



Medicaid Child with CCC CAHPS // Benchmark Comparison - General Population

Community Care Plan

Composite/Attribute/Measure/Rating Item	Valid n	Your General Population Summary Rate*	Benchmarks		Significance Testing***	
			2023 SPH Analytics BoB**	2022 Quality Compass® All Plans**	To SPH Analytics BoB	To Quality Compass® AP
Getting Needed Care		70.9%	83.1%	84.2%	Below	Below
Q10. Ease of getting necessary care, tests, or treatment child needed	56	78.6%	88.7%	89.0%	Not sig.	Not sig.
Q41. Getting child's appointments with specialists as soon as needed	19	63.2%	77.5%	79.5%	Not sig.	Not sig.
Getting Care Quickly		72.9%	85.8%	86.7%	Below	Below
Q4. Child got care as soon as needed when care was needed right away	29	69.0%	89.8%	91.6%	Below	Below
Q6. Child got check-up/routine care appointment as soon as needed	65	76.9%	81.8%	82.8%	Not sig.	Not sig.
How Well Doctors Communicate		89.7%	94.0%	94.2%	Not sig.	Not sig.
Q27. Child's personal doctor explained things about health in an understandable way	56	89.3%	94.3%	94.5%	Not sig.	Not sig.
Q28. Child's personal doctor listened carefully to you	56	92.9%	95.3%	95.5%	Not sig.	Not sig.
Q29. Child's personal doctor showed respect for what you had to say	56	98.2%	96.7%	96.8%	Not sig.	Not sig.
Q32. Child's personal doctor spent enough time with your child	56	78.6%	89.6%	89.9%	Below	Below
Customer Service		83.3%	88.7%	88.1%	Not sig.	Not sig.
Q45. Customer service provided information or help	27	74.1%	83.2%	82.8%	Not sig.	Not sig.
Q46. Customer service treated member with courtesy and respect	27	92.6%	94.1%	93.4%	Not sig.	Not sig.
Coordination of Care (Q35)	24	87.5%	84.2%	84.7%	Not sig.	Not sig.
Ease of Filling out Forms (Q48)	103	93.2%	95.8%	95.9%	Not sig.	Not sig.
Rating Items (Summary Rate = 8 + 9 + 10)						
Rating of Health Care (Q9)	56	85.7%	86.8%	87.3%	Not sig.	Not sig.
Rating of Personal Doctor (Q36)	79	92.4%	89.8%	90.2%	Not sig.	Not sig.
Rating of Specialist (Q43)	17	76.5%	86.7%	86.5%	Not sig.	Not sig.
Rating of Health Plan (Q49)	105	89.5%	86.8%	86.5%	Not sig.	Not sig.
Rating Items (Summary Rate = 9 + 10)						
Rating of Health Care (Q9)	56	73.2%	69.6%	70.8%	Not sig.	Not sig.
Rating of Personal Doctor (Q36)	79	75.9%	76.5%	77.2%	Not sig.	Not sig.
Rating of Specialist (Q43)	17	70.6%	72.3%	73.0%	Not sig.	Not sig.
Rating of Health Plan (Q49)	105	74.3%	72.0%	72.0%	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 Child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2023 and submitted data to NCQA. The 2022 Quality Compass® All Plans is the mean summary rate from the Medicaid child plans (Non-CCC and CCC) 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: Members who responded "No" to Q47 are included in "Always" of Q48, per NCQA HEDIS 2023 Volume 3 guidelines.