

Summary Rate Scores

Medicaid Adult

	2026 Valid n	2024	2025	2026	2026 Press Ganey BOB	2025 Quality Compass
Rating Questions (% 9 or 10)						
Q28. Rating of Health Plan	111	58.4%	68.5%	58.6%	63.7%	61.7%
Q8. Rating of Health Care	73^	61.4%	67.1%	60.3%	58.4%	57.7%
Q18. Rating of Personal Doctor	86^	74.2%	69.8%	75.6%	71.8%	70.7%
Q22. Rating of Specialist	46^	67.7%	73.3%	73.9%	69.3%	68.2%
Rating Questions (% 8, 9 or 10)						
Q28. Rating of Health Plan	111	76.6%	80.2%	76.6%	79.3%	77.6%
Q8. Rating of Health Care	73^	84.1%	88.2%	72.6% ↓	77.0%	76.5%
Q18. Rating of Personal Doctor	86^	85.5%	84.9%	83.7%	84.9%	84.6%
Q22. Rating of Specialist	46^	83.9%	88.9%	89.1%	83.6%	83.1%
Getting Needed Care (% Usually or Always)						
Q9. Getting care, tests, or treatment	73^	84.1%	81.6%	84.9%	86.0%	85.2%
Q20. Getting specialist appointment	52^	75.8%	72.9%	78.8%	80.0%	78.9%
Getting Care Quickly (% Usually or Always)						
Q4. Getting urgent care	46^	78.1%	82.1%	76.1%	84.0%	83.7%
Q6. Getting routine care	76^	80.0%	82.6%	76.3%	81.0%	79.2%
Effectiveness of Care: 2YR (% Sometimes, Usually, or Always)						
Q32. Advised to Quit Smoking: 2YR	31^	42.9%	75.0%	90.3%	75.3% ▲	73.4% ▲
Q33. Discussing Cessation Meds: 2YR	35^	35.7%	45.5%	62.9%	54.9%	53.2%
Q34. Discussing Cessation Strategies: 2YR	35^	35.7%	50.0%	54.3%	50.4%	47.2%

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Medicaid Adult

	2026 Valid n	2024	2025	2026	2026 Press Ganey BOB	2025 Quality Compass
Customer Service (% Usually or Always)	54 [^]	84.7%	89.9%	86.3%	89.6%	89.3%
Q24. Provided information or help	55 [^]	78.8%	85.5%	78.2%	84.4%	83.8%
Q25. Treated with courtesy and respect	54 [^]	90.6%	94.3%	94.4%	94.9%	94.7%
How Well Doctors Communicate (% Usually or Always)	72 [^]	88.0%	92.1%	91.6%	93.8%	93.4%
Q12. Dr. explained things	72 [^]	83.3%	93.2%	88.9%	93.6%	93.2%
Q13. Dr. listened carefully	73 [^]	89.6%	91.9%	93.2%	94.0%	93.7%
Q14. Dr. showed respect	73 [^]	89.6%	94.4%	94.5%	95.5%	95.1%
Q15. Dr. spent enough time	70 [^]	89.4%	89.0%	90.0%	92.0%	91.4%
Q17. Coordination of Care (% Usually or Always)	44 [^]	84.6%	85.0%	86.4%	87.0%	85.9%
Q27. Ease of Filling Out Forms (% Usually or Always)	107	95.7%	97.1%	96.3%	94.9%	95.0%