



Medicaid Child with CCC CAHPS // Trend Comparisons - General Population

Community Care Plan

Composite/Attribute/Measure/Rating Item	Summary Rate Score Definition	2022		2021		2020		Significance Testing**	
		Valid n	Summary Rate*	Valid n	Summary Rate*	Valid n	Summary Rate*	2022 versus 2021	2022 versus 2020
Getting Needed Care	Always/Usually		74.8%		80.6%		NA	Not sig.	NA
Q10. Ease of getting necessary care, tests, or treatment child needed		67	89.6%	94	86.2%	NA	NA	Not sig.	NA
Q41. Getting child's appointments with specialists as soon as needed		25	60.0%	36	75.0%	NA	NA	Not sig.	NA
Getting Care Quickly	Always/Usually		78.4%		79.1%		NA	Not sig.	NA
Q4. Child got care as soon as needed when care was needed right away		32	78.1%	39	84.6%	NA	NA	Not sig.	NA
Q6. Child got check-up/routine care appointment as soon as needed		80	78.8%	87	73.6%	NA	NA	Not sig.	NA
How Well Doctors Communicate	Always/Usually		89.1%		95.8%		NA	Not sig.	NA
Q27. Child's personal doctor explained things about health in an understandable way		66	90.9%	77	94.8%	NA	NA	Not sig.	NA
Q28. Child's personal doctor listened carefully to you		66	89.4%	78	97.4%	NA	NA	Not sig.	NA
Q29. Child's personal doctor showed respect for what you had to say		67	91.0%	78	97.4%	NA	NA	Not sig.	NA
Q32. Child's personal doctor spent enough time with your child		67	85.1%	77	93.5%	NA	NA	Not sig.	NA
Customer Service	Always/Usually		90.0%		90.4%		NA	Not sig.	NA
Q45. Customer service provided information or help		30	86.7%	47	85.1%	NA	NA	Not sig.	NA
Q46. Customer service treated member with courtesy and respect		30	93.3%	47	95.7%	NA	NA	Not sig.	NA
Coordination of Care (Q35)	Always/Usually	25	68.0%	32	81.3%	NA	NA	Not sig.	NA
Ease of Filling out Forms (Q48)		133	91.7%	176	97.2%	NA	NA	Sig. decrease	NA
Rating Items (Summary Rate = 8 + 9 + 10)									
Rating of Health Care (Q9)	8 to 10	68	88.2%	95	85.3%	NA	NA	Not sig.	NA
Rating of Personal Doctor (Q36)		102	93.1%	134	86.6%	NA	NA	Not sig.	NA
Rating of Specialist (Q43)		24	95.8%	34	88.2%	NA	NA	Not sig.	NA
Rating of Health Plan (Q49)		128	82.8%	176	84.7%	NA	NA	Not sig.	NA
Rating Items (Summary Rate = 9 + 10)									
Rating of Health Care (Q9)	9 to 10	68	77.9%	95	70.5%	NA	NA	Not sig.	NA
Rating of Personal Doctor (Q36)		102	83.3%	134	77.6%	NA	NA	Not sig.	NA
Rating of Specialist (Q43)		24	70.8%	34	82.4%	NA	NA	Not sig.	NA
Rating of Health Plan (Q49)		128	71.1%	176	69.3%	NA	NA	Not sig.	NA

* Summary Rates are defined by NCQA in its HEDIS 2022 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

** Significance Testing - "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher for 2022 results when compared to trend results. "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower for 2022 results when compared to trend results. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference between the percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level. "NA" denotes trend data is not available.

Note 1: Members who responded "No" to Q47 are included in "Always" of Q48, per NCQA HEDIS 2022 Volume 3 guidelines.

Note 2: Please note that the trend results in this report may vary slightly from historical reporting.