2017 Medicaid Child with CCC Measurement Set CAHPS® 5.0H Final Report

WellCare of Nebraska

Project Number(s): 6128599

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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 your 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).

Information about the Chronic Care Measurement Set

- The CAHPS 5.0H Child Survey (with CCC Measurement Set) assesses the experience of care for the general population of children and the population of children with chronic conditions. These conditions include relatively common conditions like asthma, as well as rare conditions such as juvenile diabetes and Muscular Dystrophy.
- The total sample size is 3,490 child members per plan. A total of 1,650 child members are selected from the eligible population (General Population). An additional 1,840 child members with a claim status indicating a probable chronic condition, as defined by NCQA, are selected from the remaining database (Supplemental Sample). **Note: These are minimum NCQA sample size requirements. Plans may oversample or augment if they desire.**
- NCQA defines the member as having a chronic condition through a survey-based screening tool. The CCC screening tool contains five sections representing five different health conditions. A child member is identified as having a chronic condition if all questions for at least one specific health consequence are answered "Yes."
- Health Plans that collect CCC data receive two separate sets of results: one for the General Population and one for the population of children with chronic conditions (CCC Population). For each population, results include the same ratings, composites, and individual question Summary Rates as those reported for the CAHPS Health Plan 5.0H, Child Version. In addition, five CCC-specific measures are calculated for each population. Although CCC results are not eligible for public reporting, NCQA suggests that CCC results for the General and CCC Populations be compared.

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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 Child Member Satisfaction Survey (with CCC Measurement Set). 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.

SPH Analytics surveyed 3,490 (1,650 General Population + 1,840 supplemental sample) eligible child members of WellCare of Nebraska using a mixed (mail and phone) survey methodology, per NCQA protocol,[3] to achieve a total response rate of 8.0%.

This report summarizes results derived from the CAHPS® 5.0H Medicaid Child Member Satisfaction Survey (with CCC Measurement Set) as applied to a 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 positive question responses as specified by NCQA.[4]

General Population

SPH Analytics mailed the 2017 CAHPS® 5.0H Medicaid Child Member Satisfaction Survey (with CCC Measurement Set) to a sample of 1,650 eligible child members of WellCare of Nebraska. SPH Analytics collected 138 valid surveys from this sample, yielding a general population response rate of 8.5%.[5]

Children with Chronic Conditions Population

Children with chronic conditions generally represent a relatively small proportion of the overall child population. To achieve a sufficient number of complete surveys for CCC results to be calculated, a supplemental sample of children who are more likely to have a chronic condition, based on claims experience, is selected and added to the standard CAHPS® 5.0H Child Survey sample (General Population). After the General Population sample is pulled, the supplemental sample is pulled based on a prescreen sample code. The NCQA required total sample size is 3,490 (1,650 General Population + 1,840 supplemental sample), although plans may oversample if they choose.

Once surveys are completed, the CCC Population is identified based on the member's responses to the CCC survey-based screening tool.[6] *The general population data set and the CCC population data set are not mutually exclusive groups*. For example, if a child member is selected for the General Population sample and is identified as having a chronic condition based on responses to the CCC survey-based screening tool, then the member is included in General Population *and* CCC Population results.

A total of 122 child members have been identified as Children with Chronic Conditions.

[3] Please note that the CAHPS® survey is eligible to be conducted from January through May 2017.
[4] 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.
[5] Please refer to Section 2 - *Methodology* for the calculation used to determine the response rate.
[6] See the *Glossary of Terms* or *Technical Notes* at the end of this report for a definition of the CCC survey-based screening tool.

CAHPS® 5.0H Child Survey (Medicaid, with CCC Measurement Set)

This survey collects member satisfaction information for the general population of children and for the population of children with chronic conditions. For each population, results include the following composites, ratings, and question Summary Rates:

- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate
- Customer Service
- Shared Decision Making
- Health Promotion and Education
- Coordination of Care
- Health Care, Provider, and Plan Ratings

Additional Composites for Children with Chronic Conditions

In addition to the above-described composites, five Children with Chronic Condition composites are calculated for each population:

- Access to Prescription Medicines
- Access to Specialized Services
- Family-Centered Care: Personal Doctor Who Knows Child
- Family-Centered Care: Getting Needed Information
- Coordination of Care for Children with Chronic Conditions

Overview of Summary Rate Comparisons

The tables beginning on the following page present composite, measure, and rating Summary Rate Scores (SR) for the Health Plan domain, the Health Care domain, and CCC Composites. 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[7] benchmark.

[7] The source for data contained in this publication is Quality Compass® All Plans 2017 and 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.

Health Plan Domain

Composites, Measures, & Ratings	General Population				CCC Population		
	2017 SR	2016 SR	2017 SPH Analytics Benchmark	2017 QC All Plans Benchmark	2017 SR	2016 SR	2017 QC All Plans Benchmark
8-10 Rating of Health Plan (Q54)	81.8%	NA	86.1%	85.8%	70.0%	NA	83.5%
9-10 Rating of Health Plan (Q54)	62.9%	NA	70.8%	70.8%	46.7%	NA	67.7%
Getting Needed Care	93.1%*	NA	83.9%	84.5%	82.3%*	NA	86.0%
Customer Service	88.8%*	NA	88.7%	88.1%	94.3%*	NA	89.8%
Ease of Filling Out Forms (Q53)	95.4%	NA	94.4%	94.8%	91.5%	NA	94.3%

* Indicates that the number of responses for this measure is less than 100 for the General Population; therefore, this measure will receive an NA by NCQA.
* Indicates that the number of responses for this measure is less than 100 for the CCC Population; therefore, this measure will receive an NA by NCQA.

Health Care Domain

Composites, Measures, & Ratings	General Population				CCC Population		
	2017 SR	2016 SR	2017 SPH Benchmark	2017 QC All Plans Benchmark	2017 SR	2016 SR	2017 QC All Plans Benchmark
8-10 Rating of Health Care (Q14)	93.9%*	NA	86.9%	86.7%	87.6%	NA	85.4%
9-10 Rating of Health Care (Q14)	79.8%*	NA	69.2%	69.3%	67.6%	NA	67.2%
Getting Care Quickly	91.5%*	NA	88.4%	88.8%	92.3%*	NA	91.8%
How Well Doctors Communicate	98.7%*	NA	93.5%	93.5%	95.0%	NA	94.2%
Shared Decision Making	83.1%*	NA	76.6%	78.7%	91.5%*	NA	0.8471
Health Promotion and Education (Q8)	61.9%*	NA	68.4%	71.7%	63.8%	NA	78.5%
Coordination of Care (Q40)	91.4%*	NA	83.5%	82.9%	89.3%*	NA	82.9%
8-10 Rating of Personal Doctor (Q41)	95.7%	NA	89.6%	89.3%	88.5%	NA	88.7%
9-10 Rating of Personal Doctor (Q41)	85.3%	NA	76.2%	76.1%	76.1%	NA	76.0%
8-10 Rating of Specialist (Q48)	73.3%*	NA	86.4%	87.3%	87.3%*	NA	86.0%
9-10 Rating of Specialist (Q48)	60.0%*	NA	72.2%	73.9%	70.9%*	NA	72.4%

* Indicates that the number of responses for this measure is less than 100 for the General Population; therefore, this measure will receive an NA by NCQA.
* Indicates that the number of responses for this measure is less than 100 for the CCC Population; therefore, this measure will receive an NA by NCQA.

CCC Composites

The CCC composites summarize satisfaction with basic components of care essential for the successful treatment, management, and support of children with chronic conditions. The 2017 and 2016 Summary Rate (SR) composite and rating scores for your plan's CCC Population are presented below. Additionally, your plan's 2017 General Population results are shown for comparison purposes.

CCC Measurement Set Composites	CCC Population			General Population 2017 Summary Rates
	2017 SR	2016 SR	2017 QC All Plans Benchmark	
Access to Prescription Medicines (Q56)	87.4%*	NA	90.7%	89.3%*
Access to Specialized Services	74.1%*	NA	76.3%	77.8%*
Family-Centered Care: Personal Doctor Who Knows Your Child	88.3%*	NA	90.0%	86.7%*
Family-Centered Care: Getting Needed Information (Q9)	93.4%	NA	91.3%	85.7%*
Coordination of Care for Children with Chronic Conditions	77.6%*	NA	77.9%	75.6%*

* Indicates that the number of responses for this measure is less than 100 for the CCC Population; therefore, this measure will receive an NA by NCQA.
* Indicates that the number of responses for this measure is less than 100 for the General Population; therefore, this measure will receive an NA by NCQA.

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 Child Book of Business to discover which composites were Key Drivers of *Rating of Health Plan* (Q54), *Rating of Health Care* (Q14), and *Rating of Personal Doctor* (Q41).

The Summary Rates of these Key Drivers are compared to the Summary Rates of all other plans in the 2017 SPH Analytics Medicaid Child 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 Child 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 Child 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 Child 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 (Q54), with "0" representing the worst and "10" representing the 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)[8]	Percentile Ranking	Opportunity Analysis
Customer Service	0.627	56th	Monitor
Getting Needed Care	0.614	99th	Strength

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

Rating of Health Care Opportunity Analysis

Rating of Health Care (Q14) 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	0.591	99th	Strength
How Well Doctors Communicate	0.581	99th	Strength

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

Rating of Personal Doctor Opportunity Analysis

Question 41 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	1.452	99th	Strength
Coordination of Care	0.270	97th	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. In the event that a health plan elects to use the CAHPS Health Plan Survey 5.0H, child with chronic conditions version results for accreditation, scores are based upon results derived from the General Population.

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.[9] 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.[10]

Composite/Rating Item	Approximate Plan Percentile Threshold	Points Awarded per Accreditation Year		
		2017	2016	2015
Getting Needed Care	NA	-	-	-
Getting Care Quickly	NA	-	-	-
Customer Service	NA	-	-	-
Coordination of Care (Q40)	NA	-	-	
Rating of Health Care (Q14)	NA	-	-	-
Rating of Personal Doctor (Q41)	90th	-	-	-
Rating of Specialist (Q48)	NA	-	-	-
Rating of Health Plan (Q54)	25th	-	-	-
Approximate Points Earned (Out of 13.000 in 2015, 2016, and 2017)		**NA**	**NA**	**NA**

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.

[9] 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.
[10] The *Coordination of Care* measure was added to 2016 accreditation scoring. Organizations accredited using the 2015 standards will not be scored using the organization's submitted rate for this measure.

NCQA 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 hundredths 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 methodology.

Response Rate

The required sample size is 3,490 (1,650 General Population + 1,840 supplemental sample), in accordance with NCQA protocol for the Medicaid Child Member Satisfaction Survey (with CCC Measurement Set), although plans may choose to over-sample or augment[11] their population if desired. Your plan's sample size is 3,490 (1,650 General Population + 1,840 supplemental sample).

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, or have a language barrier. 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, or members that reached a maximum attempt threshold and were unable to be contacted during the survey time period.

SPH Analytics used a mixed (mail and phone)mixed (mail and phone) survey administration methodology, per NCQA protocol, to achieve a total response rate of 8.0%.

General Population

SPH Analytics surveyed a sample of 1,650 eligible child members of WellCare of Nebraska. A total of 138 valid surveys (76 Mail and 62 Telephone) were collected from this sample. After adjusting for ineligible members, your survey response rate is 8.5%. The overall NCQA target number of valid surveys is 411.

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 (completes are 10=Mail, 20=Phone, and 30=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.

[11] Although plans may choose to augment their population, augments are not included in the Response Rate calculation or survey disposition groupings.

Disposition Group	Disposition Category	N
Ineligible	Deceased (05)	0
	Does not meet eligibility criteria (01)	15
	Language barrier (03)	19
	Mentally/Physically incapable (04)	
	Total Ineligible	**34**
Non-response	Break-off/Incomplete (02)	21
	Refusal (06)	4
	Maximum attempts made (07)	1450
	Added to DNC list (08)	
	Total Non-response	**1478**

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 Child with CCC Measurement Set Survey, the numerator and denominator used to compute your response rate are presented below.

$$\frac{\text{76 (Mail) + 62 (Phone)}}{\text{1,650 (Sample)} - \text{34 (Ineligible)}} = \frac{138}{1{,}616} = 8.5\%$$

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

CCC Population

Children with chronic conditions represent a relatively small proportion of the overall child population. To achieve a sufficient number of complete surveys for CCC results to be calculated, a supplemental sample of children who are more likely to have a chronic condition, based on claims experience, is selected and added to the standard CAHPS® 5.0H Child Survey sample (General Population). After the General Population sample is pulled, the supplemental sample is pulled based on a prescreen sample code. The NCQA required total sample size is 3,490 (1,650 General Population + 1,840 supplemental sample), although plans may choose to over-sample their population if necessary.

Once surveys are completed, the CCC Population is identified based on the member's responses to the CCC survey-based screening tool. *The general population data set and the CCC population data set are not mutually exclusive groups*. For example, if a child member is selected for the General Population sample and is identified as having a chronic condition based on responses to the CCC survey-based screening tool, then the member is included in General Population *and* CCC Population results.

There are 122 child members who have been identified as Children with Chronic Conditions (CCC).

It cannot be determined which respondents out of the total sample qualify as having a chronic condition. Given that a denominator for this equation cannot be determined, there is no response rate provided for the CCC Population.

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 (Child's Health Status, Child's Mental/Emotional Health Status, Child's Age, Child's Ethnicity, Child's Race, Respondent's Age, Respondent's Gender, Respondent's Education, and Relation to Child) from your current survey (displayed in blue), compared to trend data (displayed in light blue, if applicable) and the 2017 SPH Analytics Medicaid Child Book of Business benchmark (displayed in green, if 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.

Page 2D provides a comparison of your CCC Population demographics with the General Population demographics. Significance testing is not appropriate for this comparison since there is "overlap" between the two groups.

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* (Q54) 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%

General Population

Demographic Results

General Population Charts 2A – 2C
(See following pages.)

Profile of Survey Respondents

WellCare of Nebraska

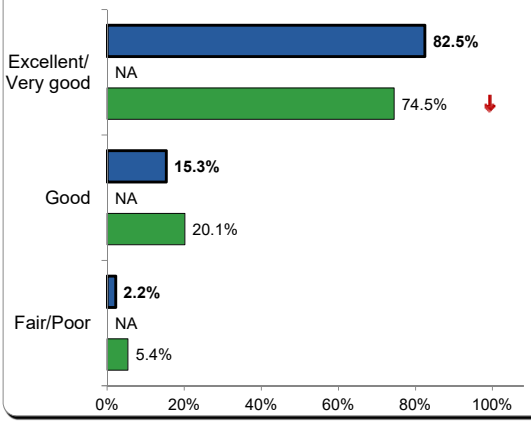
Survey Demographic Comparisons

Medicaid Child with CCC CAHPS®

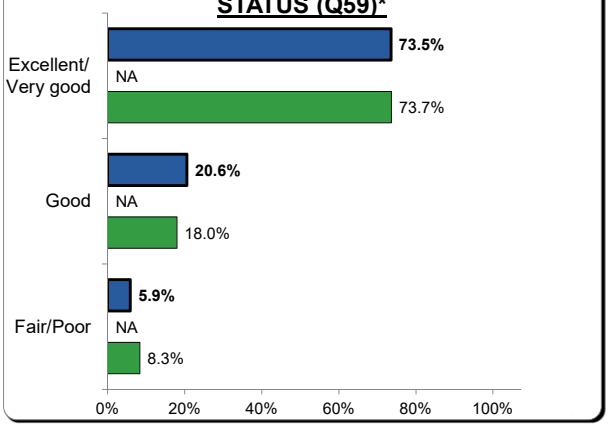
General Population

138 Total General Population Respondents

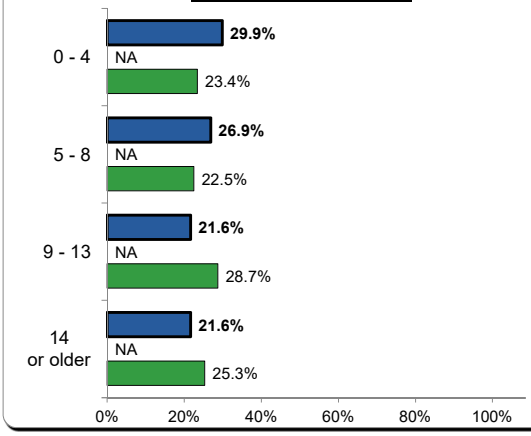
CHILD'S HEALTH STATUS (Q58)*



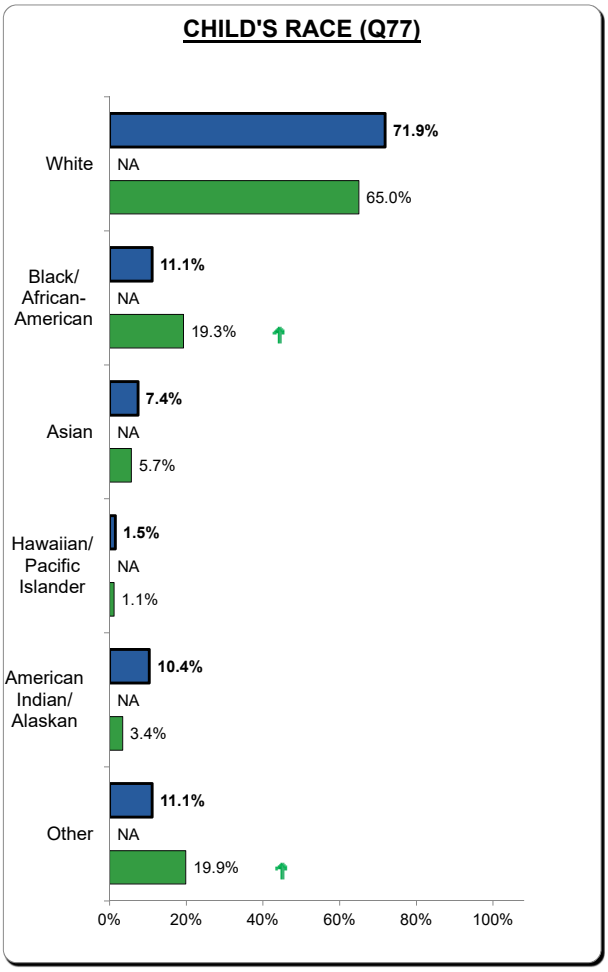
CHILD'S MENTAL/EMOTIONAL HEALTH STATUS (Q59)*



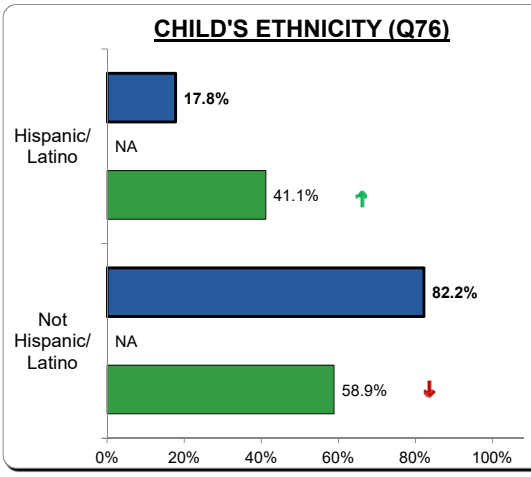
CHILD'S AGE (Q74)



CHILD'S RACE (Q77)



CHILD'S ETHNICITY (Q76)



KEY: **Your Plan's 2017 Rate** | Your Plan's 2016 Rate | 2017 SPH Analytics Benchmark

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

Note 1: The 2017 SPH Analytics Book of Business consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA.

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

WellCare of Nebraska

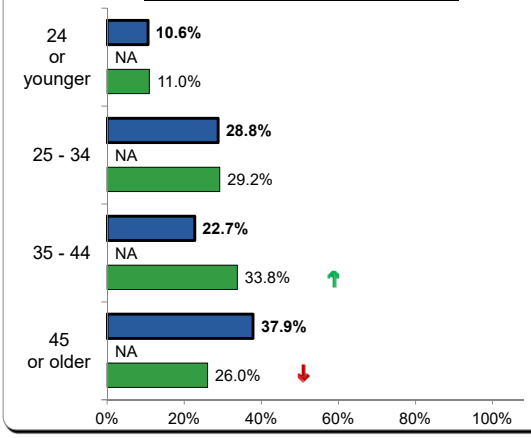
Medicaid Child with CCC CAHPS®

Survey Demographic Comparisons (Continued)

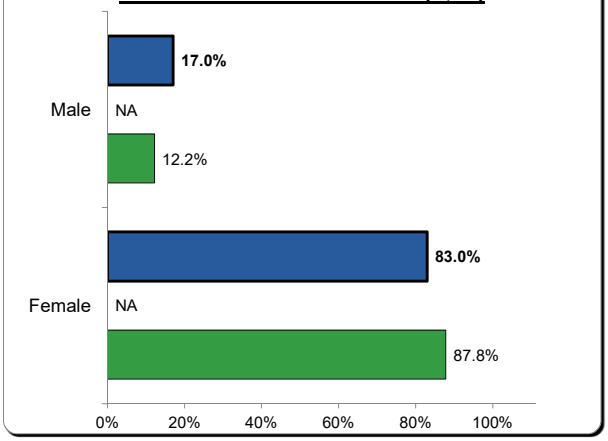
General Population

138 Total General Population Respondents

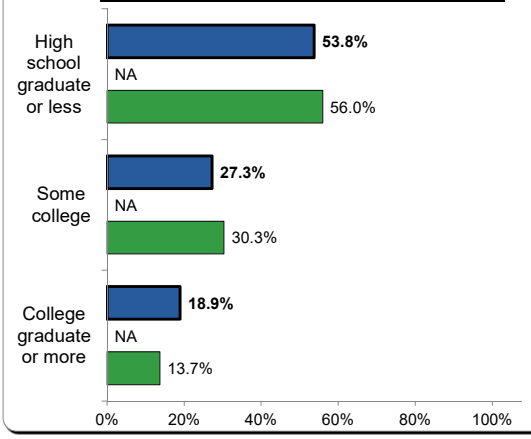
RESPONDENT'S AGE (Q78)



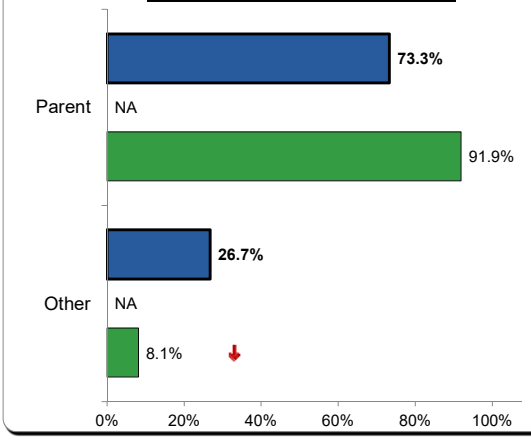
RESPONDENT'S GENDER (Q79)



RESPONDENT'S EDUCATION (Q80)



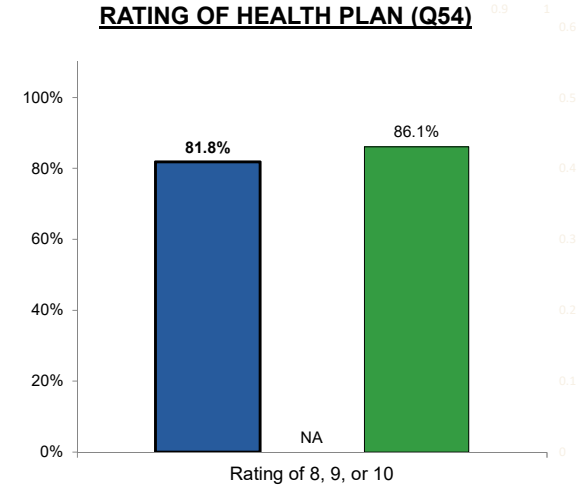
RESPONDENT'S RELATION TO CHILD (Q81)



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

RATING OF HEALTH PLAN (Q54)



KEY: Your Plan's 2017 Rate | Your Plan's 2016 Rate | 2017 SPH Analytics Benchmark

Note 1: The 2017 SPH Analytics Book of Business consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA.

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 (Q54) by Demographics

Medicaid Child with CCC CAHPS®

General Population

138 Total General Population Respondents

Survey Item		Rating of Health Plan (Q54)							
		0-3		4-7		8-10		9-10	
		Valid n*	%	Valid n*	%	Valid n*	%	Valid n*	%
RATING OF PERSONAL DOCTOR (Q41)	0 - 7	0	0.0%	5	100.0%	0	0.0%	0	0.0%
	8 - 10	3	2.8%	12	11.2%	92	86.0%	72	67.3%
CONTACT CUSTOMER SERVICE (Q49)	Yes	0	0.0%	3	8.1%	34	91.9%	26	70.3%
	No	2	2.2%	17	18.9%	71	78.9%	54	60.0%
GOT INFORMATION/HELP FROM CUSTOMER SERVICE (Q50)	Never/Sometimes	0	0.0%	2	33.3%	4	66.7%	2	33.3%
	Always/Usually	0	0.0%	1	3.3%	29	96.7%	23	76.7%
RATING OF HEALTH PLAN (Q54)	0 - 7	3	12.5%	21	87.5%	NA	NA	NA	NA
	8 - 10	NA	NA	NA	NA	108	100.0%	83	76.9%
CHILD'S HEALTH STATUS (Q58)**	Excellent/Very good	3	2.8%	16	14.8%	89	82.4%	69	63.9%
	Good	0	0.0%	5	23.8%	16	76.2%	11	52.4%
	Fair/Poor	0	0.0%	0	0.0%	3	100.0%	3	100.0%
CHILD'S MENTAL/EMOTIONAL HEALTH STATUS (Q59)**	Excellent/Very good	1	1.0%	15	15.6%	80	83.3%	65	67.7%
	Good	1	3.7%	4	14.8%	22	81.5%	14	51.9%
	Fair/Poor	1	12.5%	2	25.0%	5	62.5%	3	37.5%
RESPONDENT'S AGE (Q78)	24 or younger	1	7.7%	3	23.1%	9	69.2%	5	38.5%
	25 - 34	1	2.7%	6	16.2%	30	81.1%	25	67.6%
	35 - 44	1	3.3%	6	20.0%	23	76.7%	17	56.7%
	45 or older	0	0.0%	5	10.6%	42	89.4%	33	70.2%
RESPONDENT'S EDUCATION (Q80)	High School or less	1	1.5%	10	14.7%	57	83.8%	44	64.7%
	Some College or more	2	3.4%	11	18.6%	46	78.0%	36	61.0%
DATA COLLECTION METHOD	Mail	2	2.7%	10	13.5%	62	83.8%	49	66.2%
	Phone	1	1.7%	11	19.0%	46	79.3%	34	58.6%

* Valid n refers to total number of respondents answering the response item within the subgroup under the column heading.
** Child's Health Status and Child's Mental/Emotional Health Status are defined by the member.

CCC Population

Demographic Results

CCC Population Charts 2A – 2D
(See following pages.)

Profile of Survey Respondents

WellCare of Nebraska

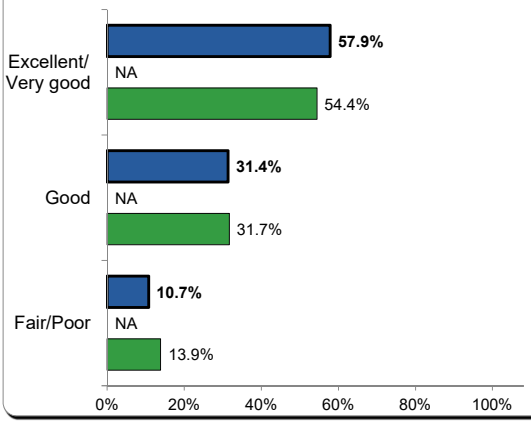
Medicaid Child with CCC CAHPS®

Survey Demographic Comparisons

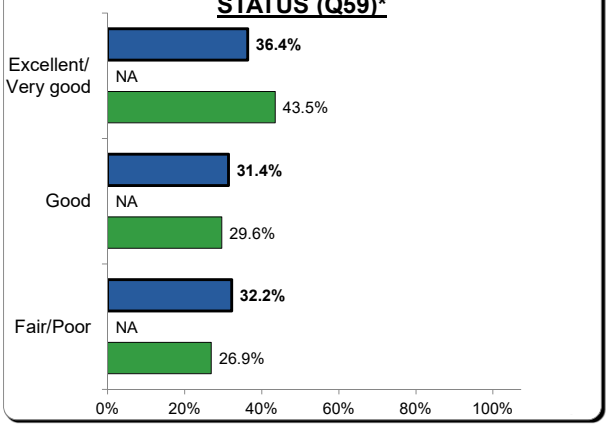
CCC Population

122 Total CCC Population Respondents

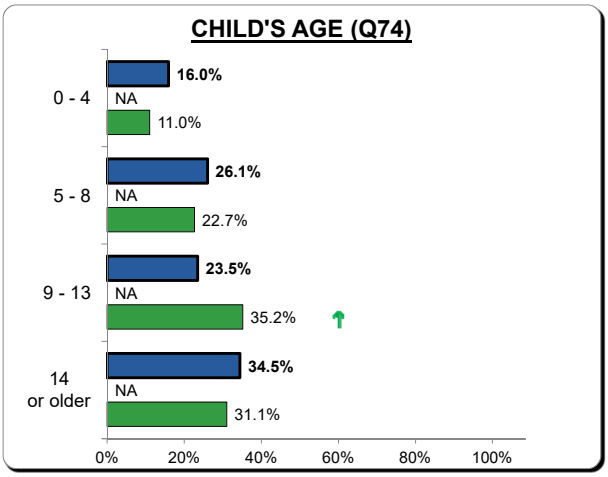
CHILD'S HEALTH STATUS (Q58)*



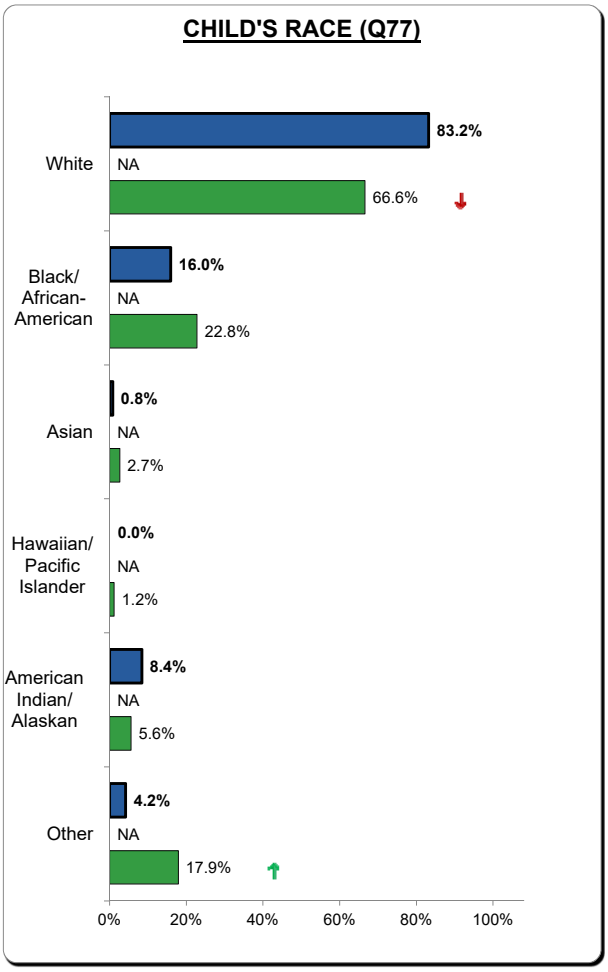
CHILD'S MENTAL/EMOTIONAL HEALTH STATUS (Q59)*



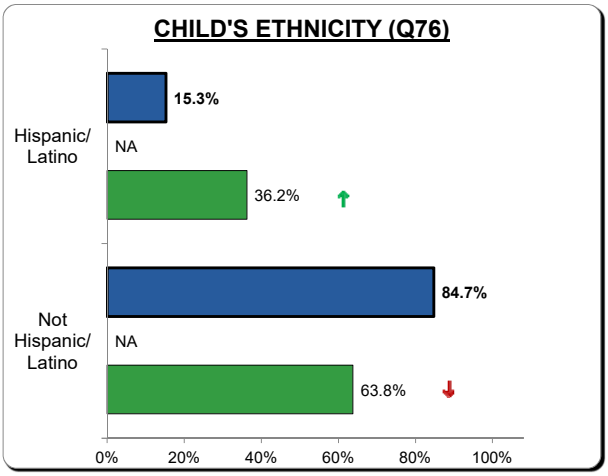
CHILD'S AGE (Q74)



CHILD'S RACE (Q77)



CHILD'S ETHNICITY (Q76)



KEY: **Your Plan's 2017 Rate** | Your Plan's 2016 Rate | 2017 SPH Analytics Benchmark

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

Note 1: The 2017 SPH Analytics Book of Business consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA.

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Profile of Survey Respondents

WellCare of Nebraska

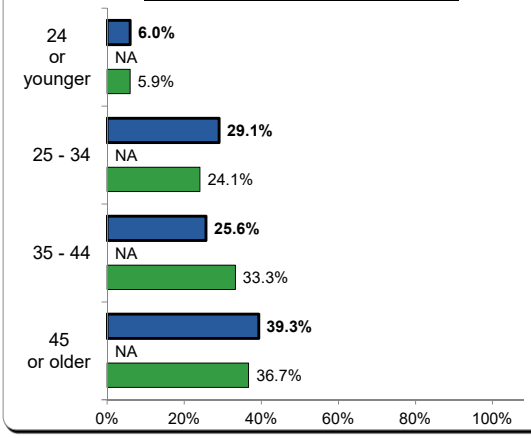
Medicaid Child with CCC CAHPS®

Survey Demographic Comparisons (Continued)

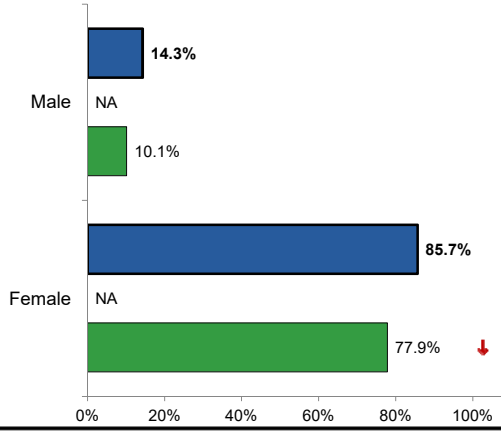
CCC Population

122 Total CCC Population Respondents

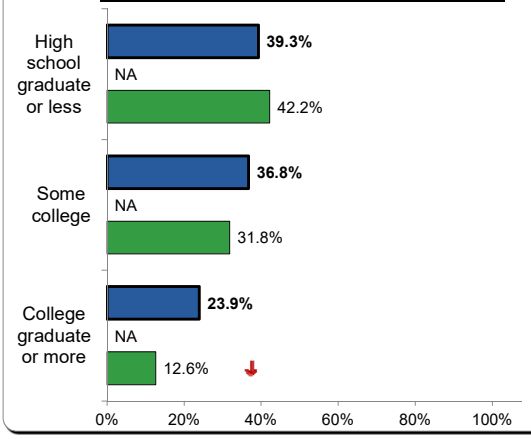
RESPONDENT'S AGE (Q78)



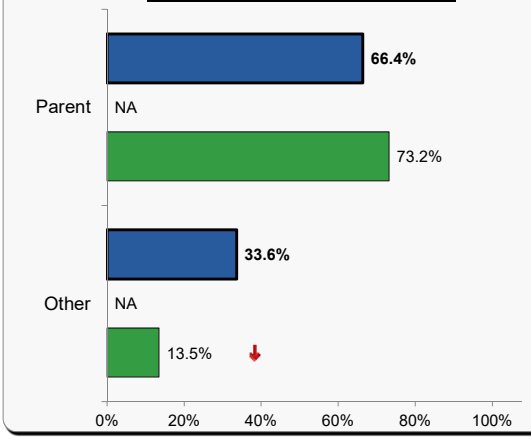
RESPONDENT'S GENDER (Q79)



RESPONDENT'S EDUCATION (Q80)



RELATION TO CHILD (Q81)



Research on CAHPS® survey results indicates that…

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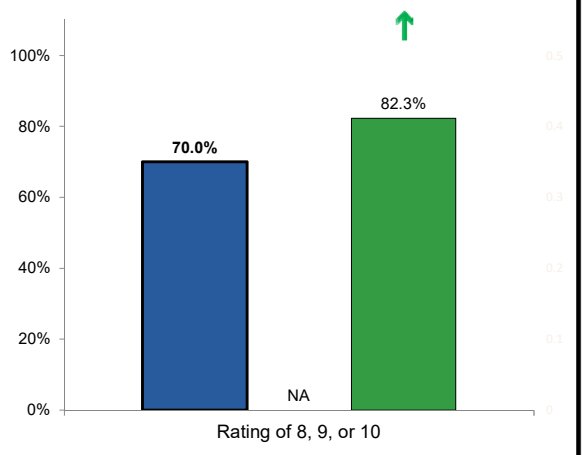
RATING OF HEALTH PLAN (Q54)



KEY: Your Plan's 2017 Rate | Your Plan's 2016 Rate | 2017 SPH Analytics Benchmark

Note 1: The 2017 SPH Analytics Book of Business consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA.

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 (Q54) by Demographics

Medicaid Child with CCC CAHPS®

CCC Population

122 Total CCC Population Respondents

Survey Item		Rating of Health Plan (Q54)							
		0-3		4-7		8-10		9-10	
		Valid n*	%	Valid n*	%	Valid n*	%	Valid n*	%
RATING OF PERSONAL DOCTOR (Q41)	0 - 7	1	8.3%	8	66.7%	3	25.0%	1	8.3%
	8 - 10	3	3.0%	21	21.0%	76	76.0%	53	53.0%
CONTACT CUSTOMER SERVICE (Q49)	Yes	0	0.0%	9	25.0%	27	75.0%	18	50.0%
	No	4	4.8%	23	27.7%	56	67.5%	37	44.6%
GOT INFORMATION/HELP FROM CUSTOMER SERVICE (Q50)	Never/Sometimes	0	0.0%	4	100.0%	0	0.0%	0	0.0%
	Always/Usually	0	0.0%	4	12.9%	27	87.1%	18	58.1%
RATING OF HEALTH PLAN (Q54)	0 - 7	4	11.1%	32	88.9%	NA	NA	NA	NA
	8 - 10	NA	NA	NA	NA	84	100.0%	56	66.7%
CHILD'S HEALTH STATUS (Q58)**	Excellent/Very good	2	2.9%	16	23.2%	51	73.9%	35	50.7%
	Good	1	2.6%	10	26.3%	27	71.1%	18	47.4%
	Fair/Poor	1	8.3%	6	50.0%	5	41.7%	2	16.7%
CHILD'S MENTAL/EMOTIONAL HEALTH STATUS (Q59)**	Excellent/Very good	1	2.3%	8	18.6%	34	79.1%	25	58.1%
	Good	1	2.6%	8	21.1%	29	76.3%	18	47.4%
	Fair/Poor	2	5.3%	15	39.5%	21	55.3%	13	34.2%
RESPONDENT'S AGE (Q78)	24 or younger	1	14.3%	1	14.3%	5	71.4%	3	42.9%
	25 - 34	3	9.4%	10	31.3%	19	59.4%	12	37.5%
	35 - 44	0	0.0%	9	30.0%	21	70.0%	17	56.7%
	45 or older	0	0.0%	11	23.9%	35	76.1%	22	47.8%
RESPONDENT'S EDUCATION (Q80)	High School or less	2	4.3%	9	19.6%	35	76.1%	22	47.8%
	Some College or more	2	2.9%	22	31.9%	45	65.2%	32	46.4%
DATA COLLECTION METHOD	Mail	3	4.7%	16	25.0%	45	70.3%	32	50.0%
	Phone	1	1.8%	16	28.6%	39	69.6%	24	42.9%

* Valid n refers to total number of respondents answering the response item within the subgroup under the column heading.
** Child's Health Status and Child's Mental/Emotional Health Status are defined by the member.

Profile of Survey Respondents & Child Members

WellCare of Nebraska

Comparison between CCC and General Population

Medicaid Child with CCC CAHPS®

138 Total General Population Respondents

122 Total CCC Population Respondents

Demographic	Category	CCC Population	General Population
Respondent's Gender (Q79)	**Male**	14.3%	17.0%
	Female	85.7%	83.0%
Respondent's Age (Q78)	**24 or younger**	6.0%	10.6%
	25 - 34 years	29.1%	28.8%
	35 - 44 years	25.6%	22.7%
	45 or older	39.3%	37.9%
Relation to Child (Q81)	**Parent**	66.4%	73.3%
	Other	33.6%	26.7%
Respondent's Education (Q80)	**High School Graduate or less**	39.3%	53.8%
	Some College	36.8%	27.3%
	College Graduate or more	23.9%	18.9%
Child's Race/Ethnicity (Q76 & Q77)*	**White**	83.2%	71.9%
	Black/African-American	16.0%	11.1%
	Hispanic/Latino	15.3%	17.8%
	Asian	0.8%	7.4%
	Hawaiian/Pacific Is.	0.0%	1.5%
	Am. Indian/Alaskan	8.4%	10.4%
	Other	4.2%	11.1%
Child's Age (Q74)	**0 - 4 years**	16.0%	29.9%
	5 - 8 years	26.1%	26.9%
	9 - 13 years	23.5%	21.6%
	14 or older	34.5%	21.6%
Child's Health Status (Q58)**	**Excellent/Very good**	57.9%	82.5%
	Good	31.4%	15.3%
	Fair/Poor	10.7%	2.2%
Child's Mental/Emotional Health Status (Q59)**	**Excellent/Very good**	36.4%	73.5%
	Good	31.4%	20.6%
	Fair/Poor	32.2%	5.9%

* Race and Ethnicity are separate questions and respondents may choose more than one race option, therefore figures will not equal 100%. "Other" includes respondents who answered "Other" to Q77.

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

Note: Significance testing is not appropriate for these two groups since they are not mutually exclusive.

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 year's results (if applicable) and scores from the 2017 SPH Analytics Medicaid Child Book of Business and 2017 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. Refer to the *Technical Notes* for more information on this topic.

Page 3B — 2017 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. The General Population benchmark includes approximately 180 samples of Medicaid child plans (Non-CCC and CCC) that submitted to NCQA. Conversely, the CCC Population benchmark includes approximately 63 samples of Medicaid child plans (CCC) that submitted to NCQA. Your plan's approximate percentile ranking[12] in relation to the Quality Compass® All Plans benchmark is displayed next to each score.

Page 3C — 2017 SPH Analytics Medicaid Child 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 Child Book of Business benchmark. The General Population benchmark contains data from 69 plan-specific Medicaid child (Non-CCC and CCC) samples contracted with SPH Analytics to administer the CAHPS® 5.0H survey and to submit data to NCQA in 2017. Conversely, the CCC benchmark contains data from 13 plan-specific Medicaid child (CCC) samples that 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 3D — Population Comparison (CCC Population)

Shows how your health plan's composite and key question Summary Rates from your General Population compare to your CCC Population.

Note: Significance testing is not appropriate for these two groups since they are not mutually exclusive.

[12] 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 (General Population)	Includes all the Medicaid child samples (Non-CCC and CCC) that contracted with SPH Analytics to administer the 2017 CAHPS® 5.0H survey, and submitted that data to NCQA.	69	* Provide the most up-to-date benchmark available reflecting the 2017 survey results * Provides a benchmark for each question from the survey * Permits precise percentile ranking of plan compared to benchmark	* Contains fewer plans than the Quality Compass® All Plans benchmark
2017 SPH Analytics Book of Business (CCC Population)	Includes all the Medicaid child samples (CCC) that contracted with SPH Analytics to administer the 2017 CAHPS® 5.0H survey, and submitted that data to NCQA.	13	* Provide the most up-to-date benchmark available reflecting the 2017 survey results * Provides a benchmark for each question from the survey * Permits precise percentile ranking of plan compared to benchmark * Provides a CCC benchmark	* Contains fewer plans than the Quality Compass® All Plans benchmark
2017 Quality Compass® All Plans (General Population)	Includes all Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2017.	180	* Contains more plans than the SPH Analytics Book of Business benchmark	* Only contains benchmarks for certain key questions, composites and rating questions
2017 Quality Compass® All Plans (CCC Population)	Includes all Medicaid child (CCC) samples that submitted to NCQA in 2017.	63	* Contains more plans than the SPH Analytics Book of Business benchmark * Provides a CCC benchmark	* Only contains benchmarks for certain key questions, composites and rating questions
2017 NCQA 1-100 Benchmark (General Population)	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data (Non-CCC and CCC) collected by NCQA in 2017.	180	* Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark	* Only contains benchmarks for certain key questions, composites, and rating questions
2017 NCQA 1-100 Benchmark (CCC Population)	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data (CCC) collected by NCQA in 2017.	63	* Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark * Provides a CCC benchmark	* Only contains benchmarks for certain key questions, composites, and rating questions

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

General Population

Trend and Benchmark Comparison Results

General Population Charts 3A – 3C
(See following pages.)

Summary of Trend and Benchmark (Non-CCC) Comparisons

WellCare of Nebraska

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

Medicaid Child with CCC CAHPS®

General Population

138 Total General Population Respondents

Composites, Attributes, and Key Questions	2017 Valid n	2017 Summary Rate*	2016 Summary Rate*	2015 Summary Rate*	2017 SPH Analytics Book of Business**	2017 Quality Compass® All Plans**
Getting Needed Care		**93.1%**	**NA**	**NA**	**83.9%**	**84.5%**
Q15. Ease of getting care, tests, or treatment child needed	**99**	**92.9%**	NA	NA	88.9%	80.4%
Q46. Obtained child's appointment with specialist as soon as needed	**15**	**93.3%**	NA	NA	78.9%	89.2%
Getting Care Quickly		**91.5%**	**NA**	**NA**	**88.4%**	**88.8%**
Q4. Child obtained needed care right away	**34**	**91.2%**	NA	NA	90.0%	90.7%
Q6. Child obtained appointment for care as soon as needed	**97**	**91.8%**	NA	NA	86.8%	87.2%
How Well Doctors Communicate		**98.7%**	**NA**	**NA**	**93.5%**	**93.5%**
Q32. Child's doctor explained things in an understandable way	**95**	**98.9%**	NA	NA	94.1%	94.0%
Q33. Child's doctor listened carefully to you	**95**	**98.9%**	NA	NA	94.9%	95.0%
Q34. Child's doctor showed respect for what you had to say	**95**	**98.9%**	NA	NA	96.2%	96.2%
Q37. Child's doctor spent enough time with your child	**95**	**97.9%**	NA	NA	88.7%	88.8%
Customer Service		**88.8%**	**NA**	**NA**	**88.7%**	**88.1%**
Q50. Getting information/help from customer service	**36**	**83.3%**	NA	NA	83.5%	82.6%
Q51. Treated with courtesy and respect by customer service staff	**35**	**94.3%**	NA	NA	93.9%	93.6%
Shared Decision Making		**83.1%**	**NA**	**NA**	**76.6%**	**78.7%**
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	**26**	**96.2%**	NA	NA	90.6%	91.9%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	**26**	**69.2%**	NA	NA	61.6%	64.9%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	**25**	**84.0%**	NA	NA	77.6%	79.3%
Health Promotion and Education (Q8)	**97**	**61.9%**	**NA**	**NA**	**68.4%**	**71.7%**
Coordination of Care (Q40)	**35**	**91.4%**	**NA**	**NA**	**83.5%**	**82.9%**
Ease of Filling Out Forms (Q53)	**130**	**95.4%**	**NA**	**NA**	**94.4%**	**94.8%**
Rating Items (Summary Rate = 8 + 9 + 10)						
Rating of Health Care (Q14)	**99**	**93.9%**	**NA**	**NA**	**86.9%**	**86.7%**
Rating of Personal Doctor (Q41)	**116**	**95.7%**	**NA**	**NA**	**89.6%**	**89.3%**
Rating of Specialist (Q48)	**15**	**73.3%**	**NA**	**NA**	**86.4%**	**87.3%**
Rating of Health Plan (Q54)	**132**	**81.8%**	**NA**	**NA**	**86.1%**	**85.8%**
Rating Items (Summary Rate = 9 + 10)						
Rating of Health Care (Q14)	**99**	**79.8%**	**NA**	**NA**	**69.2%**	**69.3%**
Rating of Personal Doctor (Q41)	**116**	**85.3%**	**NA**	**NA**	**76.2%**	**76.1%**
Rating of Specialist (Q48)	**15**	**60.0%**	**NA**	**NA**	**72.2%**	**73.9%**
Rating of Health Plan (Q54)	**132**	**62.9%**	**NA**	**NA**	**70.8%**	**70.8%**
CCC Composites and Questions						
Access to Prescription Medicines (Q56)	**56**	**89.3%**	**NA**	**NA**	**NA**	**NA**
Access to Specialized Services		**77.8%**	**NA**	**NA**	**NA**	**NA**
Q20. Ease of getting special medical equipment or devices	**5**	**80.0%**	NA	NA	NA	NA
Q23. Ease of getting therapy	**10**	**80.0%**	NA	NA	NA	NA
Q26. Ease of getting treatment or counseling	**15**	**73.3%**	NA	NA	NA	NA
FCC: Personal Doctor Who Knows Child		**86.7%**	**NA**	**NA**	**NA**	**NA**
Q38. Doctor talked about how child is feeling, growing, and behaving	**95**	**90.5%**	NA	NA	NA	NA
Q43. Doctor understands how these conditions affect child's day-to-day life	**23**	**82.6%**	NA	NA	NA	NA
Q44. Doctor understands how these conditions affect family's day-to-day life	**23**	**87.0%**	NA	NA	NA	NA
FCC: Getting Needed Information (Q9)	**98**	**85.7%**	**NA**	**NA**	**NA**	**NA**
Coordination of Care for CCC		**75.6%**	**NA**	**NA**	**NA**	**NA**
Q18. Obtaining help from doctors or health providers in contacting child's school or daycare	**13**	**84.6%**	NA	NA	NA	NA
Q29. Obtaining help coordinating child's care among different providers or services	**27**	**66.7%**	NA	NA	NA	NA

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

** The 2017 SPH Analytics Book of Business consists of 69 Medicaid child (Non-CCC and CCC) 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 child (Non-CCC and CCC) samples that submitted to NCQA in 2017 (approximately 180 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 Quality Compass All Plans (Non-CCC) Mean and Percentiles

General Population

138 Total General Population Respondents

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

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	**93.1%**	**98th**	**84.5%**	**80.8%**	**85.1%**	**88.7%**	**90.6%**
Q15. Ease of getting care, tests, or treatment child needed	92.9%	97th	80.4%	76.0%	81.0%	85.1%	88.1%
Q46. Obtained child's appointment with specialist as soon as needed	93.3%	87th	89.2%	86.5%	89.8%	92.4%	93.8%
Getting Care Quickly	**91.5%**	**69th**	**88.8%**	**86.1%**	**89.5%**	**92.1%**	**93.7%**
Q4. Child obtained needed care right away	91.2%	48th	90.7%	88.3%	91.7%	93.8%	95.5%
Q6. Child obtained appointment for care as soon as needed	91.8%	82nd	87.2%	84.5%	87.7%	90.8%	92.9%
How Well Doctors Communicate	**98.7%**	**99th**	**93.5%**	**92.3%**	**93.8%**	**95.0%**	**95.8%**
Q32. Child's doctor explained things in an understandable way	98.9%	98th	94.0%	92.7%	94.4%	95.5%	96.6%
Q33. Child's doctor listened carefully to you	98.9%	99th	95.0%	94.0%	95.1%	96.3%	97.0%
Q34. Child's doctor showed respect for what you had to say	98.9%	98th	96.2%	95.6%	96.3%	97.0%	97.9%
Q37. Child's doctor spent enough time with your child	97.9%	99th	88.8%	86.4%	89.2%	91.6%	93.5%
Customer Service	**88.8%**	**62nd**	**88.1%**	**86.4%**	**88.1%**	**89.7%**	**91.2%**
Q50. Getting information/help from customer service	83.3%	58th	82.6%	80.4%	82.3%	85.0%	87.4%
Q51. Treated with courtesy and respect by customer service staff	94.3%	56th	93.6%	92.0%	93.9%	95.3%	96.2%
Shared Decision Making	**83.1%**	**92nd**	**78.7%**	**77.2%**	**79.3%**	**81.1%**	**82.5%**
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	96.2%	90th	91.9%	89.9%	92.6%	94.6%	96.1%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	69.2%	76th	64.9%	61.5%	65.4%	68.7%	71.2%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	84.0%	92nd	79.3%	76.6%	79.9%	81.9%	83.2%
Health Promotion and Education (Q8)	**61.9%**	**<10th**	**71.7%**	**68.6%**	**71.9%**	**74.7%**	**76.8%**
Coordination of Care (Q40)	**91.4%**	**97th**	**82.9%**	**80.2%**	**83.2%**	**85.8%**	**88.3%**
Ease of Filling Out Forms (Q53)	**95.4%**	**60th**	**94.8%**	**93.7%**	**94.9%**	**96.0%**	**97.2%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q14)	**93.9%**	**99th**	**86.7%**	**85.1%**	**87.1%**	**88.7%**	**90.1%**
Rating of Personal Doctor (Q41)	**95.7%**	**99th**	**89.3%**	**87.9%**	**89.5%**	**90.7%**	**91.9%**
Rating of Specialist (Q48)	**73.3%**	**<10th**	**87.3%**	**84.9%**	**87.2%**	**89.7%**	**91.4%**
Rating of Health Plan (Q54)	**81.8%**	**11th**	**85.8%**	**83.8%**	**86.0%**	**88.9%**	**90.3%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q14)	**79.8%**	**99th**	**69.3%**	**66.3%**	**70.1%**	**72.8%**	**74.6%**
Rating of Personal Doctor (Q41)	**85.3%**	**99th**	**76.1%**	**74.3%**	**76.6%**	**78.8%**	**80.0%**
Rating of Specialist (Q48)	**60.0%**	**<10th**	**73.9%**	**70.9%**	**73.0%**	**77.4%**	**79.5%**
Rating of Health Plan (Q54)	**62.9%**	**<10th**	**70.8%**	**67.5%**	**70.6%**	**75.1%**	**77.6%**

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.

** 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 180 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 child (Non-CCC and CCC) samples that submitted to NCQA in 2017 (approximately 180 plan-specific samples).

Benchmark Comparisons

2017 SPH Analytics Book of Business (Non-CCC) Mean and Percentiles

General Population

138 Total General Population Respondents

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

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	**93.1%**	**99th**	**83.9%**	**80.8%**	**83.7%**	**88.2%**	**89.7%**
Q15. Ease of getting care, tests, or treatment child needed	92.9%	74th	88.9%	85.8%	89.2%	92.9%	94.5%
Q46. Obtained child's appointment with specialist as soon as needed	93.3%	99th	78.9%	74.8%	80.6%	84.2%	85.9%
Getting Care Quickly	**91.5%**	**65th**	**88.4%**	**84.3%**	**89.0%**	**92.9%**	**95.0%**
Q4. Child obtained needed care right away	91.2%	54th	90.0%	85.6%	90.1%	94.1%	97.1%
Q6. Child obtained appointment for care as soon as needed	91.8%	75th	86.8%	82.7%	87.0%	91.6%	93.8%
How Well Doctors Communicate	**98.7%**	**99th**	**93.5%**	**91.8%**	**93.7%**	**95.7%**	**96.7%**
Q32. Child's doctor explained things in an understandable way	98.9%	96th	94.1%	92.3%	93.9%	96.4%	97.4%
Q33. Child's doctor listened carefully to you	98.9%	97th	94.9%	93.7%	95.0%	96.3%	97.2%
Q34. Child's doctor showed respect for what you had to say	98.9%	96th	96.2%	95.4%	96.3%	97.3%	98.2%
Q37. Child's doctor spent enough time with your child	97.9%	99th	88.7%	85.6%	88.4%	93.0%	94.7%
Customer Service	**88.8%**	**56th**	**88.7%**	**86.6%**	**88.4%**	**90.1%**	**92.8%**
Q50. Getting information/help from customer service	83.3%	60th	83.5%	81.5%	82.6%	85.2%	89.1%
Q51. Treated with courtesy and respect by customer service staff	94.3%	59th	93.9%	92.3%	93.8%	95.4%	97.5%
Shared Decision Making	**83.1%**	**92nd**	**76.6%**	**73.4%**	**76.5%**	**79.8%**	**82.3%**
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	96.2%	81st	90.6%	87.3%	91.9%	95.2%	97.5%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	69.2%	82nd	61.6%	56.7%	61.7%	67.0%	69.8%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	84.0%	92nd	77.6%	74.0%	77.1%	81.7%	83.6%
Health Promotion and Education (Q8)	**61.9%**	**<10th**	**68.4%**	**65.7%**	**67.9%**	**71.4%**	**73.5%**
Coordination of Care (Q40)	**91.4%**	**97th**	**83.5%**	**81.1%**	**83.7%**	**86.0%**	**88.4%**
Ease of Filling Out Forms (Q53)	**95.4%**	**64th**	**94.4%**	**92.7%**	**94.7%**	**95.9%**	**97.2%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q14)	**93.9%**	**98th**	**86.9%**	**85.2%**	**87.1%**	**88.7%**	**90.0%**
Rating of Personal Doctor (Q41)	**95.7%**	**99th**	**89.6%**	**88.4%**	**89.4%**	**91.2%**	**92.0%**
Rating of Specialist (Q48)	**73.3%**	**<10th**	**86.4%**	**84.1%**	**87.8%**	**89.7%**	**91.6%**
Rating of Health Plan (Q54)	**81.8%**	**12th**	**86.1%**	**83.8%**	**85.6%**	**89.1%**	**91.3%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q14)	**79.8%**	**98th**	**69.2%**	**66.1%**	**69.8%**	**71.8%**	**73.2%**
Rating of Personal Doctor (Q41)	**85.3%**	**99th**	**76.2%**	**74.2%**	**76.6%**	**78.7%**	**80.3%**
Rating of Specialist (Q48)	**60.0%**	**<10th**	**72.2%**	**69.0%**	**72.6%**	**76.5%**	**79.2%**
Rating of Health Plan (Q54)	**62.9%**	**<10th**	**70.8%**	**67.3%**	**70.2%**	**74.3%**	**79.2%**

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.

** Ranking indicates where your plan's Summary Rate falls when compared to all other Medicaid child (Non-CCC and CCC) 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 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA.

CCC Population

Trend and Benchmark Comparison Results

CCC Population Charts 3A – 3D
(See following pages.)

Summary of Trend and Benchmark (CCC) Comparisons

WellCare of Nebraska

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

Medicaid Child with CCC CAHPS®

CCC Population

122 Total CCC Population Respondents

Composites, Attributes, and Key Questions	2017 Valid n	2017 Summary Rate*	2016 Summary Rate*	2015 Summary Rate*	2017 SPH Analytics Book of Business**	2017 Quality Compass® All Plans**
Getting Needed Care		**82.3%**	**NA**	**NA**	**85.5%**	**86.0%**
Q15. Ease of getting care, tests, or treatment child needed	**106**	**87.7%**	NA	NA	89.8%	82.9%
Q46. Obtained child's appointment with specialist as soon as needed	**56**	**76.8%**	NA	NA	81.2%	90.6%
Getting Care Quickly		**92.3%**	**NA**	**NA**	**90.2%**	**91.8%**
Q4. Child obtained needed care right away	**54**	**92.6%**	NA	NA	91.8%	93.3%
Q6. Child obtained appointment for care as soon as needed	**101**	**92.1%**	NA	NA	88.6%	90.8%
How Well Doctors Communicate		**95.0%**	**NA**	**NA**	**94.0%**	**94.2%**
Q32. Child's doctor explained things in an understandable way	**100**	**97.0%**	NA	NA	94.8%	95.2%
Q33. Child's doctor listened carefully to you	**101**	**96.0%**	NA	NA	94.5%	95.0%
Q34. Child's doctor showed respect for what you had to say	**101**	**97.0%**	NA	NA	96.2%	96.1%
Q37. Child's doctor spent enough time with your child	**101**	**90.1%**	NA	NA	90.5%	90.7%
Customer Service		**94.3%**	**NA**	**NA**	**90.3%**	**89.8%**
Q50. Getting information/help from customer service	**35**	**88.6%**	NA	NA	85.5%	84.8%
Q51. Treated with courtesy and respect by customer service staff	**35**	**100.0%**	NA	NA	95.2%	94.9%
Shared Decision Making		**91.5%**	**NA**	**NA**	**84.0%**	**84.7%**
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	**43**	**97.7%**	NA	NA	95.5%	96.1%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	**43**	**86.0%**	NA	NA	72.1%	73.9%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	**43**	**90.7%**	NA	NA	84.5%	84.1%
Health Promotion and Education (Q8)	**105**	**63.8%**	**NA**	**NA**	**77.5%**	**78.5%**
Coordination of Care (Q40)	**56**	**89.3%**	**NA**	**NA**	**83.7%**	**82.9%**
Ease of Filling Out Forms (Q53)	**118**	**91.5%**	**NA**	**NA**	**94.6%**	**94.3%**
Rating Items (Summary Rate = 8 + 9 + 10)						
Rating of Health Care (Q14)	**105**	**87.6%**	**NA**	**NA**	**85.4%**	**85.4%**
Rating of Personal Doctor (Q41)	**113**	**88.5%**	**NA**	**NA**	**87.7%**	**88.7%**
Rating of Specialist (Q48)	**55**	**87.3%**	**NA**	**NA**	**86.9%**	**86.0%**
Rating of Health Plan (Q54)	**120**	**70.0%**	**NA**	**NA**	**82.3%**	**83.5%**
Rating Items (Summary Rate = 9 + 10)						
Rating of Health Care (Q14)	**105**	**67.6%**	**NA**	**NA**	**66.8%**	**67.2%**
Rating of Personal Doctor (Q41)	**113**	**76.1%**	**NA**	**NA**	**75.5%**	**76.0%**
Rating of Specialist (Q48)	**55**	**70.9%**	**NA**	**NA**	**72.5%**	**72.4%**
Rating of Health Plan (Q54)	**120**	**46.7%**	**NA**	**NA**	**65.9%**	**67.7%**
CCC Composites and Questions						
Access to Prescription Medicines (Q56)	**95**	**87.4%**	**NA**	**NA**	**90.8%**	**90.7%**
Access to Specialized Services		**74.1%**	**NA**	**NA**	**74.6%**	**76.3%**
Q20. Ease of getting special medical equipment or devices	**22**	**81.8%**	NA	NA	73.2%	NA
Q23. Ease of getting therapy	**30**	**66.7%**	NA	NA	77.2%	78.4%
Q26. Ease of getting treatment or counseling	**61**	**73.8%**	NA	NA	73.4%	78.3%
FCC: Personal Doctor Who Knows Child		**88.3%**	**NA**	**NA**	**90.3%**	**90.0%**
Q38. Doctor talked about how child is feeling, growing, and behaving	**101**	**84.2%**	NA	NA	88.7%	88.7%
Q43. Doctor understands how these conditions affect child's day-to-day life	**83**	**90.4%**	NA	NA	92.9%	92.4%
Q44. Doctor understands how these conditions affect family's day-to-day life	**83**	**90.4%**	NA	NA	89.4%	89.1%
FCC: Getting Needed Information (Q9)	**106**	**93.4%**	**NA**	**NA**	**90.9%**	**91.3%**
Coordination of Care for CCC		**77.6%**	**NA**	**NA**	**79.1%**	**77.9%**
Q18. Obtaining help from doctors or health providers in contacting child's school or daycare	**26**	**92.3%**	NA	NA	94.7%	93.6%
Q29. Obtaining help coordinating child's care among different providers or services	**62**	**62.9%**	NA	NA	63.5%	61.8%

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

** The 2017 SPH Analytics Book of Business consists of 13 Medicaid child (CCC) 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 child (CCC) samples that submitted to NCQA in 2017 (approximately 63 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 Quality Compass All Plans (CCC) Mean and Percentiles

CCC Population

122 Total CCC Population Respondents

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

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	**82.3%**	**25th**	**86.0%**	**82.0%**	**86.6%**	**89.8%**	**90.9%**
Q15. Ease of getting care, tests, or treatment child needed	87.7%	79th	82.9%	79.5%	82.4%	87.1%	89.5%
Q46. Obtained child's appointment with specialist as soon as needed	76.8%	<10th	90.6%	88.3%	91.5%	93.9%	94.6%
Getting Care Quickly	**92.3%**	**51st**	**91.8%**	**89.9%**	**92.1%**	**94.1%**	**94.8%**
Q4. Child obtained needed care right away	92.6%	35th	93.3%	92.1%	93.5%	95.1%	96.5%
Q6. Child obtained appointment for care as soon as needed	92.1%	55th	90.8%	88.4%	91.0%	93.7%	94.6%
How Well Doctors Communicate	**95.0%**	**69th**	**94.2%**	**93.4%**	**94.5%**	**95.5%**	**96.3%**
Q32. Child's doctor explained things in an understandable way	97.0%	85th	95.2%	94.1%	95.3%	96.5%	97.2%
Q33. Child's doctor listened carefully to you	96.0%	68th	95.0%	93.8%	95.1%	96.5%	97.3%
Q34. Child's doctor showed respect for what you had to say	97.0%	77th	96.1%	95.4%	96.3%	97.0%	97.5%
Q37. Child's doctor spent enough time with your child	90.1%	31st	90.7%	89.4%	91.2%	92.9%	93.8%
Customer Service	**94.3%**	**97th**	**89.8%**	**88.8%**	**90.4%**	**91.5%**	**93.8%**
Q50. Getting information/help from customer service	88.6%	83rd	84.8%	83.2%	85.4%	88.1%	89.7%
Q51. Treated with courtesy and respect by customer service staff	100.0%	99th	94.9%	93.4%	95.0%	96.3%	97.9%
Shared Decision Making	**91.5%**	**99th**	**84.7%**	**83.8%**	**84.6%**	**86.0%**	**88.0%**
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	97.7%	80th	96.1%	94.9%	96.2%	97.4%	98.2%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	86.0%	99th	73.9%	71.7%	73.8%	77.4%	79.7%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	90.7%	99th	84.1%	81.5%	84.4%	86.9%	87.8%
Health Promotion and Education (Q8)	**63.8%**	**<10th**	**78.5%**	**76.7%**	**77.9%**	**80.1%**	**81.9%**
Coordination of Care (Q40)	**89.3%**	**98th**	**82.9%**	**81.0%**	**82.9%**	**85.8%**	**86.5%**
Ease of Filling Out Forms (Q53)	**91.5%**	**14th**	**94.3%**	**93.3%**	**94.7%**	**96.0%**	**96.6%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q14)	**87.6%**	**80th**	**85.4%**	**83.7%**	**85.7%**	**87.5%**	**88.8%**
Rating of Personal Doctor (Q41)	**88.5%**	**38th**	**88.7%**	**87.3%**	**88.8%**	**90.0%**	**91.8%**
Rating of Specialist (Q48)	**87.3%**	**62nd**	**86.0%**	**85.1%**	**86.4%**	**87.9%**	**89.8%**
Rating of Health Plan (Q54)	**70.0%**	**<10th**	**83.5%**	**81.3%**	**84.2%**	**86.4%**	**89.2%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q14)	**67.6%**	**49th**	**67.2%**	**64.2%**	**68.1%**	**71.0%**	**72.9%**
Rating of Personal Doctor (Q41)	**76.1%**	**47th**	**76.0%**	**73.3%**	**76.3%**	**78.7%**	**81.0%**
Rating of Specialist (Q48)	**70.9%**	**37th**	**72.4%**	**68.6%**	**72.6%**	**75.4%**	**78.9%**
Rating of Health Plan (Q54)	**46.7%**	**<10th**	**67.7%**	**64.2%**	**68.6%**	**72.0%**	**74.4%**
CCC Composites and Questions							
Access to Prescription Medicines (Q56)	**87.4%**	**12th**	**90.7%**	**88.6%**	**91.1%**	**93.0%**	**94.2%**
Access to Specialized Services	**74.1%**	**29th**	**76.3%**	**73.5%**	**77.5%**	**79.5%**	**81.9%**
Q20. Ease of getting special medical equipment or devices	81.8%	NA	NA	NA	NA	NA	NA
Q23. Ease of getting therapy	66.7%	<10th	78.4%	75.9%	79.0%	82.7%	85.1%
Q26. Ease of getting treatment or counseling	73.8%	17th	78.3%	75.0%	79.8%	82.1%	84.2%
FCC: Personal Doctor Who Knows Child	**88.3%**	**23rd**	**90.0%**	**88.6%**	**90.6%**	**91.7%**	**92.4%**
Q38. Doctor talked about how child is feeling, growing, and behaving	84.2%	<10th	88.7%	87.4%	89.1%	90.8%	91.5%
Q43. Doctor understands how these conditions affect child's day-to-day life	90.4%	16th	92.4%	91.3%	92.9%	94.2%	95.0%
Q44. Doctor understands how these conditions affect family's day-to-day life	90.4%	61st	89.1%	87.7%	89.5%	91.4%	92.2%
FCC: Getting Needed Information (Q9)	**93.4%**	**88th**	**91.3%**	**90.0%**	**91.7%**	**92.4%**	**93.6%**
Coordination of Care for CCC	**77.6%**	**38th**	**77.9%**	**75.5%**	**78.3%**	**80.6%**	**81.1%**
Q18. Obtaining help from doctors or health providers in contacting child's school or daycare	92.3%	20th	93.6%	92.9%	93.9%	94.8%	96.9%
Q29. Obtaining help coordinating child's care among different providers or services	62.9%	58th	61.8%	58.1%	61.9%	66.1%	68.1%

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.

** 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 63 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 child (CCC) samples that submitted to NCQA in 2017 (approximately 63 plan-specific samples).

Benchmark Comparisons

2017 SPH Analytics Book of Business (CCC) Mean and Percentiles

CCC Population

122 Total CCC Population Respondents

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

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	**82.3%**	**26th**	**85.5%**	**81.9%**	**86.5%**	**88.8%**	**90.2%**
Q15. Ease of getting care, tests, or treatment child needed	87.7%	15th	89.8%	87.6%	88.5%	92.9%	94.1%
Q46. Obtained child's appointment with specialist as soon as needed	76.8%	34th	81.2%	79.0%	81.9%	85.5%	87.0%
Getting Care Quickly	**92.3%**	**66th**	**90.2%**	**88.4%**	**90.5%**	**92.5%**	**93.6%**
Q4. Child obtained needed care right away	92.6%	51st	91.8%	89.4%	92.5%	93.3%	95.5%
Q6. Child obtained appointment for care as soon as needed	92.1%	81st	88.6%	86.9%	88.6%	91.8%	93.2%
How Well Doctors Communicate	**95.0%**	**83rd**	**94.0%**	**92.4%**	**94.6%**	**94.9%**	**96.3%**
Q32. Child's doctor explained things in an understandable way	97.0%	87th	94.8%	93.2%	94.8%	96.2%	97.4%
Q33. Child's doctor listened carefully to you	96.0%	84th	94.5%	94.1%	94.8%	95.3%	96.4%
Q34. Child's doctor showed respect for what you had to say	97.0%	78th	96.2%	95.9%	96.5%	96.7%	97.8%
Q37. Child's doctor spent enough time with your child	90.1%	46th	90.5%	87.8%	90.2%	93.2%	95.5%
Customer Service	**94.3%**	**99th**	**90.3%**	**89.1%**	**90.4%**	**91.4%**	**92.9%**
Q50. Getting information/help from customer service	88.6%	83rd	85.5%	82.9%	84.8%	87.2%	89.4%
Q51. Treated with courtesy and respect by customer service staff	100.0%	99th	95.2%	93.4%	95.3%	96.6%	97.9%
Shared Decision Making	**91.5%**	**99th**	**84.0%**	**82.7%**	**84.7%**	**86.3%**	**86.5%**
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	97.7%	79th	95.5%	95.7%	96.6%	97.5%	97.9%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	86.0%	99th	72.1%	70.1%	74.4%	75.3%	77.4%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	90.7%	99th	84.5%	80.9%	86.3%	87.5%	87.8%
Health Promotion and Education (Q8)	**63.8%**	**<10th**	**77.5%**	**76.7%**	**77.3%**	**79.6%**	**80.3%**
Coordination of Care (Q40)	**89.3%**	**99th**	**83.7%**	**82.0%**	**85.5%**	**87.3%**	**88.3%**
Ease of Filling Out Forms (Q53)	**91.5%**	**<10th**	**94.6%**	**93.9%**	**94.9%**	**96.0%**	**97.1%**
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q14)	**87.6%**	**75th**	**85.4%**	**83.0%**	**84.8%**	**87.6%**	**88.4%**
Rating of Personal Doctor (Q41)	**88.5%**	**59th**	**87.7%**	**85.8%**	**87.8%**	**89.5%**	**90.1%**
Rating of Specialist (Q48)	**87.3%**	**60th**	**86.9%**	**86.4%**	**87.0%**	**87.7%**	**88.8%**
Rating of Health Plan (Q54)	**70.0%**	**<10th**	**82.3%**	**81.4%**	**82.6%**	**84.8%**	**86.0%**
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q14)	**67.6%**	**52nd**	**66.8%**	**64.5%**	**66.5%**	**71.4%**	**72.5%**
Rating of Personal Doctor (Q41)	**76.1%**	**49th**	**75.5%**	**74.3%**	**76.3%**	**77.8%**	**79.5%**
Rating of Specialist (Q48)	**70.9%**	**22nd**	**72.5%**	**71.4%**	**72.9%**	**74.0%**	**75.5%**
Rating of Health Plan (Q54)	**46.7%**	**<10th**	**65.9%**	**64.2%**	**65.9%**	**70.3%**	**71.0%**
CCC Composites and Questions							
Access to Prescription Medicines (Q56)	**87.4%**	**<10th**	**90.8%**	**88.8%**	**91.1%**	**93.0%**	**93.8%**
Access to Specialized Services	**74.1%**	**35th**	**74.6%**	**69.5%**	**76.5%**	**78.1%**	**80.3%**
Q20. Ease of getting special medical equipment or devices	**81.8%**	75th	73.2%	66.7%	73.9%	81.8%	82.6%
Q23. Ease of getting therapy	**66.7%**	<10th	77.2%	73.1%	75.5%	81.8%	85.1%
Q26. Ease of getting treatment or counseling	**73.8%**	48th	73.4%	67.6%	74.8%	80.7%	84.4%
FCC: Personal Doctor Who Knows Child	**88.3%**	**25th**	**90.3%**	**88.1%**	**91.0%**	**92.4%**	**93.5%**
Q38. Doctor talked about how child is feeling, growing, and behaving	**84.2%**	<10th	88.7%	86.8%	89.1%	90.8%	91.9%
Q43. Doctor understands how these conditions affect child's day-to-day life	**90.4%**	23rd	92.9%	90.6%	93.6%	94.9%	95.7%
Q44. Doctor understands how these conditions affect family's day-to-day life	**90.4%**	54th	89.4%	87.1%	89.0%	92.3%	93.3%
FCC: Getting Needed Information (Q9)	**93.4%**	**96th**	**90.9%**	**89.2%**	**91.3%**	**92.3%**	**92.6%**
Coordination of Care for CCC	**77.6%**	**24th**	**79.1%**	**77.7%**	**79.6%**	**80.5%**	**82.1%**
Q18. Obtaining help from doctors or health providers in contacting child's school or daycare	**92.3%**	13th	94.7%	92.9%	94.9%	96.9%	97.3%
Q29. Obtaining help coordinating child's care among different providers or services	**62.9%**	52nd	63.5%	60.0%	62.2%	67.3%	68.0%

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.

** Ranking indicates where your plan's Summary Rate falls when compared to all other Medicaid child (Non-CCC and CCC) 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 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA.

Population Comparison

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

138 Total General Population Respondents

122 Total CCC Population Respondents

Composites and Key Questions	General Population		CCC Population	
	Valid n	Summary Rate*	Valid n	Summary Rate*
Getting Needed Care		93.1%		82.3%
Q15. Ease of getting care, tests, or treatment child needed	99	92.9%	106	87.7%
Q46. Obtained child's appointment with specialist as soon as needed	15	93.3%	56	76.8%
Getting Care Quickly		91.5%		92.3%
Q4. Child obtained needed care right away	34	91.2%	54	92.6%
Q6. Child obtained appointment for care as soon as needed	97	91.8%	101	92.1%
How Well Doctors Communicate		98.7%		95.0%
Q32. Child's doctor explained things in an understandable way	95	98.9%	100	97.0%
Q33. Child's doctor listened carefully to you	95	98.9%	101	96.0%
Q34. Child's doctor showed respect for what you had to say	95	98.9%	101	97.0%
Q37. Child's doctor spent enough time with your child	95	97.9%	101	90.1%
Customer Service		88.8%		94.3%
Q50. Getting information/help from customer service	36	83.3%	35	88.6%
Q51. Treated with courtesy and respect by customer service staff	35	94.3%	35	100.0%
Shared Decision Making		83.1%		91.5%
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	26	96.2%	43	97.7%
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	26	69.2%	43	86.0%
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	25	84.0%	43	90.7%
Health Promotion and Education (Q8)	97	61.9%	105	63.8%
Coordination of Care (Q40)	35	91.4%	56	89.3%
Ease of Filling Out Forms (Q53)	130	95.4%	118	91.5%
Rating Items (Summary Rate = 8 + 9 + 10)				
Rating of Health Care (Q14)	99	93.9%	105	87.6%
Rating of Personal Doctor (Q41)	116	95.7%	113	88.5%
Rating of Specialist (Q48)	15	73.3%	55	87.3%
Rating of Health Plan (Q54)	132	81.8%	120	70.0%
Rating Items (Summary Rate = 9 + 10)				
Rating of Health Care (Q14)	99	79.8%	105	67.6%
Rating of Personal Doctor (Q41)	116	85.3%	113	76.1%
Rating of Specialist (Q48)	15	60.0%	55	70.9%
Rating of Health Plan (Q54)	132	62.9%	120	46.7%
CCC Composites and Questions				
Access to Prescription Medicines (Q56)	56	89.3%	95	87.4%
Access to Specialized Services		77.8%		74.1%
Q20. Ease of getting special medical equipment or devices	5	80.0%	22	81.8%
Q23. Ease of getting therapy	10	80.0%	30	66.7%
Q26. Ease of getting treatment or counseling	15	73.3%	61	73.8%
FCC: Personal Doctor Who Knows Child		86.7%		88.3%
Q38. Doctor talked about how child is feeling, growing, and behaving	95	90.5%	101	84.2%
Q43. Doctor understands how these conditions affect child's day-to-day life	23	82.6%	83	90.4%
Q44. Doctor understands how these conditions affect family's day-to-day life	23	87.0%	83	90.4%
FCC: Getting Needed Information (Q9)	98	85.7%	106	93.4%
Coordination of Care for CCC		75.6%		77.6%
Q18. Obtaining help from doctors or health providers in contacting child's school or daycare	13	84.6%	26	92.3%
Q29. Obtaining help coordinating child's care among different providers or services	27	66.7%	62	62.9%

* Summary Rates are defined by NCQA in its HEDIS 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.
Note: Significance testing is not appropriate for these two groups since they are not mutually exclusive.

4. Global Proportions and Accreditation

Pages 4A – 4C show graphical presentations 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

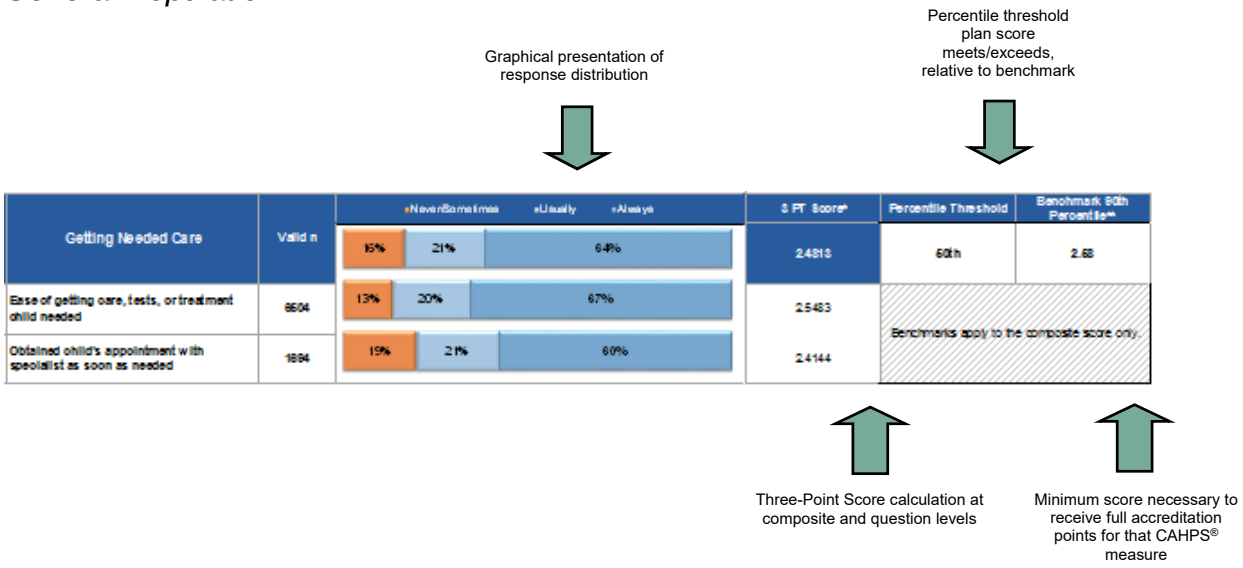
Scale 2	Score Value
No	1
Yes	3

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

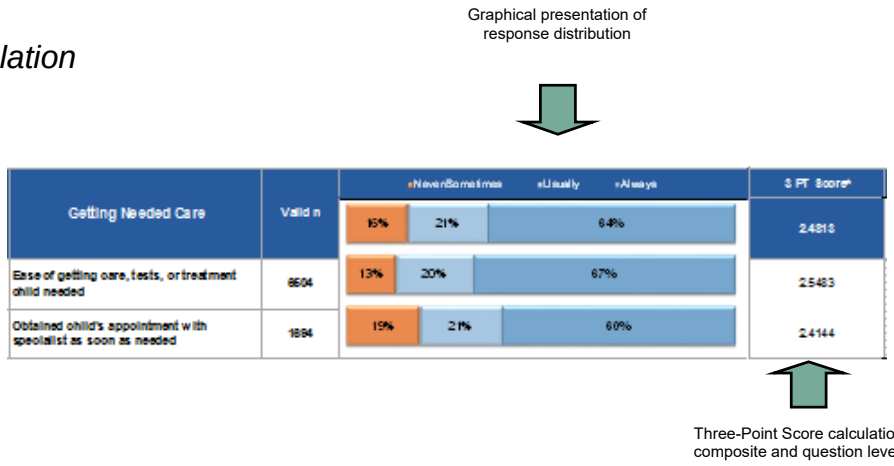
Pages 4A – 4B display measures used in CAHPS® accreditation. The graphical presentation and Three-Point Score for composites and rating questions are shown on these pages. In addition, the measure's percentile threshold when compared to the accreditation benchmark and the 90th percentile benchmark is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

General Population



CCC Population



<u>Note</u>: 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 Child with CCC CAHPS®

138 Total General Population Respondents | **122 Total CCC Population Respondents**

Getting Needed Care	GENERAL POPULATION Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**	CCC POPULATION Valid n	Never/Sometimes	Usually	Always	3 PT Score*
		7%	32%	61%	**2.5384**	**NA**	**2.56**		18%	20%	63%	**2.4479**
Q15. Ease of getting care, tests, or treatment child needed	99	7%	18%	75%	2.6768	Benchmarks apply to the composite score only.		106	12%	20%	68%	2.5566
Q46. Obtained child's appointment with specialist as soon as needed	15	7%	47%	47%	2.4000			56	23%	20%	57%	2.3393

Getting Care Quickly	GENERAL POPULATION Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**	CCC POPULATION Valid n	Never/Sometimes	Usually	Always	3 PT Score*
		9%	15%	77%	**2.6828**	**NA**	**2.69**		8%	14%	78%	**2.7027**
Q4. Child obtained needed care right away	34	9%	12%	79%	2.7059	Benchmarks apply to the composite score only.		54	7%	13%	80%	2.7222
Q6. Child obtained appointment for care as soon as needed	97	8%	18%	74%	2.6598			101	8%	16%	76%	2.6832

How Well Doctors Communicate	GENERAL POPULATION Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**	CCC POPULATION Valid n	Never/Sometimes	Usually	Always	3 PT Score*
		1% 14%		85%	**2.8368**	**90th**	**2.79**		5%	20%	75%	**2.7049**
Q32. Child's doctor explained things in an understandable way	95	11%		88%	2.8737	Benchmarks apply to the composite score only.		100	3%	16%	81%	2.7800
Q33. Child's doctor listened carefully to you	95	13%		86%	2.8526			101	4%	24%	72%	2.6832
Q34. Child's doctor showed respect for what you had to say	95	11%		89%	2.8842			101	3%	16%	81%	2.7822
Q37. Child's doctor spent enough time with your child	95	2%	22%	76%	2.7368			101	10%	23%	67%	2.5743

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

** 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: 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 Child with CCC CAHPS®

138 Total General Population Respondents | **122 Total CCC Population Respondents**

Customer Service	GENERAL POPULATION Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**	CCC POPULATION Valid n	Never/Sometimes	Usually	Always	3 PT Score*
		11%	20%	69%	2.5798	NA	2.63		6%	29%	66%	2.6000
Q50. Getting information/help from customer service	36	17%	25%	58%	2.4167	Benchmarks apply to the composite score only.		35	11%	31%	57%	2.4571
Q51. Treated with courtesy and respect by customer service staff	35	6%	14%	80%	2.7429			35	0%	26%	74%	2.7429

Rating Questions	GENERAL POPULATION Valid n	0-6	7-8	9-10	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**	CCC POPULATION Valid n	0-6	7-8	9-10	3 PT Score*
Q14. Rating of Health Care	99	3%	17%	80%	2.7677	NA	2.59	105	5%	28%	68%	2.6286
Q41. Rating of Personal Doctor	116	1%	14%	85%	2.8448	90th	2.69	113	4%	20%	76%	2.7257
Q48. Rating of Specialist	15	20%	20%	60%	2.4000	NA	2.66	55	11%	18%	71%	2.6000
Q54. Rating of Health Plan	132	10%	27%	63%	2.5303	25th	2.67	120	16%	38%	47%	2.3083

Additional Measure	GENERAL POPULATION Valid n	Never/Sometimes	Usually	Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**	CCC POPULATION Valid n	Never/Sometimes	Usually	Always	3 PT Score*
Q40 Coordination of Care - *Doctor seemed informed/up-to-date about the care received from other doctors/providers*	35	9%	20%	**71%**	2.6286	NA	2.52	56	11%	30%	**59%**	2.4821

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

** 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: NCQA added the Coordination of Care measure to Accreditation 2016 scoring.
Note 3: Percentages may not add to 100% due to rounding.

Global Proportions/Three-Point Scores

WellCare of Nebraska

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

Medicaid Child with CCC CAHPS®

138 Total General Population Respondents | **122 Total CCC Population Respondents**

Shared Decision Making	GENERAL POPULATION Valid n	GENERAL POPULATION No	GENERAL POPULATION Yes	GENERAL POPULATION 3 PT Score*	CCC POPULATION Valid n	CCC POPULATION No	CCC POPULATION Yes	CCC POPULATION 3 PT Score*
		17%	83%	2.6626		9%	91%	2.8295
Q11. Doctor/health provider talked about reasons you might want your child to take a medicine	26	4%	96%	2.9231	43	2%	98%	2.9535
Q12. Doctor/health provider talked about reasons you might not want your child to take a medicine	26	31%	69%	2.3846	43	14%	86%	2.7209
Q13. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	25	16%	84%	2.6800	43	9%	91%	2.8140

Additional Measure	GENERAL POPULATION Valid n	GENERAL POPULATION No	GENERAL POPULATION Yes	GENERAL POPULATION 3 PT Score*	CCC POPULATION Valid n	CCC POPULATION No	CCC POPULATION Yes	CCC POPULATION 3 PT Score*
Q8 Health Promotion and Education - *Doctor/health provider discussed specific things to do to prevent illnesses in your child*	97	38%	62%	2.2371	105	36%	64%	2.2762

* 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. In the event that a health plan elects to use the CAHPS Health Plan Survey 5.0H, child with chronic conditions version results for accreditation, scores are based upon results derived from the General Population.

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 child 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® Percentiles[13] 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).[14]

Page 4E displays how your plan's Three-Point Scores, derived from your CCC Population, compare to Three-Point Scores from your General Population.

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

Charts 4D – 4E

[13] 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 child plan data to calculate a single set of benchmarks and thresholds.
[14] 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

WellCare of Nebraska

HEDIS®/CAHPS® Three-Point Scores

Medicaid Child with CCC CAHPS®

General Population

138 Total General Population 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	2.37	2.46	2.51	2.56	NA	NA	-	-	-
Getting Care Quickly	2.54	2.61	2.66	2.69	NA	NA	-	-	-
Customer Service	2.50	2.53	2.58	2.63	NA	NA	-	-	-
Coordination of Care (Q40)	2.36	2.42	2.48	2.52	NA	NA	-	-	
Rating of Health Care (Q14)	2.49	2.52	2.57	2.59	NA	NA	-	-	-
Rating of Personal Doctor (Q41)	2.58	2.62	2.65	2.69	2.8448	90th	-	-	-
Rating of Specialist (Q48)	2.53	2.59	2.62	2.66	NA	NA	-	-	-
Rating of Health Plan (Q54)	2.51	2.57	2.62	2.67	2.5303	25th	-	-	-
Approximate Points Earned (13.000 available in 2015, 2016, and 2017)							NA	NA	NA

* 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. The CAHPS® Coordination of Care measure was added to 2016 accreditation score. 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

Three-Point Scores

Plan Composites, Measures, and Ratings

Comparison between CCC and General Population

138 Total General Population Respondents
122 Total CCC Population Respondents

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

Composite/Rating Item	Your CCC Three-Point Score	Your General Population Three-Point Score
Getting Needed Care	NA*	NA*
Getting Care Quickly	NA*	NA*
How Well Doctors Communicate	2.7049	NA*
Customer Service	NA*	NA*
Shared Decision Making	NA*	NA*
Health Promotion and Education (Q8)	2.2762	NA*
Coordination of Care (Q40)	NA*	NA*
Rating of Health Care (Q14)	2.6286	NA*
Rating of Personal Doctor (Q41)	2.7257	2.8448
Rating of Specialist (Q48)	NA*	NA*
Rating of Health Plan (Q54)	2.3083	2.5303

* The average number of valid responses for this measure is less than 100, therefore this measure will receive an NA by NCQA.

Note: NCQA calculates a 3-point score for composites and rating questions. These scores are used by NCQA to compare MCOs to each other or to compare MCOs to aggregate data. These scores are also the basis of NCQA Accreditation scoring for commercial adult and Medicaid adult or child plans.

HEDIS®/Clinical Measures
NCQA requires health plans seeking accreditation to submit specific HEDIS® measures. 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).

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 *Flu Vaccination* and *Medical Assistance with Smoking and Tobacco Use Cessation* 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 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.

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 – 5I present Summary Rates[15] for attributes, ratings, and composite scores organized across the following:

- Respondent's Age (Q78)
- Respondent's Education (Q80)
- Child's Health Status (Q58)
- Child's Mental/Emotional Health Status (Q59)
- Health Plan Rating (Q54)
- Personal Doctor Rating (Q41)
- Contact Customer Service (Q49)
- Received Help From Customer Service (Q50)
- Data Collection Method

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
Q54. Rating of Health Plan	63%	58%

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

General Population

Segmentation Tables

General Population Charts 5A – 5I
(See following pages.)

Segmentation Analysis

WellCare of Nebraska

Plan Summary Rates by Respondent's Age (Q78)

Medicaid Child with CCC CAHPS®

General Population

138 Total General Population Respondents

Q#	Attributes	24 or younger		25 - 34		35 - 44		45 or older		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	4	100.0%	7	85.7%	7	85.7%	14	100.0%	NA
6	Child obtained appointment for care as soon as needed	11	100.0%	27	92.6%	22	86.4%	34	94.1%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	4	100.0%	7	100.0%	5	80.0%	8	100.0%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	4	100.0%	7	85.7%	5	60.0%	8	37.5%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	3	100.0%	7	100.0%	5	80.0%	8	75.0%	NA
15	Ease of getting care, tests, or treatment child needed	10	100.0%	30	93.3%	24	87.5%	32	93.8%	NA
32	Child's doctor explained things in an understandable way	12	100.0%	27	100.0%	23	100.0%	30	96.7%	NA
33	Child's doctor listened carefully to you	12	100.0%	27	100.0%	23	95.7%	30	100.0%	NA
34	Child's doctor showed respect for what you had to say	12	100.0%	27	100.0%	23	95.7%	30	100.0%	NA
37	Child's doctor spent enough time with your child	12	100.0%	27	100.0%	23	95.7%	30	96.7%	NA
46	Obtained child's appointment with specialist as soon as needed	3	100.0%	4	75.0%	3	100.0%	5	100.0%	NA
50	Getting information/help from customer service	7	85.7%	12	91.7%	7	85.7%	7	71.4%	NA
51	Customer service treated member with courtesy and respect	7	100.0%	12	100.0%	7	85.7%	6	83.3%	NA
Q#	Composites & Key Questions									
	Getting Needed Care		100.0%		84.2%		93.8%		96.9%	NA
	Getting Care Quickly		100.0%		89.2%		86.1%		97.1%	NA
	How Well Doctors Communicate		100.0%		100.0%		96.8%		98.4%	NA
	Customer Service		92.9%		95.9%		85.7%		77.4%	NA
	Shared Decision Making		100.0%		95.2%		73.3%		70.8%	NA
8	Health Promotion and Education	10	80.0%	30	60.0%	24	66.7%	30	50.0%	NA
40	Coordination of Care	6	83.3%	7	100.0%	9	77.8%	10	100.0%	NA
53	Ease of Filling Out Forms	14	100.0%	37	100.0%	30	93.3%	44	90.9%	NA
Q#	Rating Items (Summary Rate = 8 + 9 + 10)									
14	Rating of Health Care	10	90.0%	30	100.0%	24	87.5%	32	93.8%	NA
41	Rating of Personal Doctor	13	92.3%	31	100.0%	28	89.3%	39	97.4%	NA
48	Rating of Specialist	3	100.0%	4	25.0%	3	66.7%	5	100.0%	NA
54	Rating of Health Plan	13	69.2%	37	81.1%	30	76.7%	47	89.4%	NA
Q#	Rating Items (Summary Rate = 9 + 10)									
14	Rating of Health Care	10	80.0%	30	76.7%	24	83.3%	32	78.1%	NA
41	Rating of Personal Doctor	13	92.3%	31	83.9%	28	78.6%	39	87.2%	NA
48	Rating of Specialist	3	66.7%	4	25.0%	3	66.7%	5	80.0%	NA
54	Rating of Health Plan	13	38.5%	37	67.6%	30	56.7%	47	70.2%	NA

* Range is the difference between Summary Rates shown. Due to the small sample size of these segments, 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 Education (Q80)

Medicaid Child with CCC CAHPS®

General Population

138 Total General Population Respondents

Q#	Attributes	High School Graduate or less		Some College or more		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	19	94.7%	14	92.9%	1.8%
6	Child obtained appointment for care as soon as needed	46	91.3%	49	93.9%	2.6%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	10	100.0%	15	93.3%	6.7%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	10	70.0%	15	66.7%	3.3%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	10	90.0%	14	78.6%	11.4%
15	Ease of getting care, tests, or treatment child needed	46	91.3%	51	94.1%	2.8%
32	Child's doctor explained things in an understandable way	47	100.0%	45	100.0%	0.0%
33	Child's doctor listened carefully to you	47	100.0%	45	97.8%	2.2%
34	Child's doctor showed respect for what you had to say	47	97.9%	45	100.0%	2.1%
37	Child's doctor spent enough time with your child	47	97.9%	45	100.0%	2.1%
46	Obtained child's appointment with specialist as soon as needed	4	100.0%	11	90.9%	9.1%
50	Getting information/help from customer service	15	86.7%	19	84.2%	2.5%
51	Treated with courtesy and respect by customer service staff	14	92.9%	19	94.7%	1.8%
Q#	Composites & Key Questions					
	Getting Needed Care		95.7%		92.5%	3.2%
	Getting Care Quickly		93.0%		93.4%	0.4%
	How Well Doctors Communicate		99.0%		99.5%	0.5%
	Customer Service		89.8%		89.5%	0.4%
	Shared Decision Making		86.7%		79.5%	7.1%
8	Health Promotion and Education	45	60.0%	50	62.0%	2.0%
40	Coordination of Care	15	86.7%	18	94.4%	7.7%
53	Ease of Filling Out Forms	67	94.0%	58	96.6%	2.6%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
14	Rating of Health Care	46	97.8%	51	90.2%	7.6%
41	Rating of Personal Doctor	57	96.5%	54	94.4%	2.1%
48	Rating of Specialist	4	100.0%	11	63.6%	36.4%
54	Rating of Health Plan	68	83.8%	59	78.0%	5.8%
Q#	Rating Items (Summary Rate = 9 + 10)					
14	Rating of Health Care	46	82.6%	51	76.5%	6.1%
41	Rating of Personal Doctor	57	84.2%	54	87.0%	2.8%
48	Rating of Specialist	4	100.0%	11	45.5%	54.5%
54	Rating of Health Plan	68	64.7%	59	61.0%	3.7%

* 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 Child's Health Status (Q58)

General Population

138 Total General Population Respondents

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	24	91.7%	10	90.0%	0	0.0%	NA
6	Child obtained appointment for care as soon as needed	77	94.8%	18	83.3%	2	50.0%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	21	95.2%	5	100.0%	0	0.0%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	21	76.2%	5	40.0%	0	0.0%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	20	90.0%	5	60.0%	0	0.0%	NA
15	Ease of getting care, tests, or treatment child needed	80	96.3%	17	76.5%	2	100.0%	NA
32	Child's doctor explained things in an understandable way	78	100.0%	15	93.3%	2	100.0%	NA
33	Child's doctor listened carefully to you	78	100.0%	15	93.3%	2	100.0%	NA
34	Child's doctor showed respect for what you had to say	78	98.7%	15	100.0%	2	100.0%	NA
37	Child's doctor spent enough time with your child	78	98.7%	15	93.3%	2	100.0%	NA
46	Obtained child's appointment with specialist as soon as needed	10	90.0%	5	100.0%	0	0.0%	NA
50	Getting information/help from customer service	32	84.4%	3	66.7%	1	100.0%	NA
51	Treated with courtesy and respect by customer service staff	31	96.8%	3	66.7%	1	100.0%	NA
Q#	**Composites & Key Questions**							
	Getting Needed Care		93.2%		88.3%		50.0%	NA
	Getting Care Quickly		93.3%		86.7%		25.0%	NA
	How Well Doctors Communicate		99.4%		95.0%		100.0%	NA
	Customer Service		90.6%		66.7%		100.0%	NA
	Shared Decision Making		87.1%		66.7%		0.0%	NA
8	Health Promotion and Education	78	62.8%	17	58.8%	2	50.0%	NA
40	Coordination of Care	29	93.1%	6	83.3%	0	0.0%	NA
53	Ease of Filling Out Forms	107	95.3%	20	95.0%	3	100.0%	NA
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**							
14	Rating of Health Care	80	96.3%	17	82.4%	2	100.0%	NA
41	Rating of Personal Doctor	95	96.8%	18	88.9%	2	100.0%	NA
48	Rating of Specialist	10	70.0%	5	80.0%	0	0.0%	NA
54	Rating of Health Plan	108	82.4%	21	76.2%	3	100.0%	NA
Q#	**Rating Items (Summary Rate = 9 + 10)**							
14	Rating of Health Care	80	81.3%	17	70.6%	2	100.0%	NA
41	Rating of Personal Doctor	95	89.5%	18	61.1%	2	100.0%	NA
48	Rating of Specialist	10	50.0%	5	80.0%	0	0.0%	NA
54	Rating of Health Plan	108	63.9%	21	52.4%	3	100.0%	NA

* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their child's health is "Good," "Fair," or "Poor," 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

Plan Summary Rates by Child's Mental/Emotional Health Status (Q59)

General Population

138 Total General Population Respondents

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	21	90.5%	10	90.0%	3	100.0%	NA
6	Child obtained appointment for care as soon as needed	73	94.5%	18	77.8%	5	100.0%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	18	94.4%	5	100.0%	3	100.0%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	18	66.7%	5	60.0%	3	100.0%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	17	88.2%	5	60.0%	3	100.0%	NA
15	Ease of getting care, tests, or treatment child needed	73	94.5%	20	85.0%	6	100.0%	NA
32	Child's doctor explained things in an understandable way	73	100.0%	16	93.8%	5	100.0%	NA
33	Child's doctor listened carefully to you	73	98.6%	16	100.0%	5	100.0%	NA
34	Child's doctor showed respect for what you had to say	73	100.0%	16	93.8%	5	100.0%	NA
37	Child's doctor spent enough time with your child	73	100.0%	16	87.5%	5	100.0%	NA
46	Obtained child's appointment with specialist as soon as needed	11	100.0%	3	100.0%	1	0.0%	NA
50	Getting information/help from customer service	26	84.6%	9	77.8%	1	100.0%	NA
51	Treated with courtesy and respect by customer service staff	26	92.3%	8	100.0%	1	100.0%	NA
Q#	**Composites & Key Questions**							
	Getting Needed Care		97.3%		92.5%		50.0%	NA
	Getting Care Quickly		92.5%		83.9%		100.0%	NA
	How Well Doctors Communicate		99.7%		93.8%		100.0%	NA
	Customer Service		88.5%		88.9%		100.0%	NA
	Shared Decision Making		83.1%		73.3%		100.0%	NA
8	Health Promotion and Education	72	63.9%	19	63.2%	6	33.3%	NA
40	Coordination of Care	27	92.6%	6	83.3%	2	100.0%	NA
53	Ease of Filling Out Forms	97	94.8%	24	95.8%	8	100.0%	NA
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**							
14	Rating of Health Care	73	94.5%	20	90.0%	6	100.0%	NA
41	Rating of Personal Doctor	88	94.3%	20	100.0%	6	100.0%	NA
48	Rating of Specialist	11	81.8%	3	66.7%	1	0.0%	NA
54	Rating of Health Plan	96	83.3%	27	81.5%	8	62.5%	NA
Q#	**Rating Items (Summary Rate = 9 + 10)**							
14	Rating of Health Care	73	84.9%	20	65.0%	6	66.7%	NA
41	Rating of Personal Doctor	88	86.4%	20	75.0%	6	100.0%	NA
48	Rating of Specialist	11	63.6%	3	66.7%	1	0.0%	NA
54	Rating of Health Plan	96	67.7%	27	51.9%	8	37.5%	NA

* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their child's mental/emotional health is "Good," "Fair," or "Poor," 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 Health Plan Rating (Q54)

Medicaid Child with CCC CAHPS®

General Population

138 Total General Population Respondents

Q#	Attributes	0 - 7		8 - 10		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	5	80.0%	28	92.9%	NA
6	Child obtained appointment for care as soon as needed	15	86.7%	80	92.5%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	6	100.0%	19	94.7%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	6	83.3%	19	63.2%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	5	80.0%	19	84.2%	NA
15	Ease of getting care, tests, or treatment child needed	14	85.7%	81	93.8%	NA
32	Child's doctor explained things in an understandable way	14	100.0%	78	98.7%	NA
33	Child's doctor listened carefully to you	14	92.9%	78	100.0%	NA
34	Child's doctor showed respect for what you had to say	14	100.0%	78	98.7%	NA
37	Child's doctor spent enough time with your child	14	100.0%	78	97.4%	NA
46	Obtained child's appointment with specialist as soon as needed	3	66.7%	12	100.0%	NA
50	Getting information/help from customer service	3	33.3%	33	87.9%	NA
51	Treated with courtesy and respect by customer service staff	3	66.7%	32	96.9%	NA
Q#	**Composites & Key Questions**					
	Getting Needed Care		76.2%		96.9%	NA
	Getting Care Quickly		83.4%		92.7%	NA
	How Well Doctors Communicate		98.2%		98.7%	NA
	Customer Service		50.0%		92.4%	NA
	Shared Decision Making		87.8%		80.7%	NA
8	Health Promotion and Education	13	69.2%	80	61.3%	NA
40	Coordination of Care	7	71.4%	28	96.4%	NA
53	Ease of Filling Out Forms	24	100.0%	104	94.2%	NA
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**					
14	Rating of Health Care	14	71.4%	81	98.8%	NA
41	Rating of Personal Doctor	20	75.0%	92	100.0%	NA
48	Rating of Specialist	3	33.3%	12	83.3%	NA
54	Rating of Health Plan	NA	NA	108	100.0%	NA
Q#	**Rating Items (Summary Rate = 9 + 10)**					
14	Rating of Health Care	14	50.0%	81	85.2%	NA
41	Rating of Personal Doctor	20	60.0%	92	90.2%	NA
48	Rating of Specialist	3	33.3%	12	66.7%	NA
54	Rating of Health Plan	NA	NA	108	76.9%	NA

* Range is the difference between Summary Rates shown. Due to small number of respondents who rated their health plan a 7 or below, 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 Doctor Rating (Q41)

Medicaid Child with CCC CAHPS®

General Population

138 Total General Population Respondents

Q#	Attributes	0 - 7		8 - 10		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	1	0.0%	27	92.6%	NA
6	Child obtained appointment for care as soon as needed	3	66.7%	85	94.1%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	2	100.0%	23	95.7%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	2	100.0%	23	69.6%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	2	50.0%	22	90.9%	NA
15	Ease of getting care, tests, or treatment child needed	4	75.0%	83	95.2%	NA
32	Child's doctor explained things in an understandable way	4	100.0%	91	98.9%	NA
33	Child's doctor listened carefully to you	4	75.0%	91	100.0%	NA
34	Child's doctor showed respect for what you had to say	4	100.0%	91	98.9%	NA
37	Child's doctor spent enough time with your child	4	100.0%	91	97.8%	NA
46	Obtained child's appointment with specialist as soon as needed	1	100.0%	14	92.9%	NA
50	Getting information/help from customer service	1	100.0%	32	87.5%	NA
51	Treated with courtesy and respect by customer service staff	1	100.0%	31	93.5%	NA
Q#	**Composites & Key Questions**					
	Getting Needed Care		87.5%		94.1%	NA
	Getting Care Quickly		33.4%		93.4%	NA
	How Well Doctors Communicate		93.8%		98.9%	NA
	Customer Service		100.0%		90.5%	NA
	Shared Decision Making		83.3%		85.4%	NA
8	Health Promotion and Education	3	66.7%	83	66.3%	NA
40	Coordination of Care	2	50.0%	33	93.9%	NA
53	Ease of Filling Out Forms	5	100.0%	106	95.3%	NA
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**					
14	Rating of Health Care	4	0.0%	83	98.8%	NA
41	Rating of Personal Doctor	NA	NA	111	100.0%	NA
48	Rating of Specialist	1	0.0%	14	78.6%	NA
54	Rating of Health Plan	5	0.0%	107	86.0%	NA
Q#	**Rating Items (Summary Rate = 9 + 10)**					
14	Rating of Health Care	4	0.0%	83	85.5%	NA
41	Rating of Personal Doctor	NA	NA	111	89.2%	NA
48	Rating of Specialist	1	0.0%	14	64.3%	NA
54	Rating of Health Plan	5	0.0%	107	67.3%	NA

* Range is the difference between Summary Rates shown. Due to small number of respondents who rated their doctor a 7 or below, 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 Contact Customer Service (Q49)

Medicaid Child with CCC CAHPS®

General Population

138 Total General Population Respondents

Q#	Attributes	Yes		No		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	10	90.0%	24	91.7%	NA
6	Child obtained appointment for care as soon as needed	32	87.5%	60	95.0%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	13	92.3%	12	100.0%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	13	76.9%	12	58.3%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	13	92.3%	12	75.0%	NA
15	Ease of getting care, tests, or treatment child needed	30	86.7%	66	95.5%	NA
32	Child's doctor explained things in an understandable way	30	100.0%	60	98.3%	NA
33	Child's doctor listened carefully to you	30	100.0%	60	98.3%	NA
34	Child's doctor showed respect for what you had to say	30	96.7%	60	100.0%	NA
37	Child's doctor spent enough time with your child	30	96.7%	60	98.3%	NA
46	Obtained child's appointment with specialist as soon as needed	3	100.0%	12	91.7%	NA
50	Getting information/help from customer service	36	83.3%	NA	NA	NA
51	Treated with courtesy and respect by customer service staff	35	94.3%	NA	NA	NA
Q#	**Composites & Key Questions**					
	Getting Needed Care		93.4%		93.6%	NA
	Getting Care Quickly		88.8%		93.4%	NA
	How Well Doctors Communicate		98.4%		98.7%	NA
	Customer Service		88.8%		NA	NA
	Shared Decision Making		87.2%		77.8%	NA
8	Health Promotion and Education	30	73.3%	64	56.3%	NA
40	Coordination of Care	11	90.9%	23	91.3%	NA
53	Ease of Filling Out Forms	37	94.6%	88	96.6%	NA
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**					
14	Rating of Health Care	30	96.7%	66	92.4%	NA
41	Rating of Personal Doctor	34	97.1%	76	94.7%	NA
48	Rating of Specialist	3	66.7%	12	75.0%	NA
54	Rating of Health Plan	37	91.9%	90	78.9%	NA
Q#	**Rating Items (Summary Rate = 9 + 10)**					
14	Rating of Health Care	30	83.3%	66	77.3%	NA
41	Rating of Personal Doctor	34	88.2%	76	82.9%	NA
48	Rating of Specialist	3	33.3%	12	66.7%	NA
54	Rating of Health Plan	37	70.3%	90	60.0%	NA

* Range is the difference between Summary Rates shown. Due to small number of respondents indicating that they contacted customer service, 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 Received Help From Customer Service (Q50)

Medicaid Child with CCC CAHPS®

General Population

138 Total General Population Respondents

Q#	Attributes	Never/Sometimes		Always/Usually		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	0	0.0%	10	90.0%	NA
6	Child obtained appointment for care as soon as needed	4	50.0%	27	92.6%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	1	100.0%	12	91.7%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	1	0.0%	12	83.3%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	1	100.0%	12	91.7%	NA
15	Ease of getting care, tests, or treatment child needed	3	33.3%	27	92.6%	NA
32	Child's doctor explained things in an understandable way	1	100.0%	28	100.0%	NA
33	Child's doctor listened carefully to you	1	100.0%	28	100.0%	NA
34	Child's doctor showed respect for what you had to say	1	100.0%	28	96.4%	NA
37	Child's doctor spent enough time with your child	1	100.0%	28	96.4%	NA
46	Obtained child's appointment with specialist as soon as needed	1	100.0%	2	100.0%	NA
50	Getting information/help from customer service	NA	NA	30	100.0%	NA
51	Treated with courtesy and respect by customer service staff	5	80.0%	30	96.7%	NA
Q#	**Composites & Key Questions**					
	Getting Needed Care		66.7%		96.3%	NA
	Getting Care Quickly		25.0%		91.3%	NA
	How Well Doctors Communicate		100.0%		98.2%	NA
	Customer Service		NA		98.4%	NA
	Shared Decision Making		66.7%		88.9%	NA
8	Health Promotion and Education	3	33.3%	27	77.8%	NA
40	Coordination of Care	1	100.0%	10	90.0%	NA
53	Ease of Filling Out Forms	6	100.0%	30	96.7%	NA
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**					
14	Rating of Health Care	3	100.0%	27	96.3%	NA
41	Rating of Personal Doctor	4	100.0%	29	96.6%	NA
48	Rating of Specialist	1	100.0%	2	50.0%	NA
54	Rating of Health Plan	6	66.7%	30	96.7%	NA
Q#	**Rating Items (Summary Rate = 9 + 10)**					
14	Rating of Health Care	3	100.0%	27	81.5%	NA
41	Rating of Personal Doctor	4	100.0%	29	86.2%	NA
48	Rating of Specialist	1	0.0%	2	50.0%	NA
54	Rating of Health Plan	6	33.3%	30	76.7%	NA

* Range is the difference between Summary Rates shown. Due to the small sample size of these segments, 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 Data Collection Method

Medicaid Child with CCC CAHPS®

General Population

138 Total General Population Respondents

Q#	Attributes	Mail		Phone		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	21	95.2%	13	84.6%	10.6%
6	Child obtained appointment for care as soon as needed	58	96.6%	39	84.6%	12.0%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	13	100.0%	13	92.3%	7.7%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	13	76.9%	13	61.5%	15.4%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	13	100.0%	12	66.7%	33.3%
15	Ease of getting care, tests, or treatment child needed	58	96.6%	41	87.8%	8.8%
32	Child's doctor explained things in an understandable way	57	100.0%	38	97.4%	2.6%
33	Child's doctor listened carefully to you	57	100.0%	38	97.4%	2.6%
34	Child's doctor showed respect for what you had to say	57	100.0%	38	97.4%	2.6%
37	Child's doctor spent enough time with your child	57	100.0%	38	94.7%	5.3%
46	Obtained child's appointment with specialist as soon as needed	11	90.9%	4	100.0%	9.1%
50	Getting information/help from customer service	17	94.1%	19	73.7%	20.4%
51	Treated with courtesy and respect by customer service staff	17	94.1%	18	94.4%	0.3%
Q#	**Composites & Key Questions**					
	Getting Needed Care		93.8%		93.9%	0.2%
	Getting Care Quickly		95.9%		84.6%	11.3%
	How Well Doctors Communicate		100.0%		96.7%	3.3%
	Customer Service		94.1%		84.1%	10.1%
	Shared Decision Making		92.3%		73.5%	18.8%
8	Health Promotion and Education	57	66.7%	40	55.0%	11.7%
40	Coordination of Care	24	100.0%	11	72.7%	27.3%
53	Ease of Filling Out Forms	75	97.3%	55	92.7%	4.6%
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**					
14	Rating of Health Care	58	96.6%	41	90.2%	6.4%
41	Rating of Personal Doctor	64	98.4%	52	92.3%	6.1%
48	Rating of Specialist	11	72.7%	4	75.0%	2.3%
54	Rating of Health Plan	74	83.8%	58	79.3%	4.5%
Q#	**Rating Items (Summary Rate = 9 + 10)**					
14	Rating of Health Care	58	84.5%	41	73.2%	11.3%
41	Rating of Personal Doctor	64	89.1%	52	80.8%	8.3%
48	Rating of Specialist	11	63.6%	4	50.0%	13.6%
54	Rating of Health Plan	74	66.2%	58	58.6%	7.6%

* 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.

CCC Population

Segmentation Tables

CCC Population Charts 5A – 5I
(See following pages.)

Segmentation Analysis

WellCare of Nebraska

Plan Summary Rates by Respondent's Age (Q78)

Medicaid Child with CCC CAHPS®

CCC Population

122 Total CCC Population Respondents

Q#	Attributes	24 or younger		25 - 34		35 - 44		45 or older		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	6	100.0%	11	81.8%	17	100.0%	19	89.5%	NA
6	Child obtained appointment for care as soon as needed	6	66.7%	30	93.3%	26	92.3%	35	94.3%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	5	100.0%	11	100.0%	12	100.0%	12	91.7%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	5	80.0%	11	90.9%	12	83.3%	12	83.3%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	5	80.0%	11	90.9%	12	100.0%	12	91.7%	NA
15	Ease of getting care, tests, or treatment child needed	7	85.7%	30	80.0%	27	88.9%	38	92.1%	NA
32	Child's doctor explained things in an understandable way	7	100.0%	26	96.2%	26	100.0%	37	94.6%	NA
33	Child's doctor listened carefully to you	7	100.0%	26	92.3%	26	96.2%	38	97.4%	NA
34	Child's doctor showed respect for what you had to say	7	100.0%	26	100.0%	26	92.3%	38	97.4%	NA
37	Child's doctor spent enough time with your child	7	100.0%	26	92.3%	26	84.6%	38	94.7%	NA
46	Obtained child's appointment with specialist as soon as needed	2	50.0%	16	62.5%	17	100.0%	18	72.2%	NA
50	Getting information/help from customer service	3	66.7%	7	85.7%	10	90.0%	14	92.9%	NA
51	Customer service treated member with courtesy and respect	3	100.0%	7	100.0%	10	100.0%	14	100.0%	NA
Q#	Composites & Key Questions									
	Getting Needed Care		67.9%		71.3%		94.5%		82.2%	NA
	Getting Care Quickly		83.4%		87.6%		96.2%		91.9%	NA
	How Well Doctors Communicate		100.0%		95.2%		93.3%		96.0%	NA
	Customer Service		83.4%		92.9%		95.0%		96.5%	NA
	Shared Decision Making		86.7%		93.9%		94.4%		88.9%	NA
8	Health Promotion and Education	7	57.1%	30	66.7%	27	63.0%	37	62.2%	NA
40	Coordination of Care	5	100.0%	13	92.3%	17	76.5%	18	94.4%	NA
53	Ease of Filling Out Forms	7	100.0%	33	93.9%	30	83.3%	43	95.3%	NA
Q#	Rating Items (Summary Rate = 8 + 9 + 10)									
14	Rating of Health Care	7	100.0%	30	86.7%	27	92.6%	37	83.8%	NA
41	Rating of Personal Doctor	7	100.0%	30	86.7%	29	86.2%	42	90.5%	NA
48	Rating of Specialist	2	100.0%	15	80.0%	17	88.2%	18	88.9%	NA
54	Rating of Health Plan	7	71.4%	32	59.4%	30	70.0%	46	76.1%	NA
Q#	Rating Items (Summary Rate = 9 + 10)									
14	Rating of Health Care	7	71.4%	30	66.7%	27	74.1%	37	67.6%	NA
41	Rating of Personal Doctor	7	100.0%	30	66.7%	29	79.3%	42	76.2%	NA
48	Rating of Specialist	2	50.0%	15	66.7%	17	76.5%	18	66.7%	NA
54	Rating of Health Plan	7	42.9%	32	37.5%	30	56.7%	46	47.8%	NA

* Range is the difference between Summary Rates shown. Due to the small number of respondents aged 24 or younger, 25-34, or 35-44, 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 Education (Q80)

Medicaid Child with CCC CAHPS®

CCC Population

122 Total CCC Population Respondents

Q#	Attributes	High School Graduate or less		Some College or more		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	26	96.2%	28	89.3%	6.9%
6	Child obtained appointment for care as soon as needed	36	86.1%	61	95.1%	9.0%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	14	100.0%	27	96.3%	3.7%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	14	78.6%	27	88.9%	10.3%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	14	92.9%	27	92.6%	0.3%
15	Ease of getting care, tests, or treatment child needed	38	81.6%	64	90.6%	9.0%
32	Child's doctor explained things in an understandable way	38	100.0%	57	96.5%	3.5%
33	Child's doctor listened carefully to you	38	100.0%	58	93.1%	6.9%
34	Child's doctor showed respect for what you had to say	38	94.7%	58	98.3%	3.6%
37	Child's doctor spent enough time with your child	38	94.7%	58	91.4%	3.3%
46	Obtained child's appointment with specialist as soon as needed	18	83.3%	35	71.4%	11.9%
50	Getting information/help from customer service	13	100.0%	20	80.0%	20.0%
51	Treated with courtesy and respect by customer service staff	13	100.0%	20	100.0%	0.0%
Q#	**Composites & Key Questions**					
	Getting Needed Care		82.5%		81.0%	1.5%
	Getting Care Quickly		91.2%		92.2%	1.1%
	How Well Doctors Communicate		97.4%		94.8%	2.5%
	Customer Service		100.0%		90.0%	10.0%
	Shared Decision Making		90.5%		92.6%	2.1%
8	Health Promotion and Education	38	57.9%	63	66.7%	8.8%
40	Coordination of Care	19	89.5%	35	88.6%	0.9%
53	Ease of Filling Out Forms	46	91.3%	68	92.6%	1.3%
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**					
14	Rating of Health Care	37	97.3%	64	81.3%	16.0%
41	Rating of Personal Doctor	41	95.1%	67	85.1%	10.0%
48	Rating of Specialist	17	94.1%	35	82.9%	11.2%
54	Rating of Health Plan	46	76.1%	69	65.2%	10.9%
Q#	**Rating Items (Summary Rate = 9 + 10)**					
14	Rating of Health Care	37	67.6%	64	68.8%	1.2%
41	Rating of Personal Doctor	41	82.9%	67	73.1%	9.8%
48	Rating of Specialist	17	82.4%	35	65.7%	16.7%
54	Rating of Health Plan	46	47.8%	69	46.4%	1.4%

* 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 Child's Health Status (Q58)

CCC Population

122 Total CCC Population Respondents

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	22	95.5%	22	100.0%	9	66.7%	4.5%
6	Child obtained appointment for care as soon as needed	56	94.6%	32	90.6%	12	91.7%	4.0%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	20	95.0%	14	100.0%	8	100.0%	5.0%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	20	90.0%	14	85.7%	8	75.0%	4.3%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	20	90.0%	14	92.9%	8	87.5%	2.9%
15	Ease of getting care, tests, or treatment child needed	60	93.3%	32	87.5%	13	69.2%	5.8%
32	Child's doctor explained things in an understandable way	55	98.2%	33	97.0%	11	90.9%	1.2%
33	Child's doctor listened carefully to you	56	100.0%	33	93.9%	11	81.8%	6.1%
34	Child's doctor showed respect for what you had to say	56	98.2%	33	97.0%	11	100.0%	1.2%
37	Child's doctor spent enough time with your child	56	94.6%	33	84.8%	11	90.9%	9.8%
46	Obtained child's appointment with specialist as soon as needed	25	72.0%	20	90.0%	11	63.6%	18.0%
50	Getting information/help from customer service	21	90.5%	8	75.0%	6	100.0%	15.5%
51	Treated with courtesy and respect by customer service staff	21	100.0%	8	100.0%	6	100.0%	0.0%
Q#	**Composites & Key Questions**							
	Getting Needed Care		82.7%		88.8%		66.4%	6.1%
	Getting Care Quickly		95.1%		95.3%		79.2%	0.3%
	How Well Doctors Communicate		97.8%		93.2%		90.9%	4.6%
	Customer Service		95.3%		87.5%		100.0%	7.8%
	Shared Decision Making		91.7%		92.9%		87.5%	1.2%
8	Health Promotion and Education	59	61.0%	32	65.6%	13	69.2%	4.6%
40	Coordination of Care	26	92.3%	21	90.5%	9	77.8%	1.8%
53	Ease of Filling Out Forms	67	97.0%	37	83.8%	13	84.6%	13.2%
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**							
14	Rating of Health Care	59	93.2%	32	90.6%	13	61.5%	2.6%
41	Rating of Personal Doctor	63	92.1%	37	91.9%	12	66.7%	0.2%
48	Rating of Specialist	24	87.5%	20	95.0%	11	72.7%	7.5%
54	Rating of Health Plan	69	73.9%	38	71.1%	12	41.7%	2.8%
Q#	**Rating Items (Summary Rate = 9 + 10)**							
14	Rating of Health Care	59	78.0%	32	65.6%	13	30.8%	12.4%
41	Rating of Personal Doctor	63	82.5%	37	73.0%	12	58.3%	9.5%
48	Rating of Specialist	24	83.3%	20	65.0%	11	54.5%	18.3%
54	Rating of Health Plan	69	50.7%	38	47.4%	12	16.7%	3.3%

* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their child's health is "Fair" or "Poor," 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 Child's Mental/Emotional Health Status (Q59)

Medicaid Child with CCC CAHPS®

CCC Population

122 Total CCC Population Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	17	100.0%	20	100.0%	16	75.0%	25.0%
6	Child obtained appointment for care as soon as needed	37	97.3%	31	87.1%	32	90.6%	10.2%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	9	88.9%	16	100.0%	17	100.0%	11.1%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	9	100.0%	16	75.0%	17	88.2%	25.0%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	9	100.0%	16	87.5%	17	88.2%	12.5%
15	Ease of getting care, tests, or treatment child needed	38	97.4%	32	84.4%	35	82.9%	14.5%
32	Child's doctor explained things in an understandable way	34	100.0%	31	96.8%	34	94.1%	5.9%
33	Child's doctor listened carefully to you	34	97.1%	32	100.0%	34	91.2%	8.8%
34	Child's doctor showed respect for what you had to say	34	97.1%	32	93.8%	34	100.0%	6.2%
37	Child's doctor spent enough time with your child	34	97.1%	32	87.5%	34	85.3%	11.8%
46	Obtained child's appointment with specialist as soon as needed	18	88.9%	17	88.2%	20	60.0%	28.9%
50	Getting information/help from customer service	10	100.0%	15	86.7%	10	80.0%	20.0%
51	Treated with courtesy and respect by customer service staff	10	100.0%	15	100.0%	10	100.0%	0.0%
Q#	**Composites & Key Questions**							
	Getting Needed Care		93.2%		86.3%		71.5%	21.7%
	Getting Care Quickly		98.7%		93.6%		82.8%	15.9%
	How Well Doctors Communicate		97.8%		94.5%		92.7%	5.2%
	Customer Service		100.0%		93.4%		90.0%	10.0%
	Shared Decision Making		96.3%		87.5%		92.1%	8.8%
8	Health Promotion and Education	37	62.2%	32	62.5%	35	65.7%	3.5%
40	Coordination of Care	21	90.5%	16	93.8%	18	83.3%	10.5%
53	Ease of Filling Out Forms	43	93.0%	37	91.9%	37	89.2%	3.8%
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**							
14	Rating of Health Care	37	89.2%	32	93.8%	35	82.9%	10.9%
41	Rating of Personal Doctor	41	87.8%	35	97.1%	36	80.6%	16.5%
48	Rating of Specialist	18	94.4%	16	93.8%	20	80.0%	14.4%
54	Rating of Health Plan	43	79.1%	38	76.3%	38	55.3%	23.8%
Q#	**Rating Items (Summary Rate = 9 + 10)**							
14	Rating of Health Care	37	78.4%	32	68.8%	35	57.1%	21.3%
41	Rating of Personal Doctor	41	73.2%	35	82.9%	36	72.2%	10.7%
48	Rating of Specialist	18	88.9%	16	75.0%	20	55.0%	33.9%
54	Rating of Health Plan	43	58.1%	38	47.4%	38	34.2%	23.9%

* 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

WellCare of Nebraska

Plan Summary Rates by Health Plan Rating (Q54)

Medicaid Child with CCC CAHPS®

CCC Population

122 Total CCC Population Respondents

Q#	Attributes	0 - 7		8 - 10		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	15	80.0%	38	100.0%	NA
6	Child obtained appointment for care as soon as needed	30	90.0%	69	92.8%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	16	100.0%	27	96.3%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	16	100.0%	27	77.8%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	16	87.5%	27	92.6%	NA
15	Ease of getting care, tests, or treatment child needed	31	77.4%	73	93.2%	NA
32	Child's doctor explained things in an understandable way	29	93.1%	71	98.6%	NA
33	Child's doctor listened carefully to you	29	89.7%	72	98.6%	NA
34	Child's doctor showed respect for what you had to say	29	100.0%	72	95.8%	NA
37	Child's doctor spent enough time with your child	29	82.8%	72	93.1%	NA
46	Obtained child's appointment with specialist as soon as needed	18	77.8%	36	77.8%	NA
50	Getting information/help from customer service	8	50.0%	27	100.0%	NA
51	Treated with courtesy and respect by customer service staff	8	100.0%	27	100.0%	NA
Q#	**Composites & Key Questions**					
	Getting Needed Care		77.6%		85.5%	NA
	Getting Care Quickly		85.0%		96.4%	NA
	How Well Doctors Communicate		91.4%		96.5%	NA
	Customer Service		75.0%		100.0%	NA
	Shared Decision Making		95.8%		88.9%	NA
8	Health Promotion and Education	30	70.0%	73	61.6%	NA
40	Coordination of Care	20	75.0%	36	97.2%	NA
53	Ease of Filling Out Forms	36	86.1%	81	93.8%	NA
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**					
14	Rating of Health Care	31	71.0%	72	95.8%	NA
41	Rating of Personal Doctor	33	72.7%	79	96.2%	NA
48	Rating of Specialist	18	72.2%	35	97.1%	NA
54	Rating of Health Plan	NA	NA	84	100.0%	NA
Q#	**Rating Items (Summary Rate = 9 + 10)**					
14	Rating of Health Care	31	41.9%	72	79.2%	NA
41	Rating of Personal Doctor	33	54.5%	79	86.1%	NA
48	Rating of Specialist	18	44.4%	35	85.7%	NA
54	Rating of Health Plan	NA	NA	84	66.7%	NA

* Range is the difference between Summary Rates shown. Due to small number of respondents who rated their health plan a 7 or below, 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 Doctor Rating (Q41)

Medicaid Child with CCC CAHPS®

CCC Population

122 Total CCC Population Respondents

Q#	Attributes	0 - 7		8 - 10		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	5	40.0%	46	100.0%	NA
6	Child obtained appointment for care as soon as needed	11	81.8%	85	95.3%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	5	100.0%	37	97.3%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	5	100.0%	37	83.8%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	5	60.0%	37	94.6%	NA
15	Ease of getting care, tests, or treatment child needed	12	58.3%	88	93.2%	NA
32	Child's doctor explained things in an understandable way	11	81.8%	89	98.9%	NA
33	Child's doctor listened carefully to you	11	63.6%	90	100.0%	NA
34	Child's doctor showed respect for what you had to say	11	90.9%	90	97.8%	NA
37	Child's doctor spent enough time with your child	11	45.5%	90	95.6%	NA
46	Obtained child's appointment with specialist as soon as needed	8	87.5%	45	75.6%	NA
50	Getting information/help from customer service	2	100.0%	33	87.9%	NA
51	Treated with courtesy and respect by customer service staff	2	100.0%	33	100.0%	NA
Q#	**Composites & Key Questions**					
	Getting Needed Care		72.9%		84.4%	NA
	Getting Care Quickly		60.9%		97.7%	NA
	How Well Doctors Communicate		70.5%		98.1%	NA
	Customer Service		100.0%		94.0%	NA
	Shared Decision Making		86.7%		91.9%	NA
8	Health Promotion and Education	11	54.5%	88	64.8%	NA
40	Coordination of Care	8	50.0%	48	95.8%	NA
53	Ease of Filling Out Forms	13	84.6%	97	91.8%	NA
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**					
14	Rating of Health Care	12	41.7%	87	93.1%	NA
41	Rating of Personal Doctor	NA	NA	100	100.0%	NA
48	Rating of Specialist	8	75.0%	45	88.9%	NA
54	Rating of Health Plan	12	25.0%	100	76.0%	NA
Q#	**Rating Items (Summary Rate = 9 + 10)**					
14	Rating of Health Care	12	25.0%	87	73.6%	NA
41	Rating of Personal Doctor	NA	NA	100	86.0%	NA
48	Rating of Specialist	8	50.0%	45	75.6%	NA
54	Rating of Health Plan	12	8.3%	100	53.0%	NA

* Range is the difference between Summary Rates shown. Due to small number of respondents who rated their doctor a 7 or below, 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 Contact Customer Service (Q49)

Medicaid Child with CCC CAHPS®

CCC Population

122 Total CCC Population Respondents

Q#	Attributes	Yes		No		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	17	100.0%	36	88.9%	11.1%
6	Child obtained appointment for care as soon as needed	34	94.1%	66	90.9%	3.2%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	15	100.0%	27	96.3%	3.7%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	15	86.7%	27	85.2%	1.5%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	15	100.0%	27	85.2%	14.8%
15	Ease of getting care, tests, or treatment child needed	36	91.7%	69	85.5%	6.2%
32	Child's doctor explained things in an understandable way	35	100.0%	64	95.3%	4.7%
33	Child's doctor listened carefully to you	35	97.1%	65	95.4%	1.7%
34	Child's doctor showed respect for what you had to say	35	97.1%	65	96.9%	0.2%
37	Child's doctor spent enough time with your child	35	97.1%	65	86.2%	10.9%
46	Obtained child's appointment with specialist as soon as needed	22	81.8%	33	72.7%	9.1%
50	Getting information/help from customer service	35	88.6%	NA	NA	NA
51	Treated with courtesy and respect by customer service staff	35	100.0%	NA	NA	NA
Q#	**Composites & Key Questions**					
	Getting Needed Care		86.8%		79.1%	7.7%
	Getting Care Quickly		97.1%		89.9%	7.1%
	How Well Doctors Communicate		97.8%		93.5%	4.4%
	Customer Service		94.3%		NA	NA
	Shared Decision Making		95.6%		88.9%	6.7%
8	Health Promotion and Education	36	66.7%	68	61.8%	4.9%
40	Coordination of Care	21	90.5%	34	88.2%	2.3%
53	Ease of Filling Out Forms	33	87.9%	84	92.9%	5.0%
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**					
14	Rating of Health Care	35	91.4%	69	85.5%	5.9%
41	Rating of Personal Doctor	36	94.4%	76	85.5%	8.9%
48	Rating of Specialist	22	90.9%	32	84.4%	6.5%
54	Rating of Health Plan	36	75.0%	83	67.5%	7.5%
Q#	**Rating Items (Summary Rate = 9 + 10)**					
14	Rating of Health Care	35	65.7%	69	68.1%	2.4%
41	Rating of Personal Doctor	36	83.3%	76	72.4%	10.9%
48	Rating of Specialist	22	68.2%	32	71.9%	3.7%
54	Rating of Health Plan	36	50.0%	83	44.6%	5.4%

* 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 Received Help From Customer Service (Q50)

Medicaid Child with CCC CAHPS®

CCC Population

122 Total CCC Population Respondents

Q#	Attributes	Never/Sometimes		Always/Usually		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	2	100.0%	15	100.0%	NA
6	Child obtained appointment for care as soon as needed	4	100.0%	29	93.1%	NA
11	Doctor/health provider talked about reasons you might want your child to take a medicine	2	100.0%	13	100.0%	NA
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	2	100.0%	13	84.6%	NA
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	2	100.0%	13	100.0%	NA
15	Ease of getting care, tests, or treatment child needed	4	75.0%	31	93.5%	NA
32	Child's doctor explained things in an understandable way	4	100.0%	31	100.0%	NA
33	Child's doctor listened carefully to you	4	100.0%	31	96.8%	NA
34	Child's doctor showed respect for what you had to say	4	100.0%	31	96.8%	NA
37	Child's doctor spent enough time with your child	4	100.0%	31	96.8%	NA
46	Obtained child's appointment with specialist as soon as needed	1	100.0%	21	81.0%	NA
50	Getting information/help from customer service	NA	NA	31	100.0%	NA
51	Treated with courtesy and respect by customer service staff	4	100.0%	31	100.0%	NA
Q#	**Composites & Key Questions**					
	Getting Needed Care		87.5%		87.3%	NA
	Getting Care Quickly		100.0%		96.6%	NA
	How Well Doctors Communicate		100.0%		97.6%	NA
	Customer Service		NA		100.0%	NA
	Shared Decision Making		100.0%		94.9%	NA
8	Health Promotion and Education	4	75.0%	31	64.5%	NA
40	Coordination of Care	2	100.0%	19	89.5%	NA
53	Ease of Filling Out Forms	4	100.0%	28	89.3%	NA
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**					
14	Rating of Health Care	4	75.0%	30	93.3%	NA
41	Rating of Personal Doctor	4	100.0%	31	93.5%	NA
48	Rating of Specialist	1	100.0%	21	90.5%	NA
54	Rating of Health Plan	4	0.0%	31	87.1%	NA
Q#	**Rating Items (Summary Rate = 9 + 10)**					
14	Rating of Health Care	4	25.0%	30	70.0%	NA
41	Rating of Personal Doctor	4	75.0%	31	83.9%	NA
48	Rating of Specialist	1	100.0%	21	66.7%	NA
54	Rating of Health Plan	4	0.0%	31	58.1%	NA

* Range is the difference between Summary Rates shown. Due to small number of respondents indicating that they "Never" or "Sometimes" received help from customer service, 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 Data Collection Method

Medicaid Child with CCC CAHPS®

CCC Population

122 Total CCC Population Respondents

Q#	Attributes	Mail		Phone		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	32	93.8%	22	90.9%	2.9%
6	Child obtained appointment for care as soon as needed	57	89.5%	44	95.5%	6.0%
11	Doctor/health provider talked about reasons you might want your child to take a medicine	25	96.0%	18	100.0%	4.0%
12	Doctor/health provider talked about reasons you might not want your child to take a medicine	25	88.0%	18	83.3%	4.7%
13	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	25	92.0%	18	88.9%	3.1%
15	Ease of getting care, tests, or treatment child needed	58	91.4%	48	83.3%	8.1%
32	Child's doctor explained things in an understandable way	55	98.2%	45	95.6%	2.6%
33	Child's doctor listened carefully to you	55	96.4%	46	95.7%	0.7%
34	Child's doctor showed respect for what you had to say	55	98.2%	46	95.7%	2.5%
37	Child's doctor spent enough time with your child	55	92.7%	46	87.0%	5.7%
46	Obtained child's appointment with specialist as soon as needed	32	75.0%	24	79.2%	4.2%
50	Getting information/help from customer service	17	94.1%	18	83.3%	10.8%
51	Treated with courtesy and respect by customer service staff	17	100.0%	18	100.0%	0.0%
Q#	**Composites & Key Questions**					
	Getting Needed Care		83.2%		81.3%	2.0%
	Getting Care Quickly		91.7%		93.2%	1.6%
	How Well Doctors Communicate		96.4%		93.5%	2.9%
	Customer Service		97.1%		91.7%	5.4%
	Shared Decision Making		92.0%		90.7%	1.3%
8	Health Promotion and Education	57	57.9%	48	70.8%	12.9%
40	Coordination of Care	33	90.9%	23	87.0%	3.9%
53	Ease of Filling Out Forms	62	90.3%	56	92.9%	2.6%
Q#	**Rating Items (Summary Rate = 8 + 9 + 10)**					
14	Rating of Health Care	57	89.5%	48	85.4%	4.1%
41	Rating of Personal Doctor	59	89.8%	54	87.0%	2.8%
48	Rating of Specialist	32	90.6%	23	82.6%	8.0%
54	Rating of Health Plan	64	70.3%	56	69.6%	0.7%
Q#	**Rating Items (Summary Rate = 9 + 10)**					
14	Rating of Health Care	57	75.4%	48	58.3%	17.1%
41	Rating of Personal Doctor	59	78.0%	54	74.1%	3.9%
48	Rating of Specialist	32	75.0%	23	65.2%	9.8%
54	Rating of Health Plan	64	50.0%	56	42.9%	7.1%

* 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

Pages 6A and 6B provide attribute correlations with *Rating of Health Plan* (Q54), *Rating of Health Care* (Q14), and *Rating of Personal Doctor* (Q41). The correlations show the strength of the linear relationship between the individual attribute and the rating question. The correlation value can range from –1 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 benchmark are also shown with significance testing.

Page 6A shows correlations based on the General Population. Page 6B shows correlations based on the CCC Population.

Charts 6A – 6B

Correlation Analyses

WellCare of Nebraska

Attribute Correlations with Key Rating Questions

Medicaid Child with CCC CAHPS®

138 Total General Population Respondents

	Attributes, Key Questions, and Rating Items	Correlation Coefficients* with Q54 - Health Plan	Correlation Coefficients* with Q14 - Health Care	Correlation Coefficients* with Q41 - Personal Doctor	Plan Summary Rate	2017 Quality Compass All Plans Benchmark**
Getting Needed Care	Q15. Ease of getting care, tests, or treatment child needed	0.233	0.298	0.247	92.9%	**80.4%**
	Q46. Obtained child's appointment with specialist as soon as needed	0.144	0.216	0.000	93.3%	89.2%
Getting Care Quickly	Q4. Child obtained needed care right away	0.380	0.293	**0.466**	91.2%	90.7%
	Q6. Child obtained appointment for care as soon as needed	0.037	0.094	0.127	91.8%	87.2%
How Well Doctors Communicate	Q32. Child's doctor explained things in an understandable way	0.021	0.250	0.349	98.9%	**94.0%**
	Q33. Child's doctor listened carefully to you	0.115	**0.412**	**0.517**	98.9%	95.0%
	Q34. Child's doctor showed respect for what you had to say	0.022	0.156	0.310	98.9%	96.2%
	Q37. Child's doctor spent enough time with your child	0.098	0.386	**0.482**	97.9%	**88.8%**
Customer Service	Q50. Getting information/help from customer service	**0.485**	0.040	0.045	83.3%	82.6%
	Q51. Treated with courtesy and respect by customer service staff	0.342	0.087	0.055	94.3%	93.6%
Additional Measures	Q40. Coordination of Care	0.016	0.311	0.386	91.4%	82.9%
	Q53. Ease of Filling Out Forms	0.073	0.147	0.124	95.4%	94.8%
Rating Items *(Summary Rate = 8 + 9 + 10)*	Q14. Rating of Health Care	**0.428**	NA	**0.742**	93.9%	**86.7%**
	Q41. Rating of Personal Doctor	0.377	**0.742**	NA	95.7%	**89.3%**
	Q48. Rating of Specialist	0.320	**0.498**	0.174	73.3%	87.3%
	Q54. Rating of Health Plan	NA	**0.428**	0.377	81.8%	85.8%

* 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 child (Non-CCC and CCC) samples that submitted to NCQA in 2017 (approximately 180 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.

Correlation Analyses

WellCare of Nebraska

Attribute Correlations with Key Rating Questions

Medicaid Child with CCC CAHPS®

122 Total CCC Population Respondents

	Attributes, Key Questions, and Rating Items	Correlation Coefficients* with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Doctor	Plan Summary Rate	2017 Quality Compass All Plans Benchmark**
Getting Needed Care	Q15. Ease of getting care, tests, or treatment child needed	0.395	**0.503**	**0.487**	87.7%	82.9%
	Q46. Obtained child's appointment with specialist as soon as needed	0.010	0.285	0.179	76.8%	**90.6%**
Getting Care Quickly	Q4. Child obtained needed care right away	**0.513**	**0.512**	**0.488**	92.6%	93.3%
	Q6. Child obtained appointment for care as soon as needed	0.115	**0.427**	0.320	92.1%	90.8%
How Well Doctors Communicate	Q32. Child's doctor explained things in an understandable way	0.207	0.339	**0.481**	97.0%	95.2%
	Q33. Child's doctor listened carefully to you	0.159	**0.410**	**0.608**	96.0%	95.0%
	Q34. Child's doctor showed respect for what you had to say	0.042	0.362	**0.530**	97.0%	96.1%
	Q37. Child's doctor spent enough time with your child	0.169	**0.406**	**0.614**	90.1%	90.7%
Customer Service	Q50. Getting information/help from customer service	**0.647**	**0.505**	0.141	88.6%	84.8%
	Q51. Treated with courtesy and respect by customer service staff	0.109	0.398	0.171	100.0%	94.9%
Additional Measures	Q40. Coordination of Care	0.175	0.353	**0.499**	89.3%	82.9%
	Q53. Ease of Filling Out Forms	0.081	0.253	0.077	91.5%	94.3%
Rating Items *(Summary Rate = 8 + 9 + 10)*	Q14. Rating of Health Care	**0.512**	NA	**0.562**	87.6%	85.4%
	Q41. Rating of Personal Doctor	0.272	**0.562**	NA	88.5%	88.7%
	Q48. Rating of Specialist	0.230	0.375	0.322	87.3%	86.0%
	Q54. Rating of Health Plan	NA	**0.512**	0.272	70.0%	**83.5%**

* 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 SPH Analytics Book of Business consists of 13 Medicaid child (CCC) 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 child (CCC) samples that submitted to NCQA in 2017 (approximately 63 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

General Population

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* (Q54). 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 Child SPH Analytics Book of Business.

Composites and measures with moderate to strong correlations with *Rating of Health Plan* (Q54) 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* (Q54) 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* (Q54) but rank at or above the 75th percentile. Composites that are weakly correlated with *Rating of Health Plan* (Q54) and rank below the 75th percentile are considered *Medium Priorities* and are placed in the bottom left quadrant.

Chart 7A

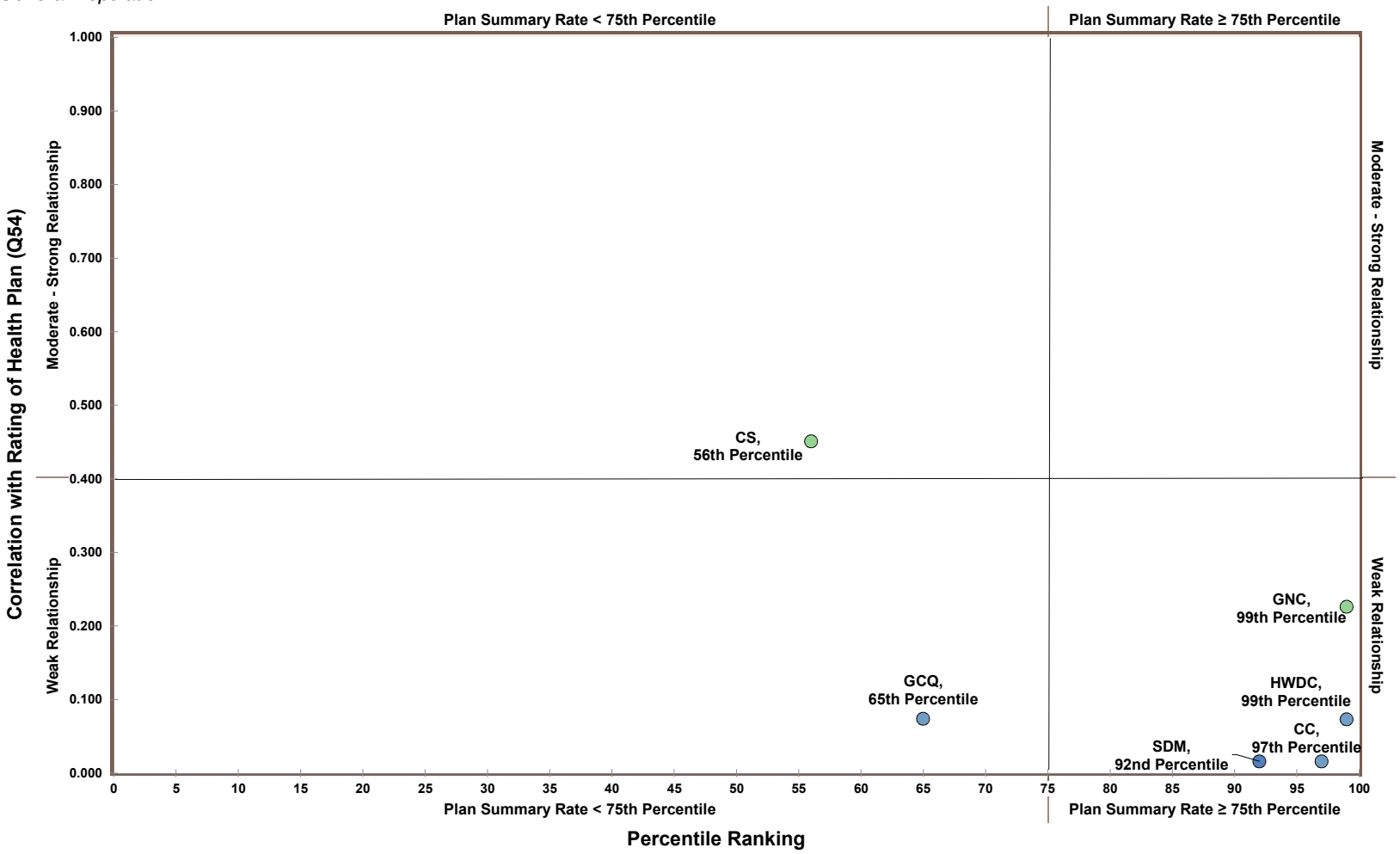
Priority Matrix

WellCare of Nebraska

Composite and Key Measure Correlations with Rating of Health Plan (Q54) and Percentile Rankings

Medicaid Child with CCC CAHPS®

General Population



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
SDM	Shared Decision Making
CC	Coordination of Care (Q40)

Note 1: The 2017 SPH Analytics Book of Business consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA.
Note 2: Ranking indicates where your plan's Summary Rate falls when compared to all other Medicaid child (Non-CCC and CCC) 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

General Population

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 (Q40)
- Rating of Health Care (Q14)
- Rating of Personal Doctor (Q41)
- Rating of Specialist (Q48)
- Rating of Health Plan (Q54)

Summary Rate Trend Comparisons

This section compares your plan's current composite and attribute Summary Rates 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* (Q54), *Rating of Health Care* (Q14), and *Rating of Personal Doctor* (Q41). Attributes considered to be highly correlated with the rating measures are shaded blue ($r \geq 0.400$).

Drill Down of Summary Rate Score Comparisons

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

Benchmark Summary Rate Score 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 child samples (Non-CCC and CCC) that conducted surveys with SPH Analytics and submitted data to NCQA. The Quality Compass® All Plans benchmark is the mean summary rate of plan-specific samples (Non-CCC and CCC) that submitted to NCQA.

Benchmark Percentile Rankings

This section compares your plan's current Summary Rate 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 Thresholds[16]

This section compares your plan's current Three-Point Scores to trend Three-Point Scores (if applicable).[17] 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 selected 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, Unadjusted Three-Point Score calculation.

[16] 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.

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

HEDIS/CAHPS® Composite Analysis

WellCare of Nebraska

Getting Needed Care Composite

Medicaid Child with CCC CAHPS®

General Population

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Getting Needed Care		**93.1%**		**NA**		**NA**
Q15. Ease of getting care, tests, or treatment child needed	99	92.9%	NA	NA	NA	NA
Q46. Obtained child's appointment with specialist as soon as needed	15	93.3%	NA	NA	NA	NA

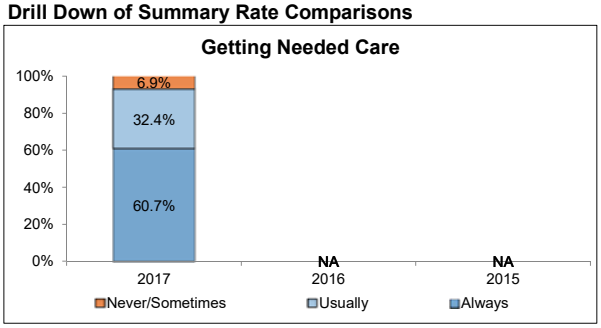
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

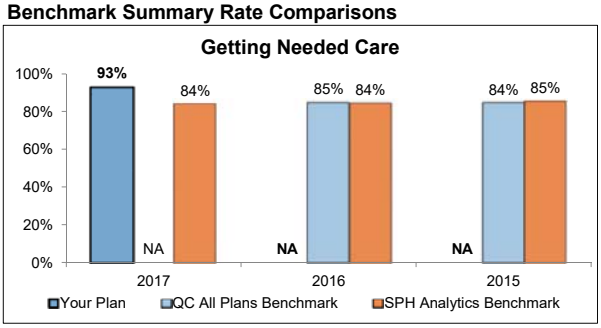
Getting Needed Care	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q15. Ease of getting care, tests, or treatment child needed	0.233	0.298	0.247
Q46. Obtained child's appointment with specialist as soon as needed	0.144	0.216	0.000

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 and Percentiles				
			Mean	25th	50th	75th	90th
Getting Needed Care	**93.1%**	**98th**	**84.5%**	**80.8%**	**85.1%**	**88.7%**	**90.6%**
Q15. Ease of getting care, tests, or treatment child needed	92.9%	97th	80.4%	76.0%	81.0%	85.1%	88.1%
Q46. Obtained child's appointment with specialist as soon as needed	93.3%	87th	89.2%	86.5%	89.8%	92.4%	93.8%

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.

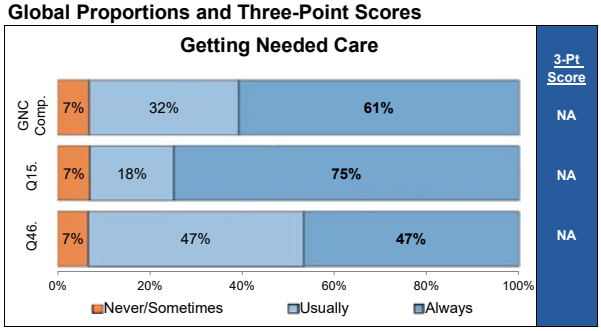
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Getting Needed Care	**2017**	**NA**	NA	2.37	2.46	2.51	2.56
	2016	**NA**	NA	2.39	2.47	2.53	2.58
	2015	**NA**	NA	2.42	2.47	2.53	2.58

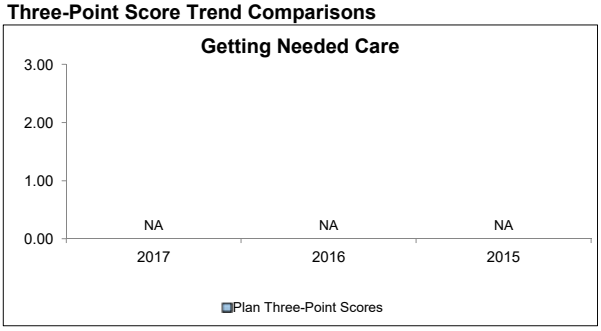
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

Getting Care Quickly Composite

General Population

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Getting Care Quickly		**91.5%**		**NA**		**NA**
Q4. Child obtained needed care right away	34	91.2%	NA	NA	NA	NA
Q6. Child obtained appointment for care as soon as needed	97	91.8%	NA	NA	NA	NA

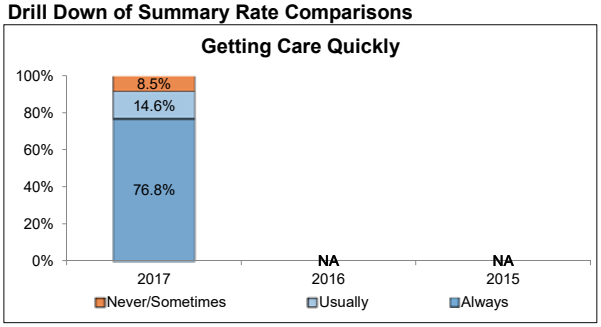
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

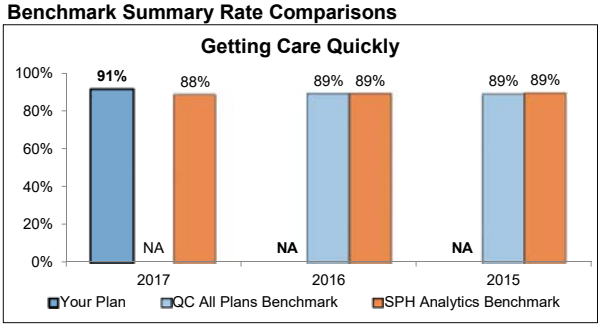
Getting Care Quickly	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q4. Child obtained needed care right away	0.380	0.293	**0.466**
Q6. Child obtained appointment for care as soon as needed	0.037	0.094	0.127

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 and Percentiles				
			Mean	25th	50th	75th	90th
Getting Care Quickly	**91.5%**	**69th**	**88.8%**	**86.1%**	**89.5%**	**92.1%**	**93.7%**
Q4. Child obtained needed care right away	91.2%	48th	90.7%	88.3%	91.7%	93.8%	95.5%
Q6. Child obtained appointment for care as soon as needed	91.8%	82nd	87.2%	84.5%	87.7%	90.8%	92.9%

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.

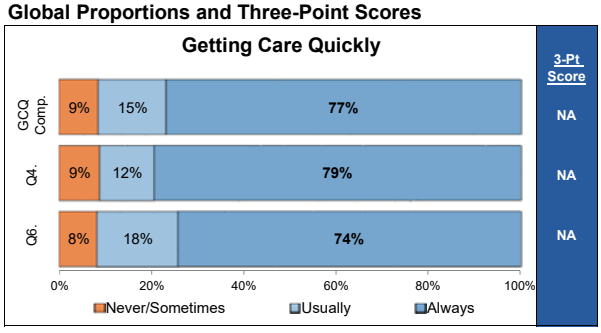
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Getting Care Quickly	**2017**	**NA**	NA	2.54	2.61	2.66	2.69
	2016	**NA**	NA	2.54	2.61	2.66	2.69
	2015	**NA**	NA	2.54	2.61	2.66	2.69

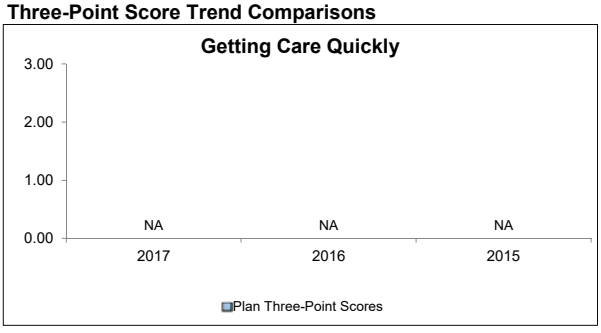
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

Customer Service Composite

General Population

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Customer Service		**88.8%**		**NA**		**NA**
Q50. Getting information/help from customer service	36	83.3%	NA	NA	NA	NA
Q51. Treated with courtesy and respect by customer service staff	35	94.3%	NA	NA	NA	NA

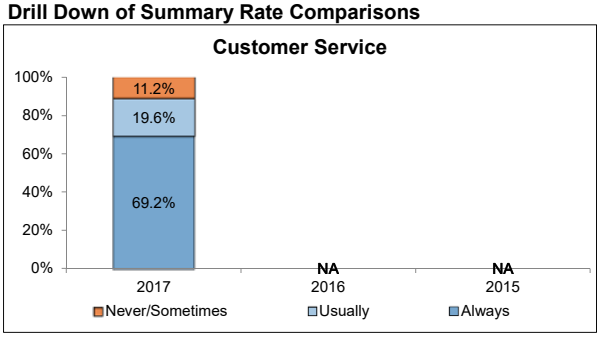
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

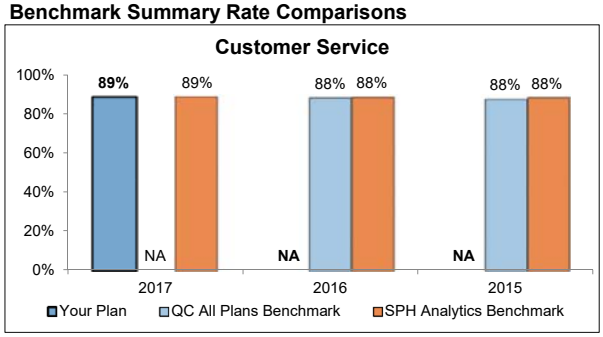
Customer Service	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q50. Getting information/help from customer service	**0.485**	0.040	0.045
Q51. Treated with courtesy and respect by customer service staff	0.342	0.087	0.055

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 and Percentiles				
			Mean	25th	50th	75th	90th
Customer Service	**88.8%**	**62nd**	**88.1%**	**86.4%**	**88.1%**	**89.7%**	**91.2%**
Q50. Getting information/help from customer service	83.3%	58th	82.6%	80.4%	82.3%	85.0%	87.4%
Q51. Treated with courtesy and respect by customer service staff	94.3%	56th	93.6%	92.0%	93.9%	95.3%	96.2%

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.

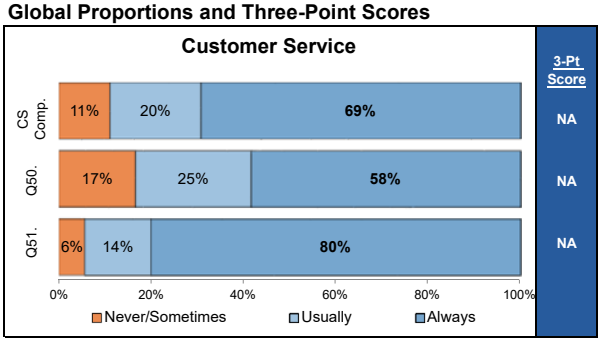
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Three-Point Score	Approximate Plan Percentile	Medicaid Child CAHPS® Percentiles			
Customer Service	**2017**	**NA**	NA	2.50	2.53	2.58	2.63
	2016	**NA**	NA	2.50	2.53	2.58	2.63
	2015	**NA**	NA	2.50	2.53	2.58	2.63

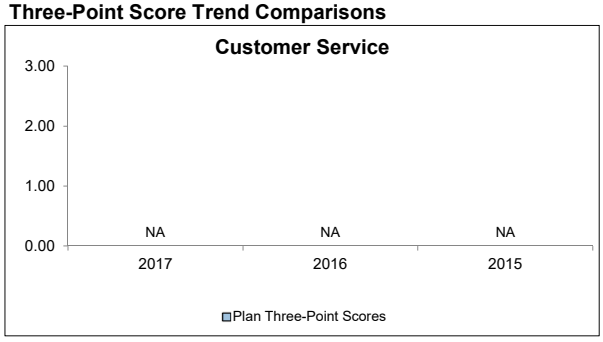
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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

WellCare of Nebraska

Coordination of Care (Q40)

Medicaid Child with CCC CAHPS®

General Population

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q40. Coordination of Care	35	91.4%	NA	NA	NA	NA

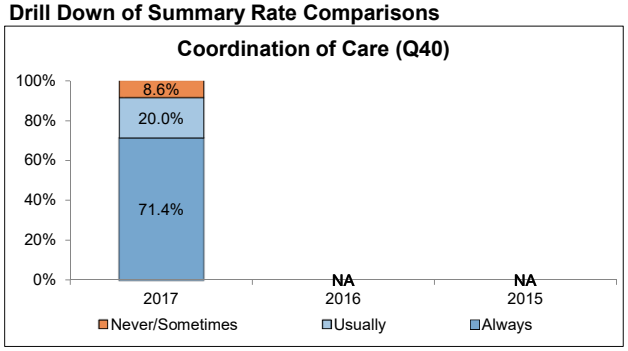
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

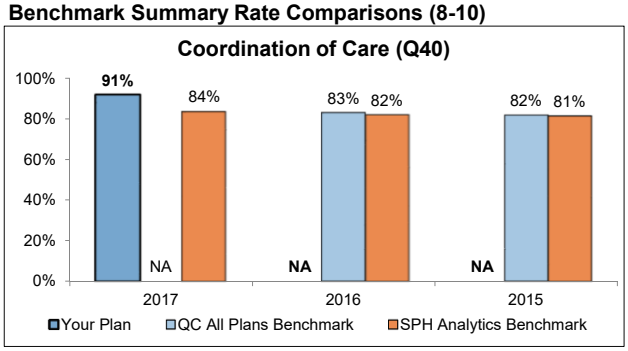
Rating of Health Care	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q40. Coordination of Care	0.016	0.311	0.386

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 and Percentiles				
			Mean	25th	50th	75th	90th
Q40. Coordination of Care	91.4%	97th	82.9%	80.2%	83.2%	85.8%	88.3%

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.

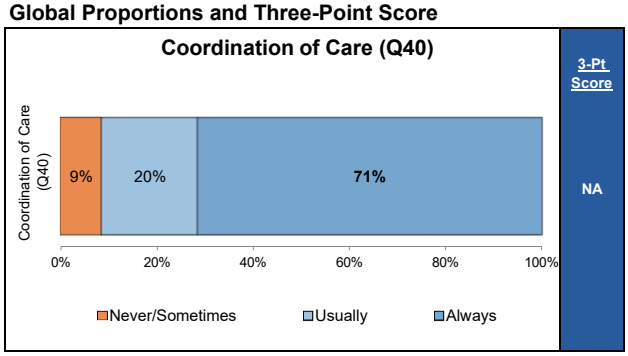
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Coordination of Care (Q40)	2017	NA	NA	2.36	2.42	2.48	2.52
	2016	NA	NA	2.36	2.41	2.46	2.51
	2015	NA	NA	NA	NA	NA	NA

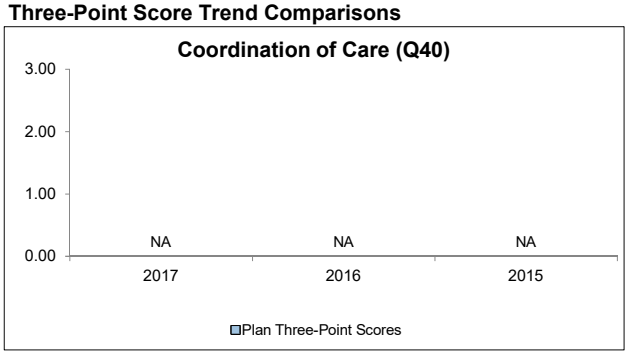
NCQA added the Coordination of Care measure to Accreditation 2016 scoring.
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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



Three-Point Score Trend Comparisons



NCQA added the Coordination of Care 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.

HEDIS/CAHPS® Composite Analysis

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

Rating of Health Care (Q14)

General Population

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q14. Rating of Health Care (8-10)	99	93.9%	NA	NA	NA	NA
Q14. Rating of Health Care (9-10)	99	79.8%	NA	NA	NA	NA

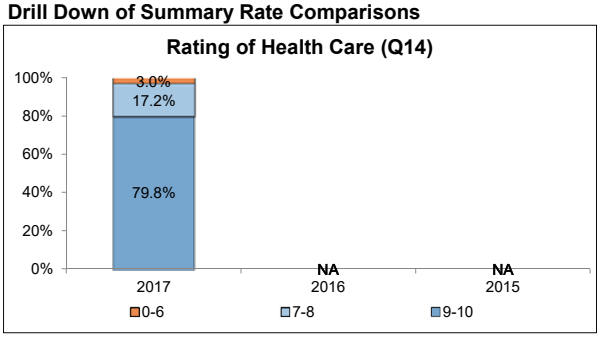
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

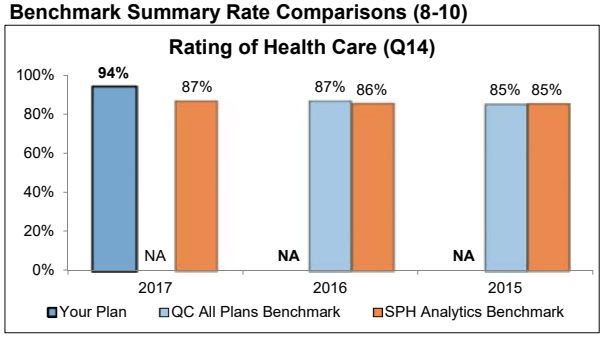
Rating of Health Care	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q14. Rating of Health Care (8-10)	**0.428**	NA	**0.742**

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 and Percentiles				
			Mean	25th	50th	75th	90th
Q14. Rating of Health Care (8-10)	**93.9%**	99th	86.7%	85.1%	87.1%	88.7%	90.1%
Q14. Rating of Health Care (9-10)	**79.8%**	99th	69.3%	66.3%	70.1%	72.8%	74.6%

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.

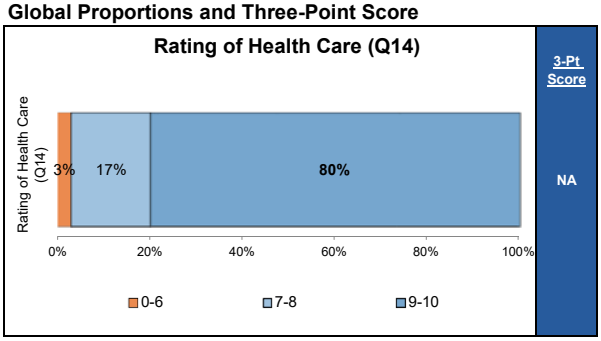
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Health Care (Q14)	2017	NA	NA	2.49	2.52	2.57	2.59
	2016	NA	NA	2.49	2.52	2.57	2.59
	2015	NA	NA	2.49	2.52	2.57	2.59

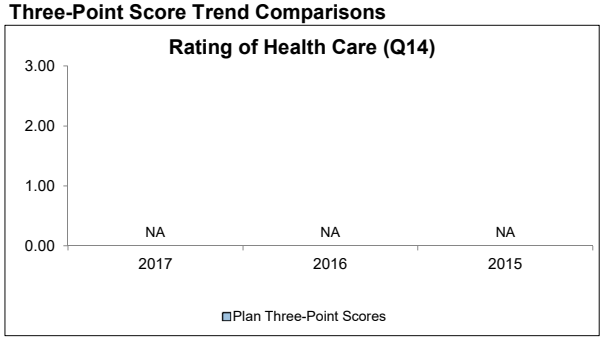
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

Rating of Personal Doctor (Q41)

General Population

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q41. Rating of Personal Doctor (8-10)	116	95.7%	NA	NA	NA	NA
Q41. Rating of Personal Doctor (9-10)	116	85.3%	NA	NA	NA	NA

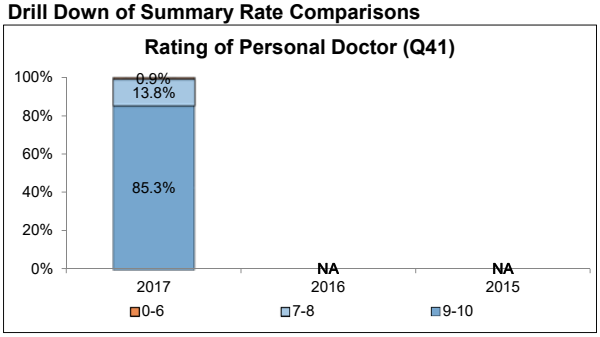
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

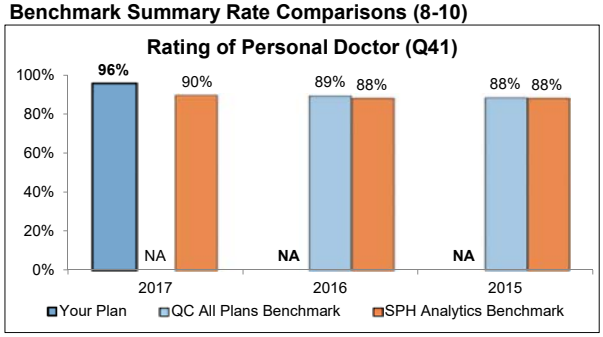
Rating of Personal Doctor	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q41. Rating of Personal Doctor (8-10)	0.377	**0.742**	NA

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 and Percentiles				
			Mean	25th	50th	75th	90th
Q41. Rating of Personal Doctor (8-10)	**95.7%**	99th	89.3%	87.9%	89.5%	90.7%	91.9%
Q41. Rating of Personal Doctor (9-10)	**85.3%**	99th	76.1%	74.3%	76.6%	78.8%	80.0%

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.

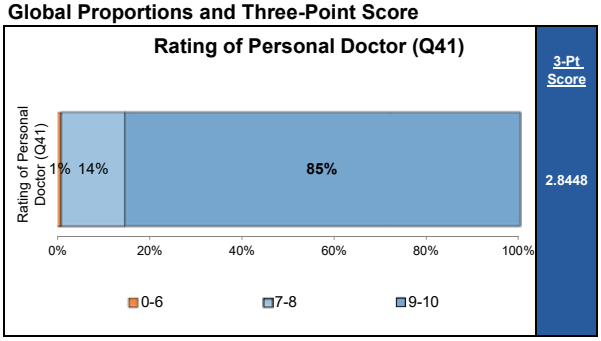
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Personal Doctor (Q41)	2017	2.8448	90th	2.58	2.62	2.65	2.69
	2016	NA	NA	2.58	2.62	2.65	2.69
	2015	NA	NA	2.58	2.62	2.65	2.69

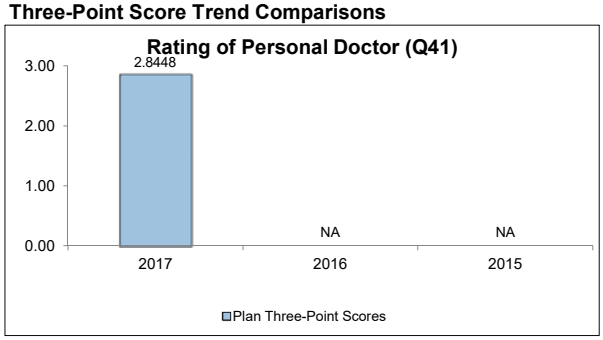
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

Rating of Specialist (Q48)

General Population

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q48. Rating of Specialist (8-10)	15	73.3%	NA	NA	NA	NA
Q48. Rating of Specialist (9-10)	15	60.0%	NA	NA	NA	NA

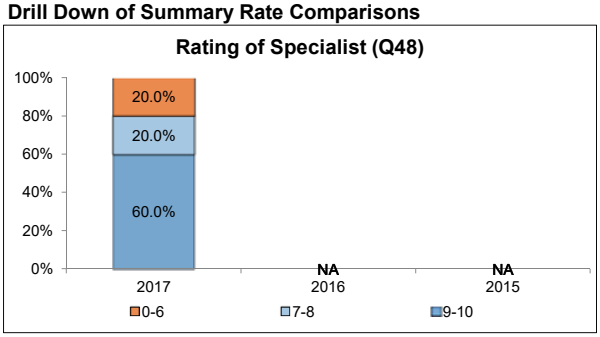
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

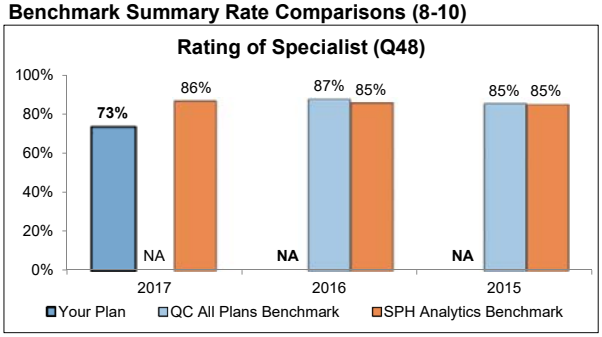
Rating of Specialist	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q48. Rating of Specialist (8-10)	0.320	**0.498**	0.174

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 and Percentiles				
			Mean	25th	50th	75th	90th
Q48. Rating of Specialist (8-10)	**73.3%**	<10th	87.3%	84.9%	87.2%	89.7%	91.4%
Q48. Rating of Specialist (9-10)	**60.0%**	<10th	73.9%	70.9%	73.0%	77.4%	79.5%

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.

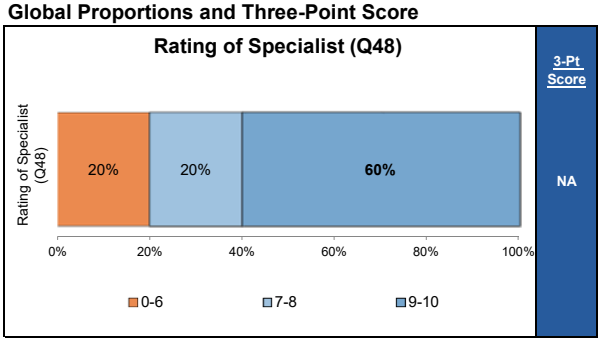
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Specialist (Q48)	2017	NA	NA	2.53	2.59	2.62	2.66
	2016	NA	NA	2.53	2.59	2.62	2.66
	2015	NA	NA	2.53	2.59	2.62	2.66

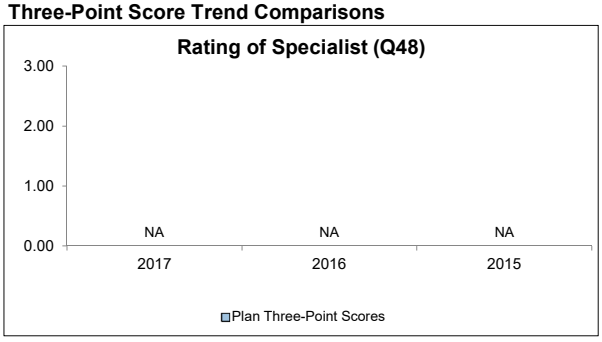
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

Rating of Health Plan (Q54)

General Population

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q54. Rating of Health Plan (8-10)	132	81.8%	NA	NA	NA	NA
Q54. Rating of Health Plan (9-10)	132	62.9%	NA	NA	NA	NA

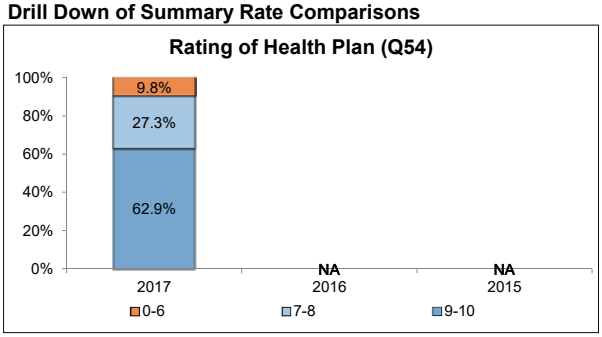
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no 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

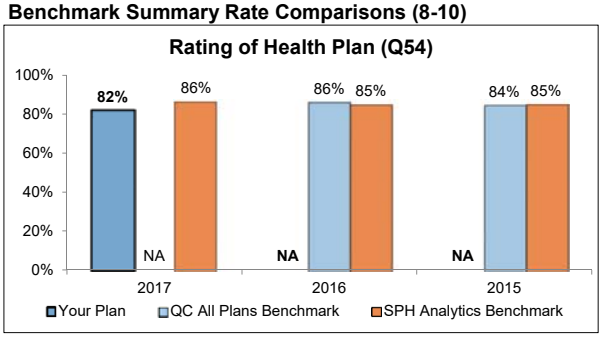
Rating of Health Plan	with Q54 - Health Plan	with Q14 - Health Care	with Q41 - Personal Dr.
Q54. Rating of Health Plan (8-10)	NA	**0.428**	0.377

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 and Percentiles				
			Mean	25th	50th	75th	90th
Q54. Rating of Health Plan (8-10)	**81.8%**	11th	85.8%	83.8%	86.0%	88.9%	90.3%
Q54. Rating of Health Plan (9-10)	**62.9%**	<10th	70.8%	67.5%	70.6%	75.1%	77.6%

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.

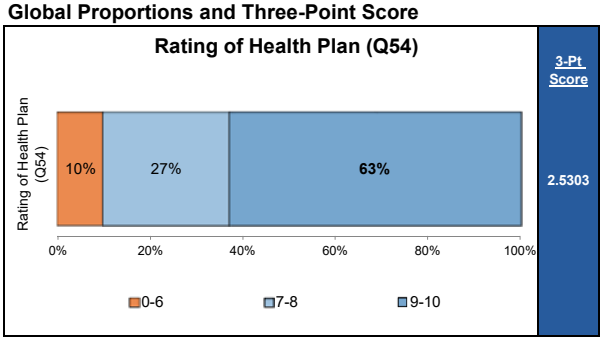
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Health Plan (Q54)	2017	**2.5303**	25th	2.51	2.57	2.62	2.67
	2016	**NA**	NA	2.51	2.57	2.62	2.67
	2015	**NA**	NA	2.51	2.57	2.62	2.67

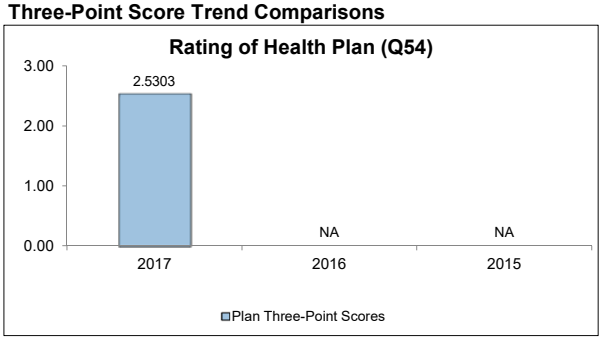
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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 Q15 and Q46.

Correlation Analysis

Correlation Analysis is run between attributes and the overall satisfaction variable as measured by Question 54 ("What number would you use to rate your health plan?"), as well as between attributes and Questions 14 and 41, *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 –1 to +1 with values close to +1 indicating a strong positive correlation. These analyses are shown on Pages 6A and 6B.

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.

Respondent's Age	
CAHPS®	SPH Analytics
Under 18	24 or younger
18 – 24	
25 – 34	25 – 34
35 – 44	35 – 44
45 – 54	45 or older
55 – 64	
65 – 74	
75 or older	

Respondent's Education	
CAHPS®	SPH Analytics
8th grade or less	High school graduate/GED or less
Some high school	
High school graduate/GED	
Some college/2-year degree	Some college/2-year degree
4-year college degree	College graduate or more
More than 4-year college degree	

Child's 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

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 child 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 3B and in Section 8 – *Composite Analysis* indicate where your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark.

Opportunity Analysis (see Regression Analysis)

Quality Compass® 2017 (Medicaid child – All Plans, CCC Population) data benchmark is a collection of CAHPS® 5.0H mean summary ratings (63 samples) for those Medicaid child plans (CCC 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.

Quality Compass® 2017 (Medicaid child – All Plans, General Population) data benchmark is a collection of CAHPS® 5.0H mean summary ratings (180 samples) for those Medicaid child plans (Non-CCC and CCC 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.

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	Q15 – In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? Q46 – In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?
Usually	Summary Rate	2	
Always	Summary Rate	3	

Composites/ Response choices	Summary Rate	Three-Point	Questions/Attributes
Getting Care Quickly			
Never/Sometimes		1	Q4 – In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
Usually	Summary Rate	2	
Always	Summary Rate	3	Q6 – In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
How Well Doctors Communicate			
Never/Sometimes		1	Q32 – In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand? Q33 – In the last 6 months, how often did your child's personal doctor listen carefully to you? Q34 – In the last 6 months, how often did your child's personal doctor show respect for what you had to say? Q37 - In the last 6 months, how often did your child's personal doctor spend enough time with your child?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Customer Service			
Never/Sometimes		1	Q50 – In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? Q51 – In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Shared Decision Making			
No		1	Q11 – Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine? Q12 – Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine? Q13 – When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?
Yes	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* (Q14), *Rating of Personal Doctor* (Q41), *Rating of Specialist* (Q48), and *Rating of Health Plan* (Q54), 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 Child Book of Business benchmark. The SPH Analytics Book of Business consists of the 2017 Medicaid Child data from each of the 69 health plans that submitted to NCQA. The dependent variables in the model are measured by Question 54 ("What number would

you use to rate your child's health plan?"), Question 14 ("What number would you use to rate your child's health care?"), as well as Question 41 ("What number would you use to rate your child's 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 Child Book of Business Summary Rates 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 Child 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 Child 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 (Q54) by Respondent Demographics)

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

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.

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 52 are included in "Always" of Question 53, per NCQA, Volume 3, HEDIS 2017 guidelines.
- The base for Questions 77 and 83 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 (General Population Only)

The sample size for Child Medicaid health plans is 1,650 in accordance with NCQA protocol, although plans may choose to over-sample their population 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 or were added to the Do Not Call list, break-off/incomplete surveys, 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 following tables 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 of Business (CCC Population)
The SPH Analytics Book of Business (calculated on a plan-level) consists of all Medicaid Child samples (Non-CCC and CCC) that were conducted by SPH Analytics and submitted data to NCQA. In 2017, there were 13 samples included in the Book of Business. This benchmark is shown throughout the report.

SPH Analytics of Business (General Population)
The SPH Analytics Book of Business (calculated on a plan-level) consists of all Medicaid Child samples (Non-CCC and CCC) that were conducted by SPH Analytics and submitted data to NCQA. In 2017, there were 69 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the Opportunity Analysis.

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 population Summary Rate and a set constant score (e.g., SPH Analytics Book of Business), 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 population Summary Rate and this year's population Summary Rate, statistical significance would mean that there is sufficient evidence for the statement that the population 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 Q52 are recoded as "Always" in Q53 and are, therefore, included in the Summary Rate of Q53.

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
Children ages 0 to 17 from the MCO's membership database is used as a sample. The first sample (1,650) is randomly selected to represent the General Population. A supplemental sample is pulled based on the member's claims experiences. Members with claims experiences that indicate a probable chronic care condition are assigned a prescreen status

code of 2. A sample of 1,840, with a prescreen status code of 2, are randomly selected from the remaining database pool. *In MCOs with fewer members than the required sample size, the supplemental sample includes all members with a prescreen status code of 2 who were not already selected for the General Population sample.* Note: The samples sizes stated above are standard samples sizes. Plans may oversample their population if they choose.

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).

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
Never	1

Response Choice 2	Score Value
No	1

Response Choice 3	Score Value
0 – 6	1

Sometimes	1
Usually	2
Always	3

Yes	3

7 & 8	2
9 & 10	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 Q77 & Q83), 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 SPH Analytics Book of Business) 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., SPH Analytics Book of Business)—with various conditions/assumptions—SPH Analytics uses the statistical test that follows:

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

where
$\hat{p}$ = Summary Rate from the sample
p_0 = Set constant score for comparison
q_0 = 1 – (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 – (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

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

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

6128599

2017 CAHPS 5.0 Child Questionnaire (Medicaid): 06_MCS-CCC English 2-11x17

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.

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

1. Our records show that your child is now in

WellCare Health Plans, Inc.

Is that right?
☐1 Yes ➔ **If Yes, Go to Question 3**
☐2 No

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

_____

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YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
☐1 Yes
☐2 No ➔ **If No, Go to Question 5**

4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
☐1 Never
☐2 Sometimes
☐3 Usually
☐4 Always

5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?
☐1 Yes
☐2 No ➔ **If No, Go to Question 7**

6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
☐1 Never
☐2 Sometimes
☐3 Usually
☐4 Always

7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
☐1 None ➔ **If None, Go to Question 16**
☐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 your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

☐1 Yes
☐2 No

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

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

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 14**

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

☐1 Yes
☐2 No

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

☐1 Yes
☐2 No

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

☐1 Yes
☐2 No

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

Worst health care possible — Best health care possible

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

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

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

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

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

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

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

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

☐1 Yes
☐2 No

SPECIALIZED SERVICES

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 22**

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

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

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

☐1 Yes
☐2 No

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 25**

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

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

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

☐1 Yes
☐2 No

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 28**

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78. What is <u>your</u> age?

☐1 Under 18
☐2 18 to 24
☐3 25 to 34
☐4 35 to 44
☐5 45 to 54
☐6 55 to 64
☐7 65 to 74
☐8 75 or older

79. Are you male or female?

☐1 Male
☐2 Female

80. 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

81. How are you related to the child?

☐1 Mother or father
☐2 Grandparent
☐3 Aunt or uncle
☐4 Older brother or sister
☐5 Other relative
☐6 Legal guardian
☐7 Someone else

82. Did someone help you complete this survey?

☐1 Yes ➔ **If Yes, Go to Question 83**
☐2 No ➔ **Thank you. Please return the completed survey in the postage-paid envelope.**

83. 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

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

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

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

☐1 Yes
☐2 No

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 30**

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

☐1 Yes
☐2 No

YOUR CHILD'S PERSONAL DOCTOR

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 45**

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

☐1 None ➔ **If None, Go to Question 41**
☐2 1 time
☐3 2
☐4 3
☐5 4
☐6 5 to 9
☐7 10 or more times

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

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

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

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

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

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

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 37**

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

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

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

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

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

☐1 Yes
☐2 No

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 41**

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

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

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

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

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 45**

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

☐1 Yes
☐2 No

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

☐1 Yes
☐2 No

GETTING HEALTH CARE FROM SPECIALISTS

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

45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

☐1 Yes
☐2 No ➔ **If No, Go to Question 49**

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

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

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

☐1 None ➔ **If None, Go to Question 49**
☐2 1 specialist
☐3 2
☐4 3
☐5 4
☐6 5 or more specialists

48. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Worst specialist possible — Best specialist possible

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

YOUR CHILD'S HEALTH PLAN

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

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 52**

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

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

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

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

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 54**

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

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

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

Worst health plan possible — Best health plan possible

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

PRESCRIPTION MEDICINES

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 58**

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

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

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

☐1 Yes
☐2 No

ABOUT YOUR CHILD AND YOU

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

☐1 Excellent
☐2 Very Good
☐3 Good
☐4 Fair
☐5 Poor

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

☐1 Excellent
☐2 Very Good
☐3 Good
☐4 Fair
☐5 Poor

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 63**

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 63**

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

☐1 Yes
☐2 No

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 66**

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 66**

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

☐1 Yes
☐2 No

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 69**

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 69**

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

☐1 Yes
☐2 No

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 72**

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 72**

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

☐1 Yes
☐2 No

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

☐1 Yes
☐2 No ➔ **If No, Go to Question 74**

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

☐1 Yes
☐2 No

74. What is your child's age?

☐00 Less than 1 year old

☐☐ YEARS OLD *(write in)*

75. Is your child male or female?

☐1 Male
☐2 Female

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

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

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

☐A White
☐B Black or African-American
☐C Asian
☐D Native Hawaiian or other Pacific Islander
☐E American Indian or Alaska Native
☐F Other

10. Banner Tables

The tables in the following section show detailed results for each question in your survey. The banner-points, across the top banner table, include categories such as: (1) demographic groups (Respondent's Age, Respondent's Education, Child's Health Status, and Child's Mental Health Status), (2) survey items (Health Plan and Personal Doctor Ratings, Contact Customer Service, and Got Information/Help From Customer Service), and (3) Data Collection Method. In order to aid you in viewing the data contained in these tables, the following explanation is provided.

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 138 (General Population) or 122 (CCC Population), 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	Male	Female
	(A)	(B)	(C)
Total Eligible	433[1]	22	407
Total Valid Responses	429[2]	22	403
	100.0%	100.0%	100.0%
No Answer	4[3]	-	4
Yes	198	6	189
	46.2%	27.3%	46.9%
			B[4]
No	231	16	214
	53.8%	72.7%	53.1%
		C[5]	

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 your child is now in WellCare of Nebraska. Is that right?	SampleFlag.ContainsAny({General_Population})	Success	138
2	Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctors office?	SampleFlag.ContainsAny({General_Population})	Success	138
3	Q4. (GCQ) In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	SampleFlag.ContainsAny({General_Population}) **AND** Q3.ContainsAny({Yes})	Success	34
4	Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?	SampleFlag.ContainsAny({General_Population})	Success	138
5	Q6. (GCQ) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?	SampleFlag.ContainsAny({General_Population}) **AND** Q5.ContainsAny({Yes})	Success	100
6	Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?	SampleFlag.ContainsAny({General_Population})	Success	138
7	Q8. (HPE) In the last 6 months, did you and your childs doctor or other health provider talk about specific things you could do to prevent illness in your child?	SampleFlag.ContainsAny({General_Population}) **AND** Q7.ContainsAny({_1_time, _2_3, _4, _5_to_9, _10_or_more_times})	Success	99
8	Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your childs doctors or other health providers?	SampleFlag.ContainsAny({General_Population}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	99
9	Q10. In the last 6 months, did you and your childs doctor or other health provider talk about starting or stopping a prescription medicine for your child?	SampleFlag.ContainsAny({General_Population}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	99
10	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?	SampleFlag.ContainsAny({General_Population}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q10.ContainsAny({Yes})	Success	26
11	Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?	SampleFlag.ContainsAny({General_Population}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q10.ContainsAny({Yes})	Success	26
12	Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	SampleFlag.ContainsAny({General_Population}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q10.ContainsAny({Yes})	Success	26
13	Q14. 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 childs health care in the last 6 months?	SampleFlag.ContainsAny({General_Population}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	99
14	Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	SampleFlag.ContainsAny({General_Population}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	99
15	Q16. Is your child now enrolled in any kind of school or daycare?	SampleFlag.ContainsAny({General_Population})	Success	138
16	Q17. In the last 6 months, did you need your childs doctorsor other health providers to contact a school or daycare center about your childs health or health care?	SampleFlag.ContainsAny({General_Population}) **AND** Q16.ContainsAny({Yes})	Success	96
17	Q18. (CC-CCC) In the last 6 months, did you get the help you needed from your childs doctors or other health providers in contacting your childs school or daycare?	SampleFlag.ContainsAny({General_Population}) **AND** Q16.ContainsAny({Yes}) And Q17.ContainsAny({Yes})	Success	13
18	Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?	SampleFlag.ContainsAny({General_Population})	Success	138
19	Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	SampleFlag.ContainsAny({General_Population}) **AND** Q19.ContainsAny({Yes})	Success	5
20	Q21. Did anyone from your childs health plan, doctors office, or clinic help you get special medical equipment or devices for your child?	SampleFlag.ContainsAny({General_Population}) **AND** Q19.ContainsAny({Yes})	Success	5
21	Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?	SampleFlag.ContainsAny({General_Population})	Success	138
22	Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?	SampleFlag.ContainsAny({General_Population}) **AND** Q22.ContainsAny({Yes})	Success	10
23	Q24. Did anyone from your childs health plan, doctors office, or clinic help you get this therapy for your child?	SampleFlag.ContainsAny({General_Population}) **AND** Q22.ContainsAny({Yes})	Success	10
24	Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?	SampleFlag.ContainsAny({General_Population})	Success	138
25	Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?	SampleFlag.ContainsAny({General_Population}) **AND** Q25.ContainsAny({Yes})	Success	15
26	Q27. Did anyone from your childs health plan, doctors office, or clinic help you get this treatment or counseling for your child?	SampleFlag.ContainsAny({General_Population}) **AND** Q25.ContainsAny({Yes})	Success	15
27	Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?	SampleFlag.ContainsAny({General_Population})	Success	138
28	Q29. (CC-CCC) In the last 6 months, did anyone from your childs health plan, doctors office, or clinic help coordinate your childs care among these different providers or services?	SampleFlag.ContainsAny({General_Population}) **AND** Q28.ContainsAny({Yes})	Success	27
29	Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?	SampleFlag.ContainsAny({General_Population})	Success	138
30	Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?	SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes})	Success	117
31	Q32. (HWDC) In the last 6 months, how often did your childs personal doctor explain things about your childs health in a way that was easy to understand?	SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	95
32	Q33. (HWDC) In the last 6 months, how often did your childs personal doctor listen carefully to you?	SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	95
33	Q34. (HWDC) In the last 6 months, how often did your childs personal doctor show respect for what you had to say?	SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	95
34	Q35. Is your child able to talk with doctors about his or her health care?	SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	95
35	Q36. In the last 6 months, how often did your childs personal doctor explain things in a way that was easy for your child to understand?	SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q35.ContainsAny({Yes})	Success	60
36	Q37. (HWDC) In the last 6 months, how often did your childs personal doctor spend enough time with your child?	SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	95
37	Q38. In the last 6 months, did your childs personal doctor talk with you about how your child is feeling, growing, or behaving?	SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	95
38	Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?	SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	95
39	Q40. (CC) In the last 6 months, how often did your childs personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?	SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q39.ContainsAny({Yes})	Success	36
	Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what	SampleFlag.ContainsAny({General_Population}) **AND**		

40	number would you use to rate your childs personal doctor?	Q30.ContainsAny({Yes})	Success	117
41	Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?	SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes})	Success	117
42	Q43. (FCC-PD) Does your childs personal doctor understand how these medical, behavioral, or other health conditions affect your childs day-to-day life?	SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q42.ContainsAny({Yes})	Success	23
43	Q44. (FCC-PD) Does your childs personal doctor understand how your childs medical, behavioral, or other health conditions affect your familys day-to-day life?	SampleFlag.ContainsAny({General_Population}) **AND** Q30.ContainsAny({Yes}) And Q42.ContainsAny({Yes})	Success	23
44	Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?	SampleFlag.ContainsAny({General_Population})	Success	138
45	Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	SampleFlag.ContainsAny({General_Population}) **AND** Q45.ContainsAny({Yes})	Success	15
46	Q47. How many specialists has your child seen in the last 6 months?	SampleFlag.ContainsAny({General_Population}) **AND** Q45.ContainsAny({Yes})	Success	15
47	Q48. 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?	SampleFlag.ContainsAny({General_Population}) **AND** Q45.ContainsAny({Yes}) And Q47.ContainsAny({_1_specialist, _2, _3, _4, _5_or_more_specialists})	Success	15
48	Q49. In the last 6 months, did you get information or help from customer service at your childs health plan?	SampleFlag.ContainsAny({General_Population})	Success	138
49	Q50. (CS) In the last 6 months, how often did customer service at your childs health plan give you the information or help you needed?	SampleFlag.ContainsAny({General_Population}) **AND** Q49.ContainsAny({Yes})	Success	37
50	Q51. (CS) In the last 6 months, how often did customer service staff at your childs health plan treat you with courtesy and respect?	SampleFlag.ContainsAny({General_Population}) **AND** Q49.ContainsAny({Yes})	Success	37
51	Q52. In the last 6 months, did your childs health plan give you any forms to fill out?	SampleFlag.ContainsAny({General_Population})	Success	138
52	Q53. (FOF) In the last 6 months, how often were the forms from your childs health plan easy to fill out?	SampleFlag.ContainsAny({General_Population}) **AND** Q52.ContainsAny({Yes, No})	Success	130
53	Q54. 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 childs health plan?	SampleFlag.ContainsAny({General_Population})	Success	138
54	Q55. In the last 6 months, did you get or refill any prescription medicines for your child?	SampleFlag.ContainsAny({General_Population})	Success	138
55	Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	SampleFlag.ContainsAny({General_Population}) **AND** Q55.ContainsAny({Yes})	Success	56
56	Q57. Did anyone from your childs health plan, doctors office, or clinic help you get your childs prescription medicines?	SampleFlag.ContainsAny({General_Population}) **AND** Q55.ContainsAny({Yes})	Success	56
57	Q58. In general, how would you rate your childs overall health?	SampleFlag.ContainsAny({General_Population})	Success	138
58	Q59. In general, how would you rate your childs overall mental or emotional health?	SampleFlag.ContainsAny({General_Population})	Success	138
59	Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?	SampleFlag.ContainsAny({General_Population})	Success	138
60	Q61. Is this because of any medical, behavioral, or other health condition?	SampleFlag.ContainsAny({General_Population}) **AND** Q60.ContainsAny({Yes})	Success	36
61	Q62. Is this a condition that has lasted or is expected to last for at least 12 months?	SampleFlag.ContainsAny({General_Population}) **AND** Q60.ContainsAny({Yes}) And Q61.ContainsAny({Yes})	Success	26
62	Q63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?	SampleFlag.ContainsAny({General_Population})	Success	138
63	Q64. Is this because of any medical, behavioral, or other health condition?	SampleFlag.ContainsAny({General_Population}) **AND** Q63.ContainsAny({Yes})	Success	17
64	Q65. Is this a condition that has lasted or is expected to last for at least 12 months?	SampleFlag.ContainsAny({General_Population}) **AND** Q63.ContainsAny({Yes}) And Q64.ContainsAny({Yes})	Success	12
65	Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?	SampleFlag.ContainsAny({General_Population})	Success	138
66	Q67. Is this because of any medical, behavioral, or other health condition?	SampleFlag.ContainsAny({General_Population}) **AND** Q66.ContainsAny({Yes})	Success	20
67	Q68. Is this a condition that has lasted or is expected to last for at least 12 months?	SampleFlag.ContainsAny({General_Population}) **AND** Q66.ContainsAny({Yes}) And Q67.ContainsAny({Yes})	Success	10
68	Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?	SampleFlag.ContainsAny({General_Population})	Success	138
69	Q70. Is this because of any medical, behavioral, or other health condition?	SampleFlag.ContainsAny({General_Population}) **AND** Q69.ContainsAny({Yes})	Success	12
70	Q71. Is this a condition that has lasted or is expected to last for at least 12 months?	SampleFlag.ContainsAny({General_Population}) **AND** Q69.ContainsAny({Yes}) And Q70.ContainsAny({Yes})	Success	4
71	Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?	SampleFlag.ContainsAny({General_Population})	Success	138
72	Q73. Has this problem lasted or is it expected to last for at least 12 months?	SampleFlag.ContainsAny({General_Population}) **AND** Q72.ContainsAny({Yes})	Success	15
73	Q74. What is your child's age?	SampleFlag.ContainsAny({General_Population})	Success	136
74	Q75. Is your child male or female?	SampleFlag.ContainsAny({General_Population})	Success	138
75	Q76. Is your child of Hispanic or Latino origin or descent?	SampleFlag.ContainsAny({General_Population})	Success	138
76	Q77. What is your race? Please mark one or more.	SampleFlag.ContainsAny({General_Population})	Success	138
77	Q78. What is your age?	SampleFlag.ContainsAny({General_Population})	Success	138
78	Q79. Are you male or female?	SampleFlag.ContainsAny({General_Population})	Success	138
79	Q80. What is the highest grade or level of school that you have completed?	SampleFlag.ContainsAny({General_Population})	Success	138
80	Q81. How are you related to the child?	SampleFlag.ContainsAny({General_Population})	Success	138
81	Q82. Did someone help you complete this survey?	SampleFlag.ContainsAny({General_Population}) **AND** Dispo.ContainsAny({Internet, Mail})	Success	76
82	Q83. How did that person help you? Check all that apply.	SampleFlag.ContainsAny({General_Population}) **AND** Dispo.ContainsAny({Internet, Mail}) And Q82.ContainsAny({Yes})	Success	4

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q1. Our records show that your child is now in WellCare of Nebraska. Is that right?																								
Total Eligible	**138** ***100.0%***	**14** ***100.0%***	**38** ***100.0%***	**30** ***100.0%***	**50** ***100.0%***	**71** ***100.0%***	**61** ***100.0%***	**113** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**100** ***100.0%***	**28** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**108** ***100.0%***	**5** ***100.0%***	**111** ***100.0%***	**37** ***100.0%***	**95** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**62** ***100.0%***	**-** **-**
Total Valid Responses	**136** ***100.0%***	**14** ***100.0%***	**37** ***100.0%***	**29** ***100.0%***	**50** ***100.0%***	**70** ***100.0%***	**60** ***100.0%***	**111** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**98** ***100.0%***	**28** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**106** ***100.0%***	**5** ***100.0%***	**109** ***100.0%***	**37** ***100.0%***	**93** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**74** ***100.0%***	**62** ***100.0%***	**-** **-**
No Answer	**2**	-	1	1	-	1	1	2	-	-	2	-	-	-	2	-	2	-	2	-	-	2	-	-
Yes	**136** ***100.0%***	14 *100.0%* **	37 *100.0%*	29 *100.0%* **	50 *100.0%*	70 *100.0%*	60 *100.0%*	111 *100.0%*	21 *100.0%* **	3 *100.0%* **	98 *100.0%*	28 *100.0%* **	8 *100.0%* **	24 *100.0%* **	106 *100.0%*	5 *100.0%* **	109 *100.0%*	37 *100.0%*	93 *100.0%*	6 *100.0%* **	30 *100.0%*	74 *100.0%*	62 *100.0%*	- -
No	**-** **-**	- - **	-	- - **	-	-	-	-	- - **	- - **	-	- - **	- - **	- - **	-	- - **	-	-	-	- - **	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	**136** ***100.0%***	14 *100.0%* **	37 *100.0%*	29 *100.0%* **	50 *100.0%*	70 *100.0%*	60 *100.0%*	111 *100.0%*	21 *100.0%* **	3 *100.0%* **	98 *100.0%*	28 *100.0%* **	8 *100.0%* **	24 *100.0%* **	106 *100.0%*	5 *100.0%* **	109 *100.0%*	37 *100.0%*	93 *100.0%*	6 *100.0%* **	30 *100.0%*	74 *100.0%*	62 *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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctors office?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 2
Level: Top

GENERAL POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctors office?																								
Total Eligible	**138** ***100.0%***	**14** ***100.0%***	**38** ***100.0%***	**30** ***100.0%***	**50** ***100.0%***	**71** ***100.0%***	**61** ***100.0%***	**113** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**100** ***100.0%***	**28** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**108** ***100.0%***	**5** ***100.0%***	**111** ***100.0%***	**37** ***100.0%***	**95** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**62** ***100.0%***	**-** **-**
Total Valid Responses	**135** ***100.0%***	**13** ***100.0%***	**36** ***100.0%***	**30** ***100.0%***	**50** ***100.0%***	**70** ***100.0%***	**59** ***100.0%***	**111** ***100.0%***	**20** ***100.0%***	**3** ***100.0%***	**98** ***100.0%***	**27** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**106** ***100.0%***	**5** ***100.0%***	**109** ***100.0%***	**37** ***100.0%***	**92** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**73** ***100.0%***	**62** ***100.0%***	**-** **-**
No Answer	**3**	1	2	-	-	1	2	2	1	-	2	1	-	-	2	-	2	-	3	-	-	3	-	-
Yes	**34** ***25.2%***	4 *30.8%* **	7 *19.4%*	7 *23.3%*	14 *28.0%*	19 *27.1%*	14 *23.7%*	24 *21.6%*	10 *50.0%* **	- - **	21 *21.4%*	10 *37.0%* **	3 *37.5%* **	5 *20.8%* **	28 *26.4%*	1 *20.0%* **	27 *24.8%*	10 *27.0%*	24 *26.1%*	- - **	10 *33.3%*	21 *28.8%*	13 *21.0%*	- -
No	**101** ***74.8%***	9 *69.2%* **	29 *80.6%*	23 *76.7%*	36 *72.0%*	51 *72.9%*	45 *76.3%*	87 *78.4%*	10 *50.0%* **	3 *100.0%* **	77 *78.6%*	17 *63.0%* **	5 *62.5%* **	19 *79.2%* **	78 *73.6%*	4 *80.0%* **	82 *75.2%*	27 *73.0%*	68 *73.9%*	6 *100.0%* **	20 *66.7%*	52 *71.2%*	49 *79.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**34** ***25.2%***	4 *30.8%* **	7 *19.4%*	7 *23.3%*	14 *28.0%*	19 *27.1%*	14 *23.7%*	24 *21.6%*	10 *50.0%* **	- - **	21 *21.4%*	10 *37.0%* **	3 *37.5%* **	5 *20.8%* **	28 *26.4%*	1 *20.0%* **	27 *24.8%*	10 *27.0%*	24 *26.1%*	- - **	10 *33.3%*	21 *28.8%*	13 *21.0%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
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2017

Q4. (GCQ) In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 3
Level: Top

GENERAL POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q4. (GCQ) In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?																								
Total Eligible	**34** ***100.0%***	**4** ***100.0%***	**7** ***100.0%***	**7** ***100.0%***	**14** ***100.0%***	**19** ***100.0%***	**14** ***100.0%***	**24** ***100.0%***	**10** ***100.0%***	**-** **-**	**21** ***100.0%***	**10** ***100.0%***	**3** ***100.0%***	**5** ***100.0%***	**28** ***100.0%***	**1** ***100.0%***	**27** ***100.0%***	**10** ***100.0%***	**24** ***100.0%***	**-** **-**	**10** ***100.0%***	**21** ***100.0%***	**13** ***100.0%***	**-** **-**
Total Valid Responses	**34** ***100.0%***	**4** ***100.0%***	**7** ***100.0%***	**7** ***100.0%***	**14** ***100.0%***	**19** ***100.0%***	**14** ***100.0%***	**24** ***100.0%***	**10** ***100.0%***	**-** **-**	**21** ***100.0%***	**10** ***100.0%***	**3** ***100.0%***	**5** ***100.0%***	**28** ***100.0%***	**1** ***100.0%***	**27** ***100.0%***	**10** ***100.0%***	**24** ***100.0%***	**-** **-**	**10** ***100.0%***	**21** ***100.0%***	**13** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**27** ***79.4%***	3 *75.0%* **	6 *85.7%* **	5 *71.4%* **	12 *85.7%* **	16 *84.2%* **	11 *78.6%* **	20 *83.3%* **	7 *70.0%* **	- -	19 *90.5%* **	8 *80.0%* **	- - **	2 *40.0%* **	24 *85.7%* **	- - **	22 *81.5%* **	9 *90.0%* **	18 *75.0%* **	- -	9 *90.0%*	16 *76.2%* **	11 *84.6%* **	- -
Usually	**4** ***11.8%***	1 *25.0%* **	- - **	1 *14.3%* **	2 *14.3%* **	2 *10.5%* **	2 *14.3%* **	2 *8.3%* **	2 *20.0%* **	- -	- - **	1 *10.0%* **	3 *100.0%* **	2 *40.0%* **	2 *7.1%* **	- - **	3 *11.1%* **	- - **	4 *16.7%* **	- -	- -	4 *19.0%* **	- - **	- -
Sometimes	**3** ***8.8%***	- - **	1 *14.3%* **	1 *14.3%* **	- - **	1 *5.3%* **	1 *7.1%* **	2 *8.3%* **	1 *10.0%* **	- -	2 *9.5%* **	1 *10.0%* **	- - **	1 *20.0%* **	2 *7.1%* **	1 *100.0%* **	2 *7.4%* **	1 *10.0%* **	2 *8.3%* **	- -	1 *10.0%*	1 *4.8%* **	2 *15.4%* **	- -
Never	**-** **-**	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- -	- - **	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**31** ***91.2%***	4 *100.0%* **	6 *85.7%* **	6 *85.7%* **	14 *100.0%* **	18 *94.7%* **	13 *92.9%* **	22 *91.7%* **	9 *90.0%* **	- -	19 *90.5%* **	9 *90.0%* **	3 *100.0%* **	4 *80.0%* **	26 *92.9%* **	- - **	25 *92.6%* **	9 *90.0%* **	22 *91.7%* **	- -	9 *90.0%*	20 *95.2%* **	11 *84.6%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**27** ***79.4%***	3 *75.0%* **	6 *85.7%* **	5 *71.4%* **	12 *85.7%* **	16 *84.2%* **	11 *78.6%* **	20 *83.3%* **	7 *70.0%* **	- -	19 *90.5%* **	8 *80.0%* **	- - **	2 *40.0%* **	24 *85.7%* **	- - **	22 *81.5%* **	9 *90.0%* **	18 *75.0%* **	- -	9 *90.0%*	16 *76.2%* **	11 *84.6%* **	- -
3-Point Score	**2.71**	2.75	2.71	2.57	2.86	2.79	2.71	2.75	2.60	-	2.81	2.70	2.00	2.20	2.79	1.00	2.74	2.80	2.67	-	2.80	2.71	2.69	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?																								
Total Eligible	**138** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**113** *100.0%*	**21** *100.0%*	**3** *100.0%*	**100** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**108** *100.0%*	**5** *100.0%*	**111** *100.0%*	**37** *100.0%*	**95** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**62** *100.0%*	**-** -
Total Valid Responses	**136** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**48** *100.0%*	**70** *100.0%*	**60** *100.0%*	**111** *100.0%*	**21** *100.0%*	**3** *100.0%*	**99** *100.0%*	**27** *100.0%*	**8** *100.0%*	**23** *100.0%*	**107** *100.0%*	**4** *100.0%*	**111** *100.0%*	**37** *100.0%*	**93** *100.0%*	**6** *100.0%*	**30** *100.0%*	**75** *100.0%*	**61** *100.0%*	**-** -
No Answer	**2**	-	-	-	2	1	1	2	-	-	1	1	-	1	1	1	-	-	2	-	-	1	1	-
Yes	**100** *73.5%*	12 *85.7%* **	28 *73.7%*	22 *73.3%*	35 *72.9%*	48 *68.6%*	50 *83.3%* e	80 *72.1%*	18 *85.7%* **	2 *66.7%* **	76 *76.8%*	18 *66.7%* **	5 *62.5%* **	15 *65.2%* **	82 *76.6%*	3 *75.0%* **	87 *78.4%*	32 *86.5%* R	63 *67.7%*	4 *66.7%* **	27 *90.0%*	61 *81.3%* V	39 *63.9%*	- -
No	**36** *26.5%*	2 *14.3%* **	10 *26.3%*	8 *26.7%*	13 *27.1%*	22 *31.4%* f	10 *16.7%*	31 *27.9%*	3 *14.3%* **	1 *33.3%* **	23 *23.2%*	9 *33.3%* **	3 *37.5%* **	8 *34.8%* **	25 *23.4%*	1 *25.0%* **	24 *21.6%*	5 *13.5%*	30 *32.3%* Q	2 *33.3%* **	3 *10.0%*	14 *18.7%*	22 *36.1%* U	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**100** *73.5%*	12 *85.7%* **	28 *73.7%*	22 *73.3%*	35 *72.9%*	48 *68.6%*	50 *83.3%* e	80 *72.1%*	18 *85.7%* **	2 *66.7%* **	76 *76.8%*	18 *66.7%* **	5 *62.5%* **	15 *65.2%* **	82 *76.6%*	3 *75.0%* **	87 *78.4%*	32 *86.5%* R	63 *67.7%*	4 *66.7%* **	27 *90.0%*	61 *81.3%* V	39 *63.9%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2017

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q6. (GCQ) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?																								
Total Eligible	**100** ***100.0%***	**12** ***100.0%***	**28** ***100.0%***	**22** ***100.0%***	**35** ***100.0%***	**48** ***100.0%***	**50** ***100.0%***	**80** ***100.0%***	**18** ***100.0%***	**2** ***100.0%***	**76** ***100.0%***	**18** ***100.0%***	**5** ***100.0%***	**15** ***100.0%***	**82** ***100.0%***	**3** ***100.0%***	**87** ***100.0%***	**32** ***100.0%***	**63** ***100.0%***	**4** ***100.0%***	**27** ***100.0%***	**61** ***100.0%***	**39** ***100.0%***	**-** **-**
Total Valid Responses	**97** ***100.0%***	**11** ***100.0%***	**27** ***100.0%***	**22** ***100.0%***	**34** ***100.0%***	**46** ***100.0%***	**49** ***100.0%***	**77** ***100.0%***	**18** ***100.0%***	**2** ***100.0%***	**73** ***100.0%***	**18** ***100.0%***	**5** ***100.0%***	**15** ***100.0%***	**80** ***100.0%***	**3** ***100.0%***	**85** ***100.0%***	**32** ***100.0%***	**60** ***100.0%***	**4** ***100.0%***	**27** ***100.0%***	**58** ***100.0%***	**39** ***100.0%***	**-** **-**
No Answer	**3**	1	1	-	1	2	1	3	-	-	3	-	-	-	2	-	2	-	3	-	-	3	-	-
Always	**72** ***74.2%***	8 *72.7%* **	23 *85.2%* **	13 *59.1%* **	26 *76.5%*	35 *76.1%*	36 *73.5%*	64 *83.1%*	7 *38.9%* **	1 *50.0%* **	57 *78.1%*	11 *61.1%* **	3 *60.0%* **	9 *60.0%* **	61 *76.3%*	1 *33.3%* **	67 *78.8%*	24 *75.0%*	45 *75.0%*	2 *50.0%* **	21 *77.8%* **	43 *74.1%*	29 *74.4%*	- -
Usually	**17** ***17.5%***	3 *27.3%* **	2 *7.4%* **	6 *27.3%* **	6 *17.6%*	7 *15.2%*	10 *20.4%*	9 *11.7%*	8 *44.4%* **	- - **	12 *16.4%*	3 *16.7%* **	2 *40.0%* **	4 *26.7%* **	13 *16.3%*	1 *33.3%* **	13 *15.3%*	4 *12.5%*	12 *20.0%*	- - **	4 *14.8%* **	13 *22.4%*	4 *10.3%*	- -
Sometimes	**7** ***7.2%***	- - **	2 *7.4%* **	3 *13.6%* **	1 *2.9%*	4 *8.7%*	2 *4.1%*	4 *5.2%*	3 *16.7%* **	- - **	4 *5.5%*	3 *16.7%* **	- - **	2 *13.3%* **	5 *6.3%*	1 *33.3%* **	4 *4.7%*	4 *12.5%*	3 *5.0%*	2 *50.0%* **	2 *7.4%* **	2 *3.4%*	5 *12.8%* u	- -
Never	**1** ***1.0%***	- - **	- - **	- - **	1 *2.9%*	- -	1 *2.0%*	- -	- - **	1 *50.0%* **	- -	1 *5.6%* **	- - **	- - **	1 *1.3%*	- - **	1 *1.2%*	- -	- -	- - **	- - **	- -	1 *2.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**89** ***91.8%***	11 *100.0%* **	25 *92.6%* **	19 *86.4%* **	32 *94.1%*	42 *91.3%*	46 *93.9%*	73 *94.8%*	15 *83.3%* **	1 *50.0%* **	69 *94.5%*	14 *77.8%* **	5 *100.0%* **	13 *86.7%* **	74 *92.5%*	2 *66.7%* **	80 *94.1%*	28 *87.5%*	57 *95.0%*	2 *50.0%* **	25 *92.6%* **	56 *96.6%* V	33 *84.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**72** ***74.2%***	8 *72.7%* **	23 *85.2%* **	13 *59.1%* **	26 *76.5%*	35 *76.1%*	36 *73.5%*	64 *83.1%*	7 *38.9%* **	1 *50.0%* **	57 *78.1%*	11 *61.1%* **	3 *60.0%* **	9 *60.0%* **	61 *76.3%*	1 *33.3%* **	67 *78.8%*	24 *75.0%*	45 *75.0%*	2 *50.0%* **	21 *77.8%* **	43 *74.1%*	29 *74.4%*	- -
3-Point Score	**2.66**	2.73	2.78	2.45	2.71	2.67	2.67	2.78	2.22	2.00	2.73	2.39	2.60	2.47	2.69	2.00	2.73	2.63	2.70	2.00	2.70	2.71	2.59	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 6
Level: Top

GENERAL POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?																								
Total Eligible	**138** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**113** *100.0%*	**21** *100.0%*	**3** *100.0%*	**100** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**108** *100.0%*	**5** *100.0%*	**111** *100.0%*	**37** *100.0%*	**95** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**62** *100.0%*	- -
Total Valid Responses	**136** *100.0%*	**13** *100.0%*	**38** *100.0%*	**29** *100.0%*	**50** *100.0%*	**70** *100.0%*	**60** *100.0%*	**111** *100.0%*	**21** *100.0%*	**3** *100.0%*	**98** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**106** *100.0%*	**5** *100.0%*	**109** *100.0%*	**36** *100.0%*	**94** *100.0%*	**5** *100.0%*	**30** *100.0%*	**75** *100.0%*	**61** *100.0%*	- -
No Answer	**2**	1	-	1	-	1	1	2	-	-	2	-	-	-	2	-	2	1	1	1	-	1	1	-
None	**37** *27.2%*	3 *23.1%* **	8 *21.1%*	5 *17.2%* **	18 *36.0%*	24 *34.3%* F	9 *15.0%*	31 *27.9%*	4 *19.0%* **	1 *33.3%* **	25 *25.5%*	8 *28.6%* **	2 *25.0%* **	10 *41.7%* **	25 *23.6%*	1 *20.0%* **	26 *23.9%*	6 *16.7%*	28 *29.8%*	2 *40.0%* **	3 *10.0%*	17 *22.7%*	20 *32.8%*	- -
1 time	**35** *25.7%*	- - **	14 *36.8%*	7 *24.1%* **	14 *28.0%*	18 *25.7%*	17 *28.3%*	29 *26.1%*	5 *23.8%* **	1 *33.3%* **	25 *25.5%*	9 *32.1%* **	1 *12.5%* **	1 *4.2%* **	33 *31.1%*	- - **	27 *24.8%*	11 *30.6%*	23 *24.5%*	2 *40.0%* **	9 *30.0%*	20 *26.7%*	15 *24.6%*	- -
2	**27** *19.9%*	4 *30.8%* **	8 *21.1%*	5 *17.2%* **	10 *20.0%*	13 *18.6%*	14 *23.3%*	22 *19.8%*	4 *19.0%* **	1 *33.3%* **	21 *21.4%*	3 *10.7%* **	3 *37.5%* **	4 *16.7%* **	22 *20.8%*	- - **	24 *22.0%*	5 *13.9%*	21 *22.3%*	- - **	5 *16.7%*	16 *21.3%*	11 *18.0%*	- -
3	**20** *14.7%*	5 *38.5%* **	1 *2.6%*	9 *31.0%* **	3 *6.0%*	9 *12.9%*	10 *16.7%*	15 *13.5%*	5 *23.8%* **	- - **	12 *12.2%*	7 *25.0%* **	1 *12.5%* **	3 *12.5%* **	15 *14.2%*	1 *20.0%* **	18 *16.5%*	7 *19.4%*	13 *13.8%*	- - **	7 *23.3%*	11 *14.7%*	9 *14.8%*	- -
4	**9** *6.6%*	1 *7.7%* **	3 *7.9%*	2 *6.9%* **	3 *6.0%*	4 *5.7%*	5 *8.3%*	9 *8.1%*	- - **	- - **	8 *8.2%*	1 *3.6%* **	- - **	3 *12.5%* **	6 *5.7%*	2 *40.0%* **	7 *6.4%*	3 *8.3%*	5 *5.3%*	- - **	3 *10.0%*	5 *6.7%*	4 *6.6%*	- -
5 to 9	**7** *5.1%*	- - **	4 *10.5%*	1 *3.4%* **	2 *4.0%*	2 *2.9%*	5 *8.3%*	4 *3.6%*	3 *14.3%* **	- - **	6 *6.1%*	- - **	1 *12.5%* **	3 *12.5%* **	4 *3.8%*	1 *20.0%* **	6 *5.5%*	3 *8.3%*	4 *4.3%*	1 *20.0%* **	2 *6.7%*	5 *6.7%*	2 *3.3%*	- -
10 or more times	**1** *0.7%*	- - **	- -	- - **	- -	- -	- -	1 *0.9%*	- - **	- - **	1 *1.0%*	- - **	- - **	- - **	1 *0.9%*	- - **	1 *0.9%*	1 *2.8%*	- -	- - **	1 *3.3%*	1 *1.3%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**99** *72.8%*	10 *76.9%* **	30 *78.9%*	24 *82.8%* **	32 *64.0%*	46 *65.7%*	51 *85.0%* E	80 *72.1%*	17 *81.0%* **	2 *66.7%* **	73 *74.5%*	20 *71.4%* **	6 *75.0%* **	14 *58.3%* **	81 *76.4%*	4 *80.0%* **	83 *76.1%*	30 *83.3%*	66 *70.2%*	3 *60.0%* **	27 *90.0%*	58 *77.3%*	41 *67.2%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 7
Level: Top

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q8. (HPE) In the last 6 months, did you and your childs doctor or other health provider talk about specific things you could do to prevent illness in your child?																								
Total Eligible	**99** ***100.0%***	**10** ***100.0%***	**30** ***100.0%***	**24** ***100.0%***	**32** ***100.0%***	**46** ***100.0%***	**51** ***100.0%***	**80** ***100.0%***	**17** ***100.0%***	**2** ***100.0%***	**73** ***100.0%***	**20** ***100.0%***	**6** ***100.0%***	**14** ***100.0%***	**81** ***100.0%***	**4** ***100.0%***	**83** ***100.0%***	**30** ***100.0%***	**66** ***100.0%***	**3** ***100.0%***	**27** ***100.0%***	**58** ***100.0%***	**41** ***100.0%***	**-** **-**
Total Valid Responses	**97** ***100.0%***	**10** ***100.0%***	**30** ***100.0%***	**24** ***100.0%***	**30** ***100.0%***	**45** ***100.0%***	**50** ***100.0%***	**78** ***100.0%***	**17** ***100.0%***	**2** ***100.0%***	**72** ***100.0%***	**19** ***100.0%***	**6** ***100.0%***	**13** ***100.0%***	**80** ***100.0%***	**3** ***100.0%***	**83** ***100.0%***	**30** ***100.0%***	**64** ***100.0%***	**3** ***100.0%***	**27** ***100.0%***	**57** ***100.0%***	**40** ***100.0%***	**-** **-**
No Answer	**2**	-	-	-	2	1	1	2	-	-	1	1	-	1	1	1	-	-	2	-	-	1	1	-
Yes	**60** ***61.9%***	8 *80.0%* **	18 *60.0%*	16 *66.7%* **	15 *50.0%*	27 *60.0%*	31 *62.0%*	49 *62.8%*	10 *58.8%* **	1 *50.0%* **	46 *63.9%*	12 *63.2%* **	2 *33.3%* **	9 *69.2%* **	49 *61.3%*	2 *66.7%* **	55 *66.3%*	22 *73.3%*	36 *56.3%*	1 *33.3%* **	21 *77.8%* **	38 *66.7%*	22 *55.0%*	- -
No	**37** ***38.1%***	2 *20.0%* **	12 *40.0%*	8 *33.3%* **	15 *50.0%*	18 *40.0%*	19 *38.0%*	29 *37.2%*	7 *41.2%* **	1 *50.0%* **	26 *36.1%*	7 *36.8%* **	4 *66.7%* **	4 *30.8%* **	31 *38.8%*	1 *33.3%* **	28 *33.7%*	8 *26.7%*	28 *43.8%*	2 *66.7%* **	6 *22.2%* **	19 *33.3%*	18 *45.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**60** ***61.9%***	8 *80.0%* **	18 *60.0%*	16 *66.7%* **	15 *50.0%*	27 *60.0%*	31 *62.0%*	49 *62.8%*	10 *58.8%* **	1 *50.0%* **	46 *63.9%*	12 *63.2%* **	2 *33.3%* **	9 *69.2%* **	49 *61.3%*	2 *66.7%* **	55 *66.3%*	22 *73.3%*	36 *56.3%*	1 *33.3%* **	21 *77.8%* **	38 *66.7%*	22 *55.0%*	- -
3-Point Score	**2.24**	2.60	2.20	2.33	2.00	2.20	2.24	2.26	2.18	2.00	2.28	2.26	1.67	2.38	2.23	2.33	2.33	2.47	2.13	1.67	2.56	2.33	2.10	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2017

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your childs doctors or other health providers?																								
Total Eligible	**99** ***100.0%***	**10** ***100.0%***	**30** ***100.0%***	**24** ***100.0%***	**32** ***100.0%***	**46** ***100.0%***	**51** ***100.0%***	**80** ***100.0%***	**17** ***100.0%***	**2** ***100.0%***	**73** ***100.0%***	**20** ***100.0%***	**6** ***100.0%***	**14** ***100.0%***	**81** ***100.0%***	**4** ***100.0%***	**83** ***100.0%***	**30** ***100.0%***	**66** ***100.0%***	**3** ***100.0%***	**27** ***100.0%***	**58** ***100.0%***	**41** ***100.0%***	**-** **-**
Total Valid Responses	**98** ***100.0%***	**10** ***100.0%***	**30** ***100.0%***	**23** ***100.0%***	**32** ***100.0%***	**46** ***100.0%***	**50** ***100.0%***	**79** ***100.0%***	**17** ***100.0%***	**2** ***100.0%***	**72** ***100.0%***	**20** ***100.0%***	**6** ***100.0%***	**14** ***100.0%***	**80** ***100.0%***	**4** ***100.0%***	**83** ***100.0%***	**30** ***100.0%***	**65** ***100.0%***	**3** ***100.0%***	**27** ***100.0%***	**58** ***100.0%***	**40** ***100.0%***	**-** **-**
No Answer	**1**	-	-	1	-	-	1	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-
Always	**66** ***67.3%***	7 *70.0%* **	21 *70.0%*	15 *65.2%* **	20 *62.5%*	31 *67.4%*	33 *66.0%*	56 *70.9%*	8 *47.1%* **	2 *100.0%* **	50 *69.4%*	13 *65.0%* **	3 *50.0%* **	8 *57.1%* **	55 *68.8%*	1 *25.0%* **	60 *72.3%*	22 *73.3%*	41 *63.1%*	1 *33.3%* **	21 *77.8%* **	42 *72.4%*	24 *60.0%*	- -
Usually	**18** ***18.4%***	2 *20.0%* **	3 *10.0%*	5 *21.7%* **	8 *25.0%*	7 *15.2%*	11 *22.0%*	12 *15.2%*	6 *35.3%* **	- - **	11 *15.3%*	5 *25.0%* **	2 *33.3%* **	4 *28.6%* **	13 *16.3%*	2 *50.0%* **	14 *16.9%*	5 *16.7%*	13 *20.0%*	- - **	5 *18.5%* **	12 *20.7%*	6 *15.0%*	- -
Sometimes	**9** ***9.2%***	1 *10.0%* **	3 *10.0%*	3 *13.0%* **	2 *6.3%*	4 *8.7%*	5 *10.0%*	6 *7.6%*	3 *17.6%* **	- - **	7 *9.7%*	1 *5.0%* **	1 *16.7%* **	2 *14.3%* **	7 *8.8%*	1 *25.0%* **	6 *7.2%*	3 *10.0%*	6 *9.2%*	2 *66.7%* **	1 *3.7%* **	3 *5.2%*	6 *15.0%*	- -
Never	**5** ***5.1%***	- - **	3 *10.0%*	- - **	2 *6.3%*	4 *8.7%*	1 *2.0%*	5 *6.3%*	- - **	- - **	4 *5.6%*	1 *5.0%* **	- - **	- - **	5 *6.3%*	- - **	3 *3.6%*	- -	5 *7.7%*	- - **	- - **	1 *1.7%*	4 *10.0%* u	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**84** ***85.7%***	9 *90.0%* **	24 *80.0%*	20 *87.0%* **	28 *87.5%*	38 *82.6%*	44 *88.0%*	68 *86.1%*	14 *82.4%* **	2 *100.0%* **	61 *84.7%*	18 *90.0%* **	5 *83.3%* **	12 *85.7%* **	68 *85.0%*	3 *75.0%* **	74 *89.2%*	27 *90.0%*	54 *83.1%*	1 *33.3%* **	26 *96.3%* **	54 *93.1%* V	30 *75.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**66** ***67.3%***	7 *70.0%* **	21 *70.0%*	15 *65.2%* **	20 *62.5%*	31 *67.4%*	33 *66.0%*	56 *70.9%*	8 *47.1%* **	2 *100.0%* **	50 *69.4%*	13 *65.0%* **	3 *50.0%* **	8 *57.1%* **	55 *68.8%*	1 *25.0%* **	60 *72.3%*	22 *73.3%*	41 *63.1%*	1 *33.3%* **	21 *77.8%* **	42 *72.4%*	24 *60.0%*	- -
3-Point Score	**2.53**	2.60	2.50	2.52	2.50	2.50	2.54	2.57	2.29	3.00	2.54	2.55	2.33	2.43	2.54	2.00	2.61	2.63	2.46	1.67	2.74	2.66	2.35	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q10. In the last 6 months, did you and your childs doctor or other health provider talk about starting or stopping a prescription medicine for your child?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 9
Level: Top

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q10. In the last 6 months, did you and your childs doctor or other health provider talk about starting or stopping a prescription medicine for your child?																								
Total Eligible	**99** ***100.0%***	**10** ***100.0%***	**30** ***100.0%***	**24** ***100.0%***	**32** ***100.0%***	**46** ***100.0%***	**51** ***100.0%***	**80** ***100.0%***	**17** ***100.0%***	**2** ***100.0%***	**73** ***100.0%***	**20** ***100.0%***	**6** ***100.0%***	**14** ***100.0%***	**81** ***100.0%***	**4** ***100.0%***	**83** ***100.0%***	**30** ***100.0%***	**66** ***100.0%***	**3** ***100.0%***	**27** ***100.0%***	**58** ***100.0%***	**41** ***100.0%***	**-** **-**
Total Valid Responses	**99** ***100.0%***	**10** ***100.0%***	**30** ***100.0%***	**24** ***100.0%***	**32** ***100.0%***	**46** ***100.0%***	**51** ***100.0%***	**80** ***100.0%***	**17** ***100.0%***	**2** ***100.0%***	**73** ***100.0%***	**20** ***100.0%***	**6** ***100.0%***	**14** ***100.0%***	**81** ***100.0%***	**4** ***100.0%***	**83** ***100.0%***	**30** ***100.0%***	**66** ***100.0%***	**3** ***100.0%***	**27** ***100.0%***	**58** ***100.0%***	**41** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**26** ***26.3%***	4 *40.0%* **	7 *23.3%*	5 *20.8%* **	8 *25.0%*	10 *21.7%*	15 *29.4%*	21 *26.3%*	5 *29.4%* **	- - **	18 *24.7%*	5 *25.0%* **	3 *50.0%* **	6 *42.9%* **	19 *23.5%*	2 *50.0%* **	23 *27.7%*	13 *43.3%* R	12 *18.2%*	1 *33.3%* **	12 *44.4%* **	13 *22.4%*	13 *31.7%*	- -
No	**73** ***73.7%***	6 *60.0%* **	23 *76.7%*	19 *79.2%* **	24 *75.0%*	36 *78.3%*	36 *70.6%*	59 *73.8%*	12 *70.6%* **	2 *100.0%* **	55 *75.3%*	15 *75.0%* **	3 *50.0%* **	8 *57.1%* **	62 *76.5%*	2 *50.0%* **	60 *72.3%*	17 *56.7%*	54 *81.8%* Q	2 *66.7%* **	15 *55.6%* **	45 *77.6%*	28 *68.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**26** ***26.3%***	4 *40.0%* **	7 *23.3%*	5 *20.8%* **	8 *25.0%*	10 *21.7%*	15 *29.4%*	21 *26.3%*	5 *29.4%* **	- - **	18 *24.7%*	5 *25.0%* **	3 *50.0%* **	6 *42.9%* **	19 *23.5%*	2 *50.0%* **	23 *27.7%*	13 *43.3%* R	12 *18.2%*	1 *33.3%* **	12 *44.4%* **	13 *22.4%*	13 *31.7%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 10
Level: Top

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?																								
Total Eligible	**26** ***100.0%***	**4** ***100.0%***	**7** ***100.0%***	**5** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**15** ***100.0%***	**21** ***100.0%***	**5** ***100.0%***	**-** **-**	**18** ***100.0%***	**5** ***100.0%***	**3** ***100.0%***	**6** ***100.0%***	**19** ***100.0%***	**2** ***100.0%***	**23** ***100.0%***	**13** ***100.0%***	**12** ***100.0%***	**1** ***100.0%***	**12** ***100.0%***	**13** ***100.0%***	**13** ***100.0%***	**-** **-**
Total Valid Responses	**26** ***100.0%***	**4** ***100.0%***	**7** ***100.0%***	**5** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**15** ***100.0%***	**21** ***100.0%***	**5** ***100.0%***	**-** **-**	**18** ***100.0%***	**5** ***100.0%***	**3** ***100.0%***	**6** ***100.0%***	**19** ***100.0%***	**2** ***100.0%***	**23** ***100.0%***	**13** ***100.0%***	**12** ***100.0%***	**1** ***100.0%***	**12** ***100.0%***	**13** ***100.0%***	**13** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**25** ***96.2%***	4 *100.0%* **	7 *100.0%* **	4 *80.0%* **	8 *100.0%* **	10 *100.0%* **	14 *93.3%* **	20 *95.2%* **	5 *100.0%* **	- -	17 *94.4%* **	5 *100.0%* **	3 *100.0%* **	6 *100.0%* **	18 *94.7%* **	2 *100.0%* **	22 *95.7%* **	12 *92.3%* **	12 *100.0%* **	1 *100.0%* **	11 *91.7%* **	13 *100.0%* **	12 *92.3%* **	- -
No	**1** ***3.8%***	- - **	- - **	1 *20.0%* **	- - **	- - **	1 *6.7%* **	1 *4.8%* **	- - **	- -	1 *5.6%* **	- - **	- - **	- - **	1 *5.3%* **	- - **	1 *4.3%* **	1 *7.7%* **	- - **	- - **	1 *8.3%* **	- - **	1 *7.7%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**25** ***96.2%***	4 *100.0%* **	7 *100.0%* **	4 *80.0%* **	8 *100.0%* **	10 *100.0%* **	14 *93.3%* **	20 *95.2%* **	5 *100.0%* **	- -	17 *94.4%* **	5 *100.0%* **	3 *100.0%* **	6 *100.0%* **	18 *94.7%* **	2 *100.0%* **	22 *95.7%* **	12 *92.3%* **	12 *100.0%* **	1 *100.0%* **	11 *91.7%* **	13 *100.0%* **	12 *92.3%* **	- -
3-Point Score	**2.92**	3.00	3.00	2.60	3.00	3.00	2.87	2.90	3.00	-	2.89	3.00	3.00	3.00	2.89	3.00	2.91	2.85	3.00	3.00	2.83	3.00	2.85	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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GENERAL POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?																								
Total Eligible	**26** *100.0%*	**4** *100.0%*	**7** *100.0%*	**5** *100.0%*	**8** *100.0%*	**10** *100.0%*	**15** *100.0%*	**21** *100.0%*	**5** *100.0%*	**-** -	**18** *100.0%*	**5** *100.0%*	**3** *100.0%*	**6** *100.0%*	**19** *100.0%*	**2** *100.0%*	**23** *100.0%*	**13** *100.0%*	**12** *100.0%*	**1** *100.0%*	**12** *100.0%*	**13** *100.0%*	**13** *100.0%*	**-** -
Total Valid Responses	**26** *100.0%*	**4** *100.0%*	**7** *100.0%*	**5** *100.0%*	**8** *100.0%*	**10** *100.0%*	**15** *100.0%*	**21** *100.0%*	**5** *100.0%*	**-** -	**18** *100.0%*	**5** *100.0%*	**3** *100.0%*	**6** *100.0%*	**19** *100.0%*	**2** *100.0%*	**23** *100.0%*	**13** *100.0%*	**12** *100.0%*	**1** *100.0%*	**12** *100.0%*	**13** *100.0%*	**13** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**18** *69.2%*	4 *100.0%* **	6 *85.7%* **	3 *60.0%* **	3 *37.5%* **	7 *70.0%* **	10 *66.7%* **	16 *76.2%* **	2 *40.0%* **	- -	12 *66.7%* **	3 *60.0%* **	3 *100.0%* **	5 *83.3%* **	12 *63.2%* **	2 *100.0%* **	16 *69.6%* **	10 *76.9%* **	7 *58.3%* **	- - **	10 *83.3%* **	10 *76.9%* **	8 *61.5%* **	- -
No	**8** *30.8%*	- - **	1 *14.3%* **	2 *40.0%* **	5 *62.5%* **	3 *30.0%* **	5 *33.3%* **	5 *23.8%* **	3 *60.0%* **	- -	6 *33.3%* **	2 *40.0%* **	- - **	1 *16.7%* **	7 *36.8%* **	- - **	7 *30.4%* **	3 *23.1%* **	5 *41.7%* **	1 *100.0%* **	2 *16.7%* **	3 *23.1%* **	5 *38.5%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**18** *69.2%*	4 *100.0%* **	6 *85.7%* **	3 *60.0%* **	3 *37.5%* **	7 *70.0%* **	10 *66.7%* **	16 *76.2%* **	2 *40.0%* **	- -	12 *66.7%* **	3 *60.0%* **	3 *100.0%* **	5 *83.3%* **	12 *63.2%* **	2 *100.0%* **	16 *69.6%* **	10 *76.9%* **	7 *58.3%* **	- - **	10 *83.3%* **	10 *76.9%* **	8 *61.5%* **	- -
3-Point Score	**2.38**	3.00	2.71	2.20	1.75	2.40	2.33	2.52	1.80	-	2.33	2.20	3.00	2.67	2.26	3.00	2.39	2.54	2.17	1.00	2.67	2.54	2.23	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

GENERAL POPULATION

Table: 12
Level: Top

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?																								
Total Eligible	**26** ***100.0%***	**4** ***100.0%***	**7** ***100.0%***	**5** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**15** ***100.0%***	**21** ***100.0%***	**5** ***100.0%***	**-** **-**	**18** ***100.0%***	**5** ***100.0%***	**3** ***100.0%***	**6** ***100.0%***	**19** ***100.0%***	**2** ***100.0%***	**23** ***100.0%***	**13** ***100.0%***	**12** ***100.0%***	**1** ***100.0%***	**12** ***100.0%***	**13** ***100.0%***	**13** ***100.0%***	**-** **-**
Total Valid Responses	**25** ***100.0%***	**3** ***100.0%***	**7** ***100.0%***	**5** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**14** ***100.0%***	**20** ***100.0%***	**5** ***100.0%***	**-** **-**	**17** ***100.0%***	**5** ***100.0%***	**3** ***100.0%***	**5** ***100.0%***	**19** ***100.0%***	**2** ***100.0%***	**22** ***100.0%***	**13** ***100.0%***	**12** ***100.0%***	**1** ***100.0%***	**12** ***100.0%***	**13** ***100.0%***	**12** ***100.0%***	**-** **-**
No Answer	**1**	1	-	-	-	-	1	1	-	-	1	-	-	1	-	-	1	-	-	-	-	-	1	-
Yes	**21** ***84.0%***	3 *100.0%* **	7 *100.0%* **	4 *80.0%* **	6 *75.0%* **	9 *90.0%* **	11 *78.6%* **	18 *90.0%* **	3 *60.0%* **	- -	15 *88.2%* **	3 *60.0%* **	3 *100.0%* **	4 *80.0%* **	16 *84.2%* **	1 *50.0%* **	20 *90.9%* **	12 *92.3%* **	9 *75.0%* **	1 *100.0%* **	11 *91.7%* **	13 *100.0%* **	8 *66.7%* **	- -
No	**4** ***16.0%***	- - **	- - **	1 *20.0%* **	2 *25.0%* **	1 *10.0%* **	3 *21.4%* **	2 *10.0%* **	2 *40.0%* **	- -	2 *11.8%* **	2 *40.0%* **	- - **	1 *20.0%* **	3 *15.8%* **	1 *50.0%* **	2 *9.1%* **	1 *7.7%* **	3 *25.0%* **	- - **	1 *8.3%* **	- - **	4 *33.3%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**21** ***84.0%***	3 *100.0%* **	7 *100.0%* **	4 *80.0%* **	6 *75.0%* **	9 *90.0%* **	11 *78.6%* **	18 *90.0%* **	3 *60.0%* **	- -	15 *88.2%* **	3 *60.0%* **	3 *100.0%* **	4 *80.0%* **	16 *84.2%* **	1 *50.0%* **	20 *90.9%* **	12 *92.3%* **	9 *75.0%* **	1 *100.0%* **	11 *91.7%* **	13 *100.0%* **	8 *66.7%* **	- -
3-Point Score	**2.68**	3.00	3.00	2.60	2.50	2.80	2.57	2.80	2.20	-	2.76	2.20	3.00	2.60	2.68	2.00	2.82	2.85	2.50	3.00	2.83	3.00	2.33	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q14. 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 childs health care in the last 6 months?																								
Total Eligible	**99** ***100.0%***	**10** ***100.0%***	**30** ***100.0%***	**24** ***100.0%***	**32** ***100.0%***	**46** ***100.0%***	**51** ***100.0%***	**80** ***100.0%***	**17** ***100.0%***	**2** ***100.0%***	**73** ***100.0%***	**20** ***100.0%***	**6** ***100.0%***	**14** ***100.0%***	**81** ***100.0%***	**4** ***100.0%***	**83** ***100.0%***	**30** ***100.0%***	**66** ***100.0%***	**3** ***100.0%***	**27** ***100.0%***	**58** ***100.0%***	**41** ***100.0%***	**-** **-**
Total Valid Responses	**99** ***100.0%***	**10** ***100.0%***	**30** ***100.0%***	**24** ***100.0%***	**32** ***100.0%***	**46** ***100.0%***	**51** ***100.0%***	**80** ***100.0%***	**17** ***100.0%***	**2** ***100.0%***	**73** ***100.0%***	**20** ***100.0%***	**6** ***100.0%***	**14** ***100.0%***	**81** ***100.0%***	**4** ***100.0%***	**83** ***100.0%***	**30** ***100.0%***	**66** ***100.0%***	**3** ***100.0%***	**27** ***100.0%***	**58** ***100.0%***	**41** ***100.0%***	**-** **-**
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best health care possible	**56** ***56.6%***	5 *50.0%* **	16 *53.3%*	13 *54.2%* **	19 *59.4%*	26 *56.5%*	28 *54.9%*	48 *60.0%*	6 *35.3%* **	2 *100.0%* **	43 *58.9%*	10 *50.0%* **	3 *50.0%* **	4 *28.6%* **	50 *61.7%*	- - **	51 *61.4%*	18 *60.0%*	35 *53.0%*	1 *33.3%* **	17 *63.0%* **	32 *55.2%*	24 *58.5%*	- -
9	**23** ***23.2%***	3 *30.0%* **	7 *23.3%*	7 *29.2%* **	6 *18.8%*	12 *26.1%*	11 *21.6%*	17 *21.3%*	6 *35.3%* **	- - **	19 *26.0%*	3 *15.0%* **	1 *16.7%* **	3 *21.4%* **	19 *23.5%*	- - **	20 *24.1%*	7 *23.3%*	16 *24.2%*	2 *66.7%* **	5 *18.5%* **	17 *29.3%* v	6 *14.6%*	- -
8	**14** ***14.1%***	1 *10.0%* **	7 *23.3%*	1 *4.2%* **	5 *15.6%*	7 *15.2%*	7 *13.7%*	12 *15.0%*	2 *11.8%* **	- - **	7 *9.6%*	5 *25.0%* **	2 *33.3%* **	3 *21.4%* **	11 *13.6%*	- - **	11 *13.3%*	4 *13.3%*	10 *15.2%*	- - **	4 *14.8%* **	7 *12.1%*	7 *17.1%*	- -
7	**3** ***3.0%***	- - **	-	1 *4.2%* **	2 *6.3%*	- -	3 *5.9%* e	2 *2.5%*	1 *5.9%* **	- - **	2 *2.7%*	1 *5.0%* **	- - **	2 *14.3%* **	-	2 *50.0%* **	-	-	3 *4.5%*	- - **	- - **	1 *1.7%*	2 *4.9%*	- -
6	**3** ***3.0%***	1 *10.0%* **	-	2 *8.3%* **	-	1 *2.2%*	2 *3.9%*	1 *1.3%*	2 *11.8%* **	- - **	2 *2.7%*	1 *5.0%* **	- - **	2 *14.3%* **	1 *1.2%*	2 *50.0%* **	1 *1.2%*	1 *3.3%*	2 *3.0%*	- - **	1 *3.7%* **	1 *1.7%*	2 *4.9%*	- -
5	- -	- - **	-	- - **	-	-	-	-	- - **	- - **	-	- - **	- - **	- - **	-	- - **	-	-	-	- - **	- - **	-	-	- -
4	- -	- - **	-	- - **	-	-	-	-	- - **	- - **	-	- - **	- - **	- - **	-	- - **	-	-	-	- - **	- - **	-	-	- -
3	- -	- - **	-	- - **	-	-	-	-	- - **	- - **	-	- - **	- - **	- - **	-	- - **	-	-	-	- - **	- - **	-	-	- -
2	- -	- - **	-	- - **	-	-	-	-	- - **	- - **	-	- - **	- - **	- - **	-	- - **	-	-	-	- - **	- - **	-	-	- -
1	- -	- - **	-	- - **	-	-	-	-	- - **	- - **	-	- - **	- - **	- - **	-	- - **	-	-	-	- - **	- - **	-	-	- -
0 - Worst health care possible	- -	- - **	-	- - **	-	-	-	-	- - **	- - **	-	- - **	- - **	- - **	-	- - **	-	-	-	- - **	- - **	-	-	- -
SUMMARY - 0-3	- -	- - **	-	- - **	-	-	-	-	- - **	- - **	-	- - **	- - **	- - **	-	- - **	-	-	-	- - **	- - **	-	-	- -
SUMMARY - 4-7	**6** ***6.1%***	1 *10.0%* **	-	3 *12.5%* **	2 *6.3%*	1 *2.2%*	5 *9.8%*	3 *3.8%*	3 *17.6%* **	- - **	4 *5.5%*	2 *10.0%* **	- - **	4 *28.6%* **	1 *1.2%*	4 *100.0%* **	1 *1.2%*	1 *3.3%*	5 *7.6%*	- - **	1 *3.7%* **	2 *3.4%*	4 *9.8%*	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**93** ***93.9%***	9 *90.0%* **	30 *100.0%*	21 *87.5%* **	30 *93.8%*	45 *97.8%*	46 *90.2%*	77 *96.3%*	14 *82.4%* **	2 *100.0%* **	69 *94.5%*	18 *90.0%* **	6 *100.0%* **	10 *71.4%* **	80 *98.8%*	- - **	82 *98.8%*	29 *96.7%*	61 *92.4%*	3 *100.0%* **	26 *96.3%* **	56 *96.6%*	37 *90.2%*	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**79** ***79.8%***	8 *80.0%* **	23 *76.7%*	20 *83.3%* **	25 *78.1%*	38 *82.6%*	39 *76.5%*	65 *81.3%*	12 *70.6%* **	2 *100.0%* **	62 *84.9%*	13 *65.0%* **	4 *66.7%* **	7 *50.0%* **	69 *85.2%*	- - **	71 *85.5%*	25 *83.3%*	51 *77.3%*	3 *100.0%* **	22 *81.5%* **	49 *84.5%*	30 *73.2%*	- -
3-Point Score	**2.77**	2.70	2.77	2.75	2.78	2.80	2.73	2.80	2.59	3.00	2.82	2.60	2.67	2.36	2.84	1.50	2.84	2.80	2.74	3.00	2.78	2.83	2.68	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?																								
Total Eligible	**99** ***100.0%***	**10** ***100.0%***	**30** ***100.0%***	**24** ***100.0%***	**32** ***100.0%***	**46** ***100.0%***	**51** ***100.0%***	**80** ***100.0%***	**17** ***100.0%***	**2** ***100.0%***	**73** ***100.0%***	**20** ***100.0%***	**6** ***100.0%***	**14** ***100.0%***	**81** ***100.0%***	**4** ***100.0%***	**83** ***100.0%***	**30** ***100.0%***	**66** ***100.0%***	**3** ***100.0%***	**27** ***100.0%***	**58** ***100.0%***	**41** ***100.0%***	**-** **-**
Total Valid Responses	**99** ***100.0%***	**10** ***100.0%***	**30** ***100.0%***	**24** ***100.0%***	**32** ***100.0%***	**46** ***100.0%***	**51** ***100.0%***	**80** ***100.0%***	**17** ***100.0%***	**2** ***100.0%***	**73** ***100.0%***	**20** ***100.0%***	**6** ***100.0%***	**14** ***100.0%***	**81** ***100.0%***	**4** ***100.0%***	**83** ***100.0%***	**30** ***100.0%***	**66** ***100.0%***	**3** ***100.0%***	**27** ***100.0%***	**58** ***100.0%***	**41** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**74** ***74.7%***	6 *60.0%* **	22 *73.3%*	15 *62.5%* **	28 *87.5%*	35 *76.1%*	37 *72.5%*	64 *80.0%*	8 *47.1%* **	2 *100.0%* **	60 *82.2%*	12 *60.0%* **	2 *33.3%* **	5 *35.7%* **	65 *80.2%*	2 *50.0%* **	64 *77.1%*	21 *70.0%*	51 *77.3%*	1 *33.3%* **	20 *74.1%* **	43 *74.1%*	31 *75.6%*	- -
Usually	**18** ***18.2%***	4 *40.0%* **	6 *20.0%*	6 *25.0%* **	2 *6.3%*	7 *15.2%*	11 *21.6%*	13 *16.3%*	5 *29.4%* **	- - **	9 *12.3%*	5 *25.0%* **	4 *66.7%* **	7 *50.0%* **	11 *13.6%*	1 *25.0%* **	15 *18.1%*	5 *16.7%*	12 *18.2%*	- - **	5 *18.5%* **	13 *22.4%*	5 *12.2%*	- -
Sometimes	**6** ***6.1%***	- - **	1 *3.3%*	3 *12.5%* **	2 *6.3%*	4 *8.7%*	2 *3.9%*	2 *2.5%*	4 *23.5%* **	- - **	3 *4.1%*	3 *15.0%* **	- - **	2 *14.3%* **	4 *4.9%*	1 *25.0%* **	3 *3.6%*	4 *13.3%* r	2 *3.0%*	2 *66.7%* **	2 *7.4%* **	1 *1.7%*	5 *12.2%* U	- -
Never	**1** ***1.0%***	- - **	1 *3.3%*	- - **	- -	- -	1 *2.0%*	1 *1.3%*	- - **	- - **	1 *1.4%*	- - **	- - **	- - **	1 *1.2%*	- - **	1 *1.2%*	- -	1 *1.5%*	- - **	- - **	1 *1.7%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**92** ***92.9%***	10 *100.0%* **	28 *93.3%*	21 *87.5%* **	30 *93.8%*	42 *91.3%*	48 *94.1%*	77 *96.3%*	13 *76.5%* **	2 *100.0%* **	69 *94.5%*	17 *85.0%* **	6 *100.0%* **	12 *85.7%* **	76 *93.8%*	3 *75.0%* **	79 *95.2%*	26 *86.7%*	63 *95.5%*	1 *33.3%* **	25 *92.6%* **	56 *96.6%* v	36 *87.8%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**74** ***74.7%***	6 *60.0%* **	22 *73.3%*	15 *62.5%* **	28 *87.5%*	35 *76.1%*	37 *72.5%*	64 *80.0%*	8 *47.1%* **	2 *100.0%* **	60 *82.2%*	12 *60.0%* **	2 *33.3%* **	5 *35.7%* **	65 *80.2%*	2 *50.0%* **	64 *77.1%*	21 *70.0%*	51 *77.3%*	1 *33.3%* **	20 *74.1%* **	43 *74.1%*	31 *75.6%*	- -
3-Point Score	**2.68**	2.60	2.67	2.50	2.81	2.67	2.67	2.76	2.24	3.00	2.77	2.45	2.33	2.21	2.74	2.25	2.72	2.57	2.73	1.67	2.67	2.71	2.63	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q16. Is your child now enrolled in any kind of school or daycare?																								
Total Eligible	**138** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**113** *100.0%*	**21** *100.0%*	**3** *100.0%*	**100** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**108** *100.0%*	**5** *100.0%*	**111** *100.0%*	**37** *100.0%*	**95** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**62** *100.0%*	**-** -
Total Valid Responses	**134** *100.0%*	**14** *100.0%*	**38** *100.0%*	**28** *100.0%*	**48** *100.0%*	**68** *100.0%*	**60** *100.0%*	**111** *100.0%*	**19** *100.0%*	**3** *100.0%*	**98** *100.0%*	**26** *100.0%*	**8** *100.0%*	**21** *100.0%*	**107** *100.0%*	**5** *100.0%*	**107** *100.0%*	**37** *100.0%*	**91** *100.0%*	**6** *100.0%*	**30** *100.0%*	**74** *100.0%*	**60** *100.0%*	**-** -
No Answer	**4**	-	-	2	2	3	1	2	2	-	2	2	-	3	1	-	4	-	4	-	-	2	2	-
Yes	**96** *71.6%*	10 *71.4%* **	29 *76.3%*	22 *78.6%* **	31 *64.6%*	43 *63.2%*	48 *80.0%* E	81 *73.0%*	12 *63.2%* **	2 *66.7%* **	69 *70.4%*	19 *73.1%* **	6 *75.0%* **	15 *71.4%* **	76 *71.0%*	5 *100.0%* **	74 *69.2%*	28 *75.7%*	64 *70.3%*	3 *50.0%* **	25 *83.3%*	49 *66.2%*	47 *78.3%*	- -
No	**38** *28.4%*	4 *28.6%* **	9 *23.7%*	6 *21.4%* **	17 *35.4%*	25 *36.8%* F	12 *20.0%*	30 *27.0%*	7 *36.8%* **	1 *33.3%* **	29 *29.6%*	7 *26.9%* **	2 *25.0%* **	6 *28.6%* **	31 *29.0%*	- - **	33 *30.8%*	9 *24.3%*	27 *29.7%*	3 *50.0%* **	5 *16.7%*	25 *33.8%*	13 *21.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**96** *71.6%*	10 *71.4%* **	29 *76.3%*	22 *78.6%* **	31 *64.6%*	43 *63.2%*	48 *80.0%* E	81 *73.0%*	12 *63.2%* **	2 *66.7%* **	69 *70.4%*	19 *73.1%* **	6 *75.0%* **	15 *71.4%* **	76 *71.0%*	5 *100.0%* **	74 *69.2%*	28 *75.7%*	64 *70.3%*	3 *50.0%* **	25 *83.3%*	49 *66.2%*	47 *78.3%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q17. In the last 6 months, did you need your childs doctorsor other health providers to contact a school or daycare center about your childs health or health care?																								
Total Eligible	**96** ***100.0%***	**10** ***100.0%***	**29** ***100.0%***	**22** ***100.0%***	**31** ***100.0%***	**43** ***100.0%***	**48** ***100.0%***	**81** ***100.0%***	**12** ***100.0%***	**2** ***100.0%***	**69** ***100.0%***	**19** ***100.0%***	**6** ***100.0%***	**15** ***100.0%***	**76** ***100.0%***	**5** ***100.0%***	**74** ***100.0%***	**28** ***100.0%***	**64** ***100.0%***	**3** ***100.0%***	**25** ***100.0%***	**49** ***100.0%***	**47** ***100.0%***	**-** **-**
Total Valid Responses	**94** ***100.0%***	**10** ***100.0%***	**28** ***100.0%***	**22** ***100.0%***	**30** ***100.0%***	**43** ***100.0%***	**46** ***100.0%***	**79** ***100.0%***	**12** ***100.0%***	**2** ***100.0%***	**67** ***100.0%***	**19** ***100.0%***	**6** ***100.0%***	**15** ***100.0%***	**74** ***100.0%***	**5** ***100.0%***	**73** ***100.0%***	**28** ***100.0%***	**62** ***100.0%***	**3** ***100.0%***	**25** ***100.0%***	**48** ***100.0%***	**46** ***100.0%***	**-** **-**
No Answer	**2**	-	1	-	1	-	2	2	-	-	2	-	-	-	2	-	1	-	2	-	-	1	1	-
Yes	**13** ***13.8%***	1 *10.0%* **	- - **	4 *18.2%* **	7 *23.3%*	8 *18.6%*	4 *8.7%*	9 *11.4%*	4 *33.3%* **	- - **	8 *11.9%*	5 *26.3%* **	- - **	1 *6.7%* **	11 *14.9%*	1 *20.0%* **	10 *13.7%*	3 *10.7%* **	10 *16.1%*	1 *33.3%* **	2 *8.0%* **	3 *6.3%*	10 *21.7%* U	- -
No	**81** ***86.2%***	9 *90.0%* **	28 *100.0%* **	18 *81.8%* **	23 *76.7%*	35 *81.4%*	42 *91.3%*	70 *88.6%*	8 *66.7%* **	2 *100.0%* **	59 *88.1%*	14 *73.7%* **	6 *100.0%* **	14 *93.3%* **	63 *85.1%*	4 *80.0%* **	63 *86.3%*	25 *89.3%* **	52 *83.9%*	2 *66.7%* **	23 *92.0%* **	45 *93.8%* V	36 *78.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**13** ***13.8%***	1 *10.0%* **	- - **	4 *18.2%* **	7 *23.3%*	8 *18.6%*	4 *8.7%*	9 *11.4%*	4 *33.3%* **	- - **	8 *11.9%*	5 *26.3%* **	- - **	1 *6.7%* **	11 *14.9%*	1 *20.0%* **	10 *13.7%*	3 *10.7%* **	10 *16.1%*	1 *33.3%* **	2 *8.0%* **	3 *6.3%*	10 *21.7%* U	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q18. (CC-CCC) In the last 6 months, did you get the help you needed from your childs doctors or other health providers in contacting your childs school or daycare?

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Table: 17
Level: Top

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q18. (CC-CCC) In the last 6 months, did you get the help you needed from your childs doctors or other health providers in contacting your childs school or daycare?																								
Total Eligible	**13** *100.0%*	**1** *100.0%*	**-** **-**	**4** *100.0%*	**7** *100.0%*	**8** *100.0%*	**4** *100.0%*	**9** *100.0%*	**4** *100.0%*	**-** **-**	**8** *100.0%*	**5** *100.0%*	**-** **-**	**1** *100.0%*	**11** *100.0%*	**1** *100.0%*	**10** *100.0%*	**3** *100.0%*	**10** *100.0%*	**1** *100.0%*	**2** *100.0%*	**3** *100.0%*	**10** *100.0%*	**-** **-**
Total Valid Responses	**13** *100.0%*	**1** *100.0%*	**-** **-**	**4** *100.0%*	**7** *100.0%*	**8** *100.0%*	**4** *100.0%*	**9** *100.0%*	**4** *100.0%*	**-** **-**	**8** *100.0%*	**5** *100.0%*	**-** **-**	**1** *100.0%*	**11** *100.0%*	**1** *100.0%*	**10** *100.0%*	**3** *100.0%*	**10** *100.0%*	**1** *100.0%*	**2** *100.0%*	**3** *100.0%*	**10** *100.0%*	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**11** *84.6%*	1 *100.0%* **	- -	4 *100.0%* **	5 *71.4%* **	6 *75.0%* **	4 *100.0%* **	7 *77.8%* **	4 *100.0%* **	- -	7 *87.5%* **	4 *80.0%* **	- -	1 *100.0%* **	9 *81.8%* **	1 *100.0%* **	8 *80.0%* **	3 *100.0%* **	8 *80.0%* **	1 *100.0%* **	2 *100.0%* **	3 *100.0%* **	8 *80.0%* **	- -
No	**2** *15.4%*	- - **	- -	- - **	2 *28.6%* **	2 *25.0%* **	- - **	2 *22.2%* **	- - **	- -	1 *12.5%* **	1 *20.0%* **	- -	- - **	2 *18.2%* **	- - **	2 *20.0%* **	- - **	2 *20.0%* **	- - **	- - **	- - **	2 *20.0%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**11** *84.6%*	1 *100.0%* **	- -	4 *100.0%* **	5 *71.4%* **	6 *75.0%* **	4 *100.0%* **	7 *77.8%* **	4 *100.0%* **	- -	7 *87.5%* **	4 *80.0%* **	- -	1 *100.0%* **	9 *81.8%* **	1 *100.0%* **	8 *80.0%* **	3 *100.0%* **	8 *80.0%* **	1 *100.0%* **	2 *100.0%* **	3 *100.0%* **	8 *80.0%* **	- -
3-Point Score	**2.69**	3.00	-	3.00	2.43	2.50	3.00	2.56	3.00	-	2.75	2.60	-	3.00	2.64	3.00	2.60	3.00	2.60	3.00	3.00	3.00	2.60	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

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GENERAL POPULATION

Table: 18
Level: Top

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?																								
Total Eligible	**138** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**113** *100.0%*	**21** *100.0%*	**3** *100.0%*	**100** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**108** *100.0%*	**5** *100.0%*	**111** *100.0%*	**37** *100.0%*	**95** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**62** *100.0%*	**-** **-**
Total Valid Responses	**137** *100.0%*	**14** *100.0%*	**38** *100.0%*	**29** *100.0%*	**50** *100.0%*	**71** *100.0%*	**60** *100.0%*	**113** *100.0%*	**20** *100.0%*	**3** *100.0%*	**100** *100.0%*	**27** *100.0%*	**8** *100.0%*	**24** *100.0%*	**107** *100.0%*	**5** *100.0%*	**110** *100.0%*	**37** *100.0%*	**94** *100.0%*	**6** *100.0%*	**30** *100.0%*	**75** *100.0%*	**62** *100.0%*	**-** **-**
No Answer	**1**	-	-	1	-	-	1	-	1	-	-	1	-	-	1	-	1	-	1	-	-	1	-	-
Yes	**5** ***3.6%***	2 *14.3%* **	1 *2.6%*	- - **	2 *4.0%*	- -	5 *8.3%* E	4 *3.5%*	1 *5.0%* **	- - **	3 *3.0%*	1 *3.7%* **	1 *12.5%* **	1 *4.2%* **	4 *3.7%*	- - **	5 *4.5%*	2 *5.4%*	3 *3.2%*	- - **	2 *6.7%*	5 *6.7%* V	- -	- -
No	**132** ***96.4%***	12 *85.7%* **	37 *97.4%*	29 *100.0%* **	48 *96.0%*	71 *100.0%* F	55 *91.7%*	109 *96.5%*	19 *95.0%* **	3 *100.0%* **	97 *97.0%*	26 *96.3%* **	7 *87.5%* **	23 *95.8%* **	103 *96.3%*	5 *100.0%* **	105 *95.5%*	35 *94.6%*	91 *96.8%*	6 *100.0%* **	28 *93.3%*	70 *93.3%*	62 *100.0%* U	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**5** ***3.6%***	2 *14.3%* **	1 *2.6%*	- - **	2 *4.0%*	- -	5 *8.3%* E	4 *3.5%*	1 *5.0%* **	- - **	3 *3.0%*	1 *3.7%* **	1 *12.5%* **	1 *4.2%* **	4 *3.7%*	- - **	5 *4.5%*	2 *5.4%*	3 *3.2%*	- - **	2 *6.7%*	5 *6.7%* V	- -	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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GENERAL POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?																								
Total Eligible	**5** ***100.0%***	**2** ***100.0%***	**1** ***100.0%***	**-** **-**	**2** ***100.0%***	**-** **-**	**5** ***100.0%***	**4** ***100.0%***	**1** ***100.0%***	**-** **-**	**3** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**4** ***100.0%***	**-** **-**	**5** ***100.0%***	**2** ***100.0%***	**3** ***100.0%***	**-** **-**	**2** ***100.0%***	**5** ***100.0%***	**-** **-**	**-** **-**
Total Valid Responses	**5** ***100.0%***	**2** ***100.0%***	**1** ***100.0%***	**-** **-**	**2** ***100.0%***	**-** **-**	**5** ***100.0%***	**4** ***100.0%***	**1** ***100.0%***	**-** **-**	**3** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**4** ***100.0%***	**-** **-**	**5** ***100.0%***	**2** ***100.0%***	**3** ***100.0%***	**-** **-**	**2** ***100.0%***	**5** ***100.0%***	**-** **-**	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**3** ***60.0%***	1 *50.0%* **	1 *100.0%* **	- -	1 *50.0%* **	- -	3 *60.0%*	3 *75.0%* **	- - **	- -	2 *66.7%* **	1 *100.0%* **	- - **	- - **	3 *75.0%* **	- -	3 *60.0%*	2 *100.0%* **	1 *33.3%* **	- -	2 *100.0%*	3 *60.0%*	- -	- -
Usually	**1** ***20.0%***	- - **	- - **	- -	1 *50.0%* **	- -	1 *20.0%*	- - **	1 *100.0%* **	- -	1 *33.3%* **	- - **	- - **	- - **	1 *25.0%* **	- -	1 *20.0%*	- - **	1 *33.3%* **	- -	- -	1 *20.0%*	- -	- -
Sometimes	**1** ***20.0%***	1 *50.0%* **	- - **	- -	- - **	- -	1 *20.0%*	1 *25.0%* **	- - **	- -	- - **	- - **	1 *100.0%* **	1 *100.0%* **	- - **	- -	1 *20.0%*	- - **	1 *33.3%* **	- -	- -	1 *20.0%*	- -	- -
Never	**-** **-**	- - **	- - **	- -	- - **	- -	- -	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- -	- -	- - **	- - **	- -	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**4** ***80.0%***	1 *50.0%* **	1 *100.0%* **	- -	2 *100.0%* **	- -	4 *80.0%*	3 *75.0%* **	1 *100.0%* **	- -	3 *100.0%* **	1 *100.0%* **	- - **	- - **	4 *100.0%* **	- -	4 *80.0%*	2 *100.0%* **	2 *66.7%* **	- -	2 *100.0%*	4 *80.0%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always	**3** ***60.0%***	1 *50.0%* **	1 *100.0%* **	- -	1 *50.0%* **	- -	3 *60.0%*	3 *75.0%* **	- - **	- -	2 *66.7%* **	1 *100.0%* **	- - **	- - **	3 *75.0%* **	- -	3 *60.0%*	2 *100.0%* **	1 *33.3%* **	- -	2 *100.0%*	3 *60.0%*	- -	- -
3-Point Score	**2.40**	2.00	3.00	-	2.50	-	2.40	2.50	2.00	-	2.67	3.00	1.00	1.00	2.75	-	2.40	3.00	2.00	-	3.00	2.40	-	-

Cell Contents:
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- 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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q21. Did anyone from your childs health plan, doctors office, or clinic help you get special medical equipment or devices for your child?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 20
Level: Top

GENERAL POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q21. Did anyone from your childs health plan, doctors office, or clinic help you get special medical equipment or devices for your child?																								
Total Eligible	**5** ***100.0%***	**2** ***100.0%***	**1** ***100.0%***	**-** **-**	**2** ***100.0%***	**-** **-**	**5** ***100.0%***	**4** ***100.0%***	**1** ***100.0%***	**-** **-**	**3** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**4** ***100.0%***	**-** **-**	**5** ***100.0%***	**2** ***100.0%***	**3** ***100.0%***	**-** **-**	**2** ***100.0%***	**5** ***100.0%***	**-** **-**	**-** **-**
Total Valid Responses	**5** ***100.0%***	**2** ***100.0%***	**1** ***100.0%***	**-** **-**	**2** ***100.0%***	**-** **-**	**5** ***100.0%***	**4** ***100.0%***	**1** ***100.0%***	**-** **-**	**3** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**4** ***100.0%***	**-** **-**	**5** ***100.0%***	**2** ***100.0%***	**3** ***100.0%***	**-** **-**	**2** ***100.0%***	**5** ***100.0%***	**-** **-**	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**4** ***80.0%***	1 *50.0%* **	1 *100.0%* **	- -	2 *100.0%* **	- -	4 *80.0%*	3 *75.0%* **	1 *100.0%* **	- -	3 *100.0%* **	1 *100.0%* **	- - **	- - **	4 *100.0%* **	- -	4 *80.0%*	2 *100.0%* **	2 *66.7%* **	- -	2 *100.0%*	4 *80.0%*	- -	- -
No	**1** ***20.0%***	1 *50.0%* **	- - **	- -	- - **	- -	1 *20.0%*	1 *25.0%* **	- - **	- -	- - **	- - **	1 *100.0%* **	1 *100.0%* **	- - **	- -	1 *20.0%*	- - **	1 *33.3%* **	- -	- -	1 *20.0%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**4** ***80.0%***	1 *50.0%* **	1 *100.0%* **	- -	2 *100.0%* **	- -	4 *80.0%*	3 *75.0%* **	1 *100.0%* **	- -	3 *100.0%* **	1 *100.0%* **	- - **	- - **	4 *100.0%* **	- -	4 *80.0%*	2 *100.0%* **	2 *66.7%* **	- -	2 *100.0%*	4 *80.0%*	- -	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?																								
Total Eligible	**138** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**113** *100.0%*	**21** *100.0%*	**3** *100.0%*	**100** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**108** *100.0%*	**5** *100.0%*	**111** *100.0%*	**37** *100.0%*	**95** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**62** *100.0%*	**-** -
Total Valid Responses	**138** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**113** *100.0%*	**21** *100.0%*	**3** *100.0%*	**100** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**108** *100.0%*	**5** *100.0%*	**111** *100.0%*	**37** *100.0%*	**95** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**62** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**10** *7.2%*	- - **	3 *7.9%*	1 *3.3%*	6 *12.0%*	5 *7.0%*	4 *6.6%*	8 *7.1%*	2 *9.5%* **	- - **	5 *5.0%*	4 *14.3%* **	1 *12.5%* **	1 *4.2%* **	8 *7.4%*	- - **	9 *8.1%*	2 *5.4%*	8 *8.4%*	- - **	2 *6.7%*	5 *6.6%*	5 *8.1%*	- -
No	**128** *92.8%*	14 *100.0%* **	35 *92.1%*	29 *96.7%*	44 *88.0%*	66 *93.0%*	57 *93.4%*	105 *92.9%*	19 *90.5%* **	3 *100.0%* **	95 *95.0%*	24 *85.7%* **	7 *87.5%* **	23 *95.8%* **	100 *92.6%*	5 *100.0%* **	102 *91.9%*	35 *94.6%*	87 *91.6%*	6 *100.0%* **	28 *93.3%*	71 *93.4%*	57 *91.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**10** *7.2%*	- - **	3 *7.9%*	1 *3.3%*	6 *12.0%*	5 *7.0%*	4 *6.6%*	8 *7.1%*	2 *9.5%* **	- - **	5 *5.0%*	4 *14.3%* **	1 *12.5%* **	1 *4.2%* **	8 *7.4%*	- - **	9 *8.1%*	2 *5.4%*	8 *8.4%*	- - **	2 *6.7%*	5 *6.6%*	5 *8.1%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?																								
Total Eligible	**10** ***100.0%***	**-** -	**3** ***100.0%***	**1** ***100.0%***	**6** ***100.0%***	**5** ***100.0%***	**4** ***100.0%***	**8** ***100.0%***	**2** ***100.0%***	**-** -	**5** ***100.0%***	**4** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**8** ***100.0%***	**-** -	**9** ***100.0%***	**2** ***100.0%***	**8** ***100.0%***	**-** -	**2** ***100.0%***	**5** ***100.0%***	**5** ***100.0%***	**-** -
Total Valid Responses	**10** ***100.0%***	**-** -	**3** ***100.0%***	**1** ***100.0%***	**6** ***100.0%***	**5** ***100.0%***	**4** ***100.0%***	**8** ***100.0%***	**2** ***100.0%***	**-** -	**5** ***100.0%***	**4** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**8** ***100.0%***	**-** -	**9** ***100.0%***	**2** ***100.0%***	**8** ***100.0%***	**-** -	**2** ***100.0%***	**5** ***100.0%***	**5** ***100.0%***	**-** -
No Answer	**-** -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**6** ***60.0%***	- -	1 *33.3%* **	1 *100.0%* **	4 *66.7%* **	4 *80.0%* **	2 *50.0%* **	5 *62.5%* **	1 *50.0%* **	- -	4 *80.0%* **	2 *50.0%* **	- - **	- - **	6 *75.0%* **	- -	6 *66.7%*	2 *100.0%* **	4 *50.0%* **	- -	2 *100.0%*	3 *60.0%* **	3 *60.0%* **	- -
Usually	**2** ***20.0%***	- -	1 *33.3%* **	- - **	1 *16.7%* **	1 *20.0%* **	1 *25.0%* **	2 *25.0%* **	- - **	- -	1 *20.0%* **	1 *25.0%* **	- - **	- - **	1 *12.5%* **	- -	1 *11.1%*	- - **	2 *25.0%* **	- -	- -	1 *20.0%* **	1 *20.0%* **	- -
Sometimes	**2** ***20.0%***	- -	1 *33.3%* **	- - **	1 *16.7%* **	- - **	1 *25.0%* **	1 *12.5%* **	1 *50.0%* **	- -	- - **	1 *25.0%* **	1 *100.0%* **	1 *100.0%* **	1 *12.5%* **	- -	2 *22.2%*	- - **	2 *25.0%* **	- -	- -	1 *20.0%* **	1 *20.0%* **	- -
Never	**-** -	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- -	- -	- - **	- - **	- -	- -	- - **	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**8** ***80.0%***	- -	2 *66.7%* **	1 *100.0%* **	5 *83.3%* **	5 *100.0%* **	3 *75.0%* **	7 *87.5%* **	1 *50.0%* **	- -	5 *100.0%* **	3 *75.0%* **	- - **	- - **	7 *87.5%* **	- -	7 *77.8%*	2 *100.0%* **	6 *75.0%* **	- -	2 *100.0%*	4 *80.0%* **	4 *80.0%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**6** ***60.0%***	- -	1 *33.3%* **	1 *100.0%* **	4 *66.7%* **	4 *80.0%* **	2 *50.0%* **	5 *62.5%* **	1 *50.0%* **	- -	4 *80.0%* **	2 *50.0%* **	- - **	- - **	6 *75.0%* **	- -	6 *66.7%*	2 *100.0%* **	4 *50.0%* **	- -	2 *100.0%*	3 *60.0%* **	3 *60.0%* **	- -
3-Point Score	**2.40**	-	2.00	3.00	2.50	2.80	2.25	2.50	2.00	-	2.80	2.25	1.00	1.00	2.63	-	2.44	3.00	2.25	-	3.00	2.40	2.40	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q24. Did anyone from your childs health plan, doctors office, or clinic help you get this therapy for your child?																								
Total Eligible	**10** ***100.0%***	**-** -	**3** ***100.0%***	**1** ***100.0%***	**6** ***100.0%***	**5** ***100.0%***	**4** ***100.0%***	**8** ***100.0%***	**2** ***100.0%***	**-** -	**5** ***100.0%***	**4** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**8** ***100.0%***	**-** -	**9** ***100.0%***	**2** ***100.0%***	**8** ***100.0%***	**-** -	**2** ***100.0%***	**5** ***100.0%***	**5** ***100.0%***	**-** -
Total Valid Responses	**9** ***100.0%***	**-** -	**3** ***100.0%***	**1** ***100.0%***	**5** ***100.0%***	**5** ***100.0%***	**3** ***100.0%***	**7** ***100.0%***	**2** ***100.0%***	**-** -	**5** ***100.0%***	**3** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**8** ***100.0%***	**-** -	**9** ***100.0%***	**2** ***100.0%***	**7** ***100.0%***	**-** -	**2** ***100.0%***	**5** ***100.0%***	**4** ***100.0%***	**-** -
No Answer	**1**	-	-	-	1	-	1	1	-	-	-	1	-	-	-	-	-	-	1	-	-	-	1	-
Yes	**5** ***55.6%***	- -	2 *66.7%* **	1 *100.0%* **	2 *40.0%* **	4 *80.0%* **	1 *33.3%* **	4 *57.1%* **	1 *50.0%* **	- -	3 *60.0%* **	1 *33.3%* **	1 *100.0%* **	1 *100.0%* **	4 *50.0%* **	- -	5 *55.6%*	1 *50.0%* **	4 *57.1%* **	- -	1 *50.0%*	4 *80.0%* **	1 *25.0%* **	- -
No	**4** ***44.4%***	- -	1 *33.3%* **	- -	3 *60.0%* **	1 *20.0%* **	2 *66.7%* **	3 *42.9%* **	1 *50.0%* **	- -	2 *40.0%* **	2 *66.7%* **	- - **	- - **	4 *50.0%* **	- -	4 *44.4%*	1 *50.0%* **	3 *42.9%* **	- -	1 *50.0%*	1 *20.0%* **	3 *75.0%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**5** ***55.6%***	- -	2 *66.7%* **	1 *100.0%* **	2 *40.0%* **	4 *80.0%* **	1 *33.3%* **	4 *57.1%* **	1 *50.0%* **	- -	3 *60.0%* **	1 *33.3%* **	1 *100.0%* **	1 *100.0%* **	4 *50.0%* **	- -	5 *55.6%*	1 *50.0%* **	4 *57.1%* **	- -	1 *50.0%*	4 *80.0%* **	1 *25.0%* **	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?																								
Total Eligible	**138** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**113** *100.0%*	**21** *100.0%*	**3** *100.0%*	**100** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**108** *100.0%*	**5** *100.0%*	**111** *100.0%*	**37** *100.0%*	**95** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**62** *100.0%*	**-** -
Total Valid Responses	**138** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**113** *100.0%*	**21** *100.0%*	**3** *100.0%*	**100** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**108** *100.0%*	**5** *100.0%*	**111** *100.0%*	**37** *100.0%*	**95** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**62** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**15** *10.9%*	1 *7.1%* **	4 *10.5%*	3 *10.0%*	6 *12.0%*	7 *9.9%*	6 *9.8%*	10 *8.8%*	5 *23.8%* **	- - **	3 *3.0%*	7 *25.0%* **	5 *62.5%* **	4 *16.7%* **	11 *10.2%*	1 *20.0%* **	12 *10.8%*	5 *13.5%*	10 *10.5%*	1 *16.7%* **	4 *13.3%*	8 *10.5%*	7 *11.3%*	- -
No	**123** *89.1%*	13 *92.9%* **	34 *89.5%*	27 *90.0%*	44 *88.0%*	64 *90.1%*	55 *90.2%*	103 *91.2%*	16 *76.2%* **	3 *100.0%* **	97 *97.0%*	21 *75.0%* **	3 *37.5%* **	20 *83.3%* **	97 *89.8%*	4 *80.0%* **	99 *89.2%*	32 *86.5%*	85 *89.5%*	5 *83.3%* **	26 *86.7%*	68 *89.5%*	55 *88.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**15** *10.9%*	1 *7.1%* **	4 *10.5%*	3 *10.0%*	6 *12.0%*	7 *9.9%*	6 *9.8%*	10 *8.8%*	5 *23.8%* **	- - **	3 *3.0%*	7 *25.0%* **	5 *62.5%* **	4 *16.7%* **	11 *10.2%*	1 *20.0%* **	12 *10.8%*	5 *13.5%*	10 *10.5%*	1 *16.7%* **	4 *13.3%*	8 *10.5%*	7 *11.3%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?																								
Total Eligible	**15** ***100.0%***	**1** ***100.0%***	**4** ***100.0%***	**3** ***100.0%***	**6** ***100.0%***	**7** ***100.0%***	**6** ***100.0%***	**10** ***100.0%***	**5** ***100.0%***	**-** **-**	**3** ***100.0%***	**7** ***100.0%***	**5** ***100.0%***	**4** ***100.0%***	**11** ***100.0%***	**1** ***100.0%***	**12** ***100.0%***	**5** ***100.0%***	**10** ***100.0%***	**1** ***100.0%***	**4** ***100.0%***	**8** ***100.0%***	**7** ***100.0%***	**-** **-**
Total Valid Responses	**15** ***100.0%***	**1** ***100.0%***	**4** ***100.0%***	**3** ***100.0%***	**6** ***100.0%***	**7** ***100.0%***	**6** ***100.0%***	**10** ***100.0%***	**5** ***100.0%***	**-** **-**	**3** ***100.0%***	**7** ***100.0%***	**5** ***100.0%***	**4** ***100.0%***	**11** ***100.0%***	**1** ***100.0%***	**12** ***100.0%***	**5** ***100.0%***	**10** ***100.0%***	**1** ***100.0%***	**4** ***100.0%***	**8** ***100.0%***	**7** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**7** ***46.7%***	1 *100.0%* **	- - **	1 *33.3%* **	4 *66.7%* **	5 *71.4%* **	1 *16.7%* **	6 *60.0%* **	1 *20.0%* **	- -	2 *66.7%* **	4 *57.1%* **	1 *20.0%* **	1 *25.0%* **	6 *54.5%* **	- - **	5 *41.7%* **	4 *80.0%* **	3 *30.0%* **	1 *100.0%* **	3 *75.0%* **	4 *50.0%* **	3 *42.9%* **	- -
Usually	**4** ***26.7%***	- - **	2 *50.0%* **	1 *33.3%* **	1 *16.7%* **	2 *28.6%* **	2 *33.3%* **	1 *10.0%* **	3 *60.0%* **	- -	1 *33.3%* **	1 *14.3%* **	2 *40.0%* **	1 *25.0%* **	3 *27.3%* **	1 *100.0%* **	3 *25.0%* **	1 *20.0%* **	3 *30.0%* **	- - **	1 *25.0%* **	3 *37.5%* **	1 *14.3%* **	- -
Sometimes	**2** ***13.3%***	- - **	1 *25.0%* **	- - **	1 *16.7%* **	- - **	1 *16.7%* **	1 *10.0%* **	1 *20.0%* **	- -	- - **	1 *14.3%* **	1 *20.0%* **	1 *25.0%* **	1 *9.1%* **	- - **	2 *16.7%* **	- - **	2 *20.0%* **	- - **	- - **	1 *12.5%* **	1 *14.3%* **	- -
Never	**2** ***13.3%***	- - **	1 *25.0%* **	1 *33.3%* **	- - **	- - **	2 *33.3%* **	2 *20.0%* **	- - **	- -	- - **	1 *14.3%* **	1 *20.0%* **	1 *25.0%* **	1 *9.1%* **	- - **	2 *16.7%* **	- - **	2 *20.0%* **	- - **	- - **	- - **	2 *28.6%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**11** ***73.3%***	1 *100.0%* **	2 *50.0%* **	2 *66.7%* **	5 *83.3%* **	7 *100.0%* **	3 *50.0%* **	7 *70.0%* **	4 *80.0%* **	- -	3 *100.0%* **	5 *71.4%* **	3 *60.0%* **	2 *50.0%* **	9 *81.8%* **	1 *100.0%* **	8 *66.7%* **	5 *100.0%* **	6 *60.0%* **	1 *100.0%* **	4 *100.0%* **	7 *87.5%* **	4 *57.1%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**7** ***46.7%***	1 *100.0%* **	- - **	1 *33.3%* **	4 *66.7%* **	5 *71.4%* **	1 *16.7%* **	6 *60.0%* **	1 *20.0%* **	- -	2 *66.7%* **	4 *57.1%* **	1 *20.0%* **	1 *25.0%* **	6 *54.5%* **	- - **	5 *41.7%* **	4 *80.0%* **	3 *30.0%* **	1 *100.0%* **	3 *75.0%* **	4 *50.0%* **	3 *42.9%* **	- -
3-Point Score	**2.20**	3.00	1.50	2.00	2.50	2.71	1.67	2.30	2.00	-	2.67	2.29	1.80	1.75	2.36	2.00	2.08	2.80	1.90	3.00	2.75	2.38	2.00	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q27. Did anyone from your childs health plan, doctors office, or clinic help you get this treatment or counseling for your child?																								
Total Eligible	**15** ***100.0%***	**1** ***100.0%***	**4** ***100.0%***	**3** ***100.0%***	**6** ***100.0%***	**7** ***100.0%***	**6** ***100.0%***	**10** ***100.0%***	**5** ***100.0%***	**-** **-**	**3** ***100.0%***	**7** ***100.0%***	**5** ***100.0%***	**4** ***100.0%***	**11** ***100.0%***	**1** ***100.0%***	**12** ***100.0%***	**5** ***100.0%***	**10** ***100.0%***	**1** ***100.0%***	**4** ***100.0%***	**8** ***100.0%***	**7** ***100.0%***	**-** **-**
Total Valid Responses	**15** ***100.0%***	**1** ***100.0%***	**4** ***100.0%***	**3** ***100.0%***	**6** ***100.0%***	**7** ***100.0%***	**6** ***100.0%***	**10** ***100.0%***	**5** ***100.0%***	**-** **-**	**3** ***100.0%***	**7** ***100.0%***	**5** ***100.0%***	**4** ***100.0%***	**11** ***100.0%***	**1** ***100.0%***	**12** ***100.0%***	**5** ***100.0%***	**10** ***100.0%***	**1** ***100.0%***	**4** ***100.0%***	**8** ***100.0%***	**7** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**10** ***66.7%***	1 *100.0%* **	2 *50.0%* **	3 *100.0%* **	4 *66.7%* **	4 *57.1%* **	5 *83.3%* **	7 *70.0%* **	3 *60.0%* **	- -	3 *100.0%* **	5 *71.4%* **	2 *40.0%* **	4 *100.0%* **	6 *54.5%* **	1 *100.0%* **	8 *66.7%* **	3 *60.0%* **	7 *70.0%* **	- - **	3 *75.0%* **	6 *75.0%* **	4 *57.1%* **	- -
No	**5** ***33.3%***	- - **	2 *50.0%* **	- - **	2 *33.3%* **	3 *42.9%* **	1 *16.7%* **	3 *30.0%* **	2 *40.0%* **	- -	- - **	2 *28.6%* **	3 *60.0%* **	- - **	5 *45.5%* **	- - **	4 *33.3%* **	2 *40.0%* **	3 *30.0%* **	1 *100.0%* **	1 *25.0%* **	2 *25.0%* **	3 *42.9%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**10** ***66.7%***	1 *100.0%* **	2 *50.0%* **	3 *100.0%* **	4 *66.7%* **	4 *57.1%* **	5 *83.3%* **	7 *70.0%* **	3 *60.0%* **	- -	3 *100.0%* **	5 *71.4%* **	2 *40.0%* **	4 *100.0%* **	6 *54.5%* **	1 *100.0%* **	8 *66.7%* **	3 *60.0%* **	7 *70.0%* **	- - **	3 *75.0%* **	6 *75.0%* **	4 *57.1%* **	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 27
Level: Top

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?																								
Total Eligible	**138** ***100.0%***	**14** ***100.0%***	**38** ***100.0%***	**30** ***100.0%***	**50** ***100.0%***	**71** ***100.0%***	**61** ***100.0%***	**113** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**100** ***100.0%***	**28** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**108** ***100.0%***	**5** ***100.0%***	**111** ***100.0%***	**37** ***100.0%***	**95** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**62** ***100.0%***	**-** **-**
Total Valid Responses	**136** ***100.0%***	**13** ***100.0%***	**37** ***100.0%***	**30** ***100.0%***	**50** ***100.0%***	**70** ***100.0%***	**60** ***100.0%***	**111** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**98** ***100.0%***	**28** ***100.0%***	**8** ***100.0%***	**23** ***100.0%***	**107** ***100.0%***	**5** ***100.0%***	**109** ***100.0%***	**36** ***100.0%***	**95** ***100.0%***	**6** ***100.0%***	**29** ***100.0%***	**75** ***100.0%***	**61** ***100.0%***	**-** **-**
No Answer	**2**	1	1	-	-	1	1	2	-	-	2	-	-	1	1	-	2	1	-	-	1	1	1	-
Yes	**27** ***19.9%***	5 *38.5%* **	7 *18.9%*	7 *23.3%*	7 *14.0%*	11 *15.7%*	14 *23.3%*	22 *19.8%*	5 *23.8%* **	- - **	21 *21.4%*	5 *17.9%* **	1 *12.5%* **	4 *17.4%* **	23 *21.5%*	1 *20.0%* **	25 *22.9%*	9 *25.0%*	18 *18.9%*	1 *16.7%* **	8 *27.6%* **	17 *22.7%*	10 *16.4%*	- -
No	**109** ***80.1%***	8 *61.5%* **	30 *81.1%*	23 *76.7%*	43 *86.0%*	59 *84.3%*	46 *76.7%*	89 *80.2%*	16 *76.2%* **	3 *100.0%* **	77 *78.6%*	23 *82.1%* **	7 *87.5%* **	19 *82.6%* **	84 *78.5%*	4 *80.0%* **	84 *77.1%*	27 *75.0%*	77 *81.1%*	5 *83.3%* **	21 *72.4%* **	58 *77.3%*	51 *83.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**27** ***19.9%***	5 *38.5%* **	7 *18.9%*	7 *23.3%*	7 *14.0%*	11 *15.7%*	14 *23.3%*	22 *19.8%*	5 *23.8%* **	- - **	21 *21.4%*	5 *17.9%* **	1 *12.5%* **	4 *17.4%* **	23 *21.5%*	1 *20.0%* **	25 *22.9%*	9 *25.0%*	18 *18.9%*	1 *16.7%* **	8 *27.6%* **	17 *22.7%*	10 *16.4%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q29. (CC-CCC) In the last 6 months, did anyone from your childs health plan, doctors office, or clinic help coordinate your childs care among these different providers or services?																								
Total Eligible	**27** ***100.0%***	**5** ***100.0%***	**7** ***100.0%***	**7** ***100.0%***	**7** ***100.0%***	**11** ***100.0%***	**14** ***100.0%***	**22** ***100.0%***	**5** ***100.0%***	**-** **-**	**21** ***100.0%***	**5** ***100.0%***	**1** ***100.0%***	**4** ***100.0%***	**23** ***100.0%***	**1** ***100.0%***	**25** ***100.0%***	**9** ***100.0%***	**18** ***100.0%***	**1** ***100.0%***	**8** ***100.0%***	**17** ***100.0%***	**10** ***100.0%***	**-** **-**
Total Valid Responses	**27** ***100.0%***	**5** ***100.0%***	**7** ***100.0%***	**7** ***100.0%***	**7** ***100.0%***	**11** ***100.0%***	**14** ***100.0%***	**22** ***100.0%***	**5** ***100.0%***	**-** **-**	**21** ***100.0%***	**5** ***100.0%***	**1** ***100.0%***	**4** ***100.0%***	**23** ***100.0%***	**1** ***100.0%***	**25** ***100.0%***	**9** ***100.0%***	**18** ***100.0%***	**1** ***100.0%***	**8** ***100.0%***	**17** ***100.0%***	**10** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**18** ***66.7%***	4 *80.0%* **	6 *85.7%* **	4 *57.1%* **	3 *42.9%* **	8 *72.7%* **	9 *64.3%* **	16 *72.7%* **	2 *40.0%* **	- -	15 *71.4%* **	2 *40.0%* **	1 *100.0%* **	3 *75.0%* **	15 *65.2%* **	1 *100.0%* **	16 *64.0%* **	7 *77.8%* **	11 *61.1%* **	1 *100.0%* **	6 *75.0%* **	14 *82.4%* **	4 *40.0%* **	- -
No	**9** ***33.3%***	1 *20.0%* **	1 *14.3%* **	3 *42.9%* **	4 *57.1%* **	3 *27.3%* **	5 *35.7%* **	6 *27.3%* **	3 *60.0%* **	- -	6 *28.6%* **	3 *60.0%* **	- - **	1 *25.0%* **	8 *34.8%* **	- - **	9 *36.0%* **	2 *22.2%* **	7 *38.9%* **	- - **	2 *25.0%* **	3 *17.6%* **	6 *60.0%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**18** ***66.7%***	4 *80.0%* **	6 *85.7%* **	4 *57.1%* **	3 *42.9%* **	8 *72.7%* **	9 *64.3%* **	16 *72.7%* **	2 *40.0%* **	- -	15 *71.4%* **	2 *40.0%* **	1 *100.0%* **	3 *75.0%* **	15 *65.2%* **	1 *100.0%* **	16 *64.0%* **	7 *77.8%* **	11 *61.1%* **	1 *100.0%* **	6 *75.0%* **	14 *82.4%* **	4 *40.0%* **	- -
3-Point Score	**2.33**	2.60	2.71	2.14	1.86	2.45	2.29	2.45	1.80	-	2.43	1.80	3.00	2.50	2.30	3.00	2.28	2.56	2.22	3.00	2.50	2.65	1.80	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?																								
Total Eligible	**138** ***100.0%***	**14** ***100.0%***	**38** ***100.0%***	**30** ***100.0%***	**50** ***100.0%***	**71** ***100.0%***	**61** ***100.0%***	**113** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**100** ***100.0%***	**28** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**108** ***100.0%***	**5** ***100.0%***	**111** ***100.0%***	**37** ***100.0%***	**95** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**62** ***100.0%***	**-** **-**
Total Valid Responses	**136** ***100.0%***	**14** ***100.0%***	**37** ***100.0%***	**30** ***100.0%***	**49** ***100.0%***	**69** ***100.0%***	**61** ***100.0%***	**111** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**99** ***100.0%***	**27** ***100.0%***	**8** ***100.0%***	**23** ***100.0%***	**107** ***100.0%***	**5** ***100.0%***	**111** ***100.0%***	**37** ***100.0%***	**93** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**75** ***100.0%***	**61** ***100.0%***	**-** **-**
No Answer	**2**	-	1	-	1	2	-	2	-	-	1	1	-	1	1	-	-	-	2	-	-	1	1	-
Yes	**117** ***86.0%***	13 *92.9%* **	31 *83.8%*	28 *93.3%*	40 *81.6%*	58 *84.1%*	54 *88.5%*	95 *85.6%*	18 *85.7%* **	3 *100.0%* **	89 *89.9%*	20 *74.1%* **	6 *75.0%* **	20 *87.0%* **	93 *86.9%*	5 *100.0%* **	111 *100.0%*	34 *91.9%*	77 *82.8%*	4 *66.7%* **	29 *96.7%*	65 *86.7%*	52 *85.2%*	- -
No	**19** ***14.0%***	1 *7.1%* **	6 *16.2%*	2 *6.7%*	9 *18.4%*	11 *15.9%*	7 *11.5%*	16 *14.4%*	3 *14.3%* **	- - **	10 *10.1%*	7 *25.9%* **	2 *25.0%* **	3 *13.0%* **	14 *13.1%*	- - **	- -	3 *8.1%*	16 *17.2%*	2 *33.3%* **	1 *3.3%*	10 *13.3%*	9 *14.8%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**117** ***86.0%***	13 *92.9%* **	31 *83.8%*	28 *93.3%*	40 *81.6%*	58 *84.1%*	54 *88.5%*	95 *85.6%*	18 *85.7%* **	3 *100.0%* **	89 *89.9%*	20 *74.1%* **	6 *75.0%* **	20 *87.0%* **	93 *86.9%*	5 *100.0%* **	111 *100.0%*	34 *91.9%*	77 *82.8%*	4 *66.7%* **	29 *96.7%*	65 *86.7%*	52 *85.2%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?																								
Total Eligible	**117** *100.0%*	**13** *100.0%*	**31** *100.0%*	**28** *100.0%*	**40** *100.0%*	**58** *100.0%*	**54** *100.0%*	**95** *100.0%*	**18** *100.0%*	**3** *100.0%*	**89** *100.0%*	**20** *100.0%*	**6** *100.0%*	**20** *100.0%*	**93** *100.0%*	**5** *100.0%*	**111** *100.0%*	**34** *100.0%*	**77** *100.0%*	**4** *100.0%*	**29** *100.0%*	**65** *100.0%*	**52** *100.0%*	**-** -
Total Valid Responses	**116** *100.0%*	**13** *100.0%*	**31** *100.0%*	**27** *100.0%*	**40** *100.0%*	**57** *100.0%*	**54** *100.0%*	**94** *100.0%*	**18** *100.0%*	**3** *100.0%*	**88** *100.0%*	**20** *100.0%*	**6** *100.0%*	**20** *100.0%*	**92** *100.0%*	**5** *100.0%*	**110** *100.0%*	**34** *100.0%*	**76** *100.0%*	**4** *100.0%*	**29** *100.0%*	**64** *100.0%*	**52** *100.0%*	**-** -
No Answer	**1**	-	-	1	-	1	-	1	-	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-
None	**21** *18.1%*	1 *7.7%* **	4 *12.9%*	4 *14.8%* **	10 *25.0%*	10 *17.5%*	9 *16.7%*	16 *17.0%*	3 *16.7%* **	1 *33.3%* **	15 *17.0%*	4 *20.0%* **	1 *16.7%* **	6 *30.0%* **	14 *15.2%*	1 *20.0%* **	19 *17.3%*	4 *11.8%*	16 *21.1%*	3 *75.0%* **	1 *3.4%* **	7 *10.9%*	14 *26.9%* U	- -
1 time	**34** *29.3%*	1 *7.7%* **	9 *29.0%*	8 *29.6%* **	15 *37.5%*	18 *31.6%*	14 *25.9%*	29 *30.9%*	4 *22.2%* **	1 *33.3%* **	26 *29.5%*	7 *35.0%* **	1 *16.7%* **	1 *5.0%* **	32 *34.8%*	- - **	34 *30.9%*	12 *35.3%*	21 *27.6%*	- - **	11 *37.9%* **	21 *32.8%*	13 *25.0%*	- -
2	**27** *23.3%*	7 *53.8%* **	8 *25.8%*	4 *14.8%* **	7 *17.5%*	9 *15.8%*	17 *31.5%* e	24 *25.5%*	2 *11.1%* **	1 *33.3%* **	21 *23.9%*	3 *15.0%* **	2 *33.3%* **	5 *25.0%* **	21 *22.8%*	1 *20.0%* **	26 *23.6%*	8 *23.5%*	17 *22.4%*	- - **	8 *27.6%* **	16 *25.0%*	11 *21.2%*	- -
3	**20** *17.2%*	2 *15.4%* **	5 *16.1%*	7 *25.9%* **	5 *12.5%*	14 *24.6%* f	6 *11.1%*	14 *14.9%*	6 *33.3%* **	- - **	16 *18.2%*	3 *15.0%* **	1 *16.7%* **	3 *15.0%* **	16 *17.4%*	1 *20.0%* **	19 *17.3%*	6 *17.6%*	13 *17.1%*	- - **	6 *20.7%* **	11 *17.2%*	9 *17.3%*	- -
4	**11** *9.5%*	2 *15.4%* **	3 *9.7%*	3 *11.1%* **	3 *7.5%*	5 *8.8%*	6 *11.1%*	9 *9.6%*	2 *11.1%* **	- - **	7 *8.0%*	3 *15.0%* **	1 *16.7%* **	4 *20.0%* **	7 *7.6%*	1 *20.0%* **	10 *9.1%*	2 *5.9%*	8 *10.5%*	1 *25.0%* **	1 *3.4%* **	8 *12.5%*	3 *5.8%*	- -
5 to 9	**3** *2.6%*	- - **	2 *6.5%*	1 *3.7%* **	- -	1 *1.8%*	2 *3.7%*	2 *2.1%*	1 *5.6%* **	- - **	3 *3.4%*	- - **	- - **	1 *5.0%* **	2 *2.2%*	1 *20.0%* **	2 *1.8%*	2 *5.9%*	1 *1.3%*	- - **	2 *6.9%* **	1 *1.6%*	2 *3.8%*	- -
10 or more times	**-** -	- - **	- -	- - **	- -	- -	- -	- -	- - **	- - **	- -	- - **	- - **	- - **	- -	- - **	- -	- -	- -	- - **	- - **	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**95** *81.9%*	12 *92.3%* **	27 *87.1%*	23 *85.2%* **	30 *75.0%*	47 *82.5%*	45 *83.3%*	78 *83.0%*	15 *83.3%* **	2 *66.7%* **	73 *83.0%*	16 *80.0%* **	5 *83.3%* **	14 *70.0%* **	78 *84.8%*	4 *80.0%* **	91 *82.7%*	30 *88.2%*	60 *78.9%*	1 *25.0%* **	28 *96.6%* **	57 *89.1%* V	38 *73.1%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q32. (HWDC) In the last 6 months, how often did your childs personal doctor explain things about your childs health in a way that was easy to understand?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 31
Level: Top

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q32. (HWDC) In the last 6 months, how often did your childs personal doctor explain things about your childs health in a way that was easy to understand?																								
Total Eligible	**95** ***100.0%***	**12** ***100.0%***	**27** ***100.0%***	**23** ***100.0%***	**30** ***100.0%***	**47** ***100.0%***	**45** ***100.0%***	**78** ***100.0%***	**15** ***100.0%***	**2** ***100.0%***	**73** ***100.0%***	**16** ***100.0%***	**5** ***100.0%***	**14** ***100.0%***	**78** ***100.0%***	**4** ***100.0%***	**91** ***100.0%***	**30** ***100.0%***	**60** ***100.0%***	**1** ***100.0%***	**28** ***100.0%***	**57** ***100.0%***	**38** ***100.0%***	**-** **-**
Total Valid Responses	**95** ***100.0%***	**12** ***100.0%***	**27** ***100.0%***	**23** ***100.0%***	**30** ***100.0%***	**47** ***100.0%***	**45** ***100.0%***	**78** ***100.0%***	**15** ***100.0%***	**2** ***100.0%***	**73** ***100.0%***	**16** ***100.0%***	**5** ***100.0%***	**14** ***100.0%***	**78** ***100.0%***	**4** ***100.0%***	**91** ***100.0%***	**30** ***100.0%***	**60** ***100.0%***	**1** ***100.0%***	**28** ***100.0%***	**57** ***100.0%***	**38** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**84** ***88.4%***	11 *91.7%* **	25 *92.6%* **	18 *78.3%* **	27 *90.0%*	42 *89.4%*	40 *88.9%*	73 *93.6%*	9 *60.0%* **	2 *100.0%* **	66 *90.4%*	13 *81.3%* **	4 *80.0%* **	12 *85.7%* **	69 *88.5%*	2 *50.0%* **	82 *90.1%*	28 *93.3%*	51 *85.0%*	1 *100.0%* **	26 *92.9%* **	49 *86.0%*	35 *92.1%*	- -
Usually	**10** ***10.5%***	1 *8.3%* **	2 *7.4%* **	5 *21.7%* **	2 *6.7%*	5 *10.6%*	5 *11.1%*	5 *6.4%*	5 *33.3%* **	- - **	7 *9.6%*	2 *12.5%* **	1 *20.0%* **	2 *14.3%* **	8 *10.3%*	2 *50.0%* **	8 *8.8%*	2 *6.7%*	8 *13.3%*	- - **	2 *7.1%* **	8 *14.0%*	2 *5.3%*	- -
Sometimes	**1** ***1.1%***	- - **	- - **	- - **	1 *3.3%*	- -	- -	- -	1 *6.7%* **	- - **	- -	1 *6.3%* **	- - **	- - **	1 *1.3%*	- - **	1 *1.1%*	- -	1 *1.7%*	- - **	- - **	- -	1 *2.6%*	- -
Never	**-** **-**	- - **	- - **	- - **	- -	- -	- -	- -	- - **	- - **	- -	- - **	- - **	- - **	- -	- - **	- -	- -	- -	- - **	- - **	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**94** ***98.9%***	12 *100.0%* **	27 *100.0%* **	23 *100.0%* **	29 *96.7%*	47 *100.0%*	45 *100.0%*	78 *100.0%*	14 *93.3%* **	2 *100.0%* **	73 *100.0%*	15 *93.8%* **	5 *100.0%* **	14 *100.0%* **	77 *98.7%*	4 *100.0%* **	90 *98.9%*	30 *100.0%*	59 *98.3%*	1 *100.0%* **	28 *100.0%* **	57 *100.0%*	37 *97.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**84** ***88.4%***	11 *91.7%* **	25 *92.6%* **	18 *78.3%* **	27 *90.0%*	42 *89.4%*	40 *88.9%*	73 *93.6%*	9 *60.0%* **	2 *100.0%* **	66 *90.4%*	13 *81.3%* **	4 *80.0%* **	12 *85.7%* **	69 *88.5%*	2 *50.0%* **	82 *90.1%*	28 *93.3%*	51 *85.0%*	1 *100.0%* **	26 *92.9%* **	49 *86.0%*	35 *92.1%*	- -
3-Point Score	**2.87**	2.92	2.93	2.78	2.87	2.89	2.89	2.94	2.53	3.00	2.90	2.75	2.80	2.86	2.87	2.50	2.89	2.93	2.83	3.00	2.93	2.86	2.89	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q33. (HWDC) In the last 6 months, how often did your childs personal doctor listen carefully to you?																								
Total Eligible	**95** ***100.0%***	**12** ***100.0%***	**27** ***100.0%***	**23** ***100.0%***	**30** ***100.0%***	**47** ***100.0%***	**45** ***100.0%***	**78** ***100.0%***	**15** ***100.0%***	**2** ***100.0%***	**73** ***100.0%***	**16** ***100.0%***	**5** ***100.0%***	**14** ***100.0%***	**78** ***100.0%***	**4** ***100.0%***	**91** ***100.0%***	**30** ***100.0%***	**60** ***100.0%***	**1** ***100.0%***	**28** ***100.0%***	**57** ***100.0%***	**38** ***100.0%***	**-** **-**
Total Valid Responses	**95** ***100.0%***	**12** ***100.0%***	**27** ***100.0%***	**23** ***100.0%***	**30** ***100.0%***	**47** ***100.0%***	**45** ***100.0%***	**78** ***100.0%***	**15** ***100.0%***	**2** ***100.0%***	**73** ***100.0%***	**16** ***100.0%***	**5** ***100.0%***	**14** ***100.0%***	**78** ***100.0%***	**4** ***100.0%***	**91** ***100.0%***	**30** ***100.0%***	**60** ***100.0%***	**1** ***100.0%***	**28** ***100.0%***	**57** ***100.0%***	**38** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**82** ***86.3%***	11 *91.7%* **	24 *88.9%* **	18 *78.3%* **	26 *86.7%*	41 *87.2%*	39 *86.7%*	72 *92.3%*	8 *53.3%* **	2 *100.0%* **	66 *90.4%*	12 *75.0%* **	3 *60.0%* **	11 *78.6%* **	68 *87.2%*	2 *50.0%* **	80 *87.9%*	27 *90.0%*	50 *83.3%*	1 *100.0%* **	25 *89.3%* **	51 *89.5%*	31 *81.6%*	- -
Usually	**12** ***12.6%***	1 *8.3%* **	3 *11.1%* **	4 *17.4%* **	4 *13.3%*	6 *12.8%*	5 *11.1%*	6 *7.7%*	6 *40.0%* **	- - **	6 *8.2%*	4 *25.0%* **	2 *40.0%* **	2 *14.3%* **	10 *12.8%*	1 *25.0%* **	11 *12.1%*	3 *10.0%*	9 *15.0%*	- - **	3 *10.7%* **	6 *10.5%*	6 *15.8%*	- -
Sometimes	**1** ***1.1%***	- - **	- - **	1 *4.3%* **	- -	- -	1 *2.2%*	- -	1 *6.7%* **	- - **	1 *1.4%*	- - **	- - **	1 *7.1%* **	- -	1 *25.0%* **	- -	- -	1 *1.7%*	- - **	- - **	- -	1 *2.6%*	- -
Never	**-** **-**	- - **	- - **	- - **	- -	- -	- -	- -	- - **	- - **	- -	- - **	- - **	- - **	- -	- - **	- -	- -	- -	- - **	- - **	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**94** ***98.9%***	12 *100.0%* **	27 *100.0%* **	22 *95.7%* **	30 *100.0%*	47 *100.0%*	44 *97.8%*	78 *100.0%*	14 *93.3%* **	2 *100.0%* **	72 *98.6%*	16 *100.0%* **	5 *100.0%* **	13 *92.9%* **	78 *100.0%*	3 *75.0%* **	91 *100.0%*	30 *100.0%*	59 *98.3%*	1 *100.0%* **	28 *100.0%* **	57 *100.0%*	37 *97.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**82** ***86.3%***	11 *91.7%* **	24 *88.9%* **	18 *78.3%* **	26 *86.7%*	41 *87.2%*	39 *86.7%*	72 *92.3%*	8 *53.3%* **	2 *100.0%* **	66 *90.4%*	12 *75.0%* **	3 *60.0%* **	11 *78.6%* **	68 *87.2%*	2 *50.0%* **	80 *87.9%*	27 *90.0%*	50 *83.3%*	1 *100.0%* **	25 *89.3%* **	51 *89.5%*	31 *81.6%*	- -
3-Point Score	**2.85**	2.92	2.89	2.74	2.87	2.87	2.84	2.92	2.47	3.00	2.89	2.75	2.60	2.71	2.87	2.25	2.88	2.90	2.82	3.00	2.89	2.89	2.79	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q34. (HWDC) In the last 6 months, how often did your childs personal doctor show respect for what you had to say?																								
Total Eligible	**95** ***100.0%***	**12** ***100.0%***	**27** ***100.0%***	**23** ***100.0%***	**30** ***100.0%***	**47** ***100.0%***	**45** ***100.0%***	**78** ***100.0%***	**15** ***100.0%***	**2** ***100.0%***	**73** ***100.0%***	**16** ***100.0%***	**5** ***100.0%***	**14** ***100.0%***	**78** ***100.0%***	**4** ***100.0%***	**91** ***100.0%***	**30** ***100.0%***	**60** ***100.0%***	**1** ***100.0%***	**28** ***100.0%***	**57** ***100.0%***	**38** ***100.0%***	**-** **-**
Total Valid Responses	**95** ***100.0%***	**12** ***100.0%***	**27** ***100.0%***	**23** ***100.0%***	**30** ***100.0%***	**47** ***100.0%***	**45** ***100.0%***	**78** ***100.0%***	**15** ***100.0%***	**2** ***100.0%***	**73** ***100.0%***	**16** ***100.0%***	**5** ***100.0%***	**14** ***100.0%***	**78** ***100.0%***	**4** ***100.0%***	**91** ***100.0%***	**30** ***100.0%***	**60** ***100.0%***	**1** ***100.0%***	**28** ***100.0%***	**57** ***100.0%***	**38** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**85** ***89.5%***	11 *91.7%* **	25 *92.6%* **	21 *91.3%* **	25 *83.3%*	43 *91.5%*	40 *88.9%*	72 *92.3%*	12 *80.0%* **	1 *50.0%* **	68 *93.2%*	11 *68.8%* **	5 *100.0%* **	12 *85.7%* **	70 *89.7%*	2 *50.0%* **	83 *91.2%*	28 *93.3%*	53 *88.3%*	1 *100.0%* **	26 *92.9%* **	52 *91.2%*	33 *86.8%*	- -
Usually	**9** ***9.5%***	1 *8.3%* **	2 *7.4%* **	1 *4.3%* **	5 *16.7%*	3 *6.4%*	5 *11.1%*	5 *6.4%*	3 *20.0%* **	1 *50.0%* **	5 *6.8%*	4 *25.0%* **	- - **	2 *14.3%* **	7 *9.0%*	2 *50.0%* **	7 *7.7%*	1 *3.3%*	7 *11.7%*	- - **	1 *3.6%* **	5 *8.8%*	4 *10.5%*	- -
Sometimes	**1** ***1.1%***	- - **	- - **	1 *4.3%* **	- -	1 *2.1%*	- -	1 *1.3%*	- - **	- - **	-	1 *6.3%* **	- - **	- - **	1 *1.3%*	- - **	1 *1.1%*	1 *3.3%*	- -	- - **	1 *3.6%* **	- -	1 *2.6%*	- -
Never	**-** **-**	- - **	- - **	- - **	- -	- -	- -	- -	- - **	- - **	-	- - **	- - **	- - **	- -	- - **	- -	- -	- -	- - **	- - **	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**94** ***98.9%***	12 *100.0%* **	27 *100.0%* **	22 *95.7%* **	30 *100.0%*	46 *97.9%*	45 *100.0%*	77 *98.7%*	15 *100.0%* **	2 *100.0%* **	73 *100.0%*	15 *93.8%* **	5 *100.0%* **	14 *100.0%* **	77 *98.7%*	4 *100.0%* **	90 *98.9%*	29 *96.7%*	60 *100.0%*	1 *100.0%* **	27 *96.4%* **	57 *100.0%*	37 *97.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**85** ***89.5%***	11 *91.7%* **	25 *92.6%* **	21 *91.3%* **	25 *83.3%*	43 *91.5%*	40 *88.9%*	72 *92.3%*	12 *80.0%* **	1 *50.0%* **	68 *93.2%*	11 *68.8%* **	5 *100.0%* **	12 *85.7%* **	70 *89.7%*	2 *50.0%* **	83 *91.2%*	28 *93.3%*	53 *88.3%*	1 *100.0%* **	26 *92.9%* **	52 *91.2%*	33 *86.8%*	- -
3-Point Score	**2.88**	2.92	2.93	2.87	2.83	2.89	2.89	2.91	2.80	2.50	2.93	2.63	3.00	2.86	2.88	2.50	2.90	2.90	2.88	3.00	2.89	2.91	2.84	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q35. Is your child able to talk with doctors about his or her health care?																								
Total Eligible	**95** *100.0%*	**12** *100.0%*	**27** *100.0%*	**23** *100.0%*	**30** *100.0%*	**47** *100.0%*	**45** *100.0%*	**78** *100.0%*	**15** *100.0%*	**2** *100.0%*	**73** *100.0%*	**16** *100.0%*	**5** *100.0%*	**14** *100.0%*	**78** *100.0%*	**4** *100.0%*	**91** *100.0%*	**30** *100.0%*	**60** *100.0%*	**1** *100.0%*	**28** *100.0%*	**57** *100.0%*	**38** *100.0%*	- -
Total Valid Responses	**95** *100.0%*	**12** *100.0%*	**27** *100.0%*	**23** *100.0%*	**30** *100.0%*	**47** *100.0%*	**45** *100.0%*	**78** *100.0%*	**15** *100.0%*	**2** *100.0%*	**73** *100.0%*	**16** *100.0%*	**5** *100.0%*	**14** *100.0%*	**78** *100.0%*	**4** *100.0%*	**91** *100.0%*	**30** *100.0%*	**60** *100.0%*	**1** *100.0%*	**28** *100.0%*	**57** *100.0%*	**38** *100.0%*	- -
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**60** *63.2%*	8 *66.7%* **	15 *55.6%* **	14 *60.9%* **	21 *70.0%*	30 *63.8%*	27 *60.0%*	50 *64.1%*	8 *53.3%* **	2 *100.0%* **	48 *65.8%*	9 *56.3%* **	2 *40.0%* **	10 *71.4%* **	48 *61.5%*	4 *100.0%* **	56 *61.5%*	20 *66.7%*	36 *60.0%*	- - **	20 *71.4%* **	35 *61.4%*	25 *65.8%*	- -
No	**35** *36.8%*	4 *33.3%* **	12 *44.4%* **	9 *39.1%* **	9 *30.0%*	17 *36.2%*	18 *40.0%*	28 *35.9%*	7 *46.7%* **	- - **	25 *34.2%*	7 *43.8%* **	3 *60.0%* **	4 *28.6%* **	30 *38.5%*	- - **	35 *38.5%*	10 *33.3%*	24 *40.0%*	1 *100.0%* **	8 *28.6%* **	22 *38.6%*	13 *34.2%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**60** *63.2%*	8 *66.7%* **	15 *55.6%* **	14 *60.9%* **	21 *70.0%*	30 *63.8%*	27 *60.0%*	50 *64.1%*	8 *53.3%* **	2 *100.0%* **	48 *65.8%*	9 *56.3%* **	2 *40.0%* **	10 *71.4%* **	48 *61.5%*	4 *100.0%* **	56 *61.5%*	20 *66.7%*	36 *60.0%*	- - **	20 *71.4%* **	35 *61.4%*	25 *65.8%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2017

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q36. In the last 6 months, how often did your childs personal doctor explain things in a way that was easy for your child to understand?																								
Total Eligible	**60** ***100.0%***	**8** ***100.0%***	**15** ***100.0%***	**14** ***100.0%***	**21** ***100.0%***	**30** ***100.0%***	**27** ***100.0%***	**50** ***100.0%***	**8** ***100.0%***	**2** ***100.0%***	**48** ***100.0%***	**9** ***100.0%***	**2** ***100.0%***	**10** ***100.0%***	**48** ***100.0%***	**4** ***100.0%***	**56** ***100.0%***	**20** ***100.0%***	**36** ***100.0%***	**-** **-**	**20** ***100.0%***	**35** ***100.0%***	**25** ***100.0%***	**-** **-**
Total Valid Responses	**59** ***100.0%***	**7** ***100.0%***	**15** ***100.0%***	**14** ***100.0%***	**21** ***100.0%***	**30** ***100.0%***	**26** ***100.0%***	**49** ***100.0%***	**8** ***100.0%***	**2** ***100.0%***	**47** ***100.0%***	**9** ***100.0%***	**2** ***100.0%***	**9** ***100.0%***	**48** ***100.0%***	**4** ***100.0%***	**55** ***100.0%***	**20** ***100.0%***	**36** ***100.0%***	**-** **-**	**20** ***100.0%***	**35** ***100.0%***	**24** ***100.0%***	**-** **-**
No Answer	**1**	1	-	-	-	-	1	1	-	-	1	-	-	1	-	-	1	-	-	-	-	-	1	-
Always	**46** ***78.0%***	6 *85.7%* **	13 *86.7%* **	10 *71.4%* **	15 *71.4%* **	24 *80.0%*	20 *76.9%* **	42 *85.7%*	3 *37.5%* **	1 *50.0%* **	38 *80.9%*	5 *55.6%* **	2 *100.0%* **	6 *66.7%* **	38 *79.2%*	1 *25.0%* **	45 *81.8%*	16 *80.0%* **	27 *75.0%*	- -	16 *80.0%*	29 *82.9%*	17 *70.8%* **	- -
Usually	**10** ***16.9%***	1 *14.3%* **	1 *6.7%* **	2 *14.3%* **	6 *28.6%* **	5 *16.7%*	4 *15.4%* **	6 *12.2%*	3 *37.5%* **	1 *50.0%* **	6 *12.8%*	4 *44.4%* **	- - **	2 *22.2%* **	8 *16.7%*	2 *50.0%* **	8 *14.5%*	3 *15.0%* **	7 *19.4%*	- -	3 *15.0%*	4 *11.4%*	6 *25.0%* **	- -
Sometimes	**3** ***5.1%***	- - **	1 *6.7%* **	2 *14.3%* **	- - **	1 *3.3%*	2 *7.7%* **	1 *2.0%*	2 *25.0%* **	- - **	3 *6.4%*	- - **	- - **	1 *11.1%* **	2 *4.2%*	1 *25.0%* **	2 *3.6%*	1 *5.0%* **	2 *5.6%*	- -	1 *5.0%*	2 *5.7%*	1 *4.2%* **	- -
Never	**-** **-**	- - **	- - **	- - **	- - **	- -	- - **	- -	- - **	- - **	- -	- - **	- - **	- - **	- -	- - **	- -	- - **	- -	- -	- -	- -	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**56** ***94.9%***	7 *100.0%* **	14 *93.3%* **	12 *85.7%* **	21 *100.0%* **	29 *96.7%*	24 *92.3%* **	48 *98.0%*	6 *75.0%* **	2 *100.0%* **	44 *93.6%*	9 *100.0%* **	2 *100.0%* **	8 *88.9%* **	46 *95.8%*	3 *75.0%* **	53 *96.4%*	19 *95.0%* **	34 *94.4%*	- -	19 *95.0%*	33 *94.3%*	23 *95.8%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**46** ***78.0%***	6 *85.7%* **	13 *86.7%* **	10 *71.4%* **	15 *71.4%* **	24 *80.0%*	20 *76.9%* **	42 *85.7%*	3 *37.5%* **	1 *50.0%* **	38 *80.9%*	5 *55.6%* **	2 *100.0%* **	6 *66.7%* **	38 *79.2%*	1 *25.0%* **	45 *81.8%*	16 *80.0%* **	27 *75.0%*	- -	16 *80.0%*	29 *82.9%*	17 *70.8%* **	- -
3-Point Score	**2.73**	2.86	2.80	2.57	2.71	2.77	2.69	2.84	2.13	2.50	2.74	2.56	3.00	2.56	2.75	2.00	2.78	2.75	2.69	-	2.75	2.77	2.67	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q37. (HWDC) In the last 6 months, how often did your childs personal doctor spend enough time with your child?																								
Total Eligible	**95** ***100.0%***	**12** ***100.0%***	**27** ***100.0%***	**23** ***100.0%***	**30** ***100.0%***	**47** ***100.0%***	**45** ***100.0%***	**78** ***100.0%***	**15** ***100.0%***	**2** ***100.0%***	**73** ***100.0%***	**16** ***100.0%***	**5** ***100.0%***	**14** ***100.0%***	**78** ***100.0%***	**4** ***100.0%***	**91** ***100.0%***	**30** ***100.0%***	**60** ***100.0%***	**1** ***100.0%***	**28** ***100.0%***	**57** ***100.0%***	**38** ***100.0%***	**-** **-**
Total Valid Responses	**95** ***100.0%***	**12** ***100.0%***	**27** ***100.0%***	**23** ***100.0%***	**30** ***100.0%***	**47** ***100.0%***	**45** ***100.0%***	**78** ***100.0%***	**15** ***100.0%***	**2** ***100.0%***	**73** ***100.0%***	**16** ***100.0%***	**5** ***100.0%***	**14** ***100.0%***	**78** ***100.0%***	**4** ***100.0%***	**91** ***100.0%***	**30** ***100.0%***	**60** ***100.0%***	**1** ***100.0%***	**28** ***100.0%***	**57** ***100.0%***	**38** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**72** ***75.8%***	10 *83.3%* **	21 *77.8%* **	16 *69.6%* **	23 *76.7%*	33 *70.2%*	38 *84.4%*	63 *80.8%*	7 *46.7%* **	2 *100.0%* **	61 *83.6%*	7 *43.8%* **	3 *60.0%* **	9 *64.3%* **	60 *76.9%*	1 *25.0%* **	71 *78.0%*	23 *76.7%*	44 *73.3%*	1 *100.0%* **	21 *75.0%* **	46 *80.7%*	26 *68.4%*	- -
Usually	**21** ***22.1%***	2 *16.7%* **	6 *22.2%* **	6 *26.1%* **	6 *20.0%*	13 *27.7%*	7 *15.6%*	14 *17.9%*	7 *46.7%* **	- - **	12 *16.4%*	7 *43.8%* **	2 *40.0%* **	5 *35.7%* **	16 *20.5%*	3 *75.0%* **	18 *19.8%*	6 *20.0%*	15 *25.0%*	- - **	6 *21.4%* **	11 *19.3%*	10 *26.3%*	- -
Sometimes	**2** ***2.1%***	- - **	- - **	1 *4.3%* **	1 *3.3%*	1 *2.1%*	- -	1 *1.3%*	1 *6.7%* **	- - **	- -	2 *12.5%* **	- - **	- - **	2 *2.6%*	- - **	2 *2.2%*	1 *3.3%*	1 *1.7%*	- - **	1 *3.6%* **	- -	2 *5.3%* u	- -
Never	**-** **-**	- - **	- - **	- - **	- -	- -	- -	- -	- - **	- - **	- -	- - **	- - **	- - **	- -	- - **	- -	- -	- -	- - **	- - **	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**93** ***97.9%***	12 *100.0%* **	27 *100.0%* **	22 *95.7%* **	29 *96.7%*	46 *97.9%*	45 *100.0%*	77 *98.7%*	14 *93.3%* **	2 *100.0%* **	73 *100.0%*	14 *87.5%* **	5 *100.0%* **	14 *100.0%* **	76 *97.4%*	4 *100.0%* **	89 *97.8%*	29 *96.7%*	59 *98.3%*	1 *100.0%* **	27 *96.4%* **	57 *100.0%* v	36 *94.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**72** ***75.8%***	10 *83.3%* **	21 *77.8%* **	16 *69.6%* **	23 *76.7%*	33 *70.2%*	38 *84.4%*	63 *80.8%*	7 *46.7%* **	2 *100.0%* **	61 *83.6%*	7 *43.8%* **	3 *60.0%* **	9 *64.3%* **	60 *76.9%*	1 *25.0%* **	71 *78.0%*	23 *76.7%*	44 *73.3%*	1 *100.0%* **	21 *75.0%* **	46 *80.7%*	26 *68.4%*	- -
3-Point Score	**2.74**	2.83	2.78	2.65	2.73	2.68	2.84	2.79	2.40	3.00	2.84	2.31	2.60	2.64	2.74	2.25	2.76	2.73	2.72	3.00	2.71	2.81	2.63	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q38. In the last 6 months, did your childs personal doctor talk with you about how your child is feeling, growing, or behaving?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 37
Level: Top

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q38. In the last 6 months, did your childs personal doctor talk with you about how your child is feeling, growing, or behaving?																								
Total Eligible	**95** *100.0%*	**12** *100.0%*	**27** *100.0%*	**23** *100.0%*	**30** *100.0%*	**47** *100.0%*	**45** *100.0%*	**78** *100.0%*	**15** *100.0%*	**2** *100.0%*	**73** *100.0%*	**16** *100.0%*	**5** *100.0%*	**14** *100.0%*	**78** *100.0%*	**4** *100.0%*	**91** *100.0%*	**30** *100.0%*	**60** *100.0%*	**1** *100.0%*	**28** *100.0%*	**57** *100.0%*	**38** *100.0%*	- -
Total Valid Responses	**95** *100.0%*	**12** *100.0%*	**27** *100.0%*	**23** *100.0%*	**30** *100.0%*	**47** *100.0%*	**45** *100.0%*	**78** *100.0%*	**15** *100.0%*	**2** *100.0%*	**73** *100.0%*	**16** *100.0%*	**5** *100.0%*	**14** *100.0%*	**78** *100.0%*	**4** *100.0%*	**91** *100.0%*	**30** *100.0%*	**60** *100.0%*	**1** *100.0%*	**28** *100.0%*	**57** *100.0%*	**38** *100.0%*	- -
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**86** *90.5%*	11 *91.7%* **	25 *92.6%* **	21 *91.3%* **	26 *86.7%*	42 *89.4%*	41 *91.1%*	73 *93.6%*	11 *73.3%* **	2 *100.0%* **	68 *93.2%*	15 *93.8%* **	2 *40.0%* **	13 *92.9%* **	71 *91.0%*	4 *100.0%* **	82 *90.1%*	28 *93.3%*	53 *88.3%*	1 *100.0%* **	26 *92.9%* **	51 *89.5%*	35 *92.1%*	- -
No	**9** *9.5%*	1 *8.3%* **	2 *7.4%* **	2 *8.7%* **	4 *13.3%*	5 *10.6%*	4 *8.9%*	5 *6.4%*	4 *26.7%* **	- - **	5 *6.8%*	1 *6.3%* **	3 *60.0%* **	1 *7.1%* **	7 *9.0%*	- - **	9 *9.9%*	2 *6.7%*	7 *11.7%*	- - **	2 *7.1%* **	6 *10.5%*	3 *7.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**86** *90.5%*	11 *91.7%* **	25 *92.6%* **	21 *91.3%* **	26 *86.7%*	42 *89.4%*	41 *91.1%*	73 *93.6%*	11 *73.3%* **	2 *100.0%* **	68 *93.2%*	15 *93.8%* **	2 *40.0%* **	13 *92.9%* **	71 *91.0%*	4 *100.0%* **	82 *90.1%*	28 *93.3%*	53 *88.3%*	1 *100.0%* **	26 *92.9%* **	51 *89.5%*	35 *92.1%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 38
Level: Top

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?																								
Total Eligible	**95** ***100.0%***	**12** ***100.0%***	**27** ***100.0%***	**23** ***100.0%***	**30** ***100.0%***	**47** ***100.0%***	**45** ***100.0%***	**78** ***100.0%***	**15** ***100.0%***	**2** ***100.0%***	**73** ***100.0%***	**16** ***100.0%***	**5** ***100.0%***	**14** ***100.0%***	**78** ***100.0%***	**4** ***100.0%***	**91** ***100.0%***	**30** ***100.0%***	**60** ***100.0%***	**1** ***100.0%***	**28** ***100.0%***	**57** ***100.0%***	**38** ***100.0%***	**-** **-**
Total Valid Responses	**95** ***100.0%***	**12** ***100.0%***	**27** ***100.0%***	**23** ***100.0%***	**30** ***100.0%***	**47** ***100.0%***	**45** ***100.0%***	**78** ***100.0%***	**15** ***100.0%***	**2** ***100.0%***	**73** ***100.0%***	**16** ***100.0%***	**5** ***100.0%***	**14** ***100.0%***	**78** ***100.0%***	**4** ***100.0%***	**91** ***100.0%***	**30** ***100.0%***	**60** ***100.0%***	**1** ***100.0%***	**28** ***100.0%***	**57** ***100.0%***	**38** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**36** ***37.9%***	7 *58.3%* **	7 *25.9%* **	9 *39.1%* **	10 *33.3%*	16 *34.0%*	18 *40.0%*	30 *38.5%*	6 *40.0%* **	- - **	28 *38.4%*	6 *37.5%* **	2 *40.0%* **	7 *50.0%* **	28 *35.9%*	2 *50.0%* **	34 *37.4%*	11 *36.7%*	24 *40.0%*	1 *100.0%* **	10 *35.7%* **	25 *43.9%*	11 *28.9%*	- -
No	**59** ***62.1%***	5 *41.7%* **	20 *74.1%* **	14 *60.9%* **	20 *66.7%*	31 *66.0%*	27 *60.0%*	48 *61.5%*	9 *60.0%* **	2 *100.0%* **	45 *61.6%*	10 *62.5%* **	3 *60.0%* **	7 *50.0%* **	50 *64.1%*	2 *50.0%* **	57 *62.6%*	19 *63.3%*	36 *60.0%*	- - **	18 *64.3%* **	32 *56.1%*	27 *71.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**36** ***37.9%***	7 *58.3%* **	7 *25.9%* **	9 *39.1%* **	10 *33.3%*	16 *34.0%*	18 *40.0%*	30 *38.5%*	6 *40.0%* **	- - **	28 *38.4%*	6 *37.5%* **	2 *40.0%* **	7 *50.0%* **	28 *35.9%*	2 *50.0%* **	34 *37.4%*	11 *36.7%*	24 *40.0%*	1 *100.0%* **	10 *35.7%* **	25 *43.9%*	11 *28.9%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q40. (CC) In the last 6 months, how often did your childs personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?																								
Total Eligible	**36** ***100.0%***	**7** ***100.0%***	**7** ***100.0%***	**9** ***100.0%***	**10** ***100.0%***	**16** ***100.0%***	**18** ***100.0%***	**30** ***100.0%***	**6** ***100.0%***	**-** **-**	**28** ***100.0%***	**6** ***100.0%***	**2** ***100.0%***	**7** ***100.0%***	**28** ***100.0%***	**2** ***100.0%***	**34** ***100.0%***	**11** ***100.0%***	**24** ***100.0%***	**1** ***100.0%***	**10** ***100.0%***	**25** ***100.0%***	**11** ***100.0%***	**-** **-**
Total Valid Responses	**35** ***100.0%***	**6** ***100.0%***	**7** ***100.0%***	**9** ***100.0%***	**10** ***100.0%***	**15** ***100.0%***	**18** ***100.0%***	**29** ***100.0%***	**6** ***100.0%***	**-** **-**	**27** ***100.0%***	**6** ***100.0%***	**2** ***100.0%***	**7** ***100.0%***	**28** ***100.0%***	**2** ***100.0%***	**33** ***100.0%***	**11** ***100.0%***	**23** ***100.0%***	**1** ***100.0%***	**10** ***100.0%***	**24** ***100.0%***	**11** ***100.0%***	**-** **-**
No Answer	**1**	1	-	-	-	1	-	1	-	-	1	-	-	-	-	-	1	-	1	-	-	1	-	-
Always	**25** ***71.4%***	4 *66.7%* **	5 *71.4%* **	4 *44.4%* **	10 *100.0%* **	10 *66.7%* **	14 *77.8%* **	23 *79.3%* **	2 *33.3%* **	- -	20 *74.1%* **	3 *50.0%* **	2 *100.0%* **	5 *71.4%* **	20 *71.4%* **	1 *50.0%* **	24 *72.7%*	9 *81.8%* **	15 *65.2%* **	1 *100.0%* **	8 *80.0%* **	20 *83.3%* **	5 *45.5%* **	- -
Usually	**7** ***20.0%***	1 *16.7%* **	2 *28.6%* **	3 *33.3%* **	- - **	3 *20.0%* **	3 *16.7%* **	4 *13.8%* **	3 *50.0%* **	- -	5 *18.5%* **	2 *33.3%* **	- - **	- - **	7 *25.0%* **	- - **	7 *21.2%*	1 *9.1%* **	6 *26.1%* **	- - **	1 *10.0%* **	4 *16.7%* **	3 *27.3%* **	- -
Sometimes	**3** ***8.6%***	1 *16.7%* **	- - **	2 *22.2%* **	- - **	2 *13.3%* **	1 *5.6%* **	2 *6.9%* **	1 *16.7%* **	- -	2 *7.4%* **	1 *16.7%* **	- - **	2 *28.6%* **	1 *3.6%* **	1 *50.0%* **	2 *6.1%*	1 *9.1%* **	2 *8.7%* **	- - **	1 *10.0%* **	- - **	3 *27.3%* **	- -
Never	**-** **-**	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**32** ***91.4%***	5 *83.3%* **	7 *100.0%* **	7 *77.8%* **	10 *100.0%* **	13 *86.7%* **	17 *94.4%* **	27 *93.1%* **	5 *83.3%* **	- -	25 *92.6%* **	5 *83.3%* **	2 *100.0%* **	5 *71.4%* **	27 *96.4%* **	1 *50.0%* **	31 *93.9%*	10 *90.9%* **	21 *91.3%* **	1 *100.0%* **	9 *90.0%* **	24 *100.0%* **	8 *72.7%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**25** ***71.4%***	4 *66.7%* **	5 *71.4%* **	4 *44.4%* **	10 *100.0%* **	10 *66.7%* **	14 *77.8%* **	23 *79.3%* **	2 *33.3%* **	- -	20 *74.1%* **	3 *50.0%* **	2 *100.0%* **	5 *71.4%* **	20 *71.4%* **	1 *50.0%* **	24 *72.7%*	9 *81.8%* **	15 *65.2%* **	1 *100.0%* **	8 *80.0%* **	20 *83.3%* **	5 *45.5%* **	- -
3-Point Score	**2.63**	2.50	2.71	2.22	3.00	2.53	2.72	2.72	2.17	-	2.67	2.33	3.00	2.43	2.68	2.00	2.67	2.73	2.57	3.00	2.70	2.83	2.18	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q41. 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 childs personal doctor?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

GENERAL POPULATION

Table: 40
Level: Top

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q41. 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 childs personal doctor?																								
Total Eligible	**117** 100.0%	**13** 100.0%	**31** 100.0%	**28** 100.0%	**40** 100.0%	**58** 100.0%	**54** 100.0%	**95** 100.0%	**18** 100.0%	**3** 100.0%	**89** 100.0%	**20** 100.0%	**6** 100.0%	**20** 100.0%	**93** 100.0%	**5** 100.0%	**111** 100.0%	**34** 100.0%	**77** 100.0%	**4** 100.0%	**29** 100.0%	**65** 100.0%	**52** 100.0%	- -
Total Valid Responses	**116** 100.0%	**13** 100.0%	**31** 100.0%	**28** 100.0%	**39** 100.0%	**57** 100.0%	**54** 100.0%	**95** 100.0%	**18** 100.0%	**2** 100.0%	**88** 100.0%	**20** 100.0%	**6** 100.0%	**20** 100.0%	**92** 100.0%	**5** 100.0%	**111** 100.0%	**34** 100.0%	**76** 100.0%	**4** 100.0%	**29** 100.0%	**64** 100.0%	**52** 100.0%	- -
No Answer	**1**	-	-	-	1	1	-	-	-	1	1	-	-	-	1	-	-	-	1	-	-	1	-	-
10 - Best personal doctor possible	**75** 64.7%	9 69.2% **	19 61.3%	18 64.3% **	25 64.1%	35 61.4%	37 68.5%	66 69.5%	6 33.3% **	2 100.0% **	60 68.2%	8 40.0% **	5 83.3% **	10 50.0% **	62 67.4%	- - **	75 67.6%	26 76.5% R	43 56.6%	3 75.0% **	22 75.9% **	42 65.6%	33 63.5%	- -
9	**24** 20.7%	3 23.1% **	7 22.6%	4 14.3% **	9 23.1%	13 22.8%	10 18.5%	19 20.0%	5 27.8% **	- - **	16 18.2%	7 35.0% **	1 16.7% **	2 10.0% **	21 22.8%	- - **	24 21.6%	4 11.8%	20 26.3% q	1 25.0% **	3 10.3% **	15 23.4%	9 17.3%	- -
8	**12** 10.3%	- - **	5 16.1%	3 10.7% **	4 10.3%	7 12.3%	4 7.4%	7 7.4%	5 27.8% **	- - **	7 8.0%	5 25.0% **	- - **	3 15.0% **	9 9.8%	- - **	12 10.8%	3 8.8%	9 11.8%	- - **	3 10.3% **	6 9.4%	6 11.5%	- -
7	**4** 3.4%	1 7.7% **	- -	2 7.1% **	1 2.6%	2 3.5%	2 3.7%	3 3.2%	1 5.6% **	- - **	4 4.5%	- - **	- - **	4 20.0% **	- -	4 80.0% **	- -	1 2.9%	3 3.9%	- - **	1 3.4% **	1 1.6%	3 5.8%	- -
6	**1** 0.9%	- - **	- -	1 3.6% **	- -	- -	1 1.9%	- -	1 5.6% **	- - **	1 1.1%	- - **	- - **	1 5.0% **	- -	1 20.0% **	- -	- -	1 1.3%	- - **	- - **	- -	1 1.9%	- -
5	- -	- - **	- -	- - **	- -	- -	- -	- -	- - **	- - **	- -	- - **	- - **	- - **	- -	- - **	- -	- -	- -	- - **	- - **	- -	- -	- -
4	- -	- - **	- -	- - **	- -	- -	- -	- -	- - **	- - **	- -	- - **	- - **	- - **	- -	- - **	- -	- -	- -	- - **	- - **	- -	- -	- -
3	- -	- - **	- -	- - **	- -	- -	- -	- -	- - **	- - **	- -	- - **	- - **	- - **	- -	- - **	- -	- -	- -	- - **	- - **	- -	- -	- -
2	- -	- - **	- -	- - **	- -	- -	- -	- -	- - **	- - **	- -	- - **	- - **	- - **	- -	- - **	- -	- -	- -	- - **	- - **	- -	- -	- -
1	- -	- - **	- -	- - **	- -	- -	- -	- -	- - **	- - **	- -	- - **	- - **	- - **	- -	- - **	- -	- -	- -	- - **	- - **	- -	- -	- -
0 - Worst personal doctor possible	- -	- - **	- -	- - **	- -	- -	- -	- -	- - **	- - **	- -	- - **	- - **	- - **	- -	- - **	- -	- -	- -	- - **	- - **	- -	- -	- -
SUMMARY - 0-3	- -	- - **	- -	- - **	- -	- -	- -	- -	- - **	- - **	- -	- - **	- - **	- - **	- -	- - **	- -	- -	- -	- - **	- - **	- -	- -	- -
SUMMARY - 4-7	**5** 4.3%	1 7.7% **	- -	3 10.7% **	1 2.6%	2 3.5%	3 5.6%	3 3.2%	2 11.1% **	- - **	5 5.7%	- - **	- - **	5 25.0% **	- -	5 100.0% **	- -	1 2.9%	4 5.3%	- - **	1 3.4% **	1 1.6%	4 7.7%	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**111** 95.7%	12 92.3% **	31 100.0%	25 89.3% **	38 97.4%	55 96.5%	51 94.4%	92 96.8%	16 88.9% **	2 100.0% **	83 94.3%	20 100.0% **	6 100.0% **	15 75.0% **	92 100.0%	- - **	111 100.0%	33 97.1%	72 94.7%	4 100.0% **	28 96.6% **	63 98.4%	48 92.3%	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**99** 85.3%	12 92.3% **	26 83.9%	22 78.6% **	34 87.2%	48 84.2%	47 87.0%	85 89.5%	11 61.1% **	2 100.0% **	76 86.4%	15 75.0% **	6 100.0% **	12 60.0% **	83 90.2%	- - **	99 89.2%	30 88.2%	63 82.9%	4 100.0% **	25 86.2% **	57 89.1%	42 80.8%	- -
3-Point Score	**2.84**	2.92	2.84	2.75	2.87	2.84	2.85	2.89	2.56	3.00	2.85	2.75	3.00	2.55	2.90	1.80	2.89	2.88	2.82	3.00	2.86	2.89	2.79	-

Cell Contents:
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- 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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2017

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?																								
Total Eligible	**117** *100.0%*	**13** *100.0%*	**31** *100.0%*	**28** *100.0%*	**40** *100.0%*	**58** *100.0%*	**54** *100.0%*	**95** *100.0%*	**18** *100.0%*	**3** *100.0%*	**89** *100.0%*	**20** *100.0%*	**6** *100.0%*	**20** *100.0%*	**93** *100.0%*	**5** *100.0%*	**111** *100.0%*	**34** *100.0%*	**77** *100.0%*	**4** *100.0%*	**29** *100.0%*	**65** *100.0%*	**52** *100.0%*	**-** -
Total Valid Responses	**116** *100.0%*	**13** *100.0%*	**30** *100.0%*	**28** *100.0%*	**40** *100.0%*	**58** *100.0%*	**53** *100.0%*	**94** *100.0%*	**18** *100.0%*	**3** *100.0%*	**88** *100.0%*	**20** *100.0%*	**6** *100.0%*	**20** *100.0%*	**92** *100.0%*	**5** *100.0%*	**110** *100.0%*	**34** *100.0%*	**76** *100.0%*	**4** *100.0%*	**29** *100.0%*	**65** *100.0%*	**51** *100.0%*	**-** -
No Answer	**1**	-	1	-	-	-	1	1	-	-	1	-	-	-	1	-	1	-	1	-	-	-	1	-
Yes	**23** *19.8%*	1 *7.7%* **	5 *16.7%*	7 *25.0%* **	10 *25.0%*	13 *22.4%*	9 *17.0%*	13 *13.8%*	10 *55.6%* **	- - **	14 *15.9%*	5 *25.0%* **	4 *66.7%* **	6 *30.0%* **	17 *18.5%*	3 *60.0%* **	20 *18.2%*	4 *11.8%*	19 *25.0%*	- - **	4 *13.8%* **	14 *21.5%*	9 *17.6%*	- -
No	**93** *80.2%*	12 *92.3%* **	25 *83.3%*	21 *75.0%* **	30 *75.0%*	45 *77.6%*	44 *83.0%*	81 *86.2%*	8 *44.4%* **	3 *100.0%* **	74 *84.1%*	15 *75.0%* **	2 *33.3%* **	14 *70.0%* **	75 *81.5%*	2 *40.0%* **	90 *81.8%*	30 *88.2%*	57 *75.0%*	4 *100.0%* **	25 *86.2%* **	51 *78.5%*	42 *82.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**23** *19.8%*	1 *7.7%* **	5 *16.7%*	7 *25.0%* **	10 *25.0%*	13 *22.4%*	9 *17.0%*	13 *13.8%*	10 *55.6%* **	- - **	14 *15.9%*	5 *25.0%* **	4 *66.7%* **	6 *30.0%* **	17 *18.5%*	3 *60.0%* **	20 *18.2%*	4 *11.8%*	19 *25.0%*	- - **	4 *13.8%* **	14 *21.5%*	9 *17.6%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q43. (FCC-PD) Does your childs personal doctor understand how these medical, behavioral, or other health conditions affect your childs day-to-day life?																								
Total Eligible	**23** *100.0%*	**1** *100.0%*	**5** *100.0%*	**7** *100.0%*	**10** *100.0%*	**13** *100.0%*	**9** *100.0%*	**13** *100.0%*	**10** *100.0%*	**-** -	**14** *100.0%*	**5** *100.0%*	**4** *100.0%*	**6** *100.0%*	**17** *100.0%*	**3** *100.0%*	**20** *100.0%*	**4** *100.0%*	**19** *100.0%*	**-** -	**4** *100.0%*	**14** *100.0%*	**9** *100.0%*	**-** -
Total Valid Responses	**23** *100.0%*	**1** *100.0%*	**5** *100.0%*	**7** *100.0%*	**10** *100.0%*	**13** *100.0%*	**9** *100.0%*	**13** *100.0%*	**10** *100.0%*	**-** -	**14** *100.0%*	**5** *100.0%*	**4** *100.0%*	**6** *100.0%*	**17** *100.0%*	**3** *100.0%*	**20** *100.0%*	**4** *100.0%*	**19** *100.0%*	**-** -	**4** *100.0%*	**14** *100.0%*	**9** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**19** *82.6%*	1 *100.0%* **	4 *80.0%* **	6 *85.7%* **	8 *80.0%* **	11 *84.6%* **	8 *88.9%* **	13 *100.0%* **	6 *60.0%* **	- -	13 *92.9%* **	4 *80.0%* **	2 *50.0%* **	5 *83.3%* **	14 *82.4%* **	2 *66.7%* **	17 *85.0%* **	4 *100.0%* **	15 *78.9%* **	- -	4 *100.0%*	12 *85.7%* **	7 *77.8%* **	- -
No	**4** *17.4%*	- - **	1 *20.0%* **	1 *14.3%* **	2 *20.0%* **	2 *15.4%* **	1 *11.1%* **	- - **	4 *40.0%* **	- -	1 *7.1%* **	1 *20.0%* **	2 *50.0%* **	1 *16.7%* **	3 *17.6%* **	1 *33.3%* **	3 *15.0%* **	- - **	4 *21.1%* **	- -	- -	2 *14.3%* **	2 *22.2%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**19** *82.6%*	1 *100.0%* **	4 *80.0%* **	6 *85.7%* **	8 *80.0%* **	11 *84.6%* **	8 *88.9%* **	13 *100.0%* **	6 *60.0%* **	- -	13 *92.9%* **	4 *80.0%* **	2 *50.0%* **	5 *83.3%* **	14 *82.4%* **	2 *66.7%* **	17 *85.0%* **	4 *100.0%* **	15 *78.9%* **	- -	4 *100.0%*	12 *85.7%* **	7 *77.8%* **	- -
3-Point Score	**2.65**	3.00	2.60	2.71	2.60	2.69	2.78	3.00	2.20	-	2.86	2.60	2.00	2.67	2.65	2.33	2.70	3.00	2.58	-	3.00	2.71	2.56	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q44. (FCC-PD) Does your childs personal doctor understand how your childs medical, behavioral, or other health conditions affect your familys day-to-day life?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 43
Level: Top

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q44. (FCC-PD) Does your childs personal doctor understand how your childs medical, behavioral, or other health conditions affect your familys day-to-day life?																								
Total Eligible	**23** *100.0%*	**1** *100.0%*	**5** *100.0%*	**7** *100.0%*	**10** *100.0%*	**13** *100.0%*	**9** *100.0%*	**13** *100.0%*	**10** *100.0%*	**-** -	**14** *100.0%*	**5** *100.0%*	**4** *100.0%*	**6** *100.0%*	**17** *100.0%*	**3** *100.0%*	**20** *100.0%*	**4** *100.0%*	**19** *100.0%*	**-** -	**4** *100.0%*	**14** *100.0%*	**9** *100.0%*	**-** -
Total Valid Responses	**23** *100.0%*	**1** *100.0%*	**5** *100.0%*	**7** *100.0%*	**10** *100.0%*	**13** *100.0%*	**9** *100.0%*	**13** *100.0%*	**10** *100.0%*	**-** -	**14** *100.0%*	**5** *100.0%*	**4** *100.0%*	**6** *100.0%*	**17** *100.0%*	**3** *100.0%*	**20** *100.0%*	**4** *100.0%*	**19** *100.0%*	**-** -	**4** *100.0%*	**14** *100.0%*	**9** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**20** *87.0%*	1 *100.0%* **	4 *80.0%* **	6 *85.7%* **	9 *90.0%* **	11 *84.6%* **	8 *88.9%* **	13 *100.0%* **	7 *70.0%* **	- -	13 *92.9%* **	5 *100.0%* **	2 *50.0%* **	5 *83.3%* **	15 *88.2%* **	2 *66.7%* **	18 *90.0%* **	4 *100.0%* **	16 *84.2%* **	- -	4 *100.0%*	12 *85.7%* **	8 *88.9%* **	- -
No	**3** *13.0%*	- - **	1 *20.0%* **	1 *14.3%* **	1 *10.0%* **	2 *15.4%* **	1 *11.1%* **	- - **	3 *30.0%* **	- -	1 *7.1%* **	- - **	2 *50.0%* **	1 *16.7%* **	2 *11.8%* **	1 *33.3%* **	2 *10.0%* **	- - **	3 *15.8%* **	- -	- -	2 *14.3%* **	1 *11.1%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**20** *87.0%*	1 *100.0%* **	4 *80.0%* **	6 *85.7%* **	9 *90.0%* **	11 *84.6%* **	8 *88.9%* **	13 *100.0%* **	7 *70.0%* **	- -	13 *92.9%* **	5 *100.0%* **	2 *50.0%* **	5 *83.3%* **	15 *88.2%* **	2 *66.7%* **	18 *90.0%* **	4 *100.0%* **	16 *84.2%* **	- -	4 *100.0%*	12 *85.7%* **	8 *88.9%* **	- -
3-Point Score	**2.74**	3.00	2.60	2.71	2.80	2.69	2.78	3.00	2.40	-	2.86	3.00	2.00	2.67	2.76	2.33	2.80	3.00	2.68	-	3.00	2.71	2.78	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

GENERAL POPULATION

Table: 44
Level: Top

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?																								
Total Eligible	**138** ***100.0%***	**14** ***100.0%***	**38** ***100.0%***	**30** ***100.0%***	**50** ***100.0%***	**71** ***100.0%***	**61** ***100.0%***	**113** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**100** ***100.0%***	**28** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**108** ***100.0%***	**5** ***100.0%***	**111** ***100.0%***	**37** ***100.0%***	**95** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**62** ***100.0%***	**-** **-**
Total Valid Responses	**137** ***100.0%***	**14** ***100.0%***	**38** ***100.0%***	**30** ***100.0%***	**49** ***100.0%***	**71** ***100.0%***	**60** ***100.0%***	**112** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**99** ***100.0%***	**28** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**107** ***100.0%***	**5** ***100.0%***	**110** ***100.0%***	**36** ***100.0%***	**95** ***100.0%***	**6** ***100.0%***	**29** ***100.0%***	**76** ***100.0%***	**61** ***100.0%***	**-** **-**
No Answer	**1**	-	-	-	1	-	1	1	-	-	1	-	-	-	1	-	1	1	-	-	1	-	1	-
Yes	**15** ***10.9%***	3 *21.4%* **	4 *10.5%*	3 *10.0%*	5 *10.2%*	4 *5.6%*	11 *18.3%* E	10 *8.9%*	5 *23.8%* **	- - **	11 *11.1%*	3 *10.7%* **	1 *12.5%* **	3 *12.5%* **	12 *11.2%*	1 *20.0%* **	14 *12.7%*	3 *8.3%*	12 *12.6%*	1 *16.7%* **	2 *6.9%* **	11 *14.5%*	4 *6.6%*	- -
No	**122** ***89.1%***	11 *78.6%* **	34 *89.5%*	27 *90.0%*	44 *89.8%*	67 *94.4%* F	49 *81.7%*	102 *91.1%*	16 *76.2%* **	3 *100.0%* **	88 *88.9%*	25 *89.3%* **	7 *87.5%* **	21 *87.5%* **	95 *88.8%*	4 *80.0%* **	96 *87.3%*	33 *91.7%*	83 *87.4%*	5 *83.3%* **	27 *93.1%* **	65 *85.5%*	57 *93.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**15** ***10.9%***	3 *21.4%* **	4 *10.5%*	3 *10.0%*	5 *10.2%*	4 *5.6%*	11 *18.3%* E	10 *8.9%*	5 *23.8%* **	- - **	11 *11.1%*	3 *10.7%* **	1 *12.5%* **	3 *12.5%* **	12 *11.2%*	1 *20.0%* **	14 *12.7%*	3 *8.3%*	12 *12.6%*	1 *16.7%* **	2 *6.9%* **	11 *14.5%*	4 *6.6%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?																								
Total Eligible	**15** ***100.0%***	**3** ***100.0%***	**4** ***100.0%***	**3** ***100.0%***	**5** ***100.0%***	**4** ***100.0%***	**11** ***100.0%***	**10** ***100.0%***	**5** ***100.0%***	**-** **-**	**11** ***100.0%***	**3** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**12** ***100.0%***	**1** ***100.0%***	**14** ***100.0%***	**3** ***100.0%***	**12** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**11** ***100.0%***	**4** ***100.0%***	**-** **-**
Total Valid Responses	**15** ***100.0%***	**3** ***100.0%***	**4** ***100.0%***	**3** ***100.0%***	**5** ***100.0%***	**4** ***100.0%***	**11** ***100.0%***	**10** ***100.0%***	**5** ***100.0%***	**-** **-**	**11** ***100.0%***	**3** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**12** ***100.0%***	**1** ***100.0%***	**14** ***100.0%***	**3** ***100.0%***	**12** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**11** ***100.0%***	**4** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**7** ***46.7%***	3 *100.0%* **	1 *25.0%* **	- - **	3 *60.0%* **	4 *100.0%* **	3 *27.3%* **	5 *50.0%* **	2 *40.0%* **	- -	5 *45.5%* **	2 *66.7%* **	- - **	1 *33.3%* **	6 *50.0%* **	- - **	7 *50.0%* **	2 *66.7%* **	5 *41.7%* **	1 *100.0%* **	1 *50.0%* **	4 *36.4%* **	3 *75.0%* **	- -
Usually	**7** ***46.7%***	- - **	2 *50.0%* **	3 *100.0%* **	2 *40.0%* **	- - **	7 *63.6%* **	4 *40.0%* **	3 *60.0%* **	- -	6 *54.5%* **	1 *33.3%* **	- - **	1 *33.3%* **	6 *50.0%* **	1 *100.0%* **	6 *42.9%* **	1 *33.3%* **	6 *50.0%* **	- - **	1 *50.0%* **	6 *54.5%* **	1 *25.0%* **	- -
Sometimes	**1** ***6.7%***	- - **	1 *25.0%* **	- - **	- - **	- - **	1 *9.1%* **	1 *10.0%* **	- - **	- -	- - **	- - **	1 *100.0%* **	1 *33.3%* **	- - **	- - **	1 *7.1%* **	- - **	1 *8.3%* **	- - **	- - **	1 *9.1%* **	- - **	- -
Never	**-** **-**	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**14** ***93.3%***	3 *100.0%* **	3 *75.0%* **	3 *100.0%* **	5 *100.0%* **	4 *100.0%* **	10 *90.9%* **	9 *90.0%* **	5 *100.0%* **	- -	11 *100.0%* **	3 *100.0%* **	- - **	2 *66.7%* **	12 *100.0%* **	1 *100.0%* **	13 *92.9%* **	3 *100.0%* **	11 *91.7%* **	1 *100.0%* **	2 *100.0%* **	10 *90.9%* **	4 *100.0%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**7** ***46.7%***	3 *100.0%* **	1 *25.0%* **	- - **	3 *60.0%* **	4 *100.0%* **	3 *27.3%* **	5 *50.0%* **	2 *40.0%* **	- -	5 *45.5%* **	2 *66.7%* **	- - **	1 *33.3%* **	6 *50.0%* **	- - **	7 *50.0%* **	2 *66.7%* **	5 *41.7%* **	1 *100.0%* **	1 *50.0%* **	4 *36.4%* **	3 *75.0%* **	- -
3-Point Score	**2.40**	3.00	2.00	2.00	2.60	3.00	2.18	2.40	2.40	-	2.45	2.67	1.00	2.00	2.50	2.00	2.43	2.67	2.33	3.00	2.50	2.27	2.75	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q47. How many specialists has your child seen in the last 6 months?																								
Total Eligible	**15** ***100.0%***	**3** ***100.0%***	**4** ***100.0%***	**3** ***100.0%***	**5** ***100.0%***	**4** ***100.0%***	**11** ***100.0%***	**10** ***100.0%***	**5** ***100.0%***	**-** **-**	**11** ***100.0%***	**3** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**12** ***100.0%***	**1** ***100.0%***	**14** ***100.0%***	**3** ***100.0%***	**12** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**11** ***100.0%***	**4** ***100.0%***	**-** **-**
Total Valid Responses	**15** ***100.0%***	**3** ***100.0%***	**4** ***100.0%***	**3** ***100.0%***	**5** ***100.0%***	**4** ***100.0%***	**11** ***100.0%***	**10** ***100.0%***	**5** ***100.0%***	**-** **-**	**11** ***100.0%***	**3** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**12** ***100.0%***	**1** ***100.0%***	**14** ***100.0%***	**3** ***100.0%***	**12** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**11** ***100.0%***	**4** ***100.0%***	**-** **-**
No Answer	**-** -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
None	**-** -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -
1 specialist	**12** ***80.0%***	3 *100.0%* **	3 *75.0%* **	1 *33.3%* **	5 *100.0%* **	4 *100.0%* **	8 *72.7%* **	9 *90.0%* **	3 *60.0%* **	- -	9 *81.8%* **	3 *100.0%* **	- - **	1 *33.3%* **	11 *91.7%* **	- - **	12 *85.7%* **	3 *100.0%* **	9 *75.0%* **	1 *100.0%* **	2 *100.0%* **	9 *81.8%* **	3 *75.0%* **	- -
2	**1** ***6.7%***	- - **	1 *25.0%* **	- - **	- - **	- - **	1 *9.1%* **	1 *10.0%* **	- - **	- -	- - **	- - **	1 *100.0%* **	1 *33.3%* **	- - **	- - **	1 *7.1%* **	- - **	1 *8.3%* **	- - **	- - **	1 *9.1%* **	- - **	- -
3	**-** -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -
4	**-** -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -
5 or more specialists	**2** ***13.3%***	- - **	- - **	2 *66.7%* **	- - **	- - **	2 *18.2%* **	- - **	2 *40.0%* **	- -	2 *18.2%* **	- - **	- - **	1 *33.3%* **	1 *8.3%* **	1 *100.0%* **	1 *7.1%* **	- - **	2 *16.7%* **	- - **	- - **	1 *9.1%* **	1 *25.0%* **	- -
HEDIS/CAHPS SUMMARY RATE - 1 or more specialist	**15** ***100.0%***	3 *100.0%* **	4 *100.0%* **	3 *100.0%* **	5 *100.0%* **	4 *100.0%* **	11 *100.0%* **	10 *100.0%* **	5 *100.0%* **	- -	11 *100.0%* **	3 *100.0%* **	1 *100.0%* **	3 *100.0%* **	12 *100.0%* **	1 *100.0%* **	14 *100.0%* **	3 *100.0%* **	12 *100.0%* **	1 *100.0%* **	2 *100.0%* **	11 *100.0%* **	4 *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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q48. 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?																								
Total Eligible	**15** ***100.0%***	**3** ***100.0%***	**4** ***100.0%***	**3** ***100.0%***	**5** ***100.0%***	**4** ***100.0%***	**11** ***100.0%***	**10** ***100.0%***	**5** ***100.0%***	**-** **-**	**11** ***100.0%***	**3** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**12** ***100.0%***	**1** ***100.0%***	**14** ***100.0%***	**3** ***100.0%***	**12** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**11** ***100.0%***	**4** ***100.0%***	**-** **-**
Total Valid Responses	**15** ***100.0%***	**3** ***100.0%***	**4** ***100.0%***	**3** ***100.0%***	**5** ***100.0%***	**4** ***100.0%***	**11** ***100.0%***	**10** ***100.0%***	**5** ***100.0%***	**-** **-**	**11** ***100.0%***	**3** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**12** ***100.0%***	**1** ***100.0%***	**14** ***100.0%***	**3** ***100.0%***	**12** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**11** ***100.0%***	**4** ***100.0%***	**-** **-**
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best specialist possible	**3** ***20.0%***	1 *33.3%* **	- - **	1 *33.3%* **	1 *20.0%* **	1 *25.0%* **	2 *18.2%* **	3 *30.0%* **	- - **	- -	2 *18.2%* **	1 *33.3%* **	- - **	- - **	3 *25.0%* **	- - **	3 *21.4%* **	1 *33.3%* **	2 *16.7%* **	- - **	1 *50.0%* **	3 *27.3%* **	- - **	- -
9	**6** ***40.0%***	1 *33.3%* **	1 *25.0%* **	1 *33.3%* **	3 *60.0%* **	3 *75.0%* **	3 *27.3%* **	2 *20.0%* **	4 *80.0%* **	- -	5 *45.5%* **	1 *33.3%* **	- - **	1 *33.3%* **	5 *41.7%* **	- - **	6 *42.9%* **	- - **	6 *50.0%* **	- - **	- - **	4 *36.4%* **	2 *50.0%* **	- -
8	**2** ***13.3%***	1 *33.3%* **	- - **	- - **	1 *20.0%* **	- - **	2 *18.2%* **	2 *20.0%* **	- - **	- -	2 *18.2%* **	- - **	- - **	- - **	2 *16.7%* **	- - **	2 *14.3%* **	1 *33.3%* **	1 *8.3%* **	1 *100.0%* **	- - **	1 *9.1%* **	1 *25.0%* **	- -
7	**1** ***6.7%***	- - **	1 *25.0%* **	- - **	- - **	- - **	1 *9.1%* **	1 *10.0%* **	- - **	- -	- - **	1 *33.3%* **	- - **	- - **	1 *8.3%* **	- - **	1 *7.1%* **	1 *33.3%* **	- - **	- - **	1 *50.0%* **	1 *9.1%* **	- - **	- -
6	**2** ***13.3%***	- - **	1 *25.0%* **	1 *33.3%* **	- - **	- - **	2 *18.2%* **	1 *10.0%* **	1 *20.0%* **	- -	2 *18.2%* **	- - **	- - **	1 *33.3%* **	1 *8.3%* **	1 *100.0%* **	1 *7.1%* **	- - **	2 *16.7%* **	- - **	- - **	1 *9.1%* **	1 *25.0%* **	- -
5	**-** -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -
4	**-** -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -
3	**1** ***6.7%***	- - **	1 *25.0%* **	- - **	- - **	- - **	1 *9.1%* **	1 *10.0%* **	- - **	- -	- - **	- - **	1 *100.0%* **	1 *33.3%* **	- - **	- - **	1 *7.1%* **	- - **	1 *8.3%* **	- - **	- - **	1 *9.1%* **	- - **	- -
2	**-** -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -
1	**-** -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -
0 - Worst specialist possible	**-** -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -
SUMMARY - 0-3	**1** ***6.7%***	- - **	1 *25.0%* **	- - **	- - **	- - **	1 *9.1%* **	1 *10.0%* **	- - **	- -	- - **	- - **	1 *100.0%* **	1 *33.3%* **	- - **	- - **	1 *7.1%* **	- - **	1 *8.3%* **	- - **	- - **	1 *9.1%* **	- - **	- -
SUMMARY - 4-7	**3** ***20.0%***	- - **	2 *50.0%* **	1 *33.3%* **	- - **	- - **	3 *27.3%* **	2 *20.0%* **	1 *20.0%* **	- -	2 *18.2%* **	1 *33.3%* **	- - **	1 *33.3%* **	2 *16.7%* **	1 *100.0%* **	2 *14.3%* **	1 *33.3%* **	2 *16.7%* **	- - **	1 *50.0%* **	2 *18.2%* **	1 *25.0%* **	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**11** ***73.3%***	3 *100.0%* **	1 *25.0%* **	2 *66.7%* **	5 *100.0%* **	4 *100.0%* **	7 *63.6%* **	7 *70.0%* **	4 *80.0%* **	- -	9 *81.8%* **	2 *66.7%* **	- - **	1 *33.3%* **	10 *83.3%* **	- - **	11 *78.6%* **	2 *66.7%* **	9 *75.0%* **	1 *100.0%* **	1 *50.0%* **	8 *72.7%* **	3 *75.0%* **	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**9** ***60.0%***	2 *66.7%* **	1 *25.0%* **	2 *66.7%* **	4 *80.0%* **	4 *100.0%* **	5 *45.5%* **	5 *50.0%* **	4 *80.0%* **	- -	7 *63.6%* **	2 *66.7%* **	- - **	1 *33.3%* **	8 *66.7%* **	- - **	9 *64.3%* **	1 *33.3%* **	8 *66.7%* **	- - **	1 *50.0%* **	7 *63.6%* **	2 *50.0%* **	- -
3-Point Score	**2.40**	2.67	1.75	2.33	2.80	3.00	2.18	2.30	2.60	-	2.45	2.67	1.00	1.67	2.58	1.00	2.50	2.33	2.42	2.00	2.50	2.45	2.25	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q49. In the last 6 months, did you get information or help from customer service at your childs health plan?																								
Total Eligible	**138** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**113** *100.0%*	**21** *100.0%*	**3** *100.0%*	**100** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**108** *100.0%*	**5** *100.0%*	**111** *100.0%*	**37** *100.0%*	**95** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**62** *100.0%*	**-** -
Total Valid Responses	**132** *100.0%*	**13** *100.0%*	**38** *100.0%*	**29** *100.0%*	**47** *100.0%*	**69** *100.0%*	**58** *100.0%*	**110** *100.0%*	**20** *100.0%*	**2** *100.0%*	**98** *100.0%*	**26** *100.0%*	**8** *100.0%*	**22** *100.0%*	**105** *100.0%*	**5** *100.0%*	**105** *100.0%*	**37** *100.0%*	**95** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**56** *100.0%*	**-** -
No Answer	**6**	1	-	1	3	2	3	3	1	1	2	2	-	2	3	-	6	-	-	-	-	-	6	-
Yes	**37** *28.0%*	7 *53.8%* **	12 *31.6%*	7 *24.1%* **	8 *17.0%*	15 *21.7%*	20 *34.5%*	33 *30.0%*	3 *15.0%* **	1 *50.0%* **	27 *27.6%*	9 *34.6%* **	1 *12.5%* **	3 *13.6%* **	34 *32.4%*	1 *20.0%* **	33 *31.4%*	37 *100.0%* R	- -	6 *100.0%* **	30 *100.0%*	17 *22.4%*	20 *35.7%* u	- -
No	**95** *72.0%*	6 *46.2%* **	26 *68.4%*	22 *75.9%* **	39 *83.0%*	54 *78.3%*	38 *65.5%*	77 *70.0%*	17 *85.0%* **	1 *50.0%* **	71 *72.4%*	17 *65.4%* **	7 *87.5%* **	19 *86.4%* **	71 *67.6%*	4 *80.0%* **	72 *68.6%*	- -	95 *100.0%* Q	- - **	- -	59 *77.6%* v	36 *64.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**37** *28.0%*	7 *53.8%* **	12 *31.6%*	7 *24.1%* **	8 *17.0%*	15 *21.7%*	20 *34.5%*	33 *30.0%*	3 *15.0%* **	1 *50.0%* **	27 *27.6%*	9 *34.6%* **	1 *12.5%* **	3 *13.6%* **	34 *32.4%*	1 *20.0%* **	33 *31.4%*	37 *100.0%* R	- -	6 *100.0%* **	30 *100.0%*	17 *22.4%*	20 *35.7%* u	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q50. (CS) In the last 6 months, how often did customer service at your childs health plan give you the information or help you needed?																								
Total Eligible	**37** ***100.0%***	**7** ***100.0%***	**12** ***100.0%***	**7** ***100.0%***	**8** ***100.0%***	**15** ***100.0%***	**20** ***100.0%***	**33** ***100.0%***	**3** ***100.0%***	**1** ***100.0%***	**27** ***100.0%***	**9** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**34** ***100.0%***	**1** ***100.0%***	**33** ***100.0%***	**37** ***100.0%***	**-** **-**	**6** ***100.0%***	**30** ***100.0%***	**17** ***100.0%***	**20** ***100.0%***	**-** **-**
Total Valid Responses	**36** ***100.0%***	**7** ***100.0%***	**12** ***100.0%***	**7** ***100.0%***	**7** ***100.0%***	**15** ***100.0%***	**19** ***100.0%***	**32** ***100.0%***	**3** ***100.0%***	**1** ***100.0%***	**26** ***100.0%***	**9** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**33** ***100.0%***	**1** ***100.0%***	**32** ***100.0%***	**36** ***100.0%***	**-** **-**	**6** ***100.0%***	**30** ***100.0%***	**17** ***100.0%***	**19** ***100.0%***	**-** **-**
No Answer	**1**	-	-	-	1	-	1	1	-	-	1	-	-	-	1	-	1	1	-	-	-	-	1	-
Always	**21** ***58.3%***	5 *71.4%* **	8 *66.7%* **	3 *42.9%* **	3 *42.9%* **	6 *40.0%* **	14 *73.7%* **	20 *62.5%*	- - **	1 *100.0%* **	15 *57.7%* **	5 *55.6%* **	1 *100.0%* **	1 *33.3%* **	20 *60.6%*	1 *100.0%* **	19 *59.4%*	21 *58.3%*	- - **	- - **	21 *70.0%*	11 *64.7%* **	10 *52.6%* **	- -
Usually	**9** ***25.0%***	1 *14.3%* **	3 *25.0%* **	3 *42.9%* **	2 *28.6%* **	7 *46.7%* **	2 *10.5%* **	7 *21.9%*	2 *66.7%* **	- - **	7 *26.9%* **	2 *22.2%* **	- - **	- - **	9 *27.3%*	- - **	9 *28.1%*	9 *25.0%*	- -	- - **	9 *30.0%*	5 *29.4%* **	4 *21.1%* **	- -
Sometimes	**5** ***13.9%***	1 *14.3%* **	1 *8.3%* **	1 *14.3%* **	1 *14.3%* **	2 *13.3%* **	2 *10.5%* **	5 *15.6%*	- - **	- - **	3 *11.5%* **	2 *22.2%* **	- - **	1 *33.3%* **	4 *12.1%*	- - **	3 *9.4%*	5 *13.9%*	- -	5 *83.3%* **	- -	1 *5.9%* **	4 *21.1%* **	- -
Never	**1** ***2.8%***	- - **	- - **	- - **	1 *14.3%* **	- - **	1 *5.3%* **	- -	1 *33.3%* **	- - **	1 *3.8%* **	- - **	- - **	1 *33.3%* **	- -	- - **	1 *3.1%*	1 *2.8%*	- -	1 *16.7%* **	- -	- - **	1 *5.3%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**30** ***83.3%***	6 *85.7%* **	11 *91.7%* **	6 *85.7%* **	5 *71.4%* **	13 *86.7%* **	16 *84.2%* **	27 *84.4%*	2 *66.7%* **	1 *100.0%* **	22 *84.6%* **	7 *77.8%* **	1 *100.0%* **	1 *33.3%* **	29 *87.9%*	1 *100.0%* **	28 *87.5%*	30 *83.3%*	- -	- - **	30 *100.0%*	16 *94.1%* **	14 *73.7%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**21** ***58.3%***	5 *71.4%* **	8 *66.7%* **	3 *42.9%* **	3 *42.9%* **	6 *40.0%* **	14 *73.7%* **	20 *62.5%*	- - **	1 *100.0%* **	15 *57.7%* **	5 *55.6%* **	1 *100.0%* **	1 *33.3%* **	20 *60.6%*	1 *100.0%* **	19 *59.4%*	21 *58.3%*	- -	- - **	21 *70.0%*	11 *64.7%* **	10 *52.6%* **	- -
3-Point Score	**2.42**	2.57	2.58	2.29	2.14	2.27	2.58	2.47	1.67	3.00	2.42	2.33	3.00	1.67	2.48	3.00	2.47	2.42	-	1.00	2.70	2.59	2.26	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q51. (CS) In the last 6 months, how often did customer service staff at your childs health plan treat you with courtesy and respect?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 50
Level: Top

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q51. (CS) In the last 6 months, how often did customer service staff at your childs health plan treat you with courtesy and respect?																								
Total Eligible	**37** ***100.0%***	**7** ***100.0%***	**12** ***100.0%***	**7** ***100.0%***	**8** ***100.0%***	**15** ***100.0%***	**20** ***100.0%***	**33** ***100.0%***	**3** ***100.0%***	**1** ***100.0%***	**27** ***100.0%***	**9** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**34** ***100.0%***	**1** ***100.0%***	**33** ***100.0%***	**37** ***100.0%***	**-** **-**	**6** ***100.0%***	**30** ***100.0%***	**17** ***100.0%***	**20** ***100.0%***	**-** **-**
Total Valid Responses	**35** ***100.0%***	**7** ***100.0%***	**12** ***100.0%***	**7** ***100.0%***	**6** ***100.0%***	**14** ***100.0%***	**19** ***100.0%***	**31** ***100.0%***	**3** ***100.0%***	**1** ***100.0%***	**26** ***100.0%***	**8** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**32** ***100.0%***	**1** ***100.0%***	**31** ***100.0%***	**35** ***100.0%***	**-** **-**	**5** ***100.0%***	**30** ***100.0%***	**17** ***100.0%***	**18** ***100.0%***	**-** **-**
No Answer	**2**	-	-	-	2	1	1	2	-	-	1	1	-	-	2	-	2	2	-	1	-	-	2	-
Always	**28** ***80.0%***	6 *85.7%* **	11 *91.7%* **	5 *71.4%* **	3 *50.0%* **	9 *64.3%* **	17 *89.5%* **	27 *87.1%*	- - **	1 *100.0%* **	21 *80.8%* **	6 *75.0%* **	1 *100.0%* **	2 *66.7%* **	26 *81.3%*	1 *100.0%* **	24 *77.4%*	28 *80.0%*	- -	3 *60.0%* **	25 *83.3%*	14 *82.4%* **	14 *77.8%* **	- -
Usually	**5** ***14.3%***	1 *14.3%* **	1 *8.3%* **	1 *14.3%* **	2 *33.3%* **	4 *28.6%* **	1 *5.3%* **	3 *9.7%*	2 *66.7%* **	- - **	3 *11.5%* **	2 *25.0%* **	- - **	- - **	5 *15.6%*	- - **	5 *16.1%*	5 *14.3%*	- -	1 *20.0%* **	4 *13.3%*	2 *11.8%* **	3 *16.7%* **	- -
Sometimes	**1** ***2.9%***	- - **	- - **	1 *14.3%* **	- - **	1 *7.1%* **	- - **	1 *3.2%*	- - **	- - **	1 *3.8%* **	- - **	- - **	- - **	1 *3.1%*	- - **	1 *3.2%*	1 *2.9%*	- -	- - **	1 *3.3%*	1 *5.9%* **	- - **	- -
Never	**1** ***2.9%***	- - **	- - **	- - **	1 *16.7%* **	- - **	1 *5.3%* **	- -	1 *33.3%* **	- - **	1 *3.8%* **	- - **	- - **	1 *33.3%* **	- -	- - **	1 *3.2%*	1 *2.9%*	- -	1 *20.0%* **	- -	- - **	1 *5.6%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**33** ***94.3%***	7 *100.0%* **	12 *100.0%* **	6 *85.7%* **	5 *83.3%* **	13 *92.9%* **	18 *94.7%* **	30 *96.8%*	2 *66.7%* **	1 *100.0%* **	24 *92.3%* **	8 *100.0%* **	1 *100.0%* **	2 *66.7%* **	31 *96.9%*	1 *100.0%* **	29 *93.5%*	33 *94.3%*	- -	4 *80.0%* **	29 *96.7%*	16 *94.1%* **	17 *94.4%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**28** ***80.0%***	6 *85.7%* **	11 *91.7%* **	5 *71.4%* **	3 *50.0%* **	9 *64.3%* **	17 *89.5%* **	27 *87.1%*	- - **	1 *100.0%* **	21 *80.8%* **	6 *75.0%* **	1 *100.0%* **	2 *66.7%* **	26 *81.3%*	1 *100.0%* **	24 *77.4%*	28 *80.0%*	- -	3 *60.0%* **	25 *83.3%*	14 *82.4%* **	14 *77.8%* **	- -
3-Point Score	**2.74**	2.86	2.92	2.57	2.33	2.57	2.84	2.84	1.67	3.00	2.73	2.75	3.00	2.33	2.78	3.00	2.71	2.74	-	2.40	2.80	2.76	2.72	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q52. In the last 6 months, did your childs health plan give you any forms to fill out?																								
Total Eligible	**138** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**113** *100.0%*	**21** *100.0%*	**3** *100.0%*	**100** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**108** *100.0%*	**5** *100.0%*	**111** *100.0%*	**37** *100.0%*	**95** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**62** *100.0%*	**-** -
Total Valid Responses	**130** *100.0%*	**14** *100.0%*	**37** *100.0%*	**30** *100.0%*	**44** *100.0%*	**67** *100.0%*	**58** *100.0%*	**107** *100.0%*	**20** *100.0%*	**3** *100.0%*	**97** *100.0%*	**24** *100.0%*	**8** *100.0%*	**24** *100.0%*	**104** *100.0%*	**5** *100.0%*	**106** *100.0%*	**37** *100.0%*	**88** *100.0%*	**6** *100.0%*	**30** *100.0%*	**75** *100.0%*	**55** *100.0%*	**-** -
No Answer	**8**	-	1	-	6	4	3	6	1	-	3	4	-	-	4	-	5	-	7	-	-	1	7	-
Yes	**32** ***24.6%***	6 *42.9%* **	8 *21.6%*	8 *26.7%*	9 *20.5%*	13 *19.4%*	18 *31.0%*	26 *24.3%*	5 *25.0%* **	1 *33.3%* **	28 *28.9%*	4 *16.7%* **	- - **	2 *8.3%* **	30 *28.8%*	1 *20.0%* **	27 *25.5%*	12 *32.4%*	19 *21.6%*	2 *33.3%* **	9 *30.0%*	14 *18.7%*	18 *32.7%* u	- -
No	**98** ***75.4%***	8 *57.1%* **	29 *78.4%*	22 *73.3%*	35 *79.5%*	54 *80.6%*	40 *69.0%*	81 *75.7%*	15 *75.0%* **	2 *66.7%* **	69 *71.1%*	20 *83.3%* **	8 *100.0%* **	22 *91.7%* **	74 *71.2%*	4 *80.0%* **	79 *74.5%*	25 *67.6%*	69 *78.4%*	4 *66.7%* **	21 *70.0%*	61 *81.3%* v	37 *67.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**32** ***24.6%***	6 *42.9%* **	8 *21.6%*	8 *26.7%*	9 *20.5%*	13 *19.4%*	18 *31.0%*	26 *24.3%*	5 *25.0%* **	1 *33.3%* **	28 *28.9%*	4 *16.7%* **	- - **	2 *8.3%* **	30 *28.8%*	1 *20.0%* **	27 *25.5%*	12 *32.4%*	19 *21.6%*	2 *33.3%* **	9 *30.0%*	14 *18.7%*	18 *32.7%* u	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q53. (FOF) In the last 6 months, how often were the forms from your childs health plan easy to fill out?																								
Total Eligible	**130** ***100.0%***	**14** ***100.0%***	**37** ***100.0%***	**30** ***100.0%***	**44** ***100.0%***	**67** ***100.0%***	**58** ***100.0%***	**107** ***100.0%***	**20** ***100.0%***	**3** ***100.0%***	**97** ***100.0%***	**24** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**104** ***100.0%***	**5** ***100.0%***	**106** ***100.0%***	**37** ***100.0%***	**88** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**75** ***100.0%***	**55** ***100.0%***	**-** **-**
Total Valid Responses	**130** ***100.0%***	**14** ***100.0%***	**37** ***100.0%***	**30** ***100.0%***	**44** ***100.0%***	**67** ***100.0%***	**58** ***100.0%***	**107** ***100.0%***	**20** ***100.0%***	**3** ***100.0%***	**97** ***100.0%***	**24** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**104** ***100.0%***	**5** ***100.0%***	**106** ***100.0%***	**37** ***100.0%***	**88** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**75** ***100.0%***	**55** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**113** ***86.9%***	12 *85.7%* **	32 *86.5%*	26 *86.7%*	38 *86.4%*	59 *88.1%*	49 *84.5%*	93 *86.9%*	17 *85.0%* **	3 *100.0%* **	83 *85.6%*	21 *87.5%* **	8 *100.0%* **	22 *91.7%* **	89 *85.6%*	4 *80.0%* **	92 *86.8%*	33 *89.2%*	76 *86.4%*	5 *83.3%* **	28 *93.3%*	67 *89.3%*	46 *83.6%*	- -
Usually	**11** ***8.5%***	2 *14.3%* **	5 *13.5%*	2 *6.7%*	2 *4.5%*	4 *6.0%*	7 *12.1%*	9 *8.4%*	2 *10.0%* **	- - **	9 *9.3%*	2 *8.3%* **	- - **	2 *8.3%* **	9 *8.7%*	1 *20.0%* **	9 *8.5%*	2 *5.4%*	9 *10.2%*	1 *16.7%* **	1 *3.3%*	6 *8.0%*	5 *9.1%*	- -
Sometimes	**5** ***3.8%***	- - **	- -	1 *3.3%*	4 *9.1%* b	3 *4.5%*	2 *3.4%*	4 *3.7%*	1 *5.0%* **	- - **	4 *4.1%*	1 *4.2%* **	- - **	- - **	5 *4.8%*	- - **	4 *3.8%*	2 *5.4%*	2 *2.3%*	- - **	1 *3.3%*	1 *1.3%*	4 *7.3%* u	- -
Never	**1** ***0.8%***	- - **	- -	1 *3.3%*	- -	1 *1.5%*	- -	1 *0.9%*	- - **	- - **	1 *1.0%*	- - **	- - **	- - **	1 *1.0%*	- - **	1 *0.9%*	- -	1 *1.1%*	- - **	- -	1 *1.3%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**124** ***95.4%***	14 *100.0%* **	37 *100.0%* d	28 *93.3%*	40 *90.9%*	63 *94.0%*	56 *96.6%*	102 *95.3%*	19 *95.0%* **	3 *100.0%* **	92 *94.8%*	23 *95.8%* **	8 *100.0%* **	24 *100.0%* **	98 *94.2%*	5 *100.0%* **	101 *95.3%*	35 *94.6%*	85 *96.6%*	6 *100.0%* **	29 *96.7%*	73 *97.3%*	51 *92.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**113** ***86.9%***	12 *85.7%* **	32 *86.5%*	26 *86.7%*	38 *86.4%*	59 *88.1%*	49 *84.5%*	93 *86.9%*	17 *85.0%* **	3 *100.0%* **	83 *85.6%*	21 *87.5%* **	8 *100.0%* **	22 *91.7%* **	89 *85.6%*	4 *80.0%* **	92 *86.8%*	33 *89.2%*	76 *86.4%*	5 *83.3%* **	28 *93.3%*	67 *89.3%*	46 *83.6%*	- -
3-Point Score	**2.82**	2.86	2.86	2.80	2.77	2.82	2.81	2.82	2.80	3.00	2.80	2.83	3.00	2.92	2.80	2.80	2.82	2.84	2.83	2.83	2.90	2.87	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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q54. 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 childs health plan?																								
Total Eligible	**138** ***100.0%***	**14** ***100.0%***	**38** ***100.0%***	**30** ***100.0%***	**50** ***100.0%***	**71** ***100.0%***	**61** ***100.0%***	**113** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**100** ***100.0%***	**28** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**108** ***100.0%***	**5** ***100.0%***	**111** ***100.0%***	**37** ***100.0%***	**95** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**62** ***100.0%***	**-** **-**
Total Valid Responses	**132** ***100.0%***	**13** ***100.0%***	**37** ***100.0%***	**30** ***100.0%***	**47** ***100.0%***	**68** ***100.0%***	**59** ***100.0%***	**108** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**96** ***100.0%***	**27** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**108** ***100.0%***	**5** ***100.0%***	**107** ***100.0%***	**37** ***100.0%***	**90** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**74** ***100.0%***	**58** ***100.0%***	**-** **-**
No Answer	**6**	1	1	-	3	3	2	5	-	-	4	1	-	-	-	-	4	-	5	-	-	2	4	-
10 - Best health plan possible	**66** ***50.0%***	4 *30.8%* **	21 *56.8%*	13 *43.3%*	26 *55.3%*	36 *52.9%*	29 *49.2%*	56 *51.9%*	7 *33.3%* **	3 *100.0%* **	54 *56.3%*	9 *33.3%* **	2 *25.0%* **	- - **	66 *61.1%*	- - **	57 *53.3%*	22 *59.5%*	41 *45.6%*	1 *16.7%* **	20 *66.7%*	37 *50.0%*	29 *50.0%*	- -
9	**17** ***12.9%***	1 *7.7%* **	4 *10.8%*	4 *13.3%*	7 *14.9%*	8 *11.8%*	7 *11.9%*	13 *12.0%*	4 *19.0%* **	- - **	11 *11.5%*	5 *18.5%* **	1 *12.5%* **	- - **	17 *15.7%*	- - **	15 *14.0%*	4 *10.8%*	13 *14.4%*	1 *16.7%* **	3 *10.0%*	12 *16.2%*	5 *8.6%*	- -
8	**25** ***18.9%***	4 *30.8%* **	5 *13.5%*	6 *20.0%*	9 *19.1%*	13 *19.1%*	10 *16.9%*	20 *18.5%*	5 *23.8%* **	- - **	15 *15.6%*	8 *29.6%* **	2 *25.0%* **	- - **	25 *23.1%*	- - **	20 *18.7%*	8 *21.6%*	17 *18.9%*	2 *33.3%* **	6 *20.0%*	13 *17.6%*	12 *20.7%*	- -
7	**11** ***8.3%***	1 *7.7%* **	4 *10.8%*	3 *10.0%*	3 *6.4%*	3 *4.4%*	8 *13.6%* e	8 *7.4%*	3 *14.3%* **	- - **	8 *8.3%*	2 *7.4%* **	1 *12.5%* **	11 *45.8%* **	- -	2 *40.0%* **	7 *6.5%*	1 *2.7%*	9 *10.0%*	1 *16.7%* **	- -	7 *9.5%*	4 *6.9%*	- -
6	**6** ***4.5%***	2 *15.4%* **	2 *5.4%*	1 *3.3%*	1 *2.1%*	5 *7.4%*	1 *1.7%*	5 *4.6%*	1 *4.8%* **	- - **	5 *5.2%*	1 *3.7%* **	- - **	6 *25.0%* **	- -	2 *40.0%* **	3 *2.8%*	2 *5.4%*	4 *4.4%*	1 *16.7%* **	1 *3.3%*	2 *2.7%*	4 *6.9%*	- -
5	**3** ***2.3%***	- - **	- -	1 *3.3%*	1 *2.1%*	2 *2.9%*	1 *1.7%*	2 *1.9%*	1 *4.8%* **	- - **	2 *2.1%*	- - **	1 *12.5%* **	3 *12.5%* **	- -	1 *20.0%* **	1 *0.9%*	- -	3 *3.3%*	- - **	- -	1 *1.4%*	2 *3.4%*	- -
4	**1** ***0.8%***	- - **	- -	1 *3.3%*	- -	- -	1 *1.7%*	1 *0.9%*	- - **	- - **	- -	1 *3.7%* **	- - **	1 *4.2%* **	- -	- - **	1 *0.9%*	- -	1 *1.1%*	- - **	- -	- -	1 *1.7%*	- -
3	**-** **-**	- - **	- -	- -	- -	- -	- -	- -	- - **	- - **	- -	- - **	- - **	- - **	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
2	**1** ***0.8%***	- - **	- -	1 *3.3%*	- -	- -	1 *1.7%*	1 *0.9%*	- - **	- - **	- -	1 *3.7%* **	- - **	1 *4.2%* **	- -	- - **	1 *0.9%*	- -	- -	- - **	- -	- -	1 *1.7%*	- -
1	**-** **-**	- - **	- -	- -	- -	- -	- -	- -	- - **	- - **	- -	- - **	- - **	- - **	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
0 - Worst health plan possible	**2** ***1.5%***	1 *7.7%* **	1 *2.7%*	- -	- -	1 *1.5%*	1 *1.7%*	2 *1.9%*	- - **	- - **	1 *1.0%*	- - **	1 *12.5%* **	2 *8.3%* **	- -	- - **	2 *1.9%*	- -	2 *2.2%*	- - **	- -	2 *2.7%*	- -	- -
SUMMARY - 0-3	**3** ***2.3%***	1 *7.7%* **	1 *2.7%*	1 *3.3%*	- -	1 *1.5%*	2 *3.4%*	3 *2.8%*	- - **	- - **	1 *1.0%*	1 *3.7%* **	1 *12.5%* **	3 *12.5%* **	- -	- - **	3 *2.8%*	- -	2 *2.2%*	- - **	- -	2 *2.7%*	1 *1.7%*	- -
SUMMARY - 4-7	**21** ***15.9%***	3 *23.1%* **	6 *16.2%*	6 *20.0%*	5 *10.6%*	10 *14.7%*	11 *18.6%*	16 *14.8%*	5 *23.8%* **	- - **	15 *15.6%*	4 *14.8%* **	2 *25.0%* **	21 *87.5%* **	- -	5 *100.0%* **	12 *11.2%*	3 *8.1%*	17 *18.9%*	2 *33.3%* **	1 *3.3%*	10 *13.5%*	11 *19.0%*	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**108** ***81.8%***	9 *69.2%* **	30 *81.1%*	23 *76.7%*	42 *89.4%*	57 *83.8%*	46 *78.0%*	89 *82.4%*	16 *76.2%* **	3 *100.0%* **	80 *83.3%*	22 *81.5%* **	5 *62.5%* **	- - **	108 *100.0%*	- - **	92 *86.0%*	34 *91.9%* r	71 *78.9%*	4 *66.7%* **	29 *96.7%*	62 *83.8%*	46 *79.3%*	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**83** ***62.9%***	5 *38.5%* **	25 *67.6%*	17 *56.7%*	33 *70.2%*	44 *64.7%*	36 *61.0%*	69 *63.9%*	11 *52.4%* **	3 *100.0%* **	65 *67.7%*	14 *51.9%* **	3 *37.5%* **	- - **	83 *76.9%*	- - **	72 *67.3%*	26 *70.3%*	54 *60.0%*	2 *33.3%* **	23 *76.7%*	49 *66.2%*	34 *58.6%*	- -
3-Point Score	**2.53**	2.15	2.59	2.43	2.66	2.53	2.53	2.54	2.43	3.00	2.59	2.41	2.13	1.46	2.77	1.40	2.60	2.65	2.49	2.17	2.73	2.59	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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q55. In the last 6 months, did you get or refill any prescription medicines for your child?																								
Total Eligible	**138** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**113** *100.0%*	**21** *100.0%*	**3** *100.0%*	**100** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**108** *100.0%*	**5** *100.0%*	**111** *100.0%*	**37** *100.0%*	**95** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**62** *100.0%*	- -
Total Valid Responses	**137** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**113** *100.0%*	**21** *100.0%*	**3** *100.0%*	**100** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**108** *100.0%*	**5** *100.0%*	**110** *100.0%*	**37** *100.0%*	**95** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**61** *100.0%*	- -
No Answer	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-
Yes	**56** *40.9%*	5 *35.7%* **	12 *31.6%*	17 *56.7%* B	21 *42.0%*	26 *36.6%*	30 *49.2%*	41 *36.3%*	13 *61.9%* **	2 *66.7%* **	45 *45.0%*	7 *25.0%* **	3 *37.5%* **	10 *41.7%* **	46 *42.6%*	5 *100.0%* **	48 *43.6%*	17 *45.9%*	35 *36.8%*	- - **	17 *56.7%*	30 *39.5%*	26 *42.6%*	- -
No	**81** *59.1%*	9 *64.3%* **	26 *68.4%* C	13 *43.3%*	29 *58.0%*	45 *63.4%*	31 *50.8%*	72 *63.7%*	8 *38.1%* **	1 *33.3%* **	55 *55.0%*	21 *75.0%* **	5 *62.5%* **	14 *58.3%* **	62 *57.4%*	- - **	62 *56.4%*	20 *54.1%*	60 *63.2%*	6 *100.0%* **	13 *43.3%*	46 *60.5%*	35 *57.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**56** *40.9%*	5 *35.7%* **	12 *31.6%*	17 *56.7%* B	21 *42.0%*	26 *36.6%*	30 *49.2%*	41 *36.3%*	13 *61.9%* **	2 *66.7%* **	45 *45.0%*	7 *25.0%* **	3 *37.5%* **	10 *41.7%* **	46 *42.6%*	5 *100.0%* **	48 *43.6%*	17 *45.9%*	35 *36.8%*	- - **	17 *56.7%*	30 *39.5%*	26 *42.6%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 55
Level: Top

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?																								
Total Eligible	**56** ***100.0%***	**5** ***100.0%***	**12** ***100.0%***	**17** ***100.0%***	**21** ***100.0%***	**26** ***100.0%***	**30** ***100.0%***	**41** ***100.0%***	**13** ***100.0%***	**2** ***100.0%***	**45** ***100.0%***	**7** ***100.0%***	**3** ***100.0%***	**10** ***100.0%***	**46** ***100.0%***	**5** ***100.0%***	**48** ***100.0%***	**17** ***100.0%***	**35** ***100.0%***	**-** **-**	**17** ***100.0%***	**30** ***100.0%***	**26** ***100.0%***	**-** **-**
Total Valid Responses	**56** ***100.0%***	**5** ***100.0%***	**12** ***100.0%***	**17** ***100.0%***	**21** ***100.0%***	**26** ***100.0%***	**30** ***100.0%***	**41** ***100.0%***	**13** ***100.0%***	**2** ***100.0%***	**45** ***100.0%***	**7** ***100.0%***	**3** ***100.0%***	**10** ***100.0%***	**46** ***100.0%***	**5** ***100.0%***	**48** ***100.0%***	**17** ***100.0%***	**35** ***100.0%***	**-** **-**	**17** ***100.0%***	**30** ***100.0%***	**26** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**42** ***75.0%***	5 *100.0%* **	8 *66.7%* **	11 *64.7%* **	17 *81.0%* **	21 *80.8%* **	21 *70.0%*	32 *78.0%*	8 *61.5%* **	2 *100.0%* **	34 *75.6%*	6 *85.7%* **	2 *66.7%* **	7 *70.0%* **	35 *76.1%*	3 *60.0%* **	36 *75.0%*	12 *70.6%* **	27 *77.1%*	- -	12 *70.6%*	23 *76.7%*	19 *73.1%* **	- -
Usually	**8** ***14.3%***	- - **	3 *25.0%* **	2 *11.8%* **	3 *14.3%* **	3 *11.5%* **	5 *16.7%*	4 *9.8%*	4 *30.8%* **	- - **	7 *15.6%*	1 *14.3%* **	- - **	2 *20.0%* **	6 *13.0%*	2 *40.0%* **	6 *12.5%*	3 *17.6%* **	5 *14.3%*	- -	3 *17.6%*	3 *10.0%*	5 *19.2%* **	- -
Sometimes	**5** ***8.9%***	- - **	1 *8.3%* **	3 *17.6%* **	1 *4.8%* **	1 *3.8%* **	4 *13.3%*	4 *9.8%*	1 *7.7%* **	- - **	3 *6.7%*	- - **	1 *33.3%* **	1 *10.0%* **	4 *8.7%*	- - **	5 *10.4%*	1 *5.9%* **	3 *8.6%*	- -	1 *5.9%*	3 *10.0%*	2 *7.7%* **	- -
Never	**1** ***1.8%***	- - **	- - **	1 *5.9%* **	- - **	1 *3.8%* **	- -	1 *2.4%*	- - **	- - **	1 *2.2%*	- - **	- - **	- - **	1 *2.2%*	- - **	1 *2.1%*	1 *5.9%* **	- -	- -	1 *5.9%*	1 *3.3%*	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**50** ***89.3%***	5 *100.0%* **	11 *91.7%* **	13 *76.5%* **	20 *95.2%* **	24 *92.3%* **	26 *86.7%*	36 *87.8%*	12 *92.3%* **	2 *100.0%* **	41 *91.1%*	7 *100.0%* **	2 *66.7%* **	9 *90.0%* **	41 *89.1%*	5 *100.0%* **	42 *87.5%*	15 *88.2%* **	32 *91.4%*	- -	15 *88.2%*	26 *86.7%*	24 *92.3%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**42** ***75.0%***	5 *100.0%* **	8 *66.7%* **	11 *64.7%* **	17 *81.0%* **	21 *80.8%* **	21 *70.0%*	32 *78.0%*	8 *61.5%* **	2 *100.0%* **	34 *75.6%*	6 *85.7%* **	2 *66.7%* **	7 *70.0%* **	35 *76.1%*	3 *60.0%* **	36 *75.0%*	12 *70.6%* **	27 *77.1%*	- -	12 *70.6%*	23 *76.7%*	19 *73.1%* **	- -
3-Point Score	**2.64**	3.00	2.58	2.41	2.76	2.73	2.57	2.66	2.54	3.00	2.67	2.86	2.33	2.60	2.65	2.60	2.63	2.59	2.69	-	2.59	2.63	2.65	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q57. Did anyone from your childs health plan, doctors office, or clinic help you get your childs prescription medicines?																								
Total Eligible	**56** *100.0%*	**5** *100.0%*	**12** *100.0%*	**17** *100.0%*	**21** *100.0%*	**26** *100.0%*	**30** *100.0%*	**41** *100.0%*	**13** *100.0%*	**2** *100.0%*	**45** *100.0%*	**7** *100.0%*	**3** *100.0%*	**10** *100.0%*	**46** *100.0%*	**5** *100.0%*	**48** *100.0%*	**17** *100.0%*	**35** *100.0%*	**-** -	**17** *100.0%*	**30** *100.0%*	**26** *100.0%*	**-** -
Total Valid Responses	**56** *100.0%*	**5** *100.0%*	**12** *100.0%*	**17** *100.0%*	**21** *100.0%*	**26** *100.0%*	**30** *100.0%*	**41** *100.0%*	**13** *100.0%*	**2** *100.0%*	**45** *100.0%*	**7** *100.0%*	**3** *100.0%*	**10** *100.0%*	**46** *100.0%*	**5** *100.0%*	**48** *100.0%*	**17** *100.0%*	**35** *100.0%*	**-** -	**17** *100.0%*	**30** *100.0%*	**26** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**38** ***67.9%***	4 *80.0%* **	9 *75.0%* **	11 *64.7%* **	14 *66.7%* **	15 *57.7%* **	23 *76.7%*	25 *61.0%*	11 *84.6%* **	2 *100.0%* **	29 *64.4%*	6 *85.7%* **	3 *100.0%* **	5 *50.0%* **	33 *71.7%*	4 *80.0%* **	32 *66.7%*	14 *82.4%* **	22 *62.9%*	- -	14 *82.4%*	20 *66.7%*	18 *69.2%* **	- -
No	**18** ***32.1%***	1 *20.0%* **	3 *25.0%* **	6 *35.3%* **	7 *33.3%* **	11 *42.3%* **	7 *23.3%*	16 *39.0%*	2 *15.4%* **	- - **	16 *35.6%*	1 *14.3%* **	- - **	5 *50.0%* **	13 *28.3%*	1 *20.0%* **	16 *33.3%*	3 *17.6%* **	13 *37.1%*	- -	3 *17.6%*	10 *33.3%*	8 *30.8%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**38** ***67.9%***	4 *80.0%* **	9 *75.0%* **	11 *64.7%* **	14 *66.7%* **	15 *57.7%* **	23 *76.7%*	25 *61.0%*	11 *84.6%* **	2 *100.0%* **	29 *64.4%*	6 *85.7%* **	3 *100.0%* **	5 *50.0%* **	33 *71.7%*	4 *80.0%* **	32 *66.7%*	14 *82.4%* **	22 *62.9%*	- -	14 *82.4%*	20 *66.7%*	18 *69.2%* **	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q58. In general, how would you rate your childs overall health?																								
Total Eligible	**138** ***100.0%***	**14** ***100.0%***	**38** ***100.0%***	**30** ***100.0%***	**50** ***100.0%***	**71** ***100.0%***	**61** ***100.0%***	**113** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**100** ***100.0%***	**28** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**108** ***100.0%***	**5** ***100.0%***	**111** ***100.0%***	**37** ***100.0%***	**95** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**62** ***100.0%***	**-** **-**
Total Valid Responses	**137** ***100.0%***	**14** ***100.0%***	**38** ***100.0%***	**30** ***100.0%***	**50** ***100.0%***	**71** ***100.0%***	**61** ***100.0%***	**113** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**100** ***100.0%***	**28** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**108** ***100.0%***	**5** ***100.0%***	**110** ***100.0%***	**37** ***100.0%***	**95** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**61** ***100.0%***	**-** **-**
No Answer	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-
Excellent	**59** ***43.1%***	7 *50.0%* **	16 *42.1%*	14 *46.7%*	20 *40.0%*	27 *38.0%*	30 *49.2%*	59 *52.2%*	- - **	- - **	52 *52.0%*	5 *17.9%* **	2 *25.0%* **	6 *25.0%* **	50 *46.3%*	2 *40.0%* **	48 *43.6%*	22 *59.5%* R	37 *38.9%*	4 *66.7%* **	18 *60.0%*	31 *40.8%*	28 *45.9%*	- -
Very good	**54** ***39.4%***	6 *42.9%* **	18 *47.4%*	9 *30.0%*	18 *36.0%*	32 *45.1%*	20 *32.8%*	54 *47.8%*	- - **	- - **	35 *35.0%*	14 *50.0%* **	4 *50.0%* **	13 *54.2%* **	39 *36.1%*	1 *20.0%* **	44 *40.0%*	11 *29.7%*	40 *42.1%*	1 *16.7%* **	9 *30.0%*	32 *42.1%*	22 *36.1%*	- -
Good	**21** ***15.3%***	- - **	4 *10.5%*	7 *23.3%*	10 *20.0%*	11 *15.5%*	9 *14.8%*	- -	21 *100.0%* **	- - **	11 *11.0%*	8 *28.6%* **	2 *25.0%* **	5 *20.8%* **	16 *14.8%*	2 *40.0%* **	16 *14.5%*	3 *8.1%*	17 *17.9%*	1 *16.7%* **	2 *6.7%*	12 *15.8%*	9 *14.8%*	- -
Fair	**2** ***1.5%***	1 *7.1%* **	- -	- -	1 *2.0%*	1 *1.4%*	1 *1.6%*	- -	- - **	2 *66.7%* **	2 *2.0%*	- - **	- - **	- - **	2 *1.9%*	- - **	1 *0.9%*	1 *2.7%*	1 *1.1%*	- - **	1 *3.3%*	1 *1.3%*	1 *1.6%*	- -
Poor	**1** ***0.7%***	- - **	- -	- -	1 *2.0%*	- -	1 *1.6%*	- -	- - **	1 *33.3%* **	- -	1 *3.6%* **	- - **	- - **	1 *0.9%*	- - **	1 *0.9%*	- -	- -	- - **	- -	- -	1 *1.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**113** ***82.5%***	13 *92.9%* **	34 *89.5%*	23 *76.7%*	38 *76.0%*	59 *83.1%*	50 *82.0%*	113 *100.0%*	- - **	- - **	87 *87.0%*	19 *67.9%* **	6 *75.0%* **	19 *79.2%* **	89 *82.4%*	3 *60.0%* **	92 *83.6%*	33 *89.2%*	77 *81.1%*	5 *83.3%* **	27 *90.0%*	63 *82.9%*	50 *82.0%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q59. In general, how would you rate your childs overall mental or emotional health?																								
Total Eligible	**138** ***100.0%***	**14** ***100.0%***	**38** ***100.0%***	**30** ***100.0%***	**50** ***100.0%***	**71** ***100.0%***	**61** ***100.0%***	**113** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**100** ***100.0%***	**28** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**108** ***100.0%***	**5** ***100.0%***	**111** ***100.0%***	**37** ***100.0%***	**95** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**62** ***100.0%***	**-** **-**
Total Valid Responses	**136** ***100.0%***	**14** ***100.0%***	**38** ***100.0%***	**30** ***100.0%***	**49** ***100.0%***	**70** ***100.0%***	**61** ***100.0%***	**112** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**100** ***100.0%***	**28** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**107** ***100.0%***	**5** ***100.0%***	**109** ***100.0%***	**37** ***100.0%***	**95** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**60** ***100.0%***	**-** **-**
No Answer	**2**	-	-	-	1	1	-	1	-	-	-	-	-	-	1	-	2	-	-	-	-	-	2	-
Excellent	**67** ***49.3%***	9 *64.3%* **	19 *50.0%*	19 *63.3%* D	19 *38.8%*	35 *50.0%*	31 *50.8%*	60 *53.6%*	5 *23.8%* **	2 *66.7%* **	67 *67.0%*	- - **	- - **	6 *25.0%* **	59 *55.1%*	3 *60.0%* **	54 *49.5%*	24 *64.9%* R	42 *44.2%*	3 *50.0%* **	21 *70.0%*	40 *52.6%*	27 *45.0%*	- -
Very good	**33** ***24.3%***	3 *21.4%* **	11 *28.9%*	5 *16.7%*	13 *26.5%*	19 *27.1%*	14 *23.0%*	27 *24.1%*	6 *28.6%* **	- - **	33 *33.0%*	- - **	- - **	10 *41.7%* **	21 *19.6%*	2 *40.0%* **	29 *26.6%*	3 *8.1%*	29 *30.5%* Q	1 *16.7%* **	1 *3.3%*	22 *28.9%*	11 *18.3%*	- -
Good	**28** ***20.6%***	1 *7.1%* **	4 *10.5%*	6 *20.0%*	14 *28.6%* B	13 *18.6%*	11 *18.0%*	19 *17.0%*	8 *38.1%* **	1 *33.3%* **	- -	28 *100.0%* **	- - **	5 *20.8%* **	22 *20.6%*	- - **	20 *18.3%*	9 *24.3%*	17 *17.9%*	2 *33.3%* **	7 *23.3%*	8 *10.5%*	20 *33.3%* U	- -
Fair	**7** ***5.1%***	1 *7.1%* **	3 *7.9%*	- -	3 *6.1%*	3 *4.3%*	4 *6.6%*	5 *4.5%*	2 *9.5%* **	- - **	- -	- - **	7 *87.5%* **	2 *8.3%* **	5 *4.7%*	- - **	5 *4.6%*	1 *2.7%*	6 *6.3%*	- - **	1 *3.3%*	5 *6.6%*	2 *3.3%*	- -
Poor	**1** ***0.7%***	- - **	1 *2.6%*	- -	- -	- -	1 *1.6%*	1 *0.9%*	- - **	- - **	- -	- - **	1 *12.5%* **	1 *4.2%* **	- -	- - **	1 *0.9%*	- -	1 *1.1%*	- - **	- -	1 *1.3%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**100** ***73.5%***	12 *85.7%* **	30 *78.9%*	24 *80.0%*	32 *65.3%*	54 *77.1%*	45 *73.8%*	87 *77.7%*	11 *52.4%* **	2 *66.7%* **	100 *100.0%*	- - **	- - **	16 *66.7%* **	80 *74.8%*	5 *100.0%* **	83 *76.1%*	27 *73.0%*	71 *74.7%*	4 *66.7%* **	22 *73.3%*	62 *81.6%* V	38 *63.3%*	- -

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

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770-978-3173
2017

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?																								
Total Eligible	**138** ***100.0%***	**14** ***100.0%***	**38** ***100.0%***	**30** ***100.0%***	**50** ***100.0%***	**71** ***100.0%***	**61** ***100.0%***	**113** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**100** ***100.0%***	**28** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**108** ***100.0%***	**5** ***100.0%***	**111** ***100.0%***	**37** ***100.0%***	**95** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**62** ***100.0%***	**-** **-**
Total Valid Responses	**137** ***100.0%***	**14** ***100.0%***	**38** ***100.0%***	**30** ***100.0%***	**50** ***100.0%***	**71** ***100.0%***	**61** ***100.0%***	**113** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**100** ***100.0%***	**28** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**108** ***100.0%***	**5** ***100.0%***	**110** ***100.0%***	**37** ***100.0%***	**95** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**61** ***100.0%***	**-** **-**
No Answer	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-
Yes	**36** ***26.3%***	2 *14.3%* **	11 *28.9%*	10 *33.3%*	13 *26.0%*	19 *26.8%*	17 *27.9%*	27 *23.9%*	8 *38.1%* **	1 *33.3%* **	28 *28.0%*	4 *14.3%* **	4 *50.0%* **	8 *33.3%* **	28 *25.9%*	3 *60.0%* **	31 *28.2%*	10 *27.0%*	24 *25.3%*	- - **	10 *33.3%*	22 *28.9%*	14 *23.0%*	- -
No	**101** ***73.7%***	12 *85.7%* **	27 *71.1%*	20 *66.7%*	37 *74.0%*	52 *73.2%*	44 *72.1%*	86 *76.1%*	13 *61.9%* **	2 *66.7%* **	72 *72.0%*	24 *85.7%* **	4 *50.0%* **	16 *66.7%* **	80 *74.1%*	2 *40.0%* **	79 *71.8%*	27 *73.0%*	71 *74.7%*	6 *100.0%* **	20 *66.7%*	54 *71.1%*	47 *77.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**36** ***26.3%***	2 *14.3%* **	11 *28.9%*	10 *33.3%*	13 *26.0%*	19 *26.8%*	17 *27.9%*	27 *23.9%*	8 *38.1%* **	1 *33.3%* **	28 *28.0%*	4 *14.3%* **	4 *50.0%* **	8 *33.3%* **	28 *25.9%*	3 *60.0%* **	31 *28.2%*	10 *27.0%*	24 *25.3%*	- - **	10 *33.3%*	22 *28.9%*	14 *23.0%*	- -

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

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2017

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q61. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	**36** ***100.0%***	**2** ***100.0%***	**11** ***100.0%***	**10** ***100.0%***	**13** ***100.0%***	**19** ***100.0%***	**17** ***100.0%***	**27** ***100.0%***	**8** ***100.0%***	**1** ***100.0%***	**28** ***100.0%***	**4** ***100.0%***	**4** ***100.0%***	**8** ***100.0%***	**28** ***100.0%***	**3** ***100.0%***	**31** ***100.0%***	**10** ***100.0%***	**24** ***100.0%***	**-** **-**	**10** ***100.0%***	**22** ***100.0%***	**14** ***100.0%***	**-** **-**
Total Valid Responses	**35** ***100.0%***	**2** ***100.0%***	**11** ***100.0%***	**9** ***100.0%***	**13** ***100.0%***	**18** ***100.0%***	**17** ***100.0%***	**26** ***100.0%***	**8** ***100.0%***	**1** ***100.0%***	**27** ***100.0%***	**4** ***100.0%***	**4** ***100.0%***	**8** ***100.0%***	**27** ***100.0%***	**3** ***100.0%***	**30** ***100.0%***	**10** ***100.0%***	**23** ***100.0%***	**-** **-**	**10** ***100.0%***	**21** ***100.0%***	**14** ***100.0%***	**-** **-**
No Answer	**1**	-	-	1	-	1	-	1	-	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-
Yes	**26** ***74.3%***	2 *100.0%* **	10 *90.9%* **	7 *77.8%* **	7 *53.8%* **	12 *66.7%* **	14 *82.4%* **	19 *73.1%* **	7 *87.5%* **	- - **	19 *70.4%* **	3 *75.0%* **	4 *100.0%* **	8 *100.0%* **	18 *66.7%* **	3 *100.0%* **	22 *73.3%*	6 *60.0%* **	20 *87.0%* **	- -	6 *60.0%*	16 *76.2%* **	10 *71.4%* **	- -
No	**9** ***25.7%***	- - **	1 *9.1%* **	2 *22.2%* **	6 *46.2%* **	6 *33.3%* **	3 *17.6%* **	7 *26.9%* **	1 *12.5%* **	1 *100.0%* **	8 *29.6%* **	1 *25.0%* **	- - **	- - **	9 *33.3%* **	- - **	8 *26.7%*	4 *40.0%* **	3 *13.0%* **	- -	4 *40.0%*	5 *23.8%* **	4 *28.6%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**26** ***74.3%***	2 *100.0%* **	10 *90.9%* **	7 *77.8%* **	7 *53.8%* **	12 *66.7%* **	14 *82.4%* **	19 *73.1%* **	7 *87.5%* **	- - **	19 *70.4%* **	3 *75.0%* **	4 *100.0%* **	8 *100.0%* **	18 *66.7%* **	3 *100.0%* **	22 *73.3%*	6 *60.0%* **	20 *87.0%* **	- -	6 *60.0%*	16 *76.2%* **	10 *71.4%* **	- -

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

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GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q62. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	**26** ***100.0%***	**2** ***100.0%***	**10** ***100.0%***	**7** ***100.0%***	**7** ***100.0%***	**12** ***100.0%***	**14** ***100.0%***	**19** ***100.0%***	**7** ***100.0%***	**-** **-**	**19** ***100.0%***	**3** ***100.0%***	**4** ***100.0%***	**8** ***100.0%***	**18** ***100.0%***	**3** ***100.0%***	**22** ***100.0%***	**6** ***100.0%***	**20** ***100.0%***	**-** **-**	**6** ***100.0%***	**16** ***100.0%***	**10** ***100.0%***	**-** **-**
Total Valid Responses	**26** ***100.0%***	**2** ***100.0%***	**10** ***100.0%***	**7** ***100.0%***	**7** ***100.0%***	**12** ***100.0%***	**14** ***100.0%***	**19** ***100.0%***	**7** ***100.0%***	**-** **-**	**19** ***100.0%***	**3** ***100.0%***	**4** ***100.0%***	**8** ***100.0%***	**18** ***100.0%***	**3** ***100.0%***	**22** ***100.0%***	**6** ***100.0%***	**20** ***100.0%***	**-** **-**	**6** ***100.0%***	**16** ***100.0%***	**10** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**23** ***88.5%***	1 *50.0%* **	8 *80.0%* **	7 *100.0%* **	7 *100.0%* **	12 *100.0%* **	11 *78.6%* **	16 *84.2%* **	7 *100.0%* **	- -	17 *89.5%* **	2 *66.7%* **	4 *100.0%* **	8 *100.0%* **	15 *83.3%* **	3 *100.0%* **	19 *86.4%* **	4 *66.7%* **	19 *95.0%* **	- -	4 *66.7%*	14 *87.5%* **	9 *90.0%* **	- -
No	**3** ***11.5%***	1 *50.0%* **	2 *20.0%* **	- - **	- - **	- - **	3 *21.4%* **	3 *15.8%* **	- - **	- -	2 *10.5%* **	1 *33.3%* **	- - **	- - **	3 *16.7%* **	- - **	3 *13.6%* **	2 *33.3%* **	1 *5.0%* **	- -	2 *33.3%*	2 *12.5%* **	1 *10.0%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**23** ***88.5%***	1 *50.0%* **	8 *80.0%* **	7 *100.0%* **	7 *100.0%* **	12 *100.0%* **	11 *78.6%* **	16 *84.2%* **	7 *100.0%* **	- -	17 *89.5%* **	2 *66.7%* **	4 *100.0%* **	8 *100.0%* **	15 *83.3%* **	3 *100.0%* **	19 *86.4%* **	4 *66.7%* **	19 *95.0%* **	- -	4 *66.7%*	14 *87.5%* **	9 *90.0%* **	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?																								
Total Eligible	**138** ***100.0%***	**14** ***100.0%***	**38** ***100.0%***	**30** ***100.0%***	**50** ***100.0%***	**71** ***100.0%***	**61** ***100.0%***	**113** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**100** ***100.0%***	**28** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**108** ***100.0%***	**5** ***100.0%***	**111** ***100.0%***	**37** ***100.0%***	**95** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**62** ***100.0%***	**-** **-**
Total Valid Responses	**133** ***100.0%***	**14** ***100.0%***	**38** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**68** ***100.0%***	**60** ***100.0%***	**109** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**99** ***100.0%***	**26** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**106** ***100.0%***	**5** ***100.0%***	**108** ***100.0%***	**37** ***100.0%***	**92** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**57** ***100.0%***	**-** **-**
No Answer	**5**	-	-	-	4	3	1	4	-	-	1	2	-	-	2	-	3	-	3	-	-	-	5	-
Yes	**17** ***12.8%***	- - **	7 *18.4%*	4 *13.3%*	6 *13.0%*	6 *8.8%*	11 *18.3%*	9 *8.3%*	8 *38.1%* **	- - **	8 *8.1%*	5 *19.2%* **	4 *50.0%* **	5 *20.8%* **	12 *11.3%*	1 *20.0%* **	15 *13.9%*	3 *8.1%*	13 *14.1%*	- - **	3 *10.0%*	10 *13.2%*	7 *12.3%*	- -
No	**116** ***87.2%***	14 *100.0%* **	31 *81.6%*	26 *86.7%*	40 *87.0%*	62 *91.2%*	49 *81.7%*	100 *91.7%*	13 *61.9%* **	3 *100.0%* **	91 *91.9%*	21 *80.8%* **	4 *50.0%* **	19 *79.2%* **	94 *88.7%*	4 *80.0%* **	93 *86.1%*	34 *91.9%*	79 *85.9%*	6 *100.0%* **	27 *90.0%*	66 *86.8%*	50 *87.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**17** ***12.8%***	- - **	7 *18.4%*	4 *13.3%*	6 *13.0%*	6 *8.8%*	11 *18.3%*	9 *8.3%*	8 *38.1%* **	- - **	8 *8.1%*	5 *19.2%* **	4 *50.0%* **	5 *20.8%* **	12 *11.3%*	1 *20.0%* **	15 *13.9%*	3 *8.1%*	13 *14.1%*	- - **	3 *10.0%*	10 *13.2%*	7 *12.3%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q64. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	**17** ***100.0%***	**-** -	**7** ***100.0%***	**4** ***100.0%***	**6** ***100.0%***	**6** ***100.0%***	**11** ***100.0%***	**9** ***100.0%***	**8** ***100.0%***	**-** -	**8** ***100.0%***	**5** ***100.0%***	**4** ***100.0%***	**5** ***100.0%***	**12** ***100.0%***	**1** ***100.0%***	**15** ***100.0%***	**3** ***100.0%***	**13** ***100.0%***	**-** -	**3** ***100.0%***	**10** ***100.0%***	**7** ***100.0%***	**-** -
Total Valid Responses	**16** ***100.0%***	**-** -	**7** ***100.0%***	**3** ***100.0%***	**6** ***100.0%***	**6** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**8** ***100.0%***	**-** -	**8** ***100.0%***	**4** ***100.0%***	**4** ***100.0%***	**4** ***100.0%***	**12** ***100.0%***	**1** ***100.0%***	**14** ***100.0%***	**3** ***100.0%***	**13** ***100.0%***	**-** -	**3** ***100.0%***	**10** ***100.0%***	**6** ***100.0%***	**-** -
No Answer	**1**	-	-	1	-	-	1	1	-	-	-	1	-	1	-	-	1	-	-	-	-	-	1	-
Yes	**12** ***75.0%***	- -	5 *71.4%* **	2 *66.7%* **	5 *83.3%* **	5 *83.3%* **	7 *70.0%* **	6 *75.0%* **	6 *75.0%* **	- -	6 *75.0%* **	2 *50.0%* **	4 *100.0%* **	3 *75.0%* **	9 *75.0%* **	1 *100.0%* **	10 *71.4%* **	2 *66.7%* **	10 *76.9%* **	- -	2 *66.7%*	8 *80.0%* **	4 *66.7%* **	- -
No	**4** ***25.0%***	- -	2 *28.6%* **	1 *33.3%* **	1 *16.7%* **	1 *16.7%* **	3 *30.0%* **	2 *25.0%* **	2 *25.0%* **	- -	2 *25.0%* **	2 *50.0%* **	- - **	1 *25.0%* **	3 *25.0%* **	- - **	4 *28.6%* **	1 *33.3%* **	3 *23.1%* **	- -	1 *33.3%*	2 *20.0%* **	2 *33.3%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**12** ***75.0%***	- -	5 *71.4%* **	2 *66.7%* **	5 *83.3%* **	5 *83.3%* **	7 *70.0%* **	6 *75.0%* **	6 *75.0%* **	- -	6 *75.0%* **	2 *50.0%* **	4 *100.0%* **	3 *75.0%* **	9 *75.0%* **	1 *100.0%* **	10 *71.4%* **	2 *66.7%* **	10 *76.9%* **	- -	2 *66.7%*	8 *80.0%* **	4 *66.7%* **	- -

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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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q65. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	**12** ***100.0%***	**-** **-**	**5** ***100.0%***	**2** ***100.0%***	**5** ***100.0%***	**5** ***100.0%***	**7** ***100.0%***	**6** ***100.0%***	**6** ***100.0%***	**-** **-**	**6** ***100.0%***	**2** ***100.0%***	**4** ***100.0%***	**3** ***100.0%***	**9** ***100.0%***	**1** ***100.0%***	**10** ***100.0%***	**2** ***100.0%***	**10** ***100.0%***	**-** **-**	**2** ***100.0%***	**8** ***100.0%***	**4** ***100.0%***	**-** **-**
Total Valid Responses	**12** ***100.0%***	**-** **-**	**5** ***100.0%***	**2** ***100.0%***	**5** ***100.0%***	**5** ***100.0%***	**7** ***100.0%***	**6** ***100.0%***	**6** ***100.0%***	**-** **-**	**6** ***100.0%***	**2** ***100.0%***	**4** ***100.0%***	**3** ***100.0%***	**9** ***100.0%***	**1** ***100.0%***	**10** ***100.0%***	**2** ***100.0%***	**10** ***100.0%***	**-** **-**	**2** ***100.0%***	**8** ***100.0%***	**4** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**10** ***83.3%***	- -	4 *80.0%* **	2 *100.0%* **	4 *80.0%* **	4 *80.0%* **	6 *85.7%* **	4 *66.7%* **	6 *100.0%* **	- -	5 *83.3%* **	1 *50.0%* **	4 *100.0%* **	3 *100.0%* **	7 *77.8%* **	1 *100.0%* **	8 *80.0%* **	1 *50.0%* **	9 *90.0%* **	- -	1 *50.0%*	6 *75.0%* **	4 *100.0%* **	- -
No	**2** ***16.7%***	- -	1 *20.0%* **	- -	1 *20.0%* **	1 *20.0%* **	1 *14.3%* **	2 *33.3%* **	- - **	- -	1 *16.7%* **	1 *50.0%* **	- - **	- - **	2 *22.2%* **	- - **	2 *20.0%* **	1 *50.0%* **	1 *10.0%* **	- -	1 *50.0%*	2 *25.0%* **	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**10** ***83.3%***	- -	4 *80.0%* **	2 *100.0%* **	4 *80.0%* **	4 *80.0%* **	6 *85.7%* **	4 *66.7%* **	6 *100.0%* **	- -	5 *83.3%* **	1 *50.0%* **	4 *100.0%* **	3 *100.0%* **	7 *77.8%* **	1 *100.0%* **	8 *80.0%* **	1 *50.0%* **	9 *90.0%* **	- -	1 *50.0%*	6 *75.0%* **	4 *100.0%* **	- -

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

Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 65
Level: Top

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?																								
Total Eligible	**138** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**113** *100.0%*	**21** *100.0%*	**3** *100.0%*	**100** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**108** *100.0%*	**5** *100.0%*	**111** *100.0%*	**37** *100.0%*	**95** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**62** *100.0%*	**-** -
Total Valid Responses	**136** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**49** *100.0%*	**70** *100.0%*	**61** *100.0%*	**112** *100.0%*	**21** *100.0%*	**3** *100.0%*	**99** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**108** *100.0%*	**5** *100.0%*	**110** *100.0%*	**37** *100.0%*	**94** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**60** *100.0%*	**-** -
No Answer	**2**	-	-	-	1	1	-	1	-	-	1	-	-	-	-	-	1	-	1	-	-	-	2	-
Yes	**20** *14.7%*	2 *14.3%* **	7 *18.4%*	4 *13.3%*	6 *12.2%*	12 *17.1%*	6 *9.8%*	12 *10.7%*	8 *38.1%* **	- - **	12 *12.1%*	4 *14.3%* **	3 *37.5%* **	3 *12.5%* **	17 *15.7%*	1 *20.0%* **	17 *15.5%*	3 *8.1%*	15 *16.0%*	1 *16.7%* **	2 *6.7%*	11 *14.5%*	9 *15.0%*	- -
No	**116** *85.3%*	12 *85.7%* **	31 *81.6%*	26 *86.7%*	43 *87.8%*	58 *82.9%*	55 *90.2%*	100 *89.3%*	13 *61.9%* **	3 *100.0%* **	87 *87.9%*	24 *85.7%* **	5 *62.5%* **	21 *87.5%* **	91 *84.3%*	4 *80.0%* **	93 *84.5%*	34 *91.9%*	79 *84.0%*	5 *83.3%* **	28 *93.3%*	65 *85.5%*	51 *85.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**20** *14.7%*	2 *14.3%* **	7 *18.4%*	4 *13.3%*	6 *12.2%*	12 *17.1%*	6 *9.8%*	12 *10.7%*	8 *38.1%* **	- - **	12 *12.1%*	4 *14.3%* **	3 *37.5%* **	3 *12.5%* **	17 *15.7%*	1 *20.0%* **	17 *15.5%*	3 *8.1%*	15 *16.0%*	1 *16.7%* **	2 *6.7%*	11 *14.5%*	9 *15.0%*	- -

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

Presented by SPH Analytics
770-978-3173
2017

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q67. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	**20** ***100.0%***	**2** ***100.0%***	**7** ***100.0%***	**4** ***100.0%***	**6** ***100.0%***	**12** ***100.0%***	**6** ***100.0%***	**12** ***100.0%***	**8** ***100.0%***	**-** **-**	**12** ***100.0%***	**4** ***100.0%***	**3** ***100.0%***	**3** ***100.0%***	**17** ***100.0%***	**1** ***100.0%***	**17** ***100.0%***	**3** ***100.0%***	**15** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**11** ***100.0%***	**9** ***100.0%***	**-** **-**
Total Valid Responses	**18** ***100.0%***	**2** ***100.0%***	**6** ***100.0%***	**4** ***100.0%***	**5** ***100.0%***	**10** ***100.0%***	**6** ***100.0%***	**11** ***100.0%***	**7** ***100.0%***	**-** **-**	**10** ***100.0%***	**4** ***100.0%***	**3** ***100.0%***	**2** ***100.0%***	**16** ***100.0%***	**1** ***100.0%***	**15** ***100.0%***	**3** ***100.0%***	**14** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**-** **-**
No Answer	**2**	-	1	-	1	2	-	1	1	-	2	-	-	1	1	-	2	-	1	-	-	1	1	-
Yes	**10** ***55.6%***	1 *50.0%* **	4 *66.7%* **	2 *50.0%* **	2 *40.0%* **	3 *30.0%* **	6 *100.0%* **	5 *45.5%* **	5 *71.4%* **	- -	6 *60.0%* **	1 *25.0%* **	3 *100.0%* **	2 *100.0%* **	8 *50.0%* **	1 *100.0%* **	9 *60.0%* **	2 *66.7%* **	8 *57.1%* **	- - **	2 *100.0%* **	7 *70.0%* **	3 *37.5%* **	- -
No	**8** ***44.4%***	1 *50.0%* **	2 *33.3%* **	2 *50.0%* **	3 *60.0%* **	7 *70.0%* **	- - **	6 *54.5%* **	2 *28.6%* **	- -	4 *40.0%* **	3 *75.0%* **	- - **	- - **	8 *50.0%* **	- - **	6 *40.0%* **	1 *33.3%* **	6 *42.9%* **	1 *100.0%* **	- - **	3 *30.0%* **	5 *62.5%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**10** ***55.6%***	1 *50.0%* **	4 *66.7%* **	2 *50.0%* **	2 *40.0%* **	3 *30.0%* **	6 *100.0%* **	5 *45.5%* **	5 *71.4%* **	- -	6 *60.0%* **	1 *25.0%* **	3 *100.0%* **	2 *100.0%* **	8 *50.0%* **	1 *100.0%* **	9 *60.0%* **	2 *66.7%* **	8 *57.1%* **	- - **	2 *100.0%* **	7 *70.0%* **	3 *37.5%* **	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q68. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	**10** ***100.0%***	**1** ***100.0%***	**4** ***100.0%***	**2** ***100.0%***	**2** ***100.0%***	**3** ***100.0%***	**6** ***100.0%***	**5** ***100.0%***	**5** ***100.0%***	**-** **-**	**6** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**2** ***100.0%***	**8** ***100.0%***	**1** ***100.0%***	**9** ***100.0%***	**2** ***100.0%***	**8** ***100.0%***	**-** **-**	**2** ***100.0%***	**7** ***100.0%***	**3** ***100.0%***	**-** **-**
Total Valid Responses	**10** ***100.0%***	**1** ***100.0%***	**4** ***100.0%***	**2** ***100.0%***	**2** ***100.0%***	**3** ***100.0%***	**6** ***100.0%***	**5** ***100.0%***	**5** ***100.0%***	**-** **-**	**6** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**2** ***100.0%***	**8** ***100.0%***	**1** ***100.0%***	**9** ***100.0%***	**2** ***100.0%***	**8** ***100.0%***	**-** **-**	**2** ***100.0%***	**7** ***100.0%***	**3** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**9** ***90.0%***	1 *100.0%* **	4 *100.0%* **	2 *100.0%* **	2 *100.0%* **	3 *100.0%* **	6 *100.0%* **	4 *80.0%* **	5 *100.0%* **	- -	5 *83.3%* **	1 *100.0%* **	3 *100.0%* **	2 *100.0%* **	7 *87.5%* **	1 *100.0%* **	8 *88.9%* **	1 *50.0%* **	8 *100.0%* **	- -	1 *50.0%*	6 *85.7%* **	3 *100.0%* **	- -
No	**1** ***10.0%***	- - **	- - **	- - **	- - **	- - **	- - **	1 *20.0%* **	- - **	- -	1 *16.7%* **	- - **	- - **	- - **	1 *12.5%* **	- - **	1 *11.1%* **	1 *50.0%* **	- - **	- -	1 *50.0%*	1 *14.3%* **	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**9** ***90.0%***	1 *100.0%* **	4 *100.0%* **	2 *100.0%* **	2 *100.0%* **	3 *100.0%* **	6 *100.0%* **	4 *80.0%* **	5 *100.0%* **	- -	5 *83.3%* **	1 *100.0%* **	3 *100.0%* **	2 *100.0%* **	7 *87.5%* **	1 *100.0%* **	8 *88.9%* **	1 *50.0%* **	8 *100.0%* **	- -	1 *50.0%*	6 *85.7%* **	3 *100.0%* **	- -

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

Presented by SPH Analytics
770-978-3173
2017

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?																								
Total Eligible	**138** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**113** *100.0%*	**21** *100.0%*	**3** *100.0%*	**100** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**108** *100.0%*	**5** *100.0%*	**111** *100.0%*	**37** *100.0%*	**95** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**62** *100.0%*	**-** -
Total Valid Responses	**135** *100.0%*	**14** *100.0%*	**37** *100.0%*	**30** *100.0%*	**49** *100.0%*	**70** *100.0%*	**60** *100.0%*	**111** *100.0%*	**21** *100.0%*	**3** *100.0%*	**99** *100.0%*	**27** *100.0%*	**8** *100.0%*	**24** *100.0%*	**106** *100.0%*	**5** *100.0%*	**108** *100.0%*	**37** *100.0%*	**93** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**59** *100.0%*	**-** -
No Answer	**3**	-	1	-	1	1	1	2	-	-	1	1	-	-	2	-	3	-	2	-	-	-	3	-
Yes	**12** *8.9%*	- - **	4 *10.8%* c	- -	8 *16.3%* C	5 *7.1%*	6 *10.0%*	8 *7.2%*	4 *19.0%* **	- - **	6 *6.1%*	5 *18.5%* **	1 *12.5%* **	2 *8.3%* **	9 *8.5%*	- - **	11 *10.2%*	2 *5.4%*	10 *10.8%*	- - **	2 *6.7%*	6 *7.9%*	6 *10.2%*	- -
No	**123** *91.1%*	14 *100.0%* **	33 *89.2%*	30 *100.0%* bD	41 *83.7%*	65 *92.9%*	54 *90.0%*	103 *92.8%*	17 *81.0%* **	3 *100.0%* **	93 *93.9%*	22 *81.5%* **	7 *87.5%* **	22 *91.7%* **	97 *91.5%*	5 *100.0%* **	97 *89.8%*	35 *94.6%*	83 *89.2%*	6 *100.0%* **	28 *93.3%*	70 *92.1%*	53 *89.8%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**12** *8.9%*	- - **	4 *10.8%* c	- -	8 *16.3%* C	5 *7.1%*	6 *10.0%*	8 *7.2%*	4 *19.0%* **	- - **	6 *6.1%*	5 *18.5%* **	1 *12.5%* **	2 *8.3%* **	9 *8.5%*	- - **	11 *10.2%*	2 *5.4%*	10 *10.8%*	- - **	2 *6.7%*	6 *7.9%*	6 *10.2%*	- -

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

Presented by SPH Analytics
770-978-3173
2017

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q70. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	**12** ***100.0%***	**-** -	**4** ***100.0%***	**-** -	**8** ***100.0%***	**5** ***100.0%***	**6** ***100.0%***	**8** ***100.0%***	**4** ***100.0%***	**-** -	**6** ***100.0%***	**5** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**9** ***100.0%***	**-** -	**11** ***100.0%***	**2** ***100.0%***	**10** ***100.0%***	**-** -	**2** ***100.0%***	**6** ***100.0%***	**6** ***100.0%***	**-** -
Total Valid Responses	**12** ***100.0%***	**-** -	**4** ***100.0%***	**-** -	**8** ***100.0%***	**5** ***100.0%***	**6** ***100.0%***	**8** ***100.0%***	**4** ***100.0%***	**-** -	**6** ***100.0%***	**5** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**9** ***100.0%***	**-** -	**11** ***100.0%***	**2** ***100.0%***	**10** ***100.0%***	**-** -	**2** ***100.0%***	**6** ***100.0%***	**6** ***100.0%***	**-** -
No Answer	**-** -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**4** ***33.3%***	- -	2 *50.0%* **	- -	2 *25.0%* **	1 *20.0%* **	3 *50.0%* **	2 *25.0%* **	2 *50.0%* **	- -	2 *33.3%* **	1 *20.0%* **	1 *100.0%* **	1 *50.0%* **	3 *33.3%* **	- -	4 *36.4%*	1 *50.0%* **	3 *30.0%* **	- -	1 *50.0%*	2 *33.3%* **	2 *33.3%* **	- -
No	**8** ***66.7%***	- -	2 *50.0%* **	- -	6 *75.0%* **	4 *80.0%* **	3 *50.0%* **	6 *75.0%* **	2 *50.0%* **	- -	4 *66.7%* **	4 *80.0%* **	- - **	1 *50.0%* **	6 *66.7%* **	- -	7 *63.6%*	1 *50.0%* **	7 *70.0%* **	- -	1 *50.0%*	4 *66.7%* **	4 *66.7%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**4** ***33.3%***	- -	2 *50.0%* **	- -	2 *25.0%* **	1 *20.0%* **	3 *50.0%* **	2 *25.0%* **	2 *50.0%* **	- -	2 *33.3%* **	1 *20.0%* **	1 *100.0%* **	1 *50.0%* **	3 *33.3%* **	- -	4 *36.4%*	1 *50.0%* **	3 *30.0%* **	- -	1 *50.0%*	2 *33.3%* **	2 *33.3%* **	- -

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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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q71. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	**4** ***100.0%***	**-** -	**2** ***100.0%***	**-** -	**2** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**2** ***100.0%***	**2** ***100.0%***	**-** -	**2** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**-** -	**4** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**-** -	**1** ***100.0%***	**2** ***100.0%***	**2** ***100.0%***	**-** -
Total Valid Responses	**4** ***100.0%***	**-** -	**2** ***100.0%***	**-** -	**2** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**2** ***100.0%***	**2** ***100.0%***	**-** -	**2** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**-** -	**4** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**-** -	**1** ***100.0%***	**2** ***100.0%***	**2** ***100.0%***	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**4** ***100.0%***	- -	2 *100.0%* **	- -	2 *100.0%* **	1 *100.0%* **	3 *100.0%* **	2 *100.0%* **	2 *100.0%* **	- -	2 *100.0%* **	1 *100.0%* **	1 *100.0%* **	1 *100.0%* **	3 *100.0%* **	- -	4 *100.0%*	1 *100.0%* **	3 *100.0%* **	- -	1 *100.0%*	2 *100.0%* **	2 *100.0%* **	- -
No	**-** -	- -	- - **	- -	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- -	- -	- - **	- - **	- -	- -	- - **	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**4** ***100.0%***	- -	2 *100.0%* **	- -	2 *100.0%* **	1 *100.0%* **	3 *100.0%* **	2 *100.0%* **	2 *100.0%* **	- -	2 *100.0%* **	1 *100.0%* **	1 *100.0%* **	1 *100.0%* **	3 *100.0%* **	- -	4 *100.0%*	1 *100.0%* **	3 *100.0%* **	- -	1 *100.0%*	2 *100.0%* **	2 *100.0%* **	- -

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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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?																								
Total Eligible	**138** ***100.0%***	**14** ***100.0%***	**38** ***100.0%***	**30** ***100.0%***	**50** ***100.0%***	**71** ***100.0%***	**61** ***100.0%***	**113** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**100** ***100.0%***	**28** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**108** ***100.0%***	**5** ***100.0%***	**111** ***100.0%***	**37** ***100.0%***	**95** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**62** ***100.0%***	**-** **-**
Total Valid Responses	**135** ***100.0%***	**14** ***100.0%***	**37** ***100.0%***	**30** ***100.0%***	**49** ***100.0%***	**70** ***100.0%***	**60** ***100.0%***	**111** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**99** ***100.0%***	**27** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**106** ***100.0%***	**5** ***100.0%***	**108** ***100.0%***	**37** ***100.0%***	**93** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**59** ***100.0%***	**-** **-**
No Answer	**3**	-	1	-	1	1	1	2	-	-	1	1	-	-	2	-	3	-	2	-	-	-	3	-
Yes	**15** ***11.1%***	1 *7.1%* **	5 *13.5%*	2 *6.7%*	7 *14.3%*	6 *8.6%*	8 *13.3%*	10 *9.0%*	5 *23.8%* **	- - **	2 *2.0%*	7 *25.9%* **	6 *75.0%* **	4 *16.7%* **	10 *9.4%*	1 *20.0%* **	11 *10.2%*	4 *10.8%*	10 *10.8%*	- - **	4 *13.3%*	8 *10.5%*	7 *11.9%*	- -
No	**120** ***88.9%***	13 *92.9%* **	32 *86.5%*	28 *93.3%*	42 *85.7%*	64 *91.4%*	52 *86.7%*	101 *91.0%*	16 *76.2%* **	3 *100.0%* **	97 *98.0%*	20 *74.1%* **	2 *25.0%* **	20 *83.3%* **	96 *90.6%*	4 *80.0%* **	97 *89.8%*	33 *89.2%*	83 *89.2%*	6 *100.0%* **	26 *86.7%*	68 *89.5%*	52 *88.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**15** ***11.1%***	1 *7.1%* **	5 *13.5%*	2 *6.7%*	7 *14.3%*	6 *8.6%*	8 *13.3%*	10 *9.0%*	5 *23.8%* **	- - **	2 *2.0%*	7 *25.9%* **	6 *75.0%* **	4 *16.7%* **	10 *9.4%*	1 *20.0%* **	11 *10.2%*	4 *10.8%*	10 *10.8%*	- - **	4 *13.3%*	8 *10.5%*	7 *11.9%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q73. Has this problem lasted or is it expected to last for at least 12 months?																								
Total Eligible	**15** ***100.0%***	**1** ***100.0%***	**5** ***100.0%***	**2** ***100.0%***	**7** ***100.0%***	**6** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**5** ***100.0%***	**-** **-**	**2** ***100.0%***	**7** ***100.0%***	**6** ***100.0%***	**4** ***100.0%***	**10** ***100.0%***	**1** ***100.0%***	**11** ***100.0%***	**4** ***100.0%***	**10** ***100.0%***	**-** **-**	**4** ***100.0%***	**8** ***100.0%***	**7** ***100.0%***	**-** **-**
Total Valid Responses	**13** ***100.0%***	**1** ***100.0%***	**5** ***100.0%***	**1** ***100.0%***	**6** ***100.0%***	**6** ***100.0%***	**6** ***100.0%***	**8** ***100.0%***	**5** ***100.0%***	**-** **-**	**2** ***100.0%***	**5** ***100.0%***	**6** ***100.0%***	**3** ***100.0%***	**10** ***100.0%***	**1** ***100.0%***	**10** ***100.0%***	**4** ***100.0%***	**9** ***100.0%***	**-** **-**	**4** ***100.0%***	**8** ***100.0%***	**5** ***100.0%***	**-** **-**
No Answer	**2**	-	-	1	1	-	2	2	-	-	-	2	-	1	-	-	1	-	1	-	-	-	2	-
Yes	**10** ***76.9%***	1 *100.0%* **	3 *60.0%* **	1 *100.0%* **	5 *83.3%* **	5 *83.3%* **	4 *66.7%* **	5 *62.5%* **	5 *100.0%* **	- -	1 *50.0%* **	4 *80.0%* **	5 *83.3%* **	3 *100.0%* **	7 *70.0%* **	1 *100.0%* **	8 *80.0%* **	2 *50.0%* **	8 *88.9%* **	- -	2 *50.0%*	5 *62.5%* **	5 *100.0%* **	- -
No	**3** ***23.1%***	- - **	2 *40.0%* **	- - **	1 *16.7%* **	1 *16.7%* **	2 *33.3%* **	3 *37.5%* **	- - **	- -	1 *50.0%* **	1 *20.0%* **	1 *16.7%* **	- - **	3 *30.0%* **	- - **	2 *20.0%* **	2 *50.0%* **	1 *11.1%* **	- -	2 *50.0%*	3 *37.5%* **	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**10** ***76.9%***	1 *100.0%* **	3 *60.0%* **	1 *100.0%* **	5 *83.3%* **	5 *83.3%* **	4 *66.7%* **	5 *62.5%* **	5 *100.0%* **	- -	1 *50.0%* **	4 *80.0%* **	5 *83.3%* **	3 *100.0%* **	7 *70.0%* **	1 *100.0%* **	8 *80.0%* **	2 *50.0%* **	8 *88.9%* **	- -	2 *50.0%*	5 *62.5%* **	5 *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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q74. What is your child's age?																								
Total Eligible	**136** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**48** *100.0%*	**70** *100.0%*	**60** *100.0%*	**111** *100.0%*	**21** *100.0%*	**3** *100.0%*	**98** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**106** *100.0%*	**5** *100.0%*	**109** *100.0%*	**37** *100.0%*	**93** *100.0%*	**6** *100.0%*	**30** *100.0%*	**74** *100.0%*	**62** *100.0%*	**-** -
Total Valid Responses	**134** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**48** *100.0%*	**70** *100.0%*	**60** *100.0%*	**110** *100.0%*	**21** *100.0%*	**3** *100.0%*	**98** *100.0%*	**27** *100.0%*	**8** *100.0%*	**24** *100.0%*	**105** *100.0%*	**5** *100.0%*	**107** *100.0%*	**37** *100.0%*	**92** *100.0%*	**6** *100.0%*	**30** *100.0%*	**74** *100.0%*	**60** *100.0%*	**-** -
No Answer	**2**	-	-	-	-	-	-	1	-	-	-	1	-	-	1	-	2	-	1	-	-	-	2	-
Less than 1 year old	**7** *5.2%*	- - **	3 *7.9%* d	3 *10.0%* D	- -	- -	7 *11.7%* E	6 *5.5%*	1 *4.8%* **	- - **	5 *5.1%*	2 *7.4%* **	- - **	1 *4.2%* **	6 *5.7%*	- - **	7 *6.5%*	3 *8.1%*	4 *4.3%*	1 *16.7%* **	2 *6.7%*	5 *6.8%*	2 *3.3%*	- -
1	**11** *8.2%*	2 *14.3%* **	5 *13.2%*	2 *6.7%*	2 *4.2%*	7 *10.0%*	4 *6.7%*	10 *9.1%*	1 *4.8%* **	- - **	10 *10.2%*	1 *3.7%* **	- - **	1 *4.2%* **	10 *9.5%*	- - **	10 *9.3%*	3 *8.1%*	7 *7.6%*	- - **	3 *10.0%*	7 *9.5%*	4 *6.7%*	- -
2	**5** *3.7%*	3 *21.4%* **	- -	1 *3.3%*	1 *2.1%*	1 *1.4%*	4 *6.7%*	3 *2.7%*	1 *4.8%* **	1 *33.3%* **	3 *3.1%*	2 *7.4%* **	- - **	2 *8.3%* **	2 *1.9%*	- - **	4 *3.7%*	1 *2.7%*	3 *3.3%*	- - **	1 *3.3%*	2 *2.7%*	3 *5.0%*	- -
3	**3** *2.2%*	1 *7.1%* **	1 *2.6%*	1 *3.3%*	- -	2 *2.9%*	1 *1.7%*	3 *2.7%*	- - **	- - **	3 *3.1%*	- - **	- - **	- - **	3 *2.9%*	- - **	2 *1.9%*	- -	3 *3.3%*	- - **	- -	2 *2.7%*	1 *1.7%*	- -
4	**14** *10.4%*	3 *21.4%* **	7 *18.4%* Cd	- -	3 *6.3%*	7 *10.0%*	5 *8.3%*	11 *10.0%*	3 *14.3%* **	- - **	9 *9.2%*	4 *14.8%* **	1 *12.5%* **	3 *12.5%* **	11 *10.5%*	- - **	12 *11.2%*	4 *10.8%*	10 *10.9%*	- - **	4 *13.3%*	6 *8.1%*	8 *13.3%*	- -
5	**10** *7.5%*	1 *7.1%* **	4 *10.5%*	2 *6.7%*	3 *6.3%*	6 *8.6%*	4 *6.7%*	7 *6.4%*	3 *14.3%* **	- - **	5 *5.1%*	5 *18.5%* **	- - **	- - **	9 *8.6%*	- - **	6 *5.6%*	5 *13.5%*	5 *5.4%*	1 *16.7%* **	4 *13.3%*	5 *6.8%*	5 *8.3%*	- -
6	**8** *6.0%*	1 *7.1%* **	3 *7.9%*	3 *10.0%*	1 *2.1%*	2 *2.9%*	6 *10.0%* e	6 *5.5%*	2 *9.5%* **	- - **	7 *7.1%*	- - **	1 *12.5%* **	2 *8.3%* **	5 *4.8%*	1 *20.0%* **	5 *4.7%*	1 *2.7%*	7 *7.6%*	- - **	1 *3.3%*	5 *6.8%*	3 *5.0%*	- -
7	**6** *4.5%*	1 *7.1%* **	2 *5.3%*	2 *6.7%*	1 *2.1%*	5 *7.1%*	1 *1.7%*	4 *3.6%*	2 *9.5%* **	- - **	4 *4.1%*	2 *7.4%* **	- - **	2 *8.3%* **	4 *3.8%*	1 *20.0%* **	5 *4.7%*	3 *8.1%*	3 *3.3%*	- - **	3 *10.0%*	2 *2.7%*	4 *6.7%*	- -
8	**12** *9.0%*	- - **	5 *13.2%*	3 *10.0%*	4 *8.3%*	7 *10.0%*	5 *8.3%*	10 *9.1%*	2 *9.5%* **	- - **	10 *10.2%*	- - **	2 *25.0%* **	3 *12.5%* **	9 *8.6%*	2 *40.0%* **	8 *7.5%*	3 *8.1%*	8 *8.7%*	- - **	2 *6.7%*	6 *8.1%*	6 *10.0%*	- -
9	**4** *3.0%*	- - **	2 *5.3%*	- -	2 *4.2%*	2 *2.9%*	2 *3.3%*	4 *3.6%*	- - **	- - **	3 *3.1%*	1 *3.7%* **	- - **	- - **	4 *3.8%*	- - **	4 *3.7%*	1 *2.7%*	3 *3.3%*	- - **	1 *3.3%*	3 *4.1%*	1 *1.7%*	- -
10	**9** *6.7%*	- - **	2 *5.3%*	2 *6.7%*	5 *10.4%*	7 *10.0%*	2 *3.3%*	8 *7.3%*	- - **	1 *33.3%* **	6 *6.1%*	2 *7.4%* **	1 *12.5%* **	- - **	8 *7.6%*	- - **	8 *7.5%*	1 *2.7%*	7 *7.6%*	1 *16.7%* **	- -	3 *4.1%*	6 *10.0%*	- -
11	**6** *4.5%*	- - **	3 *7.9%*	1 *3.3%*	2 *4.2%*	4 *5.7%*	2 *3.3%*	6 *5.5%*	- - **	- - **	4 *4.1%*	2 *7.4%* **	- - **	3 *12.5%* **	3 *2.9%*	- - **	4 *3.7%*	1 *2.7%*	5 *5.4%*	- - **	1 *3.3%*	3 *4.1%*	3 *5.0%*	- -
12	**6** *4.5%*	- - **	- -	3 *10.0%* b	3 *6.3%*	4 *5.7%*	1 *1.7%*	5 *4.5%*	1 *4.8%* **	- - **	3 *3.1%*	2 *7.4%* **	- - **	- - **	6 *5.7%*	- - **	5 *4.7%*	1 *2.7%*	4 *4.3%*	- - **	1 *3.3%*	2 *2.7%*	4 *6.7%*	- -
13	**4** *3.0%*	- - **	- -	1 *3.3%*	3 *6.3%*	2 *2.9%*	2 *3.3%*	4 *3.6%*	- - **	- - **	3 *3.1%*	1 *3.7%* **	- - **	- - **	3 *2.9%*	- - **	4 *3.7%*	2 *5.4%*	2 *2.2%*	- - **	2 *6.7%*	2 *2.7%*	2 *3.3%*	- -
14 or older	**29** *21.6%*	2 *14.3%* **	1 *2.6%*	6 *20.0%* B	18 *37.5%* B	14 *20.0%*	14 *23.3%*	23 *20.9%*	5 *23.8%* **	1 *33.3%* **	23 *23.5%*	3 *11.1%* **	3 *37.5%* **	7 *29.2%* **	22 *21.0%*	1 *20.0%* **	23 *21.5%*	8 *21.6%*	21 *22.8%*	3 *50.0%* **	5 *16.7%*	21 *28.4%* V	8 *13.3%*	- -

Cell Contents:
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- 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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

		RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q75. Is your child male or female?																								
Total Eligible	**138** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**113** *100.0%*	**21** *100.0%*	**3** *100.0%*	**100** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**108** *100.0%*	**5** *100.0%*	**111** *100.0%*	**37** *100.0%*	**95** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**62** *100.0%*	**-** -
Total Valid Responses	**135** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**111** *100.0%*	**21** *100.0%*	**3** *100.0%*	**99** *100.0%*	**27** *100.0%*	**8** *100.0%*	**24** *100.0%*	**106** *100.0%*	**5** *100.0%*	**108** *100.0%*	**36** *100.0%*	**94** *100.0%*	**6** *100.0%*	**29** *100.0%*	**75** *100.0%*	**60** *100.0%*	**-** -
No Answer	**3**	-	-	-	-	-	-	2	-	-	1	1	-	-	2	-	3	1	1	-	1	1	2	-
Male	**65** *48.1%*	6 *42.9%* **	20 *52.6%*	17 *56.7%*	20 *40.0%*	35 *49.3%*	30 *49.2%*	55 *49.5%*	8 *38.1%* **	2 *66.7%* **	47 *47.5%*	13 *48.1%* **	4 *50.0%* **	11 *45.8%* **	52 *49.1%*	2 *40.0%* **	54 *50.0%*	19 *52.8%*	43 *45.7%*	2 *33.3%* **	16 *55.2%* **	35 *46.7%*	30 *50.0%*	- -
Female	**70** *51.9%*	8 *57.1%* **	18 *47.4%*	13 *43.3%*	30 *60.0%*	36 *50.7%*	31 *50.8%*	56 *50.5%*	13 *61.9%* **	1 *33.3%* **	52 *52.5%*	14 *51.9%* **	4 *50.0%* **	13 *54.2%* **	54 *50.9%*	3 *60.0%* **	54 *50.0%*	17 *47.2%*	51 *54.3%*	4 *66.7%* **	13 *44.8%* **	40 *53.3%*	30 *50.0%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

		RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q76. Is your child of Hispanic or Latino origin or descent?																								
Total Eligible	**138** ***100.0%***	**14** ***100.0%***	**38** ***100.0%***	**30** ***100.0%***	**50** ***100.0%***	**71** ***100.0%***	**61** ***100.0%***	**113** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**100** ***100.0%***	**28** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**108** ***100.0%***	**5** ***100.0%***	**111** ***100.0%***	**37** ***100.0%***	**95** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**62** ***100.0%***	**-** -
Total Valid Responses	**135** ***100.0%***	**14** ***100.0%***	**38** ***100.0%***	**30** ***100.0%***	**50** ***100.0%***	**71** ***100.0%***	**61** ***100.0%***	**111** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**100** ***100.0%***	**26** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**106** ***100.0%***	**5** ***100.0%***	**109** ***100.0%***	**36** ***100.0%***	**94** ***100.0%***	**5** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**59** ***100.0%***	**-** -
No Answer	**3**	-	-	-	-	-	-	2	-	-	-	2	-	-	2	-	2	1	1	1	-	-	3	-
Yes, Hispanic or Latino	**24** ***17.8%***	3 *21.4%* **	2 *5.3%*	6 *20.0%* b	12 *24.0%* B	13 *18.3%*	9 *14.8%*	18 *16.2%*	4 *19.0%* **	2 *66.7%* **	19 *19.0%*	5 *19.2%* **	- - **	3 *12.5%* **	21 *19.8%*	1 *20.0%* **	21 *19.3%*	13 *36.1%* R	9 *9.6%*	3 *60.0%* **	9 *30.0%*	12 *15.8%*	12 *20.3%*	- -
No, not Hispanic or Latino	**111** ***82.2%***	11 *78.6%* **	36 *94.7%* cD	24 *80.0%*	38 *76.0%*	58 *81.7%*	52 *85.2%*	93 *83.8%*	17 *81.0%* **	1 *33.3%* **	81 *81.0%*	21 *80.8%* **	8 *100.0%* **	21 *87.5%* **	85 *80.2%*	4 *80.0%* **	88 *80.7%*	23 *63.9%*	85 *90.4%* Q	2 *40.0%* **	21 *70.0%*	64 *84.2%*	47 *79.7%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q77. What is your race? Please mark one or more.																								
Total Eligible	**138** ***100.0%***	**14** ***100.0%***	**38** ***100.0%***	**30** ***100.0%***	**50** ***100.0%***	**71** ***100.0%***	**61** ***100.0%***	**113** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**100** ***100.0%***	**28** ***100.0%***	**8** ***100.0%***	**24** ***100.0%***	**108** ***100.0%***	**5** ***100.0%***	**111** ***100.0%***	**37** ***100.0%***	**95** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**76** ***100.0%***	**62** ***100.0%***	**-** **-**
Total Valid Responses	**153**	14	41	30	63	83	66	124	23	6	109	35	8	23	125	4	125	43	103	8	34	80	73	-
Total Respondents	**135** ***100.0%***	**13** ***100.0%***	**38** ***100.0%***	**30** ***100.0%***	**50** ***100.0%***	**70** ***100.0%***	**61** ***100.0%***	**111** ***100.0%***	**21** ***100.0%***	**3** ***100.0%***	**99** ***100.0%***	**27** ***100.0%***	**8** ***100.0%***	**23** ***100.0%***	**107** ***100.0%***	**4** ***100.0%***	**109** ***100.0%***	**36** ***100.0%***	**94** ***100.0%***	**6** ***100.0%***	**29** ***100.0%***	**76** ***100.0%***	**59** ***100.0%***	**-** **-**
White	**97** ***71.9%***	8 *61.5%* **	33 *86.8%* cD	20 *66.7%*	34 *68.0%*	49 *70.0%*	47 *77.0%*	78 *70.3%*	18 *85.7%* **	1 *33.3%* **	69 *69.7%*	20 *74.1%* **	8 *100.0%* **	20 *87.0%* **	75 *70.1%*	4 *100.0%* **	81 *74.3%*	26 *72.2%*	68 *72.3%*	2 *33.3%* **	23 *79.3%* **	56 *73.7%*	41 *69.5%*	- -
Black or African-American	**15** ***11.1%***	1 *7.7%* **	1 *2.6%*	4 *13.3%* b	9 *18.0%* B	8 *11.4%*	7 *11.5%*	13 *11.7%*	- - **	2 *66.7%* **	13 *13.1%*	1 *3.7%* **	- - **	- - **	15 *14.0%*	- - **	13 *11.9%*	4 *11.1%*	9 *9.6%*	- - **	4 *13.8%* **	6 *7.9%*	9 *15.3%*	- -
Asian	**10** ***7.4%***	3 *23.1%* **	2 *5.3%*	2 *6.7%*	3 *6.0%*	7 *10.0%*	3 *4.9%*	8 *7.2%*	2 *9.5%* **	- - **	7 *7.1%*	3 *11.1%* **	- - **	1 *4.3%* **	7 *6.5%*	- - **	8 *7.3%*	1 *2.8%*	9 *9.6%*	1 *16.7%* **	- - **	8 *10.5%*	2 *3.4%*	- -
Native Hawaiian or other Pacific Islander	**2** ***1.5%***	- - **	1 *2.6%*	- -	1 *2.0%*	2 *2.9%*	- -	2 *1.8%*	- - **	- - **	2 *2.0%*	- - **	- - **	- - **	2 *1.9%*	- - **	2 *1.8%*	- -	2 *2.1%*	- - **	- - **	- -	2 *3.4%*	- -
American Indian or Alaska Native	**14** ***10.4%***	1 *7.7%* **	3 *7.9%*	1 *3.3%*	7 *14.0%*	8 *11.4%*	5 *8.2%*	11 *9.9%*	1 *4.8%* **	2 *66.7%* **	8 *8.1%*	6 *22.2%* **	- - **	- - **	13 *12.1%*	- - **	10 *9.2%*	5 *13.9%*	8 *8.5%*	- - **	5 *17.2%* **	3 *3.9%*	11 *18.6%* U	- -
Other	**15** ***11.1%***	1 *7.7%* **	1 *2.6%*	3 *10.0%*	9 *18.0%* B	9 *12.9%*	4 *6.6%*	12 *10.8%*	2 *9.5%* **	1 *33.3%* **	10 *10.1%*	5 *18.5%* **	- - **	2 *8.7%* **	13 *12.1%*	- - **	11 *10.1%*	7 *19.4%* r	7 *7.4%*	5 *83.3%* **	2 *6.9%* **	7 *9.2%*	8 *13.6%*	- -

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

Presented by SPH Analytics
770-978-3173
2017

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q78. What is your age?																								
Total Eligible	**138** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**113** *100.0%*	**21** *100.0%*	**3** *100.0%*	**100** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**108** *100.0%*	**5** *100.0%*	**111** *100.0%*	**37** *100.0%*	**95** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**62** *100.0%*	**-** -
Total Valid Responses	**132** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**70** *100.0%*	**60** *100.0%*	**108** *100.0%*	**21** *100.0%*	**3** *100.0%*	**98** *100.0%*	**25** *100.0%*	**8** *100.0%*	**23** *100.0%*	**104** *100.0%*	**5** *100.0%*	**106** *100.0%*	**34** *100.0%*	**93** *100.0%*	**5** *100.0%*	**28** *100.0%*	**75** *100.0%*	**57** *100.0%*	**-** -
No Answer	**6**	-	-	-	-	1	1	5	-	-	2	3	-	1	4	-	5	3	2	1	2	1	5	-
Under 18	**1** *0.8%*	1 *7.1%* **	- -	- -	- -	- -	1 *1.7%*	1 *0.9%*	- - **	- - **	1 *1.0%*	- - **	- - **	- - **	1 *1.0%*	- - **	1 *0.9%*	1 *2.9%* r	- -	- - **	1 *3.6%* **	1 *1.3%*	- -	- -
18 to 24	**13** *9.8%*	13 *92.9%* **	- -	- -	- -	7 *10.0%*	6 *10.0%*	12 *11.1%*	- - **	1 *33.3%* **	11 *11.2%*	1 *4.0%* **	1 *12.5%* **	4 *17.4%* **	8 *7.7%*	1 *20.0%* **	11 *10.4%*	6 *17.6%* r	6 *6.5%*	1 *20.0%* **	5 *17.9%* **	6 *8.0%*	7 *12.3%*	- -
25 to 34	**38** *28.8%*	- - **	38 *100.0%* CD	- -	- -	16 *22.9%*	22 *36.7%* e	34 *31.5%*	4 *19.0%* **	- - **	30 *30.6%*	4 *16.0%* **	4 *50.0%* **	7 *30.4%* **	30 *28.8%*	- - **	31 *29.2%*	12 *35.3%*	26 *28.0%*	1 *20.0%* **	11 *39.3%* **	27 *36.0%* V	11 *19.3%*	- -
35 to 44	**30** *22.7%*	- - **	- -	30 *100.0%* BD	- -	12 *17.1%*	17 *28.3%*	23 *21.3%*	7 *33.3%* **	- - **	24 *24.5%*	6 *24.0%* **	- - **	7 *30.4%* **	23 *22.1%*	3 *60.0%* **	25 *23.6%*	7 *20.6%*	22 *23.7%*	1 *20.0%* **	6 *21.4%* **	18 *24.0%*	12 *21.1%*	- -
45 to 54	**23** *17.4%*	- - **	- -	- -	23 *46.0%* BC	16 *22.9%* f	6 *10.0%*	17 *15.7%*	5 *23.8%* **	1 *33.3%* **	15 *15.3%*	7 *28.0%* **	1 *12.5%* **	2 *8.7%* **	19 *18.3%*	- - **	17 *16.0%*	5 *14.7%*	18 *19.4%*	1 *20.0%* **	3 *10.7%* **	12 *16.0%*	11 *19.3%*	- -
55 to 64	**19** *14.4%*	- - **	- -	- -	19 *38.0%* BC	13 *18.6%*	6 *10.0%*	15 *13.9%*	4 *19.0%* **	- - **	11 *11.2%*	6 *24.0%* **	2 *25.0%* **	3 *13.0%* **	15 *14.4%*	1 *20.0%* **	14 *13.2%*	3 *8.8%*	16 *17.2%*	1 *20.0%* **	2 *7.1%* **	7 *9.3%*	12 *21.1%* u	- -
65 to 74	**5** *3.8%*	- - **	- -	- -	5 *10.0%* Bc	4 *5.7%*	1 *1.7%*	5 *4.6%*	- - **	- - **	5 *5.1%*	- - **	- - **	- - **	5 *4.8%*	- - **	4 *3.8%*	- -	5 *5.4%*	- - **	- - **	4 *5.3%*	1 *1.8%*	- -
75 or older	**3** *2.3%*	- - **	- -	- -	3 *6.0%*	2 *2.9%*	1 *1.7%*	1 *0.9%*	1 *4.8%* **	1 *33.3%* **	1 *1.0%*	1 *4.0%* **	- - **	- - **	3 *2.9%*	- - **	3 *2.8%*	- -	- -	- - **	- - **	- -	3 *5.3%* U	- -
SPHA SUMMARY RATE - Members under 18	**1** *0.8%*	1 *7.1%*	- -	- -	- -	- -	1 *1.7%*	1 *0.9%*	- -	- -	1 *1.0%*	- -	- -	- -	1 *1.0%*	- -	1 *0.9%*	1 *2.9%*	- -	- -	1 *3.6%*	1 *1.3%*	- -	- -
SPHA SUMMARY RATE - Members 18 to 34	**51** *38.6%*	13 *92.9%* **	38 *100.0%* CD	- -	- -	23 *32.9%*	28 *46.7%*	46 *42.6%*	4 *19.0%* **	1 *33.3%* **	41 *41.8%*	5 *20.0%* **	5 *62.5%* **	11 *47.8%* **	38 *36.5%*	1 *20.0%* **	42 *39.6%*	18 *52.9%* r	32 *34.4%*	2 *40.0%* **	16 *57.1%* **	33 *44.0%*	18 *31.6%*	- -
SPHA SUMMARY RATE - Members 35 to 44	**30** *22.7%*	- -	- -	30 *100.0%*	- -	12 *17.1%*	17 *28.3%*	23 *21.3%*	7 *33.3%*	- -	24 *24.5%*	6 *24.0%*	- -	7 *30.4%*	23 *22.1%*	3 *60.0%*	25 *23.6%*	7 *20.6%*	22 *23.7%*	1 *20.0%*	6 *21.4%*	18 *24.0%*	12 *21.1%*	- -
SPHA SUMMARY RATE - Members 45 to 54	**23** *17.4%*	- -	- -	- -	23 *46.0%*	16 *22.9%*	6 *10.0%*	17 *15.7%*	5 *23.8%*	1 *33.3%*	15 *15.3%*	7 *28.0%*	1 *12.5%*	2 *8.7%*	19 *18.3%*	- -	17 *16.0%*	5 *14.7%*	18 *19.4%*	1 *20.0%*	3 *10.7%*	12 *16.0%*	11 *19.3%*	- -
SPHA SUMMARY RATE - Members 55 or older	**27** *20.5%*	- - **	- -	- -	27 *54.0%* BC	19 *27.1%* f	8 *13.3%*	21 *19.4%*	5 *23.8%* **	1 *33.3%* **	17 *17.3%*	7 *28.0%* **	2 *25.0%* **	3 *13.0%* **	23 *22.1%*	1 *20.0%* **	21 *19.8%*	3 *8.8%*	21 *22.6%* q	1 *20.0%* **	2 *7.1%* **	11 *14.7%*	16 *28.1%* u	- -

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

GENERAL POPULATION

		RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q79. Are you male or female?																								
Total Eligible	**138** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**113** *100.0%*	**21** *100.0%*	**3** *100.0%*	**100** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**108** *100.0%*	**5** *100.0%*	**111** *100.0%*	**37** *100.0%*	**95** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**62** *100.0%*	**-** -
Total Valid Responses	**135** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**111** *100.0%*	**21** *100.0%*	**3** *100.0%*	**99** *100.0%*	**27** *100.0%*	**8** *100.0%*	**24** *100.0%*	**106** *100.0%*	**5** *100.0%*	**108** *100.0%*	**36** *100.0%*	**94** *100.0%*	**6** *100.0%*	**29** *100.0%*	**75** *100.0%*	**60** *100.0%*	**-** -
No Answer	**3**	-	-	-	-	-	-	2	-	-	1	1	-	-	2	-	3	1	1	-	1	1	2	-
Male	**23** *17.0%*	1 *7.1%* **	4 *10.5%*	7 *23.3%*	11 *22.0%*	11 *15.5%*	11 *18.0%*	21 *18.9%*	2 *9.5%* **	- - **	19 *19.2%*	4 *14.8%* **	- - **	2 *8.3%* **	20 *18.9%*	- - **	18 *16.7%*	4 *11.1%*	19 *20.2%*	2 *33.3%* **	1 *3.4%* **	12 *16.0%*	11 *18.3%*	- -
Female	**112** *83.0%*	13 *92.9%* **	34 *89.5%*	23 *76.7%*	39 *78.0%*	60 *84.5%*	50 *82.0%*	90 *81.1%*	19 *90.5%* **	3 *100.0%* **	80 *80.8%*	23 *85.2%* **	8 *100.0%* **	22 *91.7%* **	86 *81.1%*	5 *100.0%* **	90 *83.3%*	32 *88.9%*	75 *79.8%*	4 *66.7%* **	28 *96.6%* **	63 *84.0%*	49 *81.7%*	- -

Cell Contents:
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Statistics:
- Column Proportions:
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  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q80. What is the highest grade or level of school that you have completed?																								
Total Eligible	**138** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**113** *100.0%*	**21** *100.0%*	**3** *100.0%*	**100** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**108** *100.0%*	**5** *100.0%*	**111** *100.0%*	**37** *100.0%*	**95** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**62** *100.0%*	**-** -
Total Valid Responses	**132** *100.0%*	**14** *100.0%*	**38** *100.0%*	**29** *100.0%*	**49** *100.0%*	**71** *100.0%*	**61** *100.0%*	**109** *100.0%*	**20** *100.0%*	**3** *100.0%*	**99** *100.0%*	**24** *100.0%*	**8** *100.0%*	**24** *100.0%*	**103** *100.0%*	**5** *100.0%*	**106** *100.0%*	**35** *100.0%*	**92** *100.0%*	**5** *100.0%*	**29** *100.0%*	**75** *100.0%*	**57** *100.0%*	**-** -
No Answer	**6**	-	-	1	1	-	-	4	1	-	1	4	-	-	5	-	5	2	3	1	1	1	5	-
8th grade or less	**6** *4.5%*	- - **	1 *2.6%*	1 *3.4%* **	4 *8.2%*	6 *8.5%* F	- -	4 *3.7%*	1 *5.0%* **	1 *33.3%* **	4 *4.0%*	1 *4.2%* **	- - **	- - **	6 *5.8%*	- - **	4 *3.8%*	- -	5 *5.4%*	- - **	- - **	5 *6.7%*	1 *1.8%*	- -
Some high school, but did not graduate	**14** *10.6%*	2 *14.3%* **	3 *7.9%*	3 *10.3%* **	6 *12.2%*	14 *19.7%* F	- -	12 *11.0%*	2 *10.0%* **	- - **	13 *13.1%*	- - **	1 *12.5%* **	2 *8.3%* **	11 *10.7%*	1 *20.0%* **	12 *11.3%*	3 *8.6%*	11 *12.0%*	- - **	3 *10.3%* **	11 *14.7%* v	3 *5.3%*	- -
High school graduate or GED	**51** *38.6%*	5 *35.7%* **	12 *31.6%*	8 *27.6%* **	25 *51.0%* b	51 *71.8%* F	- -	43 *39.4%*	8 *40.0%* **	- - **	37 *37.4%*	12 *50.0%* **	2 *25.0%* **	9 *37.5%* **	40 *38.8%*	1 *20.0%* **	39 *36.8%*	12 *34.3%*	38 *41.3%*	2 *40.0%* **	10 *34.5%* **	26 *34.7%*	25 *43.9%*	- -
Some college or 2-year degree	**36** *27.3%*	7 *50.0%* **	15 *39.5%* D	8 *27.6%* **	5 *10.2%*	- -	36 *59.0%* E	31 *28.4%*	4 *20.0%* **	1 *33.3%* **	27 *27.3%*	5 *20.8%* **	4 *50.0%* **	5 *20.8%* **	31 *30.1%*	- - **	31 *29.2%*	16 *45.7%* R	19 *20.7%*	2 *40.0%* **	13 *44.8%* **	21 *28.0%*	15 *26.3%*	- -
4-year college graduate	**20** *15.2%*	- - **	6 *15.8%*	7 *24.1%* **	7 *14.3%*	- -	20 *32.8%* E	15 *13.8%*	4 *20.0%* **	1 *33.3%* **	14 *14.1%*	5 *20.8%* **	1 *12.5%* **	6 *25.0%* **	13 *12.6%*	2 *40.0%* **	16 *15.1%*	4 *11.4%*	14 *15.2%*	1 *20.0%* **	3 *10.3%* **	11 *14.7%*	9 *15.8%*	- -
More than 4-year college degree	**5** *3.8%*	- - **	1 *2.6%*	2 *6.9%* **	2 *4.1%*	- -	5 *8.2%* E	4 *3.7%*	1 *5.0%* **	- - **	4 *4.0%*	1 *4.2%* **	- - **	2 *8.3%* **	2 *1.9%*	1 *20.0%* **	4 *3.8%*	- -	5 *5.4%*	- - **	- - **	1 *1.3%*	4 *7.0%* u	- -
SPHA SUMMARY RATE - High school graduate or less	**71** *53.8%*	7 *50.0%* **	16 *42.1%*	12 *41.4%* **	35 *71.4%* B	71 *100.0%* F	- -	59 *54.1%*	11 *55.0%* **	1 *33.3%* **	54 *54.5%*	13 *54.2%* **	3 *37.5%* **	11 *45.8%* **	57 *55.3%*	2 *40.0%* **	55 *51.9%*	15 *42.9%*	54 *58.7%*	2 *40.0%* **	13 *44.8%* **	42 *56.0%*	29 *50.9%*	- -
SPHA SUMMARY RATE - Some college	**36** *27.3%*	7 *50.0%*	15 *39.5%*	8 *27.6%*	5 *10.2%*	- -	36 *59.0%*	31 *28.4%*	4 *20.0%*	1 *33.3%*	27 *27.3%*	5 *20.8%*	4 *50.0%*	5 *20.8%*	31 *30.1%*	- -	31 *29.2%*	16 *45.7%*	19 *20.7%*	2 *40.0%*	13 *44.8%*	21 *28.0%*	15 *26.3%*	- -
SPHA SUMMARY RATE - 4-year college graduate or more	**25** *18.9%*	- - **	7 *18.4%*	9 *31.0%* **	9 *18.4%*	- -	25 *41.0%* E	19 *17.4%*	5 *25.0%* **	1 *33.3%* **	18 *18.2%*	6 *25.0%* **	1 *12.5%* **	8 *33.3%* **	15 *14.6%*	3 *60.0%* **	20 *18.9%*	4 *11.4%*	19 *20.7%*	1 *20.0%* **	3 *10.3%* **	12 *16.0%*	13 *22.8%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

GENERAL POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q81. How are you related to the child?																								
Total Eligible	**138** *100.0%*	**14** *100.0%*	**38** *100.0%*	**30** *100.0%*	**50** *100.0%*	**71** *100.0%*	**61** *100.0%*	**113** *100.0%*	**21** *100.0%*	**3** *100.0%*	**100** *100.0%*	**28** *100.0%*	**8** *100.0%*	**24** *100.0%*	**108** *100.0%*	**5** *100.0%*	**111** *100.0%*	**37** *100.0%*	**95** *100.0%*	**6** *100.0%*	**30** *100.0%*	**76** *100.0%*	**62** *100.0%*	**-** -
Total Valid Responses	**131** *100.0%*	**14** *100.0%*	**38** *100.0%*	**29** *100.0%*	**47** *100.0%*	**68** *100.0%*	**60** *100.0%*	**109** *100.0%*	**19** *100.0%*	**3** *100.0%*	**97** *100.0%*	**26** *100.0%*	**7** *100.0%*	**23** *100.0%*	**103** *100.0%*	**5** *100.0%*	**105** *100.0%*	**36** *100.0%*	**90** *100.0%*	**6** *100.0%*	**29** *100.0%*	**71** *100.0%*	**60** *100.0%*	**-** -
No Answer	**7**	-	-	1	3	3	1	4	2	-	3	2	1	1	5	-	6	1	5	-	1	5	2	-
Mother or father	**96** *73.3%*	13 *92.9%* **	36 *94.7%* D	24 *82.8%* **	22 *46.8%*	49 *72.1%*	46 *76.7%*	82 *75.2%*	12 *63.2%* **	2 *66.7%* **	81 *83.5%*	9 *34.6%* **	6 *85.7%* **	19 *82.6%* **	73 *70.9%*	4 *80.0%* **	77 *73.3%*	28 *77.8%*	67 *74.4%*	4 *66.7%* **	23 *79.3%* **	65 *91.5%* V	31 *51.7%*	- -
Grandparent	**13** *9.9%*	- - **	- -	- - **	13 *27.7%* B	9 *13.2%*	3 *5.0%*	8 *7.3%*	4 *21.1%* **	1 *33.3%* **	3 *3.1%*	8 *30.8%* **	1 *14.3%* **	1 *4.3%* **	12 *11.7%*	- - **	11 *10.5%*	2 *5.6%*	9 *10.0%*	- - **	2 *6.9%* **	2 *2.8%*	11 *18.3%* U	- -
Aunt or uncle	**3** *2.3%*	- - **	- -	1 *3.4%* **	2 *4.3%*	2 *2.9%*	1 *1.7%*	3 *2.8%*	- - **	- - **	1 *1.0%*	2 *7.7%* **	- - **	- - **	3 *2.9%*	- - **	2 *1.9%*	- -	3 *3.3%*	- - **	- - **	- -	3 *5.0%* u	- -
Older brother or sister	**1** *0.8%*	1 *7.1%* **	- -	- - **	- -	- -	1 *1.7%*	1 *0.9%*	- - **	- - **	1 *1.0%*	- - **	- - **	- - **	1 *1.0%*	- - **	1 *1.0%*	1 *2.8%*	- -	1 *16.7%* **	- - **	- -	1 *1.7%*	- -
Other relative	**2** *1.5%*	- - **	1 *2.6%*	- - **	1 *2.1%*	2 *2.9%*	- -	2 *1.8%*	- - **	- - **	2 *2.1%*	- - **	- - **	- - **	2 *1.9%*	- - **	2 *1.9%*	1 *2.8%*	1 *1.1%*	- - **	1 *3.4%* **	- -	2 *3.3%*	- -
Legal guardian	**13** *9.9%*	- - **	1 *2.6%*	3 *10.3%* **	8 *17.0%* B	6 *8.8%*	6 *10.0%*	10 *9.2%*	3 *15.8%* **	- - **	8 *8.2%*	5 *19.2%* **	- - **	2 *8.7%* **	10 *9.7%*	1 *20.0%* **	9 *8.6%*	3 *8.3%*	8 *8.9%*	1 *16.7%* **	2 *6.9%* **	2 *2.8%*	11 *18.3%* U	- -
Someone else	**3** *2.3%*	- - **	- -	1 *3.4%* **	1 *2.1%*	- -	3 *5.0%* e	3 *2.8%*	- - **	- - **	1 *1.0%*	2 *7.7%* **	- - **	1 *4.3%* **	2 *1.9%*	- - **	3 *2.9%*	1 *2.8%*	2 *2.2%*	- - **	1 *3.4%* **	2 *2.8%*	1 *1.7%*	- -

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

Presented by SPH Analytics
770-978-3173
2017

GENERAL POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q82. Did someone help you complete this survey?																								
Total Eligible	**76** ***100.0%***	**7** ***100.0%***	**27** ***100.0%***	**18** ***100.0%***	**23** ***100.0%***	**42** ***100.0%***	**33** ***100.0%***	**63** ***100.0%***	**12** ***100.0%***	**1** ***100.0%***	**62** ***100.0%***	**8** ***100.0%***	**6** ***100.0%***	**12** ***100.0%***	**62** ***100.0%***	**1** ***100.0%***	**63** ***100.0%***	**17** ***100.0%***	**59** ***100.0%***	**1** ***100.0%***	**16** ***100.0%***	**76** ***100.0%***	**-** -	**-** -
Total Valid Responses	**75** ***100.0%***	**7** ***100.0%***	**27** ***100.0%***	**18** ***100.0%***	**23** ***100.0%***	**42** ***100.0%***	**33** ***100.0%***	**62** ***100.0%***	**12** ***100.0%***	**1** ***100.0%***	**61** ***100.0%***	**8** ***100.0%***	**6** ***100.0%***	**12** ***100.0%***	**61** ***100.0%***	**1** ***100.0%***	**62** ***100.0%***	**16** ***100.0%***	**59** ***100.0%***	**1** ***100.0%***	**15** ***100.0%***	**75** ***100.0%***	**-** -	**-** -
No Answer	**1**	-	-	-	-	-	-	1	-	-	1	-	-	-	1	-	1	1	-	-	1	1	-	-
Yes	**4** ***5.3%***	- - **	- - **	3 *16.7%* **	1 *4.3%* **	3 *7.1%*	1 *3.0%*	3 *4.8%*	- - **	1 *100.0%* **	4 *6.6%*	- - **	- - **	- - **	4 *6.6%*	- - **	3 *4.8%*	1 *6.3%* **	3 *5.1%*	- - **	1 *6.7%* **	4 *5.3%*	- -	- -
No	**71** ***94.7%***	7 *100.0%* **	27 *100.0%* **	15 *83.3%* **	22 *95.7%* **	39 *92.9%*	32 *97.0%*	59 *95.2%*	12 *100.0%* **	- - **	57 *93.4%*	8 *100.0%* **	6 *100.0%* **	12 *100.0%* **	57 *93.4%*	1 *100.0%* **	59 *95.2%*	15 *93.8%* **	56 *94.9%*	1 *100.0%* **	14 *93.3%* **	71 *94.7%*	- -	- -

Cell Contents:
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Statistics:
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  Minimum Base: 30 (**), Small Base: 30 (*)

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GENERAL POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q83. How did that person help you? Check all that apply.																								
Total Eligible	**4** ***100.0%***	**-** **-**	**-** **-**	**3** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**-** **-**	**1** ***100.0%***	**4** ***100.0%***	**-** **-**	**-** **-**	**-** **-**	**4** ***100.0%***	**-** **-**	**3** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**-** **-**	**1** ***100.0%***	**4** ***100.0%***	**-** **-**	**-** **-**
Total Valid Responses	**7**	-	-	4	3	6	1	4	-	3	7	-	-	-	7	-	4	1	6	-	1	7	-	-
Total Respondents	**4** ***100.0%***	**-** **-**	**-** **-**	**3** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**-** **-**	**1** ***100.0%***	**4** ***100.0%***	**-** **-**	**-** **-**	**-** **-**	**4** ***100.0%***	**-** **-**	**3** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**-** **-**	**1** ***100.0%***	**4** ***100.0%***	**-** **-**	**-** **-**
Read the questions to me	**3** ***75.0%***	- -	- -	2 *66.7%* **	1 *100.0%* **	3 *100.0%* **	- - **	2 *66.7%* **	- -	1 *100.0%* **	3 *75.0%*	- -	- -	- -	3 *75.0%*	- -	2 *66.7%*	- - **	3 *100.0%* **	- -	- -	3 *75.0%*	- -	- -
Wrote down the answers I gave	**2** ***50.0%***	- -	- -	1 *33.3%* **	1 *100.0%* **	2 *66.7%* **	- - **	1 *33.3%* **	- -	1 *100.0%* **	2 *50.0%*	- -	- -	- -	2 *50.0%*	- -	1 *33.3%*	- - **	2 *66.7%* **	- -	- -	2 *50.0%*	- -	- -
Answered the questions for me	**-** **-**	- -	- -	- - **	- - **	- - **	- - **	- - **	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- - **	- - **	- -	- -	- -	- -	- -
Translated the questions into my language	**2** ***50.0%***	- -	- -	1 *33.3%* **	1 *100.0%* **	1 *33.3%* **	1 *100.0%* **	1 *33.3%* **	- -	1 *100.0%* **	2 *50.0%*	- -	- -	- -	2 *50.0%*	- -	1 *33.3%*	1 *100.0%* **	1 *33.3%* **	- -	1 *100.0%*	2 *50.0%*	- -	- -
Helped in some other way	**-** **-**	- -	- -	- - **	- - **	- - **	- - **	- - **	- -	- - **	- -	- -	- -	- -	- -	- -	- -	- - **	- - **	- -	- -	- -	- -	- -

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

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770-978-3173
2017

Table of Contents:

	Table Description	Filter Description	Population Status	Base
1	Q1. Our records show that your child is now in WellCare of Nebraska. Is that right?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
2	Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctors office?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
3	Q4. (GCQ) In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q3.ContainsAny({Yes})	Success	54
4	Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
5	Q6. (GCQ) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q5.ContainsAny({Yes})	Success	102
6	Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
7	Q8. (HPE) In the last 6 months, did you and your childs doctor or other health provider talk about specific things you could do to prevent illness in your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	106
8	Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your childs doctors or other health providers?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	106
9	Q10. In the last 6 months, did you and your childs doctor or other health provider talk about starting or stopping a prescription medicine for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	106
10	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q10.ContainsAny({Yes})	Success	43
11	Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q10.ContainsAny({Yes})	Success	43
12	Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q10.ContainsAny({Yes})	Success	43
13	Q14. 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 childs health care in the last 6 months?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	106
14	Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	106
15	Q16. Is your child now enrolled in any kind of school or daycare?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
16	Q17. In the last 6 months, did you need your childs doctorsor other health providers to contact a school or daycare center about your childs health or health care?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q16.ContainsAny({Yes})	Success	106
17	Q18. (CC-CCC) In the last 6 months, did you get the help you needed fromyour childs doctors or other health providers in contacting your childs school or daycare?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q16.ContainsAny({Yes}) And Q17.ContainsAny({Yes})	Success	26
18	Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
19	Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q19.ContainsAny({Yes})	Success	22
20	Q21. Did anyone fromyour childs health plan, doctors office, or clinic help you get special medical equipment or devices for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q19.ContainsAny({Yes})	Success	22
21	Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
22	Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q22.ContainsAny({Yes})	Success	30
23	Q24. Did anyone fromyour childs health plan, doctors office, or clinic help you get this therapy for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q22.ContainsAny({Yes})	Success	30
24	Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
25	Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q25.ContainsAny({Yes})	Success	63
26	Q27. Did anyone fromyour childs health plan, doctors office, or clinic help you get this treatment or counseling for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q25.ContainsAny({Yes})	Success	63
27	Q28. In the last 6 months, did your child get care frommore than one kind of health care provider or use more than one kind of health care service?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
28	Q29. (CC-CCC) In the last 6 months, did anyone fromyour childs health plan, doctors office, or clinic help coordinate your childs care among these different providers or services?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q28.ContainsAny({Yes})	Success	62
29	Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problemor gets sick or hurt. Does your child have a personal doctor?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
30	Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes})	Success	113
31	Q32. (HWDC) In the last 6 months, how often did your childs personal doctor explain things about your childs health in a way that was easy to understand?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	101
32	Q33. (HWDC) In the last 6 months, how often did your childs personal doctor listen carefully to you?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	101
33	Q34. (HWDC) In the last 6 months, how often did your childs personal doctor show respect for what you had to say?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	101
34	Q35. Is your child able to talk with doctors about his or her health care?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	101
35	Q36. In the last 6 months, how often did your childs personal doctor explain things in a way that was easy for your child to understand?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q35.ContainsAny({Yes})	Success	70
36	Q37. (HWDC) In the last 6 months, how often did your childs personal doctor spend enough time with your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	101
37	Q38. In the last 6 months, did your childs personal doctor talk with you about how your child is feeling, growing, or behaving?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	101
38	Q39. In the last 6 months, did your child get care froma doctor or other health provider besides his or her personal doctor?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	101
39	Q40. (CC) In the last 6 months, how often did your childs personal doctor seeminformed and up-to-date about the care your child got fromthese doctors or other health providers?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q39.ContainsAny({Yes})	Success	58
40	Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND**	Success	113

	~~number would you use to rate your childs personal doctor?~~	~~Q30.ContainsAny({Yes})~~		
41	Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes})	Success	113
42	Q43. (FCC-PD) Does your childs personal doctor understand how these medical, behavioral, or other health conditions affect your childs day-to-day life?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q42.ContainsAny({Yes})	Success	85
43	Q44. (FCC-PD) Does your childs personal doctor understand how your childs medical, behavioral, or other health conditions affect your familys day-to-day life?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q42.ContainsAny({Yes})	Success	85
44	Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
45	Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q45.ContainsAny({Yes})	Success	56
46	Q47. How many specialists has your child seen in the last 6 months?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q45.ContainsAny({Yes})	Success	56
47	Q48. 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?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q45.ContainsAny({Yes}) And Q47.ContainsAny({_1_specialist, _2, _3, _4, _5_or_more_specialists})	Success	55
48	Q49. In the last 6 months, did you get information or help from customer service at your childs health plan?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
49	Q50. (CS) In the last 6 months, how often did customer service at your childs health plan give you the information or help you needed?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q49.ContainsAny({Yes})	Success	36
50	Q51. (CS) In the last 6 months, how often did customer service staff at your childs health plan treat you with courtesy and respect?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q49.ContainsAny({Yes})	Success	36
51	Q52. In the last 6 months, did your childs health plan give you any forms to fill out?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
52	Q53. (FOF) In the last 6 months, how often were the forms from your childs health plan easy to fill out?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q52.ContainsAny({Yes, No})	Success	119
53	Q54. 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 childs health plan?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
54	Q55. In the last 6 months, did you get or refill any prescription medicines for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
55	Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q55.ContainsAny({Yes})	Success	95
56	Q57. Did anyone from your childs health plan, doctors office, or clinic help you get your childs prescription medicines?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q55.ContainsAny({Yes})	Success	95
57	Q58. In general, how would you rate your childs overall health?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
58	Q59. In general, how would you rate your childs overall mental or emotional health?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
59	Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
60	Q61. Is this because of any medical, behavioral, or other health condition?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q60.ContainsAny({Yes})	Success	92
61	Q62. Is this a condition that has lasted or is expected to last for at least 12 months?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q60.ContainsAny({Yes}) And Q61.ContainsAny({Yes})	Success	90
62	Q63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
63	Q64. Is this because of any medical, behavioral, or other health condition?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q63.ContainsAny({Yes})	Success	79
64	Q65. Is this a condition that has lasted or is expected to last for at least 12 months?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q63.ContainsAny({Yes}) And Q64.ContainsAny({Yes})	Success	75
65	Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
66	Q67. Is this because of any medical, behavioral, or other health condition?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q66.ContainsAny({Yes})	Success	55
67	Q68. Is this a condition that has lasted or is expected to last for at least 12 months?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q66.ContainsAny({Yes}) And Q67.ContainsAny({Yes})	Success	49
68	Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
69	Q70. Is this because of any medical, behavioral, or other health condition?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q69.ContainsAny({Yes})	Success	36
70	Q71. Is this a condition that has lasted or is expected to last for at least 12 months?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q69.ContainsAny({Yes}) And Q70.ContainsAny({Yes})	Success	32
71	Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
72	Q73. Has this problem lasted or is it expected to last for at least 12 months?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q72.ContainsAny({Yes})	Success	78
73	Q74. What is your child's age?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	121
74	Q75. Is your child male or female?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
75	Q76. Is your child of Hispanic or Latino origin or descent?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
76	Q77. What is your race? Please mark one or more.	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
77	Q78. What is your age?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
78	Q79. Are you male or female?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
79	Q80. What is the highest grade or level of school that you have completed?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
80	Q81. How are you related to the child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
81	Q82. Did someone help you complete this survey?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Dispo.ContainsAny({Internet, Mail})	Success	65
82	Q83. How did that person help you? Check all that apply.	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Dispo.ContainsAny({Internet, Mail}) And Q82.ContainsAny({Yes})	Success	4
83	Q1. Our records show that your child is now in Health Plan Name. Is that right?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
84	Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctors office?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
85	Q4. (GCQ) In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q3.ContainsAny({Yes})	Success	54
86	Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
87	Q6. (GCQ) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q5.ContainsAny({Yes})	Success	102
88	Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
89	Q8. (HPE) In the last 6 months, did you and your childs doctor or other health provider talk about specific things you could do to prevent illness in your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	106
90	Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your childs doctors or other health providers?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	106
91	Q10. In the last 6 months, did you and your childs doctor or other health provider talk about starting or stopping a prescription medicine for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	106
92	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q10.ContainsAny({Yes})	Success	43
93	Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q10.ContainsAny({Yes})	Success	43
94	Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q10.ContainsAny({Yes})	Success	43
95	Q14. 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 childs health care in the last 6 months?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	106
96	Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	106
97	Q16. Is your child now enrolled in any kind of school or daycare?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
98	Q17. In the last 6 months, did you need your childs doctors or other health providers to contact a school or daycare center about your childs health or health care?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q16.ContainsAny({Yes})	Success	106
99	Q18. (CC-CCC) In the last 6 months, did you get the help you needed from your childs doctors or other health providers in contacting your childs school or daycare?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q16.ContainsAny({Yes}) And Q17.ContainsAny({Yes})	Success	26
100	Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
101	Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q19.ContainsAny({Yes})	Success	22
102	Q21. Did anyone from your childs health plan, doctors office, or clinic help you get special medical equipment or devices for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q19.ContainsAny({Yes})	Success	22
103	Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
104	Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q22.ContainsAny({Yes})	Success	30
		cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND**		

105	Q24. Did anyone from your childs health plan, doctors office, or clinic help you get this therapy for your child?	Q22.ContainsAny({Yes})	Success	30
106	Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
107	Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q25.ContainsAny({Yes})	Success	63
108	Q27. Did anyone from your childs health plan, doctors office, or clinic help you get this treatment or counseling for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q25.ContainsAny({Yes})	Success	63
109	Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
110	Q29. (CC-CCC) In the last 6 months, did anyone from your childs health plan, doctors office, or clinic help coordinate your childs care among these different providers or services?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q28.ContainsAny({Yes})	Success	62
111	Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
112	Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes})	Success	113
113	Q32. (HWDC) In the last 6 months, how often did your childs personal doctor explain things about your childs health in a way that was easy to understand?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	101
114	Q33. (HWDC) In the last 6 months, how often did your childs personal doctor listen carefully to you?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	101
115	Q34. (HWDC) In the last 6 months, how often did your childs personal doctor show respect for what you had to say?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	101
116	Q35. Is your child able to talk with doctors about his or her health care?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	101
117	Q36. In the last 6 months, how often did your childs personal doctor explain things in a way that was easy for your child to understand?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q35.ContainsAny({Yes})	Success	70
118	Q37. (HWDC) In the last 6 months, how often did your childs personal doctor spend enough time with your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	101
119	Q38. In the last 6 months, did your childs personal doctor talk with you about how your child is feeling, growing, or behaving?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	101
120	Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	101
121	Q40. (CC) In the last 6 months, how often did your childs personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q31.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q39.ContainsAny({Yes})	Success	58
122	Q41. 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 childs personal doctor?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes})	Success	113
123	Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes})	Success	113
124	Q43. (FCC-PD) Does your childs personal doctor understand how these medical, behavioral, or other health conditions affect your childs day-to-day life?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q42.ContainsAny({Yes})	Success	85
125	Q44. (FCC-PD) Does your childs personal doctor understand how your childs medical, behavioral, or other health conditions affect your familys day-to-day life?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q30.ContainsAny({Yes}) And Q42.ContainsAny({Yes})	Success	85
126	Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
127	Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q45.ContainsAny({Yes})	Success	56
128	Q47. How many specialists has your child seen in the last 6 months?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q45.ContainsAny({Yes})	Success	56
129	Q48. 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?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q45.ContainsAny({Yes}) And Q47.ContainsAny({_1_specialist, _2, _3, _4, _5_or_more_specialists})	Success	55
130	Q49. In the last 6 months, did you get information or help from customer service at your childs health plan?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
131	Q50. (CS) In the last 6 months, how often did customer service at your childs health plan give you the information or help you needed?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q49.ContainsAny({Yes})	Success	36
132	Q51. (CS) In the last 6 months, how often did customer service staff at your childs health plan treat you with courtesy and respect?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q49.ContainsAny({Yes})	Success	36
133	Q52. In the last 6 months, did your childs health plan give you any forms to fill out?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
134	Q53. (FOF) In the last 6 months, how often were the forms from your childs health plan easy to fill out?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q52.ContainsAny({Yes, No})	Success	119
135	Q54. 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 childs health plan?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
136	Q55. In the last 6 months, did you get or refill any prescription medicines for your child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
137	Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q55.ContainsAny({Yes})	Success	95
138	Q57. Did anyone from your childs health plan, doctors office, or clinic help you get your childs prescription medicines?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q55.ContainsAny({Yes})	Success	95
139	Q58. In general, how would you rate your childs overall health?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
140	Q59. In general, how would you rate your childs overall mental or emotional health?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
141	Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
142	Q61. Is this because of any medical, behavioral, or other health condition?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q60.ContainsAny({Yes})	Success	92
143	Q62. Is this a condition that has lasted or is expected to last for at least 12 months?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q60.ContainsAny({Yes}) And Q61.ContainsAny({Yes})	Success	90
144	Q63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
145	Q64. Is this because of any medical, behavioral, or other health condition?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q63.ContainsAny({Yes})	Success	79
146	Q65. Is this a condition that has lasted or is expected to last for at least 12 months?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q63.ContainsAny({Yes}) And Q64.ContainsAny({Yes})	Success	75
147	Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
148	Q67. Is this because of any medical, behavioral, or other health condition?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q66.ContainsAny({Yes})	Success	55
149	Q68. Is this a condition that has lasted or is expected to last for at least 12 months?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q66.ContainsAny({Yes}) And Q67.ContainsAny({Yes})	Success	49
150	Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
151	Q70. Is this because of any medical, behavioral, or other health condition?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q69.ContainsAny({Yes})	Success	36
152	Q71. Is this a condition that has lasted or is expected to last for at least 12 months?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q69.ContainsAny({Yes}) And Q70.ContainsAny({Yes})	Success	32
153	Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
154	Q73. Has this problem lasted or is it expected to last for at least 12 months?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Q72.ContainsAny({Yes})	Success	78
155	Q74. What is your child's age?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	121
156	Q75. Is your child male or female?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
157	Q76. Is your child of Hispanic or Latino origin or descent?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
158	Q77. What is your race? Please mark one or more.	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
159	Q78. What is your age?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
160	Q79. Are you male or female?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
161	Q80. What is the highest grade or level of school that you have completed?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
162	Q81. How are you related to the child?	cccind.ContainsAny({Child_identified_in_chronic_condition_category})	Success	122
163	Q82. Did someone help you complete this survey?	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Dispo.ContainsAny({Internet, Mail})	Success	65
164	Q83. How did that person help you? Check all that apply.	cccind.ContainsAny({Child_identified_in_chronic_condition_category}) **AND** Dispo.ContainsAny({Internet, Mail}) And Q82.ContainsAny({Yes})	Success	4

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q1. Our records show that your child is now in WellCare of Nebraska. Is that right?																								
Total Eligible	**122** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**71** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**39** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**100** ***100.0%***	**36** ***100.0%***	**85** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**65** ***100.0%***	**57** ***100.0%***	**-** **-**
Total Valid Responses	**119** ***100.0%***	**6** ***100.0%***	**34** ***100.0%***	**29** ***100.0%***	**45** ***100.0%***	**44** ***100.0%***	**70** ***100.0%***	**68** ***100.0%***	**37** ***100.0%***	**13** ***100.0%***	**44** ***100.0%***	**36** ***100.0%***	**38** ***100.0%***	**34** ***100.0%***	**83** ***100.0%***	**13** ***100.0%***	**98** ***100.0%***	**36** ***100.0%***	**82** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**63** ***100.0%***	**56** ***100.0%***	**-** **-**
No Answer	**3**	1	-	1	1	2	1	2	1	-	-	2	1	2	1	-	2	-	3	-	-	2	1	-
Yes	**119** ***100.0%***	6 *100.0%* **	34 *100.0%*	29 *100.0%* **	45 *100.0%*	44 *100.0%*	70 *100.0%*	68 *100.0%*	37 *100.0%*	13 *100.0%* **	44 *100.0%*	36 *100.0%*	38 *100.0%*	34 *100.0%*	83 *100.0%*	13 *100.0%* **	98 *100.0%*	36 *100.0%*	82 *100.0%*	4 *100.0%* **	31 *100.0%*	63 *100.0%*	56 *100.0%*	- -
No	**-** **-**	- - **	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**119** ***100.0%***	6 *100.0%* **	34 *100.0%*	29 *100.0%* **	45 *100.0%*	44 *100.0%*	70 *100.0%*	68 *100.0%*	37 *100.0%*	13 *100.0%* **	44 *100.0%*	36 *100.0%*	38 *100.0%*	34 *100.0%*	83 *100.0%*	13 *100.0%* **	98 *100.0%*	36 *100.0%*	82 *100.0%*	4 *100.0%* **	31 *100.0%*	63 *100.0%*	56 *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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2017

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctors office?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 2
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctors office?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**54** *44.3%*	6 *85.7%* **	11 *32.4%*	17 *56.7%* b	19 *41.3%*	26 *56.5%* f	28 *39.4%*	22 *31.4%*	22 *57.9%* G	9 *69.2%* **	17 *38.6%*	20 *52.6%*	16 *41.0%*	15 *41.7%*	38 *45.2%*	5 *38.5%* **	46 *46.0%*	17 *47.2%*	36 *42.4%*	2 *50.0%* **	15 *48.4%*	32 *49.2%*	22 *38.6%*	- -
No	**68** *55.7%*	1 *14.3%* **	23 *67.6%* c	13 *43.3%*	27 *58.7%*	20 *43.5%*	43 *60.6%* e	48 *68.6%* H	16 *42.1%*	4 *30.8%* **	27 *61.4%*	18 *47.4%*	23 *59.0%*	21 *58.3%*	46 *54.8%*	8 *61.5%* **	54 *54.0%*	19 *52.8%*	49 *57.6%*	2 *50.0%* **	16 *51.6%*	33 *50.8%*	35 *61.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**54** *44.3%*	6 *85.7%* **	11 *32.4%*	17 *56.7%* b	19 *41.3%*	26 *56.5%* f	28 *39.4%*	22 *31.4%*	22 *57.9%* G	9 *69.2%* **	17 *38.6%*	20 *52.6%*	16 *41.0%*	15 *41.7%*	38 *45.2%*	5 *38.5%* **	46 *46.0%*	17 *47.2%*	36 *42.4%*	2 *50.0%* **	15 *48.4%*	32 *49.2%*	22 *38.6%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q4. (GCQ) In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 3
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q4. (GCQ) In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?																								
Total Eligible	**54** ***100.0%***	**6** ***100.0%***	**11** ***100.0%***	**17** ***100.0%***	**19** ***100.0%***	**26** ***100.0%***	**28** ***100.0%***	**22** ***100.0%***	**22** ***100.0%***	**9** ***100.0%***	**17** ***100.0%***	**20** ***100.0%***	**16** ***100.0%***	**15** ***100.0%***	**38** ***100.0%***	**5** ***100.0%***	**46** ***100.0%***	**17** ***100.0%***	**36** ***100.0%***	**2** ***100.0%***	**15** ***100.0%***	**32** ***100.0%***	**22** ***100.0%***	**-** **-**
Total Valid Responses	**54** ***100.0%***	**6** ***100.0%***	**11** ***100.0%***	**17** ***100.0%***	**19** ***100.0%***	**26** ***100.0%***	**28** ***100.0%***	**22** ***100.0%***	**22** ***100.0%***	**9** ***100.0%***	**17** ***100.0%***	**20** ***100.0%***	**16** ***100.0%***	**15** ***100.0%***	**38** ***100.0%***	**5** ***100.0%***	**46** ***100.0%***	**17** ***100.0%***	**36** ***100.0%***	**2** ***100.0%***	**15** ***100.0%***	**32** ***100.0%***	**22** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**43** ***79.6%***	3 *50.0%* **	8 *72.7%* **	16 *94.1%* **	15 *78.9%* **	20 *76.9%* **	23 *82.1%* **	17 *77.3%* **	19 *86.4%* **	6 *66.7%* **	17 *100.0%* **	17 *85.0%* **	8 *50.0%* **	9 *60.0%* **	34 *89.5%*	2 *40.0%* **	40 *87.0%*	15 *88.2%* **	27 *75.0%*	2 *100.0%* **	13 *86.7%* **	24 *75.0%*	19 *86.4%* **	- -
Usually	**7** ***13.0%***	3 *50.0%* **	1 *9.1%* **	1 *5.9%* **	2 *10.5%* **	5 *19.2%* **	2 *7.1%* **	4 *18.2%* **	3 *13.6%* **	- - **	- - **	3 *15.0%* **	4 *25.0%* **	3 *20.0%* **	4 *10.5%*	- - **	6 *13.0%*	2 *11.8%* **	5 *13.9%*	- - **	2 *13.3%* **	6 *18.8%*	1 *4.5%* **	- -
Sometimes	**4** ***7.4%***	- - **	2 *18.2%* **	- - **	2 *10.5%* **	1 *3.8%* **	3 *10.7%* **	1 *4.5%* **	- - **	3 *33.3%* **	- - **	- - **	4 *25.0%* **	3 *20.0%* **	- -	3 *60.0%* **	- -	- - **	4 *11.1%*	- - **	- - **	2 *6.3%*	2 *9.1%* **	- -
Never	**-** **-**	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- -	- - **	- -	- - **	- - **	- -	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**50** ***92.6%***	6 *100.0%* **	9 *81.8%* **	17 *100.0%* **	17 *89.5%* **	25 *96.2%* **	25 *89.3%* **	21 *95.5%* **	22 *100.0%* **	6 *66.7%* **	17 *100.0%* **	20 *100.0%* **	12 *75.0%* **	12 *80.0%* **	38 *100.0%*	2 *40.0%* **	46 *100.0%*	17 *100.0%* **	32 *88.9%*	2 *100.0%* **	15 *100.0%* **	30 *93.8%*	20 *90.9%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**43** ***79.6%***	3 *50.0%* **	8 *72.7%* **	16 *94.1%* **	15 *78.9%* **	20 *76.9%* **	23 *82.1%* **	17 *77.3%* **	19 *86.4%* **	6 *66.7%* **	17 *100.0%* **	17 *85.0%* **	8 *50.0%* **	9 *60.0%* **	34 *89.5%*	2 *40.0%* **	40 *87.0%*	15 *88.2%* **	27 *75.0%*	2 *100.0%* **	13 *86.7%* **	24 *75.0%*	19 *86.4%* **	- -
3-Point Score	**2.72**	2.50	2.55	2.94	2.68	2.73	2.71	2.73	2.86	2.33	3.00	2.85	2.25	2.40	2.89	1.80	2.87	2.88	2.64	3.00	2.87	2.69	2.77	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 4
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**121** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**45** *100.0%*	**46** *100.0%*	**70** *100.0%*	**69** *100.0%*	**38** *100.0%*	**13** *100.0%*	**43** *100.0%*	**38** *100.0%*	**39** *100.0%*	**35** *100.0%*	**84** *100.0%*	**12** *100.0%*	**100** *100.0%*	**36** *100.0%*	**84** *100.0%*	**4** *100.0%*	**31** *100.0%*	**64** *100.0%*	**57** *100.0%*	- -
No Answer	**1**	-	-	-	1	-	1	1	-	-	1	-	-	1	-	1	-	-	1	-	-	1	-	-
Yes	**102** *84.3%*	6 *85.7%* **	30 *88.2%*	26 *86.7%*	36 *80.0%*	37 *80.4%*	61 *87.1%*	56 *81.2%*	33 *86.8%*	12 *92.3%* **	37 *86.0%*	32 *84.2%*	32 *82.1%*	30 *85.7%*	70 *83.3%*	11 *91.7%* **	86 *86.0%*	34 *94.4%* R	67 *79.8%*	4 *100.0%* **	29 *93.5%*	57 *89.1%*	45 *78.9%*	- -
No	**19** *15.7%*	1 *14.3%* **	4 *11.8%*	4 *13.3%*	9 *20.0%*	9 *19.6%*	9 *12.9%*	13 *18.8%*	5 *13.2%*	1 *7.7%* **	6 *14.0%*	6 *15.8%*	7 *17.9%*	5 *14.3%*	14 *16.7%*	1 *8.3%* **	14 *14.0%*	2 *5.6%*	17 *20.2%* Q	- - **	2 *6.5%*	7 *10.9%*	12 *21.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**102** *84.3%*	6 *85.7%* **	30 *88.2%*	26 *86.7%*	36 *80.0%*	37 *80.4%*	61 *87.1%*	56 *81.2%*	33 *86.8%*	12 *92.3%* **	37 *86.0%*	32 *84.2%*	32 *82.1%*	30 *85.7%*	70 *83.3%*	11 *91.7%* **	86 *86.0%*	34 *94.4%* R	67 *79.8%*	4 *100.0%* **	29 *93.5%*	57 *89.1%*	45 *78.9%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q6. (GCQ) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?																								
Total Eligible	**102** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**26** ***100.0%***	**36** ***100.0%***	**37** ***100.0%***	**61** ***100.0%***	**56** ***100.0%***	**33** ***100.0%***	**12** ***100.0%***	**37** ***100.0%***	**32** ***100.0%***	**32** ***100.0%***	**30** ***100.0%***	**70** ***100.0%***	**11** ***100.0%***	**86** ***100.0%***	**34** ***100.0%***	**67** ***100.0%***	**4** ***100.0%***	**29** ***100.0%***	**57** ***100.0%***	**45** ***100.0%***	**-** **-**
Total Valid Responses	**101** ***100.0%***	**6** ***100.0%***	**30** ***100.0%***	**26** ***100.0%***	**35** ***100.0%***	**36** ***100.0%***	**61** ***100.0%***	**56** ***100.0%***	**32** ***100.0%***	**12** ***100.0%***	**37** ***100.0%***	**31** ***100.0%***	**32** ***100.0%***	**30** ***100.0%***	**69** ***100.0%***	**11** ***100.0%***	**85** ***100.0%***	**34** ***100.0%***	**66** ***100.0%***	**4** ***100.0%***	**29** ***100.0%***	**57** ***100.0%***	**44** ***100.0%***	**-** **-**
No Answer	**1**	-	-	-	1	1	-	-	1	-	-	1	-	-	1	-	1	-	1	-	-	-	1	-
Always	**77** ***76.2%***	4 *66.7%* **	23 *76.7%*	17 *65.4%* **	29 *82.9%*	25 *69.4%*	48 *78.7%*	49 *87.5%* H	20 *62.5%*	8 *66.7%* **	31 *83.8%*	24 *77.4%*	22 *68.8%*	21 *70.0%*	55 *79.7%*	5 *45.5%* **	69 *81.2%*	28 *82.4%*	48 *72.7%*	4 *100.0%* **	23 *79.3%* **	41 *71.9%*	36 *81.8%*	- -
Usually	**16** ***15.8%***	- - **	5 *16.7%*	7 *26.9%* **	4 *11.4%*	6 *16.7%*	10 *16.4%*	4 *7.1%*	9 *28.1%* G	3 *25.0%* **	5 *13.5%*	3 *9.7%*	7 *21.9%*	6 *20.0%*	9 *13.0%*	4 *36.4%* **	12 *14.1%*	4 *11.8%*	12 *18.2%*	- - **	4 *13.8%* **	10 *17.5%*	6 *13.6%*	- -
Sometimes	**7** ***6.9%***	2 *33.3%* **	2 *6.7%*	1 *3.8%* **	2 *5.7%*	5 *13.9%* f	2 *3.3%*	3 *5.4%*	3 *9.4%*	1 *8.3%* **	- -	4 *12.9%* J	3 *9.4%* j	3 *10.0%*	4 *5.8%*	1 *9.1%* **	4 *4.7%*	2 *5.9%*	5 *7.6%*	- - **	2 *6.9%* **	5 *8.8%*	2 *4.5%*	- -
Never	**1** ***1.0%***	- - **	- -	1 *3.8%* **	- -	- -	1 *1.6%*	- -	- -	- - **	1 *2.7%*	- -	- -	- -	1 *1.4%*	1 *9.1%* **	- -	- -	1 *1.5%*	- - **	- - **	1 *1.8%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**93** ***92.1%***	4 *66.7%* **	28 *93.3%*	24 *92.3%* **	33 *94.3%*	31 *86.1%*	58 *95.1%*	53 *94.6%*	29 *90.6%*	11 *91.7%* **	36 *97.3%*	27 *87.1%*	29 *90.6%*	27 *90.0%*	64 *92.8%*	9 *81.8%* **	81 *95.3%*	32 *94.1%*	60 *90.9%*	4 *100.0%* **	27 *93.1%* **	51 *89.5%*	42 *95.5%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**77** ***76.2%***	4 *66.7%* **	23 *76.7%*	17 *65.4%* **	29 *82.9%*	25 *69.4%*	48 *78.7%*	49 *87.5%* H	20 *62.5%*	8 *66.7%* **	31 *83.8%*	24 *77.4%*	22 *68.8%*	21 *70.0%*	55 *79.7%*	5 *45.5%* **	69 *81.2%*	28 *82.4%*	48 *72.7%*	4 *100.0%* **	23 *79.3%* **	41 *71.9%*	36 *81.8%*	- -
3-Point Score	**2.68**	2.33	2.70	2.58	2.77	2.56	2.74	2.82	2.53	2.58	2.81	2.65	2.59	2.60	2.72	2.27	2.76	2.76	2.64	3.00	2.72	2.61	2.77	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 6
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**121** *100.0%*	**7** *100.0%*	**33** *100.0%*	**30** *100.0%*	**46** *100.0%*	**45** *100.0%*	**71** *100.0%*	**70** *100.0%*	**37** *100.0%*	**13** *100.0%*	**44** *100.0%*	**37** *100.0%*	**39** *100.0%*	**36** *100.0%*	**83** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**84** *100.0%*	**4** *100.0%*	**31** *100.0%*	**64** *100.0%*	**57** *100.0%*	- -
No Answer	**1**	-	1	-	-	1	-	-	1	-	-	1	-	-	1	-	-	-	1	-	-	1	-	-
None	**15** *12.4%*	- - **	3 *9.1%*	3 *10.0%*	8 *17.4%*	7 *15.6%*	7 *9.9%*	10 *14.3%*	5 *13.5%*	- - **	6 *13.6%*	5 *13.5%*	4 *10.3%*	5 *13.9%*	10 *12.0%*	1 *7.7%* **	12 *12.0%*	- -	15 *17.9%* Q	- - **	- -	6 *9.4%*	9 *15.8%*	- -
1 time	**26** *21.5%*	1 *14.3%* **	7 *21.2%*	5 *16.7%*	12 *26.1%*	10 *22.2%*	14 *19.7%*	19 *27.1%*	5 *13.5%*	2 *15.4%* **	10 *22.7%*	6 *16.2%*	10 *25.6%*	1 *2.8%*	24 *28.9%* M	2 *15.4%* **	22 *22.0%*	8 *22.2%*	18 *21.4%*	- - **	8 *25.8%*	12 *18.8%*	14 *24.6%*	- -
2	**23** *19.0%*	- - **	8 *24.2%*	6 *20.0%*	8 *17.4%*	5 *11.1%*	17 *23.9%* e	16 *22.9%*	6 *16.2%*	- - **	7 *15.9%*	9 *24.3%*	7 *17.9%*	9 *25.0%*	14 *16.9%*	2 *15.4%* **	19 *19.0%*	8 *22.2%*	15 *17.9%*	2 *50.0%* **	5 *16.1%*	15 *23.4%*	8 *14.0%*	- -
3	**22** *18.2%*	4 *57.1%* **	4 *12.1%*	7 *23.3%*	7 *15.2%*	13 *28.9%* F	9 *12.7%*	8 *11.4%*	11 *29.7%* G	3 *23.1%* **	7 *15.9%*	8 *21.6%*	7 *17.9%*	8 *22.2%*	14 *16.9%*	3 *23.1%* **	18 *18.0%*	7 *19.4%*	15 *17.9%*	- - **	7 *22.6%*	13 *20.3%*	9 *15.8%*	- -
4	**13** *10.7%*	2 *28.6%* **	2 *6.1%*	4 *13.3%*	5 *10.9%*	4 *8.9%*	9 *12.7%*	8 *11.4%*	5 *13.5%*	- - **	5 *11.4%*	6 *16.2%*	2 *5.1%*	4 *11.1%*	9 *10.8%*	1 *7.7%* **	12 *12.0%*	6 *16.7%*	7 *8.3%*	2 *50.0%* **	4 *12.9%*	7 *10.9%*	6 *10.5%*	- -
5 to 9	**19** *15.7%*	- - **	7 *21.2%*	4 *13.3%*	6 *13.0%*	5 *11.1%*	13 *18.3%*	9 *12.9%*	4 *10.8%*	6 *46.2%* **	9 *20.5%* K	1 *2.7%*	9 *23.1%* K	7 *19.4%*	11 *13.3%*	4 *30.8%* **	14 *14.0%*	6 *16.7%*	13 *15.5%*	- - **	6 *19.4%*	11 *17.2%*	8 *14.0%*	- -
10 or more times	**3** *2.5%*	- - **	2 *6.1%* d	1 *3.3%*	- -	1 *2.2%*	2 *2.8%*	- -	1 *2.7%*	2 *15.4%* **	- -	2 *5.4%*	- -	2 *5.6%*	1 *1.2%*	- - **	3 *3.0%*	1 *2.8%*	1 *1.2%*	- - **	1 *3.2%*	- -	3 *5.3%* u	- -
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**106** *87.6%*	7 *100.0%* **	30 *90.9%*	27 *90.0%*	38 *82.6%*	38 *84.4%*	64 *90.1%*	60 *85.7%*	32 *86.5%*	13 *100.0%* **	38 *86.4%*	32 *86.5%*	35 *89.7%*	31 *86.1%*	73 *88.0%*	12 *92.3%* **	88 *88.0%*	36 *100.0%* R	69 *82.1%*	4 *100.0%* **	31 *100.0%*	58 *90.6%*	48 *84.2%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

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

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 7
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q8. (HPE) In the last 6 months, did you and your childs doctor or other health provider talk about specific things you could do to prevent illness in your child?																								
Total Eligible	**106** ***100.0%***	**7** ***100.0%***	**30** ***100.0%***	**27** ***100.0%***	**38** ***100.0%***	**38** ***100.0%***	**64** ***100.0%***	**60** ***100.0%***	**32** ***100.0%***	**13** ***100.0%***	**38** ***100.0%***	**32** ***100.0%***	**35** ***100.0%***	**31** ***100.0%***	**73** ***100.0%***	**12** ***100.0%***	**88** ***100.0%***	**36** ***100.0%***	**69** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**58** ***100.0%***	**48** ***100.0%***	**-** **-**
Total Valid Responses	**105** ***100.0%***	**7** ***100.0%***	**30** ***100.0%***	**27** ***100.0%***	**37** ***100.0%***	**38** ***100.0%***	**63** ***100.0%***	**59** ***100.0%***	**32** ***100.0%***	**13** ***100.0%***	**37** ***100.0%***	**32** ***100.0%***	**35** ***100.0%***	**30** ***100.0%***	**73** ***100.0%***	**11** ***100.0%***	**88** ***100.0%***	**36** ***100.0%***	**68** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**57** ***100.0%***	**48** ***100.0%***	**-** **-**
No Answer	**1**	-	-	-	1	-	1	1	-	-	1	-	-	1	-	1	-	-	1	-	-	1	-	-
Yes	**67** ***63.8%***	4 *57.1%* **	20 *66.7%*	17 *63.0%* **	23 *62.2%*	22 *57.9%*	42 *66.7%*	36 *61.0%*	21 *65.6%*	9 *69.2%* **	23 *62.2%*	20 *62.5%*	23 *65.7%*	21 *70.0%*	45 *61.6%*	6 *54.5%* **	57 *64.8%*	24 *66.7%*	42 *61.8%*	3 *75.0%* **	20 *64.5%*	33 *57.9%*	34 *70.8%*	- -
No	**38** ***36.2%***	3 *42.9%* **	10 *33.3%*	10 *37.0%* **	14 *37.8%*	16 *42.1%*	21 *33.3%*	23 *39.0%*	11 *34.4%*	4 *30.8%* **	14 *37.8%*	12 *37.5%*	12 *34.3%*	9 *30.0%*	28 *38.4%*	5 *45.5%* **	31 *35.2%*	12 *33.3%*	26 *38.2%*	1 *25.0%* **	11 *35.5%*	24 *42.1%*	14 *29.2%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**67** ***63.8%***	4 *57.1%* **	20 *66.7%*	17 *63.0%* **	23 *62.2%*	22 *57.9%*	42 *66.7%*	36 *61.0%*	21 *65.6%*	9 *69.2%* **	23 *62.2%*	20 *62.5%*	23 *65.7%*	21 *70.0%*	45 *61.6%*	6 *54.5%* **	57 *64.8%*	24 *66.7%*	42 *61.8%*	3 *75.0%* **	20 *64.5%*	33 *57.9%*	34 *70.8%*	- -
3-Point Score	**2.28**	2.14	2.33	2.26	2.24	2.16	2.33	2.22	2.31	2.38	2.24	2.25	2.31	2.40	2.23	2.09	2.30	2.33	2.24	2.50	2.29	2.16	2.42	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
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2017

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your childs doctors or other health providers?																								
Total Eligible	**106** *100.0%*	**7** *100.0%*	**30** *100.0%*	**27** *100.0%*	**38** *100.0%*	**38** *100.0%*	**64** *100.0%*	**60** *100.0%*	**32** *100.0%*	**13** *100.0%*	**38** *100.0%*	**32** *100.0%*	**35** *100.0%*	**31** *100.0%*	**73** *100.0%*	**12** *100.0%*	**88** *100.0%*	**36** *100.0%*	**69** *100.0%*	**4** *100.0%*	**31** *100.0%*	**58** *100.0%*	**48** *100.0%*	- -
Total Valid Responses	**106** *100.0%*	**7** *100.0%*	**30** *100.0%*	**27** *100.0%*	**38** *100.0%*	**38** *100.0%*	**64** *100.0%*	**60** *100.0%*	**32** *100.0%*	**13** *100.0%*	**38** *100.0%*	**32** *100.0%*	**35** *100.0%*	**31** *100.0%*	**73** *100.0%*	**12** *100.0%*	**88** *100.0%*	**36** *100.0%*	**69** *100.0%*	**4** *100.0%*	**31** *100.0%*	**58** *100.0%*	**48** *100.0%*	- -
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**78** *73.6%*	4 *57.1%* **	20 *66.7%*	22 *81.5%* **	28 *73.7%*	32 *84.2%* F	42 *65.6%*	45 *75.0%*	25 *78.1%*	7 *53.8%* **	28 *73.7%*	28 *87.5%* L	22 *62.9%*	18 *58.1%*	59 *80.8%* M	3 *25.0%* **	69 *78.4%*	26 *72.2%*	51 *73.9%*	3 *75.0%* **	22 *71.0%*	41 *70.7%*	37 *77.1%*	- -
Usually	**21** *19.8%*	3 *42.9%* **	6 *20.0%*	4 *14.8%* **	8 *21.1%*	6 *15.8%*	15 *23.4%*	11 *18.3%*	6 *18.8%*	4 *30.8%* **	8 *21.1%*	4 *12.5%*	8 *22.9%*	10 *32.3%* N	11 *15.1%*	6 *50.0%* **	15 *17.0%*	9 *25.0%*	12 *17.4%*	1 *25.0%* **	8 *25.8%*	14 *24.1%*	7 *14.6%*	- -
Sometimes	**6** *5.7%*	- - **	3 *10.0%*	1 *3.7%* **	2 *5.3%*	- -	6 *9.4%* e	3 *5.0%*	1 *3.1%*	2 *15.4%* **	1 *2.6%*	- -	5 *14.3%* jK	3 *9.7%*	2 *2.7%*	3 *25.0%* **	3 *3.4%*	1 *2.8%*	5 *7.2%*	- - **	1 *3.2%*	3 *5.2%*	3 *6.3%*	- -
Never	**1** *0.9%*	- - **	1 *3.3%*	- - **	- -	- -	1 *1.6%*	1 *1.7%*	- -	- - **	1 *2.6%*	- -	- -	- -	1 *1.4%*	- - **	1 *1.1%*	- -	1 *1.4%*	- - **	- -	- -	1 *2.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**99** *93.4%*	7 *100.0%* **	26 *86.7%*	26 *96.3%* **	36 *94.7%*	38 *100.0%* F	57 *89.1%*	56 *93.3%*	31 *96.9%*	11 *84.6%* **	36 *94.7%*	32 *100.0%* L	30 *85.7%*	28 *90.3%*	70 *95.9%*	9 *75.0%* **	84 *95.5%*	35 *97.2%*	63 *91.3%*	4 *100.0%* **	30 *96.8%*	55 *94.8%*	44 *91.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**78** *73.6%*	4 *57.1%* **	20 *66.7%*	22 *81.5%* **	28 *73.7%*	32 *84.2%* F	42 *65.6%*	45 *75.0%*	25 *78.1%*	7 *53.8%* **	28 *73.7%*	28 *87.5%* L	22 *62.9%*	18 *58.1%*	59 *80.8%* M	3 *25.0%* **	69 *78.4%*	26 *72.2%*	51 *73.9%*	3 *75.0%* **	22 *71.0%*	41 *70.7%*	37 *77.1%*	- -
3-Point Score	**2.67**	2.57	2.53	2.78	2.68	2.84	2.55	2.68	2.75	2.38	2.68	2.88	2.49	2.48	2.77	2.00	2.74	2.69	2.65	2.75	2.68	2.66	2.69	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q10. In the last 6 months, did you and your childs doctor or other health provider talk about starting or stopping a prescription medicine for your child?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 9
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q10. In the last 6 months, did you and your childs doctor or other health provider talk about starting or stopping a prescription medicine for your child?																								
Total Eligible	**106** ***100.0%***	**7** ***100.0%***	**30** ***100.0%***	**27** ***100.0%***	**38** ***100.0%***	**38** ***100.0%***	**64** ***100.0%***	**60** ***100.0%***	**32** ***100.0%***	**13** ***100.0%***	**38** ***100.0%***	**32** ***100.0%***	**35** ***100.0%***	**31** ***100.0%***	**73** ***100.0%***	**12** ***100.0%***	**88** ***100.0%***	**36** ***100.0%***	**69** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**58** ***100.0%***	**48** ***100.0%***	**-** **-**
Total Valid Responses	**105** ***100.0%***	**7** ***100.0%***	**30** ***100.0%***	**26** ***100.0%***	**38** ***100.0%***	**38** ***100.0%***	**63** ***100.0%***	**59** ***100.0%***	**32** ***100.0%***	**13** ***100.0%***	**37** ***100.0%***	**32** ***100.0%***	**35** ***100.0%***	**31** ***100.0%***	**72** ***100.0%***	**12** ***100.0%***	**88** ***100.0%***	**36** ***100.0%***	**68** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**58** ***100.0%***	**47** ***100.0%***	**-** **-**
No Answer	**1**	-	-	1	-	-	1	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-
Yes	**43** ***41.0%***	5 *71.4%* **	11 *36.7%*	12 *46.2%* **	12 *31.6%*	14 *36.8%*	27 *42.9%*	20 *33.9%*	14 *43.8%*	8 *61.5%* **	9 *24.3%*	16 *50.0%* J	17 *48.6%* J	16 *51.6%*	27 *37.5%*	5 *41.7%* **	37 *42.0%*	15 *41.7%*	27 *39.7%*	2 *50.0%* **	13 *41.9%*	25 *43.1%*	18 *38.3%*	- -
No	**62** ***59.0%***	2 *28.6%* **	19 *63.3%*	14 *53.8%* **	26 *68.4%*	24 *63.2%*	36 *57.1%*	39 *66.1%*	18 *56.3%*	5 *38.5%* **	28 *75.7%* KL	16 *50.0%*	18 *51.4%*	15 *48.4%*	45 *62.5%*	7 *58.3%* **	51 *58.0%*	21 *58.3%*	41 *60.3%*	2 *50.0%* **	18 *58.1%*	33 *56.9%*	29 *61.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**43** ***41.0%***	5 *71.4%* **	11 *36.7%*	12 *46.2%* **	12 *31.6%*	14 *36.8%*	27 *42.9%*	20 *33.9%*	14 *43.8%*	8 *61.5%* **	9 *24.3%*	16 *50.0%* J	17 *48.6%* J	16 *51.6%*	27 *37.5%*	5 *41.7%* **	37 *42.0%*	15 *41.7%*	27 *39.7%*	2 *50.0%* **	13 *41.9%*	25 *43.1%*	18 *38.3%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 10
Level: Top

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?																								
Total Eligible	**43** ***100.0%***	**5** ***100.0%***	**11** ***100.0%***	**12** ***100.0%***	**12** ***100.0%***	**14** ***100.0%***	**27** ***100.0%***	**20** ***100.0%***	**14** ***100.0%***	**8** ***100.0%***	**9** ***100.0%***	**16** ***100.0%***	**17** ***100.0%***	**16** ***100.0%***	**27** ***100.0%***	**5** ***100.0%***	**37** ***100.0%***	**15** ***100.0%***	**27** ***100.0%***	**2** ***100.0%***	**13** ***100.0%***	**25** ***100.0%***	**18** ***100.0%***	**-** **-**
Total Valid Responses	**43** ***100.0%***	**5** ***100.0%***	**11** ***100.0%***	**12** ***100.0%***	**12** ***100.0%***	**14** ***100.0%***	**27** ***100.0%***	**20** ***100.0%***	**14** ***100.0%***	**8** ***100.0%***	**9** ***100.0%***	**16** ***100.0%***	**17** ***100.0%***	**16** ***100.0%***	**27** ***100.0%***	**5** ***100.0%***	**37** ***100.0%***	**15** ***100.0%***	**27** ***100.0%***	**2** ***100.0%***	**13** ***100.0%***	**25** ***100.0%***	**18** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**42** ***97.7%***	5 *100.0%* **	11 *100.0%* **	12 *100.0%* **	11 *91.7%* **	14 *100.0%* **	26 *96.3%* **	19 *95.0%* **	14 *100.0%* **	8 *100.0%* **	8 *88.9%* **	16 *100.0%* **	17 *100.0%* **	16 *100.0%* **	26 *96.3%* **	5 *100.0%* **	36 *97.3%*	15 *100.0%* **	26 *96.3%* **	2 *100.0%* **	13 *100.0%* **	24 *96.0%* **	18 *100.0%* **	- -
No	**1** ***2.3%***	- - **	- - **	- - **	1 *8.3%* **	- - **	1 *3.7%* **	1 *5.0%* **	- - **	- - **	1 *11.1%* **	- - **	- - **	- - **	1 *3.7%* **	- - **	1 *2.7%*	- - **	1 *3.7%* **	- - **	- - **	1 *4.0%* **	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**42** ***97.7%***	5 *100.0%* **	11 *100.0%* **	12 *100.0%* **	11 *91.7%* **	14 *100.0%* **	26 *96.3%* **	19 *95.0%* **	14 *100.0%* **	8 *100.0%* **	8 *88.9%* **	16 *100.0%* **	17 *100.0%* **	16 *100.0%* **	26 *96.3%* **	5 *100.0%* **	36 *97.3%*	15 *100.0%* **	26 *96.3%* **	2 *100.0%* **	13 *100.0%* **	24 *96.0%* **	18 *100.0%* **	- -
3-Point Score	**2.95**	3.00	3.00	3.00	2.83	3.00	2.93	2.90	3.00	3.00	2.78	3.00	3.00	3.00	2.93	3.00	2.95	3.00	2.93	3.00	3.00	2.92	3.00	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 11
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?																								
Total Eligible	**43** ***100.0%***	**5** ***100.0%***	**11** ***100.0%***	**12** ***100.0%***	**12** ***100.0%***	**14** ***100.0%***	**27** ***100.0%***	**20** ***100.0%***	**14** ***100.0%***	**8** ***100.0%***	**9** ***100.0%***	**16** ***100.0%***	**17** ***100.0%***	**16** ***100.0%***	**27** ***100.0%***	**5** ***100.0%***	**37** ***100.0%***	**15** ***100.0%***	**27** ***100.0%***	**2** ***100.0%***	**13** ***100.0%***	**25** ***100.0%***	**18** ***100.0%***	**-** **-**
Total Valid Responses	**43** ***100.0%***	**5** ***100.0%***	**11** ***100.0%***	**12** ***100.0%***	**12** ***100.0%***	**14** ***100.0%***	**27** ***100.0%***	**20** ***100.0%***	**14** ***100.0%***	**8** ***100.0%***	**9** ***100.0%***	**16** ***100.0%***	**17** ***100.0%***	**16** ***100.0%***	**27** ***100.0%***	**5** ***100.0%***	**37** ***100.0%***	**15** ***100.0%***	**27** ***100.0%***	**2** ***100.0%***	**13** ***100.0%***	**25** ***100.0%***	**18** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**37** ***86.0%***	4 *80.0%* **	10 *90.9%* **	10 *83.3%* **	10 *83.3%* **	11 *78.6%* **	24 *88.9%* **	18 *90.0%* **	12 *85.7%* **	6 *75.0%* **	9 *100.0%* **	12 *75.0%* **	15 *88.2%* **	16 *100.0%* **	21 *77.8%* **	5 *100.0%* **	31 *83.8%*	13 *86.7%* **	23 *85.2%* **	2 *100.0%* **	11 *84.6%* **	22 *88.0%* **	15 *83.3%* **	- -
No	**6** ***14.0%***	1 *20.0%* **	1 *9.1%* **	2 *16.7%* **	2 *16.7%* **	3 *21.4%* **	3 *11.1%* **	2 *10.0%* **	2 *14.3%* **	2 *25.0%* **	- - **	4 *25.0%* **	2 *11.8%* **	- - **	6 *22.2%* **	- - **	6 *16.2%*	2 *13.3%* **	4 *14.8%* **	- - **	2 *15.4%* **	3 *12.0%* **	3 *16.7%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**37** ***86.0%***	4 *80.0%* **	10 *90.9%* **	10 *83.3%* **	10 *83.3%* **	11 *78.6%* **	24 *88.9%* **	18 *90.0%* **	12 *85.7%* **	6 *75.0%* **	9 *100.0%* **	12 *75.0%* **	15 *88.2%* **	16 *100.0%* **	21 *77.8%* **	5 *100.0%* **	31 *83.8%*	13 *86.7%* **	23 *85.2%* **	2 *100.0%* **	11 *84.6%* **	22 *88.0%* **	15 *83.3%* **	- -
3-Point Score	**2.72**	2.60	2.82	2.67	2.67	2.57	2.78	2.80	2.71	2.50	3.00	2.50	2.76	3.00	2.56	3.00	2.68	2.73	2.70	3.00	2.69	2.76	2.67	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?																								
Total Eligible	**43** *100.0%*	**5** *100.0%*	**11** *100.0%*	**12** *100.0%*	**12** *100.0%*	**14** *100.0%*	**27** *100.0%*	**20** *100.0%*	**14** *100.0%*	**8** *100.0%*	**9** *100.0%*	**16** *100.0%*	**17** *100.0%*	**16** *100.0%*	**27** *100.0%*	**5** *100.0%*	**37** *100.0%*	**15** *100.0%*	**27** *100.0%*	**2** *100.0%*	**13** *100.0%*	**25** *100.0%*	**18** *100.0%*	**-** **-**
Total Valid Responses	**43** *100.0%*	**5** *100.0%*	**11** *100.0%*	**12** *100.0%*	**12** *100.0%*	**14** *100.0%*	**27** *100.0%*	**20** *100.0%*	**14** *100.0%*	**8** *100.0%*	**9** *100.0%*	**16** *100.0%*	**17** *100.0%*	**16** *100.0%*	**27** *100.0%*	**5** *100.0%*	**37** *100.0%*	**15** *100.0%*	**27** *100.0%*	**2** *100.0%*	**13** *100.0%*	**25** *100.0%*	**18** *100.0%*	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**39** *90.7%*	4 *80.0%* **	10 *90.9%* **	12 *100.0%* **	11 *91.7%* **	13 *92.9%* **	25 *92.6%* **	18 *90.0%* **	13 *92.9%* **	7 *87.5%* **	9 *100.0%* **	14 *87.5%* **	15 *88.2%* **	14 *87.5%* **	25 *92.6%* **	3 *60.0%* **	35 *94.6%*	15 *100.0%* **	23 *85.2%* **	2 *100.0%* **	13 *100.0%* **	23 *92.0%* **	16 *88.9%* **	- -
No	**4** *9.3%*	1 *20.0%* **	1 *9.1%* **	- - **	1 *8.3%* **	1 *7.1%* **	2 *7.4%* **	2 *10.0%* **	1 *7.1%* **	1 *12.5%* **	- - **	2 *12.5%* **	2 *11.8%* **	2 *12.5%* **	2 *7.4%* **	2 *40.0%* **	2 *5.4%*	- - **	4 *14.8%* **	- - **	- - **	2 *8.0%* **	2 *11.1%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**39** *90.7%*	4 *80.0%* **	10 *90.9%* **	12 *100.0%* **	11 *91.7%* **	13 *92.9%* **	25 *92.6%* **	18 *90.0%* **	13 *92.9%* **	7 *87.5%* **	9 *100.0%* **	14 *87.5%* **	15 *88.2%* **	14 *87.5%* **	25 *92.6%* **	3 *60.0%* **	35 *94.6%*	15 *100.0%* **	23 *85.2%* **	2 *100.0%* **	13 *100.0%* **	23 *92.0%* **	16 *88.9%* **	- -
3-Point Score	**2.81**	2.60	2.82	3.00	2.83	2.86	2.85	2.80	2.86	2.75	3.00	2.75	2.76	2.75	2.85	2.20	2.89	3.00	2.70	3.00	3.00	2.84	2.78	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q14. 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 childs health care in the last 6 months?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)
CCC POPULATION

Table: 13
Level: Top

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q14. 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 childs health care in the last 6 months?																								
Total Eligible	**106** *100.0%*	**7** *100.0%*	**30** *100.0%*	**27** *100.0%*	**38** *100.0%*	**38** *100.0%*	**64** *100.0%*	**60** *100.0%*	**32** *100.0%*	**13** *100.0%*	**38** *100.0%*	**32** *100.0%*	**35** *100.0%*	**31** *100.0%*	**73** *100.0%*	**12** *100.0%*	**88** *100.0%*	**36** *100.0%*	**69** *100.0%*	**4** *100.0%*	**31** *100.0%*	**58** *100.0%*	**48** *100.0%*	**-** **-**
Total Valid Responses	**105** *100.0%*	**7** *100.0%*	**30** *100.0%*	**27** *100.0%*	**37** *100.0%*	**37** *100.0%*	**64** *100.0%*	**59** *100.0%*	**32** *100.0%*	**13** *100.0%*	**37** *100.0%*	**32** *100.0%*	**35** *100.0%*	**31** *100.0%*	**72** *100.0%*	**12** *100.0%*	**87** *100.0%*	**35** *100.0%*	**69** *100.0%*	**4** *100.0%*	**30** *100.0%*	**57** *100.0%*	**48** *100.0%*	**-** **-**
No Answer	**1**	-	-	-	1	1	-	1	-	-	1	-	-	-	1	-	1	1	-	-	1	1	-	-
10 - Best health care possible	**46** *43.8%*	4 *57.1%* **	16 *53.3%*	10 *37.0%* **	16 *43.2%*	13 *35.1%*	32 *50.0%*	34 *57.6%* H	10 *31.3%*	2 *15.4%* **	17 *45.9%*	14 *43.8%*	15 *42.9%*	6 *19.4%*	39 *54.2%* M	1 *8.3%* **	42 *48.3%*	14 *40.0%*	32 *46.4%*	1 *25.0%* **	13 *43.3%*	26 *45.6%*	20 *41.7%*	- -
9	**25** *23.8%*	1 *14.3%* **	4 *13.3%*	10 *37.0%* **	9 *24.3%*	12 *32.4%*	12 *18.8%*	12 *20.3%*	11 *34.4%*	2 *15.4%* **	12 *32.4%* I	8 *25.0%*	5 *14.3%*	7 *22.6%*	18 *25.0%*	2 *16.7%* **	22 *25.3%*	9 *25.7%*	15 *21.7%*	- - **	8 *26.7%*	17 *29.8%*	8 *16.7%*	- -
8	**21** *20.0%*	2 *28.6%* **	6 *20.0%*	5 *18.5%* **	6 *16.2%*	11 *29.7%* F	8 *12.5%*	9 *15.3%*	8 *25.0%*	4 *30.8%* **	4 *10.8%*	8 *25.0%*	9 *25.7%*	9 *29.0%*	12 *16.7%*	2 *16.7%* **	17 *19.5%*	9 *25.7%*	12 *17.4%*	2 *50.0%* **	7 *23.3%*	8 *14.0%*	13 *27.1%* u	- -
7	**8** *7.6%*	- - **	1 *3.3%*	2 *7.4%* **	4 *10.8%*	- -	8 *12.5%* E	3 *5.1%*	1 *3.1%*	3 *23.1%* **	3 *8.1%*	1 *3.1%*	3 *8.6%*	6 *19.4%* N	2 *2.8%*	5 *41.7%* **	3 *3.4%*	2 *5.7%*	6 *8.7%*	1 *25.0%* **	1 *3.3%*	3 *5.3%*	5 *10.4%*	- -
6	**2** *1.9%*	- - **	1 *3.3%*	- - **	1 *2.7%*	1 *2.7%*	1 *1.6%*	- -	2 *6.3%* g	- - **	- -	1 *3.1%*	1 *2.9%*	2 *6.5%* N	- -	- - **	2 *2.3%*	1 *2.9%*	1 *1.4%*	- - **	1 *3.3%*	1 *1.8%*	1 *2.1%*	- -
5	**2** *1.9%*	- - **	1 *3.3%*	- - **	1 *2.7%*	- -	2 *3.1%*	1 *1.7%*	- -	1 *7.7%* **	1 *2.7%*	- -	1 *2.9%*	- -	1 *1.4%*	1 *8.3%* **	1 *1.1%*	- -	2 *2.9%*	- - **	- -	1 *1.8%*	1 *2.1%*	- -
4	**1** *1.0%*	- - **	1 *3.3%*	- - **	- -	- -	1 *1.6%*	- -	- -	1 *7.7%* **	- -	- -	1 *2.9%*	1 *3.2%*	- -	1 *8.3%* **	- -	- -	1 *1.4%*	- - **	- -	1 *1.8%*	- -	- -
3	**-** -	- - **	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
2	**-** -	- - **	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
1	**-** -	- - **	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
0 - Worst health care possible	**-** -	- - **	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
SUMMARY - 0-3	**-** -	- - **	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
SUMMARY - 4-7	**13** *12.4%*	- - **	4 *13.3%*	2 *7.4%* **	6 *16.2%*	1 *2.7%*	12 *18.8%* E	4 *6.8%*	3 *9.4%*	5 *38.5%* **	4 *10.8%*	2 *6.3%*	6 *17.1%*	9 *29.0%* N	3 *4.2%*	7 *58.3%* **	6 *6.9%*	3 *8.6%*	10 *14.5%*	1 *25.0%* **	2 *6.7%*	6 *10.5%*	7 *14.6%*	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**92** *87.6%*	7 *100.0%* **	26 *86.7%*	25 *92.6%* **	31 *83.8%*	36 *97.3%* F	52 *81.3%*	55 *93.2%*	29 *90.6%*	8 *61.5%* **	33 *89.2%*	30 *93.8%*	29 *82.9%*	22 *71.0%*	69 *95.8%* M	5 *41.7%* **	81 *93.1%*	32 *91.4%*	59 *85.5%*	3 *75.0%* **	28 *93.3%*	51 *89.5%*	41 *85.4%*	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**71** *67.6%*	5 *71.4%* **	20 *66.7%*	20 *74.1%* **	25 *67.6%*	25 *67.6%*	44 *68.8%*	46 *78.0%*	21 *65.6%*	4 *30.8%* **	29 *78.4%* I	22 *68.8%*	20 *57.1%*	13 *41.9%*	57 *79.2%* M	3 *25.0%* **	64 *73.6%*	23 *65.7%*	47 *68.1%*	1 *25.0%* **	21 *70.0%*	43 *75.4%* v	28 *58.3%*	- -
3-Point Score	**2.63**	2.71	2.57	2.74	2.62	2.65	2.63	2.76	2.59	2.15	2.76	2.66	2.49	2.32	2.78	2.08	2.70	2.63	2.62	2.25	2.67	2.70	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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?																								
Total Eligible	**106** ***100.0%***	**7** ***100.0%***	**30** ***100.0%***	**27** ***100.0%***	**38** ***100.0%***	**38** ***100.0%***	**64** ***100.0%***	**60** ***100.0%***	**32** ***100.0%***	**13** ***100.0%***	**38** ***100.0%***	**32** ***100.0%***	**35** ***100.0%***	**31** ***100.0%***	**73** ***100.0%***	**12** ***100.0%***	**88** ***100.0%***	**36** ***100.0%***	**69** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**58** ***100.0%***	**48** ***100.0%***	**-** **-**
Total Valid Responses	**106** ***100.0%***	**7** ***100.0%***	**30** ***100.0%***	**27** ***100.0%***	**38** ***100.0%***	**38** ***100.0%***	**64** ***100.0%***	**60** ***100.0%***	**32** ***100.0%***	**13** ***100.0%***	**38** ***100.0%***	**32** ***100.0%***	**35** ***100.0%***	**31** ***100.0%***	**73** ***100.0%***	**12** ***100.0%***	**88** ***100.0%***	**36** ***100.0%***	**69** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**58** ***100.0%***	**48** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**72** ***67.9%***	4 *57.1%* **	17 *56.7%*	16 *59.3%* **	31 *81.6%* B	27 *71.1%*	41 *64.1%*	47 *78.3%*	21 *65.6%*	4 *30.8%* **	32 *84.2%* L	22 *68.8%*	18 *51.4%*	12 *38.7%*	59 *80.8%* M	3 *25.0%* **	65 *73.9%*	23 *63.9%*	48 *69.6%*	2 *50.0%* **	20 *64.5%*	38 *65.5%*	34 *70.8%*	- -
Usually	**21** ***19.8%***	2 *28.6%* **	7 *23.3%*	8 *29.6%* **	4 *10.5%*	4 *10.5%*	17 *26.6%* e	9 *15.0%*	7 *21.9%*	5 *38.5%* **	5 *13.2%*	5 *15.6%*	11 *31.4%* j	12 *38.7%* N	9 *12.3%*	4 *33.3%* **	17 *19.3%*	10 *27.8%*	11 *15.9%*	1 *25.0%* **	9 *29.0%*	15 *25.9%* v	6 *12.5%*	- -
Sometimes	**11** ***10.4%***	1 *14.3%* **	5 *16.7%*	2 *7.4%* **	3 *7.9%*	7 *18.4%* f	4 *6.3%*	4 *6.7%*	4 *12.5%*	3 *23.1%* **	- -	5 *15.6%* J	5 *14.3%* J	7 *22.6%* N	4 *5.5%*	3 *25.0%* **	6 *6.8%*	3 *8.3%*	8 *11.6%*	1 *25.0%* **	2 *6.5%*	4 *6.9%*	7 *14.6%*	- -
Never	**2** ***1.9%***	- - **	1 *3.3%*	1 *3.7%* **	- -	- -	2 *3.1%*	- -	- -	1 *7.7%* **	1 *2.6%*	- -	1 *2.9%*	- -	1 *1.4%*	2 *16.7%* **	- -	- -	2 *2.9%*	- - **	- -	1 *1.7%*	1 *2.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**93** ***87.7%***	6 *85.7%* **	24 *80.0%*	24 *88.9%* **	35 *92.1%*	31 *81.6%*	58 *90.6%*	56 *93.3%*	28 *87.5%*	9 *69.2%* **	37 *97.4%* kL	27 *84.4%*	29 *82.9%*	24 *77.4%*	68 *93.2%* M	7 *58.3%* **	82 *93.2%*	33 *91.7%*	59 *85.5%*	3 *75.0%* **	29 *93.5%*	53 *91.4%*	40 *83.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**72** ***67.9%***	4 *57.1%* **	17 *56.7%*	16 *59.3%* **	31 *81.6%* B	27 *71.1%*	41 *64.1%*	47 *78.3%*	21 *65.6%*	4 *30.8%* **	32 *84.2%* L	22 *68.8%*	18 *51.4%*	12 *38.7%*	59 *80.8%* M	3 *25.0%* **	65 *73.9%*	23 *63.9%*	48 *69.6%*	2 *50.0%* **	20 *64.5%*	38 *65.5%*	34 *70.8%*	- -
3-Point Score	**2.56**	2.43	2.37	2.48	2.74	2.53	2.55	2.72	2.53	2.00	2.82	2.53	2.34	2.16	2.74	1.83	2.67	2.56	2.55	2.25	2.58	2.57	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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q16. Is your child now enrolled in any kind of school or daycare?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** -
Total Valid Responses	**121** *100.0%*	**7** *100.0%*	**34** *100.0%*	**29** *100.0%*	**46** *100.0%*	**45** *100.0%*	**71** *100.0%*	**70** *100.0%*	**37** *100.0%*	**13** *100.0%*	**43** *100.0%*	**38** *100.0%*	**39** *100.0%*	**35** *100.0%*	**84** *100.0%*	**13** *100.0%*	**99** *100.0%*	**36** *100.0%*	**84** *100.0%*	**4** *100.0%*	**31** *100.0%*	**64** *100.0%*	**57** *100.0%*	**-** -
No Answer	**1**	-	-	1	-	1	-	-	1	-	1	-	-	1	-	-	1	-	1	-	-	1	-	-
Yes	**106** *87.6%*	7 *100.0%* **	27 *79.4%*	26 *89.7%* **	41 *89.1%*	36 *80.0%*	65 *91.5%* e	63 *90.0%*	33 *89.2%*	9 *69.2%* **	36 *83.7%*	34 *89.5%*	35 *89.7%*	32 *91.4%*	73 *86.9%*	11 *84.6%* **	86 *86.9%*	29 *80.6%*	76 *90.5%*	4 *100.0%* **	24 *77.4%*	55 *85.9%*	51 *89.5%*	- -
No	**15** *12.4%*	- - **	7 *20.6%*	3 *10.3%* **	5 *10.9%*	9 *20.0%* f	6 *8.5%*	7 *10.0%*	4 *10.8%*	4 *30.8%* **	7 *16.3%*	4 *10.5%*	4 *10.3%*	3 *8.6%*	11 *13.1%*	2 *15.4%* **	13 *13.1%*	7 *19.4%*	8 *9.5%*	- - **	7 *22.6%*	9 *14.1%*	6 *10.5%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**106** *87.6%*	7 *100.0%* **	27 *79.4%*	26 *89.7%* **	41 *89.1%*	36 *80.0%*	65 *91.5%* e	63 *90.0%*	33 *89.2%*	9 *69.2%* **	36 *83.7%*	34 *89.5%*	35 *89.7%*	32 *91.4%*	73 *86.9%*	11 *84.6%* **	86 *86.9%*	29 *80.6%*	76 *90.5%*	4 *100.0%* **	24 *77.4%*	55 *85.9%*	51 *89.5%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q17. In the last 6 months, did you need your childs doctorsor other health providers to contact a school or daycare center about your childs health or health care?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 16
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q17. In the last 6 months, did you need your childs doctorsor other health providers to contact a school or daycare center about your childs health or health care?																								
Total Eligible	**106** *100.0%*	**7** *100.0%*	**27** *100.0%*	**26** *100.0%*	**41** *100.0%*	**36** *100.0%*	**65** *100.0%*	**63** *100.0%*	**33** *100.0%*	**9** *100.0%*	**36** *100.0%*	**34** *100.0%*	**35** *100.0%*	**32** *100.0%*	**73** *100.0%*	**11** *100.0%*	**86** *100.0%*	**29** *100.0%*	**76** *100.0%*	**4** *100.0%*	**24** *100.0%*	**55** *100.0%*	**51** *100.0%*	- -
Total Valid Responses	**104** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**40** *100.0%*	**35** *100.0%*	**64** *100.0%*	**61** *100.0%*	**33** *100.0%*	**9** *100.0%*	**35** *100.0%*	**34** *100.0%*	**34** *100.0%*	**32** *100.0%*	**71** *100.0%*	**11** *100.0%*	**85** *100.0%*	**29** *100.0%*	**74** *100.0%*	**4** *100.0%*	**24** *100.0%*	**54** *100.0%*	**50** *100.0%*	- -
No Answer	**2**	-	1	-	1	1	1	2	-	-	1	-	1	-	2	-	1	-	2	-	-	1	1	-
Yes	**26** *25.0%*	- - **	5 *19.2%* **	10 *38.5%* **	9 *22.5%*	12 *34.3%*	13 *20.3%*	9 *14.8%*	10 *30.3%* g	6 *66.7%* **	7 *20.0%*	8 *23.5%*	11 *32.4%*	10 *31.3%*	16 *22.5%*	6 *54.5%* **	18 *21.2%*	7 *24.1%* **	19 *25.7%*	1 *25.0%* **	6 *25.0%* **	12 *22.2%*	14 *28.0%*	- -
No	**78** *75.0%*	7 *100.0%* **	21 *80.8%* **	16 *61.5%* **	31 *77.5%*	23 *65.7%*	51 *79.7%*	52 *85.2%* h	23 *69.7%*	3 *33.3%* **	28 *80.0%*	26 *76.5%*	23 *67.6%*	22 *68.8%*	55 *77.5%*	5 *45.5%* **	67 *78.8%*	22 *75.9%* **	55 *74.3%*	3 *75.0%* **	18 *75.0%* **	42 *77.8%*	36 *72.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**26** *25.0%*	- - **	5 *19.2%* **	10 *38.5%* **	9 *22.5%*	12 *34.3%*	13 *20.3%*	9 *14.8%*	10 *30.3%* g	6 *66.7%* **	7 *20.0%*	8 *23.5%*	11 *32.4%*	10 *31.3%*	16 *22.5%*	6 *54.5%* **	18 *21.2%*	7 *24.1%* **	19 *25.7%*	1 *25.0%* **	6 *25.0%* **	12 *22.2%*	14 *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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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Q18. (CC-CCC) In the last 6 months, did you get the help you needed from your childs doctors or other health providers in contacting your childs school or daycare?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 17
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q18. (CC-CCC) In the last 6 months, did you get the help you needed from your childs doctors or other health providers in contacting your childs school or daycare?																								
Total Eligible	**26** *100.0%*	**-** -	**5** *100.0%*	**10** *100.0%*	**9** *100.0%*	**12** *100.0%*	**13** *100.0%*	**9** *100.0%*	**10** *100.0%*	**6** *100.0%*	**7** *100.0%*	**8** *100.0%*	**11** *100.0%*	**10** *100.0%*	**16** *100.0%*	**6** *100.0%*	**18** *100.0%*	**7** *100.0%*	**19** *100.0%*	**1** *100.0%*	**6** *100.0%*	**12** *100.0%*	**14** *100.0%*	**-** -
Total Valid Responses	**26** *100.0%*	**-** -	**5** *100.0%*	**10** *100.0%*	**9** *100.0%*	**12** *100.0%*	**13** *100.0%*	**9** *100.0%*	**10** *100.0%*	**6** *100.0%*	**7** *100.0%*	**8** *100.0%*	**11** *100.0%*	**10** *100.0%*	**16** *100.0%*	**6** *100.0%*	**18** *100.0%*	**7** *100.0%*	**19** *100.0%*	**1** *100.0%*	**6** *100.0%*	**12** *100.0%*	**14** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**24** *92.3%*	- -	3 *60.0%* **	10 *100.0%* **	9 *100.0%* **	12 *100.0%* **	11 *84.6%* **	8 *88.9%* **	10 *100.0%* **	5 *83.3%* **	7 *100.0%* **	7 *87.5%* **	10 *90.9%* **	9 *90.0%* **	15 *93.8%* **	5 *83.3%* **	17 *94.4%* **	6 *85.7%* **	18 *94.7%* **	1 *100.0%* **	5 *83.3%* **	11 *91.7%* **	13 *92.9%* **	- -
No	**2** *7.7%*	- -	2 *40.0%* **	- - **	- - **	- - **	2 *15.4%* **	1 *11.1%* **	- - **	1 *16.7%* **	- - **	1 *12.5%* **	1 *9.1%* **	1 *10.0%* **	1 *6.3%* **	1 *16.7%* **	1 *5.6%* **	1 *14.3%* **	1 *5.3%* **	- - **	1 *16.7%* **	1 *8.3%* **	1 *7.1%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**24** *92.3%*	- -	3 *60.0%* **	10 *100.0%* **	9 *100.0%* **	12 *100.0%* **	11 *84.6%* **	8 *88.9%* **	10 *100.0%* **	5 *83.3%* **	7 *100.0%* **	7 *87.5%* **	10 *90.9%* **	9 *90.0%* **	15 *93.8%* **	5 *83.3%* **	17 *94.4%* **	6 *85.7%* **	18 *94.7%* **	1 *100.0%* **	5 *83.3%* **	11 *91.7%* **	13 *92.9%* **	- -
3-Point Score	**2.85**	-	2.20	3.00	3.00	3.00	2.69	2.78	3.00	2.67	3.00	2.75	2.82	2.80	2.88	2.67	2.89	2.71	2.89	3.00	2.67	2.83	2.86	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

CCC POPULATION

Table: 18
Level: Top

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** **-**
Total Valid Responses	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**22** *18.0%*	2 *28.6%* **	7 *20.6%*	7 *23.3%* d	4 *8.7%*	4 *8.7%*	17 *23.9%* E	10 *14.3%*	5 *13.2%*	7 *53.8%* **	11 *25.0%*	5 *13.2%*	5 *12.8%*	6 *16.7%*	15 *17.9%*	2 *15.4%* **	19 *19.0%*	10 *27.8%* r	12 *14.1%*	- - **	10 *32.3%*	16 *24.6%* V	6 *10.5%*	- -
No	**100** *82.0%*	5 *71.4%* **	27 *79.4%*	23 *76.7%*	42 *91.3%* c	42 *91.3%* F	54 *76.1%*	60 *85.7%*	33 *86.8%*	6 *46.2%* **	33 *75.0%*	33 *86.8%*	34 *87.2%*	30 *83.3%*	69 *82.1%*	11 *84.6%* **	81 *81.0%*	26 *72.2%*	73 *85.9%* q	4 *100.0%* **	21 *67.7%*	49 *75.4%*	51 *89.5%* U	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**22** *18.0%*	2 *28.6%* **	7 *20.6%*	7 *23.3%* d	4 *8.7%*	4 *8.7%*	17 *23.9%* E	10 *14.3%*	5 *13.2%*	7 *53.8%* **	11 *25.0%*	5 *13.2%*	5 *12.8%*	6 *16.7%*	15 *17.9%*	2 *15.4%* **	19 *19.0%*	10 *27.8%* r	12 *14.1%*	- - **	10 *32.3%*	16 *24.6%* V	6 *10.5%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?																								
Total Eligible	**22** ***100.0%***	**2** ***100.0%***	**7** ***100.0%***	**7** ***100.0%***	**4** ***100.0%***	**4** ***100.0%***	**17** ***100.0%***	**10** ***100.0%***	**5** ***100.0%***	**7** ***100.0%***	**11** ***100.0%***	**5** ***100.0%***	**5** ***100.0%***	**6** ***100.0%***	**15** ***100.0%***	**2** ***100.0%***	**19** ***100.0%***	**10** ***100.0%***	**12** ***100.0%***	**-** **-**	**10** ***100.0%***	**16** ***100.0%***	**6** ***100.0%***	**-** **-**
Total Valid Responses	**22** ***100.0%***	**2** ***100.0%***	**7** ***100.0%***	**7** ***100.0%***	**4** ***100.0%***	**4** ***100.0%***	**17** ***100.0%***	**10** ***100.0%***	**5** ***100.0%***	**7** ***100.0%***	**11** ***100.0%***	**5** ***100.0%***	**5** ***100.0%***	**6** ***100.0%***	**15** ***100.0%***	**2** ***100.0%***	**19** ***100.0%***	**10** ***100.0%***	**12** ***100.0%***	**-** **-**	**10** ***100.0%***	**16** ***100.0%***	**6** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**8** ***36.4%***	1 *50.0%* **	1 *14.3%* **	3 *42.9%* **	1 *25.0%* **	1 *25.0%* **	6 *35.3%* **	5 *50.0%* **	1 *20.0%* **	2 *28.6%* **	4 *36.4%* **	3 *60.0%* **	1 *20.0%* **	1 *16.7%* **	7 *46.7%* **	- - **	8 *42.1%* **	5 *50.0%* **	3 *25.0%* **	- -	5 *50.0%*	5 *31.3%* **	3 *50.0%* **	- -
Usually	**10** ***45.5%***	- - **	3 *42.9%* **	4 *57.1%* **	3 *75.0%* **	3 *75.0%* **	7 *41.2%* **	3 *30.0%* **	4 *80.0%* **	3 *42.9%* **	5 *45.5%* **	2 *40.0%* **	3 *60.0%* **	3 *50.0%* **	7 *46.7%* **	1 *50.0%* **	9 *47.4%* **	4 *40.0%* **	6 *50.0%* **	- -	4 *40.0%*	9 *56.3%* **	1 *16.7%* **	- -
Sometimes	**3** ***13.6%***	1 *50.0%* **	2 *28.6%* **	- - **	- - **	- - **	3 *17.6%* **	1 *10.0%* **	- - **	2 *28.6%* **	1 *9.1%* **	- - **	1 *20.0%* **	2 *33.3%* **	1 *6.7%* **	1 *50.0%* **	2 *10.5%* **	1 *10.0%* **	2 *16.7%* **	- -	1 *10.0%*	1 *6.3%* **	2 *33.3%* **	- -
Never	**1** ***4.5%***	- - **	1 *14.3%* **	- - **	- - **	- - **	1 *5.9%* **	1 *10.0%* **	- - **	- - **	1 *9.1%* **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	1 *8.3%* **	- -	- -	1 *6.3%* **	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**18** ***81.8%***	1 *50.0%* **	4 *57.1%* **	7 *100.0%* **	4 *100.0%* **	4 *100.0%* **	13 *76.5%* **	8 *80.0%* **	5 *100.0%* **	5 *71.4%* **	9 *81.8%* **	5 *100.0%* **	4 *80.0%* **	4 *66.7%* **	14 *93.3%* **	1 *50.0%* **	17 *89.5%* **	9 *90.0%* **	9 *75.0%* **	- -	9 *90.0%*	14 *87.5%* **	4 *66.7%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**8** ***36.4%***	1 *50.0%* **	1 *14.3%* **	3 *42.9%* **	1 *25.0%* **	1 *25.0%* **	6 *35.3%* **	5 *50.0%* **	1 *20.0%* **	2 *28.6%* **	4 *36.4%* **	3 *60.0%* **	1 *20.0%* **	1 *16.7%* **	7 *46.7%* **	- - **	8 *42.1%* **	5 *50.0%* **	3 *25.0%* **	- -	5 *50.0%*	5 *31.3%* **	3 *50.0%* **	- -
3-Point Score	**2.18**	2.00	1.71	2.43	2.25	2.25	2.12	2.30	2.20	2.00	2.18	2.60	2.00	1.83	2.40	1.50	2.32	2.40	2.00	-	2.40	2.19	2.17	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q21. Did anyone from your childs health plan, doctors office, or clinic help you get special medical equipment or devices for your child?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 20
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q21. Did anyone from your childs health plan, doctors office, or clinic help you get special medical equipment or devices for your child?																								
Total Eligible	**22** *100.0%*	**2** *100.0%*	**7** *100.0%*	**7** *100.0%*	**4** *100.0%*	**4** *100.0%*	**17** *100.0%*	**10** *100.0%*	**5** *100.0%*	**7** *100.0%*	**11** *100.0%*	**5** *100.0%*	**5** *100.0%*	**6** *100.0%*	**15** *100.0%*	**2** *100.0%*	**19** *100.0%*	**10** *100.0%*	**12** *100.0%*	**-** -	**10** *100.0%*	**16** *100.0%*	**6** *100.0%*	**-** -
Total Valid Responses	**22** *100.0%*	**2** *100.0%*	**7** *100.0%*	**7** *100.0%*	**4** *100.0%*	**4** *100.0%*	**17** *100.0%*	**10** *100.0%*	**5** *100.0%*	**7** *100.0%*	**11** *100.0%*	**5** *100.0%*	**5** *100.0%*	**6** *100.0%*	**15** *100.0%*	**2** *100.0%*	**19** *100.0%*	**10** *100.0%*	**12** *100.0%*	**-** -	**10** *100.0%*	**16** *100.0%*	**6** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**17** *77.3%*	1 *50.0%* **	5 *71.4%* **	6 *85.7%* **	4 *100.0%* **	4 *100.0%* **	12 *70.6%* **	9 *90.0%* **	4 *80.0%* **	4 *57.1%* **	11 *100.0%* **	4 *80.0%* **	2 *40.0%* **	4 *66.7%* **	12 *80.0%* **	2 *100.0%* **	14 *73.7%* **	9 *90.0%* **	8 *66.7%* **	- -	9 *90.0%*	13 *81.3%* **	4 *66.7%* **	- -
No	**5** *22.7%*	1 *50.0%* **	2 *28.6%* **	1 *14.3%* **	- - **	- - **	5 *29.4%* **	1 *10.0%* **	1 *20.0%* **	3 *42.9%* **	- - **	1 *20.0%* **	3 *60.0%* **	2 *33.3%* **	3 *20.0%* **	- - **	5 *26.3%* **	1 *10.0%* **	4 *33.3%* **	- -	1 *10.0%*	3 *18.8%* **	2 *33.3%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**17** *77.3%*	1 *50.0%* **	5 *71.4%* **	6 *85.7%* **	4 *100.0%* **	4 *100.0%* **	12 *70.6%* **	9 *90.0%* **	4 *80.0%* **	4 *57.1%* **	11 *100.0%* **	4 *80.0%* **	2 *40.0%* **	4 *66.7%* **	12 *80.0%* **	2 *100.0%* **	14 *73.7%* **	9 *90.0%* **	8 *66.7%* **	- -	9 *90.0%*	13 *81.3%* **	4 *66.7%* **	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 21
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?																								
Total Eligible	**122** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**71** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**39** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**100** ***100.0%***	**36** ***100.0%***	**85** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**65** ***100.0%***	**57** ***100.0%***	**-** **-**
Total Valid Responses	**121** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**45** ***100.0%***	**45** ***100.0%***	**71** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**12** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**38** ***100.0%***	**35** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**99** ***100.0%***	**35** ***100.0%***	**85** ***100.0%***	**4** ***100.0%***	**30** ***100.0%***	**64** ***100.0%***	**57** ***100.0%***	**-** **-**
No Answer	**1**	-	-	-	1	1	-	-	-	1	-	-	1	1	-	-	1	1	-	-	1	1	-	-
Yes	**30** ***24.8%***	- - **	13 *38.2%* c	5 *16.7%*	10 *22.2%*	8 *17.8%*	20 *28.2%*	14 *20.0%*	8 *21.1%*	7 *58.3%* **	11 *25.0%*	8 *21.1%*	10 *26.3%*	11 *31.4%*	18 *21.4%*	5 *38.5%* **	24 *24.2%*	11 *31.4%*	19 *22.4%*	1 *25.0%* **	10 *33.3%*	14 *21.9%*	16 *28.1%*	- -
No	**91** ***75.2%***	7 *100.0%* **	21 *61.8%*	25 *83.3%* b	35 *77.8%*	37 *82.2%*	51 *71.8%*	56 *80.0%*	30 *78.9%*	5 *41.7%* **	33 *75.0%*	30 *78.9%*	28 *73.7%*	24 *68.6%*	66 *78.6%*	8 *61.5%* **	75 *75.8%*	24 *68.6%*	66 *77.6%*	3 *75.0%* **	20 *66.7%*	50 *78.1%*	41 *71.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**30** ***24.8%***	- - **	13 *38.2%* c	5 *16.7%*	10 *22.2%*	8 *17.8%*	20 *28.2%*	14 *20.0%*	8 *21.1%*	7 *58.3%* **	11 *25.0%*	8 *21.1%*	10 *26.3%*	11 *31.4%*	18 *21.4%*	5 *38.5%* **	24 *24.2%*	11 *31.4%*	19 *22.4%*	1 *25.0%* **	10 *33.3%*	14 *21.9%*	16 *28.1%*	- -

Cell Contents:
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- 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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?																								
Total Eligible	**30** ***100.0%***	**-** -	**13** ***100.0%***	**5** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**20** ***100.0%***	**14** ***100.0%***	**8** ***100.0%***	**7** ***100.0%***	**11** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**11** ***100.0%***	**18** ***100.0%***	**5** ***100.0%***	**24** ***100.0%***	**11** ***100.0%***	**19** ***100.0%***	**1** ***100.0%***	**10** ***100.0%***	**14** ***100.0%***	**16** ***100.0%***	**-** -
Total Valid Responses	**30** ***100.0%***	**-** -	**13** ***100.0%***	**5** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**20** ***100.0%***	**14** ***100.0%***	**8** ***100.0%***	**7** ***100.0%***	**11** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**11** ***100.0%***	**18** ***100.0%***	**5** ***100.0%***	**24** ***100.0%***	**11** ***100.0%***	**19** ***100.0%***	**1** ***100.0%***	**10** ***100.0%***	**14** ***100.0%***	**16** ***100.0%***	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**13** ***43.3%***	- -	5 *38.5%* **	- - **	6 *60.0%* **	4 *50.0%* **	8 *40.0%* **	7 *50.0%* **	3 *37.5%* **	3 *42.9%* **	6 *54.5%* **	3 *37.5%* **	4 *40.0%* **	2 *18.2%* **	11 *61.1%* **	1 *20.0%* **	12 *50.0%* **	4 *36.4%* **	9 *47.4%* **	- - **	4 *40.0%* **	4 *28.6%* **	9 *56.3%* **	- -
Usually	**7** ***23.3%***	- -	2 *15.4%* **	4 *80.0%* **	1 *10.0%* **	3 *37.5%* **	4 *20.0%* **	3 *21.4%* **	3 *37.5%* **	1 *14.3%* **	3 *27.3%* **	2 *25.0%* **	1 *10.0%* **	4 *36.4%* **	3 *16.7%* **	1 *20.0%* **	5 *20.8%* **	3 *27.3%* **	4 *21.1%* **	- - **	3 *30.0%* **	6 *42.9%* **	1 *6.3%* **	- -
Sometimes	**5** ***16.7%***	- -	4 *30.8%* **	- - **	1 *10.0%* **	- - **	4 *20.0%* **	2 *14.3%* **	1 *12.5%* **	2 *28.6%* **	- - **	2 *25.0%* **	3 *30.0%* **	3 *27.3%* **	1 *5.6%* **	1 *20.0%* **	4 *16.7%* **	2 *18.2%* **	3 *15.8%* **	1 *100.0%* **	1 *10.0%* **	1 *7.1%* **	4 *25.0%* **	- -
Never	**5** ***16.7%***	- -	2 *15.4%* **	1 *20.0%* **	2 *20.0%* **	1 *12.5%* **	4 *20.0%* **	2 *14.3%* **	1 *12.5%* **	1 *14.3%* **	2 *18.2%* **	1 *12.5%* **	2 *20.0%* **	2 *18.2%* **	3 *16.7%* **	2 *40.0%* **	3 *12.5%* **	2 *18.2%* **	3 *15.8%* **	- - **	2 *20.0%* **	3 *21.4%* **	2 *12.5%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**20** ***66.7%***	- -	7 *53.8%* **	4 *80.0%* **	7 *70.0%* **	7 *87.5%* **	12 *60.0%* **	10 *71.4%* **	6 *75.0%* **	4 *57.1%* **	9 *81.8%* **	5 *62.5%* **	5 *50.0%* **	6 *54.5%* **	14 *77.8%* **	2 *40.0%* **	17 *70.8%* **	7 *63.6%* **	13 *68.4%* **	- - **	7 *70.0%* **	10 *71.4%* **	10 *62.5%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**13** ***43.3%***	- -	5 *38.5%* **	- - **	6 *60.0%* **	4 *50.0%* **	8 *40.0%* **	7 *50.0%* **	3 *37.5%* **	3 *42.9%* **	6 *54.5%* **	3 *37.5%* **	4 *40.0%* **	2 *18.2%* **	11 *61.1%* **	1 *20.0%* **	12 *50.0%* **	4 *36.4%* **	9 *47.4%* **	- - **	4 *40.0%* **	4 *28.6%* **	9 *56.3%* **	- -
3-Point Score	**2.10**	-	1.92	1.80	2.30	2.38	2.00	2.21	2.13	2.00	2.36	2.00	1.90	1.73	2.39	1.60	2.21	2.00	2.16	1.00	2.10	2.00	2.19	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q24. Did anyone from your childs health plan, doctors office, or clinic help you get this therapy for your child?																								
Total Eligible	**30** ***100.0%***	**-** -	**13** ***100.0%***	**5** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**20** ***100.0%***	**14** ***100.0%***	**8** ***100.0%***	**7** ***100.0%***	**11** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**11** ***100.0%***	**18** ***100.0%***	**5** ***100.0%***	**24** ***100.0%***	**11** ***100.0%***	**19** ***100.0%***	**1** ***100.0%***	**10** ***100.0%***	**14** ***100.0%***	**16** ***100.0%***	**-** -
Total Valid Responses	**30** ***100.0%***	**-** -	**13** ***100.0%***	**5** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**20** ***100.0%***	**14** ***100.0%***	**8** ***100.0%***	**7** ***100.0%***	**11** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**11** ***100.0%***	**18** ***100.0%***	**5** ***100.0%***	**24** ***100.0%***	**11** ***100.0%***	**19** ***100.0%***	**1** ***100.0%***	**10** ***100.0%***	**14** ***100.0%***	**16** ***100.0%***	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**20** ***66.7%***	- -	8 *61.5%* **	5 *100.0%* **	5 *50.0%* **	6 *75.0%* **	13 *65.0%* **	9 *64.3%* **	5 *62.5%* **	5 *71.4%* **	7 *63.6%* **	6 *75.0%* **	6 *60.0%* **	9 *81.8%* **	10 *55.6%* **	3 *60.0%* **	16 *66.7%* **	7 *63.6%* **	13 *68.4%* **	1 *100.0%* **	6 *60.0%* **	12 *85.7%* **	8 *50.0%* **	- -
No	**10** ***33.3%***	- -	5 *38.5%* **	- - **	5 *50.0%* **	2 *25.0%* **	7 *35.0%* **	5 *35.7%* **	3 *37.5%* **	2 *28.6%* **	4 *36.4%* **	2 *25.0%* **	4 *40.0%* **	2 *18.2%* **	8 *44.4%* **	2 *40.0%* **	8 *33.3%* **	4 *36.4%* **	6 *31.6%* **	- - **	4 *40.0%* **	2 *14.3%* **	8 *50.0%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**20** ***66.7%***	- -	8 *61.5%* **	5 *100.0%* **	5 *50.0%* **	6 *75.0%* **	13 *65.0%* **	9 *64.3%* **	5 *62.5%* **	5 *71.4%* **	7 *63.6%* **	6 *75.0%* **	6 *60.0%* **	9 *81.8%* **	10 *55.6%* **	3 *60.0%* **	16 *66.7%* **	7 *63.6%* **	13 *68.4%* **	1 *100.0%* **	6 *60.0%* **	12 *85.7%* **	8 *50.0%* **	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 24
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** -
Total Valid Responses	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**63** *51.6%*	5 *71.4%* **	15 *44.1%*	12 *40.0%*	28 *60.9%* c	25 *54.3%*	35 *49.3%*	33 *47.1%*	23 *60.5%*	7 *53.8%* **	8 *18.2%*	25 *65.8%* J	30 *76.9%* J	20 *55.6%*	41 *48.8%*	7 *53.8%* **	49 *49.0%*	17 *47.2%*	46 *54.1%*	2 *50.0%* **	15 *48.4%*	33 *50.8%*	30 *52.6%*	- -
No	**59** *48.4%*	2 *28.6%* **	19 *55.9%*	18 *60.0%* d	18 *39.1%*	21 *45.7%*	36 *50.7%*	37 *52.9%*	15 *39.5%*	6 *46.2%* **	36 *81.8%* KL	13 *34.2%*	9 *23.1%*	16 *44.4%*	43 *51.2%*	6 *46.2%* **	51 *51.0%*	19 *52.8%*	39 *45.9%*	2 *50.0%* **	16 *51.6%*	32 *49.2%*	27 *47.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**63** *51.6%*	5 *71.4%* **	15 *44.1%*	12 *40.0%*	28 *60.9%* c	25 *54.3%*	35 *49.3%*	33 *47.1%*	23 *60.5%*	7 *53.8%* **	8 *18.2%*	25 *65.8%* J	30 *76.9%* J	20 *55.6%*	41 *48.8%*	7 *53.8%* **	49 *49.0%*	17 *47.2%*	46 *54.1%*	2 *50.0%* **	15 *48.4%*	33 *50.8%*	30 *52.6%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?																								
Total Eligible	**63** ***100.0%***	**5** ***100.0%***	**15** ***100.0%***	**12** ***100.0%***	**28** ***100.0%***	**25** ***100.0%***	**35** ***100.0%***	**33** ***100.0%***	**23** ***100.0%***	**7** ***100.0%***	**8** ***100.0%***	**25** ***100.0%***	**30** ***100.0%***	**20** ***100.0%***	**41** ***100.0%***	**7** ***100.0%***	**49** ***100.0%***	**17** ***100.0%***	**46** ***100.0%***	**2** ***100.0%***	**15** ***100.0%***	**33** ***100.0%***	**30** ***100.0%***	**-** **-**
Total Valid Responses	**61** ***100.0%***	**5** ***100.0%***	**13** ***100.0%***	**12** ***100.0%***	**28** ***100.0%***	**25** ***100.0%***	**33** ***100.0%***	**32** ***100.0%***	**23** ***100.0%***	**6** ***100.0%***	**7** ***100.0%***	**25** ***100.0%***	**29** ***100.0%***	**20** ***100.0%***	**41** ***100.0%***	**6** ***100.0%***	**49** ***100.0%***	**17** ***100.0%***	**44** ***100.0%***	**2** ***100.0%***	**15** ***100.0%***	**32** ***100.0%***	**29** ***100.0%***	**-** **-**
No Answer	**2**	-	2	-	-	-	2	1	-	1	1	-	1	-	-	1	-	-	2	-	-	1	1	-
Always	**32** ***52.5%***	2 *40.0%* **	4 *30.8%* **	6 *50.0%* **	18 *64.3%* **	13 *52.0%* **	17 *51.5%*	17 *53.1%*	12 *52.2%* **	3 *50.0%* **	4 *57.1%* **	13 *52.0%* **	15 *51.7%* **	9 *45.0%* **	23 *56.1%*	1 *16.7%* **	30 *61.2%*	13 *76.5%* **	19 *43.2%*	2 *100.0%* **	11 *73.3%* **	15 *46.9%*	17 *58.6%* **	- -
Usually	**13** ***21.3%***	2 *40.0%* **	3 *23.1%* **	5 *41.7%* **	3 *10.7%* **	6 *24.0%* **	7 *21.2%*	8 *25.0%*	5 *21.7%* **	- - **	3 *42.9%* **	5 *20.0%* **	5 *17.2%* **	3 *15.0%* **	10 *24.4%*	2 *33.3%* **	9 *18.4%*	2 *11.8%* **	11 *25.0%*	- - **	2 *13.3%* **	9 *28.1%*	4 *13.8%* **	- -
Sometimes	**8** ***13.1%***	- - **	2 *15.4%* **	1 *8.3%* **	5 *17.9%* **	3 *12.0%* **	4 *12.1%*	5 *15.6%*	2 *8.7%* **	1 *16.7%* **	- - **	4 *16.0%* **	4 *13.8%* **	4 *20.0%* **	4 *9.8%*	- - **	5 *10.2%*	1 *5.9%* **	7 *15.9%*	- - **	1 *6.7%* **	4 *12.5%*	4 *13.8%* **	- -
Never	**8** ***13.1%***	1 *20.0%* **	4 *30.8%* **	- - **	2 *7.1%* **	3 *12.0%* **	5 *15.2%*	2 *6.3%*	4 *17.4%* **	2 *33.3%* **	- - **	3 *12.0%* **	5 *17.2%* **	4 *20.0%* **	4 *9.8%*	3 *50.0%* **	5 *10.2%*	1 *5.9%* **	7 *15.9%*	- - **	1 *6.7%* **	4 *12.5%*	4 *13.8%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**45** ***73.8%***	4 *80.0%* **	7 *53.8%* **	11 *91.7%* **	21 *75.0%* **	19 *76.0%* **	24 *72.7%*	25 *78.1%*	17 *73.9%* **	3 *50.0%* **	7 *100.0%* **	18 *72.0%* **	20 *69.0%* **	12 *60.0%* **	33 *80.5%*	3 *50.0%* **	39 *79.6%*	15 *88.2%* **	30 *68.2%*	2 *100.0%* **	13 *86.7%* **	24 *75.0%*	21 *72.4%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**32** ***52.5%***	2 *40.0%* **	4 *30.8%* **	6 *50.0%* **	18 *64.3%* **	13 *52.0%* **	17 *51.5%*	17 *53.1%*	12 *52.2%* **	3 *50.0%* **	4 *57.1%* **	13 *52.0%* **	15 *51.7%* **	9 *45.0%* **	23 *56.1%*	1 *16.7%* **	30 *61.2%*	13 *76.5%* **	19 *43.2%*	2 *100.0%* **	11 *73.3%* **	15 *46.9%*	17 *58.6%* **	- -
3-Point Score	**2.26**	2.20	1.85	2.42	2.39	2.28	2.24	2.31	2.26	2.00	2.57	2.24	2.21	2.05	2.37	1.67	2.41	2.65	2.11	3.00	2.60	2.22	2.31	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q27. Did anyone from your childs health plan, doctors office, or clinic help you get this treatment or counseling for your child?																								
Total Eligible	**63** ***100.0%***	**5** ***100.0%***	**15** ***100.0%***	**12** ***100.0%***	**28** ***100.0%***	**25** ***100.0%***	**35** ***100.0%***	**33** ***100.0%***	**23** ***100.0%***	**7** ***100.0%***	**8** ***100.0%***	**25** ***100.0%***	**30** ***100.0%***	**20** ***100.0%***	**41** ***100.0%***	**7** ***100.0%***	**49** ***100.0%***	**17** ***100.0%***	**46** ***100.0%***	**2** ***100.0%***	**15** ***100.0%***	**33** ***100.0%***	**30** ***100.0%***	**-** **-**
Total Valid Responses	**62** ***100.0%***	**5** ***100.0%***	**14** ***100.0%***	**12** ***100.0%***	**28** ***100.0%***	**25** ***100.0%***	**34** ***100.0%***	**32** ***100.0%***	**23** ***100.0%***	**7** ***100.0%***	**7** ***100.0%***	**25** ***100.0%***	**30** ***100.0%***	**20** ***100.0%***	**41** ***100.0%***	**7** ***100.0%***	**49** ***100.0%***	**17** ***100.0%***	**45** ***100.0%***	**2** ***100.0%***	**15** ***100.0%***	**32** ***100.0%***	**30** ***100.0%***	**-** **-**
No Answer	**1**	-	1	-	-	-	1	1	-	-	1	-	-	-	-	-	-	-	1	-	-	1	-	-
Yes	**33** ***53.2%***	2 *40.0%* **	6 *42.9%* **	7 *58.3%* **	17 *60.7%* **	14 *56.0%* **	18 *52.9%*	18 *56.3%*	11 *47.8%* **	4 *57.1%* **	5 *71.4%* **	13 *52.0%* **	15 *50.0%*	10 *50.0%* **	23 *56.1%*	4 *57.1%* **	25 *51.0%*	10 *58.8%* **	23 *51.1%*	1 *50.0%* **	9 *60.0%* **	16 *50.0%*	17 *56.7%*	- -
No	**29** ***46.8%***	3 *60.0%* **	8 *57.1%* **	5 *41.7%* **	11 *39.3%* **	11 *44.0%* **	16 *47.1%*	14 *43.8%*	12 *52.2%* **	3 *42.9%* **	2 *28.6%* **	12 *48.0%* **	15 *50.0%*	10 *50.0%* **	18 *43.9%*	3 *42.9%* **	24 *49.0%*	7 *41.2%* **	22 *48.9%*	1 *50.0%* **	6 *40.0%* **	16 *50.0%*	13 *43.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**33** ***53.2%***	2 *40.0%* **	6 *42.9%* **	7 *58.3%* **	17 *60.7%* **	14 *56.0%* **	18 *52.9%*	18 *56.3%*	11 *47.8%* **	4 *57.1%* **	5 *71.4%* **	13 *52.0%* **	15 *50.0%*	10 *50.0%* **	23 *56.1%*	4 *57.1%* **	25 *51.0%*	10 *58.8%* **	23 *51.1%*	1 *50.0%* **	9 *60.0%* **	16 *50.0%*	17 *56.7%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 27
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?																								
Total Eligible	**122** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**71** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**39** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**100** ***100.0%***	**36** ***100.0%***	**85** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**65** ***100.0%***	**57** ***100.0%***	**-** **-**
Total Valid Responses	**119** ***100.0%***	**7** ***100.0%***	**33** ***100.0%***	**28** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**68** ***100.0%***	**69** ***100.0%***	**37** ***100.0%***	**13** ***100.0%***	**42** ***100.0%***	**37** ***100.0%***	**39** ***100.0%***	**35** ***100.0%***	**83** ***100.0%***	**12** ***100.0%***	**99** ***100.0%***	**36** ***100.0%***	**82** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**63** ***100.0%***	**56** ***100.0%***	**-** **-**
No Answer	**3**	-	1	2	-	-	3	1	1	-	2	1	-	1	1	1	1	-	3	-	-	2	1	-
Yes	**62** ***52.1%***	5 *71.4%* **	14 *42.4%*	18 *64.3%* **	21 *45.7%*	20 *43.5%*	38 *55.9%*	29 *42.0%*	22 *59.5%* g	11 *84.6%* **	22 *52.4%*	17 *45.9%*	22 *56.4%*	19 *54.3%*	42 *50.6%*	8 *66.7%* **	50 *50.5%*	21 *58.3%*	41 *50.0%*	2 *50.0%* **	19 *61.3%*	39 *61.9%* V	23 *41.1%*	- -
No	**57** ***47.9%***	2 *28.6%* **	19 *57.6%*	10 *35.7%* **	25 *54.3%*	26 *56.5%*	30 *44.1%*	40 *58.0%* h	15 *40.5%*	2 *15.4%* **	20 *47.6%*	20 *54.1%*	17 *43.6%*	16 *45.7%*	41 *49.4%*	4 *33.3%* **	49 *49.5%*	15 *41.7%*	41 *50.0%*	2 *50.0%* **	12 *38.7%*	24 *38.1%*	33 *58.9%* U	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**62** ***52.1%***	5 *71.4%* **	14 *42.4%*	18 *64.3%* **	21 *45.7%*	20 *43.5%*	38 *55.9%*	29 *42.0%*	22 *59.5%* g	11 *84.6%* **	22 *52.4%*	17 *45.9%*	22 *56.4%*	19 *54.3%*	42 *50.6%*	8 *66.7%* **	50 *50.5%*	21 *58.3%*	41 *50.0%*	2 *50.0%* **	19 *61.3%*	39 *61.9%* V	23 *41.1%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q29. (CC-CCC) In the last 6 months, did anyone from your childs health plan, doctors office, or clinic help coordinate your childs care among these different providers or services?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 28
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q29. (CC-CCC) In the last 6 months, did anyone from your childs health plan, doctors office, or clinic help coordinate your childs care among these different providers or services?																								
Total Eligible	**62** ***100.0%***	**5** ***100.0%***	**14** ***100.0%***	**18** ***100.0%***	**21** ***100.0%***	**20** ***100.0%***	**38** ***100.0%***	**29** ***100.0%***	**22** ***100.0%***	**11** ***100.0%***	**22** ***100.0%***	**17** ***100.0%***	**22** ***100.0%***	**19** ***100.0%***	**42** ***100.0%***	**8** ***100.0%***	**50** ***100.0%***	**21** ***100.0%***	**41** ***100.0%***	**2** ***100.0%***	**19** ***100.0%***	**39** ***100.0%***	**23** ***100.0%***	**-** **-**
Total Valid Responses	**62** ***100.0%***	**5** ***100.0%***	**14** ***100.0%***	**18** ***100.0%***	**21** ***100.0%***	**20** ***100.0%***	**38** ***100.0%***	**29** ***100.0%***	**22** ***100.0%***	**11** ***100.0%***	**22** ***100.0%***	**17** ***100.0%***	**22** ***100.0%***	**19** ***100.0%***	**42** ***100.0%***	**8** ***100.0%***	**50** ***100.0%***	**21** ***100.0%***	**41** ***100.0%***	**2** ***100.0%***	**19** ***100.0%***	**39** ***100.0%***	**23** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**39** ***62.9%***	4 *80.0%* **	10 *71.4%* **	14 *77.8%* **	9 *42.9%* **	12 *60.0%* **	26 *68.4%*	17 *58.6%* **	14 *63.6%* **	8 *72.7%* **	15 *68.2%* **	8 *47.1%* **	15 *68.2%* **	14 *73.7%* **	25 *59.5%*	6 *75.0%* **	32 *64.0%*	17 *81.0%* **	22 *53.7%*	2 *100.0%* **	15 *78.9%* **	26 *66.7%*	13 *56.5%* **	- -
No	**23** ***37.1%***	1 *20.0%* **	4 *28.6%* **	4 *22.2%* **	12 *57.1%* **	8 *40.0%* **	12 *31.6%*	12 *41.4%* **	8 *36.4%* **	3 *27.3%* **	7 *31.8%* **	9 *52.9%* **	7 *31.8%* **	5 *26.3%* **	17 *40.5%*	2 *25.0%* **	18 *36.0%*	4 *19.0%* **	19 *46.3%*	- - **	4 *21.1%* **	13 *33.3%*	10 *43.5%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**39** ***62.9%***	4 *80.0%* **	10 *71.4%* **	14 *77.8%* **	9 *42.9%* **	12 *60.0%* **	26 *68.4%*	17 *58.6%* **	14 *63.6%* **	8 *72.7%* **	15 *68.2%* **	8 *47.1%* **	15 *68.2%* **	14 *73.7%* **	25 *59.5%*	6 *75.0%* **	32 *64.0%*	17 *81.0%* **	22 *53.7%*	2 *100.0%* **	15 *78.9%* **	26 *66.7%*	13 *56.5%* **	- -
3-Point Score	**2.26**	2.60	2.43	2.56	1.86	2.20	2.37	2.17	2.27	2.45	2.36	1.94	2.36	2.47	2.19	2.50	2.28	2.62	2.07	3.00	2.58	2.33	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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 29
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**121** *100.0%*	**7** *100.0%*	**33** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**70** *100.0%*	**69** *100.0%*	**38** *100.0%*	**13** *100.0%*	**43** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**84** *100.0%*	**4** *100.0%*	**31** *100.0%*	**64** *100.0%*	**57** *100.0%*	- -
No Answer	**1**	-	1	-	-	-	1	1	-	-	1	-	-	-	-	-	-	-	1	-	-	1	-	-
Yes	**113** *93.4%*	7 *100.0%* **	30 *90.9%*	29 *96.7%*	42 *91.3%*	41 *89.1%*	67 *95.7%*	63 *91.3%*	37 *97.4%*	12 *92.3%* **	41 *95.3%*	35 *92.1%*	36 *92.3%*	33 *91.7%*	79 *94.0%*	13 *100.0%* **	100 *100.0%*	36 *100.0%* r	76 *90.5%*	4 *100.0%* **	31 *100.0%*	59 *92.2%*	54 *94.7%*	- -
No	**8** *6.6%*	- - **	3 *9.1%*	1 *3.3%*	4 *8.7%*	5 *10.9%*	3 *4.3%*	6 *8.7%*	1 *2.6%*	1 *7.7%* **	2 *4.7%*	3 *7.9%*	3 *7.7%*	3 *8.3%*	5 *6.0%*	- - **	- -	- -	8 *9.5%* q	- - **	- -	5 *7.8%*	3 *5.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**113** *93.4%*	7 *100.0%* **	30 *90.9%*	29 *96.7%*	42 *91.3%*	41 *89.1%*	67 *95.7%*	63 *91.3%*	37 *97.4%*	12 *92.3%* **	41 *95.3%*	35 *92.1%*	36 *92.3%*	33 *91.7%*	79 *94.0%*	13 *100.0%* **	100 *100.0%*	36 *100.0%* r	76 *90.5%*	4 *100.0%* **	31 *100.0%*	59 *92.2%*	54 *94.7%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?																								
Total Eligible	**113** *100.0%*	**7** *100.0%*	**30** *100.0%*	**29** *100.0%*	**42** *100.0%*	**41** *100.0%*	**67** *100.0%*	**63** *100.0%*	**37** *100.0%*	**12** *100.0%*	**41** *100.0%*	**35** *100.0%*	**36** *100.0%*	**33** *100.0%*	**79** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**76** *100.0%*	**4** *100.0%*	**31** *100.0%*	**59** *100.0%*	**54** *100.0%*	**-** **-**
Total Valid Responses	**112** *100.0%*	**7** *100.0%*	**29** *100.0%*	**29** *100.0%*	**42** *100.0%*	**41** *100.0%*	**66** *100.0%*	**63** *100.0%*	**36** *100.0%*	**12** *100.0%*	**40** *100.0%*	**35** *100.0%*	**36** *100.0%*	**32** *100.0%*	**79** *100.0%*	**13** *100.0%*	**99** *100.0%*	**35** *100.0%*	**76** *100.0%*	**4** *100.0%*	**31** *100.0%*	**58** *100.0%*	**54** *100.0%*	**-** **-**
No Answer	**1**	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-	1	1	-	-	-	1	-	-
None	**11** *9.8%*	- - **	3 *10.3%* **	3 *10.3%* **	4 *9.5%*	3 *7.3%*	8 *12.1%*	7 *11.1%*	3 *8.3%*	1 *8.3%* **	6 *15.0%*	3 *8.6%*	2 *5.6%*	3 *9.4%*	7 *8.9%*	2 *15.4%* **	9 *9.1%*	- -	11 *14.5%* Q	- - **	- -	3 *5.2%*	8 *14.8%* u	- -
1 time	**34** *30.4%*	1 *14.3%* **	10 *34.5%* **	8 *27.6%* **	14 *33.3%*	14 *34.1%*	17 *25.8%*	20 *31.7%*	10 *27.8%*	4 *33.3%* **	14 *35.0%*	7 *20.0%*	13 *36.1%*	7 *21.9%*	27 *34.2%*	4 *30.8%* **	30 *30.3%*	11 *31.4%*	23 *30.3%*	- - **	11 *35.5%*	20 *34.5%*	14 *25.9%*	- -
2	**24** *21.4%*	1 *14.3%* **	6 *20.7%* **	6 *20.7%* **	11 *26.2%*	4 *9.8%*	20 *30.3%* E	19 *30.2%* H	4 *11.1%*	1 *8.3%* **	7 *17.5%*	9 *25.7%*	8 *22.2%*	9 *28.1%*	15 *19.0%*	2 *15.4%* **	22 *22.2%*	10 *28.6%*	14 *18.4%*	2 *50.0%* **	8 *25.8%*	17 *29.3%* V	7 *13.0%*	- -
3	**18** *16.1%*	4 *57.1%* **	3 *10.3%* **	5 *17.2%* **	6 *14.3%*	12 *29.3%* F	6 *9.1%*	5 *7.9%*	12 *33.3%* G	1 *8.3%* **	5 *12.5%*	8 *22.9%*	5 *13.9%*	4 *12.5%*	14 *17.7%*	- - **	18 *18.2%*	5 *14.3%*	13 *17.1%*	1 *25.0%* **	4 *12.9%*	10 *17.2%*	8 *14.8%*	- -
4	**11** *9.8%*	1 *14.3%* **	3 *10.3%* **	3 *10.3%* **	3 *7.1%*	3 *7.3%*	7 *10.6%*	6 *9.5%*	4 *11.1%*	- - **	4 *10.0%*	5 *14.3%*	2 *5.6%*	3 *9.4%*	8 *10.1%*	2 *15.4%* **	9 *9.1%*	2 *5.7%*	9 *11.8%*	1 *25.0%* **	1 *3.2%*	5 *8.6%*	6 *11.1%*	- -
5 to 9	**11** *9.8%*	- - **	2 *6.9%* **	3 *10.3%* **	4 *9.5%*	5 *12.2%*	5 *7.6%*	5 *7.9%*	3 *8.3%*	3 *25.0%* **	4 *10.0%*	1 *2.9%*	6 *16.7%* k	4 *12.5%*	7 *8.9%*	3 *23.1%* **	8 *8.1%*	5 *14.3%*	5 *6.6%*	- - **	5 *16.1%*	2 *3.4%*	9 *16.7%* U	- -
10 or more times	**3** *2.7%*	- - **	2 *6.9%* **	1 *3.4%* **	- -	- -	3 *4.5%*	1 *1.6%*	- -	2 *16.7%* **	- -	2 *5.7%*	- -	2 *6.3%*	1 *1.3%*	- - **	3 *3.0%*	2 *5.7%*	1 *1.3%*	- - **	2 *6.5%*	1 *1.7%*	2 *3.7%*	- -
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**101** *90.2%*	7 *100.0%* **	26 *89.7%* **	26 *89.7%* **	38 *90.5%*	38 *92.7%*	58 *87.9%*	56 *88.9%*	33 *91.7%*	11 *91.7%* **	34 *85.0%*	32 *91.4%*	34 *94.4%*	29 *90.6%*	72 *91.1%*	11 *84.6%* **	90 *90.9%*	35 *100.0%* R	65 *85.5%*	4 *100.0%* **	31 *100.0%*	55 *94.8%* v	46 *85.2%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q32. (HWDC) In the last 6 months, how often did your childs personal doctor explain things about your childs health in a way that was easy to understand?																								
Total Eligible	**101** ***100.0%***	**7** ***100.0%***	**26** ***100.0%***	**26** ***100.0%***	**38** ***100.0%***	**38** ***100.0%***	**58** ***100.0%***	**56** ***100.0%***	**33** ***100.0%***	**11** ***100.0%***	**34** ***100.0%***	**32** ***100.0%***	**34** ***100.0%***	**29** ***100.0%***	**72** ***100.0%***	**11** ***100.0%***	**90** ***100.0%***	**35** ***100.0%***	**65** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**55** ***100.0%***	**46** ***100.0%***	**-** **-**
Total Valid Responses	**100** ***100.0%***	**7** ***100.0%***	**26** ***100.0%***	**26** ***100.0%***	**37** ***100.0%***	**38** ***100.0%***	**57** ***100.0%***	**55** ***100.0%***	**33** ***100.0%***	**11** ***100.0%***	**34** ***100.0%***	**31** ***100.0%***	**34** ***100.0%***	**29** ***100.0%***	**71** ***100.0%***	**11** ***100.0%***	**89** ***100.0%***	**35** ***100.0%***	**64** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**55** ***100.0%***	**45** ***100.0%***	**-** **-**
No Answer	**1**	-	-	-	1	-	1	1	-	-	-	1	-	-	1	-	1	-	1	-	-	-	1	-
Always	**81** ***81.0%***	6 *85.7%* **	22 *84.6%* **	18 *69.2%* **	32 *86.5%*	33 *86.8%*	45 *78.9%*	46 *83.6%*	26 *78.8%*	8 *72.7%* **	30 *88.2%*	24 *77.4%*	26 *76.5%*	20 *69.0%* **	61 *85.9%*	3 *27.3%* **	78 *87.6%*	31 *88.6%*	50 *78.1%*	3 *75.0%* **	28 *90.3%*	42 *76.4%*	39 *86.7%*	- -
Usually	**16** ***16.0%***	1 *14.3%* **	3 *11.5%* **	8 *30.8%* **	3 *8.1%*	5 *13.2%*	10 *17.5%*	8 *14.5%*	6 *18.2%*	2 *18.2%* **	4 *11.8%*	6 *19.4%*	6 *17.6%*	7 *24.1%* **	9 *12.7%*	6 *54.5%* **	10 *11.2%*	4 *11.4%*	11 *17.2%*	1 *25.0%* **	3 *9.7%*	12 *21.8%* v	4 *8.9%*	- -
Sometimes	**1** ***1.0%***	- - **	- - **	- - **	1 *2.7%*	- -	- -	- -	1 *3.0%*	- - **	- -	1 *3.2%*	- -	- - **	1 *1.4%*	- - **	1 *1.1%*	- -	1 *1.6%*	- - **	- -	- -	1 *2.2%*	- -
Never	**2** ***2.0%***	- - **	1 *3.8%* **	- - **	1 *2.7%*	- -	2 *3.5%*	1 *1.8%*	- -	1 *9.1%* **	- -	- -	2 *5.9%*	2 *6.9%* **	- -	2 *18.2%* **	- -	- -	2 *3.1%*	- - **	- -	1 *1.8%*	1 *2.2%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**97** ***97.0%***	7 *100.0%* **	25 *96.2%* **	26 *100.0%* **	35 *94.6%*	38 *100.0%*	55 *96.5%*	54 *98.2%*	32 *97.0%*	10 *90.9%* **	34 *100.0%*	30 *96.8%*	32 *94.1%*	27 *93.1%* **	70 *98.6%*	9 *81.8%* **	88 *98.9%*	35 *100.0%*	61 *95.3%*	4 *100.0%* **	31 *100.0%*	54 *98.2%*	43 *95.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**81** ***81.0%***	6 *85.7%* **	22 *84.6%* **	18 *69.2%* **	32 *86.5%*	33 *86.8%*	45 *78.9%*	46 *83.6%*	26 *78.8%*	8 *72.7%* **	30 *88.2%*	24 *77.4%*	26 *76.5%*	20 *69.0%* **	61 *85.9%*	3 *27.3%* **	78 *87.6%*	31 *88.6%*	50 *78.1%*	3 *75.0%* **	28 *90.3%*	42 *76.4%*	39 *86.7%*	- -
3-Point Score	**2.78**	2.86	2.81	2.69	2.81	2.87	2.75	2.82	2.76	2.64	2.88	2.74	2.71	2.62	2.85	2.09	2.87	2.89	2.73	2.75	2.90	2.75	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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q33. (HWDC) In the last 6 months, how often did your childs personal doctor listen carefully to you?																								
Total Eligible	**101** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**38** *100.0%*	**38** *100.0%*	**58** *100.0%*	**56** *100.0%*	**33** *100.0%*	**11** *100.0%*	**34** *100.0%*	**32** *100.0%*	**34** *100.0%*	**29** *100.0%*	**72** *100.0%*	**11** *100.0%*	**90** *100.0%*	**35** *100.0%*	**65** *100.0%*	**4** *100.0%*	**31** *100.0%*	**55** *100.0%*	**46** *100.0%*	**-** -
Total Valid Responses	**101** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**38** *100.0%*	**38** *100.0%*	**58** *100.0%*	**56** *100.0%*	**33** *100.0%*	**11** *100.0%*	**34** *100.0%*	**32** *100.0%*	**34** *100.0%*	**29** *100.0%*	**72** *100.0%*	**11** *100.0%*	**90** *100.0%*	**35** *100.0%*	**65** *100.0%*	**4** *100.0%*	**31** *100.0%*	**55** *100.0%*	**46** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**73** *72.3%*	5 *71.4%* **	18 *69.2%* **	16 *61.5%* **	30 *78.9%*	30 *78.9%*	39 *67.2%*	44 *78.6%*	23 *69.7%*	6 *54.5%* **	26 *76.5%*	25 *78.1%*	21 *61.8%*	17 *58.6%* **	56 *77.8%*	3 *27.3%* **	70 *77.8%*	25 *71.4%*	47 *72.3%*	3 *75.0%* **	22 *71.0%*	40 *72.7%*	33 *71.7%*	- -
Usually	**24** *23.8%*	2 *28.6%* **	6 *23.1%* **	9 *34.6%* **	7 *18.4%*	8 *21.1%*	15 *25.9%*	12 *21.4%*	8 *24.2%*	3 *27.3%* **	7 *20.6%*	7 *21.9%*	10 *29.4%*	9 *31.0%* **	15 *20.8%*	4 *36.4%* **	20 *22.2%*	9 *25.7%*	15 *23.1%*	1 *25.0%* **	8 *25.8%*	13 *23.6%*	11 *23.9%*	- -
Sometimes	**4** *4.0%*	- - **	2 *7.7%* **	1 *3.8%* **	1 *2.6%*	- -	4 *6.9%*	- -	2 *6.1%* g	2 *18.2%* **	1 *2.9%*	- -	3 *8.8%* k	3 *10.3%* **	1 *1.4%*	4 *36.4%* **	- -	1 *2.9%*	3 *4.6%*	- - **	1 *3.2%*	2 *3.6%*	2 *4.3%*	- -
Never	**-** -	- - **	- - **	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**97** *96.0%*	7 *100.0%* **	24 *92.3%* **	25 *96.2%* **	37 *97.4%*	38 *100.0%*	54 *93.1%*	56 *100.0%* h	31 *93.9%*	9 *81.8%* **	33 *97.1%*	32 *100.0%* l	31 *91.2%*	26 *89.7%* **	71 *98.6%*	7 *63.6%* **	90 *100.0%*	34 *97.1%*	62 *95.4%*	4 *100.0%* **	30 *96.8%*	53 *96.4%*	44 *95.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**73** *72.3%*	5 *71.4%* **	18 *69.2%* **	16 *61.5%* **	30 *78.9%*	30 *78.9%*	39 *67.2%*	44 *78.6%*	23 *69.7%*	6 *54.5%* **	26 *76.5%*	25 *78.1%*	21 *61.8%*	17 *58.6%* **	56 *77.8%*	3 *27.3%* **	70 *77.8%*	25 *71.4%*	47 *72.3%*	3 *75.0%* **	22 *71.0%*	40 *72.7%*	33 *71.7%*	- -
3-Point Score	**2.68**	2.71	2.62	2.58	2.76	2.79	2.60	2.79	2.64	2.36	2.74	2.78	2.53	2.48	2.76	1.91	2.78	2.69	2.68	2.75	2.68	2.69	2.67	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q34. (HWDC) In the last 6 months, how often did your childs personal doctor show respect for what you had to say?																								
Total Eligible	**101** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**38** *100.0%*	**38** *100.0%*	**58** *100.0%*	**56** *100.0%*	**33** *100.0%*	**11** *100.0%*	**34** *100.0%*	**32** *100.0%*	**34** *100.0%*	**29** *100.0%*	**72** *100.0%*	**11** *100.0%*	**90** *100.0%*	**35** *100.0%*	**65** *100.0%*	**4** *100.0%*	**31** *100.0%*	**55** *100.0%*	**46** *100.0%*	**-** -
Total Valid Responses	**101** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**38** *100.0%*	**38** *100.0%*	**58** *100.0%*	**56** *100.0%*	**33** *100.0%*	**11** *100.0%*	**34** *100.0%*	**32** *100.0%*	**34** *100.0%*	**29** *100.0%*	**72** *100.0%*	**11** *100.0%*	**90** *100.0%*	**35** *100.0%*	**65** *100.0%*	**4** *100.0%*	**31** *100.0%*	**55** *100.0%*	**46** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**82** *81.2%*	5 *71.4%* **	21 *80.8%* **	21 *80.8%* **	32 *84.2%*	33 *86.8%*	46 *79.3%*	49 *87.5%*	25 *75.8%*	8 *72.7%* **	29 *85.3%*	25 *78.1%*	27 *79.4%*	20 *69.0%* **	62 *86.1%*	2 *18.2%* **	80 *88.9%*	30 *85.7%*	51 *78.5%*	3 *75.0%* **	27 *87.1%*	46 *83.6%*	36 *78.3%*	- -
Usually	**16** *15.8%*	2 *28.6%* **	5 *19.2%* **	3 *11.5%* **	5 *13.2%*	3 *7.9%*	11 *19.0%*	6 *10.7%*	7 *21.2%*	3 *27.3%* **	4 *11.8%*	5 *15.6%*	7 *20.6%*	9 *31.0%* **	7 *9.7%*	8 *72.7%* **	8 *8.9%*	4 *11.4%*	12 *18.5%*	1 *25.0%* **	3 *9.7%*	8 *14.5%*	8 *17.4%*	- -
Sometimes	**3** *3.0%*	- - **	- - **	2 *7.7%* **	1 *2.6%*	2 *5.3%*	1 *1.7%*	1 *1.8%*	1 *3.0%*	- - **	1 *2.9%*	2 *6.3%*	- -	- - **	3 *4.2%*	1 *9.1%* **	2 *2.2%*	1 *2.9%*	2 *3.1%*	- - **	1 *3.2%*	1 *1.8%*	2 *4.3%*	- -
Never	**-** -	- - **	- - **	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**98** *97.0%*	7 *100.0%* **	26 *100.0%* **	24 *92.3%* **	37 *97.4%*	36 *94.7%*	57 *98.3%*	55 *98.2%*	32 *97.0%*	11 *100.0%* **	33 *97.1%*	30 *93.8%*	34 *100.0%*	29 *100.0%* **	69 *95.8%*	10 *90.9%* **	88 *97.8%*	34 *97.1%*	63 *96.9%*	4 *100.0%* **	30 *96.8%*	54 *98.2%*	44 *95.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**82** *81.2%*	5 *71.4%* **	21 *80.8%* **	21 *80.8%* **	32 *84.2%*	33 *86.8%*	46 *79.3%*	49 *87.5%*	25 *75.8%*	8 *72.7%* **	29 *85.3%*	25 *78.1%*	27 *79.4%*	20 *69.0%* **	62 *86.1%*	2 *18.2%* **	80 *88.9%*	30 *85.7%*	51 *78.5%*	3 *75.0%* **	27 *87.1%*	46 *83.6%*	36 *78.3%*	- -
3-Point Score	**2.78**	2.71	2.81	2.73	2.82	2.82	2.78	2.86	2.73	2.73	2.82	2.72	2.79	2.69	2.82	2.09	2.87	2.83	2.75	2.75	2.84	2.82	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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q35. Is your child able to talk with doctors about his or her health care?																								
Total Eligible	**101** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**38** *100.0%*	**38** *100.0%*	**58** *100.0%*	**56** *100.0%*	**33** *100.0%*	**11** *100.0%*	**34** *100.0%*	**32** *100.0%*	**34** *100.0%*	**29** *100.0%*	**72** *100.0%*	**11** *100.0%*	**90** *100.0%*	**35** *100.0%*	**65** *100.0%*	**4** *100.0%*	**31** *100.0%*	**55** *100.0%*	**46** *100.0%*	- -
Total Valid Responses	**100** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**37** *100.0%*	**38** *100.0%*	**57** *100.0%*	**55** *100.0%*	**33** *100.0%*	**11** *100.0%*	**34** *100.0%*	**31** *100.0%*	**34** *100.0%*	**28** *100.0%*	**72** *100.0%*	**11** *100.0%*	**89** *100.0%*	**34** *100.0%*	**65** *100.0%*	**3** *100.0%*	**31** *100.0%*	**55** *100.0%*	**45** *100.0%*	- -
No Answer	**1**	-	-	-	1	-	1	1	-	-	-	1	-	1	-	-	1	1	-	1	-	-	1	-
Yes	**70** *70.0%*	5 *71.4%* **	12 *46.2%* **	21 *80.8%* **	30 *81.1%*	27 *71.1%*	39 *68.4%*	42 *76.4%*	22 *66.7%*	6 *54.5%* **	23 *67.6%*	22 *71.0%*	25 *73.5%*	23 *82.1%* **	47 *65.3%*	8 *72.7%* **	62 *69.7%*	22 *64.7%*	48 *73.8%*	3 *100.0%* **	19 *61.3%*	41 *74.5%*	29 *64.4%*	- -
No	**30** *30.0%*	2 *28.6%* **	14 *53.8%* **	5 *19.2%* **	7 *18.9%*	11 *28.9%*	18 *31.6%*	13 *23.6%*	11 *33.3%*	5 *45.5%* **	11 *32.4%*	9 *29.0%*	9 *26.5%*	5 *17.9%* **	25 *34.7%*	3 *27.3%* **	27 *30.3%*	12 *35.3%*	17 *26.2%*	- - **	12 *38.7%*	14 *25.5%*	16 *35.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**70** *70.0%*	5 *71.4%* **	12 *46.2%* **	21 *80.8%* **	30 *81.1%*	27 *71.1%*	39 *68.4%*	42 *76.4%*	22 *66.7%*	6 *54.5%* **	23 *67.6%*	22 *71.0%*	25 *73.5%*	23 *82.1%* **	47 *65.3%*	8 *72.7%* **	62 *69.7%*	22 *64.7%*	48 *73.8%*	3 *100.0%* **	19 *61.3%*	41 *74.5%*	29 *64.4%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q36. In the last 6 months, how often did your childs personal doctor explain things in a way that was easy for your child to understand?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 35
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q36. In the last 6 months, how often did your childs personal doctor explain things in a way that was easy for your child to understand?																								
Total Eligible	**70** ***100.0%***	**5** ***100.0%***	**12** ***100.0%***	**21** ***100.0%***	**30** ***100.0%***	**27** ***100.0%***	**39** ***100.0%***	**42** ***100.0%***	**22** ***100.0%***	**6** ***100.0%***	**23** ***100.0%***	**22** ***100.0%***	**25** ***100.0%***	**23** ***100.0%***	**47** ***100.0%***	**8** ***100.0%***	**62** ***100.0%***	**22** ***100.0%***	**48** ***100.0%***	**3** ***100.0%***	**19** ***100.0%***	**41** ***100.0%***	**29** ***100.0%***	**-** **-**
Total Valid Responses	**70** ***100.0%***	**5** ***100.0%***	**12** ***100.0%***	**21** ***100.0%***	**30** ***100.0%***	**27** ***100.0%***	**39** ***100.0%***	**42** ***100.0%***	**22** ***100.0%***	**6** ***100.0%***	**23** ***100.0%***	**22** ***100.0%***	**25** ***100.0%***	**23** ***100.0%***	**47** ***100.0%***	**8** ***100.0%***	**62** ***100.0%***	**22** ***100.0%***	**48** ***100.0%***	**3** ***100.0%***	**19** ***100.0%***	**41** ***100.0%***	**29** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**46** ***65.7%***	3 *60.0%* **	9 *75.0%* **	12 *57.1%* **	21 *70.0%*	19 *70.4%* **	25 *64.1%*	29 *69.0%*	13 *59.1%* **	4 *66.7%* **	14 *60.9%* **	13 *59.1%* **	19 *76.0%* **	11 *47.8%* **	35 *74.5%*	1 *12.5%* **	45 *72.6%*	15 *68.2%* **	31 *64.6%*	2 *66.7%* **	13 *68.4%* **	27 *65.9%*	19 *65.5%* **	- -
Usually	**20** ***28.6%***	2 *40.0%* **	2 *16.7%* **	6 *28.6%* **	9 *30.0%*	6 *22.2%* **	12 *30.8%*	12 *28.6%*	6 *27.3%* **	2 *33.3%* **	6 *26.1%* **	8 *36.4%* **	6 *24.0%* **	10 *43.5%* **	10 *21.3%*	6 *75.0%* **	14 *22.6%*	7 *31.8%* **	13 *27.1%*	1 *33.3%* **	6 *31.6%* **	12 *29.3%*	8 *27.6%* **	- -
Sometimes	**4** ***5.7%***	- - **	1 *8.3%* **	3 *14.3%* **	- -	2 *7.4%* **	2 *5.1%*	1 *2.4%*	3 *13.6%* **	- - **	3 *13.0%* **	1 *4.5%* **	- - **	2 *8.7%* **	2 *4.3%*	1 *12.5%* **	3 *4.8%*	- - **	4 *8.3%*	- - **	- - **	2 *4.9%*	2 *6.9%* **	- -
Never	**-** **-**	- - **	- - **	- - **	- -	- - **	- -	-	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- -	- - **	- -	- - **	- - **	- -	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**66** ***94.3%***	5 *100.0%* **	11 *91.7%* **	18 *85.7%* **	30 *100.0%*	25 *92.6%* **	37 *94.9%*	41 *97.6%*	19 *86.4%* **	6 *100.0%* **	20 *87.0%* **	21 *95.5%* **	25 *100.0%* **	21 *91.3%* **	45 *95.7%*	7 *87.5%* **	59 *95.2%*	22 *100.0%* **	44 *91.7%*	3 *100.0%* **	19 *100.0%* **	39 *95.1%*	27 *93.1%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**46** ***65.7%***	3 *60.0%* **	9 *75.0%* **	12 *57.1%* **	21 *70.0%*	19 *70.4%* **	25 *64.1%*	29 *69.0%*	13 *59.1%* **	4 *66.7%* **	14 *60.9%* **	13 *59.1%* **	19 *76.0%* **	11 *47.8%* **	35 *74.5%*	1 *12.5%* **	45 *72.6%*	15 *68.2%* **	31 *64.6%*	2 *66.7%* **	13 *68.4%* **	27 *65.9%*	19 *65.5%* **	- -
3-Point Score	**2.60**	2.60	2.67	2.43	2.70	2.63	2.59	2.67	2.45	2.67	2.48	2.55	2.76	2.39	2.70	2.00	2.68	2.68	2.56	2.67	2.68	2.61	2.59	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q37. (HWDC) In the last 6 months, how often did your childs personal doctor spend enough time with your child?																								
Total Eligible	**101** ***100.0%***	**7** ***100.0%***	**26** ***100.0%***	**26** ***100.0%***	**38** ***100.0%***	**38** ***100.0%***	**58** ***100.0%***	**56** ***100.0%***	**33** ***100.0%***	**11** ***100.0%***	**34** ***100.0%***	**32** ***100.0%***	**34** ***100.0%***	**29** ***100.0%***	**72** ***100.0%***	**11** ***100.0%***	**90** ***100.0%***	**35** ***100.0%***	**65** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**55** ***100.0%***	**46** ***100.0%***	**-** **-**
Total Valid Responses	**101** ***100.0%***	**7** ***100.0%***	**26** ***100.0%***	**26** ***100.0%***	**38** ***100.0%***	**38** ***100.0%***	**58** ***100.0%***	**56** ***100.0%***	**33** ***100.0%***	**11** ***100.0%***	**34** ***100.0%***	**32** ***100.0%***	**34** ***100.0%***	**29** ***100.0%***	**72** ***100.0%***	**11** ***100.0%***	**90** ***100.0%***	**35** ***100.0%***	**65** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**55** ***100.0%***	**46** ***100.0%***	**-** **-**
No Answer	**-** -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Always	**68** ***67.3%***	4 *57.1%* **	17 *65.4%* **	16 *61.5%* **	29 *76.3%*	25 *65.8%*	41 *70.7%*	43 *76.8%* H	18 *54.5%*	7 *63.6%* **	26 *76.5%* I	22 *68.8%*	19 *55.9%*	14 *48.3%* **	54 *75.0%*	1 *9.1%* **	67 *74.4%*	26 *74.3%*	41 *63.1%*	2 *50.0%* **	24 *77.4%*	39 *70.9%*	29 *63.0%*	- -
Usually	**23** ***22.8%***	3 *42.9%* **	7 *26.9%* **	6 *23.1%* **	7 *18.4%*	11 *28.9%*	12 *20.7%*	10 *17.9%*	10 *30.3%*	3 *27.3%* **	7 *20.6%*	6 *18.8%*	10 *29.4%*	10 *34.5%* **	13 *18.1%*	4 *36.4%* **	19 *21.1%*	8 *22.9%*	15 *23.1%*	2 *50.0%* **	6 *19.4%*	12 *21.8%*	11 *23.9%*	- -
Sometimes	**10** ***9.9%***	- - **	2 *7.7%* **	4 *15.4%* **	2 *5.3%*	2 *5.3%*	5 *8.6%*	3 *5.4%*	5 *15.2%*	1 *9.1%* **	1 *2.9%*	4 *12.5%*	5 *14.7%* j	5 *17.2%* **	5 *6.9%*	6 *54.5%* **	4 *4.4%*	1 *2.9%*	9 *13.8%* q	- - **	1 *3.2%*	4 *7.3%*	6 *13.0%*	- -
Never	**-** -	- - **	- - **	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**91** ***90.1%***	7 *100.0%* **	24 *92.3%* **	22 *84.6%* **	36 *94.7%*	36 *94.7%*	53 *91.4%*	53 *94.6%*	28 *84.8%*	10 *90.9%* **	33 *97.1%* I	28 *87.5%*	29 *85.3%*	24 *82.8%* **	67 *93.1%*	5 *45.5%* **	86 *95.6%*	34 *97.1%* r	56 *86.2%*	4 *100.0%* **	30 *96.8%*	51 *92.7%*	40 *87.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**68** ***67.3%***	4 *57.1%* **	17 *65.4%* **	16 *61.5%* **	29 *76.3%*	25 *65.8%*	41 *70.7%*	43 *76.8%* H	18 *54.5%*	7 *63.6%* **	26 *76.5%* I	22 *68.8%*	19 *55.9%*	14 *48.3%* **	54 *75.0%*	1 *9.1%* **	67 *74.4%*	26 *74.3%*	41 *63.1%*	2 *50.0%* **	24 *77.4%*	39 *70.9%*	29 *63.0%*	- -
3-Point Score	**2.57**	2.57	2.58	2.46	2.71	2.61	2.62	2.71	2.39	2.55	2.74	2.56	2.41	2.31	2.68	1.55	2.70	2.71	2.49	2.50	2.74	2.64	2.50	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q38. In the last 6 months, did your childs personal doctor talk with you about how your child is feeling, growing, or behaving?																								
Total Eligible	**101** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**38** *100.0%*	**38** *100.0%*	**58** *100.0%*	**56** *100.0%*	**33** *100.0%*	**11** *100.0%*	**34** *100.0%*	**32** *100.0%*	**34** *100.0%*	**29** *100.0%*	**72** *100.0%*	**11** *100.0%*	**90** *100.0%*	**35** *100.0%*	**65** *100.0%*	**4** *100.0%*	**31** *100.0%*	**55** *100.0%*	**46** *100.0%*	**-** -
Total Valid Responses	**101** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**38** *100.0%*	**38** *100.0%*	**58** *100.0%*	**56** *100.0%*	**33** *100.0%*	**11** *100.0%*	**34** *100.0%*	**32** *100.0%*	**34** *100.0%*	**29** *100.0%*	**72** *100.0%*	**11** *100.0%*	**90** *100.0%*	**35** *100.0%*	**65** *100.0%*	**4** *100.0%*	**31** *100.0%*	**55** *100.0%*	**46** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**85** *84.2%*	6 *85.7%* **	23 *88.5%* **	20 *76.9%* **	32 *84.2%*	32 *84.2%*	48 *82.8%*	51 *91.1%* h	25 *75.8%*	9 *81.8%* **	29 *85.3%*	30 *93.8%* L	25 *73.5%*	23 *79.3%* **	62 *86.1%*	6 *54.5%* **	79 *87.8%*	32 *91.4%*	52 *80.0%*	4 *100.0%* **	28 *90.3%*	42 *76.4%*	43 *93.5%* U	- -
No	**16** *15.8%*	1 *14.3%* **	3 *11.5%* **	6 *23.1%* **	6 *15.8%*	6 *15.8%*	10 *17.2%*	5 *8.9%*	8 *24.2%* g	2 *18.2%* **	5 *14.7%*	2 *6.3%*	9 *26.5%* K	6 *20.7%* **	10 *13.9%*	5 *45.5%* **	11 *12.2%*	3 *8.6%*	13 *20.0%*	- - **	3 *9.7%*	13 *23.6%* V	3 *6.5%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**85** *84.2%*	6 *85.7%* **	23 *88.5%* **	20 *76.9%* **	32 *84.2%*	32 *84.2%*	48 *82.8%*	51 *91.1%* h	25 *75.8%*	9 *81.8%* **	29 *85.3%*	30 *93.8%* L	25 *73.5%*	23 *79.3%* **	62 *86.1%*	6 *54.5%* **	79 *87.8%*	32 *91.4%*	52 *80.0%*	4 *100.0%* **	28 *90.3%*	42 *76.4%*	43 *93.5%* U	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 38
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?																								
Total Eligible	**101** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**38** *100.0%*	**38** *100.0%*	**58** *100.0%*	**56** *100.0%*	**33** *100.0%*	**11** *100.0%*	**34** *100.0%*	**32** *100.0%*	**34** *100.0%*	**29** *100.0%*	**72** *100.0%*	**11** *100.0%*	**90** *100.0%*	**35** *100.0%*	**65** *100.0%*	**4** *100.0%*	**31** *100.0%*	**55** *100.0%*	**46** *100.0%*	- -
Total Valid Responses	**101** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**38** *100.0%*	**38** *100.0%*	**58** *100.0%*	**56** *100.0%*	**33** *100.0%*	**11** *100.0%*	**34** *100.0%*	**32** *100.0%*	**34** *100.0%*	**29** *100.0%*	**72** *100.0%*	**11** *100.0%*	**90** *100.0%*	**35** *100.0%*	**65** *100.0%*	**4** *100.0%*	**31** *100.0%*	**55** *100.0%*	**46** *100.0%*	- -
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**58** *57.4%*	5 *71.4%* **	13 *50.0%* **	18 *69.2%* **	19 *50.0%*	20 *52.6%*	36 *62.1%*	26 *46.4%*	22 *66.7%* g	9 *81.8%* **	22 *64.7%*	17 *53.1%*	18 *52.9%*	20 *69.0%* **	38 *52.8%*	9 *81.8%* **	49 *54.4%*	21 *60.0%*	36 *55.4%*	2 *50.0%* **	19 *61.3%*	34 *61.8%*	24 *52.2%*	- -
No	**43** *42.6%*	2 *28.6%* **	13 *50.0%* **	8 *30.8%* **	19 *50.0%*	18 *47.4%*	22 *37.9%*	30 *53.6%* h	11 *33.3%*	2 *18.2%* **	12 *35.3%*	15 *46.9%*	16 *47.1%*	9 *31.0%* **	34 *47.2%*	2 *18.2%* **	41 *45.6%*	14 *40.0%*	29 *44.6%*	2 *50.0%* **	12 *38.7%*	21 *38.2%*	22 *47.8%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**58** *57.4%*	5 *71.4%* **	13 *50.0%* **	18 *69.2%* **	19 *50.0%*	20 *52.6%*	36 *62.1%*	26 *46.4%*	22 *66.7%* g	9 *81.8%* **	22 *64.7%*	17 *53.1%*	18 *52.9%*	20 *69.0%* **	38 *52.8%*	9 *81.8%* **	49 *54.4%*	21 *60.0%*	36 *55.4%*	2 *50.0%* **	19 *61.3%*	34 *61.8%*	24 *52.2%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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Q40. (CC) In the last 6 months, how often did your childs personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

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2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

CCC POPULATION

Table: 39
Level: Top

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q40. (CC) In the last 6 months, how often did your childs personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?																								
Total Eligible	**58** *100.0%*	**5** *100.0%*	**13** *100.0%*	**18** *100.0%*	**19** *100.0%*	**20** *100.0%*	**36** *100.0%*	**26** *100.0%*	**22** *100.0%*	**9** *100.0%*	**22** *100.0%*	**17** *100.0%*	**18** *100.0%*	**20** *100.0%*	**38** *100.0%*	**9** *100.0%*	**49** *100.0%*	**21** *100.0%*	**36** *100.0%*	**2** *100.0%*	**19** *100.0%*	**34** *100.0%*	**24** *100.0%*	- -
Total Valid Responses	**56** *100.0%*	**5** *100.0%*	**13** *100.0%*	**17** *100.0%*	**18** *100.0%*	**19** *100.0%*	**35** *100.0%*	**26** *100.0%*	**21** *100.0%*	**9** *100.0%*	**21** *100.0%*	**16** *100.0%*	**18** *100.0%*	**20** *100.0%*	**36** *100.0%*	**8** *100.0%*	**48** *100.0%*	**21** *100.0%*	**34** *100.0%*	**2** *100.0%*	**19** *100.0%*	**33** *100.0%*	**23** *100.0%*	- -
No Answer	**2**	-	-	1	1	1	1	-	1	-	1	1	-	-	2	1	1	-	2	-	-	1	1	-
Always	**33** *58.9%*	2 *40.0%* **	6 *46.2%* **	9 *52.9%* **	13 *72.2%* **	12 *63.2%* **	19 *54.3%*	18 *69.2%* **	12 *57.1%* **	3 *33.3%* **	11 *52.4%* **	14 *87.5%* **	7 *38.9%* **	9 *45.0%* **	24 *66.7%*	2 *25.0%* **	31 *64.6%*	13 *61.9%* **	19 *55.9%*	1 *50.0%* **	12 *63.2%* **	19 *57.6%*	14 *60.9%* **	- -
Usually	**17** *30.4%*	3 *60.0%* **	6 *46.2%* **	4 *23.5%* **	4 *22.2%* **	5 *26.3%* **	12 *34.3%*	6 *23.1%* **	7 *33.3%* **	4 *44.4%* **	8 *38.1%* **	1 *6.3%* **	8 *44.4%* **	6 *30.0%* **	11 *30.6%*	2 *25.0%* **	15 *31.3%*	6 *28.6%* **	11 *32.4%*	1 *50.0%* **	5 *26.3%* **	11 *33.3%*	6 *26.1%* **	- -
Sometimes	**5** *8.9%*	- - **	- - **	4 *23.5%* **	1 *5.6%* **	2 *10.5%* **	3 *8.6%*	2 *7.7%* **	2 *9.5%* **	1 *11.1%* **	2 *9.5%* **	1 *6.3%* **	2 *11.1%* **	4 *20.0%* **	1 *2.8%*	3 *37.5%* **	2 *4.2%*	2 *9.5%* **	3 *8.8%*	- - **	2 *10.5%* **	2 *6.1%*	3 *13.0%* **	- -
Never	**1** *1.8%*	- - **	1 *7.7%* **	- - **	- - **	- - **	1 *2.9%*	- - **	- - **	1 *11.1%* **	- - **	- - **	1 *5.6%* **	1 *5.0%* **	- -	1 *12.5%* **	- -	- - **	1 *2.9%*	- - **	- - **	1 *3.0%*	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**50** *89.3%*	5 *100.0%* **	12 *92.3%* **	13 *76.5%* **	17 *94.4%* **	17 *89.5%* **	31 *88.6%*	24 *92.3%* **	19 *90.5%* **	7 *77.8%* **	19 *90.5%* **	15 *93.8%* **	15 *83.3%* **	15 *75.0%* **	35 *97.2%*	4 *50.0%* **	46 *95.8%*	19 *90.5%* **	30 *88.2%*	2 *100.0%* **	17 *89.5%* **	30 *90.9%*	20 *87.0%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**33** *58.9%*	2 *40.0%* **	6 *46.2%* **	9 *52.9%* **	13 *72.2%* **	12 *63.2%* **	19 *54.3%*	18 *69.2%* **	12 *57.1%* **	3 *33.3%* **	11 *52.4%* **	14 *87.5%* **	7 *38.9%* **	9 *45.0%* **	24 *66.7%*	2 *25.0%* **	31 *64.6%*	13 *61.9%* **	19 *55.9%*	1 *50.0%* **	12 *63.2%* **	19 *57.6%*	14 *60.9%* **	- -
3-Point Score	**2.48**	2.40	2.38	2.29	2.67	2.53	2.43	2.62	2.48	2.11	2.43	2.81	2.22	2.20	2.64	1.75	2.60	2.52	2.44	2.50	2.53	2.48	2.48	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q41. 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 childs personal doctor?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 40
Level: Top

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q41. 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 childs personal doctor?																								
Total Eligible	**113** *100.0%*	**7** *100.0%*	**30** *100.0%*	**29** *100.0%*	**42** *100.0%*	**41** *100.0%*	**67** *100.0%*	**63** *100.0%*	**37** *100.0%*	**12** *100.0%*	**41** *100.0%*	**35** *100.0%*	**36** *100.0%*	**33** *100.0%*	**79** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**76** *100.0%*	**4** *100.0%*	**31** *100.0%*	**59** *100.0%*	**54** *100.0%*	**-** **-**
Total Valid Responses	**113** *100.0%*	**7** *100.0%*	**30** *100.0%*	**29** *100.0%*	**42** *100.0%*	**41** *100.0%*	**67** *100.0%*	**63** *100.0%*	**37** *100.0%*	**12** *100.0%*	**41** *100.0%*	**35** *100.0%*	**36** *100.0%*	**33** *100.0%*	**79** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**76** *100.0%*	**4** *100.0%*	**31** *100.0%*	**59** *100.0%*	**54** *100.0%*	**-** **-**
No Answer	**-** -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best personal doctor possible	**59** *52.2%*	7 *100.0%* **	13 *43.3%*	15 *51.7%* **	22 *52.4%*	24 *58.5%*	33 *49.3%*	39 *61.9%*	17 *45.9%*	3 *25.0%* **	20 *48.8%*	20 *57.1%*	19 *52.8%*	11 *33.3%*	48 *60.8%* M	- - **	59 *59.0%*	21 *58.3%*	37 *48.7%*	2 *50.0%* **	19 *61.3%*	35 *59.3%*	24 *44.4%*	- -
9	**27** *23.9%*	- - **	7 *23.3%*	8 *27.6%* **	10 *23.8%*	10 *24.4%*	16 *23.9%*	13 *20.6%*	10 *27.0%*	4 *33.3%* **	10 *24.4%*	9 *25.7%*	7 *19.4%*	7 *21.2%*	20 *25.3%*	- - **	27 *27.0%*	9 *25.0%*	18 *23.7%*	1 *25.0%* **	7 *22.6%*	11 *18.6%*	16 *29.6%*	- -
8	**14** *12.4%*	- - **	6 *20.0%*	2 *6.9%* **	6 *14.3%*	5 *12.2%*	8 *11.9%*	6 *9.5%*	7 *18.9%*	1 *8.3%* **	6 *14.6%*	5 *14.3%*	3 *8.3%*	6 *18.2%*	8 *10.1%*	- - **	14 *14.0%*	4 *11.1%*	10 *13.2%*	1 *25.0%* **	3 *9.7%*	7 *11.9%*	7 *13.0%*	- -
7	**9** *8.0%*	- - **	2 *6.7%*	2 *6.9%* **	4 *9.5%*	2 *4.9%*	6 *9.0%*	5 *7.9%*	1 *2.7%*	3 *25.0%* **	3 *7.3%*	1 *2.9%*	5 *13.9%* k	8 *24.2%* N	1 *1.3%*	9 *69.2%* **	- -	2 *5.6%*	7 *9.2%*	- - **	2 *6.5%*	4 *6.8%*	5 *9.3%*	- -
6	**1** *0.9%*	- - **	- -	1 *3.4%* **	- -	- -	1 *1.5%*	- -	1 *2.7%*	- - **	1 *2.4%*	- -	- -	1 *3.0%*	- -	1 *7.7%* **	- -	- -	1 *1.3%*	- - **	- -	- -	1 *1.9%*	- -
5	**1** *0.9%*	- - **	- -	1 *3.4%* **	- -	- -	1 *1.5%*	- -	- -	- - **	1 *2.4%*	- -	- -	- -	1 *1.3%*	1 *7.7%* **	- -	- -	1 *1.3%*	- - **	- -	1 *1.7%*	- -	- -
4	**1** *0.9%*	- - **	1 *3.3%*	- - **	- -	- -	1 *1.5%*	- -	1 *2.7%*	- - **	- -	- -	1 *2.8%*	- -	1 *1.3%*	1 *7.7%* **	- -	- -	1 *1.3%*	- - **	- -	1 *1.7%*	- -	- -
3	**-** -	- - **	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
2	**-** -	- - **	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
1	**-** -	- - **	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
0 - Worst personal doctor possible	**1** *0.9%*	- - **	1 *3.3%*	- - **	- -	- -	1 *1.5%*	- -	- -	1 *8.3%* **	- -	- -	1 *2.8%*	- -	- -	1 *7.7%* **	- -	- -	1 *1.3%*	- - **	- -	- -	1 *1.9%*	- -
SUMMARY - 0-3	**1** *0.9%*	- - **	1 *3.3%*	- - **	- -	- -	1 *1.5%*	- -	- -	1 *8.3%* **	- -	- -	1 *2.8%*	- -	- -	1 *7.7%* **	- -	- -	1 *1.3%*	- - **	- -	- -	1 *1.9%*	- -
SUMMARY - 4-7	**12** *10.6%*	- - **	3 *10.0%*	4 *13.8%* **	4 *9.5%*	2 *4.9%*	9 *13.4%*	5 *7.9%*	3 *8.1%*	3 *25.0%* **	5 *12.2%*	1 *2.9%*	6 *16.7%* k	9 *27.3%* N	3 *3.8%*	12 *92.3%* **	- -	2 *5.6%*	10 *13.2%*	- - **	2 *6.5%*	6 *10.2%*	6 *11.1%*	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**100** *88.5%*	7 *100.0%* **	26 *86.7%*	25 *86.2%* **	38 *90.5%*	39 *95.1%*	57 *85.1%*	58 *92.1%*	34 *91.9%*	8 *66.7%* **	36 *87.8%*	34 *97.1%* L	29 *80.6%*	24 *72.7%*	76 *96.2%* M	- - **	100 *100.0%*	34 *94.4%*	65 *85.5%*	4 *100.0%* **	29 *93.5%*	53 *89.8%*	47 *87.0%*	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**86** *76.1%*	7 *100.0%* **	20 *66.7%*	23 *79.3%* **	32 *76.2%*	34 *82.9%*	49 *73.1%*	52 *82.5%*	27 *73.0%*	7 *58.3%* **	30 *73.2%*	29 *82.9%*	26 *72.2%*	18 *54.5%*	68 *86.1%* M	- - **	86 *86.0%*	30 *83.3%*	55 *72.4%*	3 *75.0%* **	26 *83.9%*	46 *78.0%*	40 *74.1%*	- -
3-Point Score	**2.73**	3.00	2.60	2.72	2.76	2.83	2.67	2.83	2.68	2.50	2.68	2.83	2.67	2.52	2.84	1.69	2.86	2.83	2.67	2.75	2.84	2.75	2.70	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?																								
Total Eligible	**113** *100.0%*	**7** *100.0%*	**30** *100.0%*	**29** *100.0%*	**42** *100.0%*	**41** *100.0%*	**67** *100.0%*	**63** *100.0%*	**37** *100.0%*	**12** *100.0%*	**41** *100.0%*	**35** *100.0%*	**36** *100.0%*	**33** *100.0%*	**79** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**76** *100.0%*	**4** *100.0%*	**31** *100.0%*	**59** *100.0%*	**54** *100.0%*	- -
Total Valid Responses	**112** *100.0%*	**7** *100.0%*	**29** *100.0%*	**29** *100.0%*	**42** *100.0%*	**41** *100.0%*	**66** *100.0%*	**62** *100.0%*	**37** *100.0%*	**12** *100.0%*	**40** *100.0%*	**35** *100.0%*	**36** *100.0%*	**33** *100.0%*	**78** *100.0%*	**13** *100.0%*	**99** *100.0%*	**36** *100.0%*	**75** *100.0%*	**4** *100.0%*	**31** *100.0%*	**59** *100.0%*	**53** *100.0%*	- -
No Answer	**1**	-	1	-	-	-	1	1	-	-	1	-	-	-	1	-	1	-	1	-	-	-	1	-
Yes	**85** *75.9%*	6 *85.7%* **	19 *65.5%* **	22 *75.9%* **	35 *83.3%*	31 *75.6%*	50 *75.8%*	42 *67.7%*	31 *83.8%* g	11 *91.7%* **	29 *72.5%*	26 *74.3%*	29 *80.6%*	27 *81.8%*	57 *73.1%*	10 *76.9%* **	75 *75.8%*	25 *69.4%*	59 *78.7%*	4 *100.0%* **	21 *67.7%*	46 *78.0%*	39 *73.6%*	- -
No	**27** *24.1%*	1 *14.3%* **	10 *34.5%* **	7 *24.1%* **	7 *16.7%*	10 *24.4%*	16 *24.2%*	20 *32.3%* h	6 *16.2%*	1 *8.3%* **	11 *27.5%*	9 *25.7%*	7 *19.4%*	6 *18.2%*	21 *26.9%*	3 *23.1%* **	24 *24.2%*	11 *30.6%*	16 *21.3%*	- - **	10 *32.3%*	13 *22.0%*	14 *26.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**85** *75.9%*	6 *85.7%* **	19 *65.5%* **	22 *75.9%* **	35 *83.3%*	31 *75.6%*	50 *75.8%*	42 *67.7%*	31 *83.8%* g	11 *91.7%* **	29 *72.5%*	26 *74.3%*	29 *80.6%*	27 *81.8%*	57 *73.1%*	10 *76.9%* **	75 *75.8%*	25 *69.4%*	59 *78.7%*	4 *100.0%* **	21 *67.7%*	46 *78.0%*	39 *73.6%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q43. (FCC-PD) Does your childs personal doctor understand how these medical, behavioral, or other health conditions affect your childs day-to-day life?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 42
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q43. (FCC-PD) Does your childs personal doctor understand how these medical, behavioral, or other health conditions affect your childs day-to-day life?																								
Total Eligible	**85** ***100.0%***	**6** ***100.0%***	**19** ***100.0%***	**22** ***100.0%***	**35** ***100.0%***	**31** ***100.0%***	**50** ***100.0%***	**42** ***100.0%***	**31** ***100.0%***	**11** ***100.0%***	**29** ***100.0%***	**26** ***100.0%***	**29** ***100.0%***	**27** ***100.0%***	**57** ***100.0%***	**10** ***100.0%***	**75** ***100.0%***	**25** ***100.0%***	**59** ***100.0%***	**4** ***100.0%***	**21** ***100.0%***	**46** ***100.0%***	**39** ***100.0%***	**-** **-**
Total Valid Responses	**83** ***100.0%***	**6** ***100.0%***	**19** ***100.0%***	**21** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**49** ***100.0%***	**42** ***100.0%***	**30** ***100.0%***	**11** ***100.0%***	**28** ***100.0%***	**25** ***100.0%***	**29** ***100.0%***	**27** ***100.0%***	**55** ***100.0%***	**9** ***100.0%***	**74** ***100.0%***	**24** ***100.0%***	**58** ***100.0%***	**4** ***100.0%***	**20** ***100.0%***	**45** ***100.0%***	**38** ***100.0%***	**-** **-**
No Answer	**2**	-	-	1	1	1	1	-	1	-	1	1	-	-	2	1	1	1	1	-	1	1	1	-
Yes	**75** ***90.4%***	6 *100.0%* **	15 *78.9%* **	21 *100.0%* **	30 *88.2%*	28 *93.3%*	44 *89.8%*	41 *97.6%*	27 *90.0%*	7 *63.6%* **	28 *100.0%* **	24 *96.0%* **	22 *75.9%* **	23 *85.2%* **	52 *94.5%*	5 *55.6%* **	70 *94.6%*	23 *95.8%* **	51 *87.9%*	4 *100.0%* **	19 *95.0%* **	40 *88.9%*	35 *92.1%*	- -
No	**8** ***9.6%***	- - **	4 *21.1%* **	- - **	4 *11.8%*	2 *6.7%*	5 *10.2%*	1 *2.4%*	3 *10.0%*	4 *36.4%* **	- - **	1 *4.0%* **	7 *24.1%* **	4 *14.8%* **	3 *5.5%*	4 *44.4%* **	4 *5.4%*	1 *4.2%* **	7 *12.1%*	- - **	1 *5.0%* **	5 *11.1%*	3 *7.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**75** ***90.4%***	6 *100.0%* **	15 *78.9%* **	21 *100.0%* **	30 *88.2%*	28 *93.3%*	44 *89.8%*	41 *97.6%*	27 *90.0%*	7 *63.6%* **	28 *100.0%* **	24 *96.0%* **	22 *75.9%* **	23 *85.2%* **	52 *94.5%*	5 *55.6%* **	70 *94.6%*	23 *95.8%* **	51 *87.9%*	4 *100.0%* **	19 *95.0%* **	40 *88.9%*	35 *92.1%*	- -
3-Point Score	**2.81**	3.00	2.58	3.00	2.76	2.87	2.80	2.95	2.80	2.27	3.00	2.92	2.52	2.70	2.89	2.11	2.89	2.92	2.76	3.00	2.90	2.78	2.84	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q44. (FCC-PD) Does your childs personal doctor understand how your childs medical, behavioral, or other health conditions affect your familys day-to-day life?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 43
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q44. (FCC-PD) Does your childs personal doctor understand how your childs medical, behavioral, or other health conditions affect your familys day-to-day life?																								
Total Eligible	**85** *100.0%*	**6** *100.0%*	**19** *100.0%*	**22** *100.0%*	**35** *100.0%*	**31** *100.0%*	**50** *100.0%*	**42** *100.0%*	**31** *100.0%*	**11** *100.0%*	**29** *100.0%*	**26** *100.0%*	**29** *100.0%*	**27** *100.0%*	**57** *100.0%*	**10** *100.0%*	**75** *100.0%*	**25** *100.0%*	**59** *100.0%*	**4** *100.0%*	**21** *100.0%*	**46** *100.0%*	**39** *100.0%*	- -
Total Valid Responses	**83** *100.0%*	**6** *100.0%*	**19** *100.0%*	**21** *100.0%*	**34** *100.0%*	**30** *100.0%*	**49** *100.0%*	**42** *100.0%*	**30** *100.0%*	**11** *100.0%*	**28** *100.0%*	**25** *100.0%*	**29** *100.0%*	**27** *100.0%*	**55** *100.0%*	**9** *100.0%*	**74** *100.0%*	**24** *100.0%*	**58** *100.0%*	**4** *100.0%*	**20** *100.0%*	**45** *100.0%*	**38** *100.0%*	- -
No Answer	**2**	-	-	1	1	1	1	-	1	-	1	1	-	-	2	1	1	1	1	-	1	1	1	-
Yes	**75** *90.4%*	6 *100.0%* **	15 *78.9%* **	20 *95.2%* **	31 *91.2%*	27 *90.0%*	44 *89.8%*	41 *97.6%*	27 *90.0%*	7 *63.6%* **	28 *100.0%* **	25 *100.0%* **	21 *72.4%* **	22 *81.5%* **	53 *96.4%*	4 *44.4%* **	71 *95.9%*	23 *95.8%* **	51 *87.9%*	4 *100.0%* **	19 *95.0%* **	39 *86.7%*	36 *94.7%*	- -
No	**8** *9.6%*	- - **	4 *21.1%* **	1 *4.8%* **	3 *8.8%*	3 *10.0%*	5 *10.2%*	1 *2.4%*	3 *10.0%*	4 *36.4%* **	- - **	- - **	8 *27.6%* **	5 *18.5%* **	2 *3.6%*	5 *55.6%* **	3 *4.1%*	1 *4.2%* **	7 *12.1%*	- - **	1 *5.0%* **	6 *13.3%*	2 *5.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**75** *90.4%*	6 *100.0%* **	15 *78.9%* **	20 *95.2%* **	31 *91.2%*	27 *90.0%*	44 *89.8%*	41 *97.6%*	27 *90.0%*	7 *63.6%* **	28 *100.0%* **	25 *100.0%* **	21 *72.4%* **	22 *81.5%* **	53 *96.4%*	4 *44.4%* **	71 *95.9%*	23 *95.8%* **	51 *87.9%*	4 *100.0%* **	19 *95.0%* **	39 *86.7%*	36 *94.7%*	- -
3-Point Score	**2.81**	3.00	2.58	2.90	2.82	2.80	2.80	2.95	2.80	2.27	3.00	3.00	2.45	2.63	2.93	1.89	2.92	2.92	2.76	3.00	2.90	2.73	2.89	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

CCC POPULATION

Table: 44
Level: Top

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** **-**
Total Valid Responses	**121** *100.0%*	**6** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**45** *100.0%*	**71** *100.0%*	**69** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**37** *100.0%*	**39** *100.0%*	**36** *100.0%*	**83** *100.0%*	**13** *100.0%*	**99** *100.0%*	**35** *100.0%*	**85** *100.0%*	**4** *100.0%*	**30** *100.0%*	**64** *100.0%*	**57** *100.0%*	**-** **-**
No Answer	**1**	1	-	-	-	1	-	1	-	-	-	1	-	-	1	-	1	1	-	-	1	1	-	-
Yes	**56** ***46.3%***	2 *33.3%* **	16 *47.1%*	17 *56.7%*	18 *39.1%*	18 *40.0%*	35 *49.3%*	25 *36.2%*	20 *52.6%*	11 *84.6%* **	18 *40.9%*	17 *45.9%*	20 *51.3%*	18 *50.0%*	36 *43.4%*	8 *61.5%* **	45 *45.5%*	22 *62.9%* R	33 *38.8%*	1 *25.0%* **	21 *70.0%*	32 *50.0%*	24 *42.1%*	- -
No	**65** ***53.7%***	4 *66.7%* **	18 *52.9%*	13 *43.3%*	28 *60.9%*	27 *60.0%*	36 *50.7%*	44 *63.8%*	18 *47.4%*	2 *15.4%* **	26 *59.1%*	20 *54.1%*	19 *48.7%*	18 *50.0%*	47 *56.6%*	5 *38.5%* **	54 *54.5%*	13 *37.1%*	52 *61.2%* Q	3 *75.0%* **	9 *30.0%*	32 *50.0%*	33 *57.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**56** ***46.3%***	2 *33.3%* **	16 *47.1%*	17 *56.7%*	18 *39.1%*	18 *40.0%*	35 *49.3%*	25 *36.2%*	20 *52.6%*	11 *84.6%* **	18 *40.9%*	17 *45.9%*	20 *51.3%*	18 *50.0%*	36 *43.4%*	8 *61.5%* **	45 *45.5%*	22 *62.9%* R	33 *38.8%*	1 *25.0%* **	21 *70.0%*	32 *50.0%*	24 *42.1%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 45
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?																								
Total Eligible	**56** ***100.0%***	**2** ***100.0%***	**16** ***100.0%***	**17** ***100.0%***	**18** ***100.0%***	**18** ***100.0%***	**35** ***100.0%***	**25** ***100.0%***	**20** ***100.0%***	**11** ***100.0%***	**18** ***100.0%***	**17** ***100.0%***	**20** ***100.0%***	**18** ***100.0%***	**36** ***100.0%***	**8** ***100.0%***	**45** ***100.0%***	**22** ***100.0%***	**33** ***100.0%***	**1** ***100.0%***	**21** ***100.0%***	**32** ***100.0%***	**24** ***100.0%***	**-** **-**
Total Valid Responses	**56** ***100.0%***	**2** ***100.0%***	**16** ***100.0%***	**17** ***100.0%***	**18** ***100.0%***	**18** ***100.0%***	**35** ***100.0%***	**25** ***100.0%***	**20** ***100.0%***	**11** ***100.0%***	**18** ***100.0%***	**17** ***100.0%***	**20** ***100.0%***	**18** ***100.0%***	**36** ***100.0%***	**8** ***100.0%***	**45** ***100.0%***	**22** ***100.0%***	**33** ***100.0%***	**1** ***100.0%***	**21** ***100.0%***	**32** ***100.0%***	**24** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**32** ***57.1%***	1 *50.0%* **	7 *43.8%* **	13 *76.5%* **	9 *50.0%* **	13 *72.2%* **	16 *45.7%*	15 *60.0%* **	13 *65.0%* **	4 *36.4%* **	13 *72.2%* **	11 *64.7%* **	8 *40.0%* **	8 *44.4%* **	23 *63.9%*	4 *50.0%* **	27 *60.0%*	14 *63.6%* **	17 *51.5%*	1 *100.0%* **	13 *61.9%* **	17 *53.1%*	15 *62.5%* **	- -
Usually	**11** ***19.6%***	- - **	3 *18.8%* **	4 *23.5%* **	4 *22.2%* **	2 *11.1%* **	9 *25.7%*	3 *12.0%* **	5 *25.0%* **	3 *27.3%* **	3 *16.7%* **	4 *23.5%* **	4 *20.0%* **	6 *33.3%* **	5 *13.9%*	3 *37.5%* **	7 *15.6%*	4 *18.2%* **	7 *21.2%*	- - **	4 *19.0%* **	7 *21.9%*	4 *16.7%* **	- -
Sometimes	**10** ***17.9%***	1 *50.0%* **	5 *31.3%* **	- - **	3 *16.7%* **	2 *11.1%* **	8 *22.9%*	4 *16.0%* **	2 *10.0%* **	4 *36.4%* **	2 *11.1%* **	1 *5.9%* **	6 *30.0%* **	4 *22.2%* **	5 *13.9%*	1 *12.5%* **	9 *20.0%*	3 *13.6%* **	7 *21.2%*	- - **	3 *14.3%* **	7 *21.9%*	3 *12.5%* **	- -
Never	**3** ***5.4%***	- - **	1 *6.3%* **	- - **	2 *11.1%* **	1 *5.6%* **	2 *5.7%*	3 *12.0%* **	- - **	- - **	- - **	1 *5.9%* **	2 *10.0%* **	- - **	3 *8.3%*	- - **	2 *4.4%*	1 *4.5%* **	2 *6.1%*	- - **	1 *4.8%* **	1 *3.1%*	2 *8.3%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**43** ***76.8%***	1 *50.0%* **	10 *62.5%* **	17 *100.0%* **	13 *72.2%* **	15 *83.3%* **	25 *71.4%*	18 *72.0%* **	18 *90.0%* **	7 *63.6%* **	16 *88.9%* **	15 *88.2%* **	12 *60.0%* **	14 *77.8%* **	28 *77.8%*	7 *87.5%* **	34 *75.6%*	18 *81.8%* **	24 *72.7%*	1 *100.0%* **	17 *81.0%* **	24 *75.0%*	19 *79.2%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**32** ***57.1%***	1 *50.0%* **	7 *43.8%* **	13 *76.5%* **	9 *50.0%* **	13 *72.2%* **	16 *45.7%*	15 *60.0%* **	13 *65.0%* **	4 *36.4%* **	13 *72.2%* **	11 *64.7%* **	8 *40.0%* **	8 *44.4%* **	23 *63.9%*	4 *50.0%* **	27 *60.0%*	14 *63.6%* **	17 *51.5%*	1 *100.0%* **	13 *61.9%* **	17 *53.1%*	15 *62.5%* **	- -
3-Point Score	**2.34**	2.00	2.06	2.76	2.22	2.56	2.17	2.32	2.55	2.00	2.61	2.53	2.00	2.22	2.42	2.38	2.36	2.45	2.24	3.00	2.43	2.28	2.42	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q47. How many specialists has your child seen in the last 6 months?																								
Total Eligible	**56** *100.0%*	**2** *100.0%*	**16** *100.0%*	**17** *100.0%*	**18** *100.0%*	**18** *100.0%*	**35** *100.0%*	**25** *100.0%*	**20** *100.0%*	**11** *100.0%*	**18** *100.0%*	**17** *100.0%*	**20** *100.0%*	**18** *100.0%*	**36** *100.0%*	**8** *100.0%*	**45** *100.0%*	**22** *100.0%*	**33** *100.0%*	**1** *100.0%*	**21** *100.0%*	**32** *100.0%*	**24** *100.0%*	**-** -
Total Valid Responses	**56** *100.0%*	**2** *100.0%*	**16** *100.0%*	**17** *100.0%*	**18** *100.0%*	**18** *100.0%*	**35** *100.0%*	**25** *100.0%*	**20** *100.0%*	**11** *100.0%*	**18** *100.0%*	**17** *100.0%*	**20** *100.0%*	**18** *100.0%*	**36** *100.0%*	**8** *100.0%*	**45** *100.0%*	**22** *100.0%*	**33** *100.0%*	**1** *100.0%*	**21** *100.0%*	**32** *100.0%*	**24** *100.0%*	**-** -
No Answer	**-** -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
None	**1** *1.8%*	- - **	1 *6.3%* **	- - **	- - **	1 *5.6%* **	- -	1 *4.0%* **	- - **	- - **	- - **	1 *5.9%* **	- - **	- - **	1 *2.8%*	- - **	- -	- - **	1 *3.0%*	- - **	- - **	- -	1 *4.2%* **	- -
1 specialist	**23** *41.1%*	1 *50.0%* **	4 *25.0%* **	4 *23.5%* **	13 *72.2%* **	6 *33.3%* **	15 *42.9%*	14 *56.0%* **	8 *40.0%* **	1 *9.1%* **	6 *33.3%* **	8 *47.1%* **	9 *45.0%* **	7 *38.9%* **	16 *44.4%*	3 *37.5%* **	19 *42.2%*	7 *31.8%* **	16 *48.5%*	- - **	7 *33.3%* **	14 *43.8%*	9 *37.5%* **	- -
2	**12** *21.4%*	1 *50.0%* **	4 *25.0%* **	4 *23.5%* **	3 *16.7%* **	5 *27.8%* **	7 *20.0%*	4 *16.0%* **	5 *25.0%* **	3 *27.3%* **	2 *11.1%* **	3 *17.6%* **	7 *35.0%* **	4 *22.2%* **	6 *16.7%*	2 *25.0%* **	9 *20.0%*	4 *18.2%* **	8 *24.2%*	- - **	4 *19.0%* **	8 *25.0%*	4 *16.7%* **	- -
3	**5** *8.9%*	- - **	2 *12.5%* **	2 *11.8%* **	1 *5.6%* **	2 *11.1%* **	3 *8.6%*	1 *4.0%* **	3 *15.0%* **	1 *9.1%* **	3 *16.7%* **	1 *5.9%* **	- - **	2 *11.1%* **	3 *8.3%*	- - **	5 *11.1%*	3 *13.6%* **	2 *6.1%*	1 *100.0%* **	2 *9.5%* **	3 *9.4%*	2 *8.3%* **	- -
4	**2** *3.6%*	- - **	1 *6.3%* **	- - **	1 *5.6%* **	- - **	2 *5.7%*	- - **	- - **	2 *18.2%* **	- - **	1 *5.9%* **	1 *5.0%* **	2 *11.1%* **	- -	1 *12.5%* **	1 *2.2%*	2 *9.1%* **	- -	- - **	2 *9.5%* **	- -	2 *8.3%* **	- -
5 or more specialists	**13** *23.2%*	- - **	4 *25.0%* **	7 *41.2%* **	- - **	4 *22.2%* **	8 *22.9%*	5 *20.0%* **	4 *20.0%* **	4 *36.4%* **	7 *38.9%* **	3 *17.6%* **	3 *15.0%* **	3 *16.7%* **	10 *27.8%*	2 *25.0%* **	11 *24.4%*	6 *27.3%* **	6 *18.2%*	- - **	6 *28.6%* **	7 *21.9%*	6 *25.0%* **	- -
HEDIS/CAHPS SUMMARY RATE - 1 or more specialist	**55** *98.2%*	2 *100.0%* **	15 *93.8%* **	17 *100.0%* **	18 *100.0%* **	17 *94.4%* **	35 *100.0%*	24 *96.0%* **	20 *100.0%* **	11 *100.0%* **	18 *100.0%* **	16 *94.1%* **	20 *100.0%* **	18 *100.0%* **	35 *97.2%*	8 *100.0%* **	45 *100.0%*	22 *100.0%* **	32 *97.0%*	1 *100.0%* **	21 *100.0%* **	32 *100.0%*	23 *95.8%* **	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q48. 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?																								
Total Eligible	**55** *100.0%*	**2** *100.0%*	**15** *100.0%*	**17** *100.0%*	**18** *100.0%*	**17** *100.0%*	**35** *100.0%*	**24** *100.0%*	**20** *100.0%*	**11** *100.0%*	**18** *100.0%*	**16** *100.0%*	**20** *100.0%*	**18** *100.0%*	**35** *100.0%*	**8** *100.0%*	**45** *100.0%*	**22** *100.0%*	**32** *100.0%*	**1** *100.0%*	**21** *100.0%*	**32** *100.0%*	**23** *100.0%*	**-** -
Total Valid Responses	**55** *100.0%*	**2** *100.0%*	**15** *100.0%*	**17** *100.0%*	**18** *100.0%*	**17** *100.0%*	**35** *100.0%*	**24** *100.0%*	**20** *100.0%*	**11** *100.0%*	**18** *100.0%*	**16** *100.0%*	**20** *100.0%*	**18** *100.0%*	**35** *100.0%*	**8** *100.0%*	**45** *100.0%*	**22** *100.0%*	**32** *100.0%*	**1** *100.0%*	**21** *100.0%*	**32** *100.0%*	**23** *100.0%*	**-** -
No Answer	**-** -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
10 - Best specialist possible	**27** *49.1%*	1 *50.0%* **	9 *60.0%* **	6 *35.3%* **	9 *50.0%* **	8 *47.1%* **	18 *51.4%*	16 *66.7%* **	7 *35.0%* **	4 *36.4%* **	10 *55.6%* **	9 *56.3%* **	8 *40.0%* **	5 *27.8%* **	21 *60.0%*	3 *37.5%* **	23 *51.1%*	10 *45.5%* **	16 *50.0%*	- - **	10 *47.6%* **	15 *46.9%*	12 *52.2%* **	- -
9	**12** *21.8%*	- - **	1 *6.7%* **	7 *41.2%* **	3 *16.7%* **	6 *35.3%* **	5 *14.3%*	4 *16.7%* **	6 *30.0%* **	2 *18.2%* **	6 *33.3%* **	3 *18.8%* **	3 *15.0%* **	3 *16.7%* **	9 *25.7%*	1 *12.5%* **	11 *24.4%*	5 *22.7%* **	7 *21.9%*	1 *100.0%* **	4 *19.0%* **	9 *28.1%*	3 *13.0%* **	- -
8	**9** *16.4%*	1 *50.0%* **	2 *13.3%* **	2 *11.8%* **	4 *22.2%* **	2 *11.8%* **	6 *17.1%*	1 *4.2%* **	6 *30.0%* **	2 *18.2%* **	1 *5.6%* **	3 *18.8%* **	5 *25.0%* **	5 *27.8%* **	4 *11.4%*	2 *25.0%* **	6 *13.3%*	5 *22.7%* **	4 *12.5%*	- - **	5 *23.8%* **	5 *15.6%*	4 *17.4%* **	- -
7	**1** *1.8%*	- - **	- - **	- - **	1 *5.6%* **	1 *5.9%* **	- -	- - **	- - **	1 *9.1%* **	- - **	- - **	1 *5.0%* **	1 *5.6%* **	- -	- - **	1 *2.2%*	1 *4.5%* **	- -	- - **	1 *4.8%* **	1 *3.1%*	- - **	- -
6	**2** *3.6%*	- - **	1 *6.7%* **	1 *5.9%* **	- - **	- - **	2 *5.7%*	- - **	1 *5.0%* **	1 *9.1%* **	1 *5.6%* **	- - **	- - **	2 *11.1%* **	- -	1 *12.5%* **	1 *2.2%*	- - **	2 *6.3%*	- - **	- - **	- -	2 *8.7%* **	- -
5	**3** *5.5%*	- - **	1 *6.7%* **	1 *5.9%* **	1 *5.6%* **	- - **	3 *8.6%*	2 *8.3%* **	- - **	1 *9.1%* **	- - **	1 *6.3%* **	2 *10.0%* **	1 *5.6%* **	1 *2.9%*	1 *12.5%* **	2 *4.4%*	1 *4.5%* **	2 *6.3%*	- - **	1 *4.8%* **	1 *3.1%*	2 *8.7%* **	- -
4	**-** -	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- -	- - **	- -	- - **	- - **	- -	- - **	- -
3	**1** *1.8%*	- - **	1 *6.7%* **	- - **	- - **	- - **	1 *2.9%*	1 *4.2%* **	- - **	- - **	- - **	- - **	1 *5.0%* **	1 *5.6%* **	- -	- - **	1 *2.2%*	- - **	1 *3.1%*	- - **	- - **	1 *3.1%*	- - **	- -
2	**-** -	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- -	- - **	- -	- - **	- - **	- -	- - **	- -
1	**-** -	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- -	- - **	- -	- - **	- - **	- -	- - **	- -
0 - Worst specialist possible	**-** -	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- -	- - **	- -	- - **	- - **	- -	- - **	- -
SUMMARY - 0-3	**1** *1.8%*	- - **	1 *6.7%* **	- - **	- - **	- - **	1 *2.9%*	1 *4.2%* **	- - **	- - **	- - **	- - **	1 *5.0%* **	1 *5.6%* **	- -	- - **	1 *2.2%*	- - **	1 *3.1%*	- - **	- - **	1 *3.1%*	- - **	- -
SUMMARY - 4-7	**6** *10.9%*	- - **	2 *13.3%* **	2 *11.8%* **	2 *11.1%* **	1 *5.9%* **	5 *14.3%*	2 *8.3%* **	1 *5.0%* **	3 *27.3%* **	1 *5.6%* **	1 *6.3%* **	3 *15.0%* **	4 *22.2%* **	1 *2.9%*	2 *25.0%* **	4 *8.9%*	2 *9.1%* **	4 *12.5%*	- - **	2 *9.5%* **	2 *6.3%*	4 *17.4%* **	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**48** *87.3%*	2 *100.0%* **	12 *80.0%* **	15 *88.2%* **	16 *88.9%* **	16 *94.1%* **	29 *82.9%*	21 *87.5%* **	19 *95.0%* **	8 *72.7%* **	17 *94.4%* **	15 *93.8%* **	16 *80.0%* **	13 *72.2%* **	34 *97.1%*	6 *75.0%* **	40 *88.9%*	20 *90.9%* **	27 *84.4%*	1 *100.0%* **	19 *90.5%* **	29 *90.6%*	19 *82.6%* **	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**39** *70.9%*	1 *50.0%* **	10 *66.7%* **	13 *76.5%* **	12 *66.7%* **	14 *82.4%* **	23 *65.7%*	20 *83.3%* **	13 *65.0%* **	6 *54.5%* **	16 *88.9%* **	12 *75.0%* **	11 *55.0%* **	8 *44.4%* **	30 *85.7%*	4 *50.0%* **	34 *75.6%*	15 *68.2%* **	23 *71.9%*	1 *100.0%* **	14 *66.7%* **	24 *75.0%*	15 *65.2%* **	- -
3-Point Score	**2.60**	2.50	2.47	2.65	2.61	2.82	2.49	2.71	2.60	2.36	2.83	2.69	2.40	2.22	2.83	2.25	2.67	2.64	2.56	3.00	2.62	2.69	2.48	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q49. In the last 6 months, did you get information or help from customer service at your childs health plan?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**121** *100.0%*	**7** *100.0%*	**34** *100.0%*	**29** *100.0%*	**46** *100.0%*	**45** *100.0%*	**71** *100.0%*	**70** *100.0%*	**37** *100.0%*	**13** *100.0%*	**44** *100.0%*	**37** *100.0%*	**39** *100.0%*	**36** *100.0%*	**83** *100.0%*	**13** *100.0%*	**99** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**56** *100.0%*	- -
No Answer	**1**	-	-	1	-	1	-	-	1	-	-	1	-	-	1	-	1	-	-	-	-	-	1	-
Yes	**36** ***29.8%***	3 *42.9%* **	8 *23.5%*	10 *34.5%* **	14 *30.4%*	13 *28.9%*	21 *29.6%*	21 *30.0%*	9 *24.3%*	6 *46.2%* **	11 *25.0%*	15 *40.5%*	10 *25.6%*	9 *25.0%*	27 *32.5%*	2 *15.4%* **	34 *34.3%*	36 *100.0%* R	- -	4 *100.0%* **	31 *100.0%*	18 *27.7%*	18 *32.1%*	- -
No	**85** ***70.2%***	4 *57.1%* **	26 *76.5%*	19 *65.5%* **	32 *69.6%*	32 *71.1%*	50 *70.4%*	49 *70.0%*	28 *75.7%*	7 *53.8%* **	33 *75.0%*	22 *59.5%*	29 *74.4%*	27 *75.0%*	56 *67.5%*	11 *84.6%* **	65 *65.7%*	- -	85 *100.0%* Q	- - **	- -	47 *72.3%*	38 *67.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**36** ***29.8%***	3 *42.9%* **	8 *23.5%*	10 *34.5%* **	14 *30.4%*	13 *28.9%*	21 *29.6%*	21 *30.0%*	9 *24.3%*	6 *46.2%* **	11 *25.0%*	15 *40.5%*	10 *25.6%*	9 *25.0%*	27 *32.5%*	2 *15.4%* **	34 *34.3%*	36 *100.0%* R	- -	4 *100.0%* **	31 *100.0%*	18 *27.7%*	18 *32.1%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q50. (CS) In the last 6 months, how often did customer service at your childs health plan give you the information or help you needed?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 49
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q50. (CS) In the last 6 months, how often did customer service at your childs health plan give you the information or help you needed?																								
Total Eligible	**36** ***100.0%***	**3** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**14** ***100.0%***	**13** ***100.0%***	**21** ***100.0%***	**21** ***100.0%***	**9** ***100.0%***	**6** ***100.0%***	**11** ***100.0%***	**15** ***100.0%***	**10** ***100.0%***	**9** ***100.0%***	**27** ***100.0%***	**2** ***100.0%***	**34** ***100.0%***	**36** ***100.0%***	**-** **-**	**4** ***100.0%***	**31** ***100.0%***	**18** ***100.0%***	**18** ***100.0%***	**-** **-**
Total Valid Responses	**35** ***100.0%***	**3** ***100.0%***	**7** ***100.0%***	**10** ***100.0%***	**14** ***100.0%***	**13** ***100.0%***	**20** ***100.0%***	**21** ***100.0%***	**8** ***100.0%***	**6** ***100.0%***	**10** ***100.0%***	**15** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**27** ***100.0%***	**2** ***100.0%***	**33** ***100.0%***	**35** ***100.0%***	**-** **-**	**4** ***100.0%***	**31** ***100.0%***	**17** ***100.0%***	**18** ***100.0%***	**-** **-**
No Answer	**1**	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-	1	1	-	-	-	1	-	-
Always	**20** ***57.1%***	2 *66.7%* **	5 *71.4%* **	5 *50.0%* **	8 *57.1%* **	6 *46.2%* **	13 *65.0%* **	13 *61.9%* **	4 *50.0%* **	3 *50.0%* **	6 *60.0%* **	10 *66.7%* **	4 *40.0%* **	2 *25.0%* **	18 *66.7%* **	2 *100.0%* **	18 *54.5%*	20 *57.1%*	- -	- - **	20 *64.5%*	10 *58.8%* **	10 *55.6%* **	- -
Usually	**11** ***31.4%***	- - **	1 *14.3%* **	4 *40.0%* **	5 *35.7%* **	7 *53.8%* **	3 *15.0%* **	6 *28.6%* **	2 *25.0%* **	3 *50.0%* **	4 *40.0%* **	3 *20.0%* **	4 *40.0%* **	2 *25.0%* **	9 *33.3%* **	- - **	11 *33.3%*	11 *31.4%*	- -	- - **	11 *35.5%*	6 *35.3%* **	5 *27.8%* **	- -
Sometimes	**4** ***11.4%***	1 *33.3%* **	1 *14.3%* **	1 *10.0%* **	1 *7.1%* **	- - **	4 *20.0%* **	2 *9.5%* **	2 *25.0%* **	- - **	- - **	2 *13.3%* **	2 *20.0%* **	4 *50.0%* **	- - **	- - **	4 *12.1%*	4 *11.4%*	- -	4 *100.0%* **	- -	1 *5.9%* **	3 *16.7%* **	- -
Never	**-** **-**	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- -	- -	- - **	- -	- - **	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**31** ***88.6%***	2 *66.7%* **	6 *85.7%* **	9 *90.0%* **	13 *92.9%* **	13 *100.0%* **	16 *80.0%* **	19 *90.5%* **	6 *75.0%* **	6 *100.0%* **	10 *100.0%* **	13 *86.7%* **	8 *80.0%* **	4 *50.0%* **	27 *100.0%* **	2 *100.0%* **	29 *87.9%*	31 *88.6%*	- -	- - **	31 *100.0%*	16 *94.1%* **	15 *83.3%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**20** ***57.1%***	2 *66.7%* **	5 *71.4%* **	5 *50.0%* **	8 *57.1%* **	6 *46.2%* **	13 *65.0%* **	13 *61.9%* **	4 *50.0%* **	3 *50.0%* **	6 *60.0%* **	10 *66.7%* **	4 *40.0%* **	2 *25.0%* **	18 *66.7%* **	2 *100.0%* **	18 *54.5%*	20 *57.1%*	- -	- - **	20 *64.5%*	10 *58.8%* **	10 *55.6%* **	- -
3-Point Score	**2.46**	2.33	2.57	2.40	2.50	2.46	2.45	2.52	2.25	2.50	2.60	2.53	2.20	1.75	2.67	3.00	2.42	2.46	-	1.00	2.65	2.53	2.39	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q51. (CS) In the last 6 months, how often did customer service staff at your childs health plan treat you with courtesy and respect?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 50
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q51. (CS) In the last 6 months, how often did customer service staff at your childs health plan treat you with courtesy and respect?																								
Total Eligible	**36** ***100.0%***	**3** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**14** ***100.0%***	**13** ***100.0%***	**21** ***100.0%***	**21** ***100.0%***	**9** ***100.0%***	**6** ***100.0%***	**11** ***100.0%***	**15** ***100.0%***	**10** ***100.0%***	**9** ***100.0%***	**27** ***100.0%***	**2** ***100.0%***	**34** ***100.0%***	**36** ***100.0%***	**-** **-**	**4** ***100.0%***	**31** ***100.0%***	**18** ***100.0%***	**18** ***100.0%***	**-** **-**
Total Valid Responses	**35** ***100.0%***	**3** ***100.0%***	**7** ***100.0%***	**10** ***100.0%***	**14** ***100.0%***	**13** ***100.0%***	**20** ***100.0%***	**21** ***100.0%***	**8** ***100.0%***	**6** ***100.0%***	**10** ***100.0%***	**15** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**27** ***100.0%***	**2** ***100.0%***	**33** ***100.0%***	**35** ***100.0%***	**-** **-**	**4** ***100.0%***	**31** ***100.0%***	**17** ***100.0%***	**18** ***100.0%***	**-** **-**
No Answer	**1**	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-	1	1	-	-	-	1	-	-
Always	**26** ***74.3%***	1 *33.3%* **	7 *100.0%* **	6 *60.0%* **	11 *78.6%* **	9 *69.2%* **	15 *75.0%* **	18 *85.7%* **	4 *50.0%* **	4 *66.7%* **	10 *100.0%* **	10 *66.7%* **	6 *60.0%* **	5 *62.5%* **	21 *77.8%* **	2 *100.0%* **	24 *72.7%*	26 *74.3%*	- -	2 *50.0%* **	24 *77.4%*	11 *64.7%* **	15 *83.3%* **	- -
Usually	**9** ***25.7%***	2 *66.7%* **	- - **	4 *40.0%* **	3 *21.4%* **	4 *30.8%* **	5 *25.0%* **	3 *14.3%* **	4 *50.0%* **	2 *33.3%* **	- - **	5 *33.3%* **	4 *40.0%* **	3 *37.5%* **	6 *22.2%* **	- - **	9 *27.3%*	9 *25.7%*	- -	2 *50.0%* **	7 *22.6%*	6 *35.3%* **	3 *16.7%* **	- -
Sometimes	**-** **-**	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- -	- -	- - **	- -	- - **	- - **	- -
Never	**-** **-**	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- -	- -	- - **	- -	- - **	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**35** ***100.0%***	3 *100.0%* **	7 *100.0%* **	10 *100.0%* **	14 *100.0%* **	13 *100.0%* **	20 *100.0%* **	21 *100.0%* **	8 *100.0%* **	6 *100.0%* **	10 *100.0%* **	15 *100.0%* **	10 *100.0%* **	8 *100.0%* **	27 *100.0%* **	2 *100.0%* **	33 *100.0%*	35 *100.0%*	- -	4 *100.0%* **	31 *100.0%*	17 *100.0%* **	18 *100.0%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**26** ***74.3%***	1 *33.3%* **	7 *100.0%* **	6 *60.0%* **	11 *78.6%* **	9 *69.2%* **	15 *75.0%* **	18 *85.7%* **	4 *50.0%* **	4 *66.7%* **	10 *100.0%* **	10 *66.7%* **	6 *60.0%* **	5 *62.5%* **	21 *77.8%* **	2 *100.0%* **	24 *72.7%*	26 *74.3%*	- -	2 *50.0%* **	24 *77.4%*	11 *64.7%* **	15 *83.3%* **	- -
3-Point Score	**2.74**	2.33	3.00	2.60	2.79	2.69	2.75	2.86	2.50	2.67	3.00	2.67	2.60	2.63	2.78	3.00	2.73	2.74	-	2.50	2.77	2.65	2.83	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q52. In the last 6 months, did your childs health plan give you any forms to fill out?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**119** *100.0%*	**7** *100.0%*	**33** *100.0%*	**30** *100.0%*	**44** *100.0%*	**46** *100.0%*	**69** *100.0%*	**68** *100.0%*	**37** *100.0%*	**13** *100.0%*	**43** *100.0%*	**38** *100.0%*	**37** *100.0%*	**36** *100.0%*	**82** *100.0%*	**13** *100.0%*	**98** *100.0%*	**34** *100.0%*	**84** *100.0%*	**4** *100.0%*	**29** *100.0%*	**63** *100.0%*	**56** *100.0%*	- -
No Answer	**3**	-	1	-	2	-	2	2	1	-	1	-	2	-	2	-	2	2	1	-	2	2	1	-
Yes	**32** ***26.9%***	2 *28.6%* **	7 *21.2%*	12 *40.0%* d	9 *20.5%*	13 *28.3%*	18 *26.1%*	14 *20.6%*	12 *32.4%*	6 *46.2%* **	11 *25.6%*	10 *26.3%*	10 *27.0%*	10 *27.8%*	22 *26.8%*	3 *23.1%* **	29 *29.6%*	14 *41.2%* R	17 *20.2%*	- - **	13 *44.8%* **	17 *27.0%*	15 *26.8%*	- -
No	**87** ***73.1%***	5 *71.4%* **	26 *78.8%*	18 *60.0%*	35 *79.5%* c	33 *71.7%*	51 *73.9%*	54 *79.4%*	25 *67.6%*	7 *53.8%* **	32 *74.4%*	28 *73.7%*	27 *73.0%*	26 *72.2%*	60 *73.2%*	10 *76.9%* **	69 *70.4%*	20 *58.8%*	67 *79.8%* Q	4 *100.0%* **	16 *55.2%* **	46 *73.0%*	41 *73.2%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**32** ***26.9%***	2 *28.6%* **	7 *21.2%*	12 *40.0%* d	9 *20.5%*	13 *28.3%*	18 *26.1%*	14 *20.6%*	12 *32.4%*	6 *46.2%* **	11 *25.6%*	10 *26.3%*	10 *27.0%*	10 *27.8%*	22 *26.8%*	3 *23.1%* **	29 *29.6%*	14 *41.2%* R	17 *20.2%*	- - **	13 *44.8%* **	17 *27.0%*	15 *26.8%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q53. (FOF) In the last 6 months, how often were the forms from your childs health plan easy to fill out?																								
Total Eligible	**119** ***100.0%***	**7** ***100.0%***	**33** ***100.0%***	**30** ***100.0%***	**44** ***100.0%***	**46** ***100.0%***	**69** ***100.0%***	**68** ***100.0%***	**37** ***100.0%***	**13** ***100.0%***	**43** ***100.0%***	**38** ***100.0%***	**37** ***100.0%***	**36** ***100.0%***	**82** ***100.0%***	**13** ***100.0%***	**98** ***100.0%***	**34** ***100.0%***	**84** ***100.0%***	**4** ***100.0%***	**29** ***100.0%***	**63** ***100.0%***	**56** ***100.0%***	**-** **-**
Total Valid Responses	**118** ***100.0%***	**7** ***100.0%***	**33** ***100.0%***	**30** ***100.0%***	**43** ***100.0%***	**46** ***100.0%***	**68** ***100.0%***	**67** ***100.0%***	**37** ***100.0%***	**13** ***100.0%***	**43** ***100.0%***	**37** ***100.0%***	**37** ***100.0%***	**36** ***100.0%***	**81** ***100.0%***	**13** ***100.0%***	**97** ***100.0%***	**33** ***100.0%***	**84** ***100.0%***	**4** ***100.0%***	**28** ***100.0%***	**62** ***100.0%***	**56** ***100.0%***	**-** **-**
No Answer	**1**	-	-	-	1	-	1	1	-	-	-	1	-	-	1	-	1	1	-	-	1	1	-	-
Always	**97** ***82.2%***	6 *85.7%* **	28 *84.8%* c	20 *66.7%*	40 *93.0%* C	37 *80.4%*	57 *83.8%*	60 *89.6%* h	28 *75.7%*	8 *61.5%* **	36 *83.7%*	31 *83.8%*	29 *78.4%*	28 *77.8%*	68 *84.0%*	10 *76.9%* **	79 *81.4%*	23 *69.7%*	73 *86.9%* Q	4 *100.0%* **	19 *67.9%* **	50 *80.6%*	47 *83.9%*	- -
Usually	**11** ***9.3%***	1 *14.3%* **	3 *9.1%*	5 *16.7%* D	1 *2.3%*	5 *10.9%*	6 *8.8%*	5 *7.5%*	3 *8.1%*	3 *23.1%* **	4 *9.3%*	3 *8.1%*	4 *10.8%*	3 *8.3%*	8 *9.9%*	1 *7.7%* **	10 *10.3%*	6 *18.2%* R	5 *6.0%*	- - **	6 *21.4%* **	6 *9.7%*	5 *8.9%*	- -
Sometimes	**9** ***7.6%***	- - **	1 *3.0%*	5 *16.7%* bd	2 *4.7%*	4 *8.7%*	4 *5.9%*	2 *3.0%*	6 *16.2%* G	1 *7.7%* **	3 *7.0%*	3 *8.1%*	3 *8.1%*	4 *11.1%*	5 *6.2%*	1 *7.7%* **	8 *8.2%*	4 *12.1%*	5 *6.0%*	- - **	3 *10.7%* **	5 *8.1%*	4 *7.1%*	- -
Never	**1** ***0.8%***	- - **	1 *3.0%*	- -	- -	- -	1 *1.5%*	- -	- -	1 *7.7%* **	- -	- -	1 *2.7%*	1 *2.8%*	- -	1 *7.7%* **	- -	- -	1 *1.2%*	- - **	- - **	1 *1.6%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**108** ***91.5%***	7 *100.0%* **	31 *93.9%*	25 *83.3%*	41 *95.3%* c	42 *91.3%*	63 *92.6%*	65 *97.0%* H	31 *83.8%*	11 *84.6%* **	40 *93.0%*	34 *91.9%*	33 *89.2%*	31 *86.1%*	76 *93.8%*	11 *84.6%* **	89 *91.8%*	29 *87.9%*	78 *92.9%*	4 *100.0%* **	25 *89.3%* **	56 *90.3%*	52 *92.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**97** ***82.2%***	6 *85.7%* **	28 *84.8%* c	20 *66.7%*	40 *93.0%* C	37 *80.4%*	57 *83.8%*	60 *89.6%* h	28 *75.7%*	8 *61.5%* **	36 *83.7%*	31 *83.8%*	29 *78.4%*	28 *77.8%*	68 *84.0%*	10 *76.9%* **	79 *81.4%*	23 *69.7%*	73 *86.9%* Q	4 *100.0%* **	19 *67.9%* **	50 *80.6%*	47 *83.9%*	- -
3-Point Score	**2.74**	2.86	2.79	2.50	2.88	2.72	2.76	2.87	2.59	2.46	2.77	2.76	2.68	2.64	2.78	2.62	2.73	2.58	2.80	3.00	2.57	2.71	2.77	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q54. 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 childs health plan?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 53
Level: Top

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q54. 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 childs health plan?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** **-**
Total Valid Responses	**120** *100.0%*	**7** *100.0%*	**32** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**69** *100.0%*	**69** *100.0%*	**38** *100.0%*	**12** *100.0%*	**43** *100.0%*	**38** *100.0%*	**38** *100.0%*	**36** *100.0%*	**84** *100.0%*	**12** *100.0%*	**100** *100.0%*	**36** *100.0%*	**83** *100.0%*	**4** *100.0%*	**31** *100.0%*	**64** *100.0%*	**56** *100.0%*	**-** **-**
No Answer	**2**	-	2	-	-	-	2	1	-	1	1	-	1	-	-	1	-	-	2	-	-	1	1	-
10 - Best health plan possible	**43** *35.8%*	2 *28.6%* **	10 *31.3%*	12 *40.0%*	18 *39.1%*	18 *39.1%*	23 *33.3%*	28 *40.6%*	13 *34.2%*	1 *8.3%* **	18 *41.9%*	14 *36.8%*	11 *28.9%*	- -	43 *51.2%* M	1 *8.3%* **	40 *40.0%*	12 *33.3%*	30 *36.1%*	- - **	12 *38.7%*	22 *34.4%*	21 *37.5%*	- -
9	**13** *10.8%*	1 *14.3%* **	2 *6.3%*	5 *16.7%*	4 *8.7%*	4 *8.7%*	9 *13.0%*	7 *10.1%*	5 *13.2%*	1 *8.3%* **	7 *16.3%*	4 *10.5%*	2 *5.3%*	- -	13 *15.5%* M	- - **	13 *13.0%*	6 *16.7%*	7 *8.4%*	- - **	6 *19.4%*	10 *15.6%* v	3 *5.4%*	- -
8	**28** *23.3%*	2 *28.6%* **	7 *21.9%*	4 *13.3%*	13 *28.3%*	13 *28.3%*	13 *18.8%*	16 *23.2%*	9 *23.7%*	3 *25.0%* **	9 *20.9%*	11 *28.9%*	8 *21.1%*	- -	28 *33.3%* M	2 *16.7%* **	23 *23.0%*	9 *25.0%*	19 *22.9%*	- - **	9 *29.0%*	13 *20.3%*	15 *26.8%*	- -
7	**17** *14.2%*	1 *14.3%* **	4 *12.5%*	6 *20.0%*	6 *13.0%*	5 *10.9%*	12 *17.4%*	8 *11.6%*	6 *15.8%*	3 *25.0%* **	5 *11.6%*	4 *10.5%*	8 *21.1%*	17 *47.2%* N	- -	6 *50.0%* **	10 *10.0%*	4 *11.1%*	13 *15.7%*	1 *25.0%* **	3 *9.7%*	8 *12.5%*	9 *16.1%*	- -
6	**8** *6.7%*	- - **	3 *9.4%*	3 *10.0%*	1 *2.2%*	1 *2.2%*	6 *8.7%*	4 *5.8%*	3 *7.9%*	1 *8.3%* **	2 *4.7%*	2 *5.3%*	3 *7.9%*	8 *22.2%* N	- -	2 *16.7%* **	6 *6.0%*	4 *11.1%*	4 *4.8%*	2 *50.0%* **	1 *3.2%*	3 *4.7%*	5 *8.9%*	- -
5	**6** *5.0%*	- - **	3 *9.4%* c	- -	3 *6.5%*	2 *4.3%*	4 *5.8%*	4 *5.8%*	1 *2.6%*	1 *8.3%* **	1 *2.3%*	2 *5.3%*	3 *7.9%*	6 *16.7%* N	- -	- - **	5 *5.0%*	1 *2.8%*	5 *6.0%*	1 *25.0%* **	- -	4 *6.3%*	2 *3.6%*	- -
4	**1** *0.8%*	- - **	- -	- -	1 *2.2%*	1 *2.2%*	- -	- -	- -	1 *8.3%* **	- -	- -	1 *2.6%*	1 *2.8%*	- -	- - **	- -	- -	1 *1.2%*	- - **	- -	1 *1.6%*	- -	- -
3	**-** **-**	- - **	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
2	**-** **-**	- - **	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
1	**1** *0.8%*	- - **	1 *3.1%*	- -	- -	- -	1 *1.4%*	- -	- -	1 *8.3%* **	- -	- -	1 *2.6%*	1 *2.8%*	- -	1 *8.3%* **	- -	- -	1 *1.2%*	- - **	- -	1 *1.6%*	- -	- -
0 - Worst health plan possible	**3** *2.5%*	1 *14.3%* **	2 *6.3%* d	- -	- -	2 *4.3%*	1 *1.4%*	2 *2.9%*	1 *2.6%*	- - **	1 *2.3%*	1 *2.6%*	1 *2.6%*	3 *8.3%* N	- -	- - **	3 *3.0%*	- -	3 *3.6%*	- - **	- -	2 *3.1%*	1 *1.8%*	- -
SUMMARY - 0-3	**4** *3.3%*	1 *14.3%* **	3 *9.4%* cD	- -	- -	2 *4.3%*	2 *2.9%*	2 *2.9%*	1 *2.6%*	1 *8.3%* **	1 *2.3%*	1 *2.6%*	2 *5.3%*	4 *11.1%* N	- -	1 *8.3%* **	3 *3.0%*	- -	4 *4.8%*	- - **	- -	3 *4.7%*	1 *1.8%*	- -
SUMMARY - 4-7	**32** *26.7%*	1 *14.3%* **	10 *31.3%*	9 *30.0%*	11 *23.9%*	9 *19.6%*	22 *31.9%*	16 *23.2%*	10 *26.3%*	6 *50.0%* **	8 *18.6%*	8 *21.1%*	15 *39.5%* Jk	32 *88.9%* N	- -	8 *66.7%* **	21 *21.0%*	9 *25.0%*	23 *27.7%*	4 *100.0%* **	4 *12.9%*	16 *25.0%*	16 *28.6%*	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**84** *70.0%*	5 *71.4%* **	19 *59.4%*	21 *70.0%*	35 *76.1%*	35 *76.1%*	45 *65.2%*	51 *73.9%*	27 *71.1%*	5 *41.7%* **	34 *79.1%* L	29 *76.3%* l	21 *55.3%*	- -	84 *100.0%* M	3 *25.0%* **	76 *76.0%*	27 *75.0%*	56 *67.5%*	- - **	27 *87.1%*	45 *70.3%*	39 *69.6%*	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**56** *46.7%*	3 *42.9%* **	12 *37.5%*	17 *56.7%*	22 *47.8%*	22 *47.8%*	32 *46.4%*	35 *50.7%*	18 *47.4%*	2 *16.7%* **	25 *58.1%* L	18 *47.4%*	13 *34.2%*	- -	56 *66.7%* M	1 *8.3%* **	53 *53.0%*	18 *50.0%*	37 *44.6%*	- - **	18 *58.1%*	32 *50.0%*	24 *42.9%*	- -
3-Point Score	**2.31**	2.29	2.09	2.47	2.37	2.35	2.29	2.36	2.34	1.83	2.49	2.34	2.11	1.47	2.67	1.83	2.39	2.36	2.28	1.25	2.55	2.33	2.29	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q55. In the last 6 months, did you get or refill any prescription medicines for your child?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**95** *77.9%*	6 *85.7%* **	26 *76.5%*	26 *86.7%*	33 *71.7%*	36 *78.3%*	56 *78.9%*	53 *75.7%*	31 *81.6%*	10 *76.9%* **	41 *93.2%* KL	29 *76.3%*	24 *61.5%*	27 *75.0%*	66 *78.6%*	12 *92.3%* **	77 *77.0%*	29 *80.6%*	65 *76.5%*	3 *75.0%* **	25 *80.6%*	51 *78.5%*	44 *77.2%*	- -
No	**27** *22.1%*	1 *14.3%* **	8 *23.5%*	4 *13.3%*	13 *28.3%*	10 *21.7%*	15 *21.1%*	17 *24.3%*	7 *18.4%*	3 *23.1%* **	3 *6.8%*	9 *23.7%* J	15 *38.5%* J	9 *25.0%*	18 *21.4%*	1 *7.7%* **	23 *23.0%*	7 *19.4%*	20 *23.5%*	1 *25.0%* **	6 *19.4%*	14 *21.5%*	13 *22.8%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**95** *77.9%*	6 *85.7%* **	26 *76.5%*	26 *86.7%*	33 *71.7%*	36 *78.3%*	56 *78.9%*	53 *75.7%*	31 *81.6%*	10 *76.9%* **	41 *93.2%* KL	29 *76.3%*	24 *61.5%*	27 *75.0%*	66 *78.6%*	12 *92.3%* **	77 *77.0%*	29 *80.6%*	65 *76.5%*	3 *75.0%* **	25 *80.6%*	51 *78.5%*	44 *77.2%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
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2017

Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 55
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?																								
Total Eligible	**95** ***100.0%***	**6** ***100.0%***	**26** ***100.0%***	**26** ***100.0%***	**33** ***100.0%***	**36** ***100.0%***	**56** ***100.0%***	**53** ***100.0%***	**31** ***100.0%***	**10** ***100.0%***	**41** ***100.0%***	**29** ***100.0%***	**24** ***100.0%***	**27** ***100.0%***	**66** ***100.0%***	**12** ***100.0%***	**77** ***100.0%***	**29** ***100.0%***	**65** ***100.0%***	**3** ***100.0%***	**25** ***100.0%***	**51** ***100.0%***	**44** ***100.0%***	**-** **-**
Total Valid Responses	**95** ***100.0%***	**6** ***100.0%***	**26** ***100.0%***	**26** ***100.0%***	**33** ***100.0%***	**36** ***100.0%***	**56** ***100.0%***	**53** ***100.0%***	**31** ***100.0%***	**10** ***100.0%***	**41** ***100.0%***	**29** ***100.0%***	**24** ***100.0%***	**27** ***100.0%***	**66** ***100.0%***	**12** ***100.0%***	**77** ***100.0%***	**29** ***100.0%***	**65** ***100.0%***	**3** ***100.0%***	**25** ***100.0%***	**51** ***100.0%***	**44** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**62** ***65.3%***	6 *100.0%* **	16 *61.5%* **	14 *53.8%* **	25 *75.8%*	25 *69.4%*	36 *64.3%*	39 *73.6%*	19 *61.3%*	4 *40.0%* **	31 *75.6%*	16 *55.2%* **	14 *58.3%* **	14 *51.9%* **	47 *71.2%*	6 *50.0%* **	53 *68.8%*	19 *65.5%* **	42 *64.6%*	1 *33.3%* **	17 *68.0%* **	32 *62.7%*	30 *68.2%*	- -
Usually	**21** ***22.1%***	- - **	5 *19.2%* **	7 *26.9%* **	6 *18.2%*	8 *22.2%*	11 *19.6%*	9 *17.0%*	8 *25.8%*	4 *40.0%* **	7 *17.1%*	8 *27.6%* **	6 *25.0%* **	8 *29.6%* **	13 *19.7%*	3 *25.0%* **	16 *20.8%*	8 *27.6%* **	13 *20.0%*	1 *33.3%* **	7 *28.0%* **	12 *23.5%*	9 *20.5%*	- -
Sometimes	**9** ***9.5%***	- - **	3 *11.5%* **	4 *15.4%* **	2 *6.1%*	2 *5.6%*	7 *12.5%*	4 *7.5%*	4 *12.9%*	1 *10.0%* **	2 *4.9%*	4 *13.8%* **	3 *12.5%* **	5 *18.5%* **	4 *6.1%*	1 *8.3%* **	8 *10.4%*	2 *6.9%* **	7 *10.8%*	1 *33.3%* **	1 *4.0%* **	6 *11.8%*	3 *6.8%*	- -
Never	**3** ***3.2%***	- - **	2 *7.7%* **	1 *3.8%* **	- -	1 *2.8%*	2 *3.6%*	1 *1.9%*	- -	1 *10.0%* **	1 *2.4%*	1 *3.4%* **	1 *4.2%* **	- - **	2 *3.0%*	2 *16.7%* **	- -	- - **	3 *4.6%*	- - **	- - **	1 *2.0%*	2 *4.5%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**83** ***87.4%***	6 *100.0%* **	21 *80.8%* **	21 *80.8%* **	31 *93.9%*	33 *91.7%*	47 *83.9%*	48 *90.6%*	27 *87.1%*	8 *80.0%* **	38 *92.7%*	24 *82.8%* **	20 *83.3%* **	22 *81.5%* **	60 *90.9%*	9 *75.0%* **	69 *89.6%*	27 *93.1%* **	55 *84.6%*	2 *66.7%* **	24 *96.0%* **	44 *86.3%*	39 *88.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**62** ***65.3%***	6 *100.0%* **	16 *61.5%* **	14 *53.8%* **	25 *75.8%*	25 *69.4%*	36 *64.3%*	39 *73.6%*	19 *61.3%*	4 *40.0%* **	31 *75.6%*	16 *55.2%* **	14 *58.3%* **	14 *51.9%* **	47 *71.2%*	6 *50.0%* **	53 *68.8%*	19 *65.5%* **	42 *64.6%*	1 *33.3%* **	17 *68.0%* **	32 *62.7%*	30 *68.2%*	- -
3-Point Score	**2.53**	3.00	2.42	2.35	2.70	2.61	2.48	2.64	2.48	2.20	2.68	2.38	2.42	2.33	2.62	2.25	2.58	2.59	2.49	2.00	2.64	2.49	2.57	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q57. Did anyone from your childs health plan, doctors office, or clinic help you get your childs prescription medicines?																								
Total Eligible	**95** *100.0%*	**6** *100.0%*	**26** *100.0%*	**26** *100.0%*	**33** *100.0%*	**36** *100.0%*	**56** *100.0%*	**53** *100.0%*	**31** *100.0%*	**10** *100.0%*	**41** *100.0%*	**29** *100.0%*	**24** *100.0%*	**27** *100.0%*	**66** *100.0%*	**12** *100.0%*	**77** *100.0%*	**29** *100.0%*	**65** *100.0%*	**3** *100.0%*	**25** *100.0%*	**51** *100.0%*	**44** *100.0%*	- -
Total Valid Responses	**95** *100.0%*	**6** *100.0%*	**26** *100.0%*	**26** *100.0%*	**33** *100.0%*	**36** *100.0%*	**56** *100.0%*	**53** *100.0%*	**31** *100.0%*	**10** *100.0%*	**41** *100.0%*	**29** *100.0%*	**24** *100.0%*	**27** *100.0%*	**66** *100.0%*	**12** *100.0%*	**77** *100.0%*	**29** *100.0%*	**65** *100.0%*	**3** *100.0%*	**25** *100.0%*	**51** *100.0%*	**44** *100.0%*	- -
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**64** *67.4%*	3 *50.0%* **	19 *73.1%* **	19 *73.1%* **	20 *60.6%*	27 *75.0%*	35 *62.5%*	35 *66.0%*	20 *64.5%*	8 *80.0%* **	26 *63.4%*	21 *72.4%* **	17 *70.8%* **	16 *59.3%* **	46 *69.7%*	10 *83.3%* **	49 *63.6%*	24 *82.8%* **	39 *60.0%*	2 *66.7%* **	22 *88.0%* **	34 *66.7%*	30 *68.2%*	- -
No	**31** *32.6%*	3 *50.0%* **	7 *26.9%* **	7 *26.9%* **	13 *39.4%*	9 *25.0%*	21 *37.5%*	18 *34.0%*	11 *35.5%*	2 *20.0%* **	15 *36.6%*	8 *27.6%* **	7 *29.2%* **	11 *40.7%* **	20 *30.3%*	2 *16.7%* **	28 *36.4%*	5 *17.2%* **	26 *40.0%*	1 *33.3%* **	3 *12.0%* **	17 *33.3%*	14 *31.8%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**64** *67.4%*	3 *50.0%* **	19 *73.1%* **	19 *73.1%* **	20 *60.6%*	27 *75.0%*	35 *62.5%*	35 *66.0%*	20 *64.5%*	8 *80.0%* **	26 *63.4%*	21 *72.4%* **	17 *70.8%* **	16 *59.3%* **	46 *69.7%*	10 *83.3%* **	49 *63.6%*	24 *82.8%* **	39 *60.0%*	2 *66.7%* **	22 *88.0%* **	34 *66.7%*	30 *68.2%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q58. In general, how would you rate your childs overall health?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** -
Total Valid Responses	**121** *100.0%*	**7** *100.0%*	**34** *100.0%*	**29** *100.0%*	**46** *100.0%*	**46** *100.0%*	**70** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**43** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**83** *100.0%*	**12** *100.0%*	**100** *100.0%*	**36** *100.0%*	**84** *100.0%*	**4** *100.0%*	**31** *100.0%*	**64** *100.0%*	**57** *100.0%*	**-** -
No Answer	**1**	-	-	1	-	-	1	-	-	-	1	-	-	-	1	1	-	-	1	-	-	1	-	-
Excellent	**22** *18.2%*	2 *28.6%* **	7 *20.6%*	3 *10.3%* **	10 *21.7%*	7 *15.2%*	15 *21.4%*	22 *31.4%* H	- -	- - **	12 *27.9%* K	3 *7.9%*	7 *17.9%*	4 *11.1%*	18 *21.7%*	1 *8.3%* **	20 *20.0%*	5 *13.9%*	17 *20.2%*	1 *25.0%* **	4 *12.9%*	9 *14.1%*	13 *22.8%*	- -
Very good	**48** *39.7%*	2 *28.6%* **	12 *35.3%*	11 *37.9%* **	21 *45.7%*	14 *30.4%*	32 *45.7%*	48 *68.6%* H	- -	- - **	19 *44.2%*	18 *47.4%* I	11 *28.2%*	14 *38.9%*	33 *39.8%*	4 *33.3%* **	38 *38.0%*	16 *44.4%*	32 *38.1%*	1 *25.0%* **	15 *48.4%*	28 *43.8%*	20 *35.1%*	- -
Good	**38** *31.4%*	3 *42.9%* **	9 *26.5%*	12 *41.4%* **	12 *26.1%*	22 *47.8%* F	13 *18.6%*	- -	38 *100.0%* G	- - **	11 *25.6%*	15 *39.5%*	12 *30.8%*	11 *30.6%*	27 *32.5%*	3 *25.0%* **	34 *34.0%*	9 *25.0%*	28 *33.3%*	2 *50.0%* **	6 *19.4%*	20 *31.3%*	18 *31.6%*	- -
Fair	**10** *8.3%*	- - **	3 *8.8%*	3 *10.3%* **	3 *6.5%*	3 *6.5%*	7 *10.0%*	- -	- -	10 *76.9%* **	- -	2 *5.3%*	8 *20.5%* Jk	6 *16.7%* N	4 *4.8%*	2 *16.7%* **	7 *7.0%*	5 *13.9%*	5 *6.0%*	- - **	5 *16.1%*	7 *10.9%*	3 *5.3%*	- -
Poor	**3** *2.5%*	- - **	3 *8.8%* D	- - **	- -	- -	3 *4.3%*	- -	- -	3 *23.1%* **	1 *2.3%*	- -	1 *2.6%*	1 *2.8%*	1 *1.2%*	2 *16.7%* **	1 *1.0%*	1 *2.8%*	2 *2.4%*	- - **	1 *3.2%*	- -	3 *5.3%* u	- -
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**70** *57.9%*	4 *57.1%* **	19 *55.9%*	14 *48.3%* **	31 *67.4%*	21 *45.7%*	47 *67.1%* E	70 *100.0%* H	- -	- - **	31 *72.1%* L	21 *55.3%*	18 *46.2%*	18 *50.0%*	51 *61.4%*	5 *41.7%* **	58 *58.0%*	21 *58.3%*	49 *58.3%*	2 *50.0%* **	19 *61.3%*	37 *57.8%*	33 *57.9%*	- -

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

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q59. In general, how would you rate your childs overall mental or emotional health?																								
Total Eligible	**122** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**71** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**39** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**100** ***100.0%***	**36** ***100.0%***	**85** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**65** ***100.0%***	**57** ***100.0%***	**-** **-**
Total Valid Responses	**121** ***100.0%***	**7** ***100.0%***	**33** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**70** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**12** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**39** ***100.0%***	**35** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**99** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**65** ***100.0%***	**56** ***100.0%***	**-** **-**
No Answer	**1**	-	1	-	-	-	1	-	-	1	-	-	-	1	-	-	1	-	1	-	-	-	1	-
Excellent	**19** ***15.7%***	- - **	8 *24.2%*	5 *16.7%*	6 *13.0%*	7 *15.2%*	12 *17.1%*	12 *17.1%*	5 *13.2%*	1 *8.3%* **	19 *43.2%* KL	- -	- -	2 *5.7%*	17 *20.2%* m	3 *23.1%* **	15 *15.2%*	6 *16.7%*	13 *15.5%*	- - **	6 *19.4%*	10 *15.4%*	9 *16.1%*	- -
Very good	**25** ***20.7%***	- - **	5 *15.2%*	10 *33.3%* b	9 *19.6%*	9 *19.6%*	15 *21.4%*	19 *27.1%*	6 *15.8%*	- - **	25 *56.8%* KL	- -	- -	7 *20.0%*	17 *20.2%*	2 *15.4%* **	21 *21.2%*	5 *13.9%*	20 *23.8%*	- - **	4 *12.9%*	18 *27.7%* V	7 *12.5%*	- -
Good	**38** ***31.4%***	3 *42.9%* **	8 *24.2%*	10 *33.3%*	15 *32.6%*	17 *37.0%*	19 *27.1%*	21 *30.0%*	15 *39.5%*	2 *16.7%* **	- -	38 *100.0%* JL	- -	9 *25.7%*	29 *34.5%*	1 *7.7%* **	34 *34.3%*	15 *41.7%* r	22 *26.2%*	2 *50.0%* **	13 *41.9%*	16 *24.6%*	22 *39.3%* u	- -
Fair	**31** ***25.6%***	4 *57.1%* **	7 *21.2%*	5 *16.7%*	13 *28.3%*	9 *19.6%*	20 *28.6%*	16 *22.9%*	11 *28.9%*	4 *33.3%* **	- -	- -	31 *79.5%* JK	11 *31.4%*	20 *23.8%*	5 *38.5%* **	24 *24.2%*	9 *25.0%*	22 *26.2%*	2 *50.0%* **	7 *22.6%*	15 *23.1%*	16 *28.6%*	- -
Poor	**8** ***6.6%***	- - **	5 *15.2%* C	- -	3 *6.5%*	4 *8.7%*	4 *5.7%*	2 *2.9%*	1 *2.6%*	5 *41.7%* **	- -	- -	8 *20.5%* JK	6 *17.1%* N	1 *1.2%*	2 *15.4%* **	5 *5.1%*	1 *2.8%*	7 *8.3%*	- - **	1 *3.2%*	6 *9.2%*	2 *3.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**44** ***36.4%***	- - **	13 *39.4%*	15 *50.0%*	15 *32.6%*	16 *34.8%*	27 *38.6%*	31 *44.3%*	11 *28.9%*	1 *8.3%* **	44 *100.0%* KL	- -	- -	9 *25.7%*	34 *40.5%*	5 *38.5%* **	36 *36.4%*	11 *30.6%*	33 *39.3%*	- - **	10 *32.3%*	28 *43.1%*	16 *28.6%*	- -

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

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**92** *75.4%*	7 *100.0%* **	24 *70.6%*	25 *83.3%*	32 *69.6%*	35 *76.1%*	54 *76.1%*	54 *77.1%*	27 *71.1%*	10 *76.9%* **	38 *86.4%* L	28 *73.7%*	25 *64.1%*	28 *77.8%*	63 *75.0%*	10 *76.9%* **	76 *76.0%*	28 *77.8%*	63 *74.1%*	3 *75.0%* **	24 *77.4%*	52 *80.0%*	40 *70.2%*	- -
No	**30** *24.6%*	- - **	10 *29.4%*	5 *16.7%*	14 *30.4%*	11 *23.9%*	17 *23.9%*	16 *22.9%*	11 *28.9%*	3 *23.1%* **	6 *13.6%*	10 *26.3%*	14 *35.9%* J	8 *22.2%*	21 *25.0%*	3 *23.1%* **	24 *24.0%*	8 *22.2%*	22 *25.9%*	1 *25.0%* **	7 *22.6%*	13 *20.0%*	17 *29.8%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**92** *75.4%*	7 *100.0%* **	24 *70.6%*	25 *83.3%*	32 *69.6%*	35 *76.1%*	54 *76.1%*	54 *77.1%*	27 *71.1%*	10 *76.9%* **	38 *86.4%* L	28 *73.7%*	25 *64.1%*	28 *77.8%*	63 *75.0%*	10 *76.9%* **	76 *76.0%*	28 *77.8%*	63 *74.1%*	3 *75.0%* **	24 *77.4%*	52 *80.0%*	40 *70.2%*	- -

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

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2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q61. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	**92** *100.0%*	**7** *100.0%*	**24** *100.0%*	**25** *100.0%*	**32** *100.0%*	**35** *100.0%*	**54** *100.0%*	**54** *100.0%*	**27** *100.0%*	**10** *100.0%*	**38** *100.0%*	**28** *100.0%*	**25** *100.0%*	**28** *100.0%*	**63** *100.0%*	**10** *100.0%*	**76** *100.0%*	**28** *100.0%*	**63** *100.0%*	**3** *100.0%*	**24** *100.0%*	**52** *100.0%*	**40** *100.0%*	- -
Total Valid Responses	**92** *100.0%*	**7** *100.0%*	**24** *100.0%*	**25** *100.0%*	**32** *100.0%*	**35** *100.0%*	**54** *100.0%*	**54** *100.0%*	**27** *100.0%*	**10** *100.0%*	**38** *100.0%*	**28** *100.0%*	**25** *100.0%*	**28** *100.0%*	**63** *100.0%*	**10** *100.0%*	**76** *100.0%*	**28** *100.0%*	**63** *100.0%*	**3** *100.0%*	**24** *100.0%*	**52** *100.0%*	**40** *100.0%*	- -
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**90** *97.8%*	7 *100.0%* **	24 *100.0%* **	25 *100.0%* **	30 *93.8%*	35 *100.0%*	52 *96.3%*	52 *96.3%*	27 *100.0%* **	10 *100.0%* **	38 *100.0%*	27 *96.4%* **	24 *96.0%* **	28 *100.0%* **	61 *96.8%*	10 *100.0%* **	74 *97.4%*	28 *100.0%* **	61 *96.8%*	3 *100.0%* **	24 *100.0%* **	52 *100.0%*	38 *95.0%*	- -
No	**2** *2.2%*	- - **	- - **	- - **	2 *6.3%*	- -	2 *3.7%*	2 *3.7%*	- - **	- - **	- -	1 *3.6%* **	1 *4.0%* **	- - **	2 *3.2%*	- - **	2 *2.6%*	- - **	2 *3.2%*	- - **	- - **	- -	2 *5.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**90** *97.8%*	7 *100.0%* **	24 *100.0%* **	25 *100.0%* **	30 *93.8%*	35 *100.0%*	52 *96.3%*	52 *96.3%*	27 *100.0%* **	10 *100.0%* **	38 *100.0%*	27 *96.4%* **	24 *96.0%* **	28 *100.0%* **	61 *96.8%*	10 *100.0%* **	74 *97.4%*	28 *100.0%* **	61 *96.8%*	3 *100.0%* **	24 *100.0%* **	52 *100.0%*	38 *95.0%*	- -

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

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2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q62. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	**90** *100.0%*	**7** *100.0%*	**24** *100.0%*	**25** *100.0%*	**30** *100.0%*	**35** *100.0%*	**52** *100.0%*	**52** *100.0%*	**27** *100.0%*	**10** *100.0%*	**38** *100.0%*	**27** *100.0%*	**24** *100.0%*	**28** *100.0%*	**61** *100.0%*	**10** *100.0%*	**74** *100.0%*	**28** *100.0%*	**61** *100.0%*	**3** *100.0%*	**24** *100.0%*	**52** *100.0%*	**38** *100.0%*	**-** -
Total Valid Responses	**90** *100.0%*	**7** *100.0%*	**24** *100.0%*	**25** *100.0%*	**30** *100.0%*	**35** *100.0%*	**52** *100.0%*	**52** *100.0%*	**27** *100.0%*	**10** *100.0%*	**38** *100.0%*	**27** *100.0%*	**24** *100.0%*	**28** *100.0%*	**61** *100.0%*	**10** *100.0%*	**74** *100.0%*	**28** *100.0%*	**61** *100.0%*	**3** *100.0%*	**24** *100.0%*	**52** *100.0%*	**38** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**88** *97.8%*	6 *85.7%* **	24 *100.0%* **	25 *100.0%* **	29 *96.7%*	34 *97.1%*	51 *98.1%*	50 *96.2%*	27 *100.0%* **	10 *100.0%* **	37 *97.4%*	26 *96.3%* **	24 *100.0%* **	28 *100.0%* **	59 *96.7%*	10 *100.0%* **	72 *97.3%*	27 *96.4%* **	60 *98.4%*	3 *100.0%* **	23 *95.8%* **	50 *96.2%*	38 *100.0%*	- -
No	**2** *2.2%*	1 *14.3%* **	- - **	- - **	1 *3.3%*	1 *2.9%*	1 *1.9%*	2 *3.8%*	- - **	- - **	1 *2.6%*	1 *3.7%* **	- - **	- - **	2 *3.3%*	- - **	2 *2.7%*	1 *3.6%* **	1 *1.6%*	- - **	1 *4.2%* **	2 *3.8%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**88** *97.8%*	6 *85.7%* **	24 *100.0%* **	25 *100.0%* **	29 *96.7%*	34 *97.1%*	51 *98.1%*	50 *96.2%*	27 *100.0%* **	10 *100.0%* **	37 *97.4%*	26 *96.3%* **	24 *100.0%* **	28 *100.0%* **	59 *96.7%*	10 *100.0%* **	72 *97.3%*	27 *96.4%* **	60 *98.4%*	3 *100.0%* **	23 *95.8%* **	50 *96.2%*	38 *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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 62
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** -
Total Valid Responses	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**79** *64.8%*	4 *57.1%* **	23 *67.6%*	19 *63.3%*	30 *65.2%*	26 *56.5%*	50 *70.4%*	40 *57.1%*	25 *65.8%*	13 *100.0%* **	21 *47.7%*	24 *63.2%*	33 *84.6%* JK	26 *72.2%*	51 *60.7%*	9 *69.2%* **	66 *66.0%*	26 *72.2%*	52 *61.2%*	4 *100.0%* **	22 *71.0%*	41 *63.1%*	38 *66.7%*	- -
No	**43** *35.2%*	3 *42.9%* **	11 *32.4%*	11 *36.7%*	16 *34.8%*	20 *43.5%*	21 *29.6%*	30 *42.9%*	13 *34.2%*	- - **	23 *52.3%* L	14 *36.8%* L	6 *15.4%*	10 *27.8%*	33 *39.3%*	4 *30.8%* **	34 *34.0%*	10 *27.8%*	33 *38.8%*	- - **	9 *29.0%*	24 *36.9%*	19 *33.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**79** *64.8%*	4 *57.1%* **	23 *67.6%*	19 *63.3%*	30 *65.2%*	26 *56.5%*	50 *70.4%*	40 *57.1%*	25 *65.8%*	13 *100.0%* **	21 *47.7%*	24 *63.2%*	33 *84.6%* JK	26 *72.2%*	51 *60.7%*	9 *69.2%* **	66 *66.0%*	26 *72.2%*	52 *61.2%*	4 *100.0%* **	22 *71.0%*	41 *63.1%*	38 *66.7%*	- -

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

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770-978-3173
2017

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q64. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	**79** ***100.0%***	**4** ***100.0%***	**23** ***100.0%***	**19** ***100.0%***	**30** ***100.0%***	**26** ***100.0%***	**50** ***100.0%***	**40** ***100.0%***	**25** ***100.0%***	**13** ***100.0%***	**21** ***100.0%***	**24** ***100.0%***	**33** ***100.0%***	**26** ***100.0%***	**51** ***100.0%***	**9** ***100.0%***	**66** ***100.0%***	**26** ***100.0%***	**52** ***100.0%***	**4** ***100.0%***	**22** ***100.0%***	**41** ***100.0%***	**38** ***100.0%***	**-** **-**
Total Valid Responses	**78** ***100.0%***	**4** ***100.0%***	**23** ***100.0%***	**19** ***100.0%***	**29** ***100.0%***	**26** ***100.0%***	**49** ***100.0%***	**39** ***100.0%***	**25** ***100.0%***	**13** ***100.0%***	**21** ***100.0%***	**23** ***100.0%***	**33** ***100.0%***	**26** ***100.0%***	**50** ***100.0%***	**9** ***100.0%***	**65** ***100.0%***	**25** ***100.0%***	**52** ***100.0%***	**4** ***100.0%***	**21** ***100.0%***	**40** ***100.0%***	**38** ***100.0%***	**-** **-**
No Answer	**1**	-	-	-	1	-	1	1	-	-	-	1	-	-	1	-	1	1	-	-	1	1	-	-
Yes	**75** ***96.2%***	4 *100.0%* **	22 *95.7%* **	18 *94.7%* **	28 *96.6%* **	24 *92.3%* **	48 *98.0%*	37 *94.9%*	24 *96.0%* **	13 *100.0%* **	21 *100.0%* **	21 *91.3%* **	32 *97.0%*	26 *100.0%* **	47 *94.0%*	9 *100.0%* **	62 *95.4%*	24 *96.0%* **	50 *96.2%*	4 *100.0%* **	20 *95.2%* **	39 *97.5%*	36 *94.7%*	- -
No	**3** ***3.8%***	- - **	1 *4.3%* **	1 *5.3%* **	1 *3.4%* **	2 *7.7%* **	1 *2.0%*	2 *5.1%*	1 *4.0%* **	- - **	- - **	2 *8.7%* **	1 *3.0%*	- - **	3 *6.0%*	- - **	3 *4.6%*	1 *4.0%* **	2 *3.8%*	- - **	1 *4.8%* **	1 *2.5%*	2 *5.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**75** ***96.2%***	4 *100.0%* **	22 *95.7%* **	18 *94.7%* **	28 *96.6%* **	24 *92.3%* **	48 *98.0%*	37 *94.9%*	24 *96.0%* **	13 *100.0%* **	21 *100.0%* **	21 *91.3%* **	32 *97.0%*	26 *100.0%* **	47 *94.0%*	9 *100.0%* **	62 *95.4%*	24 *96.0%* **	50 *96.2%*	4 *100.0%* **	20 *95.2%* **	39 *97.5%*	36 *94.7%*	- -

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

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q65. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	**75** ***100.0%***	**4** ***100.0%***	**22** ***100.0%***	**18** ***100.0%***	**28** ***100.0%***	**24** ***100.0%***	**48** ***100.0%***	**37** ***100.0%***	**24** ***100.0%***	**13** ***100.0%***	**21** ***100.0%***	**21** ***100.0%***	**32** ***100.0%***	**26** ***100.0%***	**47** ***100.0%***	**9** ***100.0%***	**62** ***100.0%***	**24** ***100.0%***	**50** ***100.0%***	**4** ***100.0%***	**20** ***100.0%***	**39** ***100.0%***	**36** ***100.0%***	**-** **-**
Total Valid Responses	**74** ***100.0%***	**4** ***100.0%***	**22** ***100.0%***	**17** ***100.0%***	**28** ***100.0%***	**24** ***100.0%***	**47** ***100.0%***	**36** ***100.0%***	**24** ***100.0%***	**13** ***100.0%***	**21** ***100.0%***	**20** ***100.0%***	**32** ***100.0%***	**25** ***100.0%***	**47** ***100.0%***	**9** ***100.0%***	**61** ***100.0%***	**24** ***100.0%***	**49** ***100.0%***	**4** ***100.0%***	**20** ***100.0%***	**39** ***100.0%***	**35** ***100.0%***	**-** **-**
No Answer	**1**	-	-	1	-	-	1	1	-	-	-	1	-	1	-	-	1	-	1	-	-	-	1	-
Yes	**71** ***95.9%***	4 *100.0%* **	21 *95.5%* **	16 *94.1%* **	27 *96.4%* **	23 *95.8%* **	45 *95.7%*	33 *91.7%*	24 *100.0%* **	13 *100.0%* **	19 *90.5%* **	19 *95.0%* **	32 *100.0%*	24 *96.0%* **	45 *95.7%*	9 *100.0%* **	58 *95.1%*	24 *100.0%* **	46 *93.9%*	4 *100.0%* **	20 *100.0%* **	37 *94.9%*	34 *97.1%*	- -
No	**3** ***4.1%***	- - **	1 *4.5%* **	1 *5.9%* **	1 *3.6%* **	1 *4.2%* **	2 *4.3%*	3 *8.3%*	- - **	- - **	2 *9.5%* **	1 *5.0%* **	- -	1 *4.0%* **	2 *4.3%*	- - **	3 *4.9%*	- - **	3 *6.1%*	- - **	- - **	2 *5.1%*	1 *2.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**71** ***95.9%***	4 *100.0%* **	21 *95.5%* **	16 *94.1%* **	27 *96.4%* **	23 *95.8%* **	45 *95.7%*	33 *91.7%*	24 *100.0%* **	13 *100.0%* **	19 *90.5%* **	19 *95.0%* **	32 *100.0%*	24 *96.0%* **	45 *95.7%*	9 *100.0%* **	58 *95.1%*	24 *100.0%* **	46 *93.9%*	4 *100.0%* **	20 *100.0%* **	37 *94.9%*	34 *97.1%*	- -

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

Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 65
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**121** *100.0%*	**7** *100.0%*	**34** *100.0%*	**29** *100.0%*	**46** *100.0%*	**46** *100.0%*	**70** *100.0%*	**70** *100.0%*	**37** *100.0%*	**13** *100.0%*	**44** *100.0%*	**37** *100.0%*	**39** *100.0%*	**36** *100.0%*	**83** *100.0%*	**13** *100.0%*	**99** *100.0%*	**36** *100.0%*	**84** *100.0%*	**4** *100.0%*	**31** *100.0%*	**64** *100.0%*	**57** *100.0%*	- -
No Answer	**1**	-	-	1	-	-	1	-	1	-	-	1	-	-	1	-	1	-	1	-	-	1	-	-
Yes	**55** *45.5%*	2 *28.6%* **	21 *61.8%* D	16 *55.2%* **	14 *30.4%*	21 *45.7%*	33 *47.1%*	26 *37.1%*	18 *48.6%*	11 *84.6%* **	20 *45.5%*	14 *37.8%*	20 *51.3%*	18 *50.0%*	35 *42.2%*	7 *53.8%* **	46 *46.5%*	21 *58.3%* r	33 *39.3%*	2 *50.0%* **	19 *61.3%*	31 *48.4%*	24 *42.1%*	- -
No	**66** *54.5%*	5 *71.4%* **	13 *38.2%*	13 *44.8%* **	32 *69.6%* B	25 *54.3%*	37 *52.9%*	44 *62.9%*	19 *51.4%*	2 *15.4%* **	24 *54.5%*	23 *62.2%*	19 *48.7%*	18 *50.0%*	48 *57.8%*	6 *46.2%* **	53 *53.5%*	15 *41.7%*	51 *60.7%* q	2 *50.0%* **	12 *38.7%*	33 *51.6%*	33 *57.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**55** *45.5%*	2 *28.6%* **	21 *61.8%* D	16 *55.2%* **	14 *30.4%*	21 *45.7%*	33 *47.1%*	26 *37.1%*	18 *48.6%*	11 *84.6%* **	20 *45.5%*	14 *37.8%*	20 *51.3%*	18 *50.0%*	35 *42.2%*	7 *53.8%* **	46 *46.5%*	21 *58.3%* r	33 *39.3%*	2 *50.0%* **	19 *61.3%*	31 *48.4%*	24 *42.1%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q67. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	**55** *100.0%*	**2** *100.0%*	**21** *100.0%*	**16** *100.0%*	**14** *100.0%*	**21** *100.0%*	**33** *100.0%*	**26** *100.0%*	**18** *100.0%*	**11** *100.0%*	**20** *100.0%*	**14** *100.0%*	**20** *100.0%*	**18** *100.0%*	**35** *100.0%*	**7** *100.0%*	**46** *100.0%*	**21** *100.0%*	**33** *100.0%*	**2** *100.0%*	**19** *100.0%*	**31** *100.0%*	**24** *100.0%*	**-** -
Total Valid Responses	**52** *100.0%*	**2** *100.0%*	**20** *100.0%*	**15** *100.0%*	**14** *100.0%*	**20** *100.0%*	**32** *100.0%*	**23** *100.0%*	**18** *100.0%*	**11** *100.0%*	**18** *100.0%*	**14** *100.0%*	**19** *100.0%*	**16** *100.0%*	**34** *100.0%*	**7** *100.0%*	**43** *100.0%*	**20** *100.0%*	**31** *100.0%*	**2** *100.0%*	**18** *100.0%*	**30** *100.0%*	**22** *100.0%*	**-** -
No Answer	**3**	-	1	1	-	1	1	3	-	-	2	-	1	2	1	-	3	1	2	-	1	1	2	-
Yes	**49** *94.2%*	2 *100.0%* **	19 *95.0%* **	15 *100.0%* **	12 *85.7%* **	17 *85.0%* **	32 *100.0%*	21 *91.3%* **	17 *94.4%* **	11 *100.0%* **	17 *94.4%* **	12 *85.7%* **	19 *100.0%* **	16 *100.0%* **	31 *91.2%*	7 *100.0%* **	41 *95.3%*	20 *100.0%* **	28 *90.3%*	2 *100.0%* **	18 *100.0%* **	30 *100.0%*	19 *86.4%* **	- -
No	**3** *5.8%*	- - **	1 *5.0%* **	- - **	2 *14.3%* **	3 *15.0%* **	- -	2 *8.7%* **	1 *5.6%* **	- - **	1 *5.6%* **	2 *14.3%* **	- - **	- - **	3 *8.8%*	- - **	2 *4.7%*	- - **	3 *9.7%*	- - **	- - **	- -	3 *13.6%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**49** *94.2%*	2 *100.0%* **	19 *95.0%* **	15 *100.0%* **	12 *85.7%* **	17 *85.0%* **	32 *100.0%*	21 *91.3%* **	17 *94.4%* **	11 *100.0%* **	17 *94.4%* **	12 *85.7%* **	19 *100.0%* **	16 *100.0%* **	31 *91.2%*	7 *100.0%* **	41 *95.3%*	20 *100.0%* **	28 *90.3%*	2 *100.0%* **	18 *100.0%* **	30 *100.0%*	19 *86.4%* **	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q68. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	**49** ***100.0%***	**2** ***100.0%***	**19** ***100.0%***	**15** ***100.0%***	**12** ***100.0%***	**17** ***100.0%***	**32** ***100.0%***	**21** ***100.0%***	**17** ***100.0%***	**11** ***100.0%***	**17** ***100.0%***	**12** ***100.0%***	**19** ***100.0%***	**16** ***100.0%***	**31** ***100.0%***	**7** ***100.0%***	**41** ***100.0%***	**20** ***100.0%***	**28** ***100.0%***	**2** ***100.0%***	**18** ***100.0%***	**30** ***100.0%***	**19** ***100.0%***	**-** **-**
Total Valid Responses	**48** ***100.0%***	**2** ***100.0%***	**18** ***100.0%***	**15** ***100.0%***	**12** ***100.0%***	**17** ***100.0%***	**31** ***100.0%***	**21** ***100.0%***	**17** ***100.0%***	**10** ***100.0%***	**17** ***100.0%***	**12** ***100.0%***	**18** ***100.0%***	**16** ***100.0%***	**31** ***100.0%***	**6** ***100.0%***	**41** ***100.0%***	**20** ***100.0%***	**27** ***100.0%***	**2** ***100.0%***	**18** ***100.0%***	**30** ***100.0%***	**18** ***100.0%***	**-** **-**
No Answer	**1**	-	1	-	-	-	1	-	-	1	-	-	1	-	-	1	-	-	1	-	-	-	1	-
Yes	**48** ***100.0%***	2 *100.0%* **	18 *100.0%* **	15 *100.0%* **	12 *100.0%* **	17 *100.0%* **	31 *100.0%*	21 *100.0%* **	17 *100.0%* **	10 *100.0%* **	17 *100.0%* **	12 *100.0%* **	18 *100.0%* **	16 *100.0%* **	31 *100.0%*	6 *100.0%* **	41 *100.0%*	20 *100.0%* **	27 *100.0%* **	2 *100.0%* **	18 *100.0%* **	30 *100.0%*	18 *100.0%* **	- -
No	**-** **-**	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- -	- - **	- - **	- - **	- - **	- -	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**48** ***100.0%***	2 *100.0%* **	18 *100.0%* **	15 *100.0%* **	12 *100.0%* **	17 *100.0%* **	31 *100.0%*	21 *100.0%* **	17 *100.0%* **	10 *100.0%* **	17 *100.0%* **	12 *100.0%* **	18 *100.0%* **	16 *100.0%* **	31 *100.0%*	6 *100.0%* **	41 *100.0%*	20 *100.0%* **	27 *100.0%* **	2 *100.0%* **	18 *100.0%* **	30 *100.0%*	18 *100.0%* **	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**121** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**69** *100.0%*	**38** *100.0%*	**13** *100.0%*	**43** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**83** *100.0%*	**13** *100.0%*	**99** *100.0%*	**35** *100.0%*	**85** *100.0%*	**4** *100.0%*	**30** *100.0%*	**65** *100.0%*	**56** *100.0%*	- -
No Answer	**1**	-	-	-	-	-	-	1	-	-	1	-	-	-	1	-	1	1	-	-	1	-	1	-
Yes	**36** *29.8%*	- - **	14 *41.2%*	7 *23.3%*	14 *30.4%*	13 *28.3%*	22 *31.0%*	16 *23.2%*	12 *31.6%*	8 *61.5%* **	11 *25.6%*	11 *28.9%*	13 *33.3%*	13 *36.1%*	23 *27.7%*	3 *23.1%* **	33 *33.3%*	15 *42.9%* r	21 *24.7%*	1 *25.0%* **	14 *46.7%*	17 *26.2%*	19 *33.9%*	- -
No	**85** *70.2%*	7 *100.0%* **	20 *58.8%*	23 *76.7%*	32 *69.6%*	33 *71.7%*	49 *69.0%*	53 *76.8%*	26 *68.4%*	5 *38.5%* **	32 *74.4%*	27 *71.1%*	26 *66.7%*	23 *63.9%*	60 *72.3%*	10 *76.9%* **	66 *66.7%*	20 *57.1%*	64 *75.3%* q	3 *75.0%* **	16 *53.3%*	48 *73.8%*	37 *66.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**36** *29.8%*	- - **	14 *41.2%*	7 *23.3%*	14 *30.4%*	13 *28.3%*	22 *31.0%*	16 *23.2%*	12 *31.6%*	8 *61.5%* **	11 *25.6%*	11 *28.9%*	13 *33.3%*	13 *36.1%*	23 *27.7%*	3 *23.1%* **	33 *33.3%*	15 *42.9%* r	21 *24.7%*	1 *25.0%* **	14 *46.7%*	17 *26.2%*	19 *33.9%*	- -

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

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q70. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	**36** *100.0%* -	**-** -	**14** *100.0%*	**7** *100.0%*	**14** *100.0%*	**13** *100.0%*	**22** *100.0%*	**16** *100.0%*	**12** *100.0%*	**8** *100.0%*	**11** *100.0%*	**11** *100.0%*	**13** *100.0%*	**13** *100.0%*	**23** *100.0%*	**3** *100.0%*	**33** *100.0%*	**15** *100.0%*	**21** *100.0%*	**1** *100.0%*	**14** *100.0%*	**17** *100.0%*	**19** *100.0%*	**-** -
Total Valid Responses	**36** *100.0%* -	**-** -	**14** *100.0%*	**7** *100.0%*	**14** *100.0%*	**13** *100.0%*	**22** *100.0%*	**16** *100.0%*	**12** *100.0%*	**8** *100.0%*	**11** *100.0%*	**11** *100.0%*	**13** *100.0%*	**13** *100.0%*	**23** *100.0%*	**3** *100.0%*	**33** *100.0%*	**15** *100.0%*	**21** *100.0%*	**1** *100.0%*	**14** *100.0%*	**17** *100.0%*	**19** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**32** *88.9%*	- -	14 *100.0%* **	7 *100.0%* **	10 *71.4%* **	10 *76.9%* **	22 *100.0%* **	14 *87.5%* **	10 *83.3%* **	8 *100.0%* **	10 *90.9%* **	8 *72.7%* **	13 *100.0%* **	13 *100.0%* **	19 *82.6%* **	3 *100.0%* **	29 *87.9%*	14 *93.3%* **	18 *85.7%* **	1 *100.0%* **	13 *92.9%* **	16 *94.1%* **	16 *84.2%* **	- -
No	**4** *11.1%*	- -	- - **	- - **	4 *28.6%* **	3 *23.1%* **	- - **	2 *12.5%* **	2 *16.7%* **	- - **	1 *9.1%* **	3 *27.3%* **	- - **	- - **	4 *17.4%* **	- - **	4 *12.1%*	1 *6.7%* **	3 *14.3%* **	- - **	1 *7.1%* **	1 *5.9%* **	3 *15.8%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**32** *88.9%*	- -	14 *100.0%* **	7 *100.0%* **	10 *71.4%* **	10 *76.9%* **	22 *100.0%* **	14 *87.5%* **	10 *83.3%* **	8 *100.0%* **	10 *90.9%* **	8 *72.7%* **	13 *100.0%* **	13 *100.0%* **	19 *82.6%* **	3 *100.0%* **	29 *87.9%*	14 *93.3%* **	18 *85.7%* **	1 *100.0%* **	13 *92.9%* **	16 *94.1%* **	16 *84.2%* **	- -

Cell Contents:
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Statistics:
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  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q71. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	**32** ***100.0%***	**-** **-**	**14** ***100.0%***	**7** ***100.0%***	**10** ***100.0%***	**10** ***100.0%***	**22** ***100.0%***	**14** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**13** ***100.0%***	**13** ***100.0%***	**19** ***100.0%***	**3** ***100.0%***	**29** ***100.0%***	**14** ***100.0%***	**18** ***100.0%***	**1** ***100.0%***	**13** ***100.0%***	**16** ***100.0%***	**16** ***100.0%***	**-** **-**
Total Valid Responses	**32** ***100.0%***	**-** **-**	**14** ***100.0%***	**7** ***100.0%***	**10** ***100.0%***	**10** ***100.0%***	**22** ***100.0%***	**14** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**13** ***100.0%***	**13** ***100.0%***	**19** ***100.0%***	**3** ***100.0%***	**29** ***100.0%***	**14** ***100.0%***	**18** ***100.0%***	**1** ***100.0%***	**13** ***100.0%***	**16** ***100.0%***	**16** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**32** ***100.0%***	- -	14 *100.0%* **	7 *100.0%* **	10 *100.0%* **	10 *100.0%* **	22 *100.0%* **	14 *100.0%* **	10 *100.0%* **	8 *100.0%* **	10 *100.0%* **	8 *100.0%* **	13 *100.0%* **	13 *100.0%* **	19 *100.0%* **	3 *100.0%* **	29 *100.0%* **	14 *100.0%* **	18 *100.0%* **	1 *100.0%* **	13 *100.0%* **	16 *100.0%* **	16 *100.0%* **	- -
No	**-** **-**	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**32** ***100.0%***	- -	14 *100.0%* **	7 *100.0%* **	10 *100.0%* **	10 *100.0%* **	22 *100.0%* **	14 *100.0%* **	10 *100.0%* **	8 *100.0%* **	10 *100.0%* **	8 *100.0%* **	13 *100.0%* **	13 *100.0%* **	19 *100.0%* **	3 *100.0%* **	29 *100.0%* **	14 *100.0%* **	18 *100.0%* **	1 *100.0%* **	13 *100.0%* **	16 *100.0%* **	16 *100.0%* **	- -

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

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 71
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?																								
Total Eligible	**122** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**71** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**39** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**100** ***100.0%***	**36** ***100.0%***	**85** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**65** ***100.0%***	**57** ***100.0%***	**-** -
Total Valid Responses	**118** ***100.0%***	**6** ***100.0%***	**33** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**45** ***100.0%***	**70** ***100.0%***	**66** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**42** ***100.0%***	**36** ***100.0%***	**39** ***100.0%***	**35** ***100.0%***	**81** ***100.0%***	**12** ***100.0%***	**97** ***100.0%***	**34** ***100.0%***	**83** ***100.0%***	**4** ***100.0%***	**29** ***100.0%***	**64** ***100.0%***	**54** ***100.0%***	**-** -
No Answer	**4**	1	1	-	-	1	1	4	-	-	2	2	-	1	3	1	3	2	2	-	2	1	3	-
Yes	**78** ***66.1%***	5 *83.3%* **	22 *66.7%*	16 *53.3%*	32 *69.6%*	29 *64.4%*	47 *67.1%*	41 *62.1%*	25 *65.8%*	12 *92.3%* **	13 *31.0%*	30 *83.3%* J	34 *87.2%* J	25 *71.4%*	51 *63.0%*	7 *58.3%* **	64 *66.0%*	21 *61.8%*	56 *67.5%*	3 *75.0%* **	18 *62.1%* **	41 *64.1%*	37 *68.5%*	- -
No	**40** ***33.9%***	1 *16.7%* **	11 *33.3%*	14 *46.7%*	14 *30.4%*	16 *35.6%*	23 *32.9%*	25 *37.9%*	13 *34.2%*	1 *7.7%* **	29 *69.0%* KL	6 *16.7%*	5 *12.8%*	10 *28.6%*	30 *37.0%*	5 *41.7%* **	33 *34.0%*	13 *38.2%*	27 *32.5%*	1 *25.0%* **	11 *37.9%* **	23 *35.9%*	17 *31.5%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**78** ***66.1%***	5 *83.3%* **	22 *66.7%*	16 *53.3%*	32 *69.6%*	29 *64.4%*	47 *67.1%*	41 *62.1%*	25 *65.8%*	12 *92.3%* **	13 *31.0%*	30 *83.3%* J	34 *87.2%* J	25 *71.4%*	51 *63.0%*	7 *58.3%* **	64 *66.0%*	21 *61.8%*	56 *67.5%*	3 *75.0%* **	18 *62.1%* **	41 *64.1%*	37 *68.5%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**	**U**	**V**	**W**
Q73. Has this problem lasted or is it expected to last for at least 12 months?																								
Total Eligible	**78** ***100.0%***	**5** ***100.0%***	**22** ***100.0%***	**16** ***100.0%***	**32** ***100.0%***	**29** ***100.0%***	**47** ***100.0%***	**41** ***100.0%***	**25** ***100.0%***	**12** ***100.0%***	**13** ***100.0%***	**30** ***100.0%***	**34** ***100.0%***	**25** ***100.0%***	**51** ***100.0%***	**7** ***100.0%***	**64** ***100.0%***	**21** ***100.0%***	**56** ***100.0%***	**3** ***100.0%***	**18** ***100.0%***	**41** ***100.0%***	**37** ***100.0%***	**-** -
Total Valid Responses	**76** ***100.0%***	**5** ***100.0%***	**21** ***100.0%***	**16** ***100.0%***	**31** ***100.0%***	**28** ***100.0%***	**46** ***100.0%***	**39** ***100.0%***	**25** ***100.0%***	**12** ***100.0%***	**13** ***100.0%***	**28** ***100.0%***	**34** ***100.0%***	**25** ***100.0%***	**49** ***100.0%***	**7** ***100.0%***	**63** ***100.0%***	**20** ***100.0%***	**55** ***100.0%***	**3** ***100.0%***	**17** ***100.0%***	**40** ***100.0%***	**36** ***100.0%***	**-** -
No Answer	**2**	-	1	-	1	1	1	2	-	-	-	2	-	-	2	-	1	1	1	-	1	1	1	-
Yes	**72** ***94.7%***	5 *100.0%* **	21 *100.0%* **	14 *87.5%* **	29 *93.5%*	25 *89.3%* **	45 *97.8%*	35 *89.7%*	25 *100.0%* **	12 *100.0%* **	10 *76.9%* **	27 *96.4%* **	34 *100.0%*	24 *96.0%* **	46 *93.9%*	7 *100.0%* **	59 *93.7%*	18 *90.0%* **	53 *96.4%*	3 *100.0%* **	15 *88.2%* **	36 *90.0%*	36 *100.0%* u	- -
No	**4** ***5.3%***	- - **	- - **	2 *12.5%* **	2 *6.5%*	3 *10.7%* **	1 *2.2%*	4 *10.3%*	- - **	- - **	3 *23.1%* **	1 *3.6%* **	- -	1 *4.0%* **	3 *6.1%*	- - **	4 *6.3%*	2 *10.0%* **	2 *3.6%*	- - **	2 *11.8%* **	4 *10.0%* v	- -	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**72** ***94.7%***	5 *100.0%* **	21 *100.0%* **	14 *87.5%* **	29 *93.5%*	25 *89.3%* **	45 *97.8%*	35 *89.7%*	25 *100.0%* **	12 *100.0%* **	10 *76.9%* **	27 *96.4%* **	34 *100.0%*	24 *96.0%* **	46 *93.9%*	7 *100.0%* **	59 *93.7%*	18 *90.0%* **	53 *96.4%*	3 *100.0%* **	15 *88.2%* **	36 *90.0%*	36 *100.0%* u	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q74. What is your child's age?																								
Total Eligible	**121** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**45** *100.0%*	**45** *100.0%*	**71** *100.0%*	**69** *100.0%*	**38** *100.0%*	**13** *100.0%*	**43** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**83** *100.0%*	**13** *100.0%*	**99** *100.0%*	**36** *100.0%*	**84** *100.0%*	**4** *100.0%*	**31** *100.0%*	**64** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**119** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**45** *100.0%*	**45** *100.0%*	**71** *100.0%*	**67** *100.0%*	**38** *100.0%*	**13** *100.0%*	**42** *100.0%*	**37** *100.0%*	**39** *100.0%*	**35** *100.0%*	**82** *100.0%*	**12** *100.0%*	**98** *100.0%*	**35** *100.0%*	**83** *100.0%*	**4** *100.0%*	**30** *100.0%*	**64** *100.0%*	**55** *100.0%*	- -
No Answer	**2**	-	-	-	-	-	-	2	-	-	1	1	-	1	1	1	1	1	1	-	1	-	2	-
Less than 1 year old	**3** *2.5%*	- - **	2 *5.9%*	1 *3.3%*	- -	- -	3 *4.2%*	1 *1.5%*	- -	2 *15.4%* **	1 *2.4%*	1 *2.7%*	- -	2 *5.7%*	1 *1.2%*	- - **	3 *3.1%*	2 *5.7%*	1 *1.2%*	- - **	2 *6.7%*	1 *1.6%*	2 *3.6%*	- -
1	**2** *1.7%*	- - **	2 *5.9%*	- -	- -	1 *2.2%*	1 *1.4%*	1 *1.5%*	1 *2.6%*	- - **	2 *4.8%*	- -	- -	- -	2 *2.4%*	- - **	2 *2.0%*	1 *2.9%*	1 *1.2%*	- - **	1 *3.3%*	- -	2 *3.6%*	- -
2	**3** *2.5%*	- - **	2 *5.9%*	1 *3.3%*	- -	- -	3 *4.2%*	3 *4.5%*	- -	- - **	1 *2.4%*	1 *2.7%*	1 *2.6%*	1 *2.9%*	2 *2.4%*	- - **	3 *3.1%*	1 *2.9%*	2 *2.4%*	- - **	1 *3.3%*	1 *1.6%*	2 *3.6%*	- -
3	**3** *2.5%*	- - **	2 *5.9%*	- -	1 *2.2%*	2 *4.4%*	1 *1.4%*	1 *1.5%*	1 *2.6%*	1 *7.7%* **	3 *7.1%* I	- -	- -	1 *2.9%*	2 *2.4%*	1 *8.3%* **	2 *2.0%*	2 *5.7%*	1 *1.2%*	- - **	2 *6.7%*	2 *3.1%*	1 *1.8%*	- -
4	**8** *6.7%*	1 *14.3%* **	3 *8.8%*	1 *3.3%*	3 *6.7%*	3 *6.7%*	4 *5.6%*	4 *6.0%*	3 *7.9%*	- - **	3 *7.1%*	4 *10.8%*	1 *2.6%*	- -	8 *9.8%* m	1 *8.3%* **	6 *6.1%*	2 *5.7%*	6 *7.2%*	- - **	2 *6.7%*	3 *4.7%*	5 *9.1%*	- -
5	**5** *4.2%*	- - **	2 *5.9%*	- -	2 *4.4%*	3 *6.7%*	2 *2.8%*	- -	4 *10.5%* G	1 *7.7%* **	1 *2.4%*	3 *8.1%*	1 *2.6%*	2 *5.7%*	3 *3.7%*	- - **	5 *5.1%*	2 *5.7%*	3 *3.6%*	- - **	1 *3.3%*	2 *3.1%*	3 *5.5%*	- -
6	**7** *5.9%*	2 *28.6%* **	3 *8.8%* D	2 *6.7%* d	- -	3 *6.7%*	4 *5.6%*	4 *6.0%*	3 *7.9%*	- - **	1 *2.4%*	2 *5.4%*	4 *10.3%*	2 *5.7%*	5 *6.1%*	- - **	6 *6.1%*	2 *5.7%*	5 *6.0%*	1 *25.0%* **	1 *3.3%*	5 *7.8%*	2 *3.6%*	- -
7	**5** *4.2%*	- - **	1 *2.9%*	4 *13.3%* D	- -	4 *8.9%* f	1 *1.4%*	4 *6.0%*	1 *2.6%*	- - **	2 *4.8%*	2 *5.4%*	1 *2.6%*	1 *2.9%*	4 *4.9%*	- - **	4 *4.1%*	1 *2.9%*	4 *4.8%*	- - **	1 *3.3%*	2 *3.1%*	3 *5.5%*	- -
8	**14** *11.8%*	1 *14.3%* **	4 *11.8%*	4 *13.3%*	4 *8.9%*	3 *6.7%*	11 *15.5%*	10 *14.9%*	3 *7.9%*	1 *7.7%* **	6 *14.3%*	4 *10.8%*	4 *10.3%*	5 *14.3%*	9 *11.0%*	2 *16.7%* **	12 *12.2%*	3 *8.6%*	11 *13.3%*	- - **	3 *10.0%*	7 *10.9%*	7 *12.7%*	- -
9	**4** *3.4%*	- - **	4 *11.8%* cD	- -	- -	1 *2.2%*	3 *4.2%*	2 *3.0%*	1 *2.6%*	1 *7.7%* **	2 *4.8%*	1 *2.7%*	1 *2.6%*	1 *2.9%*	1 *1.2%*	1 *8.3%* **	2 *2.0%*	1 *2.9%*	3 *3.6%*	- - **	1 *3.3%*	2 *3.1%*	2 *3.6%*	- -
10	**4** *3.4%*	- - **	1 *2.9%*	1 *3.3%*	2 *4.4%*	1 *2.2%*	2 *2.8%*	3 *4.5%*	1 *2.6%*	- - **	2 *4.8%*	- -	2 *5.1%*	- -	4 *4.9%*	- - **	3 *3.1%*	1 *2.9%*	3 *3.6%*	- - **	1 *3.3%*	- -	4 *7.3%* U	- -
11	**10** *8.4%*	- - **	3 *8.8%*	1 *3.3%*	6 *13.3%*	3 *6.7%*	7 *9.9%*	9 *13.4%* h	1 *2.6%*	- - **	5 *11.9%*	4 *10.8%*	1 *2.6%*	3 *8.6%*	7 *8.5%*	- - **	10 *10.2%*	2 *5.7%*	8 *9.6%*	1 *25.0%* **	1 *3.3%*	4 *6.3%*	6 *10.9%*	- -
12	**5** *4.2%*	1 *14.3%* **	1 *2.9%*	1 *3.3%*	2 *4.4%*	3 *6.7%*	2 *2.8%*	2 *3.0%*	3 *7.9%*	- - **	- -	3 *8.1%* j	2 *5.1%*	1 *2.9%*	4 *4.9%*	- - **	5 *5.1%*	1 *2.9%*	4 *4.8%*	- - **	1 *3.3%*	2 *3.1%*	3 *5.5%*	- -
13	**5** *4.2%*	1 *14.3%* **	- -	3 *10.0%* b	1 *2.2%*	1 *2.2%*	4 *5.6%*	2 *3.0%*	2 *5.3%*	1 *7.7%* **	1 *2.4%*	2 *5.4%*	2 *5.1%*	2 *5.7%*	3 *3.7%*	- - **	5 *5.1%*	2 *5.7%*	3 *3.6%*	- - **	2 *6.7%*	4 *6.3%*	1 *1.8%*	- -
14 or older	**41** *34.5%*	1 *14.3%* **	4 *11.8%*	11 *36.7%* B	24 *53.3%* B	17 *37.8%*	23 *32.4%*	21 *31.3%*	14 *36.8%*	6 *46.2%* **	12 *28.6%*	10 *27.0%*	19 *48.7%* jk	14 *40.0%*	27 *32.9%*	7 *58.3%* **	30 *30.6%*	12 *34.3%*	28 *33.7%*	2 *50.0%* **	10 *33.3%*	29 *45.3%* V	12 *21.8%*	- -

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

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q75. Is your child male or female?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** **-**
Total Valid Responses	**120** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**68** *100.0%*	**38** *100.0%*	**13** *100.0%*	**43** *100.0%*	**37** *100.0%*	**39** *100.0%*	**35** *100.0%*	**83** *100.0%*	**12** *100.0%*	**99** *100.0%*	**35** *100.0%*	**84** *100.0%*	**4** *100.0%*	**30** *100.0%*	**65** *100.0%*	**55** *100.0%*	**-** **-**
No Answer	**2**	-	-	-	-	-	-	2	-	-	1	1	-	1	1	1	1	1	1	-	1	-	2	-
Male	**64** *53.3%*	3 *42.9%* **	19 *55.9%*	16 *53.3%*	23 *50.0%*	24 *52.2%*	38 *53.5%*	35 *51.5%*	23 *60.5%*	6 *46.2%* **	21 *48.8%*	20 *54.1%*	23 *59.0%*	18 *51.4%*	46 *55.4%*	6 *50.0%* **	54 *54.5%*	17 *48.6%*	46 *54.8%*	1 *25.0%* **	15 *50.0%*	30 *46.2%*	34 *61.8%* u	- -
Female	**56** *46.7%*	4 *57.1%* **	15 *44.1%*	14 *46.7%*	23 *50.0%*	22 *47.8%*	33 *46.5%*	33 *48.5%*	15 *39.5%*	7 *53.8%* **	22 *51.2%*	17 *45.9%*	16 *41.0%*	17 *48.6%*	37 *44.6%*	6 *50.0%* **	45 *45.5%*	18 *51.4%*	38 *45.2%*	3 *75.0%* **	15 *50.0%*	35 *53.8%* v	21 *38.2%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q76. Is your child of Hispanic or Latino origin or descent?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** -
Total Valid Responses	**118** *100.0%*	**6** *100.0%*	**33** *100.0%*	**30** *100.0%*	**46** *100.0%*	**45** *100.0%*	**70** *100.0%*	**66** *100.0%*	**38** *100.0%*	**13** *100.0%*	**43** *100.0%*	**36** *100.0%*	**38** *100.0%*	**34** *100.0%*	**82** *100.0%*	**12** *100.0%*	**97** *100.0%*	**34** *100.0%*	**83** *100.0%*	**4** *100.0%*	**29** *100.0%*	**64** *100.0%*	**54** *100.0%*	**-** -
No Answer	**4**	1	1	-	-	1	1	4	-	-	1	2	1	2	2	1	3	2	2	-	2	1	3	-
Yes, Hispanic or Latino	**18** *15.3%*	1 *16.7%* **	2 *6.1%*	7 *23.3%* b	8 *17.4%*	8 *17.8%*	10 *14.3%*	8 *12.1%*	7 *18.4%*	2 *15.4%* **	6 *14.0%*	7 *19.4%*	5 *13.2%*	7 *20.6%*	11 *13.4%*	5 *41.7%* **	12 *12.4%*	5 *14.7%*	13 *15.7%*	1 *25.0%* **	4 *13.8%* **	10 *15.6%*	8 *14.8%*	- -
No, not Hispanic or Latino	**100** *84.7%*	5 *83.3%* **	31 *93.9%* c	23 *76.7%*	38 *82.6%*	37 *82.2%*	60 *85.7%*	58 *87.9%*	31 *81.6%*	11 *84.6%* **	37 *86.0%*	29 *80.6%*	33 *86.8%*	27 *79.4%*	71 *86.6%*	7 *58.3%* **	85 *87.6%*	29 *85.3%*	70 *84.3%*	3 *75.0%* **	25 *86.2%* **	54 *84.4%*	46 *85.2%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q77. What is your race? Please mark one or more.																								
Total Eligible	**122** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**71** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**39** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**100** ***100.0%***	**36** ***100.0%***	**85** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**65** ***100.0%***	**57** ***100.0%***	**-** **-**
Total Valid Responses	**134**	7	39	33	50	52	79	72	45	16	46	44	43	38	94	12	112	39	94	4	33	69	65	-
Total Respondents	**119** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**45** ***100.0%***	**46** ***100.0%***	**70** ***100.0%***	**67** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**42** ***100.0%***	**37** ***100.0%***	**39** ***100.0%***	**35** ***100.0%***	**82** ***100.0%***	**12** ***100.0%***	**98** ***100.0%***	**34** ***100.0%***	**84** ***100.0%***	**4** ***100.0%***	**29** ***100.0%***	**65** ***100.0%***	**54** ***100.0%***	**-** **-**
White	**99** ***83.2%***	5 *71.4%* **	32 *94.1%* D	25 *83.3%*	35 *77.8%*	38 *82.6%*	60 *85.7%*	53 *79.1%*	33 *86.8%*	12 *92.3%* **	36 *85.7%*	32 *86.5%*	30 *76.9%*	30 *85.7%*	67 *81.7%*	11 *91.7%* **	80 *81.6%*	28 *82.4%*	70 *83.3%*	3 *75.0%* **	24 *82.8%* **	56 *86.2%*	43 *79.6%*	- -
Black or African-American	**19** ***16.0%***	2 *28.6%* **	2 *5.9%*	4 *13.3%*	10 *22.2%* B	6 *13.0%*	12 *17.1%*	12 *17.9%*	4 *10.5%*	3 *23.1%* **	6 *14.3%*	4 *10.8%*	9 *23.1%*	5 *14.3%*	14 *17.1%*	- - **	19 *19.4%*	7 *20.6%*	12 *14.3%*	1 *25.0%* **	5 *17.2%* **	9 *13.8%*	10 *18.5%*	- -
Asian	**1** ***0.8%***	- - **	- -	1 *3.3%*	- -	- -	1 *1.4%*	1 *1.5%*	- -	- - **	- -	1 *2.7%*	- -	- -	1 *1.2%*	- - **	1 *1.0%*	1 *2.9%*	- -	- - **	1 *3.4%* **	1 *1.5%*	- -	- -
Native Hawaiian or other Pacific Islander	**-** **-**	- - **	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- - **	- -	- -	- -
American Indian or Alaska Native	**10** ***8.4%***	- - **	4 *11.8%*	1 *3.3%*	3 *6.7%*	4 *8.7%*	5 *7.1%*	4 *6.0%*	5 *13.2%*	1 *7.7%* **	2 *4.8%*	5 *13.5%*	3 *7.7%*	1 *2.9%*	9 *11.0%*	- - **	9 *9.2%*	2 *5.9%*	8 *9.5%*	- - **	2 *6.9%* **	1 *1.5%*	9 *16.7%* U	- -
Other	**5** ***4.2%***	- - **	1 *2.9%*	2 *6.7%*	2 *4.4%*	4 *8.7%* f	1 *1.4%*	2 *3.0%*	3 *7.9%*	- - **	2 *4.8%*	2 *5.4%*	1 *2.6%*	2 *5.7%*	3 *3.7%*	1 *8.3%* **	3 *3.1%*	1 *2.9%*	4 *4.8%*	- - **	1 *3.4%* **	2 *3.1%*	3 *5.6%*	- -

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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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q78. What is your age?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** -
Total Valid Responses	**117** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**45** *100.0%*	**70** *100.0%*	**68** *100.0%*	**36** *100.0%*	**12** *100.0%*	**43** *100.0%*	**36** *100.0%*	**37** *100.0%*	**35** *100.0%*	**80** *100.0%*	**12** *100.0%*	**96** *100.0%*	**35** *100.0%*	**81** *100.0%*	**4** *100.0%*	**30** *100.0%*	**65** *100.0%*	**52** *100.0%*	**-** -
No Answer	**5**	- -	- -	- -	- -	1	1	2	2	1	1	2	2	1	4	1	4	1	4	-	1	-	5	-
Under 18	**3** *2.6%*	3 *42.9%* **	- -	- -	- -	2 *4.4%*	1 *1.4%*	2 *2.9%*	1 *2.8%*	- - **	- -	2 *5.6%*	1 *2.7%*	- -	3 *3.8%*	- - **	3 *3.1%*	1 *2.9%*	2 *2.5%*	- - **	1 *3.3%*	3 *4.6%*	- -	- -
18 to 24	**4** *3.4%*	4 *57.1%* **	- -	- -	- -	1 *2.2%*	3 *4.3%*	2 *2.9%*	2 *5.6%*	- - **	- -	1 *2.8%*	3 *8.1%* j	2 *5.7%*	2 *2.5%*	- - **	4 *4.2%*	2 *5.7%*	2 *2.5%*	1 *25.0%* **	1 *3.3%*	3 *4.6%*	1 *1.9%*	- -
25 to 34	**34** *29.1%*	- - **	34 *100.0%* CD	- -	- -	8 *17.8%*	26 *37.1%* E	19 *27.9%*	9 *25.0%*	6 *50.0%* **	13 *30.2%*	8 *22.2%*	12 *32.4%*	13 *37.1%*	19 *23.8%*	4 *33.3%* **	26 *27.1%*	8 *22.9%*	26 *32.1%*	1 *25.0%* **	6 *20.0%*	14 *21.5%*	20 *38.5%* U	- -
35 to 44	**30** *25.6%*	- - **	- -	30 *100.0%* BD	- -	12 *26.7%*	18 *25.7%*	14 *20.6%*	12 *33.3%*	3 *25.0%* **	15 *34.9%* L	10 *27.8%*	5 *13.5%*	9 *25.7%*	21 *26.3%*	4 *33.3%* **	25 *26.0%*	10 *28.6%*	19 *23.5%*	1 *25.0%* **	9 *30.0%*	19 *29.2%*	11 *21.2%*	- -
45 to 54	**26** *22.2%*	- - **	- -	- -	26 *56.5%* BC	11 *24.4%*	13 *18.6%*	16 *23.5%*	7 *19.4%*	3 *25.0%* **	5 *11.6%*	11 *30.6%* J	10 *27.0%* j	5 *14.3%*	21 *26.3%*	2 *16.7%* **	22 *22.9%*	10 *28.6%*	16 *19.8%*	1 *25.0%* **	9 *30.0%*	14 *21.5%*	12 *23.1%*	- -
55 to 64	**14** *12.0%*	- - **	- -	- -	14 *30.4%* BC	6 *13.3%*	8 *11.4%*	11 *16.2%*	3 *8.3%*	- - **	7 *16.3%*	2 *5.6%*	5 *13.5%*	5 *14.3%*	9 *11.3%*	2 *16.7%* **	11 *11.5%*	3 *8.6%*	11 *13.6%*	- - **	3 *10.0%*	9 *13.8%*	5 *9.6%*	- -
65 to 74	**5** *4.3%*	- - **	- -	- -	5 *10.9%* bc	4 *8.9%* f	1 *1.4%*	4 *5.9%*	1 *2.8%*	- - **	3 *7.0%*	1 *2.8%*	1 *2.7%*	1 *2.9%*	4 *5.0%*	- - **	4 *4.2%*	1 *2.9%*	4 *4.9%*	- - **	1 *3.3%*	3 *4.6%*	2 *3.8%*	- -
75 or older	**1** *0.9%*	- - **	- -	- -	1 *2.2%*	1 *2.2%*	- -	- -	1 *2.8%*	- - **	- -	1 *2.8%*	- -	- -	1 *1.3%*	- - **	1 *1.0%*	- -	1 *1.2%*	- - **	- -	- -	1 *1.9%*	- -
SPHA SUMMARY RATE - Members under 18	**3** *2.6%*	3 *42.9%*	- -	- -	- -	2 *4.4%*	1 *1.4%*	2 *2.9%*	1 *2.8%*	- -	- -	2 *5.6%*	1 *2.7%*	- -	3 *3.8%*	- -	3 *3.1%*	1 *2.9%*	2 *2.5%*	- -	1 *3.3%*	3 *4.6%*	- -	- -
SPHA SUMMARY RATE - Members 18 to 34	**38** *32.5%*	4 *57.1%* **	34 *100.0%* CD	- -	- -	9 *20.0%*	29 *41.4%* E	21 *30.9%*	11 *30.6%*	6 *50.0%* **	13 *30.2%*	9 *25.0%*	15 *40.5%*	15 *42.9%* n	21 *26.3%*	4 *33.3%* **	30 *31.3%*	10 *28.6%*	28 *34.6%*	2 *50.0%* **	7 *23.3%*	17 *26.2%*	21 *40.4%*	- -
SPHA SUMMARY RATE - Members 35 to 44	**30** *25.6%*	- -	- -	30 *100.0%*	- -	12 *26.7%*	18 *25.7%*	14 *20.6%*	12 *33.3%*	3 *25.0%*	15 *34.9%*	10 *27.8%*	5 *13.5%*	9 *25.7%*	21 *26.3%*	4 *33.3%*	25 *26.0%*	10 *28.6%*	19 *23.5%*	1 *25.0%*	9 *30.0%*	19 *29.2%*	11 *21.2%*	- -
SPHA SUMMARY RATE - Members 45 to 54	**26** *22.2%*	- -	- -	- -	26 *56.5%*	11 *24.4%*	13 *18.6%*	16 *23.5%*	7 *19.4%*	3 *25.0%*	5 *11.6%*	11 *30.6%*	10 *27.0%*	5 *14.3%*	21 *26.3%*	2 *16.7%*	22 *22.9%*	10 *28.6%*	16 *19.8%*	1 *25.0%*	9 *30.0%*	14 *21.5%*	12 *23.1%*	- -
SPHA SUMMARY RATE - Members 55 or older	**20** *17.1%*	- - **	- -	- -	20 *43.5%* BC	11 *24.4%*	9 *12.9%*	15 *22.1%*	5 *13.9%*	- - **	10 *23.3%*	4 *11.1%*	6 *16.2%*	6 *17.1%*	14 *17.5%*	2 *16.7%* **	16 *16.7%*	4 *11.4%*	16 *19.8%*	- - **	4 *13.3%*	12 *18.5%*	8 *15.4%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q79. Are you male or female?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** -
Total Valid Responses	**119** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**68** *100.0%*	**37** *100.0%*	**13** *100.0%*	**43** *100.0%*	**37** *100.0%*	**38** *100.0%*	**35** *100.0%*	**82** *100.0%*	**12** *100.0%*	**98** *100.0%*	**35** *100.0%*	**83** *100.0%*	**4** *100.0%*	**30** *100.0%*	**65** *100.0%*	**54** *100.0%*	**-** -
No Answer	**3**	-	-	-	-	-	-	2	1	-	1	1	1	1	2	1	2	1	2	-	1	-	3	-
Male	**17** *14.3%*	- - **	3 *8.6%*	5 *16.7%*	9 *19.6%*	6 *13.0%*	10 *14.1%*	9 *13.2%*	7 *18.9%*	1 *7.7%* **	6 *14.0%*	8 *21.6%* l	3 *7.9%*	2 *5.7%*	14 *17.1%*	1 *8.3%* **	16 *16.3%*	4 *11.4%*	12 *14.5%*	- - **	4 *13.3%*	4 *6.2%*	13 *24.1%* U	- -
Female	**102** *85.7%*	7 *100.0%* **	31 *91.2%*	25 *83.3%*	37 *80.4%*	40 *87.0%*	61 *85.9%*	59 *86.8%*	30 *81.1%*	12 *92.3%* **	37 *86.0%*	29 *78.4%*	35 *92.1%* k	33 *94.3%*	68 *82.9%*	11 *91.7%* **	82 *83.7%*	31 *88.6%*	71 *85.5%*	4 *100.0%* **	26 *86.7%*	61 *93.8%* V	41 *75.9%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q80. What is the highest grade or level of school that you have completed?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** **-**
Total Valid Responses	**117** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**44** *100.0%*	**46** *100.0%*	**71** *100.0%*	**68** *100.0%*	**35** *100.0%*	**13** *100.0%*	**43** *100.0%*	**36** *100.0%*	**37** *100.0%*	**35** *100.0%*	**80** *100.0%*	**12** *100.0%*	**96** *100.0%*	**34** *100.0%*	**82** *100.0%*	**4** *100.0%*	**29** *100.0%*	**65** *100.0%*	**52** *100.0%*	**-** **-**
No Answer	**5**	-	-	-	2	-	-	2	3	-	1	2	2	1	4	1	4	2	3	-	2	-	5	-
8th grade or less	**3** *2.6%*	1 *14.3%* **	- -	1 *3.3%*	1 *2.3%*	3 *6.5%* F	- -	2 *2.9%*	1 *2.9%*	- - **	2 *4.7%*	1 *2.8%*	- -	- -	3 *3.8%*	- - **	3 *3.1%*	2 *5.9%*	1 *1.2%*	- - **	2 *6.9%* **	3 *4.6%*	- -	- -
Some high school, but did not graduate	**5** *4.3%*	1 *14.3%* **	1 *2.9%*	1 *3.3%*	2 *4.5%*	5 *10.9%* F	- -	- -	5 *14.3%* G	- - **	1 *2.3%*	1 *2.8%*	3 *8.1%*	2 *5.7%*	3 *3.8%*	- - **	5 *5.2%*	- -	5 *6.1%*	- - **	- - **	3 *4.6%*	2 *3.8%*	- -
High school graduate or GED	**38** *32.5%*	1 *14.3%* **	7 *20.6%*	10 *33.3%*	19 *43.2%* B	38 *82.6%* F	- -	19 *27.9%*	16 *45.7%* g	3 *23.1%* **	13 *30.2%*	15 *41.7%*	10 *27.0%*	9 *25.7%*	29 *36.3%*	2 *16.7%* **	31 *32.3%*	11 *32.4%*	26 *31.7%*	- - **	11 *37.9%* **	20 *30.8%*	18 *34.6%*	- -
Some college or 2-year degree	**43** *36.8%*	3 *42.9%* **	16 *47.1%*	11 *36.7%*	13 *29.5%*	- -	43 *60.6%* E	28 *41.2%*	9 *25.7%*	5 *38.5%* **	16 *37.2%*	10 *27.8%*	17 *45.9%*	13 *37.1%*	28 *35.0%*	6 *50.0%* **	33 *34.4%*	14 *41.2%*	29 *35.4%*	2 *50.0%* **	11 *37.9%* **	29 *44.6%* v	14 *26.9%*	- -
4-year college graduate	**19** *16.2%*	1 *14.3%* **	7 *20.6%*	5 *16.7%*	5 *11.4%*	- -	19 *26.8%* E	12 *17.6%*	3 *8.6%*	4 *30.8%* **	7 *16.3%*	6 *16.7%*	6 *16.2%*	8 *22.9%*	11 *13.8%*	3 *25.0%* **	16 *16.7%*	6 *17.6%*	13 *15.9%*	2 *50.0%* **	4 *13.8%* **	7 *10.8%*	12 *23.1%* u	- -
More than 4-year college degree	**9** *7.7%*	- - **	3 *8.8%*	2 *6.7%*	4 *9.1%*	- -	9 *12.7%* E	7 *10.3%*	1 *2.9%*	1 *7.7%* **	4 *9.3%*	3 *8.3%*	1 *2.7%*	3 *8.6%*	6 *7.5%*	1 *8.3%* **	8 *8.3%*	1 *2.9%*	8 *9.8%*	- - **	1 *3.4%* **	3 *4.6%*	6 *11.5%*	- -
SPHA SUMMARY RATE - High school graduate or less	**46** *39.3%*	3 *42.9%* **	8 *23.5%*	12 *40.0%*	22 *50.0%* B	46 *100.0%* F	- -	21 *30.9%*	22 *62.9%* G	3 *23.1%* **	16 *37.2%*	17 *47.2%*	13 *35.1%*	11 *31.4%*	35 *43.8%*	2 *16.7%* **	39 *40.6%*	13 *38.2%*	32 *39.0%*	- - **	13 *44.8%* **	26 *40.0%*	20 *38.5%*	- -
SPHA SUMMARY RATE - Some college	**43** *36.8%*	3 *42.9%*	16 *47.1%*	11 *36.7%*	13 *29.5%*	- -	43 *60.6%*	28 *41.2%*	9 *25.7%*	5 *38.5%*	16 *37.2%*	10 *27.8%*	17 *45.9%*	13 *37.1%*	28 *35.0%*	6 *50.0%*	33 *34.4%*	14 *41.2%*	29 *35.4%*	2 *50.0%*	11 *37.9%*	29 *44.6%*	14 *26.9%*	- -
SPHA SUMMARY RATE - 4-year college graduate or more	**28** *23.9%*	1 *14.3%* **	10 *29.4%*	7 *23.3%*	9 *20.5%*	- -	28 *39.4%* E	19 *27.9%* h	4 *11.4%*	5 *38.5%* **	11 *25.6%*	9 *25.0%*	7 *18.9%*	11 *31.4%*	17 *21.3%*	4 *33.3%* **	24 *25.0%*	7 *20.6%*	21 *25.6%*	2 *50.0%* **	5 *17.2%* **	10 *15.4%*	18 *34.6%* U	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q81. How are you related to the child?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** **-**
Total Valid Responses	**116** *100.0%*	**6** *100.0%*	**34** *100.0%*	**30** *100.0%*	**44** *100.0%*	**43** *100.0%*	**71** *100.0%*	**66** *100.0%*	**36** *100.0%*	**13** *100.0%*	**42** *100.0%*	**36** *100.0%*	**37** *100.0%*	**34** *100.0%*	**80** *100.0%*	**12** *100.0%*	**96** *100.0%*	**34** *100.0%*	**81** *100.0%*	**4** *100.0%*	**29** *100.0%*	**62** *100.0%*	**54** *100.0%*	**-** **-**
No Answer	**6**	1	-	-	2	3	-	4	2	-	2	2	2	2	4	1	4	2	4	-	2	3	3	-
Mother or father	**77** *66.4%*	3 *50.0%* **	26 *76.5%* D	27 *90.0%* D	21 *47.7%*	28 *65.1%*	48 *67.6%*	40 *60.6%*	25 *69.4%*	11 *84.6%* **	33 *78.6%* kl	22 *61.1%*	22 *59.5%*	25 *73.5%*	50 *62.5%*	11 *91.7%* **	60 *62.5%*	21 *61.8%*	55 *67.9%*	2 *50.0%* **	18 *62.1%* **	50 *80.6%* V	27 *50.0%*	- -
Grandparent	**13** *11.2%*	1 *16.7%* **	- -	- -	11 *25.0%* BC	8 *18.6%* F	4 *5.6%*	7 *10.6%*	5 *13.9%*	1 *7.7%* **	3 *7.1%*	7 *19.4%*	3 *8.1%*	1 *2.9%*	12 *15.0%* m	- - **	12 *12.5%*	4 *11.8%*	9 *11.1%*	- - **	4 *13.8%* **	6 *9.7%*	7 *13.0%*	- -
Aunt or uncle	**2** *1.7%*	- - **	1 *2.9%*	- -	1 *2.3%*	- -	2 *2.8%*	2 *3.0%*	- -	- - **	- -	- -	2 *5.4%*	1 *2.9%*	1 *1.3%*	1 *8.3%* **	1 *1.0%*	- -	2 *2.5%*	- - **	- - **	- -	2 *3.7%*	- -
Older brother or sister	**-** **-**	- - **	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- - **	- -	- -	- -
Other relative	**3** *2.6%*	- - **	1 *2.9%*	1 *3.3%*	1 *2.3%*	2 *4.7%*	1 *1.4%*	3 *4.5%*	- -	- - **	2 *4.8%*	1 *2.8%*	- -	1 *2.9%*	2 *2.5%*	- - **	3 *3.1%*	1 *2.9%*	2 *2.5%*	- - **	1 *3.4%* **	- -	3 *5.6%* u	- -
Legal guardian	**16** *13.8%*	1 *16.7%* **	5 *14.7%*	2 *6.7%*	7 *15.9%*	4 *9.3%*	12 *16.9%*	11 *16.7%*	5 *13.9%*	- - **	4 *9.5%*	6 *16.7%*	6 *16.2%*	4 *11.8%*	12 *15.0%*	- - **	15 *15.6%*	7 *20.6%*	9 *11.1%*	2 *50.0%* **	5 *17.2%* **	3 *4.8%*	13 *24.1%* U	- -
Someone else	**5** *4.3%*	1 *16.7%* **	1 *2.9%*	- -	3 *6.8%*	1 *2.3%*	4 *5.6%*	3 *4.5%*	1 *2.8%*	1 *7.7%* **	- -	- -	4 *10.8%* JK	2 *5.9%*	3 *3.8%*	- - **	5 *5.2%*	1 *2.9%*	4 *4.9%*	- - **	1 *3.4%* **	3 *4.8%*	2 *3.7%*	- -

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- 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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q82. Did someone help you complete this survey?																								
Total Eligible	**65** *100.0%*	**6** *100.0%*	**14** *100.0%*	**19** *100.0%*	**26** *100.0%*	**26** *100.0%*	**39** *100.0%*	**37** *100.0%*	**20** *100.0%*	**7** *100.0%*	**28** *100.0%*	**16** *100.0%*	**21** *100.0%*	**19** *100.0%*	**45** *100.0%*	**6** *100.0%*	**53** *100.0%*	**18** *100.0%*	**47** *100.0%*	**1** *100.0%*	**16** *100.0%*	**65** *100.0%*	**-** -	**-** -
Total Valid Responses	**65** *100.0%*	**6** *100.0%*	**14** *100.0%*	**19** *100.0%*	**26** *100.0%*	**26** *100.0%*	**39** *100.0%*	**37** *100.0%*	**20** *100.0%*	**7** *100.0%*	**28** *100.0%*	**16** *100.0%*	**21** *100.0%*	**19** *100.0%*	**45** *100.0%*	**6** *100.0%*	**53** *100.0%*	**18** *100.0%*	**47** *100.0%*	**1** *100.0%*	**16** *100.0%*	**65** *100.0%*	**-** -	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**4** *6.2%*	- - **	- - **	4 *21.1%* **	- - **	2 *7.7%* **	2 *5.1%*	1 *2.7%*	2 *10.0%* **	1 *14.3%* **	1 *3.6%* **	2 *12.5%* **	1 *4.8%* **	1 *5.3%* **	3 *6.7%*	1 *16.7%* **	3 *5.7%*	2 *11.1%* **	2 *4.3%*	- - **	2 *12.5%* **	4 *6.2%*	- -	- -
No	**61** *93.8%*	6 *100.0%* **	14 *100.0%* **	15 *78.9%* **	26 *100.0%* **	24 *92.3%* **	37 *94.9%*	36 *97.3%*	18 *90.0%* **	6 *85.7%* **	27 *96.4%* **	14 *87.5%* **	20 *95.2%* **	18 *94.7%* **	42 *93.3%*	5 *83.3%* **	50 *94.3%*	16 *88.9%* **	45 *95.7%*	1 *100.0%* **	14 *87.5%* **	61 *93.8%*	- -	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q83. How did that person help you? Check all that apply.																								
Total Eligible	**4** ***100.0%***	**-** **-**	**-** **-**	**4** ***100.0%***	**-** **-**	**2** ***100.0%***	**2** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**2** ***100.0%***	**2** ***100.0%***	**-** **-**	**2** ***100.0%***	**4** ***100.0%***	**-** **-**	**-** **-**
Total Valid Responses	**3**	-	-	3	-	2	1	-	2	1	1	1	1	1	2	1	2	1	2	-	1	3	-	-
Total Respondents	**3** ***100.0%***	**-** **-**	**-** **-**	**3** ***100.0%***	**-** **-**	**2** ***100.0%***	**1** ***100.0%***	**-** **-**	**2** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**-** **-**	**1** ***100.0%***	**3** ***100.0%***	**-** **-**	**-** **-**
Read the questions to me	**-** **-**	- -	- -	- -	- -	- - **	- - **	-	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	-	-	-	-	-
Wrote down the answers I gave	**-** **-**	- -	- -	- -	- -	- - **	- - **	-	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	-	-	-	-	-
Answered the questions for me	**-** **-**	- -	- -	- -	- -	- - **	- - **	-	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	-	-	-	-	-
Translated the questions into my language	**3** ***100.0%***	- -	- -	3 *100.0%*	- -	2 *100.0%* **	1 *100.0%* **	-	2 *100.0%* **	1 *100.0%* **	1 *100.0%* **	1 *100.0%* **	1 *100.0%* **	1 *100.0%* **	2 *100.0%* **	1 *100.0%* **	2 *100.0%* **	1 *100.0%* **	2 *100.0%* **	-	1 *100.0%*	3 *100.0%*	-	-
Helped in some other way	**-** **-**	- -	- -	- -	- -	- - **	- - **	-	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	-	-	-	-	-

Cell Contents:
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Statistics:
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  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q1. Our records show that your child is now in WellCare of Nebraska. Is that right?																								
Total Eligible	**122** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**71** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**39** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**100** ***100.0%***	**36** ***100.0%***	**85** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**65** ***100.0%***	**57** ***100.0%***	**-** **-**
Total Valid Responses	**119** ***100.0%***	**6** ***100.0%***	**34** ***100.0%***	**29** ***100.0%***	**45** ***100.0%***	**44** ***100.0%***	**70** ***100.0%***	**68** ***100.0%***	**37** ***100.0%***	**13** ***100.0%***	**44** ***100.0%***	**36** ***100.0%***	**38** ***100.0%***	**34** ***100.0%***	**83** ***100.0%***	**13** ***100.0%***	**98** ***100.0%***	**36** ***100.0%***	**82** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**63** ***100.0%***	**56** ***100.0%***	**-** **-**
No Answer	**3**	1	-	1	1	2	1	2	1	-	-	2	1	2	1	-	2	-	3	-	-	2	1	-
Yes	**119** ***100.0%***	6 *100.0%* **	34 *100.0%*	29 *100.0%* **	45 *100.0%*	44 *100.0%*	70 *100.0%*	68 *100.0%*	37 *100.0%*	13 *100.0%* **	44 *100.0%*	36 *100.0%*	38 *100.0%*	34 *100.0%*	83 *100.0%*	13 *100.0%* **	98 *100.0%*	36 *100.0%*	82 *100.0%*	4 *100.0%* **	31 *100.0%*	63 *100.0%*	56 *100.0%*	- -
No	**-** **-**	- - **	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**119** ***100.0%***	6 *100.0%* **	34 *100.0%*	29 *100.0%* **	45 *100.0%*	44 *100.0%*	70 *100.0%*	68 *100.0%*	37 *100.0%*	13 *100.0%* **	44 *100.0%*	36 *100.0%*	38 *100.0%*	34 *100.0%*	83 *100.0%*	13 *100.0%* **	98 *100.0%*	36 *100.0%*	82 *100.0%*	4 *100.0%* **	31 *100.0%*	63 *100.0%*	56 *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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctors office?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 84
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctors office?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**54** *44.3%*	6 *85.7%* **	11 *32.4%*	17 *56.7%* b	19 *41.3%*	26 *56.5%* f	28 *39.4%*	22 *31.4%*	22 *57.9%* G	9 *69.2%* **	17 *38.6%*	20 *52.6%*	16 *41.0%*	15 *41.7%*	38 *45.2%*	5 *38.5%* **	46 *46.0%*	17 *47.2%*	36 *42.4%*	2 *50.0%* **	15 *48.4%*	32 *49.2%*	22 *38.6%*	- -
No	**68** *55.7%*	1 *14.3%* **	23 *67.6%* c	13 *43.3%*	27 *58.7%*	20 *43.5%*	43 *60.6%* e	48 *68.6%* H	16 *42.1%*	4 *30.8%* **	27 *61.4%*	18 *47.4%*	23 *59.0%*	21 *58.3%*	46 *54.8%*	8 *61.5%* **	54 *54.0%*	19 *52.8%*	49 *57.6%*	2 *50.0%* **	16 *51.6%*	33 *50.8%*	35 *61.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**54** *44.3%*	6 *85.7%* **	11 *32.4%*	17 *56.7%* b	19 *41.3%*	26 *56.5%* f	28 *39.4%*	22 *31.4%*	22 *57.9%* G	9 *69.2%* **	17 *38.6%*	20 *52.6%*	16 *41.0%*	15 *41.7%*	38 *45.2%*	5 *38.5%* **	46 *46.0%*	17 *47.2%*	36 *42.4%*	2 *50.0%* **	15 *48.4%*	32 *49.2%*	22 *38.6%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q4. (GCQ) In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?																								
Total Eligible	**54** ***100.0%***	**6** ***100.0%***	**11** ***100.0%***	**17** ***100.0%***	**19** ***100.0%***	**26** ***100.0%***	**28** ***100.0%***	**22** ***100.0%***	**22** ***100.0%***	**9** ***100.0%***	**17** ***100.0%***	**20** ***100.0%***	**16** ***100.0%***	**15** ***100.0%***	**38** ***100.0%***	**5** ***100.0%***	**46** ***100.0%***	**17** ***100.0%***	**36** ***100.0%***	**2** ***100.0%***	**15** ***100.0%***	**32** ***100.0%***	**22** ***100.0%***	**-** **-**
Total Valid Responses	**54** ***100.0%***	**6** ***100.0%***	**11** ***100.0%***	**17** ***100.0%***	**19** ***100.0%***	**26** ***100.0%***	**28** ***100.0%***	**22** ***100.0%***	**22** ***100.0%***	**9** ***100.0%***	**17** ***100.0%***	**20** ***100.0%***	**16** ***100.0%***	**15** ***100.0%***	**38** ***100.0%***	**5** ***100.0%***	**46** ***100.0%***	**17** ***100.0%***	**36** ***100.0%***	**2** ***100.0%***	**15** ***100.0%***	**32** ***100.0%***	**22** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**43** ***79.6%***	3 *50.0%* **	8 *72.7%* **	16 *94.1%* **	15 *78.9%* **	20 *76.9%* **	23 *82.1%* **	17 *77.3%* **	19 *86.4%* **	6 *66.7%* **	17 *100.0%* **	17 *85.0%* **	8 *50.0%* **	9 *60.0%* **	34 *89.5%*	2 *40.0%* **	40 *87.0%*	15 *88.2%* **	27 *75.0%*	2 *100.0%* **	13 *86.7%* **	24 *75.0%*	19 *86.4%* **	- -
Usually	**7** ***13.0%***	3 *50.0%* **	1 *9.1%* **	1 *5.9%* **	2 *10.5%* **	5 *19.2%* **	2 *7.1%* **	4 *18.2%* **	3 *13.6%* **	- - **	- - **	3 *15.0%* **	4 *25.0%* **	3 *20.0%* **	4 *10.5%*	- - **	6 *13.0%*	2 *11.8%* **	5 *13.9%*	- - **	2 *13.3%* **	6 *18.8%*	1 *4.5%* **	- -
Sometimes	**4** ***7.4%***	- - **	2 *18.2%* **	- - **	2 *10.5%* **	1 *3.8%* **	3 *10.7%* **	1 *4.5%* **	- - **	3 *33.3%* **	- - **	- - **	4 *25.0%* **	3 *20.0%* **	- -	3 *60.0%* **	- -	- - **	4 *11.1%*	- - **	- - **	2 *6.3%*	2 *9.1%* **	- -
Never	**-** **-**	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- -	- - **	- -	- - **	- - **	- -	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**50** ***92.6%***	6 *100.0%* **	9 *81.8%* **	17 *100.0%* **	17 *89.5%* **	25 *96.2%* **	25 *89.3%* **	21 *95.5%* **	22 *100.0%* **	6 *66.7%* **	17 *100.0%* **	20 *100.0%* **	12 *75.0%* **	12 *80.0%* **	38 *100.0%*	2 *40.0%* **	46 *100.0%*	17 *100.0%* **	32 *88.9%*	2 *100.0%* **	15 *100.0%* **	30 *93.8%*	20 *90.9%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**43** ***79.6%***	3 *50.0%* **	8 *72.7%* **	16 *94.1%* **	15 *78.9%* **	20 *76.9%* **	23 *82.1%* **	17 *77.3%* **	19 *86.4%* **	6 *66.7%* **	17 *100.0%* **	17 *85.0%* **	8 *50.0%* **	9 *60.0%* **	34 *89.5%*	2 *40.0%* **	40 *87.0%*	15 *88.2%* **	27 *75.0%*	2 *100.0%* **	13 *86.7%* **	24 *75.0%*	19 *86.4%* **	- -
3-Point Score	**2.72**	2.50	2.55	2.94	2.68	2.73	2.71	2.73	2.86	2.33	3.00	2.85	2.25	2.40	2.89	1.80	2.87	2.88	2.64	3.00	2.87	2.69	2.77	-

Cell Contents:
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- 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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 86
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctors office or clinic?																								
Total Eligible	**122** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**71** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**39** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**100** ***100.0%***	**36** ***100.0%***	**85** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**65** ***100.0%***	**57** ***100.0%***	**-** **-**
Total Valid Responses	**121** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**45** ***100.0%***	**46** ***100.0%***	**70** ***100.0%***	**69** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**43** ***100.0%***	**38** ***100.0%***	**39** ***100.0%***	**35** ***100.0%***	**84** ***100.0%***	**12** ***100.0%***	**100** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**64** ***100.0%***	**57** ***100.0%***	**-** **-**
No Answer	**1**	-	-	-	1	-	1	1	-	-	1	-	-	1	-	1	-	-	1	-	-	1	-	-
Yes	**102** ***84.3%***	6 *85.7%* **	30 *88.2%*	26 *86.7%*	36 *80.0%*	37 *80.4%*	61 *87.1%*	56 *81.2%*	33 *86.8%*	12 *92.3%* **	37 *86.0%*	32 *84.2%*	32 *82.1%*	30 *85.7%*	70 *83.3%*	11 *91.7%* **	86 *86.0%*	34 *94.4%* R	67 *79.8%*	4 *100.0%* **	29 *93.5%*	57 *89.1%*	45 *78.9%*	- -
No	**19** ***15.7%***	1 *14.3%* **	4 *11.8%*	4 *13.3%*	9 *20.0%*	9 *19.6%*	9 *12.9%*	13 *18.8%*	5 *13.2%*	1 *7.7%* **	6 *14.0%*	6 *15.8%*	7 *17.9%*	5 *14.3%*	14 *16.7%*	1 *8.3%* **	14 *14.0%*	2 *5.6%*	17 *20.2%* Q	- - **	2 *6.5%*	7 *10.9%*	12 *21.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**102** ***84.3%***	6 *85.7%* **	30 *88.2%*	26 *86.7%*	36 *80.0%*	37 *80.4%*	61 *87.1%*	56 *81.2%*	33 *86.8%*	12 *92.3%* **	37 *86.0%*	32 *84.2%*	32 *82.1%*	30 *85.7%*	70 *83.3%*	11 *91.7%* **	86 *86.0%*	34 *94.4%* R	67 *79.8%*	4 *100.0%* **	29 *93.5%*	57 *89.1%*	45 *78.9%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q6. (GCQ) In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctors office or clinic, how often did you get an appointment as soon as your child needed?																								
Total Eligible	**102** *100.0%*	**6** *100.0%*	**30** *100.0%*	**26** *100.0%*	**36** *100.0%*	**37** *100.0%*	**61** *100.0%*	**56** *100.0%*	**33** *100.0%*	**12** *100.0%*	**37** *100.0%*	**32** *100.0%*	**32** *100.0%*	**30** *100.0%*	**70** *100.0%*	**11** *100.0%*	**86** *100.0%*	**34** *100.0%*	**67** *100.0%*	**4** *100.0%*	**29** *100.0%*	**57** *100.0%*	**45** *100.0%*	- -
Total Valid Responses	**101** *100.0%*	**6** *100.0%*	**30** *100.0%*	**26** *100.0%*	**35** *100.0%*	**36** *100.0%*	**61** *100.0%*	**56** *100.0%*	**32** *100.0%*	**12** *100.0%*	**37** *100.0%*	**31** *100.0%*	**32** *100.0%*	**30** *100.0%*	**69** *100.0%*	**11** *100.0%*	**85** *100.0%*	**34** *100.0%*	**66** *100.0%*	**4** *100.0%*	**29** *100.0%*	**57** *100.0%*	**44** *100.0%*	- -
No Answer	**1**	-	-	-	1	1	-	-	1	-	-	1	-	-	1	-	1	-	1	-	-	-	1	-
Always	**77** *76.2%*	4 *66.7%* **	23 *76.7%*	17 *65.4%* **	29 *82.9%*	25 *69.4%*	48 *78.7%*	49 *87.5%* H	20 *62.5%*	8 *66.7%* **	31 *83.8%*	24 *77.4%*	22 *68.8%*	21 *70.0%*	55 *79.7%*	5 *45.5%* **	69 *81.2%*	28 *82.4%*	48 *72.7%*	4 *100.0%* **	23 *79.3%* **	41 *71.9%*	36 *81.8%*	- -
Usually	**16** *15.8%*	- - **	5 *16.7%*	7 *26.9%* **	4 *11.4%*	6 *16.7%*	10 *16.4%*	4 *7.1%*	9 *28.1%* G	3 *25.0%* **	5 *13.5%*	3 *9.7%*	7 *21.9%*	6 *20.0%*	9 *13.0%*	4 *36.4%* **	12 *14.1%*	4 *11.8%*	12 *18.2%*	- - **	4 *13.8%* **	10 *17.5%*	6 *13.6%*	- -
Sometimes	**7** *6.9%*	2 *33.3%* **	2 *6.7%*	1 *3.8%* **	2 *5.7%*	5 *13.9%* f	2 *3.3%*	3 *5.4%*	3 *9.4%*	1 *8.3%* **	- -	4 *12.9%* J	3 *9.4%* j	3 *10.0%*	4 *5.8%*	1 *9.1%* **	4 *4.7%*	2 *5.9%*	5 *7.6%*	- - **	2 *6.9%* **	5 *8.8%*	2 *4.5%*	- -
Never	**1** *1.0%*	- - **	- -	1 *3.8%* **	- -	- -	1 *1.6%*	- -	- -	- - **	1 *2.7%*	- -	- -	- -	1 *1.4%*	1 *9.1%* **	- -	- -	1 *1.5%*	- - **	- - **	1 *1.8%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**93** *92.1%*	4 *66.7%* **	28 *93.3%*	24 *92.3%* **	33 *94.3%*	31 *86.1%*	58 *95.1%*	53 *94.6%*	29 *90.6%*	11 *91.7%* **	36 *97.3%*	27 *87.1%*	29 *90.6%*	27 *90.0%*	64 *92.8%*	9 *81.8%* **	81 *95.3%*	32 *94.1%*	60 *90.9%*	4 *100.0%* **	27 *93.1%* **	51 *89.5%*	42 *95.5%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**77** *76.2%*	4 *66.7%* **	23 *76.7%*	17 *65.4%* **	29 *82.9%*	25 *69.4%*	48 *78.7%*	49 *87.5%* H	20 *62.5%*	8 *66.7%* **	31 *83.8%*	24 *77.4%*	22 *68.8%*	21 *70.0%*	55 *79.7%*	5 *45.5%* **	69 *81.2%*	28 *82.4%*	48 *72.7%*	4 *100.0%* **	23 *79.3%* **	41 *71.9%*	36 *81.8%*	- -
3-Point Score	**2.68**	2.33	2.70	2.58	2.77	2.56	2.74	2.82	2.53	2.58	2.81	2.65	2.59	2.60	2.72	2.27	2.76	2.76	2.64	3.00	2.72	2.61	2.77	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 88
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctors office or clinic to get health care?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**121** *100.0%*	**7** *100.0%*	**33** *100.0%*	**30** *100.0%*	**46** *100.0%*	**45** *100.0%*	**71** *100.0%*	**70** *100.0%*	**37** *100.0%*	**13** *100.0%*	**44** *100.0%*	**37** *100.0%*	**39** *100.0%*	**36** *100.0%*	**83** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**84** *100.0%*	**4** *100.0%*	**31** *100.0%*	**64** *100.0%*	**57** *100.0%*	- -
No Answer	**1**	-	1	-	-	1	-	-	1	-	-	1	-	-	1	-	-	-	1	-	-	1	-	-
None	**15** *12.4%*	- - **	3 *9.1%*	3 *10.0%*	8 *17.4%*	7 *15.6%*	7 *9.9%*	10 *14.3%*	5 *13.5%*	- - **	6 *13.6%*	5 *13.5%*	4 *10.3%*	5 *13.9%*	10 *12.0%*	1 *7.7%* **	12 *12.0%*	- -	15 *17.9%* Q	- - **	- -	6 *9.4%*	9 *15.8%*	- -
1 time	**26** *21.5%*	1 *14.3%* **	7 *21.2%*	5 *16.7%*	12 *26.1%*	10 *22.2%*	14 *19.7%*	19 *27.1%*	5 *13.5%*	2 *15.4%* **	10 *22.7%*	6 *16.2%*	10 *25.6%*	1 *2.8%*	24 *28.9%* M	2 *15.4%* **	22 *22.0%*	8 *22.2%*	18 *21.4%*	- - **	8 *25.8%*	12 *18.8%*	14 *24.6%*	- -
2	**23** *19.0%*	- - **	8 *24.2%*	6 *20.0%*	8 *17.4%*	5 *11.1%*	17 *23.9%* e	16 *22.9%*	6 *16.2%*	- - **	7 *15.9%*	9 *24.3%*	7 *17.9%*	9 *25.0%*	14 *16.9%*	2 *15.4%* **	19 *19.0%*	8 *22.2%*	15 *17.9%*	2 *50.0%* **	5 *16.1%*	15 *23.4%*	8 *14.0%*	- -
3	**22** *18.2%*	4 *57.1%* **	4 *12.1%*	7 *23.3%*	7 *15.2%*	13 *28.9%* F	9 *12.7%*	8 *11.4%*	11 *29.7%* G	3 *23.1%* **	7 *15.9%*	8 *21.6%*	7 *17.9%*	8 *22.2%*	14 *16.9%*	3 *23.1%* **	18 *18.0%*	7 *19.4%*	15 *17.9%*	- - **	7 *22.6%*	13 *20.3%*	9 *15.8%*	- -
4	**13** *10.7%*	2 *28.6%* **	2 *6.1%*	4 *13.3%*	5 *10.9%*	4 *8.9%*	9 *12.7%*	8 *11.4%*	5 *13.5%*	- - **	5 *11.4%*	6 *16.2%*	2 *5.1%*	4 *11.1%*	9 *10.8%*	1 *7.7%* **	12 *12.0%*	6 *16.7%*	7 *8.3%*	2 *50.0%* **	4 *12.9%*	7 *10.9%*	6 *10.5%*	- -
5 to 9	**19** *15.7%*	- - **	7 *21.2%*	4 *13.3%*	6 *13.0%*	5 *11.1%*	13 *18.3%*	9 *12.9%*	4 *10.8%*	6 *46.2%* **	9 *20.5%* K	1 *2.7%*	9 *23.1%* K	7 *19.4%*	11 *13.3%*	4 *30.8%* **	14 *14.0%*	6 *16.7%*	13 *15.5%*	- - **	6 *19.4%*	11 *17.2%*	8 *14.0%*	- -
10 or more times	**3** *2.5%*	- - **	2 *6.1%* d	1 *3.3%*	- -	1 *2.2%*	2 *2.8%*	- -	1 *2.7%*	2 *15.4%* **	- -	2 *5.4%*	- -	2 *5.6%*	1 *1.2%*	- - **	3 *3.0%*	1 *2.8%*	1 *1.2%*	- - **	1 *3.2%*	- -	3 *5.3%* u	- -
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**106** *87.6%*	7 *100.0%* **	30 *90.9%*	27 *90.0%*	38 *82.6%*	38 *84.4%*	64 *90.1%*	60 *85.7%*	32 *86.5%*	13 *100.0%* **	38 *86.4%*	32 *86.5%*	35 *89.7%*	31 *86.1%*	73 *88.0%*	12 *92.3%* **	88 *88.0%*	36 *100.0%* R	69 *82.1%*	4 *100.0%* **	31 *100.0%*	58 *90.6%*	48 *84.2%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2017

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

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 89
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q8. (HPE) In the last 6 months, did you and your childs doctor or other health provider talk about specific things you could do to prevent illness in your child?																								
Total Eligible	**106** ***100.0%***	**7** ***100.0%***	**30** ***100.0%***	**27** ***100.0%***	**38** ***100.0%***	**38** ***100.0%***	**64** ***100.0%***	**60** ***100.0%***	**32** ***100.0%***	**13** ***100.0%***	**38** ***100.0%***	**32** ***100.0%***	**35** ***100.0%***	**31** ***100.0%***	**73** ***100.0%***	**12** ***100.0%***	**88** ***100.0%***	**36** ***100.0%***	**69** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**58** ***100.0%***	**48** ***100.0%***	**-** **-**
Total Valid Responses	**105** ***100.0%***	**7** ***100.0%***	**30** ***100.0%***	**27** ***100.0%***	**37** ***100.0%***	**38** ***100.0%***	**63** ***100.0%***	**59** ***100.0%***	**32** ***100.0%***	**13** ***100.0%***	**37** ***100.0%***	**32** ***100.0%***	**35** ***100.0%***	**30** ***100.0%***	**73** ***100.0%***	**11** ***100.0%***	**88** ***100.0%***	**36** ***100.0%***	**68** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**57** ***100.0%***	**48** ***100.0%***	**-** **-**
No Answer	**1**	-	-	-	1	-	1	1	-	-	1	-	-	1	-	1	-	-	1	-	-	1	-	-
Yes	**67** ***63.8%***	4 *57.1%* **	20 *66.7%*	17 *63.0%* **	23 *62.2%*	22 *57.9%*	42 *66.7%*	36 *61.0%*	21 *65.6%*	9 *69.2%* **	23 *62.2%*	20 *62.5%*	23 *65.7%*	21 *70.0%*	45 *61.6%*	6 *54.5%* **	57 *64.8%*	24 *66.7%*	42 *61.8%*	3 *75.0%* **	20 *64.5%*	33 *57.9%*	34 *70.8%*	- -
No	**38** ***36.2%***	3 *42.9%* **	10 *33.3%*	10 *37.0%* **	14 *37.8%*	16 *42.1%*	21 *33.3%*	23 *39.0%*	11 *34.4%*	4 *30.8%* **	14 *37.8%*	12 *37.5%*	12 *34.3%*	9 *30.0%*	28 *38.4%*	5 *45.5%* **	31 *35.2%*	12 *33.3%*	26 *38.2%*	1 *25.0%* **	11 *35.5%*	24 *42.1%*	14 *29.2%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**67** ***63.8%***	4 *57.1%* **	20 *66.7%*	17 *63.0%* **	23 *62.2%*	22 *57.9%*	42 *66.7%*	36 *61.0%*	21 *65.6%*	9 *69.2%* **	23 *62.2%*	20 *62.5%*	23 *65.7%*	21 *70.0%*	45 *61.6%*	6 *54.5%* **	57 *64.8%*	24 *66.7%*	42 *61.8%*	3 *75.0%* **	20 *64.5%*	33 *57.9%*	34 *70.8%*	- -
3-Point Score	**2.28**	2.14	2.33	2.26	2.24	2.16	2.33	2.22	2.31	2.38	2.24	2.25	2.31	2.40	2.23	2.09	2.30	2.33	2.24	2.50	2.29	2.16	2.42	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your childs doctors or other health providers?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 90
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q9. (FCC-GNI) In the last 6 months, how often did you have your questions answered by your childs doctors or other health providers?																								
Total Eligible	**106** ***100.0%***	**7** ***100.0%***	**30** ***100.0%***	**27** ***100.0%***	**38** ***100.0%***	**38** ***100.0%***	**64** ***100.0%***	**60** ***100.0%***	**32** ***100.0%***	**13** ***100.0%***	**38** ***100.0%***	**32** ***100.0%***	**35** ***100.0%***	**31** ***100.0%***	**73** ***100.0%***	**12** ***100.0%***	**88** ***100.0%***	**36** ***100.0%***	**69** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**58** ***100.0%***	**48** ***100.0%***	**-** **-**
Total Valid Responses	**106** ***100.0%***	**7** ***100.0%***	**30** ***100.0%***	**27** ***100.0%***	**38** ***100.0%***	**38** ***100.0%***	**64** ***100.0%***	**60** ***100.0%***	**32** ***100.0%***	**13** ***100.0%***	**38** ***100.0%***	**32** ***100.0%***	**35** ***100.0%***	**31** ***100.0%***	**73** ***100.0%***	**12** ***100.0%***	**88** ***100.0%***	**36** ***100.0%***	**69** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**58** ***100.0%***	**48** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**78** ***73.6%***	4 *57.1%* **	20 *66.7%*	22 *81.5%* **	28 *73.7%*	32 *84.2%* F	42 *65.6%*	45 *75.0%*	25 *78.1%*	7 *53.8%* **	28 *73.7%*	28 *87.5%* L	22 *62.9%*	18 *58.1%*	59 *80.8%* M	3 *25.0%* **	69 *78.4%*	26 *72.2%*	51 *73.9%*	3 *75.0%* **	22 *71.0%*	41 *70.7%*	37 *77.1%*	- -
Usually	**21** ***19.8%***	3 *42.9%* **	6 *20.0%*	4 *14.8%* **	8 *21.1%*	6 *15.8%*	15 *23.4%*	11 *18.3%*	6 *18.8%*	4 *30.8%* **	8 *21.1%*	4 *12.5%*	8 *22.9%*	10 *32.3%* N	11 *15.1%*	6 *50.0%* **	15 *17.0%*	9 *25.0%*	12 *17.4%*	1 *25.0%* **	8 *25.8%*	14 *24.1%*	7 *14.6%*	- -
Sometimes	**6** ***5.7%***	- - **	3 *10.0%*	1 *3.7%* **	2 *5.3%*	- -	6 *9.4%* e	3 *5.0%*	1 *3.1%*	2 *15.4%* **	1 *2.6%*	- -	5 *14.3%* jK	3 *9.7%*	2 *2.7%*	3 *25.0%* **	3 *3.4%*	1 *2.8%*	5 *7.2%*	- - **	1 *3.2%*	3 *5.2%*	3 *6.3%*	- -
Never	**1** ***0.9%***	- - **	1 *3.3%*	- - **	- -	- -	1 *1.6%*	1 *1.7%*	- -	- - **	1 *2.6%*	- -	- -	- -	1 *1.4%*	- - **	1 *1.1%*	- -	1 *1.4%*	- - **	- -	- -	1 *2.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**99** ***93.4%***	7 *100.0%* **	26 *86.7%*	26 *96.3%* **	36 *94.7%*	38 *100.0%* F	57 *89.1%*	56 *93.3%*	31 *96.9%*	11 *84.6%* **	36 *94.7%*	32 *100.0%* L	30 *85.7%*	28 *90.3%*	70 *95.9%*	9 *75.0%* **	84 *95.5%*	35 *97.2%*	63 *91.3%*	4 *100.0%* **	30 *96.8%*	55 *94.8%*	44 *91.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**78** ***73.6%***	4 *57.1%* **	20 *66.7%*	22 *81.5%* **	28 *73.7%*	32 *84.2%* F	42 *65.6%*	45 *75.0%*	25 *78.1%*	7 *53.8%* **	28 *73.7%*	28 *87.5%* L	22 *62.9%*	18 *58.1%*	59 *80.8%* M	3 *25.0%* **	69 *78.4%*	26 *72.2%*	51 *73.9%*	3 *75.0%* **	22 *71.0%*	41 *70.7%*	37 *77.1%*	- -
3-Point Score	**2.67**	2.57	2.53	2.78	2.68	2.84	2.55	2.68	2.75	2.38	2.68	2.88	2.49	2.48	2.77	2.00	2.74	2.69	2.65	2.75	2.68	2.66	2.69	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q10. In the last 6 months, did you and your childs doctor or other health provider talk about starting or stopping a prescription medicine for your child?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 91
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q10. In the last 6 months, did you and your childs doctor or other health provider talk about starting or stopping a prescription medicine for your child?																								
Total Eligible	**106** ***100.0%***	**7** ***100.0%***	**30** ***100.0%***	**27** ***100.0%***	**38** ***100.0%***	**38** ***100.0%***	**64** ***100.0%***	**60** ***100.0%***	**32** ***100.0%***	**13** ***100.0%***	**38** ***100.0%***	**32** ***100.0%***	**35** ***100.0%***	**31** ***100.0%***	**73** ***100.0%***	**12** ***100.0%***	**88** ***100.0%***	**36** ***100.0%***	**69** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**58** ***100.0%***	**48** ***100.0%***	**-** **-**
Total Valid Responses	**105** ***100.0%***	**7** ***100.0%***	**30** ***100.0%***	**26** ***100.0%***	**38** ***100.0%***	**38** ***100.0%***	**63** ***100.0%***	**59** ***100.0%***	**32** ***100.0%***	**13** ***100.0%***	**37** ***100.0%***	**32** ***100.0%***	**35** ***100.0%***	**31** ***100.0%***	**72** ***100.0%***	**12** ***100.0%***	**88** ***100.0%***	**36** ***100.0%***	**68** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**58** ***100.0%***	**47** ***100.0%***	**-** **-**
No Answer	**1**	-	-	1	-	-	1	1	-	-	1	-	-	-	1	-	-	-	1	-	-	-	1	-
Yes	**43** ***41.0%***	5 *71.4%* **	11 *36.7%*	12 *46.2%* **	12 *31.6%*	14 *36.8%*	27 *42.9%*	20 *33.9%*	14 *43.8%*	8 *61.5%* **	9 *24.3%*	16 *50.0%* J	17 *48.6%* J	16 *51.6%*	27 *37.5%*	5 *41.7%* **	37 *42.0%*	15 *41.7%*	27 *39.7%*	2 *50.0%* **	13 *41.9%*	25 *43.1%*	18 *38.3%*	- -
No	**62** ***59.0%***	2 *28.6%* **	19 *63.3%*	14 *53.8%* **	26 *68.4%*	24 *63.2%*	36 *57.1%*	39 *66.1%*	18 *56.3%*	5 *38.5%* **	28 *75.7%* KL	16 *50.0%*	18 *51.4%*	15 *48.4%*	45 *62.5%*	7 *58.3%* **	51 *58.0%*	21 *58.3%*	41 *60.3%*	2 *50.0%* **	18 *58.1%*	33 *56.9%*	29 *61.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**43** ***41.0%***	5 *71.4%* **	11 *36.7%*	12 *46.2%* **	12 *31.6%*	14 *36.8%*	27 *42.9%*	20 *33.9%*	14 *43.8%*	8 *61.5%* **	9 *24.3%*	16 *50.0%* J	17 *48.6%* J	16 *51.6%*	27 *37.5%*	5 *41.7%* **	37 *42.0%*	15 *41.7%*	27 *39.7%*	2 *50.0%* **	13 *41.9%*	25 *43.1%*	18 *38.3%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?																								
Total Eligible	**43** ***100.0%***	**5** ***100.0%***	**11** ***100.0%***	**12** ***100.0%***	**12** ***100.0%***	**14** ***100.0%***	**27** ***100.0%***	**20** ***100.0%***	**14** ***100.0%***	**8** ***100.0%***	**9** ***100.0%***	**16** ***100.0%***	**17** ***100.0%***	**16** ***100.0%***	**27** ***100.0%***	**5** ***100.0%***	**37** ***100.0%***	**15** ***100.0%***	**27** ***100.0%***	**2** ***100.0%***	**13** ***100.0%***	**25** ***100.0%***	**18** ***100.0%***	**-** **-**
Total Valid Responses	**43** ***100.0%***	**5** ***100.0%***	**11** ***100.0%***	**12** ***100.0%***	**12** ***100.0%***	**14** ***100.0%***	**27** ***100.0%***	**20** ***100.0%***	**14** ***100.0%***	**8** ***100.0%***	**9** ***100.0%***	**16** ***100.0%***	**17** ***100.0%***	**16** ***100.0%***	**27** ***100.0%***	**5** ***100.0%***	**37** ***100.0%***	**15** ***100.0%***	**27** ***100.0%***	**2** ***100.0%***	**13** ***100.0%***	**25** ***100.0%***	**18** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**42** ***97.7%***	5 *100.0%* **	11 *100.0%* **	12 *100.0%* **	11 *91.7%* **	14 *100.0%* **	26 *96.3%* **	19 *95.0%* **	14 *100.0%* **	8 *100.0%* **	8 *88.9%* **	16 *100.0%* **	17 *100.0%* **	16 *100.0%* **	26 *96.3%* **	5 *100.0%* **	36 *97.3%*	15 *100.0%* **	26 *96.3%* **	2 *100.0%* **	13 *100.0%* **	24 *96.0%* **	18 *100.0%* **	- -
No	**1** ***2.3%***	- - **	- - **	- - **	1 *8.3%* **	- - **	1 *3.7%* **	1 *5.0%* **	- - **	- - **	1 *11.1%* **	- - **	- - **	- - **	1 *3.7%* **	- - **	1 *2.7%*	- - **	1 *3.7%* **	- - **	- - **	1 *4.0%* **	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**42** ***97.7%***	5 *100.0%* **	11 *100.0%* **	12 *100.0%* **	11 *91.7%* **	14 *100.0%* **	26 *96.3%* **	19 *95.0%* **	14 *100.0%* **	8 *100.0%* **	8 *88.9%* **	16 *100.0%* **	17 *100.0%* **	16 *100.0%* **	26 *96.3%* **	5 *100.0%* **	36 *97.3%*	15 *100.0%* **	26 *96.3%* **	2 *100.0%* **	13 *100.0%* **	24 *96.0%* **	18 *100.0%* **	- -
3-Point Score	**2.95**	3.00	3.00	3.00	2.83	3.00	2.93	2.90	3.00	3.00	2.78	3.00	3.00	3.00	2.93	3.00	2.95	3.00	2.93	3.00	3.00	2.92	3.00	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 93
Level: Top

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q12. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?																								
Total Eligible	**43** ***100.0%***	**5** ***100.0%***	**11** ***100.0%***	**12** ***100.0%***	**12** ***100.0%***	**14** ***100.0%***	**27** ***100.0%***	**20** ***100.0%***	**14** ***100.0%***	**8** ***100.0%***	**9** ***100.0%***	**16** ***100.0%***	**17** ***100.0%***	**16** ***100.0%***	**27** ***100.0%***	**5** ***100.0%***	**37** ***100.0%***	**15** ***100.0%***	**27** ***100.0%***	**2** ***100.0%***	**13** ***100.0%***	**25** ***100.0%***	**18** ***100.0%***	**-** **-**
Total Valid Responses	**43** ***100.0%***	**5** ***100.0%***	**11** ***100.0%***	**12** ***100.0%***	**12** ***100.0%***	**14** ***100.0%***	**27** ***100.0%***	**20** ***100.0%***	**14** ***100.0%***	**8** ***100.0%***	**9** ***100.0%***	**16** ***100.0%***	**17** ***100.0%***	**16** ***100.0%***	**27** ***100.0%***	**5** ***100.0%***	**37** ***100.0%***	**15** ***100.0%***	**27** ***100.0%***	**2** ***100.0%***	**13** ***100.0%***	**25** ***100.0%***	**18** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**37** ***86.0%***	4 *80.0%* **	10 *90.9%* **	10 *83.3%* **	10 *83.3%* **	11 *78.6%* **	24 *88.9%* **	18 *90.0%* **	12 *85.7%* **	6 *75.0%* **	9 *100.0%* **	12 *75.0%* **	15 *88.2%* **	16 *100.0%* **	21 *77.8%* **	5 *100.0%* **	31 *83.8%*	13 *86.7%* **	23 *85.2%* **	2 *100.0%* **	11 *84.6%* **	22 *88.0%* **	15 *83.3%* **	- -
No	**6** ***14.0%***	1 *20.0%* **	1 *9.1%* **	2 *16.7%* **	2 *16.7%* **	3 *21.4%* **	3 *11.1%* **	2 *10.0%* **	2 *14.3%* **	2 *25.0%* **	- - **	4 *25.0%* **	2 *11.8%* **	- - **	6 *22.2%* **	- - **	6 *16.2%*	2 *13.3%* **	4 *14.8%* **	- - **	2 *15.4%* **	3 *12.0%* **	3 *16.7%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**37** ***86.0%***	4 *80.0%* **	10 *90.9%* **	10 *83.3%* **	10 *83.3%* **	11 *78.6%* **	24 *88.9%* **	18 *90.0%* **	12 *85.7%* **	6 *75.0%* **	9 *100.0%* **	12 *75.0%* **	15 *88.2%* **	16 *100.0%* **	21 *77.8%* **	5 *100.0%* **	31 *83.8%*	13 *86.7%* **	23 *85.2%* **	2 *100.0%* **	11 *84.6%* **	22 *88.0%* **	15 *83.3%* **	- -
3-Point Score	**2.72**	2.60	2.82	2.67	2.67	2.57	2.78	2.80	2.71	2.50	3.00	2.50	2.76	3.00	2.56	3.00	2.68	2.73	2.70	3.00	2.69	2.76	2.67	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

CCC POPULATION

Table: 94
Level: Top

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q13. (SDM) When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?																								
Total Eligible	**43** *100.0%*	**5** *100.0%*	**11** *100.0%*	**12** *100.0%*	**12** *100.0%*	**14** *100.0%*	**27** *100.0%*	**20** *100.0%*	**14** *100.0%*	**8** *100.0%*	**9** *100.0%*	**16** *100.0%*	**17** *100.0%*	**16** *100.0%*	**27** *100.0%*	**5** *100.0%*	**37** *100.0%*	**15** *100.0%*	**27** *100.0%*	**2** *100.0%*	**13** *100.0%*	**25** *100.0%*	**18** *100.0%*	**-** **-**
Total Valid Responses	**43** *100.0%*	**5** *100.0%*	**11** *100.0%*	**12** *100.0%*	**12** *100.0%*	**14** *100.0%*	**27** *100.0%*	**20** *100.0%*	**14** *100.0%*	**8** *100.0%*	**9** *100.0%*	**16** *100.0%*	**17** *100.0%*	**16** *100.0%*	**27** *100.0%*	**5** *100.0%*	**37** *100.0%*	**15** *100.0%*	**27** *100.0%*	**2** *100.0%*	**13** *100.0%*	**25** *100.0%*	**18** *100.0%*	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**39** *90.7%*	4 *80.0%* **	10 *90.9%* **	12 *100.0%* **	11 *91.7%* **	13 *92.9%* **	25 *92.6%* **	18 *90.0%* **	13 *92.9%* **	7 *87.5%* **	9 *100.0%* **	14 *87.5%* **	15 *88.2%* **	14 *87.5%* **	25 *92.6%* **	3 *60.0%* **	35 *94.6%*	15 *100.0%* **	23 *85.2%* **	2 *100.0%* **	13 *100.0%* **	23 *92.0%* **	16 *88.9%* **	- -
No	**4** *9.3%*	1 *20.0%* **	1 *9.1%* **	- - **	1 *8.3%* **	1 *7.1%* **	2 *7.4%* **	2 *10.0%* **	1 *7.1%* **	1 *12.5%* **	- - **	2 *12.5%* **	2 *11.8%* **	2 *12.5%* **	2 *7.4%* **	2 *40.0%* **	2 *5.4%*	- - **	4 *14.8%* **	- - **	- - **	2 *8.0%* **	2 *11.1%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**39** *90.7%*	4 *80.0%* **	10 *90.9%* **	12 *100.0%* **	11 *91.7%* **	13 *92.9%* **	25 *92.6%* **	18 *90.0%* **	13 *92.9%* **	7 *87.5%* **	9 *100.0%* **	14 *87.5%* **	15 *88.2%* **	14 *87.5%* **	25 *92.6%* **	3 *60.0%* **	35 *94.6%*	15 *100.0%* **	23 *85.2%* **	2 *100.0%* **	13 *100.0%* **	23 *92.0%* **	16 *88.9%* **	- -
3-Point Score	**2.81**	2.60	2.82	3.00	2.83	2.86	2.85	2.80	2.86	2.75	3.00	2.75	2.76	2.75	2.85	2.20	2.89	3.00	2.70	3.00	3.00	2.84	2.78	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q14. 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 childs health care in the last 6 months?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)
CCC POPULATION

Table: 95
Level: Top

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q14. 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 childs health care in the last 6 months?																								
Total Eligible	**106** *100.0%*	**7** *100.0%*	**30** *100.0%*	**27** *100.0%*	**38** *100.0%*	**38** *100.0%*	**64** *100.0%*	**60** *100.0%*	**32** *100.0%*	**13** *100.0%*	**38** *100.0%*	**32** *100.0%*	**35** *100.0%*	**31** *100.0%*	**73** *100.0%*	**12** *100.0%*	**88** *100.0%*	**36** *100.0%*	**69** *100.0%*	**4** *100.0%*	**31** *100.0%*	**58** *100.0%*	**48** *100.0%*	**-** **-**
Total Valid Responses	**105** *100.0%*	**7** *100.0%*	**30** *100.0%*	**27** *100.0%*	**37** *100.0%*	**37** *100.0%*	**64** *100.0%*	**59** *100.0%*	**32** *100.0%*	**13** *100.0%*	**37** *100.0%*	**32** *100.0%*	**35** *100.0%*	**31** *100.0%*	**72** *100.0%*	**12** *100.0%*	**87** *100.0%*	**35** *100.0%*	**69** *100.0%*	**4** *100.0%*	**30** *100.0%*	**57** *100.0%*	**48** *100.0%*	**-** **-**
No Answer	**1**	-	-	-	1	1	-	1	-	-	1	-	-	-	1	-	1	1	-	-	1	1	-	-
10 - Best health care possible	**46** *43.8%*	4 *57.1%* **	16 *53.3%*	10 *37.0%* **	16 *43.2%*	13 *35.1%*	32 *50.0%*	34 *57.6%* H	10 *31.3%*	2 *15.4%* **	17 *45.9%*	14 *43.8%*	15 *42.9%*	6 *19.4%*	39 *54.2%* M	1 *8.3%* **	42 *48.3%*	14 *40.0%*	32 *46.4%*	1 *25.0%* **	13 *43.3%*	26 *45.6%*	20 *41.7%*	- -
9	**25** *23.8%*	1 *14.3%* **	4 *13.3%*	10 *37.0%* **	9 *24.3%*	12 *32.4%*	12 *18.8%*	12 *20.3%*	11 *34.4%*	2 *15.4%* **	12 *32.4%* I	8 *25.0%*	5 *14.3%*	7 *22.6%*	18 *25.0%*	2 *16.7%* **	22 *25.3%*	9 *25.7%*	15 *21.7%*	- - **	8 *26.7%*	17 *29.8%*	8 *16.7%*	- -
8	**21** *20.0%*	2 *28.6%* **	6 *20.0%*	5 *18.5%* **	6 *16.2%*	11 *29.7%* F	8 *12.5%*	9 *15.3%*	8 *25.0%*	4 *30.8%* **	4 *10.8%*	8 *25.0%*	9 *25.7%*	9 *29.0%*	12 *16.7%*	2 *16.7%* **	17 *19.5%*	9 *25.7%*	12 *17.4%*	2 *50.0%* **	7 *23.3%*	8 *14.0%*	13 *27.1%* u	- -
7	**8** *7.6%*	- - **	1 *3.3%*	2 *7.4%* **	4 *10.8%*	- -	8 *12.5%* E	3 *5.1%*	1 *3.1%*	3 *23.1%* **	3 *8.1%*	1 *3.1%*	3 *8.6%*	6 *19.4%* N	2 *2.8%*	5 *41.7%* **	3 *3.4%*	2 *5.7%*	6 *8.7%*	1 *25.0%* **	1 *3.3%*	3 *5.3%*	5 *10.4%*	- -
6	**2** *1.9%*	- - **	1 *3.3%*	- - **	1 *2.7%*	1 *2.7%*	1 *1.6%*	- -	2 *6.3%* g	- - **	- -	1 *3.1%*	1 *2.9%*	2 *6.5%* N	- -	- - **	2 *2.3%*	1 *2.9%*	1 *1.4%*	- - **	1 *3.3%*	1 *1.8%*	1 *2.1%*	- -
5	**2** *1.9%*	- - **	1 *3.3%*	- - **	1 *2.7%*	- -	2 *3.1%*	1 *1.7%*	- -	1 *7.7%* **	1 *2.7%*	- -	1 *2.9%*	- -	1 *1.4%*	1 *8.3%* **	1 *1.1%*	- -	2 *2.9%*	- - **	- -	1 *1.8%*	1 *2.1%*	- -
4	**1** *1.0%*	- - **	1 *3.3%*	- - **	- -	- -	1 *1.6%*	- -	- -	1 *7.7%* **	- -	- -	1 *2.9%*	1 *3.2%*	- -	1 *8.3%* **	- -	- -	1 *1.4%*	- - **	- -	1 *1.8%*	- -	- -
3	**-** -	- - **	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
2	**-** -	- - **	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
1	**-** -	- - **	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
0 - Worst health care possible	**-** -	- - **	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
SUMMARY - 0-3	**-** -	- - **	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
SUMMARY - 4-7	**13** *12.4%*	- - **	4 *13.3%*	2 *7.4%* **	6 *16.2%*	1 *2.7%*	12 *18.8%* E	4 *6.8%*	3 *9.4%*	5 *38.5%* **	4 *10.8%*	2 *6.3%*	6 *17.1%*	9 *29.0%* N	3 *4.2%*	7 *58.3%* **	6 *6.9%*	3 *8.6%*	10 *14.5%*	1 *25.0%* **	2 *6.7%*	6 *10.5%*	7 *14.6%*	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**92** *87.6%*	7 *100.0%* **	26 *86.7%*	25 *92.6%* **	31 *83.8%*	36 *97.3%* F	52 *81.3%*	55 *93.2%*	29 *90.6%*	8 *61.5%* **	33 *89.2%*	30 *93.8%*	29 *82.9%*	22 *71.0%*	69 *95.8%* M	5 *41.7%* **	81 *93.1%*	32 *91.4%*	59 *85.5%*	3 *75.0%* **	28 *93.3%*	51 *89.5%*	41 *85.4%*	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**71** *67.6%*	5 *71.4%* **	20 *66.7%*	20 *74.1%* **	25 *67.6%*	25 *67.6%*	44 *68.8%*	46 *78.0%*	21 *65.6%*	4 *30.8%* **	29 *78.4%* I	22 *68.8%*	20 *57.1%*	13 *41.9%*	57 *79.2%* M	3 *25.0%* **	64 *73.6%*	23 *65.7%*	47 *68.1%*	1 *25.0%* **	21 *70.0%*	43 *75.4%* v	28 *58.3%*	- -
3-Point Score	**2.63**	2.71	2.57	2.74	2.62	2.65	2.63	2.76	2.59	2.15	2.76	2.66	2.49	2.32	2.78	2.08	2.70	2.63	2.62	2.25	2.67	2.70	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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q15. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?																								
Total Eligible	**106** *100.0%*	**7** *100.0%*	**30** *100.0%*	**27** *100.0%*	**38** *100.0%*	**38** *100.0%*	**64** *100.0%*	**60** *100.0%*	**32** *100.0%*	**13** *100.0%*	**38** *100.0%*	**32** *100.0%*	**35** *100.0%*	**31** *100.0%*	**73** *100.0%*	**12** *100.0%*	**88** *100.0%*	**36** *100.0%*	**69** *100.0%*	**4** *100.0%*	**31** *100.0%*	**58** *100.0%*	**48** *100.0%*	- -
Total Valid Responses	**106** *100.0%*	**7** *100.0%*	**30** *100.0%*	**27** *100.0%*	**38** *100.0%*	**38** *100.0%*	**64** *100.0%*	**60** *100.0%*	**32** *100.0%*	**13** *100.0%*	**38** *100.0%*	**32** *100.0%*	**35** *100.0%*	**31** *100.0%*	**73** *100.0%*	**12** *100.0%*	**88** *100.0%*	**36** *100.0%*	**69** *100.0%*	**4** *100.0%*	**31** *100.0%*	**58** *100.0%*	**48** *100.0%*	- -
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**72** *67.9%*	4 *57.1%* **	17 *56.7%*	16 *59.3%* **	31 *81.6%* B	27 *71.1%*	41 *64.1%*	47 *78.3%*	21 *65.6%*	4 *30.8%* **	32 *84.2%* L	22 *68.8%*	18 *51.4%*	12 *38.7%*	59 *80.8%* M	3 *25.0%* **	65 *73.9%*	23 *63.9%*	48 *69.6%*	2 *50.0%* **	20 *64.5%*	38 *65.5%*	34 *70.8%*	- -
Usually	**21** *19.8%*	2 *28.6%* **	7 *23.3%*	8 *29.6%* **	4 *10.5%*	4 *10.5%*	17 *26.6%* e	9 *15.0%*	7 *21.9%*	5 *38.5%* **	5 *13.2%*	5 *15.6%*	11 *31.4%* j	12 *38.7%* N	9 *12.3%*	4 *33.3%* **	17 *19.3%*	10 *27.8%*	11 *15.9%*	1 *25.0%* **	9 *29.0%*	15 *25.9%* v	6 *12.5%*	- -
Sometimes	**11** *10.4%*	1 *14.3%* **	5 *16.7%*	2 *7.4%* **	3 *7.9%*	7 *18.4%* f	4 *6.3%*	4 *6.7%*	4 *12.5%*	3 *23.1%* **	- -	5 *15.6%* J	5 *14.3%* J	7 *22.6%* N	4 *5.5%*	3 *25.0%* **	6 *6.8%*	3 *8.3%*	8 *11.6%*	1 *25.0%* **	2 *6.5%*	4 *6.9%*	7 *14.6%*	- -
Never	**2** *1.9%*	- - **	1 *3.3%*	1 *3.7%* **	- -	- -	2 *3.1%*	- -	- -	1 *7.7%* **	1 *2.6%*	- -	1 *2.9%*	- -	1 *1.4%*	2 *16.7%* **	- -	- -	2 *2.9%*	- - **	- -	1 *1.7%*	1 *2.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**93** *87.7%*	6 *85.7%* **	24 *80.0%*	24 *88.9%* **	35 *92.1%*	31 *81.6%*	58 *90.6%*	56 *93.3%*	28 *87.5%*	9 *69.2%* **	37 *97.4%* kL	27 *84.4%*	29 *82.9%*	24 *77.4%*	68 *93.2%* M	7 *58.3%* **	82 *93.2%*	33 *91.7%*	59 *85.5%*	3 *75.0%* **	29 *93.5%*	53 *91.4%*	40 *83.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**72** *67.9%*	4 *57.1%* **	17 *56.7%*	16 *59.3%* **	31 *81.6%* B	27 *71.1%*	41 *64.1%*	47 *78.3%*	21 *65.6%*	4 *30.8%* **	32 *84.2%* L	22 *68.8%*	18 *51.4%*	12 *38.7%*	59 *80.8%* M	3 *25.0%* **	65 *73.9%*	23 *63.9%*	48 *69.6%*	2 *50.0%* **	20 *64.5%*	38 *65.5%*	34 *70.8%*	- -
3-Point Score	**2.56**	2.43	2.37	2.48	2.74	2.53	2.55	2.72	2.53	2.00	2.82	2.53	2.34	2.16	2.74	1.83	2.67	2.56	2.55	2.25	2.58	2.57	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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q16. Is your child now enrolled in any kind of school or daycare?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**121** *100.0%*	**7** *100.0%*	**34** *100.0%*	**29** *100.0%*	**46** *100.0%*	**45** *100.0%*	**71** *100.0%*	**70** *100.0%*	**37** *100.0%*	**13** *100.0%*	**43** *100.0%*	**38** *100.0%*	**39** *100.0%*	**35** *100.0%*	**84** *100.0%*	**13** *100.0%*	**99** *100.0%*	**36** *100.0%*	**84** *100.0%*	**4** *100.0%*	**31** *100.0%*	**64** *100.0%*	**57** *100.0%*	- -
No Answer	**1**	-	-	1	-	1	-	-	1	-	1	-	-	1	-	-	1	-	1	-	-	1	-	-
Yes	**106** *87.6%*	7 *100.0%* **	27 *79.4%*	26 *89.7%* **	41 *89.1%*	36 *80.0%*	65 *91.5%* e	63 *90.0%*	33 *89.2%*	9 *69.2%* **	36 *83.7%*	34 *89.5%*	35 *89.7%*	32 *91.4%*	73 *86.9%*	11 *84.6%* **	86 *86.9%*	29 *80.6%*	76 *90.5%*	4 *100.0%* **	24 *77.4%*	55 *85.9%*	51 *89.5%*	- -
No	**15** *12.4%*	- - **	7 *20.6%*	3 *10.3%* **	5 *10.9%*	9 *20.0%* f	6 *8.5%*	7 *10.0%*	4 *10.8%*	4 *30.8%* **	7 *16.3%*	4 *10.5%*	4 *10.3%*	3 *8.6%*	11 *13.1%*	2 *15.4%* **	13 *13.1%*	7 *19.4%*	8 *9.5%*	- - **	7 *22.6%*	9 *14.1%*	6 *10.5%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**106** *87.6%*	7 *100.0%* **	27 *79.4%*	26 *89.7%* **	41 *89.1%*	36 *80.0%*	65 *91.5%* e	63 *90.0%*	33 *89.2%*	9 *69.2%* **	36 *83.7%*	34 *89.5%*	35 *89.7%*	32 *91.4%*	73 *86.9%*	11 *84.6%* **	86 *86.9%*	29 *80.6%*	76 *90.5%*	4 *100.0%* **	24 *77.4%*	55 *85.9%*	51 *89.5%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q17. In the last 6 months, did you need your childs doctorsor other health providers to contact a school or daycare center about your childs health or health care?

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2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 98
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q17. In the last 6 months, did you need your childs doctorsor other health providers to contact a school or daycare center about your childs health or health care?																								
Total Eligible	**106** ***100.0%***	**7** ***100.0%***	**27** ***100.0%***	**26** ***100.0%***	**41** ***100.0%***	**36** ***100.0%***	**65** ***100.0%***	**63** ***100.0%***	**33** ***100.0%***	**9** ***100.0%***	**36** ***100.0%***	**34** ***100.0%***	**35** ***100.0%***	**32** ***100.0%***	**73** ***100.0%***	**11** ***100.0%***	**86** ***100.0%***	**29** ***100.0%***	**76** ***100.0%***	**4** ***100.0%***	**24** ***100.0%***	**55** ***100.0%***	**51** ***100.0%***	**-** **-**
Total Valid Responses	**104** ***100.0%***	**7** ***100.0%***	**26** ***100.0%***	**26** ***100.0%***	**40** ***100.0%***	**35** ***100.0%***	**64** ***100.0%***	**61** ***100.0%***	**33** ***100.0%***	**9** ***100.0%***	**35** ***100.0%***	**34** ***100.0%***	**34** ***100.0%***	**32** ***100.0%***	**71** ***100.0%***	**11** ***100.0%***	**85** ***100.0%***	**29** ***100.0%***	**74** ***100.0%***	**4** ***100.0%***	**24** ***100.0%***	**54** ***100.0%***	**50** ***100.0%***	**-** **-**
No Answer	**2**	-	1	-	1	1	1	2	-	-	1	-	1	-	2	-	1	-	2	-	-	1	1	-
Yes	**26** ***25.0%***	- - **	5 *19.2%* **	10 *38.5%* **	9 *22.5%*	12 *34.3%*	13 *20.3%*	9 *14.8%*	10 *30.3%* g	6 *66.7%* **	7 *20.0%*	8 *23.5%*	11 *32.4%*	10 *31.3%*	16 *22.5%*	6 *54.5%* **	18 *21.2%*	7 *24.1%* **	19 *25.7%*	1 *25.0%* **	6 *25.0%* **	12 *22.2%*	14 *28.0%*	- -
No	**78** ***75.0%***	7 *100.0%* **	21 *80.8%* **	16 *61.5%* **	31 *77.5%*	23 *65.7%*	51 *79.7%*	52 *85.2%* h	23 *69.7%*	3 *33.3%* **	28 *80.0%*	26 *76.5%*	23 *67.6%*	22 *68.8%*	55 *77.5%*	5 *45.5%* **	67 *78.8%*	22 *75.9%* **	55 *74.3%*	3 *75.0%* **	18 *75.0%* **	42 *77.8%*	36 *72.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**26** ***25.0%***	- - **	5 *19.2%* **	10 *38.5%* **	9 *22.5%*	12 *34.3%*	13 *20.3%*	9 *14.8%*	10 *30.3%* g	6 *66.7%* **	7 *20.0%*	8 *23.5%*	11 *32.4%*	10 *31.3%*	16 *22.5%*	6 *54.5%* **	18 *21.2%*	7 *24.1%* **	19 *25.7%*	1 *25.0%* **	6 *25.0%* **	12 *22.2%*	14 *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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q18. (CC-CCC) In the last 6 months, did you get the help you needed from your childs doctors or other health providers in contacting your childs school or daycare?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 99
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q18. (CC-CCC) In the last 6 months, did you get the help you needed from your childs doctors or other health providers in contacting your childs school or daycare?																								
Total Eligible	**26** *100.0%*	**-** -	**5** *100.0%*	**10** *100.0%*	**9** *100.0%*	**12** *100.0%*	**13** *100.0%*	**9** *100.0%*	**10** *100.0%*	**6** *100.0%*	**7** *100.0%*	**8** *100.0%*	**11** *100.0%*	**10** *100.0%*	**16** *100.0%*	**6** *100.0%*	**18** *100.0%*	**7** *100.0%*	**19** *100.0%*	**1** *100.0%*	**6** *100.0%*	**12** *100.0%*	**14** *100.0%*	**-** -
Total Valid Responses	**26** *100.0%*	**-** -	**5** *100.0%*	**10** *100.0%*	**9** *100.0%*	**12** *100.0%*	**13** *100.0%*	**9** *100.0%*	**10** *100.0%*	**6** *100.0%*	**7** *100.0%*	**8** *100.0%*	**11** *100.0%*	**10** *100.0%*	**16** *100.0%*	**6** *100.0%*	**18** *100.0%*	**7** *100.0%*	**19** *100.0%*	**1** *100.0%*	**6** *100.0%*	**12** *100.0%*	**14** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**24** *92.3%*	- -	3 *60.0%* **	10 *100.0%* **	9 *100.0%* **	12 *100.0%* **	11 *84.6%* **	8 *88.9%* **	10 *100.0%* **	5 *83.3%* **	7 *100.0%* **	7 *87.5%* **	10 *90.9%* **	9 *90.0%* **	15 *93.8%* **	5 *83.3%* **	17 *94.4%* **	6 *85.7%* **	18 *94.7%* **	1 *100.0%* **	5 *83.3%* **	11 *91.7%* **	13 *92.9%* **	- -
No	**2** *7.7%*	- -	2 *40.0%* **	- - **	- - **	- - **	2 *15.4%* **	1 *11.1%* **	- - **	1 *16.7%* **	- - **	1 *12.5%* **	1 *9.1%* **	1 *10.0%* **	1 *6.3%* **	1 *16.7%* **	1 *5.6%* **	1 *14.3%* **	1 *5.3%* **	- - **	1 *16.7%* **	1 *8.3%* **	1 *7.1%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**24** *92.3%*	- -	3 *60.0%* **	10 *100.0%* **	9 *100.0%* **	12 *100.0%* **	11 *84.6%* **	8 *88.9%* **	10 *100.0%* **	5 *83.3%* **	7 *100.0%* **	7 *87.5%* **	10 *90.9%* **	9 *90.0%* **	15 *93.8%* **	5 *83.3%* **	17 *94.4%* **	6 *85.7%* **	18 *94.7%* **	1 *100.0%* **	5 *83.3%* **	11 *91.7%* **	13 *92.9%* **	- -
3-Point Score	**2.85**	-	2.20	3.00	3.00	3.00	2.69	2.78	3.00	2.67	3.00	2.75	2.82	2.80	2.88	2.67	2.89	2.71	2.89	3.00	2.67	2.83	2.86	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

CCC POPULATION

Table: 100
Level: Top

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** **-**
Total Valid Responses	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**22** *18.0%*	2 *28.6%* **	7 *20.6%*	7 *23.3%* d	4 *8.7%*	4 *8.7%*	17 *23.9%* E	10 *14.3%*	5 *13.2%*	7 *53.8%* **	11 *25.0%*	5 *13.2%*	5 *12.8%*	6 *16.7%*	15 *17.9%*	2 *15.4%* **	19 *19.0%*	10 *27.8%* r	12 *14.1%*	- - **	10 *32.3%*	16 *24.6%* V	6 *10.5%*	- -
No	**100** *82.0%*	5 *71.4%* **	27 *79.4%*	23 *76.7%*	42 *91.3%* c	42 *91.3%* F	54 *76.1%*	60 *85.7%*	33 *86.8%*	6 *46.2%* **	33 *75.0%*	33 *86.8%*	34 *87.2%*	30 *83.3%*	69 *82.1%*	11 *84.6%* **	81 *81.0%*	26 *72.2%*	73 *85.9%* q	4 *100.0%* **	21 *67.7%*	49 *75.4%*	51 *89.5%* U	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**22** *18.0%*	2 *28.6%* **	7 *20.6%*	7 *23.3%* d	4 *8.7%*	4 *8.7%*	17 *23.9%* E	10 *14.3%*	5 *13.2%*	7 *53.8%* **	11 *25.0%*	5 *13.2%*	5 *12.8%*	6 *16.7%*	15 *17.9%*	2 *15.4%* **	19 *19.0%*	10 *27.8%* r	12 *14.1%*	- - **	10 *32.3%*	16 *24.6%* V	6 *10.5%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q20. (ATSS) In the last 6 months, how often was it easy to get special medical equipment or devices for your child?																								
Total Eligible	**22** ***100.0%***	**2** ***100.0%***	**7** ***100.0%***	**7** ***100.0%***	**4** ***100.0%***	**4** ***100.0%***	**17** ***100.0%***	**10** ***100.0%***	**5** ***100.0%***	**7** ***100.0%***	**11** ***100.0%***	**5** ***100.0%***	**5** ***100.0%***	**6** ***100.0%***	**15** ***100.0%***	**2** ***100.0%***	**19** ***100.0%***	**10** ***100.0%***	**12** ***100.0%***	**-** **-**	**10** ***100.0%***	**16** ***100.0%***	**6** ***100.0%***	**-** **-**
Total Valid Responses	**22** ***100.0%***	**2** ***100.0%***	**7** ***100.0%***	**7** ***100.0%***	**4** ***100.0%***	**4** ***100.0%***	**17** ***100.0%***	**10** ***100.0%***	**5** ***100.0%***	**7** ***100.0%***	**11** ***100.0%***	**5** ***100.0%***	**5** ***100.0%***	**6** ***100.0%***	**15** ***100.0%***	**2** ***100.0%***	**19** ***100.0%***	**10** ***100.0%***	**12** ***100.0%***	**-** **-**	**10** ***100.0%***	**16** ***100.0%***	**6** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**8** ***36.4%***	1 *50.0%* **	1 *14.3%* **	3 *42.9%* **	1 *25.0%* **	1 *25.0%* **	6 *35.3%* **	5 *50.0%* **	1 *20.0%* **	2 *28.6%* **	4 *36.4%* **	3 *60.0%* **	1 *20.0%* **	1 *16.7%* **	7 *46.7%* **	- - **	8 *42.1%* **	5 *50.0%* **	3 *25.0%* **	- -	5 *50.0%*	5 *31.3%* **	3 *50.0%* **	- -
Usually	**10** ***45.5%***	- - **	3 *42.9%* **	4 *57.1%* **	3 *75.0%* **	3 *75.0%* **	7 *41.2%* **	3 *30.0%* **	4 *80.0%* **	3 *42.9%* **	5 *45.5%* **	2 *40.0%* **	3 *60.0%* **	3 *50.0%* **	7 *46.7%* **	1 *50.0%* **	9 *47.4%* **	4 *40.0%* **	6 *50.0%* **	- -	4 *40.0%*	9 *56.3%* **	1 *16.7%* **	- -
Sometimes	**3** ***13.6%***	1 *50.0%* **	2 *28.6%* **	- - **	- - **	- - **	3 *17.6%* **	1 *10.0%* **	- - **	2 *28.6%* **	1 *9.1%* **	- - **	1 *20.0%* **	2 *33.3%* **	1 *6.7%* **	1 *50.0%* **	2 *10.5%* **	1 *10.0%* **	2 *16.7%* **	- -	1 *10.0%*	1 *6.3%* **	2 *33.3%* **	- -
Never	**1** ***4.5%***	- - **	1 *14.3%* **	- - **	- - **	- - **	1 *5.9%* **	1 *10.0%* **	- - **	- - **	1 *9.1%* **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	1 *8.3%* **	- -	- -	1 *6.3%* **	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**18** ***81.8%***	1 *50.0%* **	4 *57.1%* **	7 *100.0%* **	4 *100.0%* **	4 *100.0%* **	13 *76.5%* **	8 *80.0%* **	5 *100.0%* **	5 *71.4%* **	9 *81.8%* **	5 *100.0%* **	4 *80.0%* **	4 *66.7%* **	14 *93.3%* **	1 *50.0%* **	17 *89.5%* **	9 *90.0%* **	9 *75.0%* **	- -	9 *90.0%*	14 *87.5%* **	4 *66.7%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**8** ***36.4%***	1 *50.0%* **	1 *14.3%* **	3 *42.9%* **	1 *25.0%* **	1 *25.0%* **	6 *35.3%* **	5 *50.0%* **	1 *20.0%* **	2 *28.6%* **	4 *36.4%* **	3 *60.0%* **	1 *20.0%* **	1 *16.7%* **	7 *46.7%* **	- - **	8 *42.1%* **	5 *50.0%* **	3 *25.0%* **	- -	5 *50.0%*	5 *31.3%* **	3 *50.0%* **	- -
3-Point Score	**2.18**	2.00	1.71	2.43	2.25	2.25	2.12	2.30	2.20	2.00	2.18	2.60	2.00	1.83	2.40	1.50	2.32	2.40	2.00	-	2.40	2.19	2.17	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q21. Did anyone from your childs health plan, doctors office, or clinic help you get special medical equipment or devices for your child?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 102
Level: Top

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q21. Did anyone from your childs health plan, doctors office, or clinic help you get special medical equipment or devices for your child?																								
Total Eligible	**22** *100.0%*	**2** *100.0%*	**7** *100.0%*	**7** *100.0%*	**4** *100.0%*	**4** *100.0%*	**17** *100.0%*	**10** *100.0%*	**5** *100.0%*	**7** *100.0%*	**11** *100.0%*	**5** *100.0%*	**5** *100.0%*	**6** *100.0%*	**15** *100.0%*	**2** *100.0%*	**19** *100.0%*	**10** *100.0%*	**12** *100.0%*	**-** -	**10** *100.0%*	**16** *100.0%*	**6** *100.0%*	**-** -
Total Valid Responses	**22** *100.0%*	**2** *100.0%*	**7** *100.0%*	**7** *100.0%*	**4** *100.0%*	**4** *100.0%*	**17** *100.0%*	**10** *100.0%*	**5** *100.0%*	**7** *100.0%*	**11** *100.0%*	**5** *100.0%*	**5** *100.0%*	**6** *100.0%*	**15** *100.0%*	**2** *100.0%*	**19** *100.0%*	**10** *100.0%*	**12** *100.0%*	**-** -	**10** *100.0%*	**16** *100.0%*	**6** *100.0%*	**-** -
No Answer	**-** -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yes	**17** *77.3%*	1 *50.0%* **	5 *71.4%* **	6 *85.7%* **	4 *100.0%* **	4 *100.0%* **	12 *70.6%* **	9 *90.0%* **	4 *80.0%* **	4 *57.1%* **	11 *100.0%* **	4 *80.0%* **	2 *40.0%* **	4 *66.7%* **	12 *80.0%* **	2 *100.0%* **	14 *73.7%* **	9 *90.0%* **	8 *66.7%* **	- -	9 *90.0%*	13 *81.3%* **	4 *66.7%* **	- -
No	**5** *22.7%*	1 *50.0%* **	2 *28.6%* **	1 *14.3%* **	- - **	- - **	5 *29.4%* **	1 *10.0%* **	1 *20.0%* **	3 *42.9%* **	- - **	1 *20.0%* **	3 *60.0%* **	2 *33.3%* **	3 *20.0%* **	- - **	5 *26.3%* **	1 *10.0%* **	4 *33.3%* **	- -	1 *10.0%*	3 *18.8%* **	2 *33.3%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**17** *77.3%*	1 *50.0%* **	5 *71.4%* **	6 *85.7%* **	4 *100.0%* **	4 *100.0%* **	12 *70.6%* **	9 *90.0%* **	4 *80.0%* **	4 *57.1%* **	11 *100.0%* **	4 *80.0%* **	2 *40.0%* **	4 *66.7%* **	12 *80.0%* **	2 *100.0%* **	14 *73.7%* **	9 *90.0%* **	8 *66.7%* **	- -	9 *90.0%*	13 *81.3%* **	4 *66.7%* **	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 103
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?																								
Total Eligible	**122** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**71** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**39** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**100** ***100.0%***	**36** ***100.0%***	**85** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**65** ***100.0%***	**57** ***100.0%***	**-** **-**
Total Valid Responses	**121** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**45** ***100.0%***	**45** ***100.0%***	**71** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**12** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**38** ***100.0%***	**35** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**99** ***100.0%***	**35** ***100.0%***	**85** ***100.0%***	**4** ***100.0%***	**30** ***100.0%***	**64** ***100.0%***	**57** ***100.0%***	**-** **-**
No Answer	**1**	-	-	-	1	1	-	-	-	1	-	-	1	1	-	-	1	1	-	-	1	1	-	-
Yes	**30** ***24.8%***	- - **	13 *38.2%* c	5 *16.7%*	10 *22.2%*	8 *17.8%*	20 *28.2%*	14 *20.0%*	8 *21.1%*	7 *58.3%* **	11 *25.0%*	8 *21.1%*	10 *26.3%*	11 *31.4%*	18 *21.4%*	5 *38.5%* **	24 *24.2%*	11 *31.4%*	19 *22.4%*	1 *25.0%* **	10 *33.3%*	14 *21.9%*	16 *28.1%*	- -
No	**91** ***75.2%***	7 *100.0%* **	21 *61.8%*	25 *83.3%* b	35 *77.8%*	37 *82.2%*	51 *71.8%*	56 *80.0%*	30 *78.9%*	5 *41.7%* **	33 *75.0%*	30 *78.9%*	28 *73.7%*	24 *68.6%*	66 *78.6%*	8 *61.5%* **	75 *75.8%*	24 *68.6%*	66 *77.6%*	3 *75.0%* **	20 *66.7%*	50 *78.1%*	41 *71.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**30** ***24.8%***	- - **	13 *38.2%* c	5 *16.7%*	10 *22.2%*	8 *17.8%*	20 *28.2%*	14 *20.0%*	8 *21.1%*	7 *58.3%* **	11 *25.0%*	8 *21.1%*	10 *26.3%*	11 *31.4%*	18 *21.4%*	5 *38.5%* **	24 *24.2%*	11 *31.4%*	19 *22.4%*	1 *25.0%* **	10 *33.3%*	14 *21.9%*	16 *28.1%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q23. (ATSS) In the last 6 months, how often was it easy to get this therapy for your child?																								
Total Eligible	**30** ***100.0%***	**-** -	**13** ***100.0%***	**5** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**20** ***100.0%***	**14** ***100.0%***	**8** ***100.0%***	**7** ***100.0%***	**11** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**11** ***100.0%***	**18** ***100.0%***	**5** ***100.0%***	**24** ***100.0%***	**11** ***100.0%***	**19** ***100.0%***	**1** ***100.0%***	**10** ***100.0%***	**14** ***100.0%***	**16** ***100.0%***	**-** -
Total Valid Responses	**30** ***100.0%***	**-** -	**13** ***100.0%***	**5** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**20** ***100.0%***	**14** ***100.0%***	**8** ***100.0%***	**7** ***100.0%***	**11** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**11** ***100.0%***	**18** ***100.0%***	**5** ***100.0%***	**24** ***100.0%***	**11** ***100.0%***	**19** ***100.0%***	**1** ***100.0%***	**10** ***100.0%***	**14** ***100.0%***	**16** ***100.0%***	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**13** ***43.3%***	- -	5 *38.5%* **	- - **	6 *60.0%* **	4 *50.0%* **	8 *40.0%* **	7 *50.0%* **	3 *37.5%* **	3 *42.9%* **	6 *54.5%* **	3 *37.5%* **	4 *40.0%* **	2 *18.2%* **	11 *61.1%* **	1 *20.0%* **	12 *50.0%* **	4 *36.4%* **	9 *47.4%* **	- - **	4 *40.0%* **	4 *28.6%* **	9 *56.3%* **	- -
Usually	**7** ***23.3%***	- -	2 *15.4%* **	4 *80.0%* **	1 *10.0%* **	3 *37.5%* **	4 *20.0%* **	3 *21.4%* **	3 *37.5%* **	1 *14.3%* **	3 *27.3%* **	2 *25.0%* **	1 *10.0%* **	4 *36.4%* **	3 *16.7%* **	1 *20.0%* **	5 *20.8%* **	3 *27.3%* **	4 *21.1%* **	- - **	3 *30.0%* **	6 *42.9%* **	1 *6.3%* **	- -
Sometimes	**5** ***16.7%***	- -	4 *30.8%* **	- - **	1 *10.0%* **	- - **	4 *20.0%* **	2 *14.3%* **	1 *12.5%* **	2 *28.6%* **	- - **	2 *25.0%* **	3 *30.0%* **	3 *27.3%* **	1 *5.6%* **	1 *20.0%* **	4 *16.7%* **	2 *18.2%* **	3 *15.8%* **	1 *100.0%* **	1 *10.0%* **	1 *7.1%* **	4 *25.0%* **	- -
Never	**5** ***16.7%***	- -	2 *15.4%* **	1 *20.0%* **	2 *20.0%* **	1 *12.5%* **	4 *20.0%* **	2 *14.3%* **	1 *12.5%* **	1 *14.3%* **	2 *18.2%* **	1 *12.5%* **	2 *20.0%* **	2 *18.2%* **	3 *16.7%* **	2 *40.0%* **	3 *12.5%* **	2 *18.2%* **	3 *15.8%* **	- - **	2 *20.0%* **	3 *21.4%* **	2 *12.5%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**20** ***66.7%***	- -	7 *53.8%* **	4 *80.0%* **	7 *70.0%* **	7 *87.5%* **	12 *60.0%* **	10 *71.4%* **	6 *75.0%* **	4 *57.1%* **	9 *81.8%* **	5 *62.5%* **	5 *50.0%* **	6 *54.5%* **	14 *77.8%* **	2 *40.0%* **	17 *70.8%* **	7 *63.6%* **	13 *68.4%* **	- - **	7 *70.0%* **	10 *71.4%* **	10 *62.5%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**13** ***43.3%***	- -	5 *38.5%* **	- - **	6 *60.0%* **	4 *50.0%* **	8 *40.0%* **	7 *50.0%* **	3 *37.5%* **	3 *42.9%* **	6 *54.5%* **	3 *37.5%* **	4 *40.0%* **	2 *18.2%* **	11 *61.1%* **	1 *20.0%* **	12 *50.0%* **	4 *36.4%* **	9 *47.4%* **	- - **	4 *40.0%* **	4 *28.6%* **	9 *56.3%* **	- -
3-Point Score	**2.10**	-	1.92	1.80	2.30	2.38	2.00	2.21	2.13	2.00	2.36	2.00	1.90	1.73	2.39	1.60	2.21	2.00	2.16	1.00	2.10	2.00	2.19	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q24. Did anyone from your childs health plan, doctors office, or clinic help you get this therapy for your child?																								
Total Eligible	**30** ***100.0%***	**-** -	**13** ***100.0%***	**5** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**20** ***100.0%***	**14** ***100.0%***	**8** ***100.0%***	**7** ***100.0%***	**11** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**11** ***100.0%***	**18** ***100.0%***	**5** ***100.0%***	**24** ***100.0%***	**11** ***100.0%***	**19** ***100.0%***	**1** ***100.0%***	**10** ***100.0%***	**14** ***100.0%***	**16** ***100.0%***	**-** -
Total Valid Responses	**30** ***100.0%***	**-** -	**13** ***100.0%***	**5** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**20** ***100.0%***	**14** ***100.0%***	**8** ***100.0%***	**7** ***100.0%***	**11** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**11** ***100.0%***	**18** ***100.0%***	**5** ***100.0%***	**24** ***100.0%***	**11** ***100.0%***	**19** ***100.0%***	**1** ***100.0%***	**10** ***100.0%***	**14** ***100.0%***	**16** ***100.0%***	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**20** ***66.7%***	- -	8 *61.5%* **	5 *100.0%* **	5 *50.0%* **	6 *75.0%* **	13 *65.0%* **	9 *64.3%* **	5 *62.5%* **	5 *71.4%* **	7 *63.6%* **	6 *75.0%* **	6 *60.0%* **	9 *81.8%* **	10 *55.6%* **	3 *60.0%* **	16 *66.7%* **	7 *63.6%* **	13 *68.4%* **	1 *100.0%* **	6 *60.0%* **	12 *85.7%* **	8 *50.0%* **	- -
No	**10** ***33.3%***	- -	5 *38.5%* **	- - **	5 *50.0%* **	2 *25.0%* **	7 *35.0%* **	5 *35.7%* **	3 *37.5%* **	2 *28.6%* **	4 *36.4%* **	2 *25.0%* **	4 *40.0%* **	2 *18.2%* **	8 *44.4%* **	2 *40.0%* **	8 *33.3%* **	4 *36.4%* **	6 *31.6%* **	- - **	4 *40.0%* **	2 *14.3%* **	8 *50.0%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**20** ***66.7%***	- -	8 *61.5%* **	5 *100.0%* **	5 *50.0%* **	6 *75.0%* **	13 *65.0%* **	9 *64.3%* **	5 *62.5%* **	5 *71.4%* **	7 *63.6%* **	6 *75.0%* **	6 *60.0%* **	9 *81.8%* **	10 *55.6%* **	3 *60.0%* **	16 *66.7%* **	7 *63.6%* **	13 *68.4%* **	1 *100.0%* **	6 *60.0%* **	12 *85.7%* **	8 *50.0%* **	- -

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

Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 106
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** -
Total Valid Responses	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**63** *51.6%*	5 *71.4%* **	15 *44.1%*	12 *40.0%*	28 *60.9%* c	25 *54.3%*	35 *49.3%*	33 *47.1%*	23 *60.5%*	7 *53.8%* **	8 *18.2%*	25 *65.8%* J	30 *76.9%* J	20 *55.6%*	41 *48.8%*	7 *53.8%* **	49 *49.0%*	17 *47.2%*	46 *54.1%*	2 *50.0%* **	15 *48.4%*	33 *50.8%*	30 *52.6%*	- -
No	**59** *48.4%*	2 *28.6%* **	19 *55.9%*	18 *60.0%* d	18 *39.1%*	21 *45.7%*	36 *50.7%*	37 *52.9%*	15 *39.5%*	6 *46.2%* **	36 *81.8%* KL	13 *34.2%*	9 *23.1%*	16 *44.4%*	43 *51.2%*	6 *46.2%* **	51 *51.0%*	19 *52.8%*	39 *45.9%*	2 *50.0%* **	16 *51.6%*	32 *49.2%*	27 *47.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**63** *51.6%*	5 *71.4%* **	15 *44.1%*	12 *40.0%*	28 *60.9%* c	25 *54.3%*	35 *49.3%*	33 *47.1%*	23 *60.5%*	7 *53.8%* **	8 *18.2%*	25 *65.8%* J	30 *76.9%* J	20 *55.6%*	41 *48.8%*	7 *53.8%* **	49 *49.0%*	17 *47.2%*	46 *54.1%*	2 *50.0%* **	15 *48.4%*	33 *50.8%*	30 *52.6%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q26. (ATSS) In the last 6 months, how often was it easy to get this treatment or counseling for your child?																								
Total Eligible	**63** ***100.0%***	**5** ***100.0%***	**15** ***100.0%***	**12** ***100.0%***	**28** ***100.0%***	**25** ***100.0%***	**35** ***100.0%***	**33** ***100.0%***	**23** ***100.0%***	**7** ***100.0%***	**8** ***100.0%***	**25** ***100.0%***	**30** ***100.0%***	**20** ***100.0%***	**41** ***100.0%***	**7** ***100.0%***	**49** ***100.0%***	**17** ***100.0%***	**46** ***100.0%***	**2** ***100.0%***	**15** ***100.0%***	**33** ***100.0%***	**30** ***100.0%***	**-** **-**
Total Valid Responses	**61** ***100.0%***	**5** ***100.0%***	**13** ***100.0%***	**12** ***100.0%***	**28** ***100.0%***	**25** ***100.0%***	**33** ***100.0%***	**32** ***100.0%***	**23** ***100.0%***	**6** ***100.0%***	**7** ***100.0%***	**25** ***100.0%***	**29** ***100.0%***	**20** ***100.0%***	**41** ***100.0%***	**6** ***100.0%***	**49** ***100.0%***	**17** ***100.0%***	**44** ***100.0%***	**2** ***100.0%***	**15** ***100.0%***	**32** ***100.0%***	**29** ***100.0%***	**-** **-**
No Answer	**2**	-	2	-	-	-	2	1	-	1	1	-	1	-	-	1	-	-	2	-	-	1	1	-
Always	**32** ***52.5%***	2 *40.0%* **	4 *30.8%* **	6 *50.0%* **	18 *64.3%* **	13 *52.0%* **	17 *51.5%*	17 *53.1%*	12 *52.2%* **	3 *50.0%* **	4 *57.1%* **	13 *52.0%* **	15 *51.7%* **	9 *45.0%* **	23 *56.1%*	1 *16.7%* **	30 *61.2%*	13 *76.5%* **	19 *43.2%*	2 *100.0%* **	11 *73.3%* **	15 *46.9%*	17 *58.6%* **	- -
Usually	**13** ***21.3%***	2 *40.0%* **	3 *23.1%* **	5 *41.7%* **	3 *10.7%* **	6 *24.0%* **	7 *21.2%*	8 *25.0%*	5 *21.7%* **	- - **	3 *42.9%* **	5 *20.0%* **	5 *17.2%* **	3 *15.0%* **	10 *24.4%*	2 *33.3%* **	9 *18.4%*	2 *11.8%* **	11 *25.0%*	- - **	2 *13.3%* **	9 *28.1%*	4 *13.8%* **	- -
Sometimes	**8** ***13.1%***	- - **	2 *15.4%* **	1 *8.3%* **	5 *17.9%* **	3 *12.0%* **	4 *12.1%*	5 *15.6%*	2 *8.7%* **	1 *16.7%* **	- - **	4 *16.0%* **	4 *13.8%* **	4 *20.0%* **	4 *9.8%*	- - **	5 *10.2%*	1 *5.9%* **	7 *15.9%*	- - **	1 *6.7%* **	4 *12.5%*	4 *13.8%* **	- -
Never	**8** ***13.1%***	1 *20.0%* **	4 *30.8%* **	- - **	2 *7.1%* **	3 *12.0%* **	5 *15.2%*	2 *6.3%*	4 *17.4%* **	2 *33.3%* **	- - **	3 *12.0%* **	5 *17.2%* **	4 *20.0%* **	4 *9.8%*	3 *50.0%* **	5 *10.2%*	1 *5.9%* **	7 *15.9%*	- - **	1 *6.7%* **	4 *12.5%*	4 *13.8%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**45** ***73.8%***	4 *80.0%* **	7 *53.8%* **	11 *91.7%* **	21 *75.0%* **	19 *76.0%* **	24 *72.7%*	25 *78.1%*	17 *73.9%* **	3 *50.0%* **	7 *100.0%* **	18 *72.0%* **	20 *69.0%* **	12 *60.0%* **	33 *80.5%*	3 *50.0%* **	39 *79.6%*	15 *88.2%* **	30 *68.2%*	2 *100.0%* **	13 *86.7%* **	24 *75.0%*	21 *72.4%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**32** ***52.5%***	2 *40.0%* **	4 *30.8%* **	6 *50.0%* **	18 *64.3%* **	13 *52.0%* **	17 *51.5%*	17 *53.1%*	12 *52.2%* **	3 *50.0%* **	4 *57.1%* **	13 *52.0%* **	15 *51.7%* **	9 *45.0%* **	23 *56.1%*	1 *16.7%* **	30 *61.2%*	13 *76.5%* **	19 *43.2%*	2 *100.0%* **	11 *73.3%* **	15 *46.9%*	17 *58.6%* **	- -
3-Point Score	**2.26**	2.20	1.85	2.42	2.39	2.28	2.24	2.31	2.26	2.00	2.57	2.24	2.21	2.05	2.37	1.67	2.41	2.65	2.11	3.00	2.60	2.22	2.31	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q27. Did anyone from your childs health plan, doctors office, or clinic help you get this treatment or counseling for your child?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 108
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q27. Did anyone from your childs health plan, doctors office, or clinic help you get this treatment or counseling for your child?																								
Total Eligible	**63** ***100.0%***	**5** ***100.0%***	**15** ***100.0%***	**12** ***100.0%***	**28** ***100.0%***	**25** ***100.0%***	**35** ***100.0%***	**33** ***100.0%***	**23** ***100.0%***	**7** ***100.0%***	**8** ***100.0%***	**25** ***100.0%***	**30** ***100.0%***	**20** ***100.0%***	**41** ***100.0%***	**7** ***100.0%***	**49** ***100.0%***	**17** ***100.0%***	**46** ***100.0%***	**2** ***100.0%***	**15** ***100.0%***	**33** ***100.0%***	**30** ***100.0%***	**-** **-**
Total Valid Responses	**62** ***100.0%***	**5** ***100.0%***	**14** ***100.0%***	**12** ***100.0%***	**28** ***100.0%***	**25** ***100.0%***	**34** ***100.0%***	**32** ***100.0%***	**23** ***100.0%***	**7** ***100.0%***	**7** ***100.0%***	**25** ***100.0%***	**30** ***100.0%***	**20** ***100.0%***	**41** ***100.0%***	**7** ***100.0%***	**49** ***100.0%***	**17** ***100.0%***	**45** ***100.0%***	**2** ***100.0%***	**15** ***100.0%***	**32** ***100.0%***	**30** ***100.0%***	**-** **-**
No Answer	**1**	-	1	-	-	-	1	1	-	-	1	-	-	-	-	-	-	-	1	-	-	1	-	-
Yes	**33** ***53.2%***	2 *40.0%* **	6 *42.9%* **	7 *58.3%* **	17 *60.7%* **	14 *56.0%* **	18 *52.9%*	18 *56.3%*	11 *47.8%* **	4 *57.1%* **	5 *71.4%* **	13 *52.0%* **	15 *50.0%*	10 *50.0%* **	23 *56.1%*	4 *57.1%* **	25 *51.0%*	10 *58.8%* **	23 *51.1%*	1 *50.0%* **	9 *60.0%* **	16 *50.0%*	17 *56.7%*	- -
No	**29** ***46.8%***	3 *60.0%* **	8 *57.1%* **	5 *41.7%* **	11 *39.3%* **	11 *44.0%* **	16 *47.1%*	14 *43.8%*	12 *52.2%* **	3 *42.9%* **	2 *28.6%* **	12 *48.0%* **	15 *50.0%*	10 *50.0%* **	18 *43.9%*	3 *42.9%* **	24 *49.0%*	7 *41.2%* **	22 *48.9%*	1 *50.0%* **	6 *40.0%* **	16 *50.0%*	13 *43.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**33** ***53.2%***	2 *40.0%* **	6 *42.9%* **	7 *58.3%* **	17 *60.7%* **	14 *56.0%* **	18 *52.9%*	18 *56.3%*	11 *47.8%* **	4 *57.1%* **	5 *71.4%* **	13 *52.0%* **	15 *50.0%*	10 *50.0%* **	23 *56.1%*	4 *57.1%* **	25 *51.0%*	10 *58.8%* **	23 *51.1%*	1 *50.0%* **	9 *60.0%* **	16 *50.0%*	17 *56.7%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 109
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?																								
Total Eligible	**122** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**71** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**39** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**100** ***100.0%***	**36** ***100.0%***	**85** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**65** ***100.0%***	**57** ***100.0%***	**-** **-**
Total Valid Responses	**119** ***100.0%***	**7** ***100.0%***	**33** ***100.0%***	**28** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**68** ***100.0%***	**69** ***100.0%***	**37** ***100.0%***	**13** ***100.0%***	**42** ***100.0%***	**37** ***100.0%***	**39** ***100.0%***	**35** ***100.0%***	**83** ***100.0%***	**12** ***100.0%***	**99** ***100.0%***	**36** ***100.0%***	**82** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**63** ***100.0%***	**56** ***100.0%***	**-** **-**
No Answer	**3**	-	1	2	-	-	3	1	1	-	2	1	-	1	1	1	1	-	3	-	-	2	1	-
Yes	**62** ***52.1%***	5 *71.4%* **	14 *42.4%*	18 *64.3%* **	21 *45.7%*	20 *43.5%*	38 *55.9%*	29 *42.0%*	22 *59.5%* g	11 *84.6%* **	22 *52.4%*	17 *45.9%*	22 *56.4%*	19 *54.3%*	42 *50.6%*	8 *66.7%* **	50 *50.5%*	21 *58.3%*	41 *50.0%*	2 *50.0%* **	19 *61.3%*	39 *61.9%* V	23 *41.1%*	- -
No	**57** ***47.9%***	2 *28.6%* **	19 *57.6%*	10 *35.7%* **	25 *54.3%*	26 *56.5%*	30 *44.1%*	40 *58.0%* h	15 *40.5%*	2 *15.4%* **	20 *47.6%*	20 *54.1%*	17 *43.6%*	16 *45.7%*	41 *49.4%*	4 *33.3%* **	49 *49.5%*	15 *41.7%*	41 *50.0%*	2 *50.0%* **	12 *38.7%*	24 *38.1%*	33 *58.9%* U	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**62** ***52.1%***	5 *71.4%* **	14 *42.4%*	18 *64.3%* **	21 *45.7%*	20 *43.5%*	38 *55.9%*	29 *42.0%*	22 *59.5%* g	11 *84.6%* **	22 *52.4%*	17 *45.9%*	22 *56.4%*	19 *54.3%*	42 *50.6%*	8 *66.7%* **	50 *50.5%*	21 *58.3%*	41 *50.0%*	2 *50.0%* **	19 *61.3%*	39 *61.9%* V	23 *41.1%*	- -

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

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Q29. (CC-CCC) In the last 6 months, did anyone from your childs health plan, doctors office, or clinic help coordinate your childs care among these different providers or services?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 110
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q29. (CC-CCC) In the last 6 months, did anyone from your childs health plan, doctors office, or clinic help coordinate your childs care among these different providers or services?																								
Total Eligible	**62** ***100.0%***	**5** ***100.0%***	**14** ***100.0%***	**18** ***100.0%***	**21** ***100.0%***	**20** ***100.0%***	**38** ***100.0%***	**29** ***100.0%***	**22** ***100.0%***	**11** ***100.0%***	**22** ***100.0%***	**17** ***100.0%***	**22** ***100.0%***	**19** ***100.0%***	**42** ***100.0%***	**8** ***100.0%***	**50** ***100.0%***	**21** ***100.0%***	**41** ***100.0%***	**2** ***100.0%***	**19** ***100.0%***	**39** ***100.0%***	**23** ***100.0%***	**-** **-**
Total Valid Responses	**62** ***100.0%***	**5** ***100.0%***	**14** ***100.0%***	**18** ***100.0%***	**21** ***100.0%***	**20** ***100.0%***	**38** ***100.0%***	**29** ***100.0%***	**22** ***100.0%***	**11** ***100.0%***	**22** ***100.0%***	**17** ***100.0%***	**22** ***100.0%***	**19** ***100.0%***	**42** ***100.0%***	**8** ***100.0%***	**50** ***100.0%***	**21** ***100.0%***	**41** ***100.0%***	**2** ***100.0%***	**19** ***100.0%***	**39** ***100.0%***	**23** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**39** ***62.9%***	4 *80.0%* **	10 *71.4%* **	14 *77.8%* **	9 *42.9%* **	12 *60.0%* **	26 *68.4%*	17 *58.6%* **	14 *63.6%* **	8 *72.7%* **	15 *68.2%* **	8 *47.1%* **	15 *68.2%* **	14 *73.7%* **	25 *59.5%*	6 *75.0%* **	32 *64.0%*	17 *81.0%* **	22 *53.7%*	2 *100.0%* **	15 *78.9%* **	26 *66.7%*	13 *56.5%* **	- -
No	**23** ***37.1%***	1 *20.0%* **	4 *28.6%* **	4 *22.2%* **	12 *57.1%* **	8 *40.0%* **	12 *31.6%*	12 *41.4%* **	8 *36.4%* **	3 *27.3%* **	7 *31.8%* **	9 *52.9%* **	7 *31.8%* **	5 *26.3%* **	17 *40.5%*	2 *25.0%* **	18 *36.0%*	4 *19.0%* **	19 *46.3%*	- - **	4 *21.1%* **	13 *33.3%*	10 *43.5%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**39** ***62.9%***	4 *80.0%* **	10 *71.4%* **	14 *77.8%* **	9 *42.9%* **	12 *60.0%* **	26 *68.4%*	17 *58.6%* **	14 *63.6%* **	8 *72.7%* **	15 *68.2%* **	8 *47.1%* **	15 *68.2%* **	14 *73.7%* **	25 *59.5%*	6 *75.0%* **	32 *64.0%*	17 *81.0%* **	22 *53.7%*	2 *100.0%* **	15 *78.9%* **	26 *66.7%*	13 *56.5%* **	- -
3-Point Score	**2.26**	2.60	2.43	2.56	1.86	2.20	2.37	2.17	2.27	2.45	2.36	1.94	2.36	2.47	2.19	2.50	2.28	2.62	2.07	3.00	2.58	2.33	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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 111
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**121** *100.0%*	**7** *100.0%*	**33** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**70** *100.0%*	**69** *100.0%*	**38** *100.0%*	**13** *100.0%*	**43** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**84** *100.0%*	**4** *100.0%*	**31** *100.0%*	**64** *100.0%*	**57** *100.0%*	- -
No Answer	**1**	-	1	-	-	-	1	1	-	-	1	-	-	-	-	-	-	-	1	-	-	1	-	-
Yes	**113** *93.4%*	7 *100.0%* **	30 *90.9%*	29 *96.7%*	42 *91.3%*	41 *89.1%*	67 *95.7%*	63 *91.3%*	37 *97.4%*	12 *92.3%* **	41 *95.3%*	35 *92.1%*	36 *92.3%*	33 *91.7%*	79 *94.0%*	13 *100.0%* **	100 *100.0%*	36 *100.0%* r	76 *90.5%*	4 *100.0%* **	31 *100.0%*	59 *92.2%*	54 *94.7%*	- -
No	**8** *6.6%*	- - **	3 *9.1%*	1 *3.3%*	4 *8.7%*	5 *10.9%*	3 *4.3%*	6 *8.7%*	1 *2.6%*	1 *7.7%* **	2 *4.7%*	3 *7.9%*	3 *7.7%*	3 *8.3%*	5 *6.0%*	- - **	- -	- -	8 *9.5%* q	- - **	- -	5 *7.8%*	3 *5.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**113** *93.4%*	7 *100.0%* **	30 *90.9%*	29 *96.7%*	42 *91.3%*	41 *89.1%*	67 *95.7%*	63 *91.3%*	37 *97.4%*	12 *92.3%* **	41 *95.3%*	35 *92.1%*	36 *92.3%*	33 *91.7%*	79 *94.0%*	13 *100.0%* **	100 *100.0%*	36 *100.0%* r	76 *90.5%*	4 *100.0%* **	31 *100.0%*	59 *92.2%*	54 *94.7%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?																								
Total Eligible	**113** *100.0%*	**7** *100.0%*	**30** *100.0%*	**29** *100.0%*	**42** *100.0%*	**41** *100.0%*	**67** *100.0%*	**63** *100.0%*	**37** *100.0%*	**12** *100.0%*	**41** *100.0%*	**35** *100.0%*	**36** *100.0%*	**33** *100.0%*	**79** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**76** *100.0%*	**4** *100.0%*	**31** *100.0%*	**59** *100.0%*	**54** *100.0%*	- -
Total Valid Responses	**112** *100.0%*	**7** *100.0%*	**29** *100.0%*	**29** *100.0%*	**42** *100.0%*	**41** *100.0%*	**66** *100.0%*	**63** *100.0%*	**36** *100.0%*	**12** *100.0%*	**40** *100.0%*	**35** *100.0%*	**36** *100.0%*	**32** *100.0%*	**79** *100.0%*	**13** *100.0%*	**99** *100.0%*	**35** *100.0%*	**76** *100.0%*	**4** *100.0%*	**31** *100.0%*	**58** *100.0%*	**54** *100.0%*	- -
No Answer	**1**	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-	1	1	-	-	-	1	-	-
None	**11** *9.8%*	- - **	3 *10.3%* **	3 *10.3%* **	4 *9.5%*	3 *7.3%*	8 *12.1%*	7 *11.1%*	3 *8.3%*	1 *8.3%* **	6 *15.0%*	3 *8.6%*	2 *5.6%*	3 *9.4%*	7 *8.9%*	2 *15.4%* **	9 *9.1%*	- -	11 *14.5%* Q	- - **	- -	3 *5.2%*	8 *14.8%* u	- -
1 time	**34** *30.4%*	1 *14.3%* **	10 *34.5%* **	8 *27.6%* **	14 *33.3%*	14 *34.1%*	17 *25.8%*	20 *31.7%*	10 *27.8%*	4 *33.3%* **	14 *35.0%*	7 *20.0%*	13 *36.1%*	7 *21.9%*	27 *34.2%*	4 *30.8%* **	30 *30.3%*	11 *31.4%*	23 *30.3%*	- - **	11 *35.5%*	20 *34.5%*	14 *25.9%*	- -
2	**24** *21.4%*	1 *14.3%* **	6 *20.7%* **	6 *20.7%* **	11 *26.2%*	4 *9.8%*	20 *30.3%* E	19 *30.2%* H	4 *11.1%*	1 *8.3%* **	7 *17.5%*	9 *25.7%*	8 *22.2%*	9 *28.1%*	15 *19.0%*	2 *15.4%* **	22 *22.2%*	10 *28.6%*	14 *18.4%*	2 *50.0%* **	8 *25.8%*	17 *29.3%* V	7 *13.0%*	- -
3	**18** *16.1%*	4 *57.1%* **	3 *10.3%* **	5 *17.2%* **	6 *14.3%*	12 *29.3%* F	6 *9.1%*	5 *7.9%*	12 *33.3%* G	1 *8.3%* **	5 *12.5%*	8 *22.9%*	5 *13.9%*	4 *12.5%*	14 *17.7%*	- - **	18 *18.2%*	5 *14.3%*	13 *17.1%*	1 *25.0%* **	4 *12.9%*	10 *17.2%*	8 *14.8%*	- -
4	**11** *9.8%*	1 *14.3%* **	3 *10.3%* **	3 *10.3%* **	3 *7.1%*	3 *7.3%*	7 *10.6%*	6 *9.5%*	4 *11.1%*	- - **	4 *10.0%*	5 *14.3%*	2 *5.6%*	3 *9.4%*	8 *10.1%*	2 *15.4%* **	9 *9.1%*	2 *5.7%*	9 *11.8%*	1 *25.0%* **	1 *3.2%*	5 *8.6%*	6 *11.1%*	- -
5 to 9	**11** *9.8%*	- - **	2 *6.9%* **	3 *10.3%* **	4 *9.5%*	5 *12.2%*	5 *7.6%*	5 *7.9%*	3 *8.3%*	3 *25.0%* **	4 *10.0%*	1 *2.9%*	6 *16.7%* k	4 *12.5%*	7 *8.9%*	3 *23.1%* **	8 *8.1%*	5 *14.3%*	5 *6.6%*	- - **	5 *16.1%*	2 *3.4%*	9 *16.7%* U	- -
10 or more times	**3** *2.7%*	- - **	2 *6.9%* **	1 *3.4%* **	- -	- -	3 *4.5%*	1 *1.6%*	- -	2 *16.7%* **	- -	2 *5.7%*	- -	2 *6.3%*	1 *1.3%*	- - **	3 *3.0%*	2 *5.7%*	1 *1.3%*	- - **	2 *6.5%*	1 *1.7%*	2 *3.7%*	- -
HEDIS/CAHPS SUMMARY RATE - 1 or more times	**101** *90.2%*	7 *100.0%* **	26 *89.7%* **	26 *89.7%* **	38 *90.5%*	38 *92.7%*	58 *87.9%*	56 *88.9%*	33 *91.7%*	11 *91.7%* **	34 *85.0%*	32 *91.4%*	34 *94.4%*	29 *90.6%*	72 *91.1%*	11 *84.6%* **	90 *90.9%*	35 *100.0%* R	65 *85.5%*	4 *100.0%* **	31 *100.0%*	55 *94.8%* v	46 *85.2%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q32. (HWDC) In the last 6 months, how often did your childs personal doctor explain things about your childs health in a way that was easy to understand?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 113
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q32. (HWDC) In the last 6 months, how often did your childs personal doctor explain things about your childs health in a way that was easy to understand?																								
Total Eligible	**101** ***100.0%***	**7** ***100.0%***	**26** ***100.0%***	**26** ***100.0%***	**38** ***100.0%***	**38** ***100.0%***	**58** ***100.0%***	**56** ***100.0%***	**33** ***100.0%***	**11** ***100.0%***	**34** ***100.0%***	**32** ***100.0%***	**34** ***100.0%***	**29** ***100.0%***	**72** ***100.0%***	**11** ***100.0%***	**90** ***100.0%***	**35** ***100.0%***	**65** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**55** ***100.0%***	**46** ***100.0%***	**-** **-**
Total Valid Responses	**100** ***100.0%***	**7** ***100.0%***	**26** ***100.0%***	**26** ***100.0%***	**37** ***100.0%***	**38** ***100.0%***	**57** ***100.0%***	**55** ***100.0%***	**33** ***100.0%***	**11** ***100.0%***	**34** ***100.0%***	**31** ***100.0%***	**34** ***100.0%***	**29** ***100.0%***	**71** ***100.0%***	**11** ***100.0%***	**89** ***100.0%***	**35** ***100.0%***	**64** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**55** ***100.0%***	**45** ***100.0%***	**-** **-**
No Answer	**1**	-	-	-	1	-	1	1	-	-	-	1	-	-	1	-	1	-	1	-	-	-	1	-
Always	**81** ***81.0%***	6 *85.7%* **	22 *84.6%* **	18 *69.2%* **	32 *86.5%*	33 *86.8%*	45 *78.9%*	46 *83.6%*	26 *78.8%*	8 *72.7%* **	30 *88.2%*	24 *77.4%*	26 *76.5%*	20 *69.0%* **	61 *85.9%*	3 *27.3%* **	78 *87.6%*	31 *88.6%*	50 *78.1%*	3 *75.0%* **	28 *90.3%*	42 *76.4%*	39 *86.7%*	- -
Usually	**16** ***16.0%***	1 *14.3%* **	3 *11.5%* **	8 *30.8%* **	3 *8.1%*	5 *13.2%*	10 *17.5%*	8 *14.5%*	6 *18.2%*	2 *18.2%* **	4 *11.8%*	6 *19.4%*	6 *17.6%*	7 *24.1%* **	9 *12.7%*	6 *54.5%* **	10 *11.2%*	4 *11.4%*	11 *17.2%*	1 *25.0%* **	3 *9.7%*	12 *21.8%* v	4 *8.9%*	- -
Sometimes	**1** ***1.0%***	- - **	- - **	- - **	1 *2.7%*	- -	- -	- -	1 *3.0%*	- - **	- -	1 *3.2%*	- -	- - **	1 *1.4%*	- - **	1 *1.1%*	- -	1 *1.6%*	- - **	- -	- -	1 *2.2%*	- -
Never	**2** ***2.0%***	- - **	1 *3.8%* **	- - **	1 *2.7%*	- -	2 *3.5%*	1 *1.8%*	- -	1 *9.1%* **	- -	- -	2 *5.9%*	2 *6.9%* **	- -	2 *18.2%* **	- -	- -	2 *3.1%*	- - **	- -	1 *1.8%*	1 *2.2%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**97** ***97.0%***	7 *100.0%* **	25 *96.2%* **	26 *100.0%* **	35 *94.6%*	38 *100.0%*	55 *96.5%*	54 *98.2%*	32 *97.0%*	10 *90.9%* **	34 *100.0%*	30 *96.8%*	32 *94.1%*	27 *93.1%* **	70 *98.6%*	9 *81.8%* **	88 *98.9%*	35 *100.0%*	61 *95.3%*	4 *100.0%* **	31 *100.0%*	54 *98.2%*	43 *95.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**81** ***81.0%***	6 *85.7%* **	22 *84.6%* **	18 *69.2%* **	32 *86.5%*	33 *86.8%*	45 *78.9%*	46 *83.6%*	26 *78.8%*	8 *72.7%* **	30 *88.2%*	24 *77.4%*	26 *76.5%*	20 *69.0%* **	61 *85.9%*	3 *27.3%* **	78 *87.6%*	31 *88.6%*	50 *78.1%*	3 *75.0%* **	28 *90.3%*	42 *76.4%*	39 *86.7%*	- -
3-Point Score	**2.78**	2.86	2.81	2.69	2.81	2.87	2.75	2.82	2.76	2.64	2.88	2.74	2.71	2.62	2.85	2.09	2.87	2.89	2.73	2.75	2.90	2.75	2.82	-

Cell Contents:
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- 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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q33. (HWDC) In the last 6 months, how often did your childs personal doctor listen carefully to you?																								
Total Eligible	**101** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**38** *100.0%*	**38** *100.0%*	**58** *100.0%*	**56** *100.0%*	**33** *100.0%*	**11** *100.0%*	**34** *100.0%*	**32** *100.0%*	**34** *100.0%*	**29** *100.0%*	**72** *100.0%*	**11** *100.0%*	**90** *100.0%*	**35** *100.0%*	**65** *100.0%*	**4** *100.0%*	**31** *100.0%*	**55** *100.0%*	**46** *100.0%*	**-** -
Total Valid Responses	**101** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**38** *100.0%*	**38** *100.0%*	**58** *100.0%*	**56** *100.0%*	**33** *100.0%*	**11** *100.0%*	**34** *100.0%*	**32** *100.0%*	**34** *100.0%*	**29** *100.0%*	**72** *100.0%*	**11** *100.0%*	**90** *100.0%*	**35** *100.0%*	**65** *100.0%*	**4** *100.0%*	**31** *100.0%*	**55** *100.0%*	**46** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**73** *72.3%*	5 *71.4%* **	18 *69.2%* **	16 *61.5%* **	30 *78.9%*	30 *78.9%*	39 *67.2%*	44 *78.6%*	23 *69.7%*	6 *54.5%* **	26 *76.5%*	25 *78.1%*	21 *61.8%*	17 *58.6%* **	56 *77.8%*	3 *27.3%* **	70 *77.8%*	25 *71.4%*	47 *72.3%*	3 *75.0%* **	22 *71.0%*	40 *72.7%*	33 *71.7%*	- -
Usually	**24** *23.8%*	2 *28.6%* **	6 *23.1%* **	9 *34.6%* **	7 *18.4%*	8 *21.1%*	15 *25.9%*	12 *21.4%*	8 *24.2%*	3 *27.3%* **	7 *20.6%*	7 *21.9%*	10 *29.4%*	9 *31.0%* **	15 *20.8%*	4 *36.4%* **	20 *22.2%*	9 *25.7%*	15 *23.1%*	1 *25.0%* **	8 *25.8%*	13 *23.6%*	11 *23.9%*	- -
Sometimes	**4** *4.0%*	- - **	2 *7.7%* **	1 *3.8%* **	1 *2.6%*	- -	4 *6.9%*	- -	2 *6.1%* g	2 *18.2%* **	1 *2.9%*	- -	3 *8.8%* k	3 *10.3%* **	1 *1.4%*	4 *36.4%* **	- -	1 *2.9%*	3 *4.6%*	- - **	1 *3.2%*	2 *3.6%*	2 *4.3%*	- -
Never	**-** -	- - **	- - **	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**97** *96.0%*	7 *100.0%* **	24 *92.3%* **	25 *96.2%* **	37 *97.4%*	38 *100.0%*	54 *93.1%*	56 *100.0%* h	31 *93.9%*	9 *81.8%* **	33 *97.1%*	32 *100.0%* l	31 *91.2%*	26 *89.7%* **	71 *98.6%*	7 *63.6%* **	90 *100.0%*	34 *97.1%*	62 *95.4%*	4 *100.0%* **	30 *96.8%*	53 *96.4%*	44 *95.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**73** *72.3%*	5 *71.4%* **	18 *69.2%* **	16 *61.5%* **	30 *78.9%*	30 *78.9%*	39 *67.2%*	44 *78.6%*	23 *69.7%*	6 *54.5%* **	26 *76.5%*	25 *78.1%*	21 *61.8%*	17 *58.6%* **	56 *77.8%*	3 *27.3%* **	70 *77.8%*	25 *71.4%*	47 *72.3%*	3 *75.0%* **	22 *71.0%*	40 *72.7%*	33 *71.7%*	- -
3-Point Score	**2.68**	2.71	2.62	2.58	2.76	2.79	2.60	2.79	2.64	2.36	2.74	2.78	2.53	2.48	2.76	1.91	2.78	2.69	2.68	2.75	2.68	2.69	2.67	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q34. (HWDC) In the last 6 months, how often did your childs personal doctor show respect for what you had to say?																								
Total Eligible	**101** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**38** *100.0%*	**38** *100.0%*	**58** *100.0%*	**56** *100.0%*	**33** *100.0%*	**11** *100.0%*	**34** *100.0%*	**32** *100.0%*	**34** *100.0%*	**29** *100.0%*	**72** *100.0%*	**11** *100.0%*	**90** *100.0%*	**35** *100.0%*	**65** *100.0%*	**4** *100.0%*	**31** *100.0%*	**55** *100.0%*	**46** *100.0%*	**-** -
Total Valid Responses	**101** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**38** *100.0%*	**38** *100.0%*	**58** *100.0%*	**56** *100.0%*	**33** *100.0%*	**11** *100.0%*	**34** *100.0%*	**32** *100.0%*	**34** *100.0%*	**29** *100.0%*	**72** *100.0%*	**11** *100.0%*	**90** *100.0%*	**35** *100.0%*	**65** *100.0%*	**4** *100.0%*	**31** *100.0%*	**55** *100.0%*	**46** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**82** *81.2%*	5 *71.4%* **	21 *80.8%* **	21 *80.8%* **	32 *84.2%*	33 *86.8%*	46 *79.3%*	49 *87.5%*	25 *75.8%*	8 *72.7%* **	29 *85.3%*	25 *78.1%*	27 *79.4%*	20 *69.0%* **	62 *86.1%*	2 *18.2%* **	80 *88.9%*	30 *85.7%*	51 *78.5%*	3 *75.0%* **	27 *87.1%*	46 *83.6%*	36 *78.3%*	- -
Usually	**16** *15.8%*	2 *28.6%* **	5 *19.2%* **	3 *11.5%* **	5 *13.2%*	3 *7.9%*	11 *19.0%*	6 *10.7%*	7 *21.2%*	3 *27.3%* **	4 *11.8%*	5 *15.6%*	7 *20.6%*	9 *31.0%* **	7 *9.7%*	8 *72.7%* **	8 *8.9%*	4 *11.4%*	12 *18.5%*	1 *25.0%* **	3 *9.7%*	8 *14.5%*	8 *17.4%*	- -
Sometimes	**3** *3.0%*	- - **	- - **	2 *7.7%* **	1 *2.6%*	2 *5.3%*	1 *1.7%*	1 *1.8%*	1 *3.0%*	- - **	1 *2.9%*	2 *6.3%*	- -	- - **	3 *4.2%*	1 *9.1%* **	2 *2.2%*	1 *2.9%*	2 *3.1%*	- - **	1 *3.2%*	1 *1.8%*	2 *4.3%*	- -
Never	**-** -	- - **	- - **	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**98** *97.0%*	7 *100.0%* **	26 *100.0%* **	24 *92.3%* **	37 *97.4%*	36 *94.7%*	57 *98.3%*	55 *98.2%*	32 *97.0%*	11 *100.0%* **	33 *97.1%*	30 *93.8%*	34 *100.0%*	29 *100.0%* **	69 *95.8%*	10 *90.9%* **	88 *97.8%*	34 *97.1%*	63 *96.9%*	4 *100.0%* **	30 *96.8%*	54 *98.2%*	44 *95.7%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**82** *81.2%*	5 *71.4%* **	21 *80.8%* **	21 *80.8%* **	32 *84.2%*	33 *86.8%*	46 *79.3%*	49 *87.5%*	25 *75.8%*	8 *72.7%* **	29 *85.3%*	25 *78.1%*	27 *79.4%*	20 *69.0%* **	62 *86.1%*	2 *18.2%* **	80 *88.9%*	30 *85.7%*	51 *78.5%*	3 *75.0%* **	27 *87.1%*	46 *83.6%*	36 *78.3%*	- -
3-Point Score	**2.78**	2.71	2.81	2.73	2.82	2.82	2.78	2.86	2.73	2.73	2.82	2.72	2.79	2.69	2.82	2.09	2.87	2.83	2.75	2.75	2.84	2.82	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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q35. Is your child able to talk with doctors about his or her health care?																								
Total Eligible	**101** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**38** *100.0%*	**38** *100.0%*	**58** *100.0%*	**56** *100.0%*	**33** *100.0%*	**11** *100.0%*	**34** *100.0%*	**32** *100.0%*	**34** *100.0%*	**29** *100.0%*	**72** *100.0%*	**11** *100.0%*	**90** *100.0%*	**35** *100.0%*	**65** *100.0%*	**4** *100.0%*	**31** *100.0%*	**55** *100.0%*	**46** *100.0%*	**-** **-**
Total Valid Responses	**100** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**37** *100.0%*	**38** *100.0%*	**57** *100.0%*	**55** *100.0%*	**33** *100.0%*	**11** *100.0%*	**34** *100.0%*	**31** *100.0%*	**34** *100.0%*	**28** *100.0%*	**72** *100.0%*	**11** *100.0%*	**89** *100.0%*	**34** *100.0%*	**65** *100.0%*	**3** *100.0%*	**31** *100.0%*	**55** *100.0%*	**45** *100.0%*	**-** **-**
No Answer	**1**	-	-	-	1	-	1	1	-	-	-	1	-	1	-	-	1	1	-	1	-	-	1	-
Yes	**70** *70.0%*	5 *71.4%* **	12 *46.2%* **	21 *80.8%* **	30 *81.1%*	27 *71.1%*	39 *68.4%*	42 *76.4%*	22 *66.7%*	6 *54.5%* **	23 *67.6%*	22 *71.0%*	25 *73.5%*	23 *82.1%* **	47 *65.3%*	8 *72.7%* **	62 *69.7%*	22 *64.7%*	48 *73.8%*	3 *100.0%* **	19 *61.3%*	41 *74.5%*	29 *64.4%*	- -
No	**30** *30.0%*	2 *28.6%* **	14 *53.8%* **	5 *19.2%* **	7 *18.9%*	11 *28.9%*	18 *31.6%*	13 *23.6%*	11 *33.3%*	5 *45.5%* **	11 *32.4%*	9 *29.0%*	9 *26.5%*	5 *17.9%* **	25 *34.7%*	3 *27.3%* **	27 *30.3%*	12 *35.3%*	17 *26.2%*	- - **	12 *38.7%*	14 *25.5%*	16 *35.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**70** *70.0%*	5 *71.4%* **	12 *46.2%* **	21 *80.8%* **	30 *81.1%*	27 *71.1%*	39 *68.4%*	42 *76.4%*	22 *66.7%*	6 *54.5%* **	23 *67.6%*	22 *71.0%*	25 *73.5%*	23 *82.1%* **	47 *65.3%*	8 *72.7%* **	62 *69.7%*	22 *64.7%*	48 *73.8%*	3 *100.0%* **	19 *61.3%*	41 *74.5%*	29 *64.4%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q36. In the last 6 months, how often did your childs personal doctor explain things in a way that was easy for your child to understand?																								
Total Eligible	**70** ***100.0%***	**5** ***100.0%***	**12** ***100.0%***	**21** ***100.0%***	**30** ***100.0%***	**27** ***100.0%***	**39** ***100.0%***	**42** ***100.0%***	**22** ***100.0%***	**6** ***100.0%***	**23** ***100.0%***	**22** ***100.0%***	**25** ***100.0%***	**23** ***100.0%***	**47** ***100.0%***	**8** ***100.0%***	**62** ***100.0%***	**22** ***100.0%***	**48** ***100.0%***	**3** ***100.0%***	**19** ***100.0%***	**41** ***100.0%***	**29** ***100.0%***	**-** **-**
Total Valid Responses	**70** ***100.0%***	**5** ***100.0%***	**12** ***100.0%***	**21** ***100.0%***	**30** ***100.0%***	**27** ***100.0%***	**39** ***100.0%***	**42** ***100.0%***	**22** ***100.0%***	**6** ***100.0%***	**23** ***100.0%***	**22** ***100.0%***	**25** ***100.0%***	**23** ***100.0%***	**47** ***100.0%***	**8** ***100.0%***	**62** ***100.0%***	**22** ***100.0%***	**48** ***100.0%***	**3** ***100.0%***	**19** ***100.0%***	**41** ***100.0%***	**29** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**46** ***65.7%***	3 *60.0%* **	9 *75.0%* **	12 *57.1%* **	21 *70.0%*	19 *70.4%* **	25 *64.1%*	29 *69.0%*	13 *59.1%* **	4 *66.7%* **	14 *60.9%* **	13 *59.1%* **	19 *76.0%* **	11 *47.8%* **	35 *74.5%*	1 *12.5%* **	45 *72.6%*	15 *68.2%* **	31 *64.6%*	2 *66.7%* **	13 *68.4%* **	27 *65.9%*	19 *65.5%* **	- -
Usually	**20** ***28.6%***	2 *40.0%* **	2 *16.7%* **	6 *28.6%* **	9 *30.0%*	6 *22.2%* **	12 *30.8%*	12 *28.6%*	6 *27.3%* **	2 *33.3%* **	6 *26.1%* **	8 *36.4%* **	6 *24.0%* **	10 *43.5%* **	10 *21.3%*	6 *75.0%* **	14 *22.6%*	7 *31.8%* **	13 *27.1%*	1 *33.3%* **	6 *31.6%* **	12 *29.3%*	8 *27.6%* **	- -
Sometimes	**4** ***5.7%***	- - **	1 *8.3%* **	3 *14.3%* **	- -	2 *7.4%* **	2 *5.1%*	1 *2.4%*	3 *13.6%* **	- - **	3 *13.0%* **	1 *4.5%* **	- - **	2 *8.7%* **	2 *4.3%*	1 *12.5%* **	3 *4.8%*	- - **	4 *8.3%*	- - **	- - **	2 *4.9%*	2 *6.9%* **	- -
Never	**-** **-**	- - **	- - **	- - **	- -	- - **	- -	- -	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- -	- - **	- -	- - **	- - **	- -	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**66** ***94.3%***	5 *100.0%* **	11 *91.7%* **	18 *85.7%* **	30 *100.0%*	25 *92.6%* **	37 *94.9%*	41 *97.6%*	19 *86.4%* **	6 *100.0%* **	20 *87.0%* **	21 *95.5%* **	25 *100.0%* **	21 *91.3%* **	45 *95.7%*	7 *87.5%* **	59 *95.2%*	22 *100.0%* **	44 *91.7%*	3 *100.0%* **	19 *100.0%* **	39 *95.1%*	27 *93.1%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**46** ***65.7%***	3 *60.0%* **	9 *75.0%* **	12 *57.1%* **	21 *70.0%*	19 *70.4%* **	25 *64.1%*	29 *69.0%*	13 *59.1%* **	4 *66.7%* **	14 *60.9%* **	13 *59.1%* **	19 *76.0%* **	11 *47.8%* **	35 *74.5%*	1 *12.5%* **	45 *72.6%*	15 *68.2%* **	31 *64.6%*	2 *66.7%* **	13 *68.4%* **	27 *65.9%*	19 *65.5%* **	- -
3-Point Score	**2.60**	2.60	2.67	2.43	2.70	2.63	2.59	2.67	2.45	2.67	2.48	2.55	2.76	2.39	2.70	2.00	2.68	2.68	2.56	2.67	2.68	2.61	2.59	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q37. (HWDC) In the last 6 months, how often did your childs personal doctor spend enough time with your child?																								
Total Eligible	**101** ***100.0%***	**7** ***100.0%***	**26** ***100.0%***	**26** ***100.0%***	**38** ***100.0%***	**38** ***100.0%***	**58** ***100.0%***	**56** ***100.0%***	**33** ***100.0%***	**11** ***100.0%***	**34** ***100.0%***	**32** ***100.0%***	**34** ***100.0%***	**29** ***100.0%***	**72** ***100.0%***	**11** ***100.0%***	**90** ***100.0%***	**35** ***100.0%***	**65** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**55** ***100.0%***	**46** ***100.0%***	**-** **-**
Total Valid Responses	**101** ***100.0%***	**7** ***100.0%***	**26** ***100.0%***	**26** ***100.0%***	**38** ***100.0%***	**38** ***100.0%***	**58** ***100.0%***	**56** ***100.0%***	**33** ***100.0%***	**11** ***100.0%***	**34** ***100.0%***	**32** ***100.0%***	**34** ***100.0%***	**29** ***100.0%***	**72** ***100.0%***	**11** ***100.0%***	**90** ***100.0%***	**35** ***100.0%***	**65** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**55** ***100.0%***	**46** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**68** ***67.3%***	4 *57.1%* **	17 *65.4%* **	16 *61.5%* **	29 *76.3%*	25 *65.8%*	41 *70.7%*	43 *76.8%* H	18 *54.5%*	7 *63.6%* **	26 *76.5%* I	22 *68.8%*	19 *55.9%*	14 *48.3%* **	54 *75.0%*	1 *9.1%* **	67 *74.4%*	26 *74.3%*	41 *63.1%*	2 *50.0%* **	24 *77.4%*	39 *70.9%*	29 *63.0%*	- -
Usually	**23** ***22.8%***	3 *42.9%* **	7 *26.9%* **	6 *23.1%* **	7 *18.4%*	11 *28.9%*	12 *20.7%*	10 *17.9%*	10 *30.3%*	3 *27.3%* **	7 *20.6%*	6 *18.8%*	10 *29.4%*	10 *34.5%* **	13 *18.1%*	4 *36.4%* **	19 *21.1%*	8 *22.9%*	15 *23.1%*	2 *50.0%* **	6 *19.4%*	12 *21.8%*	11 *23.9%*	- -
Sometimes	**10** ***9.9%***	- - **	2 *7.7%* **	4 *15.4%* **	2 *5.3%*	2 *5.3%*	5 *8.6%*	3 *5.4%*	5 *15.2%*	1 *9.1%* **	1 *2.9%*	4 *12.5%*	5 *14.7%* j	5 *17.2%* **	5 *6.9%*	6 *54.5%* **	4 *4.4%*	1 *2.9%*	9 *13.8%* q	- - **	1 *3.2%*	4 *7.3%*	6 *13.0%*	- -
Never	**-** **-**	- - **	- - **	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**91** ***90.1%***	7 *100.0%* **	24 *92.3%* **	22 *84.6%* **	36 *94.7%*	36 *94.7%*	53 *91.4%*	53 *94.6%*	28 *84.8%*	10 *90.9%* **	33 *97.1%* I	28 *87.5%*	29 *85.3%*	24 *82.8%* **	67 *93.1%*	5 *45.5%* **	86 *95.6%*	34 *97.1%* r	56 *86.2%*	4 *100.0%* **	30 *96.8%*	51 *92.7%*	40 *87.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**68** ***67.3%***	4 *57.1%* **	17 *65.4%* **	16 *61.5%* **	29 *76.3%*	25 *65.8%*	41 *70.7%*	43 *76.8%* H	18 *54.5%*	7 *63.6%* **	26 *76.5%* I	22 *68.8%*	19 *55.9%*	14 *48.3%* **	54 *75.0%*	1 *9.1%* **	67 *74.4%*	26 *74.3%*	41 *63.1%*	2 *50.0%* **	24 *77.4%*	39 *70.9%*	29 *63.0%*	- -
3-Point Score	**2.57**	2.57	2.58	2.46	2.71	2.61	2.62	2.71	2.39	2.55	2.74	2.56	2.41	2.31	2.68	1.55	2.70	2.71	2.49	2.50	2.74	2.64	2.50	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q38. In the last 6 months, did your childs personal doctor talk with you about how your child is feeling, growing, or behaving?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 119
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q38. In the last 6 months, did your childs personal doctor talk with you about how your child is feeling, growing, or behaving?																								
Total Eligible	**101** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**38** *100.0%*	**38** *100.0%*	**58** *100.0%*	**56** *100.0%*	**33** *100.0%*	**11** *100.0%*	**34** *100.0%*	**32** *100.0%*	**34** *100.0%*	**29** *100.0%*	**72** *100.0%*	**11** *100.0%*	**90** *100.0%*	**35** *100.0%*	**65** *100.0%*	**4** *100.0%*	**31** *100.0%*	**55** *100.0%*	**46** *100.0%*	**-** -
Total Valid Responses	**101** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**38** *100.0%*	**38** *100.0%*	**58** *100.0%*	**56** *100.0%*	**33** *100.0%*	**11** *100.0%*	**34** *100.0%*	**32** *100.0%*	**34** *100.0%*	**29** *100.0%*	**72** *100.0%*	**11** *100.0%*	**90** *100.0%*	**35** *100.0%*	**65** *100.0%*	**4** *100.0%*	**31** *100.0%*	**55** *100.0%*	**46** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**85** *84.2%*	6 *85.7%* **	23 *88.5%* **	20 *76.9%* **	32 *84.2%*	32 *84.2%*	48 *82.8%*	51 *91.1%* h	25 *75.8%*	9 *81.8%* **	29 *85.3%*	30 *93.8%* L	25 *73.5%*	23 *79.3%* **	62 *86.1%*	6 *54.5%* **	79 *87.8%*	32 *91.4%*	52 *80.0%*	4 *100.0%* **	28 *90.3%*	42 *76.4%*	43 *93.5%* U	- -
No	**16** *15.8%*	1 *14.3%* **	3 *11.5%* **	6 *23.1%* **	6 *15.8%*	6 *15.8%*	10 *17.2%*	5 *8.9%*	8 *24.2%* g	2 *18.2%* **	5 *14.7%*	2 *6.3%*	9 *26.5%* K	6 *20.7%* **	10 *13.9%*	5 *45.5%* **	11 *12.2%*	3 *8.6%*	13 *20.0%*	- - **	3 *9.7%*	13 *23.6%* V	3 *6.5%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**85** *84.2%*	6 *85.7%* **	23 *88.5%* **	20 *76.9%* **	32 *84.2%*	32 *84.2%*	48 *82.8%*	51 *91.1%* h	25 *75.8%*	9 *81.8%* **	29 *85.3%*	30 *93.8%* L	25 *73.5%*	23 *79.3%* **	62 *86.1%*	6 *54.5%* **	79 *87.8%*	32 *91.4%*	52 *80.0%*	4 *100.0%* **	28 *90.3%*	42 *76.4%*	43 *93.5%* U	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 120
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?																								
Total Eligible	**101** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**38** *100.0%*	**38** *100.0%*	**58** *100.0%*	**56** *100.0%*	**33** *100.0%*	**11** *100.0%*	**34** *100.0%*	**32** *100.0%*	**34** *100.0%*	**29** *100.0%*	**72** *100.0%*	**11** *100.0%*	**90** *100.0%*	**35** *100.0%*	**65** *100.0%*	**4** *100.0%*	**31** *100.0%*	**55** *100.0%*	**46** *100.0%*	- -
Total Valid Responses	**101** *100.0%*	**7** *100.0%*	**26** *100.0%*	**26** *100.0%*	**38** *100.0%*	**38** *100.0%*	**58** *100.0%*	**56** *100.0%*	**33** *100.0%*	**11** *100.0%*	**34** *100.0%*	**32** *100.0%*	**34** *100.0%*	**29** *100.0%*	**72** *100.0%*	**11** *100.0%*	**90** *100.0%*	**35** *100.0%*	**65** *100.0%*	**4** *100.0%*	**31** *100.0%*	**55** *100.0%*	**46** *100.0%*	- -
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**58** *57.4%*	5 *71.4%* **	13 *50.0%* **	18 *69.2%* **	19 *50.0%*	20 *52.6%*	36 *62.1%*	26 *46.4%*	22 *66.7%* g	9 *81.8%* **	22 *64.7%*	17 *53.1%*	18 *52.9%*	20 *69.0%* **	38 *52.8%*	9 *81.8%* **	49 *54.4%*	21 *60.0%*	36 *55.4%*	2 *50.0%* **	19 *61.3%*	34 *61.8%*	24 *52.2%*	- -
No	**43** *42.6%*	2 *28.6%* **	13 *50.0%* **	8 *30.8%* **	19 *50.0%*	18 *47.4%*	22 *37.9%*	30 *53.6%* h	11 *33.3%*	2 *18.2%* **	12 *35.3%*	15 *46.9%*	16 *47.1%*	9 *31.0%* **	34 *47.2%*	2 *18.2%* **	41 *45.6%*	14 *40.0%*	29 *44.6%*	2 *50.0%* **	12 *38.7%*	21 *38.2%*	22 *47.8%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**58** *57.4%*	5 *71.4%* **	13 *50.0%* **	18 *69.2%* **	19 *50.0%*	20 *52.6%*	36 *62.1%*	26 *46.4%*	22 *66.7%* g	9 *81.8%* **	22 *64.7%*	17 *53.1%*	18 *52.9%*	20 *69.0%* **	38 *52.8%*	9 *81.8%* **	49 *54.4%*	21 *60.0%*	36 *55.4%*	2 *50.0%* **	19 *61.3%*	34 *61.8%*	24 *52.2%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q40. (CC) In the last 6 months, how often did your childs personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

CCC POPULATION

Table: 121
Level: Top

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q40. (CC) In the last 6 months, how often did your childs personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?																								
Total Eligible	**58** *100.0%*	**5** *100.0%*	**13** *100.0%*	**18** *100.0%*	**19** *100.0%*	**20** *100.0%*	**36** *100.0%*	**26** *100.0%*	**22** *100.0%*	**9** *100.0%*	**22** *100.0%*	**17** *100.0%*	**18** *100.0%*	**20** *100.0%*	**38** *100.0%*	**9** *100.0%*	**49** *100.0%*	**21** *100.0%*	**36** *100.0%*	**2** *100.0%*	**19** *100.0%*	**34** *100.0%*	**24** *100.0%*	- -
Total Valid Responses	**56** *100.0%*	**5** *100.0%*	**13** *100.0%*	**17** *100.0%*	**18** *100.0%*	**19** *100.0%*	**35** *100.0%*	**26** *100.0%*	**21** *100.0%*	**9** *100.0%*	**21** *100.0%*	**16** *100.0%*	**18** *100.0%*	**20** *100.0%*	**36** *100.0%*	**8** *100.0%*	**48** *100.0%*	**21** *100.0%*	**34** *100.0%*	**2** *100.0%*	**19** *100.0%*	**33** *100.0%*	**23** *100.0%*	- -
No Answer	**2**	-	-	1	1	1	1	-	1	-	1	1	-	-	2	1	1	-	2	-	-	1	1	-
Always	**33** *58.9%*	2 *40.0%* **	6 *46.2%* **	9 *52.9%* **	13 *72.2%* **	12 *63.2%* **	19 *54.3%*	18 *69.2%* **	12 *57.1%* **	3 *33.3%* **	11 *52.4%* **	14 *87.5%* **	7 *38.9%* **	9 *45.0%* **	24 *66.7%*	2 *25.0%* **	31 *64.6%*	13 *61.9%* **	19 *55.9%*	1 *50.0%* **	12 *63.2%* **	19 *57.6%*	14 *60.9%* **	- -
Usually	**17** *30.4%*	3 *60.0%* **	6 *46.2%* **	4 *23.5%* **	4 *22.2%* **	5 *26.3%* **	12 *34.3%*	6 *23.1%* **	7 *33.3%* **	4 *44.4%* **	8 *38.1%* **	1 *6.3%* **	8 *44.4%* **	6 *30.0%* **	11 *30.6%*	2 *25.0%* **	15 *31.3%*	6 *28.6%* **	11 *32.4%*	1 *50.0%* **	5 *26.3%* **	11 *33.3%*	6 *26.1%* **	- -
Sometimes	**5** *8.9%*	- - **	- - **	4 *23.5%* **	1 *5.6%* **	2 *10.5%* **	3 *8.6%*	2 *7.7%* **	2 *9.5%* **	1 *11.1%* **	2 *9.5%* **	1 *6.3%* **	2 *11.1%* **	4 *20.0%* **	1 *2.8%*	3 *37.5%* **	2 *4.2%*	2 *9.5%* **	3 *8.8%*	- - **	2 *10.5%* **	2 *6.1%*	3 *13.0%* **	- -
Never	**1** *1.8%*	- - **	1 *7.7%* **	- - **	- - **	- - **	1 *2.9%*	- - **	- - **	1 *11.1%* **	- - **	- - **	1 *5.6%* **	1 *5.0%* **	- -	1 *12.5%* **	- -	- - **	1 *2.9%*	- - **	- - **	1 *3.0%*	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**50** *89.3%*	5 *100.0%* **	12 *92.3%* **	13 *76.5%* **	17 *94.4%* **	17 *89.5%* **	31 *88.6%*	24 *92.3%* **	19 *90.5%* **	7 *77.8%* **	19 *90.5%* **	15 *93.8%* **	15 *83.3%* **	15 *75.0%* **	35 *97.2%*	4 *50.0%* **	46 *95.8%*	19 *90.5%* **	30 *88.2%*	2 *100.0%* **	17 *89.5%* **	30 *90.9%*	20 *87.0%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**33** *58.9%*	2 *40.0%* **	6 *46.2%* **	9 *52.9%* **	13 *72.2%* **	12 *63.2%* **	19 *54.3%*	18 *69.2%* **	12 *57.1%* **	3 *33.3%* **	11 *52.4%* **	14 *87.5%* **	7 *38.9%* **	9 *45.0%* **	24 *66.7%*	2 *25.0%* **	31 *64.6%*	13 *61.9%* **	19 *55.9%*	1 *50.0%* **	12 *63.2%* **	19 *57.6%*	14 *60.9%* **	- -
3-Point Score	**2.48**	2.40	2.38	2.29	2.67	2.53	2.43	2.62	2.48	2.11	2.43	2.81	2.22	2.20	2.64	1.75	2.60	2.52	2.44	2.50	2.53	2.48	2.48	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q41. 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 childs personal doctor?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 122
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q41. 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 childs personal doctor?																								
Total Eligible	**113** *100.0%*	**7** *100.0%*	**30** *100.0%*	**29** *100.0%*	**42** *100.0%*	**41** *100.0%*	**67** *100.0%*	**63** *100.0%*	**37** *100.0%*	**12** *100.0%*	**41** *100.0%*	**35** *100.0%*	**36** *100.0%*	**33** *100.0%*	**79** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**76** *100.0%*	**4** *100.0%*	**31** *100.0%*	**59** *100.0%*	**54** *100.0%*	**-** **-**
Total Valid Responses	**113** *100.0%*	**7** *100.0%*	**30** *100.0%*	**29** *100.0%*	**42** *100.0%*	**41** *100.0%*	**67** *100.0%*	**63** *100.0%*	**37** *100.0%*	**12** *100.0%*	**41** *100.0%*	**35** *100.0%*	**36** *100.0%*	**33** *100.0%*	**79** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**76** *100.0%*	**4** *100.0%*	**31** *100.0%*	**59** *100.0%*	**54** *100.0%*	**-** **-**
No Answer	**-** -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best personal doctor possible	**59** *52.2%*	7 *100.0%* **	13 *43.3%*	15 *51.7%* **	22 *52.4%*	24 *58.5%*	33 *49.3%*	39 *61.9%*	17 *45.9%*	3 *25.0%* **	20 *48.8%*	20 *57.1%*	19 *52.8%*	11 *33.3%*	48 *60.8%* M	- - **	59 *59.0%*	21 *58.3%*	37 *48.7%*	2 *50.0%* **	19 *61.3%*	35 *59.3%*	24 *44.4%*	- -
9	**27** *23.9%*	- - **	7 *23.3%*	8 *27.6%* **	10 *23.8%*	10 *24.4%*	16 *23.9%*	13 *20.6%*	10 *27.0%*	4 *33.3%* **	10 *24.4%*	9 *25.7%*	7 *19.4%*	7 *21.2%*	20 *25.3%*	- - **	27 *27.0%*	9 *25.0%*	18 *23.7%*	1 *25.0%* **	7 *22.6%*	11 *18.6%*	16 *29.6%*	- -
8	**14** *12.4%*	- - **	6 *20.0%*	2 *6.9%* **	6 *14.3%*	5 *12.2%*	8 *11.9%*	6 *9.5%*	7 *18.9%*	1 *8.3%* **	6 *14.6%*	5 *14.3%*	3 *8.3%*	6 *18.2%*	8 *10.1%*	- - **	14 *14.0%*	4 *11.1%*	10 *13.2%*	1 *25.0%* **	3 *9.7%*	7 *11.9%*	7 *13.0%*	- -
7	**9** *8.0%*	- - **	2 *6.7%*	2 *6.9%* **	4 *9.5%*	2 *4.9%*	6 *9.0%*	5 *7.9%*	1 *2.7%*	3 *25.0%* **	3 *7.3%*	1 *2.9%*	5 *13.9%* k	8 *24.2%* N	1 *1.3%*	9 *69.2%* **	- -	2 *5.6%*	7 *9.2%*	- - **	2 *6.5%*	4 *6.8%*	5 *9.3%*	- -
6	**1** *0.9%*	- - **	- -	1 *3.4%* **	- -	- -	1 *1.5%*	- -	1 *2.7%*	- - **	1 *2.4%*	- -	- -	1 *3.0%*	- -	1 *7.7%* **	- -	- -	1 *1.3%*	- - **	- -	- -	1 *1.9%*	- -
5	**1** *0.9%*	- - **	- -	1 *3.4%* **	- -	- -	1 *1.5%*	- -	- -	- - **	1 *2.4%*	- -	- -	- -	1 *1.3%*	1 *7.7%* **	- -	- -	1 *1.3%*	- - **	- -	1 *1.7%*	- -	- -
4	**1** *0.9%*	- - **	1 *3.3%*	- - **	- -	- -	1 *1.5%*	- -	1 *2.7%*	- - **	- -	- -	1 *2.8%*	- -	1 *1.3%*	1 *7.7%* **	- -	- -	1 *1.3%*	- - **	- -	1 *1.7%*	- -	- -
3	**-** -	- - **	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
2	**-** -	- - **	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
1	**-** -	- - **	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
0 - Worst personal doctor possible	**1** *0.9%*	- - **	1 *3.3%*	- - **	- -	- -	1 *1.5%*	- -	- -	1 *8.3%* **	- -	- -	1 *2.8%*	- -	- -	1 *7.7%* **	- -	- -	1 *1.3%*	- - **	- -	- -	1 *1.9%*	- -
SUMMARY - 0-3	**1** *0.9%*	- - **	1 *3.3%*	- - **	- -	- -	1 *1.5%*	- -	- -	1 *8.3%* **	- -	- -	1 *2.8%*	- -	- -	1 *7.7%* **	- -	- -	1 *1.3%*	- - **	- -	- -	1 *1.9%*	- -
SUMMARY - 4-7	**12** *10.6%*	- - **	3 *10.0%*	4 *13.8%* **	4 *9.5%*	2 *4.9%*	9 *13.4%*	5 *7.9%*	3 *8.1%*	3 *25.0%* **	5 *12.2%*	1 *2.9%*	6 *16.7%* k	9 *27.3%* N	3 *3.8%*	12 *92.3%* **	- -	2 *5.6%*	10 *13.2%*	- - **	2 *6.5%*	6 *10.2%*	6 *11.1%*	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**100** *88.5%*	7 *100.0%* **	26 *86.7%*	25 *86.2%* **	38 *90.5%*	39 *95.1%*	57 *85.1%*	58 *92.1%*	34 *91.9%*	8 *66.7%* **	36 *87.8%*	34 *97.1%* L	29 *80.6%*	24 *72.7%*	76 *96.2%* M	- - **	100 *100.0%*	34 *94.4%*	65 *85.5%*	4 *100.0%* **	29 *93.5%*	53 *89.8%*	47 *87.0%*	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**86** *76.1%*	7 *100.0%* **	20 *66.7%*	23 *79.3%* **	32 *76.2%*	34 *82.9%*	49 *73.1%*	52 *82.5%*	27 *73.0%*	7 *58.3%* **	30 *73.2%*	29 *82.9%*	26 *72.2%*	18 *54.5%*	68 *86.1%* M	- - **	86 *86.0%*	30 *83.3%*	55 *72.4%*	3 *75.0%* **	26 *83.9%*	46 *78.0%*	40 *74.1%*	- -
3-Point Score	**2.73**	3.00	2.60	2.72	2.76	2.83	2.67	2.83	2.68	2.50	2.68	2.83	2.67	2.52	2.84	1.69	2.86	2.83	2.67	2.75	2.84	2.75	2.70	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?																								
Total Eligible	**113** *100.0%*	**7** *100.0%*	**30** *100.0%*	**29** *100.0%*	**42** *100.0%*	**41** *100.0%*	**67** *100.0%*	**63** *100.0%*	**37** *100.0%*	**12** *100.0%*	**41** *100.0%*	**35** *100.0%*	**36** *100.0%*	**33** *100.0%*	**79** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**76** *100.0%*	**4** *100.0%*	**31** *100.0%*	**59** *100.0%*	**54** *100.0%*	- -
Total Valid Responses	**112** *100.0%*	**7** *100.0%*	**29** *100.0%*	**29** *100.0%*	**42** *100.0%*	**41** *100.0%*	**66** *100.0%*	**62** *100.0%*	**37** *100.0%*	**12** *100.0%*	**40** *100.0%*	**35** *100.0%*	**36** *100.0%*	**33** *100.0%*	**78** *100.0%*	**13** *100.0%*	**99** *100.0%*	**36** *100.0%*	**75** *100.0%*	**4** *100.0%*	**31** *100.0%*	**59** *100.0%*	**53** *100.0%*	- -
No Answer	**1**	-	1	-	-	-	1	1	-	-	1	-	-	-	1	-	1	-	1	-	-	-	1	-
Yes	**85** *75.9%*	6 *85.7%* **	19 *65.5%* **	22 *75.9%* **	35 *83.3%*	31 *75.6%*	50 *75.8%*	42 *67.7%*	31 *83.8%* g	11 *91.7%* **	29 *72.5%*	26 *74.3%*	29 *80.6%*	27 *81.8%*	57 *73.1%*	10 *76.9%* **	75 *75.8%*	25 *69.4%*	59 *78.7%*	4 *100.0%* **	21 *67.7%*	46 *78.0%*	39 *73.6%*	- -
No	**27** *24.1%*	1 *14.3%* **	10 *34.5%* **	7 *24.1%* **	7 *16.7%*	10 *24.4%*	16 *24.2%*	20 *32.3%* h	6 *16.2%*	1 *8.3%* **	11 *27.5%*	9 *25.7%*	7 *19.4%*	6 *18.2%*	21 *26.9%*	3 *23.1%* **	24 *24.2%*	11 *30.6%*	16 *21.3%*	- - **	10 *32.3%*	13 *22.0%*	14 *26.4%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**85** *75.9%*	6 *85.7%* **	19 *65.5%* **	22 *75.9%* **	35 *83.3%*	31 *75.6%*	50 *75.8%*	42 *67.7%*	31 *83.8%* g	11 *91.7%* **	29 *72.5%*	26 *74.3%*	29 *80.6%*	27 *81.8%*	57 *73.1%*	10 *76.9%* **	75 *75.8%*	25 *69.4%*	59 *78.7%*	4 *100.0%* **	21 *67.7%*	46 *78.0%*	39 *73.6%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q43. (FCC-PD) Does your childs personal doctor understand how these medical, behavioral, or other health conditions affect your childs day-to-day life?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 124
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q43. (FCC-PD) Does your childs personal doctor understand how these medical, behavioral, or other health conditions affect your childs day-to-day life?																								
Total Eligible	**85** *100.0%*	**6** *100.0%*	**19** *100.0%*	**22** *100.0%*	**35** *100.0%*	**31** *100.0%*	**50** *100.0%*	**42** *100.0%*	**31** *100.0%*	**11** *100.0%*	**29** *100.0%*	**26** *100.0%*	**29** *100.0%*	**27** *100.0%*	**57** *100.0%*	**10** *100.0%*	**75** *100.0%*	**25** *100.0%*	**59** *100.0%*	**4** *100.0%*	**21** *100.0%*	**46** *100.0%*	**39** *100.0%*	- -
Total Valid Responses	**83** *100.0%*	**6** *100.0%*	**19** *100.0%*	**21** *100.0%*	**34** *100.0%*	**30** *100.0%*	**49** *100.0%*	**42** *100.0%*	**30** *100.0%*	**11** *100.0%*	**28** *100.0%*	**25** *100.0%*	**29** *100.0%*	**27** *100.0%*	**55** *100.0%*	**9** *100.0%*	**74** *100.0%*	**24** *100.0%*	**58** *100.0%*	**4** *100.0%*	**20** *100.0%*	**45** *100.0%*	**38** *100.0%*	- -
No Answer	**2**	-	-	1	1	1	1	-	1	-	1	1	-	-	2	1	1	1	1	-	1	1	1	-
Yes	**75** *90.4%*	6 *100.0%* **	15 *78.9%* **	21 *100.0%* **	30 *88.2%*	28 *93.3%*	44 *89.8%*	41 *97.6%*	27 *90.0%*	7 *63.6%* **	28 *100.0%* **	24 *96.0%* **	22 *75.9%* **	23 *85.2%* **	52 *94.5%*	5 *55.6%* **	70 *94.6%*	23 *95.8%* **	51 *87.9%*	4 *100.0%* **	19 *95.0%* **	40 *88.9%*	35 *92.1%*	- -
No	**8** *9.6%*	- - **	4 *21.1%* **	- - **	4 *11.8%*	2 *6.7%*	5 *10.2%*	1 *2.4%*	3 *10.0%*	4 *36.4%* **	- - **	1 *4.0%* **	7 *24.1%* **	4 *14.8%* **	3 *5.5%*	4 *44.4%* **	4 *5.4%*	1 *4.2%* **	7 *12.1%*	- - **	1 *5.0%* **	5 *11.1%*	3 *7.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**75** *90.4%*	6 *100.0%* **	15 *78.9%* **	21 *100.0%* **	30 *88.2%*	28 *93.3%*	44 *89.8%*	41 *97.6%*	27 *90.0%*	7 *63.6%* **	28 *100.0%* **	24 *96.0%* **	22 *75.9%* **	23 *85.2%* **	52 *94.5%*	5 *55.6%* **	70 *94.6%*	23 *95.8%* **	51 *87.9%*	4 *100.0%* **	19 *95.0%* **	40 *88.9%*	35 *92.1%*	- -
3-Point Score	**2.81**	3.00	2.58	3.00	2.76	2.87	2.80	2.95	2.80	2.27	3.00	2.92	2.52	2.70	2.89	2.11	2.89	2.92	2.76	3.00	2.90	2.78	2.84	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q44. (FCC-PD) Does your childs personal doctor understand how your childs medical, behavioral, or other health conditions affect your familys day-to-day life?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 125
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q44. (FCC-PD) Does your childs personal doctor understand how your childs medical, behavioral, or other health conditions affect your familys day-to-day life?																								
Total Eligible	**85** *100.0%*	**6** *100.0%*	**19** *100.0%*	**22** *100.0%*	**35** *100.0%*	**31** *100.0%*	**50** *100.0%*	**42** *100.0%*	**31** *100.0%*	**11** *100.0%*	**29** *100.0%*	**26** *100.0%*	**29** *100.0%*	**27** *100.0%*	**57** *100.0%*	**10** *100.0%*	**75** *100.0%*	**25** *100.0%*	**59** *100.0%*	**4** *100.0%*	**21** *100.0%*	**46** *100.0%*	**39** *100.0%*	- -
Total Valid Responses	**83** *100.0%*	**6** *100.0%*	**19** *100.0%*	**21** *100.0%*	**34** *100.0%*	**30** *100.0%*	**49** *100.0%*	**42** *100.0%*	**30** *100.0%*	**11** *100.0%*	**28** *100.0%*	**25** *100.0%*	**29** *100.0%*	**27** *100.0%*	**55** *100.0%*	**9** *100.0%*	**74** *100.0%*	**24** *100.0%*	**58** *100.0%*	**4** *100.0%*	**20** *100.0%*	**45** *100.0%*	**38** *100.0%*	- -
No Answer	**2**	-	-	1	1	1	1	-	1	-	1	1	-	-	2	1	1	1	1	-	1	1	1	-
Yes	**75** *90.4%*	6 *100.0%* **	15 *78.9%* **	20 *95.2%* **	31 *91.2%*	27 *90.0%*	44 *89.8%*	41 *97.6%*	27 *90.0%*	7 *63.6%* **	28 *100.0%* **	25 *100.0%* **	21 *72.4%* **	22 *81.5%* **	53 *96.4%*	4 *44.4%* **	71 *95.9%*	23 *95.8%* **	51 *87.9%*	4 *100.0%* **	19 *95.0%* **	39 *86.7%*	36 *94.7%*	- -
No	**8** *9.6%*	- - **	4 *21.1%* **	1 *4.8%* **	3 *8.8%*	3 *10.0%*	5 *10.2%*	1 *2.4%*	3 *10.0%*	4 *36.4%* **	- - **	- - **	8 *27.6%* **	5 *18.5%* **	2 *3.6%*	5 *55.6%* **	3 *4.1%*	1 *4.2%* **	7 *12.1%*	- - **	1 *5.0%* **	6 *13.3%*	2 *5.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**75** *90.4%*	6 *100.0%* **	15 *78.9%* **	20 *95.2%* **	31 *91.2%*	27 *90.0%*	44 *89.8%*	41 *97.6%*	27 *90.0%*	7 *63.6%* **	28 *100.0%* **	25 *100.0%* **	21 *72.4%* **	22 *81.5%* **	53 *96.4%*	4 *44.4%* **	71 *95.9%*	23 *95.8%* **	51 *87.9%*	4 *100.0%* **	19 *95.0%* **	39 *86.7%*	36 *94.7%*	- -
3-Point Score	**2.81**	3.00	2.58	2.90	2.82	2.80	2.80	2.95	2.80	2.27	3.00	3.00	2.45	2.63	2.93	1.89	2.92	2.92	2.76	3.00	2.90	2.73	2.89	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

CCC POPULATION

Table: 126
Level: Top

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**121** *100.0%*	**6** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**45** *100.0%*	**71** *100.0%*	**69** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**37** *100.0%*	**39** *100.0%*	**36** *100.0%*	**83** *100.0%*	**13** *100.0%*	**99** *100.0%*	**35** *100.0%*	**85** *100.0%*	**4** *100.0%*	**30** *100.0%*	**64** *100.0%*	**57** *100.0%*	- -
No Answer	**1**	1	-	-	-	1	-	1	-	-	-	1	-	-	1	-	1	1	-	-	1	1	-	-
Yes	**56** *46.3%*	2 *33.3%* **	16 *47.1%*	17 *56.7%*	18 *39.1%*	18 *40.0%*	35 *49.3%*	25 *36.2%*	20 *52.6%*	11 *84.6%* **	18 *40.9%*	17 *45.9%*	20 *51.3%*	18 *50.0%*	36 *43.4%*	8 *61.5%* **	45 *45.5%*	22 *62.9%* R	33 *38.8%*	1 *25.0%* **	21 *70.0%*	32 *50.0%*	24 *42.1%*	- -
No	**65** *53.7%*	4 *66.7%* **	18 *52.9%*	13 *43.3%*	28 *60.9%*	27 *60.0%*	36 *50.7%*	44 *63.8%*	18 *47.4%*	2 *15.4%* **	26 *59.1%*	20 *54.1%*	19 *48.7%*	18 *50.0%*	47 *56.6%*	5 *38.5%* **	54 *54.5%*	13 *37.1%*	52 *61.2%* Q	3 *75.0%* **	9 *30.0%*	32 *50.0%*	33 *57.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**56** *46.3%*	2 *33.3%* **	16 *47.1%*	17 *56.7%*	18 *39.1%*	18 *40.0%*	35 *49.3%*	25 *36.2%*	20 *52.6%*	11 *84.6%* **	18 *40.9%*	17 *45.9%*	20 *51.3%*	18 *50.0%*	36 *43.4%*	8 *61.5%* **	45 *45.5%*	22 *62.9%* R	33 *38.8%*	1 *25.0%* **	21 *70.0%*	32 *50.0%*	24 *42.1%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 127
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q46. (GNC) In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?																								
Total Eligible	**56** *100.0%*	**2** *100.0%*	**16** *100.0%*	**17** *100.0%*	**18** *100.0%*	**18** *100.0%*	**35** *100.0%*	**25** *100.0%*	**20** *100.0%*	**11** *100.0%*	**18** *100.0%*	**17** *100.0%*	**20** *100.0%*	**18** *100.0%*	**36** *100.0%*	**8** *100.0%*	**45** *100.0%*	**22** *100.0%*	**33** *100.0%*	**1** *100.0%*	**21** *100.0%*	**32** *100.0%*	**24** *100.0%*	**-** -
Total Valid Responses	**56** *100.0%*	**2** *100.0%*	**16** *100.0%*	**17** *100.0%*	**18** *100.0%*	**18** *100.0%*	**35** *100.0%*	**25** *100.0%*	**20** *100.0%*	**11** *100.0%*	**18** *100.0%*	**17** *100.0%*	**20** *100.0%*	**18** *100.0%*	**36** *100.0%*	**8** *100.0%*	**45** *100.0%*	**22** *100.0%*	**33** *100.0%*	**1** *100.0%*	**21** *100.0%*	**32** *100.0%*	**24** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**32** *57.1%*	1 *50.0%* **	7 *43.8%* **	13 *76.5%* **	9 *50.0%* **	13 *72.2%* **	16 *45.7%*	15 *60.0%* **	13 *65.0%* **	4 *36.4%* **	13 *72.2%* **	11 *64.7%* **	8 *40.0%* **	8 *44.4%* **	23 *63.9%*	4 *50.0%* **	27 *60.0%*	14 *63.6%* **	17 *51.5%*	1 *100.0%* **	13 *61.9%* **	17 *53.1%*	15 *62.5%* **	- -
Usually	**11** *19.6%*	- - **	3 *18.8%* **	4 *23.5%* **	4 *22.2%* **	2 *11.1%* **	9 *25.7%*	3 *12.0%* **	5 *25.0%* **	3 *27.3%* **	3 *16.7%* **	4 *23.5%* **	4 *20.0%* **	6 *33.3%* **	5 *13.9%*	3 *37.5%* **	7 *15.6%*	4 *18.2%* **	7 *21.2%*	- - **	4 *19.0%* **	7 *21.9%*	4 *16.7%* **	- -
Sometimes	**10** *17.9%*	1 *50.0%* **	5 *31.3%* **	- - **	3 *16.7%* **	2 *11.1%* **	8 *22.9%*	4 *16.0%* **	2 *10.0%* **	4 *36.4%* **	2 *11.1%* **	1 *5.9%* **	6 *30.0%* **	4 *22.2%* **	5 *13.9%*	1 *12.5%* **	9 *20.0%*	3 *13.6%* **	7 *21.2%*	- - **	3 *14.3%* **	7 *21.9%*	3 *12.5%* **	- -
Never	**3** *5.4%*	- - **	1 *6.3%* **	- - **	2 *11.1%* **	1 *5.6%* **	2 *5.7%*	3 *12.0%* **	- - **	- - **	- - **	1 *5.9%* **	2 *10.0%* **	- - **	3 *8.3%*	- - **	2 *4.4%*	1 *4.5%* **	2 *6.1%*	- - **	1 *4.8%* **	1 *3.1%*	2 *8.3%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**43** *76.8%*	1 *50.0%* **	10 *62.5%* **	17 *100.0%* **	13 *72.2%* **	15 *83.3%* **	25 *71.4%*	18 *72.0%* **	18 *90.0%* **	7 *63.6%* **	16 *88.9%* **	15 *88.2%* **	12 *60.0%* **	14 *77.8%* **	28 *77.8%*	7 *87.5%* **	34 *75.6%*	18 *81.8%* **	24 *72.7%*	1 *100.0%* **	17 *81.0%* **	24 *75.0%*	19 *79.2%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**32** *57.1%*	1 *50.0%* **	7 *43.8%* **	13 *76.5%* **	9 *50.0%* **	13 *72.2%* **	16 *45.7%*	15 *60.0%* **	13 *65.0%* **	4 *36.4%* **	13 *72.2%* **	11 *64.7%* **	8 *40.0%* **	8 *44.4%* **	23 *63.9%*	4 *50.0%* **	27 *60.0%*	14 *63.6%* **	17 *51.5%*	1 *100.0%* **	13 *61.9%* **	17 *53.1%*	15 *62.5%* **	- -
3-Point Score	**2.34**	2.00	2.06	2.76	2.22	2.56	2.17	2.32	2.55	2.00	2.61	2.53	2.00	2.22	2.42	2.38	2.36	2.45	2.24	3.00	2.43	2.28	2.42	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q47. How many specialists has your child seen in the last 6 months?																								
Total Eligible	**56** *100.0%*	**2** *100.0%*	**16** *100.0%*	**17** *100.0%*	**18** *100.0%*	**18** *100.0%*	**35** *100.0%*	**25** *100.0%*	**20** *100.0%*	**11** *100.0%*	**18** *100.0%*	**17** *100.0%*	**20** *100.0%*	**18** *100.0%*	**36** *100.0%*	**8** *100.0%*	**45** *100.0%*	**22** *100.0%*	**33** *100.0%*	**1** *100.0%*	**21** *100.0%*	**32** *100.0%*	**24** *100.0%*	**-** **-**
Total Valid Responses	**56** *100.0%*	**2** *100.0%*	**16** *100.0%*	**17** *100.0%*	**18** *100.0%*	**18** *100.0%*	**35** *100.0%*	**25** *100.0%*	**20** *100.0%*	**11** *100.0%*	**18** *100.0%*	**17** *100.0%*	**20** *100.0%*	**18** *100.0%*	**36** *100.0%*	**8** *100.0%*	**45** *100.0%*	**22** *100.0%*	**33** *100.0%*	**1** *100.0%*	**21** *100.0%*	**32** *100.0%*	**24** *100.0%*	**-** **-**
No Answer	**-** -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
None	**1** *1.8%*	- - **	1 *6.3%* **	- - **	- - **	1 *5.6%* **	- -	1 *4.0%* **	- - **	- - **	- - **	1 *5.9%* **	- - **	- - **	1 *2.8%*	- - **	- -	- - **	1 *3.0%*	- - **	- - **	- -	1 *4.2%* **	- -
1 specialist	**23** *41.1%*	1 *50.0%* **	4 *25.0%* **	4 *23.5%* **	13 *72.2%* **	6 *33.3%* **	15 *42.9%*	14 *56.0%* **	8 *40.0%* **	1 *9.1%* **	6 *33.3%* **	8 *47.1%* **	9 *45.0%* **	7 *38.9%* **	16 *44.4%*	3 *37.5%* **	19 *42.2%*	7 *31.8%* **	16 *48.5%*	- - **	7 *33.3%* **	14 *43.8%*	9 *37.5%* **	- -
2	**12** *21.4%*	1 *50.0%* **	4 *25.0%* **	4 *23.5%* **	3 *16.7%* **	5 *27.8%* **	7 *20.0%*	4 *16.0%* **	5 *25.0%* **	3 *27.3%* **	2 *11.1%* **	3 *17.6%* **	7 *35.0%* **	4 *22.2%* **	6 *16.7%*	2 *25.0%* **	9 *20.0%*	4 *18.2%* **	8 *24.2%*	- - **	4 *19.0%* **	8 *25.0%*	4 *16.7%* **	- -
3	**5** *8.9%*	- - **	2 *12.5%* **	2 *11.8%* **	1 *5.6%* **	2 *11.1%* **	3 *8.6%*	1 *4.0%* **	3 *15.0%* **	1 *9.1%* **	3 *16.7%* **	1 *5.9%* **	- - **	2 *11.1%* **	3 *8.3%*	- - **	5 *11.1%*	3 *13.6%* **	2 *6.1%*	1 *100.0%* **	2 *9.5%* **	3 *9.4%*	2 *8.3%* **	- -
4	**2** *3.6%*	- - **	1 *6.3%* **	- - **	1 *5.6%* **	- - **	2 *5.7%*	- - **	- - **	2 *18.2%* **	- - **	1 *5.9%* **	1 *5.0%* **	2 *11.1%* **	- -	1 *12.5%* **	1 *2.2%*	2 *9.1%* **	- -	- - **	2 *9.5%* **	- -	2 *8.3%* **	- -
5 or more specialists	**13** *23.2%*	- - **	4 *25.0%* **	7 *41.2%* **	- - **	4 *22.2%* **	8 *22.9%*	5 *20.0%* **	4 *20.0%* **	4 *36.4%* **	7 *38.9%* **	3 *17.6%* **	3 *15.0%* **	3 *16.7%* **	10 *27.8%*	2 *25.0%* **	11 *24.4%*	6 *27.3%* **	6 *18.2%*	- - **	6 *28.6%* **	7 *21.9%*	6 *25.0%* **	- -
HEDIS/CAHPS SUMMARY RATE - 1 or more specialist	**55** *98.2%*	2 *100.0%* **	15 *93.8%* **	17 *100.0%* **	18 *100.0%* **	17 *94.4%* **	35 *100.0%*	24 *96.0%* **	20 *100.0%* **	11 *100.0%* **	18 *100.0%* **	16 *94.1%* **	20 *100.0%* **	18 *100.0%* **	35 *97.2%*	8 *100.0%* **	45 *100.0%*	22 *100.0%* **	32 *97.0%*	1 *100.0%* **	21 *100.0%* **	32 *100.0%*	23 *95.8%* **	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q48. 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?																								
Total Eligible	**55** ***100.0%***	**2** ***100.0%***	**15** ***100.0%***	**17** ***100.0%***	**18** ***100.0%***	**17** ***100.0%***	**35** ***100.0%***	**24** ***100.0%***	**20** ***100.0%***	**11** ***100.0%***	**18** ***100.0%***	**16** ***100.0%***	**20** ***100.0%***	**18** ***100.0%***	**35** ***100.0%***	**8** ***100.0%***	**45** ***100.0%***	**22** ***100.0%***	**32** ***100.0%***	**1** ***100.0%***	**21** ***100.0%***	**32** ***100.0%***	**23** ***100.0%***	**-** **-**
Total Valid Responses	**55** ***100.0%***	**2** ***100.0%***	**15** ***100.0%***	**17** ***100.0%***	**18** ***100.0%***	**17** ***100.0%***	**35** ***100.0%***	**24** ***100.0%***	**20** ***100.0%***	**11** ***100.0%***	**18** ***100.0%***	**16** ***100.0%***	**20** ***100.0%***	**18** ***100.0%***	**35** ***100.0%***	**8** ***100.0%***	**45** ***100.0%***	**22** ***100.0%***	**32** ***100.0%***	**1** ***100.0%***	**21** ***100.0%***	**32** ***100.0%***	**23** ***100.0%***	**-** **-**
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best specialist possible	**27** ***49.1%***	1 *50.0%* **	9 *60.0%* **	6 *35.3%* **	9 *50.0%* **	8 *47.1%* **	18 *51.4%*	16 *66.7%* **	7 *35.0%* **	4 *36.4%* **	10 *55.6%* **	9 *56.3%* **	8 *40.0%* **	5 *27.8%* **	21 *60.0%*	3 *37.5%* **	23 *51.1%*	10 *45.5%* **	16 *50.0%*	- - **	10 *47.6%* **	15 *46.9%*	12 *52.2%* **	- -
9	**12** ***21.8%***	- - **	1 *6.7%* **	7 *41.2%* **	3 *16.7%* **	6 *35.3%* **	5 *14.3%*	4 *16.7%* **	6 *30.0%* **	2 *18.2%* **	6 *33.3%* **	3 *18.8%* **	3 *15.0%* **	3 *16.7%* **	9 *25.7%*	1 *12.5%* **	11 *24.4%*	5 *22.7%* **	7 *21.9%*	1 *100.0%* **	4 *19.0%* **	9 *28.1%*	3 *13.0%* **	- -
8	**9** ***16.4%***	1 *50.0%* **	2 *13.3%* **	2 *11.8%* **	4 *22.2%* **	2 *11.8%* **	6 *17.1%*	1 *4.2%* **	6 *30.0%* **	2 *18.2%* **	1 *5.6%* **	3 *18.8%* **	5 *25.0%* **	5 *27.8%* **	4 *11.4%*	2 *25.0%* **	6 *13.3%*	5 *22.7%* **	4 *12.5%*	- - **	5 *23.8%* **	5 *15.6%*	4 *17.4%* **	- -
7	**1** ***1.8%***	- - **	- - **	- - **	1 *5.6%* **	1 *5.9%* **	- -	- - **	- - **	1 *9.1%* **	- - **	- - **	1 *5.0%* **	1 *5.6%* **	- -	- - **	1 *2.2%*	1 *4.5%* **	- -	- - **	1 *4.8%* **	1 *3.1%*	- - **	- -
6	**2** ***3.6%***	- - **	1 *6.7%* **	1 *5.9%* **	- - **	- - **	2 *5.7%*	- - **	1 *5.0%* **	1 *9.1%* **	1 *5.6%* **	- - **	- - **	2 *11.1%* **	- -	1 *12.5%* **	1 *2.2%*	- - **	2 *6.3%*	- - **	- - **	- -	2 *8.7%* **	- -
5	**3** ***5.5%***	- - **	1 *6.7%* **	1 *5.9%* **	1 *5.6%* **	- - **	3 *8.6%*	2 *8.3%* **	- - **	1 *9.1%* **	- - **	1 *6.3%* **	2 *10.0%* **	1 *5.6%* **	1 *2.9%*	1 *12.5%* **	2 *4.4%*	1 *4.5%* **	2 *6.3%*	- - **	1 *4.8%* **	1 *3.1%*	2 *8.7%* **	- -
4	**-** -	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- -	- - **	- -	- - **	- - **	- -	- - **	- -
3	**1** ***1.8%***	- - **	1 *6.7%* **	- - **	- - **	- - **	1 *2.9%*	1 *4.2%* **	- - **	- - **	- - **	- - **	1 *5.0%* **	1 *5.6%* **	- -	- - **	1 *2.2%*	- - **	1 *3.1%*	- - **	- - **	1 *3.1%*	- - **	- -
2	**-** -	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- -	- - **	- -	- - **	- - **	- -	- - **	- -
1	**-** -	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- -	- - **	- -	- - **	- - **	- -	- - **	- -
0 - Worst specialist possible	**-** -	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- -	- - **	- -	- - **	- - **	- -	- - **	- -
SUMMARY - 0-3	**1** ***1.8%***	- - **	1 *6.7%* **	- - **	- - **	- - **	1 *2.9%*	1 *4.2%* **	- - **	- - **	- - **	- - **	1 *5.0%* **	1 *5.6%* **	- -	- - **	1 *2.2%*	- - **	1 *3.1%*	- - **	- - **	1 *3.1%*	- - **	- -
SUMMARY - 4-7	**6** ***10.9%***	- - **	2 *13.3%* **	2 *11.8%* **	2 *11.1%* **	1 *5.9%* **	5 *14.3%*	2 *8.3%* **	1 *5.0%* **	3 *27.3%* **	1 *5.6%* **	1 *6.3%* **	3 *15.0%* **	4 *22.2%* **	1 *2.9%*	2 *25.0%* **	4 *8.9%*	2 *9.1%* **	4 *12.5%*	- - **	2 *9.5%* **	2 *6.3%*	4 *17.4%* **	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**48** ***87.3%***	2 *100.0%* **	12 *80.0%* **	15 *88.2%* **	16 *88.9%* **	16 *94.1%* **	29 *82.9%*	21 *87.5%* **	19 *95.0%* **	8 *72.7%* **	17 *94.4%* **	15 *93.8%* **	16 *80.0%* **	13 *72.2%* **	34 *97.1%*	6 *75.0%* **	40 *88.9%*	20 *90.9%* **	27 *84.4%*	1 *100.0%* **	19 *90.5%* **	29 *90.6%*	19 *82.6%* **	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**39** ***70.9%***	1 *50.0%* **	10 *66.7%* **	13 *76.5%* **	12 *66.7%* **	14 *82.4%* **	23 *65.7%*	20 *83.3%* **	13 *65.0%* **	6 *54.5%* **	16 *88.9%* **	12 *75.0%* **	11 *55.0%* **	8 *44.4%* **	30 *85.7%*	4 *50.0%* **	34 *75.6%*	15 *68.2%* **	23 *71.9%*	1 *100.0%* **	14 *66.7%* **	24 *75.0%*	15 *65.2%* **	- -
3-Point Score	**2.60**	2.50	2.47	2.65	2.61	2.82	2.49	2.71	2.60	2.36	2.83	2.69	2.40	2.22	2.83	2.25	2.67	2.64	2.56	3.00	2.62	2.69	2.48	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q49. In the last 6 months, did you get information or help from customer service at your childs health plan?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**121** *100.0%*	**7** *100.0%*	**34** *100.0%*	**29** *100.0%*	**46** *100.0%*	**45** *100.0%*	**71** *100.0%*	**70** *100.0%*	**37** *100.0%*	**13** *100.0%*	**44** *100.0%*	**37** *100.0%*	**39** *100.0%*	**36** *100.0%*	**83** *100.0%*	**13** *100.0%*	**99** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**56** *100.0%*	- -
No Answer	**1**	-	-	1	-	1	-	-	1	-	-	1	-	-	1	-	1	-	-	-	-	-	1	-
Yes	**36** ***29.8%***	3 *42.9%* **	8 *23.5%*	10 *34.5%* **	14 *30.4%*	13 *28.9%*	21 *29.6%*	21 *30.0%*	9 *24.3%*	6 *46.2%* **	11 *25.0%*	15 *40.5%*	10 *25.6%*	9 *25.0%*	27 *32.5%*	2 *15.4%* **	34 *34.3%*	36 *100.0%* R	- -	4 *100.0%* **	31 *100.0%*	18 *27.7%*	18 *32.1%*	- -
No	**85** ***70.2%***	4 *57.1%* **	26 *76.5%*	19 *65.5%* **	32 *69.6%*	32 *71.1%*	50 *70.4%*	49 *70.0%*	28 *75.7%*	7 *53.8%* **	33 *75.0%*	22 *59.5%*	29 *74.4%*	27 *75.0%*	56 *67.5%*	11 *84.6%* **	65 *65.7%*	- -	85 *100.0%* Q	- - **	- -	47 *72.3%*	38 *67.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**36** ***29.8%***	3 *42.9%* **	8 *23.5%*	10 *34.5%* **	14 *30.4%*	13 *28.9%*	21 *29.6%*	21 *30.0%*	9 *24.3%*	6 *46.2%* **	11 *25.0%*	15 *40.5%*	10 *25.6%*	9 *25.0%*	27 *32.5%*	2 *15.4%* **	34 *34.3%*	36 *100.0%* R	- -	4 *100.0%* **	31 *100.0%*	18 *27.7%*	18 *32.1%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q50. (CS) In the last 6 months, how often did customer service at your childs health plan give you the information or help you needed?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 131
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q50. (CS) In the last 6 months, how often did customer service at your childs health plan give you the information or help you needed?																								
Total Eligible	**36** ***100.0%***	**3** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**14** ***100.0%***	**13** ***100.0%***	**21** ***100.0%***	**21** ***100.0%***	**9** ***100.0%***	**6** ***100.0%***	**11** ***100.0%***	**15** ***100.0%***	**10** ***100.0%***	**9** ***100.0%***	**27** ***100.0%***	**2** ***100.0%***	**34** ***100.0%***	**36** ***100.0%***	**-** **-**	**4** ***100.0%***	**31** ***100.0%***	**18** ***100.0%***	**18** ***100.0%***	**-** **-**
Total Valid Responses	**35** ***100.0%***	**3** ***100.0%***	**7** ***100.0%***	**10** ***100.0%***	**14** ***100.0%***	**13** ***100.0%***	**20** ***100.0%***	**21** ***100.0%***	**8** ***100.0%***	**6** ***100.0%***	**10** ***100.0%***	**15** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**27** ***100.0%***	**2** ***100.0%***	**33** ***100.0%***	**35** ***100.0%***	**-** **-**	**4** ***100.0%***	**31** ***100.0%***	**17** ***100.0%***	**18** ***100.0%***	**-** **-**
No Answer	**1**	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-	1	1	-	-	-	1	-	-
Always	**20** ***57.1%***	2 *66.7%* **	5 *71.4%* **	5 *50.0%* **	8 *57.1%* **	6 *46.2%* **	13 *65.0%* **	13 *61.9%* **	4 *50.0%* **	3 *50.0%* **	6 *60.0%* **	10 *66.7%* **	4 *40.0%* **	2 *25.0%* **	18 *66.7%* **	2 *100.0%* **	18 *54.5%*	20 *57.1%*	- -	- - **	20 *64.5%*	10 *58.8%* **	10 *55.6%* **	- -
Usually	**11** ***31.4%***	- - **	1 *14.3%* **	4 *40.0%* **	5 *35.7%* **	7 *53.8%* **	3 *15.0%* **	6 *28.6%* **	2 *25.0%* **	3 *50.0%* **	4 *40.0%* **	3 *20.0%* **	4 *40.0%* **	2 *25.0%* **	9 *33.3%* **	- - **	11 *33.3%*	11 *31.4%*	- -	- - **	11 *35.5%*	6 *35.3%* **	5 *27.8%* **	- -
Sometimes	**4** ***11.4%***	1 *33.3%* **	1 *14.3%* **	1 *10.0%* **	1 *7.1%* **	- - **	4 *20.0%* **	2 *9.5%* **	2 *25.0%* **	- - **	- - **	2 *13.3%* **	2 *20.0%* **	4 *50.0%* **	- - **	- - **	4 *12.1%*	4 *11.4%*	- -	4 *100.0%* **	- -	1 *5.9%* **	3 *16.7%* **	- -
Never	**-** **-**	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- -	- -	- - **	- -	- - **	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**31** ***88.6%***	2 *66.7%* **	6 *85.7%* **	9 *90.0%* **	13 *92.9%* **	13 *100.0%* **	16 *80.0%* **	19 *90.5%* **	6 *75.0%* **	6 *100.0%* **	10 *100.0%* **	13 *86.7%* **	8 *80.0%* **	4 *50.0%* **	27 *100.0%* **	2 *100.0%* **	29 *87.9%*	31 *88.6%*	- -	- - **	31 *100.0%*	16 *94.1%* **	15 *83.3%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**20** ***57.1%***	2 *66.7%* **	5 *71.4%* **	5 *50.0%* **	8 *57.1%* **	6 *46.2%* **	13 *65.0%* **	13 *61.9%* **	4 *50.0%* **	3 *50.0%* **	6 *60.0%* **	10 *66.7%* **	4 *40.0%* **	2 *25.0%* **	18 *66.7%* **	2 *100.0%* **	18 *54.5%*	20 *57.1%*	- -	- - **	20 *64.5%*	10 *58.8%* **	10 *55.6%* **	- -
3-Point Score	**2.46**	2.33	2.57	2.40	2.50	2.46	2.45	2.52	2.25	2.50	2.60	2.53	2.20	1.75	2.67	3.00	2.42	2.46	-	1.00	2.65	2.53	2.39	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q51. (CS) In the last 6 months, how often did customer service staff at your childs health plan treat you with courtesy and respect?																								
Total Eligible	**36** ***100.0%***	**3** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**14** ***100.0%***	**13** ***100.0%***	**21** ***100.0%***	**21** ***100.0%***	**9** ***100.0%***	**6** ***100.0%***	**11** ***100.0%***	**15** ***100.0%***	**10** ***100.0%***	**9** ***100.0%***	**27** ***100.0%***	**2** ***100.0%***	**34** ***100.0%***	**36** ***100.0%***	**-** **-**	**4** ***100.0%***	**31** ***100.0%***	**18** ***100.0%***	**18** ***100.0%***	**-** **-**
Total Valid Responses	**35** ***100.0%***	**3** ***100.0%***	**7** ***100.0%***	**10** ***100.0%***	**14** ***100.0%***	**13** ***100.0%***	**20** ***100.0%***	**21** ***100.0%***	**8** ***100.0%***	**6** ***100.0%***	**10** ***100.0%***	**15** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**27** ***100.0%***	**2** ***100.0%***	**33** ***100.0%***	**35** ***100.0%***	**-** **-**	**4** ***100.0%***	**31** ***100.0%***	**17** ***100.0%***	**18** ***100.0%***	**-** **-**
No Answer	**1**	-	1	-	-	-	1	-	1	-	1	-	-	1	-	-	1	1	-	-	-	1	-	-
Always	**26** ***74.3%***	1 *33.3%* **	7 *100.0%* **	6 *60.0%* **	11 *78.6%* **	9 *69.2%* **	15 *75.0%* **	18 *85.7%* **	4 *50.0%* **	4 *66.7%* **	10 *100.0%* **	10 *66.7%* **	6 *60.0%* **	5 *62.5%* **	21 *77.8%* **	2 *100.0%* **	24 *72.7%*	26 *74.3%*	- -	2 *50.0%* **	24 *77.4%*	11 *64.7%* **	15 *83.3%* **	- -
Usually	**9** ***25.7%***	2 *66.7%* **	- - **	4 *40.0%* **	3 *21.4%* **	4 *30.8%* **	5 *25.0%* **	3 *14.3%* **	4 *50.0%* **	2 *33.3%* **	- - **	5 *33.3%* **	4 *40.0%* **	3 *37.5%* **	6 *22.2%* **	- - **	9 *27.3%*	9 *25.7%*	- -	2 *50.0%* **	7 *22.6%*	6 *35.3%* **	3 *16.7%* **	- -
Sometimes	**-** **-**	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- -	- -	- - **	- -	- - **	- - **	- -
Never	**-** **-**	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- -	- -	- - **	- -	- - **	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**35** ***100.0%***	3 *100.0%* **	7 *100.0%* **	10 *100.0%* **	14 *100.0%* **	13 *100.0%* **	20 *100.0%* **	21 *100.0%* **	8 *100.0%* **	6 *100.0%* **	10 *100.0%* **	15 *100.0%* **	10 *100.0%* **	8 *100.0%* **	27 *100.0%* **	2 *100.0%* **	33 *100.0%*	35 *100.0%*	- -	4 *100.0%* **	31 *100.0%*	17 *100.0%* **	18 *100.0%* **	- -
HEDIS/CAHPS SUMMARY RATE - Always	**26** ***74.3%***	1 *33.3%* **	7 *100.0%* **	6 *60.0%* **	11 *78.6%* **	9 *69.2%* **	15 *75.0%* **	18 *85.7%* **	4 *50.0%* **	4 *66.7%* **	10 *100.0%* **	10 *66.7%* **	6 *60.0%* **	5 *62.5%* **	21 *77.8%* **	2 *100.0%* **	24 *72.7%*	26 *74.3%*	- -	2 *50.0%* **	24 *77.4%*	11 *64.7%* **	15 *83.3%* **	- -
3-Point Score	**2.74**	2.33	3.00	2.60	2.79	2.69	2.75	2.86	2.50	2.67	3.00	2.67	2.60	2.63	2.78	3.00	2.73	2.74	-	2.50	2.77	2.65	2.83	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q52. In the last 6 months, did your childs health plan give you any forms to fill out?																								
Total Eligible	**122** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**71** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**39** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**100** ***100.0%***	**36** ***100.0%***	**85** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**65** ***100.0%***	**57** ***100.0%***	**-** -
Total Valid Responses	**119** ***100.0%***	**7** ***100.0%***	**33** ***100.0%***	**30** ***100.0%***	**44** ***100.0%***	**46** ***100.0%***	**69** ***100.0%***	**68** ***100.0%***	**37** ***100.0%***	**13** ***100.0%***	**43** ***100.0%***	**38** ***100.0%***	**37** ***100.0%***	**36** ***100.0%***	**82** ***100.0%***	**13** ***100.0%***	**98** ***100.0%***	**34** ***100.0%***	**84** ***100.0%***	**4** ***100.0%***	**29** ***100.0%***	**63** ***100.0%***	**56** ***100.0%***	**-** -
No Answer	**3**	-	1	-	2	-	2	2	1	-	1	-	2	-	2	-	2	2	1	-	2	2	1	-
Yes	**32** ***26.9%***	2 *28.6%* **	7 *21.2%*	12 *40.0%* d	9 *20.5%*	13 *28.3%*	18 *26.1%*	14 *20.6%*	12 *32.4%*	6 *46.2%* **	11 *25.6%*	10 *26.3%*	10 *27.0%*	10 *27.8%*	22 *26.8%*	3 *23.1%* **	29 *29.6%*	14 *41.2%* R	17 *20.2%*	- - **	13 *44.8%* **	17 *27.0%*	15 *26.8%*	- -
No	**87** ***73.1%***	5 *71.4%* **	26 *78.8%*	18 *60.0%*	35 *79.5%* c	33 *71.7%*	51 *73.9%*	54 *79.4%*	25 *67.6%*	7 *53.8%* **	32 *74.4%*	28 *73.7%*	27 *73.0%*	26 *72.2%*	60 *73.2%*	10 *76.9%* **	69 *70.4%*	20 *58.8%*	67 *79.8%* Q	4 *100.0%* **	16 *55.2%* **	46 *73.0%*	41 *73.2%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**32** ***26.9%***	2 *28.6%* **	7 *21.2%*	12 *40.0%* d	9 *20.5%*	13 *28.3%*	18 *26.1%*	14 *20.6%*	12 *32.4%*	6 *46.2%* **	11 *25.6%*	10 *26.3%*	10 *27.0%*	10 *27.8%*	22 *26.8%*	3 *23.1%* **	29 *29.6%*	14 *41.2%* R	17 *20.2%*	- - **	13 *44.8%* **	17 *27.0%*	15 *26.8%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q53. (FOF) In the last 6 months, how often were the forms from your childs health plan easy to fill out?																								
Total Eligible	**119** ***100.0%***	**7** ***100.0%***	**33** ***100.0%***	**30** ***100.0%***	**44** ***100.0%***	**46** ***100.0%***	**69** ***100.0%***	**68** ***100.0%***	**37** ***100.0%***	**13** ***100.0%***	**43** ***100.0%***	**38** ***100.0%***	**37** ***100.0%***	**36** ***100.0%***	**82** ***100.0%***	**13** ***100.0%***	**98** ***100.0%***	**34** ***100.0%***	**84** ***100.0%***	**4** ***100.0%***	**29** ***100.0%***	**63** ***100.0%***	**56** ***100.0%***	**-** **-**
Total Valid Responses	**118** ***100.0%***	**7** ***100.0%***	**33** ***100.0%***	**30** ***100.0%***	**43** ***100.0%***	**46** ***100.0%***	**68** ***100.0%***	**67** ***100.0%***	**37** ***100.0%***	**13** ***100.0%***	**43** ***100.0%***	**37** ***100.0%***	**37** ***100.0%***	**36** ***100.0%***	**81** ***100.0%***	**13** ***100.0%***	**97** ***100.0%***	**33** ***100.0%***	**84** ***100.0%***	**4** ***100.0%***	**28** ***100.0%***	**62** ***100.0%***	**56** ***100.0%***	**-** **-**
No Answer	**1**	-	-	-	1	-	1	1	-	-	-	1	-	-	1	-	1	1	-	-	1	1	-	-
Always	**97** ***82.2%***	6 *85.7%* **	28 *84.8%* c	20 *66.7%*	40 *93.0%* C	37 *80.4%*	57 *83.8%*	60 *89.6%* h	28 *75.7%*	8 *61.5%* **	36 *83.7%*	31 *83.8%*	29 *78.4%*	28 *77.8%*	68 *84.0%*	10 *76.9%* **	79 *81.4%*	23 *69.7%*	73 *86.9%* Q	4 *100.0%* **	19 *67.9%* **	50 *80.6%*	47 *83.9%*	- -
Usually	**11** ***9.3%***	1 *14.3%* **	3 *9.1%*	5 *16.7%* D	1 *2.3%*	5 *10.9%*	6 *8.8%*	5 *7.5%*	3 *8.1%*	3 *23.1%* **	4 *9.3%*	3 *8.1%*	4 *10.8%*	3 *8.3%*	8 *9.9%*	1 *7.7%* **	10 *10.3%*	6 *18.2%* R	5 *6.0%*	- - **	6 *21.4%* **	6 *9.7%*	5 *8.9%*	- -
Sometimes	**9** ***7.6%***	- - **	1 *3.0%*	5 *16.7%* bd	2 *4.7%*	4 *8.7%*	4 *5.9%*	2 *3.0%*	6 *16.2%* G	1 *7.7%* **	3 *7.0%*	3 *8.1%*	3 *8.1%*	4 *11.1%*	5 *6.2%*	1 *7.7%* **	8 *8.2%*	4 *12.1%*	5 *6.0%*	- - **	3 *10.7%* **	5 *8.1%*	4 *7.1%*	- -
Never	**1** ***0.8%***	- - **	1 *3.0%*	- -	- -	- -	1 *1.5%*	- -	- -	1 *7.7%* **	- -	- -	1 *2.7%*	1 *2.8%*	- -	1 *7.7%* **	- -	- -	1 *1.2%*	- - **	- - **	1 *1.6%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**108** ***91.5%***	7 *100.0%* **	31 *93.9%*	25 *83.3%*	41 *95.3%* c	42 *91.3%*	63 *92.6%*	65 *97.0%* H	31 *83.8%*	11 *84.6%* **	40 *93.0%*	34 *91.9%*	33 *89.2%*	31 *86.1%*	76 *93.8%*	11 *84.6%* **	89 *91.8%*	29 *87.9%*	78 *92.9%*	4 *100.0%* **	25 *89.3%* **	56 *90.3%*	52 *92.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**97** ***82.2%***	6 *85.7%* **	28 *84.8%* c	20 *66.7%*	40 *93.0%* C	37 *80.4%*	57 *83.8%*	60 *89.6%* h	28 *75.7%*	8 *61.5%* **	36 *83.7%*	31 *83.8%*	29 *78.4%*	28 *77.8%*	68 *84.0%*	10 *76.9%* **	79 *81.4%*	23 *69.7%*	73 *86.9%* Q	4 *100.0%* **	19 *67.9%* **	50 *80.6%*	47 *83.9%*	- -
3-Point Score	**2.74**	2.86	2.79	2.50	2.88	2.72	2.76	2.87	2.59	2.46	2.77	2.76	2.68	2.64	2.78	2.62	2.73	2.58	2.80	3.00	2.57	2.71	2.77	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q54. 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 childs health plan?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 135
Level: Top

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q54. 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 childs health plan?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**120** *100.0%*	**7** *100.0%*	**32** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**69** *100.0%*	**69** *100.0%*	**38** *100.0%*	**12** *100.0%*	**43** *100.0%*	**38** *100.0%*	**38** *100.0%*	**36** *100.0%*	**84** *100.0%*	**12** *100.0%*	**100** *100.0%*	**36** *100.0%*	**83** *100.0%*	**4** *100.0%*	**31** *100.0%*	**64** *100.0%*	**56** *100.0%*	- -
No Answer	**2**	-	2	-	-	-	2	1	-	1	1	-	1	-	-	1	-	-	2	-	-	1	1	-
10 - Best health plan possible	**43** *35.8%*	2 *28.6%* **	10 *31.3%*	12 *40.0%*	18 *39.1%*	18 *39.1%*	23 *33.3%*	28 *40.6%*	13 *34.2%*	1 *8.3%* **	18 *41.9%*	14 *36.8%*	11 *28.9%*	- -	43 *51.2%* M	1 *8.3%* **	40 *40.0%*	12 *33.3%*	30 *36.1%*	- - **	12 *38.7%*	22 *34.4%*	21 *37.5%*	- -
9	**13** *10.8%*	1 *14.3%* **	2 *6.3%*	5 *16.7%*	4 *8.7%*	4 *8.7%*	9 *13.0%*	7 *10.1%*	5 *13.2%*	1 *8.3%* **	7 *16.3%*	4 *10.5%*	2 *5.3%*	- -	13 *15.5%* M	- - **	13 *13.0%*	6 *16.7%*	7 *8.4%*	- - **	6 *19.4%*	10 *15.6%* v	3 *5.4%*	- -
8	**28** *23.3%*	2 *28.6%* **	7 *21.9%*	4 *13.3%*	13 *28.3%*	13 *28.3%*	13 *18.8%*	16 *23.2%*	9 *23.7%*	3 *25.0%* **	9 *20.9%*	11 *28.9%*	8 *21.1%*	- -	28 *33.3%* M	2 *16.7%* **	23 *23.0%*	9 *25.0%*	19 *22.9%*	- - **	9 *29.0%*	13 *20.3%*	15 *26.8%*	- -
7	**17** *14.2%*	1 *14.3%* **	4 *12.5%*	6 *20.0%*	6 *13.0%*	5 *10.9%*	12 *17.4%*	8 *11.6%*	6 *15.8%*	3 *25.0%* **	5 *11.6%*	4 *10.5%*	8 *21.1%*	17 *47.2%* N	- -	6 *50.0%* **	10 *10.0%*	4 *11.1%*	13 *15.7%*	1 *25.0%* **	3 *9.7%*	8 *12.5%*	9 *16.1%*	- -
6	**8** *6.7%*	- - **	3 *9.4%*	3 *10.0%*	1 *2.2%*	1 *2.2%*	6 *8.7%*	4 *5.8%*	3 *7.9%*	1 *8.3%* **	2 *4.7%*	2 *5.3%*	3 *7.9%*	8 *22.2%* N	- -	2 *16.7%* **	6 *6.0%*	4 *11.1%*	4 *4.8%*	2 *50.0%* **	1 *3.2%*	3 *4.7%*	5 *8.9%*	- -
5	**6** *5.0%*	- - **	3 *9.4%* c	- -	3 *6.5%*	2 *4.3%*	4 *5.8%*	4 *5.8%*	1 *2.6%*	1 *8.3%* **	1 *2.3%*	2 *5.3%*	3 *7.9%*	6 *16.7%* N	- -	- - **	5 *5.0%*	1 *2.8%*	5 *6.0%*	1 *25.0%* **	- -	4 *6.3%*	2 *3.6%*	- -
4	**1** *0.8%*	- - **	- -	- -	1 *2.2%*	1 *2.2%*	- -	- -	- -	1 *8.3%* **	- -	- -	1 *2.6%*	1 *2.8%*	- -	- - **	- -	- -	1 *1.2%*	- - **	- -	1 *1.6%*	- -	- -
3	**-** -	- - **	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
2	**-** -	- - **	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- -	- -	- -	- -
1	**1** *0.8%*	- - **	1 *3.1%*	- -	- -	- -	1 *1.4%*	- -	- -	1 *8.3%* **	- -	- -	1 *2.6%*	1 *2.8%*	- -	1 *8.3%* **	- -	- -	1 *1.2%*	- - **	- -	1 *1.6%*	- -	- -
0 - Worst health plan possible	**3** *2.5%*	1 *14.3%* **	2 *6.3%* d	- -	- -	2 *4.3%*	1 *1.4%*	2 *2.9%*	1 *2.6%*	- - **	1 *2.3%*	1 *2.6%*	1 *2.6%*	3 *8.3%* N	- -	- - **	3 *3.0%*	- -	3 *3.6%*	- - **	- -	2 *3.1%*	1 *1.8%*	- -
SUMMARY - 0-3	**4** *3.3%*	1 *14.3%* **	3 *9.4%* cD	- -	- -	2 *4.3%*	2 *2.9%*	2 *2.9%*	1 *2.6%*	1 *8.3%* **	1 *2.3%*	1 *2.6%*	2 *5.3%*	4 *11.1%* N	- -	1 *8.3%* **	3 *3.0%*	- -	4 *4.8%*	- - **	- -	3 *4.7%*	1 *1.8%*	- -
SUMMARY - 4-7	**32** *26.7%*	1 *14.3%* **	10 *31.3%*	9 *30.0%*	11 *23.9%*	9 *19.6%*	22 *31.9%*	16 *23.2%*	10 *26.3%*	6 *50.0%* **	8 *18.6%*	8 *21.1%*	15 *39.5%* Jk	32 *88.9%* N	- -	8 *66.7%* **	21 *21.0%*	9 *25.0%*	23 *27.7%*	4 *100.0%* **	4 *12.9%*	16 *25.0%*	16 *28.6%*	- -
HEDIS/CAHPS SUMMARY RATE - 8-10	**84** *70.0%*	5 *71.4%* **	19 *59.4%*	21 *70.0%*	35 *76.1%*	35 *76.1%*	45 *65.2%*	51 *73.9%*	27 *71.1%*	5 *41.7%* **	34 *79.1%* L	29 *76.3%* l	21 *55.3%*	- -	84 *100.0%* M	3 *25.0%* **	76 *76.0%*	27 *75.0%*	56 *67.5%*	- - **	27 *87.1%*	45 *70.3%*	39 *69.6%*	- -
HEDIS/CAHPS SUMMARY RATE - 9-10	**56** *46.7%*	3 *42.9%* **	12 *37.5%*	17 *56.7%*	22 *47.8%*	22 *47.8%*	32 *46.4%*	35 *50.7%*	18 *47.4%*	2 *16.7%* **	25 *58.1%* L	18 *47.4%*	13 *34.2%*	- -	56 *66.7%* M	1 *8.3%* **	53 *53.0%*	18 *50.0%*	37 *44.6%*	- - **	18 *58.1%*	32 *50.0%*	24 *42.9%*	- -
3-Point Score	**2.31**	2.29	2.09	2.47	2.37	2.35	2.29	2.36	2.34	1.83	2.49	2.34	2.11	1.47	2.67	1.83	2.39	2.36	2.28	1.25	2.55	2.33	2.29	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q55. In the last 6 months, did you get or refill any prescription medicines for your child?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**95** *77.9%*	6 *85.7%* **	26 *76.5%*	26 *86.7%*	33 *71.7%*	36 *78.3%*	56 *78.9%*	53 *75.7%*	31 *81.6%*	10 *76.9%* **	41 *93.2%* KL	29 *76.3%*	24 *61.5%*	27 *75.0%*	66 *78.6%*	12 *92.3%* **	77 *77.0%*	29 *80.6%*	65 *76.5%*	3 *75.0%* **	25 *80.6%*	51 *78.5%*	44 *77.2%*	- -
No	**27** *22.1%*	1 *14.3%* **	8 *23.5%*	4 *13.3%*	13 *28.3%*	10 *21.7%*	15 *21.1%*	17 *24.3%*	7 *18.4%*	3 *23.1%* **	3 *6.8%*	9 *23.7%* J	15 *38.5%* J	9 *25.0%*	18 *21.4%*	1 *7.7%* **	23 *23.0%*	7 *19.4%*	20 *23.5%*	1 *25.0%* **	6 *19.4%*	14 *21.5%*	13 *22.8%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**95** *77.9%*	6 *85.7%* **	26 *76.5%*	26 *86.7%*	33 *71.7%*	36 *78.3%*	56 *78.9%*	53 *75.7%*	31 *81.6%*	10 *76.9%* **	41 *93.2%* KL	29 *76.3%*	24 *61.5%*	27 *75.0%*	66 *78.6%*	12 *92.3%* **	77 *77.0%*	29 *80.6%*	65 *76.5%*	3 *75.0%* **	25 *80.6%*	51 *78.5%*	44 *77.2%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 137
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?																								
Total Eligible	**95** ***100.0%***	**6** ***100.0%***	**26** ***100.0%***	**26** ***100.0%***	**33** ***100.0%***	**36** ***100.0%***	**56** ***100.0%***	**53** ***100.0%***	**31** ***100.0%***	**10** ***100.0%***	**41** ***100.0%***	**29** ***100.0%***	**24** ***100.0%***	**27** ***100.0%***	**66** ***100.0%***	**12** ***100.0%***	**77** ***100.0%***	**29** ***100.0%***	**65** ***100.0%***	**3** ***100.0%***	**25** ***100.0%***	**51** ***100.0%***	**44** ***100.0%***	**-** **-**
Total Valid Responses	**95** ***100.0%***	**6** ***100.0%***	**26** ***100.0%***	**26** ***100.0%***	**33** ***100.0%***	**36** ***100.0%***	**56** ***100.0%***	**53** ***100.0%***	**31** ***100.0%***	**10** ***100.0%***	**41** ***100.0%***	**29** ***100.0%***	**24** ***100.0%***	**27** ***100.0%***	**66** ***100.0%***	**12** ***100.0%***	**77** ***100.0%***	**29** ***100.0%***	**65** ***100.0%***	**3** ***100.0%***	**25** ***100.0%***	**51** ***100.0%***	**44** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	**62** ***65.3%***	6 *100.0%* **	16 *61.5%* **	14 *53.8%* **	25 *75.8%*	25 *69.4%*	36 *64.3%*	39 *73.6%*	19 *61.3%*	4 *40.0%* **	31 *75.6%*	16 *55.2%* **	14 *58.3%* **	14 *51.9%* **	47 *71.2%*	6 *50.0%* **	53 *68.8%*	19 *65.5%* **	42 *64.6%*	1 *33.3%* **	17 *68.0%* **	32 *62.7%*	30 *68.2%*	- -
Usually	**21** ***22.1%***	- - **	5 *19.2%* **	7 *26.9%* **	6 *18.2%*	8 *22.2%*	11 *19.6%*	9 *17.0%*	8 *25.8%*	4 *40.0%* **	7 *17.1%*	8 *27.6%* **	6 *25.0%* **	8 *29.6%* **	13 *19.7%*	3 *25.0%* **	16 *20.8%*	8 *27.6%* **	13 *20.0%*	1 *33.3%* **	7 *28.0%* **	12 *23.5%*	9 *20.5%*	- -
Sometimes	**9** ***9.5%***	- - **	3 *11.5%* **	4 *15.4%* **	2 *6.1%*	2 *5.6%*	7 *12.5%*	4 *7.5%*	4 *12.9%*	1 *10.0%* **	2 *4.9%*	4 *13.8%* **	3 *12.5%* **	5 *18.5%* **	4 *6.1%*	1 *8.3%* **	8 *10.4%*	2 *6.9%* **	7 *10.8%*	1 *33.3%* **	1 *4.0%* **	6 *11.8%*	3 *6.8%*	- -
Never	**3** ***3.2%***	- - **	2 *7.7%* **	1 *3.8%* **	- -	1 *2.8%*	2 *3.6%*	1 *1.9%*	- -	1 *10.0%* **	1 *2.4%*	1 *3.4%* **	1 *4.2%* **	- - **	2 *3.0%*	2 *16.7%* **	- -	- - **	3 *4.6%*	- - **	- - **	1 *2.0%*	2 *4.5%*	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	**83** ***87.4%***	6 *100.0%* **	21 *80.8%* **	21 *80.8%* **	31 *93.9%*	33 *91.7%*	47 *83.9%*	48 *90.6%*	27 *87.1%*	8 *80.0%* **	38 *92.7%*	24 *82.8%* **	20 *83.3%* **	22 *81.5%* **	60 *90.9%*	9 *75.0%* **	69 *89.6%*	27 *93.1%* **	55 *84.6%*	2 *66.7%* **	24 *96.0%* **	44 *86.3%*	39 *88.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Always	**62** ***65.3%***	6 *100.0%* **	16 *61.5%* **	14 *53.8%* **	25 *75.8%*	25 *69.4%*	36 *64.3%*	39 *73.6%*	19 *61.3%*	4 *40.0%* **	31 *75.6%*	16 *55.2%* **	14 *58.3%* **	14 *51.9%* **	47 *71.2%*	6 *50.0%* **	53 *68.8%*	19 *65.5%* **	42 *64.6%*	1 *33.3%* **	17 *68.0%* **	32 *62.7%*	30 *68.2%*	- -
3-Point Score	**2.53**	3.00	2.42	2.35	2.70	2.61	2.48	2.64	2.48	2.20	2.68	2.38	2.42	2.33	2.62	2.25	2.58	2.59	2.49	2.00	2.64	2.49	2.57	-

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q57. Did anyone from your childs health plan, doctors office, or clinic help you get your childs prescription medicines?																								
Total Eligible	**95** *100.0%*	**6** *100.0%*	**26** *100.0%*	**26** *100.0%*	**33** *100.0%*	**36** *100.0%*	**56** *100.0%*	**53** *100.0%*	**31** *100.0%*	**10** *100.0%*	**41** *100.0%*	**29** *100.0%*	**24** *100.0%*	**27** *100.0%*	**66** *100.0%*	**12** *100.0%*	**77** *100.0%*	**29** *100.0%*	**65** *100.0%*	**3** *100.0%*	**25** *100.0%*	**51** *100.0%*	**44** *100.0%*	- -
Total Valid Responses	**95** *100.0%*	**6** *100.0%*	**26** *100.0%*	**26** *100.0%*	**33** *100.0%*	**36** *100.0%*	**56** *100.0%*	**53** *100.0%*	**31** *100.0%*	**10** *100.0%*	**41** *100.0%*	**29** *100.0%*	**24** *100.0%*	**27** *100.0%*	**66** *100.0%*	**12** *100.0%*	**77** *100.0%*	**29** *100.0%*	**65** *100.0%*	**3** *100.0%*	**25** *100.0%*	**51** *100.0%*	**44** *100.0%*	- -
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**64** *67.4%*	3 *50.0%* **	19 *73.1%* **	19 *73.1%* **	20 *60.6%*	27 *75.0%*	35 *62.5%*	35 *66.0%*	20 *64.5%*	8 *80.0%* **	26 *63.4%*	21 *72.4%* **	17 *70.8%* **	16 *59.3%* **	46 *69.7%*	10 *83.3%* **	49 *63.6%*	24 *82.8%* **	39 *60.0%*	2 *66.7%* **	22 *88.0%* **	34 *66.7%*	30 *68.2%*	- -
No	**31** *32.6%*	3 *50.0%* **	7 *26.9%* **	7 *26.9%* **	13 *39.4%*	9 *25.0%*	21 *37.5%*	18 *34.0%*	11 *35.5%*	2 *20.0%* **	15 *36.6%*	8 *27.6%* **	7 *29.2%* **	11 *40.7%* **	20 *30.3%*	2 *16.7%* **	28 *36.4%*	5 *17.2%* **	26 *40.0%*	1 *33.3%* **	3 *12.0%* **	17 *33.3%*	14 *31.8%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**64** *67.4%*	3 *50.0%* **	19 *73.1%* **	19 *73.1%* **	20 *60.6%*	27 *75.0%*	35 *62.5%*	35 *66.0%*	20 *64.5%*	8 *80.0%* **	26 *63.4%*	21 *72.4%* **	17 *70.8%* **	16 *59.3%* **	46 *69.7%*	10 *83.3%* **	49 *63.6%*	24 *82.8%* **	39 *60.0%*	2 *66.7%* **	22 *88.0%* **	34 *66.7%*	30 *68.2%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q58. In general, how would you rate your childs overall health?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**121** *100.0%*	**7** *100.0%*	**34** *100.0%*	**29** *100.0%*	**46** *100.0%*	**46** *100.0%*	**70** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**43** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**83** *100.0%*	**12** *100.0%*	**100** *100.0%*	**36** *100.0%*	**84** *100.0%*	**4** *100.0%*	**31** *100.0%*	**64** *100.0%*	**57** *100.0%*	- -
No Answer	**1**	-	-	1	-	-	1	-	-	-	1	-	-	-	1	1	-	-	1	-	-	1	-	-
Excellent	**22** *18.2%*	2 *28.6%* **	7 *20.6%*	3 *10.3%* **	10 *21.7%*	7 *15.2%*	15 *21.4%*	22 *31.4%* H	- -	- - **	12 *27.9%* K	3 *7.9%*	7 *17.9%*	4 *11.1%*	18 *21.7%*	1 *8.3%* **	20 *20.0%*	5 *13.9%*	17 *20.2%*	1 *25.0%* **	4 *12.9%*	9 *14.1%*	13 *22.8%*	- -
Very good	**48** *39.7%*	2 *28.6%* **	12 *35.3%*	11 *37.9%* **	21 *45.7%*	14 *30.4%*	32 *45.7%*	48 *68.6%* H	- -	- - **	19 *44.2%*	18 *47.4%* I	11 *28.2%*	14 *38.9%*	33 *39.8%*	4 *33.3%* **	38 *38.0%*	16 *44.4%*	32 *38.1%*	1 *25.0%* **	15 *48.4%*	28 *43.8%*	20 *35.1%*	- -
Good	**38** *31.4%*	3 *42.9%* **	9 *26.5%*	12 *41.4%* **	12 *26.1%*	22 *47.8%* F	13 *18.6%*	- -	38 *100.0%* G	- - **	11 *25.6%*	15 *39.5%*	12 *30.8%*	11 *30.6%*	27 *32.5%*	3 *25.0%* **	34 *34.0%*	9 *25.0%*	28 *33.3%*	2 *50.0%* **	6 *19.4%*	20 *31.3%*	18 *31.6%*	- -
Fair	**10** *8.3%*	- - **	3 *8.8%*	3 *10.3%* **	3 *6.5%*	3 *6.5%*	7 *10.0%*	- -	- -	10 *76.9%* **	- -	2 *5.3%*	8 *20.5%* Jk	6 *16.7%* N	4 *4.8%*	2 *16.7%* **	7 *7.0%*	5 *13.9%*	5 *6.0%*	- - **	5 *16.1%*	7 *10.9%*	3 *5.3%*	- -
Poor	**3** *2.5%*	- - **	3 *8.8%* D	- - **	- -	- -	3 *4.3%*	- -	- -	3 *23.1%* **	1 *2.3%*	- -	1 *2.6%*	1 *2.8%*	1 *1.2%*	2 *16.7%* **	1 *1.0%*	1 *2.8%*	2 *2.4%*	- - **	1 *3.2%*	- -	3 *5.3%* u	- -
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**70** *57.9%*	4 *57.1%* **	19 *55.9%*	14 *48.3%* **	31 *67.4%*	21 *45.7%*	47 *67.1%* E	70 *100.0%* H	- -	- - **	31 *72.1%* L	21 *55.3%*	18 *46.2%*	18 *50.0%*	51 *61.4%*	5 *41.7%* **	58 *58.0%*	21 *58.3%*	49 *58.3%*	2 *50.0%* **	19 *61.3%*	37 *57.8%*	33 *57.9%*	- -

Cell Contents:
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- 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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q59. In general, how would you rate your childs overall mental or emotional health?																								
Total Eligible	**122** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**71** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**39** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**100** ***100.0%***	**36** ***100.0%***	**85** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**65** ***100.0%***	**57** ***100.0%***	**-** **-**
Total Valid Responses	**121** ***100.0%***	**7** ***100.0%***	**33** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**70** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**12** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**39** ***100.0%***	**35** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**99** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**65** ***100.0%***	**56** ***100.0%***	**-** **-**
No Answer	**1**	-	1	-	-	-	1	-	-	1	-	-	-	1	-	-	1	-	1	-	-	-	1	-
Excellent	**19** ***15.7%***	- - **	8 *24.2%*	5 *16.7%*	6 *13.0%*	7 *15.2%*	12 *17.1%*	12 *17.1%*	5 *13.2%*	1 *8.3%* **	19 *43.2%* KL	- -	- -	2 *5.7%*	17 *20.2%* m	3 *23.1%* **	15 *15.2%*	6 *16.7%*	13 *15.5%*	- - **	6 *19.4%*	10 *15.4%*	9 *16.1%*	- -
Very good	**25** ***20.7%***	- - **	5 *15.2%*	10 *33.3%* b	9 *19.6%*	9 *19.6%*	15 *21.4%*	19 *27.1%*	6 *15.8%*	- - **	25 *56.8%* KL	- -	- -	7 *20.0%*	17 *20.2%*	2 *15.4%* **	21 *21.2%*	5 *13.9%*	20 *23.8%*	- - **	4 *12.9%*	18 *27.7%* V	7 *12.5%*	- -
Good	**38** ***31.4%***	3 *42.9%* **	8 *24.2%*	10 *33.3%*	15 *32.6%*	17 *37.0%*	19 *27.1%*	21 *30.0%*	15 *39.5%*	2 *16.7%* **	- -	38 *100.0%* JL	- -	9 *25.7%*	29 *34.5%*	1 *7.7%* **	34 *34.3%*	15 *41.7%* r	22 *26.2%*	2 *50.0%* **	13 *41.9%*	16 *24.6%*	22 *39.3%* u	- -
Fair	**31** ***25.6%***	4 *57.1%* **	7 *21.2%*	5 *16.7%*	13 *28.3%*	9 *19.6%*	20 *28.6%*	16 *22.9%*	11 *28.9%*	4 *33.3%* **	- -	- -	31 *79.5%* JK	11 *31.4%*	20 *23.8%*	5 *38.5%* **	24 *24.2%*	9 *25.0%*	22 *26.2%*	2 *50.0%* **	7 *22.6%*	15 *23.1%*	16 *28.6%*	- -
Poor	**8** ***6.6%***	- - **	5 *15.2%* C	- -	3 *6.5%*	4 *8.7%*	4 *5.7%*	2 *2.9%*	1 *2.6%*	5 *41.7%* **	- -	- -	8 *20.5%* JK	6 *17.1%* N	1 *1.2%*	2 *15.4%* **	5 *5.1%*	1 *2.8%*	7 *8.3%*	- - **	1 *3.2%*	6 *9.2%*	2 *3.6%*	- -
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	**44** ***36.4%***	- - **	13 *39.4%*	15 *50.0%*	15 *32.6%*	16 *34.8%*	27 *38.6%*	31 *44.3%*	11 *28.9%*	1 *8.3%* **	44 *100.0%* KL	- -	- -	9 *25.7%*	34 *40.5%*	5 *38.5%* **	36 *36.4%*	11 *30.6%*	33 *39.3%*	- - **	10 *32.3%*	28 *43.1%*	16 *28.6%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?																								
Total Eligible	**122** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**71** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**39** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**100** ***100.0%***	**36** ***100.0%***	**85** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**65** ***100.0%***	**57** ***100.0%***	**-** **-**
Total Valid Responses	**122** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**71** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**39** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**100** ***100.0%***	**36** ***100.0%***	**85** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**65** ***100.0%***	**57** ***100.0%***	**-** **-**
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**92** ***75.4%***	7 *100.0%* **	24 *70.6%*	25 *83.3%*	32 *69.6%*	35 *76.1%*	54 *76.1%*	54 *77.1%*	27 *71.1%*	10 *76.9%* **	38 *86.4%* L	28 *73.7%*	25 *64.1%*	28 *77.8%*	63 *75.0%*	10 *76.9%* **	76 *76.0%*	28 *77.8%*	63 *74.1%*	3 *75.0%* **	24 *77.4%*	52 *80.0%*	40 *70.2%*	- -
No	**30** ***24.6%***	- - **	10 *29.4%*	5 *16.7%*	14 *30.4%*	11 *23.9%*	17 *23.9%*	16 *22.9%*	11 *28.9%*	3 *23.1%* **	6 *13.6%*	10 *26.3%*	14 *35.9%* J	8 *22.2%*	21 *25.0%*	3 *23.1%* **	24 *24.0%*	8 *22.2%*	22 *25.9%*	1 *25.0%* **	7 *22.6%*	13 *20.0%*	17 *29.8%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**92** ***75.4%***	7 *100.0%* **	24 *70.6%*	25 *83.3%*	32 *69.6%*	35 *76.1%*	54 *76.1%*	54 *77.1%*	27 *71.1%*	10 *76.9%* **	38 *86.4%* L	28 *73.7%*	25 *64.1%*	28 *77.8%*	63 *75.0%*	10 *76.9%* **	76 *76.0%*	28 *77.8%*	63 *74.1%*	3 *75.0%* **	24 *77.4%*	52 *80.0%*	40 *70.2%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q61. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	**92** *100.0%*	**7** *100.0%*	**24** *100.0%*	**25** *100.0%*	**32** *100.0%*	**35** *100.0%*	**54** *100.0%*	**54** *100.0%*	**27** *100.0%*	**10** *100.0%*	**38** *100.0%*	**28** *100.0%*	**25** *100.0%*	**28** *100.0%*	**63** *100.0%*	**10** *100.0%*	**76** *100.0%*	**28** *100.0%*	**63** *100.0%*	**3** *100.0%*	**24** *100.0%*	**52** *100.0%*	**40** *100.0%*	- -
Total Valid Responses	**92** *100.0%*	**7** *100.0%*	**24** *100.0%*	**25** *100.0%*	**32** *100.0%*	**35** *100.0%*	**54** *100.0%*	**54** *100.0%*	**27** *100.0%*	**10** *100.0%*	**38** *100.0%*	**28** *100.0%*	**25** *100.0%*	**28** *100.0%*	**63** *100.0%*	**10** *100.0%*	**76** *100.0%*	**28** *100.0%*	**63** *100.0%*	**3** *100.0%*	**24** *100.0%*	**52** *100.0%*	**40** *100.0%*	- -
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**90** *97.8%*	7 *100.0%* **	24 *100.0%* **	25 *100.0%* **	30 *93.8%*	35 *100.0%*	52 *96.3%*	52 *96.3%*	27 *100.0%* **	10 *100.0%* **	38 *100.0%*	27 *96.4%* **	24 *96.0%* **	28 *100.0%* **	61 *96.8%*	10 *100.0%* **	74 *97.4%*	28 *100.0%* **	61 *96.8%*	3 *100.0%* **	24 *100.0%* **	52 *100.0%*	38 *95.0%*	- -
No	**2** *2.2%*	- - **	- - **	- - **	2 *6.3%*	- -	2 *3.7%*	2 *3.7%*	- - **	- - **	- -	1 *3.6%* **	1 *4.0%* **	- - **	2 *3.2%*	- - **	2 *2.6%*	- - **	2 *3.2%*	- - **	- - **	- -	2 *5.0%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**90** *97.8%*	7 *100.0%* **	24 *100.0%* **	25 *100.0%* **	30 *93.8%*	35 *100.0%*	52 *96.3%*	52 *96.3%*	27 *100.0%* **	10 *100.0%* **	38 *100.0%*	27 *96.4%* **	24 *96.0%* **	28 *100.0%* **	61 *96.8%*	10 *100.0%* **	74 *97.4%*	28 *100.0%* **	61 *96.8%*	3 *100.0%* **	24 *100.0%* **	52 *100.0%*	38 *95.0%*	- -

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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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

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2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q62. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	**90** *100.0%*	**7** *100.0%*	**24** *100.0%*	**25** *100.0%*	**30** *100.0%*	**35** *100.0%*	**52** *100.0%*	**52** *100.0%*	**27** *100.0%*	**10** *100.0%*	**38** *100.0%*	**27** *100.0%*	**24** *100.0%*	**28** *100.0%*	**61** *100.0%*	**10** *100.0%*	**74** *100.0%*	**28** *100.0%*	**61** *100.0%*	**3** *100.0%*	**24** *100.0%*	**52** *100.0%*	**38** *100.0%*	**-** -
Total Valid Responses	**90** *100.0%*	**7** *100.0%*	**24** *100.0%*	**25** *100.0%*	**30** *100.0%*	**35** *100.0%*	**52** *100.0%*	**52** *100.0%*	**27** *100.0%*	**10** *100.0%*	**38** *100.0%*	**27** *100.0%*	**24** *100.0%*	**28** *100.0%*	**61** *100.0%*	**10** *100.0%*	**74** *100.0%*	**28** *100.0%*	**61** *100.0%*	**3** *100.0%*	**24** *100.0%*	**52** *100.0%*	**38** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**88** *97.8%*	6 *85.7%* **	24 *100.0%* **	25 *100.0%* **	29 *96.7%*	34 *97.1%*	51 *98.1%*	50 *96.2%*	27 *100.0%* **	10 *100.0%* **	37 *97.4%*	26 *96.3%* **	24 *100.0%* **	28 *100.0%* **	59 *96.7%*	10 *100.0%* **	72 *97.3%*	27 *96.4%* **	60 *98.4%*	3 *100.0%* **	23 *95.8%* **	50 *96.2%*	38 *100.0%*	- -
No	**2** *2.2%*	1 *14.3%* **	- - **	- - **	1 *3.3%*	1 *2.9%*	1 *1.9%*	2 *3.8%*	- - **	- - **	1 *2.6%*	1 *3.7%* **	- - **	- - **	2 *3.3%*	- - **	2 *2.7%*	1 *3.6%* **	1 *1.6%*	- - **	1 *4.2%* **	2 *3.8%*	- -	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**88** *97.8%*	6 *85.7%* **	24 *100.0%* **	25 *100.0%* **	29 *96.7%*	34 *97.1%*	51 *98.1%*	50 *96.2%*	27 *100.0%* **	10 *100.0%* **	37 *97.4%*	26 *96.3%* **	24 *100.0%* **	28 *100.0%* **	59 *96.7%*	10 *100.0%* **	72 *97.3%*	27 *96.4%* **	60 *98.4%*	3 *100.0%* **	23 *95.8%* **	50 *96.2%*	38 *100.0%*	- -

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

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Q63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 144
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** -
Total Valid Responses	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**79** *64.8%*	4 *57.1%* **	23 *67.6%*	19 *63.3%*	30 *65.2%*	26 *56.5%*	50 *70.4%*	40 *57.1%*	25 *65.8%*	13 *100.0%* **	21 *47.7%*	24 *63.2%*	33 *84.6%* JK	26 *72.2%*	51 *60.7%*	9 *69.2%* **	66 *66.0%*	26 *72.2%*	52 *61.2%*	4 *100.0%* **	22 *71.0%*	41 *63.1%*	38 *66.7%*	- -
No	**43** *35.2%*	3 *42.9%* **	11 *32.4%*	11 *36.7%*	16 *34.8%*	20 *43.5%*	21 *29.6%*	30 *42.9%*	13 *34.2%*	- - **	23 *52.3%* L	14 *36.8%* L	6 *15.4%*	10 *27.8%*	33 *39.3%*	4 *30.8%* **	34 *34.0%*	10 *27.8%*	33 *38.8%*	- - **	9 *29.0%*	24 *36.9%*	19 *33.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**79** *64.8%*	4 *57.1%* **	23 *67.6%*	19 *63.3%*	30 *65.2%*	26 *56.5%*	50 *70.4%*	40 *57.1%*	25 *65.8%*	13 *100.0%* **	21 *47.7%*	24 *63.2%*	33 *84.6%* JK	26 *72.2%*	51 *60.7%*	9 *69.2%* **	66 *66.0%*	26 *72.2%*	52 *61.2%*	4 *100.0%* **	22 *71.0%*	41 *63.1%*	38 *66.7%*	- -

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- 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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q64. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	**79** ***100.0%***	**4** ***100.0%***	**23** ***100.0%***	**19** ***100.0%***	**30** ***100.0%***	**26** ***100.0%***	**50** ***100.0%***	**40** ***100.0%***	**25** ***100.0%***	**13** ***100.0%***	**21** ***100.0%***	**24** ***100.0%***	**33** ***100.0%***	**26** ***100.0%***	**51** ***100.0%***	**9** ***100.0%***	**66** ***100.0%***	**26** ***100.0%***	**52** ***100.0%***	**4** ***100.0%***	**22** ***100.0%***	**41** ***100.0%***	**38** ***100.0%***	**-** **-**
Total Valid Responses	**78** ***100.0%***	**4** ***100.0%***	**23** ***100.0%***	**19** ***100.0%***	**29** ***100.0%***	**26** ***100.0%***	**49** ***100.0%***	**39** ***100.0%***	**25** ***100.0%***	**13** ***100.0%***	**21** ***100.0%***	**23** ***100.0%***	**33** ***100.0%***	**26** ***100.0%***	**50** ***100.0%***	**9** ***100.0%***	**65** ***100.0%***	**25** ***100.0%***	**52** ***100.0%***	**4** ***100.0%***	**21** ***100.0%***	**40** ***100.0%***	**38** ***100.0%***	**-** **-**
No Answer	**1**	-	-	-	1	-	1	1	-	-	-	1	-	-	1	-	1	1	-	-	1	1	-	-
Yes	**75** ***96.2%***	4 *100.0%* **	22 *95.7%* **	18 *94.7%* **	28 *96.6%* **	24 *92.3%* **	48 *98.0%*	37 *94.9%*	24 *96.0%* **	13 *100.0%* **	21 *100.0%* **	21 *91.3%* **	32 *97.0%*	26 *100.0%* **	47 *94.0%*	9 *100.0%* **	62 *95.4%*	24 *96.0%* **	50 *96.2%*	4 *100.0%* **	20 *95.2%* **	39 *97.5%*	36 *94.7%*	- -
No	**3** ***3.8%***	- - **	1 *4.3%* **	1 *5.3%* **	1 *3.4%* **	2 *7.7%* **	1 *2.0%*	2 *5.1%*	1 *4.0%* **	- - **	- - **	2 *8.7%* **	1 *3.0%*	- - **	3 *6.0%*	- - **	3 *4.6%*	1 *4.0%* **	2 *3.8%*	- - **	1 *4.8%* **	1 *2.5%*	2 *5.3%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**75** ***96.2%***	4 *100.0%* **	22 *95.7%* **	18 *94.7%* **	28 *96.6%* **	24 *92.3%* **	48 *98.0%*	37 *94.9%*	24 *96.0%* **	13 *100.0%* **	21 *100.0%* **	21 *91.3%* **	32 *97.0%*	26 *100.0%* **	47 *94.0%*	9 *100.0%* **	62 *95.4%*	24 *96.0%* **	50 *96.2%*	4 *100.0%* **	20 *95.2%* **	39 *97.5%*	36 *94.7%*	- -

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

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q65. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	**75** ***100.0%***	**4** ***100.0%***	**22** ***100.0%***	**18** ***100.0%***	**28** ***100.0%***	**24** ***100.0%***	**48** ***100.0%***	**37** ***100.0%***	**24** ***100.0%***	**13** ***100.0%***	**21** ***100.0%***	**21** ***100.0%***	**32** ***100.0%***	**26** ***100.0%***	**47** ***100.0%***	**9** ***100.0%***	**62** ***100.0%***	**24** ***100.0%***	**50** ***100.0%***	**4** ***100.0%***	**20** ***100.0%***	**39** ***100.0%***	**36** ***100.0%***	**-** **-**
Total Valid Responses	**74** ***100.0%***	**4** ***100.0%***	**22** ***100.0%***	**17** ***100.0%***	**28** ***100.0%***	**24** ***100.0%***	**47** ***100.0%***	**36** ***100.0%***	**24** ***100.0%***	**13** ***100.0%***	**21** ***100.0%***	**20** ***100.0%***	**32** ***100.0%***	**25** ***100.0%***	**47** ***100.0%***	**9** ***100.0%***	**61** ***100.0%***	**24** ***100.0%***	**49** ***100.0%***	**4** ***100.0%***	**20** ***100.0%***	**39** ***100.0%***	**35** ***100.0%***	**-** **-**
No Answer	**1**	-	-	1	-	-	1	1	-	-	-	1	-	1	-	-	1	-	1	-	-	-	1	-
Yes	**71** ***95.9%***	4 *100.0%* **	21 *95.5%* **	16 *94.1%* **	27 *96.4%* **	23 *95.8%* **	45 *95.7%*	33 *91.7%*	24 *100.0%* **	13 *100.0%* **	19 *90.5%* **	19 *95.0%* **	32 *100.0%*	24 *96.0%* **	45 *95.7%*	9 *100.0%* **	58 *95.1%*	24 *100.0%* **	46 *93.9%*	4 *100.0%* **	20 *100.0%* **	37 *94.9%*	34 *97.1%*	- -
No	**3** ***4.1%***	- - **	1 *4.5%* **	1 *5.9%* **	1 *3.6%* **	1 *4.2%* **	2 *4.3%*	3 *8.3%*	- - **	- - **	2 *9.5%* **	1 *5.0%* **	- -	1 *4.0%* **	2 *4.3%*	- - **	3 *4.9%*	- - **	3 *6.1%*	- - **	- - **	2 *5.1%*	1 *2.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**71** ***95.9%***	4 *100.0%* **	21 *95.5%* **	16 *94.1%* **	27 *96.4%* **	23 *95.8%* **	45 *95.7%*	33 *91.7%*	24 *100.0%* **	13 *100.0%* **	19 *90.5%* **	19 *95.0%* **	32 *100.0%*	24 *96.0%* **	45 *95.7%*	9 *100.0%* **	58 *95.1%*	24 *100.0%* **	46 *93.9%*	4 *100.0%* **	20 *100.0%* **	37 *94.9%*	34 *97.1%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 147
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?																								
Total Eligible	**122** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**71** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**39** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**100** ***100.0%***	**36** ***100.0%***	**85** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**65** ***100.0%***	**57** ***100.0%***	**-** **-**
Total Valid Responses	**121** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**29** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**70** ***100.0%***	**70** ***100.0%***	**37** ***100.0%***	**13** ***100.0%***	**44** ***100.0%***	**37** ***100.0%***	**39** ***100.0%***	**36** ***100.0%***	**83** ***100.0%***	**13** ***100.0%***	**99** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**64** ***100.0%***	**57** ***100.0%***	**-** **-**
No Answer	**1**	-	-	1	-	-	1	-	1	-	-	1	-	-	1	-	1	-	1	-	-	1	-	-
Yes	**55** ***45.5%***	2 *28.6%* **	21 *61.8%* D	16 *55.2%* **	14 *30.4%*	21 *45.7%*	33 *47.1%*	26 *37.1%*	18 *48.6%*	11 *84.6%* **	20 *45.5%*	14 *37.8%*	20 *51.3%*	18 *50.0%*	35 *42.2%*	7 *53.8%* **	46 *46.5%*	21 *58.3%* r	33 *39.3%*	2 *50.0%* **	19 *61.3%*	31 *48.4%*	24 *42.1%*	- -
No	**66** ***54.5%***	5 *71.4%* **	13 *38.2%*	13 *44.8%* **	32 *69.6%* B	25 *54.3%*	37 *52.9%*	44 *62.9%*	19 *51.4%*	2 *15.4%* **	24 *54.5%*	23 *62.2%*	19 *48.7%*	18 *50.0%*	48 *57.8%*	6 *46.2%* **	53 *53.5%*	15 *41.7%*	51 *60.7%* q	2 *50.0%* **	12 *38.7%*	33 *51.6%*	33 *57.9%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**55** ***45.5%***	2 *28.6%* **	21 *61.8%* D	16 *55.2%* **	14 *30.4%*	21 *45.7%*	33 *47.1%*	26 *37.1%*	18 *48.6%*	11 *84.6%* **	20 *45.5%*	14 *37.8%*	20 *51.3%*	18 *50.0%*	35 *42.2%*	7 *53.8%* **	46 *46.5%*	21 *58.3%* r	33 *39.3%*	2 *50.0%* **	19 *61.3%*	31 *48.4%*	24 *42.1%*	- -

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

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q67. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	**55** *100.0%*	**2** *100.0%*	**21** *100.0%*	**16** *100.0%*	**14** *100.0%*	**21** *100.0%*	**33** *100.0%*	**26** *100.0%*	**18** *100.0%*	**11** *100.0%*	**20** *100.0%*	**14** *100.0%*	**20** *100.0%*	**18** *100.0%*	**35** *100.0%*	**7** *100.0%*	**46** *100.0%*	**21** *100.0%*	**33** *100.0%*	**2** *100.0%*	**19** *100.0%*	**31** *100.0%*	**24** *100.0%*	**-** -
Total Valid Responses	**52** *100.0%*	**2** *100.0%*	**20** *100.0%*	**15** *100.0%*	**14** *100.0%*	**20** *100.0%*	**32** *100.0%*	**23** *100.0%*	**18** *100.0%*	**11** *100.0%*	**18** *100.0%*	**14** *100.0%*	**19** *100.0%*	**16** *100.0%*	**34** *100.0%*	**7** *100.0%*	**43** *100.0%*	**20** *100.0%*	**31** *100.0%*	**2** *100.0%*	**18** *100.0%*	**30** *100.0%*	**22** *100.0%*	**-** -
No Answer	**3**	-	1	1	-	1	1	3	-	-	2	-	1	2	1	-	3	1	2	-	1	1	2	-
Yes	**49** *94.2%*	2 *100.0%* **	19 *95.0%* **	15 *100.0%* **	12 *85.7%* **	17 *85.0%* **	32 *100.0%*	21 *91.3%* **	17 *94.4%* **	11 *100.0%* **	17 *94.4%* **	12 *85.7%* **	19 *100.0%* **	16 *100.0%* **	31 *91.2%*	7 *100.0%* **	41 *95.3%*	20 *100.0%* **	28 *90.3%*	2 *100.0%* **	18 *100.0%* **	30 *100.0%*	19 *86.4%* **	- -
No	**3** *5.8%*	- - **	1 *5.0%* **	- - **	2 *14.3%* **	3 *15.0%* **	- -	2 *8.7%* **	1 *5.6%* **	- - **	1 *5.6%* **	2 *14.3%* **	- - **	- - **	3 *8.8%*	- - **	2 *4.7%*	- - **	3 *9.7%*	- - **	- - **	- -	3 *13.6%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**49** *94.2%*	2 *100.0%* **	19 *95.0%* **	15 *100.0%* **	12 *85.7%* **	17 *85.0%* **	32 *100.0%*	21 *91.3%* **	17 *94.4%* **	11 *100.0%* **	17 *94.4%* **	12 *85.7%* **	19 *100.0%* **	16 *100.0%* **	31 *91.2%*	7 *100.0%* **	41 *95.3%*	20 *100.0%* **	28 *90.3%*	2 *100.0%* **	18 *100.0%* **	30 *100.0%*	19 *86.4%* **	- -

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

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q68. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	**49** *100.0%*	**2** *100.0%*	**19** *100.0%*	**15** *100.0%*	**12** *100.0%*	**17** *100.0%*	**32** *100.0%*	**21** *100.0%*	**17** *100.0%*	**11** *100.0%*	**17** *100.0%*	**12** *100.0%*	**19** *100.0%*	**16** *100.0%*	**31** *100.0%*	**7** *100.0%*	**41** *100.0%*	**20** *100.0%*	**28** *100.0%*	**2** *100.0%*	**18** *100.0%*	**30** *100.0%*	**19** *100.0%*	**-** **-**
Total Valid Responses	**48** *100.0%*	**2** *100.0%*	**18** *100.0%*	**15** *100.0%*	**12** *100.0%*	**17** *100.0%*	**31** *100.0%*	**21** *100.0%*	**17** *100.0%*	**10** *100.0%*	**17** *100.0%*	**12** *100.0%*	**18** *100.0%*	**16** *100.0%*	**31** *100.0%*	**6** *100.0%*	**41** *100.0%*	**20** *100.0%*	**27** *100.0%*	**2** *100.0%*	**18** *100.0%*	**30** *100.0%*	**18** *100.0%*	**-** **-**
No Answer	**1**	-	1	-	-	-	1	-	-	1	-	-	1	-	-	1	-	-	1	-	-	-	1	-
Yes	**48** *100.0%*	2 *100.0%* **	18 *100.0%* **	15 *100.0%* **	12 *100.0%* **	17 *100.0%* **	31 *100.0%*	21 *100.0%* **	17 *100.0%* **	10 *100.0%* **	17 *100.0%* **	12 *100.0%* **	18 *100.0%* **	16 *100.0%* **	31 *100.0%*	6 *100.0%* **	41 *100.0%*	20 *100.0%* **	27 *100.0%* **	2 *100.0%* **	18 *100.0%* **	30 *100.0%*	18 *100.0%* **	- -
No	**-** **-**	- - **	- - **	- - **	- - **	- - **	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -	- - **	- -	- - **	- - **	- - **	- - **	- -	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**48** *100.0%*	2 *100.0%* **	18 *100.0%* **	15 *100.0%* **	12 *100.0%* **	17 *100.0%* **	31 *100.0%*	21 *100.0%* **	17 *100.0%* **	10 *100.0%* **	17 *100.0%* **	12 *100.0%* **	18 *100.0%* **	16 *100.0%* **	31 *100.0%*	6 *100.0%* **	41 *100.0%*	20 *100.0%* **	27 *100.0%* **	2 *100.0%* **	18 *100.0%* **	30 *100.0%*	18 *100.0%* **	- -

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

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**121** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**69** *100.0%*	**38** *100.0%*	**13** *100.0%*	**43** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**83** *100.0%*	**13** *100.0%*	**99** *100.0%*	**35** *100.0%*	**85** *100.0%*	**4** *100.0%*	**30** *100.0%*	**65** *100.0%*	**56** *100.0%*	- -
No Answer	**1**	-	-	-	-	-	-	1	-	-	1	-	-	-	1	-	1	1	-	-	1	-	1	-
Yes	**36** *29.8%*	- - **	14 *41.2%*	7 *23.3%*	14 *30.4%*	13 *28.3%*	22 *31.0%*	16 *23.2%*	12 *31.6%*	8 *61.5%* **	11 *25.6%*	11 *28.9%*	13 *33.3%*	13 *36.1%*	23 *27.7%*	3 *23.1%* **	33 *33.3%*	15 *42.9%* r	21 *24.7%*	1 *25.0%* **	14 *46.7%*	17 *26.2%*	19 *33.9%*	- -
No	**85** *70.2%*	7 *100.0%* **	20 *58.8%*	23 *76.7%*	32 *69.6%*	33 *71.7%*	49 *69.0%*	53 *76.8%*	26 *68.4%*	5 *38.5%* **	32 *74.4%*	27 *71.1%*	26 *66.7%*	23 *63.9%*	60 *72.3%*	10 *76.9%* **	66 *66.7%*	20 *57.1%*	64 *75.3%* q	3 *75.0%* **	16 *53.3%*	48 *73.8%*	37 *66.1%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**36** *29.8%*	- - **	14 *41.2%*	7 *23.3%*	14 *30.4%*	13 *28.3%*	22 *31.0%*	16 *23.2%*	12 *31.6%*	8 *61.5%* **	11 *25.6%*	11 *28.9%*	13 *33.3%*	13 *36.1%*	23 *27.7%*	3 *23.1%* **	33 *33.3%*	15 *42.9%* r	21 *24.7%*	1 *25.0%* **	14 *46.7%*	17 *26.2%*	19 *33.9%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q70. Is this because of any medical, behavioral, or other health condition?																								
Total Eligible	**36** ***100.0%*** -	**-** -	**14** ***100.0%*** **	**7** ***100.0%*** **	**14** ***100.0%*** **	**13** ***100.0%*** **	**22** ***100.0%*** **	**16** ***100.0%*** **	**12** ***100.0%*** **	**8** ***100.0%*** **	**11** ***100.0%*** **	**11** ***100.0%*** **	**13** ***100.0%*** **	**13** ***100.0%*** **	**23** ***100.0%*** **	**3** ***100.0%*** **	**33** ***100.0%*** **	**15** ***100.0%*** **	**21** ***100.0%*** **	**1** ***100.0%*** **	**14** ***100.0%*** **	**17** ***100.0%*** **	**19** ***100.0%*** **	**-** -
Total Valid Responses	**36** ***100.0%*** -	**-** -	**14** ***100.0%*** **	**7** ***100.0%*** **	**14** ***100.0%*** **	**13** ***100.0%*** **	**22** ***100.0%*** **	**16** ***100.0%*** **	**12** ***100.0%*** **	**8** ***100.0%*** **	**11** ***100.0%*** **	**11** ***100.0%*** **	**13** ***100.0%*** **	**13** ***100.0%*** **	**23** ***100.0%*** **	**3** ***100.0%*** **	**33** ***100.0%*** **	**15** ***100.0%*** **	**21** ***100.0%*** **	**1** ***100.0%*** **	**14** ***100.0%*** **	**17** ***100.0%*** **	**19** ***100.0%*** **	**-** -
No Answer	**-** -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**32** ***88.9%*** -	- -	14 *100.0%* **	7 *100.0%* **	10 *71.4%* **	10 *76.9%* **	22 *100.0%* **	14 *87.5%* **	10 *83.3%* **	8 *100.0%* **	10 *90.9%* **	8 *72.7%* **	13 *100.0%* **	13 *100.0%* **	19 *82.6%* **	3 *100.0%* **	29 *87.9%* **	14 *93.3%* **	18 *85.7%* **	1 *100.0%* **	13 *92.9%* **	16 *94.1%* **	16 *84.2%* **	- -
No	**4** ***11.1%*** -	- -	- - **	- - **	4 *28.6%* **	3 *23.1%* **	- - **	2 *12.5%* **	2 *16.7%* **	- - **	1 *9.1%* **	3 *27.3%* **	- - **	- - **	4 *17.4%* **	- - **	4 *12.1%*	1 *6.7%* **	3 *14.3%* **	- - **	1 *7.1%* **	1 *5.9%* **	3 *15.8%* **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**32** ***88.9%*** -	- -	14 *100.0%* **	7 *100.0%* **	10 *71.4%* **	10 *76.9%* **	22 *100.0%* **	14 *87.5%* **	10 *83.3%* **	8 *100.0%* **	10 *90.9%* **	8 *72.7%* **	13 *100.0%* **	13 *100.0%* **	19 *82.6%* **	3 *100.0%* **	29 *87.9%*	14 *93.3%* **	18 *85.7%* **	1 *100.0%* **	13 *92.9%* **	16 *94.1%* **	16 *84.2%* **	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q71. Is this a condition that has lasted or is expected to last for at least 12 months?																								
Total Eligible	**32** ***100.0%***	**-** -	**14** ***100.0%***	**7** ***100.0%***	**10** ***100.0%***	**10** ***100.0%***	**22** ***100.0%***	**14** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**13** ***100.0%***	**13** ***100.0%***	**19** ***100.0%***	**3** ***100.0%***	**29** ***100.0%***	**14** ***100.0%***	**18** ***100.0%***	**1** ***100.0%***	**13** ***100.0%***	**16** ***100.0%***	**16** ***100.0%***	**-** -
Total Valid Responses	**32** ***100.0%***	**-** -	**14** ***100.0%***	**7** ***100.0%***	**10** ***100.0%***	**10** ***100.0%***	**22** ***100.0%***	**14** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**10** ***100.0%***	**8** ***100.0%***	**13** ***100.0%***	**13** ***100.0%***	**19** ***100.0%***	**3** ***100.0%***	**29** ***100.0%***	**14** ***100.0%***	**18** ***100.0%***	**1** ***100.0%***	**13** ***100.0%***	**16** ***100.0%***	**16** ***100.0%***	**-** -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**32** ***100.0%***	- -	14 *100.0%* **	7 *100.0%* **	10 *100.0%* **	10 *100.0%* **	22 *100.0%* **	14 *100.0%* **	10 *100.0%* **	8 *100.0%* **	10 *100.0%* **	8 *100.0%* **	13 *100.0%* **	13 *100.0%* **	19 *100.0%* **	3 *100.0%* **	29 *100.0%* **	14 *100.0%* **	18 *100.0%* **	1 *100.0%* **	13 *100.0%* **	16 *100.0%* **	16 *100.0%* **	- -
No	**-** -	- -	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**32** ***100.0%***	- -	14 *100.0%* **	7 *100.0%* **	10 *100.0%* **	10 *100.0%* **	22 *100.0%* **	14 *100.0%* **	10 *100.0%* **	8 *100.0%* **	10 *100.0%* **	8 *100.0%* **	13 *100.0%* **	13 *100.0%* **	19 *100.0%* **	3 *100.0%* **	29 *100.0%* **	14 *100.0%* **	18 *100.0%* **	1 *100.0%* **	13 *100.0%* **	16 *100.0%* **	16 *100.0%* **	- -

Cell Contents:
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- 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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

WellCare of Nebraska
2017 CAHPS 5.0H Medicaid Child Survey with CCC Measure (6128599)

Table: 153
Level: Top

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?																								
Total Eligible	**122** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**71** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**39** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**100** ***100.0%***	**36** ***100.0%***	**85** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**65** ***100.0%***	**57** ***100.0%***	**-** **-**
Total Valid Responses	**118** ***100.0%***	**6** ***100.0%***	**33** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**45** ***100.0%***	**70** ***100.0%***	**66** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**42** ***100.0%***	**36** ***100.0%***	**39** ***100.0%***	**35** ***100.0%***	**81** ***100.0%***	**12** ***100.0%***	**97** ***100.0%***	**34** ***100.0%***	**83** ***100.0%***	**4** ***100.0%***	**29** ***100.0%***	**64** ***100.0%***	**54** ***100.0%***	**-** **-**
No Answer	**4**	1	1	-	-	1	1	4	-	-	2	2	-	1	3	1	3	2	2	-	2	1	3	-
Yes	**78** ***66.1%***	5 *83.3%* **	22 *66.7%*	16 *53.3%*	32 *69.6%*	29 *64.4%*	47 *67.1%*	41 *62.1%*	25 *65.8%*	12 *92.3%* **	13 *31.0%*	30 *83.3%* J	34 *87.2%* J	25 *71.4%*	51 *63.0%*	7 *58.3%* **	64 *66.0%*	21 *61.8%*	56 *67.5%*	3 *75.0%* **	18 *62.1%* **	41 *64.1%*	37 *68.5%*	- -
No	**40** ***33.9%***	1 *16.7%* **	11 *33.3%*	14 *46.7%*	14 *30.4%*	16 *35.6%*	23 *32.9%*	25 *37.9%*	13 *34.2%*	1 *7.7%* **	29 *69.0%* KL	6 *16.7%*	5 *12.8%*	10 *28.6%*	30 *37.0%*	5 *41.7%* **	33 *34.0%*	13 *38.2%*	27 *32.5%*	1 *25.0%* **	11 *37.9%* **	23 *35.9%*	17 *31.5%*	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**78** ***66.1%***	5 *83.3%* **	22 *66.7%*	16 *53.3%*	32 *69.6%*	29 *64.4%*	47 *67.1%*	41 *62.1%*	25 *65.8%*	12 *92.3%* **	13 *31.0%*	30 *83.3%* J	34 *87.2%* J	25 *71.4%*	51 *63.0%*	7 *58.3%* **	64 *66.0%*	21 *61.8%*	56 *67.5%*	3 *75.0%* **	18 *62.1%* **	41 *64.1%*	37 *68.5%*	- -

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

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**	**J**	**K**	**L**	**M**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**	**U**	**V**	**W**
Q73. Has this problem lasted or is it expected to last for at least 12 months?																								
Total Eligible	**78** ***100.0%***	**5** ***100.0%***	**22** ***100.0%***	**16** ***100.0%***	**32** ***100.0%***	**29** ***100.0%***	**47** ***100.0%***	**41** ***100.0%***	**25** ***100.0%***	**12** ***100.0%***	**13** ***100.0%***	**30** ***100.0%***	**34** ***100.0%***	**25** ***100.0%***	**51** ***100.0%***	**7** ***100.0%***	**64** ***100.0%***	**21** ***100.0%***	**56** ***100.0%***	**3** ***100.0%***	**18** ***100.0%***	**41** ***100.0%***	**37** ***100.0%***	**-** -
Total Valid Responses	**76** ***100.0%***	**5** ***100.0%***	**21** ***100.0%***	**16** ***100.0%***	**31** ***100.0%***	**28** ***100.0%***	**46** ***100.0%***	**39** ***100.0%***	**25** ***100.0%***	**12** ***100.0%***	**13** ***100.0%***	**28** ***100.0%***	**34** ***100.0%***	**25** ***100.0%***	**49** ***100.0%***	**7** ***100.0%***	**63** ***100.0%***	**20** ***100.0%***	**55** ***100.0%***	**3** ***100.0%***	**17** ***100.0%***	**40** ***100.0%***	**36** ***100.0%***	**-** -
No Answer	**2**	-	1	-	1	1	1	2	-	-	-	2	-	-	2	-	1	1	1	-	1	1	1	-
Yes	**72** ***94.7%***	5 *100.0%* **	21 *100.0%* **	14 *87.5%* **	29 *93.5%*	25 *89.3%* **	45 *97.8%*	35 *89.7%*	25 *100.0%* **	12 *100.0%* **	10 *76.9%* **	27 *96.4%* **	34 *100.0%*	24 *96.0%* **	46 *93.9%*	7 *100.0%* **	59 *93.7%*	18 *90.0%* **	53 *96.4%*	3 *100.0%* **	15 *88.2%* **	36 *90.0%*	36 *100.0%* u	- -
No	**4** ***5.3%***	- - **	- - **	2 *12.5%* **	2 *6.5%*	3 *10.7%* **	1 *2.2%*	4 *10.3%*	- - **	- - **	3 *23.1%* **	1 *3.6%* **	- -	1 *4.0%* **	3 *6.1%*	- - **	4 *6.3%*	2 *10.0%* **	2 *3.6%*	- - **	2 *11.8%* **	4 *10.0%* v	- -	- -
HEDIS/CAHPS SUMMARY RATE - Yes	**72** ***94.7%***	5 *100.0%* **	21 *100.0%* **	14 *87.5%* **	29 *93.5%*	25 *89.3%* **	45 *97.8%*	35 *89.7%*	25 *100.0%* **	12 *100.0%* **	10 *76.9%* **	27 *96.4%* **	34 *100.0%*	24 *96.0%* **	46 *93.9%*	7 *100.0%* **	59 *93.7%*	18 *90.0%* **	53 *96.4%*	3 *100.0%* **	15 *88.2%* **	36 *90.0%*	36 *100.0%* u	- -

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

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q74. What is your child's age?																								
Total Eligible	**121** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**45** *100.0%*	**45** *100.0%*	**71** *100.0%*	**69** *100.0%*	**38** *100.0%*	**13** *100.0%*	**43** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**83** *100.0%*	**13** *100.0%*	**99** *100.0%*	**36** *100.0%*	**84** *100.0%*	**4** *100.0%*	**31** *100.0%*	**64** *100.0%*	**57** *100.0%*	**-** -
Total Valid Responses	**119** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**45** *100.0%*	**45** *100.0%*	**71** *100.0%*	**67** *100.0%*	**38** *100.0%*	**13** *100.0%*	**42** *100.0%*	**37** *100.0%*	**39** *100.0%*	**35** *100.0%*	**82** *100.0%*	**12** *100.0%*	**98** *100.0%*	**35** *100.0%*	**83** *100.0%*	**4** *100.0%*	**30** *100.0%*	**64** *100.0%*	**55** *100.0%*	**-** -
No Answer	**2**	-	-	-	-	-	-	2	-	-	1	1	-	1	1	1	1	1	1	-	1	-	2	-
Less than 1 year old	**3** *2.5%*	- - **	2 *5.9%*	1 *3.3%*	- -	- -	3 *4.2%*	1 *1.5%*	- -	2 *15.4%* **	1 *2.4%*	1 *2.7%*	- -	2 *5.7%*	1 *1.2%*	- - **	3 *3.1%*	2 *5.7%*	1 *1.2%*	- - **	2 *6.7%*	1 *1.6%*	2 *3.6%*	- -
1	**2** *1.7%*	- - **	2 *5.9%*	- -	- -	1 *2.2%*	1 *1.4%*	1 *1.5%*	1 *2.6%*	- - **	2 *4.8%*	- -	- -	- -	2 *2.4%*	- - **	2 *2.0%*	1 *2.9%*	1 *1.2%*	- - **	1 *3.3%*	- -	2 *3.6%*	- -
2	**3** *2.5%*	- - **	2 *5.9%*	1 *3.3%*	- -	- -	3 *4.2%*	3 *4.5%*	- -	- - **	1 *2.4%*	1 *2.7%*	1 *2.6%*	1 *2.9%*	2 *2.4%*	- - **	3 *3.1%*	1 *2.9%*	2 *2.4%*	- - **	1 *3.3%*	1 *1.6%*	2 *3.6%*	- -
3	**3** *2.5%*	- - **	2 *5.9%*	- -	1 *2.2%*	2 *4.4%*	1 *1.4%*	1 *1.5%*	1 *2.6%*	1 *7.7%* **	3 *7.1%* I	- -	- -	1 *2.9%*	2 *2.4%*	1 *8.3%* **	2 *2.0%*	2 *5.7%*	1 *1.2%*	- - **	2 *6.7%*	2 *3.1%*	1 *1.8%*	- -
4	**8** *6.7%*	1 *14.3%* **	3 *8.8%*	1 *3.3%*	3 *6.7%*	3 *6.7%*	4 *5.6%*	4 *6.0%*	3 *7.9%*	- - **	3 *7.1%*	4 *10.8%*	1 *2.6%*	- -	8 *9.8%* m	1 *8.3%* **	6 *6.1%*	2 *5.7%*	6 *7.2%*	- - **	2 *6.7%*	3 *4.7%*	5 *9.1%*	- -
5	**5** *4.2%*	- - **	2 *5.9%*	- -	2 *4.4%*	3 *6.7%*	2 *2.8%*	- -	4 *10.5%* G	1 *7.7%* **	1 *2.4%*	3 *8.1%*	1 *2.6%*	2 *5.7%*	3 *3.7%*	- - **	5 *5.1%*	2 *5.7%*	3 *3.6%*	- - **	1 *3.3%*	2 *3.1%*	3 *5.5%*	- -
6	**7** *5.9%*	2 *28.6%* **	3 *8.8%* D	2 *6.7%* d	- -	3 *6.7%*	4 *5.6%*	4 *6.0%*	3 *7.9%*	- - **	1 *2.4%*	2 *5.4%*	4 *10.3%*	2 *5.7%*	5 *6.1%*	- - **	6 *6.1%*	2 *5.7%*	5 *6.0%*	1 *25.0%* **	1 *3.3%*	5 *7.8%*	2 *3.6%*	- -
7	**5** *4.2%*	- - **	1 *2.9%*	4 *13.3%* D	- -	4 *8.9%* f	1 *1.4%*	4 *6.0%*	1 *2.6%*	- - **	2 *4.8%*	2 *5.4%*	1 *2.6%*	1 *2.9%*	4 *4.9%*	- - **	4 *4.1%*	1 *2.9%*	4 *4.8%*	- - **	1 *3.3%*	2 *3.1%*	3 *5.5%*	- -
8	**14** *11.8%*	1 *14.3%* **	4 *11.8%*	4 *13.3%*	4 *8.9%*	3 *6.7%*	11 *15.5%*	10 *14.9%*	3 *7.9%*	1 *7.7%* **	6 *14.3%*	4 *10.8%*	4 *10.3%*	5 *14.3%*	9 *11.0%*	2 *16.7%* **	12 *12.2%*	3 *8.6%*	11 *13.3%*	- - **	3 *10.0%*	7 *10.9%*	7 *12.7%*	- -
9	**4** *3.4%*	- - **	4 *11.8%* cD	- -	- -	1 *2.2%*	3 *4.2%*	2 *3.0%*	1 *2.6%*	1 *7.7%* **	2 *4.8%*	1 *2.7%*	1 *2.6%*	1 *2.9%*	1 *1.2%*	1 *8.3%* **	2 *2.0%*	1 *2.9%*	3 *3.6%*	- - **	1 *3.3%*	2 *3.1%*	2 *3.6%*	- -
10	**4** *3.4%*	- - **	1 *2.9%*	1 *3.3%*	2 *4.4%*	1 *2.2%*	2 *2.8%*	3 *4.5%*	1 *2.6%*	- - **	2 *4.8%*	- -	2 *5.1%*	- -	4 *4.9%*	- - **	3 *3.1%*	1 *2.9%*	3 *3.6%*	- - **	1 *3.3%*	- -	4 *7.3%* U	- -
11	**10** *8.4%*	- - **	3 *8.8%*	1 *3.3%*	6 *13.3%*	3 *6.7%*	7 *9.9%*	9 *13.4%* h	1 *2.6%*	- - **	5 *11.9%*	4 *10.8%*	1 *2.6%*	3 *8.6%*	7 *8.5%*	- - **	10 *10.2%*	2 *5.7%*	8 *9.6%*	1 *25.0%* **	1 *3.3%*	4 *6.3%*	6 *10.9%*	- -
12	**5** *4.2%*	1 *14.3%* **	1 *2.9%*	1 *3.3%*	2 *4.4%*	3 *6.7%*	2 *2.8%*	2 *3.0%*	3 *7.9%*	- - **	- -	3 *8.1%* j	2 *5.1%*	1 *2.9%*	4 *4.9%*	- - **	5 *5.1%*	1 *2.9%*	4 *4.8%*	- - **	1 *3.3%*	2 *3.1%*	3 *5.5%*	- -
13	**5** *4.2%*	1 *14.3%* **	- -	3 *10.0%* b	1 *2.2%*	1 *2.2%*	4 *5.6%*	2 *3.0%*	2 *5.3%*	1 *7.7%* **	1 *2.4%*	2 *5.4%*	2 *5.1%*	2 *5.7%*	3 *3.7%*	- - **	5 *5.1%*	2 *5.7%*	3 *3.6%*	- - **	2 *6.7%*	4 *6.3%*	1 *1.8%*	- -
14 or older	**41** *34.5%*	1 *14.3%* **	4 *11.8%*	11 *36.7%* B	24 *53.3%* B	17 *37.8%*	23 *32.4%*	21 *31.3%*	14 *36.8%*	6 *46.2%* **	12 *28.6%*	10 *27.0%*	19 *48.7%* jk	14 *40.0%*	27 *32.9%*	7 *58.3%* **	30 *30.6%*	12 *34.3%*	28 *33.7%*	2 *50.0%* **	10 *33.3%*	29 *45.3%* V	12 *21.8%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q75. Is your child male or female?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**120** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**68** *100.0%*	**38** *100.0%*	**13** *100.0%*	**43** *100.0%*	**37** *100.0%*	**39** *100.0%*	**35** *100.0%*	**83** *100.0%*	**12** *100.0%*	**99** *100.0%*	**35** *100.0%*	**84** *100.0%*	**4** *100.0%*	**30** *100.0%*	**65** *100.0%*	**55** *100.0%*	- -
No Answer	**2**	-	-	-	-	-	-	2	-	-	1	1	-	1	1	1	1	1	1	-	1	-	2	-
Male	**64** *53.3%*	3 *42.9%* **	19 *55.9%*	16 *53.3%*	23 *50.0%*	24 *52.2%*	38 *53.5%*	35 *51.5%*	23 *60.5%*	6 *46.2%* **	21 *48.8%*	20 *54.1%*	23 *59.0%*	18 *51.4%*	46 *55.4%*	6 *50.0%* **	54 *54.5%*	17 *48.6%*	46 *54.8%*	1 *25.0%* **	15 *50.0%*	30 *46.2%*	34 *61.8%* u	- -
Female	**56** *46.7%*	4 *57.1%* **	15 *44.1%*	14 *46.7%*	23 *50.0%*	22 *47.8%*	33 *46.5%*	33 *48.5%*	15 *39.5%*	7 *53.8%* **	22 *51.2%*	17 *45.9%*	16 *41.0%*	17 *48.6%*	37 *44.6%*	6 *50.0%* **	45 *45.5%*	18 *51.4%*	38 *45.2%*	3 *75.0%* **	15 *50.0%*	35 *53.8%* v	21 *38.2%*	- -

Cell Contents:
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- 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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q76. Is your child of Hispanic or Latino origin or descent?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** -
Total Valid Responses	**118** *100.0%*	**6** *100.0%*	**33** *100.0%*	**30** *100.0%*	**46** *100.0%*	**45** *100.0%*	**70** *100.0%*	**66** *100.0%*	**38** *100.0%*	**13** *100.0%*	**43** *100.0%*	**36** *100.0%*	**38** *100.0%*	**34** *100.0%*	**82** *100.0%*	**12** *100.0%*	**97** *100.0%*	**34** *100.0%*	**83** *100.0%*	**4** *100.0%*	**29** *100.0%*	**64** *100.0%*	**54** *100.0%*	**-** -
No Answer	**4**	1	1	-	-	1	1	4	-	-	1	2	1	2	2	1	3	2	2	-	2	1	3	-
Yes, Hispanic or Latino	**18** *15.3%*	1 *16.7%* **	2 *6.1%*	7 *23.3%* b	8 *17.4%*	8 *17.8%*	10 *14.3%*	8 *12.1%*	7 *18.4%*	2 *15.4%* **	6 *14.0%*	7 *19.4%*	5 *13.2%*	7 *20.6%*	11 *13.4%*	5 *41.7%* **	12 *12.4%*	5 *14.7%*	13 *15.7%*	1 *25.0%* **	4 *13.8%* **	10 *15.6%*	8 *14.8%*	- -
No, not Hispanic or Latino	**100** *84.7%*	5 *83.3%* **	31 *93.9%* c	23 *76.7%*	38 *82.6%*	37 *82.2%*	60 *85.7%*	58 *87.9%*	31 *81.6%*	11 *84.6%* **	37 *86.0%*	29 *80.6%*	33 *86.8%*	27 *79.4%*	71 *86.6%*	7 *58.3%* **	85 *87.6%*	29 *85.3%*	70 *84.3%*	3 *75.0%* **	25 *86.2%* **	54 *84.4%*	46 *85.2%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q77. What is your race? Please mark one or more.																								
Total Eligible	**122** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**46** ***100.0%***	**46** ***100.0%***	**71** ***100.0%***	**70** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**44** ***100.0%***	**38** ***100.0%***	**39** ***100.0%***	**36** ***100.0%***	**84** ***100.0%***	**13** ***100.0%***	**100** ***100.0%***	**36** ***100.0%***	**85** ***100.0%***	**4** ***100.0%***	**31** ***100.0%***	**65** ***100.0%***	**57** ***100.0%***	**-** **-**
Total Valid Responses	**134**	7	39	33	50	52	79	72	45	16	46	44	43	38	94	12	112	39	94	4	33	69	65	-
Total Respondents	**119** ***100.0%***	**7** ***100.0%***	**34** ***100.0%***	**30** ***100.0%***	**45** ***100.0%***	**46** ***100.0%***	**70** ***100.0%***	**67** ***100.0%***	**38** ***100.0%***	**13** ***100.0%***	**42** ***100.0%***	**37** ***100.0%***	**39** ***100.0%***	**35** ***100.0%***	**82** ***100.0%***	**12** ***100.0%***	**98** ***100.0%***	**34** ***100.0%***	**84** ***100.0%***	**4** ***100.0%***	**29** ***100.0%***	**65** ***100.0%***	**54** ***100.0%***	**-** **-**
White	**99** ***83.2%***	5 *71.4%* **	32 *94.1%* D	25 *83.3%*	35 *77.8%*	38 *82.6%*	60 *85.7%*	53 *79.1%*	33 *86.8%*	12 *92.3%* **	36 *85.7%*	32 *86.5%*	30 *76.9%*	30 *85.7%*	67 *81.7%*	11 *91.7%* **	80 *81.6%*	28 *82.4%*	70 *83.3%*	3 *75.0%* **	24 *82.8%* **	56 *86.2%*	43 *79.6%*	- -
Black or African-American	**19** ***16.0%***	2 *28.6%* **	2 *5.9%*	4 *13.3%*	10 *22.2%* B	6 *13.0%*	12 *17.1%*	12 *17.9%*	4 *10.5%*	3 *23.1%* **	6 *14.3%*	4 *10.8%*	9 *23.1%*	5 *14.3%*	14 *17.1%*	- - **	19 *19.4%*	7 *20.6%*	12 *14.3%*	1 *25.0%* **	5 *17.2%* **	9 *13.8%*	10 *18.5%*	- -
Asian	**1** ***0.8%***	- - **	- -	1 *3.3%*	- -	- -	1 *1.4%*	1 *1.5%*	- -	- - **	- -	1 *2.7%*	- -	- -	1 *1.2%*	- - **	1 *1.0%*	1 *2.9%*	- -	- - **	1 *3.4%* **	1 *1.5%*	- -	- -
Native Hawaiian or other Pacific Islander	**-** **-**	- - **	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- - **	- -	- -	- -
American Indian or Alaska Native	**10** ***8.4%***	- - **	4 *11.8%*	1 *3.3%*	3 *6.7%*	4 *8.7%*	5 *7.1%*	4 *6.0%*	5 *13.2%*	1 *7.7%* **	2 *4.8%*	5 *13.5%*	3 *7.7%*	1 *2.9%*	9 *11.0%*	- - **	9 *9.2%*	2 *5.9%*	8 *9.5%*	- - **	2 *6.9%* **	1 *1.5%*	9 *16.7%* U	- -
Other	**5** ***4.2%***	- - **	1 *2.9%*	2 *6.7%*	2 *4.4%*	4 *8.7%* f	1 *1.4%*	2 *3.0%*	3 *7.9%*	- - **	2 *4.8%*	2 *5.4%*	1 *2.6%*	2 *5.7%*	3 *3.7%*	1 *8.3%* **	3 *3.1%*	1 *2.9%*	4 *4.8%*	- - **	1 *3.4%* **	2 *3.1%*	3 *5.6%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q78. What is your age?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** -
Total Valid Responses	**117** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**45** *100.0%*	**70** *100.0%*	**68** *100.0%*	**36** *100.0%*	**12** *100.0%*	**43** *100.0%*	**36** *100.0%*	**37** *100.0%*	**35** *100.0%*	**80** *100.0%*	**12** *100.0%*	**96** *100.0%*	**35** *100.0%*	**81** *100.0%*	**4** *100.0%*	**30** *100.0%*	**65** *100.0%*	**52** *100.0%*	**-** -
No Answer	**5**	- -	- -	- -	- -	1 -	1 -	2 -	2 -	1 -	1 -	2 -	2 -	1 -	4 -	1 -	4 -	1 -	4 -	- -	1 -	- -	5 -	- -
Under 18	**3** *2.6%*	3 *42.9%* **	- -	- -	- -	2 *4.4%*	1 *1.4%*	2 *2.9%*	1 *2.8%*	- - **	- -	2 *5.6%*	1 *2.7%*	- -	3 *3.8%*	- - **	3 *3.1%*	1 *2.9%*	2 *2.5%*	- - **	1 *3.3%*	3 *4.6%*	- -	- -
18 to 24	**4** *3.4%*	4 *57.1%* **	- -	- -	- -	1 *2.2%*	3 *4.3%*	2 *2.9%*	2 *5.6%*	- - **	- -	1 *2.8%*	3 *8.1%* j	2 *5.7%*	2 *2.5%*	- - **	4 *4.2%*	2 *5.7%*	2 *2.5%*	1 *25.0%* **	1 *3.3%*	3 *4.6%*	1 *1.9%*	- -
25 to 34	**34** *29.1%*	- - **	34 *100.0%* CD	- -	- -	8 *17.8%*	26 *37.1%* E	19 *27.9%*	9 *25.0%*	6 *50.0%* **	13 *30.2%*	8 *22.2%*	12 *32.4%*	13 *37.1%*	19 *23.8%*	4 *33.3%* **	26 *27.1%*	8 *22.9%*	26 *32.1%*	1 *25.0%* **	6 *20.0%*	14 *21.5%*	20 *38.5%* U	- -
35 to 44	**30** *25.6%*	- - **	- -	30 *100.0%* BD	- -	12 *26.7%*	18 *25.7%*	14 *20.6%*	12 *33.3%*	3 *25.0%* **	15 *34.9%* L	10 *27.8%*	5 *13.5%*	9 *25.7%*	21 *26.3%*	4 *33.3%* **	25 *26.0%*	10 *28.6%*	19 *23.5%*	1 *25.0%* **	9 *30.0%*	19 *29.2%*	11 *21.2%*	- -
45 to 54	**26** *22.2%*	- - **	- -	- -	26 *56.5%* BC	11 *24.4%*	13 *18.6%*	16 *23.5%*	7 *19.4%*	3 *25.0%* **	5 *11.6%*	11 *30.6%* J	10 *27.0%* j	5 *14.3%*	21 *26.3%*	2 *16.7%* **	22 *22.9%*	10 *28.6%*	16 *19.8%*	1 *25.0%* **	9 *30.0%*	14 *21.5%*	12 *23.1%*	- -
55 to 64	**14** *12.0%*	- - **	- -	- -	14 *30.4%* BC	6 *13.3%*	8 *11.4%*	11 *16.2%*	3 *8.3%*	- - **	7 *16.3%*	2 *5.6%*	5 *13.5%*	5 *14.3%*	9 *11.3%*	2 *16.7%* **	11 *11.5%*	3 *8.6%*	11 *13.6%*	- - **	3 *10.0%*	9 *13.8%*	5 *9.6%*	- -
65 to 74	**5** *4.3%*	- - **	- -	- -	5 *10.9%* bc	4 *8.9%* f	1 *1.4%*	4 *5.9%*	1 *2.8%*	- - **	3 *7.0%*	1 *2.8%*	1 *2.7%*	1 *2.9%*	4 *5.0%*	- - **	4 *4.2%*	1 *2.9%*	4 *4.9%*	- - **	1 *3.3%*	3 *4.6%*	2 *3.8%*	- -
75 or older	**1** *0.9%*	- - **	- -	- -	1 *2.2%*	1 *2.2%*	- -	- -	1 *2.8%*	- - **	- -	1 *2.8%*	- -	- -	1 *1.3%*	- - **	1 *1.0%*	- -	1 *1.2%*	- - **	- -	- -	1 *1.9%*	- -
SPHA SUMMARY RATE - Members under 18	**3** *2.6%*	3 *42.9%*	- -	- -	- -	2 *4.4%*	1 *1.4%*	2 *2.9%*	1 *2.8%*	- -	- -	2 *5.6%*	1 *2.7%*	- -	3 *3.8%*	- -	3 *3.1%*	1 *2.9%*	2 *2.5%*	- -	1 *3.3%*	3 *4.6%*	- -	- -
SPHA SUMMARY RATE - Members 18 to 34	**38** *32.5%*	4 *57.1%* **	34 *100.0%* CD	- -	- -	9 *20.0%*	29 *41.4%* E	21 *30.9%*	11 *30.6%*	6 *50.0%* **	13 *30.2%*	9 *25.0%*	15 *40.5%*	15 *42.9%* n	21 *26.3%*	4 *33.3%* **	30 *31.3%*	10 *28.6%*	28 *34.6%*	2 *50.0%* **	7 *23.3%*	17 *26.2%*	21 *40.4%*	- -
SPHA SUMMARY RATE - Members 35 to 44	**30** *25.6%*	- -	- -	30 *100.0%*	- -	12 *26.7%*	18 *25.7%*	14 *20.6%*	12 *33.3%*	3 *25.0%*	15 *34.9%*	10 *27.8%*	5 *13.5%*	9 *25.7%*	21 *26.3%*	4 *33.3%*	25 *26.0%*	10 *28.6%*	19 *23.5%*	1 *25.0%*	9 *30.0%*	19 *29.2%*	11 *21.2%*	- -
SPHA SUMMARY RATE - Members 45 to 54	**26** *22.2%*	- -	- -	- -	26 *56.5%*	11 *24.4%*	13 *18.6%*	16 *23.5%*	7 *19.4%*	3 *25.0%*	5 *11.6%*	11 *30.6%*	10 *27.0%*	5 *14.3%*	21 *26.3%*	2 *16.7%*	22 *22.9%*	10 *28.6%*	16 *19.8%*	1 *25.0%*	9 *30.0%*	14 *21.5%*	12 *23.1%*	- -
SPHA SUMMARY RATE - Members 55 or older	**20** *17.1%*	- - **	- -	- -	20 *43.5%* BC	11 *24.4%*	9 *12.9%*	15 *22.1%*	5 *13.9%*	- - **	10 *23.3%*	4 *11.1%*	6 *16.2%*	6 *17.1%*	14 *17.5%*	2 *16.7%* **	16 *16.7%*	4 *11.4%*	16 *19.8%*	- - **	4 *13.3%*	12 *18.5%*	8 *15.4%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

		RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q79. Are you male or female?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	- -
Total Valid Responses	**119** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**68** *100.0%*	**37** *100.0%*	**13** *100.0%*	**43** *100.0%*	**37** *100.0%*	**38** *100.0%*	**35** *100.0%*	**82** *100.0%*	**12** *100.0%*	**98** *100.0%*	**35** *100.0%*	**83** *100.0%*	**4** *100.0%*	**30** *100.0%*	**65** *100.0%*	**54** *100.0%*	- -
No Answer	**3**	-	-	-	-	-	-	2	1	-	1	1	1	1	2	1	2	1	2	-	1	-	3	-
Male	**17** *14.3%*	- - **	3 *8.6%*	5 *16.7%*	9 *19.6%*	6 *13.0%*	10 *14.1%*	9 *13.2%*	7 *18.9%*	1 *7.7%* **	6 *14.0%*	8 *21.6%* l	3 *7.9%*	2 *5.7%*	14 *17.1%*	1 *8.3%* **	16 *16.3%*	4 *11.4%*	12 *14.5%*	- - **	4 *13.3%*	4 *6.2%*	13 *24.1%* U	- -
Female	**102** *85.7%*	7 *100.0%* **	31 *91.2%*	25 *83.3%*	37 *80.4%*	40 *87.0%*	61 *85.9%*	59 *86.8%*	30 *81.1%*	12 *92.3%* **	37 *86.0%*	29 *78.4%*	35 *92.1%* k	33 *94.3%*	68 *82.9%*	11 *91.7%* **	82 *83.7%*	31 *88.6%*	71 *85.5%*	4 *100.0%* **	26 *86.7%*	61 *93.8%* V	41 *75.9%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q80. What is the highest grade or level of school that you have completed?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** **-**
Total Valid Responses	**117** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**44** *100.0%*	**46** *100.0%*	**71** *100.0%*	**68** *100.0%*	**35** *100.0%*	**13** *100.0%*	**43** *100.0%*	**36** *100.0%*	**37** *100.0%*	**35** *100.0%*	**80** *100.0%*	**12** *100.0%*	**96** *100.0%*	**34** *100.0%*	**82** *100.0%*	**4** *100.0%*	**29** *100.0%*	**65** *100.0%*	**52** *100.0%*	**-** **-**
No Answer	**5**	-	-	-	2	-	-	2	3	-	1	2	2	1	4	1	4	2	3	-	2	-	5	-
8th grade or less	**3** *2.6%*	1 *14.3%* **	- -	1 *3.3%*	1 *2.3%*	3 *6.5%* F	- -	2 *2.9%*	1 *2.9%*	- - **	2 *4.7%*	1 *2.8%*	- -	- -	3 *3.8%*	- - **	3 *3.1%*	2 *5.9%*	1 *1.2%*	- - **	2 *6.9%* **	3 *4.6%*	- -	- -
Some high school, but did not graduate	**5** *4.3%*	1 *14.3%* **	1 *2.9%*	1 *3.3%*	2 *4.5%*	5 *10.9%* F	- -	- -	5 *14.3%* G	- - **	1 *2.3%*	1 *2.8%*	3 *8.1%*	2 *5.7%*	3 *3.8%*	- - **	5 *5.2%*	- -	5 *6.1%*	- - **	- - **	3 *4.6%*	2 *3.8%*	- -
High school graduate or GED	**38** *32.5%*	1 *14.3%* **	7 *20.6%*	10 *33.3%*	19 *43.2%* B	38 *82.6%* F	- -	19 *27.9%*	16 *45.7%* g	3 *23.1%* **	13 *30.2%*	15 *41.7%*	10 *27.0%*	9 *25.7%*	29 *36.3%*	2 *16.7%* **	31 *32.3%*	11 *32.4%*	26 *31.7%*	- - **	11 *37.9%* **	20 *30.8%*	18 *34.6%*	- -
Some college or 2-year degree	**43** *36.8%*	3 *42.9%* **	16 *47.1%*	11 *36.7%*	13 *29.5%*	- -	43 *60.6%* E	28 *41.2%*	9 *25.7%*	5 *38.5%* **	16 *37.2%*	10 *27.8%*	17 *45.9%*	13 *37.1%*	28 *35.0%*	6 *50.0%* **	33 *34.4%*	14 *41.2%*	29 *35.4%*	2 *50.0%* **	11 *37.9%* **	29 *44.6%* v	14 *26.9%*	- -
4-year college graduate	**19** *16.2%*	1 *14.3%* **	7 *20.6%*	5 *16.7%*	5 *11.4%*	- -	19 *26.8%* E	12 *17.6%*	3 *8.6%*	4 *30.8%* **	7 *16.3%*	6 *16.7%*	6 *16.2%*	8 *22.9%*	11 *13.8%*	3 *25.0%* **	16 *16.7%*	6 *17.6%*	13 *15.9%*	2 *50.0%* **	4 *13.8%* **	7 *10.8%*	12 *23.1%* u	- -
More than 4-year college degree	**9** *7.7%*	- - **	3 *8.8%*	2 *6.7%*	4 *9.1%*	- -	9 *12.7%* E	7 *10.3%*	1 *2.9%*	1 *7.7%* **	4 *9.3%*	3 *8.3%*	1 *2.7%*	3 *8.6%*	6 *7.5%*	1 *8.3%* **	8 *8.3%*	1 *2.9%*	8 *9.8%*	- - **	1 *3.4%* **	3 *4.6%*	6 *11.5%*	- -
SPHA SUMMARY RATE - High school graduate or less	**46** *39.3%*	3 *42.9%* **	8 *23.5%*	12 *40.0%*	22 *50.0%* B	46 *100.0%* F	- -	21 *30.9%*	22 *62.9%* G	3 *23.1%* **	16 *37.2%*	17 *47.2%*	13 *35.1%*	11 *31.4%*	35 *43.8%*	2 *16.7%* **	39 *40.6%*	13 *38.2%*	32 *39.0%*	- - **	13 *44.8%* **	26 *40.0%*	20 *38.5%*	- -
SPHA SUMMARY RATE - Some college	**43** *36.8%*	3 *42.9%*	16 *47.1%*	11 *36.7%*	13 *29.5%*	- -	43 *60.6%*	28 *41.2%*	9 *25.7%*	5 *38.5%*	16 *37.2%*	10 *27.8%*	17 *45.9%*	13 *37.1%*	28 *35.0%*	6 *50.0%*	33 *34.4%*	14 *41.2%*	29 *35.4%*	2 *50.0%*	11 *37.9%*	29 *44.6%*	14 *26.9%*	- -
SPHA SUMMARY RATE - 4-year college graduate or more	**28** *23.9%*	1 *14.3%* **	10 *29.4%*	7 *23.3%*	9 *20.5%*	- -	28 *39.4%* E	19 *27.9%* h	4 *11.4%*	5 *38.5%* **	11 *25.6%*	9 *25.0%*	7 *18.9%*	11 *31.4%*	17 *21.3%*	4 *33.3%* **	24 *25.0%*	7 *20.6%*	21 *25.6%*	2 *50.0%* **	5 *17.2%* **	10 *15.4%*	18 *34.6%* U	- -

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

CCC POPULATION

		RESPONDENT AGE (Q78)				RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q81. How are you related to the child?																								
Total Eligible	**122** *100.0%*	**7** *100.0%*	**34** *100.0%*	**30** *100.0%*	**46** *100.0%*	**46** *100.0%*	**71** *100.0%*	**70** *100.0%*	**38** *100.0%*	**13** *100.0%*	**44** *100.0%*	**38** *100.0%*	**39** *100.0%*	**36** *100.0%*	**84** *100.0%*	**13** *100.0%*	**100** *100.0%*	**36** *100.0%*	**85** *100.0%*	**4** *100.0%*	**31** *100.0%*	**65** *100.0%*	**57** *100.0%*	**-** **-**
Total Valid Responses	**116** *100.0%*	**6** *100.0%*	**34** *100.0%*	**30** *100.0%*	**44** *100.0%*	**43** *100.0%*	**71** *100.0%*	**66** *100.0%*	**36** *100.0%*	**13** *100.0%*	**42** *100.0%*	**36** *100.0%*	**37** *100.0%*	**34** *100.0%*	**80** *100.0%*	**12** *100.0%*	**96** *100.0%*	**34** *100.0%*	**81** *100.0%*	**4** *100.0%*	**29** *100.0%*	**62** *100.0%*	**54** *100.0%*	**-** **-**
No Answer	**6**	1	-	-	2	3	-	4	2	-	2	2	2	2	4	1	4	2	4	-	2	3	3	-
Mother or father	**77** *66.4%*	3 *50.0%* **	26 *76.5%* D	27 *90.0%* D	21 *47.7%*	28 *65.1%*	48 *67.6%*	40 *60.6%*	25 *69.4%*	11 *84.6%* **	33 *78.6%* kl	22 *61.1%*	22 *59.5%*	25 *73.5%*	50 *62.5%*	11 *91.7%* **	60 *62.5%*	21 *61.8%*	55 *67.9%*	2 *50.0%* **	18 *62.1%* **	50 *80.6%* V	27 *50.0%*	- -
Grandparent	**13** *11.2%*	1 *16.7%* **	- -	- -	11 *25.0%* BC	8 *18.6%* F	4 *5.6%*	7 *10.6%*	5 *13.9%*	1 *7.7%* **	3 *7.1%*	7 *19.4%*	3 *8.1%*	1 *2.9%*	12 *15.0%* m	- - **	12 *12.5%*	4 *11.8%*	9 *11.1%*	- - **	4 *13.8%* **	6 *9.7%*	7 *13.0%*	- -
Aunt or uncle	**2** *1.7%*	- - **	1 *2.9%*	- -	1 *2.3%*	- -	2 *2.8%*	2 *3.0%*	- -	- - **	- -	- -	2 *5.4%*	1 *2.9%*	1 *1.3%*	1 *8.3%* **	1 *1.0%*	- -	2 *2.5%*	- - **	- - **	- -	2 *3.7%*	- -
Older brother or sister	**-** **-**	- - **	- -	- -	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- -	- -	- - **	- -	- -	- -	- - **	- - **	- -	- -	- -
Other relative	**3** *2.6%*	- - **	1 *2.9%*	1 *3.3%*	1 *2.3%*	2 *4.7%*	1 *1.4%*	3 *4.5%*	- -	- - **	2 *4.8%*	1 *2.8%*	- -	1 *2.9%*	2 *2.5%*	- - **	3 *3.1%*	1 *2.9%*	2 *2.5%*	- - **	1 *3.4%* **	- -	3 *5.6%* u	- -
Legal guardian	**16** *13.8%*	1 *16.7%* **	5 *14.7%*	2 *6.7%*	7 *15.9%*	4 *9.3%*	12 *16.9%*	11 *16.7%*	5 *13.9%*	- - **	4 *9.5%*	6 *16.7%*	6 *16.2%*	4 *11.8%*	12 *15.0%*	- - **	15 *15.6%*	7 *20.6%*	9 *11.1%*	2 *50.0%* **	5 *17.2%* **	3 *4.8%*	13 *24.1%* U	- -
Someone else	**5** *4.3%*	1 *16.7%* **	1 *2.9%*	- -	3 *6.8%*	1 *2.3%*	4 *5.6%*	3 *4.5%*	1 *2.8%*	1 *7.7%* **	- -	- -	4 *10.8%* JK	2 *5.9%*	3 *3.8%*	- - **	5 *5.2%*	1 *2.9%*	4 *4.9%*	- - **	1 *3.4%* **	3 *4.8%*	2 *3.7%*	- -

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, S/T, U/V/W, (10%): a/b/c/d, e/f, g/h/i, j/k/l, m/n, o/p, q/r, s/t, u/v/w
  Minimum Base: 30 (**), Small Base: 30 (*)

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q82. Did someone help you complete this survey?																								
Total Eligible	**65** *100.0%*	**6** *100.0%*	**14** *100.0%*	**19** *100.0%*	**26** *100.0%*	**26** *100.0%*	**39** *100.0%*	**37** *100.0%*	**20** *100.0%*	**7** *100.0%*	**28** *100.0%*	**16** *100.0%*	**21** *100.0%*	**19** *100.0%*	**45** *100.0%*	**6** *100.0%*	**53** *100.0%*	**18** *100.0%*	**47** *100.0%*	**1** *100.0%*	**16** *100.0%*	**65** *100.0%*	- -	- -
Total Valid Responses	**65** *100.0%*	**6** *100.0%*	**14** *100.0%*	**19** *100.0%*	**26** *100.0%*	**26** *100.0%*	**39** *100.0%*	**37** *100.0%*	**20** *100.0%*	**7** *100.0%*	**28** *100.0%*	**16** *100.0%*	**21** *100.0%*	**19** *100.0%*	**45** *100.0%*	**6** *100.0%*	**53** *100.0%*	**18** *100.0%*	**47** *100.0%*	**1** *100.0%*	**16** *100.0%*	**65** *100.0%*	- -	- -
No Answer	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	**4** *6.2%*	- - **	- - **	4 *21.1%* **	- - **	2 *7.7%* **	2 *5.1%*	1 *2.7%*	2 *10.0%* **	1 *14.3%* **	1 *3.6%* **	2 *12.5%* **	1 *4.8%* **	1 *5.3%* **	3 *6.7%*	1 *16.7%* **	3 *5.7%*	2 *11.1%* **	2 *4.3%*	- - **	2 *12.5%* **	4 *6.2%*	- -	- -
No	**61** *93.8%*	6 *100.0%* **	14 *100.0%* **	15 *78.9%* **	26 *100.0%* **	24 *92.3%* **	37 *94.9%*	36 *97.3%*	18 *90.0%* **	6 *85.7%* **	27 *96.4%* **	14 *87.5%* **	20 *95.2%* **	18 *94.7%* **	42 *93.3%*	5 *83.3%* **	50 *94.3%*	16 *88.9%* **	45 *95.7%*	1 *100.0%* **	14 *87.5%* **	61 *93.8%*	- -	- -

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

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2017

CCC POPULATION

	RESPONDENT AGE (Q78)					RESPONDENT EDUCATION (Q80)		CHILD'S HEALTH STATUS (Q58)			CHILD'S MENTAL HEALTH STATUS (Q59)			HEALTH PLAN RATING (Q54)		DOCTOR RATING (Q41)		CONTACT CUSTOMER SERVICE (Q49)		GOT INFO/ HELP FROM CUSTOMER SERVICE (Q50)		DATA COLLECTION METHOD		
	Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	0-7	8-10	0-7	8-10	Yes	No	Never/ Sometimes	Always/ Usually	Mail	Phone	Internet
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Q83. How did that person help you? Check all that apply.																								
Total Eligible	**4** ***100.0%***	**-** **-**	**-** **-**	**4** ***100.0%***	**-** **-**	**2** ***100.0%***	**2** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**1** ***100.0%***	**3** ***100.0%***	**2** ***100.0%***	**2** ***100.0%***	**-** **-**	**2** ***100.0%***	**4** ***100.0%***	**-** **-**	**-** **-**
Total Valid Responses	**3**	-	-	3	-	2	1	-	2	1	1	1	1	1	2	1	2	1	2	-	1	3	-	-
Total Respondents	**3** ***100.0%***	**-** **-**	**-** **-**	**3** ***100.0%***	**-** **-**	**2** ***100.0%***	**1** ***100.0%***	**-** **-**	**2** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**1** ***100.0%***	**2** ***100.0%***	**-** **-**	**1** ***100.0%***	**3** ***100.0%***	**-** **-**	**-** **-**
Read the questions to me	**-** **-**	- -	- -	- -	- -	- - **	- - **	-	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	-	-	-	-	-
Wrote down the answers I gave	**-** **-**	- -	- -	- -	- -	- - **	- - **	-	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	-	-	-	-	-
Answered the questions for me	**-** **-**	- -	- -	- -	- -	- - **	- - **	-	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	-	-	-	-	-
Translated the questions into my language	**3** ***100.0%***	- -	- -	3 *100.0%*	- -	2 *100.0%* **	1 *100.0%* **	-	2 *100.0%* **	1 *100.0%* **	1 *100.0%* **	1 *100.0%* **	1 *100.0%* **	1 *100.0%* **	2 *100.0%* **	1 *100.0%* **	2 *100.0%* **	1 *100.0%* **	2 *100.0%* **	-	1 *100.0%*	3 *100.0%*	-	-
Helped in some other way	**-** **-**	- -	- -	- -	- -	- - **	- - **	-	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	- - **	-	-	-	-	-

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

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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.

CCC Survey-Based Screening Tool is used to identify children with chronic conditions. It contains five questions representing five different health consequences; four are three-part questions and one is a two-part question. A child member is identified as having a chronic condition if all parts of the question for at least one of the specific health consequences are answered "Yes." The questions included are Q60-Q62; Q63-Q65; Q66-Q68; Q69-Q71; Q72 and Q73.

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 (for example, 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 ratings or health care 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 child 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 is 3,490 (1,650 General Population + 1,840 supplemental sample) 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.

Quality Compass® 2017 (Medicaid child – All Plans, CCC Population) data benchmark is a collection of CAHPS® 5.0H mean summary ratings (63 samples) for those Medicaid child plans (CCC 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.

Quality Compass® 2017 (Medicaid child – All Plans, General Population) data benchmark is a collection of CAHPS® 5.0H mean summary ratings (180 samples) for those Medicaid child plans (Non-CCC and CCC 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 (*Personal 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, CCC Population (calculated on a plan-level) consists of all Medicaid Child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics, and submitted data to NCQA. In 2017, there were 13 samples included in the Book of Business. This benchmark is shown throughout the report.

SPH Analytics Book of Business, General Population (calculated on a plan-level) consists of all Medicaid Child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics, and submitted data to NCQA. In 2017, there were 69 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the Opportunity Analysis.

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 options ("Always" and "Usually;" "Yes;" or "8" to "10"). Not all questions are assigned a Summary Rate by NCQA.

Supplemental Sample is selected by the survey vendor after the General Population sample is drawn. It contains members with a prescreen status code indicating the child is more likely to have chronic conditions based on claims records. For the Medicaid Child Member Satisfaction Survey (with CCC Measurement Set) it is typically 1,840 members who were not

already selected in the General Population sample. In MCOs with fewer than the required sample size, the sample includes all members with the prescreen status code who were not already selected for the General Population. This sample is sometimes referred to as Sample B.

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
Never	1
Sometimes	1
Usually	2
Always	3

Response Choice 2	Score Value
No	1
Yes	3

Response Choice 3	Score Value
0 – 6	1
7 & 8	2
9 & 10	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
FOF	Ease of Filling Out Forms

Code	CCC Composites
ATPM	Access to Prescription Medicines
ATSS	Access to Specialized Services
FCC-PD	Family-Centered Care: Personal Doctor Who Knows Child
FCC-GNI	Family-Centered Care: Getting Needed Information
CC-CCC	Coordination of Care for Children with Chronic Condition

Charts A.1 – A.17

Question Summaries

Urgent and Routine Care

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

138 Total General Population Respondents

122 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
					2017	2016	2017	2017	2017 to 2016	2017 to SPHA	2017 to All Plans
3	In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?	General	135	Yes 25.2% / No 74.8%	25.2%	NA	33.9%	NA	NA	Below	NA
		CCC	122	44.3% / 55.7%	44.3%	NA	44.6%	NA	NA	Not sig.	NA
4 GCQ	In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed? (If "Yes" in Q3)	General	34	Never 0.0% / Sometimes 8.8% / Usually 11.8% / Always 79.4%	91.2%	NA	90.0%	90.7%	NA	Unable to Test	Unable to Test
		CCC	54	0.0% / 7.4% / 13.0% / 79.6%	92.6%	NA	91.8%	93.3%	NA	Unable to Test	Unable to Test
5	In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?	General	136	Yes 73.5% / No 26.5%	73.5%	NA	71.7%	NA	NA	Not sig.	NA
		CCC	121	84.3% / 15.7%	84.3%	NA	81.7%	NA	NA	Not sig.	NA
6 GCQ	In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? (If "Yes" in Q5)	General	97	Never 1.0% / Sometimes 7.2% / Usually 17.5% / Always 74.2%	91.8%	NA	86.8%	87.2%	NA	Not sig.	Not sig.
		CCC	101	1.0% / 6.9% / 15.8% / 76.2%	92.1%	NA	88.6%	90.8%	NA	Not sig.	Not sig.
7	In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?	General	136	None 27.2% / 1 time 25.7% / 2 19.9% / 3 14.7% / 4 6.6% / 5 to 9 5.1% / 10 or more times 0.7%	72.8%	NA	75.4%	NA	NA	Not sig.	NA
		CCC	121	12.4% / 21.5% / 19.0% / 18.2% / 10.7% / 15.7% / 2.5%	87.6%	NA	85.9%	NA	NA	Not sig.	NA

* The 2017 SPH Analytics (SPH) Book of Business, General Population consists of 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 SPH Analytics (SPH) Book of Business, CCC Population, consists of 13 Medicaid child (CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 Quality Compass® All Plans benchmark, General Population, is the mean summary rate from the Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2017 (approximately 180 plan-specific samples). The 2017 Quality Compass® All Plans benchmark, CCC Population, is the mean summary rate from the Medicaid child (CCC) samples that submitted to NCQA in 2017 (approximately 63 plan-specific samples).

** 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 percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Discussion of Options

138 Total General Population Respondents

122 Total CCC Population Respondents

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2017	Plan's Summary Rate 2016	SPH Analytics Book of Business* 2017	Quality Compass All Plans* 2017	Significance Testing** 2017 to 2016	Significance Testing** 2017 to SPHA	Significance Testing** 2017 to All Plans
8	**In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?** (If "1 time" or more in Q7)	**General**	97	Yes 61.9% / No 38.1%	**61.9%**	NA	68.4%	71.7%	**NA**	**Not sig.**	**Below**
HPE		**CCC**	105	63.8% / 36.2%	**63.8%**	NA	77.5%	78.5%	**NA**	**Below**	**Below**
9	**In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?** (If "1 time" or more in Q7)	**General**	98	Never 5.1% / Sometimes 9.2% / Usually 18.4% / Always 67.3%	**85.7%**	NA	NA	NA	**NA**	**NA**	**NA**
FCC-GNI		**CCC**	106	0.9% / 5.7% / 19.8% / 73.6%	**93.4%**	NA	90.9%	91.3%	**NA**	**Not sig.**	**Not sig.**
10	**In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?** (If "1 time" or more in Q7)	**General**	99	Yes 26.3% / No 73.7%	**26.3%**	NA	29.8%	NA	**NA**	**Not sig.**	**NA**
		CCC	105	41.0% / 59.0%	**41.0%**	NA	45.8%	NA	**NA**	**Not sig.**	**NA**
11	**Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?** (If "1 time" or more in Q7 and "Yes" in Q10)	**General**	26	Yes 96.2% / No 3.8%	**96.2%**	NA	90.6%	91.9%	**NA**	**Unable to Test**	**Unable to Test**
SDM		**CCC**	43	97.7% / 2.3%	**97.7%**	NA	95.5%	96.1%	**NA**	**Unable to Test**	**Unable to Test**
12	**Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?** (If "1 time" or more in Q7 and "Yes" in Q10)	**General**	26	Yes 69.2% / No 30.8%	**69.2%**	NA	61.6%	64.9%	**NA**	**Not sig.**	**Not sig.**
SDM		**CCC**	43	86.0% / 14.0%	**86.0%**	NA	72.1%	73.9%	**NA**	**Above**	**Not sig.**
13	**When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?** (If "1 time" or more in Q7 and "Yes" in Q10)	**General**	25	Yes 84.0% / No 16.0%	**84.0%**	NA	77.6%	79.3%	**NA**	**Not sig.**	**Not sig.**
SDM		**CCC**	43	90.7% / 9.3%	**90.7%**	NA	84.5%	84.1%	**NA**	**Not sig.**	**Not sig.**
14	**Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?** (If "1 time" or more in Q7)	**General**	99	0 - 3 0.0% / 4 - 7 6.1% / 8 - 10 93.9%	**93.9%**	NA	86.9%	86.7%	**NA**	**Above**	**Above**
		CCC	105	0.0% / 12.4% / 87.6%	**87.6%**	NA	85.4%	85.4%	**NA**	**Not sig.**	**Not sig.**
		General	99	0 - 6 3.0% / 7 - 8 17.2% / 9 - 10 79.8%	**79.8%**	NA	69.2%	69.3%	**NA**	**Above**	**Above**
		CCC	105	4.8% / 27.6% / 67.6%	**67.6%**	NA	66.8%	67.2%	**NA**	**Not sig.**	**Not sig.**
15	**In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?** (If "1 time" or more in Q7)	**General**	99	Never 1.0% / Sometimes 6.1% / Usually 18.2% / Always 74.7%	**92.9%**	NA	88.9%	80.4%	**NA**	**Not sig.**	**Above**
GNC		**CCC**	106	1.9% / 10.4% / 19.8% / 67.9%	**87.7%**	NA	89.8%	82.9%	**NA**	**Not sig.**	**Not sig.**

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Question Summaries

Daycare & Specialized Services, Medical Equipment

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

138 Total General Population Respondents

122 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2017	Plan's Summary Rate 2016	SPH Analytics Book of Business* 2017	Quality Compass All Plans* 2017	Significance Testing** 2017 to 2016	Significance Testing** 2017 to SPHA	Significance Testing** 2017 to All Plans
16	**Is your child now enrolled in any kind of school or daycare?**	General	134	Yes 71.6% / No 28.4%	**71.6%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	121	87.6% / 12.4%	**87.6%**	NA	85.2%	NA	**NA**	**Not sig.**	**NA**
17	**In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?** (If "Yes" in Q16)	General	94	Yes 13.8% / No 86.2%	**13.8%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	104	25.0% / 75.0%	**25.0%**	NA	20.5%	NA	**NA**	**Not sig.**	**NA**
18 CC-CCC	**In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?** (If "Yes" in Q16 and "Yes" in Q17)	General	13	Yes 84.6% / No 15.4%	**84.6%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	26	92.3% / 7.7%	**92.3%**	NA	94.7%	93.6%	**NA**	**Unable to Test**	**Unable to Test**
19	**In the last 6 months, did you get or try to get any special medical equipment or devices for your child?**	General	137	Yes 3.6% / No 96.4%	**3.6%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	122	18.0% / 82.0%	**18.0%**	NA	10.8%	NA	**NA**	**Above**	**NA**
20 ATSS	**In the last 6 months, how often was it easy to get special medical equipment or devices for your child?** (If "Yes" in Q19)	General	5	Never 0.0% / Sometimes 20.0% / Usually 20.0% / Always 60.0%	**80.0%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	22	4.5% / 13.6% / 45.5% / 36.4%	**81.8%**	NA	73.2%	NA	**NA**	**Not sig.**	**NA**
21	**Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?** (If "Yes" in Q19)	General	5	Yes 80.0% / No 20.0%	**80.0%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	22	77.3% / 22.7%	**77.3%**	NA	77.3%	NA	**NA**	**Unable to Test**	**NA**

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Question Summaries

Specialized Services, Special Therapy & Counseling

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

138 Total General Population Respondents

122 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
					2017	2016	2017	2017	2017 to 2016	2017 to SPHA	2017 to All Plans
22	**In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?**	**General**	138	Yes 7.2% / No 92.8%	**7.2%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	121	24.8% / 75.2%	**24.8%**	NA	27.6%	NA	**NA**	**Not sig.**	**NA**
23 ATSS	**In the last 6 months, how often was it easy to get this therapy for your child?** (If "Yes" in Q22)	**General**	10	Never 0.0% / Sometimes 20.0% / Usually 20.0% / Always 60.0%	**80.0%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	30	16.7% / 16.7% / 23.3% / 43.3%	**66.7%**	NA	77.2%	78.4%	**NA**	**Not sig.**	**Not sig.**
24	**Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?** (If "Yes" in Q22)	**General**	9	Yes 55.6% / No 44.4%	**55.6%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	30	66.7% / 33.3%	**66.7%**	NA	63.9%	66.0%	**NA**	**Not sig.**	**NA**
25	**In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?**	**General**	138	Yes 10.9% / No 89.1%	**10.9%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	122	51.6% / 48.4%	**51.6%**	NA	40.8%	NA	**NA**	**Above**	**NA**
26 ATSS	**In the last 6 months, how often was it easy to get this treatment or counseling for your child?** (If "Yes" in Q25)	**General**	15	Never 13.3% / Sometimes 13.3% / Usually 26.7% / Always 46.7%	**73.3%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	61	13.1% / 13.1% / 21.3% / 52.5%	**73.8%**	NA	73.4%	78.3%	**NA**	**Not sig.**	**Not sig.**
27	**Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?** (If "Yes" in Q25)	**General**	15	Yes 66.7% / No 33.3%	**66.7%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	62	53.2% / 46.8%	**53.2%**	NA	60.2%	58.8%	**NA**	**Not sig.**	**Not sig.**

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Question Summaries

Care Coordination, CCC

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

138 Total General Population Respondents

122 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
					2017	2016	2017	2017	2017 to 2016	2017 to SPHA	2017 to All Plans
28	**In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?**	**General**	136	Yes 19.9% / No 80.1%	**19.9%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	119	52.1% / 47.9%	**52.1%**	NA	43.5%	NA	**NA**	**Not sig.**	**NA**
29	**In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?** (If "Yes" in Q28)	**General**	27	Yes 66.7% / No 33.3%	**66.7%**	NA	NA	NA	**NA**	**NA**	**NA**
CC-CCC		**CCC**	62	62.9% / 37.1%	**62.9%**	NA	63.5%	61.8%	**NA**	**Not sig.**	**Not sig.**

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Question Summaries

Your Child's Personal Doctor

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

138 Total General Population Respondents

122 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2017	Plan's Summary Rate 2016	SPH Analytics Book of Business* 2017	Quality Compass All Plans* 2017	Significance Testing** 2017 to 2016	Significance Testing** 2017 to SPHA	Significance Testing** 2017 to All Plans
30	**A personal doctor is the one your child would see if he or she needs a check-up, has a health problem, or gets sick or hurt. Does your child have a personal doctor?**	**General**	136	Yes: 86.0% / No: 14.0%	**86.0%**	NA	87.9%	NA	**NA**	**Not sig.**	**NA**
		CCC	121	93.4% / 6.6%	**93.4%**	NA	92.5%	NA	**NA**	**Not sig.**	**NA**
31	**In the last 6 months, how many times did your child visit his or her personal doctor for care?** (If "Yes" in Q30)	**General**	116	None: 18.1% / 1 time: 29.3% / 2: 23.3% / 3: 17.2% / 4: 9.5% / 5 to 9: 2.6% / 10 or more times: 0.0%	**81.9%**	NA	78.9%	NA	**NA**	**Not sig.**	**NA**
		CCC	112	9.8% / 30.4% / 21.4% / 16.1% / 9.8% / 9.8% / 2.7%	**90.2%**	NA	85.2%	NA	**NA**	**Not sig.**	**NA**
32	**In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?** (If "Yes" in Q30 and "1 time" or more in Q31)	**General**	95	Never: 0.0% / Sometimes: 1.1% / Usually: 10.5% / Always: 88.4%	**98.9%**	NA	94.1%	94.0%	**NA**	**Above**	**Above**
HWDC		**CCC**	100	2.0% / 1.0% / 16.0% / 81.0%	**97.0%**	NA	94.8%	95.2%	**NA**	**Not sig.**	**Unable to Test**
33	**In the last 6 months, how often did your child's personal doctor listen carefully to you?** (If "Yes" in Q30 and "1 time" or more in Q31)	**General**	95	Never: 0.0% / Sometimes: 1.1% / Usually: 12.6% / Always: 86.3%	**98.9%**	NA	94.9%	95.0%	**NA**	**Unable to Test**	**Unable to Test**
HWDC		**CCC**	101	0.0% / 4.0% / 23.8% / 72.3%	**96.0%**	NA	94.5%	95.0%	**NA**	**Not sig.**	**Not sig.**
34	**In the last 6 months, how often did your child's personal doctor show respect for what you had to say?** (If "Yes" in Q30 and "1 time" or more in Q31)	**General**	95	Never: 0.0% / Sometimes: 1.1% / Usually: 9.5% / Always: 89.5%	**98.9%**	NA	96.2%	96.2%	**NA**	**Unable to Test**	**Unable to Test**
HWDC		**CCC**	101	0.0% / 3.0% / 15.8% / 81.2%	**97.0%**	NA	96.2%	96.1%	**NA**	**Unable to Test**	**Unable to Test**

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Question Summaries

Your Child's Personal Doctor (Continued)

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

138 Total General Population Respondents

122 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2017	Plan's Summary Rate 2016	SPH Analytics Book of Business* 2017	Quality Compass All Plans* 2017	Significance Testing** 2017 to 2016	Significance Testing** 2017 to SPHA	Significance Testing** 2017 to All Plans
35	**Is your child able to talk with doctors about his or her health care?** (If "Yes" in Q30 and "1 time" or more in Q31)	**General**	95	Yes 63.2% / No 36.8%	**63.2%**	NA	69.2%	NA	**NA**	**Not sig.**	**NA**
		CCC	100	70.0% / 30.0%	**70.0%**	NA	73.8%	NA	**NA**	**Not sig.**	**NA**
36	**In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?** (If "Yes" in Q30, "1 time" or more in Q31, and "Yes" in Q35)	**General**	59	Never 0.0% / Sometimes 5.1% / Usually 16.9% / Always 78.0%	**94.9%**	NA	92.9%	NA	**NA**	**Unable to Test**	**NA**
		CCC	70	0.0% / 5.7% / 28.6% / 65.7%	**94.3%**	NA	93.7%	NA	**NA**	**Unable to Test**	**NA**
37	**In the last 6 months, how often did your child's personal doctor spend enough time with your child?** (If "Yes" in Q30 and "1 time" or more in Q31)	**General**	95	Never 0.0% / Sometimes 2.1% / Usually 22.1% / Always 75.8%	**97.9%**	NA	88.7%	88.8%	**NA**	**Above**	**Above**
HWDC		**CCC**	101	0.0% / 9.9% / 22.8% / 67.3%	**90.1%**	NA	90.5%	90.7%	**NA**	**Not sig.**	**Not sig.**
38	**In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?** (If "Yes" in Q30 and "1 time" or more in Q31)	**General**	95	Yes 90.5% / No 9.5%	**90.5%**	NA	88.8%	NA	**NA**	**Not sig.**	**NA**
FCC-PD		**CCC**	101	84.2% / 15.8%	**84.2%**	NA	88.7%	88.7%	**NA**	**Not sig.**	**Not sig.**

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Question Summaries

Care Coordination

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

138 Total General Population Respondents

122 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2017	Plan's Summary Rate 2016	SPH Analytics Book of Business* 2017	Quality Compass All Plans* 2017	Significance Testing** 2017 to 2016	Significance Testing** 2017 to SPHA	Significance Testing** 2017 to All Plans
39	**In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?** (If "Yes" in Q30 and "1 time" or more in Q31)	**General**	95	Yes: 37.9%; No: 62.1%	**37.9%**	NA	42.8%	NA	**NA**	**Not sig.**	**NA**
		CCC	101	57.4%; 42.6%	**57.4%**	NA	59.4%	NA	**NA**	**Not sig.**	**NA**
40	**In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?** (If "Yes" in Q30, "1 time" or more in Q31, and "Yes" in Q39)	**General**	35	Never: 0.0%; Sometimes: 8.6%; Usually: 20.0%; Always: 71.4%	**91.4%**	NA	83.5%	82.9%	**NA**	**Not sig.**	**Not sig.**
CC		**CCC**	56	1.8%; 8.9%; 30.4%; 58.9%	**89.3%**	NA	83.7%	82.9%	**NA**	**Not sig.**	**Not sig.**
41	**Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?** (If "Yes" in Q30)	**General**	116	0 - 3: 0.0%; 4 - 7: 4.3%; 8 - 10: 95.7%	**95.7%**	NA	89.6%	89.3%	**NA**	**Above**	**Above**
		CCC	113	0.9%; 10.6%; 88.5%	**88.5%**	NA	87.7%	88.7%	**NA**	**Not sig.**	**Not sig.**
		General	116	0 - 6: 0.9%; 7 - 8: 13.8%; 9 - 10: 85.3%	**85.3%**	NA	76.2%	76.1%	**NA**	**Above**	**Above**
		CCC	113	3.5%; 20.4%; 76.1%	**76.1%**	NA	75.5%	76.0%	**NA**	**Not sig.**	**Not sig.**

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Question Summaries

Chronic Condition Affects Day-to-Day Life

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

138 Total General Population Respondents

122 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
					2017	2016	2017	2017	2017 to 2016	2017 to SPHA	2017 to All Plans
42	Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?	General	116	Yes 19.8% / No 80.2%	**19.8%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	112	75.9% / 24.1%	**75.9%**	NA	72.9%	NA	**NA**	**Not sig.**	**NA**
43 FCC-PD	Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	General	23	Yes 82.6% / No 17.4%	**82.6%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	83	90.4% / 9.6%	**90.4%**	NA	92.9%	92.4%	**NA**	**Not sig.**	**Not sig.**
44 FCC-PD	Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?	General	23	Yes 87.0% / No 13.0%	**87.0%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	83	90.4% / 9.6%	**90.4%**	NA	89.4%	89.1%	**NA**	**Not sig.**	**Not sig.**

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Question Summaries

Access to Specialist

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

138 Total General Population Respondents

122 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2017	Plan's Summary Rate 2016	SPH Analytics Book of Business* 2017	Quality Compass All Plans* 2017	Significance Testing** 2017 to 2016	Significance Testing** 2017 to SPHA	Significance Testing** 2017 to All Plans
45	**Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?**	**General**	137	Yes 10.9% / No 89.1%	**10.9%**	NA	22.1%	NA	**NA**	**Below**	**NA**
		CCC	121	46.3% / 53.7%	**46.3%**	NA	41.6%	NA	**NA**	**Not sig.**	**NA**
46	**In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?** (If "Yes" in Q45)	**General**	15	Never 0.0% / Sometimes 6.7% / Usually 46.7% / Always 46.7%	**93.3%**	NA	78.9%	89.2%	**NA**	**Unable to Test**	**Unable to Test**
GNC		**CCC**	56	5.4% / 17.9% / 19.6% / 57.1%	**76.8%**	NA	81.2%	90.6%	**NA**	**Not sig.**	**Below**
47	**How many specialists has your child seen in the last 6 months?** (If "Yes" in Q45)	**General**	15	None 0.0% / 1 specialist 80.0% / 2 6.7% / 3 0.0% / 4 0.0% / 5 or more specialists 13.3%	**100.0%**	NA	93.7%	NA	**NA**	**Unable to Test**	**NA**
		CCC	56	1.8% / 41.1% / 21.4% / 8.9% / 3.6% / 23.2%	**98.2%**	NA	95.3%	NA	**NA**	**Unable to Test**	**NA**
48	**We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?** (If "Yes" in Q45 and "1 specialist" or more in Q47)	**General**	15	0 - 3 6.7% / 4 - 7 20.0% / 8 - 10 73.3%	**73.3%**	NA	86.4%	87.3%	**NA**	**Unable to Test**	**Unable to Test**
		CCC	55	1.8% / 10.9% / 87.3%	**87.3%**	NA	86.9%	86.0%	**NA**	**Not sig.**	**Not sig.**
		General	15	0 - 6 20.0% / 7 - 8 20.0% / 9 - 10 60.0%	**60.0%**	NA	72.2%	73.9%	**NA**	**Unable to Test**	**Unable to Test**
		CCC	55	10.9% / 18.2% / 70.9%	**70.9%**	NA	72.5%	72.4%	**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.

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Question Summaries

Customer Service

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

138 Total General Population Respondents

122 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2017	Plan's Summary Rate 2016	SPH Analytics Book of Business* 2017	Quality Compass All Plans* 2017	Significance Testing** 2017 to 2016	Significance Testing** 2017 to SPHA	Significance Testing** 2017 to All Plans
49	**In the last 6 months, did you get information or help from customer service at your child's health plan?**	**General**	132	Yes 28.0% / No 72.0%	**28.0%**	NA	33.9%	NA	**NA**	**Not sig.**	**NA**
		CCC	121	29.8% / 70.2%	**29.8%**	NA	33.2%	NA	**NA**	**Not sig.**	**NA**
50	**In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?** (If "Yes" in Q49)	**General**	36	Never 2.8% / Sometimes 13.9% / Usually 25.0% / Always 58.3%	**83.3%**	NA	83.5%	82.6%	**NA**	**Not sig.**	**Not sig.**
CS		**CCC**	35	0.0% / 11.4% / 31.4% / 57.1%	**88.6%**	NA	85.5%	84.8%	**NA**	**Not sig.**	**Not sig.**
51	**In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?** (If "Yes" in Q49)	**General**	35	Never 2.9% / Sometimes 2.9% / Usually 14.3% / Always 80.0%	**94.3%**	NA	93.9%	93.6%	**NA**	**Unable to Test**	**Unable to Test**
CS		**CCC**	35	0.0% / 0.0% / 25.7% / 74.3%	**100.0%**	NA	95.2%	94.9%	**NA**	**Unable to Test**	**Unable to Test**
52	**In the last 6 months, did your child's health plan give you any forms to fill out?**	**General**	130	Yes 24.6% / No 75.4%	**24.6%**	NA	31.7%	NA	**NA**	**Not sig.**	**NA**
		CCC	119	26.9% / 73.1%	**26.9%**	NA	30.9%	NA	**NA**	**Not sig.**	**NA**
53	**In the last 6 months, how often were the forms from your child's health plan easy to fill out?**	**General**	130	Never 0.8% / Sometimes 3.8% / Usually 8.5% / Always*** 86.9%	**95.4%**	NA	94.4%	94.8%	**NA**	**Not sig.**	**Not sig.**
FOF		**CCC**	118	0.8% / 7.6% / 9.3% / 82.2%	**91.5%**	NA	94.6%	94.3%	**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 Q52 are included in "Always" of Q53, per NCQA, Volume 3, HEDIS 2016 guidelines.

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Question Summaries

Rating of Health Plan, Prescribed Medication, & Health Status

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

138 Total General Population Respondents

122 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2017	Plan's Summary Rate 2016	SPH Analytics Book of Business* 2017	Quality Compass All Plans* 2017	Significance Testing** 2017 to 2016	Significance Testing** 2017 to SPHA	Significance Testing** 2017 to All Plans
54	**Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?**	**General**	132	0 - 3: 2.3% / 4 - 7: 15.9% / 8 - 10: 81.8%	**81.8%**	NA	86.1%	85.8%	**NA**	**Not sig.**	**Not sig.**
		CCC	120	3.3% / 26.7% / 70.0%	**70.0%**	NA	82.3%	83.5%	**NA**	**Below**	**Below**
		General	132	0 - 6: 9.8% / 7 - 8: 27.3% / 9 - 10: 62.9%	**62.9%**	NA	70.8%	70.8%	**NA**	**Below**	**Below**
		CCC	120	15.8% / 37.5% / 46.7%	**46.7%**	NA	65.9%	67.7%	**NA**	**Below**	**Below**
55	**In the last 6 months, did you get or refill any prescription medicines for your child?**	**General**	137	Yes: 40.9% / No: 59.1%	**40.9%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	122	77.9% / 22.1%	**77.9%**	NA	78.9%	NA	**NA**	**Not sig.**	**NA**
56	**In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?**	**General**	56	Never: 1.8% / Sometimes: 8.9% / Usually: 14.3% / Always: 75.0%	**89.3%**	NA	NA	NA	**NA**	**NA**	**NA**
ATPM	(If "Yes" in Q55)	**CCC**	95	3.2% / 9.5% / 22.1% / 65.3%	**87.4%**	NA	90.8%	90.7%	**NA**	**Not sig.**	**Not sig.**
57	**Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?**	**General**	56	Yes: 67.9% / No: 32.1%	**67.9%**	NA	NA	NA	**NA**	**NA**	**NA**
	(If "Yes" in Q55)	**CCC**	95	67.4% / 32.6%	**67.4%**	NA	61.1%	60.5%	**NA**	**Not sig.**	**Not sig.**
58	**In general, how would you rate your child's overall health?**	**General**	137	Excellent: 43.1% / Very good: 39.4% / Good: 15.3% / Fair: 1.5% / Poor: 0.7%	**82.5%**	NA	74.5%	76.3%	**NA**	**Above**	**Not sig.**
		CCC	121	18.2% / 39.7% / 31.4% / 8.3% / 2.5%	**57.9%**	NA	54.4%	55.0%	**NA**	**Not sig.**	**Not sig.**
59	**In general, how would you rate your child's overall mental or emotional health?**	**General**	136	Excellent: 49.3% / Very good: 24.3% / Good: 20.6% / Fair: 5.1% / Poor: 0.7%	**73.5%**	NA	73.7%	74.9%	**NA**	**Not sig.**	**Not sig.**
		CCC	121	15.7% / 20.7% / 31.4% / 25.6% / 6.6%	**36.4%**	NA	43.5%	44.4%	**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.

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Question Summaries

WellCare of Nebraska

Prescribed Medication & Medical Care and Services

Medicaid Child with CCC CAHPS®

138 Total General Population Respondents

122 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
					2017	2016	2017	2017	2017 to 2016	2017 to SPHA	2017 to All Plans
60	**Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?**	**General**	137	Yes 26.3% / No 73.7%	**26.3%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	122	75.4% / 24.6%	**75.4%**	NA	75.4%	NA	**NA**	**Not sig.**	**NA**
61	**Is this because of any medical, behavioral, or other health condition?** (If "Yes" in Q60)	**General**	35	Yes 74.3% / No 25.7%	**74.3%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	92	97.8% / 2.2%	**97.8%**	NA	96.6%	NA	**NA**	**Unable to Test**	**NA**
62	**Is this a condition that has lasted or is expected to last for at least 12 months?** (If "Yes" in Q60 and "Yes" in Q61)	**General**	26	Yes 88.5% / No 11.5%	**88.5%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	90	97.8% / 2.2%	**97.8%**	NA	98.2%	NA	**NA**	**Unable to Test**	**NA**
63	**Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?**	**General**	133	Yes 12.8% / No 87.2%	**12.8%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	122	64.8% / 35.2%	**64.8%**	NA	54.9%	NA	**NA**	**Above**	**NA**
64	**Is this because of any medical, behavioral, or other health condition?** (If "Yes" in Q63)	**General**	16	Yes 75.0% / No 25.0%	**75.0%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	78	96.2% / 3.8%	**96.2%**	NA	94.5%	NA	**NA**	**Unable to Test**	**NA**
65	**Is this a condition that has lasted or is expected to last for at least 12 months?** (If "Yes" in Q63 and "Yes" in Q64)	**General**	12	Yes 83.3% / No 16.7%	**83.3%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	74	95.9% / 4.1%	**95.9%**	NA	97.8%	NA	**NA**	**Unable to Test**	**NA**

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Question Summaries

Limitations & Special Therapy

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

138 Total General Population Respondents

122 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
					2017	2016	2017	2017	2017 to 2016	2017 to SPHA	2017 to All Plans
66	**Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?**	**General**	136	Yes 14.7% / No 85.3%	**14.7%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	121	45.5% / 54.5%	**45.5%**	NA	38.6%	NA	**NA**	**Not sig.**	**NA**
67	**Is this because of any medical, behavioral, or other health condition?** (If "Yes" in Q66)	**General**	18	Yes 55.6% / No 44.4%	**55.6%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	52	94.2% / 5.8%	**94.2%**	NA	93.5%	NA	**NA**	**Unable to Test**	**NA**
68	**Is this a condition that has lasted or is expected to last for at least 12 months?** (If "Yes" in Q66 and "Yes" in Q67)	**General**	10	Yes 90.0% / No 10.0%	**90.0%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	48	100.0% / 0.0%	**100.0%**	NA	98.8%	NA	**NA**	**Unable to Test**	**NA**
69	**Does your child need or get special therapy such as physical, occupational, or speech therapy?**	**General**	135	Yes 8.9% / No 91.1%	**8.9%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	121	29.8% / 70.2%	**29.8%**	NA	37.4%	NA	**NA**	**Not sig.**	**NA**
70	**Is this because of any medical, behavioral, or other health condition?** (If "Yes" in Q69)	**General**	12	Yes 33.3% / No 66.7%	**33.3%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	36	88.9% / 11.1%	**88.9%**	NA	89.7%	NA	**NA**	**Unable to Test**	**NA**
71	**Is this a condition that has lasted or is expected to last for at least 12 months?** (If "Yes" in Q69 and "Yes" in Q70)	**General**	4	Yes 100.0% / No 0.0%	**100.0%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	32	100.0% / 0.0%	**100.0%**	NA	97.9%	NA	**NA**	**Unable to Test**	**NA**

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Question Summaries

Emotional, Developmental, & Behavioral Problems

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

138 Total General Population Respondents

122 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in gray)		Plan's Summary Rate		SPH Analytics Book of Business*	Quality Compass All Plans*	Significance Testing**		
						2017	2016	2017	2017	2017 to 2016	2017 to SPHA	2017 to All Plans
72	**Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?**	**General**	135	Yes 11.1%	No 88.9%	**11.1%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	118	66.1%	33.9%	**66.1%**	NA	55.3%	NA	**NA**	**Above**	**NA**
73	**Has this problem lasted or is it expected to last for at least 12 months?** (If "Yes" in Q72)	**General**	13	Yes 76.9%	No 23.1%	**76.9%**	NA	NA	NA	**NA**	**NA**	**NA**
		CCC	76	94.7%	5.3%	**94.7%**	NA	96.7%	NA	**NA**	**Unable to Test**	**NA**

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Question Summaries

Child Demographics

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

138 Total General Population Respondents

122 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses					
74	What is your child's age?	General	134	0 - 4 29.9%	5 - 8 26.9%	9 - 13 21.6%	14 or older 21.6%		
		CCC	119	16.0%	26.1%	23.5%	34.5%		
75	Is your child male or female?	General	135	Male 48.1%	Female 51.9%				
		CCC	120	53.3%	46.7%				
76	Is your child of Hispanic or Latino origin or descent?	General	135	Yes, Hispanic or Latino 17.8%	No, not Hispanic or Latino 82.2%				
		CCC	118	15.3%	84.7%				
77	What is your child's race? (Mark one or more.)	General	135	White 71.9%	Black or African-American 11.1%	Asian 7.4%	Native Hawaiian or other Pacific Islander 1.5%	American Indian or Alaska Native 10.4%	Other 11.1%
		CCC	119	83.2%	16.0%	0.8%	0.0%	8.4%	4.2%

Note: The base for Q77 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%.

Question Summaries

Respondent Demographics/Completing this Survey

WellCare of Nebraska

Medicaid Child with CCC CAHPS®

138 Total General Population Respondents

122 Total CCC Population Respondents

Q#	Survey Item	Population	Valid n	Category Responses						
78	What is your age?	General	132	24 or younger: 10.6%	25 - 34: 28.8%	35 - 44: 22.7%	45 - 54: 17.4%	55 - 64: 14.4%	65 - 74: 3.8%	75 or older: 2.3%
		CCC	117	6.0%	29.1%	25.6%	22.2%	12.0%	4.3%	0.9%
79	Are you male or female?	General	135	Male: 17.0%	Female: 83.0%					
		CCC	119	14.3%	85.7%					
80	What is the highest grade or level of school that you have completed?	General	132	8th grade or less: 4.5%	Some high school, but did not graduate: 10.6%	High school graduate or GED: 38.6%	Some college or 2-year degree: 27.3%	4-year college graduate: 15.2%	More than 4-year college degree: 3.8%	
		CCC	117	2.6%	4.3%	32.5%	36.8%	16.2%	7.7%	
81	How are you related to the child?	General	131	Mother or father: 73.3%	Grandparent: 9.9%	Aunt or uncle: 2.3%	Older brother or sister: 0.8%	Other relative: 1.5%	Legal guardian: 9.9%	Someone else: 2.3%
		CCC	116	66.4%	11.2%	1.7%	0.0%	2.6%	13.8%	4.3%
82	Did someone help you complete this survey?	General	75	Yes: 5.3%	No: 94.7%					
		CCC	65	6.2%	93.8%					
83	How did that person help you? (Mark one or more.) (If Mail survey and "Yes" in Q82)	General	4	Read the questions to me: 75.0%	Wrote down the answers I gave: 50.0%	Answered the questions for me: 0.0%	Translated the questions into my language: 50.0%	Helped in some other way: 0.0%		
		CCC	3	0.0%	0.0%	0.0%	100.0%	0.0%		

Note: The base for Q83 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%.

SPH analytics

Empowering Healthcare Transformation

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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