

# 2019 CAHPS® Adult Medicaid 5.0H Summary Report

July 2019

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A decorative graphic consisting of three overlapping circles: a large blue circle on top, a light blue circle on the bottom left, and a green circle on the bottom right. The text "AmeriHealth Caritas Louisiana" is centered within the blue circle.

**AmeriHealth Caritas  
Louisiana**

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# Study Overview

## Background

CAHPS (Consumer Assessment of Healthcare Providers and Systems) measures health care consumers' satisfaction with the quality of care and customer service provided by their health plan. Plans which are collecting HEDIS (Healthcare Effectiveness Data and Information Set) data for NCQA accreditation are required to field the CAHPS survey among their eligible populations.

## Protocol

For CAHPS results to be considered in HEDIS results, the CAHPS 5.0H survey must be fielded by an NCQA (National Committee for Quality Assurance)-certified survey vendor using an NCQA-approved protocol of administration in order to ensure that results are collected in a standardized way and can be compared across health plans.

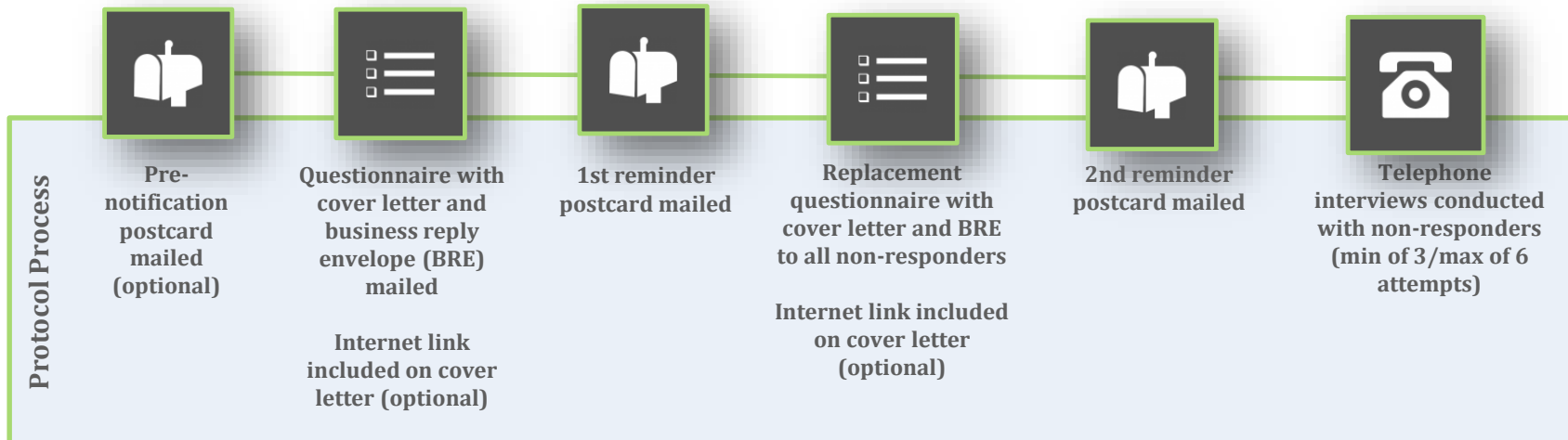
Standard NCQA protocols for administering CAHPS 5.0H include a mixed-mode mail/telephone protocol and a mail-only protocol. NCQA allows enhanced methodology options that do not significantly alter the standard methodology, such as Internet or Spanish.

» AmeriHealth Caritas Louisiana chose the mail/telephone protocol with pre-notification postcard.

## Sample

The 2019 sample for AmeriHealth Caritas Louisiana:

Sample Size	Total Completes	English Completes	Spanish Completes	Mail Completes	Phone Completes	Internet Completes
1958	334	334	0	274	60	0



# Response Rate Summary

## Response Rate Calculation

A response rate is calculated for those members who were eligible and able to respond.

**17%**

## Is the Final 2019 Response Rate

Using the final figures from AmeriHealth Caritas Louisiana's survey, the 2019 response rate is calculated using the equation below:

$$\frac{\text{Mail (274)} + \text{Phone (60)} + \text{Internet (0)} = 334 \text{ completes}}{\text{Total Sample (1958)} - \text{Total Ineligible (16)} = 1942}$$

## Disposition Summary

A completed questionnaire is defined as a respondent who completed three of the five required questions that all respondents are eligible to answer (question #3, 15, 24, 28, 35).

Ineligible	Count
Deceased	3
Does not meet eligible population criteria	5
Language barrier	6
Mentally/physically incapacitated	2
<b>Total Ineligible</b>	<b>16</b>

According to NCQA protocol, ineligible members include those who are deceased, do not meet eligible population criteria, have a language barrier, or are either mentally or physically incapacitated.

Non-response	Count
Partial complete	18
Refusal	3
Maximum attempts made	1577
Do Not Call list	10
<b>Total Non-response</b>	<b>1608</b>

Non-responders include those members who refuse to participate in the current year's survey, could not be reached due to a bad address or telephone number, members that reached a maximum attempt threshold without a response, or members that did not meet the completed survey definition.

# CAHPS Measures Defined

## Key Measures

For purposes of reporting the CAHPS results in HEDIS and for scoring for health plan accreditation, NCQA uses composite measures and rating questions from the survey.

- » Getting Care Quickly
- » Shared Decision Making\*
- » How Well Doctors Communicate\*
- » Getting Needed Care
- » Customer Service
- » Care Coordination (Q22)
- » Rating of Health Care
- » Rating of Personal Doctor
- » Rating of Specialist
- » Rating of Health Plan

Each of the composite measures is the average of 2 – 4 questions, depending on the measure, while each rating score is based on a single question. CAHPS scores are most commonly shown using Summary Rate scores.

\* Measure not included in scoring for accreditation.

## Summary Rate Scores

Summary Rate Scores indicate the proportion of members who rate the health plan **favorably** on a measure. The Summary Rate scores are calculated using % Always/Usually or %Yes for composite measures and %8,9,10 for rating questions – with 100% the highest possible score. Comparing the health plan’s percentages for the current year versus last year will provide an understanding where the health plan improved or declined.

## Quality Compass Percentiles

Quality Compass is NCQA’s comprehensive national database of health plans’ HEDIS and CAHPS results. The Quality Compass percentiles provide an indication of how the health plan fared against last year’s national average – 100th is the highest percentile.

Percentiles displayed in this report are those provided in Quality Compass. A percentile is a value on a scale of one hundred that indicates the percent of the distribution that is equal to or below it. For example, if a plan’s score falls in the 75th percentile compared to the Quality Compass that means 75% of plans represented in the Quality Compass have a score that is equal to or lower than it. Conversely, 25% of the plans in the Quality Compass have a higher score.

## NCQA Accreditation CAHPS Points

NCQA awards CAHPS points based on the percentile in which the health plan places for each measure. The maximum total points for all measures is 13 points.

By measure, the health plan earns maximum points when ranked 90th percentile or above, and minimum points for falling below the 25th percentile.

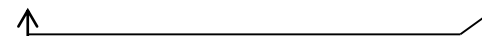
# Executive Highlights

Summary Rate Scores (% Positive Response)			
COMPOSITE SCORES	2019	2018	2019 Score versus 2018 Quality Compass
Getting Care Quickly	86%	80%	82 <sup>nd</sup>
Shared Decision Making	81%	76%	68 <sup>th</sup>
How Well Doctors Communicate	93%	92%	71 <sup>st</sup>
Getting Needed Care	83%	80%	48 <sup>th</sup>
Customer Service	93%	91%	97 <sup>th</sup>
Care Coordination	83%	84%	37 <sup>th</sup>
OVERALL RATING SCORES			
Health Care	72% ↓	80%	28 <sup>th</sup>
Personal Doctor	83%	81%	65 <sup>th</sup>
Specialist	85%	84%	80 <sup>th</sup>
Health Plan	79%	76%	65 <sup>th</sup>

Green (light) = relative strength Red (dark) = relative weakness

2019 NCQA Accreditation CAHPS Points			
Approx. 2019 Percentile Threshold	2019 Approx. Points	2018 Approx. Points	Difference from 2018
90 <sup>th</sup>	1.625	0.578	1.047
NA	NA	NA	NA
NA	NA	NA	NA
50 <sup>th</sup>	1.105	0.578	0.527
90 <sup>th</sup>	1.625	1.444	0.181
75 <sup>th</sup>	1.430	0.982	0.448
25 <sup>th</sup>	0.650	1.271	-0.621
75 <sup>th</sup>	1.430	1.444	-0.014
NA	NA	1.271	NA
50 <sup>th</sup>	2.210	1.156	1.054
	10.075	8.724	1.351

Total Possible CAHPS Points = 13.000



## Summary Rate Scores:

- » Colored arrows denote significant changes from last year, and likely play a role in changes to the health plan's overall CAHPS accreditation points.
- » The Quality Compass percentiles provide an indication of how the health plan fared against *last year's* national average - 100<sup>th</sup> is the highest.

## Accreditation Points:

- » The NCQA Accreditation CAHPS Points are approximated due to rounding because NCQA provides only two digits after the decimal but uses six digits in their actual calculation.
- » Importantly, the Health Plan Overall Rating measure earns double points so it always plays a key role in the health plan's Total CAHPS Points.
- » Estimated accreditation points cannot be calculated if too many measures (5 or more) are unreportable due to low sample size.

# Summary of Key Measures

Composite Measures	2016	2017	2018	2019	2018 Quality Compass
Getting Care Quickly	84%	82%	80%	86%	82%
Shared Decision Making	74%	76%	76%	81%	79%
How Well Doctors Communicate	89%	90%	92%	93%	92%
Getting Needed Care	78%	82%	80%	83%	82%
Customer Service	89%	88%	91%	93%	88%
Overall Rating Measures					
Health Care	72%	70%	80% ↑	72% ↓	75%
Personal Doctor	78%	78%	81%	83%	81%
Specialist	84%	76%	84%	85%	82%
Health Plan	77%	78%	76%	79%	77%
HEDIS Measures					
Flu Vaccinations (Ages 18-64)	35%	33%	37%	41%	40%
Advising Smokers and Tobacco Users to Quit*	78%	77%	75%	75%	77%
Discussing Cessation Medications*	44%	48%	51%	51%	52%
Discussing Cessation Strategies*	45%	43%	46%	47%	45%
Health Promotion & Education	76%	75%	79%	76%	73%
Care Coordination	81%	71%	84% ↑	83%	83%
Sample Size	1,625	1,620	1,958	1,958	
# of Completes	293	304	475	334	
Response Rate	18%	19%	25%	17%	

↑/↓ Statistically higher/lower compared to prior year results.

NA=Data not available

\*Measure is reported using a Rolling Average Methodology. The score shown is the reportable score for the corresponding year.

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# Comparison to Quality Compass

			2018 Adult Medicaid Quality Compass							
Adult Medicaid Survey Questions	2019	Percentile	Mean	5th	10th	25th	50th	75th	90th	95th
<b>Getting Care Quickly</b> (% Always/Usually)	85.73	82nd	82.09	74.41	75.73	79.51	82.48	84.76	86.96	88.35
<b>Shared Decision Making</b> (% Yes)	81.18	68th	79.47	73.51	75.23	77.89	79.84	81.91	83.05	84.17
<b>How Well Doctors Communicate</b> (% Always/Usually)	92.91	71st	91.55	87.55	88.61	90.17	91.62	93.11	94.08	94.93
<b>Getting Needed Care</b> (% Always/Usually)	82.77	48th	82.38	74.38	76.87	79.87	83.12	85.19	86.89	88.48
<b>Customer Service</b> (% Always/Usually)	92.79	97th	88.28	84.45	85.02	86.34	88.52	90.03	90.69	91.73
<b>Q22 Care Coordination</b> (% Always/Usually)	82.73	37th	83.37	77.27	78.41	80.75	83.33	86.10	87.68	88.68
<b>Q13 Rating of Health Care</b> (% 8, 9, 10)	72.14	28th	74.63	67.43	69.36	71.72	74.80	77.37	80.00	81.65
<b>Q23 Rating of Personal Doctor</b> (% 8, 9, 10)	83.08	65th	81.45	75.22	75.84	78.94	81.76	83.80	85.71	87.37
<b>Q27 Rating of Specialist</b> (% 8, 9, 10)	84.95	80th	82.12	76.28	77.60	79.63	82.39	84.16	86.55	87.80
<b>Q35 Rating of Health Plan</b> (% 8, 9, 10)	79.19	65th	77.02	68.69	71.51	74.13	77.47	80.19	82.41	84.73

**Legend:**

- 95th = Plan score falls on or above 95th percentile
- 90th = Plan score falls on 90th or below 95th percentile
- 75th = Plan score falls on 75th or below 90th percentile
- 50th = Plan score falls on 50th or below 75th percentile
- 25th = Plan score falls on 25th or below 50th percentile
- 10th = Plan score falls on 10th or below 25th percentile
- 5th = Plan score falls below 10th percentile

The 2018 Adult Medicaid Quality Compass consists of 170 public and non-public reporting health plan products (All Lines of Business excluding PPO/EPOs).

# Accreditation Details

## Scoring for NCQA Accreditation

### 2019 NCQA National Accreditation Comparisons\*

	Below 25th Nat'l	25th Nat'l	50th Nat'l	75th Nat'l	90th Nat'l
<i>Accreditation Points</i>	<i>0.325</i>	<i>0.650</i>	<i>1.105</i>	<i>1.430</i>	<i>1.625</i>

Composite Scores	Sample Size	Mean	Approximate Percentile Threshold	Below 25th Nat'l	25th Nat'l	50th Nat'l	75th Nat'l	90th Nat'l	Approximate Score
Getting Care Quickly	200	<b>2.526</b>	90 <sup>th</sup>	Below 2.38	2.38	2.43	2.49	2.52	<b>1.625</b>
Getting Needed Care	184	<b>2.423</b>	50 <sup>th</sup>	Below 2.34	2.34	2.38	2.44	2.48	<b>1.105</b>
Customer Service	104	<b>2.707</b>	90 <sup>th</sup>	Below 2.48	2.48	2.54	2.58	2.61	<b>1.625</b>
Care Coordination	110	<b>2.500</b>	75 <sup>th</sup>	Below 2.36	2.36	2.43	2.47	2.52	<b>1.430</b>
<b>Overall Rating Scores</b>									
Health Care	262	<b>2.374</b>	25 <sup>th</sup>	Below 2.35	2.35	2.39	2.46	2.49	<b>0.650</b>
Personal Doctor	260	<b>2.562</b>	75 <sup>th</sup>	Below 2.43	2.43	2.50	2.53	2.57	<b>1.430</b>
Specialist***	93	<b>2.677</b>	90 <sup>th</sup>	Below 2.48	2.48	2.51	2.56	2.59	<i>NA</i>
				<i>Accreditation Points</i>	<i>0.650</i>	<i>1.300</i>	<i>2.210</i>	<i>2.860</i>	<i>3.250</i>
Health Plan	322	<b>2.497</b>	50 <sup>th</sup>	Below 2.39	2.39	2.46	2.52	2.57	<b>2.210</b>

Estimated Overall CAHPS Score: **10.075**

Estimated accreditation points cannot be calculated if too many measures (5 or more) are unreportable due to low sample size (less than 100).

NOTE: NCQA begins their calculation with an unadjusted raw score showing six digits after the decimal and then compares the adjusted score to their benchmarks and thresholds (also calculated to the sixth decimal place). This report displays accreditation points and scores with only two digits after the decimal. Therefore, the estimated overall CAHPS score may differ from the sum of the individual scores due to rounding and could differ slightly from official scores provided by NCQA. The CAHPS measures account for 13 points towards accreditation.

\*Data Source: 2019 Accreditation Benchmarks and Thresholds.

\*\*\* Not reportable due to insufficient sample size.

# Key Driver Summary

A Key Driver Analysis is conducted to understand the impact that different aspects of plan service and provider care have on members' overall satisfaction with their health plan, their personal doctor, their specialist, and health care in general. Two specific scores are assessed both individually and in relation to each other. These are:

- » The relative importance of the individual issues (Correlation to overall measures)
- » The current levels of performance on each issue (Percentile group in Quality Compass)

Plans should take action to improve items that are both highly correlated to the overall measure and currently rated low when compared to national averages (Quality Compass).

## Overall Rating of Health Plan

### Call to Action

High Correlation with Rating of Health Plan and Lower Quality Compass Percentile:

Q14 - Easy to Get Care Believed Necessary

### Promote

High Correlation with Rating of Health Plan and Higher Quality Compass Percentile:

Q31 - Got Information or Help Needed

## Overall Rating of Health Care

### Call to Action

High Correlation with Rating of Health Care and Lower Quality Compass Percentile:

Q14 - Easy to Get Care Believed Necessary

Q19 - Show Respect for What You Had to Say

Q20 - Spend Enough Time with You

Q17 - Explain Things in a Way You Could Understand











### Promote

High Correlation with Rating of Health Care and Higher Quality Compass Percentile:

Q18 - Listen Carefully to You

# Key Driver Analysis

## Rating of Health Plan





	<u>Correlation to Rating of Health Plan</u>	<u>Composite</u>	<u>Sample Size</u>	<u>Health Plan's Score</u>	<u>Quality Compass Percentile</u>
Q14. Easy to get care believed necessary	0.42		266	84.96%	46 <sup>th</sup>
Q31. Got information or help needed	0.31		104	89.42%	98 <sup>th</sup>
Q25. Easy to get appointment with specialist	0.27		103	80.58%	50 <sup>th</sup>
Q20. Spend enough time with you	0.27		222	90.99%	67 <sup>th</sup>
Q4. Getting care as soon as needed	0.26		148	86.49%	63 <sup>rd</sup>
Q18. Listen carefully to you	0.24		221	94.12%	84 <sup>th</sup>
Q19. Show respect for what you had to say	0.24		223	93.27%	52 <sup>nd</sup>
Q6. Getting appointment as soon as needed	0.22		253	84.98%	86 <sup>th</sup>
Q17. Explain things in a way you could understand	0.21		222	93.24%	66 <sup>th</sup>
Q22. Care Coordination	0.18		110	82.73%	37 <sup>th</sup>

Above are the 10 key measures with the highest correlation to Rating of Health Plan

Use caution when reviewing scores with sample sizes less than 25

"Health Plan's Score" is the percent of respondents that answered "Always", "Usually"; "Yes"

**Red Text** indicates measure is 25th percentile or lower

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

# Key Driver Analysis

## Rating of Health Care

	Correlation to Rating of Health Care	Composite	Sample Size	Health Plan's Score	Quality Compass Percentile
Q18. Listen carefully to you	0.45		221	94.12%	84 <sup>th</sup>
Q14. Easy to get care believed necessary	0.43		266	84.96%	46 <sup>th</sup>
Q19. Show respect for what you had to say	0.41		223	93.27%	52 <sup>nd</sup>
Q20. Spend enough time with you	0.41		222	90.99%	67 <sup>th</sup>
Q17. Explain things in a way you could understand	0.40		222	93.24%	66 <sup>th</sup>
Q22. Care Coordination	0.30		110	82.73%	37 <sup>th</sup>
Q6. Getting appointment as soon as needed	0.30		253	84.98%	86 <sup>th</sup>
Q4. Getting care as soon as needed	0.29		148	86.49%	63 <sup>rd</sup>
Q10. Discussed reasons to take medicine	0.27		113	96.46%	97 <sup>th</sup>
Q25. Easy to get appointment with specialist	0.22		103	80.58%	50 <sup>th</sup>

Above are the 10 key measures with the highest correlation to Rating of Health Care

Use caution when reviewing scores with sample sizes less than 25

"Health Plan's Score" is the percent of respondents that answered "Always", "Usually"; "Yes"  
**Red Text** indicates measure is 25th percentile or lower

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

# Key Driver Analysis

## Rating of Doctor and Specialist

Correlation to Rating  
of Personal Doctor

Health  
Plan's  
Score

Quality  
Compass  
Percentile

Q19. Show respect for what you had to say



0.69

93.27%

52<sup>nd</sup>

Q18. Listen carefully to you



0.64

94.12%

84<sup>th</sup>

Q20. Spend enough time with you



0.58

90.99%

67<sup>th</sup>

Q17. Explain things in a way you could understand



0.46

93.24%

66<sup>th</sup>

Q22. Care Coordination



0.43

-

82.73%

37<sup>th</sup>

Q14. Easy to get care believed necessary



0.33

84.96%

46<sup>th</sup>

Q31. Got information or help needed



0.29

89.42%

98<sup>th</sup>

Q25. Easy to get appointment with specialist



0.27

80.58%

50<sup>th</sup>

Q12. Asked preference for medicine



0.24

78.95%

55<sup>th</sup>

Q4. Getting care as soon as needed



0.19

86.49%

63<sup>rd</sup>

Correlation to Rating  
of Specialist

Health  
Plan's  
Score

Quality  
Compass  
Percentile

Q32. Treated you with courtesy and respect



0.63

96.15%

83<sup>rd</sup>

Q18. Listen carefully to you



0.48

94.12%

84<sup>th</sup>

Q20. Spend enough time with you



0.47

90.99%

67<sup>th</sup>

Q14. Easy to get care believed necessary



0.45

84.96%

46<sup>th</sup>

Q17. Explain things in a way you could understand



0.44

93.24%

66<sup>th</sup>

Q19. Show respect for what you had to say



0.43

93.27%

52<sup>nd</sup>

Q31. Got information or help needed



0.42

89.42%

98<sup>th</sup>

Q11. Discussed reasons not to take medicine



0.36

68.14%

42<sup>nd</sup>

Q25. Easy to get appointment with specialist



0.24

80.58%

50<sup>th</sup>

Q22. Care Coordination



0.24

82.73%

37<sup>th</sup>

Above are the 10 key measures with the highest correlation to Rating of Doctor or Specialist

"Health Plan's Score" is the percent of respondents that answered "Always", "Usually", "Yes"

Red Text indicates measure is 25th percentile or lower

# Improving CAHPS Scores

SPH Analytics has consulted with numerous clients on ways to improve CAHPS scores. Even though each health plan is unique and faces different challenges, many of the improvement strategies discussed on the next few pages can be applied by most plans with appropriate modifications.

In addition to the strategies suggested below, we suggest reviewing AHRQ's CAHPS Improvement Guide, an online resource located on the Agency for Healthcare Research and Quality website at:

<http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/improvement-guide.html>

## GETTING CARE QUICKLY

### Getting care as soon as you needed

- » Distribute to members listings of Urgent Care/After Hours Care options available in network. Promote Nurse on Call lines as part of the distribution. Refrigerator magnets with Nurse On-Call phone numbers and names of participating Urgent Care centers are very effective in this population.

### Getting appointment as soon as needed

- » Encourage PCP offices to implement open access scheduling – allowing a portion of each day to be left open for urgent care and follow-up care.

### Additional recommendations

- » Include in member newsletters articles regarding scheduling routine care and check ups and informing members of the average wait time for a routine appointment for your network.
- » Identify for members, PCP, Pediatric and OB/GYN practices that offer evening and weekend hours.
- » Encourage PCP offices to make annual appointments 12 months in advance
- » Conduct an Access to Care Study
  - Calls to physician office - unblinded
  - Calls to members with recent claims
  - Desk audit by provider relations staff
- » Conduct a CG-CAHPS survey to identify offices with scheduling issues

# Improving CAHPS Scores

## SHARED DECISION MAKING

### Discussed reasons to take medicine

- » Develop patient education materials about common medicines prescribed for your members explaining pros of each medicine. Examples: asthma medications, high blood pressure medications, statins.

### Discussed reasons not to take medicine

- » Develop patient education materials about common medicines prescribed for your members explaining cons of each medicine. Examples: asthma medications, high blood pressure medications, statins.

### Asked preference for medicine

- » Conduct a CG-CAHPS survey and include the Shared Decision Making Composite as supplemental questions.

### Additional recommendations

- » Develop or purchase audio recordings and/or videos of patient/doctor dialogues/vignettes with information about common medications. Distribute to provider panel via podcast or other method.

# Improving CAHPS Scores

## HOW WELL DOCTORS COMMUNICATE

### Explain things in a way you could understand

- » Include supplemental questions from the Item Set for Addressing Health Literacy to identify communication issues.

### Listen carefully to you

- » Provide the physicians with patient education materials. These materials could reinforce that the physician has heard the concerns of the patient and/or that they are interested in the well-being of the patient. The materials might also speak to a healthy habit that the physician wants the patient to adopt, thereby reinforcing the communication and increasing the chances for compliance. Materials should be available in appropriate/relevant languages and reading levels for the population.

### Show respect for what you had to say

- » Conduct focus group of members to identify examples of behaviors identified in the questions. Video the groups to show physicians how patients characterize excellent and poor physician performance.

### Spend enough time with you

- » Develop “Questions Checklists” on specific diseases to be used by members when speaking to doctors. Have these available in office waiting rooms or provided by office staff prior to the patient meeting with the doctor. The doctor can review and discuss the checklist during the office visit.

### Additional recommendations

- » Conduct a CG-CAHPS survey to identify physicians for whom improvement plans should be developed.
- » Provide communication tips in the provider newsletters. Often, these are better accepted if presented as a testimonial from a patient.

# Improving CAHPS Scores

## GETTING NEEDED CARE (1 of 2)

### Easy to get appointment with specialist

- » Develop referral guidelines to identify which clinical conditions the PCPs should manage themselves and which should be referred to the specialists.
- » Review authorization and referral patterns for internal barriers to member access to needed specialists. Include Utilization Management staff in the review process to assist in barrier identification and process improvement development.
- » Review Complaint and Grievance information to assess if issues are with the process of getting a referral/authorization to a specialist, or if the issue is the wait time to get an appointment.
- » Include supplemental questions on the CAHPS survey to determine whether the difficulty is in obtaining the initial consult or subsequent appointments.
- » Include a supplemental question on the CAHPS survey to determine with which type of specialist members have difficulty making an appointment.
- » Perform a GeoAccess study of your panel of specialists to assure that there are an adequate number of specialists and that they are dispersed geographically to meet the needs of your members.
- » Instruct Provider Relations staff to question PCP office staff regarding which types of specialists they have the most problems scheduling appointments for their patients.
- » Conduct an Access to Care survey to validate appointment availability of specialist appointments.
- » Include specialists in a CG-CAHPS Study to determine ease of access as well as other issues with specialist care.
- » Develop a worksheet which could be completed and given to the patient by the PCP explaining the need and urgency of the referral as well as any preparation on the patient's part prior to the appointment with the specialist. Including the patient in the decision making process improves the probability that the patient will visit the specialist.
- » Develop materials to introduce and promote your specialist network to the PCPs and encourage the PCPs to develop new referral patterns that align with the network.

# Improving CAHPS Scores

## GETTING NEEDED CARE *(2 of 2)*

### Easy to get care believed necessary

- » Evaluate pre-certification, authorization, and appeals processes. Of even more importance is to evaluate the manner in which the decisions are communicated to the member. Members may be told that the health plan has not approved specific care, tests, or treatment, but are not being told why. The health plan should go the extra step to ensure that the member understands the decision and hears directly from them.

### Additional recommendations

- » Include a supplemental question on the CAHPS survey to identify the type of care, test or treatment which the member has a problem obtaining.
- » Review complaints received by Customer Service regarding inability to receive care, tests or treatments. Identify the issues generating the highest number of complaints and prioritize improvement activities to address these first.
- » When care or treatment is denied, care should be taken to ensure that the message is understood by both the provider and the member. Evaluate language utilized in denial letters and scripts for telephonic notifications of denials to make sure messaging is clear and appropriate for a lay person. If state regulations mandate denial format and language in written communications, examine ways to also communicate denial decisions verbally to reinforce reasons for denial.

# Improving CAHPS Scores

## HEALTH PLAN CUSTOMER SERVICE

### Got information or help needed

- » On a monthly basis, study Call Center reports for reasons of incoming calls and identify the primary drivers of calls. Bring together Call Center representatives and key staff from related operational departments to design interventions to decrease call volume and/or improve member satisfaction with the health plan.

### Treated you with courtesy and respect

- » Operationally define customer service behaviors for Call Center representatives as well as all staff throughout the organization. Train staff on these behaviors.

### Additional recommendations

- » Conduct Call Center Satisfaction Survey. Implement a short IVR survey to members within days of their calling customer service to explore/assess their recent experience.
- » Implement a service recovery program so that Call Center representatives have guidelines to follow for problem resolution and atonement.
- » Acknowledge that all members who respond that they have called customer service have actually talked to plan staff in other areas than the Call Center. Promote the idea of customer service is the responsibility for all staff throughout the organization.

# Improving CAHPS Scores

## CARE COORDINATION

### Personal doctor informed and up-to-date about the care you got from other doctors or other health providers

- » Institute process where the plan notifies the PCP when a member is admitted/discharged from a hospital or SNF. Upon discharge, send a copy of the discharge summary to the PCP.
- » Care Coordination is an area in which the health plan can be seen as the partner to the physician in the management of a member's care. A plan's words and actions can emphasize the plan's willingness to work with the physician to improve the health of their members and to assist the physician in doing so.
  - Offer to work with larger/high volume PCP groups to facilitate EMR connectivity with high volume specialty groups.
  - Conduct a referring physician survey with PCPs via the Internet to ascertain the level of communication between PCPs and specific specialists.
- Investigate how the plan can assist the PCP in coordinating care with specialists and ancillary providers.
- Institute a policy and procedure whereby copies of MTM information is faxed/mailed to the member's assigned PCP.
- Have Provider Relations staff interview PCP office staff as to whether they communicate with Specialist offices to request updates on care delivered to patients that the PCP referred to the Specialist.
- Encourage PCP offices to assist members with appointment scheduling with specialists and other ancillary providers and for procedures and tests.

# Demographic Differences

The commentary below is ***based on the SPH Analytics (formerly Morpace) Adult Medicaid Book of Business:***

Age	<ul style="list-style-type: none"> <li>Those ages 55+ tend to be more satisfied with their health care experience and health plan than those ages 54 or younger. Respondents 55+ rate all composite and overall rating areas significantly higher than younger respondents with the exception of Shared Decision Making. Respondents ages 54 or younger rate Shared Decision Making significantly higher than those 55+.</li> <li>Younger respondents are significantly less likely to report receiving a flu shot/spray than older respondents.</li> </ul>
Health Status	<ul style="list-style-type: none"> <li>Respondents who rate their health status as 'Excellent' or 'Very good' tend to be more satisfied with How Well Doctors Communicate and Getting Needed Care than respondents who rate their health status lower. Moreover, healthier respondents give significantly higher ratings to all overall rating measures in comparison to those less healthy.</li> <li>Respondents who rate their health status as 'Fair' or 'Poor' are significantly more likely to report receiving a flu shot/spray than those who rate their health status higher.</li> </ul>
Education	<ul style="list-style-type: none"> <li>Less educated respondents rate the areas of Getting Care Quickly, Getting Needed Care, Rating of Personal Doctor, Rating of Specialist and Rating of Health Plan significantly higher than those more educated.</li> </ul>
Race and ethnicity effects are independent of education and income. Lower income generally predicts lower satisfaction with coverage and care.	
Race	<ul style="list-style-type: none"> <li>White respondents give significantly higher ratings for: Getting Care Quickly, Getting Needed Care and Rating of Health Care. For the remaining <u>overall rating</u> measures (Personal Doctor, Specialist and Health Plan), White respondents rate similarly to African-American respondents.</li> <li>SPH Analytics Book of Business: White - 61%; African American - 24%; All other - 17%</li> <li>Lower satisfaction ratings from Asian Americans may be partially attributable to cultural differences in their response tendencies. Therefore, the lower scores for 'All other' might not reflect an accurate comparison of their experience with health care.</li> </ul>
Ethnicity	<ul style="list-style-type: none"> <li>Hispanics and non-Hispanics rate most <u>composite</u> measures similarly, although, Hispanic respondents rate all <u>overall rating</u> measures (Rating of Health Care, Personal Doctor, Specialist, and Health Plan) significantly higher than non-Hispanics.</li> <li>SPH Analytics Book of Business: Hispanic - 15%</li> </ul>

# Demographic Profile

		2016	2017	2018	2019	2018 Quality Compass
<b>Q36. Health Status</b>						
	Excellent/Very Good	27%	28%	30%	28%	33%
	Good	27%	36%	29%	34%	33%
	Fair/Poor	46%	37%	41%	38%	34%
<b>Q37. Mental/Emotional Health Status</b>						
	Excellent/Very Good	27%	35%	39%	43%	43%
	Good	35%	30%	26%	30%	29%
	Fair/Poor	38%	35%	35%	28%	28%
<b>Q47. Member's Age</b>						
	18 to 24	11%	10%	7%	9%	12%
	25 to 34	18%	18%	13%	12%	17%
	35 to 44	15%	15%	16%	13%	14%
	45 to 54	18%	24%	25%	23%	19%
	55 to 64	34%	30%	36%	42%	29%
	65 or older	4%	2%	2%	2%	9%
<b>Q48. Gender</b>						
	Male	33%	38%	39%	44%	38%
	Female	67%	62%	61%	56%	62%
<b>Q49. Education</b>						
	Did not graduate high school	40%	32%	32%	28%	23%
	High school graduate or GED	39%	38%	38%	44%	39%
	Some college or 2-year degree	18%	24%	24%	20%	27%
	4-year college graduate	2%	5%	4%	4%	7%
	More than 4-year college degree	1%	1%	3%	4%	4%
<b>Q50/51. Race/Ethnicity</b>						
	Hispanic or Latino	3%	4%	3%	4%	18%
	White	43%	42%	51%	44%	58%
	African American	52%	53%	44%	49%	24%
	Asian	1%	1%	1%	2%	5%
	Native Hawaiian or other Pacific Islander	0%	0%	0%	0%	1%
	American Indian or Alaska Native	4%	5%	5%	2%	4%
	Other	2%	4%	4%	5%	11%

Data shown are self reported.

# Measures by Demographics

Demographic	Age			Race			Ethnicity		Education		Health Status		
	18-34	35-54	55+	White	African American	All other	Hispanic	Non-Hispanic	HS Grad or Less	Some College+	Excellent/Very Good	Good	Fair/Poor
<i>Sample size</i>	(n=68)	(n=117)	(n=146)	(n=146)	(n=165)	(n=27)	(n=12)	(n=296)	(n=234)	(n=93)	(n=91)	(n=112)	(n=124)
<b>Composites (% Always/Usually)</b>													
Getting Care Quickly	86	84	87	85	87	84	66	87	85	92	91	83	85
Shared Decision Making (% Yes)	82	81	81	78	85	86	67	83	83	76	83	77	82
How Well Doctors Communicate	92	94	92	91	94	95	94	92	93	92	98	95	89
Getting Needed Care	84	81	83	81	83	98	72	83	80	89	85	81	83
Customer Service	77	97	95	94	92	100	100	91	91	97	93	88	96
<b>Overall Ratings (% 8,9,10)</b>													
Health Care	70	75	71	74	71	67	73	72	70	78	81	73	65
Personal Doctor	76	84	85	82	85	77	70	84	83	83	84	84	82
Specialist	76	79	91	83	87	86	83	84	82	90	80	89	84
Health Plan	80	77	81	81	79	77	83	80	80	79	87	77	75

# HEDIS Measures

**Flu Vaccinations for Adults Ages 18 - 64**

**Medical Assistance with Smoking and Tobacco Use Cessation**

# Flu Vaccinations

For Adults Ages 18-64

- » The Flu Vaccinations for Adults Ages 18-64 Measure is designed to report the percent of members:
  - who are between the ages of 18-64 as of July 1st of the measurement year
  - who were continuously enrolled during the measurement year, and
  - who received an influenza vaccination or flu spray between July of the measurement year and the date on which the survey was completed
- » All members in the sample are asked to answer this question but only the members that meet the age criteria will be included in the results for this measure.

Health Plan Scores (% Yes)	2016	2017	2018	2019
Q38. Flu Shot	35%	33%	37%	41%
<i>Sample Size:</i>	<i>(271)</i>	<i>(285)</i>	<i>(446)</i>	<i>(314)</i>

↑/↓ Statistically higher/lower compared to prior year results.

**Health Plan Percentile:**  
**60th Percentile**

2018 Quality Compass							
Mean	5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	50 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>
39.60	27.84	31.37	34.66	38.95	44.30	48.66	50.82

- » Results for this measure are calculated using data collected during the measurement year. There must be a total of 100 or more respondents eligible for calculation in the measurement year for the rate to be reportable.

# Smoking & Tobacco Use Cessation

## Advising Smokers and Tobacco Users to Quit

- » The Medical Assistance with Smoking and Tobacco Use Cessation (MSC) measure consists of the following components that assess different facets of providing medical assistance with smoking and tobacco use cessation:
  - Advising Smokers and Tobacco Users to Quit
  - Discussing Cessation Medications
  - Discussing Cessation Strategies
- » Criteria for inclusion in this measure are members who are at least 18 years old, who were either current smokers, tobacco users, or recent quitters, who were seen by an MCO practitioner during the measurement year, and who received advice on quitting smoking/tobacco use.

Health Plan Scores (% Always/Usually/Sometimes)	2016	2017	2018	2019
Q40. Advising Smokers and Tobacco Users to Quit	78%	77%	75%	75%
<i>Sample Size:</i>	<i>(255)</i>	<i>(231)</i>	<i>(299)</i>	<i>(294)</i>

↑/↓ Statistically higher/lower compared to prior year results.

## Health Plan Percentile:

# 31st Percentile

2018 Quality Compass							
Mean	5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	50 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>
76.97	65.31	70.42	73.84	77.50	80.87	83.47	85.10

- » The Health Plan Scores are calculated using a rolling average methodology, using results collected during two consecutive years of data collection. There must be a total of 100 or more respondents for the rolling average calculation to be reportable.

# Smoking & Tobacco Use Cessation

## Discussing Cessation Medications

- » Criteria for inclusion in this measure are members who are at least 18 years old, who were either current smokers, tobacco users, or recent quitters, who were seen by an MCO practitioner during the measurement year, and who discussed smoking/tobacco use cessation medications.

**Health Plan Percentile:**  
**45th Percentile**

- » The Health Plan Scores are calculated using a rolling average methodology, using results collected during two consecutive years of data collection. There must be a total of 100 or more respondents for the rolling average calculation to be reportable.

Health Plan Scores (% Always/Usually/Sometimes)	2016	2017	2018	2019
Q41. Discussing Cessation Medications	44%	48%	51%	51%
<i>Sample Size:</i>	<i>(255)</i>	<i>(228)</i>	<i>(297)</i>	<i>(293)</i>

↑/↓ Statistically higher/lower compared to prior year results.

2018 Quality Compass							
Mean	5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	50 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>
51.53	35.94	40.94	46.71	51.07	57.63	62.57	65.79

# Smoking & Tobacco Use Cessation

## Discussing Cessation Strategies

- » Criteria for inclusion in this measure are members who are at least 18 years old, who were either current smokers, tobacco users, or recent quitters, who were seen by an MCO practitioner during the measurement year, and who discussed smoking/tobacco use cessation methods or strategies with their doctor.

### Health Plan Percentile:

**63rd Percentile**

- » The Health Plan Scores are calculated using a rolling average methodology, using results collected during two consecutive years of data collection. There must be a total of 100 or more respondents for the rolling average calculation to be reportable.

Health Plan Scores (% Always/Usually/Sometimes)	2016	2017	2018	2019
Q42. Discussing Cessation Strategies	45%	43%	46%	47%
<i>Sample Size:</i>	<i>(252)</i>	<i>(228)</i>	<i>(295)</i>	<i>(292)</i>

↑/↓ Statistically higher/lower compared to prior year results.

2018 Quality Compass							
Mean	5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	50 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>
45.37	33.33	36.36	40.52	44.76	49.68	57.26	58.15

# Supplemental Questions

# Getting Care, Tests, or Treatment

## Supplemental Questions

**Q54. If you had trouble getting the care, tests, or treatment that you needed, what is the reason for the trouble?  
(Multiple Mentions)**

	2017	2018	2019
<b>My plan said that it was not covered</b>	<b>35%</b>	<b>30%</b>	<b>26%</b>
<b>Took too long to get an appointment or appointment time was not convenient</b>	<b>23%</b>	<b>23%</b>	<b>20%</b>
<b>Took too long to get approval from my health plan</b>	<b>7%</b>	<b>18%</b>	<b>16%</b>
<b>My doctor said that it was not covered</b>	<b>22%</b>	<b>26%</b>	<b>14%</b>
<b>Some other reason</b>	<b>39%</b>	<b>39%</b>	<b>43%</b>
<i>Sample Size:</i>	<i>(n=95)</i>	<i>(n=159)</i>	<i>(n=102)</i>

# Getting Care Right Away

## Supplemental Questions

**Q55. When you needed care right away, where did you go most often?**

	2017	2018	2019
<b>Emergency Room</b>	<b>43%</b>	<b>44%</b>	<b>43%</b>
<b>Doctor's Office</b>	<b>30%</b>	<b>33%</b>	<b>33%</b>
<b>Clinic</b>	<b>27%</b>	<b>22%</b>	<b>24%</b>
<i>Sample Size:</i>	<i>(n=226)</i>	<i>(n=348)</i>	<i>(n=252)</i>

# Medical Terminology

## Supplemental Questions

**Q56. In the last 6 months, how often did the provider use medical words you did not understand?**

	2017	2018	2019
<b>Always</b>	7%	5%	7%
<b>Usually</b>	6%	6%	4%
<b>Sometimes</b>	26%	26%	24%
<b>Never</b>	61%	63%	65%
<i>Sample Size:</i>	<i>(n=291)</i>	<i>(n=461)</i>	<i>(n=324)</i>

# Provider Preferences

## Supplemental Questions

**Q57. Some people prefer a provider of a specific race, gender or ethnicity. Others prefer a provider who speaks a specific language. Have you been able to find providers that meet your preferences?**

	2017	2018	2019
<b>Yes</b>	<b>83%</b>	<b>89%</b>	<b>88%</b>
<b>No</b>	<b>17%</b>	<b>11%</b>	<b>12%</b>
<i>Sample Size:</i>	<i>(n=294)</i>	<i>(n=459)</i>	<i>(n=314)</i>

# Specialist Appointment

## Supplemental Questions

**Q58. In the last 6 months, if you had trouble getting an appointment to see a specialist, what type of specialist was it hard to get an appointment with?  
(Multiple Mentions)**

	2017	2018	2019
<b>Neurologist (Brain Doctor)</b>	14%	18%	22%
<b>Orthopedic Surgeon (Bone and Muscle Doctor)</b>	24%	26%	21%
<b>Ophthalmologist (Eye Doctor)</b>	8%	11%	15%
<b>Behavioral Health</b>	13%	13%	12%
<b>Gastroenterologist (Stomach Doctor)</b>	8%	9%	12%
<b>Obstetrics &amp; Gynecology (Doctor for women)</b>	11%	13%	11%
<b>Dermatologist (Skin Doctor)</b>	6%	15%	10%
<b>Cardiologist (Heart Doctor)</b>	3%	10%	9%
<b>Allergist (Doctor for allergies)</b>	3%	9%	7%
<b>Oncologist (Cancer Doctor)</b>	3%	4%	7%
<b>Otolaryngologist (Ear, Nose, Throat Doctor)</b>	13%	7%	4%
<b>Other</b>	38%	28%	17%
<i>Sample Size:</i>	<i>(n=72)</i>	<i>(n=117)</i>	<i>(n=82)</i>

# Communication

## Supplemental Questions

**Q59. When your plan needs to share information with you, how do you prefer to receive this information?  
(Multiple Mentions)**

	2016	2017	2018	2019
<b>By postal mail</b>	<b>82%</b>	<b>72%</b>	<b>74%</b>	<b>72%</b>
<b>A phone call from someone at the plan</b>	<b>36%</b>	<b>32%</b>	<b>34%</b>	<b>34%</b>
<b>By text message</b>	<b>11%</b>	<b>21%</b>	<b>22%</b>	<b>23%</b>
<b>By email</b>	<b>11%</b>	<b>20%</b>	<b>18%</b>	<b>19%</b>
<b>Mobile phone app</b>	<b>5%</b>	<b>7%</b>	<b>7%</b>	<b>6%</b>
<b>On the plan's website</b>	<b>2%</b>	<b>3%</b>	<b>5%</b>	<b>2%</b>
<i>Sample Size:</i>	<i>(n=266)</i>	<i>(n=272)</i>	<i>(n=465)</i>	<i>(n=322)</i>

**2019 Adult Medicaid CAHPS®  
Plan Comparison to 2018 Quality Compass® At-a-Glance  
AmeriHealth Caritas Louisiana**



Adult Medicaid Survey Questions	2019	Percentile	2018 Adult Medicaid Quality Compass							
			Mean	5th	10th	25th	50th	75th	90th	95th
<b>Getting Care Quickly (% Always/Usually)</b>	<b>85.73</b>	<b>82nd</b>	82.09	74.41	75.73	79.51	82.48	84.76	86.96	88.35
Q4 Getting care as soon as needed	86.49	63rd	84.55	76.74	78.10	81.76	84.78	87.36	90.37	92.12
Q6 Getting appointment as soon as needed	84.98	86th	79.91	71.72	73.08	76.71	80.26	83.33	85.55	86.70
<b>Shared Decision Making (% Yes)</b>	<b>81.18</b>	<b>68th</b>	79.47	73.51	75.23	77.89	79.84	81.91	83.05	84.17
Q10 Discussed reasons to take medicine	96.46	97th	91.80	85.91	88.32	89.93	92.24	93.91	95.02	96.12
Q11 Discussed reasons not to take medicine	68.14	42nd	68.38	59.30	61.12	65.89	69.60	71.94	73.57	75.23
Q12 Asked preference for medicine	78.95	55th	78.14	70.53	73.68	75.55	78.14	80.76	83.49	84.18
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>92.91</b>	<b>71st</b>	91.55	87.55	88.61	90.17	91.62	93.11	94.08	94.93
Q17 Explain things in a way you could understand	93.24	66th	91.83	87.86	88.50	90.24	92.00	93.82	94.85	95.31
Q18 Listen carefully to you	94.12	84th	91.80	87.82	88.63	90.00	92.04	93.53	94.79	95.63
Q19 Show respect for what you had to say	93.27	52nd	93.06	89.20	90.58	91.77	93.13	94.43	95.56	96.21
Q20 Spend enough time with you	90.99	67th	89.53	84.21	85.55	87.80	89.80	91.40	92.69	93.80
<b>Getting Needed Care (% Always/Usually)</b>	<b>82.77</b>	<b>48th</b>	82.38	74.38	76.87	79.87	83.12	85.19	86.89	88.48
Q14 Easy to get care believed necessary	84.96	46th	84.59	76.65	78.07	81.86	85.23	87.80	89.81	90.67
Q25 Easy to get appointment with specialist	80.58	50th	80.36	71.19	74.23	77.30	80.53	83.93	85.84	86.92
<b>Customer Service (% Always/Usually)</b>	<b>92.79</b>	<b>97th</b>	88.28	84.45	85.02	86.34	88.52	90.03	90.69	91.73
Q31 Got information or help needed	89.42	98th	82.47	76.47	77.68	80.13	82.93	84.96	87.07	87.67
Q32 Treated you with courtesy and respect	96.15	83rd	94.09	90.73	91.35	92.40	94.50	95.80	96.84	97.04
Q13 Rating of Health Care (% 8, 9, 10)	72.14	28th	74.63	67.43	69.36	71.72	74.80	77.37	80.00	81.65
Q23 Rating of Personal Doctor (% 8, 9, 10)	83.08	65th	81.45	75.22	75.84	78.94	81.76	83.80	85.71	87.37
Q27 Rating of Specialist (% 8, 9, 10)	84.95	80th	82.12	76.28	77.60	79.63	82.39	84.16	86.55	87.80
Q35 Rating of Health Plan (% 8, 9, 10)	79.19	65th	77.02	68.69	71.51	74.13	77.47	80.19	82.41	84.73
Q8 Health Promotion and Education (% Yes)	75.57	71st	73.49	66.67	68.54	71.03	73.57	76.10	78.43	79.87
Q22 Care Coordination (% Always/Usually)	82.73	37th	83.37	77.27	78.41	80.75	83.33	86.10	87.68	88.68
<b>HEDIS® Measures</b>										
Q38 Flu Vaccinations (Ages 18-64)	40.76	60th	39.60	27.84	31.37	34.66	38.95	44.30	48.66	50.82
Q40 Advising Smokers and Tobacco Users to Quit*	75.17	31st	76.97	65.31	70.42	73.84	77.50	80.87	83.47	85.10
Q41 Discussing Cessation Medications*	50.51	45th	51.53	35.94	40.94	46.71	51.07	57.63	62.57	65.79
Q42 Discussing Cessation Strategies*	46.92	63rd	45.37	33.33	36.36	40.52	44.76	49.68	57.26	58.15

\* Calculated using a rolling average  
The 2018 Adult Medicaid Quality Compass consists of 170 public and non-public reporting health plan products (All Lines of Business excluding PPOs/EPOs).

95th = Plan score falls on or above 95th percentile  
90th = Plan score falls on 90th or below 95th percentile  
75th = Plan score falls on 75th or below 90th percentile  
50th = Plan score falls on 50th or below 75th percentile  
25th = Plan score falls on 25th or below 50th percentile  
10th = Plan score falls on 10th or below 25th percentile  
5th = Plan score falls below 10th percentile

**2019 Adult Medicaid CAHPS®  
Demographic At-a-Glance - Health Status  
AmeriHealth Caritas Louisiana**



Adult Medicaid Survey Questions	Total	Excellent/ Very Good (N)	Good (O)	Fair/ Poor (P)
<i>Sample Size</i>	(n=334)	(n=91)	(n=112)	(n=124)
<b>Getting Care Quickly (% Always/Usually)</b>	<b>86</b>	<b>91</b>	<b>83</b>	<b>85</b>
Q4 Getting care as soon as needed	86	93	85	84
Q6 Getting appointment as soon as needed	85	89	81	85
<b>Shared Decision Making (% Yes)</b>	<b>81</b>	<b>83</b>	<b>77</b>	<b>82</b>
Q10 Discussed reasons to take medicine	96	93	94	100
Q11 Discussed reasons not to take medicine	68	76	65	65
Q12 Asked preference for medicine	79	80	74	81
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>93</b>	<b>98</b>	<b>95</b>	<b>89</b>
Q17 Explain things in a way you could understand	93	98	96	90
Q18 Listen carefully to you	94	98P	99P	89
Q19 Show respect for what you had to say	93	98P	97P	87
Q20 Spend enough time with you	91	96	90	88
<b>Getting Needed Care (% Always/Usually)</b>	<b>83</b>	<b>85</b>	<b>81</b>	<b>83</b>
Q14 Easy to get care believed necessary	85	88	87	81
Q25 Easy to get appointment with specialist	81	81	75	84
<b>Customer Service (% Always/Usually)</b>	<b>93</b>	<b>93</b>	<b>88</b>	<b>96</b>
Q31 Got information or help needed	89	90	81	95
Q32 Treated you with courtesy and respect	96	97	94	98
Q13 Rating of Health Care (% 8, 9, 10)	<b>72</b>	<b>81P</b>	<b>73</b>	<b>65</b>
Q23 Rating of Personal Doctor (% 8, 9, 10)	<b>83</b>	<b>84</b>	<b>84</b>	<b>82</b>
Q27 Rating of Specialist (% 8, 9, 10)	<b>85</b>	<b>80</b>	<b>89</b>	<b>84</b>
Q35 Rating of Health Plan (% 8, 9, 10)	<b>79</b>	<b>87P</b>	<b>77</b>	<b>75</b>
Q8 Health Promotion and Education (% Yes)	76	72	78	77
Q22 Care Coordination (% Always/Usually)	83	76	87	83
<b>HEDIS® Measures</b>				
Q38 Flu Vaccinations (Ages 18-64)	41	30	37	52NO
Q40 Advising Smokers and Tobacco Users to Quit*	75	68	75	81N
Q41 Discussing Cessation Medications*	51	51	45	54
Q42 Discussing Cessation Strategies*	47	48	38	52

\* Calculated using a rolling average

Significance is noted by UPPERCASE letters for columns significantly HIGHER at 95% confidence level

Use caution when reviewing scores with sample sizes less than 20.

**2019 Adult Medicaid CAHPS®  
Demographic At-a-Glance - Age  
AmeriHealth Caritas Louisiana**



Adult Medicaid Survey Questions	Total	18-34 (D)	35-54 (E)	55+ (F)
<i>Sample Size</i>	(n=334)	(n=68)	(n=117)	(n=146)
<b>Getting Care Quickly (% Always/Usually)</b>	<b>86</b>	<b>86</b>	<b>84</b>	<b>87</b>
Q4 Getting care as soon as needed	86	91	83	88
Q6 Getting appointment as soon as needed	85	80	85	87
<b>Shared Decision Making (% Yes)</b>	<b>81</b>	<b>82</b>	<b>81</b>	<b>81</b>
Q10 Discussed reasons to take medicine	96	95	100	95
Q11 Discussed reasons not to take medicine	68	77	67	65
Q12 Asked preference for medicine	79	73	78	82
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>93</b>	<b>92</b>	<b>94</b>	<b>92</b>
Q17 Explain things in a way you could understand	93	95	93	93
Q18 Listen carefully to you	94	92	97	93
Q19 Show respect for what you had to say	93	90	96	93
Q20 Spend enough time with you	91	92	90	91
<b>Getting Needed Care (% Always/Usually)</b>	<b>83</b>	<b>84</b>	<b>81</b>	<b>83</b>
Q14 Easy to get care believed necessary	85	84	86	84
Q25 Easy to get appointment with specialist	81	83	76	82
<b>Customer Service (% Always/Usually)</b>	<b>93</b>	<b>77</b>	<b>97</b>	<b>95</b>
Q31 Got information or help needed	89	67	94	93
Q32 Treated you with courtesy and respect	96	87	100	96
Q13 Rating of Health Care (% 8, 9, 10)	<b>72</b>	<b>70</b>	<b>75</b>	<b>71</b>
Q23 Rating of Personal Doctor (% 8, 9, 10)	<b>83</b>	<b>76</b>	<b>84</b>	<b>85</b>
Q27 Rating of Specialist (% 8, 9, 10)	<b>85</b>	<b>76</b>	<b>79</b>	<b>91</b>
Q35 Rating of Health Plan (% 8, 9, 10)	<b>79</b>	<b>80</b>	<b>77</b>	<b>81</b>
Q8 Health Promotion and Education (% Yes)	76	72	73	80
Q22 Care Coordination (% Always/Usually)	83	63	86	86
<b>HEDIS® Measures</b>				
Q38 Flu Vaccinations (Ages 18-64)	41	32	32	52DE
Q40 Advising Smokers and Tobacco Users to Quit*	75	60	73	83D
Q41 Discussing Cessation Medications*	51	44	44	61E
Q42 Discussing Cessation Strategies*	47	43	43	54

\* Calculated using a rolling average

Significance is noted by UPPERCASE letters for columns significantly HIGHER at 95% confidence level  
Use caution when reviewing scores with sample sizes less than 20.

**2019 Adult Medicaid CAHPS®  
Demographic At-a-Glance - Education  
AmeriHealth Caritas Louisiana**



Adult Medicaid Survey Questions	Total	HS Grad or Less (L)	Some College+ (M)
<i>Sample Size</i>	(n=334)	(n=234)	(n=93)
<b>Getting Care Quickly (% Always/Usually)</b>	<b>86</b>	<b>85</b>	<b>92</b>
Q4 Getting care as soon as needed	86	84	97L
Q6 Getting appointment as soon as needed	85	85	86
<b>Shared Decision Making (% Yes)</b>	<b>81</b>	<b>83</b>	<b>76</b>
Q10 Discussed reasons to take medicine	96	99	95
Q11 Discussed reasons not to take medicine	68	68	66
Q12 Asked preference for medicine	79	84	68
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>93</b>	<b>93</b>	<b>92</b>
Q17 Explain things in a way you could understand	93	92	97
Q18 Listen carefully to you	94	95	92
Q19 Show respect for what you had to say	93	94	92
Q20 Spend enough time with you	91	92	89
<b>Getting Needed Care (% Always/Usually)</b>	<b>83</b>	<b>80</b>	<b>89</b>
Q14 Easy to get care believed necessary	85	84	88
Q25 Easy to get appointment with specialist	81	76	91
<b>Customer Service (% Always/Usually)</b>	<b>93</b>	<b>91</b>	<b>97</b>
Q31 Got information or help needed	89	88	93
Q32 Treated you with courtesy and respect	96	95	100
Q13 Rating of Health Care (% 8, 9, 10)	<b>72</b>	<b>70</b>	<b>78</b>
Q23 Rating of Personal Doctor (% 8, 9, 10)	<b>83</b>	<b>83</b>	<b>83</b>
Q27 Rating of Specialist (% 8, 9, 10)	<b>85</b>	<b>82</b>	<b>90</b>
Q35 Rating of Health Plan (% 8, 9, 10)	<b>79</b>	<b>80</b>	<b>79</b>
Q8 Health Promotion and Education (% Yes)	76	76	77
Q22 Care Coordination (% Always/Usually)	83	85	76
<b>HEDIS® Measures</b>			
Q38 Flu Vaccinations (Ages 18-64)	41	40	43
Q40 Advising Smokers and Tobacco Users to Quit*	75	75	76
Q41 Discussing Cessation Medications*	51	50	52
Q42 Discussing Cessation Strategies*	47	46	52

\* Calculated using a rolling average

Significance is noted by UPPERCASE letters for columns significantly HIGHER at 95% confidence level  
Use caution when reviewing scores with sample sizes less than 20.

**2019 Adult Medicaid CAHPS®  
Demographic At-a-Glance - Ethnicity  
AmeriHealth Caritas Louisiana**



Adult Medicaid Survey Questions	Total	Hispanic (J)	Non-Hispanic (K)
<i>Sample Size</i>	(n=334)	(n=12)	(n=296)
<b>Getting Care Quickly (% Always/Usually)</b>	<b>86</b>	<b>66</b>	<b>87</b>
Q4 Getting care as soon as needed	86	60	88
Q6 Getting appointment as soon as needed	85	73	86
<b>Shared Decision Making (% Yes)</b>	<b>81</b>	<b>67</b>	<b>83</b>
Q10 Discussed reasons to take medicine	96	100	98
Q11 Discussed reasons not to take medicine	68	50	70
Q12 Asked preference for medicine	79	50	79
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>93</b>	<b>94</b>	<b>92</b>
Q17 Explain things in a way you could understand	93	89	93
Q18 Listen carefully to you	94	100	93
Q19 Show respect for what you had to say	93	89	93
Q20 Spend enough time with you	91	100	90
<b>Getting Needed Care (% Always/Usually)</b>	<b>83</b>	<b>72</b>	<b>83</b>
Q14 Easy to get care believed necessary	85	64	86
Q25 Easy to get appointment with specialist	81	80	80
<b>Customer Service (% Always/Usually)</b>	<b>93</b>	<b>100</b>	<b>91</b>
Q31 Got information or help needed	89	100	87
Q32 Treated you with courtesy and respect	96	100	95
Q13 Rating of Health Care (% 8, 9, 10)	<b>72</b>	<b>73</b>	<b>72</b>
Q23 Rating of Personal Doctor (% 8, 9, 10)	<b>83</b>	<b>70</b>	<b>84</b>
Q27 Rating of Specialist (% 8, 9, 10)	<b>85</b>	<b>83</b>	<b>84</b>
Q35 Rating of Health Plan (% 8, 9, 10)	<b>79</b>	<b>83</b>	<b>80</b>
Q8 Health Promotion and Education (% Yes)	76	70	77
Q22 Care Coordination (% Always/Usually)	83	67	83
<b>HEDIS® Measures</b>			
Q38 Flu Vaccinations (Ages 18-64)	41	20	41
Q40 Advising Smokers and Tobacco Users to Quit*	75	100	75
Q41 Discussing Cessation Medications*	51	33	51
Q42 Discussing Cessation Strategies*	47	33	47

\* Calculated using a rolling average

Significance is noted by UPPERCASE letters for columns significantly HIGHER at 95% confidence level  
Use caution when reviewing scores with sample sizes less than 20.

**2019 Adult Medicaid CAHPS®  
Demographic At-a-Glance - Race  
AmeriHealth Caritas Louisiana**



Adult Medicaid Survey Questions	Total	White (G)	African American (H)	All Other (I)
<i>Sample Size</i>	(n=334)	(n=146)	(n=165)	(n=27)
<b>Getting Care Quickly (% Always/Usually)</b>	<b>86</b>	<b>85</b>	<b>87</b>	<b>84</b>
Q4 Getting care as soon as needed	86	84	90	83
Q6 Getting appointment as soon as needed	85	86	84	84
<b>Shared Decision Making (% Yes)</b>	<b>81</b>	<b>78</b>	<b>85</b>	<b>86</b>
Q10 Discussed reasons to take medicine	96	96	100	86
Q11 Discussed reasons not to take medicine	68	64	72	71
Q12 Asked preference for medicine	79	73	84	100
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>93</b>	<b>91</b>	<b>94</b>	<b>95</b>
Q17 Explain things in a way you could understand	93	93	94	90
Q18 Listen carefully to you	94	91	96	100
Q19 Show respect for what you had to say	93	91	95	95
Q20 Spend enough time with you	91	91	91	95
<b>Getting Needed Care (% Always/Usually)</b>	<b>83</b>	<b>81</b>	<b>83</b>	<b>98</b>
Q14 Easy to get care believed necessary	85	82	87	95
Q25 Easy to get appointment with specialist	81	80	80	100
<b>Customer Service (% Always/Usually)</b>	<b>93</b>	<b>94</b>	<b>92</b>	<b>100</b>
Q31 Got information or help needed	89	92	86	100
Q32 Treated you with courtesy and respect	96	95	97	100
Q13 Rating of Health Care (% 8, 9, 10)	<b>72</b>	<b>74</b>	<b>71</b>	<b>67</b>
Q23 Rating of Personal Doctor (% 8, 9, 10)	<b>83</b>	<b>82</b>	<b>85</b>	<b>77</b>
Q27 Rating of Specialist (% 8, 9, 10)	<b>85</b>	<b>83</b>	<b>87</b>	<b>86</b>
Q35 Rating of Health Plan (% 8, 9, 10)	<b>79</b>	<b>81</b>	<b>79</b>	<b>77</b>
Q8 Health Promotion and Education (% Yes)	76	77	76	70
Q22 Care Coordination (% Always/Usually)	83	82	85	70
<b>HEDIS® Measures</b>				
Q38 Flu Vaccinations (Ages 18-64)	41	40	42	35
Q40 Advising Smokers and Tobacco Users to Quit*	75	71	79	75
Q41 Discussing Cessation Medications*	51	45	58G	46
Q42 Discussing Cessation Strategies*	47	42	54	42

\* Calculated using a rolling average

Significance is noted by UPPERCASE letters for columns significantly HIGHER at 95% confidence level  
Use caution when reviewing scores with sample sizes less than 20.

**2019 Adult Medicaid CAHPS®  
Demographic At-a-Glance - Mode  
AmeriHealth Caritas Louisiana**



Adult Medicaid Survey Questions	Total	Mail (Q)	Phone (R)
<i>Sample Size</i>	(n=334)	(n=274)	(n=60)
<b>Getting Care Quickly (% Always/Usually)</b>	<b>86</b>	<b>87</b>	<b>80</b>
Q4 Getting care as soon as needed	86	89	76
Q6 Getting appointment as soon as needed	85	85	83
<b>Shared Decision Making (% Yes)</b>	<b>81</b>	<b>82</b>	<b>78</b>
Q10 Discussed reasons to take medicine	96	99	80
Q11 Discussed reasons not to take medicine	68	66	80
Q12 Asked preference for medicine	79	80	73
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>93</b>	<b>93</b>	<b>90</b>
Q17 Explain things in a way you could understand	93	95R	85
Q18 Listen carefully to you	94	94	94
Q19 Show respect for what you had to say	93	94	91
Q20 Spend enough time with you	91	92	88
<b>Getting Needed Care (% Always/Usually)</b>	<b>83</b>	<b>85R</b>	<b>69</b>
Q14 Easy to get care believed necessary	85	86	82
Q25 Easy to get appointment with specialist	81	84	57
<b>Customer Service (% Always/Usually)</b>	<b>93</b>	<b>95</b>	<b>81</b>
Q31 Got information or help needed	89	91	77
Q32 Treated you with courtesy and respect	96	98	85
Q13 Rating of Health Care (% 8, 9, 10)	<b>72</b>	<b>73</b>	<b>68</b>
Q23 Rating of Personal Doctor (% 8, 9, 10)	<b>83</b>	<b>81</b>	<b>95Q</b>
Q27 Rating of Specialist (% 8, 9, 10)	<b>85</b>	<b>87</b>	<b>73</b>
Q35 Rating of Health Plan (% 8, 9, 10)	<b>79</b>	<b>78</b>	<b>83</b>
Q8 Health Promotion and Education (% Yes)	76	78	65
Q22 Care Coordination (% Always/Usually)	83	84	73
<b>HEDIS® Measures</b>			
Q38 Flu Vaccinations (Ages 18-64)	41	42	35
Q40 Advising Smokers and Tobacco Users to Quit*	75	75	76
Q41 Discussing Cessation Medications*	51	52	47
Q42 Discussing Cessation Strategies*	47	47	46

\* Calculated using a rolling average

Significance is noted by UPPERCASE letters for columns significantly HIGHER at 95% confidence level  
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**2019 Adult Medicaid CAHPS®  
Demographic At-a-Glance - Mental/Emotional Health Status  
AmeriHealth Caritas Louisiana**



Adult Medicaid Survey Questions	Total	Excellent/ Very Good (T)	Good (U)	Fair/ Poor (V)
<i>Sample Size</i>	(n=334)	(n=139)	(n=97)	(n=91)
<b>Getting Care Quickly (% Always/Usually)</b>	<b>86</b>	<b>89</b>	<b>81</b>	<b>87</b>
Q4 Getting care as soon as needed	86	91	83	86
Q6 Getting appointment as soon as needed	85	88	79	87
<b>Shared Decision Making (% Yes)</b>	<b>81</b>	<b>78</b>	<b>83</b>	<b>83</b>
Q10 Discussed reasons to take medicine	96	95	94	100
Q11 Discussed reasons not to take medicine	68	61	76	71
Q12 Asked preference for medicine	79	78	79	79
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>93</b>	<b>94</b>	<b>96</b>	<b>88</b>
Q17 Explain things in a way you could understand	93	94	95	90
Q18 Listen carefully to you	94	95	98V	90
Q19 Show respect for what you had to say	93	96V	95	87
Q20 Spend enough time with you	91	93	94	85
<b>Getting Needed Care (% Always/Usually)</b>	<b>83</b>	<b>84</b>	<b>87</b>	<b>78</b>
Q14 Easy to get care believed necessary	85	87	88	81
Q25 Easy to get appointment with specialist	81	80	85	74
<b>Customer Service (% Always/Usually)</b>	<b>93</b>	<b>93</b>	<b>93</b>	<b>96</b>
Q31 Got information or help needed	89	89	89	93
Q32 Treated you with courtesy and respect	96	96	96	100
Q13 Rating of Health Care (% 8, 9, 10)	<b>72</b>	<b>74</b>	<b>77</b>	<b>64</b>
Q23 Rating of Personal Doctor (% 8, 9, 10)	<b>83</b>	<b>86</b>	<b>83</b>	<b>78</b>
Q27 Rating of Specialist (% 8, 9, 10)	<b>85</b>	<b>83</b>	<b>90</b>	<b>84</b>
Q35 Rating of Health Plan (% 8, 9, 10)	<b>79</b>	<b>79</b>	<b>85V</b>	<b>73</b>
Q8 Health Promotion and Education (% Yes)	76	75	79	75
Q22 Care Coordination (% Always/Usually)	83	82	83	83
<b>HEDIS® Measures</b>				
Q38 Flu Vaccinations (Ages 18-64)	41	43	40	39
Q40 Advising Smokers and Tobacco Users to Quit*	75	75	74	76
Q41 Discussing Cessation Medications*	51	55	49	47
Q42 Discussing Cessation Strategies*	47	48	40	49

\* Calculated using a rolling average

Significance is noted by UPPERCASE letters for columns significantly HIGHER at 95% confidence level  
Use caution when reviewing scores with sample sizes less than 20.

**2019 Adult Medicaid CAHPS®  
Demographic At-a-Glance - Number of Doctor/Clinic Visits  
AmeriHealth Caritas Louisiana**



Adult Medicaid Survey Questions	Total	None (W)	1 to 2 (X)	3 or More (Y)
<i>Sample Size</i>	(n=334)	(n=58)	(n=126)	(n=140)
<b>Getting Care Quickly (% Always/Usually)</b>	<b>86</b>	<b>79</b>	<b>79</b>	<b>91X</b>
Q4 Getting care as soon as needed	86	92	77	92X
Q6 Getting appointment as soon as needed	85	67	80	90X
<b>Shared Decision Making (% Yes)</b>	<b>81</b>	<b>NA</b>	<b>78</b>	<b>82</b>
Q10 Discussed reasons to take medicine	96	NA	91	99
Q11 Discussed reasons not to take medicine	68	NA	63	71
Q12 Asked preference for medicine	79	NA	81	78
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>93</b>	<b>98</b>	<b>90</b>	<b>95</b>
Q17 Explain things in a way you could understand	93	100	92	93
Q18 Listen carefully to you	94	100	91	96
Q19 Show respect for what you had to say	93	91	91	95
Q20 Spend enough time with you	91	100	86	94
<b>Getting Needed Care (% Always/Usually)</b>	<b>83</b>	<b>80</b>	<b>81</b>	<b>84</b>
Q14 Easy to get care believed necessary	85	NA	80	89X
Q25 Easy to get appointment with specialist	81	80	82	79
<b>Customer Service (% Always/Usually)</b>	<b>93</b>	<b>88</b>	<b>97</b>	<b>91</b>
Q31 Got information or help needed	89	88	94	87
Q32 Treated you with courtesy and respect	96	88	100	95
Q13 Rating of Health Care (% 8, 9, 10)	<b>72</b>	<b>NA</b>	<b>70</b>	<b>74</b>
Q23 Rating of Personal Doctor (% 8, 9, 10)	<b>83</b>	<b>81</b>	<b>79</b>	<b>88</b>
Q27 Rating of Specialist (% 8, 9, 10)	<b>85</b>	<b>100</b>	<b>76</b>	<b>88</b>
Q35 Rating of Health Plan (% 8, 9, 10)	<b>79</b>	<b>80</b>	<b>79</b>	<b>78</b>
Q8 Health Promotion and Education (% Yes)	76	NA	69	81X
Q22 Care Coordination (% Always/Usually)	83	75	76	89
<b>HEDIS® Measures</b>				
Q38 Flu Vaccinations (Ages 18-64)	41	24	40W	47W
Q40 Advising Smokers and Tobacco Users to Quit*	75	44	82W	84W
Q41 Discussing Cessation Medications*	51	20	55W	60W
Q42 Discussing Cessation Strategies*	47	15	53W	56W

\* Calculated using a rolling average

NA = Question not applicable

Significance is noted by UPPERCASE letters for columns significantly HIGHER at 95% confidence level

Use caution when reviewing scores with sample sizes less than 20.

**2019 Adult Medicaid CAHPS®**  
**Key Question Distribution At-a-Glance**  
**AmeriHealth Caritas Louisiana**



				%Always/ Usually or %Yes	Summary Mean (1-3)	Sample Size
<b>Getting Care Quickly</b>	14	19	67	86	2.53	(273)
Q4 Getting care as soon as needed	14	15	72	86	2.58	(148)
Q6 Getting appointment as soon as needed	15	23	62	85	2.47	(253)
<b>Shared Decision Making (% No, Yes)</b>	19		81	81	NA	(114)
Q10 Discussed reasons to take medicine	4		96	96	NA	(113)
Q11 Discussed reasons not to take medicine	32		68	68	NA	(113)
Q12 Asked preference for medicine	21		79	79	NA	(114)
<b>How Well Doctors Communicate</b>	7	14	79	93	2.72	(223)
Q17 Explain things in a way you could understand	7	14	79	93	2.72	(222)
Q18 Listen carefully to you	6	13	81	94	2.76	(221)
Q19 Show respect for what you had to say	7	11	82	93	2.75	(223)
Q20 Spend enough time with you	9	16	75	91	2.66	(222)
<b>Getting Needed Care</b>	17	23	60	83	2.42	(275)
Q14 Easy to get care believed necessary	15	24	61	85	2.46	(266)
Q25 Easy to get appointment with specialist	19	22	58	81	2.39	(103)
<b>Customer Service</b>	7	15	78	93	2.71	(104)
Q31 Got information or help needed	11	20	69	89	2.59	(104)
Q32 Treated you with courtesy and respect	4	10	87	96	2.83	(104)
<b>Other Measures</b>						
Q8 Health Promotion and Education (% No, Yes)	24		76	76	2.51	(262)
Q22 Care Coordination	17	15	67	83	2.50	(110)



<b>Overall Ratings</b>				% 8-10		
Q13 Rating of Health Care	3	11	13	72	72	2.37 (262)
Q23 Rating of Personal Doctor	3	7	7	83	83	2.56 (260)
Q27 Rating of Specialist	4	5	5	85	85	2.68 (93)
Q35 Rating of Health Plan	3	8	10	79	79	2.50 (322)

Percents may not add to 100% due to rounding

NA = Means are not calculated for the Shared Decision Making composite.

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**2019 Adult Medicaid CAHPS®  
Historical Trending At-a-Glance  
AmeriHealth Caritas Louisiana**



Adult Medicaid Survey Questions	2017		2018		2019		Sig Testing	
	Summary Rate	Sample Size	Summary Rate	Sample Size	Summary Rate	Sample Size	2017 to 2018	2018 to 2019
<b>Getting Care Quickly (% Always/Usually)</b>	<b>81.5</b>	<b>250</b>	<b>80.4</b>	<b>396</b>	<b>85.7</b>	<b>273</b>	<b>NS</b>	<b>NS</b>
Q4 Getting care as soon as needed	81.5	146	82.2	214	86.5	148	NS	NS
Q6 Getting appointment as soon as needed	81.5	222	78.5	367	85.0	253	NS	+
<b>Shared Decision Making (% Yes)</b>	<b>75.8</b>	<b>119</b>	<b>75.8</b>	<b>188</b>	<b>81.2</b>	<b>114</b>	<b>NS</b>	<b>NS</b>
Q10 Discussed reasons to take medicine	86.6	119	91.5	188	96.5	113	NS	NS
Q11 Discussed reasons not to take medicine	64.7	119	61.3	186	68.1	113	NS	NS
Q12 Asked preference for medicine	76.3	118	74.6	185	78.9	114	NS	NS
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>89.9</b>	<b>203</b>	<b>92.2</b>	<b>328</b>	<b>92.9</b>	<b>223</b>	<b>NS</b>	<b>NS</b>
Q17 Explain things in a way you could understand	89.2	203	92.9	325	93.2	222	NS	NS
Q18 Listen carefully to you	88.7	203	91.8	328	94.1	221	NS	NS
Q19 Show respect for what you had to say	91.6	203	93.6	327	93.3	223	NS	NS
Q20 Spend enough time with you	90.0	200	90.5	326	91.0	222	NS	NS
<b>Getting Needed Care (% Always/Usually)</b>	<b>81.9</b>	<b>245</b>	<b>79.6</b>	<b>384</b>	<b>82.8</b>	<b>275</b>	<b>NS</b>	<b>NS</b>
Q14 Easy to get care believed necessary	81.9	237	82.3	368	85.0	266	NS	NS
Q25 Easy to get appointment with specialist	81.9	94	76.8	190	80.6	103	NS	NS
<b>Customer Service (% Always/Usually)</b>	<b>88.2</b>	<b>110</b>	<b>90.9</b>	<b>177</b>	<b>92.8</b>	<b>104</b>	<b>NS</b>	<b>NS</b>
Q31 Got information or help needed	82.7	110	84.6	175	89.4	104	NS	NS
Q32 Treated you with courtesy and respect	93.6	109	97.2	176	96.2	104	NS	NS
Q13 Rating of Health Care (% 8, 9, 10)	69.9	236	79.6	368	72.1	262	+	-
Q23 Rating of Personal Doctor (% 8, 9, 10)	78.3	235	80.5	370	83.1	260	NS	NS
Q27 Rating of Specialist (% 8, 9, 10)	76.4	89	83.8	179	84.9	93	NS	NS
Q35 Rating of Health Plan (% 8, 9, 10)	77.6	286	75.9	464	79.2	322	NS	NS
Q8 Health Promotion and Education (% Yes)	74.6	236	79.1	369	75.6	262	NS	NS
Q22 Care Coordination (% Always/Usually)	71.2	111	84.3	204	82.7	110	+	NS
<b>HEDIS® Measures</b>								
Q38 Flu Vaccinations (Ages 18-64)	33.3	285	37.0	446	40.8	314	NS	NS
Q40 Advising Smokers and Tobacco Users to Quit*	77.1	231	74.6	299	75.2	294	NS	NS
Q41 Discussing Cessation Medications*	48.2	228	50.8	297	50.5	293	NS	NS
Q42 Discussing Cessation Strategies*	43.4	228	45.8	295	46.9	292	NS	NS

\* Calculated using a rolling average

NA = Data not available

NC= Not comparable

+ = Results significantly higher than prior year's results  
 NS = No significant difference between the two years  
 - = Results significantly lower than prior year's results

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q1. Our records show that you are now in AmeriHealth Caritas Louisiana. Is that right?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	4	0	2	2	1	3	2	1	1	3	1	0	4	0	4	0	4	0
<b>Percentage Base</b>	<b>330</b>	<b>68</b>	<b>115</b>	<b>144</b>	<b>254</b>	<b>64</b>	<b>89</b>	<b>111</b>	<b>123</b>	<b>231</b>	<b>92</b>	<b>12</b>	<b>292</b>	<b>146</b>	<b>161</b>	<b>27</b>	<b>270</b>	<b>60</b>
Yes	330	68	115	144	254	64	89	111	123	231	92	12	292	146	161	27	270	60
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		*				*	*				*	**				**		*
No	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		*				*	*				*	**				**		*

Overlap formula used

- Column Proportions:

Columns Tested (5%): B/C/D,E/F,G/H/I,J/K,L/M,N/O/P,Q/R

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

- Column Means:

Columns Tested (5%): B/C/D,E/F,G/H/I,J/K,L/M,N/O/P,Q/R

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

Significance is noted by UPPERCASE letters for columns significantly HIGHER at 95% confidence level.

Within each subgroup, all categories are tested against each other.

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Percentage Base</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
Yes	149	22	52	73	108	37	30	40	76	106	38	5	130	67	69	12	124	25
	44.6%	32.4%	44.4%	50.0%	42.4%	55.2%	33.0%	35.7%	61.3%	45.3%	40.9%	41.7%	43.9%	45.9%	41.8%	44.4%	45.3%	41.7%
		*		B		*	*		GH		*	**				**		*
No	185	46	65	73	147	30	61	72	48	128	55	7	166	79	96	15	150	35
	55.4%	67.6%	55.6%	50.0%	57.6%	44.8%	67.0%	64.3%	38.7%	54.7%	59.1%	58.3%	56.1%	54.1%	58.2%	55.6%	54.7%	58.3%
		D*				*	I*	I			*	**				**		*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	186	46	65	74	148	30	61	72	49	128	56	7	167	79	97	15	151	35
<b>Percentage Base</b>	<b>148</b>	<b>22</b>	<b>52</b>	<b>72</b>	<b>107</b>	<b>37</b>	<b>30</b>	<b>40</b>	<b>75</b>	<b>106</b>	<b>37</b>	<b>5</b>	<b>129</b>	<b>67</b>	<b>68</b>	<b>12</b>	<b>123</b>	<b>25</b>
Never	2	1	0	1	2	0	2	0	0	2	0	0	2	1	1	0	1	1
	1.4%	4.5%	0	1.4%	1.9%	0	6.7%	0	0	1.9%	0	0	1.6%	1.5%	1.5%	0	0.8%	4.0%
		**	*	*		*	I*	*	*		*	**		*	*	**		**
Sometimes	18	1	9	8	10	7	0	6	12	15	1	2	14	10	6	2	13	5
	12.2%	4.5%	17.3%	11.1%	9.3%	18.9%	0	15.0%	16.0%	14.2%	2.7%	40.0%	10.9%	14.9%	8.8%	16.7%	10.6%	20.0%
		**	*	*		*	*	G*	G*		*	**		*	*	**		**
Usually	22	5	8	9	9	12	3	9	9	12	9	1	18	10	10	2	19	3
	14.9%	22.7%	15.4%	12.5%	8.4%	32.4%	10.0%	22.5%	12.0%	11.3%	24.3%	20.0%	14.0%	14.9%	14.7%	16.7%	15.4%	12.0%
		**	*	*		E*	*	*	*		*	**		*	*	**		**
Always	106	15	35	54	86	18	25	25	54	77	27	2	95	46	51	8	90	16
	71.6%	68.2%	67.3%	75.0%	80.4%	48.6%	83.3%	62.5%	72.0%	72.6%	73.0%	40.0%	73.6%	68.7%	75.0%	66.7%	73.2%	64.0%
		**	*	*	F	*	*	*	*		*	**		*	*	**		**
Net Summaries:																		
Top 2 Box: Always + Usually	128	20	43	63	95	30	28	34	63	89	36	3	113	56	61	10	109	19
	86.5%	90.9%	82.7%	87.5%	88.8%	81.1%	93.3%	85.0%	84.0%	84.0%	97.3%	60.0%	87.6%	83.6%	89.7%	83.3%	88.6%	76.0%
		**	*	*		*	*	*	*		J*	**		*	*	**		**
Bottom 2 Box: Never + Sometimes	20	2	9	9	12	7	2	6	12	17	1	2	16	11	7	2	14	6
	13.5%	9.1%	17.3%	12.5%	11.2%	18.9%	6.7%	15.0%	16.0%	16.0%	2.7%	40.0%	12.4%	16.4%	10.3%	16.7%	11.4%	24.0%
		**	*	*		*	*	*	*	K	*	**		*	*	**		**

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	3	0	1	2	2	1	1	0	2	2	0	0	3	1	2	0	2	1
<b>Percentage Base</b>	<b>331</b>	<b>68</b>	<b>116</b>	<b>144</b>	<b>253</b>	<b>66</b>	<b>90</b>	<b>112</b>	<b>122</b>	<b>232</b>	<b>93</b>	<b>12</b>	<b>293</b>	<b>145</b>	<b>163</b>	<b>27</b>	<b>272</b>	<b>59</b>
Yes	255	52	86	114	196	52	63	83	104	178	72	11	225	115	123	19	213	42
	77.0%	76.5%	74.1%	79.2%	77.5%	78.8%	70.0%	74.1%	85.2%	76.7%	77.4%	91.7%	76.8%	79.3%	75.5%	70.4%	78.3%	71.2%
		*				*	*		GH		*	**				**		*
No	76	16	30	30	57	14	27	29	18	54	21	1	68	30	40	8	59	17
	23.0%	23.5%	25.9%	20.8%	22.5%	21.2%	30.0%	25.9%	14.8%	23.3%	22.6%	8.3%	23.2%	20.7%	24.5%	29.6%	21.7%	28.8%
		*				*	I*	I			*	**				**		*

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	81	17	31	33	61	15	29	29	21	57	22	1	73	32	43	8	63	18
<b>Percentage Base</b>	<b>253</b>	<b>51</b>	<b>86</b>	<b>113</b>	<b>194</b>	<b>52</b>	<b>62</b>	<b>83</b>	<b>103</b>	<b>177</b>	<b>71</b>	<b>11</b>	<b>223</b>	<b>114</b>	<b>122</b>	<b>19</b>	<b>211</b>	<b>42</b>
Never	3	0	2	1	2	1	0	1	2	3	0	1	2	3	0	0	1	2
	1.2%	0	2.3%	0.9%	1.0%	1.9%	0	1.2%	1.9%	1.7%	0	9.1%	0.9%	2.6%	0	0	0.5%	4.8%
		*	*			*	*	*			*	**				**		Q*
Sometimes	35	10	11	14	24	9	7	15	13	23	10	2	30	13	19	3	30	5
	13.8%	19.6%	12.8%	12.4%	12.4%	17.3%	11.3%	18.1%	12.6%	13.0%	14.1%	18.2%	13.5%	11.4%	15.6%	15.8%	14.2%	11.9%
		*	*			*	*	*			*	**				**		*
Usually	58	16	19	23	35	22	18	19	21	39	19	3	50	27	29	2	48	10
	22.9%	31.4%	22.1%	20.4%	18.0%	42.3%	29.0%	22.9%	20.4%	22.0%	26.8%	27.3%	22.4%	23.7%	23.8%	10.5%	22.7%	23.8%
		*	*			E*	*	*			*	**				**		*
Always	157	25	54	75	133	20	37	48	67	112	42	5	141	71	74	14	132	25
	62.1%	49.0%	62.8%	66.4%	68.6%	38.5%	59.7%	57.8%	65.0%	63.3%	59.2%	45.5%	63.2%	62.3%	60.7%	73.7%	62.6%	59.5%
		*	*	B	F	*	*	*			*	**				**		*
Net Summaries:																		
Top 2 Box: Always + Usually	215	41	73	98	168	42	55	67	88	151	61	8	191	98	103	16	180	35
	85.0%	80.4%	84.9%	86.7%	86.6%	80.8%	88.7%	80.7%	85.4%	85.3%	85.9%	72.7%	85.7%	86.0%	84.4%	84.2%	85.3%	83.3%
		*	*			*	*	*			*	**				**		*
Bottom 2 Box: Never + Sometimes	38	10	13	15	26	10	7	16	15	26	10	3	32	16	19	3	31	7
	15.0%	19.6%	15.1%	13.3%	13.4%	19.2%	11.3%	19.3%	14.6%	14.7%	14.1%	27.3%	14.3%	14.0%	15.6%	15.8%	14.7%	16.7%
		*	*			*	*	*			*	**				**		*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	10	0	5	5	10	0	2	5	3	7	2	0	8	5	5	0	6	4
<b>Percentage Base</b>	<b>324</b>	<b>68</b>	<b>112</b>	<b>141</b>	<b>245</b>	<b>67</b>	<b>89</b>	<b>107</b>	<b>121</b>	<b>227</b>	<b>91</b>	<b>12</b>	<b>288</b>	<b>141</b>	<b>160</b>	<b>27</b>	<b>268</b>	<b>56</b>
None	58	11	26	20	43	11	21	23	13	44	14	1	55	24	29	6	46	12
	17.9%	16.2%	23.2%	14.2%	17.6%	16.4%	23.6%	21.5%	10.7%	19.4%	15.4%	8.3%	19.1%	17.0%	18.1%	22.2%	17.2%	21.4%
		*				*	I*	I			*	**				**		*
1 time	56	11	16	29	40	15	20	19	17	36	17	3	48	29	24	5	45	11
	17.3%	16.2%	14.3%	20.6%	16.3%	22.4%	22.5%	17.8%	14.0%	15.9%	18.7%	25.0%	16.7%	20.6%	15.0%	18.5%	16.8%	19.6%
		*				*	*				*	**				**		*
2	70	19	25	26	56	11	18	24	26	48	22	2	62	31	32	9	58	12
	21.6%	27.9%	22.3%	18.4%	22.9%	16.4%	20.2%	22.4%	21.5%	21.1%	24.2%	16.7%	21.5%	22.0%	20.0%	33.3%	21.6%	21.4%
		*				*	*				*	**				**		*
3	53	8	19	25	39	12	10	20	22	38	15	3	46	24	24	5	45	8
	16.4%	11.8%	17.0%	17.7%	15.9%	17.9%	11.2%	18.7%	18.2%	16.7%	16.5%	25.0%	16.0%	17.0%	15.0%	18.5%	16.8%	14.3%
		*				*	*				*	**				**		*
4	32	8	9	15	21	11	3	5	23	24	7	0	31	10	21	1	27	5
	9.9%	11.8%	8.0%	10.6%	8.6%	16.4%	3.4%	4.7%	19.0%	10.6%	7.7%	0	10.8%	7.1%	13.1%	3.7%	10.1%	8.9%
		*				*	*		GH		*	**				**		*
5 to 9	38	5	11	22	33	5	10	13	14	26	11	2	32	18	19	1	33	5
	11.7%	7.4%	9.8%	15.6%	13.5%	7.5%	11.2%	12.1%	11.6%	11.5%	12.1%	16.7%	11.1%	12.8%	11.9%	3.7%	12.3%	8.9%
		*				*	*				*	**				**		*
10 or more times	17	6	6	4	13	2	7	3	6	11	5	1	14	5	11	0	14	3
	5.2%	8.8%	5.4%	2.8%	5.3%	3.0%	7.9%	2.8%	5.0%	4.8%	5.5%	8.3%	4.9%	3.5%	6.9%	0	5.2%	5.4%
		*				*	*				*	**				**		*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	72	11	32	28	57	11	24	29	17	55	16	2	66	31	35	7	55	17
<b>Percentage Base</b>	<b>262</b>	<b>57</b>	<b>85</b>	<b>118</b>	<b>198</b>	<b>56</b>	<b>67</b>	<b>83</b>	<b>107</b>	<b>179</b>	<b>77</b>	<b>10</b>	<b>230</b>	<b>115</b>	<b>130</b>	<b>20</b>	<b>219</b>	<b>43</b>
Yes	198	41	62	94	148	46	48	65	82	136	59	7	178	88	99	14	170	28
	75.6%	71.9%	72.9%	79.7%	74.7%	82.1%	71.6%	78.3%	76.6%	76.0%	76.6%	70.0%	77.4%	76.5%	76.2%	70.0%	77.6%	65.1%
		*	*			*	*	*			*	**				**		*
No	64	16	23	24	50	10	19	18	25	43	18	3	52	27	31	6	49	15
	24.4%	28.1%	27.1%	20.3%	25.3%	17.9%	28.4%	21.7%	23.4%	24.0%	23.4%	30.0%	22.6%	23.5%	23.8%	30.0%	22.4%	34.9%
		*	*			*	*	*			*	**				**		*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	68	11	31	25	53	11	23	28	16	51	16	1	63	29	34	6	52	16
<b>Percentage Base</b>	<b>266</b>	<b>57</b>	<b>86</b>	<b>121</b>	<b>202</b>	<b>56</b>	<b>68</b>	<b>84</b>	<b>108</b>	<b>183</b>	<b>77</b>	<b>11</b>	<b>233</b>	<b>117</b>	<b>131</b>	<b>21</b>	<b>222</b>	<b>44</b>
Yes	114	22	36	56	84	27	30	31	52	73	38	4	102	56	51	7	99	15
	42.9%	38.6%	41.9%	46.3%	41.6%	48.2%	44.1%	36.9%	48.1%	39.9%	49.4%	36.4%	43.8%	47.9%	38.9%	33.3%	44.6%	34.1%
		*	*			*	*	*			*	**			**		*	
No	152	35	50	65	118	29	38	53	56	110	39	7	131	61	80	14	123	29
	57.1%	61.4%	58.1%	53.7%	58.4%	51.8%	55.9%	63.1%	51.9%	60.1%	50.6%	63.6%	56.2%	52.1%	61.1%	66.7%	55.4%	65.9%
		*	*			*	*	*			*	**			**		*	

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q10. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	221	46	82	90	172	40	61	81	73	162	55	8	195	90	115	20	176	45
<b>Percentage Base</b>	<b>113</b>	<b>22</b>	<b>35</b>	<b>56</b>	<b>83</b>	<b>27</b>	<b>30</b>	<b>31</b>	<b>51</b>	<b>72</b>	<b>38</b>	<b>4</b>	<b>101</b>	<b>56</b>	<b>50</b>	<b>7</b>	<b>98</b>	<b>15</b>
Yes	109	21	35	53	81	25	28	29	51	71	36	4	99	54	50	6	97	12
	96.5%	95.5%	100.0%	94.6%	97.6%	92.6%	93.3%	93.5%	100.0%	98.6%	94.7%	100.0%	98.0%	96.4%	100.0%	85.7%	99.0%	80.0%
		**	*	*	*	**	*	*	*	*	*	**		*	*	**	*	**
No	4	1	0	3	2	2	2	2	0	1	2	0	2	2	0	1	1	3
	3.5%	4.5%	0	5.4%	2.4%	7.4%	6.7%	6.5%	0	1.4%	5.3%	0	2.0%	3.6%	0	14.3%	1.0%	20.0%
		**	*	*	*	**	*	*	*	*	*	**		*	*	**	*	**

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q11. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	221	46	81	91	172	40	62	81	72	162	55	8	195	90	115	20	176	45
<b>Percentage Base</b>	<b>113</b>	<b>22</b>	<b>36</b>	<b>55</b>	<b>83</b>	<b>27</b>	<b>29</b>	<b>31</b>	<b>52</b>	<b>72</b>	<b>38</b>	<b>4</b>	<b>101</b>	<b>56</b>	<b>50</b>	<b>7</b>	<b>98</b>	<b>15</b>
Yes	77	17	24	36	57	18	22	20	34	49	25	2	71	36	36	5	65	12
	68.1%	77.3%	66.7%	65.5%	68.7%	66.7%	75.9%	64.5%	65.4%	68.1%	65.8%	50.0%	70.3%	64.3%	72.0%	71.4%	66.3%	80.0%
		**	*	*	*	**	**	*	*	*	*	**		*	*	**	*	**
No	36	5	12	19	26	9	7	11	18	23	13	2	30	20	14	2	33	3
	31.9%	22.7%	33.3%	34.5%	31.3%	33.3%	24.1%	35.5%	34.6%	31.9%	34.2%	50.0%	29.7%	35.7%	28.0%	28.6%	33.7%	20.0%
		**	*	*	*	**	**	*	*	*	*	**		*	*	**	*	**

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	220	46	81	90	171	40	61	81	72	161	55	8	194	90	114	20	175	45
<b>Percentage Base</b>	<b>114</b>	<b>22</b>	<b>36</b>	<b>56</b>	<b>84</b>	<b>27</b>	<b>30</b>	<b>31</b>	<b>52</b>	<b>73</b>	<b>38</b>	<b>4</b>	<b>102</b>	<b>56</b>	<b>51</b>	<b>7</b>	<b>99</b>	<b>15</b>
Yes	90	16	28	46	68	19	24	23	42	61	26	2	81	41	43	7	79	11
	78.9%	72.7%	77.8%	82.1%	81.0%	70.4%	80.0%	74.2%	80.8%	83.6%	68.4%	50.0%	79.4%	73.2%	84.3%	100.0%	79.8%	73.3%
		**	*	*	*	**	*	*	*	*	*	**		*	*	**	*	**
No	24	6	8	10	16	8	6	8	10	12	12	2	21	15	8	0	20	4
	21.1%	27.3%	22.2%	17.9%	19.0%	29.6%	20.0%	25.8%	19.2%	16.4%	31.6%	50.0%	20.6%	26.8%	15.7%	0	20.2%	26.7%
		**	*	*	*	**	*	*	*	*	*	**		*	*	**	*	**

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q13. 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 health care in the last 6 months?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	72	12	33	26	54	13	24	29	18	54	17	1	67	29	38	6	56	16
<b>Percentage Base</b>	<b>262</b>	<b>56</b>	<b>84</b>	<b>120</b>	<b>201</b>	<b>54</b>	<b>67</b>	<b>83</b>	<b>106</b>	<b>180</b>	<b>76</b>	<b>11</b>	<b>229</b>	<b>117</b>	<b>127</b>	<b>21</b>	<b>218</b>	<b>44</b>
0 Worst health care possible	2	0	2	0	2	0	0	0	2	2	0	0	2	0	2	0	0	2
	0.8%	0	2.4%	0	1.0%	0	0	0	1.9%	1.1%	0	0	0.9%	0	1.6%	0	0	4.5%
		*	*			*	*	*			*	**				**		Q*
1	2	1	0	1	0	2	0	1	1	1	0	1	0	1	0	1	2	0
	0.8%	1.8%	0	0.8%	0	3.7%	0	1.2%	0.9%	0.6%	0	9.1%	0	0.9%	0	4.8%	0.9%	0
		*	*			E*	*	*			*	**				**		*
2	1	0	1	0	0	1	0	1	0	1	0	0	1	1	0	0	1	0
	0.4%	0	1.2%	0	0	1.9%	0	1.2%	0	0.6%	0	0	0.4%	0.9%	0	0	0.5%	0
		*	*			*	*	*			*	**				**		*
3	4	2	0	2	1	3	1	1	2	3	1	0	4	3	0	0	3	1
	1.5%	3.6%	0	1.7%	0.5%	5.6%	1.5%	1.2%	1.9%	1.7%	1.3%	0	1.7%	2.6%	0	0	1.4%	2.3%
		*	*			E*	*	*			*	**				**		*
4	8	2	1	5	4	4	0	3	5	4	4	0	8	4	4	0	8	0
	3.1%	3.6%	1.2%	4.2%	2.0%	7.4%	0	3.6%	4.7%	2.2%	5.3%	0	3.5%	3.4%	3.1%	0	3.7%	0
		*	*			E*	*	*		K	*	**				**		*
5	22	5	8	9	9	13	4	4	14	19	2	1	19	11	8	3	18	4
	8.4%	8.9%	9.5%	7.5%	4.5%	24.1%	6.0%	4.8%	13.2%	10.6%	2.6%	9.1%	8.3%	9.4%	6.3%	14.3%	8.3%	9.1%
		*	*			E*	*	*		K	*	**				**		*
6	7	3	1	3	5	2	2	3	2	5	2	0	7	3	4	1	6	1
	2.7%	5.4%	1.2%	2.5%	2.5%	3.7%	3.0%	3.6%	1.9%	2.8%	2.6%	0	3.1%	2.6%	3.1%	4.8%	2.8%	2.3%
		*	*			*	*	*		*	*	**				**		*
7	27	4	8	15	14	13	6	9	11	19	8	1	23	7	19	2	21	6
	10.3%	7.1%	9.5%	12.5%	7.0%	24.1%	9.0%	10.8%	10.4%	10.6%	10.5%	9.1%	10.0%	6.0%	15.0%	9.5%	9.6%	13.6%
		*	*			E*	*	*		*	*	**		N	**		*	*

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q13. 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 health care in the last 6 months?

	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode		
	Total	18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>	
8	45	14	21	10	32	10	9	17	18	24	21	5	39	22	18	6	37	8
	17.2%	25.0%	25.0%	8.3%	15.9%	18.5%	13.4%	20.5%	17.0%	13.3%	27.6%	45.5%	17.0%	18.8%	14.2%	28.6%	17.0%	18.2%
		D*	D*			*	*	*			J*	**			**		*	
9	35	10	10	15	32	2	12	11	11	21	13	0	32	18	16	5	30	5
	13.4%	17.9%	11.9%	12.5%	15.9%	3.7%	17.9%	13.3%	10.4%	11.7%	17.1%	0	14.0%	15.4%	12.6%	23.8%	13.8%	11.4%
		*	*		F	*	*	*			*	**			**		*	
10 Best health care possible	109	15	32	60	102	4	33	33	40	81	25	3	94	47	56	3	92	17
	41.6%	26.8%	38.1%	50.0%	50.7%	7.4%	49.3%	39.8%	37.7%	45.0%	32.9%	27.3%	41.0%	40.2%	44.1%	14.3%	42.2%	38.6%
		*	*	B	F	*	*	*			*	**			**		*	
Net Summaries:																		
9-10	144	25	42	75	134	6	45	44	51	102	38	3	126	65	72	8	122	22
	55.0%	44.6%	50.0%	62.5%	66.7%	11.1%	67.2%	53.0%	48.1%	56.7%	50.0%	27.3%	55.0%	55.6%	56.7%	38.1%	56.0%	50.0%
		*	*	B	F	*	I*	*			*	**			**		*	
8-10	189	39	63	85	166	16	54	61	69	126	59	8	165	87	90	14	159	30
	72.1%	69.6%	75.0%	70.8%	82.6%	29.6%	80.6%	73.5%	65.1%	70.0%	77.6%	72.7%	72.1%	74.4%	70.9%	66.7%	72.9%	68.2%
		*	*		F	*	I*	*			*	**			**		*	
6-7	34	7	9	18	19	15	8	12	13	24	10	1	30	10	23	3	27	7
	13.0%	12.5%	10.7%	15.0%	9.5%	27.8%	11.9%	14.5%	12.3%	13.3%	13.2%	9.1%	13.1%	8.5%	18.1%	14.3%	12.4%	15.9%
		*	*			E*	*	*			*	**			N	**	*	
4-5	30	7	9	14	13	17	4	7	19	23	6	1	27	15	12	3	26	4
	11.5%	12.5%	10.7%	11.7%	6.5%	31.5%	6.0%	8.4%	17.9%	12.8%	7.9%	9.1%	11.8%	12.8%	9.4%	14.3%	11.9%	9.1%
		*	*			E*	*	*	G		*	**			**		*	
0-3	9	3	3	3	3	6	1	3	5	7	1	1	7	5	2	1	6	3
	3.4%	5.4%	3.6%	2.5%	1.5%	11.1%	1.5%	3.6%	4.7%	3.9%	1.3%	9.1%	3.1%	4.3%	1.6%	4.8%	2.8%	6.8%
		*	*			E*	*	*			*	**			**		*	
Summary Rating Mean (1-3)	2.37	2.21	2.35	2.46	2.56	1.65	2.57	2.37	2.24	2.37	2.38	2.09	2.37	2.36	2.43	2.14	2.39	2.32
		*	*		F	*	I*	*			*	**			**		*	

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	68	11	31	25	53	11	23	28	16	51	16	1	63	29	34	6	52	16
<b>Percentage Base</b>	<b>266</b>	<b>57</b>	<b>86</b>	<b>121</b>	<b>202</b>	<b>56</b>	<b>68</b>	<b>84</b>	<b>108</b>	<b>183</b>	<b>77</b>	<b>11</b>	<b>233</b>	<b>117</b>	<b>131</b>	<b>21</b>	<b>222</b>	<b>44</b>
Never	11	2	4	5	5	6	1	3	7	9	2	1	9	5	6	0	9	2
	4.1%	3.5%	4.7%	4.1%	2.5%	10.7%	1.5%	3.6%	6.5%	4.9%	2.6%	9.1%	3.9%	4.3%	4.6%	0	4.1%	4.5%
		*	*			E*	*	*			*	**				**		*
Sometimes	29	7	8	14	16	12	7	8	13	20	7	3	24	16	11	1	23	6
	10.9%	12.3%	9.3%	11.6%	7.9%	21.4%	10.3%	9.5%	12.0%	10.9%	9.1%	27.3%	10.3%	13.7%	8.4%	4.8%	10.4%	13.6%
		*	*			E*	*	*			*	**				**		*
Usually	64	17	22	25	41	22	14	20	29	38	25	1	60	30	29	6	54	10
	24.1%	29.8%	25.6%	20.7%	20.3%	39.3%	20.6%	23.8%	26.9%	20.8%	32.5%	9.1%	25.8%	25.6%	22.1%	28.6%	24.3%	22.7%
		*	*			E*	*	*			J*	**				**		*
Always	162	31	52	77	140	16	46	53	59	116	43	6	140	66	85	14	136	26
	60.9%	54.4%	60.5%	63.6%	69.3%	28.6%	67.6%	63.1%	54.6%	63.4%	55.8%	54.5%	60.1%	56.4%	64.9%	66.7%	61.3%	59.1%
		*	*		F	*	*	*			*	**				**		*
Net Summaries:																		
Top 2 Box: Always + Usually	226	48	74	102	181	38	60	73	88	154	68	7	200	96	114	20	190	36
	85.0%	84.2%	86.0%	84.3%	89.6%	67.9%	88.2%	86.9%	81.5%	84.2%	88.3%	63.6%	85.8%	82.1%	87.0%	95.2%	85.6%	81.8%
		*	*		F	*	*	*			*	**				**		*
Bottom 2 Box: Never + Sometimes	40	9	12	19	21	18	8	11	20	29	9	4	33	21	17	1	32	8
	15.0%	15.8%	14.0%	15.7%	10.4%	32.1%	11.8%	13.1%	18.5%	15.8%	11.7%	36.4%	14.2%	17.9%	13.0%	4.8%	14.4%	18.2%
		*	*			E*	*	*			*	**				**		*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	7	1	5	1	7	0	3	2	2	4	2	0	6	4	3	0	4	3
<b>Percentage Base</b>	<b>327</b>	<b>67</b>	<b>112</b>	<b>145</b>	<b>248</b>	<b>67</b>	<b>88</b>	<b>110</b>	<b>122</b>	<b>230</b>	<b>91</b>	<b>12</b>	<b>290</b>	<b>142</b>	<b>162</b>	<b>27</b>	<b>270</b>	<b>57</b>
Yes	263	50	85	125	207	50	68	88	101	187	72	10	233	119	125	23	220	43
	80.4%	74.6%	75.9%	86.2%	83.5%	74.6%	77.3%	80.0%	82.8%	81.3%	79.1%	83.3%	80.3%	83.8%	77.2%	85.2%	81.5%	75.4%
		*		BC	*	*	*				*	**			**		*	
No	64	17	27	20	41	17	20	22	21	43	19	2	57	23	37	4	50	14
	19.6%	25.4%	24.1%	13.8%	16.5%	25.4%	22.7%	20.0%	17.2%	18.7%	20.9%	16.7%	19.7%	16.2%	22.8%	14.8%	18.5%	24.6%
		D*	D		*	*	*				*	**			**		*	

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	78	18	35	24	53	19	23	27	27	54	21	3	68	30	44	4	60	18
<b>Percentage Base</b>	<b>256</b>	<b>50</b>	<b>82</b>	<b>122</b>	<b>202</b>	<b>48</b>	<b>68</b>	<b>85</b>	<b>97</b>	<b>180</b>	<b>72</b>	<b>9</b>	<b>228</b>	<b>116</b>	<b>121</b>	<b>23</b>	<b>214</b>	<b>42</b>
None	33	11	13	9	26	7	13	17	3	23	10	0	31	17	13	3	25	8
	12.9%	22.0%	15.9%	7.4%	12.9%	14.6%	19.1%	20.0%	3.1%	12.8%	13.9%	0	13.6%	14.7%	10.7%	13.0%	11.7%	19.0%
		D*	*			*	I*	I*	*		*	**				**		*
1 time	55	13	13	29	44	11	13	20	20	36	18	2	50	28	25	6	42	13
	21.5%	26.0%	15.9%	23.8%	21.8%	22.9%	19.1%	23.5%	20.6%	20.0%	25.0%	22.2%	21.9%	24.1%	20.7%	26.1%	19.6%	31.0%
		*	*			*	*	*	*		*	**				**		*
2	74	13	25	34	57	14	22	24	26	51	21	2	64	29	37	7	66	8
	28.9%	26.0%	30.5%	27.9%	28.2%	29.2%	32.4%	28.2%	26.8%	28.3%	29.2%	22.2%	28.1%	25.0%	30.6%	30.4%	30.8%	19.0%
		*	*			*	*	*	*		*	**				**		*
3	34	5	11	18	26	7	7	7	20	22	12	2	31	18	15	3	28	6
	13.3%	10.0%	13.4%	14.8%	12.9%	14.6%	10.3%	8.2%	20.6%	12.2%	16.7%	22.2%	13.6%	15.5%	12.4%	13.0%	13.1%	14.3%
		*	*			*	*	*	H*		*	**				**		*
4	19	1	6	12	15	4	1	5	12	17	2	1	16	7	9	2	16	3
	7.4%	2.0%	7.3%	9.8%	7.4%	8.3%	1.5%	5.9%	12.4%	9.4%	2.8%	11.1%	7.0%	6.0%	7.4%	8.7%	7.5%	7.1%
		*	*			*	*	*	G*		*	**				**		*
5 to 9	28	4	9	15	24	3	5	10	12	21	7	2	24	15	11	2	25	3
	10.9%	8.0%	11.0%	12.3%	11.9%	6.3%	7.4%	11.8%	12.4%	11.7%	9.7%	22.2%	10.5%	12.9%	9.1%	8.7%	11.7%	7.1%
		*	*			*	*	*	*		*	**				**		*
10 or more times	13	3	5	5	10	2	7	2	4	10	2	0	12	2	11	0	12	1
	5.1%	6.0%	6.1%	4.1%	5.0%	4.2%	10.3%	2.4%	4.1%	5.6%	2.8%	0	5.3%	1.7%	9.1%	0	5.6%	2.4%
		*	*			*	H*	*	*		*	**			N	**		*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	112	29	48	34	79	27	36	45	30	77	32	3	100	47	58	7	86	26
<b>Percentage Base</b>	<b>222</b>	<b>39</b>	<b>69</b>	<b>112</b>	<b>176</b>	<b>40</b>	<b>55</b>	<b>67</b>	<b>94</b>	<b>157</b>	<b>61</b>	<b>9</b>	<b>196</b>	<b>99</b>	<b>107</b>	<b>20</b>	<b>188</b>	<b>34</b>
Never	3	0	2	1	2	1	0	0	3	2	1	0	3	2	1	0	1	2
	1.4%	0	2.9%	0.9%	1.1%	2.5%	0	0	3.2%	1.3%	1.6%	0	1.5%	2.0%	0.9%	0	0.5%	5.9%
		*	*			*	*	*	*		*	**		*		**		Q*
Sometimes	12	2	3	7	8	3	1	3	6	11	1	1	10	5	5	2	9	3
	5.4%	5.1%	4.3%	6.3%	4.5%	7.5%	1.8%	4.5%	6.4%	7.0%	1.6%	11.1%	5.1%	5.1%	4.7%	10.0%	4.8%	8.8%
		*	*			*	*	*	*		*	**		*		**		*
Usually	32	6	11	15	19	11	6	10	16	20	12	1	29	18	10	5	29	3
	14.4%	15.4%	15.9%	13.4%	10.8%	27.5%	10.9%	14.9%	17.0%	12.7%	19.7%	11.1%	14.8%	18.2%	9.3%	25.0%	15.4%	8.8%
		*	*			E*	*	*	*		*	**		*		**		*
Always	175	31	53	89	147	25	48	54	69	124	47	7	154	74	91	13	149	26
	78.8%	79.5%	76.8%	79.5%	83.5%	62.5%	87.3%	80.6%	73.4%	79.0%	77.0%	77.8%	78.6%	74.7%	85.0%	65.0%	79.3%	76.5%
		*	*		F	*	I*	*	*		*	**		*		**		*
Net Summaries:																		
Top 2 Box: Always + Usually	207	37	64	104	166	36	54	64	85	144	59	8	183	92	101	18	178	29
	93.2%	94.9%	92.8%	92.9%	94.3%	90.0%	98.2%	95.5%	90.4%	91.7%	96.7%	88.9%	93.4%	92.9%	94.4%	90.0%	94.7%	85.3%
		*	*			*	*	*	*		*	**		*		**	R	*
Bottom 2 Box: Never + Sometimes	15	2	5	8	10	4	1	3	9	13	2	1	13	7	6	2	10	5
	6.8%	5.1%	7.2%	7.1%	5.7%	10.0%	1.8%	4.5%	9.6%	8.3%	3.3%	11.1%	6.6%	7.1%	5.6%	10.0%	5.3%	14.7%
		*	*			*	*	*	*		*	**		*		**		Q*

**AmeriHealth Caritas Louisiana**  
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Q18. In the last 6 months, how often did your personal doctor listen carefully to you?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	113	29	49	34	81	26	36	44	31	79	31	3	101	47	58	8	87	26
<b>Percentage Base</b>	<b>221</b>	<b>39</b>	<b>68</b>	<b>112</b>	<b>174</b>	<b>41</b>	<b>55</b>	<b>68</b>	<b>93</b>	<b>155</b>	<b>62</b>	<b>9</b>	<b>195</b>	<b>99</b>	<b>107</b>	<b>19</b>	<b>187</b>	<b>34</b>
Never	3	0	1	2	1	2	0	0	3	2	1	0	3	1	2	0	2	1
	1.4%	0	1.5%	1.8%	0.6%	4.9%	0	0	3.2%	1.3%	1.6%	0	1.5%	1.0%	1.9%	0	1.1%	2.9%
		*	*			E*	*	*	*		*	**		*		**		*
Sometimes	10	3	1	6	6	2	1	1	7	6	4	0	10	8	2	0	9	1
	4.5%	7.7%	1.5%	5.4%	3.4%	4.9%	1.8%	1.5%	7.5%	3.9%	6.5%	0	5.1%	8.1%	1.9%	0	4.8%	2.9%
		*	*			*	*	*	*		*	**		O*		**		*
Usually	28	6	8	14	16	10	5	10	12	19	9	1	25	17	7	5	26	2
	12.7%	15.4%	11.8%	12.5%	9.2%	24.4%	9.1%	14.7%	12.9%	12.3%	14.5%	11.1%	12.8%	17.2%	6.5%	26.3%	13.9%	5.9%
		*	*			E*	*	*	*		*	**		O*		**		*
Always	180	30	58	90	151	27	49	57	71	128	48	8	157	73	96	14	150	30
	81.4%	76.9%	85.3%	80.4%	86.8%	65.9%	89.1%	83.8%	76.3%	82.6%	77.4%	88.9%	80.5%	73.7%	89.7%	73.7%	80.2%	88.2%
		*	*		F	*	*	*	*		*	**		*	N	**		*
Net Summaries:																		
Top 2 Box: Always + Usually	208	36	66	104	167	37	54	67	83	147	57	9	182	90	103	19	176	32
	94.1%	92.3%	97.1%	92.9%	96.0%	90.2%	98.2%	98.5%	89.2%	94.8%	91.9%	100.0%	93.3%	90.9%	96.3%	100.0%	94.1%	94.1%
		*	*			*	I*	I*	*		*	**		*		**		*
Bottom 2 Box: Never + Sometimes	13	3	2	8	7	4	1	1	10	8	5	0	13	9	4	0	11	2
	5.9%	7.7%	2.9%	7.1%	4.0%	9.8%	1.8%	1.5%	10.8%	5.2%	8.1%	0	6.7%	9.1%	3.7%	0	5.9%	5.9%
		*	*			*	*	*	GH*		*	**		*		**		*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	111	29	48	33	79	26	36	44	30	77	31	3	99	47	57	7	85	26
<b>Percentage Base</b>	<b>223</b>	<b>39</b>	<b>69</b>	<b>113</b>	<b>176</b>	<b>41</b>	<b>55</b>	<b>68</b>	<b>94</b>	<b>157</b>	<b>62</b>	<b>9</b>	<b>197</b>	<b>99</b>	<b>108</b>	<b>20</b>	<b>189</b>	<b>34</b>
Never	4	1	1	2	3	1	0	0	4	2	2	1	3	2	2	0	3	1
	1.8%	2.6%	1.4%	1.8%	1.7%	2.4%	0	0	4.3%	1.3%	3.2%	11.1%	1.5%	2.0%	1.9%	0	1.6%	2.9%
		*	*			*	*	*	*		*	**		*		**		*
Sometimes	11	3	2	6	7	4	1	2	8	8	3	0	11	7	3	1	9	2
	4.9%	7.7%	2.9%	5.3%	4.0%	9.8%	1.8%	2.9%	8.5%	5.1%	4.8%	0	5.6%	7.1%	2.8%	5.0%	4.8%	5.9%
		*	*			*	*	*	*		*	**		*		**		*
Usually	25	4	5	16	13	12	5	11	8	18	7	1	20	13	8	4	25	0
	11.2%	10.3%	7.2%	14.2%	7.4%	29.3%	9.1%	16.2%	8.5%	11.5%	11.3%	11.1%	10.2%	13.1%	7.4%	20.0%	13.2%	0
		*	*			E*	*	*	*		*	**		*		**	R	*
Always	183	31	61	89	153	24	49	55	74	129	50	7	163	77	95	15	152	31
	82.1%	79.5%	88.4%	78.8%	86.9%	58.5%	89.1%	80.9%	78.7%	82.2%	80.6%	77.8%	82.7%	77.8%	88.0%	75.0%	80.4%	91.2%
		*	*		F	*	*	*	*		*	**		*		**		*
Net Summaries:																		
Top 2 Box: Always + Usually	208	35	66	105	166	36	54	66	82	147	57	8	183	90	103	19	177	31
	93.3%	89.7%	95.7%	92.9%	94.3%	87.8%	98.2%	97.1%	87.2%	93.6%	91.9%	88.9%	92.9%	90.9%	95.4%	95.0%	93.7%	91.2%
		*	*			*	I*	I*	*		*	**		*		**		*
Bottom 2 Box: Never + Sometimes	15	4	3	8	10	5	1	2	12	10	5	1	14	9	5	1	12	3
	6.7%	10.3%	4.3%	7.1%	5.7%	12.2%	1.8%	2.9%	12.8%	6.4%	8.1%	11.1%	7.1%	9.1%	4.6%	5.0%	6.3%	8.8%
		*	*			*	*	*	GH*		*	**		*		**		*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q20. In the last 6 months, how often did your personal doctor spend enough time with you?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	112	29	48	34	80	26	36	45	30	78	31	3	99	48	57	7	85	27
<b>Percentage Base</b>	<b>222</b>	<b>39</b>	<b>69</b>	<b>112</b>	<b>175</b>	<b>41</b>	<b>55</b>	<b>67</b>	<b>94</b>	<b>156</b>	<b>62</b>	<b>9</b>	<b>197</b>	<b>98</b>	<b>108</b>	<b>20</b>	<b>189</b>	<b>33</b>
Never	3	1	1	1	2	1	0	0	3	1	2	0	3	2	1	0	2	1
	1.4%	2.6%	1.4%	0.9%	1.1%	2.4%	0	0	3.2%	0.6%	3.2%	0	1.5%	2.0%	0.9%	0	1.1%	3.0%
		*	*			*	*	*	*		*	**		*		**		*
Sometimes	17	2	6	9	11	5	2	7	8	12	5	0	16	7	9	1	14	3
	7.7%	5.1%	8.7%	8.0%	6.3%	12.2%	3.6%	10.4%	8.5%	7.7%	8.1%	0	8.1%	7.1%	8.3%	5.0%	7.4%	9.1%
		*	*			*	*	*	*		*	**		*		**		*
Usually	36	8	6	22	23	13	10	12	14	25	11	2	28	18	15	5	30	6
	16.2%	20.5%	8.7%	19.6%	13.1%	31.7%	18.2%	17.9%	14.9%	16.0%	17.7%	22.2%	14.2%	18.4%	13.9%	25.0%	15.9%	18.2%
		*	*	C		E*	*	*	*		*	**		*		**		*
Always	166	28	56	80	139	22	43	48	69	118	44	7	150	71	83	14	143	23
	74.8%	71.8%	81.2%	71.4%	79.4%	53.7%	78.2%	71.6%	73.4%	75.6%	71.0%	77.8%	76.1%	72.4%	76.9%	70.0%	75.7%	69.7%
		*	*		F	*	*	*	*		*	**		*		**		*
Net Summaries:																		
Top 2 Box: Always + Usually	202	36	62	102	162	35	53	60	83	143	55	9	178	89	98	19	173	29
	91.0%	92.3%	89.9%	91.1%	92.6%	85.4%	96.4%	89.6%	88.3%	91.7%	88.7%	100.0%	90.4%	90.8%	90.7%	95.0%	91.5%	87.9%
		*	*			*	*	*	*		*	**		*		**		*
Bottom 2 Box: Never + Sometimes	20	3	7	10	13	6	2	7	11	13	7	0	19	9	10	1	16	4
	9.0%	7.7%	10.1%	8.9%	7.4%	14.6%	3.6%	10.4%	11.7%	8.3%	11.3%	0	9.6%	9.2%	9.3%	5.0%	8.5%	12.1%
		*	*			*	*	*	*		*	**		*		**		*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	115	29	49	36	83	26	37	45	32	80	32	3	103	49	59	7	89	26
<b>Percentage Base</b>	<b>219</b>	<b>39</b>	<b>68</b>	<b>110</b>	<b>172</b>	<b>41</b>	<b>54</b>	<b>67</b>	<b>92</b>	<b>154</b>	<b>61</b>	<b>9</b>	<b>193</b>	<b>97</b>	<b>106</b>	<b>20</b>	<b>185</b>	<b>34</b>
Yes	113	16	36	60	84	26	25	32	53	77	34	6	95	54	48	10	97	16
	51.6%	41.0%	52.9%	54.5%	48.8%	63.4%	46.3%	47.8%	57.6%	50.0%	55.7%	66.7%	49.2%	55.7%	45.3%	50.0%	52.4%	47.1%
		*	*		*	*	*	*	*		*	**		*	**		*	
No	106	23	32	50	88	15	29	35	39	77	27	3	98	43	58	10	88	18
	48.4%	59.0%	47.1%	45.5%	51.2%	36.6%	53.7%	52.2%	42.4%	50.0%	44.3%	33.3%	50.8%	44.3%	54.7%	50.0%	47.6%	52.9%
		*	*		*	*	*	*	*		*	**		*	**		*	

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q22. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	224	52	82	88	174	41	66	82	72	160	59	6	201	95	117	17	179	45
<b>Percentage Base</b>	<b>110</b>	<b>16</b>	<b>35</b>	<b>58</b>	<b>81</b>	<b>26</b>	<b>25</b>	<b>30</b>	<b>52</b>	<b>74</b>	<b>34</b>	<b>6</b>	<b>95</b>	<b>51</b>	<b>48</b>	<b>10</b>	<b>95</b>	<b>15</b>
Never	9	3	1	5	5	4	3	1	5	4	5	1	8	6	2	1	8	1
	8.2%	18.8%	2.9%	8.6%	6.2%	15.4%	12.0%	3.3%	9.6%	5.4%	14.7%	16.7%	8.4%	11.8%	4.2%	10.0%	8.4%	6.7%
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**
Sometimes	10	3	4	3	8	2	3	3	4	7	3	1	8	3	5	2	7	3
	9.1%	18.8%	11.4%	5.2%	9.9%	7.7%	12.0%	10.0%	7.7%	9.5%	8.8%	16.7%	8.4%	5.9%	10.4%	20.0%	7.4%	20.0%
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**
Usually	17	2	5	10	10	7	5	5	7	11	6	1	15	11	5	2	14	3
	15.5%	12.5%	14.3%	17.2%	12.3%	26.9%	20.0%	16.7%	13.5%	14.9%	17.6%	16.7%	15.8%	21.6%	10.4%	20.0%	14.7%	20.0%
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**
Always	74	8	25	40	58	13	14	21	36	52	20	3	64	31	36	5	66	8
	67.3%	50.0%	71.4%	69.0%	71.6%	50.0%	56.0%	70.0%	69.2%	70.3%	58.8%	50.0%	67.4%	60.8%	75.0%	50.0%	69.5%	53.3%
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**
Net Summaries:																		
Top 2 Box: Always + Usually	91	10	30	50	68	20	19	26	43	63	26	4	79	42	41	7	80	11
	82.7%	62.5%	85.7%	86.2%	84.0%	76.9%	76.0%	86.7%	82.7%	85.1%	76.5%	66.7%	83.2%	82.4%	85.4%	70.0%	84.2%	73.3%
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**
Bottom 2 Box: Never + Sometimes	19	6	5	8	13	6	6	4	9	11	8	2	16	9	7	3	15	4
	17.3%	37.5%	14.3%	13.8%	16.0%	23.1%	24.0%	13.3%	17.3%	14.9%	23.5%	33.3%	16.8%	17.6%	14.6%	30.0%	15.8%	26.7%
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q23. 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 personal doctor?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	74	18	34	22	49	18	24	25	24	48	23	2	65	27	41	5	56	18
<b>Percentage Base</b>	<b>260</b>	<b>50</b>	<b>83</b>	<b>124</b>	<b>206</b>	<b>49</b>	<b>67</b>	<b>87</b>	<b>100</b>	<b>186</b>	<b>70</b>	<b>10</b>	<b>231</b>	<b>119</b>	<b>124</b>	<b>22</b>	<b>218</b>	<b>42</b>
0 Worst personal doctor possible	4	2	1	0	2	2	2	1	1	3	1	0	4	1	3	0	3	1
	1.5%	4.0%	1.2%	0	1.0%	4.1%	3.0%	1.1%	1.0%	1.6%	1.4%	0	1.7%	0.8%	2.4%	0	1.4%	2.4%
		D*	*			*	*	*			*	**			**		*	*
1	2	1	0	1	1	1	0	0	2	1	1	0	2	2	0	0	2	0
	0.8%	2.0%	0	0.8%	0.5%	2.0%	0	0	2.0%	0.5%	1.4%	0	0.9%	1.7%	0	0	0.9%	0
		*	*			*	*	*			*	**			**		*	*
2	1	0	1	0	1	0	0	1	0	1	0	0	1	1	0	0	1	0
	0.4%	0	1.2%	0	0.5%	0	0	1.1%	0	0.5%	0	0	0.4%	0.8%	0	0	0.5%	0
		*	*			*	*	*			*	**			**		*	*
3	1	1	0	0	1	0	0	0	1	1	0	0	1	1	0	0	1	0
	0.4%	2.0%	0	0	0.5%	0	0	0	1.0%	0.5%	0	0	0.4%	0.8%	0	0	0.5%	0
		*	*			*	*	*			*	**			**		*	*
4	5	0	1	4	3	2	0	2	2	2	3	1	4	3	1	1	5	0
	1.9%	0	1.2%	3.2%	1.5%	4.1%	0	2.3%	2.0%	1.1%	4.3%	10.0%	1.7%	2.5%	0.8%	4.5%	2.3%	0
		*	*			*	*	*			*	**			**		*	*
5	14	6	4	4	8	6	6	3	5	10	4	1	11	8	5	1	13	1
	5.4%	12.0%	4.8%	3.2%	3.9%	12.2%	9.0%	3.4%	5.0%	5.4%	5.7%	10.0%	4.8%	6.7%	4.0%	4.5%	6.0%	2.4%
		D*	*			E*	*	*			*	**			**		*	*
6	8	1	4	3	5	3	1	2	5	6	2	1	7	2	4	3	8	0
	3.1%	2.0%	4.8%	2.4%	2.4%	6.1%	1.5%	2.3%	5.0%	3.2%	2.9%	10.0%	3.0%	1.7%	3.2%	13.6%	3.7%	0
		*	*			*	*	*			*	**			**		*	*
7	9	1	2	6	4	5	2	5	2	8	1	0	8	4	5	0	9	0
	3.5%	2.0%	2.4%	4.8%	1.9%	10.2%	3.0%	5.7%	2.0%	4.3%	1.4%	0	3.5%	3.4%	4.0%	0	4.1%	0
		*	*			E*	*	*			*	**			**		*	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q23. 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 personal doctor?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
8	35	5	15	15	30	5	10	12	13	26	9	2	30	19	15	2	28	7
	13.5%	10.0%	18.1%	12.1%	14.6%	10.2%	14.9%	13.8%	13.0%	14.0%	12.9%	20.0%	13.0%	16.0%	12.1%	9.1%	12.8%	16.7%
		*	*			*	*	*			*	**			**		*	
9	39	11	10	18	27	10	8	15	14	24	14	3	34	19	18	6	35	4
	15.0%	22.0%	12.0%	14.5%	13.1%	20.4%	11.9%	17.2%	14.0%	12.9%	20.0%	30.0%	14.7%	16.0%	14.5%	27.3%	16.1%	9.5%
		*	*			*	*	*			*	**			**		*	
10 Best personal doctor possible	142	22	45	73	124	15	38	46	55	104	35	2	129	59	73	9	113	29
	54.6%	44.0%	54.2%	58.9%	60.2%	30.6%	56.7%	52.9%	55.0%	55.9%	50.0%	20.0%	55.8%	49.6%	58.9%	40.9%	51.8%	69.0%
		*	*		F	*	*	*			*	**			**		Q*	
Net Summaries:																		
9-10	181	33	55	91	151	25	46	61	69	128	49	5	163	78	91	15	148	33
	69.6%	66.0%	66.3%	73.4%	73.3%	51.0%	68.7%	70.1%	69.0%	68.8%	70.0%	50.0%	70.6%	65.5%	73.4%	68.2%	67.9%	78.6%
		*	*		F	*	*	*			*	**			**		*	
8-10	216	38	70	106	181	30	56	73	82	154	58	7	193	97	106	17	176	40
	83.1%	76.0%	84.3%	85.5%	87.9%	61.2%	83.6%	83.9%	82.0%	82.8%	82.9%	70.0%	83.5%	81.5%	85.5%	77.3%	80.7%	95.2%
		*	*		F	*	*	*			*	**			**		Q*	
6-7	17	2	6	9	9	8	3	7	7	14	3	1	15	6	9	3	17	0
	6.5%	4.0%	7.2%	7.3%	4.4%	16.3%	4.5%	8.0%	7.0%	7.5%	4.3%	10.0%	6.5%	5.0%	7.3%	13.6%	7.8%	0
		*	*			E*	*	*			*	**			**		*	
4-5	19	6	5	8	11	8	6	5	7	12	7	2	15	11	6	2	18	1
	7.3%	12.0%	6.0%	6.5%	5.3%	16.3%	9.0%	5.7%	7.0%	6.5%	10.0%	20.0%	6.5%	9.2%	4.8%	9.1%	8.3%	2.4%
		*	*			E*	*	*			*	**			**		*	
0-3	8	4	2	1	5	3	2	2	4	6	2	0	8	5	3	0	7	1
	3.1%	8.0%	2.4%	0.8%	2.4%	6.1%	3.0%	2.3%	4.0%	3.2%	2.9%	0	3.5%	4.2%	2.4%	0	3.2%	2.4%
		D*	*			*	*	*			*	**			**		*	
Summary Rating Mean (1-3)	2.56	2.44	2.53	2.64	2.63	2.22	2.55	2.60	2.53	2.56	2.54	2.20	2.58	2.50	2.63	2.45	2.53	2.74
		*	*		F	*	*	*			*	**			**		*	

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q24. 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 make any appointments to see a specialist?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	2	0	2	0	1	1	1	1	0	1	1	0	2	0	2	0	2	0
<b>Percentage Base</b>	<b>332</b>	<b>68</b>	<b>115</b>	<b>146</b>	<b>254</b>	<b>66</b>	<b>90</b>	<b>111</b>	<b>124</b>	<b>233</b>	<b>92</b>	<b>12</b>	<b>294</b>	<b>146</b>	<b>163</b>	<b>27</b>	<b>272</b>	<b>60</b>
Yes	107	19	34	52	81	21	23	32	50	73	32	6	90	54	46	7	92	15
	32.2%	27.9%	29.6%	35.6%	31.9%	31.8%	25.6%	28.8%	40.3%	31.3%	34.8%	50.0%	30.6%	37.0%	28.2%	25.9%	33.8%	25.0%
		*				*	*		G		*	**			**		*	
No	225	49	81	94	173	45	67	79	74	160	60	6	204	92	117	20	180	45
	67.8%	72.1%	70.4%	64.4%	68.1%	68.2%	74.4%	71.2%	59.7%	68.7%	65.2%	50.0%	69.4%	63.0%	71.8%	74.1%	66.2%	75.0%
		*				*	I*				*	**			**		*	

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	231	50	84	95	176	47	70	80	75	164	61	7	208	92	121	21	185	46
<b>Percentage Base</b>	<b>103</b>	<b>18</b>	<b>33</b>	<b>51</b>	<b>79</b>	<b>20</b>	<b>21</b>	<b>32</b>	<b>49</b>	<b>70</b>	<b>32</b>	<b>5</b>	<b>88</b>	<b>54</b>	<b>44</b>	<b>6</b>	<b>89</b>	<b>14</b>
Never	7	0	4	3	5	2	0	3	4	6	1	0	7	5	2	0	2	5
	6.8%	0	12.1%	5.9%	6.3%	10.0%	0	9.4%	8.2%	8.6%	3.1%	0	8.0%	9.3%	4.5%	0	2.2%	35.7%
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**
Sometimes	13	3	4	6	9	4	4	5	4	11	2	1	11	6	7	0	12	1
	12.6%	16.7%	12.1%	11.8%	11.4%	20.0%	19.0%	15.6%	8.2%	15.7%	6.3%	20.0%	12.5%	11.1%	15.9%	0	13.5%	7.1%
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**
Usually	23	7	8	8	16	6	5	3	15	14	9	2	20	14	8	2	22	1
	22.3%	38.9%	24.2%	15.7%	20.3%	30.0%	23.8%	9.4%	30.6%	20.0%	28.1%	40.0%	22.7%	25.9%	18.2%	33.3%	24.7%	7.1%
		**	*	*	*	**	**	*	H*	*	*	**	*	*	*	**	*	**
Always	60	8	17	34	49	8	12	21	26	39	20	2	50	29	27	4	53	7
	58.3%	44.4%	51.5%	66.7%	62.0%	40.0%	57.1%	65.6%	53.1%	55.7%	62.5%	40.0%	56.8%	53.7%	61.4%	66.7%	59.6%	50.0%
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**
Net Summaries:																		
Top 2 Box: Always + Usually	83	15	25	42	65	14	17	24	41	53	29	4	70	43	35	6	75	8
	80.6%	83.3%	75.8%	82.4%	82.3%	70.0%	81.0%	75.0%	83.7%	75.7%	90.6%	80.0%	79.5%	79.6%	79.5%	100.0%	84.3%	57.1%
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**
Bottom 2 Box: Never + Sometimes	20	3	8	9	14	6	4	8	8	17	3	1	18	11	9	0	14	6
	19.4%	16.7%	24.2%	17.6%	17.7%	30.0%	19.0%	25.0%	16.3%	24.3%	9.4%	20.0%	20.5%	20.4%	20.5%	0	15.7%	42.9%
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q26. How many specialists have you seen in the last 6 months?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	230	49	83	96	176	46	68	81	75	163	61	6	208	94	119	20	184	46
<b>Percentage Base</b>	<b>104</b>	<b>19</b>	<b>34</b>	<b>50</b>	<b>79</b>	<b>21</b>	<b>23</b>	<b>31</b>	<b>49</b>	<b>71</b>	<b>32</b>	<b>6</b>	<b>88</b>	<b>52</b>	<b>46</b>	<b>7</b>	<b>90</b>	<b>14</b>
None	9	1	4	4	6	3	2	4	3	7	2	0	7	4	5	0	6	3
	8.7%	5.3%	11.8%	8.0%	7.6%	14.3%	8.7%	12.9%	6.1%	9.9%	6.3%	0	8.0%	7.7%	10.9%	0	6.7%	21.4%
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**
1 specialist	52	14	15	23	38	12	14	12	25	33	19	3	45	26	24	4	46	6
	50.0%	73.7%	44.1%	46.0%	48.1%	57.1%	60.9%	38.7%	51.0%	46.5%	59.4%	50.0%	51.1%	50.0%	52.2%	57.1%	51.1%	42.9%
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**
2	30	3	9	17	24	4	3	12	15	21	8	3	24	17	10	2	27	3
	28.8%	15.8%	26.5%	34.0%	30.4%	19.0%	13.0%	38.7%	30.6%	29.6%	25.0%	50.0%	27.3%	32.7%	21.7%	28.6%	30.0%	21.4%
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**
3	7	1	4	2	5	2	2	1	4	6	1	0	6	3	3	1	6	1
	6.7%	5.3%	11.8%	4.0%	6.3%	9.5%	8.7%	3.2%	8.2%	8.5%	3.1%	0	6.8%	5.8%	6.5%	14.3%	6.7%	7.1%
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**
4	4	0	1	3	4	0	1	1	2	3	1	0	4	1	3	0	4	0
	3.8%	0	2.9%	6.0%	5.1%	0	4.3%	3.2%	4.1%	4.2%	3.1%	0	4.5%	1.9%	6.5%	0	4.4%	0
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**
5 or more specialists	2	0	1	1	2	0	1	1	0	1	1	0	2	1	1	0	1	1
	1.9%	0	2.9%	2.0%	2.5%	0	4.3%	3.2%	0	1.4%	3.1%	0	2.3%	1.9%	2.2%	0	1.1%	7.1%
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q27. We want to know your rating of the specialist you 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?

	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode		
	Total	18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	241	51	88	100	182	50	71	85	79	172	63	6	217	98	126	20	192	49
<b>Percentage Base</b>	<b>93</b>	<b>17</b>	<b>29</b>	<b>46</b>	<b>73</b>	<b>17</b>	<b>20</b>	<b>27</b>	<b>45</b>	<b>62</b>	<b>30</b>	<b>6</b>	<b>79</b>	<b>48</b>	<b>39</b>	<b>7</b>	<b>82</b>	<b>11</b>
0 Worst specialist possible	2	0	1	1	2	0	0	0	2	2	0	0	2	0	2	0	1	1
	2.2%	0	3.4%	2.2%	2.7%	0	0	0	4.4%	3.2%	0	0	2.5%	0	5.1%	0	1.2%	9.1%
	**	**	*	*	**	**	**	**	*	*	*	**	*	*	*	**	*	**
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	**	**	*	*	**	**	**	**	*	*	*	**	*	*	*	**	*	**
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	**	**	*	*	**	**	**	**	*	*	*	**	*	*	*	**	*	**
3	2	2	0	0	1	1	1	0	1	2	0	1	1	2	0	0	2	0
	2.2%	11.8%	0	0	1.4%	5.9%	5.0%	0	2.2%	3.2%	0	16.7%	1.3%	4.2%	0	0	2.4%	0
	**	**	*	*	**	**	**	**	*	*	*	**	*	*	*	**	*	**
4	3	1	1	1	2	1	1	0	2	3	0	0	3	2	1	0	2	1
	3.2%	5.9%	3.4%	2.2%	2.7%	5.9%	5.0%	0	4.4%	4.8%	0	0	3.8%	4.2%	2.6%	0	2.4%	9.1%
	**	**	**	*	*	**	**	**	*	*	*	**	*	*	*	**	*	**
5	2	0	2	0	2	0	1	1	0	1	1	0	2	2	0	0	2	0
	2.2%	0	6.9%	0	2.7%	0	5.0%	3.7%	0	1.6%	3.3%	0	2.5%	4.2%	0	0	2.4%	0
	**	**	*	*	**	**	**	**	*	*	*	**	*	*	*	**	*	**
6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	**	**	*	*	**	**	**	**	*	*	*	**	*	*	*	**	*	**
7	5	1	2	2	4	1	1	2	2	3	2	0	5	2	2	1	4	1
	5.4%	5.9%	6.9%	4.3%	5.5%	5.9%	5.0%	7.4%	4.4%	4.8%	6.7%	0	6.3%	4.2%	5.1%	14.3%	4.9%	9.1%
	**	**	*	*	**	**	**	**	*	*	*	**	*	*	*	**	*	**

**AmeriHealth Caritas Louisiana  
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Q27. We want to know your rating of the specialist you 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?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
8	7	0	2	4	4	3	0	3	4	6	1	1	5	3	3	1	7	0
	7.5%	0	6.9%	8.7%	5.5%	17.6%	0	11.1%	8.9%	9.7%	3.3%	16.7%	6.3%	6.3%	7.7%	14.3%	8.5%	0
		**	**	*	*	**	**	**	*	*	*	**	*	*	*	**	*	**
9	17	6	3	8	12	4	3	6	7	10	7	0	16	9	8	3	15	2
	18.3%	35.3%	10.3%	17.4%	16.4%	23.5%	15.0%	22.2%	15.6%	16.1%	23.3%	0	20.3%	18.8%	20.5%	42.9%	18.3%	18.2%
		**	**	*	*	**	**	**	*	*	*	**	*	*	*	**	*	**
10 Best specialist possible	55	7	18	30	46	7	13	15	27	35	19	4	45	28	23	2	49	6
	59.1%	41.2%	62.1%	65.2%	63.0%	41.2%	65.0%	55.6%	60.0%	56.5%	63.3%	66.7%	57.0%	58.3%	59.0%	28.6%	59.8%	54.5%
		**	**	*	*	**	**	**	*	*	*	**	*	*	*	**	*	**
Net Summaries:																		
9-10	72	13	21	38	58	11	16	21	34	45	26	4	61	37	31	5	64	8
	77.4%	76.5%	72.4%	82.6%	79.5%	64.7%	80.0%	77.8%	75.6%	72.6%	86.7%	66.7%	77.2%	77.1%	79.5%	71.4%	78.0%	72.7%
		**	**	*	*	**	**	**	*	*	*	**	*	*	*	**	*	**
8-10	79	13	23	42	62	14	16	24	38	51	27	5	66	40	34	6	71	8
	84.9%	76.5%	79.3%	91.3%	84.9%	82.4%	80.0%	88.9%	84.4%	82.3%	90.0%	83.3%	83.5%	83.3%	87.2%	85.7%	86.6%	72.7%
		**	**	*	*	**	**	**	*	*	*	**	*	*	*	**	*	**
6-7	5	1	2	2	4	1	1	2	2	3	2	0	5	2	2	1	4	1
	5.4%	5.9%	6.9%	4.3%	5.5%	5.9%	5.0%	7.4%	4.4%	4.8%	6.7%	0	6.3%	4.2%	5.1%	14.3%	4.9%	9.1%
		**	**	*	*	**	**	**	*	*	*	**	*	*	*	**	*	**
4-5	5	1	3	1	4	1	2	1	2	4	1	0	5	4	1	0	4	1
	5.4%	5.9%	10.3%	2.2%	5.5%	5.9%	10.0%	3.7%	4.4%	6.5%	3.3%	0	6.3%	8.3%	2.6%	0	4.9%	9.1%
		**	**	*	*	**	**	**	*	*	*	**	*	*	*	**	*	**
0-3	4	2	1	1	3	1	1	0	3	4	0	1	3	2	2	0	3	1
	4.3%	11.8%	3.4%	2.2%	4.1%	5.9%	5.0%	0	6.7%	6.5%	0	16.7%	3.8%	4.2%	5.1%	0	3.7%	9.1%
		**	**	*	*	**	**	**	*	*	*	**	*	*	*	**	*	**
Summary Rating Mean (1-3)	2.68	2.59	2.59	2.78	2.70	2.53	2.65	2.74	2.64	2.60	2.83	2.50	2.67	2.65	2.72	2.71	2.70	2.55
		**	**	*	*	**	**	**	*	*	*	**	*	*	*	**	*	**

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	5	1	2	1	1	1	2	1	0	2	2	0	2	1	3	0	4	1
<b>Percentage Base</b>	<b>329</b>	<b>67</b>	<b>115</b>	<b>145</b>	<b>254</b>	<b>66</b>	<b>89</b>	<b>111</b>	<b>124</b>	<b>232</b>	<b>91</b>	<b>12</b>	<b>294</b>	<b>145</b>	<b>162</b>	<b>27</b>	<b>270</b>	<b>59</b>
Yes	71	19	25	27	58	9	21	24	23	36	35	3	63	26	36	7	60	11
	21.6%	28.4%	21.7%	18.6%	22.8%	13.6%	23.6%	21.6%	18.5%	15.5%	38.5%	25.0%	21.4%	17.9%	22.2%	25.9%	22.2%	18.6%
		*				*	*				J*	**			**			*
No	258	48	90	118	196	57	68	87	101	196	56	9	231	119	126	20	210	48
	78.4%	71.6%	78.3%	81.4%	77.2%	86.4%	76.4%	78.4%	81.5%	84.5%	61.5%	75.0%	78.6%	82.1%	77.8%	74.1%	77.8%	81.4%
		*				*	*			K	*	**			**			*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	265	50	93	119	199	58	70	89	102	199	59	9	235	120	129	22	216	49
<b>Percentage Base</b>	<b>69</b>	<b>18</b>	<b>24</b>	<b>27</b>	<b>56</b>	<b>9</b>	<b>21</b>	<b>23</b>	<b>22</b>	<b>35</b>	<b>34</b>	<b>3</b>	<b>61</b>	<b>26</b>	<b>36</b>	<b>5</b>	<b>58</b>	<b>11</b>
Never	3	1	0	2	1	2	1	2	0	3	0	0	2	0	3	0	3	0
	4.3%	5.6%	0	7.4%	1.8%	22.2%	4.8%	8.7%	0	8.6%	0	0	3.3%	0	8.3%	0	5.2%	0
		**	**	**	*	**	**	**	**	*	*	**	*	**	*	**	*	**
Sometimes	12	7	3	2	9	3	2	7	3	3	9	1	10	5	5	0	7	5
	17.4%	38.9%	12.5%	7.4%	16.1%	33.3%	9.5%	30.4%	13.6%	8.6%	26.5%	33.3%	16.4%	19.2%	13.9%	0	12.1%	45.5%
		**	**	**	*	**	**	**	**	*	*	**	*	**	*	**	*	**
Usually	22	5	8	9	18	2	9	4	7	11	11	1	21	10	10	3	20	2
	31.9%	27.8%	33.3%	33.3%	32.1%	22.2%	42.9%	17.4%	31.8%	31.4%	32.4%	33.3%	34.4%	38.5%	27.8%	60.0%	34.5%	18.2%
		**	**	**	*	**	**	**	**	*	*	**	*	**	*	**	*	**
Always	32	5	13	14	28	2	9	10	12	18	14	1	28	11	18	2	28	4
	46.4%	27.8%	54.2%	51.9%	50.0%	22.2%	42.9%	43.5%	54.5%	51.4%	41.2%	33.3%	45.9%	42.3%	50.0%	40.0%	48.3%	36.4%
		**	**	**	*	**	**	**	**	*	*	**	*	**	*	**	*	**
Net Summaries:																		
Top 2 Box: Always + Usually	54	10	21	23	46	4	18	14	19	29	25	2	49	21	28	5	48	6
	78.3%	55.6%	87.5%	85.2%	82.1%	44.4%	85.7%	60.9%	86.4%	82.9%	73.5%	66.7%	80.3%	80.8%	77.8%	100.0%	82.8%	54.5%
		**	**	**	*	**	**	**	**	*	*	**	*	**	*	**	*	**
Bottom 2 Box: Never + Sometimes	15	8	3	4	10	5	3	9	3	6	9	1	12	5	8	0	10	5
	21.7%	44.4%	12.5%	14.8%	17.9%	55.6%	14.3%	39.1%	13.6%	17.1%	26.5%	33.3%	19.7%	19.2%	22.2%	0	17.2%	45.5%
		**	**	**	*	**	**	**	**	*	*	**	*	**	*	**	*	**

**AmeriHealth Caritas Louisiana  
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Q30. In the last 6 months, did you get information or help from your health plan's customer service?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	7	0	2	4	3	2	2	1	2	2	3	0	5	2	3	1	4	3
<b>Percentage Base</b>	<b>327</b>	<b>68</b>	<b>115</b>	<b>142</b>	<b>252</b>	<b>65</b>	<b>89</b>	<b>111</b>	<b>122</b>	<b>232</b>	<b>90</b>	<b>12</b>	<b>291</b>	<b>144</b>	<b>162</b>	<b>26</b>	<b>270</b>	<b>57</b>
Yes	104	15	33	55	88	14	29	32	41	75	29	6	86	39	59	6	91	13
	31.8%	22.1%	28.7%	38.7%	34.9%	21.5%	32.6%	28.8%	33.6%	32.3%	32.2%	50.0%	29.6%	27.1%	36.4%	23.1%	33.7%	22.8%
		*		B	F	*	*				*	**				**		*
No	223	53	82	87	164	51	60	79	81	157	61	6	205	105	103	20	179	44
	68.2%	77.9%	71.3%	61.3%	65.1%	78.5%	67.4%	71.2%	66.4%	67.7%	67.8%	50.0%	70.4%	72.9%	63.6%	76.9%	66.3%	77.2%
		D*				E*	*				*	**				**		*

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	230	53	84	91	167	53	62	80	83	159	64	6	210	107	106	21	183	47
<b>Percentage Base</b>	<b>104</b>	<b>15</b>	<b>33</b>	<b>55</b>	<b>88</b>	<b>14</b>	<b>29</b>	<b>32</b>	<b>41</b>	<b>75</b>	<b>29</b>	<b>6</b>	<b>86</b>	<b>39</b>	<b>59</b>	<b>6</b>	<b>91</b>	<b>13</b>
Never	2 1.9%	0 0	0 0	2 3.6%	2 2.3%	0 0	0 0	1 3.1%	1 2.4%	2 2.7%	0 0	0 0	2 2.3%	1 2.6%	1 1.7%	0 0	1 1.1%	1 7.7%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
Sometimes	9 8.7%	5 33.3%	2 6.1%	2 3.6%	6 6.8%	3 21.4%	3 10.3%	5 15.6%	1 2.4%	7 9.3%	2 6.9%	0 0	9 10.5%	2 5.1%	7 11.9%	0 0	7 7.7%	2 15.4%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
Usually	21 20.2%	2 13.3%	7 21.2%	12 21.8%	14 15.9%	6 42.9%	5 17.2%	4 12.5%	10 24.4%	15 20.0%	6 20.7%	4 66.7%	14 16.3%	10 25.6%	7 11.9%	4 66.7%	18 19.8%	3 23.1%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
Always	72 69.2%	8 53.3%	24 72.7%	39 70.9%	66 75.0%	5 35.7%	21 72.4%	22 68.8%	29 70.7%	51 68.0%	21 72.4%	2 33.3%	61 70.9%	26 66.7%	44 74.6%	2 33.3%	65 71.4%	7 53.8%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
Net Summaries:																		
Top 2 Box: Always + Usually	93 89.4%	10 66.7%	31 93.9%	51 92.7%	80 90.9%	11 78.6%	26 89.7%	26 81.3%	39 95.1%	66 88.0%	27 93.1%	6 100.0%	75 87.2%	36 92.3%	51 86.4%	6 100.0%	83 91.2%	10 76.9%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
Bottom 2 Box: Never + Sometimes	11 10.6%	5 33.3%	2 6.1%	4 7.3%	8 9.1%	3 21.4%	3 10.3%	6 18.8%	2 4.9%	9 12.0%	2 6.9%	0 0	11 12.8%	3 7.7%	8 13.6%	0 0	8 8.8%	3 23.1%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**

**AmeriHealth Caritas Louisiana**  
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Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	230	53	84	91	167	53	62	80	83	159	64	6	210	107	106	21	183	47
<b>Percentage Base</b>	<b>104</b>	<b>15</b>	<b>33</b>	<b>55</b>	<b>88</b>	<b>14</b>	<b>29</b>	<b>32</b>	<b>41</b>	<b>75</b>	<b>29</b>	<b>6</b>	<b>86</b>	<b>39</b>	<b>59</b>	<b>6</b>	<b>91</b>	<b>13</b>
Never	2	0	0	2	2	0	0	1	1	2	0	0	2	1	1	0	1	1
	1.9%	0	0	3.6%	2.3%	0	0	3.1%	2.4%	2.7%	0	0	2.3%	2.6%	1.7%	0	1.1%	7.7%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
Sometimes	2	2	0	0	2	0	1	1	0	2	0	0	2	1	1	0	1	1
	1.9%	13.3%	0	0	2.3%	0	3.4%	3.1%	0	2.7%	0	0	2.3%	2.6%	1.7%	0	1.1%	7.7%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
Usually	10	3	5	2	7	3	2	4	3	5	5	1	9	4	4	2	7	3
	9.6%	20.0%	15.2%	3.6%	8.0%	21.4%	6.9%	12.5%	7.3%	6.7%	17.2%	16.7%	10.5%	10.3%	6.8%	33.3%	7.7%	23.1%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
Always	90	10	28	51	77	11	26	26	37	66	24	5	73	33	53	4	82	8
	86.5%	66.7%	84.8%	92.7%	87.5%	78.6%	89.7%	81.3%	90.2%	88.0%	82.8%	83.3%	84.9%	84.6%	89.8%	66.7%	90.1%	61.5%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
Net Summaries:																		
Top 2 Box: Always + Usually	100	13	33	53	84	14	28	30	40	71	29	6	82	37	57	6	89	11
	96.2%	86.7%	100.0%	96.4%	95.5%	100.0%	96.6%	93.8%	97.6%	94.7%	100.0%	100.0%	95.3%	94.9%	96.6%	100.0%	97.8%	84.6%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
Bottom 2 Box: Never + Sometimes	4	2	0	2	4	0	1	2	1	4	0	0	4	2	2	0	2	2
	3.8%	13.3%	0	3.6%	4.5%	0	3.4%	6.3%	2.4%	5.3%	0	0	4.7%	5.1%	3.4%	0	2.2%	15.4%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**

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Q33. In the last 6 months, did your health plan give you any forms to fill out?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	14	1	7	5	11	1	2	3	7	11	1	1	10	5	6	2	9	5
<b>Percentage Base</b>	<b>320</b>	<b>67</b>	<b>110</b>	<b>141</b>	<b>244</b>	<b>66</b>	<b>89</b>	<b>109</b>	<b>117</b>	<b>223</b>	<b>92</b>	<b>11</b>	<b>286</b>	<b>141</b>	<b>159</b>	<b>25</b>	<b>265</b>	<b>55</b>
Yes	78	19	27	32	63	14	20	26	30	53	23	3	66	27	43	8	65	13
	24.4%	28.4%	24.5%	22.7%	25.8%	21.2%	22.5%	23.9%	25.6%	23.8%	25.0%	27.3%	23.1%	19.1%	27.0%	32.0%	24.5%	23.6%
		*				*	*				*	**			**			*
No	242	48	83	109	181	52	69	83	87	170	69	8	220	114	116	17	200	42
	75.6%	71.6%	75.5%	77.3%	74.2%	78.8%	77.5%	76.1%	74.4%	76.2%	75.0%	72.7%	76.9%	80.9%	73.0%	68.0%	75.5%	76.4%
		*				*	*				*	**			**			*

**AmeriHealth Caritas Louisiana  
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Q34. In the last 6 months, how often were the forms from your health plan easy to fill out?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	259	50	91	115	194	54	71	89	94	183	70	9	233	121	123	19	210	49
<b>Percentage Base</b>	<b>75</b>	<b>18</b>	<b>26</b>	<b>31</b>	<b>61</b>	<b>13</b>	<b>20</b>	<b>23</b>	<b>30</b>	<b>51</b>	<b>23</b>	<b>3</b>	<b>63</b>	<b>25</b>	<b>42</b>	<b>8</b>	<b>64</b>	<b>11</b>
Never	3	1	1	1	2	1	1	2	0	2	1	0	3	1	1	0	1	2
	4.0%	5.6%	3.8%	3.2%	3.3%	7.7%	5.0%	8.7%	0	3.9%	4.3%	0	4.8%	4.0%	2.4%	0	1.6%	18.2%
		**	**	*	*	**	**	**	*	*	**	**	*	**	*	**	*	**
Sometimes	11	4	1	6	7	4	4	2	4	8	2	0	10	3	6	2	9	2
	14.7%	22.2%	3.8%	19.4%	11.5%	30.8%	20.0%	8.7%	13.3%	15.7%	8.7%	0	15.9%	12.0%	14.3%	25.0%	14.1%	18.2%
		**	**	*	*	**	**	**	*	*	**	**	*	**	*	**	*	**
Usually	17	6	7	4	9	7	3	7	7	13	4	2	13	7	9	1	16	1
	22.7%	33.3%	26.9%	12.9%	14.8%	53.8%	15.0%	30.4%	23.3%	25.5%	17.4%	66.7%	20.6%	28.0%	21.4%	12.5%	25.0%	9.1%
		**	**	*	*	**	**	**	*	*	**	**	*	**	*	**	*	**
Always	44	7	17	20	43	1	12	12	19	28	16	1	37	14	26	5	38	6
	58.7%	38.9%	65.4%	64.5%	70.5%	7.7%	60.0%	52.2%	63.3%	54.9%	69.6%	33.3%	58.7%	56.0%	61.9%	62.5%	59.4%	54.5%
		**	**	*	*	**	**	**	*	*	**	**	*	**	*	**	*	**
Net Summaries 1:																		
Top 2 Box: Always + Usually	61	13	24	24	52	8	15	19	26	41	20	3	50	21	35	6	54	7
	81.3%	72.2%	92.3%	77.4%	85.2%	61.5%	75.0%	82.6%	86.7%	80.4%	87.0%	100.0%	79.4%	84.0%	83.3%	75.0%	84.4%	63.6%
		**	**	*	*	**	**	**	*	*	**	**	*	**	*	**	*	**
Bottom 2 Box: Never + Sometimes	14	5	2	7	9	5	5	4	4	10	3	0	13	4	7	2	10	4
	18.7%	27.8%	7.7%	22.6%	14.8%	38.5%	25.0%	17.4%	13.3%	19.6%	13.0%	0	20.6%	16.0%	16.7%	25.0%	15.6%	36.4%
		**	**	*	*	**	**	**	*	*	**	**	*	**	*	**	*	**

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Q34. In the last 6 months, how often were the forms from your health plan easy to fill out?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
Net Summaries 2:																		
<b>Percentage Base (Q33 No + Q34 Always + Usually + Sometimes + Never)</b>	<b>317</b>	<b>66</b>	<b>109</b>	<b>140</b>	<b>242</b>	<b>65</b>	<b>89</b>	<b>106</b>	<b>117</b>	<b>221</b>	<b>92</b>	<b>11</b>	<b>283</b>	<b>139</b>	<b>158</b>	<b>25</b>	<b>264</b>	<b>53</b>
Q33 No + Q34 Always + Usually	303	61	107	133	233	60	84	102	113	211	89	11	270	135	151	23	254	49
	95.6%	92.4%	98.2%	95.0%	96.3%	92.3%	94.4%	96.2%	96.6%	95.5%	96.7%	100.0%	95.4%	97.1%	95.6%	92.0%	96.2%	92.5%
		*				*	*				*	**			**		*	
Q33 No + Q34 Always	286	55	100	129	224	53	81	95	106	198	85	9	257	128	142	22	238	48
	90.2%	83.3%	91.7%	92.1%	92.6%	81.5%	91.0%	89.6%	90.6%	89.6%	92.4%	81.8%	90.8%	92.1%	89.9%	88.0%	90.2%	90.6%
		*			F	*	*				*	**			**		*	
Q34 Usually	17	6	7	4	9	7	3	7	7	13	4	2	13	7	9	1	16	1
	5.4%	9.1%	6.4%	2.9%	3.7%	10.8%	3.4%	6.6%	6.0%	5.9%	4.3%	18.2%	4.6%	5.0%	5.7%	4.0%	6.1%	1.9%
		*			E*	*	*				*	**			**		*	
Q34 Never + Sometimes	14	5	2	7	9	5	5	4	4	10	3	0	13	4	7	2	10	4
	4.4%	7.6%	1.8%	5.0%	3.7%	7.7%	5.6%	3.8%	3.4%	4.5%	3.3%	0	4.6%	2.9%	4.4%	8.0%	3.8%	7.5%
		*			*	*	*				*	**			**		*	

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Q35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	12	3	6	2	0	0	2	2	6	9	2	0	8	3	7	1	10	2
<b>Percentage Base</b>	<b>322</b>	<b>65</b>	<b>111</b>	<b>144</b>	<b>255</b>	<b>67</b>	<b>89</b>	<b>110</b>	<b>118</b>	<b>225</b>	<b>91</b>	<b>12</b>	<b>288</b>	<b>143</b>	<b>158</b>	<b>26</b>	<b>264</b>	<b>58</b>
0 Worst health plan possible	1 0.3%	0 *	1 0.9%	0 0	0 0	1 1.5%	0 *	0 0	1 0.8%	1 0.4%	0 *	0 **	1 0.3%	0 0	1 0.6%	0 0	1 0.4%	0 0
1	1 0.3%	0 *	1 0.9%	0 0	0 0	1 1.5%	1 1.1%	0 0	0 0	0 0	1 1.1%	0 **	1 0.3%	0 0	0 0	1 3.8%	0 0	1 1.7%
2	4 1.2%	1 1.5%	1 0.9%	2 1.4%	0 0	4 6.0%	1 1.1%	2 1.8%	1 0.8%	2 0.9%	2 2.2%	0 **	4 1.4%	2 1.4%	1 0.6%	0 0	2 0.8%	2 3.4%
3	3 0.9%	1 1.5%	1 0.9%	1 0.7%	0 0	3 4.5%	0 E*	1 0.9%	2 1.7%	3 1.3%	0 *	2 **	1 0.3%	3 2.1%	0 0	0 0	3 1.1%	0 0
4	5 1.6%	1 1.5%	3 2.7%	1 0.7%	0 0	5 7.5%	0 E*	1 0.9%	4 3.4%	4 1.8%	1 1.1%	0 **	5 1.7%	3 2.1%	2 1.3%	0 0	3 1.1%	2 3.4%
5	22 6.8%	2 3.1%	9 8.1%	10 6.9%	0 0	22 32.8%	5 E*	8 7.3%	9 7.6%	15 6.7%	6 6.6%	0 **	20 6.9%	5 3.5%	14 8.9%	3 11.5%	20 7.6%	2 3.4%
6	10 3.1%	3 4.6%	3 2.7%	4 2.8%	0 0	10 14.9%	1 E*	2 1.8%	7 5.9%	7 3.1%	3 3.3%	0 **	10 3.5%	5 3.5%	4 2.5%	1 3.8%	9 3.4%	1 1.7%
7	21 6.5%	5 7.7%	7 6.3%	9 6.3%	0 0	21 31.3%	4 E*	11 10.0%	6 5.1%	14 6.2%	6 6.6%	0 **	17 5.9%	9 6.3%	11 7.0%	1 3.8%	19 7.2%	2 3.4%

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Q35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
8	49	11	25	13	49	0	18	16	14	31	18	3	45	25	18	7	36	13
	15.2%	16.9%	22.5%	9.0%	19.2%	0	20.2%	14.5%	11.9%	13.8%	19.8%	25.0%	15.6%	17.5%	11.4%	26.9%	13.6%	22.4%
		*	D		F	*	*				*	**			**		*	
9	37	13	8	16	37	0	10	13	13	22	14	1	36	19	17	4	27	10
	11.5%	20.0%	7.2%	11.1%	14.5%	0	11.2%	11.8%	11.0%	9.8%	15.4%	8.3%	12.5%	13.3%	10.8%	15.4%	10.2%	17.2%
		C*			F	*	*				*	**			**		*	
10 Best health plan possible	169	28	52	88	169	0	49	56	61	126	40	6	148	72	90	9	144	25
	52.5%	43.1%	46.8%	61.1%	66.3%	0	55.1%	50.9%	51.7%	56.0%	44.0%	50.0%	51.4%	50.3%	57.0%	34.6%	54.5%	43.1%
		*		BC	F	*	*				*	**			**		*	
Net Summaries:																		
9-10	206	41	60	104	206	0	59	69	74	148	54	7	184	91	107	13	171	35
	64.0%	63.1%	54.1%	72.2%	80.8%	0	66.3%	62.7%	62.7%	65.8%	59.3%	58.3%	63.9%	63.6%	67.7%	50.0%	64.8%	60.3%
		*		C	F	*	*				*	**			**		*	
8-10	255	52	85	117	255	0	77	85	88	179	72	10	229	116	125	20	207	48
	79.2%	80.0%	76.6%	81.3%	100.0%	0	86.5%	77.3%	74.6%	79.6%	79.1%	83.3%	79.5%	81.1%	79.1%	76.9%	78.4%	82.8%
		*			F	*	I*				*	**			**		*	
6-7	31	8	10	13	0	31	5	13	13	21	9	0	27	14	15	2	28	3
	9.6%	12.3%	9.0%	9.0%	0	46.3%	5.6%	11.8%	11.0%	9.3%	9.9%	0	9.4%	9.8%	9.5%	7.7%	10.6%	5.2%
		*			E*	*	*				*	**			**		*	
4-5	27	3	12	11	0	27	5	9	13	19	7	0	25	8	16	3	23	4
	8.4%	4.6%	10.8%	7.6%	0	40.3%	5.6%	8.2%	11.0%	8.4%	7.7%	0	8.7%	5.6%	10.1%	11.5%	8.7%	6.9%
		*			E*	*	*				*	**			**		*	
0-3	9	2	4	3	0	9	2	3	4	6	3	2	7	5	2	1	6	3
	2.8%	3.1%	3.6%	2.1%	0	13.4%	2.2%	2.7%	3.4%	2.7%	3.3%	16.7%	2.4%	3.5%	1.3%	3.8%	2.3%	5.2%
		*			E*	*	*				*	**			**		*	
Summary Rating Mean (1-3)	2.50	2.51	2.37	2.60	2.81	1.31	2.57	2.50	2.42	2.52	2.45	2.42	2.49	2.51	2.54	2.31	2.50	2.47
		*		C	F	*	*				*	**			**		*	

**AmeriHealth Caritas Louisiana**  
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Q36. In general, how would you rate your overall health?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	7	1	0	5	5	0	0	0	0	6	0	1	5	0	3	3	5	2
<b>Percentage Base</b>	<b>327</b>	<b>67</b>	<b>117</b>	<b>141</b>	<b>250</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>228</b>	<b>93</b>	<b>11</b>	<b>291</b>	<b>146</b>	<b>162</b>	<b>24</b>	<b>269</b>	<b>58</b>
Excellent	33 10.1%	11 16.4%	12 10.3%	10 7.1%	27 10.8%	4 6.0%	33 36.3%	0	0	22 9.6%	11 11.8%	1 9.1%	30 10.3%	9 6.2%	21 13.0%	3 12.5%	22 8.2%	11 19.0%
		D*				*	HI*				*	**			N	**		Q*
Very good	58 17.7%	19 28.4%	17 14.5%	22 15.6%	50 20.0%	8 11.9%	58 63.7%	0	0	32 14.0%	24 25.8%	3 27.3%	54 18.6%	31 21.2%	26 16.0%	2 8.3%	47 17.5%	11 19.0%
		CD*				*	HI*				J*	**			**	**		*
Good	112 34.3%	22 32.8%	44 37.6%	44 31.2%	85 34.0%	25 37.3%	0	112 100.0%	0	77 33.8%	32 34.4%	1 9.1%	101 34.7%	55 37.7%	52 32.1%	7 29.2%	92 34.2%	20 34.5%
		*				*	*	GI		*	*	**			**	**		*
Fair	96 29.4%	12 17.9%	34 29.1%	50 35.5%	71 28.4%	22 32.8%	0	0	96 77.4%	77 33.8%	19 20.4%	3 27.3%	85 29.2%	37 25.3%	51 31.5%	10 41.7%	87 32.3%	9 15.5%
		*		B		*	*	GH		K	*	**			**	R	*	*
Poor	28 8.6%	3 4.5%	10 8.5%	15 10.6%	17 6.8%	8 11.9%	0	0	28 22.6%	20 8.8%	7 7.5%	3 27.3%	21 7.2%	14 9.6%	12 7.4%	2 8.3%	21 7.8%	7 12.1%
		*				*	*	GH		*	*	**			**	**		*
Net Summaries:																		
Top 2 Box: Excellent + Very Good	91 27.8%	30 44.8%	29 24.8%	32 22.7%	77 30.8%	12 17.9%	91 100.0%	0	0	54 23.7%	35 37.6%	4 36.4%	84 28.9%	40 27.4%	47 29.0%	5 20.8%	69 25.7%	22 37.9%
		CD*			F	*	HI*				J*	**			**	**		*
Bottom 2 Box: Fair + Poor	124 37.9%	15 22.4%	44 37.6%	65 46.1%	88 35.2%	30 44.8%	0	0	124 100.0%	97 42.5%	26 28.0%	6 54.5%	106 36.4%	51 34.9%	63 38.9%	12 50.0%	108 40.1%	16 27.6%
		*	B	B		*	*	GH		K	*	**			**	**		*



**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q37. In general, how would you rate your overall mental or emotional health?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	7	1	2	3	4	1	1	1	2	4	1	1	5	1	3	2	6	1
<b>Percentage Base</b>	<b>327</b>	<b>67</b>	<b>115</b>	<b>143</b>	<b>251</b>	<b>66</b>	<b>90</b>	<b>111</b>	<b>122</b>	<b>230</b>	<b>92</b>	<b>11</b>	<b>291</b>	<b>145</b>	<b>162</b>	<b>25</b>	<b>268</b>	<b>59</b>
Excellent	63 19.3%	14 20.9%	15 13.0%	34 23.8%	48 19.1%	13 19.7%	32 35.6%	14 12.6%	16 13.1%	44 19.1%	19 20.7%	5 45.5%	55 18.9%	20 13.8%	36 22.2%	5 20.0%	45 16.8%	18 30.5%
		*		C		*	HI*				*	**				**		Q*
Very good	76 23.2%	16 23.9%	26 22.6%	34 23.8%	59 23.5%	15 22.7%	42 46.7%	17 15.3%	16 13.1%	47 20.4%	28 30.4%	2 18.2%	69 23.7%	38 26.2%	37 22.8%	6 24.0%	64 23.9%	12 20.3%
		*				*	HI*				*	**				**		*
Good	97 29.7%	19 28.4%	28 24.3%	48 33.6%	80 31.9%	14 21.2%	9 10.0%	60 54.1%	28 23.0%	68 29.6%	26 28.3%	2 18.2%	84 28.9%	48 33.1%	43 26.5%	7 28.0%	82 30.6%	15 25.4%
		*				*	*	GI	G		*	**				**		*
Fair	65 19.9%	13 19.4%	31 27.0%	21 14.7%	49 19.5%	15 22.7%	6 6.7%	17 15.3%	41 33.6%	51 22.2%	14 15.2%	2 18.2%	60 20.6%	24 16.6%	39 24.1%	2 8.0%	57 21.3%	8 13.6%
		*	D			*	*		GH		*	**				**		*
Poor	26 8.0%	5 7.5%	15 13.0%	6 4.2%	15 6.0%	9 13.6%	1 1.1%	3 2.7%	21 17.2%	20 8.7%	5 5.4%	0 0	23 7.9%	15 10.3%	7 4.3%	5 20.0%	20 7.5%	6 10.2%
		*	D			E*	*		GH		*	**		O		**		*
Net Summaries:																		
Top 2 Box: Excellent + Very Good	139 42.5%	30 44.8%	41 35.7%	68 47.6%	107 42.6%	28 42.4%	74 82.2%	31 27.9%	32 26.2%	91 39.6%	47 51.1%	7 63.6%	124 42.6%	58 40.0%	73 45.1%	11 44.0%	109 40.7%	30 50.8%
		*				*	HI*				*	**				**		*
Bottom 2 Box: Fair + Poor	91 27.8%	18 26.9%	46 40.0%	27 18.9%	64 25.5%	24 36.4%	7 7.8%	20 18.0%	62 50.8%	71 30.9%	19 20.7%	2 18.2%	83 28.5%	39 26.9%	46 28.4%	7 28.0%	77 28.7%	14 23.7%
		*	D			*	*	G	GH		*	**				**		*



**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2018? (Based on All Respondents - Current Yr. Only)

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Don't know	7	1	3	3	5	0	2	2	3	5	1	1	5	2	4	1	7	0
<b>Percentage Base</b>	<b>326</b>	<b>67</b>	<b>114</b>	<b>143</b>	<b>250</b>	<b>67</b>	<b>89</b>	<b>110</b>	<b>121</b>	<b>229</b>	<b>92</b>	<b>11</b>	<b>291</b>	<b>144</b>	<b>161</b>	<b>26</b>	<b>267</b>	<b>59</b>
Yes	135	22	36	76	104	27	27	42	64	94	39	3	119	60	67	9	114	21
	41.4%	32.8%	31.6%	53.1%	41.6%	40.3%	30.3%	38.2%	52.9%	41.0%	42.4%	27.3%	40.9%	41.7%	41.6%	34.6%	42.7%	35.6%
		*		BC	*	*			GH		*	**				**		*
No	191	45	78	67	146	40	62	68	57	135	53	8	172	84	94	17	153	38
	58.6%	67.2%	68.4%	46.9%	58.4%	59.7%	69.7%	61.8%	47.1%	59.0%	57.6%	72.7%	59.1%	58.3%	58.4%	65.4%	57.3%	64.4%
		D*	D			*	I*	I			*	**				**		*

Results displayed above are for the current Yr. only.

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2018? (Based on Eligible Population - Current Yr. Only)

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>314</b>	<b>60</b>	<b>113</b>	<b>139</b>	<b>244</b>	<b>61</b>	<b>83</b>	<b>106</b>	<b>119</b>	<b>219</b>	<b>90</b>	<b>10</b>	<b>282</b>	<b>135</b>	<b>158</b>	<b>26</b>	<b>259</b>	<b>55</b>
No Data	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Percentage Base</b>	<b>314</b>	<b>60</b>	<b>113</b>	<b>139</b>	<b>244</b>	<b>61</b>	<b>83</b>	<b>106</b>	<b>119</b>	<b>219</b>	<b>90</b>	<b>10</b>	<b>282</b>	<b>135</b>	<b>158</b>	<b>26</b>	<b>259</b>	<b>55</b>
Yes	128	19	36	72	99	25	25	39	62	87	39	2	115	54	66	9	109	19
	40.8%	31.7%	31.9%	51.8%	40.6%	41.0%	30.1%	36.8%	52.1%	39.7%	43.3%	20.0%	40.8%	40.0%	41.8%	34.6%	42.1%	34.5%
		*		BC		*	*		GH		*	**				**		*
No	186	41	77	67	145	36	58	67	57	132	51	8	167	81	92	17	150	36
	59.2%	68.3%	68.1%	48.2%	59.4%	59.0%	69.9%	63.2%	47.9%	60.3%	56.7%	80.0%	59.2%	60.0%	58.2%	65.4%	57.9%	65.5%
		D*	D			*	I*	I			*	**				**		*
Percent Yes of Eligible Population	128	19	36	72	99	25	25	39	62	87	39	2	115	54	66	9	109	19
	40.8%	31.7%	31.9%	51.8%	40.6%	41.0%	30.1%	36.8%	52.1%	39.7%	43.3%	20.0%	40.8%	40.0%	41.8%	34.6%	42.1%	34.5%
		*		BC		*	*		GH		*	**				**		*

Results displayed above are for the current Yr. only.

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	3	0	0	2	2	0	0	0	1	2	0	0	2	0	0	2	2	1
<b>Percentage Base</b>	<b>331</b>	<b>68</b>	<b>117</b>	<b>144</b>	<b>253</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>123</b>	<b>232</b>	<b>93</b>	<b>12</b>	<b>294</b>	<b>146</b>	<b>165</b>	<b>25</b>	<b>272</b>	<b>59</b>
Every day	59	3	28	27	46	10	14	17	26	49	9	1	53	34	23	3	52	7
	17.8%	4.4%	23.9%	18.8%	18.2%	14.9%	15.4%	15.2%	21.1%	21.1%	9.7%	8.3%	18.0%	23.3%	13.9%	12.0%	19.1%	11.9%
		*	B	B		*	*			K	*	**		O		**		*
Some days	53	9	18	26	40	13	13	21	19	32	20	1	47	22	27	2	43	10
	16.0%	13.2%	15.4%	18.1%	15.8%	19.4%	14.3%	18.8%	15.4%	13.8%	21.5%	8.3%	16.0%	15.1%	16.4%	8.0%	15.8%	16.9%
		*				*	*				*	**				**		*
Not at all	208	54	68	85	158	42	61	72	73	142	62	8	186	85	111	18	166	42
	62.8%	79.4%	58.1%	59.0%	62.5%	62.7%	67.0%	64.3%	59.3%	61.2%	66.7%	66.7%	63.3%	58.2%	67.3%	72.0%	61.0%	71.2%
		CD*				*	*				*	**				**		*
Don't know	11	2	3	6	9	2	3	2	5	9	2	2	8	5	4	2	11	0
	3.3%	2.9%	2.6%	4.2%	3.6%	3.0%	3.3%	1.8%	4.1%	3.9%	2.2%	16.7%	2.7%	3.4%	2.4%	8.0%	4.0%	0
		*				*	*				*	**				**		*
Net Summaries 1:																		
Current Smokers	112	12	46	53	86	23	27	38	45	81	29	2	100	56	50	5	95	17
	33.8%	17.6%	39.3%	36.8%	34.0%	34.3%	29.7%	33.9%	36.6%	34.9%	31.2%	16.7%	34.0%	38.4%	30.3%	20.0%	34.9%	28.8%
		*	B	B		*	*				*	**				**		*
Net Summaries 2:																		
<b>Percentage Base (18-64)</b>	<b>327</b>	<b>68</b>	<b>117</b>	<b>140</b>	<b>250</b>	<b>66</b>	<b>90</b>	<b>111</b>	<b>121</b>	<b>228</b>	<b>93</b>	<b>11</b>	<b>293</b>	<b>143</b>	<b>164</b>	<b>25</b>	<b>269</b>	<b>58</b>
Ages 18-64 Current Smokers	112	12	46	53	86	23	27	38	45	81	29	2	100	56	50	5	95	17
	34.3%	17.6%	39.3%	37.9%	34.4%	34.8%	30.0%	34.2%	37.2%	35.5%	31.2%	18.2%	34.1%	39.2%	30.5%	20.0%	35.3%	29.3%
		*	B	B		*	*				*	**				**		*
<b>Percentage Base (65+)</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>1</b>

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode		
	Total	18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>	
Ages 65+ Current Smokers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
				**	**	**	**	**			**	**	**	**		**	**	

Results displayed above are for the current year only.

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan? (Current Yr. Only)

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	223	56	72	93	170	44	65	74	79	154	64	10	197	90	116	22	180	43
<b>Percentage Base</b>	<b>111</b>	<b>12</b>	<b>45</b>	<b>53</b>	<b>85</b>	<b>23</b>	<b>26</b>	<b>38</b>	<b>45</b>	<b>80</b>	<b>29</b>	<b>2</b>	<b>99</b>	<b>56</b>	<b>49</b>	<b>5</b>	<b>94</b>	<b>17</b>
Never	25	4	13	8	22	3	8	9	8	18	7	0	23	15	9	1	21	4
	22.5%	33.3%	28.9%	15.1%	25.9%	13.0%	30.8%	23.7%	17.8%	22.5%	24.1%	0	23.2%	26.8%	18.4%	20.0%	22.3%	23.5%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
Sometimes	27	3	10	13	16	8	5	12	9	20	6	0	22	14	11	1	23	4
	24.3%	25.0%	22.2%	24.5%	18.8%	34.8%	19.2%	31.6%	20.0%	25.0%	20.7%	0	22.2%	25.0%	22.4%	20.0%	24.5%	23.5%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
Usually	17	1	9	7	13	4	6	3	8	14	2	0	17	8	8	1	15	2
	15.3%	8.3%	20.0%	13.2%	15.3%	17.4%	23.1%	7.9%	17.8%	17.5%	6.9%	0	17.2%	14.3%	16.3%	20.0%	16.0%	11.8%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
Always	42	4	13	25	34	8	7	14	20	28	14	2	37	19	21	2	35	7
	37.8%	33.3%	28.9%	47.2%	40.0%	34.8%	26.9%	36.8%	44.4%	35.0%	48.3%	100.0%	37.4%	33.9%	42.9%	40.0%	37.2%	41.2%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
Net Summaries 1:																		
Advising Smokers and Tobacco Users to Quit Rate	86	8	32	45	63	20	18	29	37	62	22	2	76	41	40	4	73	13
	77.5%	66.7%	71.1%	84.9%	74.1%	87.0%	69.2%	76.3%	82.2%	77.5%	75.9%	100.0%	76.8%	73.2%	81.6%	80.0%	77.7%	76.5%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
Net Summaries 2:																		
<b>Percentage Base (18-64)</b>	<b>111</b>	<b>12</b>	<b>45</b>	<b>53</b>	<b>85</b>	<b>23</b>	<b>26</b>	<b>38</b>	<b>45</b>	<b>80</b>	<b>29</b>	<b>2</b>	<b>99</b>	<b>56</b>	<b>49</b>	<b>5</b>	<b>94</b>	<b>17</b>
Ages 18-64 Advising Smokers and Tobacco Users to Quit Rate	86	8	32	45	63	20	18	29	37	62	22	2	76	41	40	4	73	13
	77.5%	66.7%	71.1%	84.9%	74.1%	87.0%	69.2%	76.3%	82.2%	77.5%	75.9%	100.0%	76.8%	73.2%	81.6%	80.0%	77.7%	76.5%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
<b>Percentage Base (65+)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan? (Current Yr. Only)

	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode		
	Total	18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>	
Ages 65+ Advising Smokers and Tobacco Users to Quit Rate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Results displayed above are for the current year only.

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan? (Rolling Average)

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>809</b>	<b>163</b>	<b>308</b>	<b>327</b>	<b>607</b>	<b>179</b>	<b>229</b>	<b>248</b>	<b>314</b>	<b>559</b>	<b>237</b>	<b>27</b>	<b>732</b>	<b>390</b>	<b>373</b>	<b>74</b>	<b>617</b>	<b>192</b>
No Data	515	121	174	211	383	115	157	160	188	331	174	24	462	226	259	50	389	126
<b>Percentage Base</b>	<b>294</b>	<b>42</b>	<b>134</b>	<b>116</b>	<b>224</b>	<b>64</b>	<b>72</b>	<b>88</b>	<b>126</b>	<b>228</b>	<b>63</b>	<b>3</b>	<b>270</b>	<b>164</b>	<b>114</b>	<b>24</b>	<b>228</b>	<b>66</b>
Never	73	17	36	20	52	19	23	22	24	58	15	0	67	47	24	6	57	16
	24.8%	40.5%	26.9%	17.2%	23.2%	29.7%	31.9%	25.0%	19.0%	25.4%	23.8%	0	24.8%	28.7%	21.1%	25.0%	25.0%	24.2%
		D*				*	I*	*			*	**				**		*
Sometimes	63	8	26	27	41	19	12	24	25	47	14	0	55	37	20	4	51	12
	21.4%	19.0%	19.4%	23.3%	18.3%	29.7%	16.7%	27.3%	19.8%	20.6%	22.2%	0	20.4%	22.6%	17.5%	16.7%	22.4%	18.2%
		*				E*	*	*			*	**				**		*
Usually	43	4	22	17	34	9	10	14	18	36	6	0	43	21	18	5	33	10
	14.6%	9.5%	16.4%	14.7%	15.2%	14.1%	13.9%	15.9%	14.3%	15.8%	9.5%	0	15.9%	12.8%	15.8%	20.8%	14.5%	15.2%
		*				*	*	*			*	**				**		*
Always	115	13	50	52	97	17	27	28	59	87	28	3	105	59	52	9	87	28
	39.1%	31.0%	37.3%	44.8%	43.3%	26.6%	37.5%	31.8%	46.8%	38.2%	44.4%	100.0%	38.9%	36.0%	45.6%	37.5%	38.2%	42.4%
		*			F	*	*	*	H		*	**				**		*
Net Summaries 1:																		
Advising Smokers and Tobacco Users to Quit Rate	221	25	98	96	172	45	49	66	102	170	48	3	203	117	90	18	171	50
	75.2%	59.5%	73.1%	82.8%	76.8%	70.3%	68.1%	75.0%	81.0%	74.6%	76.2%	100.0%	75.2%	71.3%	78.9%	75.0%	75.0%	75.8%
		*		B		*	*	*	G		*	**				**		*
Net Summaries 2:																		
<b>Percentage Base (18-64)</b>	<b>290</b>	<b>42</b>	<b>134</b>	<b>112</b>	<b>221</b>	<b>63</b>	<b>72</b>	<b>88</b>	<b>122</b>	<b>224</b>	<b>63</b>	<b>3</b>	<b>266</b>	<b>163</b>	<b>112</b>	<b>23</b>	<b>225</b>	<b>65</b>
Ages 18-64 Advising Smokers and Tobacco Users to Quit Rate	217	25	98	92	169	44	49	66	98	166	48	3	199	116	88	17	168	49
	74.8%	59.5%	73.1%	82.1%	76.5%	69.8%	68.1%	75.0%	80.3%	74.1%	76.2%	100.0%	74.8%	71.2%	78.6%	73.9%	74.7%	75.4%
		*		B		*	*	*			*	**				**		*
<b>Percentage Base (65+)</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>



**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan? (Rolling Average)

	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode		
	Total	18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>	
Ages 65+ Advising Smokers and Tobacco Users to Quit Rate	4	0	0	4	3	1	0	0	4	4	0	0	4	1	2	1	3	1
	100.0%	0	0	100.0%	100.0%	100.0%	0	0	100.0%	100.0%	0	0	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
				**	**								**	**	**	**	**	**

Note: Results for this question are reported using a Rolling Methodology.

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication. (Current Yr. Only)

	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode		
	Total	18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	224	57	71	94	171	44	64	76	79	154	65	10	197	91	115	22	181	43
<b>Percentage Base</b>	<b>110</b>	<b>11</b>	<b>46</b>	<b>52</b>	<b>84</b>	<b>23</b>	<b>27</b>	<b>36</b>	<b>45</b>	<b>80</b>	<b>28</b>	<b>2</b>	<b>99</b>	<b>55</b>	<b>50</b>	<b>5</b>	<b>93</b>	<b>17</b>
Never	58	9	29	19	45	13	15	23	20	41	16	1	52	34	21	4	48	10
	52.7%	81.8%	63.0%	36.5%	53.6%	56.5%	55.6%	63.9%	44.4%	51.3%	57.1%	50.0%	52.5%	61.8%	42.0%	80.0%	51.6%	58.8%
		**	D*	*	*	**	**	*	*	*	**	**	*	O*	*	**	*	**
Sometimes	12	2	4	6	7	2	3	3	5	8	4	0	10	2	9	0	9	3
	10.9%	18.2%	8.7%	11.5%	8.3%	8.7%	11.1%	8.3%	11.1%	10.0%	14.3%	0	10.1%	3.6%	18.0%	0	9.7%	17.6%
		**	*	*	*	**	**	*	*	*	**	**	*	*	N*	**	*	**
Usually	17	0	8	9	12	5	6	4	7	14	3	1	15	8	8	1	16	1
	15.5%	0	17.4%	17.3%	14.3%	21.7%	22.2%	11.1%	15.6%	17.5%	10.7%	50.0%	15.2%	14.5%	16.0%	20.0%	17.2%	5.9%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
Always	23	0	5	18	20	3	3	6	13	17	5	0	22	11	12	0	20	3
	20.9%	0	10.9%	34.6%	23.8%	13.0%	11.1%	16.7%	28.9%	21.3%	17.9%	0	22.2%	20.0%	24.0%	0	21.5%	17.6%
		**	*	C*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
Net Summaries 1:																		
Discussing Cessation Medications Rate	52	2	17	33	39	10	12	13	25	39	12	1	47	21	29	1	45	7
	47.3%	18.2%	37.0%	63.5%	46.4%	43.5%	44.4%	36.1%	55.6%	48.8%	42.9%	50.0%	47.5%	38.2%	58.0%	20.0%	48.4%	41.2%
		**	*	C*	*	**	**	*	*	*	**	**	*	*	N*	**	*	**
Net Summaries 2:																		
<b>Percentage Base (18-64)</b>	<b>110</b>	<b>11</b>	<b>46</b>	<b>52</b>	<b>84</b>	<b>23</b>	<b>27</b>	<b>36</b>	<b>45</b>	<b>80</b>	<b>28</b>	<b>2</b>	<b>99</b>	<b>55</b>	<b>50</b>	<b>5</b>	<b>93</b>	<b>17</b>
Ages 18-64 Discussing Cessation Medications Rate	52	2	17	33	39	10	12	13	25	39	12	1	47	21	29	1	45	7
	47.3%	18.2%	37.0%	63.5%	46.4%	43.5%	44.4%	36.1%	55.6%	48.8%	42.9%	50.0%	47.5%	38.2%	58.0%	20.0%	48.4%	41.2%
		**	*	C*	*	**	**	*	*	*	**	**	*	*	N*	**	*	**
<b>Percentage Base (65+)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication. (Current Yr. Only)

	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
	18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Ages 65+ Discussing Cessation Medications Rate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Results displayed above are for the current year only.

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication. (Rolling Average)

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>809</b>	<b>163</b>	<b>308</b>	<b>327</b>	<b>607</b>	<b>179</b>	<b>229</b>	<b>248</b>	<b>314</b>	<b>559</b>	<b>237</b>	<b>27</b>	<b>732</b>	<b>390</b>	<b>373</b>	<b>74</b>	<b>617</b>	<b>192</b>
No Data	516	122	173	212	384	115	156	162	188	331	175	24	462	227	258	50	390	126
<b>Percentage Base</b>	<b>293</b>	<b>41</b>	<b>135</b>	<b>115</b>	<b>223</b>	<b>64</b>	<b>73</b>	<b>86</b>	<b>126</b>	<b>228</b>	<b>62</b>	<b>3</b>	<b>270</b>	<b>163</b>	<b>115</b>	<b>24</b>	<b>227</b>	<b>66</b>
Never	145	23	76	45	107	35	36	47	58	113	30	2	132	90	48	13	110	35
	49.5%	56.1%	56.3%	39.1%	48.0%	54.7%	49.3%	54.7%	46.0%	49.6%	48.4%	66.7%	48.9%	55.2%	41.7%	54.2%	48.5%	53.0%
		*	D		*	*	*	*			*	**		O	**	*		
Sometimes	52	7	20	24	34	15	8	15	27	41	11	0	48	25	22	6	36	16
	17.7%	17.1%	14.8%	20.9%	15.2%	23.4%	11.0%	17.4%	21.4%	18.0%	17.7%	0	17.8%	15.3%	19.1%	25.0%	15.9%	24.2%
		*			*	*	*	*			*	**			**	*		
Usually	35	4	17	14	27	8	12	12	11	26	9	1	33	17	15	4	34	1
	11.9%	9.8%	12.6%	12.2%	12.1%	12.5%	16.4%	14.0%	8.7%	11.4%	14.5%	33.3%	12.2%	10.4%	13.0%	16.7%	15.0%	1.5%
		*			*	*	*	*			*	**			**	R	*	
Always	61	7	22	32	55	6	17	12	30	48	12	0	57	31	30	1	47	14
	20.8%	17.1%	16.3%	27.8%	24.7%	9.4%	23.3%	14.0%	23.8%	21.1%	19.4%	0	21.1%	19.0%	26.1%	4.2%	20.7%	21.2%
		*		C	F	*	*	*			*	**			**	*		
Net Summaries 1:																		
Discussing Cessation Medications Rate	148	18	59	70	116	29	37	39	68	115	32	1	138	73	67	11	117	31
	50.5%	43.9%	43.7%	60.9%	52.0%	45.3%	50.7%	45.3%	54.0%	50.4%	51.6%	33.3%	51.1%	44.8%	58.3%	45.8%	51.5%	47.0%
		*		C	*	*	*	*			*	**		N	**	*		
Net Summaries 2:																		
<b>Percentage Base (18-64)</b>	<b>289</b>	<b>41</b>	<b>135</b>	<b>111</b>	<b>220</b>	<b>63</b>	<b>73</b>	<b>86</b>	<b>122</b>	<b>224</b>	<b>62</b>	<b>3</b>	<b>266</b>	<b>162</b>	<b>113</b>	<b>23</b>	<b>224</b>	<b>65</b>
Ages 18-64 Discussing Cessation Medications Rate	145	18	59	67	114	28	37	39	65	112	32	1	135	72	66	11	114	31
	50.2%	43.9%	43.7%	60.4%	51.8%	44.4%	50.7%	45.3%	53.3%	50.0%	51.6%	33.3%	50.8%	44.4%	58.4%	47.8%	50.9%	47.7%
		*		C	*	*	*	*			*	**		N	**	*		
<b>Percentage Base (65+)</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>



**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication. (Rolling Average)

	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode		
	18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone	
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
Ages 65+ Discussing Cessation Medications Rate	3	0	0	3	2	1	0	0	3	3	0	0	3	1	1	0	3	0
	75.0%	0	0	75.0%	66.7%	100.0%	0	0	75.0%	75.0%	0	0	75.0%	100.0%	50.0%	0	100.0%	0
				**	**								**	**	**	**	**	

Note: Results for this question are reported using a Rolling Methodology.

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program. (Current Yr. Only)

	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode		
	Total	18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	223	56	71	94	170	44	64	75	79	153	65	10	196	90	115	22	180	43
<b>Percentage Base</b>	<b>111</b>	<b>12</b>	<b>46</b>	<b>52</b>	<b>85</b>	<b>23</b>	<b>27</b>	<b>37</b>	<b>45</b>	<b>81</b>	<b>28</b>	<b>2</b>	<b>100</b>	<b>56</b>	<b>50</b>	<b>5</b>	<b>94</b>	<b>17</b>
Never	57	9	27	20	43	14	15	25	17	41	15	2	50	34	21	2	49	8
	51.4%	75.0%	58.7%	38.5%	50.6%	60.9%	55.6%	67.6%	37.8%	50.6%	53.6%	100.0%	50.0%	60.7%	42.0%	40.0%	52.1%	47.1%
		**	D*	*	*	**	**	I*	*	*	**	**	*	*	**	*	**	
Sometimes	17	2	7	8	13	3	4	4	9	12	5	0	14	6	9	2	12	5
	15.3%	16.7%	15.2%	15.4%	15.3%	13.0%	14.8%	10.8%	20.0%	14.8%	17.9%	0	14.0%	10.7%	18.0%	40.0%	12.8%	29.4%
		**	*	*	*	**	**	*	*	*	**	**	*	*	**	*	**	
Usually	19	1	7	11	14	4	6	5	7	14	4	0	19	6	12	1	17	2
	17.1%	8.3%	15.2%	21.2%	16.5%	17.4%	22.2%	13.5%	15.6%	17.3%	14.3%	0	19.0%	10.7%	24.0%	20.0%	18.1%	11.8%
		**	*	*	*	**	**	*	*	*	**	**	*	*	**	*	**	
Always	18	0	5	13	15	2	2	3	12	14	4	0	17	10	8	0	16	2
	16.2%	0	10.9%	25.0%	17.6%	8.7%	7.4%	8.1%	26.7%	17.3%	14.3%	0	17.0%	17.9%	16.0%	0	17.0%	11.8%
		**	*	*	*	**	**	*	H*	*	**	**	*	*	**	*	**	
Net Summaries 1:																		
Discussing Cessation Strategies Rate	54	3	19	32	42	9	12	12	28	40	13	0	50	22	29	3	45	9
	48.6%	25.0%	41.3%	61.5%	49.4%	39.1%	44.4%	32.4%	62.2%	49.4%	46.4%	0	50.0%	39.3%	58.0%	60.0%	47.9%	52.9%
		**	*	C*	*	**	**	*	H*	*	**	**	*	*	**	*	**	
Net Summaries 2:																		
<b>Percentage Base (18-64)</b>	<b>111</b>	<b>12</b>	<b>46</b>	<b>52</b>	<b>85</b>	<b>23</b>	<b>27</b>	<b>37</b>	<b>45</b>	<b>81</b>	<b>28</b>	<b>2</b>	<b>100</b>	<b>56</b>	<b>50</b>	<b>5</b>	<b>94</b>	<b>17</b>
Ages 18-64 Discussing Cessation Strategies Rate	54	3	19	32	42	9	12	12	28	40	13	0	50	22	29	3	45	9
	48.6%	25.0%	41.3%	61.5%	49.4%	39.1%	44.4%	32.4%	62.2%	49.4%	46.4%	0	50.0%	39.3%	58.0%	60.0%	47.9%	52.9%
		**	*	C*	*	**	**	*	H*	*	**	**	*	*	**	*	**	
<b>Percentage Base (65+)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program. (Current Yr. Only)

	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
	18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Ages 65+ Discussing Cessation Strategies Rate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Results displayed above are for the current year only.

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?  
Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program. (Rolling Average)

	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode		
	Total	18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
<b>Total Completes</b>	<b>809</b>	<b>163</b>	<b>308</b>	<b>327</b>	<b>607</b>	<b>179</b>	<b>229</b>	<b>248</b>	<b>314</b>	<b>559</b>	<b>237</b>	<b>27</b>	<b>732</b>	<b>390</b>	<b>373</b>	<b>74</b>	<b>617</b>	<b>192</b>
No Data	517	121	174	212	385	115	156	162	189	332	175	24	462	226	260	50	390	127
<b>Percentage Base</b>	<b>292</b>	<b>42</b>	<b>134</b>	<b>115</b>	<b>222</b>	<b>64</b>	<b>73</b>	<b>86</b>	<b>125</b>	<b>227</b>	<b>62</b>	<b>3</b>	<b>270</b>	<b>164</b>	<b>113</b>	<b>24</b>	<b>227</b>	<b>65</b>
Never	155	24	77	53	110	42	38	53	60	123	30	2	143	95	52	14	120	35
	53.1%	57.1%	57.5%	46.1%	49.5%	65.6%	52.1%	61.6%	48.0%	54.2%	48.4%	66.7%	53.0%	57.9%	46.0%	58.3%	52.9%	53.8%
		*			E*	*	*	*		*	**		**		**	*		
Sometimes	45	4	24	17	33	11	8	12	24	36	9	1	41	22	19	4	33	12
	15.4%	9.5%	17.9%	14.8%	14.9%	17.2%	11.0%	14.0%	19.2%	15.9%	14.5%	33.3%	15.2%	13.4%	16.8%	16.7%	14.5%	18.5%
		*			*	*	*	*		*	**		**		**	*		
Usually	39	9	11	19	31	7	12	16	10	24	14	0	37	18	17	6	33	6
	13.4%	21.4%	8.2%	16.5%	14.0%	10.9%	16.4%	18.6%	8.0%	10.6%	22.6%	0	13.7%	11.0%	15.0%	25.0%	14.5%	9.2%
		C*		C		*	*	I*		J*	**		**		**	*		
Always	53	5	22	26	48	4	15	5	31	44	9	0	49	29	25	0	41	12
	18.2%	11.9%	16.4%	22.6%	21.6%	6.3%	20.5%	5.8%	24.8%	19.4%	14.5%	0	18.1%	17.7%	22.1%	0	18.1%	18.5%
		*			F	*	H*	*	H		*	**		**	**	*		
Net Summaries 1:																		
Discussing Cessation Strategies Rate	137	18	57	62	112	22	35	33	65	104	32	1	127	69	61	10	107	30
	46.9%	42.9%	42.5%	53.9%	50.5%	34.4%	47.9%	38.4%	52.0%	45.8%	51.6%	33.3%	47.0%	42.1%	54.0%	41.7%	47.1%	46.2%
		*			F	*	*	*		*	**		**		**	*		
Net Summaries 2:																		
<b>Percentage Base (18-64)</b>	<b>288</b>	<b>42</b>	<b>134</b>	<b>111</b>	<b>219</b>	<b>63</b>	<b>73</b>	<b>86</b>	<b>121</b>	<b>223</b>	<b>62</b>	<b>3</b>	<b>266</b>	<b>163</b>	<b>111</b>	<b>23</b>	<b>224</b>	<b>64</b>
Ages 18-64 Discussing Cessation Strategies Rate	136	18	57	61	111	22	35	33	64	103	32	1	126	69	60	10	106	30
	47.2%	42.9%	42.5%	55.0%	50.7%	34.9%	47.9%	38.4%	52.9%	46.2%	51.6%	33.3%	47.4%	42.3%	54.1%	43.5%	47.3%	46.9%
		*			F	*	*	*	H		*	**		**	**	*		
<b>Percentage Base (65+)</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program. (Rolling Average)

	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
	18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Ages 65+ Discussing Cessation Strategies Rate	1	0	0	1	1	0	0	1	1	0	0	1	0	1	0	1	0
	25.0%	0	0	25.0%	33.3%	0	0	25.0%	25.0%	0	0	25.0%	0	50.0%	0	33.3%	0
				**	**								**	**	**	**	**

Note: Results for this question are reported using a Rolling Methodology.

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q43. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	7	0	2	4	5	1	0	3	3	4	1	0	5	4	2	0	5	2
<b>Percentage Base</b>	<b>327</b>	<b>68</b>	<b>115</b>	<b>142</b>	<b>250</b>	<b>66</b>	<b>91</b>	<b>109</b>	<b>121</b>	<b>230</b>	<b>92</b>	<b>12</b>	<b>291</b>	<b>142</b>	<b>163</b>	<b>27</b>	<b>269</b>	<b>58</b>
Yes	125	22	41	62	93	28	23	37	61	89	33	6	107	54	62	9	106	19
	38.2%	32.4%	35.7%	43.7%	37.2%	42.4%	25.3%	33.9%	50.4%	38.7%	35.9%	50.0%	36.8%	38.0%	38.0%	33.3%	39.4%	32.8%
		*				*	*		GH		*	**				**		*
No	202	46	74	80	157	38	68	72	60	141	59	6	184	88	101	18	163	39
	61.8%	67.6%	64.3%	56.3%	62.8%	57.6%	74.7%	66.1%	49.6%	61.3%	64.1%	50.0%	63.2%	62.0%	62.0%	66.7%	60.6%	67.2%
		*				*	I*	I			*	**				**		*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q44. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	214	47	77	87	165	40	69	77	64	148	62	6	192	94	104	19	172	42
<b>Percentage Base</b>	<b>120</b>	<b>21</b>	<b>40</b>	<b>59</b>	<b>90</b>	<b>27</b>	<b>22</b>	<b>35</b>	<b>60</b>	<b>86</b>	<b>31</b>	<b>6</b>	<b>104</b>	<b>52</b>	<b>61</b>	<b>8</b>	<b>102</b>	<b>18</b>
Yes	91	18	31	42	67	22	18	23	48	62	28	6	80	43	42	7	78	13
	75.8%	85.7%	77.5%	71.2%	74.4%	81.5%	81.8%	65.7%	80.0%	72.1%	90.3%	100.0%	76.9%	82.7%	68.9%	87.5%	76.5%	72.2%
		**	*	*	*	**	**	*	*	*	J*	**		*	*	**		**
No	29	3	9	17	23	5	4	12	12	24	3	0	24	9	19	1	24	5
	24.2%	14.3%	22.5%	28.8%	25.6%	18.5%	18.2%	34.3%	20.0%	27.9%	9.7%	0	23.1%	17.3%	31.1%	12.5%	23.5%	27.8%
		**	*	*	*	**	**	*	*	K*	*	**		*	*	**		**

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q45. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	6	1	1	2	3	0	1	2	2	4	1	0	1	2	2	0	5	1
<b>Percentage Base</b>	<b>328</b>	<b>67</b>	<b>116</b>	<b>144</b>	<b>252</b>	<b>67</b>	<b>90</b>	<b>110</b>	<b>122</b>	<b>230</b>	<b>92</b>	<b>12</b>	<b>295</b>	<b>144</b>	<b>163</b>	<b>27</b>	<b>269</b>	<b>59</b>
Yes	246	39	85	122	194	48	53	82	106	175	66	10	219	112	120	19	205	41
	75.0%	58.2%	73.3%	84.7%	77.0%	71.6%	58.9%	74.5%	86.9%	76.1%	71.7%	83.3%	74.2%	77.8%	73.6%	70.4%	76.2%	69.5%
		*	B	BC		*	*	G	GH		*	**				**		*
No	82	28	31	22	58	19	37	28	16	55	26	2	76	32	43	8	64	18
	25.0%	41.8%	26.7%	15.3%	23.0%	28.4%	41.1%	25.5%	13.1%	23.9%	28.3%	16.7%	25.8%	22.2%	26.4%	29.6%	23.8%	30.5%
		CD*	D			*	HI*	I			*	**				**		*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q46. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	88	29	32	24	61	19	38	30	18	59	27	2	77	34	45	8	69	19
<b>Percentage Base</b>	<b>246</b>	<b>39</b>	<b>85</b>	<b>122</b>	<b>194</b>	<b>48</b>	<b>53</b>	<b>82</b>	<b>106</b>	<b>175</b>	<b>66</b>	<b>10</b>	<b>219</b>	<b>112</b>	<b>120</b>	<b>19</b>	<b>205</b>	<b>41</b>
Yes	219	33	74	112	173	43	44	76	95	157	58	8	197	107	102	17	182	37
	89.0%	84.6%	87.1%	91.8%	89.2%	89.6%	83.0%	92.7%	89.6%	89.7%	87.9%	80.0%	90.0%	95.5%	85.0%	89.5%	88.8%	90.2%
		*	*			*	*	*			*	**		O		**		*
No	27	6	11	10	21	5	9	6	11	18	8	2	22	5	18	2	23	4
	11.0%	15.4%	12.9%	8.2%	10.8%	10.4%	17.0%	7.3%	10.4%	10.3%	12.1%	20.0%	10.0%	4.5%	15.0%	10.5%	11.2%	9.8%
		*	*			*	*	*			*	**			N	**		*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q47. What is your age?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	3	0	0	0	1	1	0	2	0	2	0	0	1	1	1	0	2	1
<b>Percentage Base</b>	<b>331</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>254</b>	<b>66</b>	<b>91</b>	<b>110</b>	<b>124</b>	<b>232</b>	<b>93</b>	<b>12</b>	<b>295</b>	<b>145</b>	<b>164</b>	<b>27</b>	<b>272</b>	<b>59</b>
18 to 24	29	29	0	0	23	6	17	8	4	17	12	2	27	18	10	1	17	12
	8.8%	42.6%	0	0	9.1%	9.1%	18.7%	7.3%	3.2%	7.3%	12.9%	16.7%	9.2%	12.4%	6.1%	3.7%	6.3%	20.3%
		CD*				*	HI*				*	**				**		Q*
25 to 34	39	39	0	0	29	7	13	14	11	22	16	2	35	17	20	4	30	9
	11.8%	57.4%	0	0	11.4%	10.6%	14.3%	12.7%	8.9%	9.5%	17.2%	16.7%	11.9%	11.7%	12.2%	14.8%	11.0%	15.3%
		CD*				*	*				*	**				**		*
35 to 44	42	0	42	0	30	9	8	20	14	26	14	2	40	18	21	4	30	12
	12.7%	0	35.9%	0	11.8%	13.6%	8.8%	18.2%	11.3%	11.2%	15.1%	16.7%	13.6%	12.4%	12.8%	14.8%	11.0%	20.3%
		*	BD			*	*				*	**				**		*
45 to 54	75	0	75	0	55	17	21	24	30	56	18	1	67	32	39	6	62	13
	22.7%	0	64.1%	0	21.7%	25.8%	23.1%	21.8%	24.2%	24.1%	19.4%	8.3%	22.7%	22.1%	23.8%	22.2%	22.8%	22.0%
		*	BD			*	*				*	**				**		*
55 to 64	138	0	0	138	110	26	30	42	61	105	31	4	121	55	72	10	127	11
	41.7%	0	0	94.5%	43.3%	39.4%	33.0%	38.2%	49.2%	45.3%	33.3%	33.3%	41.0%	37.9%	43.9%	37.0%	46.7%	18.6%
		*		BC		*	*		G	K	*	**				**	R	*
65 to 74	8	0	0	8	7	1	2	2	4	6	2	1	5	5	2	2	6	2
	2.4%	0	0	5.5%	2.8%	1.5%	2.2%	1.8%	3.2%	2.6%	2.2%	8.3%	1.7%	3.4%	1.2%	7.4%	2.2%	3.4%
		*		C		*	*				*	**				**		*
75 or older	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		*				*	*				*	**				**		*

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q47. What is your age?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
Net Summaries 1:																		
18 to 34	68	68	0	0	52	13	30	22	15	39	28	4	62	35	30	5	47	21
	20.5%	100.0%	0	0	20.5%	19.7%	33.0%	20.0%	12.1%	16.8%	30.1%	33.3%	21.0%	24.1%	18.3%	18.5%	17.3%	35.6%
		CD*				*	HI*				J*	**			**		Q*	
35 to 54	117	0	117	0	85	26	29	44	44	82	32	3	107	50	60	10	92	25
	35.3%	0	100.0%	0	33.5%	39.4%	31.9%	40.0%	35.5%	35.3%	34.4%	25.0%	36.3%	34.5%	36.6%	37.0%	33.8%	42.4%
		*	BD			*	*				*	**			**		*	
55 or older	146	0	0	146	117	27	32	44	65	111	33	5	126	60	74	12	133	13
	44.1%	0	0	100.0%	46.1%	40.9%	35.2%	40.0%	52.4%	47.8%	35.5%	41.7%	42.7%	41.4%	45.1%	44.4%	48.9%	22.0%
		*		BC		*	*		G	K	*	**			**		R	*
Net Summaries 2:																		
65 or older	8	0	0	8	7	1	2	2	4	6	2	1	5	5	2	2	6	2
	2.4%	0	0	5.5%	2.8%	1.5%	2.2%	1.8%	3.2%	2.6%	2.2%	8.3%	1.7%	3.4%	1.2%	7.4%	2.2%	3.4%
		*		C		*	*				*	**			**		*	

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q48. Are you male or female?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	4	0	1	2	2	1	2	1	0	3	0	0	2	0	3	0	3	1
<b>Percentage Base</b>	<b>330</b>	<b>68</b>	<b>116</b>	<b>144</b>	<b>253</b>	<b>66</b>	<b>89</b>	<b>111</b>	<b>124</b>	<b>231</b>	<b>93</b>	<b>12</b>	<b>294</b>	<b>146</b>	<b>162</b>	<b>27</b>	<b>271</b>	<b>59</b>
Male	144	30	51	62	111	26	39	49	53	105	36	6	127	58	76	12	118	26
	43.6%	44.1%	44.0%	43.1%	43.9%	39.4%	43.8%	44.1%	42.7%	45.5%	38.7%	50.0%	43.2%	39.7%	46.9%	44.4%	43.5%	44.1%
		*				*	*				*	**			**		*	
Female	186	38	65	82	142	40	50	62	71	126	57	6	167	88	86	15	153	33
	56.4%	55.9%	56.0%	56.9%	56.1%	60.6%	56.2%	55.9%	57.3%	54.5%	61.3%	50.0%	56.8%	60.3%	53.1%	55.6%	56.5%	55.9%
		*				*	*				*	**			**		*	

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q49. What is the highest grade or level of school that you have completed?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	7	1	3	2	4	2	2	3	1	0	0	0	4	0	5	1	5	2
<b>Percentage Base</b>	<b>327</b>	<b>67</b>	<b>114</b>	<b>144</b>	<b>251</b>	<b>65</b>	<b>89</b>	<b>109</b>	<b>123</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>292</b>	<b>146</b>	<b>160</b>	<b>26</b>	<b>269</b>	<b>58</b>
8th grade or less	25	2	4	19	16	9	4	8	12	25	0	2	18	13	9	3	22	3
	7.6%	3.0%	3.5%	13.2%	6.4%	13.8%	4.5%	7.3%	9.8%	10.7%	0	16.7%	6.2%	8.9%	5.6%	11.5%	8.2%	5.2%
		*		BC		E*	*			K	*	**				**		*
Some high school, but did not graduate	65	7	27	30	50	11	14	12	37	65	0	3	58	26	35	5	57	8
	19.9%	10.4%	23.7%	20.8%	19.9%	16.9%	15.7%	11.0%	30.1%	27.8%	0	25.0%	19.9%	17.8%	21.9%	19.2%	21.2%	13.8%
		*	B			*	*		GH	K	*	**				**		*
High school graduate or GED	144	30	51	62	113	26	36	57	48	144	0	4	131	69	70	8	120	24
	44.0%	44.8%	44.7%	43.1%	45.0%	40.0%	40.4%	52.3%	39.0%	61.5%	0	33.3%	44.9%	47.3%	43.8%	30.8%	44.6%	41.4%
		*				*	*		I	K	*	**				**		*
Some college or 2-year degree	67	18	25	24	53	12	23	24	20	0	67	2	61	26	36	5	53	14
	20.5%	26.9%	21.9%	16.7%	21.1%	18.5%	25.8%	22.0%	16.3%	0	72.0%	16.7%	20.9%	17.8%	22.5%	19.2%	19.7%	24.1%
		*				*	*				J*	**				**		*
4-year college graduate	14	7	5	2	9	5	8	4	2	0	14	1	12	7	4	2	7	7
	4.3%	10.4%	4.4%	1.4%	3.6%	7.7%	9.0%	3.7%	1.6%	0	15.1%	8.3%	4.1%	4.8%	2.5%	7.7%	2.6%	12.1%
		D*				*	I*				J*	**				**		Q*
More than 4-year college degree	12	3	2	7	10	2	4	4	4	0	12	0	12	5	6	3	10	2
	3.7%	4.5%	1.8%	4.9%	4.0%	3.1%	4.5%	3.7%	3.3%	0	12.9%	0	4.1%	3.4%	3.8%	11.5%	3.7%	3.4%
		*				*	*				J*	**				**		*
Net Summaries 1:																		
Did not graduate HS	90	9	31	49	66	20	18	20	49	90	0	5	76	39	44	8	79	11
	27.5%	13.4%	27.2%	34.0%	26.3%	30.8%	20.2%	18.3%	39.8%	38.5%	0	41.7%	26.0%	26.7%	27.5%	30.8%	29.4%	19.0%
		*	B	B		*	*		GH	K	*	**				**		*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q49. What is the highest grade or level of school that you have completed?

	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode		
	Total	18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
Net Summaries 2:																		
HS Grad or Less	234	39	82	111	179	46	54	77	97	234	0	9	207	108	114	16	199	35
	71.6%	58.2%	71.9%	77.1%	71.3%	70.8%	60.7%	70.6%	78.9%	100.0%	0	75.0%	70.9%	74.0%	71.3%	61.5%	74.0%	60.3%
		*	B		*	*		G	K	*	**			**	R	*		
Some College or More	93	28	32	33	72	19	35	32	26	0	93	3	85	38	46	10	70	23
	28.4%	41.8%	28.1%	22.9%	28.7%	29.2%	39.3%	29.4%	21.1%	0	100.0%	25.0%	29.1%	26.0%	28.8%	38.5%	26.0%	39.7%
		D*			*	I*			J*	**		**		**		**		Q*

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q50. Are you of Hispanic or Latino origin or descent?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	26	2	7	15	16	6	3	10	12	18	5	0	0	8	12	3	22	4
<b>Percentage Base</b>	<b>308</b>	<b>66</b>	<b>110</b>	<b>131</b>	<b>239</b>	<b>61</b>	<b>88</b>	<b>102</b>	<b>112</b>	<b>216</b>	<b>88</b>	<b>12</b>	<b>296</b>	<b>138</b>	<b>153</b>	<b>24</b>	<b>252</b>	<b>56</b>
Yes - Hispanic or Latino	12	4	3	5	10	2	4	1	6	9	3	12	0	6	3	3	10	2
	3.9%	6.1%	2.7%	3.8%	4.2%	3.3%	4.5%	1.0%	5.4%	4.2%	3.4%	100.0%	0	4.3%	2.0%	12.5%	4.0%	3.6%
		*				*	*				*	**			**		*	
No - Not Hispanic or Latino	296	62	107	126	229	59	84	101	106	207	85	0	296	132	150	21	242	54
	96.1%	93.9%	97.3%	96.2%	95.8%	96.7%	95.5%	99.0%	94.6%	95.8%	96.6%	0	100.0%	95.7%	98.0%	87.5%	96.0%	96.4%
		*				*	*				*	**			**		*	

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q51A-F. What is your race? (Multiple Mentions)

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Percentage Base</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
White	146	35	50	60	116	27	40	55	51	108	38	6	132	146	1	5	115	31
	43.7%	51.5%	42.7%	41.1%	45.5%	40.3%	44.0%	49.1%	41.1%	46.2%	40.9%	50.0%	44.6%	100.0%	0.6%	18.5%	42.0%	51.7%
		*			*	*					*	**		O		**		*
Black or African-American	165	30	60	74	125	33	47	52	63	114	46	3	150	1	165	4	141	24
	49.4%	44.1%	51.3%	50.7%	49.0%	49.3%	51.6%	46.4%	50.8%	48.7%	49.5%	25.0%	50.7%	0.7%	100.0%	14.8%	51.5%	40.0%
		*			*	*					*	**		N	**		*	
Asian	6	3	1	2	4	1	0	4	2	4	1	0	5	0	1	6	5	1
	1.8%	4.4%	0.9%	1.4%	1.6%	1.5%	0	3.6%	1.6%	1.7%	1.1%	0	1.7%	0	0.6%	22.2%	1.8%	1.7%
		*			*	*					*	**				**		*
Native Hawaiian or other Pacific Islander	1	0	1	0	0	1	1	0	0	0	1	0	1	0	0	1	0	1
	0.3%	0	0.9%	0	0	1.5%	1.1%	0	0	0	1.1%	0	0.3%	0	0	3.7%	0	1.7%
		*			*	*					*	**				**		Q*
American Indian or Alaska Native	6	0	4	2	5	1	1	2	3	4	2	0	5	3	1	6	5	1
	1.8%	0	3.4%	1.4%	2.0%	1.5%	1.1%	1.8%	2.4%	1.7%	2.2%	0	1.7%	2.1%	0.6%	22.2%	1.8%	1.7%
		*			*	*					*	**				**		*
Other	17	3	5	9	14	3	3	4	7	9	8	3	13	2	4	17	14	3
	5.1%	4.4%	4.3%	6.2%	5.5%	4.5%	3.3%	3.6%	5.6%	3.8%	8.6%	25.0%	4.4%	1.4%	2.4%	63.0%	5.1%	5.0%
		*			*	*					*	**				**		*
No Race Indicated	5	1	0	3	3	1	2	1	1	1	3	1	1	0	0	0	2	3
	1.5%	1.5%	0	2.1%	1.2%	1.5%	2.2%	0.9%	0.8%	0.4%	3.2%	8.3%	0.3%	0	0	0	0.7%	5.0%
		*			*	*					J*	**				**		Q*

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q51A-F. What is your race? (Multiple Mentions)

	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode		
	Total	18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
Net Summaries:																		
White (Net)	146	35	50	60	116	27	40	55	51	108	38	6	132	146	1	5	115	31
	43.7%	51.5%	42.7%	41.1%	45.5%	40.3%	44.0%	49.1%	41.1%	46.2%	40.9%	50.0%	44.6%	100.0%	0.6%	18.5%	42.0%	51.7%
	*				*		*			*	**		O		**		*	
Black or African-American (Net)	165	30	60	74	125	33	47	52	63	114	46	3	150	1	165	4	141	24
	49.4%	44.1%	51.3%	50.7%	49.0%	49.3%	51.6%	46.4%	50.8%	48.7%	49.5%	25.0%	50.7%	0.7%	100.0%	14.8%	51.5%	40.0%
	*				*		*			*	**		N		**		*	
All Other (Net)	27	5	10	12	20	6	5	7	12	16	10	3	21	5	4	27	22	5
	8.1%	7.4%	8.5%	8.2%	7.8%	9.0%	5.5%	6.3%	9.7%	6.8%	10.8%	25.0%	7.1%	3.4%	2.4%	100.0%	8.0%	8.3%
	*				*		*			*	**		**		**		*	

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q52. Did someone help you complete this survey?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	63	21	25	16	51	10	24	20	17	36	25	2	56	31	27	5	3	60
<b>Percentage Base</b>	<b>271</b>	<b>47</b>	<b>92</b>	<b>130</b>	<b>204</b>	<b>57</b>	<b>67</b>	<b>92</b>	<b>107</b>	<b>198</b>	<b>68</b>	<b>10</b>	<b>240</b>	<b>115</b>	<b>138</b>	<b>22</b>	<b>271</b>	<b>0</b>
Yes	50	10	15	25	33	14	8	23	18	48	1	2	40	20	25	5	50	0
	18.5%	21.3%	16.3%	19.2%	16.2%	24.6%	11.9%	25.0%	16.8%	24.2%	1.5%	20.0%	16.7%	17.4%	18.1%	22.7%	18.5%	0
		*	*			*	*	G*		K	*	**			**			
No	221	37	77	105	171	43	59	69	89	150	67	8	200	95	113	17	221	0
	81.5%	78.7%	83.7%	80.8%	83.8%	75.4%	88.1%	75.0%	83.2%	75.8%	98.5%	80.0%	83.3%	82.6%	81.9%	77.3%	81.5%	0
		*	*			*	H*	*		J*	**				**			

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q53A-E. How did that person help you? (Multiple Mentions)

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	284	58	102	121	222	53	83	89	106	186	92	10	256	126	140	22	224	60
<b>Percentage Base</b>	<b>50</b>	<b>10</b>	<b>15</b>	<b>25</b>	<b>33</b>	<b>14</b>	<b>8</b>	<b>23</b>	<b>18</b>	<b>48</b>	<b>1</b>	<b>2</b>	<b>40</b>	<b>20</b>	<b>25</b>	<b>5</b>	<b>50</b>	<b>0</b>
Read the questions to me	26	6	8	12	17	8	3	12	11	25	0	1	19	9	14	3	26	0
	52.0%	60.0%	53.3%	48.0%	51.5%	57.1%	37.5%	52.2%	61.1%	52.1%	0	50.0%	47.5%	45.0%	56.0%	60.0%	52.0%	0
		**	**	**	*	**	**	**	**	*	**	**	*	**	**	**		
Wrote down the answers I gave	16	1	7	8	11	4	3	6	7	16	0	1	13	8	7	1	16	0
	32.0%	10.0%	46.7%	32.0%	33.3%	28.6%	37.5%	26.1%	38.9%	33.3%	0	50.0%	32.5%	40.0%	28.0%	20.0%	32.0%	0
		**	**	**	*	**	**	**	**	*	**	**	*	**	**	**		
Answered the questions for me	9	5	1	3	5	2	2	5	2	8	1	1	7	2	6	1	9	0
	18.0%	50.0%	6.7%	12.0%	15.2%	14.3%	25.0%	21.7%	11.1%	16.7%	100.0%	50.0%	17.5%	10.0%	24.0%	20.0%	18.0%	0
		**	**	**	*	**	**	**	**	*	**	**	*	**	**	**		
Translated the questions into my language	2	0	0	2	2	0	0	0	1	2	0	0	2	0	0	2	2	0
	4.0%	0	0	8.0%	6.1%	0	0	0	5.6%	4.2%	0	0	5.0%	0	0	40.0%	4.0%	0
		**	**	**	*	**	**	**	**	*	**	**	*	**	**	**		
Helped in some other way	7	1	2	4	5	2	2	3	2	7	0	0	6	4	3	0	7	0
	14.0%	10.0%	13.3%	16.0%	15.2%	14.3%	25.0%	13.0%	11.1%	14.6%	0	0	15.0%	20.0%	12.0%	0	14.0%	0
		**	**	**	*	**	**	**	**	*	**	**	*	**	**	**		

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

MODE. Completed Survey Mode

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Percentage Base</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
Mail	274	47	92	133	207	57	69	92	108	199	70	10	242	115	141	22	274	0
	82.0%	69.1%	78.6%	91.1%	81.2%	85.1%	75.8%	82.1%	87.1%	85.0%	75.3%	83.3%	81.8%	78.8%	85.5%	81.5%	100.0%	0
		*		BC		*	*		G	K	*	**				**	R	*
Phone	60	21	25	13	48	10	22	20	16	35	23	2	54	31	24	5	0	60
	18.0%	30.9%	21.4%	8.9%	18.8%	14.9%	24.2%	17.9%	12.9%	15.0%	24.7%	16.7%	18.2%	21.2%	14.5%	18.5%	0	100.0%
		D*	D			*	I*				J*	**				**		Q*
Internet	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		*				*	*				*	**				**		*

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

FINAL\_LANG. Completed Survey Language

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Percentage Base</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
Total English	334	68	117	146	255	67	91	112	124	234	93	12	296	146	165	27	274	60
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		*				*	*				*	**				**		*
English Mail	274	47	92	133	207	57	69	92	108	199	70	10	242	115	141	22	274	0
	82.0%	69.1%	78.6%	91.1%	81.2%	85.1%	75.8%	82.1%	87.1%	85.0%	75.3%	83.3%	81.8%	78.8%	85.5%	81.5%	100.0%	0
		*		BC		*	*		G	K	*	**				**	R	*
English Phone	60	21	25	13	48	10	22	20	16	35	23	2	54	31	24	5	0	60
	18.0%	30.9%	21.4%	8.9%	18.8%	14.9%	24.2%	17.9%	12.9%	15.0%	24.7%	16.7%	18.2%	21.2%	14.5%	18.5%	0	100.0%
		D*	D			*	I*				J*	**				**		Q*
English Internet	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		*				*	*				*	**				**		*
Total Spanish	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		*				*	*				*	**				**		*
Spanish Mail	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		*				*	*				*	**				**		*
Spanish Phone	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		*				*	*				*	**				**		*
Spanish Internet	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		*				*	*				*	**				**		*



**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

QM1. Composite Scores - Summary Rating Means (1-3)

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Getting Care Quickly (Percentage Base - Unique Respondents)</b>	<b>273</b>	<b>54</b>	<b>92</b>	<b>124</b>	<b>211</b>	<b>55</b>	<b>68</b>	<b>88</b>	<b>111</b>	<b>190</b>	<b>76</b>	<b>11</b>	<b>241</b>	<b>122</b>	<b>132</b>	<b>20</b>	<b>228</b>	<b>45</b>
Getting Care Quickly	2.53	2.44	2.49	2.58	2.62	2.24	2.63	2.43	2.53	2.53	2.58	2.09	2.55	2.50	2.55	2.54	2.55	2.41
<b>How Well Doctors Communicate (Percentage Base - Unique Respondents)</b>	<b>223</b>	<b>39</b>	<b>69</b>	<b>113</b>	<b>176</b>	<b>41</b>	<b>55</b>	<b>68</b>	<b>94</b>	<b>157</b>	<b>62</b>	<b>9</b>	<b>197</b>	<b>99</b>	<b>108</b>	<b>20</b>	<b>189</b>	<b>34</b>
How Well Doctors Communicate	2.72	2.69	2.77	2.70	2.78	2.48	2.84	2.74	2.64	2.73	2.69	2.75	2.72	2.66	2.79	2.66	2.72	2.71
<b>Getting Needed Care (Percentage Base - Unique Respondents)</b>	<b>275</b>	<b>57</b>	<b>86</b>	<b>130</b>	<b>211</b>	<b>56</b>	<b>69</b>	<b>90</b>	<b>110</b>	<b>190</b>	<b>79</b>	<b>11</b>	<b>241</b>	<b>124</b>	<b>133</b>	<b>21</b>	<b>229</b>	<b>46</b>
Getting Needed Care	2.42	2.33	2.37	2.48	2.52	2.03	2.47	2.45	2.36	2.39	2.49	2.19	2.41	2.36	2.46	2.64	2.45	2.24
<b>Customer Service (Percentage Base - Unique Respondents)</b>	<b>104</b>	<b>15</b>	<b>33</b>	<b>55</b>	<b>88</b>	<b>14</b>	<b>29</b>	<b>32</b>	<b>41</b>	<b>75</b>	<b>29</b>	<b>6</b>	<b>86</b>	<b>39</b>	<b>59</b>	<b>6</b>	<b>91</b>	<b>13</b>
Customer Service	2.71	2.37	2.76	2.76	2.74	2.46	2.74	2.63	2.77	2.69	2.74	2.58	2.69	2.69	2.74	2.50	2.75	2.38

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

QP1. Composite Scores - Percentages (% Always/Usually)

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Getting Care Quickly (Percentage Base - Unique Respondents)</b>	<b>273</b>	<b>54</b>	<b>92</b>	<b>124</b>	<b>211</b>	<b>55</b>	<b>68</b>	<b>88</b>	<b>111</b>	<b>190</b>	<b>76</b>	<b>11</b>	<b>241</b>	<b>122</b>	<b>132</b>	<b>20</b>	<b>228</b>	<b>45</b>
Getting Care Quickly	85.7	85.7	83.8	87.1	87.7	80.9	91.0	82.9	84.7	84.6	91.6	66.4	86.6	84.8	87.1	83.8	87.0	79.7
<b>Shared Decision Making (Percentage Base - Unique Respondents)</b>	<b>114</b>	<b>22</b>	<b>36</b>	<b>56</b>	<b>84</b>	<b>27</b>	<b>30</b>	<b>31</b>	<b>52</b>	<b>73</b>	<b>38</b>	<b>4</b>	<b>102</b>	<b>56</b>	<b>51</b>	<b>7</b>	<b>99</b>	<b>15</b>
Shared Decision Making (%Yes)	81.2	81.8	81.5	80.7	82.4	76.5	83.1	77.4	82.1	83.4	76.3	66.7	82.6	78.0	85.4	85.7	81.7	77.8
<b>How Well Doctors Communicate (Percentage Base - Unique Respondents)</b>	<b>223</b>	<b>39</b>	<b>69</b>	<b>113</b>	<b>176</b>	<b>41</b>	<b>55</b>	<b>68</b>	<b>94</b>	<b>157</b>	<b>62</b>	<b>9</b>	<b>197</b>	<b>99</b>	<b>108</b>	<b>20</b>	<b>189</b>	<b>34</b>
How Well Doctors Communicate	92.9	92.3	93.8	92.4	94.3	88.4	97.7	95.2	88.8	93.0	92.3	94.4	92.5	91.4	94.2	95.0	93.5	89.6
<b>Getting Needed Care (Percentage Base - Unique Respondents)</b>	<b>275</b>	<b>57</b>	<b>86</b>	<b>130</b>	<b>211</b>	<b>56</b>	<b>69</b>	<b>90</b>	<b>110</b>	<b>190</b>	<b>79</b>	<b>11</b>	<b>241</b>	<b>124</b>	<b>133</b>	<b>21</b>	<b>229</b>	<b>46</b>
Getting Needed Care	82.8	83.8	80.9	83.3	85.9	68.9	84.6	81.0	82.6	79.9	89.5	71.8	82.7	80.8	83.3	97.6	84.9	69.5
<b>Customer Service (Percentage Base - Unique Respondents)</b>	<b>104</b>	<b>15</b>	<b>33</b>	<b>55</b>	<b>88</b>	<b>14</b>	<b>29</b>	<b>32</b>	<b>41</b>	<b>75</b>	<b>29</b>	<b>6</b>	<b>86</b>	<b>39</b>	<b>59</b>	<b>6</b>	<b>91</b>	<b>13</b>
Customer Service	92.8	76.7	97.0	94.5	93.2	89.3	93.1	87.5	96.3	91.3	96.6	100.0	91.3	93.6	91.5	100.0	94.5	80.8

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

QP1\_NSUA. Composite Scores - Percentages (% Never, Sometimes, Usually, Always)

	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode		
	Total	18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
<b>Getting Care Quickly</b>																		
<b>Percentage Base - Unique Respondents</b>	<b>273</b>	<b>54</b>	<b>92</b>	<b>124</b>	<b>211</b>	<b>55</b>	<b>68</b>	<b>88</b>	<b>111</b>	<b>190</b>	<b>76</b>	<b>11</b>	<b>241</b>	<b>122</b>	<b>132</b>	<b>20</b>	<b>228</b>	<b>45</b>
Never	1.3	2.3	1.2	1.1	1.5	1.0	3.3	0.6	1.0	1.8	0	4.5	1.2	2.1	0.7	0	0.6	4.4
Sometimes	13.0	12.1	15.0	11.8	10.9	18.1	5.6	16.5	14.3	13.6	8.4	29.1	12.2	13.2	12.2	16.2	12.4	16.0
Usually	18.9	27.0	18.7	16.4	13.2	37.4	19.5	22.7	16.2	16.7	25.5	23.6	18.2	19.3	19.2	13.6	19.1	17.9
Always	66.8	58.6	65.0	70.7	74.5	43.6	71.5	60.2	68.5	68.0	66.1	42.7	68.4	65.5	67.8	70.2	67.9	61.8
Never + Sometimes	14.3	14.3	16.2	12.9	12.3	19.1	9.0	17.1	15.3	15.4	8.4	33.6	13.4	15.2	12.9	16.2	13.0	20.3
<b>Shared Decision Making</b>																		
<b>Percentage Base - Unique Respondents</b>	<b>114</b>	<b>22</b>	<b>36</b>	<b>56</b>	<b>84</b>	<b>27</b>	<b>30</b>	<b>31</b>	<b>52</b>	<b>73</b>	<b>38</b>	<b>4</b>	<b>102</b>	<b>56</b>	<b>51</b>	<b>7</b>	<b>99</b>	<b>15</b>
Yes	81.2	81.8	81.5	80.7	82.4	76.5	83.1	77.4	82.1	83.4	76.3	66.7	82.6	78.0	85.4	85.7	81.7	77.8
No	18.8	18.2	18.5	19.3	17.6	23.5	16.9	22.6	17.9	16.6	23.7	33.3	17.4	22.0	14.6	14.3	18.3	22.2
<b>How Well Doctors Communicate</b>																		
<b>Percentage Base - Unique Respondents</b>	<b>223</b>	<b>39</b>	<b>69</b>	<b>113</b>	<b>176</b>	<b>41</b>	<b>55</b>	<b>68</b>	<b>94</b>	<b>157</b>	<b>62</b>	<b>9</b>	<b>197</b>	<b>99</b>	<b>108</b>	<b>20</b>	<b>189</b>	<b>34</b>
Never	1.5	1.3	1.8	1.3	1.1	3.1	0	0	3.5	1.1	2.4	2.8	1.5	1.8	1.4	0	1.1	3.7
Sometimes	5.6	6.4	4.4	6.2	4.6	8.6	2.3	4.8	7.7	5.9	5.2	2.8	6.0	6.8	4.4	5.0	5.4	6.7
Usually	13.6	15.4	10.9	14.9	10.1	28.2	11.8	15.9	13.3	13.1	15.8	13.9	13.0	16.7	9.3	24.1	14.6	8.2
Always	79.3	76.9	82.9	77.5	84.2	60.1	85.9	79.2	75.5	79.8	76.5	80.6	79.5	74.7	84.9	70.9	78.9	81.4
Never + Sometimes	7.1	7.7	6.2	7.6	5.7	11.6	2.3	4.8	11.2	7.0	7.7	5.6	7.5	8.6	5.8	5.0	6.5	10.4



**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

QP1\_NSUA. Composite Scores - Percentages (% Never, Sometimes, Usually, Always)

	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode		
	Total	18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>	
Getting Needed Care																		
<b>Percentage Base - Unique Respondents</b>	<b>275</b>	<b>57</b>	<b>86</b>	<b>130</b>	<b>211</b>	<b>56</b>	<b>69</b>	<b>90</b>	<b>110</b>	<b>190</b>	<b>79</b>	<b>11</b>	<b>241</b>	<b>124</b>	<b>133</b>	<b>21</b>	<b>229</b>	<b>46</b>
Never	5.5	1.8	8.4	5.0	4.4	10.4	0.7	6.5	7.3	6.7	2.9	4.5	5.9	6.8	4.6	0	3.2	20.1
Sometimes	11.8	14.5	10.7	11.7	9.7	20.7	14.7	12.6	10.1	13.3	7.7	23.6	11.4	12.4	12.2	2.4	11.9	10.4
Usually	23.2	34.4	24.9	18.2	20.3	34.6	22.2	16.6	28.7	20.4	30.3	24.5	24.2	25.8	20.2	31.0	24.5	14.9
Always	59.6	49.4	56.0	65.2	65.7	34.3	62.4	64.4	53.8	59.6	59.2	47.3	58.5	55.1	63.1	66.7	60.4	54.5
Never + Sometimes	17.2	16.2	19.1	16.7	14.1	31.1	15.4	19.0	17.4	20.1	10.5	28.2	17.3	19.2	16.7	2.4	15.1	30.5
Customer Service																		
<b>Percentage Base - Unique Respondents</b>	<b>104</b>	<b>15</b>	<b>33</b>	<b>55</b>	<b>88</b>	<b>14</b>	<b>29</b>	<b>32</b>	<b>41</b>	<b>75</b>	<b>29</b>	<b>6</b>	<b>86</b>	<b>39</b>	<b>59</b>	<b>6</b>	<b>91</b>	<b>13</b>
Never	1.9	0	0	3.6	2.3	0	0	3.1	2.4	2.7	0	0	2.3	2.6	1.7	0	1.1	7.7
Sometimes	5.3	23.3	3.0	1.8	4.5	10.7	6.9	9.4	1.2	6.0	3.4	0	6.4	3.8	6.8	0	4.4	11.5
Usually	14.9	16.7	18.2	12.7	11.9	32.1	12.1	12.5	15.9	13.3	19.0	41.7	13.4	17.9	9.3	50.0	13.7	23.1
Always	77.9	60.0	78.8	81.8	81.3	57.1	81.0	75.0	80.5	78.0	77.6	58.3	77.9	75.6	82.2	50.0	80.8	57.7
Never + Sometimes	7.2	23.3	3.0	5.5	6.8	10.7	6.9	12.5	3.7	8.7	3.4	0	8.7	6.4	8.5	0	5.5	19.2

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

QM2. Composite Scores - Summary Rating Means (1-3)

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
Getting Care Quickly																		
Q4. Getting care as soon as needed	2.58	2.59	2.50	2.63	2.69	2.30	2.77	2.48	2.56	2.57	2.70	2.00	2.61	2.52	2.65	2.50	2.62	2.40
		**	*	*	F	*	*	*	*		*	**		*	*	**		**
Q6. Getting appointment as soon as needed	2.47	2.29	2.48	2.53	2.55	2.19	2.48	2.39	2.50	2.49	2.45	2.18	2.49	2.48	2.45	2.58	2.48	2.43
		*	*		F	*	*	*			*	**				**		*
How Well Doctors Communicate																		
Q17. Explain things in a way you could understand	2.72	2.74	2.70	2.72	2.78	2.53	2.85	2.76	2.64	2.71	2.74	2.67	2.72	2.68	2.79	2.55	2.74	2.62
		*	*		F	*	I*	*	*		*	**		*		**		*
Q18. Listen carefully to you	2.76	2.69	2.82	2.73	2.83	2.56	2.87	2.82	2.66	2.77	2.69	2.89	2.74	2.65	2.86	2.74	2.74	2.82
		*	*		F	*	I*	*	*		*	**		*	N	**		*
Q19. Show respect for what you had to say	2.75	2.69	2.84	2.72	2.81	2.46	2.87	2.78	2.66	2.76	2.73	2.67	2.76	2.69	2.83	2.70	2.74	2.82
		*	*		F	*	I*	*	*		*	**		*		**		*
Q20. Spend enough time with you	2.66	2.64	2.71	2.63	2.72	2.39	2.75	2.61	2.62	2.67	2.60	2.78	2.66	2.63	2.68	2.65	2.67	2.58
		*	*		F	*	*	*	*		*	**		*		**		*

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

QM2. Composite Scores - Summary Rating Means (1-3)

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Getting Needed Care</b>																		
Q14. Easy to get care believed necessary	2.46	2.39	2.47	2.48	2.59	1.96	2.56	2.50	2.36	2.48	2.44	2.18	2.46	2.38	2.52	2.62	2.47	2.41
		*	*		F	*	*	*			*	**				**		*
Q25. Easy to get appointment with specialist	2.39	2.28	2.27	2.49	2.44	2.10	2.38	2.41	2.37	2.31	2.53	2.20	2.36	2.33	2.41	2.67	2.44	2.07
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**
<b>Customer Service</b>																		
Q31. Got information or help needed	2.59	2.20	2.67	2.64	2.66	2.14	2.62	2.50	2.66	2.56	2.66	2.33	2.58	2.59	2.61	2.33	2.63	2.31
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
Q32. Treated you with courtesy and respect	2.83	2.53	2.85	2.89	2.83	2.79	2.86	2.75	2.88	2.83	2.83	2.83	2.80	2.79	2.86	2.67	2.88	2.46
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
Q8. Health Promotion and Education	2.51	2.44	2.46	2.59	2.49	2.64	2.43	2.57	2.53	2.52	2.53	2.40	2.55	2.53	2.52	2.40	2.55	2.30
		*	*		*	*	*	*			*	**				**		*
Q22. Care Coordination	2.50	2.13	2.57	2.55	2.56	2.27	2.32	2.57	2.52	2.55	2.35	2.17	2.51	2.43	2.60	2.20	2.54	2.27
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

QP2. Composite Scores - Percentages (% Always/Usually)

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
Getting Care Quickly																		
<b>Percentage Base</b>	<b>148</b>	<b>22</b>	<b>52</b>	<b>72</b>	<b>107</b>	<b>37</b>	<b>30</b>	<b>40</b>	<b>75</b>	<b>106</b>	<b>37</b>	<b>5</b>	<b>129</b>	<b>67</b>	<b>68</b>	<b>12</b>	<b>123</b>	<b>25</b>
Q4. Getting care as soon as needed	86.5%	90.9%	82.7%	87.5%	88.8%	81.1%	93.3%	85.0%	84.0%	84.0%	97.3%	60.0%	87.6%	83.6%	89.7%	83.3%	88.6%	76.0%
		**	*	*		*	*	*	*		J*	**		*	*	**		**
<b>Percentage Base</b>	<b>253</b>	<b>51</b>	<b>86</b>	<b>113</b>	<b>194</b>	<b>52</b>	<b>62</b>	<b>83</b>	<b>103</b>	<b>177</b>	<b>71</b>	<b>11</b>	<b>223</b>	<b>114</b>	<b>122</b>	<b>19</b>	<b>211</b>	<b>42</b>
Q6. Getting appointment as soon as needed	85.0%	80.4%	84.9%	86.7%	86.6%	80.8%	88.7%	80.7%	85.4%	85.3%	85.9%	72.7%	85.7%	86.0%	84.4%	84.2%	85.3%	83.3%
		*	*			*	*	*			*	**				**		*
Shared Decision Making (% Yes)																		
<b>Percentage Base</b>	<b>113</b>	<b>22</b>	<b>35</b>	<b>56</b>	<b>83</b>	<b>27</b>	<b>30</b>	<b>31</b>	<b>51</b>	<b>72</b>	<b>38</b>	<b>4</b>	<b>101</b>	<b>56</b>	<b>50</b>	<b>7</b>	<b>98</b>	<b>15</b>
Q10. Discussed reasons to take medicine	96.5%	95.5%	100.0%	94.6%	97.6%	92.6%	93.3%	93.5%	100.0%	98.6%	94.7%	100.0%	98.0%	96.4%	100.0%	85.7%	99.0%	80.0%
		**	*	*	*	**	*	*	*	*	*	**		*	*	**	*	**
<b>Percentage Base</b>	<b>113</b>	<b>22</b>	<b>36</b>	<b>55</b>	<b>83</b>	<b>27</b>	<b>29</b>	<b>31</b>	<b>52</b>	<b>72</b>	<b>38</b>	<b>4</b>	<b>101</b>	<b>56</b>	<b>50</b>	<b>7</b>	<b>98</b>	<b>15</b>
Q11. Discussed reasons not to take medicine	68.1%	77.3%	66.7%	65.5%	68.7%	66.7%	75.9%	64.5%	65.4%	68.1%	65.8%	50.0%	70.3%	64.3%	72.0%	71.4%	66.3%	80.0%
		**	*	*	*	**	**	*	*	*	*	**		*	*	**	*	**
<b>Percentage Base</b>	<b>114</b>	<b>22</b>	<b>36</b>	<b>56</b>	<b>84</b>	<b>27</b>	<b>30</b>	<b>31</b>	<b>52</b>	<b>73</b>	<b>38</b>	<b>4</b>	<b>102</b>	<b>56</b>	<b>51</b>	<b>7</b>	<b>99</b>	<b>15</b>
Q12. Asked preference for medicine	78.9%	72.7%	77.8%	82.1%	81.0%	70.4%	80.0%	74.2%	80.8%	83.6%	68.4%	50.0%	79.4%	73.2%	84.3%	100.0%	79.8%	73.3%
		**	*	*	*	**	*	*	*	*	*	**		*	*	**	*	**

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

QP2. Composite Scores - Percentages (% Always/Usually)

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
How Well Doctors Communicate																		
<b>Percentage Base</b>	<b>222</b>	<b>39</b>	<b>69</b>	<b>112</b>	<b>176</b>	<b>40</b>	<b>55</b>	<b>67</b>	<b>94</b>	<b>157</b>	<b>61</b>	<b>9</b>	<b>196</b>	<b>99</b>	<b>107</b>	<b>20</b>	<b>188</b>	<b>34</b>
Q17. Explain things in a way you could understand	93.2%	94.9%	92.8%	92.9%	94.3%	90.0%	98.2%	95.5%	90.4%	91.7%	96.7%	88.9%	93.4%	92.9%	94.4%	90.0%	94.7%	85.3%
		*	*			*	*	*	*		*	**		*		**	R	*
<b>Percentage Base</b>	<b>221</b>	<b>39</b>	<b>68</b>	<b>112</b>	<b>174</b>	<b>41</b>	<b>55</b>	<b>68</b>	<b>93</b>	<b>155</b>	<b>62</b>	<b>9</b>	<b>195</b>	<b>99</b>	<b>107</b>	<b>19</b>	<b>187</b>	<b>34</b>
Q18. Listen carefully to you	94.1%	92.3%	97.1%	92.9%	96.0%	90.2%	98.2%	98.5%	89.2%	94.8%	91.9%	100.0%	93.3%	90.9%	96.3%	100.0%	94.1%	94.1%
		*	*			*	I*	I*	*		*	**		*		**		*
<b>Percentage Base</b>	<b>223</b>	<b>39</b>	<b>69</b>	<b>113</b>	<b>176</b>	<b>41</b>	<b>55</b>	<b>68</b>	<b>94</b>	<b>157</b>	<b>62</b>	<b>9</b>	<b>197</b>	<b>99</b>	<b>108</b>	<b>20</b>	<b>189</b>	<b>34</b>
Q19. Show respect for what you had to say	93.3%	89.7%	95.7%	92.9%	94.3%	87.8%	98.2%	97.1%	87.2%	93.6%	91.9%	88.9%	92.9%	90.9%	95.4%	95.0%	93.7%	91.2%
		*	*			*	I*	I*	*		*	**		*		**		*
<b>Percentage Base</b>	<b>222</b>	<b>39</b>	<b>69</b>	<b>112</b>	<b>175</b>	<b>41</b>	<b>55</b>	<b>67</b>	<b>94</b>	<b>156</b>	<b>62</b>	<b>9</b>	<b>197</b>	<b>98</b>	<b>108</b>	<b>20</b>	<b>189</b>	<b>33</b>
Q20. Spend enough time with you	91.0%	92.3%	89.9%	91.1%	92.6%	85.4%	96.4%	89.6%	88.3%	91.7%	88.7%	100.0%	90.4%	90.8%	90.7%	95.0%	91.5%	87.9%
		*	*			*	*	*	*		*	**		*		**		*

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

QP2. Composite Scores - Percentages (% Always/Usually)

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
Getting Needed Care																		
<b>Percentage Base</b>	<b>266</b>	<b>57</b>	<b>86</b>	<b>121</b>	<b>202</b>	<b>56</b>	<b>68</b>	<b>84</b>	<b>108</b>	<b>183</b>	<b>77</b>	<b>11</b>	<b>233</b>	<b>117</b>	<b>131</b>	<b>21</b>	<b>222</b>	<b>44</b>
Q14. Easy to get care believed necessary	85.0%	84.2%	86.0%	84.3%	89.6%	67.9%	88.2%	86.9%	81.5%	84.2%	88.3%	63.6%	85.8%	82.1%	87.0%	95.2%	85.6%	81.8%
		*	*		F	*	*	*			*	**				**		*
<b>Percentage Base</b>	<b>103</b>	<b>18</b>	<b>33</b>	<b>51</b>	<b>79</b>	<b>20</b>	<b>21</b>	<b>32</b>	<b>49</b>	<b>70</b>	<b>32</b>	<b>5</b>	<b>88</b>	<b>54</b>	<b>44</b>	<b>6</b>	<b>89</b>	<b>14</b>
Q25. Easy to get appointment with specialist	80.6%	83.3%	75.8%	82.4%	82.3%	70.0%	81.0%	75.0%	83.7%	75.7%	90.6%	80.0%	79.5%	79.6%	79.5%	100.0%	84.3%	57.1%
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**
Customer Service																		
<b>Percentage Base</b>	<b>104</b>	<b>15</b>	<b>33</b>	<b>55</b>	<b>88</b>	<b>14</b>	<b>29</b>	<b>32</b>	<b>41</b>	<b>75</b>	<b>29</b>	<b>6</b>	<b>86</b>	<b>39</b>	<b>59</b>	<b>6</b>	<b>91</b>	<b>13</b>
Q31. Got information or help needed	89.4%	66.7%	93.9%	92.7%	90.9%	78.6%	89.7%	81.3%	95.1%	88.0%	93.1%	100.0%	87.2%	92.3%	86.4%	100.0%	91.2%	76.9%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**
<b>Percentage Base</b>	<b>104</b>	<b>15</b>	<b>33</b>	<b>55</b>	<b>88</b>	<b>14</b>	<b>29</b>	<b>32</b>	<b>41</b>	<b>75</b>	<b>29</b>	<b>6</b>	<b>86</b>	<b>39</b>	<b>59</b>	<b>6</b>	<b>91</b>	<b>13</b>
Q32. Treated you with courtesy and respect	96.2%	86.7%	100.0%	96.4%	95.5%	100.0%	96.6%	93.8%	97.6%	94.7%	100.0%	100.0%	95.3%	94.9%	96.6%	100.0%	97.8%	84.6%
		**	*	*	*	**	**	*	*	*	**	**	*	*	*	**	*	**



**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

QP2. Composite Scores - Percentages (% Always/Usually)

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
Health Promotion and Education (%Yes)																		
<b>Percentage Base</b>	<b>262</b>	<b>57</b>	<b>85</b>	<b>118</b>	<b>198</b>	<b>56</b>	<b>67</b>	<b>83</b>	<b>107</b>	<b>179</b>	<b>77</b>	<b>10</b>	<b>230</b>	<b>115</b>	<b>130</b>	<b>20</b>	<b>219</b>	<b>43</b>
Q8. Health Promotion and Education	75.6%	71.9%	72.9%	79.7%	74.7%	82.1%	71.6%	78.3%	76.6%	76.0%	76.6%	70.0%	77.4%	76.5%	76.2%	70.0%	77.6%	65.1%
		*	*			*	*	*			*	**				**		*
Care Coordination																		
<b>Percentage Base</b>	<b>110</b>	<b>16</b>	<b>35</b>	<b>58</b>	<b>81</b>	<b>26</b>	<b>25</b>	<b>30</b>	<b>52</b>	<b>74</b>	<b>34</b>	<b>6</b>	<b>95</b>	<b>51</b>	<b>48</b>	<b>10</b>	<b>95</b>	<b>15</b>
Q22. Care Coordination	82.7%	62.5%	85.7%	86.2%	84.0%	76.9%	76.0%	86.7%	82.7%	85.1%	76.5%	66.7%	83.2%	82.4%	85.4%	70.0%	84.2%	73.3%
		**	*	*	*	**	**	*	*	*	*	**	*	*	*	**	*	**

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

QR1. Rating Questions: Percentages (% 8-10), Summary Rating Means (1-3)

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Q13. Health Care Rating</b>																		
<b>Percentage Base</b>	<b>262</b>	<b>56</b>	<b>84</b>	<b>120</b>	<b>201</b>	<b>54</b>	<b>67</b>	<b>83</b>	<b>106</b>	<b>180</b>	<b>76</b>	<b>11</b>	<b>229</b>	<b>117</b>	<b>127</b>	<b>21</b>	<b>218</b>	<b>44</b>
(% 8-10)	72.1%	69.6%	75.0%	70.8%	82.6%	29.6%	80.6%	73.5%	65.1%	70.0%	77.6%	72.7%	72.1%	74.4%	70.9%	66.7%	72.9%	68.2%
		*	*		F	*	I*	*			*	**				**		*
Summary Rating Mean (1-3)	2.37	2.21	2.35	2.46	2.56	1.65	2.57	2.37	2.24	2.37	2.38	2.09	2.37	2.36	2.43	2.14	2.39	2.32
		*	*		F	*	I*	*			*	**				**		*
<b>Q23. Personal Doctor Rating</b>																		
<b>Percentage Base</b>	<b>260</b>	<b>50</b>	<b>83</b>	<b>124</b>	<b>206</b>	<b>49</b>	<b>67</b>	<b>87</b>	<b>100</b>	<b>186</b>	<b>70</b>	<b>10</b>	<b>231</b>	<b>119</b>	<b>124</b>	<b>22</b>	<b>218</b>	<b>42</b>
(% 8-10)	83.1%	76.0%	84.3%	85.5%	87.9%	61.2%	83.6%	83.9%	82.0%	82.8%	82.9%	70.0%	83.5%	81.5%	85.5%	77.3%	80.7%	95.2%
		*	*		F	*	*	*			*	**				**		Q*
Summary Rating Mean (1-3)	2.56	2.44	2.53	2.64	2.63	2.22	2.55	2.60	2.53	2.56	2.54	2.20	2.58	2.50	2.63	2.45	2.53	2.74
		*	*		F	*	*	*			*	**				**		*
<b>Q27. Specialist Rating</b>																		
<b>Percentage Base</b>	<b>93</b>	<b>17</b>	<b>29</b>	<b>46</b>	<b>73</b>	<b>17</b>	<b>20</b>	<b>27</b>	<b>45</b>	<b>62</b>	<b>30</b>	<b>6</b>	<b>79</b>	<b>48</b>	<b>39</b>	<b>7</b>	<b>82</b>	<b>11</b>
(% 8-10)	84.9%	76.5%	79.3%	91.3%	84.9%	82.4%	80.0%	88.9%	84.4%	82.3%	90.0%	83.3%	83.5%	83.3%	87.2%	85.7%	86.6%	72.7%
		**	**	*	*	**	**	**	*	*	*	**	*	*	*	**	*	**
Summary Rating Mean (1-3)	2.68	2.59	2.59	2.78	2.70	2.53	2.65	2.74	2.64	2.60	2.83	2.50	2.67	2.65	2.72	2.71	2.70	2.55
		**	**	*	*	**	**	**	*	*	*	**	*	*	*	**	*	**
<b>Q35. Health Plan Rating</b>																		
<b>Percentage Base</b>	<b>322</b>	<b>65</b>	<b>111</b>	<b>144</b>	<b>255</b>	<b>67</b>	<b>89</b>	<b>110</b>	<b>118</b>	<b>225</b>	<b>91</b>	<b>12</b>	<b>288</b>	<b>143</b>	<b>158</b>	<b>26</b>	<b>264</b>	<b>58</b>
(% 8-10)	79.2%	80.0%	76.6%	81.3%	100.0%	0	86.5%	77.3%	74.6%	79.6%	79.1%	83.3%	79.5%	81.1%	79.1%	76.9%	78.4%	82.8%
		*			F	*	I*				*	**				**		*
Summary Rating Mean (1-3)	2.50	2.51	2.37	2.60	2.81	1.31	2.57	2.50	2.42	2.52	2.45	2.42	2.49	2.51	2.54	2.31	2.50	2.47
		*		C	F	*	*				*	**				**		*



**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

QH1. HEDIS Measures

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Flu (Percentage Base)</b>	<b>314</b>	<b>60</b>	<b>113</b>	<b>139</b>	<b>244</b>	<b>61</b>	<b>83</b>	<b>106</b>	<b>119</b>	<b>219</b>	<b>90</b>	<b>10</b>	<b>282</b>	<b>135</b>	<b>158</b>	<b>26</b>	<b>259</b>	<b>55</b>
Flu	128	19	36	72	99	25	25	39	62	87	39	2	115	54	66	9	109	19
	40.8%	31.7%	31.9%	51.8%	40.6%	41.0%	30.1%	36.8%	52.1%	39.7%	43.3%	20.0%	40.8%	40.0%	41.8%	34.6%	42.1%	34.5%
		*		BC		*	*		GH		*	**				**		*
<b>Advising Smokers and Tobacco Users to Quit (Percentage Base - Rolling)</b>	<b>294</b>	<b>42</b>	<b>134</b>	<b>116</b>	<b>224</b>	<b>64</b>	<b>72</b>	<b>88</b>	<b>126</b>	<b>228</b>	<b>63</b>	<b>3</b>	<b>270</b>	<b>164</b>	<b>114</b>	<b>24</b>	<b>228</b>	<b>66</b>
Advising Smokers and Tobacco Users to Quit (Rolling)	221	25	98	96	172	45	49	66	102	170	48	3	203	117	90	18	171	50
	75.2%	59.5%	73.1%	82.8%	76.8%	70.3%	68.1%	75.0%	81.0%	74.6%	76.2%	100.0%	75.2%	71.3%	78.9%	75.0%	75.0%	75.8%
		*		B		*	*	*	G		*	**				**		*
<b>Discussing Cessation Medications (Percentage Base - Rolling)</b>	<b>293</b>	<b>41</b>	<b>135</b>	<b>115</b>	<b>223</b>	<b>64</b>	<b>73</b>	<b>86</b>	<b>126</b>	<b>228</b>	<b>62</b>	<b>3</b>	<b>270</b>	<b>163</b>	<b>115</b>	<b>24</b>	<b>227</b>	<b>66</b>
Discussing Cessation Medications (Rolling)	148	18	59	70	116	29	37	39	68	115	32	1	138	73	67	11	117	31
	50.5%	43.9%	43.7%	60.9%	52.0%	45.3%	50.7%	45.3%	54.0%	50.4%	51.6%	33.3%	51.1%	44.8%	58.3%	45.8%	51.5%	47.0%
		*		C		*	*	*			*	**			N	**		*
<b>Discussing Cessation Strategies (Percentage Base - Rolling)</b>	<b>292</b>	<b>42</b>	<b>134</b>	<b>115</b>	<b>222</b>	<b>64</b>	<b>73</b>	<b>86</b>	<b>125</b>	<b>227</b>	<b>62</b>	<b>3</b>	<b>270</b>	<b>164</b>	<b>113</b>	<b>24</b>	<b>227</b>	<b>65</b>
Discussing Cessation Strategies (Rolling)	137	18	57	62	112	22	35	33	65	104	32	1	127	69	61	10	107	30
	46.9%	42.9%	42.5%	53.9%	50.5%	34.4%	47.9%	38.4%	52.0%	45.8%	51.6%	33.3%	47.0%	42.1%	54.0%	41.7%	47.1%	46.2%
		*			F	*	*	*			*	**				**		*

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Accred\_SS. NCQA Accreditation Sample Sizes

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
Getting Care Quickly	200	36	69	92	150	44	46	61	89	141	54	8	176	90	95	15	167	33
Shared Decision Making	113	22	35	55	83	27	29	31	51	72	38	4	101	56	50	7	98	15
How Well Doctors Communicate	222	39	68	112	175	40	55	67	93	156	61	9	196	98	107	19	188	33
Getting Needed Care	184	37	59	86	140	38	44	58	78	126	54	8	160	85	87	13	155	29
Customer Service	104	15	33	55	88	14	29	32	41	75	29	6	86	39	59	6	91	13

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q54\_AHCLAAM. If you had trouble getting the care, tests, or treatment that you needed, what is the reason for the trouble? (Multiple Mentions)

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	27	4	10	12	18	6	9	10	7	14	11	1	21	12	10	3	20	7
I did not need care, tests, or treatment	49	15	18	15	38	10	21	19	8	36	12	3	43	20	24	7	42	7
I did not have trouble getting care, tests, or treatment	156	32	52	71	132	21	42	50	61	107	46	3	143	62	90	7	130	26
<b>Percentage Base</b>	<b>102</b>	<b>17</b>	<b>37</b>	<b>48</b>	<b>67</b>	<b>30</b>	<b>19</b>	<b>33</b>	<b>48</b>	<b>77</b>	<b>24</b>	<b>5</b>	<b>89</b>	<b>52</b>	<b>41</b>	<b>10</b>	<b>82</b>	<b>20</b>
My plan said that it was not covered	27	7	8	12	15	10	5	9	12	20	7	2	23	14	12	1	21	6
	26.5%	41.2%	21.6%	25.0%	22.4%	33.3%	26.3%	27.3%	25.0%	26.0%	29.2%	40.0%	25.8%	26.9%	29.3%	10.0%	25.6%	30.0%
		**	*	*	*	*	**	*	*	*	**	**	*	*	*	**	*	**
Took too long to get an appointment or appointment time was not convenient	20	6	9	5	14	6	8	9	3	15	5	1	18	11	9	0	14	6
	19.6%	35.3%	24.3%	10.4%	20.9%	20.0%	42.1%	27.3%	6.3%	19.5%	20.8%	20.0%	20.2%	21.2%	22.0%	0	17.1%	30.0%
		**	*	*	*	*	**	†*	*	*	**	**	*	*	*	**	*	**
Took too long to get approval from my health plan	16	1	6	9	9	7	2	6	8	11	5	1	14	6	9	1	14	2
	15.7%	5.9%	16.2%	18.8%	13.4%	23.3%	10.5%	18.2%	16.7%	14.3%	20.8%	20.0%	15.7%	11.5%	22.0%	10.0%	17.1%	10.0%
		**	*	*	*	*	**	*	*	*	**	**	*	*	*	**	*	**
My doctor said that it was not covered	14	3	6	5	10	3	2	5	6	12	2	2	10	9	5	0	11	3
	13.7%	17.6%	16.2%	10.4%	14.9%	10.0%	10.5%	15.2%	12.5%	15.6%	8.3%	40.0%	11.2%	17.3%	12.2%	0	13.4%	15.0%
		**	*	*	*	*	**	*	*	*	**	**	*	*	*	**	*	**
Some other reason	44	5	14	25	31	11	6	11	26	32	11	3	38	23	13	9	37	7
	43.1%	29.4%	37.8%	52.1%	46.3%	36.7%	31.6%	33.3%	54.2%	41.6%	45.8%	60.0%	42.7%	44.2%	31.7%	90.0%	45.1%	35.0%
		**	*	*	*	*	**	*	*	*	**	**	*	*	*	**	*	**

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q55\_AHCLAAM. When you needed care right away, where did you go most often?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	20	4	4	11	14	4	5	8	5	12	7	1	15	5	10	3	16	4
I did not need care right away	62	20	19	22	50	11	33	15	13	42	20	4	55	34	27	5	48	14
<b>Percentage Base</b>	<b>252</b>	<b>44</b>	<b>94</b>	<b>113</b>	<b>191</b>	<b>52</b>	<b>53</b>	<b>89</b>	<b>106</b>	<b>180</b>	<b>66</b>	<b>7</b>	<b>226</b>	<b>107</b>	<b>128</b>	<b>19</b>	<b>210</b>	<b>42</b>
Emergency Room	108	17	45	46	78	26	17	37	53	74	30	3	95	44	54	11	87	21
	42.9%	38.6%	47.9%	40.7%	40.8%	50.0%	32.1%	41.6%	50.0%	41.1%	45.5%	42.9%	42.0%	41.1%	42.2%	57.9%	41.4%	50.0%
		*	*			*	*	*	G		*	**				**		*
Doctor's Office	84	17	22	45	67	13	21	28	32	65	17	4	75	38	41	6	73	11
	33.3%	38.6%	23.4%	39.8%	35.1%	25.0%	39.6%	31.5%	30.2%	36.1%	25.8%	57.1%	33.2%	35.5%	32.0%	31.6%	34.8%	26.2%
		*	*	C		*	*	*			*	**				**		*
Clinic	60	10	27	22	46	13	15	24	21	41	19	0	56	25	33	2	50	10
	23.8%	22.7%	28.7%	19.5%	24.1%	25.0%	28.3%	27.0%	19.8%	22.8%	28.8%	0	24.8%	23.4%	25.8%	10.5%	23.8%	23.8%
		*	*			*	*	*			*	**				**		*

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q56\_AHCLAAM. In the last 6 months, how often did the provider use medical words you did not understand?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	10	2	3	4	6	2	3	4	1	5	3	0	7	1	4	2	6	4
<b>Percentage Base</b>	<b>324</b>	<b>66</b>	<b>114</b>	<b>142</b>	<b>249</b>	<b>65</b>	<b>88</b>	<b>108</b>	<b>123</b>	<b>229</b>	<b>90</b>	<b>12</b>	<b>289</b>	<b>145</b>	<b>161</b>	<b>25</b>	<b>268</b>	<b>56</b>
Never	210	39	72	97	172	32	59	68	79	144	65	8	187	97	100	18	177	33
	64.8%	59.1%	63.2%	68.3%	69.1%	49.2%	67.0%	63.0%	64.2%	62.9%	72.2%	66.7%	64.7%	66.9%	62.1%	72.0%	66.0%	58.9%
		*			F	*	*				*	**			**		*	
Sometimes	78	18	30	30	54	20	17	30	30	57	20	3	70	37	38	6	64	14
	24.1%	27.3%	26.3%	21.1%	21.7%	30.8%	19.3%	27.8%	24.4%	24.9%	22.2%	25.0%	24.2%	25.5%	23.6%	24.0%	23.9%	25.0%
		*			*	*	*				*	**			**		*	
Usually	13	7	5	1	6	7	3	3	7	11	2	0	12	3	10	0	12	1
	4.0%	10.6%	4.4%	0.7%	2.4%	10.8%	3.4%	2.8%	5.7%	4.8%	2.2%	0	4.2%	2.1%	6.2%	0	4.5%	1.8%
		D*			E*	*	*				*	**			**		*	
Always	23	2	7	14	17	6	9	7	7	17	3	1	20	8	13	1	15	8
	7.1%	3.0%	6.1%	9.9%	6.8%	9.2%	10.2%	6.5%	5.7%	7.4%	3.3%	8.3%	6.9%	5.5%	8.1%	4.0%	5.6%	14.3%
		*			*	*	*				*	**			**		Q*	
Net Summaries:																		
Top 2 Box: Never + Sometimes	288	57	102	127	226	52	76	98	109	201	85	11	257	134	138	24	241	47
	88.9%	86.4%	89.5%	89.4%	90.8%	80.0%	86.4%	90.7%	88.6%	87.8%	94.4%	91.7%	88.9%	92.4%	85.7%	96.0%	89.9%	83.9%
		*			F	*	*				*	**			**		*	
Bottom 2 Box: Always + Usually	36	9	12	15	23	13	12	10	14	28	5	1	32	11	23	1	27	9
	11.1%	13.6%	10.5%	10.6%	9.2%	20.0%	13.6%	9.3%	11.4%	12.2%	5.6%	8.3%	11.1%	7.6%	14.3%	4.0%	10.1%	16.1%
		*			E*	*	*				*	**			**		*	

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q57\_AHCLAAM. Some people prefer a provider of a specific race, gender or ethnicity. Others prefer a provider who speaks a specific language. Have you been able to find providers that meet your preferences?

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	20	3	7	9	13	4	9	4	6	11	7	1	14	8	8	1	13	7
<b>Percentage Base</b>	<b>314</b>	<b>65</b>	<b>110</b>	<b>137</b>	<b>242</b>	<b>63</b>	<b>82</b>	<b>108</b>	<b>118</b>	<b>223</b>	<b>86</b>	<b>11</b>	<b>282</b>	<b>138</b>	<b>157</b>	<b>26</b>	<b>261</b>	<b>53</b>
Yes	277	59	96	120	215	55	71	102	98	196	76	10	252	126	136	23	229	48
	88.2%	90.8%	87.3%	87.6%	88.8%	87.3%	86.6%	94.4%	83.1%	87.9%	88.4%	90.9%	89.4%	91.3%	86.6%	88.5%	87.7%	90.6%
		*				*	*	I			*	**				**		*
No	37	6	14	17	27	8	11	6	20	27	10	1	30	12	21	3	32	5
	11.8%	9.2%	12.7%	12.4%	11.2%	12.7%	13.4%	5.6%	16.9%	12.1%	11.6%	9.1%	10.6%	8.7%	13.4%	11.5%	12.3%	9.4%
		*				*	*	H			*	**				**		*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - ADULT MEDICAID**

Q58\_AHCLAAM. In the last 6 months, if you had trouble getting an appointment to see a specialist, what type of specialist was it hard to get an appointment with? (Multiple Mentions)

	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode		
	Total	18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	31	7	11	12	19	7	9	6	14	19	10	2	22	9	14	6	24	7
I did not have trouble getting an appointment to see a specialist	97	13	33	49	81	13	18	37	40	68	27	2	88	34	60	5	88	9
Did not need an appointment with a specialist	124	31	41	52	102	19	45	44	34	90	33	5	111	61	55	11	96	28
<b>Percentage Base</b>	<b>82</b>	<b>17</b>	<b>32</b>	<b>33</b>	<b>53</b>	<b>28</b>	<b>19</b>	<b>25</b>	<b>36</b>	<b>57</b>	<b>23</b>	<b>3</b>	<b>75</b>	<b>42</b>	<b>36</b>	<b>5</b>	<b>66</b>	<b>16</b>
Neurologist (Brain Doctor)	18	5	8	5	11	6	5	4	9	12	6	0	18	10	8	0	13	5
	22.0%	29.4%	25.0%	15.2%	20.8%	21.4%	26.3%	16.0%	25.0%	21.1%	26.1%	0	24.0%	23.8%	22.2%	0	19.7%	31.3%
	**	*	*	*	**	**	**	**	*	*	**	**	*	*	*	**	*	**
Orthopedic Surgeon (Bone and Muscle Doctor)	17	1	7	9	10	7	4	4	9	9	8	0	16	9	7	1	13	4
	20.7%	5.9%	21.9%	27.3%	18.9%	25.0%	21.1%	16.0%	25.0%	15.8%	34.8%	0	21.3%	21.4%	19.4%	20.0%	19.7%	25.0%
	**	*	*	*	**	**	**	**	*	*	**	**	*	*	*	**	*	**
Ophthalmologist (Eye Doctor)	12	2	4	6	10	2	4	3	5	8	4	0	11	3	9	0	12	0
	14.6%	11.8%	12.5%	18.2%	18.9%	7.1%	21.1%	12.0%	13.9%	14.0%	17.4%	0	14.7%	7.1%	25.0%	0	18.2%	0
	**	*	*	*	**	**	**	**	*	*	**	**	*	*	N*	**	*	**
Gastroenterologist (Stomach Doctor)	10	1	4	5	9	1	1	4	5	8	2	1	8	4	6	0	10	0
	12.2%	5.9%	12.5%	15.2%	17.0%	3.6%	5.3%	16.0%	13.9%	14.0%	8.7%	33.3%	10.7%	9.5%	16.7%	0	15.2%	0
	**	*	*	*	**	**	**	**	*	*	**	**	*	*	*	**	*	**
Behavioral Health	10	5	2	3	7	3	4	3	3	7	3	0	10	6	3	1	7	3
	12.2%	29.4%	6.3%	9.1%	13.2%	10.7%	21.1%	12.0%	8.3%	12.3%	13.0%	0	13.3%	14.3%	8.3%	20.0%	10.6%	18.8%
	**	*	*	*	**	**	**	**	*	*	**	**	*	*	*	**	*	**
Obstetrics & Gynecology (Doctor for women)	9	4	2	3	6	3	5	2	2	7	1	0	8	3	5	1	6	3
	11.0%	23.5%	6.3%	9.1%	11.3%	10.7%	26.3%	8.0%	5.6%	12.3%	4.3%	0	10.7%	7.1%	13.9%	20.0%	9.1%	18.8%
	**	*	*	*	**	**	**	**	*	*	**	**	*	*	*	**	*	**
Dermatologist (Skin Doctor)	8	3	3	2	5	3	3	1	3	7	1	1	6	3	4	1	7	1
	9.8%	17.6%	9.4%	6.1%	9.4%	10.7%	15.8%	4.0%	8.3%	12.3%	4.3%	33.3%	8.0%	7.1%	11.1%	20.0%	10.6%	6.3%
	**	*	*	*	**	**	**	**	*	*	**	**	*	*	*	**	*	**



**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q58\_AHCLAAM. In the last 6 months, if you had trouble getting an appointment to see a specialist, what type of specialist was it hard to get an appointment with? (Multiple Mentions)

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
Cardiologist (Heart Doctor)	7	2	3	2	4	3	1	3	3	6	1	0	7	4	3	1	5	2
	8.5%	11.8%	9.4%	6.1%	7.5%	10.7%	5.3%	12.0%	8.3%	10.5%	4.3%	0	9.3%	9.5%	8.3%	20.0%	7.6%	12.5%
		**	*	*	*	**	**	**	*	*	**	**	*	*	*	**	*	**
Oncologist (Cancer Doctor)	6	2	2	2	5	0	2	1	3	4	2	0	6	4	2	1	5	1
	7.3%	11.8%	6.3%	6.1%	9.4%	0	10.5%	4.0%	8.3%	7.0%	8.7%	0	8.0%	9.5%	5.6%	20.0%	7.6%	6.3%
		**	*	*	*	**	**	**	*	*	**	**	*	*	*	**	*	**
Allergist (Doctor for allergies)	6	2	2	2	5	1	4	1	1	4	1	0	6	1	5	0	5	1
	7.3%	11.8%	6.3%	6.1%	9.4%	3.6%	21.1%	4.0%	2.8%	7.0%	4.3%	0	8.0%	2.4%	13.9%	0	7.6%	6.3%
		**	*	*	*	**	**	**	*	*	**	**	*	*	*	**	*	**
Otolaryngologist (Ear, Nose, Throat Doctor)	3	1	1	1	2	1	1	0	2	3	0	0	3	0	3	0	3	0
	3.7%	5.9%	3.1%	3.0%	3.8%	3.6%	5.3%	0	5.6%	5.3%	0	0	4.0%	0	8.3%	0	4.5%	0
		**	*	*	*	**	**	**	*	*	**	**	*	*	*	**	*	**
Other	14	4	4	6	8	6	4	3	6	11	3	1	13	8	6	0	13	1
	17.1%	23.5%	12.5%	18.2%	15.1%	21.4%	21.1%	12.0%	16.7%	19.3%	13.0%	33.3%	17.3%	19.0%	16.7%	0	19.7%	6.3%
		**	*	*	*	**	**	**	*	*	**	**	*	*	*	**	*	**

**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - ADULT MEDICAID**

Q59\_AHCLAAM. When your plan needs to share information with you, how do you prefer to receive this information? (Multiple Mentions)

	Total	Age			Overall Sat. w/ Plan		Health Status			Education		Ethnicity		Race			Mode	
		18-34	35-54	55+	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	H.S. or less	Some coll. or more	Hisp	Non- Hisp	White	Afr. Amer.	All Other	Mail	Phone
		<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>	<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>
<b>Total Completes</b>	<b>334</b>	<b>68</b>	<b>117</b>	<b>146</b>	<b>255</b>	<b>67</b>	<b>91</b>	<b>112</b>	<b>124</b>	<b>234</b>	<b>93</b>	<b>12</b>	<b>296</b>	<b>146</b>	<b>165</b>	<b>27</b>	<b>274</b>	<b>60</b>
No Data	12	3	4	4	7	2	6	2	3	7	3	0	8	3	5	1	5	7
<b>Percentage Base</b>	<b>322</b>	<b>65</b>	<b>113</b>	<b>142</b>	<b>248</b>	<b>65</b>	<b>85</b>	<b>110</b>	<b>121</b>	<b>227</b>	<b>90</b>	<b>12</b>	<b>288</b>	<b>143</b>	<b>160</b>	<b>26</b>	<b>269</b>	<b>53</b>
By postal mail	231	45	87	98	177	49	60	78	90	165	62	7	208	109	105	22	202	29
	71.7%	69.2%	77.0%	69.0%	71.4%	75.4%	70.6%	70.9%	74.4%	72.7%	68.9%	58.3%	72.2%	76.2%	65.6%	84.6%	75.1%	54.7%
		*				*	*				*	**		O		**	R	*
A phone call from someone at the plan	109	13	27	67	88	17	29	37	40	87	22	3	98	41	66	5	97	12
	33.9%	20.0%	23.9%	47.2%	35.5%	26.2%	34.1%	33.6%	33.1%	38.3%	24.4%	25.0%	34.0%	28.7%	41.3%	19.2%	36.1%	22.6%
		*		BC		*	*			K	*	**			N	**		*
By text message	75	19	30	26	57	15	26	20	27	45	30	3	71	29	42	8	61	14
	23.3%	29.2%	26.5%	18.3%	23.0%	23.1%	30.6%	18.2%	22.3%	19.8%	33.3%	25.0%	24.7%	20.3%	26.3%	30.8%	22.7%	26.4%
		*				*	H*				J*	**				**		*
By email	60	22	21	17	49	10	26	16	16	31	28	5	54	26	31	6	47	13
	18.6%	33.8%	18.6%	12.0%	19.8%	15.4%	30.6%	14.5%	13.2%	13.7%	31.1%	41.7%	18.8%	18.2%	19.4%	23.1%	17.5%	24.5%
		CD*				*	HI*				J*	**				**		*
Mobile phone app	18	3	4	11	13	3	9	2	6	10	8	2	13	5	13	1	18	0
	5.6%	4.6%	3.5%	7.7%	5.2%	4.6%	10.6%	1.8%	5.0%	4.4%	8.9%	16.7%	4.5%	3.5%	8.1%	3.8%	6.7%	0
		*				*	H*				*	**				**		*
On the plan's website	6	3	2	1	5	0	3	1	1	4	2	0	6	3	4	2	5	1
	1.9%	4.6%	1.8%	0.7%	2.0%	0	3.5%	0.9%	0.8%	1.8%	2.2%	0	2.1%	2.1%	2.5%	7.7%	1.9%	1.9%
		*				*	*				*	**				**		*

# 2019 CAHPS® Child Medicaid with CCC 5.0H Summary Report

July 2019

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A decorative graphic on the right side of the page consisting of three overlapping circles: a large blue circle at the top, a light blue circle at the bottom, and a green circle on the right. The text "AmeriHealth Caritas Louisiana" is centered within the blue circle.

**AmeriHealth Caritas  
Louisiana**

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# Study Overview

(1 of 2)

## Background

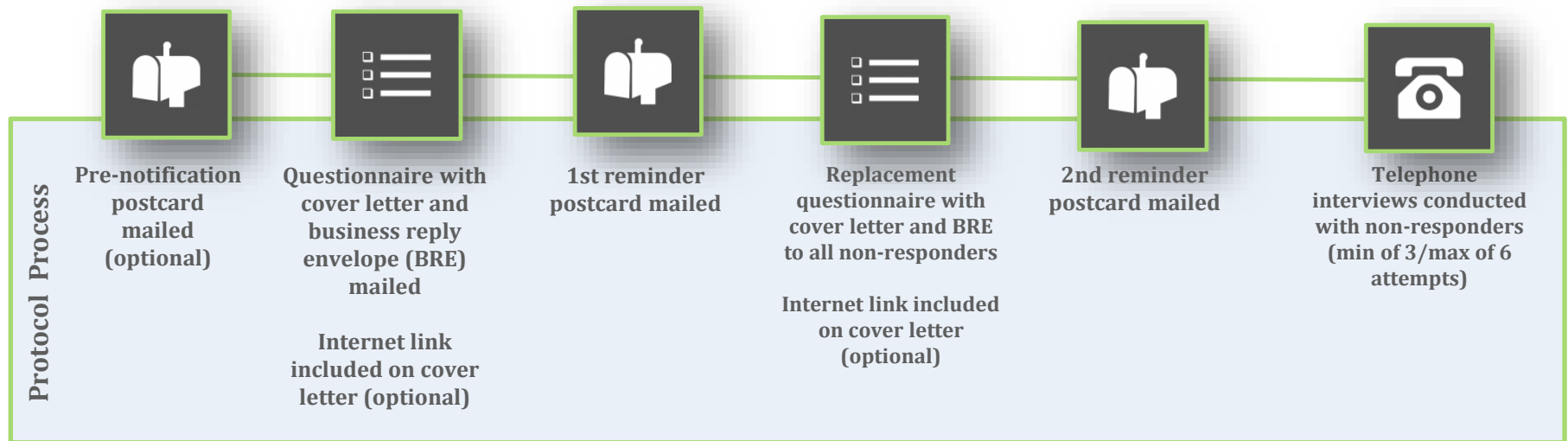
CAHPS (Consumer Assessment of Healthcare Providers and Systems) measures health care consumers' satisfaction with the quality of care and customer service provided by their health plan. Plans which are collecting HEDIS® (Healthcare Effectiveness Data and Information Set) data for NCQA accreditation are required to field the CAHPS survey among their eligible populations.

## Protocol

For CAHPS results to be considered in HEDIS results, the CAHPS 5.0H survey must be fielded by an NCQA (National Committee for Quality Assurance)-certified survey vendor using an NCQA-approved protocol of administration in order to ensure that results are collected in a standardized way and can be compared across health plans.

Standard NCQA protocols for administering CAHPS 5.0H include a mixed-mode mail/telephone protocol and a mail-only protocol. NCQA allows enhanced methodology options that do not significantly alter the standard methodology, such as Internet or Spanish.

» AmeriHealth Caritas Louisiana chose the mail/telephone protocol with pre-notification postcard.



# Study Overview

(2 of 2)

## Sample

- » In 2019, 2723 AmeriHealth Caritas Louisiana members were pulled randomly and assigned as General Population (GP). From the balance of the remaining members, 1840 members flagged as possible CCC (based on the variable prescreen status=2, meaning they are more likely to have a chronic condition) were pulled randomly and assigned as CCC. The two samples together create a total sample size of 4563 (per NCQA standard).
- » For purposes of reporting the Child Medicaid with CCC survey results, the results are divided into two groups:
  - » General Population Completes are comprised of:
    - » Members who were assigned as General Population (GP) during sample selection and completed the survey
  - » CCC Population Completes are comprised of:
    - » Members indicated they have chronic care conditions based on responses to the CCC survey questions. These members could be from either the GP or CCC sample selection pull.
  - » A member assigned as GP from sample selection could be represented in both the GP Completes and CCC Completes if they indicated they have chronic care conditions in the survey.
  - » Total Completes are comprised of:
    - » Members who completed the survey, regardless of which sample pull they were assigned initially
    - » Note: If a member was assigned as CCC during sample selection but did not answer the CCC survey questions indicating they have a chronic condition, the member is represented under Total Completes only.
    - » The Total Completes will not add up to the sum of GP Completes and CCC Completes because:
      - » The GP Completes and CCC Completes are not mutually exclusive so a member could be represented in both groups, and
      - » The members assigned as CCC during sample selection that do not have a chronic condition are included in Total Completes Only

The 2019 sample for AmeriHealth Caritas Louisiana:

				Total Completes				
Sample Size	Total Completes	General Population Completes	CCC Population Completes	English Completes	Spanish Completes	Mail Completes	Phone Completes	Internet Completes
4563	584	322	257	562	22	356	228	0

# Response Rate Summary

## Response Rate Calculation

A response rate is calculated for those members who were eligible and able to respond.

13%

Is the Final 2019 Total Sample Response Rate

12%

Is the Final 2019 General Population Response Rate

Using the final figures from AmeriHealth Caritas Louisiana's survey, the 2019 response rate is calculated using the equation below:

### Total Sample

Mail (356) + Phone (228) + Internet (0) = 584 completes

÷

Total Sample (4563) - Total Ineligible (32) = 4531

### General Population

Mail (197) + Phone (125) + Internet (0) = 322 completes

÷

Total Sample (2723) - Total Ineligible (23) = 2700

## Disposition Summary

A completed questionnaire is defined as a respondent who completed three of the five required questions that all respondents are eligible to answer (question #3, 30, 45, 49, 54).

Ineligible	Count	
	Total Sample	General Population
Deceased	0	0
Does not meet eligible population criteria	9	7
Language barrier	23	16
<b>Total Ineligible</b>	<b>32</b>	<b>23</b>

According to NCQA protocol, ineligible members include those who are deceased, do not meet eligible population criteria, or have a language barrier.

Non-response	Count	
	Total Sample	General Population
Partial complete	38	21
Refusal	9	5
Maximum attempts made	3882	2340
Do Not Call list	18	12
<b>Total Non-response</b>	<b>3947</b>	<b>2378</b>

Non-responders include those members who refuse to participate in the current year's survey, could not be reached due to a bad address or telephone number, members that reached a maximum attempt threshold without a response, or members that did not meet the completed survey definition.

# CAHPS Measures Defined

## Key Measures

For purposes of reporting the CAHPS results in HEDIS and for scoring for health plan accreditation, NCQA uses composite measures and rating questions from the survey.

- » Getting Care Quickly
- » Shared Decision Making\*
- » How Well Doctors Communicate\*
- » Getting Needed Care
- » Customer Service
- » Care Coordination (Q40)
- » Rating of Health Care
- » Rating of Personal Doctor
- » Rating of Specialist
- » Rating of Health Plan
- » Access to Prescription Medicines\* (CCC Measure)
- » Access to Specialized Services\* (CCC Measure)
- » Family-Centered Care: Personal Doctor Who Knows Child\* (CCC Measure)
- » Family-Centered Care: Getting Needed Information\* (CCC Measure)
- » Coordination of Care for Children with Chronic Conditions\* (CCC Measure)

Each of the composite measures is the average of 2 – 4 questions, depending on the measure, while each rating score is based on a single question. CAHPS scores are most commonly shown using Summary Rate scores.

*\* Measure not included in scoring for accreditation.*

## Summary Rate Scores

Summary Rate Scores indicate the proportion of members who rate the health plan **favorably** on a measure. The Summary Rate scores are calculated using % Always/Usually or %Yes for composite measures and %8,9,10 for rating questions – with 100% the highest possible score. Comparing the health plan’s percentages for the current year versus last year will provide an understanding where the health plan improved or declined.

## Quality Compass Percentiles

Quality Compass is NCQA’s comprehensive national database of health plans’ HEDIS and CAHPS results. The Quality Compass percentiles provide an indication of how the health plan fared against last year’s national average – 100th is the highest percentile.

Percentiles displayed in this report are those provided in Quality Compass. A percentile is a value on a scale of one hundred that indicates the percent of the distribution that is equal to or below it. For example, if a plan’s score falls in the 75th percentile compared to the Quality Compass that means 75% of plans represented in the Quality Compass have a score that is equal to or lower than it. Conversely, 25% of the plans in the Quality Compass have a higher score.

## NCQA Accreditation CAHPS Points

NCQA awards CAHPS points based on the percentile in which the health plan places for each measure. The maximum total points for all measures is 13 points.

By measure, the health plan earns maximum points when ranked 90th percentile or above, and minimum points for falling below the 25th percentile.

# Executive Highlights

## General Population

Summary Rate Scores (% Positive Response)			
COMPOSITE SCORES	2019	2018	2019 Score versus 2018 Quality Compass
Getting Care Quickly	92%	93%	64 <sup>th</sup>
Shared Decision Making	73%	80%	13 <sup>th</sup>
How Well Doctors Communicate	94%	95%	54 <sup>th</sup>
Getting Needed Care	88% ↓	93%	74 <sup>th</sup>
Customer Service	95%	92%	99 <sup>th</sup>
Care Coordination	79% ↓	89%	15 <sup>th</sup>
OVERALL RATING SCORES			
Health Care	87%	88%	48 <sup>th</sup>
Personal Doctor	92%	88%	78 <sup>th</sup>
Specialist	91%	93%	80 <sup>th</sup>
Health Plan	89%	93%	74 <sup>th</sup>

2019 NCQA Accreditation CAHPS Points			
Approx. 2019 Percentile Threshold	2019 Approx. Points	2018 Approx. Points	Difference from 2018
90 <sup>th</sup>	1.857	1.625	0.232
NA	NA	NA	NA
NA	NA	NA	NA
90 <sup>th</sup>	1.857	1.625	0.232
NA	NA	1.625	NA
50 <sup>th</sup>	1.263	1.625	-0.362
90 <sup>th</sup>	1.857	1.625	0.232
90 <sup>th</sup>	1.857	1.625	0.232
NA	NA	NA	NA
90 <sup>th</sup>	3.714	3.250	0.464
	12.405	13.000	-0.595

Green (light) = relative strength Red (dark) = relative weakness

Total Possible CAHPS Points = 13.000



### Summary Rate Scores:

- » Colored arrows denote significant changes from last year, and likely play a role in changes to the health plan's overall CAHPS accreditation points.
- » The Quality Compass percentiles provide an indication of how the health plan fared against *last year's* national average - 100<sup>th</sup> is the highest.

### Accreditation Points:

- » The NCQA Accreditation CAHPS Points are approximated due to rounding because NCQA provides only two digits after the decimal but uses six digits in their actual calculation.
- » Importantly, the Health Plan Overall Rating measure earns double points so it always plays a key role in the health plan's Total CAHPS Points.
- » Estimated accreditation points cannot be calculated if too many measures (5 or more) are unreportable due to low sample size.

# Summary of Key Measures

	General Population		2018 Quality Compass	CCC Population		2018 Quality Compass
	2018	2019		2018	2019	
<b>Composite Measures</b>						
Getting Care Quickly	93%	92%	89%	91%	96% ↑	93%
Shared Decision Making	80%	73%	78%	85%	81%	85%
How Well Doctors Communicate	95%	94%	94%	95%	94%	95%
Getting Needed Care	93%	88% ↓	85%	90%	89%	87%
Customer Service	92%	95%	89%	94%	91%	89%
<b>CCC Composite Measures</b>						
Access to Prescription Medicines	94%	89%	NA	94%	91%	91%
Access to Specialized Services	78%	74%	NA	80%	78%	78%
Family-Centered Care: Personal Doctor Who Knows Child	91%	85% ↓	NA	90%	87%	91%
Family-Centered Care: Getting Needed Information	92%	90%	NA	93%	96%	92%
Coordination of Care for Children with Chronic Conditions	75%	70%	NA	80%	74%	77%
<b>Overall Ratings Measures</b>						
Health Care	88%	87%	87%	87%	86%	86%
Personal Doctor	88%	92%	89%	89%	87%	89%
Specialist	93%	91%	87%	85%	84%	87%
Health Plan	93%	89%	86%	88%	86%	84%
Health Promotion & Education	76%	76%	73%	79%	80%	79%
Care Coordination	89%	79% ↓	83%	85%	80%	84%
	<i>General Population</i>			<i>Total Sample</i>		
<i>Sample Size</i>	2,723	2,723		4,563	4,563	
<i># of Completes</i>	434	322		763	584	
<i>Response Rate</i>	16%	12%		17%	13%	

↑/↓ Statistically higher/lower compared to prior year results. NA=Data not available

# Comparison to Quality Compass

General Population

			2018 Child Medicaid Quality Compass - General Population Results							
Child Medicaid with CCC Survey Questions	2019	Percentile	Mean	5th	10th	25th	50th	75th	90th	95th
<b>Getting Care Quickly</b> (% Always/Usually)	91.54	64th	89.47	82.18	83.90	86.81	89.96	92.56	94.52	95.06
<b>Shared Decision Making</b> (% Yes)	73.22	13th	78.27	69.87	72.18	75.81	79.31	80.95	83.06	83.56
<b>How Well Doctors Communicate</b> (% Always/Usually)	94.18	54th	93.72	89.39	91.10	92.46	94.05	95.40	96.36	96.81
<b>Getting Needed Care</b> (% Always/Usually)	87.93	74th	84.68	78.11	79.28	81.67	84.41	87.94	90.26	91.35
<b>Customer Service</b> (% Always/Usually)	95.02	99th	88.72	84.60	85.48	87.22	88.50	90.58	92.01	93.07
<b>Q40 Care Coordination</b> (% Always/Usually)	78.57	15th	82.94	75.00	76.85	80.21	82.94	86.54	88.24	89.29
<b>Q14 Rating of Health Care</b> (% 8, 9, 10)	87.21	48th	87.02	82.31	83.20	85.23	87.27	89.25	90.64	91.54
<b>Q41 Rating of Personal Doctor</b> (% 8, 9, 10)	91.58	78th	89.47	84.52	86.14	88.01	89.64	91.28	92.59	93.26
<b>Q48 Rating of Specialist</b> (% 8, 9, 10)	91.04	80th	87.03	81.46	82.26	84.75	86.94	89.30	91.87	92.25
<b>Q54 Rating of Health Plan</b> (% 8, 9, 10)	88.89	74th	86.32	80.58	82.08	84.10	86.63	89.06	90.77	91.49

**Legend:**

- 95th = Plan score falls on or above 95th percentile
- 90th = Plan score falls on 90th or below 95th percentile
- 75th = Plan score falls on 75th or below 90th percentile
- 50th = Plan score falls on 50th or below 75th percentile
- 25th = Plan score falls on 25th or below 50th percentile
- 10th = Plan score falls on 10th or below 25th percentile
- 5th = Plan score falls below 10th percentile

The 2018 Child Medicaid Quality Compass consists of 114 public and non-public reporting health plan products (All Lines of Business excluding PPO/EPOs).

# Comparison to Quality Compass

## CCC Population

Child Medicaid with CCC Survey Questions	2019	Percentile	2018 Child Medicaid with CCC Quality Compass - CCC Population Results							
			Mean	5th	10th	25th	50th	75th	90th	95th
<b>Getting Care Quickly (% Always/Usually)</b>	96.31	<b>98th</b>	92.60	87.15	88.76	90.50	93.69	94.63	95.65	<b>96.07</b>
<b>Shared Decision Making (% Yes)</b>	81.43	<b>11th</b>	84.69	80.31	<b>81.30</b>	83.91	85.44	86.30	87.45	87.65
<b>How Well Doctors Communicate (% Always/Usually)</b>	93.64	<b>27th</b>	94.77	91.73	92.72	<b>93.38</b>	95.20	95.94	96.88	96.92
<b>Getting Needed Care (% Always/Usually)</b>	89.11	<b>64th</b>	87.39	79.48	82.05	84.89	<b>88.17</b>	90.35	91.61	92.63
<b>Customer Service (% Always/Usually)</b>	90.59	<b>70th</b>	89.03	85.10	86.08	87.06	<b>89.26</b>	90.76	91.99	94.36
<b>Q40 Care Coordination (% Always/Usually)</b>	80.17	<b>17th</b>	83.73	78.10	<b>79.13</b>	81.01	83.51	86.72	88.13	89.03
<b>Access to Prescription Medicines (% Always/Usually)</b>	90.83	<b>37th</b>	91.47	86.19	87.55	<b>89.71</b>	91.98	93.72	94.62	95.37
<b>Access to Specialized Services (% Always/Usually)</b>	77.74	<b>35th</b>	78.04	68.90	69.12	<b>76.51</b>	79.27	81.93	84.27	85.58
<b>Family-Centered Care: Personal Doctor Who Knows Child (% Yes)</b>	86.69	<b>1st</b>	91.01	<b>87.20</b>	88.47	89.92	91.23	92.53	93.18	93.35
<b>Family-Centered Care: Getting Needed Information (% Always/Usually)</b>	95.91	<b>98th</b>	91.99	88.74	89.73	90.94	92.04	93.29	94.06	<b>95.56</b>
<b>Coordination of Care for Children with Chronic Conditions (% Yes)</b>	73.65	<b>10th</b>	77.10	69.55	<b>71.90</b>	75.35	77.19	79.40	80.86	83.54
<b>Q14 Rating of Health Care (% 8, 9, 10)</b>	86.24	<b>39th</b>	85.99	80.12	81.70	<b>84.78</b>	86.57	87.59	89.39	89.90
<b>Q41 Rating of Personal Doctor (% 8, 9, 10)</b>	87.45	<b>20th</b>	89.41	85.63	<b>86.49</b>	88.26	89.49	91.00	91.45	92.84
<b>Q48 Rating of Specialist (% 8, 9, 10)</b>	84.38	<b>15th</b>	86.93	81.50	<b>82.53</b>	85.16	87.05	88.68	90.57	91.83
<b>Q54 Rating of Health Plan (% 8, 9, 10)</b>	86.22	<b>69th</b>	84.38	76.00	79.05	82.64	<b>84.74</b>	87.07	89.14	89.74

### Legend:

- 95th = Plan score falls on or above 95th percentile
- 90th = Plan score falls on 90th or below 95th percentile
- 75th = Plan score falls on 75th or below 90th percentile
- 50th = Plan score falls on 50th or below 75th percentile
- 25th = Plan score falls on 25th or below 50th percentile
- 10th = Plan score falls on 10th or below 25th percentile
- 5th = Plan score falls below 10th percentile

The 2018 Child Medicaid with CCC Quality Compass consists of 57 public and non-public reporting health plan products (All Lines of Business excluding PPO/EPOs).

# Accreditation Details

## Scoring for NCQA Accreditation – General Population

2019 NCQA National Accreditation Comparisons*										
				Below 25th Nat'l	25th Nat'l	50th Nat'l	75th Nat'l	90th Nat'l		
				<b>Accreditation Points</b>	<b>0.371</b>	<b>0.743</b>	<b>1.263</b>	<b>1.634</b>	<b>1.857</b>	
Composite Scores	Sample Size	Mean	Approximate Percentile Threshold							Approximate Score
Getting Care Quickly	196	<b>2.707</b>	90 <sup>th</sup>	Below 2.54	2.54	2.61	2.66	2.69	<b>1.857</b>	
Getting Needed Care	169	<b>2.611</b>	90 <sup>th</sup>	Below 2.40	2.40	2.47	2.55	2.60	<b>1.857</b>	
Customer Service***	91	<b>2.752</b>	90 <sup>th</sup>	Below 2.50	2.50	2.53	2.58	2.63	NA	
Care Coordination	126	<b>2.437</b>	50 <sup>th</sup>	Below 2.36	2.36	2.43	2.49	2.55	<b>1.263</b>	
Overall Ratings Scores										
Health Care	258	<b>2.682</b>	90 <sup>th</sup>	Below 2.49	2.49	2.52	2.57	2.59	<b>1.857</b>	
Personal Doctor	285	<b>2.772</b>	90 <sup>th</sup>	Below 2.58	2.58	2.62	2.65	2.69	<b>1.857</b>	
Specialist***	67	<b>2.746</b>	90 <sup>th</sup>	Below 2.53	2.53	2.59	2.62	2.66	NA	
				<b>Accreditation Points</b>	<b>0.742</b>	<b>1.486</b>	<b>2.526</b>	<b>3.268</b>	<b>3.714</b>	
Health Plan	315	<b>2.686</b>	90 <sup>th</sup>	Below 2.51	2.51	2.57	2.62	2.67	<b>3.714</b>	
								<b>Estimated Overall CAHPS Score:</b>	<b>12.405</b>	

Estimated accreditation points cannot be calculated if too many measures (5 or more) are unreportable due to low sample size (less than 100).

NOTE: NCQA begins their calculation with an unadjusted raw score showing six digits after the decimal and then compares the adjusted score to their benchmarks and thresholds (also calculated to the sixth decimal place). This report displays accreditation points and scores with only two digits after the decimal. Therefore, the estimated overall CAHPS score may differ from the sum of the individual scores due to rounding and could differ slightly from official scores provided by NCQA. The CAHPS measures account for 13 points towards accreditation.

\*Data Source: 2019 Accreditation Benchmarks and Thresholds.

\*\*\* Not reportable due to insufficient sample size.

# Key Driver Summary

## General Population

A Key Driver Analysis is conducted to understand the impact that different aspects of plan service and provider care have on members' overall satisfaction with their health plan, their personal doctor, their specialist, and health care in general. Two specific scores are assessed both individually and in relation to each other. These are:

- » The relative importance of the individual issues (Correlation to overall measures)
- » The current levels of performance on each issue (Percentile group in Quality Compass)

Plans should take action to improve items that are both highly correlated to the overall measure and currently rated low when compared to national averages (Quality Compass).

### Overall Rating of Health Plan

#### Call to Action

High Correlation with Rating of Health Plan and Lower Quality Compass Percentile:

Q40 - Care Coordination

#### Promote

High Correlation with Rating of Health Plan and Higher Quality Compass Percentile:

Q50 - Got Information or Help Needed

Q46 - Easy to Get Appointment for Child with Specialist

### Overall Rating of Health Care

#### Call to Action

High Correlation with Rating of Health Care and Lower Quality Compass Percentile:

None

#### Promote

High Correlation with Rating of Health Care and Higher Quality Compass Percentile:









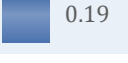







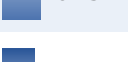



Q46 - Easy to Get Appointment for Child with Specialist

Q15 - Easy to Get Care Believed Necessary for Child

Q50 - Got Information or Help Needed

# Key Driver Analysis

## Rating of Health Plan – General Population

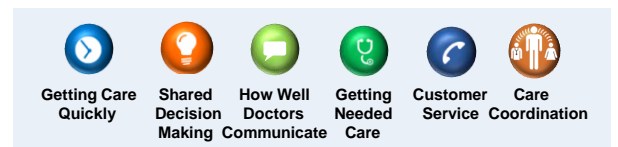
	Correlation to Rating of Health Plan	Composite	Sample Size	Health Plan's Score	Quality Compass Percentile
Q50. Got information or help needed	 0.49		90	91.11%	98 <sup>th</sup>
Q46. Easy to get appointment for child with specialist	 0.40		79	83.54%	63 <sup>rd</sup>
Q40. Care Coordination	 0.32		126	78.57%	15 <sup>th</sup>
Q15. Easy to get care believed necessary for child	 0.27		260	92.31%	74 <sup>th</sup>
Q37. Spend enough time with child	 0.19		253	90.91%	60 <sup>th</sup>
Q51. Treated you with courtesy and respect	 0.19		93	98.92%	100 <sup>th</sup>
Q6. Getting appointment for child as soon as needed	 0.18		252	90.87%	69 <sup>th</sup>
Q32. Explain things in a way you could understand	 0.17		254	92.52%	20 <sup>th</sup>
Q11. Discussed reasons to take medicine	 0.15		81	91.36%	34 <sup>th</sup>
Q33. Listen carefully to you	 0.13		254	95.67%	52 <sup>nd</sup>

Above are the 10 key measures with the highest correlation to Rating of Health Plan

Use caution when reviewing scores with sample sizes less than 25

"Health Plan's Score" is the percent of respondents that answered "Always", "Usually"; "Yes"





















Red Text indicates measure is 25th percentile or lower









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

# Key Driver Analysis

## Rating of Health Care – General Population

	Correlation to Rating of Health Care	Composite	Sample Size	Health Plan's Score	Quality Compass Percentile
Q46. Easy to get appointment for child with specialist	 0.49		79	83.54%	63 <sup>rd</sup>
Q15. Easy to get care believed necessary for child	 0.40		260	92.31%	74 <sup>th</sup>
Q50. Got information or help needed	 0.38		90	91.11%	98 <sup>th</sup>
Q40. Care Coordination	 0.30		126	78.57%	15 <sup>th</sup>
Q37. Spend enough time with child	 0.29		253	90.91%	60 <sup>th</sup>
Q34. Show respect for what you had to say	 0.25		254	97.64%	84 <sup>th</sup>
Q6. Getting appointment for child as soon as needed	 0.22		252	90.87%	69 <sup>th</sup>
Q33. Listen carefully to you	 0.22		254	95.67%	52 <sup>nd</sup>
Q32. Explain things in a way you could understand	 0.21		254	92.52%	20 <sup>th</sup>
Q13. Asked preference for medicine	 0.20		82	73.17%	9 <sup>th</sup>

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

Above are the 10 key measures with the highest correlation to Rating of Health Care

Use caution when reviewing scores with sample sizes less than 25

"Health Plan's Score" is the percent of respondents that answered "Always", "Usually"; "Yes"

Red Text indicates measure is 25th percentile or lower

# Key Driver Analysis

## Rating of Doctor and Specialist – General Population

	Correlation to Rating of Personal Doctor	Health Plan's Score	Quality Compass Percentile
Q33. Listen carefully to you	0.56	95.67%	52 <sup>nd</sup>
Q34. Show respect for what you had to say	0.54	97.64%	84 <sup>th</sup>
Q37. Spend enough time with child	0.51	90.91%	60 <sup>th</sup>
Q13. Asked preference for medicine	0.39	73.17%	9 <sup>th</sup>
Q40. Care Coordination	0.33	78.57%	15 <sup>th</sup>
Q6. Getting appointment for child as soon as needed	0.33	90.87%	69 <sup>th</sup>
Q32. Explain things in a way you could understand	0.31	92.52%	20 <sup>th</sup>
Q46. Easy to get appointment for child with specialist	0.27	83.54%	63 <sup>rd</sup>
Q50. Got information or help needed	0.27	91.11%	98 <sup>th</sup>
Q51. Treated you with courtesy and respect	0.21	98.92%	100 <sup>th</sup>

	Correlation to Rating of Specialist	Health Plan's Score	Quality Compass Percentile
Q33. Listen carefully to you	0.40	95.67%	52 <sup>nd</sup>
Q50. Got information or help needed	0.37	91.11%	98 <sup>th</sup>
Q40. Care Coordination	0.32	78.57%	15 <sup>th</sup>
Q46. Easy to get appointment for child with specialist	0.23	83.54%	63 <sup>rd</sup>
Q13. Asked preference for medicine	0.20	73.17%	9 <sup>th</sup>
Q34. Show respect for what you had to say	0.16	97.64%	84 <sup>th</sup>
Q32. Explain things in a way you could understand	0.15	92.52%	20 <sup>th</sup>
Q37. Spend enough time with child	0.13	90.91%	60 <sup>th</sup>
Q11. Discussed reasons to take medicine	0.10	91.36%	34 <sup>th</sup>
Q51. Treated you with courtesy and respect	0.08	98.92%	100 <sup>th</sup>

Above are the 10 key measures with the highest correlation to Rating of Doctor or Specialist  
 "Health Plan's Score" is the percent of respondents that answered "Always", "Usually"; "Yes"  
 Red Text indicates measure is 25th percentile or lower

# Key Driver Summary

## CCC Population

A Key Driver Analysis is conducted to understand the impact that different aspects of plan service and provider care have on members' overall satisfaction with their health plan, their personal doctor, their specialist, and health care in general. Two specific scores are assessed both individually and in relation to each other. These are:

- » The relative importance of the individual issues (Correlation to overall measures)
- » The current levels of performance on each issue (Percentile group in Quality Compass)

Plans should take action to improve items that are both highly correlated to the overall measure and currently rated low when compared to national averages (Quality Compass).

### Overall Rating of Health Plan

#### Call to Action

High Correlation with Rating of Health Plan and Lower Quality Compass Percentile:

Q50 - Got Information or Help Needed

Q15 - Easy to Get Care Believed Necessary for Child

#### Promote

High Correlation with Rating of Health Plan and Higher Quality Compass Percentile:

None

### Overall Rating of Health Care

#### Call to Action

High Correlation with Rating of Health Care and Lower Quality Compass Percentile:

Q15 - Easy to Get Care Believed Necessary for Child

Q34 - Show respect for what you had to say





















#### Promote

High Correlation with Rating of Health Care and Higher Quality Compass Percentile:

None

# Key Driver Analysis

## Rating of Health Plan – CCC Population

	Correlation to Rating of Health Plan	Composite	Sample Size	Health Plan's Score	Quality Compass Percentile
Q50. Got information or help needed	 0.40		85	83.53%	49 <sup>th</sup>
Q20. Easy to get special medical equipment for child	 0.39		31	83.87%	NA
Q15. Easy to get care believed necessary for child	 0.36		220	91.82%	45 <sup>th</sup>
Q56. Easy to get prescription medicine for child	 0.33		229	90.83%	37 <sup>th</sup>
Q23. Easy to get therapy for child	 0.27		65	75.38%	30 <sup>th</sup>
Q46. Easy to get appointment for child with specialist	 0.26		103	86.41%	58 <sup>th</sup>
Q40. Care Coordination	 0.24		121	80.17%	17 <sup>th</sup>
Q9. Getting questions answered by child's doctor	 0.24		220	95.91%	98 <sup>th</sup>
Q4. Getting care for child as soon as needed	 0.20		131	97.71%	97 <sup>th</sup>
Q11. Discussed reasons to take medicine	 0.19		105	95.24%	23 <sup>rd</sup>

										
Getting Care Quickly	Shared Decision Making	How Well Doctors Communicate	Getting Needed Care	Customer Service	Care Coordination	Access to Prescription Medicines	Access to Specialized Services	Personal Doctor Knows Child	Getting Needed Information	Care for Chronic Conditions

Above are the 10 key measures with the highest correlation to Rating of Health Plan  
 Use caution when reviewing scores with sample sizes less than 25  
 "Health Plan's Score" is the percent of respondents that answered "Always", "Usually"; "Yes"  
 Red Text indicates measure is 25th percentile or lower

# Key Driver Analysis

## Rating of Health Care – CCC Population

	Correlation to Rating of Health Care	Composite	Sample Size	Health Plan's Score	Quality Compass Percentile
Q20. Easy to get special medical equipment for child	0.57		31	83.87%	NA
Q15. Easy to get care believed necessary for child	0.53		220	91.82%	45 <sup>th</sup>
Q34. Show respect for what you had to say	0.45		216	96.30%	48 <sup>th</sup>
Q23. Easy to get therapy for child	0.41		65	75.38%	30 <sup>th</sup>
Q46. Easy to get appointment for child with specialist	0.41		103	86.41%	58 <sup>th</sup>
Q37. Spend enough time with child	0.41		215	89.77%	20 <sup>th</sup>
Q33. Listen carefully to you	0.40		217	94.01%	22 <sup>nd</sup>
Q43. Doctor understands how medical conditions affect child's day-to-day life	0.40		170	90.59%	7 <sup>th</sup>
Q32. Explain things in a way you could understand	0.39		217	94.47%	25 <sup>th</sup>
Q9. Getting questions answered by child's doctor	0.39		220	95.91%	98 <sup>th</sup>

Above are the 10 key measures with the highest correlation to Rating of Health Care  
Use caution when reviewing scores with sample sizes less than 25

"Health Plan's Score" is the percent of respondents that answered "Always", "Usually"; "Yes"

Red Text indicates measure is 25th percentile or lower



# Improving CAHPS Scores

SPH Analytics has consulted with numerous clients on ways to improve CAHPS scores. Even though each health plan is unique and faces different challenges, many of the improvement strategies discussed on the next few pages can be applied by most plans with appropriate modifications.

In addition to the strategies suggested below, we suggest reviewing AHRQ's CAHPS Improvement Guide, an online resource located on the Agency for Healthcare Research and Quality website at:

<http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/improvement-guide.html>

## GETTING CARE QUICKLY

### Getting care as soon as you needed

- » Distribute to members listings of Urgent Care/After Hours Care options available in network. Promote Nurse on Call lines as part of the distribution. Refrigerator magnets with Nurse On-Call phone numbers and names of participating Urgent Care centers are very effective in this population.

### Getting appointment as soon as needed

- » Encourage PCP offices to implement open access scheduling – allowing a portion of each day to be left open for urgent care and follow-up care.

### Additional recommendations

- » Include in member newsletters articles regarding scheduling routine care and check ups and informing members of the average wait time for a routine appointment for your network.
- » Identify for members, PCP, Pediatric and OB/GYN practices that offer evening and weekend hours.
- » Encourage PCP offices to make annual appointments 12 months in advance
- » Conduct an Access to Care Study
  - Calls to physician office - unblinded
  - Calls to members with recent claims
  - Desk audit by provider relations staff
- » Conduct a CG-CAHPS survey to identify offices with scheduling issues

# Improving CAHPS Scores

## SHARED DECISION MAKING

### Discussed reasons to take medicine

- » Develop patient education materials about common medicines prescribed for your members explaining pros of each medicine. Examples: asthma medications, high blood pressure medications, statins.

### Discussed reasons not to take medicine

- » Develop patient education materials about common medicines prescribed for your members explaining cons of each medicine. Examples: asthma medications, high blood pressure medications, statins.

### Asked preference for medicine

- » Conduct a CG-CAHPS survey and include the Shared Decision Making Composite as supplemental questions.

### Additional recommendations

- » Develop or purchase audio recordings and/or videos of patient/doctor dialogues/vignettes with information about common medications. Distribute to provider panel via podcast or other method.

# Improving CAHPS Scores

## HOW WELL DOCTORS COMMUNICATE

### Explain things in a way you could understand

- » Include supplemental questions from the Item Set for Addressing Health Literacy to identify communication issues.

### Listen carefully to you

- » Provide the physicians with patient education materials. These materials could reinforce that the physician has heard the concerns of the patient and/or that they are interested in the well-being of the patient. The materials might also speak to a healthy habit that the physician wants the patient to adopt, thereby reinforcing the communication and increasing the chances for compliance. Materials should be available in appropriate/relevant languages and reading levels for the population.

### Show respect for what you had to say

- » Conduct focus group of members to identify examples of behaviors identified in the questions. Video the groups to show physicians how patients characterize excellent and poor physician performance.

### Spend enough time with you

- » Develop “Questions Checklists” on specific diseases to be used by members when speaking to doctors. Have these available in office waiting rooms or provided by office staff prior to the patient meeting with the doctor. The doctor can review and discuss the checklist during the office visit.

### Additional recommendations

- » Conduct a CG-CAHPS survey to identify physicians for whom improvement plans should be developed.
- » Provide communication tips in the provider newsletters. Often, these are better accepted if presented as a testimonial from a patient.

# Improving CAHPS Scores

## GETTING NEEDED CARE (1 of 2)

### Easy to get appointment with specialist

- » Develop referral guidelines to identify which clinical conditions the PCPs should manage themselves and which should be referred to the specialists.
- » Review authorization and referral patterns for internal barriers to member access to needed specialists. Include Utilization Management staff in the review process to assist in barrier identification and process improvement development.
- » Review Complaint and Grievance information to assess if issues are with the process of getting a referral/authorization to a specialist, or if the issue is the wait time to get an appointment.
- » Include supplemental questions on the CAHPS survey to determine whether the difficulty is in obtaining the initial consult or subsequent appointments.
- » Include a supplemental question on the CAHPS survey to determine with which type of specialist members have difficulty making an appointment.
- » Perform a GeoAccess study of your panel of specialists to assure that there are an adequate number of specialists and that they are dispersed geographically to meet the needs of your members.
- » Instruct Provider Relations staff to question PCP office staff regarding which types of specialists they have the most problems scheduling appointments for their patients.
- » Conduct an Access to Care survey to validate appointment availability of specialist appointments.
- » Include specialists in a CG-CAHPS Study to determine ease of access as well as other issues with specialist care.
- » Develop a worksheet which could be completed and given to the patient by the PCP explaining the need and urgency of the referral as well as any preparation on the patient's part prior to the appointment with the specialist. Including the patient in the decision making process improves the probability that the patient will visit the specialist.
- » Develop materials to introduce and promote your specialist network to the PCPs and encourage the PCPs to develop new referral patterns that align with the network.

# Improving CAHPS Scores

## GETTING NEEDED CARE (2 of 2)

### Easy to get care believed necessary

- » Evaluate pre-certification, authorization, and appeals processes. Of even more importance is to evaluate the manner in which the decisions are communicated to the member. Members may be told that the health plan has not approved specific care, tests, or treatment, but are not being told why. The health plan should go the extra step to ensure that the member understands the decision and hears directly from them.

### Additional recommendations

- » Include a supplemental question on the CAHPS survey to identify the type of care, test or treatment which the member has a problem obtaining.
- » Review complaints received by Customer Service regarding inability to receive care, tests or treatments. Identify the issues generating the highest number of complaints and prioritize improvement activities to address these first.
- » When care or treatment is denied, care should be taken to ensure that the message is understood by both the provider and the member. Evaluate language utilized in denial letters and scripts for telephonic notifications of denials to make sure messaging is clear and appropriate for a lay person. If state regulations mandate denial format and language in written communications, examine ways to also communicate denial decisions verbally to reinforce reasons for denial.

# Improving CAHPS Scores

## HEALTH PLAN CUSTOMER SERVICE

### Got information or help needed

- » On a monthly basis, study Call Center reports for reasons of incoming calls and identify the primary drivers of calls. Bring together Call Center representatives and key staff from related operational departments to design interventions to decrease call volume and/or improve member satisfaction with the health plan.

### Treated you with courtesy and respect

- » Operationally define customer service behaviors for Call Center representatives as well as all staff throughout the organization. Train staff on these behaviors.

### Additional recommendations

- » Conduct Call Center Satisfaction Survey. Implement a short IVR survey to members within days of their calling customer service to explore/assess their recent experience.
- » Implement a service recovery program so that Call Center representatives have guidelines to follow for problem resolution and atonement.
- » Acknowledge that all members who respond that they have called customer service have actually talked to plan staff in other areas than the Call Center. Promote the idea of customer service is the responsibility for all staff throughout the organization.

# Improving CAHPS Scores

## CARE COORDINATION

### Personal doctor informed and up-to-date about the care you got from other doctors or other health providers

- » Institute process where the plan notifies the PCP when a member is admitted/discharged from a hospital or SNF. Upon discharge, send a copy of the discharge summary to the PCP.
- » Care Coordination is an area in which the health plan can be seen as the partner to the physician in the management of a member's care. A plan's words and actions can emphasize the plan's willingness to work with the physician to improve the health of their members and to assist the physician in doing so.
  - Offer to work with larger/high volume PCP groups to facilitate EMR connectivity with high volume specialty groups.
  - Conduct a referring physician survey with PCPs via the Internet to ascertain the level of communication between PCPs and specific specialists.
  - Investigate how the plan can assist the PCP in coordinating care with specialists and ancillary providers.
  - Institute a policy and procedure whereby copies of MTM information is faxed/mailed to the member's assigned PCP.
  - Have Provider Relations staff interview PCP office staff as to whether they communicate with Specialist offices to request updates on care delivered to patients that the PCP referred to the Specialist.
  - Encourage PCP offices to assist members with appointment scheduling with specialists and other ancillary providers and for procedures and tests.

# Demographic Differences

The commentary below is based on the SPH Analytics (formerly Morpace) Child Medicaid Book of Business:

Child's Age	<ul style="list-style-type: none"> <li>Parents/Guardians of older children rate Shared Decision Making higher than parents/guardians of younger children.</li> <li>Parents/Guardians of teens ages 15 to 18 rate their teen's Health Care, Personal Doctor, and Health Plan significantly lower than respondents with younger children.</li> </ul>
Child's Health Status	<ul style="list-style-type: none"> <li>Parents/Guardians of children with 'Excellent' or 'Very good' health status tend to be more satisfied than those who rate their child's health status lower. Significant differences are noted in all areas except for Shared Decision Making.</li> </ul>
Respondent's Education	<ul style="list-style-type: none"> <li>More educated respondents rate most composite measures higher than those less educated, whereas the opposite is true for overall rating measures – those less educated rate all overall rating measures similarly or higher than those with a higher education.</li> </ul>
Race and ethnicity effects are independent of education and income. Lower income generally predicts lower satisfaction with coverage and care.	
Child's Race	<ul style="list-style-type: none"> <li>Parents/Guardians of White children give equal or higher ratings in all composite and overall rating areas with exception of Customer Service, in which respondents with children who are African American give the highest rating. SPH Analytics Book of Business: White - 61%; African American - 23%; All other - 22%</li> <li>Lower satisfaction ratings from Asian Americans may be partially attributable to cultural differences in their response tendencies. Therefore, the lower scores for 'All other' might not reflect an accurate comparison of their experience with health care.</li> </ul>
Child's Ethnicity	<ul style="list-style-type: none"> <li>Parents/Guardians of Hispanic children rate most <u>composite</u> measures significantly lower than those of non-Hispanic children, although, parents/guardians of Hispanic children rate all <u>overall rating</u> measures (Rating of Health Care, Personal Doctor, Specialist, and Health Plan) higher than non-Hispanics. SPH Analytics Book of Business: Hispanic - 26%</li> </ul>

# Demographic Profile

## Child Demographics

	General Population		2018 Quality Compass-General Population	CCC Population		2018 Quality Compass-CCC Population
	2018	2019		2018	2019	
<b>Q58. Child's Health Status</b>						
Excellent/Very Good	74%	75%	75%	59%	57%	57%
Good	19%	19%	20%	27%	28%	31%
Fair/Poor	7%	6%	5%	14%	15%	12%
<b>Q59. Child's Mental/Emotional Health Status</b>						
Excellent/Very Good	68%	74%	73%	43%	41%	42%
Good	21%	16%	18%	29%	26%	31%
Fair/Poor	11%	10%	9%	28%	33%	27%
<b>Q74. Child's Age</b>						
1 yr and under	5%	9%	NA	2%	2%	NA
2-5 years	25%	22%	NA	12%	13%	NA
6-9 years	19%	18%	NA	20%	19%	NA
10-14 years	30%	31%	NA	41%	42%	NA
15-18 years	20%	20%	NA	25%	24%	NA
<b>Q75. Child's Gender</b>						
Male	52%	50%	52%	57%	59%	59%
Female	48%	50%	48%	43%	41%	41%
<b>Q76/77. Child's Race/Ethnicity</b>						
Hispanic or Latino	14%	13%	34%	8%	9%	21%
White	41%	46%	56%	51%	49%	63%
African American	50%	45%	23%	47%	49%	27%
Asian	3%	2%	6%	1%	0%	3%
Native Hawaiian or other Pacific Islander	0%	0%	2%	0%	1%	1%
American Indian or Alaska Native	2%	3%	3%	4%	4%	4%
Other	11%	9%	16%	4%	5%	11%

Data shown are self reported.

NA = Data not available

# Demographic Profile

## Respondent Demographics

	General Population		2018 Quality Compass-General Population	CCC Population		2018 Quality Compass-CCC Population
	2018	2019		2018	2019	
<b>Q7. Number of Times Going to Doctor's Office/Clinic for Care</b>						
None	19%	16%	24%	8%	12%	13%
1 time	25%	21%	27%	23%	16%	21%
2 times	26%	22%	23%	26%	23%	25%
3 times	13%	22%	13%	16%	17%	16%
4 times	9%	9%	6%	12%	10%	9%
5-9 times	7%	9%	6%	14%	17%	12%
10 or more times	1%	2%	2%	2%	4%	4%
<b>Q31. Number of Times Visited Personal Doctor to Get Care</b>						
None	19%	10%	20%	7%	6%	13%
1 time	27%	28%	33%	23%	23%	28%
2 times	29%	28%	23%	31%	24%	26%
3 times	11%	17%	12%	15%	21%	15%
4 times	8%	7%	6%	10%	10%	8%
5-9 times	5%	7%	5%	11%	14%	8%
10 or more times	2%	3%	1%	3%	3%	2%
<b>Q78. Respondent's Age</b>						
Under 18	8%	11%	7%	9%	11%	9%
18 to 24	4%	8%	6%	4%	2%	3%
25 to 34	35%	28%	30%	28%	25%	22%
35 to 44	29%	27%	32%	30%	29%	31%
45 to 54	13%	14%	16%	14%	17%	19%
55 to 64	8%	8%	7%	12%	8%	10%
65 or older	3%	4%	3%	3%	8%	6%
<b>Q79. Respondent's Gender</b>						
Male	9%	10%	13%	8%	8%	11%
Female	91%	90%	87%	92%	92%	89%
<b>Q80. Respondent's Education</b>						
Did not graduate high school	20%	23%	20%	21%	21%	15%
High school graduate or GED	37%	31%	34%	36%	38%	32%
Some college or 2-year degree	33%	35%	31%	34%	34%	37%
4-year college graduate	6%	6%	9%	5%	4%	9%
More than 4-year college degree	4%	4%	6%	3%	3%	7%

Data shown are self reported.

# Measures by Demographics

General Population

Demographic	Child's Age					Child's Race			Child's Ethnicity		Respondent's Education		Child's Health Status		
	1 yr and under	2-5 yrs	6-9 yrs	10-14 yrs	15-18 yrs	White	African American	All other	Hispanic	Non-Hispanic	HS Grad or Less	Some College+	Excellent/Very Good	Good	Fair/Poor
<i>Sample size</i>	(n=28)	(n=67)	(n=57)	(n=96)	(n=61)	(n=148)	(n=146)	(n=38)	(n=41)	(n=264)	(n=169)	(n=139)	(n=238)	(n=59)	(n=20)
<b>Composites (% Always/Usually)</b>															
Getting Care Quickly	86	93	97	92	88	94	92	69	81	93	90	95	93	88	87
Shared Decision Making (% Yes)	88	74	71	73	69	74	78	77	72	75	78	69	76	61	81
How Well Doctors Communicate	98	94	94	96	89	96	92	95	92	95	91	97	96	89	89
Getting Needed Care	80	94	93	84	83	93	84	86	84	89	88	88	93	76	77
Customer Service	81	100	100	93	92	92	97	100	97	95	94	96	97	88	94
<b>Overall Ratings (% 8,9,10)</b>															
Health Care	95	89	89	83	84	89	85	89	87	87	89	84	89	83	75
Personal Doctor	96	87	94	92	91	93	89	90	91	91	91	92	93	89	79
Specialist	100	89	90	89	93	90	96	91	89	91	93	90	94	92	75
Health Plan	89	94	89	85	87	89	89	87	90	89	90	86	92	78	80

# Supplemental Questions

# Doctor Communication

## Supplemental Questions

**Q84. In the last 6 months, how often did your child's doctors or other health providers make it easy for you to discuss your questions or concerns?**

	2017	2018	2019
<b>Always</b>	<b>77%</b>	<b>82%</b>	<b>82%</b>
<b>Usually</b>	<b>13%</b>	<b>10%</b>	<b>11%</b>
<b>Sometimes</b>	<b>6%</b>	<b>5%</b>	<b>5%</b>
<b>Never</b>	<b>4%</b>	<b>2%</b>	<b>2%</b>
<i>Sample Size:</i>	<i>(n=531)</i>	<i>(n=679)</i>	<i>(n=526)</i>

# Wait for Provider

## Supplemental Questions

**Q85. In the last 6 months, not counting the times your child needed health care right away, how many days did you usually have to wait between making an appointment and your child actually seeing a health provider?**

	2017	2018	2019
Same day	40%	39%	38%
1 day	24%	21%	22%
2 to 3 days	20%	23%	23%
4 to 7 days	8%	8%	9%
8 to 14 days	4%	2%	3%
15 to 30 days	3%	3%	3%
31 to 60 days	1%	2%	1%
61 to 90 days	0%	1%	0%
91 days or longer	1%	0%	1%

Sample Size: (n=516) (n=644) (n=509)

# Treatment Choice

## Supplemental Questions

**Q86. 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 which choice you thought was best for your child?**

	2017	2018	2019
<b>Definitely yes</b>	<b>60%</b>	<b>64%</b>	<b>58%</b>
<b>Somewhat yes</b>	<b>22%</b>	<b>22%</b>	<b>22%</b>
<b>Somewhat no</b>	<b>6%</b>	<b>6%</b>	<b>10%</b>
<b>Definitely no</b>	<b>11%</b>	<b>9%</b>	<b>10%</b>
<i>Sample Size:</i>	<i>(n=458)</i>	<i>(n=592)</i>	<i>(n=463)</i>

# Authorizations

## Supplemental Questions

**Q87. Certain services, such as home health care, durable medical equipment (DME), and some procedures require authorization from AmeriHealth Caritas Louisiana. If you have required an authorization over the past 6 months, did the authorization slow down your ability to receive your desired care or service?**

	2017	2018	2019
<b>No, I received an authorization quickly</b>	<b>77%</b>	<b>75%</b>	<b>67%</b>
<b>Yes, the authorization process slowed the process down some</b>	<b>16%</b>	<b>19%</b>	<b>23%</b>
<b>Yes, the authorization process slowed the process down a lot</b>	<b>7%</b>	<b>7%</b>	<b>9%</b>

*Sample Size:* (n=166) (n=205) (n=169)

# Information

## Supplemental Questions

**Q88. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your child's health plan works?**

	2017	2018	2019
<b>Always</b>	<b>41%</b>	<b>47%</b>	<b>38%</b>
<b>Usually</b>	<b>19%</b>	<b>18%</b>	<b>22%</b>
<b>Sometimes</b>	<b>16%</b>	<b>15%</b>	<b>18%</b>
<b>Never</b>	<b>24%</b>	<b>20%</b>	<b>22%</b>
<i>Sample Size:</i>	<i>(n=248)</i>	<i>(n=352)</i>	<i>(n=298)</i>

# Information

## Supplemental Questions

**Q89. When your child's plan needs to share information with you, how do you prefer to receive this information?  
(Multiple Mentions)**

	2016	2017	2018	2019
<b>By postal mail</b>	<b>71%</b>	<b>64%</b>	<b>71%</b>	<b>68%</b>
<b>A phone call from someone at the plan</b>	<b>19%</b>	<b>25%</b>	<b>30%</b>	<b>29%</b>
<b>By text message</b>	<b>15%</b>	<b>18%</b>	<b>27%</b>	<b>27%</b>
<b>By email</b>	<b>15%</b>	<b>22%</b>	<b>26%</b>	<b>26%</b>
<b>Mobile phone app</b>	<b>6%</b>	<b>7%</b>	<b>9%</b>	<b>7%</b>
<b>On the plan's website</b>	<b>10%</b>	<b>3%</b>	<b>6%</b>	<b>4%</b>
<i>Sample Size:</i>	<i>(n=518)</i>	<i>(n=569)</i>	<i>(n=723)</i>	<i>(n=555)</i>

**2019 Child Medicaid with CCC CAHPS®**  
**Plan Comparison to 2018 CCC Population Quality Compass® At-a-Glance**  
**AmeriHealth Caritas Louisiana**



Child Medicaid with CCC Survey Questions	2019	Percentile	2018 Child Medicaid with CCC Quality Compass - CCC Population Results							
			Mean	5th	10th	25th	50th	75th	90th	95th
<b>Getting Care Quickly (% Always/Usually)</b>	<b>96.31</b>	<b>98th</b>	92.60	87.15	88.76	90.50	93.69	94.63	95.65	96.07
Q4 Getting care for child as soon as needed	97.71	97th	93.61	88.17	89.53	91.26	94.59	95.74	96.90	97.31
Q6 Getting appointment for child as soon as needed	94.91	83rd	91.63	84.77	87.06	89.88	92.44	94.30	95.07	95.53
<b>Shared Decision Making (% Yes)</b>	<b>81.43</b>	<b>11th</b>	84.69	80.31	81.30	83.91	85.44	86.30	87.45	87.65
Q11 Discussed reasons to take medicine	95.24	23rd	95.98	92.96	94.12	95.28	96.35	97.37	98.11	98.57
Q12 Discussed reasons not to take medicine	64.42	2nd	73.52	67.54	68.07	71.92	74.07	76.35	77.37	79.00
Q13 Asked preference for medicine	84.62	44th	84.58	76.47	78.15	83.04	85.23	87.25	89.86	90.48
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>93.64</b>	<b>27th</b>	94.77	91.73	92.72	93.38	95.20	95.94	96.88	96.92
Q32 Explain things in a way you could understand	94.47	25th	95.65	92.11	93.52	94.44	96.02	96.73	97.75	98.03
Q33 Listen carefully to you	94.01	22nd	95.38	92.98	93.63	94.39	95.66	96.55	96.98	97.25
Q34 Show respect for what you had to say	96.30	48th	96.54	94.22	94.69	95.72	96.42	97.49	98.36	98.82
Q37 Spend enough time with child	89.77	20th	91.50	83.70	87.24	90.13	92.28	94.12	94.97	95.35
<b>Getting Needed Care (% Always/Usually)</b>	<b>89.11</b>	<b>64th</b>	87.39	79.48	82.05	84.89	88.17	90.35	91.61	92.63
Q15 Easy to get care believed necessary for child	91.82	45th	91.56	84.11	87.40	90.43	92.01	94.09	94.61	94.95
Q46 Easy to get appointment for child with specialist	86.41	58th	83.89	73.19	75.71	81.48	84.64	87.56	89.10	90.71
<b>Customer Service (% Always/Usually)</b>	<b>90.59</b>	<b>70th</b>	89.03	85.10	86.08	87.06	89.26	90.76	91.99	94.36
Q50 Got information or help needed	83.53	49th	83.33	76.41	78.03	81.12	83.65	85.80	87.08	91.39
Q51 Treated you with courtesy and respect	97.65	96th	94.72	92.31	92.52	93.22	94.78	95.81	97.27	97.48
<b>Access to Prescription Medicines (% Always/Usually)</b>	<b>90.83</b>	<b>37th</b>	91.47	86.19	87.55	89.71	91.98	93.72	94.62	95.37
Q56 Easy to get prescription medicine for child	90.83	37th	91.47	86.19	87.55	89.71	91.98	93.72	94.62	95.37
<b>Access to Specialized Services (% Always/Usually)</b>	<b>77.74</b>	<b>35th</b>	78.04	68.90	69.12	76.51	79.27	81.93	84.27	85.58
Q20 Easy to get special medical equipment for child	83.87	NA	NA	NA	NA	NA	NA	NA	NA	NA
Q23 Easy to get therapy for child	75.38	30th	78.84	65.78	70.71	73.72	79.31	82.41	86.14	90.97
Q26 Easy to get treatment or counseling for child	73.95	17th	79.36	66.95	72.52	76.06	80.57	84.21	85.34	86.96
<b>Family-Centered Care: Personal Doctor Who Knows Child (% Yes)</b>	<b>86.69</b>	<b>1st</b>	91.01	87.20	88.47	89.92	91.23	92.53	93.18	93.35
Q38 Doctor talks with you about how child is feeling/growing/behaving	84.11	1st	89.31	84.36	85.52	87.64	89.18	91.67	92.42	93.31
Q43 Doctor understands how medical conditions affect child's day-to-day life	90.59	7th	93.55	89.73	90.96	92.52	94.07	94.97	95.82	96.23
Q44 Doctor understands how medical conditions affect family's day-to-day life	85.38	1st	90.36	85.96	87.03	89.69	90.39	91.74	93.07	93.61
<b>Family-Centered Care: Getting Needed Information (% Always/Usually)</b>	<b>95.91</b>	<b>98th</b>	91.99	88.74	89.73	90.94	92.04	93.29	94.06	95.56
Q9 Getting questions answered by child's doctor	95.91	98th	91.99	88.74	89.73	90.94	92.04	93.29	94.06	95.56
<b>Coordination of Care for Children with Chronic Conditions (% Yes)</b>	<b>73.65</b>	<b>10th</b>	77.10	69.55	71.90	75.35	77.19	79.40	80.86	83.54
Q18 Getting help you needed from doctor in contacting school/daycare	87.10	1st	92.88	87.93	87.93	92.75	93.30	94.64	95.38	95.38
Q29 Health plan or doctor's office helps coordinate care	60.19	40th	61.69	53.94	54.90	57.25	61.16	66.05	69.11	69.93
Q14 Rating of Health Care (% 8, 9, 10)	86.24	39th	85.99	80.12	81.70	84.78	86.57	87.59	89.39	89.90
Q41 Rating of Personal Doctor (% 8, 9, 10)	87.45	20th	89.41	85.63	86.49	88.26	89.49	91.00	91.45	92.84
Q48 Rating of Specialist (% 8, 9, 10)	84.38	15th	86.93	81.50	82.53	85.16	87.05	88.68	90.57	91.83
Q54 Rating of Health Plan (% 8, 9, 10)	86.22	69th	84.38	76.00	79.05	82.64	84.74	87.07	89.14	89.74
Q8 Health Promotion and Education (% Yes)	79.82	54th	79.08	72.58	74.03	77.27	79.34	81.00	83.54	85.14
Q40 Care Coordination (% Always/Usually)	80.17	17th	83.73	78.10	79.13	81.01	83.51	86.72	88.13	89.03

NA = Comparison data not available from NCQA.  
 The 2018 Child Medicaid with CCC Quality Compass consists of 57 public and non-public reporting health plan products (All Lines of Business excluding PPOs/EPOs).

95th = Plan score falls on or above 95th percentile  
 90th = Plan score falls on 90th or below 95th percentile  
 75th = Plan score falls on 75th or below 90th percentile  
 50th = Plan score falls on 50th or below 75th percentile  
 25th = Plan score falls on 25th or below 50th percentile  
 10th = Plan score falls on 10th or below 25th percentile  
 5th = Plan score falls below 10th percentile

**2019 Child Medicaid with CCC CAHPS®**  
**Plan Comparison to 2018 General Population Quality Compass® At-a-Glance**  
**AmeriHealth Caritas Louisiana**



			2018 Child Medicaid Quality Compass - General Population Results							
Child Medicaid with CCC Survey Questions	2019	Percentile	Mean	5th	10th	25th	50th	75th	90th	95th
<b>Getting Care Quickly (% Always/Usually)</b>	<b>91.54</b>	<b>64th</b>	89.47	82.18	83.90	86.81	89.96	92.56	94.52	95.06
Q4 Getting care for child as soon as needed	92.20	60th	90.74	83.18	85.45	87.79	91.33	93.88	95.79	96.76
Q6 Getting appointment for child as soon as needed	90.87	69th	88.24	79.82	81.21	85.59	89.01	91.68	93.60	94.82
<b>Shared Decision Making (% Yes)</b>	<b>73.22</b>	<b>13th</b>	78.27	69.87	72.18	75.81	79.31	80.95	83.06	83.56
Q11 Discussed reasons to take medicine	91.36	34th	91.12	81.82	84.83	88.97	92.24	94.08	95.56	95.93
Q12 Discussed reasons not to take medicine	55.13	8th	64.83	54.13	56.46	60.61	65.84	68.66	72.65	74.04
Q13 Asked preference for medicine	73.17	9th	78.86	71.43	74.07	76.27	79.01	81.75	83.94	84.68
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>94.18</b>	<b>54th</b>	93.72	89.39	91.10	92.46	94.05	95.40	96.36	96.81
Q32 Explain things in a way you could understand	92.52	20th	94.29	88.98	91.03	93.03	94.49	96.28	97.00	97.66
Q33 Listen carefully to you	95.67	52nd	95.25	91.72	92.67	94.32	95.61	96.47	97.32	97.94
Q34 Show respect for what you had to say	97.64	84th	96.23	93.20	93.89	95.50	96.50	97.26	98.03	98.75
Q37 Spend enough time with child	90.91	60th	89.09	82.11	83.30	86.92	89.73	91.91	93.70	94.25
<b>Getting Needed Care (% Always/Usually)</b>	<b>87.93</b>	<b>74th</b>	84.68	78.11	79.28	81.67	84.41	87.94	90.26	91.35
Q15 Easy to get care believed necessary for child	92.31	74th	89.39	82.70	83.98	87.01	89.85	92.31	93.91	94.44
Q46 Easy to get appointment for child with specialist	83.54	63rd	80.69	69.72	72.82	77.10	80.90	85.26	86.89	88.49
<b>Customer Service (% Always/Usually)</b>	<b>95.02</b>	<b>99th</b>	88.72	84.60	85.48	87.22	88.50	90.58	92.01	93.07
Q50 Got information or help needed	91.11	98th	83.59	78.18	79.13	80.91	83.64	86.25	87.92	89.68
Q51 Treated you with courtesy and respect	98.92	100th	93.85	90.37	91.35	92.66	93.94	95.22	96.39	97.18
Q14 Rating of Health Care (% 8, 9, 10)	87.21	48th	87.02	82.31	83.20	85.23	87.27	89.25	90.64	91.54
Q41 Rating of Personal Doctor (% 8, 9, 10)	91.58	78th	89.47	84.52	86.14	88.01	89.64	91.28	92.59	93.26
Q48 Rating of Specialist (% 8, 9, 10)	91.04	80th	87.03	81.46	82.26	84.75	86.94	89.30	91.87	92.25
Q54 Rating of Health Plan (% 8, 9, 10)	88.89	74th	86.32	80.58	82.08	84.10	86.63	89.06	90.77	91.49
Q8 Health Promotion and Education (% Yes)	75.77	81st	72.69	65.97	67.35	70.44	72.79	75.00	77.35	79.67
Q40 Care Coordination (% Always/Usually)	78.57	15th	82.94	75.00	76.85	80.21	82.94	86.54	88.24	89.29

The 2018 Child Medicaid Quality Compass consists of 114 public and non-public reporting health plan products (All Lines of Business excluding PPOs/EPOs).

95th = Plan score falls on or above 95th percentile  
 90th = Plan score falls on 90th or below 95th percentile  
 75th = Plan score falls on 75th or below 90th percentile  
 50th = Plan score falls on 50th or below 75th percentile  
 25th = Plan score falls on 25th or below 50th percentile  
 10th = Plan score falls on 10th or below 25th percentile  
 5th = Plan score falls below 10th percentile

**2019 Child Medicaid with CCC CAHPS®  
Demographic At-a-Glance - Child's Health Status  
AmeriHealth Caritas Louisiana**



Child Medicaid with CCC Survey Questions	General Population			
	Total	Excellent/ Very Good (P)	Good (Q)	Fair/ Poor (R)
<i>Sample Size</i>	(n=322)	(n=238)	(n=59)	(n=20)
<b>Getting Care Quickly (% Always/Usually)</b>	<b>92</b>	<b>93</b>	<b>88</b>	<b>87</b>
Q4 Getting care for child as soon as needed	92	93	88	90
Q6 Getting appointment for child as soon as needed	91	92	88	84
<b>Shared Decision Making (% Yes)</b>	<b>73</b>	<b>76</b>	<b>61</b>	<b>81</b>
Q11 Discussed reasons to take medicine	91	95	88	71
Q12 Discussed reasons not to take medicine	55	57	43	71
Q13 Asked preference for medicine	73	77	53	100
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>94</b>	<b>96</b>	<b>89</b>	<b>89</b>
Q32 Explain things in a way you could understand	93	95	88	83
Q33 Listen carefully to you	96	97	90	94
Q34 Show respect for what you had to say	98	98	95	94
Q37 Spend enough time with child	91	93	85	83
<b>Getting Needed Care (% Always/Usually)</b>	<b>88</b>	<b>93Q</b>	<b>76</b>	<b>77</b>
Q15 Easy to get care believed necessary for child	92	95	89	76
Q46 Easy to get appointment for child with specialist	84	91	63	78
<b>Customer Service (% Always/Usually)</b>	<b>95</b>	<b>97</b>	<b>88</b>	<b>94</b>
Q50 Got information or help needed	91	94	82	88
Q51 Treated you with courtesy and respect	99	100	94	100
Q14 Rating of Health Care (% 8, 9, 10)	<b>87</b>	<b>89</b>	<b>83</b>	<b>75</b>
Q41 Rating of Personal Doctor (% 8, 9, 10)	<b>92</b>	<b>93</b>	<b>89</b>	<b>79</b>
Q48 Rating of Specialist (% 8, 9, 10)	<b>91</b>	<b>94</b>	<b>92</b>	<b>75</b>
Q54 Rating of Health Plan (% 8, 9, 10)	<b>89</b>	<b>92Q</b>	<b>78</b>	<b>80</b>
Q8 Health Promotion and Education (% Yes)	76	76	77	76
Q40 Care Coordination (% Always/Usually)	79	81	82	67

Significance is noted by UPPERCASE letters for columns significantly HIGHER at 95% confidence level  
Use caution when reviewing scores with sample sizes less than 20.

SPH Analytics  
M190005

**2019 Child Medicaid with CCC CAHPS®  
Demographic At-a-Glance - Child's Age  
AmeriHealth Caritas Louisiana**



Child Medicaid with CCC Survey Questions	General Population					
	Total	1 Yr and Under (D)	2 - 5 (E)	6 - 9 (F)	10 - 14 (G)	15 - 18 (H)
<i>Sample Size</i>	(n=322)	(n=28)	(n=67)	(n=57)	(n=96)	(n=61)
<b>Getting Care Quickly (% Always/Usually)</b>	<b>92</b>	<b>86</b>	<b>93</b>	<b>97</b>	<b>92</b>	<b>88</b>
Q4 Getting care for child as soon as needed	92	89	94	96	93	85
Q6 Getting appointment for child as soon as needed	91	83	91	98	91	91
<b>Shared Decision Making (% Yes)</b>	<b>73</b>	<b>88</b>	<b>74</b>	<b>71</b>	<b>73</b>	<b>69</b>
Q11 Discussed reasons to take medicine	91	100	89	83	92	94
Q12 Discussed reasons not to take medicine	55	80	61	64	50	41
Q13 Asked preference for medicine	73	83	72	67	77	71
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>94</b>	<b>98</b>	<b>94</b>	<b>94</b>	<b>96</b>	<b>89</b>
Q32 Explain things in a way you could understand	93	91	96H	91	96H	84
Q33 Listen carefully to you	96	100	94	95	99H	89
Q34 Show respect for what you had to say	98	100	98	95	99	98
Q37 Spend enough time with child	91	100	89	95	91	84
<b>Getting Needed Care (% Always/Usually)</b>	<b>88</b>	<b>80</b>	<b>94</b>	<b>93</b>	<b>84</b>	<b>83</b>
Q15 Easy to get care believed necessary for child	92	100	93	96	89	91
Q46 Easy to get appointment for child with specialist	84	60	95	90	80	75
<b>Customer Service (% Always/Usually)</b>	<b>95</b>	<b>81</b>	<b>100</b>	<b>100</b>	<b>93</b>	<b>92</b>
Q50 Got information or help needed	91	75	100	100	87	85
Q51 Treated you with courtesy and respect	99	88	100	100	100	100
Q14 Rating of Health Care (% 8, 9, 10)	<b>87</b>	<b>95</b>	<b>89</b>	<b>89</b>	<b>83</b>	<b>84</b>
Q41 Rating of Personal Doctor (% 8, 9, 10)	<b>92</b>	<b>96</b>	<b>87</b>	<b>94</b>	<b>92</b>	<b>91</b>
Q48 Rating of Specialist (% 8, 9, 10)	<b>91</b>	<b>100</b>	<b>89</b>	<b>90</b>	<b>89</b>	<b>93</b>
Q54 Rating of Health Plan (% 8, 9, 10)	<b>89</b>	<b>89</b>	<b>94</b>	<b>89</b>	<b>85</b>	<b>87</b>
Q8 Health Promotion and Education (% Yes)	76	74	79	73	77	76
Q40 Care Coordination (% Always/Usually)	79	80	78	77	79	90

Significance is noted by UPPERCASE letters for columns significantly HIGHER at 95% confidence level  
Use caution when reviewing scores with sample sizes less than 20.

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**2019 Child Medicaid with CCC CAHPS®**  
**Demographic At-a-Glance - Respondent's Education**  
**AmeriHealth Caritas Louisiana**



Child Medicaid with CCC Survey Questions	General Population		
	Total	HS Grad or Less (N)	Some College+ (O)
<i>Sample Size</i>	(n=322)	(n=169)	(n=139)
<b>Getting Care Quickly (% Always/Usually)</b>	<b>92</b>	<b>90</b>	<b>95</b>
Q4 Getting care for child as soon as needed	92	94	93
Q6 Getting appointment for child as soon as needed	91	87	96N
<b>Shared Decision Making (% Yes)</b>	<b>73</b>	<b>78</b>	<b>69</b>
Q11 Discussed reasons to take medicine	91	93	90
Q12 Discussed reasons not to take medicine	55	55	55
Q13 Asked preference for medicine	73	850	63
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>94</b>	<b>91</b>	<b>97N</b>
Q32 Explain things in a way you could understand	93	87	98N
Q33 Listen carefully to you	96	93	98N
Q34 Show respect for what you had to say	98	96	99
Q37 Spend enough time with child	91	89	93
<b>Getting Needed Care (% Always/Usually)</b>	<b>88</b>	<b>88</b>	<b>88</b>
Q15 Easy to get care believed necessary for child	92	90	95
Q46 Easy to get appointment for child with specialist	84	86	80
<b>Customer Service (% Always/Usually)</b>	<b>95</b>	<b>94</b>	<b>96</b>
Q50 Got information or help needed	91	90	91
Q51 Treated you with courtesy and respect	99	98	100
Q14 Rating of Health Care (% 8, 9, 10)	<b>87</b>	<b>89</b>	<b>84</b>
Q41 Rating of Personal Doctor (% 8, 9, 10)	<b>92</b>	<b>91</b>	<b>92</b>
Q48 Rating of Specialist (% 8, 9, 10)	<b>91</b>	<b>93</b>	<b>90</b>
Q54 Rating of Health Plan (% 8, 9, 10)	<b>89</b>	<b>90</b>	<b>86</b>
Q8 Health Promotion and Education (% Yes)	76	72	80
Q40 Care Coordination (% Always/Usually)	79	80	79

Significance is noted by UPPERCASE letters for columns significantly HIGHER at 95% confidence level  
 Use caution when reviewing scores with sample sizes less than 20.

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**2019 Child Medicaid with CCC CAHPS®  
Demographic At-a-Glance - Child's Ethnicity  
AmeriHealth Caritas Louisiana**



Child Medicaid with CCC Survey Questions	General Population		
	Total	Hispanic (L)	Non-Hispanic (M)
<i>Sample Size</i>	(n=322)	(n=41)	(n=264)
<b>Getting Care Quickly (% Always/Usually)</b>	<b>92</b>	<b>81</b>	<b>93L</b>
Q4 Getting care for child as soon as needed	92	86	94
Q6 Getting appointment for child as soon as needed	91	77	93L
<b>Shared Decision Making (% Yes)</b>	<b>73</b>	<b>72</b>	<b>75</b>
Q11 Discussed reasons to take medicine	91	83	93
Q12 Discussed reasons not to take medicine	55	67	56
Q13 Asked preference for medicine	73	67	76
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>94</b>	<b>92</b>	<b>95</b>
Q32 Explain things in a way you could understand	93	88	94
Q33 Listen carefully to you	96	94	96
Q34 Show respect for what you had to say	98	97	98
Q37 Spend enough time with child	91	91	91
<b>Getting Needed Care (% Always/Usually)</b>	<b>88</b>	<b>84</b>	<b>89</b>
Q15 Easy to get care believed necessary for child	92	87	94
Q46 Easy to get appointment for child with specialist	84	80	84
<b>Customer Service (% Always/Usually)</b>	<b>95</b>	<b>97</b>	<b>95</b>
Q50 Got information or help needed	91	94	91
Q51 Treated you with courtesy and respect	99	100	99
Q14 Rating of Health Care (% 8, 9, 10)	<b>87</b>	<b>87</b>	<b>87</b>
Q41 Rating of Personal Doctor (% 8, 9, 10)	<b>92</b>	<b>91</b>	<b>91</b>
Q48 Rating of Specialist (% 8, 9, 10)	<b>91</b>	<b>89</b>	<b>91</b>
Q54 Rating of Health Plan (% 8, 9, 10)	<b>89</b>	<b>90</b>	<b>89</b>
Q8 Health Promotion and Education (% Yes)	76	71	76
Q40 Care Coordination (% Always/Usually)	79	75	80

Significance is noted by UPPERCASE letters for columns significantly HIGHER at 95% confidence level  
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**2019 Child Medicaid with CCC CAHPS®  
Demographic At-a-Glance - Child's Race  
AmeriHealth Caritas Louisiana**



Child Medicaid with CCC Survey Questions	General Population			
	Total	White (I)	African American (J)	All Other (K)
<i>Sample Size</i>	(n=322)	(n=148)	(n=146)	(n=38)
<b>Getting Care Quickly (% Always/Usually)</b>	<b>92</b>	<b>94K</b>	<b>92K</b>	<b>69</b>
Q4 Getting care for child as soon as needed	92	95	91	58
Q6 Getting appointment for child as soon as needed	91	94K	92K	80
<b>Shared Decision Making (% Yes)</b>	<b>73</b>	<b>74</b>	<b>78</b>	<b>77</b>
Q11 Discussed reasons to take medicine	91	91	97	78
Q12 Discussed reasons not to take medicine	55	53	61	75
Q13 Asked preference for medicine	73	78	76	78
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>94</b>	<b>96</b>	<b>92</b>	<b>95</b>
Q32 Explain things in a way you could understand	93	96J	89	93
Q33 Listen carefully to you	96	98	94	96
Q34 Show respect for what you had to say	98	97	97	100
Q37 Spend enough time with child	91	94	88	89
<b>Getting Needed Care (% Always/Usually)</b>	<b>88</b>	<b>93J</b>	<b>84</b>	<b>86</b>
Q15 Easy to get care believed necessary for child	92	93	91	89
Q46 Easy to get appointment for child with specialist	84	93J	77	82
<b>Customer Service (% Always/Usually)</b>	<b>95</b>	<b>92</b>	<b>97</b>	<b>100</b>
Q50 Got information or help needed	91	87	93	100
Q51 Treated you with courtesy and respect	99	98	100	100
Q14 Rating of Health Care (% 8, 9, 10)	<b>87</b>	<b>89</b>	<b>85</b>	<b>89</b>
Q41 Rating of Personal Doctor (% 8, 9, 10)	<b>92</b>	<b>93</b>	<b>89</b>	<b>90</b>
Q48 Rating of Specialist (% 8, 9, 10)	<b>91</b>	<b>90</b>	<b>96</b>	<b>91</b>
Q54 Rating of Health Plan (% 8, 9, 10)	<b>89</b>	<b>89</b>	<b>89</b>	<b>87</b>
Q8 Health Promotion and Education (% Yes)	76	75	82	61
Q40 Care Coordination (% Always/Usually)	79	80	80	87

Significance is noted by UPPERCASE letters for columns significantly HIGHER at 95% confidence level  
Use caution when reviewing scores with sample sizes less than 20.

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**2019 Child Medicaid with CCC CAHPS®  
Demographic At-a-Glance - Mode  
AmeriHealth Caritas Louisiana**



Child Medicaid with CCC Survey Questions	General Population		
	Total	Mail (S)	Phone (T)
<i>Sample Size</i>	(n=322)	(n=197)	(n=125)
<b>Getting Care Quickly (% Always/Usually)</b>	<b>92</b>	<b>94</b>	<b>87</b>
Q4 Getting care for child as soon as needed	92	95	88
Q6 Getting appointment for child as soon as needed	91	93	87
<b>Shared Decision Making (% Yes)</b>	<b>73</b>	<b>70</b>	<b>79</b>
Q11 Discussed reasons to take medicine	91	94	87
Q12 Discussed reasons not to take medicine	55	46	70S
Q13 Asked preference for medicine	73	69	80
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>94</b>	<b>95</b>	<b>93</b>
Q32 Explain things in a way you could understand	93	96T	87
Q33 Listen carefully to you	96	96	95
Q34 Show respect for what you had to say	98	97	98
Q37 Spend enough time with child	91	91	92
<b>Getting Needed Care (% Always/Usually)</b>	<b>88</b>	<b>90</b>	<b>83</b>
Q15 Easy to get care believed necessary for child	92	96T	87
Q46 Easy to get appointment for child with specialist	84	85	80
<b>Customer Service (% Always/Usually)</b>	<b>95</b>	<b>95</b>	<b>96</b>
Q50 Got information or help needed	91	91	91
Q51 Treated you with courtesy and respect	99	98	100
Q14 Rating of Health Care (% 8, 9, 10)	<b>87</b>	<b>87</b>	<b>88</b>
Q41 Rating of Personal Doctor (% 8, 9, 10)	<b>92</b>	<b>91</b>	<b>92</b>
Q48 Rating of Specialist (% 8, 9, 10)	<b>91</b>	<b>93</b>	<b>86</b>
Q54 Rating of Health Plan (% 8, 9, 10)	<b>89</b>	<b>88</b>	<b>90</b>
Q8 Health Promotion and Education (% Yes)	76	77	74
Q40 Care Coordination (% Always/Usually)	79	82	74

Significance is noted by UPPERCASE letters for columns significantly HIGHER at 95% confidence level  
Use caution when reviewing scores with sample sizes less than 20.

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**2019 Child Medicaid with CCC CAHPS®  
Demographic At-a-Glance -  
Child's Mental/Emotional Health Status  
AmeriHealth Caritas Louisiana**



Child Medicaid with CCC Survey Questions	General Population			
	Total	Excellent/ Very Good (V)	Good (W)	Fair/ Poor (X)
<i>Sample Size</i>	(n=322)	(n=234)	(n=50)	(n=32)
<b>Getting Care Quickly (% Always/Usually)</b>	<b>92</b>	<b>92</b>	<b>91</b>	<b>85</b>
Q4 Getting care for child as soon as needed	92	94	88	82
Q6 Getting appointment for child as soon as needed	91	90	94	88
<b>Shared Decision Making (% Yes)</b>	<b>73</b>	<b>71</b>	<b>85</b>	<b>72</b>
Q11 Discussed reasons to take medicine	91	90	94	92
Q12 Discussed reasons not to take medicine	55	52	73	50
Q13 Asked preference for medicine	73	70	88	75
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>94</b>	<b>95</b>	<b>95</b>	<b>88</b>
Q32 Explain things in a way you could understand	93	94	95	83
Q33 Listen carefully to you	96	96	95	92
Q34 Show respect for what you had to say	98	98	97	92
Q37 Spend enough time with child	91	91	95	83
<b>Getting Needed Care (% Always/Usually)</b>	<b>88</b>	<b>90</b>	<b>89</b>	<b>79</b>
Q15 Easy to get care believed necessary for child	92	93	92	92
Q46 Easy to get appointment for child with specialist	84	87	86	67
<b>Customer Service (% Always/Usually)</b>	<b>95</b>	<b>95</b>	<b>96</b>	<b>92</b>
Q50 Got information or help needed	91	92	93	83
Q51 Treated you with courtesy and respect	99	99	100	100
Q14 Rating of Health Care (% 8, 9, 10)	<b>87</b>	<b>88</b>	<b>86</b>	<b>80</b>
Q41 Rating of Personal Doctor (% 8, 9, 10)	<b>92</b>	<b>92</b>	<b>95</b>	<b>83</b>
Q48 Rating of Specialist (% 8, 9, 10)	<b>91</b>	<b>94</b>	<b>92</b>	<b>71</b>
Q54 Rating of Health Plan (% 8, 9, 10)	<b>89</b>	<b>91</b>	<b>87</b>	<b>81</b>
Q8 Health Promotion and Education (% Yes)	76	75	86	68
Q40 Care Coordination (% Always/Usually)	79	81	78	75

Significance is noted by UPPERCASE letters for columns significantly HIGHER at 95% confidence level  
Use caution when reviewing scores with sample sizes less than 20.

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**2019 Child Medicaid with CCC CAHPS®**  
**Demographic At-a-Glance - Number of Doctor/Clinic Visits**  
**AmeriHealth Caritas Louisiana**



Child Medicaid with CCC Survey Questions	General Population			
	Total	None (a)	1 to 2 (b)	3 or More (c)
<i>Sample Size</i>	(n=322)	(n=49)	(n=131)	(n=130)
<b>Getting Care Quickly (% Always/Usually)</b>	<b>92</b>	<b>70</b>	<b>96</b>	<b>93</b>
Q4 Getting care for child as soon as needed	92	73	98	93
Q6 Getting appointment for child as soon as needed	91	67	95	92
<b>Shared Decision Making (% Yes)</b>	<b>73</b>	<b>NA</b>	<b>71</b>	<b>75</b>
Q11 Discussed reasons to take medicine	91	NA	91	92
Q12 Discussed reasons not to take medicine	55	NA	47	61
Q13 Asked preference for medicine	73	NA	76	71
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>94</b>	<b>84</b>	<b>95</b>	<b>95</b>
Q32 Explain things in a way you could understand	93	63	94	97
Q33 Listen carefully to you	96	89	96	97
Q34 Show respect for what you had to say	98	100	98	97
Q37 Spend enough time with child	91	83	90	92
<b>Getting Needed Care (% Always/Usually)</b>	<b>88</b>	<b>60</b>	<b>91</b>	<b>87</b>
Q15 Easy to get care believed necessary for child	92	NA	94	91
Q46 Easy to get appointment for child with specialist	84	60	88	83
<b>Customer Service (% Always/Usually)</b>	<b>95</b>	<b>88</b>	<b>98</b>	<b>94</b>
Q50 Got information or help needed	91	75	97	90
Q51 Treated you with courtesy and respect	99	100	100	98
Q14 Rating of Health Care (% 8, 9, 10)	<b>87</b>	<b>NA</b>	<b>89</b>	<b>85</b>
Q41 Rating of Personal Doctor (% 8, 9, 10)	<b>92</b>	<b>92</b>	<b>91</b>	<b>92</b>
Q48 Rating of Specialist (% 8, 9, 10)	<b>91</b>	<b>100</b>	<b>96</b>	<b>87</b>
Q54 Rating of Health Plan (% 8, 9, 10)	<b>89</b>	<b>86</b>	<b>90</b>	<b>89</b>
Q8 Health Promotion and Education (% Yes)	76	NA	73	79
Q40 Care Coordination (% Always/Usually)	79	100	75	79

NA = Question not applicable

Significance is noted by lowercase letters for columns significantly HIGHER at 95% confidence level

Use caution when reviewing scores with sample sizes less than 20.

**2019 Child Medicaid with CCC CAHPS®**  
**Key Question Distribution At-a-Glance**  
**AmeriHealth Caritas Louisiana - General Population**



				%Always/ Usually/ or %Yes	Summary Mean (1-3)	Sample Size
<b>Getting Care Quickly</b>	8	12	79	<b>92</b>	<b>2.71</b>	<b>(278)</b>
Q4 Getting care for child as soon as needed	8	9	83	92	2.75	(141)
Q6 Getting appointment for child as soon as needed	9	15	75	91	2.66	(252)
<b>Shared Decision Making (% No, Yes)</b>				<b>73</b>	<b>NA</b>	<b>(82)</b>
Q11 Discussed reasons to take medicine	9		91	91	NA	(81)
Q12 Discussed reasons not to take medicine		45	55	55	NA	(78)
Q13 Asked preference for medicine	27		73	73	NA	(82)
<b>How Well Doctors Communicate</b>	6	9	85	<b>94</b>	<b>2.79</b>	<b>(254)</b>
Q32 Explain things in a way you could understand	7	8	84	93	2.77	(254)
Q33 Listen carefully to you	4	7	89	96	2.85	(254)
Q34 Show respect for what you had to say	2	6	91	98	2.89	(254)
Q37 Spend enough time with child	9	15	76	91	2.67	(253)
<b>Getting Needed Care</b>	12	15	73	<b>88</b>	<b>2.61</b>	<b>(267)</b>
Q15 Easy to get care believed necessary for child	8	17	75	92	2.68	(260)
Q46 Easy to get appointment for child with specialist	16	13	71	84	2.54	(79)
<b>Customer Service</b>	5	15	80	<b>95</b>	<b>2.75</b>	<b>(93)</b>
Q50 Got information or help needed	9	21	70	91	2.61	(90)
Q51 Treated you with courtesy and respect	9		90	99	2.89	(93)
<b>Other Measures</b>						
Q8 Health Promotion and Education (% No, Yes)	24		76	76	2.52	(260)
Q40 Care Coordination	21	13	65	79	2.44	(126)
<hr style="border-top: 1px dashed black;"/>						
<b>Legend:</b>	0-3	4-5	6-7	8-10		
<b>Overall Ratings</b>				<b>% 8-10</b>		
Q14 Rating of Health Care	22	9	87	87	2.68	(258)
Q41 Rating of Personal Doctor	3	5	92	92	2.77	(285)
Q48 Rating of Specialist	4	4	91	91	2.75	(67)
Q54 Rating of Health Plan	4	5	89	89	2.69	(315)

Percents may not add to 100% due to rounding

NA = Means are not calculated for the Shared Decision Making composite.

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**2019 Child Medicaid with CCC CAHPS®**  
**Historical Trending At-a-Glance**  
**AmeriHealth Caritas Louisiana**



Child Medicaid with CCC Survey Questions	General Population							
	2017		2018		2019		Sig Testing	
	Summary Rate	Sample Size	Summary Rate	Sample Size	Summary Rate	Sample Size	2017 to 2018	2018 to 2019
<b>Getting Care Quickly (% Always/Usually)</b>	<b>87.1</b>	<b>237</b>	<b>92.6</b>	<b>352</b>	<b>91.5</b>	<b>278</b>	<b>+</b>	<b>NS</b>
Q4 Getting care for child as soon as needed	86.1	101	93.6	156	92.2	141	+	NS
Q6 Getting appointment for child as soon as needed	88.0	217	91.6	322	90.9	252	NS	NS
<b>Shared Decision Making (% Yes)</b>	<b>76.2</b>	<b>75</b>	<b>80.1</b>	<b>109</b>	<b>73.2</b>	<b>82</b>	<b>NS</b>	<b>NS</b>
Q11 Discussed reasons to take medicine	90.7	75	91.7	108	91.4	81	NS	NS
Q12 Discussed reasons not to take medicine	62.5	72	68.8	109	55.1	78	NS	NS
Q13 Asked preference for medicine	75.3	73	79.8	109	73.2	82	NS	NS
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>94.6</b>	<b>218</b>	<b>95.1</b>	<b>310</b>	<b>94.2</b>	<b>254</b>	<b>NS</b>	<b>NS</b>
Q32 Explain things in a way you could understand	94.9	217	95.8	308	92.5	254	NS	NS
Q33 Listen carefully to you	97.2	218	96.1	308	95.7	254	NS	NS
Q34 Show respect for what you had to say	96.8	218	97.1	309	97.6	254	NS	NS
Q37 Spend enough time with child	89.4	218	91.3	309	90.9	253	NS	NS
<b>Getting Needed Care (% Always/Usually)</b>	<b>91.5</b>	<b>228</b>	<b>93.3</b>	<b>346</b>	<b>87.9</b>	<b>267</b>	<b>NS</b>	<b>-</b>
Q15 Easy to get care believed necessary for child	91.0	223	91.2	340	92.3	260	NS	NS
Q46 Easy to get appointment for child with specialist	92.1	63	95.3	86	83.5	79	NS	-
<b>Customer Service (% Always/Usually)</b>	<b>89.1</b>	<b>92</b>	<b>92.1</b>	<b>121</b>	<b>95.0</b>	<b>93</b>	<b>NS</b>	<b>NS</b>
Q50 Got information or help needed	80.4	92	87.5	120	91.1	90	NS	NS
Q51 Treated you with courtesy and respect	97.8	91	96.7	121	98.9	93	NS	NS
<b>Access to Prescription Medicines (% Always/Usually)</b>	<b>92.0</b>	<b>188</b>	<b>93.7</b>	<b>252</b>	<b>88.9</b>	<b>190</b>	<b>NS</b>	<b>NS</b>
Q56 Easy to get prescription medicine for child	92.0	188	93.7	252	88.9	190	NS	NS
<b>Access to Specialized Services (% Always/Usually)</b>	<b>84.0</b>	<b>85</b>	<b>77.9</b>	<b>107</b>	<b>74.1</b>	<b>86</b>	<b>NS</b>	<b>NS</b>
Q20 Easy to get special medical equipment for child	85.7	21	77.8	27	75.0	24	NS	NS
Q23 Easy to get therapy for child	88.2	34	77.8	45	80.6	36	NS	NS
Q26 Easy to get treatment or counseling for child	78.2	55	78.3	69	66.7	48	NS	NS
<b>Family-Centered Care: Personal Doctor Who Knows Child (% Yes)</b>	<b>86.7</b>	<b>225</b>	<b>91.1</b>	<b>322</b>	<b>84.6</b>	<b>256</b>	<b>NS</b>	<b>-</b>
Q38 Doctor talks with you about how child is feeling/growing/behaving	84.7	215	85.4	308	82.9	252	NS	NS
Q43 Doctor understands how medical conditions affect child's day-to-day life	88.3	77	96.3	107	89.2	74	+	NS
Q44 Doctor understands how medical conditions affect family's day-to-day life	87.0	77	91.6	107	81.6	76	NS	-
<b>Family-Centered Care: Getting Needed Information (% Always/Usually)</b>	<b>87.6</b>	<b>225</b>	<b>91.8</b>	<b>342</b>	<b>89.6</b>	<b>260</b>	<b>NS</b>	<b>NS</b>
Q9 Getting questions answered by child's doctor	87.6	225	91.8	342	89.6	260	NS	NS
<b>Coordination of Care for Children with Chronic Conditions (% Yes)</b>	<b>79.3</b>	<b>70</b>	<b>74.9</b>	<b>101</b>	<b>70.0</b>	<b>107</b>	<b>NS</b>	<b>NS</b>
Q18 Getting help you needed from doctor in contacting school/daycare	87.5	24	91.9	37	84.6	26	NS	NS
Q29 Health plan or doctor's office helps coordinate care	71.2	59	57.9	76	55.4	92	NS	NS
Q14 Rating of Health Care (% 8, 9, 10)	87.4	223	87.6	339	87.2	258	NS	NS
Q41 Rating of Personal Doctor (% 8, 9, 10)	90.6	265	88.4	388	91.6	285	NS	NS
Q48 Rating of Specialist (% 8, 9, 10)	87.1	62	92.8	83	91.0	67	NS	NS
Q54 Rating of Health Plan (% 8, 9, 10)	89.0	292	92.8	428	88.9	315	NS	NS
Q8 Health Promotion and Education (% Yes)	76.3	224	76.3	337	75.8	260	NS	NS
Q40 Care Coordination (% Always/Usually)	85.3	95	89.3	112	78.6	126	NS	-

NA = Data not available  
 NC= Not comparable

+ = Results significantly higher than prior year's results  
 NS = No significant difference between the two years  
 - = Results significantly lower than prior year's results

**2019 Child Medicaid with CCC CAHPS®**  
**Historical Trending At-a-Glance**  
**AmeriHealth Caritas Louisiana**



Child Medicaid with CCC Survey Questions	CCC Population							
	2017		2018		2019		Sig Testing	
	Summary Rate	Sample Size	Summary Rate	Sample Size	Summary Rate	Sample Size	2017 to 2018	2018 to 2019
<b>Getting Care Quickly (% Always/Usually)</b>	<b>92.0</b>	<b>261</b>	<b>91.2</b>	<b>301</b>	<b>96.3</b>	<b>233</b>	<b>NS</b>	<b>+</b>
Q4 Getting care for child as soon as needed	90.8	119	90.3	144	97.7	131	NS	+
Q6 Getting appointment for child as soon as needed	93.2	249	92.2	282	94.9	216	NS	NS
<b>Shared Decision Making (% Yes)</b>	<b>86.2</b>	<b>97</b>	<b>85.4</b>	<b>136</b>	<b>81.4</b>	<b>106</b>	<b>NS</b>	<b>NS</b>
Q11 Discussed reasons to take medicine	96.9	97	96.3	136	95.2	105	NS	NS
Q12 Discussed reasons not to take medicine	75.0	96	77.0	135	64.4	104	NS	-
Q13 Asked preference for medicine	86.6	97	83.0	135	84.6	104	NS	NS
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>95.0</b>	<b>237</b>	<b>95.3</b>	<b>284</b>	<b>93.6</b>	<b>217</b>	<b>NS</b>	<b>NS</b>
Q32 Explain things in a way you could understand	94.1	236	95.8	284	94.5	217	NS	NS
Q33 Listen carefully to you	97.0	237	96.5	284	94.0	217	NS	NS
Q34 Show respect for what you had to say	98.7	237	97.5	284	96.3	216	NS	NS
Q37 Spend enough time with child	90.3	237	91.5	284	89.8	215	NS	NS
<b>Getting Needed Care (% Always/Usually)</b>	<b>90.3</b>	<b>253</b>	<b>90.3</b>	<b>309</b>	<b>89.1</b>	<b>227</b>	<b>NS</b>	<b>NS</b>
Q15 Easy to get care believed necessary for child	91.8	244	92.7	301	91.8	220	NS	NS
Q46 Easy to get appointment for child with specialist	88.9	99	88.0	125	86.4	103	NS	NS
<b>Customer Service (% Always/Usually)</b>	<b>85.8</b>	<b>106</b>	<b>94.5</b>	<b>119</b>	<b>90.6</b>	<b>85</b>	<b>+</b>	<b>NS</b>
Q50 Got information or help needed	77.4	106	91.5	117	83.5	85	+	NS
Q51 Treated you with courtesy and respect	94.3	106	97.5	119	97.6	85	NS	NS
<b>Access to Prescription Medicines (% Always/Usually)</b>	<b>93.6</b>	<b>250</b>	<b>94.1</b>	<b>288</b>	<b>90.8</b>	<b>229</b>	<b>NS</b>	<b>NS</b>
Q56 Easy to get prescription medicine for child	93.6	250	94.1	288	90.8	229	NS	NS
<b>Access to Specialized Services (% Always/Usually)</b>	<b>77.9</b>	<b>164</b>	<b>80.3</b>	<b>173</b>	<b>77.7</b>	<b>154</b>	<b>NS</b>	<b>NS</b>
Q20 Easy to get special medical equipment for child	73.2	41	86.8	38	83.9	31	NS	NS
Q23 Easy to get therapy for child	80.3	66	74.2	62	75.4	65	NS	NS
Q26 Easy to get treatment or counseling for child	80.2	126	79.8	129	73.9	119	NS	NS
<b>Family-Centered Care: Personal Doctor Who Knows Child (% Yes)</b>	<b>90.2</b>	<b>254</b>	<b>89.9</b>	<b>304</b>	<b>86.7</b>	<b>226</b>	<b>NS</b>	<b>NS</b>
Q38 Doctor talks with you about how child is feeling/growing/behaving	87.2	235	87.6	283	84.1	214	NS	NS
Q43 Doctor understands how medical conditions affect child's day-to-day life	93.0	187	92.8	207	90.6	170	NS	NS
Q44 Doctor understands how medical conditions affect family's day-to-day life	90.3	185	89.4	207	85.4	171	NS	NS
<b>Family-Centered Care: Getting Needed Information (% Always/Usually)</b>	<b>93.0</b>	<b>243</b>	<b>93.1</b>	<b>303</b>	<b>95.9</b>	<b>220</b>	<b>NS</b>	<b>NS</b>
Q9 Getting questions answered by child's doctor	93.0	243	93.1	303	95.9	220	NS	NS
<b>Coordination of Care for Children with Chronic Conditions (% Yes)</b>	<b>79.8</b>	<b>112</b>	<b>79.8</b>	<b>145</b>	<b>73.6</b>	<b>117</b>	<b>NS</b>	<b>NS</b>
Q18 Getting help you needed from doctor in contacting school/daycare	95.7	46	92.9	56	87.1	31	NS	NS
Q29 Health plan or doctor's office helps coordinate care	64.0	89	66.7	114	60.2	103	NS	NS
Q14 Rating of Health Care (% 8, 9, 10)	88.8	242	86.7	301	86.2	218	NS	NS
Q41 Rating of Personal Doctor (% 8, 9, 10)	92.0	263	89.4	312	87.4	239	NS	NS
Q48 Rating of Specialist (% 8, 9, 10)	89.6	96	84.7	118	84.4	96	NS	NS
Q54 Rating of Health Plan (% 8, 9, 10)	88.6	289	88.1	335	86.2	254	NS	NS
Q8 Health Promotion and Education (% Yes)	77.7	242	79.0	300	79.8	218	NS	NS
Q40 Care Coordination (% Always/Usually)	81.4	113	85.3	143	80.2	121	NS	NS

NA = Data not available  
 NC= Not comparable

+ = Results significantly higher than prior year's results  
 NS = No significant difference between the two years  
 - = Results significantly lower than prior year's results

**2019 Child Medicaid with CCC CAHPS®**  
**Sample Comparison At-a-Glance**  
**AmeriHealth Caritas Louisiana**



Child Medicaid with CCC Survey Questions	Gen Pop (%)	GP Sample Size	CCC Pop (%)	CCC Sample Size	Sig Testing
<i>Sample Size</i>		(n=322)		(n=257)	CCC vs. Gen Pop
<b>Getting Care Quickly (% Always/Usually)</b>	<b>91.5</b>	<b>278</b>	<b>96.3</b>	<b>233</b>	<b>+</b>
Q4 Getting care for child as soon as needed	92.2	141	97.7	131	+
Q6 Getting appointment for child as soon as needed	90.9	252	94.9	216	NS
<b>Shared Decision Making (% Yes)</b>	<b>73.2</b>	<b>82</b>	<b>81.4</b>	<b>106</b>	<b>NS</b>
Q11 Discussed reasons to take medicine	91.4	81	95.2	105	NS
Q12 Discussed reasons not to take medicine	55.1	78	64.4	104	NS
Q13 Asked preference for medicine	73.2	82	84.6	104	NS
<b>How Well Doctors Communicate (% Always/Usually)</b>	<b>94.2</b>	<b>254</b>	<b>93.6</b>	<b>217</b>	<b>NS</b>
Q32 Explain things in a way you could understand	92.5	254	94.5	217	NS
Q33 Listen carefully to you	95.7	254	94.0	217	NS
Q34 Show respect for what you had to say	97.6	254	96.3	216	NS
Q37 Spend enough time with child	90.9	253	89.8	215	NS
<b>Getting Needed Care (% Always/Usually)</b>	<b>87.9</b>	<b>267</b>	<b>89.1</b>	<b>227</b>	<b>NS</b>
Q15 Easy to get care believed necessary for child	92.3	260	91.8	220	NS
Q46 Easy to get appointment for child with specialist	83.5	79	86.4	103	NS
<b>Customer Service (% Always/Usually)</b>	<b>95.0</b>	<b>93</b>	<b>90.6</b>	<b>85</b>	<b>NS</b>
Q50 Got information or help needed	91.1	90	83.5	85	NS
Q51 Treated you with courtesy and respect	98.9	93	97.6	85	NS
<b>Access to Prescription Medicines (% Always/Usually)</b>	<b>88.9</b>	<b>190</b>	<b>90.8</b>	<b>229</b>	<b>NS</b>
Q56 Easy to get prescription medicine for child	88.9	190	90.8	229	NS
<b>Access to Specialized Services (% Always/Usually)</b>	<b>74.1</b>	<b>86</b>	<b>77.7</b>	<b>154</b>	<b>NS</b>
Q20 Easy to get special medical equipment for child	75.0	24	83.9	31	NS
Q23 Easy to get therapy for child	80.6	36	75.4	65	NS
Q26 Easy to get treatment or counseling for child	66.7	48	73.9	119	NS
<b>Family-Centered Care: Personal Doctor Who Knows Child (% Yes)</b>	<b>84.6</b>	<b>256</b>	<b>86.7</b>	<b>226</b>	<b>NS</b>
Q38 Doctor talks with you about how child is feeling/growing/behaving	82.9	252	84.1	214	NS
Q43 Doctor understands how medical conditions affect child's day-to-day life	89.2	74	90.6	170	NS
Q44 Doctor understands how medical conditions affect family's day-to-day life	81.6	76	85.4	171	NS
<b>Family-Centered Care: Getting Needed Information (% Always/Usually)</b>	<b>89.6</b>	<b>260</b>	<b>95.9</b>	<b>220</b>	<b>+</b>
Q9 Getting questions answered by child's doctor	89.6	260	95.9	220	+
<b>Coordination of Care for Children with Chronic Conditions (% Yes)</b>	<b>70.0</b>	<b>107</b>	<b>73.6</b>	<b>117</b>	<b>NS</b>
Q18 Getting help you needed from doctor in contacting school/daycare	84.6	26	87.1	31	NS
Q29 Health plan or doctor's office helps coordinate care	55.4	92	60.2	103	NS
Q14 Rating of Health Care (% 8, 9, 10)	<b>87.2</b>	<b>258</b>	<b>86.2</b>	<b>218</b>	<b>NS</b>
Q41 Rating of Personal Doctor (% 8, 9, 10)	<b>91.6</b>	<b>285</b>	<b>87.4</b>	<b>239</b>	<b>NS</b>
Q48 Rating of Specialist (% 8, 9, 10)	<b>91.0</b>	<b>67</b>	<b>84.4</b>	<b>96</b>	<b>NS</b>
Q54 Rating of Health Plan (% 8, 9, 10)	<b>88.9</b>	<b>315</b>	<b>86.2</b>	<b>254</b>	<b>NS</b>
Q8 Health Promotion and Education (% Yes)	75.8	260	79.8	218	NS
Q40 Care Coordination (% Always/Usually)	78.6	126	80.2	121	NS

+ = CCC results significantly higher than Gen Pop results  
 NS = No significant difference between CCC and Gen Pop  
 - = CCC results significantly lower than Gen Pop results

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q1. Our records show that your child is now in AmeriHealth Caritas Louisiana. Is that right?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	4	0	2	0	0	1	1	2	4	0	3	1	0	1	2	1	2	1	4	0
<b>Percentage Base</b>	<b>580</b>	<b>322</b>	<b>255</b>	<b>39</b>	<b>117</b>	<b>108</b>	<b>182</b>	<b>113</b>	<b>497</b>	<b>69</b>	<b>399</b>	<b>126</b>	<b>43</b>	<b>78</b>	<b>477</b>	<b>254</b>	<b>274</b>	<b>72</b>	<b>352</b>	<b>228</b>
Yes	580	322	255	39	117	108	182	113	497	69	399	126	43	78	477	254	274	72	352	228
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
				*					*				*	*				*		

Overlap formula used

- Column Proportions:

Columns Tested (5%): B/C,D/E/F/G/H,I/J,K/L/M,N/O,P/Q/R,S/T

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

- Column Means:

Columns Tested (5%): B/C,D/E/F/G/H,I/J,K/L/M,N/O,P/Q/R,S/T

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

Significance is noted by UPPERCASE letters for columns significantly HIGHER at 95% confidence level.

Within each subgroup, all categories are tested against each other.

Total column contains members from the General Population Sample and the CCC sample.

General Population Sample (Column B) is a random sample of members. May contain Chronic and Non-Chronic members.

CCC Sample (Column C) contains members with Chronic Care Conditions from either the General Population or CCC Population.

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q3. 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?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	3	2	2	0	1	1	0	1	3	0	2	0	1	1	2	2	1	1	2	1
<b>Percentage Base</b>	<b>581</b>	<b>320</b>	<b>255</b>	<b>39</b>	<b>116</b>	<b>108</b>	<b>183</b>	<b>114</b>	<b>498</b>	<b>69</b>	<b>400</b>	<b>127</b>	<b>42</b>	<b>78</b>	<b>477</b>	<b>253</b>	<b>275</b>	<b>72</b>	<b>354</b>	<b>227</b>
Yes	261	143	132	14	53	51	83	52	222	35	164	67	27	32	222	128	119	23	173	88
	44.9%	44.7%	51.8%	35.9%	45.7%	47.2%	45.4%	45.6%	44.6%	50.7%	41.0%	52.8%	64.3%	41.0%	46.5%	50.6%	43.3%	31.9%	48.9%	38.8%
		B		*						*		K	K*	*		R		*	T	
No	320	177	123	25	63	57	100	62	276	34	236	60	15	46	255	125	156	49	181	139
	55.1%	55.3%	48.2%	64.1%	54.3%	52.8%	54.6%	54.4%	55.4%	49.3%	59.0%	47.2%	35.7%	59.0%	53.5%	49.4%	56.7%	68.1%	51.1%	61.2%
		C		*						*	LM		*	*				P*		S

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	326	181	126	25	65	59	101	63	281	34	240	61	16	47	259	129	158	50	185	141
<b>Percentage Base</b>	<b>258</b>	<b>141</b>	<b>131</b>	<b>14</b>	<b>52</b>	<b>50</b>	<b>82</b>	<b>52</b>	<b>220</b>	<b>35</b>	<b>162</b>	<b>66</b>	<b>27</b>	<b>32</b>	<b>220</b>	<b>126</b>	<b>118</b>	<b>23</b>	<b>171</b>	<b>87</b>
Never	4	3	0	0	1	0	1	2	3	1	2	2	0	1	3	1	2	2	0	4
	1.6%	2.1%	0	0	1.9%	0	1.2%	3.8%	1.4%	2.9%	1.2%	3.0%	0	3.1%	1.4%	0.8%	1.7%	8.7%	0	4.6%
		C		**	*	*	*	*	*	*	*	**	*	*			**	**		S*
Sometimes	10	8	3	1	2	3	2	2	7	2	6	2	2	1	8	4	5	4	7	3
	3.9%	5.7%	2.3%	7.1%	3.8%	6.0%	2.4%	3.8%	3.2%	5.7%	3.7%	3.0%	7.4%	3.1%	3.6%	3.2%	4.2%	17.4%	4.1%	3.4%
				**	*	*	*	*	*	*	*	**	*	*			**	**	*	*
Usually	26	13	14	0	6	3	6	7	21	5	8	11	7	5	19	13	8	4	19	7
	10.1%	9.2%	10.7%	0	11.5%	6.0%	7.3%	13.5%	9.5%	14.3%	4.9%	16.7%	25.9%	15.6%	8.6%	10.3%	6.8%	17.4%	11.1%	8.0%
				**	*	*	*	*	*	*	K*	**	*	*			**	**	*	*
Always	218	117	114	13	43	44	73	41	189	27	146	51	18	25	190	108	103	13	145	73
	84.5%	83.0%	87.0%	92.9%	82.7%	88.0%	89.0%	78.8%	85.9%	77.1%	90.1%	77.3%	66.7%	78.1%	86.4%	85.7%	87.3%	56.5%	84.8%	83.9%
				**	*	*	*	*	*	*	L	*	**	*			**	**	*	*
Net Summaries:																				
Top 2 Box: Always + Usually	244	130	128	13	49	47	79	48	210	32	154	62	25	30	209	121	111	17	164	80
	94.6%	92.2%	97.7%	92.9%	94.2%	94.0%	96.3%	92.3%	95.5%	91.4%	95.1%	93.9%	92.6%	93.8%	95.0%	96.0%	94.1%	73.9%	95.9%	92.0%
			B	**	*	*	*	*	*	*	*	**	*	*			**	**	*	*
Bottom 2 Box: Never + Sometimes	14	11	3	1	3	3	3	4	10	3	8	4	2	2	11	5	7	6	7	7
	5.4%	7.8%	2.3%	7.1%	5.8%	6.0%	3.7%	7.7%	4.5%	8.6%	4.9%	6.1%	7.4%	6.3%	5.0%	4.0%	5.9%	26.1%	4.1%	8.0%
		C		**	*	*	*	*	*	*	*	**	*	*			**	**	*	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	6	4	2	1	3	1	0	1	5	1	5	1	0	1	5	2	3	1	3	3
<b>Percentage Base</b>	<b>578</b>	<b>318</b>	<b>255</b>	<b>38</b>	<b>114</b>	<b>108</b>	<b>183</b>	<b>114</b>	<b>496</b>	<b>68</b>	<b>397</b>	<b>126</b>	<b>43</b>	<b>78</b>	<b>474</b>	<b>253</b>	<b>273</b>	<b>72</b>	<b>353</b>	<b>225</b>
Yes	473	256	218	34	96	90	149	87	413	50	321	101	42	68	384	207	220	64	295	178
	81.8%	80.5%	85.5%	89.5%	84.2%	83.3%	81.4%	76.3%	83.3%	73.5%	80.9%	80.2%	97.7%	87.2%	81.0%	81.8%	80.6%	88.9%	83.6%	79.1%
No	105	62	37	4	18	18	34	27	83	18	76	25	1	10	90	46	53	8	58	47
	18.2%	19.5%	14.5%	10.5%	15.8%	16.7%	18.6%	23.7%	16.7%	26.5%	19.1%	19.8%	2.3%	12.8%	19.0%	18.2%	19.4%	11.1%	16.4%	20.9%
				*					*		KL*		*					*		*
				*					*	M	M		*	*				*		*

**AmeriHealth Caritas Louisiana**  
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Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	117	70	41	5	24	19	35	30	92	19	85	28	1	12	100	49	60	10	66	51
<b>Percentage Base</b>	<b>467</b>	<b>252</b>	<b>216</b>	<b>34</b>	<b>93</b>	<b>90</b>	<b>148</b>	<b>85</b>	<b>409</b>	<b>50</b>	<b>317</b>	<b>99</b>	<b>42</b>	<b>67</b>	<b>379</b>	<b>206</b>	<b>216</b>	<b>63</b>	<b>290</b>	<b>177</b>
Never	6	4	2	0	1	0	3	1	5	1	4	1	1	1	4	2	2	1	3	3
	1.3%	1.6%	0.9%	0	1.1%	0	2.0%	1.2%	1.2%	2.0%	1.3%	1.0%	2.4%	1.5%	1.1%	1.0%	0.9%	1.6%	1.0%	1.7%
				*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Sometimes	29	19	9	4	7	4	8	5	24	5	18	7	4	11	18	7	13	11	14	15
	6.2%	7.5%	4.2%	11.8%	7.5%	4.4%	5.4%	5.9%	5.9%	10.0%	5.7%	7.1%	9.5%	16.4%	4.7%	3.4%	6.0%	17.5%	4.8%	8.5%
				*	*	*	*	*	*	*	*	*	*	O*				PQ*		
Usually	65	39	36	2	13	11	25	13	54	11	45	16	4	2	60	27	32	7	48	17
	13.9%	15.5%	16.7%	5.9%	14.0%	12.2%	16.9%	15.3%	13.2%	22.0%	14.2%	16.2%	9.5%	3.0%	15.8%	13.1%	14.8%	11.1%	16.6%	9.6%
				*	*	*	*	*	*	*	*	*	*	*	N			*	T	
Always	367	190	169	28	72	75	112	66	326	33	250	75	33	53	297	170	169	44	225	142
	78.6%	75.4%	78.2%	82.4%	77.4%	83.3%	75.7%	77.6%	79.7%	66.0%	78.9%	75.8%	78.6%	79.1%	78.4%	82.5%	78.2%	69.8%	77.6%	80.2%
				*	*	*	*	*	J	*	*	*	*	*	R			*		
Net Summaries:																				
Top 2 Box: Always + Usually	432	229	205	30	85	86	137	79	380	44	295	91	37	55	357	197	201	51	273	159
	92.5%	90.9%	94.9%	88.2%	91.4%	95.6%	92.6%	92.9%	92.9%	88.0%	93.1%	91.9%	88.1%	82.1%	94.2%	95.6%	93.1%	81.0%	94.1%	89.8%
			B	*	*	*	*	*	*	*	*	*	*	*	N	R	R	*		
Bottom 2 Box: Never + Sometimes	35	23	11	4	8	4	11	6	29	6	22	8	5	12	22	9	15	12	17	18
	7.5%	9.1%	5.1%	11.8%	8.6%	4.4%	7.4%	7.1%	7.1%	12.0%	6.9%	8.1%	11.9%	17.9%	5.8%	4.4%	6.9%	19.0%	5.9%	10.2%
		C	*	*	*	*	*	*	*	*	*	*	*	O*				PQ*		

**AmeriHealth Caritas Louisiana**  
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Q7. 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?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	19	12	7	2	2	7	2	3	12	1	11	4	0	3	11	7	7	1	10	9
<b>Percentage Base</b>	<b>565</b>	<b>310</b>	<b>250</b>	<b>37</b>	<b>115</b>	<b>102</b>	<b>181</b>	<b>112</b>	<b>489</b>	<b>68</b>	<b>391</b>	<b>123</b>	<b>43</b>	<b>76</b>	<b>468</b>	<b>248</b>	<b>269</b>	<b>72</b>	<b>346</b>	<b>219</b>
None	85	49	30	6	14	14	26	25	71	12	63	17	4	12	70	26	48	14	56	29
	15.0%	15.8%	12.0%	16.2%	12.2%	13.7%	14.4%	22.3%	14.5%	17.6%	16.1%	13.8%	9.3%	15.8%	15.0%	10.5%	17.8%	19.4%	16.2%	13.2%
				*				E		*			*	*			P	P*		
1 time	118	64	41	3	30	18	43	21	106	11	91	21	5	17	96	50	58	14	75	43
	20.9%	20.6%	16.4%	8.1%	26.1%	17.6%	23.8%	18.8%	21.7%	16.2%	23.3%	17.1%	11.6%	22.4%	20.5%	20.2%	21.6%	19.4%	21.7%	19.6%
				*	D		D		*		*	*	*	*				*		
2	125	67	57	7	20	25	44	23	106	16	96	19	7	17	103	59	55	14	84	41
	22.1%	21.6%	22.8%	18.9%	17.4%	24.5%	24.3%	20.5%	21.7%	23.5%	24.6%	15.4%	16.3%	22.4%	22.0%	23.8%	20.4%	19.4%	24.3%	18.7%
				*					*		L	*	*	*				*		
3	106	67	43	5	23	19	31	23	95	9	69	29	5	10	89	42	51	14	60	46
	18.8%	21.6%	17.2%	13.5%	20.0%	18.6%	17.1%	20.5%	19.4%	13.2%	17.6%	23.6%	11.6%	13.2%	19.0%	16.9%	19.0%	19.4%	17.3%	21.0%
				*					*			*	*	*				*		
4	54	28	25	6	14	6	14	12	46	8	33	16	5	9	45	27	23	7	33	21
	9.6%	9.0%	10.0%	16.2%	12.2%	5.9%	7.7%	10.7%	9.4%	11.8%	8.4%	13.0%	11.6%	11.8%	9.6%	10.9%	8.6%	9.7%	9.5%	9.6%
				*					*		*	*	*	*				*		
5 to 9	59	28	43	7	8	16	20	6	48	11	28	19	12	8	50	33	26	8	31	28
	10.4%	9.0%	17.2%	18.9%	7.0%	15.7%	11.0%	5.4%	9.8%	16.2%	7.2%	15.4%	27.9%	10.5%	10.7%	13.3%	9.7%	11.1%	9.0%	12.8%
			B	EH*		EH			*		K	K*	*	*			*	*		
10 or more times	18	7	11	3	6	4	3	2	17	1	11	2	5	3	15	11	8	1	7	11
	3.2%	2.3%	4.4%	8.1%	5.2%	3.9%	1.7%	1.8%	3.5%	1.5%	2.8%	1.6%	11.6%	3.9%	3.2%	4.4%	3.0%	1.4%	2.0%	5.0%
			G*						*				KL*	*			*	*		S

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2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	108	62	39	9	17	21	30	28	87	13	78	21	4	15	84	33	57	18	67	41
<b>Percentage Base</b>	<b>476</b>	<b>260</b>	<b>218</b>	<b>30</b>	<b>100</b>	<b>88</b>	<b>153</b>	<b>87</b>	<b>414</b>	<b>56</b>	<b>324</b>	<b>106</b>	<b>39</b>	<b>64</b>	<b>395</b>	<b>222</b>	<b>219</b>	<b>55</b>	<b>289</b>	<b>187</b>
Yes	365	197	174	24	75	66	121	66	325	36	245	85	31	44	308	171	180	32	226	139
	76.7%	75.8%	79.8%	80.0%	75.0%	75.0%	79.1%	75.9%	78.5%	64.3%	75.6%	80.2%	79.5%	68.8%	78.0%	77.0%	82.2%	58.2%	78.2%	74.3%
				*		*		*	J	*		*	*		R	R	*			
No	111	63	44	6	25	22	32	21	89	20	79	21	8	20	87	51	39	23	63	48
	23.3%	24.2%	20.2%	20.0%	25.0%	25.0%	20.9%	24.1%	21.5%	35.7%	24.4%	19.8%	20.5%	31.3%	22.0%	23.0%	17.8%	41.8%	21.8%	25.7%
				*		*		*	I*			*	*					PQ*		

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q9. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	105	62	37	8	16	22	28	28	84	13	75	21	4	16	81	34	55	15	67	38
<b>Percentage Base</b>	<b>479</b>	<b>260</b>	<b>220</b>	<b>31</b>	<b>101</b>	<b>87</b>	<b>155</b>	<b>87</b>	<b>417</b>	<b>56</b>	<b>327</b>	<b>106</b>	<b>39</b>	<b>63</b>	<b>398</b>	<b>221</b>	<b>221</b>	<b>58</b>	<b>289</b>	<b>190</b>
Never	8	5	2	0	2	0	5	1	6	2	4	3	1	3	5	3	3	4	6	2
	1.7%	1.9%	0.9%	0	2.0%	0	3.2%	1.1%	1.4%	3.6%	1.2%	2.8%	2.6%	4.8%	1.3%	1.4%	1.4%	6.9%	2.1%	1.1%
				*		*		*		*			*	O*				PQ*		
Sometimes	38	22	7	3	13	3	9	8	27	9	19	14	4	4	31	7	28	7	18	20
	7.9%	8.5%	3.2%	9.7%	12.9%	3.4%	5.8%	9.2%	6.5%	16.1%	5.8%	13.2%	10.3%	6.3%	7.8%	3.2%	12.7%	12.1%	6.2%	10.5%
				*	FG	*		*		I*		K	*	*			P	P*		
Usually	68	35	34	4	17	14	23	7	51	17	42	17	9	13	51	38	19	11	47	21
	14.2%	13.5%	15.5%	12.9%	16.8%	16.1%	14.8%	8.0%	12.2%	30.4%	12.8%	16.0%	23.1%	20.6%	12.8%	17.2%	8.6%	19.0%	16.3%	11.1%
				*	*	*		*		I*		*	*	*	Q		Q*			
Always	365	198	177	24	69	70	118	71	333	28	262	72	25	43	311	173	171	36	218	147
	76.2%	76.2%	80.5%	77.4%	68.3%	80.5%	76.1%	81.6%	79.9%	50.0%	80.1%	67.9%	64.1%	68.3%	78.1%	78.3%	77.4%	62.1%	75.4%	77.4%
				*	*	*		E*	J	*	LM		*	*	R	R	*			
Net Summaries:																				
Top 2 Box: Always + Usually	433	233	211	28	86	84	141	78	384	45	304	89	34	56	362	211	190	47	265	168
	90.4%	89.6%	95.9%	90.3%	85.1%	96.6%	91.0%	89.7%	92.1%	80.4%	93.0%	84.0%	87.2%	88.9%	91.0%	95.5%	86.0%	81.0%	91.7%	88.4%
				B		E*		*	J	*	L		*	*	QR			*		
Bottom 2 Box: Never + Sometimes	46	27	9	3	15	3	14	9	33	11	23	17	5	7	36	10	31	11	24	22
	9.6%	10.4%	4.1%	9.7%	14.9%	3.4%	9.0%	10.3%	7.9%	19.6%	7.0%	16.0%	12.8%	11.1%	9.0%	4.5%	14.0%	19.0%	8.3%	11.6%
				*	F	*		*		I*		K	*	*			P	P*		



**AmeriHealth Caritas Louisiana**  
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Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	105	62	37	9	16	21	28	28	84	13	75	21	4	15	82	34	55	15	67	38
<b>Percentage Base</b>	<b>479</b>	<b>260</b>	<b>220</b>	<b>30</b>	<b>101</b>	<b>88</b>	<b>155</b>	<b>87</b>	<b>417</b>	<b>56</b>	<b>327</b>	<b>106</b>	<b>39</b>	<b>64</b>	<b>397</b>	<b>221</b>	<b>221</b>	<b>58</b>	<b>289</b>	<b>190</b>
Yes	172	82	106	9	31	35	53	39	150	21	103	49	18	19	149	93	69	21	104	68
	35.9%	31.5%	48.2%	30.0%	30.7%	39.8%	34.2%	44.8%	36.0%	37.5%	31.5%	46.2%	46.2%	29.7%	37.5%	42.1%	31.2%	36.2%	36.0%	35.8%
		B		*		*		E*		*		K		*		Q		*		
No	307	178	114	21	70	53	102	48	267	35	224	57	21	45	248	128	152	37	185	122
	64.1%	68.5%	51.8%	70.0%	69.3%	60.2%	65.8%	55.2%	64.0%	62.5%	68.5%	53.8%	53.8%	70.3%	62.5%	57.9%	68.8%	63.8%	64.0%	64.2%
		C		*	H	*		*		*	L		*	*		P		*		



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Q11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	413	241	152	30	86	74	130	77	352	48	300	78	25	60	331	162	208	52	253	160
<b>Percentage Base</b>	<b>171</b>	<b>81</b>	<b>105</b>	<b>9</b>	<b>31</b>	<b>35</b>	<b>53</b>	<b>38</b>	<b>149</b>	<b>21</b>	<b>102</b>	<b>49</b>	<b>18</b>	<b>19</b>	<b>148</b>	<b>93</b>	<b>68</b>	<b>21</b>	<b>103</b>	<b>68</b>
Yes	159	74	100	9	26	33	49	37	141	17	96	45	16	17	139	87	66	17	96	63
	93.0%	91.4%	95.2%	100.0%	83.9%	94.3%	92.5%	97.4%	94.6%	81.0%	94.1%	91.8%	88.9%	89.5%	93.9%	93.5%	97.1%	81.0%	93.2%	92.6%
		*		**	*	*	*	*		**		*	**	**	*	*	**			*
No	12	7	5	0	5	2	4	1	8	4	6	4	2	2	9	6	2	4	7	5
	7.0%	8.6%	4.8%	0	16.1%	5.7%	7.5%	2.6%	5.4%	19.0%	5.9%	8.2%	11.1%	10.5%	6.1%	6.5%	2.9%	19.0%	6.8%	7.4%
		*		**	*	*	*	*		**		*	**	**	*	*	**			*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	417	244	153	31	86	75	132	77	356	48	300	82	25	60	335	164	209	53	257	160
<b>Percentage Base</b>	<b>167</b>	<b>78</b>	<b>104</b>	<b>8</b>	<b>31</b>	<b>34</b>	<b>51</b>	<b>38</b>	<b>145</b>	<b>21</b>	<b>102</b>	<b>45</b>	<b>18</b>	<b>19</b>	<b>144</b>	<b>91</b>	<b>67</b>	<b>20</b>	<b>99</b>	<b>68</b>
Yes	98	43	67	5	17	23	29	20	88	10	59	27	11	12	84	54	41	13	49	49
	58.7%	55.1%	64.4%	62.5%	54.8%	67.6%	56.9%	52.6%	60.7%	47.6%	57.8%	60.0%	61.1%	63.2%	58.3%	59.3%	61.2%	65.0%	49.5%	72.1%
		*		**	*	*	*	*		**		*	**	**	*	*	**	*	*	S*
No	69	35	37	3	14	11	22	18	57	11	43	18	7	7	60	37	26	7	50	19
	41.3%	44.9%	35.6%	37.5%	45.2%	32.4%	43.1%	47.4%	39.3%	52.4%	42.2%	40.0%	38.9%	36.8%	41.7%	40.7%	38.8%	35.0%	50.5%	27.9%
		*		**	*	*	*	*		**		*	**	**	*	*	**	T*	*	

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	414	240	153	30	86	74	132	76	353	48	300	79	25	60	332	162	208	53	253	161
<b>Percentage Base</b>	<b>170</b>	<b>82</b>	<b>104</b>	<b>9</b>	<b>31</b>	<b>35</b>	<b>51</b>	<b>39</b>	<b>148</b>	<b>21</b>	<b>102</b>	<b>48</b>	<b>18</b>	<b>19</b>	<b>147</b>	<b>93</b>	<b>68</b>	<b>20</b>	<b>103</b>	<b>67</b>
Yes	135	60	88	7	24	26	40	34	119	16	81	37	16	13	120	76	57	15	78	57
	79.4%	73.2%	84.6%	77.8%	77.4%	74.3%	78.4%	87.2%	80.4%	76.2%	79.4%	77.1%	88.9%	68.4%	81.6%	81.7%	83.8%	75.0%	75.7%	85.1%
		*	B	**	*	*	*	*	**	**	*	*	**	**	*	*	*	**	*	*
No	35	22	16	2	7	9	11	5	29	5	21	11	2	6	27	17	11	5	25	10
	20.6%	26.8%	15.4%	22.2%	22.6%	25.7%	21.6%	12.8%	19.6%	23.8%	20.6%	22.9%	11.1%	31.6%	18.4%	18.3%	16.2%	25.0%	24.3%	14.9%
		C*		**	*	*	*	*	**	**	*	*	**	**	*	*	**	*	*	

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q14. 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?

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T		
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	110	64	39	9	17	21	30	29	88	14	77	22	6	16	86	37	55	17	70	40
<b>Percentage Base</b>	<b>474</b>	<b>258</b>	<b>218</b>	<b>30</b>	<b>100</b>	<b>88</b>	<b>153</b>	<b>86</b>	<b>413</b>	<b>55</b>	<b>325</b>	<b>105</b>	<b>37</b>	<b>63</b>	<b>393</b>	<b>218</b>	<b>221</b>	<b>56</b>	<b>286</b>	<b>188</b>
0 Worst health care possible	2	1	2	0	0	0	2	0	2	0	2	0	0	0	2	1	1	1	2	0
	0.4%	0.4%	0.9%	0	0	0	1.3%	0	0.5%	0	0.6%	0	0	0	0.5%	0.5%	0.5%	1.8%	0.7%	0
				*		*		*		*		*	*					*		
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
				*		*		*		*		*	*					*		
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
				*		*		*		*		*	*					*		
3	5	3	2	0	2	1	2	0	1	4	2	2	1	0	5	2	2	1	3	2
	1.1%	1.2%	0.9%	0	2.0%	1.1%	1.3%	0	0.2%	7.3%	0.6%	1.9%	2.7%	0	1.3%	0.9%	0.9%	1.8%	1.0%	1.1%
				*		*		*		I*		*	*					*		
4	3	1	2	0	0	1	1	1	1	2	1	2	0	0	3	2	1	0	3	0
	0.6%	0.4%	0.9%	0	0	1.1%	0.7%	1.2%	0.2%	3.6%	0.3%	1.9%	0	0	0.8%	0.9%	0.5%	0	1.0%	0
				*		*		*		I*		*	*					*		
5	11	5	6	0	4	1	2	4	3	8	3	6	2	2	9	2	7	2	7	4
	2.3%	1.9%	2.8%	0	4.0%	1.1%	1.3%	4.7%	0.7%	14.5%	0.9%	5.7%	5.4%	3.2%	2.3%	0.9%	3.2%	3.6%	2.4%	2.1%
				*		*		*		I*		K	K*	*				*		
6	9	5	6	0	2	0	6	1	5	4	3	4	2	0	9	5	4	1	5	4
	1.9%	1.9%	2.8%	0	2.0%	0	3.9%	1.2%	1.2%	7.3%	0.9%	3.8%	5.4%	0	2.3%	2.3%	1.8%	1.8%	1.7%	2.1%
				*		*		*		I*		K	K*	*				*		
7	30	18	12	3	7	7	9	4	22	7	21	5	4	5	25	12	17	2	19	11
	6.3%	7.0%	5.5%	10.0%	7.0%	8.0%	5.9%	4.7%	5.3%	12.7%	6.5%	4.8%	10.8%	7.9%	6.4%	5.5%	7.7%	3.6%	6.6%	5.9%
				*		*		*		I*		*	*					*		

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q14. 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?

Sample		Based on Total Sample (General Population Sample + CCC Sample)																		
Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode		
			1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone	
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
8	60	34	29	4	13	15	14	9	53	7	41	15	4	9	50	28	30	8	35	25
	12.7%	13.2%	13.3%	13.3%	13.0%	17.0%	9.2%	10.5%	12.8%	12.7%	12.6%	14.3%	10.8%	14.3%	12.7%	12.8%	13.6%	14.3%	12.2%	13.3%
			*		*		*		*		*		*		*		*		*	
9	78	40	42	3	15	14	28	16	73	4	57	13	6	9	64	34	39	8	49	29
	16.5%	15.5%	19.3%	10.0%	15.0%	15.9%	18.3%	18.6%	17.7%	7.3%	17.5%	12.4%	16.2%	14.3%	16.3%	15.6%	17.6%	14.3%	17.1%	15.4%
			*		*		*		*		*		*		*		*		*	
10 Best health care possible	276	151	117	20	57	49	89	51	253	19	195	58	18	38	226	132	120	33	163	113
	58.2%	58.5%	53.7%	66.7%	57.0%	55.7%	58.2%	59.3%	61.3%	34.5%	60.0%	55.2%	48.6%	60.3%	57.5%	60.6%	54.3%	58.9%	57.0%	60.1%
			*		*		*	J	*		*		*	*		*	*		*	
Net Summaries:																				
9-10	354	191	159	23	72	63	117	67	326	23	252	71	24	47	290	166	159	41	212	142
	74.7%	74.0%	72.9%	76.7%	72.0%	71.6%	76.5%	77.9%	78.9%	41.8%	77.5%	67.6%	64.9%	74.6%	73.8%	76.1%	71.9%	73.2%	74.1%	75.5%
			*		*		*	J	*	L	*	*	*	*		*	*	*	*	*
8-10	414	225	188	27	85	78	131	76	379	30	293	86	28	56	340	194	189	49	247	167
	87.3%	87.2%	86.2%	90.0%	85.0%	88.6%	85.6%	88.4%	91.8%	54.5%	90.2%	81.9%	75.7%	88.9%	86.5%	89.0%	85.5%	87.5%	86.4%	88.8%
			*		*		*	J	*	LM	*	*	*	*		*	*	*	*	*
6-7	39	23	18	3	9	7	15	5	27	11	24	9	6	5	34	17	21	3	24	15
	8.2%	8.9%	8.3%	10.0%	9.0%	8.0%	9.8%	5.8%	6.5%	20.0%	7.4%	8.6%	16.2%	7.9%	8.7%	7.8%	9.5%	5.4%	8.4%	8.0%
			*		*		*	I*	*	*	*	*	*	*		*	*	*	*	*
4-5	14	6	8	0	4	2	3	5	4	10	4	8	2	2	12	4	8	2	10	4
	3.0%	2.3%	3.7%	0	4.0%	2.3%	2.0%	5.8%	1.0%	18.2%	1.2%	7.6%	5.4%	3.2%	3.1%	1.8%	3.6%	3.6%	3.5%	2.1%
			*		*		*	*	I*	*	K	*	*	*		*	*	*	*	*
0-3	7	4	4	0	2	1	4	0	3	4	4	2	1	0	7	3	3	2	5	2
	1.5%	1.6%	1.8%	0	2.0%	1.1%	2.6%	0	0.7%	7.3%	1.2%	1.9%	2.7%	0	1.8%	1.4%	1.4%	3.6%	1.7%	1.1%
			*		*		*	*	I*	*	*	*	*	*		*	*	*	*	*
Summary Rating Mean (1-3)	2.68	2.68	2.65	2.77	2.64	2.68	2.68	2.71	2.76	2.09	2.74	2.54	2.51	2.71	2.67	2.71	2.65	2.64	2.67	2.70
			*		*		*	J	*	LM	*	*	*	*		*	*	*	*	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	105	62	37	9	16	21	28	28	84	13	75	21	4	15	82	34	55	15	67	38
<b>Percentage Base</b>	<b>479</b>	<b>260</b>	<b>220</b>	<b>30</b>	<b>101</b>	<b>88</b>	<b>155</b>	<b>87</b>	<b>417</b>	<b>56</b>	<b>327</b>	<b>106</b>	<b>39</b>	<b>64</b>	<b>397</b>	<b>221</b>	<b>221</b>	<b>58</b>	<b>289</b>	<b>190</b>
Never	7	5	1	0	2	1	2	2	7	0	5	1	1	3	3	1	4	2	4	3
	1.5%	1.9%	0.5%	*	2.0%	1.1%	1.3%	2.3%	1.7%	0	1.5%	0.9%	2.6%	4.7%	0.8%	0.5%	1.8%	3.4%	1.4%	1.6%
				*		*		*		*			*	O*				P*		
Sometimes	34	15	17	0	12	4	13	4	22	11	20	9	4	3	30	15	19	6	13	21
	7.1%	5.8%	7.7%	0	11.9%	4.5%	8.4%	4.6%	5.3%	19.6%	6.1%	8.5%	10.3%	4.7%	7.6%	6.8%	8.6%	10.3%	4.5%	11.1%
				*	D	*		*	I*		*	*	*	*				*		S
Usually	90	44	52	6	14	19	32	14	72	17	59	21	10	17	71	44	37	10	66	24
	18.8%	16.9%	23.6%	20.0%	13.9%	21.6%	20.6%	16.1%	17.3%	30.4%	18.0%	19.8%	25.6%	26.6%	17.9%	19.9%	16.7%	17.2%	22.8%	12.6%
			B	*	*	*	*	I*	*	*	*	*	*	*	*	*	*	*	T	
Always	348	196	150	24	73	64	108	67	316	28	243	75	24	41	293	161	161	40	206	142
	72.7%	75.4%	68.2%	80.0%	72.3%	72.7%	69.7%	77.0%	75.8%	50.0%	74.3%	70.8%	61.5%	64.1%	73.8%	72.9%	72.9%	69.0%	71.3%	74.7%
		C	*	*	*	*	J	*	*	*	*	*	*	*	*	*	*	*		
Net Summaries:																				
Top 2 Box: Always + Usually	438	240	202	30	87	83	140	81	388	45	302	96	34	58	364	205	198	50	272	166
	91.4%	92.3%	91.8%	100.0%	86.1%	94.3%	90.3%	93.1%	93.0%	80.4%	92.4%	90.6%	87.2%	90.6%	91.7%	92.8%	89.6%	86.2%	94.1%	87.4%
				E*	*	*	*	J	*	*	*	*	*	*	*	*	*	*	T	
Bottom 2 Box: Never + Sometimes	41	20	18	0	14	5	15	6	29	11	25	10	5	6	33	16	23	8	17	24
	8.6%	7.7%	8.2%	0	13.9%	5.7%	9.7%	6.9%	7.0%	19.6%	7.6%	9.4%	12.8%	9.4%	8.3%	7.2%	10.4%	13.8%	5.9%	12.6%
				*	D	*	*	*	I*	*	*	*	*	*	*	*	*	*		S

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q16. Is your child now enrolled in any kind of school or daycare?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	7	3	4	2	0	2	2	1	6	1	6	1	0	2	4	3	4	0	7	0
<b>Percentage Base</b>	<b>577</b>	<b>319</b>	<b>253</b>	<b>37</b>	<b>117</b>	<b>107</b>	<b>181</b>	<b>114</b>	<b>495</b>	<b>68</b>	<b>396</b>	<b>126</b>	<b>43</b>	<b>77</b>	<b>475</b>	<b>252</b>	<b>272</b>	<b>73</b>	<b>349</b>	<b>228</b>
Yes	449	240	224	6	58	103	170	95	382	54	290	108	39	51	378	195	221	46	283	166
	77.8%	75.2%	88.5%	16.2%	49.6%	96.3%	93.9%	83.3%	77.2%	79.4%	73.2%	85.7%	90.7%	66.2%	79.6%	77.4%	81.3%	63.0%	81.1%	72.8%
		B	*	D	DEH	DEH	DE		*		K	K*	*	N	R	R	*	T		
No	128	79	29	31	59	4	11	19	113	14	106	18	4	26	97	57	51	27	66	62
	22.2%	24.8%	11.5%	83.8%	50.4%	3.7%	6.1%	16.7%	22.8%	20.6%	26.8%	14.3%	9.3%	33.8%	20.4%	22.6%	18.8%	37.0%	18.9%	27.2%
		C		EFGH*	FGH			FG		*	LM		*	O*				PQ*		S

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q17. 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?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	138	85	34	33	60	6	13	21	121	15	114	19	4	28	103	61	56	27	74	64
<b>Percentage Base</b>	<b>446</b>	<b>237</b>	<b>223</b>	<b>6</b>	<b>57</b>	<b>103</b>	<b>170</b>	<b>94</b>	<b>380</b>	<b>54</b>	<b>288</b>	<b>108</b>	<b>39</b>	<b>51</b>	<b>376</b>	<b>194</b>	<b>220</b>	<b>46</b>	<b>282</b>	<b>164</b>
Yes	53	27	32	1	6	15	19	9	41	10	23	13	14	7	42	18	27	7	17	36
	11.9%	11.4%	14.3%	16.7%	10.5%	14.6%	11.2%	9.6%	10.8%	18.5%	8.0%	12.0%	35.9%	13.7%	11.2%	9.3%	12.3%	15.2%	6.0%	22.0%
			**	*		*		*		*			KL*	*			*			S
No	393	210	191	5	51	88	151	85	339	44	265	95	25	44	334	176	193	39	265	128
	88.1%	88.6%	85.7%	83.3%	89.5%	85.4%	88.8%	90.4%	89.2%	81.5%	92.0%	88.0%	64.1%	86.3%	88.8%	90.7%	87.7%	84.8%	94.0%	78.0%
			**	*		*		*		*	M	M	*	*			*			T

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q18. 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?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	532	296	226	38	111	94	165	106	461	59	379	115	29	73	437	238	249	66	339	193
<b>Percentage Base</b>	<b>52</b>	<b>26</b>	<b>31</b>	<b>1</b>	<b>6</b>	<b>15</b>	<b>18</b>	<b>9</b>	<b>40</b>	<b>10</b>	<b>23</b>	<b>12</b>	<b>14</b>	<b>6</b>	<b>42</b>	<b>17</b>	<b>27</b>	<b>7</b>	<b>17</b>	<b>35</b>
Yes	45	22	27	1	5	13	16	7	35	9	18	12	12	5	36	16	22	6	15	30
	86.5%	84.6%	87.1%	100.0%	83.3%	86.7%	88.9%	77.8%	87.5%	90.0%	78.3%	100.0%	85.7%	83.3%	85.7%	94.1%	81.5%	85.7%	88.2%	85.7%
		**	*	**	**	**	**	**	*	**	**	**	**	**	*	**	**	**	**	*
No	7	4	4	0	1	2	2	2	5	1	5	0	2	1	6	1	5	1	2	5
	13.5%	15.4%	12.9%	0	16.7%	13.3%	11.1%	22.2%	12.5%	10.0%	21.7%	0	14.3%	16.7%	14.3%	5.9%	18.5%	14.3%	11.8%	14.3%
		**	*	**	**	**	**	**	*	**	**	**	**	**	*	**	**	**	**	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q19. 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?

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	4	3	3	1	0	1	1	0	3	1	3	0	1	1	3	2	2	0	4	0
<b>Percentage Base</b>	<b>580</b>	<b>319</b>	<b>254</b>	<b>38</b>	<b>117</b>	<b>108</b>	<b>182</b>	<b>115</b>	<b>498</b>	<b>68</b>	<b>399</b>	<b>127</b>	<b>42</b>	<b>78</b>	<b>476</b>	<b>253</b>	<b>274</b>	<b>73</b>	<b>352</b>	<b>228</b>
Yes	51	24	32	6	15	13	13	3	42	9	26	10	14	6	43	25	26	4	22	29
	8.8%	7.5%	12.6%	15.8%	12.8%	12.0%	7.1%	2.6%	8.4%	13.2%	6.5%	7.9%	33.3%	7.7%	9.0%	9.9%	9.5%	5.5%	6.3%	12.7%
No	529	295	222	32	102	95	169	112	456	59	373	117	28	72	433	228	248	69	330	199
	91.2%	92.5%	87.4%	84.2%	87.2%	88.0%	92.9%	97.4%	91.6%	86.8%	93.5%	92.1%	66.7%	92.3%	91.0%	90.1%	90.5%	94.5%	93.8%	87.3%
		C		*			DEF		*	M	M	*	*				*	T		

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	534	298	226	33	103	96	170	112	460	60	376	118	29	73	437	231	251	70	334	200
<b>Percentage Base</b>	<b>50</b>	<b>24</b>	<b>31</b>	<b>6</b>	<b>14</b>	<b>13</b>	<b>13</b>	<b>3</b>	<b>41</b>	<b>9</b>	<b>26</b>	<b>9</b>	<b>14</b>	<b>6</b>	<b>42</b>	<b>24</b>	<b>25</b>	<b>3</b>	<b>22</b>	<b>28</b>
Never	7 14.0%	4 16.7%	3 9.7%	0 0	3 21.4%	1 7.7%	3 23.1%	0 0	3 7.3%	4 44.4%	4 15.4%	1 11.1%	2 14.3%	1 16.7%	6 14.3%	5 20.8%	4 16.0%	0 0	4 18.2%	3 10.7%
		**	*	**	**	**	**	**	*	**	**	**	**	**	*	**	**	**	**	**
Sometimes	3 6.0%	2 8.3%	2 6.5%	0 0	1 7.1%	0 0	1 7.7%	1 33.3%	3 7.3%	0 0	2 7.7%	0 0	1 7.1%	0 0	2 4.8%	2 8.3%	1 4.0%	0 0	1 4.5%	2 7.1%
		**	*	**	**	**	**	**	*	**	**	**	**	**	*	**	**	**	**	**
Usually	11 22.0%	3 12.5%	7 22.6%	1 16.7%	5 35.7%	1 7.7%	2 15.4%	2 66.7%	8 19.5%	3 33.3%	6 23.1%	1 11.1%	3 21.4%	2 33.3%	9 21.4%	4 16.7%	6 24.0%	2 66.7%	6 27.3%	5 17.9%
		**	*	**	**	**	**	**	*	**	**	**	**	**	*	**	**	**	**	**
Always	29 58.0%	15 62.5%	19 61.3%	5 83.3%	5 35.7%	11 84.6%	7 53.8%	0 0	27 65.9%	2 22.2%	14 53.8%	7 77.8%	8 57.1%	3 50.0%	25 59.5%	13 54.2%	14 56.0%	1 33.3%	11 50.0%	18 64.3%
		**	*	**	**	**	**	**	*	**	**	**	**	**	*	**	**	**	**	**
Net Summaries:																				
Top 2 Box: Always + Usually	40 80.0%	18 75.0%	26 83.9%	6 100.0%	10 71.4%	12 92.3%	9 69.2%	2 66.7%	35 85.4%	5 55.6%	20 76.9%	8 88.9%	11 78.6%	5 83.3%	34 81.0%	17 70.8%	20 80.0%	3 100.0%	17 77.3%	23 82.1%
		**	*	**	**	**	**	**	*	**	**	**	**	**	*	**	**	**	**	**
Bottom 2 Box: Never + Sometimes	10 20.0%	6 25.0%	5 16.1%	0 0	4 28.6%	1 7.7%	4 30.8%	1 33.3%	6 14.6%	4 44.4%	6 23.1%	1 11.1%	3 21.4%	1 16.7%	8 19.0%	7 29.2%	5 20.0%	0 0	5 22.7%	5 17.9%
		**	*	**	**	**	**	**	*	**	**	**	**	**	*	**	**	**	**	**

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	533	298	225	33	102	96	170	112	459	60	376	117	29	73	436	230	250	69	334	199
<b>Percentage Base</b>	<b>51</b>	<b>24</b>	<b>32</b>	<b>6</b>	<b>15</b>	<b>13</b>	<b>13</b>	<b>3</b>	<b>42</b>	<b>9</b>	<b>26</b>	<b>10</b>	<b>14</b>	<b>6</b>	<b>43</b>	<b>25</b>	<b>26</b>	<b>4</b>	<b>22</b>	<b>29</b>
Yes	40	20	25	5	12	11	8	3	35	5	19	9	11	6	32	18	20	4	14	26
	78.4%	83.3%	78.1%	83.3%	80.0%	84.6%	61.5%	100.0%	83.3%	55.6%	73.1%	90.0%	78.6%	100.0%	74.4%	72.0%	76.9%	100.0%	63.6%	89.7%
		**	*	**	**	**	**	**	*	**	**	**	**	**	*	**	**	**	**	**
No	11	4	7	1	3	2	5	0	7	4	7	1	3	0	11	7	6	0	8	3
	21.6%	16.7%	21.9%	16.7%	20.0%	15.4%	38.5%	0	16.7%	44.4%	26.9%	10.0%	21.4%	0	25.6%	28.0%	23.1%	0	36.4%	10.3%
		**	*	**	**	**	**	**	*	**	**	**	**	**	*	**	**	**	**	**

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	7	6	2	1	1	2	1	1	6	1	4	2	1	2	4	4	1	2	6	1
<b>Percentage Base</b>	<b>577</b>	<b>316</b>	<b>255</b>	<b>38</b>	<b>116</b>	<b>107</b>	<b>182</b>	<b>114</b>	<b>495</b>	<b>68</b>	<b>398</b>	<b>125</b>	<b>42</b>	<b>77</b>	<b>475</b>	<b>251</b>	<b>275</b>	<b>71</b>	<b>350</b>	<b>227</b>
Yes	89	36	65	4	22	21	25	13	73	15	49	25	14	14	72	43	41	8	45	44
	15.4%	11.4%	25.5%	10.5%	19.0%	19.6%	13.7%	11.4%	14.7%	22.1%	12.3%	20.0%	33.3%	18.2%	15.2%	17.1%	14.9%	11.3%	12.9%	19.4%
		B		*						*	K	K*	*				*		S	
No	488	280	190	34	94	86	157	101	422	53	349	100	28	63	403	208	234	63	305	183
	84.6%	88.6%	74.5%	89.5%	81.0%	80.4%	86.3%	88.6%	85.3%	77.9%	87.7%	80.0%	66.7%	81.8%	84.8%	82.9%	85.1%	88.7%	87.1%	80.6%
		C		*						*	LM		*	*			*		T	

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q23. In the last 6 months, how often was it easy to get this therapy for your child?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	495	286	192	35	95	88	158	102	428	54	353	102	29	65	407	212	235	65	311	184
<b>Percentage Base</b>	<b>89</b>	<b>36</b>	<b>65</b>	<b>4</b>	<b>22</b>	<b>21</b>	<b>25</b>	<b>13</b>	<b>73</b>	<b>15</b>	<b>49</b>	<b>25</b>	<b>14</b>	<b>14</b>	<b>72</b>	<b>43</b>	<b>41</b>	<b>8</b>	<b>45</b>	<b>44</b>
Never	11 12.4%	3 8.3%	10 15.4%	0 *	1 4.5%	2 9.5%	6 24.0%	1 7.7%	7 9.6%	4 26.7%	4 8.2%	4 16.0%	3 21.4%	2 14.3%	8 11.1%	5 11.6%	5 12.2%	2 25.0%	7 15.6%	4 9.1%
		*	*	**	**	**	**	**	*	**	*	**	**	**	*	*	*	**	*	*
Sometimes	9 10.1%	4 11.1%	6 9.2%	0 *	5 22.7%	3 14.3%	1 4.0%	0 0	5 6.8%	4 26.7%	4 8.2%	3 12.0%	2 14.3%	1 7.1%	8 11.1%	3 7.0%	6 14.6%	0 0	4 8.9%	5 11.4%
		*	*	**	**	**	**	**	*	**	*	**	**	**	*	*	*	**	*	*
Usually	12 13.5%	6 16.7%	6 9.2%	2 50.0%	3 13.6%	3 14.3%	2 8.0%	1 7.7%	11 15.1%	1 6.7%	7 14.3%	2 8.0%	3 21.4%	4 28.6%	8 11.1%	4 9.3%	5 12.2%	2 25.0%	7 15.6%	5 11.4%
		*	*	**	**	**	**	**	*	**	*	**	**	**	*	*	*	**	*	*
Always	57 64.0%	23 63.9%	43 66.2%	2 50.0%	13 59.1%	13 61.9%	16 64.0%	11 84.6%	50 68.5%	6 40.0%	34 69.4%	16 64.0%	6 42.9%	7 50.0%	48 66.7%	31 72.1%	25 61.0%	4 50.0%	27 60.0%	30 68.2%
		*	*	**	**	**	**	**	*	**	*	**	**	**	*	*	*	**	*	*
Net Summaries:																				
Top 2 Box: Always + Usually	69 77.5%	29 80.6%	49 75.4%	4 100.0%	16 72.7%	16 76.2%	18 72.0%	12 92.3%	61 83.6%	7 46.7%	41 83.7%	18 72.0%	9 64.3%	11 78.6%	56 77.8%	35 81.4%	30 73.2%	6 75.0%	34 75.6%	35 79.5%
		*	*	**	**	**	**	**	*	**	*	**	**	**	*	*	*	**	*	*
Bottom 2 Box: Never + Sometimes	20 22.5%	7 19.4%	16 24.6%	0 0	6 27.3%	5 23.8%	7 28.0%	1 7.7%	12 16.4%	8 53.3%	8 16.3%	7 28.0%	5 35.7%	3 21.4%	16 22.2%	8 18.6%	11 26.8%	2 25.0%	11 24.4%	9 20.5%
		*	*	**	**	**	**	**	*	**	*	**	**	**	*	*	*	**	*	*



**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	496	287	193	35	95	89	158	102	429	54	354	102	29	65	408	213	235	65	311	185
<b>Percentage Base</b>	<b>88</b>	<b>35</b>	<b>64</b>	<b>4</b>	<b>22</b>	<b>20</b>	<b>25</b>	<b>13</b>	<b>72</b>	<b>15</b>	<b>48</b>	<b>25</b>	<b>14</b>	<b>14</b>	<b>71</b>	<b>42</b>	<b>41</b>	<b>8</b>	<b>45</b>	<b>43</b>
Yes	54	23	37	3	15	14	13	6	46	7	28	15	10	10	42	26	25	5	27	27
	61.4%	65.7%	57.8%	75.0%	68.2%	70.0%	52.0%	46.2%	63.9%	46.7%	58.3%	60.0%	71.4%	71.4%	59.2%	61.9%	61.0%	62.5%	60.0%	62.8%
	*	*	**	**	**	**	**	**	*	**	*	**	**	**	*	*	*	**	*	*
No	34	12	27	1	7	6	12	7	26	8	20	10	4	4	29	16	16	3	18	16
	38.6%	34.3%	42.2%	25.0%	31.8%	30.0%	48.0%	53.8%	36.1%	53.3%	41.7%	40.0%	28.6%	28.6%	40.8%	38.1%	39.0%	37.5%	40.0%	37.2%
	*	*	**	**	**	**	**	**	*	**	*	**	**	**	*	*	*	**	*	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q25. 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?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	8	4	4	1	1	1	2	2	5	2	6	1	1	1	7	3	3	2	7	1
<b>Percentage Base</b>	<b>576</b>	<b>318</b>	<b>253</b>	<b>38</b>	<b>116</b>	<b>108</b>	<b>181</b>	<b>113</b>	<b>496</b>	<b>67</b>	<b>396</b>	<b>126</b>	<b>42</b>	<b>78</b>	<b>472</b>	<b>252</b>	<b>273</b>	<b>71</b>	<b>349</b>	<b>227</b>
Yes	145	50	121	0	13	26	65	35	127	15	69	46	26	12	126	70	69	13	81	64
	25.2%	15.7%	47.8%	0	11.2%	24.1%	35.9%	31.0%	25.6%	22.4%	17.4%	36.5%	61.9%	15.4%	26.7%	27.8%	25.3%	18.3%	23.2%	28.2%
			B	*	D	DE	DEF	DE		*		K	KL*	*	N			*		
No	431	268	132	38	103	82	116	78	369	52	327	80	16	66	346	182	204	58	268	163
	74.8%	84.3%	52.2%	100.0%	88.8%	75.9%	64.1%	69.0%	74.4%	77.6%	82.6%	63.5%	38.1%	84.6%	73.3%	72.2%	74.7%	81.7%	76.8%	71.8%
		C		EFGH*	FGH	G				*	LM	M	*	O*				*		

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	441	274	138	39	105	83	119	80	376	54	333	82	18	67	355	187	207	61	276	165
<b>Percentage Base</b>	<b>143</b>	<b>48</b>	<b>119</b>	<b>0</b>	<b>12</b>	<b>26</b>	<b>64</b>	<b>35</b>	<b>125</b>	<b>15</b>	<b>69</b>	<b>45</b>	<b>25</b>	<b>12</b>	<b>124</b>	<b>68</b>	<b>69</b>	<b>12</b>	<b>80</b>	<b>63</b>
Never	19	7	14	0	1	4	7	4	15	3	8	7	2	0	15	8	9	0	10	9
	13.3%	14.6%	11.8%	0	8.3%	15.4%	10.9%	11.4%	12.0%	20.0%	11.6%	15.6%	8.0%	0	12.1%	11.8%	13.0%	0	12.5%	14.3%
		*			**	**	*	*		**	*	*	**	**	*	*	**	*	*	*
Sometimes	18	9	17	0	2	3	8	5	15	3	5	8	5	4	13	9	8	1	11	7
	12.6%	18.8%	14.3%	0	16.7%	11.5%	12.5%	14.3%	12.0%	20.0%	7.2%	17.8%	20.0%	33.3%	10.5%	13.2%	11.6%	8.3%	13.8%	11.1%
		*			**	**	*	*		**	*	*	**	**	*	*	**	*	*	*
Usually	25	12	21	0	2	4	13	4	23	2	12	8	5	2	22	12	12	4	13	12
	17.5%	25.0%	17.6%	0	16.7%	15.4%	20.3%	11.4%	18.4%	13.3%	17.4%	17.8%	20.0%	16.7%	17.7%	17.6%	17.4%	33.3%	16.3%	19.0%
		*			**	**	*	*		**	*	*	**	**	*	*	**	*	*	*
Always	81	20	67	0	7	15	36	22	72	7	44	22	13	6	74	39	40	7	46	35
	56.6%	41.7%	56.3%	0	58.3%	57.7%	56.3%	62.9%	57.6%	46.7%	63.8%	48.9%	52.0%	50.0%	59.7%	57.4%	58.0%	58.3%	57.5%	55.6%
		*	B		**	**	*	*		**	*	*	**	**	*	*	**	*	*	*
Net Summaries:																				
Top 2 Box: Always + Usually	106	32	88	0	9	19	49	26	95	9	56	30	18	8	96	51	52	11	59	47
	74.1%	66.7%	73.9%	0	75.0%	73.1%	76.6%	74.3%	76.0%	60.0%	81.2%	66.7%	72.0%	66.7%	77.4%	75.0%	75.4%	91.7%	73.8%	74.6%
		*			**	**	*	*		**	*	*	**	**	*	*	**	*	*	*
Bottom 2 Box: Never + Sometimes	37	16	31	0	3	7	15	9	30	6	13	15	7	4	28	17	17	1	21	16
	25.9%	33.3%	26.1%	0	25.0%	26.9%	23.4%	25.7%	24.0%	40.0%	18.8%	33.3%	28.0%	33.3%	22.6%	25.0%	24.6%	8.3%	26.3%	25.4%
		*			**	**	*	*		**	*	*	**	**	*	*	**	*	*	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	443	275	140	39	105	83	120	81	378	54	334	83	18	68	356	188	208	61	277	166
<b>Percentage Base</b>	<b>141</b>	<b>47</b>	<b>117</b>	<b>0</b>	<b>12</b>	<b>26</b>	<b>63</b>	<b>34</b>	<b>123</b>	<b>15</b>	<b>68</b>	<b>44</b>	<b>25</b>	<b>11</b>	<b>123</b>	<b>67</b>	<b>68</b>	<b>12</b>	<b>79</b>	<b>62</b>
Yes	81	23	68	0	9	15	37	17	72	7	36	25	17	8	69	37	41	6	44	37
	57.4%	48.9%	58.1%	0	75.0%	57.7%	58.7%	50.0%	58.5%	46.7%	52.9%	56.8%	68.0%	72.7%	56.1%	55.2%	60.3%	50.0%	55.7%	59.7%
		*			**	**	*	*		**	*	*	**	**	*	*	**	**	*	*
No	60	24	49	0	3	11	26	17	51	8	32	19	8	3	54	30	27	6	35	25
	42.6%	51.1%	41.9%	0	25.0%	42.3%	41.3%	50.0%	41.5%	53.3%	47.1%	43.2%	32.0%	27.3%	43.9%	44.8%	39.7%	50.0%	44.3%	40.3%
		*			**	**	*	*		**	*	*	**	**	*	*	**	**	*	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q28. 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?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	10	4	4	1	2	0	3	3	7	2	6	2	1	1	7	5	4	1	8	2
<b>Percentage Base</b>	<b>574</b>	<b>318</b>	<b>253</b>	<b>38</b>	<b>115</b>	<b>109</b>	<b>180</b>	<b>112</b>	<b>494</b>	<b>67</b>	<b>396</b>	<b>125</b>	<b>42</b>	<b>78</b>	<b>472</b>	<b>250</b>	<b>272</b>	<b>72</b>	<b>348</b>	<b>226</b>
Yes	179	93	104	7	35	36	57	37	158	20	107	43	24	24	150	92	76	26	100	79
	31.2%	29.2%	41.1%	18.4%	30.4%	33.0%	31.7%	33.0%	32.0%	29.9%	27.0%	34.4%	57.1%	30.8%	31.8%	36.8%	27.9%	36.1%	28.7%	35.0%
		B		*						*			KL*	*		Q		*		
No	395	225	149	31	80	73	123	75	336	47	289	82	18	54	322	158	196	46	248	147
	68.8%	70.8%	58.9%	81.6%	69.6%	67.0%	68.3%	67.0%	68.0%	70.1%	73.0%	65.6%	42.9%	69.2%	68.2%	63.2%	72.1%	63.9%	71.3%	65.0%
		C		*						*	M	M	*	*		P		*		

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q29. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	408	230	154	32	82	73	128	79	346	49	296	85	20	56	331	165	201	47	258	150
<b>Percentage Base</b>	<b>176</b>	<b>92</b>	<b>103</b>	<b>7</b>	<b>35</b>	<b>36</b>	<b>55</b>	<b>36</b>	<b>155</b>	<b>20</b>	<b>106</b>	<b>42</b>	<b>23</b>	<b>23</b>	<b>148</b>	<b>90</b>	<b>75</b>	<b>26</b>	<b>98</b>	<b>78</b>
Yes	107	51	62	5	23	21	30	23	96	11	64	26	14	16	89	52	47	16	62	45
	60.8%	55.4%	60.2%	71.4%	65.7%	58.3%	54.5%	63.9%	61.9%	55.0%	60.4%	61.9%	60.9%	69.6%	60.1%	57.8%	62.7%	61.5%	63.3%	57.7%
		*		**	*	*	*	*		**		*	**	**	*	*	*	**	*	*
No	69	41	41	2	12	15	25	13	59	9	42	16	9	7	59	38	28	10	36	33
	39.2%	44.6%	39.8%	28.6%	34.3%	41.7%	45.5%	36.1%	38.1%	45.0%	39.6%	38.1%	39.1%	30.4%	39.9%	42.2%	37.3%	38.5%	36.7%	42.3%
		*		**	*	*	*	*		**		*	**	**	*	*	**	*	*	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	5	4	2	1	1	1	2	0	4	1	3	2	0	0	5	3	1	1	4	1
<b>Percentage Base</b>	<b>579</b>	<b>318</b>	<b>255</b>	<b>38</b>	<b>116</b>	<b>108</b>	<b>181</b>	<b>115</b>	<b>497</b>	<b>68</b>	<b>399</b>	<b>125</b>	<b>43</b>	<b>79</b>	<b>474</b>	<b>252</b>	<b>275</b>	<b>72</b>	<b>352</b>	<b>227</b>
Yes	529	286	240	33	109	98	165	105	459	59	370	108	40	69	438	243	246	61	324	205
	91.4%	89.9%	94.1%	86.8%	94.0%	90.7%	91.2%	91.3%	92.4%	86.8%	92.7%	86.4%	93.0%	87.3%	92.4%	96.4%	89.5%	84.7%	92.0%	90.3%
		B	*	*					*		L	*	*		QR	*				
No	50	32	15	5	7	10	16	10	38	9	29	17	3	10	36	9	29	11	28	22
	8.6%	10.1%	5.9%	13.2%	6.0%	9.3%	8.8%	8.7%	7.6%	13.2%	7.3%	13.6%	7.0%	12.7%	7.6%	3.6%	10.5%	15.3%	8.0%	9.7%
		C	*	*					*		K	*	*			P	P*			

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	68	40	26	6	10	15	21	12	51	11	37	25	3	12	50	17	35	13	35	33
<b>Percentage Base</b>	<b>516</b>	<b>282</b>	<b>231</b>	<b>33</b>	<b>107</b>	<b>94</b>	<b>162</b>	<b>103</b>	<b>450</b>	<b>58</b>	<b>365</b>	<b>102</b>	<b>40</b>	<b>67</b>	<b>429</b>	<b>238</b>	<b>241</b>	<b>60</b>	<b>321</b>	<b>195</b>
None	48	28	14	1	11	7	18	11	38	9	40	7	1	4	42	22	26	3	30	18
	9.3%	9.9%	6.1%	3.0%	10.3%	7.4%	11.1%	10.7%	8.4%	15.5%	11.0%	6.9%	2.5%	6.0%	9.8%	9.2%	10.8%	5.0%	9.3%	9.2%
				*		*				*			*	*				*		
1 time	137	80	53	4	26	28	47	29	120	14	101	25	8	18	113	57	68	15	90	47
	26.6%	28.4%	22.9%	12.1%	24.3%	29.8%	29.0%	28.2%	26.7%	24.1%	27.7%	24.5%	20.0%	26.9%	26.3%	23.9%	28.2%	25.0%	28.0%	24.1%
				*		D*	D			*			*	*				*		
2	132	79	55	7	26	26	41	27	115	14	100	22	7	14	112	60	58	19	84	48
	25.6%	28.0%	23.8%	21.2%	24.3%	27.7%	25.3%	26.2%	25.6%	24.1%	27.4%	21.6%	17.5%	20.9%	26.1%	25.2%	24.1%	31.7%	26.2%	24.6%
				*		*				*			*	*				*		
3	90	47	48	6	21	13	21	23	85	4	60	20	7	12	72	38	46	10	58	32
	17.4%	16.7%	20.8%	18.2%	19.6%	13.8%	13.0%	22.3%	18.9%	6.9%	16.4%	19.6%	17.5%	17.9%	16.8%	16.0%	19.1%	16.7%	18.1%	16.4%
				*		*	G	J		*			*	*				*		
4	44	21	22	7	11	5	13	6	38	6	31	10	3	7	37	20	21	7	29	15
	8.5%	7.4%	9.5%	21.2%	10.3%	5.3%	8.0%	5.8%	8.4%	10.3%	8.5%	9.8%	7.5%	10.4%	8.6%	8.4%	8.7%	11.7%	9.0%	7.7%
				FGH*		*				*			*	*				*		
5 to 9	50	19	33	5	6	12	20	6	42	8	23	17	10	9	41	32	17	4	26	24
	9.7%	6.7%	14.3%	15.2%	5.6%	12.8%	12.3%	5.8%	9.3%	13.8%	6.3%	16.7%	25.0%	13.4%	9.6%	13.4%	7.1%	6.7%	8.1%	12.3%
			B	*		*				*		K	K*	*		Q		*		
10 or more times	15	8	6	3	6	3	2	1	12	3	10	1	4	3	12	9	5	2	4	11
	2.9%	2.8%	2.6%	9.1%	5.6%	3.2%	1.2%	1.0%	2.7%	5.2%	2.7%	1.0%	10.0%	4.5%	2.8%	3.8%	2.1%	3.3%	1.2%	5.6%
				GH*	G	*				*			KL*	*				*		S

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	116	68	40	7	21	22	39	23	89	20	77	32	4	16	92	39	61	16	65	51
<b>Percentage Base</b>	<b>468</b>	<b>254</b>	<b>217</b>	<b>32</b>	<b>96</b>	<b>87</b>	<b>144</b>	<b>92</b>	<b>412</b>	<b>49</b>	<b>325</b>	<b>95</b>	<b>39</b>	<b>63</b>	<b>387</b>	<b>216</b>	<b>215</b>	<b>57</b>	<b>291</b>	<b>177</b>
Never	7	4	3	1	1	1	1	3	6	1	4	3	0	2	5	1	4	3	2	5
	1.5%	1.6%	1.4%	3.1%	1.0%	1.1%	0.7%	3.3%	1.5%	2.0%	1.2%	3.2%	0	3.2%	1.3%	0.5%	1.9%	5.3%	0.7%	2.8%
				*	*	*	*	*	*	*	*	*	*	*				P*		
Sometimes	22	15	9	1	4	7	5	4	18	3	10	7	4	4	16	6	12	4	9	13
	4.7%	5.9%	4.1%	3.1%	4.2%	8.0%	3.5%	4.3%	4.4%	6.1%	3.1%	7.4%	10.3%	6.3%	4.1%	2.8%	5.6%	7.0%	3.1%	7.3%
				*	*	*	*	*	*	*	*	K*	*	*				*		S
Usually	47	21	25	5	8	9	13	9	43	4	33	9	5	9	37	25	18	8	33	14
	10.0%	8.3%	11.5%	15.6%	8.3%	10.3%	9.0%	9.8%	10.4%	8.2%	10.2%	9.5%	12.8%	14.3%	9.6%	11.6%	8.4%	14.0%	11.3%	7.9%
				*	*	*	*	*	*	*	*	*	*	*				*		
Always	392	214	180	25	83	70	125	76	345	41	278	76	30	48	329	184	181	42	247	145
	83.8%	84.3%	82.9%	78.1%	86.5%	80.5%	86.8%	82.6%	83.7%	83.7%	85.5%	80.0%	76.9%	76.2%	85.0%	85.2%	84.2%	73.7%	84.9%	81.9%
				*	*	*	*	*	*	*	*	*	*	*		R		*		
Net Summaries:																				
Top 2 Box: Always + Usually	439	235	205	30	91	79	138	85	388	45	311	85	35	57	366	209	199	50	280	159
	93.8%	92.5%	94.5%	93.8%	94.8%	90.8%	95.8%	92.4%	94.2%	91.8%	95.7%	89.5%	89.7%	90.5%	94.6%	96.8%	92.6%	87.7%	96.2%	89.8%
				*	*	*	*	*	*	*	L	*	*	*		QR		*	T	
Bottom 2 Box: Never + Sometimes	29	19	12	2	5	8	6	7	24	4	14	10	4	6	21	7	16	7	11	18
	6.2%	7.5%	5.5%	6.3%	5.2%	9.2%	4.2%	7.6%	5.8%	8.2%	4.3%	10.5%	10.3%	9.5%	5.4%	3.2%	7.4%	12.3%	3.8%	10.2%
				*	*	*	*	*	*	*	K*	*	*	*		P	P*		S	

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	117	68	40	7	21	23	39	23	90	20	78	32	4	16	92	39	61	17	66	51
<b>Percentage Base</b>	<b>467</b>	<b>254</b>	<b>217</b>	<b>32</b>	<b>96</b>	<b>86</b>	<b>144</b>	<b>92</b>	<b>411</b>	<b>49</b>	<b>324</b>	<b>95</b>	<b>39</b>	<b>63</b>	<b>387</b>	<b>216</b>	<b>215</b>	<b>56</b>	<b>290</b>	<b>177</b>
Never	3	0	2	0	1	1	1	0	3	0	1	2	0	1	2	2	0	2	2	1
	0.6%	0	0.9%	*	1.0%	1.2%	0.7%	0	0.7%	0	0.3%	2.1%	0	1.6%	0.5%	0.9%	0	3.6%	0.7%	0.6%
				*	*	*		*	*	*	*	*	*	*				Q*		
Sometimes	18	11	11	0	4	4	3	7	14	4	9	6	3	3	14	6	9	3	10	8
	3.9%	4.3%	5.1%	0	4.2%	4.7%	2.1%	7.6%	3.4%	8.2%	2.8%	6.3%	7.7%	4.8%	3.6%	2.8%	4.2%	5.4%	3.4%	4.5%
				*	*	*		G*	*	*	*	*	*	*				*		
Usually	40	17	22	5	7	5	14	8	33	6	28	4	7	6	32	19	17	4	26	14
	8.6%	6.7%	10.1%	15.6%	7.3%	5.8%	9.7%	8.7%	8.0%	12.2%	8.6%	4.2%	17.9%	9.5%	8.3%	8.8%	7.9%	7.1%	9.0%	7.9%
				*	*	*		*	*	*	*	*	L*	*				*		
Always	406	226	182	27	84	76	126	77	361	39	286	83	29	53	339	189	189	47	252	154
	86.9%	89.0%	83.9%	84.4%	87.5%	88.4%	87.5%	83.7%	87.8%	79.6%	88.3%	87.4%	74.4%	84.1%	87.6%	87.5%	87.9%	83.9%	86.9%	87.0%
		C		*	*	*		*	*	*	M	*	*	*				*		
Net Summaries:																				
Top 2 Box: Always + Usually	446	243	204	32	91	81	140	85	394	45	314	87	36	59	371	208	206	51	278	168
	95.5%	95.7%	94.0%	100.0%	94.8%	94.2%	97.2%	92.4%	95.9%	91.8%	96.9%	91.6%	92.3%	93.7%	95.9%	96.3%	95.8%	91.1%	95.9%	94.9%
				*	*	*		*	*	*	L	*	*	*				*		
Bottom 2 Box: Never + Sometimes	21	11	13	0	5	5	4	7	17	4	10	8	3	4	16	8	9	5	12	9
	4.5%	4.3%	6.0%	0	5.2%	5.8%	2.8%	7.6%	4.1%	8.2%	3.1%	8.4%	7.7%	6.3%	4.1%	3.7%	4.2%	8.9%	4.1%	5.1%
				*	*	*		*	*	*	K*	*	*	*				*		

**AmeriHealth Caritas Louisiana**  
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Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	117	68	41	7	21	22	40	23	90	20	77	32	5	16	93	39	62	16	66	51
<b>Percentage Base</b>	<b>467</b>	<b>254</b>	<b>216</b>	<b>32</b>	<b>96</b>	<b>87</b>	<b>143</b>	<b>92</b>	<b>411</b>	<b>49</b>	<b>325</b>	<b>95</b>	<b>38</b>	<b>63</b>	<b>386</b>	<b>216</b>	<b>214</b>	<b>57</b>	<b>290</b>	<b>177</b>
Never	5 1.1%	2 0.8%	3 1.4%	0 *	1 1.0%	2 2.3%	1 0.7%	0 *	5 1.2%	0 *	3 0.9%	2 2.1%	0 *	2 3.2%	3 0.8%	3 1.4%	0 *	2 3.5%	4 1.4%	1 0.6%
Sometimes	8 1.7%	4 1.6%	5 2.3%	0 *	2 2.1%	1 1.1%	3 2.1%	2 2.2%	5 1.2%	3 6.1%	4 1.2%	2 2.1%	2 5.3%	0 *	8 2.1%	5 2.3%	3 1.4%	2 3.5%	5 1.7%	3 1.7%
Usually	40 8.6%	16 6.3%	25 11.6%	4 12.5%	7 7.3%	6 6.9%	15 10.5%	8 8.7%	33 8.0%	7 14.3%	26 8.0%	7 7.4%	7 18.4%	4 6.3%	35 9.1%	18 8.3%	19 8.9%	5 8.8%	23 7.9%	17 9.6%
Always	414 88.7%	232 91.3%	183 84.7%	28 87.5%	86 89.6%	78 89.7%	124 86.7%	82 89.1%	368 89.5%	39 79.6%	292 89.8%	84 88.4%	29 76.3%	57 90.5%	340 88.1%	190 88.0%	192 89.7%	48 84.2%	258 89.0%	156 88.1%
Net Summaries:		C	*	*	*	*	J	*	M	*	*	*	*	*				*		
Top 2 Box: Always + Usually	454 97.2%	248 97.6%	208 96.3%	32 100.0%	93 96.9%	84 96.6%	139 97.2%	90 97.8%	401 97.6%	46 93.9%	318 97.8%	91 95.8%	36 94.7%	61 96.8%	375 97.2%	208 96.3%	211 98.6%	53 93.0%	281 96.9%	173 97.7%
Bottom 2 Box: Never + Sometimes	13 2.8%	6 2.4%	8 3.7%	0 *	3 3.1%	3 3.4%	4 2.8%	2 2.2%	10 2.4%	3 6.1%	7 2.2%	4 4.2%	2 5.3%	2 3.2%	11 2.8%	8 3.7%	3 1.4%	4 7.0%	9 3.1%	4 2.3%

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Q35. Is your child able to talk with doctors about his or her health care?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	120	71	43	7	21	22	43	23	93	20	81	32	4	16	96	41	63	16	68	52
<b>Percentage Base</b>	<b>464</b>	<b>251</b>	<b>214</b>	<b>32</b>	<b>96</b>	<b>87</b>	<b>140</b>	<b>92</b>	<b>408</b>	<b>49</b>	<b>321</b>	<b>95</b>	<b>39</b>	<b>63</b>	<b>383</b>	<b>214</b>	<b>213</b>	<b>57</b>	<b>288</b>	<b>176</b>
Yes	341	182	169	3	36	71	131	87	302	34	237	69	27	36	289	157	165	32	225	116
	73.5%	72.5%	79.0%	9.4%	37.5%	81.6%	93.6%	94.6%	74.0%	69.4%	73.8%	72.6%	69.2%	57.1%	75.5%	73.4%	77.5%	56.1%	78.1%	65.9%
		B		*	D*	DE*	DEF	DEF*		*		*	*	*	N	R	R	*	T	
No	123	69	45	29	60	16	9	5	106	15	84	26	12	27	94	57	48	25	63	60
	26.5%	27.5%	21.0%	90.6%	62.5%	18.4%	6.4%	5.4%	26.0%	30.6%	26.2%	27.4%	30.8%	42.9%	24.5%	26.6%	22.5%	43.9%	21.9%	34.1%
		C		EFGH*	FGH*	GH*		*		*		*	*	O*				PQ*		S

**AmeriHealth Caritas Louisiana**  
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Q36. 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?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	244	141	88	36	81	38	53	28	200	35	166	58	16	43	191	99	111	41	132	112
<b>Percentage Base</b>	<b>340</b>	<b>181</b>	<b>169</b>	<b>3</b>	<b>36</b>	<b>71</b>	<b>130</b>	<b>87</b>	<b>301</b>	<b>34</b>	<b>236</b>	<b>69</b>	<b>27</b>	<b>36</b>	<b>288</b>	<b>156</b>	<b>165</b>	<b>32</b>	<b>224</b>	<b>116</b>
Never	3	0	0	0	3	0	0	0	3	0	1	2	0	1	2	0	2	1	0	3
	0.9%	0	0	0	8.3%	0	0	0	1.0%	0	0.4%	2.9%	0	2.8%	0.7%	0	1.2%	3.1%	0	2.6%
				**	FGH*	*	*	*	*	*	*	**	*	*				P*		S
Sometimes	17	11	9	0	4	5	4	4	14	3	12	4	1	0	16	4	12	1	9	8
	5.0%	6.1%	5.3%	0	11.1%	7.0%	3.1%	4.6%	4.7%	8.8%	5.1%	5.8%	3.7%	0	5.6%	2.6%	7.3%	3.1%	4.0%	6.9%
				**	G*	*	*	*	*	*	*	**	*	*			P	*		
Usually	52	24	32	0	5	13	23	9	44	8	38	8	6	5	46	29	22	4	37	15
	15.3%	13.3%	18.9%	0	13.9%	18.3%	17.7%	10.3%	14.6%	23.5%	16.1%	11.6%	22.2%	13.9%	16.0%	18.6%	13.3%	12.5%	16.5%	12.9%
				**	*	*	*	*	*	*	*	**	*	*				*		
Always	268	146	128	3	24	53	103	74	240	23	185	55	20	30	224	123	129	26	178	90
	78.8%	80.7%	75.7%	100.0%	66.7%	74.6%	79.2%	85.1%	79.7%	67.6%	78.4%	79.7%	74.1%	83.3%	77.8%	78.8%	78.2%	81.3%	79.5%	77.6%
				**	*	*		E*	*	*	*	**	*	*				*		
Net Summaries:																				
Top 2 Box: Always + Usually	320	170	160	3	29	66	126	83	284	31	223	63	26	35	270	152	151	30	215	105
	94.1%	93.9%	94.7%	100.0%	80.6%	93.0%	96.9%	95.4%	94.4%	91.2%	94.5%	91.3%	96.3%	97.2%	93.8%	97.4%	91.5%	93.8%	96.0%	90.5%
				**	*	*	E	E*	*	*	*	**	*	*		Q		*	T	
Bottom 2 Box: Never + Sometimes	20	11	9	0	7	5	4	4	17	3	13	6	1	1	18	4	14	2	9	11
	5.9%	6.1%	5.3%	0	19.4%	7.0%	3.1%	4.6%	5.6%	8.8%	5.5%	8.7%	3.7%	2.8%	6.3%	2.6%	8.5%	6.3%	4.0%	9.5%
				**	GH*	*	*	*	*	*	*	*	**	*			P	*		S



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Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	118	69	42	7	21	22	40	24	91	20	79	32	4	16	93	39	63	16	66	52
<b>Percentage Base</b>	<b>466</b>	<b>253</b>	<b>215</b>	<b>32</b>	<b>96</b>	<b>87</b>	<b>143</b>	<b>91</b>	<b>410</b>	<b>49</b>	<b>323</b>	<b>95</b>	<b>39</b>	<b>63</b>	<b>386</b>	<b>216</b>	<b>213</b>	<b>57</b>	<b>290</b>	<b>176</b>
Never	9	4	5	0	2	3	1	3	9	0	4	4	1	2	7	4	3	3	5	4
	1.9%	1.6%	2.3%	*	2.1%	3.4%	0.7%	3.3%	2.2%	0	1.2%	4.2%	2.6%	3.2%	1.8%	1.9%	1.4%	5.3%	1.7%	2.3%
				*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Sometimes	34	19	17	0	11	2	13	6	25	7	20	8	5	4	28	9	21	5	18	16
	7.3%	7.5%	7.9%	0	11.5%	2.3%	9.1%	6.6%	6.1%	14.3%	6.2%	8.4%	12.8%	6.3%	7.3%	4.2%	9.9%	8.8%	6.2%	9.1%
				*	DF*	*	F	*	I*	*	*	*	*	*			P	*		
Usually	85	38	44	5	20	19	26	11	72	12	66	11	6	21	63	40	33	12	53	32
	18.2%	15.0%	20.5%	15.6%	20.8%	21.8%	18.2%	12.1%	17.6%	24.5%	20.4%	11.6%	15.4%	33.3%	16.3%	18.5%	15.5%	21.1%	18.3%	18.2%
				*	*	*	*	*	*	*	*	*	*	O*				*		
Always	338	192	149	27	63	63	103	71	304	30	233	72	27	36	288	163	156	37	214	124
	72.5%	75.9%	69.3%	84.4%	65.6%	72.4%	72.0%	78.0%	74.1%	61.2%	72.1%	75.8%	69.2%	57.1%	74.6%	75.5%	73.2%	64.9%	73.8%	70.5%
		C		E*	*	*	*	*	*	*	*	*	*	*	N			*		
Net Summaries:																				
Top 2 Box: Always + Usually	423	230	193	32	83	82	129	82	376	42	299	83	33	57	351	203	189	49	267	156
	90.8%	90.9%	89.8%	100.0%	86.5%	94.3%	90.2%	90.1%	91.7%	85.7%	92.6%	87.4%	84.6%	90.5%	90.9%	94.0%	88.7%	86.0%	92.1%	88.6%
				E*	*	*	*	*	*	*	*	*	*	*		QR		*		
Bottom 2 Box: Never + Sometimes	43	23	22	0	13	5	14	9	34	7	24	12	6	6	35	13	24	8	23	20
	9.2%	9.1%	10.2%	0	13.5%	5.7%	9.8%	9.9%	8.3%	14.3%	7.4%	12.6%	15.4%	9.5%	9.1%	6.0%	11.3%	14.0%	7.9%	11.4%
				*	D*	*	*	*	*	*	*	*	*	*			P	P*		

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Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	122	70	43	7	22	23	43	23	95	20	82	32	5	16	97	44	62	17	70	52
<b>Percentage Base</b>	<b>462</b>	<b>252</b>	<b>214</b>	<b>32</b>	<b>95</b>	<b>86</b>	<b>140</b>	<b>92</b>	<b>406</b>	<b>49</b>	<b>320</b>	<b>95</b>	<b>38</b>	<b>63</b>	<b>382</b>	<b>211</b>	<b>214</b>	<b>56</b>	<b>286</b>	<b>176</b>
Yes	389	209	180	28	80	73	119	76	346	39	273	80	31	53	323	173	183	49	240	149
	84.2%	82.9%	84.1%	87.5%	84.2%	84.9%	85.0%	82.6%	85.2%	79.6%	85.3%	84.2%	81.6%	84.1%	84.6%	82.0%	85.5%	87.5%	83.9%	84.7%
				*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
No	73	43	34	4	15	13	21	16	60	10	47	15	7	10	59	38	31	7	46	27
	15.8%	17.1%	15.9%	12.5%	15.8%	15.1%	15.0%	17.4%	14.8%	20.4%	14.7%	15.8%	18.4%	15.9%	15.4%	18.0%	14.5%	12.5%	16.1%	15.3%
				*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*

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Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	118	69	42	7	22	22	40	23	90	21	78	33	4	16	94	39	63	16	67	51
<b>Percentage Base</b>	<b>466</b>	<b>253</b>	<b>215</b>	<b>32</b>	<b>95</b>	<b>87</b>	<b>143</b>	<b>92</b>	<b>411</b>	<b>48</b>	<b>324</b>	<b>94</b>	<b>39</b>	<b>63</b>	<b>385</b>	<b>216</b>	<b>213</b>	<b>57</b>	<b>289</b>	<b>177</b>
Yes	222	126	121	14	45	42	65	46	196	24	135	53	28	33	182	111	99	29	135	87
	47.6%	49.8%	56.3%	43.8%	47.4%	48.3%	45.5%	50.0%	47.7%	50.0%	41.7%	56.4%	71.8%	52.4%	47.3%	51.4%	46.5%	50.9%	46.7%	49.2%
				*	*	*	*	*	*	*	K*	K*	*	*	*	*	*	*	*	*
No	244	127	94	18	50	45	78	46	215	24	189	41	11	30	203	105	114	28	154	90
	52.4%	50.2%	43.7%	56.3%	52.6%	51.7%	54.5%	50.0%	52.3%	50.0%	58.3%	43.6%	28.2%	47.6%	52.7%	48.6%	53.5%	49.1%	53.3%	50.8%
				*	*	*	*	*	*	*	LM	*	*	*	*	*	*	*	*	*

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Q40. 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?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	363	196	136	25	73	67	118	69	306	45	268	74	15	46	298	144	178	45	221	142
<b>Percentage Base</b>	<b>221</b>	<b>126</b>	<b>121</b>	<b>14</b>	<b>44</b>	<b>42</b>	<b>65</b>	<b>46</b>	<b>195</b>	<b>24</b>	<b>134</b>	<b>53</b>	<b>28</b>	<b>33</b>	<b>181</b>	<b>111</b>	<b>98</b>	<b>28</b>	<b>135</b>	<b>86</b>
Never	16	11	9	2	2	4	3	3	10	5	11	4	0	3	12	7	7	1	7	9
	7.2%	8.7%	7.4%	14.3%	4.5%	9.5%	4.6%	6.5%	5.1%	20.8%	8.2%	7.5%	0	9.1%	6.6%	6.3%	7.1%	3.6%	5.2%	10.5%
				**	*	*	*	*		**	*	**	*			*	**			*
Sometimes	24	16	15	0	8	3	8	3	17	6	13	4	6	2	21	12	10	2	15	9
	10.9%	12.7%	12.4%	0	18.2%	7.1%	12.3%	6.5%	8.7%	25.0%	9.7%	7.5%	21.4%	6.1%	11.6%	10.8%	10.2%	7.1%	11.1%	10.5%
				**	*	*	*	*		**	*	**	*			*	**			*
Usually	42	17	24	3	8	7	17	7	37	5	29	5	7	8	34	19	18	8	25	17
	19.0%	13.5%	19.8%	21.4%	18.2%	16.7%	26.2%	15.2%	19.0%	20.8%	21.6%	9.4%	25.0%	24.2%	18.8%	17.1%	18.4%	28.6%	18.5%	19.8%
				**	*	*	*	*		**	*	**	*		*	*	**			*
Always	139	82	73	9	26	28	37	33	131	8	81	40	15	20	114	73	63	17	88	51
	62.9%	65.1%	60.3%	64.3%	59.1%	66.7%	56.9%	71.7%	67.2%	33.3%	60.4%	75.5%	53.6%	60.6%	63.0%	65.8%	64.3%	60.7%	65.2%	59.3%
				**	*	*	*	*		**	*	**	*		*	*	**			*
Net Summaries:																				
Top 2 Box: Always + Usually	181	99	97	12	34	35	54	40	168	13	110	45	22	28	148	92	81	25	113	68
	81.9%	78.6%	80.2%	85.7%	77.3%	83.3%	83.1%	87.0%	86.2%	54.2%	82.1%	84.9%	78.6%	84.8%	81.8%	82.9%	82.7%	89.3%	83.7%	79.1%
				**	*	*	*	*		**	*	**	*		*	*	**			*
Bottom 2 Box: Never + Sometimes	40	27	24	2	10	7	11	6	27	11	24	8	6	5	33	19	17	3	22	18
	18.1%	21.4%	19.8%	14.3%	22.7%	16.7%	16.9%	13.0%	13.8%	45.8%	17.9%	15.1%	21.4%	15.2%	18.2%	17.1%	17.3%	10.7%	16.3%	20.9%
				**	*	*	*	*		**	*	**	*		*	*	**			*

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Q41. 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?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	58	37	18	6	8	12	19	11	42	12	33	21	3	11	43	12	32	12	35	23
<b>Percentage Base</b>	<b>526</b>	<b>285</b>	<b>239</b>	<b>33</b>	<b>109</b>	<b>97</b>	<b>164</b>	<b>104</b>	<b>459</b>	<b>57</b>	<b>369</b>	<b>106</b>	<b>40</b>	<b>68</b>	<b>436</b>	<b>243</b>	<b>244</b>	<b>61</b>	<b>321</b>	<b>205</b>
0 Worst personal doctor possible	2	1	2	0	0	1	1	0	2	0	2	0	0	0	2	2	0	1	2	0
	0.4%	0.4%	0.8%	*	0	1.0%	0.6%	0	0.4%	0	0.5%	0	0	0	0.5%	0.8%	0	1.6%	0.6%	0
				*		*			*		*		*					Q*		
1	1	0	1	0	0	1	0	0	1	0	0	1	0	0	1	1	0	0	1	0
	0.2%	0	0.4%	0	0	1.0%	0	0	0.2%	0	0	0.9%	0	0	0.2%	0.4%	0	0	0.3%	0
				*		*			*		*		*					*		
2	1	0	1	0	1	0	0	0	1	0	1	0	0	0	1	1	1	1	0	1
	0.2%	0	0.4%	0	0.9%	0	0	0	0.2%	0	0.3%	0	0	0	0.2%	0.4%	0.4%	1.6%	0	0.5%
				*		*			*		*		*					*		
3	1	1	0	0	0	0	1	0	0	1	0	1	0	0	1	1	0	1	0	1
	0.2%	0.4%	0	0	0	0	0.6%	0	0	1.8%	0	0.9%	0	0	0.2%	0.4%	0	1.6%	0	0.5%
				*		*			I*		*		*					Q*		
4	2	0	1	0	1	0	1	0	1	1	1	1	0	0	2	1	0	1	2	0
	0.4%	0	0.4%	0	0.9%	0	0.6%	0	0.2%	1.8%	0.3%	0.9%	0	0	0.5%	0.4%	0	1.6%	0.6%	0
				*		*			*		*		*					Q*		
5	12	8	6	0	5	1	2	4	7	5	6	4	2	1	11	5	7	0	7	5
	2.3%	2.8%	2.5%	0	4.6%	1.0%	1.2%	3.8%	1.5%	8.8%	1.6%	3.8%	5.0%	1.5%	2.5%	2.1%	2.9%	0	2.2%	2.4%
				*		*			I*		*		*					*		
6	10	4	6	0	3	2	4	1	9	1	6	3	1	2	8	4	5	3	4	6
	1.9%	1.4%	2.5%	0	2.8%	2.1%	2.4%	1.0%	2.0%	1.8%	1.6%	2.8%	2.5%	2.9%	1.8%	1.6%	2.0%	4.9%	1.2%	2.9%
				*		*			*		*		*					*		
7	23	10	13	2	6	2	8	5	16	7	16	2	5	4	18	8	11	5	13	10
	4.4%	3.5%	5.4%	6.1%	5.5%	2.1%	4.9%	4.8%	3.5%	12.3%	4.3%	1.9%	12.5%	5.9%	4.1%	3.3%	4.5%	8.2%	4.0%	4.9%
				*		*			I*		KL*		*					*		

**AmeriHealth Caritas Louisiana  
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Q41. 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?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T		
8	52	27	24	3	12	14	12	9	41	9	41	8	3	8	43	25	26	6	35	17
	9.9%	9.5%	10.0%	9.1%	11.0%	14.4%	7.3%	8.7%	8.9%	15.8%	11.1%	7.5%	7.5%	11.8%	9.9%	10.3%	10.7%	9.8%	10.9%	8.3%
				*		*				*		*	*					*		
9	69	38	29	3	14	13	22	14	64	4	52	12	4	9	58	33	31	6	41	28
	13.1%	13.3%	12.1%	9.1%	12.8%	13.4%	13.5%	13.9%	7.0%	14.1%	11.3%	10.0%	13.2%	13.3%	13.6%	12.7%	9.8%	12.8%	13.7%	
				*		*				*		*	*					*		
10 Best personal doctor possible	353	196	156	25	67	63	113	71	317	29	244	74	25	44	291	162	163	37	216	137
	67.1%	68.8%	65.3%	75.8%	61.5%	64.9%	68.9%	68.3%	69.1%	50.9%	66.1%	69.8%	62.5%	64.7%	66.7%	66.8%	60.7%	67.3%	66.8%	
				*		*			J	*		*	*					*		
Net Summaries:																				
9-10	422	234	185	28	81	76	135	85	381	33	296	86	29	53	349	195	194	43	257	165
	80.2%	82.1%	77.4%	84.8%	74.3%	78.4%	82.3%	81.7%	83.0%	57.9%	80.2%	81.1%	72.5%	77.9%	80.0%	80.2%	79.5%	70.5%	80.1%	80.5%
				*		*			J	*		*	*					*		
8-10	474	261	209	31	93	90	147	94	422	42	337	94	32	61	392	220	220	49	292	182
	90.1%	91.6%	87.4%	93.9%	85.3%	92.8%	89.6%	90.4%	91.9%	73.7%	91.3%	88.7%	80.0%	89.7%	89.9%	90.5%	90.2%	80.3%	91.0%	88.8%
				*		*			J	*	M	*	*			R	R	*		
6-7	33	14	19	2	9	4	12	6	25	8	22	5	6	6	26	12	16	8	17	16
	6.3%	4.9%	7.9%	6.1%	8.3%	4.1%	7.3%	5.8%	5.4%	14.0%	6.0%	4.7%	15.0%	8.8%	6.0%	4.9%	6.6%	13.1%	5.3%	7.8%
				*		*				I*			KL*	*				P*		
4-5	14	8	7	0	6	1	3	4	8	6	7	5	2	1	13	6	7	1	9	5
	2.7%	2.8%	2.9%	0	5.5%	1.0%	1.8%	3.8%	1.7%	10.5%	1.9%	4.7%	5.0%	1.5%	3.0%	2.5%	2.9%	1.6%	2.8%	2.4%
				*		*				I*			*	*				*		
0-3	5	2	4	0	1	2	2	0	4	1	3	2	0	0	5	5	1	3	3	2
	1.0%	0.7%	1.7%	0	0.9%	2.1%	1.2%	0	0.9%	1.8%	0.8%	1.9%	0	0	1.1%	2.1%	0.4%	4.9%	0.9%	1.0%
				*		*				*			*	*				Q*		
Summary Rating Mean (1-3)	2.75	2.77	2.70	2.85	2.65	2.73	2.77	2.77	2.78	2.44	2.76	2.72	2.65	2.74	2.74	2.74	2.74	2.59	2.75	2.74
				*		*			J	*		*	*					*		

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	60	37	20	6	9	13	19	11	44	11	35	21	3	12	44	13	33	12	36	24
<b>Percentage Base</b>	<b>524</b>	<b>285</b>	<b>237</b>	<b>33</b>	<b>108</b>	<b>96</b>	<b>164</b>	<b>104</b>	<b>457</b>	<b>58</b>	<b>367</b>	<b>106</b>	<b>40</b>	<b>67</b>	<b>435</b>	<b>242</b>	<b>243</b>	<b>61</b>	<b>320</b>	<b>204</b>
Yes	199	76	172	4	25	32	88	43	164	32	108	55	31	19	175	101	92	22	117	82
	38.0%	26.7%	72.6%	12.1%	23.1%	33.3%	53.7%	41.3%	35.9%	55.2%	29.4%	51.9%	77.5%	28.4%	40.2%	41.7%	37.9%	36.1%	36.6%	40.2%
			B	*		D*	DEF	DE		I*		K	KL*	*				*		
No	325	209	65	29	83	64	76	61	293	26	259	51	9	48	260	141	151	39	203	122
	62.0%	73.3%	27.4%	87.9%	76.9%	66.7%	46.3%	58.7%	64.1%	44.8%	70.6%	48.1%	22.5%	71.6%	59.8%	58.3%	62.1%	63.9%	63.4%	59.8%
		C		FGH*	GH	G*			J	*	LM	M	*	*				*		

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q43. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	388	248	87	35	92	77	96	74	339	38	295	74	12	60	307	154	187	52	240	148
<b>Percentage Base</b>	<b>196</b>	<b>74</b>	<b>170</b>	<b>4</b>	<b>25</b>	<b>32</b>	<b>87</b>	<b>41</b>	<b>162</b>	<b>31</b>	<b>107</b>	<b>53</b>	<b>31</b>	<b>19</b>	<b>172</b>	<b>101</b>	<b>89</b>	<b>21</b>	<b>116</b>	<b>80</b>
Yes	176	66	154	4	24	29	75	37	146	27	96	47	29	18	154	91	80	18	101	75
	89.8%	89.2%	90.6%	100.0%	96.0%	90.6%	86.2%	90.2%	90.1%	87.1%	89.7%	88.7%	93.5%	94.7%	89.5%	90.1%	89.9%	85.7%	87.1%	93.8%
		*		**	**	*	*	*	*	*	*	*	*	**	*	*	*	**	*	*
No	20	8	16	0	1	3	12	4	16	4	11	6	2	1	18	10	9	3	15	5
	10.2%	10.8%	9.4%	0	4.0%	9.4%	13.8%	9.8%	9.9%	12.9%	10.3%	11.3%	6.5%	5.3%	10.5%	9.9%	10.1%	14.3%	12.9%	6.3%
		*		**	**	*	*	*	*	*	*	*	*	**	*	*	*	**	*	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q44. 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?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	387	246	86	35	92	77	97	72	339	37	295	73	12	60	306	154	185	53	239	148
<b>Percentage Base</b>	<b>197</b>	<b>76</b>	<b>171</b>	<b>4</b>	<b>25</b>	<b>32</b>	<b>86</b>	<b>43</b>	<b>162</b>	<b>32</b>	<b>107</b>	<b>54</b>	<b>31</b>	<b>19</b>	<b>173</b>	<b>101</b>	<b>91</b>	<b>20</b>	<b>117</b>	<b>80</b>
Yes	166	62	146	3	21	28	71	36	138	25	93	45	24	16	145	88	76	15	96	70
	84.3%	81.6%	85.4%	75.0%	84.0%	87.5%	82.6%	83.7%	85.2%	78.1%	86.9%	83.3%	77.4%	84.2%	83.8%	87.1%	83.5%	75.0%	82.1%	87.5%
		*		**	**	*	*	*		*	*	*	*	**	*	*	**	**	*	*
No	31	14	25	1	4	4	15	7	24	7	14	9	7	3	28	13	15	5	21	10
	15.7%	18.4%	14.6%	25.0%	16.0%	12.5%	17.4%	16.3%	14.8%	21.9%	13.1%	16.7%	22.6%	15.8%	16.2%	12.9%	16.5%	25.0%	17.9%	12.5%
		*		**	**	*	*	*		*	*	*	*	**	*	*	*	**	*	*

AmeriHealth Caritas Louisiana

2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS

Q45. 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 make any appointments for your child to see a specialist?

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	584	322	257	39	117	109	183	115	501	69	402	127	43	79	479	255	276	73	356	228
No Data	5	3	0	0	1	0	2	1	4	1	3	1	1	1	4	3	1	1	4	1
<b>Percentage Base</b>	579	319	257	39	116	109	181	114	497	68	399	126	42	78	475	252	275	72	352	227
Yes	163	79	104	8	42	27	49	33	139	21	97	44	18	25	131	84	64	23	107	56
	28.2%	24.8%	40.5%	20.5%	36.2%	24.8%	27.1%	28.9%	28.0%	30.9%	24.3%	34.9%	42.9%	32.1%	27.6%	33.3%	23.3%	31.9%	30.4%	24.7%
No	416	240	153	31	74	82	132	81	358	47	302	82	24	53	344	168	211	49	245	171
	71.8%	75.2%	59.5%	79.5%	63.8%	75.2%	72.9%	71.1%	72.0%	69.1%	75.7%	65.1%	57.1%	67.9%	72.4%	66.7%	76.7%	68.1%	69.6%	75.3%
		C		*						*	LM		K	K*		Q		*		

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	423	243	154	31	75	82	135	82	363	48	305	84	25	54	349	172	212	50	250	173
<b>Percentage Base</b>	<b>161</b>	<b>79</b>	<b>103</b>	<b>8</b>	<b>42</b>	<b>27</b>	<b>48</b>	<b>33</b>	<b>138</b>	<b>21</b>	<b>97</b>	<b>43</b>	<b>18</b>	<b>25</b>	<b>130</b>	<b>83</b>	<b>64</b>	<b>23</b>	<b>106</b>	<b>55</b>
Never	7 4.3%	5 6.3%	5 4.9%	2 25.0%	1 2.4%	0 0	3 6.3%	1 3.0%	3 2.2%	4 19.0%	3 3.1%	2 4.7%	2 11.1%	1 4.0%	6 4.6%	1 1.2%	4 6.3%	1 4.3%	3 2.8%	4 7.3%
	*	*	**	**	*	**	*	*	**	**	*	*	**	**	*	*	**	**	*	*
Sometimes	17 10.6%	8 10.1%	9 8.7%	0 0	4 9.5%	3 11.1%	5 10.4%	4 12.1%	14 10.1%	3 14.3%	8 8.2%	6 14.0%	3 16.7%	3 12.0%	12 9.2%	7 8.4%	5 7.8%	5 21.7%	13 12.3%	4 7.3%
	*	*	**	**	*	**	*	*	**	*	*	**	**	**	*	*	**	**	*	*
Usually	30 18.6%	10 12.7%	22 21.4%	1 12.5%	7 16.7%	3 11.1%	11 22.9%	7 21.2%	23 16.7%	6 28.6%	17 17.5%	8 18.6%	3 16.7%	4 16.0%	25 19.2%	15 18.1%	12 18.8%	3 13.0%	22 20.8%	8 14.5%
	*	B	**	*	**	*	*	*	**	*	*	**	**	**	*	*	**	**	*	*
Always	107 66.5%	56 70.9%	67 65.0%	5 62.5%	30 71.4%	21 77.8%	29 60.4%	21 63.6%	98 71.0%	8 38.1%	69 71.1%	27 62.8%	10 55.6%	17 68.0%	87 66.9%	60 72.3%	43 67.2%	14 60.9%	68 64.2%	39 70.9%
	*	*	**	**	*	**	*	*	**	*	*	**	**	**	*	*	**	**	*	*
Net Summaries:																				
Top 2 Box: Always + Usually	137 85.1%	66 83.5%	89 86.4%	6 75.0%	37 88.1%	24 88.9%	40 83.3%	28 84.8%	121 87.7%	14 66.7%	86 88.7%	35 81.4%	13 72.2%	21 84.0%	112 86.2%	75 90.4%	55 85.9%	17 73.9%	90 84.9%	47 85.5%
	*	*	**	**	*	**	*	*	**	*	*	**	**	**	*	*	**	**	*	*
Bottom 2 Box: Never + Sometimes	24 14.9%	13 16.5%	14 13.6%	2 25.0%	5 11.9%	3 11.1%	8 16.7%	5 15.2%	17 12.3%	7 33.3%	11 11.3%	8 18.6%	5 27.8%	4 16.0%	18 13.8%	8 9.6%	9 14.1%	6 26.1%	16 15.1%	8 14.5%
	*	*	**	**	*	**	*	*	**	*	*	**	**	**	*	*	**	**	*	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q47. How many specialists has your child seen in the last 6 months?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	424	244	155	31	75	82	136	82	363	49	305	84	26	54	350	172	213	50	251	173
<b>Percentage Base</b>	<b>160</b>	<b>78</b>	<b>102</b>	<b>8</b>	<b>42</b>	<b>27</b>	<b>47</b>	<b>33</b>	<b>138</b>	<b>20</b>	<b>97</b>	<b>43</b>	<b>17</b>	<b>25</b>	<b>129</b>	<b>83</b>	<b>63</b>	<b>23</b>	<b>105</b>	<b>55</b>
None	13	11	5	2	3	0	7	1	9	4	8	3	2	1	10	4	8	0	9	4
	8.1%	14.1%	4.9%	25.0%	7.1%	0	14.9%	3.0%	6.5%	20.0%	8.2%	7.0%	11.8%	4.0%	7.8%	4.8%	12.7%	0	8.6%	7.3%
		C*		**	*	**	*	*		**	*	*	**	**	*	*	**		*	*
1 specialist	93	44	60	4	25	16	27	19	83	9	63	22	6	11	79	54	32	13	65	28
	58.1%	56.4%	58.8%	50.0%	59.5%	59.3%	57.4%	57.6%	60.1%	45.0%	64.9%	51.2%	35.3%	44.0%	61.2%	65.1%	50.8%	56.5%	61.9%	50.9%
		*		**	*	**	*	*		**	*	*	**	**	*	*	**		*	*
2	34	17	21	2	9	6	7	10	31	3	20	13	1	7	27	15	17	4	23	11
	21.3%	21.8%	20.6%	25.0%	21.4%	22.2%	14.9%	30.3%	22.5%	15.0%	20.6%	30.2%	5.9%	28.0%	20.9%	18.1%	27.0%	17.4%	21.9%	20.0%
		*		**	*	**	*	*		**	*	*	**	**	*	*	**		*	*
3	10	3	8	0	2	2	3	2	7	2	3	3	3	3	6	5	3	2	3	7
	6.3%	3.8%	7.8%	0	4.8%	7.4%	6.4%	6.1%	5.1%	10.0%	3.1%	7.0%	17.6%	12.0%	4.7%	6.0%	4.8%	8.7%	2.9%	12.7%
		*		**	*	**	*	*		**	*	*	**	**	*	*	**		*	S*
4	6	2	5	0	2	0	3	1	6	0	2	1	3	1	5	4	3	2	3	3
	3.8%	2.6%	4.9%	0	4.8%	0	6.4%	3.0%	4.3%	0	2.1%	2.3%	17.6%	4.0%	3.9%	4.8%	4.8%	8.7%	2.9%	5.5%
		*		**	*	**	*	*		**	*	*	**	**	*	*	**		*	*
5 or more specialists	4	1	3	0	1	3	0	0	2	2	1	1	2	2	2	1	0	2	2	2
	2.5%	1.3%	2.9%	0	2.4%	11.1%	0	0	1.4%	10.0%	1.0%	2.3%	11.8%	8.0%	1.6%	1.2%	0	8.7%	1.9%	3.6%
		*		**	*	**	*	*		**	*	*	**	**	*	*	**		*	*



**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q48. 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?

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	439	255	161	33	78	83	143	83	372	53	313	88	28	55	361	176	222	50	261	178
<b>Percentage Base</b>	<b>145</b>	<b>67</b>	<b>96</b>	<b>6</b>	<b>39</b>	<b>26</b>	<b>40</b>	<b>32</b>	<b>129</b>	<b>16</b>	<b>89</b>	<b>39</b>	<b>15</b>	<b>24</b>	<b>118</b>	<b>79</b>	<b>54</b>	<b>23</b>	<b>95</b>	<b>50</b>
0 Worst specialist possible	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	*	*	**	*	**	*	*	*	**	*	*	**	**	*	*	**	*	*	*	*
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	*	*	**	*	**	*	*	*	**	*	*	**	**	*	*	**	*	*	*	*
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	*	*	**	*	**	*	*	*	**	*	*	**	**	*	*	**	*	*	*	*
3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	*	*	**	*	**	*	*	*	**	*	*	**	**	*	*	**	*	*	*	*
4	1	1	1	0	0	0	1	0	0	1	0	0	1	0	1	0	1	0	0	1
	0.7%	1.5%	1.0%	0	0	0	2.5%	0	0	6.3%	0	0	6.7%	0	0.8%	0	1.9%	0	0	2.0%
	*	*	**	*	**	*	*	*	**	*	*	**	**	*	*	**	*	*	*	*
5	4	2	4	0	2	0	2	0	3	1	3	0	1	1	3	3	0	1	3	1
	2.8%	3.0%	4.2%	0	5.1%	0	5.0%	0	2.3%	6.3%	3.4%	0	6.7%	4.2%	2.5%	3.8%	0	4.3%	3.2%	2.0%
	*	*	**	*	**	*	*	*	**	*	*	**	**	*	*	**	*	*	*	*
6	7	3	5	0	2	2	2	1	4	3	1	5	1	1	6	5	1	1	6	1
	4.8%	4.5%	5.2%	0	5.1%	7.7%	5.0%	3.1%	3.1%	18.8%	1.1%	12.8%	6.7%	4.2%	5.1%	6.3%	1.9%	4.3%	6.3%	2.0%
	*	*	**	*	**	*	*	*	**	*	*	K*	**	**	*	*	**	*	*	
7	5	0	5	0	2	2	1	0	4	1	0	3	2	1	4	1	4	0	3	2
	3.4%	0	5.2%	0	5.1%	7.7%	2.5%	0	3.1%	6.3%	0	7.7%	13.3%	4.2%	3.4%	1.3%	7.4%	0	3.2%	4.0%
	*	B*	**	*	**	*	*	*	**	*	K*	**	**	*	*	**	*	*	*	

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q48. 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?

Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
			1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
8	15	5	10	0	4	2	6	2	14	1	13	2	0	3	12	5	2	11	4
	10.3%	7.5%	10.4%	0	10.3%	7.7%	15.0%	6.3%	10.9%	6.3%	14.6%	5.1%	0	12.5%	10.2%	13.9%	9.3%	8.7%	11.6%
	*	*	**	*	**	*	*	**	*	**	*	*	**	**	*	*	**	*	*
9	17	5	12	2	6	1	5	3	15	2	12	3	2	2	15	10	7	2	10
	11.7%	7.5%	12.5%	33.3%	15.4%	3.8%	12.5%	9.4%	11.6%	12.5%	13.5%	7.7%	13.3%	8.3%	12.7%	12.7%	13.0%	8.7%	10.5%
	*	*	**	*	**	*	*	**	*	**	*	*	**	**	*	*	**	*	*
10 Best specialist possible	96	51	59	4	23	19	23	26	89	7	60	26	8	16	77	49	36	17	62
	66.2%	76.1%	61.5%	66.7%	59.0%	73.1%	57.5%	81.3%	69.0%	43.8%	67.4%	66.7%	53.3%	66.7%	65.3%	62.0%	66.7%	73.9%	65.3%
	C*	*	**	*	**	*	EG*	**	*	*	**	**	**	*	*	**	*	*	
Net Summaries:																			
9-10	113	56	71	6	29	20	28	29	104	9	72	29	10	18	92	59	43	19	72
	77.9%	83.6%	74.0%	100.0%	74.4%	76.9%	70.0%	90.6%	80.6%	56.3%	80.9%	74.4%	66.7%	75.0%	78.0%	74.7%	79.6%	82.6%	75.8%
	*	*	**	*	**	*	G*	**	*	*	**	**	**	**	*	*	**	*	*
8-10	128	61	81	6	33	22	34	31	118	10	85	31	10	21	104	70	48	21	83
	88.3%	91.0%	84.4%	100.0%	84.6%	84.6%	85.0%	96.9%	91.5%	62.5%	95.5%	79.5%	66.7%	87.5%	88.1%	88.6%	88.9%	91.3%	87.4%
	*	*	**	*	**	*	*	**	L*	*	**	**	**	*	*	**	*	*	
6-7	12	3	10	0	4	4	3	1	8	4	1	8	3	2	10	6	5	1	9
	8.3%	4.5%	10.4%	0	10.3%	15.4%	7.5%	3.1%	6.2%	25.0%	1.1%	20.5%	20.0%	8.3%	8.5%	7.6%	9.3%	4.3%	9.5%
	*	*	**	*	**	*	*	**	*	K*	**	**	**	*	*	**	*	*	
4-5	5	3	5	0	2	0	3	0	3	2	3	0	2	1	4	3	1	1	3
	3.4%	4.5%	5.2%	0	5.1%	0	7.5%	0	2.3%	12.5%	3.4%	0	13.3%	4.2%	3.4%	3.8%	1.9%	4.3%	3.2%
	*	*	**	*	**	*	*	**	*	*	**	**	**	*	*	**	*	*	
0-3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	*	*	**	*	**	*	*	**	*	*	**	**	**	*	*	**	*	*	
Summary Rating Mean (1-3)	2.70	2.75	2.64	3.00	2.64	2.69	2.58	2.88	2.75	2.25	2.76	2.62	2.47	2.67	2.69	2.65	2.76	2.74	2.66
	*	*	**	*	**	*	G*	**	*	*	**	**	**	*	*	**	*	*	

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	14	9	8	0	3	0	3	3	6	3	4	3	3	1	9	4	5	2	5	9
<b>Percentage Base</b>	<b>570</b>	<b>313</b>	<b>249</b>	<b>39</b>	<b>114</b>	<b>109</b>	<b>180</b>	<b>112</b>	<b>495</b>	<b>66</b>	<b>398</b>	<b>124</b>	<b>40</b>	<b>78</b>	<b>470</b>	<b>251</b>	<b>271</b>	<b>71</b>	<b>351</b>	<b>219</b>
Yes	175	95	86	13	35	37	55	27	163	10	113	40	19	35	130	68	92	26	102	73
	30.7%	30.4%	34.5%	33.3%	30.7%	33.9%	30.6%	24.1%	32.9%	15.2%	28.4%	32.3%	47.5%	44.9%	27.7%	27.1%	33.9%	36.6%	29.1%	33.3%
			*	*					J	*			K*	O*				*		
No	395	218	163	26	79	72	125	85	332	56	285	84	21	43	340	183	179	45	249	146
	69.3%	69.6%	65.5%	66.7%	69.3%	66.1%	69.4%	75.9%	67.1%	84.8%	71.6%	67.7%	52.5%	55.1%	72.3%	72.9%	66.1%	63.4%	70.9%	66.7%
			*						I*	M			*	*	N			*		

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	415	232	172	26	83	72	130	90	342	60	292	89	24	45	352	188	187	47	259	156
<b>Percentage Base</b>	<b>169</b>	<b>90</b>	<b>85</b>	<b>13</b>	<b>34</b>	<b>37</b>	<b>53</b>	<b>25</b>	<b>159</b>	<b>9</b>	<b>110</b>	<b>38</b>	<b>19</b>	<b>34</b>	<b>127</b>	<b>67</b>	<b>89</b>	<b>26</b>	<b>97</b>	<b>72</b>
Never	6 3.6%	3 3.3%	2 2.4%	0 0	0 0	0 0	5 9.4%	1 4.0%	5 3.1%	1 11.1%	4 3.6%	0 0	2 10.5%	2 5.9%	4 3.1%	2 3.0%	3 3.4%	1 3.8%	2 2.1%	4 5.6%
	*	*	**	*	*	*	*	**	*	**	*	**	*	*	*	*	*	**	*	*
Sometimes	16 9.5%	5 5.6%	12 14.1%	2 15.4%	2 5.9%	4 10.8%	4 7.5%	3 12.0%	11 6.9%	5 55.6%	9 8.2%	6 15.8%	1 5.3%	3 8.8%	12 9.4%	6 9.0%	9 10.1%	2 7.7%	11 11.3%	5 6.9%
	*	B*	**	*	*	*	**	**	**	**	*	**	*	*	*	*	*	**	*	*
Usually	30 17.8%	19 21.1%	14 16.5%	2 15.4%	8 23.5%	6 16.2%	10 18.9%	3 12.0%	29 18.2%	0 0	23 20.9%	3 7.9%	4 21.1%	6 17.6%	22 17.3%	9 13.4%	16 18.0%	5 19.2%	20 20.6%	10 13.9%
	*	*	**	*	*	*	**	**	**	**	*	**	*	*	*	*	*	**	*	*
Always	117 69.2%	63 70.0%	57 67.1%	9 69.2%	24 70.6%	27 73.0%	34 64.2%	18 72.0%	114 71.7%	3 33.3%	74 67.3%	29 76.3%	12 63.2%	23 67.6%	89 70.1%	50 74.6%	61 68.5%	18 69.2%	64 66.0%	53 73.6%
	*	*	**	*	*	*	**	**	**	**	*	**	*	*	*	*	*	**	*	*
Net Summaries:																				
Top 2 Box: Always + Usually	147 87.0%	82 91.1%	71 83.5%	11 84.6%	32 94.1%	33 89.2%	44 83.0%	21 84.0%	143 89.9%	3 33.3%	97 88.2%	32 84.2%	16 84.2%	29 85.3%	111 87.4%	59 88.1%	77 86.5%	23 88.5%	84 86.6%	63 87.5%
	*	*	**	*	*	*	**	**	**	**	*	**	*	*	*	*	*	**	*	*
Bottom 2 Box: Never + Sometimes	22 13.0%	8 8.9%	14 16.5%	2 15.4%	2 5.9%	4 10.8%	9 17.0%	4 16.0%	16 10.1%	6 66.7%	13 11.8%	6 15.8%	3 15.8%	5 14.7%	16 12.6%	8 11.9%	12 13.5%	3 11.5%	13 13.4%	9 12.5%
	*	*	**	*	*	*	**	**	**	**	*	**	*	*	*	*	*	**	*	*



**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	412	229	172	26	82	72	129	89	339	60	290	88	24	45	350	187	185	47	256	156
<b>Percentage Base</b>	<b>172</b>	<b>93</b>	<b>85</b>	<b>13</b>	<b>35</b>	<b>37</b>	<b>54</b>	<b>26</b>	<b>162</b>	<b>9</b>	<b>112</b>	<b>39</b>	<b>19</b>	<b>34</b>	<b>129</b>	<b>68</b>	<b>91</b>	<b>26</b>	<b>100</b>	<b>72</b>
Never	2 1.2%	0 0	0 0	0 0	0 0	0 0	2 3.7%	0 0	2 1.2%	0 0	2 1.8%	0 0	0 0	1 2.9%	1 0.8%	0 0	1 1.1%	1 3.8%	1 1.0%	1 1.4%
	*	*	**	*	*	*	**	**	**	**	*	**	*	*	*	*	*	**	*	*
Sometimes	3 1.7%	1 1.1%	2 2.4%	1 7.7%	0 0	1 2.7%	1 1.9%	0 0	3 1.9%	0 0	2 1.8%	1 2.6%	0 0	0 0	3 2.3%	1 1.5%	2 2.2%	0 0	2 2.0%	1 1.4%
	*	*	**	*	*	*	**	**	**	**	*	**	*	*	*	*	*	**	*	*
Usually	17 9.9%	8 8.6%	10 11.8%	0 0	4 11.4%	4 10.8%	7 13.0%	2 7.7%	14 8.6%	2 22.2%	12 10.7%	3 7.7%	2 10.5%	1 2.9%	15 11.6%	4 5.9%	12 13.2%	1 3.8%	13 13.0%	4 5.6%
	*	*	**	*	*	*	**	**	**	**	*	**	*	*	*	*	*	**	*	*
Always	150 87.2%	84 90.3%	73 85.9%	12 92.3%	31 88.6%	32 86.5%	44 81.5%	24 92.3%	143 88.3%	7 77.8%	96 85.7%	35 89.7%	17 89.5%	32 94.1%	110 85.3%	63 92.6%	76 83.5%	24 92.3%	84 84.0%	66 91.7%
	*	*	**	*	*	*	**	**	**	**	*	**	*	*	*	*	*	**	*	*
Net Summaries:																				
Top 2 Box: Always + Usually	167 97.1%	92 98.9%	83 97.6%	12 92.3%	35 100.0%	36 97.3%	51 94.4%	26 100.0%	157 96.9%	9 100.0%	108 96.4%	38 97.4%	19 100.0%	33 97.1%	125 96.9%	67 98.5%	88 96.7%	25 96.2%	97 97.0%	70 97.2%
	*	*	**	*	*	*	**	**	**	**	*	**	*	*	*	*	*	**	*	*
Bottom 2 Box: Never + Sometimes	5 2.9%	1 1.1%	2 2.4%	1 7.7%	0 0	1 2.7%	3 5.6%	0 0	5 3.1%	0 0	4 3.6%	1 2.6%	0 0	1 2.9%	4 3.1%	1 1.5%	3 3.3%	1 3.8%	3 3.0%	2 2.8%
	*	*	**	*	*	*	**	**	**	**	*	**	*	*	*	*	*	**	*	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	18	10	7	0	1	3	4	3	11	2	3	8	2	3	8	9	1	3	5	13
<b>Percentage Base</b>	<b>566</b>	<b>312</b>	<b>250</b>	<b>39</b>	<b>116</b>	<b>106</b>	<b>179</b>	<b>112</b>	<b>490</b>	<b>67</b>	<b>399</b>	<b>119</b>	<b>41</b>	<b>76</b>	<b>471</b>	<b>246</b>	<b>275</b>	<b>70</b>	<b>351</b>	<b>215</b>
Yes	168	92	84	10	35	40	59	21	151	16	118	29	21	26	138	70	86	20	91	77
	29.7%	29.5%	33.6%	25.6%	30.2%	37.7%	33.0%	18.8%	30.8%	23.9%	29.6%	24.4%	51.2%	34.2%	29.3%	28.5%	31.3%	28.6%	25.9%	35.8%
				*	H	H	H			*			KL*	*			*			S
No	398	220	166	29	81	66	120	91	339	51	281	90	20	50	333	176	189	50	260	138
	70.3%	70.5%	66.4%	74.4%	69.8%	62.3%	67.0%	81.3%	69.2%	76.1%	70.4%	75.6%	48.8%	65.8%	70.7%	71.5%	68.7%	71.4%	74.1%	64.2%
				*			EFG		*	M	M	*	*				*		T	

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q53. In the last 6 months, how often were the forms from your child's health plan easy to fill out?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	420	233	173	29	84	69	126	94	354	53	287	99	22	56	342	186	193	53	267	153
<b>Percentage Base</b>	<b>164</b>	<b>89</b>	<b>84</b>	<b>10</b>	<b>33</b>	<b>40</b>	<b>57</b>	<b>21</b>	<b>147</b>	<b>16</b>	<b>115</b>	<b>28</b>	<b>21</b>	<b>23</b>	<b>137</b>	<b>69</b>	<b>83</b>	<b>20</b>	<b>89</b>	<b>75</b>
Never	5 3.0%	2 2.2%	3 3.6%	0 0	2 6.1%	2 5.0%	1 1.8%	0 0	5 3.4%	0 0	2 1.7%	1 3.6%	2 9.5%	4 17.4%	1 0.7%	1 1.4%	0 0	3 15.0%	3 3.4%	2 2.7%
	*	*	**	*	*	*	**	*	**	**	**	**	**	**	*	*	**	*	*	*
Sometimes	28 17.1%	13 14.6%	16 19.0%	2 20.0%	4 12.1%	7 17.5%	9 15.8%	5 23.8%	21 14.3%	7 43.8%	15 13.0%	7 25.0%	6 28.6%	4 17.4%	24 17.5%	12 17.4%	14 16.9%	3 15.0%	14 15.7%	14 18.7%
	*	*	**	*	*	*	**	*	**	**	**	**	**	**	*	*	**	*	*	*
Usually	44 26.8%	25 28.1%	18 21.4%	0 0	10 30.3%	13 32.5%	15 26.3%	5 23.8%	37 25.2%	6 37.5%	36 31.3%	5 17.9%	3 14.3%	9 39.1%	34 24.8%	21 30.4%	17 20.5%	3 15.0%	28 31.5%	16 21.3%
	*	*	**	*	*	*	**	*	**	**	**	**	**	**	*	*	**	*	*	*
Always	87 53.0%	49 55.1%	47 56.0%	8 80.0%	17 51.5%	18 45.0%	32 56.1%	11 52.4%	84 57.1%	3 18.8%	62 53.9%	15 53.6%	10 47.6%	6 26.1%	78 56.9%	35 50.7%	52 62.7%	11 55.0%	44 49.4%	43 57.3%
	*	*	**	*	*	*	**	*	**	**	**	**	**	**	*	*	**	*	*	*
Net Summaries 1:																				
Top 2 Box: Always + Usually	131 79.9%	74 83.1%	65 77.4%	8 80.0%	27 81.8%	31 77.5%	47 82.5%	16 76.2%	121 82.3%	9 56.3%	98 85.2%	20 71.4%	13 61.9%	15 65.2%	112 81.8%	56 81.2%	69 83.1%	14 70.0%	72 80.9%	59 78.7%
	*	*	**	*	*	*	**	*	**	**	**	**	**	**	*	*	**	*	*	*
Bottom 2 Box: Never + Sometimes	33 20.1%	15 16.9%	19 22.6%	2 20.0%	6 18.2%	9 22.5%	10 17.5%	5 23.8%	26 17.7%	7 43.8%	17 14.8%	8 28.6%	8 38.1%	8 34.8%	25 18.2%	13 18.8%	14 16.9%	6 30.0%	17 19.1%	16 21.3%
	*	*	**	*	*	*	**	*	**	**	**	**	**	**	*	*	**	*	*	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q53. In the last 6 months, how often were the forms from your child's health plan easy to fill out?

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T		
Net Summaries 2:																				
<b>Percentage Base (Q52 No + Q53 Always + Usually + Sometimes + Never)</b>	<b>562</b>	<b>309</b>	<b>250</b>	<b>39</b>	<b>114</b>	<b>106</b>	<b>177</b>	<b>112</b>	<b>486</b>	<b>67</b>	<b>396</b>	<b>118</b>	<b>41</b>	<b>73</b>	<b>470</b>	<b>245</b>	<b>272</b>	<b>70</b>	<b>349</b>	<b>213</b>
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Q52 No + Q53 Always + Usually	529	294	231	37	108	97	167	107	460	60	379	110	33	65	445	232	258	64	332	197
	94.1%	95.1%	92.4%	94.9%	94.7%	91.5%	94.4%	95.5%	94.7%	89.6%	95.7%	93.2%	80.5%	89.0%	94.7%	94.7%	94.9%	91.4%	95.1%	92.5%
				*						*	M	M	*	*				*		
Q52 No + Q53 Always	485	269	213	37	98	84	152	102	423	54	343	105	30	56	411	211	241	61	304	181
	86.3%	87.1%	85.2%	94.9%	86.0%	79.2%	85.9%	91.1%	87.0%	80.6%	86.6%	89.0%	73.2%	76.7%	87.4%	86.1%	88.6%	87.1%	87.1%	85.0%
				F*				F		*	M	M	*	*	N			*		
Q53 Usually	44	25	18	0	10	13	15	5	37	6	36	5	3	9	34	21	17	3	28	16
	7.8%	8.1%	7.2%	0	8.8%	12.3%	8.5%	4.5%	7.6%	9.0%	9.1%	4.2%	7.3%	12.3%	7.2%	8.6%	6.3%	4.3%	8.0%	7.5%
				*		DH				*			*	*				*		
Q53 Never + Sometimes	33	15	19	2	6	9	10	5	26	7	17	8	8	8	25	13	14	6	17	16
	5.9%	4.9%	7.6%	5.1%	5.3%	8.5%	5.6%	4.5%	5.3%	10.4%	4.3%	6.8%	19.5%	11.0%	5.3%	5.3%	5.1%	8.6%	4.9%	7.5%
				*						*			KL*	*				*		



**AmeriHealth Caritas Louisiana  
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Q54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T		
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	14	7	3	0	2	4	0	1	0	0	3	4	0	1	6	1	5	0	6	8
<b>Percentage Base</b>	<b>570</b>	<b>315</b>	<b>254</b>	<b>39</b>	<b>115</b>	<b>105</b>	<b>183</b>	<b>114</b>	<b>501</b>	<b>69</b>	<b>399</b>	<b>123</b>	<b>43</b>	<b>78</b>	<b>473</b>	<b>254</b>	<b>271</b>	<b>73</b>	<b>350</b>	<b>220</b>
0 Worst health plan possible	5	3	2	0	0	0	3	2	0	5	1	3	1	0	5	3	2	0	4	1
	0.9%	1.0%	0.8%	0	0	0	1.6%	1.8%	0	7.2%	0.3%	2.4%	2.3%	0	1.1%	1.2%	0.7%	0	1.1%	0.5%
				*					I*		K	*	*					*		
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
				*					*		*	*	*					*		
2	1	0	1	0	0	0	1	0	0	1	1	0	0	0	1	1	0	0	1	0
	0.2%	0	0.4%	0	0	0	0.5%	0	0	1.4%	0.3%	0	0	0	0.2%	0.4%	0	0	0.3%	0
				*					I*		*	*	*					*		
3	3	2	2	0	1	0	2	0	0	3	0	1	2	0	3	1	1	1	1	2
	0.5%	0.6%	0.8%	0	0.9%	0	1.1%	0	0	4.3%	0	0.8%	4.7%	0	0.6%	0.4%	0.4%	1.4%	0.3%	0.9%
				*					I*		K*	*	*					*		
4	2	1	2	0	1	0	1	0	0	2	0	2	0	1	1	1	1	1	2	0
	0.4%	0.3%	0.8%	0	0.9%	0	0.5%	0	0	2.9%	0	1.6%	0	1.3%	0.2%	0.4%	0.4%	1.4%	0.6%	0
				*					I*		K	*	*					*		
5	26	12	14	1	6	5	8	5	0	26	12	11	3	3	23	9	13	4	15	11
	4.6%	3.8%	5.5%	2.6%	5.2%	4.8%	4.4%	4.4%	0	37.7%	3.0%	8.9%	7.0%	3.8%	4.9%	3.5%	4.8%	5.5%	4.3%	5.0%
				*					I*		K	*	*					*		
6	12	6	5	3	2	3	2	1	0	12	8	2	2	1	10	8	4	0	7	5
	2.1%	1.9%	2.0%	7.7%	1.7%	2.9%	1.1%	0.9%	0	17.4%	2.0%	1.6%	4.7%	1.3%	2.1%	3.1%	1.5%	0	2.0%	2.3%
				GH*					I*		*	*	*					*		
7	20	11	9	1	4	3	8	4	0	20	15	3	2	1	18	9	9	1	15	5
	3.5%	3.5%	3.5%	2.6%	3.5%	2.9%	4.4%	3.5%	0	29.0%	3.8%	2.4%	4.7%	1.3%	3.8%	3.5%	3.3%	1.4%	4.3%	2.3%
				*					I*		*	*	*					*		

**AmeriHealth Caritas Louisiana**  
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Q54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
8	73	40	40	5	13	14	25	12	73	0	54	12	7	8	62	33	37	7	45	28
	12.8%	12.7%	15.7%	12.8%	11.3%	13.3%	13.7%	10.5%	14.6%	0	13.5%	9.8%	16.3%	10.3%	13.1%	13.0%	13.7%	9.6%	12.9%	12.7%
				*					J	*			*	*				*		
9	75	40	37	2	11	14	28	18	75	0	54	13	7	11	62	38	29	12	49	26
	13.2%	12.7%	14.6%	5.1%	9.6%	13.3%	15.3%	15.8%	15.0%	0	13.5%	10.6%	16.3%	14.1%	13.1%	15.0%	10.7%	16.4%	14.0%	11.8%
				*					J	*			*	*				*		
10 Best health plan possible	353	200	142	27	77	66	105	72	353	0	254	76	19	53	288	151	175	47	211	142
	61.9%	63.5%	55.9%	69.2%	67.0%	62.9%	57.4%	63.2%	70.5%	0	63.7%	61.8%	44.2%	67.9%	60.9%	59.4%	64.6%	64.4%	60.3%	64.5%
		C		*					J	*	M	M	*	*				*		
Net Summaries:																				
9-10	428	240	179	29	88	80	133	90	428	0	308	89	26	64	350	189	204	59	260	168
	75.1%	76.2%	70.5%	74.4%	76.5%	76.2%	72.7%	78.9%	85.4%	0	77.2%	72.4%	60.5%	82.1%	74.0%	74.4%	75.3%	80.8%	74.3%	76.4%
				*					J	*	M		*	*				*		
8-10	501	280	219	34	101	94	158	102	501	0	362	101	33	72	412	222	241	66	305	196
	87.9%	88.9%	86.2%	87.2%	87.8%	89.5%	86.3%	89.5%	100.0%	0	90.7%	82.1%	76.7%	92.3%	87.1%	87.4%	88.9%	90.4%	87.1%	89.1%
				*					J	*	LM		*	*				*		
6-7	32	17	14	4	6	6	10	5	0	32	23	5	4	2	28	17	13	1	22	10
	5.6%	5.4%	5.5%	10.3%	5.2%	5.7%	5.5%	4.4%	0	46.4%	5.8%	4.1%	9.3%	2.6%	5.9%	6.7%	4.8%	1.4%	6.3%	4.5%
				*					I*				*	*				*		
4-5	28	13	16	1	7	5	9	5	0	28	12	13	3	4	24	10	14	5	17	11
	4.9%	4.1%	6.3%	2.6%	6.1%	4.8%	4.9%	4.4%	0	40.6%	3.0%	10.6%	7.0%	5.1%	5.1%	3.9%	5.2%	6.8%	4.9%	5.0%
				*					I*		K		*	*				*		
0-3	9	5	5	0	1	0	6	2	0	9	2	4	3	0	9	5	3	1	6	3
	1.6%	1.6%	2.0%	0	0.9%	0	3.3%	1.8%	0	13.0%	0.5%	3.3%	7.0%	0	1.9%	2.0%	1.1%	1.4%	1.7%	1.4%
				*					I*		K	K*	*	*				*		
Summary Rating Mean (1-3)	2.66	2.69	2.60	2.64	2.68	2.69	2.63	2.72	2.85	1.29	2.72	2.57	2.42	2.76	2.65	2.65	2.68	2.73	2.66	2.68
				*					J	*	LM		*	*				*		

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Q55. In the last 6 months, did you get or refill any prescription medicines for your child?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	11	8	1	0	1	1	2	0	3	1	3	1	0	0	3	4	0	0	3	8
<b>Percentage Base</b>	<b>573</b>	<b>314</b>	<b>256</b>	<b>39</b>	<b>116</b>	<b>108</b>	<b>181</b>	<b>115</b>	<b>498</b>	<b>68</b>	<b>399</b>	<b>126</b>	<b>43</b>	<b>79</b>	<b>476</b>	<b>251</b>	<b>276</b>	<b>73</b>	<b>353</b>	<b>220</b>
Yes	390	191	229	21	74	78	125	82	340	47	256	94	36	43	335	177	193	43	253	137
	68.1%	60.8%	89.5%	53.8%	63.8%	72.2%	69.1%	71.3%	68.3%	69.1%	64.2%	74.6%	83.7%	54.4%	70.4%	70.5%	69.9%	58.9%	71.7%	62.3%
			B	*	D	D	D	*	*	*	K	K*	*	N	*	*	*	T	*	*
No	183	123	27	18	42	30	56	33	158	21	143	32	7	36	141	74	83	30	100	83
	31.9%	39.2%	10.5%	46.2%	36.2%	27.8%	30.9%	28.7%	31.7%	30.9%	35.8%	25.4%	16.3%	45.6%	29.6%	29.5%	30.1%	41.1%	28.3%	37.7%
		C		FH*					*		LM		*	O*			*			S

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Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	195	132	28	18	43	31	58	34	162	22	147	33	7	36	145	78	83	30	104	91
<b>Percentage Base</b>	<b>389</b>	<b>190</b>	<b>229</b>	<b>21</b>	<b>74</b>	<b>78</b>	<b>125</b>	<b>81</b>	<b>339</b>	<b>47</b>	<b>255</b>	<b>94</b>	<b>36</b>	<b>43</b>	<b>334</b>	<b>177</b>	<b>193</b>	<b>43</b>	<b>252</b>	<b>137</b>
Never	5 1.3%	4 2.1%	2 0.9%	0 **	2 2.7%	0 *	3 2.4%	0 *	3 0.9%	2 4.3%	3 1.2%	1 1.1%	1 2.8%	0 *	5 1.5%	3 1.7%	2 1.0%	0 *	4 1.6%	1 0.7%
Sometimes	28 7.2%	17 8.9%	19 8.3%	2 9.5%	6 8.1%	5 6.4%	9 7.2%	5 6.2%	18 5.3%	10 21.3%	14 5.5%	7 7.4%	7 19.4%	2 4.7%	26 7.8%	14 7.9%	14 7.3%	4 9.3%	12 4.8%	16 11.7%
Usually	62 15.9%	27 14.2%	39 17.0%	3 14.3%	10 13.5%	13 16.7%	23 18.4%	9 11.1%	49 14.5%	13 27.7%	39 15.3%	16 17.0%	6 16.7%	6 14.0%	53 15.9%	33 18.6%	24 12.4%	7 16.3%	47 18.7%	15 10.9%
Always	294 75.6%	142 74.7%	169 73.8%	16 76.2%	56 75.7%	60 76.9%	90 72.0%	67 82.7%	269 79.4%	22 46.8%	199 78.0%	70 74.5%	22 61.1%	35 81.4%	250 74.9%	127 71.8%	153 79.3%	32 74.4%	189 75.0%	105 76.6%
Net Summaries:				**	*	*	*	*	J	*	M	*	*	*				*		
Top 2 Box: Always + Usually	356 91.5%	169 88.9%	208 90.8%	19 90.5%	66 89.2%	73 93.6%	113 90.4%	76 93.8%	318 93.8%	35 74.5%	238 93.3%	86 91.5%	28 77.8%	41 95.3%	303 90.7%	160 90.4%	177 91.7%	39 90.7%	236 93.7%	120 87.6%
Bottom 2 Box: Never + Sometimes	33 8.5%	21 11.1%	21 9.2%	2 9.5%	8 10.8%	5 6.4%	12 9.6%	5 6.2%	21 6.2%	12 25.5%	17 6.7%	8 8.5%	8 22.2%	2 4.7%	31 9.3%	17 9.6%	16 8.3%	4 9.3%	16 6.3%	17 12.4%

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Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	204	135	31	18	46	34	61	33	171	22	151	36	9	38	151	82	87	32	110	94
<b>Percentage Base</b>	<b>380</b>	<b>187</b>	<b>226</b>	<b>21</b>	<b>71</b>	<b>75</b>	<b>122</b>	<b>82</b>	<b>330</b>	<b>47</b>	<b>251</b>	<b>91</b>	<b>34</b>	<b>41</b>	<b>328</b>	<b>173</b>	<b>189</b>	<b>41</b>	<b>246</b>	<b>134</b>
Yes	209	113	130	16	41	39	68	39	180	28	137	47	23	24	179	102	103	23	130	79
	55.0%	60.4%	57.5%	76.2%	57.7%	52.0%	55.7%	47.6%	54.5%	59.6%	54.6%	51.6%	67.6%	58.5%	54.6%	59.0%	54.5%	56.1%	52.8%	59.0%
				**	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
No	171	74	96	5	30	36	54	43	150	19	114	44	11	17	149	71	86	18	116	55
	45.0%	39.6%	42.5%	23.8%	42.3%	48.0%	44.3%	52.4%	45.5%	40.4%	45.4%	48.4%	32.4%	41.5%	45.4%	41.0%	45.5%	43.9%	47.2%	41.0%
				**	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*

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Q58. In general, how would you rate your child's overall health?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	12	5	3	0	0	1	0	2	5	0	0	0	0	1	2	0	2	0	3	9
<b>Percentage Base</b>	<b>572</b>	<b>317</b>	<b>254</b>	<b>39</b>	<b>117</b>	<b>108</b>	<b>183</b>	<b>113</b>	<b>496</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>78</b>	<b>477</b>	<b>255</b>	<b>274</b>	<b>73</b>	<b>353</b>	<b>219</b>
Excellent	185 32.3%	123 38.8%	47 18.5%	25 64.1%	51 43.6%	33 30.6%	49 26.8%	24 21.2%	171 34.5%	13 18.8%	185 46.0%	0 0	0 0	33 42.3%	144 30.2%	91 35.7%	73 26.6%	27 37.0%	117 33.1%	68 31.1%
Very good	217 37.9%	115 36.3%	99 39.0%	9 23.1%	41 35.0%	39 36.1%	74 40.4%	50 44.2%	191 38.5%	24 34.8%	217 54.0%	0 0	0 0	26 33.3%	187 39.2%	92 36.1%	113 41.2%	28 38.4%	136 38.5%	81 37.0%
Good	127 22.2%	59 18.6%	71 28.0%	3 7.7%	22 18.8%	27 25.0%	44 24.0%	27 23.9%	101 20.4%	22 31.9%	0 0	127 100.0%	0 0	13 16.7%	109 22.9%	54 21.2%	66 24.1%	14 19.2%	78 22.1%	49 22.4%
Fair	42 7.3%	19 6.0%	36 14.2%	2 5.1%	3 2.6%	9 8.3%	15 8.2%	12 10.6%	32 6.5%	10 14.5%	0 0	0 0	42 97.7%	6 7.7%	36 7.5%	17 6.7%	22 8.0%	3 4.1%	22 6.2%	20 9.1%
Poor	1 0.2%	1 0.3%	1 0.4%	0 0	0 0	0 0	1 0.5%	0 0	1 0.2%	0 0	0 0	0 0	1 2.3%	0 0	1 0.2%	1 0.4%	0 0	1 1.4%	0 0	1 0.5%
Net Summaries:				*					*				K*	*				Q*		
Top 2 Box: Excellent + Very Good	402 70.3%	238 75.1%	146 57.5%	34 87.2%	92 78.6%	72 66.7%	123 67.2%	74 65.5%	362 73.0%	37 53.6%	402 100.0%	0 0	0 0	59 75.6%	331 69.4%	183 71.8%	186 67.9%	55 75.3%	253 71.7%	149 68.0%
Bottom 2 Box: Fair + Poor	43 7.5%	20 6.3%	37 14.6%	2 5.1%	3 2.6%	9 8.3%	16 8.7%	12 10.6%	33 6.7%	10 14.5%	0 0	0 0	43 100.0%	6 7.7%	37 7.8%	18 7.1%	22 8.0%	4 5.5%	22 6.2%	21 9.6%

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Q59. In general, how would you rate your child's overall mental or emotional health?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	12	6	2	0	1	1	1	0	4	1	1	1	0	2	1	0	1	0	3	9
<b>Percentage Base</b>	<b>572</b>	<b>316</b>	<b>255</b>	<b>39</b>	<b>116</b>	<b>108</b>	<b>182</b>	<b>115</b>	<b>497</b>	<b>68</b>	<b>401</b>	<b>126</b>	<b>43</b>	<b>77</b>	<b>478</b>	<b>255</b>	<b>275</b>	<b>73</b>	<b>353</b>	<b>219</b>
Excellent	220 38.5%	155 49.1%	49 19.2%	33 84.6%	65 56.0%	35 32.4%	51 28.0%	31 27.0%	196 39.4%	23 33.8%	192 47.9%	24 19.0%	4 9.3%	42 54.5%	171 35.8%	94 36.9%	102 37.1%	33 45.2%	142 40.2%	78 35.6%
Very good	151 26.4%	79 25.0%	56 22.0%	3 7.7%	31 26.7%	36 33.3%	49 26.9%	32 27.8%	133 26.8%	18 26.5%	121 30.2%	24 19.0%	6 14.0%	15 19.5%	131 27.4%	67 26.3%	76 27.6%	14 19.2%	93 26.3%	58 26.5%
Good	102 17.8%	50 15.8%	67 26.3%	3 7.7%	11 9.5%	21 19.4%	34 18.7%	26 22.6%	88 17.7%	9 13.2%	62 15.5%	36 28.6%	4 9.3%	11 14.3%	87 18.2%	51 20.0%	41 14.9%	14 19.2%	62 17.6%	40 18.3%
Fair	78 13.6%	27 8.5%	64 25.1%	0 0	6 5.2%	13 12.0%	39 21.4%	20 17.4%	61 12.3%	16 23.5%	20 5.0%	37 29.4%	19 44.2%	7 9.1%	70 14.6%	32 12.5%	45 16.4%	9 12.3%	46 13.0%	32 14.6%
Poor	21 3.7%	5 1.6%	19 7.5%	0 0	3 2.6%	3 2.8%	9 4.9%	6 5.2%	19 3.8%	2 2.9%	6 1.5%	5 4.0%	10 23.3%	2 2.6%	19 4.0%	11 4.3%	11 4.0%	3 4.1%	10 2.8%	11 5.0%
Net Summaries:																				
Top 2 Box: Excellent + Very Good	371 64.9%	234 74.1%	105 41.2%	36 92.3%	96 82.8%	71 65.7%	100 54.9%	63 54.8%	329 66.2%	41 60.3%	313 78.1%	48 38.1%	10 23.3%	57 74.0%	302 63.2%	161 63.1%	178 64.7%	47 64.4%	235 66.6%	136 62.1%
Bottom 2 Box: Fair + Poor	99 17.3%	32 10.1%	83 32.5%	0 0	9 7.8%	16 14.8%	48 26.4%	26 22.6%	80 16.1%	18 26.5%	26 6.5%	42 33.3%	29 67.4%	9 11.7%	89 18.6%	43 16.9%	56 20.4%	12 16.4%	56 15.9%	43 19.6%



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Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	9	5	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	9
<b>Percentage Base</b>	<b>575</b>	<b>317</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>499</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>219</b>
Yes	281	119	220	13	41	56	100	64	243	34	167	76	35	26	247	120	146	27	184	97
	48.9%	37.5%	85.6%	33.3%	35.0%	51.4%	54.6%	55.7%	48.7%	49.3%	41.5%	59.8%	81.4%	32.9%	51.6%	47.1%	52.9%	37.0%	51.7%	44.3%
No	294	198	37	26	76	53	83	51	256	35	235	51	8	53	232	135	130	46	172	122
	51.1%	62.5%	14.4%	66.7%	65.0%	48.6%	45.4%	44.3%	51.3%	50.7%	58.5%	40.2%	18.6%	67.1%	48.4%	52.9%	47.1%	63.0%	48.3%	55.7%
		C		GH*	FGH					*	LM	M	*	O*				Q*		

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q61. Is this because of any medical, behavioral, or other health condition?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	303	203	37	26	76	53	83	51	258	35	235	51	8	53	232	135	130	46	172	131
<b>Percentage Base</b>	<b>281</b>	<b>119</b>	<b>220</b>	<b>13</b>	<b>41</b>	<b>56</b>	<b>100</b>	<b>64</b>	<b>243</b>	<b>34</b>	<b>167</b>	<b>76</b>	<b>35</b>	<b>26</b>	<b>247</b>	<b>120</b>	<b>146</b>	<b>27</b>	<b>184</b>	<b>97</b>
Yes	233	90	213	8	30	43	90	58	201	29	135	63	32	23	205	106	119	23	152	81
	82.9%	75.6%	96.8%	61.5%	73.2%	76.8%	90.0%	90.6%	82.7%	85.3%	80.8%	82.9%	91.4%	88.5%	83.0%	88.3%	81.5%	85.2%	82.6%	83.5%
		B	**	**	*	*	EF	EF*	*	*	*	*	*	**	**	**	**	**	**	*
No	48	29	7	5	11	13	10	6	42	5	32	13	3	3	42	14	27	4	32	16
	17.1%	24.4%	3.2%	38.5%	26.8%	23.2%	10.0%	9.4%	17.3%	14.7%	19.2%	17.1%	8.6%	11.5%	17.0%	11.7%	18.5%	14.8%	17.4%	16.5%
		C	**	**	GH*	GH*	*	*	*	*	*	*	*	**	**	**	**	**	**	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	355	233	46	31	87	66	95	58	303	41	269	65	12	57	276	150	158	51	205	150
<b>Percentage Base</b>	<b>229</b>	<b>89</b>	<b>211</b>	<b>8</b>	<b>30</b>	<b>43</b>	<b>88</b>	<b>57</b>	<b>198</b>	<b>28</b>	<b>133</b>	<b>62</b>	<b>31</b>	<b>22</b>	<b>203</b>	<b>105</b>	<b>118</b>	<b>22</b>	<b>151</b>	<b>78</b>
Yes	207	78	207	5	24	40	84	52	177	27	117	57	30	19	185	100	103	20	135	72
	90.4%	87.6%	98.1%	62.5%	80.0%	93.0%	95.5%	91.2%	89.4%	96.4%	88.0%	91.9%	96.8%	86.4%	91.1%	95.2%	87.3%	90.9%	89.4%	92.3%
		*	B	**	*	*	E*	*	**	**	*	*	*	**	Q	**	**	**	*	*
No	22	11	4	3	6	3	4	5	21	1	16	5	1	3	18	5	15	2	16	6
	9.6%	12.4%	1.9%	37.5%	20.0%	7.0%	4.5%	8.8%	10.6%	3.6%	12.0%	8.1%	3.2%	13.6%	8.9%	4.8%	12.7%	9.1%	10.6%	7.7%
		C*		**	G*	*	*	*	**	**	*	*	*	**	P	**	**	**	*	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q63. 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?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	19	8	6	1	1	3	2	2	10	2	7	3	0	2	7	5	3	3	2	17
<b>Percentage Base</b>	<b>565</b>	<b>314</b>	<b>251</b>	<b>38</b>	<b>116</b>	<b>106</b>	<b>181</b>	<b>113</b>	<b>491</b>	<b>67</b>	<b>395</b>	<b>124</b>	<b>43</b>	<b>77</b>	<b>472</b>	<b>250</b>	<b>273</b>	<b>70</b>	<b>354</b>	<b>211</b>
Yes	156	55	141	4	19	28	64	38	129	24	74	52	29	15	140	73	79	18	84	72
	27.6%	17.5%	56.2%	10.5%	16.4%	26.4%	35.4%	33.6%	26.3%	35.8%	18.7%	41.9%	67.4%	19.5%	29.7%	29.2%	28.9%	25.7%	23.7%	34.1%
		B		*	D	DE	DE			*	K	KL*		*				*		S
No	409	259	110	34	97	78	117	75	362	43	321	72	14	62	332	177	194	52	270	139
	72.4%	82.5%	43.8%	89.5%	83.6%	73.6%	64.6%	66.4%	73.7%	64.2%	81.3%	58.1%	32.6%	80.5%	70.3%	70.8%	71.1%	74.3%	76.3%	65.9%
		C		FGH*	GH					*	LM	M	*	*				*		T

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q64. Is this because of any medical, behavioral, or other health condition?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	429	268	117	35	98	81	120	77	372	46	328	75	15	64	340	182	198	55	272	157
<b>Percentage Base</b>	<b>155</b>	<b>54</b>	<b>140</b>	<b>4</b>	<b>19</b>	<b>28</b>	<b>63</b>	<b>38</b>	<b>129</b>	<b>23</b>	<b>74</b>	<b>52</b>	<b>28</b>	<b>15</b>	<b>139</b>	<b>73</b>	<b>78</b>	<b>18</b>	<b>84</b>	<b>71</b>
Yes	140	47	132	2	17	26	59	34	116	22	67	45	27	14	125	71	67	16	77	63
	90.3%	87.0%	94.3%	50.0%	89.5%	92.9%	93.7%	89.5%	89.9%	95.7%	90.5%	86.5%	96.4%	93.3%	89.9%	97.3%	85.9%	88.9%	91.7%	88.7%
		*	B	**	**	**	*	*	**	**	*	*	**	**	Q*	*	**	*	*	*
No	15	7	8	2	2	2	4	4	13	1	7	7	1	1	14	2	11	2	7	8
	9.7%	13.0%	5.7%	50.0%	10.5%	7.1%	6.3%	10.5%	10.1%	4.3%	9.5%	13.5%	3.6%	6.7%	10.1%	2.7%	14.1%	11.1%	8.3%	11.3%
		C*		**	**	**	*	*	**	**	*	*	**	**	*	P*	**	*	*	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	445	275	126	37	100	83	125	81	386	47	336	82	16	65	355	184	209	58	279	166
<b>Percentage Base</b>	<b>139</b>	<b>47</b>	<b>131</b>	<b>2</b>	<b>17</b>	<b>26</b>	<b>58</b>	<b>34</b>	<b>115</b>	<b>22</b>	<b>66</b>	<b>45</b>	<b>27</b>	<b>14</b>	<b>124</b>	<b>71</b>	<b>67</b>	<b>15</b>	<b>77</b>	<b>62</b>
Yes	125	43	125	2	13	25	52	31	102	21	57	40	27	11	113	64	60	13	71	54
	89.9%	91.5%	95.4%	100.0%	76.5%	96.2%	89.7%	91.2%	88.7%	95.5%	86.4%	88.9%	100.0%	78.6%	91.1%	90.1%	89.6%	86.7%	92.2%	87.1%
		*		**	**	**	*	*	**	**	*	*	**	**	*	*	*	**	*	*
No	14	4	6	0	4	1	6	3	13	1	9	5	0	3	11	7	7	2	6	8
	10.1%	8.5%	4.6%	0	23.5%	3.8%	10.3%	8.8%	11.3%	4.5%	13.6%	11.1%	0	21.4%	8.9%	9.9%	10.4%	13.3%	7.8%	12.9%
		*		**	**	**	*	*	**	**	*	*	**	**	*	*	*	**	*	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q66. 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?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	13	5	1	1	1	1	0	0	5	1	1	3	0	0	3	1	2	0	0	13
<b>Percentage Base</b>	<b>571</b>	<b>317</b>	<b>256</b>	<b>38</b>	<b>116</b>	<b>108</b>	<b>183</b>	<b>115</b>	<b>496</b>	<b>68</b>	<b>401</b>	<b>124</b>	<b>43</b>	<b>79</b>	<b>476</b>	<b>254</b>	<b>274</b>	<b>73</b>	<b>356</b>	<b>215</b>
Yes	120	54	91	4	20	27	40	26	99	18	56	37	26	15	100	43	68	18	58	62
	21.0%	17.0%	35.5%	10.5%	17.2%	25.0%	21.9%	22.6%	20.0%	26.5%	14.0%	29.8%	60.5%	19.0%	21.0%	16.9%	24.8%	24.7%	16.3%	28.8%
			B	*					*		K	KL*	*			P	*			S
No	451	263	165	34	96	81	143	89	397	50	345	87	17	64	376	211	206	55	298	153
	79.0%	83.0%	64.5%	89.5%	82.8%	75.0%	78.1%	77.4%	80.0%	73.5%	86.0%	70.2%	39.5%	81.0%	79.0%	83.1%	75.2%	75.3%	83.7%	71.2%
		C	*						*	LM	M	*	*		Q		*		T	

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q67. Is this because of any medical, behavioral, or other health condition?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	469	271	169	35	98	82	144	91	406	52	347	92	19	64	383	214	210	56	300	169
<b>Percentage Base</b>	<b>115</b>	<b>51</b>	<b>88</b>	<b>4</b>	<b>19</b>	<b>27</b>	<b>39</b>	<b>24</b>	<b>95</b>	<b>17</b>	<b>55</b>	<b>35</b>	<b>24</b>	<b>15</b>	<b>96</b>	<b>41</b>	<b>66</b>	<b>17</b>	<b>56</b>	<b>59</b>
Yes	83	31	80	1	11	20	33	18	66	16	32	27	23	7	74	35	45	11	40	43
	72.2%	60.8%	90.9%	25.0%	57.9%	74.1%	84.6%	75.0%	69.5%	94.1%	58.2%	77.1%	95.8%	46.7%	77.1%	85.4%	68.2%	64.7%	71.4%	72.9%
		*	B*	**	**	**	*	**	*	**	*	*	**	**	*	Q*	*	**	*	*
No	32	20	8	3	8	7	6	6	29	1	23	8	1	8	22	6	21	6	16	16
	27.8%	39.2%	9.1%	75.0%	42.1%	25.9%	15.4%	25.0%	30.5%	5.9%	41.8%	22.9%	4.2%	53.3%	22.9%	14.6%	31.8%	35.3%	28.6%	27.1%
		C*	*	**	**	**	*	**	*	**	*	*	**	**	*	*	P*	**	*	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	502	292	178	38	106	89	151	97	436	53	370	101	20	72	406	220	232	62	316	186
<b>Percentage Base</b>	<b>82</b>	<b>30</b>	<b>79</b>	<b>1</b>	<b>11</b>	<b>20</b>	<b>32</b>	<b>18</b>	<b>65</b>	<b>16</b>	<b>32</b>	<b>26</b>	<b>23</b>	<b>7</b>	<b>73</b>	<b>35</b>	<b>44</b>	<b>11</b>	<b>40</b>	<b>42</b>
Yes	77	26	77	1	9	20	30	17	60	16	28	25	23	7	69	34	40	10	38	39
	93.9%	86.7%	97.5%	100.0%	81.8%	100.0%	93.8%	94.4%	92.3%	100.0%	87.5%	96.2%	100.0%	100.0%	94.5%	97.1%	90.9%	90.9%	95.0%	92.9%
		*	B*	**	**	**	*	**	*	**	*	**	**	**	*	*	*	**	*	*
No	5	4	2	0	2	0	2	1	5	0	4	1	0	0	4	1	4	1	2	3
	6.1%	13.3%	2.5%	0	18.2%	0	6.3%	5.6%	7.7%	0	12.5%	3.8%	0	0	5.5%	2.9%	9.1%	9.1%	5.0%	7.1%
		C*	*	**	**	**	*	**	*	**	*	**	**	**	*	*	*	**	*	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	11	6	0	0	0	0	0	0	3	1	0	2	0	0	0	0	0	0	0	11
<b>Percentage Base</b>	<b>573</b>	<b>316</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>498</b>	<b>68</b>	<b>402</b>	<b>125</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>217</b>
Yes	91	34	78	4	19	27	28	13	75	14	46	28	17	10	81	38	48	7	48	43
	15.9%	10.8%	30.4%	10.3%	16.2%	24.8%	15.3%	11.3%	15.1%	20.6%	11.4%	22.4%	39.5%	12.7%	16.9%	14.9%	17.4%	9.6%	13.5%	19.8%
			B	*		GH				*		K	KL*	*				*		S
No	482	282	179	35	98	82	155	102	423	54	356	97	26	69	398	217	228	66	308	174
	84.1%	89.2%	69.6%	89.7%	83.8%	75.2%	84.7%	88.7%	84.9%	79.4%	88.6%	77.6%	60.5%	87.3%	83.1%	85.1%	82.6%	90.4%	86.5%	80.2%
		C		*			F	F		*	LM	M	*	*				*		T

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q70. Is this because of any medical, behavioral, or other health condition?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	494	288	180	35	98	83	155	102	427	55	357	99	26	69	399	217	229	66	308	186
<b>Percentage Base</b>	<b>90</b>	<b>34</b>	<b>77</b>	<b>4</b>	<b>19</b>	<b>26</b>	<b>28</b>	<b>13</b>	<b>74</b>	<b>14</b>	<b>45</b>	<b>28</b>	<b>17</b>	<b>10</b>	<b>80</b>	<b>38</b>	<b>47</b>	<b>7</b>	<b>48</b>	<b>42</b>
Yes	75	24	75	1	14	20	28	12	61	13	35	23	17	7	68	33	40	5	38	37
	83.3%	70.6%	97.4%	25.0%	73.7%	76.9%	100.0%	92.3%	82.4%	92.9%	77.8%	82.1%	100.0%	70.0%	85.0%	86.8%	85.1%	71.4%	79.2%	88.1%
		*	B*	**	**	**	**	**	*	**	*	**	**	**	*	*	*	**	*	*
No	15	10	2	3	5	6	0	1	13	1	10	5	0	3	12	5	7	2	10	5
	16.7%	29.4%	2.6%	75.0%	26.3%	23.1%	0	7.7%	17.6%	7.1%	22.2%	17.9%	0	30.0%	15.0%	13.2%	14.9%	28.6%	20.8%	11.9%
		C*	*	**	**	**	**	**	*	**	*	**	**	**	*	*	*	**	*	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	510	298	183	38	103	89	156	103	441	56	368	104	26	72	412	222	237	68	318	192
<b>Percentage Base</b>	<b>74</b>	<b>24</b>	<b>74</b>	<b>1</b>	<b>14</b>	<b>20</b>	<b>27</b>	<b>12</b>	<b>60</b>	<b>13</b>	<b>34</b>	<b>23</b>	<b>17</b>	<b>7</b>	<b>67</b>	<b>33</b>	<b>39</b>	<b>5</b>	<b>38</b>	<b>36</b>
Yes	71	23	71	1	14	20	26	10	57	13	33	21	17	7	64	31	38	5	36	35
	95.9%	95.8%	95.9%	100.0%	100.0%	100.0%	96.3%	83.3%	95.0%	100.0%	97.1%	91.3%	100.0%	100.0%	95.5%	93.9%	97.4%	100.0%	94.7%	97.2%
		**	*	**	**	**	**	**	*	**	*	**	**	**	*	*	*	**	*	*
No	3	1	3	0	0	0	1	2	3	0	1	2	0	0	3	2	1	0	2	1
	4.1%	4.2%	4.1%	0	0	0	3.7%	16.7%	5.0%	0	2.9%	8.7%	0	0	4.5%	6.1%	2.6%	0	5.3%	2.8%
		**	*	**	**	**	**	**	*	**	*	**	**	**	*	*	*	**	*	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	13	7	1	0	0	1	1	0	5	1	2	2	0	0	1	0	1	1	1	12
<b>Percentage Base</b>	<b>571</b>	<b>315</b>	<b>256</b>	<b>39</b>	<b>117</b>	<b>108</b>	<b>182</b>	<b>115</b>	<b>496</b>	<b>68</b>	<b>400</b>	<b>125</b>	<b>43</b>	<b>79</b>	<b>478</b>	<b>255</b>	<b>275</b>	<b>72</b>	<b>355</b>	<b>216</b>
Yes	165	53	155	1	15	34	70	43	140	22	80	55	28	13	149	77	87	13	97	68
	28.9%	16.8%	60.5%	2.6%	12.8%	31.5%	38.5%	37.4%	28.2%	32.4%	20.0%	44.0%	65.1%	16.5%	31.2%	30.2%	31.6%	18.1%	27.3%	31.5%
		B	*		DE	DE	DE		*		K	KL*	*	N	R	R	*			
No	406	262	101	38	102	74	112	72	356	46	320	70	15	66	329	178	188	59	258	148
	71.1%	83.2%	39.5%	97.4%	87.2%	68.5%	61.5%	62.6%	71.8%	67.6%	80.0%	56.0%	34.9%	83.5%	68.8%	69.8%	68.4%	81.9%	72.7%	68.5%
		C		FGH*	FGH				*	LM	M	*	O*				PQ*			

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q73. Has this problem lasted or is it expected to last for at least 12 months?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	422	271	104	38	102	75	115	73	364	47	324	73	15	66	333	179	191	60	261	161
<b>Percentage Base</b>	<b>162</b>	<b>51</b>	<b>153</b>	<b>1</b>	<b>15</b>	<b>34</b>	<b>68</b>	<b>42</b>	<b>137</b>	<b>22</b>	<b>78</b>	<b>54</b>	<b>28</b>	<b>13</b>	<b>146</b>	<b>76</b>	<b>85</b>	<b>13</b>	<b>95</b>	<b>67</b>
Yes	151	47	151	1	13	31	65	39	127	21	71	50	28	11	137	73	77	12	90	61
	93.2%	92.2%	98.7%	100.0%	86.7%	91.2%	95.6%	92.9%	92.7%	95.5%	91.0%	92.6%	100.0%	84.6%	93.8%	96.1%	90.6%	92.3%	94.7%	91.0%
		*	B	**	**	*	*	*	**	**	*	*	**	**	*	*	*	**	*	*
No	11	4	2	0	2	3	3	3	10	1	7	4	0	2	9	3	8	1	5	6
	6.8%	7.8%	1.3%	0	13.3%	8.8%	4.4%	7.1%	7.3%	4.5%	9.0%	7.4%	0	15.4%	6.2%	3.9%	9.4%	7.7%	5.3%	9.0%
		C*		**	**	*	*	*	**	**	*	*	**	**	*	*	**	*	*	

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q74. What is your child's age?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	21	13	3	0	0	0	0	0	12	2	7	4	1	4	5	4	3	3	9	12
<b>Percentage Base</b>	<b>563</b>	<b>309</b>	<b>254</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>489</b>	<b>67</b>	<b>395</b>	<b>123</b>	<b>42</b>	<b>75</b>	<b>474</b>	<b>251</b>	<b>273</b>	<b>70</b>	<b>347</b>	<b>216</b>
Less than 1 year old	7	6	1	7	0	0	0	0	7	0	6	1	0	0	7	4	3	1	5	2
	1.2%	1.9%	0.4%	17.9%	0	0	0	0	1.4%	0	1.5%	0.8%	0	0	1.5%	1.6%	1.1%	1.4%	1.4%	0.9%
				EFGH*					*		*		*					*		
1 year old	32	22	5	32	0	0	0	0	27	5	28	2	2	8	24	12	14	6	12	20
	5.7%	7.1%	2.0%	82.1%	0	0	0	0	5.5%	7.5%	7.1%	1.6%	4.8%	10.7%	5.1%	4.8%	5.1%	8.6%	3.5%	9.3%
				EFGH*					*		L		*	*				*		S
2 to 5	117	67	34	0	117	0	0	0	101	14	92	22	3	21	93	52	56	24	59	58
	20.8%	21.7%	13.4%	0	100.0%	0	0	0	20.7%	20.9%	23.3%	17.9%	7.1%	28.0%	19.6%	20.7%	20.5%	34.3%	17.0%	26.9%
				*	DFGH				*		M		*	*				PQ*		S
6 to 9	109	57	48	0	0	109	0	0	94	11	72	27	9	21	85	49	47	15	65	44
	19.4%	18.4%	18.9%	0	0	100.0%	0	0	19.2%	16.4%	18.2%	22.0%	21.4%	28.0%	17.9%	19.5%	17.2%	21.4%	18.7%	20.4%
				*		DEGH			*		*		*	O*				*		
10 to 14	183	96	106	0	0	0	183	0	158	25	123	44	16	19	160	87	89	15	120	63
	32.5%	31.1%	41.7%	0	0	0	100.0%	0	32.3%	37.3%	31.1%	35.8%	38.1%	25.3%	33.8%	34.7%	32.6%	21.4%	34.6%	29.2%
				B			DEFH		*		*		*	*			R	*		
15 to 18	115	61	60	0	0	0	0	115	102	12	74	27	12	6	105	47	64	9	86	29
	20.4%	19.7%	23.6%	0	0	0	0	100.0%	20.9%	17.9%	18.7%	22.0%	28.6%	8.0%	22.2%	18.7%	23.4%	12.9%	24.8%	13.4%
				*			DEFG		*		*		*	*	N		R	*	T	
Net Summaries:																				
1 year and under	39	28	6	39	0	0	0	0	34	5	34	3	2	8	31	16	17	7	17	22
	6.9%	9.1%	2.4%	100.0%	0	0	0	0	7.0%	7.5%	8.6%	2.4%	4.8%	10.7%	6.5%	6.4%	6.2%	10.0%	4.9%	10.2%
				EFGH*					*		L		*	*				*		S

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q75. Is your child male or female?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	17	10	2	0	0	3	0	0	8	1	3	5	0	0	5	3	2	0	4	13
<b>Percentage Base</b>	<b>567</b>	<b>312</b>	<b>255</b>	<b>39</b>	<b>117</b>	<b>106</b>	<b>183</b>	<b>115</b>	<b>493</b>	<b>68</b>	<b>399</b>	<b>122</b>	<b>43</b>	<b>79</b>	<b>474</b>	<b>252</b>	<b>274</b>	<b>73</b>	<b>352</b>	<b>215</b>
Male	296	156	150	20	62	59	94	57	268	26	210	64	20	46	243	129	141	41	176	120
	52.2%	50.0%	58.8%	51.3%	53.0%	55.7%	51.4%	49.6%	54.4%	38.2%	52.6%	52.5%	46.5%	58.2%	51.3%	51.2%	51.5%	56.2%	50.0%	55.8%
		B	*	*	*	*	*	*	J	*	*	*	*	*	*	*	*	*	*	*
Female	271	156	105	19	55	47	89	58	225	42	189	58	23	33	231	123	133	32	176	95
	47.8%	50.0%	41.2%	48.7%	47.0%	44.3%	48.6%	50.4%	45.6%	61.8%	47.4%	47.5%	53.5%	41.8%	48.7%	48.8%	48.5%	43.8%	50.0%	44.2%
		C	*	*	*	*	*	*	I*	*	*	*	*	*	*	*	*	*	*	*



**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q76. Is your child of Hispanic or Latino origin or descent?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	26	17	4	0	3	3	4	4	17	2	12	5	0	0	0	4	7	2	14	12
<b>Percentage Base</b>	<b>558</b>	<b>305</b>	<b>253</b>	<b>39</b>	<b>114</b>	<b>106</b>	<b>179</b>	<b>111</b>	<b>484</b>	<b>67</b>	<b>390</b>	<b>122</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>251</b>	<b>269</b>	<b>71</b>	<b>342</b>	<b>216</b>
Yes - Hispanic or Latino	79	41	23	8	21	21	19	6	72	6	59	13	6	79	0	26	7	40	39	40
	14.2%	13.4%	9.1%	20.5%	18.4%	19.8%	10.6%	5.4%	14.9%	9.0%	15.1%	10.7%	14.0%	100.0%	0	10.4%	2.6%	56.3%	11.4%	18.5%
No - Not Hispanic or Latino	479	264	230	31	93	85	160	105	412	61	331	109	37	0	479	225	262	31	303	176
	85.8%	86.6%	90.9%	79.5%	81.6%	80.2%	89.4%	94.6%	85.1%	91.0%	84.9%	89.3%	86.0%	0	100.0%	89.6%	97.4%	43.7%	88.6%	81.5%
			B	*			F	DEF		*			*	*	N	R	PR	*		T

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q77A-F. What is your child's race? (Multiple Mentions)

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Percentage Base</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
White	255	148	125	16	52	49	87	47	222	32	183	54	18	26	225	255	24	14	167	88
	43.7%	46.0%	48.6%	41.0%	44.4%	45.0%	47.5%	40.9%	44.3%	46.4%	45.5%	42.5%	41.9%	32.9%	47.0%	100.0%	8.7%	19.2%	46.9%	38.6%
			*							*			*		N	QR		Q*	T	
Black or African-American	276	146	127	17	56	47	89	64	241	30	186	66	22	7	262	24	276	12	165	111
	47.3%	45.3%	49.4%	43.6%	47.9%	43.1%	48.6%	55.7%	48.1%	43.5%	46.3%	52.0%	51.2%	8.9%	54.7%	9.4%	100.0%	16.4%	46.3%	48.7%
			*							*			*	*	N		PR	*		
Asian	9	5	1	1	5	1	2	0	7	2	6	3	0	0	9	1	2	9	3	6
	1.5%	1.6%	0.4%	2.6%	4.3%	0.9%	1.1%	0	1.4%	2.9%	1.5%	2.4%	0	0	1.9%	0.4%	0.7%	12.3%	0.8%	2.6%
			*	H						*			*	*				PQ*		
Native Hawaiian or other Pacific Islander	2	1	2	0	1	0	1	0	2	0	2	0	0	0	2	2	0	2	1	1
	0.3%	0.3%	0.8%	0	0.9%	0	0.5%	0	0.4%	0	0.5%	0	0	0	0.4%	0.8%	0	2.7%	0.3%	0.4%
			*							*			*	*				Q*		
American Indian or Alaska Native	19	10	10	0	5	2	6	5	17	2	13	4	2	1	18	12	7	19	6	13
	3.3%	3.1%	3.9%	0	4.3%	1.8%	3.3%	4.3%	3.4%	2.9%	3.2%	3.1%	4.7%	1.3%	3.8%	4.7%	2.5%	26.0%	1.7%	5.7%
			*							*			*	*				PQ*		S
Other	53	28	14	6	19	12	10	4	48	5	42	9	2	40	11	5	7	53	19	34
	9.1%	8.7%	5.4%	15.4%	16.2%	11.0%	5.5%	3.5%	9.6%	7.2%	10.4%	7.1%	4.7%	50.6%	2.3%	2.0%	2.5%	72.6%	5.3%	14.9%
				GH*	GH	H				*			*	O*				PQ*		S
No Race Indicated	27	17	3	1	4	4	3	2	16	3	11	4	2	12	2	0	0	0	14	13
	4.6%	5.3%	1.2%	2.6%	3.4%	3.7%	1.6%	1.7%	3.2%	4.3%	2.7%	3.1%	4.7%	15.2%	0.4%	0	0	0	3.9%	5.7%
		C	*							*			*	O*				*		

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q77A-F. What is your child's race? (Multiple Mentions)

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T		
Net Summaries:																				
White (Net)	255	148	125	16	52	49	87	47	222	32	183	54	18	26	225	255	24	14	167	88
	43.7%	46.0%	48.6%	41.0%	44.4%	45.0%	47.5%	40.9%	44.3%	46.4%	45.5%	42.5%	41.9%	32.9%	47.0%	100.0%	8.7%	19.2%	46.9%	38.6%
			*							*			*		N	QR		Q*	T	
Black or African-American (Net)	276	146	127	17	56	47	89	64	241	30	186	66	22	7	262	24	276	12	165	111
	47.3%	45.3%	49.4%	43.6%	47.9%	43.1%	48.6%	55.7%	48.1%	43.5%	46.3%	52.0%	51.2%	8.9%	54.7%	9.4%	100.0%	16.4%	46.3%	48.7%
			*							*			*	*	N		PR	*		
All Other (Net)	73	38	24	7	24	15	15	9	66	7	55	14	4	40	31	14	12	73	28	45
	12.5%	11.8%	9.3%	17.9%	20.5%	13.8%	8.2%	7.8%	13.2%	10.1%	13.7%	11.0%	9.3%	50.6%	6.5%	5.5%	4.3%	100.0%	7.9%	19.7%
			*		GH					*			*		O*			PQ*		S

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q78. What is your age?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	23	11	3	2	1	2	2	3	12	2	9	4	1	3	7	2	6	1	9	14
<b>Percentage Base</b>	<b>561</b>	<b>311</b>	<b>254</b>	<b>37</b>	<b>116</b>	<b>107</b>	<b>181</b>	<b>112</b>	<b>489</b>	<b>67</b>	<b>393</b>	<b>123</b>	<b>42</b>	<b>76</b>	<b>472</b>	<b>253</b>	<b>270</b>	<b>72</b>	<b>347</b>	<b>214</b>
Under 18	64	34	29	2	7	8	24	23	51	13	45	11	7	3	56	25	37	3	64	0
	11.4%	10.9%	11.4%	5.4%	6.0%	7.5%	13.3%	20.5%	10.4%	19.4%	11.5%	8.9%	16.7%	3.9%	11.9%	9.9%	13.7%	4.2%	18.4%	0
				*			E	DEF		I*			*	*	N		R	*	T	
18 to 24	37	25	6	12	18	1	2	2	33	4	32	4	1	11	26	14	15	13	14	23
	6.6%	8.0%	2.4%	32.4%	15.5%	0.9%	1.1%	1.8%	6.7%	6.0%	8.1%	3.3%	2.4%	14.5%	5.5%	5.5%	5.6%	18.1%	4.0%	10.7%
				C	EFGH*	FGH			*		*		O*					PQ*		S
25 to 34	157	86	63	17	61	43	31	3	137	19	113	33	11	29	127	72	72	24	79	78
	28.0%	27.7%	24.8%	45.9%	52.6%	40.2%	17.1%	2.7%	28.0%	28.4%	28.8%	26.8%	26.2%	38.2%	26.9%	28.5%	26.7%	33.3%	22.8%	36.4%
				GH*	GH	GH	H		*		*		O*					*		S
35 to 44	156	84	73	6	21	26	65	35	136	18	115	29	11	21	132	67	77	23	92	64
	27.8%	27.0%	28.7%	16.2%	18.1%	24.3%	35.9%	31.3%	27.8%	26.9%	29.3%	23.6%	26.2%	27.6%	28.0%	26.5%	28.5%	31.9%	26.5%	29.9%
				*			DEF	E	*	*	*	*	*	*				*		
45 to 54	77	43	42	0	6	16	28	26	67	9	49	18	9	10	67	42	36	5	46	31
	13.7%	13.8%	16.5%	0	5.2%	15.0%	15.5%	23.2%	13.7%	13.4%	12.5%	14.6%	21.4%	13.2%	14.2%	16.6%	13.3%	6.9%	13.3%	14.5%
				*		DE	DE	DE	*	*	*	*	*	*	R			*		
55 to 64	41	26	20	0	1	7	19	14	40	1	27	13	1	2	36	19	19	3	32	9
	7.3%	8.4%	7.9%	0	0.9%	6.5%	10.5%	12.5%	8.2%	1.5%	6.9%	10.6%	2.4%	2.6%	7.6%	7.5%	7.0%	4.2%	9.2%	4.2%
				*		E	DE	DE	*	*	*	*	*	*				*	T	
65 to 74	21	7	16	0	2	3	11	5	17	3	8	12	1	0	21	9	11	1	15	6
	3.7%	2.3%	6.3%	0	1.7%	2.8%	6.1%	4.5%	3.5%	4.5%	2.0%	9.8%	2.4%	0	4.4%	3.6%	4.1%	1.4%	4.3%	2.8%
				B	*				*	*	K	*	*	*				*		
75 or older	8	6	5	0	0	3	1	4	8	0	4	3	1	0	7	5	3	0	5	3
	1.4%	1.9%	2.0%	0	0	2.8%	0.6%	3.6%	1.6%	0	1.0%	2.4%	2.4%	0	1.5%	2.0%	1.1%	0	1.4%	1.4%
				*				E	*	*	*	*	*	*				*		



**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q78. What is your age?

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./Very Good	Good	Fair/Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
Net Summaries 1:																				
18 to 34	194	111	69	29	79	44	33	5	170	23	145	37	12	40	153	86	87	37	93	101
	34.6%	35.7%	27.2%	78.4%	68.1%	41.1%	18.2%	4.5%	34.8%	34.3%	36.9%	30.1%	28.6%	52.6%	32.4%	34.0%	32.2%	51.4%	26.8%	47.2%
		C		FGH*	FGH	GH	H			*			*	O*			PQ*		S	
35 to 54	233	127	115	6	27	42	93	61	203	27	164	47	20	31	199	109	113	28	138	95
	41.5%	40.8%	45.3%	16.2%	23.3%	39.3%	51.4%	54.5%	41.5%	40.3%	41.7%	38.2%	47.6%	40.8%	42.2%	43.1%	41.9%	38.9%	39.8%	44.4%
				*		DE	DEF	DEF		*			*	*				*		
55 or older	70	39	41	0	3	13	31	23	65	4	39	28	3	2	64	33	33	4	52	18
	12.5%	12.5%	16.1%	0	2.6%	12.1%	17.1%	20.5%	13.3%	6.0%	9.9%	22.8%	7.1%	2.6%	13.6%	13.0%	12.2%	5.6%	15.0%	8.4%
				*		DE	DE	DE		*		KM	*	*	N			*	T	
Net Summaries 2:																				
65 or older	29	13	21	0	2	6	12	9	25	3	12	15	2	0	28	14	14	1	20	9
	5.2%	4.2%	8.3%	0	1.7%	5.6%	6.6%	8.0%	5.1%	4.5%	3.1%	12.2%	4.8%	0	5.9%	5.5%	5.2%	1.4%	5.8%	4.2%
		B		*				E		*		K	*	*	N			*		



**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q79. Are you male or female?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	17	9	1	1	1	1	2	0	8	2	6	2	0	1	4	2	2	0	3	14
<b>Percentage Base</b>	<b>567</b>	<b>313</b>	<b>256</b>	<b>38</b>	<b>116</b>	<b>108</b>	<b>181</b>	<b>115</b>	<b>493</b>	<b>67</b>	<b>396</b>	<b>125</b>	<b>43</b>	<b>78</b>	<b>475</b>	<b>253</b>	<b>274</b>	<b>73</b>	<b>353</b>	<b>214</b>
Male	54	31	20	2	9	10	21	11	45	9	37	14	3	5	45	27	19	10	41	13
	9.5%	9.9%	7.8%	5.3%	7.8%	9.3%	11.6%	9.6%	9.1%	13.4%	9.3%	11.2%	7.0%	6.4%	9.5%	10.7%	6.9%	13.7%	11.6%	6.1%
				*						*			*	*				*	T	
Female	513	282	236	36	107	98	160	104	448	58	359	111	40	73	430	226	255	63	312	201
	90.5%	90.1%	92.2%	94.7%	92.2%	90.7%	88.4%	90.4%	90.9%	86.6%	90.7%	88.8%	93.0%	93.6%	90.5%	89.3%	93.1%	86.3%	88.4%	93.9%
				*						*			*	*				*		S

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q80. What is the highest grade or level of school that you have completed?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	23	14	1	1	1	1	2	4	14	1	10	4	0	1	7	4	7	1	9	14
<b>Percentage Base</b>	<b>561</b>	<b>308</b>	<b>256</b>	<b>38</b>	<b>116</b>	<b>108</b>	<b>181</b>	<b>111</b>	<b>487</b>	<b>68</b>	<b>392</b>	<b>123</b>	<b>43</b>	<b>78</b>	<b>472</b>	<b>251</b>	<b>269</b>	<b>72</b>	<b>347</b>	<b>214</b>
8th grade or less	39	20	14	2	7	10	14	6	29	8	23	12	3	15	24	14	13	10	28	11
	7.0%	6.5%	5.5%	5.3%	6.0%	9.3%	7.7%	5.4%	6.0%	11.8%	5.9%	9.8%	7.0%	19.2%	5.1%	5.6%	4.8%	13.9%	8.1%	5.1%
				*						*				O*				PQ*		
Some high school, but did not graduate	92	52	41	7	23	10	30	19	80	10	60	24	7	18	73	32	45	20	58	34
	16.4%	16.9%	16.0%	18.4%	19.8%	9.3%	16.6%	17.1%	16.4%	14.7%	15.3%	19.5%	16.3%	23.1%	15.5%	12.7%	16.7%	27.8%	16.7%	15.9%
				*	F					*			*	*				PQ*		
High school graduate or GED	197	97	96	17	47	32	58	41	177	19	131	46	20	18	172	91	100	15	110	87
	35.1%	31.5%	37.5%	44.7%	40.5%	29.6%	32.0%	36.9%	36.3%	27.9%	33.4%	37.4%	46.5%	23.1%	36.4%	36.3%	37.2%	20.8%	31.7%	40.7%
				*						*			*	*	N	R	R	*		S
Some college or 2-year degree	181	108	86	11	31	44	58	36	152	28	135	34	12	19	160	88	88	23	117	64
	32.3%	35.1%	33.6%	28.9%	26.7%	40.7%	32.0%	32.4%	31.2%	41.2%	34.4%	27.6%	27.9%	24.4%	33.9%	35.1%	32.7%	31.9%	33.7%	29.9%
				*		E				*			*	*				*		
4-year college graduate	34	19	11	1	6	5	14	8	33	1	26	6	1	3	30	15	17	2	25	9
	6.1%	6.2%	4.3%	2.6%	5.2%	4.6%	7.7%	7.2%	6.8%	1.5%	6.6%	4.9%	2.3%	3.8%	6.4%	6.0%	6.3%	2.8%	7.2%	4.2%
				*						*			*	*				*		
More than 4-year college degree	18	12	8	0	2	7	7	1	16	2	17	1	0	5	13	11	6	2	9	9
	3.2%	3.9%	3.1%	0	1.7%	6.5%	3.9%	0.9%	3.3%	2.9%	4.3%	0.8%	0	6.4%	2.8%	4.4%	2.2%	2.8%	2.6%	4.2%
				*		H				*			*	*				*		
Net Summaries 1:																				
Did not graduate HS	131	72	55	9	30	20	44	25	109	18	83	36	10	33	97	46	58	30	86	45
	23.4%	23.4%	21.5%	23.7%	25.9%	18.5%	24.3%	22.5%	22.4%	26.5%	21.2%	29.3%	23.3%	42.3%	20.6%	18.3%	21.6%	41.7%	24.8%	21.0%
				*						*			*	O*				PQ*		

**AmeriHealth Caritas Louisiana**  
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Q80. What is the highest grade or level of school that you have completed?

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T		
Net Summaries 2:																				
HS Grad or Less	328	169	151	26	77	52	102	66	286	37	214	82	30	51	269	137	158	45	196	132
	58.5%	54.9%	59.0%	68.4%	66.4%	48.1%	56.4%	59.5%	58.7%	54.4%	54.6%	66.7%	69.8%	65.4%	57.0%	54.6%	58.7%	62.5%	56.5%	61.7%
				F*	F					*		K	*	*				*		
Some College or More	233	139	105	12	39	56	79	45	201	31	178	41	13	27	203	114	111	27	151	82
	41.5%	45.1%	41.0%	31.6%	33.6%	51.9%	43.6%	40.5%	41.3%	45.6%	45.4%	33.3%	30.2%	34.6%	43.0%	45.4%	41.3%	37.5%	43.5%	38.3%
				*		DE				*	L	*	*					*		

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q81. How are you related to the child?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	33	18	12	2	3	2	9	5	21	4	13	7	4	1	18	8	14	0	20	13
<b>Percentage Base</b>	<b>551</b>	<b>304</b>	<b>245</b>	<b>37</b>	<b>114</b>	<b>107</b>	<b>174</b>	<b>110</b>	<b>480</b>	<b>65</b>	<b>389</b>	<b>120</b>	<b>39</b>	<b>78</b>	<b>461</b>	<b>247</b>	<b>262</b>	<b>73</b>	<b>336</b>	<b>215</b>
Mother or father	474	266	197	37	106	89	148	85	410	59	347	90	34	77	388	208	225	71	281	193
	86.0%	87.5%	80.4%	100.0%	93.0%	83.2%	85.1%	77.3%	85.4%	90.8%	89.2%	75.0%	87.2%	98.7%	84.2%	84.2%	85.9%	97.3%	83.6%	89.8%
Grandparent	58	28	35	0	4	16	19	19	52	5	32	22	4	0	56	33	26	1	41	17
	10.5%	9.2%	14.3%	0	3.5%	15.0%	10.9%	17.3%	10.8%	7.7%	8.2%	18.3%	10.3%	0	12.1%	13.4%	9.9%	1.4%	12.2%	7.9%
Aunt or uncle	5	3	5	0	3	0	2	0	5	0	3	2	0	0	5	2	3	0	4	1
	0.9%	1.0%	2.0%	0	2.6%	0	1.1%	0	1.0%	0	0.8%	1.7%	0	0	1.1%	0.8%	1.1%	0	1.2%	0.5%
Older brother or sister	1	0	0	0	0	0	0	1	1	0	1	0	0	1	0	0	0	1	0	1
	0.2%	0	0	0	0	0	0	0.9%	0.2%	0	0.3%	0	0	1.3%	0	0	0	1.4%	0	0.5%
Other relative	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Legal guardian	12	6	8	0	1	1	5	5	11	1	5	6	1	0	11	4	7	0	9	3
	2.2%	2.0%	3.3%	0	0.9%	0.9%	2.9%	4.5%	2.3%	1.5%	1.3%	5.0%	2.6%	0	2.4%	1.6%	2.7%	0	2.7%	1.4%
Someone else	1	1	0	0	0	1	0	0	1	0	1	0	0	0	1	0	1	0	1	0
	0.2%	0.3%	0	0	0	0.9%	0	0	0.2%	0	0.3%	0	0	0	0.2%	0	0.4%	0	0.3%	0

**AmeriHealth Caritas Louisiana**  
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Q82. Did someone help you complete this survey?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	230	127	99	22	58	45	63	30	198	24	149	51	21	40	178	88	112	46	2	228
<b>Percentage Base</b>	<b>354</b>	<b>195</b>	<b>158</b>	<b>17</b>	<b>59</b>	<b>64</b>	<b>120</b>	<b>85</b>	<b>303</b>	<b>45</b>	<b>253</b>	<b>76</b>	<b>22</b>	<b>39</b>	<b>301</b>	<b>167</b>	<b>164</b>	<b>27</b>	<b>354</b>	<b>0</b>
Yes	16	5	8	4	3	2	3	4	11	5	14	2	0	7	9	6	6	2	16	0
	4.5%	2.6%	5.1%	23.5%	5.1%	3.1%	2.5%	4.7%	3.6%	11.1%	5.5%	2.6%	0	17.9%	3.0%	3.6%	3.7%	7.4%	4.5%	0
			**	*	*		*		J	*		*	**	O*				**		
No	338	190	150	13	56	62	117	81	292	40	239	74	22	32	292	161	158	25	338	0
	95.5%	97.4%	94.9%	76.5%	94.9%	96.9%	97.5%	95.3%	96.4%	88.9%	94.5%	97.4%	100.0%	82.1%	97.0%	96.4%	96.3%	92.6%	95.5%	0
			**	*	*		*		J	*		*	**	*	N			**		



**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q83A-E. How did that person help you? (Multiple Mentions)

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	568	317	249	35	114	107	180	111	490	64	388	125	43	72	470	249	270	71	340	228
<b>Percentage Base</b>	<b>16</b>	<b>5</b>	<b>8</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>11</b>	<b>5</b>	<b>14</b>	<b>2</b>	<b>0</b>	<b>7</b>	<b>9</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>16</b>	<b>0</b>
Read the questions to me	6	2	2	0	3	0	1	2	4	2	4	2	0	2	4	0	4	0	6	0
	37.5%	40.0%	25.0%	0	100.0%	0	33.3%	50.0%	36.4%	40.0%	28.6%	100.0%	0	28.6%	44.4%	0	66.7%	0	37.5%	0
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Wrote down the answers I gave	4	2	1	0	2	0	1	1	3	1	3	1	0	3	1	1	1	0	4	0
	25.0%	40.0%	12.5%	0	66.7%	0	33.3%	25.0%	27.3%	20.0%	21.4%	50.0%	0	42.9%	11.1%	16.7%	16.7%	0	25.0%	0
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered the questions for me	4	0	4	1	0	1	2	0	3	1	4	0	0	0	4	2	2	0	4	0
	25.0%	0	50.0%	25.0%	0	50.0%	66.7%	0	27.3%	20.0%	28.6%	0	0	0	44.4%	33.3%	33.3%	0	25.0%	0
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Translated the questions into my language	5	2	1	2	1	1	0	1	3	2	5	0	0	4	1	2	1	2	5	0
	31.3%	40.0%	12.5%	50.0%	33.3%	50.0%	0	25.0%	27.3%	40.0%	35.7%	0	0	57.1%	11.1%	33.3%	16.7%	100.0%	31.3%	0
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Helped in some other way	2	1	1	1	0	0	0	1	1	1	1	1	0	0	2	1	1	0	2	0
	12.5%	20.0%	12.5%	25.0%	0	0	0	25.0%	9.1%	20.0%	7.1%	50.0%	0	0	22.2%	16.7%	16.7%	0	12.5%	0
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

MODE. Completed Survey Mode

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Percentage Base</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
Mail	356	197	158	17	59	65	120	86	305	45	253	78	22	39	303	167	165	28	356	0
	61.0%	61.2%	61.5%	43.6%	50.4%	59.6%	65.6%	74.8%	60.9%	65.2%	62.9%	61.4%	51.2%	49.4%	63.3%	65.5%	59.8%	38.4%	100.0%	0
Phone	228	125	99	22	58	44	63	29	196	24	149	49	21	40	176	88	111	45	0	228
	39.0%	38.8%	38.5%	56.4%	49.6%	40.4%	34.4%	25.2%	39.1%	34.8%	37.1%	38.6%	48.8%	50.6%	36.7%	34.5%	40.2%	61.6%	0	100.0%
Internet	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
				GH*	GH	H			*		*		O*				PQ*		S	
				*					*		*		*				*			



**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

FINAL\_LANG. Completed Survey Language

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Percentage Base</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
Total English	562	310	250	38	114	101	174	115	481	67	390	122	39	59	478	247	275	65	340	222
	96.2%	96.3%	97.3%	97.4%	97.4%	92.7%	95.1%	100.0%	96.0%	97.1%	97.0%	96.1%	90.7%	74.7%	99.8%	96.9%	99.6%	89.0%	95.5%	97.4%
				*				FG		*	M		*	*	N	R	PR	*		
English Mail	340	188	152	17	57	59	113	86	291	43	245	74	19	24	303	162	165	24	340	0
	58.2%	58.4%	59.1%	43.6%	48.7%	54.1%	61.7%	74.8%	58.1%	62.3%	60.9%	58.3%	44.2%	30.4%	63.3%	63.5%	59.8%	32.9%	95.5%	0
				*			DE	DEFG		*	M		*	*	N	R	R	*	T	
English Phone	222	122	98	21	57	42	61	29	190	24	145	48	20	35	175	85	110	41	0	222
	38.0%	37.9%	38.1%	53.8%	48.7%	38.5%	33.3%	25.2%	37.9%	34.8%	36.1%	37.8%	46.5%	44.3%	36.5%	33.3%	39.9%	56.2%	0	97.4%
				GH*	GH	H				*			*	*				PQ*		S
English Internet	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
				*						*			*	*				*		
Total Spanish	22	12	7	1	3	8	9	0	20	2	12	5	4	20	1	8	1	8	16	6
	3.8%	3.7%	2.7%	2.6%	2.6%	7.3%	4.9%	0	4.0%	2.9%	3.0%	3.9%	9.3%	25.3%	0.2%	3.1%	0.4%	11.0%	4.5%	2.6%
				*		H	H			*			K*	O*		Q		PQ*		
Spanish Mail	16	9	6	0	2	6	7	0	14	2	8	4	3	15	0	5	0	4	16	0
	2.7%	2.8%	2.3%	0	1.7%	5.5%	3.8%	0	2.8%	2.9%	2.0%	3.1%	7.0%	19.0%	0	2.0%	0	5.5%	4.5%	0
				*		H	H			*			K*	O*		Q		Q*	T	
Spanish Phone	6	3	1	1	1	2	2	0	6	0	4	1	1	5	1	3	1	4	0	6
	1.0%	0.9%	0.4%	2.6%	0.9%	1.8%	1.1%	0	1.2%	0	1.0%	0.8%	2.3%	6.3%	0.2%	1.2%	0.4%	5.5%	0	2.6%
				*						*			*	O*				PQ*		S
Spanish Internet	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
				*						*			*	*				*		



**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

QM1. Composite Scores - Summary Rating Means (1-3)

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Getting Care Quickly (Percentage Base - Unique Respondents)</b>	<b>504</b>	<b>278</b>	<b>233</b>	<b>35</b>	<b>100</b>	<b>98</b>	<b>156</b>	<b>97</b>	<b>436</b>	<b>59</b>	<b>341</b>	<b>110</b>	<b>43</b>	<b>71</b>	<b>412</b>	<b>227</b>	<b>231</b>	<b>65</b>	<b>313</b>	<b>191</b>
Getting Care Quickly	2.75	2.71	2.79	2.78	2.73	2.80	2.77	2.71	2.77	2.61	2.79	2.69	2.63	2.67	2.77	2.80	2.76	2.41	2.76	2.73
<b>How Well Doctors Communicate (Percentage Base - Unique Respondents)</b>	<b>468</b>	<b>254</b>	<b>217</b>	<b>32</b>	<b>96</b>	<b>87</b>	<b>144</b>	<b>92</b>	<b>412</b>	<b>49</b>	<b>325</b>	<b>95</b>	<b>39</b>	<b>63</b>	<b>387</b>	<b>216</b>	<b>215</b>	<b>57</b>	<b>291</b>	<b>177</b>
How Well Doctors Communicate	2.77	2.79	2.74	2.82	2.76	2.77	2.78	2.77	2.79	2.67	2.80	2.74	2.65	2.70	2.78	2.80	2.78	2.66	2.79	2.75
<b>Getting Needed Care (Percentage Base - Unique Respondents)</b>	<b>493</b>	<b>267</b>	<b>227</b>	<b>31</b>	<b>102</b>	<b>91</b>	<b>159</b>	<b>91</b>	<b>428</b>	<b>57</b>	<b>336</b>	<b>109</b>	<b>39</b>	<b>66</b>	<b>406</b>	<b>226</b>	<b>225</b>	<b>62</b>	<b>300</b>	<b>193</b>
Getting Needed Care	2.58	2.61	2.56	2.59	2.59	2.67	2.52	2.59	2.64	2.18	2.63	2.53	2.38	2.53	2.59	2.64	2.58	2.45	2.57	2.59
<b>Customer Service (Percentage Base - Unique Respondents)</b>	<b>172</b>	<b>93</b>	<b>85</b>	<b>13</b>	<b>35</b>	<b>37</b>	<b>54</b>	<b>26</b>	<b>162</b>	<b>9</b>	<b>112</b>	<b>39</b>	<b>19</b>	<b>34</b>	<b>129</b>	<b>68</b>	<b>91</b>	<b>26</b>	<b>100</b>	<b>72</b>
Customer Service	2.70	2.75	2.67	2.69	2.77	2.73	2.62	2.74	2.73	2.22	2.69	2.74	2.68	2.72	2.70	2.77	2.68	2.73	2.67	2.75
CCC Composites																				
<b>Access to Prescription Medicines (Percentage Base - Unique Respondents)</b>	<b>389</b>	<b>190</b>	<b>229</b>	<b>21</b>	<b>74</b>	<b>78</b>	<b>125</b>	<b>81</b>	<b>339</b>	<b>47</b>	<b>255</b>	<b>94</b>	<b>36</b>	<b>43</b>	<b>334</b>	<b>177</b>	<b>193</b>	<b>43</b>	<b>252</b>	<b>137</b>
Access to Prescription Medicines	2.67	2.64	2.65	2.67	2.65	2.71	2.62	2.77	2.73	2.21	2.71	2.66	2.39	2.77	2.66	2.62	2.71	2.65	2.69	2.64
<b>Access to Specialized Services (Percentage Base - Unique Respondents)</b>	<b>211</b>	<b>86</b>	<b>154</b>	<b>9</b>	<b>36</b>	<b>41</b>	<b>76</b>	<b>41</b>	<b>181</b>	<b>26</b>	<b>114</b>	<b>60</b>	<b>31</b>	<b>24</b>	<b>178</b>	<b>100</b>	<b>102</b>	<b>18</b>	<b>111</b>	<b>100</b>
Access to Specialized Services	2.37	2.30	2.39	2.67	2.24	2.49	2.31	2.27	2.46	1.90	2.43	2.39	2.22	2.26	2.41	2.37	2.34	2.36	2.31	2.41
<b>Family-Centered Care: Personal Doctor Who Knows Child (Percentage Base - Unique Respondents)</b>	<b>479</b>	<b>256</b>	<b>226</b>	<b>32</b>	<b>95</b>	<b>88</b>	<b>154</b>	<b>92</b>	<b>418</b>	<b>52</b>	<b>330</b>	<b>101</b>	<b>38</b>	<b>63</b>	<b>398</b>	<b>218</b>	<b>223</b>	<b>57</b>	<b>292</b>	<b>187</b>
Family-Centered Care: Personal Doctor Who Knows Child	2.72	2.69	2.73	2.75	2.76	2.75	2.69	2.71	2.74	2.63	2.75	2.71	2.68	2.75	2.72	2.73	2.73	2.65	2.69	2.77



**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

QM1. Composite Scores - Summary Rating Means (1-3)

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Family-Centered Care: Getting Needed Information (Percentage Base - Unique Respondents)</b>	479	260	220	31	101	87	155	87	417	56	327	106	39	63	398	221	221	58	289	190
Family-Centered Care: Getting Needed Information	2.67	2.66	2.76	2.68	2.53	2.77	2.67	2.71	2.72	2.30	2.73	2.52	2.51	2.57	2.69	2.74	2.63	2.43	2.67	2.66
<b>Coordination of Care for Children with Chronic Conditions (Percentage Base - Unique Respondents)</b>	201	107	117	8	40	41	65	40	174	25	123	46	27	26	169	96	92	28	106	95
Coordination of Care for Children with Chronic Conditions	2.47	2.40	2.47	2.71	2.49	2.45	2.43	2.42	2.49	2.45	2.39	2.62	2.47	2.53	2.46	2.52	2.44	2.47	2.52	2.43

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

QP1. Composite Scores - Percentages (% Always/Usually)

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Getting Care Quickly (Percentage Base - Unique Respondents)</b>	<b>504</b>	<b>278</b>	<b>233</b>	<b>35</b>	<b>100</b>	<b>98</b>	<b>156</b>	<b>97</b>	<b>436</b>	<b>59</b>	<b>341</b>	<b>110</b>	<b>43</b>	<b>71</b>	<b>412</b>	<b>227</b>	<b>231</b>	<b>65</b>	<b>313</b>	<b>191</b>
Getting Care Quickly	93.5	91.5	96.3	90.5	92.8	94.8	94.5	92.6	94.2	89.7	94.1	92.9	90.3	87.9	94.6	95.8	93.6	77.4	95.0	90.9
<b>Shared Decision Making (Percentage Base - Unique Respondents)</b>	<b>172</b>	<b>82</b>	<b>106</b>	<b>9</b>	<b>31</b>	<b>35</b>	<b>53</b>	<b>39</b>	<b>150</b>	<b>21</b>	<b>103</b>	<b>49</b>	<b>18</b>	<b>19</b>	<b>149</b>	<b>93</b>	<b>69</b>	<b>21</b>	<b>104</b>	<b>68</b>
Shared Decision Making (% Yes)	77.0	73.2	81.4	80.1	72.0	78.7	75.9	79.1	78.6	68.3	77.1	76.3	79.6	73.7	78.0	78.2	80.7	73.7	72.8	83.3
<b>How Well Doctors Communicate (Percentage Base - Unique Respondents)</b>	<b>468</b>	<b>254</b>	<b>217</b>	<b>32</b>	<b>96</b>	<b>87</b>	<b>144</b>	<b>92</b>	<b>412</b>	<b>49</b>	<b>325</b>	<b>95</b>	<b>39</b>	<b>63</b>	<b>387</b>	<b>216</b>	<b>215</b>	<b>57</b>	<b>291</b>	<b>177</b>
How Well Doctors Communicate	94.3	94.2	93.6	98.4	93.2	93.9	95.1	93.2	94.8	90.8	95.8	91.1	90.4	92.9	94.6	95.8	93.9	89.4	95.3	92.8
<b>Getting Needed Care (Percentage Base - Unique Respondents)</b>	<b>493</b>	<b>267</b>	<b>227</b>	<b>31</b>	<b>102</b>	<b>91</b>	<b>159</b>	<b>91</b>	<b>428</b>	<b>57</b>	<b>336</b>	<b>109</b>	<b>39</b>	<b>66</b>	<b>406</b>	<b>226</b>	<b>225</b>	<b>62</b>	<b>300</b>	<b>193</b>
Getting Needed Care	88.3	87.9	89.1	87.5	87.1	91.6	86.8	89.0	90.4	73.5	90.5	86.0	79.7	87.3	88.9	91.6	87.8	80.1	89.5	86.4
<b>Customer Service (Percentage Base - Unique Respondents)</b>	<b>172</b>	<b>93</b>	<b>85</b>	<b>13</b>	<b>35</b>	<b>37</b>	<b>54</b>	<b>26</b>	<b>162</b>	<b>9</b>	<b>112</b>	<b>39</b>	<b>19</b>	<b>34</b>	<b>129</b>	<b>68</b>	<b>91</b>	<b>26</b>	<b>100</b>	<b>72</b>
Customer Service	92.0	95.0	90.6	88.5	97.1	93.2	88.7	92.0	93.4	66.7	92.3	90.8	92.1	91.2	92.2	93.3	91.6	92.3	91.8	92.4
CCC Composites																				
<b>Access to Prescription Medicines (Percentage Base - Unique Respondents)</b>	<b>389</b>	<b>190</b>	<b>229</b>	<b>21</b>	<b>74</b>	<b>78</b>	<b>125</b>	<b>81</b>	<b>339</b>	<b>47</b>	<b>255</b>	<b>94</b>	<b>36</b>	<b>43</b>	<b>334</b>	<b>177</b>	<b>193</b>	<b>43</b>	<b>252</b>	<b>137</b>
Access to Prescription Medicines	91.5	88.9	90.8	90.5	89.2	93.6	90.4	93.8	93.8	74.5	93.3	91.5	77.8	95.3	90.7	90.4	91.7	90.7	93.7	87.6
<b>Access to Specialized Services (Percentage Base - Unique Respondents)</b>	<b>211</b>	<b>86</b>	<b>154</b>	<b>9</b>	<b>36</b>	<b>41</b>	<b>76</b>	<b>41</b>	<b>181</b>	<b>26</b>	<b>114</b>	<b>60</b>	<b>31</b>	<b>24</b>	<b>178</b>	<b>100</b>	<b>102</b>	<b>18</b>	<b>111</b>	<b>100</b>
Access to Specialized Services	77.2	74.1	77.7	100.0	73.1	80.5	72.6	77.8	81.6	54.1	80.6	75.9	71.6	76.2	78.7	75.7	76.2	88.9	75.5	78.8

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

QP1. Composite Scores - Percentages (% Always/Usually)

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Family-Centered Care: Personal Doctor Who Knows Child (Percentage Base - Unique Respondents)</b>	<b>479</b>	<b>256</b>	<b>226</b>	<b>32</b>	<b>95</b>	<b>88</b>	<b>154</b>	<b>92</b>	<b>418</b>	<b>52</b>	<b>330</b>	<b>101</b>	<b>38</b>	<b>63</b>	<b>398</b>	<b>218</b>	<b>223</b>	<b>57</b>	<b>292</b>	<b>187</b>
Family-Centered Care: Personal Doctor Who Knows Child (% Yes)	86.1	84.6	86.7	87.5	88.1	87.7	84.6	85.5	86.8	81.6	87.3	85.4	84.2	87.7	86.0	86.4	86.3	82.7	84.3	88.6
<b>Family-Centered Care: Getting Needed Information (Percentage Base - Unique Respondents)</b>	<b>479</b>	<b>260</b>	<b>220</b>	<b>31</b>	<b>101</b>	<b>87</b>	<b>155</b>	<b>87</b>	<b>417</b>	<b>56</b>	<b>327</b>	<b>106</b>	<b>39</b>	<b>63</b>	<b>398</b>	<b>221</b>	<b>221</b>	<b>58</b>	<b>289</b>	<b>190</b>
Family-Centered Care: Getting Needed Information	90.4	89.6	95.9	90.3	85.1	96.6	91.0	89.7	92.1	80.4	93.0	84.0	87.2	88.9	91.0	95.5	86.0	81.0	91.7	88.4
<b>Coordination of Care for Children with Chronic Conditions (Percentage Base - Unique Respondents)</b>	<b>201</b>	<b>107</b>	<b>117</b>	<b>8</b>	<b>40</b>	<b>41</b>	<b>65</b>	<b>40</b>	<b>174</b>	<b>25</b>	<b>123</b>	<b>46</b>	<b>27</b>	<b>26</b>	<b>169</b>	<b>96</b>	<b>92</b>	<b>28</b>	<b>106</b>	<b>95</b>
Coordination of Care for Children with Chronic Conditions (% Yes)	73.7	70.0	73.6	85.7	74.5	72.5	71.7	70.8	74.7	72.5	69.3	81.0	73.3	76.4	72.9	75.9	72.1	73.6	75.8	71.7

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

QP1\_NSUA. Composite Scores - Percentages (% Never, Sometimes, Usually, Always)

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T		
<b>Getting Care Quickly</b>																				
<b>Percentage Base - Unique Respondents</b>	<b>504</b>	<b>278</b>	<b>233</b>	<b>35</b>	<b>100</b>	<b>98</b>	<b>156</b>	<b>97</b>	<b>436</b>	<b>59</b>	<b>341</b>	<b>110</b>	<b>43</b>	<b>71</b>	<b>412</b>	<b>227</b>	<b>231</b>	<b>65</b>	<b>313</b>	<b>191</b>
Never	1.4	1.9	0.5	0	1.5	0	1.6	2.5	1.3	2.4	1.2	2.0	1.2	2.3	1.2	0.9	1.3	5.1	0.5	3.1
Sometimes	5.0	6.6	3.2	9.5	5.7	5.2	3.9	4.9	4.5	7.9	4.7	5.1	8.5	9.8	4.2	3.3	5.1	17.4	4.5	6.0
Usually	12.0	12.3	13.7	2.9	12.8	9.1	12.1	14.4	11.4	18.1	9.6	16.4	17.7	9.3	12.2	11.7	10.8	14.3	13.8	8.8
Always	81.5	79.2	82.6	87.6	80.1	85.7	82.4	78.2	82.8	71.6	84.5	76.5	72.6	78.6	82.4	84.1	82.8	63.2	81.2	82.1
Never + Sometimes	6.5	8.5	3.7	9.5	7.2	5.2	5.5	7.4	5.8	10.3	5.9	7.1	9.7	12.1	5.4	4.2	6.4	22.6	5.0	9.1
<b>Shared Decision Making</b>																				
<b>Percentage Base - Unique Respondents</b>	<b>172</b>	<b>82</b>	<b>106</b>	<b>9</b>	<b>31</b>	<b>35</b>	<b>53</b>	<b>39</b>	<b>150</b>	<b>21</b>	<b>103</b>	<b>49</b>	<b>18</b>	<b>19</b>	<b>149</b>	<b>93</b>	<b>69</b>	<b>21</b>	<b>104</b>	<b>68</b>
Yes	77.0	73.2	81.4	80.1	72.0	78.7	75.9	79.1	78.6	68.3	77.1	76.3	79.6	73.7	78.0	78.2	80.7	73.7	72.8	83.3
No	23.0	26.8	18.6	19.9	28.0	21.3	24.1	20.9	21.4	31.7	22.9	23.7	20.4	26.3	22.0	21.8	19.3	26.3	27.2	16.7
<b>How Well Doctors Communicate</b>																				
<b>Percentage Base - Unique Respondents</b>	<b>468</b>	<b>254</b>	<b>217</b>	<b>32</b>	<b>96</b>	<b>87</b>	<b>144</b>	<b>92</b>	<b>412</b>	<b>49</b>	<b>325</b>	<b>95</b>	<b>39</b>	<b>63</b>	<b>387</b>	<b>216</b>	<b>215</b>	<b>57</b>	<b>291</b>	<b>177</b>
Never	1.3	1.0	1.5	0.8	1.3	2.0	0.7	1.6	1.4	0.5	0.9	2.9	0.6	2.8	1.1	1.2	0.8	4.4	1.1	1.6
Sometimes	4.4	4.8	4.9	0.8	5.5	4.0	4.2	5.2	3.8	8.7	3.3	6.1	9.0	4.4	4.3	3.0	5.3	6.2	3.6	5.7
Usually	11.4	9.1	13.4	14.8	10.9	11.2	11.9	9.8	11.0	14.8	11.8	8.2	16.1	15.9	10.8	11.8	10.2	12.8	11.6	10.9
Always	83.0	85.1	80.2	83.6	82.3	82.7	83.3	83.4	83.8	76.0	83.9	82.9	74.2	77.0	83.8	84.0	83.8	76.7	83.6	81.9
Never + Sometimes	5.7	5.8	6.4	1.6	6.8	6.1	4.9	6.8	5.2	9.2	4.2	8.9	9.6	7.1	5.4	4.2	6.1	10.6	4.7	7.2
<b>Getting Needed Care</b>																				
<b>Percentage Base - Unique Respondents</b>	<b>493</b>	<b>267</b>	<b>227</b>	<b>31</b>	<b>102</b>	<b>91</b>	<b>159</b>	<b>91</b>	<b>428</b>	<b>57</b>	<b>336</b>	<b>109</b>	<b>39</b>	<b>66</b>	<b>406</b>	<b>226</b>	<b>225</b>	<b>62</b>	<b>300</b>	<b>193</b>
Never	2.9	4.1	2.7	12.5	2.2	0.6	3.8	2.7	1.9	9.5	2.3	2.8	6.8	4.3	2.7	0.8	4.0	3.9	2.1	4.4
Sometimes	8.8	7.9	8.2	0	10.7	7.8	9.4	8.4	7.7	17.0	7.2	11.2	13.5	8.3	8.4	7.6	8.2	16.0	8.4	9.2
Usually	18.7	14.8	22.5	16.3	15.3	16.4	21.8	18.7	17.0	29.5	17.8	19.2	21.2	21.3	18.6	19.0	17.7	15.1	21.8	13.6
Always	69.6	73.1	66.6	71.3	71.9	75.3	65.0	70.3	73.4	44.0	72.7	66.8	58.5	66.0	70.4	72.6	70.0	64.9	67.7	72.8
Never + Sometimes	11.7	12.1	10.9	12.5	12.9	8.4	13.2	11.0	9.6	26.5	9.5	14.0	20.3	12.7	11.1	8.4	12.2	19.9	10.5	13.6



**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

QP1\_NSUA. Composite Scores - Percentages (% Never, Sometimes, Usually, Always)

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T		
<b>Customer Service</b>																				
<b>Percentage Base - Unique Respondents</b>	<b>172</b>	<b>93</b>	<b>85</b>	<b>13</b>	<b>35</b>	<b>37</b>	<b>54</b>	<b>26</b>	<b>162</b>	<b>9</b>	<b>112</b>	<b>39</b>	<b>19</b>	<b>34</b>	<b>129</b>	<b>68</b>	<b>91</b>	<b>26</b>	<b>100</b>	<b>72</b>
Never	2.4	1.7	1.2	0	0	0	6.6	2.0	2.2	5.6	2.7	0	5.3	4.4	2.0	1.5	2.2	3.8	1.5	3.5
Sometimes	5.6	3.3	8.2	11.5	2.9	6.8	4.7	6.0	4.4	27.8	5.0	9.2	2.6	4.4	5.9	5.2	6.2	3.8	6.7	4.2
Usually	13.8	14.9	14.1	7.7	17.5	13.5	15.9	9.8	13.4	11.1	15.8	7.8	15.8	10.3	14.5	9.7	15.6	11.5	16.8	9.7
Always	78.2	80.2	76.5	80.8	79.6	79.7	72.8	82.2	80.0	55.6	76.5	83.0	76.3	80.9	77.7	83.6	76.0	80.8	75.0	82.6
Never + Sometimes	8.0	5.0	9.4	11.5	2.9	6.8	11.3	8.0	6.6	33.3	7.7	9.2	7.9	8.8	7.8	6.7	8.4	7.7	8.2	7.6
<b>CCC Composites</b>																				
<b>Access to Prescription Medicines</b>																				
<b>Percentage Base - Unique Respondents</b>	<b>389</b>	<b>190</b>	<b>229</b>	<b>21</b>	<b>74</b>	<b>78</b>	<b>125</b>	<b>81</b>	<b>339</b>	<b>47</b>	<b>255</b>	<b>94</b>	<b>36</b>	<b>43</b>	<b>334</b>	<b>177</b>	<b>193</b>	<b>43</b>	<b>252</b>	<b>137</b>
Never	1.3	2.1	0.9	0	2.7	0	2.4	0	0.9	4.3	1.2	1.1	2.8	0	1.5	1.7	1.0	0	1.6	0.7
Sometimes	7.2	8.9	8.3	9.5	8.1	6.4	7.2	6.2	5.3	21.3	5.5	7.4	19.4	4.7	7.8	7.9	7.3	9.3	4.8	11.7
Usually	15.9	14.2	17.0	14.3	13.5	16.7	18.4	11.1	14.5	27.7	15.3	17.0	16.7	14.0	15.9	18.6	12.4	16.3	18.7	10.9
Always	75.6	74.7	73.8	76.2	75.7	76.9	72.0	82.7	79.4	46.8	78.0	74.5	61.1	81.4	74.9	71.8	79.3	74.4	75.0	76.6
Never + Sometimes	8.5	11.1	9.2	9.5	10.8	6.4	9.6	6.2	6.2	25.5	6.7	8.5	22.2	4.7	9.3	9.6	8.3	9.3	6.3	12.4
<b>Access to Specialized Services</b>																				
<b>Percentage Base - Unique Respondents</b>	<b>211</b>	<b>86</b>	<b>154</b>	<b>9</b>	<b>36</b>	<b>41</b>	<b>76</b>	<b>41</b>	<b>181</b>	<b>26</b>	<b>114</b>	<b>60</b>	<b>31</b>	<b>24</b>	<b>178</b>	<b>100</b>	<b>102</b>	<b>18</b>	<b>111</b>	<b>100</b>
Never	13.2	13.2	12.3	0	11.4	10.9	19.3	6.4	9.6	30.4	11.7	14.2	14.6	10.3	12.5	14.7	13.7	8.3	15.4	11.4
Sometimes	9.6	12.7	10.0	0	15.5	8.6	8.1	15.9	8.7	15.6	7.7	9.9	13.8	13.5	8.8	9.5	10.1	2.8	9.1	9.9
Usually	17.7	18.1	16.5	33.3	22.0	12.5	14.6	28.6	17.7	17.8	18.3	12.3	21.0	26.2	16.8	14.5	17.9	41.7	19.7	16.1
Always	59.6	56.0	61.2	66.7	51.0	68.1	58.0	49.2	64.0	36.3	62.3	63.6	50.7	50.0	62.0	61.2	58.3	47.2	55.8	62.7
Never + Sometimes	22.8	25.9	22.3	0	26.9	19.5	27.4	22.2	18.4	45.9	19.4	24.1	28.4	23.8	21.3	24.3	23.8	11.1	24.5	21.2
<b>Family-Centered Care: Personal Doctor Who Knows Child</b>																				
<b>Percentage Base - Unique Respondents</b>	<b>479</b>	<b>256</b>	<b>226</b>	<b>32</b>	<b>95</b>	<b>88</b>	<b>154</b>	<b>92</b>	<b>418</b>	<b>52</b>	<b>330</b>	<b>101</b>	<b>38</b>	<b>63</b>	<b>398</b>	<b>218</b>	<b>223</b>	<b>57</b>	<b>292</b>	<b>187</b>
Yes	86.1	84.6	86.7	87.5	88.1	87.7	84.6	85.5	86.8	81.6	87.3	85.4	84.2	87.7	86.0	86.4	86.3	82.7	84.3	88.6
No	13.9	15.4	13.3	12.5	11.9	12.3	15.4	14.5	13.2	18.4	12.7	14.6	15.8	12.3	14.0	13.6	13.7	17.3	15.7	11.4



**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

QP1\_NSUA. Composite Scores - Percentages (% Never, Sometimes, Usually, Always)

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
Family-Centered Care: Getting Needed Information																				
<b>Percentage Base - Unique Respondents</b>	<b>479</b>	<b>260</b>	<b>220</b>	<b>31</b>	<b>101</b>	<b>87</b>	<b>155</b>	<b>87</b>	<b>417</b>	<b>56</b>	<b>327</b>	<b>106</b>	<b>39</b>	<b>63</b>	<b>398</b>	<b>221</b>	<b>221</b>	<b>58</b>	<b>289</b>	<b>190</b>
Never	1.7	1.9	0.9	0	2.0	0	3.2	1.1	1.4	3.6	1.2	2.8	2.6	4.8	1.3	1.4	1.4	6.9	2.1	1.1
Sometimes	7.9	8.5	3.2	9.7	12.9	3.4	5.8	9.2	6.5	16.1	5.8	13.2	10.3	6.3	7.8	3.2	12.7	12.1	6.2	10.5
Usually	14.2	13.5	15.5	12.9	16.8	16.1	14.8	8.0	12.2	30.4	12.8	16.0	23.1	20.6	12.8	17.2	8.6	19.0	16.3	11.1
Always	76.2	76.2	80.5	77.4	68.3	80.5	76.1	81.6	79.9	50.0	80.1	67.9	64.1	68.3	78.1	78.3	77.4	62.1	75.4	77.4
Never + Sometimes	9.6	10.4	4.1	9.7	14.9	3.4	9.0	10.3	7.9	19.6	7.0	16.0	12.8	11.1	9.0	4.5	14.0	19.0	8.3	11.6
Coordination of Care for Children with Chronic Conditions																				
<b>Percentage Base - Unique Respondents</b>	<b>201</b>	<b>107</b>	<b>117</b>	<b>8</b>	<b>40</b>	<b>41</b>	<b>65</b>	<b>40</b>	<b>174</b>	<b>25</b>	<b>123</b>	<b>46</b>	<b>27</b>	<b>26</b>	<b>169</b>	<b>96</b>	<b>92</b>	<b>28</b>	<b>106</b>	<b>95</b>
Yes	73.7	70.0	73.6	85.7	74.5	72.5	71.7	70.8	74.7	72.5	69.3	81.0	73.3	76.4	72.9	75.9	72.1	73.6	75.8	71.7
No	26.3	30.0	26.4	14.3	25.5	27.5	28.3	29.2	25.3	27.5	30.7	19.0	26.7	23.6	27.1	24.1	27.9	26.4	24.2	28.3



**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

QM2. Composite Scores - Summary Rating Means (1-3)

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Getting Care Quickly</b>																				
Q4. Getting care for child as soon as needed	2.79	2.75	2.85	2.86	2.77	2.82	2.85	2.71	2.81	2.69	2.85	2.71	2.59	2.72	2.81	2.82	2.81	2.30	2.81	2.76
			**	*	*	*	*		*		*	**	*				**		*	
Q6. Getting appointment for child as soon as needed	2.71	2.66	2.73	2.71	2.69	2.79	2.68	2.71	2.73	2.54	2.72	2.68	2.67	2.61	2.73	2.78	2.71	2.51	2.72	2.70
			*	*	*		*	J	*		*	*	*		R	R	*			
<b>How Well Doctors Communicate</b>																				
Q32. Explain things in a way you could understand	2.78	2.77	2.77	2.72	2.81	2.71	2.83	2.75	2.78	2.76	2.81	2.69	2.67	2.67	2.80	2.82	2.77	2.61	2.81	2.72
			*	*	*		*		*		*	*	*		R		*			
Q33. Listen carefully to you	2.82	2.85	2.78	2.84	2.82	2.83	2.85	2.76	2.84	2.71	2.85	2.79	2.67	2.78	2.83	2.84	2.84	2.75	2.83	2.82
			*	*	*		*		*	M	*	*	*					*		
Q34. Show respect for what you had to say	2.86	2.89	2.81	2.88	2.86	2.86	2.84	2.87	2.87	2.73	2.88	2.84	2.71	2.87	2.85	2.84	2.88	2.77	2.86	2.86
		C	*	*	*		*	J	*	M	*	*	*					*		
Q37. Spend enough time with child	2.63	2.67	2.59	2.84	2.52	2.67	2.62	2.68	2.66	2.47	2.65	2.63	2.54	2.48	2.66	2.69	2.62	2.51	2.66	2.59
			E*	*	*		*		*		*	*	*	N	R		*			
<b>Getting Needed Care</b>																				
Q15. Easy to get care believed necessary for child	2.64	2.68	2.60	2.80	2.58	2.67	2.60	2.70	2.69	2.30	2.67	2.61	2.49	2.55	2.65	2.66	2.62	2.55	2.65	2.62
			*		*		*	J	*		*	*	*				*			
Q46. Easy to get appointment for child with specialist	2.52	2.54	2.51	2.38	2.60	2.67	2.44	2.48	2.59	2.05	2.60	2.44	2.28	2.52	2.53	2.63	2.53	2.35	2.49	2.56
		*	**	*	**	*	*		**	*	*	**	**		*	*	**		*	

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

QM2. Composite Scores - Summary Rating Means (1-3)

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																		
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode		
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone	
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T		
<b>Customer Service</b>																					
Q50. Got information or help needed	2.56	2.61	2.51	2.54	2.65	2.62	2.47	2.56	2.62	1.67	2.55	2.61	2.47	2.53	2.57	2.63	2.55	2.58	2.53	2.61	
		*	*	**	*	*	*	**		**		*	**	*		*	*	**	*	*	
Q51. Treated you with courtesy and respect	2.84	2.89	2.84	2.85	2.89	2.84	2.76	2.92	2.85	2.78	2.82	2.87	2.89	2.91	2.82	2.91	2.80	2.88	2.81	2.89	
		*	*	**	*	*	*	**		**		*	**	*		*	*	**		*	
<b>CCC Composites</b>																					
<b>Access to Prescription Medicines</b>																					
Q56. Easy to get prescription medicine for child	2.67	2.64	2.65	2.67	2.65	2.71	2.62	2.77	2.73	2.21	2.71	2.66	2.39	2.77	2.66	2.62	2.71	2.65	2.69	2.64	
			**	*	*		*	J	*	M	M*	*	*					*			
<b>Access to Specialized Services</b>																					
Q20. Easy to get special medical equipment for child	2.38	2.38	2.45	2.83	2.07	2.77	2.23	1.67	2.51	1.78	2.31	2.67	2.36	2.33	2.40	2.25	2.36	2.33	2.27	2.46	
		**	*	**	**	**	**	**	*	**	**	**	**	**	*	**	**	**	**	**	**
Q23. Easy to get therapy for child	2.42	2.44	2.42	2.50	2.32	2.38	2.36	2.77	2.52	1.87	2.53	2.36	2.07	2.29	2.44	2.53	2.34	2.25	2.36	2.48	
		*	*	**	**	**	**	**	*	**	*	**	**	**	*	*	*	**	*	*	
Q26. Easy to get treatment or counseling for child	2.31	2.08	2.30	-	2.33	2.31	2.33	2.37	2.34	2.07	2.45	2.16	2.24	2.17	2.37	2.32	2.33	2.50	2.31	2.30	
		*			**	**	*	*		**	*	*	**	**		*	*	**	*	*	

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

QM2. Composite Scores - Summary Rating Means (1-3)

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode		
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone	
B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T			
<b>Family-Centered Care: Personal Doctor Who Knows Child</b>																					
Q38. Doctor talks with you about how child is feeling/growing/behaving	2.68	2.66	2.68	2.75	2.68	2.70	2.70	2.65	2.70	2.59	2.71	2.68	2.63	2.68	2.69	2.64	2.71	2.75	2.68	2.69	
			*	*	*		*		*		*	*	*				*				
Q43. Doctor understands how medical conditions affect child's day-to-day life	2.80	2.78	2.81	3.00	2.92	2.81	2.72	2.80	2.80	2.74	2.79	2.77	2.87	2.89	2.79	2.80	2.80	2.71	2.74	2.88	
			*	**	**	*	*	*	*		*	*	*	**		*	**		*		
Q44. Doctor understands how medical conditions affect family's day-to-day life	2.69	2.63	2.71	2.50	2.68	2.75	2.65	2.67	2.70	2.56	2.74	2.67	2.55	2.68	2.68	2.74	2.67	2.50	2.64	2.75	
			*	**	**	*	*	*	*		*	*	*	**		*	**		*		
<b>Family-Centered Care: Getting Needed Information</b>																					
Q9. Getting questions answered by child's doctor	2.67	2.66	2.76	2.68	2.53	2.77	2.67	2.71	2.72	2.30	2.73	2.52	2.51	2.57	2.69	2.74	2.63	2.43	2.67	2.66	
			B	*		E*		*	J	*	LM		*	*		R		*			
<b>Coordination of Care for Children with Chronic Conditions</b>																					
Q18. Getting help you needed from doctor in contacting school/daycare	2.73	2.69	2.74	3.00	2.67	2.73	2.78	2.56	2.75	2.80	2.57	3.00	2.71	2.67	2.71	2.88	2.63	2.71	2.76	2.71	
			**	*	**	**	**	**	*	**	**	**	**	**	*	**	**	**	**	**	*
Q29. Health plan or doctor's office helps coordinate care	2.22	2.11	2.20	2.43	2.31	2.17	2.09	2.28	2.24	2.10	2.21	2.24	2.22	2.39	2.20	2.16	2.25	2.23	2.27	2.15	
			*	**	*	*	*	*		**		*	**	**		*	*	**	*	*	
Q8. Health Promotion and Education	2.53	2.52	2.60	2.60	2.50	2.50	2.58	2.52	2.57	2.29	2.51	2.60	2.59	2.38	2.56	2.54	2.64	2.16	2.56	2.49	
				*		*		*	J	*		*	*			R	R	*			
Q40. Care Coordination	2.45	2.44	2.40	2.50	2.36	2.50	2.40	2.59	2.53	1.88	2.43	2.60	2.32	2.45	2.45	2.49	2.47	2.50	2.49	2.38	
			**	*	*	*	*	*	**		*	**	*	*		*	**		*	*	



**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

QP2. Composite Scores - Percentages (% Always/Usually)

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
Getting Care Quickly																				
<b>Percentage Base</b>	<b>258</b>	<b>141</b>	<b>131</b>	<b>14</b>	<b>52</b>	<b>50</b>	<b>82</b>	<b>52</b>	<b>220</b>	<b>35</b>	<b>162</b>	<b>66</b>	<b>27</b>	<b>32</b>	<b>220</b>	<b>126</b>	<b>118</b>	<b>23</b>	<b>171</b>	<b>87</b>
Q4. Getting care for child as soon as needed	94.6%	92.2%	97.7%	92.9%	94.2%	94.0%	96.3%	92.3%	95.5%	91.4%	95.1%	93.9%	92.6%	93.8%	95.0%	96.0%	94.1%	73.9%	95.9%	92.0%
			B	**	*	*	*	*		*	*	**	*				**		*	
<b>Percentage Base</b>	<b>467</b>	<b>252</b>	<b>216</b>	<b>34</b>	<b>93</b>	<b>90</b>	<b>148</b>	<b>85</b>	<b>409</b>	<b>50</b>	<b>317</b>	<b>99</b>	<b>42</b>	<b>67</b>	<b>379</b>	<b>206</b>	<b>216</b>	<b>63</b>	<b>290</b>	<b>177</b>
Q6. Getting appointment for child as soon as needed	92.5%	90.9%	94.9%	88.2%	91.4%	95.6%	92.6%	92.9%	92.9%	88.0%	93.1%	91.9%	88.1%	82.1%	94.2%	95.6%	93.1%	81.0%	94.1%	89.8%
			B	*	*	*	*	*	*	*	*	*	*	*	N	R	R	*		
Shared Decision Making (% Yes)																				
<b>Percentage Base</b>	<b>171</b>	<b>81</b>	<b>105</b>	<b>9</b>	<b>31</b>	<b>35</b>	<b>53</b>	<b>38</b>	<b>149</b>	<b>21</b>	<b>102</b>	<b>49</b>	<b>18</b>	<b>19</b>	<b>148</b>	<b>93</b>	<b>68</b>	<b>21</b>	<b>103</b>	<b>68</b>
Q11. Discussed reasons to take medicine	93.0%	91.4%	95.2%	100.0%	83.9%	94.3%	92.5%	97.4%	94.6%	81.0%	94.1%	91.8%	88.9%	89.5%	93.9%	93.5%	97.1%	81.0%	93.2%	92.6%
		*	**	**	*	*	*	*	**	**	*	*	**	**	*	*	**	**	*	*
<b>Percentage Base</b>	<b>167</b>	<b>78</b>	<b>104</b>	<b>8</b>	<b>31</b>	<b>34</b>	<b>51</b>	<b>38</b>	<b>145</b>	<b>21</b>	<b>102</b>	<b>45</b>	<b>18</b>	<b>19</b>	<b>144</b>	<b>91</b>	<b>67</b>	<b>20</b>	<b>99</b>	<b>68</b>
Q12. Discussed reasons not to take medicine	58.7%	55.1%	64.4%	62.5%	54.8%	67.6%	56.9%	52.6%	60.7%	47.6%	57.8%	60.0%	61.1%	63.2%	58.3%	59.3%	61.2%	65.0%	49.5%	72.1%
		*	**	**	*	*	*	*	**	**	*	*	**	**	*	*	*	**	*	S*
<b>Percentage Base</b>	<b>170</b>	<b>82</b>	<b>104</b>	<b>9</b>	<b>31</b>	<b>35</b>	<b>51</b>	<b>39</b>	<b>148</b>	<b>21</b>	<b>102</b>	<b>48</b>	<b>18</b>	<b>19</b>	<b>147</b>	<b>93</b>	<b>68</b>	<b>20</b>	<b>103</b>	<b>67</b>
Q13. Asked preference for medicine	79.4%	73.2%	84.6%	77.8%	77.4%	74.3%	78.4%	87.2%	80.4%	76.2%	79.4%	77.1%	88.9%	68.4%	81.6%	81.7%	83.8%	75.0%	75.7%	85.1%
		*	B	**	*	*	*	*	**	**	*	*	**	**	*	*	**	**	*	*
How Well Doctors Communicate																				
<b>Percentage Base</b>	<b>468</b>	<b>254</b>	<b>217</b>	<b>32</b>	<b>96</b>	<b>87</b>	<b>144</b>	<b>92</b>	<b>412</b>	<b>49</b>	<b>325</b>	<b>95</b>	<b>39</b>	<b>63</b>	<b>387</b>	<b>216</b>	<b>215</b>	<b>57</b>	<b>291</b>	<b>177</b>
Q32. Explain things in a way you could understand	93.8%	92.5%	94.5%	93.8%	94.8%	90.8%	95.8%	92.4%	94.2%	91.8%	95.7%	89.5%	89.7%	90.5%	94.6%	96.8%	92.6%	87.7%	96.2%	89.8%
				*	*	*	*	*	*	*	L	*	*	*		QR		*	T	



**AmeriHealth Caritas Louisiana  
2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

QP2. Composite Scores - Percentages (% Always/Usually)

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Percentage Base</b>	<b>467</b>	<b>254</b>	<b>217</b>	<b>32</b>	<b>96</b>	<b>86</b>	<b>144</b>	<b>92</b>	<b>411</b>	<b>49</b>	<b>324</b>	<b>95</b>	<b>39</b>	<b>63</b>	<b>387</b>	<b>216</b>	<b>215</b>	<b>56</b>	<b>290</b>	<b>177</b>
Q33. Listen carefully to you	95.5%	95.7%	94.0%	100.0%	94.8%	94.2%	97.2%	92.4%	95.9%	91.8%	96.9%	91.6%	92.3%	93.7%	95.9%	96.3%	95.8%	91.1%	95.9%	94.9%
				*	*	*		*		*	L	*	*	*				*		
<b>Percentage Base</b>	<b>467</b>	<b>254</b>	<b>216</b>	<b>32</b>	<b>96</b>	<b>87</b>	<b>143</b>	<b>92</b>	<b>411</b>	<b>49</b>	<b>325</b>	<b>95</b>	<b>38</b>	<b>63</b>	<b>386</b>	<b>216</b>	<b>214</b>	<b>57</b>	<b>290</b>	<b>177</b>
Q34. Show respect for what you had to say	97.2%	97.6%	96.3%	100.0%	96.9%	96.6%	97.2%	97.8%	97.6%	93.9%	97.8%	95.8%	94.7%	96.8%	97.2%	96.3%	98.6%	93.0%	96.9%	97.7%
				*	*	*		*	*	*	*	*	*	*			R	*		
<b>Percentage Base</b>	<b>466</b>	<b>253</b>	<b>215</b>	<b>32</b>	<b>96</b>	<b>87</b>	<b>143</b>	<b>91</b>	<b>410</b>	<b>49</b>	<b>323</b>	<b>95</b>	<b>39</b>	<b>63</b>	<b>386</b>	<b>216</b>	<b>213</b>	<b>57</b>	<b>290</b>	<b>176</b>
Q37. Spend enough time with child	90.8%	90.9%	89.8%	100.0%	86.5%	94.3%	90.2%	90.1%	91.7%	85.7%	92.6%	87.4%	84.6%	90.5%	90.9%	94.0%	88.7%	86.0%	92.1%	88.6%
				E*	*	*		*	*	*	*	*	*	*		QR		*		
Getting Needed Care																				
<b>Percentage Base</b>	<b>479</b>	<b>260</b>	<b>220</b>	<b>30</b>	<b>101</b>	<b>88</b>	<b>155</b>	<b>87</b>	<b>417</b>	<b>56</b>	<b>327</b>	<b>106</b>	<b>39</b>	<b>64</b>	<b>397</b>	<b>221</b>	<b>221</b>	<b>58</b>	<b>289</b>	<b>190</b>
Q15. Easy to get care believed necessary for child	91.4%	92.3%	91.8%	100.0%	86.1%	94.3%	90.3%	93.1%	93.0%	80.4%	92.4%	90.6%	87.2%	90.6%	91.7%	92.8%	89.6%	86.2%	94.1%	87.4%
				E*		*		*	J	*	*	*	*	*				*	T	
<b>Percentage Base</b>	<b>161</b>	<b>79</b>	<b>103</b>	<b>8</b>	<b>42</b>	<b>27</b>	<b>48</b>	<b>33</b>	<b>138</b>	<b>21</b>	<b>97</b>	<b>43</b>	<b>18</b>	<b>25</b>	<b>130</b>	<b>83</b>	<b>64</b>	<b>23</b>	<b>106</b>	<b>55</b>
Q46. Easy to get appointment for child with specialist	85.1%	83.5%	86.4%	75.0%	88.1%	88.9%	83.3%	84.8%	87.7%	66.7%	88.7%	81.4%	72.2%	84.0%	86.2%	90.4%	85.9%	73.9%	84.9%	85.5%
		*		**	*	**	*	*	**	*	*	*	**	**	*	*	**	**	*	*
Customer Service																				
<b>Percentage Base</b>	<b>169</b>	<b>90</b>	<b>85</b>	<b>13</b>	<b>34</b>	<b>37</b>	<b>53</b>	<b>25</b>	<b>159</b>	<b>9</b>	<b>110</b>	<b>38</b>	<b>19</b>	<b>34</b>	<b>127</b>	<b>67</b>	<b>89</b>	<b>26</b>	<b>97</b>	<b>72</b>
Q50. Got information or help needed	87.0%	91.1%	83.5%	84.6%	94.1%	89.2%	83.0%	84.0%	89.9%	33.3%	88.2%	84.2%	84.2%	85.3%	87.4%	88.1%	86.5%	88.5%	86.6%	87.5%
		*	*	**	*	*	*	**	**	**	*	*	**	*	*	*	*	**	*	*
<b>Percentage Base</b>	<b>172</b>	<b>93</b>	<b>85</b>	<b>13</b>	<b>35</b>	<b>37</b>	<b>54</b>	<b>26</b>	<b>162</b>	<b>9</b>	<b>112</b>	<b>39</b>	<b>19</b>	<b>34</b>	<b>129</b>	<b>68</b>	<b>91</b>	<b>26</b>	<b>100</b>	<b>72</b>



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QP2. Composite Scores - Percentages (% Always/Usually)

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
Q51. Treated you with courtesy and respect	97.1%	98.9%	97.6%	92.3%	100.0%	97.3%	94.4%	100.0%	96.9%	100.0%	96.4%	97.4%	100.0%	97.1%	96.9%	98.5%	96.7%	96.2%	97.0%	97.2%
	*	*	**	*	*	*	**	**	**	*	**	*	*	*	*	*	**	*	*	*
CCC Composites																				
Access to Prescription Medicines																				
<b>Percentage Base</b>	<b>389</b>	<b>190</b>	<b>229</b>	<b>21</b>	<b>74</b>	<b>78</b>	<b>125</b>	<b>81</b>	<b>339</b>	<b>47</b>	<b>255</b>	<b>94</b>	<b>36</b>	<b>43</b>	<b>334</b>	<b>177</b>	<b>193</b>	<b>43</b>	<b>252</b>	<b>137</b>
Q56. Easy to get prescription medicine for child	91.5%	88.9%	90.8%	90.5%	89.2%	93.6%	90.4%	93.8%	93.8%	74.5%	93.3%	91.5%	77.8%	95.3%	90.7%	90.4%	91.7%	90.7%	93.7%	87.6%
			**	*	*	*	*	J	*	M	M*	*	*	*	*	*	*	*	T	*
Access to Specialized Services																				
<b>Percentage Base</b>	<b>50</b>	<b>24</b>	<b>31</b>	<b>6</b>	<b>14</b>	<b>13</b>	<b>13</b>	<b>3</b>	<b>41</b>	<b>9</b>	<b>26</b>	<b>9</b>	<b>14</b>	<b>6</b>	<b>42</b>	<b>24</b>	<b>25</b>	<b>3</b>	<b>22</b>	<b>28</b>
Q20. Easy to get special medical equipment for child	80.0%	75.0%	83.9%	100.0%	71.4%	92.3%	69.2%	66.7%	85.4%	55.6%	76.9%	88.9%	78.6%	83.3%	81.0%	70.8%	80.0%	100.0%	77.3%	82.1%
	**	*	**	**	**	**	**	**	*	**	**	**	**	**	*	**	**	**	**	**
<b>Percentage Base</b>	<b>89</b>	<b>36</b>	<b>65</b>	<b>4</b>	<b>22</b>	<b>21</b>	<b>25</b>	<b>13</b>	<b>73</b>	<b>15</b>	<b>49</b>	<b>25</b>	<b>14</b>	<b>14</b>	<b>72</b>	<b>43</b>	<b>41</b>	<b>8</b>	<b>45</b>	<b>44</b>
Q23. Easy to get therapy for child	77.5%	80.6%	75.4%	100.0%	72.7%	76.2%	72.0%	92.3%	83.6%	46.7%	83.7%	72.0%	64.3%	78.6%	77.8%	81.4%	73.2%	75.0%	75.6%	79.5%
	*	*	**	**	**	**	**	**	*	**	*	**	**	**	*	*	*	**	*	*
<b>Percentage Base</b>	<b>143</b>	<b>48</b>	<b>119</b>	<b>0</b>	<b>12</b>	<b>26</b>	<b>64</b>	<b>35</b>	<b>125</b>	<b>15</b>	<b>69</b>	<b>45</b>	<b>25</b>	<b>12</b>	<b>124</b>	<b>68</b>	<b>69</b>	<b>12</b>	<b>80</b>	<b>63</b>
Q26. Easy to get treatment or counseling for child	74.1%	66.7%	73.9%	0	75.0%	73.1%	76.6%	74.3%	76.0%	60.0%	81.2%	66.7%	72.0%	66.7%	77.4%	75.0%	75.4%	91.7%	73.8%	74.6%
	*	*	*	*	**	**	*	*	*	**	*	*	**	**	*	*	*	**	*	*
Family-Centered Care: Personal Doctor Who Knows Child																				
<b>Percentage Base</b>	<b>462</b>	<b>252</b>	<b>214</b>	<b>32</b>	<b>95</b>	<b>86</b>	<b>140</b>	<b>92</b>	<b>406</b>	<b>49</b>	<b>320</b>	<b>95</b>	<b>38</b>	<b>63</b>	<b>382</b>	<b>211</b>	<b>214</b>	<b>56</b>	<b>286</b>	<b>176</b>
Q38. Doctor talks with you about how child is feeling/growing/behaving	84.2%	82.9%	84.1%	87.5%	84.2%	84.9%	85.0%	82.6%	85.2%	79.6%	85.3%	84.2%	81.6%	84.1%	84.6%	82.0%	85.5%	87.5%	83.9%	84.7%
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*



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				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone	
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T		
<b>Percentage Base</b>	<b>196</b>	<b>74</b>	<b>170</b>	<b>4</b>	<b>25</b>	<b>32</b>	<b>87</b>	<b>41</b>	<b>162</b>	<b>31</b>	<b>107</b>	<b>53</b>	<b>31</b>	<b>19</b>	<b>172</b>	<b>101</b>	<b>89</b>	<b>21</b>	<b>116</b>	<b>80</b>	
Q43. Doctor understands how medical conditions affect child's day-to-day life	89.8%	89.2%	90.6%	100.0%	96.0%	90.6%	86.2%	90.2%	90.1%	87.1%	89.7%	88.7%	93.5%	94.7%	89.5%	90.1%	89.9%	85.7%	87.1%	93.8%	
		*		**	**	*	*	*		*		*	*	**			*	**		*	
<b>Percentage Base</b>	<b>197</b>	<b>76</b>	<b>171</b>	<b>4</b>	<b>25</b>	<b>32</b>	<b>86</b>	<b>43</b>	<b>162</b>	<b>32</b>	<b>107</b>	<b>54</b>	<b>31</b>	<b>19</b>	<b>173</b>	<b>101</b>	<b>91</b>	<b>20</b>	<b>117</b>	<b>80</b>	
Q44. Doctor understands how medical conditions affect family's day-to-day life	84.3%	81.6%	85.4%	75.0%	84.0%	87.5%	82.6%	83.7%	85.2%	78.1%	86.9%	83.3%	77.4%	84.2%	83.8%	87.1%	83.5%	75.0%	82.1%	87.5%	
		*		**	**	*	*	*		*		*	*	**			*	**		*	
Family-Centered Care: Getting Needed Information																					
<b>Percentage Base</b>	<b>479</b>	<b>260</b>	<b>220</b>	<b>31</b>	<b>101</b>	<b>87</b>	<b>155</b>	<b>87</b>	<b>417</b>	<b>56</b>	<b>327</b>	<b>106</b>	<b>39</b>	<b>63</b>	<b>398</b>	<b>221</b>	<b>221</b>	<b>58</b>	<b>289</b>	<b>190</b>	
Q9. Getting questions answered by child's doctor	90.4%	89.6%	95.9%	90.3%	85.1%	96.6%	91.0%	89.7%	92.1%	80.4%	93.0%	84.0%	87.2%	88.9%	91.0%	95.5%	86.0%	81.0%	91.7%	88.4%	
			B	*		E*		*	J	*	L		*	*		QR		*			
Coordination of Care for Children with Chronic Conditions																					
<b>Percentage Base</b>	<b>52</b>	<b>26</b>	<b>31</b>	<b>1</b>	<b>6</b>	<b>15</b>	<b>18</b>	<b>9</b>	<b>40</b>	<b>10</b>	<b>23</b>	<b>12</b>	<b>14</b>	<b>6</b>	<b>42</b>	<b>17</b>	<b>27</b>	<b>7</b>	<b>17</b>	<b>35</b>	
Q18. Getting help you needed from doctor in contacting school/daycare	86.5%	84.6%	87.1%	100.0%	83.3%	86.7%	88.9%	77.8%	87.5%	90.0%	78.3%	100.0%	85.7%	83.3%	85.7%	94.1%	81.5%	85.7%	88.2%	85.7%	
		**	*	**	**	**	**	**	*	**	**	**	**	**	*	**	**	**	**	**	*
<b>Percentage Base</b>	<b>176</b>	<b>92</b>	<b>103</b>	<b>7</b>	<b>35</b>	<b>36</b>	<b>55</b>	<b>36</b>	<b>155</b>	<b>20</b>	<b>106</b>	<b>42</b>	<b>23</b>	<b>23</b>	<b>148</b>	<b>90</b>	<b>75</b>	<b>26</b>	<b>98</b>	<b>78</b>	
Q29. Health plan or doctor's office helps coordinate care	60.8%	55.4%	60.2%	71.4%	65.7%	58.3%	54.5%	63.9%	61.9%	55.0%	60.4%	61.9%	60.9%	69.6%	60.1%	57.8%	62.7%	61.5%	63.3%	57.7%	
		*		**	*	*	*	*		**		*	**	**		*	*	**	*	*	
Health Promotion and Education (% Yes)																					
<b>Percentage Base</b>	<b>476</b>	<b>260</b>	<b>218</b>	<b>30</b>	<b>100</b>	<b>88</b>	<b>153</b>	<b>87</b>	<b>414</b>	<b>56</b>	<b>324</b>	<b>106</b>	<b>39</b>	<b>64</b>	<b>395</b>	<b>222</b>	<b>219</b>	<b>55</b>	<b>289</b>	<b>187</b>	
Q8. Health Promotion and Education	76.7%	75.8%	79.8%	80.0%	75.0%	75.0%	79.1%	75.9%	78.5%	64.3%	75.6%	80.2%	79.5%	68.8%	78.0%	77.0%	82.2%	58.2%	78.2%	74.3%	
			*		*	*	*	*	J	*		*	*	*		R	R	*			



**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

QP2. Composite Scores - Percentages (% Always/Usually)

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T		
Care Coordination																				
<b>Percentage Base</b>	<b>221</b>	<b>126</b>	<b>121</b>	<b>14</b>	<b>44</b>	<b>42</b>	<b>65</b>	<b>46</b>	<b>195</b>	<b>24</b>	<b>134</b>	<b>53</b>	<b>28</b>	<b>33</b>	<b>181</b>	<b>111</b>	<b>98</b>	<b>28</b>	<b>135</b>	<b>86</b>
Q40. Care Coordination	81.9%	78.6%	80.2%	85.7%	77.3%	83.3%	83.1%	87.0%	86.2%	54.2%	82.1%	84.9%	78.6%	84.8%	81.8%	82.9%	82.7%	89.3%	83.7%	79.1%
				**	*	*	*	*		**		*	**	*			*	**		*

**AmeriHealth Caritas Louisiana**  
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QR1. Rating Questions: Percentages (% 8-10), Summary Rating Means (1-3)

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T		
<b>Q14. Health Care Rating</b>																				
<b>Percentage Base</b>	<b>474</b>	<b>258</b>	<b>218</b>	<b>30</b>	<b>100</b>	<b>88</b>	<b>153</b>	<b>86</b>	<b>413</b>	<b>55</b>	<b>325</b>	<b>105</b>	<b>37</b>	<b>63</b>	<b>393</b>	<b>218</b>	<b>221</b>	<b>56</b>	<b>286</b>	<b>188</b>
(% 8-10)	87.3%	87.2%	86.2%	90.0%	85.0%	88.6%	85.6%	88.4%	91.8%	54.5%	90.2%	81.9%	75.7%	88.9%	86.5%	89.0%	85.5%	87.5%	86.4%	88.8%
Summary Rating Mean (1-3)	2.68	2.68	2.65	2.77	2.64	2.68	2.68	2.71	2.76	2.09	2.74	2.54	2.51	2.71	2.67	2.71	2.65	2.64	2.67	2.70
				*		*		*	J	*	LM		*	*				*		
<b>Q41. Personal Doctor Rating</b>																				
<b>Percentage Base</b>	<b>526</b>	<b>285</b>	<b>239</b>	<b>33</b>	<b>109</b>	<b>97</b>	<b>164</b>	<b>104</b>	<b>459</b>	<b>57</b>	<b>369</b>	<b>106</b>	<b>40</b>	<b>68</b>	<b>436</b>	<b>243</b>	<b>244</b>	<b>61</b>	<b>321</b>	<b>205</b>
(% 8-10)	90.1%	91.6%	87.4%	93.9%	85.3%	92.8%	89.6%	90.4%	91.9%	73.7%	91.3%	88.7%	80.0%	89.7%	89.9%	90.5%	90.2%	80.3%	91.0%	88.8%
Summary Rating Mean (1-3)	2.75	2.77	2.70	2.85	2.65	2.73	2.77	2.77	2.78	2.44	2.76	2.72	2.65	2.74	2.74	2.74	2.74	2.59	2.75	2.74
				*		*			J	*	M		*	*		R	R	*		
<b>Q48. Specialist Rating</b>																				
<b>Percentage Base</b>	<b>145</b>	<b>67</b>	<b>96</b>	<b>6</b>	<b>39</b>	<b>26</b>	<b>40</b>	<b>32</b>	<b>129</b>	<b>16</b>	<b>89</b>	<b>39</b>	<b>15</b>	<b>24</b>	<b>118</b>	<b>79</b>	<b>54</b>	<b>23</b>	<b>95</b>	<b>50</b>
(% 8-10)	88.3%	91.0%	84.4%	100.0%	84.6%	84.6%	85.0%	96.9%	91.5%	62.5%	95.5%	79.5%	66.7%	87.5%	88.1%	88.6%	88.9%	91.3%	87.4%	90.0%
Summary Rating Mean (1-3)	2.70	2.75	2.64	3.00	2.64	2.69	2.58	2.88	2.75	2.25	2.76	2.62	2.47	2.67	2.69	2.65	2.76	2.74	2.66	2.76
		*	*	**	*	**	*	*	**	**	L*	*	**	**	*	*	*	**	*	*
<b>Q54. Health Plan Rating</b>																				
<b>Percentage Base</b>	<b>570</b>	<b>315</b>	<b>254</b>	<b>39</b>	<b>115</b>	<b>105</b>	<b>183</b>	<b>114</b>	<b>501</b>	<b>69</b>	<b>399</b>	<b>123</b>	<b>43</b>	<b>78</b>	<b>473</b>	<b>254</b>	<b>271</b>	<b>73</b>	<b>350</b>	<b>220</b>
(% 8-10)	87.9%	88.9%	86.2%	87.2%	87.8%	89.5%	86.3%	89.5%	100.0%	0	90.7%	82.1%	76.7%	92.3%	87.1%	87.4%	88.9%	90.4%	87.1%	89.1%
Summary Rating Mean (1-3)	2.66	2.69	2.60	2.64	2.68	2.69	2.63	2.72	2.85	1.29	2.72	2.57	2.42	2.76	2.65	2.65	2.68	2.73	2.66	2.68
				*					J	*	LM		*	*				*		



**AmeriHealth Caritas Louisiana**  
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Accred\_SS. NCQA Accreditation Sample Sizes

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
Getting Care Quickly	362	196	173	24	72	70	115	68	314	42	239	82	34	49	299	166	167	43	230	132
Shared Decision Making	169	80	104	8	31	34	51	38	147	21	102	47	18	19	146	92	67	20	101	67
How Well Doctors Communicate	467	253	216	32	96	86	143	91	411	49	324	95	38	63	386	216	214	56	290	176
Getting Needed Care	320	169	161	19	71	57	101	60	277	38	212	74	28	44	263	152	142	40	197	122
Customer Service	170	91	85	13	34	37	53	25	160	9	111	38	19	34	128	67	90	26	98	72
Care Coordination	221	126	121	14	44	42	65	46	195	24	134	53	28	33	181	111	98	28	135	86
Access to Prescription Medicines	389	190	229	21	74	78	125	81	339	47	255	94	36	43	334	177	193	43	252	137
Access to Specialized Services	94	36	71	3	16	20	34	17	79	13	48	26	17	10	79	45	45	7	49	45
Family-Centered Care: Personal Doctor Who Knows Child	285	134	185	13	48	50	104	58	243	37	178	67	33	33	242	137	131	32	173	112
Family-Centered Care: Getting Needed Information	479	260	220	31	101	87	155	87	417	56	327	106	39	63	398	221	221	58	289	190
Coordination of Care for Children with Chronic Conditions	114	59	67	4	20	25	36	22	97	15	64	27	18	14	95	53	51	16	57	56

**AmeriHealth Caritas Louisiana  
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Q84\_AHCLACCM. In the last 6 months, how often did your child's doctors or other health providers make it easy for you to discuss your questions or concerns?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T		
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	24	16	2	2	2	1	2	5	10	5	9	5	1	3	9	2	6	3	6	18
My child did not receive any health care in the past 6 months	34	19	8	0	7	7	7	13	29	5	29	5	0	2	31	15	17	4	18	16
<b>Percentage Base</b>	<b>526</b>	<b>287</b>	<b>247</b>	<b>37</b>	<b>108</b>	<b>101</b>	<b>174</b>	<b>97</b>	<b>462</b>	<b>59</b>	<b>364</b>	<b>117</b>	<b>42</b>	<b>74</b>	<b>439</b>	<b>238</b>	<b>253</b>	<b>66</b>	<b>332</b>	<b>194</b>
Never	11	8	1	0	2	1	4	4	8	3	6	3	2	4	6	5	3	5	7	4
	2.1%	2.8%	0.4%	0	1.9%	1.0%	2.3%	4.1%	1.7%	5.1%	1.6%	2.6%	4.8%	5.4%	1.4%	2.1%	1.2%	7.6%	2.1%	2.1%
		C	*	*			*	*		*	*		*	O*				PQ*		
Sometimes	27	16	12	2	6	5	7	6	18	9	15	8	4	8	18	10	10	9	17	10
	5.1%	5.6%	4.9%	5.4%	5.6%	5.0%	4.0%	6.2%	3.9%	15.3%	4.1%	6.8%	9.5%	10.8%	4.1%	4.2%	4.0%	13.6%	5.1%	5.2%
			*	*			*	*		I*	*	*	*	O*				PQ*		
Usually	58	28	33	2	14	11	19	12	44	13	34	16	8	7	48	20	32	5	41	17
	11.0%	9.8%	13.4%	5.4%	13.0%	10.9%	10.9%	12.4%	9.5%	22.0%	9.3%	13.7%	19.0%	9.5%	10.9%	8.4%	12.6%	7.6%	12.3%	8.8%
			*	*			*	*		I*	*	*	*	*				*		
Always	430	235	201	33	86	84	144	75	392	34	309	90	28	55	367	203	208	47	267	163
	81.7%	81.9%	81.4%	89.2%	79.6%	83.2%	82.8%	77.3%	84.8%	57.6%	84.9%	76.9%	66.7%	74.3%	83.6%	85.3%	82.2%	71.2%	80.4%	84.0%
			*	*			*	J	*	LM	*	*	*	*	R	R	*			
Net Summaries:																				
Top 2 Box: Always + Usually	488	263	234	35	100	95	163	87	436	47	343	106	36	62	415	223	240	52	308	180
	92.8%	91.6%	94.7%	94.6%	92.6%	94.1%	93.7%	89.7%	94.4%	79.7%	94.2%	90.6%	85.7%	83.8%	94.5%	93.7%	94.9%	78.8%	92.8%	92.8%
			*	*			*	J	*	M	*	*	*	N	R	R	*			
Bottom 2 Box: Never + Sometimes	38	24	13	2	8	6	11	10	26	12	21	11	6	12	24	15	13	14	24	14
	7.2%	8.4%	5.3%	5.4%	7.4%	5.9%	6.3%	10.3%	5.6%	20.3%	5.8%	9.4%	14.3%	16.2%	5.5%	6.3%	5.1%	21.2%	7.2%	7.2%
			*	*			*	*		I*	*	*	K*	O*				PQ*		

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Q85\_AHCLACCM. In the last 6 months, not counting the times your child needed health care right away, how many days did you usually have to wait between making an appointment and your child actually seeing a health provider?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	39	24	11	1	8	4	5	8	25	4	18	10	2	6	21	11	11	4	18	21
My child did not see a health provider in the last 6 months	36	22	11	0	6	7	12	11	28	7	29	5	2	4	32	18	17	3	20	16
<b>Percentage Base</b>	<b>509</b>	<b>276</b>	<b>235</b>	<b>38</b>	<b>103</b>	<b>98</b>	<b>166</b>	<b>96</b>	<b>448</b>	<b>58</b>	<b>355</b>	<b>112</b>	<b>39</b>	<b>69</b>	<b>426</b>	<b>226</b>	<b>248</b>	<b>66</b>	<b>318</b>	<b>191</b>
Same day	194	101	83	15	46	47	54	29	171	21	134	44	14	30	158	82	97	26	119	75
	38.1%	36.6%	35.3%	39.5%	44.7%	48.0%	32.5%	30.2%	38.2%	36.2%	37.7%	39.3%	35.9%	43.5%	37.1%	36.3%	39.1%	39.4%	37.4%	39.3%
				*	GH	GH*		*		*		*	*	*				*		
1 day	110	68	44	7	19	22	39	20	103	6	81	22	7	16	92	56	45	12	75	35
	21.6%	24.6%	18.7%	18.4%	18.4%	22.4%	23.5%	20.8%	23.0%	10.3%	22.8%	19.6%	17.9%	23.2%	21.6%	24.8%	18.1%	18.2%	23.6%	18.3%
				*		*		*	J	*		*	*	*				*		
2 to 3 days	115	68	56	10	22	16	37	29	102	13	83	25	7	16	95	46	60	20	61	54
	22.6%	24.6%	23.8%	26.3%	21.4%	16.3%	22.3%	30.2%	22.8%	22.4%	23.4%	22.3%	17.9%	23.2%	22.3%	20.4%	24.2%	30.3%	19.2%	28.3%
				*		*		F*	*	*	*	*	*	*				*		S
4 to 7 days	48	19	30	0	10	8	22	8	38	10	31	10	6	2	45	21	25	6	34	14
	9.4%	6.9%	12.8%	0	9.7%	8.2%	13.3%	8.3%	8.5%	17.2%	8.7%	8.9%	15.4%	2.9%	10.6%	9.3%	10.1%	9.1%	10.7%	7.3%
				B	D	*	D	*		I*	*	*	*	N				*		
8 to 14 days	16	7	8	0	4	2	6	4	13	3	11	2	3	1	14	8	9	0	9	7
	3.1%	2.5%	3.4%	0	3.9%	2.0%	3.6%	4.2%	2.9%	5.2%	3.1%	1.8%	7.7%	1.4%	3.3%	3.5%	3.6%	0	2.8%	3.7%
				*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
15 to 30 days	17	9	9	3	1	2	6	5	13	4	8	7	2	2	15	7	9	2	13	4
	3.3%	3.3%	3.8%	7.9%	1.0%	2.0%	3.6%	5.2%	2.9%	6.9%	2.3%	6.3%	5.1%	2.9%	3.5%	3.1%	3.6%	3.0%	4.1%	2.1%
				E*	*	*	*	*	*	*	K	*	*	*				*		
31 to 60 days	6	2	3	2	1	1	0	1	6	0	4	2	0	2	4	5	1	0	5	1
	1.2%	0.7%	1.3%	5.3%	1.0%	1.0%	0	1.0%	1.3%	0	1.1%	1.8%	0	2.9%	0.9%	2.2%	0.4%	0	1.6%	0.5%
				G*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
61 to 90 days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
				*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*



AmeriHealth Caritas Louisiana

2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS

Q85\_AHCLACCM. In the last 6 months, not counting the times your child needed health care right away, how many days did you usually have to wait between making an appointment and your child actually seeing a health provider?

Sample Based on Total Sample (General Population Sample + CCC Sample)

Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode		
			1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone	
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
91 days or longer	3	2	2	1	0	0	2	0	2	1	3	0	0	0	3	1	2	0	2	1
	0.6%	0.7%	0.9%	2.6%	0	0	1.2%	0	0.4%	1.7%	0.8%	0	0	0	0.7%	0.4%	0.8%	0	0.6%	0.5%
			*		*		*		*		*		*		*		*		*	

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q86\_AHCLACCM. 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 which choice you thought was best for your child?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	32	19	7	1	4	3	7	4	20	3	16	5	2	8	12	6	8	5	6	26
My child did not need treatment or health care in the last 6 months	89	54	22	5	13	11	33	25	75	14	69	15	5	18	70	34	43	13	48	41
<b>Percentage Base</b>	<b>463</b>	<b>249</b>	<b>228</b>	<b>33</b>	<b>100</b>	<b>95</b>	<b>143</b>	<b>86</b>	<b>406</b>	<b>52</b>	<b>317</b>	<b>107</b>	<b>36</b>	<b>53</b>	<b>397</b>	<b>215</b>	<b>225</b>	<b>55</b>	<b>302</b>	<b>161</b>
Definitely yes	270	141	131	27	58	46	79	56	248	21	185	63	21	33	232	127	134	33	166	104
	58.3%	56.6%	57.5%	81.8%	58.0%	48.4%	55.2%	65.1%	61.1%	40.4%	58.4%	58.9%	58.3%	62.3%	58.4%	59.1%	59.6%	60.0%	55.0%	64.6%
			EFG*			*		F*	J	*		*	*	*				*		S
Somewhat yes	100	53	55	4	25	24	32	14	86	13	68	23	7	12	83	39	49	15	70	30
	21.6%	21.3%	24.1%	12.1%	25.0%	25.3%	22.4%	16.3%	21.2%	25.0%	21.5%	21.5%	19.4%	22.6%	20.9%	18.1%	21.8%	27.3%	23.2%	18.6%
			*		*			*		*		*	*	*				*		
Somewhat no	47	26	26	1	8	12	16	10	37	10	31	12	4	1	46	27	21	3	33	14
	10.2%	10.4%	11.4%	3.0%	8.0%	12.6%	11.2%	11.6%	9.1%	19.2%	9.8%	11.2%	11.1%	1.9%	11.6%	12.6%	9.3%	5.5%	10.9%	8.7%
			*		*			*	I*		*	*	*	N			*			
Definitely no	46	29	16	1	9	13	16	6	35	8	33	9	4	7	36	22	21	4	33	13
	9.9%	11.6%	7.0%	3.0%	9.0%	13.7%	11.2%	7.0%	8.6%	15.4%	10.4%	8.4%	11.1%	13.2%	9.1%	10.2%	9.3%	7.3%	10.9%	8.1%
		C	*		*			*		*		*	*	*			*			
Net Summaries:																				
Top 2 Box: Definitely yes + Somewhat yes	370	194	186	31	83	70	111	70	334	34	253	86	28	45	315	166	183	48	236	134
	79.9%	77.9%	81.6%	93.9%	83.0%	73.7%	77.6%	81.4%	82.3%	65.4%	79.8%	80.4%	77.8%	84.9%	79.3%	77.2%	81.3%	87.3%	78.1%	83.2%
			FG*		*			*	J	*		*	*	*			*			
Bottom 2 Box: Definitely no + Somewhat no	93	55	42	2	17	25	32	16	72	18	64	21	8	8	82	49	42	7	66	27
	20.1%	22.1%	18.4%	6.1%	17.0%	26.3%	22.4%	18.6%	17.7%	34.6%	20.2%	19.6%	22.2%	15.1%	20.7%	22.8%	18.7%	12.7%	21.9%	16.8%
			*		D*	D		*	I*		*	*	*	*			*			

AmeriHealth Caritas Louisiana

2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS

Q87\_AHCLACCM. Certain services, such as home health care, durable medical equipment (DME) and some procedures require authorization from AmeriHealth Caritas Louisiana. If you have required an authorization over the past 6 months, did the authorization slow down your ability to receive your desired care or service?

	Sample		Based on Total Sample (General Population Sample + CCC Sample)																	
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T		
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	50	30	14	1	10	4	12	9	36	6	26	13	2	9	28	11	18	8	18	32
I did not require authorization for services in the last 6 months	365	204	145	31	66	73	118	73	324	37	273	71	19	56	302	174	164	47	230	135
<b>Percentage Base</b>	<b>169</b>	<b>88</b>	<b>98</b>	<b>7</b>	<b>41</b>	<b>32</b>	<b>53</b>	<b>33</b>	<b>141</b>	<b>26</b>	<b>103</b>	<b>43</b>	<b>22</b>	<b>14</b>	<b>149</b>	<b>70</b>	<b>94</b>	<b>18</b>	<b>108</b>	<b>61</b>
No, I received an authorization quickly	114	63	59	7	29	24	29	25	100	13	68	33	12	11	99	43	65	14	75	39
	67.5%	71.6%	60.2%	100.0%	70.7%	75.0%	54.7%	75.8%	70.9%	50.0%	66.0%	76.7%	54.5%	78.6%	66.4%	61.4%	69.1%	77.8%	69.4%	63.9%
		C*	*	**	*	*	*	*	**	**	*	**	**	**	*	*	**	*	*	*
Yes, the authorization process slowed the process down some	39	17	27	0	6	6	18	6	31	8	27	7	5	2	35	16	24	3	26	13
	23.1%	19.3%	27.6%	0	14.6%	18.8%	34.0%	18.2%	22.0%	30.8%	26.2%	16.3%	22.7%	14.3%	23.5%	22.9%	25.5%	16.7%	24.1%	21.3%
		*	*	**	*	*	E*	*	**	**	*	**	**	**	*	*	**	*	*	*
Yes, the authorization process slowed the process down a lot	16	8	12	0	6	2	6	2	10	5	8	3	5	1	15	11	5	1	7	9
	9.5%	9.1%	12.2%	0	14.6%	6.3%	11.3%	6.1%	7.1%	19.2%	7.8%	7.0%	22.7%	7.1%	10.1%	15.7%	5.3%	5.6%	6.5%	14.8%
		*	*	**	*	*	*	*	**	**	*	**	**	**	Q*	*	**	*	*	*

**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q88\_AHCLACCM. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your child's health plan works?

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	30	21	5	1	4	2	3	7	19	3	12	8	1	4	13	3	9	4	8	22
I did not seek information in the last 6 months about how my child's health plan works	256	132	110	18	47	47	86	53	225	29	192	46	17	37	217	121	115	33	149	107
<b>Percentage Base</b>	<b>298</b>	<b>169</b>	<b>142</b>	<b>20</b>	<b>66</b>	<b>60</b>	<b>94</b>	<b>55</b>	<b>257</b>	<b>37</b>	<b>198</b>	<b>73</b>	<b>25</b>	<b>38</b>	<b>249</b>	<b>131</b>	<b>152</b>	<b>36</b>	<b>199</b>	<b>99</b>
Never	67	33	24	5	19	9	20	13	54	11	45	18	3	7	56	33	25	9	52	15
	22.5%	19.5%	16.9%	25.0%	28.8%	15.0%	21.3%	23.6%	21.0%	29.7%	22.7%	24.7%	12.0%	18.4%	22.5%	25.2%	16.4%	25.0%	26.1%	15.2%
				**	*	*	*	*		*	*	*	**	*	*	*	*	*	T	*
Sometimes	53	34	32	3	11	11	12	14	38	14	30	14	8	7	45	24	28	7	33	20
	17.8%	20.1%	22.5%	15.0%	16.7%	18.3%	12.8%	25.5%	14.8%	37.8%	15.2%	19.2%	32.0%	18.4%	18.1%	18.3%	18.4%	19.4%	16.6%	20.2%
				**	*	*	*	*		I*	*	*	**	*	*	*	*	*	*	*
Usually	65	43	29	7	11	15	21	11	56	9	48	13	4	6	57	34	30	4	48	17
	21.8%	25.4%	20.4%	35.0%	16.7%	25.0%	22.3%	20.0%	21.8%	24.3%	24.2%	17.8%	16.0%	15.8%	22.9%	26.0%	19.7%	11.1%	24.1%	17.2%
				**	*	*	*	*	*	*	*	*	**	*	*	*	*	*	*	*
Always	113	59	57	5	25	25	41	17	109	3	75	28	10	18	91	40	69	16	66	47
	37.9%	34.9%	40.1%	25.0%	37.9%	41.7%	43.6%	30.9%	42.4%	8.1%	37.9%	38.4%	40.0%	47.4%	36.5%	30.5%	45.4%	44.4%	33.2%	47.5%
				**	*	*	*	*	J	*	*	*	**	*	P	*	*	*	S*	*
Net Summaries:																				
Top 2 Box: Always + Usually	178	102	86	12	36	40	62	28	165	12	123	41	14	24	148	74	99	20	114	64
	59.7%	60.4%	60.6%	60.0%	54.5%	66.7%	66.0%	50.9%	64.2%	32.4%	62.1%	56.2%	56.0%	63.2%	59.4%	56.5%	65.1%	55.6%	57.3%	64.6%
				**	*	*	*	*	J	*	*	*	**	*	*	*	*	*	*	*
Bottom 2 Box: Never + Sometimes	120	67	56	8	30	20	32	27	92	25	75	32	11	14	101	57	53	16	85	35
	40.3%	39.6%	39.4%	40.0%	45.5%	33.3%	34.0%	49.1%	35.8%	67.6%	37.9%	43.8%	44.0%	36.8%	40.6%	43.5%	34.9%	44.4%	42.7%	35.4%
				**	*	*	*	*		I*	*	*	**	*	*	*	*	*	*	*



**AmeriHealth Caritas Louisiana**  
**2019 CAHPS SURVEY - CHILD MEDICAID w/CHRONIC CARE CONDITIONS**

Q89\_AHCLACCM. When your child's plan needs to share information with you, how do you prefer to receive this information? (Multiple Mentions)

	Sample			Based on Total Sample (General Population Sample + CCC Sample)																
	Total	Gen Pop	CCC	Child's Age					Overall Sat. w/ Plan		Child's Health Status			Child's Ethnicity		Child's Race			Mode	
				1 Yr. and Less	2-5 Yrs	6-9 Yrs	10-14 Yrs	15-18 Yrs	%8,9,10	%0-7	Excell./ Very Good	Good	Fair/ Poor	Hisp	Non-Hisp	White	Afr. Amer.	All Other	Mail	Phone
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
<b>Total Completes</b>	<b>584</b>	<b>322</b>	<b>257</b>	<b>39</b>	<b>117</b>	<b>109</b>	<b>183</b>	<b>115</b>	<b>501</b>	<b>69</b>	<b>402</b>	<b>127</b>	<b>43</b>	<b>79</b>	<b>479</b>	<b>255</b>	<b>276</b>	<b>73</b>	<b>356</b>	<b>228</b>
No Data	29	18	2	2	5	2	3	4	18	3	13	7	0	6	11	2	9	6	5	24
<b>Percentage Base</b>	<b>555</b>	<b>304</b>	<b>255</b>	<b>37</b>	<b>112</b>	<b>107</b>	<b>180</b>	<b>111</b>	<b>483</b>	<b>66</b>	<b>389</b>	<b>120</b>	<b>43</b>	<b>73</b>	<b>468</b>	<b>253</b>	<b>267</b>	<b>67</b>	<b>351</b>	<b>204</b>
By postal mail	376	198	175	26	68	76	128	73	323	47	253	92	28	50	320	181	169	43	275	101
	67.7%	65.1%	68.6%	70.3%	60.7%	71.0%	71.1%	65.8%	66.9%	71.2%	65.0%	76.7%	65.1%	68.5%	68.4%	71.5%	63.3%	64.2%	78.3%	49.5%
			*	*	*	*	*	*	*	*	K	*	*	*	Q	*	*	T		
A phone call from someone at the plan	163	89	78	12	34	29	56	30	139	22	112	33	18	20	136	65	83	23	98	65
	29.4%	29.3%	30.6%	32.4%	30.4%	27.1%	31.1%	27.0%	28.8%	33.3%	28.8%	27.5%	41.9%	27.4%	29.1%	25.7%	31.1%	34.3%	27.9%	31.9%
			*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
By text message	150	92	74	11	34	24	50	27	134	14	114	27	9	22	123	62	76	22	101	49
	27.0%	30.3%	29.0%	29.7%	30.4%	22.4%	27.8%	24.3%	27.7%	21.2%	29.3%	22.5%	20.9%	30.1%	26.3%	24.5%	28.5%	32.8%	28.8%	24.0%
			*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
By email	142	91	66	14	28	25	47	26	123	18	103	27	11	21	118	65	69	23	86	56
	25.6%	29.9%	25.9%	37.8%	25.0%	23.4%	26.1%	23.4%	25.5%	27.3%	26.5%	22.5%	25.6%	28.8%	25.2%	25.7%	25.8%	34.3%	24.5%	27.5%
			*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mobile phone app	40	25	22	2	9	6	16	7	36	4	33	5	2	5	31	17	22	7	27	13
	7.2%	8.2%	8.6%	5.4%	8.0%	5.6%	8.9%	6.3%	7.5%	6.1%	8.5%	4.2%	4.7%	6.8%	6.6%	6.7%	8.2%	10.4%	7.7%	6.4%
			*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
On the plan's website	22	14	15	3	4	3	9	3	19	3	17	3	2	3	18	10	11	5	14	8
	4.0%	4.6%	5.9%	8.1%	3.6%	2.8%	5.0%	2.7%	3.9%	4.5%	4.4%	2.5%	4.7%	4.1%	3.8%	4.0%	4.1%	7.5%	4.0%	3.9%
			*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*

