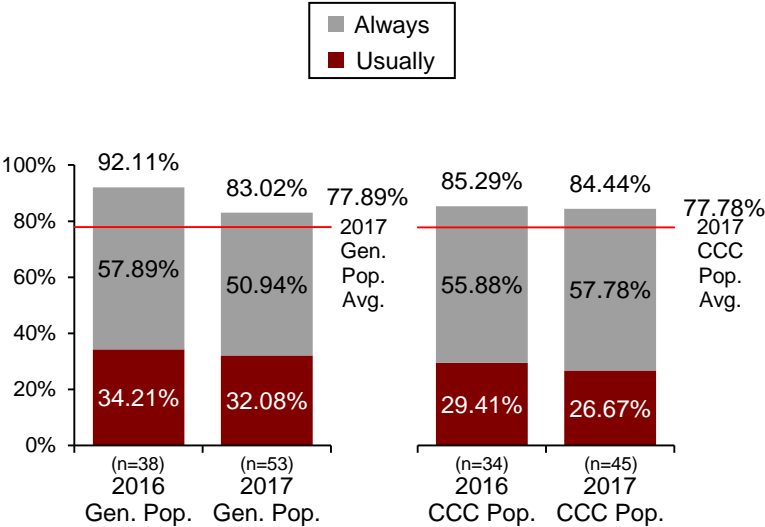


Calling a doctor’s office or clinic after regular office hours

Q85. Called doctor after regular office hours
(% “Yes”)



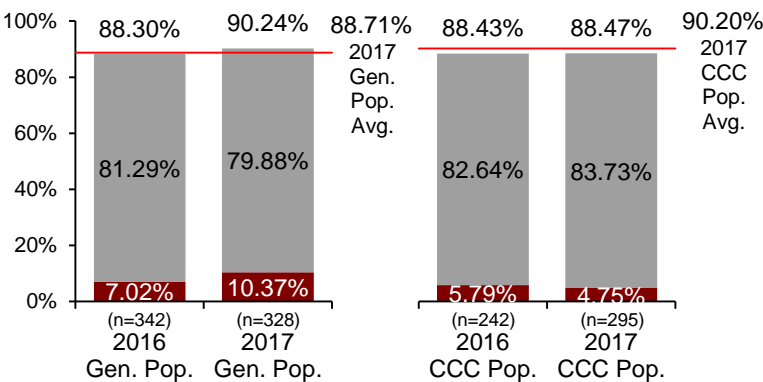
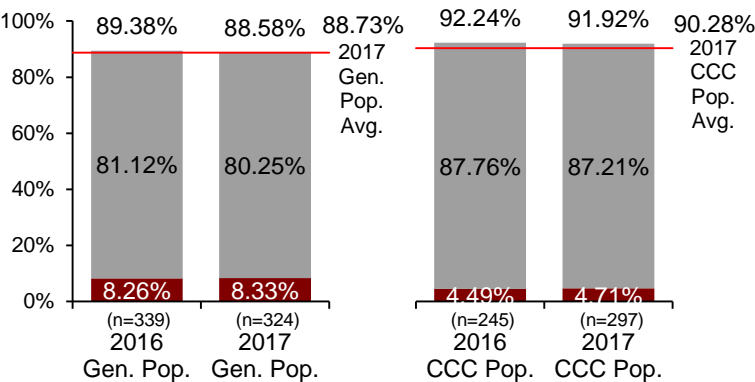
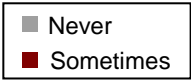
Q86. Got help you wanted



Language or cultural barriers

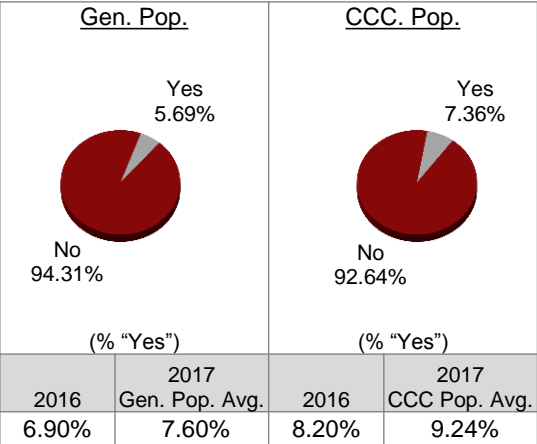
Q87. Hard to find a doctor who speaks your language

Q88. Hard to find a doctor who understands your culture

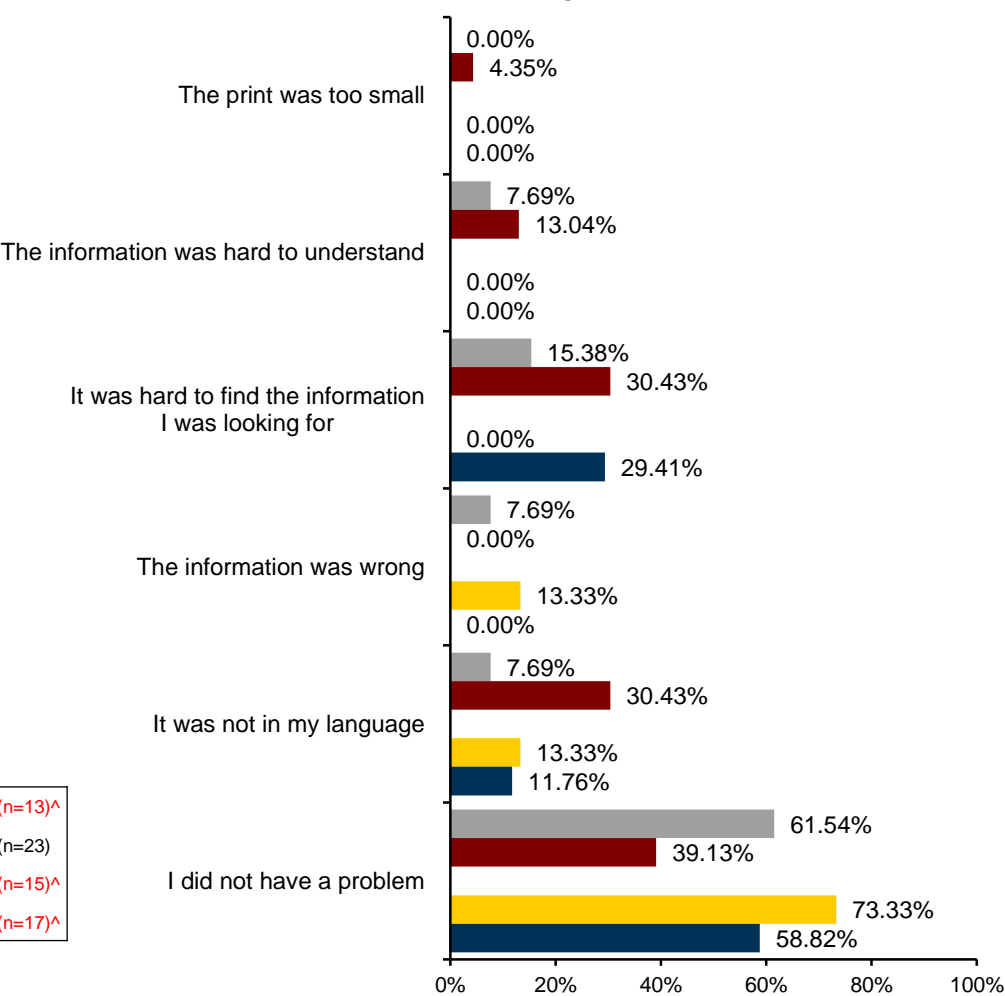


Website

Q89. Looked up information about doctor or hospital (% "Yes")



Q90. Problems encountered when website was not useful in finding a doctor or hospital (% responding...)



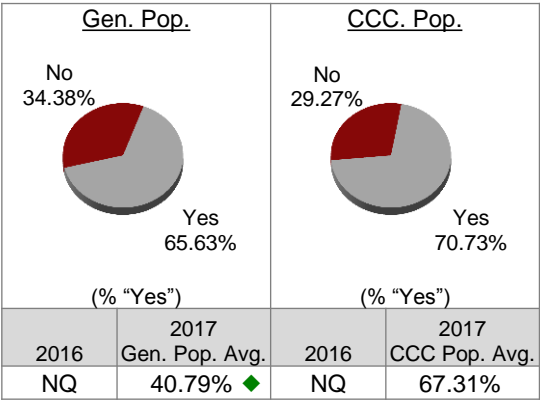
2017 Avg.	
Gen. Pop.	5.31%
CCC Pop.	6.40%
Gen. Pop.	8.96%
CCC Pop.	10.92%
Gen. Pop.	21.41%
CCC Pop.	25.80%
Gen. Pop.	9.40%
CCC Pop.	13.94%
Gen. Pop.	10.62%
CCC Pop.	7.16%
Gen. Pop.	58.40%
CCC Pop.	54.61%

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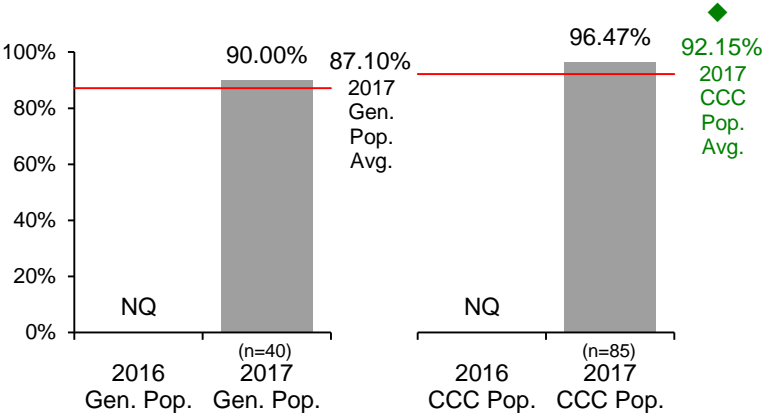


Mental health or substance abuse services

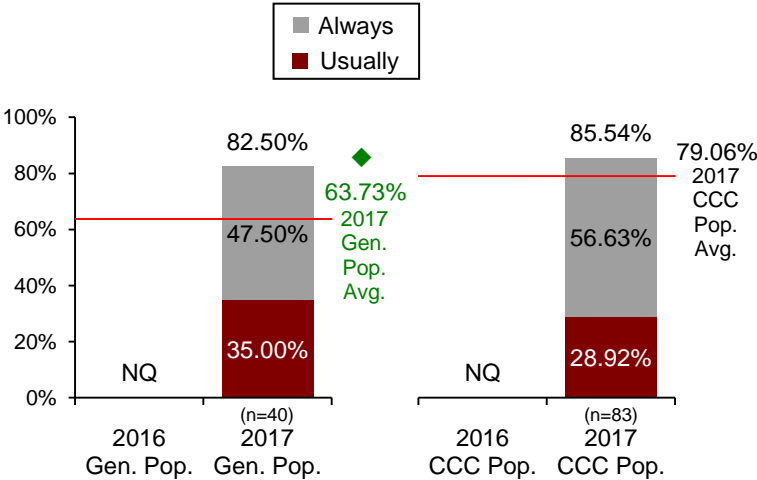
Q93. Accessed services
(% "Yes")



Q95. Provider was helpful
(% "Yes")



Q94. Easy to get appointment



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◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

NQ = New question in 2017.

Appendix A

Member profile

Member profile

	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop Sig.
Child's profile								
Overall health (Q58)								
Excellent/very good	77.68%	74.93%	75.53%	▲	62.40%	54.25%	56.42%	
Good	18.84%	20.60%	19.56%		28.93%	33.66%	31.15%	▲
Fair/poor	3.48%	4.48%	4.91%		8.68%	12.09%	12.43%	▲
Overall mental health (Q59)								
Excellent/very good	73.75%	72.32%	73.80%	▲	47.97%	43.05%	45.08%	
Good	20.65%	19.05%	18.45%		33.33%	33.11%	29.63%	▲
Fair/poor	5.60%	8.63%	7.75%		18.70%	23.84%	25.29%	▲
Gender (Q75)								
Male	53.85%	52.68%	52.07%		60.41%	58.47%	59.73%	
Female	46.15%	47.32%	47.93%		39.59%	41.53%	40.27%	
Age (Q74)								
Less than 1	1.78%	1.82%	2.00%		0.00%	0.33%	0.63%	
1-5	31.45%	32.12%	30.45%	▲	14.81%	17.67%	15.83%	
6-10	32.05%	27.27%	27.08%		27.57%	33.67%	31.37%	
11-15	25.22%	27.88%	27.09%		42.80%	36.33%	35.08%	▲
16 or older	9.50%	10.91%	13.37%		14.81%	12.00%	17.10%	◆
Race/ethnicity (Q76/Q77)								
White	60.12%	64.22%	64.34%		67.80%	73.26%	69.29%	▲
Black or African-American	14.33%	18.21%	21.66%		22.03%	18.40%	27.15%	◆
Hispanic or Latino	37.09%	34.72%	33.33%		27.80%	29.80%	18.21%	◆
Asian	12.15%	8.95%	7.51%	▲	3.39%	3.13%	2.84%	
Native Hawaiian or other Pacific Islander	1.56%	0.64%	2.51%	◆	1.27%	0.69%	1.19%	
American Indian or Alaska Native	3.74%	5.11%	3.87%		5.93%	6.94%	4.60%	
Parent's/Respondent's profile								
Gender (Q79)								
Male	13.12%	11.28%	12.98%		10.93%	10.00%	10.66%	
Female	86.88%	88.72%	87.02%		89.07%	90.00%	89.34%	
Average age (Q78)	37.24	37.48	37.57		41.11	40.74	40.33	▲
Education (Q80)								
High school or less	56.85%	54.24%	50.16%	▲	44.72%	42.57%	44.40%	
Some college or more	43.15%	45.76%	49.84%		55.28%	57.43%	55.60%	▲
Relationship to child (Q81)								
Mother or Father	93.60%	89.12%	92.41%	↓	83.90%	85.47%	86.53%	
Grandparent	3.35%	5.74%	5.21%		8.90%	7.96%	9.43%	
Other	3.05%	5.14%	2.38%	◆	7.20%	6.57%	4.04%	

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Appendix B

Overall ratings and composite score summary tables

Key measures – global proportions and summary rates

	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Rating of Health Plan (% 8, 9 or 10) (Q54)	90.64%	86.98%	86.47%		84.45%	84.21%	84.37%	
Rating of Health Care (% 8, 9 or 10) (Q14)	89.16%	88.16%	87.61%		86.76%	89.23%	86.28%	
Rating of Personal Doctor (% 8, 9 or 10) (Q41)	92.23%	91.00%	89.45%		92.44%	88.54%	89.22%	
Rating of Specialist (% 8, 9 or 10) (Q48)	92.19%	91.18%	86.18%		92.08%	88.71%	86.90%	
Customer Service (% Always or Usually)	85.58%	87.00%	87.73%		81.47%	89.72%	88.23%	
Q50. Got needed info. from customer service	83.52%	81.00%	81.50%		76.27%	83.18%	82.67%	
Q51. Staff treated you with courtesy/respect	87.64%	93.00%	93.97%		86.67%	96.26%	93.79%	↑
Getting Needed Care (% Always or Usually)	89.45%	89.64%	85.45%	◆	88.24%	90.93%	87.97%	
Q46. Easy to see a specialist	85.29%	86.30%	80.97%		85.58%	87.22%	84.33%	
Q15. Easy to get needed care/tests/treatment	93.60%	92.98%	89.92%		90.91%	94.64%	91.60%	◆
Getting Care Quickly (% Always or Usually)	91.27%	93.74%	90.00%	◆	92.38%	94.01%	93.39%	
Q4. Got urgent care as soon as needed	91.43%	94.12%	91.42%		93.86%	94.33%	94.04%	
Q6. Got routine care as soon as needed	91.11%	93.36%	88.59%	◆	90.91%	93.70%	92.73%	
How Well Doctors Communicate (% Always or Usually)	95.14%	92.91%	93.69%		94.56%	95.54%	94.67%	
Q32. Doctor explained things	94.57%	92.61%	93.94%		96.57%	97.17%	95.52%	▲
Q33. Doctor listened carefully	96.85%	95.22%	95.15%		95.50%	97.17%	95.42%	
Q34. Doctor showed respect	97.30%	95.65%	96.34%		96.08%	96.76%	96.36%	
Q37. Doctor spent enough time	91.86%	88.16%	89.34%		90.10%	91.06%	91.38%	
Shared Decision Making (% Yes)	82.51%	82.06%	79.38%		86.45%	84.63%	85.11%	
Q11. Doctor discussed reasons to take medicine	93.59%	97.67%	91.88%	◆	97.17%	96.18%	96.19%	
Q12. Doctor discussed reasons not to take medicine	69.74%	70.59%	66.53%		76.19%	76.15%	74.38%	
Q13. Doctor asked what you thought was best	84.21%	77.91%	79.72%		85.98%	81.54%	84.77%	
Health Promotion and Education (Q8) (% Yes)	76.00%	70.20%	70.64%		79.00%	80.84%	76.78%	▲
Coordination of Care (Q40) (% Always or Usually)	84.81%	84.95%	81.56%		83.74%	85.53%	82.64%	
Access to Prescription Medicine (% Always or Usually)	94.29%	91.26%	92.78%		93.98%	89.18%	91.51%	
Access to Specialized Services (% Always or Usually)	86.20%	74.30%	77.62%		78.05%	82.12%	77.21%	
FCC: Personal Doctor Who Knows Child (% Yes)	92.54%	90.17%	90.00%		91.22%	89.37%	90.62%	
FCC: Getting Needed Information (% Always or Usually)	92.43%	91.43%	88.95%		90.95%	92.72%	91.53%	
FCC: Coordination of Care (% Yes)	80.36%	72.77%	74.99%		78.84%	77.40%	78.43%	

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▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆ ♦ Indicates a significant difference between the 2017 plan result and the corresponding average.

Overall ratings and composites – global proportions and summary rates

	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Overall ratings								
Rating of Health Plan (Q54) (% 8, 9 or 10)	90.64%	86.98%	86.47%		84.45%	84.21%	84.37%	
Rating of Health Care (Q14) (% 8, 9 or 10)	89.16%	88.16%	87.61%		86.76%	89.23%	86.28%	
Rating of Personal Doctor (Q41) (% 8, 9 or 10)	92.23%	91.00%	89.45%		92.44%	88.54%	89.22%	
Rating of Specialist (Q48) (% 8, 9 or 10)	92.19%	91.18%	86.18%		92.08%	88.71%	86.90%	
Overall ratings and composite scores								
Rating of Health Plan (Q54) (% 9 or 10)	75.15%	71.01%	71.43%		69.75%	69.08%	68.59%	
Rating of Health Care (Q14) (% 9 or 10)	73.09%	73.47%	70.14%		74.43%	70.77%	68.25%	
Rating of Personal Doctor (Q41) (% 9 or 10)	82.43%	80.33%	76.49%		81.33%	78.13%	77.49%	
Rating of Specialist (Q48) (% 9 or 10)	71.88%	73.53%	73.07%		77.23%	71.77%	72.60%	
Customer Service (% Always or Usually)	85.58%	87.00%	87.73%		81.47%	89.72%	88.23%	
Getting Needed Care (% Always or Usually)	89.45%	89.64%	85.45%	◆	88.24%	90.93%	87.97%	
Getting Care Quickly (% Always or Usually)	91.27%	93.74%	90.00%	◆	92.38%	94.01%	93.39%	
How Well Doctors Communicate (% Always or Usually)	95.14%	92.91%	93.69%		94.56%	95.54%	94.67%	
Shared Decision Making (% Yes)	82.51%	82.06%	79.38%		86.45%	84.63%	85.11%	
Health Promotion and Education (Q8) (% Yes)	76.00%	70.20%	70.64%		79.00%	80.84%	76.78%	▲
Coordination of Care (Q40) (% Always or Usually)	84.81%	84.95%	81.56%		83.74%	85.53%	82.64%	
Access to Prescription Medicine (% Always or Usually)	94.29%	91.26%	92.78%		93.98%	89.18%	91.51%	
Access to Specialized Services (% Always or Usually)	86.20%	74.30%	77.62%		78.05%	82.12%	77.21%	
FCC: Personal Doctor Who Knows Child (% Yes)	92.54%	90.17%	90.00%		91.22%	89.37%	90.62%	
FCC: Getting Needed Information (% Always or Usually)	92.43%	91.43%	88.95%		90.95%	92.72%	91.53%	
FCC: Coordination of Care (% Yes)	80.36%	72.77%	74.99%		78.84%	77.40%	78.43%	

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◆ ♦ Indicates a significant difference between the 2017 plan result and the corresponding average.



Overall ratings and composites – mean scores

	2016 Gen. Pop.	2017 Gen. Pop.	2017 Gen. Pop. Avg.	Gen. Pop. Sig.	2016 CCC Pop.	2017 CCC Pop.	2017 CCC Pop. Avg.	CCC Pop. Sig.
Overall mean ratings: 0 - 10 scale								
Rating of Health Plan (Q54)	9.1520	8.9645	8.9517		8.8824	8.7796	8.8340	
Rating of Health Care (Q14)	9.0884	8.9714	8.9607		9.0365	8.9538	8.8862	
Rating of Personal Doctor (Q41)	9.2905	9.1833	9.1225		9.2667	9.1632	9.1352	
Rating of Specialist (Q48)	9.0156	9.1618	8.9427		9.1386	9.0403	8.9684	
Overall ratings and composite scores: Three-point mean scores								
Rating of Health Plan (Q54)	2.7193	2.6450	2.6416		2.6008	2.6118	2.6008	
Rating of Health Care (Q14)	2.6908	2.6735	2.6402		2.6941	2.6654	2.6124	
Rating of Personal Doctor (Q41)	2.7973	2.7700	2.7099	◆	2.7733	2.7292	2.7153	
Rating of Specialist (Q48)	2.6563	2.6912	2.6535		2.7228	2.6694	2.6508	
Customer Service	2.4123	2.5350	2.5589		2.4021	2.5234	2.5721	
Getting Needed Care	2.5513	2.5256	2.4834		2.5687	2.5472	2.5200	
Getting Care Quickly	2.6238	2.6647	2.6504		2.6820	2.6830	2.7095	
How Well Doctors Communicate	2.7550	2.6554	2.7344	◆	2.7517	2.7466	2.7602	
Coordination of Care (Q40)	2.4557	2.4086	2.3994		2.4553	2.4079	2.4161	
Access to Prescription Medicine	2.6914	2.6284	2.6835		2.6806	2.5187	2.6317	↓ ◆
Access to Specialized Services	2.5620	2.2359	2.3450	↓	2.3651	2.3777	2.3359	
FCC: Getting Needed Information	2.6614	2.5755	2.6115		2.6199	2.6475	2.6604	

↑ ↓ Indicates a significant difference between the 2017 plan result and the 2016 plan result.
▲ Indicates a significant difference between the 2017 Gen. Pop. result and the 2017 CCC Pop. result.
◆◆ Indicates a significant difference between the 2017 plan result and the corresponding average.

Overall ratings and composites – percentiles

General Population	2017 Plan		National Percentiles from 2016 Quality Compass (Child Medicaid – General Population)								
	Score	Percentile	5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Rating of Health Plan (Q54) (% 8, 9 or 10)	86.98%	67th	76.84	78.77	82.34	83.14	85.16	86.64	87.87	90.55	91.21
Rating of Health Care (Q14) (% 8, 9 or 10)	88.16%	75th	79.58	81.48	83.87	84.56	85.85	87.39	88.14	90.10	91.24
Rating of Personal Doctor (Q41) (% 8, 9 or 10)	91.00%	75th	83.48	85.06	86.81	87.23	88.56	89.56	90.40	91.82	93.19
Rating of Specialist (Q48) (% 8, 9 or 10)	91.18%	95th	78.95	79.65	83.33	84.35	86.24	87.83	88.14	89.47	90.71
Customer Service (% Always or Usually)	87.00%	33rd	83.05	84.02	86.38	86.94	88.16	89.13	89.61	91.84	92.57
Q50. Got needed info. from customer service	81.00%	25th	75.53	77.16	80.50	81.25	82.82	84.93	85.60	87.23	89.19
Q51. Staff treated you with courtesy/respect	93.00%	33rd	88.54	90.10	92.11	92.52	93.37	94.20	94.94	96.03	96.88
Getting Needed Care (% Always or Usually)	89.64%	90th	75.49	76.78	81.01	82.15	84.25	86.10	87.07	89.19	90.23
Q46. Easy to see a specialist	86.30%	90th	67.28	70.97	77.06	77.78	80.66	83.04	83.57	85.29	88.33
Q15. Easy to get needed care/tests/treatment	92.98%	75th	80.78	82.01	86.18	87.40	89.31	91.08	91.73	93.28	93.93
Getting Care Quickly (% Always or Usually)	93.74%	90th	79.02	82.62	85.91	87.43	89.23	90.90	92.02	93.59	94.56
Q4. Got urgent care as soon as needed	94.12%	75th	81.58	84.86	88.27	89.50	90.98	92.95	93.94	95.77	96.39
Q6. Got routine care as soon as needed	93.36%	90th	77.65	80.33	84.62	85.85	87.72	89.38	90.43	92.81	93.98
How Well Doctors Communicate (% Always or Usually)	92.91%	33rd	89.20	90.83	91.94	92.28	93.26	94.37	94.78	95.67	96.28
Q32. Doctor explained things	92.61%	25th	88.56	90.24	92.17	92.82	94.16	94.87	95.31	96.50	97.18
Q33. Doctor listened carefully	95.22%	50th	91.49	92.52	93.62	94.17	94.90	95.82	96.18	97.17	97.82
Q34. Doctor showed respect	95.65%	33rd	93.09	93.94	95.02	95.29	95.88	96.55	96.90	97.69	98.45
Q37. Doctor spent enough time	88.16%	33rd	81.10	83.73	86.10	87.25	88.89	90.28	90.91	92.73	93.85
Shared Decision Making (% Yes)	82.06%	75th	73.28	74.15	76.28	77.23	78.31	79.92	80.56	82.51	84.04
Q11. Doctor discussed reasons to take medicines	97.67%	95th	85.05	86.23	90.54	91.26	92.45	94.35	95.04	96.48	97.41
Q12. Doctor discussed reasons to not take medicines	70.59%	75th	56.10	58.41	61.74	63.12	64.54	66.67	67.74	72.09	74.02
Q13. Doctor asked what you thought was best	77.91%	33rd	71.08	73.57	75.40	76.97	78.39	79.73	80.77	84.02	85.45
Health Promotion and Education (Q8) (% Yes)	70.20%	33rd	64.37	66.01	68.18	69.04	71.05	72.37	73.40	76.32	77.59
Coordination of Care (Q40) (% Always or Usually)	84.95%	67th	75.63	76.92	80.00	81.33	82.88	84.32	85.38	87.31	88.82
Other reported measures											
Q53. Health plan forms were easy to fill out (% Always or Usually)	93.29%	10th	91.87	92.86	94.07	94.36	95.17	95.82	96.19	96.80	97.29
Q58. Rating of overall health (% Excellent or Very good)	74.93%	33rd	66.21	68.81	72.43	74.12	76.11	78.01	78.89	81.55	82.62
Q59. Rating of overall mental/emotional health (% Excellent or Very good)	72.32%	10th	64.67	68.82	72.70	73.80	75.71	77.45	78.13	80.12	82.48

Overall ratings and composites – percentiles

CCC Population	2017 Plan		National Percentiles from 2016 Quality Compass (Child Medicaid – CCC Population)								
	Score	Percentile	5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Rating of Health Plan (Q54) (% 8, 9 or 10)	84.21%	50th	72.36	76.58	79.55	79.76	83.22	84.51	84.99	86.90	88.29
Rating of Health Care (Q14) (% 8, 9 or 10)	89.23%	95th	79.29	80.20	83.04	83.21	84.06	85.06	86.18	87.83	88.16
Rating of Personal Doctor (Q41) (% 8, 9 or 10)	88.54%	50th	84.03	85.09	86.67	87.05	88.02	89.02	89.50	90.66	92.44
Rating of Specialist (Q48) (% 8, 9 or 10)	88.71%	75th	81.02	82.95	83.85	84.18	85.21	86.40	86.96	89.11	89.92
Customer Service (% Always or Usually)	89.72%	50th	85.38	86.80	87.46	88.24	89.07	90.44	90.97	93.10	93.64
Q50. Got needed info. from customer service	83.18%	33rd	77.37	79.20	82.12	83.01	83.90	85.16	86.27	89.36	90.91
Q51. Staff treated you with courtesy/respect	96.26%	67th	91.13	91.61	93.28	93.45	94.81	96.03	96.55	97.67	97.93
Getting Needed Care (% Always or Usually)	90.93%	95th	79.42	80.07	83.33	85.33	87.13	88.22	88.72	90.18	90.83
Q46. Easy to see a specialist	87.22%	75th	73.44	74.85	79.84	81.90	83.82	85.02	85.39	87.60	87.92
Q15. Easy to get needed care/tests/treatment	94.64%	95th	85.26	85.95	88.38	89.68	90.51	92.29	92.56	93.20	94.30
Getting Care Quickly (% Always or Usually)	94.01%	67th	86.25	88.56	90.57	91.21	92.30	93.04	94.10	94.87	95.37
Q4. Got urgent care as soon as needed	94.33%	67th	88.10	88.83	91.50	92.34	93.23	94.33	94.65	96.20	96.75
Q6. Got routine care as soon as needed	93.70%	75th	83.50	86.19	89.21	90.32	91.29	92.62	93.54	94.51	94.84
How Well Doctors Communicate (% Always or Usually)	95.54%	90th	90.92	91.76	93.12	93.57	94.21	94.64	94.94	95.50	96.18
Q32. Doctor explained things	97.17%	95th	91.80	92.70	94.53	94.81	95.15	95.69	95.92	96.60	96.69
Q33. Doctor listened carefully	97.17%	90th	91.79	92.82	93.52	93.60	94.65	95.50	95.79	96.41	97.41
Q34. Doctor showed respect	96.76%	75th	92.53	92.95	94.50	95.11	95.82	96.17	96.38	97.02	97.62
Q37. Doctor spent enough time	91.06%	33rd	85.60	86.57	89.33	90.24	91.32	91.90	92.18	93.81	94.14
Shared Decision Making (% Yes)	84.63%	33rd	81.47	81.75	83.85	84.17	85.36	85.93	86.10	87.19	87.71
Q11. Doctor discussed reasons to take medicines	96.18%	33rd	93.33	93.71	94.87	95.21	96.63	97.29	97.33	98.16	98.48
Q12. Doctor discussed reasons to not take medicines	76.15%	67th	66.67	68.27	71.30	72.63	75.17	76.04	76.71	80.57	81.13
Q13. Doctor asked what you thought was best	81.54%	25th	78.47	80.21	81.45	82.21	84.93	85.91	86.47	89.34	90.32
Health Promotion and Education (Q8) (% Yes)	80.84%	75th	70.40	71.77	75.00	75.45	77.44	78.40	78.77	81.30	84.76
Coordination of Care (Q40) (% Always or Usually)	85.53%	75th	73.51	77.24	80.17	80.70	82.52	83.78	84.77	85.82	87.20
Access to Prescription Medicine (% Always or Usually)	89.18%	25th	84.12	85.98	89.00	89.39	91.29	92.48	93.33	94.70	95.14
Q57. Got help with getting prescription medicines (% Yes)	60.67%	50th	29.10	32.23	55.71	56.06	58.77	61.89	62.60	67.07	68.20
Access to Specialized Services (% Always or Usually)	82.12%	75th	66.37	69.36	72.78	76.87	78.86	79.57	80.96	82.39	83.04
Q23. Easy to get special therapy	87.14%	90th	62.62	69.00	71.75	72.12	78.90	85.00	85.28	86.15	89.74
Q26. Easy to get treatment or counseling	83.46%	75th	66.90	72.14	75.75	77.04	79.54	81.71	82.36	84.90	85.29
Q24. Got help with getting special therapy (% Yes)	66.18%	50th	55.37	56.31	58.33	60.95	65.00	67.29	68.18	74.15	75.23
Q27. Got help getting treatment/counseling (% Yes)	49.61%	10th	43.81	48.21	53.08	54.84	57.11	60.67	62.49	65.33	66.07
FCC: Personal Doctor Who Knows Child (% Yes)	89.37%	10th	86.95	87.27	89.47	90.08	90.75	91.43	91.91	92.70	93.25
Q38. Doctor talks about how child is feeling, growing or behaving	86.59%	10th	85.21	85.41	87.74	88.39	88.62	89.97	91.09	91.75	92.00
Q43. Doctor understands how conditions affect child's life	93.55%	50th	88.46	89.51	91.44	92.49	93.31	94.01	94.71	95.63	95.83
Q44. Doctor understands how conditions affect family's life	87.96%	10th	85.85	86.78	88.32	88.79	89.87	91.12	91.99	93.00	93.83
FCC: Getting Needed Information (% Always or Usually)	92.72%	75th	88.39	88.66	89.88	90.21	90.53	91.19	91.73	93.85	94.23
FCC: Coordination of Care (% Yes)	77.40%	50th	72.89	72.89	75.86	76.30	77.04	78.13	78.41	80.87	81.21
Q29. Got help coordinating care among providers or services	61.94%	50th	55.33	55.96	57.79	59.13	60.00	63.64	65.38	66.48	68.80
Other reported measures											
Q53. Health plan forms were easy to fill out (% Always or Usually)	94.35%	33rd	91.97	92.86	94.07	94.26	95.35	95.79	96.23	97.40	97.64
Q58. Rating of overall health (% Excellent or Very good)	54.25%	25th	48.85	49.69	53.69	55.56	58.37	60.68	61.45	62.40	63.15
Q59. Rating of overall mental/emotional health (% Excellent or Very good)	43.05%	33rd	37.13	38.79	41.55	42.39	44.44	47.11	47.97	49.77	53.18

Overall ratings and composites – demographic analysis

General Population	Health Status		Child's Age			Child's Gender		Survey Type	
	Excellent or Very good (A)	Good, Fair or Poor (B)	Less than 5 (C)	6 – 10 (D)	11+ (E)	Male (F)	Female (G)	Mail (H)	Phone (I)
Total respondents	251	84	112	90	128	177	159	305	39
Rating of Health Plan (% 8, 9 or 10) (Q54)	90.73% ^B	77.11%	86.61%	88.64%	85.60%	85.71%	87.82%	87.04%	86.49%
Rating of Health Care (% 8, 9 or 10) (Q14)	88.83%	84.75%	85.23%	93.33%	88.37%	89.23%	87.16%	87.33%	95.83%
Rating of Personal Doctor (% 8, 9 or 10) (Q41)	92.27%	87.84%	88.78%	86.59%	95.33% ^D	87.58%	94.29% ^F	90.42%	94.87%
Rating of Specialist (% 8, 9 or 10) (Q48)	93.48%	85.71%	85.71%	95.65%	90.91%	92.86%	88.00%	92.98%	81.82%
Customer Service (% Always or Usually)	90.85%	75.93%	82.86%	87.04%	90.00%	84.69%	89.00%	86.36%	91.67%
Q50. Got needed info. from customer service	85.92%	66.67%	80.00%	81.48%	80.00%	77.55%	84.00%	80.68%	83.33%
Q51. Staff treated you with courtesy/respect	95.77%	85.19%	85.71%	92.59%	100% ^C	91.84%	94.00%	92.05%	100%
Getting Needed Care (% Always or Usually)	90.46%	87.25%	82.92%	93.50% ^C	91.06%	90.27%	87.63%	90.11%	86.74%
Q46. Easy to see a specialist	86.00%	86.36%	76.19%	92.00%	88.00%	89.13%	80.77%	87.10%	81.82%
Q15. Easy to get needed care/tests/treatment	94.92%	88.14%	89.66%	95.00%	94.12%	91.41%	94.50%	93.12%	91.67%
Getting Care Quickly (% Always or Usually)	94.15%	91.84%	93.14%	95.92%	90.77%	93.22%	94.03%	93.71%	94.00%
Q4. Got urgent care as soon as needed	93.75%	94.59%	93.18%	100% ^E	87.88%	92.42%	95.83%	93.40%	100%
Q6. Got routine care as soon as needed	94.55%	89.09%	93.10%	91.84%	93.67%	94.02%	92.23%	94.03%	88.00%
How Well Doctors Communicate (% Always or Usually)	93.09%	92.15%	90.18%	90.60%	97.43%	92.88%	92.95%	93.58%	87.75%
Q32. Doctor explained things	92.64%	91.80%	90.48%	87.72%	97.40% ^D	92.50%	92.23%	93.10%	88.89%
Q33. Doctor listened carefully	94.51%	96.72%	94.05%	92.98%	98.72%	95.83%	95.19%	96.06%	88.89%
Q34. Doctor showed respect	95.71%	95.08%	91.67%	94.64%	100% ^C	94.96%	96.15%	95.57%	96.30%
Q37. Doctor spent enough time	89.51%	85.00%	84.52%	87.04%	93.59%	88.24%	88.24%	89.60%	76.92%
Shared Decision Making (% Yes)	81.85%	82.54%	69.05%	94.20%	86.00%	81.16%	83.33%	81.20%	87.88%
Q11. Doctor discussed reasons to take medicine	96.83%	100%	96.43%	95.65%	100%	95.35%	100%	97.33%	100%
Q12. Doctor discussed reasons not to take medicine	69.35%	76.19%	50.00%	86.96%	82.14%	69.05%	72.50%	68.92%	81.82%
Q13. Doctor asked what you thought was best	79.37%	71.43%	60.71%	100%	75.86%	79.07%	77.50%	77.33%	81.82%
Health Promotion and Education (Q8) (% Yes)	67.22%	77.97%	71.91%	75.00%	66.28%	65.89%	74.77%	69.37%	78.26%
Coordination of Care (Q40) (% Always or Usually)	87.30%	82.76%	78.38%	86.96%	93.10%	85.71%	86.05%	84.52%	NR
Access to Prescription Medicine (% Always or Usually)	93.60%	85.96%	89.66%	95.74%	90.14%	93.55%	89.66%	90.74%	95.24%
Access to Specialized Services (% Always or Usually)	77.50%	72.39%	51.19%	83.57%	83.89%	73.05%	80.84%	74.07%	70.37%
FCC: Personal Doctor Who Knows Child (% Yes)	91.95%	86.52%	92.17%	85.26%	92.47%	90.24%	91.15%	89.29%	94.87%
FCC: Getting Needed Information (% Always or Usually)	91.62%	89.83%	87.64%	93.33%	92.94%	89.92%	92.73%	91.40%	91.67%
FCC: Coordination of Care (% Yes)	73.67%	73.41%	68.75%	68.95%	77.27%	67.38%	75.45%	75.10%	64.10%

A capital letter and green font indicates that result is significantly higher than the corresponding column.

NR = Not reportable. Base size < 11.



Overall ratings and composites – demographic analysis

CCC Population	Health Status		Child's Age			Child's Gender		Survey Type	
	Excellent or Very good	Good, Fair or Poor	Less than 5	6 – 10	11+	Male	Female	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)
Total respondents	166	140	54	101	145	176	125	267	40
Rating of Health Plan (% 8, 9 or 10) (Q54)	85.37%	82.73%	83.33%	88.00%	82.64%	85.63%	81.60%	84.85%	80.00%
Rating of Health Care (% 8, 9 or 10) (Q14)	90.85%	87.18%	86.27%	91.67%	88.52%	91.72%	85.45%	89.38%	88.24%
Rating of Personal Doctor (% 8, 9 or 10) (Q41)	89.61%	87.22%	81.48%	88.42%	90.98%	88.55%	87.93%	88.31%	90.00%
Rating of Specialist (% 8, 9 or 10) (Q48)	89.83%	87.50%	83.33%	90.24%	90.20%	90.91%	85.45%	91.26%	76.19%
Customer Service (% Always or Usually)	90.97%	88.11%	88.31%	90.21%	89.29%	91.91%	85.77%	88.33%	97.06%
Q50. Got needed info. from customer service	83.61%	82.61%	85.71%	82.93%	80.95%	87.10%	76.19%	81.11%	94.12%
Q51. Staff treated you with courtesy/respect	98.33%	93.62%	90.91%	97.50%	97.62%	96.72%	95.35%	95.56%	100%
Getting Needed Care (% Always or Usually)	93.39%	88.82%	83.81%	88.47%	96.10% ^{CD}	90.16%	91.48%	91.72%	86.50%
Q46. Easy to see a specialist	88.89%	86.96%	77.42%	84.09%	94.64% ^C	86.49%	87.50%	88.29%	81.82%
Q15. Easy to get needed care/tests/treatment	97.89% ^B	90.68%	90.20%	92.86%	97.56%	93.84%	95.45%	95.15%	91.18%
Getting Care Quickly (% Always or Usually)	93.50%	94.24%	96.88%	92.29%	93.91%	94.39%	93.20%	94.28%	93.42%
Q4. Got urgent care as soon as needed	92.19%	96.10%	100% ^E	93.02%	92.06%	94.74%	93.55%	93.65%	100%
Q6. Got routine care as soon as needed	94.81%	92.37%	93.75%	91.57%	95.76%	94.04%	92.86%	94.91%	86.84%
How Well Doctors Communicate (% Always or Usually)	97.49%	93.38%	93.37%	93.24%	97.68%	95.79%	94.95%	95.67%	94.70%
Q32. Doctor explained things	97.69%	96.58%	97.96%	93.24%	99.16%	97.20%	96.97%	97.20%	96.97%
Q33. Doctor listened carefully	99.23% ^B	94.87%	93.88%	97.30%	98.32%	97.20%	96.97%	97.20%	96.97%
Q34. Doctor showed respect	97.69%	95.73%	93.88%	95.95%	98.32%	97.20%	95.96%	96.26%	100% ^H
Q37. Doctor spent enough time	95.35% ^B	86.32%	87.76%	86.49%	94.92%	91.55%	89.90%	92.02%	84.85%
Shared Decision Making (% Yes)	86.56%	83.21%	79.17%	88.60%	84.03%	85.74%	84.31%	84.27%	86.36%
Q11. Doctor discussed reasons to take medicine	95.71%	96.67%	91.67%	95.45%	98.36%	94.87%	98.04%	97.25%	90.91%
Q12. Doctor discussed reasons not to take medicine	78.26%	75.00%	79.17%	75.00%	76.67%	76.62%	78.43%	74.07%	86.36%
Q13. Doctor asked what you thought was best	85.71%	77.97%	66.67%	95.35% ^E	77.05%	85.71%	76.47%	81.48%	81.82%
Health Promotion and Education (Q8) (% Yes)	78.87%	83.90%	82.35%	85.71%	76.42%	82.19%	79.09%	82.82%	67.65%
Coordination of Care (Q40) (% Always or Usually)	83.78%	87.18%	84.85%	86.67%	84.72%	85.23%	85.48%	84.85%	90.00%
Access to Prescription Medicine (% Always or Usually)	92.96%	85.60%	88.00%	90.48%	89.15%	92.11%	85.71%	89.61%	86.49%
Access to Specialized Services (% Always or Usually)	84.27%	80.46%	82.05%	83.10%	83.39%	85.98%	79.39%	83.71%	75.74%
FCC: Personal Doctor Who Knows Child (% Yes)	91.17%	88.06%	92.41%	90.95%	87.56%	89.94%	89.11%	89.15%	90.81%
FCC: Getting Needed Information (% Always or Usually)	93.66%	92.37%	90.20%	95.24%	91.87%	95.21%	89.09%	92.95%	91.18%
FCC: Coordination of Care (% Yes)	72.87%	81.95%	76.48%	76.90%	77.62%	76.29%	77.71%	77.40%	77.38%

A capital letter and green font indicates that result is significantly higher than the corresponding column.

Appendix C

SatisAction™ key driver statistical model

POWeR™ Chart shown in the executive summary on page 6.

Instructions to access trAction™ Decision (Impact Analysis) Tool:

1. Log on to <https://client.dssresearch.com> using your current User Name and Password.
2. Contact DSS Research at 1-800-989-5150 if you do not have a User Name and Password.
3. Once on the portal, select Reporting and then Tools.
4. Select the trAction™ Decision Tool for access to the Impact Analysis Tool and to run “what if” scenarios.

Background

Overview. The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the overall health plan rating and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data. We have been successfully using this approach since 1997.

The model provides the following:

- Identification of the elements that are important in driving the overall rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.

Methodology

Importance analysis. The importance analysis involves a multi-step process:

- Factor analysis is used to summarize the predictor set into a more manageable number of composite variables.
- Regression Model I is used to make preliminary estimates and identify leverage points and outliers.
- Leverage points and outliers are eliminated.
- Regression Model II is run on the remaining data to derive final estimates of the importance of the various satisfaction elements.

Factor Analysis. Factor analysis is used to reduce the number of items in the predictor set to a smaller set of underlying constructs or factors. It is necessary to go through this process because of the high degree of collinearity in the original data. This is a problem for the regression analysis to follow because regression assumes non-collinearity between predictor variables.

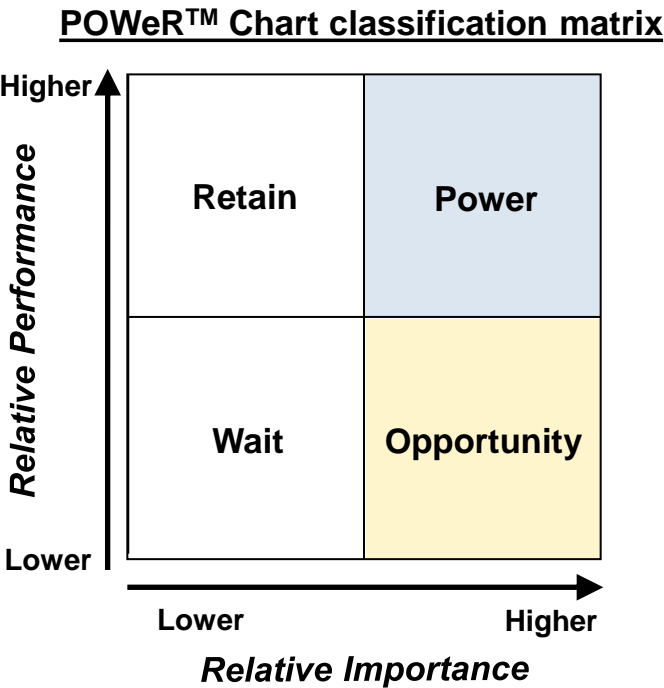
Regression Analysis. Regression analysis is then used to predict the overall rating of the health plan on the factors created in the previous step. As noted above, regression analysis is run in two steps. The first step is used to derive preliminary estimates of the importance of the various satisfaction elements and to identify outliers and leverage points. Those outliers and leverage points are eliminated before running the second regression model which produces final estimates of the importance of each satisfaction element.

Derived Importance. The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor are squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum is then rescaled so that the largest value (most important item) is 100 points, the smallest value is 0 points and the median value is 50 points.

Performance analysis. To develop the performance scores, raw performance ratings for the plan are compared to the DSS Book of Business and a relative percentile for each item in the model is computed for the plan.

Classification matrix. Results of the modeling are presented in a classification matrix. The importance and performance results for each item in the model are plotted in a matrix like the one shown below. This matrix provides a quick summary of what is most important to your members and how your plan is doing on those items. The matrix is divided into four quadrants. The quadrants are defined by the point where the medians of the importance and performance scales intersect. The four quadrants can be interpreted as follows:

- *Power.* These items have a relatively large impact on the overall rating of the health plan and your performance levels on these items are high. Promote and leverage strengths in this quadrant.
- *Opportunity.* Items in this quadrant also have a relatively large impact on the overall rating of the health plan but your performance is below average. Focus resources on improving processes that underlie these items and look for a significant improvement in the overall health plan rating.
- *Wait.* Though these items still impact the overall rating of the health plan, they are somewhat less important than those that fall on the right hand side of the chart. Relatively speaking, your performance is low on these items. Dealing with these items can wait until more important items have been dealt with.
- *Retain.* Items in this quadrant also have a relatively small impact on the overall rating of the health plan but your performance is above average. Simply maintain performance on these items.



Variables in the model

Variables from the CAHPS 5.0H survey that are important in determining member satisfaction are summarized below. This table also identifies the dependent variable (Q54 – the overall rating of the health plan) and the independent or predictor variables. Finally, it shows how the variables are coded for the importance and the performance analyses.

Variables Used in the Model		Coding for Regression (Importance)
<i>Dependent Variable</i>		
Q54	Rating of overall health plan	0 through 10, All other = missing
<i>Independent Variables</i>		
Q4	Got urgent care	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q6	Got routine care	
Q9	Dr. answered questions	
Q14	Health care overall	0 through 10, All other = missing
Q15	Got care/tests/treatment	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q32	Dr. explained things	
Q33	Dr. listened carefully	
Q34	Dr. showed respect	
Q36	Dr. explained things for child	
Q37	Dr. spent enough time	
Q40	Dr. informed about care	
Q41	Personal doctor overall	0 through 10, All other = missing
Q46	Got specialist appt.	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q48	Specialist overall	0 through 10, All other = missing
Q50	CS provided info./help	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q51	CS courtesy/respect	
Q53	Easy to fill out forms	
Q56	Got prescriptions	
Q92	MH services overall	0 through 10, All other = missing

Results

Factor analysis. Factor analysis reduced the 19 highly-correlated model variables to 7 orthogonal (uncorrelated) factors that explain 69.6% of the variation in the original variables. This is necessary due to the strong relationships or correlation between certain variables. The table below shows the factor correlations or loadings. For readability, only those variables with correlations greater than 0.250 are displayed.

Factor Correlations with Survey Variables

Question	Survey items	Factors						
		1	2	3	4	5	6	7
Q33	Dr. listened carefully	0.843						
Q36	Dr. explained things for child	0.791				0.271		
Q34	Dr. showed respect	0.788						
Q32	Dr. explained things	0.760						
Q37	Dr. spent enough time	0.737						
Q40	Dr. informed about care	0.460		0.385	0.295		0.261	
Q6	Got routine care		0.769					
Q9	Dr. answered questions		0.641					
Q15	Got care/tests/treatment		0.568		0.426		0.254	
Q4	Got urgent care	0.367	0.518				0.286	
Q92	MH services overall			0.740				
Q48	Specialist overall			0.736		0.333		
Q46	Got specialist appt.		0.518	0.576				
Q14	Health care overall				0.822			
Q41	Personal doctor overall	0.460			0.684			
Q50	CS provided info./help					0.836		
Q51	CS courtesy/respect			0.324		0.735		
Q56	Got prescriptions						0.830	
Q53	Easy to fill out forms							0.954

Results

Regression analysis. The 7 factors identified in the previous step were used as predictors in a regression model with Q54, overall health plan rating, as the dependent variable. Regression was first run to test the model and identify any observations that have a high degree of leverage on the regression coefficients (disproportionately high degree of influence relative to others) as well as observations that can be considered outliers because of inconsistent responses.

The high leverage cases and outliers were removed and the regression model was rerun. The regression coefficients for each factor provide the second set of inputs necessary to determine the key drivers of the overall health plan rating. These coefficients provide estimates of the relative importance of each factor in determining the overall health plan rating. The table below shows the raw regression coefficients, beta coefficients (standardized regression coefficients) and the statistical significance of those coefficients. This model explains 34.7% of the variation in the dependent variable ($R^2 = 0.347$).

Regression Coefficients

Variable	Unstandardized coefficients	Standardized (Beta) coefficients	Significance level
Constant	9.1731	0.0000	0.0000
Factor 1 -- Q33, Q36, Q34, Q32, Q37, Q40	0.1581	0.1368	0.0000
Factor 2 -- Q6, Q9, Q15, Q4	0.0511	0.0455	0.1406
Factor 3 -- Q92, Q48, Q46	0.3215	0.2646	0.0000
Factor 4 -- Q14, Q41	0.4475	0.3841	0.0000
Factor 5 -- Q50, Q51	0.2576	0.2195	0.0000
Factor 6 -- Q56	0.2787	0.2423	0.0000
Factor 7 -- Q53	0.0704	0.0602	0.0513

Results

Derived importance. The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor were squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum was then rescaled so that the largest value (most important item) is 100 points, the smallest value is 0 points and the median value is 50 points.

Plan performance. To develop the performance scores, raw performance ratings for the plan are compared to the DSS Book of Business and a relative percentile for each item in the model is computed for the plan.

Question	Survey items	Importance	Performance
Q14	Health care overall	100	69
Q41	Personal doctor overall	80	74
Q56	Got prescriptions	70	46
Q48	Specialist overall	70	85
Q50	CS provided info./help	65	75
Q92	MH services overall	64	0
Q51	CS courtesy/respect	61	47
Q40	Dr. informed about care	51	50
Q46	Got specialist appt.	50	68
Q34	Dr. showed respect	50	51
Q15	Got care/tests/treatment	45	85
Q33	Dr. listened carefully	42	75
Q36	Dr. explained things for child	41	86
Q32	Dr. explained things	34	50
Q37	Dr. spent enough time	25	57
Q4	Got urgent care	9	68
Q53	Easy to fill out forms	9	32
Q9	Dr. answered questions	7	34
Q6	Got routine care	0	95

Appendix D

Gap analysis

Gap analysis

The flowchart on [page 8](#) shows how the items used in the calculation of the plan's 2017 estimated accreditation score perform relative to each other. When considering the flowchart, the following points should be noted:

- Overall ratings are shown in **blue text**.
- Composite scores are shown in **red text**.
- Estimated percentiles are shown first.
- Estimated accreditation points are shown in the middle.
- Potential points remaining to receive the maximum accreditation points for each measure are shown third.
- A **green box** around an overall rating or composite indicates performance at or above the 90th percentile, receiving all accreditation points.
- Composite score components are shown in the black and red flowchart boxes.
- For each flowchart box:
 - The actual percent contributing is shown first. This is the percentage that a given question is actually contributing to the composite mean score. Each question in composite scores with two component questions can contribute a maximum of 50.0% to the composite mean score. Similarly, each question in composite scores with four component questions can contribute a maximum of 25.0% to the composite mean score.
 - The gap between the percent actually contributing and the maximum possible contribution percentage is shown second.
- A **red box** is around the component with the largest gap indicating the most potential to improve that composite. This displays what to focus on to increase a given composite mean score and, in turn, increase the plan's accreditation score.

Appendix E

Voice of the Member

Voice of the Member

Voice of the Member feedback is based on qualitative findings from DSS-funded online research communities consisting of consumers from across the country with Medicaid coverage for their child. Please note that these Voice of the Member comments are not from your specific plan member population. This general qualitative feedback was collected to provide deeper insight about how to give members what they feel may be lacking.

We offer the following actions to focus improvement efforts on items in the area(s) listed below.

Q4. Got urgent care as soon as needed	
Member poll	Response summary
PRIMARY CARE DOCTOR VISIT	
How long do patients expect to wait for an URGENT CARE appointment to see a primary care doctor?	Most expect to see a primary care doctor on the same day or within two days for an urgent care issue.
SPECIALIST VISIT	
How long do patients expect to wait for an URGENT CARE appointment to see a specialist?	Most expect to see a specialist within one to two days for an urgent care issue, but would wait up to three days.
Q6. Got check-up or routine appointment as soon as needed	
Member poll	Response summary
PRIMARY CARE DOCTOR VISIT	
How long do patients expect to wait for a ROUTINE CARE appointment to see a primary care doctor?	Most expect to wait a week for a routine care appointment with a primary care doctor, but would wait up to a month.
SPECIALIST VISIT	
How long do patients expect to wait for a ROUTINE CARE appointment to see a specialist?	Most expect to see a specialist within two to three weeks for a routine care appointment, but would wait up to a month.

Voice of the Member

Q10/Q11. Doctor discussed reasons to take a medicine	
Q11/Q12. Doctor discussed reasons <u>not</u> to take a medicine	
Improvement action	Member comments
Ensure that parents are informed of the pros and cons of medications.	<p>It is vital for the doctor to explain the pros and cons of medications thoroughly to parents. This way the parent can help decide how this will fit in with the care and routine of the child.</p> <p>I like it when she gives me options of medications my child could take, and then goes over the pros and cons with me.</p> <p>It is important that the doctor keeps me in the loop with everything that is going on. If there are possible pros and cons to medications, I expect to be told these and brought into the conversation about them.</p>
Ensure that parents are involved and informed about their child's treatment.	<p>It is important for the decision to be mutual between the doctor and the parent of the child.</p> <p>The parent needs to be comfortable with the treatment, since they most often are the administrator of it.</p> <p>It is very important that the doctor partners with me in choosing my child's medications.</p> <p>I think it is very important for doctors to partner with me in deciding what medications my child will take.</p> <p>It is very important that I am involved in every aspect of my daughter's health.</p>
Consider the parent's opinion.	<p>There was a time when my daughter was put on one medication for her allergies and then switched to a different one without consulting us. I later called her doctor and asked them to change it to something else because the one they gave her just was not working for her. Her doctor gave us something different right away and it did help.</p>
Q12/Q13. Doctor asked what you thought was best	
Improvement action	Member comments
Invite the parent to provide input on prescriptions.	<p>My son's doctor often asks me "What do you think about us trying this medicine again? How did he do last time he took it?" Or "These are the two options we have for medicine, and here are the benefits of each. Which do you think would be best?" I like that she asks me how they worked, rather than just prescribing something that may not have worked well.</p> <p>It is very important that doctors get my input, and I've had these conversations in the past with other doctors, so I would press the issue if my doctor did not initiate the conversation herself.</p> <p>I have had a doctor ask what I thought was best for me but never for my child. I am not a doctor so I do not feel like I should have that kind of input, unless there is some kind of problem or side effect I have been witnessing while my child has been taking the medication.</p>
Ensure that all concerns are addressed.	<p>The pediatrician listened very carefully when I told him that I felt my two grandsons seemed to potentially have allergies even though they were suffering from minor colds at the time. He suggested prescribing an allergy medication as a result.</p>

Voice of the Member

Q13/Q14. Rating of Health Care	
Improvement action	Member comments
Ensure that providers have a child-friendly bedside manner.	<p>The doctor has to check my son's ears each visit, as he is prone to getting ear infections. As you can imagine, my son now HATES having the scope put in to look into his ears, but this doctor makes it fun and exciting for him. She lets him play with the scope first, pretends to tickle him with it, and by the time she is done looking in his ears he has not cried once. She genuinely cares about him.</p> <p>All of her doctors are very professional yet have great bedside manners.</p>
Ensure that doctors provide thorough assessments and explanations.	<p>She has a smaller office that gets very busy, but she is very close with all her patients and always gives great one-on-one care.</p> <p>These medical providers are really on top of their game and provide earnest and thorough care for my family.</p> <p>My son's pediatrician always talks with us thoroughly about certain issues and what my son should be eating and drinking at his age. She goes into deep detail on so many things as he grows up within his age group.</p>
Provide easily accessible care.	<p>My daughter has not been to the dentist in over a year, since the only dentist in the area stinks and it is impossible to get in to see them.</p> <p>My daughter finally got a vision appointment, but the glasses have been on order for three months and have still not come in.</p>
Ensure that plan representatives are courteous, professional and helpful.	<p>I love my son's health plan. They are always courteous and kind.</p> <p>I am unsatisfied with the miscommunications from plan representatives.</p> <p>My plan's representatives have always been polite and helpful, even when I was angry with them.</p> <p>I have contacted them about issues I have had, but I just feel like nobody there listens.</p> <p>My plan's representatives are very responsive and good with any issues I have ever had.</p> <p>My health plan is a very consistent company, and I love the very friendly and helpful staff.</p>

Q13/Q14. Rating of Health Care

Improvement action	Member comments
Help members access resources to manage their conditions.	<p>The personal touch provided by the Case Manager helps to give additional unexpected support.</p> <p>My PCP called me and told me there was a program through the insurance company for people with chronic diseases to help manage their conditions that they would sign me up for. The very next day I had a case manager call me and she helped to coordinate care between all of my doctors in a way I did not realize was possible. She also reached out to try to find me other services and providers closer to me, and has offered to arrange an appointment at a clinic designed specifically to deal with my condition.</p>
Cover commonly used services.	<p>Everything is always covered, I could not ask for a better plan.</p> <p>Everything that has been done, such as immunizations and appointments, has been covered by her insurance.</p> <p>I like that they cover most things and I do not have to do anything extra to make things go smoothly.</p>
Ensure that the network includes an adequate number of dental and vision providers.	<p>It is hard to find dentists who take this particular coverage.</p> <p>We have only one provider that takes the dental plan in my area. This means it takes three to four months to get an appointment, the office is always packed, and the staff is rude. We have been paying out-of-pocket to see someone else just to have an easier, more pleasant experience.,</p> <p>There should be more than one provider for dental coverage.</p> <p>They need to stop using one lab exclusively for glasses. My daughter's glasses were ordered in January and have still not come in. We are told they are four months behind in getting glasses back for those covered through Medicaid.</p>
Help members replace lost or damaged items.	<p>My child scratched his glasses very badly and needs another pair, but we have to wait for the insurance to allow him another pair, which is still another six months.</p>
Minimize copays and out-of-pocket costs.	<p>I have no copays and could not think of a better plan.</p> <p>No problems or copays for my children, so I am totally satisfied.</p> <p>Medications go through the insurance company smoothly, and I almost always have a \$0 copay.</p>
Maintain an up-to-date list of in-network providers.	<p>It would be nice if there was always an updated list of doctors who accept the insurance.</p> <p>I would like an updated list of doctors accepting my insurance; it would be helpful.</p> <p>It was difficult to find a new provider who would accept my insurance. Most said they were not accepting new patients, even though they were on the list as providers.</p>

Voice of the Member

Q13/Q14. Rating of Health Care	
Improvement action	Member comments
Provide direct communication channels online.	<p>I would prefer that there were more ways to handle things online instead of calling. I get easily frustrated and can use my words better through text as opposed to arguing with someone with a heavy accent that I have a hard time understanding.</p> <p>Online chat would be a fantastic option for us.</p> <p>I am much better at typing than at verbal communication and find it easier to deal with people online.</p>
Provide and maintain formulary information for doctors and members.	<p>It would be nice if doctors had access to some sort of database that showed what medications were covered by which health plans. That would save everyone a lot of time and energy.</p> <p>My insurance should give me notice when a medication is no longer being covered instead of me finding out when I get to the pharmacy to fill the prescription.</p>
Be proactive in helping members stay informed.	<p>The health plan should be more proactive and send you any and all information you may need when you become a member. You should not have to call them about it so many times.</p> <p>I get regular newsletters and information about her Medicaid plan. They also provide a number to call just in case I still have questions.</p>
Make the website easy to navigate.	<p>I would like to be able to find more information on the website.</p> <p>Screen tips or FAQs would make it easier for me to navigate through the website.</p>
Ensure that plan representatives are friendly and professional.	<p>When problems do arise, customer service should handle them with professionalism, understanding and kindness. This is necessary for each person using their services.</p> <p>Each customer should be treated with kindness.</p>
Q14/Q15. Ease of getting care, tests or treatment	
Improvement action	Member comments
Treat patients with urgent issues promptly.	<p>The doctor at that time told me "From now on, if you think he has an ear infection or he is really sick, just bring him by and I will check him. You don't even need an appointment, if you're already out just stop by." Those types of doctors are hard to find these days, so from that day forward we just stayed with her.</p> <p>When my youngest grandchild had a rare and severe infection, the urgent care team scheduled immediate, next day, appointments with a specialist. They did not ask me, but went ahead and got my child set up to get in quickly. All I had to do was get him there. I was happy because it only took one day, when it usually takes quite a while to get appointments with specialists.</p> <p>Our regular doctor made arrangements for him to be seen same day with a gastro doctor who diagnosed an obstruction. It was very fast, and the problem was corrected the same day. It could not have gone better.</p>

Voice of the Member

Q14/Q15. Ease of getting care, tests or treatment	
Improvement action	Member comments
Minimize wait times and communicate reasons for long waits.	<p>I think having a long wait in the waiting room can be very annoying when your child is sick and needs to be seen. Then going to a room only to wait there for half an hour or more for the doctor to actually show up adds to the frustration. If the doctors really are so busy that you finally are seen a couple of hours after the appointment time, then perhaps they should think less about the bottom line financially and have more doctors on staff.</p> <p>Updates on waiting times would certainly help to ease the stress of waiting, especially if it is going to take a while.</p>
Provide care and services quickly.	<p>It is always a simple and easy process to get an appointment for my daughter with her doctor.</p> <p>I liked that I did not have to wait long for my doctor to get me a referral when I needed it.</p> <p>The only time we have needed anything other than an annual check-up, my daughter's doctor referred her to a specialist and we were able to get in quickly to see her. She prescribed medication, and the issue was resolved.</p> <p>I took my youngest child to an appointment to get shots and they waited till the end of our appointment to tell us they did not have the shots in stock, so we had wasted our time.</p>
Provide the parent with access to medical records.	<p>I would love to have access to my child's information myself. It would save trips to the doctor's office.</p> <p>My child needed his shot records for school. We had lost them and the doctor's office said it would take a couple of weeks to get them to us. I did not understand why they could not just be pulled up on the computer and printed out for us.</p>
Q17/Q32. Personal doctor explained things	
Improvement action	Member comments
Ensure that doctors provide thorough explanations.	<p>My doctors have always been very thorough and caring. They explain in detail anything I want or need to know.</p> <p>My children's pediatrician is very thorough and does not miss a beat.</p> <p>My pediatrician is wonderful and she answers your questions fully and in detail.</p> <p>My PCP is a wonderful doctor; she knows her stuff and talks you through everything. She gives wonderful advice and tips as well.</p>

Voice of the Member

Q17/Q32. Personal doctor explained things	
Improvement action	Member comments
Show consideration for the patient's concerns.	<p>I went to the doctor with leg pain and the doctor had me stand and bend my knees. Without telling me what he saw, he said I had falling arches and that all my pain would go away once I wore arch supports. The doctor's suggestion did not work, and when I went back in for a routine check-up I told him that his recommendation did not help my pain. He brushed it off by saying I just need to wear the supports longer. It turns out I was developing edema in my legs, and it should not have taken another doctor to figure this out.</p> <p>I once requested something other than what the doctor was prescribing for my daughter because it had less side effects, but the doctor just shut me down and said it will not work.,It kind of made me feel like they just don't want to be questioned.</p>
Provide the parent with printed information about the appointment.	<p>At the end of the visit, the doctor gave me a printout detailing the information we had discussed along with stickers and books for the children. It was a nice touch to give me printed documentation supporting the discussion.</p> <p>I sometimes think I take it all in at the doctor's office, but then I often think of questions later. Having what they told me in print to look at and refer to later would be very helpful.</p> <p>I am better with written communication than verbal expression, and when things are particularly hectic or happening quickly, it is easy to forget important details.</p>
Provide direct communication channels online.	I love my daughter's pediatrician because they have a "patient portal" online where we can send her messages. She always responds quickly and it helps us avoid unnecessary trips to the office.
Ensure that all questions and concerns are addressed.	<p>If I was not clear on what my doctor was saying, I would ask questions until I was satisfied with the results. I have no problem with letting people know that I do not understand something and pushing to get clarity.</p> <p>If I did not understand, I would ask more questions before I left.</p>
Address language barriers.	<p>The only thing about our pediatrician is that she has a strong accent, so sometimes she is hard to understand, but I simply just tell her to repeat herself.</p> <p>Our doctor is a little hard to understand sometimes because she has a strong accent. You have to listen more closely to her.</p>
Avoid using medical jargon and technical language.	<p>My child's doctor always communicates in easy to understand ways. She does not use doctor language, she just puts it in regular terms.</p> <p>The reason we have always liked our doctor is she talks to us like we are just normal people at a regular social function. She uses easy to understand language and never comes across as if she is better than us or like she needs to dumb anything down.</p> <p>It is very frustrating when doctors use medical jargon. I just tell them I do not understand what they mean and ask if they could repeat it in a way that I would understand.</p> <p>Any time I ask my doctors a question and they answer me with doctor language, I ask them to please put it in simple terms so I can better understand.</p>

Voice of the Member

Q18/Q33. Personal doctor listened carefully	
Improvement action	Member comments
Make eye contact and use non-verbal cues to indicate attention.	<p>To show they are actively listening to you, doctors should pay attention when you are speaking by making eye contact and occasionally nodding their head.</p> <p>If a doctor is actively listening to you, she is going to maintain direct eye contact with you. She will also shake her head yes when you are speaking because that means she is listening to what you are saying.</p> <p>One indicator that a doctor is not listening is if they are not making eye contact.</p> <p>Eye contact is very important to me. I will not tolerate a doctor who is on his phone/ tablet during a consult.</p>
Repeat the patient's concerns to ensure understanding.	<p>One way to show that doctors are actively listening is by repeating back certain phrases that I have said about my concerns.</p> <p>I think a doctor should explain back to me what I just told them so that I know they are listening and understanding my concerns.</p>
Avoid interruptions during the visit.	<p>I do not like it when a nurse or other staff member interrupts the appointment to pass on a message while the doctor is with my child. Unless the doctor has to go deal with some kind of emergency, the message can wait.</p>
Avoid multitasking.	<p>I have had doctors be on their phone or clicking on the computer while I was talking. I do not know if they hear what I am saying or not. It is quite annoying, disrespectful and rude.</p> <p>It is poor etiquette, as a rule, to be on the phone during most situations where people are meeting face-to-face. It is impossible to give the appropriate amount of attention to both parties. Doctors need to learn how to manage their time so that they do not spend the entire visit glued to the computer. Active listening is a critical part of providing good service to patients.</p> <p>We live in a multitasking culture, but there are some situations that require our full attention, and interacting with patients is one of those occasions.</p> <p>Doctors should avoid their cell phones. I have had doctors check their phone while listening to me.</p>
Ensure that all questions and concerns are addressed.	<p>Doctors should listen to what you have to say and answer all your questions thoroughly, and always ask if you have any additional questions.</p> <p>The doctor answering my questions and also asking questions in return indicates that they are fully aware of what I am saying.</p> <p>The doctor should always ask patients at the end of the session if there are any other items or issues that they need to discuss.</p> <p>Doctors can show that they are actively listening to me by addressing any and all of my concerns and by repeating my questions back to me in the way they answer.</p>

Q19/Q34. Personal doctor showed respect

Improvement action	Member comments
Ensure that providers actively listen to the parent/patient.	<p>Doctors can pay attention to you and actually LISTEN to show respect.</p> <p>My primary care doctor types on his computer the whole time I am talking to him. I hate that because I do not feel like he is listening.</p> <p>In order for a doctor to show they respect you, they should listen carefully to what you have to say and any of your concerns. They should also listen to your opinions about your child's condition, because parents know their children the best.</p> <p>Doctors should actively listen to you while you are speaking to them to show they respect you.</p>
Use proper titles when addressing the parent/patient.	<p>One of the most critical items is to address patients with the appropriate terms and by name, for example Ms., Mr., or Mrs. XYZ.</p> <p>As in all forms of jobs that deal with the public, doctors can use "sir" or "ma'am," although I do not recall a doctor ever referring to me in that manner. It is like there is a superior attitude going on.</p>
Ensure that all questions and concerns are addressed.	<p>Doctors should not make you feel as though you are wasting their time. I have had a doctor at the hospital tell me once when I went for bleeding during my pregnancy that "This is not a fertility clinic. I do not have time for this!" as he left and slammed the door. I ended up having a miscarriage and I will never forget how rude he was.</p> <p>If a doctor takes their time to hear all of your concerns, that shows respect.</p> <p>A lack of respect can be displayed by not taking your concerns seriously.</p> <p>Making sure all my questions and concerns are addressed at each visit shows respect.</p>
Avoid actions or language that can be interpreted as condescending.	<p>Doctors should avoid dismissing what we tell them. Most parents are not dumb. All a doctor has to do is not let the parent think that what they have told the doctor is ludicrous.</p> <p>While a parent is not a medical doctor, they do know their child well and can tell when something is not right with them. Respect goes both ways between parents and doctors.</p> <p>If doctors talk down to you, that does not show respect.</p>
Ensure that doctors are polite and friendly.	<p>They can show respect by talking to me in a way that is kind, professional, and thorough.</p> <p>Speak to me in a polite voice and not be sarcastic when talking to me.</p> <p>Doctors can show they respect me by smiling and speaking in a friendly manner.</p>
Provide constructive feedback.	<p>I appreciate it when a doctor tells me that I did something wrong or made a mistake, as long as it is constructive.</p>
Minimize wait times.	<p>I have also felt disrespected when I have been left to sit for an hour or longer in a waiting room or exam room. Just because I do not have an MD after my name does not mean my time is not valuable either.</p>

Voice of the Member

Q21/Q36. Doctors explained things in a way child could understand

Improvement action	Member comments
Utilize visuals to provide clear explanations.	<p>When my daughter had an inner ear infection the doctor drew pictures to explain the inner ear to my daughter.</p> <p>He actually drew me a picture of the inside of the ear canal and explained things like how the ear drains in a one year old as compared to an adult. He made it easy to understand the anatomy.</p>
Help the child understand, when appropriate.	I feel all questions I have asked were always fully answered, and he always made sure my daughter understood his answers to our questions.
Speak to the child's level of understanding.	<p>I like how she communicates directly to my daughter and does not act like she is too young or immature to be responsible for her own treatment.</p> <p>Any time my kids' doctors speak with me they, make sure myself and my children understand what they are saying. It is very helpful.</p>
Address the child directly.	<p>The doctor explained to my 16-year-old son every aspect of what he was going to do and even sat and watched a video with him and answered all of his questions. Our son was very calm and knowledgeable about the whole thing because of this, and we could not have asked for a better experience.</p> <p>He calmly explained everything to both me and my daughter. He made me feel much more comfortable with the whole situation, and he explained it to her in a way that did not make her scared or hesitant at all.</p> <p>The doctor taking the time to go over using an inhaler and breathing treatment took away the fear that may have been involved for my daughter and that is obviously a good thing.,</p>

Q22/Q37. Personal doctor spent enough time

Improvement action	Member comments
Avoid rushing the visit.	<p>When we go to my child's pediatrician, she spends at least 15 minutes with us, if not 20. She does what she needs to do and then talks to us about him before asking us if we have any questions. There was never a time where she seemed rushed or hurried, and I definitely respect that about her. She is a great doctor.</p> <p>I have felt that when an appointment has been scheduled toward the end of the doctor's office work day, they tend to rush you through the visit. They are only human and want to get home as much as the rest of us do, but that should not come at the expense of a child's health and a quicker than usual diagnosis.</p> <p>We would wait up to an hour for the doctor, and when we finally saw her she would spend no more than five minutes with us and would often leave us with unanswered questions.</p>

Q22/Q37. Personal doctor spent enough time	
Member poll	Response summary
PRIMARY CARE DOCTOR VISIT	
How long do patients expect a routine visit to last?	Patients expect routine visits to typically last 15 to 20 minutes.
How long do patients expect an urgent visit to last?	Patients expect urgent visits to typically last longer than routine visits, approximately 20 to 30 minutes.
Improvement action	Member comments
Ensure that doctors spend as much time as necessary to address patient concerns.	I expect the doctor to spend as much time as needed. There is not a specific time limit, it could take five minutes, or five hours if that is what is required to help my child.
	There have been several times when I went in for a 15-minute appointment and they ended up being in the room for more than half an hour due to my daughter being sick.
	I would expect the doctor to spend whatever amount of time is necessary to get the job done, whether it takes five minutes or an hour.
	If we were addressing a serious issue, I would expect them to give us as much time as needed to feel comfortable with a diagnosis and course of treatment.
	As long as the doctor has done a good job and accurately diagnosed the problem then time does not really matter.
Q25/Q40. Personal doctor seemed informed about care from other providers	
Improvement action	Member comments
Ensure that providers are informed about the patient's relevant medical and personal background.	Every time we go to see my child's doctor, she remembers us and remembers that he has ear problems. Even when we go for things unrelated to his ears, she will ask how his ears have been. This lets me know that she is paying attention and remembering my child.
	When I took my daughter to see her pulmonary doctor it was her second time seeing him, yet he remembered her very well. I know he can look in her chart, but he did very well and you would have never known it was only her second visit. It felt like we had been seeing him for years.
	The doctor did a complete physical work-up on my son. We discussed everything you could possibly discuss about one physical. So now the doctor has a complete work-up on my son, and since that visit she has remembered my son's favorite interests, which is helping my son become comfortable with her.
	He keeps track of not just the children's medical care, but also details about our family and home life that seem pertinent.

Q25/Q40. Personal doctor seemed informed about care from other providers	
Improvement action	Member comments
Obtain and read records from hospitals and other providers.	<p>When my daughter went back to see her doctor after her treatments at the burn center, her doctor had all the notes from the hospital and was discussing everything they did at the burn unit with my daughter. I was happy I did not need to explain anything or show my paperwork on what was done, since the doctor had all the information already.</p> <p>When my daughter was born she had to return to the hospital after she had been taken home because her jaundice levels rose too high. At our first appointment with her primary doctor after her hospital stay, she was already fully informed on the treatments and activities of our stay at the hospital.</p> <p>It is really helpful and a relief when your provider is up to speed on your history. It makes things go so much smoother.</p>
Q26/Q41. Rating of Personal Doctor	
Improvement action	Member comments
PRIMARY CARE DOCTOR VISIT	
Show personal concern for the patient.	<p>When my grandson was hospitalized for a rare condition, we actually were seen by an urgent care provider in the doctor's clinic. But within a couple of days, the pediatrician was at the hospital checking up on and following my grandson's case without notice from me. I was very grateful and surprised to the point of tears that he took the time on his own to find out what was happening.</p> <p>The fact that she knows the medical history of literally everyone in our entire family and has gone out of her way to help both my husband and myself with our own health issues in the past tells me she will do the same for our kids.</p>
Treat patients with urgent issues quickly.	<p>I rate her as the best doctor possible primarily because of her ability to see my son as soon as possible when he is sick.</p> <p>If I ever have an emergency, my doctor always finds an open spot for her to be seen in the same day. I could not have asked for a better doctor.</p>
Ensure that all questions and concerns are addressed.	<p>Our doctor always talks to my daughter and treats her as a person. She takes the time to make sure she is okay and even talks with her one-on-one.</p> <p>Our doctor never takes chances. If something comes up, he will bring her in to be seen and take the extra steps to make sure everything is well and good. He literally could not do anything more, he is the best doctor ever.</p> <p>The doctor herself is nice, experienced and gives you time to answer your questions.</p>

Voice of the Member

Q26/Q41. Rating of Personal Doctor	
Improvement action	Member comments
PRIMARY CARE DOCTOR VISIT	
Ensure that doctors are thorough and knowledgeable.	It is important that doctors are thorough in their assessment, rather than just jumping to conclusions. Knowledge is important. I have had an instance where my child was misdiagnosed and was taking medication for a week that she did not need.
Ensure that doctors have a child-friendly bedside manner.	Bedside manner is important when dealing with children. Doctors need a different type of personality that children feel comfortable around. My kids have the best doctor. They are always gentle with my kids. She is an amazing doctor and a caring person. She remembers you and your child. She seems like she genuinely cares and is not just pretending to because it is her job.
Ensure that office staff is courteous and helpful.	Their front desk staff and nurses could use some customer service training. They are always rude, short and often cannot answer questions.
Q30/Q48. Rating of Specialist	
Improvement action	Member comments
SPECIALIST VISIT	
Schedule appointments promptly.	We have been waiting for three weeks for a call from an ENT doctor's office to schedule an appointment for my son's ears. He has already had six ear infections this year, and he may need tubes put in his ears. I am irritated that they have not even bothered to call us yet. Most of the issues revolve around getting appointments and being seen on time, the same as with doctors.
Ensure that providers have a child-friendly bedside manner.	My child's specialist had a great bedside manner and made my daughter feel very comfortable. My child's specialist is very kid friendly. He always has a smile on his face and listens closely to myself and my child. They treated my daughter with care and were very patient and understanding at every visit.
Resolve issues quickly.	The specialist made her feel at ease and also made me feel at ease. He did the procedure and came out right away in the waiting room to tell me how everything went. It was a great experience. Between the doctor and staff, all of our issues were taken care of by the next day.
Foster relationships with patients.	The rheumatoid arthritis specialist who cared for my child during his hospitalization was wonderful. She visited us every day during our stay in the hospital to check my child's situation. The specialist also called us a month later to verify that my child was doing okay.
Help the patient overcome obstacles to manage his or her condition.	He has gone the extra mile for us already with prescriptions and dealing with the insurance company. My daughter has a great specialist for her peanut allergy. He has been quick on getting us prescriptions, answering our questions, and he has even given us books on allergies.

Voice of the Member

Q32/Q50. Customer service provided needed information or help

Improvement action	Member comments
Ensure that representatives are polite and friendly.	<p>The customer service representative I spoke with was very friendly and considerate.</p> <p>I was expecting the customer service representative to be polite and apologetic, and although they were polite, there was no sincerity in it. It felt like they would rather be anywhere else than dealing with my issue.</p> <p>I have seen my girlfriend become very frustrated and upset because of the way she is treated by the customer service representatives. When she tries to explain her situation, they simply write her off and act as if the mix up is her fault. Even after confirming we were correct just the day before, they still tell us that we are wrong.</p>
Ensure that representatives are helpful and knowledgeable.	<p>I've called my daughter's health plan, but instead of answering my questions, they just keep giving me the runaround.</p> <p>There is nothing I love more then to get on the phone and for the customer service person to be alert, knowledgeable about the topic and a very good listener.</p> <p>Even though they are nice and respectful when I call, I feel like they are being horrible people and just trying to make our lives harder due to their inability to help.</p> <p>I called and the representative I talked to was so clueless. I did not feel respected, because even though the lady was very friendly, she did not have a clue what she was talking about.</p> <p>I have called four times to try and get an insurance card. Every time someone has apologized and said they have re-ordered the card. I don't think anyone there knows what they are doing.</p>
Ensure that representatives are respectful.	<p>The customer service representative I spoke to did seem very respectful. She spoke kindly and was not rude.</p> <p>I needed to find out more information on getting my health insurance set up and receiving my card. The customer service representative on the phone was nothing but helpful. I felt she was very respectful and a very good listener.</p>
Work with the member to find acceptable alternatives to non-covered treatments.	<p>I contacted them about a prescription that the doctor prescribed for my child but the pharmacy said that my insurance would not cover it. After talking to customer service they still would not cover it and wanted him to try an inferior medicine. The issue was never resolved and I was very unhappy.</p> <p>I was not offered any alternative medication by the insurance after they refused to cover my prescribed treatment. They passed the buck to the doctor to prescribe something else and then take it from there.</p> <p>I have only contacted customer service once to find out why a certain medication was not covered and what alternatives were covered. All the representative did was refer me back to the doctor. I was frustrated that nothing was resolved and I had to go somewhere else for resolution.</p>

Voice of the Member

Q32/Q50. Customer service provided needed information or help

Improvement action	Member comments
Provide a consistent customer service experience.	Consistency is truly important in all situations! Consistency is key when dealing with customer service.
Help members access resources to manage their conditions.	They help to facilitate a large number of services that I did not know were available. The Care/Case Managers and Outreach Services also offer assistance in managing conditions such as asthma, diabetes, heart failure, and many other special or chronic conditions that we have.
Notify members of changes.	When I called to ask why I was being billed for something that had always been covered, they acted as if I should somehow magically know what is covered and what is not even though they did not tell me when that information changes. The best way to be informed about changes would be either via phone call or text, as it is instantaneous. Email would likely have issues, as it could easily go to the spam folder and not be seen. Perhaps a better solution would be via a letter supplemented by a text or phone call. Our insurance has a portal to use online where they could have left me a message, or they could have sent a letter to my home letting me know about the coverage changes, or they could have just called me instead of letting me find out that my coverage had changed on my own.

Q35/Q53. Health plan forms were easy to fill out

Improvement action	Member comments
Provide a representative to help members with forms.	The forms were a bit difficult, but luckily at my child's doctor's office they have a lady there that helps you to fill out parts that are confusing. Any questions I had when completing the paperwork, I knew I could call and get help with. That made me feel confident during the process. I was provided with a social worker who handled my case and helped with all the paperwork.
Make forms simple and straightforward.	I would suggest making clearer directions for paperwork. I would also suggest making the rules clearer, like who qualifies for what. It was a very simple form, so the paperwork was very easy. The very easy processes are what I enjoy about Medicaid. The application was simple to understand, fill out, and read.
Provide an online option for forms.	It was easy because it was done online, so I did not even have to leave the house. I have a messed up finger and had to take breaks from time to time because my hand would start hurting from writing so much. The online forms are very simple and usually take me less than five minutes to complete.

Q35/Q53. Health plan forms were easy to fill out

Improvement action	Member comments
Eliminate redundancies.	<p>My only suggestion would be that my paperwork I presented to ODJFS should have been forwarded to the health care agency when they enrolled me with the health plan, so I did not have to fill out all the same forms again.</p> <p>Every year I have to fill out the same re-certification forms for Medicaid.</p>

Q56. Easy to get prescription medicine

Improvement action	Member comments
Provide text alert services for prescription pickup.	<p>Prescription text message alerts are great! They are so convenient and quick, much easier than making a phone call!</p> <p>I receive a text message from Walmart letting me know my prescriptions are ready for me to go and pick it up. Even the very first time it was easy.</p>
Coordinate prescriptions between doctors and pharmacies.	<p>It is convenient when the doctor sends the prescriptions to the pharmacy electronically and they are ready when you get to the pharmacy.</p> <p>Filling prescriptions for my child has been very easy. We go to his pediatrician and she calls the medication in right to our CVS pharmacy, and it is available for pickup that day or usually the next day.</p>
Provide automated refill services and reminders.	<p>If the kids' prescriptions are out of refills, the pharmacy will contact me and also notify the pediatrician on my behalf.</p> <p>Each month the mail-order pharmacy calls me to remind me to order my refills.</p>
Minimize copays and out-of-pocket costs.	<p>We have had no problem getting what we need and it is usually either paid for or we have a very low copay, which is a tremendous help, since medicine is so expensive.</p>
Work with the member to find acceptable alternatives to non-covered medications.	<p>The doctor at the urgent care did not dose her medicine correctly for her weight. I noticed this after I picked up the prescription, since it was sent to the pharmacy electronically. I called and the doctor corrected the prescription. However, the insurance company would not let me get the rest of the prescription for five days, even though it was sent back stating it was not enough. Luckily she had enough to start the meds, but I thought it was so stupid that the insurance company would not work with us.</p> <p>There was a time that I was only able to get so many pills out of the amount my doctor prescribed because the insurance would not cover the prescribed amount.</p> <p>If that particular medicine cannot be acquired, then the doctor should work with the pharmacy to obtain the best possible comparable choice that will fulfill the patient's needs and be acceptable to the health plan.</p> <p>If the medicine the doctor prescribes is not covered, they should prescribe something else that is accepted by the insurance.</p> <p>I expect the doctor to prescribe an alternative that would be covered if their original prescription is not covered.</p>

Q56. Easy to get prescription medicine	
Improvement action	Member comments
Provide secure and reliable delivery options.	<p>The one time I used a mail-order service I never got my prescription. I later found out the UPS driver happened to steal a bunch of packages and was arrested. The hassle of going back to the doctor and explaining the situation and contacting the insurance company was a big headache for me, so I would never use a mail-order service again.</p> <p>USPS has a notorious problem with packages getting lost or stolen and I would not want to deal with that.</p> <p>Having packages stolen is so frustrating, and this is why I would not be able to trust a mail-order pharmacy.</p> <p>I would be worried that it would not come on time.</p>
Promote the use of mail-order pharmacy services as convenient.	<p>I love the convenience going out to the mailbox to get your medicines that come in sealed bags. It is pretty handy, for sure!</p> <p>Using a mail-order service could save time and be much more convenient! Especially for medications that she gets on a monthly basis. I would not have to worry about getting refills called in on time and getting into town to actually pick up the prescription.</p>
Ensure timely delivery.	<p>When ordering a prescription through my mail-order pharmacy, at the end of the call they confirm the shipping information and provide me with an expected date of receipt. They also always verify whether or not I need the medicine faster so that they can change the shipping speed if necessary. It is a great service.</p> <p>I think the mail-order service should be convenient and have very quick shipping, especially considering that when people run out of their medications they need them as soon as possible.</p> <p>I would expect consistency on the shipping and processing times, with at least one or two day shipping once filled.</p> <p>I would expect that they would be on time consistently, and if there is a problem that I am notified as soon as possible.</p>
Coordinate with the pharmacy and doctors on the member's behalf to resolve issues.	<p>I do not understand why it always seems that the customer is the one who has to do all the calling and chasing around whenever there is an issue between the doctor, pharmacy, or insurance. It seems there is very little communication between those three entities.</p> <p>The customer service is amazing and I have had nothing but good experiences with it so far. My doctor's office is the one that did all the legwork to get insurance approval.</p>

Q56. Easy to get prescription medicine	
Improvement action	Member comments
Provide efficient pre-authorization services.	<p>I have a couple of medications that needed pre-authorization and they were always handled very well by my daughter's doctor. It is always a quick and efficient process.</p> <p>The doctor, pharmacy, and insurance company all have to work together for any medicines requiring prior authorization. So far they have been very helpful and well-coordinated. It is just frustrating that it takes so long (three to four days).</p>
Provide and maintain formulary information for doctors and members.	<p>I think it would be pertinent for the doctor's office to have a list of medications that are covered by health providers.</p> <p>If the insurance company does have a list of covered medications, it should be available online for anyone to view, and not just members. This would let the doctor pull it up and write the appropriate prescription.</p>

Appendix F

Questionnaire



UnitedHealthcare®

Community Plan

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:

☒ Yes → **If Yes, Go to Question 1**
☐ 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 back 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 1.888.797.3605, ext. 4190.

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

1. Our records show that your child is now in UnitedHealthcare Community Plan. Is that right?

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

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

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

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

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

☐ Yes
☐ No → **If No, Go to Question 7**

6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

- ☐ None → *If None, Go to Question 16*
☐ 1 time
☐ 2
☐ 3
☐ 4
☐ 5 to 9
☐ 10 or more times

8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

- ☐ Yes
☐ No

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

- ☐ Yes
☐ No → *If No, Go to Question 14*

11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

- ☐ Yes
☐ No

12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

- ☐ Yes
☐ No

13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

- ☐ Yes
☐ No

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

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

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

- ☐ Yes
☐ No → *If No, Go to Question 19*

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

- ☐ Yes
☐ No → *If No, Go to Question 19*

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

- ☐ Yes
☐ No

SPECIALIZED SERVICES

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

- ☐ Yes
☐ No → *If No, Go to Question 22*

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

- ☐ Yes
☐ No

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

- ☐ Yes
☐ No → *If No, Go to Question 25*

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

- ☐ Yes
☐ No

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

- ☐ Yes
☐ No → *If No, Go to Question 28*

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

- ☐ Yes
☐ No

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

- ☐ Yes
☐ No → *If No, Go to Question 30*

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

- ☐ Yes
☐ No

YOUR CHILD'S PERSONAL DOCTOR

30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

- ☐ Yes
☐ No → *If No, Go to Question 45*

31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

- ☐ None → *If None, Go to Question 41*
☐ 1 time
☐ 2
☐ 3
☐ 4
☐ 5 to 9
☐ 10 or more times

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

- ☐ Yes
☐ No → *If No, Go to Question 37*

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

- ☐ Yes
☐ No

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

- ☐ Yes
☐ No → *If No, Go to Question 41*

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

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

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

- ☐ Yes
- ☐ No → If No, Go to Question 45

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

- ☐ Yes
- ☐ No

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

- ☐ Yes
- ☐ No

GETTING HEALTH CARE FROM SPECIALISTS

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

45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments for your child to see a specialist?

- ☐ Yes
- ☐ No → If No, Go to Question 49

46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

47. How many specialists has your child seen in the last 6 months?

- ☐ None → If None, Go to Question 49
- ☐ 1 specialist
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 or more specialists

48. We want to know your rating of the specialist your child saw 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 Worst specialist possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best specialist possible

YOUR CHILD'S HEALTH PLAN

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

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

- ☐ Yes
- ☐ No → *If No, Go to Question 52*

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Yes
- ☐ No → *If No, Go to Question 54*

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

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

PRESCRIPTION MEDICINES

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

- ☐ Yes
- ☐ No → *If No, Go to Question 58*

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Yes
☐ No

ABOUT YOUR CHILD AND YOU

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

- ☐ Excellent
☐ Very good
☐ Good
☐ Fair
☐ Poor

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

- ☐ Excellent
☐ Very good
☐ Good
☐ Fair
☐ Poor

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

- ☐ Yes
☐ No → *If No, Go to Question 63*

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

- ☐ Yes
☐ No → *If No, Go to Question 63*

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

- ☐ Yes
☐ No

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

- ☐ Yes
☐ No → *If No, Go to Question 66*

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

- ☐ Yes
☐ No → *If No, Go to Question 66*

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

- ☐ Yes
☐ No

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

- ☐ Yes
☐ No → *If No, Go to Question 69*

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

- ☐ Yes
☐ No → *If No, Go to Question 69*

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

- ☐ Yes
☐ No

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

- ☐ Yes
☐ No → *If No, Go to Question 72*

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

- ☐ Yes
☐ No → *If No, Go to Question 72*

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

- ☐ Yes
☐ No

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

- ☐ Yes
☐ No → *If No, Go to Question 74*

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

- ☐ Yes
☐ No

74. What is your child's age?

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

75. Is your child male or female?

- ☐ Male
☐ Female

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

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

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

- ☐ White
☐ Black or African-American
☐ Asian
☐ Native Hawaiian or other Pacific Islander
☐ American Indian or Alaska Native
☐ Other

78. What is your age?

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

79. Are you male or female?

- ☐ Male
☐ Female

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

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

81. How are you related to the child?

- ☐ Mother or father
☐ Grandparent
☐ Aunt or uncle
☐ Older brother or sister
☐ Other relative
☐ Legal guardian
☐ Someone else

82. Did someone help you complete this survey?

- ☐ Yes → ***If Yes, Go to Question 83***
☐ No → ***If No, Go to Question 84***

83. How did that person help you?
Mark one or more.

- ☐ Read the questions to me
☐ Wrote down the answers I gave
☐ Answered the questions for me
☐ Translated the questions into my language
☐ Helped in some other way

ADDITIONAL QUESTIONS

Now we would like to ask a few more questions about the services your health plan provides.

84. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty? (Please mark **ONLY one)**

- ☐ I had to wait too long for the health plan to give the OK
- ☐ I did not know where to go to get a physician for care
- ☐ I did not know where to go to get lab work done
- ☐ I could not find a doctor, lab, or x-ray facility in my network
- ☐ I could not find a doctor who was easy to get to
- ☐ I could not find a lab or x-ray facility that was easy to get to
- ☐ I had to wait too long to get an appointment
- ☐ I could not find someone who spoke my language
- ☐ Other, personal reason
- ☐ I did not try to get any care, tests, or treatment for my child in the last 6 months

85. In the last 6 months, did you call a doctor's office or clinic after hours to get help for your child?

- ☐ Yes
- ☐ No → **If No, Go to Question 87**

86. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted for your child?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I did not call after hours in the last 6 months

87. In the last 6 months, how often was it hard to find a personal doctor for your child who speaks your language?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

88. In the last 6 months, how often was it hard to find a personal doctor for your child who understands your culture?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

89. In the last 6 months, did you use the health plan website to look up information about a doctor or hospital for your child?

- ☐ Yes
- ☐ No → **If No, Go to Question 91**

90. In the last 6 months, if the health plan website was not useful in finding a doctor or hospital for your child, what was the problem? (Mark all that apply)

- ☐ The print was too small
- ☐ The information was hard to understand
- ☐ It was hard to find the information I was looking for
- ☐ The information was wrong
- ☐ It was not in my language
- ☐ I did not have a problem
- ☐ I did not use the site

91. In the last 6 months, if you called customer service regarding mental health services for your child, how often was the staff helpful and provided the help you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I did not call customer service for my child's mental health services in the last 6 months

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

- ☐ 0 Worst mental health services possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best mental health services possible
- ☐ My child did not receive mental health services in the last 6 months

→ Thank you. Please return the completed survey in the postage-paid envelope.

93. In the last 6 months, if you needed mental health or substance abuse services for your child, did you access them?

- ☐ Yes
- ☐ No **→ Thank you. Please return the completed survey in the postage-paid envelope.**
- ☐ My child did not need these services in the last 6 months **→ Thank you. Please return the completed survey in the postage-paid envelope.**

94. In the last 6 months, if your child needed to see a mental health specialist how often was it easy to get an appointment as soon as your child needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ My child did not need to see a mental health specialist in the last 6 months

95. Was the mental health or substance abuse provider helpful to your child?

- ☐ Yes
- ☐ No

Thank You
Please return the completed survey
in the postage-paid envelope or send to:
DSS Research • P.O. Box 985009
Ft. Worth, TX 76185-5009
If you have any questions,
please call 1.888.797.3605, ext. 4190.





Appendix G

Crosstabulations

Crosstabulations explanation

The following tables show detailed results for each question in your survey. Crosstabulations or “crosstabs” let you compare the results across different groups (i.e., males versus females). The following instructions are provided to aid you in analyzing the data in these tables:

Across the top of the table are column headers indicating the different categories by which the data are being compared. The first group of columns are the health plan’s total results for the current year and up to two prior years. This allows you to see how you are performing over time. The UHC Average and the DSS Average are also provided in the first group of columns. These averages give you national benchmarks for comparison to your results. Following the plan total columns are other demographic categories such as years with the plan, current health status, age, gender and education level.

Listed down the left side of the table are row labels. First, there is a “Total” row which represents the total number of respondents who are eligible to answer that question. Next, there are labels for “Multiple Mark” and “No response.” Respondents who give multiple answers or no answer are removed from the base. Then, the “Base” row gives the number of respondents who responded appropriately to that question. Finally, there are labels for the relevant responses to that question. For example, “Always”, “Usually”, “Sometimes” and “Never” are possible responses to the question, “In the last 6 months, how often did your personal doctor listen carefully to you?”

Among the possible responses down the left side are items such as “Top Two Box” and “Top Three Box.” These are summary scores of either the top two responses or top three responses. For example, on a 0 to 10 scale, the “Top Two Box” indicates how many respondents gave a “9” or “10” on the question. In addition, there are some tables with the row label “CAHPS Rate.” This designates which response or group of responses are reported by NCQA for that question. For example, “CAHPS Rate (% Always + % Usually)” indicates that this is a question where NCQA reports the percentage of respondents who gave either “Always” or “Usually” as the response to that question.

Significance between groups is indicated by an upper-case letter beneath a column percentage. If a letter is present under a percentage, that percentage is significantly higher than the percentage (on the same row) in the corresponding column. In calculating significance, a Z-test is conducted at the 95% confidence level.

An example is provided on the following page.

Crosstabulations explanation – example

- ¹ For this example, results for males versus females are being compared.
- ² The total number of respondents eligible for this question is 159 -- 51 are males and 106 are females. You will notice the sum of the number of males and females does not add up to the total (159). This indicates that two respondents did not report their gender on the survey.
- ³ The total number of respondents that gave valid answers to this question is 139 (8 males and 12 females either did not answer this question or replied that they don't know).
- ⁴ NCQA reports the percent responding "Always" or "Usually" to this question.
- ⁵ Significantly more females than males gave the response "Always" or "Usually" to this question. The letter "B" below the percentage indicates 97.9% is significantly higher than the percentage in column B (74.4%) at the 95% confidence level.

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

	2017 Plan Total (A)	===== GENDER ¹ =====	
		Male (B)	Female (C)
Total	159 ² 100%	51 100%	106 100%
Multiple Mark	*	*	*
No response	2 0.6%	0 0.0%	2 0.9%
Don't know	18 11.3%	8 15.7%	10 9.4%
BASE = Those who responded	139 ³ 87.4%	43 84.3%	94 88.7%
Never	6 4.3%	5 11.6% C	1 1.1%
Sometimes	7 5.0%	6 14.0% C	1 1.1%
Usually	53 38.1%	23 53.5% C	30 31.9%
Always	73 52.5%	9 20.9%	62 66.0% B
CAHPS Rate (%Always + %Usually) ⁴	126 90.6%	32 74.4%	92 97.9% B ⁵

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

1. Our records show that your child is now in UnitedHealthcare Community Plan. Is that right?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Yes	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

3. In the last 6 months, did your child have an illness, injury or condition that needed care right away in a clinic, emergency room, or doctor's office?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.14%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	8	11	10	160	2	4	4	66	1	6	2	31	0	2	0	2	2	0	2	0	0	0	2	2	0	0
	1.07%	1.49%	1.44%	1.28%	0.58%	1.14%	1.34%	1.03%	0.33%	2.42%	0.72%	1.02%	0.0%	0.68%	0.0%	0.93%	0.80%	0.0%	1.79%	0.0%	0.0%	0.0%	1.26%	0.66%	0.0%	0.0%
								I		I																
BASE = Those who responded	738	725	684	12316	342	346	293	6322	306	242	276	3018	44	292	29	214	249	84	110	90	128	177	157	303	39	0
	98.93%	98.37%	98.42%	98.72%	99.42%	98.86%	98.32%	98.97%	99.67%	97.58%	99.28%	98.98%	100.00%	99.32%	100.00%	99.07%	99.20%	100.00%	98.21%	100.00%	100.00%	100.00%	98.74%	99.34%	100.00%	0.0%
									HJ																	
Yes	291	282	287	4331	125	105	112	3067	148	122	139	1036	15	109	14	97	84	38	47	37	34	67	53	112	13	0
	39.43%	38.90%	41.96%	35.17%	36.55%	30.35%	38.23%	48.51%	48.37%	50.41%	50.36%	34.33%	34.09%	37.33%	48.28%	45.33%	33.73%	45.24%	42.73%	41.11%	26.56%	37.85%	33.76%	36.96%	33.33%	0.0%
							F		E										U	U						
No	447	443	397	7985	217	241	181	3255	158	120	137	1982	29	183	15	117	165	46	63	53	94	110	104	191	26	0
	60.57%	61.10%	58.04%	64.83%	63.45%	69.65%	61.77%	51.49%	51.63%	49.59%	49.64%	65.67%	65.91%	62.67%	51.72%	54.67%	66.27%	54.76%	57.27%	58.89%	73.44%	62.15%	66.24%	63.04%	66.67%	0.0%
					I	G													ST							
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	22	27	28	320	8	4	10	213	8	14	8	69	0	8	0	5	6	1	5	2	1	7	8	0	0	0
	2.95%	3.66%	4.03%	2.56%	2.33%	1.14%	3.36%	3.33%	2.61%	5.65%	2.88%	2.26%	0.0%	2.72% M	0.0%	2.31%	2.39%	1.19%	4.46%	2.22%	0.78%	0.56%	4.40% V	2.62% Y	0.0%	0.0%
Appropriately skipped	447	443	397	7985	217	241	181	3255	158	120	137	1982	29	183	15	117	165	46	63	53	94	110	104	191	26	0
	59.92%	60.11%	57.12%	64.00%	63.08% I	68.86% G	60.74%	50.95%	51.47%	48.39%	49.28%	65.00%	65.91%	62.24%	51.72%	54.17%	65.74%	54.76%	56.25%	58.89%	73.44% ST	62.15%	65.41%	62.62%	66.67%	0.0%
BASE = Those who responded	277	267	270	4171	119	105	107	2920	141	114	133	998	15	103	14	94	80	37	44	35	33	66	48	106	13	0
	37.13%	36.23%	38.85%	33.43%	34.59%	30.00%	35.91%	45.71%	45.93% E	45.97%	47.84%	32.73%	34.09%	35.03%	48.28%	43.52%	31.87%	44.05% Q	39.29% U	38.89% U	25.78%	37.29%	30.19%	34.75%	33.33%	0.0%
Never	1	2	0	43	1	0	0	17	0	1	0	6	0	1	0	1	1	0	0	0	1	0	1	1	0	0
	0.36%	0.75%	0.0%	1.03%	0.84%	0.0%	0.0%	0.58% I	0.0%	0.88%	0.0%	0.60%	0.0%	0.97%	0.0%	1.06%	1.25%	0.0%	0.0%	0.0%	3.03%	0.0%	2.08%	0.94%	0.0%	0.0%
Sometimes	19	19	15	315	6	9	8	157	8	6	4	56	2	4	3	1	4	2	3	0	3	5	1	6	0	0
	6.86%	7.12%	5.56%	7.55%	5.04%	8.57%	7.48%	5.38%	5.67%	5.26%	3.01%	5.61%	13.33%	3.88%	21.43%	1.06%	5.00%	5.41%	6.82%	0.0%	9.09%	7.58%	2.08%	5.66%	0.0%	0.0%
Bottom Two Box (%Never + %Sometimes)	20	21	15	358	7	9	8	174	8	7	4	62	2	5	3	2	5	2	3	0	4	5	2	7	0	0
	7.22%	7.87%	5.56%	8.58%	5.88%	8.57%	7.48%	5.96%	5.67%	6.14%	3.01%	6.21%	13.33%	4.85%	21.43%	2.13%	6.25%	5.41%	6.82%	0.0%	12.12% T	7.58%	4.17%	6.60%	0.0%	0.0%
Usually	40	55	46	484	20	19	16	334	19	14	23	140	5	15	3	17	12	8	7	6	6	13	6	18	2	0
	14.44%	20.60%	17.04%	11.60%	16.81%	18.10%	14.95%	11.44%	13.48%	12.28%	17.29%	14.03%	33.33%	14.56%	21.43%	18.09%	15.00%	21.62%	15.91%	17.14%	18.18%	19.70%	12.50%	16.98%	15.38%	0.0%
Always	217	191	209	3329	92	77	83	2412	114	93	106	796	8	83	8	75	63	27	34	29	23	48	40	81	11	0
	78.34%	71.54%	77.41%	79.81%	77.31%	73.33%	77.57%	82.60%	80.85%	81.58%	79.70%	79.76%	53.33%	80.58%	57.14%	79.79%	78.75%	72.97%	77.27%	82.86%	69.70%	72.73%	83.33%	76.42%	84.62%	0.0%
CAHPS Rate (%Always + %Usually)	257	246	255	3813	112	96	99	2746	133	107	129	936	13	98	11	92	75	35	41	35	29	61	46	99	13	0
	92.78%	92.13%	94.44%	91.42%	94.12%	91.43%	92.52%	94.04%	94.33%	93.86%	96.99%	93.79%	86.67%	95.15%	78.57%	97.87%	93.75%	94.59%	93.18%	100.00% U	87.88%	92.42%	95.83%	93.40%	100.00%	0.0%
3-point composite mean	2.7112	2.6367	2.7185	2.7123	2.7143	2.6476	2.7009	2.7664	2.7518	2.7544	2.7669	2.7355	2.4000	2.7573	2.3571	2.7766	2.7250	2.6757	2.7045	2.8286	2.5758	2.6515	2.7917	2.6981	2.8462	0
4-point composite mean	3.7076	3.6292	3.7185	3.7020	3.7059	3.6476	3.7009	3.7606	3.7518	3.7456	3.7669	3.7295	3.4000	3.7476	3.3571	3.7660	3.7125	3.6757	3.7045	3.8286	3.5455	3.6515	3.7708	3.6887	3.8462	0
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7		8-10		Excel/ Very Good		Good/ Fair/ Poor							
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.27%	0.0%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	14	10	9	170	6	6	4	70	3	2	4	40	0	6	0	2	3	2	0	2	3	2	4	6	0	0
	1.88%	1.36%	1.29%	1.36%	1.74%	1.71%	1.34%	1.10%	0.98%	0.81%	1.44%	1.31%	0.0%	2.04%	0.0%	0.93%	1.20%	2.38%	0.0%	2.22%	2.34%	1.13%	2.52%	1.97%	0.0%	0.0%
														M									Y			
BASE = Those who responded	732	725	686	12306	338	343	294	6318	304	246	274	3009	44	288	29	214	248	82	112	88	125	175	155	299	39	0
	98.12%	98.37%	98.71%	98.64%	98.26%	98.00%	98.66%	98.90%	99.02%	99.19%	98.56%	98.69%	100.00%	97.96%	100.00%	99.07%	98.80%	97.62%	100.00%	97.78%	97.66%	98.87%	97.48%	98.03%	100.00%	0.0%
													N											X		
Yes	543	539	529	8884	236	232	216	5152	259	197	221	2186	35	198	26	179	172	58	91	50	84	123	107	211	25	0
	74.18%	74.34%	77.11%	72.19%	69.82%	67.64%	73.47%	81.54%	85.20%	80.08%	80.66%	72.65%	79.55%	68.75%	89.66%	83.64%	69.35%	70.73%	81.25%	56.82%	67.20%	70.29%	69.03%	70.57%	64.10%	0.0%
								E											TU							
No	189	186	157	3422	102	111	78	1166	45	49	53	823	9	90	3	35	76	24	21	38	41	52	48	88	14	0
	25.82%	25.66%	22.89%	27.81%	30.18%	32.36%	26.53%	18.46%	14.80%	19.92%	19.34%	27.35%	20.45%	31.25%	10.34%	16.36%	30.65%	29.27%	18.75%	43.18%	32.80%	29.71%	30.97%	29.43%	35.90%	0.0%
					I														S	S						
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

	2017 General Population Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 UHC Avg. Central (L)	0-7		8-10		Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
													(M)	(N)	(O)	(P)										
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No response	34	39	47	485	16	14	19	254	8	12	18	128	2	14	1	7	10	5	4	3	8	8	8	16	0	0
Appropriately skipped	189	186	157	3422	102	111	78	1166	45	49	53	823	9	90	3	35	76	24	21	38	41	52	48	88	14	0
BASE = Those who responded	523	512	491	8569	226	225	201	4968	254	187	207	2098	33	190	25	174	165	55	87	49	79	117	103	201	25	0
Never	3	2	5	90	1	0	2	29	1	0	1	17	1	0	1	0	1	0	0	0	1	1	0	1	0	0
Sometimes	33	56	37	888	14	20	16	332	15	17	10	203	4	10	5	6	8	6	6	4	4	6	8	11	3	0
Bottom Two Box (%Never + %Sometimes)	36	58	42	978	15	20	18	361	16	17	11	220	5	10	6	6	9	6	6	4	5	7	8	12	3	0
Usually	125	119	109	1570	57	50	46	1004	66	39	49	399	14	42	10	40	40	16	19	12	22	31	24	53	4	0
Always	362	335	340	6021	154	155	137	3603	172	131	147	1479	14	138	9	128	116	33	62	33	52	79	71	136	18	0
CAHPS Rate (%Always + %Usually)	487	454	449	7591	211	205	183	4607	238	170	196	1878	28	180	19	168	156	49	81	45	74	110	95	189	22	0
3-point composite mean	2.6233	2.5410	2.6069	2.5885	2.6150	2.6000	2.5920	2.6526	2.6142	2.6096	2.6570	2.6001	2.2727	2.6737	2.1200	2.7011	2.6485	2.4909	2.6437	2.5918	2.5949	2.6154	2.6117	2.6169	2.6000	0
4-point composite mean	3.6176	3.5371	3.5967	3.5780	3.6106	3.6000	3.5821	3.6467	3.6102	3.6096	3.6522	3.5920	3.2424	3.6737	3.0800	3.7011	3.6424	3.4909	3.6437	3.5918	3.5823	3.6068	3.6117	3.6119	3.6000	0
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	30	30	36	565	17	10	14	272	10	6	10	142	2	15	0	2	8	7	5	4	6	11	5	13	4	0
	4.02%	4.07%	5.18%	4.53%	4.94%	2.86%	4.70%	4.26%	3.26%	2.42%	3.60%	4.66%	4.55%	5.10%	0.0%	0.93%	3.19%	8.33%	4.46%	4.44%	4.69%	6.21%	3.14%	4.26%	10.26%	0.0%
Appropriately skipped	158	156	137	2899	82	90	67	729	36	23	32	704	11	68	0	0	63	18	18	26	36	37	43	70	12	0
	21.18%	21.17%	19.71%	23.24%	23.84% I	25.71%	22.48%	11.41%	11.73%	9.27%	11.51%	23.09%	25.00%	23.13%	0.0%	0.0%	25.10%	21.43%	16.07%	28.89% S	28.13% S	20.90%	27.04%	22.95%	30.77%	0.0%
BASE = Those who responded	558	551	522	9012	245	250	217	5387	261	219	236	2203	31	211	29	214	180	59	89	60	86	129	111	222	23	0
	74.80%	74.76%	75.11%	72.23%	71.22%	71.43%	72.82%	84.33%	85.02% E	88.31%	84.89%	72.25%	70.45%	71.77%	100.00%	99.07%	71.71%	70.24%	79.46% TU	66.67%	67.19%	72.88%	69.81%	72.79%	58.97%	0.0%
Yes	422	426	378	6366	172	190	166	4136	211	173	170	1496	18	152	17	155	121	46	64	45	57	85	83	154	18	0
	75.63%	77.31%	72.41%	70.64%	70.20%	76.00%	76.50%	76.78%	80.84% KE	79.00%	72.03%	67.91%	58.06%	72.04%	58.62%	72.43%	67.22%	77.97%	71.91%	75.00%	66.28%	65.89%	74.77%	69.37%	78.26%	0.0%
No	136	125	144	2646	73	60	51	1251	50	46	66	707	13	59	12	59	59	13	25	15	29	44	28	68	5	0
	24.37%	22.69%	27.59%	29.36%	29.80% I	24.00%	23.50%	23.22%	19.16%	21.00%	27.97% I	32.09%	41.94%	27.96%	41.38%	27.57%	32.78%	22.03%	28.09%	25.00%	33.72%	34.11%	25.23%	30.63%	21.74%	0.0%
3-point composite mean	2.5125	2.5463	2.4483	2.4128	2.4041	2.5200	2.5300	2.5355	2.6169 KE	2.5799	2.4407	2.3581	2.1613	2.4408	2.1724	2.4486	2.3444	2.5593	2.4382	2.5000	2.3256	2.3178	2.4955	2.3874	2.5652	0
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

	2017 General Population Results																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	30	24	41	298	17	9	15	261	10	4	12	57	2	15	0	1	9	7	5	4	7	11	6	14	3	0	
	4.02%	3.26%	5.90%	3.80%	4.94%	2.57%	5.03%	4.09%	3.26%	1.61%	4.32%	3.17%	4.55%	5.10%	0.0%	0.46%	3.59%	8.33%	4.46%	4.44%	5.47%	6.21%	3.77%	4.59%	7.69%	0.0%	
	B																										
Appropriately skipped	158	156	137	1864	82	90	67	729	36	23	32	447	11	68	0	0	63	18	18	26	36	37	43	70	12	0	
	21.18%	21.17%	19.71%	23.77%	23.84%	25.71%	22.48%	11.41%	11.73%	9.27%	11.51%	24.87%	25.00%	23.13%	0.0%	0.0%	25.10%	21.43%	16.07%	28.89%	28.13%	20.90%	27.04%	22.95%	30.77%	0.0%	
	I																										
BASE = Those who responded	558	556	517	5681	245	251	216	5398	261	221	234	1293	31	211	29	215	179	59	89	60	85	129	110	221	24	0	
	74.80%	75.44%	74.39%	72.43%	71.22%	71.71%	72.48%	84.50%	85.02%	89.11%	84.17%	71.95%	70.45%	71.77%	100.00%	99.54%	71.31%	70.24%	79.46%	66.67%	66.41%	72.88%	69.18%	72.46%	61.54%	0.0%	
	E																										
Never	13	8	11	146	5	4	2	83	7	3	0	31	0	5	1	4	3	2	1	0	4	4	1	5	0	0	
	2.33%	1.44%	2.13%	2.57%	2.04%	1.59%	0.93%	1.54%	2.68%	1.36%	0.0%	2.40%	0.0%	2.37%	3.45%	1.86%	1.68%	3.39%	1.12%	0.0%	4.71%	3.10%	0.91%	2.26%	0.0%	0.0%	
	K																										
Sometimes	40	47	25	482	16	15	8	374	12	17	13	105	5	11	7	9	12	4	10	4	2	9	7	14	2	0	
	7.17%	8.45%	4.84%	8.48%	6.53%	5.98%	3.70%	6.93%	4.60%	7.69%	5.56%	8.12%	16.13%	5.21%	24.14%	4.19%	6.70%	6.78%	11.24%	6.67%	2.35%	6.98%	6.36%	6.33%	8.33%	0.0%	
	C																										
Bottom Two Box (%Never + %Sometimes)	53	55	36	628	21	19	10	457	19	20	13	136	5	16	8	13	15	6	11	4	6	13	8	19	2	0	
	9.50%	9.89%	6.96%	11.05%	8.57%	7.57%	4.63%	8.47%	7.28%	9.05%	5.56%	10.52%	16.13%	7.58%	27.59%	6.05%	8.38%	10.17%	12.36%	6.67%	7.06%	10.08%	7.27%	8.60%	8.33%	0.0%	
Usually	123	109	83	951	62	47	33	919	54	44	33	239	13	48	15	47	37	24	22	14	23	38	21	56	6	0	
	22.04%	19.60%	16.05%	16.74%	25.31%	18.73%	15.28%	17.02%	20.69%	19.91%	14.10%	18.48%	41.94%	22.75%	51.72%	21.86%	20.67%	40.68%	24.72%	23.33%	27.06%	29.46%	19.09%	25.34%	25.00%	0.0%	
	N																										
Always	382	392	398	4102	162	185	173	4022	188	157	188	918	13	147	6	155	127	29	56	42	56	78	81	146	16	0	
	68.46%	70.50%	76.98%	72.21%	66.12%	73.71%	80.09%	74.51%	72.03%	71.04%	80.34%	71.00%	41.94%	69.67%	20.69%	72.09%	70.95%	49.15%	62.92%	70.00%	65.88%	60.47%	73.64%	66.06%	66.67%	0.0%	
	AB																										
CAHPS Rate (%Always + %Usually)	505	501	481	5053	224	232	206	4941	242	201	221	1157	26	195	21	202	164	53	78	56	79	116	102	202	22	0	
	90.50%	90.11%	93.04%	88.95%	91.43%	92.43%	95.37%	91.53%	92.72%	90.95%	94.44%	89.48%	83.87%	92.42%	72.41%	93.95%	91.62%	89.83%	87.64%	93.33%	92.94%	89.92%	92.73%	91.40%	91.67%	0.0%	
3-point composite mean	2.5896	2.6061	2.7002	2.6115	2.5755	2.6614	2.7546	2.6604	2.6475	2.6199	2.7479	2.6048	2.2581	2.6209	1.9310	2.6605	2.6257	2.3898	2.5056	2.6333	2.5882	2.5039	2.6636	2.5747	2.5833	0	
	AB																										
4-point composite mean	3.5663	3.5917	3.6789	3.5858	3.5551	3.6454	3.7454	3.6451	3.6207	3.6063	3.7479	3.5808	3.2581	3.5972	2.8966	3.6419	3.6089	3.3559	3.4944	3.6333	3.5412	3.4729	3.6545	3.5520	3.5833	0	
	AB																										
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	36	27	47	588	19	11	19	287	14	6	18	141	2	17	1	2	9	7	6	4	7	11	7	16	3	0
	4.83%	3.66%	6.76%	4.71%	5.52%	3.14%	6.38%	4.49%	4.56%	2.42%	6.47%	4.62%	4.55%	5.78%	3.45%	0.93%	3.59%	8.33%	5.36%	4.44%	5.47%	6.21%	4.40%	5.25%	7.69%	0.0%
			B								J															
Appropriately skipped	158	156	137	2899	82	90	67	729	36	23	32	704	11	68	0	0	63	18	18	26	36	37	43	70	12	0
	21.18%	21.17%	19.71%	23.24%	23.84%	25.71%	22.48%	11.41%	11.73%	9.27%	11.51%	23.09%	25.00%	23.13%	0.0%	0.0%	25.10%	21.43%	16.07%	28.89%	28.13%	20.90%	27.04%	22.95%	30.77%	0.0%
				I															S	S						
BASE = Those who responded	552	553	511	8989	243	248	212	5372	257	219	228	2204	31	209	28	214	179	59	88	60	85	129	109	219	24	0
	73.99%	75.03%	73.53%	72.05%	70.64%	70.86%	71.14%	84.10%	83.71%	88.31%	82.01%	72.29%	70.45%	71.09%	96.55%	99.07%	71.31%	70.24%	78.57%	66.67%	66.41%	72.88%	68.55%	71.80%	61.54%	0.0%
								E		K									U							
Yes	218	206	191	2703	87	79	76	2598	133	107	117	697	11	74	12	75	63	22	29	23	29	43	41	76	11	0
	39.49%	37.25%	37.38%	30.07%	35.80%	31.85%	35.85%	48.36%	51.75%	48.86%	51.32%	31.62%	35.48%	35.41%	42.86%	35.05%	35.20%	37.29%	32.95%	38.33%	34.12%	33.33%	37.61%	34.70%	45.83%	0.0%
								E																		
No	334	347	320	6286	156	169	136	2774	124	112	111	1507	20	135	16	139	116	37	59	37	56	86	68	143	13	0
	60.51%	62.75%	62.62%	69.93%	64.20%	68.15%	64.15%	51.64%	48.25%	51.14%	48.68%	68.38%	64.52%	64.59%	57.14%	64.95%	64.80%	62.71%	67.05%	61.67%	65.88%	66.67%	62.39%	65.30%	54.17%	0.0%
					I																					
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Pop. Qual. UHC Avg.	2017 Pop. Qual. Total	2016 Pop. Qual. Total	2015 Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Central	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.14%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	38	31	52	617	20	13	21	315	16	7	21	147	2	18	1	3	9	8	7	4	7	11	8	17	3	0
	5.09%	4.21%	7.48%	4.95%	5.81%	3.71%	7.05%	4.93%	5.21%	2.82%	7.55%	4.82%	4.55%	6.12%	3.45%	1.39%	3.59%	9.52%	6.25%	4.44%	5.47%	6.21%	5.03%	5.57%	7.69%	0.0%
			B				J																			
Appropriately skipped	492	503	457	9185	238	259	203	3503	160	135	143	2211	31	203	16	139	179	55	77	63	92	123	111	213	25	0
	65.95%	68.25%	65.76%	73.62%	69.19%	74.00%	68.12%	54.84%	52.12%	54.44%	51.44%	72.52%	70.45%	69.05%	55.17%	64.35%	71.31%	65.48%	68.75%	70.00%	71.88%	69.49%	69.81%	69.84%	64.10%	0.0%
			I																							
BASE = Those who responded	216	203	185	2674	86	78	73	2570	131	106	114	691	11	73	12	74	63	21	28	23	29	43	40	75	11	0
	28.95%	27.54%	26.62%	21.43%	25.00%	22.29%	24.50%	40.23%	42.67%	42.74%	41.01%	22.66%	25.00%	24.83%	41.38%	34.26%	25.10%	25.00%	25.00%	25.56%	22.66%	24.29%	25.16%	24.59%	28.21%	0.0%
				E																						
Yes	210	194	169	2457	84	73	69	2472	126	103	106	644	11	71	12	72	61	21	27	22	29	41	40	73	11	0
	97.22%	95.57%	91.35%	91.88%	97.67%	93.59%	94.52%	96.19%	96.18%	97.17%	92.98%	93.20%	100.00%	97.26%	100.00%	97.30%	96.83%	100.00%	96.43%	95.65%	100.00%	95.35%	100.00%	97.33%	100.00%	0.0%
			C		D																					
No	6	9	16	217	2	5	4	98	5	3	8	47	0	2	0	2	2	0	1	1	0	2	0	2	0	0
	2.78%	4.43%	8.65%	8.12%	2.33%	6.41%	5.48%	3.81%	3.82%	2.83%	7.02%	6.80%	0.0%	2.74%	0.0%	2.70%	3.17%	0.0%	3.57%	4.35%	0.0%	4.65%	0.0%	2.67%	0.0%	0.0%
			A	E																						
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Central	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.14%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	40	32	53	626	21	15	21	321	17	8	22	148	2	18	1	4	10	8	7	4	8	12	8	18	3	0
	5.36%	4.34%	7.63%	5.02%	6.10%	4.29%	7.05%	5.03%	5.54%	3.23%	7.91%	4.85%	4.55%	6.12%	3.45%	1.85%	3.98%	9.52%	6.25%	4.44%	6.25%	6.78%	5.03%	5.90%	7.69%	0.0%
			B								J															
Appropriately skipped	492	503	457	9185	238	259	203	3503	160	135	143	2211	31	203	16	139	179	55	77	63	92	123	111	213	25	0
	65.95%	68.25%	65.76%	73.62%	69.19%	74.00%	68.12%	54.84%	52.12%	54.44%	51.44%	72.52%	70.45%	69.05%	55.17%	64.35%	71.31%	65.48%	68.75%	70.00%	71.88%	69.49%	69.81%	69.84%	64.10%	0.0%
			I																							
BASE = Those who responded	214	201	184	2665	85	76	73	2564	130	105	113	690	11	73	12	73	62	21	28	23	28	42	40	74	11	0
	28.69%	27.27%	26.47%	21.36%	24.71%	21.71%	24.50%	40.14%	42.35%	42.34%	40.65%	22.63%	25.00%	24.83%	41.38%	33.80%	24.70%	25.00%	25.00%	25.56%	21.88%	23.73%	25.16%	24.26%	28.21%	0.0%
			E																							
Yes	155	141	136	1773	60	53	52	1907	99	80	87	467	9	50	9	51	43	16	14	20	23	29	29	51	9	0
	72.43%	70.15%	73.91%	66.53%	70.59%	69.74%	71.23%	74.38%	76.15%	76.19%	76.99%	67.68%	81.82%	68.49%	75.00%	69.86%	69.35%	76.19%	50.00%	86.96%	82.14%	69.05%	72.50%	68.92%	81.82%	0.0%
No	59	60	48	892	25	23	21	657	31	25	26	223	2	23	3	22	19	5	14	3	5	13	11	23	2	0
	27.57%	29.85%	26.09%	33.47%	29.41%	30.26%	28.77%	25.62%	23.85%	23.81%	23.01%	32.32%	18.18%	31.51%	25.00%	30.14%	30.65%	23.81%	50.00%	13.04%	17.86%	30.95%	27.50%	31.08%	18.18%	0.0%
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Central	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	39	32	54	638	20	15	22	325	17	6	22	153	2	18	1	3	9	8	7	4	7	11	8	17	3	0
	5.23%	4.34%	7.77%	5.11%	5.81%	4.29%	7.38%	5.09%	5.54%	2.42%	7.91%	5.02%	4.55%	6.12%	3.45%	1.39%	3.59%	9.52%	6.25%	4.44%	5.47%	6.21%	5.03%	5.57%	7.69%	0.0%
			B								J															
Appropriately skipped	492	503	457	9185	238	259	203	3503	160	135	143	2211	31	203	16	139	179	55	77	63	92	123	111	213	25	0
	65.95%	68.25%	65.76%	73.62%	69.19%	74.00%	68.12%	54.84%	52.12%	54.44%	51.44%	72.52%	70.45%	69.05%	55.17%	64.35%	71.31%	65.48%	68.75%	70.00%	71.88%	69.49%	69.81%	69.84%	64.10%	0.0%
				I																						
BASE = Those who responded	215	201	183	2653	86	76	73	2560	130	107	112	685	11	73	12	74	63	21	28	23	29	43	40	75	11	0
	28.82%	27.27%	26.33%	21.26%	25.00%	21.71%	24.50%	40.08%	42.35%	43.15%	40.29%	22.47%	25.00%	24.83%	41.38%	34.26%	25.10%	25.00%	25.00%	25.56%	22.66%	24.29%	25.16%	24.59%	28.21%	0.0%
				E																						
Yes	176	165	153	2115	67	64	59	2170	106	92	93	543	8	57	6	61	50	15	17	23	22	34	31	58	9	0
	81.86%	82.09%	83.61%	79.72%	77.91%	84.21%	80.82%	84.77%	81.54%	85.98%	83.04%	79.27%	72.73%	78.08%	50.00%	82.43%	79.37%	71.43%	60.71%	100.00%	75.86%	79.07%	77.50%	77.33%	81.82%	0.0%
No	39	36	30	538	19	12	14	390	24	15	19	142	3	16	6	13	13	6	11	0	7	9	9	17	2	0
	18.14%	17.91%	16.39%	20.28%	22.09%	15.79%	19.18%	15.23%	18.46%	14.02%	16.96%	20.73%	27.27%	21.92%	50.00%	17.57%	20.63%	28.57%	39.29%	0.0%	24.14%	20.93%	22.50%	22.67%	18.18%	0.0%
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

	2017 General Population Results																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	3	4	0	0	1	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.41%	0.58%	0.0%	0.0%	0.29%	0.67%	0.0%	0.0%	0.40%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
			A																								
No response	30	24	44	563	17	10	16	274	11	5	15	132	2	15	0	0	9	7	6	4	6	10	7	14	3	0	
	4.02%	3.26%	6.33%	4.51%	4.94%	2.86%	5.37%	4.29%	3.58%	2.02%	5.40%	4.33%	4.55%	5.10%	0.0%	0.0%	3.59%	8.33%	5.36%	4.44%	4.69%	5.65%	4.40%	4.59%	7.69%	0.0%	
			AB								J																
Appropriately skipped	158	156	137	2899	82	90	67	729	36	23	32	704	11	68	0	0	63	18	18	26	36	37	43	70	12	0	
	21.18%	21.17%	19.71%	23.24%	23.84%	25.71%	22.48%	11.41%	11.73%	9.27%	11.51%	23.09%	25.00%	23.13%	0.0%	0.0%	25.10%	21.43%	16.07%	28.89%	28.13%	20.90%	27.04%	22.95%	30.77%	0.0%	
				I															S	S							
BASE = Those who responded	558	554	510	9014	245	249	213	5385	260	219	231	2213	31	211	29	216	179	59	88	60	86	130	109	221	24	0	
	74.80%	75.17%	73.38%	72.25%	71.22%	71.14%	71.48%	84.30%	84.69%	88.31%	83.09%	72.58%	70.45%	71.77%	100.00%	100.00%	71.31%	70.24%	78.57%	66.67%	67.19%	73.45%	68.55%	72.46%	61.54%	0.0%	
								E											U								
10 - Best health care possible	273	289	252	4740	123	132	108	2707	119	117	112	1172	8	113	0	123	95	22	49	34	37	65	55	108	15	0	
	48.92%	52.17%	49.41%	52.58%	50.20%	53.01%	50.70%	50.27%	45.77%	53.42%	48.48%	52.96%	25.81%	53.55%	0.0%	56.94%	53.07%	37.29%	55.68%	56.67%	43.02%	50.00%	50.46%	48.87%	62.50%	0.0%	
														M			R										
9 -	133	113	90	1582	57	50	38	968	65	46	37	404	5	52	0	57	44	13	18	13	24	29	27	50	7	0	
	23.84%	20.40%	17.65%	17.55%	23.27%	20.08%	17.84%	17.98%	25.00%	21.00%	16.02%	18.26%	16.13%	24.64%	0.0%	26.39%	24.58%	22.03%	20.45%	21.67%	27.91%	22.31%	24.77%	22.62%	29.17%	0.0%	
			C		D				HK																		
Top Two Box	406	402	342	6322	180	182	146	3675	184	163	149	1576	13	165	0	180	139	35	67	47	61	94	82	158	22	0	
	72.76%	72.56%	67.06%	70.14%	73.47%	73.09%	68.54%	68.25%	70.77%	74.43%	64.50%	71.22%	41.94%	78.20%	0.0%	83.33%	77.65%	59.32%	76.14%	78.33%	70.93%	72.31%	75.23%	71.49%	91.67%	0.0%	
			C							K				M			R										
8 -	90	81	95	1575	36	40	37	971	48	27	47	368	8	27	0	36	20	15	8	9	15	22	13	35	1	0	
	16.13%	14.62%	18.63%	17.47%	14.69%	16.06%	17.37%	18.03%	18.46%	12.33%	20.35%	16.63%	25.81%	12.80%	0.0%	16.67%	11.17%	25.42%	9.09%	15.00%	17.44%	16.92%	11.93%	15.84%	4.17%	0.0%	
										J								Q									
CAHPS Rate (Top Three Box)	496	483	437	7897	216	222	183	4646	232	190	196	1944	21	192	0	216	159	50	75	56	76	116	95	193	23	0	
	88.89%	87.18%	85.69%	87.61%	88.16%	89.16%	85.92%	86.28%	89.23%	86.76%	84.85%	87.84%	67.74%	91.00%	0.0%	100.00%	88.83%	84.75%	85.23%	93.33%	88.37%	89.23%	87.16%	87.33%	95.83%	0.0%	
														M													
7 -	35	35	37	566	14	17	18	362	17	18	19	140	2	12	14	0	9	5	7	0	5	9	4	14	0	0	
	6.27%	6.32%	7.25%	6.28%	5.71%	6.83%	8.45%	6.72%	6.54%	8.22%	8.23%	6.33%	6.45%	5.69%	48.28%	0.0%	5.03%	8.47%	7.95%	0.0%	5.81%	6.92%	3.67%	6.33%	0.0%	0.0%	
																			T		T						
6 -	10	12	11	202	7	4	5	138	4	2	2	45	3	4	7	0	6	1	3	2	2	2	5	7	0	0	
	1.79%	2.17%	2.16%	2.24%	2.86%	1.61%	2.35%	2.56%	1.54%	0.91%	0.87%	2.03%	9.68%	1.90%	24.14%	0.0%	3.35%	1.69%	3.41%	3.33%	2.33%	1.54%	4.59%	3.17%	0.0%	0.0%	
5 -	11	16	15	195	4	6	3	138	4	6	8	43	3	1	4	0	3	1	2	0	2	2	2	3	1	0	
	1.97%	2.89%	2.94%	2.16%	1.63%	2.41%	1.41%	2.56%	1.54%	2.74%	3.46%	1.94%	9.68%	0.47%	13.79%	0.0%	1.68%	1.69%	2.27%	0.0%	2.33%	1.54%	1.83%	1.36%	4.17%	0.0%	
4 -	0	2	2	50	0	0	1	34	0	2	1	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.36%	0.39%	0.55%	0.0%	0.0%	0.47%	0.63%	0.0%	0.91%	0.43%	0.72%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
				E				I																			

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
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 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
3 -	2 0.36%	4 0.72%	4 0.78%	33 0.37% E	0 0.0%	0 0.0%	1 0.47%	26 0.48%	1 0.38%	1 0.46%	3 1.30%	8 0.36%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2 -	3 0.54%	2 0.36%	1 0.20%	34 0.38%	3 1.22%	0 0.0%	0 0.0%	14 0.26%	1 0.38%	0 0.0%	1 0.43%	10 0.45%	1 3.23%	2 0.95%	3 10.34%	0 0.0%	1 0.56%	2 3.39%	1 1.14%	1 1.67%	1 1.16%	1 0.77%	2 1.83%	3 1.36%	0 0.0%	0 0.0%
1 -	1 0.18%	0 0.0%	0 0.0%	18 0.20%	1 0.41%	0 0.0%	0 0.0%	8 0.15%	1 0.38%	0 0.0%	0 0.0%	2 0.09%	1 3.23%	0 0.0%	1 3.45%	0 0.0%	1 0.56%	0 0.0%	0 0.0%	1 1.67%	0 0.0%	0 0.0%	1 0.92%	1 0.45%	0 0.0%	0 0.0%
0 - Worst health care possible	0 0.0%	0 0.0%	3 0.59%	19 0.21% E	0 0.0%	0 0.0%	2 0.94%	19 0.35% I	0 0.0%	0 0.0%	1 0.43%	5 0.23%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Bottom Three Box	4 0.72%	2 0.36%	4 0.78%	71 0.79%	4 1.63% F	0 0.0%	2 0.94%	41 0.76%	2 0.77%	0 0.0%	2 0.87%	17 0.77%	2 6.45%	2 0.95%	4 13.79%	0 0.0%	2 1.12%	2 3.39%	1 1.14%	2 3.33%	1 1.16%	1 0.77%	3 2.75%	4 1.81%	0 0.0%	0 0.0%
Bottom Two Box	1 0.18%	0 0.0%	3 0.59%	37 0.41%	1 0.41%	0 0.0%	2 0.94%	27 0.50%	1 0.38%	0 0.0%	1 0.43%	7 0.32%	1 3.23%	0 0.0%	1 3.45%	0 0.0%	1 0.56%	0 0.0%	0 0.0%	1 1.67%	0 0.0%	0 0.0%	1 0.92%	1 0.45%	0 0.0%	0 0.0%
Average rating	8.9964	8.9819	8.8471	8.9607	8.9714	9.0884	8.9014	8.8862	8.9538	9.0365	8.7835	8.9810	7.7097	9.1517 M	5.7586	9.4028	9.0670	8.5932	9.0341	9.0667	8.8953	9.0308	8.8991	8.9231	9.4167	0
Standard deviation	1.3731	1.4506	1.6015	1.5006	1.5021	1.2191	1.5788	1.5555	1.3636	1.3778	1.6556	1.4885	2.2746	1.2565	1.7549	0.7575	1.4284	1.6986	1.4805	1.7016	1.4062	1.3064	1.7185	1.5335	1.0769	0
3-point composite mean	2.6792 C	2.6606	2.6000	2.6402	2.6735	2.6908	2.6291	2.6124	2.6654	2.6941 K	2.5758	2.6539	2.1613	2.7488 M	1.4828	2.8333	2.7151 R	2.5254	2.6932	2.7167	2.6512	2.6846	2.6606	2.6516	2.8750	0
Sigma	746 100.00%	737 100.00%	695 100.00%	12476 100.00%	344 100.00%	350 100.00%	298 100.00%	6388 100.00%	307 100.00%	248 100.00%	278 100.00%	3049 100.00%	44 100.00%	294 100.00%	29 100.00%	216 100.00%	251 100.00%	84 100.00%	112 100.00%	90 100.00%	128 100.00%	177 100.00%	159 100.00%	305 100.00%	39 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	32	27	44	579	20	10	16	277	10	5	14	140	2	18	0	3	11	7	7	4	7	12	7	17	3	0
	4.29%	3.66%	6.33%	4.64%	5.81%	2.86%	5.37%	4.34%	3.26%	2.02%	5.04%	4.59%	4.55%	6.12%	0.0%	1.39%	4.38%	8.33%	6.25%	4.44%	5.47%	6.78%	4.40%	5.57%	7.69%	0.0%
	B																									
Appropriately skipped	158	156	137	2899	82	90	67	729	36	23	32	704	11	68	0	0	63	18	18	26	36	37	43	70	12	0
	21.18%	21.17%	19.71%	23.24%	23.84%	25.71%	22.48%	11.41%	11.73%	9.27%	11.51%	23.09%	25.00%	23.13%	0.0%	0.0%	25.10%	21.43%	16.07%	28.89%	28.13%	20.90%	27.04%	22.95%	30.77%	0.0%
	I S																									
BASE = Those who responded	556	554	514	8998	242	250	215	5382	261	220	232	2205	31	208	29	213	177	59	87	60	85	128	109	218	24	0
	74.53%	75.17%	73.96%	72.12%	70.35%	71.43%	72.15%	84.25%	85.02%	88.71%	83.45%	72.32%	70.45%	70.75%	100.00%	98.61%	70.52%	70.24%	77.68%	66.67%	66.41%	72.32%	68.55%	71.48%	61.54%	0.0%
	E																									
Never	4	4	4	158	1	1	2	49	1	1	1	24	0	1	0	1	1	0	1	0	0	0	1	1	0	0
	0.72%	0.72%	0.78%	1.76%	0.41%	0.40%	0.93%	0.91%	0.38%	0.45%	0.43%	1.09%	0.0%	0.48%	0.0%	0.47%	0.56%	0.0%	1.15%	0.0%	0.0%	0.0%	0.92%	0.46%	0.0%	0.0%
	E																									
Sometimes	33	45	35	749	16	15	13	403	13	19	14	177	8	8	9	7	8	7	8	3	5	11	5	14	2	0
	5.94%	8.12%	6.81%	8.32%	6.61%	6.00%	6.05%	7.49%	4.98%	8.64%	6.03%	8.03%	25.81%	3.85%	31.03%	3.29%	4.52%	11.86%	9.20%	5.00%	5.88%	8.59%	4.59%	6.42%	8.33%	0.0%
	N																									
Bottom Two Box (%Never + %Sometimes)	37	49	39	907	17	16	15	452	14	20	15	201	8	9	9	8	9	7	9	3	5	11	6	15	2	0
	6.65%	8.84%	7.59%	10.08%	7.02%	6.40%	6.98%	8.40%	5.36%	9.09%	6.47%	9.12%	25.81%	4.33%	31.03%	3.76%	5.08%	11.86%	10.34%	5.00%	5.88%	8.59%	5.50%	6.88%	8.33%	0.0%
	I N																									
Usually	141	132	109	1982	63	60	45	1273	71	44	51	489	11	51	15	48	41	22	22	12	26	34	27	59	4	0
	25.36%	23.83%	21.21%	22.03%	26.03%	24.00%	20.93%	23.65%	27.20%	20.00%	21.98%	22.18%	35.48%	24.52%	51.72%	22.54%	23.16%	37.29%	25.29%	20.00%	30.59%	26.56%	24.77%	27.06%	16.67%	0.0%
	Q																									
Always	378	373	366	6109	162	174	155	3657	176	156	166	1515	12	148	5	157	127	30	56	45	54	83	76	144	18	0
	67.99%	67.33%	71.21%	67.89%	66.94%	69.60%	72.09%	67.95%	67.43%	70.91%	71.55%	68.71%	38.71%	71.15%	17.24%	73.71%	71.75%	50.85%	64.37%	75.00%	63.53%	64.84%	69.72%	66.06%	75.00%	0.0%
	M R																									
CAHPS Rate (%Always + %Usually)	519	505	475	8091	225	234	200	4930	247	200	217	2004	23	199	20	205	168	52	78	57	80	117	103	203	22	0
	93.35%	91.16%	92.41%	89.92%	92.98%	93.60%	93.02%	91.60%	94.64%	90.91%	93.53%	90.88%	74.19%	95.67%	68.97%	96.24%	94.92%	88.14%	89.66%	95.00%	94.12%	91.41%	94.50%	93.12%	91.67%	0.0%
	H M																									
3-point composite mean	2.6133	2.5848	2.6362	2.5781	2.5992	2.6320	2.6512	2.5955	2.6207	2.6182	2.6509	2.5959	2.1290	2.6683	1.8621	2.6995	2.6667	2.3898	2.5402	2.7000	2.5765	2.5625	2.6422	2.5917	2.6667	0
	M R																									
4-point composite mean	3.6061	3.5776	3.6284	3.5606	3.5950	3.6280	3.6419	3.5864	3.6169	3.6136	3.6466	3.5850	3.1290	3.6635	2.8621	3.6948	3.6610	3.3898	3.5287	3.7000	3.5765	3.5625	3.6330	3.5872	3.6667	0
	M R																									
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	15	12	20	128	11	3	9	88	2	4	7	33	2	9	0	5	5	3	1	2	7	5	5	10	1	0
	2.01%	1.63%	2.88%	1.63%	3.20% FI	0.86%	3.02%	1.38%	0.65%	1.61%	2.52%	1.84%	4.55%	3.06%	0.0%	2.31%	1.99%	3.57%	0.89%	2.22%	5.47% S	2.82%	3.14%	3.28%	2.56%	0.0%
BASE = Those who responded	731	725	675	7715	333	347	289	6300	305	244	271	1764	42	285	29	211	246	81	111	88	121	172	154	295	38	0
	97.99%	98.37%	97.12%	98.37%	96.80%	99.14% E	96.98%	98.62%	99.35% E	98.39%	97.48%	98.16%	95.45%	96.94%	100.00%	97.69%	98.01%	96.43%	99.11% U	97.78%	94.53%	97.18%	96.86%	96.72%	97.44%	0.0%
Yes	517	499	447	5569	232	237	173	5404	262	211	227	1322	31	196	20	153	167	62	54	75	95	114	111	201	31	0
	70.73%	68.83%	66.22%	72.18%	69.67% G	68.30% G	59.86%	85.78%	85.90% E	86.48%	83.76%	74.94%	73.81%	68.77%	68.97%	72.51%	67.89%	76.54%	48.65%	85.23% S	78.51% S	66.28%	72.08%	68.14%	81.58%	0.0%
No	214	226	228	2146	101	110	116	896	43	33	44	442	11	89	9	58	79	19	57	13	26	58	43	94	7	0
	29.27%	31.17%	33.78%	27.82%	30.33% I	31.70%	40.14% EF	14.22%	14.10%	13.52%	16.24%	25.06%	26.19%	31.23%	31.03%	27.49%	32.11%	23.46%	51.35% TU	14.77%	21.49%	33.72%	27.92%	31.86%	18.42%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	3	1	0	0	2	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.41%	0.14%	0.0%	0.0%	0.57%	0.34%	0.0%	0.0%	0.0%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	32	22	40	306	20	10	18	258	12	6	15	73	2	18	1	9	13	4	2	3	14	9	10	19	1	0	
	4.29%	2.99%	5.76%	3.90%	5.81%	2.86%	6.04%	4.04%	3.91%	2.42%	5.40%	4.06%	4.55%	6.12%	3.45%	4.17%	5.18%	4.76%	1.79%	3.33%	10.94%	5.08%	6.29%	6.23%	2.56%	0.0%	
			B																		ST						
Appropriately skipped	214	226	228	2146	101	110	116	896	43	33	44	442	11	89	9	58	79	19	57	13	26	58	43	94	7	0	
	28.69%	30.66%	32.81%	27.36%	29.36%	31.43%	38.93%	14.03%	14.01%	13.31%	15.83%	24.60%	25.00%	30.27%	31.03%	26.85%	31.47%	22.62%	50.89%	14.44%	20.31%	32.77%	27.04%	30.82%	17.95%	0.0%	
					I		EF												TU								
BASE = Those who responded	500	486	426	5391	223	228	163	5234	252	209	218	1282	31	187	19	149	159	61	53	74	88	110	106	192	31	0	
	67.02%	65.94%	61.29%	68.74%	64.83%	65.14%	54.70%	81.93%	82.08%	84.27%	78.42%	71.34%	70.45%	63.61%	65.52%	68.98%	63.35%	72.62%	47.32%	82.22%	68.75%	62.15%	66.67%	62.95%	79.49%	0.0%	
	C				G	G			E										SU	S					X		
Yes	78	76	68	507	29	22	17	959	56	43	46	134	5	24	7	16	15	14	8	10	9	11	15	23	6	0	
	15.60%	15.64%	15.96%	9.40%	13.00%	9.65%	10.43%	18.32%	22.22%	20.57%	21.10%	10.45%	16.13%	12.83%	36.84%	10.74%	9.43%	22.95%	15.09%	13.51%	10.23%	10.00%	14.15%	11.98%	19.35%	0.0%	
							E										Q										
No	422	410	358	4884	194	206	146	4275	196	166	172	1148	26	163	12	133	144	47	45	64	79	99	91	169	25	0	
	84.40%	84.36%	84.04%	90.60%	87.00%	90.35%	89.57%	81.68%	77.78%	79.43%	78.90%	89.55%	83.87%	87.17%	63.16%	89.26%	90.57%	77.05%	84.91%	86.49%	89.77%	90.00%	85.85%	88.02%	80.65%	0.0%	
					I												R										
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Central	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	32	25	41	312	20	12	19	270	12	6	16	75	2	18	1	9	13	4	2	3	14	9	10	19	1	0
	4.29%	3.39%	5.90%	3.98%	5.81%	3.43%	6.38%	4.23%	3.91%	2.42%	5.76%	4.17%	4.55%	6.12%	3.45%	4.17%	5.18%	4.76%	1.79%	3.33%	10.94%	5.08%	6.29%	6.23%	2.56%	0.0%
			B																	ST						
Appropriately skipped	636	636	586	7030	295	316	262	5171	239	199	216	1590	37	252	21	191	223	66	102	77	105	157	134	263	32	0
	85.25%	86.30%	84.32%	89.63%	85.76%	90.29%	87.92%	80.95%	77.85%	80.24%	77.70%	88.48%	84.09%	85.71%	72.41%	88.43%	88.84%	78.57%	91.07%	85.56%	82.03%	88.70%	84.28%	86.23%	82.05%	0.0%
				E	I												R		U							
BASE = Those who responded	78	76	68	501	29	22	17	947	56	43	46	132	5	24	7	16	15	14	8	10	9	11	15	23	6	0
	10.46%	10.31%	9.78%	6.39%	8.43%	6.29%	5.70%	14.82%	18.24%	17.34%	16.55%	7.35%	11.36%	8.16%	24.14%	7.41%	5.98%	16.67%	7.14%	11.11%	7.03%	6.21%	9.43%	7.54%	15.38%	0.0%
									E								Q									
Yes	73	72	62	462	26	22	15	902	52	42	42	126	5	21	7	16	14	12	7	8	9	9	14	22	4	0
	93.59%	94.74%	91.18%	92.22%	89.66%	100.00%	88.24%	95.25%	92.86%	97.67%	91.30%	95.45%	100.00%	87.50%	100.00%	100.00%	93.33%	85.71%	87.50%	80.00%	100.00%	81.82%	93.33%	95.65%	66.67%	0.0%
No	5	4	6	39	3	0	2	45	4	1	4	6	0	3	0	0	1	2	1	2	0	2	1	1	2	0
	6.41%	5.26%	8.82%	7.78%	10.34%	0.0%	11.76%	4.75%	7.14%	2.33%	8.70%	4.55%	0.0%	12.50%	0.0%	0.0%	6.67%	14.29%	12.50%	20.00%	0.0%	18.18%	6.67%	4.35%	33.33%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	11	13	23	115	5	6	11	91	7	6	9	25	3	2	0	1	2	3	1	1	3	3	2	5	0	0
	1.47%	1.76%	3.31%	1.47%	1.45%	1.71%	3.69%	1.42%	2.28%	2.42%	3.24%	1.39%	6.82%	0.68%	0.0%	0.46%	0.80%	3.57%	0.89%	1.11%	2.34%	1.69%	1.26%	1.64%	0.0%	0.0%
	A																									
BASE = Those who responded	735	723	672	7728	339	344	287	6297	300	242	269	1772	41	292	29	215	249	81	111	89	125	174	157	300	39	0
	98.53%	98.10%	96.69%	98.53%	98.55%	98.29%	96.31%	98.58%	97.72%	97.58%	96.76%	98.61%	93.18%	99.32%	100.00%	99.54%	99.20%	96.43%	99.11%	98.89%	97.66%	98.31%	98.74%	98.36%	100.00%	0.0%
	C																									
Yes	52	40	47	400	21	16	19	716	35	19	34	87	3	18	4	16	11	9	7	5	7	9	9	18	3	0
	7.07%	5.53%	6.99%	5.18%	6.19%	4.65%	6.62%	11.37%	11.67%	7.85%	12.64%	4.91%	7.32%	6.16%	13.79%	7.44%	4.42%	11.11%	6.31%	5.62%	5.60%	5.17%	5.73%	6.00%	7.69%	0.0%
	E																									
No	683	683	625	7328	318	328	268	5581	265	223	235	1685	38	274	25	199	238	72	104	84	118	165	148	282	36	0
	92.93%	94.47%	93.01%	94.82%	93.81%	95.35%	93.38%	88.63%	88.33%	92.15%	87.36%	95.09%	92.68%	93.84%	86.21%	92.56%	95.58%	88.89%	93.69%	94.38%	94.40%	94.83%	94.27%	94.00%	92.31%	0.0%
	I																									
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	13	17	25	123	5	7	12	105	9	6	11	27	3	2	0	1	2	3	1	1	3	3	2	5	0	0
	1.74%	2.31%	3.60% A	1.57%	1.45%	2.00%	4.03% E	1.64%	2.93%	2.42%	3.96%	1.50%	6.82%	0.68%	0.0%	0.46%	0.80%	3.57%	0.89%	1.11%	2.34%	1.69%	1.26%	1.64% Y	0.0%	0.0%
Appropriately skipped	683	683	625	7328	318	328	268	5581	265	223	235	1685	38	274	25	199	238	72	104	84	118	165	148	282	36	0
	91.55%	92.67%	89.93%	93.43%	92.44% I	93.71%	89.93%	87.37%	86.32%	89.92%	84.53%	93.77%	86.36%	93.20%	86.21%	92.13%	94.82% R	85.71%	92.86%	93.33%	92.19%	93.22%	93.08%	92.46%	92.31%	0.0%
BASE = Those who responded	50	37	44	392	21	15	18	702	33	19	31	85	3	18	4	16	11	9	7	5	7	9	9	18	3	0
	6.70%	5.02%	6.33%	5.00%	6.10%	4.29%	6.04%	10.99%	10.75% E	7.66%	11.15%	4.73%	6.82%	6.12%	13.79%	7.41%	4.38%	10.71%	6.25%	5.56%	5.47%	5.08%	5.66%	5.90%	7.69%	0.0%
Never	5	3	5	20	1	1	2	71	5	3	4	5	0	1	0	1	0	1	0	0	1	0	0	1	0	0
	10.00%	8.11%	11.36%	5.10%	4.76%	6.67%	11.11%	10.11%	15.15%	15.79%	12.90%	5.88%	0.0%	5.56%	0.0%	6.25%	0.0%	11.11%	0.0%	0.0%	14.29%	0.0%	0.0%	5.56%	0.0%	0.0%
Sometimes	9	2	3	62	6	0	1	101	3	2	3	17	2	4	3	3	3	2	4	1	0	3	2	4	2	0
	18.00%	5.41%	6.82%	15.82%	28.57%	0.0%	5.56%	14.39%	9.09%	10.53%	9.68%	20.00%	66.67%	22.22%	75.00%	18.75%	27.27%	22.22%	57.14%	20.00%	0.0%	33.33%	22.22%	22.22%	66.67%	0.0%
Bottom Two Box (%Never + %Sometimes)	14	5	8	82	7	1	3	172	8	5	7	22	2	5	3	4	3	3	4	1	1	3	2	5	2	0
	28.00%	13.51%	18.18%	20.92%	33.33%	6.67%	16.67%	24.50%	24.24%	26.32%	22.58%	25.88%	66.67%	27.78%	75.00%	25.00%	27.27%	33.33%	57.14%	20.00%	14.29%	33.33%	22.22%	27.78%	66.67%	0.0%
Usually	13	8	9	83	5	3	4	142	9	5	6	24	1	4	1	3	1	4	0	1	3	1	3	5	0	0
	26.00%	21.62%	20.45%	21.17%	23.81%	20.00%	22.22%	20.23%	27.27%	26.32%	19.35%	28.24%	33.33%	22.22%	25.00%	18.75%	9.09%	44.44%	0.0%	20.00%	42.86%	11.11%	33.33%	27.78%	0.0%	0.0%
Always	23	24	27	227	9	11	11	388	16	9	18	39	0	9	0	9	7	2	3	3	3	5	4	8	1	0
	46.00%	64.86%	61.36%	57.91%	42.86%	73.33%	61.11%	55.27%	48.48%	47.37%	58.06%	45.88%	0.0%	50.00%	0.0%	56.25%	63.64%	22.22%	42.86%	60.00%	42.86%	55.56%	44.44%	44.44%	33.33%	0.0%
CAHPS Rate (%Always + %Usually)	36	32	36	310	14	14	15	530	25	14	24	63	1	13	1	12	8	6	3	4	6	7	13	1	0	0
	72.00%	86.49%	81.82%	79.08%	66.67%	93.33%	83.33%	75.50%	75.76%	73.68%	77.42%	74.12%	33.33%	72.22%	25.00%	75.00%	72.73%	66.67%	42.86%	80.00%	85.71%	66.67%	77.78%	72.22%	33.33%	0.0%
3-point composite mean	2.1800	2.5135	2.4318	2.3699	2.0952	2.6667	2.4444	2.3077	2.2424	2.2105	2.3548	2.2000	1.3333	2.2222	1.2500	2.3125	2.3636	1.8889	1.8571	2.4000	2.2857	2.2222	2.2222	2.1667	1.6667	0
4-point composite mean	3.0800	3.4324	3.3182	3.3189	3.0476	3.6000	3.3333	3.2066	3.0909	3.0526	3.2258	3.1412	2.3333	3.1667	2.2500	3.2500	3.3636	2.7778	2.8571	3.4000	3.1429	3.2222	3.2222	3.1111	2.6667	0
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Central	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	14	16	24	127	6	7	12	107	9	6	10	29	3	3	0	2	2	3	1	1	3	3	2	6	0	0
	1.88%	2.17%	3.45%	1.62%	1.74%	2.00%	4.03%	1.68%	2.93%	2.42%	3.60%	1.61%	6.82%	1.02%	0.0%	0.93%	0.80%	3.57%	0.89%	1.11%	2.34%	1.69%	1.26%	1.97%	0.0%	0.0%
																								Y		
Appropriately skipped	683	683	625	7328	318	328	268	5581	265	223	235	1685	38	274	25	199	238	72	104	84	118	165	148	282	36	0
	91.55%	92.67%	89.93%	93.43%	92.44%	93.71%	89.93%	87.37%	86.32%	89.92%	84.53%	93.77%	86.36%	93.20%	86.21%	92.13%	94.82%	85.71%	92.86%	93.33%	92.19%	93.22%	93.08%	92.46%	92.31%	0.0%
					I												R									
BASE = Those who responded	49	38	46	388	20	15	18	700	33	19	33	83	3	17	4	15	11	9	7	5	7	9	9	17	3	0
	6.57%	5.16%	6.62%	4.95%	5.81%	4.29%	6.04%	10.96%	10.75%	7.66%	11.87%	4.62%	6.82%	5.78%	13.79%	6.94%	4.38%	10.71%	6.25%	5.56%	5.47%	5.08%	5.66%	5.57%	7.69%	0.0%
					E																					
Yes	40	35	39	316	18	14	16	570	27	17	28	71	3	15	4	13	10	8	5	5	7	7	9	16	2	0
	81.63%	92.11%	84.78%	81.44%	90.00%	93.33%	88.89%	81.43%	81.82%	89.47%	84.85%	85.54%	100.00%	88.24%	100.00%	86.67%	90.91%	88.89%	71.43%	100.00%	100.00%	77.78%	100.00%	94.12%	66.67%	0.0%
No	9	3	7	72	2	1	2	130	6	2	5	12	0	2	0	2	1	1	2	0	0	2	0	1	1	0
	18.37%	7.89%	15.22%	18.56%	10.00%	6.67%	11.11%	18.57%	18.18%	10.53%	15.15%	14.46%	0.0%	11.76%	0.0%	13.33%	9.09%	11.11%	28.57%	0.0%	0.0%	22.22%	0.0%	5.88%	33.33%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	2	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.27%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.40%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	11	11	26	111	5	3	11	102	4	5	12	21	2	3	0	0	1	4	1	1	3	3	2	4	1	0
	1.47%	1.49%	3.74% AB	1.42%	1.45%	0.86%	3.69% F	1.60%	1.30%	2.02%	4.32% I	1.17%	4.55%	1.02%	0.0%	0.0%	0.40%	4.76%	0.89%	1.11%	2.34%	1.69%	1.26%	1.31%	2.56%	0.0%
BASE = Those who responded	735	724	668	7732	339	347	287	6286	303	242	266	1776	42	291	29	216	250	80	111	89	125	174	157	301	38	0
	98.53% C	98.24% C	96.12%	98.58%	98.55%	99.14% G	96.31%	98.40%	98.70% K	97.58%	95.68%	98.83%	95.45%	98.98%	100.00%	100.00%	99.60%	95.24%	99.11%	98.89%	97.66%	98.31%	98.74%	98.69%	97.44%	0.0%
Yes	95	64	84	598	26	18	30	1293	71	42	65	133	2	24	2	20	17	9	7	11	6	14	9	20	6	0
	12.93% B	8.84%	12.57% B	7.73%	7.67%	5.19%	10.45% F	20.57%	23.43% E	17.36%	24.44% J	7.49%	4.76%	8.25%	6.90%	9.26%	6.80%	11.25%	6.31%	12.36%	4.80%	8.05%	5.73%	6.64%	15.79%	0.0%
No	640	660	584	7134	313	329	257	4993	232	200	201	1643	40	267	27	196	233	71	104	78	119	160	148	281	32	0
	87.07%	91.16% AC	87.43%	92.27%	92.33% I	94.81% G	89.55%	79.43%	76.57%	82.64% K	75.56%	92.51%	95.24%	91.75%	93.10%	90.74%	93.20%	88.75%	93.69%	87.64%	95.20%	91.95%	94.27%	93.36%	84.21%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

	2017 General Population Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.14%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	13	15	30	128	5	3	12	136	5	7	13	23	2	3	0	0	1	4	1	1	3	3	2	4	1	0
	1.74%	2.04%	4.32% AB	1.63%	1.45%	0.86%	4.03% EF	2.13%	1.63%	2.82%	4.68% I	1.28%	4.55%	1.02%	0.0%	0.0%	0.40%	4.76%	0.89%	1.11%	2.34%	1.69%	1.26%	1.31%	2.56%	0.0%
Appropriately skipped	640	660	584	7134	313	329	257	4993	232	200	201	1643	40	267	27	196	233	71	104	78	119	160	148	281	32	0
	85.79%	89.55% AC	84.03%	90.96%	90.99% I	94.00% G	86.24%	78.16%	75.57%	80.65% K	72.30%	91.43%	90.91%	90.82%	93.10%	90.74%	92.83%	84.52%	92.86%	86.67%	92.97%	90.40%	93.08%	92.13%	82.05%	0.0%
BASE = Those who responded	93	62	80	581	26	18	28	1259	70	41	64	131	2	24	2	20	17	9	7	11	6	14	9	20	6	0
	12.47% B	8.41%	11.51% A	7.41%	7.56%	5.14%	9.40% F	19.71%	22.80% E	16.53%	23.02%	7.29%	4.55%	8.16%	6.90%	9.26%	6.77%	10.71%	6.25%	12.22%	4.69%	7.91%	5.66%	6.56%	15.38%	0.0%
Never	1	4	7	50	0	1	3	105	1	3	7	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.08%	6.45%	8.75% A	8.61%	0.0%	5.56%	10.71%	8.34% I	1.43%	7.32%	10.94% I	5.34%	0.0%	0.0%	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	15	9	5	82	5	3	2	172	8	6	2	27	0	5	1	2	3	2	1	2	1	3	1	5	0	0
	16.13% C	14.52%	6.25%	14.11%	19.23%	16.67%	7.14%	13.66%	11.43%	14.63%	3.13%	20.61%	0.0%	20.83%	50.00%	10.00%	17.65%	22.22%	14.29%	18.18%	16.67%	21.43%	11.11%	25.00%	0.0%	0.0%
Bottom Two Box (%Never + %Sometimes)	16	13	12	132	5	4	5	277	9	9	9	34	0	5	1	2	3	2	1	2	1	3	1	5	0	0
	17.20%	20.97%	15.00%	22.72%	19.23%	22.22%	17.86%	22.00% I	12.86%	21.95%	14.06%	25.95%	0.0%	20.83%	50.00%	10.00%	17.65%	22.22%	14.29%	18.18%	16.67%	21.43%	11.11%	25.00%	0.0%	0.0%
Usually	21	11	18	107	4	2	5	258	15	7	15	25	0	4	1	3	3	1	1	0	2	2	1	4	0	0
	22.58%	17.74%	22.50%	18.42%	15.38%	11.11%	17.86%	20.49%	21.43%	17.07%	23.44%	19.08%	0.0%	16.67%	50.00%	15.00%	17.65%	11.11%	14.29%	0.0%	33.33%	14.29%	11.11%	20.00%	0.0%	0.0%
Always	56	38	50	342	17	12	18	724	46	25	40	72	2	15	0	15	11	6	5	9	3	9	7	11	6	0
	60.22%	61.29%	62.50%	58.86%	65.38%	66.67%	64.29%	57.51%	65.71%	60.98%	62.50%	54.96%	100.00%	62.50%	0.0%	75.00%	64.71%	66.67%	71.43%	81.82%	50.00%	64.29%	77.78%	55.00%	100.00%	0.0%
CAHPS Rate (%Always + %Usually)	77	49	68	449	21	14	23	982	61	32	55	97	2	19	1	18	14	7	6	9	5	11	8	15	6	0
	82.80%	79.03%	85.00%	77.28%	80.77%	77.78%	82.14%	78.00%	87.14% H	78.05%	85.94%	74.05%	100.00%	79.17%	50.00%	90.00%	82.35%	77.78%	85.71%	81.82%	83.33%	78.57%	88.89%	75.00%	100.00%	0.0%
3-point composite mean	2.4301	2.4032	2.4750	2.3614	2.4615	2.4444	2.4643	2.3550	2.5286	2.3902	2.4844	2.2901	3.0000	2.4167	1.5000	2.6500	2.4706	2.4444	2.5714	2.6364	2.3333	2.4286	2.6667	2.3000	3.0000	0
4-point composite mean	3.4194	3.3387	3.3875	3.2754	3.4615	3.3889	3.3571	3.2716	3.5143 H	3.3171	3.3750	3.2366	4.0000	3.4167	2.5000	3.6500	3.4706	3.4444	3.5714	3.6364	3.3333	3.4286	3.6667	3.3000	4.0000	0
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	14	15	30	122	5	3	12	130	7	7	13	22	2	3	0	0	1	4	1	1	3	3	2	4	1	0
	1.88%	2.04%	4.32%	1.56%	1.45%	0.86%	4.03%	2.04%	2.28%	2.82%	4.68%	1.22%	4.55%	1.02%	0.0%	0.0%	0.40%	4.76%	0.89%	1.11%	2.34%	1.69%	1.26%	1.31%	2.56%	0.0%
			AB				EF																			
Appropriately skipped	640	660	584	7134	313	329	257	4993	232	200	201	1643	40	267	27	196	233	71	104	78	119	160	148	281	32	0
	85.79%	89.55%	84.03%	90.96%	90.99%	94.00%	86.24%	78.16%	75.57%	80.65%	72.30%	91.43%	90.91%	90.82%	93.10%	90.74%	92.83%	84.52%	92.86%	86.67%	92.97%	90.40%	93.08%	92.13%	82.05%	0.0%
			AC			I	G			K																
BASE = Those who responded	92	62	81	587	26	18	29	1265	68	41	64	132	2	24	2	20	17	9	7	11	6	14	9	20	6	0
	12.33%	8.41%	11.65%	7.48%	7.56%	5.14%	9.73%	19.80%	22.15%	16.53%	23.02%	7.35%	4.55%	8.16%	6.90%	9.26%	6.77%	10.71%	6.25%	12.22%	4.69%	7.91%	5.66%	6.56%	15.38%	0.0%
			B				F			E																
Yes	62	45	55	385	18	13	23	879	45	30	46	75	1	17	1	14	11	7	5	7	4	9	6	14	4	0
	67.39%	72.58%	67.90%	65.59%	69.23%	72.22%	79.31%	69.49%	66.18%	73.17%	71.88%	56.82%	50.00%	70.83%	50.00%	70.00%	64.71%	77.78%	71.43%	63.64%	66.67%	64.29%	66.67%	70.00%	66.67%	0.0%
No	30	17	26	202	8	5	6	386	23	11	18	57	1	7	1	6	6	2	2	4	2	5	3	6	2	0
	32.61%	27.42%	32.10%	34.41%	30.77%	27.78%	20.69%	30.51%	33.82%	26.83%	28.13%	43.18%	50.00%	29.17%	50.00%	30.00%	35.29%	22.22%	28.57%	36.36%	33.33%	35.71%	33.33%	30.00%	33.33%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	16	15	20	108	8	6	8	94	5	8	7	23	2	6	0	3	2	5	1	0	6	5	2	8	0	0
	2.14%	2.04%	2.88%	1.38%	2.33%	1.71%	2.68%	1.47%	1.63%	3.23%	2.52%	1.28%	4.55%	2.04%	0.0%	1.39%	0.80%	5.95%	0.89%	0.0%	4.69% T	2.82%	1.26%	2.62% Y	0.0%	0.0%
BASE = Those who responded	730	722	675	7735	336	344	290	6294	302	240	271	1774	42	288	29	213	249	79	111	90	122	172	157	297	39	0
	97.86%	97.96%	97.12%	98.62%	97.67%	98.29%	97.32%	98.53%	98.37%	96.77%	97.48%	98.72%	95.45%	97.96%	100.00%	98.61%	99.20%	94.05%	99.11%	100.00% U	95.31%	97.18%	98.74%	97.38%	100.00% X	0.0%
Yes	160	116	133	942	54	41	31	2463	130	92	109	269	12	41	5	41	31	23	8	18	24	23	30	45	9	0
	21.92% B	16.07%	19.70%	12.18%	16.07% G	11.92%	10.69%	39.13%	43.05% E	38.33%	40.22%	15.16%	28.57% N	14.24%	17.24%	19.25%	12.45%	29.11% Q	7.21%	20.00% S	19.67% S	13.37%	19.11%	15.15%	23.08%	0.0%
No	570	606	542	6793	282	303	259	3831	172	148	162	1505	30	247	24	172	218	56	103	72	98	149	127	252	30	0
	78.08%	83.93% A	80.30%	87.82%	83.93% I	88.08%	89.31% E	60.87%	56.95%	61.67%	59.78%	84.84%	71.43%	85.76% M	82.76%	80.75%	87.55% R	70.89%	92.79% TU	80.00%	80.33%	86.63%	80.89%	84.85%	76.92%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	19	17	23	131	9	7	8	124	8	9	9	26	2	7	1	3	2	6	1	0	7	5	3	9	0	0
	2.55%	2.31%	3.31%	1.67%	2.62%	2.00%	2.68%	1.94%	2.61%	3.63%	3.24%	1.45%	4.55%	2.38%	3.45%	1.39%	0.80%	7.14% Q	0.89%	0.0%	5.47% ST	2.82%	1.89%	2.95% Y	0.0%	0.0%
Appropriately skipped	570	606	542	6793	282	303	259	3831	172	148	162	1505	30	247	24	172	218	56	103	72	98	149	127	252	30	0
	76.41%	82.23% AC	77.99%	86.61% E	81.98% I	86.57%	86.91%	59.97%	56.03%	59.68%	58.27%	83.75%	68.18%	84.01% M	82.76%	79.63%	86.85% R	66.67%	91.96% TU	80.00%	76.56%	84.18%	79.87%	82.62%	76.92%	0.0%
BASE = Those who responded	157	114	130	919	53	40	31	2433	127	91	107	266	12	40	4	41	31	22	8	18	23	23	29	44	9	0
	21.05% B	15.47%	18.71%	11.72%	15.41%	11.43%	10.40%	38.09%	41.37% E	36.69%	38.49%	14.80%	27.27%	13.61%	13.79%	18.98%	12.35%	26.19% Q	7.14%	20.00% S	17.97% S	12.99%	18.24%	14.43%	23.08%	0.0%
Never	9	5	5	86	2	1	0	187	6	5	4	14	0	2	0	1	1	1	0	1	1	0	2	2	0	0
	5.73%	4.39%	3.85%	9.36% E	3.77%	2.50%	0.0%	7.69%	4.72%	5.49%	3.74%	5.26%	0.0%	5.00%	0.0%	2.44%	3.23%	4.55%	0.0%	5.56%	4.35%	0.0%	6.90%	4.55%	0.0%	0.0%
Sometimes	21	13	18	130	11	4	5	345	15	11	13	38	7	3	3	5	6	5	6	1	3	6	5	9	2	0
	13.38%	11.40%	13.85%	14.15%	20.75%	10.00%	16.13%	14.18%	11.81%	12.09%	12.15%	14.29%	58.33%	7.50%	75.00%	12.20%	19.35%	22.73%	75.00%	5.56%	13.04%	26.09%	17.24%	20.45%	22.22%	0.0%
Bottom Two Box (%Never + %Sometimes)	30	18	23	216	13	5	5	532	21	16	17	52	7	5	3	6	7	6	6	2	4	6	7	11	2	0
	19.11%	15.79%	17.69%	23.50%	24.53%	12.50%	16.13%	21.87%	16.54%	17.58%	15.89%	19.55%	58.33%	12.50%	75.00%	14.63%	22.58%	27.27%	75.00%	11.11%	17.39%	26.09%	24.14%	25.00%	22.22%	0.0%
Usually	50	20	30	208	19	7	5	530	39	14	24	71	3	16	1	18	9	10	2	6	9	7	11	16	3	0
	31.85% B	17.54%	23.08%	22.63%	35.85% DFG	17.50%	16.13%	21.78%	30.71% HJ	15.38%	22.43%	26.69%	25.00%	40.00%	25.00%	43.90%	29.03%	45.45%	25.00%	33.33%	39.13%	30.43%	37.93%	36.36%	33.33%	0.0%
Always	77	76	77	495	21	28	21	1371	67	61	66	143	2	19	0	17	15	6	0	10	10	10	11	17	4	0
	49.04%	66.67% A	59.23%	53.86% E	39.62%	70.00%	67.74% E	56.35%	52.76%	67.03% I	61.68%	53.76%	16.67%	47.50%	0.0%	41.46%	48.39%	27.27%	0.0%	55.56%	43.48%	43.48%	37.93%	38.64%	44.44%	0.0%
CAHPS Rate (%Always + %Usually)	127	96	107	703	40	35	26	1901	106	75	90	214	5	35	1	35	24	16	2	16	19	17	22	33	7	0
	80.89%	84.21%	82.31%	76.50%	75.47%	87.50%	83.87%	78.13%	83.46%	82.42%	84.11%	80.45%	41.67%	87.50%	25.00%	85.37%	77.42%	72.73%	25.00%	88.89%	82.61%	73.91%	75.86%	75.00%	77.78%	0.0%
3-point composite mean	2.2994	2.5088 A	2.4154	2.3036	2.1509	2.5750 E	2.5161 E	2.3448	2.3622	2.4945	2.4579	2.3421	1.5833	2.3500	1.2500	2.2683	2.2581	2.0000	1.2500	2.4444	2.2609	2.1739	2.1379	2.1364	2.2222	0
4-point composite mean	3.2420	3.4649 A	3.3769	3.2100	3.1132	3.5500 E	3.5161 E	3.2680	3.3150	3.4396	3.4206	3.2895	2.5833	3.3000	2.2500	3.2439	3.2258	2.9545	2.2500	3.3889	3.2174	3.1739	3.0690	3.0909	3.2222	0
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.40%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	19	17	26	131	9	8	8	131	8	8	11	28	2	7	1	3	2	6	1	0	7	5	3	9	0	0
	2.55%	2.31%	3.74%	1.67%	2.62%	2.29%	2.68%	2.05%	2.61%	3.23%	3.96%	1.56%	4.55%	2.38%	3.45%	1.39%	0.80%	7.14% Q	0.89%	0.0%	5.47% ST	2.82%	1.89%	2.95% Y	0.0%	0.0%
Appropriately skipped	570	606	542	6793	282	303	259	3831	172	148	162	1505	30	247	24	172	218	56	103	72	98	149	127	252	30	0
	76.41%	82.23% AC	77.99%	86.61% E	81.98% I	86.57%	86.91%	59.97%	56.03%	59.68%	58.27%	83.75%	68.18%	84.01% M	82.76%	79.63%	86.85% R	66.67%	91.96% TU	80.00%	76.56%	84.18%	79.87%	82.62%	76.92%	0.0%
BASE = Those who responded	157	113	127	919	53	38	31	2426	127	91	105	264	12	40	4	41	31	22	8	18	23	23	29	44	9	0
	21.05% B	15.33%	18.27%	11.72%	15.41%	10.86%	10.40%	37.98%	41.37% E	36.69%	37.77%	14.69%	27.27%	13.61%	13.79%	18.98%	12.35%	26.19% Q	7.14%	20.00% S	17.97% S	12.99%	18.24%	14.43%	23.08%	0.0%
Yes	83	56	74	492	28	17	22	1433	63	44	62	140	6	21	3	23	14	14	7	10	9	11	16	26	2	0
	52.87%	49.56%	58.27%	53.54%	52.83%	44.74%	70.97% F	59.07% I	49.61%	48.35%	59.05%	53.03%	50.00%	52.50%	75.00%	56.10%	45.16%	63.64%	87.50%	55.56%	39.13%	47.83%	55.17%	59.09%	22.22%	0.0%
No	74	57	53	427	25	21	9	993	64	47	43	124	6	19	1	18	17	8	1	8	14	12	13	18	7	0
	47.13%	50.44%	41.73%	46.46%	47.17%	55.26% G	29.03%	40.93%	50.39% H	51.65%	40.95%	46.97%	50.00%	47.50%	25.00%	43.90%	54.84%	36.36%	12.50%	44.44%	60.87%	52.17%	44.83%	40.91%	77.78%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Total	2016 CCC Pop. Total	2015 CCC Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Central	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	15	12	23	145	8	3	9	122	4	4	7	32	2	6	0	2	4	4	3	0	5	6	2	8	0	0
	2.01%	1.63%	3.31% B	1.85%	2.33%	0.86%	3.02%	1.91%	1.30%	1.61%	2.52%	1.78%	4.55%	2.04%	0.0%	0.93%	1.59%	4.76%	2.68%	0.0%	3.91% T	3.39%	1.26%	2.62% Y	0.0%	0.0%
BASE = Those who responded	731	725	671	7698	336	347	289	6266	303	244	270	1765	42	288	29	214	247	80	109	90	123	171	157	297	39	0
	97.99%	98.37%	96.55% C	98.15%	97.67%	99.14%	96.98%	98.09%	98.70%	98.39%	97.12%	98.22%	95.45%	97.96%	100.00%	99.07%	98.41%	95.24%	97.32%	100.00% U	96.09%	96.61%	98.74%	97.38%	100.00% X	0.0%
Yes	201	174	207	1663	71	57	80	2846	138	111	136	420	9	61	9	55	53	18	25	20	22	35	34	58	13	0
	27.50%	24.00%	30.85% B	21.60%	21.13%	16.43%	27.68% F	45.42%	45.54% E	45.49%	50.37%	23.80%	21.43%	21.18%	31.03%	25.70%	21.46%	22.50%	22.94%	22.22%	17.89%	20.47%	21.66%	19.53%	33.33%	0.0%
No	530	551	464	6035	265	290	209	3420	165	133	134	1345	33	227	20	159	194	62	84	70	101	136	123	239	26	0
	72.50%	76.00%	69.15% C	78.40%	78.87% I	83.57% G	72.32%	54.58%	54.46%	54.51%	49.63%	76.20%	78.57%	78.82%	68.97%	74.30%	78.54%	77.50%	77.06%	77.78%	82.11%	79.53%	78.34%	80.47%	66.67%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

	2017 General Population Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	22	14	34	186	11	4	11	181	8	5	12	44	2	9	0	4	7	4	4	1	5	7	3	11	0	0
	2.95%	1.90%	4.89%	2.37%	3.20%	1.14%	3.69%	2.83%	2.61%	2.02%	4.32%	2.45%	4.55%	3.06%	0.0%	1.85%	2.79%	4.76%	3.57%	1.11%	3.91%	3.95%	1.89%	3.61%	0.0%	0.0%
			B				F																Y			
Appropriately skipped	530	551	464	6035	265	290	209	3420	165	133	134	1345	33	227	20	159	194	62	84	70	101	136	123	239	26	0
	71.05%	74.76%	66.76%	76.95%	77.03%	82.86%	70.13%	53.54%	53.75%	53.63%	48.20%	74.85%	75.00%	77.21%	68.97%	73.61%	77.29%	73.81%	75.00%	77.78%	78.91%	76.84%	77.36%	78.36%	66.67%	0.0%
			C		GI	G																				
BASE = Those who responded	194	172	197	1622	68	56	78	2787	134	110	132	408	9	58	9	53	50	18	24	19	22	34	33	55	13	0
	26.01%	23.34%	28.35%	20.68%	19.77%	16.00%	26.17%	43.63%	43.65%	44.35%	47.48%	22.70%	20.45%	19.73%	31.03%	24.54%	19.92%	21.43%	21.43%	21.11%	17.19%	19.21%	20.75%	18.03%	33.33%	0.0%
			B				F		E																	
Yes	118	104	114	937	38	34	49	1717	83	66	77	235	4	33	7	29	27	11	12	11	12	18	19	30	8	0
	60.82%	60.47%	57.87%	57.77%	55.88%	60.71%	62.82%	61.61%	61.94%	60.00%	58.33%	57.60%	44.44%	56.90%	77.78%	54.72%	54.00%	61.11%	50.00%	57.89%	54.55%	52.94%	57.58%	54.55%	61.54%	0.0%
No	76	68	83	685	30	22	29	1070	51	44	55	173	5	25	2	24	23	7	12	8	10	16	14	25	5	0
	39.18%	39.53%	42.13%	42.23%	44.12%	39.29%	37.18%	38.39%	38.06%	40.00%	41.67%	42.40%	55.56%	43.10%	22.22%	45.28%	46.00%	38.89%	50.00%	42.11%	45.45%	47.06%	42.42%	45.45%	38.46%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	10	10	24	104	5	4	10	45	4	4	7	20	0	5	0	4	3	2	2	0	3	3	2	5	0	0
	1.34%	1.36%	3.45%	0.83%	1.45%	1.14%	3.36%	0.70%	1.30%	1.61%	2.52%	0.66%	0.0%	1.70%	0.0%	1.85%	1.20%	2.38%	1.79%	0.0%	2.34%	1.69%	1.26%	1.64%	0.0%	0.0%
			AB											M									Y			
BASE = Those who responded	736	727	671	12372	339	346	288	6343	303	244	271	3029	44	289	29	212	248	82	110	90	125	174	157	300	39	0
	98.66%	98.64%	96.55%	99.17%	98.55%	98.86%	96.64%	99.30%	98.70%	98.39%	97.48%	99.34%	100.00%	98.30%	100.00%	98.15%	98.80%	97.62%	98.21%	100.00%	97.66%	98.31%	98.74%	98.36%	100.00%	0.0%
	C	C										N											X			
Yes	668	654	604	10874	308	308	255	5969	296	232	254	2697	39	264	28	198	226	74	98	85	111	156	144	269	39	0
	90.76%	89.96%	90.01%	87.89%	90.86%	89.02%	88.54%	94.10%	97.69%	95.08%	93.73%	89.04%	88.64%	91.35%	96.55%	93.40%	91.13%	90.24%	89.09%	94.44%	88.80%	89.66%	91.72%	89.67%	100.00%	0.0%
								HKE																X		
No	68	73	67	1498	31	38	33	374	7	12	17	332	5	25	1	14	22	8	12	5	14	18	13	31	0	0
	9.24%	10.04%	9.99%	12.11%	9.14%	10.98%	11.46%	5.90%	2.31%	4.92%	6.27%	10.96%	11.36%	8.65%	3.45%	6.60%	8.87%	9.76%	10.91%	5.56%	11.20%	10.34%	8.28%	10.33%	0.0%	0.0%
				I				I			I												Y			
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

	2017 General Population Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	5	5	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.68%	0.72%	0.0%	0.0%	0.86%	1.01%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		A	A																							
No response	33	31	38	501	15	11	14	217	14	11	10	112	2	13	2	8	10	4	4	4	7	8	7	13	2	0
	4.42%	4.21%	5.47%	4.02%	4.36%	3.14%	4.70%	3.40%	4.56%	4.44%	3.60%	3.67%	4.55%	4.42%	6.90%	3.70%	3.98%	4.76%	3.57%	4.44%	5.47%	4.52%	4.40%	4.26%	5.13%	0.0%
Appropriately skipped	68	73	67	1498	31	38	33	374	7	12	17	332	5	25	1	14	22	8	12	5	14	18	13	31	0	0
	9.12%	9.91%	9.64%	12.01%	9.01%	10.86%	11.07%	5.85%	2.28%	4.84%	6.12%	10.89%	11.36%	8.50%	3.45%	6.48%	8.76%	9.52%	10.71%	5.56%	10.94%	10.17%	8.18%	10.16%	0.0%	0.0%
					I			I			I												Y			
BASE = Those who responded	645	628	585	10477	298	298	248	5797	286	225	251	2605	37	256	26	194	219	72	96	81	107	151	139	261	37	0
	86.46%	85.21%	84.17%	83.98%	86.63%	85.14%	83.22%	90.75%	93.16%	90.73%	90.29%	85.44%	84.09%	87.07%	89.66%	89.81%	87.25%	85.71%	85.71%	90.00%	83.59%	85.31%	87.42%	85.57%	94.87%	0.0%
								E			J										S			X		
None	129	115	111	2099	66	72	58	736	39	21	45	538	6	58	2	10	54	11	11	24	29	31	34	56	10	0
	20.00%	18.31%	18.97%	20.03%	22.15%	24.16%	23.39%	12.70%	13.64%	9.33%	17.93%	20.65%	16.22%	22.66%	7.69%	5.15%	24.66%	15.28%	11.46%	29.63%	27.10%	20.53%	24.46%	21.46%	27.03%	0.0%
					I						J									S	S					
1 time	204	203	147	3399	97	96	60	1484	91	70	56	834	11	85	7	75	74	20	33	29	31	46	49	83	14	0
	31.63%	32.32%	25.13%	32.44%	32.55%	32.21%	24.19%	25.60%	31.82%	31.11%	22.31%	32.02%	29.73%	33.20%	26.92%	38.66%	33.79%	27.78%	34.38%	35.80%	28.97%	30.46%	35.25%	31.80%	37.84%	0.0%
	C	C			G	G			HK	K																
2	139	146	142	2437	56	70	56	1511	70	69	70	584	8	47	7	45	36	20	19	8	26	32	21	51	5	0
	21.55%	23.25%	24.27%	23.26%	18.79%	23.49%	22.58%	26.07%	24.48%	30.67%	27.89%	22.42%	21.62%	18.36%	26.92%	23.20%	16.44%	27.78%	19.79%	9.88%	24.30%	21.19%	15.11%	19.54%	13.51%	0.0%
																				T						
3	90	82	86	1259	35	30	33	894	51	28	30	288	6	29	4	28	27	7	12	9	12	16	19	31	4	0
	13.95%	13.06%	14.70%	12.02%	11.74%	10.07%	13.31%	15.42%	17.83%	12.44%	11.95%	11.06%	16.22%	11.33%	15.38%	14.43%	12.33%	9.72%	12.50%	11.11%	11.21%	10.60%	13.67%	11.88%	10.81%	0.0%
								E																		
4	48	42	48	619	26	16	22	475	16	20	25	172	1	24	2	22	16	8	13	6	4	11	13	24	2	0
	7.44%	6.69%	8.21%	5.91%	8.72%	5.37%	8.87%	8.19%	5.59%	8.89%	9.96%	6.60%	2.70%	9.38%	7.69%	11.34%	7.31%	11.11%	13.54%	7.41%	3.74%	7.28%	9.35%	9.20%	5.41%	0.0%
														M					U							
5 to 9	29	34	43	566	16	13	17	573	15	14	20	166	4	12	3	13	11	5	7	4	5	13	3	14	2	0
	4.50%	5.41%	7.35%	5.40%	5.37%	4.36%	6.85%	9.88%	5.24%	6.22%	7.97%	6.37%	10.81%	4.69%	11.54%	6.70%	5.02%	6.94%	7.29%	4.94%	4.67%	8.61%	2.16%	5.36%	5.41%	0.0%
			A					I													W					
10 or more times	6	6	8	98	2	1	2	124	4	3	5	23	1	1	1	1	1	1	1	1	0	2	0	2	0	0
	0.93%	0.96%	1.37%	0.94%	0.67%	0.34%	0.81%	2.14%	1.40%	1.33%	1.99%	0.88%	2.70%	0.39%	3.85%	0.52%	0.46%	1.39%	1.04%	1.23%	0.0%	1.32%	0.0%	0.77%	0.0%	0.0%
Average	1.8946	1.9459	2.1915	1.8816	1.8624	1.6560	2.0282	2.5270	2.1084	2.2556	2.3446	1.9207	2.4189	1.7910	2.8654	2.2706	1.7374	2.2292	2.2969	1.6852	1.5888	2.1060	1.5899	1.9042	1.5676	0
			AB				F	I											U		W					
Standard deviation	1.9215	1.9641	2.1895	1.9622	1.9342	1.7165	2.0658	2.4078	2.0266	2.0309	2.3511	2.0202	2.5929	1.8126	2.7230	1.8333	1.8520	2.1553	2.0861	2.1088	1.6232	2.2637	1.4877	1.9595	1.7170	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Total	2016 CCC Pop. Total	2015 CCC Pop. Total	2017 Gen. Pop. UHC Avg. Central	0-7	8-10	0-7	8-10	Excel/Very Good	Good/Fair/Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Sigma

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 General Population Results														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0	
Multiple mark	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No response	36	41	45	542	17	18	18	230	14	11	10	121	2	15	2	9	12	4	5	4	8	8	9	15	2	0	
Appropriately skipped	197	188	178	3597	97	110	91	1110	46	33	62	870	11	83	3	24	76	19	23	29	43	49	47	87	10	0	
BASE = Those who responded	513	507	472	8337	230	221	189	5048	247	204	206	2058	31	196	24	183	163	61	84	57	77	120	103	203	27	0	
Never	5	3	3	110	3	3	1	42	1	0	1	18	1	2	1	0	2	1	1	2	0	2	1	3	0	0	
Sometimes	25	27	13	395	14	9	2	184	6	7	6	104	4	10	5	6	10	4	7	5	2	7	7	11	3	0	
Bottom Two Box (%Never + %Sometimes)	30	30	16	505	17	12	3	226	7	7	7	122	5	12	6	6	12	5	8	7	2	9	8	14	3	0	
Usually	86	84	65	1061	42	31	22	614	41	28	28	262	7	34	10	27	22	17	14	9	16	26	13	41	1	0	
Always	397	393	391	6771	171	178	164	4208	199	169	171	1674	19	150	8	150	129	39	62	41	59	85	82	148	23	0	
CAHPS Rate (%Always + %Usually)	483	477	456	7832	213	209	186	4822	240	197	199	1936	26	184	18	177	151	56	76	50	75	111	95	189	24	0	
3-point composite mean	2.7154	2.7160	2.7945	2.7516	2.6696	2.7511	2.8519	2.7888	2.7773	2.7941	2.7961	2.7541	2.4516	2.7041	2.0833	2.7869	2.7178	2.5574	2.6429	2.5965	2.7403	2.6333	2.7184	2.6601	2.7407	0	
4-point composite mean	3.7057	3.7101	3.7881	3.7384	3.6565	3.7376	3.8466	3.7805	3.7733	3.7941	3.7913	3.7454	3.4194	3.6939	3.0417	3.7869	3.7055	3.5410	3.6310	3.5614	3.7403	3.6167	3.7087	3.6453	3.7407	0	
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

	2017 General Population Results																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. UHC Avg. Central (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	4	1	0	0	2	0	0	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.54%	0.14%	0.0%	0.0%	0.57%	0.0%	0.0%	0.0%	1.21%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	37	39	45	548	17	16	18	232	14	12	10	122	2	15	2	9	11	4	5	4	7	8	8	15	2	0	
	4.96%	5.29%	6.47%	4.39%	4.94%	4.57%	6.04%	3.63%	4.56%	4.84%	3.60%	4.00%	4.55%	5.10%	6.90%	4.17%	4.38%	4.76%	4.46%	4.44%	5.47%	4.52%	5.03%	4.92%	5.13%	0.0%	
Appropriately skipped	197	188	178	3597	97	110	91	1110	46	33	62	870	11	83	3	24	76	19	23	29	43	49	47	87	10	0	
	26.41%	25.51%	25.61%	28.83%	28.20%	31.43%	30.54%	17.38%	14.98%	13.31%	22.30%	28.53%	25.00%	28.23%	10.34%	11.11%	30.28%	22.62%	20.54%	32.22%	33.59%	27.68%	29.56%	28.52%	25.64%	0.0%	
BASE = Those who responded	512	506	471	8331	230	222	189	5046	247	200	205	2057	31	196	24	183	164	61	84	57	78	120	104	203	27	0	
	68.63%	68.66%	67.77%	66.78%	66.86%	63.43%	63.42%	78.99%	80.46%	80.65%	73.74%	67.46%	70.45%	66.67%	82.76%	84.72%	65.34%	72.62%	75.00%	63.33%	60.94%	67.80%	65.41%	66.56%	69.23%	0.0%	
Never	1	5	2	60	1	2	1	31	0	2	1	8	0	1	1	0	1	0	1	0	0	1	0	1	0	0	
	0.20%	0.99%	0.42%	0.72%	0.43%	0.90%	0.53%	0.61%	0.0%	1.00%	0.49%	0.39%	0.0%	0.51%	4.17%	0.0%	0.61%	0.0%	1.19%	0.0%	0.0%	0.83%	0.0%	0.49%	0.0%	0.0%	
Sometimes	20	21	16	344	10	5	2	200	7	7	9	77	3	6	5	2	8	2	4	4	1	4	5	7	3	0	
	3.91%	4.15%	3.40%	4.13%	4.35%	2.25%	1.06%	3.96%	2.83%	3.50%	4.39%	3.74%	9.68%	3.06%	20.83%	1.09%	4.88%	3.28%	4.76%	7.02%	1.28%	3.33%	4.81%	3.45%	11.11%	0.0%	
Bottom Two Box (%Never + %Sometimes)	21	26	18	404	11	7	3	231	7	9	10	85	3	7	6	2	9	2	5	4	1	5	5	8	3	0	
	4.10%	5.14%	3.82%	4.85%	4.78%	3.15%	1.59%	4.58%	2.83%	4.50%	4.88%	4.13%	9.68%	3.57%	25.00%	1.09%	5.49%	3.28%	5.95%	7.02%	1.28%	4.17%	4.81%	3.94%	11.11%	0.0%	
Usually	84	80	46	1032	48	32	18	604	38	25	19	281	15	33	7	30	28	19	21	11	14	27	19	47	1	0	
	16.41%	15.81%	9.77%	12.39%	20.87%	14.41%	9.52%	11.97%	15.38%	12.50%	9.27%	13.66%	48.39%	16.84%	29.17%	16.39%	17.07%	31.15%	25.00%	19.30%	17.95%	22.50%	18.27%	23.15%	3.70%	0.0%	
Always	407	400	407	6895	171	183	168	4211	202	166	176	1691	13	156	11	151	127	40	58	42	63	88	80	148	23	0	
	79.49%	79.05%	86.41%	82.76%	74.35%	82.43%	88.89%	83.45%	81.78%	83.00%	85.85%	82.21%	41.94%	79.59%	45.83%	82.51%	77.44%	65.57%	69.05%	73.68%	80.77%	73.33%	76.92%	72.91%	85.19%	0.0%	
CAHPS Rate (%Always + %Usually)	491	480	453	7927	219	215	186	4815	240	191	195	1972	28	189	18	181	155	59	79	53	77	115	99	195	24	0	
	95.90%	94.86%	96.18%	95.15%	95.22%	96.85%	98.41%	95.42%	97.17%	95.50%	95.12%	95.87%	90.32%	96.43%	75.00%	98.91%	94.51%	96.72%	94.05%	92.98%	98.72%	95.83%	95.19%	96.06%	88.89%	0.0%	
3-point composite mean	2.7539	2.7391	2.8259	2.7791	2.6957	2.7928	2.8730	2.7887	2.7895	2.7850	2.8098	2.7807	2.3226	2.7602	2.2083	2.8142	2.7195	2.6230	2.6310	2.6667	2.7949	2.6917	2.7212	2.6897	2.7407	0	
			AB	E	E	E	E	E	E	E	E	E	M	M						S	S						
4-point composite mean	3.7520	3.7292	3.8217	3.7719	3.6913	3.7838	3.8677	3.7826	3.7895	3.7750	3.8049	3.7769	3.3226	3.7551	3.1667	3.8142	3.7134	3.6230	3.6190	3.6667	3.7949	3.6833	3.7212	3.6847	3.7407	0	
			AB	E	E	E	E	E	E	E	E	E	M	M						S	S						
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 General Population Results														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
													2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.14%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.0%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	36	39	45	540	17	17	18	226	14	11	10	117	2	15	2	8	12	4	5	5	7	9	8	15	2	0	
	4.83%	5.29%	6.47%	4.33%	4.94%	4.86%	6.04%	3.54%	4.56%	4.44%	3.60%	3.84%	4.55%	5.10%	6.90%	3.70%	4.78%	4.76%	4.46%	5.56%	5.47%	5.08%	5.03%	4.92%	5.13%	0.0%	
Appropriately skipped	197	188	178	3597	97	110	91	1110	46	33	62	870	11	83	3	24	76	19	23	29	43	49	47	87	10	0	
	26.41%	25.51%	25.61%	28.83%	28.20% I	31.43%	30.54%	17.38%	14.98%	13.31%	22.30% IJ	28.53%	25.00%	28.23%	10.34%	11.11%	30.28%	22.62%	20.54%	32.22%	33.59% S	27.68%	29.56%	28.52%	25.64%	0.0%	
BASE = Those who responded	513	509	471	8339	230	222	189	5052	247	204	205	2062	31	196	24	184	163	61	84	56	78	119	104	203	27	0	
	68.77%	69.06%	67.77%	66.84%	66.86%	63.43%	63.42%	79.09%	80.46% E	82.26% K	73.74%	67.63%	70.45%	66.67%	82.76%	85.19%	64.94%	72.62%	75.00% U	62.22%	60.94%	67.23%	65.41%	66.56%	69.23%	0.0%	
Never	4	4	1	55	3	1	0	32	2	3	0	17	1	2	2	0	3	0	2	1	0	1	2	2	1	0	
	0.78%	0.79%	0.21%	0.66%	1.30%	0.45%	0.0%	0.63%	0.81%	1.47%	0.0%	0.82%	3.23%	1.02%	8.33%	0.0%	1.84%	0.0%	2.38%	1.79%	0.0%	0.84%	1.92%	0.99%	3.70%	0.0%	
Sometimes	15	16	14	250	7	5	4	152	6	5	8	53	4	3	6	1	4	3	5	2	0	5	2	7	0	0	
	2.92%	3.14%	2.97%	3.00%	3.04%	2.25%	2.12%	3.01%	2.43%	2.45%	3.90%	2.57%	12.90%	1.53%	25.00%	0.54%	2.45%	4.92%	5.95% U	3.57%	0.0%	4.20%	1.92%	3.45%	0.0%	0.0%	
Bottom Two Box (%Never + %Sometimes)	19	20	15	305	10	6	4	184	8	8	8	70	5	5	8	1	7	3	7	3	0	6	4	9	1	0	
	3.70%	3.93%	3.18%	3.66%	4.35%	2.70%	2.12%	3.64%	3.24%	3.92%	3.90%	3.39%	16.13% N	2.55%	33.33%	0.54%	4.29%	4.92%	8.33% U	5.36%	0.0%	5.04%	3.85%	4.43%	3.70%	0.0%	
Usually	67	66	45	819	36	28	15	503	33	22	20	198	10	26	6	22	21	15	13	6	14	21	12	36	0	0	
	13.06%	12.97%	9.55%	9.82%	15.65% DG	12.61%	7.94%	9.96%	13.36%	10.78%	9.76%	9.60%	32.26% N	13.27%	25.00%	11.96%	12.88%	24.59%	15.48%	10.71%	17.95%	17.65%	11.54%	17.73%	0.0%	0.0%	
Always	427	423	411	7215	184	188	170	4365	206	174	177	1794	16	165	10	161	135	43	64	47	64	92	88	158	26	0	
	83.24%	83.10%	87.26%	86.52% E	80.00%	84.68%	89.95% E	86.40%	83.40%	85.29%	86.34%	87.00%	51.61%	84.18% M	41.67%	87.50%	82.82%	70.49%	76.19%	83.93%	82.05%	77.31%	84.62%	77.83%	96.30%	0.0%	
CAHPS Rate (%Always + %Usually)	494	489	456	8034	220	216	185	4868	239	196	197	1992	26	191	16	183	156	58	77	53	78	113	100	194	26	0	
	96.30%	96.07%	96.82%	96.34%	95.65%	97.30%	97.88%	96.36%	96.76%	96.08%	96.10%	96.61%	83.87%	97.45% M	66.67%	99.46%	95.71%	95.08%	91.67%	94.64%	100.00% S	94.96%	96.15%	95.57%	96.30%	0.0%	
3-point composite mean	2.7953	2.7917	2.8408	2.8286 E	2.7565	2.8198	2.8783 E	2.8276	2.8016	2.8137	2.8244	2.8361	2.3548	2.8163 M	2.0833	2.8696	2.7853	2.6557	2.6786	2.7857	2.8205	2.7227	2.8077	2.7340	2.9259	0	
4-point composite mean	3.7875	3.7839	3.8386	3.8220 E	3.7435	3.8153	3.8783 E	3.8213	3.7935	3.7990	3.8244	3.8278	3.3226	3.8061 M	3.0000	3.8696	3.7669	3.6557	3.6548	3.7679	3.8205	3.7143	3.7885	3.7241	3.8889	0	
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.40%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	40	44	49	616	20	19	20	268	14	12	12	141	2	18	3	11	13	5	7	5	7	11	8	17	3	0
	5.36%	5.97%	7.05%	4.94%	5.81%	5.43%	6.71%	4.20%	4.56%	4.84%	4.32%	4.62%	4.55%	6.12%	10.34%	5.09%	5.18%	5.95%	6.25%	5.56%	5.47%	6.21%	5.03%	5.57%	7.69%	0.0%
Appropriately skipped	197	188	178	3597	97	110	91	1110	46	33	62	870	11	83	3	24	76	19	23	29	43	49	47	87	10	0
	26.41%	25.51%	25.61%	28.83%	28.20%	31.43%	30.54%	17.38%	14.98%	13.31%	22.30%	28.53%	25.00%	28.23%	10.34%	11.11%	30.28%	22.62%	20.54%	32.22%	33.59%	27.68%	29.56%	28.52%	25.64%	0.0%
					I						IJ									S						
BASE = Those who responded	509	504	467	8263	227	221	187	5010	247	202	203	2038	31	193	23	181	162	60	82	56	78	117	104	201	26	0
	68.23%	68.39%	67.19%	66.23%	65.99%	63.14%	62.75%	78.43%	80.46%	81.45%	73.02%	66.84%	70.45%	65.65%	79.31%	83.80%	64.54%	71.43%	73.21%	62.22%	60.94%	66.10%	65.41%	65.90%	66.67%	0.0%
									KE		K								U							
Yes	310	317	262	5529	134	142	93	3838	168	157	144	1325	17	115	11	111	92	40	25	33	72	61	70	117	17	0
	60.90%	62.90%	56.10%	66.91%	59.03%	64.25%	49.73%	76.61%	68.02%	77.72%	70.94%	65.01%	54.84%	59.59%	47.83%	61.33%	56.79%	66.67%	30.49%	58.93%	92.31%	52.14%	67.31%	58.21%	65.38%	0.0%
		C		E		G		I	E	I									S	ST		V				
No	199	187	205	2734	93	79	94	1172	79	45	59	713	14	78	12	70	70	20	57	23	6	56	34	84	9	0
	39.10%	37.10%	43.90%	33.09%	40.97%	35.75%	50.27%	23.39%	31.98%	22.28%	29.06%	34.99%	45.16%	40.41%	52.17%	38.67%	43.21%	33.33%	69.51%	41.07%	7.69%	47.86%	32.69%	41.79%	34.62%	0.0%
			B		DI		F		HJ										TU	U		W				
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.14%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.0%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	42	53	53	675	22	25	20	301	15	15	15	156	3	19	3	12	15	5	8	5	8	12	9	19	3	0
	5.63%	7.19%	7.63%	5.41%	6.40%	7.14%	6.71%	4.71%	4.89%	6.05%	5.40%	5.12%	6.82%	6.46%	10.34%	5.56%	5.98%	5.95%	7.14%	5.56%	6.25%	6.78%	5.66%	6.23%	7.69%	0.0%
Appropriately skipped	396	375	383	6331	190	189	185	2282	125	78	121	1583	25	161	15	94	146	39	80	52	49	105	81	171	19	0
	53.08%	50.88%	55.11%	50.75%	55.23% I	54.00%	62.08% F	35.72%	40.72% J	31.45%	43.53% J	51.92%	56.82%	54.76%	51.72%	43.52%	58.17%	46.43%	71.43% TU	57.78% U	38.28%	59.32%	50.94%	56.07%	48.72%	0.0%
BASE = Those who responded	308	308	258	5470	132	135	93	3805	167	155	141	1310	16	114	11	110	90	40	24	33	71	60	69	115	17	0
	41.29%	41.79%	37.12%	43.84% E	38.37%	38.57% G	31.21%	59.56%	54.40% E	62.50% K	50.72%	42.96%	36.36%	38.78%	37.93%	50.93%	35.86%	47.62%	21.43%	36.67% S	55.47% ST	33.90%	43.40%	37.70%	43.59%	0.0%
Never	3	3	3	66	2	3	1	40	1	1	2	19	0	2	1	0	2	0	1	1	0	2	0	2	0	0
	0.97%	0.97%	1.16%	1.21%	1.52%	2.22%	1.08%	1.05%	0.60%	0.65%	1.42%	1.45%	0.0%	1.75%	9.09%	0.0%	2.22%	0.0%	4.17%	3.03%	0.0%	3.33%	0.0%	1.74%	0.0%	0.0%
Sometimes	14	18	13	319	6	4	5	219	7	11	6	68	3	3	2	2	3	3	2	1	3	3	2	4	2	0
	4.55%	5.84%	5.04%	5.83%	4.55%	2.96%	5.38%	5.76%	4.19%	7.10%	4.26%	5.19%	18.75%	2.63%	18.18%	1.82%	3.33%	7.50%	8.33%	3.03%	4.23%	5.00%	2.90%	3.48%	11.76%	0.0%
Bottom Two Box (%Never + %Sometimes)	17	21	16	385	8	7	6	259	8	12	8	87	3	5	3	2	5	3	3	2	3	5	2	6	2	0
	5.52%	6.82%	6.20%	7.04%	6.06%	5.19%	6.45%	6.81%	4.79%	7.74%	5.67%	6.64%	18.75%	4.39%	27.27%	1.82%	5.56%	7.50%	12.50%	6.06%	4.23%	8.33%	2.90%	5.22%	11.76%	0.0%
Usually	53	54	45	948	29	24	13	671	23	24	30	239	3	26	3	25	16	12	5	7	15	15	13	28	1	0
	17.21%	17.53%	17.44%	17.33%	21.97%	17.78%	13.98%	17.63%	13.77%	15.48%	21.28%	18.24%	18.75%	22.81%	27.27%	22.73%	17.78%	30.00%	20.83%	21.21%	21.13%	25.00%	18.84%	24.35%	5.88%	0.0%
Always	238	233	197	4137	95	104	74	2875	136	119	103	984	10	83	5	83	69	25	16	24	53	40	54	81	14	0
	77.27%	75.65%	76.36%	75.63%	71.97%	77.04%	79.57%	75.56%	81.44%	76.77%	73.05%	75.11%	62.50%	72.81%	45.45%	75.45%	76.67%	62.50%	66.67%	72.73%	74.65%	66.67%	78.26%	70.43%	82.35%	0.0%
CAHPS Rate (%Always + %Usually)	291	287	242	5085	124	128	87	3546	159	143	133	1223	13	109	8	108	85	37	21	31	68	55	67	109	15	0
	94.48%	93.18%	93.80%	92.96%	93.94%	94.81%	93.55%	93.19%	95.21%	92.26%	94.33%	93.36%	81.25%	95.61%	72.73%	98.18%	94.44%	92.50%	87.50%	93.94%	95.77%	91.67%	97.10%	94.78%	88.24%	0.0%
3-point composite mean	2.7175	2.6883	2.7016	2.6859	2.6591	2.7185	2.7312	2.6875	2.7665	2.6903	2.6738	2.6847	2.4375	2.6842	2.1818	2.7364	2.7111	2.5500	2.5417	2.6667	2.7042	2.5833	2.7536	2.6522	2.7059	0
4-point composite mean	3.7078	3.6786	3.6899	3.6739	3.6439	3.6963	3.7204	3.6770	3.7605	3.6839	3.6596	3.6702	3.4375	3.6667	3.0909	3.7364	3.6889	3.5500	3.5000	3.6364	3.7042	3.5500	3.7536	3.6348	3.7059	0
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	42	46	51	578	19	19	21	246	15	13	12	127	2	17	3	8	13	5	5	7	7	9	10	16	3	0
	5.63%	6.24%	7.34%	4.63%	5.52%	5.43%	7.05%	3.85%	4.89%	5.24%	4.32%	4.17%	4.55%	5.78%	10.34%	3.70%	5.18%	5.95%	4.46%	7.78%	5.47%	5.08%	6.29%	5.25%	7.69%	0.0%
Appropriately skipped	197	188	178	3597	97	110	91	1110	46	33	62	870	11	83	3	24	76	19	23	29	43	49	47	87	10	0
	26.41%	25.51%	25.61%	28.83%	28.20% I	31.43%	30.54%	17.38%	14.98%	13.31%	22.30% IJ	28.53%	25.00%	28.23%	10.34%	11.11%	30.28%	22.62%	20.54%	32.22%	33.59% S	27.68%	29.56%	28.52%	25.64%	0.0%
BASE = Those who responded	507	502	466	8301	228	221	186	5032	246	202	204	2052	31	194	23	184	162	60	84	54	78	119	102	202	26	0
	67.96%	68.11%	67.05%	66.54%	66.28%	63.14%	62.42%	78.77%	80.13% E	81.45% K	73.38%	67.30%	70.45%	65.99%	79.31%	85.19%	64.54%	71.43%	75.00% TU	60.00%	60.94%	67.23%	64.15%	66.23%	66.67%	0.0%
Never	6	10	12	167	2	3	4	82	2	6	4	33	0	2	0	2	1	1	0	2	0	0	2	1	1	0
	1.18%	1.99%	2.58%	2.01%	0.88%	1.36%	2.15%	1.63%	0.81%	2.97%	1.96%	1.61%	0.0%	1.03%	0.0%	1.09%	0.62%	1.67%	0.0%	3.70%	0.0%	0.0%	1.96%	0.50%	3.85%	0.0%
Sometimes	45	46	32	718	25	15	9	352	20	14	11	174	6	19	9	10	16	8	13	5	5	14	10	20	5	0
	8.88%	9.16%	6.87%	8.65%	10.96% G	6.79%	4.84%	7.00%	8.13%	6.93%	5.39%	8.48%	19.35%	9.79%	39.13%	5.43%	9.88%	13.33%	15.48%	9.26%	6.41%	11.76%	9.80%	9.90%	19.23%	0.0%
Bottom Two Box (%Never + %Sometimes)	51	56	44	885	27	18	13	434	22	20	15	207	6	21	9	12	17	9	13	7	5	14	12	21	6	0
	10.06%	11.16%	9.44%	10.66%	11.84%	8.14%	6.99%	8.62%	8.94%	9.90%	7.35%	10.09%	19.35%	10.82%	39.13%	6.52%	10.49%	15.00%	15.48%	12.96%	6.41%	11.76%	11.76%	10.40%	23.08%	0.0%
Usually	124	109	87	1732	60	40	38	965	50	38	33	432	11	48	8	48	38	21	23	12	20	33	24	58	2	0
	24.46% C	21.71%	18.67%	20.86%	26.32% F	18.10%	20.43%	19.18%	20.33%	18.81%	16.18%	21.05%	35.48%	24.74%	34.78%	26.09%	23.46%	35.00%	27.38%	22.22%	25.64%	27.73%	23.53%	28.71%	7.69%	0.0%
Always	332	337	335	5684	141	163	135	3633	174	144	156	1413	14	125	6	124	107	30	48	35	53	72	66	123	18	0
	65.48%	67.13%	71.89% A	68.47% E	61.84%	73.76% E	72.58% E	72.20%	70.73% E	71.29%	76.47%	68.86%	45.16%	64.43% M	26.09%	67.39%	66.05% R	50.00%	57.14%	64.81%	67.95%	60.50%	64.71%	60.89%	69.23%	0.0%
CAHPS Rate (%Always + %Usually)	456	446	422	7416	201	203	173	4598	224	182	189	1845	25	173	14	172	145	51	71	47	73	105	90	181	20	0
	89.94%	88.84%	90.56%	89.34%	88.16%	91.86%	93.01%	91.38%	91.06%	90.10%	92.65%	89.91%	80.65%	89.18%	60.87%	93.48%	89.51%	85.00%	84.52%	87.04%	93.59%	88.24%	88.24%	89.60%	76.92%	0.0%
3-point composite mean	2.5542	2.5598	2.6245	2.5781	2.5000	2.6561 E	2.6559 E	2.6357	2.6179	2.6139	2.6912	2.5877	2.2581	2.5361 M	1.8696	2.6087	2.5556 R	2.3500	2.4167	2.5185	2.6154	2.4874	2.5294	2.5050	2.4615	0
4-point composite mean	3.5424	3.5398	3.5987	3.5580	3.4912	3.6425 E	3.6344 E	3.6194	3.6098	3.5842	3.6716	3.5716	3.2581	3.5258	2.8696	3.5978	3.5494 R	3.3333	3.4167	3.4815	3.6154	3.4874	3.5098	3.5000	3.4231	0
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	42	44	49	589	21	17	20	249	15	12	11	128	2	18	3	10	14	6	7	5	9	11	10	18	3	0
	5.63%	5.97%	7.05%	4.72%	6.10%	4.86%	6.71%	3.90%	4.89%	4.84%	3.96%	4.20%	4.55%	6.12%	10.34%	4.63%	5.58%	7.14%	6.25%	5.56%	7.03%	6.21%	6.29%	5.90%	7.69%	0.0%
Appropriately skipped	197	188	178	3597	97	110	91	1110	46	33	62	870	11	83	3	24	76	19	23	29	43	49	47	87	10	0
	26.41%	25.51%	25.61%	28.83%	28.20% I	31.43%	30.54%	17.38%	14.98%	13.31%	22.30% IJ	28.53%	25.00%	28.23%	10.34%	11.11%	30.28%	22.62%	20.54%	32.22%	33.59% S	27.68%	29.56%	28.52%	25.64%	0.0%
BASE = Those who responded	507	505	468	8290	226	223	187	5029	246	203	205	2051	31	193	23	182	161	59	82	56	76	117	102	200	26	0
	67.96%	68.52%	67.34%	66.45%	65.70%	63.71%	62.75%	78.73%	80.13% E	81.85% K	73.74%	67.27%	70.45%	65.65%	79.31%	84.26%	64.14%	70.24%	73.21% U	62.22%	59.38%	66.10%	64.15%	65.57%	66.67%	0.0%
Yes	431	442	422	7328	192	195	174	4457	213	177	182	1807	23	167	15	161	140	46	73	42	65	97	88	170	22	0
	85.01%	87.52%	90.17% A	88.40%	84.96%	87.44%	93.05% E	88.63%	86.59%	87.19%	88.78%	88.10%	74.19%	86.53%	65.22%	88.46%	86.96%	77.97%	89.02% T	75.00%	85.53%	82.91%	86.27%	85.00%	84.62%	0.0%
No	76	63	46	962	34	28	13	572	33	26	23	244	8	26	8	21	21	13	9	14	11	20	14	30	4	0
	14.99% C	12.48%	9.83%	11.60%	15.04% G	12.56%	6.95%	11.37%	13.41%	12.81%	11.22%	11.90%	25.81%	13.47%	34.78%	11.54%	13.04%	22.03%	10.98%	25.00% S	14.47%	17.09%	13.73%	15.00%	15.38%	0.0%
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	39	42	48	595	17	17	20	257	15	11	11	125	2	15	2	9	11	4	5	4	7	8	8	15	2	0
	5.23%	5.70%	6.91%	4.77%	4.94%	4.86%	6.71%	4.02%	4.89%	4.44%	3.96%	4.10%	4.55%	5.10%	6.90%	4.17%	4.38%	4.76%	4.46%	4.44%	5.47%	4.52%	5.03%	4.92%	5.13%	0.0%
Appropriately skipped	197	188	178	3597	97	110	91	1110	46	33	62	870	11	83	3	24	76	19	23	29	43	49	47	87	10	0
	26.41%	25.51%	25.61%	28.83%	28.20% I	31.43%	30.54%	17.38%	14.98%	13.31%	22.30% IJ	28.53%	25.00%	28.23%	10.34%	11.11%	30.28%	22.62%	20.54%	32.22%	33.59% S	27.68%	29.56%	28.52%	25.64%	0.0%
BASE = Those who responded	510	507	469	8284	230	223	187	5021	246	204	205	2054	31	196	24	183	164	61	84	57	78	120	104	203	27	0
	68.36%	68.79%	67.48%	66.40%	66.86%	63.71%	62.75%	78.60%	80.13% E	82.26% K	73.74%	67.37%	70.45%	66.67%	82.76%	84.72%	65.34%	72.62%	75.00% U	63.33%	60.94%	67.80%	65.41%	66.56%	69.23%	0.0%
Yes	257	246	244	3516	94	82	88	2941	154	125	137	842	11	83	13	72	64	29	37	23	30	50	43	85	9	0
	50.39%	48.52%	52.03%	42.44%	40.87%	36.77%	47.06% F	58.57%	62.60% E	61.27%	66.83%	40.99%	35.48%	42.35%	54.17%	39.34%	39.02%	47.54%	44.05%	40.35%	38.46%	41.67%	41.35%	41.87%	33.33%	0.0%
No	253	261	225	4768	136	141	99	2080	92	79	68	1212	20	113	11	111	100	32	47	34	48	70	61	118	18	0
	49.61%	51.48%	47.97%	57.56%	59.13% I	63.23% G	52.94%	41.43%	37.40%	38.73%	33.17%	59.01%	64.52%	57.65%	45.83%	60.66%	60.98%	52.46%	55.95%	59.65%	61.54%	58.33%	58.65%	58.13%	66.67%	0.0%
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	44	46	48	673	18	20	20	300	17	13	11	141	2	16	2	10	12	4	5	4	8	9	8	16	2	0
	5.90%	6.24%	6.91%	5.39%	5.23%	5.71%	6.71%	4.70%	5.54%	5.24%	3.96%	4.62%	4.55%	5.44%	6.90%	4.63%	4.78%	4.76%	4.46%	4.44%	6.25%	5.08%	5.03%	5.25%	5.13%	0.0%
Appropriately skipped	450	449	403	8365	233	251	190	3190	138	112	130	2082	31	196	14	135	176	51	70	63	91	119	108	205	28	0
	60.32%	60.92%	57.99%	67.05%	67.73% I	71.71% G	63.76%	49.94%	44.95%	45.16%	46.76%	68.28%	70.45%	66.67%	48.28%	62.50%	70.12%	60.71%	62.50%	70.00%	71.09%	67.23%	67.92%	67.21%	71.79%	0.0%
BASE = Those who responded	252	242	244	3438	93	79	88	2898	152	123	137	826	11	82	13	71	63	29	37	23	29	49	43	84	9	0
	33.78%	32.84%	35.11%	27.56%	27.03%	22.57%	29.53% F	45.37%	49.51% E	49.60%	49.28%	27.09%	25.00%	27.89%	44.83%	32.87%	25.10%	34.52%	33.04%	25.56%	22.66%	27.68%	27.04%	27.54%	23.08%	0.0%
Never	8	16	10	217	3	5	1	172	6	6	4	53	1	2	2	1	2	1	2	1	0	2	1	3	0	0
	3.17%	6.61%	4.10%	6.31%	3.23%	6.33%	1.14%	5.94%	3.95%	4.88%	2.92%	6.42%	9.09%	2.44%	15.38%	1.41%	3.17%	3.45%	5.41%	4.35%	0.0%	4.08%	2.33%	3.57%	0.0%	0.0%
Sometimes	34	27	29	417	11	7	12	331	16	14	13	94	2	9	3	7	6	4	6	2	2	5	5	10	1	0
	13.49%	11.16%	11.89%	12.13%	11.83%	8.86%	13.64%	11.42%	10.53%	11.38%	9.49%	11.38%	18.18%	10.98%	23.08%	9.86%	9.52%	13.79%	16.22%	8.70%	6.90%	10.20%	11.63%	11.90%	11.11%	0.0%
Bottom Two Box (%Never + %Sometimes)	42	43	39	634	14	12	13	503	22	20	17	147	3	11	5	8	8	5	8	3	2	7	6	13	1	0
	16.67%	17.77%	15.98%	18.44%	15.05%	15.19%	14.77%	17.36%	14.47%	16.26%	12.41%	17.80%	27.27%	13.41%	38.46%	11.27%	12.70%	17.24%	21.62%	13.04%	6.90%	14.29%	13.95%	15.48%	11.11%	0.0%
Usually	67	60	52	797	27	19	19	686	46	27	28	210	4	23	5	18	18	9	10	6	10	18	9	25	2	0
	26.59%	24.79%	21.31%	23.18%	29.03%	24.05%	21.59%	23.67%	30.26%	21.95%	20.44%	25.42%	36.36%	28.05%	38.46%	25.35%	28.57%	31.03%	27.03%	26.09%	34.48%	36.73%	20.93%	29.76%	22.22%	0.0%
Always	143	139	153	2007	52	48	56	1709	84	76	92	469	4	48	3	45	37	15	19	14	17	24	28	46	6	0
	56.75%	57.44%	62.70%	58.38%	55.91%	60.76%	63.64%	58.97%	55.26%	61.79%	67.15% I	56.78%	36.36%	58.54%	23.08%	63.38%	58.73%	51.72%	51.35%	60.87%	58.62%	48.98%	65.12%	54.76%	66.67%	0.0%
CAHPS Rate (%Always + %Usually)	210	199	205	2804	79	67	75	2395	130	103	120	679	8	71	8	63	55	24	29	20	27	42	37	71	8	0
	83.33%	82.23%	84.02%	81.56%	84.95%	84.81%	85.23%	82.64%	85.53%	83.74%	87.59%	82.20%	72.73%	86.59%	61.54%	88.73%	87.30%	82.76%	78.38%	86.96%	93.10%	85.71%	86.05%	84.52%	88.89%	0.0%
3-point composite mean	2.4008	2.3967	2.4672	2.3994	2.4086	2.4557	2.4886	2.4161	2.4079	2.4553	2.5474	2.3898	2.0909	2.4512	1.8462	2.5211	2.4603	2.3448	2.2973	2.4783	2.5172	2.3469	2.5116	2.3929	2.5556	0
4-point composite mean	3.3690	3.3306	3.4262	3.3362	3.3763	3.3924	3.4773	3.3568	3.3684	3.4065	3.5182	3.3257	3.0000	3.4268	2.6923	3.5070	3.4286	3.3103	3.2432	3.4348	3.5172	3.3061	3.4884	3.3571	3.5556	0
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

	2017 General Population Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	5	1	0	0	3	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.68%	0.14%	0.0%	0.0%	0.86%	0.0%	0.0%	0.0%	0.81%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	A																									
No response	31	34	45	363	13	13	17	162	12	9	13	70	1	12	1	10	9	2	2	3	7	6	6	13	0	0
	4.16%	4.61%	6.47%	2.91%	3.78%	3.71%	5.70%	2.54%	3.91%	3.63%	4.68%	2.30%	2.27%	4.08%	3.45%	4.63%	3.59%	2.38%	1.79%	3.33%	5.47%	3.39%	3.77%	4.26%	0.0%	0.0%
																							Y			
Appropriately skipped	68	73	67	1498	31	38	33	374	7	12	17	332	5	25	1	14	22	8	12	5	14	18	13	31	0	0
	9.12%	9.91%	9.64%	12.01%	9.01%	10.86%	11.07%	5.85%	2.28%	4.84%	6.12%	10.89%	11.36%	8.50%	3.45%	6.48%	8.76%	9.52%	10.71%	5.56%	10.94%	10.17%	8.18%	10.16%	0.0%	0.0%
					I			I			I												Y			
BASE = Those who responded	647	625	582	10615	300	296	248	5852	288	225	248	2647	38	257	27	192	220	74	98	82	107	153	140	261	39	0
	86.73%	84.80%	83.74%	85.08%	87.21%	84.57%	83.22%	91.61%	93.81%	90.73%	89.21%	86.82%	86.36%	87.41%	93.10%	88.89%	87.65%	88.10%	87.50%	91.11%	83.59%	86.44%	88.05%	85.57%	100.00%	0.0%
									KE															X		
10 - Best personal doctor possible	398	394	376	6319	174	178	161	3571	170	146	162	1588	12	161	2	129	135	36	60	43	64	86	83	147	27	0
	61.51%	63.04%	64.60%	59.53%	58.00%	60.14%	64.92%	61.02%	59.03%	64.89%	65.32%	59.99%	31.58%	62.65%	7.41%	67.19%	61.36%	48.65%	61.22%	52.44%	59.81%	56.21%	59.29%	56.32%	69.23%	0.0%
													M													
9 -	122	109	90	1800	67	66	49	964	55	37	34	447	7	57	4	44	48	18	13	22	28	35	30	60	7	0
	18.86%	17.44%	15.46%	16.96%	22.33%	22.30%	19.76%	16.47%	19.10%	16.44%	13.71%	16.89%	18.42%	22.18%	14.81%	22.92%	21.82%	24.32%	13.27%	26.83%	26.17%	22.88%	21.43%	22.99%	17.95%	0.0%
					D															S	S					
Top Two Box	520	503	466	8119	241	244	210	4535	225	183	196	2035	19	218	6	173	183	54	73	65	92	121	113	207	34	0
	80.37%	80.48%	80.07%	76.49%	80.33%	82.43%	84.68%	77.49%	78.13%	81.33%	79.03%	76.88%	50.00%	84.82%	22.22%	90.10%	83.18%	72.97%	74.49%	79.27%	85.98%	79.08%	80.71%	79.31%	87.18%	0.0%
													M							S						
8 -	68	67	63	1376	32	29	21	686	30	25	27	352	6	25	5	15	20	11	14	6	10	13	19	29	3	0
	10.51%	10.72%	10.82%	12.96%	10.67%	9.80%	8.47%	11.72%	10.42%	11.11%	10.89%	13.30%	15.79%	9.73%	18.52%	7.81%	9.09%	14.86%	14.29%	7.32%	9.35%	8.50%	13.57%	11.11%	7.69%	0.0%
CAHPS Rate (Top Three Box)	588	570	529	9495	273	273	231	5221	255	208	223	2387	25	243	11	188	203	65	87	71	102	134	132	236	37	0
	90.88%	91.20%	90.89%	89.45%	91.00%	92.23%	93.15%	89.22%	88.54%	92.44%	89.92%	90.18%	65.79%	94.55%	40.74%	97.92%	92.27%	87.84%	88.78%	86.59%	95.33%	87.58%	94.29%	90.42%	94.87%	0.0%
													M							T	V					
7 -	31	28	23	537	17	15	11	282	18	8	9	131	10	7	10	2	11	5	8	4	5	13	4	16	1	0
	4.79%	4.48%	3.95%	5.06%	5.67%	5.07%	4.44%	4.82%	6.25%	3.56%	3.63%	4.95%	26.32%	2.72%	37.04%	1.04%	5.00%	6.76%	8.16%	4.88%	4.67%	8.50%	2.86%	6.13%	2.56%	0.0%
													N								W					
6 -	12	6	10	198	3	4	3	124	9	2	5	37	0	3	1	1	1	2	1	2	0	2	1	3	0	0
	1.85%	0.96%	1.72%	1.87%	1.00%	1.35%	1.21%	2.12%	3.13%	0.89%	2.02%	1.40%	0.0%	1.17%	3.70%	0.52%	0.45%	2.70%	1.02%	2.44%	0.0%	1.31%	0.71%	1.15%	0.0%	0.0%
5 -	9	13	9	212	2	3	1	119	4	3	6	53	1	1	1	1	1	1	0	2	0	1	1	2	0	0
	1.39%	2.08%	1.55%	2.00%	0.67%	1.01%	0.40%	2.03%	1.39%	1.33%	2.42%	2.00%	2.63%	0.39%	3.70%	0.52%	0.45%	1.35%	0.0%	2.44%	0.0%	0.65%	0.71%	0.77%	0.0%	0.0%
				E																						
4 -	1	1	3	56	0	0	0	44	0	0	1	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.15%	0.16%	0.52%	0.53%	0.0%	0.0%	0.0%	0.75%	0.0%	0.0%	0.40%	0.49%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
				E				I																		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
3 -	1 0.15%	3 0.48%	3 0.52%	41 0.39%	1 0.33%	0 0.0%	2 0.81%	19 0.32%	1 0.35%	1 0.44%	1 0.40%	12 0.45%	1 2.63%	0 0.0%	1 3.70%	0 0.0%	0 0.0%	1 1.35%	1 1.02%	0 0.0%	0 0.0%	0 0.0%	1 0.71%	1 0.38%	0 0.0%	0 0.0%
2 -	2 0.31%	3 0.48%	2 0.34%	31 0.29%	2 0.67%	0 0.0%	0 0.0%	13 0.22%	0 0.0%	3 1.33%	1 0.40%	8 0.30%	0 0.0%	2 0.78%	1 3.70%	0 0.0%	2 0.91%	0 0.0%	1 1.02%	1 1.22%	0 0.0%	2 1.31%	0 0.0%	1 0.38%	1 2.56%	0 0.0%
													I													
1 -	2 0.31%	0 0.0%	2 0.34%	21 0.20%	2 0.67%	0 0.0%	0 0.0%	13 0.22%	1 0.35%	0 0.0%	2 0.81%	4 0.15%	1 2.63%	1 0.39%	2 7.41%	0 0.0%	2 0.91%	0 0.0%	0 0.0%	2 2.44%	0 0.0%	1 0.65%	1 0.71%	2 0.77%	0 0.0%	0 0.0%
0 - Worst personal doctor possible	1 0.15%	1 0.16%	1 0.17%	24 0.23%	0 0.0%	1 0.34%	0 0.0%	17 0.29%	0 0.0%	0 0.0%	0 0.0%	2 0.08%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
													I													
Bottom Three Box	5 0.77%	4 0.64%	5 0.86%	76 0.72%	4 1.33%	1 0.34%	0 0.0%	43 0.73%	1 0.35%	3 1.33%	3 1.21%	14 0.53%	1 2.63%	3 1.17%	3 11.11%	0 0.0%	4 1.82%	0 0.0%	1 1.02%	3 3.66%	0 0.0%	3 1.96%	1 0.71%	3 1.15%	1 2.56%	0 0.0%
													R													
Bottom Two Box	3 0.46%	1 0.16%	3 0.52%	45 0.42%	2 0.67%	1 0.34%	0 0.0%	30 0.51%	1 0.35%	0 0.0%	2 0.81%	6 0.23%	1 2.63%	1 0.39%	2 7.41%	0 0.0%	2 0.91%	0 0.0%	0 0.0%	2 2.44%	0 0.0%	1 0.65%	1 0.71%	2 0.77%	0 0.0%	0 0.0%
Average rating	9.2257	9.2368	9.2216	9.1225	9.1833	9.2905	9.3750	9.1352	9.1632	9.2667	9.1774	9.1541	8.1579	9.3385	6.8148	9.5365	9.2545	8.9865	9.1429	8.9024	9.4112	9.0980	9.2500	9.1533	9.3846	0
													M													
Standard deviation	1.3488	1.3629	1.4516	1.4572	1.3963	1.1726	1.1110	1.4863	1.3299	1.3920	1.5505	1.3947	1.9672	1.2312	2.4043	0.7963	1.4074	1.3606	1.4214	1.8845	0.8423	1.5028	1.2935	1.3922	1.4072	0
3-point composite mean	2.7604	2.7616	2.7491	2.7099	2.7700	2.7973	2.8226	2.7153	2.7292	2.7733	2.7258	2.7201	2.4211	2.8210	2.0000	2.8906	2.8045	2.6757	2.7143	2.7073	2.8598	2.7516	2.7786	2.7586	2.8462	0
													M													
Sigma	746 100.00%	737 100.00%	695 100.00%	12476 100.00%	344 100.00%	350 100.00%	298 100.00%	6388 100.00%	307 100.00%	248 100.00%	278 100.00%	3049 100.00%	44 100.00%	294 100.00%	29 100.00%	216 100.00%	251 100.00%	84 100.00%	112 100.00%	90 100.00%	128 100.00%	177 100.00%	159 100.00%	305 100.00%	39 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Pop. Qual. UHC Avg. (H)	2017 Pop. Qual. Total (I)	2016 Pop. Qual. Total (J)	2015 Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	35	30	45	240	14	12	17	165	12	10	13	45	1	13	2	10	9	3	3	4	6	8	5	13	1	0
	4.69%	4.07%	6.47%	3.06%	4.07%	3.43%	5.70%	2.58%	3.91%	4.03%	4.68%	2.50%	2.27%	4.42%	6.90%	4.63%	3.59%	3.57%	2.68%	4.44%	4.69%	4.52%	3.14%	4.26%	2.56%	0.0%
			B																							
Appropriately skipped	68	73	67	1008	31	38	33	374	7	12	17	216	5	25	1	14	22	8	12	5	14	18	13	31	0	0
	9.12%	9.91%	9.64%	12.85%	9.01%	10.86%	11.07%	5.85%	2.28%	4.84%	6.12%	12.02%	11.36%	8.50%	3.45%	6.48%	8.76%	9.52%	10.71%	5.56%	10.94%	10.17%	8.18%	10.16%	0.0%	0.0%
				E	I			I			I												Y			
BASE = Those who responded	643	633	583	6595	299	299	248	5849	288	226	248	1536	38	256	26	192	220	73	97	81	108	151	141	261	38	0
	86.19%	85.89%	83.88%	84.09%	86.92%	85.43%	83.22%	91.56%	93.81%	91.13%	89.21%	85.48%	86.36%	87.07%	89.66%	88.89%	87.65%	86.90%	86.61%	90.00%	84.38%	85.31%	88.68%	85.57%	97.44%	0.0%
								KE																X		
Yes	248	197	210	1584	83	63	58	4331	218	158	183	426	18	64	10	63	45	38	16	26	37	41	39	70	13	0
	38.57%	31.12%	36.02%	24.02%	27.76%	21.07%	23.39%	74.05%	75.69%	69.91%	73.79%	27.73%	47.37%	25.00%	38.46%	32.81%	20.45%	52.05%	16.49%	32.10%	34.26%	27.15%	27.66%	26.82%	34.21%	0.0%
			B					E					N					Q		S	S					
No	395	436	373	5011	216	236	190	1518	70	68	65	1110	20	192	16	129	175	35	81	55	71	110	102	191	25	0
	61.43%	68.88%	63.98%	75.98%	72.24%	78.93%	76.61%	25.95%	24.31%	30.09%	26.21%	72.27%	52.63%	75.00%	61.54%	67.19%	79.55%	47.95%	83.51%	67.90%	65.74%	72.85%	72.34%	73.18%	65.79%	0.0%
			A		I									M			R		TU							
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.40%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	36	32	46	270	14	14	17	229	13	11	14	55	1	13	2	10	9	3	3	4	6	8	5	13	1	0
	4.83%	4.34%	6.62%	3.44%	4.07%	4.00%	5.70%	3.58%	4.23%	4.44%	5.04%	3.06%	2.27%	4.42%	6.90%	4.63%	3.59%	3.57%	2.68%	4.44%	4.69%	4.52%	3.14%	4.26%	2.56%	0.0%
Appropriately skipped	463	509	440	6019	247	274	223	1892	77	80	82	1326	25	217	17	143	197	43	93	60	85	128	115	222	25	0
	62.06%	69.06%	63.31%	76.74%	71.80%	78.29%	74.83%	29.62%	25.08%	32.26%	29.50%	73.79%	56.82%	73.81%	58.62%	66.20%	78.49%	51.19%	83.04%	66.67%	66.41%	72.32%	72.33%	72.79%	64.10%	0.0%
BASE = Those who responded	247	195	209	1554	83	61	58	4267	217	156	182	416	18	64	10	63	45	38	16	26	37	41	39	70	13	0
	33.11%	26.46%	30.07%	19.81%	24.13%	17.43%	19.46%	66.80%	70.68%	62.90%	65.47%	23.15%	40.91%	21.77%	34.48%	29.17%	17.93%	45.24%	14.29%	28.89%	28.91%	23.16%	24.53%	22.95%	33.33%	0.0%
Yes	232	185	192	1438	80	59	52	3989	203	149	169	391	16	63	9	62	43	37	16	24	37	40	38	67	13	0
	93.93%	94.87%	91.87%	92.54%	96.39%	96.72%	89.66%	93.48%	93.55%	95.51%	92.86%	93.99%	88.89%	98.44%	90.00%	98.41%	95.56%	97.37%	100.00%	92.31%	100.00%	97.56%	97.44%	95.71%	100.00%	0.0%
No	15	10	17	116	3	2	6	278	14	7	13	25	2	1	1	1	2	1	0	2	0	1	1	3	0	0
	6.07%	5.13%	8.13%	7.46%	3.61%	3.28%	10.34%	6.52%	6.45%	4.49%	7.14%	6.01%	11.11%	1.56%	10.00%	1.59%	4.44%	2.63%	0.0%	7.69%	0.0%	2.44%	2.56%	4.29%	0.0%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Pop. Qual. UHC Avg. (H)	2017 Pop. Qual. Total (I)	2016 Pop. Qual. Total (J)	2015 Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	37	35	46	277	14	15	17	246	14	13	14	58	1	13	2	10	9	3	3	4	6	8	5	13	1	0
	4.96%	4.75%	6.62%	3.53%	4.07%	4.29%	5.70%	3.85%	4.56%	5.24%	5.04%	3.23%	2.27%	4.42%	6.90%	4.63%	3.59%	3.57%	2.68%	4.44%	4.69%	4.52%	3.14%	4.26%	2.56%	0.0%
Appropriately skipped	463	509	440	6019	247	274	223	1892	77	80	82	1326	25	217	17	143	197	43	93	60	85	128	115	222	25	0
	62.06%	69.06%	63.31%	76.74%	71.80%	78.29%	74.83%	29.62%	25.08%	32.26%	29.50%	73.79%	56.82%	73.81%	58.62%	66.20%	78.49%	51.19%	83.04%	66.67%	66.41%	72.32%	72.33%	72.79%	64.10%	0.0%
		AC		E	I	E								M			R	TU								
BASE = Those who responded	246	193	209	1547	83	61	58	4250	216	155	182	413	18	64	10	63	45	38	16	26	37	41	39	70	13	0
	32.98%	26.19%	30.07%	19.72%	24.13%	17.43%	19.46%	66.53%	70.36%	62.50%	65.47%	22.98%	40.91%	21.77%	34.48%	29.17%	17.93%	45.24%	14.29%	28.89%	28.91%	23.16%	24.53%	22.95%	33.33%	0.0%
	B			F				E					N				Q	S	S							
Yes	216	174	189	1378	74	57	53	3814	190	141	167	371	12	61	7	58	42	32	14	23	34	37	35	61	13	0
	87.80%	90.16%	90.43%	89.08%	89.16%	93.44%	91.38%	89.74%	87.96%	90.97%	91.76%	89.83%	66.67%	95.31%	70.00%	92.06%	93.33%	84.21%	87.50%	88.46%	91.89%	90.24%	89.74%	87.14%	100.00%	0.0%
No	30	19	20	169	9	4	5	436	26	14	15	42	6	3	3	5	3	6	2	3	3	4	4	9	0	0
	12.20%	9.84%	9.57%	10.92%	10.84%	6.56%	8.62%	10.26%	12.04%	9.03%	8.24%	10.17%	33.33%	4.69%	30.00%	7.94%	6.67%	15.79%	12.50%	11.54%	8.11%	9.76%	10.26%	12.86%	0.0%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

45. 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 try to make any appointments for your child to see a specialist?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	15	9	18	112	5	5	7	62	5	4	3	20	0	5	1	2	2	3	2	1	2	3	2	4	1	0
	2.01%	1.22%	2.59%	0.90%	1.45%	1.43%	2.35%	0.97%	1.63%	1.61%	1.08%	0.66%	0.0%	1.70% M	3.45%	0.93%	0.80%	3.57%	1.79%	1.11%	1.56%	1.69%	1.26%	1.31%	2.56%	0.0%
BASE = Those who responded	731	727	677	12364	339	345	291	6326	302	244	275	3029	44	289	28	214	249	81	110	89	126	174	157	301	38	0
	97.99%	98.64%	97.41%	99.10%	98.55%	98.57%	97.65%	99.03%	98.37%	98.39%	98.92%	99.34%	100.00% N	98.30%	96.55%	99.07%	99.20%	96.43%	98.21%	98.89%	98.44%	98.31%	98.74%	98.69%	97.44%	0.0%
Yes	198	181	178	2886	74	69	65	2850	134	104	122	657	8	66	7	59	51	22	21	25	26	46	27	63	11	0
	27.09%	24.90%	26.29%	23.34%	21.83%	20.00%	22.34%	45.05%	44.37% E	42.62%	44.36%	21.69%	18.18%	22.84%	25.00%	27.57%	20.48%	27.16%	19.09%	28.09%	20.63%	26.44% W	17.20%	20.93%	28.95%	0.0%
No	533	546	499	9478	265	276	226	3476	168	140	153	2372	36	223	21	155	198	59	89	64	100	128	130	238	27	0
	72.91%	75.10%	73.71%	76.66%	78.17% I	80.00%	77.66%	54.95%	55.63%	57.38%	55.64%	78.31%	81.82%	77.16%	75.00%	72.43%	79.52%	72.84%	80.91%	71.91%	79.37%	73.56%	82.80% V	79.07%	71.05%	0.0%
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Central	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	17	11	22	160	6	6	9	91	6	4	4	32	1	5	2	2	3	3	2	1	3	3	3	5	1	0
	2.28%	1.49%	3.17%	1.28%	1.74%	1.71%	3.02%	1.42%	1.95%	1.61%	1.44%	1.05%	2.27%	1.70%	6.90%	0.93%	1.20%	3.57%	1.79%	1.11%	2.34%	1.69%	1.89%	1.64%	2.56%	0.0%
	B																									
Appropriately skipped	533	546	499	9478	265	276	226	3476	168	140	153	2372	36	223	21	155	198	59	89	64	100	128	130	238	27	0
	71.45%	74.08%	71.80%	75.97%	77.03%	78.86%	75.84%	54.41%	54.72%	56.45%	55.04%	77.80%	81.82%	75.85%	72.41%	71.76%	78.88%	70.24%	79.46%	71.11%	78.13%	72.32%	81.76%	78.03%	69.23%	0.0%
	I																									
BASE = Those who responded	196	180	174	2838	73	68	63	2821	133	104	121	645	7	66	6	59	50	22	21	25	25	46	26	62	11	0
	26.27%	24.42%	25.04%	22.75%	21.22%	19.43%	21.14%	44.16%	43.32%	41.94%	43.53%	21.15%	15.91%	22.45%	20.69%	27.31%	19.92%	26.19%	18.75%	27.78%	19.53%	25.99%	16.35%	20.33%	28.21%	0.0%
	E																									
Never	7	6	5	98	1	1	2	94	5	2	3	18	0	1	1	0	0	1	0	0	1	1	0	1	0	0
	3.57%	3.33%	2.87%	3.45%	1.37%	1.47%	3.17%	3.33%	3.76%	1.92%	2.48%	2.79%	0.0%	1.52%	16.67%	0.0%	0.0%	4.55%	0.0%	0.0%	4.00%	2.17%	0.0%	1.61%	0.0%	0.0%
Sometimes	23	25	18	442	9	9	5	348	12	13	12	89	2	7	2	4	7	2	5	2	2	4	5	7	2	0
	11.73%	13.89%	10.34%	15.57%	12.33%	13.24%	7.94%	12.34%	9.02%	12.50%	9.92%	13.80%	28.57%	10.61%	33.33%	6.78%	14.00%	9.09%	23.81%	8.00%	8.00%	8.70%	19.23%	11.29%	18.18%	0.0%
Bottom Two Box (%Never + %Sometimes)	30	31	23	540	10	10	7	442	17	15	15	107	2	8	3	4	7	3	5	2	3	5	5	8	2	0
	15.31%	17.22%	13.22%	19.03%	13.70%	14.71%	11.11%	15.67%	12.78%	14.42%	12.40%	16.59%	28.57%	12.12%	50.00%	6.78%	14.00%	13.64%	23.81%	8.00%	12.00%	10.87%	19.23%	12.90%	18.18%	0.0%
Usually	49	36	45	655	20	16	20	683	36	20	35	150	4	16	1	17	13	7	5	3	11	15	4	18	2	0
	25.00%	20.00%	25.86%	23.08%	27.40%	23.53%	31.75%	24.21%	27.07%	19.23%	28.93%	23.26%	57.14%	24.24%	16.67%	28.81%	26.00%	31.82%	23.81%	12.00%	44.00%	32.61%	15.38%	29.03%	18.18%	0.0%
Always	117	113	106	1643	43	42	36	1696	80	69	71	388	1	42	2	38	30	12	11	20	11	26	17	36	7	0
	59.69%	62.78%	60.92%	57.89%	58.90%	61.76%	57.14%	60.12%	60.15%	66.35%	58.68%	60.16%	14.29%	63.64%	33.33%	64.41%	60.00%	54.55%	52.38%	80.00%	44.00%	56.52%	65.38%	58.06%	63.64%	0.0%
CAHPS Rate (%Always + %Usually)	166	149	151	2298	63	58	56	2379	116	89	106	538	5	58	3	55	43	19	16	23	22	41	21	54	9	0
	84.69%	82.78%	86.78%	80.97%	86.30%	85.29%	88.89%	84.33%	87.22%	85.58%	87.60%	83.41%	71.43%	87.88%	50.00%	93.22%	86.00%	86.36%	76.19%	92.00%	88.00%	89.13%	80.77%	87.10%	81.82%	0.0%
3-point composite mean	2.4439	2.4556	2.4770	2.3887	2.4521	2.4706	2.4603	2.4445	2.4737	2.5192	2.4628	2.4357	1.8571	2.5152	1.8333	2.5763	2.4600	2.4091	2.2857	2.7200	2.3200	2.4565	2.4615	2.4516	2.4545	0
4-point composite mean	3.4082	3.4222	3.4483	3.3541	3.4384	3.4559	3.4286	3.4112	3.4361	3.5000	3.4380	3.4078	2.8571	3.5000	2.6667	3.5763	3.4600	3.3636	3.2857	3.7200	3.2800	3.4348	3.4615	3.4355	3.4545	0
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

47. How many specialists has your child seen in the last 6 months?

	2017 General Population Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	2	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	17	12	21	167	6	5	8	93	6	5	4	31	1	5	2	2	3	3	2	1	3	3	3	5	1	0
	2.28%	1.63%	3.02%	1.34%	1.74%	1.43%	2.68%	1.46%	1.95%	2.02%	1.44%	1.02%	2.27%	1.70%	6.90%	0.93%	1.20%	3.57%	1.79%	1.11%	2.34%	1.69%	1.89%	1.64%	2.56%	0.0%
Appropriately skipped	533	546	499	9478	265	276	226	3476	168	140	153	2372	36	223	21	155	198	59	89	64	100	128	130	238	27	0
	71.45%	74.08%	71.80%	75.97%	77.03%	78.86%	75.84%	54.41%	54.72%	56.45%	55.04%	77.80%	81.82%	75.85%	72.41%	71.76%	78.88%	70.24%	79.46%	71.11%	78.13%	72.32%	81.76%	78.03%	69.23%	0.0%
	I																									
BASE = Those who responded	196	179	173	2831	73	69	63	2819	133	103	120	646	7	66	6	59	50	22	21	25	25	46	26	62	11	0
	26.27%	24.29%	24.89%	22.69%	21.22%	19.71%	21.14%	44.13%	43.32%	41.53%	43.17%	21.19%	15.91%	22.45%	20.69%	27.31%	19.92%	26.19%	18.75%	27.78%	19.53%	25.99%	16.35%	20.33%	28.21%	0.0%
	E																									
None (v 0)	8	3	4	135	3	2	1	104	7	1	2	32	0	3	0	2	3	0	0	1	2	3	0	3	0	0
	4.08%	1.68%	2.31%	4.77%	4.11%	2.90%	1.59%	3.69%	5.26%	0.97%	1.67%	4.95%	0.0%	4.55%	0.0%	3.39%	6.00%	0.0%	0.0%	4.00%	8.00%	6.52%	0.0%	4.84%	0.0%	0.0%
	J																									
Saw a specialist (NET)	188	176	169	2696	70	67	62	2715	126	102	118	614	7	63	6	57	47	22	21	24	23	43	26	59	11	0
	95.92%	98.32%	97.69%	95.23%	95.89%	97.10%	98.41%	96.31%	94.74%	99.03%	98.33%	95.05%	100.00%	95.45%	100.00%	96.61%	94.00%	100.00%	100.00%	96.00%	92.00%	93.48%	100.00%	95.16%	100.00%	0.0%
	I																									
1 specialist (v 1)	122	113	102	1788	52	43	39	1578	69	61	63	432	4	48	4	43	38	13	12	19	19	34	17	44	8	0
	62.24%	63.13%	58.96%	63.16%	71.23%	62.32%	61.90%	55.98%	51.88%	59.22%	52.50%	66.87%	57.14%	72.73%	66.67%	72.88%	76.00%	59.09%	57.14%	76.00%	76.00%	73.91%	65.38%	70.97%	72.73%	0.0%
	I																									
2 (v 2)	40	42	40	583	11	21	14	706	33	25	33	123	2	9	2	9	7	4	4	4	3	4	7	10	1	0
	20.41%	23.46%	23.12%	20.59%	15.07%	30.43%	22.22%	25.04%	24.81%	24.27%	27.50%	19.04%	28.57%	13.64%	33.33%	15.25%	14.00%	18.18%	19.05%	16.00%	12.00%	8.70%	26.92%	16.13%	9.09%	0.0%
	E																									
3 (v 3)	16	11	13	182	4	2	5	253	15	8	11	36	0	4	0	2	1	3	3	0	1	3	1	2	2	0
	8.16%	6.15%	7.51%	6.43%	5.48%	2.90%	7.94%	8.97%	11.28%	7.77%	9.17%	5.57%	0.0%	6.06%	0.0%	3.39%	2.00%	13.64%	14.29%	0.0%	4.00%	6.52%	3.85%	3.23%	18.18%	0.0%
4 (v 4)	7	6	8	65	1	1	3	83	6	6	6	12	0	1	0	1	1	0	1	0	0	1	0	1	0	0
	3.57%	3.35%	4.62%	2.30%	1.37%	1.45%	4.76%	2.94%	4.51%	5.83%	5.00%	1.86%	0.0%	1.52%	0.0%	1.69%	2.00%	0.0%	4.76%	0.0%	0.0%	2.17%	0.0%	1.61%	0.0%	0.0%
5 or more specialists (v 6)	3	4	6	78	2	0	1	95	3	2	5	11	1	1	0	2	0	2	1	1	0	1	1	2	0	0
	1.53%	2.23%	3.47%	2.76%	2.74%	0.0%	1.59%	3.37%	2.26%	1.94%	4.17%	1.70%	14.29%	1.52%	0.0%	3.39%	0.0%	9.09%	4.76%	4.00%	0.0%	2.17%	3.85%	3.23%	0.0%	0.0%
Average	1.5102	1.5531	1.6705	1.4935	1.3973	1.3768	1.5873	1.6499	1.6692	1.6602	1.8000	1.3932	2.0000	1.3333	1.3333	1.4068	1.1800	1.9091	1.8571	1.3200	1.1200	1.3261	1.5385	1.3871	1.4545	0
Standard deviation	1.0076	1.0255	1.1784	1.0783	1.0302	0.6616	1.0179	1.1539	1.1287	1.0663	1.2288	0.9493	1.6903	0.9101	0.4714	1.0754	0.6539	1.4743	1.2831	1.0477	0.5879	1.0227	1.0463	1.0679	0.7820	0
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

48. We want to know your rating of the specialist your child saw 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?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	3	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.41%	0.0%	0.0%	0.0%	0.57%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	21	14	24	208	8	6	9	122	8	6	6	40	1	7	2	3	4	4	2	2	4	4	4	7	1	0
	2.82%	1.90%	3.45%	1.67%	2.33%	1.71%	3.02%	1.91%	2.61%	2.42%	2.16%	1.31%	2.27%	2.38%	6.90%	1.39%	1.59%	4.76%	1.79%	2.22%	3.13%	2.26%	2.52%	2.30%	2.56%	0.0%
Appropriately skipped	541	549	503	9613	268	278	227	3580	175	141	155	2404	36	226	21	157	201	59	89	65	102	131	130	241	27	0
	72.52%	74.49%	72.37%	77.05%	77.91%	79.43%	76.17%	56.04%	57.00%	56.85%	55.76%	78.85%	81.82%	76.87%	72.41%	72.69%	80.08%	70.24%	79.46%	72.22%	79.69%	74.01%	81.76%	79.02%	69.23%	0.0%
BASE = Those who responded	184	171	168	2655	68	64	62	2686	124	101	117	605	7	61	6	56	46	21	21	23	22	42	25	57	11	0
	24.66%	23.20%	24.17%	21.28%	19.77%	18.29%	20.81%	42.05%	40.39%	40.73%	42.09%	19.84%	15.91%	20.75%	20.69%	25.93%	18.33%	25.00%	18.75%	25.56%	17.19%	23.73%	15.72%	18.69%	28.21%	0.0%
10 - Best specialist possible	108	93	105	1489	39	30	33	1523	68	59	76	332	2	37	0	36	28	10	10	17	11	24	15	32	7	0
	58.70%	54.39%	62.50%	56.08%	57.35%	46.88%	53.23%	56.70%	54.84%	58.42%	64.96%	54.88%	28.57%	60.66%	0.0%	64.29%	60.87%	47.62%	47.62%	73.91%	50.00%	57.14%	60.00%	56.14%	63.64%	0.0%
9 -	30	30	35	451	11	16	18	427	21	19	23	115	1	10	0	10	5	6	2	3	5	7	3	11	0	0
	16.30%	17.54%	20.83%	16.99%	16.18%	25.00%	29.03%	15.90%	16.94%	18.81%	19.66%	19.01%	14.29%	16.39%	0.0%	17.86%	10.87%	28.57%	9.52%	13.04%	22.73%	16.67%	12.00%	19.30%	0.0%	0.0%
Top Two Box	138	123	140	1940	50	46	51	1950	89	78	99	447	3	47	0	46	33	16	12	20	16	31	18	43	7	0
	75.00%	71.93%	83.33%	73.07%	73.53%	71.88%	82.26%	72.60%	71.77%	77.23%	84.62%	73.88%	42.86%	77.05%	0.0%	82.14%	71.74%	76.19%	57.14%	86.96%	72.73%	73.81%	72.00%	75.44%	63.64%	0.0%
8 -	29	26	12	348	12	13	4	384	21	15	9	75	1	11	4	6	10	2	6	2	4	8	4	10	2	0
	15.76%	15.20%	7.14%	13.11%	17.65%	20.31%	6.45%	14.30%	16.94%	14.85%	7.69%	12.40%	14.29%	18.03%	66.67%	10.71%	21.74%	9.52%	28.57%	8.70%	18.18%	19.05%	16.00%	17.54%	18.18%	0.0%
CAHPS Rate (Top Three Box)	167	149	152	2288	62	59	55	2334	110	93	108	522	4	58	4	52	43	18	18	22	20	39	22	53	9	0
	90.76%	87.13%	90.48%	86.18%	91.18%	92.19%	88.71%	86.90%	88.71%	92.08%	92.31%	86.28%	57.14%	95.08%	66.67%	92.86%	93.48%	85.71%	85.71%	95.65%	90.91%	92.86%	88.00%	92.98%	81.82%	0.0%
7 -	8	7	7	162	3	1	3	150	8	3	2	32	1	2	0	3	2	1	1	1	1	2	1	2	1	0
	4.35%	4.09%	4.17%	6.10%	4.41%	1.56%	4.84%	5.58%	6.45%	2.97%	1.71%	5.29%	14.29%	3.28%	0.0%	5.36%	4.35%	4.76%	4.76%	4.35%	4.55%	4.76%	4.00%	3.51%	9.09%	0.0%
6 -	4	3	2	59	2	2	0	64	2	0	1	15	1	1	1	1	1	1	1	0	1	1	1	2	0	0
	2.17%	1.75%	1.19%	2.22%	2.94%	3.13%	0.0%	2.38%	1.61%	0.0%	0.85%	2.48%	14.29%	1.64%	16.67%	1.79%	2.17%	4.76%	4.76%	0.0%	4.55%	2.38%	4.00%	3.51%	0.0%	0.0%
5 -	4	6	5	71	1	2	3	73	3	3	4	21	1	0	1	0	0	1	1	0	0	0	1	0	1	0
	2.17%	3.51%	2.98%	2.67%	1.47%	3.13%	4.84%	2.72%	2.42%	2.97%	3.42%	3.47%	14.29%	0.0%	16.67%	0.0%	0.0%	4.76%	4.76%	0.0%	0.0%	0.0%	4.00%	0.0%	9.09%	0.0%
4 -	0	1	2	18	0	0	1	17	0	1	2	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.58%	1.19%	0.68%	0.0%	0.0%	1.61%	0.63%	0.0%	0.99%	1.71%	0.99%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3 -	0	0	0	16	0	0	0	13	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.60%	0.0%	0.0%	0.0%	0.48%	0.0%	0.0%	0.0%	0.50%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

48. We want to know your rating of the specialist your child saw 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?

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

	2017 General Population Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.40%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	13	22	32	342	5	6	10	112	4	7	9	78	0	3	1	2	2	1	2	1	1	3	3	2	0	0
	1.74%	2.99%	4.60%	2.74%	1.45%	1.71%	3.36%	1.75%	1.30%	2.82%	3.24%	2.56%	0.0%	1.02%	3.45%	0.93%	0.80%	1.19%	1.79%	1.11%	0.78%	0.56%	1.89%	0.98%	5.13%	0.0%
	A																									
Appropriately skipped	489	542	498	8593	239	252	221	4412	196	181	196	2103	33	202	20	143	178	56	75	62	92	127	106	214	25	0
	65.55%	73.54%	71.65%	68.88%	69.48%	72.00%	74.16%	69.07%	63.84%	72.98%	70.50%	68.97%	75.00%	68.71%	68.97%	66.20%	70.92%	66.67%	66.96%	68.89%	71.88%	71.75%	66.67%	70.16%	64.10%	0.0%
	A																									
BASE = Those who responded	244	172	165	3541	100	91	67	1864	107	59	73	868	11	89	8	71	71	27	35	27	35	49	50	88	12	0
	32.71%	23.34%	23.74%	28.38%	29.07%	26.00%	22.48%	29.18%	34.85%	23.79%	26.26%	28.47%	25.00%	30.27%	27.59%	32.87%	28.29%	32.14%	31.25%	30.00%	27.34%	27.68%	31.45%	28.85%	30.77%	0.0%
	BC								HJK																	
Never	8	4	5	102	3	3	2	61	3	3	2	28	1	2	0	1	3	0	1	1	1	2	1	2	1	0
	3.28%	2.33%	3.03%	2.88%	3.00%	3.30%	2.99%	3.27%	2.80%	5.08%	2.74%	3.23%	9.09%	2.25%	0.0%	1.41%	4.23%	0.0%	2.86%	3.70%	2.86%	4.08%	2.00%	2.27%	8.33%	0.0%
Sometimes	30	28	22	553	16	12	3	262	15	11	9	118	6	10	5	9	7	9	6	4	6	9	7	15	1	0
	12.30%	16.28%	13.33%	15.62%	16.00%	13.19%	4.48%	14.06%	14.02%	18.64%	12.33%	13.59%	54.55%	11.24%	62.50%	12.68%	9.86%	33.33%	17.14%	14.81%	17.14%	18.37%	14.00%	17.05%	8.33%	0.0%
	G				G																					
Bottom Two Box (%Never + %Sometimes)	38	32	27	655	19	15	5	323	18	14	11	146	7	12	5	10	10	9	7	5	7	11	8	17	2	0
	15.57%	18.60%	16.36%	18.50%	19.00%	16.48%	7.46%	17.33%	16.82%	23.73%	15.07%	16.82%	63.64%	13.48%	62.50%	14.08%	14.08%	33.33%	20.00%	18.52%	20.00%	22.45%	16.00%	19.32%	16.67%	0.0%
	G																									
Usually	72	55	43	847	23	33	21	442	33	16	21	216	3	20	0	18	13	10	7	5	10	13	10	19	4	0
	29.51%	31.98%	26.06%	23.92%	23.00%	36.26%	31.34%	23.71%	30.84%	27.12%	28.77%	24.88%	27.27%	22.47%	0.0%	25.35%	18.31%	37.04%	20.00%	18.52%	28.57%	26.53%	20.00%	21.59%	33.33%	0.0%
	E																									
Always	134	85	95	2039	58	43	41	1099	56	29	41	506	1	57	3	43	48	8	21	17	18	25	32	52	6	0
	54.92%	49.42%	57.58%	57.58%	58.00%	47.25%	61.19%	58.96%	52.34%	49.15%	56.16%	58.29%	9.09%	64.04%	37.50%	60.56%	67.61%	29.63%	60.00%	62.96%	51.43%	51.02%	64.00%	59.09%	50.00%	0.0%
CAHPS Rate (%Always + %Usually)	206	140	138	2886	81	76	62	1541	89	45	62	722	4	77	3	61	61	18	28	22	28	38	42	71	10	0
	84.43%	81.40%	83.64%	81.50%	81.00%	83.52%	92.54%	82.67%	83.18%	76.27%	84.93%	83.18%	36.36%	86.52%	37.50%	85.92%	85.92%	66.67%	80.00%	81.48%	80.00%	77.55%	84.00%	80.68%	83.33%	0.0%
	E																									
3-point composite mean	2.3934	2.3081	2.4121	2.3909	2.3900	2.3077	2.5373	2.4163	2.3551	2.2542	2.4110	2.4147	1.4545	2.5056	1.7500	2.4648	2.5352	1.9630	2.4000	2.4444	2.3143	2.2857	2.4800	2.3977	2.3333	0
									F																	
4-point composite mean	3.3607	3.2849	3.3818	3.3620	3.3600	3.2747	3.5075	3.3836	3.3271	3.2034	3.3836	3.3825	2.3636	3.4831	2.7500	3.4507	3.4930	2.9630	3.3714	3.4074	3.2857	3.2449	3.4600	3.3750	3.2500	0
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

	2017 General Population Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Central	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	14	23	33	353	5	8	10	109	4	7	9	81	0	3	1	2	2	1	2	1	1	3	3	2	0	0
	1.88%	3.12%	4.75%	2.83%	1.45%	2.29%	3.36%	1.71%	1.30%	2.82%	3.24%	2.66%	0.0%	1.02%	3.45%	0.93%	0.80%	1.19%	1.79%	1.11%	0.78%	0.56%	1.89%	0.98%	5.13%	0.0%
	A			E																						
Appropriately skipped	489	542	498	8593	239	252	221	4412	196	181	196	2103	33	202	20	143	178	56	75	62	92	127	106	214	25	0
	65.55%	73.54%	71.65%	68.88%	69.48%	72.00%	74.16%	69.07%	63.84%	72.98%	70.50%	68.97%	75.00%	68.71%	68.97%	66.20%	70.92%	66.67%	66.96%	68.89%	71.88%	71.75%	66.67%	70.16%	64.10%	0.0%
	A							I																		
BASE = Those who responded	243	171	164	3530	100	89	67	1867	107	60	73	865	11	89	8	71	71	27	35	27	35	49	50	88	12	0
	32.57%	23.20%	23.60%	28.29%	29.07%	25.43%	22.48%	29.23%	34.85%	24.19%	26.26%	28.37%	25.00%	30.27%	27.59%	32.87%	28.29%	32.14%	31.25%	30.00%	27.34%	27.68%	31.45%	28.85%	30.77%	0.0%
	BC							HJK																		
Never	4	7	3	46	1	4	2	22	2	2	2	10	0	1	0	1	1	0	1	0	0	1	0	1	0	0
	1.65%	4.09%	1.83%	1.30%	1.00%	4.49%	2.99%	1.18%	1.87%	3.33%	2.74%	1.16%	0.0%	1.12%	0.0%	1.41%	1.41%	0.0%	2.86%	0.0%	0.0%	2.04%	0.0%	1.14%	0.0%	0.0%
Sometimes	10	12	6	167	6	7	1	94	2	6	2	36	4	2	2	4	2	4	4	2	0	3	3	6	0	0
	4.12%	7.02%	3.66%	4.73%	6.00%	7.87%	1.49%	5.03%	1.87%	10.00%	2.74%	4.16%	36.36%	2.25%	25.00%	5.63%	2.82%	14.81%	11.43%	7.41%	0.0%	6.12%	6.00%	6.82%	0.0%	0.0%
					G				I												U					
Bottom Two Box (%Never + %Sometimes)	14	19	9	213	7	11	3	116	4	8	4	46	4	3	2	5	3	4	5	2	0	4	3	7	0	0
	5.76%	11.11%	5.49%	6.03%	7.00%	12.36%	4.48%	6.21%	3.74%	13.33%	5.48%	5.32%	36.36%	3.37%	25.00%	7.04%	4.23%	14.81%	14.29%	7.41%	0.0%	8.16%	6.00%	7.95%	0.0%	0.0%
									I												U					
Usually	49	37	44	538	18	21	16	276	25	11	18	133	3	15	2	14	10	8	6	4	8	12	6	18	0	0
	20.16%	21.64%	26.83%	15.24%	18.00%	23.60%	23.88%	14.78%	23.36%	18.33%	24.66%	15.38%	27.27%	16.85%	25.00%	19.72%	14.08%	29.63%	17.14%	14.81%	22.86%	24.49%	12.00%	20.45%	0.0%	0.0%
									H																	
Always	180	115	111	2779	75	57	48	1475	78	41	51	686	4	71	4	52	58	15	24	21	27	33	41	63	12	0
	74.07%	67.25%	67.68%	78.73%	75.00%	64.04%	71.64%	79.00%	72.90%	68.33%	69.86%	79.31%	36.36%	79.78%	50.00%	73.24%	81.69%	55.56%	68.57%	77.78%	77.14%	67.35%	82.00%	71.59%	100.00%	0.0%
CAHPS Rate (%Always + %Usually)	229	152	155	3317	93	78	64	1751	103	52	69	819	7	86	6	66	68	23	30	25	35	45	47	81	12	0
	94.24%	88.89%	94.51%	93.97%	93.00%	87.64%	95.52%	93.79%	96.26%	86.67%	94.52%	94.68%	63.64%	96.63%	75.00%	92.96%	95.77%	85.19%	85.71%	92.59%	100.00%	91.84%	94.00%	92.05%	100.00%	0.0%
									J												S					
3-point composite mean	2.6831	2.5614	2.6220	2.7269	2.6800	2.5169	2.6716	2.7279	2.6916	2.5500	2.6438	2.7399	2.0000	2.7640	2.2500	2.6620	2.7746	2.4074	2.5429	2.7037	2.7714	2.5918	2.7600	2.6364	3.0000	0
4-point composite mean	3.6667	3.5205	3.6037	3.7139	3.6700	3.4719	3.6418	3.7161	3.6729	3.5167	3.6164	3.7283	3.0000	3.7528	3.2500	3.6479	3.7606	3.4074	3.5143	3.7037	3.7714	3.5714	3.7600	3.6250	4.0000	0
	B																									
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Pop. Qual. UHC Avg. (H)	2017 Pop. Qual. Total (I)	2016 Pop. Qual. Total (J)	2015 Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	4	0	0	0	3	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.54%	0.0%	0.0%	0.0%	0.86%	0.0%	0.0%	0.0%	0.81%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	AC																									
No response	18	26	26	421	13	11	7	152	4	8	7	101	0	11	1	8	7	3	2	5	5	5	7	11	2	0
	2.41%	3.53%	3.74%	3.37%	3.78%	3.14%	2.35%	2.38%	1.30%	3.23%	2.52%	3.31%	0.0%	3.74%	3.45%	3.70%	2.79%	3.57%	1.79%	5.56%	3.91%	2.82%	4.40%	3.61%	5.13%	0.0%
	I																									
BASE = Those who responded	728	707	669	12055	331	336	291	6236	303	238	271	2948	44	283	28	208	244	81	110	85	123	172	152	294	37	0
	97.59%	95.93%	96.26%	96.63%	96.22%	96.00%	97.65%	97.62%	98.70%	95.97%	97.48%	96.69%	100.00%	96.26%	96.55%	96.30%	97.21%	96.43%	98.21%	94.44%	96.09%	97.18%	95.60%	96.39%	94.87%	0.0%
	N																									
Yes	229	165	160	3268	93	68	70	1785	98	55	63	825	10	83	9	61	65	26	34	24	32	48	44	81	12	0
	31.46%	23.34%	23.92%	27.11%	28.10%	20.24%	24.05%	28.62%	32.34%	23.11%	23.25%	27.99%	22.73%	29.33%	32.14%	29.33%	26.64%	32.10%	30.91%	28.24%	26.02%	27.91%	28.95%	27.55%	32.43%	0.0%
	BC																									
No	499	542	509	8787	238	268	221	4451	205	183	208	2123	34	200	19	147	179	55	76	61	91	124	108	213	25	0
	68.54%	76.66%	76.08%	72.89%	71.90%	79.76%	75.95%	71.38%	67.66%	76.89%	76.75%	72.01%	77.27%	70.67%	67.86%	70.67%	73.36%	67.90%	69.09%	71.76%	73.98%	72.09%	71.05%	72.45%	67.57%	0.0%
	A																									
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

	2017 General Population Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	5	0	0	0	4	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.68% AC	0.0%	0.0%	0.0%	1.14% EG	0.0%	0.0%	0.0%	1.21%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	26	29	34	517	16	12	11	187	6	8	10	121	0	14	1	9	9	4	2	5	7	6	9	14	2	0
	3.49%	3.93%	4.89%	4.14%	4.65%	3.43%	3.69%	2.93%	1.95%	3.23%	3.60%	3.97%	0.0%	4.76% M	3.45%	4.17%	3.59%	4.76%	1.79%	5.56%	5.47%	3.39%	5.66%	4.59%	5.13%	0.0%
BASE = Those who responded	720	703	661	11959	328	334	287	6201	301	237	268	2928	44	280	28	207	242	80	110	85	121	171	150	291	37	0
	96.51%	95.39%	95.11%	95.86%	95.35%	95.43%	96.31%	97.07%	98.05%	95.56%	96.40%	96.03%	100.00% N	95.24%	96.55%	95.83%	96.41%	95.24%	98.21%	94.44%	94.53%	96.61%	94.34%	95.41%	94.87%	0.0%
Never	6	4	1	100	3	2	0	47	3	2	0	25	1	2	0	2	3	0	2	0	1	3	0	2	1	0
	0.83%	0.57%	0.15%	0.84%	0.91%	0.60%	0.0%	0.76%	1.00%	0.84%	0.0%	0.85%	2.27%	0.71%	0.0%	0.97%	1.24%	0.0%	1.82%	0.0%	0.83%	1.75%	0.0%	0.69%	2.70%	0.0%
Sometimes	34	26	30	486	19	12	17	252	14	10	8	130	4	15	5	9	9	10	8	7	4	11	8	18	1	0
	4.72%	3.70%	4.54%	4.06%	5.79%	3.59%	5.92%	4.06%	4.65%	4.22%	2.99%	4.44%	9.09%	5.36%	17.86%	4.35%	3.72%	12.50% Q	7.27%	8.24%	3.31%	6.43%	5.33%	6.19%	2.70%	0.0%
Bottom Two Box (%Never + %Sometimes)	40	30	31	586	22	14	17	299	17	12	8	155	5	17	5	11	12	10	10	7	5	14	8	20	2	0
	5.56%	4.27%	4.69%	4.90%	6.71%	4.19%	5.92%	4.82%	5.65%	5.06%	2.99%	5.29%	11.36%	6.07%	17.86%	5.31%	4.96%	12.50%	9.09%	8.24%	4.13%	8.19%	5.33%	6.87%	5.41%	0.0%
Usually	64	56	51	905	16	26	23	559	35	18	20	244	3	13	2	11	11	5	5	2	9	8	8	14	2	0
	8.89%	7.97%	7.72%	7.57% E	4.88%	7.78%	8.01%	9.01%	11.63% E	7.59%	7.46%	8.33%	6.82%	4.64%	7.14%	5.31%	4.55%	6.25%	4.55%	2.35%	7.44%	4.68%	5.33%	4.81%	5.41%	0.0%
Always	117	75	70	1681	52	26	26	892	44	24	32	406	2	50	2	38	40	10	19	15	16	25	26	44	8	0
	16.25% BC	10.67%	10.59%	14.06%	15.85% FG	7.78%	9.06%	14.38%	14.62%	10.13%	11.94%	13.87%	4.55%	17.86% M	7.14%	18.36%	16.53%	12.50%	17.27%	17.65%	13.22%	14.62%	17.33%	15.12%	21.62%	0.0%
Always - q52 = "No"	499	542	509	8787	238	268	221	4451	205	183	208	2123	34	200	19	147	179	55	76	61	91	124	108	213	25	0
	69.31%	77.10% A	77.00% A	73.48%	72.56%	80.24% E	77.00%	71.78%	68.11%	77.22% I	77.61% I	72.51%	77.27%	71.43%	67.86%	71.01%	73.97%	68.75%	69.09%	71.76%	75.21%	72.51%	72.00%	73.20%	67.57%	0.0%
Always (Net)	616	617	579	10468	290	294	247	5343	249	207	240	2529	36	250	21	185	219	65	95	76	107	149	134	257	33	0
	85.56%	87.77%	87.59%	87.53%	88.41% I	88.02%	86.06%	86.16%	82.72%	87.34%	89.55% I	86.37%	81.82%	89.29%	75.00%	89.37%	90.50%	81.25%	86.36%	89.41%	88.43%	87.13%	89.33%	88.32%	89.19%	0.0%
CAHPS Rate (%Always+%Usually)	680	673	630	11373	306	320	270	5902	284	225	260	2773	39	263	23	196	230	70	100	78	116	157	142	271	35	0
	94.44%	95.73%	95.31%	95.10%	93.29%	95.81%	94.08%	95.18%	94.35%	94.94%	97.01%	94.71%	88.64%	93.93%	82.14%	94.69%	95.04%	87.50%	90.91%	91.76%	95.87%	91.81%	94.67%	93.13%	94.59%	0.0%
3-point composite mean	2.8000	2.8350	2.8290	2.8263	2.8171	2.8383	2.8014	2.8134	2.7708	2.8228	2.8657 I	2.8108	2.7045	2.8321	2.5714	2.8406	2.8554 R	2.6875	2.7727	2.8118	2.8430	2.7895	2.8400	2.8144	2.8378	0
4-point composite mean	3.7917	3.8293	3.8275	3.8180	3.8079	3.8323	3.8014	3.8058	3.7608	3.8143	3.8657 I	3.8023	3.6818	3.8250	3.5714	3.8309	3.8430	3.6875	3.7545	3.8118	3.8347	3.7719	3.8400	3.8076	3.8108	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Total	2016 CCC Pop. Total	2015 CCC Pop. Total	2017 Gen. Pop. UHC Avg. Central	0-7	8-10	0-7	8-10	Excel/Very Good	Good/Fair/Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Sigma

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

	2017 General Population Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
Multiple mark	0	7	6	0	0	3	1	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No response	12	18	29	318	6	5	8	106	3	8	6	90	0	0	0	3	3	1	0	2	3	2	3	4	2	0
BASE = Those who responded	734	712	660	12158	338	342	289	6282	304	238	271	2959	44	294	29	213	248	83	112	88	125	175	156	301	37	0
10 - Best health plan possible	397	417	368	6668	187	189	152	3209	140	123	139	1624	0	187	6	122	146	36	68	52	62	99	86	165	22	0
9 -	142	125	110	2016	53	68	63	1100	70	43	45	484	0	53	4	38	41	12	16	10	23	21	29	49	4	0
Top Two Box	539	542	478	8684	240	257	215	4309	210	166	184	2108	0	240	10	160	187	48	84	62	85	120	115	214	26	0
8 -	100	92	86	1829	54	53	37	991	46	35	40	453	0	54	9	32	38	16	13	16	22	30	22	48	6	0
CAHPS Rate (Top Three Box)	639	634	564	10513	294	310	252	5300	256	201	224	2561	0	294	19	192	225	64	97	78	107	150	137	262	32	0
7 -	47	36	42	762	22	21	12	447	24	14	21	191	22	0	5	10	11	10	10	6	6	13	9	19	3	0
6 -	10	13	11	272	7	4	4	165	4	8	6	73	7	0	0	5	3	4	1	3	2	4	3	7	0	0
5 -	24	21	31	358	8	6	15	218	13	12	14	81	8	0	2	4	5	3	2	0	6	6	2	7	1	0
4 -	3	2	0	91	2	0	0	53	2	2	0	23	2	0	2	0	1	1	1	1	0	0	2	1	1	0
3 -	4	4	2	49	2	1	1	29	1	1	0	8	2	0	1	0	1	1	1	0	1	1	2	0	0	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
2 -	1 0.14%	2 0.28%	5 0.76%	43 0.35% E	0 0.0%	0 0.0%	1 0.35%	24 0.38% I	0 0.0%	0 0.0%	3 1.11%	7 0.24%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
1 -	3 0.41%	0 0.0%	1 0.15%	26 0.21%	1 0.30%	0 0.0%	0 0.0%	21 0.33%	3 0.99%	0 0.0%	1 0.37%	6 0.20%	1 2.27%	0 0.0%	0 0.0%	1 0.47%	1 0.40%	0 0.0%	0 0.0%	0 0.0%	1 0.80%	1 0.57%	0 0.0%	1 0.33%	0 0.0%	0 0.0%
0 - Worst health plan possible	3 0.41%	0 0.0%	4 0.61% B	44 0.36%	2 0.59%	0 0.0%	4 1.38% F	25 0.40%	1 0.33%	0 0.0%	2 0.74%	9 0.30%	2 4.55%	0 0.0%	0 0.0%	1 0.47%	1 0.40%	0 0.0%	0 0.0%	0 0.0%	2 1.60%	0 0.0%	2 1.28%	2 0.66%	0 0.0%	0 0.0%
0-7 (NET)	95 12.94%	78 10.96%	96 14.55% B	1645 13.53%	44 13.02%	32 9.36%	37 12.80%	982 15.63%	48 15.79%	37 15.55%	47 17.34%	398 13.45%	44 100.00% N	0 0.0%	10 34.48%	21 9.86%	23 9.27%	19 22.89% Q	15 13.39%	10 11.36%	18 14.40%	25 14.29%	19 12.18%	39 12.96%	5 13.51%	0 0.0%
Bottom Three Box	7 0.95%	2 0.28%	10 1.52% B	113 0.93%	3 0.89%	0 0.0%	5 1.73% F	70 1.11%	4 1.32% J	0 0.0%	6 2.21% J	22 0.74%	3 6.82%	0 0.0%	0 0.0%	2 0.94%	2 0.81%	0 0.0%	0 0.0%	0 0.0%	3 2.40%	1 0.57%	2 1.28%	3 1.00%	0 0.0%	0 0.0%
Bottom Two Box	6 0.82% B	0 0.0%	5 0.76% B	70 0.58%	3 0.89%	0 0.0%	4 1.38% F	46 0.73%	4 1.32% J	0 0.0%	3 1.11%	15 0.51%	3 6.82%	0 0.0%	0 0.0%	2 0.94%	2 0.81%	0 0.0%	0 0.0%	0 0.0%	3 2.40%	1 0.57%	2 1.28%	3 1.00%	0 0.0%	0 0.0%
Average rating	8.9728	9.1152 C	8.9242	8.9517	8.9645	9.1520 G	8.8962	8.8340	8.7796	8.8824	8.7638	8.9679	5.7045	9.4524 M	7.7241	9.1033	9.1169 R	8.5783	9.1161	9.1136	8.7280	8.9600	8.9679	8.9568	9.0270	0
Standard deviation	1.5925	1.3965	1.7048	1.5985	1.6021	1.1922	1.7831	1.6786	1.6919	1.5349	1.8212	1.5501	1.8412	0.7843	1.9100	1.4466	1.4723	1.6363	1.4063	1.2741	1.9488	1.5357	1.7000	1.6164	1.4793	0
3-point composite mean	2.6689	2.7022	2.6424	2.6416	2.6450	2.7193	2.6574	2.6008	2.6118	2.6008	2.5830	2.6424	1.5000	2.8163 M	2.1724	2.6995	2.7056 R	2.4699	2.7054	2.6591	2.5840	2.6171	2.6731	2.6445	2.6486	0
Sigma	746 100.00%	737 100.00%	695 100.00%	12476 100.00%	344 100.00%	350 100.00%	298 100.00%	6388 100.00%	307 100.00%	248 100.00%	278 100.00%	3049 100.00%	44 100.00%	294 100.00%	29 100.00%	216 100.00%	251 100.00%	84 100.00%	112 100.00%	90 100.00%	128 100.00%	177 100.00%	159 100.00%	305 100.00%	39 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	17	6	21	127	10	4	5	26	3	1	2	28	1	7	1	6	2	3	3	2	4	5	4	9	1	0
	2.28% B	0.81%	3.02% B	1.62%	2.91%	1.14%	1.68%	0.41%	0.98%	0.40%	0.72%	1.56%	2.27%	2.38%	3.45%	2.78%	0.80%	3.57%	2.68%	2.22%	3.13%	2.82%	2.52%	2.95%	2.56%	0.0%
BASE = Those who responded	729	731	674	7716	334	346	293	6362	304	247	276	1769	43	287	28	210	249	81	109	88	124	172	155	296	38	0
	97.72%	99.19% AC	96.98%	98.38%	97.09%	98.86%	98.32%	99.59%	99.02%	99.60%	99.28%	98.44%	97.73%	97.62%	96.55%	97.22%	99.20%	96.43%	97.32%	97.78%	96.88%	97.18%	97.48%	97.05%	97.44%	0.0%
Yes	461	444	435	4003	185	177	160	5478	270	219	238	911	25	158	20	135	126	57	58	48	71	93	88	164	21	0
	63.24%	60.74%	64.54%	51.88%	55.39%	51.16%	54.61%	86.10%	88.82% E	88.66%	86.23%	51.50%	58.14%	55.05%	71.43%	64.29%	50.60%	70.37% Q	53.21%	54.55%	57.26%	54.07%	56.77%	55.41%	55.26%	0.0%
No	268	287	239	3713	149	169	133	884	34	28	38	858	18	129	8	75	123	24	51	40	53	79	67	132	17	0
	36.76%	39.26%	35.46%	48.12%	44.61% I	48.84%	45.39%	13.90%	11.18%	11.34%	13.77%	48.50%	41.86%	44.95%	28.57%	35.71%	49.40% R	29.63%	46.79%	45.45%	42.74%	45.93%	43.23%	44.59%	44.74%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

	2017 General Population Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Total (I)	2016 CCC Pop. Total (J)	2015 CCC Pop. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.40%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	24	12	29	168	12	6	7	63	5	3	5	36	1	9	1	8	3	3	3	3	4	5	5	11	1	0
	3.22% B	1.63%	4.17% B	2.14%	3.49%	1.71%	2.35%	0.99%	1.63%	1.21%	1.80%	2.00%	2.27%	3.06%	3.45%	3.70%	1.20%	3.57%	2.68%	3.33%	3.13%	2.82%	3.14%	3.61%	2.56%	0.0%
Appropriately skipped	268	287	239	3713	149	169	133	884	34	28	38	858	18	129	8	75	123	24	51	40	53	79	67	132	17	0
	35.92%	38.94%	34.39%	47.34%	43.31% I	48.29%	44.63%	13.84%	11.07%	11.29%	13.67%	47.75%	40.91%	43.88%	27.59%	34.72%	49.00% R	28.57%	45.54%	44.44%	41.41%	44.63%	42.14%	43.28%	43.59%	0.0%
BASE = Those who responded	454	437	427	3962	183	175	158	5441	268	216	235	903	25	156	20	133	125	57	58	47	71	93	87	162	21	0
	60.86%	59.29%	61.44%	50.52%	53.20%	50.00%	53.02%	85.18%	87.30% E	87.10%	84.53%	50.25%	56.82%	53.06%	68.97%	61.57%	49.80%	67.86% Q	51.79%	52.22%	55.47%	52.54%	54.72%	53.11%	53.85%	0.0%
Never	2	4	4	38	1	0	3	57	2	2	1	12	0	1	1	0	0	1	0	0	1	0	1	1	0	0
	0.44%	0.92%	0.94%	0.96%	0.55%	0.0%	1.90%	1.05%	0.75%	0.93%	0.43%	1.33%	0.0%	0.64%	5.00%	0.0%	0.0%	1.75%	0.0%	0.0%	1.41%	0.0%	1.15%	0.62%	0.0%	0.0%
Sometimes	37	23	35	248	15	10	11	405	27	11	24	57	10	5	6	6	8	7	6	2	6	6	8	14	1	0
	8.15%	5.26%	8.20%	6.26%	8.20%	5.71%	6.96%	7.44%	10.07% J	5.09%	10.21% J	6.31%	40.00%	3.21%	30.00%	4.51%	6.40%	12.28%	10.34%	4.26%	8.45%	6.45%	9.20%	8.64%	4.76%	0.0%
Bottom Two Box (%Never + %Sometimes)	39	27	39	286	16	10	14	462	29	13	25	69	10	6	7	6	8	8	6	2	7	6	9	15	1	0
	8.59%	6.18%	9.13%	7.22%	8.74%	5.71%	8.86%	8.49%	10.82%	6.02%	10.64%	7.64%	40.00%	3.85%	35.00%	4.51%	6.40%	14.04%	10.34%	4.26%	9.86%	6.45%	10.34%	9.26%	4.76%	0.0%
Usually	98	91	77	682	36	34	26	1080	71	43	40	171	7	29	4	27	23	13	11	7	17	19	15	33	3	0
	21.59%	20.82%	18.03%	17.21%	19.67%	19.43%	16.46%	19.85%	26.49% HK	19.91%	17.02%	18.94%	28.00%	18.59%	20.00%	20.30%	18.40%	22.81%	18.97%	14.89%	23.94%	20.43%	17.24%	20.37%	14.29%	0.0%
Always	317	319	311	2994	131	131	118	3899	168	160	170	663	8	121	9	100	94	36	41	38	47	68	63	114	17	0
	69.82%	73.00%	72.83%	75.57%	71.58% I	74.86%	74.68%	71.66% I	62.69%	74.07% I	72.34% I	73.42%	32.00%	77.56%	45.00%	75.19%	75.20%	63.16%	70.69%	80.85%	66.20%	73.12%	72.41%	70.37%	80.95%	0.0%
CAHPS Rate (%Always + %Usually)	415	410	388	3676	167	165	144	4979	239	203	210	834	15	150	13	127	117	49	52	45	64	87	78	147	20	0
	91.41%	93.82%	90.87%	92.78%	91.26%	94.29%	91.14%	91.51%	89.18%	93.98%	89.36%	92.36%	60.00%	96.15%	65.00%	95.49%	93.60%	85.96%	89.66%	95.74%	90.14%	93.55%	89.66%	90.74%	95.24%	0.0%
3-point composite mean	2.6123	2.6682	2.6370	2.6835	2.6284	2.6914	2.6582	2.6317 I	2.5187	2.6806 I	2.6170	2.6578	1.9200	2.7372	2.1000	2.7068	2.6880	2.4912	2.6034	2.7660	2.5634	2.6667	2.6207	2.6111	2.7619	0
4-point composite mean	3.6079	3.6590	3.6276	3.6739	3.6230	3.6914	3.6392	3.6212 I	3.5112	3.6713 I	3.6128	3.6445	2.9200	3.7308	3.0500	3.7068	3.6880	3.4737	3.6034	3.7660	3.5493	3.6667	3.6092	3.6049	3.7619	0
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. UHC Avg. Central															
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	23	25	39	234	11	12	10	137	6	6	10	48	1	8	1	7	3	3	4	2	4	5	5	10	1	0
	3.08%	3.39%	5.61%	2.98%	3.20%	3.43%	3.36%	2.14%	1.95%	2.42%	3.60%	2.67%	2.27%	2.72%	3.45%	3.24%	1.20%	3.57%	3.57%	2.22%	3.13%	2.82%	3.14%	3.28%	2.56%	0.0%
	AB																									
Appropriately skipped	268	287	239	3713	149	169	133	884	34	28	38	858	18	129	8	75	123	24	51	40	53	79	67	132	17	0
	35.92%	38.94%	34.39%	47.34%	43.31%	48.29%	44.63%	13.84%	11.07%	11.29%	13.67%	47.75%	40.91%	43.88%	27.59%	34.72%	49.00%	28.57%	45.54%	44.44%	41.41%	44.63%	42.14%	43.28%	43.59%	0.0%
	I																									
BASE = Those who responded	455	425	417	3896	184	169	155	5367	267	214	230	891	25	157	20	134	125	57	57	48	71	93	87	163	21	0
	60.99%	57.67%	60.00%	49.67%	53.49%	48.29%	52.01%	84.02%	86.97%	86.29%	82.73%	49.58%	56.82%	53.40%	68.97%	62.04%	49.80%	67.86%	50.89%	53.33%	55.47%	52.54%	54.72%	53.44%	53.85%	0.0%
	E																									
Yes	282	283	267	2191	111	114	111	3204	162	134	143	508	10	100	13	83	71	38	37	29	38	64	43	97	14	0
	61.98%	66.59%	64.03%	56.24%	60.33%	67.46%	71.61%	59.70%	60.67%	62.62%	62.17%	57.01%	40.00%	63.69%	65.00%	61.94%	56.80%	66.67%	64.91%	60.42%	53.52%	68.82%	49.43%	59.51%	66.67%	0.0%
	E																									
No	173	142	150	1705	73	55	44	2163	105	80	87	383	15	57	7	51	54	19	20	19	33	29	44	66	7	0
	38.02%	33.41%	35.97%	43.76%	39.67%	32.54%	28.39%	40.30%	39.33%	37.38%	37.83%	42.99%	60.00%	36.31%	35.00%	38.06%	43.20%	33.33%	35.09%	39.58%	46.48%	31.18%	50.57%	40.49%	33.33%	0.0%
	G																									
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
	V																									

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

	2017 General Population Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Total (I)	2016 CCC Pop. Total (J)	2015 CCC Pop. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	5	1	0	0	1	0	0	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.68%	0.14%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	1.21%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		A																								
No response	14	10	19	218	9	4	5	32	1	3	2	66	2	5	0	7	0	0	1	3	2	3	4	8	1	0
	1.88%	1.36%	2.73%	1.75%	2.62%	1.14%	1.68%	0.50%	0.33%	1.21%	0.72%	2.16%	4.55%	1.70%	0.0%	3.24%	0.0%	0.0%	0.89%	3.33%	1.56%	1.69%	2.52%	2.62%	2.56%	0.0%
					I																					
BASE = Those who responded	732	722	675	12258	335	345	293	6356	306	242	275	2983	42	289	29	209	251	84	111	87	126	174	155	297	38	0
	98.12%	97.96%	97.12%	98.25%	97.38%	98.57%	98.32%	99.50%	99.67%	97.58%	98.92%	97.84%	95.45%	98.30%	100.00%	96.76%	100.00%	100.00%	99.11%	96.67%	98.44%	98.31%	97.48%	97.38%	97.44%	0.0%
									JE																	
5 - Excellent	234	239	226	5016	127	135	113	1248	47	46	50	1210	8	117	10	71	127	0	49	30	43	64	61	114	13	0
	31.97%	33.10%	33.48%	40.92%	37.91%	39.13%	38.57%	19.63%	15.36%	19.01%	18.18%	40.56%	19.05%	40.48%	34.48%	33.97%	50.60%	0.0%	44.14%	34.48%	34.13%	36.78%	39.35%	38.38%	34.21%	0.0%
					I			I						M			R									
4 - Very good	271	283	231	4242	124	133	103	2338	119	105	95	1076	15	108	10	88	124	0	42	32	45	64	58	108	16	0
	37.02%	39.20%	34.22%	34.61%	37.01%	38.55%	35.15%	36.78%	38.89%	43.39%	34.55%	36.07%	35.71%	37.37%	34.48%	42.11%	49.40%	0.0%	37.84%	36.78%	35.71%	36.78%	37.42%	36.36%	42.11%	0.0%
									K								R									
CAHPS Rate (Top Two Box)	505	522	457	9258	251	268	216	3586	166	151	145	2286	23	225	20	159	251	0	91	62	88	128	119	222	29	0
	68.99%	72.30%	67.70%	75.53%	74.93%	77.68%	73.72%	56.42%	54.25%	62.40%	52.73%	76.63%	54.76%	77.85%	68.97%	76.08%	100.00%	0.0%	81.98%	71.26%	69.84%	73.56%	76.77%	74.75%	76.32%	0.0%
					I					K				M			R		U							
3 - Good	182	161	159	2398	69	65	53	1980	103	70	87	568	17	51	7	43	0	69	20	19	30	36	32	60	9	0
	24.86%	22.30%	23.56%	19.56%	20.60%	18.84%	18.09%	31.15%	33.66%	28.93%	31.64%	19.04%	40.48%	17.65%	24.14%	20.57%	0.0%	82.14%	18.02%	21.84%	23.81%	20.69%	20.65%	20.20%	23.68%	0.0%
									E				N				Q									
Top Three Box	687	683	616	11656	320	333	269	5566	269	221	232	2854	40	276	27	202	251	69	111	81	118	164	151	282	38	0
	93.85%	94.60%	91.26%	95.09%	95.52%	96.52%	91.81%	87.57%	87.91%	91.32%	84.36%	95.68%	95.24%	95.50%	93.10%	96.65%	100.00%	82.14%	100.00%	93.10%	93.65%	94.25%	97.42%	94.95%	100.00%	0.0%
					I	G				K							R		TU					X		
2 - Fair	42	36	54	562	15	12	22	716	34	18	38	123	2	13	2	7	0	15	0	6	8	10	4	15	0	0
	5.74%	4.99%	8.00%	4.58%	4.48%	3.48%	7.51%	11.26%	11.11%	7.44%	13.82%	4.12%	4.76%	4.50%	6.90%	3.35%	0.0%	17.86%	0.0%	6.90%	6.35%	5.75%	2.58%	5.05%	0.0%	0.0%
			B				F		E		J						Q		S	S			Y			
1 - Poor	3	3	5	40	0	0	2	74	3	3	5	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.41%	0.42%	0.74%	0.33%	0.0%	0.0%	0.68%	1.16%	0.98%	1.24%	1.82%	0.20%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
				E																						
Bottom Two Box	45	39	59	602	15	12	24	790	37	21	43	129	2	13	2	7	0	15	0	6	8	10	4	15	0	0
	6.15%	5.40%	8.74%	4.91%	4.48%	3.48%	8.19%	12.43%	12.09%	8.68%	15.64%	4.32%	4.76%	4.50%	6.90%	3.35%	0.0%	17.86%	0.0%	6.90%	6.35%	5.75%	2.58%	5.05%	0.0%	0.0%
			B				F		E		J						Q		S	S			Y			
Average rating	3.9440	3.9958	3.9170	4.1121	4.0836	4.1333	4.0341	3.6246	3.5654	3.7149	3.5345	4.1267	3.6905	4.1384	3.9655	4.0670	4.5060	2.8214	4.2613	3.9885	3.9762	4.0460	4.1355	4.0808	4.1053	0
					I					K				M			R		TU							

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

												2017 General Population Results														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Standard deviation	0.9119	0.8893	0.9748	0.8972	0.8702	0.8373	0.9629	0.9604	0.9132	0.8984	0.9989	0.8735	0.8306	0.8614	0.9278	0.8215	0.5000	0.3830	0.7439	0.9159	0.9126	0.8958	0.8276	0.8839	0.7536	0
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

	2017 General Population Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 UHC Avg. Central					Excel/ Very Good	Good/ Fair/ Poor								
													0-7	8-10	0-7	8-10			<5	6-10	11+	Male	Female	Mail	Phone	Internet
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	4	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.58%	A	0.0%	0.0%	0.0%	0.0%	0.0%	0.40%	0.72%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	16	22	27	263	8	11	9	46	5	1	3	65	1	5	0	6	3	0	0	4	2	3	3	7	1	0
	2.14%	2.99%	3.88%	2.11%	2.33%	3.14%	3.02%	0.72%	1.63%	0.40%	1.08%	2.13%	2.27%	1.70%	0.0%	2.78%	1.20%	0.0%	0.0%	4.44%	1.56%	1.69%	1.89%	2.30%	2.56%	0.0%
BASE = Those who responded	730	714	664	12213	336	339	289	6342	302	246	273	2984	43	289	29	210	248	84	112	86	126	174	156	298	38	0
	97.86%	96.88%	95.54%	97.89%	97.67%	96.86%	96.98%	99.28%	98.37%	99.19%	98.20%	97.87%	97.73%	98.30%	100.00%	97.22%	98.80%	100.00%	100.00%	95.56%	98.44%	98.31%	98.11%	97.70%	97.44%	0.0%
	C																		T							
5 - Excellent	281	302	251	5886	140	157	136	1354	51	50	44	1409	12	126	10	80	125	13	66	30	40	70	68	126	14	0
	38.49%	42.30%	37.80%	48.19%	41.67%	46.31%	47.06%	21.35%	16.89%	20.33%	16.12%	47.22%	27.91%	43.60%	34.48%	38.10%	50.40%	15.48%	58.93%	34.88%	31.75%	40.23%	43.59%	42.28%	36.84%	0.0%
				E	I			I						M			R		TU							
4 - Very good	197	188	187	3127	103	93	77	1505	79	68	72	782	10	92	10	67	84	18	25	34	41	62	41	93	10	0
	26.99%	26.33%	28.16%	25.60%	30.65%	27.43%	26.64%	23.73%	26.16%	27.64%	26.37%	26.21%	23.26%	31.83%	34.48%	31.90%	33.87%	21.43%	22.32%	39.53%	32.54%	35.63%	26.28%	31.21%	26.32%	0.0%
				D													R		S							
CAHPS Rate (Top Two Box)	478	490	438	9013	243	250	213	2859	130	118	116	2191	22	218	20	147	209	31	91	64	81	132	109	219	24	0
	65.48%	68.63%	65.96%	73.80%	72.32%	73.75%	73.70%	45.08%	43.05%	47.97%	42.49%	73.42%	51.16%	75.43%	68.97%	70.00%	84.27%	36.90%	81.25%	74.42%	64.29%	75.86%	69.87%	73.49%	63.16%	0.0%
				I										M			R		U							
3 - Good	160	164	141	2253	64	70	58	1879	100	82	88	561	14	50	6	43	27	36	20	17	22	27	33	51	13	0
	21.92%	22.97%	21.23%	18.45%	19.05%	20.65%	20.07%	29.63%	33.11%	33.33%	32.23%	18.80%	32.56%	17.30%	20.69%	20.48%	10.89%	42.86%	17.86%	19.77%	17.46%	15.52%	21.15%	17.11%	34.21%	0.0%
									E				N				Q							X		
Top Three Box	638	654	579	11266	307	320	271	4738	230	200	204	2752	36	268	26	190	236	67	111	81	103	159	142	270	37	0
	87.40%	91.60%	87.20%	92.25%	91.37%	94.40%	93.77%	74.71%	76.16%	81.30%	74.73%	92.23%	83.72%	92.73%	89.66%	90.48%	95.16%	79.76%	99.11%	94.19%	81.75%	91.38%	91.03%	90.60%	97.37%	0.0%
		AC			I												R		U	U				X		
2 - Fair	78	52	73	800	27	16	15	1331	58	38	58	189	6	20	2	19	12	15	1	4	22	14	13	26	1	0
	10.68%	7.28%	10.99%	6.55%	8.04%	4.72%	5.19%	20.99%	19.21%	15.45%	21.25%	6.33%	13.95%	6.92%	6.90%	9.05%	4.84%	17.86%	0.89%	4.65%	17.46%	8.05%	8.33%	8.72%	2.63%	0.0%
		B	B						E								Q		ST				Y			
1 - Poor	14	8	12	147	2	3	3	273	14	8	11	43	1	1	1	1	0	2	0	1	1	1	1	2	0	0
	1.92%	1.12%	1.81%	1.20%	0.60%	0.88%	1.04%	4.30%	4.64%	3.25%	4.03%	1.44%	2.33%	0.35%	3.45%	0.48%	0.0%	2.38%	0.0%	1.16%	0.79%	0.57%	0.64%	0.67%	0.0%	0.0%
									E																	
Bottom Two Box	92	60	85	947	29	19	18	1604	72	46	69	232	7	21	3	20	12	17	1	5	23	15	14	28	1	0
	12.60%	8.40%	12.80%	7.75%	8.63%	5.60%	6.23%	25.29%	23.84%	18.70%	25.27%	7.77%	16.28%	7.27%	10.34%	9.52%	4.84%	20.24%	0.89%	5.81%	18.25%	8.62%	8.97%	9.40%	2.63%	0.0%
		B	B						E								Q		ST				Y			
Average	3.8945	4.0140	3.8916	4.1304	4.0476	4.1357	4.1349	3.3683	3.3146	3.4634	3.2930	4.1143	3.6047	4.1142	3.8966	3.9810	4.2984	3.2976	4.3929	4.0233	3.7698	4.0690	4.0385	4.0570	3.9737	0
		AC			I									M			R		TU							

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

												2017 General Population Results														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Standard deviation	1.0922	1.0221	1.0867	1.0098	0.9899	0.9590	0.9768	1.1566	1.1025	1.0767	1.0937	1.0150	1.1026	0.9507	1.0617	0.9950	0.8470	1.0092	0.8058	0.9147	1.0995	0.9624	1.0183	1.0001	0.9028	0
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	8	21	24	159	5	10	8	21	0	2	2	24	0	3	2	3	0	2	1	1	1	2	1	4	1	0
	1.07%	2.85%	3.45%	2.03%	1.45%	2.86%	2.68%	0.33%	0.0%	0.81%	0.72%	1.34%	0.0%	1.02%	6.90%	1.39%	0.0%	2.38%	0.89%	1.11%	0.78%	1.13%	0.63%	1.31%	2.56%	0.0%
		A	A		I			I																		
BASE = Those who responded	738	716	670	7684	339	340	290	6367	307	246	276	1773	44	291	27	213	251	82	111	89	127	175	158	301	38	0
	98.93%	97.15%	96.40%	97.97%	98.55%	97.14%	97.32%	99.67%	100.00%	99.19%	99.28%	98.66%	100.00%	98.98%	93.10%	98.61%	100.00%	97.62%	99.11%	98.89%	99.22%	98.87%	99.37%	98.69%	97.44%	0.0%
	BC							HE																		
Yes	323	282	285	2268	115	102	87	5214	254	203	220	556	17	96	11	86	75	37	31	29	51	59	54	99	16	0
	43.77%	39.39%	42.54%	29.52%	33.92%	30.00%	30.00%	81.89%	82.74%	82.52%	79.71%	31.36%	38.64%	32.99%	40.74%	40.38%	29.88%	45.12%	27.93%	32.58%	40.16%	33.71%	34.18%	32.89%	42.11%	0.0%
								E										Q			S					
No	415	434	385	5416	224	238	203	1153	53	43	56	1217	27	195	16	127	176	45	80	60	76	116	104	202	22	0
	56.23%	60.61%	57.46%	70.48%	66.08%	70.00%	70.00%	18.11%	17.26%	17.48%	20.29%	68.64%	61.36%	67.01%	59.26%	59.62%	70.12%	54.88%	72.07%	67.42%	59.84%	66.29%	65.82%	67.11%	57.89%	0.0%
					I												R		U							
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Pop. Qual. UHC Avg. (H)	2017 Pop. Qual. Total (I)	2016 Pop. Qual. Total (J)	2015 Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	2	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	16	31	39	242	8	13	16	81	3	5	8	38	0	6	2	5	0	4	1	3	2	4	2	7	1	0
	2.14%	4.21%	5.61%	3.09%	2.33%	3.71%	5.37%	1.27%	0.98%	2.02%	2.88%	2.11%	0.0%	2.04%	6.90%	2.31%	0.0%	4.76%	0.89%	3.33%	1.56%	2.26%	1.26%	2.30%	2.56%	0.0%
		A	A				E							M			Q									
Appropriately skipped	463	483	424	5882	248	260	218	1289	57	47	65	1325	31	214	18	145	194	50	90	65	84	127	117	224	24	0
	62.06%	65.54%	61.01%	75.00%	72.09%	74.29%	73.15%	20.18%	18.57%	18.95%	23.38%	73.73%	70.45%	72.79%	62.07%	67.13%	77.29%	59.52%	80.36%	72.22%	65.63%	71.75%	73.58%	73.44%	61.54%	0.0%
				I													R		U							
BASE = Those who responded	267	223	230	1719	88	77	63	5018	247	196	204	434	13	74	9	66	57	30	21	22	42	46	40	74	14	0
	35.79%	30.26%	33.09%	21.92%	25.58%	22.00%	21.14%	78.55%	80.46%	79.03%	73.38%	24.15%	29.55%	25.17%	31.03%	30.56%	22.71%	35.71%	18.75%	24.44%	32.81%	25.99%	25.16%	24.26%	35.90%	0.0%
		B							KE								Q		S							
Yes	245	193	203	1514	76	65	50	4946	245	193	203	392	12	63	9	55	51	25	17	19	37	37	37	65	11	0
	91.76%	86.55%	88.26%	88.07%	86.36%	84.42%	79.37%	98.57%	99.19%	98.47%	99.51%	90.32%	92.31%	85.14%	100.00%	83.33%	89.47%	83.33%	80.95%	86.36%	88.10%	80.43%	92.50%	87.84%	78.57%	0.0%
								E																		
No	22	30	27	205	12	12	13	72	2	3	1	42	1	11	0	11	6	5	4	3	5	9	3	9	3	0
	8.24%	13.45%	11.74%	11.93%	13.64%	15.58%	20.63%	1.43%	0.81%	1.53%	0.49%	9.68%	7.69%	14.86%	0.0%	16.67%	10.53%	16.67%	19.05%	13.64%	11.90%	19.57%	7.50%	12.16%	21.43%	0.0%
				I																						
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Central	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	14	27	28	228	6	11	11	116	2	6	5	32	2	2	1	4	0	3	2	1	1	2	2	4	2	0
	1.88%	3.66%	4.03%	2.91%	1.74%	3.14%	3.69%	1.82%	0.65%	2.42%	1.80%	1.78%	4.55%	0.68%	3.45%	1.85%	0.0%	3.57%	1.79%	1.11%	0.78%	1.13%	1.26%	1.31%	5.13%	0.0%
	A		A				I																			
BASE = Those who responded	732	709	667	7615	338	339	287	6272	305	242	273	1765	42	292	28	212	251	81	110	89	127	175	157	301	37	0
	98.12%	96.20%	95.97%	97.09%	98.26%	96.86%	96.31%	98.18%	99.35%	97.58%	98.20%	98.22%	95.45%	99.32%	96.55%	98.15%	100.00%	96.43%	98.21%	98.89%	99.22%	98.87%	98.74%	98.69%	94.87%	0.0%
	BC								H																	
Yes	184	148	183	1140	56	49	49	3398	166	125	168	302	12	43	8	40	32	24	9	15	29	29	26	48	8	0
	25.14%	20.87%	27.44%	14.97%	16.57%	14.45%	17.07%	54.18%	54.43%	51.65%	61.54%	17.11%	28.57%	14.73%	28.57%	18.87%	12.75%	29.63%	8.18%	16.85%	22.83%	16.57%	16.56%	15.95%	21.62%	0.0%
	B								E		J						Q				S					
No	548	561	484	6475	282	290	238	2874	139	117	105	1463	30	249	20	172	219	57	101	74	98	146	131	253	29	0
	74.86%	79.13%	72.56%	85.03%	83.43%	85.55%	82.93%	45.82%	45.57%	48.35%	38.46%	82.89%	71.43%	85.27%	71.43%	81.13%	87.25%	70.37%	91.82%	83.15%	77.17%	83.43%	83.44%	84.05%	78.38%	0.0%
	C				I				K								R		U							
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results															
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type				
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)			
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
No response	18	28	34	247	7	11	12	147	3	6	8	39	2	3	1	5	1	3	2	1	1	2	3	5	2	0		
	2.41%	3.80%	4.89%	3.15%	2.03%	3.14%	4.03%	2.30%	0.98%	2.42%	2.88%	2.17%	4.55%	1.02%	3.45%	2.31%	0.40%	3.57%	1.79%	1.11%	0.78%	1.13%	1.89%	1.64%	5.13%	0.0%		
	A								I																			
Appropriately skipped	548	561	484	6475	282	290	238	2874	139	117	105	1463	30	249	20	172	219	57	101	74	98	146	131	253	29	0		
	73.46%	76.12%	69.64%	82.56%	81.98%	82.86%	79.87%	44.99%	45.28%	47.18%	37.77%	81.41%	68.18%	84.69%	68.97%	79.63%	87.25%	67.86%	90.18%	82.22%	76.56%	82.49%	82.39%	82.95%	74.36%	0.0%		
	C				I				K				M				R				U							
BASE = Those who responded	180	147	177	1121	55	49	48	3367	165	125	165	295	12	42	8	39	31	24	9	15	29	29	25	47	8	0		
	24.13%	19.95%	25.47%	14.29%	15.99%	14.00%	16.11%	52.71%	53.75%	50.40%	59.35%	16.42%	27.27%	14.29%	27.59%	18.06%	12.35%	28.57%	8.04%	16.67%	22.66%	16.38%	15.72%	15.41%	20.51%	0.0%		
	B								E				J				Q				S							
Yes	157	128	157	967	45	43	42	3191	152	118	156	252	10	34	7	33	25	20	7	13	24	22	22	38	7	0		
	87.22%	87.07%	88.70%	86.26%	81.82%	87.76%	87.50%	94.77%	92.12%	94.40%	94.55%	85.42%	83.33%	80.95%	87.50%	84.62%	80.65%	83.33%	77.78%	86.67%	82.76%	75.86%	88.00%	80.85%	87.50%	0.0%		
No	23	19	20	154	10	6	6	176	13	7	9	43	2	8	1	6	6	4	2	2	5	7	3	9	1	0		
	12.78%	12.93%	11.30%	13.74%	18.18%	12.24%	12.50%	5.23%	7.88%	5.60%	5.45%	14.58%	16.67%	19.05%	12.50%	15.38%	19.35%	16.67%	22.22%	13.33%	17.24%	24.14%	12.00%	19.15%	12.50%	0.0%		
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results																															
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type																				
													0-7		8-10		Excel/ Very Good		Good/ Fair/ Poor		<5			6-10		11+		Male		Female		Mail		Phone		Internet								
													(M)		(N)		(Q)		(R)		(S)			(T)		(U)		(V)		(W)		(X)		(Y)		(Z)								
													(A)		(B)		(C)		(D)		(E)		(F)		(G)		(H)		(I)		(J)		(K)		(L)									
													2017 Plan Total		2016 Plan Total		2015 Plan Total		2017 Gen. Pop. UHC Avg.		2017 Gen. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 Pop. Qual. UHC Avg.		2017 CCC Pop. Qual. Total		2016 CCC Pop. Qual. Total		2015 CCC Pop. Qual. Total		2017 Gen. Pop. UHC Avg. Central									
Total		746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0																	
		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%								
Multiple mark		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0																
		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%								
No response		19	29	34	262	8	11	12	176	3	6	8	41	2	4	1	6	1	4	2	1	2	2	4	6	2	0																	
		2.55%	3.93%	4.89%	3.34%	2.33%	3.14%	4.03%	2.76%	0.98%	2.42%	2.88%	2.28%	4.55%	1.36%	3.45%	2.78%	0.40%	4.76%	1.79%	1.11%	1.56%	1.13%	2.52%	1.97%	5.13%	0.0%																	
		A								I																																		
Appropriately skipped		571	580	504	6629	292	296	244	3050	152	124	114	1506	32	257	21	178	225	61	103	76	103	153	134	262	30	0																	
		76.54%	78.70%	72.52%	84.52%	84.88%	84.57%	81.88%	47.75%	49.51%	50.00%	41.01%	83.81%	72.73%	87.41%	72.41%	82.41%	89.64%	72.62%	91.96%	84.44%	80.47%	86.44%	84.28%	85.90%	76.92%	0.0%																	
		C				I				K				M				R				U																						
BASE = Those who responded		156	128	157	952	44	43	42	3162	152	118	156	250	10	33	7	32	25	19	7	13	23	22	21	37	7	0																	
		20.91%	17.37%	22.59%	12.14%	12.79%	12.29%	14.09%	49.50%	49.51%	47.58%	56.12%	13.91%	22.73%	11.22%	24.14%	14.81%	9.96%	22.62%	6.25%	14.44%	17.97%	12.43%	13.21%	12.13%	17.95%	0.0%																	
		B								E								Q				S																						
Yes		151	116	153	896	41	38	40	3113	151	116	153	236	9	31	6	30	23	18	6	12	22	21	19	34	7	0																	
		96.79%	90.63%	97.45%	94.12%	93.18%	88.37%	95.24%	98.45%	99.34%	98.31%	98.08%	94.40%	90.00%	93.94%	85.71%	93.75%	92.00%	94.74%	85.71%	92.31%	95.65%	95.45%	90.48%	91.89%	100.00%	0.0%																	
		B				B																																						
No		5	12	4	56	3	5	2	49	1	2	3	14	1	2	1	2	2	1	1	1	1	1	2	3	0	0																	
		3.21%	9.38%	2.55%	5.88%	6.82%	11.63%	4.76%	1.55%	0.66%	1.69%	1.92%	5.60%	10.00%	6.06%	14.29%	6.25%	8.00%	5.26%	14.29%	7.69%	4.35%	4.55%	9.52%	8.11%	0.0%	0.0%																	
		AC																																										
Sigma		746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0																	
		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%									

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	15	25	27	229	7	10	7	96	3	4	7	29	0	5	1	5	3	1	0	2	3	3	2	5	2	0
	2.01%	3.39%	3.88%	2.92%	2.03%	2.86%	2.35%	1.50%	0.98%	1.61%	2.52%	1.61%	0.0%	1.70%	3.45%	2.31%	1.20%	1.19%	0.0%	2.22%	2.34%	1.69%	1.26%	1.64%	5.13%	0.0%
	A																									
BASE = Those who responded	731	712	668	7614	337	340	291	6292	304	244	271	1768	44	289	28	211	248	83	112	88	125	174	157	300	37	0
	97.99%	96.61%	96.12%	97.08%	97.97%	97.14%	97.65%	98.50%	99.02%	98.39%	97.48%	98.39%	100.00%	98.30%	96.55%	97.69%	98.80%	98.81%	100.00%	97.78%	97.66%	98.31%	98.74%	98.36%	94.87%	0.0%
	C																									
Yes	132	105	120	942	39	40	41	2125	110	81	103	204	8	31	5	27	21	17	12	10	17	23	16	30	9	0
	18.06%	14.75%	17.96%	12.37%	11.57%	11.76%	14.09%	33.77%	36.18%	33.20%	38.01%	11.54%	18.18%	10.73%	17.86%	12.80%	8.47%	20.48%	10.71%	11.36%	13.60%	13.22%	10.19%	10.00%	24.32%	0.0%
	E																									
No	599	607	548	6672	298	300	250	4167	194	163	168	1564	36	258	23	184	227	66	100	78	108	151	141	270	28	0
	81.94%	85.25%	82.04%	87.63%	88.43%	88.24%	85.91%	66.23%	63.82%	66.80%	61.99%	88.46%	81.82%	89.27%	82.14%	87.20%	91.53%	79.52%	89.29%	88.64%	86.40%	86.78%	89.81%	90.00%	75.68%	0.0%
	I																									
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
	R																									

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	21	27	32	263	10	12	8	124	5	5	8	40	1	7	2	7	5	2	1	2	5	5	3	8	2	0
	2.82%	3.66%	4.60%	3.35%	2.91%	3.43%	2.68%	1.94%	1.63%	2.02%	2.88%	2.23%	2.27%	2.38%	6.90%	3.24%	1.99%	2.38%	0.89%	2.22%	3.91%	2.82%	1.89%	2.62%	5.13%	0.0%
Appropriately skipped	599	607	548	6672	298	300	250	4167	194	163	168	1564	36	258	23	184	227	66	100	78	108	151	141	270	28	0
	80.29%	82.36%	78.85%	85.07%	86.63%	85.71%	83.89%	65.23%	63.19%	65.73%	60.43%	87.03%	81.82%	87.76%	79.31%	85.19%	90.44%	78.57%	89.29%	86.67%	84.38%	85.31%	88.68%	88.52%	71.79%	0.0%
BASE = Those who responded	126	103	115	908	36	38	40	2097	108	80	102	193	7	29	4	25	19	16	11	10	15	21	15	27	9	0
	16.89%	13.98%	16.55%	11.58%	10.47%	10.86%	13.42%	32.83%	35.18%	32.26%	36.69%	10.74%	15.91%	9.86%	13.79%	11.57%	7.57%	19.05%	9.82%	11.11%	11.72%	11.86%	9.43%	8.85%	23.08%	0.0%
Yes	101	81	98	623	26	28	33	1976	99	75	95	153	6	20	4	18	12	14	5	8	13	16	10	20	6	0
	80.16%	78.64%	85.22%	68.61%	72.22%	73.68%	82.50%	94.23%	91.67%	93.75%	93.14%	79.27%	85.71%	68.97%	100.00%	72.00%	63.16%	87.50%	45.45%	80.00%	86.67%	76.19%	66.67%	74.07%	66.67%	0.0%
No	25	22	17	285	10	10	7	121	9	5	7	40	1	9	0	7	7	2	6	2	2	5	5	7	3	0
	19.84%	21.36%	14.78%	31.39%	27.78%	26.32%	17.50%	5.77%	8.33%	6.25%	6.86%	20.73%	14.29%	31.03%	0.0%	28.00%	36.84%	12.50%	54.55%	20.00%	13.33%	23.81%	33.33%	25.93%	33.33%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Pop. Qual. UHC Avg. (H)	2017 Pop. Qual. Total (I)	2016 Pop. Qual. Total (J)	2015 Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.14%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	21	29	32	270	10	13	8	134	5	5	8	43	1	7	2	7	5	2	1	2	5	5	3	8	2	0
	2.82%	3.93%	4.60%	3.44%	2.91%	3.71%	2.68%	2.10%	1.63%	2.02%	2.88%	2.39%	2.27%	2.38%	6.90%	3.24%	1.99%	2.38%	0.89%	2.22%	3.91%	2.82%	1.89%	2.62%	5.13%	0.0%
Appropriately skipped	624	629	565	6957	308	310	257	4288	203	168	175	1604	37	267	23	191	234	68	106	80	110	156	146	277	31	0
	83.65%	85.35%	81.29%	88.70%	89.53%	88.57%	86.24%	67.13%	66.12%	67.74%	62.95%	89.26%	84.09%	90.82%	79.31%	88.43%	93.23%	80.95%	94.64%	88.89%	85.94%	88.14%	91.82%	90.82%	79.49%	0.0%
BASE = Those who responded	101	79	97	616	26	27	32	1966	99	75	94	150	6	20	4	18	12	14	5	8	13	16	10	20	6	0
	13.54%	10.72%	13.96%	7.85%	7.56%	7.71%	10.74%	30.78%	32.25%	30.24%	33.81%	8.35%	13.64%	6.80%	13.79%	8.33%	4.78%	16.67%	4.46%	8.89%	10.16%	9.04%	6.29%	6.56%	15.38%	0.0%
Yes	98	73	93	586	25	25	30	1946	98	73	93	145	6	19	4	17	12	13	5	7	13	16	9	20	5	0
	97.03%	92.41%	95.88%	95.13%	96.15%	92.59%	93.75%	98.98%	98.99%	97.33%	98.94%	96.67%	100.00%	95.00%	100.00%	94.44%	100.00%	92.86%	100.00%	87.50%	100.00%	100.00%	90.00%	100.00%	83.33%	0.0%
No	3	6	4	30	1	2	2	20	1	2	1	5	0	1	0	1	0	1	0	1	0	0	1	0	1	0
	2.97%	7.59%	4.12%	4.87%	3.85%	7.41%	6.25%	1.02%	1.01%	2.67%	1.06%	3.33%	0.0%	5.00%	0.0%	5.56%	0.0%	7.14%	0.0%	12.50%	0.0%	0.0%	10.00%	0.0%	16.67%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	10	21	25	202	4	9	8	66	1	3	3	26	0	2	0	3	0	1	0	2	0	1	1	2	2	0
	1.34%	2.85%	3.60%	2.58%	1.16%	2.57%	2.68%	1.03%	0.33%	1.21%	1.08%	1.45%	0.0%	0.68%	0.0%	1.39%	0.0%	1.19%	0.0%	2.22%	0.0%	0.56%	0.63%	0.66%	5.13%	0.0%
		A	A	E				I																		
BASE = Those who responded	736	715	670	7641	340	341	290	6322	306	245	275	1771	44	292	29	213	251	83	112	88	128	176	158	303	37	0
	98.66%	97.01%	96.40%	97.42%	98.84%	97.43%	97.32%	98.97%	99.67%	98.79%	98.92%	98.55%	100.00%	99.32%	100.00%	98.61%	100.00%	98.81%	100.00%	97.78%	100.00%	99.44%	99.37%	99.34%	94.87%	0.0%
	BC				D				H																	
Yes	129	99	118	719	28	29	41	1774	103	74	105	174	4	24	4	19	16	12	8	9	10	18	8	22	6	0
	17.53%	13.85%	17.61%	9.41%	8.24%	8.50%	14.14%	28.06%	33.66%	30.20%	38.18%	9.82%	9.09%	8.22%	13.79%	8.92%	6.37%	14.46%	7.14%	10.23%	7.81%	10.23%	5.06%	7.26%	16.22%	0.0%
					EF				HE																	
No	607	616	552	6922	312	312	249	4548	203	171	170	1597	40	268	25	194	235	71	104	79	118	158	150	281	31	0
	82.47%	86.15%	82.39%	90.59%	91.76%	91.50%	85.86%	71.94%	66.34%	69.80%	61.82%	90.18%	90.91%	91.78%	86.21%	91.08%	93.63%	85.54%	92.86%	89.77%	92.19%	89.77%	94.94%	92.74%	83.78%	0.0%
					GI	G		I																		
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	12	26	33	223	4	10	11	92	1	5	8	32	0	2	0	3	0	1	0	2	0	1	1	2	2	0
	1.61%	3.53%	4.75%	2.84%	1.16%	2.86%	3.69%	1.44%	0.33%	2.02%	2.88%	1.78%	0.0%	0.68%	0.0%	1.39%	0.0%	1.19%	0.0%	2.22%	0.0%	0.56%	0.63%	0.66%	5.13%	0.0%
		A	A	E			E	I			I															
Appropriately skipped	607	616	552	6922	312	312	249	4548	203	171	170	1597	40	268	25	194	235	71	104	79	118	158	150	281	31	0
	81.37%	83.58%	79.42%	88.26%	90.70%	89.14%	83.56%	71.20%	66.12%	68.95%	61.15%	88.87%	90.91%	91.16%	86.21%	89.81%	93.63%	84.52%	92.86%	87.78%	92.19%	89.27%	94.34%	92.13%	79.49%	0.0%
		C			GI	G											R									
BASE = Those who responded	127	95	110	698	28	28	38	1748	103	72	100	168	4	24	4	19	16	12	8	9	10	18	8	22	6	0
	17.02%	12.89%	15.83%	8.90%	8.14%	8.00%	12.75%	27.36%	33.55%	29.03%	35.97%	9.35%	9.09%	8.16%	13.79%	8.80%	6.37%	14.29%	7.14%	10.00%	7.81%	10.17%	5.03%	7.21%	15.38%	0.0%
	B						F		HE																	
Yes	99	70	91	481	20	17	31	1553	94	63	89	114	4	16	3	14	10	10	6	7	7	13	6	15	5	0
	77.95%	73.68%	82.73%	68.91%	71.43%	60.71%	81.58%	88.84%	91.26%	87.50%	89.00%	67.86%	100.00%	66.67%	75.00%	73.68%	62.50%	83.33%	75.00%	77.78%	70.00%	72.22%	75.00%	68.18%	83.33%	0.0%
No	28	25	19	217	8	11	7	195	9	9	11	54	0	8	1	5	6	2	2	2	3	5	2	7	1	0
	22.05%	26.32%	17.27%	31.09%	28.57%	39.29%	18.42%	11.16%	8.74%	12.50%	11.00%	32.14%	0.0%	33.33%	25.00%	26.32%	37.50%	16.67%	25.00%	22.22%	30.00%	27.78%	25.00%	31.82%	16.67%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Pop. Qual. UHC Avg. (H)	2017 Pop. Qual. Total (I)	2016 Pop. Qual. Total (J)	2015 Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	15	28	34	236	5	10	11	109	4	6	9	34	0	3	0	4	0	2	0	3	0	2	1	3	2	0
	2.01%	3.80%	4.89%	3.01%	1.45%	2.86%	3.69%	1.71%	1.30%	2.42%	3.24%	1.89%	0.0%	1.02%	0.0%	1.85%	0.0%	2.38%	0.0%	3.33%	0.0%	1.13%	0.63%	0.98%	5.13%	0.0%
		A	A	E																						
Appropriately skipped	635	641	571	7139	320	323	256	4743	212	180	181	1651	40	276	26	199	241	73	106	81	121	163	152	288	32	0
	85.12%	86.97%	82.16%	91.02%	93.02%	92.29%	85.91%	74.25%	69.06%	72.58%	65.11%	91.88%	90.91%	93.88%	89.66%	92.13%	96.02%	86.90%	94.64%	90.00%	94.53%	92.09%	95.60%	94.43%	82.05%	0.0%
		C			GI	G										R							Y			
BASE = Those who responded	96	68	90	468	19	17	31	1536	91	62	88	112	4	15	3	13	10	9	6	6	7	12	6	14	5	0
	12.87%	9.23%	12.95%	5.97%	5.52%	4.86%	10.40%	24.05%	29.64%	25.00%	31.65%	6.23%	9.09%	5.10%	10.34%	6.02%	3.98%	10.71%	5.36%	6.67%	5.47%	6.78%	3.77%	4.59%	12.82%	0.0%
		B		B			EF		HE																	
Yes	88	62	82	430	17	14	30	1499	88	62	82	104	3	14	3	11	10	7	6	5	6	12	4	13	4	0
	91.67%	91.18%	91.11%	91.88%	89.47%	82.35%	96.77%	97.59%	96.70%	100.00%	93.18%	92.86%	75.00%	93.33%	100.00%	84.62%	100.00%	77.78%	100.00%	83.33%	85.71%	100.00%	66.67%	92.86%	80.00%	0.0%
								K																		
No	8	6	8	38	2	3	1	37	3	0	6	8	1	1	0	2	0	2	0	1	1	0	2	1	1	0
	8.33%	8.82%	8.89%	8.12%	10.53%	17.65%	3.23%	2.41%	3.30%	0.0%	6.82%	7.14%	25.00%	6.67%	0.0%	15.38%	0.0%	22.22%	0.0%	16.67%	14.29%	0.0%	33.33%	7.14%	20.00%	0.0%
								J																		
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Total	2016 CCC Pop. Total	2015 CCC Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Central	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.40%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	15	21	26	232	7	10	7	80	2	3	5	35	1	5	1	4	2	3	1	3	0	0	5	4	3	0
	2.01%	2.85%	3.74%	2.96%	2.03%	2.86%	2.35%	1.25%	0.65%	1.21%	1.80%	1.95%	2.27%	1.70%	3.45%	1.85%	0.80%	3.57%	0.89%	3.33%	0.0%	0.0%	3.14% v	1.31%	7.69%	0.0%
BASE = Those who responded	731	715	668	7611	337	340	291	6308	305	244	272	1762	43	289	28	212	249	81	111	87	128	177	154	301	36	0
	97.99% C	97.01%	96.12%	97.04%	97.97%	97.14%	97.65%	98.75%	99.35%	98.39%	97.84%	98.05%	97.73%	98.30%	96.55%	98.15%	99.20%	96.43%	99.11%	96.67%	100.00%	100.00% W	96.86%	98.69%	92.31%	0.0%
Yes	195	140	173	1111	70	49	44	3360	178	129	163	318	12	57	6	50	40	30	9	22	37	35	33	61	9	0
	26.68% B	19.58%	25.90% B	14.60%	20.77% DF	14.41%	15.12%	53.27%	58.36% E	52.87%	59.93%	18.05%	27.91%	19.72%	21.43%	23.58%	16.06%	37.04% Q	8.11%	25.29% S	28.91% S	19.77%	21.43%	20.27%	25.00%	0.0%
No	536	575	495	6500	267	291	247	2948	127	115	109	1444	31	232	22	162	209	51	102	65	91	142	121	240	27	0
	73.32%	80.42% AC	74.10%	85.40% E	79.23% I	85.59% E	84.88%	46.73%	41.64%	47.13%	40.07%	81.95%	72.09%	80.28%	78.57%	76.42%	83.94% R	62.96%	91.89% TU	74.71%	71.09%	80.23%	78.57%	79.73%	75.00%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																	
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																						
													0-7		8-10		Excel/ Very Good		Good/ Fair/ Poor		<5			6-10		11+		Male		Female		Mail		Phone		Internet																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																										
													(M)		(N)		(Q)		(R)		(S)			(T)		(U)		(V)		(W)		(X)		(Y)		(Z)																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																										
													(A)		(B)		(C)		(D)		(E)		(F)		(G)		(H)		(I)		(J)		(K)		(L)																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
Total	746		737		695		7843		344		350		298		6388		307		248		278		1797		44		294		29		216		251		84		112		90		128		177		159		305		39		0																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
	100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		100.00%		0.0%																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																	
Multiple mark	0		0		0		0		0		0		0		0		0		0		0		0		0		0		0		0		0		0		0		0		0		0		0		0																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
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No response	22		26		33		286		10		12		8		167		6		6		9		51		1		8		1		5		4		4		1		3		1		0		7		7		3		0																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
	2.95%		3.53%		4.75%		3.65%		2.91%		3.43%		2.68%		2.61%		1.95%		2.42%		3.24%		2.84%		2.27%		2.72%		3.45%		2.31%		1.59%		4.76%		0.89%		3.33%		0.78%		0.0%		4.40%		2.30%		7.69%		0.0%																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
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Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

74. What is your child's age?

	2017 General Population Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Central					Excel/ Very Good	Good/ Fair/ Poor								
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	21	38	61	550	14	13	27	165	7	5	7	177	1	12	2	9	10	1	0	0	0	3	5	13	1	0
	2.82%	5.16%	8.78%	4.41%	4.07%	3.71%	9.06%	2.58%	2.28%	2.02%	2.52%	5.81%	2.27%	4.08%	6.90%	4.17%	3.98%	1.19%	0.0%	0.0%	0.0%	1.69%	3.14%	4.26%	2.56%	0.0%
		A	AB				EF																			
BASE = Those who responded	725	699	634	11926	330	337	271	6223	300	243	271	2872	43	282	27	207	241	83	112	90	128	174	154	292	38	0
	97.18%	94.84%	91.22%	95.59%	95.93%	96.29%	90.94%	97.42%	97.72%	97.98%	97.48%	94.19%	97.73%	95.92%	93.10%	95.83%	96.02%	98.81%	100.00%	100.00%	100.00%	98.31%	96.86%	95.74%	97.44%	0.0%
	BC	C			G	G																				
Less than 1 year old	11	14	4	239	6	6	4	39	1	0	0	63	2	4	1	4	4	2	6	0	0	5	1	6	0	0
	1.52%	2.00%	0.63%	2.00%	1.82%	1.78%	1.48%	0.63%	0.33%	0.0%	0.0%	2.19%	4.65%	1.42%	3.70%	1.93%	1.66%	2.41%	5.36%	0.0%	0.0%	2.87%	0.65%	2.05%	0.0%	0.0%
		C																	TU					Y		
1 year or more (NET)	714	685	630	11687	324	331	267	6184	299	243	271	2809	41	278	26	203	237	81	106	90	128	169	153	286	38	0
	98.48%	98.00%	99.37%	98.00%	98.18%	98.22%	98.52%	99.37%	99.67%	100.00%	100.00%	97.81%	95.35%	98.58%	96.30%	98.07%	98.34%	97.59%	94.64%	100.00%	100.00%	97.13%	99.35%	97.95%	100.00%	0.0%
			B																S	S				X		
1 - 5 years old	219	211	213	3632	106	106	108	985	53	36	48	967	13	93	12	71	87	18	106	0	0	54	51	92	14	0
	30.21%	30.19%	33.60%	30.45%	32.12%	31.45%	39.85%	15.83%	17.67%	14.81%	17.71%	33.67%	30.23%	32.98%	44.44%	34.30%	36.10%	21.69%	94.64%	0.0%	0.0%	31.03%	33.12%	31.51%	36.84%	0.0%
					I		EF										R		TU							
6 - 10 years old	205	202	177	3230	90	108	82	1952	101	67	85	752	10	78	4	56	62	25	0	90	0	49	41	74	16	0
	28.28%	28.90%	27.92%	27.08%	27.27%	32.05%	30.26%	31.37%	33.67%	27.57%	31.37%	26.18%	23.26%	27.66%	14.81%	27.05%	25.73%	30.12%	0.0%	100.00%	0.0%	28.16%	26.62%	25.34%	42.11%	0.0%
																			SU					X		
11 - 15 years old	216	204	167	3231	92	85	55	2183	109	104	90	733	12	79	6	58	67	24	0	0	92	48	43	86	6	0
	29.79%	29.18%	26.34%	27.09%	27.88%	25.22%	20.30%	35.08%	36.33%	42.80%	33.21%	25.52%	27.91%	28.01%	22.22%	28.02%	27.80%	28.92%	0.0%	0.0%	71.88%	27.59%	27.92%	29.45%	15.79%	0.0%
					G				E	K										ST			Y			
Over 15 years old	74	68	73	1594	36	32	22	1064	36	36	48	357	6	28	4	18	21	14	0	0	36	18	18	34	2	0
	10.21%	9.73%	11.51%	13.37%	10.91%	9.50%	8.12%	17.10%	12.00%	14.81%	17.71%	12.43%	13.95%	9.93%	14.81%	8.70%	8.71%	16.87%	0.0%	0.0%	28.13%	10.34%	11.69%	11.64%	5.26%	0.0%
					I															ST						
2 years or more (NET)	669	630	570	11056	300	310	234	6064	292	236	267	2638	38	257	21	188	218	76	82	90	128	157	141	263	37	0
	92.28%	90.13%	89.91%	92.71%	90.91%	91.99%	86.35%	97.44%	97.33%	97.12%	98.52%	91.85%	88.37%	91.13%	77.78%	90.82%	90.46%	91.57%	73.21%	100.00%	100.00%	90.23%	91.56%	90.07%	97.37%	0.0%
						G			E										S	S				X		
Average age	8.7062	8.4478	8.4148	8.8139	8.4818	8.2344	7.4170	10.4986	9.9500	10.5679	10.2103	8.4669	8.5581	8.3936	7.6296	8.1884	8.0871	9.5904	2.7054	7.8556	13.9766	8.2529	8.7597	8.5925	7.6316	0
					G	G		I	E									Q		S	ST					
Standard deviation	4.9847	5.0183	5.0655	5.1656	5.1104	4.8906	4.9125	4.5570	4.4513	4.3165	4.5777	5.1803	5.4658	5.0463	5.6316	5.0713	5.1052	5.0061	1.4799	1.4649	2.0595	5.0792	5.1422	5.2226	4.0485	0

Note: The Medicaid Average does not provide the full distribution of responses for this question so the results can not be displayed on this question.

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

74. What is your child's age?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Central	0-7	8-10	0-7	8-10	Excel/Very Good	Good/Fair/Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Sigma

Note: The Medicaid Average does not provide the full distribution of responses for this question so the results can not be displayed on this question.

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

75. Is your child male or female?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)															
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	4	1	0	0	3	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.54% A	0.14%	0.0%	0.0%	0.86%	0.34%	0.0%	0.0%	0.40%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	11	22	29	379	8	9	9	110	6	2	6	106	0	7	1	5	4	2	1	0	1	0	0	7	1	0
	1.47%	2.99% A	4.17% A	3.04%	2.33%	2.57%	3.02%	1.72%	1.95%	0.81%	2.16%	3.48%	0.0%	2.38% M	3.45%	2.31%	1.59%	2.38%	0.89%	0.0%	0.78%	0.0%	0.0%	2.30%	2.56%	0.0%
BASE = Those who responded	735	711	665	12097	336	338	288	6278	301	245	272	2943	44	287	28	211	247	82	111	90	127	177	159	298	38	0
	98.53% BC	96.47%	95.68%	96.96%	97.67%	96.57%	96.64%	98.28%	98.05%	98.79%	97.84%	96.52%	100.00% N	97.62%	96.55%	97.69%	98.41%	97.62%	99.11%	100.00%	99.22%	100.00%	100.00%	97.70%	97.44%	0.0%
Male	402	384	374	6299	177	182	152	3750	176	148	174	1540	25	150	14	116	128	46	59	49	66	177	0	158	19	0
	54.69%	54.01%	56.24%	52.07%	52.68%	53.85%	52.78%	59.73%	58.47%	60.41%	63.97%	52.33%	56.82%	52.26%	50.00%	54.98%	51.82%	56.10%	53.15%	54.44%	51.97%	100.00% W	0.0%	53.02%	50.00%	0.0%
Female	333	327	291	5798	159	156	136	2528	125	97	98	1403	19	137	14	95	119	36	52	41	61	0	159	140	19	0
	45.31%	45.99%	43.76%	47.93%	47.32%	46.15%	47.22%	40.27%	41.53%	39.59%	36.03%	47.67%	43.18%	47.74%	50.00%	45.02%	48.18%	43.90%	46.85%	45.56%	48.03%	0.0%	100.00% V	46.98%	50.00%	0.0%
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	14	31	38	542	7	13	17	170	5	7	7	110	2	4	1	3	2	3	1	2	0	2	1	5	2	0
	1.88%	4.21% A	5.47% A	4.34% E	2.03%	3.71%	5.70% E	2.66%	1.63%	2.82%	2.52%	3.61%	4.55%	1.36%	3.45%	1.39%	0.80%	3.57%	0.89%	2.22%	0.0%	1.13%	0.63%	1.64%	5.13%	0.0%
BASE = Those who responded	732	706	657	11934	337	337	281	6218	302	241	271	2939	42	290	28	213	249	81	111	88	128	175	158	300	37	0
	98.12% BC	95.79%	94.53%	95.66%	97.97% DG	96.29%	94.30%	97.34%	98.37%	97.18%	97.48%	96.39%	95.45%	98.64%	96.55%	98.61%	99.20%	96.43%	99.11%	97.78%	100.00%	98.87%	99.37%	98.36%	94.87%	0.0%
Yes, Hispanic or Latino	271	279	229	3978	117	125	100	1132	90	67	75	1034	10	106	6	75	85	27	33	35	47	64	51	103	14	0
	37.02%	39.52%	34.86%	33.33%	34.72%	37.09%	35.59%	18.21%	29.80% H	27.80%	27.68%	35.18%	23.81%	36.55%	21.43%	35.21%	34.14%	33.33%	29.73%	39.77%	36.72%	36.57%	32.28%	34.33%	37.84%	0.0%
No, not Hispanic or Latino	461	427	428	7956	220	212	181	5086	212	174	196	1905	32	184	22	138	164	54	78	53	81	111	107	197	23	0
	62.98%	60.48%	65.14%	66.67%	65.28%	62.91%	64.41%	81.79% I	70.20%	72.20%	72.32%	64.82%	76.19%	63.45%	78.57%	64.79%	65.86%	66.67%	70.27%	60.23%	63.28%	63.43%	67.72%	65.67%	62.16%	0.0%
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

77. What is your child's race?

2017 General Population Results																											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
	2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Central	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
No response	62	66	64	1100	31	29	26	260	19	12	18	257	4	25	1	18	21	6	11	8	8	16	11	25	6	0	
	8.31%	8.96%	9.21%	8.82%	9.01%	8.29%	8.72%	4.07%	6.19%	4.84%	6.47%	8.43%	9.09%	8.50%	3.45%	8.33%	8.37%	7.14%	9.82%	8.89%	6.25%	9.04%	6.92%	8.20%	15.38%	0.0%	
BASE = Those who responded	684	671	631	11376	313	321	272	6128	288	236	260	2792	40	269	28	198	230	78	101	82	120	161	148	280	33	0	
	91.69%	91.04%	90.79%	91.18%	90.99%	91.71%	91.28%	95.93%	93.81%	95.16%	93.53%	91.57%	90.91%	91.50%	96.55%	91.67%	91.63%	92.86%	90.18%	91.11%	93.75%	90.96%	93.08%	91.80%	84.62%	0.0%	
White	434	409	417	7319	201	193	187	4246	211	160	195	2124	27	172	20	136	158	42	62	56	74	101	97	183	18	0	
	63.45%	60.95%	66.09%	64.34%	64.22%	60.12%	68.75% F	69.29%	73.26% E	67.80%	75.00%	76.07%	67.50%	63.94%	71.43%	68.69%	68.70% R	53.85%	61.39%	68.29%	61.67%	62.73%	65.54%	65.36%	54.55%	0.0%	
Black or African-American	117	102	120	2464	57	46	37	1664	53	52	55	420	7	48	7	29	40	17	23	10	24	25	31	44	13	0	
	17.11%	15.20%	19.02%	21.66%	18.21%	14.33%	13.60%	27.15% I	18.40%	22.03%	21.15%	15.04%	17.50%	17.84%	25.00%	14.65%	17.39%	21.79%	22.77%	12.20%	20.00%	15.53%	20.95%	15.71%	39.39% X	0.0%	
Asian	51	69	48	854	28	39	24	174	9	8	8	142	5	23	2	15	12	14	13	9	6	14	14	28	0	0	
	7.46%	10.28%	7.61%	7.51%	8.95% I	12.15%	8.82%	2.84%	3.13%	3.39%	3.08%	5.09%	12.50%	8.55%	7.14%	7.58%	5.22%	17.95% Q	12.87% U	10.98%	5.00%	8.70%	9.46%	10.00% Y	0.0%	0.0%	
Native Hawaiian or other Pacific Islander	5	9	6	286	2	5	2	73	2	3	2	20	0	2	0	2	2	0	0	1	1	0	2	2	0	0	
	0.73%	1.34%	0.95%	2.51% E	0.64%	1.56%	0.74%	1.19%	0.69%	1.27%	0.77%	0.72%	0.0%	0.74%	0.0%	1.01%	0.87%	0.0%	0.0%	1.22%	0.83%	0.0%	1.35%	0.71%	0.0%	0.0%	
American Indian or Alaska Native	36	33	27	440	16	12	6	282	20	14	12	87	1	15	0	12	12	4	5	5	6	6	9	14	2	0	
	5.26%	4.92%	4.28%	3.87%	5.11%	3.74%	2.21%	4.60%	6.94%	5.93%	4.62%	3.12%	2.50%	5.58%	0.0%	6.06%	5.22%	5.13%	4.95%	6.10%	5.00%	3.73%	6.08%	5.00%	6.06%	0.0%	
Other	126	123	92	2031	51	58	39	684	36	35	26	415	5	45	2	31	40	9	14	12	24	35	16	41	10	0	
	18.42%	18.33%	14.58%	17.85%	16.29%	18.07%	14.34%	11.16%	12.50%	14.83%	10.00%	14.86%	12.50%	16.73%	7.14%	15.66%	17.39%	11.54%	13.86%	14.63%	20.00%	21.74% W	10.81%	14.64%	30.30%	0.0%	
Sigma	831	811	774	14494	386	382	321	7383	350	284	316	3465	49	330	32	243	285	92	128	101	143	197	180	337	49	0	
	111.39%	110.04%	111.37%	116.18%	112.21%	109.14%	107.72%	115.58%	114.01%	114.52%	113.67%	113.64%	111.36%	112.24%	110.34%	112.50%	113.55%	109.52%	114.29%	112.22%	111.72%	111.30%	113.21%	110.49%	125.64%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

78. What is your age?

	2017 General Population Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. UHC Avg. Central	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	3	6	0	0	0	2	0	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.41%	0.86%	A	0.0%	0.0%	0.67%	0.0%	0.0%	0.81%	1.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	10	18	28	454	6	6	11	132	3	1	1	99	2	3	0	3	2	2	0	2	0	2	0	5	1	0
	1.34%	2.44%	4.03%	A	1.74%	1.71%	3.69%	2.07%	0.98%	0.40%	0.36%	3.25%	4.55%	1.02%	0.0%	1.39%	0.80%	2.38%	0.0%	2.22%	0.0%	1.13%	0.0%	1.64%	2.56%	0.0%
BASE = Those who responded	736	716	661	12022	338	344	285	6256	304	245	274	2950	42	291	29	213	249	82	112	88	128	175	159	300	38	0
	98.66%	97.15%	95.11%	96.36%	98.26%	98.29%	95.64%	97.93%	99.02%	98.79%	98.56%	96.75%	95.45%	98.98%	100.00%	98.61%	99.20%	97.62%	100.00%	97.78%	100.00%	98.87%	100.00%	98.36%	97.44%	0.0%
Under 18 (v 16)	61	45	71	702	22	22	36	473	30	15	37	164	5	17	1	16	14	7	5	4	12	11	9	22	0	0
	8.29%	6.28%	10.74%	B	6.51%	6.40%	12.63%	7.56%	9.87%	6.12%	13.50%	5.56%	11.90%	5.84%	3.45%	7.51%	5.62%	8.54%	4.46%	4.55%	9.38%	6.29%	5.66%	7.33%	Y	0.0%
18 to 24 (v 21)	39	43	48	738	29	19	27	158	7	5	2	244	3	26	2	24	26	3	26	1	1	15	14	27	2	0
	5.30%	6.01%	7.26%	6.14%	8.58%	5.52%	9.47%	2.53%	2.30%	2.04%	0.73%	8.27%	7.14%	8.93%	6.90%	11.27%	10.44%	3.66%	23.21%	1.14%	0.78%	8.57%	8.81%	9.00%	5.26%	0.0%
					I												R		TU							
25 to 34 (v 29.5)	203	225	193	3676	98	109	81	1477	61	61	60	943	9	87	9	64	77	19	47	35	13	57	40	83	15	0
	27.58%	31.42%	29.20%	30.58%	28.99%	31.69%	28.42%	23.61%	20.07%	24.90%	21.90%	31.97%	21.43%	29.90%	31.03%	30.05%	30.92%	23.17%	41.96%	39.77%	10.16%	32.57%	25.16%	27.67%	39.47%	0.0%
					I														U	U						
35 to 44 (v 39.5)	234	236	195	3939	106	114	88	2021	101	75	81	934	11	95	11	62	67	35	26	35	42	53	53	94	12	0
	31.79%	32.96%	29.50%	32.76%	31.36%	33.14%	30.88%	32.30%	33.22%	30.61%	29.56%	31.66%	26.19%	32.65%	37.93%	29.11%	26.91%	42.68%	23.21%	39.77%	32.81%	30.29%	33.33%	31.33%	31.58%	0.0%
																		Q		S						
45 to 54 (v 49.5)	106	98	93	1944	45	48	38	1217	47	45	48	420	8	36	3	29	36	9	4	5	34	22	22	44	1	0
	14.40%	13.69%	14.07%	16.17%	13.31%	13.95%	13.33%	19.45%	15.46%	18.37%	17.52%	14.24%	19.05%	12.37%	10.34%	13.62%	14.46%	10.98%	3.57%	5.68%	26.56%	12.57%	13.84%	14.67%	2.63%	0.0%
																				ST			Y			
55 to 64 (v 59.5)	63	50	41	702	25	26	9	596	41	32	33	168	5	19	2	13	19	6	4	3	18	12	13	22	3	0
	8.56%	6.98%	6.20%	5.84%	7.40%	7.56%	3.16%	9.53%	13.49%	13.06%	12.04%	5.69%	11.90%	6.53%	6.90%	6.10%	7.63%	7.32%	3.57%	3.41%	14.06%	6.86%	8.18%	7.33%	7.89%	0.0%
					G	G			HE											ST						
65 to 74 (v 69.5)	27	18	15	266	12	6	4	266	15	12	10	66	1	10	1	4	9	3	0	5	7	4	8	7	5	0
	3.67%	2.51%	2.27%	2.21%	3.55%	1.74%	1.40%	4.25%	4.93%	4.90%	3.65%	2.24%	2.38%	3.44%	3.45%	1.88%	3.61%	3.66%	0.0%	5.68%	5.47%	2.29%	5.03%	2.33%	13.16%	0.0%
																			S	S						
75 or older (v 79.5)	3	1	5	55	1	0	2	48	2	0	3	11	0	1	0	1	1	0	0	0	1	1	0	1	0	0
	0.41%	0.14%	0.76%	0.46%	0.30%	0.0%	0.70%	0.77%	0.66%	0.0%	1.09%	0.37%	0.0%	0.34%	0.0%	0.47%	0.40%	0.0%	0.0%	0.0%	0.78%	0.57%	0.0%	0.33%	0.0%	0.0%
Average age	38.2296	37.3450	36.3434	37.5660	37.4778	37.2369	34.6035	40.3282	40.7352	41.1122	39.6953	36.8498	38.2381	37.1959	37.7586	35.9789	37.3715	38.1585	31.0313	37.1989	43.5586	36.7229	38.5535	37.1117	40.3684	0
	C				G	G			E											S	ST					
Standard deviation	13.3437	12.1870	13.2217	12.1184	13.0308	11.8604	12.5081	13.4694	14.3269	13.3337	14.6625	12.1273	14.0756	12.7414	11.8158	12.6545	13.3085	12.4180	9.6024	11.5725	13.8803	12.5945	13.3222	12.7905	14.4694	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

78. What is your age?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Pop. Qual. UHC Avg.	2017 CCC Pop. Total	2016 Pop. Qual. Total	2015 Pop. Qual. Total	2017 Pop. UHC Avg. Central	0-7	8-10	0-7	8-10	Excel/Very Good	Good/Fair/Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Sigma

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

79. Are you male or female?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.27%	0.0%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	15	16	22	401	7	6	7	129	7	1	2	91	1	5	1	4	3	2	1	1	1	1	2	6	1	0
	2.01%	2.17%	3.17%	3.21%	2.03%	1.71%	2.35%	2.02%	2.28%	0.40%	0.72%	2.98%	2.27%	1.70%	3.45%	1.85%	1.20%	2.38%	0.89%	1.11%	0.78%	0.56%	1.26%	1.97%	2.56%	0.0%
	J																									
BASE = Those who responded	731	719	673	12075	337	343	291	6259	300	247	276	2958	43	289	28	212	248	82	111	89	127	176	157	299	38	0
	97.99%	97.56%	96.83%	96.79%	97.97%	98.00%	97.65%	97.98%	97.72%	99.60%	99.28%	97.02%	97.73%	98.30%	96.55%	98.15%	98.80%	97.62%	99.11%	98.89%	99.22%	99.44%	98.74%	98.03%	97.44%	0.0%
	I																									
Male	85	93	79	1567	38	45	41	667	30	27	34	345	11	27	6	21	32	6	15	4	16	22	15	34	4	0
	11.63%	12.93%	11.74%	12.98%	11.28%	13.12%	14.09%	10.66%	10.00%	10.93%	12.32%	11.66%	25.58%	9.34%	21.43%	9.91%	12.90%	7.32%	13.51%	4.49%	12.60%	12.50%	9.55%	11.37%	10.53%	0.0%
	N																									
Female	646	626	594	10508	299	298	250	5592	270	220	242	2613	32	262	22	191	216	76	96	85	111	154	142	265	34	0
	88.37%	87.07%	88.26%	87.02%	88.72%	86.88%	85.91%	89.34%	90.00%	89.07%	87.68%	88.34%	74.42%	90.66%	78.57%	90.09%	87.10%	92.68%	86.49%	95.51%	87.40%	87.50%	90.45%	88.63%	89.47%	0.0%
	M																									
	SU																									
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

	2017 General Population Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Pop. Qual. UHC Avg. (H)	2017 OCC Pop. Qual. Total (I)	2016 OCC Pop. Qual. Total (J)	2015 OCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	24	31	33	621	14	14	10	190	4	2	3	152	2	11	0	6	8	3	6	2	2	7	3	12	2	0
	3.22%	4.21%	4.75%	4.98%	4.07% I	4.00%	3.36%	2.97% I	1.30%	0.81%	1.08%	4.99%	4.55%	3.74%	0.0%	2.78%	3.19%	3.57%	5.36%	2.22%	1.56%	3.95%	1.89%	3.93%	5.13%	0.0%
BASE = Those who responded	722	706	662	11855	330	336	288	6198	303	246	275	2897	42	283	29	210	243	81	106	88	126	170	156	293	37	0
	96.78%	95.79%	95.25%	95.02%	95.93%	96.00%	96.64%	97.03%	98.70% HE	99.19%	98.92%	95.01%	95.45%	96.26%	100.00%	97.22%	96.81%	96.43%	94.64%	97.78%	98.44%	96.05%	98.11%	96.07%	94.87%	0.0%
High school or less (NET)	400	405	360	5947	179	191	151	2752	129	110	139	1423	21	157	15	106	126	47	51	47	76	98	79	163	16	0
	55.40%	57.37%	54.38%	50.16%	54.24% I	56.85%	52.43%	44.40%	42.57%	44.72%	50.55%	49.12%	50.00%	55.48%	51.72%	50.48%	51.85%	58.02%	48.11%	53.41%	60.32%	57.65%	50.64%	55.63%	43.24%	0.0%
8th grade or less	103	122	95	885	46	59	42	251	27	27	18	228	6	40	3	24	28	13	9	13	23	23	22	42	4	0
	14.27%	17.28%	14.35%	7.47%	13.94% DI	17.56%	14.58%	4.05%	8.91% H	10.98%	6.55%	7.87%	14.29%	14.13%	10.34%	11.43%	11.52%	16.05%	8.49%	14.77%	18.25% S	13.53%	14.10%	14.33%	10.81%	0.0%
Some high school, but did not graduate	94	94	82	1290	39	49	38	614	29	26	39	309	3	36	3	25	28	11	10	12	15	22	16	32	7	0
	13.02%	13.31%	12.39%	10.88%	11.82%	14.58%	13.19%	9.91%	9.57%	10.57%	14.18%	10.67%	7.14%	12.72%	10.34%	11.90%	11.52%	13.58%	9.43%	13.64%	11.90%	12.94%	10.26%	10.92%	18.92%	0.0%
High school graduate or GED	203	189	183	3772	94	83	71	1887	73	57	82	886	12	81	9	57	70	23	32	22	38	53	41	89	5	0
	28.12%	26.77%	27.64%	31.82%	28.48%	24.70%	24.65%	30.45% I	24.09%	23.17%	29.82%	30.58%	28.57%	28.62%	31.03%	27.14%	28.81%	28.40%	30.19%	25.00%	30.16%	31.18%	26.28%	30.38% Y	13.51%	0.0%
Some college or more (NET)	322	301	302	5908	151	145	137	3446	174	136	136	1474	21	126	14	104	117	34	55	41	50	72	77	130	21	0
	44.60%	42.63%	45.62%	49.84%	45.76%	43.15%	47.57%	55.60% E	57.43%	55.28%	49.45%	50.88%	50.00%	44.52%	48.28%	49.52%	48.15%	41.98%	51.89%	46.59%	39.68%	42.35%	49.36%	44.37%	56.76%	0.0%
Some college or 2-year degree	214	194	207	3924	99	90	94	2452	112	84	89	1036	12	84	8	65	78	21	33	30	34	46	51	84	15	0
	29.64%	27.48%	31.27%	33.10%	30.00%	26.79%	32.64%	39.56%	36.96%	34.15%	32.36%	35.76%	28.57%	29.68%	27.59%	30.95%	32.10%	25.93%	31.13%	34.09%	26.98%	27.06%	32.69%	28.67%	40.54%	0.0%
4-year college graduate	58	74	66	1252	31	36	31	590	28	33	31	277	5	25	5	22	23	8	13	8	8	18	13	29	2	0
	8.03%	10.48%	9.97%	10.56%	9.39%	10.71%	10.76%	9.52%	9.24%	13.41%	11.27%	9.56%	11.90%	8.83%	17.24%	10.48%	9.47%	9.88%	12.26%	9.09%	6.35%	10.59%	8.33%	9.90%	5.41%	0.0%
More than 4-year college degree	50	33	29	732	21	19	12	404	34	19	16	161	4	17	1	17	16	5	9	3	8	8	13	17	4	0
	6.93% C	4.67%	4.38%	6.17%	6.36%	5.65%	4.17%	6.52% HKE	11.22%	7.72%	5.82%	5.56%	9.52%	6.01%	3.45%	8.10%	6.58%	6.17%	8.49%	3.41%	6.35%	4.71%	8.33%	5.80%	10.81%	0.0%
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

81. How are you related to the child?

	2017 General Population Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 UHC Avg. Central	0-7		8-10		Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
													(M)	(N)	(O)	(P)										
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	17	28	0	0	10	9	0	0	9	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	2.31% A	4.03% A	0.0%	0.0%	2.86% E	3.02% E	0.0%	0.0%	3.63% I	8.27% IJ	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	37	24	25	603	13	12	8	321	18	3	1	141	2	9	1	6	6	5	3	3	3	3	6	11	2	0
	4.96%	3.26%	3.60%	4.83%	3.78%	3.43%	2.68%	5.03%	5.86% JK	1.21%	0.36%	4.62%	4.55%	3.06%	3.45%	2.78%	2.39%	5.95%	2.68%	3.33%	2.34%	1.69%	3.77%	3.61%	5.13%	0.0%
BASE = Those who responded	709	696	642	11873	331	328	281	6067	289	236	254	2908	42	285	28	210	245	79	109	87	125	174	153	294	37	0
	95.04% C	94.44%	92.37%	95.17%	96.22%	93.71%	94.30%	94.97%	94.14%	95.16%	91.37%	95.38%	95.45%	96.94%	96.55%	97.22%	97.61%	94.05%	97.32%	96.67%	97.66%	98.31%	96.23%	96.39%	94.87%	0.0%
Mother or father	635	640	548	10972	295	307	246	5250	247	198	195	2687	38	254	25	190	217	71	100	79	107	153	138	269	26	0
	89.56% C	91.95% C	85.36%	92.41%	89.12%	93.60% EG	87.54%	86.53%	85.47% K	83.90% K	76.77%	92.40%	90.48%	89.12%	89.29%	90.48%	88.57%	89.87%	91.74%	90.80%	85.60%	87.93%	90.20%	91.50% Y	70.27%	0.0%
Grandparent	42	28	57	619	19	11	20	572	23	21	36	140	1	18	2	11	16	3	4	4	11	12	7	14	5	0
	5.92%	4.02%	8.88% AB	5.21%	5.74%	3.35%	7.12% F	9.43%	7.96%	8.90%	14.17% I	4.81%	2.38%	6.32%	7.14%	5.24%	6.53%	3.80%	3.67%	4.60%	8.80%	6.90%	4.58%	4.76%	13.51%	0.0%
Other (NET)	32	28	37	282	17	10	15	245	19	17	23	81	3	13	1	9	12	5	5	4	7	9	8	11	6	0
	4.51%	4.02%	5.76%	2.38%	5.14% D	3.05%	5.34%	4.04%	6.57%	7.20%	9.06%	2.79%	7.14%	4.56%	3.57%	4.29%	4.90%	6.33%	4.59%	4.60%	5.60%	5.17%	5.23%	3.74%	16.22% X	0.0%
Aunt or uncle	4	5	7	82	4	3	2	64	2	2	5	25	1	3	1	3	3	1	1	1	2	2	2	2	2	0
	0.56%	0.72%	1.09%	0.69%	1.21%	0.91%	0.71%	1.05%	0.69%	0.85%	1.97%	0.86%	2.38%	1.05%	3.57%	1.43%	1.22%	1.27%	0.92%	1.15%	1.60%	1.15%	1.31%	0.68%	5.41%	0.0%
Older brother or sister	2	2	4	25	1	2	2	10	1	0	1	6	0	1	0	1	1	0	0	0	1	1	0	0	1	0
	0.28%	0.29%	0.62%	0.21%	0.30%	0.61%	0.71%	0.16%	0.35%	0.0%	0.39%	0.21%	0.0%	0.35%	0.0%	0.48%	0.41%	0.0%	0.0%	0.0%	0.80%	0.57%	0.0%	0.0%	2.70%	0.0%
Other relative	2	0	0	20	1	0	0	9	2	0	0	9	0	1	0	1	1	0	0	1	0	0	1	0	1	0
	0.28%	0.0%	0.0%	0.17%	0.30%	0.0%	0.0%	0.15%	0.69%	0.0%	0.0%	0.31%	0.0%	0.35%	0.0%	0.48%	0.41%	0.0%	0.0%	1.15%	0.0%	0.0%	0.65%	0.0%	2.70%	0.0%
Legal guardian	17	16	18	129	9	4	8	138	9	10	12	31	2	7	0	3	5	4	4	2	2	4	5	7	2	0
	2.40%	2.30%	2.80%	1.09%	2.72%	1.22%	2.85%	2.27%	3.11%	4.24%	4.72%	1.07%	4.76%	2.46%	0.0%	1.43%	2.04%	5.06%	3.67%	2.30%	1.60%	2.30%	3.27%	2.38%	5.41%	0.0%
Someone else	7	5	8	26	2	1	3	24	5	5	5	10	0	1	0	1	2	0	0	0	2	2	0	2	0	0
	0.99%	0.72%	1.25%	0.22%	0.60%	0.30%	1.07%	0.40%	1.73%	2.12%	1.97%	0.34%	0.0%	0.35%	0.0%	0.48%	0.82%	0.0%	0.0%	0.0%	1.60%	1.15%	0.0%	0.68%	0.0%	0.0%
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

82. Did someone help you complete this survey?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 Pop. Qual. Total	2015 Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Central	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	10	14	14	144	5	6	4	65	4	0	1	23	1	4	0	2	3	1	2	0	0	0	2	5	0	0
	1.34%	1.90%	2.01%	1.15%	1.45%	1.71%	1.34%	1.02%	1.30%	0.0%	0.36%	0.75%	2.27%	1.36%	0.0%	0.93%	1.20%	1.19%	1.79%	0.0%	0.0%	0.0%	1.26%	1.64%	0.0%	0.0%
									J														Y			
Appropriately skipped	82	103	75	5749	39	40	29	2501	40	49	35	1356	5	32	1	23	29	9	14	16	8	19	19	0	39	0
	10.99%	13.98%	10.79%	46.08%	11.34%	11.43%	9.73%	39.15%	13.03%	19.76%	12.59%	44.47%	11.36%	10.88%	3.45%	10.65%	11.55%	10.71%	12.50%	17.78%	6.25%	10.73%	11.95%	0.0%	100.00%	0.0%
				E				I		IK									U					X		
BASE = Those who responded	654	620	605	6583	300	304	265	3822	263	199	242	1670	38	258	28	191	219	74	96	74	120	158	138	300	0	0
	87.67%	84.12%	87.05%	52.77%	87.21%	86.86%	88.93%	59.83%	85.67%	80.24%	87.05%	54.77%	86.36%	87.76%	96.55%	88.43%	87.25%	88.10%	85.71%	82.22%	93.75%	89.27%	86.79%	98.36%	0.0%	0.0%
	B				D				H		J									ST			Y			
Yes	42	70	43	324	21	37	20	127	10	14	13	86	3	18	3	9	11	9	7	7	6	14	7	21	0	0
	6.42%	11.29%	7.11%	4.92%	7.00%	12.17%	7.55%	3.32%	3.80%	7.04%	5.37%	5.15%	7.89%	6.98%	10.71%	4.71%	5.02%	12.16%	7.29%	9.46%	5.00%	8.86%	5.07%	7.00%	0.0%	0.0%
		AC				E																				
No	612	550	562	6259	279	267	245	3695	253	185	229	1584	35	240	25	182	208	65	89	67	114	144	131	279	0	0
	93.58%	88.71%	92.89%	95.08%	93.00%	87.83%	92.45%	96.68%	96.20%	92.96%	94.63%	94.85%	92.11%	93.02%	89.29%	95.29%	94.98%	87.84%	92.71%	90.54%	95.00%	91.14%	94.93%	93.00%	0.0%	0.0%
	B		B		F																					
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

83. How did that person help you?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	12	19	16	150	6	8	4	69	4	0	2	26	1	5	0	3	4	1	2	0	1	1	2	6	0	0
	1.61%	2.58%	2.30%	1.20%	1.74%	2.29%	1.34%	1.08%	1.30%	0.0%	0.72%	0.85%	2.27%	1.70%	0.0%	1.39%	1.59%	1.19%	1.79%	0.0%	0.78%	0.56%	1.26%	1.97%	0.0%	0.0%
									J														Y			
Appropriately skipped	694	653	637	12008	318	307	274	6196	293	234	264	2940	40	272	26	205	237	74	103	83	122	163	150	279	39	0
	93.03%	88.60%	91.65%	96.25%	92.44%	87.71%	91.95%	96.99%	95.44%	94.35%	94.96%	96.43%	90.91%	92.52%	89.66%	94.91%	94.42%	88.10%	91.96%	92.22%	95.31%	92.09%	94.34%	91.48%	100.00%	0.0%
	B			E	F																			X		
BASE = Those who responded	40	65	42	318	20	35	20	123	10	14	12	83	3	17	3	8	10	9	7	7	5	13	7	20	0	0
	5.36%	8.82%	6.04%	2.55%	5.81%	10.00%	6.71%	1.93%	3.26%	5.65%	4.32%	2.72%	6.82%	5.78%	10.34%	3.70%	3.98%	10.71%	6.25%	7.78%	3.91%	7.34%	4.40%	6.56%	0.0%	0.0%
		AC			D	E																	Y			
Read the questions to me	18	24	16	160	11	14	6	67	6	5	7	46	1	10	1	4	6	5	4	2	4	6	5	11	0	0
	45.00%	36.92%	38.10%	50.31%	55.00%	40.00%	30.00%	54.47%	60.00%	35.71%	58.33%	55.42%	33.33%	58.82%	33.33%	50.00%	60.00%	55.56%	57.14%	28.57%	80.00%	46.15%	71.43%	55.00%	0.0%	0.0%
Wrote down the answers I gave	12	19	10	83	6	13	3	39	3	5	2	24	0	6	1	2	3	3	4	0	1	4	2	6	0	0
	30.00%	29.23%	23.81%	26.10%	30.00%	37.14%	15.00%	31.71%	30.00%	35.71%	16.67%	28.92%	0.0%	35.29%	33.33%	25.00%	30.00%	33.33%	57.14%	0.0%	20.00%	30.77%	28.57%	30.00%	0.0%	0.0%
Answered the questions for me	4	3	3	43	2	0	1	26	2	1	2	9	0	2	0	0	1	1	2	0	0	1	1	2	0	0
	10.00%	4.62%	7.14%	13.52%	10.00%	0.0%	5.00%	21.14%	20.00%	7.14%	16.67%	10.84%	0.0%	11.76%	0.0%	0.0%	10.00%	11.11%	28.57%	0.0%	0.0%	7.69%	14.29%	10.00%	0.0%	0.0%
Translated the questions into my language	20	34	23	147	11	21	11	34	3	6	4	45	2	9	2	4	5	5	3	5	2	7	4	11	0	0
	50.00%	52.31%	54.76%	46.23%	55.00%	60.00%	55.00%	27.64%	30.00%	42.86%	33.33%	54.22%	66.67%	52.94%	66.67%	50.00%	50.00%	55.56%	42.86%	71.43%	40.00%	53.85%	57.14%	55.00%	0.0%	0.0%
Helped in some other way	3	3	6	32	2	1	3	16	0	1	2	9	0	2	1	1	2	0	1	1	0	2	0	2	0	0
	7.50%	4.62%	14.29%	10.06%	10.00%	2.86%	15.00%	13.01%	0.0%	7.14%	16.67%	10.84%	0.0%	11.76%	33.33%	12.50%	20.00%	0.0%	14.29%	14.29%	0.0%	15.38%	0.0%	10.00%	0.0%	0.0%
Sigma	763	755	711	12623	356	364	302	6447	311	252	283	3099	44	306	31	219	258	89	119	91	130	184	164	317	39	0
	102.28%	102.44%	102.30%	101.18%	103.49%	104.00%	101.34%	100.92%	101.30%	101.61%	101.80%	101.64%	100.00%	104.08%	106.90%	101.39%	102.79%	105.95%	106.25%	101.11%	101.56%	103.95%	103.14%	103.93%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

84. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty?

	2017 General Population Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	3	9	0	0	0	6	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.41%	1.29% A	0.0%	0.0%	0.0%	2.01% EF	0.0%	0.0%	0.40%	0.72%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	266	274	269	4459	118	125	106	2418	130	109	114	1115	18	98	7	84	84	30	30	36	41	59	54	102	16	0
	35.66%	37.18%	38.71%	35.74%	34.30%	35.71%	35.57%	37.85%	42.35% E	43.95%	41.01%	36.57%	40.91%	33.33%	24.14%	38.89%	33.47%	35.71%	26.79%	40.00% S	32.03%	33.33%	33.96%	33.44%	41.03%	0.0%
I did not try to get any care, tests, or treatment for my child in the last 6 months	311	275	262	4765	150	147	125	1735	98	68	75	1231	13	135	8	80	118	31	53	37	59	76	72	137	13	0
	41.69%	37.31%	37.70%	38.19%	43.60% DI	42.00%	41.95%	27.16%	31.92%	27.42%	26.98%	40.37%	29.55%	45.92% M	27.59%	37.04%	47.01%	36.90%	47.32%	41.11%	46.09%	42.94%	45.28%	44.92%	33.33%	0.0%
BASE = Those who responded	169	185	155	3252	76	78	61	2235	79	70	87	703	13	61	14	52	49	23	29	17	28	42	33	66	10	0
	22.65%	25.10%	22.30%	26.07%	22.09%	22.29%	20.47%	34.99% I	25.73%	28.23%	31.29%	23.06%	29.55%	20.75%	48.28%	24.07%	19.52%	27.38%	25.89%	18.89%	21.88%	23.73%	20.75%	21.64%	25.64%	0.0%
I had to wait too long for the health plan to give the OK	20	26	22	414	9	11	8	322	13	13	12	84	3	5	1	6	5	4	3	1	5	3	5	8	1	0
	11.83%	14.05%	14.19%	12.73%	11.84%	14.10%	13.11%	14.41%	16.46%	18.57%	13.79%	11.95%	23.08%	8.20%	7.14%	11.54%	10.20%	17.39%	10.34%	5.88%	17.86%	7.14%	15.15%	12.12%	10.00%	0.0%
I did not know where to go to get a physician for care/lab work done (NET)	12	15	13	191	2	5	4	120	10	5	10	33	0	2	0	1	0	2	0	1	1	0	2	2	0	0
	7.10%	8.11%	8.39%	5.87%	2.63%	6.41%	6.56%	5.37%	12.66% E	7.14%	11.49%	4.69%	0.0%	3.28%	0.0%	1.92%	0.0%	8.70%	0.0%	5.88%	3.57%	0.0%	6.06%	3.03%	0.0%	0.0%
I did not know where to go to get a physician for care	8	12	0	158	2	5	0	110	7	4	0	27	0	2	0	1	0	2	0	1	1	0	2	2	0	0
	4.73% C	6.49% C	0.0%	4.86%	2.63%	6.41% G	0.0%	4.92%	8.86% K	5.71% K	0.0%	3.84%	0.0%	3.28%	0.0%	1.92%	0.0%	8.70%	0.0%	5.88%	3.57%	0.0%	6.06%	3.03%	0.0%	0.0%
I did not know where to go to get lab work done	4	3	0	33	0	0	0	10	3	1	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.37% C	1.62%	0.0%	1.01% E	0.0%	0.0%	0.0%	0.45%	3.80%	1.43%	0.0%	0.85%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
I could not find a doctor, lab, or x-ray facility in my network	1	6	3	145	0	3	1	141	0	4	3	25	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.59%	3.24%	1.94%	4.46% E	0.0%	3.85%	1.64%	6.31% I	0.0%	5.71% I	3.45%	3.56%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
I could not find a doctor who was easy to get to	3	7	7	163	0	2	2	116	3	2	6	33	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.78%	3.78%	4.52%	5.01% E	0.0%	2.56%	3.28%	5.19%	3.80%	2.86%	6.90%	4.69%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
I could not find a lab or x-ray facility that was easy to get to	0	1	0	41	0	0	0	34	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.54%	0.0%	1.26% E	0.0%	0.0%	0.0%	1.52% I	0.0%	0.0%	0.0%	0.28%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
I had to wait too long to get an appointment	43	39	31	802	19	17	14	513	18	15	15	206	3	16	7	11	13	6	9	2	8	9	10	17	2	0
	25.44%	21.08%	20.00%	24.66%	25.00%	21.79%	22.95%	22.95%	22.78%	21.43%	17.24%	29.30%	23.08%	26.23%	50.00%	21.15%	26.53%	26.09%	31.03%	11.76%	28.57%	21.43%	30.30%	25.76%	20.00%	0.0%
I could not find someone who spoke my language	15	15	8	178	8	8	2	92	6	4	3	31	0	8	0	7	6	1	2	3	3	6	2	7	1	0
	8.88%	8.11%	5.16%	5.47%	10.53%	10.26%	3.28%	4.12%	7.59%	5.71%	3.45%	4.41%	0.0%	13.11%	0.0%	13.46%	12.24%	4.35%	6.90%	17.65%	10.71%	14.29%	6.06%	10.61%	10.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

84. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. UHC Avg.	2017 CCC Pop. Total	2016 CCC Pop. Total	2015 CCC Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Central	0-7	8-10	0-7	8-10	Excel/Very Good	Good/Fair/Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Other, personal reason	75	76	71	1318	38	32	30	897	29	27	38	289	7	30	6	27	25	10	15	10	11	24	14	32	6	0
	44.38%	41.08%	45.81%	40.53%	50.00%	41.03%	49.18%	40.13%	36.71%	38.57%	43.68%	41.11%	53.85%	49.18%	42.86%	51.92%	51.02%	43.48%	51.72%	58.82%	39.29%	57.14%	42.42%	48.48%	60.00%	0.0%
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

85. In the last 6 months, did you call a doctor's office or clinic after hours to get help for your child?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	12186	344	350	298	6075	307	248	278	2759	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.40%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	18	27	20	663	8	10	7	200	7	5	3	142	1	6	1	5	4	1	2	0	2	2	2	6	2	0
	2.41%	3.66%	2.88%	5.44%	2.33%	2.86%	2.35%	3.29%	2.28%	2.02%	1.08%	5.15%	2.27%	2.04%	3.45%	2.31%	1.59%	1.19%	1.79%	0.0%	1.56%	1.13%	1.26%	1.97%	5.13%	0.0%
	E																									
BASE = Those who responded	728	709	675	11523	336	340	291	5875	300	242	275	2617	43	288	28	211	247	83	110	90	126	175	157	299	37	0
	97.59%	96.20%	97.12%	94.56%	97.67%	97.14%	97.65%	96.71%	97.72%	97.58%	98.92%	94.85%	97.73%	97.96%	96.55%	97.69%	98.41%	98.81%	98.21%	100.00%	98.44%	98.87%	98.74%	98.03%	94.87%	0.0%
	D																									
Yes	106	84	92	1357	56	40	39	834	46	34	43	297	7	49	8	40	39	16	30	14	10	28	28	49	7	0
	14.56%	11.85%	13.63%	11.78%	16.67%	11.76%	13.40%	14.20%	15.33%	14.05%	15.64%	11.35%	16.28%	17.01%	28.57%	18.96%	15.79%	19.28%	27.27%	15.56%	7.94%	16.00%	17.83%	16.39%	18.92%	0.0%
	D																		TU							
No	622	625	583	10166	280	300	252	5041	254	208	232	2320	36	239	20	171	208	67	80	76	116	147	129	250	30	0
	85.44%	88.15%	86.37%	88.22%	83.33%	88.24%	86.60%	85.80%	84.67%	85.95%	84.36%	88.65%	83.72%	82.99%	71.43%	81.04%	84.21%	80.72%	72.73%	84.44%	92.06%	84.00%	82.17%	83.61%	81.08%	0.0%
	E																		S	S						
Sigma	746	737	695	12186	344	350	298	6075	307	248	278	2759	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

86. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted for your child?

	2017 General Population Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No response	21	30	22	695	10	11	7	220	7	6	3	161	1	8	1	6	5	1	2	1	3	2	4	8	2	0
I did not call after hours in the last 6 months	2	1	3	195	1	1	2	182	1	0	0	149	1	0	0	1	1	0	0	0	1	1	0	1	0	0
Appropriately skipped	622	625	583	10166	280	300	252	5041	254	208	232	2320	36	239	20	171	208	67	80	76	116	147	129	250	30	0
BASE = Those who responded	101	81	87	1420	53	38	37	945	45	34	43	419	6	47	8	38	37	16	30	13	8	27	26	46	7	0
Never	1	5	3	99	0	1	0	68	1	2	3	30	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sometimes	13	7	6	215	9	2	3	142	6	3	2	67	3	6	4	3	6	3	5	4	0	3	6	8	1	0
Bottom Two Box (%Never + %Sometimes)	14	12	9	314	9	3	3	210	7	5	5	97	3	6	4	3	6	3	5	4	0	3	6	8	1	0
Usually	29	26	20	259	17	13	8	175	12	10	13	80	3	14	4	10	12	5	10	4	3	10	7	16	1	0
Always	58	43	58	847	27	22	26	560	26	19	25	242	0	27	0	25	19	8	15	5	5	14	13	22	5	0
Top Two Box (%Always + %Usually)	87	69	78	1106	44	35	34	735	38	29	38	322	3	41	4	35	31	13	25	9	8	24	20	38	6	0
4-point composite mean	3.4257	3.3210	3.5287	3.3056	3.3396	3.4737	3.6216	3.2984	3.4000	3.3529	3.3953	3.2745	2.5000	3.4468	2.5000	3.5789	3.3514	3.3125	3.3333	3.0769	3.6250	3.4074	3.2692	3.3043	3.5714	0
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

87. In the last 6 months, how often was it hard to find a personal doctor for your child who speaks your language?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.27%	0.29%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	38	33	26	837	20	11	9	244	10	3	5	184	2	17	2	10	14	2	3	2	10	7	9	15	5	0
	5.09%	4.48%	3.74%	6.71%	5.81%	3.14%	3.02%	3.82%	3.26%	1.21%	1.80%	6.03%	4.55%	5.78%	6.90%	4.63%	5.58%	2.38%	2.68%	2.22%	7.81% T	3.95%	5.66%	4.92%	12.82%	0.0%
BASE = Those who responded	708	702	667	11639	324	339	289	6144	297	245	273	2865	42	277	27	206	237	82	109	88	118	170	150	290	34	0
	94.91%	95.25%	95.97%	93.29%	94.19%	96.86%	96.98%	96.18%	96.74%	98.79%	98.20%	93.97%	95.45%	94.22%	93.10%	95.37%	94.42%	97.62%	97.32%	97.78% U	92.19%	96.05%	94.34%	95.08%	87.18%	0.0%
Never	586	570	557	9560	260	275	252	5272	259	215	237	2418	29	226	15	171	193	63	85	73	96	133	125	231	29	0
	82.77%	81.20%	83.51%	82.14%	80.25%	81.12%	87.20% EF	85.81%	87.21% E	87.76%	86.81%	84.40%	69.05%	81.59%	55.56%	83.01%	81.43%	76.83%	77.98%	82.95%	81.36%	78.24%	83.33%	79.66%	85.29%	0.0%
Sometimes	50	66	45	767	27	28	17	275	14	11	8	159	7	20	6	18	14	12	6	9	11	15	11	27	0	0
	7.06%	9.40%	6.75%	6.59%	8.33%	8.26%	5.88%	4.48%	4.71%	4.49%	2.93%	5.55%	16.67%	7.22%	22.22%	8.74%	5.91%	14.63% Q	5.50%	10.23%	9.32%	8.82%	7.33%	9.31% Y	0.0%	0.0%
Bottom Two Box (%Never + %Sometimes)	636	636	602	10327	287	303	269	5547	273	226	245	2577	36	246	21	189	207	75	91	82	107	148	136	258	29	0
	89.83%	90.60%	90.25%	88.73%	88.58%	89.38%	93.08%	90.28%	91.92%	92.24%	89.74%	89.95%	85.71%	88.81%	77.78%	91.75%	87.34%	91.46%	83.49%	93.18% S	90.68%	87.06%	90.67%	88.97%	85.29%	0.0%
Usually	27	19	17	367	16	11	8	118	7	6	5	81	5	11	3	8	14	2	8	2	5	10	5	13	3	0
	3.81%	2.71%	2.55%	3.15%	4.94%	3.24%	2.77%	1.92%	2.36%	2.45%	1.83%	2.83%	11.90%	3.97%	11.11%	3.88%	5.91%	2.44%	7.34%	2.27%	4.24%	5.88%	3.33%	4.48%	8.82%	0.0%
Always	45	47	48	945	21	25	12	479	17	13	23	207	1	20	3	9	16	5	10	4	6	12	9	19	2	0
	6.36%	6.70%	7.20%	8.12%	6.48%	7.37%	4.15%	7.80%	5.72%	5.31%	8.42%	7.23%	2.38%	7.22%	11.11%	4.37%	6.75%	6.10%	9.17%	4.55%	5.08%	7.06%	6.00%	6.55%	5.88%	0.0%
Top Two Box (%Always + %Usually)	72	66	65	1312	37	36	20	597	24	19	28	288	6	31	6	17	30	7	18	6	11	22	14	32	5	0
	10.17%	9.40%	9.75%	11.27%	11.42%	10.62%	6.92%	9.72%	8.08%	7.76%	10.26%	10.05%	14.29%	11.19%	22.22%	8.25%	12.66%	8.54%	16.51% T	6.82%	9.32%	12.94%	9.33%	11.03%	14.71%	0.0%
4-point composite mean	1.3376	1.3490	1.3343	1.3725	1.3765	1.3687	1.2388	1.3171	1.2660	1.2531	1.3187	1.3288	1.4762	1.3682	1.7778	1.2961	1.3797	1.3780	1.4771	1.2841	1.3305	1.4176	1.3200	1.3793	1.3529	0
	G																									
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

88. In the last 6 months, how often was it hard to find a personal doctor for your child who understands your culture?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Pop. Qual. UHC Avg. (H)	2017 Pop. Qual. Total (I)	2016 Pop. Qual. Total (J)	2015 Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)															
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	31	31	30	829	16	8	9	258	12	6	8	188	3	12	1	8	10	2	2	3	6	5	7	12	4	0
	4.16%	4.21%	4.32%	6.64%	4.65%	2.29%	3.02%	4.04%	3.91%	2.42%	2.88%	6.17%	6.82%	4.08%	3.45%	3.70%	3.98%	2.38%	1.79%	3.33%	4.69%	2.82%	4.40%	3.93%	10.26%	0.0%
BASE = Those who responded	715	706	665	11647	328	342	289	6130	295	242	270	2861	41	282	28	208	241	82	110	87	122	172	152	293	35	0
	95.84%	95.79%	95.68%	93.36%	95.35%	97.71%	96.98%	95.96%	96.09%	97.58%	97.12%	93.83%	93.18%	95.92%	96.55%	96.30%	96.02%	97.62%	98.21%	96.67%	95.31%	97.18%	95.60%	96.07%	89.74%	0.0%
Never	574	565	556	9526	262	278	249	5247	247	200	233	2420	26	231	18	169	200	58	87	69	100	133	127	234	28	0
	80.28%	80.03%	83.61%	81.79%	79.88%	81.29%	86.16% E	85.60%	83.73%	82.64%	86.30%	84.59%	63.41%	81.91% M	64.29%	81.25%	82.99% R	70.73%	79.09%	79.31%	81.97%	77.33%	83.55%	79.86%	80.00%	0.0%
Sometimes	61	62	48	806	34	24	19	282	14	14	13	177	11	23	7	19	19	14	9	11	12	19	14	34	0	0
	8.53%	8.78%	7.22%	6.92%	10.37% DI	7.02%	6.57%	4.60%	4.75%	5.79%	4.81%	6.19%	26.83% N	8.16%	25.00%	9.13%	7.88%	17.07% Q	8.18%	12.64%	9.84%	11.05%	9.21%	11.60% Y	0.0%	0.0%
Bottom Two Box (%Never + %Sometimes)	635	627	604	10332	296	302	268	5529	261	214	246	2597	37	254	25	188	219	72	96	80	112	152	141	268	28	0
	88.81%	88.81%	90.83%	88.71%	90.24%	88.30%	92.73%	90.20%	88.47%	88.43%	91.11%	90.77%	90.24%	90.07%	89.29%	90.38%	90.87%	87.80%	87.27%	91.95%	91.80%	88.37%	92.76%	91.47%	80.00%	0.0%
Usually	31	33	24	408	12	20	10	150	13	10	10	82	2	10	1	8	7	5	3	4	4	10	2	10	2	0
	4.34%	4.67%	3.61%	3.50%	3.66%	5.85%	3.46%	2.45%	4.41%	4.13%	3.70%	2.87%	4.88%	3.55%	3.57%	3.85%	2.90%	6.10%	2.73%	4.60%	3.28%	5.81% W	1.32%	3.41%	5.71%	0.0%
Always	49	46	37	907	20	20	11	451	21	18	14	182	2	18	2	12	15	5	11	3	6	10	9	15	5	0
	6.85%	6.52%	5.56%	7.79%	6.10%	5.85%	3.81%	7.36%	7.12%	7.44%	5.19%	6.36%	4.88%	6.38%	7.14%	5.77%	6.22%	6.10%	10.00%	3.45%	4.92%	5.81%	5.92%	5.12%	14.29%	0.0%
Top Two Box (%Always + %Usually)	80	79	61	1315	32	40	21	601	34	28	24	264	4	28	3	20	22	10	14	7	10	20	11	25	7	0
	11.19%	11.19%	9.17%	11.29%	9.76%	11.70%	7.27%	9.80%	11.53%	11.57%	8.89%	9.23%	9.76%	9.93%	10.71%	9.62%	9.13%	12.20%	12.73%	8.05%	8.20%	11.63%	7.24%	8.53%	20.00%	0.0%
4-point composite mean	1.3776	1.3768	1.3113	1.3729	1.3598	1.3626	1.2491	1.3157	1.3492	1.3636	1.2778	1.3100	1.5122	1.3440	1.5357	1.3413	1.3237	1.4756	1.4364	1.3218	1.3115	1.4012	1.2961	1.3379	1.5429	0
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

89. In the last 6 months, did you use the health plan website to look up information about a doctor or hospital for your child?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	10203	344	350	298	5476	307	248	278	2759	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	22	14	15	521	10	2	4	175	8	4	2	141	1	8	1	5	6	1	2	2	2	4	2	8	2	0
	2.95%	1.90%	2.16%	5.11% E	2.91% F	0.57%	1.34%	3.20%	2.61%	1.61%	0.72%	5.11%	2.27%	2.72%	3.45%	2.31%	2.39%	1.19%	1.79%	2.22%	1.56%	2.26%	1.26%	2.62%	5.13%	0.0%
BASE = Those who responded	724	722	680	9682	334	348	294	5301	299	244	276	2618	43	286	28	211	245	83	110	88	126	173	157	297	37	0
	97.05%	97.96%	97.84%	94.89%	97.09% D	99.43% E	98.66%	96.80%	97.39%	98.39%	99.28%	94.89%	97.73%	97.28%	96.55%	97.69%	97.61%	98.81%	98.21%	97.78%	98.44%	97.74%	98.74%	97.38%	94.87%	0.0%
Yes	46	53	48	736	19	24	26	490	22	20	15	180	6	13	6	12	13	6	9	4	6	9	10	17	2	0
	6.35%	7.34%	7.06%	7.60%	5.69%	6.90%	8.84%	9.24%	7.36%	8.20%	5.43%	6.88%	13.95%	4.55%	21.43%	5.69%	5.31%	7.23%	8.18%	4.55%	4.76%	5.20%	6.37%	5.72%	5.41%	0.0%
No	678	669	632	8946	315	324	268	4811	277	224	261	2438	37	273	22	199	232	77	101	84	120	164	147	280	35	0
	93.65%	92.66%	92.94%	92.40%	94.31%	93.10%	91.16%	90.76%	92.64%	91.80%	94.57%	93.12%	86.05%	95.45%	78.57%	94.31%	94.69%	92.77%	91.82%	95.45%	95.24%	94.80%	93.63%	94.28%	94.59%	0.0%
Sigma	746	737	695	10203	344	350	298	5476	307	248	278	2759	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

90. In the last 6 months, if the health plan website was not useful in finding a doctor or hospital for your child, what was the problem?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	11477	344	350	298	5641	307	248	278	2759	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	28	18	20	850	14	3	7	281	11	7	3	165	2	11	3	7	9	2	3	3	4	6	4	12	2	0
	3.75%	2.44%	2.88%	7.41% E	4.07% F	0.86%	2.35%	4.98%	3.58% K	2.82%	1.08%	5.98%	4.55%	3.74%	10.34%	3.24%	3.59%	2.38%	2.68%	3.33%	3.13%	3.39%	2.52%	3.93%	5.13%	0.0%
I did not use the site	5	0	0	532	2	0	0	18	4	0	0	12	1	1	1	1	1	1	1	0	1	0	2	2	0	0
	0.67% BC	0.0%	0.0%	4.64% E	0.58%	0.0%	0.0%	0.32%	1.30% JK	0.0%	0.0%	0.43%	2.27%	0.34%	3.45%	0.46%	0.40%	1.19%	0.89%	0.0%	0.78%	0.0%	1.26%	0.66%	0.0%	0.0%
Appropriately skipped	678	669	632	8946	315	324	268	4811	277	224	261	2438	37	273	22	199	232	77	101	84	120	164	147	280	35	0
	90.88%	90.77%	90.94%	77.95%	91.57% D	92.57%	89.93%	85.29%	90.23% H	90.32%	93.88%	88.37%	84.09%	92.86%	75.86%	92.13%	92.43%	91.67%	90.18%	93.33%	93.75%	92.66%	92.45%	91.80%	89.74%	0.0%
BASE = Those who responded	35	50	43	1149	13	23	23	531	15	17	14	144	4	9	3	9	9	4	7	3	3	7	6	11	2	0
	4.69%	6.78%	6.19%	10.01% E	3.78%	6.57%	7.72% E	9.41% I	4.89%	6.85%	5.04%	5.22%	9.09%	3.06%	10.34%	4.17%	3.59%	4.76%	6.25%	3.33%	2.34%	3.95%	3.77%	3.61%	5.13%	0.0%
The print was too small	0	2	2	61	0	1	1	34	0	0	0	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	4.00%	4.65%	5.31%	0.0%	4.35%	4.35%	6.40%	0.0%	0.0%	0.0%	7.64%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The information was hard to understand	2	5	6	103	1	3	3	58	0	0	2	15	1	0	1	0	1	0	1	0	0	1	0	1	0	0
	5.71%	10.00%	13.95%	8.96%	7.69%	13.04%	13.04%	10.92%	0.0%	0.0%	14.29%	10.42%	25.00%	0.0%	33.33%	0.0%	11.11%	0.0%	14.29%	0.0%	0.0%	14.29%	0.0%	9.09%	0.0%	0.0%
It was hard to find the information I was looking for	4	17	11	246	2	7	4	137	0	5	3	40	1	1	0	2	1	1	0	2	0	1	1	1	1	0
	11.43%	34.00% A	25.58%	21.41%	15.38%	30.43%	17.39%	25.80%	0.0%	29.41%	21.43%	27.78%	25.00%	11.11%	0.0%	22.22%	11.11%	25.00%	0.0%	66.67%	0.0%	14.29%	16.67%	9.09%	50.00%	0.0%
The information was wrong	4	1	2	108	1	0	1	74	2	0	1	10	1	0	0	1	1	0	0	0	1	1	0	1	0	0
	11.43%	2.00%	4.65%	9.40%	7.69%	0.0%	4.35%	13.94%	13.33%	0.0%	7.14%	6.94%	25.00%	0.0%	0.0%	11.11%	11.11%	0.0%	0.0%	0.0%	33.33%	14.29%	0.0%	9.09%	0.0%	0.0%
It was not in my language	6	13	10	122	1	7	6	38	2	2	3	17	0	1	1	0	0	1	1	0	0	1	0	1	0	0
	17.14%	26.00%	23.26%	10.62%	7.69%	30.43%	26.09%	7.16%	13.33%	11.76%	21.43%	11.81%	0.0%	11.11%	33.33%	0.0%	0.0%	25.00%	14.29%	0.0%	0.0%	14.29%	0.0%	9.09%	0.0%	0.0%
I did not have a problem	21	20	16	671	8	9	10	290	11	10	7	75	1	7	1	6	6	2	5	1	2	3	5	7	1	0
	60.00% C	40.00%	37.21%	58.40%	61.54%	39.13%	43.48%	54.61%	73.33%	58.82%	50.00%	52.08%	25.00%	77.78%	33.33%	66.67%	66.67%	50.00%	71.43%	33.33%	66.67%	42.86%	83.33%	63.64%	50.00%	0.0%
Sigma	748	745	699	11639	344	354	300	5741	307	248	280	2783	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.27%	101.09%	100.58%	101.41%	100.00%	101.14%	100.67%	101.77%	100.00%	100.00%	100.72%	100.87%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

91. In the last 6 months, if you called customer service regarding mental health services for your child, how often was the staff helpful and provided the help you needed?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	0	0	7268	344	0	0	3912	307	0	0	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple Mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	36	0	0	509	19	0	0	184	12	0	0	108	3	15	2	11	10	5	5	5	7	10	16	3	0	
	4.83%	0.0%	0.0%	7.00%	5.52%	0.0%	0.0%	4.70%	3.91%	0.0%	0.0%	6.01%	6.82%	5.10%	6.90%	5.09%	3.98%	5.95%	4.46%	5.56%	5.47%	3.95%	6.29%	5.25%	7.69%	0.0%
I did not call customer service for my child's mental health services in the last 6 months	527	0	0	4366	241	0	0	2452	218	0	0	1227	28	208	17	162	183	55	82	61	91	124	113	228	13	0
	70.64%	0.0%	0.0%	60.07%	70.06% D	0.0%	0.0%	62.68%	71.01% H	0.0%	0.0%	68.28%	63.64%	70.75%	58.62%	75.00%	72.91%	65.48%	73.21%	67.78%	71.09%	70.06%	71.07%	74.75% Y	33.33%	0.0%
BASE = Those who responded	183	0	0	2393	84	0	0	1276	77	0	0	462	13	71	10	43	58	24	25	24	30	46	36	61	23	0
	24.53%	0.0%	0.0%	32.93% E	24.42%	0.0%	0.0%	32.62% I	25.08%	0.0%	0.0%	25.71%	29.55%	24.15%	34.48%	19.91%	23.11%	28.57%	22.32%	26.67%	23.44%	25.99%	22.64%	20.00%	58.97% X	0.0%
Never	97	0	0	1129	47	0	0	408	25	0	0	213	6	41	2	20	32	13	14	13	18	27	20	38	9	0
	53.01%	0.0%	0.0%	47.18%	55.95% I	0.0%	0.0%	31.97%	32.47%	0.0%	0.0%	46.10%	46.15%	57.75%	20.00%	46.51%	55.17%	54.17%	56.00%	54.17%	60.00%	58.70%	55.56%	62.30%	39.13%	0.0%
Sometimes	16	0	0	193	8	0	0	131	11	0	0	27	3	5	4	4	7	1	4	2	2	5	3	7	1	0
	8.74%	0.0%	0.0%	8.07%	9.52%	0.0%	0.0%	10.27%	14.29%	0.0%	0.0%	5.84%	23.08%	7.04%	40.00%	9.30%	12.07%	4.17%	16.00%	8.33%	6.67%	10.87%	8.33%	11.48%	4.35%	0.0%
Bottom Two Box (%Never + %Sometimes)	113	0	0	1322	55	0	0	539	36	0	0	240	9	46	6	24	39	14	18	15	20	32	23	45	10	0
	61.75%	0.0%	0.0%	55.24%	65.48% I	0.0%	0.0%	42.24%	46.75%	0.0%	0.0%	51.95%	69.23%	64.79%	60.00%	55.81%	67.24%	58.33%	72.00%	62.50%	66.67%	69.57%	63.89%	73.77%	43.48%	0.0%
Usually	16	0	0	261	7	0	0	175	8	0	0	57	3	4	2	5	5	2	1	2	4	4	3	6	1	0
	8.74%	0.0%	0.0%	10.91%	8.33%	0.0%	0.0%	13.71%	10.39%	0.0%	0.0%	12.34%	23.08%	5.63%	20.00%	11.63%	8.62%	8.33%	4.00%	8.33%	13.33%	8.70%	8.33%	9.84%	4.35%	0.0%
Always	54	0	0	810	22	0	0	562	33	0	0	165	1	21	2	14	14	8	6	7	6	10	10	10	12	0
	29.51%	0.0%	0.0%	33.85%	26.19%	0.0%	0.0%	44.04%	42.86% E	0.0%	0.0%	35.71%	7.69%	29.58%	20.00%	32.56%	24.14%	33.33%	24.00%	29.17%	20.00%	21.74%	27.78%	16.39%	52.17%	0.0%
Top Two Box (%Always + %Usually)	70	0	0	1071	29	0	0	737	41	0	0	222	4	25	4	19	19	10	7	9	10	14	13	16	13	0
	38.25%	0.0%	0.0%	44.76%	34.52% E	0.0%	0.0%	57.76%	53.25% E	0.0%	0.0%	48.05%	30.77%	35.21%	40.00%	44.19%	32.76%	41.67%	28.00%	37.50%	33.33%	30.43%	36.11%	26.23%	56.52%	0.0%
4-point composite mean	2.1475	0	0	2.3142	2.0476	0	0	2.6983	2.6364 E	0	0	2.3766	1.9231	2.0704	2.4000	2.3023	2.0172	2.2083	1.9600	2.1250	1.9333	1.9348	2.0833	1.8033	2.6957	0
Sigma	746	0	0	7268	344	0	0	3912	307	0	0	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

	2017 General Population Results																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	746	0	0	7268	344	0	0	3912	307	0	0	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	66	0	0	693	35	0	0	255	17	0	0	165	6	26	4	22	19	11	8	10	14	19	14	32	3	0
	8.85%	0.0%	0.0%	9.53%	10.17%	0.0%	0.0%	6.52%	5.54%	0.0%	0.0%	9.18%	13.64%	8.84%	13.79%	10.19%	7.57%	13.10%	7.14%	11.11%	10.94%	10.73%	8.81%	10.49%	7.69%	0.0%
	I																									
My child did not receive mental health services in the last 6 months	448	0	0	4219	222	0	0	1525	133	0	0	1111	25	195	18	139	174	46	84	55	76	116	101	211	11	0
	60.05%	0.0%	0.0%	58.05%	64.53%	0.0%	0.0%	38.98%	43.32%	0.0%	0.0%	61.83%	56.82%	66.33%	62.07%	64.35%	69.32%	54.76%	75.00%	61.11%	59.38%	65.54%	63.52%	69.18%	28.21%	0.0%
	DI																									
BASE = Those who responded	232	0	0	2356	87	0	0	2132	157	0	0	521	13	73	7	55	58	27	20	25	38	42	44	62	25	0
	31.10%	0.0%	0.0%	32.42%	25.29%	0.0%	0.0%	54.50%	51.14%	0.0%	0.0%	28.99%	29.55%	24.83%	24.14%	25.46%	23.11%	32.14%	17.86%	27.78%	29.69%	23.73%	27.67%	20.33%	64.10%	0.0%
	E																									
10 - Best mental health services possible	92	0	0	1251	38	0	0	910	56	0	0	235	1	37	0	26	26	11	9	14	14	21	17	21	17	0
	39.66%	0.0%	0.0%	53.10%	43.68%	0.0%	0.0%	42.68%	35.67%	0.0%	0.0%	45.11%	7.69%	50.68%	0.0%	47.27%	44.83%	40.74%	45.00%	56.00%	36.84%	50.00%	38.64%	33.87%	68.00%	0.0%
9 -	40	0	0	292	12	0	0	292	30	0	0	70	1	11	1	8	8	4	1	2	8	4	7	9	3	0
	17.24%	0.0%	0.0%	12.39%	13.79%	0.0%	0.0%	13.70%	19.11%	0.0%	0.0%	13.44%	7.69%	15.07%	14.29%	14.55%	13.79%	14.81%	5.00%	8.00%	21.05%	9.52%	15.91%	14.52%	12.00%	0.0%
Top Two Box	132	0	0	1543	50	0	0	1202	86	0	0	305	2	48	1	34	34	15	10	16	22	25	24	30	20	0
	56.90%	0.0%	0.0%	65.49%	57.47%	0.0%	0.0%	56.38%	54.78%	0.0%	0.0%	58.54%	15.38%	65.75%	14.29%	61.82%	58.62%	55.56%	50.00%	64.00%	57.89%	59.52%	54.55%	48.39%	80.00%	0.0%
8 -	31	0	0	315	11	0	0	347	25	0	0	98	3	8	2	6	8	3	2	3	4	4	7	9	2	0
	13.36%	0.0%	0.0%	13.37%	12.64%	0.0%	0.0%	16.28%	15.92%	0.0%	0.0%	18.81%	23.08%	10.96%	28.57%	10.91%	13.79%	11.11%	10.00%	12.00%	10.53%	9.52%	15.91%	14.52%	8.00%	0.0%
Top Three Box	163	0	0	1858	61	0	0	1549	111	0	0	403	5	56	3	40	42	18	12	19	26	29	31	39	22	0
	70.26%	0.0%	0.0%	78.86%	70.11%	0.0%	0.0%	72.65%	70.70%	0.0%	0.0%	77.35%	38.46%	76.71%	42.86%	72.73%	72.41%	66.67%	60.00%	76.00%	68.42%	69.05%	70.45%	62.90%	88.00%	0.0%
7 -	26	0	0	161	11	0	0	184	17	0	0	42	2	9	0	8	7	4	3	2	6	6	5	10	1	0
	11.21%	0.0%	0.0%	6.83%	12.64%	0.0%	0.0%	8.63%	10.83%	0.0%	0.0%	8.06%	15.38%	12.33%	0.0%	14.55%	12.07%	14.81%	15.00%	8.00%	15.79%	14.29%	11.36%	16.13%	4.00%	0.0%
6 -	10	0	0	67	4	0	0	105	6	0	0	18	1	3	1	3	2	2	1	2	1	2	2	4	0	0
	4.31%	0.0%	0.0%	2.84%	4.60%	0.0%	0.0%	4.92%	3.82%	0.0%	0.0%	3.45%	7.69%	4.11%	14.29%	5.45%	3.45%	7.41%	5.00%	8.00%	2.63%	4.76%	4.55%	6.45%	0.0%	0.0%
5 -	14	0	0	107	4	0	0	125	9	0	0	23	2	2	1	1	3	1	1	1	2	1	3	2	2	0
	6.03%	0.0%	0.0%	4.54%	4.60%	0.0%	0.0%	5.86%	5.73%	0.0%	0.0%	4.41%	15.38%	2.74%	14.29%	1.82%	5.17%	3.70%	5.00%	4.00%	5.26%	2.38%	6.82%	3.23%	8.00%	0.0%
4 -	7	0	0	30	4	0	0	52	6	0	0	10	2	1	2	2	4	0	2	0	2	4	0	4	0	0
	3.02%	0.0%	0.0%	1.27%	4.60%	0.0%	0.0%	2.44%	3.82%	0.0%	0.0%	1.92%	15.38%	1.37%	28.57%	3.64%	6.90%	0.0%	10.00%	0.0%	5.26%	9.52%	0.0%	6.45%	0.0%	0.0%
	W																									
3 -	4	0	0	17	0	0	0	24	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.72%	0.0%	0.0%	0.72%	0.0%	0.0%	0.0%	1.13%	2.55%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	E																									
2 -	1	0	0	22	1	0	0	24	1	0	0	10	0	1	0	1	0	1	0	1	0	0	1	1	0	0
	0.43%	0.0%	0.0%	0.93%	1.15%	0.0%	0.0%	1.13%	0.64%	0.0%	0.0%	1.92%	0.0%	1.37%	0.0%	1.82%	0.0%	3.70%	0.0%	4.00%	0.0%	0.0%	2.27%	1.61%	0.0%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 General Population Results														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
1 -	2	0	0	20	0	0	0	16	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.86%	0.0%	0.0%	0.85%	0.0%	0.0%	0.0%	0.75%	1.27%	0.0%	0.0%	0.38%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
				E																							
0 - Worst mental health services possible	5	0	0	74	2	0	0	53	1	0	0	13	1	1	0	0	0	1	1	0	1	0	2	2	0	0	
	2.16%	0.0%	0.0%	3.14%	2.30%	0.0%	0.0%	2.49%	0.64%	0.0%	0.0%	2.50%	7.69%	1.37%	0.0%	0.0%	0.0%	3.70%	5.00%	0.0%	2.63%	0.0%	4.55%	3.23%	0.0%	0.0%	
								I																			
0-7 (NET)	69	0	0	498	26	0	0	583	46	0	0	118	8	17	4	15	16	9	8	6	12	13	13	23	3	0	
	29.74%	0.0%	0.0%	21.14%	29.89%	0.0%	0.0%	27.35%	29.30%	0.0%	0.0%	22.65%	61.54%	23.29%	57.14%	27.27%	27.59%	33.33%	40.00%	24.00%	31.58%	30.95%	29.55%	37.10%	12.00%	0.0%	
Bottom Three Box	8	0	0	116	3	0	0	93	4	0	0	25	1	2	0	1	0	2	1	1	1	0	3	3	0	0	
	3.45%	0.0%	0.0%	4.92%	3.45%	0.0%	0.0%	4.36%	2.55%	0.0%	0.0%	4.80%	7.69%	2.74%	0.0%	1.82%	0.0%	7.41%	5.00%	4.00%	2.63%	0.0%	6.82%	4.84%	0.0%	0.0%	
Bottom Two Box	7	0	0	94	2	0	0	69	3	0	0	15	1	1	0	0	0	1	1	0	1	0	2	2	0	0	
	3.02%	0.0%	0.0%	3.99%	2.30%	0.0%	0.0%	3.24%	1.91%	0.0%	0.0%	2.88%	7.69%	1.37%	0.0%	0.0%	0.0%	3.70%	5.00%	0.0%	2.63%	0.0%	4.55%	3.23%	0.0%	0.0%	
Average rating	8.1207	0	0	8.4707	8.2184	0	0	8.1571	8.0892	0	0	8.3359	6.2308	8.6301	6.2857	8.5273	8.4138	8.0370	7.7500	8.6000	8.1579	8.4048	8.0227	7.8226	9.2000	0	
Standard deviation	2.3329	0	0	2.4007	2.2764	0	0	2.3804	2.2128	0	0	2.2858	2.5466	1.9759	1.9060	1.8767	1.8940	2.5016	2.7180	2.0396	2.2187	2.0007	2.5180	2.4198	1.4697	0	
Sigma	746	0	0	7268	344	0	0	3912	307	0	0	1797	44	294	29	216	251	84	112	90	128	177	159	305	39	0	
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

93. In the last 6 months, if you needed mental health or substance abuse services for your child, did you access them?

													2017 General Population Results																							
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type												
													0-7		8-10		Excel/ Very Good		Good/ Fair/ Poor		<5	6-10	11+	Male	Female	Mail	Phone	Internet								
													(M)		(N)		(Q)		(R)		(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)								
													(A)		(B)		(C)		(D)		(E)		(F)		(G)		(H)		(I)		(J)		(K)		(L)	
													2017 Plan Total		2016 Plan Total		2015 Plan Total		2017 Gen. Pop. UHC Avg.		2017 Gen. Pop. Total		2016 Gen. Pop. Total		2015 Gen. Pop. Total		2017 CCC Pop. Qual. UHC Avg.		2017 CCC Pop. Qual. Total		2016 CCC Pop. Qual. Total		2015 CCC Pop. Qual. Total		2017 Gen. Pop. UHC Avg. Central	
													298		0		0		2642		122		0		0		2235		174		0		0		686	
													100.00%		0.0%		0.0%		100.00%		100.00%		0.0%		0.0%		100.00%		100.00%		0.0%		0.0%		100.00%	
													0		0		0		0		0		0		0		0		0		0		0		0	
													0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%			
													89		0		0		729		45		0		0		355		32		0		0		205	
													29.87%		0.0%		0.0%		27.59%		36.89%		0.0%		0.0%		15.88%		18.39%		0.0%		0.0%		29.88%	
													35		0		0		398		13		0		0		314		19		0		0		100	
													11.74%		0.0%		0.0%		15.06%		10.66%		0.0%		0.0%		14.05%		10.92%		0.0%		0.0%		14.58%	
													174		0		0		1515		64		0		0		1566		123		0		0		381	
													58.39%		0.0%		0.0%		57.34%		52.46%		0.0%		0.0%		70.07%		70.69%		0.0%		0.0%		55.54%	
													108		0		0		618		42		0		0		1054		87		0		0		211	
													62.07%		0.0%		0.0%		40.79%		65.63%		0.0%		0.0%		67.31%		70.73%		0.0%		0.0%		55.38%	
													66		0		0		897		22		0		0		512		36		0		0		170	
													37.93%		0.0%		0.0%		59.21%		34.38%		0.0%		0.0%		32.69%		29.27%		0.0%		0.0%		44.62%	
													298		0		0		2642		122		0		0		2235		174		0		0		686	
													100.00%		0.0%		0.0%		100.00%		100.00%		0.0%		0.0%		100.00%		100.00%		0.0%		0.0%		100.00%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

94. In the last 6 months, if your child needed to see a mental health specialist how often was it easy to get an appointment as soon as your child needed?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Central	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	108	0	0	1491	42	0	0	1270	87	0	0	211	9	32	2	31	28	14	7	10	22	20	21	31	11	0
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
No response	2	0	0	154	1	0	0	26	2	0	0	2	1	0	0	0	1	0	1	0	0	1	0	0	1	0
	1.85%	0.0%	0.0%	10.33% E	2.38%	0.0%	0.0%	2.05%	2.30%	0.0%	0.0%	0.95%	11.11%	0.0%	0.0%	0.0%	3.57%	0.0%	14.29%	0.0%	0.0%	5.00%	0.0%	0.0%	9.09%	0.0%
My child did not need to see a mental health specialist in the last 6 months	3	0	0	394	1	0	0	98	2	0	0	6	0	1	0	1	1	0	0	0	1	0	1	1	0	0
	2.78%	0.0%	0.0%	26.43% E	2.38%	0.0%	0.0%	7.72% I	2.30%	0.0%	0.0%	2.84%	0.0%	3.13%	0.0%	3.23%	3.57%	0.0%	0.0%	0.0%	4.55%	0.0%	4.76%	3.23%	0.0%	0.0%
BASE = Those who responded	103	0	0	943	40	0	0	1146	83	0	0	203	8	31	2	30	26	14	6	10	21	19	20	30	10	0
	95.37%	0.0%	0.0%	63.25% D	95.24% D	0.0%	0.0%	90.24%	95.40% H	0.0%	0.0%	96.21%	88.89%	96.88%	100.00%	96.77%	92.86%	100.00%	85.71%	100.00%	95.45%	95.00%	95.24%	96.77%	90.91%	0.0%
Never	1	0	0	213	1	0	0	83	0	0	0	14	1	0	0	0	0	1	1	0	0	0	1	0	1	0
	0.97%	0.0%	0.0%	22.59% E	2.50%	0.0%	0.0%	7.24% I	0.0%	0.0%	0.0%	6.90%	12.50%	0.0%	0.0%	0.0%	0.0%	7.14%	16.67%	0.0%	0.0%	0.0%	5.00%	0.0%	10.00%	0.0%
Sometimes	14	0	0	129	6	0	0	157	12	0	0	29	2	4	2	4	1	5	1	1	4	1	5	6	0	0
	13.59%	0.0%	0.0%	13.68%	15.00%	0.0%	0.0%	13.70%	14.46%	0.0%	0.0%	14.29%	25.00%	12.90%	100.00%	13.33%	3.85%	35.71%	16.67%	10.00%	19.05%	5.26%	25.00%	20.00%	0.0%	0.0%
Bottom Two Box (%Never + %Sometimes)	15	0	0	342	7	0	0	240	12	0	0	43	3	4	2	4	1	6	2	1	4	1	6	6	1	0
	14.56%	0.0%	0.0%	36.27% E	17.50%	0.0%	0.0%	20.94%	14.46%	0.0%	0.0%	21.18%	37.50%	12.90%	100.00%	13.33%	3.85%	42.86%	33.33%	10.00%	19.05%	5.26%	30.00%	20.00%	10.00%	0.0%
Usually	30	0	0	174	14	0	0	270	24	0	0	59	2	11	0	13	8	6	2	4	7	9	5	12	2	0
	29.13%	0.0%	0.0%	18.45%	35.00% D	0.0%	0.0%	23.56%	28.92%	0.0%	0.0%	29.06%	25.00%	35.48%	0.0%	43.33%	30.77%	42.86%	33.33%	40.00%	33.33%	47.37%	25.00%	40.00%	20.00%	0.0%
Always	58	0	0	427	19	0	0	636	47	0	0	101	3	16	0	13	17	2	2	5	10	9	9	12	7	0
	56.31%	0.0%	0.0%	45.28%	47.50%	0.0%	0.0%	55.50%	56.63%	0.0%	0.0%	49.75%	37.50%	51.61%	0.0%	43.33%	65.38%	14.29%	33.33%	50.00%	47.62%	47.37%	45.00%	40.00%	70.00%	0.0%
Top Two Box (%Always + %Usually)	88	0	0	601	33	0	0	906	71	0	0	160	5	27	0	26	25	8	4	9	17	18	14	24	9	0
	85.44%	0.0%	0.0%	63.73% D	82.50% D	0.0%	0.0%	79.06%	85.54%	0.0%	0.0%	78.82%	62.50%	87.10%	0.0%	86.67%	96.15%	57.14%	66.67%	90.00%	80.95%	94.74%	70.00%	80.00%	90.00%	0.0%
4-point composite mean	3.4078	0	0	2.8643	3.2750 D	0	0	3.2731	3.4217	0	0	3.2167	2.8750	3.3871	2.0000	3.3000	3.6154	2.6429	2.8333	3.4000	3.2857	3.4211	3.1000	3.2000	3.5000	0
Sigma	108	0	0	1491	42	0	0	1270	87	0	0	211	9	32	2	31	28	14	7	10	22	20	21	31	11	0
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

95. Was the mental health or substance abuse provider helpful to your child?

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	108	0	0	618	42	0	0	1054	87	0	0	211	9	32	2	31	28	14	7	10	22	20	21	31	11	0
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	5	0	0	52	2	0	0	47	2	0	0	13	0	2	0	1	1	1	1	0	1	1	1	1	1	0
	4.63%	0.0%	0.0%	8.41%	4.76%	0.0%	0.0%	4.46%	2.30%	0.0%	0.0%	6.16%	0.0%	6.25%	0.0%	3.23%	3.57%	7.14%	14.29%	0.0%	4.55%	5.00%	4.76%	3.23%	9.09%	0.0%
BASE = Those who responded	103	0	0	566	40	0	0	1007	85	0	0	198	9	30	2	30	27	13	6	10	21	19	20	30	10	0
	95.37%	0.0%	0.0%	91.59%	95.24%	0.0%	0.0%	95.54%	97.70%	0.0%	0.0%	93.84%	100.00%	93.75%	100.00%	96.77%	96.43%	92.86%	85.71%	100.00%	95.45%	95.00%	95.24%	96.77%	90.91%	0.0%
Yes	97	0	0	493	36	0	0	928	82	0	0	182	7	28	1	28	25	11	5	9	19	19	16	27	9	0
	94.17%	0.0%	0.0%	87.10%	90.00%	0.0%	0.0%	92.15%	96.47% H	0.0%	0.0%	91.92%	77.78%	93.33%	50.00%	93.33%	92.59%	84.62%	83.33%	90.00%	90.48%	100.00%	80.00%	90.00%	90.00%	0.0%
No	6	0	0	73	4	0	0	79	3	0	0	16	2	2	1	2	2	2	1	1	2	0	4	3	1	0
	5.83%	0.0%	0.0%	12.90%	10.00%	0.0%	0.0%	7.85% I	3.53%	0.0%	0.0%	8.08%	22.22%	6.67%	50.00%	6.67%	7.41%	15.38%	16.67%	10.00%	9.52%	0.0%	20.00%	10.00%	10.00%	0.0%
Sigma	108	0	0	618	42	0	0	1054	87	0	0	211	9	32	2	31	28	14	7	10	22	20	21	31	11	0
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

Survey Language

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
English	549	523	542	10690	263	254	230	5995	252	204	238	2592	40	218	28	165	196	63	95	62	94	130	126	233	30	0
	73.59%	70.96%	77.99%	85.68%	76.45%	72.57%	77.18%	93.85%	82.08%	82.26%	85.61%	85.01%	90.91%	74.15%	96.55%	76.39%	78.09%	75.00%	84.82%	68.89%	73.44%	73.45%	79.25%	76.39%	76.92%	0.0%
			B	E				I					N						TU							
Spanish	197	214	153	1786	81	96	68	393	55	44	40	457	4	76	1	51	55	21	17	28	34	47	33	72	9	0
	26.41%	29.04%	22.01%	14.32%	23.55%	27.43%	22.82%	6.15%	17.92%	17.74%	14.39%	14.99%	9.09%	25.85%	3.45%	23.61%	21.91%	25.00%	15.18%	31.11%	26.56%	26.55%	20.75%	23.61%	23.08%	0.0%
		C		D				H					M						S	S						
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	3049	44	294	29	216	251	84	112	90	128	177	159	305	39	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

Customer Service Composite Score

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Customer Service Composite Score (BASE)	245 BC	174	165	3555	100	92	67	1877	108 HJK	60	73	873	11	89	8	71	71	27	35	27	35	49	50	88	12	0
NEVER/SOMETIMES COMPOSITE	10.67%	14.86%	10.93%	12.27%	13.00%	14.42%	5.97%	11.77%	10.28%	18.53%	10.27%	11.07%	50.00%	8.43%	43.75%	10.56%	9.15%	24.07%	17.14%	12.96%	10.00%	15.31%	11.00%	13.64%	8.33%	0.0%
USUALLY COMPOSITE	24.84%	26.81%	26.44%	19.58%	20.50%	29.93%	27.61%	19.25%	27.10%	22.73%	26.71%	20.13%	27.27%	19.66%	12.50%	22.54%	16.20%	33.33%	18.57%	16.67%	25.71%	25.51%	16.00%	21.02%	16.67%	0.0%
ALWAYS COMPOSITE	64.50%	58.34%	62.63%	68.15%	66.50%	55.65%	66.42%	68.98%	62.62%	58.74%	63.01%	68.80%	22.73%	71.91%	43.75%	66.90%	74.65%	42.59%	64.29%	70.37%	64.29%	59.18%	73.00%	65.34%	75.00%	0.0%
CAHPS RATE	89.33%	85.14%	89.07%	87.73%	87.00%	85.58%	94.03%	88.23%	89.72%	81.47%	89.73%	88.93%	50.00%	91.57%	56.25%	89.44%	90.85%	75.93%	82.86%	87.04%	90.00%	84.69%	89.00%	86.36%	91.67%	0.0%
AVERAGE	2.5383	2.4348	2.5170	2.5589	2.5350	2.4123	2.6045	2.5721	2.5234	2.4021	2.5274	2.5773	1.7273	2.6348	2.0000	2.5634	2.6549	2.1852	2.4714	2.5741	2.5429	2.4388	2.6200	2.5170	2.6667	0
Standard deviation	0.6588	0.7247	0.6710	0.6724	0.6920	0.7208	0.5938	0.6678	0.6443	0.7660	0.6597	0.6538	0.7542	0.6093	0.8987	0.6661	0.6187	0.7630	0.7653	0.6914	0.6022	0.7222	0.6523	0.7080	0.3727	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

Getting Needed Care Composite Score

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg. Central		0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)		(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Getting Needed Care Composite Score (BASE)	579	573	539	9414	250	258	223	5670	276 E	227	247	2302	32	215	29	213	183	61	90 U	63	87	135	110	223	27	0
NEVER/SOMETIMES COMPOSITE	10.98%	13.03%	10.40%	14.55% E	10.36%	10.55%	9.04%	12.03%	9.07%	11.76%	9.43%	12.85%	27.19% N	8.22%	40.52%	5.27%	9.54%	12.75%	17.08% T	6.50%	8.94%	9.73%	12.37%	9.89%	13.26%	0.0%
USUALLY COMPOSITE	25.18%	21.91%	23.53%	22.55%	26.72%	23.76%	26.34%	23.93%	27.14% J	19.62%	25.45%	22.72%	46.31% N	24.38%	34.20%	25.67%	24.58%	34.55%	24.55%	16.00%	37.29% T	29.59%	20.08%	28.05%	17.42%	0.0%
ALWAYS COMPOSITE	63.84%	65.05%	66.06%	62.89%	62.92%	65.68%	64.62%	64.03%	63.79%	68.63%	65.11%	64.43%	26.50%	67.40% M	25.29%	69.06%	65.88%	52.70%	58.37%	77.50% SU	53.76%	60.68%	67.55%	62.06%	69.32%	0.0%
CAHPS RATE	89.02%	86.97%	89.60%	85.45%	89.64% D	89.45%	90.96%	87.97%	90.93%	88.24%	90.57%	87.15%	72.81% M	91.78%	59.48%	94.73%	90.46%	87.25%	82.92%	93.50% S	91.06%	90.27%	87.63%	90.11%	86.74%	0.0%
AVERAGE	2.5286	2.5202	2.5566	2.4834	2.5256	2.5513	2.5557	2.5200	2.5472	2.5687	2.5568	2.5158	1.9931	2.5917	1.8477	2.6379	2.5633	2.3995	2.4130	2.7100	2.4482	2.5095	2.5519	2.5217	2.5606	0
Standard deviation	0.6761	0.7088	0.6679	0.7268	0.6696	0.6688	0.6458	0.6940	0.6480	0.6900	0.6509	0.7052	0.7158	0.6284	0.7893	0.5752	0.6480	0.7033	0.7498	0.5791	0.6390	0.6644	0.6893	0.6635	0.7028	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

Getting Care Quickly Composite Score

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Getting Care Quickly Composite Score (BASE)	572	570	538	9446	252	255	219	5456	270 E	210	229	2324	35	214	26	196	182	63	90 U	63	88	135	111	224	28	0
NEVER/SOMETIMES COMPOSITE	7.05%	9.60%	7.05%	10.00% E	6.26%	8.73%	8.22%	6.61%	5.99%	7.62%	4.16%	8.35%	14.24%	5.06%	22.71%	2.79%	5.85%	8.16%	6.86%	4.08%	9.23%	6.78%	5.97%	6.29%	6.00%	0.0%
USUALLY COMPOSITE	19.17%	21.92%	19.62%	14.96%	21.01% D	20.16%	18.92%	15.82%	19.73%	16.57%	20.48%	16.52%	37.88% N	18.33%	30.71%	20.54%	19.62%	25.36%	18.87%	20.82%	23.01%	23.10%	17.90%	21.67%	15.69%	0.0%
ALWAYS COMPOSITE	73.78% B	68.48%	73.33%	75.04%	72.73%	71.11%	72.86%	77.56%	74.28%	75.82%	75.36%	75.13%	47.88%	76.61% M	46.57%	76.68%	74.53%	66.49%	74.27%	75.10%	67.76%	70.12%	76.13%	72.04%	78.31%	0.0%
CAHPS RATE	92.95%	90.40%	92.95%	90.00%	93.74% D	91.27%	91.78%	93.39%	94.01%	92.38%	95.84%	91.65%	85.76%	94.94%	77.29%	97.21%	94.15%	91.84%	93.14%	95.92%	90.77%	93.22%	94.03%	93.71%	94.00%	0.0%
AVERAGE	2.6673	2.5889	2.6627	2.6504	2.6647	2.6238	2.6465	2.7095	2.6830	2.6820	2.7120	2.6678	2.3364	2.7155	2.2386	2.7389	2.6867	2.5833	2.6741	2.7102	2.5853	2.6334	2.7017	2.6575	2.7231	0
Standard deviation	0.6009	0.6563	0.5999	0.6498	0.5875	0.6393	0.6239	0.5780	0.5751	0.6015	0.5323	0.6176	0.7099	0.5501	0.7883	0.4963	0.5750	0.6281	0.5965	0.5066	0.6520	0.6061	0.5625	0.5910	0.5268	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

How Well Doctors Communicate Composite Score

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
How Well Doctors Communicate Composite Score (BASE)	515	510	472	8362	231	223	189	5057	247 E	204 K	206	2064	31	197	24	184	164	61	84 U	57	78	120	104	204	27	0
NEVER/SOMETIMES COMPOSITE	5.93%	6.54%	4.96%	6.31%	7.09%	4.86%	3.07%	5.33%	4.46%	5.44%	4.88%	5.89%	15.32%	5.77%	30.62%	2.86%	6.91%	7.85%	9.82%	9.40%	2.57%	7.12%	7.05%	6.42%	12.25%	0.0%
USUALLY COMPOSITE	17.67% C	16.76%	12.94%	13.95%	20.27% DG	14.79%	12.38%	13.32%	16.42%	13.96%	12.20%	14.26%	34.68%	18.05%	32.65%	17.30%	16.73%	29.65% Q	21.13%	17.01%	20.58%	22.39%	16.49%	22.45%	3.77%	0.0%
ALWAYS COMPOSITE	76.40%	76.70%	82.10% AB	79.74% E	72.63%	80.35%	84.55% E	81.35%	79.12%	80.61%	82.92%	79.85%	50.00%	76.18% M	36.73%	79.84%	76.36% R	62.50%	69.05%	73.59%	76.85%	70.50%	76.46%	71.13%	83.97%	0.0%
CAHPS RATE	94.07%	93.46%	95.04%	93.69%	92.91%	95.14%	96.93%	94.67%	95.54%	94.56%	95.12%	94.11%	84.68%	94.23%	69.38%	97.14%	93.09%	92.15%	90.18%	90.60%	97.43%	92.88%	92.95%	93.58%	87.75%	0.0%
AVERAGE	2.7047	2.7017	2.7714	2.7344	2.6554	2.7550	2.8148	2.7602	2.7466	2.7517	2.7804	2.7397	2.3468	2.7042	2.0611	2.7698	2.6945	2.5465	2.5923	2.6418	2.7428	2.6338	2.6942	2.6472	2.7172	0
Standard deviation	0.5599	0.5724	0.5113	0.5534	0.5951	0.5232	0.4415	0.5285	0.5172	0.5324	0.5135	0.5436	0.7251	0.5523	0.8084	0.4647	0.5825	0.6211	0.6512	0.6344	0.4791	0.6021	0.5803	0.5881	0.6269	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

Shared Decision Making Composite Score

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)		0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Shared Decision Making Composite Score (BASE)	217	205	187	2689	86	78	74	2580	132 E	107	115	694	11	73	12	74	63	21	28	23	29	43	40	75	11	0
YES COMPOSITE	83.84%	82.60%	82.96%	79.38%	82.06%	82.51%	82.19%	85.11%	84.63%	86.45%	84.34%	80.05%	84.85%	81.28%	75.00%	83.20%	81.85%	82.54%	69.05%	94.20%	86.00%	81.16%	83.33%	81.20%	87.88%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

Access to Prescription Medicine Composite Score

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Access to Prescription Medicine Composite Score (Base)	454	437	427	3962	183	175	158	5441	268	216	235	903	25	156	20	133	125	57	58	47	71	93	87	162	21	0
NEVER/SOMETIMES COMPOSITE	8.59%	6.18%	9.13%	7.22%	8.74%	5.71%	8.86%	8.49%	10.82%	6.02%	10.64%	7.64%	40.00%	3.85%	35.00%	4.51%	6.40%	14.04%	10.34%	4.26%	9.86%	6.45%	10.34%	9.26%	4.76%	0.0%
USUALLY COMPOSITE	21.59%	20.82%	18.03%	17.21%	19.67%	19.43%	16.46%	19.85%	26.49% HK	19.91%	17.02%	18.94%	28.00%	18.59%	20.00%	20.30%	18.40%	22.81%	18.97%	14.89%	23.94%	20.43%	17.24%	20.37%	14.29%	0.0%
ALWAYS COMPOSITE	69.82%	73.00%	72.83%	75.57%	71.58% I	74.86%	74.68%	71.66% I	62.69%	74.07% I	72.34% I	73.42%	32.00%	77.56%	45.00%	75.19%	75.20%	63.16%	70.69%	80.85%	66.20%	73.12%	72.41%	70.37%	80.95%	0.0%
CAHPS RATE	91.41%	93.82%	90.87%	92.78%	91.26%	94.29%	91.14%	91.51%	89.18%	93.98%	89.36%	92.36%	60.00%	96.15%	65.00%	95.49%	93.60%	85.96%	89.66%	95.74%	90.14%	93.55%	89.66%	90.74%	95.24%	0.0%
AVERAGE	2.6123	2.6682	2.6370	2.6835	2.6284	2.6914	2.6582	2.6317 I	2.5187	2.6806 I	2.6170	2.6578	1.9200	2.7372	2.1000	2.7068	2.6880	2.4912	2.6034	2.7660	2.5634	2.6667	2.6207	2.6111	2.7619	0
Standard deviation	0.6397	0.5876	0.6434	0.6006	0.6390	0.5724	0.6342	0.6344	0.6827	0.5812	0.6701	0.6148	0.8447	0.5203	0.8888	0.5454	0.5854	0.7284	0.6680	0.5142	0.6657	0.5927	0.6651	0.6503	0.5260	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

Access to Specialized Services Composite Score

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Access to Specialized Services Composite Score (BASE)	226 B	182	203	1536 D	81	65	60	3353	172 E	126	155	395	14	66	6	63	48	32 Q	19	24	32	37	39	68	13	0
NEVER/SOMETIMES COMPOSITE	21.44%	16.76%	16.96%	22.38%	25.70%	13.80%	16.88%	22.79%	17.88%	21.95%	17.51%	23.80%	41.67%	20.37%	66.67%	16.54%	22.50%	27.61%	48.81%	16.43%	16.11%	26.95%	19.16%	25.93%	29.63%	0.0%
USUALLY COMPOSITE	26.81%	18.97%	22.01%	20.74%	25.01%	16.20%	18.74%	20.83%	26.47%	19.59%	21.74%	24.67%	19.44%	26.30%	33.33%	25.88%	18.59%	33.67%	13.10%	17.78%	38.44%	18.61%	27.46%	28.05%	11.11%	0.0%
ALWAYS COMPOSITE	51.75%	64.27% A	61.03%	56.88%	49.29%	70.00%	64.38% E	56.38%	55.65%	58.46%	60.75%	51.53%	38.89%	53.33%	0.0%	57.57%	58.91%	38.72%	38.10%	65.79%	45.45%	54.44%	53.38%	46.03%	59.26%	0.0%
CAHPS RATE	78.56%	83.24%	83.04%	77.62%	74.30%	86.20%	83.12%	77.21%	82.12%	78.05%	82.49%	76.20%	58.33%	79.63%	33.33%	83.46%	77.50%	72.39%	51.19%	83.57%	83.89%	73.05%	80.84%	74.07%	70.37%	0.0%
AVERAGE	2.3032	2.4752	2.4407	2.3450	2.2359	2.5620	2.4750	2.3359	2.3777	2.3651	2.4324	2.2774	1.9722	2.3296	1.3333	2.4103	2.3641	2.1111	1.8929	2.4936	2.2933	2.2749	2.3423	2.2010	2.2963	0
Standard deviation	0.7927	0.7619	0.7647	0.8201	0.8166	0.7103	0.7655	0.8236	0.7596	0.8102	0.7687	0.8199	0.4102	0.7856	0.4553	0.7329	0.8198	0.7690	0.7171	0.7521	0.7268	0.8509	0.7427	0.8206	0.5762	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

Family Centered Care: Personal Doctor Who Knows Child Composite Score

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Family Centered Care: Personal Doctor or Nurse Who Knows Child Composite Score (BASE)	540	527	502	8517	236	231	196	5603	276 KE	220	233	2111	34	200	25	184	167	63	84 U	59	80	121	107	208	28	0
YES COMPOSITE	88.91%	90.85%	90.82%	90.00%	90.17%	92.54%	91.36%	90.62%	89.37%	91.22%	91.13%	90.64%	76.58%	93.43%	75.07%	92.98%	91.95%	86.52%	92.17%	85.26%	92.47%	90.24%	91.15%	89.29%	94.87%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

Family Centered Care: Getting Needed Information Composite Score

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 UHC Avg. Qual. (H)	2017 UHC Avg. Qual. Total (I)	2016 UHC Avg. Qual. Total (J)	2015 UHC Avg. Qual. Total (K)	2017 Gen. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Family Centered Care: Getting Needed Information Composite Score(Base)	558	556	517	5681	245	251	216	5398	261	221	234	1293	31	211	29	215	179	59	89	60	85	129	110	221	24	0
NEVER/SOMETIMES COMPOSITE	9.50%	9.89%	6.96%	11.05%	8.57%	7.57%	4.63%	8.47%	7.28%	9.05%	5.56%	10.52%	16.13%	7.58%	27.59%	6.05%	8.38%	10.17%	12.36%	6.67%	7.06%	10.08%	7.27%	8.60%	8.33%	0.0%
USUALLY COMPOSITE	22.04% C	19.60%	16.05%	16.74%	25.31% DG	18.73%	15.28%	17.02%	20.69%	19.91%	14.10%	18.48%	41.94% N	22.75%	51.72%	21.86%	20.67%	40.68% Q	24.72%	23.33%	27.06%	29.46%	19.09%	25.34%	25.00%	0.0%
ALWAYS COMPOSITE	68.46%	70.50%	76.98% AB	72.21% E	66.12%	73.71%	80.09% E	74.51%	72.03%	71.04%	80.34% IJ	71.00%	41.94%	69.67% M	20.69%	72.09%	70.95% R	49.15%	62.92%	70.00%	65.88%	60.47%	73.64% V	66.06%	66.67%	0.0%
CAHPS RATE	90.50%	90.11%	93.04%	88.95%	91.43%	92.43%	95.37%	91.53%	92.72%	90.95%	94.44%	89.48%	83.87%	92.42%	72.41%	93.95%	91.62%	89.83%	87.64%	93.33%	92.94%	89.92%	92.73%	91.40%	91.67%	0.0%
AVERAGE	2.5896	2.6061	2.7002 AB	2.6115	2.5755	2.6614	2.7546 E	2.6604	2.6475	2.6199	2.7479 J	2.6048	2.2581	2.6209 M	1.9310	2.6605	2.6257 R	2.3898	2.5056	2.6333	2.5882	2.5039	2.6636	2.5747	2.5833	0
Standard deviation	0.6572	0.6607	0.5909	0.6772	0.6448	0.6127	0.5270	0.6274	0.6114	0.6455	0.5474	0.6704	0.7170	0.6221	0.6914	0.5875	0.6339	0.6643	0.7051	0.6046	0.6192	0.6720	0.6072	0.6453	0.6401	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

Coordination of Care for Children for Chronic Conditions Composite Score

													2017 General Population Results													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													=====		=====		=====		=====			=====		=====		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 Gen. Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Coordination of Care for Children for Chronic Conditions Composite Score (BASE)	231	209	227	1911	84 D	67	83 F	3163	157 E	124	151	489	11	72	12	62	59	25	28	25	27	41	40	68	16 X	0
YES COMPOSITE	77.21%	77.60%	74.52%	74.99%	72.77%	80.36%	75.53%	78.43%	77.40%	78.84%	74.82%	76.53%	72.22%	72.20%	88.89%	77.36%	73.67%	73.41%	68.75%	68.95%	77.27%	67.38%	75.45%	75.10%	64.10%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

1. Our records show that your child is now in UnitedHealthcare Community Plan. Is that right?

												2017 CCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
												0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Yes	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

3. In the last 6 months, did your child have an illness, injury or condition that needed care right away in a clinic, emergency room, or doctor's office?

													2017 OCC Population Results - Qualified Respondents															
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type				
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 OCC Pop. Qual. UHC Avg. (H)	2017 OCC Pop. Qual. Total (I)	2016 OCC Pop. Qual. Total (J)	2015 OCC Pop. Qual. Total (K)	2017 OCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.14%	0.14%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	8	11	10	160	2	4	4	66	1	6	2	15	0	1	0	1	0	1	0	0	1	1	0	1	0	0	0	
	1.07%	1.49%	1.44%	1.28%	0.58%	1.14%	1.34%	1.03%	0.33%	2.42%	0.72%	0.89%	0.0%	0.39%	0.0%	0.43%	0.0%	0.71%	0.0%	0.0%	0.69%	0.57%	0.0%	0.37%	0.0%	0.0%	0.0%	
								I		I																		
BASE = Those who responded	738	725	684	12316	342	346	293	6322	306	242	276	1661	48	255	28	231	166	139	54	101	144	175	125	266	40	0	0	
	98.93%	98.37%	98.42%	98.72%	99.42%	98.86%	98.32%	98.97%	99.67%	97.58%	99.28%	99.11%	100.00%	99.61%	100.00%	99.57%	100.00%	99.29%	100.00%	100.00%	99.31%	99.43%	100.00%	99.63%	100.00%	100.00%	0.0%	
								HJ																				
Yes	291	282	287	4331	125	105	112	3067	148	122	139	745	22	125	13	120	67	81	36	44	66	79	66	133	15	0	0	
	39.43%	38.90%	41.96%	35.17%	36.55%	30.35%	38.23%	48.51%	48.37%	50.41%	50.36%	44.85%	45.83%	49.02%	46.43%	51.95%	40.36%	58.27%	66.67%	43.56%	45.83%	45.14%	52.80%	50.00%	37.50%	0.0%	0.0%	
							F		E									Q	TU									
No	447	443	397	7985	217	241	181	3255	158	120	137	916	26	130	15	111	99	58	18	57	78	96	59	133	25	0	0	
	60.57%	61.10%	58.04%	64.83%	63.45%	69.65%	61.77%	51.49%	51.63%	49.59%	49.64%	55.15%	54.17%	50.98%	53.57%	48.05%	59.64%	41.73%	33.33%	56.44%	54.17%	54.86%	47.20%	50.00%	62.50%	0.0%	0.0%	
				I		G											R		S	S								
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	22	27	28	320	8	4	10	213	8	14	8	49	1	7	1	6	3	5	3	1	4	4	4	8	0	0
	2.95%	3.66%	4.03%	2.56%	2.33%	1.14%	3.36%	3.33%	2.61%	5.65%	2.88%	2.92%	2.08%	2.73%	3.57%	2.59%	1.81%	3.57%	5.56%	0.99%	2.76%	2.27%	3.20%	3.00% Y	0.0%	0.0%
Appropriately skipped	447	443	397	7985	217	241	181	3255	158	120	137	916	26	130	15	111	99	58	18	57	78	96	59	133	25	0
	59.92%	60.11%	57.12%	64.00%	63.08% I	68.86% G	60.74%	50.95%	51.47%	48.39%	49.28%	54.65%	54.17%	50.78%	53.57%	47.84%	59.64% R	41.43%	33.33%	56.44% S	53.79% S	54.55%	47.20%	49.81%	62.50%	0.0%
BASE = Those who responded	277	267	270	4171	119	105	107	2920	141	114	133	711	21	119	12	115	64	77	33	43	63	76	62	126	15	0
	37.13%	36.23%	38.85%	33.43%	34.59%	30.00%	35.91%	45.71%	45.93% E	45.97%	47.84%	42.42%	43.75%	46.48%	42.86%	49.57%	38.55%	55.00% Q	61.11% TU	42.57%	43.45%	43.18%	49.60%	47.19%	37.50%	0.0%
Never	1	2	0	43	1	0	0	17	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.36%	0.75%	0.0%	1.03%	0.84%	0.0%	0.0%	0.58% I	0.0%	0.88%	0.0%	0.28%	0.0%	0.0%	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	19	19	15	315	6	9	8	157	8	6	4	25	0	7	1	4	5	3	0	3	5	4	4	8	0	0
	6.86%	7.12%	5.56%	7.55%	5.04%	8.57%	7.48%	5.38%	5.67%	5.26%	3.01%	3.52%	0.0%	5.88%	8.33%	3.48%	7.81%	3.90%	0.0%	6.98%	7.94% S	5.26%	6.45%	6.35%	0.0%	0.0%
Bottom Two Box (%Never + %Sometimes)	20	21	15	358	7	9	8	174	8	7	4	27	0	7	1	4	5	3	0	3	5	4	4	8	0	0
	7.22%	7.87%	5.56%	8.58%	5.88%	8.57%	7.48%	5.96%	5.67%	6.14%	3.01%	3.80%	0.0%	5.88%	8.33%	3.48%	7.81%	3.90%	0.0%	6.98%	7.94% S	5.26%	6.45%	6.35%	0.0%	0.0%
Usually	40	55	46	484	20	19	16	334	19	14	23	92	4	15	2	16	4	15	8	5	6	13	6	16	3	0
	14.44%	20.60%	17.04%	11.60%	16.81%	18.10%	14.95%	11.44%	13.48%	12.28%	17.29%	12.94%	19.05%	12.61%	16.67%	13.91%	6.25%	19.48% Q	24.24%	11.63%	9.52%	17.11%	9.68%	12.70%	20.00%	0.0%
Always	217	191	209	3329	92	77	83	2412	114	93	106	592	17	97	9	95	55	59	25	35	52	59	52	102	12	0
	78.34%	71.54%	77.41%	79.81%	77.31%	73.33%	77.57%	82.60%	80.85%	81.58%	79.70%	83.26%	80.95%	81.51%	75.00%	82.61%	85.94%	76.62%	75.76%	81.40%	82.54%	77.63%	83.87%	80.95%	80.00%	0.0%
CAHPS Rate (%Always + %Usually)	257	246	255	3813	112	96	99	2746	133	107	129	684	21	112	11	111	59	74	33	40	58	72	58	118	15	0
	92.78%	92.13%	94.44%	91.42%	94.12%	91.43%	92.52%	94.04%	94.33%	93.86%	96.99%	96.20%	100.00%	94.12%	91.67%	96.52%	92.19%	96.10%	100.00% U	93.02%	92.06%	94.74%	93.55%	93.65%	100.00%	0.0%
3-point composite mean	2.7112	2.6367	2.7185	2.7123	2.7143	2.6476	2.7009	2.7664	2.7518	2.7544	2.7669	2.7947	2.8095	2.7563	2.6667	2.7913	2.7813	2.7273	2.7576	2.7442	2.7460	2.7237	2.7742	2.7460	2.8000	0
4-point composite mean	3.7076	3.6292	3.7185	3.7020	3.7059	3.6476	3.7009	3.7606	3.7518	3.7456	3.7669	3.7918	3.8095	3.7563	3.6667	3.7913	3.7813	3.7273	3.7576	3.7442	3.7460	3.7237	3.7742	3.7460	3.8000	0
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

													2017 OCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.27%	0.0%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	14	10	9	170	6	6	4	70	3	2	4	17	0	3	0	3	2	1	0	2	1	2	1	3	0	0
	1.88%	1.36%	1.29%	1.36%	1.74%	1.71%	1.34%	1.10%	0.98%	0.81%	1.44%	1.01%	0.0%	1.17%	0.0%	1.29%	1.20%	0.71%	0.0%	1.98%	0.69%	1.14%	0.80%	1.12%	0.0%	0.0%
BASE = Those who responded	732	725	686	12306	338	343	294	6318	304	246	274	1659	48	253	28	229	164	139	54	99	144	174	124	264	40	0
	98.12%	98.37%	98.71%	98.64%	98.26%	98.00%	98.66%	98.90%	99.02%	99.19%	98.56%	98.99%	100.00%	98.83%	100.00%	98.71%	98.80%	99.29%	100.00%	98.02%	99.31%	98.86%	99.20%	98.88%	100.00%	0.0%
Yes	543	539	529	8884	236	232	216	5152	259	197	221	1338	43	213	25	205	136	122	49	84	121	152	102	221	38	0
	74.18%	74.34%	77.11%	72.19%	69.82%	67.64%	73.47%	81.54%	85.20%	80.08%	80.66%	80.65%	89.58%	84.19%	89.29%	89.52%	82.93%	87.77%	90.74%	84.85%	84.03%	87.36%	82.26%	83.71%	95.00%	0.0%
								E																X		
No	189	186	157	3422	102	111	78	1166	45	49	53	321	5	40	3	24	28	17	5	15	23	22	22	43	2	0
	25.82%	25.66%	22.89%	27.81%	30.18%	32.36%	26.53%	18.46%	14.80%	19.92%	19.34%	19.35%	10.42%	15.81%	10.71%	10.48%	17.07%	12.23%	9.26%	15.15%	15.97%	12.64%	17.74%	16.29%	5.00%	0.0%
					I																		Y			
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

	2017 CCC Population Results - Qualified Respondents																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
Multiple mark	0	6	10	0	0	1	4	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No response	26	9	19	461	15	5	7	221	9	1	4	59	1	8	0	0	4	5	1	3	4	8	1	8	1	0
BASE = Those who responded	720	722	666	12015	329	344	287	6167	298	247	270	1617	47	248	28	232	162	135	53	98	141	168	124	259	39	0
None	158	156	137	2899	82	90	67	729	36	23	32	229	5	31	0	0	20	16	2	14	17	22	13	31	5	0
1 time	187	192	149	3097	93	91	71	1122	71	61	49	326	8	61	7	63	45	25	10	28	32	40	29	63	8	0
2	157	169	158	2714	60	85	66	1480	78	68	70	370	14	64	4	74	45	33	18	21	38	42	34	65	13	0
3	102	87	80	1538	42	32	31	1084	50	38	35	261	5	44	6	44	30	20	8	13	29	30	20	44	6	0
4	54	53	58	793	24	26	23	612	19	21	34	146	3	16	5	14	8	11	5	5	9	10	9	17	2	0
5 to 9	50	50	64	778	24	16	23	845	33	27	34	196	8	25	5	27	10	23	7	13	12	19	13	29	4	0
10 or more times	12	15	20	196	4	4	6	295	11	9	16	89	4	7	1	10	4	7	3	4	4	5	6	10	1	0
Average number of times	2.1153	2.1337	2.4550	2.0147	1.9848	1.8110	2.1742	3.1433	2.7567	2.8198	3.2148	3.0411	3.5957	2.6109	3.5893	3.0733	2.3272	3.2852	3.3302	2.7551	2.5887	2.6756	2.8952	2.7838	2.5769	0
Standard deviation	2.2670	2.3555	2.6498	2.2432	2.2052	2.0287	2.4265	2.9359	2.7221	2.6816	3.0813	3.0504	3.4712	2.5378	2.6560	2.6856	2.3049	3.0753	2.9396	2.9052	2.4656	2.6136	2.8739	2.7561	2.4769	0
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

													2017 OCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 OCC Pop. Qual. UHC Avg. (H)	2017 OCC Pop. Qual. Total (I)	2016 OCC Pop. Qual. Total (J)	2015 OCC Pop. Qual. Total (K)	2017 OCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	30	30	36	565	17	10	14	272	10	6	10	67	1	9	0	0	4	6	1	3	5	8	2	9	1	0
	4.02%	4.07%	5.18%	4.53%	4.94%	2.86%	4.70%	4.26%	3.26%	2.42%	3.60%	4.00%	2.08%	3.52%	0.0%	0.0%	2.41%	4.29%	1.85%	2.97%	3.45%	4.55%	1.60%	3.37%	2.50%	0.0%
Appropriately skipped	158	156	137	2899	82	90	67	729	36	23	32	229	5	31	0	0	20	16	2	14	17	22	13	31	5	0
	21.18%	21.17%	19.71%	23.24%	23.84%	25.71%	22.48%	11.41%	11.73%	9.27%	11.51%	13.66%	10.42%	12.11%	0.0%	0.0%	12.05%	11.43%	3.70%	13.86%	11.72%	12.50%	10.40%	11.61%	12.50%	0.0%
					I															S	S					
BASE = Those who responded	558	551	522	9012	245	250	217	5387	261	219	236	1380	42	216	28	232	142	118	51	84	123	146	110	227	34	0
	74.80%	74.76%	75.11%	72.23%	71.22%	71.43%	72.82%	84.33%	85.02%	88.31%	84.89%	82.34%	87.50%	84.38%	100.00%	100.00%	85.54%	84.29%	94.44%	83.17%	84.83%	82.95%	88.00%	85.02%	85.00%	0.0%
								E											TU							
Yes	422	426	378	6366	172	190	166	4136	211	173	170	1039	32	176	20	191	112	99	42	72	94	120	87	188	23	0
	75.63%	77.31%	72.41%	70.64%	70.20%	76.00%	76.50%	76.78%	80.84%	79.00%	72.03%	75.29%	76.19%	81.48%	71.43%	82.33%	78.87%	83.90%	82.35%	85.71%	76.42%	82.19%	79.09%	82.82%	67.65%	0.0%
								KE																		
No	136	125	144	2646	73	60	51	1251	50	46	66	341	10	40	8	41	30	19	9	12	29	26	23	39	11	0
	24.37%	22.69%	27.59%	29.36%	29.80%	24.00%	23.50%	23.22%	19.16%	21.00%	27.97%	24.71%	23.81%	18.52%	28.57%	17.67%	21.13%	16.10%	17.65%	14.29%	23.58%	17.81%	20.91%	17.18%	32.35%	0.0%
					I						I															
3-point composite mean	2.5125	2.5463	2.4483	2.4128	2.4041	2.5200	2.5300	2.5355	2.6169	2.5799	2.4407	2.5058	2.5238	2.6296	2.4286	2.6466	2.5775	2.6780	2.6471	2.7143	2.5285	2.6438	2.5818	2.6564	2.3529	0
								KE																		
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	30	24	41	298	17	9	15	261	10	4	12	65	1	9	0	0	4	6	1	3	5	8	2	9	1	0
	4.02%	3.26%	5.90%	3.80%	4.94%	2.57%	5.03%	4.09%	3.26%	1.61%	4.32%	3.88%	2.08%	3.52%	0.0%	0.0%	2.41%	4.29%	1.85%	2.97%	3.45%	4.55%	1.60%	3.37%	2.50%	0.0%
Appropriately skipped	158	156	137	1864	82	90	67	729	36	23	32	229	5	31	0	0	20	16	2	14	17	22	13	31	5	0
	21.18%	21.17%	19.71%	23.77%	23.84%	25.71%	22.48%	11.41%	11.73%	9.27%	11.51%	13.66%	10.42%	12.11%	0.0%	0.0%	12.05%	11.43%	3.70%	13.86%	11.72%	12.50%	10.40%	11.61%	12.50%	0.0%
BASE = Those who responded	558	556	517	5681	245	251	216	5398	261	221	234	1382	42	216	28	232	142	118	51	84	123	146	110	227	34	0
	74.80%	75.44%	74.39%	72.43%	71.22%	71.71%	72.48%	84.50%	85.02%	89.11%	84.17%	82.46%	87.50%	84.38%	100.00%	100.00%	85.54%	84.29%	94.44%	83.17%	84.83%	82.95%	88.00%	85.02%	85.00%	0.0%
Never	13	8	11	146	5	4	2	83	7	3	0	20	0	7	1	6	4	3	0	0	7	5	2	7	0	0
	2.33%	1.44%	2.13%	2.57%	2.04%	1.59%	0.93%	1.54%	2.68%	1.36%	0.0%	1.45%	0.0%	3.24%	3.57%	2.59%	2.82%	2.54%	0.0%	0.0%	5.69%	3.42%	1.82%	3.08%	0.0%	0.0%
Sometimes	40	47	25	482	16	15	8	374	12	17	13	81	5	7	5	7	5	6	5	4	3	2	10	9	3	0
	7.17%	8.45%	4.84%	8.48%	6.53%	5.98%	3.70%	6.93%	4.60%	7.69%	5.56%	5.86%	11.90%	3.24%	17.86%	3.02%	3.52%	5.08%	9.80%	4.76%	2.44%	1.37%	9.09%	3.96%	8.82%	0.0%
Bottom Two Box (%Never + %Sometimes)	53	55	36	628	21	19	10	457	19	20	13	101	5	14	6	13	9	9	5	4	10	7	12	16	3	0
	9.50%	9.89%	6.96%	11.05%	8.57%	7.57%	4.63%	8.47%	7.28%	9.05%	5.56%	7.31%	11.90%	6.48%	21.43%	5.60%	6.34%	7.63%	9.80%	4.76%	8.13%	4.79%	10.91%	7.05%	8.82%	0.0%
Usually	123	109	83	951	62	47	33	919	54	44	33	278	10	42	11	42	23	31	10	17	26	27	26	48	6	0
	22.04%	19.60%	16.05%	16.74%	25.31%	18.73%	15.28%	17.02%	20.69%	19.91%	14.10%	20.12%	23.81%	19.44%	39.29%	18.10%	16.20%	26.27%	19.61%	20.24%	21.14%	18.49%	23.64%	21.15%	17.65%	0.0%
Always	382	392	398	4102	162	185	173	4022	188	157	188	1003	27	160	11	177	110	78	36	63	87	112	72	163	25	0
	68.46%	70.50%	76.98%	72.21%	66.12%	73.71%	80.09%	74.51%	72.03%	71.04%	80.34%	72.58%	64.29%	74.07%	39.29%	76.29%	77.46%	66.10%	70.59%	75.00%	70.73%	76.71%	65.45%	71.81%	73.53%	0.0%
CAHPS Rate (%Always + %Usually)	505	501	481	5053	224	232	206	4941	242	201	221	1281	37	202	22	219	133	109	46	80	113	139	98	211	31	0
	90.50%	90.11%	93.04%	88.95%	91.43%	92.43%	95.37%	91.53%	92.72%	90.95%	94.44%	92.69%	88.10%	93.52%	78.57%	94.40%	93.66%	92.37%	90.20%	95.24%	91.87%	95.21%	89.09%	92.95%	91.18%	0.0%
3-point composite mean	2.5896	2.6061	2.7002	2.6115	2.5755	2.6614	2.7546	2.6604	2.6475	2.6199	2.7479	2.6527	2.5238	2.6759	2.1786	2.7069	2.7113	2.5847	2.6078	2.7024	2.6260	2.7192	2.5455	2.6476	2.6471	0
			AB				E				J										W					
4-point composite mean	3.5663	3.5917	3.6789	3.5858	3.5551	3.6454	3.7454	3.6451	3.6207	3.6063	3.7479	3.6382	3.5238	3.6435	3.1429	3.6810	3.6831	3.5593	3.6078	3.7024	3.5691	3.6849	3.5273	3.6167	3.6471	0
			AB				E				IJ															
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

													2017 OCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 OCC Pop. Qual. UHC Avg.	2017 OCC Pop. Qual. Total	2016 OCC Pop. Qual. Total	2015 OCC Pop. Qual. Total	2017 OCC Pop. Qual. Central	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	36	27	47	588	19	11	19	287	14	6	18	73	1	13	1	3	7	7	1	4	8	9	5	13	1	0
	4.83%	3.66%	6.76%	4.71%	5.52%	3.14%	6.38%	4.49%	4.56%	2.42%	6.47%	4.36%	2.08%	5.08%	3.57%	1.29%	4.22%	5.00%	1.85%	3.96%	5.52%	5.11%	4.00%	4.87%	2.50%	0.0%
			B								J															
Appropriately skipped	158	156	137	2899	82	90	67	729	36	23	32	229	5	31	0	0	20	16	2	14	17	22	13	31	5	0
	21.18%	21.17%	19.71%	23.24%	23.84%	25.71%	22.48%	11.41%	11.73%	9.27%	11.51%	13.66%	10.42%	12.11%	0.0%	0.0%	12.05%	11.43%	3.70%	13.86%	11.72%	12.50%	10.40%	11.61%	12.50%	0.0%
				I															S	S						
BASE = Those who responded	552	553	511	8989	243	248	212	5372	257	219	228	1374	42	212	27	229	139	117	51	83	120	145	107	223	34	0
	73.99%	75.03%	73.53%	72.05%	70.64%	70.86%	71.14%	84.10%	83.71%	88.31%	82.01%	81.98%	87.50%	82.81%	96.43%	98.71%	83.73%	83.57%	94.44%	82.18%	82.76%	82.39%	85.60%	83.52%	85.00%	0.0%
								E		K									TU							
Yes	218	206	191	2703	87	79	76	2598	133	107	117	705	23	107	11	121	70	62	25	45	61	79	52	111	22	0
	39.49%	37.25%	37.38%	30.07%	35.80%	31.85%	35.85%	48.36%	51.75%	48.86%	51.32%	51.31%	54.76%	50.47%	40.74%	52.84%	50.36%	52.99%	49.02%	54.22%	50.83%	54.48%	48.60%	49.78%	64.71%	0.0%
								E																		
No	334	347	320	6286	156	169	136	2774	124	112	111	669	19	105	16	108	69	55	26	38	59	66	55	112	12	0
	60.51%	62.75%	62.62%	69.93%	64.20%	68.15%	64.15%	51.64%	48.25%	51.14%	48.68%	48.69%	45.24%	49.53%	59.26%	47.16%	49.64%	47.01%	50.98%	45.78%	49.17%	45.52%	51.40%	50.22%	35.29%	0.0%
				I																						
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.14%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	38	31	52	617	20	13	21	315	16	7	21	83	1	15	1	5	7	9	2	5	8	10	6	15	1	0
	5.09%	4.21%	7.48%	4.95%	5.81%	3.71%	7.05%	4.93%	5.21%	2.82%	7.55%	4.95%	2.08%	5.86%	3.57%	2.16%	4.22%	6.43%	3.70%	4.95%	5.52%	5.68%	4.80%	5.62%	2.50%	0.0%
			B								J															
Appropriately skipped	492	503	457	9185	238	259	203	3503	160	135	143	898	24	136	16	108	89	71	28	52	76	88	68	143	17	0
	65.95%	68.25%	65.76%	73.62%	69.19%	74.00%	68.12%	54.84%	52.12%	54.44%	51.44%	53.58%	50.00%	53.13%	57.14%	46.55%	53.61%	50.71%	51.85%	51.49%	52.41%	50.00%	54.40%	53.56%	42.50%	0.0%
					I																					
BASE = Those who responded	216	203	185	2674	86	78	73	2570	131	106	114	695	23	105	11	119	70	60	24	44	61	78	51	109	22	0
	28.95%	27.54%	26.62%	21.43%	25.00%	22.29%	24.50%	40.23%	42.67%	42.74%	41.01%	41.47%	47.92%	41.02%	39.29%	51.29%	42.17%	42.86%	44.44%	43.56%	42.07%	44.32%	40.80%	40.82%	55.00%	0.0%
									E																	
Yes	210	194	169	2457	84	73	69	2472	126	103	106	675	22	101	11	114	67	58	22	42	60	74	50	106	20	0
	97.22%	95.57%	91.35%	91.88%	97.67%	93.59%	94.52%	96.19%	96.18%	97.17%	92.98%	97.12%	95.65%	96.19%	100.00%	95.80%	95.71%	96.67%	91.67%	95.45%	98.36%	94.87%	98.04%	97.25%	90.91%	0.0%
			C		D																					
No	6	9	16	217	2	5	4	98	5	3	8	20	1	4	0	5	3	2	2	2	1	4	1	3	2	0
	2.78%	4.43%	8.65%	8.12%	2.33%	6.41%	5.48%	3.81%	3.82%	2.83%	7.02%	2.88%	4.35%	3.81%	0.0%	4.20%	4.29%	3.33%	8.33%	4.55%	1.64%	5.13%	1.96%	2.75%	9.09%	0.0%
			A	E																						
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

													2017 CCC Population Results - Qualified Respondents														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

													2017 OCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 OCC Pop. Qual. UHC Avg.	2017 OCC Pop. Qual. Total	2016 OCC Pop. Qual. Total	2015 OCC Pop. Qual. Total	2017 OCC Pop. Qual. Central	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	39	32	54	638	20	15	22	325	17	6	22	81	1	16	1	6	7	10	2	6	8	11	6	16	1	0
	5.23%	4.34%	7.77%	5.11%	5.81%	4.29%	7.38%	5.09%	5.54%	2.42%	7.91%	4.83%	2.08%	6.25%	3.57%	2.59%	4.22%	7.14%	3.70%	5.94%	5.52%	6.25%	4.80%	5.99%	2.50%	0.0%
			B								J															
Appropriately skipped	492	503	457	9185	238	259	203	3503	160	135	143	898	24	136	16	108	89	71	28	52	76	88	68	143	17	0
	65.95%	68.25%	65.76%	73.62%	69.19%	74.00%	68.12%	54.84%	52.12%	54.44%	51.44%	53.58%	50.00%	53.13%	57.14%	46.55%	53.61%	50.71%	51.85%	51.49%	52.41%	50.00%	54.40%	53.56%	42.50%	0.0%
					I																					
BASE = Those who responded	215	201	183	2653	86	76	73	2560	130	107	112	697	23	104	11	118	70	59	24	43	61	77	51	108	22	0
	28.82%	27.27%	26.33%	21.26%	25.00%	21.71%	24.50%	40.08%	42.35%	43.15%	40.29%	41.59%	47.92%	40.63%	39.29%	50.86%	42.17%	42.14%	44.44%	42.57%	42.07%	43.75%	40.80%	40.45%	55.00%	0.0%
									E																	
Yes	176	165	153	2115	67	64	59	2170	106	92	93	609	20	83	7	99	60	46	16	41	47	66	39	88	18	0
	81.86%	82.09%	83.61%	79.72%	77.91%	84.21%	80.82%	84.77%	81.54%	85.98%	83.04%	87.37%	86.96%	79.81%	63.64%	83.90%	85.71%	77.97%	66.67%	95.35%	77.05%	85.71%	76.47%	81.48%	81.82%	0.0%
																				U						
No	39	36	30	538	19	12	14	390	24	15	19	88	3	21	4	19	10	13	8	2	14	11	12	20	4	0
	18.14%	17.91%	16.39%	20.28%	22.09%	15.79%	19.18%	15.23%	18.46%	14.02%	16.96%	12.63%	13.04%	20.19%	36.36%	16.10%	14.29%	22.03%	33.33%	4.65%	22.95%	14.29%	23.53%	18.52%	18.18%	0.0%
																				T						
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

	2017 CCC Population Results - Qualified Respondents																										
														Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	3	4	0	0	1	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.41%	0.58% A	0.0%	0.0%	0.29%	0.67%	0.0%	0.0%	0.40%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	30	24	44	563	17	10	16	274	11	5	15	72	1	10	0	0	4	7	1	3	6	9	2	10	1	0	
	4.02%	3.26%	6.33% AB	4.51%	4.94%	2.86%	5.37%	4.29%	3.58%	2.02%	5.40% J	4.30%	2.08%	3.91%	0.0%	0.0%	2.41%	5.00%	1.85%	2.97%	4.14%	5.11%	1.60%	3.75%	2.50%	0.0%	
Appropriately skipped	158	156	137	2899	82	90	67	729	36	23	32	229	5	31	0	0	20	16	2	14	17	22	13	31	5	0	
	21.18%	21.17%	19.71%	23.24%	23.84% I	25.71%	22.48%	11.41%	11.73%	9.27%	11.51%	13.66%	10.42%	12.11%	0.0%	0.0%	12.05%	11.43%	3.70%	13.86% S	11.72% S	12.50%	10.40%	11.61%	12.50%	0.0%	
BASE = Those who responded	558	554	510	9014	245	249	213	5385	260	219	231	1375	42	215	28	232	142	117	51	84	122	145	110	226	34	0	
	74.80%	75.17%	73.38%	72.25%	71.22%	71.14%	71.48%	84.30%	84.69% E	88.31%	83.09%	82.04%	87.50%	83.98%	100.00%	100.00%	85.54%	83.57%	94.44% TU	83.17%	84.14%	82.39%	88.00%	84.64%	85.00%	0.0%	
10 - Best health care possible	273	289	252	4740	123	132	108	2707	119	117	112	620	11	108	0	119	75	44	23	43	53	72	46	101	18	0	
	48.92%	52.17%	49.41%	52.58%	50.20%	53.01%	50.70%	50.27%	45.77%	53.42%	48.48%	45.09%	26.19%	50.23% M	0.0%	51.29%	52.82% R	37.61%	45.10%	51.19%	43.44%	49.66%	41.82%	44.69%	52.94%	0.0%	
9 -	133	113	90	1582	57	50	38	968	65	46	37	299	9	56	0	65	33	31	9	21	35	37	27	59	6	0	
	23.84% C	20.40%	17.65%	17.55%	23.27% D	20.08%	17.84%	17.98%	25.00% HK	21.00%	16.02%	21.75%	21.43%	26.05%	0.0%	28.02%	23.24%	26.50%	17.65%	25.00%	28.69%	25.52%	24.55%	26.11%	17.65%	0.0%	
Top Two Box	406	402	342	6322	180	182	146	3675	184	163	149	919	20	164	0	184	108	75	32	64	88	109	73	160	24	0	
	72.76% C	72.56%	67.06%	70.14%	73.47%	73.09%	68.54%	68.25%	70.77%	74.43% K	64.50%	66.84%	47.62%	76.28% M	0.0%	79.31%	76.06% R	64.10%	62.75%	76.19%	72.13%	75.17%	66.36%	70.80%	70.59%	0.0%	
8 -	90	81	95	1575	36	40	37	971	48	27	47	278	9	37	0	48	21	27	12	13	20	24	21	42	6	0	
	16.13%	14.62%	18.63%	17.47%	14.69%	16.06%	17.37%	18.03%	18.46%	12.33%	20.35% J	20.22%	21.43%	17.21%	0.0%	20.69%	14.79%	23.08%	23.53%	15.48%	16.39%	16.55%	19.09%	18.58%	17.65%	0.0%	
CAHPS Rate (Top Three Box)	496	483	437	7897	216	222	183	4646	232	190	196	1197	29	201	0	232	129	102	44	77	108	133	94	202	30	0	
	88.89%	87.18%	85.69%	87.61%	88.16%	89.16%	85.92%	86.28%	89.23%	86.76%	84.85%	87.05%	69.05%	93.49% M	0.0%	100.00%	90.85%	87.18%	86.27%	91.67%	88.52%	91.72%	85.45%	89.38%	88.24%	0.0%	
7 -	35	35	37	566	14	17	18	362	17	18	19	97	6	10	0	17	9	8	5	3	9	10	7	15	2	0	
	6.27%	6.32%	7.25%	6.28%	5.71%	6.83%	8.45%	6.72%	6.54%	8.22%	8.23%	7.05%	14.29%	4.65%	60.71%	0.0%	6.34%	6.84%	9.80%	3.57%	7.38%	6.90%	6.36%	6.64%	5.88%	0.0%	
6 -	10	12	11	202	7	4	5	138	4	2	2	34	1	3	0	4	2	2	0	2	2	0	4	4	0	0	
	1.79%	2.17%	2.16%	2.24%	2.86%	1.61%	2.35%	2.56%	1.54%	0.91%	0.87%	2.47%	2.38%	1.40%	14.29%	0.0%	1.41%	1.71%	0.0%	2.38%	1.64%	0.0%	3.64% V	1.77% Y	0.0%	0.0%	
5 -	11	16	15	195	4	6	3	138	4	6	8	28	3	1	0	4	1	3	1	0	3	2	2	2	2	0	
	1.97%	2.89%	2.94%	2.16%	1.63%	2.41%	1.41%	2.56%	1.54%	2.74%	3.46%	2.04%	7.14%	0.47%	14.29%	0.0%	0.70%	2.56%	1.96%	0.0%	2.46%	1.38%	1.82%	0.88%	5.88%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
4 -	0 0.0%	2 0.36%	2 0.39%	50 0.55% E	0 0.0%	0 0.0%	1 0.47%	34 0.63% I	0 0.0%	2 0.91%	1 0.43%	7 0.51%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3 -	2 0.36%	4 0.72%	4 0.78%	33 0.37% E	0 0.0%	0 0.0%	1 0.47%	26 0.48%	1 0.38%	1 0.46%	3 1.30%	6 0.44%	1 2.38%	0 0.0%	1 3.57%	0 0.0%	0 0.0%	1 0.85%	0 0.0%	1 1.19%	0 0.0%	0 0.0%	1 0.91%	1 0.44%	0 0.0%	0 0.0%
2 -	3 0.54%	2 0.36%	1 0.20%	34 0.38%	3 1.22%	0 0.0%	0 0.0%	14 0.26%	1 0.38%	0 0.0%	1 0.43%	2 0.15%	1 2.38%	0 0.0%	1 3.57%	0 0.0%	0 0.0%	1 0.85%	1 1.96%	0 0.0%	0 0.0%	0 0.0%	1 0.91%	1 0.44%	0 0.0%	0 0.0%
1 -	1 0.18%	0 0.0%	0 0.0%	18 0.20%	1 0.41%	0 0.0%	0 0.0%	8 0.15%	1 0.38%	0 0.0%	0 0.0%	1 0.07%	1 2.38%	0 0.0%	1 3.57%	0 0.0%	0 0.70%	1 0.0%	0 0.0%	1 1.19%	0 0.0%	0 0.0%	1 0.91%	1 0.44%	0 0.0%	0 0.0%
0 - Worst health care possible	0 0.0%	0 0.0%	3 0.59%	19 0.21% E	0 0.0%	0 0.0%	2 0.94%	19 0.35% I	0 0.0%	0 0.0%	1 0.43%	3 0.22%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Bottom Three Box	4 0.72%	2 0.36%	4 0.78%	71 0.79%	4 1.63% F	0 0.0%	2 0.94%	41 0.76%	2 0.77%	0 0.0%	2 0.87%	6 0.44%	2 4.76%	0 0.0%	2 7.14%	0 0.0%	1 0.70%	1 0.85%	1 1.96%	1 1.19%	0 0.0%	0 0.0%	2 1.82%	2 0.88%	0 0.0%	0 0.0%
Bottom Two Box	1 0.18%	0 0.0%	3 0.59%	37 0.41%	1 0.41%	0 0.0%	2 0.94%	27 0.50%	1 0.38%	0 0.0%	1 0.43%	4 0.29%	1 2.38%	0 0.0%	1 3.57%	0 0.0%	1 0.70%	0 0.0%	0 0.0%	1 1.19%	0 0.0%	0 0.0%	1 0.91%	1 0.44%	0 0.0%	0 0.0%
Average rating	8.9964	8.9819	8.8471	8.9607	8.9714	9.0884	8.9014	8.8862	8.9538	9.0365	8.7835	8.8647	7.9048	9.1767 M	6.0357	9.3060	9.1268 R	8.7436	8.8039	9.0476	8.9754	9.1379 W	8.7273	8.9469	9.0000	0
Standard deviation	1.3731	1.4506	1.6015	1.5006	1.5021	1.2191	1.5788	1.5555	1.3636	1.3778	1.6556	1.4298	2.1801	1.0145	1.5920	0.7913	1.2664	1.4509	1.5213	1.4873	1.1974	1.0675	1.6619	1.3622	1.3720	0
3-point composite mean	2.6792 C	2.6606	2.6000	2.6402	2.6735	2.6908	2.6291	2.6124	2.6654	2.6941 K	2.5758	2.6095	2.3095	2.7442 M	1.6071	2.7931	2.7324 R	2.5812	2.5882	2.7143	2.6803	2.7379 W	2.5818	2.6681	2.6471	0
Sigma	746 100.00%	737 100.00%	695 100.00%	12476 100.00%	344 100.00%	350 100.00%	298 100.00%	6388 100.00%	307 100.00%	248 100.00%	278 100.00%	1676 100.00%	48 100.00%	256 100.00%	28 100.00%	232 100.00%	166 100.00%	140 100.00%	54 100.00%	101 100.00%	145 100.00%	176 100.00%	125 100.00%	267 100.00%	40 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. UHC Avg. (E)	2016 Gen. Pop. UHC Avg. (F)	2015 Gen. Pop. UHC Avg. (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. UHC Avg. (I)	2016 CCC Pop. Qual. UHC Avg. (J)	2015 CCC Pop. Qual. UHC Avg. (K)	2017 CCC Pop. Qual. UHC Avg. (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	32	27	44	579	20	10	16	277	10	5	14	67	1	9	0	0	4	6	1	3	5	8	2	9	1	0
	4.29%	3.66%	6.33% B	4.64%	5.81%	2.86%	5.37%	4.34%	3.26%	2.02%	5.04%	4.00%	2.08%	3.52%	0.0%	0.0%	2.41%	4.29%	1.85%	2.97%	3.45%	4.55%	1.60%	3.37%	2.50%	0.0%
Appropriately skipped	158	156	137	2899	82	90	67	729	36	23	32	229	5	31	0	0	20	16	2	14	17	22	13	31	5	0
	21.18%	21.17%	19.71%	23.24%	23.84% I	25.71%	22.48%	11.41%	11.73%	9.27%	11.51%	13.66%	10.42%	12.11%	0.0%	0.0%	12.05%	11.43%	3.70%	13.86% S	11.72% S	12.50%	10.40%	11.61%	12.50%	0.0%
BASE = Those who responded	556	554	514	8998	242	250	215	5382	261	220	232	1380	42	216	28	232	142	118	51	84	123	146	110	227	34	0
	74.53%	75.17%	73.96%	72.12%	70.35%	71.43%	72.15%	84.25%	85.02% E	88.71%	83.45%	82.34%	87.50%	84.38%	100.00%	100.00%	85.54%	84.29%	94.44% TU	83.17%	84.83%	82.95%	88.00%	85.02%	85.00%	0.0%
Never	4	4	4	158	1	1	2	49	1	1	1	8	0	0	1	0	0	1	0	1	0	1	0	1	0	0
	0.72%	0.72%	0.78%	1.76% E	0.41%	0.40%	0.93%	0.91%	0.38%	0.45%	0.43%	0.58%	0.0%	0.0%	3.57%	0.0%	0.0%	0.85%	0.0%	1.19%	0.0%	0.68%	0.0%	0.44%	0.0%	0.0%
Sometimes	33	45	35	749	16	15	13	403	13	19	14	83	6	7	5	8	3	10	5	5	3	8	5	10	3	0
	5.94%	8.12%	6.81%	8.32%	6.61%	6.00%	6.05%	7.49%	4.98%	8.64%	6.03%	6.01%	14.29% N	3.24%	17.86%	3.45%	2.11%	8.47% Q	9.80%	5.95%	2.44%	5.48%	4.55%	4.41%	8.82%	0.0%
Bottom Two Box (%Never + %Sometimes)	37	49	39	907	17	16	15	452	14	20	15	91	6	7	6	8	3	11	5	6	3	9	5	11	3	0
	6.65%	8.84%	7.59%	10.08%	7.02%	6.40%	6.98%	8.40% I	5.36%	9.09%	6.47%	6.59%	14.29% N	3.24%	21.43%	3.45%	2.11%	9.32% Q	9.80%	7.14%	2.44%	6.16%	4.55%	4.85%	8.82%	0.0%
Usually	141	132	109	1982	63	60	45	1273	71	44	51	398	16	54	13	57	34	37	16	17	36	38	32	66	5	0
	25.36%	23.83%	21.21%	22.03%	26.03%	24.00%	20.93%	23.65%	27.20%	20.00%	21.98%	28.84%	38.10%	25.00%	46.43%	24.57%	23.94%	31.36%	31.37%	20.24%	29.27%	26.03%	29.09%	29.07% Y	14.71%	0.0%
Always	378	373	366	6109	162	174	155	3657	176	156	166	891	20	155	9	167	105	70	30	61	84	99	73	150	26	0
	67.99%	67.33%	71.21%	67.89%	66.94%	69.60%	72.09%	67.95%	67.43%	70.91%	71.55%	64.57%	47.62%	71.76% M	32.14%	71.98%	73.94% R	59.32%	58.82%	72.62%	68.29%	67.81%	66.36%	66.08%	76.47%	0.0%
CAHPS Rate (%Always + %Usually)	519	505	475	8091	225	234	200	4930	247	200	217	1289	36	209	22	224	139	107	46	78	120	137	105	216	31	0
	93.35%	91.16%	92.41%	89.92%	92.98%	93.60%	93.02%	91.60%	94.64% H	90.91%	93.53%	93.41%	85.71% M	96.76% M	78.57%	96.55%	97.89% R	90.68%	90.20%	92.86%	97.56%	93.84%	95.45%	95.15%	91.18%	0.0%
3-point composite mean	2.6133	2.5848	2.6362	2.5781	2.5992	2.6320	2.6512	2.5955	2.6207	2.6182	2.6509	2.5797	2.3333	2.6852 M	2.1071	2.6853	2.7183 R	2.5000	2.4902	2.6548	2.6585	2.6164	2.6182	2.6123	2.6765	0
4-point composite mean	3.6061	3.5776	3.6284	3.5606	3.5950	3.6280	3.6419	3.5864	3.6169	3.6136	3.6466	3.5739	3.3333	3.6852 M	3.0714	3.6853	3.7183 R	3.4915	3.4902	3.6429	3.6585	3.6096	3.6182	3.6079	3.6765	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
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15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

												2017 CCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

												2017 CCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	15	12	20	128	11	3	9	88	2	4	7	22	0	2	0	0	0	2	0	0	2	2	0	2	0	0
	2.01%	1.63%	2.88%	1.63%	3.20%	0.86%	3.02%	1.38%	0.65%	1.61%	2.52%	1.31%	0.0%	0.78%	0.0%	0.0%	0.0%	1.43%	0.0%	0.0%	1.38%	1.14%	0.0%	0.75%	0.0%	0.0%
					FI																					
BASE = Those who responded	731	725	675	7715	333	347	289	6300	305	244	271	1654	48	254	28	232	166	138	54	101	143	174	125	265	40	0
	97.99%	98.37%	97.12%	98.37%	96.80%	99.14%	96.98%	98.62%	99.35%	98.39%	97.48%	98.69%	100.00%	99.22%	100.00%	100.00%	100.00%	98.57%	100.00%	100.00%	98.62%	98.86%	100.00%	99.25%	100.00%	0.0%
					E				E																	
Yes	517	499	447	5569	232	237	173	5404	262	211	227	1448	41	218	23	202	143	118	40	92	125	152	105	226	36	0
	70.73%	68.83%	66.22%	72.18%	69.67%	68.30%	59.86%	85.78%	85.90%	86.48%	83.76%	87.55%	85.42%	85.83%	82.14%	87.07%	86.14%	85.51%	74.07%	91.09%	87.41%	87.36%	84.00%	85.28%	90.00%	0.0%
					G	G			E										S	S						
No	214	226	228	2146	101	110	116	896	43	33	44	206	7	36	5	30	23	20	14	9	18	22	20	39	4	0
	29.27%	31.17%	33.78%	27.82%	30.33%	31.70%	40.14%	14.22%	14.10%	13.52%	16.24%	12.45%	14.58%	14.17%	17.86%	12.93%	13.86%	14.49%	25.93%	8.91%	12.59%	12.64%	16.00%	14.72%	10.00%	0.0%
					I		EF											TU								
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	3	1	0	0	2	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.41%	0.14%	0.0%	0.0%	0.57%	0.34%	0.0%	0.0%	0.0%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	32	22	40	306	20	10	18	258	12	6	15	69	1	11	2	7	4	8	0	2	10	7	5	12	0	0	
	4.29%	2.99%	5.76%	3.90%	5.81%	2.86%	6.04%	4.04%	3.91%	2.42%	5.40%	4.12%	2.08%	4.30%	7.14%	3.02%	2.41%	5.71%	0.0%	1.98%	6.90%	3.98%	4.00%	4.49%	0.0%	0.0%	
			B																	S			Y				
Appropriately skipped	214	226	228	2146	101	110	116	896	43	33	44	206	7	36	5	30	23	20	14	9	18	22	20	39	4	0	
	28.69%	30.66%	32.81%	27.36%	29.36%	31.43%	38.93%	14.03%	14.01%	13.31%	15.83%	12.29%	14.58%	14.06%	17.86%	12.93%	13.86%	14.29%	25.93%	8.91%	12.41%	12.50%	16.00%	14.61%	10.00%	0.0%	
				I			EF												TU								
BASE = Those who responded	500	486	426	5391	223	228	163	5234	252	209	218	1401	40	209	21	195	139	112	40	90	117	147	100	216	36	0	
	67.02%	65.94%	61.29%	68.74%	64.83%	65.14%	54.70%	81.93%	82.08%	84.27%	78.42%	83.59%	83.33%	81.64%	75.00%	84.05%	83.73%	80.00%	74.07%	89.11%	80.69%	83.52%	80.00%	80.90%	90.00%	0.0%	
	C			G		G			E									S									
Yes	78	76	68	507	29	22	17	959	56	43	46	276	11	45	4	43	28	27	10	23	21	28	26	42	14	0	
	15.60%	15.64%	15.96%	9.40%	13.00%	9.65%	10.43%	18.32%	22.22%	20.57%	21.10%	19.70%	27.50%	21.53%	19.05%	22.05%	20.14%	24.11%	25.00%	25.56%	17.95%	19.05%	26.00%	19.44%	38.89%	0.0%	
								E																X			
No	422	410	358	4884	194	206	146	4275	196	166	172	1125	29	164	17	152	111	85	30	67	96	119	74	174	22	0	
	84.40%	84.36%	84.04%	90.60%	87.00%	90.35%	89.57%	81.68%	77.78%	79.43%	78.90%	80.30%	72.50%	78.47%	80.95%	77.95%	79.86%	75.89%	75.00%	74.44%	82.05%	80.95%	74.00%	80.56%	61.11%	0.0%	
				I																			Y				
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. (E)	2016 Gen. Pop. (F)	2015 Gen. Pop. (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. (I)	2016 CCC Pop. Qual. (J)	2015 CCC Pop. Qual. (K)	2017 CCC Pop. Qual. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	32	25	41	312	20	12	19	270	12	6	16	71	1	11	2	7	4	8	0	2	10	7	5	12	0	0
	4.29%	3.39%	5.90%	3.98%	5.81%	3.43%	6.38%	4.23%	3.91%	2.42%	5.76%	4.24%	2.08%	4.30%	7.14%	3.02%	2.41%	5.71%	0.0%	1.98%	6.90%	3.98%	4.00%	4.49%	0.0%	0.0%
			B																	S			Y			
Appropriately skipped	636	636	586	7030	295	316	262	5171	239	199	216	1331	36	200	22	182	134	105	44	76	114	141	94	213	26	0
	85.25%	86.30%	84.32%	89.63%	85.76%	90.29%	87.92%	80.95%	77.85%	80.24%	77.70%	79.42%	75.00%	78.13%	78.57%	78.45%	80.72%	75.00%	81.48%	75.25%	78.62%	80.11%	75.20%	79.78%	65.00%	0.0%
			E		I																					
BASE = Those who responded	78	76	68	501	29	22	17	947	56	43	46	274	11	45	4	43	28	27	10	23	21	28	26	42	14	0
	10.46%	10.31%	9.78%	6.39%	8.43%	6.29%	5.70%	14.82%	18.24%	17.34%	16.55%	16.35%	22.92%	17.58%	14.29%	18.53%	16.87%	19.29%	18.52%	22.77%	14.48%	15.91%	20.80%	15.73%	35.00%	0.0%
								E																X		
Yes	73	72	62	462	26	22	15	902	52	42	42	264	11	41	3	42	25	26	9	21	20	25	25	39	13	0
	93.59%	94.74%	91.18%	92.22%	89.66%	100.00%	88.24%	95.25%	92.86%	97.67%	91.30%	96.35%	100.00%	91.11%	75.00%	97.67%	89.29%	96.30%	90.00%	91.30%	95.24%	89.29%	96.15%	92.86%	92.86%	0.0%
No	5	4	6	39	3	0	2	45	4	1	4	10	0	4	1	1	3	1	1	2	1	3	1	3	1	0
	6.41%	5.26%	8.82%	7.78%	10.34%	0.0%	11.76%	4.75%	7.14%	2.33%	8.70%	3.65%	0.0%	8.89%	25.00%	2.33%	10.71%	3.70%	10.00%	8.70%	4.76%	10.71%	3.85%	7.14%	7.14%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 OCC Population Results - Qualified Respondents																
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type					
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 OCC Pop. Qual. UHC Avg. (H)	2017 OCC Pop. Qual. Total (I)	2016 OCC Pop. Qual. Total (J)	2015 OCC Pop. Qual. Total (K)	2017 OCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)				
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0			
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%			
Multiple mark	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
No response	11	13	23	115	5	6	11	91	7	6	9	27	1	6	0	5	4	3	0	4	3	4	3	7	0	0			
	1.47%	1.76%	3.31% A	1.47%	1.45%	1.71%	3.69%	1.42%	2.28%	2.42%	3.24%	1.61%	2.08%	2.34%	0.0%	2.16%	2.41%	2.14%	0.0%	3.96% S	2.07%	2.27%	2.40%	2.62% Y	0.0%	0.0%			
BASE = Those who responded	735	723	672	7728	339	344	287	6297	300	242	269	1649	47	250	28	227	162	137	54	97	142	172	122	260	40	0			
	98.53% C	98.10%	96.69%	98.53%	98.55%	98.29%	96.31%	98.58%	97.72%	97.58%	96.76%	98.39%	97.92%	97.66%	100.00%	97.84%	97.59%	97.86%	100.00% T	96.04%	97.93%	97.73%	97.60%	97.38%	100.00% X	0.0%			
Yes	52	40	47	400	21	16	19	716	35	19	34	182	7	28	3	26	9	26	10	13	11	15	19	28	7	0			
	7.07%	5.53%	6.99%	5.18%	6.19%	4.65%	6.62%	11.37%	11.67% E	7.85%	12.64%	11.04%	14.89%	11.20%	10.71%	11.45%	5.56%	18.98% Q	18.52%	13.40%	7.75%	8.72%	15.57%	10.77%	17.50%	0.0%			
No	683	683	625	7328	318	328	268	5581	265	223	235	1467	40	222	25	201	153	111	44	84	131	157	103	232	33	0			
	92.93%	94.47%	93.01%	94.82%	93.81% I	95.35%	93.38%	88.63%	88.33%	92.15%	87.36%	88.96%	85.11%	88.80%	89.29%	88.55%	94.44% R	81.02%	81.48%	86.60%	92.25%	91.28%	84.43%	89.23%	82.50%	0.0%			
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0			
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%			

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents																
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type					
	2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. Central Avg.	0-7	8-10	0-7	8-10	Excel/Very Good	Good/Fair/Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet			
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)			
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0			
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%			
Multiple mark	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	0.0%	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
No response	13	17	25	123	5	7	12	105	9	6	11	31	1	8	0	6	5	4	0	5	4	5	4	9	0	0			
	1.74%	2.31%	3.60%	1.57%	1.45%	2.00%	4.03%	1.64%	2.93%	2.42%	3.96%	1.85%	2.08%	3.13%	0.0%	2.59%	3.01%	2.86%	0.0%	4.95%	2.76%	2.84%	3.20%	3.37%	0.0%	0.0%			
			A				E													S	S		Y						
Appropriately skipped	683	683	625	7328	318	328	268	5581	265	223	235	1467	40	222	25	201	153	111	44	84	131	157	103	232	33	0			
	91.55%	92.67%	89.93%	93.43%	92.44%	93.71%	89.93%	87.37%	86.32%	89.92%	84.53%	87.53%	83.33%	86.72%	89.29%	86.64%	92.17%	79.29%	81.48%	83.17%	90.34%	89.20%	82.40%	86.89%	82.50%	0.0%			
				I													R												
BASE = Those who responded	50	37	44	392	21	15	18	702	33	19	31	178	7	26	3	25	8	25	10	12	10	14	18	26	7	0			
	6.70%	5.02%	6.33%	5.00%	6.10%	4.29%	6.04%	10.99%	10.75%	7.66%	11.15%	10.62%	14.58%	10.16%	10.71%	10.78%	4.82%	17.86%	18.52%	11.88%	6.90%	7.95%	14.40%	9.74%	17.50%	0.0%			
							E										Q		U										
Never	5	3	5	20	1	1	2	71	5	3	4	18	1	4	0	4	1	4	1	2	2	1	3	4	1	0			
	10.00%	8.11%	11.36%	5.10%	4.76%	6.67%	11.11%	10.11%	15.15%	15.79%	12.90%	10.11%	14.29%	15.38%	0.0%	16.00%	12.50%	16.00%	10.00%	16.67%	20.00%	7.14%	16.67%	15.38%	14.29%	0.0%			
Sometimes	9	2	3	62	6	0	1	101	3	2	3	23	1	2	1	2	1	2	3	0	0	1	2	1	2	0			
	18.00%	5.41%	6.82%	15.82%	28.57%	0.0%	5.56%	14.39%	9.09%	10.53%	9.68%	12.92%	14.29%	7.69%	33.33%	8.00%	12.50%	8.00%	30.00%	0.0%	0.0%	7.14%	11.11%	3.85%	28.57%	0.0%			
Bottom Two Box (%Never + %Sometimes)	14	5	8	82	7	1	3	172	8	5	7	41	2	6	1	6	2	6	4	2	2	2	5	5	3	0			
	28.00%	13.51%	18.18%	20.92%	33.33%	6.67%	16.67%	24.50%	24.24%	26.32%	22.58%	23.03%	28.57%	23.08%	33.33%	24.00%	25.00%	24.00%	40.00%	16.67%	20.00%	14.29%	27.78%	19.23%	42.86%	0.0%			
Usually	13	8	9	83	5	3	4	142	9	5	6	43	3	6	1	5	2	7	2	2	4	4	5	7	2	0			
	26.00%	21.62%	20.45%	21.17%	23.81%	20.00%	22.22%	20.23%	27.27%	26.32%	19.35%	24.16%	42.86%	23.08%	33.33%	20.00%	25.00%	28.00%	20.00%	16.67%	40.00%	28.57%	27.78%	26.92%	28.57%	0.0%			
Always	23	24	27	227	9	11	11	388	16	9	18	94	2	14	1	14	4	12	4	8	4	8	8	14	2	0			
	46.00%	64.86%	61.36%	57.91%	42.86%	73.33%	61.11%	55.27%	48.48%	47.37%	58.06%	52.81%	28.57%	53.85%	33.33%	56.00%	50.00%	48.00%	40.00%	66.67%	40.00%	57.14%	44.44%	53.85%	28.57%	0.0%			
CAHPS Rate (%Always + %Usually)	36	32	36	310	14	14	15	530	25	14	24	137	5	20	2	19	6	19	6	10	8	12	13	21	4	0			
	72.00%	86.49%	81.82%	79.08%	66.67%	93.33%	83.33%	75.50%	75.76%	73.68%	77.42%	76.97%	71.43%	76.92%	66.67%	76.00%	75.00%	76.00%	60.00%	83.33%	80.00%	85.71%	72.22%	80.77%	57.14%	0.0%			
3-point composite mean	2.1800	2.5135	2.4318	2.3699	2.0952	2.6667	2.4444	2.3077	2.2424	2.2105	2.3548	2.2978	2.0000	2.3077	2.0000	2.3200	2.2500	2.2400	2.0000	2.5000	2.2000	2.4286	2.1667	2.3462	1.8571	0			
4-point composite mean	3.0800	3.4324	3.3182	3.3189	3.0476	3.6000	3.3333	3.2066	3.0909	3.0526	3.2258	3.1966	2.8571	3.1538	3.0000	3.1600	3.1250	3.0800	2.9000	3.3333	3.0000	3.3571	3.0000	3.1923	2.7143	0			
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0			
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%			

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	14	16	24	127	6	7	12	107	9	6	10	31	1	8	0	6	5	4	0	5	4	5	4	9	0	0
	1.88%	2.17%	3.45%	1.62%	1.74%	2.00%	4.03%	1.68%	2.93%	2.42%	3.60%	1.85%	2.08%	3.13%	0.0%	2.59%	3.01%	2.86%	0.0%	4.95%	2.76% S	2.84%	3.20%	3.37% Y	0.0%	0.0%
Appropriately skipped	683	683	625	7328	318	328	268	5581	265	223	235	1467	40	222	25	201	153	111	44	84	131	157	103	232	33	0
	91.55%	92.67%	89.93%	93.43%	92.44% I	93.71%	89.93%	87.37%	86.32%	89.92%	84.53%	87.53%	83.33%	86.72%	89.29%	86.64%	92.17% R	79.29%	81.48%	83.17%	90.34%	89.20%	82.40%	86.89%	82.50%	0.0%
BASE = Those who responded	49	38	46	388	20	15	18	700	33	19	33	178	7	26	3	25	8	25	10	12	10	14	18	26	7	0
	6.57%	5.16%	6.62%	4.95%	5.81%	4.29%	6.04%	10.96%	10.75% E	7.66%	11.87%	10.62%	14.58%	10.16%	10.71%	10.78%	4.82%	17.86% Q	18.52% U	11.88%	6.90%	7.95%	14.40%	9.74%	17.50%	0.0%
Yes	40	35	39	316	18	14	16	570	27	17	28	149	5	22	2	22	7	20	8	9	10	12	14	22	5	0
	81.63%	92.11%	84.78%	81.44%	90.00%	93.33%	88.89%	81.43%	81.82%	89.47%	84.85%	83.71%	71.43%	84.62%	66.67%	88.00%	87.50%	80.00%	80.00%	75.00%	100.00%	85.71%	77.78%	84.62%	71.43%	0.0%
No	9	3	7	72	2	1	2	130	6	2	5	29	2	4	1	3	1	5	2	3	0	2	4	4	2	0
	18.37%	7.89%	15.22%	18.56%	10.00%	6.67%	11.11%	18.57%	18.18%	10.53%	15.15%	16.29%	28.57%	15.38%	33.33%	12.00%	12.50%	20.00%	20.00%	25.00%	0.0%	14.29%	22.22%	15.38%	28.57%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

												2017 CCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	2	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.27%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.40%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	11	11	26	111	5	3	11	102	4	5	12	22	0	4	0	0	1	3	0	0	4	3	1	4	0	0
	1.47%	1.49%	3.74%	1.42%	1.45%	0.86%	3.69%	1.60%	1.30%	2.02%	4.32%	1.31%	0.0%	1.56%	0.0%	0.0%	0.60%	2.14%	0.0%	0.0%	2.76%	1.70%	0.80%	1.50%	0.0%	0.0%
			AB				F				I			M						ST			Y			
BASE = Those who responded	735	724	668	7732	339	347	287	6286	303	242	266	1654	48	252	28	232	165	137	54	101	141	173	124	263	40	0
	98.53%	98.24%	96.12%	98.58%	98.55%	99.14%	96.31%	98.40%	98.70%	97.58%	95.68%	98.69%	100.00%	98.44%	100.00%	100.00%	99.40%	97.86%	100.00%	100.00%	97.24%	98.30%	99.20%	98.50%	100.00%	0.0%
	C	C				G			K				N						U	U			X			
Yes	95	64	84	598	26	18	30	1293	71	42	65	339	12	58	6	52	28	42	21	27	22	45	24	58	13	0
	12.93%	8.84%	12.57%	7.73%	7.67%	5.19%	10.45%	20.57%	23.43%	17.36%	24.44%	20.50%	25.00%	23.02%	21.43%	22.41%	16.97%	30.66%	38.89%	26.73%	15.60%	26.01%	19.35%	22.05%	32.50%	0.0%
	B		B			F			E		J						Q		U	U						
No	640	660	584	7134	313	329	257	4993	232	200	201	1315	36	194	22	180	137	95	33	74	119	128	100	205	27	0
	87.07%	91.16%	87.43%	92.27%	92.33%	94.81%	89.55%	79.43%	76.57%	82.64%	75.56%	79.50%	75.00%	76.98%	78.57%	77.59%	83.03%	69.34%	61.11%	73.27%	84.40%	73.99%	80.65%	77.95%	67.50%	0.0%
		AC			I	G				K							R			ST						
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.14%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	13	15	30	128	5	3	12	136	5	7	13	28	0	5	0	0	1	4	0	0	5	3	2	5	0	0
	1.74%	2.04%	4.32%	1.63%	1.45%	0.86%	4.03%	2.13%	1.63%	2.82%	4.68%	1.67%	0.0%	1.95%	0.0%	0.0%	0.60%	2.86%	0.0%	0.0%	3.45%	1.70%	1.60%	1.87%	0.0%	0.0%
			AB				EF				I			M			R			ST			Y			
Appropriately skipped	640	660	584	7134	313	329	257	4993	232	200	201	1315	36	194	22	180	137	95	33	74	119	128	100	205	27	0
	85.79%	89.55%	84.03%	90.96%	90.99%	94.00%	86.24%	78.16%	75.57%	80.65%	72.30%	78.46%	75.00%	75.78%	78.57%	77.59%	82.53%	67.86%	61.11%	73.27%	82.07%	72.73%	80.00%	76.78%	67.50%	0.0%
			AC				G				K						R			S						
BASE = Those who responded	93	62	80	581	26	18	28	1259	70	41	64	333	12	57	6	52	28	41	21	27	21	45	23	57	13	0
	12.47%	8.41%	11.51%	7.41%	7.56%	5.14%	9.40%	19.71%	22.80%	16.53%	23.02%	19.87%	25.00%	22.27%	21.43%	22.41%	16.87%	29.29%	38.89%	26.73%	14.48%	25.57%	18.40%	21.35%	32.50%	0.0%
			B				F				E						Q		U	U						
Never	1	4	7	50	0	1	3	105	1	3	7	23	0	0	1	0	0	1	0	1	0	1	0	1	0	0
	1.08%	6.45%	8.75%	8.61%	0.0%	5.56%	10.71%	8.34%	1.43%	7.32%	10.94%	6.91%	0.0%	0.0%	16.67%	0.0%	0.0%	2.44%	0.0%	3.70%	0.0%	2.22%	0.0%	1.75%	0.0%	0.0%
			A				I				I															
Sometimes	15	9	5	82	5	3	2	172	8	6	2	40	3	5	2	2	3	5	1	2	4	4	4	7	1	0
	16.13%	14.52%	6.25%	14.11%	19.23%	16.67%	7.14%	13.66%	11.43%	14.63%	3.13%	12.01%	25.00%	8.77%	33.33%	3.85%	10.71%	12.20%	4.76%	7.41%	19.05%	8.89%	17.39%	12.28%	7.69%	0.0%
			C																							
Bottom Two Box (%Never + %Sometimes)	16	13	12	132	5	4	5	277	9	9	9	63	3	5	3	2	3	6	1	3	4	5	4	8	1	0
	17.20%	20.97%	15.00%	22.72%	19.23%	22.22%	17.86%	22.00%	12.86%	21.95%	14.06%	18.92%	25.00%	8.77%	50.00%	3.85%	10.71%	14.63%	4.76%	11.11%	19.05%	11.11%	17.39%	14.04%	7.69%	0.0%
							I																			
Usually	21	11	18	107	4	2	5	258	15	7	15	61	3	12	1	12	6	9	7	4	4	10	4	10	5	0
	22.58%	17.74%	22.50%	18.42%	15.38%	11.11%	17.86%	20.49%	21.43%	17.07%	23.44%	18.32%	25.00%	21.05%	16.67%	23.08%	21.43%	21.95%	33.33%	14.81%	19.05%	22.22%	17.39%	17.54%	38.46%	0.0%
Always	56	38	50	342	17	12	18	724	46	25	40	209	6	40	2	38	19	26	13	20	13	30	15	39	7	0
	60.22%	61.29%	62.50%	58.86%	65.38%	66.67%	64.29%	57.51%	65.71%	60.98%	62.50%	62.76%	50.00%	70.18%	33.33%	73.08%	67.86%	63.41%	61.90%	74.07%	61.90%	66.67%	65.22%	68.42%	53.85%	0.0%
CAHPS Rate (%Always + %Usually)	77	49	68	449	21	14	23	982	61	32	55	270	9	52	3	50	25	35	20	24	17	40	19	49	12	0
	82.80%	79.03%	85.00%	77.28%	80.77%	77.78%	82.14%	78.00%	87.14%	78.05%	85.94%	81.08%	75.00%	91.23%	50.00%	96.15%	89.29%	85.37%	95.24%	88.89%	80.95%	88.89%	82.61%	85.96%	92.31%	0.0%
							H																			
3-point composite mean	2.4301	2.4032	2.4750	2.3614	2.4615	2.4444	2.4643	2.3550	2.5286	2.3902	2.4844	2.4384	2.2500	2.6140	1.8333	2.6923	2.5714	2.4878	2.5714	2.6296	2.4286	2.5556	2.4783	2.5439	2.4615	0
4-point composite mean	3.4194	3.3387	3.3875	3.2754	3.4615	3.3889	3.3571	3.2716	3.5143	3.3171	3.3750	3.3694	3.2500	3.6140	2.6667	3.6923	3.5714	3.4634	3.5714	3.5926	3.4286	3.5333	3.4783	3.5263	3.4615	0
							H																			
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents																
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type					
													2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)				
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0			
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%			
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
No response	14	15	30	122	5	3	12	130	7	7	13	30	0	7	0	2	1	6	0	2	5	5	2	7	0	0			
	1.88%	2.04%	4.32%	1.56%	1.45%	0.86%	4.03%	2.04%	2.28%	2.82%	4.68%	1.79%	0.0%	2.73%	0.0%	0.86%	0.60%	4.29%	0.0%	1.98%	3.45%	2.84%	1.60%	2.62%	0.0%	0.0%			
			AB				EF							M			Q			S			Y						
Appropriately skipped	640	660	584	7134	313	329	257	4993	232	200	201	1315	36	194	22	180	137	95	33	74	119	128	100	205	27	0			
	85.79%	89.55%	84.03%	90.96%	90.99%	94.00%	86.24%	78.16%	75.57%	80.65%	72.30%	78.46%	75.00%	75.78%	78.57%	77.59%	82.53%	67.86%	61.11%	73.27%	82.07%	72.73%	80.00%	76.78%	67.50%	0.0%			
		AC			I	G			K							R				S									
BASE = Those who responded	92	62	81	587	26	18	29	1265	68	41	64	331	12	55	6	50	28	39	21	25	21	43	23	55	13	0			
	12.33%	8.41%	11.65%	7.48%	7.56%	5.14%	9.73%	19.80%	22.15%	16.53%	23.02%	19.75%	25.00%	21.48%	21.43%	21.55%	16.87%	27.86%	38.89%	24.75%	14.48%	24.43%	18.40%	20.60%	32.50%	0.0%			
		B	B			F			E								Q		U	U									
Yes	62	45	55	385	18	13	23	879	45	30	46	215	8	36	6	30	17	28	12	19	13	29	14	35	10	0			
	67.39%	72.58%	67.90%	65.59%	69.23%	72.22%	79.31%	69.49%	66.18%	73.17%	71.88%	64.95%	66.67%	65.45%	100.00%	60.00%	60.71%	71.79%	57.14%	76.00%	61.90%	67.44%	60.87%	63.64%	76.92%	0.0%			
No	30	17	26	202	8	5	6	386	23	11	18	116	4	19	0	20	11	11	9	6	8	14	9	20	3	0			
	32.61%	27.42%	32.10%	34.41%	30.77%	27.78%	20.69%	30.51%	33.82%	26.83%	28.13%	35.05%	33.33%	34.55%	0.0%	40.00%	39.29%	28.21%	42.86%	24.00%	38.10%	32.56%	39.13%	36.36%	23.08%	0.0%			
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0			
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%			

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	16	15	20	108	8	6	8	94	5	8	7	23	0	5	1	1	0	5	0	2	3	4	1	5	0	0
	2.14%	2.04%	2.88%	1.38%	2.33%	1.71%	2.68%	1.47%	1.63%	3.23%	2.52%	1.37%	0.0%	1.95% M	3.57%	0.43%	0.0%	3.57% Q	0.0%	1.98%	2.07%	2.27%	0.80%	1.87% Y	0.0%	0.0%
BASE = Those who responded	730	722	675	7735	336	344	290	6294	302	240	271	1653	48	251	27	231	166	135	54	99	142	172	124	262	40	0
	97.86%	97.96%	97.12%	98.62%	97.67%	98.29%	97.32%	98.53%	98.37%	96.77%	97.48%	98.63%	100.00% N	98.05%	96.43%	99.57%	100.00% R	96.43%	100.00%	98.02%	97.93%	97.73%	99.20%	98.13%	100.00% X	0.0%
Yes	160	116	133	942	54	41	31	2463	130	92	109	744	23	105	11	98	62	67	12	49	66	74	55	111	19	0
	21.92% B	16.07%	19.70%	12.18%	16.07% G	11.92%	10.69%	39.13%	43.05% E	38.33%	40.22%	45.01%	47.92%	41.83%	40.74%	42.42%	37.35%	49.63% Q	22.22%	49.49% S	46.48% S	43.02%	44.35%	42.37%	47.50%	0.0%
No	570	606	542	6793	282	303	259	3831	172	148	162	909	25	146	16	133	104	68	42	50	76	98	69	151	21	0
	78.08%	83.93% A	80.30%	87.82%	83.93% I	88.08%	89.31% E	60.87%	56.95%	61.67%	59.78%	54.99%	52.08%	58.17%	59.26%	57.58%	62.65% R	50.37%	77.78% TU	50.51%	53.52%	56.98%	55.65%	57.63%	52.50%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	19	17	23	131	9	7	8	124	8	9	9	33	1	7	2	3	1	7	1	3	4	6	2	7	1	0	
	2.55%	2.31%	3.31%	1.67%	2.62%	2.00%	2.68%	1.94%	2.61%	3.63%	3.24%	1.97%	2.08%	2.73%	7.14%	1.29%	0.60%	5.00% Q	1.85%	2.97%	2.76%	3.41%	1.60%	2.62%	2.50%	0.0%	
Appropriately skipped	570	606	542	6793	282	303	259	3831	172	148	162	909	25	146	16	133	104	68	42	50	76	98	69	151	21	0	
	76.41%	82.23% AC	77.99%	86.61% E	81.98% I	86.57%	86.91%	59.97%	56.03%	59.68%	58.27%	54.24%	52.08%	57.03%	57.14%	57.33%	62.65% R	48.57%	77.78% TU	49.50%	52.41%	55.68%	55.20%	56.55%	52.50%	0.0%	
BASE = Those who responded	157	114	130	919	53	40	31	2433	127	91	107	734	22	103	10	96	61	65	11	48	65	72	54	109	18	0	
	21.05% B	15.47%	18.71%	11.72%	15.41%	11.43%	10.40%	38.09%	41.37% E	36.69%	38.49%	43.79%	45.83%	40.23%	35.71%	41.38%	36.75%	46.43%	20.37%	47.52% S	44.83% S	40.91%	43.20%	40.82%	45.00%	0.0%	
Never	9	5	5	86	2	1	0	187	6	5	4	31	0	6	0	6	2	3	0	5	1	4	2	6	0	0	
	5.73%	4.39%	3.85%	9.36% E	3.77%	2.50%	0.0%	7.69%	4.72%	5.49%	3.74%	4.22%	0.0%	5.83%	0.0%	6.25%	3.28%	4.62%	0.0%	10.42%	1.54%	5.56%	3.70%	5.50%	0.0%	0.0%	
Sometimes	21	13	18	130	11	4	5	345	15	11	13	96	6	7	3	5	5	10	1	6	6	8	7	11	4	0	
	13.38%	11.40%	13.85%	14.15%	20.75%	10.00%	16.13%	14.18%	11.81%	12.09%	12.15%	13.08%	27.27%	6.80%	30.00%	5.21%	8.20%	15.38%	9.09%	12.50%	9.23%	11.11%	12.96%	10.09%	22.22%	0.0%	
Bottom Two Box (%Never + %Sometimes)	30	18	23	216	13	5	5	532	21	16	17	127	6	13	3	11	7	13	1	11	7	12	9	17	4	0	
	19.11%	15.79%	17.69%	23.50%	24.53%	12.50%	16.13%	21.87%	16.54%	17.58%	15.89%	17.30%	27.27%	12.62%	30.00%	11.46%	11.48%	20.00%	9.09%	22.92%	10.77%	16.67%	16.67%	15.60%	22.22%	0.0%	
Usually	50	20	30	208	19	7	5	530	39	14	24	173	9	30	4	33	18	21	7	14	18	19	19	32	7	0	
	31.85% B	17.54%	23.08%	22.63%	35.85% DFG	17.50%	16.13%	21.78%	30.71% HJ	15.38%	22.43%	23.57%	40.91%	29.13%	40.00%	34.38%	29.51%	32.31%	63.64%	29.17%	27.69%	26.39%	35.19%	29.36%	38.89%	0.0%	
Always	77	76	77	495	21	28	21	1371	67	61	66	434	7	60	3	52	36	31	3	23	40	41	26	60	7	0	
	49.04%	66.67% A	59.23%	53.86% E	39.62%	70.00% E	67.74% E	56.35%	52.76%	67.03% I	61.68%	59.13%	31.82%	58.25%	30.00%	54.17%	59.02%	47.69%	27.27%	47.92%	61.54%	56.94%	48.15%	55.05%	38.89%	0.0%	
CAHPS Rate (%Always + %Usually)	127	96	107	703	40	35	26	1901	106	75	90	607	16	90	7	85	54	52	10	37	58	60	45	92	14	0	
	80.89%	84.21%	82.31%	76.50%	75.47%	87.50%	83.87%	78.13%	83.46%	82.42%	84.11%	82.70%	72.73%	87.38%	70.00%	88.54%	88.52%	80.00%	90.91%	77.08%	89.23%	83.33%	83.33%	84.40%	77.78%	0.0%	
3-point composite mean	2.2994	2.5088 A	2.4154	2.3036	2.1509	2.5750 E	2.5161 E	2.3448	2.3622	2.4945	2.4579	2.4183	2.0455	2.4563	2.0000	2.4271	2.4754	2.2769	2.1818	2.2500	2.5077	2.4028	2.3148	2.3945	2.1667	0	
4-point composite mean	3.2420	3.4649 A	3.3769	3.2100	3.1132	3.5500 E	3.5161 E	3.2680	3.3150	3.4396	3.4206	3.3760	3.0455	3.3981	3.0000	3.3646	3.4426	3.2308	3.1818	3.1458	3.4923 T	3.3472	3.2778	3.3394	3.1667	0	
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)		
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.14%	0.0%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.40%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	19	17	26	131	9	8	8	131	8	8	11	32	0	8	3	2	2	6	0	3	5	6	2	7	1	0	
	2.55%	2.31%	3.74%	1.67%	2.62%	2.29%	2.68%	2.05%	2.61%	3.23%	3.96%	1.91%	0.0%	3.13%	10.71%	0.86%	1.20%	4.29%	0.0%	2.97%	3.45%	3.41%	1.60%	2.62%	2.50%	0.0%	
Appropriately skipped	570	606	542	6793	282	303	259	3831	172	148	162	909	25	146	16	133	104	68	42	50	76	98	69	151	21	0	
	76.41%	82.23%	77.99%	86.61%	81.98%	86.57%	86.91%	59.97%	56.03%	59.68%	58.27%	54.24%	52.08%	57.03%	57.14%	57.33%	62.65%	48.57%	77.78%	49.50%	52.41%	55.68%	55.20%	56.55%	52.50%	0.0%	
BASE = Those who responded	157	113	127	919	53	38	31	2426	127	91	105	735	23	102	9	97	60	66	12	48	64	72	54	109	18	0	
	21.05%	15.33%	18.27%	11.72%	15.41%	10.86%	10.40%	37.98%	41.37%	36.69%	37.77%	43.85%	47.92%	39.84%	32.14%	41.81%	36.14%	47.14%	22.22%	47.52%	44.14%	40.91%	43.20%	40.82%	45.00%	0.0%	
Yes	83	56	74	492	28	17	22	1433	63	44	62	390	12	50	4	51	26	37	6	26	30	38	24	54	9	0	
	52.87%	49.56%	58.27%	53.54%	52.83%	44.74%	70.97%	59.07%	49.61%	48.35%	59.05%	53.06%	52.17%	49.02%	44.44%	52.58%	43.33%	56.06%	50.00%	54.17%	46.88%	52.78%	44.44%	49.54%	50.00%	0.0%	
No	74	57	53	427	25	21	9	993	64	47	43	345	11	52	5	46	34	29	6	22	34	34	30	55	9	0	
	47.13%	50.44%	41.73%	46.46%	47.17%	55.26%	29.03%	40.93%	50.39%	51.65%	40.95%	46.94%	47.83%	50.98%	55.56%	47.42%	56.67%	43.94%	50.00%	45.83%	53.13%	47.22%	55.56%	50.46%	50.00%	0.0%	
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	15	12	23	145	8	3	9	122	4	4	7	28	0	4	0	1	0	4	0	1	3	4	0	4	0	0
	2.01%	1.63%	3.31% B	1.85%	2.33%	0.86%	3.02%	1.91%	1.30%	1.61%	2.52%	1.67%	0.0%	1.56% M	0.0%	0.43%	0.0%	2.86% Q	0.0%	0.99%	2.07%	2.27% W	0.0%	1.50% Y	0.0%	0.0%
BASE = Those who responded	731	725	671	7698	336	347	289	6266	303	244	270	1648	48	252	28	231	166	136	54	100	142	172	125	263	40	0
	97.99%	98.37% C	96.55%	98.15%	97.67%	99.14%	96.98%	98.09%	98.70%	98.39%	97.12%	98.33%	100.00% N	98.44%	100.00%	99.57%	100.00% R	97.14%	100.00%	99.01%	97.93%	97.73%	100.00% V	98.50%	100.00% X	0.0%
Yes	201	174	207	1663	71	57	80	2846	138	111	136	814	25	111	13	111	65	72	28	42	65	81	55	117	21	0
	27.50%	24.00%	30.85% B	21.60%	21.13%	16.43%	27.68% F	45.42%	45.54% E	45.49%	50.37%	49.39%	52.08%	44.05%	46.43%	48.05%	39.16%	52.94% Q	51.85%	42.00%	45.77%	47.09%	44.00%	44.49%	52.50%	0.0%
No	530	551	464	6035	265	290	209	3420	165	133	134	834	23	141	15	120	101	64	26	58	77	91	70	146	19	0
	72.50%	76.00% C	69.15%	78.40%	78.87% I	83.57% G	72.32%	54.58%	54.46%	54.51%	49.63%	50.61%	47.92%	55.95%	53.57%	51.95%	60.84% R	47.06%	48.15%	58.00%	54.23%	52.91%	56.00%	55.51%	47.50%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents																	
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type						
													2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)					
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0				
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%				
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				
No response	22	14	34	186	11	4	11	181	8	5	12	42	0	8	0	4	3	5	1	3	3	6	1	8	0	0				
	2.95%	1.90%	4.89%	2.37%	3.20%	1.14%	3.69%	2.83%	2.61%	2.02%	4.32%	2.51%	0.0%	3.13%	0.0%	1.72%	1.81%	3.57%	1.85%	2.97%	2.07%	3.41%	0.80%	3.00%	0.0%	0.0%				
			B				F							M									Y							
Appropriately skipped	530	551	464	6035	265	290	209	3420	165	133	134	834	23	141	15	120	101	64	26	58	77	91	70	146	19	0				
	71.05%	74.76%	66.76%	76.95%	77.03%	82.86%	70.13%	53.54%	53.75%	53.63%	48.20%	49.76%	47.92%	55.08%	53.57%	51.72%	60.84%	45.71%	48.15%	57.43%	53.10%	51.70%	56.00%	54.68%	47.50%	0.0%				
			C		GI	G	F										R													
BASE = Those who responded	194	172	197	1622	68	56	78	2787	134	110	132	800	25	107	13	108	62	71	27	40	65	79	54	113	21	0				
	26.01%	23.34%	28.35%	20.68%	19.77%	16.00%	26.17%	43.63%	43.65%	44.35%	47.48%	47.73%	52.08%	41.80%	46.43%	46.55%	37.35%	50.71%	50.00%	39.60%	44.83%	44.89%	43.20%	42.32%	52.50%	0.0%				
			B				F		E								Q													
Yes	118	104	114	937	38	34	49	1717	83	66	77	475	13	68	10	65	35	48	17	25	39	50	32	70	13	0				
	60.82%	60.47%	57.87%	57.77%	55.88%	60.71%	62.82%	61.61%	61.94%	60.00%	58.33%	59.38%	52.00%	63.55%	76.92%	60.19%	56.45%	67.61%	62.96%	62.50%	60.00%	63.29%	59.26%	61.95%	61.90%	0.0%				
No	76	68	83	685	30	22	29	1070	51	44	55	325	12	39	3	43	27	23	10	15	26	29	22	43	8	0				
	39.18%	39.53%	42.13%	42.23%	44.12%	39.29%	37.18%	38.39%	38.06%	40.00%	41.67%	40.63%	48.00%	36.45%	23.08%	39.81%	43.55%	32.39%	37.04%	37.50%	40.00%	36.71%	40.74%	38.05%	38.10%	0.0%				
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0				
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%				

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

													2017 CCC Population Results - Qualified Respondents															
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type				
													2017 CCC Pop. Qual. UHC Avg. Central	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. Central	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)			
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
No response	10	10	24	104	5	4	10	45	4	4	7	13	1	3	0	3	2	2	0	1	2	3	1	4	0	0		
	1.34%	1.36%	3.45%	0.83%	1.45%	1.14%	3.36%	0.70%	1.30%	1.61%	2.52%	0.78%	2.08%	1.17%	0.0%	1.29%	1.20%	1.43%	0.0%	0.99%	1.38%	1.70%	0.80%	1.50%	0.0%	0.0%		
			AB																				Y					
BASE = Those who responded	736	727	671	12372	339	346	288	6343	303	244	271	1663	47	253	28	229	164	138	54	100	143	173	124	263	40	0		
	98.66%	98.64%	96.55%	99.17%	98.55%	98.86%	96.64%	99.30%	98.70%	98.39%	97.48%	99.22%	97.92%	98.83%	100.00%	98.71%	98.80%	98.57%	100.00%	99.01%	98.62%	98.30%	99.20%	98.50%	100.00%	0.0%		
	C	C																						X				
Yes	668	654	604	10874	308	308	255	5969	296	232	254	1577	46	247	28	227	159	136	54	99	137	170	120	256	40	0		
	90.76%	89.96%	90.01%	87.89%	90.86%	89.02%	88.54%	94.10%	97.69%	95.08%	93.73%	94.83%	97.87%	97.63%	100.00%	99.13%	96.95%	98.55%	100.00%	99.00%	95.80%	98.27%	96.77%	97.34%	100.00%	0.0%		
								HKE											U					X				
No	68	73	67	1498	31	38	33	374	7	12	17	86	1	6	0	2	5	2	0	1	6	3	4	7	0	0		
	9.24%	10.04%	9.99%	12.11%	9.14%	10.98%	11.46%	5.90%	2.31%	4.92%	6.27%	5.17%	2.13%	2.37%	0.0%	0.87%	3.05%	1.45%	0.0%	1.00%	4.20%	1.73%	3.23%	2.66%	0.0%	0.0%		
				I	I			I			I								S		S		Y					
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	5	5	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.68% A	0.72% A	0.0%	0.0%	0.86%	1.01%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	33	31	38	501	15	11	14	217	14	11	10	63	4	10	2	8	8	6	1	7	5	9	5	13	1	0
	4.42%	4.21%	5.47%	4.02%	4.36%	3.14%	4.70%	3.40%	4.56%	4.44%	3.60%	3.76%	8.33%	3.91%	7.14%	3.45%	4.82%	4.29%	1.85%	6.93%	3.45%	5.11%	4.00%	4.87%	2.50%	0.0%
Appropriately skipped	68	73	67	1498	31	38	33	374	7	12	17	86	1	6	0	2	5	2	0	1	6	3	4	7	0	0
	9.12%	9.91%	9.64%	12.01%	9.01% I	10.86%	11.07%	5.85% I	2.28%	4.84%	6.12% I	5.13%	2.08%	2.34%	0.0%	0.86%	3.01%	1.43%	0.0%	0.99%	4.14% S	1.70%	3.20%	2.62% Y	0.0%	0.0%
BASE = Those who responded	645	628	585	10477	298	298	248	5797	286	225	251	1527	43	240	26	222	153	132	53	93	134	164	116	247	39	0
	86.46%	85.21%	84.17%	83.98%	86.63%	85.14%	83.22%	90.75%	93.16% E	90.73%	90.29%	91.11%	89.58%	93.75%	92.86%	95.69%	92.17%	94.29%	98.15% U	92.08%	92.41%	93.18%	92.80%	92.51%	97.50%	0.0%
None	129	115	111	2099	66	72	58	736	39	21	45	230	4	35	4	16	23	15	4	19	15	21	17	33	6	0
	20.00%	18.31%	18.97%	20.03%	22.15% I	24.16%	23.39%	12.70%	13.64%	9.33%	17.93% J	15.06%	9.30%	14.58%	15.38%	7.21%	15.03%	11.36%	7.55%	20.43% S	11.19%	12.80%	14.66%	13.36%	15.38%	0.0%
1 time	204	203	147	3399	97	96	60	1484	91	70	56	461	8	82	4	75	52	39	13	30	45	56	33	79	12	0
	31.63% C	32.32% C	25.13%	32.44%	32.55% G	32.21% G	24.19%	25.60%	31.82% HK	31.11% K	22.31%	30.19%	18.60%	34.17% M	15.38%	33.78%	33.99%	29.55%	24.53%	32.26%	33.58%	34.15%	28.45%	31.98%	30.77%	0.0%
2	139	146	142	2437	56	70	56	1511	70	69	70	359	16	53	7	60	36	34	15	16	38	42	26	57	13	0
	21.55%	23.25%	24.27%	23.26%	18.79%	23.49%	22.58%	26.07%	24.48%	30.67%	27.89%	23.51%	37.21%	22.08%	26.92%	27.03%	23.53%	25.76%	28.30%	17.20%	28.36% T	25.61%	22.41%	23.08%	33.33%	0.0%
3	90	82	86	1259	35	30	33	894	51	28	30	233	9	41	6	43	27	24	8	20	23	24	27	47	4	0
	13.95%	13.06%	14.70%	12.02%	11.74%	10.07%	13.31%	15.42%	17.83% E	12.44%	11.95%	15.26%	20.93%	17.08%	23.08%	19.37%	17.65%	18.18%	15.09%	21.51%	17.16%	14.63%	23.28%	19.03%	10.26%	0.0%
4	48	42	48	619	26	16	22	475	16	20	25	99	2	14	3	12	7	9	6	4	5	7	8	16	0	0
	7.44%	6.69%	8.21%	5.91%	8.72%	5.37%	8.87%	8.19%	5.59%	8.89%	9.96%	6.48%	4.65%	5.83%	11.54%	5.41%	4.58%	6.82%	11.32%	4.30%	3.73%	4.27%	6.90%	6.48% Y	0.0%	0.0%
5 to 9	29	34	43	566	16	13	17	573	15	14	20	125	2	13	2	12	8	7	4	4	7	10	5	13	2	0
	4.50%	5.41%	7.35% A	5.40%	5.37%	4.36%	6.85%	9.88% I	5.24%	6.22%	7.97%	8.19%	4.65%	5.42%	7.69%	5.41%	5.23%	5.30%	7.55%	4.30%	5.22%	6.10%	4.31%	5.26%	5.13%	0.0%
10 or more times	6	6	8	98	2	1	2	124	4	3	5	20	2	2	0	4	0	4	3	0	1	4	0	2	2	0
	0.93%	0.96%	1.37%	0.94%	0.67%	0.34%	0.81%	2.14%	1.40%	1.33%	1.99%	1.31%	4.65%	0.83%	0.0%	1.80%	0.0%	3.03% Q	5.66%	0.0%	0.75%	2.44% W	0.0%	0.81%	5.13%	0.0%
Average	1.8946	1.9459	2.1915 AB	1.8816	1.8624	1.6560	2.0282 F	2.5270 I	2.1084	2.2556	2.3446	2.2259	2.6512	2.0125	2.3846	2.2793	1.8889	2.3788 Q	2.9528 TU	1.7849	2.0261	2.1951	2.0086	2.0810	2.2821	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

												2017 OCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Standard deviation	1.9215	1.9641	2.1895	1.9622	1.9342	1.7165	2.0658	2.4078	2.0266	2.0309	2.3511	2.1808	2.6115	1.8979	1.7991	2.0726	1.6111	2.3933	2.8932	1.5987	1.7979	2.3122	1.5674	1.8723	2.8075	0
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

	2017 CCC Population Results - Qualified Respondents																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.14%	0.0%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	36	41	45	542	17	18	18	230	14	11	10	63	4	10	2	8	8	6	1	7	5	9	5	13	1	0	
	4.83%	5.56%	6.47%	4.34%	4.94%	5.14%	6.04%	3.60%	4.56%	4.44%	3.60%	3.76%	8.33%	3.91%	7.14%	3.45%	4.82%	4.29%	1.85%	6.93%	3.45%	5.11%	4.00%	4.87%	2.50%	0.0%	
Appropriately skipped	197	188	178	3597	97	110	91	1110	46	33	62	316	5	41	4	18	28	17	4	20	21	24	21	40	6	0	
	26.41%	25.51%	25.61%	28.83%	28.20% I	31.43%	30.54%	17.38%	14.98%	13.31%	22.30% IJ	18.85%	10.42%	16.02%	14.29%	7.76%	16.87%	12.14%	7.41%	19.80% S	14.48%	13.64%	16.80%	14.98%	15.00%	0.0%	
BASE = Those who responded	513	507	472	8337	230	221	189	5048	247	204	206	1297	39	205	22	206	130	117	49	74	119	143	99	214	33	0	
	68.77%	68.79%	67.91%	66.82%	66.86%	63.14%	63.42%	79.02%	80.46% E	82.26% K	74.10%	77.39%	81.25%	80.08%	78.57%	88.79%	78.31%	83.57%	90.74% T	73.27%	82.07%	81.25%	79.20%	80.15%	82.50%	0.0%	
Never	5	3	3	110	3	3	1	42	1	0	1	9	0	1	0	0	1	0	0	1	0	1	0	1	0	0	
	0.97%	0.59%	0.64%	1.32%	1.30%	1.36%	0.53%	0.83%	0.40%	0.0%	0.49%	0.69%	0.0%	0.49%	0.0%	0.0%	0.77%	0.0%	0.0%	1.35%	0.0%	0.70%	0.0%	0.47%	0.0%	0.0%	
Sometimes	25	27	13	395	14	9	2	184	6	7	6	28	1	4	2	4	2	4	1	4	1	3	3	5	1	0	
	4.87%	5.33% C	2.75%	4.74%	6.09% GI	4.07% G	1.06%	3.65%	2.43%	3.43%	2.91%	2.16%	2.56%	1.95%	9.09%	1.94%	1.54%	3.42%	2.04%	5.41%	0.84%	2.10%	3.03%	2.34%	3.03%	0.0%	
Bottom Two Box (%Never + %Sometimes)	30	30	16	505	17	12	3	226	7	7	7	37	1	5	2	4	3	4	1	5	1	4	3	6	1	0	
	5.85%	5.92%	3.39%	6.06%	7.39% GI	5.43% G	1.59%	4.48%	2.83%	3.43%	3.40%	2.85%	2.56%	2.44%	9.09%	1.94%	2.31%	3.42%	2.04%	6.76%	0.84%	2.80%	3.03%	2.80%	3.03%	0.0%	
Usually	86	84	65	1061	42	31	22	614	41	28	28	187	10	30	10	30	16	25	13	9	18	19	21	36	5	0	
	16.76%	16.57%	13.77%	12.73%	18.26% D	14.03%	11.64%	12.16%	16.60%	13.73%	13.59%	14.42%	25.64%	14.63%	45.45%	14.56%	12.31%	21.37%	26.53%	12.16%	15.13%	13.29%	21.21%	16.82%	15.15%	0.0%	
Always	397	393	391	6771	171	178	164	4208	199	169	171	1073	28	170	10	172	111	88	35	60	100	120	75	172	27	0	
	77.39%	77.51%	82.84% AB	81.22% E	74.35%	80.54%	86.77% E	83.36%	80.57%	82.84%	83.01%	82.73%	71.79%	82.93%	45.45%	83.50%	85.38% R	75.21%	71.43%	81.08%	84.03%	83.92%	75.76%	80.37%	81.82%	0.0%	
CAHPS Rate (%Always + %Usually)	483	477	456	7832	213	209	186	4822	240	197	199	1260	38	200	20	202	127	113	48	69	118	139	96	208	32	0	
	94.15%	94.08%	96.61%	93.94%	92.61%	94.57%	98.41% EF	95.52%	97.17% E	96.57%	96.60%	97.15%	97.44%	97.56%	90.91%	98.06%	97.69%	96.58%	97.96%	93.24%	99.16%	97.20%	96.97%	97.20%	96.97%	0.0%	
3-point composite mean	2.7154	2.7160	2.7945 AB	2.7516 E	2.6696	2.7511	2.8519 EF	2.7888	2.7773 E	2.7941	2.7961	2.7988	2.6923	2.8049	2.3636	2.8155	2.8308	2.7179	2.6939	2.7432	2.8319	2.8112	2.7273	2.7757	2.7879	0	
4-point composite mean	3.7057	3.7101	3.7881 AB	3.7384	3.6565	3.7376	3.8466 EF	3.7805	3.7733 E	3.7941	3.7913	3.7918	3.6923	3.8000	3.3636	3.8155	3.8231	3.7179	3.6939	3.7297	3.8319	3.8042	3.7273	3.7710	3.7879	0	
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	4	1	0	0	2	0	0	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.54%	0.14%	0.0%	0.0%	0.57%	0.0%	0.0%	0.0%	1.21%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	A																										
No response	37	39	45	548	17	16	18	232	14	12	10	64	4	10	2	8	8	6	1	7	5	9	5	13	1	0	
	4.96%	5.29%	6.47%	4.39%	4.94%	4.57%	6.04%	3.63%	4.56%	4.84%	3.60%	3.82%	8.33%	3.91%	7.14%	3.45%	4.82%	4.29%	1.85%	6.93%	3.45%	5.11%	4.00%	4.87%	2.50%	0.0%	
Appropriately skipped	197	188	178	3597	97	110	91	1110	46	33	62	316	5	41	4	18	28	17	4	20	21	24	21	40	6	0	
	26.41%	25.51%	25.61%	28.83%	28.20%	31.43%	30.54%	17.38%	14.98%	13.31%	22.30%	18.85%	10.42%	16.02%	14.29%	7.76%	16.87%	12.14%	7.41%	19.80%	14.48%	13.64%	16.80%	14.98%	15.00%	0.0%	
	I												J														
BASE = Those who responded	512	506	471	8331	230	222	189	5046	247	200	205	1296	39	205	22	206	130	117	49	74	119	143	99	214	33	0	
	68.63%	68.66%	67.77%	66.78%	66.86%	63.43%	63.42%	78.99%	80.46%	80.65%	73.74%	77.33%	81.25%	80.08%	78.57%	88.79%	78.31%	83.57%	90.74%	73.27%	82.07%	81.25%	79.20%	80.15%	82.50%	0.0%	
	E												T														
Never	1	5	2	60	1	2	1	31	0	2	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.20%	0.99%	0.42%	0.72%	0.43%	0.90%	0.53%	0.61%	0.0%	1.00%	0.49%	0.23%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	I																										
Sometimes	20	21	16	344	10	5	2	200	7	7	9	41	2	5	1	6	1	6	3	2	2	4	3	6	1	0	
	3.91%	4.15%	3.40%	4.13%	4.35%	2.25%	1.06%	3.96%	2.83%	3.50%	4.39%	3.16%	5.13%	2.44%	4.55%	2.91%	0.77%	5.13%	6.12%	2.70%	1.68%	2.80%	3.03%	2.80%	3.03%	0.0%	
	G												Q														
Bottom Two Box (%Never + %Sometimes)	21	26	18	404	11	7	3	231	7	9	10	44	2	5	1	6	1	6	3	2	2	4	3	6	1	0	
	4.10%	5.14%	3.82%	4.85%	4.78%	3.15%	1.59%	4.58%	2.83%	4.50%	4.88%	3.40%	5.13%	2.44%	4.55%	2.91%	0.77%	5.13%	6.12%	2.70%	1.68%	2.80%	3.03%	2.80%	3.03%	0.0%	
													Q														
Usually	84	80	46	1032	48	32	18	604	38	25	19	180	12	25	10	24	18	20	12	12	13	22	15	36	2	0	
	16.41%	15.81%	9.77%	12.39%	20.87%	14.41%	9.52%	11.97%	15.38%	12.50%	9.27%	13.89%	30.77%	12.20%	45.45%	11.65%	13.85%	17.09%	24.49%	16.22%	10.92%	15.38%	15.15%	16.82%	6.06%	0.0%	
	C												N														
Always	407	400	407	6895	171	183	168	4211	202	166	176	1072	25	175	11	176	111	91	34	60	104	117	81	172	30	0	
	79.49%	79.05%	86.41%	82.76%	74.35%	82.43%	88.89%	83.45%	81.78%	83.00%	85.85%	82.72%	64.10%	85.37%	50.00%	85.44%	85.38%	77.78%	69.39%	81.08%	87.39%	81.82%	81.82%	80.37%	90.91%	0.0%	
	AB												M														
CAHPS Rate (%Always + %Usually)	491	480	453	7927	219	215	186	4815	240	191	195	1252	37	200	21	200	129	111	46	72	117	139	96	208	32	0	
	95.90%	94.86%	96.18%	95.15%	95.22%	96.85%	98.41%	95.42%	97.17%	95.50%	95.12%	96.60%	94.87%	97.56%	95.45%	97.09%	99.23%	94.87%	93.88%	97.30%	98.32%	97.20%	96.97%	97.20%	96.97%	0.0%	
													R														
3-point composite mean	2.7539	2.7391	2.8259	2.7791	2.6957	2.7928	2.8730	2.7887	2.7895	2.7850	2.8098	2.7932	2.5897	2.8293	2.4545	2.8252	2.8462	2.7265	2.6327	2.7838	2.8571	2.7902	2.7879	2.7757	2.8788	0	
	AB												M														
4-point composite mean	3.7520	3.7292	3.8217	3.7719	3.6913	3.7838	3.8677	3.7826	3.7895	3.7750	3.8049	3.7909	3.5897	3.8293	3.4545	3.8252	3.8462	3.7265	3.6327	3.7838	3.8571	3.7902	3.7879	3.7757	3.8788	0	
	AB												M														

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

												2017 CCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.14%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.0%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	36	39	45	540	17	17	18	226	14	11	10	63	4	10	2	8	8	6	1	7	5	9	5	13	1	0	0
	4.83%	5.29%	6.47%	4.33%	4.94%	4.86%	6.04%	3.54%	4.56%	4.44%	3.60%	3.76%	8.33%	3.91%	7.14%	3.45%	4.82%	4.29%	1.85%	6.93%	3.45%	5.11%	4.00%	4.87%	2.50%	0.0%	0.0%
Appropriately skipped	197	188	178	3597	97	110	91	1110	46	33	62	316	5	41	4	18	28	17	4	20	21	24	21	40	6	0	0
	26.41%	25.51%	25.61%	28.83%	28.20%	31.43%	30.54%	17.38%	14.98%	13.31%	22.30%	18.85%	10.42%	16.02%	14.29%	7.76%	16.87%	12.14%	7.41%	19.80%	14.48%	13.64%	16.80%	14.98%	15.00%	0.0%	0.0%
					I						IJ								S								
BASE = Those who responded	513	509	471	8339	230	222	189	5052	247	204	205	1297	39	205	22	206	130	117	49	74	119	143	99	214	33	0	0
	68.77%	69.06%	67.77%	66.84%	66.86%	63.43%	63.42%	79.09%	80.46%	82.26%	73.74%	77.39%	81.25%	80.08%	78.57%	88.79%	78.31%	83.57%	90.74%	73.27%	82.07%	81.25%	79.20%	80.15%	82.50%	0.0%	0.0%
								E		K									T								
Never	4	4	1	55	3	1	0	32	2	3	0	8	1	1	1	1	1	1	0	1	1	1	1	2	0	0	0
	0.78%	0.79%	0.21%	0.66%	1.30%	0.45%	0.0%	0.63%	0.81%	1.47%	0.0%	0.62%	2.56%	0.49%	4.55%	0.49%	0.77%	0.85%	0.0%	1.35%	0.84%	0.70%	1.01%	0.93%	0.0%	0.0%	0.0%
Sometimes	15	16	14	250	7	5	4	152	6	5	8	26	2	4	3	3	2	4	3	2	1	3	3	6	0	0	0
	2.92%	3.14%	2.97%	3.00%	3.04%	2.25%	2.12%	3.01%	2.43%	2.45%	3.90%	2.00%	5.13%	1.95%	13.64%	1.46%	1.54%	3.42%	6.12%	2.70%	0.84%	2.10%	3.03%	2.80%	0.0%	0.0%	0.0%
																							Y				
Bottom Two Box (%Never + %Sometimes)	19	20	15	305	10	6	4	184	8	8	8	34	3	5	4	4	3	5	3	3	2	4	4	8	0	0	0
	3.70%	3.93%	3.18%	3.66%	4.35%	2.70%	2.12%	3.64%	3.24%	3.92%	3.90%	2.62%	7.69%	2.44%	18.18%	1.94%	2.31%	4.27%	6.12%	4.05%	1.68%	2.80%	4.04%	3.74%	0.0%	0.0%	0.0%
																							Y				
Usually	67	66	45	819	36	28	15	503	33	22	20	149	9	23	6	25	10	23	11	6	15	20	12	31	2	0	0
	13.06%	12.97%	9.55%	9.82%	15.65%	12.61%	7.94%	9.96%	13.36%	10.78%	9.76%	11.49%	23.08%	11.22%	27.27%	12.14%	7.69%	19.66%	22.45%	8.11%	12.61%	13.99%	12.12%	14.49%	6.06%	0.0%	0.0%
					DG													Q	T								
Always	427	423	411	7215	184	188	170	4365	206	174	177	1114	27	177	12	177	117	89	35	65	102	119	83	175	31	0	0
	83.24%	83.10%	87.26%	86.52%	80.00%	84.68%	89.95%	86.40%	83.40%	85.29%	86.34%	85.89%	69.23%	86.34%	54.55%	85.92%	90.00%	76.07%	71.43%	87.84%	85.71%	83.22%	83.84%	81.78%	93.94%	0.0%	0.0%
				E			E							M			R		S	S				X			
CAHPS Rate (%Always + %Usually)	494	489	456	8034	220	216	185	4868	239	196	197	1263	36	200	18	202	127	112	46	71	117	139	95	206	33	0	0
	96.30%	96.07%	96.82%	96.34%	95.65%	97.30%	97.88%	96.36%	96.76%	96.08%	96.10%	97.38%	92.31%	97.56%	81.82%	98.06%	97.69%	95.73%	93.88%	95.95%	98.32%	97.20%	95.96%	96.26%	100.00%	0.0%	0.0%
																								X			
3-point composite mean	2.7953	2.7917	2.8408	2.8286	2.7565	2.8198	2.8783	2.8276	2.8016	2.8137	2.8244	2.8327	2.6154	2.8390	2.3636	2.8398	2.8769	2.7179	2.6531	2.8378	2.8403	2.8042	2.7980	2.7804	2.9394	0	0
				E			E							M			R		S					X			
4-point composite mean	3.7875	3.7839	3.8386	3.8220	3.7435	3.8153	3.8783	3.8213	3.7935	3.7990	3.8244	3.8265	3.5897	3.8341	3.3182	3.8350	3.8692	3.7094	3.6531	3.8243	3.8319	3.7972	3.7879	3.7710	3.9394	0	0
				E			E							M			R							X			
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.40%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	40	44	49	616	20	19	20	268	14	12	12	71	4	10	2	8	8	6	1	7	5	9	5	13	1	0
	5.36%	5.97%	7.05%	4.94%	5.81%	5.43%	6.71%	4.20%	4.56%	4.84%	4.32%	4.24%	8.33%	3.91%	7.14%	3.45%	4.82%	4.29%	1.85%	6.93%	3.45%	5.11%	4.00%	4.87%	2.50%	0.0%
Appropriately skipped	197	188	178	3597	97	110	91	1110	46	33	62	316	5	41	4	18	28	17	4	20	21	24	21	40	6	0
	26.41%	25.51%	25.61%	28.83%	28.20% I	31.43%	30.54%	17.38%	14.98%	13.31%	22.30% IJ	18.85%	10.42%	16.02%	14.29%	7.76%	16.87%	12.14%	7.41%	19.80% S	14.48%	13.64%	16.80%	14.98%	15.00%	0.0%
BASE = Those who responded	509	504	467	8263	227	221	187	5010	247	202	203	1289	39	205	22	206	130	117	49	74	119	143	99	214	33	0
	68.23%	68.39%	67.19%	66.23%	65.99%	63.14%	62.75%	78.43%	80.46% KE	81.45% K	73.02%	76.91%	81.25%	80.08%	78.57%	88.79%	78.31%	83.57%	90.74% T	73.27%	82.07%	81.25%	79.20%	80.15%	82.50%	0.0%
Yes	310	317	262	5529	134	142	93	3838	168	157	144	956	24	141	11	141	95	73	9	45	110	95	70	148	20	0
	60.90%	62.90% C	56.10%	66.91% E	59.03%	64.25% G	49.73%	76.61% I	68.02% E	77.72% I	70.94%	74.17%	61.54%	68.78%	50.00%	68.45%	73.08%	62.39%	18.37%	60.81% S	92.44% ST	66.43%	70.71%	69.16%	60.61%	0.0%
No	199	187	205	2734	93	79	94	1172	79	45	59	333	15	64	11	65	35	44	40	29	9	48	29	66	13	0
	39.10%	37.10%	43.90% B	33.09%	40.97% DI	35.75%	50.27% F	23.39%	31.98% HJ	22.28%	29.06%	25.83%	38.46%	31.22%	50.00%	31.55%	26.92%	37.61%	81.63% TU	39.19% U	7.56%	33.57%	29.29%	30.84%	39.39%	0.0%
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

												2017 CCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746 100.00%	737 100.00%	695 100.00%	12476 100.00%	344 100.00%	350 100.00%	298 100.00%	6388 100.00%	307 100.00%	248 100.00%	278 100.00%	1676 100.00%	48 100.00%	256 100.00%	28 100.00%	232 100.00%	166 100.00%	140 100.00%	54 100.00%	101 100.00%	145 100.00%	176 100.00%	125 100.00%	267 100.00%	40 100.00%	0 0.0%
Multiple mark	0 0.0%	1 0.14%	1 0.14%	0 0.0%	0 0.0%	1 0.29%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.36%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	42 5.63%	53 7.19%	53 7.63%	675 5.41%	22 6.40%	25 7.14%	20 6.71%	301 4.71%	15 4.89%	15 6.05%	15 5.40%	77 4.59%	4 8.33%	11 4.30%	2 7.14%	9 3.88%	9 5.42%	6 4.29%	2 3.70%	7 6.93%	5 3.45%	9 5.11%	6 4.80%	14 5.24%	1 2.50%	0 0.0%
Appropriately skipped	396 53.08%	375 50.88%	383 55.11%	6331 50.75%	190 55.23% I	189 54.00%	185 62.08% F	2282 35.72%	125 40.72% J	78 31.45%	121 43.53% J	649 38.72%	20 41.67%	105 41.02%	15 53.57%	83 35.78%	63 37.95%	61 43.57%	44 81.48% TU	49 48.51% U	30 20.69%	72 40.91%	50 40.00%	106 39.70%	19 47.50%	0 0.0%
BASE = Those who responded	308 41.29%	308 41.79%	258 37.12%	5470 43.84% E	132 38.37%	135 38.57% G	93 31.21%	3805 59.56%	167 54.40% E	155 62.50% K	141 50.72%	950 56.68%	24 50.00%	140 54.69%	11 39.29%	140 60.34%	94 56.63%	73 52.14%	8 14.81%	45 44.55% S	110 75.86% ST	95 53.98%	69 55.20%	147 55.06%	20 50.00%	0 0.0%
Never	3 0.97%	3 0.97%	3 1.16%	66 1.21%	2 1.52%	3 2.22%	1 1.08%	40 1.05%	1 0.60%	1 0.65%	2 1.42%	10 1.05%	0 0.0%	1 0.71%	0 0.0%	0 0.0%	1 1.06%	0 0.0%	0 0.0%	1 2.22%	0 0.0%	1 1.05%	0 0.0%	1 0.68%	0 0.0%	0 0.0%
Sometimes	14 4.55%	18 5.84%	13 5.04%	319 5.83%	6 4.55%	4 2.96%	5 5.38%	219 5.76%	7 4.19%	11 7.10%	6 4.26%	58 6.11%	2 8.33%	4 2.86%	2 18.18%	4 2.86%	2 2.13%	5 6.85%	1 12.50%	3 6.67%	3 2.73%	4 4.21%	2 2.90%	6 4.08%	1 5.00%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	17 5.52%	21 6.82%	16 6.20%	385 7.04%	8 6.06%	7 5.19%	6 6.45%	259 6.81%	8 4.79%	12 7.74%	8 5.67%	68 7.16%	2 8.33%	5 3.57%	2 18.18%	4 2.86%	3 3.19%	5 6.85%	1 12.50%	4 8.89%	3 2.73%	5 5.26%	2 2.90%	7 4.76%	1 5.00%	0 0.0%
Usually	53 17.21%	54 17.53%	45 17.44%	948 17.33%	29 21.97%	24 17.78%	13 13.98%	671 17.63%	23 13.77%	24 15.48%	30 21.28%	185 19.47%	5 20.83%	18 12.86%	3 27.27%	18 12.86%	7 7.45%	16 21.92% Q	2 25.00%	6 13.33%	15 13.64%	13 13.68%	10 14.49%	22 14.97%	1 5.00%	0 0.0%
Always	238 77.27%	233 75.65%	197 76.36%	4137 75.63%	95 71.97%	104 77.04%	74 79.57%	2875 75.56%	136 81.44%	119 76.77%	103 73.05%	697 73.37%	17 70.83%	117 83.57%	6 54.55%	118 84.29%	84 89.36% R	52 71.23%	5 62.50%	35 77.78%	92 83.64%	77 81.05%	57 82.61%	118 80.27%	18 90.00%	0 0.0%
CAHPS Rate (%Always + %Usually)	291 94.48%	287 93.18%	242 93.80%	5085 92.96%	124 93.94%	128 94.81%	87 93.55%	3546 93.19%	159 95.21%	143 92.26%	133 94.33%	882 92.84%	22 91.67%	135 96.43%	9 81.82%	136 97.14%	91 96.81%	68 93.15%	7 87.50%	41 91.11%	107 97.27%	90 94.74%	67 97.10%	140 95.24%	19 95.00%	0 0.0%
3-point composite mean	2.7175	2.6883	2.7016	2.6859	2.6591	2.7185	2.7312	2.6875	2.7665	2.6903	2.6738	2.6621	2.6250	2.8000	2.3636	2.8143	2.8617 R	2.6438	2.5000	2.6889	2.8091	2.7579	2.7971	2.7551	2.8500	0
4-point composite mean	3.7078	3.6786	3.6899	3.6739	3.6439	3.6963	3.7204	3.6770	3.7605	3.6839	3.6596	3.6516	3.6250	3.7929	3.3636	3.8143	3.8511 R	3.6438	3.5000	3.6667	3.8091	3.7474	3.7971	3.7483	3.8500	0
Sigma	746 100.00%	737 100.00%	695 100.00%	12476 100.00%	344 100.00%	350 100.00%	298 100.00%	6388 100.00%	307 100.00%	248 100.00%	278 100.00%	1676 100.00%	48 100.00%	256 100.00%	28 100.00%	232 100.00%	166 100.00%	140 100.00%	54 100.00%	101 100.00%	145 100.00%	176 100.00%	125 100.00%	267 100.00%	40 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

	2017 CCC Population Results - Qualified Respondents																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	42	46	51	578	19	19	21	246	15	13	12	65	5	10	3	8	9	6	1	7	6	10	5	14	1	0	
	5.63%	6.24%	7.34%	4.63%	5.52%	5.43%	7.05%	3.85%	4.89%	5.24%	4.32%	3.88%	10.42%	3.91%	10.71%	3.45%	5.42%	4.29%	1.85%	6.93%	4.14%	5.68%	4.00%	5.24%	2.50%	0.0%	
Appropriately skipped	197	188	178	3597	97	110	91	1110	46	33	62	316	5	41	4	18	28	17	4	20	21	24	21	40	6	0	
	26.41%	25.51%	25.61%	28.83%	28.20% I	31.43%	30.54%	17.38%	14.98%	13.31%	22.30% IJ	18.85%	10.42%	16.02%	14.29%	7.76%	16.87%	12.14%	7.41%	19.80% S	14.48%	13.64%	16.80%	14.98%	15.00%	0.0%	
BASE = Those who responded	507	502	466	8301	228	221	186	5032	246	202	204	1295	38	205	21	206	129	117	49	74	118	142	99	213	33	0	
	67.96%	68.11%	67.05%	66.54%	66.28%	63.14%	62.42%	78.77%	80.13% E	81.45% K	73.38%	77.27%	79.17%	80.08%	75.00%	88.79%	77.71%	83.57%	90.74% T	73.27%	81.38%	80.68%	79.20%	79.78%	82.50%	0.0%	
Never	6	10	12	167	2	3	4	82	2	6	4	13	0	1	1	1	0	2	0	2	0	1	1	1	1	0	
	1.18%	1.99%	2.58%	2.01%	0.88%	1.36%	2.15%	1.63%	0.81%	2.97%	1.96%	1.00%	0.0%	0.49%	4.76%	0.49%	0.0%	1.71%	0.0%	2.70%	0.0%	0.70%	1.01%	0.47%	3.03%	0.0%	
Sometimes	45	46	32	718	25	15	9	352	20	14	11	72	5	15	7	12	6	14	6	8	6	11	9	16	4	0	
	8.88%	9.16%	6.87%	8.65%	10.96% G	6.79%	4.84%	7.00%	8.13%	6.93%	5.39%	5.56%	13.16%	7.32%	33.33%	5.83%	4.65%	11.97% Q	12.24%	10.81%	5.08%	7.75%	9.09%	7.51%	12.12%	0.0%	
Bottom Two Box (%Never + %Sometimes)	51	56	44	885	27	18	13	434	22	20	15	85	5	16	8	13	6	16	6	10	6	12	10	17	5	0	
	10.06%	11.16%	9.44%	10.66%	11.84%	8.14%	6.99%	8.62%	8.94%	9.90%	7.35%	6.56%	13.16%	7.80%	38.10%	6.31%	4.65%	13.68% Q	12.24%	13.51%	5.08%	8.45%	10.10%	7.98%	15.15%	0.0%	
Usually	124	109	87	1732	60	40	38	965	50	38	33	261	10	39	5	41	23	27	14	9	26	31	18	46	4	0	
	24.46% C	21.71%	18.67%	20.86%	26.32% F	18.10%	20.43%	19.18%	20.33%	18.81%	16.18%	20.15%	26.32%	19.02%	23.81%	19.90%	17.83%	23.08%	28.57% T	12.16%	22.03%	21.83%	18.18%	21.60%	12.12%	0.0%	
Always	332	337	335	5684	141	163	135	3633	174	144	156	949	23	150	8	152	100	74	29	55	86	99	71	150	24	0	
	65.48%	67.13%	71.89% A	68.47% E	61.84%	73.76% E	72.58% E	72.20%	70.73% E	71.29%	76.47%	73.28%	60.53%	73.17%	38.10%	73.79%	77.52% R	63.25%	59.18%	74.32%	72.88%	69.72%	71.72%	70.42%	72.73%	0.0%	
CAHPS Rate (%Always + %Usually)	456	446	422	7416	201	203	173	4598	224	182	189	1210	33	189	13	193	123	101	43	64	112	130	89	196	28	0	
	89.94%	88.84%	90.56%	89.34%	88.16%	91.86%	93.01%	91.38%	91.06%	90.10%	92.65%	93.44%	86.84%	92.20%	61.90%	93.69%	95.35% R	86.32%	87.76%	86.49%	94.92%	91.55%	89.90%	92.02%	84.85%	0.0%	
3-point composite mean	2.5542	2.5598	2.6245	2.5781	2.5000	2.6561 E	2.6559 E	2.6357	2.6179	2.6139	2.6912	2.6672	2.4737	2.6537	2.0000	2.6748	2.7287 R	2.4957	2.4694	2.6081	2.6780	2.6127	2.6162	2.6244	2.5758	0	
4-point composite mean	3.5424	3.5398	3.5987	3.5580	3.4912	3.6425 E	3.6344 E	3.6194	3.6098	3.5842	3.6716	3.6571	3.4737	3.6488	2.9524	3.6699	3.7287 R	3.4786	3.4694	3.5811	3.6780	3.6056	3.6061	3.6197	3.5455	0	
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	39	42	48	595	17	17	20	257	15	11	11	71	4	11	2	8	9	6	1	7	5	9	6	14	1	0
	5.23%	5.70%	6.91%	4.77%	4.94%	4.86%	6.71%	4.02%	4.89%	4.44%	3.96%	4.24%	8.33%	4.30%	7.14%	3.45%	5.42%	4.29%	1.85%	6.93%	3.45%	5.11%	4.80%	5.24%	2.50%	0.0%
Appropriately skipped	197	188	178	3597	97	110	91	1110	46	33	62	316	5	41	4	18	28	17	4	20	21	24	21	40	6	0
	26.41%	25.51%	25.61%	28.83%	28.20% I	31.43%	30.54%	17.38%	14.98%	13.31%	22.30% IJ	18.85%	10.42%	16.02%	14.29%	7.76%	16.87%	12.14%	7.41%	19.80% S	14.48%	13.64%	16.80%	14.98%	15.00%	0.0%
BASE = Those who responded	510	507	469	8284	230	223	187	5021	246	204	205	1289	39	204	22	206	129	117	49	74	119	143	98	213	33	0
	68.36%	68.79%	67.48%	66.40%	66.86%	63.71%	62.75%	78.60%	80.13% E	82.26% K	73.74%	76.91%	81.25%	79.69%	78.57%	88.79%	77.71%	83.57%	90.74% T	73.27%	82.07%	81.25%	78.40%	79.78%	82.50%	0.0%
Yes	257	246	244	3516	94	82	88	2941	154	125	137	821	26	126	16	128	76	78	34	46	72	88	64	134	20	0
	50.39%	48.52%	52.03%	42.44%	40.87%	36.77%	47.06% F	58.57%	62.60% E	61.27%	66.83%	63.69%	66.67%	61.76%	72.73%	62.14%	58.91%	66.67%	69.39%	62.16%	60.50%	61.54%	65.31%	62.91%	60.61%	0.0%
No	253	261	225	4768	136	141	99	2080	92	79	68	468	13	78	6	78	53	39	15	28	47	55	34	79	13	0
	49.61%	51.48%	47.97%	57.56%	59.13% I	63.23% G	52.94%	41.43%	37.40%	38.73%	33.17%	36.31%	33.33%	38.24%	27.27%	37.86%	41.09%	33.33%	30.61%	37.84%	39.50%	38.46%	34.69%	37.09%	39.39%	0.0%
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

	2017 CCC Population Results - Qualified Respondents																										
														Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	44	46	48	673	18	20	20	300	17	13	11	81	4	13	2	10	11	6	2	8	5	9	8	16	1	0	
	5.90%	6.24%	6.91%	5.39%	5.23%	5.71%	6.71%	4.70%	5.54%	5.24%	3.96%	4.83%	8.33%	5.08%	7.14%	4.31%	6.63%	4.29%	3.70%	7.92%	3.45%	5.11%	6.40%	5.99%	2.50%	0.0%	
Appropriately skipped	450	449	403	8365	233	251	190	3190	138	112	130	784	18	119	10	96	81	56	19	48	68	79	55	119	19	0	
	60.32%	60.92%	57.99%	67.05%	67.73%	71.71%	63.76%	49.94%	44.95%	45.16%	46.76%	46.78%	37.50%	46.48%	35.71%	41.38%	48.80%	40.00%	35.19%	47.52%	46.90%	44.89%	44.00%	44.57%	47.50%	0.0%	
BASE = Those who responded	252	242	244	3438	93	79	88	2898	152	123	137	811	26	124	16	126	74	78	33	45	72	88	62	132	20	0	
	33.78%	32.84%	35.11%	27.56%	27.03%	22.57%	29.53%	45.37%	49.51%	49.60%	49.28%	48.39%	54.17%	48.44%	57.14%	54.31%	44.58%	55.71%	61.11%	44.55%	49.66%	50.00%	49.60%	49.44%	50.00%	0.0%	
							F		E										T								
Never	8	16	10	217	3	5	1	172	6	6	4	41	1	5	1	5	4	2	1	2	3	4	2	6	0	0	
	3.17%	6.61%	4.10%	6.31%	3.23%	6.33%	1.14%	5.94%	3.95%	4.88%	2.92%	5.06%	3.85%	4.03%	6.25%	3.97%	5.41%	2.56%	3.03%	4.44%	4.17%	4.55%	3.23%	4.55%	0.0%	0.0%	
Sometimes	34	27	29	417	11	7	12	331	16	14	13	107	3	13	2	13	8	8	4	4	8	9	7	14	2	0	
	13.49%	11.16%	11.89%	12.13%	11.83%	8.86%	13.64%	11.42%	10.53%	11.38%	9.49%	13.19%	11.54%	10.48%	12.50%	10.32%	10.81%	10.26%	12.12%	8.89%	11.11%	10.23%	11.29%	10.61%	10.00%	0.0%	
Bottom Two Box (%Never + %Sometimes)	42	43	39	634	14	12	13	503	22	20	17	148	4	18	3	18	12	10	5	6	11	13	9	20	2	0	
	16.67%	17.77%	15.98%	18.44%	15.05%	15.19%	14.77%	17.36%	14.47%	16.26%	12.41%	18.25%	15.38%	14.52%	18.75%	14.29%	16.22%	12.82%	15.15%	13.33%	15.28%	14.77%	14.52%	15.15%	10.00%	0.0%	
Usually	67	60	52	797	27	19	19	686	46	27	28	201	12	32	10	32	23	23	13	9	23	26	19	39	7	0	
	26.59%	24.79%	21.31%	23.18%	29.03%	24.05%	21.59%	23.67%	30.26%	21.95%	20.44%	24.78%	46.15%	25.81%	62.50%	25.40%	31.08%	29.49%	39.39%	20.00%	31.94%	29.55%	30.65%	29.55%	35.00%	0.0%	
Always	143	139	153	2007	52	48	56	1709	84	76	92	462	10	74	3	76	39	45	15	30	38	49	34	73	11	0	
	56.75%	57.44%	62.70%	58.38%	55.91%	60.76%	63.64%	58.97%	55.26%	61.79%	67.15%	56.97%	38.46%	59.68%	18.75%	60.32%	52.70%	57.69%	45.45%	66.67%	52.78%	55.68%	54.84%	55.30%	55.00%	0.0%	
								I																			
CAHPS Rate (%Always + %Usually)	210	199	205	2804	79	67	75	2395	130	103	120	663	22	106	13	108	62	68	28	39	61	75	53	112	18	0	
	83.33%	82.23%	84.02%	81.56%	84.95%	84.81%	85.23%	82.64%	85.53%	83.74%	87.59%	81.75%	84.62%	85.48%	81.25%	85.71%	83.78%	87.18%	84.85%	86.67%	84.72%	85.23%	85.48%	84.85%	90.00%	0.0%	
3-point composite mean	2.4008	2.3967	2.4672	2.3994	2.4086	2.4557	2.4886	2.4161	2.4079	2.4553	2.5474	2.3872	2.2308	2.4516	2.0000	2.4603	2.3649	2.4487	2.3030	2.5333	2.3750	2.4091	2.4032	2.4015	2.4500	0	
4-point composite mean	3.3690	3.3306	3.4262	3.3362	3.3763	3.3924	3.4773	3.3568	3.3684	3.4065	3.5182	3.3366	3.1923	3.4113	2.9375	3.4206	3.3108	3.4231	3.2727	3.4889	3.3333	3.3636	3.3710	3.3561	3.4500	0	
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	5	1	0	0	3	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.68%	0.14%	0.0%	0.0%	0.86%	0.0%	0.0%	0.0%	0.81%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	31	34	45	363	13	13	17	162	12	9	13	53	2	10	1	9	7	5	0	5	6	7	5	12	0	0
	4.16%	4.61%	6.47%	2.91%	3.78%	3.71%	5.70%	2.54%	3.91%	3.63%	4.68%	3.16%	4.17%	3.91%	3.57%	3.88%	4.22%	3.57%	0.0%	4.95%	4.14%	3.98%	4.00%	4.49%	0.0%	0.0%
Appropriately skipped	68	73	67	1498	31	38	33	374	7	12	17	86	1	6	0	2	5	2	0	1	6	3	4	7	0	0
	9.12%	9.91%	9.64%	12.01%	9.01%	10.86%	11.07%	5.85%	2.28%	4.84%	6.12%	5.13%	2.08%	2.34%	0.0%	0.86%	3.01%	1.43%	0.0%	0.99%	4.14%	1.70%	3.20%	2.62%	0.0%	0.0%
BASE = Those who responded	647	625	582	10615	300	296	248	5852	288	225	248	1537	45	240	27	221	154	133	54	95	133	166	116	248	40	0
	86.73%	84.80%	83.74%	85.08%	87.21%	84.57%	83.22%	91.61%	93.81%	90.73%	89.21%	91.71%	93.75%	93.75%	96.43%	95.26%	92.77%	95.00%	100.00%	94.06%	91.72%	94.32%	92.80%	92.88%	100.00%	0.0%
10 - Best personal doctor possible	398	394	376	6319	174	178	161	3571	170	146	162	884	16	154	4	145	95	74	31	56	80	102	64	146	24	0
	61.51%	63.04%	64.60%	59.53%	58.00%	60.14%	64.92%	61.02%	59.03%	64.89%	65.32%	57.51%	35.56%	64.17%	14.81%	65.61%	61.69%	55.64%	57.41%	58.95%	60.15%	61.45%	55.17%	58.87%	60.00%	0.0%
9 -	122	109	90	1800	67	66	49	964	55	37	34	284	7	46	4	42	30	25	5	21	26	29	24	49	6	0
	18.86%	17.44%	15.46%	16.96%	22.33%	22.30%	19.76%	16.47%	19.10%	16.44%	13.71%	18.48%	15.56%	19.17%	14.81%	19.00%	19.48%	18.80%	9.26%	22.11%	19.55%	17.47%	20.69%	19.76%	15.00%	0.0%
Top Two Box	520	503	466	8119	241	244	210	4535	225	183	196	1168	23	200	8	187	125	99	36	77	106	131	88	195	30	0
	80.37%	80.48%	80.07%	76.49%	80.33%	82.43%	84.68%	77.49%	78.13%	81.33%	79.03%	75.99%	51.11%	83.33%	29.63%	84.62%	81.17%	74.44%	66.67%	81.05%	79.70%	78.92%	75.86%	78.63%	75.00%	0.0%
8 -	68	67	63	1376	32	29	21	686	30	25	27	198	8	21	6	18	13	17	8	7	15	16	14	24	6	0
	10.51%	10.72%	10.82%	12.96%	10.67%	9.80%	8.47%	11.72%	10.42%	11.11%	10.89%	12.88%	17.78%	8.75%	22.22%	8.14%	8.44%	12.78%	14.81%	7.37%	11.28%	9.64%	12.07%	9.68%	15.00%	0.0%
CAHPS Rate (Top Three Box)	588	570	529	9495	273	273	231	5221	255	208	223	1366	31	221	14	205	138	116	44	84	121	147	102	219	36	0
	90.88%	91.20%	90.89%	89.45%	91.00%	92.23%	93.15%	89.22%	88.54%	92.44%	89.92%	88.87%	68.89%	92.08%	51.85%	92.76%	89.61%	87.22%	81.48%	88.42%	90.98%	88.55%	87.93%	88.31%	90.00%	0.0%
7 -	31	28	23	537	17	15	11	282	18	8	9	88	8	10	9	6	11	7	7	5	6	11	7	16	2	0
	4.79%	4.48%	3.95%	5.06%	5.67%	5.07%	4.44%	4.82%	6.25%	3.56%	3.63%	5.73%	17.78%	4.17%	33.33%	2.71%	7.14%	5.26%	12.96%	5.26%	4.51%	6.63%	6.03%	6.45%	5.00%	0.0%
6 -	12	6	10	198	3	4	3	124	9	2	5	36	1	8	1	7	2	7	2	2	5	6	3	9	0	0
	1.85%	0.96%	1.72%	1.87%	1.00%	1.35%	1.21%	2.12%	3.13%	0.89%	2.02%	2.34%	2.22%	3.33%	3.70%	3.17%	1.30%	5.26%	3.70%	2.11%	3.76%	3.61%	2.59%	3.63%	0.0%	0.0%
5 -	9	13	9	212	2	3	1	119	4	3	6	31	3	1	1	3	2	2	0	3	1	2	2	2	2	0
	1.39%	2.08%	1.55%	2.00%	0.67%	1.01%	0.40%	2.03%	1.39%	1.33%	2.42%	2.02%	6.67%	0.42%	3.70%	1.36%	1.30%	1.50%	0.0%	3.16%	0.75%	1.20%	1.72%	0.81%	5.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
4 -	1 0.15%	1 0.16%	3 0.52%	56 0.53% E	0 0.0%	0 0.0%	0 0.0%	44 0.75% I	0 0.0%	0 0.0%	1 0.40%	7 0.46%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
3 -	1 0.15%	3 0.48%	3 0.52%	41 0.39%	1 0.33%	0 0.0%	2 0.81%	19 0.32%	1 0.35%	1 0.44%	1 0.40%	5 0.33%	1 2.22%	0 0.0%	1 3.70%	0 0.0%	0 0.0%	0 0.0%	1 0.75%	1 1.85%	0 0.0%	0 0.0%	0 0.0%	1 0.86%	1 0.40%	0 0.0%	0 0.0%
2 -	2 0.31%	3 0.48%	2 0.34%	31 0.29%	2 0.67%	0 0.0%	0 0.0%	13 0.22% I	0 0.0%	3 1.33%	1 0.40%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
1 -	2 0.31%	0 0.0%	2 0.34%	21 0.20%	2 0.67%	0 0.0%	0 0.0%	13 0.22%	1 0.35%	0 0.0%	2 0.81%	2 0.13%	1 2.22%	0 0.0%	1 3.70%	0 0.0%	1 0.65%	1 0.0%	0 0.0%	0 0.0%	1 1.05%	0 0.0%	0 0.0%	1 0.86%	1 0.40%	0 0.0%	0 0.0%
0 - Worst personal doctor possible	1 0.15%	1 0.16%	1 0.17%	24 0.23% E	0 0.0%	1 0.34%	0 0.0%	17 0.29% I	0 0.0%	0 0.0%	0 0.0%	2 0.13%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
Bottom Three Box	5 0.77%	4 0.64%	5 0.86%	76 0.72%	4 1.33% G	1 0.34%	0 0.0%	43 0.73%	1 0.35%	3 1.33%	3 1.21%	4 0.26%	1 2.22%	0 0.0%	1 3.70%	0 0.0%	1 0.65%	1 0.0%	0 0.0%	0 0.0%	1 1.05%	0 0.0%	0 0.0%	1 0.86%	1 0.40%	0 0.0%	0 0.0%
Bottom Two Box	3 0.46%	1 0.16%	3 0.52%	45 0.42%	2 0.67%	1 0.34%	0 0.0%	30 0.51%	1 0.35%	0 0.0%	2 0.81%	4 0.26%	1 2.22%	0 0.0%	1 3.70%	0 0.0%	1 0.65%	1 0.0%	0 0.0%	0 0.0%	1 1.05%	0 0.0%	0 0.0%	1 0.86%	1 0.40%	0 0.0%	0 0.0%
Average rating	9.2257	9.2368	9.2216	9.1225	9.1833	9.2905	9.3750	9.1352	9.1632	9.2667	9.1774	9.1165	8.1778	9.3542 M	7.4815	9.3710	9.2468	9.0602	8.9444	9.1368	9.2556	9.2289	9.0431	9.1653	9.1500	0	
Standard deviation	1.3488	1.3629	1.4516	1.4572	1.3963	1.1726	1.1110	1.4863	1.3299	1.3920	1.5505	1.3684	2.0143	1.0663	2.0068	1.1003	1.2909	1.3697	1.4959	1.4911	1.1349	1.2007	1.5108	1.3323	1.3143	0	
3-point composite mean	2.7604	2.7616	2.7491	2.7099	2.7700 D	2.7973	2.8226	2.7153	2.7292	2.7733	2.7258	2.7059	2.3778	2.7958 M	2.1481	2.8009	2.7792	2.6692	2.6111	2.7474	2.7519	2.7410	2.6983	2.7339	2.7000	0	
Sigma	746 100.00%	737 100.00%	695 100.00%	12476 100.00%	344 100.00%	350 100.00%	298 100.00%	6388 100.00%	307 100.00%	248 100.00%	278 100.00%	1676 100.00%	48 100.00%	256 100.00%	28 100.00%	232 100.00%	166 100.00%	140 100.00%	54 100.00%	101 100.00%	145 100.00%	176 100.00%	125 100.00%	267 100.00%	40 100.00%	0 0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

												2017 CCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	35	30	45	240	14	12	17	165	12	10	13	49	2	10	1	9	7	5	0	6	5	8	4	11	1	0
	4.69%	4.07%	6.47% B	3.06%	4.07%	3.43%	5.70%	2.58%	3.91%	4.03%	4.68%	2.92%	4.17%	3.91%	3.57%	3.88%	4.22%	3.57%	0.0%	5.94% S	3.45% S	4.55%	3.20%	4.12%	2.50%	0.0%
Appropriately skipped	68	73	67	1008	31	38	33	374	7	12	17	86	1	6	0	2	5	2	0	1	6	3	4	7	0	0
	9.12%	9.91%	9.64%	12.85% E	9.01% I	10.86%	11.07%	5.85% I	2.28%	4.84%	6.12% I	5.13%	2.08%	2.34%	0.0%	0.86%	3.01%	1.43%	0.0%	0.99%	4.14% S	1.70%	3.20%	2.62% Y	0.0%	0.0%
BASE = Those who responded	643	633	583	6595	299	299	248	5849	288	226	248	1541	45	240	27	221	154	133	54	94	134	165	117	249	39	0
	86.19%	85.89%	83.88%	84.09%	86.92%	85.43%	83.22%	91.56%	93.81% KE	91.13%	89.21%	91.95%	93.75%	93.75%	96.43%	95.26%	92.77%	95.00%	100.00% TU	93.07%	92.41%	93.75%	93.60%	93.26%	97.50%	0.0%
Yes	248	197	210	1584	83	63	58	4331	218	158	183	1221	41	174	23	166	107	110	39	74	99	125	88	185	33	0
	38.57% B	31.12%	36.02%	24.02%	27.76%	21.07%	23.39%	74.05%	75.69% E	69.91%	73.79%	79.23%	91.11% N	72.50%	85.19%	75.11%	69.48%	82.71% Q	72.22%	78.72%	73.88%	75.76%	75.21%	74.30%	84.62%	0.0%
No	395	436	373	5011	216	236	190	1518	70	68	65	320	4	66	4	55	47	23	15	20	35	40	29	64	6	0
	61.43%	68.88% A	63.98%	75.98%	72.24% I	78.93%	76.61%	25.95%	24.31%	30.09%	26.21%	20.77%	8.89%	27.50% M	14.81%	24.89%	30.52% R	17.29%	27.78%	21.28%	26.12%	24.24%	24.79%	25.70%	15.38%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.40%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	36	32	46	270	14	14	17	229	13	11	14	71	2	11	1	10	7	6	1	6	5	8	5	12	1	0
	4.83%	4.34%	6.62%	3.44%	4.07%	4.00%	5.70%	3.58%	4.23%	4.44%	5.04%	4.24%	4.17%	4.30%	3.57%	4.31%	4.22%	4.29%	1.85%	5.94%	3.45%	4.55%	4.00%	4.49%	2.50%	0.0%
Appropriately skipped	463	509	440	6019	247	274	223	1892	77	80	82	406	5	72	4	57	52	25	15	21	41	43	33	71	6	0
	62.06%	69.06%	63.31%	76.74%	71.80%	78.29%	74.83%	29.62%	25.08%	32.26%	29.50%	24.22%	10.42%	28.13%	14.29%	24.57%	31.33%	17.86%	27.78%	20.79%	28.28%	24.43%	26.40%	26.59%	15.00%	0.0%
		AC		E	I	E							M			R										
BASE = Those who responded	247	195	209	1554	83	61	58	4267	217	156	182	1199	41	173	23	165	107	109	38	74	99	125	87	184	33	0
	33.11%	26.46%	30.07%	19.81%	24.13%	17.43%	19.46%	66.80%	70.68%	62.90%	65.47%	71.54%	85.42%	67.58%	82.14%	71.12%	64.46%	77.86%	70.37%	73.27%	68.28%	71.02%	69.60%	68.91%	82.50%	0.0%
	B				F				E				N				Q							X		
Yes	232	185	192	1438	80	59	52	3989	203	149	169	1116	35	165	20	155	101	102	36	69	93	118	81	173	30	0
	93.93%	94.87%	91.87%	92.54%	96.39%	96.72%	89.66%	93.48%	93.55%	95.51%	92.86%	93.08%	85.37%	95.38%	86.96%	93.94%	94.39%	93.58%	94.74%	93.24%	93.94%	94.40%	93.10%	94.02%	90.91%	0.0%
No	15	10	17	116	3	2	6	278	14	7	13	83	6	8	3	10	6	7	2	5	6	7	6	11	3	0
	6.07%	5.13%	8.13%	7.46%	3.61%	3.28%	10.34%	6.52%	6.45%	4.49%	7.14%	6.92%	14.63%	4.62%	13.04%	6.06%	5.61%	6.42%	5.26%	6.76%	6.06%	5.60%	6.90%	5.98%	9.09%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	37	35	46	277	14	15	17	246	14	13	14	74	2	12	1	11	7	7	1	7	5	9	5	12	2	0
	4.96%	4.75%	6.62%	3.53%	4.07%	4.29%	5.70%	3.85%	4.56%	5.24%	5.04%	4.42%	4.17%	4.69%	3.57%	4.74%	4.22%	5.00%	1.85%	6.93%	3.45%	5.11%	4.00%	4.49%	5.00%	0.0%
Appropriately skipped	463	509	440	6019	247	274	223	1892	77	80	82	406	5	72	4	57	52	25	15	21	41	43	33	71	6	0
	62.06%	69.06%	63.31%	76.74%	71.80%	78.29%	74.83%	29.62%	25.08%	32.26%	29.50%	24.22%	10.42%	28.13%	14.29%	24.57%	31.33%	17.86%	27.78%	20.79%	28.28%	24.43%	26.40%	26.59%	15.00%	0.0%
		AC		E	I	E							M			R										
BASE = Those who responded	246	193	209	1547	83	61	58	4250	216	155	182	1196	41	172	23	164	107	108	38	73	99	124	87	184	32	0
	32.98%	26.19%	30.07%	19.72%	24.13%	17.43%	19.46%	66.53%	70.36%	62.50%	65.47%	71.36%	85.42%	67.19%	82.14%	70.69%	64.46%	77.14%	70.37%	72.28%	68.28%	70.45%	69.60%	68.91%	80.00%	0.0%
	B			F				E				N					Q									
Yes	216	174	189	1378	74	57	53	3814	190	141	167	1069	33	155	17	146	97	93	36	66	84	111	76	161	29	0
	87.80%	90.16%	90.43%	89.08%	89.16%	93.44%	91.38%	89.74%	87.96%	90.97%	91.76%	89.38%	80.49%	90.12%	73.91%	89.02%	90.65%	86.11%	94.74%	90.41%	84.85%	89.52%	87.36%	87.50%	90.63%	0.0%
No	30	19	20	169	9	4	5	436	26	14	15	127	8	17	6	18	10	15	2	7	15	13	11	23	3	0
	12.20%	9.84%	9.57%	10.92%	10.84%	6.56%	8.62%	10.26%	12.04%	9.03%	8.24%	10.62%	19.51%	9.88%	26.09%	10.98%	9.35%	13.89%	5.26%	9.59%	15.15%	10.48%	12.64%	12.50%	9.38%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

45. 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 try to make any appointments for your child to see a specialist?

													2017 OCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 OCC Pop. UHC Avg. (H)	2017 OCC Pop. Qual. Total (I)	2016 OCC Pop. Qual. Total (J)	2015 OCC Pop. Qual. Total (K)	2017 OCC Pop. Qual. UHC Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	15	9	18	112	5	5	7	62	5	4	3	13	1	4	0	4	2	3	0	2	2	4	1	5	0	0
	2.01%	1.22%	2.59%	0.90%	1.45%	1.43%	2.35%	0.97%	1.63%	1.61%	1.08%	0.78%	2.08%	1.56%	0.0%	1.72%	1.20%	2.14%	0.0%	1.98%	1.38%	2.27%	0.80%	1.87% Y	0.0%	0.0%
BASE = Those who responded	731	727	677	12364	339	345	291	6326	302	244	275	1663	47	252	28	228	164	137	54	99	143	172	124	262	40	0
	97.99%	98.64%	97.41%	99.10%	98.55%	98.57%	97.65%	99.03%	98.37%	98.39%	98.92%	99.22%	97.92%	98.44%	100.00%	98.28%	98.80%	97.86%	100.00%	98.02%	98.62%	97.73%	99.20%	98.13%	100.00% X	0.0%
Yes	198	181	178	2886	74	69	65	2850	134	104	122	759	17	116	9	110	63	70	31	44	57	75	56	112	22	0
	27.09%	24.90%	26.29%	23.34%	21.83%	20.00%	22.34%	45.05%	44.37% E	42.62%	44.36%	45.64%	36.17%	46.03%	32.14%	48.25%	38.41%	51.09% Q	57.41% U	44.44%	39.86%	43.60%	45.16%	42.75%	55.00%	0.0%
No	533	546	499	9478	265	276	226	3476	168	140	153	904	30	136	19	118	101	67	23	55	86	97	68	150	18	0
	72.91%	75.10%	73.71%	76.66%	78.17% I	80.00%	77.66%	54.95%	55.63%	57.38%	55.64%	54.36%	63.83%	53.97%	67.86%	51.75%	61.59% R	48.91%	42.59%	55.56%	60.14% S	56.40%	54.84%	57.25%	45.00%	0.0%
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

													2017 CCC Population Results - Qualified Respondents														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	17	11	22	160	6	6	9	91	6	4	4	19	1	5	0	5	2	4	0	2	3	5	1	6	0	0	0
	2.28%	1.49%	3.17%	1.28%	1.74%	1.71%	3.02%	1.42%	1.95%	1.61%	1.44%	1.13%	2.08%	1.95%	0.0%	2.16%	1.20%	2.86%	0.0%	1.98%	2.07%	2.84%	0.80%	2.25%	0.0%	0.0%	0.0%
				B																			Y				
Appropriately skipped	533	546	499	9478	265	276	226	3476	168	140	153	904	30	136	19	118	101	67	23	55	86	97	68	150	18	0	0
	71.45%	74.08%	71.80%	75.97%	77.03%	78.86%	75.84%	54.41%	54.72%	56.45%	55.04%	53.94%	62.50%	53.13%	67.86%	50.86%	60.84%	47.86%	42.59%	54.46%	59.31%	55.11%	54.40%	56.18%	45.00%	0.0%	0.0%
				I													R			S							
BASE = Those who responded	196	180	174	2838	73	68	63	2821	133	104	121	753	17	115	9	109	63	69	31	44	56	74	56	111	22	0	0
	26.27%	24.42%	25.04%	22.75%	21.22%	19.43%	21.14%	44.16%	43.32%	41.94%	43.53%	44.93%	35.42%	44.92%	32.14%	46.98%	37.95%	49.29%	57.41%	43.56%	38.62%	42.05%	44.80%	41.57%	55.00%	0.0%	0.0%
				E													Q		U								
Never	7	6	5	98	1	1	2	94	5	2	3	19	1	4	0	4	4	1	0	2	3	2	3	4	1	0	0
	3.57%	3.33%	2.87%	3.45%	1.37%	1.47%	3.17%	3.33%	3.76%	1.92%	2.48%	2.52%	5.88%	3.48%	0.0%	3.67%	6.35%	1.45%	0.0%	4.55%	5.36%	2.70%	5.36%	3.60%	4.55%	0.0%	0.0%
Sometimes	23	25	18	442	9	9	5	348	12	13	12	75	2	10	2	7	3	8	7	5	0	8	4	9	3	0	0
	11.73%	13.89%	10.34%	15.57%	12.33%	13.24%	7.94%	12.34%	9.02%	12.50%	9.92%	9.96%	11.76%	8.70%	22.22%	6.42%	4.76%	11.59%	22.58%	11.36%	0.0%	10.81%	7.14%	8.11%	13.64%	0.0%	0.0%
				U															U								
Bottom Two Box (%Never + %Sometimes)	30	31	23	540	10	10	7	442	17	15	15	94	3	14	2	11	7	9	7	3	10	7	13	4	0	0	0
	15.31%	17.22%	13.22%	19.03%	13.70%	14.71%	11.11%	15.67%	12.78%	14.42%	12.40%	12.48%	17.65%	12.17%	22.22%	10.09%	11.11%	13.04%	22.58%	15.91%	5.36%	13.51%	12.50%	11.71%	18.18%	0.0%	0.0%
				U																							
Usually	49	36	45	655	20	16	20	683	36	20	35	198	7	29	3	29	13	23	9	7	19	19	15	29	7	0	0
	25.00%	20.00%	25.86%	23.08%	27.40%	23.53%	31.75%	24.21%	27.07%	19.23%	28.93%	26.29%	41.18%	25.22%	33.33%	26.61%	20.63%	33.33%	29.03%	15.91%	33.93%	25.68%	26.79%	26.13%	31.82%	0.0%	0.0%
				T																							
Always	117	113	106	1643	43	42	36	1696	80	69	71	461	7	72	4	69	43	37	15	30	34	45	34	69	11	0	0
	59.69%	62.78%	60.92%	57.89%	58.90%	61.76%	57.14%	60.12%	60.15%	66.35%	58.68%	61.22%	41.18%	62.61%	44.44%	63.30%	68.25%	53.62%	48.39%	68.18%	60.71%	60.81%	60.71%	62.16%	50.00%	0.0%	0.0%
CAHPS Rate (%Always + %Usually)	166	149	151	2298	63	58	56	2379	116	89	106	659	14	101	7	98	56	60	24	37	53	64	49	98	18	0	0
	84.69%	82.78%	86.78%	80.97%	86.30%	85.29%	88.89%	84.33%	87.22%	85.58%	87.60%	87.52%	82.35%	87.83%	77.78%	89.91%	88.89%	86.96%	77.42%	84.09%	94.64%	86.49%	87.50%	88.29%	81.82%	0.0%	0.0%
				S																							
3-point composite mean	2.4439	2.4556	2.4770	2.3887	2.4521	2.4706	2.4603	2.4445	2.4737	2.5192	2.4628	2.4874	2.2353	2.5043	2.2222	2.5321	2.5714	2.4058	2.2581	2.5227	2.5536	2.4730	2.4821	2.5045	2.3182	0	0
4-point composite mean	3.4082	3.4222	3.4483	3.3541	3.4384	3.4559	3.4286	3.4112	3.4361	3.5000	3.4380	3.4622	3.1765	3.4696	3.2222	3.4954	3.5079	3.3913	3.2581	3.4773	3.5000	3.4459	3.4286	3.4685	3.2727	0	0
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

47. How many specialists has your child seen in the last 6 months?

													2017 CCC Population Results - Qualified Respondents														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	2	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	17	12	21	167	6	5	8	93	6	5	4	19	1	5	0	5	2	4	0	2	3	5	1	6	0	0	0
	2.28%	1.63%	3.02%	1.34%	1.74%	1.43%	2.68%	1.46%	1.95%	2.02%	1.44%	1.13%	2.08%	1.95%	0.0%	2.16%	1.20%	2.86%	0.0%	1.98%	2.07%	2.84%	0.80%	2.25% Y	0.0%	0.0%	0.0%
Appropriately skipped	533	546	499	9478	265	276	226	3476	168	140	153	904	30	136	19	118	101	67	23	55	86	97	68	150	18	0	0
	71.45%	74.08%	71.80%	75.97%	77.03% I	78.86%	75.84%	54.41%	54.72%	56.45%	55.04%	53.94%	62.50%	53.13%	67.86%	50.86%	60.84% R	47.86%	42.59%	54.46%	59.31% S	55.11%	54.40%	56.18%	45.00%	0.0%	0.0%
BASE = Those who responded	196	179	173	2831	73	69	63	2819	133	103	120	753	17	115	9	109	63	69	31	44	56	74	56	111	22	0	0
	26.27%	24.29%	24.89%	22.69%	21.22%	19.71%	21.14%	44.13%	43.32% E	41.53%	43.17%	44.93%	35.42%	44.92%	32.14%	46.98%	37.95%	49.29% Q	57.41% U	43.56%	38.62%	42.05%	44.80%	41.57%	55.00%	0.0%	0.0%
None (v 0)	8	3	4	135	3	2	1	104	7	1	2	23	0	7	0	4	3	4	1	3	3	7	0	6	1	0	0
	4.08%	1.68%	2.31%	4.77%	4.11%	2.90%	1.59%	3.69%	5.26% J	0.97%	1.67%	3.05%	0.0%	6.09%	0.0%	3.67%	4.76%	5.80%	3.23%	6.82%	5.36%	9.46% W	0.0%	5.41%	4.55%	0.0%	0.0%
Saw a specialist (NET)	188	176	169	2696	70	67	62	2715	126	102	118	730	17	108	9	105	60	65	30	41	53	67	56	105	21	0	0
	95.92%	98.32%	97.69%	95.23%	95.89%	97.10%	98.41%	96.31%	94.74%	99.03% I	98.33%	96.95%	100.00%	93.91%	100.00%	96.33%	95.24%	94.20%	96.77%	93.18%	94.64%	90.54%	100.00% V	94.59%	95.45%	0.0%	0.0%
1 specialist (v 1)	122	113	102	1788	52	43	39	1578	69	61	63	419	7	61	5	56	42	26	12	22	33	37	30	60	9	0	0
	62.24%	63.13%	58.96%	63.16%	71.23% I	62.32%	61.90%	55.98%	51.88%	59.22%	52.50%	55.64%	41.18%	53.04%	55.56%	51.38%	66.67% R	37.68%	38.71%	50.00%	58.93%	50.00%	53.57%	54.05%	40.91%	0.0%	0.0%
2 (v 2)	40	42	40	583	11	21	14	706	33	25	33	184	4	29	4	27	15	18	8	12	13	15	17	29	4	0	0
	20.41%	23.46%	23.12%	20.59%	15.07%	30.43% E	22.22%	25.04%	24.81%	24.27%	27.50%	24.44%	23.53%	25.22%	44.44%	24.77%	23.81%	26.09%	25.81%	27.27%	23.21%	20.27%	30.36%	26.13%	18.18%	0.0%	0.0%
3 (v 3)	16	11	13	182	4	2	5	253	15	8	11	70	3	12	0	13	3	12	7	3	5	10	5	9	6	0	0
	8.16%	6.15%	7.51%	6.43%	5.48%	2.90%	7.94%	8.97%	11.28%	7.77%	9.17%	9.30%	17.65%	10.43%	0.0%	11.93%	4.76%	17.39% Q	22.58%	6.82%	8.93%	13.51%	8.93%	8.11%	27.27%	0.0%	0.0%
4 (v 4)	7	6	8	65	1	1	3	83	6	6	6	24	1	5	0	6	0	6	2	3	1	3	3	5	1	0	0
	3.57%	3.35%	4.62%	2.30%	1.37%	1.45%	4.76%	2.94%	4.51%	5.83%	5.00%	3.19%	5.88%	4.35%	0.0%	5.50%	0.0%	8.70% Q	6.45%	6.82%	1.79%	4.05%	5.36%	4.50%	4.55%	0.0%	0.0%
5 or more specialists (v 6)	3	4	6	78	2	0	1	95	3	2	5	33	2	1	0	3	0	3	1	1	1	2	1	2	1	0	0
	1.53%	2.23%	3.47%	2.76%	2.74%	0.0%	1.59%	3.37%	2.26%	1.94%	4.17%	4.38%	11.76%	0.87%	0.0%	2.75%	0.0%	4.35%	3.23%	2.27%	1.79%	2.70%	1.79%	1.80%	4.55%	0.0%	0.0%
Average	1.5102	1.5531	1.6705	1.4935	1.3973	1.3768	1.5873	1.6499	1.6692	1.6602	1.8000	1.7145	2.3529	1.5739	1.4444	1.7523	1.2857	2.0290 Q	2.0323 U	1.6591	1.5000	1.6351	1.7321	1.5946	2.0455	0	0
Standard deviation	1.0076	1.0255	1.1784	1.0783	1.0302	0.6616	1.0179	1.1539	1.1287	1.0663	1.2288	1.2324	1.6066	1.0049	0.4969	1.1743	0.6281	1.3510	1.2309	1.1666	1.0000	1.2145	1.0263	1.0686	1.3307	0	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

47. How many specialists has your child seen in the last 6 months?

2017 CCC Population Results - Qualified Respondents																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													=====		=====		=====		=====			=====		=====		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

48. We want to know your rating of the specialist your child saw 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?

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	3	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.41%	0.0%	0.0%	0.0%	0.57%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	21	14	24	208	8	6	9	122	8	6	6	27	1	7	0	6	3	5	0	2	5	6	2	8	0	0
	2.82%	1.90%	3.45%	1.67%	2.33%	1.71%	3.02%	1.91%	2.61%	2.42%	2.16%	1.61%	2.08%	2.73%	0.0%	2.59%	1.81%	3.57%	0.0%	1.98%	3.45% S	3.41%	1.60%	3.00% Y	0.0%	0.0%
Appropriately skipped	541	549	503	9613	268	278	227	3580	175	141	155	927	30	143	19	122	104	71	24	58	89	104	68	156	19	0
	72.52%	74.49%	72.37%	77.05%	77.91% I	79.43%	76.17%	56.04%	57.00%	56.85%	55.76%	55.31%	62.50%	55.86%	67.86%	52.59%	62.65% R	50.71%	44.44%	57.43%	61.38% S	59.09%	54.40%	58.43%	47.50%	0.0%
BASE = Those who responded	184	171	168	2655	68	64	62	2686	124	101	117	722	17	106	9	104	59	64	30	41	51	66	55	103	21	0
	24.66%	23.20%	24.17%	21.28%	19.77%	18.29%	20.81%	42.05%	40.39% E	40.73%	42.09%	43.08%	35.42%	41.41%	32.14%	44.83%	35.54%	45.71%	55.56% U	40.59%	35.17%	37.50%	44.00%	38.58%	52.50%	0.0%
10 - Best specialist possible	108	93	105	1489	39	30	33	1523	68	59	76	387	4	64	0	63	37	31	13	27	28	39	29	56	12	0
	58.70%	54.39%	62.50%	56.08%	57.35%	46.88%	53.23%	56.70%	54.84%	58.42%	64.96%	53.60%	23.53%	60.38%	0.0%	60.58%	62.71%	48.44%	43.33%	65.85%	54.90%	59.09%	52.73%	54.37%	57.14%	0.0%
9 -	30	30	35	451	11	16	18	427	21	19	23	132	1	19	1	18	5	16	3	7	9	10	8	19	2	0
	16.30%	17.54%	20.83%	16.99%	16.18%	25.00%	29.03%	15.90%	16.94%	18.81%	19.66%	18.28%	5.88%	17.92%	11.11%	17.31%	8.47%	25.00% Q	10.00%	17.07%	17.65%	15.15%	14.55%	18.45%	9.52%	0.0%
Top Two Box	138	123	140	1940	50	46	51	1950	89	78	99	519	5	83	1	81	42	47	16	34	37	49	37	75	14	0
	75.00%	71.93%	83.33% B	73.07%	73.53%	71.88%	82.26%	72.60%	71.77%	77.23%	84.62% I	71.88%	29.41%	78.30%	11.11%	77.88%	71.19%	73.44%	53.33%	82.93% S	72.55%	74.24%	67.27%	72.82%	66.67%	0.0%
8 -	29	26	12	348	12	13	4	384	21	15	9	114	3	18	4	15	11	9	9	3	9	11	10	19	2	0
	15.76% C	15.20% C	7.14%	13.11%	17.65% G	20.31% G	6.45%	14.30%	16.94% K	14.85%	7.69%	15.79%	17.65%	16.98%	44.44%	14.42%	18.64%	14.06%	30.00% T	7.32%	17.65%	16.67%	18.18%	18.45%	9.52%	0.0%
CAHPS Rate (Top Three Box)	167	149	152	2288	62	59	55	2334	110	93	108	633	8	101	5	96	53	56	25	37	46	60	47	94	16	0
	90.76%	87.13%	90.48%	86.18%	91.18%	92.19%	88.71%	86.90%	88.71%	92.08%	92.31%	87.67%	47.06%	95.28%	55.56%	92.31%	89.83%	87.50%	83.33%	90.24%	90.20%	90.91%	85.45%	91.26%	76.19%	0.0%
7 -	8	7	7	162	3	1	3	150	8	3	2	42	5	3	3	5	3	5	2	3	3	3	5	6	2	0
	4.35%	4.09%	4.17%	6.10%	4.41%	1.56%	4.84%	5.58%	6.45%	2.97%	1.71%	5.82%	29.41%	2.83%	33.33%	4.81%	5.08%	7.81%	6.67%	7.32%	5.88%	4.55%	9.09%	5.83%	9.52%	0.0%
6 -	4	3	2	59	2	2	0	64	2	0	1	18	1	1	0	1	1	1	1	1	0	2	0	1	1	0
	2.17%	1.75%	1.19%	2.22%	2.94%	3.13%	0.0%	2.38%	1.61%	0.0%	0.85%	2.49%	5.88%	0.94%	0.0%	0.96%	1.69%	1.56%	3.33%	2.44%	0.0%	3.03%	0.0%	0.97%	4.76%	0.0%
5 -	4	6	5	71	1	2	3	73	3	3	4	17	2	1	1	2	1	2	2	0	1	1	2	1	2	0
	2.17%	3.51%	2.98%	2.67%	1.47%	3.13%	4.84%	2.72%	2.42%	2.97%	3.42%	2.35%	11.76%	0.94%	11.11%	1.92%	1.69%	3.13%	6.67%	0.0%	1.96%	1.52%	3.64%	0.97%	9.52%	0.0%
4 -	0	1	2	18	0	0	1	17	0	1	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.58%	1.19%	0.68% E	0.0%	0.0%	1.61%	0.63% I	0.0%	0.99%	1.71%	0.42%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

48. We want to know your rating of the specialist your child saw 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?

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
3 -	0 0.0%	0 0.0%	0 0.0%	16 0.60% E	0 0.0%	0 0.0%	0 0.0%	13 0.48% I	0 0.0%	0 0.0%	0 0.0%	1 0.14%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2 -	0 0.0%	4 2.34% AC	0 0.0%	17 0.64% E	0 0.0%	0 0.0%	0 0.0%	14 0.52% I	0 0.0%	1 0.99%	0 0.0%	3 0.42%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1 -	1 0.54%	1 0.58%	0 0.0%	13 0.49% E	0 0.0%	0 0.0%	0 0.0%	10 0.37% E	1 0.81%	0 0.0%	0 0.0%	3 0.42%	1 5.88%	0 0.0%	0 0.0%	0 0.0%	1 1.69%	0 0.0%	0 0.0%	0 0.0%	1 1.96%	0 0.0%	1 1.82%	1 0.97%	0 0.0%	0 0.0%
0 - Worst specialist possible	0 0.0%	0 0.0%	0 0.0%	11 0.41% E	0 0.0%	0 0.0%	0 0.0%	11 0.41% I	0 0.0%	0 0.0%	0 0.0%	2 0.28%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Bottom Three Box	1 0.54%	5 2.92% C	0 0.0%	41 1.54% E	0 0.0%	0 0.0%	0 0.0%	35 1.30% I	1 0.81%	1 0.99%	0 0.0%	8 1.11%	1 5.88%	0 0.0%	0 0.0%	0 0.0%	1 1.69%	0 0.0%	0 0.0%	0 0.0%	1 1.96%	0 0.0%	1 1.82%	1 0.97%	0 0.0%	0 0.0%
Bottom Two Box	1 0.54%	1 0.58%	0 0.0%	24 0.90% E	0 0.0%	0 0.0%	0 0.0%	21 0.78% E	1 0.81%	0 0.0%	0 0.0%	5 0.69%	1 5.88%	0 0.0%	0 0.0%	0 0.0%	1 1.69%	0 0.0%	0 0.0%	0 0.0%	1 1.96%	0 0.0%	1 1.82%	1 0.97%	0 0.0%	0 0.0%
Average rating	9.1467	8.8772	9.2560 B	8.9427	9.1618	9.0156	9.0968	8.9684	9.0403	9.1386	9.2906	8.9765	7.3529	9.3113	7.4444	9.2596	9.0847	9.0156	8.6333	9.3659 S	9.0196	9.1818	8.8727	9.0971	8.7619	0
Standard deviation	1.3373	1.7974	1.2956	1.7058	1.1833	1.2310	1.3994	1.6551	1.4222	1.4284	1.3273	1.5410	2.2476	1.0128	1.0657	1.1266	1.5869	1.2561	1.4941	1.0536	1.5903	1.1923	1.6739	1.3475	1.7156	0
3-point composite mean	2.7011	2.6316	2.7798 B	2.6535	2.6912	2.6563	2.7581	2.6508	2.6694	2.7228	2.7863	2.6537	2.0588	2.7642	2.0000	2.7500	2.6610	2.6875	2.4333	2.8049 S	2.6863	2.6970	2.6182	2.6990	2.5238	0
Sigma	746 100.00%	737 100.00%	695 100.00%	12476 100.00%	344 100.00%	350 100.00%	298 100.00%	6388 100.00%	307 100.00%	248 100.00%	278 100.00%	1676 100.00%	48 100.00%	256 100.00%	28 100.00%	232 100.00%	166 100.00%	140 100.00%	54 100.00%	101 100.00%	145 100.00%	176 100.00%	125 100.00%	267 100.00%	40 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

												2017 CCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.40%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	13	22	32	342	5	6	10	112	4	7	9	22	0	4	0	2	0	4	1	1	2	2	2	4	0	0
	1.74%	2.99%	4.60% A	2.74%	1.45%	1.71%	3.36%	1.75%	1.30%	2.82%	3.24%	1.31%	0.0%	1.56% M	0.0%	0.86%	0.0%	2.86% Q	1.85%	0.99%	1.38%	1.14%	1.60%	1.50% Y	0.0%	0.0%
Appropriately skipped	489	542	498	8593	239	252	221	4412	196	181	196	1168	35	160	20	147	105	90	32	59	101	112	81	173	23	0
	65.55%	73.54% A	71.65% A	68.88%	69.48%	72.00%	74.16%	69.07%	63.84%	72.98% I	70.50%	69.69%	72.92%	62.50%	71.43%	63.36%	63.25%	64.29%	59.26%	58.42%	69.66%	63.64%	64.80%	64.79%	57.50%	0.0%
BASE = Those who responded	244	172	165	3541	100	91	67	1864	107	59	73	486	13	92	8	83	61	46	21	41	42	62	42	90	17	0
	32.71% BC	23.34%	23.74%	28.38%	29.07%	26.00%	22.48%	29.18%	34.85% HJK	23.79%	26.26%	29.00%	27.08%	35.94%	28.57%	35.78%	36.75%	32.86%	38.89%	40.59%	28.97%	35.23%	33.60%	33.71%	42.50%	0.0%
Never	8	4	5	102	3	3	2	61	3	3	2	16	2	1	0	0	3	0	0	1	2	1	2	2	1	0
	3.28%	2.33%	3.03%	2.88%	3.00%	3.30%	2.99%	3.27%	2.80%	5.08%	2.74%	3.29%	15.38%	1.09%	0.0%	0.0%	4.92%	0.0%	0.0%	2.44%	4.76%	1.61%	4.76%	2.22%	5.88%	0.0%
Sometimes	30	28	22	553	16	12	3	262	15	11	9	64	4	10	4	8	7	8	3	6	6	7	8	15	0	0
	12.30%	16.28%	13.33%	15.62%	16.00% G	13.19% G	4.48%	14.06%	14.02%	18.64%	12.33%	13.17%	30.77%	10.87%	50.00%	9.64%	11.48%	17.39%	14.29%	14.63%	14.29%	11.29%	19.05%	16.67%	0.0%	0.0%
Bottom Two Box (%Never + %Sometimes)	38	32	27	655	19	15	5	323	18	14	11	80	6	11	4	8	10	8	3	7	8	10	17	1	0	
	15.57%	18.60%	16.36%	18.50%	19.00% G	16.48%	7.46%	17.33%	16.82%	23.73%	15.07%	16.46%	46.15%	11.96%	50.00%	9.64%	16.39%	17.39%	14.29%	17.07%	19.05%	12.90%	23.81%	18.89%	5.88%	0.0%
Usually	72	55	43	847	23	33	21	442	33	16	21	129	5	28	2	26	15	18	5	13	14	23	9	24	9	0
	29.51%	31.98%	26.06%	23.92%	23.00%	36.26% E	31.34%	23.71%	30.84%	27.12%	28.77%	26.54%	38.46%	30.43%	25.00%	31.33%	24.59%	39.13%	23.81%	31.71%	33.33%	37.10%	21.43%	26.67%	52.94%	0.0%
Always	134	85	95	2039	58	43	41	1099	56	29	41	277	2	53	2	49	36	20	13	21	20	31	23	49	7	0
	54.92%	49.42%	57.58%	57.58%	58.00%	47.25%	61.19%	58.96%	52.34%	49.15%	56.16%	57.00%	15.38%	57.61%	25.00%	59.04%	59.02%	43.48%	61.90%	51.22%	47.62%	50.00%	54.76%	54.44%	41.18%	0.0%
CAHPS Rate (%Always + %Usually)	206	140	138	2886	81	76	62	1541	89	45	62	406	7	81	4	75	51	38	18	34	34	54	32	73	16	0
	84.43%	81.40%	83.64%	81.50%	81.00%	83.52%	92.54% E	82.67%	83.18%	76.27%	84.93%	83.54%	53.85%	88.04%	50.00%	90.36%	83.61%	82.61%	85.71%	82.93%	80.95%	87.10%	76.19%	81.11%	94.12%	0.0%
3-point composite mean	2.3934	2.3081	2.4121	2.3909	2.3900	2.3077	2.5373 F	2.4163	2.3551	2.2542	2.4110	2.4053	1.6923	2.4565	1.7500	2.4940	2.4262	2.2609	2.4762	2.3415	2.2857	2.3710	2.3095	2.3556	2.3529	0
4-point composite mean	3.3607	3.2849	3.3818	3.3620	3.3600	3.2747	3.5075	3.3836	3.3271	3.2034	3.3836	3.3724	2.5385	3.4457	2.7500	3.4940	3.3770	3.2609	3.4762	3.3171	3.2381	3.3548	3.2619	3.3333	3.2941	0
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	14	23	33	353	5	8	10	109	4	7	9	22	0	4	0	1	1	3	0	2	2	3	1	4	0	0
	1.88%	3.12%	4.75% A	2.83% E	1.45%	2.29%	3.36%	1.71%	1.30%	2.82%	3.24%	1.31%	0.0%	1.56% M	0.0%	0.43%	0.60%	2.14%	0.0%	1.98%	1.38%	1.70%	0.80%	1.50% Y	0.0%	0.0%
Appropriately skipped	489	542	498	8593	239	252	221	4412	196	181	196	1168	35	160	20	147	105	90	32	59	101	112	81	173	23	0
	65.55%	73.54% A	71.65% A	68.88%	69.48%	72.00%	74.16%	69.07%	63.84%	72.98% I	70.50%	69.69%	72.92%	62.50%	71.43%	63.36%	63.25%	64.29%	59.26%	58.42%	69.66%	63.64%	64.80%	64.79%	57.50%	0.0%
BASE = Those who responded	243	171	164	3530	100	89	67	1867	107	60	73	486	13	92	8	84	60	47	22	40	42	61	43	90	17	0
	32.57% BC	23.20%	23.60%	28.29%	29.07%	25.43%	22.48%	29.23%	34.85% HJK	24.19%	26.26%	29.00%	27.08%	35.94%	28.57%	36.21%	36.14%	33.57%	40.74%	39.60%	28.97%	34.66%	34.40%	33.71%	42.50%	0.0%
Never	4	7	3	46	1	4	2	22	2	2	2	8	1	1	0	1	1	1	1	0	1	1	1	2	0	0
	1.65%	4.09%	1.83%	1.30%	1.00%	4.49%	2.99%	1.18%	1.87%	3.33%	2.74%	1.65%	7.69%	1.09%	0.0%	1.19%	1.67%	2.13%	4.55%	0.0%	2.38%	1.64%	2.33%	2.22%	0.0%	0.0%
Sometimes	10	12	6	167	6	7	1	94	2	6	2	17	1	1	1	1	0	2	1	1	0	1	1	2	0	0
	4.12%	7.02%	3.66%	4.73%	6.00%	7.87% G	1.49%	5.03% I	1.87%	10.00% I	2.74%	3.50%	7.69%	1.09%	12.50%	1.19%	0.0%	4.26%	4.55%	2.50%	0.0%	1.64%	2.33%	2.22%	0.0%	0.0%
Bottom Two Box (%Never + %Sometimes)	14	19	9	213	7	11	3	116	4	8	4	25	2	2	1	2	1	3	2	1	1	2	2	4	0	0
	5.76%	11.11%	5.49%	6.03%	7.00%	12.36%	4.48%	6.21%	3.74%	13.33% I	5.48%	5.14%	15.38%	2.17%	12.50%	2.38%	1.67%	6.38%	9.09%	2.50%	2.38%	3.28%	4.65%	4.44%	0.0%	0.0%
Usually	49	37	44	538	18	21	16	276	25	11	18	87	5	19	3	20	11	14	5	10	10	18	7	23	2	0
	20.16%	21.64%	26.83%	15.24%	18.00%	23.60%	23.88%	14.78%	23.36% H	18.33%	24.66%	17.90%	38.46%	20.65%	37.50%	23.81%	18.33%	29.79%	22.73%	25.00%	23.81%	29.51%	16.28%	25.56%	11.76%	0.0%
Always	180	115	111	2779	75	57	48	1475	78	41	51	374	6	71	4	62	48	30	15	29	31	41	34	63	15	0
	74.07%	67.25%	67.68%	78.73%	75.00%	64.04%	71.64%	79.00%	72.90%	68.33%	69.86%	76.95%	46.15%	77.17%	50.00%	73.81%	80.00%	63.83%	68.18%	72.50%	73.81%	67.21%	79.07%	70.00%	88.24%	0.0%
CAHPS Rate (%Always + %Usually)	229	152	155	3317	93	78	64	1751	103	52	69	461	11	90	7	82	59	44	20	39	41	59	41	86	17	0
	94.24%	88.89%	94.51%	93.97%	93.00%	87.64%	95.52%	93.79%	96.26% J	86.67%	94.52%	94.86%	84.62%	97.83%	87.50%	97.62%	98.33%	93.62%	90.91%	97.50%	97.62%	96.72%	95.35%	95.56%	100.00%	0.0%
3-point composite mean	2.6831	2.5614	2.6220	2.7269	2.6800	2.5169	2.6716	2.7279	2.6916	2.5500	2.6438	2.7181	2.3077	2.7500	2.3750	2.7143	2.7833	2.5745	2.5909	2.7000	2.7143	2.6393	2.7442	2.6556	2.8824	0
4-point composite mean	3.6667	3.5205	3.6037	3.7139	3.6700	3.4719	3.6418	3.7161	3.6729	3.5167	3.6164	3.7016	3.2308	3.7391	3.3750	3.7024	3.7667	3.5532	3.5455	3.7000	3.6905	3.6230	3.7209	3.6333	3.8824	0
		B																								
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	4	0	0	0	3	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.54%	0.0%	0.0%	0.0%	0.86%	0.0%	0.0%	0.0%	0.81%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		AC																								
No response	18	26	26	421	13	11	7	152	4	8	7	31	0	4	0	4	2	2	0	2	2	2	2	4	0	0
	2.41%	3.53%	3.74%	3.37%	3.78%	3.14%	2.35%	2.38%	1.30%	3.23%	2.52%	1.85%	0.0%	1.56%	0.0%	1.72%	1.20%	1.43%	0.0%	1.98%	1.38%	1.14%	1.60%	1.50%	0.0%	0.0%
					I									M									Y			
BASE = Those who responded	728	707	669	12055	331	336	291	6236	303	238	271	1645	48	252	28	228	164	138	54	99	143	174	123	263	40	0
	97.59%	95.93%	96.26%	96.63%	96.22%	96.00%	97.65%	97.62%	98.70%	95.97%	97.48%	98.15%	100.00%	98.44%	100.00%	98.28%	98.80%	98.57%	100.00%	98.02%	98.62%	98.86%	98.40%	98.50%	100.00%	0.0%
									E				N											X		
Yes	229	165	160	3268	93	68	70	1785	98	55	63	467	13	85	6	73	48	50	21	29	46	56	40	85	13	0
	31.46%	23.34%	23.92%	27.11%	28.10%	20.24%	24.05%	28.62%	32.34%	23.11%	23.25%	28.39%	27.08%	33.73%	21.43%	32.02%	29.27%	36.23%	38.89%	29.29%	32.17%	32.18%	32.52%	32.32%	32.50%	0.0%
		BC			F				JK																	
No	499	542	509	8787	238	268	221	4451	205	183	208	1178	35	167	22	155	116	88	33	70	97	118	83	178	27	0
	68.54%	76.66%	76.08%	72.89%	71.90%	79.76%	75.95%	71.38%	67.66%	76.89%	76.75%	71.61%	72.92%	66.27%	78.57%	67.98%	70.73%	63.77%	61.11%	70.71%	67.83%	67.82%	67.48%	67.68%	67.50%	0.0%
		A	A			E			I		I															
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. (E)	2016 Gen. Pop. (F)	2015 Gen. Pop. (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. (I)	2016 CCC Pop. Qual. (J)	2015 CCC Pop. Qual. (K)	2017 CCC Pop. Qual. UHC Avg. (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	5	0	0	0	4	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.68%	0.0%	0.0%	0.0%	1.14%	0.0%	0.0%	0.0%	1.21%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
						EG																				
No response	26	29	34	517	16	12	11	187	6	8	10	37	0	6	0	5	3	3	0	2	3	3	3	6	0	0
	3.49%	3.93%	4.89%	4.14%	4.65%	3.43%	3.69%	2.93%	1.95%	3.23%	3.60%	2.21%	0.0%	2.34%	0.0%	2.16%	1.81%	2.14%	0.0%	1.98%	2.07%	1.70%	2.40%	2.25%	0.0%	0.0%
														M									Y			
BASE = Those who responded	720	703	661	11959	328	334	287	6201	301	237	268	1639	48	250	28	227	163	137	54	99	142	173	122	261	40	0
	96.51%	95.39%	95.11%	95.86%	95.35%	95.43%	96.31%	97.07%	98.05%	95.56%	96.40%	97.79%	100.00%	97.66%	100.00%	97.84%	98.19%	97.86%	100.00%	98.02%	97.93%	98.30%	97.60%	97.75%	100.00%	0.0%
													N											X		
Never	6	4	1	100	3	2	0	47	3	2	0	10	2	1	0	1	3	0	1	0	2	2	1	2	1	0
	0.83%	0.57%	0.15%	0.84%	0.91%	0.60%	0.0%	0.76%	1.00%	0.84%	0.0%	0.61%	4.17%	0.40%	0.0%	0.44%	1.84%	0.0%	1.85%	0.0%	1.41%	1.16%	0.82%	0.77%	2.50%	0.0%
Sometimes	34	26	30	486	19	12	17	252	14	10	8	57	2	12	1	9	3	11	4	6	4	8	6	11	3	0
	4.72%	3.70%	4.54%	4.06%	5.79%	3.59%	5.92%	4.06%	4.65%	4.22%	2.99%	3.48%	4.17%	4.80%	3.57%	3.96%	1.84%	8.03%	7.41%	6.06%	2.82%	4.62%	4.92%	4.21%	7.50%	0.0%
																	Q									
Bottom Two Box (%Never + %Sometimes)	40	30	31	586	22	14	17	299	17	12	8	67	4	13	1	10	6	11	5	6	6	10	7	13	4	0
	5.56%	4.27%	4.69%	4.90%	6.71%	4.19%	5.92%	4.82%	5.65%	5.06%	2.99%	4.09%	8.33%	5.20%	3.57%	4.41%	3.68%	8.03%	9.26%	6.06%	4.23%	5.78%	5.74%	4.98%	10.00%	0.0%
Usually	64	56	51	905	16	26	23	559	35	18	20	178	5	30	2	28	19	16	5	8	21	20	15	33	2	0
	8.89%	7.97%	7.72%	7.57%	4.88%	7.78%	8.01%	9.01%	11.63%	7.59%	7.46%	10.86%	10.42%	12.00%	7.14%	12.33%	11.66%	11.68%	9.26%	8.08%	14.79%	11.56%	12.30%	12.64%	5.00%	0.0%
				E					E																	
Always	117	75	70	1681	52	26	26	892	44	24	32	216	4	40	3	34	22	22	11	15	18	25	17	37	7	0
	16.25%	10.67%	10.59%	14.06%	15.85%	7.78%	9.06%	14.38%	14.62%	10.13%	11.94%	13.18%	8.33%	16.00%	10.71%	14.98%	13.50%	16.06%	20.37%	15.15%	12.68%	14.45%	13.93%	14.18%	17.50%	0.0%
				BC		FG																				
Always - q52 = "No"	499	542	509	8787	238	268	221	4451	205	183	208	1178	35	167	22	155	116	88	33	70	97	118	83	178	27	0
	69.31%	77.10%	77.00%	73.48%	72.56%	80.24%	77.00%	71.78%	68.11%	77.22%	77.61%	71.87%	72.92%	66.80%	78.57%	68.28%	71.17%	64.23%	61.11%	70.71%	68.31%	68.21%	68.03%	68.20%	67.50%	0.0%
		A	A			E			I	I																
Always (Net)	616	617	579	10468	290	294	247	5343	249	207	240	1394	39	207	25	189	138	110	44	85	115	143	100	215	34	0
	85.56%	87.77%	87.59%	87.53%	88.41%	88.02%	86.06%	86.16%	82.72%	87.34%	89.55%	85.05%	81.25%	82.80%	89.29%	83.26%	84.66%	80.29%	81.48%	85.86%	80.99%	82.66%	81.97%	82.38%	85.00%	0.0%
				I						I																
CAHPS Rate (%Always+%Usually)	680	673	630	11373	306	320	270	5902	284	225	260	1572	44	237	27	217	157	126	49	93	136	163	115	248	36	0
	94.44%	95.73%	95.31%	95.10%	93.29%	95.81%	94.08%	95.18%	94.35%	94.94%	97.01%	95.91%	91.67%	94.80%	96.43%	95.59%	96.32%	91.97%	90.74%	93.94%	95.77%	94.22%	94.26%	95.02%	90.00%	0.0%
3-point composite mean	2.8000	2.8350	2.8290	2.8263	2.8171	2.8383	2.8014	2.8134	2.7708	2.8228	2.8657	2.8096	2.7292	2.7760	2.8571	2.7885	2.8098	2.7226	2.7222	2.7980	2.7676	2.7688	2.7623	2.7739	2.7500	0
											I															
4-point composite mean	3.7917	3.8293	3.8275	3.8180	3.8079	3.8323	3.8014	3.8058	3.7608	3.8143	3.8657	3.8035	3.6875	3.7720	3.8571	3.7841	3.7914	3.7226	3.7037	3.7980	3.7535	3.7572	3.7541	3.7663	3.7250	0
											I															

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													=====		=====		=====		=====			=====		=====		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Sigma

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents																	
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type						
													2017 CCC Pop. Qual. UHC Avg.																	
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)					
3 -	4 0.54%	4 0.56%	2 0.30%	49 0.40%	2 0.59%	1 0.29%	1 0.35%	29 0.46%	1 0.33%	1 0.42%	0 0.0%	10 0.61%	1 2.08%	0 0.0%	1 3.70%	0 0.0%	0 0.0%	1 0.72%	1 1.85%	0 0.0%	0 0.0%	0 0.0%	1 0.80%	1 0.38%	0 0.0%	0 0.0%				
2 -	1 0.14%	2 0.28%	5 0.76%	43 0.35% E	0 0.0%	0 0.0%	1 0.35%	24 0.38% I	0 0.0%	0 0.0%	3 1.11%	6 0.37%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%				
1 -	3 0.41%	0 0.0%	1 0.15%	26 0.21%	1 0.30%	0 0.0%	0 0.0%	21 0.33%	3 0.99%	0 0.0%	1 0.37%	7 0.43%	3 6.25%	0 0.0%	0 0.0%	2 0.87%	2 1.22%	1 0.72%	1 1.85%	0 0.0%	2 1.39%	1 0.57%	2 1.60%	3 1.14%	0 0.0%	0 0.0%				
0 - Worst health plan possible	3 0.41%	0 0.0%	4 0.61% B	44 0.36%	2 0.59%	0 0.0%	4 1.38% F	25 0.40%	1 0.33%	0 0.0%	2 0.74%	2 0.12%	1 2.08%	0 0.0%	0 0.0%	1 0.43%	1 0.61%	0 0.0%	0 0.0%	0 0.0%	1 0.69%	0 0.0%	1 0.80%	1 0.38%	0 0.0%	0 0.0%				
0-7 (NET)	95 12.94%	78 10.96%	96 14.55% B	1645 13.53%	44 13.02%	32 9.36%	37 12.80%	982 15.63%	48 15.79%	37 15.55%	47 17.34%	278 16.92%	48 100.00% N	0 0.0%	13 48.15%	29 12.61%	24 14.63%	24 17.27%	9 16.67%	12 12.00%	25 17.36%	25 14.37%	23 18.40%	40 15.15%	8 20.00%	0 0.0%				
Bottom Three Box	7 0.95%	2 0.28%	10 1.52% B	113 0.93%	3 0.89%	0 0.0%	5 1.73% F	70 1.11%	4 1.32% J	0 0.0%	6 2.21% J	15 0.91%	4 8.33% N	0 0.0%	0 0.0%	3 1.30%	3 1.83%	1 0.72%	1 1.85%	0 0.0%	3 2.08%	1 0.57%	3 2.40%	4 1.52% Y	0 0.0%	0 0.0%				
Bottom Two Box	6 0.82% B	0 0.0%	5 0.76% B	70 0.58%	3 0.89%	0 0.0%	4 1.38% F	46 0.73%	4 1.32% J	0 0.0%	3 1.11%	9 0.55%	4 8.33% N	0 0.0%	0 0.0%	3 1.30%	3 1.83%	1 0.72%	1 1.85%	0 0.0%	3 2.08%	1 0.57%	3 2.40%	4 1.52% Y	0 0.0%	0 0.0%				
Average rating	8.9728	9.1152 C	8.9242	8.9517	8.9645	9.1520 G	8.8962	8.8340	8.7796	8.8824	8.7638	8.7249	5.6458	9.3672 M	7.4074	8.9217	8.8841	8.6619	8.7963	9.0100	8.6389	8.9540 W	8.5280	8.7727	8.8250	0				
Standard deviation	1.5925	1.3965	1.7048	1.5985	1.6021	1.1922	1.7831	1.6786	1.6919	1.5349	1.8212	1.6449	1.8199	0.7692	2.1817	1.5640	1.7087	1.6688	1.8296	1.2845	1.8694	1.4496	1.9782	1.6926	1.6865	0				
3-point composite mean	2.6689	2.7022	2.6424	2.6416	2.6450	2.7193	2.6574	2.6008	2.6118	2.6008	2.5830	2.5587	1.5000	2.8203 M	2.0741	2.6609	2.6585	2.5612	2.6481	2.6900	2.5556	2.6609	2.5360	2.6136	2.6000	0				
Sigma	746 100.00%	737 100.00%	695 100.00%	12476 100.00%	344 100.00%	350 100.00%	298 100.00%	6388 100.00%	307 100.00%	248 100.00%	278 100.00%	1676 100.00%	48 100.00%	256 100.00%	28 100.00%	232 100.00%	166 100.00%	140 100.00%	54 100.00%	101 100.00%	145 100.00%	176 100.00%	125 100.00%	267 100.00%	40 100.00%	0 0.0%				

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	17	6	21	127	10	4	5	26	3	1	2	9	0	3	0	1	1	2	0	0	3	2	1	3	0	0
	2.28% B	0.81%	3.02% B	1.62%	2.91%	1.14%	1.68%	0.41%	0.98%	0.40%	0.72%	0.54%	0.0%	1.17%	0.0%	0.43%	0.60%	1.43%	0.0%	0.0%	2.07%	1.14%	0.80%	1.12%	0.0%	0.0%
BASE = Those who responded	729	731	674	7716	334	346	293	6362	304	247	276	1667	48	253	28	231	165	138	54	101	142	174	124	264	40	0
	97.72%	99.19% AC	96.98%	98.38%	97.09%	98.86%	98.32%	99.59%	99.02%	99.60%	99.28%	99.46%	100.00%	98.83%	100.00%	99.57%	99.40%	98.57%	100.00%	100.00%	97.93%	98.86%	99.20%	98.88%	100.00%	0.0%
Yes	461	444	435	4003	185	177	160	5478	270	219	238	1462	43	224	25	212	142	127	50	85	130	153	113	233	37	0
	63.24%	60.74%	64.54%	51.88%	55.39%	51.16%	54.61%	86.10%	88.82% E	88.66%	86.23%	87.70%	89.58%	88.54%	89.29%	91.77%	86.06%	92.03%	92.59%	84.16%	91.55%	87.93%	91.13%	88.26%	92.50%	0.0%
No	268	287	239	3713	149	169	133	884	34	28	38	205	5	29	3	19	23	11	4	16	12	21	11	31	3	0
	36.76%	39.26%	35.46%	48.12%	44.61% I	48.84%	45.39%	13.90%	11.18%	11.34%	13.77%	12.30%	10.42%	11.46%	10.71%	8.23%	13.94%	7.97%	7.41%	15.84%	8.45%	12.07%	8.87%	11.74%	7.50%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.40%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	24	12	29	168	12	6	7	63	5	3	5	25	0	5	0	3	1	4	0	1	4	3	2	5	0	0
	3.22%	1.63%	4.17%	2.14%	3.49%	1.71%	2.35%	0.99%	1.63%	1.21%	1.80%	1.49%	0.0%	1.95%	0.0%	1.29%	0.60%	2.86%	0.0%	0.99%	2.76%	1.70%	1.60%	1.87%	0.0%	0.0%
	B		B											M						S			Y			
Appropriately skipped	268	287	239	3713	149	169	133	884	34	28	38	205	5	29	3	19	23	11	4	16	12	21	11	31	3	0
	35.92%	38.94%	34.39%	47.34%	43.31%	48.29%	44.63%	13.84%	11.07%	11.29%	13.67%	12.23%	10.42%	11.33%	10.71%	8.19%	13.86%	7.86%	7.41%	15.84%	8.28%	11.93%	8.80%	11.61%	7.50%	0.0%
				I																						
BASE = Those who responded	454	437	427	3962	183	175	158	5441	268	216	235	1446	43	222	25	210	142	125	50	84	129	152	112	231	37	0
	60.86%	59.29%	61.44%	50.52%	53.20%	50.00%	53.02%	85.18%	87.30%	87.10%	84.53%	86.28%	89.58%	86.72%	89.29%	90.52%	85.54%	89.29%	92.59%	83.17%	88.97%	86.36%	89.60%	86.52%	92.50%	0.0%
				E																						
Never	2	4	4	38	1	0	3	57	2	2	1	11	0	2	1	1	1	1	0	1	1	1	1	2	0	0
	0.44%	0.92%	0.94%	0.96%	0.55%	0.0%	1.90%	1.05%	0.75%	0.93%	0.43%	0.76%	0.0%	0.90%	4.00%	0.48%	0.70%	0.80%	0.0%	1.19%	0.78%	0.66%	0.89%	0.87%	0.0%	0.0%
Sometimes	37	23	35	248	15	10	11	405	27	11	24	114	11	15	7	17	9	17	6	7	13	11	15	22	5	0
	8.15%	5.26%	8.20%	6.26%	8.20%	5.71%	6.96%	7.44%	10.07%	5.09%	10.21%	7.88%	25.58%	6.76%	28.00%	8.10%	6.34%	13.60%	12.00%	8.33%	10.08%	7.24%	13.39%	9.52%	13.51%	0.0%
				J				J					N				Q									
Bottom Two Box (%Never + %Sometimes)	39	27	39	286	16	10	14	462	29	13	25	125	11	17	8	18	10	18	6	8	14	12	16	24	5	0
	8.59%	6.18%	9.13%	7.22%	8.74%	5.71%	8.86%	8.49%	10.82%	6.02%	10.64%	8.64%	25.58%	7.66%	32.00%	8.57%	7.04%	14.40%	12.00%	9.52%	10.85%	7.89%	14.29%	10.39%	13.51%	0.0%
				N																						
Usually	98	91	77	682	36	34	26	1080	71	43	40	333	19	52	7	58	35	36	14	21	36	45	25	63	8	0
	21.59%	20.82%	18.03%	17.21%	19.67%	19.43%	16.46%	19.85%	26.49%	19.91%	17.02%	23.03%	44.19%	23.42%	28.00%	27.62%	24.65%	28.80%	28.00%	25.00%	27.91%	29.61%	22.32%	27.27%	21.62%	0.0%
									HK				N													
Always	317	319	311	2994	131	131	118	3899	168	160	170	988	13	153	10	134	97	71	30	55	79	95	71	144	24	0
	69.82%	73.00%	72.83%	75.57%	71.58%	74.86%	74.68%	71.66%	62.69%	74.07%	72.34%	68.33%	30.23%	68.92%	40.00%	63.81%	68.31%	56.80%	60.00%	65.48%	61.24%	62.50%	63.39%	62.34%	64.86%	0.0%
				I				I		I	I		M													
CAHPS Rate (%Always + %Usually)	415	410	388	3676	167	165	144	4979	239	203	210	1321	32	205	17	192	132	107	44	76	115	140	96	207	32	0
	91.41%	93.82%	90.87%	92.78%	91.26%	94.29%	91.14%	91.51%	89.18%	93.98%	89.36%	91.36%	74.42%	92.34%	68.00%	91.43%	92.96%	85.60%	88.00%	90.48%	89.15%	92.11%	85.71%	89.61%	86.49%	0.0%
				M																						
3-point composite mean	2.6123	2.6682	2.6370	2.6835	2.6284	2.6914	2.6582	2.6317	2.5187	2.6806	2.6170	2.5968	2.0465	2.6126	2.0800	2.5524	2.6127	2.4240	2.4800	2.5595	2.5039	2.5461	2.4911	2.5195	2.5135	0
								I		I				M			R									
4-point composite mean	3.6079	3.6590	3.6276	3.6739	3.6230	3.6914	3.6392	3.6212	3.5112	3.6713	3.6128	3.5892	3.0465	3.6036	3.0400	3.5476	3.6056	3.4160	3.4800	3.5476	3.4961	3.5395	3.4821	3.5108	3.5135	0
								I		I				M			R									
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

												2017 CCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	23	25	39	234	11	12	10	137	6	6	10	40	1	5	2	2	3	3	1	0	5	3	3	6	0	0
	3.08%	3.39%	5.61% AB	2.98%	3.20%	3.43%	3.36%	2.14%	1.95%	2.42%	3.60%	2.39%	2.08%	1.95%	7.14%	0.86%	1.81%	2.14%	1.85%	0.0%	3.45% T	1.70%	2.40%	2.25% Y	0.0%	0.0%
Appropriately skipped	268	287	239	3713	149	169	133	884	34	28	38	205	5	29	3	19	23	11	4	16	12	21	11	31	3	0
	35.92%	38.94%	34.39%	47.34%	43.31% I	48.29%	44.63%	13.84%	11.07%	11.29%	13.67%	12.23%	10.42%	11.33%	10.71%	8.19%	13.86%	7.86%	7.41%	15.84%	8.28%	11.93%	8.80%	11.61%	7.50%	0.0%
BASE = Those who responded	455	425	417	3896	184	169	155	5367	267	214	230	1431	42	222	23	211	140	126	49	85	128	152	111	230	37	0
	60.99%	57.67%	60.00%	49.67%	53.49%	48.29%	52.01%	84.02%	86.97% E	86.29%	82.73%	85.38%	87.50%	86.72%	82.14%	90.95%	84.34%	90.00%	90.74%	84.16%	88.28%	86.36%	88.80%	86.14%	92.50%	0.0%
Yes	282	283	267	2191	111	114	111	3204	162	134	143	838	22	139	16	125	81	81	27	57	75	104	55	136	26	0
	61.98%	66.59%	64.03%	56.24%	60.33%	67.46%	71.61% E	59.70%	60.67%	62.62%	62.17%	58.56%	52.38%	62.61%	69.57%	59.24%	57.86%	64.29%	55.10%	67.06%	58.59%	68.42% W	49.55%	59.13%	70.27%	0.0%
No	173	142	150	1705	73	55	44	2163	105	80	87	593	20	83	7	86	59	45	22	28	53	48	56	94	11	0
	38.02%	33.41%	35.97%	43.76%	39.67% G	32.54%	28.39%	40.30%	39.33%	37.38%	37.83%	41.44%	47.62%	37.39%	30.43%	40.76%	42.14%	35.71%	44.90%	32.94%	41.41%	31.58%	50.45% V	40.87%	29.73%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	5	1	0	0	1	0	0	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.68%	0.14%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	1.21%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	A																										
No response	14	10	19	218	9	4	5	32	1	3	2	6	0	1	0	1	0	0	0	1	0	0	1	1	0	0	0
	1.88%	1.36%	2.73%	1.75%	2.62%	1.14%	1.68%	0.50%	0.33%	1.21%	0.72%	0.36%	0.0%	0.39%	0.0%	0.43%	0.0%	0.0%	0.0%	0.99%	0.0%	0.0%	0.80%	0.37%	0.0%	0.0%	0.0%
	I																										
BASE = Those who responded	732	722	675	12258	335	345	293	6356	306	242	275	1670	48	255	28	231	166	140	54	100	145	176	124	266	40	0	0
	98.12%	97.96%	97.12%	98.25%	97.38%	98.57%	98.32%	99.50%	99.67%	97.58%	98.92%	99.64%	100.00%	99.61%	100.00%	99.57%	100.00%	100.00%	100.00%	99.01%	100.00%	100.00%	99.20%	99.63%	100.00%	100.00%	0.0%
	JE																										
5 - Excellent	234	239	226	5016	127	135	113	1248	47	46	50	308	5	42	3	33	47	0	5	15	26	33	13	39	8	0	0
	31.97%	33.10%	33.48%	40.92%	37.91%	39.13%	38.57%	19.63%	15.36%	19.01%	18.18%	18.44%	10.42%	16.47%	10.71%	14.29%	28.31%	0.0%	9.26%	15.00%	17.93%	18.75%	10.48%	14.66%	20.00%	0.0%	0.0%
	I												R												W		
4 - Very good	271	283	231	4242	124	133	103	2338	119	105	95	638	19	98	10	96	119	0	25	37	53	59	58	107	12	0	0
	37.02%	39.20%	34.22%	34.61%	37.01%	38.55%	35.15%	36.78%	38.89%	43.39%	34.55%	38.20%	39.58%	38.43%	35.71%	41.56%	71.69%	0.0%	46.30%	37.00%	36.55%	33.52%	46.77%	40.23%	30.00%	0.0%	0.0%
	K												R												V		
CAHPS Rate (Top Two Box)	505	522	457	9258	251	268	216	3586	166	151	145	946	24	140	13	129	166	0	30	52	79	92	71	146	20	0	0
	68.99%	72.30%	67.70%	75.53%	74.93%	77.68%	73.72%	56.42%	54.25%	62.40%	52.73%	56.65%	50.00%	54.90%	46.43%	55.84%	100.00%	0.0%	55.56%	52.00%	54.48%	52.27%	57.26%	54.89%	50.00%	0.0%	0.0%
	I												K												R		
3 - Good	182	161	159	2398	69	65	53	1980	103	70	87	542	17	85	10	79	0	103	19	32	51	62	39	89	14	0	0
	24.86%	22.30%	23.56%	19.56%	20.60%	18.84%	18.09%	31.15%	33.66%	28.93%	31.64%	32.46%	35.42%	33.33%	35.71%	34.20%	0.0%	73.57%	35.19%	32.00%	35.17%	35.23%	31.45%	33.46%	35.00%	0.0%	0.0%
	E												Q														
Top Three Box	687	683	616	11656	320	333	269	5566	269	221	232	1488	41	225	23	208	166	103	49	84	130	154	110	235	34	0	0
	93.85%	94.60%	91.26%	95.09%	95.52%	96.52%	91.81%	87.57%	87.91%	91.32%	84.36%	89.10%	85.42%	88.24%	82.14%	90.04%	100.00%	73.57%	90.74%	84.00%	89.66%	87.50%	88.71%	88.35%	85.00%	0.0%	0.0%
	C												R														
2 - Fair	42	36	54	562	15	12	22	716	34	18	38	162	7	27	5	21	0	34	4	15	14	20	13	28	6	0	0
	5.74%	4.99%	8.00%	4.58%	4.48%	3.48%	7.51%	11.26%	11.11%	7.44%	13.82%	9.70%	14.58%	10.59%	17.86%	9.09%	0.0%	24.29%	7.41%	15.00%	9.66%	11.36%	10.48%	10.53%	15.00%	0.0%	0.0%
	B												E												Q		
1 - Poor	3	3	5	40	0	0	2	74	3	3	5	20	0	3	0	2	0	3	1	1	1	2	1	3	0	0	0
	0.41%	0.42%	0.74%	0.33%	0.0%	0.0%	0.68%	1.16%	0.98%	1.24%	1.82%	1.20%	0.0%	1.18%	0.0%	0.87%	0.0%	2.14%	1.85%	1.00%	0.69%	1.14%	0.81%	1.13%	0.0%	0.0%	0.0%
	E																										
Bottom Two Box	45	39	59	602	15	12	24	790	37	21	43	182	7	30	5	23	0	37	5	16	15	22	14	31	6	0	0
	6.15%	5.40%	8.74%	4.91%	4.48%	3.48%	8.19%	12.43%	12.09%	8.68%	15.64%	10.90%	14.58%	11.76%	17.86%	9.96%	0.0%	26.43%	9.26%	16.00%	10.34%	12.50%	11.29%	11.65%	15.00%	0.0%	0.0%
	B												E												Q		
Average rating	3.9440	3.9958	3.9170	4.1121	4.0836	4.1333	4.0341	3.6246	3.5654	3.7149	3.5345	3.6299	3.4583	3.5843	3.3929	3.5931	4.2831	2.7143	3.5370	3.5000	3.6138	3.5739	3.5565	3.5677	3.5500	0	0
	I												K												R		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

												2017 CCC Population Results - Qualified Respondents																										
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type															
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg. Central	0-7	8-10	0-7	8-10	Excel/Very Good	Good/Fair/Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet													
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)													
Standard deviation												0.9119	0.8893	0.9748	0.8972	0.8702	0.8373	0.9629	0.9604	0.9132	0.8984	0.9989	0.9316	0.8650	0.9245	0.9000	0.8722	0.4505	0.4969	0.8325	0.9539	0.9111	0.9566	0.8453	0.9038	0.9734	0	
Sigma												746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
												100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	4	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.58% A	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.40%	0.72%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	16	22	27	263	8	11	9	46	5	1	3	19	1	4	0	4	3	2	1	2	2	2	3	5	0	0
	2.14%	2.99%	3.88%	2.11%	2.33%	3.14%	3.02%	0.72%	1.63%	0.40%	1.08%	1.13%	2.08%	1.56%	0.0%	1.72%	1.81%	1.43%	1.85%	1.98%	1.38%	1.14%	2.40%	1.87% Y	0.0%	0.0%
BASE = Those who responded	730	714	664	12213	336	339	289	6342	302	246	273	1657	47	252	28	228	163	138	53	99	143	174	122	262	40	0
	97.86% C	96.88%	95.54%	97.89%	97.67%	96.86%	96.98%	99.28%	98.37%	99.19%	98.20%	98.87%	97.92%	98.44%	100.00%	98.28%	98.19%	98.57%	98.15%	98.02%	98.62%	98.86%	97.60%	98.13%	100.00% X	0.0%
5 - Excellent	281	302	251	5886	140	157	136	1354	51	50	44	293	2	49	4	43	38	13	15	15	21	35	15	46	5	0
	38.49%	42.30%	37.80%	48.19% E	41.67% I	46.31%	47.06%	21.35% I	16.89%	20.33%	16.12%	17.68%	4.26%	19.44% M	14.29%	18.86%	23.31% R	9.42%	28.30% U	15.15%	14.69%	20.11%	12.30%	17.56%	12.50%	0.0%
4 - Very good	197	188	187	3127	103	93	77	1505	79	68	72	403	8	70	6	62	62	17	16	25	36	44	34	72	7	0
	26.99%	26.33%	28.16%	25.60%	30.65% D	27.43%	26.64%	23.73%	26.16%	27.64%	26.37%	24.32%	17.02%	27.78%	21.43%	27.19%	38.04% R	12.32%	30.19%	25.25%	25.17%	25.29%	27.87%	27.48%	17.50%	0.0%
CAHPS Rate (Top Two Box)	478	490	438	9013	243	250	213	2859	130	118	116	696	10	119	10	105	100	30	31	40	57	79	49	118	12	0
	65.48%	68.63%	65.96%	73.80%	72.32% I	73.75%	73.70%	45.08%	43.05%	47.97%	42.49%	42.00%	21.28%	47.22% M	35.71%	46.05%	61.35% R	21.74%	58.49% TU	40.40%	39.86%	45.40%	40.16%	45.04%	30.00%	0.0%
3 - Good	160	164	141	2253	64	70	58	1879	100	82	88	526	19	80	10	74	37	63	16	38	42	51	45	80	20	0
	21.92%	22.97%	21.23%	18.45%	19.05%	20.65%	20.07%	29.63% E	33.11% E	33.33%	32.23%	31.74%	40.43%	31.75%	35.71%	32.46%	22.70% Q	45.65% Q	30.19%	38.38%	29.37%	29.31%	36.89%	30.53% X	50.00% X	0.0%
Top Three Box	638	654	579	11266	307	320	271	4738	230	200	204	1222	29	199	20	179	137	93	47	78	99	130	94	198	32	0
	87.40%	91.60% AC	87.20%	92.25%	91.37% I	94.40%	93.77%	74.71%	76.16%	81.30%	74.73%	73.75%	61.70%	78.97% M	71.43%	78.51%	84.05% R	67.39%	88.68% U	78.79%	69.23%	74.71%	77.05%	75.57%	80.00%	0.0%
2 - Fair	78	52	73	800	27	16	15	1331	58	38	58	346	13	44	5	40	22	35	4	17	36	38	20	55	3	0
	10.68% B	7.28%	10.99% B	6.55%	8.04%	4.72%	5.19%	20.99% E	19.21% E	15.45%	21.25%	20.88%	27.66%	17.46%	17.86%	17.54%	13.50% Q	25.36% Q	7.55%	17.17%	25.17% S	21.84%	16.39%	20.99% Y	7.50%	0.0%
1 - Poor	14	8	12	147	2	3	3	273	14	8	11	89	5	9	3	9	4	10	2	4	8	6	8	9	5	0
	1.92%	1.12%	1.81%	1.20%	0.60%	0.88%	1.04%	4.30%	4.64% E	3.25%	4.03%	5.37%	10.64%	3.57%	10.71%	3.95%	2.45%	7.25%	3.77%	4.04%	5.59%	3.45%	6.56%	3.44%	12.50%	0.0%
Bottom Two Box	92	60	85	947	29	19	18	1604	72	46	69	435	18	53	8	49	26	45	6	21	44	44	28	64	8	0
	12.60% B	8.40%	12.80% B	7.75%	8.63%	5.60%	6.23%	25.29%	23.84% E	18.70%	25.27%	26.25%	38.30% N	21.03%	28.57%	21.49%	15.95%	32.61% Q	11.32%	21.21%	30.77% S	25.29%	22.95%	24.43%	20.00%	0.0%
Average	3.8945	4.0140 AC	3.8916	4.1304	4.0476 I	4.1357	4.1349	3.3683	3.3146	3.4634	3.2930	3.2806	2.7660	3.4206 M	3.1071	3.3947	3.6626 R	2.9130	3.7170 TU	3.3030	3.1818	3.3678	3.2295	3.3473	3.1000	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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												2017 CCC Population Results - Qualified Respondents																										
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type															
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg. Central	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet													
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)													
Standard deviation												1.0922	1.0221	1.0867	1.0098	0.9899	0.9590	0.9768	1.1566	1.1025	1.0767	1.0937	1.1382	0.9939	1.0937	1.1753	1.0972	1.0521	1.0178	1.0707	1.0489	1.1321	1.1307	1.0696	1.0972	1.1136	0	
Sigma												746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
												100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	8	21	24	159	5	10	8	21	0	2	2	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.07%	2.85%	3.45%	2.03%	1.45%	2.86%	2.68%	0.33%	0.0%	0.81%	0.72%	0.30%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		A	A		I			I																		
BASE = Those who responded	738	716	670	7684	339	340	290	6367	307	246	276	1671	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	98.93%	97.15%	96.40%	97.97%	98.55%	97.14%	97.32%	99.67%	100.00%	99.19%	99.28%	99.70%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
	BC							HE																		
Yes	323	282	285	2268	115	102	87	5214	254	203	220	1397	40	211	23	196	142	111	39	82	127	144	107	222	32	0
	43.77%	39.39%	42.54%	29.52%	33.92%	30.00%	30.00%	81.89%	82.74%	82.52%	79.71%	83.60%	83.33%	82.42%	82.14%	84.48%	85.54%	79.29%	72.22%	81.19%	87.59%	81.82%	85.60%	83.15%	80.00%	0.0%
								E											S							
No	415	434	385	5416	224	238	203	1153	53	43	56	274	8	45	5	36	24	29	15	19	18	32	18	45	8	0
	56.23%	60.61%	57.46%	70.48%	66.08%	70.00%	70.00%	18.11%	17.26%	17.48%	20.29%	16.40%	16.67%	17.58%	17.86%	15.52%	14.46%	20.71%	27.78%	18.81%	12.41%	18.18%	14.40%	16.85%	20.00%	0.0%
					I														U							
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

												2017 CCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.14%	0.0%	0.0%	0.29%	0.34%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	13	23	35	211	7	10	14	53	1	2	7	10	1	0	0	1	0	1	0	0	1	0	1	1	0	0
	1.74%	3.12%	5.04%	2.69%	2.03%	2.86%	4.70%	0.83%	0.33%	0.81%	2.52%	0.60%	2.08%	0.0%	0.0%	0.43%	0.0%	0.71%	0.0%	0.0%	0.69%	0.0%	0.80%	0.37%	0.0%	0.0%
			A		I					I																
Appropriately skipped	415	434	385	5416	224	238	203	1153	53	43	56	274	8	45	5	36	24	29	15	19	18	32	18	45	8	0
	55.63%	58.89%	55.40%	69.06%	65.12%	68.00%	68.12%	18.05%	17.26%	17.34%	20.14%	16.35%	16.67%	17.58%	17.86%	15.52%	14.46%	20.71%	27.78%	18.81%	12.41%	18.18%	14.40%	16.85%	20.00%	0.0%
					I														U							
BASE = Those who responded	318	279	274	2216	113	101	80	5182	253	203	215	1392	39	211	23	195	142	110	39	82	126	144	106	221	32	0
	42.63%	37.86%	39.42%	28.25%	32.85%	28.86%	26.85%	81.12%	82.41%	81.85%	77.34%	83.05%	81.25%	82.42%	82.14%	84.05%	85.54%	78.57%	72.22%	81.19%	86.90%	81.82%	84.80%	82.77%	80.00%	0.0%
									E										S							
Yes	270	230	235	1750	89	79	65	5046	249	199	206	1360	39	207	23	191	140	108	38	82	123	143	103	217	32	0
	84.91%	82.44%	85.77%	78.97%	78.76%	78.22%	81.25%	97.38%	98.42%	98.03%	95.81%	97.70%	100.00%	98.10%	100.00%	97.95%	98.59%	98.18%	97.44%	100.00%	97.62%	99.31%	97.17%	98.19%	100.00%	0.0%
									E				N												X	
No	48	49	39	466	24	22	15	136	4	4	9	32	0	4	0	4	2	2	1	0	3	1	3	4	0	0
	15.09%	17.56%	14.23%	21.03%	21.24%	21.78%	18.75%	2.62%	1.58%	1.97%	4.19%	2.30%	0.0%	1.90%	0.0%	2.05%	1.41%	1.82%	2.56%	0.0%	2.38%	0.69%	2.83%	1.81%	0.0%	0.0%
					I								M										Y			
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 OCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 OCC Pop. Qual. UHC Avg. (H)	2017 OCC Pop. Qual. Total (I)	2016 OCC Pop. Qual. Total (J)	2015 OCC Pop. Qual. Total (K)	2017 OCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	2	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	16	31	39	242	8	13	16	81	3	5	8	17	1	2	0	3	0	3	0	1	2	2	1	3	0	0
	2.14%	4.21%	5.61%	3.09%	2.33%	3.71%	5.37%	1.27%	0.98%	2.02%	2.88%	1.01%	2.08%	0.78%	0.0%	1.29%	0.0%	2.14%	0.0%	0.99%	1.38%	1.14%	0.80%	1.12%	0.0%	0.0%
		A	A				E																			
Appropriately skipped	463	483	424	5882	248	260	218	1289	57	47	65	306	8	49	5	40	26	31	16	19	21	33	21	49	8	0
	62.06%	65.54%	61.01%	75.00%	72.09%	74.29%	73.15%	20.18%	18.57%	18.95%	23.38%	18.26%	16.67%	19.14%	17.86%	17.24%	15.66%	22.14%	29.63%	18.81%	14.48%	18.75%	16.80%	18.35%	20.00%	0.0%
				I															U							
BASE = Those who responded	267	223	230	1719	88	77	63	5018	247	196	204	1353	39	205	23	189	140	106	38	81	122	141	103	215	32	0
	35.79%	30.26%	33.09%	21.92%	25.58%	22.00%	21.14%	78.55%	80.46%	79.03%	73.38%	80.73%	81.25%	80.08%	82.14%	81.47%	84.34%	75.71%	70.37%	80.20%	84.14%	80.11%	82.40%	80.52%	80.00%	0.0%
		B							KE											S						
Yes	245	193	203	1514	76	65	50	4946	245	193	203	1343	39	203	23	187	139	105	38	80	121	139	103	213	32	0
	91.76%	86.55%	88.26%	88.07%	86.36%	84.42%	79.37%	98.57%	99.19%	98.47%	99.51%	99.26%	100.00%	99.02%	100.00%	98.94%	99.29%	99.06%	100.00%	98.77%	99.18%	98.58%	100.00%	99.07%	100.00%	0.0%
								E																		
No	22	30	27	205	12	12	13	72	2	3	1	10	0	2	0	2	1	1	0	1	1	2	0	2	0	0
	8.24%	13.45%	11.74%	11.93%	13.64%	15.58%	20.63%	1.43%	0.81%	1.53%	0.49%	0.74%	0.0%	0.98%	0.0%	1.06%	0.71%	0.94%	0.0%	1.23%	0.82%	1.42%	0.0%	0.93%	0.0%	0.0%
				I																						
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents																																																																																																																																																																																																																																																																																							
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type																																																																																																																																																																																																																																																																												
													2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents																
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type					
													2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)				
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0			
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%			
Multiple mark	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
No response	18	28	34	247	7	11	12	147	3	6	8	32	0	3	0	2	1	2	0	0	3	2	1	3	0	0			
	2.41%	3.80%	4.89%	3.15%	2.03%	3.14%	4.03%	2.30%	0.98%	2.42%	2.88%	1.91%	0.0%	1.17%	0.0%	0.86%	0.60%	1.43%	0.0%	0.0%	2.07%	1.14%	0.80%	1.12%	0.0%	0.0%			
			A					I																					
Appropriately skipped	548	561	484	6475	282	290	238	2874	139	117	105	674	14	124	8	105	87	52	24	45	66	75	59	124	15	0			
	73.46%	76.12%	69.64%	82.56%	81.98%	82.86%	79.87%	44.99%	45.28%	47.18%	37.77%	40.21%	29.17%	48.44%	28.57%	45.26%	52.41%	37.14%	44.44%	44.55%	45.52%	42.61%	47.20%	46.44%	37.50%	0.0%			
			C		I					K				M			R												
BASE = Those who responded	180	147	177	1121	55	49	48	3367	165	125	165	970	34	129	20	125	78	86	30	56	76	99	65	140	25	0			
	24.13%	19.95%	25.47%	14.29%	15.99%	14.00%	16.11%	52.71%	53.75%	50.40%	59.35%	57.88%	70.83%	50.39%	71.43%	53.88%	46.99%	61.43%	55.56%	55.45%	52.41%	56.25%	52.00%	52.43%	62.50%	0.0%			
			B					E		J			N				Q												
Yes	157	128	157	967	45	43	42	3191	152	118	156	923	32	118	19	117	69	82	26	53	71	91	60	131	21	0			
	87.22%	87.07%	88.70%	86.26%	81.82%	87.76%	87.50%	94.77%	92.12%	94.40%	94.55%	95.15%	94.12%	91.47%	95.00%	93.60%	88.46%	95.35%	86.67%	94.64%	93.42%	91.92%	92.31%	93.57%	84.00%	0.0%			
No	23	19	20	154	10	6	6	176	13	7	9	47	2	11	1	8	9	4	4	3	5	8	5	9	4	0			
	12.78%	12.93%	11.30%	13.74%	18.18%	12.24%	12.50%	5.23%	7.88%	5.60%	5.45%	4.85%	5.88%	8.53%	5.00%	6.40%	11.54%	4.65%	13.33%	5.36%	6.58%	8.08%	7.69%	6.43%	16.00%	0.0%			
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0			
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%			

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 OCC Population Results - Qualified Respondents														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 OCC Pop. Qual. UHC Avg. (H)	2017 OCC Pop. Qual. Total (I)	2016 OCC Pop. Qual. Total (J)	2015 OCC Pop. Qual. Total (K)	2017 OCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	19	29	34	262	8	11	12	176	3	6	8	38	0	3	0	2	1	2	0	0	3	2	1	3	0	0	
	2.55%	3.93%	4.89%	3.34%	2.33%	3.14%	4.03%	2.76%	0.98%	2.42%	2.88%	2.27%	0.0%	1.17%	0.0%	0.86%	0.60%	1.43%	0.0%	0.0%	2.07%	1.14%	0.80%	1.12%	0.0%	0.0%	
			A					I																			
Appropriately skipped	571	580	504	6629	292	296	244	3050	152	124	114	721	16	135	9	113	96	56	28	48	71	83	64	133	19	0	
	76.54%	78.70%	72.52%	84.52%	84.88%	84.57%	81.88%	47.75%	49.51%	50.00%	41.01%	43.02%	33.33%	52.73%	32.14%	48.71%	57.83%	40.00%	51.85%	47.52%	48.97%	47.16%	51.20%	49.81%	47.50%	0.0%	
			C		I			K		K				M			R										
BASE = Those who responded	156	128	157	952	44	43	42	3162	152	118	156	917	32	118	19	117	69	82	26	53	71	91	60	131	21	0	
	20.91%	17.37%	22.59%	12.14%	12.79%	12.29%	14.09%	49.50%	49.51%	47.58%	56.12%	54.71%	66.67%	46.09%	67.86%	50.43%	41.57%	58.57%	48.15%	52.48%	48.97%	51.70%	48.00%	49.06%	52.50%	0.0%	
			B					E					N				Q										
Yes	151	116	153	896	41	38	40	3113	151	116	153	906	31	118	18	117	69	81	25	53	71	91	59	130	21	0	
	96.79%	90.63%	97.45%	94.12%	93.18%	88.37%	95.24%	98.45%	99.34%	98.31%	98.08%	98.80%	96.88%	100.00%	94.74%	100.00%	100.00%	98.78%	96.15%	100.00%	100.00%	100.00%	98.33%	99.24%	100.00%	0.0%	
			B																								
No	5	12	4	56	3	5	2	49	1	2	3	11	1	0	1	0	0	1	1	0	0	0	1	1	0	0	
	3.21%	9.38%	2.55%	5.88%	6.82%	11.63%	4.76%	1.55%	0.66%	1.69%	1.92%	1.20%	3.13%	0.0%	5.26%	0.0%	0.0%	1.22%	3.85%	0.0%	0.0%	0.0%	1.67%	0.76%	0.0%	0.0%	
			AC																								
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	15	25	27	229	7	10	7	96	3	4	7	13	0	3	1	2	2	1	0	0	3	1	2	3	0	0	
	2.01%	3.39%	3.88%	2.92%	2.03%	2.86%	2.35%	1.50%	0.98%	1.61%	2.52%	0.78%	0.0%	1.17%	3.57%	0.86%	1.20%	0.71%	0.0%	0.0%	2.07%	0.57%	1.60%	1.12%	0.0%	0.0%	
BASE = Those who responded																											
	731	712	668	7614	337	340	291	6292	304	244	271	1663	48	253	27	230	164	139	54	101	142	175	123	264	40	0	
	97.99%	96.61%	96.12%	97.08%	97.97%	97.14%	97.65%	98.50%	99.02%	98.39%	97.48%	99.22%	100.00%	98.83%	96.43%	99.14%	98.80%	99.29%	100.00%	100.00%	97.93%	99.43%	98.40%	98.88%	100.00%	0.0%	
Yes	132	105	120	942	39	40	41	2125	110	81	103	585	24	86	12	80	44	65	23	40	46	68	42	91	19	0	
	18.06%	14.75%	17.96%	12.37%	11.57%	11.76%	14.09%	33.77%	36.18%	33.20%	38.01%	35.18%	50.00%	33.99%	44.44%	34.78%	26.83%	46.76%	42.59%	39.60%	32.39%	38.86%	34.15%	34.47%	47.50%	0.0%	
													E														
No	599	607	548	6672	298	300	250	4167	194	163	168	1078	24	167	15	150	120	74	31	61	96	107	81	173	21	0	
	81.94%	85.25%	82.04%	87.63%	88.43%	88.24%	85.91%	66.23%	63.82%	66.80%	61.99%	64.82%	50.00%	66.01%	55.56%	65.22%	73.17%	53.24%	57.41%	60.40%	67.61%	61.14%	65.85%	65.53%	52.50%	0.0%	
													M														
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 OCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 OCC Pop. Qual. UHC Avg. (H)	2017 OCC Pop. Qual. Total (I)	2016 OCC Pop. Qual. Total (J)	2015 OCC Pop. Qual. Total (K)	2017 OCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	21	27	32	263	10	12	8	124	5	5	8	21	0	5	1	4	2	3	0	0	5	2	3	5	0	0
	2.82%	3.66%	4.60%	3.35%	2.91%	3.43%	2.68%	1.94%	1.63%	2.02%	2.88%	1.25%	0.0%	1.95%	3.57%	1.72%	1.20%	2.14%	0.0%	0.0%	3.45%	1.14%	2.40%	1.87%	0.0%	0.0%
														M						ST			Y			
Appropriately skipped	599	607	548	6672	298	300	250	4167	194	163	168	1078	24	167	15	150	120	74	31	61	96	107	81	173	21	0
	80.29%	82.36%	78.85%	85.07%	86.63%	85.71%	83.89%	65.23%	63.19%	65.73%	60.43%	64.32%	50.00%	65.23%	53.57%	64.66%	72.29%	52.86%	57.41%	60.40%	66.21%	60.80%	64.80%	64.79%	52.50%	0.0%
					I												R									
BASE = Those who responded	126	103	115	908	36	38	40	2097	108	80	102	577	24	84	12	78	44	63	23	40	44	67	41	89	19	0
	16.89%	13.98%	16.55%	11.58%	10.47%	10.86%	13.42%	32.83%	35.18%	32.26%	36.69%	34.43%	50.00%	32.81%	42.86%	33.62%	26.51%	45.00%	42.59%	39.60%	30.34%	38.07%	32.80%	33.33%	47.50%	0.0%
									E				N				Q									
Yes	101	81	98	623	26	28	33	1976	99	75	95	544	23	76	10	73	38	60	21	38	39	61	38	80	19	0
	80.16%	78.64%	85.22%	68.61%	72.22%	73.68%	82.50%	94.23%	91.67%	93.75%	93.14%	94.28%	95.83%	90.48%	83.33%	93.59%	86.36%	95.24%	91.30%	95.00%	88.64%	91.04%	92.68%	89.89%	100.00%	0.0%
									E																	
No	25	22	17	285	10	10	7	121	9	5	7	33	1	8	2	5	6	3	2	2	5	6	3	9	0	0
	19.84%	21.36%	14.78%	31.39%	27.78%	26.32%	17.50%	5.77%	8.33%	6.25%	6.86%	5.72%	4.17%	9.52%	16.67%	6.41%	13.64%	4.76%	8.70%	5.00%	11.36%	8.96%	7.32%	10.11%	0.0%	0.0%
					I																					
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents																
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type					
													2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)				
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0			
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%			
Multiple mark	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	0.0%	0.0%	0.14%	0.0%	0.0%	0.0%	0.34%	0.0%	0.0%	0.0%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
No response	21	29	32	270	10	13	8	134	5	5	8	23	0	5	1	4	2	3	0	0	5	2	3	5	0	0			
	2.82%	3.93%	4.60%	3.44%	2.91%	3.71%	2.68%	2.10%	1.63%	2.02%	2.88%	1.37%	0.0%	1.95% M	3.57%	1.72%	1.20%	2.14%	0.0%	0.0%	3.45% ST	1.14%	2.40%	1.87% Y	0.0%	0.0%			
Appropriately skipped	624	629	565	6957	308	310	257	4288	203	168	175	1111	25	175	17	155	126	77	33	63	101	113	84	182	21	0			
	83.65%	85.35% C	81.29%	88.70%	89.53% I	88.57%	86.24%	67.13%	66.12%	67.74%	62.95%	66.29%	52.08%	68.36% M	60.71%	66.81%	75.90% R	55.00%	61.11%	62.38%	69.66%	64.20%	67.20%	68.16%	52.50%	0.0%			
BASE = Those who responded	101	79	97	616	26	27	32	1966	99	75	94	542	23	76	10	73	38	60	21	38	39	61	38	80	19	0			
	13.54%	10.72%	13.96%	7.85%	7.56%	7.71%	10.74%	30.78%	32.25% E	30.24%	33.81%	32.34%	47.92% N	29.69%	35.71%	31.47%	22.89%	42.86% Q	38.89%	37.62%	26.90%	34.66%	30.40%	29.96%	47.50% X	0.0%			
Yes	98	73	93	586	25	25	30	1946	98	73	93	537	23	75	10	72	38	59	21	37	39	61	37	80	18	0			
	97.03%	92.41%	95.88%	95.13%	96.15%	92.59%	93.75%	98.98%	98.99%	97.33%	98.94%	99.08%	100.00%	98.68%	100.00%	98.63%	100.00%	98.33%	100.00%	97.37%	100.00%	100.00%	97.37%	100.00%	94.74%	0.0%			
No	3	6	4	30	1	2	2	20	1	2	1	5	0	1	0	1	0	1	0	1	0	0	1	0	1	0			
	2.97%	7.59%	4.12%	4.87%	3.85%	7.41%	6.25%	1.02%	1.01%	2.67%	1.06%	0.92%	0.0%	1.32%	0.0%	1.37%	0.0%	1.67%	0.0%	2.63%	0.0%	0.0%	2.63%	0.0%	5.26%	0.0%			
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0			
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%			

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	10	21	25	202	4	9	8	66	1	3	3	14	0	1	0	0	1	0	0	0	1	0	1	1	0	0
	1.34%	2.85%	3.60%	2.58%	1.16%	2.57%	2.68%	1.03%	0.33%	1.21%	1.08%	0.84%	0.0%	0.39%	0.0%	0.0%	0.60%	0.0%	0.0%	0.0%	0.69%	0.0%	0.80%	0.37%	0.0%	0.0%
		A	A	E				I																		
BASE = Those who responded	736	715	670	7641	340	341	290	6322	306	245	275	1662	48	255	28	232	165	140	54	101	144	176	124	266	40	0
	98.66%	97.01%	96.40%	97.42%	98.84%	97.43%	97.32%	98.97%	99.67%	98.79%	98.92%	99.16%	100.00%	99.61%	100.00%	100.00%	99.40%	100.00%	100.00%	100.00%	99.31%	100.00%	99.20%	99.63%	100.00%	0.0%
	BC			D				H																		
Yes	129	99	118	719	28	29	41	1774	103	74	105	462	20	82	14	71	45	57	28	41	32	69	32	82	21	0
	17.53%	13.85%	17.61%	9.41%	8.24%	8.50%	14.14%	28.06%	33.66%	30.20%	38.18%	27.80%	41.67%	32.16%	50.00%	30.60%	27.27%	40.71%	51.85%	40.59%	22.22%	39.20%	25.81%	30.83%	52.50%	0.0%
							EF		HE								Q		U	U		W		X		
No	607	616	552	6922	312	312	249	4548	203	171	170	1200	28	173	14	161	120	83	26	60	112	107	92	184	19	0
	82.47%	86.15%	82.39%	90.59%	91.76%	91.50%	85.86%	71.94%	66.34%	69.80%	61.82%	72.20%	58.33%	67.84%	50.00%	69.40%	72.73%	59.29%	48.15%	59.41%	77.78%	60.80%	74.19%	69.17%	47.50%	0.0%
					GI	G		I									R				ST	V	Y			
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	12	26	33	223	4	10	11	92	1	5	8	22	0	1	0	0	1	0	0	0	1	0	1	1	0	0
	1.61%	3.53%	4.75%	2.84%	1.16%	2.86%	3.69%	1.44%	0.33%	2.02%	2.88%	1.31%	0.0%	0.39%	0.0%	0.0%	0.60%	0.0%	0.0%	0.0%	0.69%	0.0%	0.80%	0.37%	0.0%	0.0%
		A	A	E			E	I			I						R				ST		V	Y		
Appropriately skipped	607	616	552	6922	312	312	249	4548	203	171	170	1200	28	173	14	161	120	83	26	60	112	107	92	184	19	0
	81.37%	83.58%	79.42%	88.26%	90.70%	89.14%	83.56%	71.20%	66.12%	68.95%	61.15%	71.60%	58.33%	67.58%	50.00%	69.40%	72.29%	59.29%	48.15%	59.41%	77.24%	60.80%	73.60%	68.91%	47.50%	0.0%
	C				GI	G																				
BASE = Those who responded	127	95	110	698	28	28	38	1748	103	72	100	454	20	82	14	71	45	57	28	41	32	69	32	82	21	0
	17.02%	12.89%	15.83%	8.90%	8.14%	8.00%	12.75%	27.36%	33.55%	29.03%	35.97%	27.09%	41.67%	32.03%	50.00%	30.60%	27.11%	40.71%	51.85%	40.59%	22.07%	39.20%	25.60%	30.71%	52.50%	0.0%
	B						F		HE								Q	U	U		W			X		
Yes	99	70	91	481	20	17	31	1553	94	63	89	408	17	76	12	64	39	54	25	39	28	64	28	74	20	0
	77.95%	73.68%	82.73%	68.91%	71.43%	60.71%	81.58%	88.84%	91.26%	87.50%	89.00%	89.87%	85.00%	92.68%	85.71%	90.14%	86.67%	94.74%	89.29%	95.12%	87.50%	92.75%	87.50%	90.24%	95.24%	0.0%
No	28	25	19	217	8	11	7	195	9	9	11	46	3	6	2	7	6	3	3	2	4	5	4	8	1	0
	22.05%	26.32%	17.27%	31.09%	28.57%	39.29%	18.42%	11.16%	8.74%	12.50%	11.00%	10.13%	15.00%	7.32%	14.29%	9.86%	13.33%	5.26%	10.71%	4.88%	12.50%	7.25%	12.50%	9.76%	4.76%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	15	28	34	236	5	10	11	109	4	6	9	26	0	4	0	2	3	1	0	2	1	2	2	3	1	0
	2.01%	3.80%	4.89%	3.01%	1.45%	2.86%	3.69%	1.71%	1.30%	2.42%	3.24%	1.55%	0.0%	1.56%	0.0%	0.86%	1.81%	0.71%	0.0%	1.98%	0.69%	1.14%	1.60%	1.12%	2.50%	0.0%
		A	A	E										M												
Appropriately skipped	635	641	571	7139	320	323	256	4743	212	180	181	1246	31	179	16	168	126	86	29	62	116	112	96	192	20	0
	85.12%	86.97%	82.16%	91.02%	93.02%	92.29%	85.91%	74.25%	69.06%	72.58%	65.11%	74.34%	64.58%	69.92%	57.14%	72.41%	75.90%	61.43%	53.70%	61.39%	80.00%	63.64%	76.80%	71.91%	50.00%	0.0%
		C			GI	G											R				ST		V	Y		
BASE = Those who responded	96	68	90	468	19	17	31	1536	91	62	88	404	17	73	12	62	37	53	25	37	28	62	27	72	19	0
	12.87%	9.23%	12.95%	5.97%	5.52%	4.86%	10.40%	24.05%	29.64%	25.00%	31.65%	24.11%	35.42%	28.52%	42.86%	26.72%	22.29%	37.86%	46.30%	36.63%	19.31%	35.23%	21.60%	26.97%	47.50%	0.0%
	B		B			EF		HE									Q		U	U		W		X		
Yes	88	62	82	430	17	14	30	1499	88	62	82	392	17	70	12	60	37	50	25	35	27	60	26	70	18	0
	91.67%	91.18%	91.11%	91.88%	89.47%	82.35%	96.77%	97.59%	96.70%	100.00%	93.18%	97.03%	100.00%	95.89%	100.00%	96.77%	100.00%	94.34%	100.00%	94.59%	96.43%	96.77%	96.30%	97.22%	94.74%	0.0%
										K																
No	8	6	8	38	2	3	1	37	3	0	6	12	0	3	0	2	0	3	0	2	1	2	1	2	1	0
	8.33%	8.82%	8.89%	8.12%	10.53%	17.65%	3.23%	2.41%	3.30%	0.0%	6.82%	2.97%	0.0%	4.11%	0.0%	3.23%	0.0%	5.66%	0.0%	5.41%	3.57%	3.23%	3.70%	2.78%	5.26%	0.0%
											J															
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

													2017 OCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 OCC Pop. Qual. UHC Avg. (H)	2017 OCC Pop. Qual. Total (I)	2016 OCC Pop. Qual. Total (J)	2015 OCC Pop. Qual. Total (K)	2017 OCC Pop. Qual. UHC Avg. Central (L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.40%	0.36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	15	21	26	232	7	10	7	80	2	3	5	17	1	1	1	1	0	2	0	1	1	1	1	2	0	0
	2.01%	2.85%	3.74%	2.96%	2.03%	2.86%	2.35%	1.25%	0.65%	1.21%	1.80%	1.01%	2.08%	0.39%	3.57%	0.43%	0.0%	1.43%	0.0%	0.99%	0.69%	0.57%	0.80%	0.75%	0.0%	0.0%
BASE = Those who responded	731	715	668	7611	337	340	291	6308	305	244	272	1659	47	255	27	231	166	138	54	100	144	175	124	265	40	0
	97.99%	97.01%	96.12%	97.04%	97.97%	97.14%	97.65%	98.75%	99.35%	98.39%	97.84%	98.99%	97.92%	99.61%	96.43%	99.57%	100.00%	98.57%	100.00%	99.01%	99.31%	99.43%	99.20%	99.25%	100.00%	0.0%
C																										
Yes	195	140	173	1111	70	49	44	3360	178	129	163	981	32	144	18	129	93	84	24	65	86	102	73	156	22	0
	26.68%	19.58%	25.90%	14.60%	20.77%	14.41%	15.12%	53.27%	58.36%	52.87%	59.93%	59.13%	68.09%	56.47%	66.67%	55.84%	56.02%	60.87%	44.44%	65.00%	59.72%	58.29%	58.87%	58.87%	55.00%	0.0%
B					D				E											S						
No	536	575	495	6500	267	291	247	2948	127	115	109	678	15	111	9	102	73	54	30	35	58	73	51	109	18	0
	73.32%	80.42%	74.10%	85.40%	79.23%	85.59%	84.88%	46.73%	41.64%	47.13%	40.07%	40.87%	31.91%	43.53%	33.33%	44.16%	43.98%	39.13%	55.56%	35.00%	40.28%	41.71%	41.13%	41.13%	45.00%	0.0%
		AC		E	I	E													T							
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

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

												2017 CCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	22	26	33	286	10	12	8	167	6	6	9	47	1	5	1	3	4	2	0	2	2	2	3	6	0	0
	2.95%	3.53%	4.75%	3.65%	2.91%	3.43%	2.68%	2.61%	1.95%	2.42%	3.24%	2.80%	2.08%	1.95%	3.57%	2.41%	1.43%	0.0%	1.98%	1.38%	1.14%	2.40%	2.25% Y	0.0%	0.0%	0.0%
Appropriately skipped	536	575	495	6500	267	291	247	2948	127	115	109	678	15	111	9	102	73	54	30	35	58	73	51	109	18	0
	71.85%	78.02% AC	71.22%	82.88% E	77.62% I	83.14%	82.89%	46.15%	41.37%	46.37%	39.21%	40.45%	31.25%	43.36%	32.14%	43.97%	43.98%	38.57%	55.56% T	34.65%	40.00%	41.48%	40.80%	40.82%	45.00%	0.0%
BASE = Those who responded	188	136	167	1057	67	47	43	3273	174	127	160	951	32	140	18	127	89	84	24	64	85	101	71	152	22	0
	25.20% B	18.45%	24.03% B	13.48%	19.48% DF	13.43%	14.43%	51.24%	56.68% E	51.21%	57.55%	56.74%	66.67%	54.69%	64.29%	54.74%	53.61%	60.00%	44.44%	63.37% S	58.62%	57.39%	56.80%	56.93%	55.00%	0.0%
Yes	169	122	153	957	56	39	40	3190	169	122	153	934	31	136	16	125	87	81	24	62	82	101	66	148	21	0
	89.89%	89.71%	91.62%	90.54%	83.58%	82.98%	93.02%	97.46%	97.13% E	96.06%	95.63%	98.21%	96.88%	97.14%	88.89%	98.43%	97.75%	96.43%	100.00%	96.88%	96.47%	100.00% W	92.96%	97.37%	95.45%	0.0%
No	19	14	14	100	11	8	3	83	5	5	7	17	1	4	2	2	2	3	0	2	3	0	5	4	1	0
	10.11%	10.29%	8.38%	9.46%	16.42% I	17.02%	6.98%	2.54%	2.87%	3.94%	4.38%	1.79%	3.13%	2.86%	11.11%	1.57%	2.25%	3.57%	0.0%	3.13%	3.53%	0.0%	7.04% V	2.63%	4.55%	0.0%
Sigma	746	737	695	7843	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

74. What is your child's age?

													2017 CCC Population Results - Qualified Respondents															
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type				
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)			
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
No response	21	38	61	550	14	13	27	165	7	5	7	55	2	4	0	3	5	2	0	0	0	0	4	7	0	0		
	2.82%	5.16%	8.78%	4.41%	4.07%	3.71%	9.06%	2.58%	2.28%	2.02%	2.52%	3.28%	4.17%	1.56%	0.0%	1.29%	3.01%	1.43%	0.0%	0.0%	0.0%	0.0%	3.20%	2.62%	0.0%	0.0%		
			A	AB			EF															V	Y					
BASE = Those who responded	725	699	634	11926	330	337	271	6223	300	243	271	1621	46	252	28	229	161	138	54	101	145	176	121	260	40	0		
	97.18%	94.84%	91.22%	95.59%	95.93%	96.29%	90.94%	97.42%	97.72%	97.98%	97.48%	96.72%	95.83%	98.44%	100.00%	98.71%	96.99%	98.57%	100.00%	100.00%	100.00%	100.00%	96.80%	97.38%	100.00%	0.0%		
	BC	C			G	G															W			X				
Less than 1 year old	11	14	4	239	6	6	4	39	1	0	0	3	1	0	0	1	0	1	1	0	0	1	0	1	0	0		
	1.52%	2.00%	0.63%	2.00%	1.82%	1.78%	1.48%	0.63%	0.33%	0.0%	0.0%	0.19%	2.17%	0.0%	0.0%	0.44%	0.0%	0.72%	1.85%	0.0%	0.0%	0.57%	0.0%	0.38%	0.0%	0.0%		
			C																									
1 year or more (NET)	714	685	630	11687	324	331	267	6184	299	243	271	1618	45	252	28	228	161	137	53	101	145	175	121	259	40	0		
	98.48%	98.00%	99.37%	98.00%	98.18%	98.22%	98.52%	99.37%	99.67%	100.00%	100.00%	99.81%	97.83%	100.00%	100.00%	99.56%	100.00%	99.28%	98.15%	100.00%	100.00%	99.43%	100.00%	99.62%	100.00%	0.0%		
			B																									
1 - 5 years old	219	211	213	3632	106	106	108	985	53	36	48	253	8	45	7	43	30	23	53	0	0	29	23	43	10	0		
	30.21%	30.19%	33.60%	30.45%	32.12%	31.45%	39.85%	15.83%	17.67%	14.81%	17.71%	15.61%	17.39%	17.86%	25.00%	18.78%	18.63%	16.67%	98.15%	0.0%	0.0%	16.48%	19.01%	16.54%	25.00%	0.0%		
				I			EF												TU									
6 - 10 years old	205	202	177	3230	90	108	82	1952	101	67	85	510	12	88	7	77	52	48	0	101	0	64	36	84	17	0		
	28.28%	28.90%	27.92%	27.08%	27.27%	32.05%	30.26%	31.37%	33.67%	27.57%	31.37%	31.46%	26.09%	34.92%	25.00%	33.62%	32.30%	34.78%	0.0%	100.00%	0.0%	36.36%	29.75%	32.31%	42.50%	0.0%		
																			SU									
11 - 15 years old	216	204	167	3231	92	85	55	2183	109	104	90	594	17	91	8	85	61	48	0	0	109	61	47	99	10	0		
	29.79%	29.18%	26.34%	27.09%	27.88%	25.22%	20.30%	35.08%	36.33%	42.80%	33.21%	36.64%	36.96%	36.11%	28.57%	37.12%	37.89%	34.78%	0.0%	0.0%	75.17%	34.66%	38.84%	38.08%	25.00%	0.0%		
				G				E	K										ST									
Over 15 years old	74	68	73	1594	36	32	22	1064	36	36	48	261	8	28	6	23	18	18	0	0	36	21	15	33	3	0		
	10.21%	9.73%	11.51%	13.37%	10.91%	9.50%	8.12%	17.10%	12.00%	14.81%	17.71%	16.10%	17.39%	11.11%	21.43%	10.04%	11.18%	13.04%	0.0%	0.0%	24.83%	11.93%	12.40%	12.69%	7.50%	0.0%		
						G		I											ST		S	S			X			
2 years or more (NET)	669	630	570	11056	300	310	234	6064	292	236	267	1581	43	247	25	224	157	134	46	101	145	174	115	252	40	0		
	92.28%	90.13%	89.91%	92.71%	90.91%	91.99%	86.35%	97.44%	97.33%	97.12%	98.52%	97.53%	93.48%	98.02%	89.29%	97.82%	97.52%	97.10%	85.19%	100.00%	100.00%	98.86%	95.04%	96.92%	100.00%	0.0%		
						G		E												S	S							
Average age	8.7062	8.4478	8.4148	8.8139	8.4818	8.2344	7.4170	10.4986	9.9500	10.5679	10.2103	10.5731	9.9348	9.9444	9.7500	9.7904	9.8447	10.1014	3.2407	7.9604	13.8345	9.9148	10.0744	10.1385	8.7250	0		
				G	G	G		I	E										S	ST								
Standard deviation	4.9847	5.0183	5.0655	5.1656	5.1104	4.8906	4.9125	4.5570	4.4513	4.3165	4.5777	4.4936	4.7704	4.4038	5.2619	4.4378	4.4826	4.4139	1.4002	1.3996	2.0712	4.3587	4.5820	4.4846	4.0186	0		

Note: The Medicaid Average does not provide the full distribution of responses for this question so the results can not be displayed on this question.

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

74. What is your child's age?

2017 CCC Population Results - Qualified Respondents																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													=====		=====		=====		=====			=====		=====		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Medicaid Average does not provide the full distribution of responses for this question so the results can not be displayed on this question.

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

75. Is your child male or female?

												2017 CCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746 100.00%	737 100.00%	695 100.00%	12476 100.00%	344 100.00%	350 100.00%	298 100.00%	6388 100.00%	307 100.00%	248 100.00%	278 100.00%	1676 100.00%	48 100.00%	256 100.00%	28 100.00%	232 100.00%	166 100.00%	140 100.00%	54 100.00%	101 100.00%	145 100.00%	176 100.00%	125 100.00%	267 100.00%	40 100.00%	0 0.0%
Multiple mark	0 0.0%	4 0.54% A	1 0.14%	0 0.0%	0 0.0%	3 0.86%	1 0.34%	0 0.0%	0 0.0%	1 0.40%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	11 1.47%	22 2.99% A	29 4.17% A	379 3.04%	8 2.33%	9 2.57%	9 3.02%	110 1.72%	6 1.95%	2 0.81%	6 2.16%	41 2.45%	0 0.0%	5 1.95% M	0 0.0%	5 2.16%	3 1.81%	3 2.14%	1 1.85%	1 0.99%	1 0.69%	0 0.0%	0 0.0%	5 1.87%	1 2.50%	0 0.0%
BASE = Those who responded	735 98.53% BC	711 96.47%	665 95.68%	12097 96.96%	336 97.67%	338 96.57%	288 96.64%	6278 98.28%	301 98.05%	245 98.79%	272 97.84%	1635 97.55%	48 100.00% N	251 98.05%	28 100.00%	227 97.84%	163 98.19%	137 97.86%	53 98.15%	100 99.01%	144 99.31%	176 100.00%	125 100.00%	262 98.13%	39 97.50%	0 0.0%
Male	402 54.69%	384 54.01%	374 56.24%	6299 52.07%	177 52.68%	182 53.85%	152 52.78%	3750 59.73%	176 58.47%	148 60.41%	174 63.97%	980 59.94%	25 52.08%	149 59.36%	12 42.86%	133 58.59%	92 56.44%	84 61.31%	30 56.60%	64 64.00%	82 56.94%	176 100.00% W	0 0.0%	152 58.02%	24 61.54%	0 0.0%
Female	333 45.31%	327 45.99%	291 43.76%	5798 47.93%	159 47.32%	156 46.15%	136 47.22%	2528 40.27%	125 41.53%	97 39.59%	98 36.03%	655 40.06%	23 47.92%	102 40.64%	16 57.14%	94 41.41%	71 43.56%	53 38.69%	23 43.40%	36 36.00%	62 43.06%	0 0.0%	125 100.00%	110 41.98%	15 38.46%	0 0.0%
Sigma	746 100.00%	737 100.00%	695 100.00%	12476 100.00%	344 100.00%	350 100.00%	298 100.00%	6388 100.00%	307 100.00%	248 100.00%	278 100.00%	1676 100.00%	48 100.00%	256 100.00%	28 100.00%	232 100.00%	166 100.00%	140 100.00%	54 100.00%	101 100.00%	145 100.00%	176 100.00%	125 100.00%	267 100.00%	40 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	14	31	38	542	7	13	17	170	5	7	7	49	1	3	1	3	2	3	1	1	1	1	2	3	2	0
	1.88%	4.21% A	5.47% A	4.34% E	2.03%	3.71%	5.70% E	2.66%	1.63%	2.82%	2.52%	2.92%	2.08%	1.17%	3.57%	1.29%	1.20%	2.14%	1.85%	0.99%	0.69%	0.57%	1.60%	1.12%	5.00%	0.0%
BASE = Those who responded	732	706	657	11934	337	337	281	6218	302	241	271	1627	47	253	27	229	164	137	53	100	144	175	123	264	38	0
	98.12% BC	95.79%	94.53%	95.66%	97.97% DG	96.29%	94.30%	97.34%	98.37%	97.18%	97.48%	97.08%	97.92%	98.83%	96.43%	98.71%	98.80%	97.86%	98.15%	99.01%	99.31%	99.43%	98.40%	98.88%	95.00%	0.0%
Yes, Hispanic or Latino	271	279	229	3978	117	125	100	1132	90	67	75	261	8	82	6	69	41	49	20	36	33	59	28	78	12	0
	37.02%	39.52%	34.86%	33.33%	34.72%	37.09%	35.59%	18.21%	29.80% H	27.80%	27.68%	16.04%	17.02%	32.41% M	22.22%	30.13%	25.00%	35.77% Q	37.74%	36.00% U	22.92%	33.71% W	22.76%	29.55%	31.58%	0.0%
No, not Hispanic or Latino	461	427	428	7956	220	212	181	5086	212	174	196	1366	39	171	21	160	123	88	33	64	111	116	95	186	26	0
	62.98%	60.48%	65.14%	66.67%	65.28%	62.91%	64.41%	81.79% I	70.20%	72.20%	72.32%	83.96%	82.98% N	67.59%	77.78%	69.87%	75.00% R	64.23%	62.26%	64.00%	77.08% T	66.29%	77.24% V	70.45%	68.42%	0.0%
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

77. What is your child's race?

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	Overall Rating of Health Plan	Overall Rating of Health Care	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet			
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	62	66	64	1100	31	29	26	260	19	12	18	68	3	15	2	12	11	8	5	9	3	11	6	15	4	0
	8.31%	8.96%	9.21%	8.82%	9.01%	8.29%	8.72%	4.07%	6.19%	4.84%	6.47%	4.06%	6.25%	5.86%	7.14%	5.17%	6.63%	5.71%	9.26%	8.91% U	2.07%	6.25%	4.80%	5.62%	10.00%	0.0%
BASE = Those who responded	684	671	631	11376	313	321	272	6128	288	236	260	1608	45	241	26	220	155	132	49	92	142	165	119	252	36	0
	91.69%	91.04%	90.79%	91.18%	90.99%	91.71%	91.28%	95.93%	93.81%	95.16%	93.53%	95.94%	93.75%	94.14%	92.86%	94.83%	93.37%	94.29%	90.74%	91.09%	97.93% T	93.75%	95.20%	94.38%	90.00%	0.0%
White	434	409	417	7319	201	193	187	4246	211	160	195	1321	36	174	20	165	119	91	38	65	105	120	89	186	25	0
	63.45%	60.95%	66.09%	64.34%	64.22%	60.12%	68.75% F	69.29%	73.26% E	67.80%	75.00%	82.15%	80.00%	72.20%	76.92%	75.00%	76.77%	68.94%	77.55%	70.65%	73.94%	72.73%	74.79%	73.81%	69.44%	0.0%
Black or African-American	117	102	120	2464	57	46	37	1664	53	52	55	286	7	45	5	37	30	23	9	14	30	31	21	45	8	0
	17.11%	15.20%	19.02%	21.66%	18.21%	14.33%	13.60%	27.15% I	18.40%	22.03%	21.15%	17.79%	15.56%	18.67%	19.23%	16.82%	19.35%	17.42%	18.37%	15.22%	21.13%	18.79%	17.65%	17.86%	22.22%	0.0%
Asian	51	69	48	854	28	39	24	174	9	8	8	33	2	7	0	6	1	7	2	3	3	5	4	9	0	0
	7.46%	10.28%	7.61%	7.51%	8.95% I	12.15%	8.82%	2.84%	3.13%	3.39%	3.08%	2.05%	4.44%	2.90%	0.0%	2.73%	0.65%	5.30% Q	4.08%	3.26%	2.11%	3.03%	3.36%	3.57% Y	0.0%	0.0%
Native Hawaiian or other Pacific Islander	5	9	6	286	2	5	2	73	2	3	2	15	1	1	1	1	1	1	0	2	0	1	1	1	1	0
	0.73%	1.34%	0.95%	2.51% E	0.64%	1.56%	0.74%	1.19%	0.69%	1.27%	0.77%	0.93%	2.22%	0.41%	3.85%	0.45%	0.65%	0.76%	0.0%	2.17%	0.0%	0.61%	0.84%	0.40%	2.78%	0.0%
American Indian or Alaska Native	36	33	27	440	16	12	6	282	20	14	12	81	4	16	1	15	13	7	2	7	10	12	7	13	7	0
	5.26%	4.92%	4.28%	3.87%	5.11%	3.74%	2.21%	4.60%	6.94%	5.93%	4.62%	5.04%	8.89%	6.64%	3.85%	6.82%	8.39%	5.30%	4.08%	7.61%	7.04%	7.27%	5.88%	5.16%	19.44% X	0.0%
Other	126	123	92	2031	51	58	39	684	36	35	26	142	3	33	3	28	17	19	7	15	14	25	10	30	6	0
	18.42%	18.33%	14.58%	17.85%	16.29%	18.07%	14.34%	11.16%	12.50%	14.83%	10.00%	8.83%	6.67%	13.69%	11.54%	12.73%	10.97%	14.39%	14.29%	16.30%	9.86%	15.15%	8.40%	11.90%	16.67%	0.0%
Sigma	831	811	774	14494	386	382	321	7383	350	284	316	1946	56	291	32	264	192	156	63	115	165	205	138	299	51	0
	111.39%	110.04%	111.37%	116.18%	112.21%	109.14%	107.72%	115.58%	114.01%	114.52%	113.67%	116.11%	116.67%	113.67%	114.29%	113.79%	115.66%	111.43%	116.67%	113.86%	113.79%	116.48%	110.40%	111.99%	127.50%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

78. What is your age?

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	3	6	0	0	0	2	0	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.41%	0.86% A	0.0%	0.0%	0.0%	0.67%	0.0%	0.0%	0.81%	1.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	10	18	28	454	6	6	11	132	3	1	1	37	1	1	0	2	2	1	0	1	0	1	0	3	0	0
	1.34%	2.44%	4.03% A	3.64% E	1.74%	1.71%	3.69%	2.07%	0.98%	0.40%	0.36%	2.21%	2.08%	0.39%	0.0%	0.86%	1.20%	0.71%	0.0%	0.99%	0.0%	0.57%	0.0%	1.12%	0.0%	0.0%
BASE = Those who responded	736	716	661	12022	338	344	285	6256	304	245	274	1639	47	255	28	230	164	139	54	100	145	175	125	264	40	0
	98.66% BC	97.15% C	95.11%	96.36%	98.26% D	98.29%	95.64%	97.93%	99.02%	98.79%	98.56%	97.79%	97.92%	99.61%	100.00%	99.14%	98.80%	99.29%	100.00%	99.01%	100.00%	99.43%	100.00%	98.88%	100.00%	0.0%
Under 18 (v 16)	61	45	71	702	22	22	36	473	30	15	37	142	3	26	2	24	11	19	3	10	16	18	10	30	0	0
	8.29%	6.28%	10.74% B	5.84%	6.51%	6.40%	12.63% EF	7.56%	9.87%	6.12%	13.50% J	8.66%	6.38%	10.20%	7.14%	10.43%	6.71%	13.67% Q	5.56%	10.00%	11.03%	10.29%	8.00%	11.36% Y	0.0%	0.0%
18 to 24 (v 21)	39	43	48	738	29	19	27	158	7	5	2	36	1	6	0	7	3	4	5	1	1	5	2	5	2	0
	5.30%	6.01%	7.26%	6.14%	8.58% I	5.52%	9.47%	2.53%	2.30%	2.04%	0.73%	2.20%	2.13%	2.35%	0.0%	3.04%	1.83%	2.88%	9.26% TU	1.00%	0.69%	2.86%	1.60%	1.89%	5.00%	0.0%
25 to 34 (v 29.5)	203	225	193	3676	98	109	81	1477	61	61	60	380	5	56	4	48	37	23	20	33	7	39	20	50	11	0
	27.58%	31.42%	29.20%	30.58%	28.99% I	31.69%	28.42%	23.61%	20.07%	24.90%	21.90%	23.18%	10.64%	21.96% M	14.29%	20.87%	22.56%	16.55%	37.04% U	33.00% U	4.83%	22.29%	16.00%	18.94%	27.50%	0.0%
35 to 44 (v 39.5)	234	236	195	3939	106	114	88	2021	101	75	81	508	12	89	12	73	47	54	22	34	43	57	44	87	14	0
	31.79%	32.96%	29.50%	32.76%	31.36%	33.14%	30.88%	32.30%	33.22%	30.61%	29.56%	30.99%	25.53%	34.90%	42.86%	31.74%	28.66%	38.85%	40.74%	34.00%	29.66%	32.57%	35.20%	32.95%	35.00%	0.0%
45 to 54 (v 49.5)	106	98	93	1944	45	48	38	1217	47	45	48	302	13	33	3	33	28	19	4	10	32	28	19	42	5	0
	14.40%	13.69%	14.07%	16.17%	13.31%	13.95%	13.33%	19.45%	15.46%	18.37%	17.52%	18.43%	27.66% N	12.94%	10.71%	14.35%	17.07%	13.67%	7.41%	10.00%	22.07% ST	16.00%	15.20%	15.91%	12.50%	0.0%
55 to 64 (v 59.5)	63	50	41	702	25	26	9	596	41	32	33	176	10	31	7	30	28	13	0	6	35	21	20	34	7	0
	8.56%	6.98%	6.20%	5.84%	7.40% G	7.56% G	3.16%	9.53%	13.49% HE	13.06%	12.04%	10.74%	21.28%	12.16%	25.00%	13.04%	17.07% R	9.35%	0.0%	6.00% S	24.14% ST	12.00%	16.00%	12.88%	17.50%	0.0%
65 to 74 (v 69.5)	27	18	15	266	12	6	4	266	15	12	10	83	3	12	0	14	9	6	0	6	9	5	10	14	1	0
	3.67%	2.51%	2.27%	2.21%	3.55%	1.74%	1.40%	4.25%	4.93%	4.90%	3.65%	5.06%	6.38%	4.71%	0.0%	6.09%	5.49%	4.32%	0.0%	6.00% S	6.21% S	2.86%	8.00%	5.30%	2.50%	0.0%
75 or older (v 79.5)	3	1	5	55	1	0	2	48	2	0	3	12	0	2	0	1	1	1	0	0	2	2	0	2	0	0
	0.41%	0.14%	0.76%	0.46%	0.30%	0.0%	0.70%	0.77%	0.66%	0.0%	1.09%	0.73%	0.0%	0.78%	0.0%	0.43%	0.61%	0.72%	0.0%	0.0%	1.38%	1.14%	0.0%	0.76%	0.0%	0.0%
Average age	38.2296 C	37.3450	36.3434	37.5660	37.4778 G	37.2369 G	34.6035	40.3282	40.7352 E	41.1122	39.6953	40.5415	45.4787 N	39.9235	42.4643	40.4413	42.3415 R	38.9209	33.5185	37.6650 S	45.7448 ST	39.6400	42.8440	40.6458	41.3250	0
Standard deviation	13.3437	12.1870	13.2217	12.1184	13.0308	11.8604	12.5081	13.4694	14.3269	13.3337	14.6625	14.0048	13.6981	14.2342	12.4764	14.7067	14.2233	14.2473	8.4283	13.2771	15.0226	14.0302	14.3413	14.6334	12.0947	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

78. What is your age?

2017 CCC Population Results - Qualified Respondents																												
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type				
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)			
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		

Sigma

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

79. Are you male or female?

												2017 CCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.27%	0.0%	0.0%	0.0%	0.29%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	15	16	22	401	7	6	7	129	7	1	2	38	2	4	1	4	2	5	2	1	2	1	4	7	0	0
	2.01%	2.17%	3.17%	3.21%	2.03%	1.71%	2.35%	2.02%	2.28%	0.40%	0.72%	2.27%	4.17%	1.56%	3.57%	1.72%	1.20%	3.57%	3.70%	0.99%	1.38%	0.57%	3.20%	2.62%	0.0%	0.0%
									J														Y			
BASE = Those who responded	731	719	673	12075	337	343	291	6259	300	247	276	1638	46	252	27	228	164	135	52	100	143	175	121	260	40	0
	97.99%	97.56%	96.83%	96.79%	97.97%	98.00%	97.65%	97.98%	97.72%	99.60%	99.28%	97.73%	95.83%	98.44%	96.43%	98.28%	98.80%	96.43%	96.30%	99.01%	98.62%	99.43%	96.80%	97.38%	100.00%	0.0%
										I														X		
Male	85	93	79	1567	38	45	41	667	30	27	34	169	7	23	7	18	22	8	5	12	13	16	14	26	4	0
	11.63%	12.93%	11.74%	12.98%	11.28%	13.12%	14.09%	10.66%	10.00%	10.93%	12.32%	10.32%	15.22%	9.13%	25.93%	7.89%	13.41%	5.93%	9.62%	12.00%	9.09%	9.14%	11.57%	10.00%	10.00%	0.0%
																R										
Female	646	626	594	10508	299	298	250	5592	270	220	242	1469	39	229	20	210	142	127	47	88	130	159	107	234	36	0
	88.37%	87.07%	88.26%	87.02%	88.72%	86.88%	85.91%	89.34%	90.00%	89.07%	87.68%	89.68%	84.78%	90.87%	74.07%	92.11%	86.59%	94.07%	90.38%	88.00%	90.91%	90.86%	88.43%	90.00%	90.00%	0.0%
																	Q									
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type														
													2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 Gen. Pop. Total	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Central	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet		
													(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
Total		746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0											
		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%											
No response		24	31	33	621	14	14	10	190	4	2	3	49	0	3	0	3	4	0	0	1	1	1	1	2	2	0											
		3.22%	4.21%	4.75%	4.98%	4.07%	4.00%	3.36%	2.97%	1.30%	0.81%	1.08%	2.92%	0.0%	1.17%	0.0%	1.29%	2.41%	0.0%	0.0%	0.99%	0.69%	0.57%	0.80%	0.75%	5.00%	0.0%											
						I			I									R																				
BASE = Those who responded		722	706	662	11855	330	336	288	6198	303	246	275	1627	48	253	28	229	162	140	54	100	144	175	124	265	38	0											
		96.78%	95.79%	95.25%	95.02%	95.93%	96.00%	96.64%	97.03%	98.70%	99.19%	98.92%	97.08%	100.00%	98.83%	100.00%	98.71%	97.59%	100.00%	100.00%	99.01%	99.31%	99.43%	99.20%	99.25%	95.00%	0.0%											
										HE								Q																				
High school or less (NET)		400	405	360	5947	179	191	151	2752	129	110	139	665	15	114	11	96	61	68	20	42	63	74	52	112	17	0											
		55.40%	57.37%	54.38%	50.16%	54.24%	56.85%	52.43%	44.40%	42.57%	44.72%	50.55%	40.87%	31.25%	45.06%	39.29%	41.92%	37.65%	48.57%	37.04%	42.00%	43.75%	42.29%	41.94%	42.26%	44.74%	0.0%											
						I																																
8th grade or less		103	122	95	885	46	59	42	251	27	27	18	62	2	25	2	17	8	19	3	7	16	16	10	25	2	0											
		14.27%	17.28%	14.35%	7.47%	13.94%	17.56%	14.58%	4.05%	8.91%	10.98%	6.55%	3.81%	4.17%	9.88%	7.14%	7.42%	4.94%	13.57%	5.56%	7.00%	11.11%	9.14%	8.06%	9.43%	5.26%	0.0%											
						DI				H								Q																				
Some high school, but did not graduate		94	94	82	1290	39	49	38	614	29	26	39	136	1	28	1	25	12	17	7	13	8	18	10	24	5	0											
		13.02%	13.31%	12.39%	10.88%	11.82%	14.58%	13.19%	9.91%	9.57%	10.57%	14.18%	8.36%	2.08%	11.07%	3.57%	10.92%	7.41%	12.14%	12.96%	13.00%	5.56%	10.29%	8.06%	9.06%	13.16%	0.0%											
										M																												
High school graduate or GED		203	189	183	3772	94	83	71	1887	73	57	82	467	12	61	8	54	41	32	10	22	39	40	32	63	10	0											
		28.12%	26.77%	27.64%	31.82%	28.48%	24.70%	24.65%	30.45%	24.09%	23.17%	29.82%	28.70%	25.00%	24.11%	28.57%	23.58%	25.31%	22.86%	18.52%	22.00%	27.08%	22.86%	25.81%	23.77%	26.32%	0.0%											
									I																													
Some college or more (NET)		322	301	302	5908	151	145	137	3446	174	136	136	962	33	139	17	133	101	72	34	58	81	101	72	153	21	0											
		44.60%	42.63%	45.62%	49.84%	45.76%	43.15%	47.57%	55.60%	57.43%	55.28%	49.45%	59.13%	68.75%	54.94%	60.71%	58.08%	62.35%	51.43%	62.96%	58.00%	56.25%	57.71%	58.06%	57.74%	55.26%	0.0%											
										E																												
Some college or 2-year degree		214	194	207	3924	99	90	94	2452	112	84	89	687	20	90	9	87	64	47	22	41	49	64	47	96	16	0											
		29.64%	27.48%	31.27%	33.10%	30.00%	26.79%	32.64%	39.56%	36.96%	34.15%	32.36%	42.22%	41.67%	35.57%	32.14%	37.99%	39.51%	33.57%	40.74%	41.00%	34.03%	36.57%	37.90%	36.23%	42.11%	0.0%											
4-year college graduate		58	74	66	1252	31	36	31	590	28	33	31	159	4	24	4	22	17	11	6	8	14	19	9	27	1	0											
		8.03%	10.48%	9.97%	10.56%	9.39%	10.71%	10.76%	9.52%	9.24%	13.41%	11.27%	9.77%	8.33%	9.49%	14.29%	9.61%	10.49%	7.86%	11.11%	8.00%	9.72%	10.86%	7.26%	10.19%	2.63%	0.0%											
																								Y														
More than 4-year college degree		50	33	29	732	21	19	12	404	34	19	16	116	9	25	4	24	20	14	6	9	18	18	16	30	4	0											
		6.93%	4.67%	4.38%	6.17%	6.36%	5.65%	4.17%	6.52%	11.22%	7.72%	5.82%	7.13%	18.75%	9.88%	14.29%	10.48%	12.35%	10.00%	11.11%	9.00%	12.50%	10.29%	12.90%	11.32%	10.53%	0.0%											
						C				HE																												
Sigma		746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0											
		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%											

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

81. How are you related to the child?

													2017 CCC Population Results - Qualified Respondents														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	17	28	0	0	10	9	0	0	9	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	2.31% A	4.03% A	0.0%	0.0%	2.86% E	3.02% E	0.0%	0.0%	3.63% I	8.27% IJ	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	37	24	25	603	13	12	8	321	18	3	1	98	5	12	3	12	8	10	2	4	10	8	8	16	2	0	
	4.96%	3.26%	3.60%	4.83%	3.78%	3.43%	2.68%	5.03%	5.86% JK	1.21%	0.36%	5.85%	10.42%	4.69%	10.71%	5.17%	4.82%	7.14%	3.70%	3.96%	6.90%	4.55%	6.40%	5.99%	5.00%	0.0%	
BASE = Those who responded	709	696	642	11873	331	328	281	6067	289	236	254	1578	43	244	25	220	158	130	52	97	135	168	117	251	38	0	
	95.04% C	94.44%	92.37%	95.17%	96.22%	93.71%	94.30%	94.97%	94.14%	95.16%	91.37%	94.15%	89.58%	95.31%	89.29%	94.83%	95.18%	92.86%	96.30%	96.04%	93.10%	95.45%	93.60%	94.01%	95.00%	0.0%	
Mother or father	635	640	548	10972	295	307	246	5250	247	198	195	1363	37	209	24	186	128	118	48	84	111	141	102	219	28	0	
	89.56% C	91.95% C	85.36%	92.41%	89.12%	93.60% EG	87.54%	86.53%	85.47% K	83.90% K	76.77%	86.38%	86.05%	85.66%	96.00%	84.55%	81.01%	90.77% Q	92.31% U	86.60%	82.22%	83.93%	87.18%	87.25%	73.68%	0.0%	
Grandparent	42	28	57	619	19	11	20	572	23	21	36	147	3	20	1	20	17	6	0	7	16	14	9	20	3	0	
	5.92%	4.02%	8.88% AB	5.21%	5.74%	3.35%	7.12% F	9.43%	7.96%	8.90%	14.17% I	9.32%	6.98%	8.20%	4.00%	9.09%	10.76% R	4.62%	0.0%	7.22% S	11.85% S	8.33%	7.69%	7.97%	7.89%	0.0%	
Other (NET)	32	28	37	282	17	10	15	245	19	17	23	68	3	15	0	14	13	6	4	6	8	13	6	12	7	0	
	4.51%	4.02%	5.76%	2.38%	5.14% D	3.05%	5.34%	4.04%	6.57%	7.20%	9.06%	4.31%	6.98%	6.15%	0.0%	6.36%	8.23%	4.62%	7.69%	6.19%	5.93%	7.74%	5.13%	4.78%	18.42% X	0.0%	
Aunt or uncle	4	5	7	82	4	3	2	64	2	2	5	13	0	2	0	2	1	1	0	1	1	2	0	1	1	0	
	0.56%	0.72%	1.09%	0.69%	1.21%	0.91%	0.71%	1.05%	0.69%	0.85%	1.97%	0.82%	0.0%	0.82%	0.0%	0.91%	0.63%	0.77%	0.0%	1.03%	0.74%	1.19%	0.0%	0.40%	2.63%	0.0%	
Older brother or sister	2	2	4	25	1	2	2	10	1	0	1	3	0	1	0	1	1	0	0	0	1	1	0	0	1	0	
	0.28%	0.29%	0.62%	0.21%	0.30%	0.61%	0.71%	0.16%	0.35%	0.0%	0.39%	0.19%	0.0%	0.41%	0.0%	0.45%	0.63%	0.0%	0.0%	0.0%	0.74%	0.60%	0.0%	0.0%	2.63%	0.0%	
Other relative	2	0	0	20	1	0	0	9	2	0	0	4	0	2	0	2	2	0	1	1	0	1	1	0	2	0	
	0.28%	0.0%	0.0%	0.17%	0.30%	0.0%	0.0%	0.15%	0.69%	0.0%	0.0%	0.25%	0.0%	0.82%	0.0%	0.91%	1.27%	0.0%	1.92%	1.03%	0.0%	0.60%	0.85%	0.0%	5.26%	0.0%	
Legal guardian	17	16	18	129	9	4	8	138	9	10	12	40	2	7	0	6	4	5	2	2	4	4	5	7	2	0	
	2.40%	2.30%	2.80%	1.09%	2.72%	1.22%	2.85%	2.27%	3.11%	4.24%	4.72%	2.53%	4.65%	2.87%	0.0%	2.73%	2.53%	3.85%	3.85%	2.06%	2.96%	2.38%	4.27%	2.79%	5.26%	0.0%	
Someone else	7	5	8	26	2	1	3	24	5	5	5	8	1	3	0	3	5	0	1	2	2	5	0	4	1	0	
	0.99%	0.72%	1.25%	0.22%	0.60%	0.30%	1.07%	0.40%	1.73%	2.12%	1.97%	0.51%	2.33%	1.23%	0.0%	1.36%	3.16% R	0.0%	1.92%	2.06%	1.48%	2.98% W	0.0%	1.59%	2.63%	0.0%	
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

82. Did someone help you complete this survey?

												2017 CCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	10	14	14	144	5	6	4	65	4	0	1	21	0	3	0	2	3	1	0	1	1	2	0	4	0	0
	1.34%	1.90%	2.01%	1.15%	1.45%	1.71%	1.34%	1.02%	1.30%	0.0%	0.36%	1.25%	0.0%	1.17%	0.0%	0.86%	1.81%	0.71%	0.0%	0.99%	0.69%	1.14%	0.0%	1.50%	0.0%	0.0%
									J														Y			
Appropriately skipped	82	103	75	5749	39	40	29	2501	40	49	35	496	8	32	4	30	20	20	10	17	13	24	15	0	40	0
	10.99%	13.98%	10.79%	46.08%	11.34%	11.43%	9.73%	39.15%	13.03%	19.76%	12.59%	29.59%	16.67%	12.50%	14.29%	12.93%	12.05%	14.29%	18.52%	16.83%	8.97%	13.64%	12.00%	0.0%	100.00%	0.0%
				E				I		IK														X		
BASE = Those who responded	654	620	605	6583	300	304	265	3822	263	199	242	1159	40	221	24	200	143	119	44	83	131	150	110	263	0	0
	87.67%	84.12%	87.05%	52.77%	87.21%	86.86%	88.93%	59.83%	85.67%	80.24%	87.05%	69.15%	83.33%	86.33%	85.71%	86.21%	86.14%	85.00%	81.48%	82.18%	90.34%	85.23%	88.00%	98.50%	0.0%	0.0%
	B				D				H		J												Y			
Yes	42	70	43	324	21	37	20	127	10	14	13	39	0	10	1	7	6	4	2	3	5	8	2	10	0	0
	6.42%	11.29%	7.11%	4.92%	7.00%	12.17%	7.55%	3.32%	3.80%	7.04%	5.37%	3.36%	0.0%	4.52%	4.17%	3.50%	4.20%	3.36%	4.55%	3.61%	3.82%	5.33%	1.82%	3.80%	0.0%	0.0%
		AC				E							M													
No	612	550	562	6259	279	267	245	3695	253	185	229	1120	40	211	23	193	137	115	42	80	126	142	108	253	0	0
	93.58%	88.71%	92.89%	95.08%	93.00%	87.83%	92.45%	96.68%	96.20%	92.96%	94.63%	96.64%	100.00%	95.48%	95.83%	96.50%	95.80%	96.64%	95.45%	96.39%	96.18%	94.67%	98.18%	96.20%	0.0%	0.0%
	B		B		F							N														
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

83. How did that person help you?

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Gen. Pop. Qual. UHC Avg. (H)	2017 CCC Gen. Pop. Qual. Total (I)	2016 CCC Gen. Pop. Qual. Total (J)	2015 CCC Gen. Pop. Qual. Total (K)	2017 CCC Gen. Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	12	19	16	150	6	8	4	69	4	0	2	21	0	3	0	2	3	1	0	1	1	2	0	4	0	0
	1.61%	2.58%	2.30%	1.20%	1.74%	2.29%	1.34%	1.08%	1.30%	0.0%	0.72%	1.25%	0.0%	1.17%	0.0%	0.86%	1.81%	0.71%	0.0%	0.99%	0.69%	1.14%	0.0%	1.50%	0.0%	0.0%
									J														Y			
Appropriately skipped	694	653	637	12008	318	307	274	6196	293	234	264	1616	48	243	27	223	157	135	52	97	139	166	123	253	40	0
	93.03%	88.60%	91.65%	96.25%	92.44%	87.71%	91.95%	96.99%	95.44%	94.35%	94.96%	96.42%	100.00%	94.92%	96.43%	96.12%	94.58%	96.43%	96.30%	96.04%	95.86%	94.32%	98.40%	94.76%	100.00%	0.0%
	B			E	F				N														X			
BASE = Those who responded	40	65	42	318	20	35	20	123	10	14	12	39	0	10	1	7	6	4	2	3	5	8	2	10	0	0
	5.36%	8.82%	6.04%	2.55%	5.81%	10.00%	6.71%	1.93%	3.26%	5.65%	4.32%	2.33%	0.0%	3.91%	3.57%	3.02%	3.61%	2.86%	3.70%	2.97%	3.45%	4.55%	1.60%	3.75%	0.0%	0.0%
		AC			D	E			M														Y			
Read the questions to me	18	24	16	160	11	14	6	67	6	5	7	19	0	6	0	4	3	3	1	1	4	5	1	6	0	0
	45.00%	36.92%	38.10%	50.31%	55.00%	40.00%	30.00%	54.47%	60.00%	35.71%	58.33%	48.72%	0.0%	60.00%	0.0%	57.14%	50.00%	75.00%	50.00%	33.33%	80.00%	62.50%	50.00%	60.00%	0.0%	0.0%
Wrote down the answers I gave	12	19	10	83	6	13	3	39	3	5	2	11	0	3	1	1	1	2	0	1	2	3	0	3	0	0
	30.00%	29.23%	23.81%	26.10%	30.00%	37.14%	15.00%	31.71%	30.00%	35.71%	16.67%	28.21%	0.0%	30.00%	100.00%	14.29%	16.67%	50.00%	0.0%	33.33%	40.00%	37.50%	0.0%	30.00%	0.0%	0.0%
Answered the questions for me	4	3	3	43	2	0	1	26	2	1	2	7	0	2	0	2	2	0	1	0	1	1	1	2	0	0
	10.00%	4.62%	7.14%	13.52%	10.00%	0.0%	5.00%	21.14%	20.00%	7.14%	16.67%	17.95%	0.0%	20.00%	0.0%	28.57%	33.33%	0.0%	50.00%	0.0%	20.00%	12.50%	50.00%	20.00%	0.0%	0.0%
Translated the questions into my language	20	34	23	147	11	21	11	34	3	6	4	15	0	3	0	2	0	3	0	1	2	3	0	3	0	0
	50.00%	52.31%	54.76%	46.23%	55.00%	60.00%	55.00%	27.64%	30.00%	42.86%	33.33%	38.46%	0.0%	30.00%	0.0%	28.57%	0.0%	75.00%	0.0%	33.33%	40.00%	37.50%	0.0%	30.00%	0.0%	0.0%
Helped in some other way	3	3	6	32	2	1	3	16	0	1	2	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	7.50%	4.62%	14.29%	10.06%	10.00%	2.86%	15.00%	13.01%	0.0%	7.14%	16.67%	12.82%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sigma	763	755	711	12623	356	364	302	6447	311	252	283	1694	48	260	28	234	166	144	54	101	149	180	125	271	40	0
	102.28%	102.44%	102.30%	101.18%	103.49%	104.00%	101.34%	100.92%	101.30%	101.61%	101.80%	101.07%	100.00%	101.56%	100.00%	100.86%	100.00%	102.86%	100.00%	100.00%	102.76%	102.27%	100.00%	101.50%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

84. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty?

	2017 CCC Population Results - Qualified Respondents																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/Very Good (Q)	Good/Fair/Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	3	9	0	0	0	6	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.41%	1.29%	0.0%	0.0%	0.0%	2.01%	0.0%	0.0%	0.40%	0.72%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
			A				EF																			
No response	266	274	269	4459	118	125	106	2418	130	109	114	643	21	107	9	107	68	62	19	44	62	70	57	112	18	0
	35.66%	37.18%	38.71%	35.74%	34.30%	35.71%	35.57%	37.85%	42.35%	43.95%	41.01%	38.37%	43.75%	41.80%	32.14%	46.12%	40.96%	44.29%	35.19%	43.56%	42.76%	39.77%	45.60%	41.95%	45.00%	0.0%
								E																		
I did not try to get any care, tests, or treatment for my child in the last 6 months	311	275	262	4765	150	147	125	1735	98	68	75	519	11	87	8	70	56	42	21	32	43	62	34	92	6	0
	41.69%	37.31%	37.70%	38.19%	43.60%	42.00%	41.95%	27.16%	31.92%	27.42%	26.98%	30.97%	22.92%	33.98%	28.57%	30.17%	33.73%	30.00%	38.89%	31.68%	29.66%	35.23%	27.20%	34.46%	15.00%	0.0%
				DI																			Y			
BASE = Those who responded	169	185	155	3252	76	78	61	2235	79	70	87	514	16	62	11	55	42	36	14	25	40	44	34	63	16	0
	22.65%	25.10%	22.30%	26.07%	22.09%	22.29%	20.47%	34.99%	25.73%	28.23%	31.29%	30.67%	33.33%	24.22%	39.29%	23.71%	25.30%	25.71%	25.93%	24.75%	27.59%	25.00%	27.20%	23.60%	40.00%	0.0%
								I															X			
I had to wait too long for the health plan to give the OK	20	26	22	414	9	11	8	322	13	13	12	99	6	6	1	9	6	7	3	2	8	6	6	10	3	0
	11.83%	14.05%	14.19%	12.73%	11.84%	14.10%	13.11%	14.41%	16.46%	18.57%	13.79%	19.26%	37.50%	9.68%	9.09%	16.36%	14.29%	19.44%	21.43%	8.00%	20.00%	13.64%	17.65%	15.87%	18.75%	0.0%
I did not know where to go to get a physician for care/lab work done (NET)	12	15	13	191	2	5	4	120	10	5	10	32	2	8	1	7	5	4	1	6	3	4	6	7	3	0
	7.10%	8.11%	8.39%	5.87%	2.63%	6.41%	6.56%	5.37%	12.66%	7.14%	11.49%	6.23%	12.50%	12.90%	9.09%	12.73%	11.90%	11.11%	7.14%	24.00%	7.50%	9.09%	17.65%	11.11%	18.75%	0.0%
								E																		
I did not know where to go to get a physician for care	8	12	0	158	2	5	0	110	7	4	0	28	0	7	0	6	4	2	1	5	1	3	4	4	3	0
	4.73%	6.49%	0.0%	4.86%	2.63%	6.41%	0.0%	4.92%	8.86%	5.71%	0.0%	5.45%	0.0%	11.29%	0.0%	10.91%	9.52%	5.56%	7.14%	20.00%	2.50%	6.82%	11.76%	6.35%	18.75%	0.0%
				C			G		K		K															
I did not know where to go to get lab work done	4	3	0	33	0	0	0	10	3	1	0	4	2	1	1	1	1	2	0	1	2	1	2	3	0	0
	2.37%	1.62%	0.0%	1.01%	0.0%	0.0%	0.0%	0.45%	3.80%	1.43%	0.0%	0.78%	12.50%	1.61%	9.09%	1.82%	2.38%	5.56%	0.0%	4.00%	5.00%	2.27%	5.88%	4.76%	0.0%	0.0%
				E																						
I could not find a doctor, lab, or x-ray facility in my network	1	6	3	145	0	3	1	141	0	4	3	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.59%	3.24%	1.94%	4.46%	0.0%	3.85%	1.64%	6.31%	0.0%	5.71%	3.45%	3.70%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
				E				I		I																
I could not find a doctor who was easy to get to	3	7	7	163	0	2	2	116	3	2	6	30	0	3	0	2	3	0	0	2	1	2	1	3	0	0
	1.78%	3.78%	4.52%	5.01%	0.0%	2.56%	3.28%	5.19%	3.80%	2.86%	6.90%	5.84%	0.0%	4.84%	0.0%	3.64%	7.14%	0.0%	0.0%	8.00%	2.50%	4.55%	2.94%	4.76%	0.0%	0.0%
				E																						
I could not find a lab or x-ray facility that was easy to get to	0	1	0	41	0	0	0	34	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.54%	0.0%	1.26%	0.0%	0.0%	0.0%	1.52%	0.0%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
				E				I																		
I had to wait too long to get an appointment	43	39	31	802	19	17	14	513	18	15	15	146	5	13	4	13	9	9	5	5	8	11	7	15	3	0
	25.44%	21.08%	20.00%	24.66%	25.00%	21.79%	22.95%	22.95%	22.78%	21.43%	17.24%	28.40%	31.25%	20.97%	36.36%	23.64%	21.43%	25.00%	35.71%	20.00%	20.00%	25.00%	20.59%	23.81%	18.75%	0.0%
I could not find someone who spoke my language	15	15	8	178	8	8	2	92	6	4	3	13	0	6	0	4	3	3	1	2	3	4	2	3	3	0
	8.88%	8.11%	5.16%	5.47%	10.53%	10.26%	3.28%	4.12%	7.59%	5.71%	3.45%	2.53%	0.0%	9.68%	0.0%	7.27%	7.14%	8.33%	7.14%	8.00%	7.50%	9.09%	5.88%	4.76%	18.75%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

84. In the last 6 months, if it was not easy to get the care, tests, or treatment you thought your child needed, what was the main reason for the difficulty?

												2017 OCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
												Excel/ Very Good (Q)		Good/ Fair/ Poor (R)		<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 OCC Pop. Qual. UHC Avg. (H)	2017 OCC Pop. Qual. Total (I)	2016 OCC Pop. Qual. Total (J)	2015 OCC Pop. Qual. Total (K)	2017 OCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Other, personal reason	75	76	71	1318	38	32	30	897	29	27	38	173	3	26	5	20	16	13	4	8	17	17	12	25	4	0
	44.38%	41.08%	45.81%	40.53%	50.00%	41.03%	49.18%	40.13%	36.71%	38.57%	43.68%	33.66%	18.75%	41.94%	45.45%	36.36%	38.10%	36.11%	28.57%	32.00%	42.50%	38.64%	35.29%	39.68%	25.00%	0.0%
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

85. In the last 6 months, did you call a doctor's office or clinic after hours to get help for your child?

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12186	344	350	298	6075	307	248	278	1363	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.14%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.40%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	18	27	20	663	8	10	7	200	7	5	3	37	1	5	1	5	4	3	2	1	2	2	3	6	1	0
	2.41%	3.66%	2.88%	5.44%	2.33%	2.86%	2.35%	3.29%	2.28%	2.02%	1.08%	2.71%	2.08%	1.95%	3.57%	2.16%	2.41%	2.14%	3.70%	0.99%	1.38%	1.14%	2.40%	2.25%	2.50%	0.0%
BASE = Those who responded	728	709	675	11523	336	340	291	5875	300	242	275	1326	47	251	27	227	162	137	52	100	143	174	122	261	39	0
	97.59%	96.20%	97.12%	94.56%	97.67%	97.14%	97.65%	96.71%	97.72%	97.58%	98.92%	97.29%	97.92%	98.05%	96.43%	97.84%	97.59%	97.86%	96.30%	99.01%	98.62%	98.86%	97.60%	97.75%	97.50%	0.0%
Yes	106	84	92	1357	56	40	39	834	46	34	43	188	9	36	5	38	17	29	13	19	14	24	22	37	9	0
	14.56%	11.85%	13.63%	11.78%	16.67%	11.76%	13.40%	14.20%	15.33%	14.05%	15.64%	14.18%	19.15%	14.34%	18.52%	16.74%	10.49%	21.17%	25.00%	19.00%	9.79%	13.79%	18.03%	14.18%	23.08%	0.0%
No	622	625	583	10166	280	300	252	5041	254	208	232	1138	38	215	22	189	145	108	39	81	129	150	100	224	30	0
	85.44%	88.15%	86.37%	88.22%	83.33%	88.24%	86.60%	85.80%	84.67%	85.95%	84.36%	85.82%	80.85%	85.66%	81.48%	83.26%	89.51%	78.83%	75.00%	81.00%	90.21%	86.21%	81.97%	85.82%	76.92%	0.0%
Sigma	746	737	695	12186	344	350	298	6075	307	248	278	1363	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

86. In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted for your child?

	2017 CCC Population Results - Qualified Respondents																										
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	21	30	22	695	10	11	7	220	7	6	3	49	1	5	1	5	4	3	2	1	2	2	3	6	1	0	
	2.82%	4.07%	3.17%	5.57% E	2.91%	3.14%	2.35%	3.44%	2.28%	2.42%	1.08%	2.92%	2.08%	1.95%	3.57%	2.16%	2.41%	2.14%	3.70%	0.99%	1.38%	1.14%	2.40%	2.25%	2.50%	0.0%	
I did not call after hours in the last 6 months	2	1	3	195	1	1	2	182	1	0	0	156	1	0	0	1	1	0	0	0	1	1	0	1	0	0	
	0.27%	0.14%	0.43%	1.56% E	0.29%	0.29%	0.67%	2.85% I	0.33%	0.0%	0.0%	9.31%	2.08%	0.0%	0.0%	0.43%	0.60%	0.0%	0.0%	0.0%	0.69%	0.57%	0.0%	0.37%	0.0%	0.0%	
Appropriately skipped	622	625	583	10166	280	300	252	5041	254	208	232	1138	38	215	22	189	145	108	39	81	129	150	100	224	30	0	
	83.38%	84.80%	83.88%	81.48%	81.40%	85.71%	84.56%	78.91%	82.74%	83.87%	83.45%	67.90%	79.17%	83.98%	78.57%	81.47%	87.35% R	77.14%	72.22%	80.20%	88.97% S	85.23%	80.00%	83.90%	75.00%	0.0%	
BASE = Those who responded	101	81	87	1420	53	38	37	945	45	34	43	333	8	36	5	37	16	29	13	19	13	23	22	36	9	0	
	13.54%	10.99%	12.52%	11.38%	15.41% D	10.86%	12.42%	14.79%	14.66%	13.71%	15.47%	19.87%	16.67%	14.06%	17.86%	15.95%	9.64%	20.71% Q	24.07% U	18.81% U	8.97%	13.07%	17.60%	13.48%	22.50%	0.0%	
Never	1	5	3	99	0	1	0	68	1	2	3	22	0	1	0	1	1	0	0	0	1	0	1	1	0	0	
	0.99%	6.17%	3.45%	6.97% E	0.0%	2.63%	0.0%	7.20% I	2.22%	5.88%	6.98%	6.61%	0.0%	2.78%	0.0%	2.70%	6.25%	0.0%	0.0%	0.0%	7.69%	0.0%	4.55%	2.78%	0.0%	0.0%	
Sometimes	13	7	6	215	9	2	3	142	6	3	2	56	2	4	1	4	2	4	2	4	0	3	3	6	0	0	
	12.87%	8.64%	6.90%	15.14%	16.98%	5.26%	8.11%	15.03%	13.33%	8.82%	4.65%	16.82%	25.00%	11.11%	20.00%	10.81%	12.50%	13.79%	15.38%	21.05%	0.0%	13.04%	13.64%	16.67%	0.0%	0.0%	
Bottom Two Box (%Never + %Sometimes)	14	12	9	314	9	3	3	210	7	5	5	78	2	5	1	5	3	4	2	4	1	3	4	7	0	0	
	13.86%	14.81%	10.34%	22.11%	16.98%	7.89%	8.11%	22.22%	15.56%	14.71%	11.63%	23.42%	25.00%	13.89%	20.00%	13.51%	18.75%	13.79%	15.38%	21.05%	7.69%	13.04%	18.18%	19.44%	0.0%	0.0%	
Usually	29	26	20	259	17	13	8	175	12	10	13	66	2	9	2	8	4	8	4	4	4	9	3	8	4	0	
	28.71%	32.10%	22.99%	18.24%	32.08% D	34.21%	21.62%	18.52%	26.67%	29.41%	30.23%	19.82%	25.00%	25.00%	40.00%	21.62%	25.00%	27.59%	30.77%	21.05%	30.77%	39.13%	13.64%	22.22%	44.44%	0.0%	
Always	58	43	58	847	27	22	26	560	26	19	25	189	4	22	2	24	9	17	7	11	8	15	21	5	0		
	57.43%	53.09%	66.67%	59.65%	50.94%	57.89%	70.27%	59.26%	57.78%	55.88%	58.14%	56.76%	50.00%	61.11%	40.00%	64.86%	56.25%	58.62%	53.85%	57.89%	61.54%	47.83%	68.18%	58.33%	55.56%	0.0%	
Top Two Box (%Always + %Usually)	87	69	78	1106	44	35	34	735	38	29	38	255	6	31	4	32	13	25	11	15	12	20	29	9	0		
	86.14%	85.19%	89.66%	77.89%	83.02%	92.11%	91.89%	77.78%	84.44%	85.29%	88.37%	76.58%	75.00%	86.11%	80.00%	86.49%	81.25%	86.21%	84.62%	78.95%	92.31%	86.96%	81.82%	80.56%	100.00%	0.0%	
4-point composite mean	3.4257	3.3210	3.5287	3.3056	3.3396	3.4737	3.6216	3.2984	3.4000	3.3529	3.3953	3.2673	3.2500	3.4444	3.2000	3.4865	3.3125	3.4483	3.3846	3.3684	3.4615	3.3478	3.4545	3.3611	3.5556	0	
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

87. In the last 6 months, how often was it hard to find a personal doctor for your child who speaks your language?

													2017 CCC Population Results - Qualified Respondents														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Multiple mark	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.27%	0.29%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	38	33	26	837	20	11	9	244	10	3	5	60	1	8	1	6	4	6	3	2	3	5	3	9	1	0	
	5.09%	4.48%	3.74%	6.71%	5.81%	3.14%	3.02%	3.82%	3.26%	1.21%	1.80%	3.58%	2.08%	3.13%	3.57%	2.59%	2.41%	4.29%	5.56%	1.98%	2.07%	2.84%	2.40%	3.37%	2.50%	0.0%	
BASE = Those who responded	708	702	667	11639	324	339	289	6144	297	245	273	1616	47	248	27	226	162	134	51	99	142	171	122	258	39	0	
	94.91%	95.25%	95.97%	93.29%	94.19%	96.86%	96.98%	96.18%	96.74%	98.79%	98.20%	96.42%	97.92%	96.88%	96.43%	97.41%	97.59%	95.71%	94.44%	98.02%	97.93%	97.16%	97.60%	96.63%	97.50%	0.0%	
Never	586	570	557	9560	260	275	252	5272	259	215	237	1428	38	219	21	202	144	114	41	88	127	150	106	227	32	0	
	82.77%	81.20%	83.51%	82.14%	80.25%	81.12%	87.20% EF	85.81%	87.21% E	87.76%	86.81%	88.37%	80.85%	88.31%	77.78%	89.38%	88.89%	85.07%	80.39%	88.89%	89.44%	87.72%	86.89%	87.98%	82.05%	0.0%	
Sometimes	50	66	45	767	27	28	17	275	14	11	8	53	4	10	3	8	6	8	4	3	5	7	6	14	0	0	
	7.06%	9.40%	6.75%	6.59%	8.33%	8.26%	5.88%	4.48%	4.71%	4.49%	2.93%	3.28%	8.51%	4.03%	11.11%	3.54%	3.70%	5.97%	7.84%	3.03%	3.52%	4.09%	4.92%	5.43% Y	0.0%	0.0%	
Bottom Two Box (%Never + %Sometimes)	636	636	602	10327	287	303	269	5547	273	226	245	1481	42	229	24	210	150	122	45	91	132	157	112	241	32	0	
	89.83%	90.60%	90.25%	88.73%	88.58%	89.38%	93.08%	90.28%	91.92%	92.24%	89.74%	91.65%	89.36%	92.34%	88.89%	92.92%	92.59%	91.04%	88.24%	91.92%	92.96%	91.81%	91.80%	93.41%	82.05%	0.0%	
Usually	27	19	17	367	16	11	8	118	7	6	5	28	2	5	2	3	4	3	2	2	3	5	2	4	3	0	
	3.81%	2.71%	2.55%	3.15%	4.94%	3.24%	2.77%	1.92%	2.36%	2.45%	1.83%	1.73%	4.26%	2.02%	7.41%	1.33%	2.47%	2.24%	3.92%	2.02%	2.11%	2.92%	1.64%	1.55%	7.69%	0.0%	
Always	45	47	48	945	21	25	12	479	17	13	23	107	3	14	1	13	8	9	4	6	7	9	8	13	4	0	
	6.36%	6.70%	7.20%	8.12%	6.48%	7.37%	4.15%	7.80%	5.72%	5.31%	8.42%	6.62%	6.38%	5.65%	3.70%	5.75%	4.94%	6.72%	7.84%	6.06%	4.93%	5.26%	6.56%	5.04%	10.26%	0.0%	
Top Two Box (%Always + %Usually)	72	66	65	1312	37	36	20	597	24	19	28	135	5	19	3	16	12	12	6	8	10	14	10	17	7	0	
	10.17%	9.40%	9.75%	11.27%	11.42%	10.62%	6.92%	9.72%	8.08%	7.76%	10.26%	8.35%	10.64%	7.66%	11.11%	7.08%	7.41%	8.96%	11.76%	8.08%	7.04%	8.19%	8.20%	6.59%	17.95%	0.0%	
4-point composite mean	1.3376	1.3490	1.3343	1.3725	1.3765 G	1.3687 G	1.2388	1.3171	1.2660	1.2531	1.3187	1.2661	1.3617	1.2500	1.3704	1.2345	1.2346	1.3060	1.3922	1.2525	1.2254	1.2573	1.2787	1.2364	1.4615	0	
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

88. In the last 6 months, how often was it hard to find a personal doctor for your child who understands your culture?

													2017 CCC Population Results - Qualified Respondents																																																																																																																																																																																																																																									
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type																																																																																																																																																																																																																														
													2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

89. In the last 6 months, did you use the health plan website to look up information about a doctor or hospital for your child?

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

90. In the last 6 months, if the health plan website was not useful in finding a doctor or hospital for your child, what was the problem?

	2017 CCC Population Results - Qualified Respondents																											
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type				
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
Total	746	737	695	11477	344	350	298	5641	307	248	278	1363	48	256	28	232	166	140	54	101	145	176	125	267	40	0		
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
No response	28	18	20	850	14	3	7	281	11	7	3	44	1	9	2	6	6	5	3	3	3	6	3	10	1	0		
	3.75%	2.44%	2.88%	7.41% E	4.07% F	0.86%	2.35%	4.98%	3.58% K	2.82%	1.08%	3.23%	2.08%	3.52%	7.14%	2.59%	3.61%	3.57%	5.56%	2.97%	2.07%	3.41%	2.40%	3.75%	2.50%	0.0%		
I did not use the site	5	0	0	532	2	0	0	18	4	0	0	7	2	2	1	2	3	1	1	0	3	1	3	4	0	0		
	0.67% BC	0.0%	0.0%	4.64% E	0.58%	0.0%	0.0%	0.32%	1.30% JK	0.0%	0.0%	0.51%	4.17%	0.78%	3.57%	0.86%	1.81%	0.71%	1.85%	0.0%	2.07%	0.57%	2.40%	1.50% Y	0.0%	0.0%		
Appropriately skipped	678	669	632	8946	315	324	268	4811	277	224	261	1237	39	236	23	213	150	126	47	93	133	156	117	240	37	0		
	90.88%	90.77%	90.94%	77.95%	91.57% D	92.57%	89.93%	85.29%	90.23% H	90.32%	93.88%	90.76%	81.25%	92.19%	82.14%	91.81%	90.36%	90.00%	87.04%	92.08%	91.72%	88.64%	93.60%	89.89%	92.50%	0.0%		
BASE = Those who responded	35	50	43	1149	13	23	23	531	15	17	14	75	6	9	2	11	7	8	3	5	6	13	2	13	2	0		
	4.69%	6.78%	6.19%	10.01% E	3.78%	6.57%	7.72% E	9.41% I	4.89%	6.85%	5.04%	5.50%	12.50%	3.52%	7.14%	4.74%	4.22%	5.71%	5.56%	4.95%	4.14%	7.39% W	1.60%	4.87%	5.00%	0.0%		
The print was too small	0	2	2	61	0	1	1	34	0	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.0%	4.00%	4.65%	5.31%	0.0%	4.35%	4.35%	6.40%	0.0%	0.0%	0.0%	6.67%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
The information was hard to understand	2	5	6	103	1	3	3	58	0	0	2	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	5.71%	10.00%	13.95%	8.96%	7.69%	13.04%	13.04%	10.92%	0.0%	0.0%	14.29%	10.67%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
It was hard to find the information I was looking for	4	17	11	246	2	7	4	137	0	5	3	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	11.43%	34.00% A	25.58%	21.41%	15.38%	30.43%	17.39%	25.80%	0.0%	29.41%	21.43%	25.33%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
The information was wrong	4	1	2	108	1	0	1	74	2	0	1	9	1	1	0	1	1	1	0	0	2	2	0	2	0	0		
	11.43%	2.00%	4.65%	9.40%	7.69%	0.0%	4.35%	13.94%	13.33%	0.0%	7.14%	12.00%	16.67%	11.11%	0.0%	9.09%	14.29%	12.50%	0.0%	0.0%	33.33%	15.38%	0.0%	15.38%	0.0%	0.0%		
It was not in my language	6	13	10	122	1	7	6	38	2	2	3	4	1	1	0	1	0	2	0	1	0	1	2	0	0	0		
	17.14%	26.00%	23.26%	10.62%	7.69%	30.43%	26.09%	7.16%	13.33%	11.76%	21.43%	5.33%	16.67%	11.11%	0.0%	9.09%	0.0%	25.00%	0.0%	20.00%	0.0%	7.69%	50.00%	15.38%	0.0%	0.0%		
I did not have a problem	21	20	16	671	8	9	10	290	11	10	7	44	4	7	2	9	6	5	3	4	4	10	1	9	2	0		
	60.00% C	40.00%	37.21%	58.40%	61.54%	39.13%	43.48%	54.61%	73.33%	58.82%	50.00%	58.67%	66.67%	77.78%	100.00%	81.82%	85.71%	62.50%	100.00%	80.00%	66.67%	76.92%	50.00%	69.23%	100.00%	0.0%		
Sigma	748	745	699	11639	344	354	300	5741	307	248	280	1377	48	256	28	232	166	140	54	101	145	176	125	267	40	0		
	100.27%	101.09%	100.58%	101.41%	100.00%	101.14%	100.67%	101.77%	100.00%	100.00%	100.72%	101.03%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

91. In the last 6 months, if you called customer service regarding mental health services for your child, how often was the staff helpful and provided the help you needed?

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	0	0	7268	344	0	0	3912	307	0	0	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple Mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	36	0	0	509	19	0	0	184	12	0	0	81	2	10	1	10	4	8	5	2	5	8	4	10	2	0
	4.83%	0.0%	0.0%	7.00%	5.52%	0.0%	0.0%	4.70%	3.91%	0.0%	0.0%	4.83%	4.17%	3.91%	3.57%	4.31%	2.41%	5.71%	9.26%	1.98%	3.45%	4.55%	3.20%	3.75%	5.00%	0.0%
I did not call customer service for my child's mental health services in the last 6 months	527	0	0	4366	241	0	0	2452	218	0	0	1114	33	182	15	172	122	95	36	75	102	125	89	206	12	0
	70.64%	0.0%	0.0%	60.07%	70.06% D	0.0%	0.0%	62.68%	71.01% H	0.0%	0.0%	66.47%	68.75%	71.09%	53.57%	74.14%	73.49%	67.86%	66.67%	74.26%	70.34%	71.02%	71.20%	77.15% Y	30.00%	0.0%
BASE = Those who responded	183	0	0	2393	84	0	0	1276	77	0	0	481	13	64	12	50	40	37	13	24	38	43	32	51	26	0
	24.53%	0.0%	0.0%	32.93% E	24.42%	0.0%	0.0%	32.62% I	25.08%	0.0%	0.0%	28.70%	27.08%	25.00%	42.86%	21.55%	24.10%	26.43%	24.07%	23.76%	26.21%	24.43%	25.60%	19.10%	65.00% X	0.0%
Never	97	0	0	1129	47	0	0	408	25	0	0	140	4	21	4	14	12	13	4	8	13	16	9	18	7	0
	53.01%	0.0%	0.0%	47.18%	55.95% I	0.0%	0.0%	31.97%	32.47%	0.0%	0.0%	29.11%	30.77%	32.81%	33.33%	28.00%	30.00%	35.14%	30.77%	33.33%	34.21%	37.21%	28.13%	35.29%	26.92%	0.0%
Sometimes	16	0	0	193	8	0	0	131	11	0	0	48	4	7	2	6	6	5	4	1	5	7	4	9	2	0
	8.74%	0.0%	0.0%	8.07%	9.52%	0.0%	0.0%	10.27%	14.29%	0.0%	0.0%	9.98%	30.77%	10.94%	16.67%	12.00%	15.00%	13.51%	30.77%	4.17%	13.16%	16.28%	12.50%	17.65%	7.69%	0.0%
Bottom Two Box (%Never + %Sometimes)	113	0	0	1322	55	0	0	539	36	0	0	188	8	28	6	20	18	18	8	9	18	23	13	27	9	0
	61.75%	0.0%	0.0%	55.24%	65.48% I	0.0%	0.0%	42.24%	46.75%	0.0%	0.0%	39.09%	61.54%	43.75%	50.00%	40.00%	45.00%	48.65%	61.54%	37.50%	47.37%	53.49%	40.63%	52.94%	34.62%	0.0%
Usually	16	0	0	261	7	0	0	175	8	0	0	71	3	5	2	5	5	3	0	3	5	4	4	8	0	0
	8.74%	0.0%	0.0%	10.91%	8.33%	0.0%	0.0%	13.71%	10.39%	0.0%	0.0%	14.76%	23.08%	7.81%	16.67%	10.00%	12.50%	8.11%	0.0%	12.50%	13.16%	9.30%	12.50%	15.69%	0.0%	0.0%
Always	54	0	0	810	22	0	0	562	33	0	0	222	2	31	4	25	17	16	5	12	15	16	15	16	17	0
	29.51%	0.0%	0.0%	33.85%	26.19%	0.0%	0.0%	44.04%	42.86% E	0.0%	0.0%	46.15%	15.38%	48.44%	33.33%	50.00%	42.50%	43.24%	38.46%	50.00%	39.47%	37.21%	46.88%	31.37%	65.38%	0.0%
Top Two Box (%Always + %Usually)	70	0	0	1071	29	0	0	737	41	0	0	293	5	36	6	30	22	19	5	15	20	20	19	24	17	0
	38.25%	0.0%	0.0%	44.76%	34.52%	0.0%	0.0%	57.76%	53.25% E	0.0%	0.0%	60.91%	38.46%	56.25%	50.00%	60.00%	55.00%	51.35%	38.46%	62.50%	52.63%	46.51%	59.38%	47.06%	65.38%	0.0%
4-point composite mean	2.1475	0	0	2.3142	2.0476	0	0	2.6983	2.6364 E	0	0	2.7796	2.2308	2.7188	2.5000	2.8200	2.6750	2.5946	2.4615	2.7917	2.5789	2.4651	2.7813	2.4314	3.0385	0
Sigma	746	0	0	7268	344	0	0	3912	307	0	0	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

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

													2017 CCC Population Results - Qualified Respondents														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
													2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)
Total	746	0	0	7268	344	0	0	3912	307	0	0	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0	
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	66	0	0	693	35	0	0	255	17	0	0	104	2	15	1	15	7	10	5	6	6	10	7	16	1	0	
	8.85%	0.0%	0.0%	9.53%	10.17%	0.0%	0.0%	6.52%	5.54%	0.0%	0.0%	6.21%	4.17%	5.86%	3.57%	6.47%	4.22%	7.14%	9.26%	5.94%	4.14%	5.68%	5.60%	5.99%	2.50%	0.0%	
					I																						
My child did not receive mental health services in the last 6 months	448	0	0	4219	222	0	0	1525	133	0	0	614	19	113	12	100	70	63	32	44	53	76	53	125	8	0	
	60.05%	0.0%	0.0%	58.05%	64.53%	0.0%	0.0%	38.98%	43.32%	0.0%	0.0%	36.63%	39.58%	44.14%	42.86%	43.10%	42.17%	45.00%	59.26%	43.56%	36.55%	43.18%	42.40%	46.82%	20.00%	0.0%	
					DI														U					Y			
BASE = Those who responded	232	0	0	2356	87	0	0	2132	157	0	0	958	27	128	15	117	89	67	17	51	86	90	65	126	31	0	
	31.10%	0.0%	0.0%	32.42%	25.29%	0.0%	0.0%	54.50%	51.14%	0.0%	0.0%	57.16%	56.25%	50.00%	53.57%	50.43%	53.61%	47.86%	31.48%	50.50%	59.31%	51.14%	52.00%	47.19%	77.50%	0.0%	
					E				E										S		S			X			
10 - Best mental health services possible	92	0	0	1251	38	0	0	910	56	0	0	373	1	55	2	48	34	22	6	20	29	34	22	42	14	0	
	39.66%	0.0%	0.0%	53.10%	43.68%	0.0%	0.0%	42.68%	35.67%	0.0%	0.0%	38.94%	3.70%	42.97%	13.33%	41.03%	38.20%	32.84%	35.29%	39.22%	33.72%	37.78%	33.85%	33.33%	45.16%	0.0%	
9 -	40	0	0	292	12	0	0	292	30	0	0	139	3	27	2	22	17	13	3	11	15	18	10	24	6	0	
	17.24%	0.0%	0.0%	12.39%	13.79%	0.0%	0.0%	13.70%	19.11%	0.0%	0.0%	14.51%	11.11%	21.09%	13.33%	18.80%	19.10%	19.40%	17.65%	21.57%	17.44%	20.00%	15.38%	19.05%	19.35%	0.0%	
Top Two Box	132	0	0	1543	50	0	0	1202	86	0	0	512	4	82	4	70	51	35	9	31	44	52	32	66	20	0	
	56.90%	0.0%	0.0%	65.49%	57.47%	0.0%	0.0%	56.38%	54.78%	0.0%	0.0%	53.44%	14.81%	64.06%	26.67%	59.83%	57.30%	52.24%	52.94%	60.78%	51.16%	57.78%	49.23%	52.38%	64.52%	0.0%	
8 -	31	0	0	315	11	0	0	347	25	0	0	194	6	19	3	17	13	12	4	6	15	14	11	21	4	0	
	13.36%	0.0%	0.0%	13.37%	12.64%	0.0%	0.0%	16.28%	15.92%	0.0%	0.0%	20.25%	22.22%	14.84%	20.00%	14.53%	14.61%	17.91%	23.53%	11.76%	17.44%	15.56%	16.92%	16.67%	12.90%	0.0%	
Top Three Box	163	0	0	1858	61	0	0	1549	111	0	0	706	10	101	7	87	64	47	13	37	59	66	43	87	24	0	
	70.26%	0.0%	0.0%	78.86%	70.11%	0.0%	0.0%	72.65%	70.70%	0.0%	0.0%	73.70%	37.04%	78.91%	46.67%	74.36%	71.91%	70.15%	76.47%	72.55%	68.60%	73.33%	66.15%	69.05%	77.42%	0.0%	
7 -	26	0	0	161	11	0	0	184	17	0	0	93	5	11	2	12	10	7	1	6	9	8	9	14	3	0	
	11.21%	0.0%	0.0%	6.83%	12.64%	0.0%	0.0%	8.63%	10.83%	0.0%	0.0%	9.71%	18.52%	8.59%	13.33%	10.26%	11.24%	10.45%	5.88%	11.76%	10.47%	8.89%	13.85%	11.11%	9.68%	0.0%	
6 -	10	0	0	67	4	0	0	105	6	0	0	47	2	4	2	4	2	4	1	2	3	3	3	4	2	0	
	4.31%	0.0%	0.0%	2.84%	4.60%	0.0%	0.0%	4.92%	3.82%	0.0%	0.0%	4.91%	7.41%	3.13%	13.33%	3.42%	2.25%	5.97%	5.88%	3.92%	3.49%	3.33%	4.62%	3.17%	6.45%	0.0%	
5 -	14	0	0	107	4	0	0	125	9	0	0	48	5	4	1	5	5	4	1	1	7	4	5	7	2	0	
	6.03%	0.0%	0.0%	4.54%	4.60%	0.0%	0.0%	5.86%	5.73%	0.0%	0.0%	5.01%	18.52%	3.13%	6.67%	4.27%	5.62%	5.97%	5.88%	1.96%	8.14%	4.44%	7.69%	5.56%	6.45%	0.0%	
4 -	7	0	0	30	4	0	0	52	6	0	0	23	2	3	2	4	4	1	1	2	3	5	1	6	0	0	
	3.02%	0.0%	0.0%	1.27%	4.60%	0.0%	0.0%	2.44%	3.82%	0.0%	0.0%	2.40%	7.41%	2.34%	13.33%	3.42%	4.49%	1.49%	5.88%	3.92%	3.49%	5.56%	1.54%	4.76%	0.0%	0.0%	
																							Y				
3 -	4	0	0	17	0	0	0	24	4	0	0	10	1	3	0	3	3	1	0	1	3	4	0	4	0	0	
	1.72%	0.0%	0.0%	0.72%	0.0%	0.0%	0.0%	1.13%	2.55%	0.0%	0.0%	1.04%	3.70%	2.34%	0.0%	2.56%	3.37%	1.49%	0.0%	1.96%	3.49%	4.44%	0.0%	3.17%	0.0%	0.0%	
					E				E												W		Y				

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
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													2017 CCC Population Results - Qualified Respondents																																																			
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type																																								
													2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)																										
2 -													1	0.43%	0	0.0%	0	0.0%	22	0.93%	1	1.15%	0	0.0%	0	0.0%	24	1.13%	1	0.64%	0	0.0%	0	0.0%	12	1.25%	0	0.0%	1	0.78%	0	0.0%	1	0.85%	0	0.0%	1	1.49%	0	0.0%	1	1.96%	0	0.0%	1	1.54%	1	0.79%	0	0.0%	0	0.0%		
1 -													2	0.86%	0	0.0%	0	0.0%	20	0.85% E	0	0.0%	0	0.0%	0	0.0%	16	0.75%	2	1.27%	0	0.0%	0	0.0%	6	0.63%	1	3.70%	1	0.78%	0	0.0%	1	0.85%	1	1.12%	1	1.49%	0	0.0%	2	2.33%	0	0.0%	2	3.08%	2	1.59%	0	0.0%	0	0.0%		
0 - Worst mental health services possible													5	2.16%	0	0.0%	0	0.0%	74	3.14%	2	2.30%	0	0.0%	0	0.0%	53	2.49% I	1	0.64%	0	0.0%	0	0.0%	13	1.36%	1	3.70%	0	0.0%	1	6.67%	0	0.0%	1	1.96%	0	0.0%	1	1.54%	1	0.79%	0	0.0%	0	0.0%								
0-7 (NET)													69	29.74%	0	0.0%	0	0.0%	498	21.14%	26	29.89%	0	0.0%	0	0.0%	583	27.35%	46	29.30%	0	0.0%	0	0.0%	252	26.30%	17	62.96%	27	21.09%	8	53.33%	30	25.64%	25	28.09%	20	29.85%	4	23.53%	14	27.45%	27	31.40%	24	26.67%	22	33.85%	39	30.95%	7	22.58%	0	0.0%
Bottom Three Box													8	3.45%	0	0.0%	0	0.0%	116	4.92%	3	3.45%	0	0.0%	0	0.0%	93	4.36%	4	2.55%	0	0.0%	0	0.0%	31	3.24%	2	7.41%	2	1.56%	1	6.67%	2	1.71%	1	1.12%	3	4.48%	0	0.0%	2	3.92%	2	2.33%	0	0.0%	4	6.15% V	4	3.17% Y	0	0.0%	0	0.0%
Bottom Two Box													7	3.02%	0	0.0%	0	0.0%	94	3.99%	2	2.30%	0	0.0%	0	0.0%	69	3.24%	3	1.91%	0	0.0%	0	0.0%	19	1.98%	2	7.41%	1	0.78%	1	6.67%	1	0.85%	1	1.12%	2	2.99%	0	0.0%	1	1.96%	2	2.33%	0	0.0%	3	4.62%	3	2.38%	0	0.0%	0	0.0%
Average rating													8.1207		0		0		8.4707	8.2184		0		0		8.1571	8.0892		0		0		8.2025	6.2593	8.5156	6.7333	8.3333	8.2022	8.0000	8.2941	8.2157	7.9535	8.2222	7.8769	7.9444	8.6774 X		0																
Standard deviation													2.3329		0		0		2.4007	2.2764		0		0		2.3804	2.2128		0		0		2.1627	2.3819	1.9445	2.5940	2.0631	2.1209	2.2856	1.8073	2.2950	2.2511	2.0698	2.4084	2.3207	1.5737		0																
Sigma													746	100.00%	0	0.0%	0	0.0%	7268	344	100.00%	0	0.0%	0	0.0%	3912	307	100.00%	0	0.0%	0	0.0%	0	0.0%	1676	48	100.00%	256	100.00%	28	100.00%	232	166	100.00%	140	100.00%	54	100.00%	101	100.00%	176	125	100.00%	267	40	100.00%	0	0.0%						

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

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 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

93. In the last 6 months, if you needed mental health or substance abuse services for your child, did you access them?

												2017 CCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total	2016 Plan Total	2015 Plan Total	2017 Gen. Pop. UHC Avg.	2017 Gen. Pop. Total	2016 Gen. Pop. Total	2015 Gen. Pop. Total	2017 CCC Pop. Qual. UHC Avg.	2017 CCC Pop. Qual. Total	2016 CCC Pop. Qual. Total	2015 CCC Pop. Qual. Total	2017 CCC Pop. Qual. UHC Avg.	0-7	8-10	0-7	8-10	Excel/ Very Good	Good/ Fair/ Poor	<5	6-10	11+	Male	Female	Mail	Phone	Internet	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	
Total	298	0	0	2642	122	0	0	2235	174	0	0	1062	29	143	16	132	96	77	22	57	92	100	72	142	32	0
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	89	0	0	729	45	0	0	355	32	0	0	167	2	29	4	20	15	17	8	15	9	22	10	31	1	0
	29.87%	0.0%	0.0%	27.59%	36.89% DI	0.0%	0.0%	15.88%	18.39%	0.0%	0.0%	15.73%	6.90%	20.28%	25.00%	15.15%	15.63%	22.08%	36.36%	26.32% U	9.78%	22.00%	13.89%	21.83% Y	3.13%	0.0%
My child did not need these services in the last 6 months	35	0	0	398	13	0	0	314	19	0	0	140	2	17	1	17	13	5	2	3	14	13	6	15	4	0
	11.74%	0.0%	0.0%	15.06%	10.66%	0.0%	0.0%	14.05%	10.92%	0.0%	0.0%	13.18%	6.90%	11.89%	6.25%	12.88%	13.54%	6.49%	9.09%	5.26%	15.22% T	13.00%	8.33%	10.56%	12.50%	0.0%
BASE = Those who responded	174	0	0	1515	64	0	0	1566	123	0	0	755	25	97	11	95	68	55	12	39	69	65	56	96	27	0
	58.39%	0.0%	0.0%	57.34%	52.46%	0.0%	0.0%	70.07%	70.69% E	0.0%	0.0%	71.09%	86.21%	67.83%	68.75%	71.97%	70.83%	71.43%	54.55%	68.42%	75.00%	65.00%	77.78%	67.61%	84.38% X	0.0%
Yes	108	0	0	618	42	0	0	1054	87	0	0	553	19	67	8	67	51	36	8	25	51	49	37	72	15	0
	62.07%	0.0%	0.0%	40.79%	65.63% D	0.0%	0.0%	67.31%	70.73%	0.0%	0.0%	73.25%	76.00%	69.07%	72.73%	70.53%	75.00%	65.45%	66.67%	64.10%	73.91%	75.38%	66.07%	75.00%	55.56%	0.0%
No	66	0	0	897	22	0	0	512	36	0	0	202	6	30	3	28	17	19	4	14	18	16	19	24	12	0
	37.93%	0.0%	0.0%	59.21% E	34.38%	0.0%	0.0%	32.69%	29.27%	0.0%	0.0%	26.75%	24.00%	30.93%	27.27%	29.47%	25.00%	34.55%	33.33%	35.90%	26.09%	24.62%	33.93%	25.00%	44.44% X	0.0%
Sigma	298	0	0	2642	122	0	0	2235	174	0	0	1062	29	143	16	132	96	77	22	57	92	100	72	142	32	0
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

94. In the last 6 months, if your child needed to see a mental health specialist how often was it easy to get an appointment as soon as your child needed?

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
	2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	108	0	0	1491	42	0	0	1270	87	0	0	553	19	67	8	67	51	36	8	25	51	49	37	72	15	0
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	2	0	0	154 E	1	0	0	26	2	0	0	4	1	1	0	0	1	1	1	0	1	2	0	1	1	0
	1.85%	0.0%	0.0%	10.33%	2.38%	0.0%	0.0%	2.05%	2.30%	0.0%	0.0%	0.72%	5.26%	1.49%	0.0%	0.0%	1.96%	2.78%	12.50%	0.0%	1.96%	4.08%	0.0%	1.39%	6.67%	0.0%
My child did not need to see a mental health specialist in the last 6 months	3	0	0	394 E	1	0	0	98	2	0	0	8	0	2	0	2	1	1	0	1	1	1	1	2	0	0
	2.78%	0.0%	0.0%	26.43%	2.38%	0.0%	0.0%	7.72%	2.30%	0.0%	0.0%	1.45%	0.0%	2.99%	0.0%	2.99%	1.96%	2.78%	0.0%	4.00%	1.96%	2.04%	2.70%	2.78%	0.0%	0.0%
				E				I																		
BASE = Those who responded	103	0	0	943	40	0	0	1146	83	0	0	541	18	64	8	65	49	34	7	24	49	46	36	69	14	0
	95.37%	0.0%	0.0%	63.25%	95.24% D	0.0%	0.0%	90.24%	95.40% H	0.0%	0.0%	97.83%	94.74%	95.52%	100.00%	97.01%	96.08%	94.44%	87.50%	96.00%	96.08%	93.88%	97.30%	95.83%	93.33%	0.0%
					D				H																	
Never	1	0	0	213 E	1	0	0	83	0	0	0	26	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.97%	0.0%	0.0%	22.59%	2.50%	0.0%	0.0%	7.24%	0.0%	0.0%	0.0%	4.81%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
				E				I																		
Sometimes	14	0	0	129	6	0	0	157	12	0	0	78	5	7	2	8	4	8	2	2	7	5	7	10	2	0
	13.59%	0.0%	0.0%	13.68%	15.00%	0.0%	0.0%	13.70%	14.46%	0.0%	0.0%	14.42%	27.78%	10.94%	25.00%	12.31%	8.16%	23.53%	28.57%	8.33%	14.29%	10.87%	19.44%	14.49%	14.29%	0.0%
Bottom Two Box (%Never + %Sometimes)	15	0	0	342	7	0	0	240	12	0	0	104	5	7	2	8	4	8	2	2	7	5	7	10	2	0
	14.56%	0.0%	0.0%	36.27% E	17.50%	0.0%	0.0%	20.94%	14.46%	0.0%	0.0%	19.22%	27.78%	10.94%	25.00%	12.31%	8.16%	23.53%	28.57%	8.33%	14.29%	10.87%	19.44%	14.49%	14.29%	0.0%
				E																						
Usually	30	0	0	174	14	0	0	270	24	0	0	150	7	16	1	22	13	11	2	8	14	18	6	21	3	0
	29.13%	0.0%	0.0%	18.45%	35.00% D	0.0%	0.0%	23.56%	28.92%	0.0%	0.0%	27.73%	38.89%	25.00%	12.50%	33.85%	26.53%	32.35%	28.57%	33.33%	28.57%	39.13% W	16.67%	30.43%	21.43%	0.0%
				D																						
Always	58	0	0	427	19	0	0	636	47	0	0	287	6	41	5	35	32	15	3	14	28	23	23	38	9	0
	56.31%	0.0%	0.0%	45.28%	47.50%	0.0%	0.0%	55.50%	56.63%	0.0%	0.0%	53.05%	33.33%	64.06%	62.50%	53.85%	65.31%	44.12%	42.86%	58.33%	57.14%	50.00%	63.89%	55.07%	64.29%	0.0%
Top Two Box (%Always + %Usually)	88	0	0	601	33	0	0	906	71	0	0	437	13	57	6	57	45	26	5	22	42	41	29	59	12	0
	85.44%	0.0%	0.0%	63.73% D	82.50% D	0.0%	0.0%	79.06%	85.54%	0.0%	0.0%	80.78%	72.22%	89.06%	75.00%	87.69%	91.84%	76.47%	71.43%	91.67%	85.71%	89.13%	80.56%	85.51%	85.71%	0.0%
				D																						
4-point composite mean	3.4078	0	0	2.8643	3.2750 D	0	0	3.2731	3.4217	0	0	3.2902	3.0556	3.5313	3.3750	3.4154	3.5714 R	3.2059	3.1429	3.5000	3.4286	3.3913	3.4444	3.4058	3.5000	0
				D																						
Sigma	108	0	0	1491	42	0	0	1270	87	0	0	553	19	67	8	67	51	36	8	25	51	49	37	72	15	0
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

95. Was the mental health or substance abuse provider helpful to your child?

													2017 CCC Population Results - Qualified Respondents														
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)		
Total	108	0	0	618	42	0	0	1054	87	0	0	553	19	67	8	67	51	36	8	25	51	49	37	72	15	0	
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%		
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No response	5	0	0	52	2	0	0	47	2	0	0	21	0	2	0	1	0	2	0	1	1	2	0	2	0	0	
	4.63%	0.0%	0.0%	8.41%	4.76%	0.0%	0.0%	4.46%	2.30%	0.0%	0.0%	3.80%	0.0%	2.99%	0.0%	1.49%	0.0%	5.56%	0.0%	4.00%	1.96%	4.08%	0.0%	2.78%	0.0%	0.0%	
BASE = Those who responded	103	0	0	566	40	0	0	1007	85	0	0	532	19	65	8	66	51	34	8	24	50	47	37	70	15	0	
	95.37%	0.0%	0.0%	91.59%	95.24%	0.0%	0.0%	95.54%	97.70%	0.0%	0.0%	96.20%	100.00%	97.01%	100.00%	98.51%	100.00%	94.44%	100.00%	96.00%	98.04%	95.92%	100.00%	97.22%	100.00%	0.0%	
Yes	97	0	0	493	36	0	0	928	82	0	0	500	17	64	7	65	50	32	7	23	49	47	34	68	14	0	
	94.17%	0.0%	0.0%	87.10%	90.00%	0.0%	0.0%	92.15%	96.47% H	0.0%	0.0%	93.98%	89.47%	98.46%	87.50%	98.48%	98.04%	94.12%	87.50%	95.83%	98.00%	100.00%	91.89%	97.14%	93.33%	0.0%	
No	6	0	0	73	4	0	0	79	3	0	0	32	2	1	1	1	1	2	1	1	1	0	3	2	1	0	
	5.83%	0.0%	0.0%	12.90%	10.00%	0.0%	0.0%	7.85% I	3.53%	0.0%	0.0%	6.02%	10.53%	1.54%	12.50%	1.52%	1.96%	5.88%	12.50%	4.17%	2.00%	0.0%	8.11%	2.86%	6.67%	0.0%	
Sigma	108	0	0	618	42	0	0	1054	87	0	0	553	19	67	8	67	51	36	8	25	51	49	37	72	15	0	
	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

Survey Language

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Total	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
English	549	523	542	10690	263	254	230	5995	252	204	238	1597	46	203	26	189	144	107	42	76	128	139	109	219	33	0
	73.59%	70.96%	77.99%	85.68%	76.45%	72.57%	77.18%	93.85%	82.08%	82.26%	85.61%	95.29%	95.83%	79.30%	92.86%	81.47%	86.75%	76.43%	77.78%	75.25%	88.28%	78.98%	87.20%	82.02%	82.50%	0.0%
			B	E				I					N				R				T					
Spanish	197	214	153	1786	81	96	68	393	55	44	40	79	2	53	2	43	22	33	12	25	17	37	16	48	7	0
	26.41%	29.04%	22.01%	14.32%	23.55%	27.43%	22.82%	6.15%	17.92%	17.74%	14.39%	4.71%	4.17%	20.70%	7.14%	18.53%	13.25%	23.57%	22.22%	24.75%	11.72%	21.02%	12.80%	17.98%	17.50%	0.0%
		C			D				H				M				Q		U							
Sigma	746	737	695	12476	344	350	298	6388	307	248	278	1676	48	256	28	232	166	140	54	101	145	176	125	267	40	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
Children With Chronic Conditions

Customer Service Composite Score

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Customer Service Composite Score (BASE)	245 BC	174	165	3555	100	92	67	1877	108 HJK	60	73	489	13	93	8	84	61	47	22	41	42	62	43	91	17	0
NEVER/SOMETIMES COMPOSITE	10.67%	14.86%	10.93%	12.27%	13.00%	14.42%	5.97%	11.77%	10.28%	18.53%	10.27%	10.80%	30.77%	7.07%	31.25%	6.01%	9.03%	11.89%	11.69%	9.79%	10.71%	8.09%	14.23%	11.67%	2.94%	0.0%
USUALLY COMPOSITE	24.84%	26.81%	26.44%	19.58%	20.50%	29.93%	27.61%	19.25%	27.10%	22.73%	26.71%	22.22%	38.46%	25.54%	31.25%	27.57%	21.46%	34.46%	23.27%	28.35%	28.57%	33.30%	18.85%	26.11%	32.35%	0.0%
ALWAYS COMPOSITE	64.50%	58.34%	62.63%	68.15%	66.50%	55.65%	66.42%	68.98%	62.62%	58.74%	63.01%	66.98%	30.77%	67.39%	37.50%	66.42%	69.51%	53.65%	65.04%	61.86%	60.71%	58.61%	66.92%	62.22%	64.71%	0.0%
CAHPS RATE	89.33%	85.14%	89.07%	87.73%	87.00%	85.58%	94.03%	88.23%	89.72%	81.47%	89.73%	89.20%	69.23%	92.93%	68.75%	93.99%	90.97%	88.11%	88.31%	90.21%	89.29%	91.91%	85.77%	88.33%	97.06%	0.0%
AVERAGE	2.5383	2.4348	2.5170	2.5589	2.5350	2.4123	2.6045	2.5721	2.5234	2.4021	2.5274	2.5617	2.0000	2.6033	2.0625	2.6041	2.6048	2.4177	2.5335	2.5207	2.5000	2.5052	2.5269	2.5056	2.6176	0
Standard deviation	0.6588	0.7247	0.6710	0.6724	0.6920	0.7208	0.5938	0.6678	0.6443	0.7660	0.6597	0.6539	0.7216	0.5893	0.7626	0.5835	0.6036	0.6726	0.6912	0.6312	0.6333	0.6226	0.6815	0.6700	0.4552	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

Getting Needed Care Composite Score

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Getting Needed Care Composite Score (BASE)	579	573	539	9414	250	258	223	5670	276 E	227	247	1467	44	229	28	232	150	125	54 TU	89	130	156	115	239	37	0
NEVER/SOMETIMES COMPOSITE	10.98%	13.03%	10.40%	14.55% E	10.36%	10.55%	9.04%	12.03%	9.07%	11.76%	9.43%	9.54%	15.97%	7.71%	21.83%	6.77%	6.61%	11.18%	16.19% U	11.53% U	3.90%	9.84%	8.52%	8.28%	13.50%	0.0%
USUALLY COMPOSITE	25.18%	21.91%	23.53%	22.55%	26.72%	23.76%	26.34%	23.93%	27.14% J	19.62%	25.45%	27.57%	39.64%	25.11%	39.88%	25.59%	22.29%	32.34%	30.20%	18.07%	31.60% T	25.85%	27.94%	27.60%	23.26%	0.0%
ALWAYS COMPOSITE	63.84%	65.05%	66.06%	62.89%	62.92%	65.68%	64.62%	64.03%	63.79%	68.63%	65.11%	62.89%	44.40%	67.18% M	38.29%	67.64%	71.10% R	56.47%	53.61%	70.40% S	64.50%	64.31%	63.54%	64.12%	63.24%	0.0%
CAHPS RATE	89.02%	86.97%	89.60%	85.45%	89.64% D	89.45%	90.96%	87.97%	90.93%	88.24%	90.57%	90.46%	84.03%	92.29%	78.17%	93.23%	93.39%	88.82%	83.81%	88.47%	96.10% ST	90.16%	91.48%	91.72%	86.50%	0.0%
AVERAGE	2.5286	2.5202	2.5566	2.4834	2.5256	2.5513	2.5557	2.5200	2.5472	2.5687	2.5568	2.5335	2.2843	2.5948	2.1647	2.6087	2.6449	2.4529	2.3741	2.5887	2.6061	2.5447	2.5502	2.5584	2.4973	0
Standard deviation	0.6761	0.7088	0.6679	0.7268	0.6696	0.6688	0.6458	0.6940	0.6480	0.6900	0.6509	0.6598	0.7213	0.6161	0.7549	0.6025	0.5890	0.6846	0.7349	0.6804	0.5592	0.6603	0.6393	0.6370	0.6954	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

Getting Care Quickly Composite Score

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. (E)	2016 Gen. Pop. (F)	2015 Gen. Pop. (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. (I)	2016 CCC Pop. Qual. (J)	2015 CCC Pop. Qual. (K)	2017 CCC Pop. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Getting Care Quickly Composite Score (BASE)	572	570	538	9446	252	255	219	5456	270 E	210	229	1412	44	223	25	216	143	126	49	88	128	157	108	232	38 X	0
NEVER/SOMETIMES COMPOSITE	7.05%	9.60%	7.05%	10.00% E	6.26%	8.73%	8.22%	6.61%	5.99%	7.62%	4.16%	5.06%	3.49%	5.83%	10.17%	4.23%	6.50%	5.76%	3.13%	7.71%	6.09%	5.61%	6.80%	5.72%	6.58%	0.0%
USUALLY COMPOSITE	19.17%	21.92%	19.62%	14.96%	21.01% D	20.16%	18.92%	15.82%	19.73%	16.57%	20.48%	18.85%	23.48%	18.80%	20.33%	20.39%	14.98%	23.72%	23.58%	20.87%	17.05%	21.80%	17.59%	20.01%	19.21%	0.0%
ALWAYS COMPOSITE	73.78% B	68.48%	73.33%	75.04%	72.73%	71.11%	72.86%	77.56%	74.28%	75.82%	75.36%	76.08%	73.03%	75.37%	69.50%	75.38%	78.52%	70.52%	73.30%	71.42%	76.86%	72.59%	75.61%	74.27%	74.21%	0.0%
CAHPS RATE	92.95%	90.40%	92.95%	90.00%	93.74% D	91.27%	91.78%	93.39%	94.01%	92.38%	95.84%	94.94%	96.51%	94.17%	89.83%	95.77%	93.50%	94.24%	96.88%	92.29%	93.91%	94.39%	93.20%	94.28%	93.42%	0.0%
AVERAGE	2.6673	2.5889	2.6627	2.6504	2.6647	2.6238	2.6465	2.7095	2.6830	2.6820	2.7120	2.7102	2.6955	2.6955	2.5933	2.7116	2.7203	2.6475	2.7017	2.6372	2.7078	2.6698	2.6881	2.6855	2.6763	0
Standard deviation	0.6009	0.6563	0.5999	0.6498	0.5875	0.6393	0.6239	0.5780	0.5751	0.6015	0.5323	0.5448	0.5057	0.5694	0.6617	0.5304	0.5725	0.5782	0.5117	0.6104	0.5716	0.5745	0.5848	0.5712	0.5572	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

How Well Doctors Communicate Composite Score

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
How Well Doctors Communicate Composite Score (BASE)	515	510	472	8362	231	223	189	5057	247 E	204 K	206	1297	39	205	22	206	130	117	49 T	74	119	143	99	214	33	0
NEVER/SOMETIMES COMPOSITE	5.93%	6.54%	4.96%	6.31%	7.09%	4.86%	3.07%	5.33%	4.46%	5.44%	4.88%	3.86%	7.14%	3.78%	17.48%	3.28%	2.51%	6.62%	6.63%	6.76%	2.32%	4.21%	5.05%	4.33%	5.30%	0.0%
USUALLY COMPOSITE	17.67% C	16.76%	12.94%	13.95%	20.27% DG	14.79%	12.38%	13.32%	16.42%	13.96%	12.20%	14.99%	26.45%	14.27%	35.50%	14.56%	12.92%	20.30%	25.51%	12.16%	15.17%	16.12%	16.67%	17.43%	9.85%	0.0%
ALWAYS COMPOSITE	76.40%	76.70%	82.10% AB	79.74% E	72.63%	80.35%	84.55% E	81.35%	79.12%	80.61%	82.92%	81.15%	66.41%	81.95%	47.02%	82.16%	84.57% R	73.08%	67.86%	81.08%	82.51%	79.67%	78.28%	78.24%	84.85%	0.0%
CAHPS RATE	94.07%	93.46%	95.04%	93.69%	92.91%	95.14%	96.93%	94.67%	95.54%	94.56%	95.12%	96.14%	92.86%	96.22%	82.52%	96.72%	97.49%	93.38%	93.37%	93.24%	97.68%	95.79%	94.95%	95.67%	94.70%	0.0%
AVERAGE	2.7047	2.7017	2.7714	2.7344	2.6554	2.7550	2.8148	2.7602	2.7466	2.7517	2.7804	2.7730	2.5928	2.7817	2.2955	2.7888	2.8206	2.6645	2.6122	2.7432	2.8018	2.7546	2.7323	2.7390	2.7955	0
Standard deviation	0.5599	0.5724	0.5113	0.5534	0.5951	0.5232	0.4415	0.5285	0.5172	0.5324	0.5135	0.4951	0.6105	0.4843	0.7173	0.4723	0.4363	0.5824	0.5981	0.5557	0.4415	0.5069	0.5351	0.5208	0.4661	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

Shared Decision Making Composite Score

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. (E)	2016 Gen. Pop. (F)	2015 Gen. Pop. (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. (I)	2016 CCC Pop. Qual. (J)	2015 CCC Pop. Qual. (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Shared Decision Making Composite Score (BASE)	217	205	187	2689	86	78	74	2580	132 E	107	115	700	23	106	11	120	70	61	24	45	61	79	51	110	22	0
YES COMPOSITE	83.84%	82.60%	82.96%	79.38%	82.06%	82.51%	82.19%	85.11%	84.63%	86.45%	84.34%	87.28%	86.96%	84.38%	81.82%	85.04%	86.56%	83.21%	79.17%	88.60%	84.03%	85.74%	84.31%	84.27%	86.36%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

Access to Prescription Medicine Composite Score

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Access to Prescription Medicine Composite Score (Base)	454	437	427	3962	183	175	158	5441	268	216	235	1446	43	222	25	210	142	125	50	84	129	152	112	231	37	0
NEVER/SOMETIMES COMPOSITE	8.59%	6.18%	9.13%	7.22%	8.74%	5.71%	8.86%	8.49%	10.82%	6.02%	10.64%	8.64%	25.58% N	7.66%	32.00%	8.57%	7.04%	14.40%	12.00%	9.52%	10.85%	7.89%	14.29%	10.39%	13.51%	0.0%
USUALLY COMPOSITE	21.59%	20.82%	18.03%	17.21%	19.67%	19.43%	16.46%	19.85%	26.49% HK	19.91%	17.02%	23.03%	44.19% N	23.42%	28.00%	27.62%	24.65%	28.80%	28.00%	25.00%	27.91%	29.61%	22.32%	27.27%	21.62%	0.0%
ALWAYS COMPOSITE	69.82%	73.00%	72.83%	75.57%	71.58% I	74.86%	74.68%	71.66% I	62.69%	74.07% I	72.34% I	68.33%	30.23%	68.92% M	40.00%	63.81%	68.31%	56.80%	60.00%	65.48%	61.24%	62.50%	63.39%	62.34%	64.86%	0.0%
CAHPS RATE	91.41%	93.82%	90.87%	92.78%	91.26%	94.29%	91.14%	91.51%	89.18%	93.98%	89.36%	91.36%	74.42%	92.34% M	68.00%	91.43%	92.96%	85.60%	88.00%	90.48%	89.15%	92.11%	85.71%	89.61%	86.49%	0.0%
AVERAGE	2.6123	2.6682	2.6370	2.6835	2.6284	2.6914	2.6582	2.6317 I	2.5187	2.6806 I	2.6170	2.5968	2.0465	2.6126 M	2.0800	2.5524	2.6127 R	2.4240	2.4800	2.5595	2.5039	2.5461	2.4911	2.5195	2.5135	0
Standard deviation	0.6397	0.5876	0.6434	0.6006	0.6390	0.5724	0.6342	0.6344	0.6827	0.5812	0.6701	0.6431	0.7456	0.6249	0.8447	0.6471	0.6149	0.7295	0.6997	0.6610	0.6834	0.6370	0.7319	0.6763	0.7212	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

Access to Specialized Services Composite Score

													2017 OCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 OCC Pop. Qual. UHC Avg. (H)	2017 OCC Pop. Qual. Total (I)	2016 OCC Pop. Qual. Total (J)	2015 OCC Pop. Qual. Total (K)	2017 OCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Access to Specialized Services Composite Score (BASE)	226 B	182	203	1536	81 D	65	60	3353	172 E	126	155	955	31	139	15	132	80	91 Q	30	60	79	98	71	143	29 X	0
NEVER/SOMETIMES COMPOSITE	21.44%	16.76%	16.96%	22.38%	25.70%	13.80%	16.88%	22.79%	17.88%	21.95%	17.51%	19.75%	26.95%	14.82%	37.78%	13.10%	15.73%	19.54%	17.95%	16.90%	16.61%	14.02%	20.61%	16.29%	24.26%	0.0%
USUALLY COMPOSITE	26.81%	18.97%	22.01%	20.74%	25.01%	16.20%	18.74%	20.83%	26.47%	19.59%	21.74%	22.02%	36.26%	24.42%	30.00%	25.82%	25.31%	27.42%	38.99%	20.22%	28.91%	25.73%	26.78%	24.61%	35.31%	0.0%
ALWAYS COMPOSITE	51.75%	64.27% A	61.03%	56.88%	49.29%	70.00% E	64.38%	56.38%	55.65%	58.46%	60.75%	58.23%	36.80%	60.76% M	32.22%	61.08%	58.96%	53.04%	43.06%	62.89%	54.48%	60.25%	52.60%	59.10%	40.44%	0.0%
CAHPS RATE	78.56%	83.24%	83.04%	77.62%	74.30%	86.20%	83.12%	77.21%	82.12%	78.05%	82.49%	80.25%	73.05%	85.18%	62.22%	86.90%	84.27%	80.46%	82.05%	83.10%	83.39%	85.98%	79.39%	83.71%	75.74%	0.0%
AVERAGE	2.3032	2.4752	2.4407	2.3450	2.2359	2.5620	2.4750	2.3359	2.3777	2.3651	2.4324	2.3848	2.0985	2.4593	1.9444	2.4798	2.4323	2.3349	2.2511	2.4599	2.3788	2.4623	2.3199	2.4282	2.1618	0
Standard deviation	0.7927	0.7619	0.7647	0.8201	0.8166	0.7103	0.7655	0.8236	0.7596	0.8102	0.7687	0.7921	0.7841	0.7237	0.8295	0.6874	0.7329	0.7751	0.6842	0.7474	0.7405	0.7236	0.7824	0.7503	0.7437	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

Family Centered Care: Personal Doctor Who Knows Child Composite Score

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
													=====		=====		=====		=====			=====		=====		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Family Centered Care: Personal Doctor or Nurse Who Knows Child Composite Score (BASE)	540	527	502	8517	236	231	196	5603	276 KE	220	233	1480	45	228	27	215	146	129	53 TU	90	127	158	112	238	38	0
YES COMPOSITE	88.91%	90.85%	90.82%	90.00%	90.17%	92.54%	91.36%	90.62%	89.37%	91.22%	91.13%	90.06%	82.63%	91.08%	77.87%	90.60%	91.17%	88.06%	92.41%	90.95%	87.56%	89.94%	89.11%	89.15%	90.81%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I

13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

Family Centered Care: Getting Needed Information Composite Score

													2017 CCC Population Results - Qualified Respondents													
													Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type		
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Family Centered Care: Getting Needed Information Composite Score(Base)	558	556	517	5681	245	251	216	5398	261	221	234	1382	42	216	28	232	142	118	51	84	123	146	110	227	34	0
NEVER/SOMETIMES COMPOSITE	9.50%	9.89%	6.96%	11.05%	8.57%	7.57%	4.63%	8.47%	7.28%	9.05%	5.56%	7.31%	11.90%	6.48%	21.43%	5.60%	6.34%	7.63%	9.80%	4.76%	8.13%	4.79%	10.91%	7.05%	8.82%	0.0%
USUALLY COMPOSITE C	22.04%	19.60%	16.05%	16.74%	25.31% DG	18.73%	15.28%	17.02%	20.69%	19.91%	14.10%	20.12%	23.81%	19.44%	39.29%	18.10%	16.20%	26.27% Q	19.61%	20.24%	21.14%	18.49%	23.64%	21.15%	17.65%	0.0%
ALWAYS COMPOSITE	68.46%	70.50%	76.98% AB	72.21% E	66.12%	73.71%	80.09% E	74.51%	72.03%	71.04%	80.34% IJ	72.58%	64.29%	74.07%	39.29%	76.29%	77.46% R	66.10%	70.59%	75.00%	70.73%	76.71%	65.45%	71.81%	73.53%	0.0%
CAHPS RATE	90.50%	90.11%	93.04%	88.95%	91.43%	92.43%	95.37%	91.53%	92.72%	90.95%	94.44%	92.69%	88.10%	93.52%	78.57%	94.40%	93.66%	92.37%	90.20%	95.24%	91.87%	95.21%	89.09%	92.95%	91.18%	0.0%
AVERAGE	2.5896	2.6061	2.7002 AB	2.6115	2.5755	2.6614	2.7546 E	2.6604	2.6475	2.6199	2.7479 J	2.6527	2.5238	2.6759	2.1786	2.7069	2.7113	2.5847	2.6078	2.7024	2.6260	2.7192 W	2.5455	2.6476	2.6471	0
Standard deviation	0.6572	0.6607	0.5909	0.6772	0.6448	0.6127	0.5270	0.6274	0.6114	0.6455	0.5474	0.6106	0.6982	0.5905	0.7585	0.5650	0.5763	0.6288	0.6591	0.5516	0.6299	0.5458	0.6827	0.6076	0.6363	0

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13970 - UNITEDHEALTHCARE COMMUNITY PLAN (NE)
 2017 CAHPS 5.0H Child Medicaid Satisfaction Survey (UH22620)
 Children With Chronic Conditions

Coordination of Care for Children for Chronic Conditions Composite Score

												2017 CCC Population Results - Qualified Respondents														
												Overall Rating of Health Plan		Overall Rating of Health Care		Health Status		Age			Gender		Survey Type			
2017 Plan Total (A)	2016 Plan Total (B)	2015 Plan Total (C)	2017 Gen. Pop. UHC Avg. (D)	2017 Gen. Pop. Total (E)	2016 Gen. Pop. Total (F)	2015 Gen. Pop. Total (G)	2017 CCC Pop. Qual. UHC Avg. (H)	2017 CCC Pop. Qual. Total (I)	2016 CCC Pop. Qual. Total (J)	2015 CCC Pop. Qual. Total (K)	2017 CCC Pop. Qual. UHC Avg. Central (L)	0-7 (M)	8-10 (N)	0-7 (O)	8-10 (P)	Excel/ Very Good (Q)	Good/ Fair/ Poor (R)	<5 (S)	6-10 (T)	11+ (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)	
Coordination of Care for Children for Chronic Conditions Composite Score (BASE)	231	209	227	1911	84 D	67	83 F	3163	157 E	124	151	905	29	126	16	124	79	77	30	52	72	89	65	130	27 X	0
YES COMPOSITE	77.21%	77.60%	74.52%	74.99%	72.77%	80.36%	75.53%	78.43%	77.40%	78.84%	74.82%	77.86%	76.00%	77.33%	75.96%	78.93%	72.87%	81.95%	76.48%	76.90%	77.62%	76.29%	77.71%	77.40%	77.38%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, E/F/G, H/I, I/J/K, M/N, O/P, Q/R, S/T/U, V/W, X/Y/Z, E/I