

VIRGINIA MEDICAID Fee-For-Service

CAHPS® 2010 4.0H Child Medicaid (with Children with Chronic Conditions) Survey Results

Final Report

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Executive Summary

In 2010, the Delmarva Foundation for Medical Care, Inc. commissioned WB&A Market Research (WB&A), a National Committee for Quality Assurance (NCQA) certified survey vendor, to conduct the Consumer Assessment of Healthcare Providers and Systems (CAHPS®¹) 4.0H Child Medicaid Survey with Children with Chronic Conditions (CCC) Measurement Set on behalf of the Commonwealth of Virginia Department of Medical Assistance Services.

This survey was administered to parents/guardians of child members 17 years of age and younger enrolled in Virginia Medicaid's Fee-for-Service (FFS) delivery system via a mixed methodology (mail with telephone follow-up).

- Within this study the "General Population" refers to children with Medicaid. In addition, though small, the CHIP population is included in Medicaid for the purposes of this survey.
- A child with a chronic condition, included in the survey, refers to a child who currently experiences a consequence associated with a condition. The consequence results from a medical/behavioral/health condition and the duration of the condition is expected to be at least twelve (12) months.

Of the 4,000 surveys mailed, a total of 1,965 valid surveys were completed between March and June 2010. Specifically, 1,540 were returned by mail and 425 were conducted via the telephone. The overall response rate for 2010 was 51%.

Where appropriate, comparisons are made to a similar survey conducted among Virginia Medicaid's Managed Care Organization child members (MCO members).

KEY FINDINGS FROM THE 2010 CAHPS® 4.0H CHILD MEDICAID SURVEY (WITH CCC MEASUREMENT SET)

Overall Ratings

- There are four overall ratings questions asked in the Child Medicaid CAHPS® 4.0H Survey (with CCC Measurement Set) that use a scale of “0 to 10”, where a “0” represents the worst possible and a “10” represents the best possible: Rating of “Personal Doctor” (Q39)¹, “Specialist Seen Most Often” (Q46), “Health Care” (Q13) and “Medicaid/FAMIS Plan” (Q54). The Summary Rate for these questions represents the percentage of members who rated the question an 8, 9 or 10.

General Population

- Virginia Medicaid’s FFS delivery system received positive satisfaction ratings from about eight in ten parents/guardians regarding their child’s Personal Doctor (83%, lower than 85% among MCO members), Specialist (81%), Medicaid/FAMIS Plan overall (79%, lower than 85% among MCO members) and Health Care overall (79%, lower than 83% among MCO members).

Overall Ratings	FFS (Summary Rate - 8, 9, 10)	MCO (Summary Rate - 8, 9, 10)
Personal Doctor	83%↓	85%
Specialist	81%	83%
Medicaid/FAMIS Plan	79%↓	85%
Health Care	79%↓	83%

Children with Chronic Conditions

- Virginia Medicaid’s FFS delivery system received positive satisfaction ratings from about three-fourths or more parents/guardians of children with chronic conditions regarding their child’s Personal Doctor (84%), Health Care overall (80%), Specialist (79%) and Medicaid/FAMIS Plan overall (74%, lower than 81% among MCO members).

Overall Ratings	FFS (Summary Rate - 8, 9, 10)	MCO (Summary Rate - 8, 9, 10)
Personal Doctor	84%	84%
Health Care	80%	79%
Specialist	79%	82%
Medicaid/FAMIS Plan	74%↓	81%

Arrows (↑,↓) indicate that the particular measure is performing statistically better or worse among FFS members as compared to MCO members.

Composite Measures

- Composite measures assess results for main issues/areas of concern. These composite measures are derived by combining survey results of similar questions.

General Population

- Virginia Medicaid's FFS delivery system received the highest ratings among their child members on the following composite measures:
 - Shared Decision-Making (94% Summary Rate – *Definitely/Somewhat Yes*);
 - How Well Doctors Communicate (93% Summary Rate – *Always/Usually*); and
 - Getting Care Quickly (91% Summary Rate – *Always/Usually*, higher than 86% among MCO members).
- On the other hand, the survey shows that the FFS delivery system received the lowest ratings from their child members on the following composites: “Health Promotion and Education” (60% Summary Rate – *Always/Usually*, lower than 64% among MCO members) and “Customer Service” (69% Summary Rate – *Always/Usually*, lower than 85% among MCO members).

Composite Measures	FFS (Summary Rate - <i>Always/Usually</i> or <i>Definitely/Somewhat Yes</i>)	MCO (Summary Rate - <i>Always/Usually</i> or <i>Definitely/Somewhat Yes</i>)
Shared Decision-Making	94%	93%
How Well Doctors Communicate	93%	91%
Getting Care Quickly	91%↑	86%
Getting Needed Care	84%	82%
Coordination of Care	80%	76%
Customer Service	69%↓	85%
Health Promotion and Education	60%↓	64%

Arrows (↑,↓) indicate that the particular measure is performing statistically better or worse among FFS members as compared to MCO members.

Composite Measures (continued)

Children with Chronic Conditions

- Virginia Medicaid’s FFS delivery system received the highest ratings among their child members with chronic conditions on the following composite measures:
 - Shared Decision-Making (95% Summary Rate – *Definitely/Somewhat Yes*, higher than 92% among MCO members);
 - How Well Doctors Communicate (94% Summary Rate – *Always/Usually*); and
 - Getting Care Quickly (92% Summary Rate – *Always/Usually*).
- On the other hand, the survey shows that the FFS delivery system received the lowest ratings from their child members with chronic conditions on the following composites: “Health Promotion and Education” (62% Summary Rate – *Always/Usually*, lower than 71% among MCO members) and “Customer Service” (62% Summary Rate – *Always/Usually*, lower than 83% among MCO members).

Composite Measures	FFS (Summary Rate - <i>Always/Usually</i> or <i>Definitely/Somewhat Yes</i>)	MCO (Summary Rate - <i>Always/Usually</i> or <i>Definitely/Somewhat Yes</i>)
Shared Decision-Making	95%↑	92%
How Well Doctors Communicate	94%	92%
Getting Care Quickly	92%	90%
Getting Needed Care	81%	81%
Coordination of Care	79%	79%
Customer Service	62%↓	83%
Health Promotion and Education	62%↓	71%

Arrows (↑,↓) indicate that the particular measure is performing statistically better or worse among FFS members as compared to MCO members.

Composite Measures (continued)

Children with Chronic Conditions (continued)

- In addition to the aforementioned standard CAHPS® composite measures, five additional composite measures are collected and calculated with regard to the population of Children with Chronic Conditions. These results are listed in the table below.

Additional CCC Composite Measures	FFS (Summary Rate - Always/Usually or Yes)	MCO (Summary Rate - Always/Usually or Yes)
Family Centered Care: Getting Needed Information	90%	88%
Family Centered Care: Personal Doctor Who Knows Child	89%	88%
Access to Prescription Medicine	89%	87%
Access to Specialized Services	75%	77%
Coordination of Care for Children with Chronic Conditions	72%	78%

Noteworthy Findings and Conclusions/Recommendations

- The findings obtained from the CAHPS® 4.0H Child Medicaid Survey (with CCC Measurement Set) allows Virginia Medicaid's FFS delivery system to measure how well they are meeting their child members' expectations and needs. Further analysis of the survey results can illustrate potential areas of opportunity for improvement and ultimately increase the quality of care that child members receive.
- How parents/guardians rate their child's Medicaid/FAMIS Plan and Health Care overall is an important indicator of quality. It is important to understand what is driving child members' overall rating of their Medicaid/FAMIS Plan and the Health Care they receive.
- A regression analysis was performed in 2010 to determine which composite measures had a significant impact on FFS members' overall rating of their Medicaid/FAMIS Plan and Health Care.
 - Correlation analysis was then conducted between each survey question that comprises the composite measures (attributes) and the overall rating of their Medicaid/FAMIS Plan (Q54) and Health Care (Q13). As a result, the FFS delivery system can ascertain which attributes have the greatest impact on members' overall ratings of their Medicaid/FAMIS Plan and Health Care and ultimately determine where to direct quality improvement efforts.

Relationship with Rating of Medicaid/FAMIS Plan

- Based on the 2010 findings, there are two composite measures that have the most significant impact on FFS members' rating of their Medicaid/FAMIS Plan overall – “Customer Service” and “Getting Needed Care”.
- The attribute “Got the care, tests or treatment for your child that you thought necessary” is identified as a key driver that has a stronger impact on child members' satisfaction with their Medicaid/FAMIS Plan overall where they gave the FFS delivery system only moderate ratings (Summary Rate is 80%-89%).
 - This attribute should be considered a priority area for the FFS delivery system. If ratings of this attribute are improved, it could have a positive impact on child members' rating of their Medicaid/FAMIS Plan overall.
- The attributes “Treated with courtesy and respect by customer service staff” and “Received information or help needed from customer service” are areas that have a moderate impact on child members' satisfaction with their Medicaid/FAMIS Plan overall and where they gave the FFS delivery system lower ratings (Summary Rate is less than 80%). Some effort should also be directed to improving these attributes.

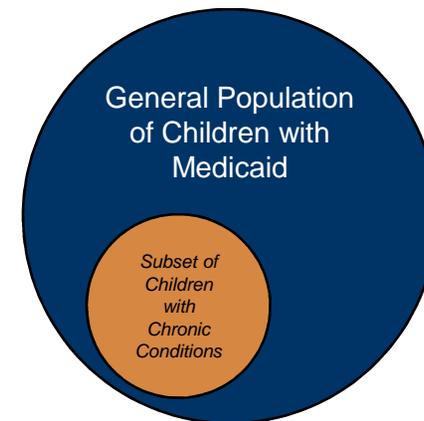
Relationship with Rating of Health Care

- Based on the 2010 findings, the “How Well Doctors Communicate” and “Shared Decision-Making” composite measures are identified as having the most significant impact on FFS members’ rating of their Health Care overall.
- There are four attributes that are identified as key drivers that have a stronger impact on members’ satisfaction with their Health Care overall where they gave the FFS delivery system higher ratings (Summary Rate is at least 90%). These attributes should be considered *driving strengths* of the FFS delivery system: “Doctor listened carefully to you”, “Doctor explained things in a way you could understand”, “Doctor showed respect for what you had to say” and “Doctor spent enough time with your child”.
- There are no attributes that are considered *unmet needs* in terms of being priorities for improving member satisfaction with their Health Care overall.

***Background, Purpose and
Research Approach***

Background and Purpose

- In 2010, the Delmarva Foundation for Medical Care, Inc. commissioned WB&A Market Research to conduct its Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 4.0H Child Medicaid Survey (with CCC Measurement Set) on behalf of the Commonwealth of Virginia Department of Medical Assistance Services. The CAHPS® program is funded and administered by the U.S. Agency for Healthcare Research and Quality (AHRQ), and is an industry standard for assessing customer satisfaction for health care delivery. This survey was administered to parents/guardians of child members 17 years of age and younger enrolled in Virginia Medicaid's Fee-for-Service (FFS) delivery system.
 - Within this report there are two separate sets of results: one for the General Population of children with Medicaid and one for Children with Chronic Conditions.
 - The General Population includes all child members who were randomly selected for the CAHPS® 4.0H Child Medicaid Survey during sampling, whereas Children with Chronic Conditions are a subset of the General Population. These two data sets are not mutually exclusive groups. For example, if a child member is randomly selected for the CAHPS® 4.0H Child Medicaid Survey sample and is identified as having a chronic condition based on responses to the CCC survey-based screening tool, the member is included in General Population and CCC results.
- The CAHPS® 4.0H Survey measures those aspects of care for which members are the best and/or the only source of information. From this survey, members' ratings of and experiences with the medical care they receive can be determined. Based on members' health care experiences, potential opportunities for improvement are identified.
- Specifically, the results obtained from this consumer survey will allow Virginia Medicaid to determine how well they are meeting their FFS child members' expectations, provide feedback to improve quality of care, encourage accountability and develop action to improve child members' quality of care.
- Results from the CAHPS® 4.0H Survey summarize member satisfaction through ratings, composites and question Summary Rates.
 - In general, Summary Rates represent the percentage of respondents who chose the most positive response categories as specified by the National Committee for Quality Assurance (NCQA).



Background and Purpose (continued)

- Topics in the CAHPS® 4.0H Child Medicaid Survey (with CCC Measurement Set) include:
 - Overall Ratings of Personal Doctor, Specialist, Health Care and Medicaid/FAMIS Plan
 - Getting Needed Care
 - Getting Care Quickly
 - How Well Doctors Communicate
 - Customer Service
 - Shared Decision-Making
 - Health Promotion and Education
 - Coordination of Care
- Additional topics included in the survey for Children with Chronic Conditions are listed below. These areas summarize satisfaction with basic components of care essential for successful treatment, management and support of children with chronic conditions.
 - Access to Prescription Medicine
 - Access to Specialized Services
 - Family Centered Care: Personal Doctor Who Knows Child
 - Family Centered Care: Getting Needed Information
 - Coordination of Care for Children with Chronic Conditions

Research Approach and Response Rate

- Child members from Virginia Medicaid's FFS delivery system participated in this research.
- WB&A administered a mixed-methodology which involved mail with telephone follow-up. The surveys were conducted by proxy, that is, with the parent/guardian who knows the most about the sampled child's health care.
 - Specifically, two questionnaire packages and follow-up postcards were sent to eligible child members from Virginia Medicaid's FFS delivery system with "Return Service Requested" and WB&A's toll-free number included. The mail materials also included a toll-free number for Spanish-speaking members to complete the survey over the telephone. Those who did not respond by mail were contacted by telephone to complete the survey. During the telephone follow-up, members had the option to complete the survey in either English or Spanish.
- To qualify, child Medicaid members had to be 17 years of age or younger, as well as continuously enrolled in the FFS delivery system for five of the last six months as of the last day of the measurement year (December 31, 2009).
- In total, WB&A mailed surveys to 4,000 child members of Virginia Medicaid's FFS delivery system. WB&A collected 1,965 valid surveys between March and June 2010, yielding a response rate of 51%. Of the 1,965 valid surveys received, 1,540 were returned by mail and 425 were conducted via telephone.
 - The CCC population is identified based on members' responses to the CCC survey-based screening tool (questions 59 to 72), which contains five sets of questions representing five different health consequences; four are three-part questions and one is a two-part question. A child member is identified as having a chronic condition if all parts of the question for at least one of the specific health consequences are answered "Yes".
 - It is important to note that the General Population data set and CCC data set are not mutually exclusive groups. For example, if a child member is randomly selected for the CAHPS® Child Survey sample and is identified as having a chronic condition based on responses to the CCC survey-based screening tool, the member is included in both the General Population and Children with Chronic Conditions results.
 - Overall, 873 of the 1,965 FFS delivery system child members surveyed qualified as being children with chronic conditions based on the parent's/guardian's responses to the CCC survey-based screening tool.

Research Approach and Response Rate (continued)

- Ineligible child members included those who were deceased, did not meet eligible population criteria, or had a language barrier. Non-respondents included those who had refused to participate, could not be reached due to a bad address or telephone number, did not complete the survey or were unable to be contacted during the survey time period.
- The table below shows the total number of child members that fell into each disposition category.

Disposition Group	Disposition Category	Number
Ineligible	Deceased (M20/T20)	1
	Does not meet eligibility criteria (M21/T21)	96
	Language barrier (M22/T22)	31
	Total Ineligible	128
Non-Response	Bad address/phone (M23/T23)	757
	Refusal (M32/T32)	122
	Maximum attempts made (M33/T33)*	1,028
	Total Non-Response	1,907

*Maximum attempts made include two survey mailings and an average of six call attempts.

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

$$\frac{\text{Completed surveys (mail + phone)}}{\text{Sample size - Ineligible surveys}} = \text{Response Rate}$$

$$\frac{1,965}{4,000 - 128} = 51\%$$

How to Read and Interpret the Results

- This report includes the results of the CAHPS® 4.0H Child Medicaid Survey questions about child members' experiences with their Medicaid Fee-for-Service plan and the medical care they received.
- Results are shown based on the type of question asked and/or the content of the question:
 - Results from "Yes-No" questions asked members whether they had a particular experience in the previous six months.
 - Results from questions based on how often respondents had certain experiences used the scale of "Always, Usually, Sometimes or Never".
 - Results from composite scores were derived by combining the results for several questions that asked how often respondents had certain experiences using the scale of "Always, Usually, Sometimes or Never"; or whether respondents had certain experiences using the scale of "Definitely No, Somewhat No, Somewhat Yes or Definitely Yes". The composite scores measure main issues of concern (e.g., "Getting Needed Care", "Getting Care Quickly", "How Well Doctors Communicate", "Customer Service", "Shared Decision-Making", etc.).
 - Results from rating questions asked members to give their overall rating on a "0 to 10" scale, where a "0" means the worst possible and a "10" means the best possible.
- Throughout this report, results are shown as "Summary Rates". Summary Rates represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.
- For the purposes of brevity, the use of the letter "Q" throughout this report represents the word "Question." For instance "Q39" means "Question 39."
- Within the report, comparisons to the survey conducted among Virginia Medicaid's Managed Care Organization child members (MCO members) have been made only when significant differences (at the 95% confidence level) are present. Arrows (↑,↓) indicate that the particular variable is performing statistically better or worse among FFS members as compared to MCO members. Therefore, if no arrows are present then the 2010 FFS survey results are relatively consistent with what was seen among the MCOs.
- Caution should be taken when evaluating data with a small base (n<35) due to the high level of sampling error around the data.
- Percentages do not always add up to 100% due to rounding.

Profile of Child Members Surveyed

General Population of Children with Medicaid

Child Members:

- The average age is 9 years old (higher than the average of 8 years old among MCO members).
- 53% are male, 47% are female (compared to 50% male, 50% female among MCO members).
- 93% of parents/guardians reported their child to be in excellent, very good or good health (lower than 96% among MCO members).
- 74% are White/Caucasian (higher than 40% among MCO members); 24% are Black/African American (AA) (lower than 46% among MCO members).*

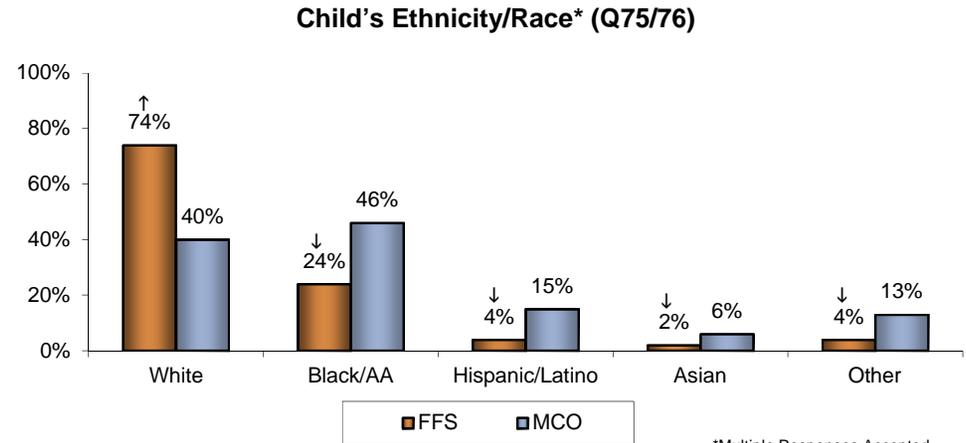
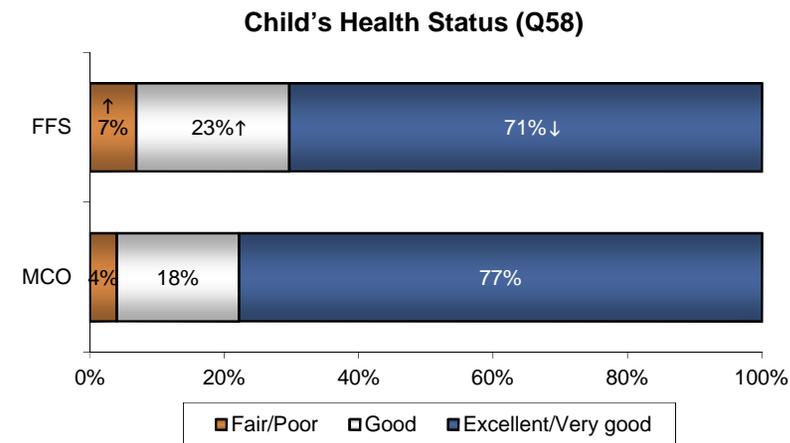
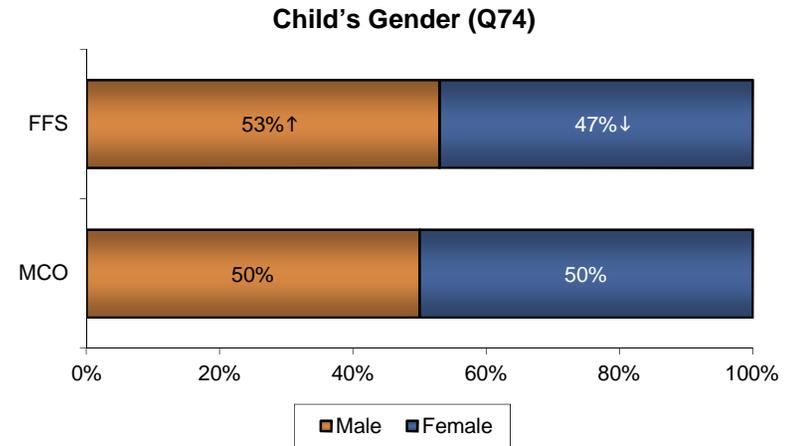
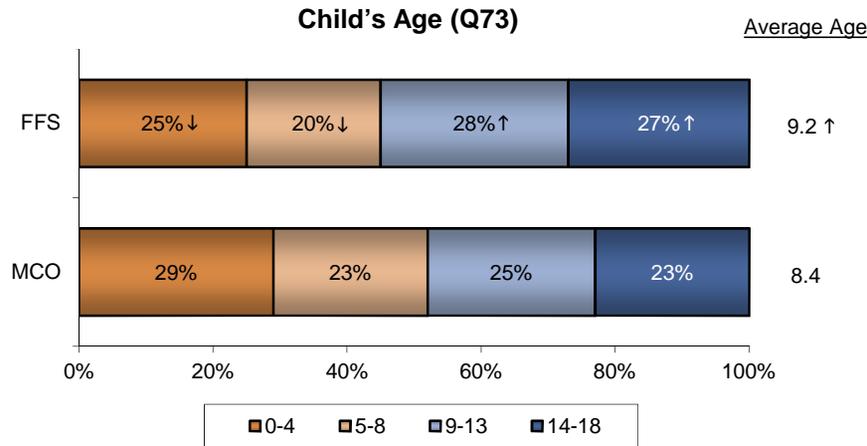
Parents/Guardians Surveyed (responding for their child):

- The average age of parents/guardians is 39 years old (higher than the average of 35 years old among MCO members).
- 89% are female.
- 52% of parents/guardians have a high school education or less (lower than 59% among MCO members).
- 84% report being the child's mother or father (lower than 87% among MCO members).

**Respondents could identify more than one racial/ethnic group.*

Child Member Profile – General Population

↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

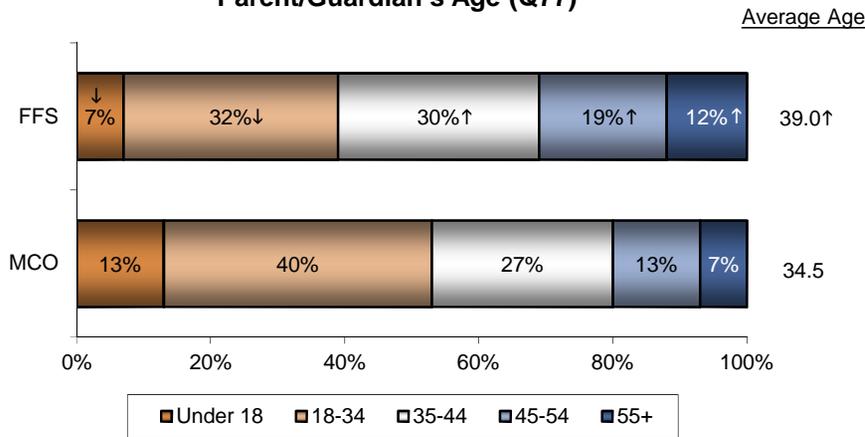


*Multiple Responses Accepted

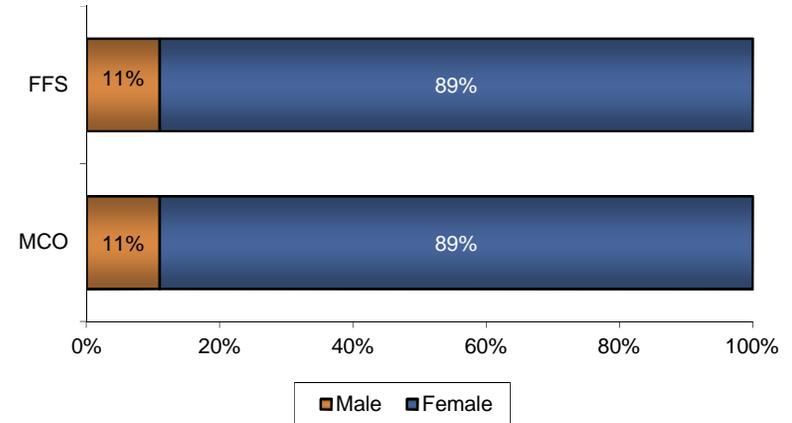
Parent/Guardian Profile – General Population

↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

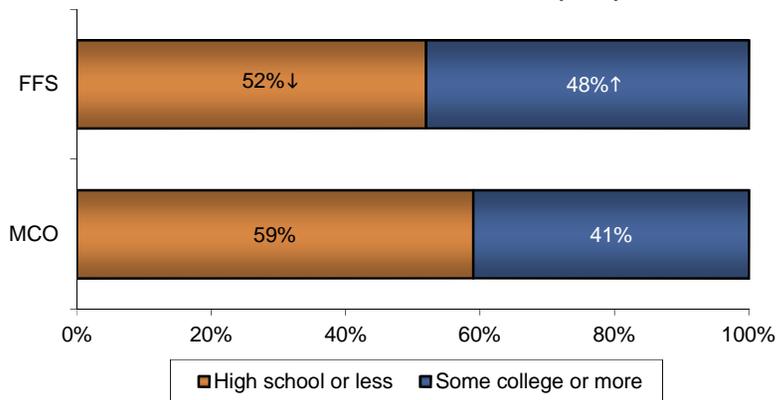
Parent/Guardian's Age (Q77)



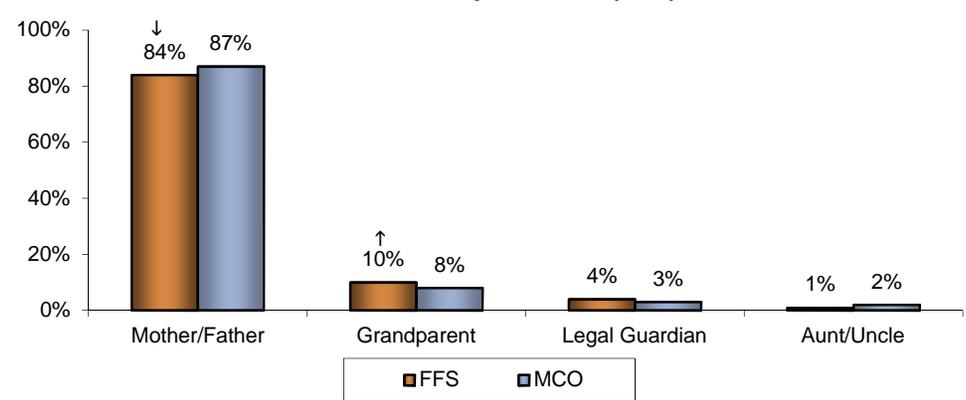
Parent/Guardian's Gender (Q78)



Parent/Guardian's Education (Q79)



Relationship to Child* (Q80)



*Top Mentions

Children with Chronic Conditions

Child Members:

- The average age is 10 years old.
- 58% are male, 42% are female.
- 88% are reported to be in excellent, very good or good health.
- 74% are White/Caucasian (higher than 44% among MCO members); 24% are Black/African American (AA) (lower than 50% among MCO members).*

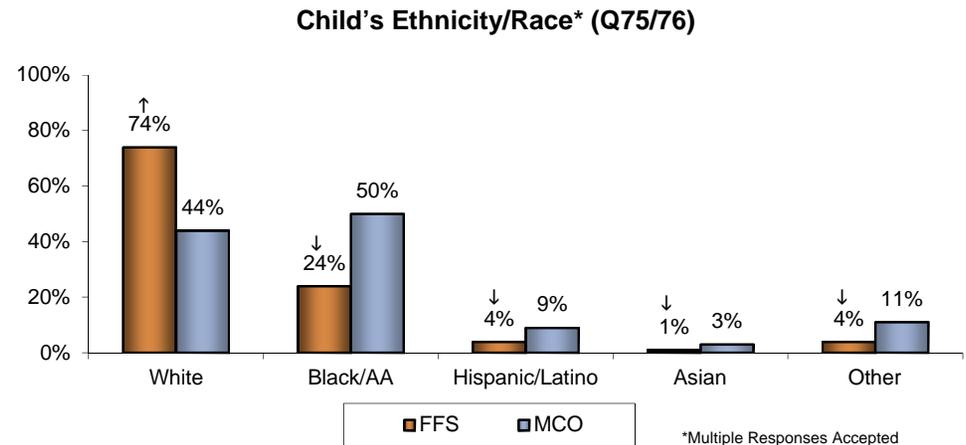
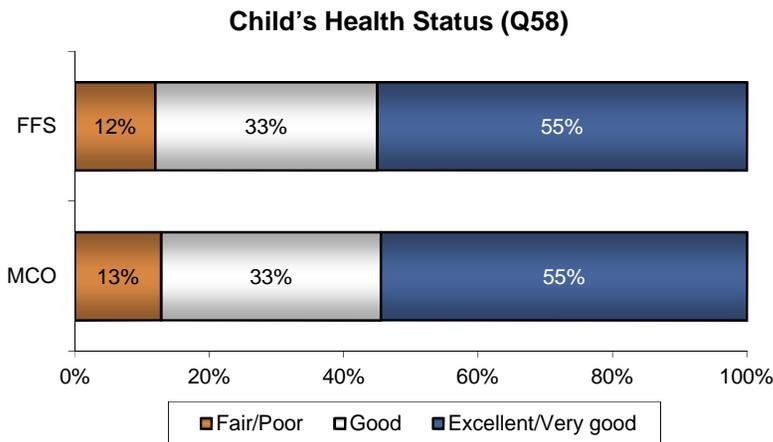
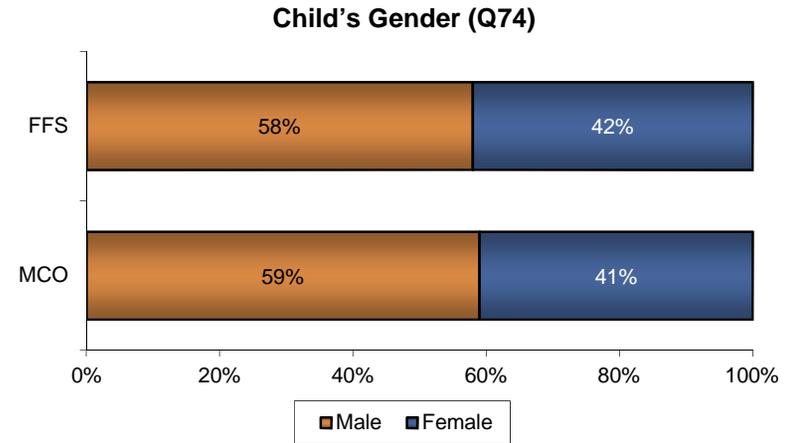
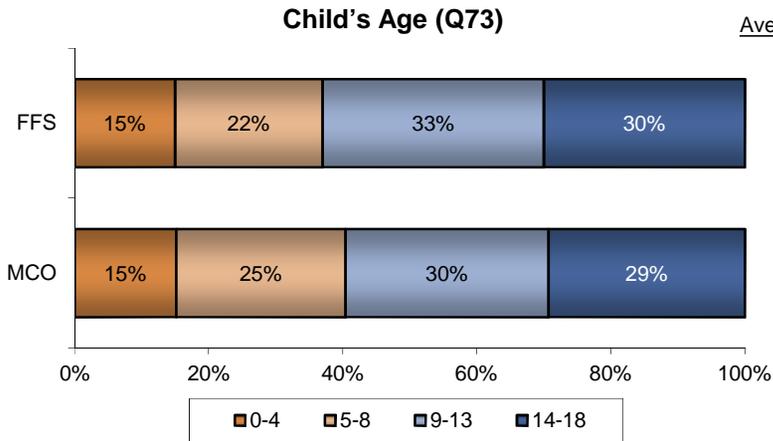
Parents/Guardians Surveyed (responding for their child):

- The average age of parents/guardians is 41 years old (higher than the average of 37 years old among MCO members).
- 89% are female.
- 45% of parents/guardians have a high school education or less (lower than 60% among MCO members).
- 83% report being the child's mother or father (higher than 79% among MCO members).

**Respondents could identify more than one racial/ethnic group.*

Child Member Profile – Children with Chronic Conditions

↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

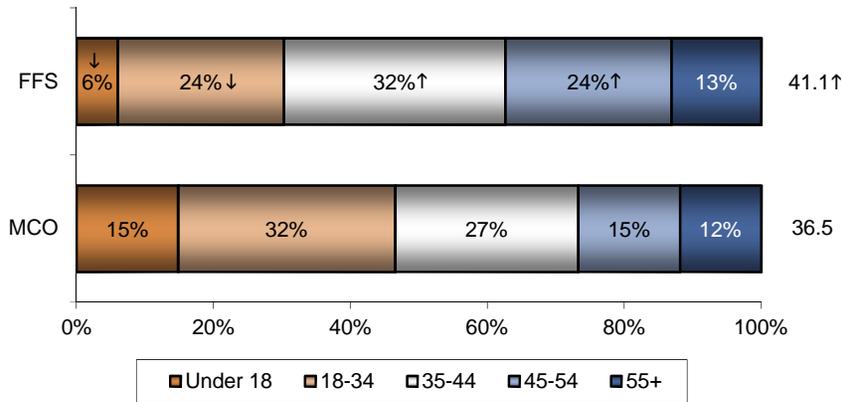


Parent/Guardian Profile – Children with Chronic Conditions

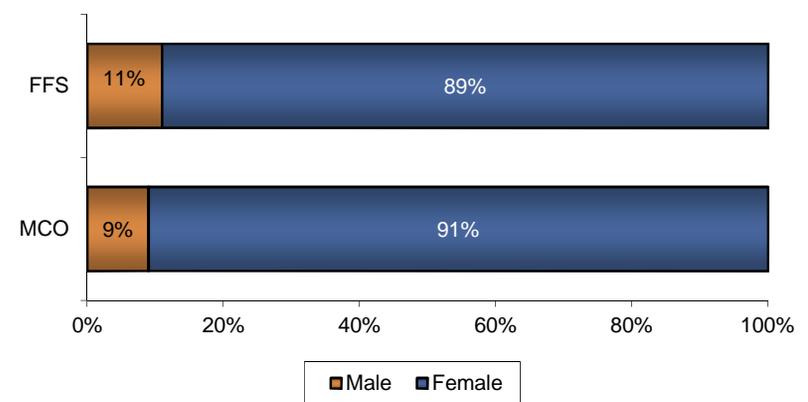
↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

Parent/Guardian's Age (Q77)

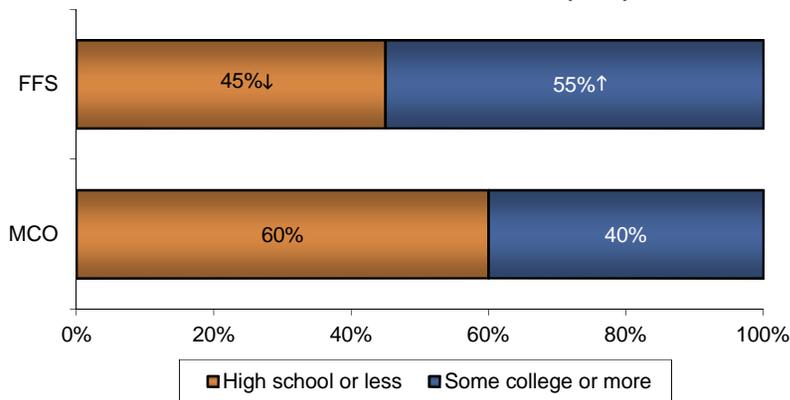
Average Age



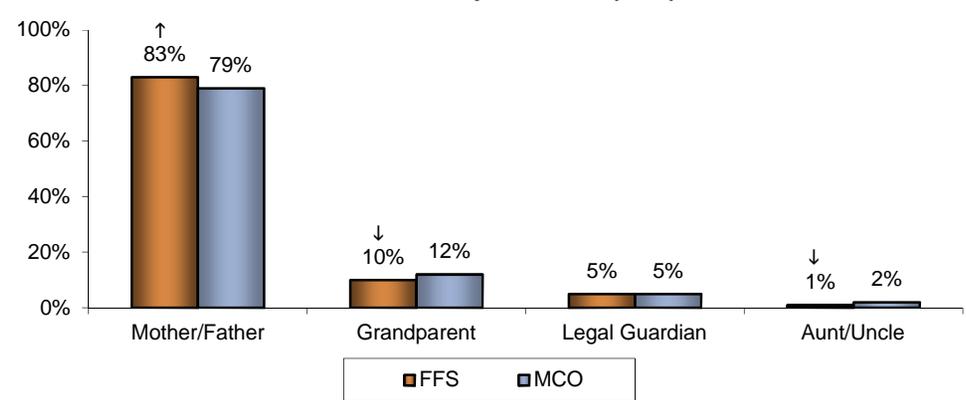
Parent/Guardian's Gender (Q78)



Parent/Guardian's Education (Q79)



Relationship to Child* (Q80)



*Top Mentions

Survey Results

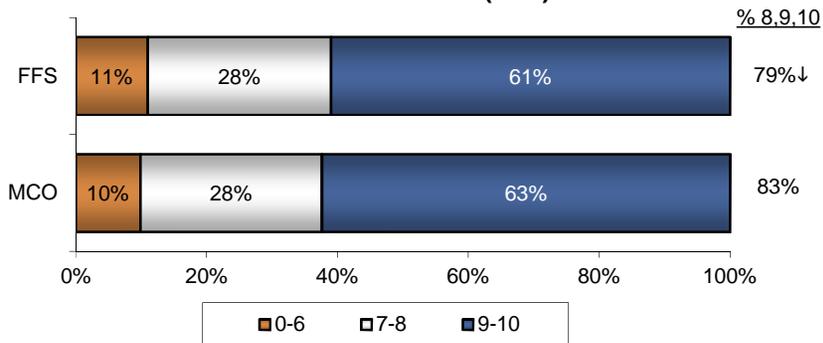
Overall Ratings

General Population

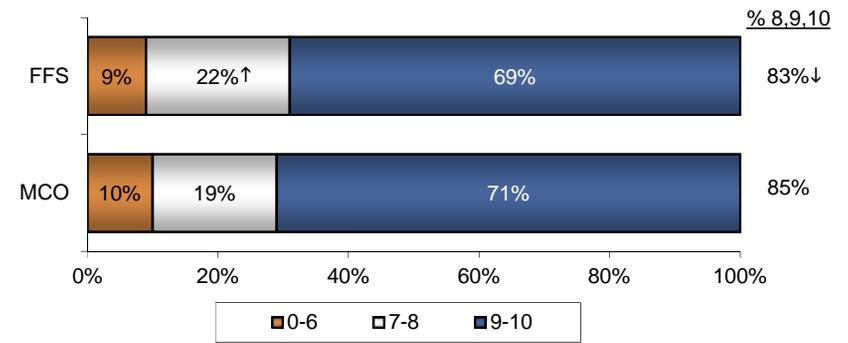
↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

- Members were asked to give their overall ratings of their Doctors, Health Care and Medicaid/FAMIS Plan using a “0 to 10” scale, where a “0” means the worst possible rating and a “10” means the best possible rating.
- Overall, parents/guardians gave high satisfaction ratings (rating 8, 9 or 10) to their child’s:
 - Personal Doctor (83%, lower than 85% among MCO members);
 - Specialist (81%);
 - Medicaid/FAMIS Plan overall (79%, lower than 85% among MCO members); and
 - Health Care overall (79%, lower than 83% among MCO members).

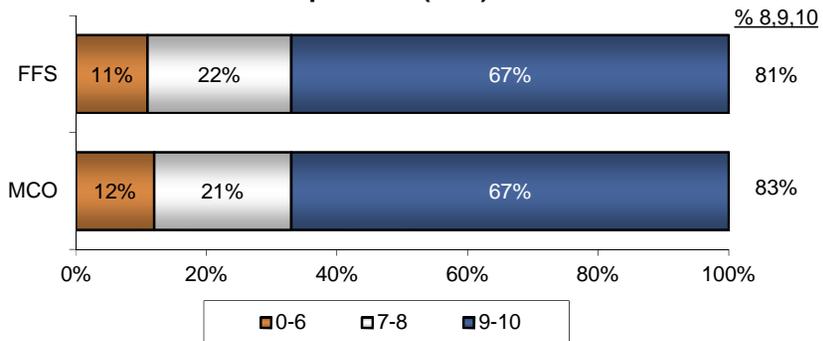
Health Care Overall (Q13)



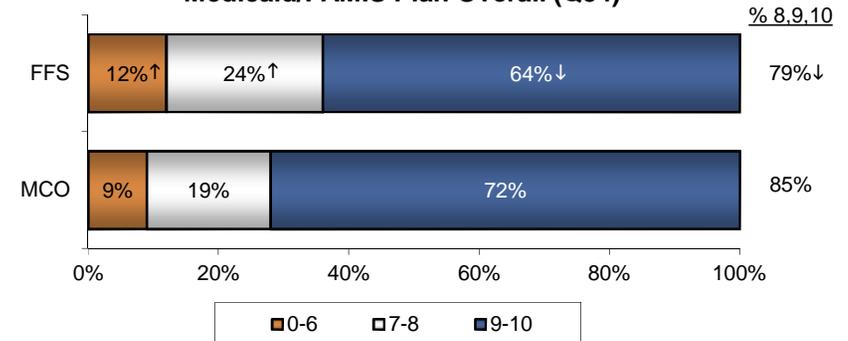
Personal Doctor (Q39)



Specialist (Q46)



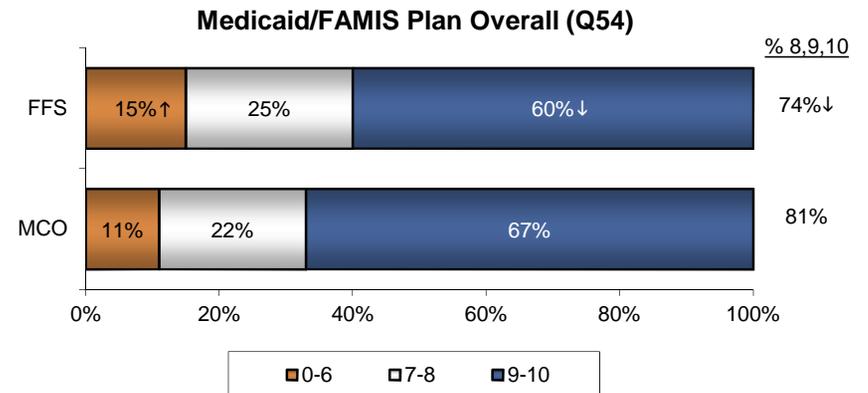
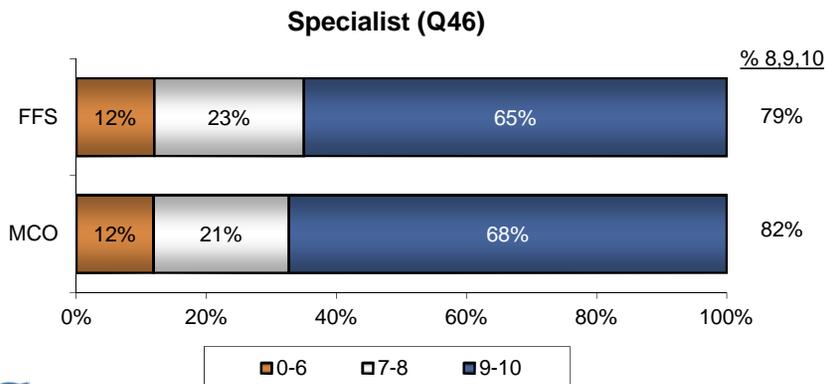
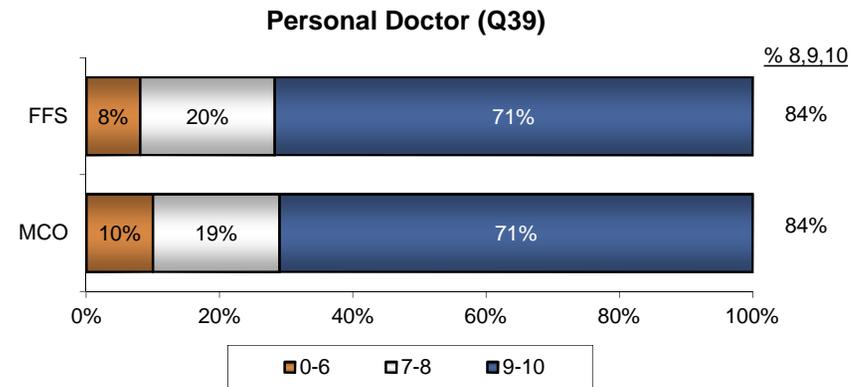
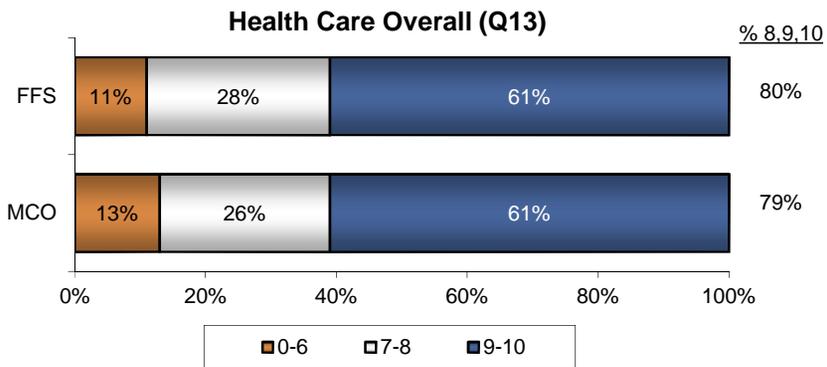
Medicaid/FAMIS Plan Overall (Q54)



↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

Children with Chronic Conditions

- Overall, parents/guardians of children with chronic conditions gave high satisfaction ratings (rating 8, 9 or 10) to their child's:
 - Personal Doctor (84%);
 - Health Care overall (80%);
 - Specialist (79%); and
 - Medicaid/FAMIS Plan overall (74%, lower than 81% among MCO members).



Base = Those able to rate based on experience

Composite Scores

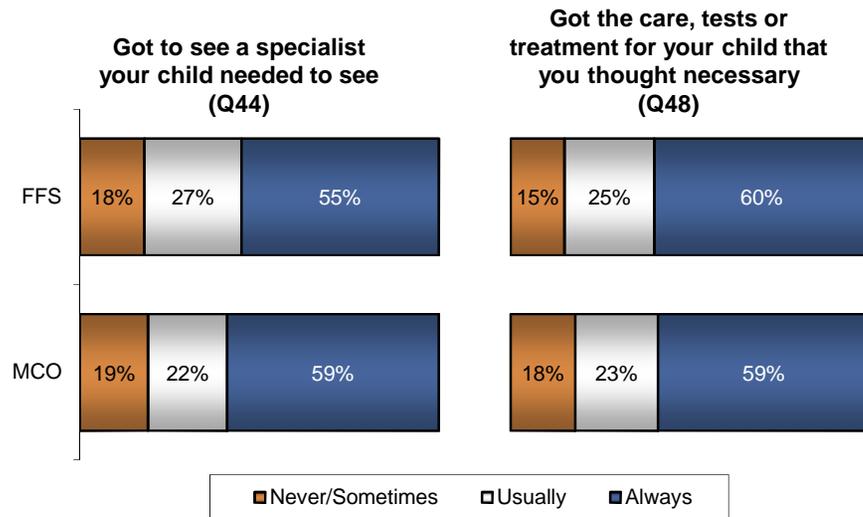
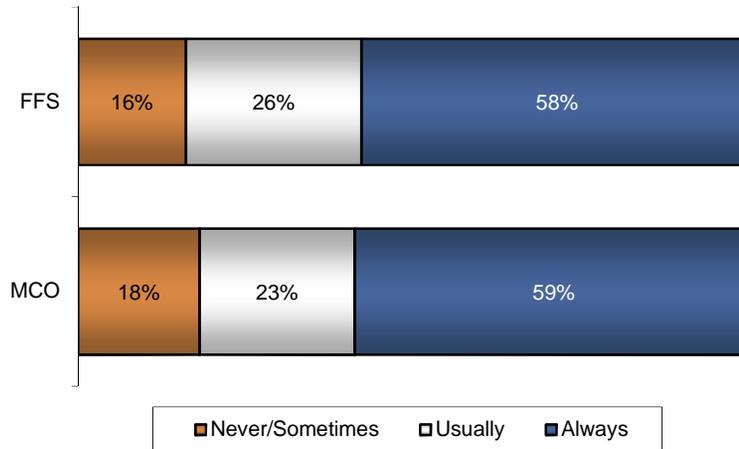
- Composite scores are derived by combining survey results of similar questions. The table below shows how each standard composite score is defined.

Composite Measure/ Rating Item	What is Measured	Response Choices	Summary Rate
Getting Needed Care	Measures members' experiences in the last 6 months when attempting to get care from doctors and specialists	"Always, Usually, Sometimes or Never"	% of members who responded "Usually" or "Always"
Getting Care Quickly	Measures members' experiences with receiving care and getting appointments as soon as they needed	"Always, Usually, Sometimes or Never"	% of members who responded "Usually" or "Always"
How Well Doctors Communicate	Measures how well personal doctor explains things, listens to them, shows respect for what they have to say and spends enough time with their child	"Always, Usually, Sometimes or Never"	% of members who responded "Usually" or "Always"
Customer Service	Measures members' experiences with getting the information needed and treatment by customer service staff	"Always, Usually, Sometimes or Never"	% of members who responded "Usually" or "Always"
Shared Decision-Making	Measures members' experiences with doctors discussing the pros and cons for treatment or health care and asking the member which choice was best for their child	"Definitely Yes, Somewhat Yes, Somewhat No or Definitely No"	% of members who responded "Somewhat Yes" or "Definitely Yes"
Health Promotion & Education	Measures members' experience with their doctor discussing specific things to do to prevent illness	"Always, Usually, Sometimes or Never"	% of members who responded "Usually" or "Always"
Coordination of Care	Measures members' perception of whether their doctor is up-to-date about the care their child received from other doctors or health providers	"Always, Usually, Sometimes or Never"	% of members who responded "Usually" or "Always"

General Population

↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

Getting Needed Care

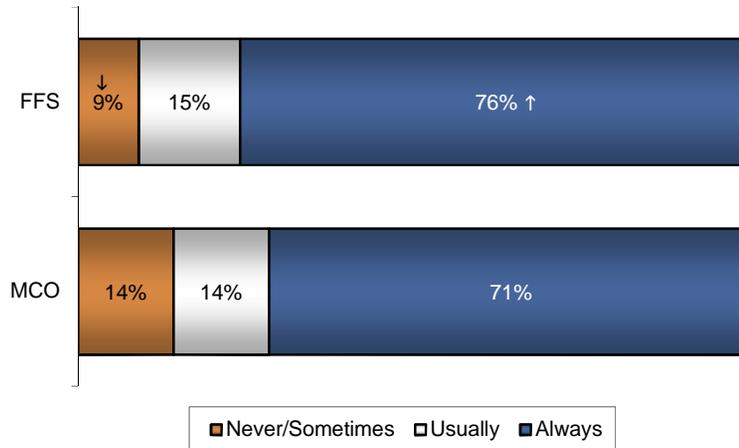


Base = For these two questions on "Getting Needed Care", respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

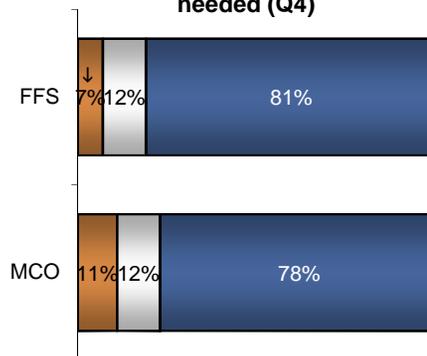
General Population

↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

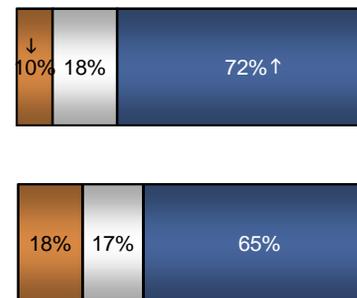
Getting Care Quickly



Received the care needed for your child as soon as you needed (Q4)



Received an appointment for your child for health care as soon as you needed (Q6)

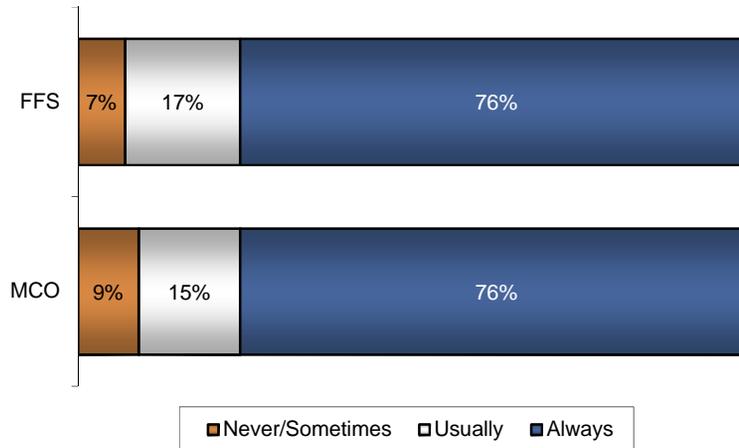


■ Never/Sometimes ■ Usually ■ Always

General Population

↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

How Well Doctors Communicate

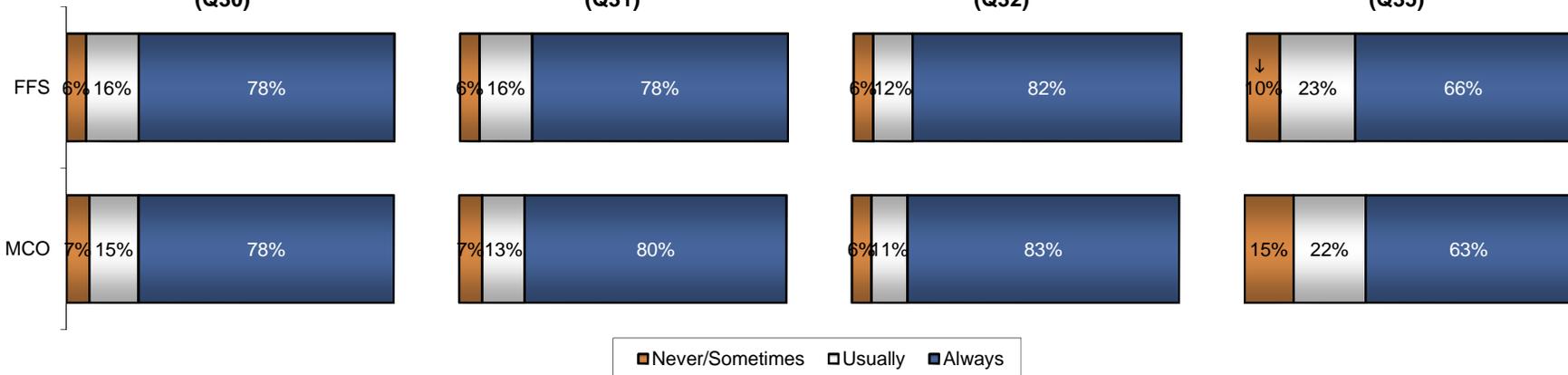


Explained things in a way you could understand (Q30)

Listened carefully to you (Q31)

Showed respect for what you had to say (Q32)

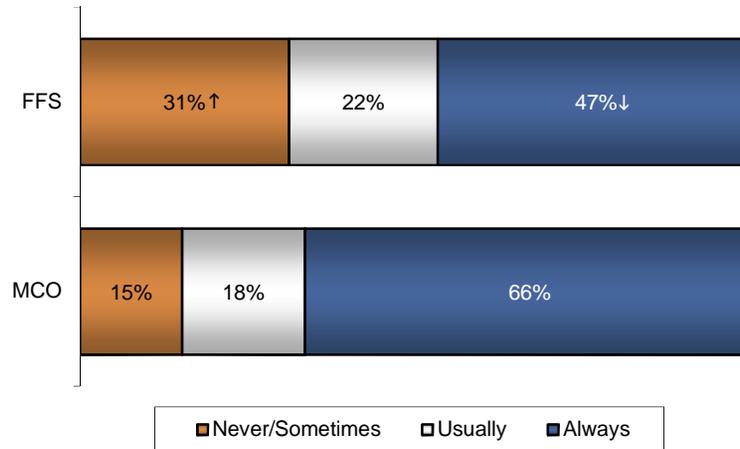
Spent enough time with your child (Q35)



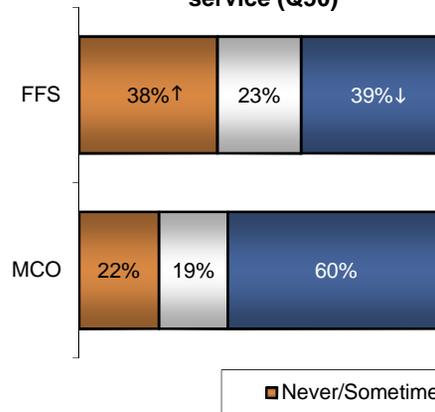
General Population

↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

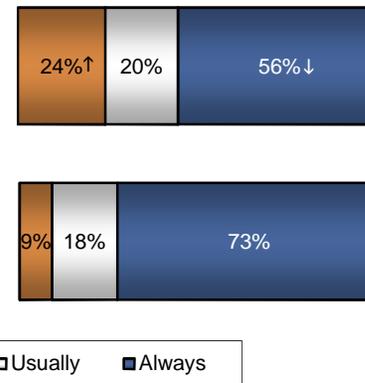
Customer Service



Received information or help needed from customer service (Q50)



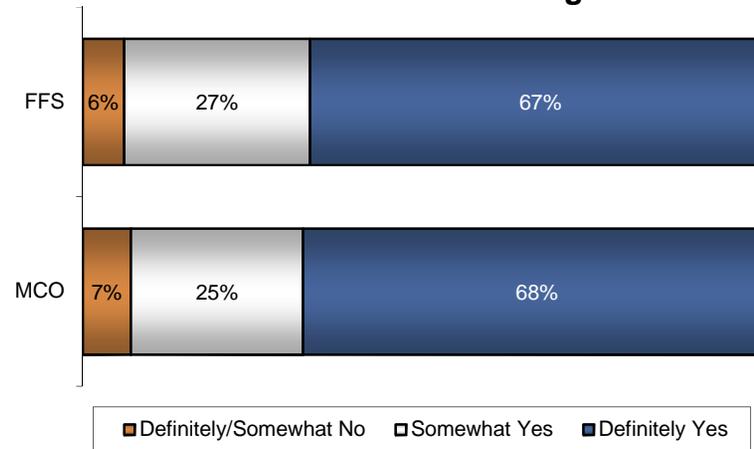
Treated with courtesy and respect by customer service staff (Q51)



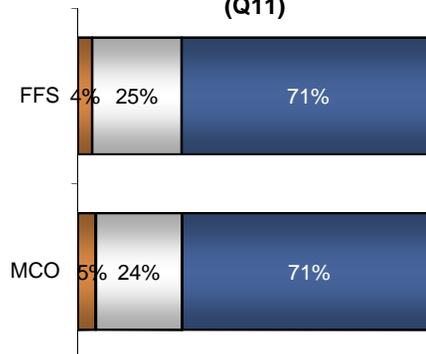
General Population

↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

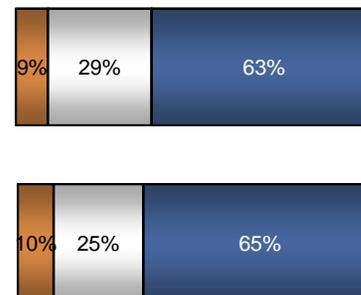
Shared Decision-Making



Talked about pros & cons of choices for your child's treatment or health care (Q11)



Asked which choice was best for your child when there was more than one choice (Q12)

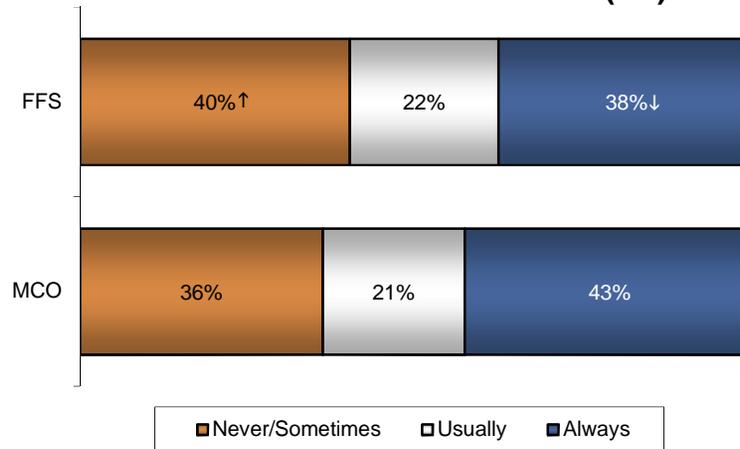


Definitely/Somewhat No Somewhat Yes Definitely Yes

General Population

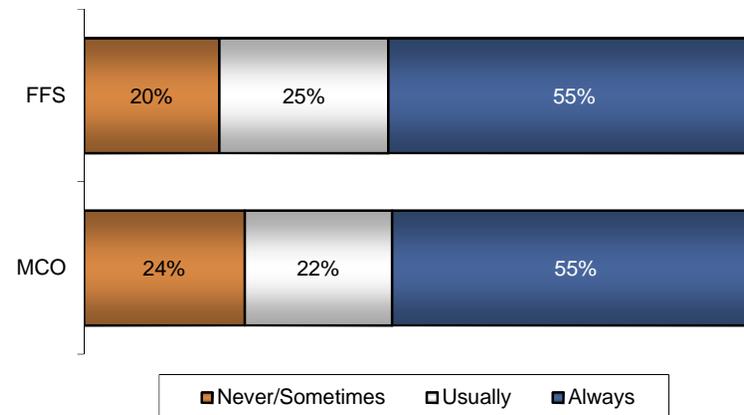
↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

Health Promotion and Education (Q8)



Base = For the question on "Health Promotion and Education", respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

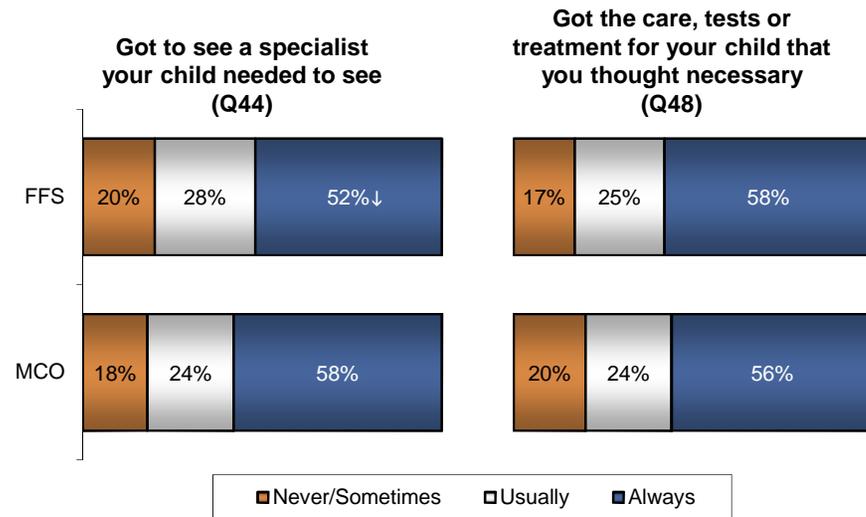
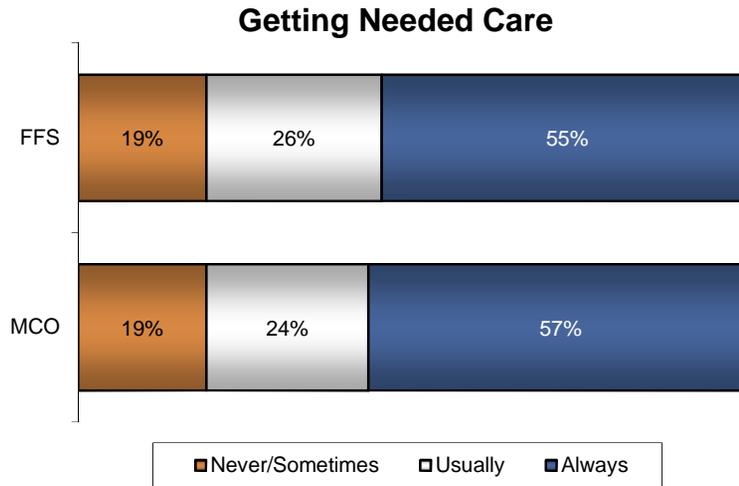
Coordination of Care (Q38)



Base = For the question on "Coordination of Care", respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

Children with Chronic Conditions

↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

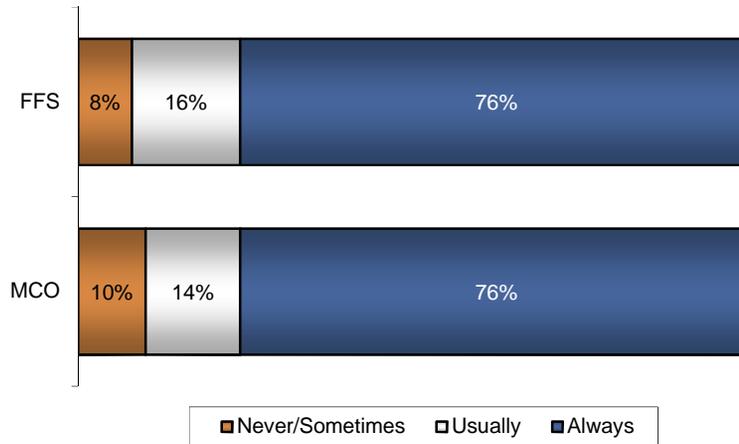


Base = For these two questions on "Getting Needed Care", respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

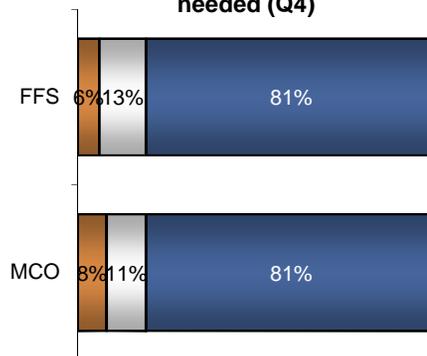
Children with Chronic Conditions

↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

Getting Care Quickly



Received the care needed for your child as soon as you needed (Q4)



Received an appointment for your child for health care as soon as you needed (Q6)

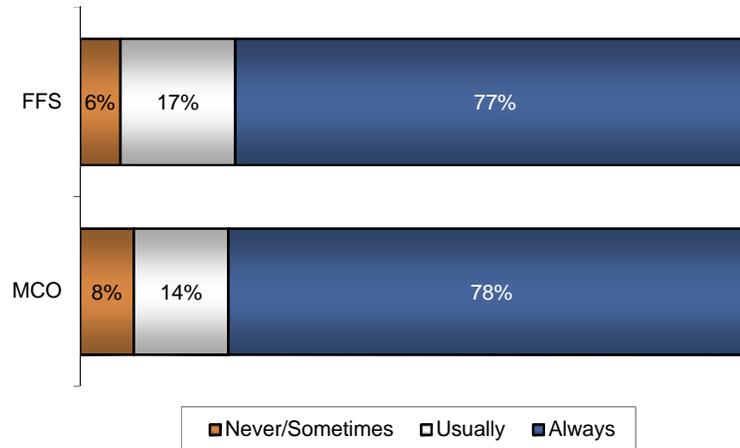


■ Never/Sometimes ■ Usually ■ Always

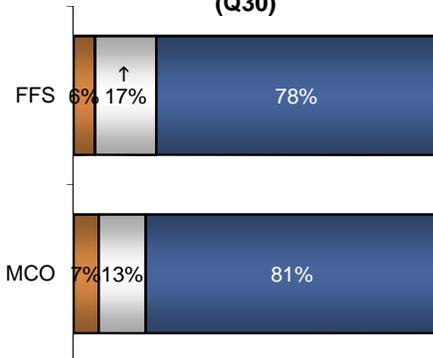
Children with Chronic Conditions

↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

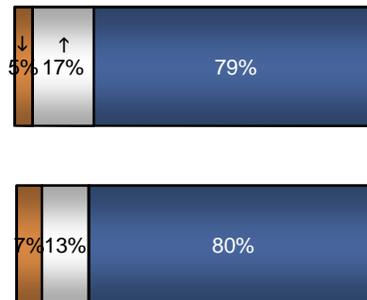
How Well Doctors Communicate



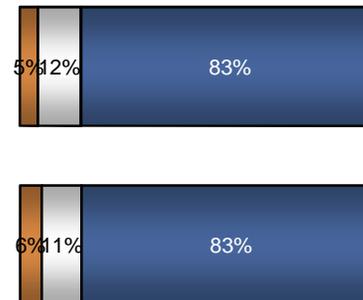
Explained things
in a way you could
understand
(Q30)



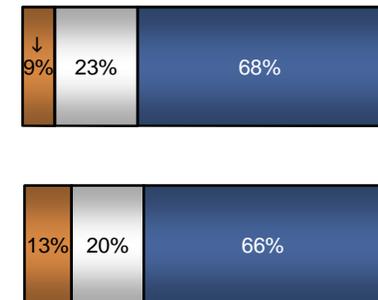
Listened carefully
to you
(Q31)



Showed respect for what
you had to say
(Q32)



Spent enough time
with your child
(Q35)

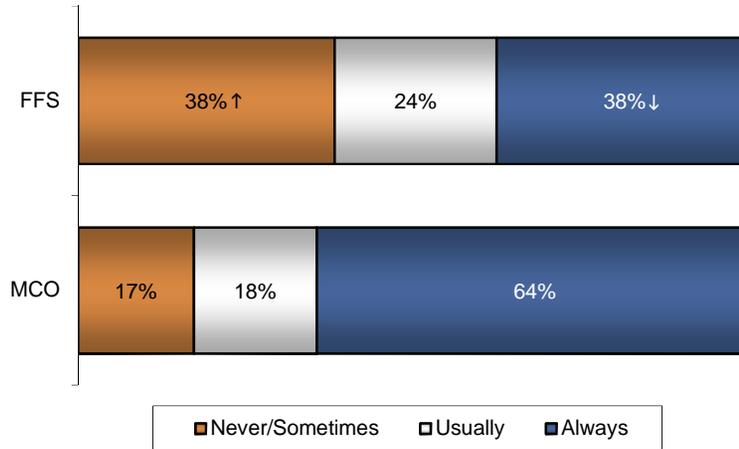


■ Never/Sometimes □ Usually ■ Always

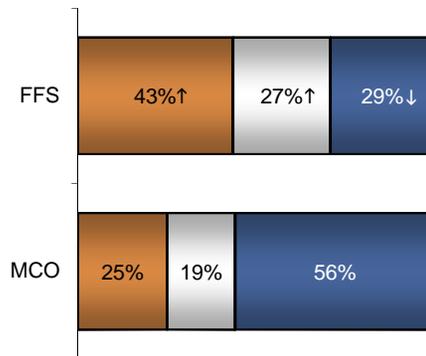
Children with Chronic Conditions

↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

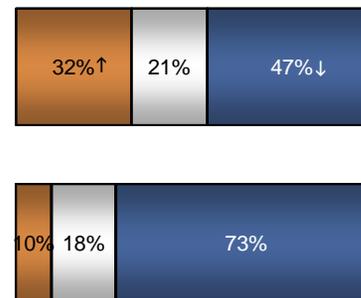
Customer Service



Received information or help needed from customer service (Q50)



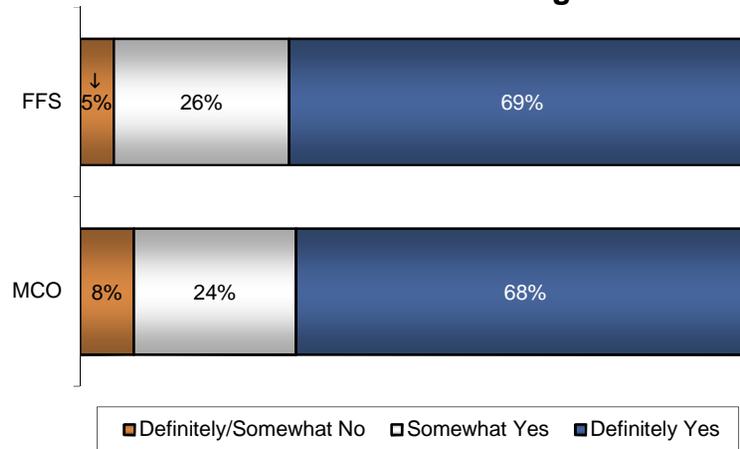
Treated with courtesy and respect by customer service staff (Q51)



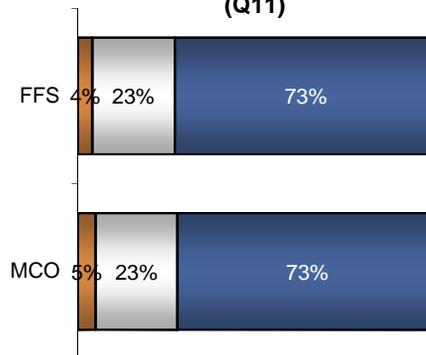
Children with Chronic Conditions

↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

Shared Decision-Making



Talked about pros & cons of choices for your child's treatment or health care (Q11)



Asked which choice was best for your child when there was more than one choice (Q12)

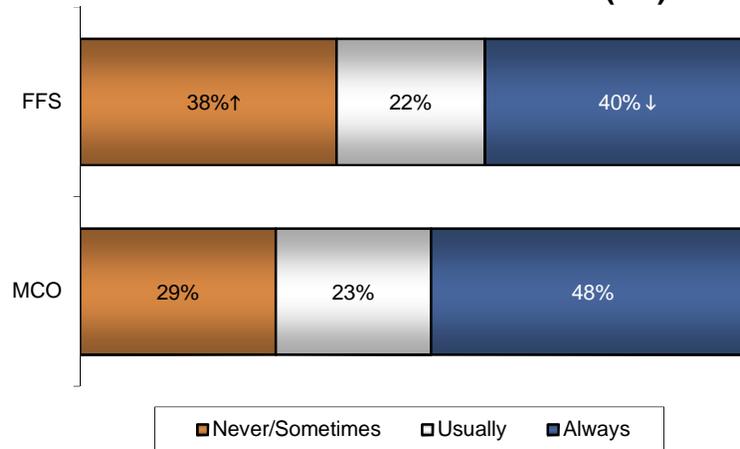


Definitely/Somewhat No Somewhat Yes Definitely Yes

Children with Chronic Conditions

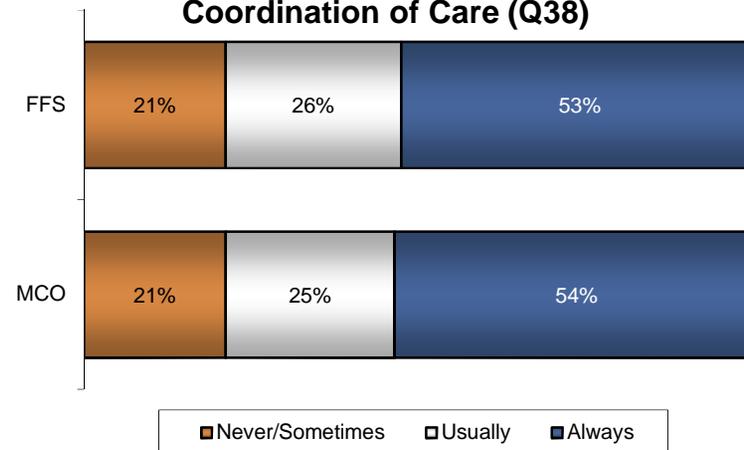
↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

Health Promotion and Education (Q8)



Base = For the question on "Health Promotion and Education", respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

Coordination of Care (Q38)



Base = For the question on "Coordination of Care", respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

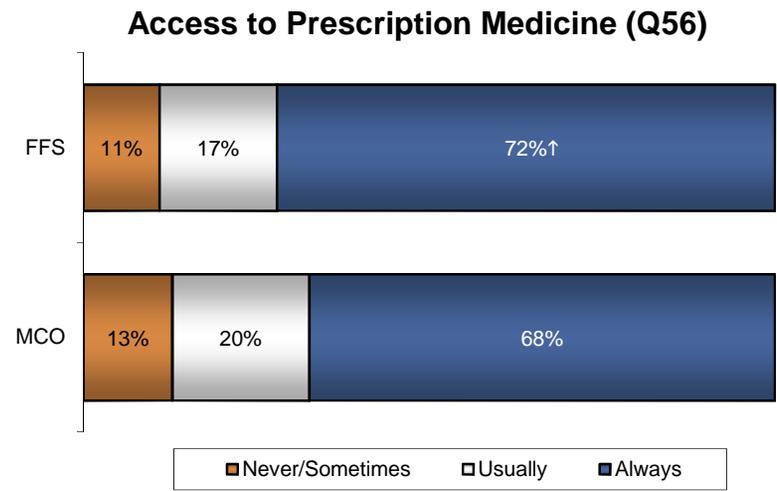
Composite Scores (continued)

- CCC measurement composite scores are derived by combining survey results of similar questions related to basic components for successful treatment, management and support of children with chronic conditions. The table below shows how each CCC measurement set composite score is defined.

Composite Measure/ Rating Item	What is Measured	Response Choices	Summary Rate
Access to Prescription Medicine	Measures members' experiences in the last 6 months when trying to get prescription medicine	"Always, Usually, Sometimes or Never"	% of members who responded "Usually" or "Always"
Access to Specialized Services	Measures members' experiences with getting special medical equipment, therapy, treatment or counseling for their child	"Always, Usually, Sometimes or Never"	% of members who responded "Usually" or "Always"
Family Centered Care: Personal Doctor who Knows Child	Measures whether or not the provider discussed how the child is feeling, growing and behaving; as well as understands how the child's condition affects the child's and family's day-to-day life	"Yes or No"	% of members who responded "Yes"
Family Centered Care: Getting Needed Information	Measures how often providers answered members' questions	"Always, Usually, Sometimes or Never"	% of members who responded "Usually" or "Always"
Coordination of Care for Children with Chronic Conditions	Measures whether or not members received the help needed from the provider in contacting the child's school/daycare and whether anyone from their plan or the provider's office coordinated care among the different providers/services	"Yes or No"	% of members who responded "Yes"

Children with Chronic Conditions

↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

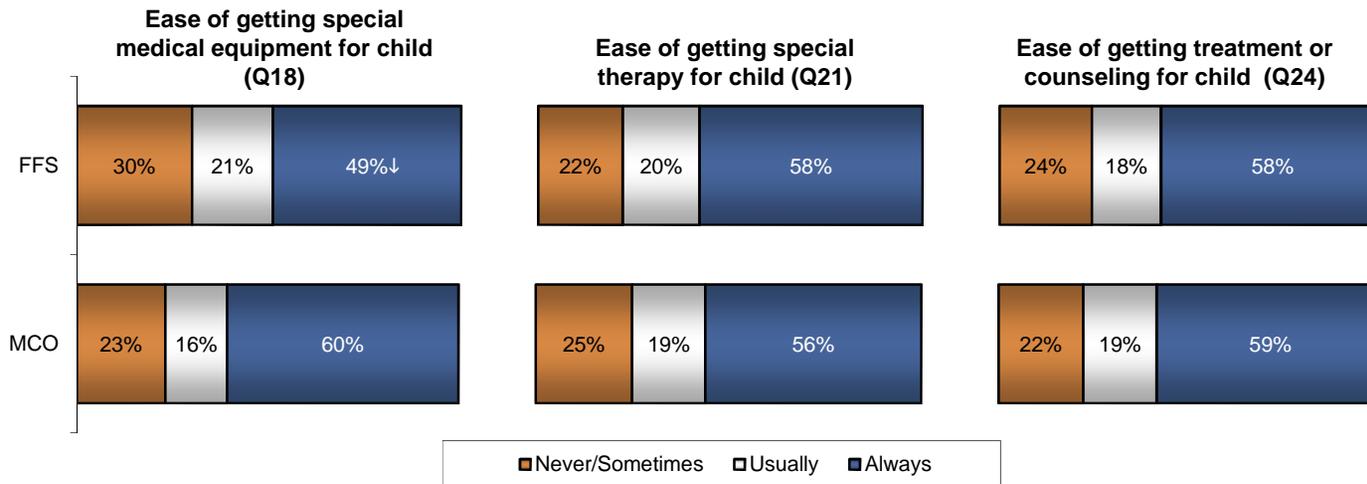
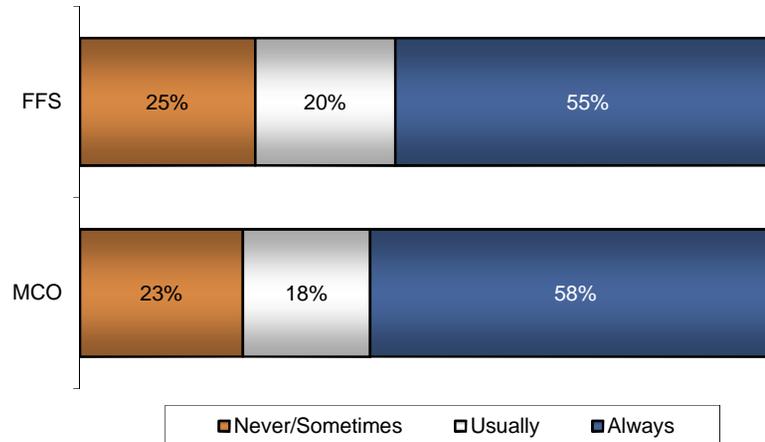


Base = For the question on "Access to Prescription Medicine", respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

Children with Chronic Conditions

↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

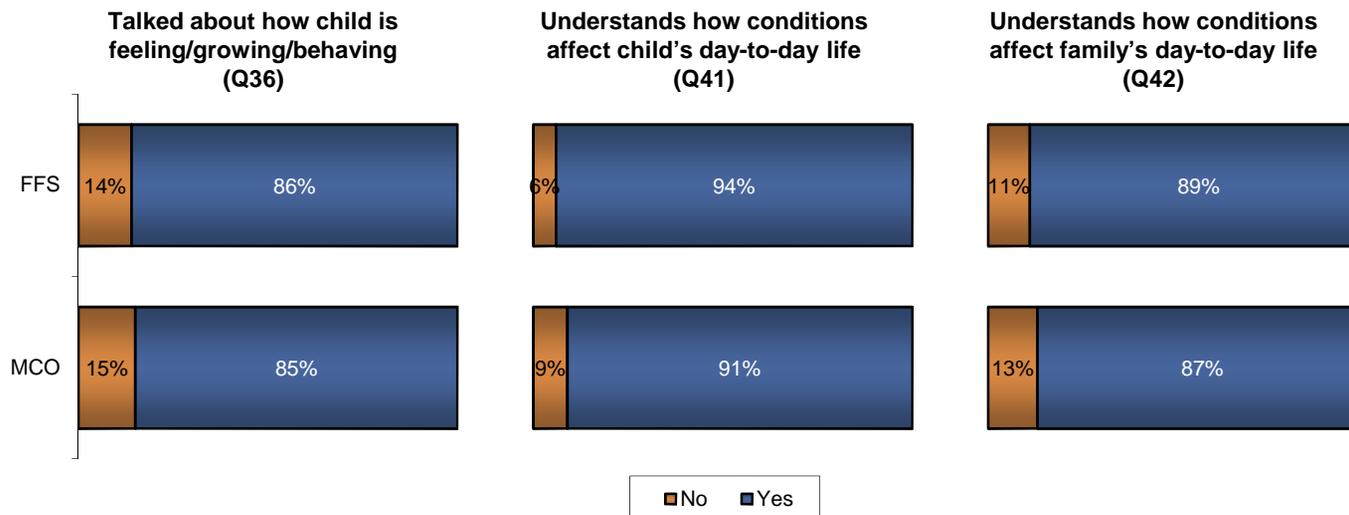
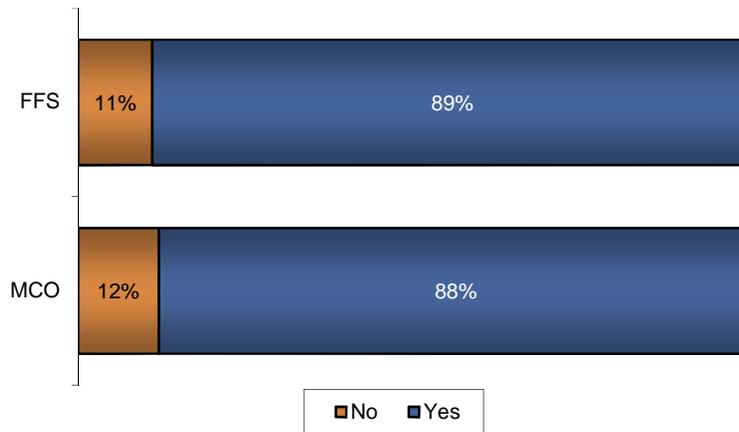
Access to Specialized Services



Children with Chronic Conditions

↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

Family Centered Care:
Personal Doctor Who Knows Child

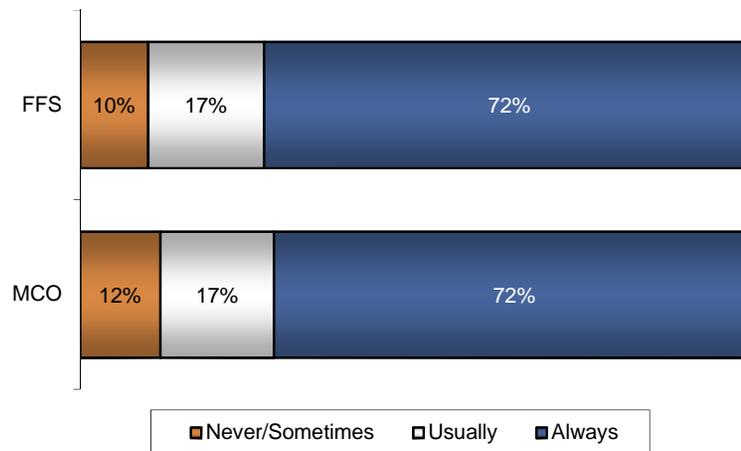


Base = For these three questions on "Personal Doctor Who Knows Child", respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

Children with Chronic Conditions

↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

**Family Centered Care:
Getting Needed Information (Q9)**

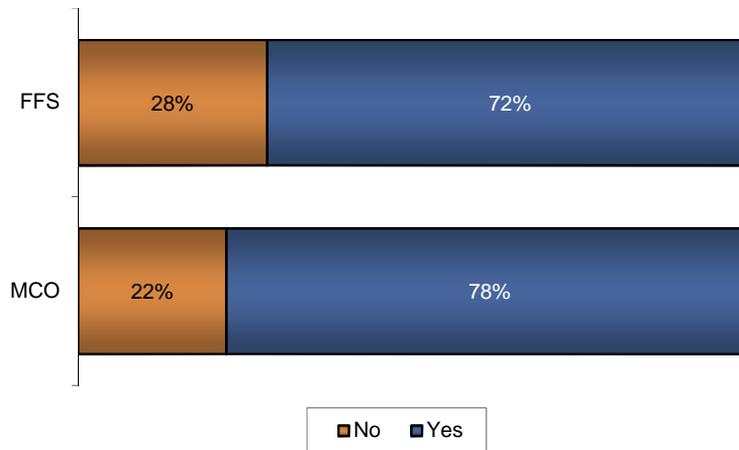


Base = For the question on "Getting Needed Information", respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

Children with Chronic Conditions

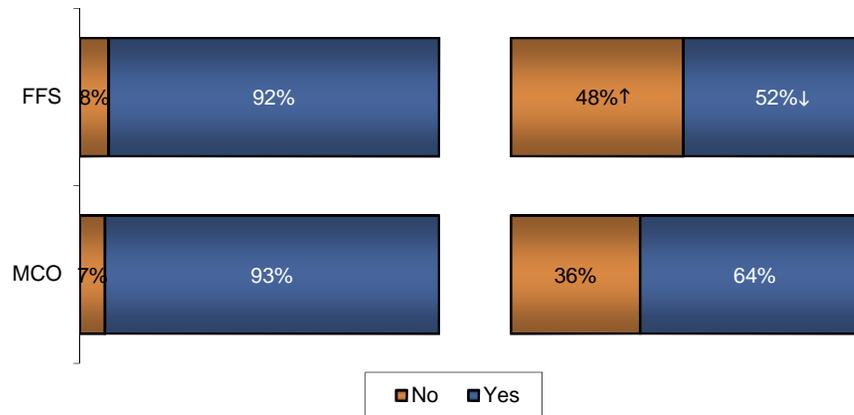
↑ FFS significantly higher than MCO
↓ FFS significantly lower than MCO

Coordination of Care for Children with Chronic Conditions



Received help needed in contacting school or daycare (Q16)

Received help coordinating care among different providers or services (Q27)



Base = For these two questions on "Coordination of Care for Children with Chronic Conditions", respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

- The tables on the following pages illustrate the proportion of members that fall into each response category for all survey questions.
- Summary Rates have been calculated and are used to track the results between FFS members and MCO members, where appropriate. The Summary Rates shown represent the percentage of respondents who answered in the most positive way. Please keep in mind when reviewing this section that not all questions are designed for Summary Rates (e.g., questions that instruct the respondent to mark all that apply).
- All supplemental questions are shown together (beginning on page 67 for General Population and page 89 for Children with Chronic Conditions), regardless of their placement in the survey instrument.

General Population

Urgent and Routine Care

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
3	Child needed care right away in a clinic, emergency room or doctor's office <small>Base=Those answering</small>	1913		45%↑	39%
4	Got care for your child as soon as you thought you needed <small>Base=Those whose child needed care right away and able to rate</small>	794		93%↑	89%
5	Made any appointments for your child for health care at a doctor's office or clinic <small>Base=Those answering</small>	1912		74%	73%
6	Received an appointment for your child for health care as soon as you thought you needed <small>Base=Those who made an appointment for their child and able to rate</small>	1304		90%↑	82%
7	Number of times your child went to doctor's office or clinic to get health care <small>Base=Those answering</small>	1882		81%↑	77%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a ↑/↓ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Discussion of Options

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
8	Child's doctor talked about specific things you could do to prevent illness in your child <small>Base=Those whose child went to a doctor's office or clinic for health care and able to rate</small>	1484		60%↓	64%
9	Child's doctors or other health providers answered your questions <small>Base=Those whose child went to a doctor's office or clinic for health care and able to rate</small>	1483		88%↑	85%
10	Told there was more than one choice for treatment or health care <small>Base=Those whose child went to a doctor's office or clinic for health care and answering</small>	1473		44%	44%
11	Talked about pros and cons of choices for treatment or health care <small>Base=Those whose child went to a doctor's office or clinic for health care and were told there was more than one choice for treatment or health care and able to rate</small>	627		96%	95%
12	Asked which choice was best when there was more than one choice <small>Base=Those whose child went to a doctor's office or clinic for health care and was told there was more than one choice for treatment or health care and able to rate</small>	631		91%	90%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a ↑/↓ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Communication with Child's School/Daycare

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
14	Child is enrolled in school or daycare <small>Base=Those answering</small>	1903	<p>A bar chart showing the distribution of responses for question 14. The y-axis represents the percentage of respondents from 0% to 100%. There are two bars: a brown bar for 'No' at 24% and a blue bar for 'Yes' at 76%.</p>	76%↑	68%
15	Needed doctors or other health providers to contact the school or daycare about your child's health or health care <small>Base=Those whose child is enrolled in any kind of school or daycare and answering</small>	1313	<p>A bar chart showing the distribution of responses for question 15. The y-axis represents the percentage of respondents from 0% to 100%. There are two bars: a brown bar for 'No' at 86% and a blue bar for 'Yes' at 14%.</p>	14%	13%
16	Received the help needed from doctors or other health providers in contacting your child's school or daycare <small>Base=Those whose child is enrolled in school or daycare, needed doctors or other health providers to contact their child's school or daycare and answering</small>	181	<p>A bar chart showing the distribution of responses for question 16. The y-axis represents the percentage of respondents from 0% to 100%. There are two bars: a brown bar for 'No' at 7% and a blue bar for 'Yes' at 93%.</p>	93%	94%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a ↑/↓ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Access to Special Medical Equipment or Devices

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
17	Received or tried to get special medical equipment or devices for your child <small>Base=Those answering</small>	1875	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' category has a brown bar at 90%. The 'Yes' category has a blue bar at 10%.</p>	10%	8%
18	Ease of getting special medical equipment or devices for your child <small>Base=Those who got or tried to get special medical equipment or devices for their child and able to rate</small>	181	<p>A bar chart with a vertical axis from 0% to 100%. The 'Never/Sometimes' category has a brown bar at 27%. The 'Usually' category has a blue bar at 17%. The 'Always' category has a blue bar at 56%.</p>	73%	76%
19	Someone from child's Medicaid/FAMIS Plan, doctor's office or clinic helped you with this problem <small>Base=Those who got or tried to get special medical equipment for their child and answering</small>	184	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' category has a brown bar at 24%. The 'Yes' category has a blue bar at 76%.</p>	76%	79%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a 1/4 next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Access to Special Therapy

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
20	Received or tried to get special therapy for your child <small>Base=Those answering</small>	1886	<p>100% 85% 15% 0% No Yes</p>	15%↑	8%
21	Ease of getting special therapy for your child <small>Base=Those who got or tried to get special therapy for their child and able to rate</small>	258	<p>100% 20% 20% 60% 0% Never/Sometimes Usually Always</p>	80%	74%
22	Someone from child's Medicaid/FAMIS Plan, doctor's office or clinic helped you with this problem <small>Base=Those who got or tried to get special therapy for their child and answering</small>	254	<p>100% 50% 50% 0% No Yes</p>	50%↓	64%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a ↑/↓ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Access to Treatment or Counseling

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
23	Received or tried to get treatment or counseling for your child <small>Base=Those answering</small>	1897	<p>100% 78% 22% 0% No Yes</p>	22%↑	15%
24	Ease of getting treatment or counseling for your child <small>Base=Those who got or tried to get treatment or counseling for their child and able to rate</small>	386	<p>100% 23% 17% 60% 0% Never/Sometimes Usually Always</p>	77%	74%
25	Someone from child's Medicaid/FAMIS Plan, doctor's office or clinic helped you with this problem <small>Base=Those who got or tried to get treatment or counseling for their child and answering</small>	385	<p>100% 56% 44% 0% No Yes</p>	44%↓	55%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a 1/↓ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Access to Multiple Providers or Services

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
26	Child received care from more than one kind of health care provider or used more than one kind of health care service <small>Base=Those answering</small>	1886	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 66%. The 'Yes' bar is blue and reaches 34%.</p>	34%↑	20%
27	Someone from child's Medicaid/FAMIS Plan, doctor's office or clinic helped coordinate your child's care among different providers or services <small>Base=Those whose child got care from more than one kind of health care provider or used more than one kind of health care service and answering</small>	589	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 46%. The 'Yes' bar is blue and reaches 54%.</p>	54%	56%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a ↑/↓ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Personal Doctor

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
28	Child has a personal doctor <small>Base=Those answering</small>	1888		94%↑	89%
29	Number of visits to personal doctor to get care for your child <small>Base=Those whose child has a personal doctor and answering</small>	1665		82%	81%
30	Child's doctor explained things in a way that was easy to understand <small>Base=Those whose child visited their personal doctor and able to rate</small>	1345		94%	93%
31	Child's doctor listened carefully to you <small>Base=Those whose child visited their personal doctor and able to rate</small>	1345		94%	93%
32	Child's doctor showed respect for what you had to say <small>Base=Those whose child visited their personal doctor and able to rate</small>	1345		94%	94%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a ↑/↓ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Personal Doctor (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
33	Child is able to talk with doctors about his/her health care <small>Base=Those whose child visited their personal doctor and answering</small>	1334	<p>A bar chart with a vertical axis from 0% to 100%. The horizontal axis has two categories: 'No' and 'Yes'. The 'No' bar is brown and reaches 35%. The 'Yes' bar is blue and reaches 65%.</p>	65%	64%
34	Child's doctor explained things in a way your child could understand <small>Base=Those whose child visited their personal doctor, was able to talk with doctors about his/her health care and able to rate</small>	857	<p>A bar chart with a vertical axis from 0% to 100%. The horizontal axis has three categories: 'Never/Sometimes', 'Usually', and 'Always'. The 'Never/Sometimes' bar is brown and reaches 11%. The 'Usually' bar is blue and reaches 22%. The 'Always' bar is blue and reaches 67%.</p>	89%	90%
35	Child's doctor spent enough time with your child <small>Base=Those whose child visited their personal doctor and able to rate</small>	1342	<p>A bar chart with a vertical axis from 0% to 100%. The horizontal axis has three categories: 'Never/Sometimes', 'Usually', and 'Always'. The 'Never/Sometimes' bar is brown and reaches 10%. The 'Usually' bar is blue and reaches 23%. The 'Always' bar is blue and reaches 66%.</p>	90%↑	85%
36	Child's doctor talked with you about how your child is feeling, growing or behaving <small>Base=Those whose child visited their personal doctor and answering</small>	1341	<p>A bar chart with a vertical axis from 0% to 100%. The horizontal axis has two categories: 'No' and 'Yes'. The 'No' bar is brown and reaches 16%. The 'Yes' bar is blue and reaches 84%.</p>	84%	84%

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²Summary Rates most often represent the most favorable responses for that question.

General Population

Coordination of Care

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
37	Got care for your child from doctor or other health provider besides personal doctor <small>Base=Those whose child visited their personal doctor and answering</small>	1339	<p>100% 0% No Yes</p>	48%↑	40%
38	Child's personal doctor seemed informed and up-to-date about child's care received from other providers <small>Base=Those whose child visited their personal doctor and has received care from other providers and able to rate</small>	624	<p>100% 0% Never/Sometimes Usually Always</p>	80%	76%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a ↑/↓ next to the FFS percentage.

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²Summary Rates most often represent the most favorable responses for that question.

General Population

Treatment of Behavioral Health Conditions

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
40	Child has medical, behavioral or other health conditions that have lasted for more than 3 months <small>Base=Those whose child has a personal doctor and answering</small>	1679	<p>A bar chart showing the distribution of responses for question 40. The y-axis represents the percentage of respondents from 0% to 100%. There are two bars: a brown bar for 'No' at 57% and a blue bar for 'Yes' at 43%.</p>	43%↑	30%
41	Child's personal doctor understands how conditions affect child's day-to-day life <small>Base=Those whose child has any medical, behavioral or other health conditions that have lasted for more than 3 months and answering</small>	700	<p>A bar chart showing the distribution of responses for question 41. The y-axis represents the percentage of respondents from 0% to 100%. There are two bars: a brown bar for 'No' at 7% and a blue bar for 'Yes' at 93%.</p>	93%↑	90%
42	Child's personal doctor understands how conditions affect family's day-to-day life <small>Base=Those whose child has any medical, behavioral or other health conditions that have lasted for more than 3 months and answering</small>	691	<p>A bar chart showing the distribution of responses for question 42. The y-axis represents the percentage of respondents from 0% to 100%. There are two bars: a brown bar for 'No' at 11% and a blue bar for 'Yes' at 89%.</p>	89%↑	85%

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²Summary Rates most often represent the most favorable responses for that question.

General Population

Access to Specialist

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
43	Tried to make appointment for your child to see a specialist in last 6 months <small>Base=Those answering</small>	1916		29%↑	20%
44	Ease of getting appointments for your child with specialists <small>Base=Those who tried to make an appointment for their child to see a specialist and able to rate</small>	526		82%	81%
45	Number of specialists your child has seen <small>Base=Those who tried to make an appointment for their child to see a specialist and answering</small>	527		6%↓	10%

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¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Care and Treatment from Medicaid/FAMIS Plan

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
47	Tried to get care, tests or treatment for your child through Medicaid/FAMIS Plan <small>Base=Those answering</small>	1899	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' category has a brown bar at 59%. The 'Yes' category has a blue bar at 41%.</p>	41%↑	28%
48	Easy to get care, tests or treatment for your child you thought necessary <small>Base=Those who tried to get any care, tests or treatment for their child and able to rate</small>	748	<p>A bar chart with a vertical axis from 0% to 100%. The 'Never/Sometimes' category has a brown bar at 15%. The 'Usually' category has a blue bar at 25%. The 'Always' category has a blue bar at 60%.</p>	85%	82%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a 1/↓ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Customer Service

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
49	Tried to get information or help from customer service at your child's Medicaid/FAMIS Plan <small>Base=Those answering</small>	1897	<p>100% 85% 15% 0% No Yes</p>	15%↓	19%
50	Received information or help needed from customer service <small>Base=Those who tried to get information or help from customer service at their child's Medicaid/FAMIS Plan and able to rate</small>	290	<p>100% 38% 23% 39% 0% Never/Sometimes Usually Always</p>	62%↓	78%
51	Treated with courtesy and respect by customer service staff <small>Base=Those who tried to get information or help from customer service at their child's Medicaid/FAMIS Plan and able to rate</small>	288	<p>100% 24% 20% 56% 0% Never/Sometimes Usually Always</p>	76%↓	91%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a ↑/↓ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Access to Prescription Medicine

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
55	Received or refilled a prescription for your child <small>Base=Those answering</small>	1870		69%↑	57%
56	Easy to get prescription medicines for your child through Medicaid/FAMIS Plan <small>Base=Those who got a prescription or refilled a prescription for their child and able to rate</small>	1240		92%↑	88%
57	Someone from child's Medicaid/FAMIS Plan, doctor's office or clinic helped you with this problem <small>Base=Those who got a prescription or refilled a prescription for their child and answering</small>	1252		44%↓	53%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a 1/↓ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

About the Child (CCC Survey-Based Screening Tool)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
59	Child currently needs or uses medicine prescribed by a doctor <small>Base=Those answering</small>	1879	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 52%. The 'Yes' bar is blue and reaches 48%.</p>	48%↑	36%
60	Because of any medical, behavioral or other health condition <small>Base=Those whose child currently needs or uses medicine prescribed by a doctor and answering</small>	860	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 12%. The 'Yes' bar is blue and reaches 88%.</p>	88%↑	82%
61	Condition has lasted or is expected to last for at least 12 months <small>Base=Those whose child currently needs or uses medicine prescribed by a doctor because of medical, behavioral or other health conditions and answering</small>	722	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 6%. The 'Yes' bar is blue and reaches 94%.</p>	94%↑	89%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a ↑/↓ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

About the Child (CCC Survey-Based Screening Tool) (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
62	Child currently needs or uses more medical care, mental health or educational services than is usual for most children of the same age <small>Base=Those answering</small>	1852	<p>100% 69% 31% 0% No Yes</p>	31%↑	18%
63	Because of any medical, behavioral or other health condition <small>Base=Those whose child needs or uses more medical care, mental health or educational services than is usual for most children of the same age and answering</small>	561	<p>100% 95% 5% 0% No Yes</p>	95%↑	90%
64	Condition has lasted or is expected to last for at least 12 months <small>Base=Those whose child needs or uses more services than is usual for most children of the same age because of medical, behavioral or other health conditions and answering</small>	520	<p>100% 97% 3% 0% No Yes</p>	97%	96%

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¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

About the Child (CCC Survey-Based Screening Tool) (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
65	Child is limited or prevented in any way in his/her ability to do the things most children of the same age can do <small>Base=Those answering</small>	1855	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 77%. The 'Yes' bar is blue and reaches 23%.</p>	23%↑	15%
66	Because of any medical, behavioral or other health condition <small>Base=Those whose child is limited or prevented in any way from doing the things most children of the same age can do and answering</small>	405	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 6%. The 'Yes' bar is blue and reaches 94%.</p>	94%↑	76%
67	Condition has lasted or is expected to last for at least 12 months <small>Base=Those whose child is limited or prevented in any way from doing the things most children of the same age can do because of medical, behavioral or other health conditions and answering</small>	373	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 2%. The 'Yes' bar is blue and reaches 98%.</p>	98%	97%

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¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

About the Child (CCC Survey-Based Screening Tool) (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
68	Child needs or gets special therapy such as physical, occupational or speech therapy <small>Base=Those answering</small>	1865	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 80%. The 'Yes' bar is blue and reaches 20%.</p>	20%↑	9%
69	Because of any medical, behavioral or other health condition <small>Base=Those whose child needs or gets special therapy such as physical, occupational or speech therapy and answering</small>	357	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 13%. The 'Yes' bar is blue and reaches 87%.</p>	87%↑	78%
70	Condition has lasted or is expected to last for at least 12 months <small>Base=Those whose child needs or gets special therapy because of medical, behavioral or other health conditions and answering</small>	304	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 4%. The 'Yes' bar is blue and reaches 96%.</p>	96%	95%

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¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

About the Child (CCC Survey-Based Screening Tool) (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
71	Child has any kind of emotional, developmental or behavioral problem for which he/she needs or gets treatment or counseling <small>Base=Those answering</small>	1855	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 72%. The 'Yes' bar is blue and reaches 28%.</p>	28%↑	17%
72	Problem has lasted or is expected to last for at least 12 months <small>Base=Those whose child has an emotional, developmental or behavioral problem for which he or she needs or gets treatment or counseling and answering</small>	486	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 5%. The 'Yes' bar is blue and reaches 95%.</p>	95%↑	92%

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General Population

Supplemental Questions

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
13a	Child is 2 years or younger <small>Base=Those whose child went to a doctor's office or clinic for health care and answering</small>	1422	<p>100% 82% 18% 0% No Yes</p>	18%	
13b	Got an appointment for your child's visit for a check-up, shots or drops as soon as you needed <small>Base=Those whose child is 2 years or younger, went to a doctor's office or clinic for health care and answering</small>	435	<p>100% 93% 7% 0% No Yes</p>	93%	
16a	Ease of getting after hours care your child needed <small>Base=Those able to rate</small>	618	<p>100% 44% 18% 38% 0% Never/Sometimes Usually Always</p>	56%	
39a	You had a hard time speaking with or understanding your child's personal doctor because you spoke different languages <small>Base=Those whose child has a personal doctor and able to rate</small>	1672	<p>100% 97% 2% 1% 0% Never/Sometimes Usually Always</p>	3%	

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Supplemental Questions (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
57a	Number of visits to dentist's office or dental clinic to get care for your child <small>Base=Those answering</small>	1859	<p>A bar chart with a vertical axis from 0% to 100%. The horizontal axis has three categories: 'None', '1-2 times', and '3 or more times'. The bars are colored as follows: 'None' is brown (40%), '1-2 times' is blue (51%), and '3 or more times' is brown (9%).</p>	60%	
57b	Rating of child's dental care <small>Base=Those whose child visited a dentist's office or clinic and able to rate</small>	1101	<p>A bar chart with a vertical axis from 0% to 100%. The horizontal axis has three categories: '0-6', '7-8', and '9-10'. The bars are colored as follows: '0-6' is brown (12%), '7-8' is brown (19%), and '9-10' is blue (69%).</p>	80%	8, 9, 10

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Children with Chronic Conditions

Urgent and Routine Care

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
3	Child needed care right away in a clinic, emergency room or doctor's office <small>Base=Those answering</small>	859		51%	53%
4	Got care for your child as soon as you thought you needed <small>Base=Those whose child needed care right away and able to rate</small>	414		94%	92%
5	Made any appointments for your child for health care at a doctor's office or clinic <small>Base=Those answering</small>	863		82%↓	85%
6	Received an appointment for your child for health care as soon as you thought you needed <small>Base=Those who made an appointment for their child and able to rate</small>	655		90%	89%
7	Number of times your child went to doctor's office or clinic to get health care <small>Base=Those answering</small>	849		87%	89%

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Children with Chronic Conditions

Discussion of Options

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
8	Child's doctor talked about specific things you could do to prevent illness in your child <small>Base=Those whose child went to a doctor's office or clinic for health care and able to rate</small>	724		62%↓	71%
9	Child's doctors or other health providers answered your questions <small>Base=Those whose child went to a doctor's office or clinic for health care and able to rate</small>	726		90%	88%
10	Told there was more than one choice for treatment or health care <small>Base=Those whose child went to a doctor's office or clinic for health care and answering</small>	722		52%	51%
11	Talked about pros and cons of choices for treatment or health care <small>Base=Those whose child went to a doctor's office or clinic for health care and were told there was more than one choice for treatment or health care and able to rate</small>	367		96%	95%
12	Asked which choice was best when there was more than one choice <small>Base=Those whose child went to a doctor's office or clinic for health care and was told there was more than one choice for treatment or health care and able to rate</small>	370		94%↑	89%

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Children with Chronic Conditions

Communication with Child’s School/Daycare

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
14	Child is enrolled in school or daycare <small>Base=Those answering</small>	859	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and labeled 16%. The 'Yes' bar is blue and labeled 84%.</p>	84%	82%
15	Needed doctors or other health providers to contact the school or daycare about your child’s health or health care <small>Base=Those whose child is enrolled in any kind of school or daycare and answering</small>	674	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and labeled 80%. The 'Yes' bar is blue and labeled 20%.</p>	20%	22%
16	Received the help needed from doctors or other health providers in contacting your child’s school or daycare <small>Base=Those whose child is enrolled in school or daycare, needed doctors or other health providers to contact their child’s school or daycare and answering</small>	133	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and labeled 8%. The 'Yes' bar is blue and labeled 92%.</p>	92%	93%

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²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Access to Special Medical Equipment or Devices

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
17	Received or tried to get special medical equipment or devices for your child <small>Base=Those answering</small>	851	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 82%. The 'Yes' bar is blue and reaches 18%.</p>	18%	16%
18	Ease of getting special medical equipment or devices for your child <small>Base=Those who got or tried to get special medical equipment or devices for their child and able to rate</small>	141	<p>A bar chart with a vertical axis from 0% to 100%. The 'Never/Sometimes' bar is brown (30%), 'Usually' is blue (21%), and 'Always' is blue (49%).</p>	70%	77%
19	Someone from child's Medicaid/FAMIS Plan, doctor's office or clinic helped you with this problem <small>Base=Those who got or tried to get special medical equipment for their child and answering</small>	143	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 24%. The 'Yes' bar is blue and reaches 76%.</p>	76%	83%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a 1/4 next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Access to Special Therapy

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
20	Received or tried to get special therapy for your child <small>Base=Those answering</small>	854	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' category has a brown bar at 73%. The 'Yes' category has a blue bar at 27%.</p>	27%↑	20%
21	Ease of getting special therapy for your child <small>Base=Those who got or tried to get special therapy for their child and able to rate</small>	225	<p>A bar chart with a vertical axis from 0% to 100%. The 'Never/Sometimes' category has a brown bar at 22%. The 'Usually' category has a blue bar at 20%. The 'Always' category has a blue bar at 58%.</p>	78%	75%
22	Someone from child's Medicaid/FAMIS Plan, doctor's office or clinic helped you with this problem <small>Base=Those who got or tried to get special therapy for their child and answering</small>	221	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' category has a brown bar at 50%. The 'Yes' category has a blue bar at 50%.</p>	50%↓	61%

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²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Access to Treatment or Counseling

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
23	Received or tried to get treatment or counseling for your child <small>Base=Those answering</small>	858		42%	40%
24	Ease of getting treatment or counseling for your child <small>Base=Those who got or tried to get treatment or counseling for their child and able to rate</small>	337		76%	78%
25	Someone from child's Medicaid/FAMIS Plan, doctor's office or clinic helped you with this problem <small>Base=Those who got or tried to get treatment or counseling for their child and answering</small>	336		46%↓	56%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a 1/↓ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Access to Multiple Providers or Services

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
26	Child received care from more than one kind of health care provider or used more than one kind of health care service <small>Base=Those answering</small>	852	<p>100% 0% No Yes</p>	54%↑	41%
27	Someone from child's Medicaid/FAMIS Plan, doctor's office or clinic helped coordinate your child's care among different providers or services <small>Base=Those whose child got care from more than one kind of health care provider or used more than one kind of health care service and answering</small>	425	<p>100% 0% No Yes</p>	52%↓	64%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a ↑/↓ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Personal Doctor

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
28	Child has a personal doctor <small>Base=Those answering</small>	859		97%↑	95%
29	Number of visits to personal doctor to get care for your child <small>Base=Those whose child has a personal doctor and answering</small>	800		86%	88%
30	Child's doctor explained things in a way that was easy to understand <small>Base=Those whose child visited their personal doctor and able to rate</small>	683		94%	93%
31	Child's doctor listened carefully to you <small>Base=Those whose child visited their personal doctor and able to rate</small>	682		95%↑	93%
32	Child's doctor showed respect for what you had to say <small>Base=Those whose child visited their personal doctor and able to rate</small>	683		95%	94%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a ↑/↓ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Personal Doctor (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
33	Child is able to talk with doctors about his/her health care <small>Base=Those whose child visited their personal doctor and answering</small>	678	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' category has a brown bar at 32%. The 'Yes' category has a blue bar at 68%.</p>	68%↓	73%
34	Child's doctor explained things in a way your child could understand <small>Base=Those whose child visited their personal doctor, was able to talk with doctors about his/her health care and able to rate</small>	458	<p>A bar chart with a vertical axis from 0% to 100%. The 'Never/Sometimes' category has a brown bar at 10%. The 'Usually' category has a blue bar at 23%. The 'Always' category has a blue bar at 67%.</p>	90%	91%
35	Child's doctor spent enough time with your child <small>Base=Those whose child visited their personal doctor and able to rate</small>	681	<p>A bar chart with a vertical axis from 0% to 100%. The 'Never/Sometimes' category has a brown bar at 9%. The 'Usually' category has a blue bar at 23%. The 'Always' category has a blue bar at 68%.</p>	91%↑	87%
36	Child's doctor talked with you about how your child is feeling, growing or behaving <small>Base=Those whose child visited their personal doctor and answering</small>	681	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' category has a brown bar at 14%. The 'Yes' category has a blue bar at 86%.</p>	86%	85%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a ↑/↓ next to the FFS percentage.

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²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Coordination of Care

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
37	Got care for your child from doctor or other health provider besides personal doctor <small>Base=Those whose child visited their personal doctor and answering</small>	679	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' category has a brown bar at 39%. The 'Yes' category has a blue bar at 61%.</p>	61%	57%
38	Child's personal doctor seemed informed and up-to-date about child's care received from other providers <small>Base=Those whose child visited their personal doctor and has received care from other providers and able to rate</small>	400	<p>A bar chart with a vertical axis from 0% to 100%. The 'Never/Sometimes' category has a brown bar at 21%. The 'Usually' category has a blue bar at 26%. The 'Always' category has a blue bar at 53%.</p>	79%	79%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a 1/↓ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Treatment of Behavioral Health Conditions

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
40	Child has medical, behavioral or other health conditions that have lasted for more than 3 months <small>Base=Those whose child has a personal doctor and answering</small>	806	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 21%. The 'Yes' bar is blue and reaches 79%.</p>	79%↑	75%
41	Child's personal doctor understands how conditions affect child's day-to-day life <small>Base=Those whose child has any medical, behavioral or other health conditions that have lasted for more than 3 months and answering</small>	615	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 6%. The 'Yes' bar is blue and reaches 94%.</p>	94%	91%
42	Child's personal doctor understands how conditions affect family's day-to-day life <small>Base=Those whose child has any medical, behavioral or other health conditions that have lasted for more than 3 months and answering</small>	606	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 11%. The 'Yes' bar is blue and reaches 89%.</p>	89%	87%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a ↑/↓ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Access to Specialist

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
43	Tried to make appointment for your child to see a specialist in last 6 months <small>Base=Those answering</small>	865	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' category has a brown bar at 54%. The 'Yes' category has a blue bar at 46%.</p>	46%↑	42%
44	Ease of getting appointments for your child with specialists <small>Base=Those who tried to make an appointment for their child to see a specialist and able to rate</small>	391	<p>A bar chart with a vertical axis from 0% to 100%. The 'Never/Sometimes' category has a brown bar at 20%. The 'Usually' category has a blue bar at 28%. The 'Always' category has a blue bar at 52%.</p>	80%	82%
45	Number of specialists your child has seen <small>Base=Those who tried to make an appointment for their child to see a specialist and answering</small>	391	<p>A bar chart with a vertical axis from 0% to 100%. The '3 or more' category has a brown bar at 21%. The '1-2' category has a brown bar at 74%. The 'None' category has a blue bar at 5%.</p>	5%	7%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a ↑/↓ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Care and Treatment from Medicaid/FAMIS Plan

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
47	Tried to get care, tests or treatment for your child through Medicaid/FAMIS Plan <small>Base=Those answering</small>	854	<p>A bar chart with a vertical axis from 0% to 100%. The horizontal axis has two categories: 'No' and 'Yes'. The 'No' bar is brown and reaches 45%. The 'Yes' bar is blue and reaches 55%.</p>	55%	51%
48	Easy to get care, tests or treatment for your child you thought necessary <small>Base=Those who tried to get any care, tests or treatment for their child and able to rate</small>	458	<p>A bar chart with a vertical axis from 0% to 100%. The horizontal axis has three categories: 'Never/Sometimes', 'Usually', and 'Always'. The 'Never/Sometimes' bar is brown and reaches 17%. The 'Usually' bar is blue and reaches 25%. The 'Always' bar is blue and reaches 58%.</p>	83%	80%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a 1/ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Customer Service

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
49	Tried to get information or help from customer service at your child's Medicaid/FAMIS Plan <small>Base=Those answering</small>	864	<p>100% 83% 17% 0% No Yes</p>	17%↓	26%
50	Received information or help needed from customer service <small>Base=Those who tried to get information or help from customer service at their child's Medicaid/FAMIS Plan and able to rate</small>	150	<p>100% 43% 27% 29% 0% Never/Sometimes Usually Always</p>	57%↓	75%
51	Treated with courtesy and respect by customer service staff <small>Base=Those who tried to get information or help from customer service at their child's Medicaid/FAMIS Plan and able to rate</small>	148	<p>100% 32% 21% 47% 0% Never/Sometimes Usually Always</p>	68%↓	90%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a ↑/↓ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Access to Prescription Medicine

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
55	Received or refilled a prescription for your child <small>Base=Those answering</small>	871		86%	86%
56	Easy to get prescription medicines for your child through Medicaid/FAMIS Plan <small>Base=Those who got a prescription or refilled a prescription for their child and able to rate</small>	739		89%	87%
57	Someone from child's Medicaid/FAMIS Plan, doctor's office or clinic helped you with this problem <small>Base=Those who got a prescription or refilled a prescription for their child and answering</small>	743		49%↓	59%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a 1/↓ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

About the Child (CCC Survey-Based Screening Tool)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
59	Child currently needs or uses medicine prescribed by a doctor <small>Base=Those answering</small>	869	<p>A bar chart showing the distribution of responses for question 59. The y-axis represents percentages from 0% to 100%. The x-axis has two categories: 'No' and 'Yes'. The 'No' bar is brown and represents 17%. The 'Yes' bar is blue and represents 83%.</p>	83%	84%
60	Because of any medical, behavioral or other health condition <small>Base=Those whose child currently needs or uses medicine prescribed by a doctor and answering</small>	709	<p>A bar chart showing the distribution of responses for question 60. The y-axis represents percentages from 0% to 100%. The x-axis has two categories: 'No' and 'Yes'. The 'No' bar is very thin and represents 2%. The 'Yes' bar is blue and represents 98%.</p>	98%	98%
61	Condition has lasted or is expected to last for at least 12 months <small>Base=Those whose child currently needs or uses medicine prescribed by a doctor because of medical, behavioral or other health conditions and answering</small>	682	<p>A bar chart showing the distribution of responses for question 61. The y-axis represents percentages from 0% to 100%. The x-axis has two categories: 'No' and 'Yes'. The 'No' bar is very thin and represents 1%. The 'Yes' bar is blue and represents 99%.</p>	99%	98%

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¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

About the Child (CCC Survey-Based Screening Tool) (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
62	Child currently needs or uses more medical care, mental health or educational services than is usual for most children of the same age <small>Base=Those answering</small>	859	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 36%. The 'Yes' bar is blue and reaches 64%.</p>	64%↑	55%
63	Because of any medical, behavioral or other health condition <small>Base=Those whose child needs or uses more medical care, mental health or educational services than is usual for most children of the same age and answering</small>	534	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 3%. The 'Yes' bar is blue and reaches 97%.</p>	97%	98%
64	Condition has lasted or is expected to last for at least 12 months <small>Base=Those whose child needs or uses more services than is usual for most children of the same age because of medical, behavioral or other health conditions and answering</small>	512	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 2%. The 'Yes' bar is blue and reaches 98%.</p>	98%	99%

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¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

About the Child (CCC Survey-Based Screening Tool) (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
65	Child is limited or prevented in any way in his/her ability to do the things most children of the same age can do <small>Base=Those answering</small>	858	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 55%. The 'Yes' bar is blue and reaches 45%.</p>	45%↑	39%
66	Because of any medical, behavioral or other health condition <small>Base=Those whose child is limited or prevented in any way from doing the things most children of the same age can do and answering</small>	382	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is black and reaches 2%. The 'Yes' bar is blue and reaches 98%.</p>	98%↑	95%
67	Condition has lasted or is expected to last for at least 12 months <small>Base=Those whose child is limited or prevented in any way from doing the things most children of the same age can do because of medical, behavioral or other health conditions and answering</small>	368	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is black and reaches <1%. The 'Yes' bar is blue and reaches 100%.</p>	100%↑	98%

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¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

About the Child (CCC Survey-Based Screening Tool) (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
68	Child needs or gets special therapy such as physical, occupational or speech therapy <small>Base=Those answering</small>	866	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 62%. The 'Yes' bar is blue and reaches 38%.</p>	38%↑	26%
69	Because of any medical, behavioral or other health condition <small>Base=Those whose child needs or gets special therapy such as physical, occupational or speech therapy and answering</small>	323	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 7%. The 'Yes' bar is blue and reaches 93%.</p>	93%	90%
70	Condition has lasted or is expected to last for at least 12 months <small>Base=Those whose child needs or gets special therapy because of medical, behavioral or other health conditions and answering</small>	299	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 2%. The 'Yes' bar is blue and reaches 98%.</p>	98%	96%

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¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

About the Child (CCC Survey-Based Screening Tool) (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
71	Child has any kind of emotional, developmental or behavioral problem for which he/she needs or gets treatment or counseling <small>Base=Those answering</small>	861	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is brown and reaches 43%. The 'Yes' bar is blue and reaches 57%.</p>	57%↑	51%
72	Problem has lasted or is expected to last for at least 12 months <small>Base=Those whose child has an emotional, developmental or behavioral problem for which he or she needs or gets treatment or counseling and answering</small>	475	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is black and reaches 2%. The 'Yes' bar is blue and reaches 98%.</p>	98%	97%

Significant differences at the 95% confidence level are shown through the use of symbols. A significantly higher/lower proportion in the FFS data as compared to MCO data for the Summary Rates is indicated by a ↑/↓ next to the FFS percentage.

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Supplemental Questions

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
13a	Child is 2 years or younger <small>Base=Those whose child went to a doctor's office or clinic for health care and answering</small>	695	<p>100% 89% 0% No Yes</p>	11%	
13b	Got an appointment for your child's visit for a check-up, shots or drops as soon as you needed <small>Base=Those whose child is 2 years or younger, went to a doctor's office or clinic for health care and answering</small>	171	<p>100% 94% 6% 0% No Yes</p>	94%	
16a	Ease of getting after hours care your child needed <small>Base=Those able to rate</small>	299	<p>100% 41% 19% 40% 0% Never/Sometimes Usually Always</p>	59%	
39a	You had a hard time speaking with or understanding your child's personal doctor because you spoke different languages <small>Base=Those whose child has a personal doctor and able to rate</small>	803	<p>100% 97% 1% 1% 0% Never/Sometimes Usually Always</p>	3%	

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Supplemental Questions (continued)

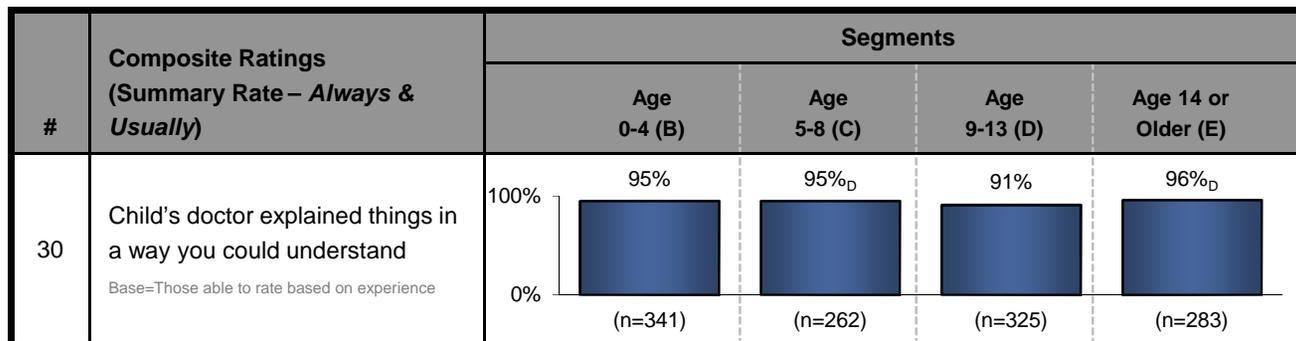
#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²	
				FFS	MCO
57a	Number of visits to dentist's office or dental clinic to get care for your child <small>Base=Those answering</small>	863	<p>100% 0% 33% 59% 9% None 1-2 times 3 or more times</p>	67%	
57b	Rating of child's dental care <small>Base=Those whose child visited a dentist's office or clinic and able to rate</small>	578	<p>100% 0% 14% 19% 67% 0-6 7-8 9-10</p>	79% 8, 9, 10	

¹n size=The number of FFS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

FFS Segmentation Analysis

- The CAHPS® 4.0H Survey asks various demographic questions about the respondent. As part of the analysis, several of these questions have been cross-tabulated with the overall ratings, composite measures and their attributes. In doing this, it can be determined whether Virginia Medicaid’s FFS delivery system is meeting the needs of a particular segment of the population.
- On the following pages, Summary Rates for overall ratings, composite measures and their attributes are analyzed by the following demographics:
 - Child’s age (Q73)
 - Respondent’s education (Q79)
 - Child’s race (Q76)
 - Child’s ethnicity (Q75)
 - Child’s health status (Q58)
 - Method of completing survey (Mail or Telephone)
- In the example below, the Summary Rate for the attribute “Child’s doctor explained things in a way you could understand” is the percentage of respondents who gave a rating of “Always” or “Usually”. The interpretation would be that 95% of parents/guardians of children age 5-8 and 96% of parents/guardians of children age 14 or older indicated their child’s doctor always or usually explained things in a way that they could understand. Both of these proportions are statistically greater than what was found among parents/guardians of children age 9-13 (91%).



Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

FFS Segmentation Analysis – General Population

2010 Virginia Medicaid
Fee-for-Service Child

#	Overall Ratings (Summary Rate ¹ – 8,9,10)	Segments							
		Age 0-4 (B)	Age 5-8 (C)	Age 9-13 (D)	Age 14 or Older (E)	High School Graduate or Less (F)	Some College or More (G)		
13	Ratings of Health Care <small>Base=Those able to rate based on experience</small>	80% (n=341)	82% (n=249)	79% (n=320)	76% (n=299)	79% (n=666)	79% (n=660)		
39	Ratings of Personal Doctor <small>Base=Those able to rate based on experience</small>	84% (n=392)	85% (n=311)	83% (n=411)	81% (n=376)	83% (n=811)	84% (n=817)		
46	Ratings of Specialist <small>Base=Those able to rate based on experience</small>	81% (n=89)	84% (n=91)	81% (n=134)	81% (n=129)	84% (n=194)	79% (n=292)		
54	Ratings of Medicaid/FAMIS Plan <small>Base=Those able to rate based on experience</small>	78% (n=422)	80% (n=331)	78% (n=462)	80% (n=449)	83% _G (n=935)	74% (n=864)		

Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

FFS Segmentation Analysis – General Population (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments							
		Age 0-4 (B)	Age 5-8 (C)	Age 9-13 (D)	Age 14 or Older (E)	High School Graduate or Less (F)	Some College or More (G)		
	Getting Needed Care	85% (n=124)	85% (n=126)	83% (n=160)	84% (n=162)	84% (n=263)	83% (n=367)		
44	Ease of getting appointments for your child with specialists <small>Base=Those able to rate based on experience</small>	84% (n=95)	81% (n=94)	82% (n=146)	84% (n=140)	81% (n=213)	83% (n=308)		
48	Easy to get care, tests or treatment for your child you thought necessary <small>Base=Those able to rate based on experience</small>	86% (n=152)	89% (n=158)	84% (n=173)	84% (n=183)	88% _G (n=312)	83% (n=425)		

Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

FFS Segmentation Analysis – General Population (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments					
		Age 0-4 (B)	Age 5-8 (C)	Age 9-13 (D)	Age 14 or Older (E)	High School Graduate or Less (F)	Some College or More (G)
	Getting Care Quickly	91% (n=252)	92% (n=198)	91% (n=249)	92% (n=238)	90% (n=514)	93% (n=516)
4	Got care for your child as soon as you thought you needed <small>Base=Those able to rate based on experience</small>	91% (n=185)	94% (n=154)	95% (n=179)	93% (n=194)	92% (n=402)	95% (n=378)
6	Received an appointment for your child for health care as soon as you thought you needed <small>Base=Those able to rate based on experience</small>	91% (n=318)	90% (n=241)	87% (n=318)	91% (n=281)	89% (n=626)	90% (n=654)

Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

FFS Segmentation Analysis – General Population (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – Always & Usually)	Segments					
		Age 0-4 (B)	Age 5-8 (C)	Age 9-13 (D)	Age 14 or Older (E)	High School Graduate or Less (F)	Some College or More (G)
	How Well Doctors Communicate	92% (n=340)	94% (n=262)	93% (n=325)	94% (n=283)	92% (n=656)	94% (n=668)
30	Child's doctor explained things in a way you could understand <small>Base=Those able to rate based on experience</small>	95% (n=341)	95% _D (n=262)	91% (n=325)	96% _D (n=283)	94% (n=656)	94% (n=668)
31	Child's doctor listened carefully to you <small>Base=Those able to rate based on experience</small>	93% (n=341)	94% (n=262)	94% (n=324)	93% (n=283)	93% (n=655)	95% (n=669)
32	Child's doctor showed respect for what you had to say <small>Base=Those able to rate based on experience</small>	94% (n=340)	96% (n=262)	94% (n=325)	96% (n=282)	94% (n=656)	95% (n=668)
35	Child's doctor spent enough time with your child <small>Base=Those able to rate based on experience</small>	86% (n=339)	89% (n=262)	91% (n=325)	92% _B (n=283)	88% (n=656)	92% _F (n=666)

Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

FFS Segmentation Analysis – General Population (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments					
		Age 0-4 (B)	Age 5-8 (C)	Age 9-13 (D)	Age 14 or Older (E)	High School Graduate or Less (F)	Some College or More (G)
	Customer Service	58% (n=69)	75% (n=51)	74% _B (n=69)	72% (n=64)	71% (n=128)	67% (n=157)
50	Received information or help needed from customer service <small>Base=Those able to rate based on experience</small>	52% (n=69)	65% (n=51)	68% (n=69)	62% (n=64)	64% (n=128)	59% (n=158)
51	Treated with courtesy and respect by customer service staff <small>Base=Those able to rate based on experience</small>	64% (n=69)	84% _B (n=51)	79% _B (n=68)	81% _B (n=63)	77% (n=128)	75% (n=156)

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¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

FFS Segmentation Analysis – General Population (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Definitely & Somewhat Yes</i>)	Segments					
		Age 0-4 (B)	Age 5-8 (C)	Age 9-13 (D)	Age 14 or Older (E)	High School Graduate or Less (F)	Some College or More (G)
	Shared Decision-Making	93% (n=149)	94% (n=136)	93% (n=156)	95% (n=129)	93% (n=286)	94% (n=334)
11	Talked about pros and cons of choices for treatment or health care <small>Base=Those able to rate based on experience</small>	97% (n=149)	96% (n=136)	95% (n=155)	95% (n=128)	96% (n=285)	96% (n=333)
12	Asked which choice was best when there was more than one choice <small>Base=Those able to rate based on experience</small>	88% (n=149)	92% (n=136)	91% (n=157)	94% (n=130)	91% (n=287)	92% (n=335)

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¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

FFS Segmentation Analysis – General Population (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments					
		Age 0-4 (B)	Age 5-8 (C)	Age 9-13 (D)	Age 14 or Older (E)	High School Graduate or Less (F)	Some College or More (G)
8	Health Promotion and Education <small>Base=Those able to rate based on experience</small>	64% _E (n=359)	62% _E (n=275)	60% (n=359)	54% (n=328)	59% (n=731)	61% (n=730)
38	Coordination of Care <small>Base=Those able to rate based on experience</small>	84% _C (n=143)	72% (n=122)	81% (n=145)	84% _C (n=150)	80% (n=275)	80% (n=340)

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¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

FFS Segmentation Analysis – General Population (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Overall Ratings (Summary Rate ¹ – 8,9,10)	Segments				
		White (H)	Black/AA (I)	Other (J)	Hispanic/ Latino (K)	Non- Hispanic/ Latino (L)
13	Ratings of Health Care <small>Base=Those able to rate based on experience</small>	80% (n=997)	78% (n=284)	83% (n=72)	74% (n=57)	79% (n=1224)
39	Ratings of Personal Doctor <small>Base=Those able to rate based on experience</small>	83% (n=1198)	84% (n=380)	81% (n=89)	85% (n=71)	83% (n=1508)
46	Ratings of Specialist <small>Base=Those able to rate based on experience</small>	81% (n=368)	86% (n=91)	69% (n=26)*	59% (n=22)*	82% _K (n=441)
54	Ratings of Medicaid/FAMIS Plan <small>Base=Those able to rate based on experience</small>	79% (n=1335)	77% (n=438)	81% (n=102)	82% (n=78)	78% (n=1691)

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¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

*Caution: Small Base

FFS Segmentation Analysis – General Population (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – Always & Usually)	Segments				
		White (H)	Black/AA (I)	Other (J)	Hispanic/ Latino (K)	Non- Hispanic/ Latino (L)
	Getting Needed Care	<p>84% (n=470)</p>	<p>79% (n=129)</p>	<p>85% (n=39)</p>	<p>80% (n=29)*</p>	<p>83% (n=578)</p>
44	Ease of getting appointments for your child with specialists <small>Base=Those able to rate based on experience</small>	<p>83% (n=392)</p>	<p>76% (n=104)</p>	<p>83% (n=29)*</p>	<p>77% (n=22)*</p>	<p>82% (n=477)</p>
48	Easy to get care, tests or treatment for your child you thought necessary <small>Base=Those able to rate based on experience</small>	<p>86% (n=548)</p>	<p>83% (n=153)</p>	<p>88% (n=48)</p>	<p>83% (n=36)</p>	<p>85% (n=678)</p>

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¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

*Caution: Small Base

FFS Segmentation Analysis – General Population (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments					
		White (H)	Black/AA (I)	Other (J)	Hispanic/ Latino (K)	Non- Hispanic/ Latino (L)	
	Getting Care Quickly	92% (n=767)	90% (n=220)	88% (n=58)	90% (n=44)	91% (n=946)	
4	Got care for your child as soon as you thought you needed <small>Base=Those able to rate based on experience</small>	94% (n=604)	90% (n=149)	89% (n=38)	93% (n=28)*	93% (n=723)	
6	Received an appointment for your child for health care as soon as you thought you needed <small>Base=Those able to rate based on experience</small>	89% (n=930)	91% (n=291)	87% (n=77)	86% (n=59)	90% (n=1168)	

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¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

*Caution: Small Base

FFS Segmentation Analysis – General Population (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – Always & Usually)	Segments				
		White (H)	Black/AA (I)	Other (J)	Hispanic/ Latino (K)	Non- Hispanic/ Latino (L)
	How Well Doctors Communicate	93% (n=979)	93% (n=301)	94% (n=69)	88% (n=61)	93% (n=1221)
30	Child's doctor explained things in a way you could understand <small>Base=Those able to rate based on experience</small>	94% (n=978)	93% (n=301)	96% (n=69)	92% (n=61)	94% (n=1221)
31	Child's doctor listened carefully to you <small>Base=Those able to rate based on experience</small>	94% (n=979)	94% (n=301)	96% (n=69)	89% (n=61)	94% (n=1221)
32	Child's doctor showed respect for what you had to say <small>Base=Those able to rate based on experience</small>	94% (n=978)	96% (n=301)	96% (n=69)	89% (n=61)	95% (n=1221)
35	Child's doctor spent enough time with your child <small>Base=Those able to rate based on experience</small>	90% (n=979)	89% (n=300)	88% (n=68)	85% (n=60)	90% (n=1220)

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¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

FFS Segmentation Analysis – General Population (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments				
		White (H)	Black/AA (I)	Other (J)	Hispanic/ Latino (K)	Non- Hispanic/ Latino (L)
	Customer Service	65% (n=177)	75% (n=89)	73% (n=24)*	75% (n=10)*	68% (n=260)
50	Received information or help needed from customer service <small>Base=Those able to rate based on experience</small>	56% (n=178)	69% _H (n=89)	71% (n=24)*	80% (n=10)*	59% (n=261)
51	Treated with courtesy and respect by customer service staff <small>Base=Those able to rate based on experience</small>	73% (n=176)	82% (n=88)	75% (n=24)*	70% (n=10)*	76% (n=259)

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¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

*Caution: Small Base

FFS Segmentation Analysis – General Population (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – Definitely & Somewhat Yes)	Segments					
		White (H)	Black/AA (I)	Other (J)	Hispanic/ Latino (K)	Non- Hispanic/ Latino (L)	
	Shared Decision-Making	94% (n=477)	95% (n=126)	90% (n=34)*	84% (n=28)*	94% (n=572)	
11	Talked about pros and cons of choices for treatment or health care <small>Base=Those able to rate based on experience</small>	96% (n=476)	98% (n=125)	94% (n=33)*	89% (n=28)*	96% (n=570)	
12	Asked which choice was best when there was more than one choice <small>Base=Those able to rate based on experience</small>	92% (n=478)	93% (n=127)	85% (n=34)*	79% (n=28)*	92% (n=574)	

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¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

*Caution: Small Base

FFS Segmentation Analysis – General Population (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – Always & Usually)	Segments				
		White (H)	Black/AA (I)	Other (J)	Hispanic/ Latino (K)	Non- Hispanic/ Latino (L)
8	Health Promotion and Education <small>Base=Those able to rate based on experience</small>	<p>100% 0%</p> <p>59% (n=1084)</p> <p>62% (n=321)</p> <p>65% (n=80)</p>	<p>100% 0%</p> <p>53% (n=60)</p> <p>60% (n=1348)</p>			
38	Coordination of Care <small>Base=Those able to rate based on experience</small>	<p>100% 0%</p> <p>80% (n=463)</p> <p>83% (n=127)</p> <p>79% (n=33)*</p>	<p>100% 0%</p> <p>83% (n=29)*</p> <p>80% (n=560)</p>			

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*Caution: Small Base

FFS Segmentation Analysis – General Population (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Overall Ratings (Summary Rate ¹ – 8,9,10)	Segments					
		Health Status Excellent/ Very Good (M)	Health Status Good (N)	Health Status Fair/Poor (O)	Completed Survey by Mail (P)	Completed Survey by Phone (Q)	
13	Ratings of Health Care <small>Base=Those able to rate based on experience</small>	83% _{NO} (n=894)	73% (n=308)	66% (n=98)	77% (n=1029)	87% _P (n=315)	
39	Ratings of Personal Doctor <small>Base=Those able to rate based on experience</small>	84% _N (n=1129)	77% (n=362)	86% _N (n=115)	83% (n=1255)	84% (n=398)	
46	Ratings of Specialist <small>Base=Those able to rate based on experience</small>	85% _N (n=249)	76% (n=147)	80% (n=74)	81% (n=380)	82% (n=110)	
54	Ratings of Medicaid/FAMIS Plan <small>Base=Those able to rate based on experience</small>	82% _{NO} (n=1274)	73% (n=408)	70% (n=125)	77% (n=1418)	85% _P (n=403)	

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¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

FFS Segmentation Analysis – General Population (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments				
		Health Status Excellent/ Very Good (M)	Health Status Good (N)	Health Status Fair/Poor (O)	Completed Survey by Mail (P)	Completed Survey by Phone (Q)
	Getting Needed Care	100% 85% (n=362)	82% (n=176)	79% (n=75)	84% (n=504)	82% (n=134)
44	Ease of getting appointments for your child with specialists <small>Base=Those able to rate based on experience</small>	100% 83% (n=272)	82% (n=158)	78% (n=76)	82% (n=405)	81% (n=121)
48	Easy to get care, tests or treatment for your child you thought necessary <small>Base=Those able to rate based on experience</small>	100% 87% (n=451)	82% (n=193)	79% (n=73)	86% (n=602)	82% (n=146)

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FFS Segmentation Analysis – General Population (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments					
		Health Status Excellent/ Very Good (M)	Health Status Good (N)	Health Status Fair/Poor (O)	Completed Survey by Mail (P)	Completed Survey by Phone (Q)	
	Getting Care Quickly	92% _N (n=668)	88% (n=246)	93% (n=91)	92% (n=820)	90% (n=230)	
4	Got care for your child as soon as you thought you needed <small>Base=Those able to rate based on experience</small>	94% (n=494)	90% (n=189)	96% _N (n=79)	93% (n=629)	92% (n=165)	
6	Received an appointment for your child for health care as soon as you thought you needed <small>Base=Those able to rate based on experience</small>	91% _N (n=842)	85% (n=303)	89% (n=103)	90% (n=1010)	89% (n=294)	

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FFS Segmentation Analysis – General Population (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments				
		Health Status Excellent/ Very Good (M)	Health Status Good (N)	Health Status Fair/Poor (O)	Completed Survey by Mail (P)	Completed Survey by Phone (Q)
	How Well Doctors Communicate	94% _N (n=897)	89% (n=301)	91% (n=102)	93% (n=1030)	92% (n=315)
30	Child's doctor explained things in a way you could understand <small>Base=Those able to rate based on experience</small>	96% _N (n=896)	90% (n=301)	94% (n=102)	94% (n=1030)	95% (n=315)
31	Child's doctor listened carefully to you <small>Base=Those able to rate based on experience</small>	95% _N (n=897)	91% (n=301)	90% (n=102)	94% (n=1031)	92% (n=314)
32	Child's doctor showed respect for what you had to say <small>Base=Those able to rate based on experience</small>	95% (n=897)	92% (n=301)	94% (n=102)	94% (n=1031)	95% (n=314)
35	Child's doctor spent enough time with your child <small>Base=Those able to rate based on experience</small>	91% _N (n=896)	85% (n=301)	87% (n=101)	90% (n=1027)	88% (n=315)

Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

FFS Segmentation Analysis – General Population (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – Always & Usually)	Segments					
		Health Status Excellent/ Very Good (M)	Health Status Good (N)	Health Status Fair/Poor (O)	Completed Survey by Mail (P)	Completed Survey by Phone (Q)	
	Customer Service	71% (n=170)	66% (n=77)	57% (n=26)*	69% (n=245)	69% (n=44)	
50	Received information or help needed from customer service <small>Base=Those able to rate based on experience</small>	64% (n=170)	57% (n=77)	50% (n=26)*	62% (n=246)	61% (n=44)	
51	Treated with courtesy and respect by customer service staff <small>Base=Those able to rate based on experience</small>	78% (n=169)	74% (n=77)	64% (n=25)*	76% (n=244)	77% (n=44)	

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*Caution: Small Base

FFS Segmentation Analysis – General Population (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Definitely & Somewhat Yes</i>)	Segments					
		Health Status Excellent/ Very Good (M)	Health Status Good (N)	Health Status Fair/Poor (O)	Completed Survey by Mail (P)	Completed Survey by Phone (Q)	
	Shared Decision-Making	94% (n=393)	96% _O (n=162)	86% (n=53)	94% (n=479)	93% (n=150)	
11	Talked about pros and cons of choices for treatment or health care <small>Base=Those able to rate based on experience</small>	97% (n=393)	96% (n=161)	90% (n=52)	96% (n=477)	95% (n=150)	
12	Asked which choice was best when there was more than one choice <small>Base=Those able to rate based on experience</small>	90% (n=393)	96% _{MO} (n=163)	81% (n=54)	91% (n=481)	91% (n=150)	

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FFS Segmentation Analysis – General Population (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments					
		Health Status Excellent/ Very Good (M)	Health Status Good (N)	Health Status Fair/Poor (O)		Completed Survey by Mail (P)	Completed Survey by Phone (Q)
8	Health Promotion and Education <small>Base=Those able to rate based on experience</small>	<p>59% (n=988)</p>	<p>59% (n=332)</p>	<p>72%_{MN} (n=109)</p>		<p>59% (n=1171)</p>	<p>63% (n=313)</p>
38	Coordination of Care <small>Base=Those able to rate based on experience</small>	<p>83% (n=335)</p>	<p>76% (n=187)</p>	<p>76% (n=76)</p>		<p>79% (n=470)</p>	<p>84% (n=154)</p>

Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

FFS Segmentation Analysis – Children with Chronic Conditions

2010 Virginia Medicaid
Fee-for-Service Child

#	Overall Ratings (Summary Rate ¹ – 8,9,10)	Segments							
		Age 0-4 (B)	Age 5-8 (C)	Age 9-13 (D)	Age 14 or Older (E)	High School Graduate or Less (F)	Some College or More (G)		
13	Ratings of Health Care <small>Base=Those able to rate based on experience</small>	81% (n=103)	83% (n=141)	77% (n=189)	80% (n=171)	79% (n=289)	80% (n=371)		
39	Ratings of Personal Doctor <small>Base=Those able to rate based on experience</small>	84% (n=117)	89% (n=160)	83% (n=238)	82% (n=212)	83% (n=347)	84% (n=445)		
46	Ratings of Specialist <small>Base=Those able to rate based on experience</small>	75% (n=57)	85% (n=72)	80% (n=114)	80% (n=99)	80% (n=138)	79% (n=227)		
54	Ratings of Medicaid/FAMIS Plan <small>Base=Those able to rate based on experience</small>	72% (n=121)	77% (n=165)	72% (n=249)	76% (n=236)	81% _G (n=381)	68% (n=460)		

Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

FFS Segmentation Analysis – Children with Chronic Conditions (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments							
		Age 0-4 (B)	Age 5-8 (C)	Age 9-13 (D)	Age 14 or Older (E)	High School Graduate or Less (F)	Some College or More (G)		
	Getting Needed Care	82% (n=64)	84% (n=91)	81% (n=119)	83% (n=116)	82% (n=163)	81% (n=258)		
44	Ease of getting appointments for your child with specialists <small>Base=Those able to rate based on experience</small>	80% (n=61)	80% (n=75)	79% (n=121)	83% (n=104)	77% (n=152)	81% (n=235)		
48	Easy to get care, tests or treatment for your child you thought necessary <small>Base=Those able to rate based on experience</small>	84% (n=67)	88% (n=106)	82% (n=117)	83% (n=127)	87% (n=174)	80% (n=281)		

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¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

FFS Segmentation Analysis – Children with Chronic Conditions (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments					
		Age 0-4 (B)	Age 5-8 (C)	Age 9-13 (D)	Age 14 or Older (E)	High School Graduate or Less (F)	Some College or More (G)
	Getting Care Quickly	100% 93% (n=80)	94% (n=117)	91% (n=150)	92% (n=141)	91% (n=226)	93% (n=305)
4	Got care for your child as soon as you thought you needed <small>Base=Those able to rate based on experience</small>	100% 94% (n=62)	94% (n=96)	95% (n=111)	94% (n=114)	93% (n=180)	95% (n=230)
6	Received an appointment for your child for health care as soon as you thought you needed <small>Base=Those able to rate based on experience</small>	100% 92% (n=98)	93% (n=138)	87% (n=189)	90% (n=168)	89% (n=271)	91% (n=379)

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FFS Segmentation Analysis – Children with Chronic Conditions (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – Always & Usually)	Segments					
		Age 0-4 (B)	Age 5-8 (C)	Age 9-13 (D)	Age 14 or Older (E)	High School Graduate or Less (F)	Some College or More (G)
	How Well Doctors Communicate	93% (n=107)	95% (n=145)	94% (n=201)	94% (n=171)	93% (n=302)	95% (n=376)
30	Child's doctor explained things in a way you could understand <small>Base=Those able to rate based on experience</small>	95% (n=107)	97% (n=145)	93% (n=201)	96% (n=171)	95% (n=302)	94% (n=376)
31	Child's doctor listened carefully to you <small>Base=Those able to rate based on experience</small>	94% (n=107)	97% (n=145)	97% (n=200)	94% (n=171)	95% (n=301)	96% (n=376)
32	Child's doctor showed respect for what you had to say <small>Base=Those able to rate based on experience</small>	95% (n=107)	98% (n=145)	96% (n=201)	95% (n=171)	94% (n=302)	97% (n=376)
35	Child's doctor spent enough time with your child <small>Base=Those able to rate based on experience</small>	89% (n=106)	89% (n=145)	92% (n=201)	93% (n=171)	89% (n=301)	93% (n=375)

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FFS Segmentation Analysis – Children with Chronic Conditions (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments					
		Age 0-4 (B)	Age 5-8 (C)	Age 9-13 (D)	Age 14 or Older (E)	High School Graduate or Less (F)	Some College or More (G)
	Customer Service	44% (n=27)*	65% (n=23)*	68% (n=45)	70% _B (n=41)	64% (n=58)	61% (n=90)
50	Received information or help needed from customer service <small>Base=Those able to rate based on experience</small>	44% (n=27)*	57% (n=23)*	60% (n=45)	63% (n=41)	60% (n=58)	54% (n=91)
51	Treated with courtesy and respect by customer service staff <small>Base=Those able to rate based on experience</small>	44% (n=27)*	73% _B (n=22)*	75% _B (n=44)	76% _B (n=41)	67% (n=58)	69% (n=89)

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*Caution: Small Base

FFS Segmentation Analysis – Children with Chronic Conditions (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Definitely & Somewhat Yes</i>)	Segments					
		Age 0-4 (B)	Age 5-8 (C)	Age 9-13 (D)	Age 14 or Older (E)	High School Graduate or Less (F)	Some College or More (G)
	Shared Decision-Making	100% 96% (n=56)	95% (n=91)	95% (n=107)	96% (n=86)	96% (n=145)	95% (n=222)
11	Talked about pros and cons of choices for treatment or health care <small>Base=Those able to rate based on experience</small>	100% 98% (n=56)	96% (n=91)	97% (n=106)	96% (n=85)	97% (n=144)	96% (n=221)
12	Asked which choice was best when there was more than one choice <small>Base=Those able to rate based on experience</small>	100% 93% (n=56)	93% (n=91)	93% (n=108)	97% (n=86)	95% (n=145)	93% (n=223)

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FFS Segmentation Analysis – Children with Chronic Conditions (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments					
		Age 0-4 (B)	Age 5-8 (C)	Age 9-13 (D)	Age 14 or Older (E)	High School Graduate or Less (F)	Some College or More (G)
8	Health Promotion and Education <small>Base=Those able to rate based on experience</small>	68% (n=109)	66% (n=152)	61% (n=206)	58% (n=189)	61% (n=315)	64% (n=405)
38	Coordination of Care <small>Base=Those able to rate based on experience</small>	83% (n=69)	70% (n=86)	79% (n=108)	84% _C (n=108)	79% (n=158)	78% (n=240)

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FFS Segmentation Analysis – Children with Chronic Conditions (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Overall Ratings (Summary Rate ¹ – 8,9,10)	Segments				
		White (H)	Black/AA (I)	Other (J)	Hispanic/ Latino (K)	Non- Hispanic/ Latino (L)
13	Ratings of Health Care <small>Base=Those able to rate based on experience</small>	79% (n=510)	82% (n=143)	83% (n=35)	76% (n=21)*	79% (n=629)
39	Ratings of Personal Doctor <small>Base=Those able to rate based on experience</small>	84% (n=590)	84% (n=188)	80% (n=46)	87% (n=30)*	84% (n=750)
46	Ratings of Specialist <small>Base=Those able to rate based on experience</small>	78% (n=283)	85% (n=74)	76% (n=21)*	50% (n=14)*	80% _K (n=345)
54	Ratings of Medicaid/FAMIS Plan <small>Base=Those able to rate based on experience</small>	74% (n=628)	74% (n=203)	78% (n=46)	75% (n=32)*	73% (n=796)

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*Caution: Small Base

FFS Segmentation Analysis – Children with Chronic Conditions (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments					
		White (H)	Black/AA (I)	Other (J)	Hispanic/ Latino (K)	Non- Hispanic/ Latino (L)	
	Getting Needed Care	<p>100% 81% 80% 86% 0%</p> <p>(n=325) (n=87) (n=26)*</p>	<p>75% 81% 0%</p> <p>(n=19)* (n=397)</p>				
44	Ease of getting appointments for your child with specialists <small>Base=Those able to rate based on experience</small>	<p>100% 80% 76% 82% 0%</p> <p>(n=298) (n=83) (n=22)*</p>	<p>71% 80% 0%</p> <p>(n=14)* (n=368)</p>				
48	Easy to get care, tests or treatment for your child you thought necessary <small>Base=Those able to rate based on experience</small>	<p>100% 82% 84% 90% 0%</p> <p>(n=352) (n=90) (n=30)*</p>	<p>78% 83% 0%</p> <p>(n=23)* (n=426)</p>				

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FFS Segmentation Analysis – Children with Chronic Conditions (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments					
		White (H)	Black/AA (I)	Other (J)	Hispanic/ Latino (K)	Non- Hispanic/ Latino (L)	
	Getting Care Quickly	92% (n=414)	93% (n=112)	94% (n=29)*	96% (n=17)*	92% (n=507)	
4	Got care for your child as soon as you thought you needed <small>Base=Those able to rate based on experience</small>	95% (n=333)	92% (n=76)	91% (n=22)*	100% _L (n=10)*	94% (n=396)	
6	Received an appointment for your child for health care as soon as you thought you needed <small>Base=Those able to rate based on experience</small>	89% (n=494)	93% (n=147)	97% _H (n=35)	91% (n=23)*	90% (n=618)	

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*Caution: Small Base

FFS Segmentation Analysis – Children with Chronic Conditions (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – Always & Usually)	Segments				
		White (H)	Black/AA (I)	Other (J)	Hispanic/ Latino (K)	Non- Hispanic/ Latino (L)
	How Well Doctors Communicate	94% (n=513)	95% (n=153)	95% (n=38)	94% (n=27)*	94% (n=639)
30	Child's doctor explained things in a way you could understand <small>Base=Those able to rate based on experience</small>	95% (n=513)	93% (n=153)	97% (n=38)	100% _L (n=27)*	94% (n=640)
31	Child's doctor listened carefully to you <small>Base=Those able to rate based on experience</small>	95% (n=512)	96% (n=153)	97% (n=38)	96% (n=27)*	95% (n=639)
32	Child's doctor showed respect for what you had to say <small>Base=Those able to rate based on experience</small>	95% (n=513)	97% (n=153)	95% (n=38)	93% (n=27)*	96% (n=640)
35	Child's doctor spent enough time with your child <small>Base=Those able to rate based on experience</small>	91% (n=512)	92% (n=152)	89% (n=38)	85% (n=27)*	91% (n=638)

Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

*Caution: Small Base

FFS Segmentation Analysis – Children with Chronic Conditions (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments				
		White (H)	Black/AA (I)	Other (J)	Hispanic/ Latino (K)	Non- Hispanic/ Latino (L)
	Customer Service					
50	Received information or help needed from customer service <small>Base=Those able to rate based on experience</small>					
51	Treated with courtesy and respect by customer service staff <small>Base=Those able to rate based on experience</small>					

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¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

*Caution: Small Base

FFS Segmentation Analysis – Children with Chronic Conditions (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – Definitely & Somewhat Yes)	Segments				
		White (H)	Black/AA (I)	Other (J)	Hispanic/ Latino (K)	Non- Hispanic/ Latino (L)
	Shared Decision-Making					
11	Talked about pros and cons of choices for treatment or health care <small>Base=Those able to rate based on experience</small>					
12	Asked which choice was best when there was more than one choice <small>Base=Those able to rate based on experience</small>					

Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

*Caution: Small Base

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments				
		White (H)	Black/AA (I)	Other (J)	Hispanic/ Latino (K)	Non- Hispanic/ Latino (L)
8	Health Promotion and Education <small>Base=Those able to rate based on experience</small>					
38	Coordination of Care <small>Base=Those able to rate based on experience</small>					

Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

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*Caution: Small Base

FFS Segmentation Analysis – Children with Chronic Conditions (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Overall Ratings (Summary Rate ¹ – 8,9,10)	Segments					
		Health Status Excellent/ Very Good (M)	Health Status Good (N)	Health Status Fair/Poor (O)	Completed Survey by Mail (P)	Completed Survey by Phone (Q)	
13	Ratings of Health Care <small>Base=Those able to rate based on experience</small>	100% 85% _{NO} 0% (n=355)	76% (n=219)	68% (n=84)	78% (n=517)	86% _P (n=147)	
39	Ratings of Personal Doctor <small>Base=Those able to rate based on experience</small>	100% 85% 0% (n=429)	80% (n=261)	86% (n=100)	83% (n=624)	86% (n=174)	
46	Ratings of Specialist <small>Base=Those able to rate based on experience</small>	100% 84% 0% (n=167)	75% (n=132)	79% (n=66)	78% (n=286)	84% (n=82)	
54	Ratings of Medicaid/FAMIS Plan <small>Base=Those able to rate based on experience</small>	100% 78% _{NO} 0% (n=459)	71% (n=275)	66% (n=107)	71% (n=675)	83% _P (n=173)	

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FFS Segmentation Analysis – Children with Chronic Conditions (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments				
		Health Status Excellent/ Very Good (M)	Health Status Good (N)	Health Status Fair/Poor (O)	Completed Survey by Mail (P)	Completed Survey by Phone (Q)
	Getting Needed Care	<p>83% (n=209)</p> <p>81% (n=145)</p> <p>77% (n=66)</p>	<p>82% (n=333)</p> <p>79% (n=92)</p>			
44	Ease of getting appointments for your child with specialists <small>Base=Those able to rate based on experience</small>	<p>81% (n=181)</p> <p>80% (n=139)</p> <p>75% (n=68)</p>	<p>80% (n=302)</p> <p>79% (n=89)</p>			
48	Easy to get care, tests or treatment for your child you thought necessary <small>Base=Those able to rate based on experience</small>	<p>85% (n=236)</p> <p>82% (n=151)</p> <p>78% (n=64)</p>	<p>84% (n=363)</p> <p>80% (n=95)</p>			

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¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

FFS Segmentation Analysis – Children with Chronic Conditions (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments				
		Health Status Excellent/ Very Good (M)	Health Status Good (N)	Health Status Fair/Poor (O)	Completed Survey by Mail (P)	Completed Survey by Phone (Q)
	Getting Care Quickly	95% _N (n=274)	87% (n=178)	92% (n=78)	92% (n=421)	94% (n=114)
4	Got care for your child as soon as you thought you needed <small>Base=Those able to rate based on experience</small>	97% _N (n=206)	89% (n=138)	95% (n=66)	94% (n=329)	95% (n=85)
6	Received an appointment for your child for health care as soon as you thought you needed <small>Base=Those able to rate based on experience</small>	94% _N (n=341)	85% (n=217)	89% (n=90)	90% (n=513)	93% (n=142)

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FFS Segmentation Analysis – Children with Chronic Conditions (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments				
		Health Status Excellent/ Very Good (M)	Health Status Good (N)	Health Status Fair/Poor (O)	Completed Survey by Mail (P)	Completed Survey by Phone (Q)
	How Well Doctors Communicate	96% _N (n=361)	92% (n=223)	91% (n=91)	94% (n=537)	95% (n=145)
30	Child's doctor explained things in a way you could understand <small>Base=Those able to rate based on experience</small>	96% _N (n=361)	92% (n=223)	93% (n=91)	94% (n=538)	97% _P (n=145)
31	Child's doctor listened carefully to you <small>Base=Those able to rate based on experience</small>	98% _O (n=360)	95% (n=223)	90% (n=91)	96% (n=537)	95% (n=145)
32	Child's doctor showed respect for what you had to say <small>Base=Those able to rate based on experience</small>	97% (n=361)	94% (n=223)	95% (n=91)	96% (n=538)	95% (n=145)
35	Child's doctor spent enough time with your child <small>Base=Those able to rate based on experience</small>	94% _N (n=360)	88% (n=223)	87% (n=90)	91% (n=536)	92% (n=145)

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¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2010 CAHPS® 4.0H guidelines.

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments					
		Health Status Excellent/ Very Good (M)	Health Status Good (N)	Health Status Fair/Poor (O)	Completed Survey by Mail (P)	Completed Survey by Phone (Q)	
	Customer Service	60% (n=67)	66% (n=58)	61% (n=23)*	60% (n=125)	73% (n=24)*	
50	Received information or help needed from customer service <small>Base=Those able to rate based on experience</small>	53% (n=68)	60% (n=58)	57% (n=23)*	55% (n=126)	67% (n=24)*	
51	Treated with courtesy and respect by customer service staff <small>Base=Those able to rate based on experience</small>	67% (n=66)	71% (n=58)	65% (n=23)*	66% (n=124)	79% (n=24)*	

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*Caution: Small Base

#	Composite Ratings (Summary Rate ¹ – <i>Definitely & Somewhat Yes</i>)	Segments					
		Health Status Excellent/ Very Good (M)	Health Status Good (N)	Health Status Fair/Poor (O)		Completed Survey by Mail (P)	Completed Survey by Phone (Q)
	Shared Decision-Making	96% (n=187)	97% (n=132)	87% (n=46)		95% (n=290)	97% (n=79)
11	Talked about pros and cons of choices for treatment or health care <small>Base=Those able to rate based on experience</small>	97% (n=187)	97% (n=131)	91% (n=45)		97% (n=288)	95% (n=79)
12	Asked which choice was best when there was more than one choice <small>Base=Those able to rate based on experience</small>	95% _O (n=187)	97% _O (n=133)	83% (n=46)		92% (n=292)	100% _P (n=78)

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FFS Segmentation Analysis – Children with Chronic Conditions (continued)

2010 Virginia Medicaid
Fee-for-Service Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments					
		Health Status Excellent/ Very Good (M)	Health Status Good (N)	Health Status Fair/Poor (O)		Completed Survey by Mail (P)	Completed Survey by Phone (Q)
8	Health Promotion and Education <small>Base=Those able to rate based on experience</small>	<p>61% (n=387)</p>	<p>60% (n=236)</p>	<p>71%_N (n=94)</p>		<p>61% (n=579)</p>	<p>68% (n=145)</p>
38	Coordination of Care <small>Base=Those able to rate based on experience</small>	<p>80% (n=179)</p>	<p>77% (n=150)</p>	<p>77% (n=66)</p>		<p>76% (n=302)</p>	<p>87%_P (n=98)</p>

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Regression Analysis

Regression Analysis

- Regression analysis is a statistical technique used to determine which influences, or “independent variables” (composite measures), have the greatest impact on an overall attribute, or “dependent variable” (overall rating of Medicaid/FAMIS Plan or Health Care).
- Regression analysis produces a set of coefficients (“beta scores”), which show the ranking of the independent variables by their ability to influence, or drive, the dependent variable.
- The composite measures found to have a significant impact on the overall rating of Medicaid/FAMIS Plan and Health Care are reported as Key Drivers – the larger the coefficient, the greater the influence. The remaining composite measures have been categorized as either having a “moderate impact” or “low impact” on the overall rating of Medicaid/FAMIS Plan and Health Care.
- The tables on the following pages illustrate this analysis. Specifically, the independent variables for this analysis are each of the composite measures (Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service and Shared Decision-Making), while the dependent variable is measured by either the overall rating of their Medicaid/FAMIS Plan (Q54) or Health Care (Q13).

- The “Customer Service” and “Getting Needed Care” composite measures are identified as having the most significant impact on members’ rating of their Medicaid/FAMIS Plan overall.

**RELATIONSHIP WITH RATING OF
MEDICAID/FAMIS PLAN**

<i>Key Drivers</i>
Customer Service ($\beta=.408$) Getting Needed Care ($\beta=.386$)
<i>Moderate Impact</i>
How Well Doctors Communicate ($\beta=.233$)
<i>Low Impact</i>
Getting Care Quickly ($\beta=.193$) Shared Decision-Making ($\beta=.153$)

- The “How Well Doctors Communicate” and “Shared Decision-Making” composite measures are identified as having the most significant impact on members’ rating of their Health Care overall.

RELATIONSHIP WITH RATING OF HEALTH CARE

<i>Key Drivers</i>
How Well Doctors Communicate ($\beta=.376$)
Shared Decision-Making ($\beta=.371$)
<i>Moderate Impact</i>
Getting Needed Care ($\beta=.326$)
<i>Low Impact</i>
Customer Service ($\beta=.191$)
Getting Care Quickly ($\beta=.180$)

Key Driver/Correlation Analysis

Key Driver Analysis

- In an effort to identify the underlying components of members' ratings of their Medicaid/FAMIS Plan (Q54) and Health Care (Q13), advanced statistical techniques were employed. Correlation analyses were conducted between each composite measure attribute and overall rating of Medicaid/FAMIS Plan and Health Care in order to ascertain which attributes have the greatest impact.

Prioritizing Actions

- A key objective of any member satisfaction research is to identify priorities for improving member satisfaction. Doing this will allow Virginia Medicaid to focus resources to areas that have the strongest impact on members and where improvement is needed. These areas are referred to as *unmet needs*. In addition, areas that have the strongest impact on members and on which Virginia Medicaid's FFS delivery system perform well are the *driving strengths*. Insights can be gained by plotting these attributes based on their impact on members' overall rating of their Medicaid/FAMIS Plan and Health Care, as shown on the following pages.
- "Higher" ratings are defined by at least 90% of respondents rating the attribute as "Always or Usually"/"Definitely Yes or Somewhat Yes". "Moderate" ratings are defined by between 80% and 89% of respondents giving similar ratings. "Lower" ratings are defined by less than 80% of respondents rating the attribute as "Always or Usually"/"Definitely Yes or Somewhat Yes".

Attribute Relationship with Rating of Medicaid/FAMIS Plan

- The attribute “Got the care, tests or treatment for your child that you thought necessary” is identified as a key driver that has a stronger impact on members’ rating of their Medicaid/FAMIS Plan overall where they gave the FFS delivery system only moderate ratings.
 - This attribute should be considered a priority area for the FFS delivery system. If ratings of this attribute are improved, it could have a positive impact on members’ rating of their Medicaid/FAMIS Plan overall.
- The attributes “Treated with courtesy and respect by customer service staff” and “Received information or help needed from customer service” are areas that have a moderate impact on members’ rating of their Medicaid/FAMIS Plan overall and where they gave the FFS delivery system lower ratings. Some effort should also be directed to improving these attributes.

- ❖ Getting Needed Care
- ❖ Getting Care Quickly
- ❖ How Well Doctors Communicate
- ❖ Customer Service
- ❖ Shared Decision-Making

ATTRIBUTE RELATIONSHIP WITH RATING OF MEDICAID/FAMIS PLAN

Impact on Overall Satisfaction with Medicaid/FAMIS Plan	Stronger		❖ Got the care, tests or treatment for your child that you thought necessary	
	Moderate	<ul style="list-style-type: none"> ❖ Treated with courtesy and respect by customer service staff ❖ Received information or help needed from customer service 	❖ Got to see a specialist your child needed to see	<ul style="list-style-type: none"> ❖ Doctor listened carefully to you ❖ Doctor spent enough time with your child ❖ Doctor explained things in a way you could understand ❖ Doctor showed respect for what you had to say ❖ Received the care needed for your child as soon as you needed
	Lower			<ul style="list-style-type: none"> ❖ Asked which choice was best for your child when there was more than one choice ❖ Talked about pros and cons of choices for your child's treatment or health care ❖ Received an appointment for your child for health care as soon as you needed
		Lower Ratings	Moderate Ratings	Higher Ratings

CAHPS® 4.0H Medicaid Child Results among FFS Children

Attribute Relationship with Rating of Health Care

- There are four attributes that are identified as key drivers that have a stronger impact on members' ratings of their Health Care overall where they gave FFS delivery system higher ratings. These attributes should be considered *driving strengths* of the FFS delivery system: "Doctor listened carefully to you", "Doctor explained things in a way you could understand", "Doctor showed respect for what you had to say" and "Doctor spent enough time with your child".
- There are no attributes that are considered *unmet needs* in terms of being priorities for improving member satisfaction with their Health Care overall.

- ❖ Getting Needed Care
- ❖ Getting Care Quickly
- ❖ How Well Doctors Communicate
- ❖ Customer Service
- ❖ Shared Decision-Making

ATTRIBUTE RELATIONSHIP WITH RATING OF HEALTH CARE

Impact on Overall Satisfaction with Health Care	Stronger			<ul style="list-style-type: none"> ❖ Doctor listened carefully to you ❖ Doctor explained things in a way you could understand ❖ Doctor showed respect for what you had to say ❖ Doctor spent enough time with your child
	Moderate		<ul style="list-style-type: none"> ❖ Got the care, tests or treatment for your child that you thought necessary ❖ Got to see a specialist your child needed to see 	<ul style="list-style-type: none"> ❖ Asked which choice was best for your child when there was more than one choice ❖ Talked about pros and cons of choices for your child's treatment or health care ❖ Received the care needed for your child as soon as you needed ❖ Received an appointment for your child for health care as soon as you needed
	Lower	<ul style="list-style-type: none"> ❖ Treated with courtesy and respect by customer service staff ❖ Received information or help needed from customer service 		
		Lower Ratings	Moderate Ratings	Higher Ratings

CAHPS® 4.0H Medicaid Child Results among FFS Children

Glossary of Terms

- **Attributes** are the questions that relate to a specific service area or composite as specified by NCQA.
- **Composite Measures** are derived by combining the survey results of similar questions that represent an overall aspect of plan quality. Specifically, it's the average of each response category of the attributes that comprise a particular service area or composite.
- **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.
- **Disposition Category** is the final status given to a member record within the sample surveyed. The category signifies both the survey administration used to complete the survey (M=Mail, T=Telephone) and the status of the member record (M21=Mail, Ineligible; T10=Phone, Complete).
- **Key Drivers** are composite measures that have been found to impact ratings of overall Medicaid/FAMIS Plan (Q54) and Health Care (Q13) among Virginia Medicaid's FFS members as determined by regression analysis.
- **Significance Test** is a test used to determine the probability that a given result could not have occurred by chance.
- **Summary Rates** generally represent the most favorable responses for a particular question (i.e., *Always and Usually; Definitely and Somewhat Yes; 8, 9 or 10; etc.*). Keep in mind that not every question is assigned a Summary Rate.

Survey Tool



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SURVEY INSTRUCTIONS

All information that would let someone identify you or your family will be kept private. WB&A Market Research will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get.

You may notice a number on the back of this survey. This number is ONLY used to let us know if you have returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call WB&A Market Research at 1-800-593-1102, ext. 115VAC.

Answer all the questions by checking the box to the left of your answer using blue or black ink. You are sometimes told to skip over some questions in this survey. When this happens you will see a note that tells you what question to answer next, like this: Yes.....Go to Question 1

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

- Our records show that your child is now in Virginia Medicaid (FAMIS PLUS) or CHIP (FAMIS). Is that right?
 Yes.....Go to Question 3
 No.....Go to Question 2
- What is the name of your child's Medicaid/FAMIS 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.

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

- In the last 6 months, when your child needed care right away, how often did your child get care as soon as you thought he or she needed?
 Never
 Sometimes
 Usually
 Always
- In the last 6 months, not counting the times your child needed care right away, did you make any appointments for your child's health care at a doctor's office or clinic?
 Yes
 No.....Go to Question 7
- In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for health care at a doctor's office or clinic as soon as you thought your child needed?
 Never
 Sometimes
 Usually
 Always

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Please continue inside ⇨⇨⇨

- In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
 None.....Go to Question 14
 1
 2
 3
 4
 5 to 9
 10 or more
- In the last 6 months, how often did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?
 Never
 Sometimes
 Usually
 Always
- In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?
 Never
 Sometimes
 Usually
 Always
- Choices for your child's treatment or health care can include choices about medicine, surgery, or other treatment. In the last 6 months, did your child's doctor or other health provider tell you there was more than one choice for your child's treatment or health care?
 Yes
 No.....Go to Question 13
- In the last 6 months, did your child's doctor or other health provider talk with you about the pros and cons of each choice for your child's treatment or health care?
 Definitely yes
 Somewhat yes
 Somewhat no
 Definitely no

- In the last 6 months, when there was more than one choice for your child's treatment or health care, did your child's doctor or other health provider ask you which choice you thought was best for your child?
 Definitely yes
 Somewhat yes
 Somewhat no
 Definitely no
- Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

Worst health care possible					Best health care possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Is your child 2 years old or younger?
 Yes
 No.....Go to Question 14
- Did you get an appointment for your child's visit for a check-up, or for shots or drops, as soon as you thought he or she needed it?
 Yes
 No
- Is your child now enrolled in any kind of school or daycare?
 Yes
 No.....Go to Question 16a
- In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?
 Yes
 No.....Go to Question 16a
- In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?
 Yes
 No

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- 16a. After hours care is health care when your child's usual doctor's office or clinic is closed. In the last 6 months, how often was it easy to get the after hours care you thought you needed for your child?
- Never
 - Sometimes
 - Usually
 - Always
 - My child did not need after hours care

SPECIALIZED SERVICES

17. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?
- Yes
 - No.....Go to Question 20
18. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?
- Never
 - Sometimes
 - Usually
 - Always
19. Did anyone from your child's Medicaid/FAMIS Plan, doctor's office, or clinic help you get special medical equipment or devices for your child?
- Yes
 - No
20. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?
- Yes
 - No.....Go to Question 23
21. In the last 6 months, how often was it easy to get this therapy for your child?
- Never
 - Sometimes
 - Usually
 - Always

22. Did anyone from your child's Medicaid/FAMIS Plan, doctor's office, or clinic help you get this therapy for your child?
- Yes
 - No
23. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?
- Yes
 - No.....Go to Question 26
24. In the last 6 months, how often was it easy to get this treatment or counseling for your child?
- Never
 - Sometimes
 - Usually
 - Always
25. Did anyone from your child's Medicaid/FAMIS Plan, doctor's office, or clinic help you get this treatment or counseling for your child?
- Yes
 - No
26. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?
- Yes
 - No.....Go to Question 28
27. In the last 6 months, did anyone from your child's Medicaid/FAMIS Plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?
- Yes
 - No

YOUR CHILD'S PERSONAL DOCTOR

28. 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?
- Yes
 - No.....Go to Question 43

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Please continue on next page ⇨⇨⇨

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29. In the last 6 months, how many times did your child visit his or her personal doctor for care?
- None.....Go to Question 39
 - 1
 - 2
 - 3
 - 4
 - 5 to 9
 - 10 or more
30. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?
- Never
 - Sometimes
 - Usually
 - Always
31. In the last 6 months, how often did your child's personal doctor listen carefully to you?
- Never
 - Sometimes
 - Usually
 - Always
32. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
- Never
 - Sometimes
 - Usually
 - Always
33. Is your child able to talk with doctors about his or her health care?
- Yes
 - No.....Go to Question 35
34. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?
- Never
 - Sometimes
 - Usually
 - Always

35. In the last 6 months, how often did your child's personal doctor spend enough time with your child?
- Never
 - Sometimes
 - Usually
 - Always
36. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?
- Yes
 - No
37. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?
- Yes
 - No.....Go to Question 39
38. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?
- Never
 - Sometimes
 - Usually
 - Always
39. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

Worst personal doctor possible					Best personal doctor possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 39a. In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages?
- Never
 - Sometimes
 - Usually
 - Always

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40. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?
 Yes
 No.....Go to Question 43
41. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?
 Yes
 No
42. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?
 Yes
 No

GETTING HEALTH CARE FROM SPECIALISTS

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

43. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you try to make any appointments for your child to see a specialist?
 Yes
 No.....Go to Question 47
44. In the last 6 months, how often was it easy to get appointments for your child with specialists?
 Never
 Sometimes
 Usually
 Always
45. How many specialists has your child seen in the last 6 months?
 None.....Go to Question 47
 1 specialist
 2
 3
 4
 5 or more specialists

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

Worst specialist possible		Best specialist possible								
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

YOUR CHILD'S Medicaid/FAMIS Plan

The next questions ask about your experience with your child's Medicaid/FAMIS Plan.

47. In the last 6 months, did you try to get any kind of care, tests, or treatment for your child through his or her health plan?
 Yes
 No.....Go to Question 49
48. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through his or her Medicaid/FAMIS Plan?
 Never
 Sometimes
 Usually
 Always
49. In the last 6 months, did you try to get information or help from customer service at your child's Medicaid/FAMIS Plan?
 Yes
 No
50. In the last 6 months, how often did customer service at your child's Medicaid/FAMIS Plan give you the information or help you needed?
 Never
 Sometimes
 Usually
 Always
51. In the last 6 months, how often did customer service staff at your child's Medicaid/FAMIS Plan treat you with courtesy and respect?
 Never
 Sometimes
 Usually
 Always

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Please continue on next page ⇨⇨⇨

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52. OMITTED
53. OMITTED
54. Using any number from 0 to 10, where 0 is the worst Medicaid/FAMIS Plan possible and 10 is the best Medicaid/FAMIS Plan possible, what number would you use to rate your child's Medicaid/FAMIS Plan?

Worst Medicaid/FAMIS Plan possible		Best Medicaid/FAMIS Plan possible								
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PRESCRIPTION MEDICINES

55. In the last 6 months, did you get or refill any prescription medicines for your child?
 Yes
 No.....Go to Question 57a
56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her Medicaid/FAMIS Plan?
 Never
 Sometimes
 Usually
 Always
57. Did anyone from your child's Medicaid/FAMIS Plan, doctor's office, or clinic help you get your child's prescription medicines?
 Yes
 No

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DENTAL CARE

- 57a. In the last 6 months, how many times did your child go to a dentist's office or dental clinic for care?
 None.....Go to Question 58
 1.....Go to Question 57b
 2.....Go to Question 57b
 3.....Go to Question 57b
 4.....Go to Question 57b
 5 to 9.....Go to Question 57b
 10 or more.....Go to Question 57b
- 57b. Using any number from 0 to 10, where 0 is the worst dental care possible and 10 is the best dental care possible, what number would you use to rate all your child's dental care in the last 6 months?
 Worse dental care possible
 1
 2
 3
 4
 5
 6
 7
 8
 9
 Best dental care possible
 My child did not visit a dentist or dental clinic

ABOUT YOUR CHILD AND YOU

58. In general, how would you rate your child's overall health?
 Excellent
 Very Good
 Good
 Fair
 Poor
59. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
 Yes
 No.....Go to Question 62
60. Is this because of any medical, behavioral, or other health condition?
 Yes
 No.....Go to Question 62

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- 61. Is this a condition that has lasted or is expected to last for at least 12 months?
 Yes
 No
- 62. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?
 Yes
 No.....Go to Question 65
- 63. Is this because of any medical, behavioral, or other health condition?
 Yes
 No.....Go to Question 65
- 64. Is this a condition that has lasted or is expected to last for at least 12 months?
 Yes
 No
- 65. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?
 Yes
 No.....Go to Question 68
- 66. Is this because of any medical, behavioral, or other health condition?
 Yes
 No.....Go to Question 68
- 67. Is this a condition that has lasted or is expected to last for at least 12 months?
 Yes
 No
- 68. Does your child need or get special therapy such as physical, occupational, or speech therapy?
 Yes
 No.....Go to Question 71

- 69. Is this because of any medical, behavioral, or other health condition?
 Yes
 No.....Go to Question 71
- 70. Is this a condition that has lasted or is expected to last for at least 12 months?
 Yes
 No
- 71. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?
 Yes
 No.....Go to Question 73
- 72. Has this problem lasted or is it expected to last for at least 12 months?
 Yes
 No
- 73. What is **your child's** age now?
 Less than 1 year old
 _____ YEARS OLD (write in)
- 74. Is your child male or female?
 Male
 Female
- 75. Is your child of Hispanic or Latino origin or descent?
 Yes, Hispanic or Latino
 No, not Hispanic or Latino
- 76. What is your child's race? (Please mark one or more.)
 White
 Black or African-American
 Asian
 Native Hawaiian or other Pacific Islander
 American Indian or Alaska Native
 Other

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- 77. What is **your** age?
 Under 18 18 to 24 25 to 34 35 to 44 45 to 54 55 to 64 65 to 74 75 or older
- 78. Are you male or female?
 Male
 Female
- 79. What is the highest grade or level of school that you have completed?
 8th grade or less
 Some high school, but did not graduate
 High school graduate or GED
 Some college or 2-year degree
 4-year college graduate
 More than 4-year college degree

- 80. How are you related to the child?
 Mother or father
 Grandparent
 Aunt or uncle
 Older sibling (brother or sister)
 Other relative
 Legal guardian
- 81. Did someone help you complete this survey?
 Yes.....Go to Question 82
 No.....Thank you. Please return the completed survey in the postage-paid envelope.
- 82. How did that person help you? (Check all that apply.)
 Read the questions to me
 Wrote down the answers I gave
 Answered the questions for me
 Translated the questions into my language
 Helped in some other way

THANK YOU

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

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