

2017 CAHPS® Medicaid Adult 5.0H Final Report



WellCare of Nebraska

Project Number(s): 4128593

Introduction

Your Sales Executive for this project is Midge Coker (678-689-0295) and your Account Project Manager is Courtney Howard (770-978-3173, ext. 1322). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call either your Sales Executive or Account Project Manager.

New in 2017

The following changes, which are also reported in the *Healthcare Effectiveness Data and Information Set (HEDIS®)*¹ 2017 Volume Three Technical Update Specifications, have been implemented for administration of the 2017 Consumer Assessment of Healthcare Providers and Systems (CAHPS®)² 5.0H survey.

Sampling Procedures

For the 2017 survey administration, plans can no longer combine sample frames for different product lines and products. Additionally, NCQA revised the systematic sampling method. Vendors will deduplicate the sample frame by household before pulling the systematic sample to reduce respondent burden.

Product Updates

NCQA removed the commercial child product lines (Commercial Child with/without CCC). Furthermore, NCQA will no longer report calculations for the following measures: *Aspirin Use*, *Discussing Aspirin Use and Benefits*, *Rating of Overall Health*, and *Rating of Overall Mental/Emotional Health*.

Although there were no changes to the survey tool in 2017, NCQA clarified that a standard transition statement could be added to a survey before Custom/Supplemental questions - if applicable.



Throughout this report, information essential for understanding the report and suggestions for a course of action for developing quality initiatives are identified by this symbol.

¹ HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

² CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

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1. Executive Summary

SPH Analytics (SPH), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by WellCare of Nebraska to conduct its 2017 CAHPS® 5.0H Medicaid Adult Member Satisfaction Survey. NCQA requires health plans to submit CAHPS® survey results in compliance with HEDIS® accreditation requirements.

The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which could aid plans in increasing the quality of provided care.

Using a mixed (mail and phone) survey administration methodology, per NCQA protocol,³ SPH Analytics collected 291 valid surveys from the eligible member population, yielding a response rate of 23.8%.⁴

This report summarizes results derived from the CAHPS® 5.0H Medicaid Adult Survey as applied to a systematic sample of your health plan members and presents the findings by plan service area (composite) and by each individual question (attribute). In general, satisfaction is presented by Summary Rates, which represent the percent of respondents who chose the most favorable question responses as specified by NCQA.⁵

Overview of Summary Rate Comparisons

The tables beginning on the following page present composite, measure, and rating Summary Rate Scores for the Health Plan domain, the Health Care domain, and for the Effectiveness of Care measures. Included in each table are your plan's current scores compared to trend data (if applicable), the 2017 SPH Analytics Book of Business benchmark, and the 2017 Quality Compass® All Plans Medicaid Adult⁶ benchmark. Significance testing is provided for all comparisons and percentile rankings⁷ are provided for benchmark comparisons.

³ Please note that the CAHPS® survey is eligible to be conducted from January through May 2017.

⁴ Please refer to Section 2 - *Methodology* for the calculation used to determine the response rate.

⁵ Select Summary Rates are defined by NCQA in its HEDIS® 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

⁶ The source for data contained in this publication is Quality Compass® All Plans 2017. It is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

⁷ Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark.

Health Plan Domain

Composites, Measures, & Ratings	2017 Summary Rate Scores (SRS)	2016 Trend Comparisons		2017 SPH Analytics Benchmark Comparisons			2017 Quality Compass® All Plan Benchmark Comparisons		
		SRS	**	SRS	Percentile Rank*	**	SRS	Percentile Rank*	**
8-10 Rating of Health Plan (Q35)	76.8%	NA		76.2%	50th		75.9%	53rd	
9-10 Rating of Health Plan (Q35)	57.7%	NA		58.9%	34th		59.0%	34th	
Getting Needed Care	85.8%	NA		81.3%	89th		82.0%	83rd	
Customer Service	88.2%***	NA		87.5%	47th		88.2%	46th	
Providing Needed Information (Q29)	58.2%***	NA		66.8%	<10th		68.2%	<10th	
Ease of Filling Out Forms (Q34)	94.8%	NA		94.3%	63rd		94.2%	61st	

* Indicates where your plan's Summary Rate Score ranks when compared to all other plans in the benchmark.

** Indicates a significant difference when your plan's Summary Rate Score is compared to trend and/or benchmark data.

*** Indicates this measure received less than 100 completed responses and will, therefore, receive an NA in the NCQA submission report.

Health Care Domain

Composites, Measures, & Ratings	2017 Summary Rate Scores (SRS)	2016 Trend Comparisons		2017 SPH Analytics Benchmark Comparisons			2017 Quality Compass® All Plan Benchmark Comparisons		
		SRS	**	SRS	Percentile Rank*	**	SRS	Percentile Rank*	**
8-10 Rating of Health Care (Q13)	77.5%	NA		73.7%	85th		74.4%	78th	
9-10 Rating of Health Care (Q13)	61.9%	NA		54.3%	99th	↑	54.7%	93rd	↑
Getting Care Quickly	85.5%	NA		80.6%	88th		81.8%	84th	
How Well Doctors Communicate	92.7%	NA		91.0%	82nd		91.4%	74th	
Shared Decision Making	76.4%***	NA		79.8%	11th		79.8%	10th	
Health Promotion and Education (Q8)	69.4%	NA		74.0%	10th		73.8%	12th	
Coordination of Care (Q22)	87.4%	NA		82.5%	91st		83.2%	85th	
8-10 Rating of Personal Doctor (Q23)	87.5%	NA		80.6%	98th	↑	81.2%	96th	↑
9-10 Rating of Personal Doctor (Q23)	74.1%	NA		65.9%	97th	↑	66.4%	93rd	↑
8-10 Rating of Specialist (Q27)	83.9%	NA		81.5%	71st		81.8%	72nd	
9-10 Rating of Specialist (Q27)	69.5%	NA		66.6%	82nd		67.1%	69th	

* Indicates where your plan's Summary Rate Score ranks when compared to all other plans in the benchmark.

** Indicates a significant difference when your plan's Summary Rate Score is compared to trend and/or benchmark data.

*** Indicates this measure received less than 100 completed responses and will, therefore, receive an NA in the NCQA submission report.

Effectiveness of Care Measures⁸

Composites, Measures, & Ratings	2017 Summary Rate Scores (SRS)	2016 Trend Comparisons		2017 SPH Analytics Benchmark Comparisons			2017 Quality Compass® All Plan Comparisons		
		SRS	**	SRS	Percentile Rank*	**	SRS	Percentile Rank*	**
Flu Vaccinations (Adults 18-64)	53.0%	NA		39.7%	99th	↑	38.6%	96th	↑
Advising Smokers and Tobacco Users to Quit	68.8%***	NA		77.0%	12th		76.2%	10th	
Discussing Cessation Medications	56.6%***	NA		51.1%	67th		49.5%	80th	
Discussing Cessation Strategies	40.0%***	NA		44.2%	26th		44.1%	27th	

* Indicates where your plan's Summary Rate Score ranks when compared to all other plans in the benchmark.

** Indicates a significant difference when your plan's Summary Rate Score is compared to trend and/or benchmark data.

*** Indicates this measure received less than 100 completed responses and will, therefore, receive an NA in the NCQA submission report.

⁸ The Summary Rates for Effectiveness of Care Measures (with the exception of the *Flu Vaccinations (Adults 18-64)* measure) are calculated on a two-year rolling average due to anticipated small denominators.

Key Driver and Opportunity Analyses

Members set standards for performance whether consciously or subconsciously. Standards are usually set higher for those plan services that are deemed important to each member. These important services are the *Key Drivers of Satisfaction*.

Multiple linear regression analyses were run on the 2017 SPH Analytics Medicaid Adult Book of Business to discover which composites were Key Drivers of *Rating of Health Plan* (Q35), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q23).

The Summary Rates of these Key Drivers are compared to the Summary Rates of all other plans in the 2017 SPH Analytics Medicaid Adult Book of Business benchmark in the tables that begin on the following page. Depending on how these composite scores rank they are placed into one of the three following action categories:



Plan Strength (Market & Maintain):

A *Key Driver of Satisfaction* and Summary Rates are at or above the 75th percentile when compared to the 2017 SPH Analytics Medicaid Adult Book of Business benchmark.

Plan Opportunity (Investigate & Improve):

A *Key Driver of Satisfaction*, but Summary Rates are below the 50th percentile when compared to the 2017 SPH Analytics Medicaid Adult Book of Business benchmark.

Area to Monitor:

A *Key Driver of Satisfaction*, but Summary Rates are between the 50th and 75th percentiles when compared to the 2017 SPH Analytics Medicaid Adult Book of Business benchmark. These Key Drivers could become strengths or opportunities depending on the plan's success in these areas.

Rating of Health Plan Opportunity Analysis

Respondents were asked to provide an overall rating of health plan satisfaction (Q35), with "0" representing worst and "10" representing best. The NCQA defined Summary Rate for this measure is the percentage of respondents who rated their health plan an "8," "9," or "10." Members' ratings of their health plan is an important gauge of plan quality and is also the most heavily weighted CAHPS® measure in the accreditation process.

The following composites have been identified as Key Drivers of health plan rating based on the regression analysis:

Key Drivers of Health Plan Rating	Beta Coefficient (β) ⁹	Percentile Ranking	Opportunity Analysis
Customer Service	0.980	47th	Opportunity
Getting Needed Care	0.578	89th	Strength

⁹ Numbers shown are beta coefficients. See "Regression Analysis" in *Technical Notes* for more information.

Rating of Health Care Opportunity Analysis

Rating of Health Care (Q13) gives members an opportunity to rate all of the health care they have received in the last six months. This rating provides feedback to health plans to help improve their members' quality of care.

The following composites have been identified as the Key Drivers of health care satisfaction based on regression analysis:

Key Drivers of Health Care Rating	Beta Coefficient (β)	Percentile Ranking	Opportunity Analysis
Getting Needed Care	0.831	89th	Strength
How Well Doctors Communicate	0.762	82nd	Strength

Additionally, *Rating of Health Care* is highly correlated with the *Rating of Personal Doctor*.

Rating of Personal Doctor Opportunity Analysis

Question 23 gives members an opportunity to rate their personal doctor. A high rating indicates members rate their personal doctors positively. A positive relationship between personal doctor and patient is an important part of health care.

The following composites have been identified as the Key Drivers of health care satisfaction based on regression analysis:

Key Drivers of Personal Doctor Rating	Beta Coefficient (β)	Percentile Ranking	Opportunity Analysis
How Well Doctors Communicate	2.012	82nd	Strength
Coordination of Care	0.360	91st	Strength

Additionally, *Rating of Personal Doctor* is highly correlated with the *Rating of Health Care*.

Accreditation for 2017 Scoring

NCQA allows Medicaid product lines to be scored on the CAHPS® Health Plan Survey 5.0H adult version, on the child version, or on the child with chronic conditions version questions/composites. NCQA only requires organizations to submit one set (adult or child) of survey results.

NCQA requires health plans seeking accreditation to submit specified HEDIS® measures and HEDIS®/CAHPS® 5.0H survey results. NCQA determines the CAHPS® 5.0H portion of the score by comparing the plan's results to a national benchmark (the 90th percentile) and to national thresholds (the 75th, 50th, and 25th percentiles). The HEDIS® measure portion of the score is ascertained by comparing the plan's results to a national benchmark (the 90th percentile) and to regional and national thresholds (the 75th, 50th, and 25th percentiles). NCQA does not take into account regional thresholds for CAHPS® measures due to the fact that variations in the data are not significant by region. The *Rating of Health Plan* survey item receives double the points of other CAHPS® measures.

To receive points toward accreditation scoring, measures submitted by the organization must receive a *Reportable (R)* rate from an NCQA-Certified HEDIS® Compliance auditor. If the audited rate for a measure has a denominator that is too small to report a valid rate (*NA*) or if the organization did not offer the health benefit required by the measure (*NB*), then the points for that measure are redistributed among the remaining required measures.

NCQA provides an accreditation status for each health plan entity reviewed.¹⁰ Accreditation status is valid for a maximum of 36 months from the date of the final results for the First and Renewal Evaluation options and is subject to revision resulting from annual reevaluation of HEDIS®/CAHPS® results (if applicable). Conversely, an interim evaluation status is valid for a maximum of eighteen months.

The table below shows the results for your plan. The second column represents the approximate percentile threshold your plan achieved when compared to the benchmark. The third, fourth, and fifth columns show the point distribution.¹¹

Composite/Rating Item	Approximate Plan Percentile Threshold	Points Awarded per Accreditation Year		
		2017	2016	2015
Getting Needed Care	90th	1.625	1.625	1.857
Getting Care Quickly	90th	1.625	1.625	1.857
Customer Service	NA	-	-	-
Coordination of Care	90th	1.625	1.625	
Rating of Health Care (Q13)	90th	1.625	1.625	1.857
Rating of Personal Doctor (Q23)	90th	1.625	1.625	1.857
Rating of Specialist (Q27)	90th	1.625	1.625	1.857
Rating of Health Plan (Q35)	25th	1.300	1.300	1.486
Approximate Points Earned (Out of possible 13.000 in 2015, 2016, and 2017)		11.050	11.050	10.771

Note: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

¹⁰ Please note that health plan accreditation status provided by NCQA depends on the Evaluation Option that the plan has selected. For more information, please refer to NCQA's *Standards and Guidelines for the Accreditation of Health Plans* (2017) document.

¹¹ The *Coordination of Care* measure was added to 2016 accreditation scoring. Organizations accredited using the 2016 standards will be scored using the organization's submitted rate for this measure.



NCOA assigns points based upon a plan's ability to meet or exceed thresholds and is calculated to the thousandth. The thresholds shown on Page 4D (and made available to the public) are shown only to the hundredth and do not represent the final threshold used to determine the distribution of points for accreditation. Therefore, plan percentile thresholds, as well as points earned, are approximations only.

2. Methodology

The CAHPS® 5.0H protocol allows plans to select one of two options for survey administration: 1) a five-wave mail-only methodology (three questionnaire mailings and two reminder postcards) or 2) a mixed methodology (mail and telephone), which includes four waves of mail (two questionnaire mailings and two reminder postcards) with a telephone follow-up of at least three attempts. NCQA also allows pre-approved enhanced methodologies, which can include an Internet component of the survey. WellCare of Nebraska chose a mixed (mail and phone) survey administration methodology.

Response Rate



The required sample size is 1,350 in accordance with NCQA protocol for adult Medicaid plans, although plans may choose to over-sample or augment¹² their sample if desired. Your plan's sample size is 1,350. SPH Analytics collected 291 valid surveys (136 Mail and 155 Telephone) from the eligible member population.¹³ After adjusting for ineligible members, your survey response rate is 23.8%. The overall NCQA target number of valid surveys is 411.

A response rate is only calculated for those members who were eligible and able to respond. According to NCQA protocol, ineligible members include those who are deceased, do not meet the eligible population criteria, have a language barrier, or are either mentally or physically incapacitated. Non-respondents include those members who have refused to participate in the survey or were added to the Do Not Call list, break-off/incomplete surveys, could not be reached due to a bad address or telephone number, or members that reached a maximum attempt threshold and were unable to be contacted during the survey time period.

The table on the following page shows the total number of members in the sample that fell into each of the various disposition categories. A disposition category is the final status assignment given to a member record within the sample. The category signifies both the survey administration protocol used to complete the survey (M=Mail, T=Phone, and I=Internet, if applicable) and the status of the record (for example, 01= did not meet eligibility criteria; 03= language barrier). Depending upon the survey protocol, some of the groupings on the following page may not apply.

¹² Although plans may choose to augment their sample, augments are not included in the Response Rate calculation or survey disposition groupings.

¹³ Please note that the CAHPS® survey is eligible to be conducted from January through May 2017.

Disposition Group	Disposition Category	N
Ineligible	Deceased (05)	15
	Does not meet eligibility criteria (01)	40
	Language barrier (03)	42
	Mentally/physically incapacitated (04)	30
	Total Ineligible	127
Non-response	Break-off/Incomplete (02)	61
	Refusal (06)	9
	Maximum attempts made (07)	855
	Added to DNC list (08)	7
	Total Non-response	932

Ineligible members are subtracted from the sample size when computing a response rate as shown below.

$$\frac{\text{Completed surveys}}{\text{Sample size} - \text{Ineligible members}} = \text{Response Rate}$$

Using the final figures from your Medicaid Adult Survey, the numerator and denominator used to compute your response rate are presented below.

$$\frac{136 \text{ (Mail)} + 155 \text{ (Phone)}}{1,350 \text{ (Sample)} - 127 \text{ (Ineligible)}} = \frac{291}{1,223} = 23.8\%$$

Refer to the *Technical Notes* for the protocol used to calculate the response rate and administer the survey.

Profile of Survey Respondents

The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

Pages 2A – 2B show the percentages of respondents by demographic category (Health Status, Mental/Emotional Health Status, Age, Gender, Education, Ethnicity, and Race) from your current survey (displayed in blue), compared to trend data (displayed in light blue, if applicable), the 2017 SPH Analytics Medicaid Adult Book of Business benchmark (displayed in green), and the 2017 Medicaid Adult Public Report¹⁴ benchmark (displayed in light green, where applicable). The demographic makeup of your plan's member base may not mirror the "average" plan; therefore, caution is recommended when making comparisons to benchmark data. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted. Refer to the *Technical Notes* for more information on this topic.



Through years of experience and analysis of our books of business, SPH Analytics has observed that the demographics of a response group may have an effect on overall satisfaction results. For example, higher satisfaction ratings are usually given by members who are older and report better health status. In contrast, members who are more educated tend to give lower ratings of overall satisfaction. A comprehensive detail of demographic results for your plan is presented in *Segmentation Analyses – Section 5*.

Page 2C shows a segmentation of the *Rating of Health Plan* (Q35) results by demographic categories. Across the top of the table are scores "0-3," "4-7," "8-10," and "9-10." Down the far left column are the different demographic categories. The numbers in the table represent the percentage of respondents from each demographic category that rated the health plan either "0 to 3," "4 to 7," "8 to 10," or "9 to 10."

For example, in the table below, the percentages represent the respondents with a high school education or less. The interpretation would be "Of the respondents with a high school education or less, 10% rated their plan '0 to 3,' 30% rated their plan '4 to 7,' 60% rated their plan '8 to 10,' and 40% rated their plan '9 to 10.'"

Segment	Rated Plan "0-3"	Rated Plan "4-7"	Rated Plan "8-10"	Rated Plan "9-10"
High School Graduate or less	10%	30%	60%	40%

Charts 2A – 2C

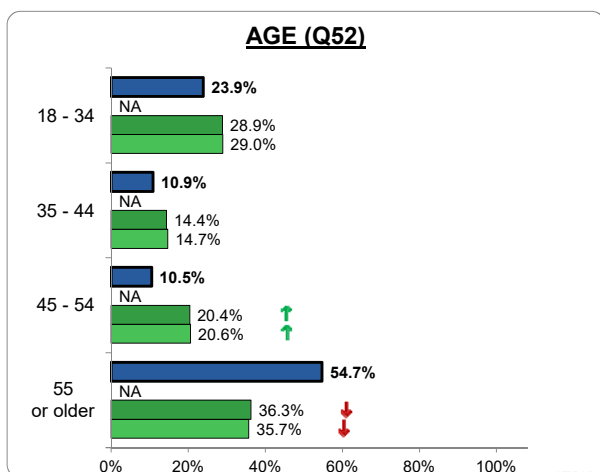
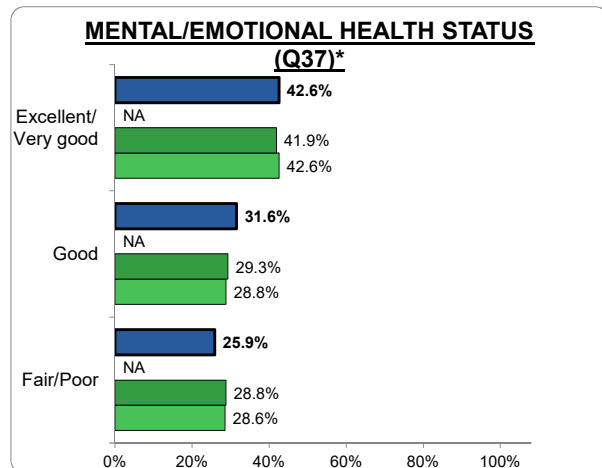
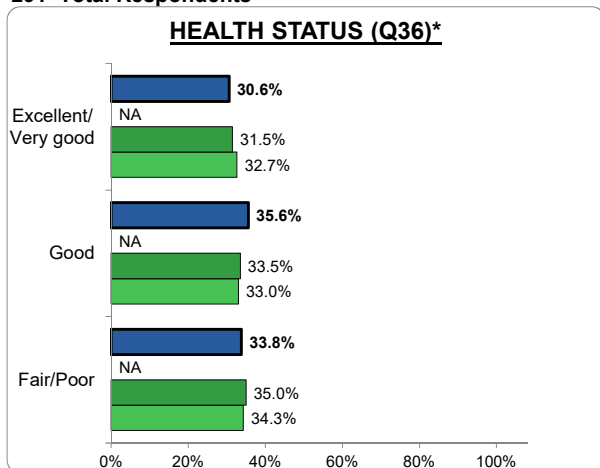
¹⁴ The Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark consists of Medicaid Adult Survey results, which were submitted to NCQA. Please note that any analyses, interpretations, or conclusions based upon the Public Report benchmark are solely that of the author (SPHA) and NCQA specifically disclaims responsibility for any such analyses, interpretations, or conclusions. Quality Compass is used with the permission of the National Committee for Quality Assurance (NCQA). Quality Compass is a registered trademark of NCQA.

Profile of Survey Respondents

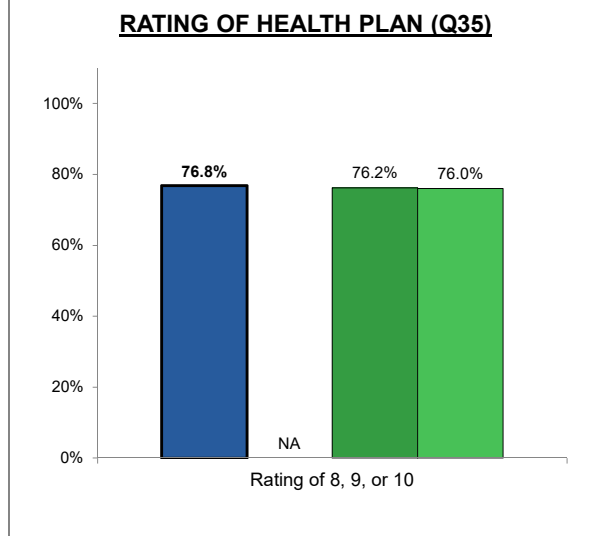
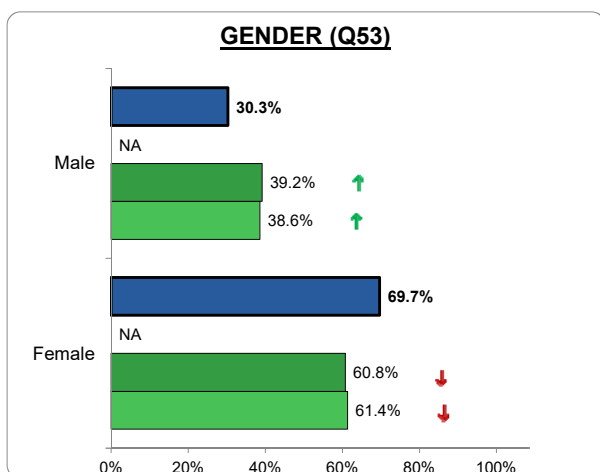
Survey Demographic Comparisons

WellCare of Nebraska
Medicaid Adult CAHPS®

291 Total Respondents



- Research on CAHPS® survey results indicates that...**
- Respondents reporting better health statuses tend to give higher ratings of health plan
 - Older respondents tend to give higher ratings of health plan
 - Respondents with less education tend to give higher ratings of health plan



KEY:

Your Plan's
2017 Rate

Your Plan's
2016 Rate

2017 SPH Analytics
Benchmark

2017 Public Report
Benchmark

* Health Status and Mental/Emotional Health Status are defined by the member.

Note 1: The 2017 SPH Analytics Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 159 plan-specific samples that submitted to NCQA in 2017.

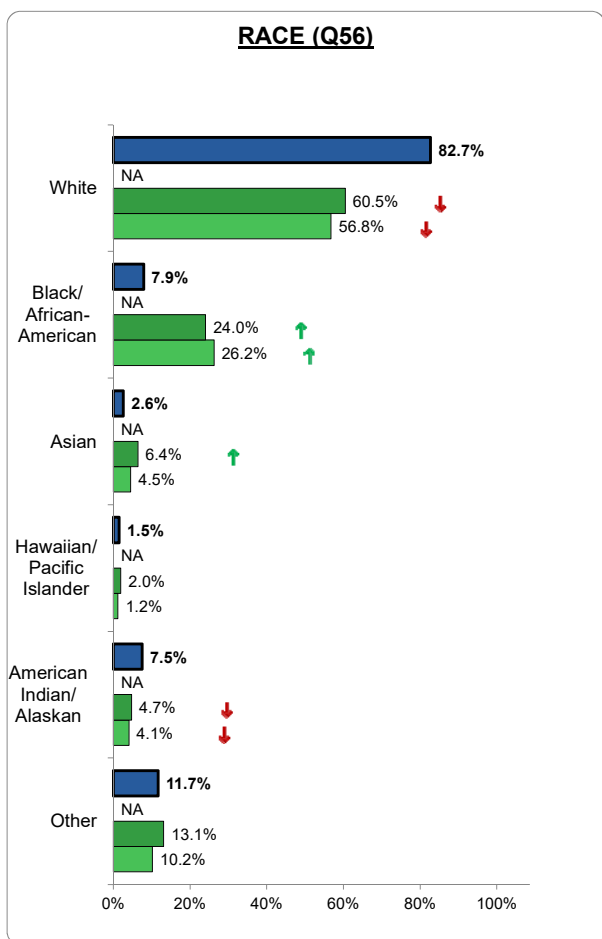
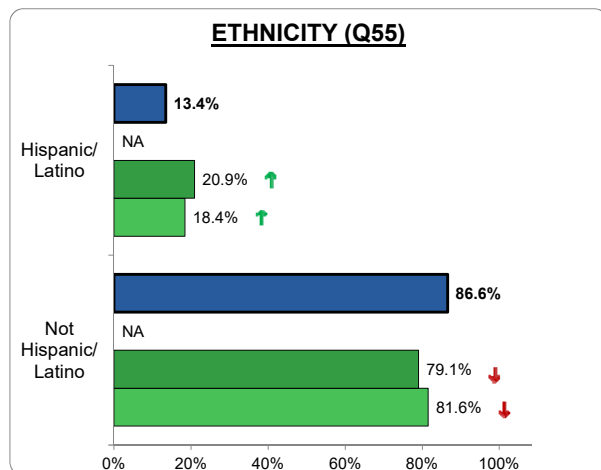
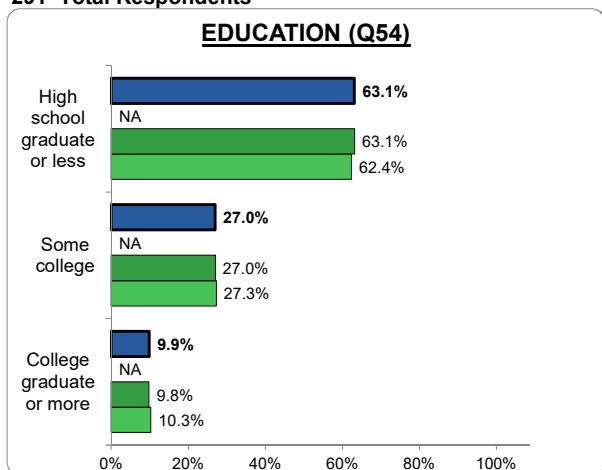
Note 2: Significance Testing - "↓" denotes a significantly lower percentage when compared to the current year and/or benchmark data. "↑" denotes a significantly higher percentage when compared to the current year and/or benchmark data. No arrow denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Profile of Survey Respondents

Survey Demographic Comparisons (Continued)

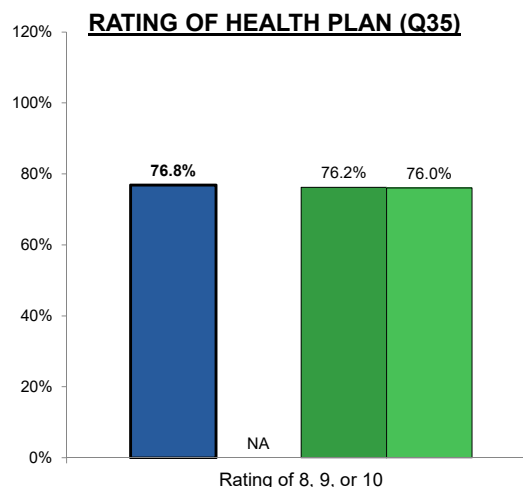
WellCare of Nebraska
Medicaid Adult CAHPS®

291 Total Respondents



Research on CAHPS® survey results indicates that...

- Respondents reporting better health statuses tend to give higher ratings of health plan
- Older respondents tend to give higher ratings of health plan
- Respondents with less education tend to give higher ratings of health plan



KEY:



Note 1: The 2017 SPH Analytics Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 159 plan-specific samples that submitted to NCQA in 2017.

Note 2: Significance Testing - "↓" denotes a significantly lower percentage when compared to the current year and/or benchmark data. "↑" denotes a significantly higher percentage when compared to the current year and/or benchmark data. No arrow denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Segmentation Analysis

WellCare of Nebraska

Rating of Health Plan (Q35) by Demographics

Medicaid Adult CAHPS®

291 Total Respondents

Survey Item		Rating of Health Plan (Q35)							
		0-3		4-7		8-10		9-10	
		Valid n*	%	Valid n*	%	Valid n*	%	Valid n*	%
HEALTH STATUS (Q36)**	Excellent/Very good	2	2.4%	12	14.6%	68	82.9%	57	69.5%
	Good	1	1.0%	19	19.8%	76	79.2%	49	51.0%
	Fair/Poor	5	5.4%	24	26.1%	63	68.5%	50	54.3%
MENTAL/EMOTIONAL HEALTH STATUS (Q37)**	Excellent/Very good	2	1.8%	20	17.7%	91	80.5%	70	61.9%
	Good	5	5.7%	19	21.8%	63	72.4%	45	51.7%
	Fair/Poor	1	1.4%	16	22.9%	53	75.7%	40	57.1%
AGE (Q52)	18 - 34	1	1.5%	14	21.5%	50	76.9%	37	56.9%
	35 - 44	1	3.6%	7	25.0%	20	71.4%	16	57.1%
	45 - 54	1	3.4%	6	20.7%	22	75.9%	17	58.6%
	55 or older	5	3.5%	26	18.2%	112	78.3%	83	58.0%
GENDER (Q53)	Male	1	1.3%	24	30.0%	55	68.8%	38	47.5%
	Female	7	3.8%	28	15.1%	150	81.1%	116	62.7%
EDUCATION (Q54)	High school graduate/ GED or less	5	3.0%	25	15.2%	134	81.7%	105	64.0%
	Some college or more	3	3.0%	25	25.3%	71	71.7%	49	49.5%
ETHNICITY (Q55)	Hispanic/Latino	1	2.8%	7	19.4%	28	77.8%	19	52.8%
	Not Hispanic/Latino	6	2.7%	44	20.0%	170	77.3%	129	58.6%
RACE (Q56)	White	6	2.9%	40	19.2%	162	77.9%	119	57.2%
	Black/African-American	1	5.0%	3	15.0%	16	80.0%	13	65.0%
	Other***	1	2.1%	14	29.2%	33	68.8%	27	56.3%
DATA COLLECTION METHOD	Mail	5	3.9%	21	16.5%	101	79.5%	72	56.7%
	Phone	3	2.1%	34	23.4%	108	74.5%	85	58.6%

* Valid n refers to total number of respondents answering the response item within the subgroup under the column heading.

** Health Status and Mental/Emotional Health Status are defined by the member.

*** "Other" includes respondents who selected "Asian," "Native Hawaiian or other Pacific Islander," "American Indian or Alaska Native," or "Other" in Q56.

3. Trend and Benchmark Comparisons

The CAHPS® 5.0H survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. These composites, the questions that make up composites (attributes), additional measures, and rating questions are shown on the following pages.

- Page 3A** **Summary of Trend and Benchmark Comparisons**
Shows how your plan's composite and key question Summary Rates compare to scores from the previous years' results (if applicable) and scores from the 2017 SPH Analytics Medicaid Adult Book of Business, 2017 Medicaid Adult Public Report, and 2017 Medicaid Adult Quality Compass® All Plans benchmarks. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted.
- Page 3B** **2017 SPH Analytics Medicaid Adult Book of Business Mean and Percentiles**
Shows how your health plan's composite and key question Summary Rates compare to the mean and percentile (25th, 50th, 75th, and 90th) scores generated from the 2017 SPH Analytics Medicaid Adult Book of Business benchmark. This benchmark contains data from 58 plan-specific Medicaid adult samples contracted with SPH Analytics to administer the CAHPS® 5.0H survey and to submit data to NCQA in 2017. Your plan's percentile ranking is shown beside each score.
- Page 3C** **2017 Medicaid Adult Public Report Mean and Percentiles**
Shows how your health plan's composite and key question Summary Rates compare to the mean and percentile (25th, 50th, 75th, and 90th) scores generated from the 2017 Medicaid Adult Public Report benchmark. This benchmark contains data from 159 plan-specific Medicaid adult samples nationwide who chose to report their plan-level scores publicly. Your plan's percentile ranking is shown beside each score.
- Page 3D** **2017 Medicaid Adult Quality Compass® All Plans Mean and Percentiles**
Shows how your health plan's composite and key question Summary Rates compare to the 2017 Quality Compass® All Plans benchmark. This benchmark includes approximately 175 samples of Medicaid adult plans that submitted to NCQA. Your plan's approximate percentile ranking¹⁵ in relation to the Quality Compass® All Plans benchmark is displayed next to each score.

¹⁵ Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark.

A brief description of each benchmark, as well as its pros and cons are shown in the table below.

Benchmark	Definition	# of Plans	Pros	Cons
2017 SPH Analytics Book of Business	Includes all the Medicaid adult samples that contracted with SPH Analytics to administer the 2017 CAHPS® 5.0H survey, and submitted that data to NCQA.	58	<ul style="list-style-type: none"> * Provides the most up-to-date benchmark reflecting the 2017 survey results¹⁶ * Provides a benchmark for each question from the survey * Permits precise percentile ranking of plan compared to benchmark 	<ul style="list-style-type: none"> * Contains fewer plans than the Public Report and Quality Compass® All Plans benchmarks¹⁷
2017 Public Report	The Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The benchmark is a collection of Medicaid adult samples that submitted data to NCQA in 2017 and allowed their data to be publicly reported.	159	<ul style="list-style-type: none"> * Provides a benchmark for each question from the survey * Permits precise percentile ranking of plan compared to benchmark 	<ul style="list-style-type: none"> * Contains fewer plans than the Quality Compass® All Plans benchmark * Does not contain benchmarking for all Effectiveness of Care measures
2017 Quality Compass® All Plans	Includes <u>all</u> Medicaid adult samples that submitted data to NCQA in 2017.	175	<ul style="list-style-type: none"> * Contains more plans than Public Report * Is shown in NCQA's <i>The State of Health Care Quality</i> and on NCQA's website 	<ul style="list-style-type: none"> * Only contains benchmarks for certain key questions, composites and rating questions * Does not contain benchmarking for Effectiveness of Care measures
2017 NCQA 1-100 Benchmark	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid adult data collected by NCQA in 2017.	175	<ul style="list-style-type: none"> * Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark 	<ul style="list-style-type: none"> * Only contains benchmarks for certain key questions, composites, and rating questions * Does not contain benchmarking for Effectiveness of Care measures

Please refer to the *Technical Notes* for additional information regarding these benchmarks.

Charts 3A – 3D

¹⁶ The 2017 Quality Compass® benchmark became available in Fall of 2017.

¹⁷ Historically the SPH Analytics Book of Business benchmark has varied by less than 1% from the Public Report benchmark.

Summary of Trend and Benchmark Comparisons

WellCare of Nebraska

Composites, Attributes, Key Questions, and Ratings of Member Satisfaction

Medicaid Adult CAHPS®

291 Total Respondents

Composites, Attributes, and Key Questions		2017 Valid n and Summary Rate*	2016 Summary Rate*	2015 Summary Rate*	2017 SPH Analytics Book of Business**	2017 Public Report	2017 Quality Compass® All Plans
Getting Needed Care		85.8%	NA	NA	81.3%	82.2%	82.0%
Q14. Ease of getting care, tests, or treatment needed	221	88.2%	NA	NA	83.6%	84.4%	84.2%
Q25. Obtained appointment with specialist as soon as needed	120	83.3%	NA	NA	79.0%	80.0%	79.8%
Getting Care Quickly		85.5%	NA	NA	80.6%	82.1%	81.8%
Q4. Obtained needed care right away	101	88.1%	NA	NA	83.0%	84.7%	84.4%
Q6. Obtained appointment for care as soon as needed	193	82.9%	NA	NA	78.2%	79.6%	79.4%
How Well Doctors Communicate		92.7%	NA	NA	91.0%	91.5%	91.4%
Q17. Doctors explained things in an understandable way	189	92.1%	NA	NA	91.5%	91.8%	91.7%
Q18. Doctors listened carefully to you	188	93.1%	NA	NA	91.3%	91.7%	91.7%
Q19. Doctors showed respect for what you had to say	188	95.7%	NA	NA	92.6%	93.1%	93.0%
Q20. Doctors spent enough time with you	189	89.9%	NA	NA	88.7%	89.3%	89.2%
Customer Service		88.2%	NA	NA	87.5%	88.2%	88.2%
Q31. Getting information/help from customer service	97	80.4%	NA	NA	81.2%	82.1%	82.0%
Q32. Treated with courtesy and respect by customer service staff	98	95.9%	NA	NA	93.7%	94.4%	94.3%
Shared Decision Making		76.4%	NA	NA	79.8%	79.8%	79.8%
Q10. Doctor/health provider talked about reasons you might want to take a medicine	95	92.6%	NA	NA	92.3%	92.6%	92.6%
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	96	65.6%	NA	NA	68.1%	68.6%	68.7%
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	96	70.8%	NA	NA	79.0%	78.1%	77.9%
Health Promotion and Education (Q8)	216	69.4%	NA	NA	74.0%	73.9%	73.8%
Coordination of Care (Q22)	111	87.4%	NA	NA	82.5%	83.3%	83.2%
Providing Needed Information (Q29)	67	58.2%	NA	NA	66.8%	68.3%	68.2%
Ease of Filling Out Forms (Q34)	268	94.8%	NA	NA	94.3%	94.2%	94.2%
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	218	77.5%	NA	NA	73.7%	74.4%	74.4%
Rating of Personal Doctor (Q23)	232	87.5%	NA	NA	80.6%	81.3%	81.2%
Rating of Specialist (Q27)	118	83.9%	NA	NA	81.5%	81.8%	81.8%
Rating of Health Plan (Q35)	272	76.8%	NA	NA	76.2%	76.0%	75.9%
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	218	61.9%	NA	NA	54.3%	54.8%	54.7%
Rating of Personal Doctor (Q23)	232	74.1%	NA	NA	65.9%	66.5%	66.4%
Rating of Specialist (Q27)	118	69.5%	NA	NA	66.6%	67.0%	67.1%
Rating of Health Plan (Q35)	272	57.7%	NA	NA	58.9%	59.1%	59.0%
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	168	53.0%	NA	NA	39.7%	37.1%	38.6%
Advising Smokers and Tobacco Users to Quit	77	68.8%	NA	NA	77.0%	75.2%	76.2%
Discussing Cessation Medications	76	56.6%	NA	NA	51.1%	49.1%	49.5%
Discussing Cessation Strategies	75	40.0%	NA	NA	44.2%	43.4%	44.1%

* Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for Effectiveness of Care Measures (with the exception of the Flu Vaccinations (Adults 18-64) measure) will be calculated on a two-year rolling average due to anticipated small denominators. Please see the Question Summaries for more information about the calculation of rolling averages.

** The 2017 SPH Analytics Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 159 plan-specific samples that submitted to NCQA in 2017. The 2017 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid adult plans that submitted to NCQA in 2017 (approximately 175 plan-specific samples).

Note: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to trend and/or benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to trend and/or benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Benchmark Comparisons






2017 SPH Analytics Book of Business Mean and Percentiles

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2017 SPH Analytics Book of Business Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	85.8%	89th	81.3%	78.5%	81.8%	84.2%	85.9%
Q14. Ease of getting care, tests, or treatment needed	88.2%	94th	83.6%	81.0%	84.5%	86.9%	88.0%
Q25. Obtained appointment with specialist as soon as needed	83.3%	81st	79.0%	76.3%	79.6%	82.3%	84.6%
Getting Care Quickly	85.5%	88th	80.6%	79.1%	81.5%	83.8%	85.6%
Q4. Obtained needed care right away	88.1%	91st	83.0%	79.9%	83.5%	86.4%	87.8%
Q6. Obtained appointment for care as soon as needed	82.9%	79th	78.2%	76.2%	79.3%	81.9%	84.0%
How Well Doctors Communicate	92.7%	82nd	91.0%	90.0%	91.4%	92.5%	93.2%
Q17. Doctors explained things in an understandable way	92.1%	57th	91.5%	90.2%	91.8%	93.2%	94.2%
Q18. Doctors listened carefully to you	93.1%	82nd	91.3%	90.1%	91.6%	92.6%	93.6%
Q19. Doctors showed respect for what you had to say	95.7%	98th	92.6%	91.4%	93.0%	94.1%	94.7%
Q20. Doctors spent enough time with you	89.9%	62nd	88.7%	87.2%	89.0%	90.7%	92.1%
Customer Service	88.2%	47th	87.5%	85.0%	88.3%	90.1%	91.2%
Q31. Getting information/help from customer service	80.4%	41st	81.2%	78.2%	81.5%	84.5%	87.4%
Q32. Treated with courtesy and respect by customer service staff	95.9%	80th	93.7%	91.9%	94.0%	95.4%	96.8%
Shared Decision Making	76.4%	11th	79.8%	78.4%	80.1%	81.7%	84.2%
Q10. Doctor/health provider talked about reasons you might want to take a medicine	92.6%	47th	92.3%	90.9%	92.8%	94.2%	95.0%
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	65.6%	25th	68.1%	65.4%	68.5%	72.4%	75.1%
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	70.8%	<10th	79.0%	77.0%	79.4%	81.8%	84.3%
Health Promotion and Education (Q8)	69.4%	10th	74.0%	71.4%	73.9%	76.1%	78.8%
Coordination of Care (Q22)	87.4%	91st	82.5%	80.4%	83.2%	85.8%	86.8%
Providing Needed Information (Q29)	58.2%	<10th	66.8%	62.8%	66.7%	70.6%	73.8%
Ease of Filling Out Forms (Q34)	94.8%	63rd	94.3%	93.2%	94.4%	95.6%	96.4%
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	77.5%	85th	73.7%	71.0%	74.1%	76.4%	79.0%
Rating of Personal Doctor (Q23)	87.5%	98th	80.6%	78.8%	81.1%	83.1%	84.6%
Rating of Specialist (Q27)	83.9%	71st	81.5%	79.4%	81.4%	84.1%	85.6%
Rating of Health Plan (Q35)	76.8%	50th	76.2%	73.0%	76.8%	79.5%	82.3%
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	61.9%	99th	54.3%	51.7%	55.0%	57.4%	59.3%
Rating of Personal Doctor (Q23)	74.1%	97th	65.9%	63.2%	66.2%	68.7%	71.3%
Rating of Specialist (Q27)	69.5%	82nd	66.6%	63.5%	66.5%	68.6%	71.2%
Rating of Health Plan (Q35)	57.7%	34th	58.9%	54.8%	59.6%	62.9%	64.9%
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	53.0%	99th	39.7%	35.9%	40.7%	44.2%	47.4%
Advising Smokers and Tobacco Users to Quit	68.8%	12th	77.0%	73.2%	78.8%	81.2%	84.5%
Discussing Cessation Medications	56.6%	67th	51.1%	46.2%	51.7%	57.8%	63.3%
Discussing Cessation Strategies	40.0%	26th	44.2%	39.2%	46.3%	49.3%	54.4%

-  Summary Rate at or above the 90th percentile.
-  Summary Rate at or above the 75th percentile, but below the 90th percentile.
-  Summary Rate at or above the 50th percentile, but below the 75th percentile.
-  Summary Rate at or above the 25th percentile, but below the 50th percentile.
-  Summary Rate below the 25th percentile.

* Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for Effectiveness of Care Measures (with the exception of the Flu Vaccinations (Adults 18-64) measure) will be calculated on a two-year rolling average due to anticipated small denominators. Please see the Question Summaries for more information about the calculation of rolling averages.

** Ranking indicates where your plan's Summary Rate ranks when compared to all other Medicaid adult plans that submitted data to NCQA through SPH Analytics in 2017. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2017 SPH Analytics Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA.

Benchmark Comparisons






2017 Public Report Mean and Percentiles

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2017 Public Report Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	85.8%	82nd	82.2%	79.8%	82.9%	84.8%	86.6%
Q14. Ease of getting care, tests, or treatment needed	88.2%	85th	84.4%	81.5%	85.0%	87.0%	88.7%
Q25. Obtained appointment with specialist as soon as needed	83.3%	76th	80.0%	77.6%	80.4%	83.2%	85.3%
Getting Care Quickly	85.5%	83rd	82.1%	79.9%	82.7%	84.6%	86.6%
Q4. Obtained needed care right away	88.1%	81st	84.7%	82.0%	84.4%	87.4%	89.7%
Q6. Obtained appointment for care as soon as needed	82.9%	74th	79.6%	76.9%	80.2%	83.1%	85.1%
How Well Doctors Communicate	92.7%	75th	91.5%	90.3%	91.6%	92.7%	93.9%
Q17. Doctors explained things in an understandable way	92.1%	55th	91.8%	90.2%	91.6%	93.6%	94.8%
Q18. Doctors listened carefully to you	93.1%	69th	91.7%	90.2%	91.8%	93.5%	94.3%
Q19. Doctors showed respect for what you had to say	95.7%	93rd	93.1%	91.8%	93.2%	94.2%	95.3%
Q20. Doctors spent enough time with you	89.9%	56th	89.3%	87.6%	89.6%	91.0%	92.3%
Customer Service	88.2%	46th	88.2%	86.7%	88.4%	90.2%	91.2%
Q31. Getting information/help from customer service	80.4%	29th	82.1%	79.8%	82.4%	84.7%	86.7%
Q32. Treated with courtesy and respect by customer service staff	95.9%	70th	94.4%	92.8%	94.3%	96.1%	96.9%
Shared Decision Making	76.4%	<10th	79.8%	78.1%	79.7%	81.6%	83.4%
Q10. Doctor/health provider talked about reasons you might want to take a medicine	92.6%	41st	92.6%	91.3%	93.0%	94.4%	95.7%
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	65.6%	25th	68.6%	65.6%	68.6%	72.2%	74.4%
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	70.8%	<10th	78.1%	75.9%	78.2%	80.3%	82.5%
Health Promotion and Education (Q8)	69.4%	<10th	73.9%	71.4%	74.0%	76.0%	78.8%
Coordination of Care (Q22)	87.4%	86th	83.3%	80.9%	83.9%	85.9%	88.3%
Providing Needed Information (Q29)	58.2%	<10th	68.3%	64.8%	69.3%	70.9%	74.0%
Ease of Filling Out Forms (Q34)	94.8%	62nd	94.2%	93.1%	94.2%	95.7%	96.3%
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	77.5%	78th	74.4%	71.9%	74.5%	77.2%	79.2%
Rating of Personal Doctor (Q23)	87.5%	97th	81.3%	79.4%	81.7%	83.7%	85.2%
Rating of Specialist (Q27)	83.9%	72nd	81.8%	79.5%	81.8%	84.2%	86.0%
Rating of Health Plan (Q35)	76.8%	52nd	76.0%	73.5%	76.4%	79.6%	81.4%
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	61.9%	94th	54.8%	51.7%	54.7%	57.8%	60.2%
Rating of Personal Doctor (Q23)	74.1%	93rd	66.5%	63.1%	67.0%	69.4%	72.4%
Rating of Specialist (Q27)	69.5%	72nd	67.0%	63.5%	66.9%	70.1%	72.0%
Rating of Health Plan (Q35)	57.7%	33rd	59.1%	55.7%	59.6%	63.5%	66.0%
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	53.0%	96th	37.1%	33.5%	38.8%	43.6%	47.1%
Advising Smokers and Tobacco Users to Quit	68.8%	12th	75.2%	72.6%	77.2%	81.2%	85.1%
Discussing Cessation Medications	56.6%	74th	49.1%	43.6%	50.3%	57.1%	63.3%
Discussing Cessation Strategies	40.0%	29th	43.4%	39.1%	44.5%	50.1%	56.0%

-  Summary Rate at or above the 90th percentile.
-  Summary Rate at or above the 75th percentile, but below the 90th percentile.
-  Summary Rate at or above the 50th percentile, but below the 75th percentile.
-  Summary Rate at or above the 25th percentile, but below the 50th percentile.
-  Summary Rate below the 25th percentile.

* Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for Effectiveness of Care Measures (with the exception of the Flu Vaccinations (Adults 18-64) measure) will be calculated on a two-year rolling average due to anticipated small denominators. Please see the Question Summaries for more information about the calculation of rolling averages.

** Ranking indicates where your plan's Summary Rate ranks when compared to all other Medicaid Adult plans that publicly reported their Summary Rates as is shown in the 2017 Public Report benchmark. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2017 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 159 plan-specific samples that submitted to NCQA in 2017.

Benchmark Comparisons






2017 Quality Compass® All Plans Mean and Percentiles

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2017 Quality Compass® All Plans Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	85.8%	83rd	82.0%	79.7%	82.7%	84.7%	86.6%
Q14. Ease of getting care, tests, or treatment needed	88.2%	85th	84.2%	81.4%	84.8%	87.0%	88.7%
Q25. Obtained appointment with specialist as soon as needed	83.3%	77th	79.8%	77.3%	80.3%	83.1%	85.3%
Getting Care Quickly	85.5%	84th	81.8%	79.6%	82.2%	84.5%	86.6%
Q4. Obtained needed care right away	88.1%	82nd	84.4%	81.8%	84.0%	87.3%	89.7%
Q6. Obtained appointment for care as soon as needed	82.9%	74th	79.4%	76.6%	79.9%	83.0%	85.2%
How Well Doctors Communicate	92.7%	74th	91.4%	90.1%	91.5%	92.8%	93.9%
Q17. Doctors explained things in an understandable way	92.1%	55th	91.7%	90.0%	91.6%	93.6%	94.9%
Q18. Doctors listened carefully to you	93.1%	70th	91.7%	90.1%	91.7%	93.4%	94.3%
Q19. Doctors showed respect for what you had to say	95.7%	92nd	93.0%	91.8%	93.1%	94.2%	95.3%
Q20. Doctors spent enough time with you	89.9%	56th	89.2%	87.3%	89.4%	91.0%	92.5%
Customer Service	88.2%	46th	88.2%	86.6%	88.4%	90.1%	91.2%
Q31. Getting information/help from customer service	80.4%	29th	82.0%	79.7%	82.4%	84.8%	86.6%
Q32. Treated with courtesy and respect by customer service staff	95.9%	72nd	94.3%	92.9%	94.2%	96.0%	96.9%
Shared Decision Making	76.4%	10th	79.8%	78.0%	79.7%	81.6%	83.4%
Q10. Doctor/health provider talked about reasons you might want to take a medicine	92.6%	42nd	92.6%	91.3%	92.9%	94.4%	95.6%
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	65.6%	25th	68.7%	65.5%	68.6%	72.3%	74.5%
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	70.8%	<10th	77.9%	75.8%	78.0%	80.3%	82.6%
Health Promotion and Education (Q8)	69.4%	12th	73.8%	71.3%	73.9%	75.9%	78.9%
Coordination of Care (Q22)	87.4%	85th	83.2%	80.8%	83.8%	86.0%	88.5%
Providing Needed Information (Q29)	58.2%	<10th	68.2%	64.8%	68.8%	70.2%	73.9%
Ease of Filling Out Forms (Q34)	94.8%	61st	94.2%	93.1%	94.3%	95.7%	96.5%
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	77.5%	78th	74.4%	71.7%	74.5%	77.2%	79.4%
Rating of Personal Doctor (Q23)	87.5%	96th	81.2%	79.3%	81.6%	83.7%	85.5%
Rating of Specialist (Q27)	83.9%	72nd	81.8%	79.5%	81.9%	84.1%	86.1%
Rating of Health Plan (Q35)	76.8%	53rd	75.9%	72.9%	76.4%	79.5%	81.4%
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	61.9%	93rd	54.7%	51.6%	54.6%	57.8%	60.2%
Rating of Personal Doctor (Q23)	74.1%	93rd	66.4%	63.1%	67.0%	69.1%	72.5%
Rating of Specialist (Q27)	69.5%	69th	67.1%	63.9%	67.0%	70.2%	72.2%
Rating of Health Plan (Q35)	57.7%	34th	59.0%	55.1%	59.8%	63.5%	66.1%
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	53.0%	96th	38.6%	34.3%	39.2%	43.0%	47.5%
Advising Smokers and Tobacco Users to Quit	68.8%	10th	76.2%	72.6%	77.1%	80.2%	82.3%
Discussing Cessation Medications	56.6%	80th	49.5%	44.1%	49.7%	55.2%	60.3%
Discussing Cessation Strategies	40.0%	27th	44.1%	39.6%	43.8%	48.9%	54.1%

-  Summary Rate at or above the 90th percentile.
-  Summary Rate at or above the 75th percentile, but below the 90th percentile.
-  Summary Rate at or above the 50th percentile, but below the 75th percentile.
-  Summary Rate at or above the 25th percentile, but below the 50th percentile.
-  Summary Rate below the 25th percentile.

* Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for Effectiveness of Care Measures (with the exception of the Flu Vaccinations (Adults 18-64) measure) will be calculated on a two-year rolling average due to anticipated small denominators. Please see the Question Summaries for more information about the calculation of rolling averages.

** Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the 2017 NCQA 1-100 Benchmark (comprised of 175 plan-specific samples). Rankings indicate where your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2017 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid adult plans that submitted to NCQA in 2017 (approximately 175 plan-specific samples).

4. Global Proportions and Accreditation

Pages 4A – 4C show a graphical presentation of the percentage of members who answered each response choice, organized by composite category, attributes contained within each composite, additional single question measures, and each of the four global rating questions.

Summary Rates alone are not a complete indication of performance as they only address the most favorable responses. Global Proportions are a useful tool for understanding how dissatisfied, or even neutral, respondents are when they rate a particular question or composite area. Beside each chart is the equivalent Three-Point Score calculation.



Example:

Summary Rate – 75% (Always and Usually)

By focusing on all the response categories of a question, a high Summary Rate becomes less telling as: (1) a relatively large percentage of members are found to be very satisfied (“Always”) or (2) a large proportion of the Summary Rate responses are “Usually” responses, rather than the more favorable response of “Always.” As an example, the first case would show a higher average rating than the second, even though the Summary Rates are equal.

	Summary Rate		
	Always	Usually	Sometimes/Never
Case 1.	65%	10%	25%
Case 2.	15%	60%	25%

Global Proportions are the basis of Three-Point Scores. In Three-Point scoring, a value of 1, 2, or 3 is assigned to each question response category and then a numerical average is computed based upon the valid responses for each question. The Three-Point values are assigned to response option categories as follows:

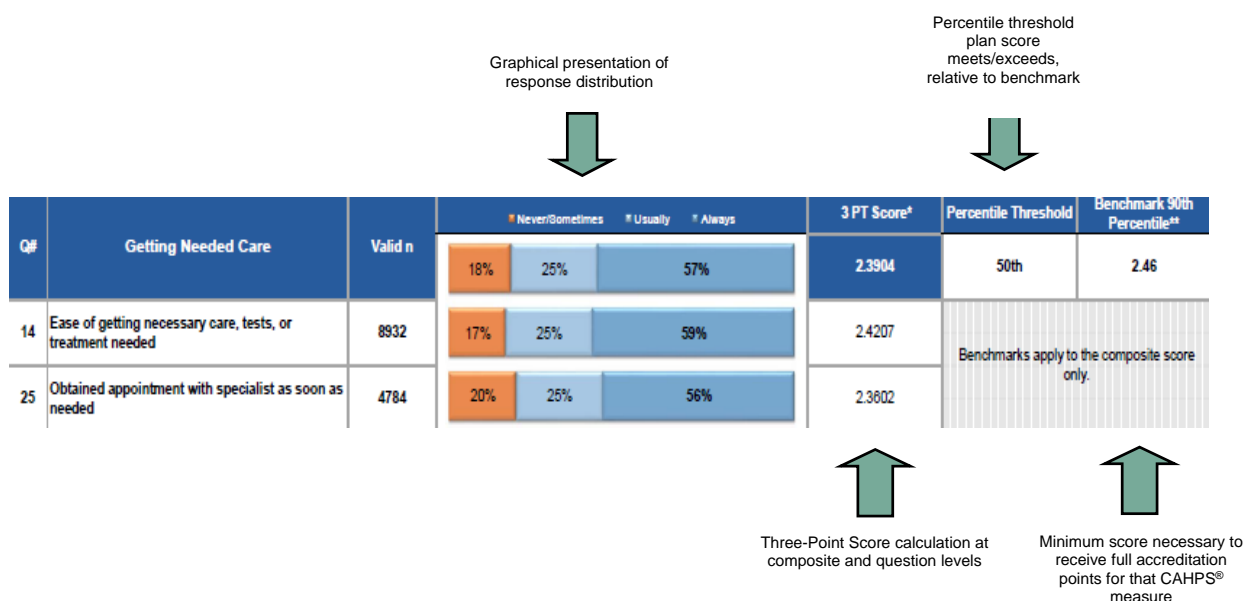
Scale 1	Score Value
Never	1
Sometimes	1
Usually	2
Always	3

Scale 2	Score Value
No	1
Yes	3

Scale 3	Score Value
0 – 6	1
7 & 8	2
9 & 10	3

Pages 4A – 4B display measures used in CAHPS® accreditation. The graphical presentation and Three-Point Score for composites and rating questions are shown on these pages. In addition, the measure’s percentile threshold when compared to the accreditation benchmark and the 90th percentile benchmark is shown. The 90th percentile is the standard for achieving the maximum points possible for a particular CAHPS® accreditation measure.

How to interpret the following charts:



Note: In the event that fewer than 100 completes were collected, an NA will be displayed in the “Percentile Threshold” columns.

Page 4C displays Global Proportions and Three-Point Score calculations for CAHPS® measures that are not included in accreditation calculations. Three-Point score benchmarks are not available for these measures.

Please refer to the *Technical Notes* for additional information about global proportions and accreditation.

Charts 4A – 4C

Global Proportions/Three-Point Scores

Composite/Attribute Response Distributions of Accreditation Measures

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Getting Needed Care	Valid n	<div> <div>Never/Sometimes</div> <div>Usually</div> <div>Always</div> </div>	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			<div> <div>14%</div> <div>18%</div> <div>68%</div> </div>	2.5372	90th	2.45
14	Ease of getting necessary care, tests, or treatment needed	221	<div> <div>12%</div> <div>14%</div> <div>74%</div> </div>	2.6244	Benchmarks apply to the composite score only.	
25	Obtained appointment with specialist as soon as needed	120	<div> <div>17%</div> <div>22%</div> <div>62%</div> </div>	2.4500		

Q#	Getting Care Quickly	Valid n	<div> <div>Never/Sometimes</div> <div>Usually</div> <div>Always</div> </div>	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			<div> <div>14%</div> <div>16%</div> <div>70%</div> </div>	2.5502	90th	2.49
4	Obtained needed care right away	101	<div> <div>12%</div> <div>14%</div> <div>74%</div> </div>	2.6238	Benchmarks apply to the composite score only.	
6	Obtained appointment for care as soon as needed	193	<div> <div>17%</div> <div>18%</div> <div>65%</div> </div>	2.4767		

Q#	How Well Doctors Communicate	Valid n	<div> <div>Never/Sometimes</div> <div>Usually</div> <div>Always</div> </div>	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			<div> <div>7%</div> <div>14%</div> <div>79%</div> </div>	2.7123	90th	2.64
17	Doctors explained things in an understandable way	189	<div> <div>8%</div> <div>14%</div> <div>78%</div> </div>	2.6984	Benchmarks apply to the composite score only.	
18	Doctors listened carefully to you	188	<div> <div>7%</div> <div>10%</div> <div>83%</div> </div>	2.7606		
19	Doctors showed respect for what you had to say	188	<div> <div>4%</div> <div>14%</div> <div>81%</div> </div>	2.7713		
20	Doctors spent enough time with you	189	<div> <div>10%</div> <div>18%</div> <div>72%</div> </div>	2.6190		

* Three-Point Score is the sum of three scores: the percent in orange has a score of 1, the percent in light blue has a score of 2, and the percent in blue has a score of 3. The composite Three-Point Score is the average of its attributes' Three-Point Scores.

** 90th percentile represents the minimum score needed to obtain full accreditation points for this measure.

Note 1: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

Note 2: Please note that the CAHPS *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2014 standards will still be scored using the organization's submitted rate for this measure.

Note 3: Percentages may not add to 100% due to rounding.

Global Proportions/Three-Point Scores

Composite/Attribute/Rating Response Distributions of Accreditation Measures

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Customer Service	Valid n	<div> <div>Never/Sometimes</div> <div>Usually</div> <div>Always</div> </div>	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			<div> <div>12%</div> <div>22%</div> <div>67%</div> </div>	2.5477	NA	2.61
31	Getting information/help from customer service	97	<div> <div>20%</div> <div>27%</div> <div>54%</div> </div>	2.3402	Benchmarks apply to the composite score only.	
32	Treated with courtesy and respect by customer service staff	98	<div> <div>4%</div> <div>16%</div> <div>80%</div> </div>	2.7551		
Q#	Rating Questions	Valid n	<div> <div>0-6</div> <div>7-8</div> <div>9-10</div> </div>	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
13	Rating of Health Care	218	<div> <div>16%</div> <div>22%</div> <div>62%</div> </div>	2.4633	90th	2.46
23	Rating of Personal Doctor	232	<div> <div>6%</div> <div>19%</div> <div>74%</div> </div>	2.6767	90th	2.57
27	Rating of Specialist	118	<div> <div>10%</div> <div>20%</div> <div>69%</div> </div>	2.5932	90th	2.59
35	Rating of Health Plan	272	<div> <div>17%</div> <div>25%</div> <div>58%</div> </div>	2.4081	25th	2.53
Q#	Additional Measure	Valid n	<div> <div>Never/Sometimes</div> <div>Usually</div> <div>Always</div> </div>	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
22	Coordination of Care - Doctor seemed informed/up-to-date about the care received from other doctors/providers	111	<div> <div>13%</div> <div>23%</div> <div>64%</div> </div>	2.5135	90th	2.50

* Three-Point Score is the sum of three scores: the percent in orange has a score of 1, the percent in light blue has a score of 2, and the percent in blue has a score of 3. The composite Three-Point Score is the average of its attributes' Three-Point Scores.

** 90th percentile represents the minimum score needed to obtain full accreditation points for this measure.

Note 1: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

Note 2: Please note that the CAHPS® *Coordination of Care* measure was introduced into 2016 accreditation scoring. Organizations accredited on the 2014 and 2015 standards will not be scored using the organization's submitted rate for this measure.

Note 3: Percentages may not add to 100% due to rounding.

Global Proportions/Three-Point Scores

Composite/Attribute/Additional Measure Response Distributions of Non-Accreditation Measures

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Shared Decision Making	Valid n	No Yes		3 PT Score*
			24% 76%		2.5273
10	Doctor/health provider talked about reasons you might want to take a medicine	95	7% 93%		2.8526
11	Doctor/health provider talked about reasons you might not want to take a medicine	96	34% 66%		2.3125
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	96	29% 71%		2.4167

Q#	Additional Measure	Valid n	No Yes		3 PT Score*
			31% 69%		2.3889
8	Health Promotion and Education - Doctor/health provider discussed specific things to do to prevent illnesses	216			

* Three-Point Score is the sum of three scores: the percent in orange has a score of 1, the percent in light blue has a score of 2, and the percent in blue has a score of 3. The composite Three-Point Score is the average of its attributes' Three-Point Scores.

Note: Percentages may not add to 100% due to rounding.



Accreditation Assessment

CAHPS® Measures

NCQA allows Medicaid product lines to be scored on the CAHPS® Health Plan Survey 5.0H adult version, on the child version, or on the child with chronic conditions version questions/composites. NCQA only requires organizations to submit one set (adult or child) of survey results.

For accreditation purposes, NCQA converts certain CAHPS® 5.0H results into Three-Point Scores as described in the previous section. The four rating questions (*Health Care, Personal Doctor, Specialist, and Health Plan*), the *Coordination of Care* measure, and the following composites are evaluated: *Getting Needed Care, Getting Care Quickly, and Customer Service*. Results are then compared against NCQA Three-Point percentile benchmarks and thresholds. Thresholds are based on HEDIS®/CAHPS® benchmark data from other Medicaid Adult Survey results.

NCQA will compare the plan's CAHPS® 5.0H survey results by product line to a national benchmark (the 90th percentile) and to national thresholds (the 75th, 50th, and 25th percentiles), which are published each year. Points are distributed according to how the plan meets or exceeds the percentile scores. The *Rating of Health Plan* survey item receives twice as many points as the other measures.

An accreditation assessment analysis utilizing your plan's Three-Point Scores is displayed on Page 4D. The section labeled "Approximate Plan Percentile Threshold" represents the approximate threshold your plan achieved, which is based upon your organization's Three-Point Score when compared to the benchmark (located in the 2017 HEDIS®/CAHPS® Percentiles¹⁸ column). The last three columns show the point distribution for each year in the current three-year accreditation cycle (2017 as well as 2015 and 2016, respectively).¹⁹

Please refer to the *Technical Notes* for additional information about accreditation.

Chart 4D

¹⁸ Each year NCQA publishes the Accreditation Benchmarks and Thresholds. Benchmarks and thresholds displayed in this report are found in the *Accreditation Benchmarks and Thresholds* (2017), which includes all Medicaid adult plan data to calculate a single set of benchmarks and thresholds.

¹⁹ The CAHPS® *Coordination of Care* measure was introduced into 2016 accreditation scoring. Organizations accredited on the 2015 standards will not be scored using the organization's submitted rate for this measure.

Accreditation Assessment

HEDIS/CAHPS® Three-Point Scores

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

Composite/Rating Item	2017 HEDIS/CAHPS Percentiles*				Plan Three-Point Score	Approximate Plan Percentile Threshold	Approximate Points Awarded Based on Accreditation Year		
	25th	50th	75th	90th			2017	2016	2015
Getting Needed Care	2.28	2.35	2.41	2.45	2.5372	90th	1.625	1.625	1.857
Getting Care Quickly	2.33	2.40	2.45	2.49	2.5502	90th	1.625	1.625	1.857
Customer Service	2.48	2.54	2.58	2.61	NA	NA	-	-	-
Coordination of Care (Q22)	2.34	2.39	2.44	2.50	2.5135	90th	1.625	1.625	
Rating of Health Care (Q13)	2.32	2.38	2.43	2.46	2.4633	90th	1.625	1.625	1.857
Rating of Personal Doctor (Q23)	2.43	2.50	2.53	2.57	2.6767	90th	1.625	1.625	1.857
Rating of Specialist (Q27)	2.48	2.51	2.56	2.59	2.5932	90th	1.625	1.625	1.857
Rating of Health Plan (Q35)	2.35	2.43	2.48	2.53	2.4081	25th	1.300	1.300	1.486
Approximate Points Earned (13.000 available in 2015, 2016, and 2017)							11.050	11.050	10.771

* Benchmark thresholds are accurate as of the date of this report production. The source for the HEDIS/CAHPS® Percentile benchmarks and thresholds is: NCQA>Programs>Accreditation>Policy Updates and Supporting Documents>Trending and Benchmarks>Learn More>Benchmarks and Thresholds: 2016 Accreditation. The CAHPS® *Coordination of Care* measure was added to 2016 accreditation scoring. In keeping, organizations accredited using 2016 standards will be scored using the organization's submitted rate for this measure.

Note: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

HEDIS®/Clinical Measures

NCQA requires health plans seeking accreditation to submit specific HEDIS® measures. In addition to the points possible for CAHPS® results, plans may also meet certain HEDIS® clinical measure requirements through administration of the CAHPS® 5.0H survey. Plans undergoing accreditation in 2016 may receive points for the *Advising Smokers and Tobacco Users to Quit* and the *Flu Vaccination for Adults 18-64* HEDIS® clinical measure requirements through the administration of the CAHPS® 5.0H survey.²⁰

NCQA determines the HEDIS® measures portion of the score by comparing a health plan's results to a national benchmark (the 90th percentile) and to national thresholds (the 75th, 50th, and 25th percentiles).

Medical Assistance with Smoking and Tobacco Cessation

The table below displays the *Advising Smokers and Tobacco Users to Quit* national benchmark and thresholds alongside your plan's score.

Scoring for the <i>Advising Smokers and Tobacco Users to Quit</i> Measure				
National Benchmark and Threshold Percentiles				
	90th	75th	50th	25th
National	82%	79%	77%	74%
Your Plan's 2017 Score	NA			

Note: Please note that an Advising Smokers and Tobacco Users to Quit score of NA indicates that the number of valid responses for the two-year period is less than 100. Plans do not receive accreditation points for measures receiving NA. Please see the Technical Notes for more information.

Flu Vaccination for Adults Ages 18-64

The table below displays the *Flu Vaccination for Adults 18-64* national benchmark and thresholds alongside your plan's score.

Scoring for the <i>Flu Vaccination for Adults 18-64</i> Measure				
National Benchmark and Threshold Percentiles				
	90th	75th	50th	25th
National	49%	45%	39%	35%
Your Plan's 2017 Score	53.0%			

Note: Please note that a Flu Vaccination for Adults 18-64 score of NA indicates that the number of valid responses for the current survey administration period is less than 100. Plans do not receive accreditation points for measures receiving NA. Please see the Technical Notes for more information.

²⁰ Organizations using the CAHPS® Health Plan Survey 5.0H child version (MCS) or the child with chronic conditions (CCC) version will receive an NA for the *Medical Assistance with Smoking and Tobacco Use Cessation* or *Flu Vaccination for Adults 18 to 64* measures. The scores will not count toward the NA threshold used to identify whether an organization is scored on CAHPS® or standards only. Please refer to the *Standards and Guidelines for the Accreditation of Health Plans* (2017) for further details about required HEDIS® results and scoring.

Please refer to NCQA's *Standards and Guidelines for the Accreditation of Health Plans* (2017) and *Accreditation Benchmarks and Thresholds* (2017) documents for further details about HEDIS® scoring, benchmarks, and thresholds.

Due to the limited number of Medicaid plans submitting audited HEDIS® results, NCQA has developed adjustment factors using commercial regional and national thresholds, in lieu of publishing Medicaid regional thresholds for HEDIS® measures, for use when substantial differences between national and regional Medicaid plan HEDIS® measures were evident. In keeping, NCQA will add percentage points to the *Flu Vaccination for Adults 18-64 rate* (prior to scoring) of Medicaid plans that operate in the following HHS regions: New York, Atlanta, and San Francisco.



5. Segmentation Analyses

The CAHPS® 5.0H survey asks demographic questions about the respondent. This information allows for a market segmentation of your members. Reviewing the set of measures across the assortment of demographic categories may indicate a health plan's overall ability to meet the needs of a varied population.

Pages 5A – 5H present Summary Rates²¹ for attributes, ratings, and composite scores organized across the following:

- Respondent's Age (Q52)
- Respondent's Education (Q54)
- Respondent's Ethnicity (Q55)
- Respondent's Race (Q56)
- Respondent's Health Status (Q36)
- Respondent's Mental/Emotional Health Status (Q37)
- Number of Doctor/Clinic Visits (Q7)
- Data Collection Mode

The percentages represent the Summary Rate for each segment of a particular category. For example, in the table below, the Summary Rate for the *Rating of Health Plan* is the percentage of respondents who rated their health plan an "8," "9," or "10." The interpretation of this example would be, "Of the respondents with a high school education or less, 63% gave their health plan a rating of '8,' '9,' or '10.' And, of the respondents with some college education or more, 58% gave their health plan a rating of '8,' '9,' or '10.'"

	High School or Less	Some College or More
Q35. Rating of Health Plan	63%	58%

Charts 5A – 5H

²¹ Refer to "Summary Rate" in the *Technical Notes* for the Summary Rate definition for each composite and attribute.

Segmentation Analysis

WellCare of Nebraska

Plan Summary Rates by Respondent's Age (Q52)

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Attributes	18 - 34		35 - 44		45 - 54		55 or older		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtained needed care right away	23	82.6%	10	90.0%	14	92.9%	49	89.8%	7.2%
6	Obtained appointment for care as soon as needed	37	89.2%	17	82.4%	23	91.3%	108	81.5%	7.7%
10	Doctor/health provider talked about reasons you might want to take a medicine	19	100.0%	13	92.3%	8	75.0%	51	92.2%	7.8%
11	Doctor/health provider talked about reasons you might not want to take a medicine	19	84.2%	13	53.8%	8	62.5%	52	61.5%	22.7%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	19	78.9%	13	61.5%	8	75.0%	52	67.3%	11.6%
14	Ease of getting care, tests, or treatment needed	49	91.8%	21	90.5%	23	91.3%	119	85.7%	6.1%
17	Doctors explained things in an understandable way	40	97.5%	16	87.5%	19	94.7%	108	91.7%	5.8%
18	Doctors listened carefully to you	40	100.0%	16	87.5%	19	94.7%	107	90.7%	9.3%
19	Doctors showed respect for what you had to say	40	100.0%	16	81.3%	19	100.0%	107	96.3%	3.7%
20	Doctors spent enough time with you	40	97.5%	16	81.3%	19	94.7%	108	88.9%	8.6%
25	Obtained appointment with specialist as soon as needed	16	87.5%	8	87.5%	19	94.7%	75	81.3%	6.2%
31	Getting information/help from customer service	29	75.9%	11	72.7%	9	100.0%	45	80.0%	4.1%
32	Treated with courtesy and respect by customer service staff	29	100.0%	11	100.0%	9	100.0%	46	91.3%	8.7%
Q#	Composites & Key Questions									
	Getting Needed Care		89.7%		89.0%		93.0%		83.5%	6.2%
	Getting Care Quickly		85.9%		86.2%		92.1%		85.7%	0.2%
	How Well Doctors Communicate		98.8%		84.4%		96.0%		91.9%	6.9%
	Customer Service		88.0%		86.4%		100.0%		85.7%	2.3%
	Shared Decision Making		87.7%		69.2%		70.8%		73.7%	14.0%
8	Health Promotion and Education	50	64.0%	21	57.1%	22	63.6%	114	74.6%	10.6%
22	Coordination of Care	21	85.7%	10	90.0%	13	92.3%	62	88.7%	3.0%
29	Providing Needed Information	13	53.8%	8	37.5%	7	71.4%	35	62.9%	9.1%
34	Ease of Filling Out Forms	64	98.4%	27	96.3%	28	92.9%	139	93.5%	4.9%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)									
13	Rating of Health Care	49	87.8%	21	76.2%	23	87.0%	115	71.3%	16.5%
23	Rating of Personal Doctor	55	90.9%	24	83.3%	23	91.3%	123	85.4%	5.5%
27	Rating of Specialist	16	81.3%	8	87.5%	19	89.5%	74	82.4%	1.1%
35	Rating of Health Plan	65	76.9%	28	71.4%	29	75.9%	143	78.3%	1.4%
Q#	Rating Items (Summary Rate = 9 + 10)									
13	Rating of Health Care	49	67.3%	21	57.1%	23	65.2%	115	60.9%	6.4%
23	Rating of Personal Doctor	55	72.7%	24	70.8%	23	82.6%	123	73.2%	0.5%
27	Rating of Specialist	16	75.0%	8	87.5%	19	68.4%	74	66.2%	8.8%
35	Rating of Health Plan	65	56.9%	28	57.1%	29	58.6%	143	58.0%	1.1%

* Range is the difference between Summary Rates shown. Due to the small number of respondents aged 35-44 or 45-54, these segments are not included in range calculations.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

WellCare of Nebraska

Plan Summary Rates by Respondent's Education (Q54)

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Attributes	High School Graduate or less		Some College or more		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	54	92.6%	39	82.1%	10.5%
6	Obtained appointment for care as soon as needed	111	84.7%	70	85.7%	1.0%
10	Doctor/health provider talked about reasons you might want to take a medicine	54	92.6%	35	91.4%	1.2%
11	Doctor/health provider talked about reasons you might not want to take a medicine	54	66.7%	36	61.1%	5.6%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	54	66.7%	36	75.0%	8.3%
14	Ease of getting care, tests, or treatment needed	132	90.9%	78	84.6%	6.3%
17	Doctors explained things in an understandable way	113	94.7%	68	89.7%	5.0%
18	Doctors listened carefully to you	113	94.7%	67	89.6%	5.1%
19	Doctors showed respect for what you had to say	113	96.5%	67	95.5%	1.0%
20	Doctors spent enough time with you	114	92.1%	67	89.6%	2.5%
25	Obtained appointment with specialist as soon as needed	64	82.8%	53	86.8%	4.0%
31	Getting information/help from customer service	58	82.8%	35	74.3%	8.5%
32	Treated with courtesy and respect by customer service staff	58	96.6%	36	94.4%	2.2%
Q#	Composites & Key Questions					
	Getting Needed Care		86.9%		85.7%	1.2%
	Getting Care Quickly		88.7%		83.9%	4.8%
	How Well Doctors Communicate		94.5%		91.1%	3.4%
	Customer Service		89.7%		84.4%	5.4%
	Shared Decision Making		75.3%		75.8%	0.5%
8	Health Promotion and Education	127	67.7%	79	72.2%	4.5%
22	Coordination of Care	60	88.3%	45	91.1%	2.8%
29	Providing Needed Information	26	61.5%	36	58.3%	3.2%
34	Ease of Filling Out Forms	162	95.7%	95	94.7%	1.0%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	127	78.7%	79	75.9%	2.8%
23	Rating of Personal Doctor	138	87.7%	84	86.9%	0.8%
27	Rating of Specialist	63	85.7%	53	83.0%	2.7%
35	Rating of Health Plan	164	81.7%	99	71.7%	10.0%
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	127	66.9%	79	57.0%	9.9%
23	Rating of Personal Doctor	138	77.5%	84	67.9%	9.6%
27	Rating of Specialist	63	66.7%	53	73.6%	6.9%
35	Rating of Health Plan	164	64.0%	99	49.5%	14.5%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

WellCare of Nebraska

Plan Summary Rates by Respondent's Ethnicity (Q55)

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Attributes	Hispanic/Latino		Not Hispanic/Latino		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	12	83.3%	78	91.0%	NA
6	Obtained appointment for care as soon as needed	16	75.0%	164	85.4%	NA
10	Doctor/health provider talked about reasons you might want to take a medicine	7	71.4%	79	93.7%	NA
11	Doctor/health provider talked about reasons you might not want to take a medicine	7	28.6%	80	67.5%	NA
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	7	42.9%	80	70.0%	NA
14	Ease of getting care, tests, or treatment needed	26	84.6%	179	88.8%	NA
17	Doctors explained things in an understandable way	21	85.7%	155	94.2%	NA
18	Doctors listened carefully to you	21	100.0%	154	92.2%	NA
19	Doctors showed respect for what you had to say	21	95.2%	154	96.1%	NA
20	Doctors spent enough time with you	21	95.2%	155	91.6%	NA
25	Obtained appointment with specialist as soon as needed	8	62.5%	107	86.0%	NA
31	Getting information/help from customer service	15	86.7%	75	77.3%	NA
32	Treated with courtesy and respect by customer service staff	16	93.8%	75	96.0%	NA
Q#	Composites & Key Questions					
	Getting Needed Care		73.6%		87.4%	NA
	Getting Care Quickly		79.2%		88.2%	NA
	How Well Doctors Communicate		94.0%		93.5%	NA
	Customer Service		90.3%		86.7%	NA
	Shared Decision Making		47.6%		77.1%	NA
8	Health Promotion and Education	26	57.7%	174	70.1%	NA
22	Coordination of Care	11	90.9%	90	88.9%	NA
29	Providing Needed Information	5	40.0%	57	63.2%	NA
34	Ease of Filling Out Forms	34	94.1%	217	94.9%	NA
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	26	80.8%	175	77.1%	NA
23	Rating of Personal Doctor	25	84.0%	193	87.6%	NA
27	Rating of Specialist	8	75.0%	106	84.0%	NA
35	Rating of Health Plan	36	77.8%	220	77.3%	NA
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	26	61.5%	175	63.4%	NA
23	Rating of Personal Doctor	25	64.0%	193	75.6%	NA
27	Rating of Specialist	8	62.5%	106	70.8%	NA
35	Rating of Health Plan	36	52.8%	220	58.6%	NA

* Range is the difference between Summary Rates shown. Due to the small number of Hispanic/Latino respondents, range calculations are not included.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

WellCare of Nebraska

Plan Summary Rates by Respondent's Race (Q56)

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Attributes	White		Black or African-American		Other*		Range**
		Valid n***	%	Valid n***	%	Valid n***	%	
4	Obtained needed care right away	73	87.7%	10	100.0%	21	85.7%	2.0%
6	Obtained appointment for care as soon as needed	154	83.8%	15	93.3%	27	85.2%	1.4%
10	Doctor/health provider talked about reasons you might want to take a medicine	73	94.5%	8	87.5%	14	100.0%	5.5%
11	Doctor/health provider talked about reasons you might not want to take a medicine	74	68.9%	8	37.5%	15	73.3%	4.4%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	73	67.1%	9	77.8%	15	86.7%	19.6%
14	Ease of getting care, tests, or treatment needed	169	90.5%	16	81.3%	39	79.5%	11.0%
17	Doctors explained things in an understandable way	148	95.9%	13	76.9%	29	86.2%	9.7%
18	Doctors listened carefully to you	147	93.2%	13	92.3%	29	89.7%	3.5%
19	Doctors showed respect for what you had to say	148	97.3%	12	91.7%	29	93.1%	4.2%
20	Doctors spent enough time with you	148	92.6%	13	76.9%	29	89.7%	2.9%
25	Obtained appointment with specialist as soon as needed	101	87.1%	9	66.7%	12	75.0%	12.1%
31	Getting information/help from customer service	63	77.8%	11	81.8%	25	88.0%	10.2%
32	Treated with courtesy and respect by customer service staff	64	96.9%	11	90.9%	25	100.0%	3.1%
Q#	Composites & Key Questions							
	Getting Needed Care		88.8%		74.0%		77.3%	11.6%
	Getting Care Quickly		85.8%		96.7%		85.5%	0.3%
	How Well Doctors Communicate		94.8%		84.5%		89.7%	5.1%
	Customer Service		87.4%		86.4%		94.0%	6.7%
	Shared Decision Making		76.8%		67.6%		86.7%	9.8%
8	Health Promotion and Education	166	69.9%	15	73.3%	36	66.7%	3.2%
22	Coordination of Care	89	88.8%	6	100.0%	17	88.2%	0.6%
29	Providing Needed Information	49	59.2%	8	75.0%	8	62.5%	3.3%
34	Ease of Filling Out Forms	206	95.6%	19	89.5%	44	90.9%	4.7%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
13	Rating of Health Care	165	80.6%	16	68.8%	38	60.5%	20.1%
23	Rating of Personal Doctor	185	88.6%	15	80.0%	34	82.4%	6.2%
27	Rating of Specialist	101	85.1%	8	62.5%	12	75.0%	10.1%
35	Rating of Health Plan	208	77.9%	20	80.0%	48	68.8%	9.1%
Q#	Rating Items (Summary Rate = 9 + 10)							
13	Rating of Health Care	165	66.1%	16	50.0%	38	50.0%	16.1%
23	Rating of Personal Doctor	185	75.7%	15	66.7%	34	79.4%	3.7%
27	Rating of Specialist	101	69.3%	8	62.5%	12	58.3%	11.0%
35	Rating of Health Plan	208	57.2%	20	65.0%	48	56.3%	0.9%

* "Other" includes Asian, Native Hawaiian or other Pacific Islander, American Indian or Alaska Native, and respondents who answered "Other."

** Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their race is Black or African-American, this segment is not included in range calculations.

*** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

WellCare of Nebraska

Plan Summary Rates by Respondent's Health Status (Q36)

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtained needed care right away	29	82.8%	36	91.7%	34	88.2%	8.9%
6	Obtained appointment for care as soon as needed	50	78.0%	65	86.2%	73	84.9%	8.2%
10	Doctor/health provider talked about reasons you might want to take a medicine	21	95.2%	31	93.5%	41	90.2%	5.0%
11	Doctor/health provider talked about reasons you might not want to take a medicine	21	81.0%	31	61.3%	42	61.9%	19.7%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	20	80.0%	32	71.9%	42	64.3%	15.7%
14	Ease of getting care, tests, or treatment needed	65	92.3%	79	87.3%	72	84.7%	7.6%
17	Doctors explained things in an understandable way	55	90.9%	64	93.8%	68	91.2%	2.9%
18	Doctors listened carefully to you	55	92.7%	63	96.8%	68	89.7%	7.1%
19	Doctors showed respect for what you had to say	56	98.2%	63	95.2%	67	94.0%	4.2%
20	Doctors spent enough time with you	56	85.7%	63	90.5%	68	92.6%	6.9%
25	Obtained appointment with specialist as soon as needed	27	92.6%	41	78.0%	50	84.0%	14.6%
31	Getting information/help from customer service	27	77.8%	36	77.8%	34	85.3%	7.5%
32	Treated with courtesy and respect by customer service staff	27	100.0%	37	97.3%	34	91.2%	8.8%
Q#	Composites & Key Questions							
	Getting Needed Care		92.5%		82.7%		84.4%	9.8%
	Getting Care Quickly		80.4%		89.0%		86.6%	8.5%
	How Well Doctors Communicate		91.9%		94.1%		91.9%	2.2%
	Customer Service		88.9%		87.6%		88.3%	1.4%
	Shared Decision Making		85.4%		75.6%		72.1%	13.3%
8	Health Promotion and Education	65	64.6%	74	70.3%	73	72.6%	8.0%
22	Coordination of Care	32	81.3%	32	90.6%	46	89.1%	9.3%
29	Providing Needed Information	16	75.0%	25	44.0%	26	61.5%	31.0%
34	Ease of Filling Out Forms	79	96.2%	95	97.9%	90	91.1%	6.8%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
13	Rating of Health Care	62	82.3%	79	81.0%	72	68.1%	14.2%
23	Rating of Personal Doctor	69	92.8%	80	85.0%	79	84.8%	8.0%
27	Rating of Specialist	27	81.5%	40	90.0%	50	80.0%	10.0%
35	Rating of Health Plan	82	82.9%	96	79.2%	92	68.5%	14.4%
Q#	Rating Items (Summary Rate = 9 + 10)							
13	Rating of Health Care	62	71.0%	79	59.5%	72	55.6%	15.4%
23	Rating of Personal Doctor	69	79.7%	80	70.0%	79	72.2%	9.7%
27	Rating of Specialist	27	81.5%	40	72.5%	50	60.0%	21.5%
35	Rating of Health Plan	82	69.5%	96	51.0%	92	54.3%	18.5%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

WellCare of Nebraska

Plan Summary Rates by Respondent's Mental/Emotional Health Status (Q37)

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtained needed care right away	42	90.5%	32	87.5%	24	83.3%	7.2%
6	Obtained appointment for care as soon as needed	77	81.8%	67	88.1%	44	79.5%	8.6%
10	Doctor/health provider talked about reasons you might want to take a medicine	39	94.9%	30	90.0%	23	91.3%	4.9%
11	Doctor/health provider talked about reasons you might not want to take a medicine	40	65.0%	29	72.4%	24	62.5%	9.9%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	40	75.0%	30	66.7%	23	69.6%	8.3%
14	Ease of getting care, tests, or treatment needed	97	88.7%	71	87.3%	47	87.2%	1.5%
17	Doctors explained things in an understandable way	78	92.3%	65	90.8%	43	93.0%	2.2%
18	Doctors listened carefully to you	78	94.9%	64	92.2%	43	90.7%	4.2%
19	Doctors showed respect for what you had to say	78	97.4%	64	92.2%	43	97.7%	5.5%
20	Doctors spent enough time with you	77	92.2%	65	87.7%	44	88.6%	4.5%
25	Obtained appointment with specialist as soon as needed	54	90.7%	38	78.9%	27	77.8%	12.9%
31	Getting information/help from customer service	36	77.8%	33	69.7%	28	96.4%	26.7%
32	Treated with courtesy and respect by customer service staff	36	100.0%	34	91.2%	28	96.4%	8.8%
Q#	Composites & Key Questions							
	Getting Needed Care		89.7%		83.1%		82.5%	7.2%
	Getting Care Quickly		86.2%		87.8%		81.4%	6.4%
	How Well Doctors Communicate		94.2%		90.7%		92.5%	3.5%
	Customer Service		88.9%		80.5%		96.4%	16.0%
	Shared Decision Making		78.3%		76.4%		74.5%	3.8%
8	Health Promotion and Education	95	69.5%	67	68.7%	49	71.4%	2.7%
22	Coordination of Care	47	93.6%	35	80.0%	27	85.2%	13.6%
29	Providing Needed Information	25	68.0%	24	45.8%	17	58.8%	22.2%
34	Ease of Filling Out Forms	111	97.3%	84	94.0%	69	91.3%	6.0%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
13	Rating of Health Care	94	79.8%	71	74.6%	47	74.5%	5.3%
23	Rating of Personal Doctor	96	91.7%	76	84.2%	55	83.6%	8.1%
27	Rating of Specialist	54	79.6%	38	92.1%	26	80.8%	12.5%
35	Rating of Health Plan	113	80.5%	87	72.4%	70	75.7%	8.1%
Q#	Rating Items (Summary Rate = 9 + 10)							
13	Rating of Health Care	94	67.0%	71	56.3%	47	57.4%	10.7%
23	Rating of Personal Doctor	96	80.2%	76	67.1%	55	72.7%	13.1%
27	Rating of Specialist	54	70.4%	38	71.1%	26	65.4%	5.7%
35	Rating of Health Plan	113	61.9%	87	51.7%	70	57.1%	10.2%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

WellCare of Nebraska

Plan Summary Rates by Number of Doctor/Clinic Visits (Q7)

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Attributes	Less than three visits		Three or more visits		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	35	80.0%	62	91.9%	11.9%
6	Obtained appointment for care as soon as needed	82	74.4%	103	89.3%	14.9%
10	Doctor/health provider talked about reasons you might want to take a medicine	34	91.2%	61	93.4%	2.3%
11	Doctor/health provider talked about reasons you might not want to take a medicine	34	64.7%	62	66.1%	1.4%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	34	73.5%	62	69.4%	4.2%
14	Ease of getting care, tests, or treatment needed	103	90.3%	118	86.4%	3.9%
17	Doctors explained things in an understandable way	91	92.3%	93	91.4%	0.9%
18	Doctors listened carefully to you	90	93.3%	93	92.5%	0.9%
19	Doctors showed respect for what you had to say	91	98.9%	92	92.4%	6.5%
20	Doctors spent enough time with you	92	85.9%	92	94.6%	8.7%
25	Obtained appointment with specialist as soon as needed	41	80.5%	72	87.5%	7.0%
31	Getting information/help from customer service	41	75.6%	51	82.4%	6.7%
32	Treated with courtesy and respect by customer service staff	42	90.5%	51	100.0%	9.5%
Composites & Key Questions						
	Getting Needed Care		85.4%		87.0%	1.6%
	Getting Care Quickly		77.2%		90.6%	13.4%
	How Well Doctors Communicate		92.6%		92.7%	0.1%
	Customer Service		83.0%		91.2%	8.1%
	Shared Decision Making		76.5%		76.3%	0.2%
8	Health Promotion and Education	100	67.0%	116	71.6%	4.6%
22	Coordination of Care	40	87.5%	69	87.0%	0.5%
29	Providing Needed Information	31	51.6%	31	64.5%	12.9%
34	Ease of Filling Out Forms	146	93.8%	111	95.5%	1.7%
Rating Items (Summary Rate = 8 + 9 + 10)						
13	Rating of Health Care	99	82.8%	119	73.1%	9.7%
23	Rating of Personal Doctor	120	90.8%	101	82.2%	8.7%
27	Rating of Specialist	40	80.0%	72	84.7%	4.7%
35	Rating of Health Plan	144	82.6%	117	69.2%	13.4%
Rating Items (Summary Rate = 9 + 10)						
13	Rating of Health Care	99	66.7%	119	58.0%	8.7%
23	Rating of Personal Doctor	120	79.2%	101	69.3%	9.9%
27	Rating of Specialist	40	67.5%	72	69.4%	1.9%
35	Rating of Health Plan	144	64.6%	117	48.7%	15.9%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Data Collection Mode

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Attributes	Mail		Phone		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	51	90.2%	50	86.0%	4.2%
6	Obtained appointment for care as soon as needed	102	91.2%	91	73.6%	17.6%
10	Doctor/health provider talked about reasons you might want to take a medicine	54	96.3%	41	87.8%	8.5%
11	Doctor/health provider talked about reasons you might not want to take a medicine	54	63.0%	42	69.0%	6.1%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	55	74.5%	41	65.9%	8.7%
14	Ease of getting care, tests, or treatment needed	111	92.8%	110	83.6%	9.2%
17	Doctors explained things in an understandable way	100	92.0%	89	92.1%	0.1%
18	Doctors listened carefully to you	100	92.0%	88	94.3%	2.3%
19	Doctors showed respect for what you had to say	98	94.9%	90	96.7%	1.8%
20	Doctors spent enough time with you	99	91.9%	90	87.8%	4.1%
25	Obtained appointment with specialist as soon as needed	73	86.3%	47	78.7%	7.6%
31	Getting information/help from customer service	42	76.2%	55	83.6%	7.4%
32	Treated with courtesy and respect by customer service staff	43	95.3%	55	96.4%	1.0%
Composites & Key Questions						
	Getting Needed Care		89.5%		81.2%	8.4%
	Getting Care Quickly		90.7%		79.8%	10.9%
	How Well Doctors Communicate		92.7%		92.7%	0.0%
	Customer Service		85.8%		90.0%	4.2%
	Shared Decision Making		77.9%		74.2%	3.7%
8	Health Promotion and Education	110	81.8%	106	56.6%	25.2%
22	Coordination of Care	61	88.5%	50	86.0%	2.5%
29	Providing Needed Information	34	61.8%	33	54.5%	7.2%
34	Ease of Filling Out Forms	128	96.9%	140	92.9%	4.0%
Rating Items (Summary Rate = 8 + 9 + 10)						
13	Rating of Health Care	112	75.9%	106	79.2%	3.4%
23	Rating of Personal Doctor	113	88.5%	119	86.6%	1.9%
27	Rating of Specialist	73	79.5%	45	91.1%	11.7%
35	Rating of Health Plan	127	79.5%	145	74.5%	5.0%
Rating Items (Summary Rate = 9 + 10)						
13	Rating of Health Care	112	64.3%	106	59.4%	4.9%
23	Rating of Personal Doctor	113	75.2%	119	73.1%	2.1%
27	Rating of Specialist	73	63.0%	45	80.0%	17.0%
35	Rating of Health Plan	127	56.7%	145	58.6%	1.9%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

6. Correlation Analyses

Page 6A provides attribute correlations with *Rating of Health Plan* (Q35), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q23). The correlations show the strength of the linear relationship between the individual attribute and the rating question. The correlation value can range from 0 to 1 with values close to 1 indicating a strong positive relationship. For example, a question that is highly correlated with *Rating of Health Plan* indicates that a low Summary Rate for that question is associated with a low Summary Rate for *Rating of Health Plan*, and a high Summary Rate for that question is associated with a high Summary Rate for *Rating of Health Plan*. Attributes considered to be highly correlated with the rating measures are shaded blue ($r \geq 0.400$). Comparisons to the 2017 Quality Compass® All Plans Medicaid benchmark are also shown with significance testing.

Please refer to the *Technical Notes* for additional information about Correlation Analyses.

Chart 6A

Correlation Analysis

Attribute Correlations with Key Rating Questions

291 Total Respondents

WellCare of Nebraska

Medicaid Adult CAHPS®

	Attributes, Key Questions, and Rating Items	Correlation Coefficients*			Plan Summary Rate	2017 Quality Compass All Plans**
		with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Doctor		
Getting Needed Care	Q14. Ease of getting care, tests, or treatment needed	0.306	0.461	0.274	88.2%	84.2%
	Q25. Obtained appointment with specialist as soon as needed	0.081	0.284	0.092	83.3%	79.8%
Getting Care Quickly	Q4. Obtained needed care right away	0.261	0.305	0.205	88.1%	84.4%
	Q6. Obtained appointment for care as soon as needed	0.173	0.171	0.052	82.9%	79.4%
How Well Doctors Communicate	Q17. Doctors explained things in an understandable way	0.199	0.327	0.337	92.1%	91.7%
	Q18. Doctors listened carefully to you	0.172	0.209	0.394	93.1%	91.7%
	Q19. Doctors showed respect for what you had to say	0.223	0.238	0.339	95.7%	93.0%
	Q20. Doctors spent enough time with you	0.170	0.177	0.351	89.9%	89.2%
Customer Service	Q31. Getting information/help from customer service	0.434	0.332	0.189	80.4%	82.0%
	Q32. Treated with courtesy and respect by customer service staff	0.348	0.394	0.224	95.9%	94.3%
Additional Measures	Q22. Coordination of Care	0.369	0.352	0.179	87.4%	83.2%
	Q29. Providing Needed Information	0.355	0.427	0.164	58.2%	68.2%
	Q34. Ease of Filling Out Forms	0.219	0.255	0.195	94.8%	94.2%
Rating Items (Summary Rate = 8 + 9 + 10)	Q13. Rating of Health Care	0.386	NA	0.519	77.5%	74.4%
	Q23. Rating of Personal Doctor	0.420	0.519	NA	87.5%	81.2%
	Q27. Rating of Specialist	0.408	0.560	0.577	83.9%	81.8%
	Q35. Rating of Health Plan	NA	0.386	0.420	76.8%	75.9%

* As the correlation coefficient approaches a value of 1.000, the association of the attribute with overall satisfaction is increased. Cells shaded dark blue have a correlation coefficient of equal to or greater than $r = 0.400$.

** The 2017 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid adult plans that submitted to NCQA in 2017 (approximately 175 plan-specific samples).

Note 1: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

7. Priority Matrix

SPH Analytics offers a graphical display of relative performance of survey composites and key measures, along with their relative ‘importance’ as it relates to *Rating of Health Plan* (Q35). The matrix on page 7A is divided into four sections. Composites and key measures are placed on the Priority Matrix according to the interaction between their correlation coefficient and percentile ranking within the 2017 Medicaid Adult SPH Analytics Book of Business.

Composites and measures with moderate to strong correlations with *Rating of Health Plan* (Q35) and ranking at or above the 75th percentile are considered plan *Strengths* and are placed in the top right quadrant. Composites with moderate to strong correlations with *Rating of Health Plan* (Q35) but ranking below the 75th percentile are considered *Top Priorities* and are placed in the top left quadrant. The *Monitor and Maintain* quadrant includes those composites and measures that are weakly correlated with *Rating of Health Plan* (Q35) but rank at or above the 75th percentile. Composites that are weakly correlated with overall satisfaction and rank below the 75th percentile are considered *Medium Priorities* and are placed in the bottom left quadrant.

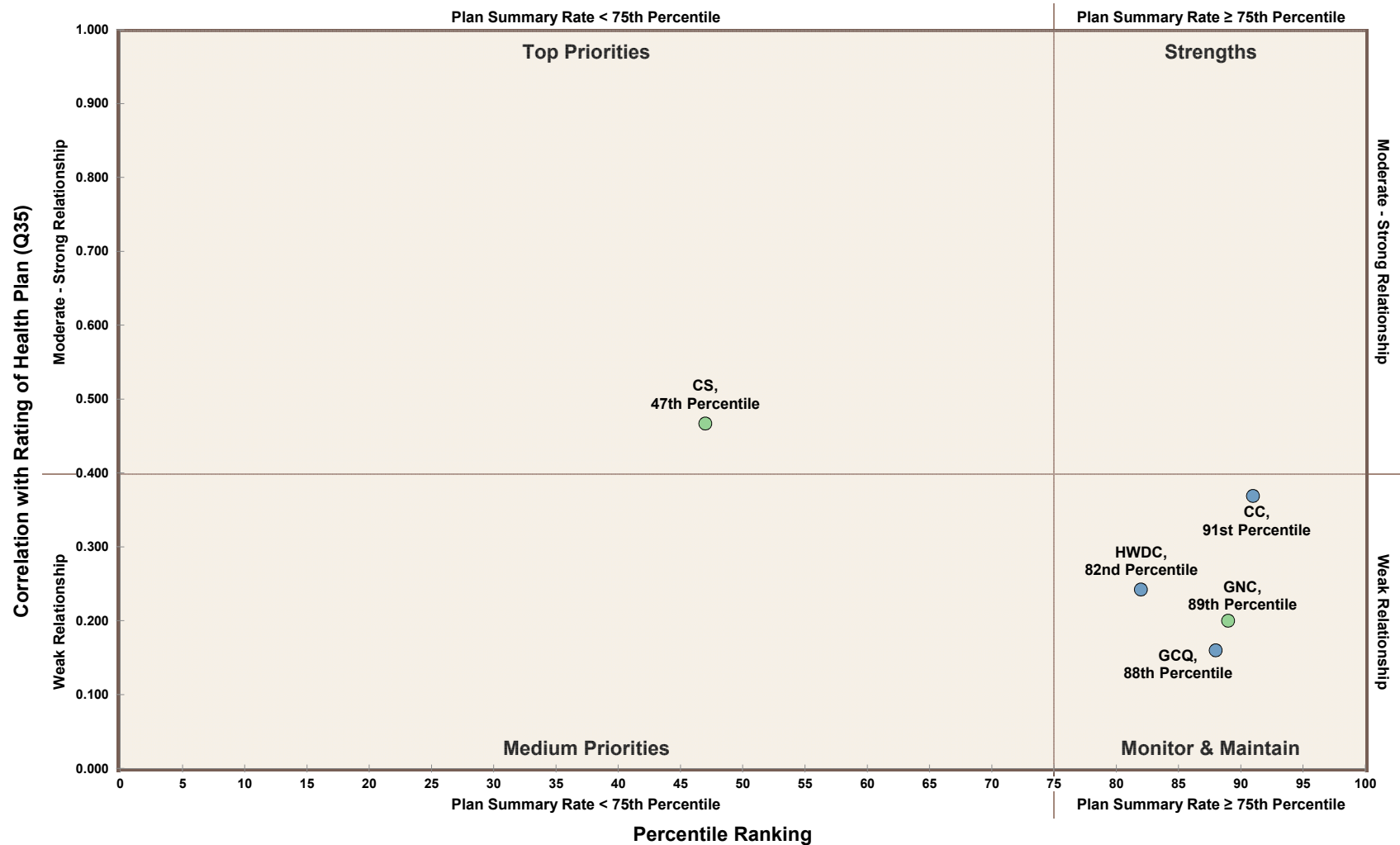
Chart 7A

Priority Matrix

Composite and Key Measure Correlations with Rating of Health Plan (Q35) and Percentile Rankings

WellCare of Nebraska

Medicaid Adult CAHPS®



Health Plan Domain Composites	
denoted above with ●	
Abbreviation	Definition
GNC	Getting Needed Care
CS	Customer Service

Health Care Domain Composites and Key Measure	
denoted above with ●	
Abbreviation	Definition
GCQ	Getting Care Quickly
HWDC	How Well Doctors Communicate
CC	Coordination of Care (Q22)

Note 1: The 2017 SPH Analytics Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA.

Note 2: Ranking indicates where your plan's Summary Rate ranks when compared to all other Medicaid adult plans that submitted data to NCQA through SPH Analytics in 2017. Summary Rates that are below the 10th percentile are shown as '<10th.'

8. Composite Analyses

The CAHPS® 5.0H survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. Pages 8A – 8H present composite-level analyses for the CAHPS® measures used in accreditation scoring, which include the following:

- Getting Needed Care
- Getting Care Quickly
- Customer Service
- Coordination of Care (Q22)
- Rating of Health Care (Q13)
- Rating of Personal Doctor (Q23)
- Rating of Specialist (Q27)
- Rating of Health Plan (Q35)

Summary Rate Trend Comparisons

This section compares your plan's current composite and attribute Summary Rate Scores to trend results (if applicable). Significance testing is applied to determine whether an observed difference is too large to have occurred by chance alone. Cells highlighted in red denote the current year score is significantly lower when compared to trend data, cells highlighted in green denote the current year score is significantly higher when compared to trend data, no shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

In this section, attribute correlations are displayed as they relate to the *Rating of Health Plan* (Q35), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q23). Attributes considered to be highly correlated with the rating measures are shaded blue ($r \geq 0.400$).

Drill Down of Summary Rate Comparisons

This section shows a graphical representation of year-to-year comparisons of response options for the composite of interest. Response options are broken down according to three-point score groupings.

Benchmark Summary Rate Comparisons

This section compares your plan's current and trend scores (if applicable) to the trend scores from the Quality Compass® All Plans and SPH Analytics Book of Business benchmarks. The SPH Analytics Book of Business consists of Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 Quality Compass® All Plans benchmark is the mean Summary Rate from the Medicaid adult plans that submitted to NCQA in 2017.

Benchmark Percentile Rankings

This section compares your plan's current Summary Rate Score to the 2017 Quality Compass® All Plans benchmark. Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th." The Summary Rates for attributes at or above the 90th percentile are shaded dark green, while Summary Rates at or above the 75th percentile but below the 90th percentile are shaded light green, and Summary Rates at or above the 50th percentile but below the 75th are shaded beige. Additionally, attributes with Summary Rates at or above the 25th percentile but below the 50th percentile are shaded light orange and Summary Rates below the 25th percentile are shaded dark orange.

Three-Point Score Trend Comparisons and Percentile Thresholds²²

This section compares your plan's current unadjusted Three-Point Scores to trend Three-Point Scores (if applicable). This section also compares your current Three-Point Scores to the NCQA percentile benchmark thresholds. Rankings indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th." The Three-Point Scores for items at or above the 90th percentile are shaded dark green, while Three-Point Scores at or above the 75th percentile but below the 90th percentile are shaded light green, and Three-Point Scores at or above the 50th percentile but below the 75th are shaded beige. Additionally, items with Three-Point Scores at or above the 25th percentile but below the 50th percentile are shaded light orange and Three-Point Scores below the 25th percentile are shaded dark orange.

Benchmark thresholds are accurate as of the date of this report production. The source for the HEDIS®/CAHPS® Percentile benchmarks and thresholds is:

NCQA>Programs>Accreditation>Policy Updates and Supporting Documents>Trending and Benchmarks>Learn More>Benchmarks and Thresholds: 2017 Accreditation.

If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or that exceeds ten NA or NB results between HEDIS® and CAHPS® for each product line, is scored based on the standards score only. Commendable is the highest status awarded to an organization scored on standards only.

Global Proportions and Three-Point Scores

This section shows a graphical presentation of the percentage of members who answered each response choice. Global Proportions are a useful tool for understanding how dissatisfied, or even neutral, respondents are when they rate a particular question or composite area. Beside each chart is the equivalent Three-Point Score calculation.

Three-Point Score Trend Comparisons

This section displays your plan's current Three-Point Scores and compares them to trend scores (if applicable).

Please refer to the individual report sections for additional information regarding the topics displayed on these pages.

Charts 8A – 8H

²² The CAHPS® *Coordination of Care* measure was introduced into 2016 accreditation scoring. Organizations accredited on the 2015 standards will not be scored using the organization's submitted rate for this measure.

HEDIS/CAHPS® Composite Analysis

Getting Needed Care Composite

WellCare of Nebraska

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Getting Needed Care		85.8%		NA		NA
Q14. Ease of getting care, tests, or treatment needed	221	88.2%	NA	NA	NA	NA
Q25. Obtained appointment with specialist as soon as needed	120	83.3%	NA	NA	NA	NA

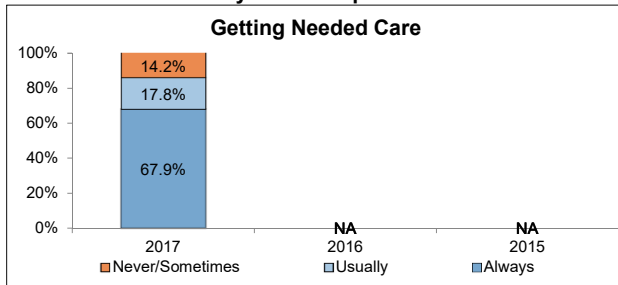
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

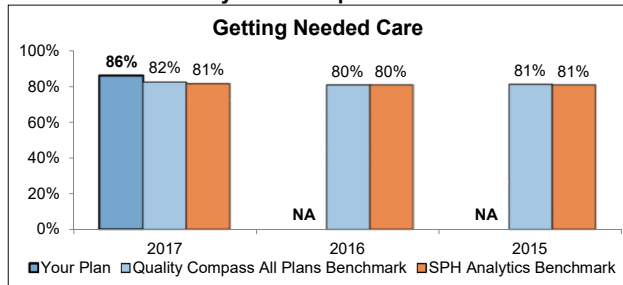
Getting Needed Care	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q14. Ease of getting care, tests, or treatment needed	0.306	0.461	0.274
Q25. Obtained appointment with specialist as soon as needed	0.081	0.284	0.092

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to $r = 0.400$) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons



Benchmark Percentile Rankings

Composite and Attributes	Your Plan's Summary Rate and Percentile Ranking		2017 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Getting Needed Care	85.8%	83rd	82.0%	79.7%	82.7%	84.7%	86.6%
Q14. Ease of getting care, tests, or treatment needed	88.2%	85th	84.2%	81.4%	84.8%	87.0%	88.7%
Q25. Obtained appointment with specialist as soon as needed	83.3%	77th	79.8%	77.3%	80.3%	83.1%	85.3%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

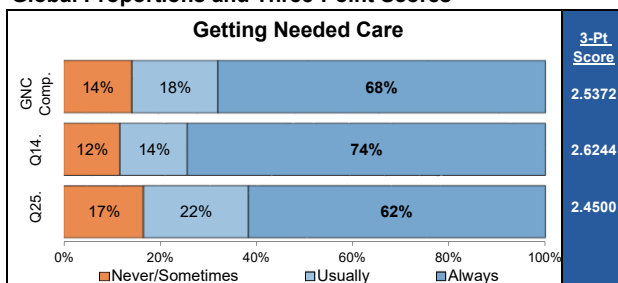
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Getting Needed Care	2017	2.5372	90th	2.28	2.35	2.41	2.45
	2016	NA	NA	2.31	2.37	2.42	2.45
	2015	NA	NA	2.31	2.37	2.42	2.46

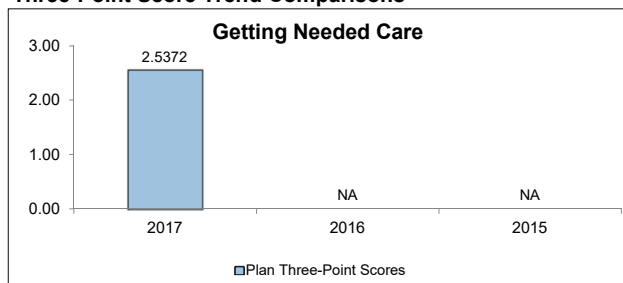
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Scores



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Getting Care Quickly Composite

WellCare of Nebraska

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Getting Care Quickly		85.5%		NA		NA
Q4. Obtained needed care right away	101	88.1%	NA	NA	NA	NA
Q6. Obtained appointment for care as soon as needed	193	82.9%	NA	NA	NA	NA

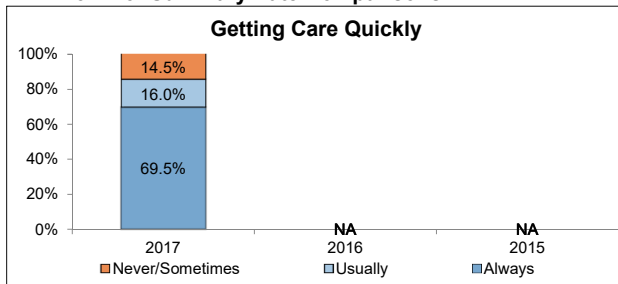
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

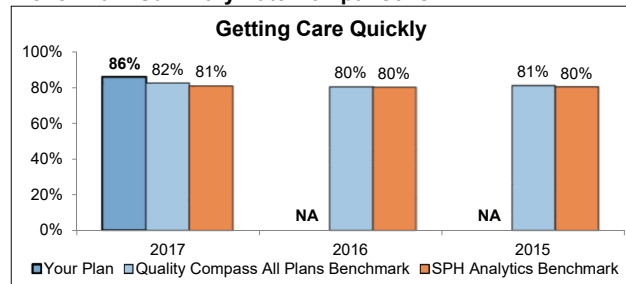
Getting Care Quickly	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q4. Obtained needed care right away	0.261	0.305	0.205
Q6. Obtained appointment for care as soon as needed	0.173	0.171	0.052

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to $r = 0.400$) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons



Benchmark Percentile Rankings

Composite and Attributes	Your Plan's Summary Rate and Percentile Ranking	2017 Quality Compass, All Plans Mean & Percentiles				
		Mean	25th	50th	75th	90th
Getting Care Quickly	85.5% 84th	81.8%	79.6%	82.2%	84.5%	86.6%
Q4. Obtained needed care right away	88.1% 82nd	84.4%	81.8%	84.0%	87.3%	89.7%
Q6. Obtained appointment for care as soon as needed	82.9% 74th	79.4%	76.6%	79.9%	83.0%	85.2%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

Summary Rate at or above the 90th percentile.

Summary Rate at or above the 75th percentile, but below the 90th percentile.

Summary Rate at or above the 50th percentile, but below the 75th percentile.

Summary Rate at or above the 25th percentile, but below the 50th percentile.

Summary Rate below the 25th percentile.

Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Getting Care Quickly	2017	2.5502	90th	2.33	2.40	2.45	2.49
	2016	NA	NA	2.36	2.42	2.46	2.49
	2015	NA	NA	2.37	2.42	2.46	2.50

Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

Three-Point Score at or above the 90th percentile threshold.

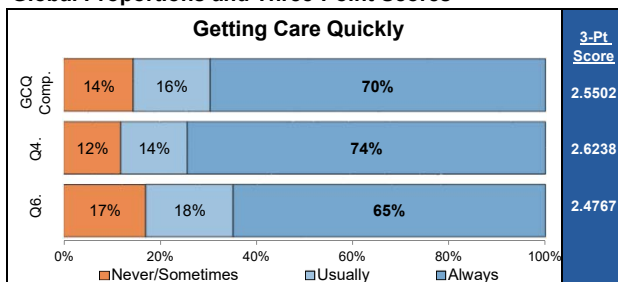
Three-Point Score at or above the 75th, but below the 90th percentile threshold.

Three-Point Score at or above the 50th, but below the 75th percentile threshold.

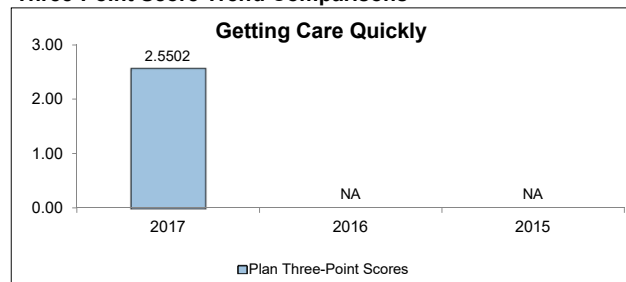
Three-Point Score at or above the 25th, but below the 50th percentile threshold.

Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Scores



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Customer Service Composite

WellCare of Nebraska

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Customer Service		88.2%		NA		NA
Q31. Getting information/help from customer service	97	80.4%	NA	NA	NA	NA
Q32. Treated with courtesy and respect by customer service staff	98	95.9%	NA	NA	NA	NA

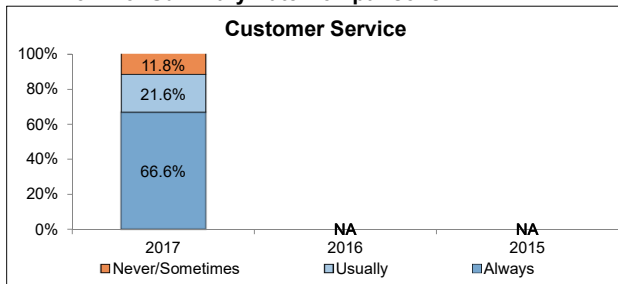
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

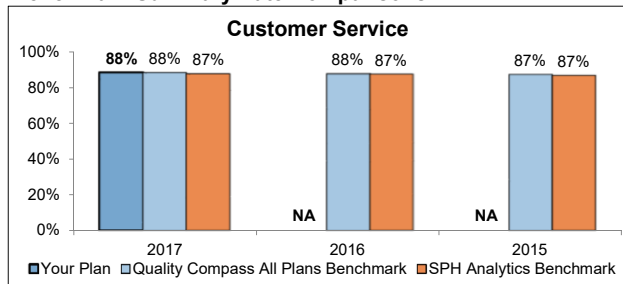
Customer Service	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q31. Getting information/help from customer service	0.434	0.332	0.189
Q32. Treated with courtesy and respect by customer service staff	0.348	0.394	0.224

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to $r = 0.400$) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons



Benchmark Percentile Rankings

Composite and Attributes	Your Plan's Summary Rate and Percentile Ranking		2017 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Customer Service	88.2%	46th	88.2%	86.6%	88.4%	90.1%	91.2%
Q31. Getting information/help from customer service	80.4%	29th	82.0%	79.7%	82.4%	84.8%	86.6%
Q32. Treated with courtesy and respect by customer service staff	95.9%	72nd	94.3%	92.9%	94.2%	96.0%	96.9%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

Summary Rate at or above the 90th percentile.

Summary Rate at or above the 75th percentile, but below the 90th percentile.

Summary Rate at or above the 50th percentile, but below the 75th percentile.

Summary Rate at or above the 25th percentile, but below the 50th percentile.

Summary Rate below the 25th percentile.

Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Customer Service	2017	NA	NA	2.48	2.54	2.58	2.61
	2016	NA	NA	2.48	2.54	2.58	2.61
	2015	NA	NA	2.48	2.54	2.58	2.61

Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

Three-Point Score at or above the 90th percentile threshold.

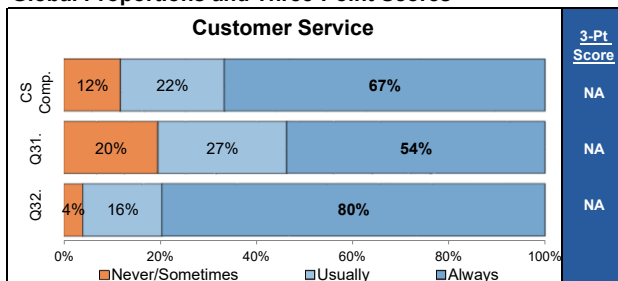
Three-Point Score at or above the 75th, but below the 90th percentile threshold.

Three-Point Score at or above the 50th, but below the 75th percentile threshold.

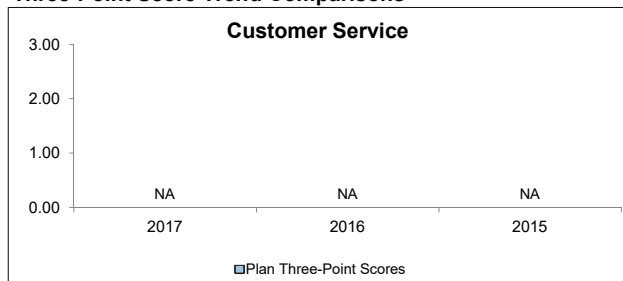
Three-Point Score at or above the 25th, but below the 50th percentile threshold.

Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Scores



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Coordination of Care (Q22)

WellCare of Nebraska

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

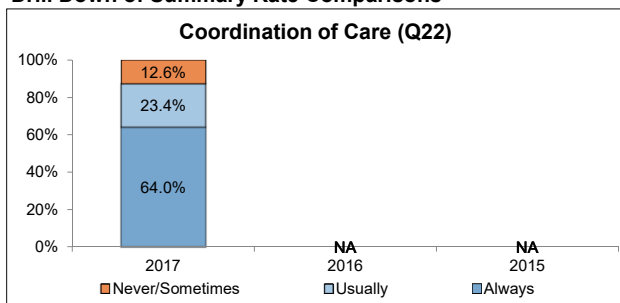
Attribute	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q22. Coordination of Care - Doctor seemed informed/up-to-date about the care received from other doctors/providers	111	87.4%	NA	NA	NA	NA

Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

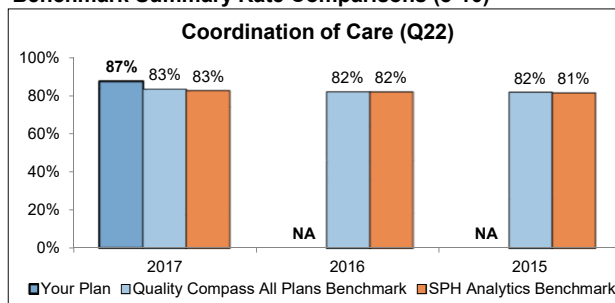
Correlation with Rating Questions

Coordination of Care	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.	Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.
Q22. Coordination of Care - Doctor seemed informed/up-to-date about the care received from other doctors/providers	0.369	0.352	0.179	

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Rankings

Attribute	Your Plan's Summary Rate and Percentile Ranking		2017 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q22. Coordination of Care - Doctor seemed informed/up-to-date about the care received from other doctors/providers	87.4%	85th	83.2%	80.8%	83.8%	86.0%	88.5%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

Summary Rate at or above the 90th percentile.

Summary Rate at or above the 75th percentile, but below the 90th percentile.

Summary Rate at or above the 50th percentile, but below the 75th percentile.

Summary Rate at or above the 25th percentile, but below the 50th percentile.

Summary Rate below the 25th percentile.

Three-Point Score Trend Comparisons and Percentile Thresholds

Attribute	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Coordination of Care (Q22)	2017	2.5135	90th	2.34	2.39	2.44	2.50
	2016	NA	NA	2.33	2.39	2.43	2.49
	2015	NA	NA	NA	NA	NA	NA

NCQA added the Coordination of Care CAHPS® measure to Accreditation 2016 scoring.

Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

Three-Point Score at or above the 90th percentile threshold.

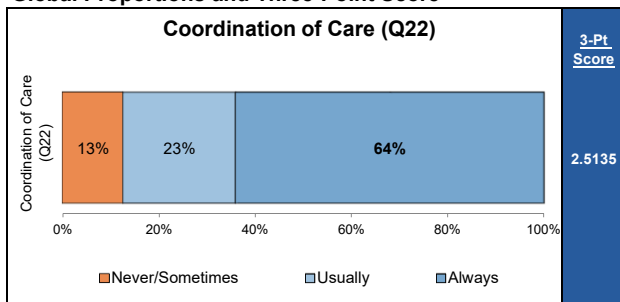
Three-Point Score at or above the 75th, but below the 90th percentile threshold.

Three-Point Score at or above the 50th, but below the 75th percentile threshold.

Three-Point Score at or above the 25th, but below the 50th percentile threshold.

Three-Point Score below the 25th percentile threshold.

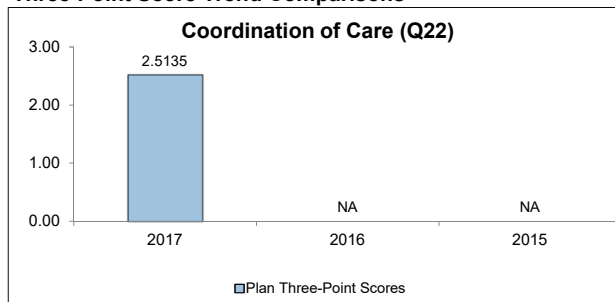
Global Proportions and Three-Point Score



NCQA added the Coordination of Care CAHPS® measure to Accreditation 2016 scoring.

Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

Three-Point Score Trend Comparisons



HEDIS/CAHPS® Composite Analysis

Rating of Health Care (Q13)

WellCare of Nebraska

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q13. Rating of Health Care (8-10)	218	77.5%	NA	NA	NA	NA
Q13. Rating of Health Care (9-10)	218	61.9%	NA	NA	NA	NA

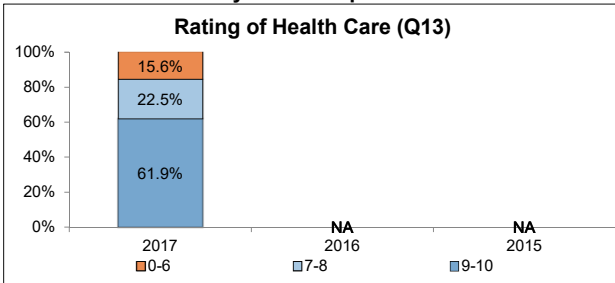
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

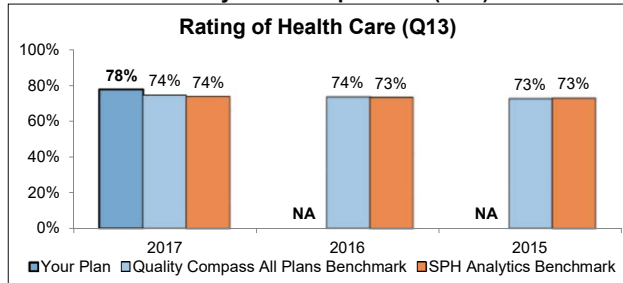
Rating of Health Care	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q13. Rating of Health Care (8-10)	0.386	NA	0.519

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to $r = 0.400$) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking	2017 Quality Compass, All Plans Mean & Percentiles				
		Mean	25th	50th	75th	90th
Q13. Rating of Health Care (8-10)	77.5% 78th	74.4%	71.7%	74.5%	77.2%	79.4%
Q13. Rating of Health Care (9-10)	61.9% 93rd	54.7%	51.6%	54.6%	57.8%	60.2%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

Summary Rate at or above the 90th percentile.

Summary Rate at or above the 75th percentile, but below the 90th percentile.

Summary Rate at or above the 50th percentile, but below the 75th percentile.

Summary Rate at or above the 25th percentile, but below the 50th percentile.

Summary Rate below the 25th percentile.

Benchmark Percentile Rankings

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Health Care (Q13)	2017	2.4633	90th	2.32	2.38	2.43	2.46
	2016	NA	NA	2.31	2.36	2.42	2.45
	2015	NA	NA	2.28	2.34	2.38	2.43

Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

Three-Point Score at or above the 90th percentile threshold.

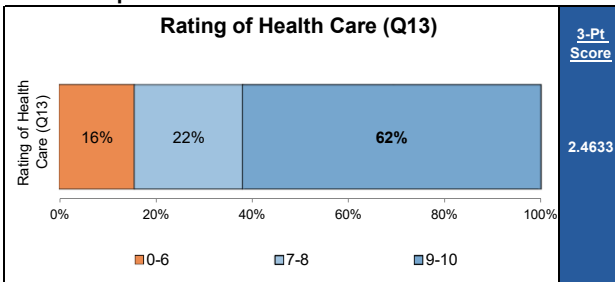
Three-Point Score at or above the 75th, but below the 90th percentile threshold.

Three-Point Score at or above the 50th, but below the 75th percentile threshold.

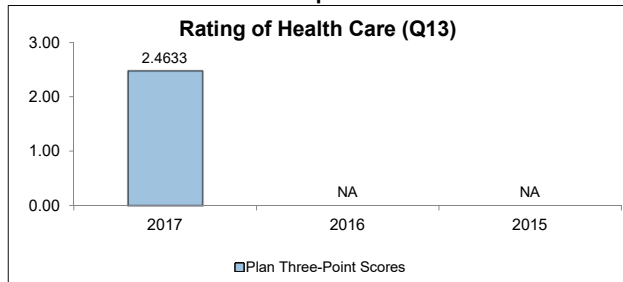
Three-Point Score at or above the 25th, but below the 50th percentile threshold.

Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Score



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Rating of Personal Doctor (Q23)

WellCare of Nebraska

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q23. Rating of Personal Doctor (8-10)	232	87.5%	NA	NA	NA	NA
Q23. Rating of Personal Doctor (9-10)	232	74.1%	NA	NA	NA	NA

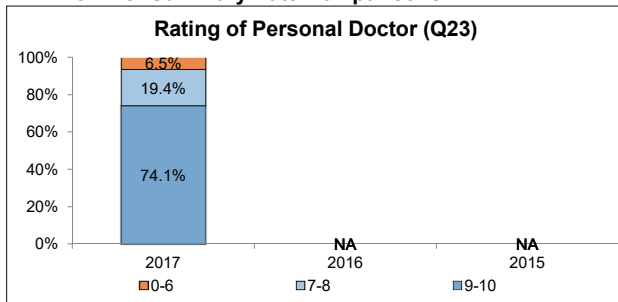
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

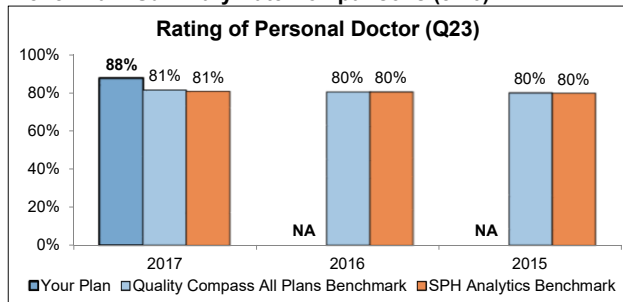
Rating of Personal Doctor	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q23. Rating of Personal Doctor (8-10)	0.420	0.519	NA

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to $r = 0.400$) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking	2017 Quality Compass, All Plans Mean & Percentiles				
		Mean	25th	50th	75th	90th
Q23. Rating of Personal Doctor (8-10)	87.5% 96th	81.2%	79.3%	81.6%	83.7%	85.5%
Q23. Rating of Personal Doctor (9-10)	74.1% 93rd	66.4%	63.1%	67.0%	69.1%	72.5%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

Summary Rate at or above the 90th percentile.

Summary Rate at or above the 75th percentile, but below the 90th percentile.

Summary Rate at or above the 50th percentile, but below the 75th percentile.

Summary Rate at or above the 25th percentile, but below the 50th percentile.

Summary Rate below the 25th percentile.

Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Personal Doctor (Q23)	2017	2.6767	90th	2.43	2.50	2.53	2.57
	2016	NA	NA	2.43	2.50	2.53	2.57
	2015	NA	NA	2.43	2.50	2.53	2.57

Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

Three-Point Score at or above the 90th percentile threshold.

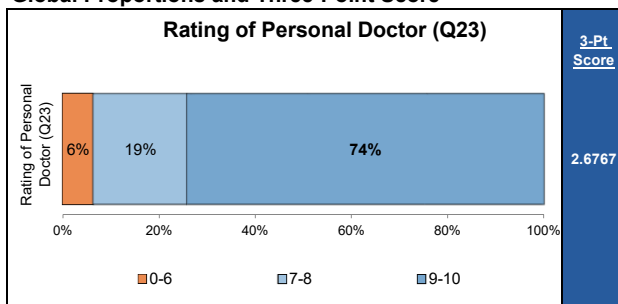
Three-Point Score at or above the 75th, but below the 90th percentile threshold.

Three-Point Score at or above the 50th, but below the 75th percentile threshold.

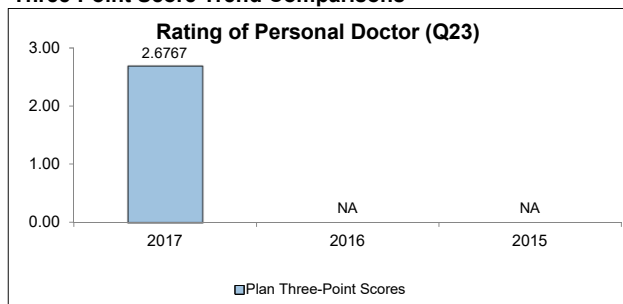
Three-Point Score at or above the 25th, but below the 50th percentile threshold.

Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Score



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Rating of Specialist (Q27)

WellCare of Nebraska

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q27. Rating of Specialist (8-10)	118	83.9%	NA	NA	NA	NA
Q27. Rating of Specialist (9-10)	118	69.5%	NA	NA	NA	NA

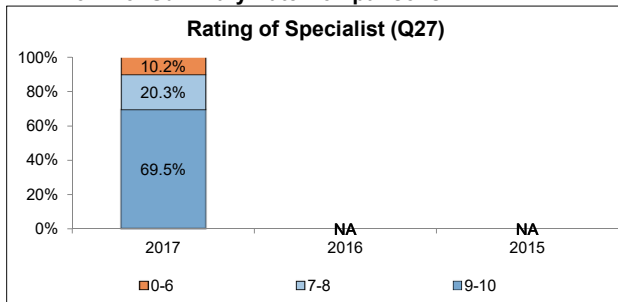
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

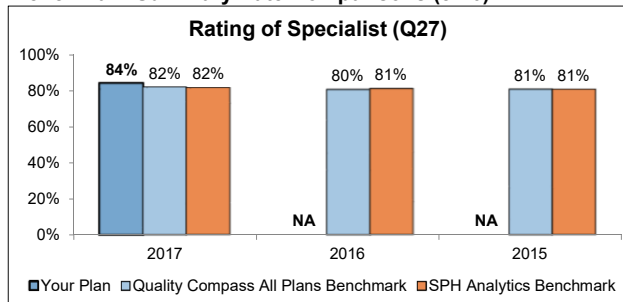
Rating of Specialist	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q27. Rating of Specialist (8-10)	0.408	0.56	0.577

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to $r = 0.400$) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking		2017 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q27. Rating of Specialist (8-10)	83.9%	72nd	81.8%	79.5%	81.9%	84.1%	86.1%
Q27. Rating of Specialist (9-10)	69.5%	69th	67.1%	63.9%	67.0%	70.2%	72.2%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

Summary Rate at or above the 90th percentile.

Summary Rate at or above the 75th percentile, but below the 90th percentile.

Summary Rate at or above the 50th percentile, but below the 75th percentile.

Summary Rate at or above the 25th percentile, but below the 50th percentile.

Summary Rate below the 25th percentile.

Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Specialist (Q27)	2017	2.5932	90th	2.48	2.51	2.56	2.59
	2016	NA	NA	2.48	2.51	2.56	2.59
	2015	NA	NA	2.48	2.51	2.56	2.59

Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

Three-Point Score at or above the 90th percentile threshold.

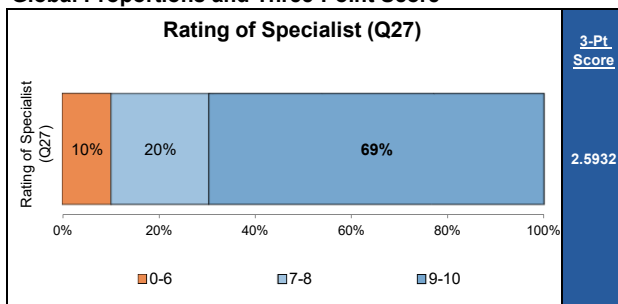
Three-Point Score at or above the 75th, but below the 90th percentile threshold.

Three-Point Score at or above the 50th, but below the 75th percentile threshold.

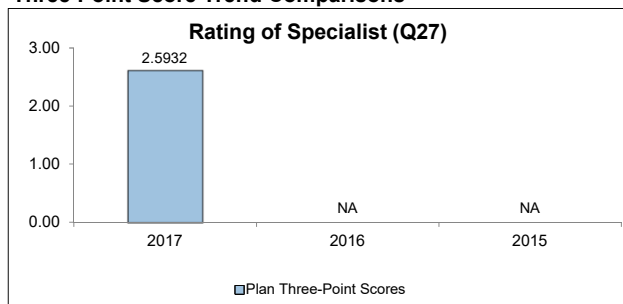
Three-Point Score at or above the 25th, but below the 50th percentile threshold.

Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Score



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Rating of Health Plan (Q35)

WellCare of Nebraska

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q35. Rating of Health Plan (8-10)	272	76.8%	NA	NA	NA	NA
Q35. Rating of Health Plan (9-10)	272	57.7%	NA	NA	NA	NA

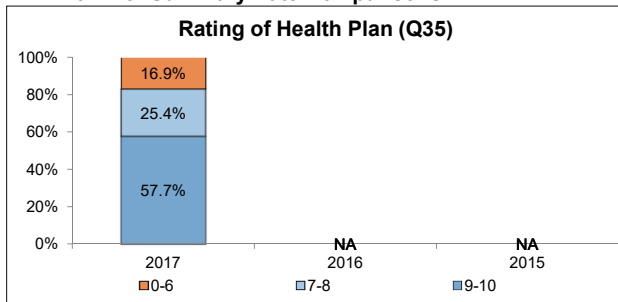
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

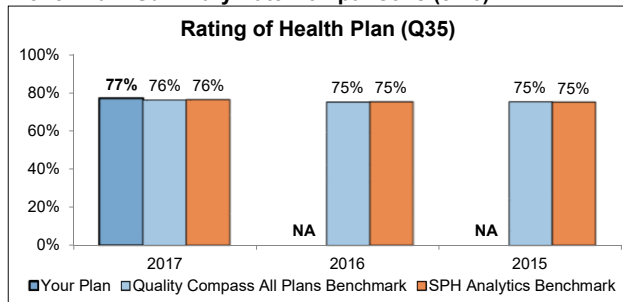
Rating of Health Plan	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q35. Rating of Health Plan (8-10)	NA	0.386	0.420

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to $r = 0.400$) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking		2017 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q35. Rating of Health Plan (8-10)	76.8%	53rd	75.9%	72.9%	76.4%	79.5%	81.4%
Q35. Rating of Health Plan (9-10)	57.7%	34th	59.0%	55.1%	59.8%	63.5%	66.1%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

Summary Rate at or above the 90th percentile.

Summary Rate at or above the 75th percentile, but below the 90th percentile.

Summary Rate at or above the 50th percentile, but below the 75th percentile.

Summary Rate at or above the 25th percentile, but below the 50th percentile.

Summary Rate below the 25th percentile.

Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Health Plan (Q35)	2017	2.4081	25th	2.35	2.43	2.48	2.53
	2016	NA	NA	2.37	2.43	2.49	2.55
	2015	NA	NA	2.35	2.43	2.49	2.54

Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

Three-Point Score at or above the 90th percentile threshold.

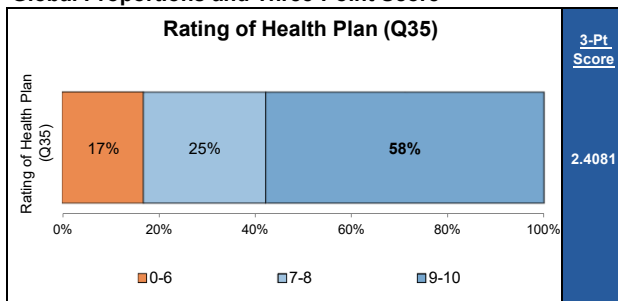
Three-Point Score at or above the 75th, but below the 90th percentile threshold.

Three-Point Score at or above the 50th, but below the 75th percentile threshold.

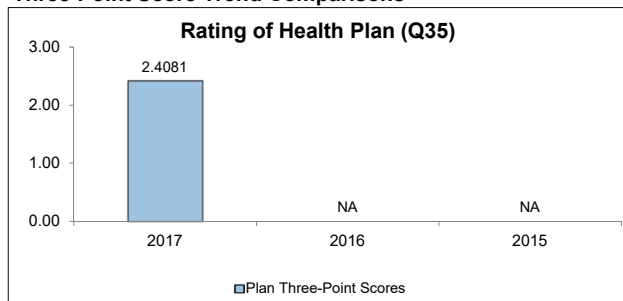
Three-Point Score at or above the 25th, but below the 50th percentile threshold.

Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Score



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

9. Technical Notes

Presented alphabetically by subject area

Composite Categories

The NCQA core survey includes five composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. NCQA defines the composite score as the average of the Summary Rates or Three-Point scores of the questions comprising a composite. For example, the *Getting Needed Care* composite is the average of the Summary Rates or Three-Point Scores of Q14 and Q25.

Correlation Analysis

Correlation Analysis is run between attributes and the overall satisfaction variable as measured by Question 35 (“What number would you use to rate your health plan?”), as well as between attributes and Questions 13 and 23, *Rating of Health Care* and *Rating of Personal Doctor*, respectively. The Pearson’s product moment correlation coefficient, r , is used to measure the strength of the linear association between each attribute and the overall satisfaction variables. The correlation value can range from 0 to 1 with values close to 1 indicating a strong positive correlation. This analysis is shown on Page 6A.

Demographic Categories

SPH Analytics collapses the age, race, and education group categories into fewer segments than those defined by the CAHPS® 5.0H survey. The consolidation of the demographic categories with small samples allows for more valid between-group statistical comparisons.

Age		Education	
CAHPS®	SPH Analytics	CAHPS®	SPH Analytics
18 – 24	18 – 34	8 th grade or less	High school graduate/GED or less
25 – 34		Some high school	
35 – 44	35 – 44	High school graduate/GED	
45 – 54	45 – 54	Some college/2-year degree	Some college/2-year degree
55 – 64	55 or older	4-year college degree	College graduate or more
65 – 74		More than 4-year college degree	
75 or older			

Race/Ethnicity	
CAHPS®	SPH Analytics
White	White
Black/African-American	Black/African-American
Asian	Asian
Native Hawaiian/Pacific Islander	Other
American Indian/Alaska Native	
Other	
Hispanic/Latino	Hispanic/Latino

Health and Human Services (HHS) Regions:

- **Chicago** – Indiana, Illinois, Michigan, Minnesota, Wisconsin, Ohio
- **New York** – New York, New Jersey, Puerto Rico, Virgin Islands
- **Philadelphia** – Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia
- **Denver** – Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming
- **Boston** – Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
- **Seattle** – Alaska, Idaho, Washington, Oregon
- **Atlanta** – Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee
- **Dallas** – Arkansas, Louisiana, Oklahoma, New Mexico, Texas
- **Kansas City** – Iowa, Missouri, Nebraska, Kansas
- **San Francisco** – American Samoa, Arizona, California, Guam, Hawaii, Nevada

NCQA 1 – 100 Benchmark is a percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid adult data collected by NCQA in 2017. SPH Analytics utilizes this benchmark to calculate your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark. In keeping, the percentile ranks displayed on page 3D and in Section 8 – *Composite Analyses* indicate where your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark.

Opportunity Analysis (see Regression Analysis)

Public Report 2017 (Medicaid) benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The benchmark is a collection of CAHPS® 5.0H mean summary ratings for those Medicaid adult plans (159 plan-specific samples with at least 100 valid responses per question item) choosing to report their scores publicly, in addition to submitting their scores to be compiled anonymously into a Quality Compass aggregate, or national summary. The scores shown in this report reflect the mean Summary Rates from these plan means.

Question Scoring

NCQA Summary Rate & Three-Point Categories for Composite Questions

Composites/ Response choices	Summary Rate	Three- Point	Questions/Attributes
Getting Needed Care			
Never/Sometimes		1	Q14 – In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Q25 – In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Getting Care Quickly			
Never/Sometimes		1	Q4 – In the last 6 months, when you needed care right away, how often did you get care as soon as you needed? Q6 – In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?
Usually	Summary Rate	2	
Always	Summary Rate	3	
How Well Doctors Communicate			
Never/Sometimes		1	Q17 – In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? Q18 – In the last 6 months, how often did your personal doctor listen carefully to you? Q19 – In the last 6 months, how often did your personal doctor show respect for what you had to say? Q20 - In the last 6 months, how often did your personal doctor spend enough time with you?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Customer Service			
Never/Sometimes		1	Q31 – In the last 6 months, how often did your health plan's customer service give you the information or help you needed? Q32 – In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Shared Decision Making			
No		1	Q10 – Did you and a doctor or other health provider talk about the reasons you might want to take a medicine? Q11 – Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine? Q12 – When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?
Yes	Summary Rate	3	

Rating Questions

There are four questions with responses scaled 0 to 10 in the CAHPS® 5.0H survey: *Rating of Health Care* (Q13), *Rating of Personal Doctor* (Q23), *Rating of Specialist* (Q27), and *Rating of Health Plan* (Q35), where zero represents “worst possible” and ten represents “best possible.”

Regression Analysis

Regression estimates are measures of association between independent variables (composites) and a dependent variable (overall satisfaction rating), while controlling for the effect of other variables through the use of a statistical model. A backward elimination, respondent-level, multiple linear regression model was fitted to the 2017 SPH Analytics Medicaid Adult Book of Business benchmark. The SPH Analytics Book of Business consists of the 2017 Medicaid adult

data from each of the 58 health plans that submitted to NCQA. The dependent variable in the model is measured by Question 35 (“What number would you use to rate your health plan?”), Question 13 (“What number would you use to rate your health care?”), as well as Question 23 (“What number would you use to rate your personal doctor?”), all of which are scaled from 0 to 10 (“Worst possible” to “Best possible”).

All composite questions are evaluated as potential independent variables in the analysis. These questions are scaled from 0 to 3 (0, 1, 2, and 3) for four-point scales in the direction of least favorable response to most favorable response. Those composite variables found to have a significant positive influence (as found by testing individual beta coefficients with a 0.05 level of significance) on Overall Satisfaction are reported as Key Drivers of overall satisfaction. The numbers reported alongside each composite, shown in Section 1 – *Executive Summary*, are beta coefficients. These coefficients indicate the amount of change that takes place in the dependent variable for a one-unit change in the respondent level composite independent variable in the rescaled 0-3 units (with all other independent variables unchanged).

Within the context of the model, the higher the beta score, the larger the effect the composite has on overall satisfaction, with all other composites held constant.

Using the results of the regression analysis, SPH Analytics has developed the following Opportunity Analysis: if the composite Summary Rate is equal to or greater than the 75th percentile of the 2017 SPH Analytics Medicaid Adult Book of Business Summary Rate and the composite is determined to be a Key Driver by the multiple linear regression analysis, the composite is considered a plan *Strength*. If the composite is a Key Driver and the Summary Rate is below the 50th percentile when compared to the 2017 SPH Analytics Medicaid Adult Book of Business Summary Rates, the composite is considered a plan *Opportunity*. If a Key Driver has a Summary Rate that falls between the 50th and 75th percentiles when compared to the 2017 SPH Analytics Medicaid Adult Book of Business Summary Rates it is suggested that the composite be monitored as it could become a *Strength* or *Opportunity* in the future, depending on the plan’s success in that area.

Report Sections

Profile of Survey Respondents

- Health Status and Mental/Emotional Health Status are defined by member.

Segmentation Analysis (Rating of Health Plan (Q35) by Respondent Demographics)

- Health Status and Mental/Emotional Health Status are defined by member.
- “Other” includes respondents who selected “Asian”, “Native Hawaiian or other Pacific Islander”, “American Indian or Alaska Native”, or “Other” in Question 56.

Benchmark Comparisons

- Ranking indicates where your plan’s Summary Rate Score ranks when compared to the specified benchmark. Summary Rates that are below the 10th percentile are shown as ‘<10th.’

Global Proportions

- Three-Point Score is the sum of the three scores: the percent in orange has a score of 1, the percent in light blue has a score of 2, and the percent in blue has a score of 3. The composite Three-Point Score is the average if its attributes’ Three-Point Scores.
- 90th percentile represents the minimum score needed to obtain full accreditation points for this measure.

- If a plan receives and NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at commendable.

Accreditation Assessment

- Benchmark thresholds are accurate as of the date of this report production. The source for the HEDIS/CAHPS® Percentile benchmarks and thresholds is: NCQA>Programs>Accreditation>Policy Updates and Supporting Documents>Benchmarks and Thresholds >Learn More>Benchmarks and Thresholds: 2017 Accreditation.

Segmentation

- Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.
- For reporting purposes, “Other” on page 5D includes Asian, Native Hawaiian or other Pacific Islander, American Indian or Alaska Native, and respondents who answered “Other.”

Correlations

- As the correlation coefficient approaches a value of 1.000, the association of the attribute with overall satisfaction is increased. Cells shaded dark blue have a correlation coefficient of equal to or greater than $r = 0.400$.

Question Summaries

- Members who respond “No” to Question 33 are included in “Always” of Question 34, per NCQA, Volume 3, HEDIS 2016 guidelines.
- For the rolling average methodology, a score can be obtained one of two ways: (1) If at least 100 responses were achieved by combining 2016 scores and 2017 scores, the rolling average score is the average of the 2016 and 2017 scores. (2) If there were no scores for 2016 but there were at least 100 responses for 2017, the rolling average is the 2017 score. If the combined responses for 2016 and 2017 do not achieve at least 100 responses, then the measure will receive an “NA” by NCQA.
- The base for Questions 56 and 58 is the total number of respondents. Members were allowed to choose more than one response option; therefore, the sum of all figures may equal more than 100%.

Response Rate

The sample size for adult Medicaid health plans is 1,350 in accordance with NCQA protocol, although plans may choose to over-sample their sample if necessary. Please refer to the *Glossary of Terms* for more information on over-samples. The overall NCQA target number of complete responses is 411.

Ineligible members include those who are deceased, members who do not meet the eligible population criteria, members with a language barrier, and members who are mentally or physically incapacitated. Non-responses include those members who have refused to participate in the survey, could not be reached due to a bad address or telephone number, or members that reached a maximum attempt threshold and were unable to be contacted during the survey time period.

The formula for determining the response rate is the following:

$$\frac{\text{Completed mail, telephone, and Internet (if applicable) surveys}}{\text{Final sample size} - \text{Ineligible surveys}} = \text{Response rate}$$

Sampling Error

Sampling error can be thought of as the extent to which survey results may differ from what would be obtained if every eligible member in the sample had been surveyed. The size of such error depends largely on the percentage distributions (i.e., the number of respondents selecting each answer category) and the number of members surveyed. The more disproportionate the percentage distributions or the larger the sample size is, the smaller the error.

The tables below may be used in estimating approximate sampling error. The first table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **95*** out of 100 times a sample of that size and percentage distribution would be selected. The second table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **90**** out of 100 times a sample of that size and percentage distribution would be selected.

Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	13.9	13.6	12.7	11.1	8.3
100	9.8	9.6	9.0	7.8	5.9
200	6.9	6.8	6.4	5.5	4.2
300	5.7	5.5	5.2	4.5	3.4
400	4.9	4.8	4.5	3.9	2.9
500	4.4	4.3	4.0	3.5	2.6
750	3.6	3.5	3.3	2.9	2.1
850	3.4	3.3	3.1	2.7	2.0

*95% confidence interval

Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	11.6	11.4	10.7	9.3	7.0
100	8.2	8.1	7.5	6.6	4.9
200	5.8	5.7	5.3	4.7	3.5
300	4.7	4.7	4.4	3.8	2.8
400	4.1	4.0	3.8	3.3	2.5
500	3.7	3.6	3.4	2.9	2.2
750	3.0	2.9	2.8	2.4	1.8
850	2.8	2.8	2.6	2.3	1.7

**90% confidence interval

The sampling error table is used in the following manner: assume that “overall rating of health plan” received a Summary Rate of seventy percent (70.0%) from a sample of 500 valid responses. For a 95% confidence interval, look at the table where the sample size of 500 intersects the percentage distribution of 70/30. The margin of error for this sample size is four

percentage points (4.0%). Therefore, on average, in 95 out of 100 similar samples, the 95% confidence interval (e.g., 66.0% to 74.0%) will span the true unknown population percentage.

SPH Analytics Book of Business

The SPH Analytics Book of Business (calculated on a plan-level) consists of all Medicaid adult samples that were conducted by SPH Analytics and submitted to NCQA. In 2017, there were 58 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the *Opportunity Analysis*. The 2016 Book of Business consists of 72 samples that were submitted to NCQA in 2016, and is used for Custom Question benchmarks and correlation coefficients and Loyalty benchmarks (if applicable).

Statistical Significance

A statistically significant hypothesis testing result means that, based on the sample(s), conditions/assumptions, and level of significance, there is sufficient evidence to conclude the alternate hypothesis. For example, when testing for a difference between a sample Summary Rate and a set constant score (e.g., Quality Compass® All Plans benchmark), statistical significance would mean that there is sufficient support for the statement that there is a difference between the population Summary Rate and the set constant score. As another example, when testing to see if there is a difference between last year's sample Summary Rate and this year's sample Summary Rate, statistical significance would mean that there is sufficient evidence for the statement that the sample Summary Rates are different.

Summary Rate

Summary Rates are single statistics generated for a survey question as specified by NCQA. In general, Summary Rates represent the percentage of respondents who chose the most favorable response option(s) ("Always" and "Usually," "Yes;" or "8" to "10"). Not all questions are assigned a Summary Rate by NCQA.

Summary Rate categories for the rating questions represent respondents who answered "8," "9," or "10." In addition to the traditional NCQA defined Summary Rate calculation for rating questions (responses "8", "9", and "10"), Top Box Scores are also calculated using "9" and "10."

Members who responded "No" to Q33 are recoded as "Always" in Q34 and are, therefore, included in the Summary Rate of Q34.

The Summary Rate for each composite category and additional measure is as follows:

Getting Needed Care; Getting Care Quickly; How Well Doctors Communicate; Customer Service; Coordination of Care; Providing Needed Information; and Ease of Filling Out Forms: Summary Rate represents the percentage of members who responded "Always" or "Usually."

Health Promotion and Education: Summary Rate represents the percentage of members who responded "Yes."

Shared Decision Making: Summary Rate represents the percentage of members who responded "Yes."

Survey Administration Protocol

The CAHPS® 5.0H protocol allows plans to select one of two options for survey administration: 1) a five-wave mail-only methodology (three questionnaire mailings and two reminder postcards) or 2) a mixed methodology (mail and telephone), which includes four waves of mail (two questionnaire mailings and two reminder postcards) with a telephone follow-up of at least three attempts. NCQA also allows pre-approved enhanced methodologies, which can include an Internet component of the survey (questionnaire mailings contain an Internet option). The sample size for Medicaid adult plans seeking accreditation from NCQA is 1,350 members.

Mixed Methodology Tasks	Time Frame
First questionnaire and cover letter sent to the member.	0 days
A postcard reminder is sent to non-respondents 4 to 10 days after the first questionnaire.	4-10 days
A second questionnaire with replacement cover letter is sent to non-respondents approximately 35 days after the mailing of the first questionnaire.	35 days
A second postcard reminder is sent to non-respondents 4 to 10 days after mailing the second questionnaire.	39-45 days
Telephone calls by CATI (computer-assisted telephone interviews) are conducted for non-respondents approximately 21 days after the mailing of the second questionnaire.	56 days
Telephone contact is made to all non-respondents such that at least 3 calls are attempted at different times of day, on different days, and in different weeks.	56-70 days
Telephone follow-up is completed approximately 14 days after initiation.	70 days

Mail-Only Methodology Tasks	Time Frame
First questionnaire and cover letter sent to the member.	0 days
A postcard reminder is sent to non-respondents 4 to 10 days after the first questionnaire.	4-10 days
A second questionnaire with replacement cover letter is sent to non-respondents approximately 35 days after the mailing of the first questionnaire.	35 days
A second postcard reminder is sent to non-respondents 4 to 10 days after mailing the second questionnaire.	39-45 days
A third questionnaire and cover letter is sent to non-respondents approximately 25 days after mailing the second questionnaire.	60 days
Allow 21 days for the third questionnaire to be returned by the member.	81 days

Three-Point Scores

Three-Point scoring assigns a value of 1, 2, or 3 to each question response category and then computes a numerical average based upon the valid responses for each question. The Three-Point values are assigned to response option categories as follows:

Response Choice 1	Score Value	Response Choice 2	Score Value	Response Choice 3	Score Value
Never	1	No	1	0 – 6	1
Sometimes	1	Yes	3	7 & 8	2
Usually	2			9 & 10	3
Always	3				

The “mean of means” method is used in computing the Three-Point composite score. Each question is weighted equally within a composite regardless of the number of valid responses. These composite scores may be in slight variance to the scores shown elsewhere in the report (comparisons by member age, gender, etc.) where scores are calculated as weighted means based on the actual number of respondents answering each question.

Unanswered Questions

CAHPS® 5.0H prescribes that if a respondent answered a question by marking more than one response (not including Q46, Q47, Q56, and Q58), that response is considered a “multiple mark.” A missing/multiple mark response is NOT assigned any value or used to calculate satisfaction scores.

Z-Test

To test for true differences in population score(s), statistical inference methods are applied. In particular, hypothesis testing is done to draw conclusions about differences in scores between a population and a set constant (e.g., a Summary Rate versus the Quality Compass® All Plans benchmark) or between different populations (e.g., a Summary Rate for this year versus a Summary Rate for last year). The hypothesis of no difference is rejected if the absolute value of the test statistic exceeds a critical value corresponding to a level of significance. The test statistic used depends on which of these types of hypothesis tests are performed.

When checking for a statistically significant difference between a Summary Rate for a population and a set constant score (e.g., the Quality Compass® All Plans benchmark)—with various conditions/assumptions—SPH Analytics uses the statistical test on the following page:

$$z = \frac{\hat{p} - p_0}{\sqrt{\frac{p_0 q_0}{n}}}$$

where

\hat{p} = Summary Rate from the sample

p_0 = Set constant score for comparison

$q_0 = 1 - (\text{Set constant score}) = (1 - p_0)$

n = Sample size

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With a large sample size ($n_1 \hat{p}_1 \geq 5$, $n_1 (1 - \hat{p}_1) \geq 5$, $n_2 \hat{p}_2 \geq 5$, and $n_2 (1 - \hat{p}_2) \geq 5$), the z -statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the population “Summary Rate” equals the set constant score is rejected at a 0.05 level of significance when the absolute value of the z -statistic exceeds 1.96 (obtained from cumulative standard normal distribution table).

The second hypothesis-testing situation involves testing for statistically significant differences between two population percents (or proportions), e.g., two population Summary Rates. When comparing the population percentages (or proportions)—with various conditions/ assumptions—the appropriate test statistic is the z-statistic as follows:

$$z = \frac{\hat{p}_1 - \hat{p}_2}{\sqrt{\hat{p}\hat{q}\left(\frac{1}{n_1} + \frac{1}{n_2}\right)}}$$

where

\hat{p}_1 = Summary Rate from the 1st sample

\hat{p}_2 = Summary Rate from the 2nd sample

n_1 = Size of the sample from the 1st population

n_2 = Size of the sample from the 2nd population

\hat{p} = Pooled Summary Rate,

$$\hat{p} = \frac{n_1\hat{p}_1 + n_2\hat{p}_2}{n_1 + n_2}$$

$\hat{q} = 1 - (\text{Pooled Summary Rate})$

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With large sample sizes ($n_1\hat{p}_1 \geq 5$, $n_1(1 - \hat{p}_1) \geq 5$, $n_2\hat{p}_2 \geq 5$, and $n_2(1 - \hat{p}_2) \geq 5$), the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the populations under comparison have equal population Summary Rates is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from the cumulative standard normal distribution table).

Sample Survey Tool

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 cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-877-499-2538.


1. Our records show that you are now in
- WellCare Health Plans, Inc.
- Is that right?
- ☐_1 Yes → If Yes, Go to Question 3
- ☐_2 No
2. What is the name of your health plan?
- (Please print)
-

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
- ☐_1 Yes
- ☐_2 No → If No, Go to Question 5
4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
- ☐_1 Never
- ☐_2 Sometimes
- ☐_3 Usually
- ☐_4 Always
5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?
- ☐_1 Yes
- ☐_2 No → If No, Go to Question 7
6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?
- ☐_1 Never
- ☐_2 Sometimes
- ☐_3 Usually
- ☐_4 Always
7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?
- ☐_1 None → If None, Go to Question 15
- ☐_2 1 time
- ☐_3 2
- ☐_4 3
- ☐_5 4
- ☐_6 5 to 9
- ☐_7 10 or more times
8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?
- ☐_1 Yes
- ☐_2 No

THANK YOU. Please return the completed survey in the postage-paid envelope.

SPH
analytics

SPH Analytics
Attn: Survey Processing Department
PO Box 100072, Duluth, GA 30096-9876
Toll-Free: 1-877-499-2538

4128593

2017 CAHPS 5.0 Adult Questionnaire (Medicaid): 04_MAS English 2-11x17

9.

In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

☐1 Yes

☐2 No ➔ If No, Go to Question 13
10.

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

☐1 Yes

☐2 No
11.

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

☐1 Yes

☐2 No
12.

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

☐1 Yes

☐2 No
13.

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

Worst health care possible

0

☐

1

☐

2

☐

3

☐

4

☐

5

☐

6

☐

7

☐

8

☐

9

☐

Best health care possible

10

☐
14.

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

☐1 Never

☐2 Sometimes

☐3 Usually

☐4 Always

YOUR PERSONAL DOCTOR

15.

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

☐1 Yes

☐2 No ➔ If No, Go to Question 24
16.

In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

☐1 None ➔ If None, Go to Question 23

☐2 1 time

☐3 2

☐4 3

☐5 4

☐6 5 to 9

☐7 10 or more times

17.

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

☐1 Never

☐2 Sometimes

☐3 Usually

☐4 Always
18.

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

☐1 Never

☐2 Sometimes

☐3 Usually

☐4 Always
19.

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

☐1 Never

☐2 Sometimes

☐3 Usually

☐4 Always
20.

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

☐1 Never

☐2 Sometimes

☐3 Usually

☐4 Always
21.

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

☐1 Yes

☐2 No ➔ If No, Go to Question 23
22.

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

☐1 Never

☐2 Sometimes

☐3 Usually

☐4 Always
23.

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

Worst personal doctor possible

0

☐

1

☐

2

☐

3

☐

4

☐

5

☐

6

☐

7

☐

8

☐

9

☐

Best personal doctor possible

10

☐

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GETTING HEALTH CARE FROM SPECIALISTS

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

24. 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 to see a specialist?

☐1 Yes

☐2 No → If No, Go to Question 28
25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

☐1 Never

☐2 Sometimes

☐3 Usually

☐4 Always
26. How many specialists have you seen in the last 6 months?

☐1 None → If None, Go to Question 28

☐2 1 specialist

☐3 2

☐4 3

☐5 4

☐6 5 or more specialists
27. We want to know your rating of the specialist you 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?

Worst specialist possible

012345678910

Best specialist possible

☐☐☐☐☐☐☐☐☐☐☐☐

YOUR HEALTH PLAN

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

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

☐1 Yes

☐2 No → If No, Go to Question 30
29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

☐1 Never

☐2 Sometimes

☐3 Usually

☐4 Always

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

☐1 Yes

☐2 No → If No, Go to Question 33
31. In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?

☐1 Never

☐2 Sometimes

☐3 Usually

☐4 Always
32. In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?

☐1 Never

☐2 Sometimes

☐3 Usually

☐4 Always
33. In the last 6 months, did your health plan give you any forms to fill out?

☐1 Yes

☐2 No → If No, Go to Question 35
34. In the last 6 months, how often were the forms from your health plan easy to fill out?

☐1 Never

☐2 Sometimes

☐3 Usually

☐4 Always
35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

Worst health plan possible

012345678910

Best health plan possible

☐☐☐☐☐☐☐☐☐☐☐☐

ABOUT YOU

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

☐1 Excellent

☐2 Very Good

☐3 Good

☐4 Fair

☐5 Poor
37. In general, how would you rate your overall mental or emotional health?

☐1 Excellent

☐2 Very Good

☐3 Good

☐4 Fair

☐5 Poor



38.

Have you had either a flu shot or flu spray in the nose since July 1, 2016?

☐

1

☐

Yes

☐

2

☐

No
- ☐

3
- ☐
- Don't know

39.

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

☐

1

☐

Every day

☐

2

☐

Some days

☐

3

☐

Not at all → If Not at all, Go to Question 43

☐

4

☐

Don't know → If Don't know, Go to Question 43

40.

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

☐

1

☐

Never

☐

2

☐

Sometimes

☐

3

☐

Usually

☐

4

☐

Always

41.

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

☐

1

☐

Never

☐

2

☐

Sometimes

☐

3

☐

Usually

☐

4

☐

Always

42.

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

☐

1

☐

Never

☐

2

☐

Sometimes

☐

3

☐

Usually

☐

4

☐

Always

43.

Do you take aspirin daily or every other day?

☐

1

☐

Yes

☐

2

☐

No

☐

3

☐

Don't know

44.

Do you have a health problem or take medication that makes taking aspirin unsafe for you?

☐

1

☐

Yes

☐

2

☐

No

☐

3

☐

Don't know

45.

Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

☐

1

☐

Yes

☐

2

☐

No

46.

Are you aware that you have any of the following conditions? Mark one or more.

☐

A

☐

High cholesterol

☐

B

☐

High blood pressure
- ☐

C
- ☐
- Parent or sibling with heart attack before the age of 60

47.

Has a doctor ever told you that you have any of the following conditions? Mark one or more.

☐

A

☐

A heart attack

☐

B

☐

Angina or coronary heart disease

☐

C

☐

A stroke

☐

D

☐

Any kind of diabetes or high blood sugar

48.

In the last 6 months, did you get health care 3 or more times for the same condition or problem?

☐

1

☐

Yes

☐

2

☐

No → If No, Go to Question 50

49.

Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

☐

1

☐

Yes

☐

2

☐

No

50.

Do you now need or take medicine prescribed by a doctor? Do not include birth control.

☐

1

☐

Yes

☐

2

☐

No → If No, Go to Question 52

51.

Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

☐

1

☐

Yes

☐

2

☐

No

52.

What is your age?

☐

1

☐

18 to 24

☐

2

☐

25 to 34

☐

3

☐

35 to 44

☐

4

☐

45 to 54

☐

5

☐

55 to 64

☐

6

☐

65 to 74

☐

7

☐

75 or older

53.

Are you male or female?

☐

1

☐

Male

☐

2

☐

Female

54.

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

☐

1

☐

8th grade or less

☐

2

☐

Some high school, but did not graduate

☐

3

☐

High school graduate or GED

☐

4

☐

Some college or 2-year degree

☐

5

☐

4-year college graduate

☐

6

☐

More than 4-year college degree

55.

Are you of Hispanic or Latino origin or descent?

☐

1

☐

Yes, Hispanic or Latino

☐

2

☐

No, Not Hispanic or Latino

56.

What is your race? Mark one or more.

☐

A

☐

White

☐

B

☐

Black or African-American
- ☐

C
- ☐
- Asian

☐

D

☐

Native Hawaiian or other Pacific Islander

☐

E

☐

American Indian or Alaska Native

☐

F

☐

Other

57.

Did someone help you complete this survey?

☐

1

☐

Yes → If Yes, Go to Question 58

☐

2

☐

No → Thank you. Please return the completed survey in the postage-paid envelope.

58.

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

☐

A

☐

Read the questions to me

☐

B

☐

Wrote down the answers I gave

☐

C

☐

Answered the questions for me

☐

D

☐

Translated the questions into my language

☐

E

☐

Helped in some other way

10. Banner Tables

The tables in the following section show detailed results for each question in your survey. Responses are organized across the banner table by: (1) all respondents, (2) demographic groups (Age, Education, Gender, Ethnicity, Race, Health Status, and Mental/Emotional Health Status), (3) survey items, and (4) data collection method.

The different categories by which the data are “sliced” are presented as column headers. Each category has a set of possible response choices that are listed immediately below the headers. The left-most column in each table is labeled “Total” and shows results for the entire set of valid responses.

On the left side of the page are three row headers: “Total Eligible,” “Total Valid Responses,” and “No Answer.” “Total Eligible” represents the number of possible responses that meet the criteria for inclusion into the given question. For questions that are asked of all respondents, this figure will typically equal 291, which is the valid number of responses to the current survey. “Total Valid Responses” shows how many of the total respondents provided valid answers to the given question. Finally, “No Answer” is the number of individuals who did not respond to the question, even though they were eligible to do so.

It should be noted that, in some cases, a survey response choice shows only the number of respondents providing that answer with no percentage. These response options are not considered valid responses by NCQA guidelines, and are therefore omitted from the percentage calculations.

In some tables, an additional row is added to show Summary Rates. These scores are a single question response or combination of question responses considered to be favorable. It is included at the bottom of each of these tables and is shown with the response option, or options, that make up the score listed beside it.

Information regarding the statistical testing of results is shown in the lower left corner of each table. The first line displays the Comparison Groups. These are the columns (denoted by upper-case letters and separated by a slash (/)) in which statistical tests are run. Columns (B) and (C), for example, show results for Males and Females. These columns are compared in the statistical test to each other, but not to any other columns. If a letter is present, whether upper or lower case, its corresponding percentage is significantly higher than the specified percentages within its comparison group. Note that when comparing groups, the Z-Test is only valid for large sample sizes. See Z-Test in *Technical Notes*.

The second line shows the type or types of statistical tests that are included in the table. The last two lines define the meaning of the upper and lower case letters. If a percentage has an upper case letter beneath it, a difference exists at the 0.05 level of significance. A lower case letter denotes a difference at the 0.10 level of significance. A banner table example is presented on the following page with key points noted.

===== GENDER =====

	Total ----- (A)	Male ----- (B)	Female ----- (C)
Total	433 ¹	22	407
Total Valid Responses	429 ² 100.0%	22 100.0%	403 100.0%
No Answer	4 ³	-	4
Yes	198 46.2%	6 27.3%	189 46.9% B ⁴
No	231 53.8%	16 72.7% C ⁵	214 53.1%

1 – For the given question, 433 respondents were eligible to answer. For questions asked of all respondents, this figure will equal the number of complete surveys. In other cases, it will equal the number of appropriate responses to a gate question. Gate questions are those that filter out respondents who would not logically be able to answer follow-up questions. For example, people who say that they do not have a personal doctor would not be able to provide a doctor rating, and so they are filtered out of the response set for the rating question.

2 – Of those who were eligible to answer this question, 429 provided valid responses.

3 – Four respondents—all Female—who were eligible to answer the question did not provide an answer.

4 – Females and Males provided a significantly different percentage of “Yes” responses. The “B” below the percentage refers to the group in column B – in this case, Males – and signifies that the 46.9% is significantly different than 27.3%. Because the “B” is capitalized, we know that the difference is significant at the 0.05 level of significance.

5 – Females and Males provided significantly different percentages of “No” responses. As in the previous note, the “C” refers to the group in column C—Females—and is significant at the 0.05 level of significance.

Please refer to the *Technical Notes* for additional information about banner tables.



Table of Contents:

	Table Description	Filter Description	Population Status	Base
1	Q1. Our records show that you are now in WellCare of Nebraska. Is that right?		Success	291
2	Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?		Success	291
3	Q4. (GOQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	Q3.ContainsAny({Yes})	Success	103
4	Q6. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?		Success	291
5	Q6. (GOQ) In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	Q5.ContainsAny({Yes})	Success	204
6	Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?		Success	291
7	Q8. (HPE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?	Q7.ContainsAny({_1_time, _2, _3, _4, _5 to 9, _10 or more times})	Success	224
8	Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5 to 9, _10 or more times})	Success	224
9	Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5 to 9, _10 or more times}) And Q9.ContainsAny({Yes})	Success	97
10	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5 to 9, _10 or more times}) And Q9.ContainsAny({Yes})	Success	97
11	Q12. (SDM) When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?	Q7.ContainsAny({_1_time, _2, _3, _4, _5 to 9, _10 or more times}) And Q9.ContainsAny({Yes})	Success	97
12	Q13. What number would you use to rate all your health care in the last 6 months?	Q7.ContainsAny({_1_time, _2, _3, _4, _5 to 9, _10 or more times})	Success	224
13	Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	Q7.ContainsAny({_1_time, _2, _3, _4, _5 to 9, _10 or more times})	Success	224
14	Q15. Do you have a personal doctor?		Success	291
15	Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?	Q15.ContainsAny({Yes})	Success	243
16	Q17. (HWDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5 to 9, _10 or more times})	Success	192
17	Q18. (HWDC) In the last 6 months, how often did your personal doctor listen carefully to you?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5 to 9, _10 or more times})	Success	192
18	Q19. (HWDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5 to 9, _10 or more times})	Success	192
19	Q20. (HWDC) In the last 6 months, how often did your personal doctor spend enough time with you?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5 to 9, _10 or more times})	Success	192
20	Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5 to 9, _10 or more times})	Success	192
21	Q22. (CC) In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5 to 9, _10 or more times}) And Q21.ContainsAny({Yes})	Success	112
22	Q23. What number would you use to rate your personal doctor?	Q15.ContainsAny({Yes})	Success	243
23	Q24. In the last 6 months, did you make any appointments to see a specialist?		Success	291
24	Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	Q24.ContainsAny({Yes})	Success	123
25	Q26. How many specialists have you seen in the last 6 months?	Q24.ContainsAny({Yes})	Success	123
26	Q27. What number would you use to rate that specialist?	Q24.ContainsAny({Yes}) And Q26.ContainsAny({_1_specialist, _2, _3, _4, _5 or more specialists})	Success	118
27	Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?		Success	291
28	Q29. (FNI) In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?	Q28.ContainsAny({Yes})	Success	67
29	Q30. In the last 6 months, did you get information or help from your health plan's customer service?		Success	291
30	Q31. (CS) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	Q30.ContainsAny({Yes})	Success	99
31	Q32. (CS) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	Q30.ContainsAny({Yes})	Success	99
32	Q33. In the last 6 months, did your health plan give you any forms to fill out?		Success	291
33	Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?	Q33.ContainsAny({Yes, No})	Success	273
34	Q35. What number would you use to rate your health plan?		Success	291
35	Q36. In general, how would you rate your overall health?		Success	291
36	Q37. In general, how would you rate your overall mental or emotional health?		Success	291
37	Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2016? (All respondents)		Success	291
38	Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2016? (Respondents 18-64 years as of July 1 of the measurement year)	age = 1	Success	178
39	Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?		Success	291
40	Q40. (HEDIS) In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?	Q39.ContainsAny({Every_day, Some_days})	Success	77
41	Q41. (HEDIS) In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?	Q39.ContainsAny({Every_day, Some_days})	Success	77

42	Q42. (HEDIS) In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?	Q39.ContainsAny((Every_day, Some_days))	Success	77
43	Q43. Do you take aspirin daily or every other day? (All respondents)		Success	291
44	Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?		Success	291
45	Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)		Success	291
46	Q46. Are you aware that you have any of the following conditions? Check all that apply.		Success	291
47	Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.		Success	291
48	Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?		Success	291
49	Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	Q48.ContainsAny((Yes))	Success	105
50	Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.		Success	291
51	Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	Q50.ContainsAny((Yes))	Success	199
52	Q52. What is your age?		Success	291
53	Q53. Are you male or female?		Success	291
54	Q54. What is the highest grade or level of school that you have completed?		Success	291
55	Q55. Are you of Hispanic or Latino origin or descent?		Success	291
56	Q56. What is your race? Please mark one or more.		Success	291
57	Q57. Did someone help you complete this survey?	Dispo.ContainsAny((Internet, Mail))	Success	136
58	Q58. How did that person help you? Check all that apply.	Dispo.ContainsAny((Internet, Mail)) And Q57.ContainsAny((Yes))	Success	30
59	Q1. Our records show that you are now in WellCare of Nebraska. Is that right?		Success	291
60	Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?		Success	291
61	Q4. (GOQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	Q3.ContainsAny((Yes))	Success	103
62	Q6. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?		Success	291
63	Q6. (GOQ) In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	Q5.ContainsAny((Yes))	Success	204
64	Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?		Success	291
65	Q8. (HFE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	224
66	Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	224
67	Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny((Yes))	Success	97
68	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny((Yes))	Success	97
69	Q12. (SDM) When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny((Yes))	Success	97
70	Q13. What number would you use to rate all your health care in the last 6 months?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	224
71	Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	224
72	Q15. Do you have a personal doctor?		Success	291
73	Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?	Q15.ContainsAny((Yes))	Success	243
74	Q17. (HWDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	Q15.ContainsAny((Yes)) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	192
75	Q18. (HWDC) In the last 6 months, how often did your personal doctor listen carefully to you?	Q15.ContainsAny((Yes)) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	192
76	Q19. (HWDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?	Q15.ContainsAny((Yes)) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	192
77	Q20. (HWDC) In the last 6 months, how often did your personal doctor spend enough time with you?	Q15.ContainsAny((Yes)) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	192
78	Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?	Q15.ContainsAny((Yes)) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	192
79	Q22. (CC) In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?	Q15.ContainsAny((Yes)) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q21.ContainsAny((Yes))	Success	112
80	Q23. What number would you use to rate your personal doctor?	Q15.ContainsAny((Yes))	Success	243
81	Q24. In the last 6 months, did you make any appointments to see a specialist?		Success	291
82	Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	Q24.ContainsAny((Yes))	Success	123
83	Q26. How many specialists have you seen in the last 6 months?	Q24.ContainsAny((Yes))	Success	123
84	Q27. What number would you use to rate that specialist?	Q24.ContainsAny((Yes)) And Q26.ContainsAny({_1_specialist, _2, _3, _4, _5_or_more_specialists})	Success	118
85	Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?		Success	291
86	Q29. (FNI) In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?	Q28.ContainsAny((Yes))	Success	67
87	Q30. In the last 6 months, did you get information or help from your health plan's customer service?		Success	291
88	Q31. (CS) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	Q30.ContainsAny((Yes))	Success	99
89	Q32. (CS) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	Q30.ContainsAny((Yes))	Success	99
90	Q33. In the last 6 months, did your health plan give you any forms to fill out?		Success	291
91	Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?	Q33.ContainsAny((Yes, No))	Success	273
92	Q35. What number would you use to rate your health plan?		Success	291
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94	Q37. In general, how would you rate your overall mental or emotional health?		Success	291
95	Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2016? (All respondents)		Success	291
96	Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2016? (Respondents 18-64 years as of July 1 of the measurement year)	age = 1	Success	178
97	Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?		Success	291
98	Q40. (HEDIS) In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?	Q39.ContainsAny((Every_day, Some_days))	Success	77
99	Q41. (HEDIS) In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?	Q39.ContainsAny((Every_day, Some_days))	Success	77
100	Q42. (HEDIS) In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?	Q39.ContainsAny((Every_day, Some_days))	Success	77
101	Q43. Do you take aspirin daily or every other day? (All respondents)		Success	291
102	Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?		Success	291
103	Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)		Success	291

104	Q46. Are you aware that you have any of the following conditions? Check all that apply.		Success	291
105	Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.		Success	291
106	Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?		Success	291
107	Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	Q48.ContainsAny({Yes})	Success	105
108	Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.		Success	291
109	Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	Q50.ContainsAny({Yes})	Success	199
110	Q52. What is your age?		Success	291
111	Q53. Are you male or female?		Success	291
112	Q54. What is the highest grade or level of school that you have completed?		Success	291
113	Q55. Are you of Hispanic or Latino origin or descent?		Success	291
114	Q56. What is your race? Please mark one or more.		Success	291
115	Q57. Did someone help you complete this survey?	Dispo.ContainsAny({Internet, Mail})	Success	136
116	Q58. How did that person help you? Check all that apply.	Dispo.ContainsAny({Internet, Mail}) And Q57.ContainsAny({Yes})	Success	30

Q1. Our records show that you are now in WellCare of Nebraska. Is that right?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 1
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q1. Our records show that you are now in WellCare of Nebraska. Is that right?																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	278	63	29	28	143	166	95	80	184	36	220	209	20	47	80	94	94	114	85	70
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	13	3	1	1	8	7	6	4	9	-	12	11	1	4	6	6	1	6	4	3
Yes	278	63	29	28	143	166	95	80	184	36	220	209	20	47	80	94	94	114	85	70
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	278	63	29	28	143	166	95	80	184	36	220	209	20	47	80	94	94	114	85	70
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2017

Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 2
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	285	66	30	29	145	168	100	83	188	35	227	215	21	49	84	97	94	115	88	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	-	-	-	6	5	1	1	5	1	5	5	-	2	2	3	1	5	1	-
Yes	103	23	10	14	50	54	40	25	71	12	79	74	10	21	29	36	35	42	32	25
	36.1%	34.8%	33.3%	48.3%	34.5%	32.1%	40.0%	30.1%	37.8%	34.3%	34.8%	34.4%	47.6%	42.9%	34.5%	37.1%	37.2%	36.5%	36.4%	34.2%
No	182	43	20	15	95	114	60	58	117	23	148	141	11	28	55	61	59	73	56	48
	63.9%	65.2%	66.7%	51.7%	65.5%	67.9%	60.0%	69.9%	62.2%	65.7%	65.2%	65.6%	52.4%	57.1%	65.5%	62.9%	62.8%	63.5%	63.6%	65.8%
HEDIS/CAHPS SUMMARY RATE - Yes	103	23	10	14	50	54	40	25	71	12	79	74	10	21	29	36	35	42	32	25
	36.1%	34.8%	33.3%	48.3%	34.5%	32.1%	40.0%	30.1%	37.8%	34.3%	34.8%	34.4%	47.6%	42.9%	34.5%	37.1%	37.2%	36.5%	36.4%	34.2%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q4. (GCQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 3
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q4. (GCQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?																				
Total Eligible	103	23	10	14	50	54	40	25	71	12	79	74	10	21	29	36	35	42	32	25
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	101	23	10	14	49	54	39	25	70	12	78	73	10	21	29	36	34	42	32	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	1	-	1	-	1	-	1	1	-	-	-	-	1	-	-	1
Always	75	18	7	11	35	44	26	19	51	10	57	51	9	16	24	25	24	31	24	17
	74.3%	78.3%	70.0%	78.6%	71.4%	81.5%	66.7%	76.0%	72.9%	83.3%	73.1%	69.9%	90.0%	76.2%	82.8%	69.4%	70.6%	73.8%	75.0%	70.8%
Usually	14	1	2	2	9	6	6	3	11	-	14	13	1	2	-	8	6	7	4	3
	13.9%	4.3%	20.0%	14.3%	18.4%	11.1%	15.4%	12.0%	15.7%	-	17.9%	17.8%	10.0%	9.5%	-	22.2%	17.6%	16.7%	12.5%	12.5%
Sometimes	10	4	1	1	3	3	6	2	7	2	5	7	-	3	5	2	3	4	2	4
	9.9%	17.4%	10.0%	7.1%	6.1%	5.6%	15.4%	8.0%	10.0%	16.7%	6.4%	9.6%	-	14.3%	17.2%	5.6%	8.8%	9.5%	6.3%	16.7%
Never	2	-	-	-	2	1	1	1	1	-	2	2	-	-	-	1	1	-	2	-
	2.0%	-	-	-	4.1%	1.9%	2.6%	4.0%	1.4%	-	2.6%	2.7%	-	-	-	2.8%	2.9%	-	6.3%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	89	19	9	13	44	50	32	22	62	10	71	64	10	18	24	33	30	38	28	20
	88.1%	82.6%	90.0%	92.9%	89.8%	92.6%	82.1%	88.0%	88.6%	83.3%	91.0%	87.7%	100.0%	85.7%	82.8%	91.7%	88.2%	90.5%	87.5%	83.3%
HEDIS/CAHPS SUMMARY RATE - Always	75	18	7	11	35	44	26	19	51	10	57	51	9	16	24	25	24	31	24	17
	74.3%	78.3%	70.0%	78.6%	71.4%	81.5%	66.7%	76.0%	72.9%	83.3%	73.1%	69.9%	90.0%	76.2%	82.8%	69.4%	70.6%	73.8%	75.0%	70.8%
3-Point Score	2.62	2.61	2.60	2.71	2.61	2.74	2.49	2.64	2.61	2.67	2.64	2.58	2.90	2.62	2.66	2.61	2.59	2.64	2.63	2.54

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 4
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	286	65	29	29	148	168	101	84	188	35	229	217	21	49	82	99	95	115	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	1	1	-	3	5	-	-	5	1	3	3	-	2	4	1	-	5	-	-
Yes	204	39	17	23	116	118	73	60	134	16	174	164	15	28	57	66	75	84	69	46
	71.3%	60.0%	58.6%	79.3%	78.4%	70.2%	72.3%	71.4%	71.3%	45.7%	76.0%	75.6%	71.4%	57.1%	69.5%	66.7%	78.9%	73.0%	77.5%	63.0%
No	82	26	12	6	32	50	28	24	54	19	55	53	6	21	25	33	20	31	20	27
	28.7%	40.0%	41.4%	20.7%	21.6%	29.8%	27.7%	28.6%	28.7%	54.3%	24.0%	24.4%	28.6%	42.9%	30.5%	33.3%	21.1%	27.0%	22.5%	37.0%
	D	**	**	**	A				J			M	**	K		p			R	
HEDIS/CAHPS SUMMARY RATE - Yes	204	39	17	23	116	118	73	60	134	16	174	164	15	28	57	66	75	84	69	46
	71.3%	60.0%	58.6%	79.3%	78.4%	70.2%	72.3%	71.4%	71.3%	45.7%	76.0%	75.6%	71.4%	57.1%	69.5%	66.7%	78.9%	73.0%	77.5%	63.0%
			**	**	A				I		I	M	**			o			S	

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q6. (GCQ) In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 5
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q6. (GCQ) In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?																				
Total Eligible	204	39	17	23	116	118	73	60	134	16	174	164	15	28	57	66	75	84	69	46
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	193	37	17	23	108	111	70	58	126	16	164	154	15	27	50	65	73	77	67	44
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	11	2	-	-	8	7	3	2	8	-	10	10	-	1	7	1	2	7	2	2
Always	125	29	11	13	68	73	46	33	87	11	107	98	12	18	36	42	44	54	44	24
	64.8%	78.4%	64.7%	56.5%	63.0%	65.8%	65.7%	56.9%	69.0%	68.8%	65.2%	63.6%	80.0%	66.7%	72.0%	64.6%	60.3%	70.1%	65.7%	54.5%
Usually	35	4	3	8	20	21	14	10	25	1	33	31	2	5	3	14	18	9	15	11
	18.1%	10.8%	17.6%	34.8%	18.5%	18.9%	20.0%	17.2%	19.8%	6.3%	20.1%	20.1%	13.3%	18.5%	6.0%	21.5%	24.7%	11.7%	22.4%	25.0%
Sometimes	28	4	3	1	16	14	8	10	14	4	19	21	-	4	10	8	8	13	7	6
	14.5%	10.8%	17.6%	4.3%	14.8%	12.6%	11.4%	17.2%	11.1%	25.0%	11.6%	13.6%	-	14.8%	20.0%	12.3%	11.0%	16.9%	10.4%	13.6%
Never	5	-	-	1	4	3	2	5	-	-	5	4	1	-	1	1	3	1	1	3
	2.6%	-	-	4.3%	3.7%	2.7%	2.9%	8.6%	-	-	3.0%	2.6%	6.7%	-	2.0%	1.5%	4.1%	1.3%	1.5%	6.8%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	160	33	14	21	88	94	60	43	112	12	140	129	14	23	39	56	62	63	59	35
	82.9%	89.2%	82.4%	91.3%	81.5%	84.7%	85.7%	74.1%	88.9%	75.0%	85.4%	83.8%	93.3%	85.2%	78.0%	86.2%	84.9%	81.8%	88.1%	79.5%
HEDIS/CAHPS SUMMARY RATE - Always	125	29	11	13	68	73	46	33	87	11	107	98	12	18	36	42	44	54	44	24
	64.8%	78.4%	64.7%	56.5%	63.0%	65.8%	65.7%	56.9%	69.0%	68.8%	65.2%	63.6%	80.0%	66.7%	72.0%	64.6%	60.3%	70.1%	65.7%	54.5%
3-Point Score	2.48	2.68	2.47	2.48	2.44	2.50	2.51	2.31	2.58	2.44	2.51	2.47	2.73	2.52	2.50	2.51	2.45	2.52	2.54	2.34

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	277	65	27	28	144	165	97	84	180	34	221	209	21	49	83	97	90	115	85	69
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	14	1	3	1	7	8	4	-	13	2	11	11	-	2	3	3	5	5	4	4
None	53	15	6	5	24	33	17	22	28	8	40	38	5	10	17	18	16	17	14	20
	19.1%	23.1%	22.2%	17.9%	16.7%	20.0%	17.5%	26.2%	15.6%	23.5%	18.1%	18.2%	23.8%	20.4%	20.5%	18.6%	17.8%	14.8%	16.5%	29.0%
			**	**				H					**						Q	
1 time	54	10	7	1	31	31	18	16	34	3	43	40	3	9	23	16	13	23	15	14
	19.5%	15.4%	25.9%	3.6%	21.5%	18.8%	18.6%	19.0%	18.9%	8.8%	19.5%	19.1%	14.3%	18.4%	27.7%	16.5%	14.4%	20.0%	17.6%	20.3%
			**	**									**		oP					
2	50	10	2	4	32	32	15	10	38	6	42	43	3	4	13	18	17	20	21	7
	18.1%	15.4%	7.4%	14.3%	22.2%	19.4%	15.5%	11.9%	21.1%	17.6%	19.0%	20.6%	14.3%	8.2%	15.7%	18.6%	18.9%	17.4%	24.7%	10.1%
			**	**				g				M	**					S		
3	36	10	3	4	19	24	11	10	25	7	29	26	3	8	11	16	9	16	13	7
	13.0%	15.4%	11.1%	14.3%	13.2%	14.5%	11.3%	11.9%	13.9%	20.6%	13.1%	12.4%	14.3%	16.3%	13.3%	16.5%	10.0%	13.9%	15.3%	10.1%
			**	**									**							
4	24	4	2	5	12	17	6	8	15	5	16	18	-	5	5	12	7	14	7	3
	8.7%	6.2%	7.4%	17.9%	8.3%	10.3%	6.2%	9.5%	8.3%	14.7%	7.2%	8.6%	-	10.2%	6.0%	12.4%	7.8%	12.2%	8.2%	4.3%
			**	**									**					s		
5 to 9	40	12	2	6	19	18	21	16	23	3	34	29	5	9	12	10	17	21	8	10
	14.4%	18.5%	7.4%	21.4%	13.2%	10.9%	21.6%	19.0%	12.8%	8.8%	15.4%	13.9%	23.8%	18.4%	14.5%	10.3%	18.9%	18.3%	9.4%	14.5%
			**	**			E						**				o	r		
10 or more times	20	4	5	3	7	10	9	2	17	2	17	15	2	4	2	7	11	4	7	8
	7.2%	6.2%	18.5%	10.7%	4.9%	6.1%	9.3%	2.4%	9.4%	5.9%	7.7%	7.2%	9.5%	8.2%	2.4%	7.2%	12.2%	3.5%	8.2%	11.6%
			**	**			G		G				**				N	Q		
HEDIS/CAHPS SUMMARY RATE - 1 or more times	224	50	21	23	120	132	80	62	152	26	181	171	16	39	66	79	74	98	71	49
	80.9%	76.9%	77.8%	82.1%	83.3%	80.0%	82.5%	73.8%	84.4%	76.5%	81.9%	81.8%	76.2%	79.6%	79.5%	81.4%	82.2%	85.2%	83.5%	71.0%
			**	**					G				**				S	s		

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Q8. (HPE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 7
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q8. (HPE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?																				
Total Eligible	224	50	21	23	120	132	80	62	152	26	181	171	16	39	66	79	74	98	71	49
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	216	50	21	22	114	127	79	59	148	26	174	166	15	36	65	74	73	95	67	49
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	8	-	-	1	6	5	1	3	4	-	7	5	1	3	1	5	1	3	4	-
Yes	150	32	12	14	85	86	57	46	97	15	122	116	11	24	42	52	53	66	46	35
	69.4%	64.0%	57.1%**	63.6%**	74.6%	67.7%	72.2%	78.0%h	65.5%	57.7%**	70.1%	69.9%	73.3%**	66.7%	64.6%	70.3%	72.6%	69.5%	68.7%	71.4%
No	66	18	9	8	29	41	22	13	51	11	52	50	4	12	23	22	20	29	21	14
	30.6%	36.0%	42.9%**	36.4%**	25.4%	32.3%	27.8%	22.0%	34.5%g	42.3%**	29.9%	30.1%	26.7%**	33.3%	35.4%	29.7%	27.4%	30.5%	31.3%	28.6%
HEDIS/CAHPS SUMMARY RATE - Yes	150	32	12	14	85	86	57	46	97	15	122	116	11	24	42	52	53	66	46	35
	69.4%	64.0%	57.1%**	63.6%**	74.6%	67.7%	72.2%	78.0%h	65.5%	57.7%**	70.1%	69.9%	73.3%**	66.7%	64.6%	70.3%	72.6%	69.5%	68.7%	71.4%
3-Point Score	2.39	2.28	2.14	2.27	2.49	2.35	2.44	2.56	2.31	2.15	2.40	2.40	2.47	2.33	2.29	2.41	2.45	2.39	2.37	2.43

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
Overlap formulae used
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 8
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D		E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?																				
Total Eligible	224	50	21	23	120	132	80	62	152	26	181	171	16	39	66	79	74	98	71	49
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	222	49	21	23	119	131	79	61	151	26	179	169	16	39	66	77	74	96	71	49
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	-	1	1	1	1	1	-	2	2	-	-	-	2	-	2	-	-
Yes	97	19	13	8	53	55	36	32	60	7	81	74	9	15	21	32	42	40	30	24
	43.7%	38.8%	61.9% **	34.8% **	44.5%	42.0%	45.6%	52.5% h	39.7%	26.9% **	45.3%	43.8%	56.3% **	38.5%	31.8%	41.6%	56.8% No	41.7%	42.3%	49.0%
No	125	30	8	15	66	76	43	29	91	19	98	95	7	24	45	45	32	56	41	25
	56.3%	61.2%	38.1% **	65.2% **	55.5%	58.0%	54.4%	47.5%	60.3% g	73.1% **	54.7%	56.2%	43.8% **	61.5%	68.2% P	58.4% p	43.2%	58.3%	57.7%	51.0%
HEDIS/CAHPS SUMMARY RATE - Yes	97	19	13	8	53	55	36	32	60	7	81	74	9	15	21	32	42	40	30	24
	43.7%	38.8%	61.9% **	34.8% **	44.5%	42.0%	45.6%	52.5% h	39.7%	26.9% **	45.3%	43.8%	56.3% **	38.5%	31.8%	41.6%	56.8% No	41.7%	42.3%	49.0%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 9
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?																				
Total Eligible	97	19	13	8	53	55	36	32	60	7	81	74	9	15	21	32	42	40	30	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	95	19	13	8	51	54	35	32	58	7	79	73	8	14	21	31	41	39	30	23
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	2	1	1	-	2	-	2	1	1	1	-	1	1	1	-	1
Yes	88	19	12	6	47	50	32	31	52	5	74	69	7	14	20	29	37	37	27	21
	92.6%	100.0%	92.3%	75.0%	92.2%	92.6%	91.4%	96.9%	89.7%	71.4%	93.7%	94.5%	87.5%	100.0%	95.2%	93.5%	90.2%	94.9%	90.0%	91.3%
No	7	-	1	2	4	4	3	1	6	2	5	4	1	-	1	2	4	2	3	2
	7.4%	-	7.7%	25.0%	7.8%	7.4%	8.6%	3.1%	10.3%	28.6%	6.3%	5.5%	12.5%	-	4.8%	6.5%	9.8%	5.1%	10.0%	8.7%
HEDIS/CAHPS SUMMARY RATE - Yes	88	19	12	6	47	50	32	31	52	5	74	69	7	14	20	29	37	37	27	21
	92.6%	100.0%	92.3%	75.0%	92.2%	92.6%	91.4%	96.9%	89.7%	71.4%	93.7%	94.5%	87.5%	100.0%	95.2%	93.5%	90.2%	94.9%	90.0%	91.3%
3-Point Score	2.85	3.00	2.85	2.50	2.84	2.85	2.83	2.94	2.79	2.43	2.87	2.89	2.75	3.00	2.90	2.87	2.80	2.90	2.80	2.83

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 10
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?																				
Total Eligible	97	19	13	8	53	55	36	32	60	7	81	74	9	15	21	32	42	40	30	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	96	19	13	8	52	54	36	32	59	7	80	74	8	15	21	31	42	40	29	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	1	-	-	1	-	1	-	1	-	-	1	-	-	1	-
Yes	63	16	7	5	32	36	22	24	35	2	54	51	3	11	17	19	26	26	21	15
	65.6%	84.2%	53.8%	62.5%	61.5%	66.7%	61.1%	75.0%	59.3%	28.6%	67.5%	68.9%	37.5%	73.3%	81.0%	61.3%	61.9%	65.0%	72.4%	62.5%
No	33	3	6	3	20	18	14	8	24	5	26	23	5	4	4	12	16	14	8	9
	34.4%	15.8%	46.2%	37.5%	38.5%	33.3%	38.9%	25.0%	40.7%	71.4%	32.5%	31.1%	62.5%	26.7%	19.0%	38.7%	38.1%	35.0%	27.6%	37.5%
HEDIS/CAHPS SUMMARY RATE - Yes	63	16	7	5	32	36	22	24	35	2	54	51	3	11	17	19	26	26	21	15
	65.6%	84.2%	53.8%	62.5%	61.5%	66.7%	61.1%	75.0%	59.3%	28.6%	67.5%	68.9%	37.5%	73.3%	81.0%	61.3%	61.9%	65.0%	72.4%	62.5%
3-Point Score	2.31	2.68	2.08	2.25	2.23	2.33	2.22	2.50	2.19	1.57	2.35	2.38	1.75	2.47	2.62	2.23	2.24	2.30	2.45	2.25

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q12. (SDM) When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 11
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q12. (SDM) When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?																				
Total Eligible	97	19	13	8	53	55	36	32	60	7	81	74	9	15	21	32	42	40	30	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	96	19	13	8	52	54	36	32	59	7	80	73	9	15	20	32	42	40	30	23
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	1	-	-	1	-	1	1	-	-	1	-	-	-	-	1
Yes	68	15	8	6	35	36	27	19	44	3	56	49	7	13	16	23	27	30	20	16
	70.8%	78.9%	61.5%	75.0%	67.3%	66.7%	75.0%	59.4%	74.6%	42.9%	70.0%	67.1%	77.8%	86.7%	80.0%	71.9%	64.3%	75.0%	66.7%	69.6%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	28	4	5	2	17	18	9	13	15	4	24	24	2	2	4	9	15	10	10	7
	29.2%	21.1%	38.5%	25.0%	32.7%	33.3%	25.0%	40.6%	25.4%	57.1%	30.0%	32.9%	22.2%	13.3%	20.0%	28.1%	35.7%	25.0%	33.3%	30.4%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Yes	68	15	8	6	35	36	27	19	44	3	56	49	7	13	16	23	27	30	20	16
	70.8%	78.9%	61.5%	75.0%	67.3%	66.7%	75.0%	59.4%	74.6%	42.9%	70.0%	67.1%	77.8%	86.7%	80.0%	71.9%	64.3%	75.0%	66.7%	69.6%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3-Point Score	2.42	2.58	2.23	2.50	2.35	2.33	2.50	2.19	2.49	1.86	2.40	2.34	2.56	2.73	2.60	2.44	2.29	2.50	2.33	2.39

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q13. What number would you use to rate all your health care in the last 6 months?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 12
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	

Q13. What number would you use to rate all your health care in the last 6 months?																				
Total Eligible	224	50	21	23	120	132	80	62	152	26	181	171	16	39	66	79	74	98	71	49
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	218	49	21	23	115	127	79	59	149	26	175	165	16	38	62	79	72	94	71	47
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	1	-	-	5	5	1	3	3	-	6	6	-	1	4	-	2	4	-	2
10 - Best health care possible	102	25	11	11	51	65	33	24	75	8	89	84	6	15	36	32	31	49	28	21
	46.8%	51.0%	52.4%	47.8%	44.3%	51.2%	41.8%	40.7%	50.3%	30.8%	50.9%	50.9%	37.5%	39.5%	58.1%	40.5%	43.1%	52.1%	39.4%	44.7%
9	33	8	1	4	19	20	12	8	24	8	22	25	2	4	8	15	9	14	12	6
	15.1%	16.3%	4.8%	17.4%	16.5%	15.7%	15.2%	13.6%	16.1%	30.8%	12.6%	15.2%	12.5%	10.5%	12.9%	19.0%	12.5%	14.9%	16.9%	12.8%
8	34	10	4	5	12	15	15	13	18	5	24	24	3	4	7	17	9	12	13	8
	15.6%	20.4%	19.0%	21.7%	10.4%	11.8%	19.0%	22.0%	12.1%	19.2%	13.7%	14.5%	18.8%	10.5%	11.3%	21.5%	12.5%	12.8%	18.3%	17.0%
7	15	2	-	1	12	5	10	6	9	-	14	10	2	6	6	5	4	8	5	2
	6.9%	4.1%	-	4.3%	10.4%	3.9%	12.7%	10.2%	6.0%	-	8.0%	6.1%	12.5%	15.8%	9.7%	6.3%	5.6%	8.5%	7.0%	4.3%
6	14	1	2	-	11	11	3	1	13	3	10	11	1	1	1	5	8	4	5	5
	6.4%	2.0%	9.5%	-	9.6%	8.7%	3.8%	1.7%	8.7%	11.5%	5.7%	6.7%	6.3%	2.6%	1.6%	6.3%	11.1%	4.3%	7.0%	10.6%
5	9	1	2	1	4	4	3	3	4	2	6	5	1	4	2	2	5	2	5	2
	4.1%	2.0%	9.5%	4.3%	3.5%	3.1%	3.8%	5.1%	2.7%	7.7%	3.4%	3.0%	6.3%	10.5%	3.2%	2.5%	6.9%	2.1%	7.0%	4.3%
4	3	-	-	-	3	2	1	2	1	-	3	2	1	-	1	1	1	1	1	1
	1.4%	-	-	-	2.6%	1.6%	1.3%	3.4%	0.7%	-	1.7%	1.2%	6.3%	-	1.6%	1.3%	1.4%	1.1%	1.4%	2.1%
3	3	1	1	-	-	1	1	1	1	-	2	1	-	1	-	1	2	2	-	1
	1.4%	2.0%	4.8%	-	-	0.8%	1.3%	1.7%	0.7%	-	1.1%	0.6%	-	2.6%	-	1.3%	2.8%	2.1%	-	2.1%
2	3	-	-	1	2	3	-	1	2	-	3	2	-	2	-	1	2	1	1	1
	1.4%	-	-	4.3%	1.7%	2.4%	-	1.7%	1.3%	-	1.7%	1.2%	-	5.3%	-	1.3%	2.8%	1.1%	1.4%	2.1%
1	1	-	-	-	1	-	1	-	1	-	1	1	-	-	-	-	1	-	1	-
	0.5%	-	-	-	0.9%	-	1.3%	-	0.7%	-	0.6%	0.6%	-	-	-	-	1.4%	-	1.4%	-
0 - Worst health care possible	1	1	-	-	-	1	-	-	1	-	1	-	-	1	1	-	-	1	-	-
	0.5%	2.0%	-	-	-	0.8%	-	-	0.7%	-	0.6%	-	-	2.6%	1.6%	-	-	1.1%	-	-
SUMMARY - 0-3	8	2	1	1	3	5	2	2	5	-	7	4	-	4	1	2	5	4	2	2
	3.7%	4.1%	4.8%	4.3%	2.6%	3.9%	2.5%	3.4%	3.4%	-	4.0%	2.4%	-	10.5%	1.6%	2.5%	6.9%	4.3%	2.8%	4.3%
SUMMARY - 4-7	41	4	4	2	30	22	17	12	27	5	33	28	5	11	10	13	18	15	16	10
	18.8%	8.2%	19.0%	8.7%	26.1%	17.3%	21.5%	20.3%	18.1%	19.2%	18.9%	17.0%	31.3%	28.9%	16.1%	16.5%	25.0%	16.0%	22.5%	21.3%
HEDIS/CAHPS SUMMARY RATE - 8-10	169	43	16	20	82	100	60	45	117	21	135	133	11	23	51	64	49	75	53	35
	77.5%	87.8%	76.2%	87.0%	71.3%	78.7%	75.9%	76.3%	78.5%	80.8%	77.1%	80.6%	68.8%	60.5%	82.3%	81.0%	68.1%	79.8%	74.6%	74.5%
HEDIS/CAHPS SUMMARY RATE - 9-10	135	33	12	15	70	85	45	32	99	16	111	109	8	19	44	47	40	63	40	27
	61.9%	67.3%	57.1%	65.2%	60.9%	66.9%	57.0%	54.2%	66.4%	61.5%	63.4%	66.1%	50.0%	50.0%	71.0%	59.5%	55.6%	67.0%	56.3%	57.4%
3-Point Score	2.46	2.59	2.33	2.57	2.43	2.50	2.46	2.41	2.51	2.42	2.49	2.53	2.31	2.26	2.63	2.47	2.29	2.55	2.38	2.36

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 13
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?																				
Total Eligible	224	50	21	23	120	132	80	62	152	26	181	171	16	39	66	79	74	98	71	49
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	221	49	21	23	119	132	78	61	151	26	179	169	16	39	65	79	72	97	71	47
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	1	-	-	1	-	2	1	1	-	2	2	-	-	1	-	2	1	-	2
Always	164	38	14	18	86	103	52	40	116	18	134	129	11	26	54	56	49	75	50	33
	74.2%	77.6%	66.7%	78.3%	72.3%	78.0%	66.7%	65.6%	76.8%	69.2%	74.9%	76.3%	68.8%	66.7%	83.1%	70.9%	68.1%	77.3%	70.4%	70.2%
Usually	31	7	5	3	16	17	14	9	22	4	25	24	2	5	6	13	12	11	12	8
	14.0%	14.3%	23.8%	13.0%	13.4%	12.9%	17.9%	14.8%	14.6%	15.4%	14.0%	14.2%	12.5%	12.8%	9.2%	16.5%	16.7%	11.3%	16.9%	17.0%
Sometimes	21	4	2	2	12	10	9	9	11	3	17	12	3	6	4	7	10	9	7	5
	9.5%	8.2%	9.5%	8.7%	10.1%	7.6%	11.5%	14.8%	7.3%	11.5%	9.5%	7.1%	18.8%	15.4%	6.2%	8.9%	13.9%	9.3%	9.9%	10.6%
Never	5	-	-	-	5	2	3	3	2	1	3	4	-	2	1	3	1	2	2	1
	2.3%	-	-	-	4.2%	1.5%	3.8%	4.9%	1.3%	3.8%	1.7%	2.4%	-	5.1%	1.5%	3.8%	1.4%	2.1%	2.8%	2.1%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	195	45	19	21	102	120	66	49	138	22	159	153	13	31	60	69	61	86	62	41
	88.2%	91.8%	90.5%	91.3%	85.7%	90.9%	84.6%	80.3%	91.4%	84.6%	88.8%	90.5%	81.3%	79.5%	92.3%	87.3%	84.7%	88.7%	87.3%	87.2%
HEDIS/CAHPS SUMMARY RATE - Always	164	38	14	18	86	103	52	40	116	18	134	129	11	26	54	56	49	75	50	33
	74.2%	77.6%	66.7%	78.3%	72.3%	78.0%	66.7%	65.6%	76.8%	69.2%	74.9%	76.3%	68.8%	66.7%	83.1%	70.9%	68.1%	77.3%	70.4%	70.2%
3-Point Score	2.62	2.69	2.57	2.70	2.58	2.69	2.51	2.46	2.68	2.54	2.64	2.67	2.50	2.46	2.75	2.58	2.53	2.66	2.58	2.57

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
770-978-3173
2017

Statistics:
Overlap formulae used
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
Minimum Base: 30 (**), Small Base: 30 (*)

Q15. Do you have a personal doctor?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)Table: 14
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q15. Do you have a personal doctor?																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	282	66	28	27	148	166	100	82	187	35	225	214	20	49	85	97	92	116	87	71
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	9	-	2	2	3	7	1	2	6	1	7	6	1	2	1	3	3	4	2	2
Yes	243	55	24	23	132	145	86	71	163	26	201	192	16	38	72	84	82	99	80	58
	86.2%	83.3%	85.7% **	85.2% **	89.2%	87.3%	86.0%	86.6%	87.2%	74.3%	89.3% I	89.7% M	80.0% **	77.6%	84.7%	86.6%	89.1%	85.3%	92.0% s	81.7%
No	39	11	4	4	16	21	14	11	24	9	24	22	4	11	13	13	10	17	7	13
	13.8%	16.7%	14.3% **	14.8% **	10.8%	12.7%	14.0%	13.4%	12.8%	25.7% J	10.7%	10.3%	20.0% **	22.4% K	15.3%	13.4%	10.9%	14.7%	8.0%	18.3% r
HEDIS/CAHPS SUMMARY RATE - Yes	243	55	24	23	132	145	86	71	163	26	201	192	16	38	72	84	82	99	80	58
	86.2%	83.3%	85.7% **	85.2% **	89.2%	87.3%	86.0%	86.6%	87.2%	74.3%	89.3% I	89.7% M	80.0% **	77.6%	84.7%	86.6%	89.1%	85.3%	92.0% s	81.7%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 15
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?																				
Total Eligible	243	55	24	23	132	145	86	71	163	26	201	192	16	38	72	84	82	99	80	58
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	232	54	23	22	124	136	85	67	156	25	191	185	15	34	70	79	78	95	77	54
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	11	1	1	1	8	9	1	4	7	1	10	7	1	4	2	5	4	4	3	4
None	40 17.2%	14 25.9% D	7 30.4% **	3 13.6% **	14 11.3%	22 16.2%	16 18.8%	9 13.4%	29 18.6%	4 16.0% **	34 17.8%	34 18.4%	2 13.3% **	5 14.7%	14 20.0%	14 17.7%	10 12.8%	17 17.9%	11 14.3%	10 18.5%
1 time	59 25.4%	14 25.9%	5 21.7% **	3 13.6% **	35 28.2%	37 27.2%	20 23.5%	20 29.9%	38 24.4%	5 20.0% **	51 26.7%	47 25.4%	5 33.3% **	6 17.6%	24 34.3% P	21 26.6%	14 17.9%	23 24.2%	23 29.9%	13 24.1%
2	47 20.3%	8 14.8%	2 8.7% **	7 31.8% **	27 21.8%	24 17.6%	19 22.4%	13 19.4%	30 19.2%	4 16.0% **	38 19.9%	39 21.1%	2 13.3% **	7 20.6%	12 17.1%	13 16.5%	20 25.6%	20 21.1%	19 24.7% s	6 11.1%
3	33 14.2%	8 14.8%	3 13.0% **	3 13.6% **	19 15.3%	24 17.6%	9 10.6%	10 14.9%	23 14.7%	9 36.0% **	24 12.6%	25 13.5%	3 20.0% **	5 14.7%	9 12.9%	13 16.5%	11 14.1%	16 16.8%	10 13.0%	6 11.1%
4	20 8.6%	3 5.6%	2 8.7% **	1 4.5% **	12 9.7%	12 8.8%	6 7.1%	3 4.5%	15 9.6%	- - **	15 7.9%	15 8.1%	1 6.7% **	3 8.8%	3 4.3%	9 11.4%	7 9.0%	7 7.4%	6 7.8%	6 11.1%
5 to 9	24 10.3%	5 9.3%	4 17.4% **	3 13.6% **	12 9.7%	11 8.1%	12 14.1%	9 13.4%	15 9.6%	3 12.0% **	20 10.5%	19 10.3%	1 6.7% **	5 14.7%	6 8.6%	8 10.1%	10 12.8%	10 10.5%	7 9.1%	7 13.0%
10 or more times	9 3.9%	2 3.7%	- - **	2 9.1% **	5 4.0%	6 4.4%	3 3.5%	3 4.5%	6 3.8%	- - **	9 4.7%	6 3.2%	1 6.7% **	3 8.8%	2 2.9%	1 1.3%	6 7.7% o	2 2.1%	1 1.3%	6 11.1% QR
HEDIS/CAHPS SUMMARY RATE - 1 or more times	192 82.8%	40 74.1%	16 69.6% **	19 86.4% **	110 88.7% A	114 83.8%	69 81.2%	58 86.6%	127 81.4%	21 84.0% **	157 82.2%	151 81.6%	13 86.7% **	29 85.3%	56 80.0%	65 82.3%	68 87.2%	78 82.1%	66 85.7%	44 81.5%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q17. (HWDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 16
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q17. (HWDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?																				
Total Eligible	192	40	16	19	110	114	69	58	127	21	157	151	13	29	56	65	68	78	66	44
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	189	40	16	19	108	113	68	57	126	21	155	148	13	29	55	64	68	78	65	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	2	1	1	1	1	-	2	3	-	-	1	1	-	-	1	1
Always	147	36	12	15	80	90	51	44	100	15	123	118	10	21	45	45	55	63	47	34
	77.8%	90.0% D	75.0% **	78.9% **	74.1%	79.6%	75.0%	77.2%	79.4%	71.4% **	79.4%	79.7%	76.9% **	72.4% **	81.8%	70.3%	80.9%	80.8%	72.3%	79.1%
Usually	27	3	2	3	19	17	10	9	18	3	23	24	-	4	5	15	7	9	12	6
	14.3%	7.5%	12.5% **	15.8% **	17.6%	15.0%	14.7%	15.8%	14.3%	14.3% **	14.8%	16.2%	- **	13.8% **	9.1%	23.4% NP	10.3%	11.5%	18.5%	14.0%
Sometimes	13	1	2	1	7	5	6	3	7	2	9	5	3	3	4	3	6	4	6	3
	6.9%	2.5%	12.5% **	5.3% **	6.5%	4.4%	8.8%	5.3%	5.6%	9.5% **	5.8%	3.4%	23.1% **	10.3% **	7.3%	4.7%	8.8%	5.1%	9.2%	7.0%
Never	2	-	-	-	2	1	1	1	1	1	-	1	-	1	1	1	-	2	-	-
	1.1%	-	- **	- **	1.9%	0.9%	1.5%	1.8%	0.8%	4.8% **	-	0.7%	- **	3.4% **	1.8%	1.6%	-	2.6%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	174	39	14	18	99	107	61	53	118	18	146	142	10	25	50	60	62	72	59	40
	92.1%	97.5%	87.5% **	94.7% **	91.7%	94.7%	89.7%	93.0%	93.7%	85.7% **	94.2%	95.9%	76.9% **	86.2% **	90.9%	93.8%	91.2%	92.3%	90.8%	93.0%
HEDIS/CAHPS SUMMARY RATE - Always	147	36	12	15	80	90	51	44	100	15	123	118	10	21	45	45	55	63	47	34
	77.8%	90.0% D	75.0% **	78.9% **	74.1%	79.6%	75.0%	77.2%	79.4%	71.4% **	79.4%	79.7%	76.9% **	72.4% **	81.8%	70.3%	80.9%	80.8%	72.3%	79.1%
3-Point Score	2.70	2.88	2.63	2.74	2.66	2.74	2.65	2.70	2.73	2.57	2.74	2.76	2.54	2.59	2.73	2.64	2.72	2.73	2.63	2.72

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q18. (HWDC) In the last 6 months, how often did your personal doctor listen carefully to you?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 17
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q18. (HWDC) In the last 6 months, how often did your personal doctor listen carefully to you?																				
Total Eligible	192	40	16	19	110	114	69	58	127	21	157	151	13	29	56	65	68	78	66	44
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	188	40	16	19	107	113	67	57	125	21	154	147	13	29	55	63	68	78	64	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	-	-	3	1	2	1	2	-	3	4	-	-	1	2	-	-	2	1
Always	156	37	14	15	85	98	51	47	105	20	125	120	11	25	46	54	54	67	52	34
	83.0%	92.5% d	87.5% **	78.9% **	79.4% f	86.7% f	76.1%	82.5%	84.0%	95.2% **	81.2%	81.6%	84.6% **	86.2% **	83.6%	85.7%	79.4%	85.9%	81.3%	79.1%
Usually	19	3	-	3	12	9	9	8	10	1	17	17	1	1	5	7	7	7	7	5
	10.1%	7.5%	- **	15.8% **	11.2% A	8.0%	13.4%	14.0%	8.0%	4.8% **	11.0%	11.6%	7.7% **	3.4% **	9.1%	11.1%	10.3%	9.0%	10.9%	11.6%
Sometimes	13	-	2	1	10	6	7	2	10	-	12	10	1	3	4	2	7	4	5	4
	6.9%	-	12.5% **	5.3% **	9.3% A	5.3%	10.4%	3.5%	8.0%	- **	7.8%	6.8%	7.7% **	10.3% **	7.3%	3.2%	10.3%	5.1%	7.8%	9.3%
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	- **	- **	-	-	-	-	-	- **	-	-	- **	- **	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	175	40	14	18	97	107	60	55	115	21	142	137	12	26	51	61	61	74	59	39
	93.1%	100.0%	87.5% **	94.7% **	90.7%	94.7%	89.6%	96.5%	92.0%	100.0% **	92.2%	93.2%	92.3% **	89.7% **	92.7%	96.8%	89.7%	94.9%	92.2%	90.7%
HEDIS/CAHPS SUMMARY RATE - Always	156	37	14	15	85	98	51	47	105	20	125	120	11	25	46	54	54	67	52	34
	83.0%	92.5% d	87.5% **	78.9% **	79.4% f	86.7% f	76.1%	82.5%	84.0%	95.2% **	81.2%	81.6%	84.6% **	86.2% **	83.6%	85.7%	79.4%	85.9%	81.3%	79.1%
3-Point Score	2.76	2.93	2.75	2.74	2.70	2.81	2.66	2.79	2.76	2.95	2.73	2.75	2.77	2.76	2.76	2.83	2.69	2.81	2.73	2.70

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics

770-978-3173

2017

Q19. (HWDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 18
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q19. (HWDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?																				
Total Eligible	192	40	16	19	110	114	69	58	127	21	157	151	13	29	56	65	68	78	66	44
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	188	40	16	19	107	113	67	57	125	21	154	148	12	29	56	63	67	78	64	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	-	-	3	1	2	1	2	-	3	3	1	-	-	2	1	-	2	1
Always	153	36	12	15	86	98	50	47	103	19	125	121	10	24	44	53	54	66	51	33
	81.4%	90.0%	75.0%	78.9%	80.4%	86.7%	74.6%	82.5%	82.4%	90.5%	81.2%	81.8%	83.3%	82.8%	78.6%	84.1%	80.6%	84.6%	79.7%	76.7%
Usually	27	4	1	4	17	11	14	8	17	1	23	23	1	3	11	7	9	10	8	9
	14.4%	10.0%	6.3%	21.1%	15.9%	9.7%	20.9%	14.0%	13.6%	4.8%	14.9%	15.5%	8.3%	10.3%	19.6%	11.1%	13.4%	12.8%	12.5%	20.9%
Sometimes	8	-	3	-	4	4	3	2	5	1	6	4	1	2	1	3	4	2	5	1
	4.3%	-	18.8%	-	3.7%	3.5%	4.5%	3.5%	4.0%	4.8%	3.9%	2.7%	8.3%	6.9%	1.8%	4.8%	6.0%	2.6%	7.8%	2.3%
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	180	40	13	19	103	109	64	55	120	20	148	144	11	27	55	60	63	76	59	42
	95.7%	100.0%	81.3%	100.0%	96.3%	96.5%	95.5%	96.5%	96.0%	95.2%	96.1%	97.3%	91.7%	93.1%	98.2%	95.2%	94.0%	97.4%	92.2%	97.7%
HEDIS/CAHPS SUMMARY RATE - Always	153	36	12	15	86	98	50	47	103	19	125	121	10	24	44	53	54	66	51	33
	81.4%	90.0%	75.0%	78.9%	80.4%	86.7%	74.6%	82.5%	82.4%	90.5%	81.2%	81.8%	83.3%	82.8%	78.6%	84.1%	80.6%	84.6%	79.7%	76.7%
3-Point Score	2.77	2.90	2.56	2.79	2.77	2.83	2.70	2.79	2.78	2.86	2.77	2.79	2.75	2.76	2.77	2.79	2.75	2.82	2.72	2.74

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q20. (HWDC) In the last 6 months, how often did your personal doctor spend enough time with you?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 19
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q20. (HWDC) In the last 6 months, how often did your personal doctor spend enough time with you?																				
Total Eligible	192	40	16	19	110	114	69	58	127	21	157	151	13	29	56	65	68	78	66	44
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	189	40	16	19	108	114	67	56	127	21	155	148	13	29	56	63	68	77	65	44
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	2	-	2	2	-	-	2	3	-	-	-	2	-	1	1	-
Always	136	33	13	17	69	84	47	43	90	15	114	109	8	23	41	43	50	56	45	32
	72.0%	82.5%	81.3%	89.5%	63.9%	73.7%	70.1%	76.8%	70.9%	71.4%	73.5%	73.6%	61.5%	79.3%	73.2%	68.3%	73.5%	72.7%	69.2%	72.7%
Usually	34	6	-	1	27	21	13	10	23	5	28	28	2	3	7	14	13	15	12	7
	18.0%	15.0%	-	5.3%	25.0%	18.4%	19.4%	17.9%	18.1%	23.8%	18.1%	18.9%	15.4%	10.3%	12.5%	22.2%	19.1%	19.5%	18.5%	15.9%
Sometimes	19	1	3	1	12	9	7	3	14	1	13	11	3	3	8	6	5	6	8	5
	10.1%	2.5%	18.8%	5.3%	11.1%	7.9%	10.4%	5.4%	11.0%	4.8%	8.4%	7.4%	23.1%	10.3%	14.3%	9.5%	7.4%	7.8%	12.3%	11.4%
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	170	39	13	18	96	105	60	53	113	20	142	137	10	26	48	57	63	71	57	39
	89.9%	97.5%	81.3%	94.7%	88.9%	92.1%	89.6%	94.6%	89.0%	95.2%	91.6%	92.6%	76.9%	89.7%	85.7%	90.5%	92.6%	92.2%	87.7%	88.6%
HEDIS/CAHPS SUMMARY RATE - Always	136	33	13	17	69	84	47	43	90	15	114	109	8	23	41	43	50	56	45	32
	72.0%	82.5%	81.3%	89.5%	63.9%	73.7%	70.1%	76.8%	70.9%	71.4%	73.5%	73.6%	61.5%	79.3%	73.2%	68.3%	73.5%	72.7%	69.2%	72.7%
3-Point Score	2.62	2.80	2.63	2.84	2.53	2.66	2.60	2.71	2.60	2.67	2.65	2.66	2.38	2.69	2.59	2.59	2.66	2.65	2.57	2.61

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics

770-978-3173

2017

Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 20
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D		E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?																				
Total Eligible	192	40	16	19	110	114	69	58	127	21	157	151	13	29	56	65	68	78	66	44
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	186	40	16	19	105	112	66	57	123	21	152	146	12	27	56	61	67	77	63	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	-	-	-	5	2	3	1	4	-	5	5	1	2	-	4	1	1	3	1
Yes	112	21	10	13	63	61	45	35	72	11	91	90	6	18	32	33	46	47	36	27
	60.2%	52.5%	62.5%	68.4%	60.0%	54.5%	68.2%	61.4%	58.5%	52.4%	59.9%	61.6%	50.0%	66.7%	57.1%	54.1%	68.7%	61.0%	57.1%	62.8%
No	74	19	6	6	42	51	21	22	51	10	61	56	6	9	24	28	21	30	27	16
	39.8%	47.5%	37.5%	31.6%	40.0%	45.5%	31.8%	38.6%	41.5%	47.6%	40.1%	38.4%	50.0%	33.3%	42.9%	45.9%	31.3%	39.0%	42.9%	37.2%
HEDIS/CAHPS SUMMARY RATE - Yes	112	21	10	13	63	61	45	35	72	11	91	90	6	18	32	33	46	47	36	27
	60.2%	52.5%	62.5%	68.4%	60.0%	54.5%	68.2%	61.4%	58.5%	52.4%	59.9%	61.6%	50.0%	66.7%	57.1%	54.1%	68.7%	61.0%	57.1%	62.8%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q22. (CC) In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 21
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q22. (CC) In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?																				
Total Eligible	112	21	10	13	63	61	45	35	72	11	91	90	6	18	32	33	46	47	36	27
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	111	21	10	13	62	60	45	35	71	11	90	89	6	17	32	32	46	47	35	27
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	1	-	-	1	-	1	1	-	1	-	1	-	-	1	-
Always	71	16	6	9	37	44	24	25	44	8	58	57	5	12	25	17	28	33	19	18
	64.0%	76.2%	60.0%	69.2%	59.7%	73.3%	53.3%	71.4%	62.0%	72.7%	64.4%	64.0%	83.3%	70.6%	78.1%	53.1%	60.9%	70.2%	54.3%	66.7%
Usually	26	2	3	3	18	9	17	5	20	2	22	22	1	3	1	12	13	11	9	5
	23.4%	9.5%	30.0%	23.1%	29.0%	15.0%	37.8%	14.3%	28.2%	18.2%	24.4%	24.7%	16.7%	17.6%	3.1%	37.5%	28.3%	23.4%	25.7%	18.5%
Sometimes	13	3	1	1	6	6	4	5	6	1	9	9	-	2	6	2	5	3	6	4
	11.7%	14.3%	10.0%	7.7%	9.7%	10.0%	8.9%	14.3%	8.5%	9.1%	10.0%	10.1%	-	11.8%	18.8%	6.3%	10.9%	6.4%	17.1%	14.8%
Never	1	-	-	-	1	1	-	-	1	-	1	1	-	-	-	1	-	-	1	-
	0.9%	-	-	-	1.6%	1.7%	-	-	1.4%	-	1.1%	1.1%	-	-	-	3.1%	-	-	2.9%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	97	18	9	12	55	53	41	30	64	10	80	79	6	15	26	29	41	44	28	23
	87.4%	85.7%	90.0%	92.3%	88.7%	88.3%	91.1%	85.7%	90.1%	90.9%	88.9%	88.8%	100.0%	88.2%	81.3%	90.6%	89.1%	93.6%	80.0%	85.2%
HEDIS/CAHPS SUMMARY RATE - Always	71	16	6	9	37	44	24	25	44	8	58	57	5	12	25	17	28	33	19	18
	64.0%	76.2%	60.0%	69.2%	59.7%	73.3%	53.3%	71.4%	62.0%	72.7%	64.4%	64.0%	83.3%	70.6%	78.1%	53.1%	60.9%	70.2%	54.3%	66.7%
3-Point Score	2.51	2.62	2.50	2.62	2.48	2.62	2.44	2.57	2.52	2.64	2.53	2.53	2.83	2.59	2.59	2.44	2.50	2.64	2.34	2.52

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q23. What number would you use to rate your personal doctor?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 22
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	

Q23. What number would you use to rate your personal doctor?																				
Total Eligible	243	55	24	23	132	145	86	71	163	26	201	192	16	38	72	84	82	99	80	58
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	232	55	24	23	123	138	84	69	156	25	193	185	15	34	69	80	79	96	76	55
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	11	-	-	-	9	7	2	2	7	1	8	7	1	4	3	4	3	3	4	3
10 - Best personal doctor possible	136	34	11	17	69	82	47	35	97	11	119	112	8	20	47	41	46	62	38	34
	58.6%	61.8%	45.8%	73.9%	56.1%	59.4%	56.0%	50.7%	62.2%	44.0%	61.7%	60.5%	53.3%	58.8%	68.1%	51.3%	58.2%	64.6%	50.0%	61.8%
9	36	6	6	2	21	25	10	15	19	5	27	28	2	7	8	15	11	15	13	6
	15.5%	10.9%	25.0%	8.7%	17.1%	18.1%	11.9%	21.7%	12.2%	20.0%	14.0%	15.1%	13.3%	20.6%	11.6%	18.8%	13.9%	15.6%	17.1%	10.9%
8	31	10	3	2	15	14	16	7	23	5	23	24	2	1	9	12	10	11	13	6
	13.4%	18.2%	12.5%	8.7%	12.2%	10.1%	19.0%	10.1%	14.7%	20.0%	11.9%	13.0%	13.3%	2.9%	13.0%	15.0%	12.7%	11.5%	17.1%	10.9%
7	14	3	3	1	7	8	6	6	8	3	11	10	-	3	2	7	5	5	6	3
	6.0%	5.5%	12.5%	4.3%	5.7%	5.8%	7.1%	8.7%	5.1%	12.0%	5.7%	5.4%	-	8.8%	2.9%	8.8%	6.3%	5.2%	7.9%	5.5%
6	8	1	1	1	5	6	2	1	7	1	6	7	-	-	3	3	2	-	5	3
	3.4%	1.8%	4.2%	4.3%	4.1%	4.3%	2.4%	1.4%	4.5%	4.0%	3.1%	3.8%	-	-	4.3%	3.8%	2.5%	-	6.6%	5.5%
5	3	-	-	-	3	-	2	3	-	-	3	2	1	2	-	2	1	2	-	1
	1.3%	-	-	-	2.4%	-	2.4%	4.3%	-	-	1.6%	1.1%	6.7%	5.9%	-	2.5%	1.3%	2.1%	-	1.8%
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	2	-	-	-	2	2	-	-	2	-	2	-	2	-	-	-	2	-	1	1
	0.9%	-	-	-	1.6%	1.4%	-	-	1.3%	-	1.0%	-	13.3%	-	-	-	2.5%	-	1.3%	1.8%
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	1	1	-	-	-	-	1	1	-	-	1	1	-	-	-	-	1	1	-	-
	0.4%	1.8%	-	-	-	-	1.2%	1.4%	-	-	0.5%	0.5%	-	-	-	-	1.3%	1.0%	-	-
0 - Worst personal doctor possible	1	-	-	-	1	1	-	1	-	-	1	1	-	1	-	-	1	-	-	1
	0.4%	-	-	-	0.8%	0.7%	-	1.4%	-	-	0.5%	0.5%	-	2.9%	-	-	1.3%	-	-	1.8%
SUMMARY - 0-3	4	1	-	-	3	3	1	2	2	-	4	2	2	1	-	-	4	1	1	2
	1.7%	1.8%	-	-	2.4%	2.2%	1.2%	2.9%	1.3%	-	2.1%	1.1%	13.3%	2.9%	-	-	5.1%	1.0%	1.3%	3.6%
SUMMARY - 4-7	25	4	4	2	15	14	10	10	15	4	20	19	1	5	5	12	8	7	11	7
	10.8%	7.3%	16.7%	8.7%	12.2%	10.1%	11.9%	14.5%	9.6%	16.0%	10.4%	10.3%	6.7%	14.7%	7.2%	15.0%	10.1%	7.3%	14.5%	12.7%
HEDIS/CAHPS SUMMARY RATE - 8-10	203	50	20	21	105	121	73	57	139	21	169	164	12	28	64	68	67	88	64	46
	87.5%	90.9%	83.3%	91.3%	85.4%	87.7%	86.9%	82.6%	89.1%	84.0%	87.6%	88.6%	80.0%	82.4%	92.8%	85.0%	84.8%	91.7%	84.2%	83.6%
HEDIS/CAHPS SUMMARY RATE - 9-10	172	40	17	19	90	107	57	50	116	16	146	140	10	27	55	56	57	77	51	40
	74.1%	72.7%	70.8%	82.6%	73.2%	77.5%	67.9%	72.5%	74.4%	64.0%	75.6%	75.7%	66.7%	79.4%	79.7%	70.0%	72.2%	80.2%	67.1%	72.7%
3-Point Score	2.68	2.69	2.67	2.78	2.64	2.71	2.62	2.64	2.69	2.60	2.69	2.70	2.47	2.71	2.75	2.64	2.63	2.77	2.59	2.62

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q24. In the last 6 months, did you make any appointments to see a specialist?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 23
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q24. In the last 6 months, did you make any appointments to see a specialist?																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	289	65	30	29	150	172	100	84	191	35	231	218	21	51	85	99	95	119	89	72
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	-	1	1	1	-	2	1	1	2	-	-	1	1	-	1	-	1
Yes	123	16	9	19	76	65	54	32	88	8	109	103	9	12	27	42	51	54	40	27
	42.6%	24.6%	30.0%	65.5% **	50.7% AB	37.8%	54.0% E	38.1%	46.1%	22.9%	47.2% I	47.2% M	42.9% **	23.5%	31.8%	42.4%	53.7% N	45.4%	44.9%	37.5%
No	166	49	21	10	74	107	46	52	103	27	122	115	12	39	58	57	44	65	49	45
	57.4%	75.4% D	70.0% D	34.5% **	49.3% F	62.2% F	46.0%	61.9%	53.9%	77.1% J	52.8% J	52.8%	57.1% **	76.5% K	68.2% P	57.6%	46.3%	54.6%	55.1%	62.5%
HEDIS/CAHPS SUMMARY RATE - Yes	123	16	9	19	76	65	54	32	88	8	109	103	9	12	27	42	51	54	40	27
	42.6%	24.6%	30.0%	65.5% **	50.7% AB	37.8%	54.0% E	38.1%	46.1%	22.9%	47.2% I	47.2% M	42.9% **	23.5%	31.8%	42.4%	53.7% N	45.4%	44.9%	37.5%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 24
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?																				
Total Eligible	123	16	9	19	76	65	54	32	88	8	109	103	9	12	27	42	51	54	40	27
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	120	16	8	19	75	64	53	32	86	8	107	101	9	12	27	41	50	54	38	27
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	1	-	1	1	1	-	2	-	2	2	-	-	-	1	1	-	2	-
Always	74	10	6	12	46	39	35	15	59	4	68	63	6	9	21	21	31	35	23	16
	61.7%	62.5%	75.0%	63.2%	61.3%	60.9%	66.0%	46.9%	68.6%	50.0%	63.6%	62.4%	66.7%	75.0%	77.8%	51.2%	62.0%	64.8%	60.5%	59.3%
Usually	26	4	1	6	15	14	11	11	15	1	24	25	-	-	4	11	11	14	7	5
	21.7%	25.0%	12.5%	31.6%	20.0%	21.9%	20.8%	34.4%	17.4%	12.5%	22.4%	24.8%	-	-	14.8%	26.8%	22.0%	25.9%	18.4%	18.5%
Sometimes	18	2	1	1	12	10	6	5	11	3	13	12	2	3	2	8	7	5	8	4
	15.0%	12.5%	12.5%	5.3%	16.0%	15.6%	11.3%	15.6%	12.8%	37.5%	12.1%	11.9%	22.2%	25.0%	7.4%	19.5%	14.0%	9.3%	21.1%	14.8%
Never	2	-	-	-	2	1	1	1	1	-	2	1	1	-	-	1	1	-	-	2
	1.7%	-	-	-	2.7%	1.6%	1.9%	3.1%	1.2%	-	1.9%	1.0%	11.1%	-	-	2.4%	2.0%	-	-	7.4%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	100	14	7	18	61	53	46	26	74	5	92	88	6	9	25	32	42	49	30	21
	83.3%	87.5%	87.5%	94.7%	81.3%	82.8%	86.8%	81.3%	86.0%	62.5%	86.0%	87.1%	66.7%	75.0%	92.6%	78.0%	84.0%	90.7%	78.9%	77.8%
HEDIS/CAHPS SUMMARY RATE - Always	74	10	6	12	46	39	35	15	59	4	68	63	6	9	21	21	31	35	23	16
	61.7%	62.5%	75.0%	63.2%	61.3%	60.9%	66.0%	46.9%	68.6%	50.0%	63.6%	62.4%	66.7%	75.0%	77.8%	51.2%	62.0%	64.8%	60.5%	59.3%
3-Point Score	2.45	2.50	2.63	2.58	2.43	2.44	2.53	2.28	2.55	2.13	2.50	2.50	2.33	2.50	2.70	2.29	2.46	2.56	2.39	2.37

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q26. How many specialists have you seen in the last 6 months?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 25
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q26. How many specialists have you seen in the last 6 months?																				
Total Eligible	123	16	9	19	76	65	54	32	88	8	109	103	9	12	27	42	51	54	40	27
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	119	16	8	19	75	64	53	32	86	8	107	101	9	12	27	41	50	54	38	27
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	1	-	1	1	1	-	2	-	2	2	-	-	-	1	1	-	2	-
	0.8%	-	-	-	1.3%	1.6%	-	3.1%	-	-	0.9%	-	11.1%	-	-	2.4%	-	-	-	3.7%
None	1	-	-	-	1	1	-	1	-	-	1	-	1	-	-	1	-	-	-	1
	0.8%	-	-	-	1.3%	1.6%	-	3.1%	-	-	0.9%	-	11.1%	-	-	2.4%	-	-	-	3.7%
1 specialist	56	8	5	9	34	32	23	13	43	6	50	47	5	4	15	22	18	25	21	10
	47.1%	50.0%	62.5%	47.4%	45.3%	50.0%	43.4%	40.6%	50.0%	75.0%	46.7%	46.5%	55.6%	33.3%	55.6%	53.7%	36.0%	46.3%	55.3%	37.0%
2	34	6	2	5	21	15	19	11	23	1	32	31	1	2	8	9	17	19	6	9
	28.6%	37.5%	25.0%	26.3%	28.0%	23.4%	35.8%	34.4%	26.7%	12.5%	29.9%	30.7%	11.1%	16.7%	29.6%	22.0%	34.0%	35.2%	15.8%	33.3%
3	13	1	1	2	9	8	5	3	10	-	12	11	2	3	2	6	5	5	4	4
	10.9%	6.3%	12.5%	10.5%	12.0%	12.5%	9.4%	9.4%	11.6%	-	11.2%	10.9%	22.2%	25.0%	7.4%	14.6%	10.0%	9.3%	10.5%	14.8%
4	10	1	-	2	6	5	4	2	7	-	8	8	-	2	1	2	7	4	3	3
	8.4%	6.3%	-	10.5%	8.0%	7.8%	7.5%	6.3%	8.1%	-	7.5%	7.9%	-	16.7%	3.7%	4.9%	14.0%	7.4%	7.9%	11.1%
5 or more specialists	5	-	-	1	4	3	2	2	3	1	4	4	-	1	1	1	3	1	4	-
	4.2%	-	-	5.3%	5.3%	4.7%	3.8%	6.3%	3.5%	12.5%	3.7%	4.0%	-	8.3%	3.7%	2.4%	6.0%	1.9%	10.5%	-
HEDIS/CAHPS SUMMARY RATE - 1 or more specialists	118	16	8	19	74	63	53	31	86	8	106	101	8	12	27	40	50	54	38	26
	99.2%	100.0%	100.0%	100.0%	98.7%	98.4%	100.0%	96.9%	100.0%	100.0%	99.1%	100.0%	88.9%	100.0%	100.0%	97.6%	100.0%	100.0%	100.0%	96.3%

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
Overlap formulae used
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F		G	H	I	J	K	L	M	N	O	P	Q	R	S
Q27. What number would you use to rate that specialist?																				
Total Eligible	118	16	8	19	74	63	53	31	86	8	106	101	8	12	27	40	50	54	38	26
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	118	16	8	19	74	63	53	31	86	8	106	101	8	12	27	40	50	54	38	26
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best specialist possible	67 56.8%	10 62.5%	7 87.5%	11 57.9%	39 52.7%	36 57.1%	31 58.5%	13 41.9%	54 62.8%	3 37.5%	63 59.4%	58 57.4%	4 50.0%	6 50.0%	19 70.4%	22 55.0%	25 50.0%	31 57.4%	23 60.5%	13 50.0%
9	15 12.7%	2 12.5%	- **	2 10.5%	10 13.5%	6 9.5%	8 15.1%	5 16.1%	9 10.5%	2 25.0%	12 11.3%	12 11.9%	1 12.5%	1 8.3%	3 11.1%	7 17.5%	5 10.0%	7 13.0%	4 10.5%	4 15.4%
8	17 14.4%	1 6.3%	- **	4 21.1%	12 16.2%	12 19.0%	5 9.4%	6 19.4%	11 12.8%	1 12.5%	14 13.2%	16 15.8%	- **	2 16.7%	- **	7 17.5%	10 20.0%	5 9.3%	8 21.1%	4 15.4%
7	7 5.9%	1 6.3%	1 12.5%	2 10.5%	3 4.1%	3 4.8%	3 5.7%	2 6.5%	5 5.8%	- **	7 6.6%	6 5.9%	- **	1 8.3%	3 11.1%	1 2.5%	3 6.0%	5 9.3%	1 2.6%	1 3.8%
6	5 4.2%	- **	- **	- **	5 6.8%	2 3.2%	3 5.7%	2 6.5%	3 3.5%	- **	5 4.7%	4 4.0%	1 12.5%	- **	1 3.7%	2 5.0%	2 4.0%	1 1.9%	2 5.3%	2 7.7%
5	2 1.7%	- **	- **	- **	2 2.7%	1 1.6%	1 1.9%	1 3.2%	1 1.2%	1 12.5%	1 0.9%	1 1.0%	1 12.5%	1 8.3%	- **	1 2.5%	1 2.0%	1 1.9%	- **	1 3.8%
4	1 0.8%	1 6.3%	- **	- **	- **	- **	1 1.9%	- **	1 1.2%	1 12.5%	- **	- **	1 12.5%	- **	1 3.7%	- **	- **	1 1.9%	- **	- **
3	1 0.8%	- **	- **	- **	1 1.4%	1 1.6%	- **	- **	1 1.2%	- **	1 0.9%	1 1.0%	- **	- **	- **	- **	1 2.0%	1 1.9%	- **	- **
2	2 1.7%	- **	- **	- **	2 2.7%	2 3.2%	- **	1 3.2%	1 1.2%	- **	2 1.9%	2 2.0%	- **	1 8.3%	- **	- **	2 4.0%	1 1.9%	- **	1 3.8%
1	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **
0 - Worst specialist possible	1 0.8%	1 6.3%	- **	- **	- **	- **	1 1.9%	1 3.2%	- **	- **	1 0.9%	1 1.0%	- **	- **	- **	- **	1 2.0%	1 1.9%	- **	- **
SUMMARY - 0-3	4 3.4%	1 6.3%	- **	- **	3 4.1%	3 4.8%	1 1.9%	2 6.5%	2 2.3%	- **	4 3.8%	4 4.0%	- **	1 8.3%	- **	- **	4 8.0%	3 5.6%	- **	1 3.8%
SUMMARY - 4-7	15 12.7%	2 12.5%	1 12.5%	2 10.5%	10 13.5%	6 9.5%	8 15.1%	5 16.1%	10 11.6%	2 25.0%	13 12.3%	11 10.9%	3 37.5%	2 16.7%	5 18.5%	4 10.0%	6 12.0%	8 14.8%	3 7.9%	4 15.4%
HEDIS/CAHPS SUMMARY RATE - 8-10	99 83.9%	13 81.3%	7 87.5%	17 89.5%	61 82.4%	54 85.7%	44 83.0%	24 77.4%	74 86.0%	6 75.0%	89 84.0%	86 85.1%	5 62.5%	9 75.0%	22 81.5%	36 90.0%	40 80.0%	43 79.6%	35 92.1%	21 80.8%
HEDIS/CAHPS SUMMARY RATE - 9-10	82 69.5%	12 75.0%	7 87.5%	13 68.4%	49 66.2%	42 66.7%	39 73.6%	18 58.1%	63 73.3%	5 62.5%	75 70.8%	70 69.3%	5 62.5%	7 58.3%	22 81.5%	29 72.5%	30 60.0%	38 70.4%	27 71.1%	17 65.4%
3-Point Score	2.59	2.63	2.88	2.68	2.53	2.57	2.62	2.42	2.65	2.38	2.61	2.60	2.25	2.42	2.74	2.65	2.46	2.59	2.66	2.50

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:
- Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
- Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 27
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	282	65	30	29	144	167	99	82	187	35	225	212	21	49	86	94	93	117	86	71
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	9	1	-	-	7	6	2	2	6	1	7	8	-	2	-	6	2	3	3	2
Yes	67	13	8	7	35	26	36	16	48	5	57	49	8	8	16	25	26	25	24	17
	23.8%	20.0%	26.7%	24.1%	24.3%	15.6%	36.4%	19.5%	25.7%	14.3%	25.3%	23.1%	38.1%	16.3%	18.6%	26.6%	28.0%	21.4%	27.9%	23.9%
No	215	52	22	22	109	141	63	66	139	30	168	163	13	41	70	69	67	92	62	54
	76.2%	80.0%	73.3%	75.9%	75.7%	84.4%	63.6%	80.5%	74.3%	85.7%	74.7%	76.9%	61.9%	83.7%	81.4%	73.4%	72.0%	78.6%	72.1%	76.1%
HEDIS/CAHPS SUMMARY RATE - Yes	67	13	8	7	35	26	36	16	48	5	57	49	8	8	16	25	26	25	24	17
	23.8%	20.0%	26.7%	24.1%	24.3%	15.6%	36.4%	19.5%	25.7%	14.3%	25.3%	23.1%	38.1%	16.3%	18.6%	26.6%	28.0%	21.4%	27.9%	23.9%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q29. (PNI) In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 28
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q29. (PNI) In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?																				
Total Eligible	67	13	8	7	35	26	36	16	48	5	57	49	8	8	16	25	26	25	24	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	67	13	8	7	35	26	36	16	48	5	57	49	8	8	16	25	26	25	24	17
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	17	4	2	2	7	10	6	5	11	1	15	9	5	4	5	3	9	4	5	7
	25.4%	30.8%	25.0%	28.6%	20.0%	38.5%	16.7%	31.3%	22.9%	20.0%	26.3%	18.4%	62.5%	50.0%	31.3%	12.0%	34.6%	16.0%	20.8%	41.2%
Usually	22	3	1	3	15	6	15	4	18	1	21	20	1	1	7	8	7	13	6	3
	32.8%	23.1%	12.5%	42.9%	42.9%	23.1%	41.7%	25.0%	37.5%	20.0%	36.8%	40.8%	12.5%	12.5%	43.8%	32.0%	26.9%	52.0%	25.0%	17.6%
Sometimes	22	4	4	1	11	8	11	7	13	2	16	16	1	2	3	13	6	6	10	6
	32.8%	30.8%	50.0%	14.3%	31.4%	30.8%	30.6%	43.8%	27.1%	40.0%	28.1%	32.7%	12.5%	25.0%	18.8%	52.0%	23.1%	24.0%	41.7%	35.3%
Never	6	2	1	1	2	2	4	-	6	1	5	4	1	1	1	1	4	2	3	1
	9.0%	15.4%	12.5%	14.3%	5.7%	7.7%	11.1%	-	12.5%	20.0%	8.8%	8.2%	12.5%	12.5%	6.3%	4.0%	15.4%	8.0%	12.5%	5.9%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	39	7	3	5	22	16	21	9	29	2	36	29	6	5	12	11	16	17	11	10
	58.2%	53.8%	37.5%	71.4%	62.9%	61.5%	58.3%	56.3%	60.4%	40.0%	63.2%	59.2%	75.0%	62.5%	75.0%	44.0%	61.5%	68.0%	45.8%	58.8%
HEDIS/CAHPS SUMMARY RATE - Always	17	4	2	2	7	10	6	5	11	1	15	9	5	4	5	3	9	4	5	7
	25.4%	30.8%	25.0%	28.6%	20.0%	38.5%	16.7%	31.3%	22.9%	20.0%	26.3%	18.4%	62.5%	50.0%	31.3%	12.0%	34.6%	16.0%	20.8%	41.2%
3-Point Score	1.84	1.85	1.63	2.00	1.83	2.00	1.75	1.88	1.83	1.60	1.89	1.78	2.38	2.13	2.06	1.56	1.96	1.84	1.67	2.00

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q30. In the last 6 months, did you get information or help from your health plan's customer service?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 29
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q30. In the last 6 months, did you get information or help from your health plan's customer service?																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	284	66	30	29	146	170	99	83	189	36	227	216	19	51	86	98	92	119	87	71
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	7	-	-	-	5	3	2	1	4	-	5	4	2	-	-	2	3	1	2	2
Yes	99 34.9%	29 43.9% d	11 36.7%	10 34.5% **	46 31.5%	59 34.7%	36 36.4%	30 36.1%	66 34.9%	17 47.2% j	75 33.0%	64 29.6%	11 57.9% **	26 51.0% K	27 31.4%	37 37.8%	35 38.0%	36 30.3%	35 40.2%	28 39.4%
No	185 65.1%	37 56.1%	19 63.3%	19 65.5% **	100 68.5% a	111 65.3%	63 63.6%	53 63.9%	123 65.1%	19 52.8%	152 67.0% i	152 70.4% M	8 42.1% **	25 49.0%	59 68.6%	61 62.2%	57 62.0%	83 69.7%	52 59.8%	43 60.6%
HEDIS/CAHPS SUMMARY RATE - Yes	99 34.9%	29 43.9% d	11 36.7%	10 34.5% **	46 31.5%	59 34.7%	36 36.4%	30 36.1%	66 34.9%	17 47.2% j	75 33.0%	64 29.6%	11 57.9% **	26 51.0% K	27 31.4%	37 37.8%	35 38.0%	36 30.3%	35 40.2%	28 39.4%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q31. (CS) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 30
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q31. (CS) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?																				
Total Eligible	99	29	11	10	46	59	36	30	66	17	75	64	26	27	37	35	36	35	28	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	97	29	11	9	45	58	35	29	65	15	75	63	11	25	27	36	34	36	33	28
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	1	1	1	1	1	1	2	-	1	-	1	-	1	1	-	2	-
Always	52	15	3	7	26	34	18	16	36	8	40	32	7	16	15	16	21	20	14	18
	53.6%	51.7%	27.3%	77.8%	57.8%	58.6%	51.4%	55.2%	55.4%	53.3%	53.3%	50.8%	63.6%	64.0%	55.6%	44.4%	61.8%	55.6%	42.4%	64.3%
Usually	26	7	5	2	10	14	8	8	16	5	18	17	2	6	6	12	8	8	9	9
	26.8%	24.1%	45.5%	22.2%	22.2%	24.1%	22.9%	27.6%	24.6%	33.3%	24.0%	27.0%	18.2%	24.0%	22.2%	33.3%	23.5%	22.2%	27.3%	32.1%
Sometimes	16	6	2	-	8	8	8	5	10	2	14	12	1	3	6	7	3	8	7	1
	16.5%	20.7%	18.2%	-	17.8%	13.8%	22.9%	17.2%	15.4%	13.3%	18.7%	19.0%	9.1%	12.0%	22.2%	19.4%	8.8%	22.2%	21.2%	3.6%
Never	3	1	1	-	1	2	1	-	3	-	3	2	1	-	-	1	2	-	3	-
	3.1%	3.4%	9.1%	-	2.2%	3.4%	2.9%	-	4.6%	-	4.0%	3.2%	9.1%	-	-	2.8%	5.9%	-	9.1%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	78	22	8	9	36	48	26	24	52	13	58	49	9	22	21	28	29	28	23	27
	80.4%	75.9%	72.7%	100.0%	80.0%	82.8%	74.3%	82.8%	80.0%	86.7%	77.3%	77.8%	81.8%	88.0%	77.8%	85.3%	77.8%	69.7%	96.4%	**
HEDIS/CAHPS SUMMARY RATE - Always	52	15	3	7	26	34	18	16	36	8	40	32	7	16	15	16	21	20	14	18
	53.6%	51.7%	27.3%	77.8%	57.8%	58.6%	51.4%	55.2%	55.4%	53.3%	53.3%	50.8%	63.6%	64.0%	55.6%	44.4%	61.8%	55.6%	42.4%	64.3%
3-Point Score	2.34	2.28	2.00	2.78	2.38	2.41	2.26	2.38	2.35	2.40	2.31	2.29	2.45	2.52	2.33	2.22	2.47	2.33	2.12	2.61

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q32. (CS) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 31
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q32. (CS) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?																				
Total Eligible	99	29	11	10	46	59	36	30	66	17	75	11	26	27	37	35	36	35	28	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	98	29	11	9	46	58	36	30	65	16	75	64	11	25	27	37	34	36	34	28
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	1	-	1	-	-	1	1	-	-	-	1	-	-	1	-	1	-
Always	78	22	9	9	35	46	28	24	52	13	58	50	10	19	22	27	29	32	22	24
	79.6%	75.9%	81.8%	100.0%	76.1%	79.3%	77.8%	80.0%	80.0%	81.3%	77.3%	78.1%	90.9%	76.0%	81.5%	73.0%	85.3%	88.9%	64.7%	85.7%
Usually	16	7	2	-	7	10	6	6	9	2	14	12	-	6	5	9	2	4	9	3
	16.3%	24.1%	18.2%	-	15.2%	17.2%	16.7%	20.0%	13.8%	12.5%	18.7%	18.8%	-	24.0%	18.5%	24.3%	5.9%	11.1%	26.5%	10.7%
Sometimes	3	-	-	-	3	1	2	-	3	1	2	2	-	-	-	1	2	-	2	1
	3.1%	-	-	-	6.5%	1.7%	5.6%	-	4.6%	6.3%	2.7%	3.1%	-	-	-	2.7%	5.9%	-	5.9%	3.6%
Never	1	-	-	-	1	1	-	-	1	-	1	-	1	-	-	-	1	-	1	-
	1.0%	-	-	-	2.2%	1.7%	-	-	1.5%	-	1.3%	-	9.1%	-	-	-	2.9%	-	2.9%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	94	29	11	9	42	56	34	30	61	15	72	62	10	25	27	36	31	36	31	27
	95.9%	100.0%	100.0%	100.0%	91.3%	96.6%	94.4%	100.0%	93.8%	93.8%	96.0%	96.9%	90.9%	100.0%	100.0%	97.3%	91.2%	100.0%	91.2%	96.4%
HEDIS/CAHPS SUMMARY RATE - Always	78	22	9	9	35	46	28	24	52	13	58	50	10	19	22	27	29	32	22	24
	79.6%	75.9%	81.8%	100.0%	76.1%	79.3%	77.8%	80.0%	80.0%	81.3%	77.3%	78.1%	90.9%	76.0%	81.5%	73.0%	85.3%	88.9%	64.7%	85.7%
3-Point Score	2.76	2.76	2.82	3.00	2.67	2.76	2.72	2.80	2.74	2.75	2.73	2.75	2.82	2.76	2.81	2.70	2.76	2.89	2.56	2.82

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q33. In the last 6 months, did your health plan give you any forms to fill out?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 32
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q33. In the last 6 months, did your health plan give you any forms to fill out?																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	273	65	27	28	142	164	97	80	183	34	221	209	20	47	80	95	92	112	85	71
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	18	1	3	1	9	9	4	4	10	2	11	11	1	4	6	5	3	8	4	2
Yes	60	14	6	7	29	34	21	19	36	9	44	34	8	17	13	20	24	23	20	16
	22.0%	21.5%	22.2%	25.0%	20.4%	20.7%	21.6%	23.8%	19.7%	26.5%	19.9%	16.3%	40.0%	36.2%	16.3%	21.1%	26.1%	20.5%	23.5%	22.5%
No	213	51	21	21	113	130	76	61	147	25	177	175	12	30	67	75	68	89	65	55
	78.0%	78.5%	77.8%	75.0%	79.6%	79.3%	78.4%	76.3%	80.3%	73.5%	80.1%	83.7%	60.0%	63.8%	83.8%	78.9%	73.9%	79.5%	76.5%	77.5%
HEDIS/CAHPS SUMMARY RATE - Yes	60	14	6	7	29	34	21	19	36	9	44	34	8	17	13	20	24	23	20	16
	22.0%	21.5%	22.2%	25.0%	20.4%	20.7%	21.6%	23.8%	19.7%	26.5%	19.9%	16.3%	40.0%	36.2%	16.3%	21.1%	26.1%	20.5%	23.5%	22.5%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 33
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?																				
Total Eligible	273	65	27	28	142	164	97	80	183	34	221	209	20	47	80	95	92	112	85	71
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	268	64	27	28	139	162	95	79	180	34	217	206	19	44	79	95	90	111	84	69
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	1	-	-	3	2	2	1	3	-	4	3	1	3	1	-	2	1	1	2
Always	238	59	25	24	121	146	83	67	164	29	195	187	15	37	75	83	77	101	73	60
	88.8%	92.2%	92.6%	85.7%	87.1%	90.1%	87.4%	84.8%	91.1%	85.3%	89.9%	90.8%	78.9%	84.1%	94.9%	87.4%	85.6%	91.0%	86.9%	87.0%
Usually	16	4	1	2	9	9	7	8	8	3	11	10	2	3	1	10	5	7	6	3
	6.0%	6.3%	3.7%	7.1%	6.5%	5.6%	7.4%	10.1%	4.4%	8.8%	5.1%	4.9%	10.5%	6.8%	1.3%	10.5%	5.6%	6.3%	7.1%	4.3%
Sometimes	13	1	1	2	8	7	5	3	8	2	10	8	2	3	3	2	7	3	5	5
	4.9%	1.6%	3.7%	7.1%	5.8%	4.3%	5.3%	3.8%	4.4%	5.9%	4.6%	3.9%	10.5%	6.8%	3.8%	2.1%	7.8%	2.7%	6.0%	7.2%
Never	1	-	-	-	1	-	-	1	-	-	1	1	-	1	-	-	1	-	-	1
	0.4%	-	-	-	0.7%	-	-	1.3%	-	-	0.5%	0.5%	-	2.3%	-	-	1.1%	-	-	1.4%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	254	63	26	26	130	155	90	75	172	32	206	197	17	40	76	93	82	108	79	63
	94.8%	98.4%	96.3%	92.9%	93.5%	95.7%	94.7%	94.9%	95.6%	94.1%	94.9%	95.6%	89.5%	90.9%	96.2%	97.9%	91.1%	97.3%	94.0%	91.3%
HEDIS/CAHPS SUMMARY RATE - Always	238	59	25	24	121	146	83	67	164	29	195	187	15	37	75	83	77	101	73	60
	88.8%	92.2%	92.6%	85.7%	87.1%	90.1%	87.4%	84.8%	91.1%	85.3%	89.9%	90.8%	78.9%	84.1%	94.9%	87.4%	85.6%	91.0%	86.9%	87.0%
3-Point Score	2.84	2.91	2.89	2.79	2.81	2.86	2.82	2.80	2.87	2.79	2.85	2.86	2.68	2.75	2.91	2.85	2.77	2.88	2.81	2.78

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics

770-978-3173

2017

Q35. What number would you use to rate your health plan?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 34
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D		E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q35. What number would you use to rate your health plan?																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	272	65	28	29	143	164	99	80	185	36	220	208	20	48	82	96	92	113	87	70
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	19	1	2	-	8	9	2	4	8	-	12	12	1	3	4	4	3	7	2	3
10 - Best health plan possible	122	25	15	13	65	86	33	32	87	15	100	89	12	22	46	37	39	53	33	35
	44.9%	38.5%	53.6%	44.8%	45.5%	52.4%	33.3%	40.0%	47.0%	41.7%	45.5%	42.8%	60.0%	45.8%	56.1%	38.5%	42.4%	46.9%	37.9%	50.0%
			**	**		F							**		Op					
9	35	12	1	4	18	19	16	6	29	4	29	30	1	5	11	12	11	17	12	5
	12.9%	18.5%	3.6%	13.8%	12.6%	11.6%	16.2%	7.5%	15.7%	11.1%	13.2%	14.4%	5.0%	10.4%	13.4%	12.5%	12.0%	15.0%	13.8%	7.1%
			**	**					g				**							
8	52	13	4	5	29	29	22	17	34	9	41	43	3	6	11	27	13	21	18	13
	19.1%	20.0%	14.3%	17.2%	20.3%	17.7%	22.2%	21.3%	18.4%	25.0%	18.6%	20.7%	15.0%	12.5%	13.4%	28.1%	14.1%	18.6%	20.7%	18.6%
			**	**									**			NP				
7	17	3	2	4	8	8	8	5	11	3	13	13	-	4	3	7	7	4	8	5
	6.3%	4.6%	7.1%	13.8%	5.6%	4.9%	8.1%	6.3%	5.9%	8.3%	5.9%	6.3%	-	8.3%	3.7%	7.3%	7.6%	3.5%	9.2%	7.1%
			**	**									**						q	
6	14	5	1	1	6	8	5	7	6	1	12	10	-	3	2	4	8	6	4	4
	5.1%	7.7%	3.6%	3.4%	4.2%	4.9%	5.1%	8.8%	3.2%	2.8%	5.5%	4.8%	-	6.3%	2.4%	4.2%	8.7%	5.3%	4.6%	5.7%
			**	**				h					**				n			
5	23	6	4	1	11	9	11	12	10	3	18	16	3	7	7	7	9	10	6	7
	8.5%	9.2%	14.3%	3.4%	7.7%	5.5%	11.1%	15.0%	5.4%	8.3%	8.2%	7.7%	15.0%	14.6%	8.5%	7.3%	9.8%	8.8%	6.9%	10.0%
			**	**			e	H					**							
4	1	-	-	-	1	-	1	-	1	-	1	1	-	-	-	1	-	-	1	-
	0.4%	-	-	-	0.7%	-	1.0%	-	0.5%	-	0.5%	0.5%	-	-	-	1.0%	-	-	1.1%	-
			**	**									**							
3	1	-	-	-	1	1	-	-	1	-	1	-	1	-	-	-	1	-	1	-
	0.4%	-	-	-	0.7%	0.6%	-	-	0.5%	-	0.5%	-	5.0%	-	-	-	1.1%	-	1.1%	-
			**	**									**							
2	6	1	1	1	3	4	2	-	6	1	4	5	-	1	2	-	4	2	3	1
	2.2%	1.5%	3.6%	3.4%	2.1%	2.4%	2.0%	-	3.2%	2.8%	1.8%	2.4%	-	2.1%	2.4%	-	4.3%	1.8%	3.4%	1.4%
			**	**									**				O			
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	**	**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
			**	**									**							
0 - Worst health plan possible	1	-	-	-	1	-	1	1	-	-	1	1	-	-	-	1	-	-	1	-
	0.4%	-	-	-	0.7%	-	1.0%	1.3%	-	-	0.5%	0.5%	-	-	-	1.0%	-	-	1.1%	-
			**	**									**							
SUMMARY - 0-3	8	1	1	1	5	5	3	1	7	1	6	6	1	1	2	1	5	2	5	1
	2.9%	1.5%	3.6%	3.4%	3.5%	3.0%	3.0%	1.3%	3.8%	2.8%	2.7%	2.9%	5.0%	2.1%	2.4%	1.0%	5.4%	1.8%	5.7%	1.4%
			**	**									**				o			
SUMMARY - 4-7	55	14	7	6	26	25	25	24	28	7	44	40	3	14	12	19	24	20	19	16
	20.2%	21.5%	25.0%	20.7%	18.2%	15.2%	25.3%	30.0%	15.1%	19.4%	20.0%	19.2%	15.0%	29.2%	14.6%	19.8%	26.1%	17.7%	21.8%	22.9%
			**	**			E	H					**				n			
HEDIS/CAHPS SUMMARY RATE - 8-10	209	50	20	22	112	134	71	55	150	28	170	162	16	33	68	76	63	91	63	53
	76.8%	76.9%	71.4%	75.9%	78.3%	81.7%	71.7%	68.8%	81.1%	77.8%	77.3%	77.9%	80.0%	68.8%	82.9%	79.2%	68.5%	80.5%	72.4%	75.7%
			**	**		f			G				**		P	p				
HEDIS/CAHPS SUMMARY RATE - 9-10	157	37	16	17	83	105	49	38	116	19	129	119	13	27	57	49	50	70	45	40
	57.7%	56.9%	57.1%	58.6%	58.0%	64.0%	49.5%	47.5%	62.7%	52.8%	58.6%	57.2%	65.0%	56.3%	69.5%	51.0%	54.3%	61.9%	51.7%	57.1%
			**	**		F			G				**		QP					
3-Point Score	2.41	2.38	2.36	2.48	2.42	2.51	2.29	2.23	2.50	2.39	2.42	2.41	2.45	2.33	2.56	2.38	2.30	2.46	2.33	2.40

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q36. In general, how would you rate your overall health?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 35
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q36. In general, how would you rate your overall health?																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	281	66	30	29	149	170	101	84	190	36	229	216	21	50	86	100	95	119	88	72
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	10	-	-	-	2	3	-	-	3	-	3	4	-	1	-	-	-	1	1	1
Excellent	22	12	1	1	8	16	6	8	14	4	16	14	1	7	22	-	-	18	3	1
	7.8%	18.2% bD	3.3%	3.4% **	5.4%	9.4%	5.9%	9.5%	7.4%	11.1%	7.0%	6.5%	4.8% **	14.0% k	25.6% OP	-	-	15.1% RS	3.4%	1.4%
Very good	64	23	5	1	34	36	26	14	49	7	54	50	5	10	64	-	-	47	11	5
	22.8%	34.8% bd	16.7%	3.4% **	22.8%	21.2%	25.7%	16.7%	25.8% g	19.4%	23.6%	23.1%	23.8% **	20.0%	74.4% OP	-	-	39.5% RS	12.5%	6.9%
Good	100	22	15	10	52	68	30	27	72	19	77	79	4	17	-	100	-	31	51	18
	35.6%	33.3%	50.0%	34.5% **	34.9%	40.0% f	29.7%	32.1%	37.9%	52.8% J	33.6%	36.6%	19.0% **	34.0%	-	100.0% NP	-	26.1%	58.0% QS	25.0%
Fair	75	7	8	11	44	41	29	27	43	5	63	59	7	7	-	-	75	17	21	36
	26.7%	10.6%	26.7% A	37.9% **	29.5% A	24.1%	28.7%	32.1% h	22.6%	13.9%	27.5% i	27.3% M	33.3% **	14.0%	-	-	78.9% NO	14.3%	23.9% q	50.0% QR
Poor	20	2	1	6	11	9	10	8	12	1	19	14	4	9	-	-	20	6	2	12
	7.1%	3.0%	3.3%	20.7% **	7.4%	5.3%	9.9%	9.5%	6.3%	2.8%	8.3%	6.5%	19.0% **	18.0% K	-	-	21.1% NO	5.0%	2.3%	16.7% QR
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	86	35	6	2	42	52	32	22	63	11	70	64	6	17	86	-	-	65	14	6
	30.6%	53.0% BD	20.0%	6.9% **	28.2%	30.6%	31.7%	26.2%	33.2%	30.6%	30.6%	29.6%	28.6% **	34.0%	100.0% OP	-	-	54.6% RS	15.9%	8.3%

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results
Statistics:
Overlap formulae used
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H, I/J,
K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j,
k/l/m, n/o/p, q/r/s
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q37. In general, how would you rate your overall mental or emotional health?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 36
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q37. In general, how would you rate your overall mental or emotional health?																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	282	65	29	29	151	171	101	83	192	36	230	217	21	51	85	100	94	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	9	1	1	-	-	2	-	1	1	-	2	3	-	-	1	-	1	-	-	-
Excellent	51	20	3	4	24	28	23	20	31	9	40	39	3	14	32	9	10	51	-	-
	18.1%	30.8% D	10.3% **	13.8% **	15.9%	16.4%	22.8%	24.1%	16.1%	25.0%	17.4%	18.0%	14.3% **	27.5% k	37.6% OP	9.0%	10.6%	42.5% RS	-	-
Very good	69	14	5	4	45	42	26	15	54	6	59	58	3	9	33	22	13	69	-	-
	24.5%	21.5%	17.2% **	13.8% **	29.8%	24.6%	25.7%	18.1%	28.1% g	16.7%	25.7%	26.7%	14.3% **	17.6%	38.8% OP	22.0%	13.8%	57.5% RS	-	-
Good	89	17	10	9	51	56	30	22	64	13	72	71	4	14	14	51	23	-	89	-
	31.6%	26.2%	34.5% **	31.0% **	33.8%	32.7%	29.7%	26.5%	33.3%	36.1%	31.3%	32.7%	19.0% **	27.5%	16.5%	51.0% NP	24.5%	-	100.0% QS	-
Fair	57	12	8	8	26	37	18	20	35	8	45	40	9	8	4	15	37	-	-	57
	20.2%	18.5%	27.6% **	27.6% **	17.2%	21.6%	17.8%	24.1%	18.2%	22.2%	19.6%	18.4%	42.9% **	15.7%	4.7%	15.0% N	39.4% NO	-	-	78.1% QR
Poor	16	2	3	4	5	8	4	6	8	-	14	9	2	6	2	3	11	-	-	16
	5.7%	3.1%	10.3% **	13.8% **	3.3%	4.7%	4.0%	7.2%	4.2%	-	6.1%	4.1%	9.5% **	11.8% K	2.4%	3.0%	11.7% NO	-	-	21.9% QR
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	120	34	8	8	69	70	49	35	85	15	99	97	6	23	65	31	23	120	-	-
	42.6%	52.3%	27.6% **	27.6% **	45.7%	40.9%	48.5%	42.2%	44.3%	41.7%	43.0%	44.7%	28.6% **	45.1%	76.5% OP	31.0%	24.5%	100.0% RS	-	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2016? (All respondents)

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 37
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2016? (All respondents)																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	276	63	28	29	148	167	99	81	188	33	227	215	21	47	83	97	92	117	88	68
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	8	1	-	-	-	1	-	-	1	-	1	1	-	-	-	1	1	1	-	1
Yes	158	33	13	18	90	97	55	45	109	18	130	124	9	28	44	55	57	63	55	40
	57.2%	52.4%	46.4%**	62.1%**	60.8%	58.1%	55.6%	55.6%	58.0%	54.5%	57.3%	57.7%	42.9%**	59.6%	53.0%	56.7%	62.0%	53.8%	62.5%	58.8%
No	118	30	15	11	58	70	44	36	79	15	97	91	12	19	39	42	35	54	33	28
	42.8%	47.6%	53.6%**	37.9%**	39.2%	41.9%	44.4%	44.4%	42.0%	45.5%	42.7%	42.3%	57.1%**	40.4%	47.0%	43.3%	38.0%	46.2%	37.5%	41.2%
Don't know	7	2	2	-	3	5	2	3	4	3	4	4	-	4	3	2	2	2	1	4
HEDIS/CAHPS SUMMARY RATE - Yes	158	33	13	18	90	97	55	45	109	18	130	124	9	28	44	55	57	63	55	40
	57.2%	52.4%	46.4%**	62.1%**	60.8%	58.1%	55.6%	55.6%	58.0%	54.5%	57.3%	57.7%	42.9%**	59.6%	53.0%	56.7%	62.0%	53.8%	62.5%	58.8%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2016?
(Respondents 18-64 years as of July 1 of the measurement year)

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 38
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2016? (Respondents 18-64 years as of July 1 of the measurement year)																				
Total Eligible	178	66	30	29	46	106	62	54	118	28	138	129	14	32	52	65	58	67	54	52
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	168	63	28	29	44	101	60	51	114	26	133	124	14	29	50	62	56	65	53	48
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	1	-	-	-	1	-	-	1	-	1	1	-	-	-	1	-	1	-	-
Yes	89	33	13	18	22	54	30	23	64	13	69	65	5	16	25	35	29	35	31	23
	53.0%	52.4%	46.4%**	62.1%**	50.0%	53.5%	50.0%	45.1%	56.1%	50.0%**	51.9%	52.4%	35.7%**	55.2%**	50.0%	56.5%	51.8%	53.8%	58.5%	47.9%
No	79	30	15	11	22	47	30	28	50	13	64	59	9	13	25	27	27	30	22	25
	47.0%	47.6%	53.6%**	37.9%**	50.0%	46.5%	50.0%	54.9%	43.9%	50.0%**	48.1%	47.6%	64.3%**	44.8%**	50.0%	43.5%	48.2%	46.2%	41.5%	52.1%
Don't know	6	2	2	-	2	4	2	3	3	2	4	4	-	3	2	2	2	1	1	4
HEDIS/CAHPS SUMMARY RATE - Yes	89	33	13	18	22	54	30	23	64	13	69	65	5	16	25	35	29	35	31	23
	53.0%	52.4%	46.4%**	62.1%**	50.0%	53.5%	50.0%	45.1%	56.1%	50.0%	51.9%	52.4%	35.7%	55.2%	50.0%	56.5%	51.8%	53.8%	58.5%	47.9%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 39
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	278	66	30	29	145	169	99	84	187	35	227	216	20	50	85	99	90	118	87	70
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	13	-	-	-	6	4	2	-	6	1	5	4	1	1	1	1	5	2	2	3
Every day	50	12	7	9	20	26	20	14	34	3	42	37	6	11	9	19	22	15	10	24
	18.0%	18.2%	23.3%	31.0%	13.8%	15.4%	20.2%	16.7%	18.2%	8.6%	18.5%	17.1%	30.0%	22.0%	10.6%	19.2%	24.4%	12.7%	11.5%	34.3%
Some days	27	8	2	3	12	17	8	11	13	8	17	18	1	8	6	9	11	11	9	6
	9.7%	12.1%	6.7%	10.3%	8.3%	10.1%	8.1%	13.1%	7.0%	22.9%	7.5%	8.3%	5.0%	16.0%	7.1%	9.1%	12.2%	9.3%	10.3%	8.6%
Not at all	200	46	21	17	112	125	71	59	139	24	167	160	13	30	70	70	57	92	67	40
	71.9%	69.7%	70.0%	58.6%	77.2%	74.0%	71.7%	70.2%	74.3%	68.6%	73.6%	74.1%	65.0%	60.0%	82.4%	70.7%	63.3%	78.0%	77.0%	57.1%
Don't know	1	-	-	-	1	1	-	-	1	-	1	1	-	1	-	1	-	-	1	-
	0.4%	-	-	-	0.7%	0.6%	-	-	0.5%	-	0.4%	0.5%	-	2.0%	-	1.0%	-	-	1.1%	-
HEDIS/CAHPS SUMMARY RATE - % Smokers and Tobacco Users	77	20	9	12	32	43	28	25	47	11	59	55	7	19	15	28	33	26	19	30
	27.7%	30.3%	30.0%	41.4%	22.1%	25.4%	28.3%	29.8%	25.1%	31.4%	26.0%	25.5%	35.0%	38.0%	17.6%	28.3%	36.7%	22.0%	21.8%	42.9%
				**									**	k		n	N			QR

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q40. (HEDIS) In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 40
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q40. (HEDIS) In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?																				
Total Eligible	77 100.0%	20 100.0%	9 100.0%	12 100.0%	32 100.0%	43 100.0%	28 100.0%	25 100.0%	47 100.0%	11 100.0%	59 100.0%	55 100.0%	7 100.0%	19 100.0%	15 100.0%	28 100.0%	33 100.0%	26 100.0%	19 100.0%	30 100.0%
Total Valid Responses	77 100.0%	20 100.0%	9 100.0%	12 100.0%	32 100.0%	43 100.0%	28 100.0%	25 100.0%	47 100.0%	11 100.0%	59 100.0%	55 100.0%	7 100.0%	19 100.0%	15 100.0%	28 100.0%	33 100.0%	26 100.0%	19 100.0%	30 100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	23 29.9% **	2 10.0% **	4 44.4% **	5 41.7% **	11 34.4%	13 30.2%	9 32.1% **	9 36.0% **	13 27.7%	1 9.1% **	20 33.9%	18 32.7%	3 42.9% **	3 15.8% **	2 13.3% **	4 14.3% **	17 51.5%	8 30.8% **	6 31.6% **	8 26.7%
Usually	11 14.3% **	2 10.0% **	1 11.1% **	2 16.7% **	6 18.8%	7 16.3%	4 14.3% **	4 16.0% **	7 14.9%	3 27.3% **	7 11.9%	9 16.4%	- - **	2 10.5% **	2 13.3% **	7 25.0% **	2 6.1%	5 19.2% **	3 15.8% **	3 10.0%
Sometimes	19 24.7% **	8 40.0% **	- - **	4 33.3% **	6 18.8%	12 27.9%	6 21.4% **	3 12.0% **	15 31.9%	3 27.3% **	15 25.4%	13 23.6%	2 28.6% **	8 42.1% **	7 46.7% **	7 25.0% **	4 12.1%	10 38.5% **	4 21.1% **	4 13.3%
Never	24 31.2% **	8 40.0% **	4 44.4% **	1 8.3% **	9 28.1%	11 25.6%	9 32.1% **	9 36.0% **	12 25.5%	4 36.4% **	17 28.8%	15 27.3%	2 28.6% **	6 31.6% **	4 26.7% **	10 35.7% **	10 30.3%	3 11.5% **	6 31.6% **	15 50.0%
CURRENT YEAR SUMMARY RATE - Advising Smokers and Tobacco Users to Quit Rate	53 68.8%	12 60.0% **	5 55.6% **	11 91.7% **	23 71.9%	32 74.4%	19 67.9% **	16 64.0% **	35 74.5%	7 63.6% **	42 71.2%	40 72.7%	5 71.4% **	13 68.4% **	11 73.3% **	18 64.3% **	23 69.7%	23 88.5% **	13 68.4% **	15 50.0%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q41. (HEDIS) In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 41
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q41. (HEDIS) In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?																				
Total Eligible	77	20	9	12	32	43	28	25	47	11	59	55	7	19	15	28	33	26	19	30
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	76	20	9	12	31	43	27	24	47	11	58	54	7	19	15	27	33	26	19	29
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	-	1	1	-	-	1	1	-	-	-	1	-	-	-	1
Always	10	2	1	2	4	6	3	2	7	1	8	7	1	2	2	2	6	3	4	3
	13.2%	10.0%	11.1%	16.7%	12.9%	14.0%	11.1%	8.3%	14.9%	9.1%	13.8%	13.0%	14.3%	10.5%	13.3%	7.4%	18.2%	11.5%	21.1%	10.3%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Usually	11	1	-	2	8	7	4	4	6	1	9	9	-	3	3	2	6	7	3	1
	14.5%	5.0%	-	16.7%	25.8%	16.3%	14.8%	16.7%	12.8%	9.1%	15.5%	16.7%	-	15.8%	20.0%	7.4%	18.2%	26.9%	15.8%	3.4%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Sometimes	22	6	3	5	8	13	8	7	15	2	19	15	2	8	4	9	9	7	5	10
	28.9%	30.0%	33.3%	41.7%	25.8%	30.2%	29.6%	29.2%	31.9%	18.2%	32.8%	27.8%	28.6%	42.1%	26.7%	33.3%	27.3%	26.9%	26.3%	34.5%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Never	33	11	5	3	11	17	12	11	19	7	22	23	4	6	6	14	12	9	7	15
	43.4%	55.0%	55.6%	25.0%	35.5%	39.5%	44.4%	45.8%	40.4%	63.6%	37.9%	42.6%	57.1%	31.6%	40.0%	51.9%	36.4%	34.6%	36.8%	51.7%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
CURRENT YEAR SUMMARY RATE - Discussing Cessation Medications Rate	43	9	4	9	20	26	15	13	28	4	36	31	3	13	9	13	21	17	12	14
	56.6%	45.0%	44.4%	75.0%	64.5%	60.5%	55.6%	54.2%	59.6%	36.4%	62.1%	57.4%	42.9%	68.4%	60.0%	48.1%	63.6%	65.4%	63.2%	48.3%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q42. (HEDIS) In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q42. (HEDIS) In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?																				
Total Eligible	77	20	9	12	32	43	28	25	47	11	59	55	7	19	15	28	33	26	19	30
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	75	20	9	11	32	43	27	24	47	11	58	55	6	19	15	28	31	26	19	28
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	1	-	-	1	1	-	-	1	-	1	-	-	-	2	-	-	2
Always	6	1	-	1	4	3	3	2	4	-	6	4	2	2	1	1	4	2	1	3
	8.0%	5.0%	**	9.1%	12.5%	7.0%	11.1%	8.3%	8.5%	-	10.3%	7.3%	33.3%	10.5%	6.7%	3.6%	12.9%	7.7%	5.3%	10.7%
Usually	5	-	-	1	4	4	1	1	4	-	5	5	-	1	1	1	3	2	1	2
	6.7%	-	-	9.1%	12.5%	9.3%	3.7%	4.2%	8.5%	-	8.6%	9.1%	-	5.3%	6.7%	3.6%	9.7%	7.7%	5.3%	7.1%
Sometimes	19	6	2	1	8	10	7	6	10	2	14	12	2	4	6	4	8	10	2	5
	25.3%	30.0%	22.2%	9.1%	25.0%	23.3%	25.9%	25.0%	21.3%	18.2%	24.1%	21.8%	33.3%	21.1%	40.0%	14.3%	25.8%	38.5%	10.5%	17.9%
Never	45	13	7	8	16	26	16	15	29	9	33	34	2	12	7	22	16	12	15	18
	60.0%	65.0%	77.8%	72.7%	50.0%	60.5%	59.3%	62.5%	61.7%	81.8%	56.9%	61.8%	33.3%	63.2%	46.7%	78.6%	51.6%	46.2%	78.9%	64.3%
CURRENT YEAR SUMMARY RATE - Discussing Cessation Strategies Rate	30	7	2	3	16	17	11	9	18	2	25	21	4	7	8	6	15	14	4	10
	40.0%	35.0%	22.2%	27.3%	50.0%	39.5%	40.7%	37.5%	38.3%	18.2%	43.1%	38.2%	66.7%	36.8%	53.3%	21.4%	48.4%	53.8%	21.1%	35.7%
		**	**	**			**	**		**			**	**	**	**		**	**	**

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:
- Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
- Minimum Base: 30 (**), Small Base: 30 (*)

Q43. Do you take aspirin daily or every other day?
(All respondents)

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 43
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q43. Do you take aspirin daily or every other day? (All respondents)

Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	276	65	28	28	149	169	99	82	189	36	226	215	21	50	84	98	91	118	86	69
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	11	-	-	1	2	2	1	1	2	-	3	3	-	-	-	-	4	-	1	4
Yes	80	1	4	8	65	53	27	27	53	8	67	69	4	20	14	27	37	29	28	23
	29.0%	1.5%	14.3%	28.6%	43.6%	31.4%	27.3%	32.9%	28.0%	22.2%	29.6%	32.1%	19.0%	40.0%	16.7%	27.6%	40.7%	24.6%	32.6%	33.3%
No	196	64	24	20	84	116	72	55	136	28	159	146	17	30	70	71	54	89	58	46
	71.0%	98.5%	85.7%	71.4%	56.4%	68.6%	72.7%	67.1%	72.0%	77.8%	70.4%	67.9%	81.0%	60.0%	83.3%	72.4%	59.3%	75.4%	67.4%	66.7%
Don't know	4	1	2	-	-	2	1	1	2	-	3	2	-	1	2	2	-	2	2	-
HEDIS/CAHPS SUMMARY RATE - Yes	80	1	4	8	65	53	27	27	53	8	67	69	4	20	14	27	37	29	28	23
	29.0%	1.5%	14.3%	28.6%	43.6%	31.4%	27.3%	32.9%	28.0%	22.2%	29.6%	32.1%	19.0%	40.0%	16.7%	27.6%	40.7%	24.6%	32.6%	33.3%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 44
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	244	59	25	22	132	150	88	71	167	32	198	192	19	40	78	89	74	107	81	53
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	13	-	-	1	4	4	1	1	4	-	5	5	-	2	-	2	4	-	2	5
Yes	26	-	1	1	24	13	13	4	22	1	24	19	4	7	8	4	14	13	7	6
	10.7%	-	4.0%	4.5%	18.2%	8.7%	14.8%	5.6%	13.2%	3.1%	12.1%	9.9%	21.1%	17.5%	10.3%	4.5%	18.9%	12.1%	8.6%	11.3%
No	218	59	24	21	108	137	75	67	145	31	174	173	15	33	70	85	60	94	74	47
	89.3%	100.0%	96.0%	95.5%	81.8%	91.3%	85.2%	94.4%	86.8%	96.9%	87.9%	90.1%	78.9%	82.5%	89.7%	95.5%	81.1%	87.9%	91.4%	88.7%
Don't know	34	7	5	6	15	19	12	12	22	4	29	23	2	9	8	9	17	13	6	15
HEDIS/CAHPS SUMMARY RATE - No	218	59	24	21	108	137	75	67	145	31	174	173	15	33	70	85	60	94	74	47
	89.3%	100.0%	96.0%	95.5%	81.8%	91.3%	85.2%	94.4%	86.8%	96.9%	87.9%	90.1%	78.9%	82.5%	89.7%	95.5%	81.1%	87.9%	91.4%	88.7%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	275	65	30	27	147	169	98	82	188	34	227	215	20	48	85	97	89	118	86	68
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	16	1	-	2	4	4	3	2	5	2	5	5	1	3	1	3	6	2	3	5
Yes	116	16	8	9	82	69	46	35	81	5	107	101	9	18	32	36	47	46	38	31
	42.2%	24.6%	26.7%	33.3%	55.8% AB	40.8%	46.9%	42.7%	43.1%	14.7%	47.1% I	47.0%	45.0% **	37.5%	37.6%	37.1%	52.8% NO	39.0%	44.2%	45.6%
No	159	49	22	18	65	100	52	47	107	29	120	114	11	30	53	61	42	72	48	37
	57.8%	75.4% D	73.3% D	66.7% **	44.2%	59.2%	53.1%	57.3%	56.9%	85.3% J	52.9%	53.0%	55.0% **	62.5%	62.4% P	62.9% P	47.2%	61.0%	55.8%	54.4%
HEDIS/CAHPS SUMMARY RATE - Yes	116	16	8	9	82	69	46	35	81	5	107	101	9	18	32	36	47	46	38	31
	42.2%	24.6%	26.7%	33.3%	55.8%	40.8%	46.9%	42.7%	43.1%	14.7%	47.1%	47.0%	45.0%	37.5%	37.6%	37.1%	52.8%	39.0%	44.2%	45.6%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q46. Are you aware that you have any of the following conditions? Check all that apply.

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Col/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q46. Are you aware that you have any of the following conditions? Check all that apply.																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	238	21	14	26	173	133	100	79	157	22	205	195	18	48	51	72	115	95	72	69
Total Respondents	158	17	13	18	107	89	64	54	102	14	137	129	12	29	37	51	70	62	52	42
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
High cholesterol	75	4	1	7	61	44	29	30	44	6	65	62	7	16	15	21	39	30	21	24
	47.5%	23.5%	7.7%	38.9%	57.0%	49.4%	45.3%	55.6%	43.1%	42.9%	47.4%	48.1%	58.3%	55.2%	40.5%	41.2%	55.7%	48.4%	40.4%	57.1%
High blood pressure	111	7	9	12	81	62	48	34	76	11	94	87	10	22	23	36	52	43	36	31
	70.3%	41.2%	69.2%	66.7%	75.7%	69.7%	75.0%	63.0%	74.5%	78.6%	68.6%	67.4%	83.3%	75.9%	62.2%	70.6%	74.3%	69.4%	69.2%	73.8%
Parent or sibling with heart attack before the age of 60	52	10	4	7	31	27	23	15	37	5	46	46	1	10	13	15	24	22	15	14
	32.9%	58.8%	30.8%	38.9%	29.0%	30.3%	35.9%	27.8%	36.3%	35.7%	33.6%	35.7%	8.3%	34.5%	35.1%	29.4%	34.3%	35.5%	28.8%	33.3%
		**	**	**						**			**	**						

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 47
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	144	10	7	15	111	89	54	44	99	12	128	119	12	33	35	24	84	60	35	49
Total Respondents	105	9	7	13	75	66	38	33	71	10	91	83	10	26	28	21	55	46	25	34
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A heart attack	23	1	-	2	20	14	9	9	14	1	21	21	1	5	4	1	18	8	6	9
	21.9%	11.1%	**	15.4%	26.7%	21.2%	23.7%	27.3%	19.7%	10.0%	23.1%	25.3%	10.0%	19.2%	14.3%	4.8%	32.7%	17.4%	24.0%	26.5%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Angina or coronary heart disease	24	-	-	-	24	17	7	7	17	-	23	22	1	2	7	-	17	12	4	8
	22.9%	**	**	**	32.0%	25.8%	18.4%	21.2%	23.9%	**	25.3%	26.5%	10.0%	7.7%	25.0%	**	30.9%	26.1%	16.0%	23.5%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Stroke	22	2	-	4	16	13	9	6	16	3	18	18	3	5	7	4	11	6	8	8
	21.0%	22.2%	**	30.8%	21.3%	19.7%	23.7%	18.2%	22.5%	30.0%	19.8%	21.7%	30.0%	19.2%	25.0%	19.0%	20.0%	13.0%	32.0%	23.5%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Any kind of diabetes or high blood sugar	75	7	7	9	51	45	29	22	52	8	66	58	7	21	17	19	38	34	17	24
	71.4%	77.8%	100.0%	69.2%	68.0%	68.2%	76.3%	66.7%	73.2%	80.0%	72.5%	69.9%	70.0%	80.8%	60.7%	90.5%	69.1%	73.9%	68.0%	70.6%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Cell Contents:
- Count
- Column Percentage
- Statistical Test Results

Presented by SPH Analytics
770-978-3173
2017

Statistics:
Overlap formulae used
- Column Proportions:
Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
Minimum Base: 30 (**), Small Base: 30 (*)

Q48. In the last 6 months, did you get health care
3 or more times for the same condition or
problem?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 48
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D		E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	271	66	30	29	143	167	99	83	186	35	225	213	20	50	83	96	89	115	84	70
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	20	-	-	-	8	6	2	1	7	1	7	7	1	1	3	4	6	5	5	3
Yes	105	20	10	15	58	57	46	34	69	10	91	77	16	21	22	31	50	41	27	37
	38.7%	30.3%	33.3%	51.7%	40.6%	34.1%	46.5%	41.0%	37.1%	28.6%	40.4%	36.2%	80.0%	42.0%	26.5%	32.3%	56.2%	35.7%	32.1%	52.9%
No	166	46	20	14	85	110	53	49	117	25	134	136	4	29	61	65	39	74	57	33
	61.3%	69.7%	66.7%	48.3%	59.4%	65.9%	53.5%	59.0%	62.9%	71.4%	59.6%	63.8%	20.0%	58.0%	73.5%	67.7%	43.8%	64.3%	67.9%	47.1%
				**		F							**		P	P		S	S	QR
HEDIS/CAHPS SUMMARY RATE - Yes	105	20	10	15	58	57	46	34	69	10	91	77	16	21	22	31	50	41	27	37
	38.7%	30.3%	33.3%	51.7%	40.6%	34.1%	46.5%	41.0%	37.1%	28.6%	40.4%	36.2%	80.0%	42.0%	26.5%	32.3%	56.2%	35.7%	32.1%	52.9%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 49
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D		E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.																				
Total Eligible	105 100.0%	20 100.0%	10 100.0%	15 100.0%	58 100.0%	57 100.0%	46 100.0%	34 100.0%	69 100.0%	10 100.0%	91 100.0%	77 100.0%	16 100.0%	21 100.0%	22 100.0%	31 100.0%	50 100.0%	41 100.0%	27 100.0%	37 100.0%
Total Valid Responses	103 100.0%	20 100.0%	10 100.0%	15 100.0%	56 100.0%	56 100.0%	45 100.0%	34 100.0%	67 100.0%	10 100.0%	89 100.0%	75 100.0%	16 100.0%	21 100.0%	22 100.0%	31 100.0%	48 100.0%	41 100.0%	27 100.0%	35 100.0%
No Answer	2	-	-	-	2	1	1	-	2	-	2	2	-	-	-	-	2	-	-	2
Yes	79 76.7%	9 45.0% **	8 80.0% **	15 100.0% **	45 80.4%	41 73.2%	36 80.0%	25 73.5%	52 77.6%	5 50.0% **	71 79.8%	60 80.0%	10 62.5% **	16 76.2% **	10 45.5% **	26 83.9%	41 85.4%	29 70.7%	21 77.8% **	29 82.9%
No	24 23.3%	11 55.0% **	2 20.0% **	- - **	11 19.6%	15 26.8%	9 20.0%	9 26.5%	15 22.4%	5 50.0% **	18 20.2%	15 20.0%	6 37.5% **	5 23.8% **	12 54.5% **	5 16.1%	7 14.6%	12 29.3%	6 22.2% **	6 17.1%
HEDIS/CAHPS SUMMARY RATE - Yes	79 76.7%	9 45.0%	8 80.0%	15 100.0%	45 80.4%	41 73.2%	36 80.0%	25 73.5%	52 77.6%	5 50.0%	71 79.8%	60 80.0%	10 62.5%	16 76.2%	10 45.5%	26 83.9%	41 85.4%	29 70.7%	21 77.8%	29 82.9%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 50
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D		E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	273	66	29	29	147	169	100	83	189	34	229	216	20	49	82	98	90	118	84	69
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	18	-	1	-	4	4	1	1	4	2	3	4	1	2	4	2	5	2	5	4
Yes	199	26	23	24	124	124	73	66	132	17	175	163	14	33	42	71	83	75	65	58
	72.9%	39.4%	79.3% **	82.8% **	84.4% A	73.4%	73.0%	79.5% h	69.8%	50.0%	76.4% I	75.5%	70.0% **	67.3%	51.2%	72.4% N	92.2% NO	63.6%	77.4% Q	84.1% Q
No	74	40	6	5	23	45	27	17	57	17	54	53	6	16	40	27	7	43	19	11
	27.1%	60.6% D	20.7% **	17.2% **	15.6%	26.6%	27.0%	20.5%	30.2% g	50.0% J	23.6%	24.5%	30.0% **	32.7%	48.8% OP	27.6% P	7.8%	36.4% RS	22.6%	15.9%
HEDIS/CAHPS SUMMARY RATE - Yes	199	26	23	24	124	124	73	66	132	17	175	163	14	33	42	71	83	75	65	58
	72.9%	39.4%	79.3%	82.8%	84.4%	73.4%	73.0%	79.5%	69.8%	50.0%	76.4%	75.5%	70.0%	67.3%	51.2%	72.4%	92.2%	63.6%	77.4%	84.1%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2017

Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 51
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.																				
Total Eligible	199	26	23	24	124	124	73	66	132	17	175	163	14	33	42	71	83	75	65	58
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	196	25	23	24	122	121	73	65	130	17	172	160	14	32	41	69	83	75	63	57
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	1	-	-	2	3	-	1	2	-	3	3	-	1	1	2	-	-	2	1
Yes	179	19	20	23	116	105	72	57	121	14	159	151	11	30	36	63	78	70	57	51
	91.3%	76.0%	87.0%	95.8%	95.1%	86.8%	98.6%	87.7%	93.1%	82.4%	92.4%	94.4%	78.6%	93.8%	87.8%	91.3%	94.0%	93.3%	90.5%	89.5%
No	17	6	3	1	6	16	1	8	9	3	13	9	3	2	5	6	5	5	6	6
	8.7%	24.0%	13.0%	4.2%	4.9%	13.2%	1.4%	12.3%	6.9%	17.6%	7.6%	5.6%	21.4%	6.3%	12.2%	8.7%	6.0%	6.7%	9.5%	10.5%
HEDIS/CAHPS SUMMARY RATE - Yes	179	19	20	23	116	105	72	57	121	14	159	151	11	30	36	63	78	70	57	51
	91.3%	76.0%	87.0%	95.8%	95.1%	86.8%	98.6%	87.7%	93.1%	82.4%	92.4%	94.4%	78.6%	93.8%	87.8%	91.3%	94.0%	93.3%	90.5%	89.5%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q52. What is your age?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)Table: 52
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q52. What is your age?

Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	276	66	30	29	151	171	101	83	192	36	230	218	20	50	85	99	90	119	87	68
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	15	-	-	-	-	2	-	1	1	-	2	2	1	1	1	1	5	1	2	5
18 to 24	21	21	-	-	-	16	5	3	18	4	16	16	1	3	8	9	4	9	6	6
	7.6%	31.8% BD	-	-	-	9.4%	5.0%	3.6%	9.4% g	11.1%	7.0%	7.3%	5.0% **	6.0%	9.4%	9.1%	4.4%	7.6%	6.9%	8.8%
25 to 34	45	45	-	-	-	23	21	15	30	14	30	29	2	13	27	13	5	25	11	8
	16.3%	68.2% BD	-	-	-	13.5%	20.8%	18.1%	38.9% J	38.9%	13.0%	13.3%	10.0% **	26.0% K	31.8% OP	13.1% p	5.6%	21.0%	12.6%	11.8%
35 to 44	30	-	30	-	-	20	9	7	23	5	25	20	3	4	6	15	9	8	10	11
	10.9%	-	100.0% AD	-	-	11.7%	8.9%	8.4%	12.0%	13.9%	10.9%	9.2%	15.0% **	8.0%	7.1%	15.2% n	10.0%	6.7%	11.5%	16.2% Q
45 to 54	29	-	-	29	-	17	11	12	17	3	26	24	1	4	2	10	17	8	9	12
	10.5%	-	-	100.0% **	-	9.9%	10.9%	14.5%	8.9%	8.3%	11.3%	11.0%	5.0% **	8.0%	2.4%	10.1% N	18.9% Nb	6.7%	10.3%	17.6% Q
55 to 64	45	-	-	-	45	30	14	17	28	2	39	39	6	7	9	17	19	17	17	11
	16.3%	-	-	-	29.8% AB	17.5%	13.9%	20.5%	14.6%	5.6%	17.0% i	17.9%	30.0% **	14.0%	10.6%	17.2%	21.1% n	14.3%	19.5%	16.2%
65 to 74	49	-	-	-	49	21	28	9	39	4	42	41	4	7	12	17	20	24	16	9
	17.8%	-	-	-	32.5% AB	12.3%	27.7% E	10.8%	20.3% g	11.1%	18.3%	18.8%	20.0% **	14.0%	14.1%	17.2%	22.2%	20.2%	18.4%	13.2%
75 or older	57	-	-	-	57	44	13	20	37	4	52	49	3	12	21	18	16	28	18	11
	20.7%	-	-	-	37.7% AB	25.7% F	12.9%	24.1%	19.3%	11.1%	22.6%	22.5%	15.0% **	24.0%	24.7%	18.2%	17.8%	23.5%	20.7%	16.2%
SPHA SUMMARY RATE - Members 18 to 34	66	66	-	-	-	39	26	18	48	18	46	45	3	16	35	22	9	34	17	14
	23.9%	100.0% BD	-	-	-	22.8%	25.7%	21.7%	25.0%	50.0% J	20.0%	20.6%	15.0% **	32.0% k	41.2% OP	22.2% P	10.0%	28.6%	19.5%	20.6%
SPHA SUMMARY RATE - Members 35 to 44	30	-	30	-	-	20	9	7	23	5	25	20	3	4	6	15	9	8	10	11
	10.9%	-	100.0%	-	-	11.7%	8.9%	8.4%	12.0%	13.9%	10.9%	9.2%	15.0%	8.0%	7.1%	15.2%	10.0%	6.7%	11.5%	16.2%
SPHA SUMMARY RATE - Members 45 to 54	29	-	-	29	-	17	11	12	17	3	26	24	1	4	2	10	17	8	9	12
	10.5%	-	-	100.0%	-	9.9%	10.9%	14.5%	8.9%	8.3%	11.3%	11.0%	5.0%	8.0%	2.4%	10.1%	18.9%	6.7%	10.3%	17.6%
SPHA SUMMARY RATE - Members 55 or older	151	-	-	-	151	95	55	46	104	10	133	129	13	26	42	52	55	69	51	31
	54.7%	-	-	-	100.0% **	55.6%	54.5%	55.4%	54.2%	27.8%	57.8% I	59.2%	65.0% **	52.0%	49.4%	52.5%	61.1%	58.0%	58.6%	45.6%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics

770-978-3173

2017

Q53. Are you male or female?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)Table: 53
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q53. Are you male or female?

Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	277	66	30	29	150	173	100	84	193	36	231	219	21	50	85	99	90	120	86	69
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	14	-	-	-	1	-	1	-	-	-	1	1	-	1	1	1	5	-	3	4
Male	84	18	7	12	46	51	30	84	-	11	69	67	9	18	22	27	35	35	22	26
	30.3%	27.3%	23.3%	41.4% **	30.7%	29.5%	30.0%	100.0% H	-	30.6%	29.9%	30.6%	42.9% **	36.0%	25.9%	27.3%	38.9% no	29.2%	25.6%	37.7%
Female	193	48	23	17	104	122	70	-	193	25	162	152	12	32	63	72	55	85	64	43
	69.7%	72.7%	76.7%	58.6% **	69.3%	70.5%	70.0%	-	100.0% G	69.4%	70.1%	69.4%	57.1% **	64.0%	74.1% p	72.7% p	61.1%	70.8%	74.4%	62.3%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J,
K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j,
k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q54. What is the highest grade or level of school that you have completed?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 54
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q54. What is the highest grade or level of school that you have completed?																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	274	65	29	28	150	173	101	81	192	36	228	215	21	50	84	98	89	119	86	67
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	17	1	1	1	1	-	-	3	1	-	4	5	-	1	2	2	6	1	3	6
8th grade or less	19	2	2	4	11	19	-	7	12	6	13	10	2	6	4	8	7	6	6	7
	6.9%	3.1%	6.9%	14.3%	7.3%	11.0%	-	8.6%	6.3%	16.7%	5.7%	4.7%	9.5%	12.0%	4.8%	8.2%	7.9%	5.0%	7.0%	10.4%
Some high school, but did not graduate	25	5	3	5	12	25	-	12	13	7	16	16	2	8	6	11	8	6	9	10
	9.1%	7.7%	10.3%	17.9%	8.0%	14.5%	-	14.8%	6.8%	19.4%	7.0%	7.4%	9.5%	16.0%	7.1%	11.2%	9.0%	5.0%	10.5%	14.9%
High school graduate or GED	129	32	15	8	72	129	-	32	97	14	110	105	8	21	42	49	35	58	41	28
	47.1%	49.2%	51.7%	28.6%	48.0%	74.6%	-	39.5%	50.5%	38.9%	48.2%	48.8%	38.1%	42.0%	50.0%	50.0%	39.3%	48.7%	47.7%	41.8%
Some college or 2-year degree	74	16	8	8	42	-	74	21	52	8	64	60	7	12	24	22	28	35	23	16
	27.0%	24.6%	27.6%	28.6%	28.0%	-	73.3%	25.9%	27.1%	22.2%	28.1%	27.9%	33.3%	24.0%	28.6%	22.4%	31.5%	29.4%	26.7%	23.9%
4-year college graduate	21	8	-	3	10	-	21	8	13	1	19	18	2	3	5	7	9	11	6	4
	7.7%	12.3%	-	10.7%	6.7%	-	20.8%	9.9%	6.8%	2.8%	8.3%	8.4%	9.5%	6.0%	6.0%	7.1%	10.1%	9.2%	7.0%	6.0%
More than 4-year college degree	6	2	1	-	3	-	6	1	5	-	6	6	-	-	3	1	2	3	1	2
	2.2%	3.1%	3.4%	-	2.0%	-	5.9%	1.2%	2.6%	-	2.6%	2.8%	-	-	3.6%	1.0%	2.2%	2.5%	1.2%	3.0%
SPHA SUMMARY RATE - High school graduate or less	173	39	20	17	95	173	-	51	122	27	139	131	12	35	52	68	50	70	56	45
	63.1%	60.0%	69.0%	60.7%	63.3%	100.0%	-	63.0%	63.5%	75.0%	61.0%	60.9%	57.1%	70.0%	61.9%	69.4%	56.2%	58.8%	65.1%	67.2%
SPHA SUMMARY RATE - Some college	74	16	8	8	42	-	74	21	52	8	64	60	7	12	24	22	28	35	23	16
	27.0%	24.6%	27.6%	28.6%	28.0%	-	73.3%	25.9%	27.1%	22.2%	28.1%	27.9%	33.3%	24.0%	28.6%	22.4%	31.5%	29.4%	26.7%	23.9%
SPHA SUMMARY RATE - 4-year college graduate or more	27	10	1	3	13	-	27	9	18	1	25	24	2	3	8	8	11	14	7	6
	9.9%	15.4%	3.4%	10.7%	8.7%	-	26.7%	11.1%	9.4%	2.8%	11.0%	11.2%	9.5%	6.0%	9.5%	8.2%	12.4%	11.8%	8.1%	9.0%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q55. Are you of Hispanic or Latino origin or descent?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 55
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q55. Are you of Hispanic or Latino origin or descent?																				
Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	268	64	30	29	143	166	98	80	187	36	232	212	21	48	81	96	88	114	85	67
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	23	2	-	-	8	7	3	4	6	-	-	8	-	3	5	4	7	6	4	6
Yes, Hispanic or Latino	36	18	5	3	10	27	9	11	25	36	-	13	1	14	11	19	6	15	13	8
	13.4%	28.1% D	16.7% d	10.3% **	7.0%	16.3%	9.2%	13.8%	13.4%	100.0% J	-	6.1%	4.8% **	29.2% K	13.6%	19.8% P	6.8%	13.2%	15.3%	11.9%
No, Not Hispanic or Latino	232	46	25	26	133	139	89	69	162	-	232	199	20	34	70	77	82	99	72	59
	86.6%	71.9%	83.3%	89.7% **	93.0% Ab	83.7%	90.8%	86.3%	86.6%	-	100.0% I	93.9% M	95.2% **	70.8%	86.4%	80.2%	93.2% O	86.8%	84.7%	88.1%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q56. What is your race? Please mark one or more.

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 56
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q56. What is your race? Please mark one or more.

Total Eligible	291	66	30	29	151	173	101	84	193	36	232	220	21	51	86	100	95	120	89	73
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	303	69	27	30	173	188	109	96	205	32	259	248	28	88	90	104	104	132	93	75
Total Respondents	266	59	26	28	150	164	97	81	183	25	230	220	21	51	81	93	88	116	82	65
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
White	220	45	20	24	129	131	84	67	152	13	199	220	1	21	64	79	73	97	71	49
	82.7%	76.3%	76.9%	85.7%	86.0%	79.9%	86.6%	82.7%	83.1%	52.0%	86.5%	100.0%	4.8%	41.2%	79.0%	84.9%	83.0%	83.6%	86.6%	75.4%
Black or African-American	21	3	3	1	13	12	9	9	12	1	20	1	21	5	6	4	11	6	4	11
	7.9%	5.1%	11.5%	3.6%	8.7%	7.3%	9.3%	11.1%	6.6%	4.0%	8.7%	0.5%	100.0%	9.8%	7.4%	4.3%	12.5%	5.2%	4.9%	16.9%
Asian	7	3	1	-	3	6	1	5	2	-	6	2	1	7	2	2	3	4	1	2
	2.6%	5.1%	3.8%	-	2.0%	3.7%	1.0%	6.2%	1.1%	-	2.6%	0.9%	4.8%	13.7%	2.5%	2.2%	3.4%	3.4%	1.2%	3.1%
Native Hawaiian or other Pacific Islander	4	3	-	-	1	3	1	-	4	-	4	3	-	4	3	1	-	3	1	-
	1.5%	5.1%	-	-	0.7%	1.8%	1.0%	-	2.2%	-	1.7%	1.4%	-	7.8%	3.7%	1.1%	-	2.6%	1.2%	-
American Indian or Alaska Native	20	6	1	3	9	13	7	5	15	5	15	10	3	20	5	10	5	9	6	5
	7.5%	10.2%	3.8%	10.7%	6.0%	7.9%	7.2%	6.2%	8.2%	20.0%	6.5%	4.5%	14.3%	39.2%	6.2%	10.8%	5.7%	7.8%	7.3%	7.7%
Other	31	9	2	2	18	23	7	10	20	13	15	12	2	31	10	8	12	13	10	8
	11.7%	15.3%	7.7%	7.1%	12.0%	14.0%	7.2%	12.3%	10.9%	52.0%	6.5%	5.5%	9.5%	60.8%	12.3%	8.6%	13.6%	11.2%	12.2%	12.3%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q57. Did someone help you complete this survey?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)Table: 57
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q57. Did someone help you complete this survey?

Total Eligible	136	19	8	17	89	84	48	43	90	13	114	120	5	13	39	48	47	66	44	25
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	134	19	8	17	88	83	48	42	90	12	114	119	5	13	39	47	46	65	44	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	1	1	-	1	-	1	-	1	-	-	-	1	1	1	-	1
Yes	30	10	4	2	14	26	3	14	15	3	27	27	-	3	10	12	8	11	9	10
	22.4%	52.6%	50.0%	11.8%	15.9%	31.3%	6.3%	33.3%	16.7%	25.0%	23.7%	22.7%	-	23.1%	25.6%	25.5%	17.4%	16.9%	20.5%	41.7%
		**	**	**		F		H		**			**	**						**
No	104	9	4	15	74	57	45	28	75	9	87	92	5	10	29	35	38	54	35	14
	77.6%	47.4%	50.0%	88.2%	84.1%	68.7%	93.8%	66.7%	83.3%	75.0%	76.3%	77.3%	100.0%	76.9%	74.4%	74.5%	82.6%	83.1%	79.5%	58.3%
		**	**	**		E		G		**			**	**						**

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J,
K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j,
k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q58. How did that person help you? Check all that apply.

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 58
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q58. How did that person help you? Check all that apply.

Total Eligible	30	10	4	2	14	26	3	14	15	3	27	27	-	3	10	12	8	11	9	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	42	14	6	2	20	33	8	17	21	5	37	36	-	6	16	15	11	17	15	10
Total Respondents	30	10	4	2	14	26	3	14	15	3	27	27	-	3	10	12	8	11	9	10
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Read the questions to me	10 33.3%	3 30.0%	1 25.0%	- 0.0%	6 42.9%	7 26.9%	3 100.0%	4 28.6%	5 33.3%	1 33.3%	9 33.3%	9 33.3%	- 0.0%	1 33.3%	6 60.0%	3 25.0%	1 12.5%	6 54.5%	4 44.4%	- 0.0%
Wrote down the answers I gave	8 26.7%	2 20.0%	1 25.0%	- 0.0%	5 35.7%	6 23.1%	2 66.7%	2 14.3%	5 33.3%	2 66.7%	6 22.2%	7 25.9%	- 0.0%	1 33.3%	3 30.0%	2 16.7%	3 37.5%	3 27.3%	3 33.3%	2 20.0%
Answered the questions for me	16 53.3%	7 70.0%	2 50.0%	2 100.0%	5 35.7%	15 57.7%	- 0.0%	8 57.1%	8 53.3%	1 33.3%	15 55.6%	16 59.3%	- 0.0%	- 0.0%	4 40.0%	8 66.7%	4 50.0%	5 45.5%	4 44.4%	7 70.0%
Translated the questions into my language	4 13.3%	1 10.0%	1 25.0%	- 0.0%	2 14.3%	3 11.5%	1 33.3%	2 14.3%	1 6.7%	1 33.3%	3 11.1%	1 3.7%	- 0.0%	3 100.0%	1 10.0%	1 8.3%	2 25.0%	2 18.2%	1 11.1%	1 10.0%
Helped in some other way	4 13.3%	1 10.0%	1 25.0%	- 0.0%	2 14.3%	2 7.7%	2 66.7%	1 7.1%	2 13.3%	- 0.0%	4 14.8%	3 11.1%	- 0.0%	1 33.3%	2 20.0%	1 8.3%	1 12.5%	1 9.1%	3 33.3%	- 0.0%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q1. Our records show that you are now in
WellCare of Nebraska. Is that right?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 59
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q1. Our records show that you are now in WellCare of Nebraska. Is that right?

Total Eligible	291 100.0%	63 100.0%	209 100.0%	49 100.0%	169 100.0%	29 100.0%	203 100.0%	46 100.0%	69 100.0%	157 100.0%	99 100.0%	185 100.0%	19 100.0%	78 100.0%	157 100.0%	120 100.0%	136 100.0%	155 100.0%	- -
Total Valid Responses	278 100.0%	59 100.0%	201 100.0%	46 100.0%	164 100.0%	27 100.0%	194 100.0%	44 100.0%	65 100.0%	151 100.0%	96 100.0%	176 100.0%	19 100.0%	75 100.0%	151 100.0%	114 100.0%	128 100.0%	150 100.0%	- -
No Answer	13	4	8	3	5	2	9	2	4	6	3	9	-	3	6	6	8	5	-
Yes	278 100.0%	59 100.0%	201 100.0%	46 100.0%	164 100.0%	27 100.0%	194 100.0%	44 100.0%	65 100.0%	151 100.0%	96 100.0%	176 100.0%	19 100.0%	75 100.0%	151 100.0%	114 100.0%	128 100.0%	150 100.0%	- -
No	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Yes	278 100.0%	59 100.0%	201 100.0%	46 100.0%	164 100.0%	27 100.0%	194 100.0%	44 100.0%	65 100.0%	151 100.0%	96 100.0%	176 100.0%	19 100.0%	75 100.0%	151 100.0%	114 100.0%	128 100.0%	150 100.0%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I,
J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i,
j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 60
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

Total Eligible	291	63	209	49	169	29	203	46	69	157	99	185	19	78	157	120	136	155	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	285	62	204	49	167	29	201	45	68	153	97	181	19	76	154	119	131	154	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	6	1	5	-	2	-	2	1	1	4	2	4	-	2	3	1	5	1	-
Yes	103	28	69	22	70	9	68	16	29	52	44	56	8	35	35	64	52	51	-
	36.1%	45.2%	33.8%	44.9%	41.9%	31.0%**	33.8%	35.6%	42.6%	34.0%	45.4%K	30.9%	42.1%**	46.1%	22.7%	53.8%N	39.7%	33.1%	-
No	182	34	135	27	97	20	133	29	39	101	53	125	11	41	119	55	79	103	-
	63.9%	54.8%	66.2%	55.1%	58.1%	69.0%**	66.2%	64.4%	57.4%	66.0%	54.6%	69.1%J	57.9%**	53.9%	77.3%O	46.2%	60.3%	66.9%	-
HEDIS/CAHPS SUMMARY RATE - Yes	103	28	69	22	70	9	68	16	29	52	44	56	8	35	35	64	52	51	-
	36.1%	45.2%	33.8%	44.9%	41.9%	31.0%**	33.8%	35.6%	42.6%	34.0%	45.4%K	30.9%	42.1%**	46.1%	22.7%	53.8%N	39.7%	33.1%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q4. (GCQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 61
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q4. (GCQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?																		
Total Eligible	103	28	69	22	70	9	68	16	29	52	44	56	8	35	35	64	52	51
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	101	27	69	21	69	8	67	16	28	52	44	54	8	35	35	62	51	50
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	1	-	1	1	1	1	-	1	-	-	2	-	-	-	2	1	1
																		-
Always	75	17	53	12	57	6	48	9	19	42	34	40	6	27	23	50	39	36
	74.3%	63.0%	76.8%	57.1%	82.6%	75.0%	71.6%	56.3%	67.9%	80.8%	77.3%	74.1%	75.0%	77.1%	65.7%	80.6%	76.5%	72.0%
Usually	14	4	10	3	9	-	12	2	6	6	6	7	1	5	5	7	7	7
	13.9%	14.8%	14.5%	14.3%	13.0%	-	17.9%	12.5%	21.4%	11.5%	13.6%	13.0%	12.5%	14.3%	14.3%	11.3%	13.7%	14.0%
Sometimes	10	6	4	5	3	2	7	5	2	3	4	5	1	3	5	5	4	6
	9.9%	22.2%	5.8%	23.8%	4.3%	25.0%	10.4%	31.3%	7.1%	5.8%	9.1%	9.3%	12.5%	8.6%	14.3%	8.1%	7.8%	12.0%
Never	2	-	2	1	-	-	-	-	1	1	-	2	-	-	2	-	1	1
	2.0%	-	2.9%	4.8%	-	-	-	-	3.6%	1.9%	-	3.7%	-	-	5.7%	-	2.0%	2.0%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	89	21	63	15	66	6	60	11	25	48	40	47	7	32	28	57	46	43
	88.1%	77.8%	91.3%	71.4%	95.7%	75.0%	89.6%	68.8%	89.3%	92.3%	90.9%	87.0%	87.5%	91.4%	80.0%	91.9%	90.2%	86.0%
HEDIS/CAHPS SUMMARY RATE - Always	75	17	53	12	57	6	48	9	19	42	34	40	6	27	23	50	39	36
	74.3%	63.0%	76.8%	57.1%	82.6%	75.0%	71.6%	56.3%	67.9%	80.8%	77.3%	74.1%	75.0%	77.1%	65.7%	80.6%	76.5%	72.0%
3-Point Score	2.62	2.41	2.68	2.29	2.78	2.50	2.61	2.25	2.57	2.73	2.68	2.61	2.63	2.69	2.46	2.73	2.67	2.58

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 62
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?																			
Total Eligible	291 100.0%	63 100.0%	209 100.0%	49 100.0%	169 100.0%	29 100.0%	203 100.0%	46 100.0%	69 100.0%	157 100.0%	99 100.0%	185 100.0%	19 100.0%	78 100.0%	157 100.0%	120 100.0%	136 100.0%	155 100.0%	- -
Total Valid Responses	286 100.0%	63 100.0%	205 100.0%	48 100.0%	166 100.0%	29 100.0%	202 100.0%	46 100.0%	68 100.0%	154 100.0%	98 100.0%	181 100.0%	19 100.0%	77 100.0%	155 100.0%	118 100.0%	132 100.0%	154 100.0%	- -
No Answer	5	-	4	1	3	-	1	-	1	3	1	4	-	1	2	2	4	1	-
Yes	204 71.3%	47 74.6%	146 71.2%	39 81.3%	137 82.5%	22 75.9% **	155 76.7%	33 71.7%	52 76.5%	108 70.1%	75 76.5%	122 67.4%	15 78.9% **	58 75.3%	92 59.4%	103 87.3% N	109 82.6% Q	95 61.7%	- -
No	82 28.7%	16 25.4%	59 28.8%	9 18.8%	29 17.5%	7 24.1% **	47 23.3%	13 28.3%	16 23.5%	46 29.9%	23 23.5%	59 32.6%	4 21.1% **	19 24.7%	63 40.6% O	15 12.7%	23 17.4%	59 38.3% P	- -
HEDIS/CAHPS SUMMARY RATE - Yes	204 71.3%	47 74.6%	146 71.2%	39 81.3%	137 82.5%	22 75.9% **	155 76.7%	33 71.7%	52 76.5%	108 70.1%	75 76.5%	122 67.4%	15 78.9% **	58 75.3%	92 59.4%	103 87.3% N	109 82.6% Q	95 61.7%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q6. (GCQ) In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 63
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q6. (GCQ) In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

Total Eligible	204	47	146	39	137	22	155	33	52	108	75	122	15	58	92	103	109	95	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	193	46	137	39	130	22	146	32	50	101	73	113	14	57	82	103	102	91	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	11	1	9	-	7	-	9	1	2	7	2	9	1	1	10	-	7	4	-
Always	125	21	98	18	93	9	96	15	28	76	47	73	9	36	52	68	72	53	-
	64.8%	45.7%	71.5%	46.2%	71.5%	40.9%	65.8%	46.9%	56.0%	75.2%	64.4%	64.6%	64.3%	63.2%	63.4%	66.0%	70.6%	58.2%	-
Usually	35	14	20	13	20	9	24	9	13	12	15	20	4	11	9	24	21	14	-
	18.1%	30.4%	14.6%	33.3%	15.4%	40.9%	16.4%	28.1%	26.0%	11.9%	20.5%	17.7%	28.6%	19.3%	11.0%	23.3%	20.6%	15.4%	-
Sometimes	28	9	16	7	15	4	22	7	8	10	9	18	1	8	17	10	8	20	-
	14.5%	19.6%	11.7%	17.9%	11.5%	18.2%	15.1%	21.9%	16.0%	9.9%	12.3%	15.9%	7.1%	14.0%	20.7%	9.7%	7.8%	22.0%	-
Never	5	2	3	1	2	-	4	1	1	3	2	2	-	2	4	1	1	4	-
	2.6%	4.3%	2.2%	2.6%	1.5%	-	2.7%	3.1%	2.0%	3.0%	2.7%	1.8%	-	3.5%	4.9%	1.0%	1.0%	4.4%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	160	35	118	31	113	18	120	24	41	88	62	93	13	47	61	92	93	67	-
	82.9%	76.1%	86.1%	79.5%	86.9%	81.8%	82.2%	75.0%	82.0%	87.1%	84.9%	82.3%	92.9%	82.5%	74.4%	89.3%	91.2%	73.6%	-
HEDIS/CAHPS SUMMARY RATE - Always	125	21	98	18	93	9	96	15	28	76	47	73	9	36	52	68	72	53	-
	64.8%	45.7%	71.5%	46.2%	71.5%	40.9%	65.8%	46.9%	56.0%	75.2%	64.4%	64.6%	64.3%	63.2%	63.4%	66.0%	70.6%	58.2%	-
3-Point Score	2.48	2.22	2.58	2.26	2.58	2.23	2.48	2.22	2.38	2.62	2.49	2.47	2.57	2.46	2.38	2.55	2.62	2.32	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i,

j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 64
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

Total Eligible	291	63	209	49	169	29	203	46	69	157	99	185	19	78	157	120	136	155	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	277	61	200	49	169	29	192	44	67	150	94	177	19	73	157	120	131	146	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	14	2	9	-	-	-	11	2	2	7	5	8	-	5	-	-	5	9	-
None	53	11	37	-	-	6	31	9	12	27	10	42	2	8	53	-	17	36	-
	19.1%	18.0%	18.5%	-	-	20.7% **	16.1%	20.5%	17.9%	18.0%	10.6%	23.7% J	10.5% **	11.0%	33.8% O	-	13.0%	24.7% P	-
1 time	54	4	45	7	44	2	38	2	11	36	16	37	2	14	54	-	28	26	-
	19.5%	6.6%	22.5% A	14.3%	26.0% c	6.9% **	19.8%	4.5%	16.4% g	24.0% G	17.0%	20.9%	10.5% **	19.2%	34.4% O	-	21.4%	17.8%	-
2	50	10	37	10	38	3	40	9	8	30	16	32	6	9	50	-	25	25	-
	18.1%	16.4%	18.5%	20.4%	22.5%	10.3% **	20.8%	20.5%	11.9%	20.0%	17.0%	18.1%	31.6% **	12.3%	31.8% O	-	19.1%	17.1%	-
3	36	8	27	8	28	4	28	3	13	19	19	15	3	16	-	36	20	16	-
	13.0%	13.1%	13.5%	16.3%	16.6%	13.8% **	14.6%	6.8%	19.4% g	12.7%	20.2% K	8.5%	15.8% **	21.9%	-	30.0% N	15.3%	11.0%	-
4	24	8	16	11	13	6	15	6	6	12	12	12	4	7	-	24	17	7	-
	8.7%	13.1%	8.0%	22.4% D	7.7%	20.7% **	7.8%	13.6%	9.0%	8.0%	12.8% k	6.8%	21.1% **	9.6%	-	20.0% N	13.0% Q	4.8%	-
5 to 9	40	12	26	10	29	6	28	11	10	17	11	29	1	10	-	40	18	22	-
	14.4%	19.7%	13.0%	20.4%	17.2%	20.7% **	14.6%	25.0% I	14.9%	11.3%	11.7%	16.4%	5.3% **	13.7%	-	33.3% N	13.7%	15.1%	-
10 or more times	20	8	12	3	17	2	12	4	7	9	10	10	1	9	-	20	6	14	-
	7.2%	13.1% b	6.0%	6.1%	10.1%	6.9% **	6.3%	9.1%	10.4%	6.0%	10.6%	5.6%	5.3% **	12.3%	-	16.7% N	4.6%	9.6%	-
HEDIS/CAHPS SUMMARY RATE - 1 or more times	224	50	163	49	169	23	161	35	55	123	84	135	17	65	104	120	114	110	-
	80.9%	82.0%	81.5%	100.0%	100.0%	79.3% **	83.9%	79.5%	82.1%	82.0%	89.4% K	76.3%	89.5% **	89.0%	66.2%	100.0% N	87.0% Q	75.3%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q8. (HPE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 65
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q8. (HPE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?																			
Total Eligible	224 100.0%	50 100.0%	163 100.0%	49 100.0%	169 100.0%	23 100.0%	161 100.0%	35 100.0%	55 100.0%	123 100.0%	84 100.0%	135 100.0%	17 100.0%	65 100.0%	104 100.0%	120 100.0%	114 100.0%	110 100.0%	- -
Total Valid Responses	216 100.0%	48 100.0%	158 100.0%	48 100.0%	162 100.0%	23 100.0%	153 100.0%	34 100.0%	53 100.0%	119 100.0%	80 100.0%	133 100.0%	17 100.0%	61 100.0%	100 100.0%	116 100.0%	110 100.0%	106 100.0%	- -
No Answer	8	2	5	1	7	-	8	1	2	4	4	2	-	4	4	4	4	4	-
Yes	150 69.4%	34 70.8%	109 69.0%	33 68.8%	114 70.4%	17 73.9% **	111 72.5%	22 64.7%	42 79.2% i	79 66.4%	61 76.3% k	86 64.7%	12 70.6% **	47 77.0%	67 67.0%	83 71.6%	90 81.8% Q	60 56.6%	- -
No	66 30.6%	14 29.2%	49 31.0%	15 31.3%	48 29.6%	6 26.1% **	42 27.5%	12 35.3%	11 20.8%	40 33.6% h	19 23.8%	47 35.3% j	5 29.4% **	14 23.0%	33 33.0%	33 28.4%	20 18.2%	46 43.4% P	- -
HEDIS/CAHPS SUMMARY RATE - Yes	150 69.4%	34 70.8%	109 69.0%	33 68.8%	114 70.4%	17 73.9% **	111 72.5%	22 64.7%	42 79.2% i	79 66.4%	61 76.3% k	86 64.7%	12 70.6% **	47 77.0%	67 67.0%	83 71.6%	90 81.8% Q	60 56.6%	- -
3-Point Score	2.39	2.42	2.38	2.38	2.41	2.48	2.45	2.29	2.58	2.33	2.53	2.29	2.41	2.54	2.34	2.43	2.64	2.13	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 66
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?																			
Total Eligible	224 100.0%	50 100.0%	163 100.0%	49 100.0%	169 100.0%	23 100.0%	161 100.0%	35 100.0%	55 100.0%	123 100.0%	84 100.0%	135 100.0%	17 100.0%	65 100.0%	104 100.0%	120 100.0%	114 100.0%	110 100.0%	- -
Total Valid Responses	222 100.0%	49 100.0%	162 100.0%	49 100.0%	167 100.0%	22 100.0%	160 100.0%	35 100.0%	54 100.0%	122 100.0%	84 100.0%	133 100.0%	17 100.0%	65 100.0%	103 100.0%	119 100.0%	113 100.0%	109 100.0%	- -
No Answer	2	1	1	-	2	1	1	-	1	1	-	2	-	-	1	1	1	1	-
Yes	97 43.7%	27 55.1% b	65 40.1%	26 53.1%	70 41.9%	10 45.5% **	71 44.4%	19 54.3% i	26 48.1%	47 38.5%	47 56.0% K	46 34.6%	8 47.1% **	39 60.0%	35 34.0%	62 52.1% N	55 48.7%	42 38.5%	- -
No	125 56.3%	22 44.9%	97 59.9% a	23 46.9%	97 58.1%	12 54.5% **	89 55.6%	16 45.7%	28 51.9%	75 61.5% g	37 44.0%	87 65.4% J	9 52.9% **	26 40.0%	68 66.0% O	57 47.9%	58 51.3%	67 61.5%	- -
HEDIS/CAHPS SUMMARY RATE - Yes	97 43.7%	27 55.1% b	65 40.1%	26 53.1%	70 41.9%	10 45.5% **	71 44.4%	19 54.3% i	26 48.1%	47 38.5%	47 56.0% K	46 34.6%	8 47.1% **	39 60.0%	35 34.0%	62 52.1% N	55 48.7%	42 38.5%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 67
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?																			
Total Eligible	97	27	65	26	70	10	71	19	26	47	47	46	8	39	35	62	55	42	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	95	26	64	25	69	9	70	18	26	46	46	46	8	38	34	61	54	41	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	1	1	1	1	1	1	1	-	1	1	-	-	1	1	1	1	1	-
Yes	88	24	59	23	64	7	65	16	25	42	43	42	7	36	31	57	52	36	-
	92.6%	92.3%	92.2%	92.0%	92.8%	77.8%	92.9%	88.9%	96.2%	91.3%	93.5%	91.3%	87.5%	94.7%	91.2%	93.4%	96.3%	87.8%	-
No	7	2	5	2	5	2	5	2	1	4	3	4	1	2	3	4	2	5	-
	7.4%	7.7%	7.8%	8.0%	7.2%	22.2%	7.1%	11.1%	3.8%	8.7%	6.5%	8.7%	12.5%	5.3%	8.8%	6.6%	3.7%	12.2%	-
HEDIS/CAHPS SUMMARY RATE - Yes	88	24	59	23	64	7	65	16	25	42	43	42	7	36	31	57	52	36	-
	92.6%	92.3%	92.2%	92.0%	92.8%	77.8%	92.9%	88.9%	96.2%	91.3%	93.5%	91.3%	87.5%	94.7%	91.2%	93.4%	96.3%	87.8%	-
3-Point Score	2.85	2.85	2.84	2.84	2.86	2.56	2.86	2.78	2.92	2.83	2.87	2.83	2.75	2.89	2.82	2.87	2.93	2.76	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 68
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?																			
Total Eligible	97 100.0%	27 100.0%	65 100.0%	26 100.0%	70 100.0%	10 100.0%	71 100.0%	19 100.0%	26 100.0%	47 100.0%	47 100.0%	46 100.0%	8 100.0%	39 100.0%	35 100.0%	62 100.0%	55 100.0%	42 100.0%	- -
Total Valid Responses	96 100.0%	27 100.0%	64 100.0%	26 100.0%	69 100.0%	10 100.0%	70 100.0%	19 100.0%	26 100.0%	46 100.0%	47 100.0%	46 100.0%	8 100.0%	39 100.0%	34 100.0%	62 100.0%	54 100.0%	42 100.0%	- -
No Answer	1	-	1	-	1	-	1	-	-	1	-	-	-	-	1	-	1	-	-
Yes	63 65.6%	18 66.7% **	42 65.6%	17 65.4% **	45 65.2%	4 40.0% **	50 71.4%	13 68.4% **	14 53.8% **	33 71.7%	32 68.1%	30 65.2%	4 50.0% **	28 71.8%	22 64.7%	41 66.1%	34 63.0%	29 69.0%	- -
No	33 34.4%	9 33.3% **	22 34.4%	9 34.6% **	24 34.8%	6 60.0% **	20 28.6%	6 31.6% **	12 46.2% **	13 28.3%	15 31.9%	16 34.8%	4 50.0% **	11 28.2%	12 35.3%	21 33.9%	20 37.0%	13 31.0%	- -
HEDIS/CAHPS SUMMARY RATE - Yes	63 65.6%	18 66.7% **	42 65.6%	17 65.4% **	45 65.2%	4 40.0% **	50 71.4%	13 68.4% **	14 53.8% **	33 71.7%	32 68.1%	30 65.2%	4 50.0% **	28 71.8%	22 64.7%	41 66.1%	34 63.0%	29 69.0%	- -
3-Point Score	2.31	2.33	2.31	2.31	2.30	1.80	2.43	2.37	2.08	2.43	2.36	2.30	2.00	2.44	2.29	2.32	2.26	2.38	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q12. (SDM) When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q12. (SDM) When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

Total Eligible	97	27	65	26	70	10	71	19	26	47	47	46	8	39	35	62	55	42	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	96	27	64	26	70	10	70	19	26	46	47	45	8	39	34	62	55	41	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	1	-	-	-	1	-	-	1	-	1	-	-	1	-	-	1	-
Yes	68	16	48	16	52	3	54	11	17	36	35	30	4	31	25	43	41	27	-
	70.8%	59.3%	75.0%	61.5%	74.3%	30.0%	77.1%	57.9%	65.4%	78.3%	74.5%	66.7%	50.0%	79.5%	73.5%	69.4%	74.5%	65.9%	-
No	28	11	16	10	18	7	16	8	9	10	12	15	4	8	9	19	14	14	-
	29.2%	40.7%	25.0%	38.5%	25.7%	70.0%	22.9%	42.1%	34.6%	21.7%	25.5%	33.3%	50.0%	20.5%	26.5%	30.6%	25.5%	34.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	68	16	48	16	52	3	54	11	17	36	35	30	4	31	25	43	41	27	-
	70.8%	59.3%	75.0%	61.5%	74.3%	30.0%	77.1%	57.9%	65.4%	78.3%	74.5%	66.7%	50.0%	79.5%	73.5%	69.4%	74.5%	65.9%	-
3-Point Score	2.42	2.19	2.50	2.23	2.49	1.60	2.54	2.16	2.31	2.57	2.49	2.33	2.00	2.59	2.47	2.39	2.49	2.32	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q13. What number would you use to rate all your health care in the last 6 months?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 70
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q13. What number would you use to rate all your health care in the last 6 months?

Total Eligible	224 100.0%	50 100.0%	163 100.0%	49 100.0%	169 100.0%	23 100.0%	161 100.0%	35 100.0%	55 100.0%	123 100.0%	84 100.0%	135 100.0%	17 100.0%	65 100.0%	104 100.0%	120 100.0%	114 100.0%	110 100.0%	- -
Total Valid Responses	218 100.0%	48 100.0%	159 100.0%	49 100.0%	169 100.0%	22 100.0%	157 100.0%	33 100.0%	54 100.0%	120 100.0%	83 100.0%	130 100.0%	17 100.0%	64 100.0%	99 100.0%	119 100.0%	112 100.0%	106 100.0%	- -
No Answer	6	2	4	-	-	1	4	2	1	3	1	5	-	1	5	1	2	4	-
10 - Best health care possible	102 46.8%	12 25.0%	83 52.2% A	-	102 60.4% C	1 4.5% **	86 54.8%	9 27.3%	13 24.1%	73 60.8% GH	32 38.6%	68 52.3% j	4 23.5% **	28 43.8%	52 52.5%	50 42.0%	50 44.6%	52 49.1%	- -
9	33 15.1%	2 4.2%	30 18.9% A	-	33 19.5% C	1 4.5% **	28 17.8%	1 3.0%	9 16.7% g	22 18.3% G	18 21.7% K	14 10.8%	2 11.8% **	15 23.4%	14 14.1%	19 16.0%	22 19.6% q	11 10.4%	- -
8	34 15.6%	7 14.6%	26 16.4%	-	34 20.1% C	1 4.5% **	25 15.9%	3 9.1%	19 35.2% G	11 9.2%	13 15.7%	21 16.2%	4 23.5% **	9 14.1%	16 16.2%	18 15.1%	13 11.6%	21 19.8% p	- -
7	15 6.9%	7 14.6% B	8 5.0%	15 30.6% D	-	5 22.7% **	6 3.8%	5 15.2% I	6 11.1% I	4 3.3%	7 8.4%	8 6.2%	1 5.9% **	6 9.4%	5 5.1%	10 8.4%	8 7.1%	7 6.6%	- -
6	14 6.4%	9 18.8% B	5 3.1%	14 28.6% D	-	8 36.4% **	4 2.5%	6 18.2% I	5 9.3% i	3 2.5%	4 4.8%	9 6.9%	1 5.9% **	3 4.7%	6 6.1%	8 6.7%	10 8.9%	4 3.8%	- -
5	9 4.1%	6 12.5% B	1 0.6%	9 18.4% D	-	4 18.2% **	2 1.3%	4 12.1% I	2 3.7%	1 0.8%	4 4.8%	5 3.8%	2 11.8% **	1 1.6%	2 2.0%	7 5.9%	5 4.5%	4 3.8%	- -
4	3 1.4%	2 4.2% b	1 0.6%	3 6.1% D	-	1 4.5% **	-	2 6.1% hi	-	1 0.8%	1 1.2%	1 0.8%	1 5.9% **	-	1 1.0%	2 1.7%	-	3 2.8% p	- -
3	3 1.4%	2 4.2% b	1 0.6%	3 6.1% D	-	1 4.5% **	1 0.6%	2 6.1% hi	-	1 0.8%	1 1.2%	2 1.5%	1 5.9% **	-	1 1.0%	2 1.7%	2 1.8%	1 0.9%	- -
2	3 1.4%	-	3 1.9%	3 6.1% D	-	- **	3 1.9%	-	-	3 2.5%	1 1.2%	2 1.5%	- **	1 1.6%	1 1.0%	2 1.7%	1 0.9%	2 1.9%	- -
1	1 0.5%	1 2.1% b	-	1 2.0% d	-	- **	1 0.6%	1 3.0% i	-	-	1 1.2%	-	1 5.9% **	-	1 1.0%	-	1 0.9%	-	- -
0 - Worst health care possible	1 0.5%	-	1 0.6%	1 2.0% d	-	- **	1 0.6%	-	-	1 0.8%	1 1.2%	-	- **	1 1.6%	-	1 0.8%	-	1 0.9%	- -
SUMMARY - 0-3	8 3.7%	3 6.3%	5 3.1%	8 16.3% D	-	1 4.5% **	6 3.8%	3 9.1% H	-	5 4.2%	4 4.8%	4 3.1%	2 11.8% **	2 3.1%	3 3.0%	5 4.2%	4 3.6%	4 3.8%	- -
SUMMARY - 4-7	41 18.8%	24 50.0% B	15 9.4%	41 83.7% D	-	18 81.8% **	12 7.6%	17 51.5% H	13 24.1% I	9 7.5%	16 19.3%	23 17.7%	5 29.4% **	10 15.6%	14 14.1%	27 22.7%	23 20.5%	18 17.0%	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	169 77.5%	21 43.8%	139 87.4% A	-	169 100.0% C	3 13.6% **	139 88.5%	13 39.4%	41 75.9% G	106 88.3% GH	63 75.9%	103 79.2%	10 58.8% **	52 81.3%	82 82.8% o	87 73.1%	85 75.9%	84 79.2%	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	135 61.9%	14 29.2%	113 71.1% A	-	135 79.9% C	2 9.1% **	114 72.6%	10 30.3%	22 40.7% GH	95 79.2% GH	50 60.2%	82 63.1%	6 35.3% **	43 67.2%	66 66.7%	69 58.0%	72 64.3%	63 59.4%	- -
3-Point Score	2.46	1.88	2.64	1.31	2.80	1.45	2.65	1.85	2.28	2.71	2.45	2.48	2.00	2.58	2.55	2.39	2.47	2.45	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics

770-978-3173

2017

Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 71
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?																			
Total Eligible	224	50	163	49	169	23	161	35	55	123	84	135	17	65	104	120	114	110	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	221	49	161	47	169	22	159	35	54	121	83	133	17	64	103	118	111	110	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	1	2	2	-	1	2	-	1	2	1	2	-	1	1	2	3	-	-
Always	164	25	130	20	140	10	124	17	34	104	63	97	10	51	80	84	82	82	-
	74.2%	51.0%	80.7%	42.6%	82.8%	45.5%	78.0%	48.6%	63.0%	86.0%	75.9%	72.9%	58.8%	79.7%	77.7%	71.2%	73.9%	74.5%	-
Usually	31	10	20	10	20	3	22	5	16	9	9	22	3	6	13	18	21	10	-
	14.0%	20.4%	12.4%	21.3%	11.8%	13.6%	13.8%	14.3%	29.6%	7.4%	10.8%	16.5%	17.6%	9.4%	12.6%	15.3%	18.9%	9.1%	-
Sometimes	21	13	7	14	7	9	10	12	2	6	11	10	4	7	8	13	7	14	-
	9.5%	26.5%	4.3%	29.8%	4.1%	40.9%	6.3%	34.3%	3.7%	5.0%	13.3%	7.5%	23.5%	10.9%	7.8%	11.0%	6.3%	12.7%	-
Never	5	1	4	3	2	-	3	1	2	2	-	4	-	-	2	3	1	4	-
	2.3%	2.0%	2.5%	6.4%	1.2%	-	1.9%	2.9%	3.7%	1.7%	-	3.0%	-	-	1.9%	2.5%	0.9%	3.6%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	195	35	150	30	160	13	146	22	50	113	72	119	13	57	93	102	103	92	-
	88.2%	71.4%	93.2%	63.8%	94.7%	59.1%	91.8%	62.9%	92.6%	93.4%	86.7%	89.5%	76.5%	89.1%	90.3%	86.4%	92.8%	83.6%	-
HEDIS/CAHPS SUMMARY RATE - Always	164	25	130	20	140	10	124	17	34	104	63	97	10	51	80	84	82	82	-
	74.2%	51.0%	80.7%	42.6%	82.8%	45.5%	78.0%	48.6%	63.0%	86.0%	75.9%	72.9%	58.8%	79.7%	77.7%	71.2%	73.9%	74.5%	-
3-Point Score	2.62	2.22	2.74	2.06	2.78	2.05	2.70	2.11	2.56	2.79	2.63	2.62	2.35	2.69	2.68	2.58	2.67	2.58	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q15. Do you have a personal doctor?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)Table: 72
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q15. Do you have a personal doctor?

Total Eligible	291 100.0%	63 100.0%	209 100.0%	49 100.0%	169 100.0%	29 100.0%	203 100.0%	46 100.0%	69 100.0%	157 100.0%	99 100.0%	185 100.0%	19 100.0%	78 100.0%	157 100.0%	120 100.0%	136 100.0%	155 100.0%	- -
Total Valid Responses	282 100.0%	62 100.0%	205 100.0%	48 100.0%	165 100.0%	29 100.0%	203 100.0%	45 100.0%	67 100.0%	155 100.0%	97 100.0%	178 100.0%	19 100.0%	77 100.0%	152 100.0%	117 100.0%	131 100.0%	151 100.0%	- -
No Answer	9	1	4	1	4	-	-	1	2	2	2	7	-	1	5	3	5	4	-
Yes	243 86.2%	51 82.3%	182 88.8%	39 81.3%	147 89.1%	29 100.0% **	203 100.0%	36 80.0%	55 82.1%	142 91.6% GH	89 91.8% K	148 83.1%	19 100.0% **	69 89.6%	127 83.6%	104 88.9%	120 91.6% Q	123 81.5%	- -
No	39 13.8%	11 17.7%	23 11.2%	9 18.8%	18 10.9%	- - **	-	9 20.0% I	12 17.9% I	13 8.4%	8 8.2%	30 16.9% J	- - **	8 10.4%	25 16.4%	13 11.1%	11 8.4%	28 18.5% P	- -
HEDIS/CAHPS SUMMARY RATE - Yes	243 86.2%	51 82.3%	182 88.8%	39 81.3%	147 89.1%	29 100.0% **	203 100.0%	36 80.0%	55 82.1%	142 91.6% GH	89 91.8% K	148 83.1%	19 100.0% **	69 89.6%	127 83.6%	104 88.9%	120 91.6% Q	123 81.5%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 73
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?																			
Total Eligible	243 100.0%	51 100.0%	182 100.0%	39 100.0%	147 100.0%	29 100.0%	203 100.0%	36 100.0%	55 100.0%	142 100.0%	89 100.0%	148 100.0%	19 100.0%	69 100.0%	127 100.0%	104 100.0%	120 100.0%	123 100.0%	- -
Total Valid Responses	232 100.0%	47 100.0%	176 100.0%	36 100.0%	143 100.0%	27 100.0%	199 100.0%	32 100.0%	55 100.0%	136 100.0%	85 100.0%	141 100.0%	18 100.0%	66 100.0%	123 100.0%	100 100.0%	114 100.0%	118 100.0%	- -
No Answer	11	4	6	3	4	2	4	4	-	6	4	7	1	3	4	4	6	5	-
None	40 17.2%	4 8.5%	33 18.8% a	- -	9 6.3%	4 14.8% **	34 17.1%	3 9.4%	9 16.4%	25 18.4%	11 12.9%	29 20.6%	2 11.1% **	9 13.6%	29 23.6% O	7 7.0%	12 10.5%	28 23.7% P	- -
1 time	59 25.4%	8 17.0%	51 29.0%	4 11.1%	44 30.8% C	5 18.5% **	54 27.1%	7 21.9%	9 16.4%	43 31.6% H	19 22.4%	39 27.7%	5 27.8% **	13 19.7%	50 40.7% O	9 9.0%	31 27.2%	28 23.7%	- -
2	47 20.3%	13 27.7%	30 17.0%	9 25.0%	34 23.8%	3 11.1% **	41 20.6%	6 18.8%	15 27.3% i	22 16.2%	17 20.0%	27 19.1%	4 22.2% **	13 19.7%	32 26.0% O	15 15.0%	25 21.9%	22 18.6%	- -
3	33 14.2%	7 14.9%	26 14.8%	9 25.0%	23 16.1%	7 25.9% **	26 13.1%	5 15.6%	11 20.0%	17 12.5%	13 15.3%	19 13.5%	3 16.7% **	10 15.2%	9 7.3%	24 24.0% N	20 17.5%	13 11.0%	- -
4	20 8.6%	3 6.4%	16 9.1%	7 19.4% D	11 7.7%	3 11.1% **	17 8.5%	1 3.1%	4 7.3%	14 10.3%	10 11.8%	9 6.4%	2 11.1% **	8 12.1%	1 0.8%	17 17.0% q	14 12.3%	6 5.1%	- -
5 to 9	24 10.3%	10 21.3% B	13 7.4%	5 13.9%	16 11.2%	4 14.8% **	19 9.5%	9 28.1% H	5 9.1%	9 6.6%	9 10.6%	15 10.6%	1 5.6% **	8 12.1%	1 0.8%	21 21.0% N	10 8.8%	14 11.9%	- -
10 or more times	9 3.9%	2 4.3%	7 4.0%	2 5.6%	6 4.2%	1 3.7% **	8 4.0%	1 3.1%	2 3.6%	6 4.4%	6 7.1% k	3 2.1%	1 5.6% **	5 7.6%	1 0.8%	7 7.0% N	2 1.8%	7 5.9%	- -
HEDIS/CAHPS SUMMARY RATE - 1 or more times	192 82.8%	43 91.5% b	143 81.3%	36 100.0%	134 93.7%	23 85.2% **	165 82.9%	29 90.6%	46 83.6%	111 81.6%	74 87.1%	112 79.4%	16 88.9% **	57 86.4%	94 76.4%	93 93.0% N	102 89.5% Q	90 76.3%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q17. (HWDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 74
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q17. (HWDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?																			
Total Eligible	192 100.0%	43 100.0%	143 100.0%	36 100.0%	134 100.0%	23 100.0%	165 100.0%	29 100.0%	46 100.0%	111 100.0%	74 100.0%	112 100.0%	16 100.0%	57 100.0%	94 100.0%	93 100.0%	102 100.0%	90 100.0%	- -
Total Valid Responses	189 100.0%	43 100.0%	141 100.0%	35 100.0%	133 100.0%	23 100.0%	164 100.0%	29 100.0%	45 100.0%	110 100.0%	74 100.0%	110 100.0%	16 100.0%	57 100.0%	91 100.0%	93 100.0%	100 100.0%	89 100.0%	- -
No Answer	3	-	2	1	1	-	1	-	1	1	-	2	-	-	3	-	2	1	-
Always	147 77.8%	26 60.5%	117 83.0% A	17 48.6%	112 84.2% C	10 43.5% **	136 82.9%	21 72.4% **	26 57.8%	96 87.3% H	61 82.4%	82 74.5%	12 75.0% **	48 84.2%	73 80.2%	69 74.2%	74 74.0%	73 82.0%	- -
Usually	27 14.3%	9 20.9%	17 12.1%	8 22.9%	18 13.5%	6 26.1% **	21 12.8%	3 10.3% **	14 31.1% I	9 8.2%	10 13.5%	16 14.5%	2 12.5% **	8 14.0%	11 12.1%	16 17.2%	18 18.0%	9 10.1%	- -
Sometimes	13 6.9%	8 18.6% B	5 3.5%	9 25.7% D	3 2.3%	7 30.4% **	5 3.0%	5 17.2% **	4 8.9%	4 3.6%	3 4.1%	10 9.1%	2 12.5% **	1 1.8%	5 5.5%	8 8.6%	6 6.0%	7 7.9%	- -
Never	2 1.1%	- -	2 1.4%	1 2.9% d	- -	- **	2 1.2%	- **	1 2.2%	1 0.9%	- -	2 1.8%	- **	- -	2 2.2%	- -	2 2.0%	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	174 92.1%	35 81.4%	134 95.0% A	25 71.4%	130 97.7% C	16 69.6% **	157 95.7%	24 82.8% **	40 88.9%	105 95.5%	71 95.9% k	98 89.1%	14 87.5% **	56 98.2%	84 92.3%	85 91.4%	92 92.0%	82 92.1%	- -
HEDIS/CAHPS SUMMARY RATE - Always	147 77.8%	26 60.5%	117 83.0% A	17 48.6%	112 84.2% C	10 43.5% **	136 82.9%	21 72.4% **	26 57.8%	96 87.3% H	61 82.4%	82 74.5%	12 75.0% **	48 84.2%	73 80.2%	69 74.2%	74 74.0%	73 82.0%	- -
3-Point Score	2.70	2.42	2.78	2.20	2.82	2.13	2.79	2.55	2.47	2.83	2.78	2.64	2.63	2.82	2.73	2.66	2.66	2.74	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q18. (HWDC) In the last 6 months, how often did your personal doctor listen carefully to you?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 75
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q18. (HWDC) In the last 6 months, how often did your personal doctor listen carefully to you?																			
Total Eligible	192 100.0%	43 100.0%	143 100.0%	36 100.0%	134 100.0%	23 100.0%	165 100.0%	29 100.0%	46 100.0%	111 100.0%	74 100.0%	112 100.0%	16 100.0%	57 100.0%	94 100.0%	93 100.0%	102 100.0%	90 100.0%	- -
Total Valid Responses	188 100.0%	42 100.0%	141 100.0%	35 100.0%	132 100.0%	23 100.0%	163 100.0%	28 100.0%	45 100.0%	110 100.0%	74 100.0%	109 100.0%	16 100.0%	57 100.0%	90 100.0%	93 100.0%	100 100.0%	88 100.0%	- -
No Answer	4	1	2	1	2	-	2	1	1	1	-	3	-	-	4	-	2	2	-
Always	156 83.0%	28 66.7%	123 87.2% A	22 62.9%	118 89.4% C	10 43.5% **	145 89.0%	24 85.7% **	28 62.2%	99 90.0% H	64 86.5%	88 80.7%	13 81.3% **	50 87.7%	76 84.4%	76 81.7%	80 80.0%	76 86.4%	- -
Usually	19 10.1%	7 16.7%	12 8.5%	5 14.3%	10 7.6%	4 17.4% **	14 8.6%	1 3.6% **	13 28.9% I	5 4.5%	6 8.1%	12 11.0%	2 12.5% **	4 7.0%	8 8.9%	10 10.8%	12 12.0%	7 8.0%	- -
Sometimes	13 6.9%	7 16.7% B	6 4.3%	8 22.9% D	4 3.0%	9 39.1% **	4 2.5%	3 10.7% **	4 8.9%	6 5.5%	4 5.4%	9 8.3%	1 6.3% **	3 5.3%	6 6.7%	7 7.5%	8 8.0%	5 5.7%	- -
Never	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	175 93.1%	35 83.3%	135 95.7% A	27 77.1%	128 97.0% C	14 60.9% **	159 97.5%	25 89.3% **	41 91.1%	104 94.5%	70 94.6%	100 91.7%	15 93.8% **	54 94.7%	84 93.3%	86 92.5%	92 92.0%	83 94.3%	- -
HEDIS/CAHPS SUMMARY RATE - Always	156 83.0%	28 66.7%	123 87.2% A	22 62.9%	118 89.4% C	10 43.5% **	145 89.0%	24 85.7% **	28 62.2%	99 90.0% H	64 86.5%	88 80.7%	13 81.3% **	50 87.7%	76 84.4%	76 81.7%	80 80.0%	76 86.4%	- -
3-Point Score	2.76	2.50	2.83	2.40	2.86	2.04	2.87	2.75	2.53	2.85	2.81	2.72	2.75	2.82	2.78	2.74	2.72	2.81	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q19. (HWDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

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HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q19. (HWDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?																			
Total Eligible	192	43	143	36	134	23	165	29	46	111	74	112	16	57	94	93	102	90	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	188	42	141	34	132	22	164	29	44	110	74	110	16	57	91	92	98	90	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	1	2	2	2	1	1	-	2	1	-	2	-	-	3	1	4	-	-
Always	153	25	123	21	116	9	143	21	29	98	59	91	12	46	78	72	78	75	-
	81.4%	59.5%	87.2%	61.8%	87.9%	40.9%	87.2%	72.4%	65.9%	89.1%	79.7%	82.7%	75.0%	80.7%	85.7%	78.3%	79.6%	83.3%	-
			A		C			**		H			**						
Usually	27	12	15	7	14	8	18	6	12	9	12	14	3	9	12	13	15	12	-
	14.4%	28.6%	10.6%	20.6%	10.6%	36.4%	11.0%	20.7%	27.3%	8.2%	16.2%	12.7%	18.8%	15.8%	13.2%	14.1%	15.3%	13.3%	-
		B				**		**	I				**						
Sometimes	8	5	3	6	2	5	3	2	3	3	3	5	1	2	1	7	5	3	-
	4.3%	11.9%	2.1%	17.6%	1.5%	22.7%	1.8%	6.9%	6.8%	2.7%	4.1%	4.5%	6.3%	3.5%	1.1%	7.6%	5.1%	3.3%	-
		B		D		**		**					**			N			
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
						**		**					**						
HEDIS/CAHPS SUMMARY RATE - Always/Usually	180	37	138	28	130	17	161	27	41	107	71	105	15	55	90	85	93	87	-
	95.7%	88.1%	97.9%	82.4%	98.5%	77.3%	98.2%	93.1%	93.2%	97.3%	95.9%	95.5%	93.8%	96.5%	98.9%	92.4%	94.9%	96.7%	-
			A		C	**		**					**		O				
HEDIS/CAHPS SUMMARY RATE - Always	153	25	123	21	116	9	143	21	29	98	59	91	12	46	78	72	78	75	-
	81.4%	59.5%	87.2%	61.8%	87.9%	40.9%	87.2%	72.4%	65.9%	89.1%	79.7%	82.7%	75.0%	80.7%	85.7%	78.3%	79.6%	83.3%	-
			A		C	**		**		H			**						
3-Point Score	2.77	2.48	2.85	2.44	2.86	2.18	2.85	2.66	2.59	2.86	2.76	2.78	2.69	2.77	2.85	2.71	2.74	2.80	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q20. (HWDC) In the last 6 months, how often did your personal doctor spend enough time with you?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

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HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q20. (HWDC) In the last 6 months, how often did your personal doctor spend enough time with you?																			
Total Eligible	192 100.0%	43 100.0%	143 100.0%	36 100.0%	134 100.0%	23 100.0%	165 100.0%	29 100.0%	46 100.0%	111 100.0%	74 100.0%	112 100.0%	16 100.0%	57 100.0%	94 100.0%	93 100.0%	102 100.0%	90 100.0%	- -
Total Valid Responses	189 100.0%	42 100.0%	142 100.0%	35 100.0%	132 100.0%	22 100.0%	165 100.0%	29 100.0%	44 100.0%	111 100.0%	74 100.0%	110 100.0%	16 100.0%	57 100.0%	92 100.0%	92 100.0%	99 100.0%	90 100.0%	- -
No Answer	3	1	1	1	2	1	-	-	2	-	-	2	-	-	2	1	3	-	-
Always	136 72.0%	27 64.3%	106 74.6%	20 57.1%	104 78.8% C	10 45.5% **	125 75.8%	20 69.0% **	27 61.4%	86 77.5% H	51 68.9%	81 73.6%	10 62.5% **	40 70.2%	61 66.3%	71 77.2%	69 69.7%	67 74.4%	- -
Usually	34 18.0%	7 16.7%	26 18.3%	7 20.0%	21 15.9%	4 18.2% **	30 18.2%	2 6.9% **	16 36.4% I	15 13.5%	15 20.3%	18 16.4%	4 25.0% **	11 19.3%	18 19.6%	16 17.4%	22 22.2%	12 13.3%	- -
Sometimes	19 10.1%	8 19.0% B	10 7.0%	8 22.9% D	7 5.3%	8 36.4% **	10 6.1%	7 24.1% **	1 2.3%	10 9.0%	8 10.8%	11 10.0%	2 12.5% **	6 10.5%	13 14.1% O	5 5.4%	8 8.1%	11 12.2%	- -
Never	- -	- -	- -	- -	- -	- **	- -	- **	- -	- -	- -	- -	- **	- -	- -	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	170 89.9%	34 81.0%	132 93.0%	27 77.1%	125 94.7%	14 63.6% **	155 93.9%	22 75.9% **	43 97.7%	101 91.0%	66 89.2%	99 90.0%	14 87.5% **	51 89.5%	79 85.9%	87 94.6% N	91 91.9%	79 87.8%	- -
HEDIS/CAHPS SUMMARY RATE - Always	136 72.0%	27 64.3%	106 74.6%	20 57.1%	104 78.8% C	10 45.5% **	125 75.8%	20 69.0% **	27 61.4%	86 77.5% H	51 68.9%	81 73.6%	10 62.5% **	40 70.2%	61 66.3%	71 77.2%	69 69.7%	67 74.4%	- -
3-Point Score	2.62	2.45	2.68	2.34	2.73	2.09	2.70	2.45	2.59	2.68	2.58	2.64	2.50	2.60	2.52	2.72	2.62	2.62	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 78
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?																			
Total Eligible	192 100.0%	43 100.0%	143 100.0%	36 100.0%	134 100.0%	23 100.0%	165 100.0%	29 100.0%	46 100.0%	111 100.0%	74 100.0%	112 100.0%	16 100.0%	57 100.0%	94 100.0%	93 100.0%	102 100.0%	90 100.0%	- -
Total Valid Responses	186 100.0%	42 100.0%	139 100.0%	33 100.0%	131 100.0%	22 100.0%	162 100.0%	29 100.0%	44 100.0%	108 100.0%	73 100.0%	109 100.0%	16 100.0%	56 100.0%	89 100.0%	92 100.0%	98 100.0%	88 100.0%	- -
No Answer	6	1	4	3	3	1	3	-	2	3	1	3	-	1	5	1	4	2	-
Yes	112 60.2%	31 73.8% B	79 56.8%	20 60.6%	82 62.6%	14 63.6% **	96 59.3%	20 69.0% **	30 68.2%	60 55.6%	48 65.8%	61 56.0%	9 56.3% **	38 67.9%	40 44.9%	70 76.1% N	61 62.2%	51 58.0%	- -
No	74 39.8%	11 26.2%	60 43.2% A	13 39.4%	49 37.4%	8 36.4% **	66 40.7%	9 31.0% **	14 31.8%	48 44.4%	25 34.2%	48 44.0%	7 43.8% **	18 32.1%	49 55.1% O	22 23.9%	37 37.8%	37 42.0%	- -
HEDIS/CAHPS SUMMARY RATE - Yes	112 60.2%	31 73.8% B	79 56.8%	20 60.6%	82 62.6%	14 63.6% **	96 59.3%	20 69.0% **	30 68.2%	60 55.6%	48 65.8%	61 56.0%	9 56.3% **	38 67.9%	40 44.9%	70 76.1% N	61 62.2%	51 58.0%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q22. (CC) In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q22. (CC) In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?																			
Total Eligible	112	31	79	20	82	14	96	20	30	60	48	61	9	38	40	70	61	51	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	111	31	78	20	81	14	95	20	30	59	48	60	9	38	40	69	61	50	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	1	-	1	-	1	-	-	1	-	1	-	-	-	1	-	1	-
Always	71	13	56	6	58	6	65	10	11	48	33	35	3	29	27	42	37	34	-
	64.0%	41.9%	71.8%	30.0%	71.6%	42.9%	68.4%	50.0%	36.7%	81.4%	68.8%	58.3%	33.3%	76.3%	67.5%	60.9%	60.7%	68.0%	-
Usually	26	8	18	8	17	3	22	4	14	8	9	17	3	6	8	18	17	9	-
	23.4%	25.8%	23.1%	40.0%	21.0%	21.4%	23.2%	20.0%	46.7%	13.6%	18.8%	28.3%	33.3%	15.8%	20.0%	26.1%	27.9%	18.0%	-
Sometimes	13	9	4	6	5	5	7	6	4	3	5	8	2	3	5	8	6	7	-
	11.7%	29.0%	5.1%	30.0%	6.2%	35.7%	7.4%	30.0%	13.3%	5.1%	10.4%	13.3%	22.2%	7.9%	12.5%	11.6%	9.8%	14.0%	-
Never	1	1	-	-	1	-	1	-	1	-	1	-	1	-	-	1	1	-	-
	0.9%	3.2%	-	-	1.2%	-	1.1%	-	3.3%	-	2.1%	-	11.1%	-	-	1.4%	1.6%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	97	21	74	14	75	9	87	14	25	56	42	52	6	35	35	60	54	43	-
	87.4%	67.7%	94.9%	70.0%	92.6%	64.3%	91.6%	70.0%	83.3%	94.9%	87.5%	86.7%	66.7%	92.1%	87.5%	87.0%	88.5%	86.0%	-
HEDIS/CAHPS SUMMARY RATE - Always	71	13	56	6	58	6	65	10	11	48	33	35	3	29	27	42	37	34	-
	64.0%	41.9%	71.8%	30.0%	71.6%	42.9%	68.4%	50.0%	36.7%	81.4%	68.8%	58.3%	33.3%	76.3%	67.5%	60.9%	60.7%	68.0%	-
3-Point Score	2.51	2.10	2.67	2.00	2.64	2.07	2.60	2.20	2.20	2.76	2.56	2.45	2.00	2.68	2.55	2.48	2.49	2.54	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Q23. What number would you use to rate your personal doctor?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 80
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q23. What number would you use to rate your personal doctor?																			
Total Eligible	243 100.0%	51 100.0%	182 100.0%	39 100.0%	147 100.0%	29 100.0%	203 100.0%	36 100.0%	55 100.0%	142 100.0%	89 100.0%	148 100.0%	19 100.0%	69 100.0%	127 100.0%	104 100.0%	120 100.0%	123 100.0%	-
Total Valid Responses	232 100.0%	47 100.0%	176 100.0%	37 100.0%	142 100.0%	29 100.0%	203 100.0%	32 100.0%	54 100.0%	137 100.0%	86 100.0%	141 100.0%	19 100.0%	66 100.0%	120 100.0%	101 100.0%	113 100.0%	119 100.0%	-
No Answer	11	4	6	2	5	-	-	4	1	5	3	7	-	3	7	3	7	4	-
10 - Best personal doctor possible	136 58.6%	20 42.6%	110 62.5%	6 16.2%	101 71.1%	-	136 67.0%	14 43.8%	20 37.0%	96 70.1%	47 54.7%	87 61.7%	10 52.6%	37 56.1%	78 65.0%	55 54.5%	62 54.9%	74 62.2%	-
			A		C	**				GH			**						-
9	36 15.5%	5 10.6%	29 16.5%	7 18.9%	22 15.5%	-	36 17.7%	3 9.4%	9 16.7%	22 16.1%	15 17.4%	20 14.2%	3 15.8%	11 16.7%	17 14.2%	15 14.9%	23 20.4%	13 10.9%	-
					**								**				Q		-
8	31 13.4%	3 6.4%	28 15.9%	5 13.5%	16 11.3%	-	31 15.3%	2 6.3%	16 29.6%	13 9.5%	13 15.1%	17 12.1%	1 5.3%	12 18.2%	14 11.7%	13 12.9%	15 13.3%	16 13.4%	-
			a		**				G				**						-
7	14 6.0%	8 17.0%	6 3.4%	8 21.6%	1 0.7%	14 48.3%	-	5 15.6%	6 11.1%	3 2.2%	5 5.8%	9 6.4%	2 10.5%	3 4.5%	6 5.0%	8 7.9%	6 5.3%	8 6.7%	-
		B		D		**		I	I				**						-
6	8 3.4%	5 10.6%	3 1.7%	6 16.2%	1 0.7%	8 27.6%	-	3 9.4%	2 3.7%	3 2.2%	3 3.5%	5 3.5%	1 5.3%	2 3.0%	3 2.5%	5 5.0%	4 3.5%	4 3.4%	-
		B		D		**		I					**						-
5	3 1.3%	2 4.3%	-	2 5.4%	1 0.7%	3 10.3%	-	1 3.1%	1 1.9%	-	-	3 2.1%	-	-	1 0.8%	2 2.0%	1 0.9%	2 1.7%	-
		B		D		**		I					**						-
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
						**							**						-
3	2 0.9%	2 4.3%	-	2 5.4%	-	2 6.9%	-	2 6.3%	-	-	1 1.2%	-	1 5.3%	-	1 0.8%	1 1.0%	1 0.9%	1 0.8%	-
		B		D		**		hI					**						-
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
						**							**						-
1	1 0.4%	1 2.1%	-	1 2.7%	-	1 3.4%	-	1 3.1%	-	-	1 1.2%	-	1 5.3%	-	-	1 1.0%	1 0.9%	-	-
		b		d		**		I					**						-
0 - Worst personal doctor possible	1 0.4%	1 2.1%	-	-	-	1 3.4%	-	1 3.1%	-	-	1 1.2%	-	-	1 1.5%	-	1 1.0%	-	1 0.8%	-
		b				**		I					**						-
SUMMARY - 0-3	4 1.7%	4 8.5%	-	3 8.1%	-	4 13.8%	-	4 12.5%	-	-	3 3.5%	-	2 10.5%	1 1.5%	1 0.8%	3 3.0%	2 1.8%	2 1.7%	-
		B		D		**		H			K		**						-
SUMMARY - 4-7	25 10.8%	15 31.9%	9 5.1%	16 43.2%	3 2.1%	25 86.2%	-	9 28.1%	9 16.7%	6 4.4%	8 9.3%	17 12.1%	3 15.8%	5 7.6%	10 8.3%	15 14.9%	11 9.7%	14 11.8%	-
		B		D		**		I	I				**						-
HEDIS/CAHPS SUMMARY RATE - 8-10	203 87.5%	28 59.6%	167 94.9%	18 48.6%	139 97.9%	-	203 100.0%	19 59.4%	45 83.3%	131 95.6%	75 87.2%	124 87.9%	14 73.7%	60 90.9%	109 90.8%	83 82.2%	100 88.5%	103 86.6%	-
			A		C	**			G	GH			**		o				-
HEDIS/CAHPS SUMMARY RATE - 9-10	172 74.1%	25 53.2%	139 79.0%	13 35.1%	123 86.6%	-	172 84.7%	17 53.1%	29 53.7%	118 86.1%	62 72.1%	107 75.9%	13 68.4%	48 72.7%	95 79.2%	70 69.3%	85 75.2%	87 73.1%	-
			A		C	**				GH			**		o				-
3-Point Score	2.68	2.30	2.77	2.05	2.85	1.48	2.85	2.28	2.48	2.84	2.65	2.70	2.53	2.68	2.75	2.59	2.69	2.66	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q24. In the last 6 months, did you make any appointments to see a specialist?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 81
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q24. In the last 6 months, did you make any appointments to see a specialist?

Total Eligible	291 100.0%	63 100.0%	209 100.0%	49 100.0%	169 100.0%	29 100.0%	203 100.0%	46 100.0%	69 100.0%	157 100.0%	99 100.0%	185 100.0%	19 100.0%	78 100.0%	157 100.0%	120 100.0%	136 100.0%	155 100.0%	- -
Total Valid Responses	289 100.0%	63 100.0%	207 100.0%	49 100.0%	167 100.0%	29 100.0%	202 100.0%	46 100.0%	69 100.0%	155 100.0%	97 100.0%	185 100.0%	18 100.0%	77 100.0%	156 100.0%	119 100.0%	135 100.0%	154 100.0%	- -
No Answer	2	-	2	-	2	-	1	-	-	2	2	-	1	1	1	1	1	1	-
Yes	123 42.6%	28 44.4%	88 42.5%	26 53.1%	80 47.9%	14 48.3% **	94 46.5%	21 45.7%	35 50.7% i	60 38.7%	46 47.4%	72 38.9%	6 33.3% **	38 49.4%	43 27.6%	73 61.3% N	75 55.6% Q	48 31.2%	- -
No	166 57.4%	35 55.6%	119 57.5%	23 46.9%	87 52.1%	15 51.7% **	108 53.5%	25 54.3%	34 49.3%	95 61.3% h	51 52.6%	113 61.1%	12 66.7% **	39 50.6%	113 72.4% O	46 38.7%	60 44.4%	106 68.8% P	- -
HEDIS/CAHPS SUMMARY RATE - Yes	123 42.6%	28 44.4%	88 42.5%	26 53.1%	80 47.9%	14 48.3% **	94 46.5%	21 45.7%	35 50.7% i	60 38.7%	46 47.4%	72 38.9%	6 33.3% **	38 49.4%	43 27.6%	73 61.3% N	75 55.6% Q	48 31.2%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 82
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?																			
Total Eligible	123 100.0%	28 100.0%	88 100.0%	26 100.0%	80 100.0%	14 100.0%	94 100.0%	21 100.0%	35 100.0%	60 100.0%	46 100.0%	72 100.0%	6 100.0%	38 100.0%	43 100.0%	73 100.0%	75 100.0%	48 100.0%	- -
Total Valid Responses	120 100.0%	26 100.0%	88 100.0%	25 100.0%	78 100.0%	14 100.0%	92 100.0%	19 100.0%	35 100.0%	60 100.0%	45 100.0%	71 100.0%	5 100.0%	38 100.0%	41 100.0%	72 100.0%	73 100.0%	47 100.0%	- -
No Answer	3	2	-	1	2	-	2	2	-	-	1	1	1	-	2	1	2	1	-
Always	74 61.7%	13 50.0% **	57 64.8%	11 44.0% **	56 71.8%	8 57.1%	59 64.1%	11 57.9% **	16 45.7%	43 71.7% H	28 62.2%	43 60.6%	3 60.0% **	24 63.2%	23 56.1%	48 66.7%	43 58.9%	31 66.0%	- -
Usually	26 21.7%	8 30.8% **	17 19.3%	7 28.0% **	15 19.2%	3 21.4%	17 18.5%	4 21.1% **	16 45.7% I	5 8.3%	9 20.0%	16 22.5%	2 40.0% **	7 18.4%	10 24.4%	15 20.8%	20 27.4% q	6 12.8%	- -
Sometimes	18 15.0%	5 19.2% **	12 13.6%	7 28.0% **	6 7.7%	3 21.4% **	14 15.2%	4 21.1% **	3 8.6%	10 16.7%	7 15.6%	11 15.5%	- - **	6 15.8%	6 14.6%	9 12.5%	9 12.3%	9 19.1%	- -
Never	2 1.7%	- - **	2 2.3%	- - **	1 1.3%	- - **	2 2.2%	- - **	- - -	2 3.3%	1 2.2%	1 1.4%	- - **	1 2.6%	2 4.9% o	- -	1 1.4%	1 2.1%	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	100 83.3%	21 80.8% **	74 84.1%	18 72.0% **	71 91.0%	11 78.6% **	76 82.6%	15 78.9% **	32 91.4%	48 80.0%	37 82.2%	59 83.1%	5 100.0% **	31 81.6%	33 80.5%	63 87.5%	63 86.3%	37 78.7%	- -
HEDIS/CAHPS SUMMARY RATE - Always	74 61.7%	13 50.0% **	57 64.8%	11 44.0% **	56 71.8%	8 57.1%	59 64.1%	11 57.9% **	16 45.7%	43 71.7% H	28 62.2%	43 60.6%	3 60.0% **	24 63.2%	23 56.1%	48 66.7%	43 58.9%	31 66.0%	- -
3-Point Score	2.45	2.31	2.49	2.16	2.63	2.36	2.47	2.37	2.37	2.52	2.44	2.44	2.60	2.45	2.37	2.54	2.45	2.45	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q26. How many specialists have you seen in the last 6 months?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 83
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q26. How many specialists have you seen in the last 6 months?

Total Eligible	123	28	88	26	80	14	94	21	35	60	46	72	6	38	43	73	75	48	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	119	26	88	25	78	14	91	19	35	60	45	70	5	38	41	72	73	46	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	2	-	1	2	-	3	2	-	-	1	2	1	-	2	1	2	2	-
None	1	-	1	-	-	-	1	-	-	1	-	1	-	-	1	-	-	1	-
	0.8%	-	1.1%	-	-	-	1.1%	-	-	1.7%	-	1.4%	-	-	2.4%	-	-	2.2%	-
1 specialist	56	7	46	10	38	5	43	5	22	26	14	41	1	11	28	25	35	21	-
	47.1%	26.9%	52.3%	40.0%	48.7%	35.7%	47.3%	26.3%	62.9%	43.3%	31.1%	58.6%	20.0%	28.9%	68.3%	34.7%	47.9%	45.7%	-
2	34	12	22	8	21	7	24	10	7	17	16	16	3	13	8	24	19	15	-
	28.6%	46.2%	25.0%	32.0%	26.9%	50.0%	26.4%	52.6%	20.0%	28.3%	35.6%	22.9%	60.0%	34.2%	19.5%	33.3%	26.0%	32.6%	-
3	13	5	7	2	11	1	10	4	3	5	6	7	1	5	1	12	8	5	-
	10.9%	19.2%	8.0%	8.0%	14.1%	7.1%	11.0%	21.1%	8.6%	8.3%	13.3%	10.0%	20.0%	13.2%	2.4%	16.7%	11.0%	10.9%	-
4	10	1	9	4	5	-	9	-	2	8	6	4	-	6	2	8	7	3	-
	8.4%	3.8%	10.2%	16.0%	6.4%	-	9.9%	-	5.7%	13.3%	13.3%	5.7%	-	15.8%	4.9%	11.1%	9.6%	6.5%	-
5 or more specialists	5	1	3	1	3	1	4	-	1	3	3	1	-	3	1	3	4	1	-
	4.2%	3.8%	3.4%	4.0%	3.8%	7.1%	4.4%	-	2.9%	5.0%	6.7%	1.4%	-	7.9%	2.4%	4.2%	5.5%	2.2%	-
HEDIS/CAHPS SUMMARY RATE - 1 or more specialists	118	26	87	25	78	14	90	19	35	59	45	69	5	38	40	72	73	45	-
	99.2%	100.0%	98.9%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	98.3%	100.0%	98.6%	100.0%	100.0%	97.6%	100.0%	100.0%	97.8%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q27. What number would you use to rate that specialist?																			
Total Eligible	118	26	87	25	78	14	90	19	35	59	45	69	5	38	40	72	73	45	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	118	26	87	25	78	14	90	19	35	59	45	69	5	38	40	72	73	45	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best specialist possible	67	8	58	4	57	5	56	7	14	45	24	42	2	22	22	42	35	32	-
	56.8%	30.8%	66.7%	16.0%	73.1%	35.7%	62.2%	36.8%	40.0%	76.3%	53.3%	60.9%	40.0%	57.9%	55.0%	58.3%	47.9%	71.1%	-
9	15	3	11	4	8	2	12	2	7	5	6	9	-	5	5	8	11	4	-
	12.7%	11.5%	12.6%	16.0%	10.3%	14.3%	13.3%	10.5%	20.0%	8.5%	13.3%	13.0%	-	13.2%	12.5%	11.1%	15.1%	8.9%	-
8	17	6	10	6	9	1	13	3	9	4	8	8	1	6	5	11	12	5	-
	14.4%	23.1%	11.5%	24.0%	11.5%	7.1%	14.4%	15.8%	25.7%	6.8%	17.8%	11.6%	20.0%	15.8%	12.5%	15.3%	16.4%	11.1%	-
7	7	3	3	5	2	1	4	1	2	3	4	3	1	3	2	5	6	1	-
	5.9%	11.5%	3.4%	20.0%	2.6%	7.1%	4.4%	5.3%	5.7%	5.1%	8.9%	4.3%	20.0%	7.9%	5.0%	6.9%	8.2%	2.2%	-
6	5	2	3	3	1	2	2	2	2	1	1	3	-	1	3	2	5	-	-
	4.2%	7.7%	3.4%	12.0%	1.3%	14.3%	2.2%	10.5%	5.7%	1.7%	2.2%	4.3%	-	2.6%	7.5%	2.8%	6.8%	-	-
5	2	1	1	2	-	1	1	1	-	1	-	2	-	-	1	1	1	1	-
	1.7%	3.8%	1.1%	8.0%	-	7.1%	1.1%	5.3%	-	1.7%	-	2.9%	-	-	2.5%	1.4%	1.4%	2.2%	-
4	1	-	1	-	1	-	1	-	1	-	-	1	-	-	-	1	-	1	-
	0.8%	-	1.1%	-	1.3%	-	1.1%	-	2.9%	-	-	1.4%	-	-	-	1.4%	-	2.2%	-
3	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	1	-	-
	0.8%	3.8%	-	-	-	-	-	5.3%	-	-	-	1.4%	-	-	2.5%	-	1.4%	-	-
2	2	1	-	-	-	1	1	1	-	-	1	-	-	1	1	1	1	1	-
	1.7%	3.8%	-	-	-	7.1%	1.1%	5.3%	-	-	2.2%	-	-	2.6%	2.5%	1.4%	1.4%	2.2%	-
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst specialist possible	1	1	-	1	-	1	-	1	-	-	1	-	1	-	-	1	1	-	-
	0.8%	3.8%	-	4.0%	-	7.1%	-	5.3%	-	-	2.2%	-	20.0%	-	-	1.4%	1.4%	-	-
SUMMARY - 0-3	4	3	-	1	-	2	1	3	-	-	2	1	1	1	2	2	3	1	-
	3.4%	11.5%	-	4.0%	-	14.3%	1.1%	15.8%	-	-	4.4%	1.4%	20.0%	2.6%	5.0%	2.8%	4.1%	2.2%	-
SUMMARY - 4-7	15	6	8	10	4	4	8	4	5	5	5	9	1	4	6	9	12	3	-
	12.7%	23.1%	9.2%	40.0%	5.1%	28.6%	8.9%	21.1%	14.3%	8.5%	11.1%	13.0%	20.0%	10.5%	15.0%	12.5%	16.4%	6.7%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	99	17	79	14	74	8	81	12	30	54	38	59	3	33	32	61	58	41	-
	83.9%	65.4%	90.8%	56.0%	94.9%	57.1%	90.0%	63.2%	85.7%	91.5%	84.4%	85.5%	60.0%	86.8%	80.0%	84.7%	79.5%	91.1%	-
HEDIS/CAHPS SUMMARY RATE - 9-10	82	11	69	8	65	7	68	9	21	50	30	51	2	27	27	50	46	36	-
	69.5%	42.3%	79.3%	32.0%	83.3%	50.0%	75.6%	47.4%	60.0%	84.7%	66.7%	73.9%	40.0%	71.1%	67.5%	69.4%	63.0%	80.0%	-
3-Point Score	2.59	2.19	2.74	2.08	2.81	2.14	2.70	2.16	2.51	2.81	2.60	2.64	2.20	2.66	2.53	2.61	2.51	2.73	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:
Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

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HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?																			
Total Eligible	291 100.0%	63 100.0%	209 100.0%	49 100.0%	169 100.0%	29 100.0%	203 100.0%	46 100.0%	69 100.0%	157 100.0%	99 100.0%	185 100.0%	19 100.0%	78 100.0%	157 100.0%	120 100.0%	136 100.0%	155 100.0%	- -
Total Valid Responses	282 100.0%	61 100.0%	203 100.0%	48 100.0%	161 100.0%	29 100.0%	198 100.0%	45 100.0%	65 100.0%	154 100.0%	97 100.0%	180 100.0%	18 100.0%	77 100.0%	154 100.0%	114 100.0%	132 100.0%	150 100.0%	- -
No Answer	9	2	6	1	8	-	5	1	4	3	2	5	1	1	3	6	4	5	-
Yes	67 23.8%	21 34.4% B	43 21.2%	17 35.4%	39 24.2%	11 37.9% **	47 23.7%	13 28.9%	19 29.2%	32 20.8%	35 36.1% K	29 16.1%	9 50.0% **	26 33.8%	31 20.1%	31 27.2%	34 25.8%	33 22.0%	- -
No	215 76.2%	40 65.6%	160 78.8% A	31 64.6%	122 75.8%	18 62.1% **	151 76.3%	32 71.1%	46 70.8%	122 79.2%	62 63.9%	151 83.9% J	9 50.0% **	51 66.2%	123 79.9%	83 72.8%	98 74.2%	117 78.0%	- -
HEDIS/CAHPS SUMMARY RATE - Yes	67 23.8%	21 34.4% B	43 21.2%	17 35.4%	39 24.2%	11 37.9% **	47 23.7%	13 28.9%	19 29.2%	32 20.8%	35 36.1% K	29 16.1%	9 50.0% **	26 33.8%	31 20.1%	31 27.2%	34 25.8%	33 22.0%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q29. (PNI) In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

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HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q29. (PNI) In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

Total Eligible	67	21	43	17	39	11	47	13	19	32	35	29	9	26	31	31	34	33	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	67	21	43	17	39	11	47	13	19	32	35	29	9	26	31	31	34	33	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	17	3	13	3	13	2	12	3	1	12	10	5	-	10	7	9	7	10	-
	25.4%	14.3%	30.2%	17.6%	33.3%	18.2%	25.5%	23.1%	5.3%	37.5%	28.6%	17.2%	-	38.5%	22.6%	29.0%	20.6%	30.3%	-
Usually	22	5	16	2	14	5	15	1	7	13	10	11	2	8	9	11	14	8	-
	32.8%	23.8%	37.2%	11.8%	35.9%	45.5%	31.9%	7.7%	36.8%	40.6%	28.6%	37.9%	22.2%	30.8%	29.0%	35.5%	41.2%	24.2%	-
Sometimes	22	10	12	9	11	2	17	7	10	5	11	11	5	6	11	10	11	11	-
	32.8%	47.6%	27.9%	52.9%	28.2%	18.2%	36.2%	53.8%	52.6%	15.6%	31.4%	37.9%	55.6%	23.1%	35.5%	32.3%	32.4%	33.3%	-
Never	6	3	2	3	1	2	3	2	1	2	4	2	2	2	4	1	2	4	-
	9.0%	14.3%	4.7%	17.6%	2.6%	18.2%	6.4%	15.4%	5.3%	6.3%	11.4%	6.9%	22.2%	7.7%	12.9%	3.2%	5.9%	12.1%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	39	8	29	5	27	7	27	4	8	25	20	16	2	18	16	20	21	18	-
	58.2%	38.1%	67.4%	29.4%	69.2%	63.6%	57.4%	30.8%	42.1%	78.1%	57.1%	55.2%	22.2%	69.2%	51.6%	64.5%	61.8%	54.5%	-
HEDIS/CAHPS SUMMARY RATE - Always	17	3	13	3	13	2	12	3	1	12	10	5	-	10	7	9	7	10	-
	25.4%	14.3%	30.2%	17.6%	33.3%	18.2%	25.5%	23.1%	5.3%	37.5%	28.6%	17.2%	-	38.5%	22.6%	29.0%	20.6%	30.3%	-
3-Point Score	1.84	1.52	1.98	1.47	2.03	1.82	1.83	1.54	1.47	2.16	1.86	1.72	1.22	2.08	1.74	1.94	1.82	1.85	-

Cell Contents:

- Count
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Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2017

Q30. In the last 6 months, did you get information or help from your health plan's customer service?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

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HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q30. In the last 6 months, did you get information or help from your health plan's customer service?

	291	63	209	49	169	29	203	46	69	157	99	185	19	78	157	120	136	155	-
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	284	61	207	47	166	28	199	44	69	155	99	185	19	78	153	118	132	152	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	7	2	2	2	3	1	4	2	-	2	-	-	-	-	4	2	4	3	-
Yes	99	25	73	20	63	11	75	16	22	60	99	-	19	78	42	52	44	55	-
	34.9%	41.0%	35.3%	42.6%	38.0%	39.3%	37.7%	36.4%	31.9%	38.7%	100.0%	-	100.0%	100.0%	27.5%	44.1%	33.3%	36.2%	-
						**					K		**			N			-
No	185	36	134	27	103	17	124	28	47	95	-	185	-	-	111	66	88	97	-
	65.1%	59.0%	64.7%	57.4%	62.0%	60.7%	62.3%	63.6%	68.1%	61.3%	-	100.0%	-	-	72.5%	55.9%	66.7%	63.8%	-
						**					J		**		O				-
HEDIS/CAHPS SUMMARY RATE - Yes	99	25	73	20	63	11	75	16	22	60	99	-	19	78	42	52	44	55	-
	34.9%	41.0%	35.3%	42.6%	38.0%	39.3%	37.7%	36.4%	31.9%	38.7%	100.0%	-	100.0%	100.0%	27.5%	44.1%	33.3%	36.2%	-
						**					K		**		N				-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q31. (CS) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

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HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q31. (CS) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?																		
Total Eligible	99	25	73	20	63	11	75	16	22	60	99	-	19	78	42	52	44	55
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	97	24	72	19	62	11	74	15	21	60	97	-	19	78	41	51	42	55
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	1	1	1	-	1	1	1	-	2	-	-	-	1	1	2	-
Always	52	7	44	7	35	3	42	5	6	40	52	-	-	52	23	27	18	34
	53.6%	29.2%	61.1%	36.8%	56.5%	27.3%	56.8%	33.3%	28.6%	66.7%	53.6%	-	-	66.7%	56.1%	52.9%	42.9%	61.8%
Usually	26	7	19	5	17	3	18	4	9	13	26	-	-	26	8	15	14	12
	26.8%	29.2%	26.4%	26.3%	27.4%	27.3%	24.3%	26.7%	42.9%	21.7%	26.8%	-	-	33.3%	19.5%	29.4%	33.3%	21.8%
Sometimes	16	8	8	5	9	4	12	4	6	6	16	-	16	-	8	8	9	7
	16.5%	33.3%	11.1%	26.3%	14.5%	36.4%	16.2%	26.7%	28.6%	10.0%	16.5%	-	84.2%	-	19.5%	15.7%	21.4%	12.7%
Never	3	2	1	2	1	1	2	2	-	1	3	-	3	-	2	1	1	2
	3.1%	8.3%	1.4%	10.5%	1.6%	9.1%	2.7%	13.3%	-	1.7%	3.1%	-	15.8%	-	4.9%	2.0%	2.4%	3.6%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	78	14	63	12	52	6	60	9	15	53	78	-	-	78	31	42	32	46
	80.4%	58.3%	87.5%	63.2%	83.9%	54.5%	81.1%	60.0%	71.4%	88.3%	80.4%	-	-	100.0%	75.6%	82.4%	76.2%	83.6%
HEDIS/CAHPS SUMMARY RATE - Always	52	7	44	7	35	3	42	5	6	40	52	-	-	52	23	27	18	34
	53.6%	29.2%	61.1%	36.8%	56.5%	27.3%	56.8%	33.3%	28.6%	66.7%	53.6%	-	-	66.7%	56.1%	52.9%	42.9%	61.8%
3-Point Score	2.34	1.88	2.49	2.00	2.40	1.82	2.38	1.93	2.00	2.55	2.34	-	1.00	2.67	2.32	2.35	2.19	2.45

Cell Contents:

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Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q32. (CS) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Q32. (CS) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?																		
Total Eligible	99	25	73	20	63	11	75	16	22	60	99	-	19	78	42	52	44	55
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	98	24	73	19	63	11	75	15	22	60	98	-	19	78	42	51	43	55
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	1	-	1	-	-	-	1	-	-	1	-	-	-	-	1	1	-
Always	78	14	63	11	54	6	60	10	14	53	78	-	9	68	31	43	34	44
	79.6%	58.3%	86.3%	57.9%	85.7%	54.5%	80.0%	66.7%	63.6%	88.3%	79.6%	-	47.4%	87.2%	73.8%	84.3%	79.1%	80.0%
Usually	16	8	8	5	8	3	13	3	8	5	16	-	8	8	7	8	7	9
	16.3%	33.3%	11.0%	26.3%	12.7%	27.3%	17.3%	20.0%	36.4%	8.3%	16.3%	-	42.1%	10.3%	16.7%	15.7%	16.3%	16.4%
Sometimes	3	1	2	2	1	1	2	1	-	2	3	-	1	2	3	-	2	1
	3.1%	4.2%	2.7%	10.5%	1.6%	9.1%	2.7%	6.7%	-	3.3%	3.1%	-	5.3%	2.6%	7.1%	-	4.7%	1.8%
Never	1	1	-	1	-	1	-	1	-	-	1	-	1	-	1	-	-	1
	1.0%	4.2%	-	5.3%	-	9.1%	-	6.7%	-	-	1.0%	-	5.3%	-	2.4%	-	-	1.8%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	94	22	71	16	62	9	73	13	22	58	94	-	17	76	38	51	41	53
	95.9%	91.7%	97.3%	84.2%	98.4%	81.8%	97.3%	86.7%	100.0%	96.7%	95.9%	-	89.5%	97.4%	90.5%	100.0%	95.3%	96.4%
HEDIS/CAHPS SUMMARY RATE - Always	78	14	63	11	54	6	60	10	14	53	78	-	9	68	31	43	34	44
	79.6%	58.3%	86.3%	57.9%	85.7%	54.5%	80.0%	66.7%	63.6%	88.3%	79.6%	-	47.4%	87.2%	73.8%	84.3%	79.1%	80.0%
3-Point Score	2.76	2.50	2.84	2.42	2.84	2.36	2.77	2.53	2.64	2.85	2.76	-	2.37	2.85	2.64	2.84	2.74	2.76

Cell Contents:

- Count
- Column Percentage
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Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q33. In the last 6 months, did your health plan
give you any forms to fill out?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 90
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/ CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q33. In the last 6 months, did your health plan give you any forms to fill out?

Total Eligible	291 100.0%	63 100.0%	209 100.0%	49 100.0%	169 100.0%	29 100.0%	203 100.0%	46 100.0%	69 100.0%	157 100.0%	99 100.0%	185 100.0%	19 100.0%	78 100.0%	157 100.0%	120 100.0%	136 100.0%	155 100.0%	- -
Total Valid Responses	273 100.0%	59 100.0%	200 100.0%	45 100.0%	159 100.0%	28 100.0%	190 100.0%	44 100.0%	67 100.0%	148 100.0%	93 100.0%	177 100.0%	19 100.0%	72 100.0%	148 100.0%	112 100.0%	129 100.0%	144 100.0%	- -
No Answer	18	4	9	4	10	1	13	2	2	9	6	8	-	6	9	8	7	11	-
Yes	60 22.0%	16 27.1%	40 20.0%	20 44.4% D	27 17.0%	8 28.6% **	39 20.5%	14 31.8% i	13 19.4%	29 19.6%	40 43.0% K	20 11.3%	7 36.8% **	32 44.4%	23 15.5%	33 29.5% N	23 17.8%	37 25.7%	- -
No	213 78.0%	43 72.9%	160 80.0%	25 55.6%	132 83.0% C	20 71.4% **	151 79.5%	30 68.2%	54 80.6%	119 80.4% g	53 57.0%	157 88.7% J	12 63.2% **	40 55.6%	125 84.5% O	79 70.5%	106 82.2%	107 74.3%	- -
HEDIS/CAHPS SUMMARY RATE - Yes	60 22.0%	16 27.1%	40 20.0%	20 44.4% D	27 17.0%	8 28.6% **	39 20.5%	14 31.8% i	13 19.4%	29 19.6%	40 43.0% K	20 11.3%	7 36.8% **	32 44.4%	23 15.5%	33 29.5% N	23 17.8%	37 25.7%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I,
J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i,
j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 91
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?																			
Total Eligible	273 100.0%	59 100.0%	200 100.0%	45 100.0%	159 100.0%	28 100.0%	190 100.0%	44 100.0%	67 100.0%	148 100.0%	93 100.0%	177 100.0%	19 100.0%	72 100.0%	148 100.0%	112 100.0%	129 100.0%	144 100.0%	- -
Total Valid Responses	268 100.0%	58 100.0%	198 100.0%	44 100.0%	159 100.0%	28 100.0%	187 100.0%	43 100.0%	66 100.0%	147 100.0%	91 100.0%	174 100.0%	19 100.0%	70 100.0%	146 100.0%	111 100.0%	128 100.0%	140 100.0%	- -
No Answer	5	1	2	1	-	-	3	1	1	1	2	3	-	2	2	1	1	4	-
Always	238 88.8%	47 81.0%	180 90.9% A	34 77.3%	145 91.2% C	22 78.6% **	170 90.9%	34 79.1%	56 84.8%	137 93.2% Gh	75 82.4%	160 92.0% J	13 68.4% **	61 87.1%	132 90.4%	95 85.6%	113 88.3%	125 89.3%	- -
Usually	16 6.0%	4 6.9%	12 6.1%	4 9.1%	10 6.3%	2 7.1% **	10 5.3%	4 9.3%	6 9.1%	6 4.1%	9 9.9% k	7 4.0%	2 10.5% **	7 10.0%	5 3.4%	11 9.9% N	11 8.6% q	5 3.6%	- -
Sometimes	13 4.9%	7 12.1% B	6 3.0%	5 11.4% D	4 2.5%	3 10.7% **	7 3.7%	5 11.6% I	4 6.1%	4 2.7%	7 7.7%	6 3.4%	4 21.1% **	2 2.9%	8 5.5%	5 4.5%	4 3.1%	9 6.4%	- -
Never	1 0.4%	-	-	1 2.3% d	-	1 3.6% **	-	-	-	-	-	1 0.6%	- **	-	1 0.7%	-	-	1 0.7%	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	254 94.8%	51 87.9%	192 97.0% A	38 86.4%	155 97.5% C	24 85.7% **	180 96.3%	38 88.4%	62 93.9%	143 97.3% G	84 92.3%	167 96.0%	15 78.9% **	68 97.1%	137 93.8%	106 95.5%	124 96.9%	130 92.9%	- -
HEDIS/CAHPS SUMMARY RATE - Always	238 88.8%	47 81.0%	180 90.9% A	34 77.3%	145 91.2% C	22 78.6% **	170 90.9%	34 79.1%	56 84.8%	137 93.2% Gh	75 82.4%	160 92.0% J	13 68.4% **	61 87.1%	132 90.4%	95 85.6%	113 88.3%	125 89.3%	- -
3-Point Score	2.84	2.69	2.88	2.64	2.89	2.64	2.87	2.67	2.79	2.90	2.75	2.88	2.47	2.84	2.84	2.81	2.85	2.82	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q35. What number would you use to rate your health plan?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 92
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q35. What number would you use to rate your health plan?																			
Total Eligible	291	63	209	49	169	29	203	46	69	157	99	185	19	78	157	120	136	155	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	272	63	209	47	160	28	195	46	69	157	98	170	19	77	144	117	127	145	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	19	-	-	2	9	1	8	-	-	-	1	15	-	1	13	3	9	10	-
10 - Best health plan possible	122	-	122	13	80	6	103	-	-	122	45	77	5	40	72	45	56	66	-
	44.9%	-	58.4%	27.7%	50.0%	21.4%	52.8%	-	-	77.7%	45.9%	45.3%	26.3%	51.9%	50.0%	38.5%	44.1%	45.5%	-
9	35	-	35	1	26	-	28	-	-	35	15	18	2	13	21	12	16	19	-
	12.9%	-	16.7%	2.1%	16.3%	-	14.4%	-	-	22.3%	15.3%	10.6%	10.5%	16.9%	14.6%	10.3%	12.6%	13.1%	-
8	52	-	52	6	33	3	36	-	52	-	13	39	2	10	26	24	29	23	-
	19.1%	-	24.9%	12.8%	20.6%	10.7%	18.5%	-	75.4%	-	13.3%	22.9%	10.5%	13.0%	18.1%	20.5%	22.8%	15.9%	-
7	17	17	-	7	8	6	9	-	17	-	9	8	4	5	5	12	11	6	-
	6.3%	27.0%	-	14.9%	5.0%	21.4%	4.6%	-	24.6%	-	9.2%	4.7%	21.1%	6.5%	3.5%	10.3%	8.7%	4.1%	-
6	14	14	-	8	4	5	7	14	-	-	7	7	2	5	3	10	3	11	-
	5.1%	22.2%	-	17.0%	2.5%	17.9%	3.6%	30.4%	-	-	7.1%	4.1%	10.5%	6.5%	2.1%	8.5%	2.4%	7.6%	-
5	23	23	-	8	7	6	9	23	-	-	5	16	1	4	10	12	7	16	-
	8.5%	36.5%	-	17.0%	4.4%	21.4%	4.6%	50.0%	-	-	5.1%	9.4%	5.3%	5.2%	6.9%	10.3%	5.5%	11.0%	-
4	1	1	-	-	1	-	1	1	-	-	-	1	-	-	1	-	-	1	-
	0.4%	1.6%	-	-	0.6%	-	0.5%	2.2%	-	-	-	0.6%	-	-	0.7%	-	-	0.7%	-
3	1	1	-	1	-	1	-	1	-	-	1	-	1	-	1	-	-	1	-
	0.4%	1.6%	-	2.1%	-	3.6%	-	2.2%	-	-	1.0%	-	5.3%	-	0.7%	-	-	0.7%	-
2	6	6	-	3	1	1	2	6	-	-	3	3	2	-	4	2	4	2	-
	2.2%	9.5%	-	6.4%	0.6%	3.6%	1.0%	13.0%	-	-	3.1%	1.8%	10.5%	-	2.8%	1.7%	3.1%	1.4%	-
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst health plan possible	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	1	-	-
	0.4%	1.6%	-	-	-	-	-	2.2%	-	-	-	0.6%	-	-	0.7%	-	0.8%	-	-
SUMMARY - 0-3	8	8	-	4	1	2	2	8	-	-	4	4	3	-	6	2	5	3	-
	2.9%	12.7%	-	8.5%	0.6%	7.1%	1.0%	17.4%	-	-	4.1%	2.4%	15.8%	-	4.2%	1.7%	3.9%	2.1%	-
SUMMARY - 4-7	55	55	-	23	20	17	26	38	17	-	21	32	7	14	19	34	21	34	-
	20.2%	87.3%	-	48.9%	12.5%	60.7%	13.3%	82.6%	24.6%	-	21.4%	18.8%	36.8%	18.2%	13.2%	29.1%	16.5%	23.4%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	209	-	209	20	139	9	167	-	52	157	73	134	9	63	119	81	101	108	-
	76.8%	-	100.0%	42.6%	86.9%	32.1%	85.6%	-	75.4%	100.0%	74.5%	78.8%	47.4%	81.8%	82.6%	69.2%	79.5%	74.5%	-
HEDIS/CAHPS SUMMARY RATE - 9-10	157	-	157	14	106	6	131	-	-	157	60	95	7	53	93	57	72	85	-
	57.7%	-	75.1%	29.8%	66.3%	21.4%	67.2%	-	-	100.0%	61.2%	55.9%	36.8%	68.8%	64.6%	48.7%	56.7%	58.6%	-
3-Point Score	2.41	1.27	2.75	1.87	2.58	1.75	2.57	1.00	2.00	3.00	2.45	2.39	2.05	2.57	2.51	2.28	2.45	2.37	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q36. In general, how would you rate your overall health?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 93
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q36. In general, how would you rate your overall health?

Total Eligible	291 100.0%	63 100.0%	209 100.0%	49 100.0%	169 100.0%	29 100.0%	203 100.0%	46 100.0%	69 100.0%	157 100.0%	99 100.0%	185 100.0%	19 100.0%	78 100.0%	157 100.0%	120 100.0%	136 100.0%	155 100.0%	- -
Total Valid Responses	281 100.0%	63 100.0%	207 100.0%	49 100.0%	164 100.0%	29 100.0%	199 100.0%	46 100.0%	68 100.0%	156 100.0%	99 100.0%	177 100.0%	19 100.0%	78 100.0%	151 100.0%	119 100.0%	134 100.0%	147 100.0%	- -
No Answer	10 -	-	2 -	-	5 -	-	4 -	-	1 -	1 -	-	8 -	-	-	6 -	1 -	2 -	8 -	-
Excellent	22 7.8%	4 6.3%	17 8.2%	4 8.2%	12 7.3%	2 6.9% **	16 8.0%	4 8.7% H	-	17 10.9% H	11 11.1%	11 6.2%	2 10.5% **	9 11.5%	10 6.6%	11 9.2%	9 6.7%	13 8.8%	- -
Very good	64 22.8%	10 15.9%	51 24.6%	7 14.3%	39 23.8%	3 10.3% **	48 24.1%	7 15.2%	14 20.6%	40 25.6%	16 16.2%	48 27.1% J	4 21.1% **	12 15.4%	43 28.5% O	19 16.0%	30 22.4%	34 23.1%	- -
Good	100 35.6%	20 31.7%	76 36.7%	15 30.6%	64 39.0%	12 41.4% **	68 34.2%	13 28.3%	34 50.0% G	49 31.4%	37 37.4%	61 34.5%	8 42.1% **	28 35.9%	52 34.4%	45 37.8%	48 35.8%	52 35.4%	- -
Fair	75 26.7%	23 36.5% b	52 25.1%	17 34.7%	40 24.4%	10 34.5% **	55 27.6%	16 34.8%	18 26.5%	41 26.3%	25 25.3%	48 27.1%	5 26.3% **	20 25.6%	39 25.8%	32 26.9%	40 29.9%	35 23.8%	- -
Poor	20 7.1%	6 9.5%	11 5.3%	6 12.2%	9 5.5%	2 6.9% **	12 6.0%	6 13.0% H	2 2.9%	9 5.8%	10 10.1%	9 5.1%	- - **	9 11.5%	7 4.6%	12 10.1% n	7 5.2%	13 8.8%	- -
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	86 30.6%	14 22.2%	68 32.9%	11 22.4%	51 31.1%	5 17.2% **	64 32.2%	11 23.9%	14 20.6%	57 36.5% H	27 27.3%	59 33.3%	6 31.6% **	21 26.9%	53 35.1% o	30 25.2%	39 29.1%	47 32.0%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q37. In general, how would you rate your overall mental or emotional health?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 94
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q37. In general, how would you rate your overall mental or emotional health?																			
Total Eligible	291 100.0%	63 100.0%	209 100.0%	49 100.0%	169 100.0%	29 100.0%	203 100.0%	46 100.0%	69 100.0%	157 100.0%	99 100.0%	185 100.0%	19 100.0%	78 100.0%	157 100.0%	120 100.0%	136 100.0%	155 100.0%	- -
Total Valid Responses	282 100.0%	63 100.0%	207 100.0%	49 100.0%	163 100.0%	29 100.0%	198 100.0%	46 100.0%	69 100.0%	155 100.0%	99 100.0%	178 100.0%	19 100.0%	78 100.0%	151 100.0%	118 100.0%	135 100.0%	147 100.0%	- -
No Answer	9	-	2	-	6	-	5	-	-	2	-	7	-	-	6	2	1	8	-
Excellent	51 18.1%	12 19.0%	37 17.9%	8 16.3%	31 19.0%	3 10.3% **	37 18.7%	11 23.9% h	8 11.6%	30 19.4%	13 13.1%	38 21.3% j	3 15.8% **	10 12.8%	27 17.9%	22 18.6%	22 16.3%	29 19.7%	- -
Very good	69 24.5%	10 15.9%	54 26.1% a	11 22.4%	44 27.0%	5 17.2% **	51 25.8%	7 15.2%	17 24.6%	40 25.8%	23 23.2%	45 25.3%	5 26.3% **	18 23.1%	33 21.9%	33 28.0%	44 32.6% Q	25 17.0%	- -
Good	89 31.6%	24 38.1%	63 30.4%	18 36.7%	53 32.5%	12 41.4% **	64 32.3%	16 34.8%	26 37.7%	45 29.0%	35 35.4%	52 29.2%	10 52.6% **	23 29.5%	50 33.1%	35 29.7%	44 32.6%	45 30.6%	- -
Fair	57 20.2%	14 22.2%	42 20.3%	9 18.4%	30 18.4%	5 17.2% **	38 19.2%	9 19.6%	17 24.6%	30 19.4%	17 17.2%	38 21.3%	1 5.3% **	16 20.5%	33 21.9%	22 18.6%	22 16.3%	35 23.8%	- -
Poor	16 5.7%	3 4.8%	11 5.3%	3 6.1%	5 3.1%	4 13.8% **	8 4.0%	3 6.5%	1 1.4%	10 6.5%	11 11.1% K	5 2.8%	- - **	11 14.1%	8 5.3%	6 5.1%	3 2.2%	13 8.8% P	- -
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	120 42.6%	22 34.9%	91 44.0%	19 38.8%	75 46.0%	8 27.6% **	88 44.4%	18 39.1%	25 36.2%	70 45.2%	36 36.4%	83 46.6% j	8 42.1% **	28 35.9%	60 39.7%	55 46.6%	66 48.9%	54 36.7%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I,
J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i,
j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2016? (All respondents)

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 95
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2016? (All respondents)																			
Total Eligible	291 100.0%	63 100.0%	209 100.0%	49 100.0%	169 100.0%	29 100.0%	203 100.0%	46 100.0%	69 100.0%	157 100.0%	99 100.0%	185 100.0%	19 100.0%	78 100.0%	157 100.0%	120 100.0%	136 100.0%	155 100.0%	- -
Total Valid Responses	276 100.0%	60 100.0%	204 100.0%	45 100.0%	162 100.0%	26 100.0%	195 100.0%	44 100.0%	68 100.0%	152 100.0%	96 100.0%	174 100.0%	19 100.0%	75 100.0%	149 100.0%	114 100.0%	130 100.0%	146 100.0%	- -
No Answer	8	-	2	1	5	-	5	-	-	2	1	6	-	1	5	2	1	7	-
Yes	158 57.2%	39 65.0%	115 56.4%	29 64.4%	96 59.3%	15 57.7% **	114 58.5%	26 59.1%	44 64.7%	84 55.3%	55 57.3%	99 56.9%	8 42.1% **	45 60.0%	78 52.3%	73 64.0% n	82 63.1% q	76 52.1%	- -
No	118 42.8%	21 35.0%	89 43.6%	16 35.6%	66 40.7%	11 42.3% **	81 41.5%	18 40.9%	24 35.3%	68 44.7%	41 42.7%	75 43.1%	11 57.9% **	30 40.0%	71 47.7% o	41 36.0%	48 36.9%	70 47.9% p	- -
Don't know	7	3	3	3	2	3	3	2	1	3	2	5	-	2	3	4	5	2	-
HEDIS/CAHPS SUMMARY RATE - Yes	158 57.2%	39 65.0%	115 56.4%	29 64.4%	96 59.3%	15 57.7% **	114 58.5%	26 59.1%	44 64.7%	84 55.3%	55 57.3%	99 56.9%	8 42.1%	45 60.0%	78 52.3%	73 64.0%	82 63.1%	76 52.1%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics

770-978-3173

2017

Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2016?
(Respondents 18-64 years as of July 1 of the measurement year)

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2016? (Respondents 18-64 years as of July 1 of the measurement year)																			
Total Eligible	178	46	123	30	105	21	121	31	44	94	68	106	13	54	88	82	69	109	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	168	43	120	27	100	18	117	29	43	91	67	98	13	53	81	79	65	103	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	-	1	-	4	-	2	-	-	1	-	3	-	-	4	-	-	4	-
Yes	89	26	61	16	58	10	66	15	26	46	38	49	6	31	36	49	39	50	-
	53.0%	60.5%	50.8%	59.3%**	58.0%	55.6%**	56.4%	51.7%**	60.5%	50.5%	56.7%	50.0%	46.2%**	58.5%	44.4%	62.0%N	60.0%	48.5%	-
No	79	17	59	11	42	8	51	14	17	45	29	49	7	22	45	30	26	53	-
	47.0%	39.5%	49.2%	40.7%**	42.0%	44.4%**	43.6%	48.3%**	39.5%	49.5%	43.3%	50.0%	53.8%**	41.5%	55.6%O	38.0%	40.0%	51.5%	-
Don't know	6	3	2	3	1	3	2	2	1	2	1	5	-	1	3	3	4	2	-
HEDIS/CAHPS SUMMARY RATE - Yes	89	26	61	16	58	10	66	15	26	46	38	49	6	31	36	49	39	50	-
	53.0%	60.5%	50.8%	59.3%	58.0%	55.6%	56.4%	51.7%	60.5%	50.5%	56.7%	50.0%	46.2%	58.5%	44.4%	62.0%	60.0%	48.5%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 97
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

Total Eligible	291 100.0%	63 100.0%	209 100.0%	49 100.0%	169 100.0%	29 100.0%	203 100.0%	46 100.0%	69 100.0%	157 100.0%	99 100.0%	185 100.0%	19 100.0%	78 100.0%	157 100.0%	120 100.0%	136 100.0%	155 100.0%	- -
Total Valid Responses	278 100.0%	61 100.0%	205 100.0%	46 100.0%	164 100.0%	27 100.0%	196 100.0%	45 100.0%	68 100.0%	153 100.0%	97 100.0%	178 100.0%	19 100.0%	76 100.0%	152 100.0%	115 100.0%	130 100.0%	148 100.0%	- -
No Answer	13	2	4	3	5	2	7	1	1	4	2	7	-	2	5	5	6	7	-
Every day	50 18.0%	12 19.7%	36 17.6%	11 23.9% d	21 12.8%	8 29.6% **	30 15.3%	11 24.4%	11 16.2%	26 17.0%	19 19.6%	30 16.9%	2 10.5% **	17 22.4%	24 15.8%	22 19.1%	19 14.6%	31 20.9%	- -
Some days	27 9.7%	8 13.1%	18 8.8%	6 13.0%	16 9.8%	1 3.7% **	15 7.7%	7 15.6%	7 10.3%	12 7.8%	11 11.3%	15 8.4%	3 15.8% **	8 10.5%	12 7.9%	15 13.0%	10 7.7%	17 11.5%	- -
Not at all	200 71.9%	41 67.2%	150 73.2%	29 63.0%	126 76.8% c	18 66.7% **	150 76.5%	27 60.0%	50 73.5%	114 74.5% g	67 69.1%	132 74.2%	14 73.7% **	51 67.1%	116 76.3% o	77 67.0%	101 77.7% Q	99 66.9%	- -
Don't know	1 0.4%	- -	1 0.5%	- -	1 0.6%	- - **	1 0.5%	- -	- -	1 0.7%	- -	1 0.6%	- - **	- -	- -	1 0.9%	- -	1 0.7%	- -
HEDIS/CAHPS SUMMARY RATE - % Smokers and Tobacco Users	77 27.7%	20 32.8%	54 26.3%	17 37.0%	37 22.6%	9 33.3% D	45 23.0% **	18 40.0% I	18 26.5%	38 24.8%	30 30.9%	45 25.3%	5 26.3% **	25 32.9%	36 23.7%	37 32.2%	29 22.3%	48 32.4% p	- -

Cell Contents:

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Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics

770-978-3173

2017

Q40. (HEDIS) In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 98
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q40. (HEDIS) In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

Total Eligible	77 100.0%	20 100.0%	54 100.0%	17 100.0%	37 100.0%	9 100.0%	45 100.0%	18 100.0%	18 100.0%	38 100.0%	30 100.0%	45 100.0%	5 100.0%	25 100.0%	36 100.0%	37 100.0%	29 100.0%	48 100.0%	- -
Total Valid Responses	77 100.0%	20 100.0%	54 100.0%	17 100.0%	37 100.0%	9 100.0%	45 100.0%	18 100.0%	18 100.0%	38 100.0%	30 100.0%	45 100.0%	5 100.0%	25 100.0%	36 100.0%	37 100.0%	29 100.0%	48 100.0%	- -
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	23 29.9%	5 25.0% **	18 33.3%	5 29.4% **	13 35.1%	1 11.1% **	16 35.6%	5 27.8% **	4 22.2% **	14 36.8%	8 26.7%	14 31.1%	2 40.0% **	6 24.0% **	9 25.0%	14 37.8%	11 37.9% **	12 25.0%	- -
Usually	11 14.3%	2 10.0% **	9 16.7%	2 11.8% **	8 21.6%	2 22.2% **	6 13.3%	2 11.1% **	5 27.8% **	4 10.5%	4 13.3%	7 15.6%	- - **	4 16.0% **	3 8.3%	8 21.6%	8 27.6% **	3 6.3%	- -
Sometimes	19 24.7%	4 20.0% **	13 24.1%	6 35.3% **	9 24.3%	1 11.1% **	10 22.2%	4 22.2% **	4 22.2% **	9 23.7%	8 26.7%	10 22.2%	1 20.0% **	7 28.0% **	9 25.0%	9 24.3%	5 17.2% **	14 29.2%	- -
Never	24 31.2%	9 45.0% **	14 25.9%	4 23.5% **	7 18.9%	5 55.6% **	13 28.9%	7 38.9% **	5 27.8% **	11 28.9%	10 33.3%	14 31.1%	2 40.0% **	8 32.0% **	15 41.7% O	6 16.2%	5 17.2% **	19 39.6%	- -
CURRENT YEAR SUMMARY RATE - Advising Smokers and Tobacco Users to Quit Rate	53 68.8%	11 55.0%	40 74.1%	13 76.5%	30 81.1%	4 44.4%	32 71.1%	11 61.1%	13 72.2%	27 71.1%	20 66.7%	31 68.9%	3 60.0%	17 68.0%	21 58.3%	31 83.8%	24 82.8%	29 60.4%	- -
		**		**		**		**	**				**	**		N	**		

Cell Contents:

- Count
- Column Percentage
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Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q41. (HEDIS) In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 99
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q41. (HEDIS) In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?

Total Eligible	77 100.0%	20 100.0%	54 100.0%	17 100.0%	37 100.0%	9 100.0%	45 100.0%	18 100.0%	18 100.0%	38 100.0%	30 100.0%	45 100.0%	5 100.0%	25 100.0%	36 100.0%	37 100.0%	29 100.0%	48 100.0%	- -
Total Valid Responses	76 100.0%	19 100.0%	54 100.0%	16 100.0%	37 100.0%	9 100.0%	45 100.0%	17 100.0%	18 100.0%	38 100.0%	30 100.0%	45 100.0%	5 100.0%	25 100.0%	36 100.0%	36 100.0%	29 100.0%	47 100.0%	- -
No Answer	1	1	-	1	-	-	-	1	-	-	-	-	-	-	-	1	-	1	-
Always	10 13.2%	4 21.1% **	6 11.1%	3 18.8% **	6 16.2%	1 11.1% **	6 13.3%	4 23.5% **	3 16.7% **	3 7.9%	4 13.3%	6 13.3%	2 40.0% **	2 8.0% **	4 11.1%	6 16.7%	4 13.8% **	6 12.8%	- -
Usually	11 14.5%	1 5.3% **	10 18.5%	1 6.3% **	8 21.6%	1 11.1% **	6 13.3%	- **	3 16.7% **	8 21.1%	4 13.3%	7 15.6%	1 20.0% **	3 12.0% **	5 13.9%	5 13.9%	7 24.1% **	4 8.5%	- -
Sometimes	22 28.9%	8 42.1% **	13 24.1%	7 43.8% **	7 18.9%	3 33.3% **	13 28.9%	8 47.1% **	5 27.8% **	8 21.1%	11 36.7%	11 24.4%	1 20.0% **	10 40.0% **	9 25.0%	11 30.6%	10 34.5% **	12 25.5%	- -
Never	33 43.4%	6 31.6% **	25 46.3%	5 31.3% **	16 43.2%	4 44.4% **	20 44.4%	5 29.4% **	7 38.9% **	19 50.0%	11 36.7%	21 46.7%	1 20.0% **	10 40.0% **	18 50.0%	14 38.9%	8 27.6% **	25 53.2%	- -
CURRENT YEAR SUMMARY RATE - Discussing Cessation Medications Rate	43 56.6%	13 68.4% **	29 53.7%	11 68.8% **	21 56.8%	5 55.6% **	25 55.6%	12 70.6% **	11 61.1% **	19 50.0%	19 63.3%	24 53.3%	4 80.0% **	15 60.0% **	18 50.0%	22 61.1%	21 72.4% **	22 46.8%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I,
J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i,
j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q42. (HEDIS) In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 100
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q42. (HEDIS) In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?

Total Eligible	77 100.0%	20 100.0%	54 100.0%	17 100.0%	37 100.0%	9 100.0%	45 100.0%	18 100.0%	18 100.0%	38 100.0%	30 100.0%	45 100.0%	5 100.0%	25 100.0%	36 100.0%	37 100.0%	29 100.0%	48 100.0%	- -
Total Valid Responses	75 100.0%	20 100.0%	52 100.0%	17 100.0%	36 100.0%	9 100.0%	43 100.0%	18 100.0%	18 100.0%	36 100.0%	29 100.0%	44 100.0%	5 100.0%	24 100.0%	35 100.0%	36 100.0%	29 100.0%	46 100.0%	- -
No Answer	2	-	2	-	1	-	2	-	-	2	1	1	-	1	1	1	-	2	-
Always	6 8.0%	1 5.0% **	4 7.7%	1 5.9% **	2 5.6%	- **	4 9.3%	1 5.6% **	2 11.1% **	2 5.6%	4 13.8% **	2 4.5%	1 20.0% **	3 12.5% **	4 11.4%	2 5.6%	3 10.3% **	3 6.5%	- -
Usually	5 6.7%	- **	5 9.6%	- **	4 11.1%	1 11.1% **	2 4.7%	- **	1 5.6% **	4 11.1%	3 10.3% **	2 4.5%	- **	3 12.5% **	1 2.9%	3 8.3%	2 6.9% **	3 6.5%	- -
Sometimes	19 25.3%	7 35.0% **	11 21.2%	7 41.2% **	8 22.2%	1 11.1% **	11 25.6%	6 33.3% **	6 33.3% **	6 16.7%	7 24.1% **	11 25.0%	2 40.0% **	5 20.8% **	8 22.9%	10 27.8%	6 20.7% **	13 28.3%	- -
Never	45 60.0%	12 60.0% **	32 61.5%	9 52.9% **	22 61.1%	7 77.8% **	26 60.5%	11 61.1% **	9 50.0% **	24 66.7%	15 51.7% **	29 65.9%	2 40.0% **	13 54.2% **	22 62.9%	21 58.3%	18 62.1% **	27 58.7%	- -
CURRENT YEAR SUMMARY RATE - Discussing Cessation Strategies Rate	30 40.0%	8 40.0% **	20 38.5%	8 47.1% **	14 38.9%	2 22.2% **	17 39.5%	7 38.9% **	9 50.0% **	12 33.3%	14 48.3% **	15 34.1%	3 60.0% **	11 45.8% **	13 37.1%	15 41.7%	11 37.9% **	19 41.3%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I,
J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i,
j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q43. Do you take aspirin daily or every other day?
(All respondents)

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 101
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q43. Do you take aspirin daily or every other day? (All respondents)

Total Eligible	291 100.0%	63 100.0%	209 100.0%	49 100.0%	169 100.0%	29 100.0%	203 100.0%	46 100.0%	69 100.0%	157 100.0%	99 100.0%	185 100.0%	19 100.0%	78 100.0%	157 100.0%	120 100.0%	136 100.0%	155 100.0%	- -
Total Valid Responses	276 100.0%	60 100.0%	203 100.0%	46 100.0%	163 100.0%	27 100.0%	195 100.0%	44 100.0%	68 100.0%	151 100.0%	95 100.0%	175 100.0%	19 100.0%	74 100.0%	149 100.0%	115 100.0%	133 100.0%	143 100.0%	- -
No Answer	11	1	4	2	5	1	6	-	1	4	2	8	-	2	6	4	3	8	-
Yes	80 29.0%	15 25.0%	61 30.0%	14 30.4%	48 29.4%	7 25.9% **	56 28.7%	12 27.3%	20 29.4%	44 29.1%	26 27.4%	52 29.7%	4 21.1% **	21 28.4%	37 24.8%	37 32.2%	40 30.1%	40 28.0%	- -
No	196 71.0%	45 75.0%	142 70.0%	32 69.6%	115 70.6%	20 74.1% **	139 71.3%	32 72.7%	48 70.6%	107 70.9%	69 72.6%	123 70.3%	15 78.9% **	53 71.6%	112 75.2%	78 67.8%	93 69.9%	103 72.0%	- -
Don't know	4	2	2	1	1	1	2	2	-	2	2	2	-	2	2	1	-	4	-
HEDIS/CAHPS SUMMARY RATE - Yes	80 29.0%	15 25.0%	61 30.0%	14 30.4%	48 29.4%	7 25.9%	56 28.7%	12 27.3%	20 29.4%	44 29.1%	26 27.4%	52 29.7%	4 21.1%	21 28.4%	37 24.8%	37 32.2%	40 30.1%	40 28.0%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I,
J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i,
j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics

770-978-3173

2017

Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 102
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?																			
Total Eligible	291 100.0%	63 100.0%	209 100.0%	49 100.0%	169 100.0%	29 100.0%	203 100.0%	46 100.0%	69 100.0%	157 100.0%	99 100.0%	185 100.0%	19 100.0%	78 100.0%	157 100.0%	120 100.0%	136 100.0%	155 100.0%	- -
Total Valid Responses	244 100.0%	53 100.0%	180 100.0%	37 100.0%	144 100.0%	22 100.0%	174 100.0%	41 100.0%	55 100.0%	137 100.0%	84 100.0%	154 100.0%	18 100.0%	65 100.0%	132 100.0%	100 100.0%	112 100.0%	132 100.0%	- -
No Answer	13	1	6	3	6	1	8	-	1	6	3	9	-	3	7	5	3	10	-
Yes	26 10.7%	10 18.9% B	16 8.9%	10 27.0% D	13 9.0%	4 18.2% **	18 10.3%	9 22.0% H	3 5.5%	14 10.2%	14 16.7% K	11 7.1%	2 11.1% **	12 18.5%	11 8.3%	15 15.0%	13 11.6%	13 9.8%	- -
No	218 89.3%	43 81.1%	164 91.1% A	27 73.0%	131 91.0% C	18 81.8% **	156 89.7%	32 78.0%	52 94.5% G	123 89.8% g	70 83.3%	143 92.9% J	16 88.9% **	53 81.5%	121 91.7%	85 85.0%	99 88.4%	119 90.2%	- -
Don't know	34	9	23	9	19	6	21	5	13	14	12	22	1	10	18	15	21	13	-
HEDIS/CAHPS SUMMARY RATE - No	218 89.3%	43 81.1%	164 91.1%	27 73.0%	131 91.0%	18 81.8%	156 89.7%	32 78.0%	52 94.5%	123 89.8%	70 83.3%	143 92.9%	16 88.9%	53 81.5%	121 91.7%	85 85.0%	99 88.4%	119 90.2%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 103
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)																			
Total Eligible	291	63	209	49	169	29	203	46	69	157	99	185	19	78	157	120	136	155	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	275	62	201	47	159	29	192	45	69	149	93	177	19	72	150	112	132	143	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	16	1	8	2	10	-	11	1	-	8	6	8	-	6	7	8	4	12	-
Yes	116	21	90	18	73	12	87	15	34	62	39	74	6	32	57	53	59	57	-
	42.2%	33.9%	44.8%	38.3%	45.9%	41.4%**	45.3%	33.3%	49.3%g	41.6%	41.9%	41.8%	31.6%**	44.4%	38.0%	47.3%	44.7%	39.9%	-
No	159	41	111	29	86	17	105	30	35	87	54	103	13	40	93	59	73	86	-
	57.8%	66.1%	55.2%	61.7%	54.1%	58.6%**	54.7%	66.7%h	50.7%	58.4%	58.1%	58.2%	68.4%**	55.6%	62.0%	52.7%	55.3%	60.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	116	21	90	18	73	12	87	15	34	62	39	74	6	32	57	53	59	57	-
	42.2%	33.9%	44.8%	38.3%	45.9%	41.4%	45.3%	33.3%	49.3%	41.6%	41.9%	41.8%	31.6%	44.4%	38.0%	47.3%	44.7%	39.9%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q46. Are you aware that you have any of the following conditions? Check all that apply.

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q46. Are you aware that you have any of the following conditions? Check all that apply.

	291	63	209	49	169	29	203	46	69	157	99	185	19	78	157	120	136	155	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Eligible	291	63	209	49	169	29	203	46	69	157	99	185	19	78	157	120	136	155	-
Total Valid Responses	238	55	177	45	157	26	178	41	59	132	89	142	13	73	115	117	121	117	-
Total Respondents	158	36	117	31	102	18	117	26	37	90	61	93	10	49	75	80	83	75	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
High cholesterol	75	22	51	15	50	9	55	16	21	36	29	43	5	23	30	43	42	33	-
	47.5%	61.1% b	43.6%	48.4%	49.0%	50.0% **	47.0%	61.5% **	56.8% i	40.0%	47.5%	46.2%	50.0% **	46.9%	40.0%	53.8% n	50.6%	44.0%	-
High blood pressure	111	23	86	20	77	11	83	18	29	62	44	64	6	36	54	55	59	52	-
	70.3%	63.9%	73.5%	64.5%	75.5%	61.1% **	70.9%	69.2% **	78.4%	68.9%	72.1%	68.8%	60.0% **	73.5%	72.0%	68.8%	71.1%	69.3%	-
Parent or sibling with heart attack before the age of 60	52	10	40	10	30	6	40	7	9	34	16	35	2	14	31	19	20	32	-
	32.9%	27.8%	34.2%	32.3%	29.4%	33.3% **	34.2%	26.9% **	24.3%	37.8%	26.2%	37.6%	20.0% **	28.6%	41.3% O	23.8%	24.1%	42.7% P	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I,
J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i,
j/k, l/m, n/o, p/q/r
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 105
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.

Total Eligible	291 100.0%	63 100.0%	209 100.0%	49 100.0%	169 100.0%	29 100.0%	203 100.0%	46 100.0%	69 100.0%	157 100.0%	99 100.0%	185 100.0%	19 100.0%	78 100.0%	157 100.0%	120 100.0%	136 100.0%	155 100.0%	- -
Total Valid Responses	144	35	105	28	91	15	111	24	38	78	62	76	6	55	67	72	71	73	-
Total Respondents	105 100.0%	27 100.0%	75 100.0%	23 100.0%	68 100.0%	9 100.0%	82 100.0%	17 100.0%	29 100.0%	56 100.0%	45 100.0%	56 100.0%	5 100.0%	39 100.0%	47 100.0%	55 100.0%	55 100.0%	50 100.0%	- -
A heart attack	23 21.9%	5 18.5% **	18 24.0%	4 17.4% **	15 22.1%	3 33.3% **	19 23.2%	5 29.4% **	4 13.8% **	14 25.0%	10 22.2%	12 21.4%	- - **	10 25.6%	8 17.0%	14 25.5%	8 14.5%	15 30.0% p	- - -
Angina or coronary heart disease	24 22.9%	4 14.8% **	19 25.3%	3 13.0% **	15 22.1%	2 22.2% **	20 24.4%	4 23.5% **	3 10.3% **	16 28.6%	10 22.2%	12 21.4%	- - **	10 25.6%	12 25.5%	10 18.2%	11 20.0%	13 26.0%	- -
A stroke	22 21.0%	7 25.9% **	15 20.0%	6 26.1% **	10 14.7%	4 44.4% **	15 18.3%	4 23.5% **	7 24.1% **	11 19.6%	9 20.0%	12 21.4%	2 40.0% **	6 15.4%	13 27.7%	9 16.4%	13 23.6%	9 18.0%	- -
Any kind of diabetes or high blood sugar	75 71.4%	19 70.4% **	53 70.7%	15 65.2% **	51 75.0%	6 66.7% **	57 69.5%	11 64.7% **	24 82.8% **	37 66.1%	33 73.3%	40 71.4%	4 80.0% **	29 74.4%	34 72.3%	39 70.9%	39 70.9%	36 72.0%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I,
J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i,
j/k, l/m, n/o, p/q/r
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 106
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?																			
Total Eligible	291 100.0%	63 100.0%	209 100.0%	49 100.0%	169 100.0%	29 100.0%	203 100.0%	46 100.0%	69 100.0%	157 100.0%	99 100.0%	185 100.0%	19 100.0%	78 100.0%	157 100.0%	120 100.0%	136 100.0%	155 100.0%	- -
Total Valid Responses	271 100.0%	60 100.0%	200 100.0%	46 100.0%	162 100.0%	29 100.0%	192 100.0%	43 100.0%	67 100.0%	150 100.0%	97 100.0%	172 100.0%	19 100.0%	76 100.0%	144 100.0%	117 100.0%	127 100.0%	144 100.0%	- -
No Answer	20	3	9	3	7	-	11	3	2	7	2	13	-	2	13	3	9	11	-
Yes	105 38.7%	29 48.3%	75 37.5%	20 43.5%	72 44.4%	13 44.8% **	78 40.6%	22 51.2% i	30 44.8%	52 34.7%	52 53.6% K	51 29.7%	9 47.4% **	43 56.6%	31 21.5%	69 59.0% N	43 33.9%	62 43.1%	- -
No	166 61.3%	31 51.7%	125 62.5%	26 56.5%	90 55.6%	16 55.2% **	114 59.4%	21 48.8%	37 55.2%	98 65.3% g	45 46.4%	121 70.3% J	10 52.6% **	33 43.4%	113 78.5% O	48 41.0%	84 66.1%	82 56.9%	- -
HEDIS/CAHPS SUMMARY RATE - Yes	105 38.7%	29 48.3%	75 37.5%	20 43.5%	72 44.4%	13 44.8%	78 40.6%	22 51.2%	30 44.8%	52 34.7%	52 53.6%	51 29.7%	9 47.4%	43 56.6%	31 21.5%	69 59.0%	43 33.9%	62 43.1%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 107
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.																			
Total Eligible	105	29	75	20	72	13	78	22	30	52	52	51	9	43	31	69	43	62	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	103	29	73	20	70	13	76	22	29	51	51	50	9	42	30	68	41	62	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	2	-	2	-	2	-	1	1	1	1	-	1	1	1	2	-	-
Yes	79	25	53	18	51	12	56	19	19	40	37	40	8	29	22	52	34	45	-
	76.7%	86.2%	72.6%	90.0%	72.9%	92.3%	73.7%	86.4%	65.5%	78.4%	72.5%	80.0%	88.9%	69.0%	73.3%	76.5%	82.9%	72.6%	-
No	24	4	20	2	19	1	20	3	10	11	14	10	1	13	8	16	7	17	-
	23.3%	13.8%	27.4%	10.0%	27.1%	7.7%	26.3%	13.6%	34.5%	21.6%	27.5%	20.0%	11.1%	31.0%	26.7%	23.5%	17.1%	27.4%	-
		**		**		**		**	**				**						-
HEDIS/CAHPS SUMMARY RATE - Yes	79	25	53	18	51	12	56	19	19	40	37	40	8	29	22	52	34	45	-
	76.7%	86.2%	72.6%	90.0%	72.9%	92.3%	73.7%	86.4%	65.5%	78.4%	72.5%	80.0%	88.9%	69.0%	73.3%	76.5%	82.9%	72.6%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.																			
Total Eligible	291 100.0%	63 100.0%	209 100.0%	49 100.0%	169 100.0%	29 100.0%	203 100.0%	46 100.0%	69 100.0%	157 100.0%	99 100.0%	185 100.0%	19 100.0%	78 100.0%	157 100.0%	120 100.0%	136 100.0%	155 100.0%	- -
Total Valid Responses	273 100.0%	61 100.0%	200 100.0%	47 100.0%	161 100.0%	29 100.0%	197 100.0%	44 100.0%	67 100.0%	150 100.0%	96 100.0%	172 100.0%	19 100.0%	75 100.0%	146 100.0%	116 100.0%	131 100.0%	142 100.0%	- -
No Answer	18	2	9	2	8	-	6	2	2	7	3	13	-	3	11	4	5	13	-
Yes	199 72.9%	50 82.0%	144 72.0%	40 85.1%	126 78.3%	23 79.3% **	147 74.6%	35 79.5%	53 79.1%	106 70.7%	72 75.0%	123 71.5%	14 73.7% **	56 74.7%	99 67.8%	91 78.4% n	103 78.6% Q	96 67.6%	- -
No	74 27.1%	11 18.0%	56 28.0%	7 14.9%	35 21.7%	6 20.7% **	50 25.4%	9 20.5%	14 20.9%	44 29.3%	24 25.0%	49 28.5%	5 26.3% **	19 25.3%	47 32.2% o	25 21.6%	28 21.4%	46 32.4% P	- -
HEDIS/CAHPS SUMMARY RATE - Yes	199 72.9%	50 82.0%	144 72.0%	40 85.1%	126 78.3%	23 79.3%	147 74.6%	35 79.5%	53 79.1%	106 70.7%	72 75.0%	123 71.5%	14 73.7%	56 74.7%	99 67.8%	91 78.4%	103 78.6%	96 67.6%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 109
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.																			
Total Eligible	199 100.0%	50 100.0%	144 100.0%	40 100.0%	126 100.0%	23 100.0%	147 100.0%	35 100.0%	53 100.0%	106 100.0%	72 100.0%	123 100.0%	14 100.0%	56 100.0%	99 100.0%	91 100.0%	103 100.0%	96 100.0%	- -
Total Valid Responses	196 100.0%	50 100.0%	141 100.0%	40 100.0%	123 100.0%	23 100.0%	144 100.0%	35 100.0%	52 100.0%	104 100.0%	71 100.0%	121 100.0%	14 100.0%	55 100.0%	98 100.0%	89 100.0%	102 100.0%	94 100.0%	- -
No Answer	3	-	3	-	3	-	3	-	1	2	1	2	-	1	1	2	1	2	-
Yes	179 91.3%	44 88.0%	132 93.6%	37 92.5%	114 92.7%	19 82.6% **	135 93.8%	30 85.7%	50 96.2% g	96 92.3%	68 95.8%	108 89.3%	14 100.0% **	52 94.5%	91 92.9%	80 89.9%	97 95.1% q	82 87.2%	- -
No	17 8.7%	6 12.0%	9 6.4%	3 7.5%	9 7.3%	4 17.4% **	9 6.3%	5 14.3% h	2 3.8%	8 7.7%	3 4.2%	13 10.7%	- - **	3 5.5%	7 7.1%	9 10.1%	5 4.9%	12 12.8% p	- -
HEDIS/CAHPS SUMMARY RATE - Yes	179 91.3%	44 88.0%	132 93.6%	37 92.5%	114 92.7%	19 82.6%	135 93.8%	30 85.7%	50 96.2%	96 92.3%	68 95.8%	108 89.3%	14 100.0%	52 94.5%	91 92.9%	80 89.9%	97 95.1%	82 87.2%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q52. What is your age?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 110
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q52. What is your age?																			
Total Eligible	291 100.0%	63 100.0%	209 100.0%	49 100.0%	169 100.0%	29 100.0%	203 100.0%	46 100.0%	69 100.0%	157 100.0%	99 100.0%	185 100.0%	19 100.0%	78 100.0%	157 100.0%	120 100.0%	136 100.0%	155 100.0%	-
Total Valid Responses	276 100.0%	61 100.0%	204 100.0%	47 100.0%	161 100.0%	29 100.0%	196 100.0%	44 100.0%	68 100.0%	153 100.0%	96 100.0%	175 100.0%	19 100.0%	75 100.0%	147 100.0%	117 100.0%	133 100.0%	143 100.0%	-
No Answer	15	2	5	2	8	-	7	2	1	4	3	10	-	3	10	3	3	12	-
18 to 24	21 7.6%	1 1.6%	20 9.8% A	1 2.1%	13 8.1%	- -	19 9.7%	1 2.3%	4 5.9%	16 10.5% g	9 9.4%	12 6.9%	1 5.3% **	8 10.7%	13 8.8%	7 6.0%	8 6.0%	13 9.1%	-
25 to 34	45 16.3%	14 23.0%	30 14.7%	5 10.6%	30 18.6%	5 17.2% **	31 15.8%	11 25.0% i	12 17.6%	21 13.7%	20 20.8%	25 14.3%	6 31.6% **	14 18.7%	22 15.0%	23 19.7%	11 8.3%	34 23.8% P	-
35 to 44	30 10.9%	8 13.1%	20 9.8%	5 10.6%	16 9.9%	4 13.8% **	20 10.2%	6 13.6%	6 8.8%	16 10.5%	11 11.5%	19 10.9%	3 15.8% **	8 10.7%	15 10.2%	12 10.3%	8 6.0%	22 15.4% P	-
45 to 54	29 10.5%	7 11.5%	22 10.8%	3 6.4%	20 12.4%	2 6.9% **	21 10.7%	3 6.8%	9 13.2%	17 11.1%	10 10.4%	19 10.9%	- - **	9 12.0%	10 6.8%	18 15.4% N	17 12.8%	12 8.4%	-
55 to 64	45 16.3%	14 23.0% b	28 13.7%	13 27.7% D	20 12.4%	8 27.6% **	28 14.3%	9 20.5%	12 17.6%	21 13.7%	16 16.7%	26 14.9%	3 15.8% **	13 17.3%	22 15.0%	20 17.1%	23 17.3%	22 15.4%	-
65 to 74	49 17.8%	9 14.8%	39 19.1%	9 19.1%	32 19.9%	5 17.2% **	39 19.9%	6 13.6%	11 16.2%	31 20.3%	18 18.8%	31 17.7%	6 31.6% **	11 14.7%	32 21.8% o	16 13.7%	30 22.6% Q	19 13.3%	-
75 or older	57 20.7%	8 13.1%	45 22.1%	11 23.4%	30 18.6%	5 17.2% **	38 19.4%	8 18.2%	14 20.6%	31 20.3%	12 12.5%	43 24.6% J	- - **	12 16.0%	33 22.4%	21 17.9%	36 27.1% Q	21 14.7%	-
SPHA SUMMARY RATE - Members 18 to 34	66 23.9%	15 24.6%	50 24.5%	6 12.8%	43 26.7%	5 17.2% C **	50 25.5%	12 27.3%	16 23.5%	37 24.2%	29 30.2%	37 21.1%	7 36.8% **	22 29.3%	35 23.8%	30 25.6%	19 14.3%	47 32.9% P	-
SPHA SUMMARY RATE - Members 35 to 44	30 10.9%	8 13.1%	20 9.8%	5 10.6%	16 9.9%	4 13.8%	20 10.2%	6 13.6%	6 8.8%	16 10.5%	11 11.5%	19 10.9%	3 15.8%	8 10.7%	15 10.2%	12 10.3%	8 6.0%	22 15.4%	-
SPHA SUMMARY RATE - Members 45 to 54	29 10.5%	7 11.5%	22 10.8%	3 6.4%	20 12.4%	2 6.9%	21 10.7%	3 6.8%	9 13.2%	17 11.1%	10 10.4%	19 10.9%	- -	9 12.0%	10 6.8%	18 15.4%	17 12.8%	12 8.4%	-
SPHA SUMMARY RATE - Members 55 or older	151 54.7%	31 50.8%	112 54.9%	33 70.2%	82 50.9%	18 62.1% D **	105 53.6%	23 52.3%	37 54.4%	83 54.2%	46 47.9%	100 57.1%	9 47.4% **	36 48.0%	87 59.2% o	57 48.7%	89 66.9% Q	62 43.4%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q53. Are you male or female?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)Table: 111
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q53. Are you male or female?

Total Eligible	291 100.0%	63 100.0%	209 100.0%	49 100.0%	169 100.0%	29 100.0%	203 100.0%	46 100.0%	69 100.0%	157 100.0%	99 100.0%	185 100.0%	19 100.0%	78 100.0%	157 100.0%	120 100.0%	136 100.0%	155 100.0%	- -
Total Valid Responses	277 100.0%	60 100.0%	205 100.0%	46 100.0%	162 100.0%	29 100.0%	196 100.0%	44 100.0%	67 100.0%	154 100.0%	96 100.0%	176 100.0%	18 100.0%	76 100.0%	148 100.0%	116 100.0%	133 100.0%	144 100.0%	- -
No Answer	14	3	4	3	7	-	7	2	2	3	3	9	1	2	9	4	3	11	-
Male	84 30.3%	25 41.7% B	55 26.8%	14 30.4%	45 27.8%	12 41.4% **	57 29.1%	20 45.5% I	22 32.8%	38 24.7%	30 31.3%	53 30.1%	5 27.8% **	24 31.6%	48 32.4%	36 31.0%	43 32.3%	41 28.5%	- -
Female	193 69.7%	35 58.3%	150 73.2% A	32 69.6%	117 72.2%	17 58.6% **	139 70.9%	24 54.5%	45 67.2%	116 75.3% G	66 68.8%	123 69.9%	13 72.2% **	52 68.4%	100 67.6%	80 69.0%	90 67.7%	103 71.5%	- -

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I,
J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i,
j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q54. What is the highest grade or level of school that you have completed?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 112
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q54. What is the highest grade or level of school that you have completed?

Total Eligible	291 100.0%	63 100.0%	209 100.0%	49 100.0%	169 100.0%	29 100.0%	203 100.0%	46 100.0%	69 100.0%	157 100.0%	99 100.0%	185 100.0%	19 100.0%	78 100.0%	157 100.0%	120 100.0%	136 100.0%	155 100.0%	-
Total Valid Responses	274 100.0%	58 100.0%	205 100.0%	46 100.0%	160 100.0%	28 100.0%	194 100.0%	42 100.0%	67 100.0%	154 100.0%	95 100.0%	174 100.0%	19 100.0%	74 100.0%	146 100.0%	116 100.0%	132 100.0%	142 100.0%	-
No Answer	17	5	4	3	9	1	9	4	2	3	4	11	-	4	11	4	4	13	-
8th grade or less	19 6.9%	1 1.7%	18 8.8% a	5 10.9%	9 5.6%	1 3.6% **	15 7.7%	1 2.4%	3 4.5%	15 9.7%	8 8.4%	11 6.3%	- - **	8 10.8%	10 6.8%	9 7.8%	10 7.6%	9 6.3%	-
Some high school, but did not graduate	25 9.1%	7 12.1%	17 8.3%	3 6.5%	13 8.1%	3 10.7% **	15 7.7%	4 9.5%	9 13.4%	11 7.1%	8 8.4%	17 9.8%	- - **	7 9.5%	13 8.9%	11 9.5%	10 7.6%	15 10.6%	-
High school graduate or GED	129 47.1%	22 37.9%	99 48.3%	19 41.3%	78 48.8%	13 46.4% **	91 46.9%	17 40.5%	25 37.3%	79 51.3% h	43 45.3%	83 47.7%	10 52.6% **	33 44.6%	73 50.0%	49 42.2%	64 48.5%	65 45.8%	-
Some college or 2-year degree	74 27.0%	19 32.8%	54 26.3%	14 30.4%	41 25.6%	8 28.6% **	52 26.8%	13 31.0%	23 34.3%	37 24.0%	23 24.2%	49 28.2%	7 36.8% **	16 21.6%	36 24.7%	34 29.3%	35 26.5%	39 27.5%	-
4-year college graduate	21 7.7%	8 13.8% B	12 5.9%	4 8.7%	15 9.4%	2 7.1% **	16 8.2%	7 16.7% l	5 7.5%	8 5.2%	11 11.6% k	10 5.7%	2 10.5% **	8 10.8%	10 6.8%	11 9.5%	8 6.1%	13 9.2%	-
More than 4-year college degree	6 2.2%	1 1.7%	5 2.4%	1 2.2%	4 2.5%	1 3.6% **	5 2.6%	- -	2 3.0%	4 2.6%	2 2.1%	4 2.3%	- - **	2 2.7%	4 2.7%	2 1.7%	5 3.8% q	1 0.7%	-
SPHA SUMMARY RATE - High school graduate or less	173 63.1%	30 51.7%	134 65.4%	27 58.7%	100 62.5%	17 60.7% **	121 62.4%	22 52.4%	37 55.2%	105 68.2% gh	59 62.1%	111 63.8%	10 52.6% **	48 64.9%	96 65.8%	69 59.5%	84 63.6%	89 62.7%	-
SPHA SUMMARY RATE - Some college	74 27.0%	19 32.8%	54 26.3%	14 30.4%	41 25.6%	8 28.6%	52 26.8%	13 31.0%	23 34.3%	37 24.0%	23 24.2%	49 28.2%	7 36.8%	16 21.6%	36 24.7%	34 29.3%	35 26.5%	39 27.5%	-
SPHA SUMMARY RATE - 4-year college graduate or more	27 9.9%	9 15.5%	17 8.3%	5 10.9%	19 11.9%	3 10.7% **	21 10.8%	7 16.7% i	7 10.4%	12 7.8%	13 13.7%	14 8.0%	2 10.5% **	10 13.5%	14 9.6%	13 11.2%	13 9.8%	14 9.9%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I,

J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i,

j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics

770-978-3173

2017

Q55. Are you of Hispanic or Latino origin or descent?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 113
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q55. Are you of Hispanic or Latino origin or descent?

Total Eligible	291	63	209	49	169	29	203	46	69	157	99	185	19	78	157	120	136	155	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	268	58	198	45	156	28	190	42	66	148	92	171	19	71	142	113	127	141	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	23	5	11	4	13	1	13	4	3	9	7	14	-	7	15	7	9	14	-
Yes, Hispanic or Latino	36	8	28	5	21	4	21	5	12	19	17	19	2	13	17	17	13	23	-
	13.4%	13.8%	14.1%	11.1%	13.5%	14.3%**	11.1%	11.9%	18.2%	12.8%	18.5% k	11.1%	10.5%**	18.3%	12.0%	15.0%	10.2%	16.3%	-
No, Not Hispanic or Latino	232	50	170	40	135	24	169	37	54	129	75	152	17	58	125	96	114	118	-
	86.6%	86.2%	85.9%	88.9%	86.5%	85.7%**	88.9%	88.1%	81.8%	87.2%	81.5% j	88.9%	89.5%**	81.7%	88.0%	85.0%	89.8%	83.7%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q56. What is your race? Please mark one or more.

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 114
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q56. What is your race? Please mark one or more.

Total Eligible	291 100.0%	63 100.0%	209 100.0%	49 100.0%	169 100.0%	29 100.0%	203 100.0%	46 100.0%	69 100.0%	157 100.0%	99 100.0%	185 100.0%	19 100.0%	78 100.0%	157 100.0%	120 100.0%	136 100.0%	155 100.0%	-
Total Valid Responses	303	69	218	57	170	33	208	52	71	164	108	189	20	85	159	131	139	164	-
Total Respondents	266 100.0%	58 100.0%	195 100.0%	45 100.0%	156 100.0%	27 100.0%	190 100.0%	42 100.0%	64 100.0%	147 100.0%	91 100.0%	169 100.0%	19 100.0%	70 100.0%	142 100.0%	112 100.0%	135 100.0%	131 100.0%	-
White	220 82.7%	46 79.3%	162 83.1%	32 71.1%	133 85.3% C	21 77.8% **	164 86.3%	33 78.6%	56 87.5%	119 81.0%	64 70.3%	152 89.9% J	14 73.7% **	49 70.0%	121 85.2%	88 78.6%	120 88.9% Q	100 76.3%	-
Black or African-American	21 7.9%	4 6.9%	16 8.2%	5 11.1%	11 7.1%	3 11.1% **	12 6.3%	4 9.5%	3 4.7%	13 8.8%	11 12.1% K	8 4.7%	2 10.5% **	9 12.9%	11 7.7%	10 8.9%	5 3.7%	16 12.2% P	-
Asian	7 2.6%	4 6.9% B	3 1.5%	4 8.9% D	2 1.3%	2 7.4% **	3 1.6%	4 9.5% H	-	3 2.0%	4 4.4%	3 1.8%	-	4 5.7%	1 0.7%	6 5.4% N	2 1.5%	5 3.8%	-
Native Hawaiian or other Pacific Islander	4 1.5%	1 1.7%	3 1.5%	2 4.4% d	1 0.6%	-	4 2.1%	1 2.4%	-	3 2.0%	2 2.2%	2 1.2%	-	2 2.9%	2 1.4%	2 1.8%	-	4 3.1% P	-
American Indian or Alaska Native	20 7.5%	6 10.3%	13 6.7%	6 13.3% d	8 5.1%	3 11.1% **	10 5.3%	4 9.5%	5 7.8%	10 6.8%	10 11.0%	10 5.9%	1 5.3% **	8 11.4%	9 6.3%	11 9.8%	2 1.5%	18 13.7% P	-
Other	31 11.7%	8 13.8%	21 10.8%	8 17.8%	15 9.6%	4 14.8% **	15 7.9%	6 14.3%	7 10.9%	16 10.9%	17 18.7% K	14 8.3%	3 15.8% **	13 18.6%	15 10.6%	14 12.5%	10 7.4%	21 16.0% P	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
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2017

Q57. Did someone help you complete this survey?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 115
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q57. Did someone help you complete this survey?																			
Total Eligible	136	26	101	27	85	13	100	15	40	72	44	88	10	32	70	61	136	-	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	-
Total Valid Responses	134	26	99	26	85	13	98	15	39	71	43	87	10	31	69	60	134	-	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	-
No Answer	2	-	2	1	-	-	2	-	1	1	1	1	-	1	1	1	2	-	-
Yes	30	4	24	6	20	3	24	2	10	16	8	22	2	6	18	12	30	-	-
	22.4%	15.4%	24.2%	23.1%	23.5%	23.1%	24.5%	13.3%	25.6%	22.5%	18.6%	25.3%	20.0%	19.4%	26.1%	20.0%	22.4%	-	-
	**	**		**		**		**				**	**						
No	104	22	75	20	65	10	74	13	29	55	35	65	8	25	51	48	104	-	-
	77.6%	84.6%	75.8%	76.9%	76.5%	76.9%	75.5%	86.7%	74.4%	77.5%	81.4%	74.7%	80.0%	80.6%	73.9%	80.0%	77.6%	-	-
	**	**		**		**		**				**	**						

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

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Q58. How did that person help you? Check all that apply.

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Adult Survey (4128593)

Table: 116
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q58. How did that person help you? Check all that apply.

Total Eligible	30 100.0%	4 100.0%	24 100.0%	6 100.0%	20 100.0%	3 100.0%	24 100.0%	2 100.0%	10 100.0%	16 100.0%	8 100.0%	22 100.0%	2 100.0%	6 100.0%	18 100.0%	12 100.0%	30 100.0%	-	-
Total Valid Responses	42	8	32	10	26	4	35	3	14	23	13	29	5	8	24	18	42	-	-
Total Respondents	30 100.0%	4 100.0%	24 100.0%	6 100.0%	20 100.0%	3 100.0%	24 100.0%	2 100.0%	10 100.0%	16 100.0%	8 100.0%	22 100.0%	2 100.0%	6 100.0%	18 100.0%	12 100.0%	30 100.0%	-	-
Read the questions to me	10 33.3%	2 50.0%	8 33.3%	2 33.3%	5 25.0%	1 33.3%	8 33.3%	1 50.0%	3 30.0%	6 37.5%	3 37.5%	7 31.8%	1 50.0%	2 33.3%	7 38.9%	3 25.0%	10 33.3%	-	-
Wrote down the answers I gave	8 26.7%	2 50.0%	6 25.0%	3 50.0%	4 20.0%	1 33.3%	7 29.2%	1 50.0%	2 20.0%	5 31.3%	2 25.0%	6 27.3%	1 50.0%	1 16.7%	4 22.2%	4 33.3%	8 26.7%	-	-
Answered the questions for me	16 53.3%	2 50.0%	12 50.0%	2 33.3%	13 65.0%	2 66.7%	12 50.0%	1 50.0%	5 50.0%	8 50.0%	4 50.0%	12 54.5%	-	4 66.7%	10 55.6%	6 50.0%	16 53.3%	-	-
Translated the questions into my language	4 13.3%	1 25.0%	3 12.5%	2 33.3%	2 10.0%	-	4 16.7%	-	1 10.0%	3 18.8%	2 25.0%	2 9.1%	1 50.0%	1 16.7%	-	4 33.3%	4 13.3%	-	-
Helped in some other way	4 13.3%	1 25.0%	3 12.5%	1 16.7%	2 10.0%	-	4 16.7%	-	3 30.0%	1 6.3%	2 25.0%	2 9.1%	2 100.0%	-	3 16.7%	1 8.3%	4 13.3%	-	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
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11. Glossary of Terms

Accreditation is an official authorization or designation to an organization determined by a set of industry-derived standards.

Attributes are the questions that relate to a specific service area or composite as defined by NCQA.

Augments are stratified samples used to target specific responses in a particular segment, such as region, language, or member status. These responses are for internal use only, and are not to be included in the HEDIS® sample or reported to public entities.

Composites are the means of the Summary Rates of attributes within a given service area as specified by NCQA. Each composite category represents an overall aspect of plan quality and is comprised of similar questions.

Confidence level is the degree of confidence, expressed as a percentage, that a reported number's true value is between the lower and upper specified range.

Correlation Coefficient is a statistical measure of how closely two variables or measures are related to each other. Coefficients are usually reported as *r* values.

Disposition (Disposition Category) is the final status assignment given to a member record within the sample. The category signifies both the survey administration protocol used to complete the survey (M=Mail, T=Phone, and I= Internet, if applicable) and the status of the record (M0=mail complete, 03=language barrier). All record code assignments of "0" are considered valid responses according to NCQA.

Global Proportions are a breakout of response option results according to the Three-Point Score definition, shown as a percentage, not a mean score. Refer to the Three-Point Score definition.

Key Drivers are composites that have been found to impact overall health plan, health care, or personal doctor ratings among the plan members as determined by a regression analysis.

NCQA 1 – 100 Benchmark is a percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid adult data collected by NCQA in 2017. SPH Analytics utilizes this benchmark to calculate plan-specific approximate percentile rankings in relation to the Quality Compass® All Plans benchmark. In keeping, rankings are reflective of how your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark.

NCQA HEDIS® Compliance Audit is a two-part program comprised of an information-systems capabilities assessment (IS standards) and an evaluation of the health plan's ability to comply with HEDIS® specifications (HD standards). NCQA-Certified auditors use standard audit methodologies to enable purchasers to make reliable comparisons among health plans.

Over-sampling is sampling more than the minimum required sample size. The required sample size for adult Medicaid plans is 1,350 in accordance with NCQA protocol. The overall NCQA target number of complete responses is 411. Therefore, plans may choose to over-sample their population to achieve this target number if necessary.

Public Report 2017 (Medicaid Adult) is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The benchmark is a collection of CAHPS® 5.0H mean summary ratings for those Medicaid adult plans (159 plan-specific samples) choosing to report their scores publicly, in addition to submitting their scores to be compiled anonymously into a Quality Compass® aggregate, or national summary. The scores shown in this report reflect the mean Summary Rates from these plans.

Quality Compass® 2017 (Medicaid Adult – All Plans) is a collection of CAHPS® 5.0H mean summary ratings for those Medicaid adult plans (175 samples with at least 100 valid responses per question item) allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores.

Rating questions use a scale of 0 to 10 for assessing overall experience (*doctor, specialist, health care, and health plan*) with zero being the worst and ten being the best.

Significance test is a test to determine if an observed difference is too large to have occurred by chance alone.

SPH Analytics Book of Business (calculated on a plan-level) consists of all Medicaid adult samples that conducted surveys with SPH Analytics and submitted data to NCQA. In 2017, there were 58 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the Opportunity Analysis. The 2016 Book of Business consists of 72 samples that were submitted to NCQA in 2016, and is used for Custom Question benchmarks and correlation coefficients and Loyalty benchmarks (if applicable).

Summary Rates are single statistics generated for a survey question. In general, Summary Rates represent the percentage of respondents who chose the most favorable response option(s) ("Always" and "Usually," "Yes;" or "8" to "10"). Not all questions are assigned a Summary Rate by NCQA.

Three-Point Score is the result of the process of assigning a value of 1, 2, or 3 to each question response category and then computing a numerical average based upon the valid responses for each question. The Three-Point values are assigned to question answer categories as follows:

Response Choice 1	Score Value	Response Choice 2	Score Value	Response Choice 3	Score Value
Never	1	No	1	0 – 6	1
Sometimes	1	Yes	3	7 & 8	2
Usually	2			9 & 10	3
Always	3				

Trending is the practice of looking at several years of data in a comparative format to identify trends or common links.

Please refer to the *Technical Notes* for additional information about topics not displayed in this section.

12. Appendix A – Question Summaries

The proportion of respondents that fall into each response category for all questions is shown beginning on Page A.1. Benchmark data and trend information are also presented where available.

Not all questions are included in composite calculations. Therefore, the codes found in the following table are used to indicate which attributes are included in the corresponding composite calculations. These codes can be found under their respective question numbers in the charts beginning on Page A.1.

Code	Composites/Measures
GNC	Getting Needed Care
GCQ	Getting Care Quickly
HWDC	How Well Doctors Communicate
CS	Customer Service
SDM	Shared Decision Making
HPE	Health Promotion and Education
CC	Coordination of Care
PNI	Providing Needed Information
FOF	Ease of Filling Out Forms

Charts A.1 – A.13

Question Summaries

Urgent and Routine Care

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)					Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**						
								2017	2016	2017	2017	2017 to 2016	2017 to SPHA	2017 to PR				
3	In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?	285	<u>Yes</u> 36.1%	<u>No</u> 63.9%					36.1%	NA	41.7%	42.6%	NA	Not sig.	Below			
4 GCQ	In the last 6 months, when you needed care right away, how often did you get care as soon as you needed? (If "Yes" in Q3)	101	<u>Never</u> 2.0%	<u>Sometimes</u> 9.9%	<u>Usually</u> 13.9%	<u>Always</u> 74.3%			88.1%	NA	83.0%	84.7%	NA	Not sig.	Not sig.			
5	In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?	286	<u>Yes</u> 71.3%	<u>No</u> 28.7%					71.3%	NA	72.7%	73.1%	NA	Not sig.	Not sig.			
6 GCQ	In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed? (If "Yes" in Q5)	193	<u>Never</u> 2.6%	<u>Sometimes</u> 14.5%	<u>Usually</u> 18.1%	<u>Always</u> 64.8%			82.9%	NA	78.2%	79.6%	NA	Not sig.	Not sig.			
7	In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?	277	<u>None</u> 19.1%	<u>1 time</u> 19.5%	<u>2</u> 18.1%	<u>3</u> 13.0%	<u>4</u> 8.7%	<u>5 to 9</u> 14.4%	<u>10 or more times</u> 7.2%			80.9%	NA	76.7%	77.3%	NA	Not sig.	Not sig.

* The 2017 SPH Analytics (SPH) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 159 plan-specific samples that submitted to NCQA in 2017.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Discussion of Options

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
				2017	2016	2017	2017	2017 to 2016	2017 to SPHA	2017 to PR
8 HPE	In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness? (If "1 time" or more in Q7)	216	<div> <div>Yes</div> <div>No</div> </div> <div> <div>69.4%</div> <div>30.6%</div> </div>	69.4%	NA	74.0%	73.9%	NA	Not sig.	Not sig.
9	In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine? (If "1 time" or more in Q7)	222	<div> <div>Yes</div> <div>No</div> </div> <div> <div>43.7%</div> <div>56.3%</div> </div>	43.7%	NA	46.0%	47.6%	NA	Not sig.	Not sig.
10 SDM	Did you and a doctor or other health provider talk about the reasons you might want to take a medicine? (If "1 time" or more in Q7 and "Yes" in Q9)	95	<div> <div>Yes</div> <div>No</div> </div> <div> <div>92.6%</div> <div>7.4%</div> </div>	92.6%	NA	92.3%	92.6%	NA	Not sig.	Not sig.
11 SDM	Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine? (If "1 time" or more in Q7 and "Yes" in Q9)	96	<div> <div>Yes</div> <div>No</div> </div> <div> <div>65.6%</div> <div>34.4%</div> </div>	65.6%	NA	68.1%	68.6%	NA	Not sig.	Not sig.
12 SDM	When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you? (If "1 time" or more in Q7 and "Yes" in Q9)	96	<div> <div>Yes</div> <div>No</div> </div> <div> <div>70.8%</div> <div>29.2%</div> </div>	70.8%	NA	79.0%	78.1%	NA	Below	Not sig.
13	Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months? (If "1 time" or more in Q7)	218	<div> <div>0 - 3</div> <div>4 - 7</div> <div>8 - 10</div> </div> <div> <div>3.7%</div> <div>18.8%</div> <div>77.5%</div> </div>	77.5%	NA	73.7%	74.4%	NA	Not sig.	Not sig.
			<div> <div>0 - 6</div> <div>7 - 8</div> <div>9 - 10</div> </div> <div> <div>15.6%</div> <div>22.5%</div> <div>61.9%</div> </div>	61.9%	NA	54.3%	54.8%	NA	Above	Above
14 GNC	In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? (If "1 time" or more in Q7)	221	<div> <div>Never</div> <div>Sometimes</div> <div>Usually</div> <div>Always</div> </div> <div> <div>2.3%</div> <div>9.5%</div> <div>14.0%</div> <div>74.2%</div> </div>	88.2%	NA	83.6%	84.4%	NA	Not sig.	Not sig.

* The 2017 SPH Analytics (SPH) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 159 plan-specific samples that submitted to NCQA in 2017.

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Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Your Personal Doctor

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
				2017	2016	2017	2017	2017 to 2016	2017 to SPHA	2017 to PR
15	A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?	282	<div>Yes</div> <div>86.2%</div> <div>No</div> <div>13.8%</div>	86.2%	NA	81.3%	81.7%	NA	Above	Above
16	In the last 6 months, how many times did you visit your personal doctor to get care for yourself? (If "Yes" in Q15)	232	<div>None</div> <div>17.2%</div> <div>1 time</div> <div>25.4%</div> <div>2</div> <div>20.3%</div> <div>3</div> <div>14.2%</div> <div>4</div> <div>8.6%</div> <div>5 to 9</div> <div>10.3%</div> <div>10 or more times</div> <div>3.9%</div>	82.8%	NA	82.4%	83.0%	NA	Not sig.	Not sig.
17 HWDC	In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? (If "Yes" in Q15 and "1 time" or more in Q16)	189	<div>Never</div> <div>1.1%</div> <div>Sometimes</div> <div>6.9%</div> <div>Usually</div> <div>14.3%</div> <div>Always</div> <div>77.8%</div>	92.1%	NA	91.5%	91.8%	NA	Not sig.	Not sig.
18 HWDC	In the last 6 months, how often did your personal doctor listen carefully to you? (If "Yes" in Q15 and "1 time" or more in Q16)	188	<div>Never</div> <div>0.0%</div> <div>Sometimes</div> <div>6.9%</div> <div>Usually</div> <div>10.1%</div> <div>Always</div> <div>83.0%</div>	93.1%	NA	91.3%	91.7%	NA	Not sig.	Not sig.
19 HWDC	In the last 6 months, how often did your personal doctor show respect for what you had to say? (If "Yes" in Q15 and "1 time" or more in Q16)	188	<div>Never</div> <div>0.0%</div> <div>Sometimes</div> <div>4.3%</div> <div>Usually</div> <div>14.4%</div> <div>Always</div> <div>81.4%</div>	95.7%	NA	92.6%	93.1%	NA	Not sig.	Not sig.
20 HWDC	In the last 6 months, how often did your personal doctor spend enough time with you? (If "Yes" in Q15 and "1 time" or more in Q16)	189	<div>Never</div> <div>0.0%</div> <div>Sometimes</div> <div>10.1%</div> <div>Usually</div> <div>18.0%</div> <div>Always</div> <div>72.0%</div>	89.9%	NA	88.7%	89.3%	NA	Not sig.	Not sig.

* The 2017 SPH Analytics (SPH) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 159 plan-specific samples that submitted to NCQA in 2017.

** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

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Question Summaries

Care Coordination

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
				2017	2016			2017 to 2016	2017 to SPHA	2017 to PR
21	In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor? (If "Yes" in Q15 and "1 time" or more in Q16)	186	<div> <div>Yes</div> <div>No</div> </div> <div> <div>60.2%</div> <div>39.8%</div> </div>	60.2%	NA	59.6%	59.9%	NA	Not sig.	Not sig.
22 CC	In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers? (If "Yes" in Q15, "1 time" or more in Q16, and "Yes" in Q21)	111	<div> <div>Never</div> <div>Sometimes</div> <div>Usually</div> <div>Always</div> </div> <div> <div>0.9%</div> <div>11.7%</div> <div>23.4%</div> <div>64.0%</div> </div>	87.4%	NA	82.5%	83.3%	NA	Not sig.	Not sig.
23	Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor? (If "Yes" in Q15)	232	<div> <div>0 - 3</div> <div>4 - 7</div> <div>8 - 10</div> </div> <div> <div>1.7%</div> <div>10.8%</div> <div>87.5%</div> </div>	87.5%	NA	80.6%	81.3%	NA	Above	Above
			<div> <div>0 - 6</div> <div>7 - 8</div> <div>9 - 10</div> </div> <div> <div>6.5%</div> <div>19.4%</div> <div>74.1%</div> </div>	74.1%	NA	65.9%	66.5%	NA	Above	Above

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Question Summaries

Access to Specialist

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)				Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**				
							2017	2016	2017	2017	2017 to 2016	2017 to SPHA	2017 to PR		
24	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 to see a specialist?	289	<div><div>Yes</div><div>42.6%</div></div>	<div><div>No</div><div>57.4%</div></div>			42.6%	NA	42.4%	43.4%	NA	Not sig.	Not sig.		
25 GNC	In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? (If "Yes" in Q24)	120	<div><div>Never</div><div>1.7%</div></div>	<div><div>Sometimes</div><div>15.0%</div></div>	<div><div>Usually</div><div>21.7%</div></div>	<div><div>Always</div><div>61.7%</div></div>	83.3%	NA	79.0%	80.0%	NA	Not sig.	Not sig.		
26	How many specialists have you seen in the last 6 months? (If "Yes" in Q24)	119	<div><div>None</div><div>0.8%</div></div>	<div><div>1 specialist</div><div>47.1%</div></div>	<div><div>2</div><div>28.6%</div></div>	<div><div>3</div><div>10.9%</div></div>	<div><div>4</div><div>8.4%</div></div>	<div><div>5 or more specialists</div><div>4.2%</div></div>	99.2%	NA	95.7%	95.4%	NA	Not sig.	Above
27	We want to know your rating of the specialist you 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? (If "Yes" in Q24 and "1 specialist" or more in Q26)	118	<div><div>0 - 3</div><div>3.4%</div></div>	<div><div>4 - 7</div><div>12.7%</div></div>	<div><div>8 - 10</div><div>83.9%</div></div>		83.9%	NA	81.5%	81.8%	NA	Not sig.	Not sig.		
			<div><div>0 - 6</div><div>10.2%</div></div>	<div><div>7 - 8</div><div>20.3%</div></div>	<div><div>9 - 10</div><div>69.5%</div></div>		69.5%	NA	66.6%	67.0%	NA	Not sig.	Not sig.		

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Question Summaries

Written Materials

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)				Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
							2017	2016			2017 to 2016	2017 to SPHA	2017 to PR
28	In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?	282	Yes 23.8%	No 76.2%			23.8%	NA	19.4%	21.7%	NA	Not sig.	Not sig.
29 PNI	In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works? (If "Yes" in Q28)	67	Never 9.0%	Sometimes 32.8%	Usually 32.8%	Always 25.4%	58.2%	NA	66.8%	68.3%	NA	Not sig.	Not sig.

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Note: Select Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Customer Service

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)				Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
							2017	2016	2017	2017	2017 to 2016	2017 to SPHA	2017 to PR
30	In the last 6 months, did you get information or help from your health plan's customer service?	284	Yes 34.9%	No 65.1%			34.9%	NA	34.1%	35.8%	NA	Not sig.	Not sig.
31 CS	In the last 6 months, how often did your health plan's customer service give you the information or help you needed? (If "Yes" in Q30)	97	Never 3.1%	Sometimes 16.5%	Usually 26.8%	Always 53.6%	80.4%	NA	81.2%	82.1%	NA	Not sig.	Not sig.
32 CS	In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? (If "Yes" in Q30)	98	Never 1.0%	Sometimes 3.1%	Usually 16.3%	Always 79.6%	95.9%	NA	93.7%	94.4%	NA	Not sig.	Not sig.
33	In the last 6 months, did your health plan give you any forms to fill out?	273	Yes 22.0%	No 78.0%			22.0%	NA	29.5%	29.3%	NA	Below	Below
34 FOF	In the last 6 months, how often were the forms from your health plan easy to fill out?	268	Never 0.4%	Sometimes 4.9%	Usually 6.0%	Always*** 88.8%	94.8%	NA	94.3%	94.2%	NA	Not sig.	Not sig.

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** Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

*** Members who responded "No" to Q33 are included in "Always" of Q34, per NCQA, Volume 3, HEDIS 2017 CAHPS® 5.0H guidelines.

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Question Summaries

Health Plan Rating, Health Status, and Flu Vaccination

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)					Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
								2017	2016			2017	2017	2017 to 2016
35	Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?	272	<u>0 - 3</u> 2.9%	<u>4 - 7</u> 20.2%	<u>8 - 10</u> 76.8%	76.8%	NA	76.2%	76.0%	NA	Not sig.	Not sig.		
			<u>0 - 6</u> 16.9%	<u>7 - 8</u> 25.4%	<u>9 - 10</u> 57.7%									
36	In general, how would you rate your overall health?	281	<u>Excellent</u> 7.8%	<u>Very good</u> 22.8%	<u>Good</u> 35.6%	<u>Fair</u> 26.7%	<u>Poor</u> 7.1%	30.6%	NA	31.5%	32.7%	NA	Not sig.	Not sig.
37	In general, how would you rate your overall mental or emotional health?	282	<u>Excellent</u> 18.1%	<u>Very good</u> 24.5%	<u>Good</u> 31.6%	<u>Fair</u> 20.2%	<u>Poor</u> 5.7%	42.6%	NA	41.9%	42.6%	NA	Not sig.	Not sig.
38	Have you had either a flu shot or flu spray in the nose since July 1, 2016? (All respondents)	276	<u>Yes</u> 57.2%	<u>No</u> 42.8%				57.2%	NA	40.6%	38.8%	NA	Above	Above
HEDIS Measure		Valid n	Category Responses (Summary Rate responses in grey)					Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
								2017	2016			2017	2017	2017 to 2016
Have you had either a flu shot or flu spray in the nose since July 1, 2016? (Respondents 18–64 years as of July 1 of the measurement year)		168	<u>Yes</u> 53.0%	<u>No</u> 47.0%				53.0%	NA	39.7%	37.1%	NA	Above	Above

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Question Summaries

Medical Assistance with Smoking Cessation

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	NOT Rolling Averages			Public Report*	Significance Testing**		
				Plan's Summary Rate		SPH Analytics Book of Business*				
				2017	2016	2017	2017	2017 to 2016	2017 to SPHA	2017 to PR
39	Do you now smoke cigarettes or use tobacco every day, some days, or not at all? (% of Current Smokers and Tobacco Users)	278	<div><div>Every day</div><div>Some days</div><div>Not at all</div><div>Don't know</div></div> <div><div>18.0%</div><div>9.7%</div><div>71.9%</div><div>0.4%</div></div>	27.7%	NA	31.3%	31.9%	NA	Not sig.	Not sig.
40	In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan? (If "Every day" or "Some days" in Q39)	77	<div><div>Never</div><div>Sometimes</div><div>Usually</div><div>Always</div></div> <div><div>31.2%</div><div>24.7%</div><div>14.3%</div><div>29.9%</div></div>	68.8%	NA	77.0%	75.2%	NA	Not sig.	Not sig.
41	In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication. (If "Every day" or "Some days" in Q39)	76	<div><div>Never</div><div>Sometimes</div><div>Usually</div><div>Always</div></div> <div><div>43.4%</div><div>28.9%</div><div>14.5%</div><div>13.2%</div></div>	56.6%	NA	51.1%	49.1%	NA	Not sig.	Not sig.
42	In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program. (If "Every day" or "Some days" in Q39)	75	<div><div>Never</div><div>Sometimes</div><div>Usually</div><div>Always</div></div> <div><div>60.0%</div><div>25.3%</div><div>6.7%</div><div>8.0%</div></div>	40.0%	NA	44.2%	43.4%	NA	Not sig.	Not sig.

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Question Summaries

Aspirin Use and Discussion

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	NOT Rolling Averages			Public Report*	Significance Testing**		
				Plan's Summary Rate		SPH Analytics Book of Business*				
				2017	2016	2017		2017	2017 to 2016	2017 to SPHA
43	Do you take aspirin daily or every other day?	276	<div><div>Yes</div><div>No</div></div> <div><div>29.0%</div><div>71.0%</div></div>	29.0%	NA	24.2%	NA	NA	Not sig.	NA
44	Do you have a health problem or take medication that makes taking aspirin unsafe for you?	244	<div><div>Yes</div><div>No</div></div> <div><div>10.7%</div><div>89.3%</div></div>	89.3%	NA	90.0%	NA	NA	Not sig.	NA
45	Has a doctor or other health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?	275	<div><div>Yes</div><div>No</div></div> <div><div>42.2%</div><div>57.8%</div></div>	42.2%	NA	39.1%	NA	NA	Not sig.	NA
46	Are you aware that you have any of the following conditions? (Mark one or more.)	158	<div><div>High cholesterol</div><div>High blood pressure</div><div>Parent or sibling with heart attack before the age of 60</div></div> <div><div>47.5%</div><div>70.3%</div><div>32.9%</div></div>	NA	NA	NA	NA	NA	NA	NA
47	Has a doctor ever told you that you have any of the following conditions? (Mark one or more.)	105	<div><div>A heart attack</div><div>Angina or coronary heart disease</div><div>A stroke</div><div>Any kind of diabetes or high blood sugar</div></div> <div><div>21.9%</div><div>22.9%</div><div>21.0%</div><div>71.4%</div></div>	NA	NA	NA	NA	NA	NA	NA

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Effectiveness of Care Measures

Rolling Average Methodology*

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

HEDIS Measure	Valid n	Category Responses (Summary Rate responses in grey)				All Summary Rates ARE Rolling Averages		SPH Analytics Book of Business**	Public Report**	Significance Testing***		
						Plan's Summary Rate						
						2017	2016	2017	2017	2017 to 2016	2017 to SPHA	2017 to PR
Advising Smokers and Tobacco Users to Quit (Two-year rolling average of Q40)	77	<u>2017 Valid n</u>	<u>2017 - Always/ Usually/ Sometimes</u>	<u>2016 Valid n</u>	<u>2016 - Always/ Usually/ Sometimes</u>	68.8%	NA	77.0%	75.2%	NA	Not sig.	Not sig.
		77	68.8%	NA	NA							
Discussing Cessation Medications (Two-year rolling average of Q41)	76	<u>2017 Valid n</u>	<u>2017 - Always/ Usually/ Sometimes</u>	<u>2016 Valid n</u>	<u>2016 - Always/ Usually/ Sometimes</u>	56.6%	NA	51.1%	49.1%	NA	Not sig.	Not sig.
		76	56.6%	NA	NA							
Discussing Cessation Strategies (Two-year rolling average of Q42)	75	<u>2017 Valid n</u>	<u>2017 - Always/ Usually/ Sometimes</u>	<u>2016 Valid n</u>	<u>2016 - Always/ Usually/ Sometimes</u>	40.0%	NA	44.2%	43.4%	NA	Not sig.	Not sig.
		75	40.0%	NA	NA							

* For the rolling average methodology, a score can be obtained one of two ways: **(1)** If at least 100 responses were achieved by combining 2016 scores and 2017 scores the rolling average score is the average of the 2016 and 2017 scores. **(2)** If there were no scores for 2016, but there were at least 100 responses for 2017, the rolling average is the 2017 score. If the combined responses for 2016 and 2017 do not achieve at least 100 responses, then the measure will receive an 'NA' by NCQA.

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Question Summaries

Chronic Conditions

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)		Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
					2017	2016	2017	2017	2017 to 2016	2017 to SPHA	2017 to PR
48	In the last 6 months, did you get health care 3 or more times for the same condition or problem?	271	<u>Yes</u> 38.7%	<u>No</u> 61.3%	38.7%	NA	33.0%	33.9%	NA	Above	Not sig.
49	Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause. (If "Yes" in Q48)	103	<u>Yes</u> 76.7%	<u>No</u> 23.3%	76.7%	NA	82.3%	82.8%	NA	Not sig.	Not sig.
50	Do you now need or take medicine prescribed by a doctor? Do not include birth control.	273	<u>Yes</u> 72.9%	<u>No</u> 27.1%	72.9%	NA	64.7%	65.5%	NA	Above	Above
51	Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause. (If "Yes" in Q50)	196	<u>Yes</u> 91.3%	<u>No</u> 8.7%	91.3%	NA	91.0%	91.3%	NA	Not sig.	Not sig.

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Question Summaries

Respondent Demographics/Completing this Survey

WellCare of Nebraska

Medicaid Adult CAHPS®

291 Total Respondents

Q#	Survey Item	Valid n	Category Responses						
52	What is your age?	276	<u>18-24</u> 7.6%	<u>25-34</u> 16.3%	<u>35-44</u> 10.9%	<u>45-54</u> 10.5%	<u>55-64</u> 16.3%	<u>65-74</u> 17.8%	<u>75 or older</u> 20.7%
53	Are you male or female?	277	<u>Male</u> 30.3%	<u>Female</u> 69.7%					
54	What is the highest grade or level of school that you have completed?	274	<u>8th grade or less</u> 6.9%	<u>Some high school but did not graduate</u> 9.1%	<u>High school graduate/GED</u> 47.1%	<u>Some college or 2-year degree</u> 27.0%	<u>4-year college graduate</u> 7.7%	<u>More than 4-year college degree</u> 2.2%	
55	Are you of Hispanic or Latino origin or descent?	268	<u>Yes, Hispanic or Latino</u> 13.4%	<u>No, not Hispanic or Latino</u> 86.6%					
56	What is your race? (Mark one or more.)	266	<u>White</u> 82.7%	<u>Black or African-American</u> 7.9%	<u>Asian</u> 2.6%	<u>Native Hawaiian or other Pacific Islander</u> 1.5%	<u>American Indian or Alaska Native</u> 7.5%	<u>Other</u> 11.7%	
57	Did someone help you complete this survey?	134	<u>Yes</u> 22.4%	<u>No</u> 77.6%					
58	How did that person help you? (Mark one or more.) (If Mail or Internet survey and "Yes" in Q57)	30	<u>Read the questions to me</u> 33.3%	<u>Wrote down the answers I gave</u> 26.7%	<u>Answered the questions for me</u> 53.3%	<u>Translated the questions into my language</u> 13.3%	<u>Helped in some other way</u> 13.3%		

Note: The base for Q56 and Q58 is the total number of respondents. Members were allowed to choose more than one option; therefore, the sum of all figures may equal more than 100%.

Quality Improvement Consulting

SPH Analytics Can Help You Identify Opportunities to Improve Performance

SPH Analytics' Quality Consulting Services help evaluate initiatives for potential improvement based on the survey data provided and best industry practices through consultation with your organization's team members. An in-depth analysis can help organizations identify strengths and weaknesses, as well as opportunities to improve performance.

Harnessing the Power of Information

SPHA Consulting Services help organizations develop initiatives and solutions for improved performance, patient/member satisfaction, and improvement in scores and ratings.

Action Plans for Improvement

SPHA consultants work with you to develop action plans for improvement. Our experienced consultants have extensive backgrounds in quality improvement, healthcare research, and program evaluation and development. Consultants have worked with and for leading healthcare organizations to implement process improvements and strategic initiatives.

Stars/Scores Improvement

We understand Star Ratings and scores improvement is important to your organization. As a leader in healthcare transformation, SPHA helps you evaluate your organization's performance to develop a realistic plan for improvement. SPHA looks beyond typical measures to help you gain a more meaningful understanding of patient and member sentiment. SPHA consultants help guide your performance improvement initiatives.

The answers are not always easy to find. However, there are steps you can take to bring you closer to your goals. SPHA's knowledgeable consultants help you develop plans that empower long-term success in the rapidly changing healthcare environment.



Benefits of SPHA's Consulting Services:

- Gain insight and information based on overall findings
- Examine organizational strengths and weaknesses and their impact on performance
- Identify common themes, best practices, and calls to action
- Develop action plans for improvement
- Improve ratings and scores

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