Composite/Attribute/Measure/Rating Item	Valid n	Your Plan Summary Rate*	Benchmarks		Significance Testing***	
			2023 SPH Analytics BoB**	2022 Quality Compass AP**	To SPH Analytics BoB	To Quality Compass AP
Getting Needed Care		**79.9%**	**82.0%**	**81.9%**	Not sig.	Not sig.
Q9. Ease of getting necessary care, tests, or treatment needed	37	81.1%	84.8%	84.7%	Not sig.	Not sig.
Q20. Getting appointments with specialists as soon as needed	33	78.8%	79.1%	78.6%	Not sig.	Not sig.
Getting Care Quickly		**81.4%**	**81.5%**	**80.2%**	Not sig.	Not sig.
Q4. Got care as soon as needed when care was needed right away	24	83.3%	82.7%	80.9%	Not sig.	Not sig.
Q6. Got check-up/routine care appointment as soon as needed	39	79.5%	80.4%	79.8%	Not sig.	Not sig.
How Well Doctors Communicate		**93.8%**	**92.8%**	**92.5%**	Not sig.	Not sig.
Q12. Personal doctor explained things in an understandable way	40	90.0%	92.8%	92.6%	Not sig.	Not sig.
Q13. Personal doctor listened carefully to you	40	92.5%	92.9%	92.7%	Not sig.	Not sig.
Q14. Personal doctor showed respect for what you had to say	40	95.0%	94.6%	94.3%	Not sig.	Not sig.
Q15. Personal doctor spent enough time with you	40	97.5%	91.0%	90.4%	Above	Above
Customer Service		**85.0%**	**89.8%**	**88.9%**	Not sig.	Not sig.
Q24. Customer service provided information or help	30	80.0%	84.5%	83.4%	Not sig.	Not sig.
Q25. Customer service treated member with courtesy and respect	30	90.0%	95.0%	94.6%	Not sig.	Not sig.
Coordination of Care (Q17)	19	**78.9%**	**85.6%**	**84.0%**	Not sig.	Not sig.
Ease of Filling out Forms (Q27)	68	92.6%	95.3%	95.5%	Not sig.	Not sig.
Rating Items (Summary Rate = 8 + 9 + 10)						
Rating of Health Care (Q8)	36	**61.1%**	**75.4%**	**75.4%**	Not sig.	Not sig.
Rating of Personal Doctor (Q18)	55	81.8%	83.2%	82.4%	Not sig.	Not sig.
Rating of Specialist (Q22)	31	**83.9%**	**82.3%**	**83.5%**	Not sig.	Not sig.
Rating of Health Plan (Q28)	68	75.0%	79.3%	78.0%	Not sig.	Not sig.
Rating Items (Summary Rate = 9 + 10)						
Rating of Health Care (Q8)	36	**50.0%**	**56.8%**	**56.5%**	Not sig.	Not sig.
Rating of Personal Doctor (Q18)	55	70.9%	69.2%	68.3%	Not sig.	Not sig.
Rating of Specialist (Q22)	31	**74.2%**	**67.4%**	**68.3%**	Not sig.	Not sig.
Rating of Health Plan (Q28)	68	66.2%	63.6%	62.0%	Not sig.	Not sig.
Effectiveness of Care Measures (Rolling Average)						
Advising Smokers and Tobacco Users to Quit	29	**62.1%**	**74.3%**	**72.5%**	Not sig.	Not sig.
Discussing Cessation Medications	30	43.3%	53.0%	50.8%	Not sig.	Not sig.
Discussing Cessation Strategies	29	**37.9%**	**47.2%**	**45.3%**	Not sig.	Not sig.
Effectiveness of Care Measures (Current Year)						
Flu Vaccinations (Adults 18-64)	49	**30.6%**	**41.1%**	**40.1%**	Not sig.	Not sig.
Advising Smokers and Tobacco Users to Quit	9	44.4%	74.3%	72.5%	Not sig.	Not sig.
Discussing Cessation Medications	9	**55.6%**	**53.0%**	**50.8%**	Not sig.	Not sig.
Discussing Cessation Strategies	9	44.4%	47.2%	45.3%	Not sig.	Not sig.

* Summary Rates are defined by NCQA in its HEDIS 2023 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

** The 2023 SPH Analytics Book of Business contains all Medicaid Adult samples that conducted surveys with SPH Analytics in 2023 and submitted data to NCQA. The 2022 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid Adult Plans who submitted to NCQA in 2022. See *Glossary of Terms* for more information.

*** Significance Testing - All significance testing is performed at the 95% significance level. "–" indicates "Unable to Test" due to a combination of low valid n and/or extreme Summary Rate. Significance testing of composites should be used with caution as a rough guideline, since the test procedure is approximate.

Note 1: Members who responded "No" to Q26 are included in "Always" of Q27, per NCQA HEDIS 2023 Volume 3 guidelines.

Note 2: Please note that the rolling average methodology is not used to calculate the *Flu Vaccinations (Adults 18-64)* measure per HEDIS 2023 protocol.