

# 2017 CAHPS® Medicaid Child 5.0H

## Final Report



WellCare of Nebraska

Project Number(s): 5128598

## Introduction

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

## New in 2017

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

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

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

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## 1. Executive Summary

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

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

Using a mixed (mail and phone) survey administration methodology, per NCQA protocol,<sup>3</sup> SPH Analytics collected 115 valid surveys from the eligible member population, yielding a response rate of 7.2%.<sup>4</sup>

This report summarizes results derived from the CAHPS® 5.0H Medicaid Child Survey 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.<sup>5</sup>

### **Overview of Summary Rate Comparisons**

The tables beginning on the following page present composite, measure, and rating Summary Rate Scores for the Health Plan and Health Care domains. 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<sup>6</sup> benchmark. Significance testing is provided for all comparisons and percentile rankings<sup>7</sup> are provided for benchmark comparisons.

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

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

<sup>5</sup> 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.

<sup>6</sup> 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.

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

## Health Plan Domain

Composites, Measures, & Ratings	2017 Summary Rate (SR)	2016 Trend Comparisons		2017 SPH Analytics Benchmark Comparisons			2017 Quality Compass® All Plans Comparisons		
		SR	**	SR	Percentile Rank*	**	SR	Percentile Rank*	**
8-10 Rating of Health Plan (Q36)	85.5%	NA		86.1%	49th		85.8%	41st	
9-10 Rating of Health Plan (Q36)	66.4%	NA		70.8%	21st		70.8%	17th	
Getting Needed Care	83.8%***	NA		83.9%	50th		84.5%	40th	
Customer Service	83.6%***	NA		88.7%	<10th		88.1%	<10th	
Ease of Filling Out Forms (Q35)	96.3%	NA		94.4%	81st		94.8%	81st	

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

\*\* Indicates a significant difference (↑ or ↓) when your plan's Summary Rate is compared to trend and/or benchmark data.

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

## Health Care Domain

Composites, Measures, & Ratings	2017 Summary Rate (SR)	2016 Trend Comparisons		2017 SPH Analytics Benchmark Comparisons			2017 Quality Compass® All Plans Comparisons		
		SR	**	SR	Percentile Rank*	**	SR	Percentile Rank*	**
8-10 Rating of Health Care (Q13)	91.3%***	NA		86.9%	97th		86.7%	97th	
9-10 Rating of Health Care (Q13)	72.5%***	NA		69.2%	83rd		69.3%	72nd	
Getting Care Quickly	86.2%***	NA		88.4%	36th		88.8%	25th	
How Well Doctors Communicate	96.9%***	NA		93.5%	91st		93.5%	97th	
Shared Decision Making	81.3%***	NA		76.6%	85th		78.7%	77th	
Health Promotion and Education (Q8)	74.7%***	NA		68.4%	95th		71.7%	74th	
Coordination of Care (Q25)	89.7%***	NA		83.5%	94th		82.9%	95th	
8-10 Rating of Personal Doctor (Q26)	95.8%***	NA		89.6%	99th	↑	89.3%	99th	↑
9-10 Rating of Personal Doctor (Q26)	83.3%***	NA		76.2%	99th		76.1%	98th	
8-10 Rating of Specialist (Q30)	93.8%***	NA		86.4%	99th		87.3%	97th	
9-10 Rating of Specialist (Q30)	56.3%***	NA		72.2%	<10th		73.9%	<10th	

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

\*\* Indicates a significant difference (↑ or ↓) when your plan's Summary Rate is compared to trend and/or benchmark data.

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

## 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* (Q36), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q26).

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 (Q36), with "0" representing worst and "10" representing best. The NCQA defined Summary Rate for this measure is the percentage of respondents who rated their health plan an "8," "9," or "10." Members' ratings of their health plan is an important gauge of plan quality and is also the most heavily weighted CAHPS® measure in the accreditation process.

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

Key Drivers of Health Plan Rating	Beta Coefficient ( $\beta$ ) <sup>8</sup>	Percentile Ranking	Opportunity Analysis
Customer Service	0.627	<10th	Opportunity
Getting Needed Care	0.614	50th	Monitor

<sup>8</sup> Numbers shown are beta coefficients. See "Regression Analysis" in *Technical Notes* for more information.

### Rating of Health Care Opportunity Analysis

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

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

Key Drivers of Health Care Rating	Beta Coefficient ( $\beta$ )	Percentile Ranking	Opportunity Analysis
Getting Needed Care	0.591	50th	Monitor
How Well Doctors Communicate	0.581	91st	Strength

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

### Rating of Personal Doctor Opportunity Analysis

Question 26 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 ( $\beta$ )	Percentile Ranking	Opportunity Analysis
How Well Doctors Communicate	1.452	91st	Strength
Coordination of Care	0.270	94th	Strength

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



### Accreditation for 2017 Scoring

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

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

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

NCQA provides an accreditation status for each health plan entity reviewed.<sup>9</sup> 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.<sup>10</sup>

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	NA	-	-	
Rating of Health Care (Q13)	NA	-	-	-
Rating of Personal Doctor (Q26)	NA	-	-	-
Rating of Specialist (Q30)	NA	-	-	-
Rating of Health Plan (Q36)	50th	-	-	-
Approximate Points Earned (Out of possible 13.000 in 2015, 2016, and 2017)		See note below	See note below	See note below

*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.

<sup>9</sup> 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.

<sup>10</sup> 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.





NCOA assigns points based upon a plan's ability to meet or exceed thresholds and is calculated to the thousandth. The thresholds shown on Page 4D (and made available to the public) are shown only to the 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 administration methodology.

### ***Response Rate***

The required sample size is 1,650 in accordance with NCQA protocol for Child Medicaid plans, although plans may choose to over-sample or augment<sup>11</sup> their sample if desired. Your plan's sample size is 1,650. SPH Analytics collected 115 valid surveys (54 Mail and 61 Telephone) from the eligible member population.<sup>12</sup> After adjusting for ineligible members, your survey response rate is 7.2%. The overall NCQA target number of valid surveys is 411.

A response rate is only calculated for those members who were eligible and able to respond. According to NCQA protocol, ineligible members include those who are deceased, do not meet the eligible population criteria, 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.

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 M=Mail, T=Phone, and I=Internet, if applicable) and the status of the record (for example, 01= did not meet eligibility criteria; 03= language barrier). Depending upon the survey protocol, some of the groupings on the following page may not apply.

<sup>11</sup> Although plans may choose to augment their sample, augments are not included in the Response Rate calculation or survey disposition groupings.

<sup>12</sup> Please note that the CAHPS® survey is eligible to be conducted from January through May 2017.

Disposition Group	Disposition Category	N
Ineligible	Deceased (05)	0
	Does not meet eligibility criteria (01)	14
	Language barrier (03)	29
	Mentally/Physically Incapable (04)	0
	<b>Total Ineligible</b>	<b>43</b>
Non-response	Break-off/Incomplete (02)	17
	Refusal (06)	1
	Maximum attempts made (07)	1472
	Added to DNC list (08)	2
	<b>Total Non-response</b>	<b>1492</b>

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 Survey, the numerator and denominator used to compute your response rate are presented below.

$$\frac{54 \text{ (Mail)} + 61 \text{ (Phone)}}{1,650 \text{ (Sample)} - 43 \text{ (Ineligible)}} = \frac{115}{1,607} = 7.2\%$$

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

## Profile of Survey Respondents

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

Pages 2A – 2B show the percentages of respondents by demographic category (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). The demographic makeup of your plan's member base may not mirror the "average" plan; therefore, caution is recommended when making comparisons to benchmark data. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted. Refer to the *Technical Notes* for more information on this topic.



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

Page 2C shows a segmentation of the *Rating of Health Plan* (Q36) results by demographic categories. Across the top of the table are scores "0-3," "4-7," "8-10," and "9-10." Down the far left column are the different demographic categories. The numbers in the table represent the percentage of respondents from each demographic category that rated the health plan either "0 to 3," "4 to 7," "8 to 10," or "9 to 10."

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

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

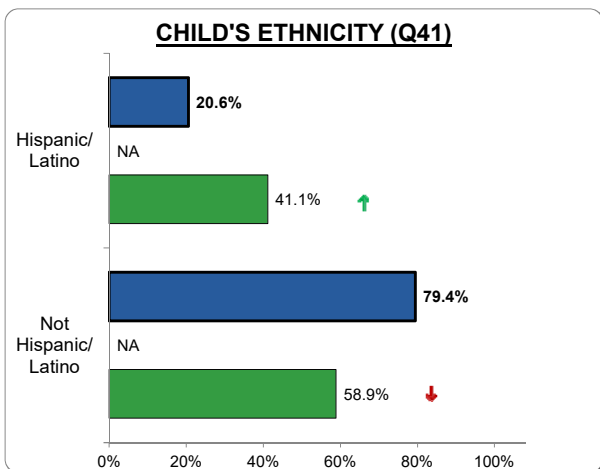
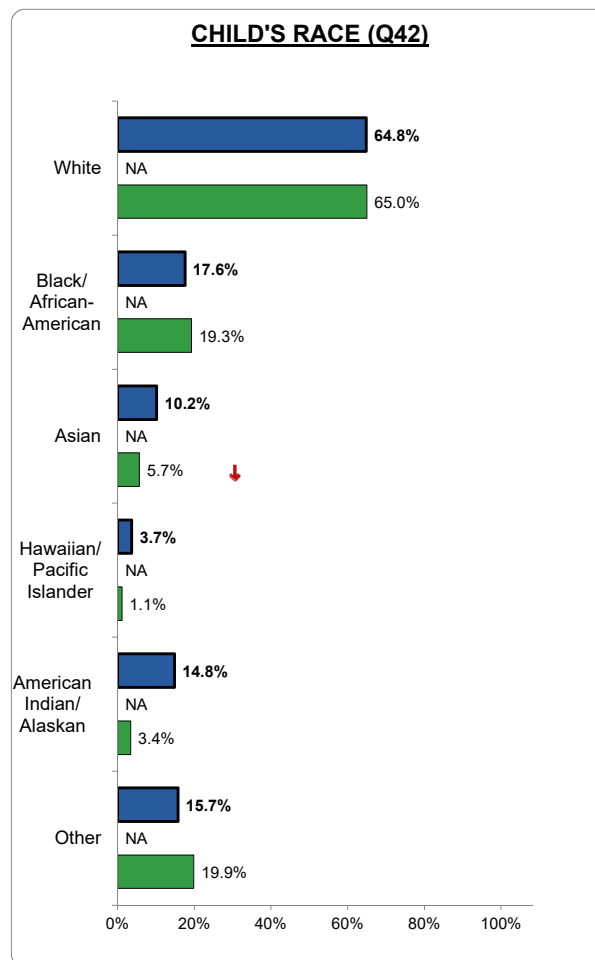
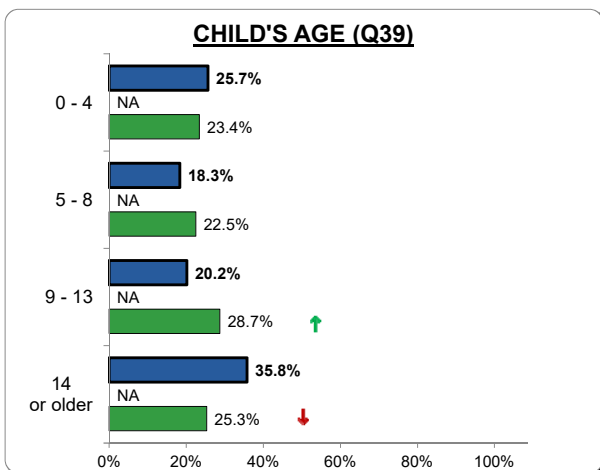
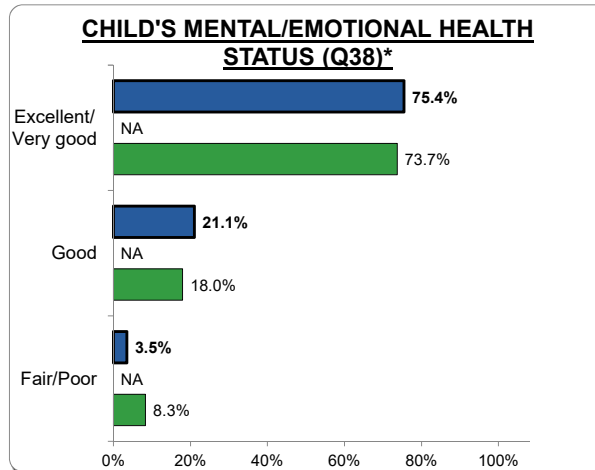
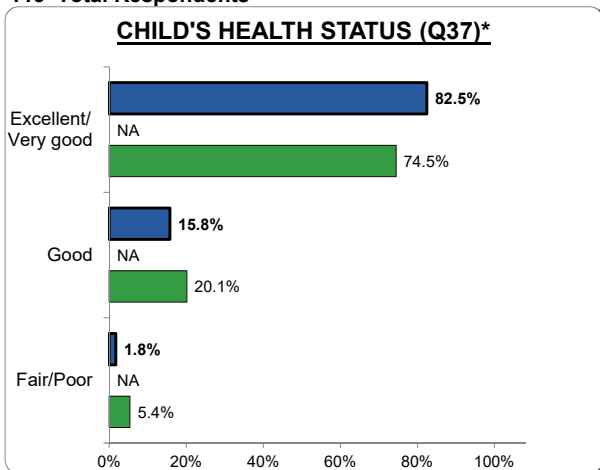
## Charts 2A – 2C

# Profile of Survey Respondents

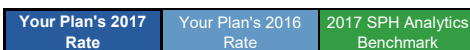
## Survey Demographic Comparisons

**WellCare of Nebraska**  
**Medicaid Child CAHPS®**

115 Total Respondents



KEY:



\* 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.

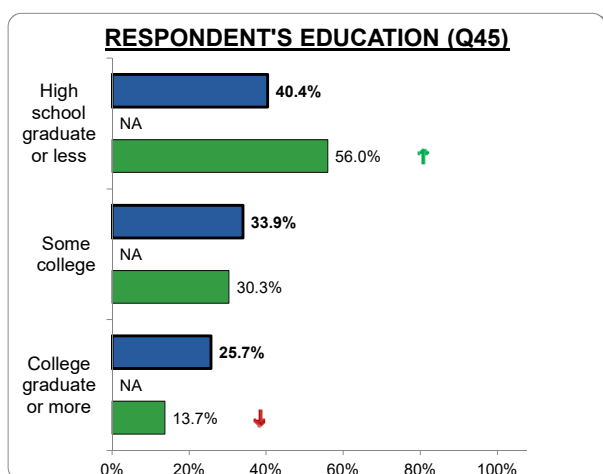
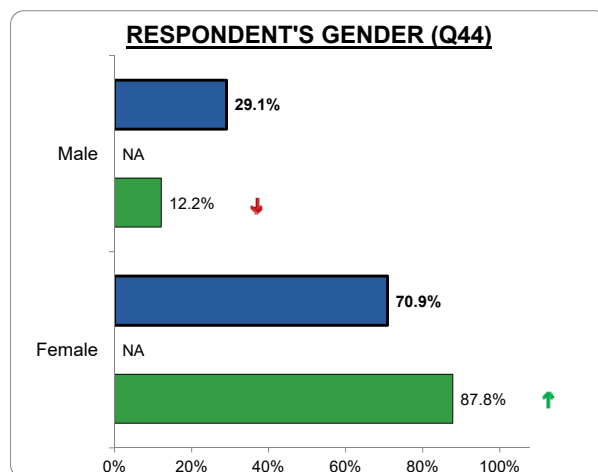
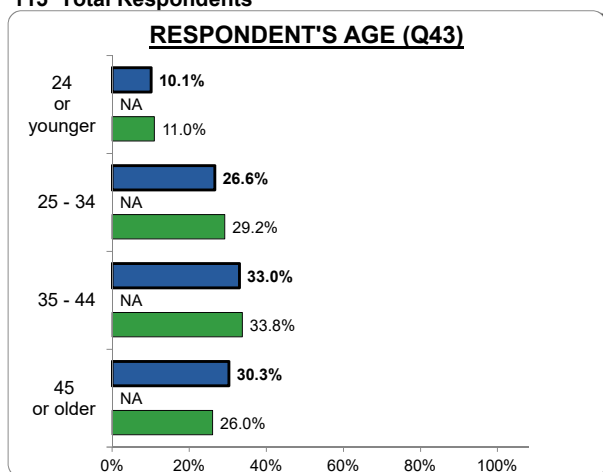
Note 2: Significance Testing - "↓" denotes a significantly lower percentage when compared to the current year and/or benchmark data. "↑" denotes a significantly higher percentage when compared to the current year and/or benchmark data. No arrow denotes that there was no significant difference between 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

## Survey Demographic Comparisons (Continued)

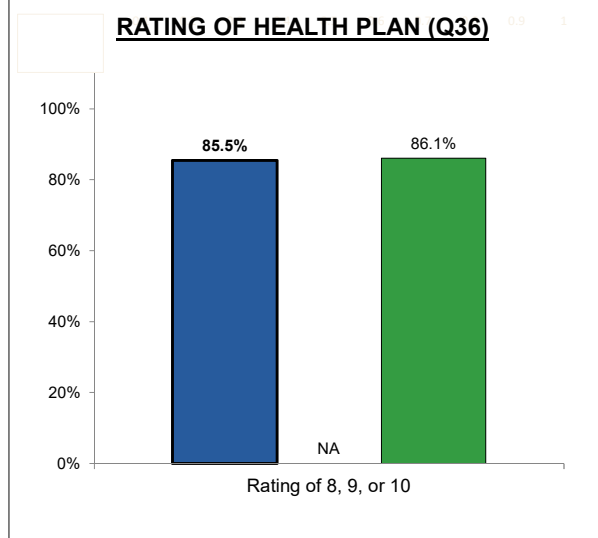
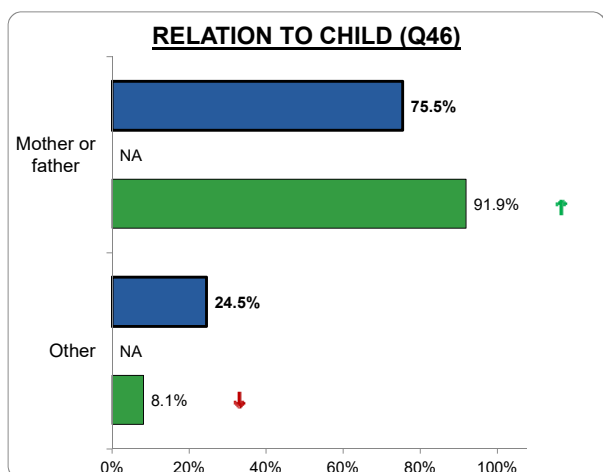
**WellCare of Nebraska**  
**Medicaid Child CAHPS®**

### 115 Total Respondents



**Research on CAHPS® survey results indicates that...**

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



**KEY:** Your Plan's 2017 Rate (Blue), Your Plan's 2016 Rate (Green), 2017 SPH Analytics Benchmark (Light Green)

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.

Note 3: The "Other" category for Relation to Child (Q46) is representative of the following: Grandparent, Aunt or uncle, Older brother or sister, Other relative, Legal guardian, and Someone else.

# Segmentation Analysis

## Rating of Health Plan (Q36) by Demographics

WellCare of Nebraska

Medicaid Child CAHPS®

115 Total Respondents

Survey Item		Rating of Health Plan (Q36)							
		0-3		4-7		8-10		9-10	
		Valid n*	%	Valid n*	%	Valid n*	%	Valid n*	%
CHILD'S HEALTH STATUS (Q37)**	Excellent/Very good	3	3.3%	8	8.9%	79	87.8%	62	68.9%
	Good	0	0.0%	4	22.2%	14	77.8%	10	55.6%
	Fair/Poor	1	50.0%	0	0.0%	1	50.0%	1	50.0%
CHILD'S MENTAL/EMOTIONAL HEALTH STATUS (Q38)**	Excellent/Very good	1	1.2%	8	9.6%	74	89.2%	57	68.7%
	Good	2	8.7%	3	13.0%	18	78.3%	14	60.9%
	Fair/Poor	1	25.0%	1	25.0%	2	50.0%	2	50.0%
CHILD'S ETHNICITY (Q41)	Hispanic/Latino	1	4.5%	0	0.0%	21	95.5%	15	68.2%
	Not Hispanic/Latino	3	3.7%	11	13.4%	68	82.9%	53	64.6%
CHILD'S RACE (Q42)	White	3	4.5%	8	11.9%	56	83.6%	41	61.2%
	Black/African American	0	0.0%	1	5.6%	17	94.4%	12	66.7%
	Other***	2	5.0%	5	12.5%	33	82.5%	26	65.0%
RESPONDENT'S AGE (Q43)	24 or younger	0	0.0%	1	9.1%	10	90.9%	7	63.6%
	25 - 34	1	3.4%	4	13.8%	24	82.8%	18	62.1%
	35 - 44	0	0.0%	3	8.6%	32	91.4%	28	80.0%
	45 or older	3	9.7%	2	6.5%	26	83.9%	19	61.3%
RESPONDENT'S GENDER (Q44)	Male	0	0.0%	4	12.9%	27	87.1%	24	77.4%
	Female	4	5.3%	7	9.2%	65	85.5%	48	63.2%
RESPONDENT'S EDUCATION (Q45)	High School graduate/GED or less	2	4.7%	7	16.3%	34	79.1%	29	67.4%
	Some College or more	2	3.2%	4	6.3%	57	90.5%	42	66.7%
DATA COLLECTION METHOD	Mail	1	1.9%	4	7.4%	49	90.7%	38	70.4%
	Phone	3	5.4%	8	14.3%	45	80.4%	35	62.5%

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

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

\*\*\* "Other" includes respondents who selected "Asian," "Native Hawaiian or other Pacific Islander," "American Indian or Alaska Native," or "Other" in Q42.



### 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 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. This 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. Your plan's percentile ranking is shown beside each score.

#### Page 3C

##### 2017 Medicaid Child Public Report Mean and Percentiles

Shows how your health plan's composite and key question Summary Rates compare to the mean and percentile (25th, 50th, 75th, and 90th) scores generated from the 2017 Medicaid Child Public Report benchmark<sup>13</sup>. This benchmark contains data from 164 plan-specific Medicaid child samples Non-CCC and CCC) nationwide who chose to report their plan-level scores publicly. Your plan's percentile ranking is shown beside each score.

#### Page 3D

##### 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. This benchmark includes approximately 180 samples of Medicaid child plans (Non-CCC and CCC) that submitted to NCQA. Your plan's approximate percentile ranking<sup>14</sup> in relation to the Quality Compass® All Plans benchmark is displayed next to each score.

<sup>13</sup> The Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark consists of Medicaid Child Survey results, which were submitted to NCQA. Please note that any analyses, interpretations, or conclusions based upon the Public Report benchmark are solely that of the author (SPHA) and NCQA specifically disclaims responsibility for any such analyses, interpretations, or conclusions. Quality Compass is used with the permission of the National Committee for Quality Assurance (NCQA). Quality Compass is a registered trademark of NCQA.

<sup>14</sup> Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark.

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

Benchmark	Definition	# of Plans	Pros	Cons
2017 SPH Analytics Book of Business	Includes all the Medicaid 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	<ul style="list-style-type: none"> <li>* Provide the most up-to-date benchmark available reflecting the 2017 survey results<sup>15</sup></li> <li>* Provides a benchmark for each question from the survey</li> <li>* Permits precise percentile ranking of plan compared to benchmark</li> </ul>	<ul style="list-style-type: none"> <li>* Contains fewer plans than the Quality Compass® All Plans benchmark</li> </ul>
2017 Public Report	The Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The benchmark is a collection of Medicaid child samples that submitted data to NCQA in 2017 and allowed their data to be publicly reported.	164	<ul style="list-style-type: none"> <li>* Provides a benchmark for each question from the survey</li> <li>* Permits precise percentile ranking of plan compared to benchmark</li> </ul>	<ul style="list-style-type: none"> <li>* Contains fewer plans than the Quality Compass® All Plans benchmark</li> <li>* Does not contain benchmarking for all Effectiveness of Care measures</li> </ul>
2017 Quality Compass® All Plans	Includes <u>all</u> Medicaid child (Non-CCC and CCC) samples that submitted to NCQA in 2017.	180	<ul style="list-style-type: none"> <li>* Contains more plans than the SPH Analytics Book of Business benchmark</li> </ul>	<ul style="list-style-type: none"> <li>* Only contains benchmarks for certain key questions, composites and rating questions</li> </ul>
2017 NCQA 1-100 Benchmark	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data collected by NCQA in 2017.	180	<ul style="list-style-type: none"> <li>* Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark</li> </ul>	<ul style="list-style-type: none"> <li>* Only contains benchmarks for certain key questions, composites, and rating questions</li> </ul>

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

### Charts 3A – 3D

<sup>15</sup> The 2017 Quality Compass® All Plans benchmark will be available in Fall of 2017.

# Summary of Trend and Benchmark Comparisons

WellCare of Nebraska

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

Medicaid Child CAHPS®

115 Total Respondents

Composites, Attributes, and Key Questions		2017 Valid n and Summary Rate*	2016 Summary Rate*	2015 Summary Rate*	2017 SPH Analytics Book of Business**	2017 Public Report**	2017 Quality Compass® All Plans**
<b>Getting Needed Care</b>		83.8%	NA	NA	83.9%	87.1%	84.5%
Q14. Ease of getting care, tests, or treatment child needed	80	92.5%	NA	NA	88.9%	89.4%	80.4%
Q28. Obtained child's appointment with specialist as soon as needed	20	75.0%	NA	NA	78.9%	80.2%	89.2%
<b>Getting Care Quickly</b>		86.2%	NA	NA	88.4%	88.9%	88.8%
Q4. Child obtained needed care right away	38	78.9%	NA	NA	90.0%	90.8%	90.7%
Q6. Child obtained appointment for care as soon as needed	76	93.4%	NA	NA	86.8%	87.4%	87.2%
<b>How Well Doctors Communicate</b>		96.9%	NA	NA	93.5%	93.6%	93.5%
Q17. Child's doctor explained things in an understandable way	72	97.2%	NA	NA	94.1%	94.1%	94.0%
Q18. Child's doctor listened carefully to you	72	95.8%	NA	NA	94.9%	95.1%	95.0%
Q19. Child's doctor showed respect for what you had to say	72	98.6%	NA	NA	96.2%	96.2%	96.2%
Q22. Child's doctor spent enough time with your child	72	95.8%	NA	NA	88.7%	88.9%	88.8%
<b>Customer Service</b>		83.6%	NA	NA	88.7%	88.0%	88.1%
Q32. Getting information/help from customer service	49	71.4%	NA	NA	83.5%	82.5%	82.6%
Q33. Treated with courtesy and respect by customer service staff	47	95.7%	NA	NA	93.9%	93.6%	93.6%
<b>Shared Decision Making</b>		81.3%	NA	NA	76.6%	78.2%	78.7%
Q10. Doctor/health provider talked about reasons you might want your child to take a medicine	25	92.0%	NA	NA	90.6%	91.5%	91.9%
Q11. Doctor/health provider talked about reasons you might not want your child to take a medicine	25	68.0%	NA	NA	61.6%	64.4%	64.9%
Q12. 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%	78.8%	79.3%
<b>Health Promotion and Education (Q8)</b>	79	74.7%	NA	NA	68.4%	71.7%	71.7%
<b>Coordination of Care (Q25)</b>	29	89.7%	NA	NA	83.5%	83.3%	82.9%
<b>Ease of Filling Out Forms (Q35)</b>	109	96.3%	NA	NA	94.4%	94.8%	94.8%
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>							
<b>Rating of Health Care (Q13)</b>	80	91.3%	NA	NA	86.9%	86.9%	86.7%
<b>Rating of Personal Doctor (Q26)</b>	96	95.8%	NA	NA	89.6%	89.4%	89.3%
<b>Rating of Specialist (Q30)</b>	16	93.8%	NA	NA	86.4%	87.2%	87.3%
<b>Rating of Health Plan (Q36)</b>	110	85.5%	NA	NA	86.1%	86.0%	85.8%
<b>Rating Items (Summary Rate = 9 + 10)</b>							
<b>Rating of Health Care (Q13)</b>	80	72.5%	NA	NA	69.2%	69.5%	69.3%
<b>Rating of Personal Doctor (Q26)</b>	96	83.3%	NA	NA	76.2%	76.4%	76.1%
<b>Rating of Specialist (Q30)</b>	16	56.3%	NA	NA	72.2%	73.8%	73.9%
<b>Rating of Health Plan (Q36)</b>	110	66.4%	NA	NA	70.8%	71.0%	70.8%

\* 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 69 Medicaid child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2017 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 164 Medicaid child (Non-CCC and CCC) plan-specific samples that submitted to NCQA in 2017. The 2017 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid child (Non-CCC and CCC) plans 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 SPH Analytics Book of Business Mean and Percentiles

WellCare of Nebraska

Medicaid Child CAHPS®

115 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2017 SPH Analytics Book of Business Mean & Percentiles***				
			Mean	25th	50th	75th	90th
<b>Getting Needed Care</b>	<b>83.8%</b>	<b>50th</b>	<b>83.9%</b>	<b>80.8%</b>	<b>83.7%</b>	<b>88.2%</b>	<b>89.7%</b>
Q14. Ease of getting care, tests, or treatment child needed	92.5%	70th	88.9%	85.8%	89.2%	92.9%	94.5%
Q28. Obtained child's appointment with specialist as soon as needed	75.0%	26th	78.9%	74.8%	80.6%	84.2%	85.9%
<b>Getting Care Quickly</b>	<b>86.2%</b>	<b>36th</b>	<b>88.4%</b>	<b>84.3%</b>	<b>89.0%</b>	<b>92.9%</b>	<b>95.0%</b>
Q4. Child obtained needed care right away	78.9%	<10th	90.0%	85.6%	90.1%	94.1%	97.1%
Q6. Child obtained appointment for care as soon as needed	93.4%	86th	86.8%	82.7%	87.0%	91.6%	93.8%
<b>How Well Doctors Communicate</b>	<b>96.9%</b>	<b>91st</b>	<b>93.5%</b>	<b>91.8%</b>	<b>93.7%</b>	<b>95.7%</b>	<b>96.7%</b>
Q17. Child's doctor explained things in an understandable way	97.2%	86th	94.1%	92.3%	93.9%	96.4%	97.4%
Q18. Child's doctor listened carefully to you	95.8%	61st	94.9%	93.7%	95.0%	96.3%	97.2%
Q19. Child's doctor showed respect for what you had to say	98.6%	96th	96.2%	95.4%	96.3%	97.3%	98.2%
Q22. Child's doctor spent enough time with your child	95.8%	93rd	88.7%	85.6%	88.4%	93.0%	94.7%
<b>Customer Service</b>	<b>83.6%</b>	<b>&lt;10th</b>	<b>88.7%</b>	<b>86.6%</b>	<b>88.4%</b>	<b>90.1%</b>	<b>92.8%</b>
Q32. Getting information/help from customer service	71.4%	<10th	83.5%	81.5%	82.6%	85.2%	89.1%
Q33. Treated with courtesy and respect by customer service staff	95.7%	77th	93.9%	92.3%	93.8%	95.4%	97.5%
<b>Shared Decision Making</b>	<b>81.3%</b>	<b>85th</b>	<b>76.6%</b>	<b>73.4%</b>	<b>76.5%</b>	<b>79.8%</b>	<b>82.3%</b>
Q10. Doctor/health provider talked about reasons you might want your child to take a medicine	92.0%	50th	90.6%	87.3%	91.9%	95.2%	97.5%
Q11. Doctor/health provider talked about reasons you might not want your child to take a medicine	68.0%	78th	61.6%	56.7%	61.7%	67.0%	69.8%
Q12. 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%
<b>Health Promotion and Education (Q8)</b>	<b>74.7%</b>	<b>95th</b>	<b>68.4%</b>	<b>65.7%</b>	<b>67.9%</b>	<b>71.4%</b>	<b>73.5%</b>
<b>Coordination of Care (Q25)</b>	<b>89.7%</b>	<b>94th</b>	<b>83.5%</b>	<b>81.1%</b>	<b>83.7%</b>	<b>86.0%</b>	<b>88.4%</b>
<b>Ease of Filling Out Forms (Q35)</b>	<b>96.3%</b>	<b>81st</b>	<b>94.4%</b>	<b>92.7%</b>	<b>94.7%</b>	<b>95.9%</b>	<b>97.2%</b>
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>							
<b>Rating of Health Care (Q13)</b>	<b>91.3%</b>	<b>97th</b>	<b>86.9%</b>	<b>85.2%</b>	<b>87.1%</b>	<b>88.7%</b>	<b>90.0%</b>
<b>Rating of Personal Doctor (Q26)</b>	<b>95.8%</b>	<b>99th</b>	<b>89.6%</b>	<b>88.4%</b>	<b>89.4%</b>	<b>91.2%</b>	<b>92.0%</b>
<b>Rating of Specialist (Q30)</b>	<b>93.8%</b>	<b>99th</b>	<b>86.4%</b>	<b>84.1%</b>	<b>87.8%</b>	<b>89.7%</b>	<b>91.6%</b>
<b>Rating of Health Plan (Q36)</b>	<b>85.5%</b>	<b>49th</b>	<b>86.1%</b>	<b>83.8%</b>	<b>85.6%</b>	<b>89.1%</b>	<b>91.3%</b>
<b>Rating Items (Summary Rate = 9 + 10)</b>							
<b>Rating of Health Care (Q13)</b>	<b>72.5%</b>	<b>83rd</b>	<b>69.2%</b>	<b>66.1%</b>	<b>69.8%</b>	<b>71.8%</b>	<b>73.2%</b>
<b>Rating of Personal Doctor (Q26)</b>	<b>83.3%</b>	<b>99th</b>	<b>76.2%</b>	<b>74.2%</b>	<b>76.6%</b>	<b>78.7%</b>	<b>80.3%</b>
<b>Rating of Specialist (Q30)</b>	<b>56.3%</b>	<b>&lt;10th</b>	<b>72.2%</b>	<b>69.0%</b>	<b>72.6%</b>	<b>76.5%</b>	<b>79.2%</b>
<b>Rating of Health Plan (Q36)</b>	<b>66.4%</b>	<b>21st</b>	<b>70.8%</b>	<b>67.3%</b>	<b>70.2%</b>	<b>74.3%</b>	<b>79.2%</b>

-  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.






# Benchmark Comparisons

## 2017 Public Report Mean and Percentiles

**WellCare of Nebraska**  
**Medicaid Child CAHPS®**

115 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2017 Public Report Mean and Percentiles***				
			Mean	25th	50th	75th	90th
<b>Getting Needed Care</b>	<b>83.8%</b>	<b>24th</b>	<b>87.1%</b>	<b>83.9%</b>	<b>87.8%</b>	<b>90.9%</b>	<b>92.8%</b>
Q14. Ease of getting care, tests, or treatment child needed	92.5%	75th	89.4%	86.7%	90.0%	92.4%	93.8%
Q28. Obtained child's appointment with specialist as soon as needed	75.0%	19th	80.2%	75.9%	80.9%	84.6%	87.7%
<b>Getting Care Quickly</b>	<b>86.2%</b>	<b>22nd</b>	<b>88.9%</b>	<b>86.5%</b>	<b>89.4%</b>	<b>92.0%</b>	<b>93.7%</b>
Q4. Child obtained needed care right away	78.9%	<10th	90.8%	88.4%	91.7%	94.0%	95.5%
Q6. Child obtained appointment for care as soon as needed	93.4%	93rd	87.4%	84.7%	87.7%	90.8%	92.5%
<b>How Well Doctors Communicate</b>	<b>96.9%</b>	<b>97th</b>	<b>93.6%</b>	<b>92.4%</b>	<b>93.9%</b>	<b>95.0%</b>	<b>96.0%</b>
Q17. Child's doctor explained things in an understandable way	97.2%	96th	94.1%	92.8%	94.4%	95.5%	96.5%
Q18. Child's doctor listened carefully to you	95.8%	63rd	95.1%	94.0%	95.2%	96.4%	97.2%
Q19. Child's doctor showed respect for what you had to say	98.6%	98th	96.2%	95.6%	96.3%	97.0%	97.9%
Q22. Child's doctor spent enough time with your child	95.8%	99th	88.9%	86.5%	89.4%	91.6%	93.5%
<b>Customer Service</b>	<b>83.6%</b>	<b>&lt;10th</b>	<b>88.0%</b>	<b>86.2%</b>	<b>87.9%</b>	<b>89.7%</b>	<b>91.1%</b>
Q32. Getting information/help from customer service	71.4%	<10th	82.5%	80.3%	82.1%	85.0%	87.5%
Q33. Treated with courtesy and respect by customer service staff	95.7%	84th	93.6%	92.1%	94.0%	95.3%	96.2%
<b>Shared Decision Making</b>	<b>81.3%</b>	<b>77th</b>	<b>78.2%</b>	<b>76.1%</b>	<b>79.1%</b>	<b>81.1%</b>	<b>82.9%</b>
Q10. Doctor/health provider talked about reasons you might want your child to take a medicine	92.0%	46th	91.5%	89.8%	92.5%	94.6%	96.7%
Q11. Doctor/health provider talked about reasons you might not want your child to take a medicine	68.0%	69th	64.4%	60.6%	64.8%	69.6%	72.0%
Q12. Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	84.0%	89th	78.8%	75.8%	78.9%	81.9%	84.0%
<b>Health Promotion and Education (Q8)</b>	<b>74.7%</b>	<b>75th</b>	<b>71.7%</b>	<b>68.8%</b>	<b>71.9%</b>	<b>74.5%</b>	<b>76.7%</b>
<b>Coordination of Care (Q25)</b>	<b>89.7%</b>	<b>95th</b>	<b>83.3%</b>	<b>80.8%</b>	<b>83.7%</b>	<b>86.0%</b>	<b>88.4%</b>
<b>Ease of Filling Out Forms (Q35)</b>	<b>96.3%</b>	<b>81st</b>	<b>94.8%</b>	<b>93.6%</b>	<b>94.9%</b>	<b>96.1%</b>	<b>97.2%</b>
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>							
<b>Rating of Health Care (Q13)</b>	<b>91.3%</b>	<b>97th</b>	<b>86.9%</b>	<b>85.4%</b>	<b>87.5%</b>	<b>88.7%</b>	<b>90.0%</b>
<b>Rating of Personal Doctor (Q26)</b>	<b>95.8%</b>	<b>99th</b>	<b>89.4%</b>	<b>88.1%</b>	<b>89.5%</b>	<b>90.8%</b>	<b>91.9%</b>
<b>Rating of Specialist (Q30)</b>	<b>93.8%</b>	<b>99th</b>	<b>87.2%</b>	<b>84.9%</b>	<b>87.7%</b>	<b>89.7%</b>	<b>91.2%</b>
<b>Rating of Health Plan (Q36)</b>	<b>85.5%</b>	<b>40th</b>	<b>86.0%</b>	<b>84.0%</b>	<b>86.2%</b>	<b>88.9%</b>	<b>90.4%</b>
<b>Rating Items (Summary Rate = 9 + 10)</b>							
<b>Rating of Health Care (Q13)</b>	<b>72.5%</b>	<b>72nd</b>	<b>69.5%</b>	<b>66.9%</b>	<b>70.2%</b>	<b>72.7%</b>	<b>74.6%</b>
<b>Rating of Personal Doctor (Q26)</b>	<b>83.3%</b>	<b>98th</b>	<b>76.4%</b>	<b>74.7%</b>	<b>76.7%</b>	<b>78.8%</b>	<b>80.0%</b>
<b>Rating of Specialist (Q30)</b>	<b>56.3%</b>	<b>&lt;10th</b>	<b>73.8%</b>	<b>70.7%</b>	<b>73.0%</b>	<b>77.0%</b>	<b>79.2%</b>
<b>Rating of Health Plan (Q36)</b>	<b>66.4%</b>	<b>16th</b>	<b>71.0%</b>	<b>67.5%</b>	<b>70.9%</b>	<b>75.1%</b>	<b>77.6%</b>

-  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 ranks when compared to all other Medicaid Child plans that publicly reported their Summary Rates as is shown in the 2017 Public Report benchmark. Summary Rates that are below the 10th percentile are shown as '<10th.'

\*\*\* The 2017 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 164 Medicaid child (Non-CCC and CCC) plan-specific samples that submitted to NCQA in 2017.








# Benchmark Comparisons

## 2017 Quality Compass All Plans Mean and Percentiles

**WellCare of Nebraska**  
**Medicaid Child CAHPS®**

115 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2017 Quality Compass All Plans Mean & Percentiles***				
			Mean	25th	50th	75th	90th
<b>Getting Needed Care</b>	<b>83.8%</b>	<b>40th</b>	<b>84.5%</b>	<b>80.8%</b>	<b>85.1%</b>	<b>88.7%</b>	<b>90.6%</b>
Q14. Ease of getting care, tests, or treatment child needed	92.5%	97th	80.4%	76.0%	81.0%	85.1%	88.1%
Q28. Obtained child's appointment with specialist as soon as needed	75.0%	<10th	89.2%	86.5%	89.8%	92.4%	93.8%
<b>Getting Care Quickly</b>	<b>86.2%</b>	<b>25th</b>	<b>88.8%</b>	<b>86.1%</b>	<b>89.5%</b>	<b>92.1%</b>	<b>93.7%</b>
Q4. Child obtained needed care right away	78.9%	<10th	90.7%	88.3%	91.7%	93.8%	95.5%
Q6. Child obtained appointment for care as soon as needed	93.4%	93rd	87.2%	84.5%	87.7%	90.8%	92.9%
<b>How Well Doctors Communicate</b>	<b>96.9%</b>	<b>97th</b>	<b>93.5%</b>	<b>92.3%</b>	<b>93.8%</b>	<b>95.0%</b>	<b>95.8%</b>
Q17. Child's doctor explained things in an understandable way	97.2%	96th	94.0%	92.7%	94.4%	95.5%	96.6%
Q18. Child's doctor listened carefully to you	95.8%	65th	95.0%	94.0%	95.1%	96.3%	97.0%
Q19. Child's doctor showed respect for what you had to say	98.6%	98th	96.2%	95.6%	96.3%	97.0%	97.9%
Q22. Child's doctor spent enough time with your child	95.8%	99th	88.8%	86.4%	89.2%	91.6%	93.5%
<b>Customer Service</b>	<b>83.6%</b>	<b>&lt;10th</b>	<b>88.1%</b>	<b>86.4%</b>	<b>88.1%</b>	<b>89.7%</b>	<b>91.2%</b>
Q32. Getting information/help from customer service	71.4%	<10th	82.6%	80.4%	82.3%	85.0%	87.4%
Q33. Treated with courtesy and respect by customer service staff	95.7%	84th	93.6%	92.0%	93.9%	95.3%	96.2%
<b>Shared Decision Making</b>	<b>81.3%</b>	<b>77th</b>	<b>78.7%</b>	<b>77.2%</b>	<b>79.3%</b>	<b>81.1%</b>	<b>82.5%</b>
Q10. Doctor/health provider talked about reasons you might want your child to take a medicine	92.0%	42nd	91.9%	89.9%	92.6%	94.6%	96.1%
Q11. Doctor/health provider talked about reasons you might not want your child to take a medicine	68.0%	74th	64.9%	61.5%	65.4%	68.7%	71.2%
Q12. 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%
<b>Health Promotion and Education (Q8)</b>	<b>74.7%</b>	<b>74th</b>	<b>71.7%</b>	<b>68.6%</b>	<b>71.9%</b>	<b>74.7%</b>	<b>76.8%</b>
<b>Coordination of Care (Q25)</b>	<b>89.7%</b>	<b>95th</b>	<b>82.9%</b>	<b>80.2%</b>	<b>83.2%</b>	<b>85.8%</b>	<b>88.3%</b>
<b>Ease of Filling Out Forms (Q35)</b>	<b>96.3%</b>	<b>81st</b>	<b>94.8%</b>	<b>93.7%</b>	<b>94.9%</b>	<b>96.0%</b>	<b>97.2%</b>
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>							
<b>Rating of Health Care (Q13)</b>	<b>91.3%</b>	<b>97th</b>	<b>86.7%</b>	<b>85.1%</b>	<b>87.1%</b>	<b>88.7%</b>	<b>90.1%</b>
<b>Rating of Personal Doctor (Q26)</b>	<b>95.8%</b>	<b>99th</b>	<b>89.3%</b>	<b>87.9%</b>	<b>89.5%</b>	<b>90.7%</b>	<b>91.9%</b>
<b>Rating of Specialist (Q30)</b>	<b>93.8%</b>	<b>97th</b>	<b>87.3%</b>	<b>84.9%</b>	<b>87.2%</b>	<b>89.7%</b>	<b>91.4%</b>
<b>Rating of Health Plan (Q36)</b>	<b>85.5%</b>	<b>41st</b>	<b>85.8%</b>	<b>83.8%</b>	<b>86.0%</b>	<b>88.9%</b>	<b>90.3%</b>
<b>Rating Items (Summary Rate = 9 + 10)</b>							
<b>Rating of Health Care (Q13)</b>	<b>72.5%</b>	<b>72nd</b>	<b>69.3%</b>	<b>66.3%</b>	<b>70.1%</b>	<b>72.8%</b>	<b>74.6%</b>
<b>Rating of Personal Doctor (Q26)</b>	<b>83.3%</b>	<b>98th</b>	<b>76.1%</b>	<b>74.3%</b>	<b>76.6%</b>	<b>78.8%</b>	<b>80.0%</b>
<b>Rating of Specialist (Q30)</b>	<b>56.3%</b>	<b>&lt;10th</b>	<b>73.9%</b>	<b>70.9%</b>	<b>73.0%</b>	<b>77.4%</b>	<b>79.5%</b>
<b>Rating of Health Plan (Q36)</b>	<b>66.4%</b>	<b>17th</b>	<b>70.8%</b>	<b>67.5%</b>	<b>70.6%</b>	<b>75.1%</b>	<b>77.6%</b>

-  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).

## 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

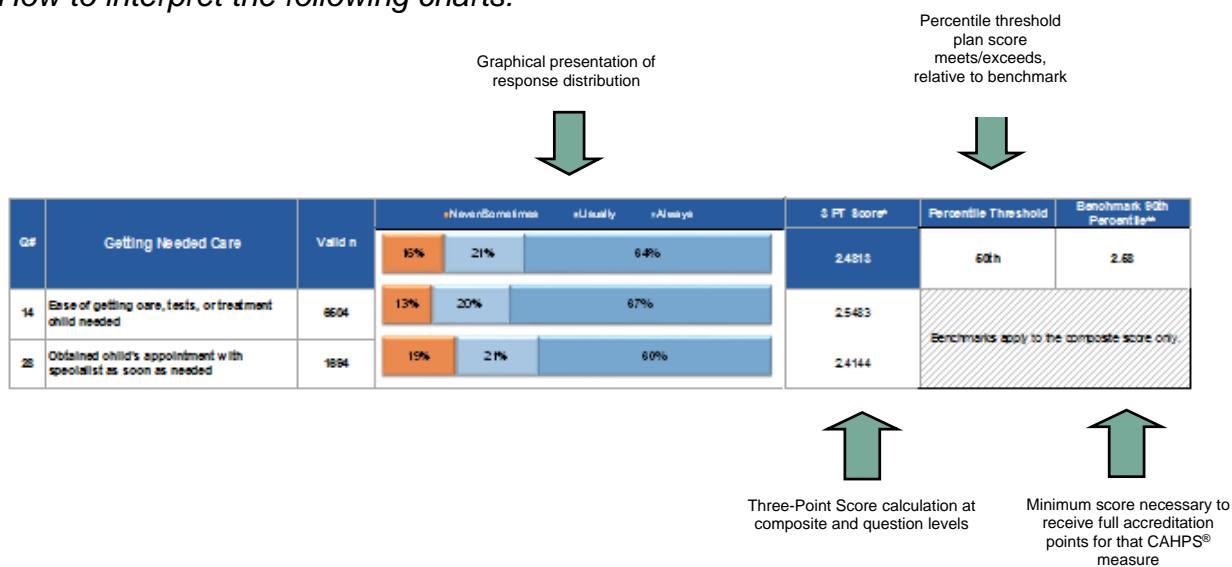
Scale 2	Score Value
No	1
Yes	3

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:*



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

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

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

## Charts 4A – 4C

## Global Proportions/Three-Point Scores

### Composite/Attribute Response Distributions of Accreditation Measures

**WellCare of Nebraska**

**Medicaid Child CAHPS®**

115 Total Respondents

Q#	Getting Needed Care	Valid n	<div> <div>Never/Sometimes</div> <div>Usually</div> <div>Always</div> </div>	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			<div> <div>16%</div> <div>22%</div> <div>62%</div> </div>	2.4563	NA	2.56
14	Ease of getting care, tests, or treatment child needed	80	<div> <div>8%</div> <div>19%</div> <div>74%</div> </div>	2.6625	Benchmarks apply to the composite score only.	
28	Obtained child's appointment with specialist as soon as needed	20	<div> <div>25%</div> <div>25%</div> <div>50%</div> </div>	2.2500		
Q#	Getting Care Quickly	Valid n	<div> <div>Never/Sometimes</div> <div>Usually</div> <div>Always</div> </div>	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			<div> <div>14%</div> <div>10%</div> <div>76%</div> </div>	2.6250	NA	2.69
4	Child obtained needed care right away	38	<div> <div>21%</div> <div>3%</div> <div>76%</div> </div>	2.5526	Benchmarks apply to the composite score only.	
6	Child obtained appointment for care as soon as needed	76	<div> <div>7%</div> <div>17%</div> <div>76%</div> </div>	2.6974		
Q#	How Well Doctors Communicate	Valid n	<div> <div>Never/Sometimes</div> <div>Usually</div> <div>Always</div> </div>	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			<div> <div>3%</div> <div>12%</div> <div>85%</div> </div>	2.8160	NA	2.79
17	Child's doctor explained things in an understandable way	72	<div> <div>3%</div> <div>10%</div> <div>88%</div> </div>	2.8472	Benchmarks apply to the composite score only.	
18	Child's doctor listened carefully to you	72	<div> <div>4%</div> <div>11%</div> <div>85%</div> </div>	2.8056		
19	Child's doctor showed respect for what you had to say	72	<div> <div>1%</div> <div>6%</div> <div>93%</div> </div>	2.9167		
22	Child's doctor spent enough time with your child	72	<div> <div>4%</div> <div>22%</div> <div>74%</div> </div>	2.6944		

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

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

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

Note 2: 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 CAHPS®**

115 Total Respondents

Q#	Customer Service	Valid n	<div> <div>Never/Sometimes</div> <div>Usually</div> <div>Always</div> </div>	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			<div> <div>16%</div> <div>23%</div> <div>61%</div> </div>	2.4429	NA	2.63
32	Getting information/help from customer service	49	<div> <div>29%</div> <div>24%</div> <div>47%</div> </div>	2.1837	Benchmarks apply to the composite score only.	
33	Treated with courtesy and respect by customer service staff	47	<div> <div>4%</div> <div>21%</div> <div>74%</div> </div>	2.7021		

Q#	Additional Measure	Valid n	<div> <div>Never/Sometimes</div> <div>Usually</div> <div>Always</div> </div>	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
25	Coordination of Care - Child's doctor seemed informed/up-to-date about the care received from other doctors/providers	29	<div> <div>10%</div> <div>31%</div> <div>59%</div> </div>	2.4828	NA	2.52

Q#	Rating Questions	Valid n	<div> <div>0-6</div> <div>7-8</div> <div>9-10</div> </div>	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
13	Rating of Health Care	80	<div> <div>5%</div> <div>23%</div> <div>73%</div> </div>	2.6750	NA	2.59
26	Rating of Personal Doctor	96	<div> <div>2%</div> <div>15%</div> <div>83%</div> </div>	2.8125	NA	2.69
30	Rating of Specialist	16	<div> <div>0%</div> <div>44%</div> <div>56%</div> </div>	2.5625	NA	2.66
36	Rating of Health Plan	110	<div> <div>9%</div> <div>25%</div> <div>66%</div> </div>	2.5727	50th	2.67

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

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

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

Note 2: 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

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

**WellCare of Nebraska**

**Medicaid Child CAHPS®**

### 115 Total Respondents

Q#	Shared Decision Making	Valid n	<div> <div>No</div> <div>Yes</div> </div>	3 PT Score*
			<div> <div>19%</div> <div>81%</div> </div>	2.6267
10	Doctor/health provider talked about reasons you might want your child to take a medicine	25	<div> <div>8%</div> <div>92%</div> </div>	2.8400
11	Doctor/health provider talked about reasons you might not want your child to take a medicine	25	<div> <div>32%</div> <div>68%</div> </div>	2.3600
12	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	25	<div> <div>16%</div> <div>84%</div> </div>	2.6800

Q#	Additional Measure	Valid n	<div> <div>No</div> <div>Yes</div> </div>	3 PT Score*
8	Health Promotion and Education - Doctor/health provider discussed specific things to do to prevent illnesses in your child	79	<div> <div>25%</div> <div>75%</div> </div>	2.4937

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

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



## Accreditation Assessment

### CAHPS® Measures

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

For accreditation purposes, NCQA converts certain CAHPS® 5.0H results into Three-Point Scores as described in the previous section. The four rating questions (*Health Care, Personal Doctor, Specialist, and Health Plan*), the *Coordination of Care* measure, and the following composites are evaluated: *Getting Needed Care, Getting Care Quickly, and Customer Service*. Results are then compared against NCQA Three-Point percentile benchmarks and thresholds. Thresholds are based on HEDIS®/CAHPS® benchmark data from other Medicaid 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<sup>16</sup> 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).<sup>17</sup>

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

## Chart 4D

<sup>16</sup> 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.

<sup>17</sup> The CAHPS® *Coordination of Care* measure was introduced into 2016 accreditation scoring. Organizations accredited on the 2015 standards will not be scored using the organization's submitted rate for this measure.

# Accreditation Assessment

## HEDIS®/CAHPS® Three-Point Scores

**WellCare of Nebraska**

**Medicaid Child CAHPS®**

115 Total Respondents

Composite/Rating Item	2017 HEDIS/CAHPS Percentiles*				Plan Three-Point Score	Approximate Plan Percentile Threshold	Approximate Points Awarded Based on Accreditation Year		
	25th	50th	75th	90th			2017	2016	2015
Getting Needed Care	2.37	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 (Q25)	2.36	2.42	2.48	2.52	NA	NA	-	-	
Rating of Health Care (Q13)	2.49	2.52	2.57	2.59	NA	NA	-	-	-
Rating of Personal Doctor (Q26)	2.58	2.62	2.65	2.69	NA	NA	-	-	-
Rating of Specialist (Q30)	2.53	2.59	2.62	2.66	NA	NA	-	-	-
Rating of Health Plan (Q36)	2.51	2.57	2.62	2.67	2.5727	50th	-	-	-
Approximate Points Earned (13.000 available in 2015, 2016, and 2017)							See note below	See note below	See note below

\* 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 Commendable.

**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 – 5H present Summary Rates<sup>18</sup> for attributes, ratings, and composite scores organized across the following:

- Respondent's Age (Q43)
- Respondent's Education (Q45)
- Child's Ethnicity (Q41)
- Child's Race (Q42)
- Child's Health Status (Q37)
- Child's Mental/Emotional Health Status (Q38)
- Number of Doctor/Clinic Visits (Q7)
- 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
Q36. Rating of Health Plan	63%	58%

### Charts 5A – 5H

<sup>18</sup> Refer to "Summary Rate" in the *Technical Notes* for the Summary Rate definition for each composite and attribute.

# Segmentation Analysis

WellCare of Nebraska

## Plan Summary Rates by Respondent's Age (Q43)

Medicaid Child CAHPS®

### 115 Total 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	50.0%	12	75.0%	11	90.9%	9	88.9%	NA
6	Child obtained appointment for care as soon as needed	9	88.9%	23	95.7%	23	95.7%	17	94.1%	NA
10	Doctor/health provider talked about reasons you might want your child to take a medicine	0	0.0%	7	100.0%	11	81.8%	6	100.0%	NA
11	Doctor/health provider talked about reasons you might not want your child to take a medicine	0	0.0%	7	57.1%	11	72.7%	6	66.7%	NA
12	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	0	0.0%	7	85.7%	11	72.7%	6	100.0%	NA
14	Ease of getting care, tests, or treatment child needed	6	100.0%	24	87.5%	27	92.6%	20	95.0%	NA
17	Child's doctor explained things in an understandable way	8	100.0%	21	100.0%	26	96.2%	14	92.9%	NA
18	Child's doctor listened carefully to you	8	75.0%	21	100.0%	26	100.0%	14	92.9%	NA
19	Child's doctor showed respect for what you had to say	8	87.5%	21	100.0%	26	100.0%	14	100.0%	NA
22	Child's doctor spent enough time with your child	8	87.5%	21	100.0%	26	92.3%	14	100.0%	NA
28	Obtained child's appointment with specialist as soon as needed	2	50.0%	2	50.0%	7	85.7%	7	85.7%	NA
32	Getting information/help from customer service	7	57.1%	9	66.7%	16	93.8%	16	62.5%	NA
33	Customer service treated member with courtesy and respect	7	100.0%	9	100.0%	15	100.0%	15	93.3%	NA
<b>Q# Composites &amp; Key Questions</b>										
	Getting Needed Care		75.0%		68.8%		89.2%		90.4%	NA
	Getting Care Quickly		69.4%		85.3%		93.3%		91.5%	NA
	How Well Doctors Communicate		87.5%		100.0%		97.1%		96.4%	NA
	Customer Service		78.6%		83.3%		96.9%		77.9%	NA
	Shared Decision Making		0.0%		81.0%		75.8%		88.9%	NA
8	Health Promotion and Education	6	100.0%	24	70.8%	27	70.4%	19	73.7%	NA
25	Coordination of Care	4	75.0%	6	100.0%	12	83.3%	6	100.0%	NA
35	Ease of Filling Out Forms	11	100.0%	28	96.4%	34	97.1%	33	93.9%	NA
<b>Q# Rating Items (Summary Rate = 8 + 9 + 10)</b>										
13	Rating of Health Care	6	83.3%	24	91.7%	27	92.6%	20	90.0%	NA
26	Rating of Personal Doctor	10	90.0%	27	96.3%	31	96.8%	25	96.0%	NA
30	Rating of Specialist	1	100.0%	2	50.0%	7	100.0%	5	100.0%	NA
36	Rating of Health Plan	11	90.9%	29	82.8%	35	91.4%	31	83.9%	NA
<b>Q# Rating Items (Summary Rate = 9 + 10)</b>										
13	Rating of Health Care	6	66.7%	24	79.2%	27	74.1%	20	70.0%	NA
26	Rating of Personal Doctor	10	80.0%	27	77.8%	31	90.3%	25	80.0%	NA
30	Rating of Specialist	1	100.0%	2	50.0%	7	42.9%	5	60.0%	NA
36	Rating of Health Plan	11	63.6%	29	62.1%	35	80.0%	31	61.3%	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 (Q45)

Medicaid Child CAHPS®

## 115 Total Respondents

Q#	Attributes	High School Graduate or less		Some College or more		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	14	71.4%	23	87.0%	NA
6	Child obtained appointment for care as soon as needed	27	96.3%	45	95.6%	NA
10	Doctor/health provider talked about reasons you might want your child to take a medicine	8	100.0%	15	86.7%	NA
11	Doctor/health provider talked about reasons you might not want your child to take a medicine	8	87.5%	15	53.3%	NA
12	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	8	62.5%	15	93.3%	NA
14	Ease of getting care, tests, or treatment child needed	31	87.1%	46	95.7%	NA
17	Child's doctor explained things in an understandable way	27	92.6%	43	100.0%	NA
18	Child's doctor listened carefully to you	27	92.6%	43	97.7%	NA
19	Child's doctor showed respect for what you had to say	27	96.3%	43	100.0%	NA
22	Child's doctor spent enough time with your child	27	92.6%	43	97.7%	NA
28	Obtained child's appointment with specialist as soon as needed	6	100.0%	11	72.7%	NA
32	Getting information/help from customer service	20	90.0%	28	60.7%	NA
33	Treated with courtesy and respect by customer service staff	20	100.0%	26	96.2%	NA
<b>Q# Composites &amp; Key Questions</b>						
	Getting Needed Care		93.5%		84.2%	NA
	Getting Care Quickly		83.9%		91.3%	NA
	How Well Doctors Communicate		93.5%		98.8%	NA
	Customer Service		95.0%		78.4%	NA
	Shared Decision Making		83.3%		77.8%	NA
8	Health Promotion and Education	31	71.0%	45	75.6%	NA
25	Coordination of Care	12	83.3%	16	93.8%	NA
35	Ease of Filling Out Forms	44	97.7%	62	96.8%	NA
<b>Q# Rating Items (Summary Rate = 8 + 9 + 10)</b>						
13	Rating of Health Care	31	87.1%	46	93.5%	NA
26	Rating of Personal Doctor	32	87.5%	62	100.0%	NA
30	Rating of Specialist	6	100.0%	8	87.5%	NA
36	Rating of Health Plan	43	79.1%	63	90.5%	NA
<b>Q# Rating Items (Summary Rate = 9 + 10)</b>						
13	Rating of Health Care	31	64.5%	46	80.4%	NA
26	Rating of Personal Doctor	32	68.8%	62	90.3%	NA
30	Rating of Specialist	6	66.7%	8	50.0%	NA
36	Rating of Health Plan	43	67.4%	63	66.7%	NA

\* Range is the difference between Summary Rates shown. Due to the small number of respondents with a "High school graduate or less" education level, 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 Child's Ethnicity (Q41)

Medicaid Child CAHPS®

## 115 Total Respondents

Q#	Attributes	Hispanic/Latino		Not Hispanic/Latino		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	2	50.0%	35	82.9%	NA
6	Child obtained appointment for care as soon as needed	14	92.9%	59	94.9%	NA
10	Doctor/health provider talked about reasons you might want your child to take a medicine	5	80.0%	19	94.7%	NA
11	Doctor/health provider talked about reasons you might not want your child to take a medicine	5	60.0%	19	68.4%	NA
12	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
14	Ease of getting care, tests, or treatment child needed	15	93.3%	63	92.1%	NA
17	Child's doctor explained things in an understandable way	16	93.8%	53	98.1%	NA
18	Child's doctor listened carefully to you	16	93.8%	53	96.2%	NA
19	Child's doctor showed respect for what you had to say	16	100.0%	53	98.1%	NA
22	Child's doctor spent enough time with your child	16	87.5%	53	98.1%	NA
28	Obtained child's appointment with specialist as soon as needed	2	50.0%	16	81.3%	NA
32	Getting information/help from customer service	15	86.7%	32	65.6%	NA
33	Treated with courtesy and respect by customer service staff	15	100.0%	31	93.5%	NA
<b>Composites &amp; Key Questions</b>						
	Getting Needed Care		71.7%		86.7%	NA
	Getting Care Quickly		71.4%		88.9%	NA
	How Well Doctors Communicate		93.8%		97.6%	NA
	Customer Service		93.3%		79.6%	NA
	Shared Decision Making		73.3%		82.5%	NA
8	Health Promotion and Education	15	60.0%	62	77.4%	NA
25	Coordination of Care	8	87.5%	20	90.0%	NA
35	Ease of Filling Out Forms	22	95.5%	82	96.3%	NA
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>						
13	Rating of Health Care	15	100.0%	63	88.9%	NA
26	Rating of Personal Doctor	19	100.0%	72	94.4%	NA
30	Rating of Specialist	2	100.0%	13	92.3%	NA
36	Rating of Health Plan	22	95.5%	82	82.9%	NA
<b>Rating Items (Summary Rate = 9 + 10)</b>						
13	Rating of Health Care	15	73.3%	63	74.6%	NA
26	Rating of Personal Doctor	19	84.2%	72	83.3%	NA
30	Rating of Specialist	2	50.0%	13	53.8%	NA
36	Rating of Health Plan	22	68.2%	82	64.6%	NA

\* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their child's ethnicity is Hispanic/Latino, 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 Race (Q42)

WellCare of Nebraska

Medicaid Child CAHPS®

### 115 Total Respondents

Q#	Attributes	White		Black or African-American		Other*		Range**
		Valid n***	%	Valid n***	%	Valid n***	%	
4	Child obtained needed care right away	32	81.3%	5	100.0%	6	50.0%	NA
6	Child obtained appointment for care as soon as needed	51	98.0%	11	100.0%	28	89.3%	NA
10	Doctor/health provider talked about reasons you might want your child to take a medicine	20	95.0%	2	100.0%	5	80.0%	NA
11	Doctor/health provider talked about reasons you might not want your child to take a medicine	20	70.0%	2	100.0%	5	40.0%	NA
12	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	20	80.0%	2	100.0%	5	100.0%	NA
14	Ease of getting care, tests, or treatment child needed	53	94.3%	10	100.0%	29	89.7%	NA
17	Child's doctor explained things in an understandable way	48	100.0%	9	100.0%	25	96.0%	NA
18	Child's doctor listened carefully to you	48	95.8%	9	100.0%	25	96.0%	NA
19	Child's doctor showed respect for what you had to say	48	97.9%	9	100.0%	25	100.0%	NA
22	Child's doctor spent enough time with your child	48	97.9%	9	100.0%	25	92.0%	NA
28	Obtained child's appointment with specialist as soon as needed	15	86.7%	3	66.7%	3	66.7%	NA
32	Getting information/help from customer service	28	67.9%	10	60.0%	21	76.2%	NA
33	Treated with courtesy and respect by customer service staff	27	96.3%	10	90.0%	20	95.0%	NA
Q#	Composites & Key Questions							
	Getting Needed Care		90.5%		83.3%		78.2%	NA
	Getting Care Quickly		89.6%		100.0%		69.6%	NA
	How Well Doctors Communicate		97.9%		100.0%		96.0%	NA
	Customer Service		82.1%		75.0%		85.6%	NA
	Shared Decision Making		81.7%		100.0%		73.3%	NA
8	Health Promotion and Education	52	76.9%	10	80.0%	29	79.3%	NA
25	Coordination of Care	20	90.0%	5	100.0%	7	85.7%	NA
35	Ease of Filling Out Forms	67	95.5%	19	100.0%	42	97.6%	NA
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
13	Rating of Health Care	53	88.7%	10	80.0%	29	89.7%	NA
26	Rating of Personal Doctor	63	93.7%	16	100.0%	34	94.1%	NA
30	Rating of Specialist	13	92.3%	2	100.0%	2	100.0%	NA
36	Rating of Health Plan	67	83.6%	18	94.4%	40	82.5%	NA
Q#	Rating Items (Summary Rate = 9 + 10)							
13	Rating of Health Care	53	71.7%	10	60.0%	29	79.3%	NA
26	Rating of Personal Doctor	63	82.5%	16	81.3%	34	85.3%	NA
30	Rating of Specialist	13	53.8%	2	100.0%	2	50.0%	NA
36	Rating of Health Plan	67	61.2%	18	66.7%	40	65.0%	NA

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

\*\* Range is the difference between Summary Rates shown. Due to the small number of respondents choosing the "Other" race category or indicating their child's race is Black or African-American, 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 Child's Health Status (Q37)

Medicaid Child CAHPS®

115 Total Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	28	82.1%	7	85.7%	2	50.0%	NA
6	Child obtained appointment for care as soon as needed	61	93.4%	12	91.7%	2	100.0%	NA
10	Doctor/health provider talked about reasons you might want your child to take a medicine	16	87.5%	6	100.0%	2	100.0%	NA
11	Doctor/health provider talked about reasons you might not want your child to take a medicine	16	62.5%	6	83.3%	2	50.0%	NA
12	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	16	100.0%	6	33.3%	2	100.0%	NA
14	Ease of getting care, tests, or treatment child needed	65	93.8%	12	91.7%	2	50.0%	NA
17	Child's doctor explained things in an understandable way	58	96.6%	12	100.0%	1	100.0%	NA
18	Child's doctor listened carefully to you	58	94.8%	12	100.0%	1	100.0%	NA
19	Child's doctor showed respect for what you had to say	58	98.3%	12	100.0%	1	100.0%	NA
22	Child's doctor spent enough time with your child	58	96.6%	12	91.7%	1	100.0%	NA
28	Obtained child's appointment with specialist as soon as needed	14	71.4%	5	80.0%	0	0.0%	NA
32	Getting information/help from customer service	40	70.0%	8	75.0%	1	100.0%	NA
33	Treated with courtesy and respect by customer service staff	38	97.4%	8	87.5%	1	100.0%	NA
<b>Q#</b>	<b>Composites &amp; Key Questions</b>							
	Getting Needed Care		82.6%		85.8%		25.0%	NA
	Getting Care Quickly		87.8%		88.7%		75.0%	NA
	How Well Doctors Communicate		96.6%		97.9%		100.0%	NA
	Customer Service		83.7%		81.3%		100.0%	NA
	Shared Decision Making		83.3%		72.2%		83.3%	NA
8	Health Promotion and Education	64	75.0%	12	75.0%	2	50.0%	NA
25	Coordination of Care	21	85.7%	6	100.0%	1	100.0%	NA
35	Ease of Filling Out Forms	90	95.6%	17	100.0%	2	100.0%	NA
<b>Q#</b>	<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>							
13	Rating of Health Care	65	96.9%	12	66.7%	2	50.0%	NA
26	Rating of Personal Doctor	80	95.0%	15	100.0%	1	100.0%	NA
30	Rating of Specialist	11	100.0%	5	80.0%	0	0.0%	NA
36	Rating of Health Plan	90	87.8%	18	77.8%	2	50.0%	NA
<b>Q#</b>	<b>Rating Items (Summary Rate = 9 + 10)</b>							
13	Rating of Health Care	65	81.5%	12	33.3%	2	50.0%	NA
26	Rating of Personal Doctor	80	86.3%	15	66.7%	1	100.0%	NA
30	Rating of Specialist	11	54.5%	5	60.0%	0	0.0%	NA
36	Rating of Health Plan	90	68.9%	18	55.6%	2	50.0%	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

WellCare of Nebraska

Plan Summary Rates by Child's Mental/Emotional Health Status (Q38)

Medicaid Child CAHPS®

115 Total Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	28	78.6%	7	100.0%	2	50.0%	NA
6	Child obtained appointment for care as soon as needed	55	92.7%	17	94.1%	3	100.0%	NA
10	Doctor/health provider talked about reasons you might want your child to take a medicine	16	87.5%	6	100.0%	2	100.0%	NA
11	Doctor/health provider talked about reasons you might not want your child to take a medicine	16	62.5%	6	83.3%	2	50.0%	NA
12	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	16	81.3%	6	83.3%	2	100.0%	NA
14	Ease of getting care, tests, or treatment child needed	60	91.7%	16	100.0%	3	66.7%	NA
17	Child's doctor explained things in an understandable way	53	96.2%	16	100.0%	2	100.0%	NA
18	Child's doctor listened carefully to you	53	94.3%	16	100.0%	2	100.0%	NA
19	Child's doctor showed respect for what you had to say	53	98.1%	16	100.0%	2	100.0%	NA
22	Child's doctor spent enough time with your child	53	96.2%	16	93.8%	2	100.0%	NA
28	Obtained child's appointment with specialist as soon as needed	15	73.3%	4	75.0%	0	0.0%	NA
32	Getting information/help from customer service	36	72.2%	12	75.0%	1	0.0%	NA
33	Treated with courtesy and respect by customer service staff	35	97.1%	11	90.9%	1	100.0%	NA
<b>Q#</b>	<b>Composites &amp; Key Questions</b>							
	Getting Needed Care		82.5%		87.5%		33.3%	NA
	Getting Care Quickly		85.6%		97.1%		75.0%	NA
	How Well Doctors Communicate		96.2%		98.4%		100.0%	NA
	Customer Service		84.7%		83.0%		50.0%	NA
	Shared Decision Making		77.1%		88.9%		83.3%	NA
8	Health Promotion and Education	59	72.9%	16	81.3%	3	66.7%	NA
25	Coordination of Care	20	90.0%	7	85.7%	1	100.0%	NA
35	Ease of Filling Out Forms	83	97.6%	22	90.9%	4	100.0%	NA
<b>Q#</b>	<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>							
13	Rating of Health Care	60	93.3%	16	87.5%	3	66.7%	NA
26	Rating of Personal Doctor	76	96.1%	18	94.4%	2	100.0%	NA
30	Rating of Specialist	13	92.3%	3	100.0%	0	0.0%	NA
36	Rating of Health Plan	83	89.2%	23	78.3%	4	50.0%	NA
<b>Q#</b>	<b>Rating Items (Summary Rate = 9 + 10)</b>							
13	Rating of Health Care	60	76.7%	16	68.8%	3	33.3%	NA
26	Rating of Personal Doctor	76	84.2%	18	83.3%	2	50.0%	NA
30	Rating of Specialist	13	53.8%	3	66.7%	0	0.0%	NA
36	Rating of Health Plan	83	68.7%	23	60.9%	4	50.0%	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 Number of Doctor/Clinic Visits (Q7)

Medicaid Child CAHPS®

## 115 Total Respondents

Q#	Attributes	Less than Three visits		Three or more visits		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	20	75.0%	17	82.4%	NA
6	Child obtained appointment for care as soon as needed	51	90.2%	22	100.0%	NA
10	Doctor/health provider talked about reasons you might want your child to take a medicine	10	100.0%	15	86.7%	NA
11	Doctor/health provider talked about reasons you might not want your child to take a medicine	10	70.0%	15	66.7%	NA
12	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	10	100.0%	15	73.3%	NA
14	Ease of getting care, tests, or treatment child needed	51	90.2%	29	96.6%	NA
17	Child's doctor explained things in an understandable way	49	95.9%	21	100.0%	NA
18	Child's doctor listened carefully to you	49	95.9%	21	95.2%	NA
19	Child's doctor showed respect for what you had to say	49	100.0%	21	95.2%	NA
22	Child's doctor spent enough time with your child	49	98.0%	21	90.5%	NA
28	Obtained child's appointment with specialist as soon as needed	7	57.1%	11	90.9%	NA
32	Getting information/help from customer service	35	74.3%	11	72.7%	NA
33	Treated with courtesy and respect by customer service staff	34	94.1%	11	100.0%	NA
<b>Q# Composites &amp; Key Questions</b>						
	Getting Needed Care		73.7%		93.7%	NA
	Getting Care Quickly		82.6%		91.2%	NA
	How Well Doctors Communicate		97.4%		95.2%	NA
	Customer Service		84.2%		86.4%	NA
	Shared Decision Making		90.0%		75.6%	NA
8	Health Promotion and Education	50	76.0%	29	72.4%	NA
25	Coordination of Care	17	94.1%	10	90.0%	NA
35	Ease of Filling Out Forms	79	96.2%	25	96.0%	NA
<b>Q# Rating Items (Summary Rate = 8 + 9 + 10)</b>						
13	Rating of Health Care	51	94.1%	29	86.2%	NA
26	Rating of Personal Doctor	68	98.5%	23	91.3%	NA
30	Rating of Specialist	6	100.0%	9	88.9%	NA
36	Rating of Health Plan	77	87.0%	28	82.1%	NA
<b>Q# Rating Items (Summary Rate = 9 + 10)</b>						
13	Rating of Health Care	51	80.4%	29	58.6%	NA
26	Rating of Personal Doctor	68	85.3%	23	78.3%	NA
30	Rating of Specialist	6	83.3%	9	33.3%	NA
36	Rating of Health Plan	77	71.4%	28	50.0%	NA

\* Range is the difference between Summary Rates shown. Due to the small number of respondents making 3 or more doctor/clinic visits, 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 Data Collection Method

**WellCare of Nebraska**

**Medicaid Child CAHPS®**

### 115 Total Respondents

Q#	Attributes	Mail		Phone		Range*
		Valid n**	%	Valid n**	%	
4	Child obtained needed care right away	22	86.4%	16	68.8%	17.6%
6	Child obtained appointment for care as soon as needed	35	94.3%	41	92.7%	1.6%
10	Doctor/health provider talked about reasons you might want your child to take a medicine	12	100.0%	13	84.6%	15.4%
11	Doctor/health provider talked about reasons you might not want your child to take a medicine	12	66.7%	13	69.2%	2.6%
12	Doctor/health provider asked you what you thought was best for your child when starting or stopping a prescription medicine	12	83.3%	13	84.6%	1.3%
14	Ease of getting care, tests, or treatment child needed	38	92.1%	42	92.9%	0.8%
17	Child's doctor explained things in an understandable way	36	100.0%	36	94.4%	5.6%
18	Child's doctor listened carefully to you	36	100.0%	36	91.7%	8.3%
19	Child's doctor showed respect for what you had to say	36	100.0%	36	97.2%	2.8%
22	Child's doctor spent enough time with your child	36	97.2%	36	94.4%	2.8%
28	Obtained child's appointment with specialist as soon as needed	9	77.8%	11	72.7%	5.1%
32	Getting information/help from customer service	18	72.2%	31	71.0%	1.3%
33	Treated with courtesy and respect by customer service staff	17	100.0%	30	93.3%	6.7%
<b>Composites &amp; Key Questions</b>						
	Getting Needed Care		84.9%		82.8%	2.1%
	Getting Care Quickly		90.3%		80.7%	9.6%
	How Well Doctors Communicate		99.3%		94.4%	4.9%
	Customer Service		86.1%		82.2%	4.0%
	Shared Decision Making		83.3%		79.5%	3.8%
8	Health Promotion and Education	37	78.4%	42	71.4%	6.9%
25	Coordination of Care	15	93.3%	14	85.7%	7.6%
35	Ease of Filling Out Forms	53	98.1%	56	94.6%	3.5%
<b>Rating Items (Summary Rate = 8 + 9 + 10)</b>						
13	Rating of Health Care	38	92.1%	42	90.5%	1.6%
26	Rating of Personal Doctor	50	98.0%	46	93.5%	4.5%
30	Rating of Specialist	9	88.9%	7	100.0%	11.1%
36	Rating of Health Plan	54	90.7%	56	80.4%	10.4%
<b>Rating Items (Summary Rate = 9 + 10)</b>						
13	Rating of Health Care	38	81.6%	42	64.3%	17.3%
26	Rating of Personal Doctor	50	84.0%	46	82.6%	1.4%
30	Rating of Specialist	9	55.6%	7	57.1%	1.6%
36	Rating of Health Plan	54	70.4%	56	62.5%	7.9%

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

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

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

## 6. Correlation Analyses

Page 6A provides attribute correlations with *Rating of Health Plan* (Q36), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q26). 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.

### Chart 6A

# Correlation Analyses

## Attribute Correlations with Key Rating Questions

115 Total Respondents

**WellCare of Nebraska**

**Medicaid Child CAHPS®**

	Attributes, Key Questions, and Rating Items	Correlation Coefficients*			Plan Summary Rate	2017 Quality Compass All Plans Benchmark**
		with Q36 - Health Plan	with Q13 - Health Care	with Q26 - Personal Doctor		
Getting Needed Care	Q14. Ease of getting care, tests, or treatment child needed	0.274	<b>0.418</b>	0.111	92.5%	<b>80.4%</b>
	Q28. Obtained child's appointment with specialist as soon as needed	0.088	0.009	0.081	75.0%	89.2%
Getting Care Quickly	Q4. Child obtained needed care right away	0.257	<b>0.585</b>	0.148	78.9%	90.7%
	Q6. Child obtained appointment for care as soon as needed	0.025	0.023	0.085	93.4%	87.2%
How Well Doctors Communicate	Q17. Child's doctor explained things in an understandable way	0.043	0.103	0.087	97.2%	94.0%
	Q18. Child's doctor listened carefully to you	0.020	0.015	0.223	95.8%	95.0%
	Q19. Child's doctor showed respect for what you had to say	0.121	0.085	<b>0.493</b>	98.6%	96.2%
	Q22. Child's doctor spent enough time with your child	0.114	0.045	0.398	95.8%	88.8%
Customer Service	Q32. Getting information/help from customer service	0.373	0.133	0.272	71.4%	<b>82.6%</b>
	Q33. Treated with courtesy and respect by customer service staff	0.127	0.041	<b>0.402</b>	95.7%	93.6%
Additional Measures	Q25. Coordination of Care	0.102	0.020	0.193	89.7%	82.9%
	Q35. Ease of Filling Out Forms	<b>0.407</b>	0.017	0.031	96.3%	94.8%
Rating Items (Summary Rate = 8 + 9 + 10)	Q13. Rating of Health Care	<b>0.451</b>	NA	0.324	91.3%	86.7%
	Q26. Rating of Personal Doctor	0.241	0.324	NA	95.8%	<b>89.3%</b>
	Q30. Rating of Specialist	0.042	<b>0.672</b>	<b>0.532</b>	93.8%	87.3%
	Q36. Rating of Health Plan	NA	<b>0.451</b>	0.241	85.5%	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.

## 7. Priority Matrix

SPH Analytics offers a graphical display of relative performance of survey composites and key measures, along with their relative ‘importance’ as it relates to *Rating of Health Plan* (Q36). 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* (Q36) 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* (Q36) 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* (Q36) but rank at or above the 75th percentile. Composites that are weakly correlated with *Rating of Health Plan* (Q36) and rank below the 75th percentile are considered *Medium Priorities* and are placed in the bottom left quadrant.

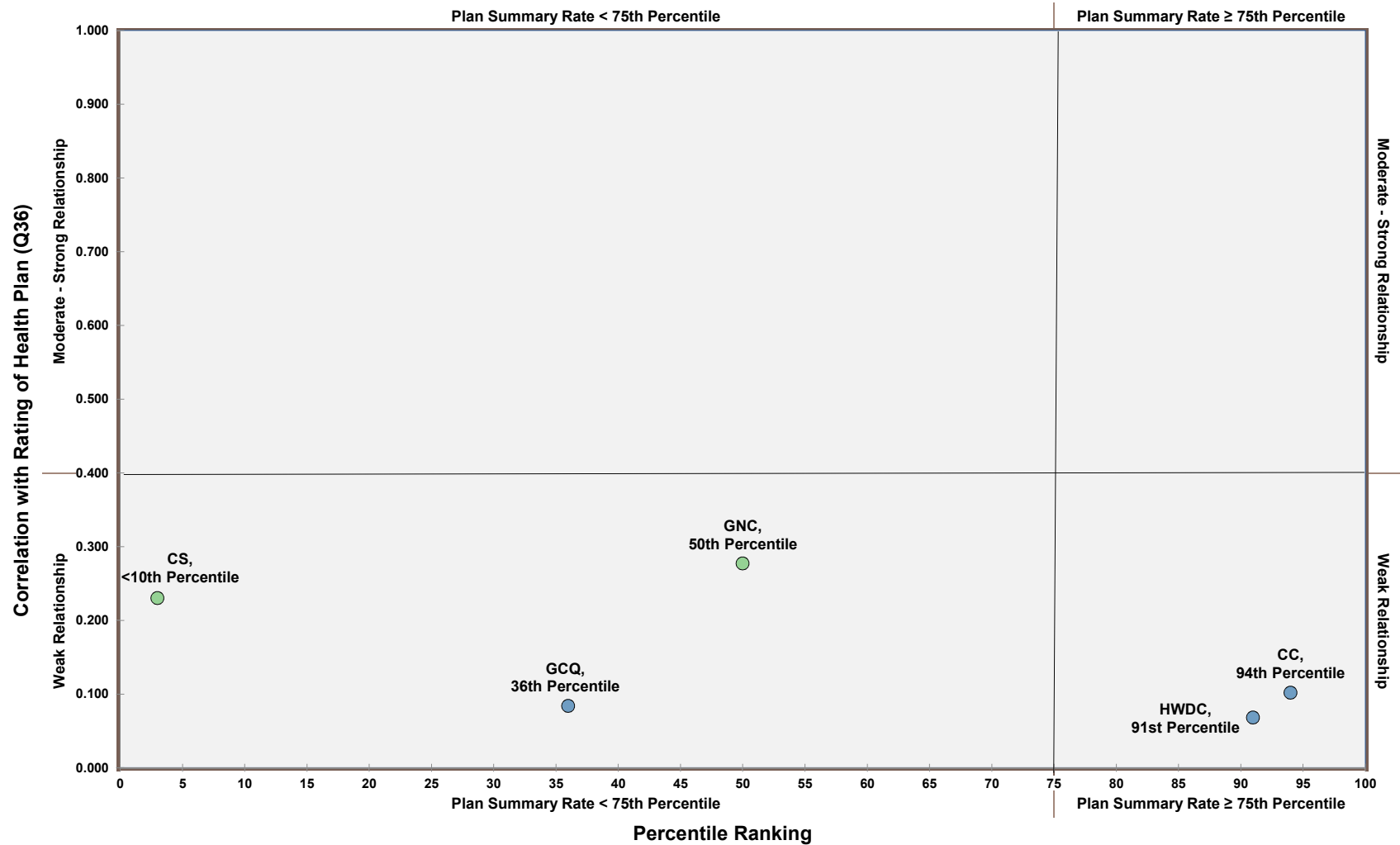
### Chart 7A

# Priority Matrix

Composite and Key Measure Correlations with Rating of Health Plan (Q36) and Percentile Rankings

**WellCare of Nebraska**

**Medicaid Child CAHPS®**



Health Plan Domain Composites	
denoted above with <span style="color: green;">●</span>	
Abbreviation	Definition
GNC	Getting Needed Care
CS	Customer Service

Health Care Domain Composites and Key Measure	
denoted above with <span style="color: blue;">●</span>	
Abbreviation	Definition
GCQ	Getting Care Quickly
HWDC	How Well Doctors Communicate
CC	Coordination of Care (Q25)

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

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

- Getting Needed Care
- Getting Care Quickly
- Customer Service
- Coordination of Care (Q22)
- Rating of Health Care (Q13)
- Rating of Personal Doctor (Q26)
- Rating of Specialist (Q30)
- Rating of Health Plan (Q36)

### 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* (Q36), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q26). Attributes considered to be highly correlated with the rating measures are shaded blue ( $r \geq 0.400$ ).

### Drill Down of Summary Rate Comparisons

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

### Benchmark Summary Rate Comparisons

This section compares your plan's current and trend scores (if applicable) to the trend scores from the Quality Compass® All Plans and SPH Analytics Book of Business benchmarks. The SPH Analytics Book of Business consists of Medicaid 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<sup>19</sup>

This section compares your plan's current Three-Point Scores to trend Three-Point Scores (if applicable).<sup>20</sup> 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, Three-Point Score calculation.

<sup>19</sup> 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

## Getting Needed Care Composite

WellCare of Nebraska

Medicaid Child CAHPS®

### Summary Rate Trend Comparisons

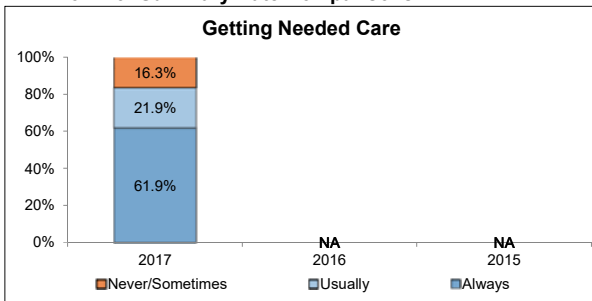
Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
<b>Getting Needed Care</b>		83.8%		NA		NA
Q14. Ease of getting care, tests, or treatment child needed	80	92.5%	NA	NA	NA	NA
Q28. Obtained child's appointment with specialist as soon as needed	20	75.0%	NA	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.

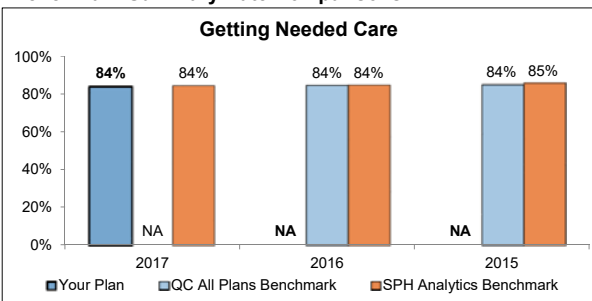
### Correlation with Rating Questions

Getting Needed Care	with Q36 - Health Plan	with Q13 - Health Care	with Q26 - Personal Dr.	Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to $r = 0.400$ ) are shaded blue.
Q14. Ease of getting care, tests, or treatment child needed	0.274	0.418	0.111	
Q28. Obtained child's appointment with specialist as soon as needed	0.088	0.009	0.081	

### 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
<b>Getting Needed Care</b>	83.8%	40th	84.5%	80.8%	85.1%	88.7%	90.6%
Q14. Ease of getting care, tests, or treatment child needed	92.5%	97th	80.4%	76.0%	81.0%	85.1%	88.1%
Q28. Obtained child's appointment with specialist as soon as needed	75.0%	<10th	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 below the 25th percentile.

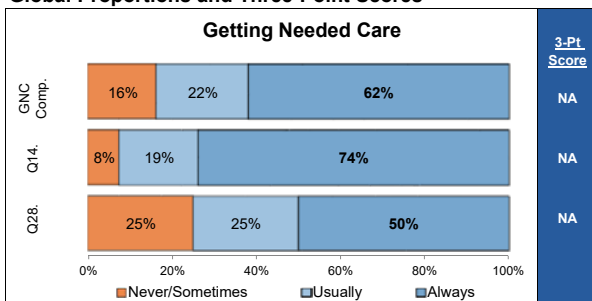
### Three-Point Score Trend Comparisons and Percentile Thresholds

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

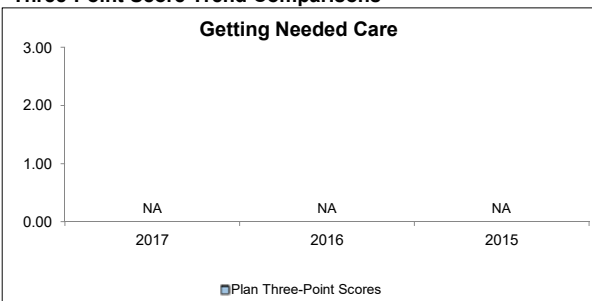
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

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 below the 25th percentile threshold.

### Global Proportions and Three-Point Scores



### Three-Point Score Trend Comparisons



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

# HEDIS/CAHPS® Composite Analysis

## Getting Care Quickly Composite

WellCare of Nebraska

Medicaid Child CAHPS®

### Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
<b>Getting Care Quickly</b>		86.2%		NA		NA
Q4. Child obtained needed care right away	38	78.9%	NA	NA	NA	NA
Q6. Child obtained appointment for care as soon as needed	76	93.4%	NA	NA	NA	NA

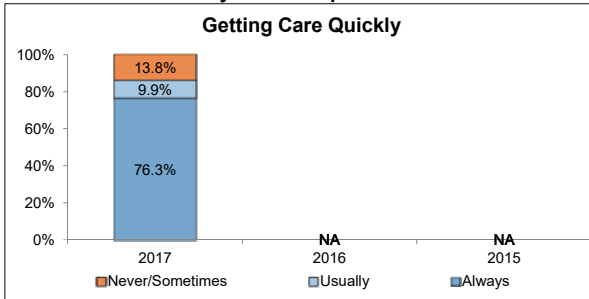
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no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

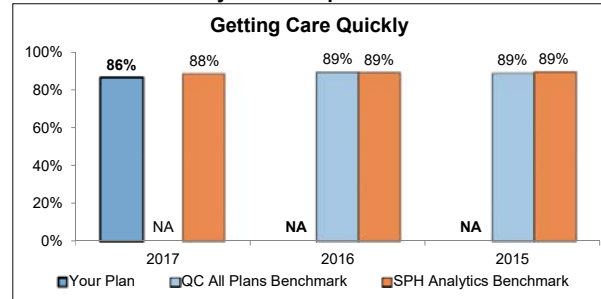
Getting Care Quickly	with Q36 - Health Plan	with Q13 - Health Care	with Q26 - Personal Dr.
Q4. Child obtained needed care right away	0.257	0.585	0.148
Q6. Child obtained appointment for care as soon as needed	0.025	0.023	0.085

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
<b>Getting Care Quickly</b>	86.2% 25th	88.8%	86.1%	89.5%	92.1%	93.7%
Q4. Child obtained needed care right away	78.9% <10th	90.7%	88.3%	91.7%	93.8%	95.5%
Q6. Child obtained appointment for care as soon as needed	93.4% 93rd	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.

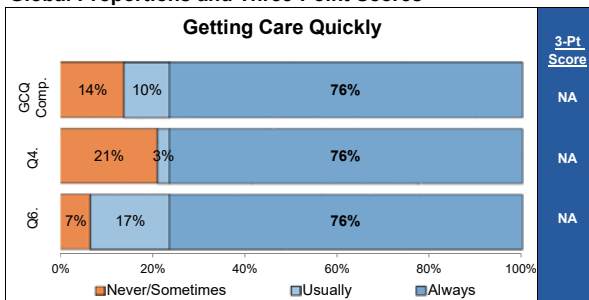
### Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
<b>Getting Care Quickly</b>	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

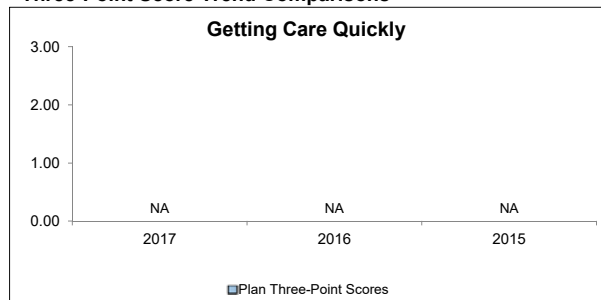
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

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

## Customer Service Composite

WellCare of Nebraska

Medicaid Child CAHPS®

### Summary Rate Trend Comparisons

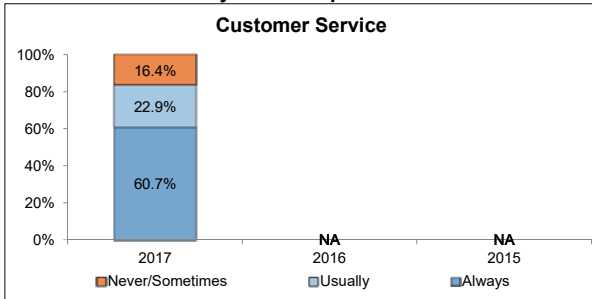
Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
<b>Customer Service</b>		<b>83.6%</b>		<b>NA</b>		<b>NA</b>
Q32. Getting information/help from customer service	49	71.4%	NA	NA	NA	NA
Q33. Treated with courtesy and respect by customer service staff	47	95.7%	NA	NA	NA	NA

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

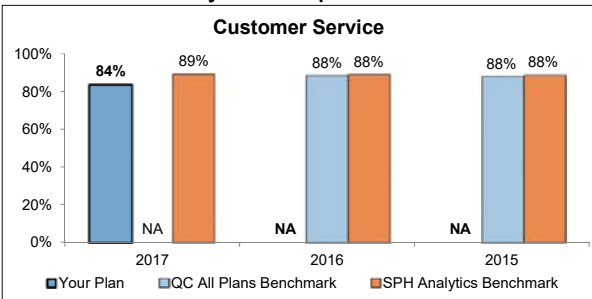
### Correlation with Rating Questions

Customer Service	with Q36 - Health Plan	with Q13 - Health Care	with Q26 - Personal Dr.	Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to $r = 0.400$ ) are shaded blue.
Q32. Getting information/help from customer service	0.373	0.133	0.272	
Q33. Treated with courtesy and respect by customer service staff	0.127	0.041	<b>0.402</b>	

### 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
<b>Customer Service</b>	<b>83.6%</b> <10th	88.1%	86.4%	88.1%	89.7%	91.2%
Q32. Getting information/help from customer service	71.4% <10th	82.6%	80.4%	82.3%	85.0%	87.4%
Q33. Treated with courtesy and respect by customer service staff	95.7% 84th	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.

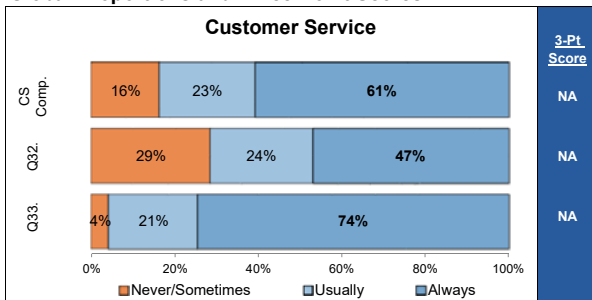
### Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
<b>Customer Service</b>	<b>2017</b>	<b>NA</b>	<b>NA</b>	2.50	2.53	2.58	2.63
	<b>2016</b>	<b>NA</b>	<b>NA</b>	2.50	2.53	2.58	2.63
	<b>2015</b>	<b>NA</b>	<b>NA</b>	2.50	2.53	2.58	2.63

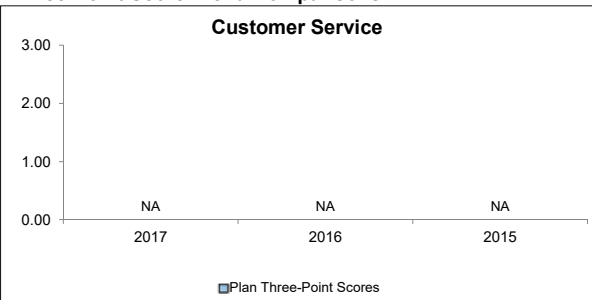
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

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

## Coordination of Care (Q25)

WellCare of Nebraska

Medicaid Child CAHPS®

### Summary Rate Trend Comparisons

Measure	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q25. Coordination of Care	29	89.7%	NA	NA	NA	NA

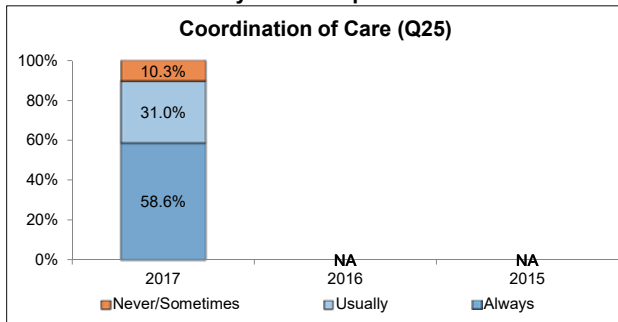
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no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

### Correlation with Rating Questions

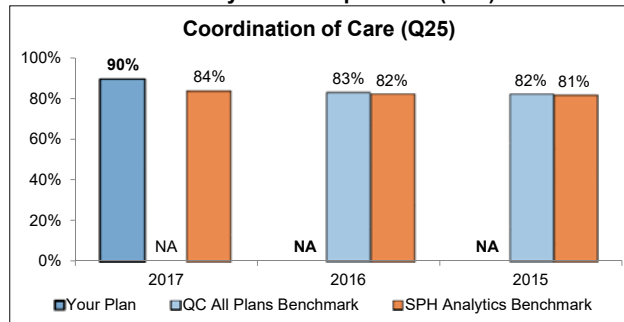
Rating of Health Care	with Q36 - Health Plan	with Q13 - Health Care	with Q26 - Personal Dr.
Q25. Coordination of Care	0.102	0.02	0.193

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
Q25. Coordination of Care	89.7% 95th	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 (Q25)	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.

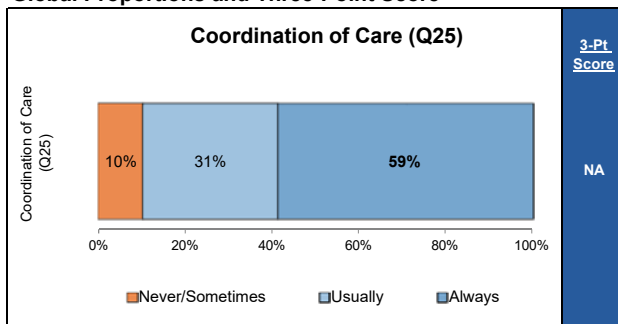
Three-Point Score at or above the 75th, but below the 90th percentile threshold.

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

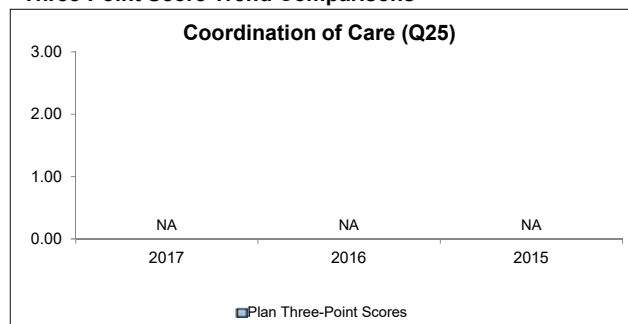
Three-Point Score at or above the 25th, but below the 50th percentile threshold.

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

## Rating of Health Care (Q13)

WellCare of Nebraska

Medicaid Child CAHPS®

### Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q13. Rating of Health Care (8-10)	80	91.3%	NA	NA	NA	NA
Q13. Rating of Health Care (9-10)	80	72.5%	NA	NA	NA	NA

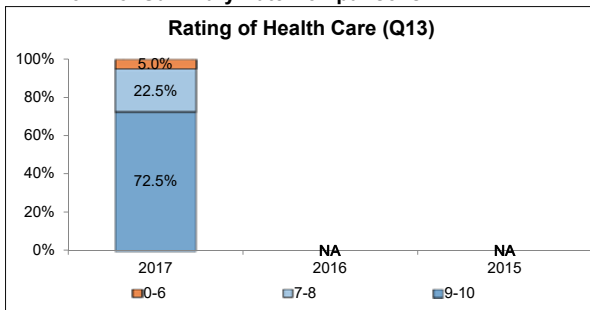
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no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

### Correlation with Rating Questions

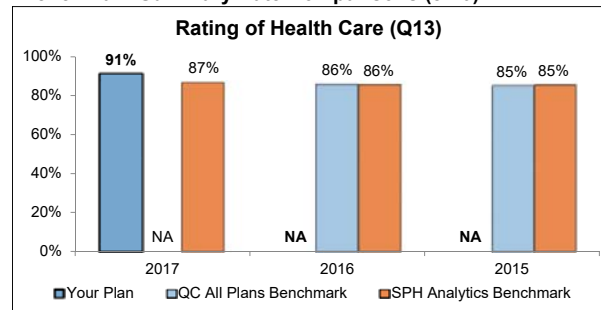
Rating of Health Care	with Q36 - Health Plan	with Q13 - Health Care	with Q26 - Personal Dr.
Q13. Rating of Health Care (8-10)	0.451	NA	0.324

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
Q13. Rating of Health Care (8-10)	91.3% 97th	86.7%	85.1%	87.1%	88.7%	90.1%
Q13. Rating of Health Care (9-10)	72.5% 72nd	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 below the 25th percentile.

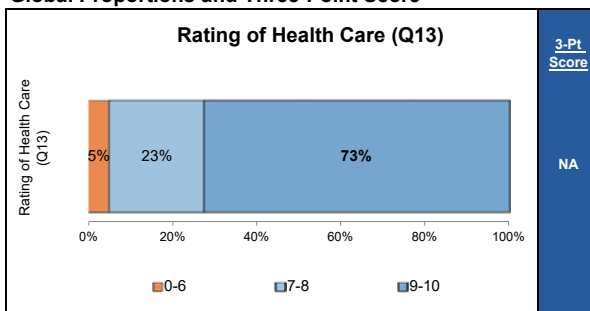
### Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Health Care (Q13)	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

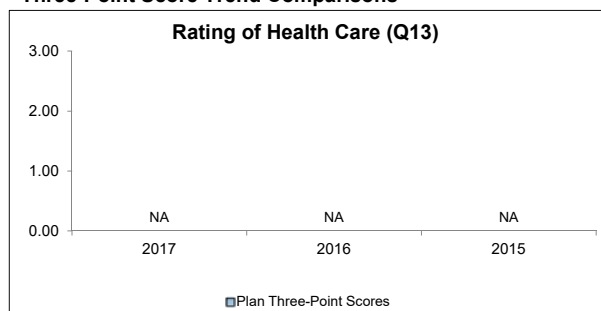
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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 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

## Rating of Personal Doctor (Q26)

Medicaid Child CAHPS®

### Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q26. Rating of Personal Doctor (8-10)	96	95.8%	NA	NA	NA	NA
Q26. Rating of Personal Doctor (9-10)	96	83.3%	NA	NA	NA	NA

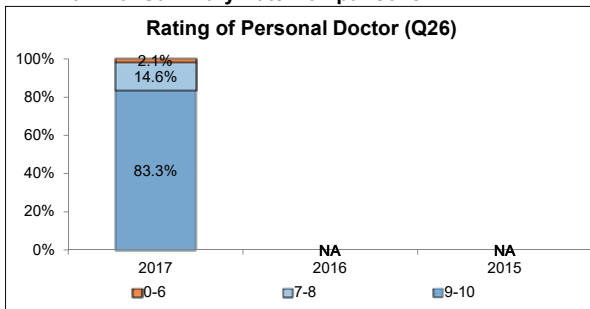
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no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

### Correlation with Rating Questions

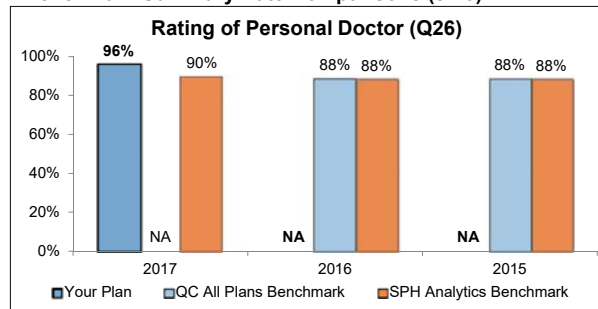
Rating of Personal Doctor	with Q36 - Health Plan	with Q13 - Health Care	with Q26 - Personal Dr.
Q26. Rating of Personal Doctor (8-10)	0.241	0.324	NA

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
Q26. Rating of Personal Doctor (8-10)	95.8% 99th	89.3%	87.9%	89.5%	90.7%	91.9%
Q26. Rating of Personal Doctor (9-10)	83.3% 98th	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 below the 25th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.

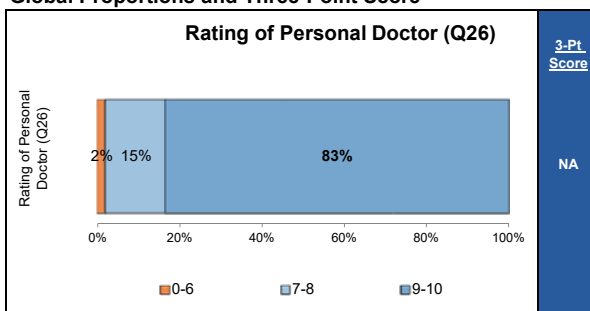
### Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Personal Doctor (Q26)	2017	NA	NA	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

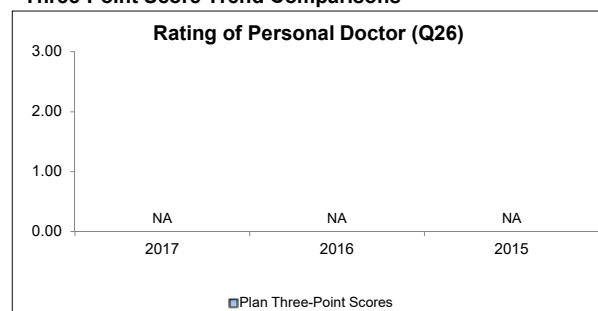
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

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

### Global Proportions and Three-Point Score



### Three-Point Score Trend Comparisons



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

# HEDIS/CAHPS® Composite Analysis

## Rating of Specialist (Q30)

WellCare of Nebraska

Medicaid Child CAHPS®

### Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q30. Rating of Specialist (8-10)	16	93.8%	NA	NA	NA	NA
Q30. Rating of Specialist (9-10)	16	56.3%	NA	NA	NA	NA

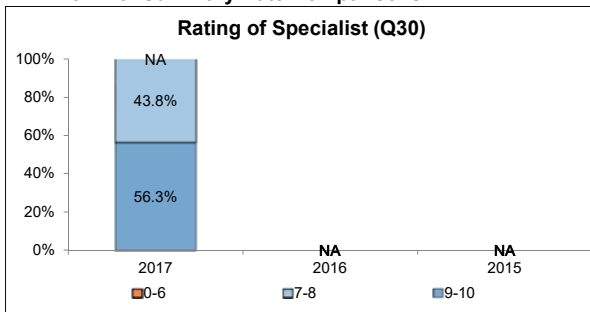
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no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

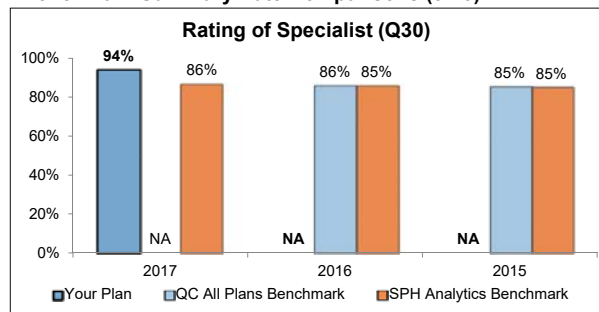
Rating of Specialist	with Q36 - Health Plan	with Q13 - Health Care	with Q26 - Personal Dr.
Q30. Rating of Specialist (8-10)	0.042	0.672	0.532

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
Q30. Rating of Specialist (8-10)	93.8% 97th	87.3%	84.9%	87.2%	89.7%	91.4%
Q30. Rating of Specialist (9-10)	56.3% <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 below the 25th percentile.

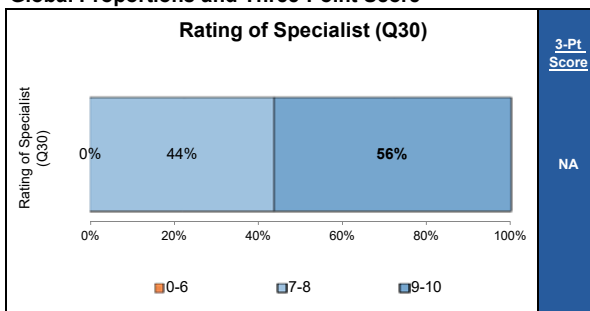
### Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Specialist (Q30)	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

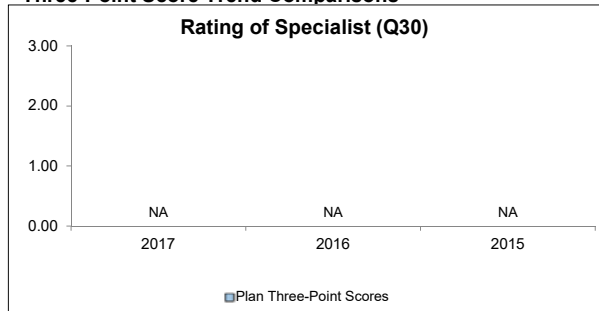
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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 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

## Rating of Health Plan (Q36)

Medicaid Child CAHPS®

### Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q36. Rating of Health Plan (8-10)	110	85.5%	NA	NA	NA	NA
Q36. Rating of Health Plan (9-10)	110	66.4%	NA	NA	NA	NA

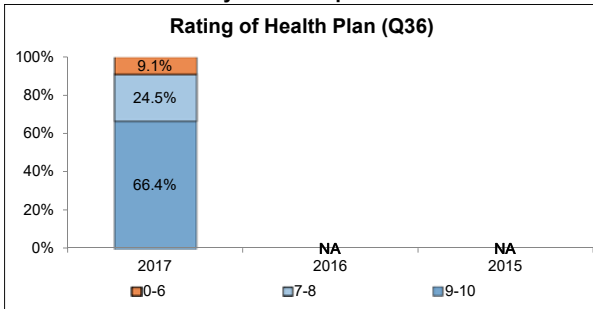
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no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

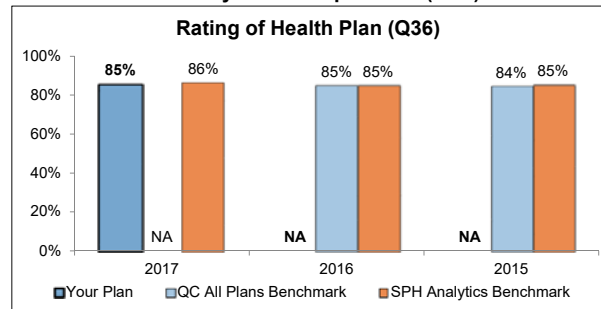
Rating of Health Plan	with Q36 - Health Plan	with Q13 - Health Care	with Q26 - Personal Dr.
Q36. Rating of Health Plan (8-10)	NA	0.451	0.241

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
Q36. Rating of Health Plan (8-10)	85.5% 41st	85.8%	83.8%	86.0%	88.9%	90.3%
Q36. Rating of Health Plan (9-10)	66.4% 17th	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 below the 25th percentile.

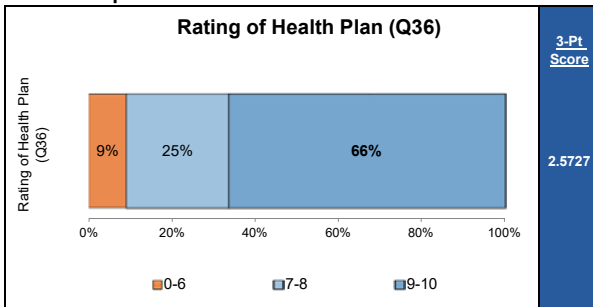
### Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Child CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Health Plan (Q36)	2017	2.5727	50th	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

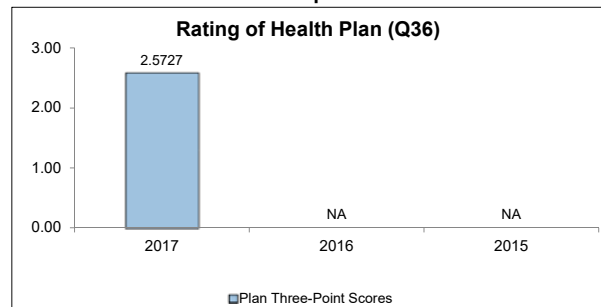
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- 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 below the 25th percentile threshold.

### Global Proportions and Three-Point Score



### Three-Point Score Trend Comparisons



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

## 9. Technical Notes

Presented alphabetically by subject area

### Composite Categories

The NCQA core survey includes five composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. NCQA defines the composite score as the average of the Summary Rates or Three-Point scores of the questions comprising a composite. For example, the *Getting Needed Care* composite is the average of the Summary Rates or Three-Point Scores of Q14 and Q28.

### Correlation Analysis

Correlation Analysis is run between attributes and the overall satisfaction variable as measured by Question 36 (“What number would you use to rate your health plan?”), as well as between attributes and Questions 13 and 26, *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. This analysis is shown on Page 6A.

### Demographic Categories

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

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
8 <sup>th</sup> 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 3C 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)

**Public Report 2017 (Medicaid Child)** is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The benchmark is a collection of CAHPS® 5.0H mean summary ratings for those Medicaid child (Non-CCC and CCC) plans (164 plan-specific samples) choosing to report their scores publicly, in addition to submitting their scores to be compiled anonymously into a Quality Compass® aggregate, or national summary. The scores shown in this report reflect the mean Summary Rates from these plans.

**Quality Compass® 2017 (Medicaid child – All Plans)** data benchmark is a collection of CAHPS® 5.0H mean summary ratings (164 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	Q14 – In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? Q28 – 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	
Getting Care Quickly			

Composites/ Response choices	Summary Rate	Three- Point	Questions/Attributes
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? 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?
Usually	Summary Rate	2	
Always	Summary Rate	3	
How Well Doctors Communicate			
Never/Sometimes		1	Q17 – In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand? Q18 – In the last 6 months, how often did your child's personal doctor listen carefully to you? Q19 – In the last 6 months, how often did your child's personal doctor show respect for what you had to say? Q22 - 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	Q32 – In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? Q33 – 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	Q10 – Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine? Q11 – Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine? Q12 – 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* (Q13), *Rating of Personal Doctor* (Q26), *Rating of Specialist* (Q30), and *Rating of Health Plan* (Q36), 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. 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 36 (“What number would you use to rate your child's health plan?”), Question 13 (“What number would you use to rate your child's health care?”), as well as Question 26 (“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 (Q36) by Respondent Demographics)*

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

### *Benchmark Comparisons*

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

### *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.
- 90<sup>th</sup> percentile represents the minimum score needed to obtain full accreditation points for this measure.
- If a plan receives and NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB

results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at commendable.

#### *Accreditation Assessment*

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

#### *Segmentation*

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

#### *Correlations*

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

#### *Question Summaries*

- Members who respond “No” to Question 34 are included in “Always” of Question 35, per NCQA, Volume 3, HEDIS 2017 guidelines.
- The base for Question 42 is the total number of respondents. Members were allowed to choose more than one response option; therefore, the sum of all figures may equal more than 100%.

### **Response Rate**

The sample size for Child Medicaid health plans is 1,650 in accordance with NCQA protocol, although plans may choose to over-sample their sample if necessary. Please refer to the *Glossary of Terms* for more information on over-samples. The overall NCQA target number of complete responses is 411.

Ineligible members include those who are deceased, members who do not meet the eligible population criteria, and members with a language barrier. 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 tables on the following page may be used in estimating approximate sampling error. The first table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **95\*** out of 100 times a sample of that size and percentage distribution would be selected. The second table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **90\*\*** out of 100 times a sample of that size and percentage distribution would be selected.

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

\*95% confidence interval

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

\*\*90% confidence interval

The sampling error table is used in the following manner: assume that “overall rating of health plan” received a Summary Rate of seventy percent (70.0%) from a sample of 500 valid responses. For a 95% confidence interval, look at the table where the sample size of 500 intersects the percentage distribution of 70/30. The margin of error for this sample size is four percentage points (4.0%). Therefore, on average, in 95 out of 100 similar samples, the 95% confidence interval (e.g., 66.0% to 74.0%) will span the true unknown population percentage.

### SPH Analytics Book of Business

The SPH Analytics Book of Business (calculated on a plan-level) consists of all Medicaid 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 sample 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 sample Summary Rate and the set constant score. As another example, when testing to see if there is a difference between last year's sample Summary Rate and this year's sample Summary Rate, statistical significance would mean that there is sufficient evidence for the statement that the sample Summary Rates are different.

**Summary Rate**

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

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

Members who responded "No" to Q34 are recoded as "Always" in Q35 and are, therefore, included in the Summary Rate of Q35.

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

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

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

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

**Survey Administration Protocol**

The CAHPS® 5.0H protocol allows plans to select one of two options for survey administration: 1) a five-wave mail-only methodology (three questionnaire mailings and two reminder postcards) or 2) a mixed methodology (mail and telephone), which includes four waves of mail (two questionnaire mailings and two reminder postcards) with a telephone follow-up of at least three attempts. NCQA also allows pre-approved enhanced methodologies, which can include an Internet component of the survey (questionnaire mailings contain an Internet option). The sample size for Medicaid Child plans seeking accreditation from NCQA is 1,650 members.



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

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

### Three-Point Scores

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

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

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

### Unanswered Questions

CAHPS® 5.0H prescribes that if a respondent answered a question by marking more than one response (not including Q42 & Q48), 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

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

$n$  = Sample size

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

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

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

where

$\hat{p}_1$  = Summary Rate from the 1<sup>st</sup> sample

$\hat{p}_2$  = Summary Rate from the 2<sup>nd</sup> sample

$n_1$  = Size of the sample from the 1<sup>st</sup> population

$n_2$  = Size of the sample from the 2<sup>nd</sup> population

$\hat{p}$  = Pooled Summary Rate,

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

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

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

## Sample Survey Tool

ABOUT YOUR CHILD AND YOU

37. In general, how would you rate your child’s overall health?
- ☐1 Excellent

☐2 Very Good

☐3 Good

☐4 Fair

☐5 Poor
38. 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
39. What is your child’s age?
- ☐00 Less than 1 year old

YEARS OLD (write in)
40. Is your child male or female?
- ☐1 Male

☐2 Female
41. Is your child of Hispanic or Latino origin or descent?
- ☐1 Yes, Hispanic or Latino

☐2 No, not Hispanic or Latino
42. 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
43. What is your 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
44. Are you male or female?
- ☐1 Male

☐2 Female
45. 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

46. 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
47. Did someone help you complete this survey?
- ☐1 Yes → If Yes, Go to Question 48

☐2 No → Thank you. Please return the completed survey in the postage-paid envelope.
48. 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

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

SPH

analytics

SPH Analytics

Attn: Survey Processing Department

PO Box 100072, Duluth, GA 30096-9876

Toll-Free: 1-877-499-2538

5128598

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)

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 15

☐2 1 time

☐3 2

☐4 3

☐5 4

☐6 5 to 9

☐7 10 or more times

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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

☐

2

YesNo
9.

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

☐

2

YesNo➔ If No, Go to Question 13
10.

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

☐

1

☐

2

YesNo
11.

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

☐

1

☐

2

YesNo
12.

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

☐

2

YesNo
13.

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

Worst health care possible

0

1

2

3

4

5

6

7

8

9

10

Best health care possible

☐

☐

☐

☐

☐

☐

☐

☐

☐

☐

☐
14.

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

☐

1

☐

2

☐

3

☐

4

NeverSometimesUsuallyAlways

- YOUR CHILD’S PERSONAL DOCTOR

15.

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

☐

2

YesNo➔ If No, Go to Question 27

16.

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

☐

1

☐

2

☐

3

☐

4

☐

5

☐

6

☐

7

None➔ If None, Go to Question 261 time2345 to 910 or more times

17.

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

☐

2

☐

3

☐

4

NeverSometimesUsuallyAlways

18.

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

☐

1

☐

2

☐

3

☐

4

NeverSometimesUsuallyAlways

19.

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

☐

1

☐

2

☐

3

☐

4

NeverSometimesUsuallyAlways

20.

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

☐

1

☐

2

YesNo➔ If No, Go to Question 22

21.

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

☐

1

☐

2

☐

3

☐

4

NeverSometimesUsuallyAlways

22.

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

☐

1

☐

2

☐

3

☐

4

NeverSometimesUsuallyAlways

23.

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

☐

1

☐

2

YesNo
24.

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

☐

1

☐

2

YesNo➔ If No, Go to Question 26
25.

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

☐

2

☐

3

☐

4

NeverSometimesUsuallyAlways
26.

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

0

1

2

3

4

5

6

7

8

9

10

Best personal doctor possible

☐

☐

☐

☐

☐

☐

☐

☐

☐

☐

☐
- 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.

27.

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

☐

2

YesNo➔ If No, Go to Question 31

28.

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

☐

2

☐

3

☐

4

NeverSometimesUsuallyAlways

29.

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

☐

1

☐

2

☐

3

☐

4

☐

5

☐

6

None➔ If None, Go to Question 311 specialist2345 or more specialists
30.

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

0

1

2

3

4

5

6

7

8

9

10

Best specialist possible

☐

☐

☐

☐

☐

☐

☐

☐

☐

☐

☐

YOUR CHILD’S HEALTH PLAN

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

31.

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

☐

1

☐

2

YesNo➔ If No, Go to Question 34

32.

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

☐

2

☐

3

☐

4

NeverSometimesUsuallyAlways

33.

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

☐

1

☐

2

☐

3

☐

4

NeverSometimesUsuallyAlways

34.

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

☐

1

☐

2

YesNo➔ If No, Go to Question 36

35.

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

☐

1

☐

2

☐

3

☐

4

NeverSometimesUsuallyAlways

36.

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

0

1

2

3

4

5

6

7

8

9

10

Best health plan possible

☐

☐

☐

☐

☐

☐

☐

☐

☐

☐

☐

2

3



## 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, Respondent's Gender, Child's Ethnicity, Child's Race, Child's Health Status, and Child's Mental Health Status), (2) survey items, 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 115, which is the valid number of responses to the current survey. "Total Valid Responses" shows how many of the total respondents provided valid answers to the given question. Finally, "No Answer" is the number of individuals who did not respond to the question, even though they were eligible to do so.

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

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

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

The second line shows the type or types of statistical tests that are included in the table.

The last two lines define the meaning of the upper and lower case letters.

If a percentage has an upper case letter beneath it, a difference exists at the 0.05 level of significance. A lower case letter denotes a difference at the 0.10 level of significance.

A banner table example is presented on the following page with key points noted.

===== GENDER =====

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

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

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

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

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

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

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



Table of Contents:

	Table Description	Filter Description	Population Status	Base
1	Q1. Our records show that your child is now in WellCare of Nebraska. Is that right?		Success	115
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 doctor's office?		Success	115
3	Q4. (GOQ) 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?	Q3.ContainsAny({Yes})	Success	39
4	Q5. 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?		Success	115
5	Q6. (GOQ) 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?	Q5.ContainsAny({Yes})	Success	77
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 doctor's office or clinic to get health care?		Success	115
7	Q8. (HFB) 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?	Q7.ContainsAny({_1_time, _2, _3, _4, _5 to 9, 10 or more times})	Success	81
8	Q9. 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?	Q7.ContainsAny({_1_time, _2, _3, _4, _5 to 9, 10 or more times})	Success	81
9	Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5 to 9, 10 or more times}) And Q9.ContainsAny({Yes})	Success	25
10	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5 to 9, 10 or more times}) And Q9.ContainsAny({Yes})	Success	25
11	Q12. (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?	Q7.ContainsAny({_1_time, _2, _3, _4, _5 to 9, 10 or more times}) And Q9.ContainsAny({Yes})	Success	25
12	Q13. 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?	Q7.ContainsAny({_1_time, _2, _3, _4, _5 to 9, 10 or more times})	Success	81
13	Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	Q7.ContainsAny({_1_time, _2, _3, _4, _5 to 9, 10 or more times})	Success	81
14	Q15. A personal doctor is the one your child would see if he or she needs a checkup or gets sick or hurt. Does your child have a personal doctor?		Success	115
15	Q16. In the last 6 months, how many times did your child visit his or her personal doctor for care?	Q15.ContainsAny({Yes})	Success	98
16	Q17. (HADC) 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?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, 4, 5 to 9, 10 or more times})	Success	72
17	Q18. (HADC) In the last 6 months, how often did your child's personal doctor listen carefully to you?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, 4, 5 to 9, 10 or more times})	Success	72
18	Q19. (HADC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, 4, 5 to 9, 10 or more times})	Success	72
19	Q20. Is your child able to talk with doctors about his or her health care?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, 4, 5 to 9, 10 or more times})	Success	72
20	Q21. 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?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, 4, 5 to 9, 10 or more times}) And Q20.ContainsAny({Yes})	Success	49
21	Q22. (HADC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, 4, 5 to 9, 10 or more times})	Success	72
22	Q23. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, 4, 5 to 9, 10 or more times})	Success	72
23	Q24. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, 4, 5 to 9, 10 or more times})	Success	72
24	Q25. (CC) 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?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, 4, 5 to 9, 10 or more times}) And Q24.ContainsAny({Yes})	Success	30
25	Q26. 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?	Q15.ContainsAny({Yes})	Success	98
26	Q27. 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?		Success	115
27	Q28. (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?	Q27.ContainsAny({Yes})	Success	20
28	Q29. How many specialists has your child seen in the last 6 months?	Q27.ContainsAny({Yes})	Success	20
29	Q30. 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?	Q27.ContainsAny({Yes}) And Q29.ContainsAny({_1_specialist, _2, _3, 4, 5 or more specialists})	Success	17
30	Q31. In the last 6 months, did you get information or help from customer service at your child's health plan?		Success	115
31	Q32. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	Q31.ContainsAny({Yes})	Success	49
32	Q33. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	Q31.ContainsAny({Yes})	Success	49
33	Q34. In the last 6 months, did your child's health plan give you any forms to fill out?		Success	115
34	Q35. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?	Q34.ContainsAny({Yes, No})	Success	112
35	Q36. 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?		Success	115
36	Q37. In general, how would you rate your child's overall health?		Success	115
37	Q38. In general, how would you rate your child's overall mental or emotional health?		Success	115
38	Q39. What is your child's age?		Success	113
39	Q40. Is your child male or female?		Success	115
40	Q41. Is your child of Hispanic or Latino origin or descent?		Success	115
41	Q42. What is your child's race? Please mark one or more.		Success	115
42	Q43. What is your age?		Success	115
43	Q44. Are you male or female?		Success	115



44	Q45. What is the highest grade or level of school that you have completed?		Success	115
45	Q46. How are you related to the child?		Success	115
46	Q47. Did someone help you complete this survey?	Dispo.ContainsAny((Internet, Mail))	Success	54
47	Q48. How did that person help you? Mark one or more.	Dispo.ContainsAny((Internet, Mail)) And Q47.ContainsAny((Yes))	Success	3
48	Q1. Our records show that your child is now in WellCare of Nebraska. Is that right?		Success	115
49	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 doctor's office?		Success	115
50	Q4. (GOQ) 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?	Q3.ContainsAny((Yes))	Success	39
51	Q5. 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?		Success	115
52	Q6. (GOQ) 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?	Q5.ContainsAny((Yes))	Success	77
53	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 doctor's office or clinic to get health care?		Success	115
54	Q8. (HFE) 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?	Q7.ContainsAny((_1_time, _2, _3, _4, _5 to 9, 10 or more times))	Success	81
55	Q9. 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?	Q7.ContainsAny((_1_time, _2, _3, _4, _5 to 9, 10 or more times)) And Q8.ContainsAny((Yes))	Success	81
56	Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?	Q7.ContainsAny((_1_time, _2, _3, _4, _5 to 9, 10 or more times)) And Q9.ContainsAny((Yes))	Success	25
57	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?	Q7.ContainsAny((_1_time, _2, _3, _4, _5 to 9, 10 or more times)) And Q9.ContainsAny((Yes))	Success	25
58	Q12. (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?	Q7.ContainsAny((_1_time, _2, _3, _4, _5 to 9, 10 or more times)) And Q9.ContainsAny((Yes))	Success	25
59	Q13. 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?	Q7.ContainsAny((_1_time, _2, _3, _4, _5 to 9, 10 or more times))	Success	81
60	Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	Q7.ContainsAny((_1_time, _2, _3, _4, _5 to 9, 10 or more times))	Success	81
61	Q15. A personal doctor is the one your child would see if he or she needs a checkup or gets sick or hurt. Does your child have a personal doctor?		Success	115
62	Q16. In the last 6 months, how many times did your child visit his or her personal doctor for care?	Q15.ContainsAny((Yes))	Success	98
63	Q17. (HWC) 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?	Q15.ContainsAny((Yes)) And Q16.ContainsAny((_1_time, _2, _3, 4, 5 to 9, 10 or more times))	Success	72
64	Q18. (HWC) In the last 6 months, how often did your child's personal doctor listen carefully to you?	Q15.ContainsAny((Yes)) And Q16.ContainsAny((_1_time, _2, _3, 4, 5 to 9, 10 or more times))	Success	72
65	Q19. (HWC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	Q15.ContainsAny((Yes)) And Q16.ContainsAny((_1_time, _2, _3, 4, 5 to 9, 10 or more times))	Success	72
66	Q20. Is your child able to talk with doctors about his or her health care?	Q15.ContainsAny((Yes)) And Q16.ContainsAny((_1_time, _2, _3, 4, 5 to 9, 10 or more times))	Success	72
67	Q21. 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?	Q15.ContainsAny((Yes)) And Q16.ContainsAny((_1_time, _2, _3, 4, 5 to 9, 10 or more times)) And Q20.ContainsAny((Yes))	Success	49
68	Q22. (HWC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?	Q15.ContainsAny((Yes)) And Q16.ContainsAny((_1_time, _2, _3, 4, 5 to 9, 10 or more times))	Success	72
69	Q23. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	Q15.ContainsAny((Yes)) And Q16.ContainsAny((_1_time, _2, _3, 4, 5 to 9, 10 or more times))	Success	72
70	Q24. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?	Q15.ContainsAny((Yes)) And Q16.ContainsAny((_1_time, _2, _3, 4, 5 to 9, 10 or more times))	Success	72
71	Q25. (CC) 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?	Q15.ContainsAny((Yes)) And Q16.ContainsAny((_1_time, _2, _3, 4, 5 to 9, 10 or more times)) And Q24.ContainsAny((Yes))	Success	30
72	Q26. 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?	Q15.ContainsAny((Yes))	Success	98
73	Q27. 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?		Success	115
74	Q28. (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?	Q27.ContainsAny((Yes))	Success	20
75	Q29. How many specialists has your child seen in the last 6 months?	Q27.ContainsAny((Yes))	Success	20
76	Q30. 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?	Q27.ContainsAny((Yes)) And Q29.ContainsAny((_1_specialist, _2, _3, 4, 5 or more specialists))	Success	17
77	Q31. In the last 6 months, did you get information or help from customer service at your child's health plan?		Success	115
78	Q32. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	Q31.ContainsAny((Yes))	Success	49
79	Q33. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	Q31.ContainsAny((Yes))	Success	49
80	Q34. In the last 6 months, did your child's health plan give you any forms to fill out?		Success	115
81	Q35. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?	Q34.ContainsAny((Yes, No))	Success	112
82	Q36. 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?		Success	115
83	Q37. In general, how would you rate your child's overall health?		Success	115
84	Q38. In general, how would you rate your child's overall mental or emotional health?		Success	115
85	Q39. What is your child's age?		Success	113
86	Q40. Is your child male or female?		Success	115
87	Q41. Is your child of Hispanic or Latino origin or descent?		Success	115
88	Q42. What is your child's race? Please mark one or more.		Success	115
89	Q43. What is your age?		Success	115
90	Q44. Are you male or female?		Success	115
91	Q45. What is the highest grade or level of school that you have completed?		Success	115
92	Q46. How are you related to the child?		Success	115
93	Q47. Did someone help you complete this survey?	Dispo.ContainsAny((Internet, Mail))	Success	54
94	Q48. How did that person help you? Mark one or more.	Dispo.ContainsAny((Internet, Mail)) And Q47.ContainsAny((Yes))	Success	3

Q1. Our records show that your child is now in WellCare of Nebraska. Is that right?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 1  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q1. Our records show that your child is now in WellCare of Nebraska. Is that right?																				
Total Eligible	115 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	65 100.0%	32 100.0%	78 100.0%	22 100.0%	85 100.0%	70 100.0%	19 100.0%	42 100.0%	94 100.0%	18 100.0%	2 100.0%	86 100.0%	24 100.0%	4 100.0%
Total Valid Responses	111 100.0%	10 100.0%	28 100.0%	36 100.0%	32 100.0%	42 100.0%	64 100.0%	31 100.0%	76 100.0%	22 100.0%	82 100.0%	68 100.0%	18 100.0%	42 100.0%	90 100.0%	18 100.0%	2 100.0%	83 100.0%	23 100.0%	4 100.0%
No Answer	4	1	1	-	1	2	1	1	2	-	3	2	1	-	4	-	-	3	1	-
Yes	111 100.0%	10 100.0%	28 100.0%	36 100.0%	32 100.0%	42 100.0%	64 100.0%	31 100.0%	76 100.0%	22 100.0%	82 100.0%	68 100.0%	18 100.0%	42 100.0%	90 100.0%	18 100.0%	2 100.0%	83 100.0%	23 100.0%	4 100.0%
No	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
HEDIS/CAHPS SUMMARY RATE - Yes	111 100.0%	10 100.0%	28 100.0%	36 100.0%	32 100.0%	42 100.0%	64 100.0%	31 100.0%	76 100.0%	22 100.0%	82 100.0%	68 100.0%	18 100.0%	42 100.0%	90 100.0%	18 100.0%	2 100.0%	83 100.0%	23 100.0%	4 100.0%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
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 doctor's office?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 2  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?																				
Total Eligible	115 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	65 100.0%	32 100.0%	78 100.0%	22 100.0%	85 100.0%	70 100.0%	19 100.0%	42 100.0%	94 100.0%	18 100.0%	2 100.0%	86 100.0%	24 100.0%	4 100.0%
Total Valid Responses	115 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	65 100.0%	32 100.0%	78 100.0%	22 100.0%	85 100.0%	70 100.0%	19 100.0%	42 100.0%	94 100.0%	18 100.0%	2 100.0%	86 100.0%	24 100.0%	4 100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	39 33.9%	4 36.4% **	13 44.8% **	11 30.6%	9 27.3%	15 34.1%	23 35.4%	8 25.0%	30 38.5%	2 9.1% **	36 42.4%	32 45.7% M	5 26.3% **	7 16.7%	29 30.9%	7 38.9% **	2 100.0% **	29 33.7%	7 29.2% **	2 50.0% **
No	76 66.1%	7 63.6% **	16 55.2% **	25 69.4%	24 72.7%	29 65.9%	42 64.6%	24 75.0%	48 61.5%	20 90.9% **	49 57.6%	38 54.3%	14 73.7% **	35 83.3% K	65 69.1%	11 61.1% **	- **	57 66.3%	17 70.8% **	2 50.0% **
HEDIS/CAHPS SUMMARY RATE - Yes	39 33.9%	4 36.4% **	13 44.8% **	11 30.6%	9 27.3%	15 34.1%	23 35.4%	8 25.0%	30 38.5%	2 9.1% **	36 42.4%	32 45.7% M	5 26.3% **	7 16.7%	29 30.9%	7 38.9% **	2 100.0% **	29 33.7%	7 29.2% **	2 50.0% **

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

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 (5128598)

Table: 3  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Coll/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q4. (GCQ) In the last 6 months, when your child needed care right away , how often did your child get care as soon as he or she needed?																				
Total Eligible	39	4	13	11	9	15	23	8	30	2	36	32	5	7	29	7	2	29	7	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	38	4	12	11	9	14	23	8	29	2	35	32	5	6	28	7	2	28	7	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	1	-	-	1	-	1	-	-	1	1	-	-	1	-	-
	2.6%	-	8.3%	-	-	7.1%	-	-	3.4%	-	2.9%	-	-	3.1%	3.6%	-	-	3.6%	-	-
Always	29	2	9	9	8	10	19	6	23	1	28	25	5	3	22	6	1	21	7	1
	76.3%	50.0%	75.0%	81.8%	88.9%	71.4%	82.6%	75.0%	79.3%	50.0%	80.0%	78.1%	100.0%	50.0%	78.6%	85.7%	50.0%	75.0%	100.0%	50.0%
Usually	1	-	-	1	-	-	1	-	1	-	1	1	-	-	1	-	-	1	-	-
	2.6%	-	-	9.1%	-	-	4.3%	-	3.4%	-	2.9%	3.1%	-	-	3.6%	-	-	3.6%	-	-
Sometimes	7	2	2	1	1	3	3	2	4	1	5	5	-	2	5	1	-	6	-	-
	18.4%	50.0%	16.7%	9.1%	11.1%	21.4%	13.0%	25.0%	13.8%	50.0%	14.3%	15.6%	-	33.3%	17.9%	14.3%	-	21.4%	-	-
Never	1	-	1	-	-	1	-	-	1	-	1	1	-	1	-	-	1	-	-	1
	2.6%	-	8.3%	-	-	7.1%	-	-	3.4%	-	2.9%	3.1%	-	16.7%	-	-	50.0%	-	-	50.0%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	30	2	9	10	8	10	20	6	24	1	29	26	5	3	23	6	1	22	7	1
	78.9%	50.0%	75.0%	90.9%	88.9%	71.4%	87.0%	75.0%	82.8%	50.0%	82.9%	81.3%	100.0%	50.0%	82.1%	85.7%	50.0%	78.6%	100.0%	50.0%
HEDIS/CAHPS SUMMARY RATE - Always	29	2	9	9	8	10	19	6	23	1	28	25	5	3	22	6	1	21	7	1
	76.3%	50.0%	75.0%	81.8%	88.9%	71.4%	82.6%	75.0%	79.3%	50.0%	80.0%	78.1%	100.0%	50.0%	78.6%	85.7%	50.0%	75.0%	100.0%	50.0%
3-Point Score	2.55	2.00	2.50	2.73	2.78	2.43	2.70	2.50	2.62	2.00	2.63	2.59	3.00	2.00	2.61	2.71	2.00	2.54	3.00	2.00

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

Q5. 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?

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?																				
Total Eligible	115	11	29	36	33	44	65	32	78	22	85	70	19	42	94	18	2	86	24	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	113	10	29	36	32	44	63	32	76	22	83	69	18	40	92	18	2	84	24	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	-	1	-	2	-	2	-	2	1	1	2	2	-	-	2	-	-
Yes	77	9	24	23	17	28	45	24	50	14	60	51	11	29	62	12	2	56	17	3
	68.1%	90.0%	82.8%	63.9%	53.1%	63.6%	71.4%	75.0%	65.8%	63.6%	72.3%	73.9%	61.1%	72.5%	67.4%	66.7%	100.0%	66.7%	70.8%	75.0%
No	36	1	5	13	15	16	18	8	26	8	23	18	7	11	30	6	-	28	7	1
	31.9%	10.0%	17.2%	36.1%	46.9%	36.4%	28.6%	25.0%	34.2%	36.4%	27.7%	26.1%	38.9%	27.5%	32.6%	33.3%	-	33.3%	29.2%	25.0%
HEDIS/CAHPS SUMMARY RATE - Yes	77	9	24	23	17	28	45	24	50	14	60	51	11	29	62	12	2	56	17	3
	68.1%	90.0%	82.8%	63.9%	53.1%	63.6%	71.4%	75.0%	65.8%	63.6%	72.3%	73.9%	61.1%	72.5%	67.4%	66.7%	100.0%	66.7%	70.8%	75.0%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Q6. (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?

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q6. (GCQ) In the last 6 months, 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?																				
Total Eligible	77	9	24	23	17	28	45	24	50	14	60	51	11	29	62	12	2	56	17	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	76	9	23	23	17	27	45	24	49	14	59	51	11	28	61	12	2	55	17	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	1	-	-	1	-	1	-	-	1	1	-	-	1	-	-
Always	58	6	19	19	12	20	37	20	37	10	46	42	9	21	48	7	2	42	12	3
	76.3%	66.7%	82.6%	82.6%	70.6%	74.1%	82.2%	83.3%	75.5%	71.4%	78.0%	82.4%	81.8%	75.0%	78.7%	58.3%	100.0%	76.4%	70.6%	100.0%
Usually	13	2	3	3	4	6	6	2	10	3	10	8	2	4	9	4	-	9	4	-
	17.1%	22.2%	13.0%	13.0%	23.5%	22.2%	13.3%	8.3%	20.4%	21.4%	16.9%	15.7%	18.2%	14.3%	14.8%	33.3%	-	16.4%	23.5%	-
Sometimes	5	1	1	1	1	1	2	2	2	1	3	1	-	3	4	1	-	4	1	-
	6.6%	11.1%	4.3%	4.3%	5.9%	3.7%	4.4%	8.3%	4.1%	7.1%	5.1%	2.0%	-	10.7%	6.6%	8.3%	-	7.3%	5.9%	-
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	71	8	22	22	16	26	43	22	47	13	56	50	11	25	57	11	2	51	16	3
	93.4%	88.9%	95.7%	95.7%	94.1%	96.3%	95.6%	91.7%	95.9%	92.9%	94.9%	98.0%	100.0%	89.3%	93.4%	91.7%	100.0%	92.7%	94.1%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	58	6	19	19	12	20	37	20	37	10	46	42	9	21	48	7	2	42	12	3
	76.3%	66.7%	82.6%	82.6%	70.6%	74.1%	82.2%	83.3%	75.5%	71.4%	78.0%	82.4%	81.8%	75.0%	78.7%	58.3%	100.0%	76.4%	70.6%	100.0%
3-Point Score	2.70	2.56	2.78	2.78	2.65	2.70	2.78	2.75	2.71	2.64	2.73	2.80	2.82	2.64	2.72	2.50	3.00	2.69	2.65	3.00

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

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 doctor's office or clinic to get health care?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 6  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q7. In the last 6 months, not counting the times 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?																				
Total Eligible	115 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	65 100.0%	32 100.0%	78 100.0%	22 100.0%	85 100.0%	70 100.0%	19 100.0%	42 100.0%	94 100.0%	18 100.0%	2 100.0%	86 100.0%	24 100.0%	4 100.0%
Total Valid Responses	109 100.0%	9 100.0%	29 100.0%	35 100.0%	31 100.0%	42 100.0%	62 100.0%	30 100.0%	75 100.0%	22 100.0%	81 100.0%	67 100.0%	17 100.0%	39 100.0%	88 100.0%	18 100.0%	2 100.0%	83 100.0%	21 100.0%	4 100.0%
No Answer	6	2	-	1	2	2	3	2	3	-	4	3	2	3	6	-	-	3	3	-
None	28 25.7%	3 33.3% **	5 17.2% **	7 20.0%	11 35.5%	10 23.8%	16 25.8%	8 26.7%	18 24.0%	6 27.3% **	18 22.2%	14 20.9%	6 35.3% **	10 25.6%	23 26.1%	5 27.8% **	- **	23 27.7%	5 23.8% **	- **
1 time	29 26.6%	2 22.2% **	9 31.0% **	11 31.4%	6 19.4%	10 23.8%	17 27.4%	11 36.7%	17 22.7%	8 36.4% **	20 24.7%	18 26.9%	6 35.3% **	12 30.8%	24 27.3%	3 16.7% **	2 100.0% **	20 24.1%	8 38.1% **	1 25.0% **
2	23 21.1%	1 11.1% **	7 24.1% **	6 17.1%	8 25.8%	11 26.2%	12 19.4%	5 16.7%	18 24.0%	5 22.7% **	18 22.2%	12 17.9%	4 23.5% **	9 23.1%	19 21.6%	4 22.2% **	- **	18 21.7%	3 14.3% **	2 50.0% **
3	14 12.8%	1 11.1% **	2 6.9% **	5 14.3%	6 19.4%	7 16.7%	7 11.3%	4 13.3%	10 13.3%	2 9.1% **	12 14.8%	12 17.9%	1 5.9% **	3 7.7%	12 13.6%	2 11.1% **	- **	11 13.3%	3 14.3% **	- **
4	4 3.7%	- **	2 6.9% **	1 2.9%	- **	- **	3 4.8%	- **	3 4.0%	- **	3 3.7%	3 4.5%	- **	1 2.6%	2 2.3%	1 5.6% **	- **	2 2.4%	- **	1 25.0% **
5 to 9	7 6.4% **	2 22.2% **	2 6.9% **	3 8.6%	- **	2 4.8%	5 8.1%	1 3.3%	6 8.0%	1 4.5% **	6 7.4%	5 7.5%	- **	3 7.7%	6 6.8%	1 5.6% **	- **	7 8.4%	- **	- **
10 or more times	4 3.7% **	- **	2 6.9% **	2 5.7%	- **	2 4.8%	2 3.2%	1 3.3%	3 4.0%	- **	4 4.9%	3 4.5%	- **	1 2.6%	2 2.3%	2 11.1% **	- **	2 2.4%	2 9.5% **	- **
HEDIS/CAHPS SUMMARY RATE - 1 or more times	81 74.3%	6 66.7% **	24 82.8% **	28 80.0%	20 64.5%	32 76.2%	46 74.2%	22 73.3%	57 76.0%	16 72.7% **	63 77.8%	53 79.1%	11 64.7% **	29 74.4%	65 73.9%	13 72.2% **	2 100.0% **	60 72.3%	16 76.2% **	4 100.0% **

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

Q8. (HPE) 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?

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q8. (HPE) In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?																				
Total Eligible	81	6	24	28	20	32	46	22	57	16	63	53	11	29	65	13	2	60	16	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	79	6	24	27	19	31	45	22	55	15	62	52	10	29	64	12	2	59	16	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	1	1	1	1	-	2	1	1	1	1	-	1	1	-	1	-	1
Yes	59	6	17	19	14	22	34	18	39	9	48	40	8	23	48	9	1	43	13	2
	74.7%	100.0%	70.8%	70.4%	73.7%	71.0%	75.6%	81.8%	70.9%	60.0%	77.4%	76.9%	80.0%	79.3%	75.0%	75.0%	50.0%	72.9%	81.3%	66.7%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	20	-	7	8	5	9	11	4	16	6	14	12	2	6	16	3	1	16	3	1
	25.3%	-	29.2%	29.6%	26.3%	29.0%	24.4%	18.2%	29.1%	40.0%	22.6%	23.1%	20.0%	20.7%	25.0%	25.0%	50.0%	27.1%	18.8%	33.3%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Yes	59	6	17	19	14	22	34	18	39	9	48	40	8	23	48	9	1	43	13	2
	74.7%	100.0%	70.8%	70.4%	73.7%	71.0%	75.6%	81.8%	70.9%	60.0%	77.4%	76.9%	80.0%	79.3%	75.0%	75.0%	50.0%	72.9%	81.3%	66.7%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3-Point Score	2.49	3.00	2.42	2.41	2.47	2.42	2.51	2.64	2.42	2.20	2.55	2.54	2.60	2.59	2.50	2.50	2.00	2.46	2.63	2.33

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017



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

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q9. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?																				
Total Eligible	81	6	24	28	20	32	46	22	57	16	63	53	11	29	65	13	2	60	16	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	79	6	23	27	20	30	46	21	56	15	62	53	10	28	65	11	2	59	16	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	1	-	2	-	1	1	1	1	-	1	1	-	2	-	1	-	1
	2.5%	0.0%	4.3%	3.6%	0.0%	6.3%	0.0%	4.8%	1.8%	6.3%	1.6%	1.9%	10.0%	3.6%	3.1%	15.4%	0.0%	1.7%	0.0%	2.6%
Yes	25	-	7	11	6	8	15	2	22	5	19	20	2	5	16	6	2	16	6	2
	31.6%	0.0%	30.4%	40.7%	30.0%	26.7%	32.6%	9.5%	39.3%	33.3%	30.6%	37.7%	20.0%	17.9%	24.6%	54.5%	100.0%	27.1%	37.5%	66.7%
No	54	6	16	16	14	22	31	19	34	10	43	33	8	23	49	5	-	43	10	1
	68.4%	100.0%	69.6%	59.3%	70.0%	73.3%	67.4%	90.5%	60.7%	66.7%	69.4%	62.3%	80.0%	82.1%	75.4%	45.5%	0.0%	72.9%	62.5%	33.3%
HEDIS/CAHPS SUMMARY RATE - Yes	25	-	7	11	6	8	15	2	22	5	19	20	2	5	16	6	2	16	6	2
	31.6%	0.0%	30.4%	40.7%	30.0%	26.7%	32.6%	9.5%	39.3%	33.3%	30.6%	37.7%	20.0%	17.9%	24.6%	54.5%	100.0%	27.1%	37.5%	66.7%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J,

K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j,

k/l/m, n/o/p, q/r/s

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

Presented by SPH Analytics

770-978-3173

2017

Q10. (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 (5128598)

Table: 9  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?																				
Total Eligible	25	-	7	11	6	8	15	2	22	5	19	20	2	5	16	6	2	16	6	2
	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	25	-	7	11	6	8	15	2	22	5	19	20	2	5	16	6	2	16	6	2
	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	23	-	7	9	6	8	13	2	20	4	18	19	2	4	14	6	2	14	6	2
	92.0%	-	100.0%	81.8%	100.0%	100.0%	86.7%	100.0%	90.9%	80.0%	94.7%	95.0%	100.0%	80.0%	87.5%	100.0%	100.0%	87.5%	100.0%	100.0%
			**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	2	-	-	2	-	-	2	-	2	1	1	1	-	1	2	-	-	2	-	-
	8.0%	-	-	18.2%	-	-	13.3%	-	9.1%	20.0%	5.3%	5.0%	-	20.0%	12.5%	-	-	12.5%	-	-
			**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Yes	23	-	7	9	6	8	13	2	20	4	18	19	2	4	14	6	2	14	6	2
	92.0%	-	100.0%	81.8%	100.0%	100.0%	86.7%	100.0%	90.9%	80.0%	94.7%	95.0%	100.0%	80.0%	87.5%	100.0%	100.0%	87.5%	100.0%	100.0%
			**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3-Point Score	2.84	-	3.00	2.64	3.00	3.00	2.73	3.00	2.82	2.60	2.89	2.90	3.00	2.60	2.75	3.00	3.00	2.75	3.00	3.00

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J,

K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j,

k/l/m, n/o/p, q/r/s

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

Presented by SPH Analytics

770-978-3173

2017

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

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?																				
Total Eligible	25	-	7	11	6	8	15	2	22	5	19	20	2	5	16	6	2	16	6	2
	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	25	-	7	11	6	8	15	2	22	5	19	20	2	5	16	6	2	16	6	2
	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	17	-	4	8	4	7	8	1	15	3	13	14	2	2	10	5	1	10	5	1
	68.0%	-	57.1%	72.7%	66.7%	87.5%	53.3%	50.0%	68.2%	60.0%	68.4%	70.0%	100.0%	40.0%	62.5%	83.3%	50.0%	62.5%	83.3%	50.0%
			**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	8	-	3	3	2	1	7	1	7	2	6	6	-	3	6	1	1	6	1	1
	32.0%	-	42.9%	27.3%	33.3%	12.5%	46.7%	50.0%	31.8%	40.0%	31.6%	30.0%	-	60.0%	37.5%	16.7%	50.0%	37.5%	16.7%	50.0%
			**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Yes	17	-	4	8	4	7	8	1	15	3	13	14	2	2	10	5	1	10	5	1
	68.0%	-	57.1%	72.7%	66.7%	87.5%	53.3%	50.0%	68.2%	60.0%	68.4%	70.0%	100.0%	40.0%	62.5%	83.3%	50.0%	62.5%	83.3%	50.0%
			**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3-Point Score	2.36	-	2.14	2.45	2.33	2.75	2.07	2.00	2.36	2.20	2.37	2.40	3.00	1.80	2.25	2.67	2.00	2.25	2.67	2.00

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J,

K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j,

k/l/m, n/o/p, q/r/s

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

Presented by SPH Analytics

770-978-3173

2017

Q12. (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?

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q12. (SDM) When you talked about 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	25	-	7	11	6	8	15	2	22	5	19	20	2	5	16	6	2	16	6	2
	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	25	-	7	11	6	8	15	2	22	5	19	20	2	5	16	6	2	16	6	2
	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	21	-	6	8	6	5	14	2	18	4	16	16	2	5	16	2	2	13	5	2
	84.0%	-	85.7%	72.7%	100.0%	62.5%	93.3%	100.0%	81.8%	80.0%	84.2%	80.0%	100.0%	100.0%	100.0%	33.3%	100.0%	81.3%	83.3%	100.0%
No	4	-	1	3	-	3	1	-	4	1	3	4	-	-	-	4	-	3	1	-
	16.0%	-	14.3%	27.3%	-	37.5%	6.7%	-	18.2%	20.0%	15.8%	20.0%	-	-	-	66.7%	-	18.8%	16.7%	-
HEDIS/CAHPS SUMMARY RATE - Yes	21	-	6	8	6	5	14	2	18	4	16	16	2	5	16	2	2	13	5	2
	84.0%	-	85.7%	72.7%	100.0%	62.5%	93.3%	100.0%	81.8%	80.0%	84.2%	80.0%	100.0%	100.0%	100.0%	33.3%	100.0%	81.3%	83.3%	100.0%
3-Point Score	2.68	-	2.71	2.45	3.00	2.25	2.87	3.00	2.64	2.60	2.68	2.60	3.00	3.00	3.00	1.67	3.00	2.63	2.67	3.00

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

Q13. 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?

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D		E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q13. 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?																				
Total Eligible	81	6	24	28	20	32	46	22	57	16	63	53	11	29	65	13	2	60	16	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	80	6	24	27	20	31	46	22	56	15	63	53	10	29	65	12	2	60	16	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	1	-	1	-	-	1	1	-	-	1	-	-	1	-	-	-	1
10 - Best health care possible	33	1	13	10	9	13	19	8	25	8	25	22	2	10	30	3	-	26	6	1
	41.3%	16.7%	54.2%	37.0%	45.0%	41.9%	41.3%	36.4%	44.6%	53.3%	39.7%	41.5%	20.0%	34.5%	46.2%	25.0%	-	43.3%	37.5%	33.3%
9	25	3	6	10	5	7	18	7	18	3	22	16	4	13	23	1	1	20	5	-
	31.3%	50.0%	25.0%	37.0%	25.0%	22.6%	39.1%	31.8%	32.1%	20.0%	34.9%	30.2%	40.0%	44.8%	35.4%	8.3%	50.0%	33.3%	31.3%	-
8	15	1	3	5	4	7	6	4	9	4	9	9	2	3	10	4	-	10	3	1
	18.8%	16.7%	12.5%	18.5%	20.0%	22.6%	13.0%	18.2%	16.1%	26.7%	14.3%	17.0%	20.0%	10.3%	15.4%	33.3%	-	16.7%	18.8%	33.3%
7	3	1	-	1	1	1	2	2	1	-	3	3	1	1	1	2	-	2	1	-
	3.8%	16.7%	-	3.7%	5.0%	3.2%	4.3%	9.1%	1.8%	-	4.8%	5.7%	10.0%	3.4%	1.5%	16.7%	-	3.3%	6.3%	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5	2	-	-	1	1	2	-	1	1	-	2	1	1	1	1	1	-	1	1	-
	2.5%	-	-	3.7%	5.0%	6.5%	-	4.5%	1.8%	-	3.2%	1.9%	10.0%	3.4%	1.5%	8.3%	-	1.7%	6.3%	-
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	2	-	2	-	-	1	1	-	2	-	2	2	-	1	-	1	1	1	-	1
	2.5%	-	8.3%	-	-	3.2%	2.2%	-	3.6%	-	3.2%	3.8%	-	3.4%	-	8.3%	50.0%	1.7%	-	33.3%
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst health care possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY - 0-3	2	-	2	-	-	1	1	-	2	-	2	2	-	1	-	1	1	1	-	1
	2.5%	-	8.3%	-	-	3.2%	2.2%	-	3.6%	-	3.2%	3.8%	-	3.4%	-	8.3%	50.0%	1.7%	-	33.3%
SUMMARY - 4-7	5	1	-	2	2	3	2	3	2	-	5	4	2	2	2	3	-	3	2	-
	6.3%	16.7%	-	7.4%	10.0%	9.7%	4.3%	13.6%	3.6%	-	7.9%	7.5%	20.0%	6.9%	3.1%	25.0%	-	5.0%	12.5%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	73	5	22	25	18	27	43	19	52	15	56	47	8	26	63	8	1	56	14	2
	91.3%	83.3%	91.7%	92.6%	90.0%	87.1%	93.5%	86.4%	92.9%	100.0%	88.9%	88.7%	80.0%	89.7%	96.9%	66.7%	50.0%	93.3%	87.5%	66.7%
HEDIS/CAHPS SUMMARY RATE - 9-10	58	4	19	20	14	20	37	15	43	11	47	38	6	23	53	4	1	46	11	1
	72.5%	66.7%	79.2%	74.1%	70.0%	64.5%	80.4%	68.2%	76.8%	73.3%	74.6%	71.7%	60.0%	79.3%	81.5%	33.3%	50.0%	76.7%	68.8%	33.3%
3-Point Score	2.68	2.67	2.71	2.70	2.65	2.55	2.78	2.64	2.71	2.73	2.68	2.66	2.50	2.72	2.80	2.17	2.00	2.73	2.63	2.00

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J,

K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j,

k/l/m, n/o/p, q/r/s

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

Presented by SPH Analytics

770-978-3173

2017

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

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 13  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Coll/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?																				
Total Eligible	81	6	24	28	20	32	46	22	57	16	63	53	11	29	65	13	2	60	16	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	80	6	24	27	20	31	46	22	56	15	63	53	10	29	65	12	2	60	16	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	1	-	1	-	-	1	1	-	-	1	-	-	1	-	-	-	1
	1.2%	0.0%	0.0%	3.6%	0.0%	3.1%	0.0%	0.0%	1.8%	6.3%	0.0%	0.0%	10.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	3.2%
Always	59	4	17	20	16	24	33	17	41	10	47	40	8	19	51	6	1	46	11	1
	73.8%	66.7%	70.8%	74.1%	80.0%	77.4%	71.7%	77.3%	73.2%	66.7%	74.6%	75.5%	80.0%	65.5%	78.5%	50.0%	50.0%	76.7%	68.8%	33.3%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Usually	15	2	4	5	3	3	11	4	10	4	11	10	2	7	10	5	-	9	5	1
	18.8%	33.3%	16.7%	18.5%	15.0%	9.7%	23.9%	18.2%	17.9%	26.7%	17.5%	18.9%	20.0%	24.1%	15.4%	41.7%	-	15.0%	31.3%	33.3%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Sometimes	4	-	2	2	-	2	2	1	3	1	3	2	-	1	3	1	-	4	-	-
	5.0%	0.0%	8.3%	7.4%	0.0%	6.5%	4.3%	4.5%	5.4%	6.7%	4.8%	3.8%	0.0%	3.4%	4.6%	8.3%	0.0%	6.7%	0.0%	0.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Never	2	-	1	-	1	2	-	-	2	-	2	1	-	2	1	-	1	1	-	1
	2.5%	0.0%	4.2%	0.0%	5.0%	6.5%	0.0%	0.0%	3.6%	0.0%	3.2%	1.9%	0.0%	6.9%	1.5%	0.0%	50.0%	1.7%	0.0%	33.3%
	**	**	**	**	**	f	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Always/Usually	74	6	21	25	19	27	44	21	51	14	58	50	10	26	61	11	1	55	16	2
	92.5%	100.0%	87.5%	92.6%	95.0%	87.1%	95.7%	95.5%	91.1%	93.3%	92.1%	94.3%	100.0%	89.7%	93.8%	91.7%	50.0%	91.7%	100.0%	66.7%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Always	59	4	17	20	16	24	33	17	41	10	47	40	8	19	51	6	1	46	11	1
	73.8%	66.7%	70.8%	74.1%	80.0%	77.4%	71.7%	77.3%	73.2%	66.7%	74.6%	75.5%	80.0%	65.5%	78.5%	50.0%	50.0%	76.7%	68.8%	33.3%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3-Point Score	2.66	2.67	2.58	2.67	2.75	2.65	2.67	2.73	2.64	2.60	2.67	2.70	2.80	2.55	2.72	2.42	2.00	2.68	2.69	2.00

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

Q15. A personal doctor is the one your child would see if he or she needs a checkup or gets sick or hurt. Does your child have a personal doctor?

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q15. A personal doctor is the one your child would see if he or she needs a checkup or gets sick or hurt. Does your child have a personal doctor?																				
Total Eligible	115 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	65 100.0%	32 100.0%	78 100.0%	22 100.0%	85 100.0%	70 100.0%	19 100.0%	42 100.0%	94 100.0%	18 100.0%	2 100.0%	86 100.0%	24 100.0%	4 100.0%
Total Valid Responses	115 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	65 100.0%	32 100.0%	78 100.0%	22 100.0%	85 100.0%	70 100.0%	19 100.0%	42 100.0%	94 100.0%	18 100.0%	2 100.0%	86 100.0%	24 100.0%	4 100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	98 85.2%	10 90.9% **	27 93.1% **	32 88.9% **	25 75.8% **	33 75.0% **	62 95.4% E	27 84.4% **	68 87.2% **	19 86.4% **	73 85.9% **	64 91.4% m	16 84.2% **	34 81.0% **	80 85.1% **	16 88.9% **	1 50.0% **	77 89.5% **	18 75.0% **	2 50.0% **
No	17 14.8%	1 9.1% **	2 6.9% **	4 11.1% **	8 24.2% **	11 25.0% F	3 4.6% **	5 15.6% **	10 12.8% **	3 13.6% **	12 14.1% **	6 8.6% **	3 15.8% **	8 19.0% k	14 14.9% **	2 11.1% **	1 50.0% **	9 10.5% **	6 25.0% **	2 50.0% **
HEDIS/CAHPS SUMMARY RATE - Yes	98 85.2%	10 90.9% **	27 93.1% **	32 88.9% **	25 75.8% **	33 75.0% **	62 95.4% E	27 84.4% **	68 87.2% **	19 86.4% **	73 85.9% **	64 91.4% m	16 84.2% **	34 81.0% **	80 85.1% **	16 88.9% **	1 50.0% **	77 89.5% **	18 75.0% **	2 50.0% **

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

Q16. In the last 6 months, how many times did your child visit his or her personal doctor for care?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 15  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q16. In the last 6 months, how many times did your child visit his or her personal doctor for care?																				
Total Eligible	98 100.0%	10 100.0%	27 100.0%	32 100.0%	25 100.0%	33 100.0%	62 100.0%	27 100.0%	68 100.0%	19 100.0%	73 100.0%	64 100.0%	16 100.0%	34 100.0%	80 100.0%	16 100.0%	1 100.0%	77 100.0%	18 100.0%	2 100.0%
Total Valid Responses	97 100.0%	10 100.0%	27 100.0%	32 100.0%	24 100.0%	33 100.0%	61 100.0%	27 100.0%	67 100.0%	19 100.0%	72 100.0%	63 100.0%	15 100.0%	33 100.0%	79 100.0%	16 100.0%	1 100.0%	76 100.0%	18 100.0%	2 100.0%
No Answer	1	-	-	-	1	-	1	-	1	-	1	1	1	1	1	-	-	1	-	-
None	25 25.8%	2 20.0%	6 22.2%	6 18.8%	10 41.7%	6 18.2%	18 29.5%	8 29.6%	16 23.9%	3 15.8%	19 26.4%	15 23.8%	6 40.0%	8 24.2%	21 26.6%	4 25.0%	-	23 30.3%	2 11.1%	-
1 time	34 35.1%	3 30.0%	8 29.6%	14 43.8%	8 33.3%	12 36.4%	21 34.4%	11 40.7%	22 32.8%	9 47.4%	23 31.9%	21 33.3%	5 33.3%	14 42.4%	26 32.9%	7 43.8%	1 100.0%	25 32.9%	9 50.0%	-
2	19 19.6%	-	8 29.6%	6 18.8%	4 16.7%	7 21.2%	12 19.7%	4 14.8%	15 22.4%	5 26.3%	14 19.4%	12 19.0%	3 20.0%	8 24.2%	17 21.5%	2 12.5%	-	14 18.4%	4 22.2%	1 50.0%
3	10 10.3%	4 40.0%	1 3.7%	3 9.4%	2 8.3%	6 18.2%	4 6.6%	3 11.1%	7 10.4%	2 10.5%	8 11.1%	8 12.7%	1 6.7%	1 3.0%	9 11.4%	1 6.3%	-	8 10.5%	2 11.1%	-
4	4 4.1%	-	2 7.4%	1 3.1%	-	-	3 4.9%	-	3 4.5%	-	3 4.2%	3 4.8%	-	1 3.0%	3 3.8%	-	-	3 3.9%	-	-
5 to 9	2 2.1%	1 10.0%	-	1 3.1%	-	1 3.0%	1 1.6%	-	2 3.0%	-	2 2.8%	1 1.6%	-	1 3.0%	2 2.5%	-	-	2 2.6%	-	-
10 or more times	3 3.1%	-	2 7.4%	1 3.1%	-	1 3.0%	2 3.3%	1 3.7%	2 3.0%	-	3 4.2%	3 4.8%	-	-	1 1.3%	2 12.5%	-	1 1.3%	1 5.6%	1 50.0%
HEDIS/CAHPS SUMMARY RATE - 1 or more times	72 74.2%	8 80.0%	21 77.8%	26 81.3%	14 58.3%	27 81.8%	43 70.5%	19 70.4%	51 76.1%	16 84.2%	53 73.6%	48 76.2%	9 60.0%	25 75.8%	58 73.4%	12 75.0%	1 100.0%	53 69.7%	16 88.9%	2 100.0%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017



Q17. (HWDC) 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?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 16  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q17. (HWDC) In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?																				
Total Eligible	72 100.0%	8 100.0%	21 100.0%	26 100.0%	14 100.0%	27 100.0%	43 100.0%	19 100.0%	51 100.0%	16 100.0%	53 100.0%	48 100.0%	9 100.0%	25 100.0%	58 100.0%	12 100.0%	1 100.0%	53 100.0%	16 100.0%	2 100.0%
Total Valid Responses	72 100.0%	8 100.0%	21 100.0%	26 100.0%	14 100.0%	27 100.0%	43 100.0%	19 100.0%	51 100.0%	16 100.0%	53 100.0%	48 100.0%	9 100.0%	25 100.0%	58 100.0%	12 100.0%	1 100.0%	53 100.0%	16 100.0%	2 100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	63 87.5%	7 87.5%	19 90.5%	24 92.3%	11 78.6%	22 81.5%	40 93.0%	18 94.7%	44 86.3%	13 81.3%	47 88.7%	45 93.8%	7 77.8%	21 84.0%	52 89.7%	9 75.0%	1 100.0%	47 88.7%	13 81.3%	2 100.0%
Usually	7 9.7%	1 12.5%	2 9.5%	1 3.8%	2 14.3%	3 11.1%	3 7.0%	1 5.3%	5 9.8%	2 12.5%	5 9.4%	3 6.3%	2 22.2%	3 12.0%	4 6.9%	3 25.0%	-	4 7.5%	3 18.8%	-
Sometimes	1 1.4%	-	-	1 3.8%	-	1 3.7%	-	-	1 2.0%	1 6.3%	-	-	-	-	1 1.7%	-	-	1 1.9%	-	-
Never	1 1.4%	-	-	-	1 7.1%	1 3.7%	-	-	1 2.0%	-	1 1.9%	-	-	1 4.0%	1 1.7%	-	-	1 1.9%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	70 97.2%	8 100.0%	21 100.0%	25 96.2%	13 92.9%	25 92.6%	43 100.0%	19 100.0%	49 96.1%	15 93.8%	52 98.1%	48 100.0%	9 100.0%	24 96.0%	56 96.6%	12 100.0%	1 100.0%	51 96.2%	16 100.0%	2 100.0%
HEDIS/CAHPS SUMMARY RATE - Always	63 87.5%	7 87.5%	19 90.5%	24 92.3%	11 78.6%	22 81.5%	40 93.0%	18 94.7%	44 86.3%	13 81.3%	47 88.7%	45 93.8%	7 77.8%	21 84.0%	52 89.7%	9 75.0%	1 100.0%	47 88.7%	13 81.3%	2 100.0%
3-Point Score	2.85	2.88	2.90	2.88	2.71	2.74	2.93	2.95	2.82	2.75	2.87	2.94	2.78	2.80	2.86	2.75	3.00	2.85	2.81	3.00

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

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

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 17  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q18. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?																				
Total Eligible	72	8	21	26	14	27	43	19	51	16	53	48	9	25	58	12	1	53	16	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	72	8	21	26	14	27	43	19	51	16	53	48	9	25	58	12	1	53	16	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	61	5	19	23	11	21	38	17	42	13	45	41	9	20	47	12	1	43	15	2
	84.7%	62.5%	90.5%	88.5%	78.6%	77.8%	88.4%	89.5%	82.4%	81.3%	84.9%	85.4%	100.0%	80.0%	81.0%	100.0%	100.0%	81.1%	93.8%	100.0%
		**	**	**	**	**		**		**			**	**		**	**		**	**
Usually	8	1	2	3	2	4	4	2	6	2	6	5	-	4	8	-	-	7	1	-
	11.1%	12.5%	9.5%	11.5%	14.3%	14.8%	9.3%	10.5%	11.8%	12.5%	11.3%	10.4%	-	16.0%	13.8%	-	-	13.2%	6.3%	-
	**	**	**	**	**	**		**	**	**			**	**		**	**		**	**
Sometimes	3	2	-	-	1	2	1	-	3	1	2	2	-	1	3	-	-	3	-	-
	4.2%	25.0%	-	-	7.1%	7.4%	2.3%	-	5.9%	6.3%	3.8%	4.2%	-	4.0%	5.2%	-	-	5.7%	-	-
	**	**	**	**	**	**		**	**	**			**	**		**	**		**	**
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**		**	**	**			**	**		**	**		**	**
HEDIS/CAHPS SUMMARY RATE - Always/Usually	69	6	21	26	13	25	42	19	48	15	51	46	9	24	55	12	1	50	16	2
	95.8%	75.0%	100.0%	100.0%	92.9%	92.6%	97.7%	100.0%	94.1%	93.8%	96.2%	95.8%	100.0%	96.0%	94.8%	100.0%	100.0%	94.3%	100.0%	100.0%
		**	**	**	**	**		**		**			**	**		**	**		**	**
HEDIS/CAHPS SUMMARY RATE - Always	61	5	19	23	11	21	38	17	42	13	45	41	9	20	47	12	1	43	15	2
	84.7%	62.5%	90.5%	88.5%	78.6%	77.8%	88.4%	89.5%	82.4%	81.3%	84.9%	85.4%	100.0%	80.0%	81.0%	100.0%	100.0%	81.1%	93.8%	100.0%
		**	**	**	**	**		**	**	**			**	**		**	**		**	**
3-Point Score	2.81	2.38	2.90	2.88	2.71	2.70	2.86	2.89	2.76	2.75	2.81	2.81	3.00	2.76	2.76	3.00	3.00	2.75	2.94	3.00

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics

770-978-3173

2017

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

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 18  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q19. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?																				
Total Eligible	72	8	21	26	14	27	43	19	51	16	53	48	9	25	58	12	1	53	16	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	72	8	21	26	14	27	43	19	51	16	53	48	9	25	58	12	1	53	16	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	67	6	19	26	13	23	42	18	47	15	49	45	9	23	53	12	1	48	16	2
	93.1%	75.0%	90.5%	100.0%	92.9%	85.2%	97.7%	94.7%	92.2%	93.8%	92.5%	93.8%	100.0%	92.0%	91.4%	100.0%	100.0%	90.6%	100.0%	100.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Usually	4	1	2	-	1	3	1	1	3	1	3	2	-	2	4	-	-	4	-	-
	5.6%	12.5%	9.5%	-	7.1%	11.1%	2.3%	5.3%	5.9%	6.3%	5.7%	4.2%	-	8.0%	6.9%	-	-	7.5%	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Sometimes	1	1	-	-	-	1	-	-	1	-	1	1	-	-	1	-	-	1	-	-
	1.4%	12.5%	-	-	-	3.7%	-	-	2.0%	-	1.9%	2.1%	-	-	1.7%	-	-	1.9%	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Always/Usually	71	7	21	26	14	26	43	19	50	16	52	47	9	25	57	12	1	52	16	2
	98.6%	87.5%	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	98.0%	100.0%	98.1%	97.9%	100.0%	100.0%	98.3%	100.0%	100.0%	98.1%	100.0%	100.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Always	67	6	19	26	13	23	42	18	47	15	49	45	9	23	53	12	1	48	16	2
	93.1%	75.0%	90.5%	100.0%	92.9%	85.2%	97.7%	94.7%	92.2%	93.8%	92.5%	93.8%	100.0%	92.0%	91.4%	100.0%	100.0%	90.6%	100.0%	100.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3-Point Score	2.92	2.63	2.90	3.00	2.93	2.81	2.98	2.95	2.90	2.94	2.91	2.92	3.00	2.92	2.90	3.00	3.00	2.89	3.00	3.00

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

Q20. Is your child able to talk with doctors about his or her health care?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 19  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q20. Is your child able to talk with doctors about his or her health care?																				
Total Eligible	72 100.0%	8 100.0%	21 100.0%	26 100.0%	14 100.0%	27 100.0%	43 100.0%	19 100.0%	51 100.0%	16 100.0%	53 100.0%	48 100.0%	9 100.0%	25 100.0%	58 100.0%	12 100.0%	1 100.0%	53 100.0%	16 100.0%	2 100.0%
Total Valid Responses	71 100.0%	8 100.0%	21 100.0%	26 100.0%	13 100.0%	27 100.0%	42 100.0%	19 100.0%	50 100.0%	16 100.0%	52 100.0%	47 100.0%	9 100.0%	25 100.0%	57 100.0%	12 100.0%	1 100.0%	52 100.0%	16 100.0%	2 100.0%
No Answer	1	-	-	-	1	-	1	-	1	-	1	1	-	-	1	-	-	1	-	-
Yes	49 69.0%	4 50.0%	10 47.6%	21 80.8%	11 84.6%	21 77.8%	26 61.9%	15 78.9%	32 64.0%	13 81.3%	33 63.5%	30 63.8%	7 77.8%	18 72.0%	39 68.4%	9 75.0%	-	33 63.5%	14 87.5%	1 50.0%
No	22 31.0%	4 50.0%	11 52.4%	5 19.2%	2 15.4%	6 22.2%	16 38.1%	4 21.1%	18 36.0%	3 18.8%	19 36.5%	17 36.2%	2 22.2%	7 28.0%	18 31.6%	3 25.0%	1 100.0%	19 36.5%	2 12.5%	1 50.0%
HEDIS/CAHPS SUMMARY RATE - Yes	49 69.0%	4 50.0%	10 47.6%	21 80.8%	11 84.6%	21 77.8%	26 61.9%	15 78.9%	32 64.0%	13 81.3%	33 63.5%	30 63.8%	7 77.8%	18 72.0%	39 68.4%	9 75.0%	-	33 63.5%	14 87.5%	1 50.0%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

Q21. 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?

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q21. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?																				
Total Eligible	49	4	10	21	11	21	26	15	32	13	33	30	7	18	39	9	-	33	14	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%
Total Valid Responses	48	4	10	21	10	21	25	15	31	12	33	30	7	17	38	9	-	33	13	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	-	1	-	1	1	-	-	-	1	1	-	-	-	1	-
Always	36	2	3	19	10	16	19	9	26	8	25	22	5	14	29	6	-	25	10	-
	75.0%	50.0%	30.0%	90.5%	100.0%	76.2%	76.0%	60.0%	83.9%	66.7%	75.8%	73.3%	71.4%	82.4%	76.3%	66.7%	-	75.8%	76.9%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**
Usually	9	1	5	2	-	4	4	5	3	2	7	5	2	3	6	3	-	5	3	1
	18.8%	25.0%	50.0%	9.5%	-	19.0%	16.0%	33.3%	9.7%	16.7%	21.2%	16.7%	28.6%	17.6%	15.8%	33.3%	-	15.2%	23.1%	100.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**
Sometimes	2	-	2	-	-	1	1	1	1	1	1	2	-	-	2	-	-	2	-	-
	4.2%	-	20.0%	-	-	4.8%	4.0%	6.7%	3.2%	8.3%	3.0%	6.7%	-	-	5.3%	-	-	6.1%	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**
Never	1	1	-	-	-	-	1	-	1	1	-	1	-	-	1	-	-	1	-	-
	2.1%	25.0%	-	-	-	-	4.0%	-	3.2%	8.3%	-	3.3%	-	-	2.6%	-	-	3.0%	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**
HEDIS/CAHPS SUMMARY RATE - Always/Usually	45	3	8	21	10	20	23	14	29	10	32	27	7	17	35	9	-	30	13	1
	93.8%	75.0%	80.0%	100.0%	100.0%	95.2%	92.0%	93.3%	93.5%	83.3%	97.0%	90.0%	100.0%	100.0%	92.1%	100.0%	-	90.9%	100.0%	100.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**
HEDIS/CAHPS SUMMARY RATE - Always	36	2	3	19	10	16	19	9	26	8	25	22	5	14	29	6	-	25	10	-
	75.0%	50.0%	30.0%	90.5%	100.0%	76.2%	76.0%	60.0%	83.9%	66.7%	75.8%	73.3%	71.4%	82.4%	76.3%	66.7%	-	75.8%	76.9%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**
3-Point Score	2.69	2.25	2.10	2.90	3.00	2.71	2.68	2.53	2.77	2.50	2.73	2.63	2.71	2.82	2.68	2.67	-	2.67	2.77	2.00

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

Q22. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 21  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q22. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?																				
Total Eligible	72	8	21	26	14	27	43	19	51	16	53	48	9	25	58	12	1	53	16	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	72	8	21	26	14	27	43	19	51	16	53	48	9	25	58	12	1	53	16	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	53	4	14	21	11	18	33	14	37	10	40	38	8	14	42	9	1	38	12	2
	73.6%	50.0%	66.7%	80.8%	78.6%	66.7%	76.7%	73.7%	72.5%	62.5%	75.5%	79.2%	88.9%	56.0%	72.4%	75.0%	100.0%	71.7%	75.0%	100.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Usually	16	3	7	3	3	7	9	5	11	4	12	9	1	9	14	2	-	13	3	-
	22.2%	37.5%	33.3%	11.5%	21.4%	25.9%	20.9%	26.3%	21.6%	25.0%	22.6%	18.8%	11.1%	36.0%	24.1%	16.7%	-	24.5%	18.8%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Sometimes	3	1	-	2	-	2	1	-	3	2	1	1	-	2	2	1	-	2	1	-
	4.2%	12.5%	-	7.7%	-	7.4%	2.3%	-	5.9%	12.5%	1.9%	2.1%	-	8.0%	3.4%	8.3%	-	3.8%	6.3%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Always/Usually	69	7	21	24	14	25	42	19	48	14	52	47	9	23	56	11	1	51	15	2
	95.8%	87.5%	100.0%	92.3%	100.0%	92.6%	97.7%	100.0%	94.1%	87.5%	98.1%	97.9%	100.0%	92.0%	96.6%	91.7%	100.0%	96.2%	93.8%	100.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Always	53	4	14	21	11	18	33	14	37	10	40	38	8	14	42	9	1	38	12	2
	73.6%	50.0%	66.7%	80.8%	78.6%	66.7%	76.7%	73.7%	72.5%	62.5%	75.5%	79.2%	88.9%	56.0%	72.4%	75.0%	100.0%	71.7%	75.0%	100.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3-Point Score	2.69	2.38	2.67	2.73	2.79	2.59	2.74	2.74	2.67	2.50	2.74	2.77	2.89	2.48	2.69	2.67	3.00	2.68	2.69	3.00

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

Q23. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q23. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?																					
Total Eligible	72	8	21	26	14	27	43	19	51	16	53	48	9	25	58	12	1	53	16	2	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Total Valid Responses	72	8	21	26	14	27	43	19	51	16	53	48	9	25	58	12	1	53	16	2	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes	68	6	20	25	14	25	41	17	49	16	50	46	9	23	54	12	1	50	15	2	
	94.4%	75.0%	95.2%	96.2%	100.0%	92.6%	95.3%	89.5%	96.1%	100.0%	94.3%	95.8%	100.0%	92.0%	93.1%	100.0%	100.0%	94.3%	93.8%	100.0%	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
No	4	2	1	1	-	2	2	2	2	-	3	2	-	2	4	-	-	3	1	-	
	5.6%	25.0%	4.8%	3.8%	-	7.4%	4.7%	10.5%	3.9%	-	5.7%	4.2%	-	8.0%	6.9%	-	-	5.7%	6.3%	-	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
HEDIS/CAHPS SUMMARY RATE - Yes	68	6	20	25	14	25	41	17	49	16	50	46	9	23	54	12	1	50	15	2	
	94.4%	75.0%	95.2%	96.2%	100.0%	92.6%	95.3%	89.5%	96.1%	100.0%	94.3%	95.8%	100.0%	92.0%	93.1%	100.0%	100.0%	94.3%	93.8%	100.0%	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

Q24. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q24. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?																				
Total Eligible	72	8	21	26	14	27	43	19	51	16	53	48	9	25	58	12	1	53	16	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	72	8	21	26	14	27	43	19	51	16	53	48	9	25	58	12	1	53	16	2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	30	5	6	12	6	12	17	5	24	9	20	21	5	7	22	6	1	21	7	1
	41.7%	62.5%	28.6%	46.2%	42.9%	44.4%	39.5%	26.3%	47.1%	56.3%	37.7%	43.8%	55.6%	28.0%	37.9%	50.0%	100.0%	39.6%	43.8%	50.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	42	3	15	14	8	15	26	14	27	7	33	27	4	18	36	6	-	32	9	1
	58.3%	37.5%	71.4%	53.8%	57.1%	55.6%	60.5%	73.7%	52.9%	43.8%	62.3%	56.3%	44.4%	72.0%	62.1%	50.0%	-	60.4%	56.3%	50.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Yes	30	5	6	12	6	12	17	5	24	9	20	21	5	7	22	6	1	21	7	1
	41.7%	62.5%	28.6%	46.2%	42.9%	44.4%	39.5%	26.3%	47.1%	56.3%	37.7%	43.8%	55.6%	28.0%	37.9%	50.0%	100.0%	39.6%	43.8%	50.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017



Q25. (CC) 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?

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q25. (CC) 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?																				
Total Eligible	30	5	6	12	6	12	17	5	24	9	20	21	5	7	22	6	1	21	7	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	29	4	6	12	6	12	16	5	23	8	20	20	5	7	21	6	1	20	7	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	1	-	-	-	-	1	-	1	1	-	1	-	-	1	-	-	1	-	-
Always	17	1	5	7	3	6	10	3	13	5	11	12	2	4	12	3	1	11	4	1
	58.6%	25.0%	83.3%	58.3%	50.0%	50.0%	62.5%	60.0%	56.5%	62.5%	55.0%	60.0%	40.0%	57.1%	57.1%	50.0%	100.0%	55.0%	57.1%	100.0%
Usually	9	2	1	3	3	4	5	2	7	2	7	6	3	2	6	3	-	7	2	-
	31.0%	50.0%	16.7%	25.0%	50.0%	33.3%	31.3%	40.0%	30.4%	25.0%	35.0%	30.0%	60.0%	28.6%	28.6%	50.0%	-	35.0%	28.6%	-
Sometimes	2	-	-	2	-	2	-	-	2	1	1	1	-	1	2	-	-	1	1	-
	6.9%	-	-	16.7%	-	16.7%	-	-	8.7%	12.5%	5.0%	5.0%	-	14.3%	9.5%	-	-	5.0%	14.3%	-
Never	1	1	-	-	-	-	1	-	1	-	1	1	-	-	1	-	-	1	-	-
	3.4%	25.0%	-	-	-	-	6.3%	-	4.3%	-	5.0%	5.0%	-	-	4.8%	-	-	5.0%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	26	3	6	10	6	10	15	5	20	7	18	18	5	6	18	6	1	18	6	1
	89.7%	75.0%	100.0%	83.3%	100.0%	83.3%	93.8%	100.0%	87.0%	87.5%	90.0%	90.0%	100.0%	85.7%	85.7%	100.0%	100.0%	90.0%	85.7%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	17	1	5	7	3	6	10	3	13	5	11	12	2	4	12	3	1	11	4	1
	58.6%	25.0%	83.3%	58.3%	50.0%	50.0%	62.5%	60.0%	56.5%	62.5%	55.0%	60.0%	40.0%	57.1%	57.1%	50.0%	100.0%	55.0%	57.1%	100.0%
3-Point Score	2.48	2.00	2.83	2.42	2.50	2.33	2.56	2.60	2.43	2.50	2.45	2.50	2.40	2.43	2.43	2.50	3.00	2.45	2.43	3.00

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Q26. 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?

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D		E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q26. 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?																				
Total Eligible	98 100.0%	10 100.0%	27 100.0%	32 100.0%	25 100.0%	33 100.0%	62 100.0%	27 100.0%	68 100.0%	19 100.0%	73 100.0%	64 100.0%	16 100.0%	34 100.0%	80 100.0%	16 100.0%	1 100.0%	77 100.0%	18 100.0%	2 100.0%
Total Valid Responses	96 100.0%	10 100.0%	27 100.0%	31 100.0%	25 100.0%	32 100.0%	62 100.0%	27 100.0%	67 100.0%	19 100.0%	72 100.0%	63 100.0%	16 100.0%	34 100.0%	80 100.0%	15 100.0%	1 100.0%	76 100.0%	18 100.0%	2 100.0%
No Answer	2	-	-	1	-	1	-	-	1	-	1	1	-	-	-	1	-	1	-	-
10 - Best personal doctor possible	54 56.3%	6 60.0%	12 44.4%	19 61.3%	15 60.0%	18 56.3%	35 56.5%	18 66.7%	35 52.2%	12 63.2%	38 52.8%	32 50.8%	8 50.0%	22 64.7%	47 58.8%	6 40.0%	1 100.0%	42 55.3%	11 61.1%	1 50.0%
9	26 27.1%	2 20.0%	9 33.3%	9 29.0%	5 20.0%	4 12.5%	21 33.9%	3 11.1%	22 32.8%	4 21.1%	22 30.6%	20 31.7%	5 31.3%	7 20.6%	22 27.5%	4 26.7%	-	22 28.9%	4 22.2%	-
8	12 12.5%	1 10.0%	5 18.5%	2 6.5%	4 16.0%	6 18.8%	9 14.5%	7 26.0%	7 10.4%	3 15.8%	8 11.1%	7 11.1%	3 18.8%	3 8.8%	7 8.8%	5 33.3%	-	9 11.8%	2 11.1%	1 50.0%
7	2 2.1%	-	1 3.7%	1 3.2%	-	2 6.3%	-	-	2 3.0%	-	2 2.8%	2 3.2%	-	1 2.9%	2 2.5%	-	-	1 1.3%	1 5.6%	-
6	1 1.0%	1 10.0%	-	-	-	1 3.1%	-	-	1 1.5%	-	1 1.4%	1 1.6%	-	-	1 1.3%	-	-	1 1.3%	-	-
5	1 1.0%	-	-	-	1 4.0%	1 3.1%	-	1 3.7%	-	-	1 1.4%	1 1.6%	-	1 2.9%	1 1.3%	-	-	1 1.3%	-	-
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst personal doctor possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY - 0-3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY - 4-7	4 4.2%	1 10.0%	1 3.7%	1 3.2%	1 4.0%	4 12.5%	-	1 3.7%	3 4.5%	-	4 5.6%	4 6.3%	-	2 5.9%	4 5.0%	-	-	3 3.9%	1 5.6%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	92 95.8%	9 90.0%	26 96.3%	30 96.8%	24 96.0%	28 87.5%	62 100.0%	26 96.3%	64 95.5%	19 100.0%	68 94.4%	59 93.7%	16 100.0%	32 94.1%	76 95.0%	15 100.0%	1 100.0%	73 96.1%	17 94.4%	2 100.0%
HEDIS/CAHPS SUMMARY RATE - 9-10	80 83.3%	8 80.0%	21 77.8%	28 90.3%	20 80.0%	22 68.8%	56 90.3%	21 77.8%	57 85.1%	16 84.2%	60 83.3%	52 82.5%	13 81.3%	29 85.3%	69 86.3%	10 66.7%	1 100.0%	64 84.2%	15 83.3%	1 50.0%
3-Point Score	2.81	2.70	2.78	2.90	2.76	2.63	2.90	2.74	2.84	2.84	2.81	2.79	2.81	2.82	2.84	2.67	3.00	2.82	2.83	2.50

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Q27. 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?

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q27. 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	115 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	65 100.0%	32 100.0%	78 100.0%	22 100.0%	85 100.0%	70 100.0%	19 100.0%	42 100.0%	94 100.0%	18 100.0%	2 100.0%	86 100.0%	24 100.0%	4 100.0%
Total Valid Responses	115 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	65 100.0%	32 100.0%	78 100.0%	22 100.0%	85 100.0%	70 100.0%	19 100.0%	42 100.0%	94 100.0%	18 100.0%	2 100.0%	86 100.0%	24 100.0%	4 100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	20 17.4%	2 18.2% **	2 6.9% **	7 19.4%	7 21.2%	6 13.6%	11 16.9%	6 18.8%	12 15.4%	2 9.1% **	16 18.8%	15 21.4% M	3 15.8% **	3 7.1%	14 14.9%	5 27.8% **	- - **	15 17.4%	4 16.7% **	- - **
No	95 82.6%	9 81.8% **	27 93.1% **	29 80.6%	26 78.8%	38 86.4%	54 83.1%	26 81.3%	66 84.6%	20 90.9% **	69 81.2%	55 78.6%	16 84.2% **	39 92.9% K	80 85.1%	13 72.2% **	2 100.0% **	71 82.6%	20 83.3% **	4 100.0% **
HEDIS/CAHPS SUMMARY RATE - Yes	20 17.4%	2 18.2% **	2 6.9% **	7 19.4%	7 21.2%	6 13.6%	11 16.9%	6 18.8%	12 15.4%	2 9.1% **	16 18.8%	15 21.4% M	3 15.8% **	3 7.1%	14 14.9%	5 27.8% **	- - **	15 17.4%	4 16.7% **	- - **

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

Presented by SPH Analytics  
770-978-3173  
2017

Q28. (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 (5128598)

Table: 27  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q28. (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	20 100.0%	2 100.0%	2 100.0%	7 100.0%	7 100.0%	6 100.0%	11 100.0%	6 100.0%	12 100.0%	2 100.0%	16 100.0%	15 100.0%	3 100.0%	3 100.0%	14 100.0%	5 100.0%	-	15 100.0%	4 100.0%	-
Total Valid Responses	20 100.0%	2 100.0%	2 100.0%	7 100.0%	7 100.0%	6 100.0%	11 100.0%	6 100.0%	12 100.0%	2 100.0%	16 100.0%	15 100.0%	3 100.0%	3 100.0%	14 100.0%	5 100.0%	-	15 100.0%	4 100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	10 50.0% **	1 50.0% **	- **	4 57.1% **	4 57.1% **	5 83.3% **	4 36.4% **	2 33.3% **	7 58.3% **	1 50.0% **	8 50.0% **	8 53.3% **	2 66.7% **	1 33.3% **	7 50.0% **	2 40.0% **	-	6 40.0% **	3 75.0% **	-
Usually	5 25.0% **	- **	1 50.0% **	2 28.6% **	2 28.6% **	1 16.7% **	4 36.4% **	2 33.3% **	3 25.0% **	- **	5 31.3% **	5 33.3% **	- **	1 33.3% **	3 21.4% **	2 40.0% **	-	5 33.3% **	- **	-
Sometimes	5 25.0% **	1 50.0% **	1 50.0% **	1 14.3% **	1 14.3% **	- **	3 27.3% **	2 33.3% **	2 16.7% **	1 50.0% **	3 18.8% **	2 13.3% **	1 33.3% **	1 33.3% **	4 28.6% **	1 20.0% **	-	4 26.7% **	1 25.0% **	-
Never	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	-	- **	- **	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	15 75.0% **	1 50.0% **	1 50.0% **	6 85.7% **	6 85.7% **	6 100.0% **	8 72.7% **	4 66.7% **	10 83.3% **	1 50.0% **	13 81.3% **	13 86.7% **	2 66.7% **	2 66.7% **	10 71.4% **	4 80.0% **	-	11 73.3% **	3 75.0% **	-
HEDIS/CAHPS SUMMARY RATE - Always	10 50.0% **	1 50.0% **	- **	4 57.1% **	4 57.1% **	5 83.3% **	4 36.4% **	2 33.3% **	7 58.3% **	1 50.0% **	8 50.0% **	8 53.3% **	2 66.7% **	1 33.3% **	7 50.0% **	2 40.0% **	-	6 40.0% **	3 75.0% **	-
3-Point Score	2.25	2.00	1.50	2.43	2.43	2.83	2.09	2.00	2.42	2.00	2.31	2.40	2.33	2.00	2.21	2.20	-	2.13	2.50	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

Q29. How many specialists has your child seen in the last 6 months?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 28  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q29. How many specialists has your child seen in the last 6 months?																				
Total Eligible	20 100.0%	2 100.0%	2 100.0%	7 100.0%	7 100.0%	6 100.0%	11 100.0%	6 100.0%	12 100.0%	2 100.0%	16 100.0%	15 100.0%	3 100.0%	3 100.0%	14 100.0%	5 100.0%	-	15 100.0%	4 100.0%	-
Total Valid Responses	19 100.0%	2 100.0%	2 100.0%	7 100.0%	6 100.0%	6 100.0%	10 100.0%	6 100.0%	11 100.0%	2 100.0%	15 100.0%	14 100.0%	3 100.0%	3 100.0%	13 100.0%	5 100.0%	-	15 100.0%	3 100.0%	-
No Answer	1	-	-	-	1	-	1	-	1	-	1	1	-	-	1	-	-	-	1	-
None	2 10.5%	1 50.0%	-	-	1 16.7%	-	2 20.0%	2 33.3%	-	-	2 13.3%	1 7.1%	1 33.3%	1 33.3%	2 15.4%	-	-	2 13.3%	-	-
1 specialist	12 63.2%	1 50.0%	2 100.0%	4 57.1%	3 50.0%	4 66.7%	5 50.0%	4 66.7%	6 54.5%	2 100.0%	8 53.3%	8 57.1%	2 66.7%	2 66.7%	7 53.8%	4 80.0%	-	8 53.3%	3 100.0%	-
2	3 15.8%	-	-	2 28.6%	1 16.7%	1 16.7%	2 20.0%	-	3 27.3%	-	3 20.0%	3 21.4%	-	-	3 23.1%	-	-	3 20.0%	-	-
3	1 5.3%	-	-	-	1 16.7%	-	1 10.0%	-	1 9.1%	-	1 6.7%	1 7.1%	-	-	1 7.7%	-	-	1 6.7%	-	-
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 or more specialists	1 5.3%	-	-	1 14.3%	-	1 16.7%	-	-	1 9.1%	-	1 6.7%	1 7.1%	-	-	-	1 20.0%	-	1 6.7%	-	-
HEDIS/CAHPS SUMMARY RATE - 1 or more specialists	17 89.5%	1 50.0%	2 100.0%	7 100.0%	5 83.3%	6 100.0%	8 80.0%	4 66.7%	11 100.0%	2 100.0%	13 86.7%	13 92.9%	2 66.7%	2 66.7%	11 84.6%	5 100.0%	-	13 86.7%	3 100.0%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

Q30. 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?

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D		E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q30. 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	17	1	2	7	5	6	8	4	11	2	13	13	2	2	11	5	-	13	3	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
Total Valid Responses	16	1	2	7	5	6	8	4	11	2	13	13	2	2	11	5	-	13	3	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
No Answer	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best specialist possible	7	1	1	2	2	4	2	1	5	1	5	5	1	1	5	2	-	5	2	-
	43.8%	100.0%	50.0%	28.6%	40.0%	66.7%	25.0%	25.0%	45.5%	50.0%	38.5%	38.5%	50.0%	50.0%	45.5%	40.0%	-	38.5%	66.7%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	-
9	2	-	-	1	1	-	2	1	1	-	2	2	1	-	1	1	-	2	-	-
	12.5%	-	-	14.3%	20.0%	-	25.0%	25.0%	9.1%	-	15.4%	15.4%	50.0%	-	9.1%	20.0%	-	15.4%	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	-
8	6	-	-	4	2	2	3	2	4	1	5	5	-	1	5	1	-	5	1	-
	37.5%	-	-	57.1%	40.0%	33.3%	37.5%	50.0%	36.4%	50.0%	38.5%	38.5%	-	50.0%	45.5%	20.0%	-	38.5%	33.3%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	-
7	1	-	1	-	-	-	1	-	1	-	1	1	-	-	-	1	-	1	-	-
	6.3%	-	50.0%	-	-	-	12.5%	-	9.1%	-	7.7%	7.7%	-	-	-	20.0%	-	7.7%	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	-
5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	-
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	-
3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	-
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	-
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	-
0 - Worst specialist possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	-
SUMMARY - 0-3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	-
SUMMARY - 4-7	1	-	1	-	-	-	1	-	1	-	1	1	-	-	-	1	-	1	-	-
	6.3%	-	50.0%	-	-	-	12.5%	-	9.1%	-	7.7%	7.7%	-	-	-	20.0%	-	7.7%	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	-
HEDIS/CAHPS SUMMARY RATE - 8-10	15	1	1	7	5	6	7	4	10	2	12	12	2	2	11	4	-	12	3	-
	93.8%	100.0%	50.0%	100.0%	100.0%	100.0%	87.5%	100.0%	90.9%	100.0%	92.3%	92.3%	100.0%	100.0%	100.0%	80.0%	-	92.3%	100.0%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	-
HEDIS/CAHPS SUMMARY RATE - 9-10	9	1	1	3	3	4	4	2	6	1	7	7	2	1	6	3	-	7	2	-
	56.3%	100.0%	50.0%	42.9%	60.0%	66.7%	50.0%	50.0%	54.5%	50.0%	53.8%	53.8%	100.0%	50.0%	54.5%	60.0%	-	53.8%	66.7%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	-
3-Point Score	2.56	3.00	2.50	2.43	2.60	2.67	2.50	2.50	2.55	2.50	2.54	2.54	3.00	2.50	2.55	2.60	-	2.54	2.67	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J,

K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j,

k/l/m, n/o/p, q/r/s

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

Presented by SPH Analytics

770-978-3173

2017

Q31. In the last 6 months, did you get information or help from customer service at your child's health plan?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 30  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q31. In the last 6 months, did you get information or help from customer service at your child's health plan?																				
Total Eligible	115	11	29	36	33	44	65	32	78	22	85	70	19	42	94	18	2	86	24	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	111	11	28	35	32	44	63	31	76	21	83	68	18	41	91	18	2	84	23	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	1	1	1	-	2	1	2	1	2	2	1	1	3	-	-	2	1	-
Yes	49	7	9	16	16	20	28	16	32	15	32	28	10	21	40	8	1	36	12	1
	44.1%	63.6%	32.1%	45.7%	50.0%	45.5%	44.4%	51.6%	42.1%	71.4%	38.6%	41.2%	55.6%	51.2%	44.0%	44.4%	50.0%	42.9%	52.2%	25.0%
No	62	4	19	19	16	24	35	15	44	6	51	40	8	20	51	10	1	48	11	3
	55.9%	36.4%	67.9%	54.3%	50.0%	54.5%	55.6%	48.4%	57.9%	28.6%	61.4%	58.8%	44.4%	48.8%	56.0%	55.6%	50.0%	57.1%	47.8%	75.0%
HEDIS/CAHPS SUMMARY RATE - Yes	49	7	9	16	16	20	28	16	32	15	32	28	10	21	40	8	1	36	12	1
	44.1%	63.6%	32.1%	45.7%	50.0%	45.5%	44.4%	51.6%	42.1%	71.4%	38.6%	41.2%	55.6%	51.2%	44.0%	44.4%	50.0%	42.9%	52.2%	25.0%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

Q32. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 31  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Coll/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q32. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?																				
Total Eligible	49	7	9	16	16	20	28	16	32	15	32	28	10	21	40	8	1	36	12	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	49	7	9	16	16	20	28	16	32	15	32	28	10	21	40	8	1	36	12	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	23	3	5	8	7	10	13	9	14	7	15	15	4	8	20	2	1	16	7	-
	46.9%	42.9%	55.6%	50.0%	43.8%	50.0%	46.4%	56.3%	43.8%	46.7%	46.9%	53.6%	40.0%	38.1%	50.0%	25.0%	100.0%	44.4%	58.3%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Usually	12	1	1	7	3	8	4	4	8	6	6	4	2	8	8	4	-	10	2	-
	24.5%	14.3%	11.1%	43.8%	18.8%	40.0%	14.3%	25.0%	25.0%	40.0%	18.8%	14.3%	20.0%	38.1%	20.0%	50.0%	-	27.8%	16.7%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Sometimes	9	3	2	-	4	2	7	3	6	1	8	7	3	3	8	1	-	8	-	1
	18.4%	42.9%	22.2%	-	25.0%	10.0%	25.0%	18.8%	18.8%	6.7%	25.0%	25.0%	30.0%	14.3%	20.0%	12.5%	-	22.2%	-	100.0%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Never	5	-	1	1	2	-	4	-	4	1	3	2	1	2	4	1	-	2	3	-
	10.2%	-	11.1%	6.3%	12.5%	-	14.3%	-	12.5%	6.7%	9.4%	7.1%	10.0%	9.5%	10.0%	12.5%	-	5.6%	25.0%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Always/Usually	35	4	6	15	10	18	17	13	22	13	21	19	6	16	28	6	1	26	9	-
	71.4%	57.1%	66.7%	93.8%	62.5%	90.0%	60.7%	81.3%	68.8%	86.7%	65.6%	67.9%	60.0%	76.2%	70.0%	75.0%	100.0%	72.2%	75.0%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Always	23	3	5	8	7	10	13	9	14	7	15	15	4	8	20	2	1	16	7	-
	46.9%	42.9%	55.6%	50.0%	43.8%	50.0%	46.4%	56.3%	43.8%	46.7%	46.9%	53.6%	40.0%	38.1%	50.0%	25.0%	100.0%	44.4%	58.3%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3-Point Score	2.18	2.00	2.22	2.44	2.06	2.40	2.07	2.38	2.13	2.33	2.13	2.21	2.00	2.14	2.20	2.00	3.00	2.17	2.33	1.00

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017



Q33. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 32  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q33. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?																				
Total Eligible	49	7	9	16	16	20	28	16	32	15	32	28	10	21	40	8	1	36	12	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	47	7	9	15	15	20	26	16	30	15	31	27	10	20	38	8	1	35	11	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	1	1	-	2	-	2	-	1	1	-	1	2	-	-	1	1	-
Always	35	3	7	13	12	14	21	11	24	12	22	20	8	13	31	3	1	26	9	-
	74.5%	42.9%	77.8%	86.7%	80.0%	70.0%	80.8%	68.8%	80.0%	80.0%	71.0%	74.1%	80.0%	65.0%	81.6%	37.5%	100.0%	74.3%	81.8%	-
Usually	10	4	2	2	2	6	4	4	6	3	7	6	1	6	6	4	-	8	1	1
	21.3%	57.1%	22.2%	13.3%	13.3%	30.0%	15.4%	25.0%	20.0%	20.0%	22.6%	22.2%	10.0%	30.0%	15.8%	50.0%	-	22.9%	9.1%	100.0%
Sometimes	1	-	-	-	1	-	1	1	-	-	1	1	-	1	1	-	-	1	-	-
	2.1%	-	-	-	6.7%	-	3.8%	6.3%	-	-	3.2%	3.7%	-	5.0%	2.6%	-	-	2.9%	-	-
Never	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	1	-	-	1	-
	2.1%	-	-	-	-	-	-	-	-	-	3.2%	-	10.0%	-	-	12.5%	-	-	9.1%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	45	7	9	15	14	20	25	15	30	15	29	26	9	19	37	7	1	34	10	1
	95.7%	100.0%	100.0%	100.0%	93.3%	100.0%	96.2%	93.8%	100.0%	100.0%	93.5%	96.3%	90.0%	95.0%	97.4%	87.5%	100.0%	97.1%	90.9%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	35	3	7	13	12	14	21	11	24	12	22	20	8	13	31	3	1	26	9	-
	74.5%	42.9%	77.8%	86.7%	80.0%	70.0%	80.8%	68.8%	80.0%	80.0%	71.0%	74.1%	80.0%	65.0%	81.6%	37.5%	100.0%	74.3%	81.8%	-
3-Point Score	2.70	2.43	2.78	2.87	2.73	2.70	2.77	2.63	2.80	2.80	2.65	2.70	2.70	2.60	2.79	2.25	3.00	2.71	2.73	2.00

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

Q34. In the last 6 months, did your child's health plan give you any forms to fill out?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 33  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q34. In the last 6 months, did your child's health plan give you any forms to fill out?																				
Total Eligible	115	11	29	36	33	44	65	32	78	22	85	70	19	42	94	18	2	86	24	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	112	11	29	35	33	44	64	32	77	22	84	69	19	42	92	18	2	85	23	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	1	-	-	1	-	1	-	1	1	-	-	2	-	-	1	1	-
Yes	37	3	9	13	11	16	19	13	23	8	26	24	6	10	33	4	-	28	8	1
	33.0%	27.3%	31.0%	37.1%	33.3%	36.4%	29.7%	40.6%	29.9%	36.4%	31.0%	34.8%	31.6%	23.8%	35.9%	22.2%	-	32.9%	34.8%	25.0%
		**	**							**			**			**	**		**	**
No	75	8	20	22	22	28	45	19	54	14	58	45	13	32	59	14	2	57	15	3
	67.0%	72.7%	69.0%	62.9%	66.7%	63.6%	70.3%	59.4%	70.1%	63.6%	69.0%	65.2%	68.4%	76.2%	64.1%	77.8%	100.0%	67.1%	65.2%	75.0%
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Yes	37	3	9	13	11	16	19	13	23	8	26	24	6	10	33	4	-	28	8	1
	33.0%	27.3%	31.0%	37.1%	33.3%	36.4%	29.7%	40.6%	29.9%	36.4%	31.0%	34.8%	31.6%	23.8%	35.9%	22.2%	-	32.9%	34.8%	25.0%
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

Q35. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 34  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q35. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?																				
Total Eligible	112	11	29	35	33	44	64	32	77	22	84	69	19	42	92	18	2	85	23	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	109	11	28	34	33	44	62	32	75	22	82	67	19	42	90	17	2	83	22	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	1	1	-	-	2	-	2	-	2	2	-	-	2	1	-	2	1	-
Always	88	10	23	26	26	35	51	26	60	16	68	52	16	36	70	16	2	67	17	4
	80.7%	90.9%	82.1%	76.5%	78.8%	79.5%	82.3%	81.3%	80.0%	72.7%	82.9%	77.6%	84.2%	85.7%	77.8%	94.1%	100.0%	80.7%	77.3%	100.0%
Usually	17	1	4	7	5	8	9	5	12	5	11	12	3	5	16	1	-	14	3	-
	15.6%	9.1%	14.3%	20.6%	15.2%	18.2%	14.5%	15.6%	16.0%	22.7%	13.4%	17.9%	15.8%	11.9%	17.8%	5.9%	-	16.9%	13.6%	-
Sometimes	2	-	1	1	-	-	1	1	1	1	1	1	-	1	2	-	-	1	1	-
	1.8%	-	3.6%	2.9%	-	-	1.6%	3.1%	1.3%	4.5%	1.2%	1.5%	-	2.4%	2.2%	-	-	1.2%	4.5%	-
Never	2	-	-	-	2	1	1	-	2	-	2	2	-	-	2	-	-	1	1	-
	1.8%	-	-	-	6.1%	2.3%	1.6%	-	2.7%	-	2.4%	3.0%	-	-	2.2%	-	-	1.2%	4.5%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	105	11	27	33	31	43	60	31	72	21	79	64	19	41	86	17	2	81	20	4
	96.3%	100.0%	96.4%	97.1%	93.9%	97.7%	96.8%	96.9%	96.0%	95.5%	96.3%	95.5%	100.0%	97.6%	95.6%	100.0%	100.0%	97.6%	90.9%	100.0%
HEDIS/CAHPS SUMMARY RATE - Always	88	10	23	26	26	35	51	26	60	16	68	52	16	36	70	16	2	67	17	4
	80.7%	90.9%	82.1%	76.5%	78.8%	79.5%	82.3%	81.3%	80.0%	72.7%	82.9%	77.6%	84.2%	85.7%	77.8%	94.1%	100.0%	80.7%	77.3%	100.0%
3-Point Score	2.77	2.91	2.79	2.74	2.73	2.77	2.79	2.78	2.76	2.68	2.79	2.73	2.84	2.83	2.73	2.94	3.00	2.78	2.68	3.00

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J,

K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j,

k/l/m, n/o/p, q/r/s

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

Presented by SPH Analytics

770-978-3173

2017

Q36. 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?

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D		E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q36. 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?																				
Total Eligible	115 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	65 100.0%	32 100.0%	78 100.0%	22 100.0%	85 100.0%	70 100.0%	19 100.0%	42 100.0%	94 100.0%	18 100.0%	2 100.0%	86 100.0%	24 100.0%	4 100.0%
Total Valid Responses	110 100.0%	11 100.0%	29 100.0%	35 100.0%	31 100.0%	43 100.0%	63 100.0%	31 100.0%	76 100.0%	22 100.0%	82 100.0%	67 100.0%	18 100.0%	40 100.0%	90 100.0%	18 100.0%	2 100.0%	83 100.0%	23 100.0%	4 100.0%
No Answer	5	-	-	1	2	1	2	1	2	-	3	3	1	2	4	-	-	3	1	-
10 - Best health plan possible	48 43.6%	4 36.4% **	11 37.9% **	19 54.3% **	13 41.9% **	20 46.5% **	26 41.3% **	16 51.6% **	31 40.8% **	11 50.0% **	32 39.0% **	25 37.3% **	8 44.4% **	17 42.5% **	40 44.4% **	7 38.9% **	1 50.0% **	38 45.8% **	8 34.8% **	2 50.0% **
9	25 22.7%	3 27.3% **	7 24.1% **	9 25.7% **	6 19.4% **	9 20.9% **	16 25.4% **	8 25.8% **	17 22.4% **	4 18.2% **	21 25.6% **	16 23.9% **	4 22.2% **	9 22.5% **	22 24.4% **	3 16.7% **	- **	19 22.9% **	6 26.1% **	- **
8	21 19.1%	3 27.3% **	6 20.7% **	4 11.4% **	7 22.6% **	5 11.6% **	15 23.8% **	3 9.7% **	17 22.4% **	6 27.3% **	15 18.3% **	15 22.4% **	5 27.8% **	7 17.5% **	17 18.9% **	4 22.2% **	- **	17 20.5% **	4 17.4% **	- **
7	6 5.5%	- **	3 10.3% **	1 2.9% **	2 6.5% **	5 11.6% F	1 1.6% **	2 6.5% **	4 5.3% **	- **	6 7.3% **	4 6.0% **	1 5.6% **	3 7.5% **	4 4.4% **	2 11.1% **	- **	3 3.6% **	2 8.7% **	1 25.0% **
6	3 2.7%	- **	- **	2 5.7% **	- **	1 2.3% **	2 3.2% **	1 3.2% **	2 2.6% **	- **	3 3.7% **	2 3.0% **	- **	2 5.0% **	3 3.3% **	- **	- **	3 3.6% **	- **	- **
5	3 2.7%	1 9.1% **	1 3.4% **	- **	- **	1 2.3% **	1 1.6% **	1 3.2% **	1 1.3% **	- **	2 2.4% **	2 3.0% **	- **	- **	1 1.1% **	2 11.1% **	- **	2 2.4% **	1 4.3% **	- **
4	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **	- **
3	1 0.9% **	- **	- **	- **	1 3.2% **	- **	1 1.6% **	- **	1 1.3% **	- **	1 1.2% **	1 1.5% **	- **	- **	1 1.1% **	- **	- **	- **	1 4.3% **	- **
2	1 0.9% **	- **	1 3.4% **	- **	- **	1 2.3% **	- **	- **	1 1.3% **	- **	1 1.2% **	1 1.5% **	- **	1 2.5% **	- **	- **	1 50.0% **	- **	- **	1 25.0% **
1	1 0.9% **	- **	- **	- **	1 3.2% **	- **	1 1.6% **	- **	1 1.3% **	1 4.5% **	- **	- **	- **	1 2.5% **	1 1.1% **	- **	- **	- **	1 4.3% **	- **
0 - Worst health plan possible	1 0.9% **	- **	- **	- **	1 3.2% **	1 2.3% **	- **	- **	1 1.3% **	- **	1 1.2% **	1 1.5% **	- **	- **	1 1.1% **	- **	- **	1 1.2% **	- **	- **
SUMMARY - 0-3	4 3.6% **	- **	1 3.4% **	- **	3 9.7% C	2 4.7% **	2 3.2% **	- **	4 5.3% **	1 4.5% **	3 3.7% **	3 4.5% **	- **	2 5.0% **	3 3.3% **	- **	1 50.0% **	1 1.2% **	2 8.7% **	1 25.0% **
SUMMARY - 4-7	12 10.9% **	1 9.1% **	4 13.8% **	3 8.6% **	2 6.5% **	7 16.3% **	4 6.3% **	4 12.9% **	7 9.2% **	- **	11 13.4% **	8 11.9% **	1 5.6% **	5 12.5% **	8 8.9% **	4 22.2% **	- **	8 9.6% **	3 13.0% **	1 25.0% **
HEDIS/CAHPS SUMMARY RATE - 8-10	94 85.5% **	10 90.9% **	24 82.8% **	32 91.4% **	26 83.9% **	34 79.1% **	57 90.5% **	27 87.1% **	65 85.5% **	21 95.5% **	68 82.9% **	56 83.6% **	17 94.4% **	33 82.5% **	79 87.8% **	14 77.8% **	1 50.0% **	74 89.2% **	18 78.3% **	2 50.0% **
HEDIS/CAHPS SUMMARY RATE - 9-10	73 66.4% **	7 63.6% **	18 62.1% **	28 80.0% d	19 61.3% **	29 67.4% **	42 66.7% **	24 77.4% **	48 63.2% **	15 68.2% **	53 64.6% **	41 61.2% **	12 66.7% **	26 65.0% **	62 68.9% **	10 55.6% **	1 50.0% **	57 68.7% **	14 60.9% **	2 50.0% **
3-Point Score	2.57	2.55	2.55	2.74	2.52	2.58	2.59	2.71	2.54	2.64	2.55	2.51	2.67	2.55	2.61	2.44	2.00	2.61	2.48	2.25

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J,

K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j,

k/l/m, n/o/p, q/r/s

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

Q37. In general, how would you rate your child's overall health?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 36  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q37. In general, how would you rate your child's overall health?																				
Total Eligible	115 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	65 100.0%	32 100.0%	78 100.0%	22 100.0%	85 100.0%	70 100.0%	19 100.0%	42 100.0%	94 100.0%	18 100.0%	2 100.0%	86 100.0%	24 100.0%	4 100.0%
Total Valid Responses	114 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	65 100.0%	32 100.0%	78 100.0%	22 100.0%	85 100.0%	70 100.0%	19 100.0%	42 100.0%	94 100.0%	18 100.0%	2 100.0%	86 100.0%	24 100.0%	4 100.0%
No Answer	1 0.9%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Excellent	53 46.5%	5 45.5%	16 55.2%	15 41.7%	15 45.5%	15 34.1%	36 55.4%	17 53.1%	35 44.9%	12 54.5%	38 44.7%	35 50.0%	8 42.1%	18 42.9%	53 56.4%	-	-	47 54.7%	6 25.0%	-
Very good	41 36.0%	5 45.5%	8 27.6%	12 33.3%	15 45.5%	19 43.2%	21 32.3%	13 40.6%	27 34.6%	6 27.3%	32 37.6%	24 34.3%	5 26.3%	19 45.2%	41 43.6%	-	-	32 37.2%	9 37.5%	-
Good	18 15.8%	1 9.1%	4 13.8%	8 22.2%	3 9.1%	9 20.5%	7 10.8%	2 6.3%	14 17.9%	4 18.2%	13 15.3%	9 12.9%	6 31.6%	4 9.5%	-	18 100.0%	-	7 8.1%	8 33.3%	3 75.0%
Fair	2 1.8%	-	1 3.4%	1 2.8%	-	1 2.3%	1 1.5%	-	2 2.6%	-	2 2.4%	2 2.9%	-	1 2.4%	-	-	2 100.0%	-	1 4.2%	1 25.0%
Poor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	94 82.5%	10 90.9%	24 82.8%	27 75.0%	30 90.9%	34 77.3%	57 87.7%	30 93.8%	62 79.5%	18 81.8%	70 82.4%	59 84.3%	13 68.4%	37 88.1%	94 100.0%	-	-	79 91.9%	15 62.5%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics

770-978-3173

2017

Q38. In general, how would you rate your child's overall mental or emotional health?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 37  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q38. In general, how would you rate your child's overall mental or emotional health?																				
Total Eligible	115 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	65 100.0%	32 100.0%	78 100.0%	22 100.0%	85 100.0%	70 100.0%	19 100.0%	42 100.0%	94 100.0%	18 100.0%	2 100.0%	86 100.0%	24 100.0%	4 100.0%
Total Valid Responses	114 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	65 100.0%	32 100.0%	78 100.0%	22 100.0%	85 100.0%	70 100.0%	19 100.0%	42 100.0%	94 100.0%	18 100.0%	2 100.0%	86 100.0%	24 100.0%	4 100.0%
No Answer	1 0.9%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Excellent	49 43.0%	5 45.5% **	16 55.2% **	16 44.4%	10 30.3%	19 43.2%	29 44.6%	17 53.1%	31 39.7%	11 50.0% **	34 40.0%	30 42.9%	5 26.3% **	22 52.4%	46 48.9%	3 16.7% **	-	49 57.0%	-	-
Very good	37 32.5%	4 36.4% **	7 24.1% **	10 27.8%	15 45.5%	12 27.3%	24 36.9%	10 31.3%	26 33.3%	5 22.7% **	30 35.3%	24 34.3%	9 47.4% **	10 23.8%	33 35.1%	4 22.2% **	-	37 43.0%	-	-
Good	24 21.1%	2 18.2% **	3 10.3% **	9 25.0%	8 24.2%	11 25.0%	10 15.4%	5 15.6%	17 21.8%	5 22.7% **	18 21.2%	14 20.0%	4 21.1% **	8 19.0%	15 16.0%	8 44.4% **	1 50.0% **	-	24 100.0% **	-
Fair	4 3.5% **	-	3 10.3% **	1 2.8%	-	2 4.5%	2 3.1%	-	4 5.1%	1 4.5% **	3 3.5%	2 2.9%	1 5.3% **	2 4.8%	-	3 16.7% **	1 50.0% **	-	-	4 100.0% **
Poor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	86 75.4%	9 81.8% **	23 79.3% **	26 72.2%	25 75.8%	31 70.5%	53 81.5%	27 84.4%	57 73.1%	16 72.7% **	64 75.3%	54 77.1%	14 73.7% **	32 76.2%	79 84.0%	7 38.9% **	-	86 100.0%	-	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics

770-978-3173

2017

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

## Q39. What is your child's age?

Total Eligible	113	11	27	36	33	44	63	31	77	22	83	68	19	42	92	18	2	84	24	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	109	11	27	36	33	44	63	31	77	22	83	68	19	42	90	17	2	82	23	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	-	-	-	-	-	-	-	-	-	-	-	-	2	1	-	2	1	-
Less than 1 year old	8	3	3	1	1	3	5	-	8	1	7	6	-	3	8	-	-	8	-	-
	7.3%	27.3%	11.1%	2.8%	3.0%	6.8%	7.9%	-	10.4%	4.5%	8.4%	8.8%	-	7.1%	8.9%	-	-	9.8%	-	-
		**	**						g	**			**			**	**		**	**
1	6	1	4	1	-	1	5	1	5	1	5	6	-	1	5	1	-	6	-	-
	5.5%	9.1%	14.8%	2.8%	-	2.3%	7.9%	3.2%	6.5%	4.5%	6.0%	8.8%	-	2.4%	5.6%	5.9%	-	7.3%	-	-
		**	**						**	**			**			**	**		**	**
2	6	-	4	1	1	3	3	3	3	1	5	3	1	3	3	3	-	4	2	-
	5.5%	-	14.8%	2.8%	3.0%	6.8%	4.8%	9.7%	3.9%	4.5%	6.0%	4.4%	5.3%	7.1%	3.3%	17.6%	-	4.9%	8.7%	-
		**	**						**	**			**			**	**		**	**
3	4	1	2	-	-	1	3	2	2	-	4	3	1	2	1	3	-	2	1	1
	3.7%	9.1%	3.7%	5.6%	-	2.3%	4.8%	6.5%	2.6%	-	4.8%	4.4%	5.3%	4.8%	1.1%	17.6%	-	2.4%	4.3%	25.0%
		**	**						**	**			**			**	**		**	**
4	4	-	-	3	1	2	2	-	4	-	4	3	1	-	2	1	1	3	1	-
	3.7%	-	-	8.3%	3.0%	4.5%	3.2%	-	5.2%	-	4.8%	4.4%	5.3%	-	2.2%	5.9%	50.0%	3.7%	4.3%	-
		**	**						**	**			**			**	**		**	**
5	4	1	2	1	-	-	4	-	4	2	2	3	1	1	4	-	-	4	-	-
	3.7%	9.1%	7.4%	2.8%	-	-	6.3%	-	5.2%	9.1%	2.4%	4.4%	5.3%	2.4%	4.4%	-	-	4.9%	-	-
		**	**				e		**	**			**			**	**		**	**
6	4	1	1	2	-	1	3	2	2	-	3	2	3	1	4	-	-	3	1	-
	3.7%	9.1%	3.7%	5.6%	-	2.3%	4.8%	6.5%	2.6%	-	3.6%	2.9%	15.8%	2.4%	4.4%	-	-	3.7%	4.3%	-
		**	**						**	**			**			**	**		**	**
7	3	-	3	-	-	1	2	3	-	-	3	3	-	-	3	-	-	2	1	-
	2.8%	-	11.1%	-	-	2.3%	3.2%	9.7%	-	-	3.6%	4.4%	-	-	3.3%	-	-	2.4%	4.3%	-
		**	**					H	**	**			**			**	**		**	**
8	9	-	2	4	3	4	4	1	8	3	5	5	1	4	9	-	-	6	3	-
	8.3%	-	7.4%	11.1%	9.1%	9.1%	6.3%	3.2%	10.4%	13.6%	6.0%	7.4%	5.3%	9.5%	10.0%	-	-	7.3%	13.0%	-
		**	**						**	**			**			**	**		**	**
9	3	-	2	1	-	2	1	-	3	-	3	3	-	-	3	-	-	2	1	-
	2.8%	-	7.4%	2.8%	-	4.5%	1.6%	-	3.9%	-	3.6%	4.4%	-	-	3.3%	-	-	2.4%	4.3%	-
		**	**						**	**			**			**	**		**	**
10	9	-	1	4	4	4	5	5	4	2	7	4	1	5	8	1	-	8	1	-
	8.3%	-	3.7%	11.1%	12.1%	9.1%	7.9%	16.1%	5.2%	9.1%	8.4%	5.9%	5.3%	11.9%	8.9%	5.9%	-	9.8%	4.3%	-
		**	**					h	**	**			**			**	**		**	**
11	2	-	-	1	1	-	2	-	2	-	2	2	1	-	2	-	-	2	-	-
	1.8%	-	-	2.8%	3.0%	-	3.2%	-	2.6%	-	2.4%	2.9%	5.3%	-	2.2%	-	-	2.4%	-	-
		**	**						**	**			**			**	**		**	**
12	3	-	1	1	-	1	2	1	2	-	2	1	-	2	3	-	-	2	1	-
	2.8%	-	3.7%	2.8%	-	2.3%	3.2%	3.2%	2.6%	-	2.4%	1.5%	-	4.8%	3.3%	-	-	2.4%	4.3%	-
		**	**						**	**			**			**	**		**	**
13	5	1	-	2	2	5	-	2	3	2	3	1	1	4	3	2	-	3	1	1
	4.6%	9.1%	-	5.6%	6.1%	11.4%	-	6.5%	3.9%	9.1%	3.6%	1.5%	5.3%	9.5%	3.3%	11.8%	-	3.7%	4.3%	25.0%
		**	**			F			**	**			**	K		**	**		**	**
14 or older	39	3	3	12	20	16	22	11	27	10	28	23	8	16	32	6	1	27	10	2
	35.8%	27.3%	11.1%	33.3%	60.6%	36.4%	34.9%	35.5%	35.1%	45.5%	33.7%	33.8%	42.1%	38.1%	35.6%	35.3%	50.0%	32.9%	43.5%	50.0%
		**	**		C				**	**			**			**	**		**	**

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics

770-978-3173

2017

Q40. Is your child male or female?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)Table: 39  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

**Q40. Is your child male or female?**

Total Eligible	115 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	65 100.0%	32 100.0%	78 100.0%	22 100.0%	85 100.0%	70 100.0%	19 100.0%	42 100.0%	94 100.0%	18 100.0%	2 100.0%	86 100.0%	24 100.0%	4 100.0%
Total Valid Responses	111 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	65 100.0%	32 100.0%	78 100.0%	22 100.0%	85 100.0%	70 100.0%	19 100.0%	42 100.0%	92 100.0%	17 100.0%	2 100.0%	84 100.0%	23 100.0%	4 100.0%
No Answer	4	-	-	-	-	-	-	-	-	-	-	-	-	-	2	1	-	2	1	-
Male	55 49.5%	8 72.7% **	12 41.4% **	16 44.4%	18 54.5%	23 52.3%	31 47.7%	20 62.5% h	35 44.9%	9 40.9% **	44 51.8%	31 44.3%	11 57.9% **	22 52.4%	46 50.0%	8 47.1% **	1 50.0% **	40 47.6%	13 56.5% **	2 50.0% **
Female	56 50.5%	3 27.3% **	17 58.6% **	20 55.6%	15 45.5%	21 47.7%	34 52.3%	12 37.5%	43 55.1% g	13 59.1% **	41 48.2%	39 55.7%	8 42.1% **	20 47.6%	46 50.0%	9 52.9% **	1 50.0% **	44 52.4%	10 43.5% **	2 50.0% **

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017



Q41. Is your child of Hispanic or Latino origin or descent?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 40  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q41. Is your child of Hispanic or Latino origin or descent?																				
Total Eligible	115	11	29	36	33	44	65	32	78	22	85	70	19	42	94	18	2	86	24	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	107	11	29	33	32	41	64	30	76	22	85	69	18	39	88	17	2	80	23	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	8	-	-	3	1	3	1	2	2	-	-	1	1	3	6	1	-	6	1	-
Yes, Hispanic or Latino	22	3	4	12	3	9	12	5	17	22	-	7	3	12	18	4	-	16	5	1
	20.6%	27.3%	13.8%	36.4%	9.4%	22.0%	18.8%	16.7%	22.4%	100.0%	-	10.1%	16.7%	30.8%	20.5%	23.5%	-	20.0%	21.7%	25.0%
		**	**	D						**			**	K		**	**		**	**
No, not Hispanic or Latino	85	8	25	21	29	32	52	25	59	-	85	62	15	27	70	13	2	64	18	3
	79.4%	72.7%	86.2%	63.6%	90.6%	78.0%	81.3%	83.3%	77.6%	-	100.0%	89.9%	83.3%	69.2%	79.5%	76.5%	100.0%	80.0%	78.3%	75.0%
		**	**	C						**		M	**			**	**		**	**

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

Q42. What is your child's race? Please mark one or more.

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 41  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q42. What is your child's race? Please mark one or more.																				
Total Eligible	115	11	29	36	33	44	65	32	78	22	85	70	19	42	94	18	2	86	24	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	137	12	32	51	40	53	81	44	92	24	108	97	32	65	115	19	3	104	28	5
Total Respondents	108	11	28	34	33	42	64	31	76	19	85	70	19	42	89	17	2	81	23	4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
White	70	6	23	22	19	22	48	19	51	7	62	70	9	14	59	9	2	54	14	2
	64.8%	54.5%	82.1%	64.7%	57.6%	52.4%	75.0%	61.3%	67.1%	36.8%	72.9%	100.0%	47.4%	33.3%	66.3%	52.9%	100.0%	66.7%	60.9%	50.0%
		**	**				E			**		M	**			**	**		**	**
Black or African-American	19	1	1	7	9	6	12	6	12	3	15	9	19	3	13	6	-	14	4	1
	17.6%	9.1%	3.6%	20.6%	27.3%	14.3%	18.8%	19.4%	15.8%	15.8%	17.6%	12.9%	100.0%	7.1%	14.6%	35.3%	-	17.3%	17.4%	25.0%
		**	**							**			**			**	**		**	**
Asian	11	2	4	3	2	6	5	4	7	1	9	4	-	11	9	2	-	9	2	-
	10.2%	18.2%	14.3%	8.8%	6.1%	14.3%	7.8%	12.9%	9.2%	5.3%	10.6%	5.7%	-	26.2%	10.1%	11.8%	-	11.1%	8.7%	-
		**	**							**			**	K		**	**		**	**
Native Hawaiian or other Pacific Islander	4	-	1	2	1	3	1	2	2	-	4	1	-	4	4	-	-	3	1	-
	3.7%	-	3.6%	5.9%	3.0%	7.1%	1.6%	6.5%	2.6%	-	4.7%	1.4%	-	9.5%	4.5%	-	-	3.7%	4.3%	-
		**	**							**			**	K		**	**		**	**
American Indian or Alaska Native	16	2	1	7	6	6	9	5	11	4	12	7	2	16	15	1	-	12	3	1
	14.8%	18.2%	3.6%	20.6%	18.2%	14.3%	14.1%	16.1%	14.5%	21.1%	14.1%	10.0%	10.5%	38.1%	16.9%	5.9%	-	14.8%	13.0%	25.0%
		**	**							**			**	K		**	**		**	**
Other	17	1	2	10	3	10	6	8	9	9	6	6	2	17	15	1	1	12	4	1
	15.7%	9.1%	7.1%	29.4%	9.1%	23.8%	9.4%	25.8%	11.8%	47.4%	7.1%	8.6%	10.5%	40.5%	16.9%	5.9%	50.0%	14.8%	17.4%	25.0%
		**	**	D		F		h		**			**	K		**	**		**	**

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J,

K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j,

k/l/m, n/o/p, q/r/s

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

Presented by SPH Analytics  
770-978-3173  
2017

Q43. What is your age?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)Table: 42  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Col/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q43. What is your age?																				
Total Eligible	115 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	65 100.0%	32 100.0%	78 100.0%	22 100.0%	85 100.0%	70 100.0%	19 100.0%	42 100.0%	94 100.0%	18 100.0%	2 100.0%	86 100.0%	24 100.0%	4 100.0%
Total Valid Responses	109 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	64 100.0%	32 100.0%	77 100.0%	22 100.0%	83 100.0%	70 100.0%	18 100.0%	41 100.0%	91 100.0%	16 100.0%	2 100.0%	83 100.0%	22 100.0%	4 100.0%
No Answer	6	-	-	-	-	-	1	-	1	-	2	-	1	1	3	2	-	3	2	-
Under 18	6 5.5%	6 54.5% **	- **	- **	- **	4 9.1%	2 3.1%	4 12.5% H	2 2.6%	1 4.5% **	5 6.0%	2 2.9%	- **	4 9.8% k	6 6.6%	- **	- **	5 6.0%	1 4.5% **	- **
18 to 24	5 4.6%	5 45.5% **	- **	- **	- **	1 2.3%	4 6.3%	1 3.1%	4 5.2%	2 9.1% **	3 3.6%	4 5.7%	1 5.6% **	1 2.4%	4 4.4%	1 6.3% **	- **	4 4.8%	1 4.5% **	- **
25 to 34	29 26.6%	- **	29 100.0% **	- **	- **	9 20.5%	20 31.3%	9 28.1%	20 26.0%	4 18.2% **	25 30.1%	23 32.9% m	1 5.6% **	8 19.5%	24 26.4%	4 25.0% **	1 50.0% **	23 27.7%	3 13.6% **	3 75.0% **
35 to 44	36 33.0%	- **	- **	36 100.0% D	- **	18 40.9%	17 26.6%	10 31.3%	26 33.8%	12 54.5% **	21 25.3%	22 31.4%	7 38.9% **	17 41.5%	27 29.7%	8 50.0% **	1 50.0% **	26 31.3%	9 40.9% **	1 25.0% **
45 to 54	15 13.8%	- **	- **	- **	15 45.5% C	2 4.5%	13 20.3% E	4 12.5%	11 14.3%	1 4.5% **	13 15.7%	10 14.3%	4 22.2% **	6 14.6%	14 15.4%	1 6.3% **	- **	13 15.7%	2 9.1% **	- **
55 to 64	10 9.2%	- **	- **	- **	10 30.3% C	7 15.9% f	3 4.7%	2 6.3%	8 10.4%	- **	10 12.0%	5 7.1%	3 16.7% **	3 7.3%	10 11.0%	- **	- **	7 8.4%	3 13.6% **	- **
65 to 74	7 6.4%	- **	- **	- **	7 21.2% C	3 6.8%	4 6.3%	1 3.1%	6 7.8%	2 9.1% **	5 6.0%	4 5.7%	1 5.6% **	2 4.9%	5 5.5%	2 12.5% **	- **	4 4.8%	3 13.6% **	- **
75 or older	1 0.9%	- **	- **	- **	1 3.0%	- **	1 1.6%	1 3.1%	- **	- **	1 1.2%	- **	1 5.6% **	- **	1 1.1%	- **	- **	1 1.2%	- **	- **
SPHA SUMMARY RATE - Members under 18	6 5.5%	6 54.5%	- **	- **	- **	4 9.1%	2 3.1%	4 12.5%	2 2.6%	1 4.5%	5 6.0%	2 2.9%	- **	4 9.8%	6 6.6%	- **	- **	5 6.0%	1 4.5%	- **
SPHA SUMMARY RATE - Members 18 to 34	34 31.2%	5 45.5% **	29 100.0% **	- **	- **	10 22.7%	24 37.5%	10 31.3%	24 31.2%	6 27.3% **	28 33.7%	27 38.6% M	2 11.1% **	9 22.0%	28 30.8%	5 31.3% **	1 50.0% **	27 32.5%	4 18.2% **	3 75.0% **
SPHA SUMMARY RATE - Members 35 to 44	36 33.0%	- **	- **	36 100.0%	- **	18 40.9%	17 26.6%	10 31.3%	26 33.8%	12 54.5%	21 25.3%	22 31.4%	7 38.9%	17 41.5%	27 29.7%	8 50.0%	1 50.0%	26 31.3%	9 40.9%	1 25.0%
SPHA SUMMARY RATE - Members 45 to 54	15 13.8%	- **	- **	- **	15 45.5%	2 4.5%	13 20.3%	4 12.5%	11 14.3%	1 4.5%	13 15.7%	10 14.3%	4 22.2%	6 14.6%	14 15.4%	1 6.3%	- **	13 15.7%	2 9.1%	- **
SPHA SUMMARY RATE - Members 55 or older	18 16.5%	- **	- **	- **	18 54.5% C	10 22.7%	8 12.5%	4 12.5%	14 18.2%	2 9.1% **	16 19.3%	9 12.9%	5 27.8% **	5 12.2%	16 17.6%	2 12.5% **	- **	12 14.5%	6 27.3% **	- **

Cell Contents:

- Count  
- Column Percentage  
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics

770-978-3173

2017

Q44. Are you male or female?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 43  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q44. Are you male or female?																				
Total Eligible	115 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	65 100.0%	32 100.0%	78 100.0%	22 100.0%	85 100.0%	70 100.0%	19 100.0%	42 100.0%	94 100.0%	18 100.0%	2 100.0%	86 100.0%	24 100.0%	4 100.0%
Total Valid Responses	110 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	65 100.0%	32 100.0%	78 100.0%	22 100.0%	84 100.0%	70 100.0%	18 100.0%	42 100.0%	92 100.0%	16 100.0%	2 100.0%	84 100.0%	22 100.0%	4 100.0%
No Answer	5	-	-	-	-	-	-	-	-	-	1	-	1	-	2	2	-	2	2	-
Male	32 29.1%	5 45.5% **	9 31.0% **	10 27.8%	8 24.2%	16 36.4%	15 23.1%	32 100.0% H	- -	5 22.7% **	25 29.8%	19 27.1%	6 33.3% **	16 38.1%	30 32.6%	2 12.5% **	- -	27 32.1%	5 22.7% **	- -
Female	78 70.9%	6 54.5% **	20 69.0% **	26 72.2%	25 75.8%	28 63.6%	50 76.9%	- -	78 100.0% G	17 77.3% **	59 70.2%	51 72.9%	12 66.7% **	26 61.9%	62 67.4%	14 87.5% **	2 100.0% **	57 67.9%	17 77.3% **	4 100.0% **

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

Q45. What is the highest grade or level of school that you have completed?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 44  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q45. What is the highest grade or level of school that you have completed?																				
Total Eligible	115 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	65 100.0%	32 100.0%	78 100.0%	22 100.0%	85 100.0%	70 100.0%	19 100.0%	42 100.0%	94 100.0%	18 100.0%	2 100.0%	86 100.0%	24 100.0%	4 100.0%
Total Valid Responses	109 100.0%	11 100.0%	29 100.0%	35 100.0%	33 100.0%	44 100.0%	65 100.0%	31 100.0%	78 100.0%	21 100.0%	84 100.0%	70 100.0%	18 100.0%	41 100.0%	91 100.0%	16 100.0%	2 100.0%	84 100.0%	21 100.0%	4 100.0%
No Answer	6	-	-	1	-	-	-	1	-	1	1	-	1	1	3	2	-	2	3	-
8th grade or less	10 9.2%	2 18.2% **	1 3.4%	5 14.3%	2 6.1%	10 22.7% F	-	5 16.1%	5 6.4%	3 14.3% **	6 7.1%	4 5.7%	2 11.1% **	7 17.1% K	6 6.6%	4 25.0% **	-	7 8.3%	2 9.5% **	1 25.0% **
Some high school, but did not graduate	9 8.3%	1 9.1% **	1 3.4% **	6 17.1% d	1 3.0%	9 20.5% F	-	3 9.7%	6 7.7%	4 19.0% **	5 6.0%	2 2.9%	-	6 14.6% K	8 8.8%	1 6.3% **	-	7 8.3%	2 9.5% **	-
High school graduate or GED	25 22.9%	2 18.2% **	7 24.1% **	7 20.0%	9 27.3%	25 56.8% F	-	8 25.8%	17 21.8%	2 9.5% **	21 25.0%	16 22.9%	4 22.2% **	8 19.5%	20 22.0%	4 25.0% **	1 50.0% **	17 20.2%	7 33.3% **	1 25.0% **
Some college or 2-year degree	37 33.9%	5 45.5% **	14 48.3% **	9 25.7%	8 24.2%	-	37 56.9% E	7 22.6%	30 38.5%	8 38.1% **	28 33.3%	28 40.0%	6 33.3% **	12 29.3%	32 35.2%	4 25.0% **	1 50.0% **	30 35.7%	6 28.6% **	1 25.0% **
4-year college graduate	17 15.6%	-	5 17.2% **	5 14.3%	7 21.2%	-	17 26.2% E	6 19.4%	11 14.1%	4 19.0% **	13 15.5%	11 15.7%	4 22.2% **	6 14.6%	14 15.4%	3 18.8% **	-	14 16.7%	2 9.5% **	1 25.0% **
More than 4-year college degree	11 10.1%	1 9.1% **	1 3.4% **	3 8.6%	6 18.2%	-	11 16.9% E	2 6.5%	9 11.5%	-	11 13.1%	9 12.9%	2 11.1% **	2 4.9%	11 12.1%	-	-	9 10.7%	2 9.5% **	-
SPHA SUMMARY RATE - High school graduate or less	44 40.4%	5 45.5% **	9 31.0% **	18 51.4%	12 36.4%	44 100.0% F	-	16 51.6%	28 35.9%	9 42.9% **	32 38.1%	22 31.4%	6 33.3% **	21 51.2% K	34 37.4%	9 56.3% **	1 50.0% **	31 36.9%	11 52.4% **	2 50.0% **
SPHA SUMMARY RATE - Some college	37 33.9%	5 45.5%	14 48.3%	9 25.7%	8 24.2%	-	37 56.9%	7 22.6%	30 38.5%	8 38.1%	28 33.3%	28 40.0%	6 33.3%	12 29.3%	32 35.2%	4 25.0%	1 50.0%	30 35.7%	6 28.6%	1 25.0%
SPHA SUMMARY RATE - 4-year college graduate or more	28 25.7%	1 9.1% **	6 20.7% **	8 22.9%	13 39.4%	-	28 43.1% E	8 25.8%	20 25.6%	4 19.0% **	24 28.6%	20 28.6%	6 33.3% **	8 19.5%	25 27.5%	3 18.8% **	-	23 27.4%	4 19.0% **	1 25.0% **

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J,

K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j,

k/l/m, n/o/p, q/r/s

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

Presented by SPH Analytics

770-978-3173

2017

Q46. How are you related to the child?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)Table: 45  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q46. How are you related to the child?																				
Total Eligible	115 100.0%	11 100.0%	29 100.0%	36 100.0%	33 100.0%	44 100.0%	65 100.0%	32 100.0%	78 100.0%	22 100.0%	85 100.0%	70 100.0%	19 100.0%	42 100.0%	94 100.0%	18 100.0%	2 100.0%	86 100.0%	24 100.0%	4 100.0%
Total Valid Responses	106 100.0%	10 100.0%	28 100.0%	36 100.0%	31 100.0%	42 100.0%	63 100.0%	31 100.0%	75 100.0%	21 100.0%	81 100.0%	68 100.0%	18 100.0%	40 100.0%	89 100.0%	15 100.0%	2 100.0%	81 100.0%	21 100.0%	4 100.0%
No Answer	9	1	1	-	2	2	2	1	3	1	4	2	1	2	5	3	-	5	3	-
Mother or father	80 75.5%	7 70.0%	25 89.3%	35 97.2%	13 41.9%	32 76.2%	47 74.6%	23 74.2%	57 76.0%	19 90.5%	58 71.6%	56 82.4%	11 61.1%	28 70.0%	65 73.0%	13 86.7%	2 100.0%	63 77.8%	15 71.4%	2 50.0%
Grandparent	11 10.4%	1 10.0%	-	-	9 29.0%	4 9.5%	7 11.1%	3 9.7%	8 10.7%	1 4.8%	9 11.1%	5 7.4%	2 11.1%	8 20.0%	11 12.4%	-	-	8 9.9%	3 14.3%	-
Aunt or uncle	2 1.9%	1 10.0%	-	-	1 3.2%	1 2.4%	1 1.6%	1 3.2%	1 1.3%	-	2 2.5%	1 1.5%	1 5.6%	-	2 2.2%	-	-	2 2.5%	-	-
Older brother or sister	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other relative	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Legal guardian	9 8.5%	-	2 7.1%	-	7 22.6%	4 9.5%	5 7.9%	2 6.5%	7 9.3%	-	9 11.1%	4 5.9%	3 16.7%	3 7.5%	8 9.0%	1 6.7%	-	6 7.4%	2 9.5%	1 25.0%
Someone else	4 3.8%	1 10.0%	1 3.6%	1 2.8%	1 3.2%	1 2.4%	3 4.8%	2 6.5%	2 2.7%	1 4.8%	3 3.7%	2 2.9%	1 5.6%	1 2.5%	3 3.4%	1 6.7%	-	2 2.5%	1 4.8%	1 25.0%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

Q47. Did someone help you complete this survey?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)Table: 46  
Level: Top

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

## Q47. Did someone help you complete this survey?

Total Eligible	54 100.0%	7 100.0%	17 100.0%	16 100.0%	13 100.0%	17 100.0%	37 100.0%	11 100.0%	43 100.0%	8 100.0%	44 100.0%	35 100.0%	6 100.0%	18 100.0%	43 100.0%	10 100.0%	1 100.0%	44 100.0%	8 100.0%	2 100.0%
Total Valid Responses	53 100.0%	7 100.0%	16 100.0%	16 100.0%	13 100.0%	16 100.0%	37 100.0%	11 100.0%	42 100.0%	8 100.0%	43 100.0%	35 100.0%	6 100.0%	17 100.0%	42 100.0%	10 100.0%	1 100.0%	43 100.0%	8 100.0%	2 100.0%
No Answer	1	-	1	-	-	1	-	-	1	-	1	-	-	1	1	-	-	1	-	-
Yes	3 5.7%	- **	1 6.3%	2 12.5%	- **	3 18.8%	- -	1 9.1%	2 4.8%	2 25.0%	1 2.3%	- -	1 16.7%	2 11.8%	- -	3 30.0%	- **	1 2.3%	1 12.5%	1 50.0%
No	50 94.3%	7 100.0%	15 93.8%	14 87.5%	13 100.0%	13 81.3%	37 100.0%	10 90.9%	40 95.2%	6 75.0%	42 97.7%	35 100.0%	5 83.3%	15 88.2%	42 100.0%	7 70.0%	1 100.0%	42 97.7%	7 87.5%	1 50.0%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017

Q48. How did that person help you? Mark one or more.

RESPONDENT'S AGE (Q43)					RESPONDENT EDUCATION (Q45)		RESPONDENT GENDER (Q44)		CHILD ETHNICITY (Q41)		CHILD RACE (Q42)			CHILD HEALTH STATUS (Q37)			CHILD MENTAL HEALTH STATUS (Q38)		
Total	24 or younger	25 to 34	35 to 44	45 or older	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q48. How did that person help you? Mark one or more.																				
Total Eligible	3	-	1	2	-	3	-	1	2	2	1	-	1	2	-	3	-	1	1	1
	100.0%	-	100.0%	100.0%	-	100.0%	-	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	100.0%	-	100.0%	100.0%	100.0%
Total Valid Responses	7	-	2	5	-	7	-	2	5	5	2	-	4	3	-	7	-	2	1	4
Total Respondents	3	-	1	2	-	3	-	1	2	2	1	-	1	2	-	3	-	1	1	1
	100.0%	-	100.0%	100.0%	-	100.0%	-	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	100.0%	-	100.0%	100.0%	100.0%
Read the questions to me	1	-	-	1	-	1	-	-	1	1	-	-	1	-	-	1	-	-	-	1
	33.3%	-	-	50.0%	-	33.3%	-	-	50.0%	50.0%	-	-	100.0%	-	-	33.3%	-	-	-	100.0%
			**	**				**	**	**	**	**	**	**			**	**	**	**
Wrote down the answers I gave	2	-	1	1	-	2	-	1	1	1	1	-	1	1	-	2	-	1	-	1
	66.7%	-	100.0%	50.0%	-	66.7%	-	100.0%	50.0%	50.0%	100.0%	-	100.0%	50.0%	-	66.7%	-	100.0%	-	100.0%
			**	**				**	**	**	**		**	**			**	**	**	**
Answered the questions for me	1	-	-	1	-	1	-	-	1	1	-	-	1	-	-	1	-	-	-	1
	33.3%	-	-	50.0%	-	33.3%	-	-	50.0%	50.0%	-	-	100.0%	-	-	33.3%	-	-	-	100.0%
			**	**				**	**	**	**	**	**	**			**	**	**	**
Translated the questions into my language	3	-	1	2	-	3	-	1	2	2	1	-	1	2	-	3	-	1	1	1
	100.0%	-	100.0%	100.0%	-	100.0%	-	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	100.0%	-	100.0%	100.0%	100.0%
			**	**				**	**	**	**		**	**			**	**	**	**
Helped in some other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
			**	**				**	**	**	**	**	**	**			**	**	**	**

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

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

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

Presented by SPH Analytics  
770-978-3173  
2017



Q1. Our records show that your child is now in WellCare of Nebraska. Is that right?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 48  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q1. Our records show that your child is now in WellCare of Nebraska. Is that right?																					
Total Eligible	115	16	94	7	73	4	92	10	27	73	49	62	14	35	80	29	98	17	54	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	111	16	91	7	71	4	89	10	27	70	48	59	14	34	77	29	95	16	51	60	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	-	3	-	2	-	3	-	-	3	1	3	-	1	3	-	3	1	3	1	-
Yes	111	16	91	7	71	4	89	10	27	70	48	59	14	34	77	29	95	16	51	60	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	111	16	91	7	71	4	89	10	27	70	48	59	14	34	77	29	95	16	51	60	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- 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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
- Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
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 doctor's office?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 49  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
A	B		C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

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 doctor's office?																					
Total Eligible	115	16	94	7	73	4	92	10	27	73	49	62	14	35	80	29	98	17	54	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	115	16	94	7	73	4	92	10	27	73	49	62	14	35	80	29	98	17	54	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	39	8	30	5	27	3	30	5	13	20	15	21	5	10	21	17	34	5	23	16	-
	33.9%	50.0%	31.9%	71.4%	37.0%	75.0%	32.6%	50.0%	48.1%	27.4%	30.6%	33.9%	35.7%	28.6%	26.3%	58.6%	34.7%	29.4%	42.6%	26.2%	-
	**			**		**		**	**				**			**		**	s		
No	76	8	64	2	46	1	62	5	14	53	34	41	9	25	59	12	64	12	31	45	-
	66.1%	50.0%	68.1%	28.6%	63.0%	25.0%	67.4%	50.0%	51.9%	72.6%	69.4%	66.1%	64.3%	71.4%	73.8%	41.4%	65.3%	70.6%	57.4%	73.8%	-
	**	**		**		**		**	**				**			**		**	r		
HEDIS/CAHPS SUMMARY RATE - Yes	39	8	30	5	27	3	30	5	13	20	15	21	5	10	21	17	34	5	23	16	-
	33.9%	50.0%	31.9%	71.4%	37.0%	75.0%	32.6%	50.0%	48.1%	27.4%	30.6%	33.9%	35.7%	28.6%	26.3%	58.6%	34.7%	29.4%	42.6%	26.2%	-
	**	**		**		**		**	**				**			**		**	s		

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t  
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 (5128598)

Table: 50  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

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	39	8	30	5	27	3	30	5	13	20	15	21	5	10	21	17	34	5	23	16	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	38	7	30	5	27	3	29	5	12	20	15	20	5	10	20	17	33	5	22	16	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	1	-	-	-	-	1	-	1	-	-	1	-	-	1	-	1	-	1	-	-
	2.6%	14.3%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	8.3%	0.0%	0.0%	5.0%	0.0%	0.0%	5.0%	0.0%	3.0%	0.0%	4.5%	0.0%	-
Always	29	5	24	2	23	3	25	3	10	16	11	17	4	7	15	13	28	1	19	10	-
	76.3%	71.4%	80.0%	40.0%	85.2%	100.0%	86.2%	60.0%	83.3%	80.0%	73.3%	85.0%	80.0%	70.0%	75.0%	76.5%	84.8%	20.0%	86.4%	62.5%	-
Usually	1	-	1	-	1	-	1	-	1	-	1	-	-	1	-	1	1	-	-	1	-
	2.6%	0.0%	3.3%	0.0%	3.7%	0.0%	3.4%	0.0%	8.3%	0.0%	6.7%	0.0%	0.0%	10.0%	0.0%	5.9%	3.0%	0.0%	0.0%	6.3%	-
Sometimes	7	1	5	2	3	-	3	1	1	4	3	2	1	2	4	3	4	3	3	4	-
	18.4%	14.3%	16.7%	40.0%	11.1%	0.0%	10.3%	20.0%	8.3%	20.0%	20.0%	10.0%	20.0%	20.0%	20.0%	17.6%	12.1%	60.0%	13.6%	25.0%	-
Never	1	1	-	1	-	-	1	-	-	-	1	-	-	-	1	-	-	1	-	1	-
	2.6%	14.3%	0.0%	20.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	20.0%	0.0%	6.3%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	30	5	25	2	24	3	26	3	11	16	12	17	4	8	15	14	29	1	19	11	-
	78.9%	71.4%	83.3%	40.0%	88.9%	100.0%	89.7%	60.0%	91.7%	80.0%	80.0%	85.0%	80.0%	80.0%	75.0%	82.4%	87.9%	20.0%	86.4%	68.8%	-
HEDIS/CAHPS SUMMARY RATE - Always	29	5	24	2	23	3	25	3	10	16	11	17	4	7	15	13	28	1	19	10	-
	76.3%	71.4%	80.0%	40.0%	85.2%	100.0%	86.2%	60.0%	83.3%	80.0%	73.3%	85.0%	80.0%	70.0%	75.0%	76.5%	84.8%	20.0%	86.4%	62.5%	-
3-Point Score	2.55	2.43	2.63	1.80	2.74	3.00	2.76	2.20	2.75	2.60	2.53	2.70	2.60	2.50	2.50	2.59	2.73	1.40	2.73	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, (10%): a/b, c/d, e/f, g/h/i, j/k,

l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics

770-978-3173

2017

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

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 51  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
A	B		C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q5. 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?																					
Total Eligible	115	16	94	7	73	4	92	10	27	73	49	62	14	35	80	29	98	17	54	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	113	16	93	7	72	4	90	10	27	72	47	62	13	34	80	28	96	17	53	60	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	1	-	1	-	2	-	-	1	2	-	1	1	-	1	2	-	1	1	-
Yes	77	14	62	7	60	4	59	9	20	47	33	41	11	22	52	22	65	12	36	41	-
	68.1%	87.5%	66.7%	100.0%	83.3%	100.0%	65.6%	90.0%	74.1%	65.3%	70.2%	66.1%	84.6%	64.7%	65.0%	78.6%	67.7%	70.6%	67.9%	68.3%	-
No	36	2	31	-	12	-	31	1	7	25	14	21	2	12	28	6	31	5	17	19	-
	31.9%	12.5%	33.3%	-	16.7%	-	34.4%	10.0%	25.9%	34.7%	29.8%	33.9%	15.4%	35.3%	35.0%	21.4%	32.3%	29.4%	32.1%	31.7%	-
HEDIS/CAHPS SUMMARY RATE - Yes	77	14	62	7	60	4	59	9	20	47	33	41	11	22	52	22	65	12	36	41	-
	68.1%	87.5%	66.7%	100.0%	83.3%	100.0%	65.6%	90.0%	74.1%	65.3%	70.2%	66.1%	84.6%	64.7%	65.0%	78.6%	67.7%	70.6%	67.9%	68.3%	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

Q6. (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?

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or more	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q6. (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?																					
Total Eligible	77	14	62	7	60	4	59	9	20	47	33	41	11	22	52	22	65	12	36	41	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	76	13	62	7	60	4	58	9	19	47	33	40	11	22	51	22	64	12	35	41	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	1	-	-	-	-	1	-	1	-	-	1	-	-	1	-	1	-	1	-	-
Always	58	10	47	5	48	3	47	7	13	37	28	29	8	20	37	19	51	7	27	31	-
	76.3%	76.9%	75.8%	71.4%	80.0%	75.0%	81.0%	77.8%	68.4%	78.7%	84.8%	72.5%	72.7%	90.9%	72.5%	86.4%	79.7%	58.3%	77.1%	75.6%	-
Usually	13	2	11	2	10	1	9	1	6	6	4	9	2	2	9	3	11	2	6	7	-
	17.1%	15.4%	17.7%	28.6%	16.7%	25.0%	15.5%	11.1%	31.6%	12.8%	12.1%	22.5%	18.2%	9.1%	17.6%	13.6%	17.2%	16.7%	17.1%	17.1%	-
Sometimes	5	1	4	-	2	-	2	1	-	4	1	2	1	-	5	-	2	3	2	3	-
	6.6%	7.7%	6.5%	-	3.3%	-	3.4%	11.1%	-	8.5%	3.0%	5.0%	9.1%	-	9.8%	-	3.1%	25.0%	5.7%	7.3%	-
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	71	12	58	7	58	4	56	8	19	43	32	38	10	22	46	22	62	9	33	38	-
	93.4%	92.3%	93.5%	100.0%	96.7%	100.0%	96.6%	88.9%	100.0%	91.5%	97.0%	95.0%	90.9%	100.0%	90.2%	100.0%	96.9%	75.0%	94.3%	92.7%	-
HEDIS/CAHPS SUMMARY RATE - Always	58	10	47	5	48	3	47	7	13	37	28	29	8	20	37	19	51	7	27	31	-
	76.3%	76.9%	75.8%	71.4%	80.0%	75.0%	81.0%	77.8%	68.4%	78.7%	84.8%	72.5%	72.7%	90.9%	72.5%	86.4%	79.7%	58.3%	77.1%	75.6%	-
3-Point Score	2.70	2.69	2.69	2.71	2.77	2.75	2.78	2.67	2.68	2.70	2.82	2.68	2.64	2.91	2.63	2.86	2.77	2.33	2.71	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

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 doctor's office or clinic to get health care?

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

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 doctor's office or clinic to get health care?

Total Eligible	115	16	94	7	73	4	92	10	27	73	49	62	14	35	80	29	98	17	54	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	109	15	90	7	73	3	88	10	26	69	46	59	12	34	80	29	93	16	52	57	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	6	1	4	-	-	1	4	-	1	4	3	3	2	1	-	-	5	1	2	4	-
None	28	3	22	-	-	-	24	2	4	19	9	18	3	6	28	-	24	4	13	15	-
	25.7%	20.0%	24.4%	-	-	-	27.3%	20.0%	15.4%	27.5%	19.6%	30.5%	25.0%	17.6%	35.0%	-	25.8%	25.0%	25.0%	26.3%	-
1 time	29	4	25	2	27	1	23	3	8	18	14	14	6	8	29	-	24	5	12	17	-
	26.6%	26.7%	27.8%	28.6%	37.0%	33.3%	26.1%	30.0%	30.8%	26.1%	30.4%	23.7%	50.0%	23.5%	36.3%	-	25.8%	31.3%	23.1%	29.8%	-
2	23	3	20	1	21	-	20	2	3	18	12	10	-	12	23	-	20	3	14	9	-
	21.1%	20.0%	22.2%	14.3%	28.8%	-	22.7%	20.0%	11.5%	26.1%	26.1%	16.9%	-	35.3%	28.8%	-	21.5%	18.8%	26.9%	15.8%	-
3	14	3	11	2	12	2	10	2	5	7	5	9	1	4	-	14	12	2	6	8	-
	12.8%	20.0%	12.2%	28.6%	16.4%	66.7%	11.4%	20.0%	19.2%	10.1%	10.9%	15.3%	8.3%	11.8%	-	48.3%	12.9%	12.5%	11.5%	14.0%	-
4	4	1	2	-	4	-	3	-	3	-	2	1	1	1	-	4	4	-	1	3	-
	3.7%	6.7%	2.2%	-	5.5%	-	3.4%	-	11.5%	-	4.3%	1.7%	8.3%	2.9%	-	13.8%	4.3%	-	1.9%	5.3%	-
5 to 9	7	1	6	2	5	-	6	1	2	4	3	4	1	2	-	7	6	1	5	2	-
	6.4%	6.7%	6.7%	28.6%	6.8%	-	6.8%	10.0%	7.7%	5.8%	6.5%	6.8%	8.3%	5.9%	-	24.1%	6.5%	6.3%	9.6%	3.5%	-
10 or more times	4	-	4	-	4	-	2	-	1	3	1	3	-	1	-	4	3	1	1	3	-
	3.7%	-	4.4%	-	5.5%	-	2.3%	-	3.8%	4.3%	2.2%	5.1%	-	2.9%	-	13.8%	3.2%	6.3%	1.9%	5.3%	-
HEDIS/CAHPS SUMMARY RATE - 1 or more times	81	12	68	7	73	3	64	8	22	50	37	41	9	28	52	29	69	12	39	42	-
	74.3%	80.0%	75.6%	100.0%	100.0%	100.0%	72.7%	80.0%	84.6%	72.5%	80.4%	69.5%	75.0%	82.4%	65.0%	100.0%	74.2%	75.0%	75.0%	73.7%	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Q8. (HPE) 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?

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or more	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q8. (HPE) 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?

	81	12	68	7	73	3	64	8	22	50	37	41	9	28	52	29	69	12	39	42	-
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	79	12	66	7	72	3	63	8	22	48	37	39	9	28	50	29	68	11	37	42	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	2	-	1	-	1	-	-	2	-	2	-	-	2	-	1	1	2	-	-
Yes	59	10	48	4	55	2	48	7	14	37	28	28	8	20	38	21	51	8	29	30	-
	74.7%	83.3%	72.7%	57.1%	76.4%	66.7%	76.2%	87.5%	63.6%	77.1%	75.7%	71.8%	88.9%	71.4%	76.0%	72.4%	75.0%	72.7%	78.4%	71.4%	-
No	20	2	18	3	17	1	15	1	8	11	9	11	1	8	12	8	17	3	8	12	-
	25.3%	16.7%	27.3%	42.9%	23.6%	33.3%	23.8%	12.5%	36.4%	22.9%	24.3%	28.2%	11.1%	28.6%	24.0%	27.6%	25.0%	27.3%	21.6%	28.6%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
HEDIS/CAHPS SUMMARY RATE - Yes	59	10	48	4	55	2	48	7	14	37	28	28	8	20	38	21	51	8	29	30	-
	74.7%	83.3%	72.7%	57.1%	76.4%	66.7%	76.2%	87.5%	63.6%	77.1%	75.7%	71.8%	88.9%	71.4%	76.0%	72.4%	75.0%	72.7%	78.4%	71.4%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
3-Point Score	2.49	2.67	2.45	2.14	2.53	2.33	2.52	2.75	2.27	2.54	2.51	2.44	2.78	2.43	2.52	2.45	2.50	2.45	2.57	2.43	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

Q9. 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?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 55  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
A	B		C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q9. 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?

	81	12	68	7	73	3	64	8	22	50	37	41	9	28	52	29	69	12	39	42	-
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	79	12	66	7	72	3	63	8	22	48	36	40	9	27	50	29	68	11	37	42	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	2	-	1	-	1	-	-	2	1	1	-	1	2	-	1	1	2	-	-
Yes	25	5	19	3	22	-	19	3	9	12	11	11	2	9	10	15	21	4	12	13	-
	31.6%	41.7%	28.8%	42.9%	30.6%	-	30.2%	37.5%	40.9%	25.0%	30.6%	27.5%	22.2%	33.3%	20.0%	51.7%	30.9%	36.4%	32.4%	31.0%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
No	54	7	47	4	50	3	44	5	13	36	25	29	7	18	40	14	47	7	25	29	-
	68.4%	58.3%	71.2%	57.1%	69.4%	100.0%	69.8%	62.5%	59.1%	75.0%	69.4%	72.5%	77.8%	66.7%	80.0%	48.3%	69.1%	63.6%	67.6%	69.0%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
HEDIS/CAHPS SUMMARY RATE - Yes	25	5	19	3	22	-	19	3	9	12	11	11	2	9	10	15	21	4	12	13	-
	31.6%	41.7%	28.8%	42.9%	30.6%	-	30.2%	37.5%	40.9%	25.0%	30.6%	27.5%	22.2%	33.3%	20.0%	51.7%	30.9%	36.4%	32.4%	31.0%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017



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

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 56  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q10. (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	25	5	19	3	22	-	19	3	9	12	11	11	2	9	10	15	21	4	12	13	-
	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	25	5	19	3	22	-	19	3	9	12	11	11	2	9	10	15	21	4	12	13	-
	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	23	5	17	3	20	-	17	3	7	12	9	11	2	7	10	13	19	4	12	11	-
	92.0%	100.0%	89.5%	100.0%	90.9%	-	89.5%	100.0%	77.8%	100.0%	81.8%	100.0%	100.0%	77.8%	100.0%	86.7%	90.5%	100.0%	100.0%	84.6%	-
No	2	-	2	-	2	-	2	-	2	-	2	-	-	2	-	2	2	-	-	2	-
	8.0%	-	10.5%	-	9.1%	-	10.5%	-	22.2%	-	18.2%	-	-	22.2%	-	13.3%	9.5%	-	-	15.4%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Yes	23	5	17	3	20	-	17	3	7	12	9	11	2	7	10	13	19	4	12	11	-
	92.0%	100.0%	89.5%	100.0%	90.9%	-	89.5%	100.0%	77.8%	100.0%	81.8%	100.0%	100.0%	77.8%	100.0%	86.7%	90.5%	100.0%	100.0%	84.6%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3-Point Score	2.84	3.00	2.79	3.00	2.82	-	2.79	3.00	2.56	3.00	2.64	3.00	3.00	2.56	3.00	2.73	2.81	3.00	3.00	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

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

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 57  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q11. (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	25	5	19	3	22	-	19	3	9	12	11	11	2	9	10	15	21	4	12	13	-
	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	25	5	19	3	22	-	19	3	9	12	11	11	2	9	10	15	21	4	12	13	-
	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	17	4	12	1	16	-	12	2	4	10	8	6	2	6	7	10	14	3	8	9	-
	68.0%	80.0%	63.2%	33.3%	72.7%	-	63.2%	66.7%	44.4%	83.3%	72.7%	54.5%	100.0%	66.7%	70.0%	66.7%	66.7%	75.0%	66.7%	69.2%	-
	**	**	**	**	**			**	**	**	**	**	**	**	**	**	**	**	**	**	
No	8	1	7	2	6	-	7	1	5	2	3	5	-	3	3	5	7	1	4	4	-
	32.0%	20.0%	36.8%	66.7%	27.3%	-	36.8%	33.3%	55.6%	16.7%	27.3%	45.5%	-	33.3%	30.0%	33.3%	33.3%	25.0%	33.3%	30.8%	-
	**	**	**	**	**			**	**	**	**	**	**	**	**	**	**	**	**	**	
HEDIS/CAHPS SUMMARY RATE - Yes	17	4	12	1	16	-	12	2	4	10	8	6	2	6	7	10	14	3	8	9	-
	68.0%	80.0%	63.2%	33.3%	72.7%	-	63.2%	66.7%	44.4%	83.3%	72.7%	54.5%	100.0%	66.7%	70.0%	66.7%	66.7%	75.0%	66.7%	69.2%	-
	**	**	**	**	**			**	**	**	**	**	**	**	**	**	**	**	**	**	
3-Point Score	2.36	2.60	2.26	1.67	2.45	-	2.26	2.33	1.89	2.67	2.45	2.09	3.00	2.33	2.40	2.33	2.33	2.50	2.33	2.38	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

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

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770-978-3173  
2017

Q12. (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?

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or more	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

**Q12. (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	25	5	19	3	22	-	19	3	9	12	11	11	2	9	10	15	21	4	12	13	-
	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	25	5	19	3	22	-	19	3	9	12	11	11	2	9	10	15	21	4	12	13	-
	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	21	5	15	2	19	-	16	3	8	9	9	9	2	7	10	11	17	4	10	11	-
	84.0%	100.0%	78.9%	66.7%	86.4%	-	84.2%	100.0%	88.9%	75.0%	81.8%	81.8%	100.0%	77.8%	100.0%	73.3%	81.0%	100.0%	83.3%	84.6%	-
No	4	-	4	1	3	-	3	-	1	3	2	2	-	2	-	4	4	-	2	2	-
	16.0%	-	21.1%	33.3%	13.6%	-	15.8%	-	11.1%	25.0%	18.2%	18.2%	-	22.2%	-	26.7%	19.0%	-	16.7%	15.4%	-
HEDIS/CAHPS SUMMARY RATE - Yes	21	5	15	2	19	-	16	3	8	9	9	9	2	7	10	11	17	4	10	11	-
	84.0%	100.0%	78.9%	66.7%	86.4%	-	84.2%	100.0%	88.9%	75.0%	81.8%	81.8%	100.0%	77.8%	100.0%	73.3%	81.0%	100.0%	83.3%	84.6%	-
3-Point Score	2.68	3.00	2.58	2.33	2.73	-	2.68	3.00	2.78	2.50	2.64	2.64	3.00	2.56	3.00	2.47	2.62	3.00	2.67	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

Q13. 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?

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q13. 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?																					
Total Eligible	81	12	68	7	73	3	64	8	22	50	37	41	9	28	52	29	69	12	39	42	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	80	12	67	7	73	3	64	8	22	49	37	40	9	28	51	29	69	11	38	42	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	1	-	-	-	-	-	-	1	-	1	-	-	1	-	-	1	1	-	-
10 - Best health care possible	33	2	31	-	33	1	27	2	5	26	14	17	5	9	25	8	28	5	17	16	-
	41.3%	16.7%	46.3%	**	45.2%	33.3%	42.2%	25.0%	22.7%	53.1%	37.8%	42.5%	55.6%	32.1%	49.0%	27.6%	40.6%	45.5%	44.7%	38.1%	-
9	25	2	23	-	25	-	22	2	7	16	13	12	2	11	16	9	22	3	14	11	-
	31.3%	16.7%	34.3%	**	34.2%	**	34.4%	25.0%	31.8%	32.7%	35.1%	30.0%	22.2%	39.3%	31.4%	31.0%	31.9%	27.3%	36.8%	26.2%	-
8	15	3	11	-	15	1	11	1	7	6	9	5	2	7	7	8	14	1	4	11	-
	18.8%	25.0%	16.4%	**	20.5%	33.3%	17.2%	12.5%	31.8%	12.2%	24.3%	12.5%	22.2%	25.0%	13.7%	27.6%	20.3%	9.1%	10.5%	26.2%	-
7	3	2	1	3	-	1	2	1	1	1	-	3	-	-	1	2	3	-	2	1	-
	3.8%	16.7%	1.5%	42.9%	**	33.3%	3.1%	12.5%	4.5%	2.0%	-	7.5%	**	**	2.0%	6.9%	4.3%	**	5.3%	2.4%	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
5	2	2	-	2	-	-	1	1	1	-	1	1	-	1	1	1	1	1	-	2	-
	2.5%	16.7%	-	28.6%	**	**	1.6%	12.5%	4.5%	-	2.7%	2.5%	**	3.6%	2.0%	3.4%	1.4%	9.1%	-	4.8%	-
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
3	2	1	1	2	-	-	1	1	1	-	-	2	-	-	1	1	1	1	1	1	-
	2.5%	8.3%	1.5%	28.6%	**	**	1.6%	12.5%	4.5%	-	-	5.0%	**	**	2.0%	3.4%	1.4%	9.1%	2.6%	2.4%	-
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
0 - Worst health care possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
SUMMARY - 0-3	2	1	1	2	-	-	1	1	1	-	-	2	-	-	1	1	1	1	1	1	-
	2.5%	8.3%	1.5%	28.6%	**	**	1.6%	12.5%	4.5%	-	-	5.0%	**	**	2.0%	3.4%	1.4%	9.1%	2.6%	2.4%	-
SUMMARY - 4-7	5	4	1	5	-	1	3	2	2	1	1	4	-	1	2	3	4	1	2	3	-
	6.3%	33.3%	1.5%	71.4%	**	33.3%	4.7%	25.0%	9.1%	2.0%	2.7%	10.0%	**	3.6%	3.9%	10.3%	5.8%	9.1%	5.3%	7.1%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	73	7	65	-	73	2	60	5	19	48	36	34	9	27	48	25	64	9	35	38	-
	91.3%	58.3%	97.0%	**	100.0%	66.7%	93.8%	62.5%	86.4%	98.0%	97.3%	85.0%	100.0%	96.4%	94.1%	86.2%	92.8%	81.8%	92.1%	90.5%	-
HEDIS/CAHPS SUMMARY RATE - 9-10	58	4	54	-	58	1	49	4	12	42	27	29	7	20	41	17	50	8	31	27	-
	72.5%	33.3%	80.6%	**	79.5%	33.3%	76.6%	50.0%	54.5%	85.7%	73.0%	72.5%	77.8%	71.4%	80.4%	58.6%	72.5%	72.7%	81.6%	64.3%	-
3-Point Score	2.68	2.08	2.79	1.43	2.79	2.33	2.73	2.25	2.45	2.86	2.70	2.65	2.78	2.68	2.76	2.52	2.70	2.55	2.79	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, (10%): a/b, c/d, e/f, g/h/i, j/k,

l/m, n/o, p/q, r/s/t

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

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

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 60  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?																					
Total Eligible	81	12	68	7	73	3	64	8	22	50	37	41	9	28	52	29	69	12	39	42	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	80	12	67	7	73	3	64	8	22	49	37	40	9	28	51	29	69	11	38	42	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	1	-	-	-	-	-	-	1	-	1	-	-	1	-	-	1	1	-	-
Always	59	7	51	3	56	3	46	3	14	41	27	30	6	21	38	21	50	9	28	31	-
	73.8%	58.3%	76.1%	42.9%	76.7%	100.0%	71.9%	37.5%	63.6%	83.7%	73.0%	75.0%	66.7%	75.0%	74.5%	72.4%	72.5%	81.8%	73.7%	73.8%	-
Usually	15	4	11	2	13	-	13	4	7	4	7	8	3	4	8	7	14	1	7	8	-
	18.8%	33.3%	16.4%	28.6%	17.8%	-	20.3%	50.0%	31.8%	8.2%	18.9%	20.0%	33.3%	14.3%	15.7%	24.1%	20.3%	9.1%	18.4%	19.0%	-
Sometimes	4	-	4	1	3	-	4	-	1	3	2	1	-	2	3	1	4	-	3	1	-
	5.0%	-	6.0%	14.3%	4.1%	-	6.3%	-	4.5%	6.1%	5.4%	2.5%	-	7.1%	5.9%	3.4%	5.8%	-	7.9%	2.4%	-
Never	2	1	1	1	1	-	1	1	-	1	1	1	-	1	2	-	1	1	-	2	-
	2.5%	8.3%	1.5%	14.3%	1.4%	-	1.6%	12.5%	-	2.0%	2.7%	2.5%	-	3.6%	3.9%	-	1.4%	9.1%	-	4.8%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	74	11	62	5	69	3	59	7	21	45	34	38	9	25	46	28	64	10	35	39	-
	92.5%	91.7%	92.5%	71.4%	94.5%	100.0%	92.2%	87.5%	95.5%	91.8%	91.9%	95.0%	100.0%	89.3%	90.2%	96.6%	92.8%	90.9%	92.1%	92.9%	-
HEDIS/CAHPS SUMMARY RATE - Always	59	7	51	3	56	3	46	3	14	41	27	30	6	21	38	21	50	9	28	31	-
	73.8%	58.3%	76.1%	42.9%	76.7%	100.0%	71.9%	37.5%	63.6%	83.7%	73.0%	75.0%	66.7%	75.0%	74.5%	72.4%	72.5%	81.8%	73.7%	73.8%	-
3-Point Score	2.66	2.50	2.69	2.14	2.71	3.00	2.64	2.25	2.59	2.76	2.65	2.70	2.67	2.64	2.65	2.69	2.65	2.73	2.66	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

Q15. A personal doctor is the one your child would see if he or she needs a checkup or gets sick or hurt. Does your child have a personal doctor?

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q15. A personal doctor is the one your child would see if he or she needs a checkup or gets sick or hurt. Does your child have a personal doctor?																					
Total Eligible	115	16	94	7	73	4	92	10	27	73	49	62	14	35	80	29	98	17	54	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	115	16	94	7	73	4	92	10	27	73	49	62	14	35	80	29	98	17	54	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	98	11	83	5	64	4	92	5	27	62	45	50	12	33	68	25	98	-	50	48	-
	85.2%	68.8%	88.3%	71.4%	87.7%	100.0%	100.0%	50.0%	100.0%	84.9%	91.8%	80.6%	85.7%	94.3%	85.0%	86.2%	100.0%	-	92.6%	78.7%	-
		**		**		**		**	**		k		**			**		**	S		
No	17	5	11	2	9	-	-	5	-	11	4	12	2	2	12	4	-	17	4	13	-
	14.8%	31.3%	11.7%	28.6%	12.3%	-	-	50.0%	-	15.1%	8.2%	19.4%	14.3%	5.7%	15.0%	13.8%	-	100.0%	7.4%	21.3%	-
		**		**		**		**	**		j		**		**	**		**	R		
HEDIS/CAHPS SUMMARY RATE - Yes	98	11	83	5	64	4	92	5	27	62	45	50	12	33	68	25	98	-	50	48	-
	85.2%	68.8%	88.3%	71.4%	87.7%	100.0%	100.0%	50.0%	100.0%	84.9%	91.8%	80.6%	85.7%	94.3%	85.0%	86.2%	100.0%	-	92.6%	78.7%	-
		**		**		**		**	**		k		**			**		**	S		

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

Q16. In the last 6 months, how many times did your child visit his or her personal doctor for care?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 62  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

**Q16. In the last 6 months, how many times did your child visit his or her personal doctor for care?**

Total Eligible	98	11	83	5	64	4	92	5	27	62	45	50	12	33	68	25	98	-	50	48	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
Total Valid Responses	97	11	83	5	64	4	91	5	27	62	44	50	11	33	68	25	97	-	50	47	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
No Answer	1	-	-	-	-	-	1	-	-	-	1	-	1	-	-	-	1	-	-	1	-
None	25	2	21	2	4	1	23	-	6	17	4	20	2	2	19	4	25	-	14	11	-
	25.8%	18.2%	25.3%	40.0%	6.3%	25.0%	25.3%	-	22.2%	27.4%	9.1%	40.0%	18.2%	6.1%	27.9%	16.0%	25.8%	-	28.0%	23.4%	-
1 time	34	3	31	2	26	2	32	2	10	22	20	14	6	14	30	3	34	-	16	18	-
	35.1%	27.3%	37.3%	40.0%	40.6%	50.0%	35.2%	40.0%	37.0%	35.5%	45.5%	28.0%	54.5%	42.4%	44.1%	12.0%	35.1%	-	32.0%	38.3%	-
2	19	4	15	1	16	-	19	2	3	14	11	7	-	11	17	2	19	-	8	11	-
	19.6%	36.4%	18.1%	20.0%	25.0%	-	20.9%	40.0%	11.1%	22.6%	25.0%	14.0%	-	33.3%	25.0%	8.0%	19.6%	-	16.0%	23.4%	-
3	10	1	9	-	9	1	9	1	4	5	4	6	1	3	2	7	10	-	7	3	-
	10.3%	9.1%	10.8%	-	14.1%	25.0%	9.9%	20.0%	14.8%	8.1%	9.1%	12.0%	9.1%	9.1%	2.9%	28.0%	10.3%	-	14.0%	6.4%	-
4	4	-	3	-	4	-	3	-	2	1	2	1	1	1	-	4	4	-	2	2	-
	4.1%	-	3.6%	-	6.3%	-	3.3%	-	7.4%	1.6%	4.5%	2.0%	9.1%	3.0%	-	16.0%	4.1%	-	4.0%	4.3%	-
5 to 9	2	-	2	-	2	-	2	-	-	2	1	1	-	1	-	2	2	-	2	-	-
	2.1%	-	2.4%	-	3.1%	-	2.2%	-	-	3.2%	2.3%	2.0%	-	3.0%	-	8.0%	2.1%	-	4.0%	-	-
10 or more times	3	1	2	-	3	-	3	-	2	1	2	1	1	1	-	3	3	-	1	2	-
	3.1%	9.1%	2.4%	-	4.7%	-	3.3%	-	7.4%	1.6%	4.5%	2.0%	9.1%	3.0%	-	12.0%	3.1%	-	2.0%	4.3%	-
HEDIS/CAHPS SUMMARY RATE - 1 or more times	72	9	62	3	60	3	68	5	21	45	40	30	9	31	49	21	72	-	36	36	-
	74.2%	81.8%	74.7%	60.0%	93.8%	75.0%	74.7%	100.0%	77.8%	72.6%	90.9%	60.0%	81.8%	93.9%	72.1%	84.0%	74.2%	-	72.0%	76.6%	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

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

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 63  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q17. (HWDC) 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?																					
Total Eligible	72	9	62	3	60	3	68	5	21	45	40	30	9	31	49	21	72	-	36	36	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
Total Valid Responses	72	9	62	3	60	3	68	5	21	45	40	30	9	31	49	21	72	-	36	36	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	63	8	54	3	55	3	59	5	17	40	33	29	6	27	40	21	63	-	33	30	-
	87.5%	88.9%	87.1%	100.0%	91.7%	100.0%	86.8%	100.0%	81.0%	88.9%	82.5%	96.7%	66.7%	87.1%	81.6%	100.0%	87.5%	-	91.7%	83.3%	-
Usually	7	1	6	-	3	-	7	-	4	3	5	1	3	2	7	-	7	-	3	4	-
	9.7%	11.1%	9.7%	-	5.0%	-	10.3%	-	19.0%	6.7%	12.5%	3.3%	33.3%	6.5%	14.3%	-	9.7%	-	8.3%	11.1%	-
Sometimes	1	-	1	-	1	-	1	-	-	1	1	-	-	1	1	-	1	-	-	1	-
	1.4%	-	1.6%	-	1.7%	-	1.5%	-	-	2.2%	2.5%	-	-	3.2%	2.0%	-	1.4%	-	-	2.8%	-
Never	1	-	1	-	1	-	1	-	-	1	1	-	-	1	1	-	1	-	-	1	-
	1.4%	-	1.6%	-	1.7%	-	1.5%	-	-	2.2%	2.5%	-	-	3.2%	2.0%	-	1.4%	-	-	2.8%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	70	9	60	3	58	3	66	5	21	43	38	30	9	29	47	21	70	-	36	34	-
	97.2%	100.0%	96.8%	100.0%	96.7%	100.0%	97.1%	100.0%	100.0%	95.6%	95.0%	100.0%	100.0%	93.5%	95.9%	100.0%	97.2%	-	100.0%	94.4%	-
HEDIS/CAHPS SUMMARY RATE - Always	63	8	54	3	55	3	59	5	17	40	33	29	6	27	40	21	63	-	33	30	-
	87.5%	88.9%	87.1%	100.0%	91.7%	100.0%	86.8%	100.0%	81.0%	88.9%	82.5%	96.7%	66.7%	87.1%	81.6%	100.0%	87.5%	-	91.7%	83.3%	-
3-Point Score	2.85	2.89	2.84	3.00	2.88	3.00	2.84	3.00	2.81	2.84	2.78	2.97	2.67	2.81	2.78	3.00	2.85	-	2.92	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017



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

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 64  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q18. (HWDC) In the last 6 months, how often did your child's personal doctor listen carefully to you?																					
Total Eligible	72	9	62	3	60	3	68	5	21	45	40	30	9	31	49	21	72	-	36	36	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
Total Valid Responses	72	9	62	3	60	3	68	5	21	45	40	30	9	31	49	21	72	-	36	36	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	61	7	53	3	52	1	59	5	15	40	32	28	8	24	42	18	61	-	32	29	-
	84.7%	77.8%	85.5%	100.0%	86.7%	33.3%	86.8%	100.0%	71.4%	88.9%	80.0%	93.3%	88.9%	77.4%	85.7%	85.7%	84.7%	-	88.9%	80.6%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**				
Usually	8	2	6	-	6	1	7	-	5	3	5	2	-	5	5	2	8	-	4	4	-
	11.1%	22.2%	9.7%	-	10.0%	33.3%	10.3%	-	23.8%	6.7%	12.5%	6.7%	-	16.1%	10.2%	9.5%	11.1%	-	11.1%	11.1%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**				
Sometimes	3	-	3	-	2	1	2	-	1	2	3	-	1	2	2	1	3	-	-	3	-
	4.2%	-	4.8%	-	3.3%	3.3%	2.9%	-	4.8%	4.4%	7.5%	-	11.1%	6.5%	4.1%	4.8%	4.2%	-	-	8.3%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**			r	-
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	69	9	59	3	58	2	66	5	20	43	37	30	8	29	47	20	69	-	36	33	-
	95.8%	100.0%	95.2%	100.0%	96.7%	66.7%	97.1%	100.0%	95.2%	95.6%	92.5%	100.0%	88.9%	93.5%	95.9%	95.2%	95.8%	-	100.0%	91.7%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		s		-
HEDIS/CAHPS SUMMARY RATE - Always	61	7	53	3	52	1	59	5	15	40	32	28	8	24	42	18	61	-	32	29	-
	84.7%	77.8%	85.5%	100.0%	86.7%	33.3%	86.8%	100.0%	71.4%	88.9%	80.0%	93.3%	88.9%	77.4%	85.7%	85.7%	84.7%	-	88.9%	80.6%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**				-
3-Point Score	2.81	2.78	2.81	3.00	2.83	2.00	2.84	3.00	2.67	2.84	2.73	2.93	2.78	2.71	2.82	2.81	2.81	-	2.89	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

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

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 65  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q19. (HWDC) In the last 6 months, how often did your child's personal doctor show respect for what you had to say?																					
Total Eligible	72	9	62	3	60	3	68	5	21	45	40	30	9	31	49	21	72	-	36	36	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
Total Valid Responses	72	9	62	3	60	3	68	5	21	45	40	30	9	31	49	21	72	-	36	36	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	67	8	58	3	56	1	65	5	17	44	37	28	8	29	46	19	67	-	32	35	-
	93.1%	88.9%	93.5%	100.0%	93.3%	33.3%	95.6%	100.0%	81.0%	97.8%	92.5%	93.3%	88.9%	93.5%	93.9%	90.5%	93.1%	-	88.9%	97.2%	-
Usually	4	1	3	-	3	1	3	-	3	1	2	2	-	2	3	1	4	-	4	-	-
	5.6%	11.1%	4.8%	**	5.0%	33.3%	4.4%	-	14.3%	2.2%	5.0%	6.7%	-	6.5%	6.1%	4.8%	5.6%	-	11.1%	-	-
Sometimes	1	-	1	-	1	1	-	-	1	-	1	-	1	-	-	1	1	-	-	1	-
	1.4%	**	1.6%	**	1.7%	33.3%	-	-	4.8%	-	2.5%	-	11.1%	-	-	4.8%	1.4%	-	-	2.8%	-
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	**	-	**	-	**	-	**	-	-	-	-	**	-	-	**	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	71	9	61	3	59	2	68	5	20	45	39	30	8	31	49	20	71	-	36	35	-
	98.6%	100.0%	98.4%	100.0%	98.3%	66.7%	100.0%	100.0%	95.2%	100.0%	97.5%	100.0%	88.9%	100.0%	100.0%	95.2%	98.6%	-	100.0%	97.2%	-
HEDIS/CAHPS SUMMARY RATE - Always	67	8	58	3	56	1	65	5	17	44	37	28	8	29	46	19	67	-	32	35	-
	93.1%	88.9%	93.5%	100.0%	93.3%	33.3%	95.6%	100.0%	81.0%	97.8%	92.5%	93.3%	88.9%	93.5%	93.9%	90.5%	93.1%	-	88.9%	97.2%	-
3-Point Score	2.92	2.89	2.92	3.00	2.92	2.00	2.96	3.00	2.76	2.98	2.90	2.93	2.78	2.94	2.94	2.86	2.92	-	2.89	2.94	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

Q20. Is your child able to talk with doctors about his or her health care?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 66  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
A	B		C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q20. Is your child able to talk with doctors about his or her health care?																					
Total Eligible	72	9	62	3	60	3	68	5	21	45	40	30	9	31	49	21	72	-	36	36	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
Total Valid Responses	71	9	61	3	59	3	67	5	20	45	39	30	9	30	49	20	71	-	35	36	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
No Answer	1	-	1	-	1	-	1	-	1	-	1	-	-	1	-	1	1	-	1	-	-
Yes	49	7	41	2	40	2	46	4	13	31	29	18	5	24	37	10	49	-	19	30	-
	69.0%	77.8%	67.2%	66.7%	67.8%	66.7%	68.7%	80.0%	65.0%	68.9%	74.4%	60.0%	55.6%	80.0%	75.5%	50.0%	69.0%	-	54.3%	83.3%	-
		**		**		**		**	**				**			**				R	
No	22	2	20	1	19	1	21	1	7	14	10	12	4	6	12	10	22	-	16	6	-
	31.0%	22.2%	32.8%	33.3%	32.2%	33.3%	31.3%	20.0%	35.0%	31.1%	25.6%	40.0%	44.4%	20.0%	24.5%	50.0%	31.0%	-	45.7%	16.7%	-
		**		**		**		**	**				**			**			S		
HEDIS/CAHPS SUMMARY RATE - Yes	49	7	41	2	40	2	46	4	13	31	29	18	5	24	37	10	49	-	19	30	-
	69.0%	77.8%	67.2%	66.7%	67.8%	66.7%	68.7%	80.0%	65.0%	68.9%	74.4%	60.0%	55.6%	80.0%	75.5%	50.0%	69.0%	-	54.3%	83.3%	-
		**		**		**		**	**				**			**				R	

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t
  - Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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Q21. 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?

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q21. 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?																					
Total Eligible	49	7	41	2	40	2	46	4	13	31	29	18	5	24	37	10	49	-	19	30	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
Total Valid Responses	48	6	41	2	39	2	45	3	13	31	28	18	4	24	36	10	48	-	18	30	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
No Answer	1	1	-	-	1	-	1	1	-	-	1	-	1	-	1	-	1	-	1	-	-
Always	36	5	30	2	29	1	34	3	9	23	20	15	2	18	26	8	36	-	13	23	-
	75.0%	83.3%	73.2%	100.0%	74.4%	50.0%	75.6%	100.0%	69.2%	74.2%	71.4%	83.3%	50.0%	75.0%	72.2%	80.0%	75.0%	-	72.2%	76.7%	-
Usually	9	1	8	-	9	-	9	-	4	5	6	2	2	4	7	2	9	-	4	5	-
	18.8%	16.7%	19.5%	-	23.1%	-	20.0%	-	30.8%	16.1%	21.4%	11.1%	50.0%	16.7%	19.4%	20.0%	18.8%	-	22.2%	16.7%	-
Sometimes	2	-	2	-	1	1	-	-	2	1	1	1	-	1	2	-	2	-	1	1	-
	4.2%	-	4.9%	-	2.6%	50.0%	2.2%	-	6.5%	3.6%	3.6%	5.6%	-	4.2%	5.6%	-	4.2%	-	5.6%	3.3%	-
Never	1	-	1	-	-	-	1	-	-	1	1	-	-	1	1	-	1	-	-	1	-
	2.1%	-	2.4%	-	-	-	2.2%	-	-	3.2%	3.6%	-	-	4.2%	2.8%	-	2.1%	-	-	3.3%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	45	6	38	2	38	1	43	3	13	28	26	17	4	22	33	10	45	-	17	28	-
	93.8%	100.0%	92.7%	100.0%	97.4%	50.0%	95.6%	100.0%	100.0%	90.3%	92.9%	94.4%	100.0%	91.7%	91.7%	100.0%	93.8%	-	94.4%	93.3%	-
HEDIS/CAHPS SUMMARY RATE - Always	36	5	30	2	29	1	34	3	9	23	20	15	2	18	26	8	36	-	13	23	-
	75.0%	83.3%	73.2%	100.0%	74.4%	50.0%	75.6%	100.0%	69.2%	74.2%	71.4%	83.3%	50.0%	75.0%	72.2%	80.0%	75.0%	-	72.2%	76.7%	-
3-Point Score	2.69	2.83	2.66	3.00	2.72	2.00	2.71	3.00	2.69	2.65	2.64	2.78	2.50	2.67	2.64	2.80	2.69	-	2.67	2.70	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Q22. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?

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Table: 68  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q22. (HWDC) In the last 6 months, how often did your child's personal doctor spend enough time with your child?																					
Total Eligible	72	9	62	3	60	3	68	5	21	45	40	30	9	31	49	21	72	-	36	36	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
Total Valid Responses	72	9	62	3	60	3	68	5	21	45	40	30	9	31	49	21	72	-	36	36	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	53	7	45	3	45	-	52	5	11	36	28	24	7	21	36	16	53	-	27	26	-
	73.6%	77.8%	72.6%	100.0%	75.0%	-	76.5%	100.0%	52.4%	80.0%	70.0%	80.0%	77.8%	67.7%	73.5%	76.2%	73.6%	-	75.0%	72.2%	-
Usually	16	2	14	-	13	2	14	-	8	8	9	6	1	8	12	3	16	-	8	8	-
	22.2%	22.2%	22.6%	-	21.7%	66.7%	20.6%	-	38.1%	17.8%	22.5%	20.0%	11.1%	25.8%	24.5%	14.3%	22.2%	-	22.2%	22.2%	-
Sometimes	3	-	3	-	2	1	2	-	2	1	3	-	1	2	1	2	3	-	1	2	-
	4.2%	-	4.8%	-	3.3%	33.3%	2.9%	-	9.5%	2.2%	7.5%	-	11.1%	6.5%	2.0%	9.5%	4.2%	-	2.8%	5.6%	-
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	69	9	59	3	58	2	66	5	19	44	37	30	8	29	48	19	69	-	35	34	-
	95.8%	100.0%	95.2%	100.0%	96.7%	66.7%	97.1%	100.0%	90.5%	97.8%	92.5%	100.0%	88.9%	93.5%	98.0%	90.5%	95.8%	-	97.2%	94.4%	-
HEDIS/CAHPS SUMMARY RATE - Always	53	7	45	3	45	-	52	5	11	36	28	24	7	21	36	16	53	-	27	26	-
	73.6%	77.8%	72.6%	100.0%	75.0%	-	76.5%	100.0%	52.4%	80.0%	70.0%	80.0%	77.8%	67.7%	73.5%	76.2%	73.6%	-	75.0%	72.2%	-
3-Point Score	2.69	2.78	2.68	3.00	2.72	1.67	2.74	3.00	2.43	2.78	2.63	2.80	2.67	2.61	2.71	2.67	2.69	-	2.72	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

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Q23. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q23. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?																					
Total Eligible	72	9	62	3	60	3	68	5	21	45	40	30	9	31	49	21	72	-	36	36	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
Total Valid Responses	72	9	62	3	60	3	68	5	21	45	40	30	9	31	49	21	72	-	36	36	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	68	9	58	3	58	3	64	5	20	42	37	29	8	29	47	20	68	-	33	35	-
	94.4%	100.0%	93.5%	100.0%	96.7%	100.0%	94.1%	100.0%	95.2%	93.3%	92.5%	96.7%	88.9%	93.5%	95.9%	95.2%	94.4%	-	91.7%	97.2%	-
No	4	-	4	-	2	-	4	-	1	3	3	1	1	2	2	1	4	-	3	1	-
	5.6%	-	6.5%	-	3.3%	-	5.9%	-	4.8%	6.7%	7.5%	3.3%	11.1%	6.5%	4.1%	4.8%	5.6%	-	8.3%	2.8%	-
HEDIS/CAHPS SUMMARY RATE - Yes	68	9	58	3	58	3	64	5	20	42	37	29	8	29	47	20	68	-	33	35	-
	94.4%	100.0%	93.5%	100.0%	96.7%	100.0%	94.1%	100.0%	95.2%	93.3%	92.5%	96.7%	88.9%	93.5%	95.9%	95.2%	94.4%	-	91.7%	97.2%	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Q24. 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 (5128598)

Table: 70  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
A	B		C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q24. 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	72	9	62	3	60	3	68	5	21	45	40	30	9	31	49	21	72	-	36	36	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
Total Valid Responses	72	9	62	3	60	3	68	5	21	45	40	30	9	31	49	21	72	-	36	36	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	30	2	27	2	23	1	28	-	12	17	19	9	3	16	18	10	30	-	15	15	-
	41.7%	22.2%	43.5%	66.7%	38.3%	33.3%	41.2%	-	57.1%	37.8%	47.5%	30.0%	33.3%	51.6%	36.7%	47.6%	41.7%	-	41.7%	41.7%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	42	7	35	1	37	2	40	5	9	28	21	21	6	15	31	11	42	-	21	21	-
	58.3%	77.8%	56.5%	33.3%	61.7%	66.7%	58.8%	100.0%	42.9%	62.2%	52.5%	70.0%	66.7%	48.4%	63.3%	52.4%	58.3%	-	58.3%	58.3%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - Yes	30	2	27	2	23	1	28	-	12	17	19	9	3	16	18	10	30	-	15	15	-
	41.7%	22.2%	43.5%	66.7%	38.3%	33.3%	41.2%	-	57.1%	37.8%	47.5%	30.0%	33.3%	51.6%	36.7%	47.6%	41.7%	-	41.7%	41.7%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

Q25. (CC) 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?

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q25. (CC) 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?

Total Eligible	30	2	27	2	23	1	28	-	12	17	19	9	3	16	18	10	30	-	15	15	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
Total Valid Responses	29	2	26	2	23	1	27	-	12	16	18	9	3	15	17	10	29	-	15	14	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
No Answer	1	-	1	-	-	-	1	-	-	1	1	-	-	1	1	-	1	-	-	1	-
Always	17	1	15	1	14	-	16	-	6	10	11	5	2	9	10	6	17	-	9	8	-
	58.6%	50.0%	57.7%	50.0%	60.9%	-	59.3%	-	50.0%	62.5%	61.1%	55.6%	66.7%	60.0%	58.8%	60.0%	58.6%	-	60.0%	57.1%	-
Usually	9	-	9	1	7	-	9	-	5	4	6	2	1	5	6	3	9	-	5	4	-
	31.0%	-	34.6%	50.0%	30.4%	-	33.3%	-	41.7%	25.0%	33.3%	22.2%	33.3%	33.3%	35.3%	30.0%	31.0%	-	33.3%	28.6%	-
Sometimes	2	1	1	-	1	1	1	-	1	1	1	1	-	1	1	-	2	-	-	2	-
	6.9%	50.0%	3.8%	-	4.3%	100.0%	3.7%	-	8.3%	6.3%	5.6%	11.1%	-	6.7%	5.9%	-	6.9%	-	-	14.3%	-
Never	1	-	1	-	1	-	1	-	-	1	-	1	-	-	-	1	1	-	1	-	-
	3.4%	-	3.8%	-	4.3%	-	3.7%	-	-	6.3%	-	11.1%	-	-	-	10.0%	3.4%	-	6.7%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	26	1	24	2	21	-	25	-	11	14	17	7	3	14	16	9	26	-	14	12	-
	89.7%	50.0%	92.3%	100.0%	91.3%	-	92.6%	-	91.7%	87.5%	94.4%	77.8%	100.0%	93.3%	94.1%	90.0%	89.7%	-	93.3%	85.7%	-
HEDIS/CAHPS SUMMARY RATE - Always	17	1	15	1	14	-	16	-	6	10	11	5	2	9	10	6	17	-	9	8	-
	58.6%	50.0%	57.7%	50.0%	60.9%	-	59.3%	-	50.0%	62.5%	61.1%	55.6%	66.7%	60.0%	58.8%	60.0%	58.6%	-	60.0%	57.1%	-
3-Point Score	2.48	2.00	2.50	2.50	2.52	1.00	2.52	-	2.42	2.50	2.56	2.33	2.67	2.53	2.53	2.50	2.48	-	2.53	2.43	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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



Q26. 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?

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q26. 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?

Total Eligible	98	11	83	5	64	4	92	5	27	62	45	50	12	33	68	25	98	-	50	48	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
Total Valid Responses	96	11	82	5	62	4	92	5	27	61	45	49	12	33	68	23	96	-	50	46	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	-
No Answer	2	-	1	-	2	-	-	-	-	1	-	1	-	-	-	2	2	-	-	2	-
10 - Best personal doctor possible	54	6	46	2	33	-	54	5	5	42	27	26	5	22	45	6	54	-	26	28	-
	56.3%	54.5%	56.1%	20.0%	53.2%	-	58.7%	100.0%	18.5%	68.9%	60.0%	53.1%	41.7%	66.7%	66.2%	26.1%	56.3%	-	52.0%	60.9%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	26	1	24	2	20	-	26	-	12	13	12	14	5	7	13	12	26	-	16	10	-
	27.1%	9.1%	29.3%	40.0%	32.3%	-	28.3%	-	44.4%	21.3%	26.7%	28.6%	41.7%	21.2%	19.1%	52.2%	27.1%	-	32.0%	21.7%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	12	2	10	1	7	-	12	-	7	5	5	6	1	4	9	3	12	-	7	5	-
	12.5%	18.2%	12.2%	20.0%	11.3%	-	13.0%	-	25.9%	8.2%	11.1%	12.2%	8.3%	12.1%	13.2%	13.0%	12.5%	-	14.0%	10.9%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	2	1	1	-	1	2	-	-	1	1	-	2	-	-	1	-	2	-	1	1	-
	2.1%	9.1%	1.2%	-	1.6%	50.0%	-	-	3.7%	1.6%	-	4.1%	-	-	1.5%	-	2.1%	-	2.0%	2.2%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	1	-	1	-	1	1	-	-	1	-	1	-	1	-	-	1	1	-	-	1	-
	1.0%	-	1.2%	-	1.6%	25.0%	-	-	3.7%	-	2.2%	-	8.3%	-	-	4.3%	1.0%	-	-	2.2%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	1	1	-	1	-	1	-	-	1	-	-	1	-	-	-	1	1	-	-	1	-
	1.0%	9.1%	-	20.0%	-	25.0%	-	-	3.7%	-	-	2.0%	-	-	-	4.3%	1.0%	-	-	2.2%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
0 - Worst personal doctor possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY - 0-3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY - 4-7	4	2	2	1	2	4	-	-	3	1	1	3	1	-	1	2	4	-	1	3	-
	4.2%	18.2%	2.4%	20.0%	3.2%	100.0%	-	-	11.1%	1.6%	2.2%	6.1%	8.3%	-	1.5%	8.7%	4.2%	-	2.0%	6.5%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - 8-10	92	9	80	4	60	-	92	5	24	60	44	46	11	33	67	21	92	-	49	43	-
	95.8%	81.8%	97.6%	80.0%	96.8%	-	100.0%	100.0%	88.9%	98.4%	97.8%	93.9%	91.7%	100.0%	98.5%	91.3%	95.8%	-	98.0%	93.5%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - 9-10	80	7	70	3	53	-	80	5	17	55	39	40	10	29	58	18	80	-	42	38	-
	83.3%	63.6%	85.4%	60.0%	85.5%	-	87.0%	100.0%	63.0%	90.2%	86.7%	81.6%	83.3%	87.9%	85.3%	78.3%	83.3%	-	84.0%	82.6%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3-Point Score	2.81	2.55	2.84	2.40	2.84	1.50	2.87	3.00	2.56	2.90	2.84	2.80	2.75	2.88	2.85	2.70	2.81	-	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Q27. 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?

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q27. 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	115	16	94	7	73	4	92	10	27	73	49	62	14	35	80	29	98	17	54	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	115	16	94	7	73	4	92	10	27	73	49	62	14	35	80	29	98	17	54	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	20	2	17	2	14	-	15	2	4	13	8	9	1	7	7	11	17	3	9	11	-
	17.4%	12.5%	18.1%	28.6%	19.2%	**	16.3%	20.0%	14.8%	17.8%	16.3%	14.5%	7.1%	20.0%	8.8%	37.9%	17.3%	17.6%	16.7%	18.0%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
No	95	14	77	5	59	4	77	8	23	60	41	53	13	28	73	18	81	14	45	50	-
	82.6%	87.5%	81.9%	71.4%	80.8%	100.0%	83.7%	80.0%	85.2%	82.2%	83.7%	85.5%	92.9%	80.0%	91.3%	62.1%	82.7%	82.4%	83.3%	82.0%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
HEDIS/CAHPS SUMMARY RATE - Yes	20	2	17	2	14	-	15	2	4	13	8	9	1	7	7	11	17	3	9	11	-
	17.4%	12.5%	18.1%	28.6%	19.2%	**	16.3%	20.0%	14.8%	17.8%	16.3%	14.5%	7.1%	20.0%	8.8%	37.9%	17.3%	17.6%	16.7%	18.0%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-

Cell Contents:

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- Statistical Test Results

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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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

Q28. (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 (5128598)

Table: 74  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q28. (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	20	2	17	2	14	-	15	2	4	13	8	9	1	7	7	11	17	3	9	11	-
	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	20	2	17	2	14	-	15	2	4	13	8	9	1	7	7	11	17	3	9	11	-
	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	10	1	8	1	7	-	8	1	-	8	5	4	1	4	3	6	9	1	5	5	-
	50.0%	50.0%	47.1%	50.0%	50.0%	-	53.3%	50.0%	-	61.5%	62.5%	44.4%	100.0%	57.1%	42.9%	54.5%	52.9%	33.3%	55.6%	45.5%	-
Usually	5	-	5	1	4	-	4	-	3	2	2	3	-	2	1	4	5	-	2	3	-
	25.0%	-	29.4%	50.0%	28.6%	-	26.7%	-	75.0%	15.4%	25.0%	33.3%	-	28.6%	14.3%	36.4%	29.4%	-	22.2%	27.3%	-
Sometimes	5	1	4	-	3	-	3	1	1	3	1	2	-	1	3	1	3	2	2	3	-
	25.0%	50.0%	23.5%	-	21.4%	-	20.0%	50.0%	25.0%	23.1%	12.5%	22.2%	-	14.3%	42.9%	9.1%	17.6%	66.7%	22.2%	27.3%	-
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	15	1	13	2	11	-	12	1	3	10	7	7	1	6	4	10	14	1	7	8	-
	75.0%	50.0%	76.5%	100.0%	78.6%	-	80.0%	50.0%	75.0%	76.9%	87.5%	77.8%	100.0%	85.7%	57.1%	90.9%	82.4%	33.3%	77.8%	72.7%	-
HEDIS/CAHPS SUMMARY RATE - Always	10	1	8	1	7	-	8	1	-	8	5	4	1	4	3	6	9	1	5	5	-
	50.0%	50.0%	47.1%	50.0%	50.0%	-	53.3%	50.0%	-	61.5%	62.5%	44.4%	100.0%	57.1%	42.9%	54.5%	52.9%	33.3%	55.6%	45.5%	-
3-Point Score	2.25	2.00	2.24	2.50	2.29	-	2.33	2.00	1.75	2.38	2.50	2.22	3.00	2.43	2.00	2.45	2.35	1.67	2.33	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

Q29. How many specialists has your child seen in the last 6 months?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 75  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q29. How many specialists has your child seen in the last 6 months?																					
Total Eligible	20	2	17	2	14	-	15	2	4	13	8	9	1	7	7	11	17	3	9	11	-
	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	19	1	17	2	13	-	15	1	4	13	8	8	1	7	7	10	17	2	9	10	-
	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	1	-	-	1	-	-	1	-	-	-	1	-	-	-	1	-	1	-	1	-
None	2	-	2	-	1	-	2	-	-	2	1	1	-	1	1	-	2	-	-	2	-
	10.5%	-	11.8%	-	7.7%	-	13.3%	-	-	15.4%	12.5%	12.5%	-	14.3%	14.3%	-	11.8%	-	-	20.0%	-
	**	**	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
1 specialist	12	1	10	2	7	-	8	1	2	8	4	5	1	3	5	6	10	2	5	7	-
	63.2%	100.0%	58.8%	100.0%	53.8%	-	53.3%	100.0%	50.0%	61.5%	50.0%	62.5%	100.0%	42.9%	71.4%	60.0%	58.8%	100.0%	55.6%	70.0%	-
	**	**	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
2	3	-	3	-	3	-	3	-	2	1	2	1	-	2	-	3	3	-	2	1	-
	15.8%	-	17.6%	-	23.1%	-	20.0%	-	50.0%	7.7%	25.0%	12.5%	-	28.6%	-	30.0%	17.6%	-	22.2%	10.0%	-
	**	**	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
3	1	-	1	-	1	-	1	-	-	1	-	1	-	-	1	-	1	-	1	-	-
	5.3%	-	5.9%	-	7.7%	-	6.7%	-	-	7.7%	-	12.5%	-	-	14.3%	-	5.9%	-	11.1%	-	-
	**	**	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
5 or more specialists	1	-	1	-	1	-	1	-	-	1	1	-	-	1	-	1	1	-	1	-	-
	5.3%	-	5.9%	-	7.7%	-	6.7%	-	-	7.7%	12.5%	-	-	14.3%	-	10.0%	5.9%	-	11.1%	-	-
	**	**	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
HEDIS/CAHPS SUMMARY RATE - 1 or more specialists	17	1	15	2	12	-	13	1	4	11	7	7	1	6	6	10	15	2	9	8	-
	89.5%	100.0%	88.2%	100.0%	92.3%	-	86.7%	100.0%	100.0%	84.6%	87.5%	87.5%	100.0%	85.7%	85.7%	100.0%	88.2%	100.0%	100.0%	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

Q30. 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?

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q30. 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	17	1	15	2	12	-	13	1	4	11	7	7	1	6	6	10	15	2	9	8	-
	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	16	1	15	2	11	-	13	1	4	11	7	7	1	6	6	9	14	2	9	7	-
	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	-
10 - Best specialist possible	7	1	6	-	4	-	6	1	-	6	5	1	1	4	4	2	6	1	3	4	-
	43.8%	100.0%	40.0%	-	36.4%	-	46.2%	100.0%	-	54.5%	71.4%	14.3%	100.0%	66.7%	66.7%	22.2%	42.9%	50.0%	33.3%	57.1%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	2	-	2	1	1	-	2	-	-	2	-	2	-	-	1	1	2	-	2	-	
	12.5%	-	13.3%	50.0%	9.1%	-	15.4%	-	-	18.2%	-	28.6%	-	-	16.7%	11.1%	14.3%	-	22.2%	-	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	6	-	6	-	6	-	4	-	3	3	2	3	-	2	1	5	5	1	3	3	
	37.5%	-	40.0%	-	54.5%	-	30.8%	-	75.0%	27.3%	28.6%	42.9%	-	33.3%	16.7%	55.6%	35.7%	50.0%	33.3%	42.9%	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	1	-	1	1	-	-	1	-	1	-	-	1	-	-	-	1	1	-	1	-	
	6.3%	-	6.7%	50.0%	-	-	7.7%	-	25.0%	-	-	14.3%	-	-	-	11.1%	7.1%	-	11.1%	-	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	**	**	**	**	-	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	**	**	**	**	-	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	**	**	**	**	-	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	**	**	**	**	-	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	**	**	**	**	-	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	**	**	**	**	-	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
0 - Worst specialist possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	**	**	**	**	-	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY - 0-3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	**	**	**	**	-	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY - 4-7	1	-	1	1	-	-	1	-	1	-	-	1	-	-	-	1	1	-	1	-	
	6.3%	-	6.7%	50.0%	-	-	7.7%	-	25.0%	-	-	14.3%	-	-	-	11.1%	7.1%	-	11.1%	-	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - 8-10	15	1	14	1	11	-	12	1	3	11	7	6	1	6	6	8	13	2	8	7	
	93.8%	100.0%	93.3%	50.0%	100.0%	-	92.3%	100.0%	75.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	88.9%	92.9%	100.0%	88.9%	100.0%	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
HEDIS/CAHPS SUMMARY RATE - 9-10	9	1	8	1	5	-	8	1	-	8	5	3	1	4	5	3	8	1	5	4	
	56.3%	100.0%	53.3%	50.0%	45.5%	-	61.5%	100.0%	-	72.7%	71.4%	42.9%	100.0%	66.7%	83.3%	33.3%	57.1%	50.0%	55.6%	57.1%	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3-Point Score	2.56	3.00	2.53	2.50	2.45	-	2.62	3.00	2.00	2.73	2.71	2.43	3.00	2.67	2.83	2.33	2.57	2.50	2.56	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Q31. In the last 6 months, did you get information or help from customer service at your child's health plan?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 77  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
A	B		C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q31. In the last 6 months, did you get information or help from customer service at your child's health plan?																					
Total Eligible	115	16	94	7	73	4	92	10	27	73	49	62	14	35	80	29	98	17	54	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	111	16	91	7	70	4	90	10	26	71	49	62	14	35	77	28	95	16	52	59	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	-	3	-	3	-	2	-	1	2	-	-	-	-	3	1	3	1	2	2	-
Yes	49	3	45	1	36	1	44	1	12	35	49	-	14	35	35	11	45	4	18	31	-
	44.1%	18.8%	49.5%	14.3%	51.4%	25.0%	48.9%	10.0%	46.2%	49.3%	100.0%	-	100.0%	100.0%	45.5%	39.3%	47.4%	25.0%	34.6%	52.5%	-
	**			**		**		**	**		K		**			**		**	r		-
No	62	13	46	6	34	3	46	9	14	36	-	62	-	-	42	17	50	12	34	28	-
	55.9%	81.3%	50.5%	85.7%	48.6%	75.0%	51.1%	90.0%	53.8%	50.7%	-	100.0%	-	-	54.5%	60.7%	52.6%	75.0%	65.4%	47.5%	-
	**	**		**		**		**	**		J		**			**		**	s		-
HEDIS/CAHPS SUMMARY RATE - Yes	49	3	45	1	36	1	44	1	12	35	49	-	14	35	35	11	45	4	18	31	-
	44.1%	18.8%	49.5%	14.3%	51.4%	25.0%	48.9%	10.0%	46.2%	49.3%	100.0%	-	100.0%	100.0%	45.5%	39.3%	47.4%	25.0%	34.6%	52.5%	-
	**			**		**		**	**		K		**			**		**	r		-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

Q32. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 78  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q32. (CS) In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?																					
Total Eligible	49	3	45	1	36	1	44	1	12	35	49	-	14	35	35	11	45	4	18	31	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	49	3	45	1	36	1	44	1	12	35	49	-	14	35	35	11	45	4	18	31	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	23	1	22	1	17	-	22	-	2	21	23	-	-	23	17	5	22	1	6	17	-
	46.9%	33.3%	48.9%	100.0%	47.2%	-	50.0%	-	16.7%	60.0%	46.9%	-	-	65.7%	48.6%	45.5%	48.9%	25.0%	33.3%	54.8%	-
Usually	12	-	12	-	10	-	11	-	5	7	12	-	-	12	9	3	11	1	7	5	-
	24.5%	-	26.7%	-	27.8%	-	25.0%	-	41.7%	20.0%	24.5%	-	-	34.3%	25.7%	27.3%	24.4%	25.0%	38.9%	16.1%	-
Sometimes	9	1	7	-	5	1	6	-	4	4	9	-	9	-	6	2	7	2	2	7	-
	18.4%	33.3%	15.6%	-	13.9%	100.0%	13.6%	-	33.3%	11.4%	18.4%	-	64.3%	-	17.1%	18.2%	15.6%	50.0%	11.1%	22.6%	-
Never	5	1	4	-	4	-	5	1	1	3	5	-	5	-	3	1	5	-	3	2	-
	10.2%	33.3%	8.9%	-	11.1%	-	11.4%	100.0%	8.3%	8.6%	10.2%	-	35.7%	-	8.6%	9.1%	11.1%	-	16.7%	6.5%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	35	1	34	1	27	-	33	-	7	28	35	-	-	35	26	8	33	2	13	22	-
	71.4%	33.3%	75.6%	100.0%	75.0%	-	75.0%	-	58.3%	80.0%	71.4%	-	-	100.0%	74.3%	72.7%	73.3%	50.0%	72.2%	71.0%	-
HEDIS/CAHPS SUMMARY RATE - Always	23	1	22	1	17	-	22	-	2	21	23	-	-	23	17	5	22	1	6	17	-
	46.9%	33.3%	48.9%	100.0%	47.2%	-	50.0%	-	16.7%	60.0%	46.9%	-	-	65.7%	48.6%	45.5%	48.9%	25.0%	33.3%	54.8%	-
3-Point Score	2.18	1.67	2.24	3.00	2.22	1.00	2.25	1.00	1.75	2.40	2.18	-	1.00	2.66	2.23	2.18	2.22	1.75	2.06	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

Q33. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 79  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q33. (CS) In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?																					
Total Eligible	49	3	45	1	36	1	44	1	12	35	49	-	14	35	35	11	45	4	18	31	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	47	3	43	1	35	1	42	1	12	33	47	-	12	35	34	11	43	4	17	30	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	2	-	1	-	2	-	-	2	2	-	2	-	1	-	2	-	1	1	-
Always	35	2	33	1	27	-	32	1	7	27	35	-	5	30	26	8	32	3	12	23	-
	74.5%	66.7%	76.7%	100.0%	77.1%	-	76.2%	100.0%	58.3%	81.8%	74.5%	-	41.7%	85.7%	76.5%	72.7%	74.4%	75.0%	70.6%	76.7%	-
Usually	10	1	8	-	6	1	8	-	4	5	10	-	6	4	6	3	9	1	5	5	-
	21.3%	33.3%	18.6%	-	17.1%	100.0%	19.0%	-	33.3%	15.2%	21.3%	-	50.0%	11.4%	17.6%	27.3%	20.9%	25.0%	29.4%	16.7%	-
Sometimes	1	-	1	-	1	-	1	-	-	1	1	-	-	1	1	-	1	-	-	1	-
	2.1%	-	2.3%	-	2.9%	-	2.4%	-	-	3.0%	2.1%	-	-	2.9%	2.9%	-	2.3%	-	-	3.3%	-
Never	1	-	1	-	1	-	1	-	1	-	1	-	1	-	1	-	1	-	-	1	-
	2.1%	-	2.3%	-	2.9%	-	2.4%	-	8.3%	-	2.1%	-	8.3%	-	2.9%	-	2.3%	-	-	3.3%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	45	3	41	1	33	1	40	1	11	32	45	-	11	34	32	11	41	4	17	28	-
	95.7%	100.0%	95.3%	100.0%	94.3%	100.0%	95.2%	100.0%	91.7%	97.0%	95.7%	-	91.7%	97.1%	94.1%	100.0%	95.3%	100.0%	100.0%	93.3%	-
HEDIS/CAHPS SUMMARY RATE - Always	35	2	33	1	27	-	32	1	7	27	35	-	5	30	26	8	32	3	12	23	-
	74.5%	66.7%	76.7%	100.0%	77.1%	-	76.2%	100.0%	58.3%	81.8%	74.5%	-	41.7%	85.7%	76.5%	72.7%	74.4%	75.0%	70.6%	76.7%	-
3-Point Score	2.70	2.67	2.72	3.00	2.71	2.00	2.71	3.00	2.50	2.79	2.70	-	2.33	2.83	2.71	2.73	2.70	2.75	2.71	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017



Q34. In the last 6 months, did your child's health plan give you any forms to fill out?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 80  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q34. In the last 6 months, did your child's health plan give you any forms to fill out?																					
Total Eligible	115	16	94	7	73	4	92	10	27	73	49	62	14	35	80	29	98	17	54	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	112	16	92	7	71	4	91	10	26	72	48	61	14	34	80	27	96	16	54	58	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	2	-	2	-	1	-	1	1	1	1	-	1	-	2	2	1	-	3	-
Yes	37	7	30	-	28	-	30	5	10	22	18	17	2	16	25	10	30	7	18	19	-
	33.0%	43.8%	32.6%	-	39.4%	-	33.0%	50.0%	38.5%	30.6%	37.5%	27.9%	14.3%	47.1%	31.3%	37.0%	31.3%	43.8%	33.3%	32.8%	-
No	75	9	62	7	43	4	61	5	16	50	30	44	12	18	55	17	66	9	36	39	-
	67.0%	56.3%	67.4%	100.0%	60.6%	100.0%	67.0%	50.0%	61.5%	69.4%	62.5%	72.1%	85.7%	52.9%	68.8%	63.0%	68.8%	56.3%	66.7%	67.2%	-
HEDIS/CAHPS SUMMARY RATE - Yes	37	7	30	-	28	-	30	5	10	22	18	17	2	16	25	10	30	7	18	19	-
	33.0%	43.8%	32.6%	-	39.4%	-	33.0%	50.0%	38.5%	30.6%	37.5%	27.9%	14.3%	47.1%	31.3%	37.0%	31.3%	43.8%	33.3%	32.8%	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

Q35. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 81  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q35. (FOF) In the last 6 months, how often were the forms from your child's health plan easy to fill out?																					
Total Eligible	112	16	92	7	71	4	91	10	26	72	48	61	14	34	80	27	96	16	54	58	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	109	14	91	7	69	4	89	8	26	71	47	59	14	33	79	25	94	15	53	56	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	2	1	-	2	-	2	2	-	1	1	2	-	1	1	2	2	1	1	2	-
Always	88	10	74	7	50	4	72	5	17	62	37	50	13	24	64	19	77	11	43	45	-
	80.7%	71.4%	81.3%	100.0%	72.5%	100.0%	80.9%	62.5%	65.4%	87.3%	78.7%	84.7%	92.9%	72.7%	81.0%	76.0%	81.9%	73.3%	81.1%	80.4%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
Usually	17	2	15	-	16	-	16	1	9	7	10	7	1	9	12	5	16	1	9	8	-
	15.6%	14.3%	16.5%	-	23.2%	-	18.0%	12.5%	34.6%	9.9%	21.3%	11.9%	7.1%	27.3%	15.2%	20.0%	17.0%	6.7%	17.0%	14.3%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
Sometimes	2	-	2	-	2	-	1	-	-	2	-	-	-	-	2	-	1	1	1	1	-
	1.8%	-	2.2%	-	2.9%	-	1.1%	-	-	2.8%	-	-	-	-	2.5%	-	1.1%	6.7%	1.9%	1.8%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
Never	2	2	-	-	1	-	-	2	-	-	-	2	-	-	1	1	-	2	-	2	-
	1.8%	14.3%	-	-	1.4%	-	-	25.0%	-	-	-	3.4%	-	-	1.3%	4.0%	-	13.3%	-	3.6%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	105	12	89	7	66	4	88	6	26	69	47	57	14	33	76	24	93	12	52	53	-
	96.3%	85.7%	97.8%	100.0%	95.7%	100.0%	98.9%	75.0%	100.0%	97.2%	100.0%	96.6%	100.0%	100.0%	96.2%	96.0%	98.9%	80.0%	98.1%	94.6%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
HEDIS/CAHPS SUMMARY RATE - Always	88	10	74	7	50	4	72	5	17	62	37	50	13	24	64	19	77	11	43	45	-
	80.7%	71.4%	81.3%	100.0%	72.5%	100.0%	80.9%	62.5%	65.4%	87.3%	78.7%	84.7%	92.9%	72.7%	81.0%	76.0%	81.9%	73.3%	81.1%	80.4%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
3-Point Score	2.77	2.57	2.79	3.00	2.68	3.00	2.80	2.38	2.65	2.85	2.79	2.81	2.93	2.73	2.77	2.72	2.81	2.53	2.79	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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

Q36. 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?

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
A	B		C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q36. 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?																					
Total Eligible	115 100.0%	16 100.0%	94 100.0%	7 100.0%	73 100.0%	4 100.0%	92 100.0%	10 100.0%	27 100.0%	73 100.0%	49 100.0%	62 100.0%	14 100.0%	35 100.0%	80 100.0%	29 100.0%	98 100.0%	17 100.0%	54 100.0%	61 100.0%	-
Total Valid Responses	110 100.0%	16 100.0%	94 100.0%	7 100.0%	72 100.0%	4 100.0%	89 100.0%	10 100.0%	27 100.0%	73 100.0%	48 100.0%	59 100.0%	13 100.0%	35 100.0%	77 100.0%	28 100.0%	94 100.0%	16 100.0%	54 100.0%	56 100.0%	-
No Answer	5	-	-	-	1	-	3	-	-	-	1	3	1	-	3	1	4	1	-	5	-
10 - Best health plan possible	48 43.6%	- **	48 51.1%	- **	29 40.3%	- **	40 44.9%	- **	- **	48 65.8%	22 45.8%	25 42.4%	5 38.5%	17 48.6%	36 46.8%	9 32.1%	41 43.6%	7 43.8%	22 40.7%	26 46.4%	-
9	25 22.7%	- **	25 26.6%	1 14.3%	19 26.4%	1 25.0%	20 22.5%	- **	- **	25 34.2%	13 27.1%	11 18.6%	2 15.4%	11 31.4%	19 24.7%	5 17.9%	21 22.3%	4 25.0%	16 29.6%	9 16.1%	-
8	21 19.1%	- **	21 22.3%	1 14.3%	17 23.6%	1 25.0%	20 22.5%	- **	21 77.8%	-	10 20.8%	10 16.9%	4 30.8%	6 17.1%	12 15.6%	9 32.1%	21 22.3%	- **	11 20.4%	10 17.9%	-
7	6 5.5%	6 37.5%	-	2 28.6%	2 2.8%	2 50.0%	4 4.5%	- **	6 22.2%	-	2 4.2%	4 6.8%	1 7.7%	1 2.9%	3 3.9%	2 7.1%	6 6.4%	- **	1 1.9%	5 8.9%	-
6	3 2.7%	3 18.8%	-	1 14.3%	2 2.8%	- **	2 2.2%	3 30.0%	- **	-	-	3 5.1%	- **	-	1 1.3%	2 7.1%	2 2.1%	1 6.3%	2 3.7%	1 1.8%	-
5	3 2.7%	3 18.8%	-	1 14.3%	1 1.4%	- **	2 2.2%	3 30.0%	- **	-	-	3 5.1%	- **	-	3 3.9%	- **	2 2.1%	1 6.3%	1 1.9%	2 3.6%	-
4	- **	- **	-	- **	-	- **	-	- **	- **	-	-	-	- **	-	-	- **	-	- **	-	-	-
3	1 0.9%	1 6.3%	- **	- **	1 1.4%	- **	-	1 10.0%	- **	-	-	1 1.7%	- **	-	-	1 3.6%	-	1 6.3%	-	1 1.8%	-
2	1 0.9%	1 6.3%	- **	1 14.3%	- **	- **	-	1 10.0%	- **	-	-	1 1.7%	- **	-	1 1.3%	- **	-	1 6.3%	-	1 1.8%	-
1	1 0.9%	1 6.3%	- **	- **	1 1.4%	- **	1 1.1%	1 10.0%	- **	-	1 2.1%	-	1 7.7%	-	1 1.3%	- **	1 1.1%	- **	1 1.9%	-	-
0 - Worst health plan possible	1 0.9%	1 6.3%	- **	- **	- **	- **	-	1 10.0%	- **	-	-	1 1.7%	- **	-	1 1.3%	- **	-	1 6.3%	-	1 1.8%	-
SUMMARY - 0-3	4 3.6%	4 25.0%	-	1 14.3%	2 2.8%	- **	1 1.1%	4 40.0%	- **	-	1 2.1%	3 5.1%	1 7.7%	-	3 3.9%	1 3.6%	1 1.1%	3 18.8%	1 1.9%	3 5.4%	-
SUMMARY - 4-7	12 10.9%	12 75.0%	-	4 57.1%	5 6.9%	2 50.0%	8 9.0%	6 60.0%	6 22.2%	-	2 4.2%	10 16.9%	1 7.7%	1 2.9%	7 9.1%	4 14.3%	10 10.6%	2 12.5%	4 7.4%	8 14.3%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	94 85.5%	- **	94 100.0%	2 28.6%	65 90.3%	2 50.0%	80 89.9%	- **	21 77.8%	73 100.0%	45 93.8%	46 78.0%	11 84.6%	34 97.1%	67 87.0%	23 82.1%	83 88.3%	11 68.8%	49 90.7%	45 80.4%	-
HEDIS/CAHPS SUMMARY RATE - 9-10	73 66.4%	- **	73 77.7%	1 14.3%	48 66.7%	1 25.0%	60 67.4%	- **	- **	73 100.0%	35 72.9%	36 61.0%	7 53.8%	28 80.0%	55 71.4%	14 50.0%	62 66.0%	11 68.8%	38 70.4%	35 62.5%	-
3-Point Score	2.57	1.38	2.78	1.71	2.60	2.25	2.62	1.00	2.00	3.00	2.71	2.46	2.46	2.80	2.62	2.39	2.61	2.38	2.63	2.52	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k,

l/m, n/o, p/q, r/s/t

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

Q37. In general, how would you rate your child's overall health?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 83  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q37. In general, how would you rate your child's overall health?																					
Total Eligible	115	16	94	7	73	4	92	10	27	73	49	62	14	35	80	29	98	17	54	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	114	16	94	7	72	4	92	10	27	73	49	62	14	35	80	28	97	17	54	60	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	-
Excellent	53	5	44	-	32	1	45	5	7	37	19	31	5	14	42	8	46	7	27	26	-
	46.5%	31.3%	46.8%	-	44.4%	25.0%	48.9%	50.0%	25.9%	50.7%	38.8%	50.0%	35.7%	40.0%	52.5%	28.6%	47.4%	41.2%	50.0%	43.3%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
Very good	41	6	35	2	31	3	31	2	14	25	21	20	7	14	24	14	34	7	16	25	-
	36.0%	37.5%	37.2%	28.6%	43.1%	75.0%	33.7%	20.0%	51.9%	34.2%	42.9%	32.3%	50.0%	40.0%	30.0%	50.0%	35.1%	41.2%	29.6%	41.7%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
Good	18	4	14	4	8	-	15	2	6	10	8	10	2	6	12	6	16	2	10	8	-
	15.8%	25.0%	14.9%	57.1%	11.1%	-	16.3%	20.0%	22.2%	13.7%	16.3%	16.1%	14.3%	17.1%	15.0%	21.4%	16.5%	11.8%	18.5%	13.3%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
Fair	2	1	1	1	1	-	1	1	-	1	1	1	-	1	2	-	1	1	1	1	-
	1.8%	6.3%	1.1%	14.3%	1.4%	-	1.1%	10.0%	-	1.4%	2.0%	1.6%	-	2.9%	2.5%	-	1.0%	5.9%	1.9%	1.7%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
Poor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	94	11	79	2	63	4	76	7	21	62	40	51	12	28	66	22	80	14	43	51	-
	82.5%	68.8%	84.0%	28.6%	87.5%	100.0%	82.6%	70.0%	77.8%	84.9%	81.6%	82.3%	85.7%	80.0%	82.5%	78.6%	82.5%	82.4%	79.6%	85.0%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

Q38. In general, how would you rate your child's overall mental or emotional health?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 84  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q38. In general, how would you rate your child's overall mental or emotional health?																					
Total Eligible	115	16	94	7	73	4	92	10	27	73	49	62	14	35	80	29	98	17	54	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	114	16	94	7	72	4	92	10	27	73	49	62	14	35	80	28	97	17	54	60	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	-
Excellent	49	5	42	2	31	1	44	3	9	35	19	28	5	14	36	11	46	3	21	28	-
	43.0%	31.3%	44.7%	28.6%	43.1%	25.0%	47.8%	30.0%	33.3%	47.9%	38.8%	45.2%	35.7%	40.0%	45.0%	39.3%	47.4%	17.6%	38.9%	46.7%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
Very good	37	4	32	2	25	2	29	3	11	22	17	20	5	12	25	11	31	6	23	14	-
	32.5%	25.0%	34.0%	28.6%	34.7%	50.0%	31.5%	30.0%	40.7%	30.1%	34.7%	32.3%	35.7%	34.3%	31.3%	39.3%	32.0%	35.3%	42.6%	23.3%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
Good	24	5	18	2	14	1	17	3	6	14	12	11	3	9	16	5	18	6	8	16	-
	21.1%	31.3%	19.1%	28.6%	19.4%	25.0%	18.5%	30.0%	22.2%	19.2%	24.5%	17.7%	21.4%	25.7%	20.0%	17.9%	18.6%	35.3%	14.8%	26.7%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
Fair	4	2	2	1	2	-	2	1	1	2	1	3	1	-	3	1	2	2	2	2	-
	3.5%	12.5%	2.1%	14.3%	2.8%	-	2.2%	10.0%	3.7%	2.7%	2.0%	4.8%	7.1%	-	3.8%	3.6%	2.1%	11.8%	3.7%	3.3%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
Poor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	86	9	74	4	56	3	73	6	20	57	36	48	10	26	61	22	77	9	44	42	-
	75.4%	56.3%	78.7%	57.1%	77.8%	75.0%	79.3%	60.0%	74.1%	78.1%	73.5%	77.4%	71.4%	74.3%	76.3%	78.6%	79.4%	52.9%	81.5%	70.0%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q39. What is your child's age?																					
Total Eligible	113	16	92	7	71	4	90	10	26	72	48	61	13	35	78	29	96	17	52	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	109	15	91	7	70	4	89	9	26	71	48	58	13	35	76	28	94	15	52	57	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	1	1	-	1	-	1	1	-	1	-	3	-	-	2	1	2	2	-	4	-
Less than 1 year old	8	1	7	-	6	1	6	-	3	5	5	3	2	3	3	5	7	1	5	3	-
	7.3%	6.7%	7.7%	-	8.6%	25.0%	6.7%	-	11.5%	7.0%	10.4%	5.2%	15.4%	8.6%	3.9%	17.9%	7.4%	6.7%	9.6%	5.3%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
1	6	1	5	1	5	-	6	1	2	3	2	4	-	2	2	4	6	-	5	1	-
	5.5%	6.7%	5.5%	14.3%	7.1%	-	6.7%	11.1%	7.7%	4.2%	4.2%	6.9%	-	5.7%	2.6%	14.3%	6.4%	-	9.6%	1.8%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
2	6	-	6	-	3	-	6	-	1	5	4	2	-	4	6	-	6	-	4	2	-
	5.5%	-	6.6%	-	4.3%	-	6.7%	-	3.8%	7.0%	8.3%	3.4%	-	11.4%	7.9%	-	6.4%	-	7.7%	3.5%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
3	4	2	2	3	1	-	3	2	-	2	-	4	-	-	2	2	3	1	3	1	-
	3.7%	13.3%	2.2%	42.9%	1.4%	-	3.4%	22.2%	-	2.8%	-	6.9%	-	-	2.6%	7.1%	3.2%	6.7%	5.8%	1.8%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
4	4	-	4	-	4	-	3	-	-	4	2	2	-	2	3	1	3	1	4	-	-
	3.7%	-	4.4%	-	5.7%	-	3.4%	-	-	5.6%	4.2%	3.4%	-	5.7%	3.9%	3.6%	3.2%	6.7%	7.7%	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
5	4	-	4	-	3	-	4	-	1	3	1	2	1	-	4	-	4	-	2	2	-
	3.7%	-	4.4%	-	4.3%	-	4.5%	-	3.8%	4.2%	2.1%	3.4%	7.7%	-	5.3%	-	4.3%	-	3.8%	3.5%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
6	4	-	4	-	2	-	3	-	-	4	1	3	-	1	2	1	3	1	1	3	-
	3.7%	-	4.4%	-	2.9%	-	3.4%	-	-	5.6%	2.1%	5.2%	-	2.9%	2.6%	3.6%	3.2%	6.7%	1.9%	5.3%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
7	3	1	2	-	2	-	3	1	1	1	-	3	-	-	2	1	3	-	1	2	-
	2.8%	6.7%	2.2%	-	2.9%	-	3.4%	11.1%	3.8%	1.4%	-	5.2%	-	-	2.6%	3.6%	3.2%	-	1.9%	3.5%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
8	9	-	7	-	5	-	7	-	-	7	2	6	1	1	7	1	7	2	4	5	-
	8.3%	-	7.7%	-	7.1%	-	7.9%	-	-	9.9%	4.2%	10.3%	7.7%	2.9%	9.2%	3.6%	7.4%	13.3%	7.7%	8.8%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
9	3	-	3	-	3	1	2	-	1	2	1	2	1	-	3	-	3	-	1	2	-
	2.8%	-	3.3%	-	4.3%	25.0%	2.2%	-	3.8%	2.8%	2.1%	3.4%	7.7%	-	3.9%	-	3.2%	-	1.9%	3.5%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
10	9	1	7	-	8	-	8	-	2	6	3	6	-	3	9	-	8	1	3	6	-
	8.3%	6.7%	7.7%	-	11.4%	-	9.0%	-	7.7%	8.5%	6.3%	10.3%	-	8.6%	11.8%	-	8.5%	6.7%	5.8%	10.5%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
11	2	-	2	-	1	-	2	-	2	-	1	-	-	1	1	1	2	-	1	1	-
	1.8%	-	2.2%	-	1.4%	-	2.2%	-	7.7%	-	2.1%	-	-	2.9%	1.3%	3.6%	2.1%	-	1.9%	1.8%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
12	3	1	2	-	2	-	3	1	-	2	1	2	-	1	2	1	3	-	1	2	-
	2.8%	6.7%	2.2%	-	2.9%	-	3.4%	11.1%	-	2.8%	2.1%	3.4%	-	2.9%	2.6%	3.6%	3.2%	-	1.9%	3.5%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
13	5	1	4	1	1	1	1	-	1	4	2	3	1	1	3	2	2	3	3	2	-
	4.6%	6.7%	4.4%	14.3%	1.4%	25.0%	1.1%	-	3.8%	5.6%	4.2%	5.2%	7.7%	2.9%	3.9%	7.1%	2.1%	20.0%	5.8%	3.5%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
14 or older	39	7	32	2	24	1	32	4	12	23	23	16	7	16	27	9	34	5	14	25	-
	35.8%	46.7%	35.2%	28.6%	34.3%	25.0%	36.0%	44.4%	46.2%	32.4%	47.9%	27.6%	53.8%	45.7%	35.5%	32.1%	36.2%	33.3%	26.9%	43.9%	-
	**	**	**	**	**	**	**	**	**	**	K	**	**	**	**	**	**	**	**	r	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

Q40. Is your child male or female?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 86  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q40. Is your child male or female?																					
Total Eligible	115	16	94	7	73	4	92	10	27	73	49	62	14	35	80	29	98	17	54	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	111	15	93	7	72	4	91	9	27	72	49	59	14	35	78	28	96	15	54	57	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	1	1	-	1	-	1	1	-	1	-	3	-	-	2	1	2	2	-	4	-
Male	55	5	49	2	36	-	46	3	7	44	27	26	9	18	42	10	46	9	26	29	-
	49.5%	33.3%	52.7%	28.6%	50.0%	-	50.5%	33.3%	25.9%	61.1%	55.1%	44.1%	64.3%	51.4%	53.8%	35.7%	47.9%	60.0%	48.1%	50.9%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
Female	56	10	44	5	36	4	45	6	20	28	22	33	5	17	36	18	50	6	28	28	-
	50.5%	66.7%	47.3%	71.4%	50.0%	100.0%	49.5%	66.7%	74.1%	38.9%	44.9%	55.9%	35.7%	48.6%	46.2%	64.3%	52.1%	40.0%	51.9%	49.1%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t  
Minimum Base: 30 (\*\*), Small Base: 30 (\*)

Presented by SPH Analytics  
770-978-3173  
2017

Q41. Is your child of Hispanic or Latino origin or descent?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 87  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q41. Is your child of Hispanic or Latino origin or descent?																					
Total Eligible	115	16	94	7	73	4	92	10	27	73	49	62	14	35	80	29	98	17	54	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	107	15	89	7	71	4	87	9	27	68	47	57	13	34	75	28	92	15	52	55	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	8	1	5	-	2	-	5	1	-	5	2	5	1	1	5	1	6	2	2	6	-
Yes, Hispanic or Latino	22	1	21	-	15	-	19	1	6	15	15	6	2	13	19	3	19	3	8	14	-
	20.6%	6.7%	23.6%	-	21.1%	-	21.8%	11.1%	22.2%	22.1%	31.9%	10.5%	15.4%	38.2%	25.3%	10.7%	20.7%	20.0%	15.4%	25.5%	-
		**		**		**		**	**		K		**			**		**			-
No, not Hispanic or Latino	85	14	68	7	56	4	68	8	21	53	32	51	11	21	56	25	73	12	44	41	-
	79.4%	93.3%	76.4%	100.0%	78.9%	100.0%	78.2%	88.9%	77.8%	77.9%	68.1%	89.5%	84.6%	61.8%	74.7%	89.3%	79.3%	80.0%	84.6%	74.5%	-
		**		**		**		**	**		J		**			**		**			-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017



Q42. What is your child's race? Please mark one or more.

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 88  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

**Q42. What is your child's race? Please mark one or more.**

Total Eligible	115	16	94	7	73	4	92	10	27	73	49	62	14	35	80	29	98	17	54	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	137	22	109	13	84	7	109	13	37	81	61	71	18	43	94	34	117	20	59	78	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Respondents	108	15	90	7	69	4	88	9	27	69	47	58	14	33	75	28	93	15	54	54	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
White	70	11	56	6	47	4	59	7	19	41	28	40	9	19	44	23	64	6	35	35	-
	64.8%	73.3%	62.2%	85.7%	68.1%	100.0%	67.0%	77.8%	70.4%	59.4%	59.6%	69.0%	64.3%	57.6%	58.7%	82.1%	68.8%	40.0%	64.8%	64.8%	-
Black or African-American	19	1	17	2	8	-	16	-	6	12	10	8	4	6	16	1	16	3	6	13	-
	17.6%	6.7%	18.9%	28.6%	11.6%	-	18.2%	-	22.2%	17.4%	21.3%	13.8%	28.6%	18.2%	21.3%	3.6%	17.2%	20.0%	11.1%	24.1%	-
Asian	11	2	9	-	6	1	9	-	4	7	5	6	1	4	8	2	10	1	9	2	-
	10.2%	13.3%	10.0%	-	8.7%	25.0%	10.2%	-	14.8%	10.1%	10.6%	10.3%	7.1%	12.1%	10.7%	7.1%	10.8%	6.7%	16.7%	3.7%	-
Native Hawaiian or other Pacific Islander	4	1	3	1	3	-	2	1	-	3	2	2	-	2	2	2	2	2	1	3	-
	3.7%	6.7%	3.3%	14.3%	4.3%	-	2.3%	11.1%	-	4.3%	4.3%	3.4%	-	6.1%	2.7%	7.1%	2.2%	13.3%	1.9%	5.6%	-
American Indian or Alaska Native	16	2	12	1	9	1	11	1	4	9	5	10	2	3	12	2	12	4	2	14	-
	14.8%	13.3%	13.3%	14.3%	13.0%	25.0%	12.5%	11.1%	14.8%	13.0%	10.6%	17.2%	14.3%	9.1%	16.0%	7.1%	12.9%	26.7%	3.7%	25.9%	-
Other	17	5	12	3	11	1	12	4	4	9	11	5	2	9	12	4	13	4	6	11	-
	15.7%	33.3%	13.3%	42.9%	15.9%	25.0%	13.6%	44.4%	14.8%	13.0%	23.4%	8.6%	14.3%	27.3%	16.0%	14.3%	14.0%	26.7%	11.1%	20.4%	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

Q43. What is your age?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)Table: 89  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

## Q43. What is your age?

Total Eligible	115	16	94	7	73	4	92	10	27	73	49	62	14	35	80	29	98	17	54	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	109	14	92	7	70	4	89	8	26	72	48	58	13	35	76	28	94	15	53	56	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	6	2	2	-	3	-	3	2	1	1	1	4	1	-	4	1	4	2	1	5	-
Under 18	6	-	6	-	3	-	5	-	1	5	4	2	1	3	3	2	5	1	6	-	-
	5.5%	-	6.5%	-	4.3%	-	5.6%	-	3.8%	6.9%	8.3%	3.4%	7.7%	8.6%	3.9%	7.1%	5.3%	6.7%	11.3%	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	S	-	-
18 to 24	5	1	4	1	2	1	4	1	2	2	3	2	2	1	3	1	5	-	1	4	-
	4.6%	7.1%	4.3%	14.3%	2.9%	25.0%	4.5%	12.5%	7.7%	2.8%	6.3%	3.4%	15.4%	2.9%	3.9%	3.6%	5.3%	-	1.9%	7.1%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
25 to 34	29	5	24	2	22	1	26	2	9	18	9	19	3	6	21	8	27	2	17	12	-
	26.6%	35.7%	26.1%	28.6%	31.4%	25.0%	29.2%	25.0%	34.6%	25.0%	18.8%	32.8%	23.1%	17.1%	27.6%	28.6%	28.7%	13.3%	32.1%	21.4%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
35 to 44	36	3	32	2	25	1	30	2	5	28	16	19	1	15	24	11	32	4	16	20	-
	33.0%	21.4%	34.8%	28.6%	35.7%	25.0%	33.7%	25.0%	19.2%	38.9%	33.3%	32.8%	7.7%	42.9%	31.6%	39.3%	34.0%	26.7%	30.2%	35.7%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
45 to 54	15	3	11	2	9	1	12	1	6	7	7	7	3	4	9	4	13	2	8	7	-
	13.8%	21.4%	12.0%	28.6%	12.9%	25.0%	13.5%	12.5%	23.1%	9.7%	14.6%	12.1%	23.1%	11.4%	11.8%	14.3%	13.8%	13.3%	15.1%	12.5%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
55 to 64	10	1	8	-	6	-	5	1	1	7	4	6	2	2	9	1	5	5	2	8	-
	9.2%	7.1%	8.7%	-	8.6%	-	5.6%	12.5%	3.8%	9.7%	8.3%	10.3%	15.4%	5.7%	11.8%	3.6%	5.3%	33.3%	3.8%	14.3%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	r	-
65 to 74	7	1	6	-	3	-	6	1	2	4	4	3	1	3	6	1	6	1	3	4	-
	6.4%	7.1%	6.5%	-	4.3%	-	6.7%	12.5%	7.7%	5.6%	8.3%	5.2%	7.7%	8.6%	7.9%	3.6%	6.4%	6.7%	5.7%	7.1%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
75 or older	1	-	1	-	-	-	1	-	-	1	1	-	-	1	1	-	1	-	-	1	-
	0.9%	-	1.1%	-	-	-	1.1%	-	-	1.4%	2.1%	-	-	2.9%	1.3%	-	1.1%	-	-	1.8%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
SPHA SUMMARY RATE - Members under 18	6	-	6	-	3	-	5	-	1	5	4	2	1	3	3	2	5	1	6	-	-
	5.5%	-	6.5%	-	4.3%	-	5.6%	-	3.8%	6.9%	8.3%	3.4%	7.7%	8.6%	3.9%	7.1%	5.3%	6.7%	11.3%	-	-
SPHA SUMMARY RATE - Members 18 to 34	34	6	28	3	24	2	30	3	11	20	12	21	5	7	24	9	32	2	18	16	-
	31.2%	42.9%	30.4%	42.9%	34.3%	50.0%	33.7%	37.5%	42.3%	27.8%	25.0%	36.2%	38.5%	20.0%	31.6%	32.1%	34.0%	13.3%	34.0%	28.6%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
SPHA SUMMARY RATE - Members 35 to 44	36	3	32	2	25	1	30	2	5	28	16	19	1	15	24	11	32	4	16	20	-
	33.0%	21.4%	34.8%	28.6%	35.7%	25.0%	33.7%	25.0%	19.2%	38.9%	33.3%	32.8%	7.7%	42.9%	31.6%	39.3%	34.0%	26.7%	30.2%	35.7%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
SPHA SUMMARY RATE - Members 45 to 54	15	3	11	2	9	1	12	1	6	7	7	7	3	4	9	4	13	2	8	7	-
	13.8%	21.4%	12.0%	28.6%	12.9%	25.0%	13.5%	12.5%	23.1%	9.7%	14.6%	12.1%	23.1%	11.4%	11.8%	14.3%	13.8%	13.3%	15.1%	12.5%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
SPHA SUMMARY RATE - Members 55 or older	18	2	15	-	9	-	12	2	3	12	9	9	3	6	16	2	12	6	5	13	-
	16.5%	14.3%	16.3%	-	12.9%	-	13.5%	25.0%	11.5%	16.7%	18.8%	15.5%	23.1%	17.1%	21.1%	7.1%	12.8%	40.0%	9.4%	23.2%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	r	**	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k,  
l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

Q44. Are you male or female?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)Table: 90  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

**Q44. Are you male or female?**

Total Eligible	115	16	94	7	73	4	92	10	27	73	49	62	14	35	80	29	98	17	54	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	110	15	92	7	71	4	90	9	26	72	48	59	13	35	77	28	95	15	54	56	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	1	2	-	2	-	2	1	1	1	1	3	1	-	3	1	3	2	-	5	-
Male	32	4	27	3	19	1	26	2	5	24	16	15	3	13	24	6	27	5	11	21	-
	29.1%	26.7%	29.3%	42.9%	26.8%	25.0%	28.9%	22.2%	19.2%	33.3%	33.3%	25.4%	23.1%	37.1%	31.2%	21.4%	28.4%	33.3%	20.4%	37.5%	-
		**		**		**		**	**				**			**		**		r	-
Female	78	11	65	4	52	3	64	7	21	48	32	44	10	22	53	22	68	10	43	35	-
	70.9%	73.3%	70.7%	57.1%	73.2%	75.0%	71.1%	77.8%	80.8%	66.7%	66.7%	74.6%	76.9%	62.9%	68.8%	78.6%	71.6%	66.7%	79.6%	62.5%	-
		**		**		**		**	**				**			**		**	s		-

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, (10%): a/b, c/d, e/f, g/h/i, j/k,  
l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

Q45. What is the highest grade or level of school that you have completed?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 91  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q45. What is the highest grade or level of school that you have completed?																					
Total Eligible	115	16	94	7	73	4	92	10	27	73	49	62	14	35	80	29	98	17	54	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	109	15	91	7	70	4	90	9	26	71	48	59	13	35	76	28	95	14	54	55	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	6	1	3	-	3	-	2	1	1	2	1	3	1	-	4	1	3	3	-	6	-
8th grade or less	10	1	9	1	5	1	6	-	2	8	7	3	1	6	8	2	7	3	7	3	-
	9.2%	6.7%	9.9%	14.3%	7.1%	25.0%	6.7%	-	7.7%	11.3%	14.6%	5.1%	7.7%	17.1%	10.5%	7.1%	7.4%	21.4%	13.0%	5.5%	-
		**		**		**		**	**		k		**			**		**			-
Some high school, but did not graduate	9	-	9	-	7	1	6	-	-	9	6	3	-	6	6	2	7	2	5	4	-
	8.3%	-	9.9%	-	10.0%	25.0%	6.7%	-	-	12.7%	12.5%	5.1%	-	17.1%	7.9%	7.1%	7.4%	14.3%	9.3%	7.3%	-
		**		**		**		**	**				**			**		**			-
High school graduate or GED	25	8	16	3	15	2	16	4	8	12	7	18	1	6	17	7	19	6	5	20	-
	22.9%	53.3%	17.6%	42.9%	21.4%	50.0%	17.8%	44.4%	30.8%	16.9%	14.6%	30.5%	7.7%	17.1%	22.4%	25.0%	20.0%	42.9%	9.3%	36.4%	-
		**		**		**		**	**			j	**			**		**		R	-
Some college or 2-year degree	37	3	33	1	24	-	36	3	8	25	16	21	6	10	26	8	36	1	21	16	-
	33.9%	20.0%	36.3%	14.3%	34.3%	-	40.0%	33.3%	30.8%	35.2%	33.3%	35.6%	46.2%	28.6%	34.2%	28.6%	37.9%	7.1%	38.9%	29.1%	-
				**		**		**	**				**			**		**			-
4-year college graduate	17	2	14	2	11	-	16	1	4	11	9	8	3	6	12	5	16	1	9	8	-
	15.6%	13.3%	15.4%	28.6%	15.7%	-	17.8%	11.1%	15.4%	15.5%	18.8%	13.6%	23.1%	17.1%	15.8%	17.9%	16.8%	7.1%	16.7%	14.5%	-
		**		**		**		**	**				**			**		**			-
More than 4-year college degree	11	1	10	-	8	-	10	1	4	6	3	6	2	1	7	4	10	1	7	4	-
	10.1%	6.7%	11.0%	-	11.4%	-	11.1%	11.1%	15.4%	8.5%	6.3%	10.2%	15.4%	2.9%	9.2%	14.3%	10.5%	7.1%	13.0%	7.3%	-
		**		**		**		**	**				**			**		**			-
SPHA SUMMARY RATE - High school graduate or less	44	9	34	4	27	4	28	4	10	29	20	24	2	18	31	11	33	11	17	27	-
	40.4%	60.0%	37.4%	57.1%	38.6%	100.0%	31.1%	44.4%	38.5%	40.8%	41.7%	40.7%	15.4%	51.4%	40.8%	39.3%	34.7%	78.6%	31.5%	49.1%	-
		**		**		**		**	**				**			**		**		r	-
SPHA SUMMARY RATE - Some college	37	3	33	1	24	-	36	3	8	25	16	21	6	10	26	8	36	1	21	16	-
	33.9%	20.0%	36.3%	14.3%	34.3%	-	40.0%	33.3%	30.8%	35.2%	33.3%	35.6%	46.2%	28.6%	34.2%	28.6%	37.9%	7.1%	38.9%	29.1%	-
																					-
SPHA SUMMARY RATE - 4-year college graduate or more	28	3	24	2	19	-	26	2	8	17	12	14	5	7	19	9	26	2	16	12	-
	25.7%	20.0%	26.4%	28.6%	27.1%	-	28.9%	22.2%	30.8%	23.9%	25.0%	23.7%	38.5%	20.0%	25.0%	32.1%	27.4%	14.3%	29.6%	21.8%	-
		**		**		**		**	**				**			**		**			-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

Q46. How are you related to the child?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 92  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q46. How are you related to the child?																					
Total Eligible	115	16	94	7	73	4	92	10	27	73	49	62	14	35	80	29	98	17	54	61	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	106	14	89	7	71	4	86	9	24	70	47	56	13	34	73	28	91	15	50	56	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	9	2	5	-	2	-	6	1	3	3	2	6	1	1	7	1	7	2	4	5	-
Mother or father	80	9	70	6	56	3	67	6	19	54	33	45	6	27	56	23	71	9	42	38	-
	75.5%	64.3%	78.7%	85.7%	78.9%	75.0%	77.9%	66.7%	79.2%	77.1%	70.2%	80.4%	46.2%	79.4%	76.7%	82.1%	78.0%	60.0%	84.0%	67.9%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	S	**	-
Grandparent	11	4	6	1	4	1	8	3	1	6	6	5	4	2	7	1	9	2	4	7	-
	10.4%	28.6%	6.7%	14.3%	5.6%	25.0%	9.3%	33.3%	4.2%	8.6%	12.8%	8.9%	30.8%	5.9%	9.6%	3.6%	9.9%	13.3%	8.0%	12.5%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
Aunt or uncle	2	-	2	-	1	-	1	-	-	2	1	1	-	1	1	-	1	1	-	2	-
	1.9%	-	2.2%	-	1.4%	-	1.2%	-	-	2.9%	2.1%	1.8%	-	2.9%	1.4%	-	1.1%	6.7%	-	3.6%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
Older brother or sister	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
Other relative	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
Legal guardian	9	-	8	-	7	-	6	-	2	6	3	5	1	2	6	3	6	3	3	6	-
	8.5%	-	9.0%	-	9.9%	-	7.0%	-	8.3%	8.6%	6.4%	8.9%	7.7%	5.9%	8.2%	10.7%	6.6%	20.0%	6.0%	10.7%	-
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	-
Someone else	4	1	3	-	3	-	4	-	2	2	4	-	2	2	3	1	4	-	1	3	-
	3.8%	7.1%	3.4%	-	4.2%	-	4.7%	-	8.3%	2.9%	8.5%	-	15.4%	5.9%	4.1%	3.6%	4.4%	-	2.0%	5.4%	-
	**	**	**	**	**	**	**	**	**	**	K	**	**	**	**	**	**	**	**	**	-

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

Q47. Did someone help you complete this survey?

WellCare of Nebraska  
2017 CAHPS 5.0H Medicaid Child Survey (5128598)

Table: 93  
Level: Top

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q47. Did someone help you complete this survey?																					
Total Eligible	54 100.0%	5 100.0%	49 100.0%	3 100.0%	35 100.0%	1 100.0%	49 100.0%	4 100.0%	12 100.0%	38 100.0%	18 100.0%	34 100.0%	5 100.0%	13 100.0%	39 100.0%	13 100.0%	50 100.0%	4 100.0%	54 100.0%	- -	- -
Total Valid Responses	53 100.0%	4 100.0%	49 100.0%	3 100.0%	35 100.0%	1 100.0%	48 100.0%	4 100.0%	11 100.0%	38 100.0%	18 100.0%	33 100.0%	5 100.0%	13 100.0%	38 100.0%	13 100.0%	49 100.0%	4 100.0%	53 100.0%	- -	- -
No Answer	1	1	-	-	-	-	1	-	1	-	-	1	-	-	1	-	1	-	1	-	-
Yes	3 5.7%	- **	3 6.1%	- **	1 2.9%	- **	2 4.2%	- **	- **	3 7.9%	2 11.1%	1 3.0%	- **	2 15.4%	3 7.9%	- **	2 4.1%	1 25.0%	3 5.7%	- -	- -
No	50 94.3%	4 100.0%	46 93.9%	3 100.0%	34 97.1%	1 100.0%	46 95.8%	4 100.0%	11 100.0%	35 92.1%	16 88.9%	32 97.0%	5 100.0%	11 84.6%	35 92.1%	13 100.0%	47 95.9%	3 75.0%	50 94.3%	- -	- -

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

Presented by SPH Analytics  
770-978-3173  
2017

Q48. How did that person help you? Mark one or more.

HEALTH PLAN RATING (Q36)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q26)		HEALTH PLAN RATING BY GLOBAL PROP. (Q36)			CONTACT CUSTOMER SERVICE (Q31)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q32)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		PERSONAL DOCTOR (Q15)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometimes	Always/ Usually	Less than 3	3 or More	Yes	No	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T

Q48. How did that person help you? Mark one or more.																					
Total Eligible	3	-	3	-	1	-	2	-	-	3	2	1	-	2	3	-	2	1	3	-	-
	100.0%	-	100.0%	-	100.0%	-	100.0%	-	-	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	100.0%	100.0%	100.0%	-	-
Total Valid Responses	7	-	7	-	2	-	3	-	-	7	3	4	-	3	7	-	3	4	7	-	-
Total Respondents	3	-	3	-	1	-	2	-	-	3	2	1	-	2	3	-	2	1	3	-	-
	100.0%	-	100.0%	-	100.0%	-	100.0%	-	-	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	100.0%	100.0%	100.0%	-	-
Read the questions to me	1	-	1	-	-	-	-	-	-	1	-	1	-	-	1	-	-	1	1	-	-
	33.3%	-	33.3%	-	-	-	-	-	-	33.3%	-	100.0%	-	-	33.3%	-	-	100.0%	33.3%	-	-
											**	**					**	**			
Wrote down the answers I gave	2	-	2	-	1	-	1	-	-	2	1	1	-	1	2	-	1	1	2	-	-
	66.7%	-	66.7%	-	100.0%	-	50.0%	-	-	66.7%	50.0%	100.0%	-	50.0%	66.7%	-	50.0%	100.0%	66.7%	-	-
											**	**				**	**				
Answered the questions for me	1	-	1	-	-	-	-	-	-	1	-	1	-	-	1	-	-	1	1	-	-
	33.3%	-	33.3%	-	-	-	-	-	-	33.3%	-	100.0%	-	-	33.3%	-	-	100.0%	33.3%	-	-
											**	**				**	**				
Translated the questions into my language	3	-	3	-	1	-	2	-	-	3	2	1	-	2	3	-	2	1	3	-	-
	100.0%	-	100.0%	-	100.0%	-	100.0%	-	-	100.0%	100.0%	100.0%	-	100.0%	100.0%	-	100.0%	100.0%	100.0%	-	-
											**	**				**	**				
Helped in some other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
											**	**				**	**				

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, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q, r/s/t

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

## 11. Glossary of Terms

**Accreditation** is an official authorization or designation to an organization determined by a set of industry-derived standards.

**Attributes** are the questions that relate to a specific service area or composite as defined by NCQA.

**Augments** are stratified samples used to target specific responses in a particular segment, such as region, language, or member status. These responses are for internal use only, and are not to be included in the HEDIS® sample or reported to public entities.

**Composites** are the means of the Summary Rates of attributes within a given service area as specified by NCQA. Each composite category represents an overall aspect of plan quality and is comprised of similar questions.

**Confidence level** is the degree of confidence, expressed as a percentage, that a reported number's true value is between the lower and upper specified range.

**Correlation Coefficient** is a statistical measure of how closely two variables or measures are related to each other. Coefficients are usually reported as *r* values.

**Disposition (Disposition Category)** is the final status assignment given to a member record within the sample. The category signifies both the survey administration protocol used to complete the survey (M=Mail, T=Phone, and I=Internet, if applicable) and the status of the record (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, health care, or personal doctor ratings among the plan members as determined by a regression analysis.

**NCQA 1 – 100 Benchmark** is a percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid 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 for Child Medicaid plans is 1,650 in accordance with NCQA protocol. The overall



NCQA target number of complete responses is 411. Therefore, plans may choose to over-sample their population to achieve this target number if necessary.

**Public Report 2017 (Medicaid Child)** is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The benchmark is a collection of CAHPS® 5.0H mean summary ratings for those Medicaid child (Non-CCC and CCC) plans (164 plan-specific samples) choosing to report their scores publicly, in addition to submitting their scores to be compiled anonymously into a Quality Compass® aggregate, or national summary. The scores shown in this report reflect the mean Summary Rates from these plans.

**Quality Compass® 2017 (Medicaid child – All Plans)** data benchmark is a collection of CAHPS® 5.0H mean summary ratings (164 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** (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 option(s) ("Always" and "Usually;" "Yes;" or "8" to "10"). Not all questions are assigned a Summary Rate by NCQA.

**Three-Point Score** is the result of the process of assigning a value of 1, 2, or 3 to each question response category and then computing a numerical average based upon the valid responses for each question. The Three-Point values are assigned to question answer categories as follows:

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

**Trending** is the practice of looking at several years of data in a comparative format to identify trends or common links.

Please refer to the *Technical Notes* for additional information about topics not displayed in this section.

## 12. Appendix A – Question Summaries

The proportion of respondents that fall into each response category for all questions is shown beginning on Page A.1. Benchmark data and trend information are also presented where available.

Not all questions are included in composite calculations. Therefore, the codes found in the following table are used to indicate which attributes are included in the corresponding composite calculations. These codes can be found under their respective question numbers in the charts beginning on Page A.1.

Code	Composites/Measures
GNC	Getting Needed Care
GCQ	Getting Care Quickly
HWDC	How Well Doctors Communicate
CS	Customer Service
SDM	Shared Decision Making
HPE	Health Promotion and Education
CC	Coordination of Care
FOF	Ease of Filling Out Forms

### Charts A.1 – A.10

## Question Summaries

### Urgent and Routine Care

## WellCare of Nebraska

### Medicaid Child CAHPS®

#### 115 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)		Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**							
					2017	2016	2017	2017	2017 to 2016	2017 to SPHA	2017 to 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?	115	<div><div>Yes</div><div>33.9%</div></div>	<div><div>No</div><div>66.1%</div></div>	33.9%	NA	33.9%	35.9%	NA	Not sig.	Not sig.					
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)	38	<div><div>Never</div><div>2.6%</div></div>	<div><div>Sometimes</div><div>18.4%</div></div>	<div><div>Usually</div><div>2.6%</div></div>	<div><div>Always</div><div>76.3%</div></div>	78.9%	NA	90.0%	90.8%	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?	113	<div><div>Yes</div><div>68.1%</div></div>	<div><div>No</div><div>31.9%</div></div>	68.1%	NA	71.7%	73.2%	NA	Not sig.	Not sig.					
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)	76	<div><div>Never</div><div>0.0%</div></div>	<div><div>Sometimes</div><div>6.6%</div></div>	<div><div>Usually</div><div>17.1%</div></div>	<div><div>Always</div><div>76.3%</div></div>	93.4%	NA	86.8%	87.4%	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?	109	<div><div>None</div><div>25.7%</div></div>	<div><div>1 time</div><div>26.6%</div></div>	<div><div>2</div><div>21.1%</div></div>	<div><div>3</div><div>12.8%</div></div>	<div><div>4</div><div>3.7%</div></div>	<div><div>5 to 9</div><div>6.4%</div></div>	<div><div>10 or more times</div><div>3.7%</div></div>	74.3%	NA	75.4%	76.4%	NA	Not sig.	Not sig.

\* The 2017 SPH Analytics (SPH) 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 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 164 Medicaid child (Non-CCC and CCC) plan-specific samples that submitted to NCQA in 2017.

\*\* Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

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

# Question Summaries

## Discussion of Options

WellCare of Nebraska

Medicaid Child CAHPS®

115 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
				2017	2016			2017 to 2016	2017 to SPHA	2017 to All Plans
8 HPE	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)	79	<div> <div>Yes</div> <div>No</div> </div> <div> <div>74.7%</div> <div>25.3%</div> </div>	74.7%	NA	68.4%	71.7%	NA	Not sig.	Not sig.
9	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)	79	<div> <div>Yes</div> <div>No</div> </div> <div> <div>31.6%</div> <div>68.4%</div> </div>	31.6%	NA	29.8%	31.2%	NA	Not sig.	Not sig.
10 SDM	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 Q9)	25	<div> <div>Yes</div> <div>No</div> </div> <div> <div>92.0%</div> <div>8.0%</div> </div>	92.0%	NA	90.6%	91.5%	NA	Unable to Test	Unable to Test
11 SDM	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 Q9)	25	<div> <div>Yes</div> <div>No</div> </div> <div> <div>68.0%</div> <div>32.0%</div> </div>	68.0%	NA	61.6%	64.4%	NA	Not sig.	Not sig.
12 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? (If "1 time" or more in Q7 and "Yes" in Q9)	25	<div> <div>Yes</div> <div>No</div> </div> <div> <div>84.0%</div> <div>16.0%</div> </div>	84.0%	NA	77.6%	78.8%	NA	Not sig.	Not sig.
13	Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months? (If "1 time" or more in Q7)	80	<div> <div>0 - 3</div> <div>4 - 7</div> <div>8 - 10</div> </div> <div> <div>2.5%</div> <div>6.3%</div> <div>91.3%</div> </div>	91.3%	NA	86.9%	86.9%	NA	Not sig.	Not sig.
			<div> <div>0 - 6</div> <div>7 - 8</div> <div>9 - 10</div> </div> <div> <div>5.0%</div> <div>22.5%</div> <div>72.5%</div> </div>	72.5%	NA	69.2%	69.5%	NA	Not sig.	Not sig.
14 GNC	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)	80	<div> <div>Never</div> <div>Sometimes</div> <div>Usually</div> <div>Always</div> </div> <div> <div>2.5%</div> <div>5.0%</div> <div>18.8%</div> <div>73.8%</div> </div>	92.5%	NA	88.9%	89.4%	NA	Not sig.	Not sig.

\* The 2017 SPH Analytics (SPH) 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 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 164 Medicaid child (Non-CCC and CCC) plan-specific samples that submitted to NCQA in 2017.

\*\* Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

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

## Question Summaries

### Your Child's Personal Doctor

**WellCare of Nebraska**

**Medicaid Child CAHPS®**

#### 115 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)							Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
										2017	2016	2017	2017	2017 to 2016	2017 to SPHA	2017 to All Plans
15	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?	115								85.2%	NA	87.9%	88.3%	NA	Not sig.	Not sig.
16	In the last 6 months, how many times did your child visit his or her personal doctor for care? (If "Yes" in Q15)	97								74.2%	NA	78.9%	80.3%	NA	Not sig.	Not sig.
17	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 Q15 and "1 time" or more in Q16)	72								97.2%	NA	94.1%	94.1%	NA	Unable to Test	Unable to Test
18	In the last 6 months, how often did your child's personal doctor listen carefully to you? (If "Yes" in Q15 and "1 time" or more in Q16)	72								95.8%	NA	94.9%	95.1%	NA	Unable to Test	Unable to Test
19	In the last 6 months, how often did your child's personal doctor show respect for what you had to say? (If "Yes" in Q15 and "1 time" or more in Q16)	72								98.6%	NA	96.2%	96.2%	NA	Unable to Test	Unable to Test

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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.

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

## Question Summaries

### Your Child's Personal Doctor (Continued)

### WellCare of Nebraska

### Medicaid Child CAHPS®

#### 115 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)				Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**			
							2017	2016			2017	2017	2017 to 2016	2017 to SPHA
20	Is your child able to talk with doctors about his or her health care? (If "Yes" in Q15 and "1 time" or more in Q16)	71	<div><div>Yes</div><div>69.0%</div></div>	<div><div>No</div><div>31.0%</div></div>			69.0%	NA	69.2%	66.3%	NA	Not sig.	Not sig.	
21	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 Q15, "1 time" or more in Q16, and "Yes" in Q20)	48	<div><div>Never</div><div>2.1%</div></div>	<div><div>Sometimes</div><div>4.2%</div></div>	<div><div>Usually</div><div>18.8%</div></div>	<div><div>Always</div><div>75.0%</div></div>		93.8%	NA	92.9%	92.7%	NA	Unable to Test	Unable to Test
22 HWDC	In the last 6 months, how often did your child's personal doctor spend enough time with your child? (If "Yes" in Q15 and "1 time" or more in Q16)	72	<div><div>Never</div><div>0.0%</div></div>	<div><div>Sometimes</div><div>4.2%</div></div>	<div><div>Usually</div><div>22.2%</div></div>	<div><div>Always</div><div>73.6%</div></div>		95.8%	NA	88.7%	88.9%	NA	Not sig.	Not sig.
23	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 Q15 and "1 time" or more in Q16)	72	<div><div>Yes</div><div>94.4%</div></div>	<div><div>No</div><div>5.6%</div></div>			94.4%	NA	88.8%	89.2%	NA	Not sig.	Not sig.	

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\*\* Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

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## Question Summaries

### Care Coordination

**WellCare of Nebraska**  
**Medicaid Child CAHPS®**

#### 115 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
				2017	2016			2017 to 2016	2017 to SPHA	2017 to All Plans
24	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 Q15 and "1 time" or more in Q16)	72	<div> <div>Yes</div> <div>No</div> </div> <div> <div>41.7%</div> <div>58.3%</div> </div>	41.7%	NA	42.8%	43.3%	NA	Not sig.	Not sig.
25 CC	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 Q15, "1 time" or more in Q16, and "Yes" in Q24)	29	<div> <div>Never</div> <div>Sometimes</div> <div>Usually</div> <div>Always</div> </div> <div> <div>3.4%</div> <div>6.9%</div> <div>31.0%</div> <div>58.6%</div> </div>	89.7%	NA	83.5%	83.3%	NA	Unable to Test	Unable to Test
26	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 Q15)	96	<div> <div>0 - 3</div> <div>4 - 7</div> <div>8 - 10</div> </div> <div> <div>0.0%</div> <div>4.2%</div> <div>95.8%</div> </div>	95.8%	NA	89.6%	89.4%	NA	Above	Above
			<div> <div>0 - 6</div> <div>7 - 8</div> <div>9 - 10</div> </div> <div> <div>2.1%</div> <div>14.6%</div> <div>83.3%</div> </div>	83.3%	NA	76.2%	76.4%	NA	Not sig.	Not sig.

\* The 2017 SPH Analytics (SPH) 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 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 164 Medicaid child (Non-CCC and CCC) plan-specific samples that submitted to NCQA in 2017.

\*\* Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

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



# Question Summaries

## Access to Specialist

WellCare of Nebraska

Medicaid Child CAHPS®

115 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
				2017	2016	2017	2017	2017 to 2016	2017 to SPHA	2017 to All Plans
27	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?	115	<div> <div>Yes</div> <div>No</div> </div> <div> <div>17.4%</div> <div>82.6%</div> </div>	17.4%	NA	22.1%	22.6%	NA	Not sig.	Not sig.
28 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? (If "Yes" in Q27)	20	<div> <div>Never</div> <div>Sometimes</div> <div>Usually</div> <div>Always</div> </div> <div> <div>0.0%</div> <div>25.0%</div> <div>25.0%</div> <div>50.0%</div> </div>	75.0%	NA	78.9%	80.2%	NA	Unable to Test	Unable to Test
29	How many specialists has your child seen in the last 6 months? (If "Yes" in Q27)	19	<div> <div>None</div> <div>1 specialist</div> <div>2</div> <div>3</div> <div>4</div> <div>5 or more specialists</div> </div> <div> <div>10.5%</div> <div>63.2%</div> <div>15.8%</div> <div>5.3%</div> <div>0.0%</div> <div>5.3%</div> </div>	89.5%	NA	93.7%	93.3%	NA	Unable to Test	Unable to Test
30	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 Q27 and "1 specialist" or more in Q29)	16	<div> <div>0 - 3</div> <div>4 - 7</div> <div>8 - 10</div> </div> <div> <div>0.0%</div> <div>6.3%</div> <div>93.8%</div> </div>	93.8%	NA	86.4%	87.2%	NA	Unable to Test	Unable to Test
			<div> <div>0 - 6</div> <div>7 - 8</div> <div>9 - 10</div> </div> <div> <div>0.0%</div> <div>43.8%</div> <div>56.3%</div> </div>	56.3%	NA	72.2%	73.8%	NA	Unable to Test	Unable to Test

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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.

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

## Question Summaries

### Customer Service

**WellCare of Nebraska**  
**Medicaid Child CAHPS®**

#### 115 Total Respondents

Total Respondents													
Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)				Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
							2017	2016	2017	2017	2017 to 2016	2017 to SPHA	2017 to All Plans
31	In the last 6 months, did you get information or help from customer service at your child's health plan?	111	<div><div>Yes</div><div>44.1%</div></div>	<div><div>No</div><div>55.9%</div></div>		44.1%	NA	33.9%	32.3%	NA	Above	Above	
32 CS	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 Q31)	49	<div><div>Never</div><div>10.2%</div></div>	<div><div>Sometimes</div><div>18.4%</div></div>	<div><div>Usually</div><div>24.5%</div></div>	<div><div>Always</div><div>46.9%</div></div>	71.4%	NA	83.5%	82.5%	NA	Below	Below
33 CS	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 Q31)	47	<div><div>Never</div><div>2.1%</div></div>	<div><div>Sometimes</div><div>2.1%</div></div>	<div><div>Usually</div><div>21.3%</div></div>	<div><div>Always</div><div>74.5%</div></div>	95.7%	NA	93.9%	93.6%	NA	Unable to Test	Unable to Test
34	In the last 6 months, did your child's health plan give you any forms to fill out?	112	<div><div>Yes</div><div>33.0%</div></div>	<div><div>No</div><div>67.0%</div></div>		33.0%	NA	31.7%	29.1%	NA	Not sig.	Not sig.	
35 FOF	In the last 6 months, how often were the forms from your child's health plan easy to fill out?	109	<div><div>Never</div><div>1.8%</div></div>	<div><div>Sometimes</div><div>1.8%</div></div>	<div><div>Usually</div><div>15.6%</div></div>	<div><div>Always***</div><div>80.7%</div></div>	96.3%	NA	94.4%	94.8%	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 Q34 are included in "Always" of Q35, per NCQA, Volume 3, HEDIS 2017 CAHPS® 5.0H guidelines.

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## Question Summaries

### Rating of Health Plan and Health Status

**WellCare of Nebraska**  
**Medicaid Child CAHPS®**

115 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
				2017	2016			2017 to 2016	2017 to SPHA	2017 to All Plans
36	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?	110	<div> <div>0 - 3</div> <div>4 - 7</div> <div>8 - 10</div> </div> <div> <div>3.6%</div> <div>10.9%</div> <div>85.5%</div> </div>	85.5%	NA	86.1%	86.0%	NA	Not sig.	Not sig.
			<div> <div>0 - 6</div> <div>7 - 8</div> <div>9 - 10</div> </div> <div> <div>9.1%</div> <div>24.5%</div> <div>66.4%</div> </div>	66.4%	NA	70.8%	71.0%	NA	Not sig.	Not sig.
37	In general, how would you rate your child's overall health?	114	<div> <div>Excellent</div> <div>Very good</div> <div>Good</div> <div>Fair</div> <div>Poor</div> </div> <div> <div>46.5%</div> <div>36.0%</div> <div>15.8%</div> <div>1.8%</div> <div>0.0%</div> </div>	82.5%	NA	74.5%	74.9%	NA	Not sig.	Not sig.
38	In general, how would you rate your child's overall mental or emotional health?	114	<div> <div>Excellent</div> <div>Very good</div> <div>Good</div> <div>Fair</div> <div>Poor</div> </div> <div> <div>43.0%</div> <div>32.5%</div> <div>21.1%</div> <div>3.5%</div> <div>0.0%</div> </div>	75.4%	NA	73.7%	73.2%	NA	Not sig.	Not sig.

\* The 2017 SPH Analytics (SPH) 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 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 164 Medicaid child (Non-CCC and CCC) plan-specific samples that submitted to NCQA in 2017.

\*\* Significance Testing - "Sig. decrease"/"Below" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

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## Question Summaries

### Child Demographics

**WellCare of Nebraska**

**Medicaid Child CAHPS®**

#### 115 Total Respondents

Q#	Survey Item	Valid n	Category Responses			
39	What is your child's age?	109	<u>0 - 4</u> 25.7%	<u>5 - 8</u> 18.3%	<u>9 - 13</u> 20.2%	<u>14 or older</u> 35.8%
40	Is your child male or female?	111	<u>Male</u> 49.5%	<u>Female</u> 50.5%		
41	Is your child of Hispanic or Latino origin or descent?	107	<u>Yes, Hispanic or Latino</u> 20.6%	<u>No, not Hispanic or Latino</u> 79.4%		
42	What is your child's race? Mark one or more.	108	<u>White</u> 64.8%	<u>Black or African-American</u> 17.6%	<u>Asian</u> 10.2%	<u>Native Hawaiian or other Pacific Islander</u> 3.7%
					<u>American Indian or Alaska Native</u> 14.8%	<u>Other</u> 15.7%

Note: The base for Q42 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 CAHPS®**

115 Total Respondents

Q#	Survey Item	Valid n	Category Responses						
43	What is your age?	109	<u>24 or younger</u> 10.1%	<u>25 - 34</u> 26.6%	<u>35 - 44</u> 33.0%	<u>45 - 54</u> 13.8%	<u>55 - 64</u> 9.2%	<u>65 - 74</u> 6.4%	<u>75 or older</u> 0.9%
44	Are you male or female?	110	<u>Male</u> 29.1%	<u>Female</u> 70.9%					
45	What is the highest grade or level of school that you have completed?	109	<u>8th grade or less</u> 9.2%	<u>Some high school but did not graduate</u> 8.3%	<u>High school graduate or GED</u> 22.9%	<u>Some college or 2-year degree</u> 33.9%	<u>4-year college graduate</u> 15.6%	<u>More than 4-year college degree</u> 10.1%	
46	How are you related to the child?	106	<u>Mother or father</u> 75.5%	<u>Grandparent</u> 10.4%	<u>Aunt or uncle</u> 1.9%	<u>Older brother or sister</u> 0.0%	<u>Other relative</u> 0.0%	<u>Legal guardian</u> 8.5%	<u>Someone else</u> 3.8%
47	Did someone help you complete this survey?	53	<u>Yes</u> 5.7%	<u>No</u> 94.3%					
48	How did that person help you? Mark one or more. (If Mail or Internet survey and "Yes" in Q47)	3	<u>Read the questions to me</u> 33.3%	<u>Wrote down the answers I gave</u> 66.7%	<u>Answered the questions for me</u> 33.3%	<u>Translated the questions into my language</u> 100.0%	<u>Helped in some other way</u> 0.0%		

Note: The base for Q48 is the total number of respondents. Members were allowed to choose more than one option; therefore, the sum of all figures may equal more than 100%.

# Quality Improvement Consulting

## SPH Analytics Can Help You Identify Opportunities to Improve Performance

SPH Analytics' Quality Consulting Services help evaluate initiatives for potential improvement based on the survey data provided and best industry practices through consultation with your organization's team members. An in-depth analysis can help organizations identify strengths and weaknesses, as well as opportunities to improve performance.

### Harnessing the Power of Information

SPHA Consulting Services help organizations develop initiatives and solutions for improved performance, patient/member satisfaction, and improvement in scores and ratings.

### Action Plans for Improvement

SPHA consultants work with you to develop action plans for improvement. Our experienced consultants have extensive backgrounds in quality improvement, healthcare research, and program evaluation and development. Consultants have worked with and for leading healthcare organizations to implement process improvements and strategic initiatives.

### Stars/Scores Improvement

We understand Star Ratings and scores improvement is important to your organization. As a leader in healthcare transformation, SPHA helps you evaluate your organization's performance to develop a realistic plan for improvement. SPHA looks beyond typical measures to help you gain a more meaningful understanding of patient and member sentiment. SPHA consultants help guide your performance improvement initiatives.

The answers are not always easy to find. However, there are steps you can take to bring you closer to your goals. SPHA's knowledgeable consultants help you develop plans that empower long-term success in the rapidly changing healthcare environment.



#### Benefits of SPHA's Consulting Services:

- Gain insight and information based on overall findings
- Examine organizational strengths and weaknesses and their impact on performance
- Identify common themes, best practices, and calls to action
- Develop action plans for improvement
- Improve ratings and scores

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