Report of Results

for

Aetna Better Health of Louisiana (Child Population)

2020 CAHPS® 5.0H Medicaid with CCC Measure Member Experience Survey

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INTRODUCTION

Introduced by the Agency for Healthcare Research and Quality (AHRQ) in the mid-1990s, the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program encompasses the full range of standardized surveys that ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers, such as accessibility of services and provider communication skills.

The National Committee for Quality Assurance (NCQA) uses the Health Plan CAHPS survey in its Health Plan Accreditation Program as part of the Healthcare Effectiveness Data and Information Set (HEDIS). HEDIS measures health plan performance on important dimensions of care and service and is designed to provide purchasers and consumers with the information they need to reliably compare the performance of health care plans. The Health Plan CAHPS survey represents the patient (member) experience component of the HEDIS measurement set. The survey measures patient experience of care and gives a general indication of how well the health plan meets members' expectations. Parents or caretakers of surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous six months.

EXECUTIVE SUMMARY

In 2019, Aetna Better Health contracted with the Center for the Study of Services (CSS), a National Committee for Quality Assurance (NCQA)-certified survey vendor, to administer the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.0H Child Medicaid with CCC Measure Survey. The purpose of the survey is to assess members' experience with their health plan and health care. The overall goal of the survey is to provide performance feedback that is actionable and that will aid in improving member experience.

CSS administered the Child Medicaid with CCC Measure version of the 2020 CAHPS Health Plan Survey on behalf of Aetna Better Health of Louisiana, hereafter referred to as ABH of LA, between February 15 and May 18, 2020. The final survey sample for ABH of LA included 3,490 members (1,650 from the general population and 1,840 from the CCC population). 167 members from the general population completed the survey, resulting in the NCQA response rate of 10.13 percent.

Except for the five measures designed for children with chronic conditions (the CCC population), the results presented in this report pertain to the general Child Medicaid population only. CCC measure results are based on 177 completed surveys from both the general and supplemental CCC samples that met NCQA's criteria for inclusion in the CCC measure set, based on survey responses.

This section highlights some of the key survey findings for ABH of LA, including trends in key performance metrics, comparisons to relevant national benchmarks, and estimated star ratings based on NCQA's *2020 Health Plan Rating* methodology. Results are based on the rates of members answering *9* or *10* for the overall rating questions and *Usually* or *Always* for all other CAHPS measures. Up to five organizational priorities for quality improvement are identified based on CSS's *Key Driver Analysis*.

RESULTS ON KEY SURVEY MEASURES

STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2019

Reportable Rate IMPROVED	Reportable Rate DECLINED
No statistically significant improvements	No statistically significant declines

Includes CAHPS ratings and composites that achieved a reportable result (100 or more valid responses). Excludes Children with Chronic Conditions (CCC) measures.
The following measures are not reportable by NCQA due to insufficient denominator (less than 100 valid responses): Getting Needed Care, Getting Care Quickly, Rating of Specialist Seen Most Often, Coordination of Care, Customer Service.

STATISTICALLY SIGNIFICANT DIFFERENCES FROM NATIONAL BENCHMARKS

Reportable Rate ABOVE Benchmark	Reportable Rate BELOW Benchmark
2020 CSS Child Medicaid Average	
None	None
2019 NCQA Quality Compass National Average (All LOBs)	
None	None

Includes CAHPS ratings and composites that achieved a reportable result (100 or more valid responses). Excludes Children with Chronic Conditions (CCC) measures.
The following measures are not reportable by NCQA due to insufficient denominator (less than 100 valid responses): Getting Needed Care, Getting Care Quickly, Rating of Specialist Seen Most Often, Coordination of Care, Customer Service.

ESTIMATED 2020 NCQA HEALTH PLAN RATINGS

Estimated 2020 NCQA Health Plan (Star) Rating	
★★★★☆	Rating of Personal Doctor, Rating of All Health Care, Rating of Health Plan

Health Plan Ratings (HPR) for applicable measures were estimated using NCQA's Health Plan Ratings 2020-2021 methodology (https://www.ncqa.org/hedis/reports-and-research/ratings-2020/). **Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.**
Results are limited to HPR measures that achieved a reportable rate (based on 100 or more valid responses). The following measures had an insufficient denominator for reporting (less than 100 responses): Getting Needed Care, Getting Care Quickly, Rating of Specialist Seen Most Often, Coordination of Care.

TOP PRIORITIES FOR QUALITY IMPROVEMENT

CSS's *Key Driver Analysis* identifies the areas of health plan performance and aspects of member experience that shape members' overall assessment of their health plan. To the extent that these experiences can be improved, the overall rating of the plan should reflect these gains. Below is a set of quality improvement opportunities with the highest return on investment for ABH of LA. Effective interventions in these areas would have the greatest potential impact on the *Rating of Health Plan* score.

Top Priorities for Quality Improvement
1. Improving the quality of physicians in health plan network (personal doctors)
2. Improving the quality of physicians in health plan network (specialists)
3. Improving member access to care (having a personal doctor)
4. Improving member access to care (ease of getting needed care, tests, or treatment)
5. Removing reasons for members to contact customer service

The remainder of this report examines these and other findings in greater detail.

WHAT IS NEW IN 2020

CAHPS SURVEY UPDATES

NCQA shortened the 2020 HEDIS/CAHPS 5.0H surveys to reduce the burden for health plan members and sponsors. The following questions were removed from the survey:

- *Shared Decision Making* and *Plan Information on Costs* (adult Commercial only) questions and the associated composite measures
- *Health Promotion and Education* question
- *Written Materials or Internet Provided Needed Information* question (adult only)
- Chronic conditions (adult only) and proxy questions

2020 NCQA HEALTH PLAN ACCREDITATION AND HEALTH PLAN RATINGS (PLANNED PRIOR TO COVID-19)

NCQA also planned a substantial update to the Health Plan Accreditation and Health Plan Ratings[1] in 2020 and beyond.

Historically, NCQA has reported health plan quality to the public through two programs: Health Plan Accreditation (HPA) and Health Plan Ratings (HPR). Each program had its own scoring methodology and online reporting tool. HPA results have been reported on NCQA's *Health Plan Report Cards* website (https://reportcards.ncqa.org/#/health-plans/list). HPR results have been reported on the *Health Insurance Plan Ratings* website (http://healthinsuranceratings.ncqa.org).

With its planned rollout of the 2020 Health Plan Ratings, NCQA sought to consolidate public reporting under the umbrella of HPR. Under the new HPR program, accredited plans must report CAHPS results to NCQA, but the CAHPS scores do not directly affect the plan's Accreditation status[2]. Instead, they are translated into Health Plan Ratings and are reported to the public on a 5-star scale.

[1] For more information, see:
https://www.ncqa.org/programs/health-plans/health-plan-accreditation-hpa/current-customers/hpa2020/
https://www.ncqa.org/videos/state-briefing-on-hpa-and-hedis-changes/
https://www.ncqa.org/videos/health-plan-accreditation-2020-updates/

[2] This means that CAHPS measure scores will no longer be translated into points toward Accreditation.

Below is the list of CAHPS survey measures[3] included in NCQA's Health Plan Ratings. The *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction with Plan Physicians*, and *Satisfaction with Plan Services*) are also scored and reported as star ratings.

Measure Name	Individual CAHPS Measures Included in HPR (Assigned Star Ratings)
Patient Experience	
Getting Care	Getting Needed Care, Getting Care Quickly (*Usually* or *Always*)
Satisfaction with Plan Physicians	Rating of Personal Doctor, Rating of Specialist Seen Most Often, Rating of All Health Care (*9* or *10*) Coordination of Care (*Usually* or *Always*)
Satisfaction with Plan Services	Claims Processing (Commercial only) (*Usually* or *Always*), Rating of Health Plan (*9* or *10*)

Note that for the overall ratings NCQA uses the *9* or *10* question summary rate for benchmarking performance and calculating star ratings. Also note that NCQA does not include *Customer Service* in HPR. This is consistent with how this measure has been treated in HPR prior to the 2020 refresh. However, *Customer Service* was previously scored for Accreditation.

Additional information on NCQA's historical reporting programs and the 2020 HPR update, planned prior to the COVID-19 pandemic, is provided in the Appendix.

IMPACT OF COVID-19 ON NCQA REPORTING

In response to the COVID-19 pandemic, NCQA permitted health plans and vendors to depart from the standard CAHPS data collection protocol as needed: reduce the number of mailings and/or telephone attempts, replace the telephone interviewing portion of the protocol with an additional survey mailing, or stop data collection entirely. NCQA acknowledged that a multitude of factors, such as wide regional variation in COVID-19 infection rates, consumer experience, stay-at-home orders, social distancing guidelines, differences in vendor practices and staffing models, "essential business" designations, and protocol decisions made by individual health plans might compromise the quality and validity of the data collected. In April NCQA announced that due to COVID-19:

- It would not be publishing 2020 Health Plan Ratings for any product line[4].

[3] For more information, see https://www.ncqa.org/wp-content/uploads/2020/02/20200206_List_of_Required_Performance_Measures.pdf

[4] For more information, see https://www.ncqa.org/covid/

- Accredited commercial and Medicaid plans would still be required to submit HEDIS and CAHPS measures to NCQA in order to meet annual reporting requirements.

- Organizations would not be rated on measure results.

In addition, NCQA made the decision not to report plan-level CAHPS survey results in Quality Compass[5]. NCQA cited concerns about the validity of CAHPS results because the survey was fielded during the height of the pandemic as it continued to spread unevenly across the country, with wide regional variation.

UPDATES TO THE 2020 CSS HEALTH PLAN CAHPS SURVEY RESULTS REPORT

CSS has made several updates to the 2020 CAHPS Results Reports:

- CSS recognizes that NCQA will not release 2020 Health Plan Ratings. As a courtesy to our clients, CSS implemented NCQA's 2020 Health Plan Ratings methodology[6] and calculated **unofficial** star ratings for all applicable CAHPS measures in accordance with NCQA's scoring guidelines. **The CSS-calculated ratings should be treated as unofficial estimates and used with caution for your organization's internal purposes only.**

- The order in which measures are displayed in tables and exhibits throughout this report is aligned with HPR. Where applicable, non-HPR measures (*Customer Service* and *How Well Doctors Communicate*) are reported under a separate sub-header.

- Consistent with NCQA's approach, the *numerator* of the rate (i.e., the proportion of members selecting a certain response option) for the 0-10 overall rating questions is *9* or *10*. For convenience and ease of trending, the *8*, *9*, or *10* rate is also included in the following sections: *Survey Results at a Glance*, *Detailed Performance Charts*, and *Cross-Tabulations*.

- The NCQA national benchmark – 2019 NCQA Quality Compass Child Medicaid National Average for All Lines of Business (LOBs) – and the 10th, 33.33rd, 66.67th, and 90th national performance percentiles that appear throughout the report are aligned with HPR. In addition to the 0-10 overall ratings and CAHPS composites, percentile comparisons are now provided on every measure in the *Detailed Performance Charts* section.

- The *Member Profile and Analysis of Plan Ratings by Member Segment* section has been updated to include more detail on the relevant national benchmark distribution(s).

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[5] For more information, see https://www.ncqa.org/hedis/faq/?faq-kw=covid&faq-year=&faq-sort=desc&faq-program=

[6] For more information, see https://www.ncqa.org/hedis/reports-and-research/ratings-2020/

- The CSS *Key Driver Model* has been updated to reflect the shortened survey instrument. Areas that are no longer being assessed with the survey were removed from consideration as possible key drivers of plan performance.
- The 3-point-scale mean scores (which were previously used by NCQA exclusively for Accreditation scoring) are no longer reported.
- An updated *Health Plan Quality Improvement Resource Guide* is included.

ABOUT THIS REPORT

- The key features of this 2020 ABH of LA CAHPS results report are highlighted below. Note: except for the five measures designed for the population of children with chronic conditions (CCC), the results presented in this report pertain to the general Child Medicaid population only. CCC measure results are based on responses collected from both the general and supplemental CCC samples that met NCQA's criteria for inclusion in the CCC measure set.

- Although NCQA will not be reporting health plan performance this year due to COVID-19, CSS calculated survey results following NCQA's guidelines in *HEDIS 2020, Volume 3: Specifications for Survey Measures* and *2020 Health Plan Ratings (HPR) Methodology*. To support ABH of LA in its quality improvement efforts, results are reported regardless of whether the NCQA reporting threshold of 100 valid responses is met. Any result that NCQA would not consider reportable is marked as "NA".

- Throughout the report, the 2020 ABH of LA survey results are compared to national benchmark scores, represented by the 2020 CSS Child Medicaid Average and the 2019 NCQA Quality Compass Child Medicaid National Average for All Lines of Business (LOBs). The 2020 CSS Child Medicaid Average was calculated by pooling survey responses across 22 Child Medicaid plans surveyed and selected by CSS to represent the industry average. The 2019 NCQA Quality Compass Child Medicaid National Average (All LOBs) is made up of Child Medicaid plans that submitted data to NCQA.

- *Executive Summary* provides a high-level overview of survey findings, including your organization's estimated 2020 HPR scores (star ratings). This section highlights the areas where ABH of LA performs significantly above or below national benchmarks. If prior-year survey results are available, any statistically significant improvements or declines on key survey measures are also noted. Up to five organizational priorities for quality improvement based on CSS's *Key Driver Analysis* are identified.

- *Summary of Survey Results* presents the 2020 ABH of LA survey scores on key measures, including question summary rates (QSRs), global proportions, and estimated star ratings; changes in QSR and global proportion scores from the previous year (if applicable); and comparisons to relevant national benchmarks. Statistically significant differences in scores are noted.

- *Detailed Performance Charts* are provided for the rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2020 ABH of LA results are compared to the 2020 CSS Child Medicaid Average on all measures. Where appropriate, the 2020 QSRs and global proportions are also compared to the 2019 NCQA Quality Compass Child Medicaid National Average (All LOBs) and performance percentiles, calculated by NCQA. Where available, a three-year trend in scores is also shown.

- *Member Profile and Analysis of Plan Ratings by Member Segment* compares the 2020 ABH of LA respondent profile to the relevant national reference distribution(s) of demographic characteristics and utilization variables. Variation in *Rating of Health Plan* measure by member subgroup is examined.

- *Key Driver Analysis* identifies those aspects of member experience (key drivers) that are closely related to the overall *Rating of Health Plan*. The CSS *Key Driver Model* quantifies the contribution of each key driver to the overall assessment of the plan. The 2020 ABH of LA results on each key driver are compared to the highest score among the 22 plans contributing to the 2020 CSS Child Medicaid Average, yielding a measure of available room for improvement in each area. The result is then weighted by the key driver's contribution to the overall *Rating of Health Plan* score. Opportunities for improvement are prioritized based on the expected improvement in the ABH of LA *Rating of Health Plan* score due to improved performance on the key driver. A separate section of the report provides some helpful resources for health plan quality improvement.

- The *Appendix* includes:

  - A one-page *Survey Results at a Glance* summary
  - Score calculation guidelines
  - A glossary of terms
  - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures
  - A copy of the survey instrument and supporting materials

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

CSS administered the Child Medicaid with CCC Measure version of the 2020 CAHPS Health Plan Survey on behalf of ABH of LA in accordance with the NCQA methodology detailed in *HEDIS 2020, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2020 Survey Measures.* The survey can be administered using a mail-only or a mixed methodology (mail with telephone follow-up). Both of these standard survey protocols include two questionnaire mailings, each followed by a reminder postcard. Depending on the protocol chosen, non-respondents are either sent a third, final, survey package (mail-only methodology) or contacted by telephone (mixed methodology).

ABH of LA elected to use the standard mixed methodology.

Due to COVID-19, NCQA permitted health plans and vendors to depart from the original fielding protocol. ABH of LA opted to send a third survey mailing in lieu of the originally planned telephone outreach.

The key milestones of the CAHPS data collection protocol are provided below:

- An initial survey package was mailed on February 15.
- An initial reminder/thank-you postcard was mailed on February 25.
- A replacement survey package was mailed on March 25.
- An additional reminder/thank-you postcard was mailed on April 3.
- A third and final survey package was mailed on April 24.
- Data collection closed on May 18.

Survey results were submitted to NCQA on May 29, 2020.

SURVEY MATERIALS

CSS designed all member-facing materials (see Appendix) for ABH of LA in accordance with the NCQA guidelines detailed in *HEDIS 2020, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2020 Survey Measures*. Standard NCQA text was used for all materials. Prior to being customized with the health plan name, logo, and other branding elements, all generic materials designed by CSS were approved by NCQA.

The survey instrument was the Child Medicaid with CCC Measure version of the Health Plan CAHPS 5.0H survey.

The carrier envelope used for survey mailings was marked "RESPONSE NEEDED" or "FINAL REMINDER – PLEASE RESPOND", depending on the mailing wave, to improve the likelihood of response. Each survey package included a postage-paid business reply envelope.

SAMPLE SELECTION

For the Child Medicaid with CCC Measure survey (general population), sample-eligible members were defined as plan members who were 17 years old or younger as of December 31, 2019; were currently enrolled; had been continuously enrolled for six months (with no more than one enrollment break of 45 days or less); and whose primary coverage was through Medicaid. Eligibility for the Children with Chronic Conditions (CCC population) sample was determined using a pre-screen status code, which identified children likely to have a chronic condition based on claim and encounter records.

Prior to sampling, CSS carefully inspected the member file(s) and noted any errors or irregularities found (such as incomplete contact information or subscriber numbers). Once the quality assurance process had been completed, CSS processed member addresses through the USPS National Change of Address (NCOA) service to ensure that the mailing addresses were up to date. The final sample was generated following the NCQA systematic sampling methodology, with no more than one member per household selected to receive the survey. CSS assigned each sampled member a unique identification number, which was used to track their progress throughout the data collection process.

The standard NCQA-prescribed sample size for Child Medicaid with CCC Measure plans is 3,490 members. NCQA's sampling methodology does not allow disenrolled members to be removed from the sample after the start of survey administration. Health plans that were unable to identify disenrollees prior to December 31, 2019 were advised to oversample (i.e., increase their sample size by a factor sufficient to compensate for members expected to leave their plan by the time the survey was fielded). Oversampling could also be used to obtain more completed surveys. ABH of LA chose not to oversample. The final survey sample for ABH of LA included 3,490 members (1,650 from the general population and 1,840 from the CCC population).

DATA CAPTURE

Returned questionnaires were recorded using either manual data entry or optical scanning. Responses recorded via manual data entry were keyed by two independent data entry operators, and any discrepancies between the two response records were flagged and reconciled by a supervisor. Individual responses

on surveys recorded via optical scanning were sent to data entry operators if the scanning technology was unable to identify the specific response option selected with a pre-defined degree of certainty.

Due to the multiple contact attempts, multiple survey responses could be received from the same sample member. In those cases, only one survey response (the most complete survey) was included in the final analysis dataset.

MEMBER DISPOSITIONS AND RESPONSE RATE

Among the ABH of LA general population sample members who met final eligibility criteria, 167 members from the general population completed the survey, resulting in the NCQA response rate of 10.13 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 1.

EXHIBIT 1. 2020 ABH OF LA CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	2020 Your Organization		2020 CSS Child Medicaid Average
	Number	Percent of Initial Sample	Percent of Total Initial Sample
Initial Sample	1,650	100.0%	100.0%
Complete and Eligible - Mail	167	10.1%	12.9%
Complete and Eligible - Phone	0	0.0%	0.0%
Complete and Eligible - Internet*	0	0.0%	0.1%
Complete and Eligible - Total	167	10.1%	13.0%
Does not meet Eligible Population criteria	2	0.1%	0.2%
Incomplete (but Eligible)	1	0.1%	0.1%
Language barrier	0	0.0%	0.1%
Mentally or physically incapacitated	0	0.0%	0.0%
Deceased	0	0.0%	0.0%
Refusal	0	0.0%	0.0%
Nonresponse after maximum attempts	1,480	89.7%	86.3%
Added to Do Not Call (DNC) list	0	0.0%	0.3%
NCQA Response Rate**		**10.13%**	**13.05%**

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* Any sample members who called and requested another survey were given the option to complete the survey online.

**NCQA response rate = Complete and Eligible Surveys/[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]

SATISFACTION WITH THE EXPERIENCE OF CARE

PATIENT EXPERIENCE OF CARE MEASURES

This section lists all CAHPS measures for which NCQA calculates results, regardless of whether the measure is included in NCQA's Health Plan Ratings (HPR). Measures that are reported in HPR (i.e., assigned a star rating) are marked with a star symbol below. **Note: any information related to HPR reporting is provided for reference only. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.**

GLOBAL RATINGS

CAHPS Health Plan Survey (version 5.0H) includes four global rating questions that utilize the scale of *0* to *10*, representing the lowest and highest possible ratings. Results are based on the proportion of members selecting one of the top two ratings (*9* or *10*) to align with NCQA's 2020 Health Plan Ratings Methodology. For convenience and trending, the proportion of respondents rating *8*, *9*, or *10* is also provided.

- ***Rating of Personal Doctor*** (*0* = worst personal doctor possible; *10* = best personal doctor possible) is included in HPR as part of the *Satisfaction with Plan Physicians* sub-domain.
- ***Rating of Specialist Seen Most Often*** (*0* = worst specialist possible; *10* = best specialist possible) is included in HPR as part of the *Satisfaction with Plan Physicians* sub-domain.
- ***Rating of All Health Care*** (*0* = worst health care possible; *10* = best health care possible) is included in HPR as part of the *Satisfaction with Plan Physicians* sub-domain.
- ***Rating of Health Plan*** (*0* = worst health plan possible; *10* = best health plan possible) is included in HPR as part of the *Satisfaction with Plan Services* sub-domain.

CAHPS COMPOSITES

NCQA calculates results for several CAHPS composite measures. CAHPS composites combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below. The following composites are reported for the general child Medicaid population:

★ ***Getting Needed Care*** combines two survey questions that address member access to care. Both questions use a *Never*, *Sometimes*, *Usually*, or *Always* response scale, with *Always* being the most favorable response. This measure is included in HPR under the sub-domain of *Getting Care*. Results are based on the proportion of members answering the following questions as *Usually* or *Always*:

- *In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?*
- *In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?*

★ ***Getting Care Quickly*** combines responses to two survey questions that address timely availability of both urgent and check-up/routine care. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. This measure is reported in HPR under the sub-domain of *Getting Care*. Results are based on the proportion of members selecting *Usually* or *Always* in response to the following questions:

- *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?*
- *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?*

★ ***Coordination of Care*** is based on a single survey question, which uses a *Never*, *Sometimes*, *Usually*, or *Always* scale (with *Always* being the most favorable response). This measure is reported in HPR under the *Satisfaction with Plan Physicians* sub-domain. Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:

- 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?

- ***How Well Doctors Communicate*** combines responses to four survey questions that address physician communication. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:
  - *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?*
  - *In the last 6 months, how often did your child's personal doctor listen carefully to you?*
  - *In the last 6 months, how often did your child's personal doctor show respect for what you had to say?*
  - *In the last 6 months, how often did your child's personal doctor spend enough time with your child?*

- ***Customer Service*** combines responses to two survey questions that ask about member experience with the health plan's customer service. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members selecting *Usually* or *Always* in response to the following questions:
  - *In the last 6 months, how often did customer service staff at your child's health plan give you the information or help you needed?*
  - *In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?*

Additionally, NCQA calculates and reports the following measures for the CCC population:

- ***Access to Specialized Services*** combines responses to three survey questions addressing the child's access to special equipment or devices, therapies, treatments, or counseling. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:
  - *In the last 6 months, how often was it easy to get special medical equipment or devices for your child?*
  - *In the last 6 months, how often was it easy to get this therapy for your child?*
  - *In the last 6 months, how often was it easy to get this treatment or counseling for your child?*
- ***Personal Doctor Who Knows Child*** combines responses to three survey questions addressing the doctor's understanding of the child's health issues. The questions use a *Yes* or *No* scale. Results are reported as the proportion of members answering *Yes* to the following questions:
  - *In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?*
  - *Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?*
  - *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?*
- ***Coordination of Care for Children with Chronic Conditions*** combines responses to two survey items addressing care coordination needs related to the child's chronic condition. The questions use a *Yes* or *No* scale. Results are reported as the proportion of members answering *Yes* to the following questions:
  - *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?*

- *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?*

- ***Getting Needed Information*** is based on a single survey question, which uses a *Never*, *Sometimes*, *Usually*, or *Always* scale (with *Always* being the most favorable response). Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
  - *In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?*

- ***Access to Prescription Medicines*** is based on a single survey question, which uses a *Never*, *Sometimes*, *Usually*, or *Always* scale (with *Always* being the most favorable response). Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
  - *In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?*

CALCULATION AND REPORTING OF RESULTS

QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

Question Summary Rates (QSRs) express the proportion of respondents selecting the desired response option(s) on a survey question. Examples include percent selecting *Usually* or *Always* or percent rating *9* or *10*.

Composite Global Proportions express the proportion of respondents selecting the desired response option(s) from a pre-defined set of two or more questions on the survey. They are calculated by first determining the relevant proportion on each survey question contributing to the composite and subsequently averaging these proportions across all questions in the composite.

Throughout the report, all QSRs and composite global proportions are rounded to two decimal places for display purposes (e.g., 0.23456 is displayed as 23.46%). However, all calculations involving rates and proportions, including statistical significance testing, are carried out prior to rounding. For more details on the calculations please refer to *HEDIS 2020, Volume 3: Specifications for Survey Measures* or consult the Appendix.

HEALTH PLAN RATINGS (HPR STAR RATINGS)

Health Plan Ratings, displayed as star ratings, were estimated by CSS based on NCQA's *2020 Health Plan Rating* methodology. For details, please consult https://www.ncqa.org/hedis/reports-and-research/ratings-2020/ as well as the Appendix to this report. Results are based on the rates of members answering *9* or *10* for the overall rating questions and *Usually* or *Always* for all other CAHPS measures. **The CSS-calculated HPR star ratings should be treated as unofficial estimates and used with caution for your organization's internal purposes only.**

NCQA MINIMUM DENOMINATOR SIZE

For a measure result to be reportable by NCQA, it needs to be based on at least 100 valid responses (measure denominator). The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite (note: composite denominators are rounded for display purposes). If the rate denominator is less than 100, NCQA assigns a measure result of "NA". This report presents results for all measures, regardless of denominator size. Any result that does not meet the NCQA threshold of 100 valid responses is denoted with "NA".

COMPARISONS TO NATIONAL BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2020 ABH of LA results are compared to the 2020 CSS Child Medicaid Average as well as to the 2019 NCQA Quality Compass Child Medicaid National Average (All LOBs). The 2020 CSS Child Medicaid Average was calculated by pooling survey responses across 22 Child Medicaid plans surveyed and selected by CSS to represent the industry average. The currently available 2019 NCQA Quality Compass Child Medicaid National Average (All LOBs) is made up of Child Medicaid plans that submitted data to NCQA.

If available, prior-year survey results are provided for comparison and year-to-year changes in results are tested for statistical significance. All of the statistical tests are conducted at the 95% confidence level (i.e., there is a 95% probability that the observed difference is not due to chance).

CHILDREN WITH CHRONIC CONDITION (CCC) MEASURE RESULTS

The results for the CCC population presented in this report are based on survey responses. A response was included in the CCC results if the child's parent or caretaker responded "Yes" to all of the screener questions for any one of the following summary measures:

- *Use of or Need of Prescription Medicines*
- *Above-Average Use or Need for Medical, Mental Health, or Education Services*
- *Functional Limitations Compared with Others of Same Age*
- *Use of or Need for Specialized Therapies*
- *Treatment or Counseling for Emotional or Developmental Problems*

All national benchmarks reported for these measures are limited to the CCC population.

SUMMARY OF SURVEY RESULTS

Exhibit 2 provides a high-level ABH of LA performance overview on key survey measures. These include overall ratings, composite global proportions, and QSRs for additional measures. Where applicable, changes in scores over time and comparisons to applicable national benchmarks are reported and tested for statistical significance.

EXHIBIT 2. 2020 ABH OF LA CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: PATIENT EXPERIENCE MEASURES

Patient Experience Measures		2020 Rate	Difference between 2020 Rate and...			Your Organization's Estimated 2020 NCQA Health Plan (Star) Rating
			2019 Rate	2020 CSS Child Medicaid Average	2019 NCQA Quality Compass National Average (All LOBs)	
Patient Experience						★★★☆☆
Getting Care						★★★½☆
Getting Needed Care (% Always or Usually)	NA	84.87%	-4.29%	-2.06%	0.37%	★★★☆☆
Getting Care Quickly (% Always or Usually)	NA	93.37%	-0.93%	2.17%	3.99%	★★★★☆
Satisfaction With Plan Physicians						★★★☆☆
Rating of Personal Doctor (% 9 or 10)		79.71%	-1.47%	1.16%	2.39%	★★★★☆
Rating of Specialist Seen Most Often (% 9 or 10)	NA	65.52%	-9.09%	-9.25%	-8.61%	★☆☆☆☆
Rating of All Health Care (% 9 or 10)		73.60%	-2.85%	3.42%	3.20%	★★★★☆
Coordination of Care (% Always or Usually)	NA	80.43%	-11.61% ↓	-5.59%	-3.34%	★★☆☆☆
Satisfaction With Plan Services						★★★★☆
Rating of Health Plan (% 9 or 10)		75.76%	2.24%	4.55%	4.02%	★★★★☆
Additional Measures NOT Reported in NCQA's Health Plan Ratings						
How Well Doctors Communicate (% Always or Usually)		94.55%	-1.00%	-1.70%	0.58%	Not calculated
Customer Service (% Always or Usually)	NA	91.82%	-0.49%	0.90%	3.46%	
Children with Chronic Conditions Measures (CCC Population)						
Access to Prescription Medicines (% Always or Usually)		92.26%	1.35%	0.80%	0.70%	Not calculated
Access to Specialized Services (% Always or Usually)	NA	69.10%	-6.62%	-9.09%	-8.06%	
Getting Needed Information (% Always or Usually)		93.51%	2.43%	1.07%	2.11%	
Personal Doctor Who Knows Child (% Yes)		91.17%	-1.86%	0.90%	0.20%	
Coordination of Care for Children With Chronic Conditions (% Yes)	NA	74.89%	-3.99%	0.59%	-2.02%	

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Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. At least 100 valid responses (n, or measure denominator) must be collected for a measure rate to be reportable by NCQA.

Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). All differences between rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the comparison rate are marked as ↑ when your current-year rate is higher or ↓ when it is lower than the comparison rate.

Health Plan Ratings

Health Plan (star) Ratings for applicable measures were estimated using NCQA's Health Plan Ratings 2020-2021 methodology (https://www.ncqa.org/hedis/reports-and-research/ratings-2020/). **Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.**

NA appears next to the measure name and a lighter display is used for results to indicate that the result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results for your organization's internal use only.

DETAILED PERFORMANCE CHARTS

This section of the report includes detailed charts for composite global proportions and QSRs for single-question measures. The charts have the following features:

TREND IN RESULTS

- ABH of LA survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, if the measure is new, or if the measure is not deemed appropriate for trending. In such cases, "No data" appears in place of the score.

- The number of valid responses (the NCQA-defined denominator, *n*) appears above each bar. If the number of responses is less than 100, "NA" appears next to the value of *n*, indicating that the result is not reportable by NCQA. CSS calculates the unofficial rate for reference only.

- Statistical comparisons are conducted between the current-year rate and each of the prior-year rates, if available. Where appropriate, differences in rates are tested for statistical significance at the 95% confidence level. Statistically significant differences are indicated with a checkmark symbol next to the comparison score. For example, a checkmark appearing next to the 2019 rate denotes a statistically significant difference between the 2020 and 2019 rates.

COMPARISON TO NATIONAL BENCHMARKS

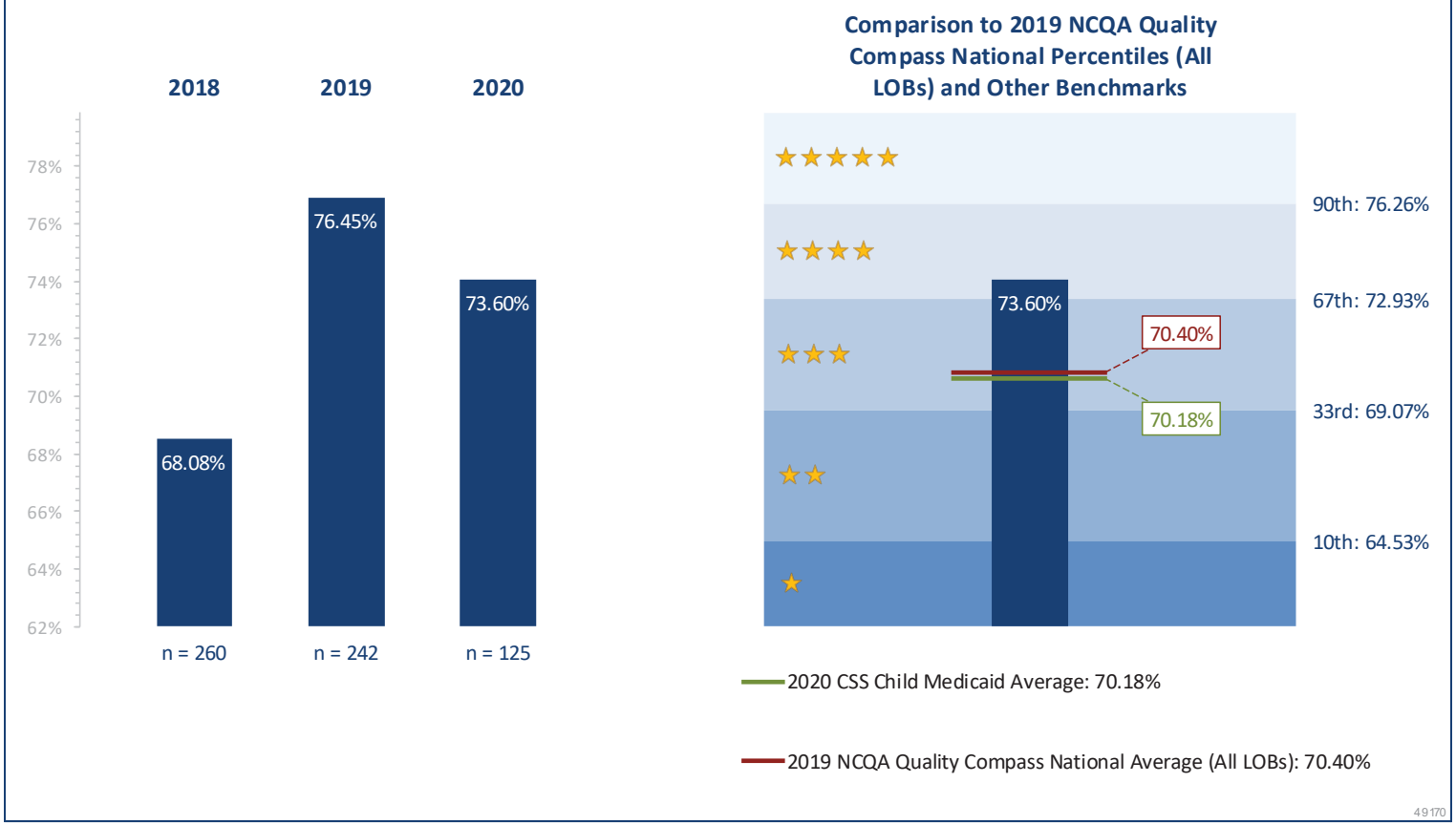
To help ABH of LA evaluate its performance against industry benchmarks on key CAHPS measures, CSS licensed the *2019 NCQA Quality Compass CAHPS Benchmarks*. This dataset includes QSRs and global proportions corresponding to the national Quality Compass averages as well as the 10th, 33rd, 67th, and 90th performance percentiles for all lines of business. CSS's agreement with NCQA authorizes CSS to provide this information to eligible client organizations for their internal use only. Public reporting of these results is not authorized under the terms of this agreement.

- For CAHPS ratings and composites, the bar representing the 2020 ABH of LA score is juxtaposed against the 2019 NCQA percentile distribution, providing an indication of its competitive position on the measure and, if applicable, an estimated HPR (star) rating.

- The horizontal lines displayed on the charts correspond to the 2020 CSS Child Medicaid Average as well as the 2019 NCQA Quality Compass Child Medicaid National Average (All LOBs). If the 2020 ABH of LA score is significantly different from any of these benchmark scores at the 95% confidence level, a checkmark appears next to the relevant score.

Rating of All Health Care

Percent Responding 9 or 10



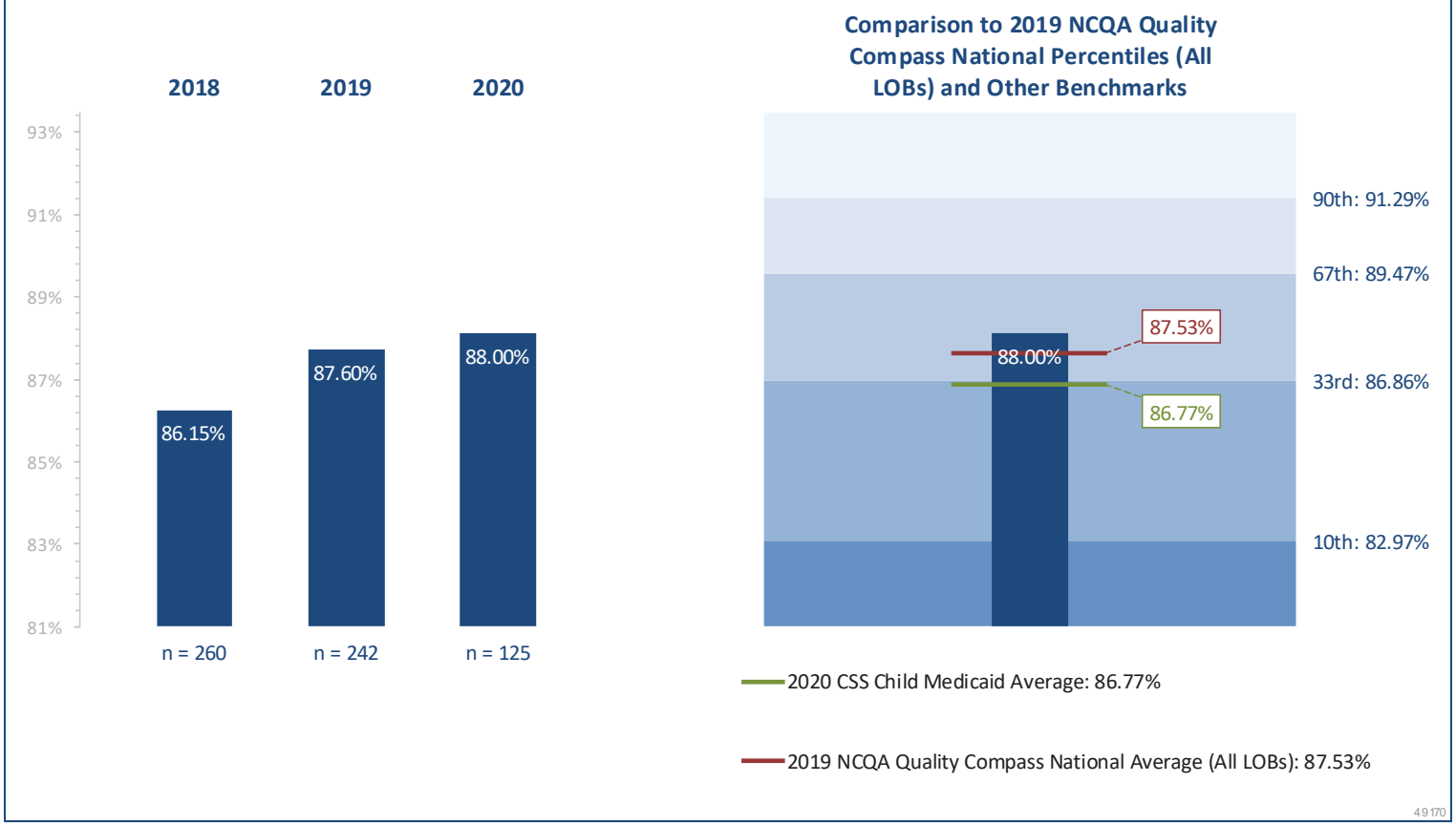
Rating of All Health Care (9 or 10) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of All Health Care

Percent Responding 8, 9 or 10



Rating of All Health Care (8, 9 or 10) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

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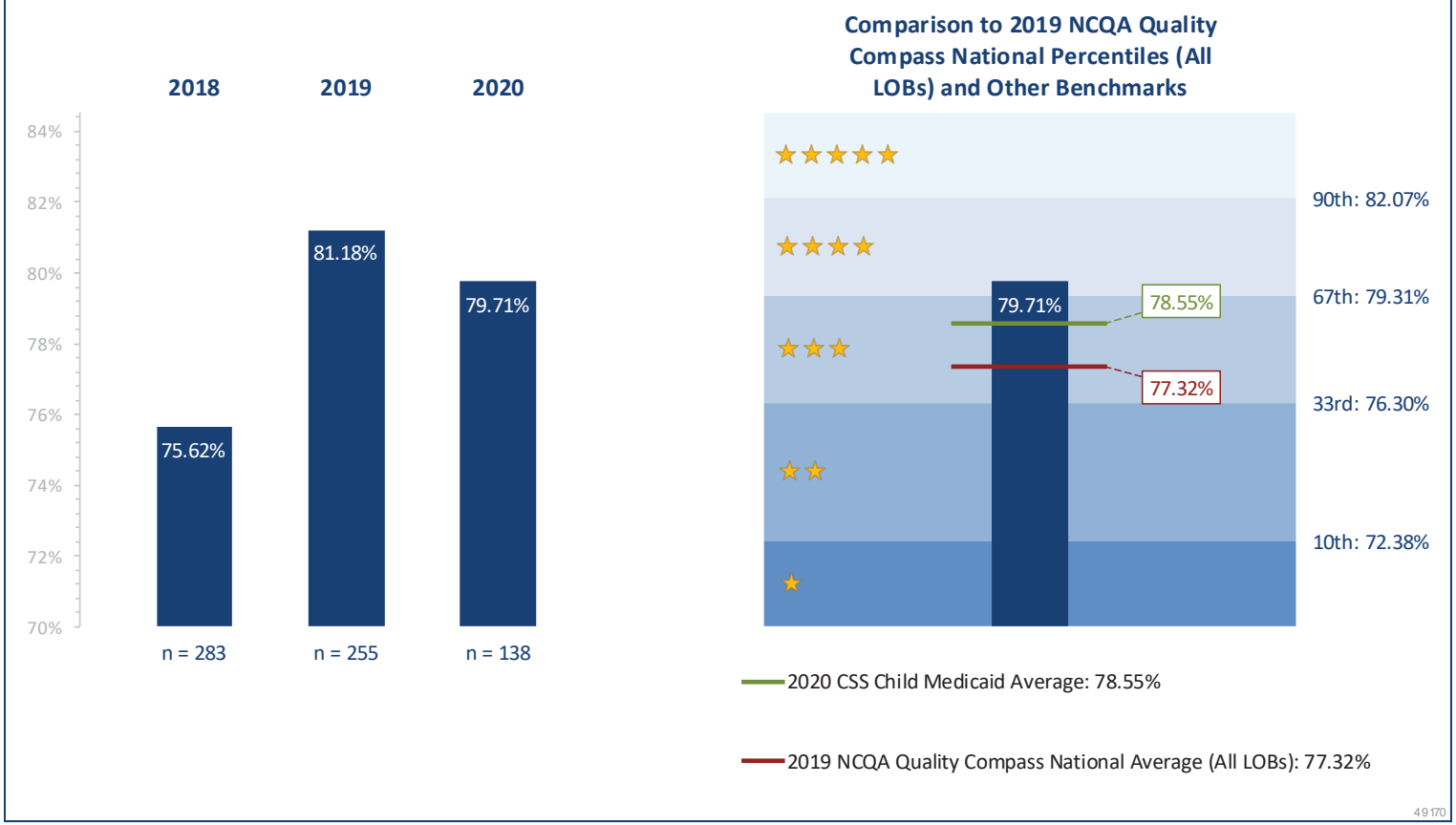
Rating of Personal Doctor

Percent Responding 9 or 10



Rating of Personal Doctor (9 or 10) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

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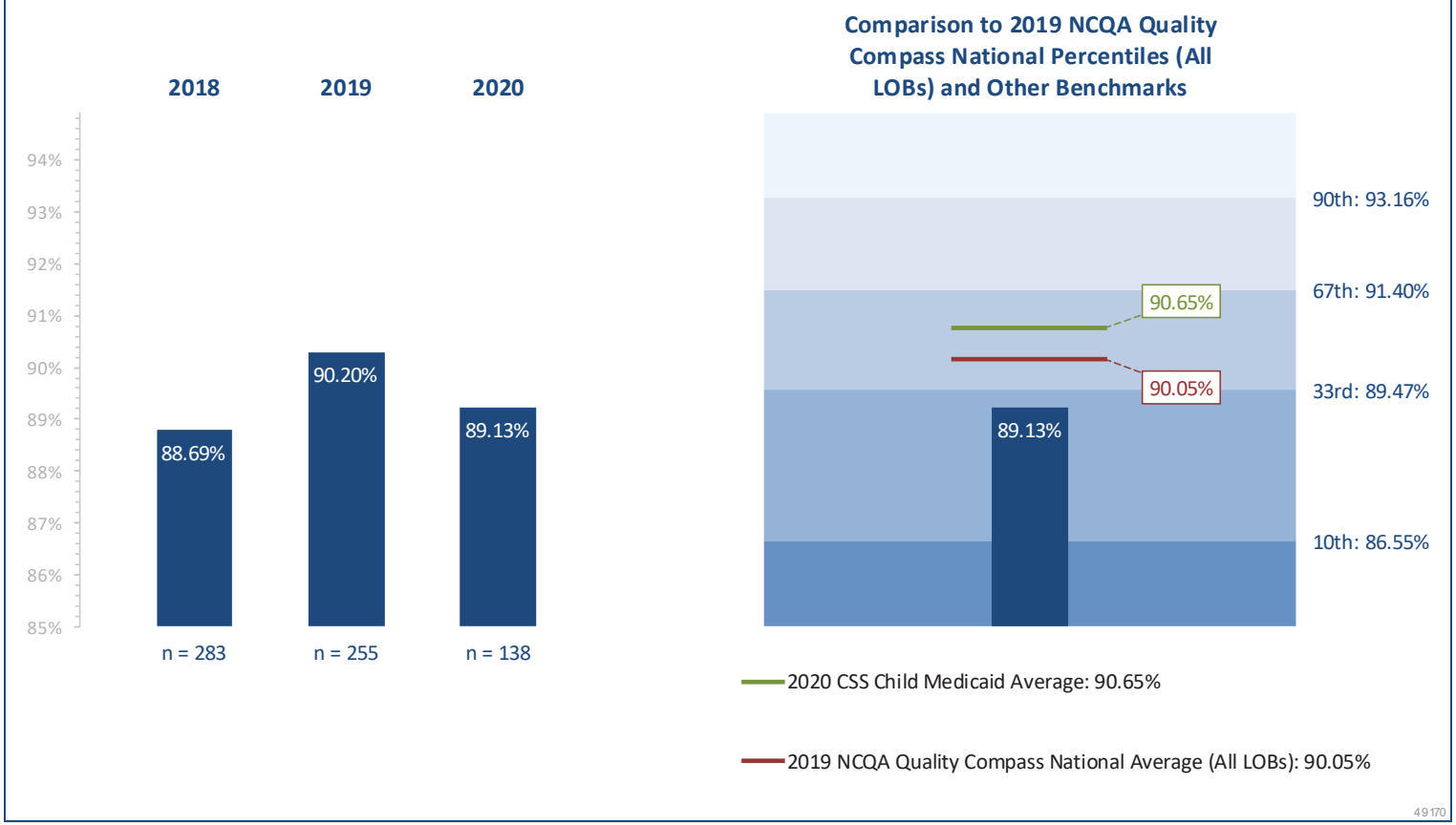
Rating of Personal Doctor

Percent Responding 8, 9 or 10



Rating of Personal Doctor (8, 9 or 10) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

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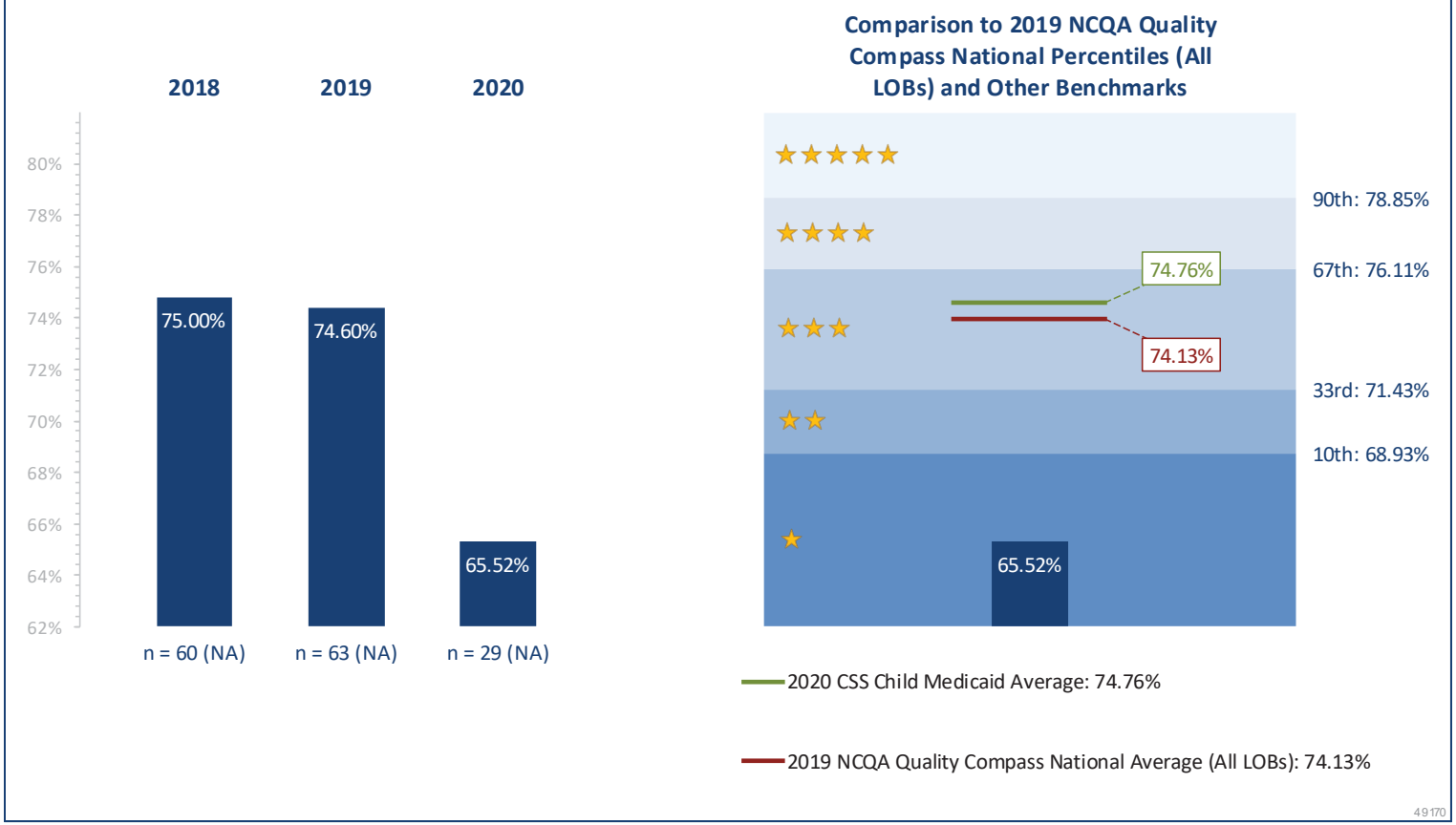
Rating of Specialist Seen Most Often

Percent Responding 9 or 10



Rating of Specialist Seen Most Often (9 or 10) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

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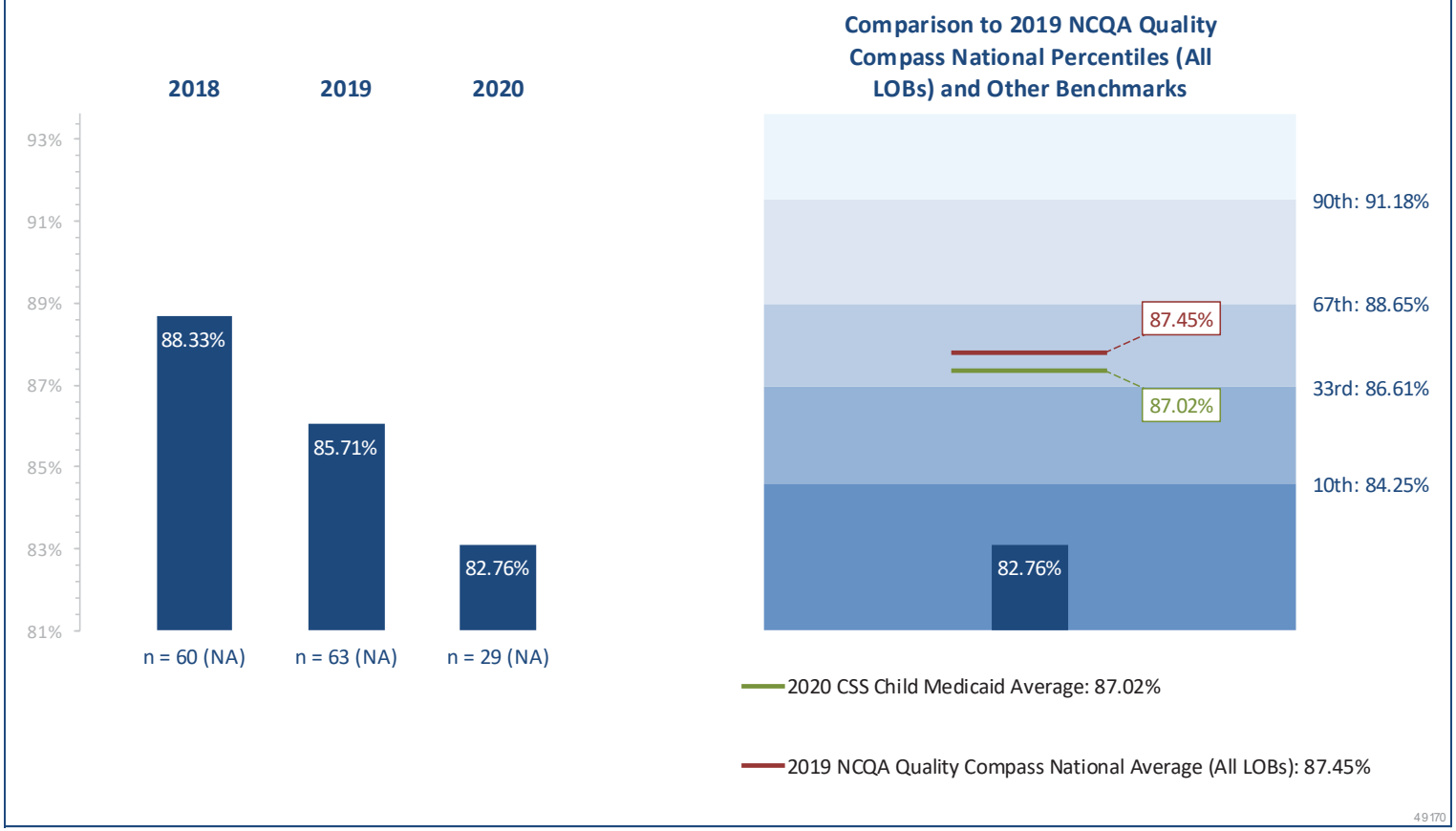
Rating of Specialist Seen Most Often

Percent Responding 8, 9 or 10



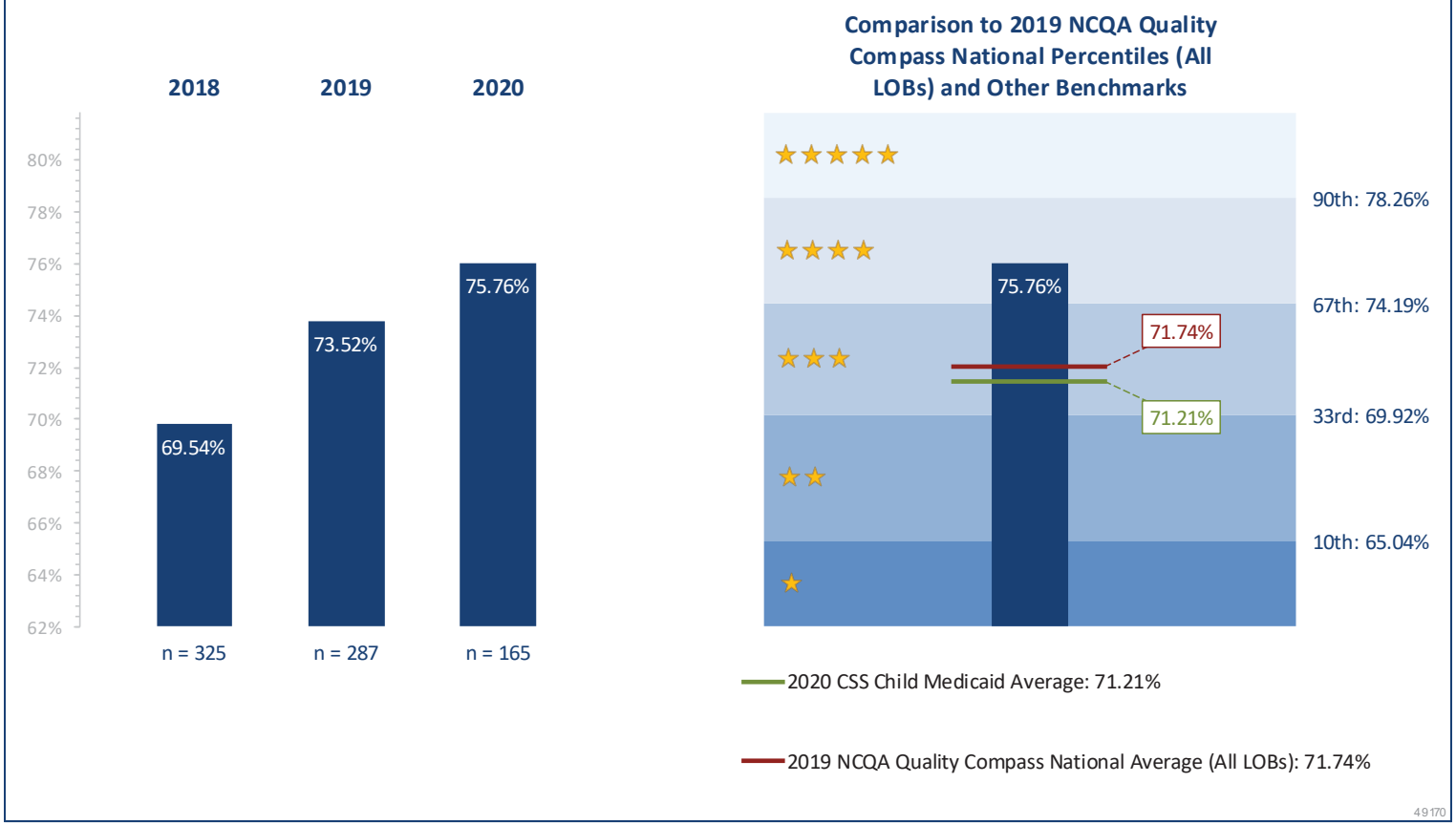
Rating of Specialist Seen Most Often (8, 9 or 10) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Health Plan

Percent Responding 9 or 10



Rating of Health Plan (9 or 10) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

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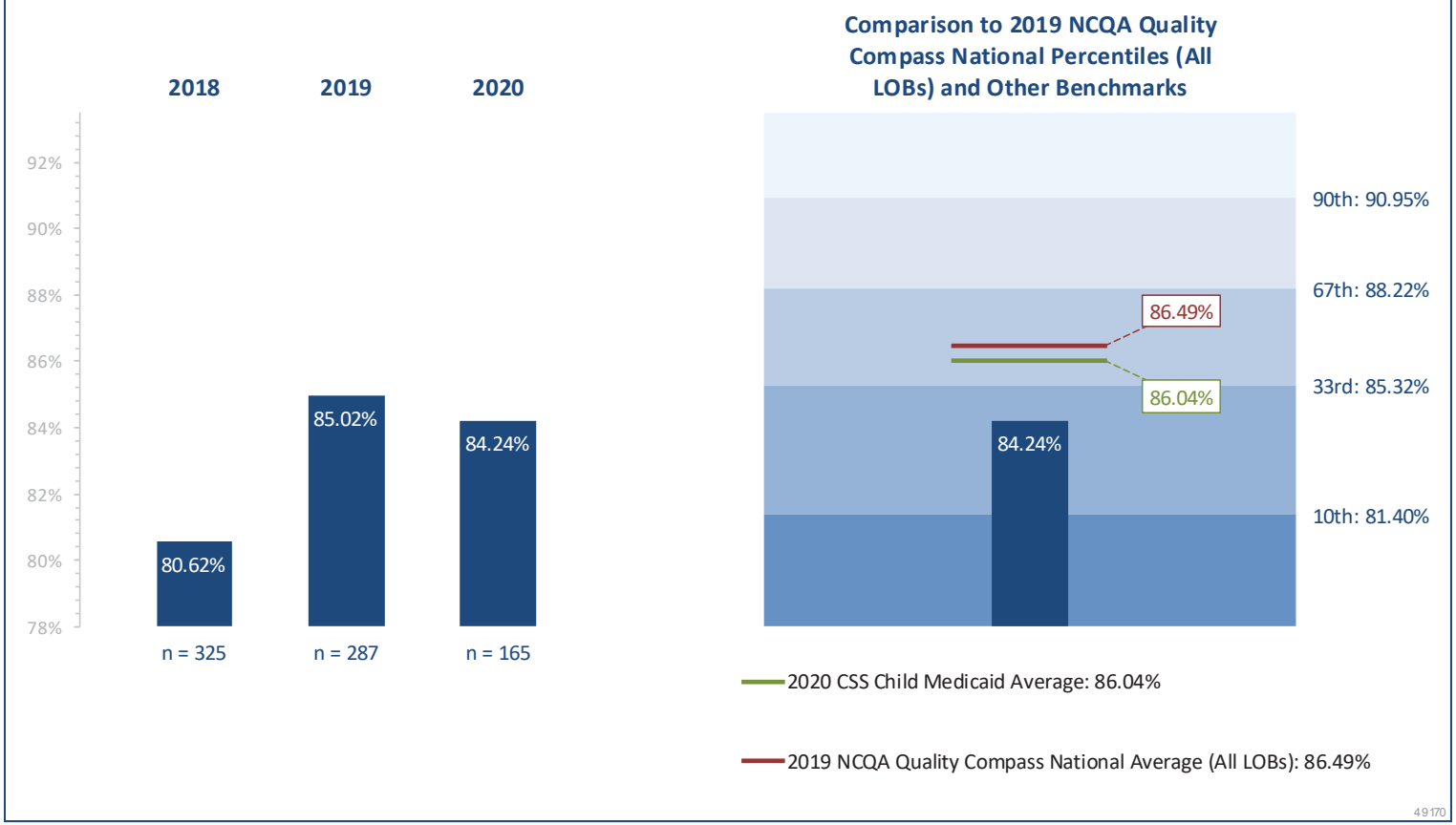
Rating of Health Plan

Percent Responding 8, 9 or 10



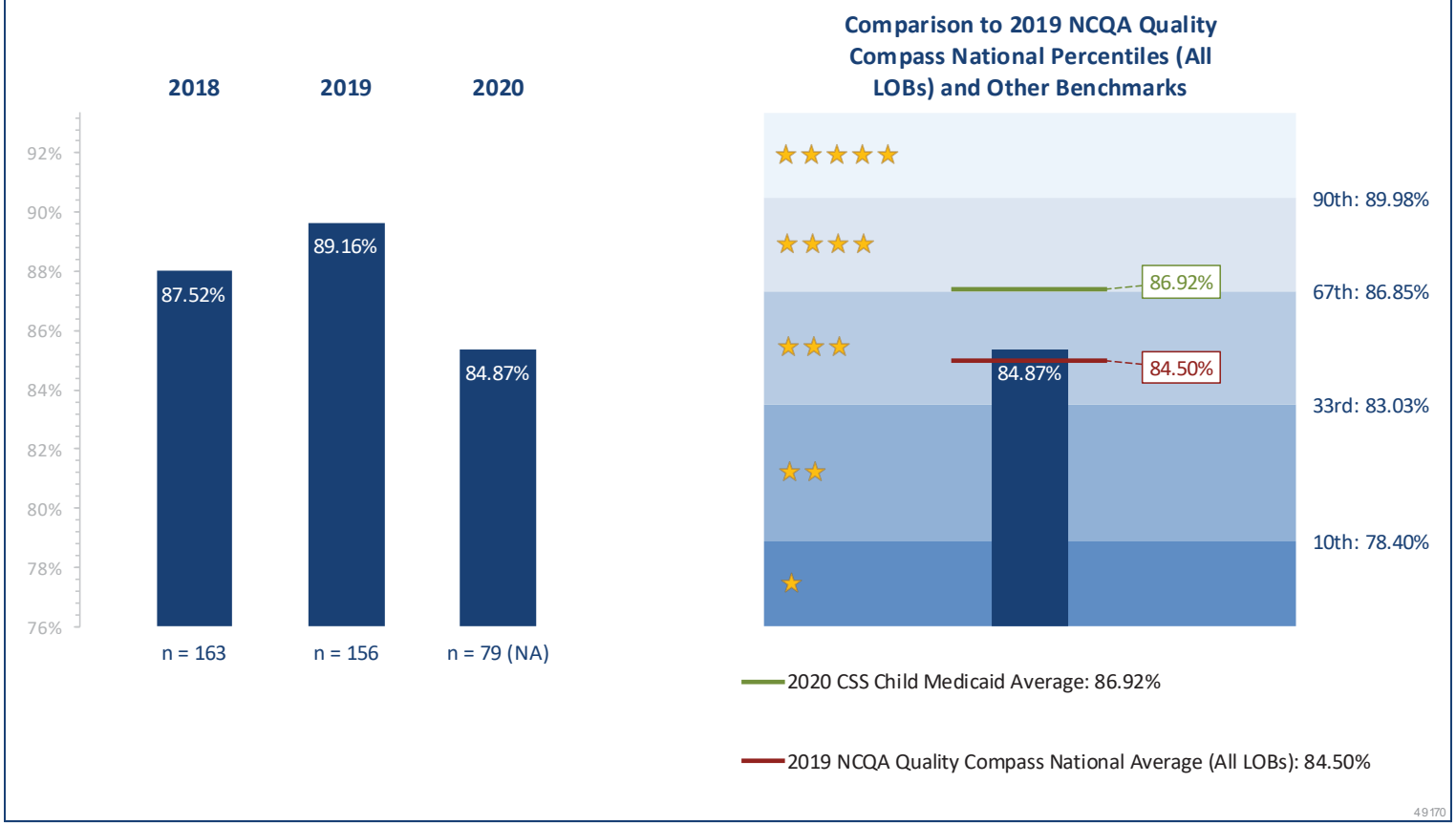
Rating of Health Plan (8, 9 or 10) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Needed Care

Percent Responding Always or Usually



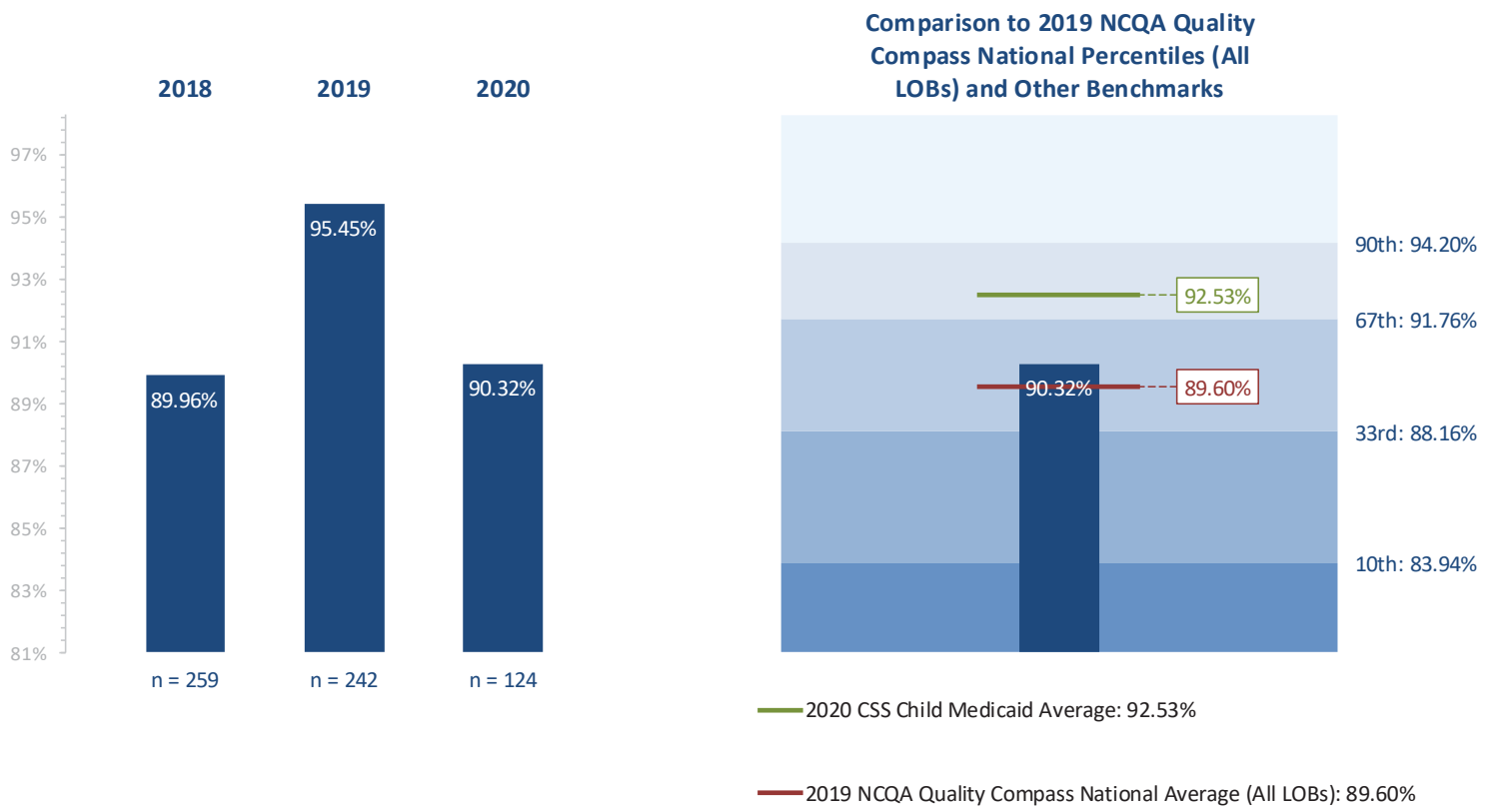
Getting Needed Care (Always or Usually) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Needed Care: Ease of Getting Needed Care (Q10)

Percent Responding Always or Usually



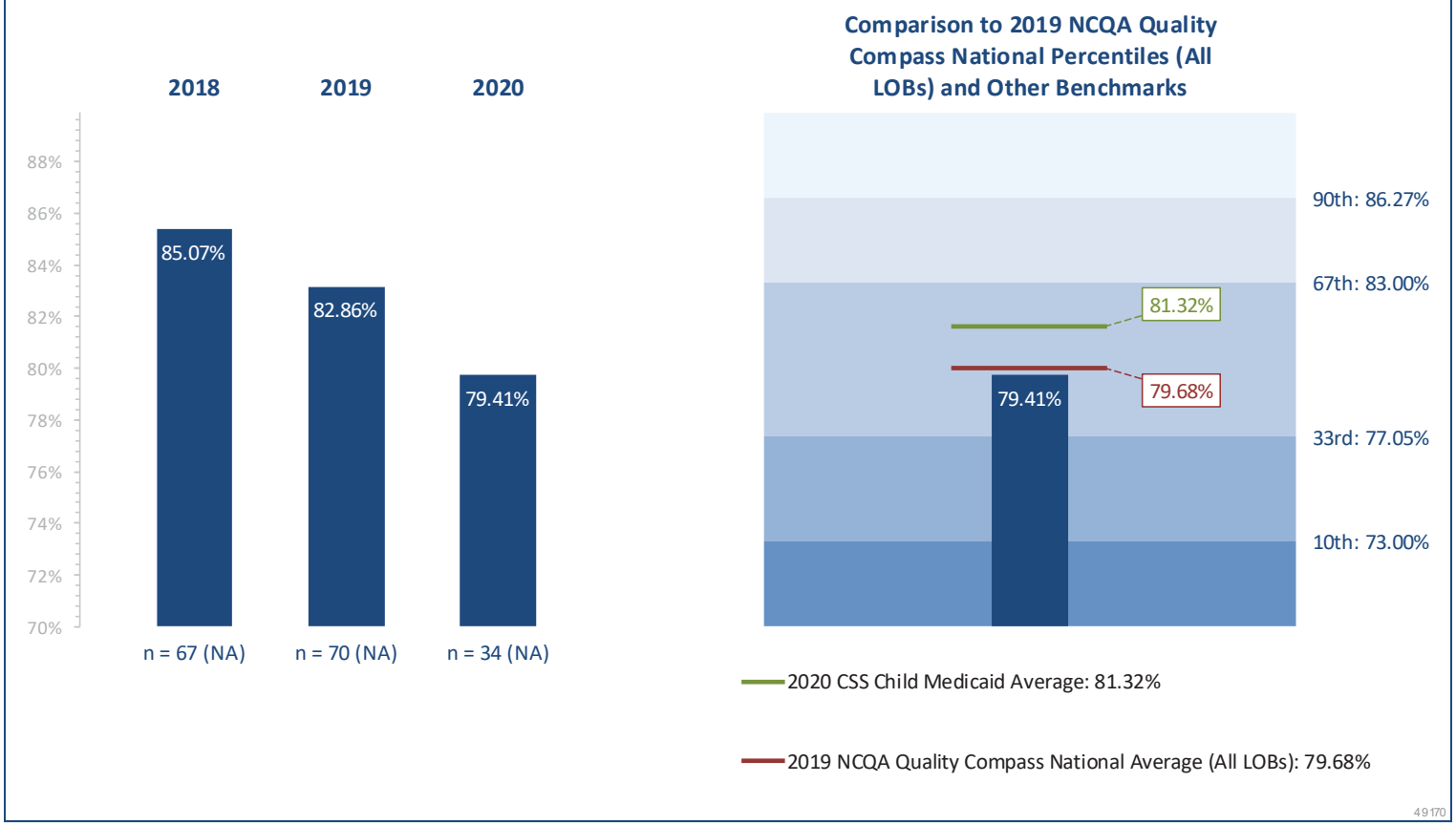
Getting Needed Care: Ease of Getting Needed Care (Q10) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Needed Care: Ease of Seeing a Specialist (Q41)

Percent Responding Always or Usually



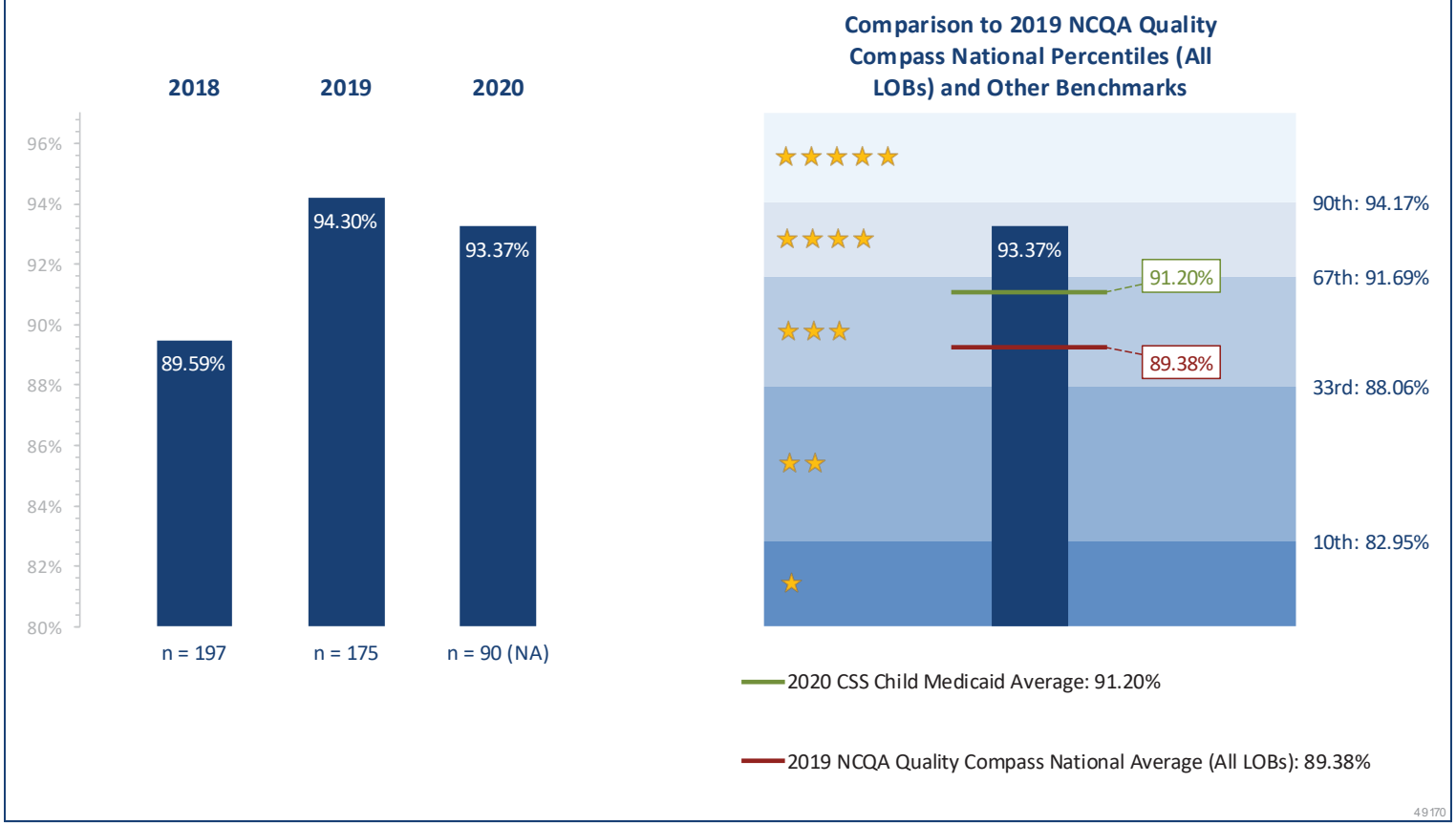
Getting Needed Care: Ease of Seeing a Specialist (Q41) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Care Quickly

Percent Responding Always or Usually



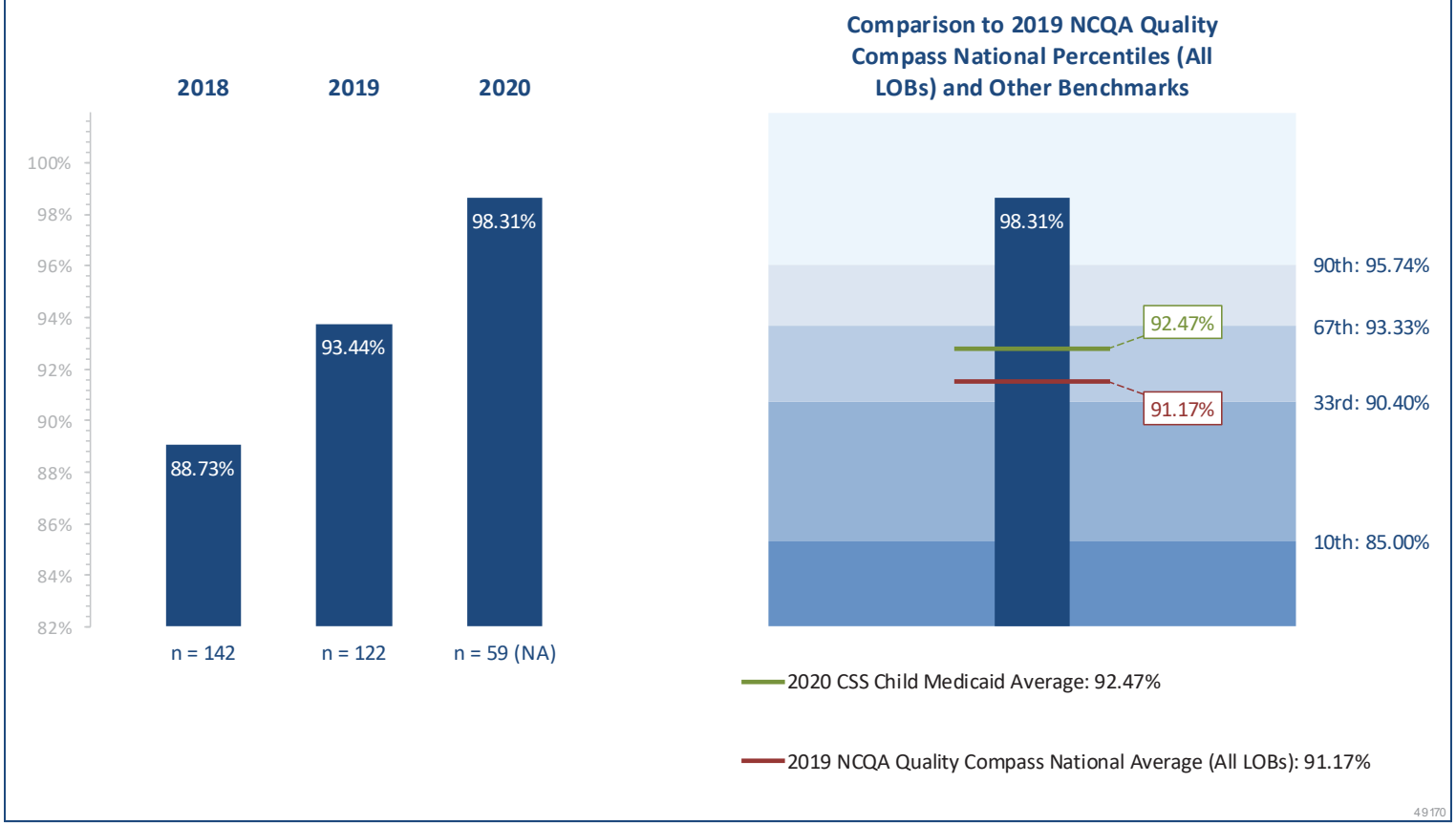
Getting Care Quickly (Always or Usually) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Care Quickly: Ease of Getting Urgent Care (Q4)

Percent Responding Always or Usually



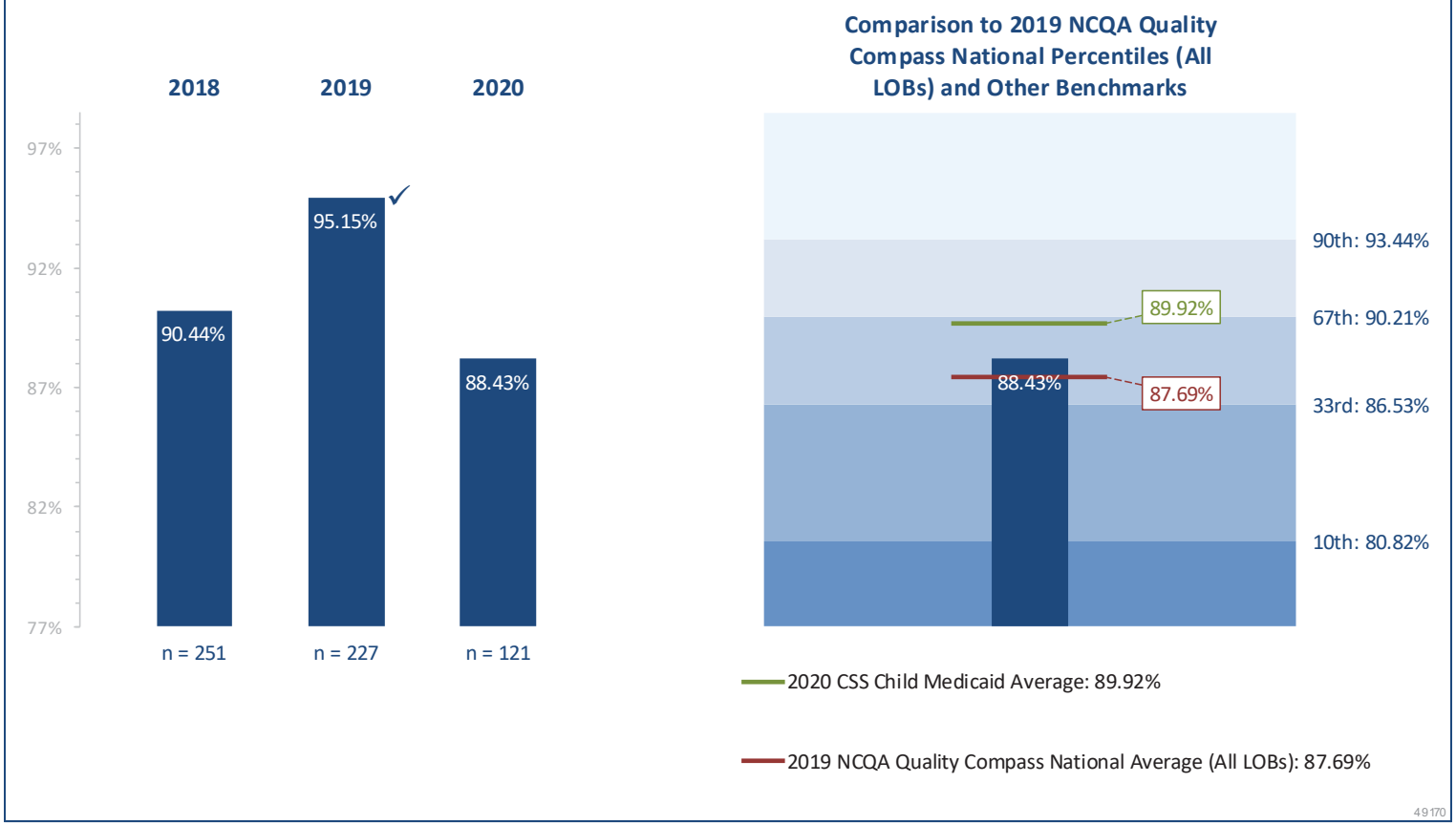
Getting Care Quickly: Ease of Getting Urgent Care (Q4) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Care Quickly: Ease of Getting a Check-up or Routine Care (Q6)

Percent Responding Always or Usually



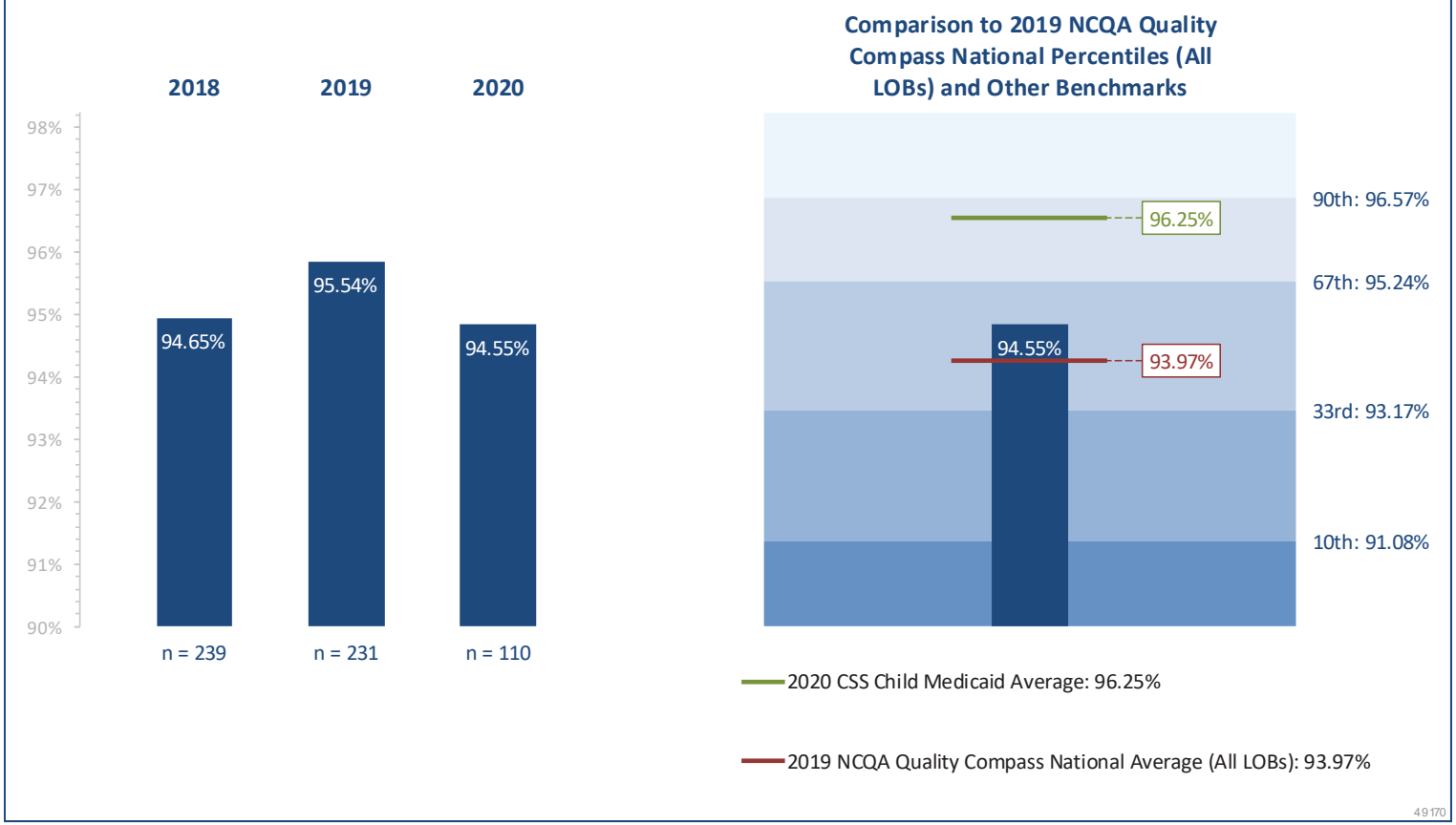
Getting Care Quickly: Ease of Getting a Check-up or Routine Care (Q6) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate

Percent Responding Always or Usually



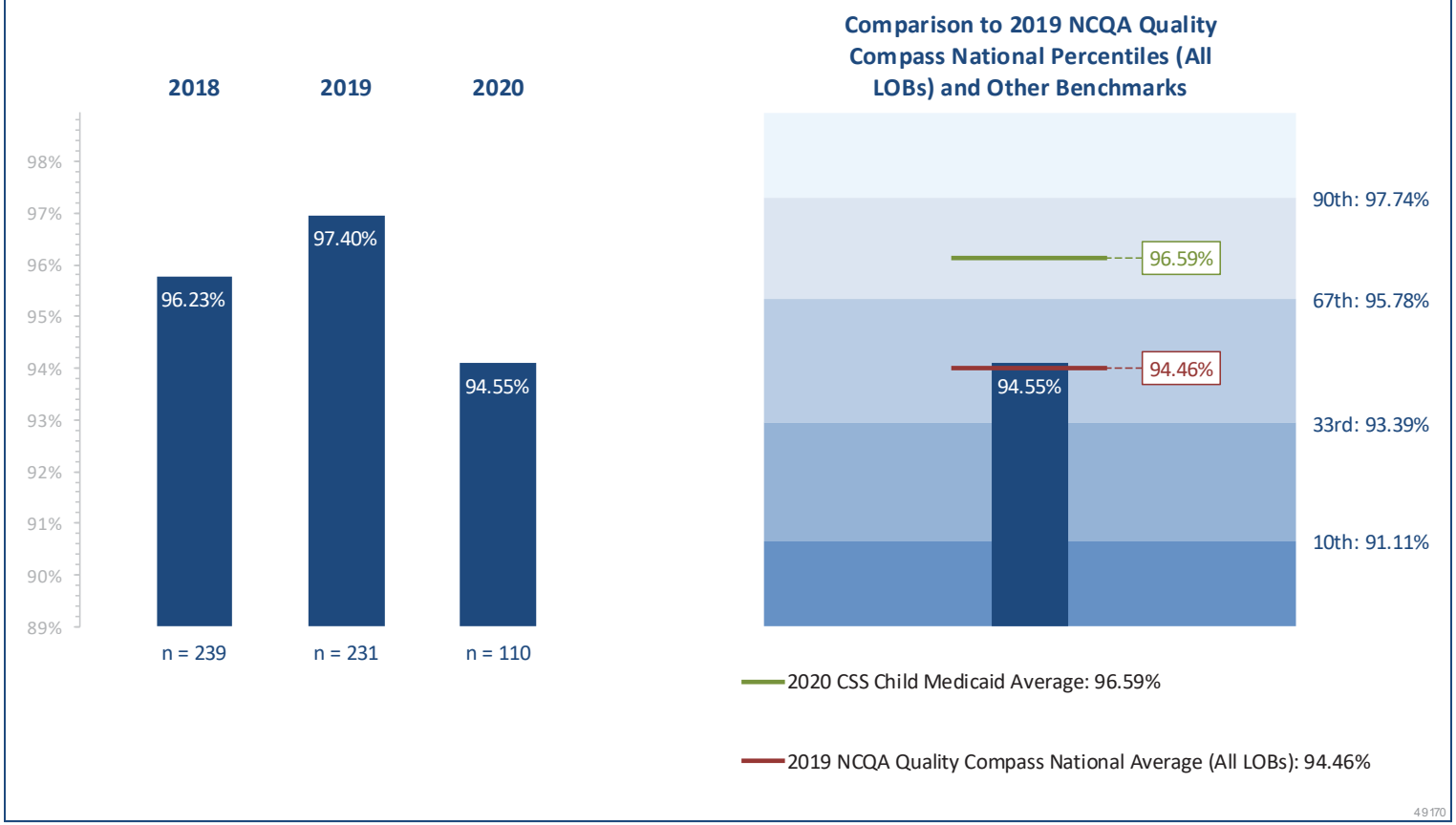
How Well Doctors Communicate (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Explained Things (Q27)

Percent Responding Always or Usually



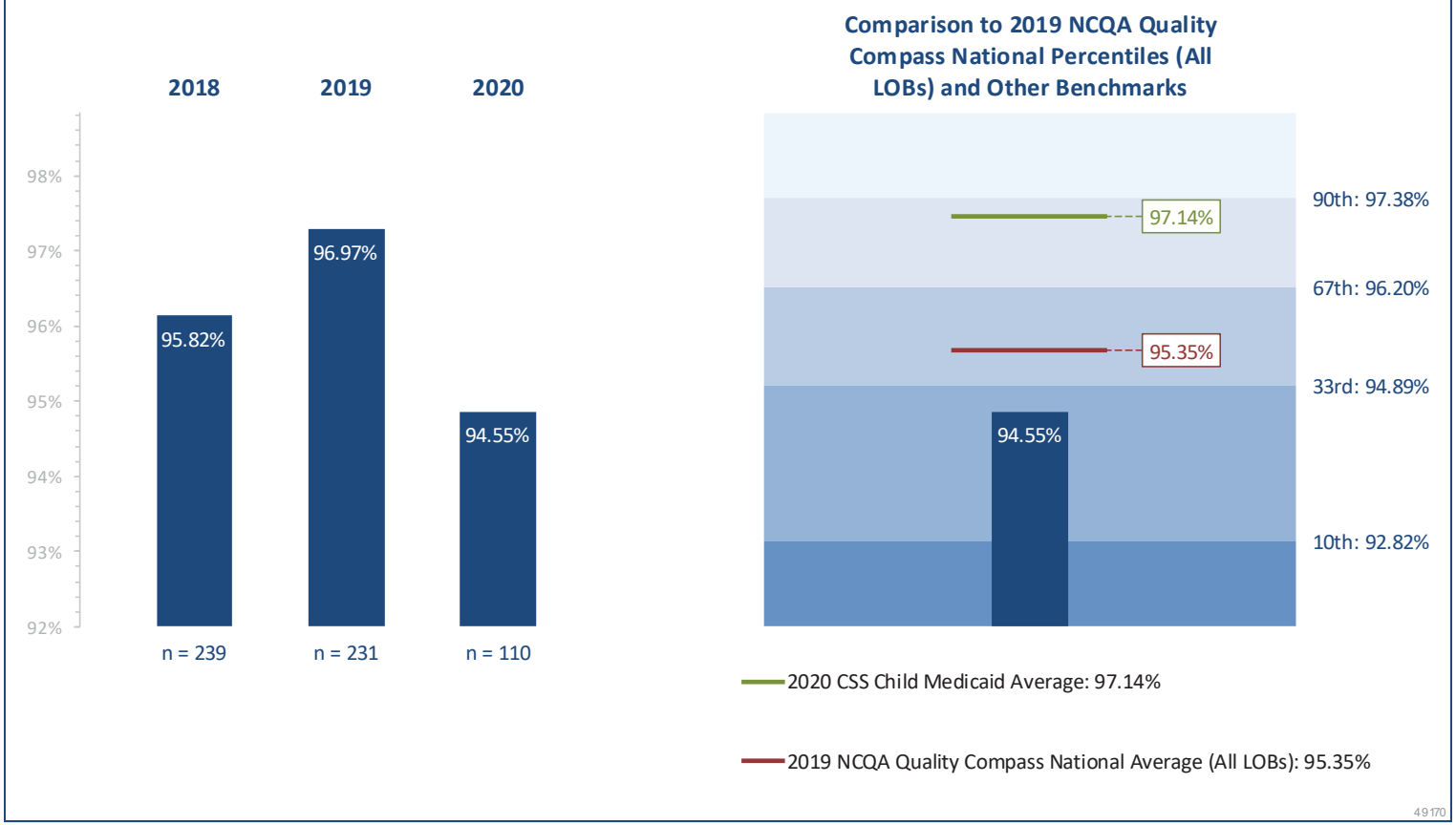
How Well Doctors Communicate: Doctor Explained Things (Q27) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Listened Carefully (Q28)

Percent Responding Always or Usually



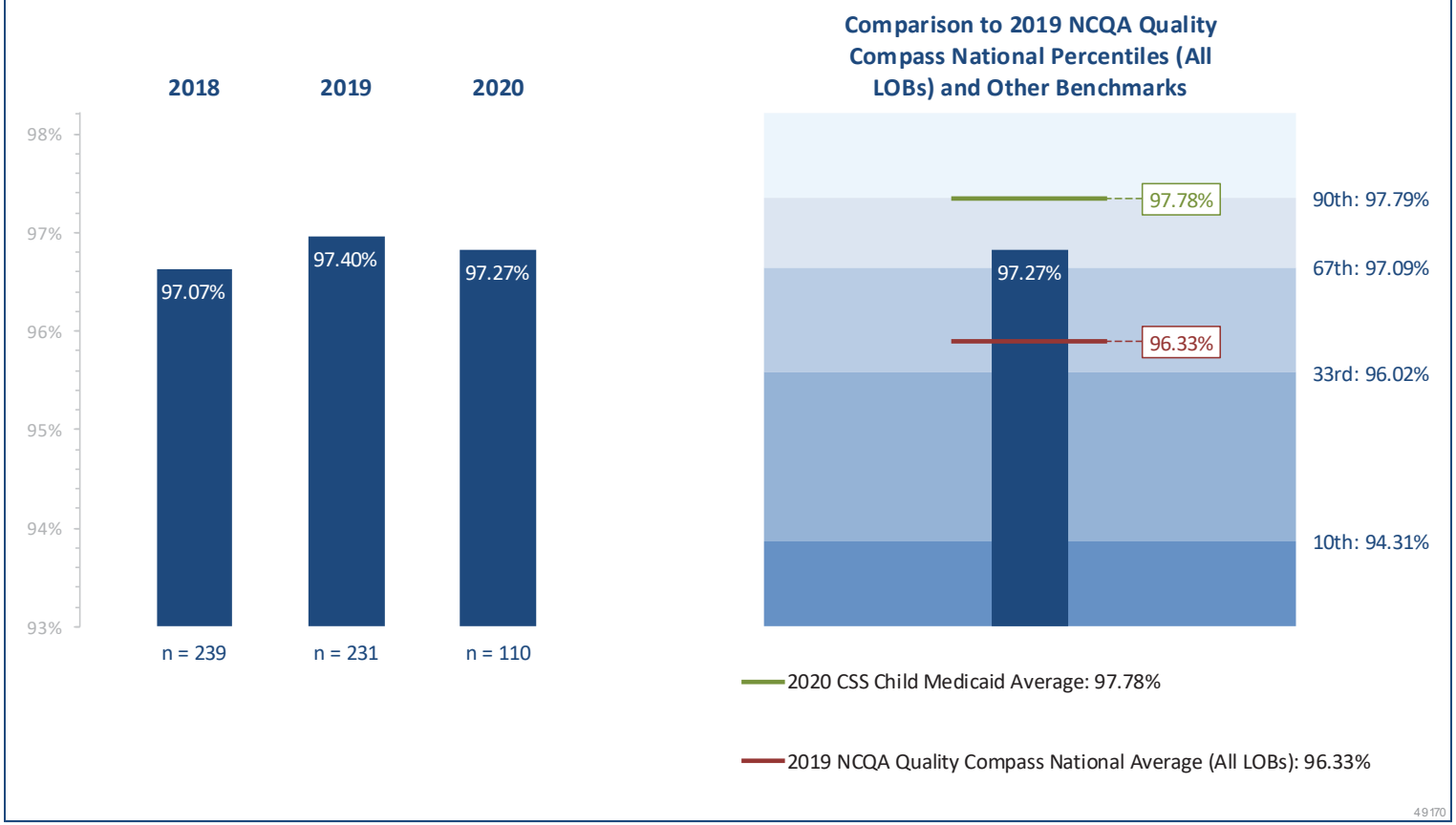
How Well Doctors Communicate: Doctor Listened Carefully (Q28) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Showed Respect (Q29)

Percent Responding Always or Usually



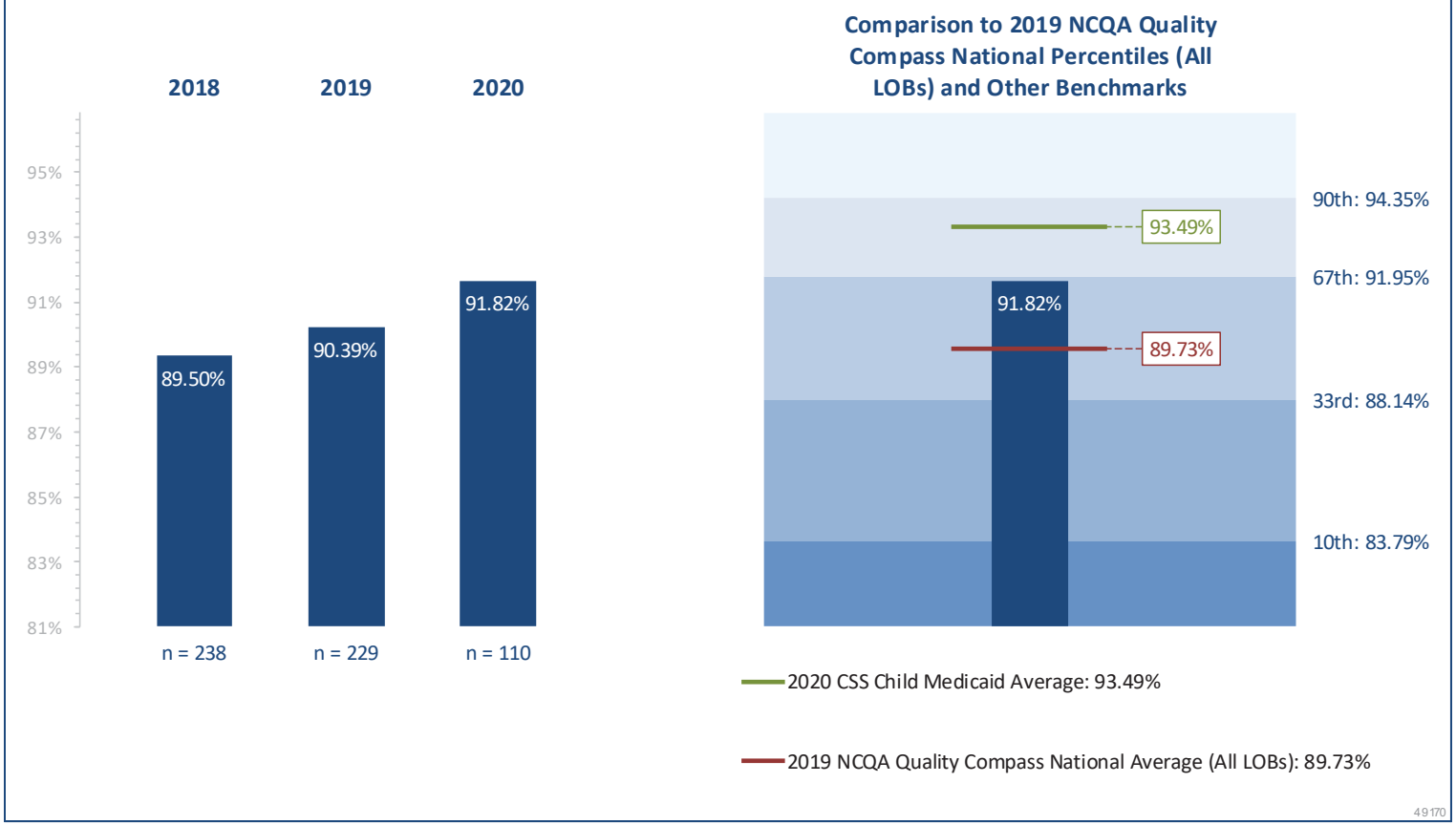
How Well Doctors Communicate: Doctor Showed Respect (Q29) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Spent Enough Time (Q32)

Percent Responding Always or Usually



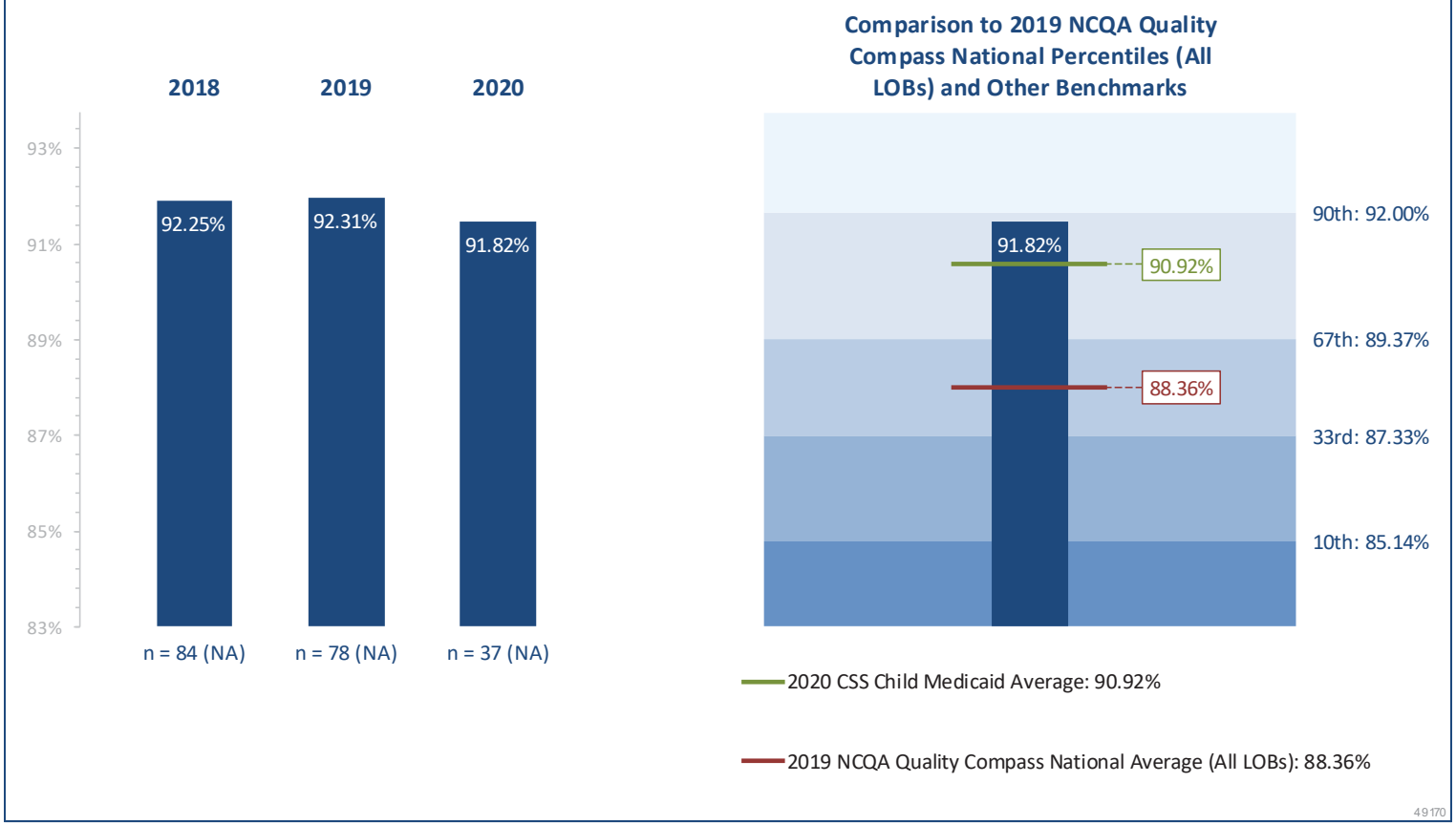
How Well Doctors Communicate: Doctor Spent Enough Time (Q32) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Customer Service

Percent Responding Always or Usually



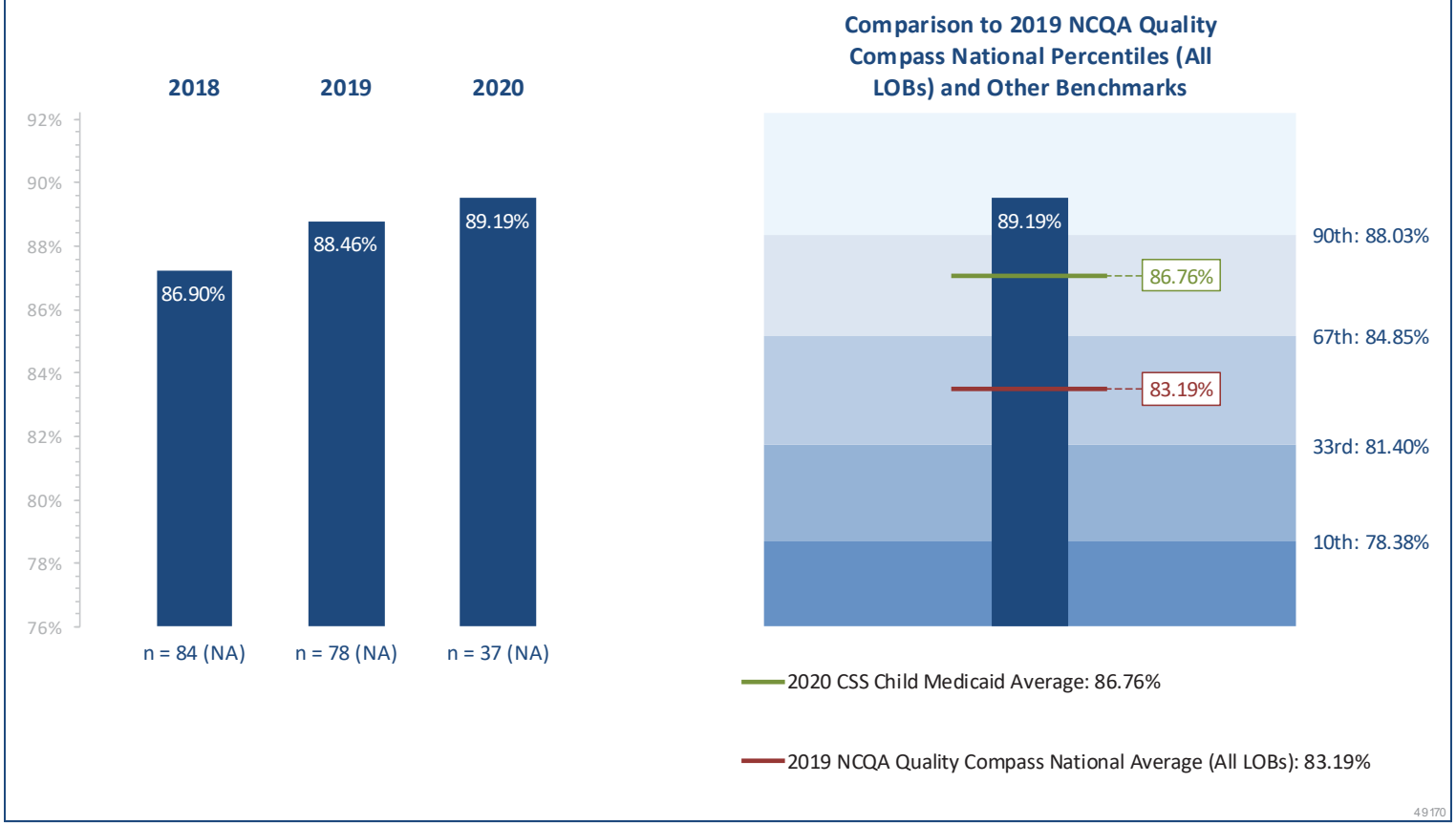
Customer Service (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Customer Service: Customer Service Provided Information/Help (Q45)

Percent Responding Always or Usually



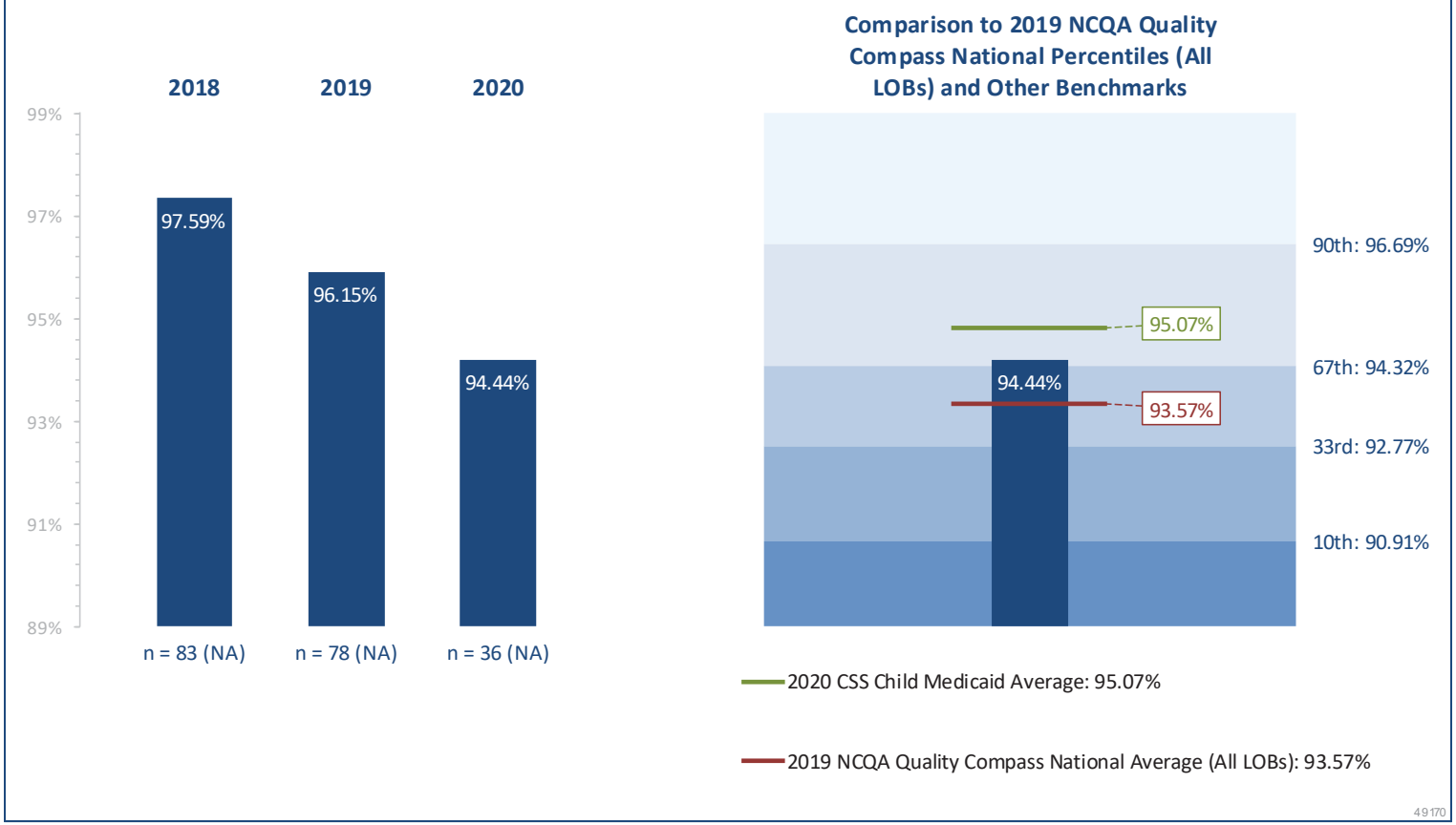
Customer Service: Customer Service Provided Information/Help (Q45) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Customer Service: Customer Service Was Courteous/Respectful (Q46)

Percent Responding Always or Usually



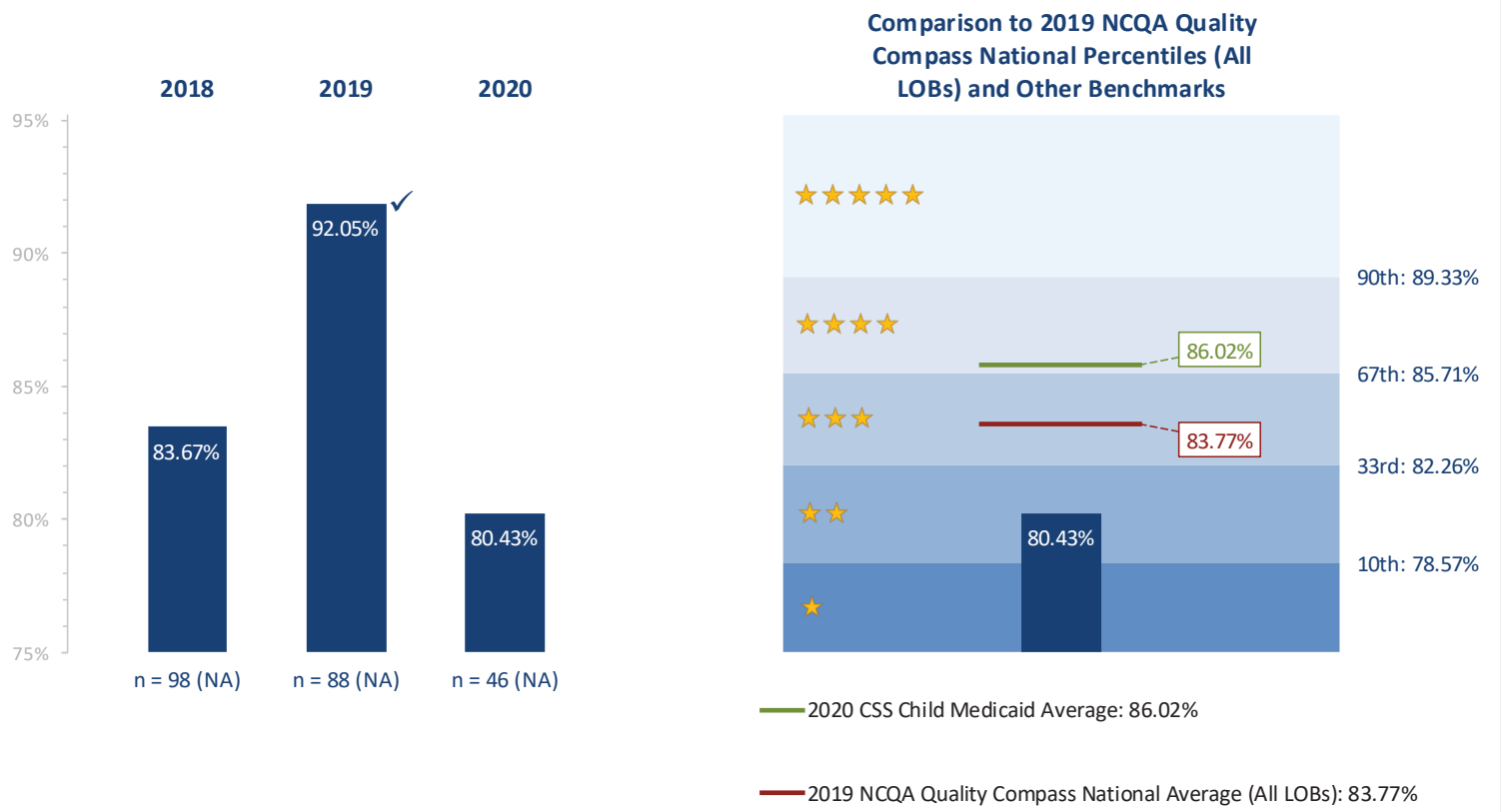
Customer Service: Customer Service Was Courteous/Respectful (Q46) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Coordination of Care

Percent Responding Always or Usually



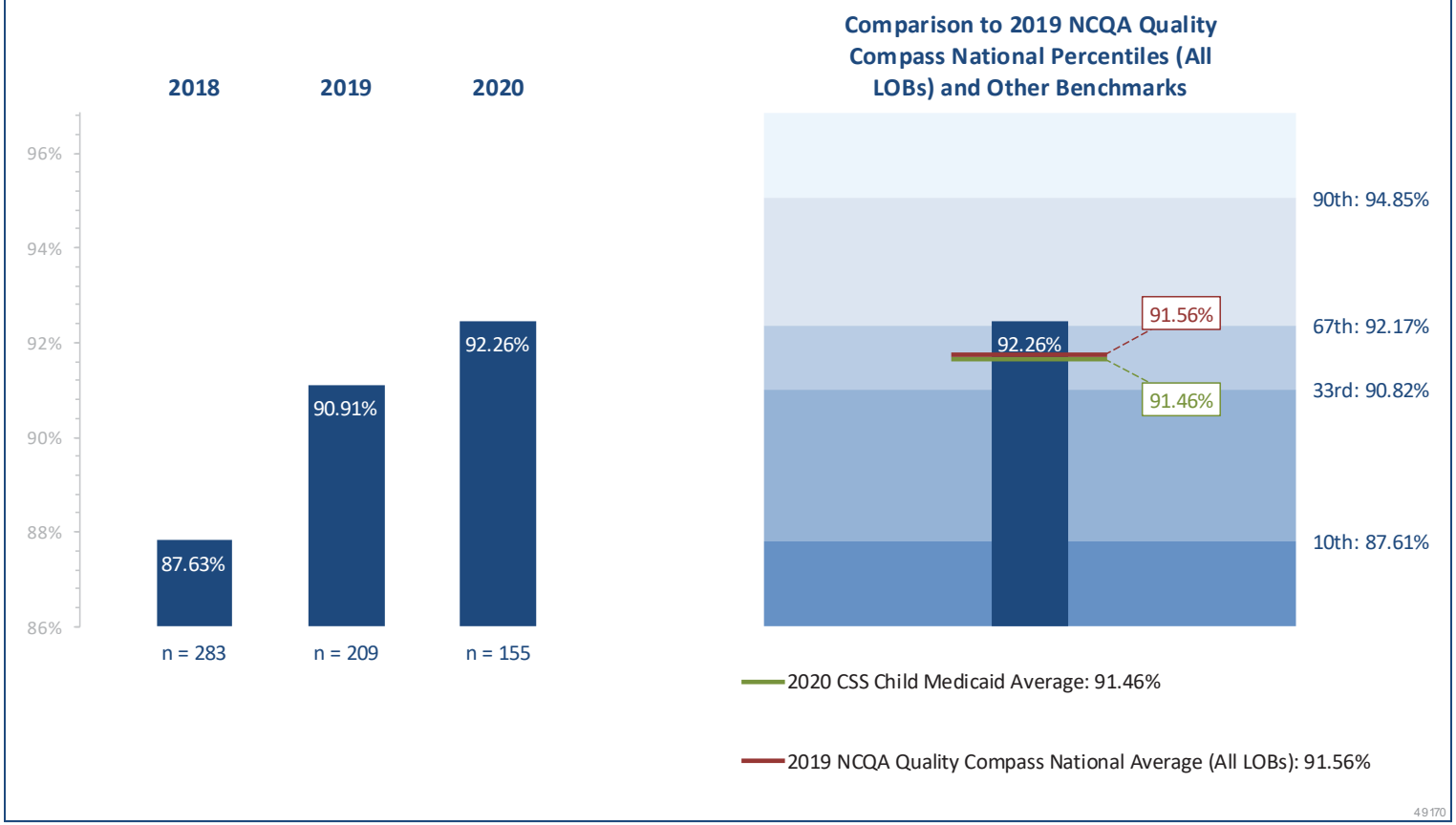
Coordination of Care (Always or Usually) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Access to Prescription Medicines

Percent Responding Always or Usually



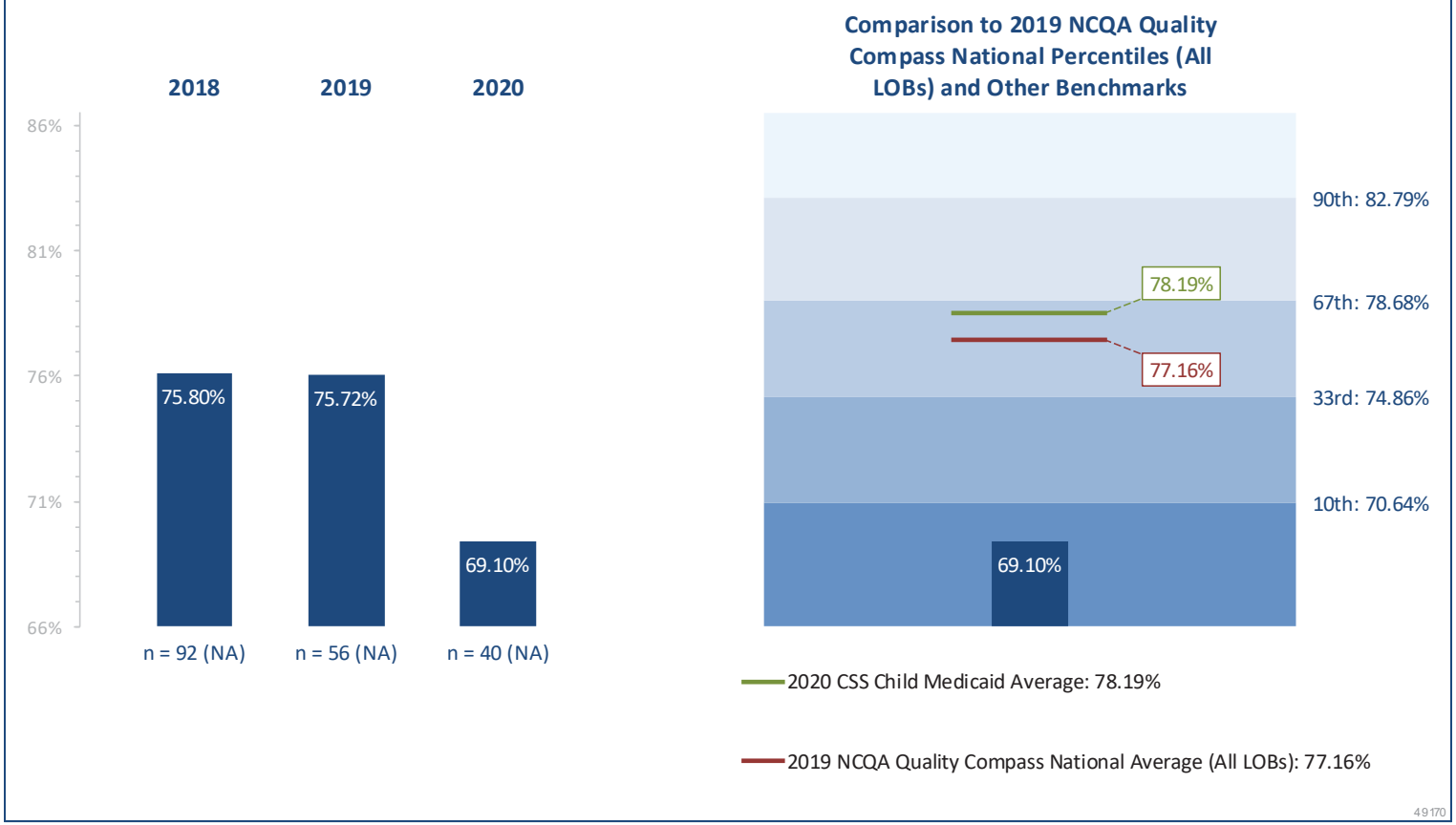
Access to Prescription Medicines (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Access to Specialized Services

Percent Responding Always or Usually



Access to Specialized Services (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

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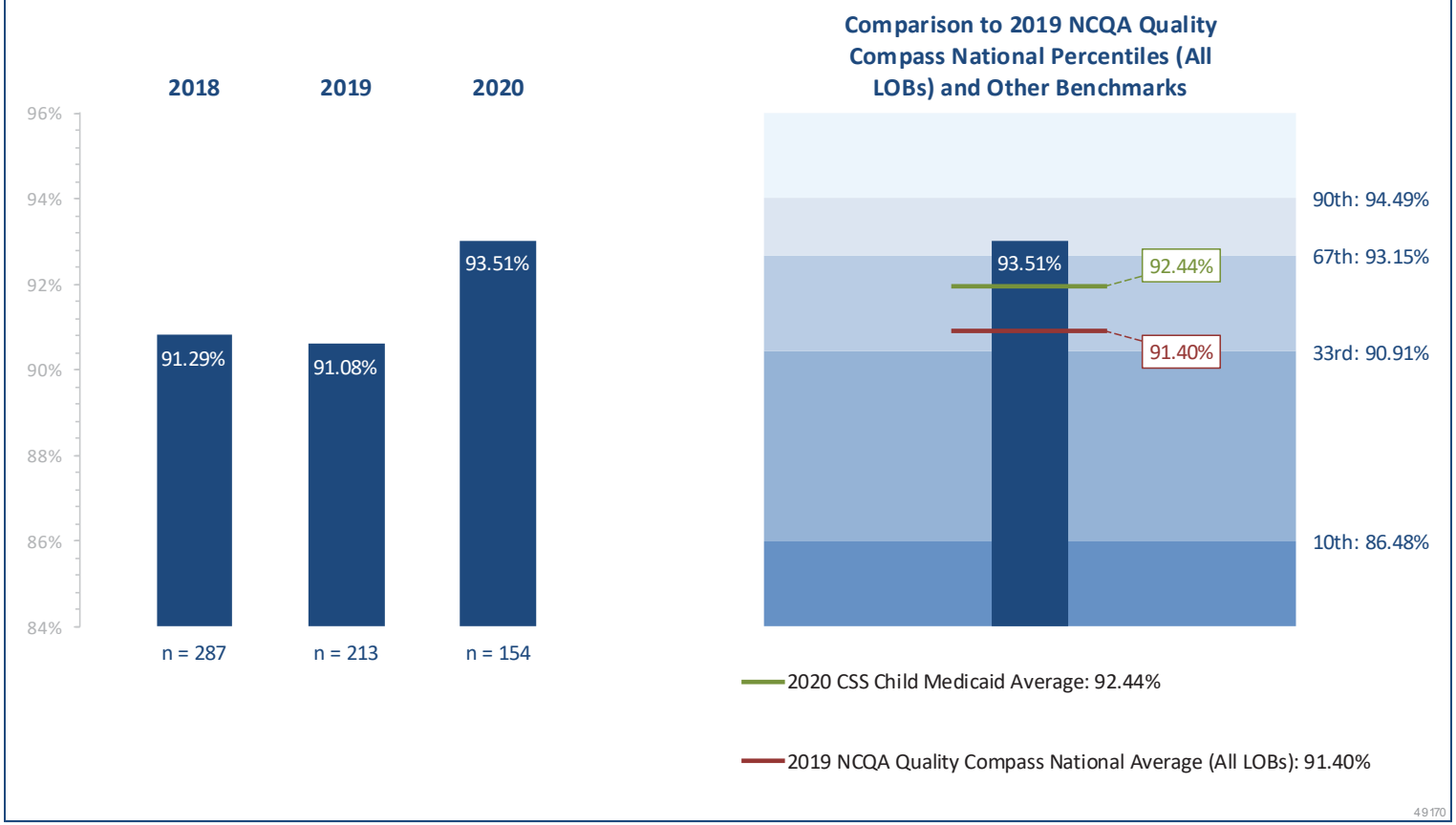
Getting Needed Information

Percent Responding Always or Usually



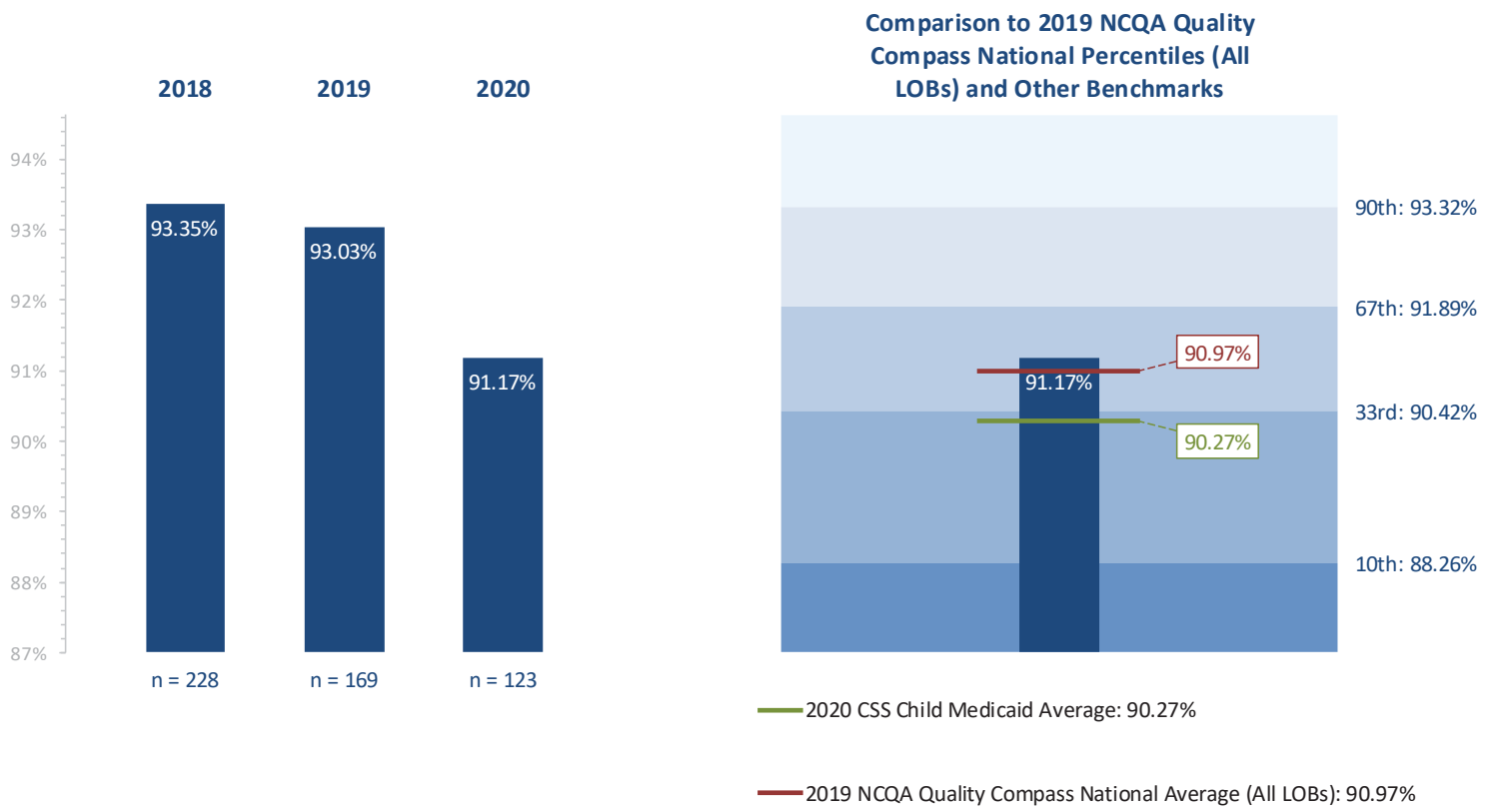
Getting Needed Information (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Personal Doctor Who Knows Child

Percent Responding Yes



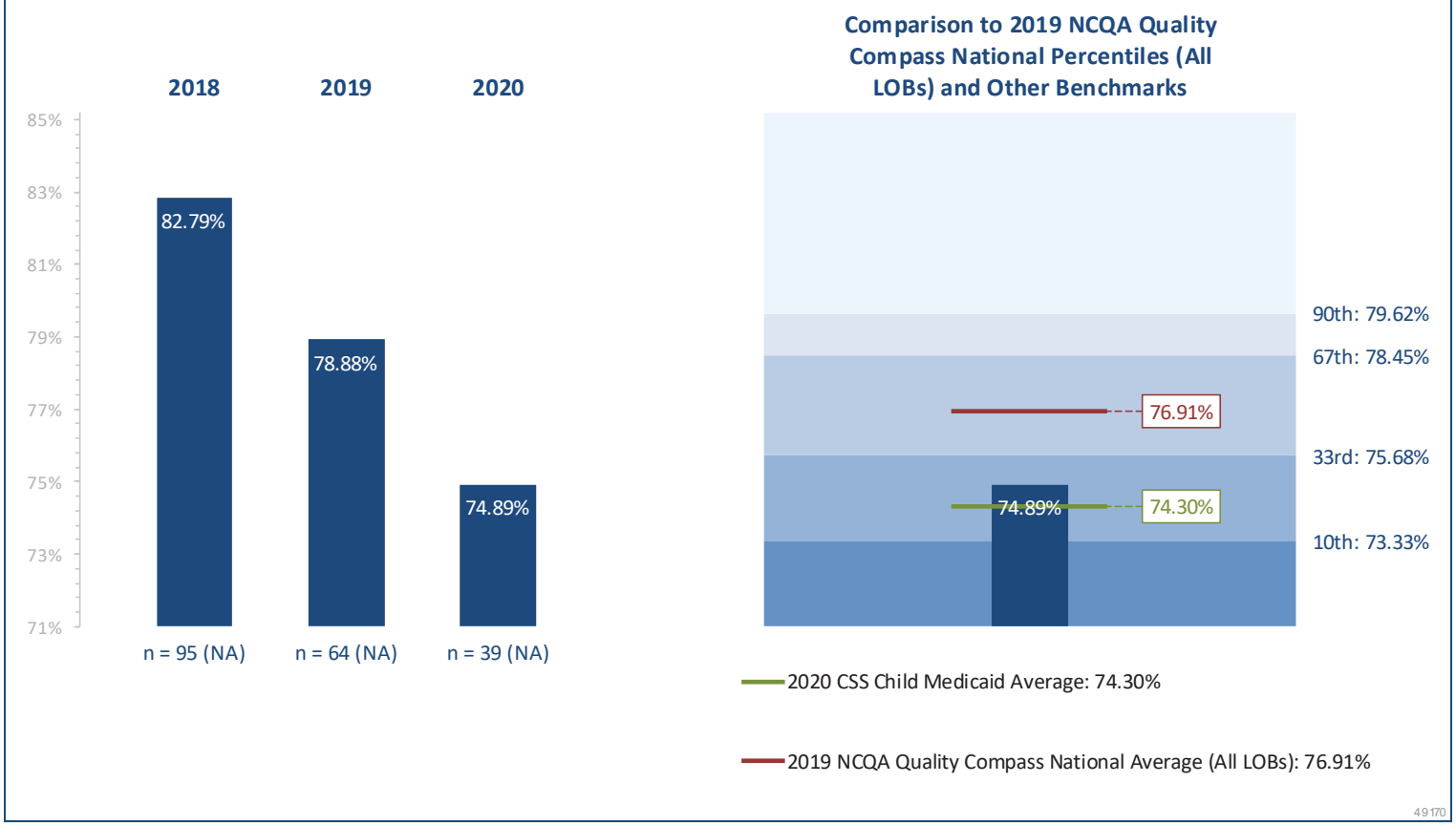
Personal Doctor Who Knows Child (Yes) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Coordination of Care for Children With Chronic Conditions

Percent Responding Yes



Coordination of Care for Children With Chronic Conditions (Yes) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

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MEMBER PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the ABH of LA membership, including demographics, self-reported health status, and responses to survey items that assess utilization of healthcare services.

A health plan's membership mix is shaped by multiple factors, most of which are beyond the scope of the CAHPS survey. These include benefit design, geography, availability of health plan choices, and member self-selection into products that best meet their needs. CSS's analysis of industry data suggests that there is considerable variation in member demographic makeup and utilization patterns across plans. To the extent that various member segments have distinct healthcare needs, utilization patterns, expectations, experiences, as well as attitudes and perceptions, their assessments of the same plan will likely differ.

Certain member characteristics (e.g., health status) appear to be directly related to differences in healthcare needs and utilization levels. For example, some plans have predominantly healthy members, whose interactions with care providers and the plan tend to be limited. By contrast, other plans serve populations with higher rates of illness. These members tend to have more frequent encounters with the healthcare system and as a result may become more experienced users of health plans. The ways in which members use the plan, the frequency of their interactions with providers and staff, and their overall level of familiarity with how the plan works may affect ratings.

In addition to health care needs and utilization patterns, demographic characteristics have been shown to influence survey responses. For example, all else being equal, older respondents and members of certain ethnic groups tend to rate their health care providers and plans more positively. By contrast, more educated members rate more critically, regardless of age or ethnicity.

While the interplay between these membership variables (often referred to as the plan's "case mix") and health plan ratings is complex, health plan ratings clearly vary across demographic groups and user segments. Understanding the plan's case mix can help managers to gain insight into possible sources of this variation.

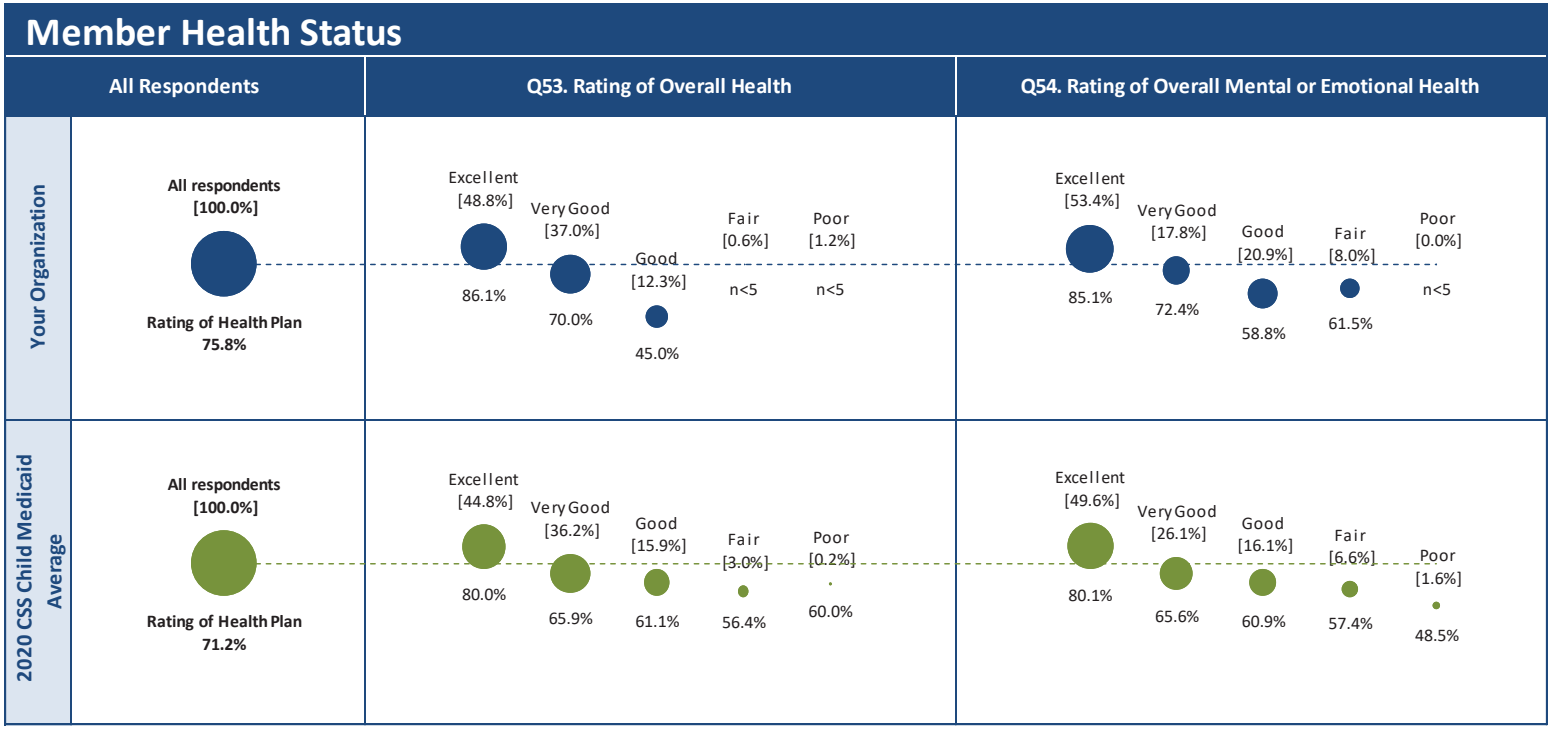
The charts on the following pages illustrate how *Rating of Health Plan* (% *9* or *10*) varies by the member subgroup of ABH of LA compared to the relevant national benchmark distribution(s). Each demographic or utilization subgroup is represented by a "bubble" on the chart. The label above the bubble and the percentage in square brackets below it identify the subgroup and its size. The area of the bubble represents the size of the subgroup visually. Unless a member belongs to more than one subgroup (e.g., race category), subgroup sizes should add up to 100%. Note that these charts only include members who answered the relevant demographic/utilization question on the survey and provided a valid response to the *Rating of Health Plan* question. For this reason, the reported subgroup sizes may differ slightly from the proportions reported in the cross-tabulations.

HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

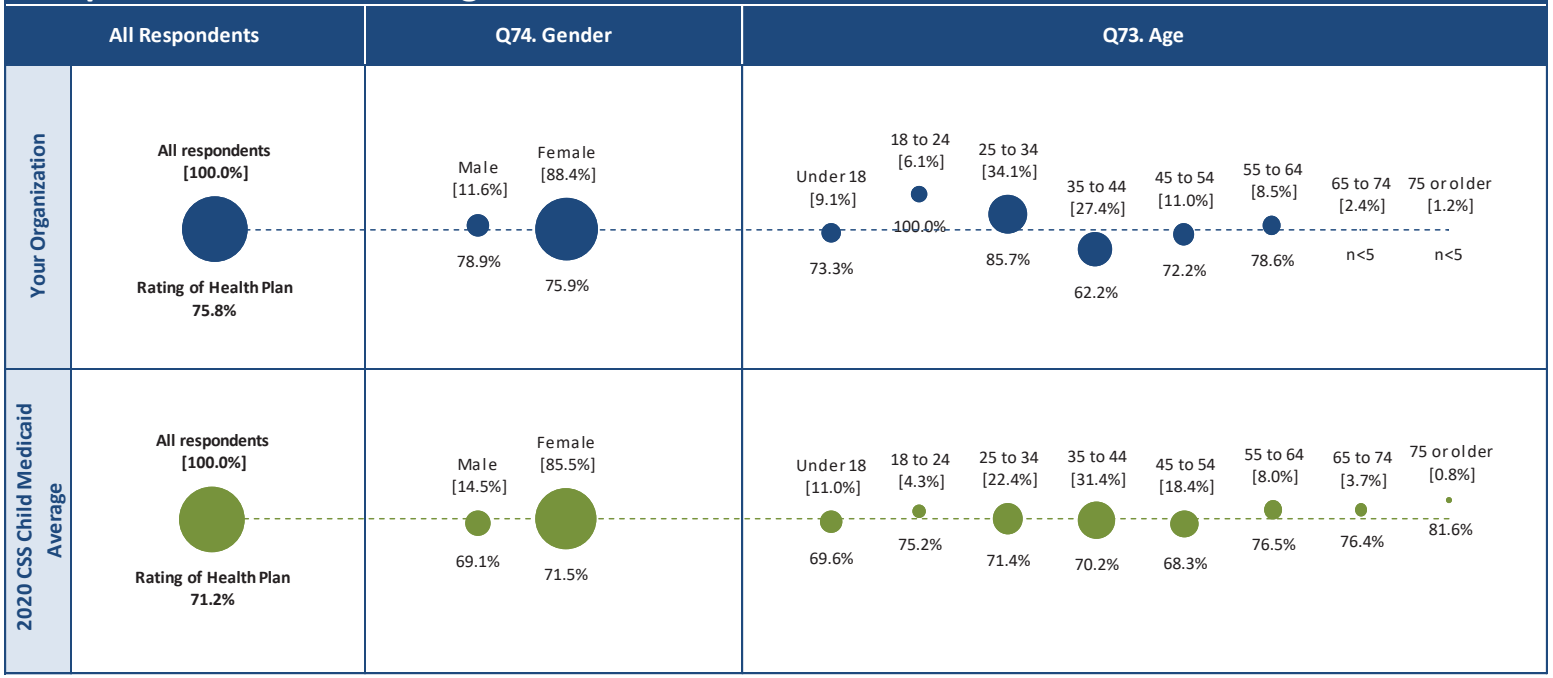
- Health status
- Gender
- Age
- Race
- Ethnicity (Hispanic or Latino)
- Education level

Member Health Status



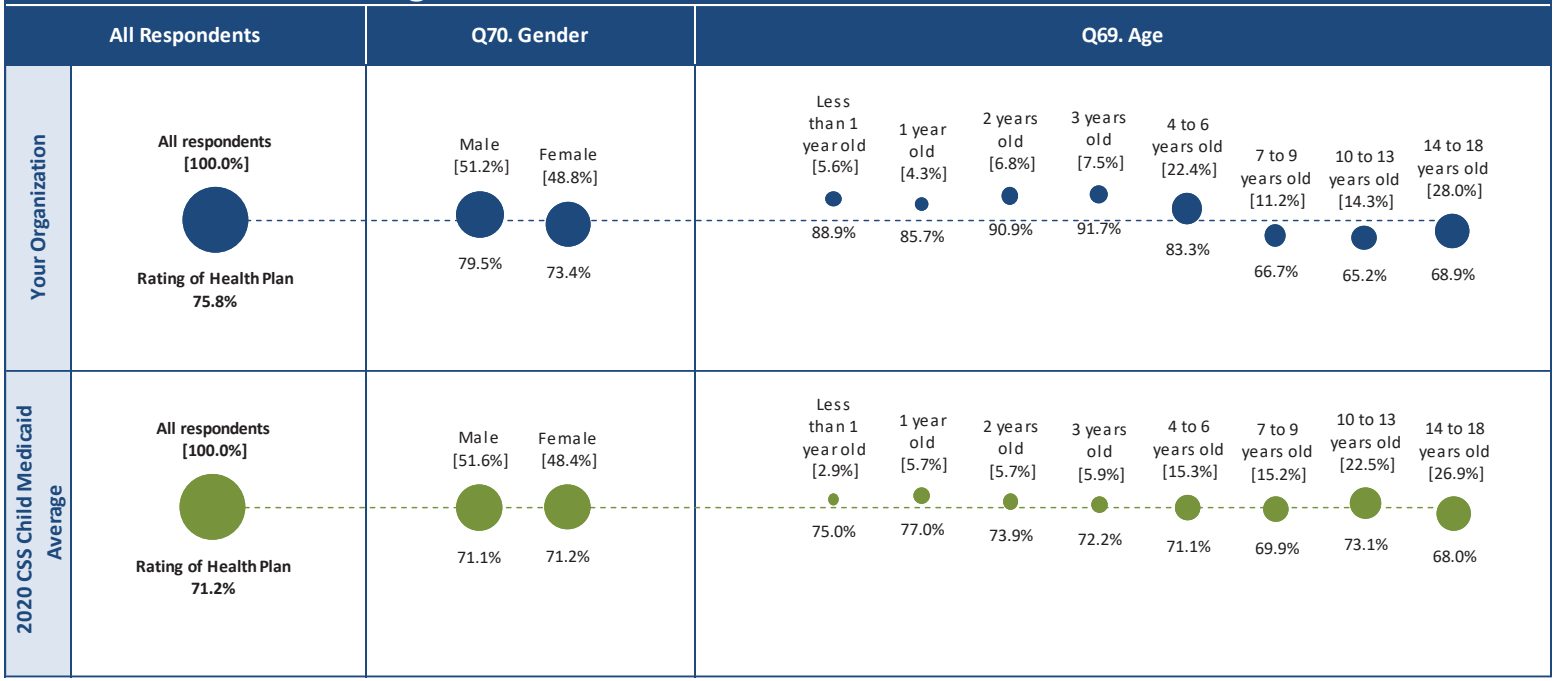
Only includes surveys with a valid response to Q49 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q49. The reported rate for Q49 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Respondent Gender and Age

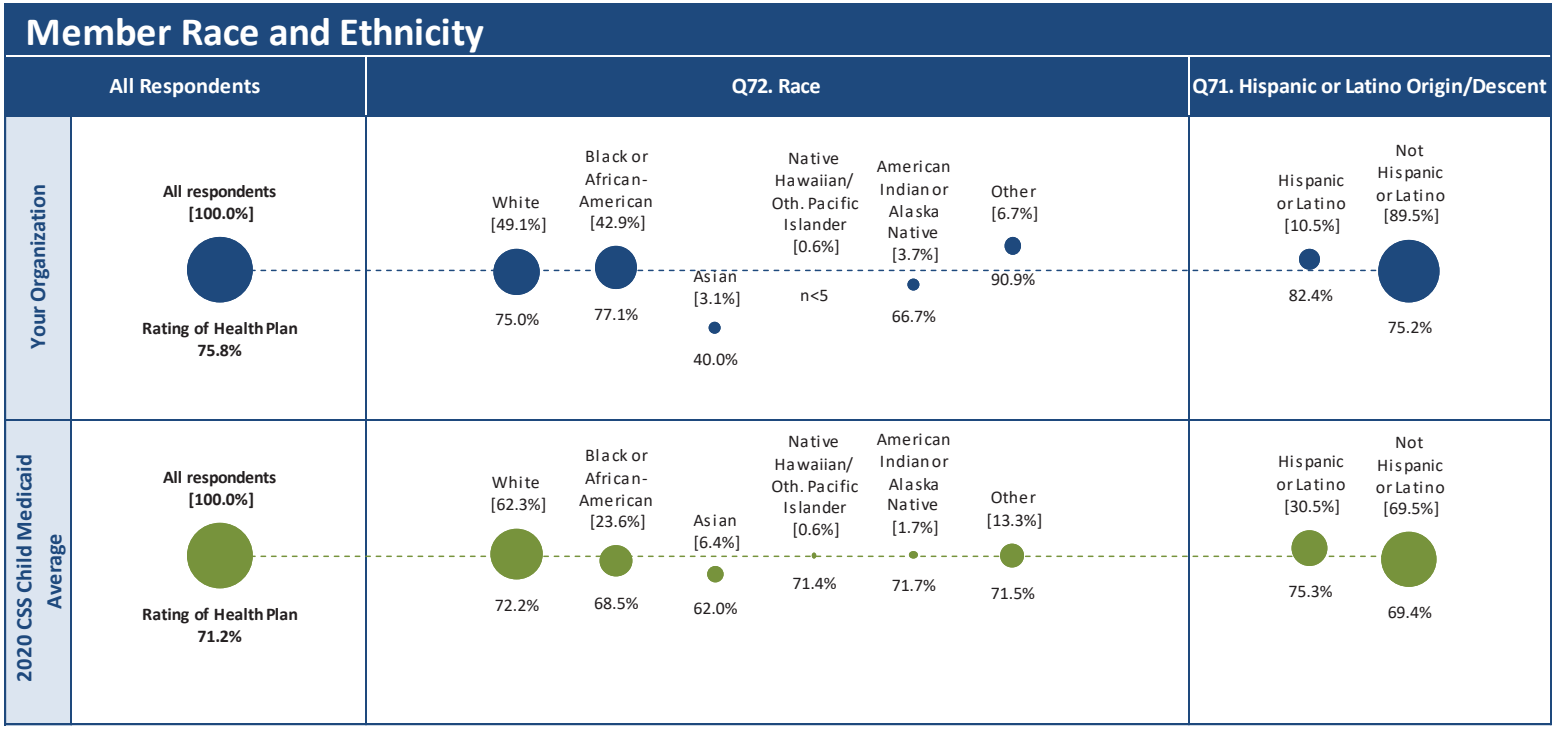


Only includes surveys with a valid response to Q49 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q49. The reported rate for Q49 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Member Gender and Age

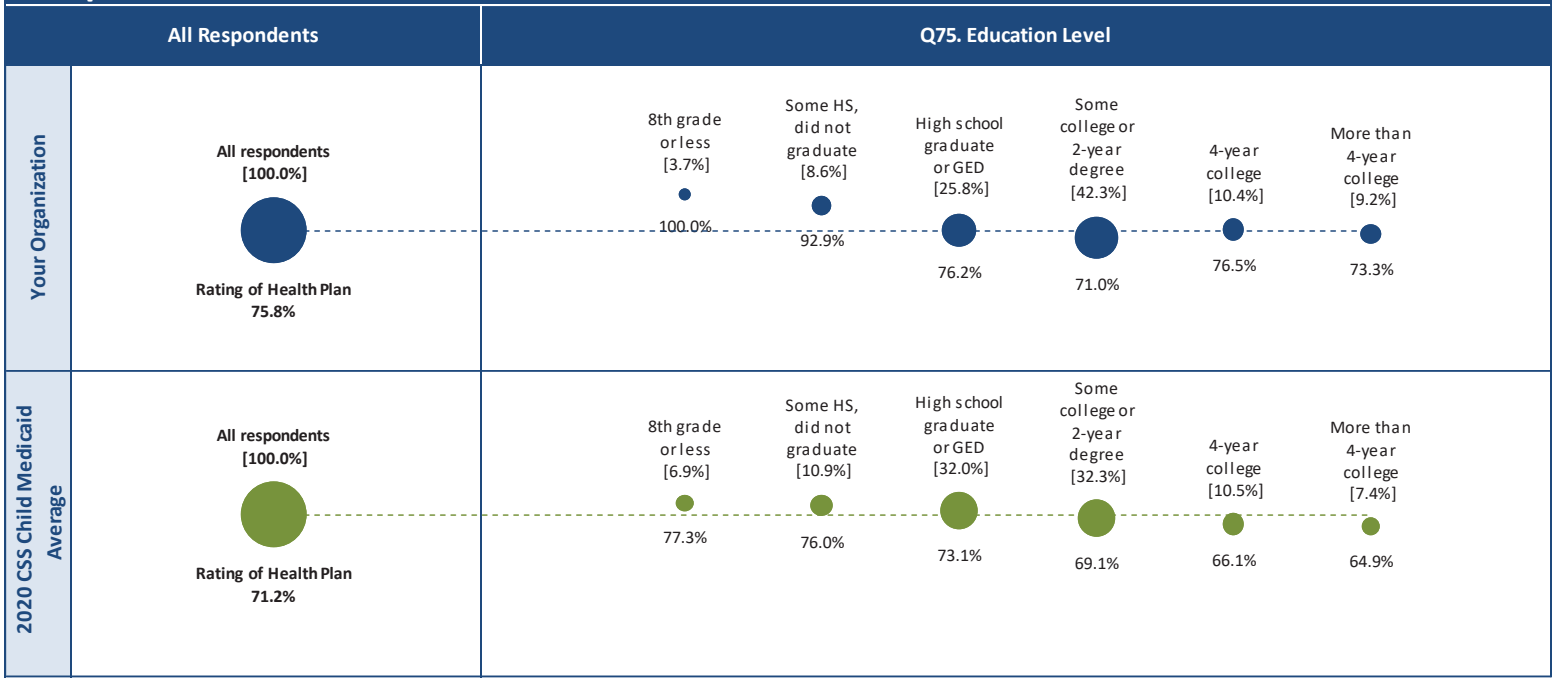


Only includes surveys with a valid response to Q49 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q49. The reported rate for Q49 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.



Only includes surveys with a valid response to Q49 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q49. The reported rate for Q49 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Respondent Education Level



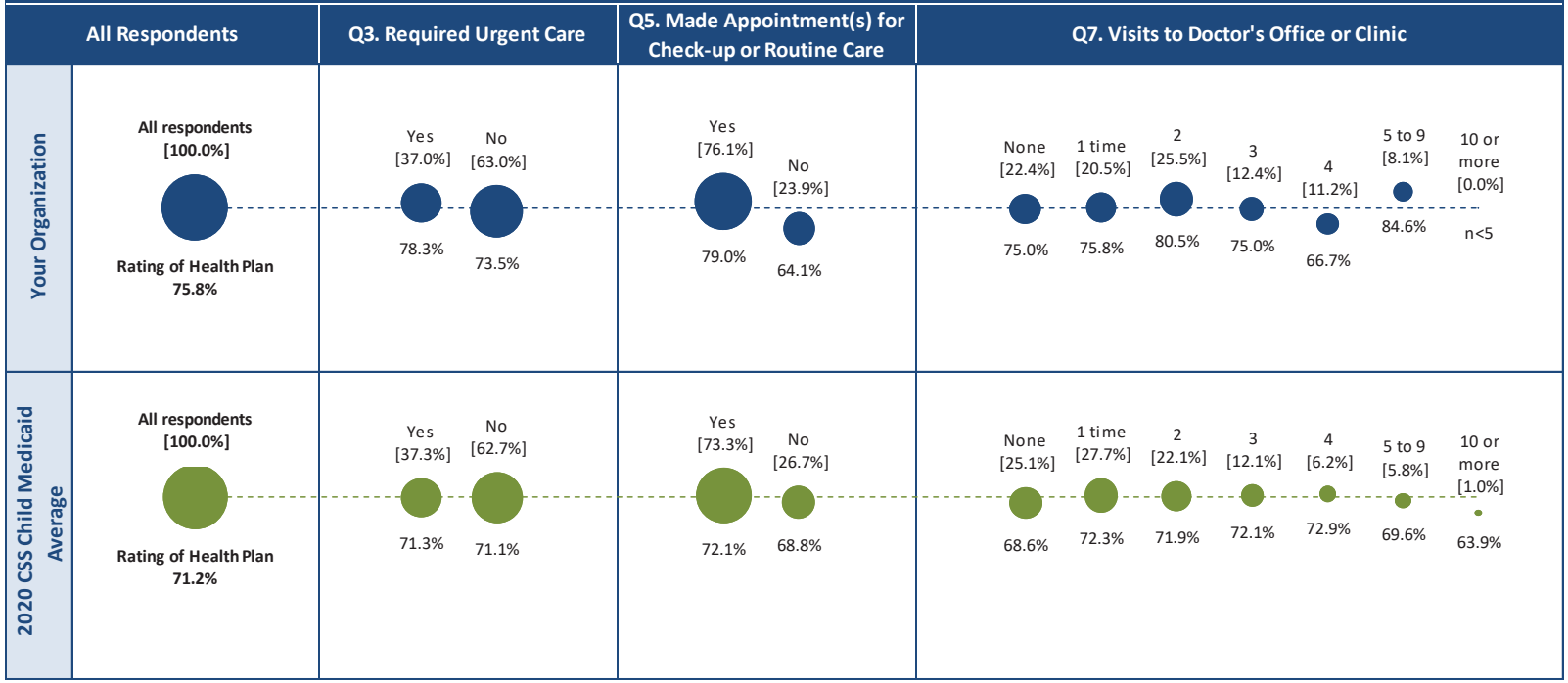
Only includes surveys with a valid response to Q49 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q49. The reported rate for Q49 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

USE OF SERVICES

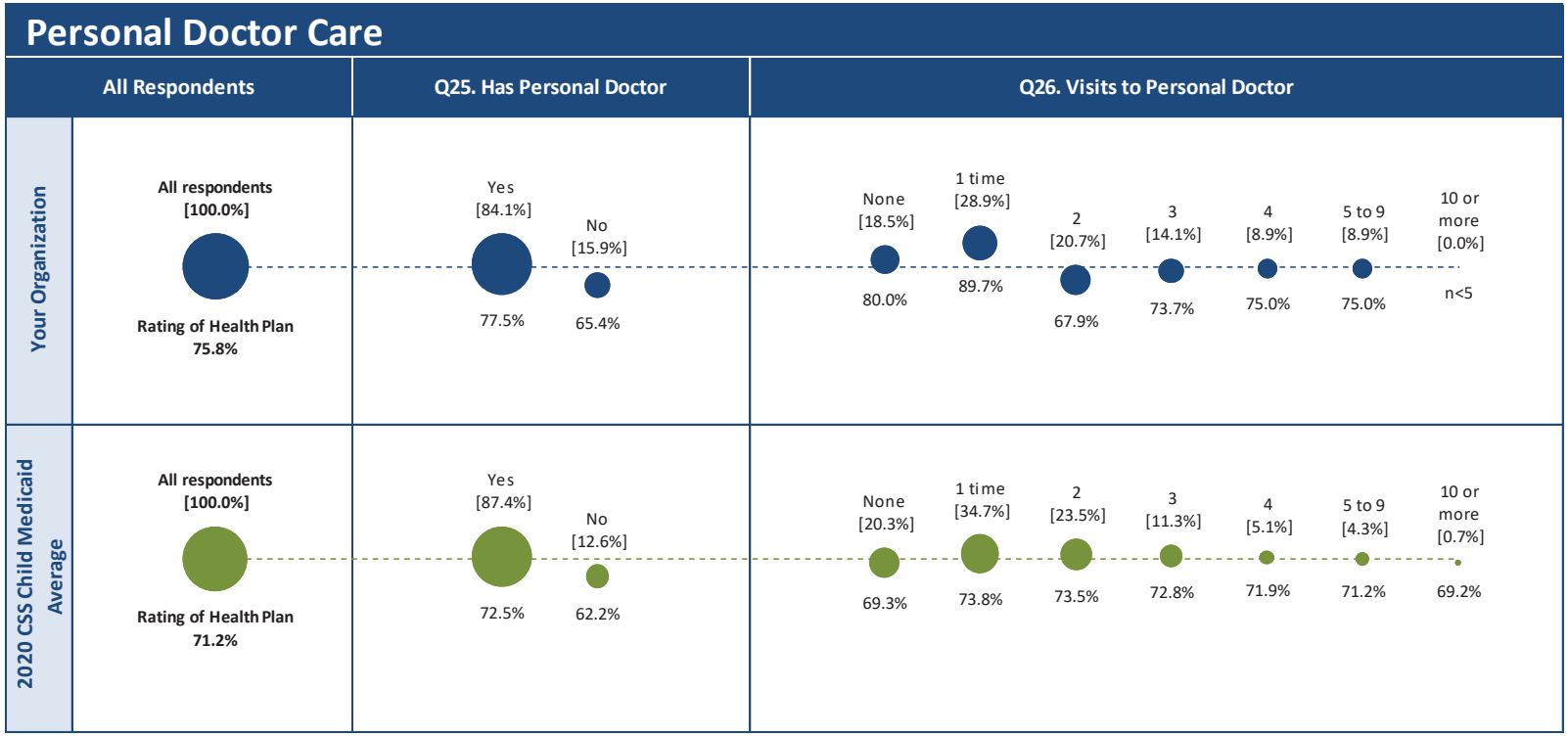
The following utilization measures are included in this section:

- Type of care received
- Frequency of visits
- Care received from personal doctor
- Specialty and other non-primary care

Type of Care Received

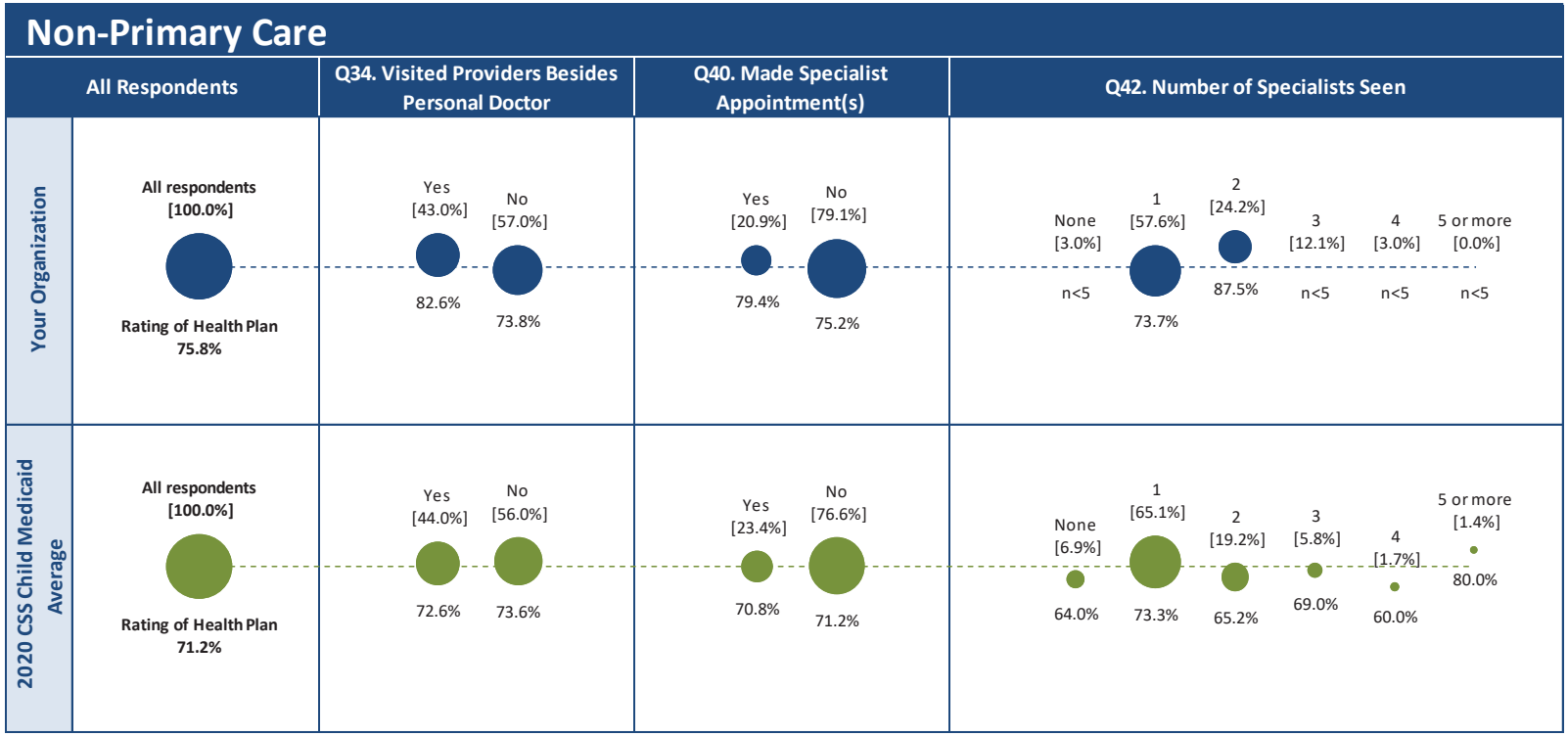


Only includes surveys with a valid response to Q49 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q49. The reported rate for Q49 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.



Only includes surveys with a valid response to Q49 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q49. The reported rate for Q49 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Non-Primary Care



Only includes surveys with a valid response to Q49 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q49. The reported rate for Q49 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

KEY DRIVER ANALYSIS

OBJECTIVES

CSS's *Key Driver Analysis (KDA)* highlights some of the key differences between high- and low-rated health plans at the industry level. The principal objectives of the KDA are:

- To isolate a set of plan attributes, or key drivers, that distinguish high-rated plans from low-rated plans
- To highlight industry best practices on the key driver measures
- To compare the current performance of ABH of LA to industry best practices in these areas
- To estimate the impact of improving performance on these measures on the *Rating of Health Plan* measure

TECHNICAL APPROACH

INDUSTRY VIEW

Industry-level analysis, which uses health plans as units of analysis, has several important advantages compared to the alternative approach, which focuses on member experiences *within* a single plan. Certain plan attributes are strongly related to member satisfaction *at the industry level*. However, these relationships may be missed if we focus on only one plan at a time. For example, it has been shown that plans that are rated highly on measures of access and availability of care tend to have high overall ratings. Conversely, poor access scores are associated with low overall plan scores. This relationship is clear when ratings are compared *across* plans. However, *within* a specific plan, member experiences may not be sufficiently varied to reveal the underlying relationship. That is, if all members are equally dissatisfied with access to care, this measure will show a misleadingly low correlation with the overall rating of the plan. As a result, the plan may underestimate the key role of access to care as a driver of member satisfaction and miss a critical opportunity for improvement.

In addition, expressing every CAHPS survey variable as a plan-level rate yields a complete and rich information set on each plan. This effectively eliminates any "gaps" in respondent-level data from a single plan caused by survey skip patterns and allows every response to be used in the analysis.

Finally, in addition to the standard CAHPS performance measures, other sources of differences between health plans can be explored, increasing the explanatory power of the model and allowing for more precise estimation of the individual key driver effects. These include experience rates, which are based on responses to the CAHPS screener questions. Screeners establish whether a member had a particular type of experience or interaction with the plan (e.g.,

contacted customer service, submitted a claim, etc.). CSS's analysis shows that these experience indicators explain a significant portion of the plan's overall satisfaction score. Additional components of the overall score include utilization rates and demographic characteristics of the plan's membership, addressed in more detail in the *Member Profile and Analysis of Plan Ratings by Member Segment* section of this report. Clearly, from the plan's perspective, some of these factors are more actionable than others. However, to yield an accurate model of key drivers of member satisfaction, the analysis must consider all measurable influences on the overall rating of the plan.

KEY DRIVER MODEL DEVELOPMENT

The CSS *Key Driver Model* was developed using a national plan-level dataset of Child Medicaid CAHPS survey results. The analysis was based on 312 plans surveyed by CSS in 2020, including both their 2020 and 2019 results. CSS performed regression analysis of health plan ratings to identify the sources of variation in overall scores across the industry spectrum, using individual health plans as units of analysis. Regression analysis expresses mathematically the relationship between plan attributes (predictors) and the global *Rating of Health Plan* score, controlling for interdependencies among the predictors and other factors that may influence ratings (e.g., member demographics, utilization patterns, etc.). Predictors were chosen carefully to yield a model that is both meaningful and actionable from the health plan's point of view.

All of the plan variables, including potential drivers of satisfaction (i.e., variables that the plan may consider actionable) and control variables (member demographics, health status, utilization rates, product type, and year of data collection) were entered into the regression model, and the independent contribution of each variable was estimated. As in the past, CSS excluded *Rating of All Health Care* from the list of predictors both because of its high correlation with *Rating of Health Plan* and the presence of other survey items that measure more specific aspects of member experience. If included, *Rating of all Health Care* would account for a large portion of the variance and confound coefficient estimates for the remaining variables in the model.

INDUSTRY KEY DRIVER MODEL

The table below lists 6 key drivers of Child Medicaid member experience in order of importance, from highest to lowest, based on their relative contribution to the *Rating of Health Plan* score. These variables have statistically significant coefficients in the regression model (p-value < 0.05). Performance on these variables, together with the control variables, explains 75 percent of the industry variation in Child Medicaid health plan ratings. Note that this ordering reflects *only* the strength of the overall relationship between each key driver and the health plan score at the industry level. It does not consider how ABH of LA is currently performing on these measures. Improvement targets identified specifically for ABH of LA, which consider both the strength of the key driver and the current level of performance in the area, are presented graphically in the next section.

Access to care (Q10, Q4) and providers (Q25, Q36 and Q43) are significant drivers of the Child Medicaid member experience. Note that Q44 (contacting customer service) is marked with a ▼ symbol because this experience is *negatively* related to the overall health plan score. Plans that have large numbers of members who report contacting customer service for information or help generally have *lower* overall satisfaction scores.

Key Driver	Interpretation
Q36. Rating of Personal Doctor (percent *9* or *10*)	The higher the proportion of members rating their child's personal doctor as *9* or *10*, the higher the overall plan score
Q10. Ease of getting needed care, tests, or treatment (percent *Usually or Always*)	The higher the proportion of respondents reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q43. Rating of Specialist Seen Most Often (percent *9* or *10*)	The higher the proportion of members rating their specialist as *9* or *10*, the higher the overall plan score
Q25. Child has a personal doctor (percent *Yes*)	The higher the proportion of respondents who report that their child has a personal doctor, the higher the overall plan score
Q44. ▼ Got information or help from customer service (percent *Yes*)	The higher the proportion of members reporting that they contacted customer service for information or help, the *lower* the overall plan score
Q4. Got an appointment for urgent care as soon as needed (percent *Usually or Always*)	The higher the proportion of members reporting favorably on their experience getting urgent care, the higher the overall plan score

OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for ABH of LA are presented in Exhibit 3. The ordering of the key drivers reflects both the strength of each key driver in the broad industry context and how ABH of LA is currently performing on each measure.

The middle panel of the chart compares how ABH of LA is performing compared to the *best practice* score on each key driver. CSS defined the best practice score as the highest score among the 22 plans contributing to the 2020 CSS Child Medicaid Average. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of ABH of LA performance and the best practice score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score ABH of LA could achieve if it performed on par with the best practice plan on each of the key driver measures. Each bar represents room for improvement on the key driver weighted by its contribution to the *Rating of Health Plan* score.

EXHIBIT 3. 2020 ABH OF LA CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
2020 Rate		Percentage Point Difference Between Current Key Driver Score and the **Best Practice Score***	Expected Percentage Point **Improvement** in **Rating of Health Plan** score (percent *9* or *10*) if Key Driver Performs at Best Practice Level
Q36. Rating of Personal Doctor (percent *9* or *10*)	**79.71%**	+6.88% → **86.59%**	**+3.63%**
Q43. Rating of Specialist Seen Most Often (percent *9* or *10*)	**65.52%**	+20.56% → **86.08%**	**+2.52%**
Q25. Child has personal doctor (percent *Yes*)	**84.34%**	+11.93% → **96.27%**	**+2.10%**
Q10. Ease of getting needed care, tests, or treatment (percent *Usually* or *Always*)	**90.32%**	+6.19% → **96.51%**	**+1.88%**
Q44. Got information or help from customer service (percent *Yes*) ▼	**23.49%**	–7.21% → **16.28%**	**+0.73%**
Q4. Got urgent care as soon as needed (percent *Usually* or *Always*)	**98.31%**	+0.41% → **98.72%**	**+0.06%**

* Best score on the key driver measure among all plans included in the 2020 CSS Child Medicaid Average

▼ next to the key driver measure indicates that lower scores on the measure are desirable

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HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

CSS's Industry *Key Driver Analysis* lists improvement opportunities and priorities for ABH of LA. The following is a list of possible interventions and resources related to each of the key drivers. This section is included as a guide to assist you in your quality improvement efforts. Some of these resources may be more applicable to ABH of LA than others, especially because many of the cited interventions are intended to be implemented at the practice or provider level. For a useful introduction to quality improvement (QI), refer to the Agency for Health Care Research and Quality's (AHRQ) reference guide that includes descriptions of QI strategies in health delivery systems (https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-improvement/improvement-guide/4-approach-qi-process/cahps-section-4-ways-to-approach-qi-process.pdf).

IMPROVING MEMBER ACCESS TO CARE

Removing barriers to care is central to improving the health care experience of plan members. The following resources suggest ways to improve patient access to care, tests, and treatment.

- *Same-Day Appointment Scheduling* – The Agency for Healthcare Research and Quality (AHRQ) recommends a method of scheduling that leaves part of each physician's day open for same-day appointments, rather than a traditional scheduling model that books appointments weeks or months in advance. Because the method does not differentiate between urgent and routine care, patients with non-urgent concerns are able to schedule appointments sooner than under traditional scheduling methods. For more information, see http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/access/strategy6a-openaccess.html.

- *Implement Process Improvements to Streamline Patient Flow* – Delays experienced by patients while waiting for care, tests, or treatment can be minimized through a variety of mechanisms. For example, reallocating tasks such as physical exams and ordering x-rays to physician's assistants and nurse practitioners frees up physicians' time to attend to more pressing patient concerns. The exact form of these improvements will vary widely by practice. See http://www.ahrq.gov/research/findings/final-reports/ptflow/index.html for AHRQ's guide to plan and implement patient flow improvement strategies.

- *Patient-Centered Medical Homes (PCMH)* – This model increases patient access to physicians, reducing barriers to receiving care (https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2869425/). There are many valuable sources of information on the medical home model of care and health equity. To start, see this Institute of Medicine report: https://nam.edu/wp-content/uploads/2015/06/PatientCenteredMedicalHome.pdf. Family Medicine for America's Health is a collaboration of family medicine organizations dedicated to improving health care by expanding and emphasizing primary care, particularly through the use of patient-centered medical homes. For AHRQ's resources detailing transitioning a practice to a patient-centered medical home model, see http://www.pcmh.ahrq.gov/.

- *Alternative Access Centers* – This brief (http://www.rwjf.org/content/dam/farm/reports/issue_briefs/2015/rwjf419415) from the Robert Wood Johnson Foundation highlights the growing capacity of retail clinics and telemedicine to meet patient medical needs, particularly in rural and underserved communities and for patients with acute but non-serious conditions who need care quickly. Providing patients with alternative venues to access health care, rather than the traditional doctor's office or hospital, lowers barriers to care (https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/).

IMPROVING QUALITY OF PHYSICIANS IN HEALTH PLAN NETWORK

These resources concentrate on improving the physician-patient relationship, with a focus on communication. Implementing the solutions proposed here may result in patients' increased rating of doctors.

- *Improve Physician Communication* – Much of patient dissatisfaction stems from a failure of effective physician communication (https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3096184/). Seminars and workshops for physicians serve as a resource for physicians to learn and practice patient-centered communication techniques. For example, The California Quality Collaborative has identified nine effective strategies for improving patient experience with health care providers in their *Improving the Patient Experience Change Package* (see http://www.calquality.org/storage/Improving_Pt_Experience_Spread_Change_Pkg_UpdatedMay2011.pdf). For general recommendations related to physician communication, see https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6gtraining.html.

- *Help Patients Communicate* – Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and "coached care" programs. See http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html and http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html. For a sample communication document that providers can distribute to patients before or during visits, see http://www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048.

- *Build Physician-Patient Relationships* – An article published in the British Journal of General Practice found that patients seeing their preferred doctor rated their satisfaction with visits significantly higher than patients who did not have a doctor preference or those who would have preferred to see a different doctor. A study of English National Health Service data found that confidence and trust in a doctor is an important predictor of overall patient satisfaction (http://www.ncbi.nlm.nih.gov/pubmed/18416910/), while a Harvard study found that a positive physician-patient relationship correlates with better healthcare outcomes (https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3981763/).

- *Improve Referral Communication* – The coordination of care between primary and specialist providers can be a challenge and may affect patient perceptions of their specialist care. Improving the coordination of care and case management can increase patient satisfaction with their specialist. For examples of interventions that improve care coordination efficiency and quality, see https://innovations.ahrq.gov/profiles/electronic-referrals-and-communications-reduce-wait-times-specialty-appointments-and as well as https://innovations.ahrq.gov/profiles/referring-physicians-send-electronic-handoff-note-pertinent-patient-information-emergency.

IMPROVING CUSTOMER SERVICE AND HEALTH PLAN-RELATED INFORMATION

It is important that health plan information be provided to members and that the information addresses member concerns. As representatives of the plan, customer service staff must ensure that members have confidence and trust in their ability to address their concerns. The following resources contain recommendations for improving customer service.

- *Develop Customer Service Standards* – To improve customer service, the Agency for Healthcare Research and Quality suggests first articulating which aspects of customer service are most important to your organization. After developing these standards, monitor performance and promote accountability among staff. For more information, see http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6q-custservice-standards.html.

- *Iterative Improvement for Member Services* – This RAND paper details a case study in which a health plan used additional surveys to supplement CAHPS results and thoroughly assess member dissatisfaction with customer service. Throughout the process, plan leadership continually examined and adjusted improvement goals. The intervention resulted in a reduction of wait time for customer service calls and increased member satisfaction with customer service, as measured on the CAHPS survey. See http://www.rand.org/pubs/working_papers/WR517.html.

- *Implement Service Recovery Procedures* – When customers have a complaint, service recovery programs support customer service personnel in identifying and remedying the problem. While complaints may be inevitable, proper handling of complaints can reassure patients and restore loyalty to the health plan. For more information, see http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html.

- *Make Plan Information Accessible to All Members* – A Health Research and Educational Trust study found that demographic characteristics, including education, age, gender, and income, significantly impacted use of an Internet-based decision tool. The tool provided cost information as well as a health and wellness assessment. The study suggests that effort beyond Internet-based tools is necessary to reach certain demographics. For further information, see http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3447236/.

- *Increase Access to Trusted Health Information* – Many people look to their health plan for information not only on how the health plan works, but also on resources to help them improve their health, particularly when dealing with chronic illnesses. A recent meta-analysis confirmed that improved access to trusted health information leads to improved outcomes (https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5818676/). The ONC Patient Engagement (PE) Playbook was created by the Office of the National Coordinator for Health Information Technology (ONC) to help healthcare professionals use health information technology (health IT) to provide better care to patients. The PE Playbook focuses specifically on electronic health record (EHR) patient portals, which allow both patients and healthcare teams, concurrent with patients' privacy preferences, to easily access patient health information — which may lead to increased benefits for healthcare, such as improved health outcomes and lower costs (https://www.healthit.gov/playbook/pe/).

- *Evaluate the Organization's Health Literacy Programs* – The CDC has developed guidance on evaluating an organization's health literacy program, including recommended sources of communication and health literacy measures. See http://www.cdc.gov/healthliteracy/researchevaluate/program-evaluation.html. The CDC's National Prevention Information Network also offers tools to create health materials in plain language to reduce health disparities (https://npin.cdc.gov/pages/health-communication-language-and-literacy).

- *Improve Patient Health Literacy* – This guide by the Office of Disease Prevention and Health Promotion outlines steps to improve health literacy, which may help patients to better absorb the information they obtain from written materials or the Internet. For detailed steps, see https://health.gov/our-work/health-literacy/resources. AHRQ has also developed its own health literacy toolkit to support physicians (https://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html).

APPENDIX A. SURVEY RESULTS AT A GLANCE

2020 CAHPS Survey Results at a Glance

Aetna Better Health of Louisiana (Child Medicaid)

Survey Measures		Your Organization						Benchmark Comparisons		Your Organization's Estimated 2020 NCQA Health Plan (Star) Rating
		2018		2019		2020		2020 CSS Child Medicaid Average	2019 NCQA Quality Compass National Average (All LOBs)	
		Rate	(n)	Rate	(n)	Rate	(n)			
Patient Experience										★★★☆☆
Getting Care										★★★½☆
Getting Needed Care (% Always or Usually)	NA	87.52%	(163)	89.16%	(156)	84.87%	(79)	86.92%	84.50%	★★★☆☆
Q10. Ease of Getting Needed Care		89.96%	(259)	95.45%	(242)	90.32%	(124)	92.53%	89.60%	Not calculated
Q41. Ease of Seeing a Specialist	NA	85.07%	(67)	82.86%	(70)	79.41%	(34)	81.32%	79.68%	
Getting Care Quickly (% Always or Usually)	NA	89.59%	(197)	94.30%	(175)	93.37%	(90)	91.20%	89.38%	★★★★☆
Q4. Ease of Getting Urgent Care	NA	88.73%	(142)	93.44%	(122)	98.31%	(59)	92.47%	91.17%	Not calculated
Q6. Ease of Getting a Check-up or Routine Care		90.44%	(251)	95.15% ↓	(227)	88.43%	(121)	89.92%	87.69%	
Satisfaction With Plan Physicians										★★½☆☆
Rating of Personal Doctor (% 9 or 10)		75.62%	(283)	81.18%	(255)	79.71%	(138)	78.55%	77.32%	★★★★☆
Rating of Personal Doctor (% 8, 9 or 10)		88.69%	(283)	90.20%	(255)	89.13%	(138)	90.65%	90.05%	Not calculated
Rating of Specialist Seen Most Often (% 9 or 10)	NA	75.00%	(60)	74.60%	(63)	65.52%	(29)	74.76%	74.13%	★☆☆☆☆
Rating of Specialist Seen Most Often (% 8, 9 or 10)	NA	88.33%	(60)	85.71%	(63)	82.76%	(29)	87.02%	87.45%	Not calculated
Rating of All Health Care (% 9 or 10)		68.08%	(260)	76.45%	(242)	73.60%	(125)	70.18%	70.40%	★★★★☆
Rating of All Health Care (% 8, 9 or 10)		86.15%	(260)	87.60%	(242)	88.00%	(125)	86.77%	87.53%	Not calculated
Coordination of Care (% Always or Usually)	NA	83.67%	(98)	92.05% ↓	(88)	80.43%	(46)	86.02%	83.77%	★★☆☆☆
Satisfaction With Plan Services										★★★★☆
Rating of Health Plan (% 9 or 10)		69.54%	(325)	73.52%	(287)	75.76%	(165)	71.21%	71.74%	★★★★☆
Rating of Health Plan (% 8, 9 or 10)		80.62%	(325)	85.02%	(287)	84.24%	(165)	86.04%	86.49%	Not calculated
Additional Measures NOT Reported in NCQA's Health Plan Ratings										
How Well Doctors Communicate (% Always or Usually)		94.65%	(239)	95.54%	(231)	94.55%	(110)	96.25%	93.97%	
Q27. Doctor Explained Things		96.23%	(239)	97.40%	(231)	94.55%	(110)	96.59%	94.46%	
Q28. Doctor Listened Carefully		95.82%	(239)	96.97%	(231)	94.55%	(110)	97.14%	95.35%	
Q29. Doctor Showed Respect		97.07%	(239)	97.40%	(231)	97.27%	(110)	97.78%	96.33%	Not calculated
Q32. Doctor Spent Enough Time		89.50%	(238)	90.39%	(229)	91.82%	(110)	93.49%	89.73%	
Customer Service (% Always or Usually)	NA	92.25%	(84)	92.31%	(78)	91.82%	(37)	90.92%	88.36%	
Q45. Customer Service Provided Information/Help	NA	86.90%	(84)	88.46%	(78)	89.19%	(37)	86.76%	83.19%	
Q46. Customer Service Was Courteous/Respectful	NA	97.59%	(83)	96.15%	(78)	94.44%	(36)	95.07%	93.57%	
Children with Chronic Conditions Measures (CCC Population)										
Access to Prescription Medicines (% Always or Usually)		87.63%	(283)	90.91%	(209)	92.26%	(155)	91.46%	91.56%	
Access to Specialized Services (% Always or Usually)	NA	75.80%	(92)	75.72%	(56)	69.10%	(40)	78.19%	77.16%	
Getting Needed Information (% Always or Usually)		91.29%	(287)	91.08%	(213)	93.51%	(154)	92.44%	91.40%	Not calculated
Personal Doctor Who Knows Child (% Yes)		93.35%	(228)	93.03%	(169)	91.17%	(123)	90.27%	90.97%	
Coordination of Care for Children With Chronic Conditions (% Yes)	NA	82.79%	(95)	78.88%	(64)	74.89%	(39)	74.30%	76.91%	

Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. At least 100 valid responses (n, or measure denominator, reported in parentheses) must be collected for a measure rate to be reportable by NCQA.

Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). All differences between rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the comparison rate are marked as ↑ when your current-year rate is higher or ↓ when it is lower than the comparison rate.

Health Plan Ratings

Health Plan (star) Ratings for applicable measures were estimated using NCQA's Health Plan Ratings 2020-2021 methodology (https://www.ncqa.org/hedis/reports-and-research/ratings-2020/). **Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.**

NA appears next to the measure name and a lighter display is used for results to indicate that the result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results for your organization's internal use only.

APPENDIX B. SCORING METHODOLOGY AND GLOSSARY

NCQA CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

NCQA's *HEDIS 2020, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculating survey results. These guidelines include:

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.
- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).
- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).
- Denominator reporting thresholds. Health plans must achieve a denominator of at least 100 responses to obtain a reportable result. If the denominator for a particular survey result calculation is less than 100, NCQA assigns a measure result of "NA".
- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
- Rules for handling changes in submission entity (i.e., if a health plan changes how it reports CAHPS results from one year to the next.)

COMPOSITE GLOBAL PROPORTIONS

Global Proportions are *average* proportions of respondents who gave the plan a favorable rating on each question in a composite. The steps involved in calculating the composite global proportion are:

Step 1

For each question in a composite, determine the proportion of respondents selecting the reported response option(s).

Step 2

Calculate the average proportion across all the questions in the composite. These are the composite global proportions. Note: each question in a composite is weighted equally, regardless of how many members respond.

Example:

Response option	Q4	Q6	Global Proportion
Never or *Sometimes*	1 / 5 = 0.20	1 / 4 = 0.25	(0.20 + 0.25) / 2 = 0.2250
Usually	2 / 5 = 0.40	1 / 4 = 0.25	(0.40 + 0.25) / 2 = 0.3250
Always	2 / 5 = 0.40	2 / 4 = 0.50	(0.40 + 0.50) / 2 = 0.4500
Usually or Always	4 / 5 = 0.80	3 / 4 = 0.75	(0.80 + 0.75) / 2 = 0.7750

Therefore, 80.00 percent and 75.00 percent of members respectively provided favorable responses to the *Getting Care Quickly* questions Q4 and Q6. Averaging these two proportions yields the global proportion score of 77.50 percent for the *Getting Care Quickly* composite.

INFORMATION ON PLANNED NCQA UPDATE TO 2020 ACCREDITATION AND HEALTH PLAN RATINGS

HEALTH PLAN ACCREDITATION (HPA)

Prior to 2020, plans could earn up to 100 points toward Accreditation from the following three sources: 50 points from Accreditation Standards (NCQA's review of the plan's quality processes, policies and procedures), 37 points from clinical quality measures (HEDIS), and 13 points from member experience measures (CAHPS). The Health Plan Accreditation (HPA) program mapped Standard elements, clinical measures (HEDIS), and member experience measures (CAHPS) to five Accreditation categories: *Access and Service*, *Qualified Providers*, *Staying Healthy*, *Getting Better*, and *Living with* Illness. Points earned in each category were divided by the total points allocated to that category, and the resulting percentage determined the number of Accreditation stars awarded by category (90% and above = four stars; 80%–89% = three stars, etc.). A plan could earn up to four stars in each of the five categories. Accreditation star ratings are currently reported on NCQA's *Health Plan Report Cards* website (see https://reportcards.ncqa.org/#/health-plans/list). Health plan Accreditation status, derived from the total number of Accreditation points earned, is also listed (90–100 points = *Excellent*, 80–89.99 points = *Commendable*, and 65–79.99 points = *Accredited*).

HEALTH PLAN RATINGS (HPR)

Prior to 2020, Health Plan Ratings (HPR), reported on NCQA's *Health Insurance Plan Ratings* website (http://healthinsuranceratings.ncqa.org), were based on the same three broad categories of quality measures used in HPA: clinical measures (HEDIS), member experience measures (CAHPS), and performance on NCQA Accreditation Standards. HPR scores were typically released in September. Prior to the planned 2020 refresh, HPR scores were reported on a 5-point scale in half points (not stars) and were calculated by comparing the plan's score to the same-year National All-Lines-of-Business 10th, 33.33rd, 66.67th, and 90th measure percentiles. Measures that scored at the 90th percentile level were given the rating of 5; those scoring at the 66.67th percentile level were given the rating of 4, etc. HPR included an overall plan rating as well as summary rating in three broad domains based on HEDIS and CAHPS measures: *Consumer Satisfaction* (CAHPS), *Prevention* (HEDIS), and *Treatment* (HEDIS). The *Consumer Satisfaction* domain was further subdivided into three sub-domains based on CAHPS measures: *Getting Care*, *Satisfaction with Plan Physicians*, and *Satisfaction with Plan Services*.

2020 ACCREDITATION AND HEALTH PLAN RATINGS UPDATE

In response to feedback from employers, states, and consumer advocates, NCQA made the decision to align HPA (*Health Plan Report Cards*) and HPR (*Health Insurance Plan Ratings*) beginning with the 2020 HEDIS reporting year. With its planned 2020 Health Plan Accreditation update, NCQA sought to improve consistency and transparency in reporting by moving toward a single source of health plan performance information. Plans would continue to be scored on Accreditation Standards and report quality (HEDIS) and member experience (CAHPS) measures. However, the way Accreditation is earned would change.

The following is a summary of the methodological updates NCQA planned to implement prior to the COVID-19 pandemic. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings. The summary of updates below is provided for reference only[7].

- NCQA simplified the Accreditation Standards scoring methodology. Variable point values that were previously assigned to specific Standard elements have been replaced with values of 1 or 2 points. Each element is scored as *Met* (earning all applicable points), *Partially Met* (earning half of applicable points), or *Not Met* (earning no points).

- Points earned on the Standards are summed across all Standard elements within each Standards category (there are six such categories, including *Quality Management & Improvement*, *Population Health Management*, etc.).

- To earn "Accredited" status, a plan must earn at least 80% of applicable points in each Standards category. With this change, NCQA effectively eliminated its historical Accreditation status distinctions (*Excellent*, *Commendable*, and *Accredited*).

- Accredited plans must report CAHPS scores, but these scores do not directly affect the plan's Accreditation status. This change has an important implication for CAHPS reporting: since no Accreditation points are earned from CAHPS, the 3-point-scale mean calculation (which was previously used by NCQA exclusively for Accreditation scoring) is no longer supported.

- Accredited plans earn an overall star rating based on HEDIS/CAHPS reporting, which will be reported to the public on NCQA's *Health Plan Ratings* page along with measure-, domain-, and sub-domain-level star ratings. Star ratings will be used to distinguish quality. They will replace the 5-point numeric *Health Plan Rating* and will be calculated similarly. An important difference is that the plan's scores will be benchmarked against prior-year National All-Lines-of-Business 10th, 33.33rd, 66.67th, and 90th measure percentiles to assign a star rating.

- The 4-point Accreditation star ratings (currently reported in *Health Plan Report Cards)*, based on the percentage of total Accreditation points earned, will no longer be used.

[7] For more information, see:
https://www.ncqa.org/programs/health-plans/health-plan-accreditation-hpa/current-customers/hpa2020/

CALCULATION OF HPR STARS

Below is the list of CAHPS survey measures[8] included in Health Plan Ratings. The *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction with Plan Physicians*, and *Satisfaction with Plan Services*) are also scored and reported as star ratings.

Measure Name	Individual CAHPS Measures Included in HPR (Assigned Star Ratings)
Patient Experience	
Getting Care	Getting Needed Care, Getting Care Quickly (*Usually* or *Always*)
Satisfaction with Plan Physicians	Rating of Personal Doctor, Rating of Specialist Seen Most Often, Rating of All Health Care (*9* or *10*) Coordination of Care (*Usually* or *Always*)
Satisfaction with Plan Services	Claims Processing (Commercial only) (*Usually* or *Always*), Rating of Health Plan (*9* or *10*)

Note that for the overall ratings NCQA uses the *9* or *10* question summary rate for benchmarking performance and assignment of star ratings. Also note that NCQA does not include *Customer Service* in HPR. This is consistent with how this measure has been treated in HPR prior to the 2020 refresh. However, *Customer Service* was previously scored for Accreditation.

Step 1: Compare reported rates to the prior-year National Percentiles for All Lines of Business

The reported rate is translated into measure rating score – the 1-5 score derived by comparing the plan's reported rate to the prior-year National 10th, 33.33rd, 66.67th and 90th measure percentiles for All Lines of Business.

Step 2: Assign individual measure star ratings

Individual measure rating score (ultimately reported as a star rating) is calculated as follows:

- 5 stars: a plan that is in the top decile (10 percent) of plans
- 4 stars: a plan that is in the top 3rd of plans, but not in the top 10th

[8] For more information, see https://www.ncqa.org/wp-content/uploads/2020/02/20200206_List_of_Required_Performance_Measures.pdf

- 3 stars: a plan in the middle 3rd of all plans
- 2 stars: a plan that is in the bottom 3rd of plans, but not in the bottom decile
- 1 star: a plan that is in the bottom 10 percent of plans

Step 3: Assign domain and sub-domain star ratings

Measure rating scores for the *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction with Plan Physicians*, and *Satisfaction with Plan Services*) are calculated using the formula:

Domain or Sub-Domain Measure Rating Score = ∑ (Measure rating * Measure Weight) / ∑ Weights

All CAHPS measures have the weight of 1.5.

For example, if a plan earns 3 stars on *Getting Needed Care* and 4 stars on *Getting Care Quickly*, the plan's *Getting Care* sub-domain score is calculated as (3*1.5 + 4*1.5) / (1.5 + 1.5) = 3.5 stars.

GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey
Benchmark	A reference score (e.g., the NCQA National Average rate, the CSS Book-of-Business average, or the plan's own prior-year rate) against which performance on the measure is assessed.
CAHPS 5.0H Surveys	Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a series of surveys designed to collect consumer feedback on their health care experiences. The CAHPS 5.0H Health Plan Survey asks members to report on their experiences with access to appointments and care through their health plan, communication with doctors available through the plan, and customer service. The Commercial plan version asks about member experiences in the previous twelve months, whereas the Medicaid version refers to the previous six months. The Medicaid version is available for adults and children; the Commercial version is for adults only. The Adult survey is intended for respondents who are 18 and older; the Child survey asks parents or guardians about the experiences of children 17 and younger. Health plans report survey results as part of HEDIS data collection. NCQA uses survey results in health plan performance reports, to inform accreditation decisions, and to create national benchmarks for care. Health plans might also collect CAHPS survey data for internal quality improvement purposes.
Composite Measures	Composite measures combine results from related survey questions into a single score to summarize health plan performance in a specific area of care or service. The set of applicable composites varies slightly by survey version.
Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the *Pearson correlation coefficient*. The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (*n*, or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than the NCQA-required minimum of 100 responses, NCQA assigns a measure result of "NA".
Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.)

Effectiveness of Care	Effectiveness of Care measures are relevant to Adult surveys only and include *Flu Vaccinations for Adults Ages 18–64 (FVA)* and *Medical Assistance with Smoking and Tobacco Use Cessation (MSC)*.
Eligible Population	Members who are eligible to participate in the survey based on the following NCQA criteria: - Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership. - Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less); - Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of December 31 of the measurement year); - Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).
Global proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., *Usually or Always*) averaged across the questions that make up the composite.
HEDIS	The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.
Key Drivers and Priorities for Improvement	Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, viewed from the industry perspective, helps to distinguish high-rated plans from poorly rated plans. Specific priorities for improvement for *your organization* are identified based on how it is currently performing on the key driver attributes compared to industry best practices.
NCQA	The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.
Oversampling	Sampling more than the minimum NCQA-specified sample size for a given survey type. A health plan must oversample if it cannot eliminate disenrolled members from membership files; correct addresses and, when appropriate, telephone numbers; provide updated, accurate sample frames to the survey vendor by the required date; or if it anticipates a high rate of disenrollment after providing the sample frame to the survey vendor. In such cases, oversampling will help ensure that a sufficient number of survey-eligible members remain in the sample. Another reason to oversample is to obtain a greater number of completed surveys. For

	example, the health plan may oversample if it has a prior history of low survey response rates or if it anticipates that a considerable number of the telephone numbers in the membership files are inaccurate. Collecting more completed surveys will help the plan to achieve reportable results and/or detect statistically significant differences or changes in scores. The oversampling rate must be a whole number (e.g., 7 percent).
Question Summary Rate	Question Summary Rates (QSRs) express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a *Never*, *Sometimes*, *Usually*, or *Always* response scale, with *Always* being the most favorable outcome. Results are typically reported as the proportion of members selecting *Usually* or *Always*.
Response Rate	Survey response rate is calculated by NCQA using the following formula: $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{\text{[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts +Added to Do Not Call (DNC) List]}}$
Rolling Average Rate Calculation Method	The rolling averages method was introduced by NCQA to accommodate measures with small denominators. To report the results of these measures, there must be at least 100 responses collected over two years of survey administration. The numerators and the denominators of these measures are combined over a two-year period to calculate the final reported rate.
Sample size	The NCQA-required sample size is 1,100 for Adult Commercial plans, 1,350 for Adult Medicaid plans, and 1,650 for Child Medicaid plans.
Statistically Significant Difference	When survey results are calculated based on sample data and compared to a benchmark score (e.g., the NCQA National Average rate, the CSS Book-of-Business average, or the plan's own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.
Trending	Comparison of survey results over time
Usable Responses (*n*)	See *Denominator*
Valid Response	Any acceptable response to a survey question (i.e., falling within a pre-defined set) that follows the NCQA skip pattern rules and data cleaning guidelines.

APPENDIX C. CROSS-TABULATIONS AND SURVEY MATERIALS

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Patient Experience Measures

	Reportable Rates					Estimated HPR	
	2019 NCQA National Average, All LOBs	2020 CSS Average	Plan Rate			2019 NCQA Quality Compass National Percentiles -- All LOBs	Stars
			2020	2019	2018		
Consumer Satisfaction							3.0
Getting Care							3.5
Getting Needed Care	84.50%	86.92%	**84.87%**	89.16%	87.52%	33rd	3.0
Getting Care Quickly	89.38%	91.20%	**93.37%**	94.30%	89.59%	67th	4.0
Satisfaction with Plan Physicians							3.0
Rating of Personal Doctor	77.32%	78.55%	**79.71%**	81.18%	75.62%	67th	4.0
Rating of Specialist Seen Most Often	74.13%	74.76%	**65.52%**	74.60%	75.00%	Below 10th	1.0
Rating of All Health Care	70.40%	70.18%	**73.60%**	76.45%	68.08%	67th	4.0
Coordination of Care	83.77%	86.02%	**80.43%**	92.05%	83.67%	10th	2.0
Satisfaction with Plan Services							4.0
Rating of Health Plan	71.74%	71.21%	**75.76%**	73.52%	69.54%	67th	4.0
Non-HPR Measures							
How Well Doctors Communicate	93.97%	96.25%	**94.55%**	95.54%	94.65%		
Customer Service	88.36%	90.92%	**91.82%**	92.31%	92.25%		

49170

Note: for 2020 CAHPS, NCQA announced a new 2020-2021 Health Plan Rating methodology to align Health Plan Accreditation (HPA) and Health Plan Ratings (HPR). CAHPS measures presented in this table align with these changes. The three-point mean calculation that was previously used for Accreditation scoring was retired. Note that due to COVID-19, NCQA will not release 2020-2021 Health Plan Ratings. Results are presented for NCQA's top-box rates (% 9+10 or % Usually+Always). At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 3

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?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,550	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	115	**3**	4	3	1	2	2	0	0	2	0	1	2	1	0	1	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,435	**164**	290	335	18	145	70	44	47	18	43	101	138	20	3	36	112	13	1	32	0
	98.2%	**98.2%**	98.6%	99.1%	94.7%	98.6%	97.2%	100.0%	100.0%	90.0%	100.0%	99.0%	98.6%	95.2%	100.0%	97.3%	99.1%	100.0%	100.0%	100.0%	---
Yes	2,391	**60**	126	146	4	56	33	14	13	4	18	38	48	9	2	6	46	8	1	15	0
	37.2%	**36.6%**	43.4%	43.6%	22.2%	38.6%	47.1%	31.8%	27.7%	22.2%	41.9%	37.6%	34.8%	45.0%	66.7%	16.7%	41.1%	61.5%	100.0%	46.9%	---
No	4,044	**104**	164	189	14	89	37	30	34	14	25	63	90	11	1	30	66	5	0	17	0
	62.8%	**63.4%**	56.6%	56.4%	77.8%	61.4%	52.9%	68.2%	72.3%	77.8%	58.1%	62.4%	65.2%	55.0%	33.3%	83.3%	58.9%	38.5%	0.0%	53.1%	---
Significantly different from column:*							I		G							Q	P				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 4

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?

Base: All respondents whose child need care right away (Q3)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,391	**60**	126	146	4	56	33	14	13	4	18	38	48	9	2	6	46	8	1	15	0
Number missing or multiple answer	79	**1**	4	4	0	1	0	1	0	0	1	0	0	1	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,312	**59**	122	142	4	55	33	13	13	4	17	38	48	8	2	6	45	8	1	15	0
	96.7%	**98.3%**	96.8%	97.3%	100.0%	98.2%	100.0%	92.9%	100.0%	100.0%	94.4%	100.0%	100.0%	88.9%	100.0%	100.0%	97.8%	100.0%	100.0%	100.0%	---
Never	18	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	**0.0%**	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---
Sometimes	156	**1**	8	15	0	1	0	1	0	0	1	0	1	0	0	1	0	0	0	0	0
	6.7%	**1.7%**	6.6%	10.6%	0.0%	1.8%	0.0%	7.7%	0.0%	0.0%	5.9%	0.0%	2.1%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	---
Usually	299	**5**	7	13	0	5	1	2	2	0	0	5	2	3	0	1	4	0	0	1	0
	12.9%	**8.5%**	5.7%	9.2%	0.0%	9.1%	3.0%	15.4%	15.4%	0.0%	0.0%	13.2%	4.2%	37.5%	0.0%	16.7%	8.9%	0.0%	0.0%	6.7%	---
Always	1,839	**53**	107	113	4	49	32	10	11	4	16	33	45	5	2	4	41	8	1	14	0
	79.5%	**89.8%**	87.7%	79.6%	100.0%	89.1%	97.0%	76.9%	84.6%	100.0%	94.1%	86.8%	93.8%	62.5%	100.0%	66.7%	91.1%	100.0%	100.0%	93.3%	---
Significantly different from column:*																					
Usually or Always	2,138	**58**	114	126	4	54	33	12	13	4	16	38	47	8	2	5	45	8	1	15	0
	92.5%	**98.3%**	93.4%	88.7%	100.0%	98.2%	100.0%	92.3%	100.0%	100.0%	94.1%	100.0%	97.9%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 5

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?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,550	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	91	**2**	4	7	1	1	0	0	1	1	1	0	1	1	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,459	**165**	290	331	18	146	72	44	46	19	42	102	139	20	3	37	112	13	1	32	0
	98.6%	**98.8%**	98.6%	97.9%	94.7%	99.3%	100.0%	100.0%	97.9%	95.0%	97.7%	100.0%	99.3%	95.2%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	---
Yes	4,725	**126**	229	252	13	112	62	33	29	12	35	77	106	16	2	16	96	13	1	29	0
	73.2%	**76.4%**	79.0%	76.1%	72.2%	76.7%	86.1%	75.0%	63.0%	63.2%	83.3%	75.5%	76.3%	80.0%	66.7%	43.2%	85.7%	100.0%	100.0%	90.6%	---
No	1,734	**39**	61	79	5	34	10	11	17	7	7	25	33	4	1	21	16	0	0	3	0
	26.8%	**23.6%**	21.0%	23.9%	27.8%	23.3%	13.9%	25.0%	37.0%	36.8%	16.7%	24.5%	23.7%	20.0%	33.3%	56.8%	14.3%	0.0%	0.0%	9.4%	---
Significantly different from column:*							I		G							QR	P	P			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 6

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?

Base: All respondents who made an appointment for their child for health care (Q5)

	2020 CSS Average	2020	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,725	**126**	229	252	13	112	62	33	29	12	35	77	106	16	2	16	96	13	1	29	0
Number missing or multiple answer	163	**5**	2	1	1	3	0	0	4	0	3	1	3	2	0	0	4	1	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,562	**121**	227	251	12	109	62	33	25	12	32	76	103	14	2	16	92	12	1	28	0
	96.6%	**96.0%**	99.1%	99.6%	92.3%	97.3%	100.0%	100.0%	86.2%	100.0%	91.4%	98.7%	97.2%	87.5%	100.0%	100.0%	95.8%	92.3%	100.0%	96.6%	---
Never	51	**2**	2	2	0	2	2	0	0	1	1	0	1	1	0	2	0	0	0	0	0
	1.1%	**1.7%**	0.9%	0.8%	0.0%	1.8%	3.2%	0.0%	0.0%	8.3%	3.1%	0.0%	1.0%	7.1%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	---
Sometimes	409	**12**	9	22	1	11	6	3	3	2	2	8	9	2	0	3	8	1	0	4	0
	9.0%	**9.9%**	4.0%	8.8%	8.3%	10.1%	9.7%	9.1%	12.0%	16.7%	6.3%	10.5%	8.7%	14.3%	0.0%	18.8%	8.7%	8.3%	0.0%	14.3%	---
Usually	963	**17**	33	52	2	15	9	6	2	0	6	11	12	4	0	4	11	2	1	5	0
	21.1%	**14.0%**	14.5%	20.7%	16.7%	13.8%	14.5%	18.2%	8.0%	0.0%	18.8%	14.5%	11.7%	28.6%	0.0%	25.0%	12.0%	16.7%	100.0%	17.9%	---
Always	3,139	**90**	183	175	9	81	45	24	20	9	23	57	81	7	2	7	73	9	0	19	0
	68.8%	**74.4%**	80.6%	69.7%	75.0%	74.3%	72.6%	72.7%	80.0%	75.0%	71.9%	75.0%	78.6%	50.0%	100.0%	43.8%	79.3%	75.0%	0.0%	67.9%	---
Significantly different from column:*																					
Usually or Always	4,102	**107**	216	227	11	96	54	30	22	9	29	68	93	11	2	11	84	11	1	24	0
	89.9%	**88.4%**	95.2%	90.4%	91.7%	88.1%	87.1%	90.9%	88.0%	75.0%	90.6%	89.5%	90.3%	78.6%	100.0%	68.8%	91.3%	91.7%	100.0%	85.7%	---
Significantly different from column:*		C																			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 7

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?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,550	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	154	**4**	5	9	1	3	0	1	2	2	0	2	4	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,396	**163**	289	329	18	144	72	43	45	18	43	100	136	21	3	37	113	13	1	31	0
	97.6%	**97.6%**	98.3%	97.3%	94.7%	98.0%	100.0%	97.7%	95.7%	90.0%	100.0%	98.0%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.9%	---
None	1,620	**37**	43	67	2	35	14	13	9	7	9	21	30	4	2	37	0	0	0	4	0
	25.3%	**22.7%**	14.9%	20.4%	11.1%	24.3%	19.4%	30.2%	20.0%	38.9%	20.9%	21.0%	22.1%	19.0%	66.7%	100.0%	0.0%	0.0%	0.0%	12.9%	---
1 time	1,770	**33**	56	83	5	28	15	7	11	3	9	21	30	3	0	0	33	0	0	2	0
	27.7%	**20.2%**	19.4%	25.2%	27.8%	19.4%	20.8%	16.3%	24.4%	16.7%	20.9%	21.0%	22.1%	14.3%	0.0%	0.0%	29.2%	0.0%	0.0%	6.5%	---
2	1,410	**42**	67	69	4	38	16	12	13	3	13	26	39	2	0	0	42	0	0	5	0
	22.0%	**25.8%**	23.2%	21.0%	22.2%	26.4%	22.2%	27.9%	28.9%	16.7%	30.2%	26.0%	28.7%	9.5%	0.0%	0.0%	37.2%	0.0%	0.0%	16.1%	---
3	770	**20**	46	40	4	16	8	7	5	1	6	12	17	3	0	0	20	0	0	3	0
	12.0%	**12.3%**	15.9%	12.2%	22.2%	11.1%	11.1%	16.3%	11.1%	5.6%	14.0%	12.0%	12.5%	14.3%	0.0%	0.0%	17.7%	0.0%	0.0%	9.7%	---
4	395	**18**	33	24	1	16	12	2	3	1	2	14	13	4	0	0	18	0	1	7	0
	6.2%	**11.0%**	11.4%	7.3%	5.6%	11.1%	16.7%	4.7%	6.7%	5.6%	4.7%	14.0%	9.6%	19.0%	0.0%	0.0%	15.9%	0.0%	100.0%	22.6%	---
5 to 9	368	**13**	39	34	2	11	7	2	4	3	4	6	7	5	1	0	0	13	0	10	0
	5.8%	**8.0%**	13.5%	10.3%	11.1%	7.6%	9.7%	4.7%	8.9%	16.7%	9.3%	6.0%	5.1%	23.8%	33.3%	0.0%	0.0%	100.0%	0.0%	32.3%	---
10 or more times	63	**0**	5	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.0%	**0.0%**	1.7%	3.6%	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%	---
5 or more times	431	**13**	44	46	2	11	7	2	4	3	4	6	7	5	1	0	0	13	0	10	0
	6.7%	**8.0%**	15.2%	14.0%	11.1%	7.6%	9.7%	4.7%	8.9%	16.7%	9.3%	6.0%	5.1%	23.8%	33.3%	0.0%	0.0%	100.0%	0.0%	32.3%	---
Significantly different from column:*		C																			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 8

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,489	**126**	246	262	16	109	58	30	36	11	34	79	106	17	1	0	113	13	1	27	0
Number missing or multiple answer	30	**0**	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,459	**126**	243	261	16	109	58	30	36	11	34	79	106	17	1	0	113	13	1	27	0
	98.8%	**100.0%**	98.8%	99.6%	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%	---
Never	62	**4**	3	8	1	3	2	0	2	1	0	3	3	1	0	0	4	0	0	1	0
	2.5%	**3.2%**	1.2%	3.1%	6.3%	2.8%	3.4%	0.0%	5.6%	9.1%	0.0%	3.8%	2.8%	5.9%	0.0%	---	3.5%	0.0%	0.0%	3.7%	---
Sometimes	201	**10**	21	24	3	7	4	3	2	3	0	7	8	1	0	0	9	1	0	3	0
	8.2%	**7.9%**	8.6%	9.2%	18.8%	6.4%	6.9%	10.0%	5.6%	27.3%	0.0%	8.9%	7.5%	5.9%	0.0%	---	8.0%	7.7%	0.0%	11.1%	---
Usually	410	**15**	22	29	3	12	5	4	6	1	4	10	8	7	0	0	12	3	0	5	0
	16.7%	**11.9%**	9.1%	11.1%	18.8%	11.0%	8.6%	13.3%	16.7%	9.1%	11.8%	12.7%	7.5%	41.2%	0.0%	---	10.6%	23.1%	0.0%	18.5%	---
Always	1,786	**97**	197	200	9	87	47	23	26	6	30	59	87	8	1	0	88	9	1	18	0
	72.6%	**77.0%**	81.1%	76.6%	56.3%	79.8%	81.0%	76.7%	72.2%	54.5%	88.2%	74.7%	82.1%	47.1%	100.0%	---	77.9%	69.2%	100.0%	66.7%	---
Significantly different from column:*																					
Usually or Always	2,196	**112**	219	229	12	99	52	27	32	7	34	69	95	15	1	0	100	12	1	23	0
	89.3%	**88.9%**	90.1%	87.7%	75.0%	90.8%	89.7%	90.0%	88.9%	63.6%	100.0%	87.3%	89.6%	88.2%	100.0%	---	88.5%	92.3%	100.0%	85.2%	---
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 9

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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 CSS Average	2020	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,776	**126**	246	262	16	109	58	30	36	11	34	79	106	17	1	0	113	13	1	27	0
Number missing or multiple answer	75	**1**	4	2	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,701	**125**	242	260	16	108	58	30	35	11	34	78	105	17	1	0	112	13	1	26	0
	98.4%	**99.2%**	98.4%	99.2%	100.0%	99.1%	100.0%	100.0%	97.2%	100.0%	100.0%	98.7%	99.1%	100.0%	100.0%	---	99.1%	100.0%	100.0%	96.3%	---
0 Worst health care possible	5	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.4%	0.0%	0.0%	0.0%	0.0%	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	4	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.4%	0.0%	0.0%	0.0%	0.0%	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	12	**0**	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	**0.0%**	0.0%	1.5%	0.0%	0.0%	0.0%	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	13	**0**	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	**0.0%**	0.0%	0.8%	0.0%	0.0%	0.0%	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	26	**2**	2	3	0	2	1	0	1	0	0	2	2	0	0	0	2	0	0	1	0
	0.6%	**1.6%**	0.8%	1.2%	0.0%	1.9%	1.7%	0.0%	2.9%	0.0%	0.0%	2.6%	1.9%	0.0%	0.0%	---	1.8%	0.0%	0.0%	3.8%	---
5	110	**2**	4	6	0	2	0	0	2	0	1	1	2	0	0	0	2	0	0	0	0
	2.3%	**1.6%**	1.7%	2.3%	0.0%	1.9%	0.0%	0.0%	5.7%	0.0%	2.9%	1.3%	1.9%	0.0%	0.0%	---	1.8%	0.0%	0.0%	0.0%	---
6	123	**3**	6	5	0	3	1	0	1	0	1	2	2	1	0	0	3	0	0	0	0
	2.6%	**2.4%**	2.5%	1.9%	0.0%	2.8%	1.7%	0.0%	2.9%	0.0%	2.9%	2.6%	1.9%	5.9%	0.0%	---	2.7%	0.0%	0.0%	0.0%	---
7	329	**8**	16	16	1	7	4	2	2	1	1	6	3	5	0	0	7	1	0	3	0
	7.0%	**6.4%**	6.6%	6.2%	6.3%	6.5%	6.9%	6.7%	5.7%	9.1%	2.9%	7.7%	2.9%	29.4%	0.0%	---	6.3%	7.7%	0.0%	11.5%	---
8	780	**18**	27	47	1	17	8	4	6	1	6	11	15	3	0	0	15	3	0	5	0
	16.6%	**14.4%**	11.2%	18.1%	6.3%	15.7%	13.8%	13.3%	17.1%	9.1%	17.6%	14.1%	14.3%	17.6%	0.0%	---	13.4%	23.1%	0.0%	19.2%	---
9	869	**19**	35	34	4	15	6	8	5	1	4	13	13	5	0	0	18	1	1	4	0
	18.5%	**15.2%**	14.5%	13.1%	25.0%	13.9%	10.3%	26.7%	14.3%	9.1%	11.8%	16.7%	12.4%	29.4%	0.0%	---	16.1%	7.7%	100.0%	15.4%	---
10 Best health care possible	2,430	**73**	150	143	10	62	38	16	18	8	21	43	68	3	1	0	65	8	0	13	0
	51.7%	**58.4%**	62.0%	55.0%	62.5%	57.4%	65.5%	53.3%	51.4%	72.7%	61.8%	55.1%	64.8%	17.6%	100.0%	---	58.0%	61.5%	0.0%	50.0%	---

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 9

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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,776	**126**	246	262	16	109	58	30	36	11	34	79	106	17	1	0	113	13	1	27	0
Number missing or multiple answer	75	**1**	4	2	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,701	**125**	242	260	16	108	58	30	35	11	34	78	105	17	1	0	112	13	1	26	0
	98.4%	**99.2%**	98.4%	99.2%	100.0%	99.1%	100.0%	100.0%	97.2%	100.0%	100.0%	98.7%	99.1%	100.0%	100.0%	---	99.1%	100.0%	100.0%	96.3%	---
0 to 4	60	**2**	4	9	0	2	1	0	1	0	0	2	2	0	0	0	2	0	0	1	0
	1.3%	**1.6%**	1.7%	3.5%	0.0%	1.9%	1.7%	0.0%	2.9%	0.0%	0.0%	2.6%	1.9%	0.0%	0.0%	---	1.8%	0.0%	0.0%	3.8%	---
5	110	**2**	4	6	0	2	0	0	2	0	1	1	2	0	0	0	2	0	0	0	0
	2.3%	**1.6%**	1.7%	2.3%	0.0%	1.9%	0.0%	0.0%	5.7%	0.0%	2.9%	1.3%	1.9%	0.0%	0.0%	---	1.8%	0.0%	0.0%	0.0%	---
6 or 7	452	**11**	22	21	1	10	5	2	3	1	2	8	5	6	0	0	10	1	0	3	0
	9.6%	**8.8%**	9.1%	8.1%	6.3%	9.3%	8.6%	6.7%	8.6%	9.1%	5.9%	10.3%	4.8%	35.3%	0.0%	---	8.9%	7.7%	0.0%	11.5%	---
8 to 10	4,079	**110**	212	224	15	94	52	28	29	10	31	67	96	11	1	0	98	12	1	22	0
	86.8%	**88.0%**	87.6%	86.2%	93.8%	87.0%	89.7%	93.3%	82.9%	90.9%	91.2%	85.9%	91.4%	64.7%	100.0%	---	87.5%	92.3%	100.0%	84.6%	---
Significantly different from column:*																					
0 to 6	293	**7**	14	20	0	7	2	0	4	0	2	5	6	1	0	0	7	0	0	1	0
	6.2%	**5.6%**	5.8%	7.7%	0.0%	6.5%	3.4%	0.0%	11.4%	0.0%	5.9%	6.4%	5.7%	5.9%	0.0%	---	6.3%	0.0%	0.0%	3.8%	---
7 to 8	1,109	**26**	43	63	2	24	12	6	8	2	7	17	18	8	0	0	22	4	0	8	0
	23.6%	**20.8%**	17.8%	24.2%	12.5%	22.2%	20.7%	20.0%	22.9%	18.2%	20.6%	21.8%	17.1%	47.1%	0.0%	---	19.6%	30.8%	0.0%	30.8%	---
9 to 10	3,299	**92**	185	177	14	77	44	24	23	9	25	56	81	8	1	0	83	9	1	17	0
	70.2%	**73.6%**	76.4%	68.1%	87.5%	71.3%	75.9%	80.0%	65.7%	81.8%	73.5%	71.8%	77.1%	47.1%	100.0%	---	74.1%	69.2%	100.0%	65.4%	---
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 10

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,776	**126**	246	262	16	109	58	30	36	11	34	79	106	17	1	0	113	13	1	27	0
Number missing or multiple answer	76	**2**	4	3	1	1	1	0	1	0	0	2	2	0	0	0	2	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,700	**124**	242	259	15	108	57	30	35	11	34	77	104	17	1	0	111	13	1	26	0
	98.4%	**98.4%**	98.4%	98.9%	93.8%	99.1%	98.3%	100.0%	97.2%	100.0%	100.0%	97.5%	98.1%	100.0%	100.0%	---	98.2%	100.0%	100.0%	96.3%	---
Never	42	**3**	3	0	0	3	1	2	0	0	0	2	2	1	0	0	3	0	0	3	0
	0.9%	**2.4%**	1.2%	0.0%	0.0%	2.8%	1.8%	6.7%	0.0%	0.0%	0.0%	2.6%	1.9%	5.9%	0.0%	---	2.7%	0.0%	0.0%	11.5%	---
Sometimes	309	**9**	8	26	0	9	2	3	4	1	3	5	5	3	0	0	9	0	0	1	0
	6.6%	**7.3%**	3.3%	10.0%	0.0%	8.3%	3.5%	10.0%	11.4%	9.1%	8.8%	6.5%	4.8%	17.6%	0.0%	---	8.1%	0.0%	0.0%	3.8%	---
Usually	1,132	**20**	38	47	2	18	10	3	7	1	5	14	14	5	0	0	18	2	0	5	0
	24.1%	**16.1%**	15.7%	18.1%	13.3%	16.7%	17.5%	10.0%	20.0%	9.1%	14.7%	18.2%	13.5%	29.4%	0.0%	---	16.2%	15.4%	0.0%	19.2%	---
Always	3,217	**92**	193	186	13	78	44	22	24	9	26	56	83	8	1	0	81	11	1	17	0
	68.4%	**74.2%**	79.8%	71.8%	86.7%	72.2%	77.2%	73.3%	68.6%	81.8%	76.5%	72.7%	79.8%	47.1%	100.0%	---	73.0%	84.6%	100.0%	65.4%	---
Significantly different from column:*																					
Usually or Always	4,349	**112**	231	233	15	96	54	25	31	10	31	70	97	13	1	0	99	13	1	22	0
	92.5%	**90.3%**	95.5%	90.0%	100.0%	88.9%	94.7%	83.3%	88.6%	90.9%	91.2%	90.9%	93.3%	76.5%	100.0%	---	89.2%	100.0%	100.0%	84.6%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 11

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,553	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	62	**2**	4	1	2	0	1	0	0	1	0	1	2	0	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,491	**165**	290	337	17	147	71	44	47	19	43	101	138	21	3	37	112	13	1	32	0
	98.3%	**98.8%**	98.6%	99.7%	89.5%	100.0%	98.6%	100.0%	100.0%	95.0%	100.0%	99.0%	98.6%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	---
Yes	2,384	**116**	179	219	14	102	33	41	41	12	29	74	96	17	2	26	78	9	0	22	0
	68.3%	**70.3%**	61.7%	65.0%	82.4%	69.4%	46.5%	93.2%	87.2%	63.2%	67.4%	73.3%	69.6%	81.0%	66.7%	70.3%	69.6%	69.2%	0.0%	68.8%	---
No	1,107	**49**	111	118	3	45	38	3	6	7	14	27	42	4	1	11	34	4	1	10	0
	31.7%	**29.7%**	38.3%	35.0%	17.6%	30.6%	53.5%	6.8%	12.8%	36.8%	32.6%	26.7%	30.4%	19.0%	33.3%	29.7%	30.4%	30.8%	100.0%	31.3%	---
Significantly different from column:*							HI	G	G												

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 12

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?

Base: All respondents whose child is enrolled in school or daycare (Q11)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,384	**116**	179	219	14	102	33	41	41	12	29	74	96	17	2	26	78	9	0	22	0
Number missing or multiple answer	95	**5**	4	4	0	5	1	1	3	0	1	4	4	1	0	2	3	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,289	**111**	175	215	14	97	32	40	38	12	28	70	92	16	2	24	75	9	0	20	0
	96.0%	**95.7%**	97.8%	98.2%	100.0%	95.1%	97.0%	97.6%	92.7%	100.0%	96.6%	94.6%	95.8%	94.1%	100.0%	92.3%	96.2%	100.0%	---	90.9%	---
Yes	222	**8**	22	15	1	7	4	3	1	1	2	5	7	1	0	1	6	1	0	2	0
	9.7%	**7.2%**	12.6%	7.0%	7.1%	7.2%	12.5%	7.5%	2.6%	8.3%	7.1%	7.1%	7.6%	6.3%	0.0%	4.2%	8.0%	11.1%	---	10.0%	---
No	2,067	**103**	153	200	13	90	28	37	37	11	26	65	85	15	2	23	69	8	0	18	0
	90.3%	**92.8%**	87.4%	93.0%	92.9%	92.8%	87.5%	92.5%	97.4%	91.7%	92.9%	92.9%	92.4%	93.8%	100.0%	95.8%	92.0%	88.9%	---	90.0%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 13

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?

Base: All respondents whose child is enrolled in school or daycare and needed their child's doctor/health provider to contact school/daycare center about their child's health (Q11 & Q12)

	2020 CSS Average	2020	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	222	**8**	22	15	1	7	4	3	1	1	2	5	7	1	0	1	6	1	0	2	0
Number missing or multiple answer	2	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	220	**8**	22	15	1	7	4	3	1	1	2	5	7	1	0	1	6	1	0	2	0
	99.1%	**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%	---
Yes	198	**8**	22	15	1	7	4	3	1	1	2	5	7	1	0	1	6	1	0	2	0
	90.0%	**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	22	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	10.0%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 14

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?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,553	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	76	**4**	1	2	1	3	0	1	2	3	0	1	2	2	0	1	1	1	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,477	**163**	293	336	18	144	72	43	45	17	43	101	138	19	3	36	112	12	1	32	0
	97.9%	**97.6%**	99.7%	99.4%	94.7%	98.0%	100.0%	97.7%	95.7%	85.0%	100.0%	99.0%	98.6%	90.5%	100.0%	97.3%	99.1%	92.3%	100.0%	100.0%	---
Yes	172	**9**	20	19	1	8	4	3	2	0	2	7	6	2	1	0	7	2	0	3	0
	4.9%	**5.5%**	6.8%	5.7%	5.6%	5.6%	5.6%	7.0%	4.4%	0.0%	4.7%	6.9%	4.3%	10.5%	33.3%	0.0%	6.3%	16.7%	0.0%	9.4%	---
No	3,305	**154**	273	317	17	136	68	40	43	17	41	94	132	17	2	36	105	10	1	29	0
	95.1%	**94.5%**	93.2%	94.3%	94.4%	94.4%	94.4%	93.0%	95.6%	100.0%	95.3%	93.1%	95.7%	89.5%	66.7%	100.0%	93.8%	83.3%	100.0%	90.6%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 15

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

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	172	**9**	20	19	1	8	4	3	2	0	2	7	6	2	1	0	7	2	0	3	0
Number missing or multiple answer	6	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	166	**9**	20	19	1	8	4	3	2	0	2	7	6	2	1	0	7	2	0	3	0
	96.5%	**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%	---
Never	9	**1**	2	1	0	1	0	1	0	0	0	1	0	1	0	0	1	0	0	1	0
	5.4%	**11.1%**	10.0%	5.3%	0.0%	12.5%	0.0%	33.3%	0.0%	---	0.0%	14.3%	0.0%	50.0%	0.0%	---	14.3%	0.0%	---	33.3%	---
Sometimes	19	**0**	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	11.4%	**0.0%**	15.0%	5.3%	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%	---
Usually	33	**0**	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	19.9%	**0.0%**	10.0%	10.5%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	---
Always	105	**8**	13	15	1	7	4	2	2	0	2	6	6	1	1	0	6	2	0	2	0
	63.3%	**88.9%**	65.0%	78.9%	100.0%	87.5%	100.0%	66.7%	100.0%	---	100.0%	85.7%	100.0%	50.0%	100.0%	---	85.7%	100.0%	---	66.7%	---
Significantly different from column:*																					
Usually or Always	138	**8**	15	17	1	7	4	2	2	0	2	6	6	1	1	0	6	2	0	2	0
	83.1%	**88.9%**	75.0%	89.5%	100.0%	87.5%	100.0%	66.7%	100.0%	---	100.0%	85.7%	100.0%	50.0%	100.0%	---	85.7%	100.0%	---	66.7%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 16

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

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	172	**9**	20	19	1	8	4	3	2	0	2	7	6	2	1	0	7	2	0	3	0
Number missing or multiple answer	6	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	166	**9**	20	19	1	8	4	3	2	0	2	7	6	2	1	0	7	2	0	3	0
	96.5%	**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%	---
Yes	143	**8**	18	15	1	7	4	3	1	0	2	6	5	2	1	0	6	2	0	3	0
	86.1%	**88.9%**	90.0%	78.9%	100.0%	87.5%	100.0%	100.0%	50.0%	---	100.0%	85.7%	83.3%	100.0%	100.0%	---	85.7%	100.0%	---	100.0%	---
No	23	**1**	2	4	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	0	0
	13.9%	**11.1%**	10.0%	21.1%	0.0%	12.5%	0.0%	0.0%	50.0%	---	0.0%	14.3%	16.7%	0.0%	0.0%	---	14.3%	0.0%	---	0.0%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 17

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,553	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	70	**1**	1	2	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,483	**166**	293	336	18	147	72	44	47	19	43	102	139	21	3	37	113	13	1	32	0
	98.0%	**99.4%**	99.7%	99.4%	94.7%	100.0%	100.0%	100.0%	100.0%	95.0%	100.0%	100.0%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---
Yes	344	**13**	30	35	2	11	9	2	2	2	2	9	7	6	0	3	7	3	0	5	0
	9.9%	**7.8%**	10.2%	10.4%	11.1%	7.5%	12.5%	4.5%	4.3%	10.5%	4.7%	8.8%	5.0%	28.6%	0.0%	8.1%	6.2%	23.1%	0.0%	15.6%	---
No	3,139	**153**	263	301	16	136	63	42	45	17	41	93	132	15	3	34	106	10	1	27	0
	90.1%	**92.2%**	89.8%	89.6%	88.9%	92.5%	87.5%	95.5%	95.7%	89.5%	95.3%	91.2%	95.0%	71.4%	100.0%	91.9%	93.8%	76.9%	100.0%	84.4%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 18

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

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	344	**13**	30	35	2	11	9	2	2	2	2	9	7	6	0	3	7	3	0	5	0
Number missing or multiple answer	5	**0**	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	339	**13**	29	33	2	11	9	2	2	2	2	9	7	6	0	3	7	3	0	5	0
	98.5%	**100.0%**	96.7%	94.3%	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%	---
Never	39	**2**	7	4	0	2	2	0	0	0	0	2	2	0	0	0	2	0	0	1	0
	11.5%	**15.4%**	24.1%	12.1%	0.0%	18.2%	22.2%	0.0%	0.0%	0.0%	0.0%	22.2%	28.6%	0.0%	---	0.0%	28.6%	0.0%	---	20.0%	---
Sometimes	44	**3**	5	9	1	2	3	0	0	0	1	2	1	2	0	1	1	1	0	2	0
	13.0%	**23.1%**	17.2%	27.3%	50.0%	18.2%	33.3%	0.0%	0.0%	0.0%	50.0%	22.2%	14.3%	33.3%	---	33.3%	14.3%	33.3%	---	40.0%	---
Usually	59	**0**	3	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17.4%	**0.0%**	10.3%	15.2%	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%	---
Always	197	**8**	14	15	1	7	4	2	2	2	1	5	4	4	0	2	4	2	0	2	0
	58.1%	**61.5%**	48.3%	45.5%	50.0%	63.6%	44.4%	100.0%	100.0%	100.0%	50.0%	55.6%	57.1%	66.7%	---	66.7%	57.1%	66.7%	---	40.0%	---
Significantly different from column:*																					
Usually or Always	256	**8**	17	20	1	7	4	2	2	2	1	5	4	4	0	2	4	2	0	2	0
	75.5%	**61.5%**	58.6%	60.6%	50.0%	63.6%	44.4%	100.0%	100.0%	100.0%	50.0%	55.6%	57.1%	66.7%	---	66.7%	57.1%	66.7%	---	40.0%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 19

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

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	344	**13**	30	35	2	11	9	2	2	2	2	9	7	6	0	3	7	3	0	5	0
Number missing or multiple answer	5	**0**	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	339	**13**	29	34	2	11	9	2	2	2	2	9	7	6	0	3	7	3	0	5	0
	98.5%	**100.0%**	96.7%	97.1%	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%	---
Yes	217	**7**	23	20	1	6	6	1	0	2	1	4	5	2	0	1	4	2	0	3	0
	64.0%	**53.8%**	79.3%	58.8%	50.0%	54.5%	66.7%	50.0%	0.0%	100.0%	50.0%	44.4%	71.4%	33.3%	---	33.3%	57.1%	66.7%	---	60.0%	---
No	122	**6**	6	14	1	5	3	1	2	0	1	5	2	4	0	2	3	1	0	2	0
	36.0%	**46.2%**	20.7%	41.2%	50.0%	45.5%	33.3%	50.0%	100.0%	0.0%	50.0%	55.6%	28.6%	66.7%	---	66.7%	42.9%	33.3%	---	40.0%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 20

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?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,553	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	61	**2**	0	1	1	1	0	1	0	2	0	0	2	0	0	1	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,492	**165**	294	337	18	146	72	43	47	18	43	102	138	21	3	36	113	13	1	32	0
	98.3%	**98.8%**	100.0%	99.7%	94.7%	99.3%	100.0%	97.7%	100.0%	90.0%	100.0%	100.0%	98.6%	100.0%	100.0%	97.3%	100.0%	100.0%	100.0%	100.0%	---
Yes	523	**19**	33	52	3	16	5	7	7	1	3	15	11	8	0	0	14	5	0	8	0
	15.0%	**11.5%**	11.2%	15.4%	16.7%	11.0%	6.9%	16.3%	14.9%	5.6%	7.0%	14.7%	8.0%	38.1%	0.0%	0.0%	12.4%	38.5%	0.0%	25.0%	---
No	2,969	**146**	261	285	15	130	67	36	40	17	40	87	127	13	3	36	99	8	1	24	0
	85.0%	**88.5%**	88.8%	84.6%	83.3%	89.0%	93.1%	83.7%	85.1%	94.4%	93.0%	85.3%	92.0%	61.9%	100.0%	100.0%	87.6%	61.5%	100.0%	75.0%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 21

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

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	523	**19**	33	52	3	16	5	7	7	1	3	15	11	8	0	0	14	5	0	8	0
Number missing or multiple answer	10	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	513	**19**	33	51	3	16	5	7	7	1	3	15	11	8	0	0	14	5	0	8	0
	98.1%	**100.0%**	100.0%	98.1%	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%	---
Never	48	**5**	6	3	0	5	1	2	2	0	0	5	4	1	0	0	5	0	0	3	0
	9.4%	**26.3%**	18.2%	5.9%	0.0%	31.3%	20.0%	28.6%	28.6%	0.0%	0.0%	33.3%	36.4%	12.5%	---	---	35.7%	0.0%	---	37.5%	---
Sometimes	66	**3**	9	12	0	3	2	0	1	0	1	2	2	1	0	0	2	1	0	1	0
	12.9%	**15.8%**	27.3%	23.5%	0.0%	18.8%	40.0%	0.0%	14.3%	0.0%	33.3%	13.3%	18.2%	12.5%	---	---	14.3%	20.0%	---	12.5%	---
Usually	134	**5**	5	12	1	4	1	2	2	1	0	4	2	3	0	0	4	1	0	2	0
	26.1%	**26.3%**	15.2%	23.5%	33.3%	25.0%	20.0%	28.6%	28.6%	100.0%	0.0%	26.7%	18.2%	37.5%	---	---	28.6%	20.0%	---	25.0%	---
Always	265	**6**	13	24	2	4	1	3	2	0	2	4	3	3	0	0	3	3	0	2	0
	51.7%	**31.6%**	39.4%	47.1%	66.7%	25.0%	20.0%	42.9%	28.6%	0.0%	66.7%	26.7%	27.3%	37.5%	---	---	21.4%	60.0%	---	25.0%	---
Significantly different from column:*																					
Usually or Always	399	**11**	18	36	3	8	2	5	4	1	2	8	5	6	0	0	7	4	0	4	0
	77.8%	**57.9%**	54.5%	70.6%	100.0%	50.0%	40.0%	71.4%	57.1%	100.0%	66.7%	53.3%	45.5%	75.0%	---	---	50.0%	80.0%	---	50.0%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 22

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

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	523	**19**	33	52	3	16	5	7	7	1	3	15	11	8	0	0	14	5	0	8	0
Number missing or multiple answer	5	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	518	**19**	33	52	3	16	5	7	7	1	3	15	11	8	0	0	14	5	0	8	0
	99.0%	**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%	---
Yes	278	**9**	25	30	2	7	3	4	2	0	3	6	5	4	0	0	5	4	0	5	0
	53.7%	**47.4%**	75.8%	57.7%	66.7%	43.8%	60.0%	57.1%	28.6%	0.0%	100.0%	40.0%	45.5%	50.0%	---	---	35.7%	80.0%	---	62.5%	---
No	240	**10**	8	22	1	9	2	3	5	1	0	9	6	4	0	0	9	1	0	3	0
	46.3%	**52.6%**	24.2%	42.3%	33.3%	56.3%	40.0%	42.9%	71.4%	100.0%	0.0%	60.0%	54.5%	50.0%	---	---	64.3%	20.0%	---	37.5%	---
Significantly different from column:*		C																			

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 23

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?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,553	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	76	**3**	6	7	1	2	1	0	1	1	0	2	1	2	0	0	2	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,477	**164**	288	331	18	145	71	44	46	19	43	100	139	19	3	37	111	13	1	31	0
	97.9%	**98.2%**	98.0%	97.9%	94.7%	98.6%	98.6%	100.0%	97.9%	95.0%	100.0%	98.0%	99.3%	90.5%	100.0%	100.0%	98.2%	100.0%	100.0%	96.9%	---
Yes	721	**34**	68	73	3	31	12	7	15	2	9	23	26	7	1	3	24	6	0	18	0
	20.7%	**20.7%**	23.6%	22.1%	16.7%	21.4%	16.9%	15.9%	32.6%	10.5%	20.9%	23.0%	18.7%	36.8%	33.3%	8.1%	21.6%	46.2%	0.0%	58.1%	---
No	2,756	**130**	220	258	15	114	59	37	31	17	34	77	113	12	2	34	87	7	1	13	0
	79.3%	**79.3%**	76.4%	77.9%	83.3%	78.6%	83.1%	84.1%	67.4%	89.5%	79.1%	77.0%	81.3%	63.2%	66.7%	91.9%	78.4%	53.8%	100.0%	41.9%	---
Significantly different from column:*							I		G												

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 24

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?

Base: All respondents whose child got care from more than one kind of health care provider or service (Q23)

					Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	721	**34**	68	73	3	31	12	7	15	2	9	23	26	7	1	3	24	6	0	18	0
Number missing or multiple answer	30	**2**	0	2	0	2	0	0	2	0	0	2	1	1	0	1	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	691	**32**	68	71	3	29	12	7	13	2	9	21	25	6	1	2	23	6	0	17	0
	95.8%	**94.1%**	100.0%	97.3%	100.0%	93.5%	100.0%	100.0%	86.7%	100.0%	100.0%	91.3%	96.2%	85.7%	100.0%	66.7%	95.8%	100.0%	---	94.4%	---
Yes	390	**19**	36	38	2	17	10	3	6	2	4	13	14	4	1	1	12	6	0	12	0
	56.4%	**59.4%**	52.9%	53.5%	66.7%	58.6%	83.3%	42.9%	46.2%	100.0%	44.4%	61.9%	56.0%	66.7%	100.0%	50.0%	52.2%	100.0%	---	70.6%	---
No	301	**13**	32	33	1	12	2	4	7	0	5	8	11	2	0	1	11	0	0	5	0
	43.6%	**40.6%**	47.1%	46.5%	33.3%	41.4%	16.7%	57.1%	53.8%	0.0%	55.6%	38.1%	44.0%	33.3%	0.0%	50.0%	47.8%	0.0%	---	29.4%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 25

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,550	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	79	**1**	3	1	0	1	0	1	0	0	0	1	1	0	0	1	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,471	**166**	291	337	19	146	72	43	47	20	43	101	139	21	3	36	113	13	1	32	0
	98.8%	**99.4%**	99.0%	99.7%	100.0%	99.3%	100.0%	97.7%	100.0%	100.0%	100.0%	99.0%	99.3%	100.0%	100.0%	97.3%	100.0%	100.0%	100.0%	100.0%	---
Yes	5,639	**140**	256	290	15	124	64	35	38	15	36	87	118	18	3	25	99	13	1	30	0
	87.1%	**84.3%**	88.0%	86.1%	78.9%	84.9%	88.9%	81.4%	80.9%	75.0%	83.7%	86.1%	84.9%	85.7%	100.0%	69.4%	87.6%	100.0%	100.0%	93.8%	---
No	832	**26**	35	47	4	22	8	8	9	5	7	14	21	3	0	11	14	0	0	2	0
	12.9%	**15.7%**	12.0%	13.9%	21.1%	15.1%	11.1%	18.6%	19.1%	25.0%	16.3%	13.9%	15.1%	14.3%	0.0%	30.6%	12.4%	0.0%	0.0%	6.3%	---
Significantly different from column:*																Q	P				

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 26

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

Base: All respondents whose child has a personal doctor (Q25)

					Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	5,639	**140**	256	290	15	124	64	35	38	15	36	87	118	18	3	25	99	13	1	30	0
Number missing or multiple answer	167	**3**	4	9	0	3	0	2	0	0	0	3	3	0	0	0	2	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,472	**137**	252	281	15	121	64	33	38	15	36	84	115	18	3	25	97	13	1	29	0
	97.0%	**97.9%**	98.4%	96.9%	100.0%	97.6%	100.0%	94.3%	100.0%	100.0%	100.0%	96.6%	97.5%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	96.7%	---
None	1,115	**26**	21	42	1	25	9	10	7	6	7	13	22	3	1	19	6	0	0	2	0
	20.4%	**19.0%**	8.3%	14.9%	6.7%	20.7%	14.1%	30.3%	18.4%	40.0%	19.4%	15.5%	19.1%	16.7%	33.3%	76.0%	6.2%	0.0%	0.0%	6.9%	---
1 time	1,907	**39**	66	77	6	33	20	5	13	4	10	25	34	4	1	6	30	2	0	10	0
	34.9%	**28.5%**	26.2%	27.4%	40.0%	27.3%	31.3%	15.2%	34.2%	26.7%	27.8%	29.8%	29.6%	22.2%	33.3%	24.0%	30.9%	15.4%	0.0%	34.5%	---
2	1,283	**29**	69	60	2	27	13	7	9	0	9	20	28	1	0	0	29	0	0	4	0
	23.4%	**21.2%**	27.4%	21.4%	13.3%	22.3%	20.3%	21.2%	23.7%	0.0%	25.0%	23.8%	24.3%	5.6%	0.0%	0.0%	29.9%	0.0%	0.0%	13.8%	---
3	609	**19**	35	42	5	14	9	7	3	2	5	11	15	4	0	0	18	1	0	3	0
	11.1%	**13.9%**	13.9%	14.9%	33.3%	11.6%	14.1%	21.2%	7.9%	13.3%	13.9%	13.1%	13.0%	22.2%	0.0%	0.0%	18.6%	7.7%	0.0%	10.3%	---
4	282	**12**	32	23	1	10	8	0	3	1	3	7	11	1	0	0	10	2	1	4	0
	5.2%	**8.8%**	12.7%	8.2%	6.7%	8.3%	12.5%	0.0%	7.9%	6.7%	8.3%	8.3%	9.6%	5.6%	0.0%	0.0%	10.3%	15.4%	100.0%	13.8%	---
5 to 9	235	**12**	28	32	0	12	5	4	3	2	2	8	5	5	1	0	4	8	0	6	0
	4.3%	**8.8%**	11.1%	11.4%	0.0%	9.9%	7.8%	12.1%	7.9%	13.3%	5.6%	9.5%	4.3%	27.8%	33.3%	0.0%	4.1%	61.5%	0.0%	20.7%	---
10 or more times	41	**0**	1	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	**0.0%**	0.4%	1.8%	0.0%	0.0%	0.0%	0.0%	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 or more times	2,450	**72**	165	162	8	63	35	18	18	5	19	46	59	11	1	0	61	11	1	17	0
	44.8%	**52.6%**	65.5%	57.7%	53.3%	52.1%	54.7%	54.5%	47.4%	33.3%	52.8%	54.8%	51.3%	61.1%	33.3%	0.0%	62.9%	84.6%	100.0%	58.6%	---
Significantly different from column:*		C														Q	P				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 27

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?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

					Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,357	**111**	231	239	14	96	55	23	31	9	29	71	93	15	2	6	91	13	1	27	0
Number missing or multiple answer	23	**1**	0	0	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,334	**110**	231	239	14	95	55	23	30	9	29	70	92	15	2	6	90	13	1	26	0
	99.5%	**99.1%**	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	96.8%	100.0%	100.0%	98.6%	98.9%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	96.3%	---
Never	40	**1**	3	2	0	1	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0
	0.9%	**0.9%**	1.3%	0.8%	0.0%	1.1%	1.8%	0.0%	0.0%	0.0%	3.4%	0.0%	1.1%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	---
Sometimes	108	**5**	3	7	0	5	2	1	2	0	1	4	2	3	0	0	4	1	0	3	0
	2.5%	**4.5%**	1.3%	2.9%	0.0%	5.3%	3.6%	4.3%	6.7%	0.0%	3.4%	5.7%	2.2%	20.0%	0.0%	0.0%	4.4%	7.7%	0.0%	11.5%	---
Usually	555	**9**	19	26	2	7	5	3	1	1	1	7	6	2	0	0	6	3	0	4	0
	12.8%	**8.2%**	8.2%	10.9%	14.3%	7.4%	9.1%	13.0%	3.3%	11.1%	3.4%	10.0%	6.5%	13.3%	0.0%	0.0%	6.7%	23.1%	0.0%	15.4%	---
Always	3,631	**95**	206	204	12	82	47	19	27	8	26	59	83	10	2	5	80	9	1	19	0
	83.8%	**86.4%**	89.2%	85.4%	85.7%	86.3%	85.5%	82.6%	90.0%	88.9%	89.7%	84.3%	90.2%	66.7%	100.0%	83.3%	88.9%	69.2%	100.0%	73.1%	---
Significantly different from column:*																					
Usually or Always	4,186	**104**	225	230	14	89	52	22	28	9	27	66	89	12	2	5	86	12	1	23	0
	96.6%	**94.5%**	97.4%	96.2%	100.0%	93.7%	94.5%	95.7%	93.3%	100.0%	93.1%	94.3%	96.7%	80.0%	100.0%	83.3%	95.6%	92.3%	100.0%	88.5%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 28

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,357	**111**	231	239	14	96	55	23	31	9	29	71	93	15	2	6	91	13	1	27	0
Number missing or multiple answer	26	**1**	0	0	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,331	**110**	231	239	14	95	55	23	30	9	29	70	92	15	2	6	90	13	1	26	0
	99.4%	**99.1%**	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	96.8%	100.0%	100.0%	98.6%	98.9%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	96.3%	---
Never	21	**1**	0	0	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	0	0
	0.5%	**0.9%**	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	3.3%	0.0%	0.0%	1.4%	1.1%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	---
Sometimes	103	**5**	7	10	0	5	3	1	1	0	1	4	1	4	0	0	3	2	0	4	0
	2.4%	**4.5%**	3.0%	4.2%	0.0%	5.3%	5.5%	4.3%	3.3%	0.0%	3.4%	5.7%	1.1%	26.7%	0.0%	0.0%	3.3%	15.4%	0.0%	15.4%	---
Usually	509	**5**	21	27	0	5	3	1	1	0	2	3	5	0	0	1	3	1	0	1	0
	11.8%	**4.5%**	9.1%	11.3%	0.0%	5.3%	5.5%	4.3%	3.3%	0.0%	6.9%	4.3%	5.4%	0.0%	0.0%	16.7%	3.3%	7.7%	0.0%	3.8%	---
Always	3,698	**99**	203	202	14	84	49	21	27	9	26	62	85	11	2	5	83	10	1	21	0
	85.4%	**90.0%**	87.9%	84.5%	100.0%	88.4%	89.1%	91.3%	90.0%	100.0%	89.7%	88.6%	92.4%	73.3%	100.0%	83.3%	92.2%	76.9%	100.0%	80.8%	---
Significantly different from column:*																					
Usually or Always	4,207	**104**	224	229	14	89	52	22	28	9	28	65	90	11	2	6	86	11	1	22	0
	97.1%	**94.5%**	97.0%	95.8%	100.0%	93.7%	94.5%	95.7%	93.3%	100.0%	96.6%	92.9%	97.8%	73.3%	100.0%	100.0%	95.6%	84.6%	100.0%	84.6%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 29

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,357	**111**	231	239	14	96	55	23	31	9	29	71	93	15	2	6	91	13	1	27	0
Number missing or multiple answer	33	**1**	0	0	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,324	**110**	231	239	14	95	55	23	30	9	29	70	92	15	2	6	90	13	1	26	0
	99.2%	**99.1%**	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	96.8%	100.0%	100.0%	98.6%	98.9%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	96.3%	---
Never	20	**1**	0	0	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	0	0
	0.5%	**0.9%**	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	3.3%	0.0%	0.0%	1.4%	1.1%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	---
Sometimes	76	**2**	6	7	0	2	0	1	1	0	1	1	0	2	0	0	1	1	0	1	0
	1.8%	**1.8%**	2.6%	2.9%	0.0%	2.1%	0.0%	4.3%	3.3%	0.0%	3.4%	1.4%	0.0%	13.3%	0.0%	0.0%	1.1%	7.7%	0.0%	3.8%	---
Usually	408	**3**	18	22	0	3	1	1	1	0	0	3	1	2	0	0	3	0	0	2	0
	9.4%	**2.7%**	7.8%	9.2%	0.0%	3.2%	1.8%	4.3%	3.3%	0.0%	0.0%	4.3%	1.1%	13.3%	0.0%	0.0%	3.3%	0.0%	0.0%	7.7%	---
Always	3,820	**104**	207	210	14	89	54	21	27	9	28	65	90	11	2	6	85	12	1	23	0
	88.3%	**94.5%**	89.6%	87.9%	100.0%	93.7%	98.2%	91.3%	90.0%	100.0%	96.6%	92.9%	97.8%	73.3%	100.0%	100.0%	94.4%	92.3%	100.0%	88.5%	---
Significantly different from column:*		A																			
Usually or Always	4,228	**107**	225	232	14	92	55	22	28	9	28	68	91	13	2	6	88	12	1	25	0
	97.8%	**97.3%**	97.4%	97.1%	100.0%	96.8%	100.0%	95.7%	93.3%	100.0%	96.6%	97.1%	98.9%	86.7%	100.0%	100.0%	97.8%	92.3%	100.0%	96.2%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 30

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,357	**111**	231	239	14	96	55	23	31	9	29	71	93	15	2	6	91	13	1	27	0
Number missing or multiple answer	70	**2**	2	1	1	1	0	0	1	1	0	1	2	0	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,287	**109**	229	238	13	95	55	23	30	8	29	70	91	15	2	6	90	13	1	26	0
	98.4%	**98.2%**	99.1%	99.6%	92.9%	99.0%	100.0%	100.0%	96.8%	88.9%	100.0%	98.6%	97.8%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	96.3%	---
Yes	2,907	**65**	108	129	10	55	15	21	29	5	17	42	53	10	2	2	55	8	0	18	0
	67.8%	**59.6%**	47.2%	54.2%	76.9%	57.9%	27.3%	91.3%	96.7%	62.5%	58.6%	60.0%	58.2%	66.7%	100.0%	33.3%	61.1%	61.5%	0.0%	69.2%	---
No	1,380	**44**	121	109	3	40	40	2	1	3	12	28	38	5	0	4	35	5	1	8	0
	32.2%	**40.4%**	52.8%	45.8%	23.1%	42.1%	72.7%	8.7%	3.3%	37.5%	41.4%	40.0%	41.8%	33.3%	0.0%	66.7%	38.9%	38.5%	100.0%	30.8%	---
Significantly different from column:*		C					HI	G	G												

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 31

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?

Base: All respondents whose child has a personal doctor, visited their personal doctor to get care, and is able to talk with his/her doctors (Q25, Q26, & Q30)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,907	**65**	108	129	10	55	15	21	29	5	17	42	53	10	2	2	55	8	0	18	0
Number missing or multiple answer	52	**1**	0	0	0	1	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,855	**64**	108	129	10	54	14	21	29	4	17	42	53	9	2	1	55	8	0	18	0
	98.2%	**98.5%**	100.0%	100.0%	100.0%	98.2%	93.3%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	90.0%	100.0%	50.0%	100.0%	100.0%	---	100.0%	---
Never	14	**1**	0	3	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	0	0
	0.5%	**1.6%**	0.0%	2.3%	0.0%	1.9%	0.0%	0.0%	3.4%	0.0%	0.0%	2.4%	1.9%	0.0%	0.0%	0.0%	1.8%	0.0%	---	0.0%	---
Sometimes	108	**4**	5	8	1	3	1	3	0	0	0	4	2	2	0	0	3	1	0	2	0
	3.8%	**6.3%**	4.6%	6.2%	10.0%	5.6%	7.1%	14.3%	0.0%	0.0%	0.0%	9.5%	3.8%	22.2%	0.0%	0.0%	5.5%	12.5%	---	11.1%	---
Usually	473	**9**	12	17	0	9	3	3	3	1	3	5	5	4	0	0	7	2	0	2	0
	16.6%	**14.1%**	11.1%	13.2%	0.0%	16.7%	21.4%	14.3%	10.3%	25.0%	17.6%	11.9%	9.4%	44.4%	0.0%	0.0%	12.7%	25.0%	---	11.1%	---
Always	2,260	**50**	91	101	9	41	10	15	25	3	14	32	45	3	2	1	44	5	0	14	0
	79.2%	**78.1%**	84.3%	78.3%	90.0%	75.9%	71.4%	71.4%	86.2%	75.0%	82.4%	76.2%	84.9%	33.3%	100.0%	100.0%	80.0%	62.5%	---	77.8%	---
Significantly different from column:*																					
Usually or Always	2,733	**59**	103	118	9	50	13	18	28	4	17	37	50	7	2	1	51	7	0	16	0
	95.7%	**92.2%**	95.4%	91.5%	90.0%	92.6%	92.9%	85.7%	96.6%	100.0%	100.0%	88.1%	94.3%	77.8%	100.0%	100.0%	92.7%	87.5%	---	88.9%	---
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 32

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,357	**111**	231	239	14	96	55	23	31	9	29	71	93	15	2	6	91	13	1	27	0
Number missing or multiple answer	58	**1**	2	1	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,299	**110**	229	238	14	95	55	23	30	9	29	70	92	15	2	6	90	13	1	26	0
	98.7%	**99.1%**	99.1%	99.6%	100.0%	99.0%	100.0%	100.0%	96.8%	100.0%	100.0%	98.6%	98.9%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	96.3%	---
Never	63	**2**	3	6	0	2	1	0	1	0	0	2	2	0	0	0	2	0	0	0	0
	1.5%	**1.8%**	1.3%	2.5%	0.0%	2.1%	1.8%	0.0%	3.3%	0.0%	0.0%	2.9%	2.2%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	---
Sometimes	217	**7**	19	19	1	6	5	2	0	1	1	5	5	2	0	1	5	1	0	3	0
	5.0%	**6.4%**	8.3%	8.0%	7.1%	6.3%	9.1%	8.7%	0.0%	11.1%	3.4%	7.1%	5.4%	13.3%	0.0%	16.7%	5.6%	7.7%	0.0%	11.5%	---
Usually	930	**14**	39	35	1	13	7	3	4	0	4	9	8	5	0	1	10	3	0	4	0
	21.6%	**12.7%**	17.0%	14.7%	7.1%	13.7%	12.7%	13.0%	13.3%	0.0%	13.8%	12.9%	8.7%	33.3%	0.0%	16.7%	11.1%	23.1%	0.0%	15.4%	---
Always	3,089	**87**	168	178	12	74	42	18	25	8	24	54	77	8	2	4	73	9	1	19	0
	71.9%	**79.1%**	73.4%	74.8%	85.7%	77.9%	76.4%	78.3%	83.3%	88.9%	82.8%	77.1%	83.7%	53.3%	100.0%	66.7%	81.1%	69.2%	100.0%	73.1%	---
Significantly different from column:*																					
Usually or Always	4,019	**101**	207	213	13	87	49	21	29	8	28	63	85	13	2	5	83	12	1	23	0
	93.5%	**91.8%**	90.4%	89.5%	92.9%	91.6%	89.1%	91.3%	96.7%	88.9%	96.6%	90.0%	92.4%	86.7%	100.0%	83.3%	92.2%	92.3%	100.0%	88.5%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 33

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,357	**111**	231	239	14	96	55	23	31	9	29	71	93	15	2	6	91	13	1	27	0
Number missing or multiple answer	47	**1**	0	0	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,310	**110**	231	239	14	95	55	23	30	9	29	70	92	15	2	6	90	13	1	26	0
	98.9%	**99.1%**	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	96.8%	100.0%	100.0%	98.6%	98.9%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	96.3%	---
Yes	3,883	**97**	212	214	12	84	51	20	24	7	24	64	84	10	2	5	79	12	1	25	0
	90.1%	**88.2%**	91.8%	89.5%	85.7%	88.4%	92.7%	87.0%	80.0%	77.8%	82.8%	91.4%	91.3%	66.7%	100.0%	83.3%	87.8%	92.3%	100.0%	96.2%	---
No	427	**13**	19	25	2	11	4	3	6	2	5	6	8	5	0	1	11	1	0	1	0
	9.9%	**11.8%**	8.2%	10.5%	14.3%	11.6%	7.3%	13.0%	20.0%	22.2%	17.2%	8.6%	8.7%	33.3%	0.0%	16.7%	12.2%	7.7%	0.0%	3.8%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 34

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	4,357	**111**	231	239	14	96	55	23	31	9	29	71	93	15	2	6	91	13	1	27	0
Number missing or multiple answer	65	**3**	0	2	1	2	0	0	2	1	0	2	3	0	0	0	2	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,292	**108**	231	237	13	94	55	23	29	8	29	69	90	15	2	6	89	13	1	26	0
	98.5%	**97.3%**	100.0%	99.2%	92.9%	97.9%	100.0%	100.0%	93.5%	88.9%	100.0%	97.2%	96.8%	100.0%	100.0%	100.0%	97.8%	100.0%	100.0%	96.3%	---
Yes	1,891	**47**	90	99	5	42	22	13	12	4	11	31	36	8	2	2	37	8	1	18	0
	44.1%	**43.5%**	39.0%	41.8%	38.5%	44.7%	40.0%	56.5%	41.4%	50.0%	37.9%	44.9%	40.0%	53.3%	100.0%	33.3%	41.6%	61.5%	100.0%	69.2%	---
No	2,401	**61**	141	138	8	52	33	10	17	4	18	38	54	7	0	4	52	5	0	8	0
	55.9%	**56.5%**	61.0%	58.2%	61.5%	55.3%	60.0%	43.5%	58.6%	50.0%	62.1%	55.1%	60.0%	46.7%	0.0%	66.7%	58.4%	38.5%	0.0%	30.8%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 35

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?

Base: All respondents whose child has a personal doctor, visited their personal doctor, and got care from a doctor/health care provider besides his/her personal doctor (Q25, Q26, & Q34)

					Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,891	**47**	90	99	5	42	22	13	12	4	11	31	36	8	2	2	37	8	1	18	0
Number missing or multiple answer	38	**1**	2	1	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,853	**46**	88	98	5	41	22	13	11	4	11	30	35	8	2	2	36	8	1	17	0
	98.0%	**97.9%**	97.8%	99.0%	100.0%	97.6%	100.0%	100.0%	91.7%	100.0%	100.0%	96.8%	97.2%	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%	94.4%	---
Never	107	**4**	2	3	0	4	2	1	1	0	1	3	3	1	0	0	3	1	0	2	0
	5.8%	**8.7%**	2.3%	3.1%	0.0%	9.8%	9.1%	7.7%	9.1%	0.0%	9.1%	10.0%	8.6%	12.5%	0.0%	0.0%	8.3%	12.5%	0.0%	11.8%	---
Sometimes	152	**5**	5	13	0	5	4	1	0	0	1	4	3	1	0	0	4	1	0	1	0
	8.2%	**10.9%**	5.7%	13.3%	0.0%	12.2%	18.2%	7.7%	0.0%	0.0%	9.1%	13.3%	8.6%	12.5%	0.0%	0.0%	11.1%	12.5%	0.0%	5.9%	---
Usually	432	**8**	28	17	1	7	4	2	2	0	1	7	6	2	0	0	7	1	0	2	0
	23.3%	**17.4%**	31.8%	17.3%	20.0%	17.1%	18.2%	15.4%	18.2%	0.0%	9.1%	23.3%	17.1%	25.0%	0.0%	0.0%	19.4%	12.5%	0.0%	11.8%	---
Always	1,162	**29**	53	65	4	25	12	9	8	4	8	16	23	4	2	2	22	5	1	12	0
	62.7%	**63.0%**	60.2%	66.3%	80.0%	61.0%	54.5%	69.2%	72.7%	100.0%	72.7%	53.3%	65.7%	50.0%	100.0%	100.0%	61.1%	62.5%	100.0%	70.6%	---
Significantly different from column:*																					
Usually or Always	1,594	**37**	81	82	5	32	16	11	10	4	9	23	29	6	2	2	29	6	1	14	0
	86.0%	**80.4%**	92.0%	83.7%	100.0%	78.0%	72.7%	84.6%	90.9%	100.0%	81.8%	76.7%	82.9%	75.0%	100.0%	100.0%	80.6%	75.0%	100.0%	82.4%	---
Significantly different from column:*		C																			

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 36

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?

Base: All respondents whose child has a personal doctor (Q25)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	5,639	**140**	256	290	15	124	64	35	38	15	36	87	118	18	3	25	99	13	1	30	0
Number missing or multiple answer	153	**2**	1	7	0	2	0	1	0	0	0	2	2	0	0	0	2	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,486	**138**	255	283	15	122	64	34	38	15	36	85	116	18	3	25	97	13	1	30	0
	97.3%	**98.6%**	99.6%	97.6%	100.0%	98.4%	100.0%	97.1%	100.0%	100.0%	100.0%	97.7%	98.3%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	---
0 Worst personal doctor possible	8	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	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	9	**1**	0	0	0	1	0	1	0	0	0	1	1	0	0	1	0	0	0	0	0
	0.2%	**0.7%**	0.0%	0.0%	0.0%	0.8%	0.0%	2.9%	0.0%	0.0%	0.0%	1.2%	0.9%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	---
2	14	**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%	---
3	19	**2**	0	1	0	2	0	1	1	0	0	2	1	1	0	0	2	0	0	1	0
	0.3%	**1.4%**	0.0%	0.4%	0.0%	1.6%	0.0%	2.9%	2.6%	0.0%	0.0%	2.4%	0.9%	5.6%	0.0%	0.0%	2.1%	0.0%	0.0%	3.3%	---
4	25	**2**	2	2	0	2	1	1	0	0	0	2	1	1	0	0	1	1	0	2	0
	0.5%	**1.4%**	0.8%	0.7%	0.0%	1.6%	1.6%	2.9%	0.0%	0.0%	0.0%	2.4%	0.9%	5.6%	0.0%	0.0%	1.0%	7.7%	0.0%	6.7%	---
5	101	**2**	5	8	0	2	1	1	0	0	2	0	2	0	0	1	1	0	0	0	0
	1.8%	**1.4%**	2.0%	2.8%	0.0%	1.6%	1.6%	2.9%	0.0%	0.0%	5.6%	0.0%	1.7%	0.0%	0.0%	4.0%	1.0%	0.0%	0.0%	0.0%	---
6	91	**3**	2	3	0	3	2	0	1	0	1	2	1	2	0	0	2	1	0	1	0
	1.7%	**2.2%**	0.8%	1.1%	0.0%	2.5%	3.1%	0.0%	2.6%	0.0%	2.8%	2.4%	0.9%	11.1%	0.0%	0.0%	2.1%	7.7%	0.0%	3.3%	---
7	246	**5**	16	17	1	4	2	1	2	2	2	1	4	1	0	1	3	1	0	1	0
	4.5%	**3.6%**	6.3%	6.0%	6.7%	3.3%	3.1%	2.9%	5.3%	13.3%	5.6%	1.2%	3.4%	5.6%	0.0%	4.0%	3.1%	7.7%	0.0%	3.3%	---
8	664	**13**	23	37	2	11	5	5	3	2	1	9	9	4	0	4	7	1	0	3	0
	12.1%	**9.4%**	9.0%	13.1%	13.3%	9.0%	7.8%	14.7%	7.9%	13.3%	2.8%	10.6%	7.8%	22.2%	0.0%	16.0%	7.2%	7.7%	0.0%	10.0%	---
9	965	**18**	37	31	2	16	10	3	5	1	3	14	15	3	0	1	16	1	1	1	0
	17.6%	**13.0%**	14.5%	11.0%	13.3%	13.1%	15.6%	8.8%	13.2%	6.7%	8.3%	16.5%	12.9%	16.7%	0.0%	4.0%	16.5%	7.7%	100.0%	3.3%	---
10 Best personal doctor possible	3,344	**92**	170	183	10	81	43	21	26	10	27	54	82	6	3	17	65	8	0	21	0
	61.0%	**66.7%**	66.7%	64.7%	66.7%	66.4%	67.2%	61.8%	68.4%	66.7%	75.0%	63.5%	70.7%	33.3%	100.0%	68.0%	67.0%	61.5%	0.0%	70.0%	---

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 36

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?

Base: All respondents whose child has a personal doctor (Q25)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	5,639	**140**	256	290	15	124	64	35	38	15	36	87	118	18	3	25	99	13	1	30	0
Number missing or multiple answer	153	**2**	1	7	0	2	0	1	0	0	0	2	2	0	0	0	2	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,486	**138**	255	283	15	122	64	34	38	15	36	85	116	18	3	25	97	13	1	30	0
	97.3%	**98.6%**	99.6%	97.6%	100.0%	98.4%	100.0%	97.1%	100.0%	100.0%	100.0%	97.7%	98.3%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	---
0 to 4	75	**5**	2	4	0	5	1	3	1	0	0	5	3	2	0	1	3	1	0	3	0
	1.4%	**3.6%**	0.8%	1.4%	0.0%	4.1%	1.6%	8.8%	2.6%	0.0%	0.0%	5.9%	2.6%	11.1%	0.0%	4.0%	3.1%	7.7%	0.0%	10.0%	---
5	101	**2**	5	8	0	2	1	1	0	0	2	0	2	0	0	1	1	0	0	0	0
	1.8%	**1.4%**	2.0%	2.8%	0.0%	1.6%	1.6%	2.9%	0.0%	0.0%	5.6%	0.0%	1.7%	0.0%	0.0%	4.0%	1.0%	0.0%	0.0%	0.0%	---
6 or 7	337	**8**	18	20	1	7	4	1	3	2	3	3	5	3	0	1	5	2	0	2	0
	6.1%	**5.8%**	7.1%	7.1%	6.7%	5.7%	6.3%	2.9%	7.9%	13.3%	8.3%	3.5%	4.3%	16.7%	0.0%	4.0%	5.2%	15.4%	0.0%	6.7%	---
8 to 10	4,973	**123**	230	251	14	108	58	29	34	13	31	77	106	13	3	22	88	10	1	25	0
	90.6%	**89.1%**	90.2%	88.7%	93.3%	88.5%	90.6%	85.3%	89.5%	86.7%	86.1%	90.6%	91.4%	72.2%	100.0%	88.0%	90.7%	76.9%	100.0%	83.3%	---
Significantly different from column:*																					
0 to 6	267	**10**	9	15	0	10	4	4	2	0	3	7	6	4	0	2	6	2	0	4	0
	4.9%	**7.2%**	3.5%	5.3%	0.0%	8.2%	6.3%	11.8%	5.3%	0.0%	8.3%	8.2%	5.2%	22.2%	0.0%	8.0%	6.2%	15.4%	0.0%	13.3%	---
7 to 8	910	**18**	39	54	3	15	7	6	5	4	3	10	13	5	0	5	10	2	0	4	0
	16.6%	**13.0%**	15.3%	19.1%	20.0%	12.3%	10.9%	17.6%	13.2%	26.7%	8.3%	11.8%	11.2%	27.8%	0.0%	20.0%	10.3%	15.4%	0.0%	13.3%	---
9 to 10	4,309	**110**	207	214	12	97	53	24	31	11	30	68	97	9	3	18	81	9	1	22	0
	78.5%	**79.7%**	81.2%	75.6%	80.0%	79.5%	82.8%	70.6%	81.6%	73.3%	83.3%	80.0%	83.6%	50.0%	100.0%	72.0%	83.5%	69.2%	100.0%	73.3%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 37

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	2,944	**140**	256	290	15	124	64	35	38	15	36	87	118	18	3	25	99	13	1	30	0
Number missing or multiple answer	82	**3**	3	7	1	2	0	1	0	1	0	2	3	0	0	0	2	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,862	**137**	253	283	14	122	64	34	38	14	36	85	115	18	3	25	97	13	1	30	0
	97.2%	**97.9%**	98.8%	97.6%	93.3%	98.4%	100.0%	97.1%	100.0%	93.3%	100.0%	97.7%	97.5%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	---
Yes	719	**31**	66	78	4	27	9	9	13	4	4	23	19	9	3	5	19	7	0	11	0
	25.1%	**22.6%**	26.1%	27.6%	28.6%	22.1%	14.1%	26.5%	34.2%	28.6%	11.1%	27.1%	16.5%	50.0%	100.0%	20.0%	19.6%	53.8%	0.0%	36.7%	---
No	2,143	**106**	187	205	10	95	55	25	25	10	32	62	96	9	0	20	78	6	1	19	0
	74.9%	**77.4%**	73.9%	72.4%	71.4%	77.9%	85.9%	73.5%	65.8%	71.4%	88.9%	72.9%	83.5%	50.0%	0.0%	80.0%	80.4%	46.2%	100.0%	63.3%	---
Significantly different from column:*							I		G												

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 38

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

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q25 & Q37)

					Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	719	**31**	66	78	4	27	9	9	13	4	4	23	19	9	3	5	19	7	0	11	0
Number missing or multiple answer	22	**1**	1	1	0	1	0	0	1	1	0	0	0	1	0	0	0	1	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	697	**30**	65	77	4	26	9	9	12	3	4	23	19	8	3	5	19	6	0	11	0
	96.9%	**96.8%**	98.5%	98.7%	100.0%	96.3%	100.0%	100.0%	92.3%	75.0%	100.0%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	85.7%	---	100.0%	---
Yes	642	**26**	61	72	3	23	8	7	11	2	4	20	17	6	3	4	17	5	0	10	0
	92.1%	**86.7%**	93.8%	93.5%	75.0%	88.5%	88.9%	77.8%	91.7%	66.7%	100.0%	87.0%	89.5%	75.0%	100.0%	80.0%	89.5%	83.3%	---	90.9%	---
No	55	**4**	4	5	1	3	1	2	1	1	0	3	2	2	0	1	2	1	0	1	0
	7.9%	**13.3%**	6.2%	6.5%	25.0%	11.5%	11.1%	22.2%	8.3%	33.3%	0.0%	13.0%	10.5%	25.0%	0.0%	20.0%	10.5%	16.7%	---	9.1%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 39

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?

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q25 & Q37)

					Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	719	**31**	66	78	4	27	9	9	13	4	4	23	19	9	3	5	19	7	0	11	0
Number missing or multiple answer	18	**0**	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	701	**31**	65	77	4	27	9	9	13	4	4	23	19	9	3	5	19	7	0	11	0
	97.5%	**100.0%**	98.5%	98.7%	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%	---
Yes	621	**23**	59	72	4	19	4	8	11	3	4	16	16	4	3	4	15	4	0	8	0
	88.6%	**74.2%**	90.8%	93.5%	100.0%	70.4%	44.4%	88.9%	84.6%	75.0%	100.0%	69.6%	84.2%	44.4%	100.0%	80.0%	78.9%	57.1%	---	72.7%	---
No	80	**8**	6	5	0	8	5	1	2	1	0	7	3	5	0	1	4	3	0	3	0
	11.4%	**25.8%**	9.2%	6.5%	0.0%	29.6%	55.6%	11.1%	15.4%	25.0%	0.0%	30.4%	15.8%	55.6%	0.0%	20.0%	21.1%	42.9%	---	27.3%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 40

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?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,550	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	75	**2**	3	2	1	1	0	0	1	1	0	1	1	1	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,475	**165**	291	336	18	146	72	44	46	19	43	101	139	20	3	37	112	13	1	32	0
	98.9%	**98.8%**	99.0%	99.4%	94.7%	99.3%	100.0%	100.0%	97.9%	95.0%	100.0%	99.0%	99.3%	95.2%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	---
Yes	1,505	**34**	71	68	4	30	16	9	9	3	7	23	25	7	2	5	18	10	1	32	0
	23.2%	**20.6%**	24.4%	20.2%	22.2%	20.5%	22.2%	20.5%	19.6%	15.8%	16.3%	22.8%	18.0%	35.0%	66.7%	13.5%	16.1%	76.9%	100.0%	100.0%	---
No	4,970	**131**	220	268	14	116	56	35	37	16	36	78	114	13	1	32	94	3	0	0	0
	76.8%	**79.4%**	75.6%	79.8%	77.8%	79.5%	77.8%	79.5%	80.4%	84.2%	83.7%	77.2%	82.0%	65.0%	33.3%	86.5%	83.9%	23.1%	0.0%	0.0%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 41

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,505	**34**	71	68	4	30	16	9	9	3	7	23	25	7	2	5	18	10	1	32	0
Number missing or multiple answer	17	**0**	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,488	**34**	70	67	4	30	16	9	9	3	7	23	25	7	2	5	18	10	1	32	0
	98.9%	**100.0%**	98.6%	98.5%	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%	---
Never	60	**1**	4	3	0	1	1	0	0	0	0	1	1	0	0	0	1	0	0	1	0
	4.0%	**2.9%**	5.7%	4.5%	0.0%	3.3%	6.3%	0.0%	0.0%	0.0%	0.0%	4.3%	4.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	3.1%	---
Sometimes	218	**6**	8	7	1	5	3	2	1	0	1	5	4	1	1	2	3	1	1	4	0
	14.7%	**17.6%**	11.4%	10.4%	25.0%	16.7%	18.8%	22.2%	11.1%	0.0%	14.3%	21.7%	16.0%	14.3%	50.0%	40.0%	16.7%	10.0%	100.0%	12.5%	---
Usually	375	**9**	14	16	0	9	3	4	2	0	2	7	6	3	0	1	5	2	0	9	0
	25.2%	**26.5%**	20.0%	23.9%	0.0%	30.0%	18.8%	44.4%	22.2%	0.0%	28.6%	30.4%	24.0%	42.9%	0.0%	20.0%	27.8%	20.0%	0.0%	28.1%	---
Always	835	**18**	44	41	3	15	9	3	6	3	4	10	14	3	1	2	9	7	0	18	0
	56.1%	**52.9%**	62.9%	61.2%	75.0%	50.0%	56.3%	33.3%	66.7%	100.0%	57.1%	43.5%	56.0%	42.9%	50.0%	40.0%	50.0%	70.0%	0.0%	56.3%	---
Significantly different from column:*																					
Usually or Always	1,210	**27**	58	57	3	24	12	7	8	3	6	17	20	6	1	3	14	9	0	27	0
	81.3%	**79.4%**	82.9%	85.1%	75.0%	80.0%	75.0%	77.8%	88.9%	100.0%	85.7%	73.9%	80.0%	85.7%	50.0%	60.0%	77.8%	90.0%	0.0%	84.4%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 42

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,505	**34**	71	68	4	30	16	9	9	3	7	23	25	7	2	5	18	10	1	32	0
Number missing or multiple answer	24	**1**	0	3	0	1	0	0	1	0	1	0	1	0	0	1	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,481	**33**	71	65	4	29	16	9	8	3	6	23	24	7	2	4	18	10	1	32	0
	98.4%	**97.1%**	100.0%	95.6%	100.0%	96.7%	100.0%	100.0%	88.9%	100.0%	85.7%	100.0%	96.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	---
None	102	**1**	7	4	0	1	1	0	0	0	0	1	1	0	0	0	1	0	1	0	0
	6.9%	**3.0%**	9.9%	6.2%	0.0%	3.4%	6.3%	0.0%	0.0%	0.0%	0.0%	4.3%	4.2%	0.0%	0.0%	0.0%	5.6%	0.0%	100.0%	0.0%	---
1 specialist	964	**19**	44	41	2	17	7	7	5	2	3	14	16	2	1	4	11	3	0	19	0
	65.1%	**57.6%**	62.0%	63.1%	50.0%	58.6%	43.8%	77.8%	62.5%	66.7%	50.0%	60.9%	66.7%	28.6%	50.0%	100.0%	61.1%	30.0%	0.0%	59.4%	---
2	284	**8**	10	13	1	7	5	0	3	0	3	5	5	2	1	0	3	5	0	8	0
	19.2%	**24.2%**	14.1%	20.0%	25.0%	24.1%	31.3%	0.0%	37.5%	0.0%	50.0%	21.7%	20.8%	28.6%	50.0%	0.0%	16.7%	50.0%	0.0%	25.0%	---
3	86	**4**	2	5	1	3	3	1	0	1	0	2	2	2	0	0	2	2	0	4	0
	5.8%	**12.1%**	2.8%	7.7%	25.0%	10.3%	18.8%	11.1%	0.0%	33.3%	0.0%	8.7%	8.3%	28.6%	0.0%	0.0%	11.1%	20.0%	0.0%	12.5%	---
4	25	**1**	1	1	0	1	0	1	0	0	0	1	0	1	0	0	1	0	0	1	0
	1.7%	**3.0%**	1.4%	1.5%	0.0%	3.4%	0.0%	11.1%	0.0%	0.0%	0.0%	4.3%	0.0%	14.3%	0.0%	0.0%	5.6%	0.0%	0.0%	3.1%	---
5 or more specialists	20	**0**	7	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.4%	**0.0%**	9.9%	1.5%	0.0%	0.0%	0.0%	0.0%	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 or more specialists	131	**5**	10	7	1	4	3	2	0	1	0	3	2	3	0	0	3	2	0	5	0
	8.8%	**15.2%**	14.1%	10.8%	25.0%	13.8%	18.8%	22.2%	0.0%	33.3%	0.0%	13.0%	8.3%	42.9%	0.0%	0.0%	16.7%	20.0%	0.0%	15.6%	---
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 43

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?

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,379	**32**	64	61	4	28	15	9	8	3	6	22	23	7	2	4	17	10	0	32	0
Number missing or multiple answer	8	**3**	1	1	1	2	2	0	1	0	0	3	2	1	0	0	3	0	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,371	**29**	63	60	3	26	13	9	7	3	6	19	21	6	2	4	14	10	0	29	0
	99.4%	**90.6%**	98.4%	98.4%	75.0%	92.9%	86.7%	100.0%	87.5%	100.0%	100.0%	86.4%	91.3%	85.7%	100.0%	100.0%	82.4%	100.0%	---	90.6%	---
0 Worst specialist possible	6	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	**0.0%**	0.0%	1.7%	0.0%	0.0%	0.0%	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	3	**2**	0	1	1	1	2	0	0	0	0	2	1	1	0	0	2	0	0	2	0
	0.2%	**6.9%**	0.0%	1.7%	33.3%	3.8%	15.4%	0.0%	0.0%	0.0%	0.0%	10.5%	4.8%	16.7%	0.0%	0.0%	14.3%	0.0%	---	6.9%	---
2	5	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	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	12	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	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	10	**0**	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	**0.0%**	1.6%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---
5	33	**0**	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.4%	**0.0%**	3.2%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---
6	32	**1**	0	1	0	1	0	1	0	0	0	1	0	0	1	1	0	0	0	1	0
	2.3%	**3.4%**	0.0%	1.7%	0.0%	3.8%	0.0%	11.1%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	50.0%	25.0%	0.0%	0.0%	---	3.4%	---
7	77	**2**	6	2	0	2	1	0	1	0	0	2	2	0	0	0	1	1	0	2	0
	5.6%	**6.9%**	9.5%	3.3%	0.0%	7.7%	7.7%	0.0%	14.3%	0.0%	0.0%	10.5%	9.5%	0.0%	0.0%	0.0%	7.1%	10.0%	---	6.9%	---
8	168	**5**	7	8	0	5	2	3	0	0	1	3	4	1	0	0	4	1	0	5	0
	12.3%	**17.2%**	11.1%	13.3%	0.0%	19.2%	15.4%	33.3%	0.0%	0.0%	16.7%	15.8%	19.0%	16.7%	0.0%	0.0%	28.6%	10.0%	---	17.2%	---
9	225	**2**	4	13	0	2	0	1	1	0	0	2	1	1	0	0	2	0	0	2	0
	16.4%	**6.9%**	6.3%	21.7%	0.0%	7.7%	0.0%	11.1%	14.3%	0.0%	0.0%	10.5%	4.8%	16.7%	0.0%	0.0%	14.3%	0.0%	---	6.9%	---
10 Best specialist possible	800	**17**	43	32	2	15	8	4	5	3	5	9	13	3	1	3	5	8	0	17	0
	58.4%	**58.6%**	68.3%	53.3%	66.7%	57.7%	61.5%	44.4%	71.4%	100.0%	83.3%	47.4%	61.9%	50.0%	50.0%	75.0%	35.7%	80.0%	---	58.6%	---

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 43

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?

Base: All respondents whose child saw a specialist (Q40 & Q42)

					Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,379	**32**	64	61	4	28	15	9	8	3	6	22	23	7	2	4	17	10	0	32	0
Number missing or multiple answer	8	**3**	1	1	1	2	2	0	1	0	0	3	2	1	0	0	3	0	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,371	**29**	63	60	3	26	13	9	7	3	6	19	21	6	2	4	14	10	0	29	0
	99.4%	**90.6%**	98.4%	98.4%	75.0%	92.9%	86.7%	100.0%	87.5%	100.0%	100.0%	86.4%	91.3%	85.7%	100.0%	100.0%	82.4%	100.0%	---	90.6%	---
0 to 4	36	**2**	1	3	1	1	2	0	0	0	0	2	1	1	0	0	2	0	0	2	0
	2.6%	**6.9%**	1.6%	5.0%	33.3%	3.8%	15.4%	0.0%	0.0%	0.0%	0.0%	10.5%	4.8%	16.7%	0.0%	0.0%	14.3%	0.0%	---	6.9%	---
5	33	**0**	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.4%	**0.0%**	3.2%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---
6 or 7	109	**3**	6	3	0	3	1	1	1	0	0	3	2	0	1	1	1	1	0	3	0
	8.0%	**10.3%**	9.5%	5.0%	0.0%	11.5%	7.7%	11.1%	14.3%	0.0%	0.0%	15.8%	9.5%	0.0%	50.0%	25.0%	7.1%	10.0%	---	10.3%	---
8 to 10	1,193	**24**	54	53	2	22	10	8	6	3	6	14	18	5	1	3	11	9	0	24	0
	87.0%	**82.8%**	85.7%	88.3%	66.7%	84.6%	76.9%	88.9%	85.7%	100.0%	100.0%	73.7%	85.7%	83.3%	50.0%	75.0%	78.6%	90.0%	---	82.8%	---
Significantly different from column:*																					
0 to 6	101	**3**	3	5	1	2	2	1	0	0	0	3	1	1	1	1	2	0	0	3	0
	7.4%	**10.3%**	4.8%	8.3%	33.3%	7.7%	15.4%	11.1%	0.0%	0.0%	0.0%	15.8%	4.8%	16.7%	50.0%	25.0%	14.3%	0.0%	---	10.3%	---
7 to 8	245	**7**	13	10	0	7	3	3	1	0	1	5	6	1	0	0	5	2	0	7	0
	17.9%	**24.1%**	20.6%	16.7%	0.0%	26.9%	23.1%	33.3%	14.3%	0.0%	16.7%	26.3%	28.6%	16.7%	0.0%	0.0%	35.7%	20.0%	---	24.1%	---
9 to 10	1,025	**19**	47	45	2	17	8	5	6	3	5	11	14	4	1	3	7	8	0	19	0
	74.8%	**65.5%**	74.6%	75.0%	66.7%	65.4%	61.5%	55.6%	85.7%	100.0%	83.3%	57.9%	66.7%	66.7%	50.0%	75.0%	50.0%	80.0%	---	65.5%	---
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 44

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,550	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	88	**1**	4	6	0	1	0	0	1	0	0	1	0	1	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,462	**166**	290	332	19	146	72	44	46	20	43	101	140	20	3	37	112	13	1	32	0
	98.7%	**99.4%**	98.6%	98.2%	100.0%	99.3%	100.0%	100.0%	97.9%	100.0%	100.0%	99.0%	100.0%	95.2%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	---
Yes	1,590	**39**	79	87	8	30	20	7	9	6	10	21	34	4	1	6	26	5	0	12	0
	24.6%	**23.5%**	27.2%	26.2%	42.1%	20.5%	27.8%	15.9%	19.6%	30.0%	23.3%	20.8%	24.3%	20.0%	33.3%	16.2%	23.2%	38.5%	0.0%	37.5%	---
No	4,872	**127**	211	245	11	116	52	37	37	14	33	80	106	16	2	31	86	8	1	20	0
	75.4%	**76.5%**	72.8%	73.8%	57.9%	79.5%	72.2%	84.1%	80.4%	70.0%	76.7%	79.2%	75.7%	80.0%	66.7%	83.8%	76.8%	61.5%	100.0%	62.5%	---
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 45

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

Base: All respondents who got information from child's health plan customer service (Q44)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,590	**39**	79	87	8	30	20	7	9	6	10	21	34	4	1	6	26	5	0	12	0
Number missing or multiple answer	49	**2**	1	3	0	2	0	0	2	0	1	1	2	0	0	1	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,541	**37**	78	84	8	28	20	7	7	6	9	20	32	4	1	5	25	5	0	12	0
	96.9%	**94.9%**	98.7%	96.6%	100.0%	93.3%	100.0%	100.0%	77.8%	100.0%	90.0%	95.2%	94.1%	100.0%	100.0%	83.3%	96.2%	100.0%	---	100.0%	---
Never	30	**1**	2	0	0	1	1	0	0	0	1	0	1	0	0	0	1	0	0	0	0
	1.9%	**2.7%**	2.6%	0.0%	0.0%	3.6%	5.0%	0.0%	0.0%	0.0%	11.1%	0.0%	3.1%	0.0%	0.0%	0.0%	4.0%	0.0%	---	0.0%	---
Sometimes	174	**3**	7	11	1	2	1	2	0	0	0	3	2	1	0	0	3	0	0	1	0
	11.3%	**8.1%**	9.0%	13.1%	12.5%	7.1%	5.0%	28.6%	0.0%	0.0%	0.0%	15.0%	6.3%	25.0%	0.0%	0.0%	12.0%	0.0%	---	8.3%	---
Usually	425	**6**	16	17	2	4	3	1	1	2	1	3	6	0	0	2	3	0	0	3	0
	27.6%	**16.2%**	20.5%	20.2%	25.0%	14.3%	15.0%	14.3%	14.3%	33.3%	11.1%	15.0%	18.8%	0.0%	0.0%	40.0%	12.0%	0.0%	---	25.0%	---
Always	912	**27**	53	56	5	21	15	4	6	4	7	14	23	3	1	3	18	5	0	8	0
	59.2%	**73.0%**	67.9%	66.7%	62.5%	75.0%	75.0%	57.1%	85.7%	66.7%	77.8%	70.0%	71.9%	75.0%	100.0%	60.0%	72.0%	100.0%	---	66.7%	---
Significantly different from column:*																					
Usually or Always	1,337	**33**	69	73	7	25	18	5	7	6	8	17	29	3	1	5	21	5	0	11	0
	86.8%	**89.2%**	88.5%	86.9%	87.5%	89.3%	90.0%	71.4%	100.0%	100.0%	88.9%	85.0%	90.6%	75.0%	100.0%	100.0%	84.0%	100.0%	---	91.7%	---
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 46

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

Base: All respondents who got information from child's health plan customer service (Q44)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,590	**39**	79	87	8	30	20	7	9	6	10	21	34	4	1	6	26	5	0	12	0
Number missing or multiple answer	47	**3**	1	4	1	2	0	1	2	0	1	2	3	0	0	1	2	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,543	**36**	78	83	7	28	20	6	7	6	9	19	31	4	1	5	24	5	0	12	0
	97.0%	**92.3%**	98.7%	95.4%	87.5%	93.3%	100.0%	85.7%	77.8%	100.0%	90.0%	90.5%	91.2%	100.0%	100.0%	83.3%	92.3%	100.0%	---	100.0%	---
Never	18	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.2%	**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%	---
Sometimes	58	**2**	3	2	0	2	0	2	0	0	0	1	2	0	0	0	1	0	0	2	0
	3.8%	**5.6%**	3.8%	2.4%	0.0%	7.1%	0.0%	33.3%	0.0%	0.0%	0.0%	5.3%	6.5%	0.0%	0.0%	0.0%	4.2%	0.0%	---	16.7%	---
Usually	303	**5**	2	13	0	5	4	1	0	1	1	3	4	1	0	1	4	0	0	2	0
	19.6%	**13.9%**	2.6%	15.7%	0.0%	17.9%	20.0%	16.7%	0.0%	16.7%	11.1%	15.8%	12.9%	25.0%	0.0%	20.0%	16.7%	0.0%	---	16.7%	---
Always	1,164	**29**	73	68	7	21	16	3	7	5	8	15	25	3	1	4	19	5	0	8	0
	75.4%	**80.6%**	93.6%	81.9%	100.0%	75.0%	80.0%	50.0%	100.0%	83.3%	88.9%	78.9%	80.6%	75.0%	100.0%	80.0%	79.2%	100.0%	---	66.7%	---
Significantly different from column:*																					
Usually or Always	1,467	**34**	75	81	7	26	20	4	7	6	9	18	29	4	1	5	23	5	0	10	0
	95.1%	**94.4%**	96.2%	97.6%	100.0%	92.9%	100.0%	66.7%	100.0%	100.0%	100.0%	94.7%	93.5%	100.0%	100.0%	100.0%	95.8%	100.0%	---	83.3%	---
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 47

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,550	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	127	**2**	9	14	0	2	1	0	1	0	0	2	1	1	0	0	2	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,423	**165**	285	324	19	145	71	44	46	20	43	100	139	20	3	37	111	13	1	31	0
	98.1%	**98.8%**	96.9%	95.9%	100.0%	98.6%	98.6%	100.0%	97.9%	100.0%	100.0%	98.0%	99.3%	95.2%	100.0%	100.0%	98.2%	100.0%	100.0%	96.9%	---
Yes	1,379	**27**	64	98	5	22	12	5	8	8	6	12	21	4	1	5	17	3	0	8	0
	21.5%	**16.4%**	22.5%	30.2%	26.3%	15.2%	16.9%	11.4%	17.4%	40.0%	14.0%	12.0%	15.1%	20.0%	33.3%	13.5%	15.3%	23.1%	0.0%	25.8%	---
No	5,044	**138**	221	226	14	123	59	39	38	12	37	88	118	16	2	32	94	10	1	23	0
	78.5%	**83.6%**	77.5%	69.8%	73.7%	84.8%	83.1%	88.6%	82.6%	60.0%	86.0%	88.0%	84.9%	80.0%	66.7%	86.5%	84.7%	76.9%	100.0%	74.2%	---
Significantly different from column:*		D																			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 48

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

Base: All respondents who answered Q47

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,423	**165**	285	324	19	145	71	44	46	20	43	100	139	20	3	37	111	13	1	31	0
Number missing or multiple answer	52	**2**	0	2	0	2	0	1	1	1	0	1	2	0	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,371	**163**	285	322	19	143	71	43	45	19	43	99	137	20	3	37	110	13	1	31	0
	99.2%	**98.8%**	100.0%	99.4%	100.0%	98.6%	100.0%	97.7%	97.8%	95.0%	100.0%	99.0%	98.6%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	---
Never	14	**0**	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	0.4%	1.2%	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%	---
Sometimes	142	**1**	6	8	0	1	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0
	2.2%	**0.6%**	2.1%	2.5%	0.0%	0.7%	1.4%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	5.0%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	---
Usually	427	**4**	18	19	1	3	1	2	1	0	2	2	2	2	0	0	4	0	0	1	0
	6.7%	**2.5%**	6.3%	5.9%	5.3%	2.1%	1.4%	4.7%	2.2%	0.0%	4.7%	2.0%	1.5%	10.0%	0.0%	0.0%	3.6%	0.0%	0.0%	3.2%	---
Always	5,788	**158**	260	291	18	139	69	41	44	18	41	97	135	17	3	36	106	13	1	30	0
	90.8%	**96.9%**	91.2%	90.4%	94.7%	97.2%	97.2%	95.3%	97.8%	94.7%	95.3%	98.0%	98.5%	85.0%	100.0%	97.3%	96.4%	100.0%	100.0%	96.8%	---
Significantly different from column:*		ACD																			
Usually or Always	6,215	**162**	278	310	19	142	70	43	45	18	43	99	137	19	3	36	110	13	1	31	0
	97.6%	**99.4%**	97.5%	96.3%	100.0%	99.3%	98.6%	100.0%	100.0%	94.7%	100.0%	100.0%	100.0%	95.0%	100.0%	97.3%	100.0%	100.0%	100.0%	100.0%	---
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Respondents answering "No" to question 47 are reported to NCQA as "Always" in question 48, and are used in calculating the Question Summary Rate.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 49

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?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,550	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	155	**2**	7	13	0	2	0	0	2	0	1	1	1	1	0	1	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,395	**165**	287	325	19	145	72	44	45	20	42	101	139	20	3	36	112	13	1	32	0
	97.6%	**98.8%**	97.6%	96.2%	100.0%	98.6%	100.0%	100.0%	95.7%	100.0%	97.7%	99.0%	99.3%	95.2%	100.0%	97.3%	99.1%	100.0%	100.0%	100.0%	---
0 Worst health plan possible	20	**1**	1	1	0	1	1	0	0	0	0	1	1	0	0	0	1	0	0	1	0
	0.3%	**0.6%**	0.3%	0.3%	0.0%	0.7%	1.4%	0.0%	0.0%	0.0%	0.0%	1.0%	0.7%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	3.1%	---
1	8	**1**	0	1	0	1	0	0	1	0	0	1	1	0	0	1	0	0	0	0	0
	0.1%	**0.6%**	0.0%	0.3%	0.0%	0.7%	0.0%	0.0%	2.2%	0.0%	0.0%	1.0%	0.7%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	---
2	9	**0**	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	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	22	**0**	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	**0.0%**	0.3%	1.2%	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%	---
4	41	**3**	1	3	0	3	0	3	0	0	2	1	2	1	0	0	3	0	0	1	0
	0.6%	**1.8%**	0.3%	0.9%	0.0%	2.1%	0.0%	6.8%	0.0%	0.0%	4.8%	1.0%	1.4%	5.0%	0.0%	0.0%	2.7%	0.0%	0.0%	3.1%	---
5	175	**3**	8	15	0	3	0	0	3	1	0	2	2	1	0	0	1	1	0	0	0
	2.7%	**1.8%**	2.8%	4.6%	0.0%	2.1%	0.0%	0.0%	6.7%	5.0%	0.0%	2.0%	1.4%	5.0%	0.0%	0.0%	0.9%	7.7%	0.0%	0.0%	---
6	168	**5**	10	14	1	4	1	2	1	0	3	2	2	3	0	0	4	1	0	2	0
	2.6%	**3.0%**	3.5%	4.3%	5.3%	2.8%	1.4%	4.5%	2.2%	0.0%	7.1%	2.0%	1.4%	15.0%	0.0%	0.0%	3.6%	7.7%	0.0%	6.3%	---
7	450	**13**	22	22	1	12	4	4	5	0	5	8	9	4	0	3	10	0	0	2	0
	7.0%	**7.9%**	7.7%	6.8%	5.3%	8.3%	5.6%	9.1%	11.1%	0.0%	11.9%	7.9%	6.5%	20.0%	0.0%	8.3%	8.9%	0.0%	0.0%	6.3%	---
8	948	**14**	33	36	2	11	4	5	4	0	0	13	12	2	0	5	8	0	0	1	0
	14.8%	**8.5%**	11.5%	11.1%	10.5%	7.6%	5.6%	11.4%	8.9%	0.0%	0.0%	12.9%	8.6%	10.0%	0.0%	13.9%	7.1%	0.0%	0.0%	3.1%	---
9	1,150	**23**	44	48	4	19	8	9	6	3	5	14	20	3	0	4	15	3	0	5	0
	18.0%	**13.9%**	15.3%	14.8%	21.1%	13.1%	11.1%	20.5%	13.3%	15.0%	11.9%	13.9%	14.4%	15.0%	0.0%	11.1%	13.4%	23.1%	0.0%	15.6%	---
10 Best health plan possible	3,404	**102**	167	178	11	91	54	21	25	16	27	59	90	6	3	23	70	8	1	20	0
	53.2%	**61.8%**	58.2%	54.8%	57.9%	62.8%	75.0%	47.7%	55.6%	80.0%	64.3%	58.4%	64.7%	30.0%	100.0%	63.9%	62.5%	61.5%	100.0%	62.5%	---

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 49

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?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,550	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	155	**2**	7	13	0	2	0	0	2	0	1	1	1	1	0	1	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,395	**165**	287	325	19	145	72	44	45	20	42	101	139	20	3	36	112	13	1	32	0
	97.6%	**98.8%**	97.6%	96.2%	100.0%	98.6%	100.0%	100.0%	95.7%	100.0%	97.7%	99.0%	99.3%	95.2%	100.0%	97.3%	99.1%	100.0%	100.0%	100.0%	---
0 to 4	100	**5**	3	12	0	5	1	3	1	0	2	3	4	1	0	1	4	0	0	2	0
	1.6%	**3.0%**	1.0%	3.7%	0.0%	3.4%	1.4%	6.8%	2.2%	0.0%	4.8%	3.0%	2.9%	5.0%	0.0%	2.8%	3.6%	0.0%	0.0%	6.3%	---
5	175	**3**	8	15	0	3	0	0	3	1	0	2	2	1	0	0	1	1	0	0	0
	2.7%	**1.8%**	2.8%	4.6%	0.0%	2.1%	0.0%	0.0%	6.7%	5.0%	0.0%	2.0%	1.4%	5.0%	0.0%	0.0%	0.9%	7.7%	0.0%	0.0%	---
6 or 7	618	**18**	32	36	2	16	5	6	6	0	8	10	11	7	0	3	14	1	0	4	0
	9.7%	**10.9%**	11.1%	11.1%	10.5%	11.0%	6.9%	13.6%	13.3%	0.0%	19.0%	9.9%	7.9%	35.0%	0.0%	8.3%	12.5%	7.7%	0.0%	12.5%	---
8 to 10	5,502	**139**	244	262	17	121	66	35	35	19	32	86	122	11	3	32	93	11	1	26	0
	86.0%	**84.2%**	85.0%	80.6%	89.5%	83.4%	91.7%	79.5%	77.8%	95.0%	76.2%	85.1%	87.8%	55.0%	100.0%	88.9%	83.0%	84.6%	100.0%	81.3%	---
Significantly different from column:*							I		G												
0 to 6	443	**13**	21	41	1	12	2	5	5	1	5	7	8	5	0	1	9	2	0	4	0
	6.9%	**7.9%**	7.3%	12.6%	5.3%	8.3%	2.8%	11.4%	11.1%	5.0%	11.9%	6.9%	5.8%	25.0%	0.0%	2.8%	8.0%	15.4%	0.0%	12.5%	---
7 to 8	1,398	**27**	55	58	3	23	8	9	9	0	5	21	21	6	0	8	18	0	0	3	0
	21.9%	**16.4%**	19.2%	17.8%	15.8%	15.9%	11.1%	20.5%	20.0%	0.0%	11.9%	20.8%	15.1%	30.0%	0.0%	22.2%	16.1%	0.0%	0.0%	9.4%	---
9 to 10	4,554	**125**	211	226	15	110	62	30	31	19	32	73	110	9	3	27	85	11	1	25	0
	71.2%	**75.8%**	73.5%	69.5%	78.9%	75.9%	86.1%	68.2%	68.9%	95.0%	76.2%	72.3%	79.1%	45.0%	100.0%	75.0%	75.9%	84.6%	100.0%	78.1%	---
Significantly different from column:*							HI	G	G				N	M							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 50

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,553	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	38	**2**	1	3	2	0	0	0	1	2	0	0	1	0	0	1	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,515	**165**	293	335	17	147	72	44	46	18	43	102	139	21	3	36	113	13	1	32	0
	98.9%	**98.8%**	99.7%	99.1%	89.5%	100.0%	100.0%	100.0%	97.9%	90.0%	100.0%	100.0%	99.3%	100.0%	100.0%	97.3%	100.0%	100.0%	100.0%	100.0%	---
Yes	1,649	**105**	176	189	12	92	43	27	33	7	28	68	84	18	2	14	79	11	0	26	0
	46.9%	**63.6%**	60.1%	56.4%	70.6%	62.6%	59.7%	61.4%	71.7%	38.9%	65.1%	66.7%	60.4%	85.7%	66.7%	38.9%	69.9%	84.6%	0.0%	81.3%	---
No	1,866	**60**	117	146	5	55	29	17	13	11	15	34	55	3	1	22	34	2	1	6	0
	53.1%	**36.4%**	39.9%	43.6%	29.4%	37.4%	40.3%	38.6%	28.3%	61.1%	34.9%	33.3%	39.6%	14.3%	33.3%	61.1%	30.1%	15.4%	100.0%	18.8%	---
Significantly different from column:*		A								L		J	N	M		QR	P	P			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 51

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

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,649	**105**	176	189	12	92	43	27	33	7	28	68	84	18	2	14	79	11	0	26	0
Number missing or multiple answer	18	**0**	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,631	**105**	175	187	12	92	43	27	33	7	28	68	84	18	2	14	79	11	0	26	0
	98.9%	**100.0%**	99.4%	98.9%	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%	---
Never	19	**2**	3	3	0	2	0	2	0	0	0	2	1	1	0	0	1	0	0	2	0
	1.2%	**1.9%**	1.7%	1.6%	0.0%	2.2%	0.0%	7.4%	0.0%	0.0%	0.0%	2.9%	1.2%	5.6%	0.0%	0.0%	1.3%	0.0%	---	7.7%	---
Sometimes	109	**10**	8	17	1	9	2	1	7	1	3	5	7	3	0	0	8	2	0	3	0
	6.7%	**9.5%**	4.6%	9.1%	8.3%	9.8%	4.7%	3.7%	21.2%	14.3%	10.7%	7.4%	8.3%	16.7%	0.0%	0.0%	10.1%	18.2%	---	11.5%	---
Usually	311	**11**	30	25	0	11	4	5	2	0	1	10	9	2	0	2	7	2	0	5	0
	19.1%	**10.5%**	17.1%	13.4%	0.0%	12.0%	9.3%	18.5%	6.1%	0.0%	3.6%	14.7%	10.7%	11.1%	0.0%	14.3%	8.9%	18.2%	---	19.2%	---
Always	1,192	**82**	134	142	11	70	37	19	24	6	24	51	67	12	2	12	63	7	0	16	0
	73.1%	**78.1%**	76.6%	75.9%	91.7%	76.1%	86.0%	70.4%	72.7%	85.7%	85.7%	75.0%	79.8%	66.7%	100.0%	85.7%	79.7%	63.6%	---	61.5%	---
Significantly different from column:*																					
Usually or Always	1,503	**93**	164	167	11	81	41	24	26	6	25	61	76	14	2	14	70	9	0	21	0
	92.2%	**88.6%**	93.7%	89.3%	91.7%	88.0%	95.3%	88.9%	78.8%	85.7%	89.3%	89.7%	90.5%	77.8%	100.0%	100.0%	88.6%	81.8%	---	80.8%	---
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 52

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

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2020 CSS Average	2020	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,649	**105**	176	189	12	92	43	27	33	7	28	68	84	18	2	14	79	11	0	26	0
Number missing or multiple answer	30	**1**	2	5	0	1	1	0	0	0	0	1	1	0	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,619	**104**	174	184	12	91	42	27	33	7	28	67	83	18	2	14	78	11	0	26	0
	98.2%	**99.0%**	98.9%	97.4%	100.0%	98.9%	97.7%	100.0%	100.0%	100.0%	100.0%	98.5%	98.8%	100.0%	100.0%	100.0%	98.7%	100.0%	---	100.0%	---
Yes	963	**52**	95	108	8	43	23	14	14	5	12	33	40	9	2	5	39	8	0	16	0
	59.5%	**50.0%**	54.6%	58.7%	66.7%	47.3%	54.8%	51.9%	42.4%	71.4%	42.9%	49.3%	48.2%	50.0%	100.0%	35.7%	50.0%	72.7%	---	61.5%	---
No	656	**52**	79	76	4	48	19	13	19	2	16	34	43	9	0	9	39	3	0	10	0
	40.5%	**50.0%**	45.4%	41.3%	33.3%	52.7%	45.2%	48.1%	57.6%	28.6%	57.1%	50.7%	51.8%	50.0%	0.0%	64.3%	50.0%	27.3%	---	38.5%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 53

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,550	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	59	**3**	0	3	1	2	1	1	1	2	0	1	0	0	0	1	2	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,491	**164**	294	335	18	145	71	43	46	18	43	101	140	21	3	36	111	13	1	32	0
	99.1%	**98.2%**	100.0%	99.1%	94.7%	98.6%	98.6%	97.7%	97.9%	90.0%	100.0%	99.0%	100.0%	100.0%	100.0%	97.3%	98.2%	100.0%	100.0%	100.0%	---
Poor	10	**2**	3	1	0	2	1	0	1	1	1	0	0	0	2	1	0	1	0	1	0
	0.2%	**1.2%**	1.0%	0.3%	0.0%	1.4%	1.4%	0.0%	2.2%	5.6%	2.3%	0.0%	0.0%	0.0%	66.7%	2.8%	0.0%	7.7%	0.0%	3.1%	---
Fair	193	**1**	11	16	0	1	0	1	0	0	0	1	0	0	1	1	0	0	0	1	0
	3.0%	**0.6%**	3.7%	4.8%	0.0%	0.7%	0.0%	2.3%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	33.3%	2.8%	0.0%	0.0%	0.0%	3.1%	---
Good	1,035	**21**	49	51	3	18	6	5	10	3	5	13	0	21	0	4	12	5	0	7	0
	15.9%	**12.8%**	16.7%	15.2%	16.7%	12.4%	8.5%	11.6%	21.7%	16.7%	11.6%	12.9%	0.0%	100.0%	0.0%	11.1%	10.8%	38.5%	0.0%	21.9%	---
Very Good	2,350	**60**	87	117	6	54	25	20	13	5	16	38	60	0	0	6	46	6	0	14	0
	36.2%	**36.6%**	29.6%	34.9%	33.3%	37.2%	35.2%	46.5%	28.3%	27.8%	37.2%	37.6%	42.9%	0.0%	0.0%	16.7%	41.4%	46.2%	0.0%	43.8%	---
Excellent	2,903	**80**	144	150	9	70	39	17	22	9	21	49	80	0	0	24	53	1	1	9	0
	44.7%	**48.8%**	49.0%	44.8%	50.0%	48.3%	54.9%	39.5%	47.8%	50.0%	48.8%	48.5%	57.1%	0.0%	0.0%	66.7%	47.7%	7.7%	100.0%	28.1%	---
Significantly different from column:*													N	M		QR	PR	PQ			
Excellent or Very Good	5,253	**140**	231	267	15	124	64	37	35	14	37	87	140	0	0	30	99	7	1	23	0
	80.9%	**85.4%**	78.6%	79.7%	83.3%	85.5%	90.1%	86.0%	76.1%	77.8%	86.0%	86.1%	100.0%	0.0%	0.0%	83.3%	89.2%	53.8%	100.0%	71.9%	---
Significantly different from column:*							I		G												

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 54

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,550	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	60	**2**	0	5	1	1	1	0	1	1	1	0	1	0	0	1	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,490	**165**	294	333	18	146	71	44	46	19	42	102	139	21	3	36	112	13	1	32	0
	99.1%	**98.8%**	100.0%	98.5%	94.7%	99.3%	98.6%	100.0%	97.9%	95.0%	97.7%	100.0%	99.3%	100.0%	100.0%	97.3%	99.1%	100.0%	100.0%	100.0%	---
Poor	106	**0**	4	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.6%	**0.0%**	1.4%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---
Fair	436	**13**	20	24	1	12	4	4	5	2	2	9	6	6	1	3	7	2	0	4	0
	6.7%	**7.9%**	6.8%	7.2%	5.6%	8.2%	5.6%	9.1%	10.9%	10.5%	4.8%	8.8%	4.3%	28.6%	33.3%	8.3%	6.3%	15.4%	0.0%	12.5%	---
Good	1,046	**34**	42	55	4	30	4	12	17	6	11	17	22	11	0	5	24	4	0	6	0
	16.1%	**20.6%**	14.3%	16.5%	22.2%	20.5%	5.6%	27.3%	37.0%	31.6%	26.2%	16.7%	15.8%	52.4%	0.0%	13.9%	21.4%	30.8%	0.0%	18.8%	---
Very Good	1,700	**30**	65	61	4	26	11	12	7	2	4	23	24	4	2	3	23	3	0	10	0
	26.2%	**18.2%**	22.1%	18.3%	22.2%	17.8%	15.5%	27.3%	15.2%	10.5%	9.5%	22.5%	17.3%	19.0%	66.7%	8.3%	20.5%	23.1%	0.0%	31.3%	---
Excellent	3,202	**88**	163	188	9	78	52	16	17	9	25	53	87	0	0	25	58	4	1	12	0
	49.3%	**53.3%**	55.4%	56.5%	50.0%	53.4%	73.2%	36.4%	37.0%	47.4%	59.5%	52.0%	62.6%	0.0%	0.0%	69.4%	51.8%	30.8%	100.0%	37.5%	---
Significantly different from column:*							HI	G	G				N	M		R		P			
Excellent or Very Good	4,902	**118**	228	249	13	104	63	28	24	11	29	76	111	4	2	28	81	7	1	22	0
	75.5%	**71.5%**	77.6%	74.8%	72.2%	71.2%	88.7%	63.6%	52.2%	57.9%	69.0%	74.5%	79.9%	19.0%	66.7%	77.8%	72.3%	53.8%	100.0%	68.8%	---
Significantly different from column:*							HI	G	G				N	M							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 55

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,553	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	23	**1**	0	3	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,530	**166**	294	335	18	147	72	44	47	19	43	102	139	21	3	37	113	13	1	32	0
	99.4%	**99.4%**	100.0%	99.1%	94.7%	100.0%	100.0%	100.0%	100.0%	95.0%	100.0%	100.0%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---
Yes	1,000	**59**	99	113	5	54	19	15	25	3	17	38	45	11	2	8	44	6	0	19	0
	28.3%	**35.5%**	33.7%	33.7%	27.8%	36.7%	26.4%	34.1%	53.2%	15.8%	39.5%	37.3%	32.4%	52.4%	66.7%	21.6%	38.9%	46.2%	0.0%	59.4%	---
No	2,530	**107**	195	222	13	93	53	29	22	16	26	64	94	10	1	29	69	7	1	13	0
	71.7%	**64.5%**	66.3%	66.3%	72.2%	63.3%	73.6%	65.9%	46.8%	84.2%	60.5%	62.7%	67.6%	47.6%	33.3%	78.4%	61.1%	53.8%	100.0%	40.6%	---
Significantly different from column:*		A					I		G												

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 56

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q55)

	2020 CSS Average	2020	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	1,000	**59**	99	113	5	54	19	15	25	3	17	38	45	11	2	8	44	6	0	19	0
Number missing or multiple answer	22	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	978	**59**	98	113	5	54	19	15	25	3	17	38	45	11	2	8	44	6	0	19	0
	97.8%	**100.0%**	99.0%	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%	---
Yes	780	**42**	78	83	4	38	11	12	19	3	10	29	30	9	2	5	30	6	0	15	0
	79.8%	**71.2%**	79.6%	73.5%	80.0%	70.4%	57.9%	80.0%	76.0%	100.0%	58.8%	76.3%	66.7%	81.8%	100.0%	62.5%	68.2%	100.0%	---	78.9%	---
No	198	**17**	20	30	1	16	8	3	6	0	7	9	15	2	0	3	14	0	0	4	0
	20.2%	**28.8%**	20.4%	26.5%	20.0%	29.6%	42.1%	20.0%	24.0%	0.0%	41.2%	23.7%	33.3%	18.2%	0.0%	37.5%	31.8%	0.0%	---	21.1%	---
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 57

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor for medical/behavioral/other health condition (Q55 & Q56)

					Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	780	**42**	78	83	4	38	11	12	19	3	10	29	30	9	2	5	30	6	0	15	0
Number missing or multiple answer	11	**0**	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	769	**42**	77	82	4	38	11	12	19	3	10	29	30	9	2	5	30	6	0	15	0
	98.6%	**100.0%**	98.7%	98.8%	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%	---
Yes	689	**40**	64	68	4	36	11	12	17	3	9	28	30	7	2	4	29	6	0	15	0
	89.6%	**95.2%**	83.1%	82.9%	100.0%	94.7%	100.0%	100.0%	89.5%	100.0%	90.0%	96.6%	100.0%	77.8%	100.0%	80.0%	96.7%	100.0%	---	100.0%	---
No	80	**2**	13	14	0	2	0	0	2	0	1	1	0	2	0	1	1	0	0	0	0
	10.4%	**4.8%**	16.9%	17.1%	0.0%	5.3%	0.0%	0.0%	10.5%	0.0%	10.0%	3.4%	0.0%	22.2%	0.0%	20.0%	3.3%	0.0%	---	0.0%	---
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 58

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?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,553	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	50	**3**	3	6	2	1	0	1	1	1	1	1	3	0	0	0	2	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,503	**164**	291	332	17	146	72	43	46	19	42	101	137	21	3	37	111	13	1	32	0
	98.6%	**98.2%**	99.0%	98.2%	89.5%	99.3%	100.0%	97.7%	97.9%	95.0%	97.7%	99.0%	97.9%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	100.0%	---
Yes	560	**24**	48	57	4	20	8	7	9	4	3	17	12	9	3	5	15	4	0	7	0
	16.0%	**14.6%**	16.5%	17.2%	23.5%	13.7%	11.1%	16.3%	19.6%	21.1%	7.1%	16.8%	8.8%	42.9%	100.0%	13.5%	13.5%	30.8%	0.0%	21.9%	---
No	2,943	**140**	243	275	13	126	64	36	37	15	39	84	125	12	0	32	96	9	1	25	0
	84.0%	**85.4%**	83.5%	82.8%	76.5%	86.3%	88.9%	83.7%	80.4%	78.9%	92.9%	83.2%	91.2%	57.1%	0.0%	86.5%	86.5%	69.2%	100.0%	78.1%	---
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 59

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age (Q58)

	2020 CSS Average	2020	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	560	**24**	48	57	4	20	8	7	9	4	3	17	12	9	3	5	15	4	0	7	0
Number missing or multiple answer	7	**1**	0	2	1	0	0	1	0	1	0	0	1	0	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	553	**23**	48	55	3	20	8	6	9	3	3	17	11	9	3	5	14	4	0	7	0
	98.8%	**95.8%**	100.0%	96.5%	75.0%	100.0%	100.0%	85.7%	100.0%	75.0%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	93.3%	100.0%	---	100.0%	---
Yes	496	**21**	42	47	3	18	7	5	9	2	3	16	11	8	2	4	13	4	0	7	0
	89.7%	**91.3%**	87.5%	85.5%	100.0%	90.0%	87.5%	83.3%	100.0%	66.7%	100.0%	94.1%	100.0%	88.9%	66.7%	80.0%	92.9%	100.0%	---	100.0%	---
No	57	**2**	6	8	0	2	1	1	0	1	0	1	0	1	1	1	1	0	0	0	0
	10.3%	**8.7%**	12.5%	14.5%	0.0%	10.0%	12.5%	16.7%	0.0%	33.3%	0.0%	5.9%	0.0%	11.1%	33.3%	20.0%	7.1%	0.0%	---	0.0%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 60

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age for medical/behavioral/other health condition (Q58 & Q59)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	496	**21**	42	47	3	18	7	5	9	2	3	16	11	8	2	4	13	4	0	7	0
Number missing or multiple answer	6	**0**	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	490	**21**	41	45	3	18	7	5	9	2	3	16	11	8	2	4	13	4	0	7	0
	98.8%	**100.0%**	97.6%	95.7%	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%	---
Yes	466	**19**	39	43	3	16	5	5	9	1	3	15	10	7	2	2	13	4	0	7	0
	95.1%	**90.5%**	95.1%	95.6%	100.0%	88.9%	71.4%	100.0%	100.0%	50.0%	100.0%	93.8%	90.9%	87.5%	100.0%	50.0%	100.0%	100.0%	---	100.0%	---
No	24	**2**	2	2	0	2	2	0	0	1	0	1	1	1	0	2	0	0	0	0	0
	4.9%	**9.5%**	4.9%	4.4%	0.0%	11.1%	28.6%	0.0%	0.0%	50.0%	0.0%	6.3%	9.1%	12.5%	0.0%	50.0%	0.0%	0.0%	---	0.0%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 61

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?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,553	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	54	**1**	6	6	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,499	**166**	288	332	18	147	72	44	47	19	43	102	139	21	3	37	113	13	1	32	0
	98.5%	**99.4%**	98.0%	98.2%	94.7%	100.0%	100.0%	100.0%	100.0%	95.0%	100.0%	100.0%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---
Yes	419	**15**	50	53	3	12	4	5	6	2	3	10	6	8	1	1	10	4	0	4	0
	12.0%	**9.0%**	17.4%	16.0%	16.7%	8.2%	5.6%	11.4%	12.8%	10.5%	7.0%	9.8%	4.3%	38.1%	33.3%	2.7%	8.8%	30.8%	0.0%	12.5%	---
No	3,080	**151**	238	279	15	135	68	39	41	17	40	92	133	13	2	36	103	9	1	28	0
	88.0%	**91.0%**	82.6%	84.0%	83.3%	91.8%	94.4%	88.6%	87.2%	89.5%	93.0%	90.2%	95.7%	61.9%	66.7%	97.3%	91.2%	69.2%	100.0%	87.5%	---
Significantly different from column:*		CD																			

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 62

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

Base: All respondents whose child is limited/prevented in ability to do things children of the same age can do (Q61)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	419	**15**	50	53	3	12	4	5	6	2	3	10	6	8	1	1	10	4	0	4	0
Number missing or multiple answer	23	**0**	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	396	**15**	49	50	3	12	4	5	6	2	3	10	6	8	1	1	10	4	0	4	0
	94.5%	**100.0%**	98.0%	94.3%	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%	---
Yes	332	**13**	34	38	2	11	3	4	6	1	2	10	5	7	1	1	9	3	0	4	0
	83.8%	**86.7%**	69.4%	76.0%	66.7%	91.7%	75.0%	80.0%	100.0%	50.0%	66.7%	100.0%	83.3%	87.5%	100.0%	100.0%	90.0%	75.0%	---	100.0%	---
No	64	**2**	15	12	1	1	1	1	0	1	1	0	1	1	0	0	1	1	0	0	0
	16.2%	**13.3%**	30.6%	24.0%	33.3%	8.3%	25.0%	20.0%	0.0%	50.0%	33.3%	0.0%	16.7%	12.5%	0.0%	0.0%	10.0%	25.0%	---	0.0%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 63

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

Base: All respondents whose child is limited/prevented in ability to do things because of medical/behavioral/other health condition (Q61 & Q62)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	332	**13**	34	38	2	11	3	4	6	1	2	10	5	7	1	1	9	3	0	4	0
Number missing or multiple answer	2	**0**	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	330	**13**	32	37	2	11	3	4	6	1	2	10	5	7	1	1	9	3	0	4	0
	99.4%	**100.0%**	94.1%	97.4%	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%	---
Yes	317	**12**	30	37	2	10	2	4	6	0	2	10	5	6	1	0	9	3	0	4	0
	96.1%	**92.3%**	93.8%	100.0%	100.0%	90.9%	66.7%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	85.7%	100.0%	0.0%	100.0%	100.0%	---	100.0%	---
No	13	**1**	2	0	0	1	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0
	3.9%	**7.7%**	6.3%	0.0%	0.0%	9.1%	33.3%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	14.3%	0.0%	100.0%	0.0%	0.0%	---	0.0%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 64

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,553	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	41	**2**	1	5	1	1	0	0	1	1	0	1	1	1	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,512	**165**	293	333	18	146	72	44	46	19	43	101	139	20	3	37	112	13	1	32	0
	98.8%	**98.8%**	99.7%	98.5%	94.7%	99.3%	100.0%	100.0%	97.9%	95.0%	100.0%	99.0%	99.3%	95.2%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	---
Yes	432	**15**	40	44	3	12	8	5	2	4	2	9	8	6	1	5	7	3	0	5	0
	12.3%	**9.1%**	13.7%	13.2%	16.7%	8.2%	11.1%	11.4%	4.3%	21.1%	4.7%	8.9%	5.8%	30.0%	33.3%	13.5%	6.3%	23.1%	0.0%	15.6%	---
No	3,080	**150**	253	289	15	134	64	39	44	15	41	92	131	14	2	32	105	10	1	27	0
	87.7%	**90.9%**	86.3%	86.8%	83.3%	91.8%	88.9%	88.6%	95.7%	78.9%	95.3%	91.1%	94.2%	70.0%	66.7%	86.5%	93.8%	76.9%	100.0%	84.4%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 65

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

Base: All respondents whose child needs/gets special therapy (Q64)

	2020 CSS Average	2020	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	432	**15**	40	44	3	12	8	5	2	4	2	9	8	6	1	5	7	3	0	5	0
Number missing or multiple answer	11	**0**	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	421	**15**	39	43	3	12	8	5	2	4	2	9	8	6	1	5	7	3	0	5	0
	97.5%	**100.0%**	97.5%	97.7%	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%	---
Yes	307	**10**	28	27	2	8	5	3	2	2	0	8	5	5	0	2	6	2	0	5	0
	72.9%	**66.7%**	71.8%	62.8%	66.7%	66.7%	62.5%	60.0%	100.0%	50.0%	0.0%	88.9%	62.5%	83.3%	0.0%	40.0%	85.7%	66.7%	---	100.0%	---
No	114	**5**	11	16	1	4	3	2	0	2	2	1	3	1	1	3	1	1	0	0	0
	27.1%	**33.3%**	28.2%	37.2%	33.3%	33.3%	37.5%	40.0%	0.0%	50.0%	100.0%	11.1%	37.5%	16.7%	100.0%	60.0%	14.3%	33.3%	---	0.0%	---
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 66

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

Base: All respondents whose child needs/gets special therapy for medical/behavioral/other health condition (Q64 & Q65)

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	307	**10**	28	27	2	8	5	3	2	2	0	8	5	5	0	2	6	2	0	5	0
Number missing or multiple answer	6	**0**	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	301	**10**	28	25	2	8	5	3	2	2	0	8	5	5	0	2	6	2	0	5	0
	98.0%	**100.0%**	100.0%	92.6%	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%	---
Yes	270	**9**	25	24	2	7	4	3	2	1	0	8	4	5	0	1	6	2	0	4	0
	89.7%	**90.0%**	89.3%	96.0%	100.0%	87.5%	80.0%	100.0%	100.0%	50.0%	---	100.0%	80.0%	100.0%	---	50.0%	100.0%	100.0%	---	80.0%	---
No	31	**1**	3	1	0	1	1	0	0	1	0	0	1	0	0	1	0	0	0	1	0
	10.3%	**10.0%**	10.7%	4.0%	0.0%	12.5%	20.0%	0.0%	0.0%	50.0%	---	0.0%	20.0%	0.0%	---	50.0%	0.0%	0.0%	---	20.0%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 67

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	3,553	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	51	**2**	0	6	1	0	0	0	0	1	0	0	2	0	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,502	**165**	294	332	18	147	72	44	47	19	43	102	138	21	3	37	112	13	1	32	0
	98.6%	**98.8%**	100.0%	98.2%	94.7%	100.0%	100.0%	100.0%	100.0%	95.0%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	---
Yes	620	**28**	38	55	6	22	5	10	13	4	4	20	19	9	0	3	20	4	0	8	0
	17.7%	**17.0%**	12.9%	16.6%	33.3%	15.0%	6.9%	22.7%	27.7%	21.1%	9.3%	19.6%	13.8%	42.9%	0.0%	8.1%	17.9%	30.8%	0.0%	25.0%	---
No	2,882	**137**	256	277	12	125	67	34	34	15	39	82	119	12	3	34	92	9	1	24	0
	82.3%	**83.0%**	87.1%	83.4%	66.7%	85.0%	93.1%	77.3%	72.3%	78.9%	90.7%	80.4%	86.2%	57.1%	100.0%	91.9%	82.1%	69.2%	100.0%	75.0%	---
Significantly different from column:*							HI	G	G												

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 68

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

Base: All respondents whose child has emotional, developmental or behavioral problem for which s/he gets treatment (Q67)

	2020 CSS Average	2020	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	620	**28**	38	55	6	22	5	10	13	4	4	20	19	9	0	3	20	4	0	8	0
Number missing or multiple answer	21	**0**	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	599	**28**	37	53	6	22	5	10	13	4	4	20	19	9	0	3	20	4	0	8	0
	96.6%	**100.0%**	97.4%	96.4%	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%	---
Yes	548	**28**	33	51	6	22	5	10	13	4	4	20	19	9	0	3	20	4	0	8	0
	91.5%	**100.0%**	89.2%	96.2%	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	51	**0**	4	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	8.5%	**0.0%**	10.8%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	---
Significantly different from column:*																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 69

What is <u>your child's</u> age?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,550	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	131	**4**	2	5	2	1	0	0	0	1	0	2	4	0	0	1	2	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,419	**163**	292	333	17	146	72	44	47	19	43	100	136	21	3	36	111	13	1	32	0
	98.0%	**97.6%**	99.3%	98.5%	89.5%	99.3%	100.0%	100.0%	100.0%	95.0%	100.0%	98.0%	97.1%	100.0%	100.0%	97.3%	98.2%	100.0%	100.0%	100.0%	---
Less than 1 year old	187	**9**	20	13	0	9	9	0	0	0	3	6	8	1	0	0	8	1	1	2	0
	2.9%	**5.5%**	6.8%	3.9%	0.0%	6.2%	12.5%	0.0%	0.0%	0.0%	7.0%	6.0%	5.9%	4.8%	0.0%	0.0%	7.2%	7.7%	100.0%	6.3%	---
1 year old	367	**7**	42	28	1	6	7	0	0	0	3	4	7	0	0	0	7	0	0	1	0
	5.7%	**4.3%**	14.4%	8.4%	5.9%	4.1%	9.7%	0.0%	0.0%	0.0%	7.0%	4.0%	5.1%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	3.1%	---
2 years old	364	**11**	36	64	0	11	11	0	0	3	1	7	8	1	1	4	6	1	0	2	0
	5.7%	**6.7%**	12.3%	19.2%	0.0%	7.5%	15.3%	0.0%	0.0%	15.8%	2.3%	7.0%	5.9%	4.8%	33.3%	11.1%	5.4%	7.7%	0.0%	6.3%	---
3 years old	376	**12**	39	25	0	12	12	0	0	3	2	7	10	2	0	2	9	1	0	5	0
	5.9%	**7.4%**	13.4%	7.5%	0.0%	8.2%	16.7%	0.0%	0.0%	15.8%	4.7%	7.0%	7.4%	9.5%	0.0%	5.6%	8.1%	7.7%	0.0%	15.6%	---
4 to 6 years old	984	**36**	36	35	5	31	33	3	0	3	9	24	34	2	0	8	24	4	0	5	0
	15.3%	**22.1%**	12.3%	10.5%	29.4%	21.2%	45.8%	6.8%	0.0%	15.8%	20.9%	24.0%	25.0%	9.5%	0.0%	22.2%	21.6%	30.8%	0.0%	15.6%	---
7 to 9 years old	965	**18**	29	39	3	15	0	18	0	1	4	12	14	3	1	6	10	2	0	6	0
	15.0%	**11.0%**	9.9%	11.7%	17.6%	10.3%	0.0%	40.9%	0.0%	5.3%	9.3%	12.0%	10.3%	14.3%	33.3%	16.7%	9.0%	15.4%	0.0%	18.8%	---
10 to 13 years old	1,452	**23**	43	59	3	20	0	23	0	5	6	12	20	2	0	7	15	0	0	3	0
	22.6%	**14.1%**	14.7%	17.7%	17.6%	13.7%	0.0%	52.3%	0.0%	26.3%	14.0%	12.0%	14.7%	9.5%	0.0%	19.4%	13.5%	0.0%	0.0%	9.4%	---
14 to 18 years old	1,724	**47**	47	70	5	42	0	0	47	4	15	28	35	10	1	9	32	4	0	8	0
	26.9%	**28.8%**	16.1%	21.0%	29.4%	28.8%	0.0%	0.0%	100.0%	21.1%	34.9%	28.0%	25.7%	47.6%	33.3%	25.0%	28.8%	30.8%	0.0%	25.0%	---
3 years old or younger	1,294	**39**	137	130	1	38	39	0	0	6	9	24	33	4	1	6	30	3	1	10	0
	20.2%	**23.9%**	46.9%	39.0%	5.9%	26.0%	54.2%	0.0%	0.0%	31.6%	20.9%	24.0%	24.3%	19.0%	33.3%	16.7%	27.0%	23.1%	100.0%	31.3%	---
Significantly different from column:*		CD					HI	G	G												

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 70

Is your child male or female?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,550	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	86	**3**	3	6	0	2	0	1	0	0	0	1	3	0	0	0	3	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,464	**164**	291	332	19	145	72	43	47	20	43	101	137	21	3	37	110	13	1	31	0
	98.7%	**98.2%**	99.0%	98.2%	100.0%	98.6%	100.0%	97.7%	100.0%	100.0%	100.0%	99.0%	97.9%	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%	96.9%	---
Male	3,335	**85**	156	172	9	76	39	23	22	6	16	63	75	9	0	16	60	7	0	21	0
	51.6%	**51.8%**	53.6%	51.8%	47.4%	52.4%	54.2%	53.5%	46.8%	30.0%	37.2%	62.4%	54.7%	42.9%	0.0%	43.2%	54.5%	53.8%	0.0%	67.7%	---
Female	3,129	**79**	135	160	10	69	33	20	25	14	27	38	62	12	3	21	50	6	1	10	0
	48.4%	**48.2%**	46.4%	48.2%	52.6%	47.6%	45.8%	46.5%	53.2%	70.0%	62.8%	37.6%	45.3%	57.1%	100.0%	56.8%	45.5%	46.2%	100.0%	32.3%	---
Significantly different from column:*										L	L	JK									

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 71

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,550	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	153	**3**	7	8	1	1	0	0	1	2	0	0	2	1	0	0	2	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,397	**164**	287	330	18	146	72	44	46	18	43	102	138	20	3	37	111	13	1	32	0
	97.7%	**98.2%**	97.6%	97.6%	94.7%	99.3%	100.0%	100.0%	97.9%	90.0%	100.0%	100.0%	98.6%	95.2%	100.0%	100.0%	98.2%	100.0%	100.0%	100.0%	---
Yes, Hispanic or Latino	1,955	**17**	29	45	1	16	14	2	1	4	5	8	16	1	0	6	7	3	0	3	0
	30.6%	**10.4%**	10.1%	13.6%	5.6%	11.0%	19.4%	4.5%	2.2%	22.2%	11.6%	7.8%	11.6%	5.0%	0.0%	16.2%	6.3%	23.1%	0.0%	9.4%	---
No, not Hispanic or Latino	4,442	**147**	258	285	17	130	58	42	45	14	38	94	122	19	3	31	104	10	1	29	0
	69.4%	**89.6%**	89.9%	86.4%	94.4%	89.0%	80.6%	95.5%	97.8%	77.8%	88.4%	92.2%	88.4%	95.0%	100.0%	83.8%	93.7%	76.9%	100.0%	90.6%	---
Significantly different from column:*		A					HI	G	G												

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 72

What is your child's race? Mark one or more.

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,550	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	301	**2**	1	12	0	1	1	0	0	0	1	0	2	0	0	1	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,249	**165**	293	326	19	146	71	44	47	20	42	102	138	21	3	36	112	13	1	32	0
	95.4%	**98.8%**	99.7%	96.4%	100.0%	99.3%	98.6%	100.0%	100.0%	100.0%	97.7%	100.0%	98.6%	100.0%	100.0%	97.3%	99.1%	100.0%	100.0%	100.0%	---
White	3,898	**81**	156	189	7	74	32	19	30	8	21	52	66	11	2	16	53	11	1	23	0
	62.4%	**49.1%**	53.2%	58.0%	36.8%	50.7%	45.1%	43.2%	63.8%	40.0%	50.0%	51.0%	47.8%	52.4%	66.7%	44.4%	47.3%	84.6%	100.0%	71.9%	---
Black or African-American	1,474	**71**	133	129	10	61	30	24	15	9	17	44	61	8	1	12	54	3	1	9	0
	23.6%	**43.0%**	45.4%	39.6%	52.6%	41.8%	42.3%	54.5%	31.9%	45.0%	40.5%	43.1%	44.2%	38.1%	33.3%	33.3%	48.2%	23.1%	100.0%	28.1%	---
Asian	400	**5**	11	15	2	3	3	1	1	0	2	3	4	1	0	1	4	0	0	1	0
	6.4%	**3.0%**	3.8%	4.6%	10.5%	2.1%	4.2%	2.3%	2.1%	0.0%	4.8%	2.9%	2.9%	4.8%	0.0%	2.8%	3.6%	0.0%	0.0%	3.1%	---
Native Hawaiian or other Pacific Islander	35	**1**	6	4	0	1	0	1	0	0	0	1	1	0	0	0	1	0	0	0	0
	0.6%	**0.6%**	2.0%	1.2%	0.0%	0.7%	0.0%	2.3%	0.0%	0.0%	0.0%	1.0%	0.7%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	---
American Indian or Alaska Native	109	**6**	14	12	1	5	4	1	1	1	0	5	4	2	0	1	2	2	0	3	0
	1.7%	**3.6%**	4.8%	3.7%	5.3%	3.4%	5.6%	2.3%	2.1%	5.0%	0.0%	4.9%	2.9%	9.5%	0.0%	2.8%	1.8%	15.4%	0.0%	9.4%	---
Other	826	**11**	26	28	1	10	10	0	0	2	2	7	9	2	0	6	4	1	0	2	0
	13.2%	**6.7%**	8.9%	8.6%	5.3%	6.8%	14.1%	0.0%	0.0%	10.0%	4.8%	6.9%	6.5%	9.5%	0.0%	16.7%	3.6%	7.7%	0.0%	6.3%	---

NA - Not Applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 73

What is your age?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,550	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	95	**1**	6	7	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,455	**166**	288	331	19	147	72	44	47	20	43	102	139	21	3	37	112	13	1	32	0
	98.5%	**99.4%**	98.0%	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	---
Under 18	712	**16**	24	29	3	13	1	6	7	2	7	6	13	3	0	5	9	1	0	3	0
	11.0%	**9.6%**	8.3%	8.8%	15.8%	8.8%	1.4%	13.6%	14.9%	10.0%	16.3%	5.9%	9.4%	14.3%	0.0%	13.5%	8.0%	7.7%	0.0%	9.4%	---
18 to 24	280	**10**	32	28	0	10	9	0	1	2	4	4	8	1	0	4	5	1	0	2	0
	4.3%	**6.0%**	11.1%	8.5%	0.0%	6.8%	12.5%	0.0%	2.1%	10.0%	9.3%	3.9%	5.8%	4.8%	0.0%	10.8%	4.5%	7.7%	0.0%	6.3%	---
25 to 34	1,446	**56**	110	107	0	56	41	13	2	5	9	42	51	4	1	13	38	5	1	11	0
	22.4%	**33.7%**	38.2%	32.3%	0.0%	38.1%	56.9%	29.5%	4.3%	25.0%	20.9%	41.2%	36.7%	19.0%	33.3%	35.1%	33.9%	38.5%	100.0%	34.4%	---
35 to 44	2,010	**45**	67	101	6	39	15	14	15	4	14	27	37	7	1	11	29	3	0	9	0
	31.1%	**27.1%**	23.3%	30.5%	31.6%	26.5%	20.8%	31.8%	31.9%	20.0%	32.6%	26.5%	26.6%	33.3%	33.3%	29.7%	25.9%	23.1%	0.0%	28.1%	---
45 to 54	1,195	**19**	33	42	3	16	2	7	10	4	2	13	14	3	0	4	15	0	0	1	0
	18.5%	**11.4%**	11.5%	12.7%	15.8%	10.9%	2.8%	15.9%	21.3%	20.0%	4.7%	12.7%	10.1%	14.3%	0.0%	10.8%	13.4%	0.0%	0.0%	3.1%	---
55 to 64	523	**14**	17	19	5	9	4	2	8	3	5	6	11	2	1	0	11	2	0	5	0
	8.1%	**8.4%**	5.9%	5.7%	26.3%	6.1%	5.6%	4.5%	17.0%	15.0%	11.6%	5.9%	7.9%	9.5%	33.3%	0.0%	9.8%	15.4%	0.0%	15.6%	---
65 to 74	239	**4**	4	2	1	3	0	2	2	0	1	3	4	0	0	0	4	0	0	0	0
	3.7%	**2.4%**	1.4%	0.6%	5.3%	2.0%	0.0%	4.5%	4.3%	0.0%	2.3%	2.9%	2.9%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	---
75 or older	50	**2**	1	3	1	1	0	0	2	0	1	1	1	1	0	0	1	1	0	1	0
	0.8%	**1.2%**	0.3%	0.9%	5.3%	0.7%	0.0%	0.0%	4.3%	0.0%	2.3%	1.0%	0.7%	4.8%	0.0%	0.0%	0.9%	7.7%	0.0%	3.1%	---
35 or older	4,017	**84**	122	167	16	68	21	25	37	11	23	50	67	13	2	15	60	6	0	16	0
	62.2%	**50.6%**	42.4%	50.5%	84.2%	46.3%	29.2%	56.8%	78.7%	55.0%	53.5%	49.0%	48.2%	61.9%	66.7%	40.5%	53.6%	46.2%	0.0%	50.0%	---
Significantly different from column:*		A			F	E	HI	GI	GH												

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 74

Are you male or female?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,550	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	82	**1**	0	5	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,468	**166**	294	333	19	147	72	44	47	20	43	102	139	21	3	37	112	13	1	32	0
	98.7%	**99.4%**	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	---
Male	943	**19**	36	30	19	0	5	7	5	5	5	9	15	3	0	2	14	2	0	4	0
	14.6%	**11.4%**	12.2%	9.0%	100.0%	0.0%	6.9%	15.9%	10.6%	25.0%	11.6%	8.8%	10.8%	14.3%	0.0%	5.4%	12.5%	15.4%	0.0%	12.5%	---
Female	5,525	**147**	258	303	0	147	67	37	42	15	38	93	124	18	3	35	98	11	1	28	0
	85.4%	**88.6%**	87.8%	91.0%	0.0%	100.0%	93.1%	84.1%	89.4%	75.0%	88.4%	91.2%	89.2%	85.7%	100.0%	94.6%	87.5%	84.6%	100.0%	87.5%	---
Significantly different from column:*																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 75

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,550	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	145	**2**	6	13	0	1	0	1	0	0	0	0	2	0	0	0	2	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,405	**165**	288	325	19	146	72	43	47	20	43	102	138	21	3	37	111	13	1	31	0
	97.8%	**98.8%**	98.0%	96.2%	100.0%	99.3%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	96.9%	---
8th grade or less	444	**6**	5	7	2	4	2	2	2	6	0	0	4	1	0	3	1	1	0	0	0
	6.9%	**3.6%**	1.7%	2.2%	10.5%	2.7%	2.8%	4.7%	4.3%	30.0%	0.0%	0.0%	2.9%	4.8%	0.0%	8.1%	0.9%	7.7%	0.0%	0.0%	---
Some high school, but did not graduate	696	**14**	28	35	3	11	7	4	2	14	0	0	10	2	1	4	7	2	0	3	0
	10.9%	**8.5%**	9.7%	10.8%	15.8%	7.5%	9.7%	9.3%	4.3%	70.0%	0.0%	0.0%	7.2%	9.5%	33.3%	10.8%	6.3%	15.4%	0.0%	9.7%	---
High school graduate or GED	2,051	**43**	98	98	5	38	17	11	15	0	43	0	37	5	1	9	30	4	0	6	0
	32.0%	**26.1%**	34.0%	30.2%	26.3%	26.0%	23.6%	25.6%	31.9%	0.0%	100.0%	0.0%	26.8%	23.8%	33.3%	24.3%	27.0%	30.8%	0.0%	19.4%	---
Some college or 2-year degree	2,067	**70**	115	119	6	64	33	21	15	0	0	70	57	11	1	16	47	6	0	16	0
	32.3%	**42.4%**	39.9%	36.6%	31.6%	43.8%	45.8%	48.8%	31.9%	0.0%	0.0%	68.6%	41.3%	52.4%	33.3%	43.2%	42.3%	46.2%	0.0%	51.6%	---
4-year college graduate	674	**17**	26	39	1	16	9	0	8	0	0	17	15	2	0	3	14	0	0	4	0
	10.5%	**10.3%**	9.0%	12.0%	5.3%	11.0%	12.5%	0.0%	17.0%	0.0%	0.0%	16.7%	10.9%	9.5%	0.0%	8.1%	12.6%	0.0%	0.0%	12.9%	---
More than 4-year college degree	473	**15**	16	27	2	13	4	5	5	0	0	15	15	0	0	2	12	0	1	2	0
	7.4%	**9.1%**	5.6%	8.3%	10.5%	8.9%	5.6%	11.6%	10.6%	0.0%	0.0%	14.7%	10.9%	0.0%	0.0%	5.4%	10.8%	0.0%	100.0%	6.5%	---
4-year college graduate or more	1,147	**32**	42	66	3	29	13	5	13	0	0	32	30	2	0	5	26	0	1	6	0
	17.9%	**19.4%**	14.6%	20.3%	15.8%	19.9%	18.1%	11.6%	27.7%	0.0%	0.0%	31.4%	21.7%	9.5%	0.0%	13.5%	23.4%	0.0%	100.0%	19.4%	---
Significantly different from column:*										L	L	JK									

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) ---General Population

Question 76

How are you related to the child?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Respondent's Gender (Q74)		Child's Age (Q69)			Respondent's Education (Q75)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	6,550	**167**	294	338	19	147	72	44	47	20	43	102	140	21	3	37	113	13	1	32	0
Number missing or multiple answer	277	**5**	6	11	1	3	2	0	2	0	2	2	4	1	0	0	3	2	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,273	**162**	288	327	18	144	70	44	45	20	41	100	136	20	3	37	110	11	1	30	0
	95.8%	**97.0%**	98.0%	96.7%	94.7%	98.0%	97.2%	100.0%	95.7%	100.0%	95.3%	98.0%	97.1%	95.2%	100.0%	100.0%	97.3%	84.6%	100.0%	93.8%	---
Mother or father	5,570	**148**	266	306	16	132	68	39	39	17	38	92	124	20	2	34	100	10	1	28	0
	88.8%	**91.4%**	92.4%	93.6%	88.9%	91.7%	97.1%	88.6%	86.7%	85.0%	92.7%	92.0%	91.2%	100.0%	66.7%	91.9%	90.9%	90.9%	100.0%	93.3%	---
Grandparent	505	**10**	12	8	1	9	2	3	5	3	3	4	8	0	1	1	8	1	0	2	0
	8.1%	**6.2%**	4.2%	2.4%	5.6%	6.3%	2.9%	6.8%	11.1%	15.0%	7.3%	4.0%	5.9%	0.0%	33.3%	2.7%	7.3%	9.1%	0.0%	6.7%	---
Aunt or uncle	37	**0**	4	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	**0.0%**	1.4%	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%	---
Older brother or sister	11	**0**	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	0.3%	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%	---
Other relative	7	**1**	0	2	1	0	0	0	0	0	0	1	1	0	0	1	0	0	0	0	0
	0.1%	**0.6%**	0.0%	0.6%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.7%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	---
Legal guardian	120	**3**	4	6	0	3	0	2	1	0	0	3	3	0	0	1	2	0	0	0	0
	1.9%	**1.9%**	1.4%	1.8%	0.0%	2.1%	0.0%	4.5%	2.2%	0.0%	0.0%	3.0%	2.2%	0.0%	0.0%	2.7%	1.8%	0.0%	0.0%	0.0%	---
Someone else	23	**0**	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	**0.0%**	0.3%	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%	---

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Patient Experience Measures

	Reportable Rates			
	2019 NCQA National Average, All LOBs	Plan Rate		
		2020	2019	2018
Consumer Satisfaction				
Getting Care				
Getting Needed Care	86.82%	**87.06%**	84.66%	88.17%
Getting Care Quickly	92.55%	**94.93%**	92.14%	93.50%
Satisfaction with Plan Physicians				
Rating of Personal Doctor	77.00%	**81.21%**	78.57%	83.61%
Rating of Specialist Seen Most Often	73.87%	**75.38%**	74.26%	72.92%
Rating of All Health Care	68.71%	**70.59%**	68.25%	71.43%
Coordination of Care	83.74%	**88.75%**	89.81%	89.51%
Satisfaction with Plan Services				
Rating of Health Plan	68.21%	**76.00%**	69.04%	66.25%
Non-HPR Measures				
How Well Doctors Communicate	94.22%	**96.25%**	95.15%	95.69%
Customer Service	89.65%	**91.31%**	90.71%	94.44%
Children with Chronic Conditions Measures				
Access to Prescription Medicine	91.56%	**92.26%**	90.91%	87.63%
Access to Specialized Services	77.16%	**69.10%**	75.72%	75.80%
Getting Needed Information	91.40%	**93.51%**	91.08%	91.29%
Personal Doctor or Nurse Who Knows Child	90.97%	**91.17%**	93.03%	93.35%
Coordination of Care w/CCC (Q16 & Q27)	76.91%	**74.89%**	78.88%	82.79%

49170

Note: for 2020 CAHPS, NCQA announced a new 2020-2021 Health Plan Rating methodology to align Health Plan Accreditation (HPA) and Health Plan Ratings (HPR). CAHPS measures presented in this table align with these changes. The three-point mean calculation that was previously used for Accreditation scoring was retired. Note that due to COVID-19, NCQA will not release 2020-2021 Health Plan Ratings. Results are presented for NCQA's top-box rates (% 9+10 or % Usually+Always). At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 3

In the last 6 months, did your child have an illness, injury, or condition that <u>needed care right away</u> in a clinic, emergency room, or doctor's office?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	47	**4**	3	3	3	1	1	0	1	2	2	0	1	3	3	0	1	3	1	0	1	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,728	**173**	237	322	141	82	58	56	104	47	63	61	12	158	93	58	19	120	35	17	17	127	25
	98.3%	**97.7%**	98.8%	99.1%	97.9%	98.8%	98.3%	100.0%	99.0%	95.9%	96.9%	100.0%	92.3%	98.1%	96.9%	100.0%	95.0%	97.6%	97.2%	100.0%	94.4%	97.7%	100.0%
Yes	1,255	**80**	128	171	67	38	27	26	46	28	25	26	6	73	48	24	6	47	19	13	2	61	16
	46.0%	**46.2%**	54.0%	53.1%	47.5%	46.3%	46.6%	46.4%	44.2%	59.6%	39.7%	42.6%	50.0%	46.2%	51.6%	41.4%	31.6%	39.2%	54.3%	76.5%	11.8%	48.0%	64.0%
No	1,473	**93**	109	151	74	44	31	30	58	19	38	35	6	85	45	34	13	73	16	4	15	66	9
	54.0%	**53.8%**	46.0%	46.9%	52.5%	53.7%	53.4%	53.6%	55.8%	40.4%	60.3%	57.4%	50.0%	53.8%	48.4%	58.6%	68.4%	60.8%	45.7%	23.5%	88.2%	52.0%	36.0%
Significantly different from column:*										K	J							T		R	VW	U	U

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 4

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?

Base: All respondents whose child need care right away (Q3)

	2020 CSS Average	2020	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,255	**80**	128	171	67	38	27	26	46	28	25	26	6	73	48	24	6	47	19	13	2	61	16
Number missing or multiple answer	52	**1**	4	4	1	0	0	0	1	0	0	1	0	1	1	0	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,203	**79**	124	167	66	38	27	26	45	28	25	25	6	72	47	24	6	47	18	13	2	60	16
	95.9%	**98.8%**	96.9%	97.7%	98.5%	100.0%	100.0%	100.0%	97.8%	100.0%	100.0%	96.2%	100.0%	98.6%	97.9%	100.0%	100.0%	100.0%	94.7%	100.0%	100.0%	98.4%	100.0%
Never	6	**1**	1	0	1	0	0	0	0	0	0	1	0	1	1	0	0	1	0	0	0	1	0
	0.5%	**1.3%**	0.8%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	1.4%	2.1%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	1.7%	0.0%
Sometimes	74	**2**	7	9	2	1	1	0	1	0	1	1	0	2	1	1	0	1	0	1	1	0	1
	6.2%	**2.5%**	5.6%	5.4%	3.0%	2.6%	3.7%	0.0%	2.2%	0.0%	4.0%	4.0%	0.0%	2.8%	2.1%	4.2%	0.0%	2.1%	0.0%	7.7%	50.0%	0.0%	6.3%
Usually	153	**5**	13	15	4	4	4	4	5	2	2	1	1	4	3	1	0	1	3	1	0	4	0
	12.7%	**6.3%**	10.5%	9.0%	6.1%	10.5%	14.8%	15.4%	11.1%	7.1%	8.0%	4.0%	16.7%	5.6%	6.4%	4.2%	0.0%	2.1%	16.7%	7.7%	0.0%	6.7%	0.0%
Always	970	**71**	103	143	59	33	22	22	39	26	22	22	5	65	42	22	6	44	15	11	1	55	15
	80.6%	**89.9%**	83.1%	85.6%	89.4%	86.8%	81.5%	84.6%	86.7%	92.9%	88.0%	88.0%	83.3%	90.3%	89.4%	91.7%	100.0%	93.6%	83.3%	84.6%	50.0%	91.7%	93.8%
Significantly different from column:*		A																					
Usually or Always	1,123	**76**	116	158	63	37	26	26	44	28	24	23	6	69	45	23	6	45	18	12	1	59	15
	93.3%	**96.2%**	93.5%	94.6%	95.5%	97.4%	96.3%	100.0%	97.8%	100.0%	96.0%	92.0%	100.0%	95.8%	95.7%	95.8%	100.0%	95.7%	100.0%	92.3%	50.0%	98.3%	93.8%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 5

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?

Base: All respondents

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	34	**1**	0	2	1	0	1	0	0	0	0	1	0	1	0	1	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,741	**176**	240	323	143	83	58	56	105	49	65	60	13	160	96	57	20	123	35	17	18	129	25
	98.8%	**99.4%**	100.0%	99.4%	99.3%	100.0%	98.3%	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%	99.4%	100.0%	98.3%	100.0%	100.0%	97.2%	100.0%	100.0%	99.2%	100.0%
Yes	2,220	**151**	208	278	127	71	49	45	87	42	57	50	11	137	84	48	17	102	33	15	8	116	24
	81.0%	**85.8%**	86.7%	86.1%	88.8%	85.5%	84.5%	80.4%	82.9%	85.7%	87.7%	83.3%	84.6%	85.6%	87.5%	84.2%	85.0%	82.9%	94.3%	88.2%	44.4%	89.9%	96.0%
No	521	**25**	32	45	16	12	9	11	18	7	8	10	2	23	12	9	3	21	2	2	10	13	1
	19.0%	**14.2%**	13.3%	13.9%	11.2%	14.5%	15.5%	19.6%	17.1%	14.3%	12.3%	16.7%	15.4%	14.4%	12.5%	15.8%	15.0%	17.1%	5.7%	11.8%	55.6%	10.1%	4.0%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 6

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?

Base: All respondents who made an appointment for their child for health care (Q5)

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,220	**151**	208	278	127	71	49	45	87	42	57	50	11	137	84	48	17	102	33	15	8	116	24
Number missing or multiple answer	85	**9**	3	2	8	1	2	1	6	1	3	5	0	9	3	5	1	7	2	0	1	7	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,135	**142**	205	276	119	70	47	44	81	41	54	45	11	128	81	43	16	95	31	15	7	109	23
	96.2%	**94.0%**	98.6%	99.3%	93.7%	98.6%	95.9%	97.8%	93.1%	97.6%	94.7%	90.0%	100.0%	93.4%	96.4%	89.6%	94.1%	93.1%	93.9%	100.0%	87.5%	94.0%	95.8%
Never	17	**2**	1	2	0	2	2	1	2	2	0	0	2	0	1	0	1	0	2	0	1	1	0
	0.8%	**1.4%**	0.5%	0.7%	0.0%	2.9%	4.3%	2.3%	2.5%	4.9%	0.0%	0.0%	18.2%	0.0%	1.2%	0.0%	6.3%	0.0%	6.5%	0.0%	14.3%	0.9%	0.0%
Sometimes	161	**7**	18	19	5	3	3	3	4	3	3	1	2	5	4	1	2	5	2	0	1	6	0
	7.5%	**4.9%**	8.8%	6.9%	4.2%	4.3%	6.4%	6.8%	4.9%	7.3%	5.6%	2.2%	18.2%	3.9%	4.9%	2.3%	12.5%	5.3%	6.5%	0.0%	14.3%	5.5%	0.0%
Usually	461	**19**	35	49	17	15	9	9	12	4	7	7	0	18	10	4	4	8	7	3	1	14	4
	21.6%	**13.4%**	17.1%	17.8%	14.3%	21.4%	19.1%	20.5%	14.8%	9.8%	13.0%	15.6%	0.0%	14.1%	12.3%	9.3%	25.0%	8.4%	22.6%	20.0%	14.3%	12.8%	17.4%
Always	1,496	**114**	151	206	97	50	33	31	63	32	44	37	7	105	66	38	9	82	20	12	4	88	19
	70.1%	**80.3%**	73.7%	74.6%	81.5%	71.4%	70.2%	70.5%	77.8%	78.0%	81.5%	82.2%	63.6%	82.0%	81.5%	88.4%	56.3%	86.3%	64.5%	80.0%	57.1%	80.7%	82.6%
Significantly different from column:*		A																S	R				
Usually or Always	1,957	**133**	186	255	114	65	42	40	75	36	51	44	7	123	76	42	13	90	27	15	5	102	23
	91.7%	**93.7%**	90.7%	92.4%	95.8%	92.9%	89.4%	90.9%	92.6%	87.8%	94.4%	97.8%	63.6%	96.1%	93.8%	97.7%	81.3%	94.7%	87.1%	100.0%	71.4%	93.6%	100.0%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 7

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?

Base: All respondents

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	74	**4**	8	9	4	1	1	1	4	1	3	0	0	4	3	0	1	3	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,701	**173**	232	316	140	82	58	55	101	48	62	61	13	157	93	58	19	120	35	17	18	130	25
	97.3%	**97.7%**	96.7%	97.2%	97.2%	98.8%	98.3%	98.2%	96.2%	98.0%	95.4%	100.0%	100.0%	97.5%	96.9%	100.0%	95.0%	97.6%	97.2%	100.0%	100.0%	100.0%	100.0%
None	437	**18**	19	28	10	7	8	7	9	7	4	7	2	16	8	8	2	14	2	2	18	0	0
	16.2%	**10.4%**	8.2%	8.9%	7.1%	8.5%	13.8%	12.7%	8.9%	14.6%	6.5%	11.5%	15.4%	10.2%	8.6%	13.8%	10.5%	11.7%	5.7%	11.8%	100.0%	0.0%	0.0%
1 time	608	**36**	29	43	30	17	9	11	20	6	19	11	3	32	19	13	3	26	6	4	0	36	0
	22.5%	**20.8%**	12.5%	13.6%	21.4%	20.7%	15.5%	20.0%	19.8%	12.5%	30.6%	18.0%	23.1%	20.4%	20.4%	22.4%	15.8%	21.7%	17.1%	23.5%	0.0%	27.7%	0.0%
2	653	**50**	51	73	44	20	15	14	34	10	19	19	1	48	23	22	4	42	5	3	0	50	0
	24.2%	**28.9%**	22.0%	23.1%	31.4%	24.4%	25.9%	25.5%	33.7%	20.8%	30.6%	31.1%	7.7%	30.6%	24.7%	37.9%	21.1%	35.0%	14.3%	17.6%	0.0%	38.5%	0.0%
3	419	**27**	50	59	20	11	10	10	14	8	10	9	4	22	15	8	3	18	7	2	0	27	0
	15.5%	**15.6%**	21.6%	18.7%	14.3%	13.4%	17.2%	18.2%	13.9%	16.7%	16.1%	14.8%	30.8%	14.0%	16.1%	13.8%	15.8%	15.0%	20.0%	11.8%	0.0%	20.8%	0.0%
4	260	**17**	35	28	14	10	6	8	8	10	4	3	1	16	11	3	3	8	7	1	0	17	0
	9.6%	**9.8%**	15.1%	8.9%	10.0%	12.2%	10.3%	14.5%	7.9%	20.8%	6.5%	4.9%	7.7%	10.2%	11.8%	5.2%	15.8%	6.7%	20.0%	5.9%	0.0%	13.1%	0.0%
5 to 9	268	**21**	36	65	18	13	8	4	13	6	4	11	2	19	13	4	4	10	7	4	0	0	21
	9.9%	**12.1%**	15.5%	20.6%	12.9%	15.9%	13.8%	7.3%	12.9%	12.5%	6.5%	18.0%	15.4%	12.1%	14.0%	6.9%	21.1%	8.3%	20.0%	23.5%	0.0%	0.0%	84.0%
10 or more times	56	**4**	12	20	4	4	2	1	3	1	2	1	0	4	4	0	0	2	1	1	0	0	4
	2.1%	**2.3%**	5.2%	6.3%	2.9%	4.9%	3.4%	1.8%	3.0%	2.1%	3.2%	1.6%	0.0%	2.5%	4.3%	0.0%	0.0%	1.7%	2.9%	5.9%	0.0%	0.0%	16.0%
5 or more times	324	**25**	48	85	22	17	10	5	16	7	6	12	2	23	17	4	4	12	8	5	0	0	25
	12.0%	**14.5%**	20.7%	26.9%	15.7%	20.7%	17.2%	9.1%	15.8%	14.6%	9.7%	19.7%	15.4%	14.6%	18.3%	6.9%	21.1%	10.0%	22.9%	29.4%	0.0%	0.0%	100.0%
Significantly different from column:*		D													P	O					W		U

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 8

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 CSS Average	2020	2019	2018	Type of Chronic Condition (Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Child's Age (Q69)			Child's Hispanic Status (Q71)		Child's Race (Q72)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,264	**155**	213	288	130	75	50	48	92	41	58	54	11	141	85	50	17	106	33	15	0	130	25
Number missing or multiple answer	16	**1**	0	1	1	1	0	1	1	1	0	0	0	1	0	1	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,248	**154**	213	287	129	74	50	47	91	40	58	54	11	140	85	49	17	105	33	15	0	129	25
	99.3%	**99.4%**	100.0%	99.7%	99.2%	98.7%	100.0%	97.9%	98.9%	97.6%	100.0%	100.0%	100.0%	99.3%	100.0%	98.0%	100.0%	99.1%	100.0%	100.0%	---	99.2%	100.0%
Never	15	**1**	3	2	1	1	0	0	1	0	0	1	0	0	0	1	0	0	1	0	0	1	0
	0.7%	**0.6%**	1.4%	0.7%	0.8%	1.4%	0.0%	0.0%	1.1%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	3.0%	0.0%	---	0.8%	0.0%
Sometimes	155	**9**	16	23	7	7	5	5	6	1	6	2	3	6	3	3	2	6	2	1	0	9	0
	6.9%	**5.8%**	7.5%	8.0%	5.4%	9.5%	10.0%	10.6%	6.6%	2.5%	10.3%	3.7%	27.3%	4.3%	3.5%	6.1%	11.8%	5.7%	6.1%	6.7%	---	7.0%	0.0%
Usually	380	**21**	37	39	17	14	8	11	14	9	4	7	2	18	10	6	4	9	8	4	0	14	7
	16.9%	**13.6%**	17.4%	13.6%	13.2%	18.9%	16.0%	23.4%	15.4%	22.5%	6.9%	13.0%	18.2%	12.9%	11.8%	12.2%	23.5%	8.6%	24.2%	26.7%	---	10.9%	28.0%
Always	1,698	**123**	157	223	104	52	37	31	70	30	48	44	6	116	72	39	11	90	22	10	0	105	18
	75.5%	**79.9%**	73.7%	77.7%	80.6%	70.3%	74.0%	66.0%	76.9%	75.0%	82.8%	81.5%	54.5%	82.9%	84.7%	79.6%	64.7%	85.7%	66.7%	66.7%	---	81.4%	72.0%
Significantly different from column:*					H			E										S	R				
Usually or Always	2,078	**144**	194	262	121	66	45	42	84	39	52	51	8	134	82	45	15	99	30	14	0	119	25
	92.4%	**93.5%**	91.1%	91.3%	93.8%	89.2%	90.0%	89.4%	92.3%	97.5%	89.7%	94.4%	72.7%	95.7%	96.5%	91.8%	88.2%	94.3%	90.9%	93.3%	---	92.2%	100.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 9

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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,264	**155**	213	288	130	75	50	48	92	41	58	54	11	141	85	50	17	106	33	15	0	130	25
Number missing or multiple answer	24	**2**	2	1	2	1	0	1	1	1	0	1	0	2	0	2	0	2	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,240	**153**	211	287	128	74	50	47	91	40	58	53	11	139	85	48	17	104	33	15	0	128	25
	98.9%	**98.7%**	99.1%	99.7%	98.5%	98.7%	100.0%	97.9%	98.9%	97.6%	100.0%	98.1%	100.0%	98.6%	100.0%	96.0%	100.0%	98.1%	100.0%	100.0%	---	98.5%	100.0%
0 Worst health care possible	5	**0**	0	1	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%	0.3%	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%
1	2	**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%	0.0%
2	5	**1**	0	2	1	0	0	1	1	0	1	0	0	1	1	0	0	0	0	1	0	1	0
	0.2%	**0.7%**	0.0%	0.7%	0.8%	0.0%	0.0%	2.1%	1.1%	0.0%	1.7%	0.0%	0.0%	0.7%	1.2%	0.0%	0.0%	0.0%	0.0%	6.7%	---	0.8%	0.0%
3	11	**1**	0	2	0	1	1	1	1	1	0	0	1	0	0	0	1	1	0	0	0	1	0
	0.5%	**0.7%**	0.0%	0.7%	0.0%	1.4%	2.0%	2.1%	1.1%	2.5%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	5.9%	1.0%	0.0%	0.0%	---	0.8%	0.0%
4	11	**1**	2	4	1	0	0	0	0	0	1	0	0	1	0	1	0	0	1	0	0	1	0
	0.5%	**0.7%**	0.9%	1.4%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	0.7%	0.0%	2.1%	0.0%	0.0%	3.0%	0.0%	---	0.8%	0.0%
5	57	**2**	6	4	2	1	1	0	1	0	0	2	1	1	1	0	1	1	0	1	0	1	1
	2.5%	**1.3%**	2.8%	1.4%	1.6%	1.4%	2.0%	0.0%	1.1%	0.0%	0.0%	3.8%	9.1%	0.7%	1.2%	0.0%	5.9%	1.0%	0.0%	6.7%	---	0.8%	4.0%
6	57	**4**	5	6	4	4	3	3	4	1	1	2	1	3	2	1	0	0	1	3	0	2	2
	2.5%	**2.6%**	2.4%	2.1%	3.1%	5.4%	6.0%	6.4%	4.4%	2.5%	1.7%	3.8%	9.1%	2.2%	2.4%	2.1%	0.0%	0.0%	3.0%	20.0%	---	1.6%	8.0%
7	163	**12**	14	17	10	8	4	6	8	4	3	4	1	11	4	5	3	6	4	2	0	11	1
	7.3%	**7.8%**	6.6%	5.9%	7.8%	10.8%	8.0%	12.8%	8.8%	10.0%	5.2%	7.5%	9.1%	7.9%	4.7%	10.4%	17.6%	5.8%	12.1%	13.3%	---	8.6%	4.0%
8	400	**24**	40	46	18	13	7	9	16	8	7	8	3	19	15	6	2	17	5	2	0	19	5
	17.9%	**15.7%**	19.0%	16.0%	14.1%	17.6%	14.0%	19.1%	17.6%	20.0%	12.1%	15.1%	27.3%	13.7%	17.6%	12.5%	11.8%	16.3%	15.2%	13.3%	---	14.8%	20.0%
9	440	**29**	25	49	20	8	8	10	16	9	10	10	1	28	17	10	1	16	12	0	0	26	3
	19.6%	**19.0%**	11.8%	17.1%	15.6%	10.8%	16.0%	21.3%	17.6%	22.5%	17.2%	18.9%	9.1%	20.1%	20.0%	20.8%	5.9%	15.4%	36.4%	0.0%	---	20.3%	12.0%
10 Best health care possible	1,089	**79**	119	156	72	39	26	17	44	17	35	27	3	75	45	25	9	63	10	6	0	66	13
	48.6%	**51.6%**	56.4%	54.4%	56.3%	52.7%	52.0%	36.2%	48.4%	42.5%	60.3%	50.9%	27.3%	54.0%	52.9%	52.1%	52.9%	60.6%	30.3%	40.0%	---	51.6%	52.0%

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 9

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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,264	**155**	213	288	130	75	50	48	92	41	58	54	11	141	85	50	17	106	33	15	0	130	25
Number missing or multiple answer	24	**2**	2	1	2	1	0	1	1	1	0	1	0	2	0	2	0	2	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,240	**153**	211	287	128	74	50	47	91	40	58	53	11	139	85	48	17	104	33	15	0	128	25
	98.9%	**98.7%**	99.1%	99.7%	98.5%	98.7%	100.0%	97.9%	98.9%	97.6%	100.0%	98.1%	100.0%	98.6%	100.0%	96.0%	100.0%	98.1%	100.0%	100.0%	---	98.5%	100.0%
0 to 4	34	**3**	2	9	2	1	1	2	2	1	2	0	1	2	1	1	1	1	1	1	0	3	0
	1.5%	**2.0%**	0.9%	3.1%	1.6%	1.4%	2.0%	4.3%	2.2%	2.5%	3.4%	0.0%	9.1%	1.4%	1.2%	2.1%	5.9%	1.0%	3.0%	6.7%	---	2.3%	0.0%
5	57	**2**	6	4	2	1	1	0	1	0	0	2	1	1	1	0	1	1	0	1	0	1	1
	2.5%	**1.3%**	2.8%	1.4%	1.6%	1.4%	2.0%	0.0%	1.1%	0.0%	0.0%	3.8%	9.1%	0.7%	1.2%	0.0%	5.9%	1.0%	0.0%	6.7%	---	0.8%	4.0%
6 or 7	220	**16**	19	23	14	12	7	9	12	5	4	6	2	14	6	6	3	6	5	5	0	13	3
	9.8%	**10.5%**	9.0%	8.0%	10.9%	16.2%	14.0%	19.1%	13.2%	12.5%	6.9%	11.3%	18.2%	10.1%	7.1%	12.5%	17.6%	5.8%	15.2%	33.3%	---	10.2%	12.0%
8 to 10	1,929	**132**	184	251	110	60	41	36	76	34	52	45	7	122	77	41	12	96	27	8	0	111	21
	86.1%	**86.3%**	87.2%	87.5%	85.9%	81.1%	82.0%	76.6%	83.5%	85.0%	89.7%	84.9%	63.6%	87.8%	90.6%	85.4%	70.6%	92.3%	81.8%	53.3%	---	86.7%	84.0%
Significantly different from column:*																							
0 to 6	148	**9**	13	19	8	6	5	5	7	2	3	4	3	6	4	2	2	2	2	5	0	6	3
	6.6%	**5.9%**	6.2%	6.6%	6.3%	8.1%	10.0%	10.6%	7.7%	5.0%	5.2%	7.5%	27.3%	4.3%	4.7%	4.2%	11.8%	1.9%	6.1%	33.3%	---	4.7%	12.0%
7 to 8	563	**36**	54	63	28	21	11	15	24	12	10	12	4	30	19	11	5	23	9	4	0	30	6
	25.1%	**23.5%**	25.6%	22.0%	21.9%	28.4%	22.0%	31.9%	26.4%	30.0%	17.2%	22.6%	36.4%	21.6%	22.4%	22.9%	29.4%	22.1%	27.3%	26.7%	---	23.4%	24.0%
9 to 10	1,529	**108**	144	205	92	47	34	27	60	26	45	37	4	103	62	35	10	79	22	6	0	92	16
	68.3%	**70.6%**	68.2%	71.4%	71.9%	63.5%	68.0%	57.4%	65.9%	65.0%	77.6%	69.8%	36.4%	74.1%	72.9%	72.9%	58.8%	76.0%	66.7%	40.0%	---	71.9%	64.0%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 10

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,264	**155**	213	288	130	75	50	48	92	41	58	54	11	141	85	50	17	106	33	15	0	130	25
Number missing or multiple answer	18	**2**	0	0	2	1	0	1	1	1	0	1	0	2	0	2	0	2	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,246	**153**	213	288	128	74	50	47	91	40	58	53	11	139	85	48	17	104	33	15	0	128	25
	99.2%	**98.7%**	100.0%	100.0%	98.5%	98.7%	100.0%	97.9%	98.9%	97.6%	100.0%	98.1%	100.0%	98.6%	100.0%	96.0%	100.0%	98.1%	100.0%	100.0%	---	98.5%	100.0%
Never	21	**2**	2	3	2	2	2	2	2	0	2	0	1	1	1	0	0	0	1	1	0	2	0
	0.9%	**1.3%**	0.9%	1.0%	1.6%	2.7%	4.0%	4.3%	2.2%	0.0%	3.4%	0.0%	9.1%	0.7%	1.2%	0.0%	0.0%	0.0%	3.0%	6.7%	---	1.6%	0.0%
Sometimes	159	**7**	16	21	5	3	3	4	5	2	3	2	1	6	3	2	2	3	2	2	0	7	0
	7.1%	**4.6%**	7.5%	7.3%	3.9%	4.1%	6.0%	8.5%	5.5%	5.0%	5.2%	3.8%	9.1%	4.3%	3.5%	4.2%	11.8%	2.9%	6.1%	13.3%	---	5.5%	0.0%
Usually	572	**27**	45	68	21	17	10	14	17	12	6	8	1	25	14	9	3	18	7	1	0	23	4
	25.5%	**17.6%**	21.1%	23.6%	16.4%	23.0%	20.0%	29.8%	18.7%	30.0%	10.3%	15.1%	9.1%	18.0%	16.5%	18.8%	17.6%	17.3%	21.2%	6.7%	---	18.0%	16.0%
Always	1,494	**117**	150	196	100	52	35	27	67	26	47	43	8	107	67	37	12	83	23	11	0	96	21
	66.5%	**76.5%**	70.4%	68.1%	78.1%	70.3%	70.0%	57.4%	73.6%	65.0%	81.0%	81.1%	72.7%	77.0%	78.8%	77.1%	70.6%	79.8%	69.7%	73.3%	---	75.0%	84.0%
Significantly different from column:*		A			H			E															
Usually or Always	2,066	**144**	195	264	121	69	45	41	84	38	53	51	9	132	81	46	15	101	30	12	0	119	25
	92.0%	**94.1%**	91.5%	91.7%	94.5%	93.2%	90.0%	87.2%	92.3%	95.0%	91.4%	96.2%	81.8%	95.0%	95.3%	95.8%	88.2%	97.1%	90.9%	80.0%	---	93.0%	100.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 11

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55)		Type of Chronic Condition (Q58)	Type of Chronic Condition (Q61)	Type of Chronic Condition (Q64)	Type of Chronic Condition (Q67)	Child's Age (Q69)			Child's Hispanic Status (Q71)		Child's Race (Q72)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling		0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I		J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105		49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	46	**0**	2	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,729	**177**	238	325	144	83	59	56	105		49	65	61	13	161	96	58	20	123	36	17	18	130	25
	98.3%	**100.0%**	99.2%	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%
Yes	2,255	**137**	184	265	113	60	42	37	85		22	61	53	7	127	78	43	13	94	31	12	12	103	19
	82.6%	**77.4%**	77.3%	81.5%	78.5%	72.3%	71.2%	66.1%	81.0%		44.9%	93.8%	86.9%	53.8%	78.9%	81.3%	74.1%	65.0%	76.4%	86.1%	70.6%	66.7%	79.2%	76.0%
No	474	**40**	54	60	31	23	17	19	20		27	4	8	6	34	18	15	7	29	5	5	6	27	6
	17.4%	**22.6%**	22.7%	18.5%	21.5%	27.7%	28.8%	33.9%	19.0%		55.1%	6.2%	13.1%	46.2%	21.1%	18.8%	25.9%	35.0%	23.6%	13.9%	29.4%	33.3%	20.8%	24.0%
Significantly different from column:*								I	H		KL	J	J											

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 12

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?

Base: All respondents whose child is enrolled in school or daycare (Q11)

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,255	**137**	184	265	113	60	42	37	85	22	61	53	7	127	78	43	13	94	31	12	12	103	19
Number missing or multiple answer	96	**5**	5	5	5	1	1	0	1	1	1	3	0	5	4	1	0	4	1	0	1	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,159	**132**	179	260	108	59	41	37	84	21	60	50	7	122	74	42	13	90	30	12	11	99	19
	95.7%	**96.4%**	97.3%	98.1%	95.6%	98.3%	97.6%	100.0%	98.8%	95.5%	98.4%	94.3%	100.0%	96.1%	94.9%	97.7%	100.0%	95.7%	96.8%	100.0%	91.7%	96.1%	100.0%
Yes	371	**15**	33	46	11	10	8	5	12	4	9	2	2	13	9	5	0	9	2	4	1	9	5
	17.2%	**11.4%**	18.4%	17.7%	10.2%	16.9%	19.5%	13.5%	14.3%	19.0%	15.0%	4.0%	28.6%	10.7%	12.2%	11.9%	0.0%	10.0%	6.7%	33.3%	9.1%	9.1%	26.3%
No	1,788	**117**	146	214	97	49	33	32	72	17	51	48	5	109	65	37	13	81	28	8	10	90	14
	82.8%	**88.6%**	81.6%	82.3%	89.8%	83.1%	80.5%	86.5%	85.7%	81.0%	85.0%	96.0%	71.4%	89.3%	87.8%	88.1%	100.0%	90.0%	93.3%	66.7%	90.9%	90.9%	73.7%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 13

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?

Base: All respondents whose child is enrolled in school or daycare and needed their child's doctor/health provider to contact school/daycare center about their child's health (Q11 & Q12)

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	371	**15**	33	46	11	10	8	5	12	4	9	2	2	13	9	5	0	9	2	4	1	9	5
Number missing or multiple answer	5	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	366	**15**	33	46	11	10	8	5	12	4	9	2	2	13	9	5	0	9	2	4	1	9	5
	98.7%	**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%	100.0%
Yes	332	**14**	31	44	10	9	7	4	11	4	8	2	1	13	9	5	0	9	2	3	1	8	5
	90.7%	**93.3%**	93.9%	95.7%	90.9%	90.0%	87.5%	80.0%	91.7%	100.0%	88.9%	100.0%	50.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	75.0%	100.0%	88.9%	100.0%
No	34	**1**	2	2	1	1	1	1	1	0	1	0	1	0	0	0	0	0	0	1	0	1	0
	9.3%	**6.7%**	6.1%	4.3%	9.1%	10.0%	12.5%	20.0%	8.3%	0.0%	11.1%	0.0%	50.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	25.0%	0.0%	11.1%	0.0%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 14

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?

Base: All respondents

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	53	**3**	1	3	2	1	1	0	2	0	1	2	0	3	3	0	0	1	2	0	0	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,722	**174**	239	322	142	82	58	56	103	49	64	59	13	158	93	58	20	122	34	17	18	128	24
	98.1%	**98.3%**	99.6%	99.1%	98.6%	98.8%	98.3%	100.0%	98.1%	100.0%	98.5%	96.7%	100.0%	98.1%	96.9%	100.0%	100.0%	99.2%	94.4%	100.0%	100.0%	98.5%	96.0%
Yes	298	**14**	31	44	10	9	10	6	6	8	4	2	3	11	8	5	1	7	5	2	1	7	5
	10.9%	**8.0%**	13.0%	13.7%	7.0%	11.0%	17.2%	10.7%	5.8%	16.3%	6.3%	3.4%	23.1%	7.0%	8.6%	8.6%	5.0%	5.7%	14.7%	11.8%	5.6%	5.5%	20.8%
No	2,424	**160**	208	278	132	73	48	50	97	41	60	57	10	147	85	53	19	115	29	15	17	121	19
	89.1%	**92.0%**	87.0%	86.3%	93.0%	89.0%	82.8%	89.3%	94.2%	83.7%	93.8%	96.6%	76.9%	93.0%	91.4%	91.4%	95.0%	94.3%	85.3%	88.2%	94.4%	94.5%	79.2%
Significantly different from column:*					G		EI		G														

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 15

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

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2020 CSS Average	2020	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	298	**14**	31	44	10	9	10	6	6	8	4	2	3	11	8	5	1	7	5	2	1	7	5
Number missing or multiple answer	9	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	289	**14**	29	44	10	9	10	6	6	8	4	2	3	11	8	5	1	7	5	2	1	7	5
	97.0%	**100.0%**	93.5%	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%
Never	21	**3**	0	4	1	3	3	2	3	1	2	0	1	2	2	1	0	0	3	0	0	2	1
	7.3%	**21.4%**	0.0%	9.1%	10.0%	33.3%	30.0%	33.3%	50.0%	12.5%	50.0%	0.0%	33.3%	18.2%	25.0%	20.0%	0.0%	0.0%	60.0%	0.0%	0.0%	28.6%	20.0%
Sometimes	35	**1**	4	7	1	1	1	0	1	0	1	0	0	1	0	1	0	1	0	0	0	1	0
	12.1%	**7.1%**	13.8%	15.9%	10.0%	11.1%	10.0%	0.0%	16.7%	0.0%	25.0%	0.0%	0.0%	9.1%	0.0%	20.0%	0.0%	14.3%	0.0%	0.0%	0.0%	14.3%	0.0%
Usually	64	**2**	7	3	0	1	2	2	0	2	0	0	1	1	0	1	1	2	0	0	1	0	1
	22.1%	**14.3%**	24.1%	6.8%	0.0%	11.1%	20.0%	33.3%	0.0%	25.0%	0.0%	0.0%	33.3%	9.1%	0.0%	20.0%	100.0%	28.6%	0.0%	0.0%	100.0%	0.0%	20.0%
Always	169	**8**	18	30	8	4	4	2	2	5	1	2	1	7	6	2	0	4	2	2	0	4	3
	58.5%	**57.1%**	62.1%	68.2%	80.0%	44.4%	40.0%	33.3%	33.3%	62.5%	25.0%	100.0%	33.3%	63.6%	75.0%	40.0%	0.0%	57.1%	40.0%	100.0%	0.0%	57.1%	60.0%
Significantly different from column:*																							
Usually or Always	233	**10**	25	33	8	5	6	4	2	7	1	2	2	8	6	3	1	6	2	2	1	4	4
	80.6%	**71.4%**	86.2%	75.0%	80.0%	55.6%	60.0%	66.7%	33.3%	87.5%	25.0%	100.0%	66.7%	72.7%	75.0%	60.0%	100.0%	85.7%	40.0%	100.0%	100.0%	57.1%	80.0%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 16

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

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2020 CSS Average	2020	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	298	**14**	31	44	10	9	10	6	6	8	4	2	3	11	8	5	1	7	5	2	1	7	5
Number missing or multiple answer	12	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	286	**14**	31	44	10	9	10	6	6	8	4	2	3	11	8	5	1	7	5	2	1	7	5
	96.0%	**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%	100.0%	100.0%	100.0%
Yes	248	**12**	27	39	10	7	8	4	5	6	4	2	2	10	7	4	1	6	4	2	1	6	4
	86.7%	**85.7%**	87.1%	88.6%	100.0%	77.8%	80.0%	66.7%	83.3%	75.0%	100.0%	100.0%	66.7%	90.9%	87.5%	80.0%	100.0%	85.7%	80.0%	100.0%	100.0%	85.7%	80.0%
No	38	**2**	4	5	0	2	2	2	1	2	0	0	1	1	1	1	0	1	1	0	0	1	1
	13.3%	**14.3%**	12.9%	11.4%	0.0%	22.2%	20.0%	33.3%	16.7%	25.0%	0.0%	0.0%	33.3%	9.1%	12.5%	20.0%	0.0%	14.3%	20.0%	0.0%	0.0%	14.3%	20.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 17

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	56	**1**	1	5	0	0	0	0	1	0	1	0	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,719	**176**	239	320	144	83	59	56	104	49	64	61	13	160	95	58	20	122	36	17	18	129	25
	98.0%	**99.4%**	99.6%	98.5%	100.0%	100.0%	100.0%	100.0%	99.0%	100.0%	98.5%	100.0%	100.0%	99.4%	99.0%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	99.2%	100.0%
Yes	678	**38**	55	85	21	26	26	31	27	20	12	6	6	32	21	8	7	22	11	5	4	29	4
	24.9%	**21.6%**	23.0%	26.6%	14.6%	31.3%	44.1%	55.4%	26.0%	40.8%	18.8%	9.8%	46.2%	20.0%	22.1%	13.8%	35.0%	18.0%	30.6%	29.4%	22.2%	22.5%	16.0%
No	2,041	**138**	184	235	123	57	33	25	77	29	52	55	7	128	74	50	13	100	25	12	14	100	21
	75.1%	**78.4%**	77.0%	73.4%	85.4%	68.7%	55.9%	44.6%	74.0%	59.2%	81.3%	90.2%	53.8%	80.0%	77.9%	86.2%	65.0%	82.0%	69.4%	70.6%	77.8%	77.5%	84.0%
Significantly different from column:*					FGHI	EH	EI	EFI	EGH	KL	J	J											

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 18

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

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	678	**38**	55	85	21	26	26	31	27	20	12	6	6	32	21	8	7	22	11	5	4	29	4
Number missing or multiple answer	9	**1**	1	2	1	0	0	0	0	1	0	0	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	669	**37**	54	83	20	26	26	31	27	19	12	6	6	31	20	8	7	21	11	5	4	28	4
	98.7%	**97.4%**	98.2%	97.6%	95.2%	100.0%	100.0%	100.0%	100.0%	95.0%	100.0%	100.0%	100.0%	96.9%	95.2%	100.0%	100.0%	95.5%	100.0%	100.0%	100.0%	96.6%	100.0%
Never	69	**6**	7	6	4	4	3	5	4	3	2	1	2	4	2	1	3	5	0	1	0	6	0
	10.3%	**16.2%**	13.0%	7.2%	20.0%	15.4%	11.5%	16.1%	14.8%	15.8%	16.7%	16.7%	33.3%	12.9%	10.0%	12.5%	42.9%	23.8%	0.0%	20.0%	0.0%	21.4%	0.0%
Sometimes	96	**7**	9	14	5	6	4	6	6	6	1	0	0	7	4	1	2	3	3	1	0	6	1
	14.3%	**18.9%**	16.7%	16.9%	25.0%	23.1%	15.4%	19.4%	22.2%	31.6%	8.3%	0.0%	0.0%	22.6%	20.0%	12.5%	28.6%	14.3%	27.3%	20.0%	0.0%	21.4%	25.0%
Usually	137	**6**	7	16	3	5	5	6	5	3	3	0	1	5	2	3	0	3	2	1	2	4	0
	20.5%	**16.2%**	13.0%	19.3%	15.0%	19.2%	19.2%	19.4%	18.5%	15.8%	25.0%	0.0%	16.7%	16.1%	10.0%	37.5%	0.0%	14.3%	18.2%	20.0%	50.0%	14.3%	0.0%
Always	367	**18**	31	47	8	11	14	14	12	7	6	5	3	15	12	3	2	10	6	2	2	12	3
	54.9%	**48.6%**	57.4%	56.6%	40.0%	42.3%	53.8%	45.2%	44.4%	36.8%	50.0%	83.3%	50.0%	48.4%	60.0%	37.5%	28.6%	47.6%	54.5%	40.0%	50.0%	42.9%	75.0%
Significantly different from column:*																							
Usually or Always	504	**24**	38	63	11	16	19	20	17	10	9	5	4	20	14	6	2	13	8	3	4	16	3
	75.3%	**64.9%**	70.4%	75.9%	55.0%	61.5%	73.1%	64.5%	63.0%	52.6%	75.0%	83.3%	66.7%	64.5%	70.0%	75.0%	28.6%	61.9%	72.7%	60.0%	100.0%	57.1%	75.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 19

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

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2020 CSS Average	2020	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	678	**38**	55	85	21	26	26	31	27	20	12	6	6	32	21	8	7	22	11	5	4	29	4
Number missing or multiple answer	10	**0**	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	668	**38**	54	83	21	26	26	31	27	20	12	6	6	32	21	8	7	22	11	5	4	29	4
	98.5%	**100.0%**	98.2%	97.6%	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%
Yes	422	**23**	43	55	13	16	16	18	18	12	8	3	4	19	15	4	2	15	5	3	2	19	2
	63.2%	**60.5%**	79.6%	66.3%	61.9%	61.5%	61.5%	58.1%	66.7%	60.0%	66.7%	50.0%	66.7%	59.4%	71.4%	50.0%	28.6%	68.2%	45.5%	60.0%	50.0%	65.5%	50.0%
No	246	**15**	11	28	8	10	10	13	9	8	4	3	2	13	6	4	5	7	6	2	2	10	2
	36.8%	**39.5%**	20.4%	33.7%	38.1%	38.5%	38.5%	41.9%	33.3%	40.0%	33.3%	50.0%	33.3%	40.6%	28.6%	50.0%	71.4%	31.8%	54.5%	40.0%	50.0%	34.5%	50.0%
Significantly different from column:*		C																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 20

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?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	47	**3**	0	1	0	1	1	2	3	1	2	0	0	3	3	0	0	3	0	0	1	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,728	**174**	240	324	144	82	58	54	102	48	63	61	13	158	93	58	20	120	36	17	17	128	25
	98.3%	**98.3%**	100.0%	99.7%	100.0%	98.8%	98.3%	96.4%	97.1%	98.0%	96.9%	100.0%	100.0%	98.1%	96.9%	100.0%	100.0%	97.6%	100.0%	100.0%	94.4%	98.5%	100.0%
Yes	1,289	**69**	86	151	51	45	30	28	63	13	26	29	6	62	38	19	10	42	17	10	5	49	14
	47.3%	**39.7%**	35.8%	46.6%	35.4%	54.9%	51.7%	51.9%	61.8%	27.1%	41.3%	47.5%	46.2%	39.2%	40.9%	32.8%	50.0%	35.0%	47.2%	58.8%	29.4%	38.3%	56.0%
No	1,439	**105**	154	173	93	37	28	26	39	35	37	32	7	96	55	39	10	78	19	7	12	79	11
	52.7%	**60.3%**	64.2%	53.4%	64.6%	45.1%	48.3%	48.1%	38.2%	72.9%	58.7%	52.5%	53.8%	60.8%	59.1%	67.2%	50.0%	65.0%	52.8%	41.2%	70.6%	61.7%	44.0%
Significantly different from column:*					FGHI	E	E	E	E	L		J											

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 21

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

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,289	**69**	86	151	51	45	30	28	63	13	26	29	6	62	38	19	10	42	17	10	5	49	14
Number missing or multiple answer	27	**0**	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,262	**69**	85	149	51	45	30	28	63	13	26	29	6	62	38	19	10	42	17	10	5	49	14
	97.9%	**100.0%**	98.8%	98.7%	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%
Never	104	**12**	6	9	8	6	7	6	10	1	6	5	3	9	6	4	1	8	1	3	1	11	0
	8.2%	**17.4%**	7.1%	6.0%	15.7%	13.3%	23.3%	21.4%	15.9%	7.7%	23.1%	17.2%	50.0%	14.5%	15.8%	21.1%	10.0%	19.0%	5.9%	30.0%	20.0%	22.4%	0.0%
Sometimes	166	**8**	19	26	5	6	3	6	8	4	2	2	0	8	6	1	1	5	2	1	0	6	2
	13.2%	**11.6%**	22.4%	17.4%	9.8%	13.3%	10.0%	21.4%	12.7%	30.8%	7.7%	6.9%	0.0%	12.9%	15.8%	5.3%	10.0%	11.9%	11.8%	10.0%	0.0%	12.2%	14.3%
Usually	296	**11**	16	35	6	7	5	5	10	3	3	5	0	11	4	6	1	6	4	1	2	8	1
	23.5%	**15.9%**	18.8%	23.5%	11.8%	15.6%	16.7%	17.9%	15.9%	23.1%	11.5%	17.2%	0.0%	17.7%	10.5%	31.6%	10.0%	14.3%	23.5%	10.0%	40.0%	16.3%	7.1%
Always	696	**38**	44	79	32	26	15	11	35	5	15	17	3	34	22	8	7	23	10	5	2	24	11
	55.2%	**55.1%**	51.8%	53.0%	62.7%	57.8%	50.0%	39.3%	55.6%	38.5%	57.7%	58.6%	50.0%	54.8%	57.9%	42.1%	70.0%	54.8%	58.8%	50.0%	40.0%	49.0%	78.6%
Significantly different from column:*					H			E														W	V
Usually or Always	992	**49**	60	114	38	33	20	16	45	8	18	22	3	45	26	14	8	29	14	6	4	32	12
	78.6%	**71.0%**	70.6%	76.5%	74.5%	73.3%	66.7%	57.1%	71.4%	61.5%	69.2%	75.9%	50.0%	72.6%	68.4%	73.7%	80.0%	69.0%	82.4%	60.0%	80.0%	65.3%	85.7%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 22

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

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,289	**69**	86	151	51	45	30	28	63	13	26	29	6	62	38	19	10	42	17	10	5	49	14
Number missing or multiple answer	28	**0**	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,261	**69**	85	150	51	45	30	28	63	13	26	29	6	62	38	19	10	42	17	10	5	49	14
	97.8%	**100.0%**	98.8%	99.3%	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%
Yes	678	**39**	58	103	30	26	18	16	36	9	17	13	3	36	22	14	2	26	7	6	5	25	9
	53.8%	**56.5%**	68.2%	68.7%	58.8%	57.8%	60.0%	57.1%	57.1%	69.2%	65.4%	44.8%	50.0%	58.1%	57.9%	73.7%	20.0%	61.9%	41.2%	60.0%	100.0%	51.0%	64.3%
No	583	**30**	27	47	21	19	12	12	27	4	9	16	3	26	16	5	8	16	10	4	0	24	5
	46.2%	**43.5%**	31.8%	31.3%	41.2%	42.2%	40.0%	42.9%	42.9%	30.8%	34.6%	55.2%	50.0%	41.9%	42.1%	26.3%	80.0%	38.1%	58.8%	40.0%	0.0%	49.0%	35.7%
Significantly different from column:*															Q		O						

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 23

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?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	62	**5**	0	9	3	2	2	1	4	2	2	1	0	5	3	1	1	3	2	0	1	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,713	**172**	240	316	141	81	57	55	101	47	63	60	13	156	93	57	19	120	34	17	17	126	25
	97.8%	**97.2%**	100.0%	97.2%	97.9%	97.6%	96.6%	98.2%	96.2%	95.9%	96.9%	98.4%	100.0%	96.9%	96.9%	98.3%	95.0%	97.6%	94.4%	100.0%	94.4%	96.9%	100.0%
Yes	1,166	**64**	96	144	54	40	27	25	44	22	15	26	6	58	43	14	7	41	12	11	2	44	16
	43.0%	**37.2%**	40.0%	45.6%	38.3%	49.4%	47.4%	45.5%	43.6%	46.8%	23.8%	43.3%	46.2%	37.2%	46.2%	24.6%	36.8%	34.2%	35.3%	64.7%	11.8%	34.9%	64.0%
No	1,547	**108**	144	172	87	41	30	30	57	25	48	34	7	98	50	43	12	79	22	6	15	82	9
	57.0%	**62.8%**	60.0%	54.4%	61.7%	50.6%	52.6%	54.5%	56.4%	53.2%	76.2%	56.7%	53.8%	62.8%	53.8%	75.4%	63.2%	65.8%	64.7%	35.3%	88.2%	65.1%	36.0%
Significantly different from column:*										K	JL	K			P	O		T	T	RS	W	W	UV

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 24

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?

Base: All respondents whose child got care from more than one kind of health care provider or service (Q23)

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,166	**64**	96	144	54	40	27	25	44	22	15	26	6	58	43	14	7	41	12	11	2	44	16
Number missing or multiple answer	45	**2**	2	1	2	2	1	1	2	1	1	0	0	2	0	2	0	2	0	0	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,121	**62**	94	143	52	38	26	24	42	21	14	26	6	56	43	12	7	39	12	11	2	43	15
	96.1%	**96.9%**	97.9%	99.3%	96.3%	95.0%	96.3%	96.0%	95.5%	95.5%	93.3%	100.0%	100.0%	96.6%	100.0%	85.7%	100.0%	95.1%	100.0%	100.0%	100.0%	97.7%	93.8%
Yes	649	**35**	60	100	29	24	17	15	23	17	6	12	5	30	26	5	4	22	7	6	1	23	11
	57.9%	**56.5%**	63.8%	69.9%	55.8%	63.2%	65.4%	62.5%	54.8%	81.0%	42.9%	46.2%	83.3%	53.6%	60.5%	41.7%	57.1%	56.4%	58.3%	54.5%	50.0%	53.5%	73.3%
No	472	**27**	34	43	23	14	9	9	19	4	8	14	1	26	17	7	3	17	5	5	1	20	4
	42.1%	**43.5%**	36.2%	30.1%	44.2%	36.8%	34.6%	37.5%	45.2%	19.0%	57.1%	53.8%	16.7%	46.4%	39.5%	58.3%	42.9%	43.6%	41.7%	45.5%	50.0%	46.5%	26.7%
Significantly different from column:*										L		J											

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 25

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	43	**0**	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,732	**177**	238	322	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
	98.5%	**100.0%**	99.2%	99.1%	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%
Yes	2,533	**166**	225	306	134	79	56	54	98	48	59	57	11	152	93	52	19	114	35	16	15	123	24
	92.7%	**93.8%**	94.5%	95.0%	93.1%	95.2%	94.9%	96.4%	93.3%	98.0%	90.8%	93.4%	84.6%	94.4%	96.9%	89.7%	95.0%	92.7%	97.2%	94.1%	83.3%	94.6%	96.0%
No	199	**11**	13	16	10	4	3	2	7	1	6	4	2	9	3	6	1	9	1	1	3	7	1
	7.3%	**6.2%**	5.5%	5.0%	6.9%	4.8%	5.1%	3.6%	6.7%	2.0%	9.2%	6.6%	15.4%	5.6%	3.1%	10.3%	5.0%	7.3%	2.8%	5.9%	16.7%	5.4%	4.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 26

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

Base: All respondents whose child has a personal doctor (Q25)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,533	**166**	225	306	134	79	56	54	98	48	59	57	11	152	93	52	19	114	35	16	15	123	24
Number missing or multiple answer	62	**3**	5	8	3	1	0	0	2	0	3	0	0	3	1	1	1	2	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,471	**163**	220	298	131	78	56	54	96	48	56	57	11	149	92	51	18	112	34	16	15	122	24
	97.6%	**98.2%**	97.8%	97.4%	97.8%	98.7%	100.0%	100.0%	98.0%	100.0%	94.9%	100.0%	100.0%	98.0%	98.9%	98.1%	94.7%	98.2%	97.1%	100.0%	100.0%	99.2%	100.0%
None	363	**14**	17	25	9	7	4	4	9	1	4	9	0	14	7	4	2	12	2	0	6	7	1
	14.7%	**8.6%**	7.7%	8.4%	6.9%	9.0%	7.1%	7.4%	9.4%	2.1%	7.1%	15.8%	0.0%	9.4%	7.6%	7.8%	11.1%	10.7%	5.9%	0.0%	40.0%	5.7%	4.2%
1 time	765	**56**	39	58	43	30	21	21	41	14	21	21	4	51	34	15	7	36	13	7	7	45	3
	31.0%	**34.4%**	17.7%	19.5%	32.8%	38.5%	37.5%	38.9%	42.7%	29.2%	37.5%	36.8%	36.4%	34.2%	37.0%	29.4%	38.9%	32.1%	38.2%	43.8%	46.7%	36.9%	12.5%
2	623	**45**	63	77	39	13	12	11	24	10	18	15	4	40	21	19	4	35	6	4	1	43	1
	25.2%	**27.6%**	28.6%	25.8%	29.8%	16.7%	21.4%	20.4%	25.0%	20.8%	32.1%	26.3%	36.4%	26.8%	22.8%	37.3%	22.2%	31.3%	17.6%	25.0%	6.7%	35.2%	4.2%
3	356	**16**	43	50	10	9	6	7	8	8	4	4	3	12	8	5	3	9	6	1	1	12	3
	14.4%	**9.8%**	19.5%	16.8%	7.6%	11.5%	10.7%	13.0%	8.3%	16.7%	7.1%	7.0%	27.3%	8.1%	8.7%	9.8%	16.7%	8.0%	17.6%	6.3%	6.7%	9.8%	12.5%
4	200	**11**	31	33	10	6	3	4	4	5	3	3	0	11	6	3	2	8	2	1	0	9	2
	8.1%	**6.7%**	14.1%	11.1%	7.6%	7.7%	5.4%	7.4%	4.2%	10.4%	5.4%	5.3%	0.0%	7.4%	6.5%	5.9%	11.1%	7.1%	5.9%	6.3%	0.0%	7.4%	8.3%
5 to 9	142	**19**	25	49	18	11	8	6	9	9	6	4	0	19	15	4	0	11	5	2	0	6	12
	5.7%	**11.7%**	11.4%	16.4%	13.7%	14.1%	14.3%	11.1%	9.4%	18.8%	10.7%	7.0%	0.0%	12.8%	16.3%	7.8%	0.0%	9.8%	14.7%	12.5%	0.0%	4.9%	50.0%
10 or more times	22	**2**	2	6	2	2	2	1	1	1	0	1	0	2	1	1	0	1	0	1	0	0	2
	0.9%	**1.2%**	0.9%	2.0%	1.5%	2.6%	3.6%	1.9%	1.0%	2.1%	0.0%	1.8%	0.0%	1.3%	1.1%	2.0%	0.0%	0.9%	0.0%	6.3%	0.0%	0.0%	8.3%
2 or more times	1,343	**93**	164	215	79	41	31	29	46	33	31	27	7	84	51	32	9	64	19	9	2	70	20
	54.4%	**57.1%**	74.5%	72.1%	60.3%	52.6%	55.4%	53.7%	47.9%	68.8%	55.4%	47.4%	63.6%	56.4%	55.4%	62.7%	50.0%	57.1%	55.9%	56.3%	13.3%	57.4%	83.3%
Significantly different from column:*		CD								L		J									VW	UW	UV

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 27

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?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,108	**149**	203	273	122	71	52	50	87	47	52	48	11	135	85	47	16	100	32	16	9	115	23
Number missing or multiple answer	10	**2**	1	1	2	1	0	0	0	1	0	1	1	1	1	1	0	2	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,098	**147**	202	272	120	70	52	50	87	46	52	47	10	134	84	46	16	98	32	16	9	113	23
	99.5%	**98.7%**	99.5%	99.6%	98.4%	98.6%	100.0%	100.0%	100.0%	97.9%	100.0%	97.9%	90.9%	99.3%	98.8%	97.9%	100.0%	98.0%	100.0%	100.0%	100.0%	98.3%	100.0%
Never	19	**0**	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	**0.0%**	1.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	54	**6**	6	7	3	5	4	4	5	3	1	2	1	5	2	2	2	3	1	2	1	5	0
	2.6%	**4.1%**	3.0%	2.6%	2.5%	7.1%	7.7%	8.0%	5.7%	6.5%	1.9%	4.3%	10.0%	3.7%	2.4%	4.3%	12.5%	3.1%	3.1%	12.5%	11.1%	4.4%	0.0%
Usually	272	**14**	21	27	13	8	7	10	8	7	4	2	1	12	7	5	1	7	5	1	2	11	1
	13.0%	**9.5%**	10.4%	9.9%	10.8%	11.4%	13.5%	20.0%	9.2%	15.2%	7.7%	4.3%	10.0%	9.0%	8.3%	10.9%	6.3%	7.1%	15.6%	6.3%	22.2%	9.7%	4.3%
Always	1,753	**127**	173	236	104	57	41	36	74	36	47	43	8	117	75	39	13	88	26	13	6	97	22
	83.6%	**86.4%**	85.6%	86.8%	86.7%	81.4%	78.8%	72.0%	85.1%	78.3%	90.4%	91.5%	80.0%	87.3%	89.3%	84.8%	81.3%	89.8%	81.3%	81.3%	66.7%	85.8%	95.7%
Significantly different from column:*					H			E															
Usually or Always	2,025	**141**	194	263	117	65	48	46	82	43	51	45	9	129	82	44	14	95	31	14	8	108	23
	96.5%	**95.9%**	96.0%	96.7%	97.5%	92.9%	92.3%	92.0%	94.3%	93.5%	98.1%	95.7%	90.0%	96.3%	97.6%	95.7%	87.5%	96.9%	96.9%	87.5%	88.9%	95.6%	100.0%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 28

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,108	**149**	203	273	122	71	52	50	87	47	52	48	11	135	85	47	16	100	32	16	9	115	23
Number missing or multiple answer	10	**2**	2	0	2	1	0	0	0	1	0	1	1	1	1	1	0	2	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,098	**147**	201	273	120	70	52	50	87	46	52	47	10	134	84	46	16	98	32	16	9	113	23
	99.5%	**98.7%**	99.0%	100.0%	98.4%	98.6%	100.0%	100.0%	100.0%	97.9%	100.0%	97.9%	90.9%	99.3%	98.8%	97.9%	100.0%	98.0%	100.0%	100.0%	100.0%	98.3%	100.0%
Never	16	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	69	**6**	7	13	3	5	5	5	4	4	0	2	1	5	2	1	3	3	2	1	0	5	1
	3.3%	**4.1%**	3.5%	4.8%	2.5%	7.1%	9.6%	10.0%	4.6%	8.7%	0.0%	4.3%	10.0%	3.7%	2.4%	2.2%	18.8%	3.1%	6.3%	6.3%	0.0%	4.4%	4.3%
Usually	258	**12**	23	31	10	6	5	7	8	4	6	1	1	10	6	4	1	8	3	1	3	9	0
	12.3%	**8.2%**	11.4%	11.4%	8.3%	8.6%	9.6%	14.0%	9.2%	8.7%	11.5%	2.1%	10.0%	7.5%	7.1%	8.7%	6.3%	8.2%	9.4%	6.3%	33.3%	8.0%	0.0%
Always	1,755	**129**	171	229	107	59	42	38	75	38	46	44	8	119	76	41	12	87	27	14	6	99	22
	83.7%	**87.8%**	85.1%	83.9%	89.2%	84.3%	80.8%	76.0%	86.2%	82.6%	88.5%	93.6%	80.0%	88.8%	90.5%	89.1%	75.0%	88.8%	84.4%	87.5%	66.7%	87.6%	95.7%
Significantly different from column:*					H			E															
Usually or Always	2,013	**141**	194	260	117	65	47	45	83	42	52	45	9	129	82	45	13	95	30	15	9	108	22
	95.9%	**95.9%**	96.5%	95.2%	97.5%	92.9%	90.4%	90.0%	95.4%	91.3%	100.0%	95.7%	90.0%	96.3%	97.6%	97.8%	81.3%	96.9%	93.8%	93.8%	100.0%	95.6%	95.7%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 29

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,108	**149**	203	273	122	71	52	50	87	47	52	48	11	135	85	47	16	100	32	16	9	115	23
Number missing or multiple answer	6	**2**	2	0	2	1	0	0	0	1	0	1	1	1	1	1	0	2	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,102	**147**	201	273	120	70	52	50	87	46	52	47	10	134	84	46	16	98	32	16	9	113	23
	99.7%	**98.7%**	99.0%	100.0%	98.4%	98.6%	100.0%	100.0%	100.0%	97.9%	100.0%	97.9%	90.9%	99.3%	98.8%	97.9%	100.0%	98.0%	100.0%	100.0%	100.0%	98.3%	100.0%
Never	8	**1**	0	0	0	1	1	1	1	1	0	0	1	0	0	0	1	1	0	0	0	1	0
	0.4%	**0.7%**	0.0%	0.0%	0.0%	1.4%	1.9%	2.0%	1.1%	2.2%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	6.3%	1.0%	0.0%	0.0%	0.0%	0.9%	0.0%
Sometimes	57	**2**	4	9	2	0	0	0	1	1	1	0	0	2	1	0	1	2	0	0	0	2	0
	2.7%	**1.4%**	2.0%	3.3%	1.7%	0.0%	0.0%	0.0%	1.1%	2.2%	1.9%	0.0%	0.0%	1.5%	1.2%	0.0%	6.3%	2.0%	0.0%	0.0%	0.0%	1.8%	0.0%
Usually	206	**10**	19	23	8	7	6	7	7	3	4	2	0	9	5	3	1	4	5	1	2	8	0
	9.8%	**6.8%**	9.5%	8.4%	6.7%	10.0%	11.5%	14.0%	8.0%	6.5%	7.7%	4.3%	0.0%	6.7%	6.0%	6.5%	6.3%	4.1%	15.6%	6.3%	22.2%	7.1%	0.0%
Always	1,831	**134**	178	241	110	62	45	42	78	41	47	45	9	123	78	43	13	91	27	15	7	102	23
	87.1%	**91.2%**	88.6%	88.3%	91.7%	88.6%	86.5%	84.0%	89.7%	89.1%	90.4%	95.7%	90.0%	91.8%	92.9%	93.5%	81.3%	92.9%	84.4%	93.8%	77.8%	90.3%	100.0%
Significantly different from column:*																							
Usually or Always	2,037	**144**	197	264	118	69	51	49	85	44	51	47	9	132	83	46	14	95	32	16	9	110	23
	96.9%	**98.0%**	98.0%	96.7%	98.3%	98.6%	98.1%	98.0%	97.7%	95.7%	98.1%	100.0%	90.0%	98.5%	98.8%	100.0%	87.5%	96.9%	100.0%	100.0%	100.0%	97.3%	100.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 30

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,108	**149**	203	273	122	71	52	50	87	47	52	48	11	135	85	47	16	100	32	16	9	115	23
Number missing or multiple answer	20	**3**	3	0	3	1	0	0	1	1	1	1	1	2	2	1	0	3	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,088	**146**	200	273	119	70	52	50	86	46	51	47	10	133	83	46	16	97	32	16	9	113	23
	99.1%	**98.0%**	98.5%	100.0%	97.5%	98.6%	100.0%	100.0%	98.9%	97.9%	98.1%	97.9%	90.9%	98.5%	97.6%	97.9%	100.0%	97.0%	100.0%	100.0%	100.0%	98.3%	100.0%
Yes	1,547	**107**	124	190	93	48	32	25	63	17	43	45	7	97	62	32	12	73	20	14	5	85	17
	74.1%	**73.3%**	62.0%	69.6%	78.2%	68.6%	61.5%	50.0%	73.3%	37.0%	84.3%	95.7%	70.0%	72.9%	74.7%	69.6%	75.0%	75.3%	62.5%	87.5%	55.6%	75.2%	73.9%
No	541	**39**	76	83	26	22	20	25	23	29	8	2	3	36	21	14	4	24	12	2	4	28	6
	25.9%	**26.7%**	38.0%	30.4%	21.8%	31.4%	38.5%	50.0%	26.7%	63.0%	15.7%	4.3%	30.0%	27.1%	25.3%	30.4%	25.0%	24.7%	37.5%	12.5%	44.4%	24.8%	26.1%
Significantly different from column:*		C			GH	H	E	EFI	H	KL	J	J											

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 31

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?

Base: All respondents whose child has a personal doctor, visited their personal doctor to get care, and is able to talk with his/her doctors (Q25, Q26, & Q30)

	2020 CSS Average	2020	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,547	**107**	124	190	93	48	32	25	63	17	43	45	7	97	62	32	12	73	20	14	5	85	17
Number missing or multiple answer	35	**1**	0	1	0	1	1	0	1	1	0	0	1	0	0	0	1	0	1	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,512	**106**	124	189	93	47	31	25	62	16	43	45	6	97	62	32	11	73	19	14	4	85	17
	97.7%	**99.1%**	100.0%	99.5%	100.0%	97.9%	96.9%	100.0%	98.4%	94.1%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	91.7%	100.0%	95.0%	100.0%	80.0%	100.0%	100.0%
Never	7	**0**	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	0.0%	1.6%	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%	0.0%
Sometimes	56	**7**	7	11	5	6	5	6	6	1	5	1	1	6	3	3	1	2	3	2	1	5	1
	3.7%	**6.6%**	5.6%	5.8%	5.4%	12.8%	16.1%	24.0%	9.7%	6.3%	11.6%	2.2%	16.7%	6.2%	4.8%	9.4%	9.1%	2.7%	15.8%	14.3%	25.0%	5.9%	5.9%
Usually	264	**11**	16	33	11	3	1	4	3	6	1	3	0	10	7	2	1	8	3	0	0	9	2
	17.5%	**10.4%**	12.9%	17.5%	11.8%	6.4%	3.2%	16.0%	4.8%	37.5%	2.3%	6.7%	0.0%	10.3%	11.3%	6.3%	9.1%	11.0%	15.8%	0.0%	0.0%	10.6%	11.8%
Always	1,185	**88**	101	142	77	38	25	15	53	9	37	41	5	81	52	27	9	63	13	12	3	71	14
	78.4%	**83.0%**	81.5%	75.1%	82.8%	80.9%	80.6%	60.0%	85.5%	56.3%	86.0%	91.1%	83.3%	83.5%	83.9%	84.4%	81.8%	86.3%	68.4%	85.7%	75.0%	83.5%	82.4%
Significantly different from column:*					H			EI	H														
Usually or Always	1,449	**99**	117	175	88	41	26	19	56	15	38	44	5	91	59	29	10	71	16	12	3	80	16
	95.8%	**93.4%**	94.4%	92.6%	94.6%	87.2%	83.9%	76.0%	90.3%	93.8%	88.4%	97.8%	83.3%	93.8%	95.2%	90.6%	90.9%	97.3%	84.2%	85.7%	75.0%	94.1%	94.1%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 32

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,108	**149**	203	273	122	71	52	50	87	47	52	48	11	135	85	47	16	100	32	16	9	115	23
Number missing or multiple answer	18	**3**	2	1	2	2	1	1	0	2	0	1	1	2	1	2	0	3	0	0	0	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,090	**146**	201	272	120	69	51	49	87	45	52	47	10	133	84	45	16	97	32	16	9	113	22
	99.1%	**98.0%**	99.0%	99.6%	98.4%	97.2%	98.1%	98.0%	100.0%	95.7%	100.0%	97.9%	90.9%	98.5%	98.8%	95.7%	100.0%	97.0%	100.0%	100.0%	100.0%	98.3%	95.7%
Never	30	**3**	2	2	1	2	3	3	2	1	1	1	1	2	1	1	1	1	1	1	2	1	0
	1.4%	**2.1%**	1.0%	0.7%	0.8%	2.9%	5.9%	6.1%	2.3%	2.2%	1.9%	2.1%	10.0%	1.5%	1.2%	2.2%	6.3%	1.0%	3.1%	6.3%	22.2%	0.9%	0.0%
Sometimes	118	**4**	18	14	2	1	1	2	2	4	0	0	0	4	1	1	2	2	2	0	1	3	0
	5.6%	**2.7%**	9.0%	5.1%	1.7%	1.4%	2.0%	4.1%	2.3%	8.9%	0.0%	0.0%	0.0%	3.0%	1.2%	2.2%	12.5%	2.1%	6.3%	0.0%	11.1%	2.7%	0.0%
Usually	425	**23**	34	35	19	15	11	15	15	9	9	4	2	20	12	8	2	12	7	3	1	18	4
	20.3%	**15.8%**	16.9%	12.9%	15.8%	21.7%	21.6%	30.6%	17.2%	20.0%	17.3%	8.5%	20.0%	15.0%	14.3%	17.8%	12.5%	12.4%	21.9%	18.8%	11.1%	15.9%	18.2%
Always	1,517	**116**	147	221	98	51	36	29	68	31	42	42	7	107	70	35	11	82	22	12	5	91	18
	72.6%	**79.5%**	73.1%	81.3%	81.7%	73.9%	70.6%	59.2%	78.2%	68.9%	80.8%	89.4%	70.0%	80.5%	83.3%	77.8%	68.8%	84.5%	68.8%	75.0%	55.6%	80.5%	81.8%
Significantly different from column:*					H			EI	H	L		J											
Usually or Always	1,942	**139**	181	256	117	66	47	44	83	40	51	46	9	127	82	43	13	94	29	15	6	109	22
	92.9%	**95.2%**	90.0%	94.1%	97.5%	95.7%	92.2%	89.8%	95.4%	88.9%	98.1%	97.9%	90.0%	95.5%	97.6%	95.6%	81.3%	96.9%	90.6%	93.8%	66.7%	96.5%	100.0%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 33

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,108	**149**	203	273	122	71	52	50	87	47	52	48	11	135	85	47	16	100	32	16	9	115	23
Number missing or multiple answer	19	**3**	2	0	3	1	0	0	1	1	1	1	1	2	2	1	0	3	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,089	**146**	201	273	119	70	52	50	86	46	51	47	10	133	83	46	16	97	32	16	9	113	23
	99.1%	**98.0%**	99.0%	100.0%	97.5%	98.6%	100.0%	100.0%	98.9%	97.9%	98.1%	97.9%	90.9%	98.5%	97.6%	97.9%	100.0%	97.0%	100.0%	100.0%	100.0%	98.3%	100.0%
Yes	1,855	**131**	188	249	108	61	42	42	76	42	47	40	7	121	78	40	12	90	26	14	6	103	21
	88.8%	**89.7%**	93.5%	91.2%	90.8%	87.1%	80.8%	84.0%	88.4%	91.3%	92.2%	85.1%	70.0%	91.0%	94.0%	87.0%	75.0%	92.8%	81.3%	87.5%	66.7%	91.2%	91.3%
No	234	**15**	13	24	11	9	10	8	10	4	4	7	3	12	5	6	4	7	6	2	3	10	2
	11.2%	**10.3%**	6.5%	8.8%	9.2%	12.9%	19.2%	16.0%	11.6%	8.7%	7.8%	14.9%	30.0%	9.0%	6.0%	13.0%	25.0%	7.2%	18.8%	12.5%	33.3%	8.8%	8.7%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 34

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,108	**149**	203	273	122	71	52	50	87	47	52	48	11	135	85	47	16	100	32	16	9	115	23
Number missing or multiple answer	26	**4**	2	2	4	1	0	0	1	2	0	2	1	3	3	1	0	4	0	0	0	3	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,082	**145**	201	271	118	70	52	50	86	45	52	46	10	132	82	46	16	96	32	16	9	112	22
	98.8%	**97.3%**	99.0%	99.3%	96.7%	98.6%	100.0%	100.0%	98.9%	95.7%	100.0%	95.8%	90.9%	97.8%	96.5%	97.9%	100.0%	96.0%	100.0%	100.0%	100.0%	97.4%	95.7%
Yes	1,204	**81**	111	166	66	45	33	31	53	28	25	27	7	72	46	24	10	50	19	11	4	61	15
	57.8%	**55.9%**	55.2%	61.3%	55.9%	64.3%	63.5%	62.0%	61.6%	62.2%	48.1%	58.7%	70.0%	54.5%	56.1%	52.2%	62.5%	52.1%	59.4%	68.8%	44.4%	54.5%	68.2%
No	878	**64**	90	105	52	25	19	19	33	17	27	19	3	60	36	22	6	46	13	5	5	51	7
	42.2%	**44.1%**	44.8%	38.7%	44.1%	35.7%	36.5%	38.0%	38.4%	37.8%	51.9%	41.3%	30.0%	45.5%	43.9%	47.8%	37.5%	47.9%	40.6%	31.3%	55.6%	45.5%	31.8%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 35

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?

Base: All respondents whose child has a personal doctor, visited their personal doctor, and got care from a doctor/health care provider besides his/her personal doctor (Q25, Q26, & Q34)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,204	**81**	111	166	66	45	33	31	53	28	25	27	7	72	46	24	10	50	19	11	4	61	15
Number missing or multiple answer	22	**1**	3	4	1	1	0	1	1	1	0	0	0	1	0	1	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,182	**80**	108	162	65	44	33	30	52	27	25	27	7	71	46	23	10	49	19	11	4	60	15
	98.2%	**98.8%**	97.3%	97.6%	98.5%	97.8%	100.0%	96.8%	98.1%	96.4%	100.0%	100.0%	100.0%	98.6%	100.0%	95.8%	100.0%	98.0%	100.0%	100.0%	100.0%	98.4%	100.0%
Never	67	**5**	4	3	3	4	3	3	4	3	2	0	2	3	1	2	2	3	2	0	1	3	1
	5.7%	**6.3%**	3.7%	1.9%	4.6%	9.1%	9.1%	10.0%	7.7%	11.1%	8.0%	0.0%	28.6%	4.2%	2.2%	8.7%	20.0%	6.1%	10.5%	0.0%	25.0%	5.0%	6.7%
Sometimes	131	**4**	7	14	4	2	1	3	3	2	1	1	0	4	4	0	0	1	0	2	0	4	0
	11.1%	**5.0%**	6.5%	8.6%	6.2%	4.5%	3.0%	10.0%	5.8%	7.4%	4.0%	3.7%	0.0%	5.6%	8.7%	0.0%	0.0%	2.0%	0.0%	18.2%	0.0%	6.7%	0.0%
Usually	320	**18**	33	29	14	9	7	7	10	7	4	6	1	16	7	8	2	10	8	0	1	13	4
	27.1%	**22.5%**	30.6%	17.9%	21.5%	20.5%	21.2%	23.3%	19.2%	25.9%	16.0%	22.2%	14.3%	22.5%	15.2%	34.8%	20.0%	20.4%	42.1%	0.0%	25.0%	21.7%	26.7%
Always	664	**53**	64	116	44	29	22	17	35	15	18	20	4	48	34	13	6	35	9	9	2	40	10
	56.2%	**66.3%**	59.3%	71.6%	67.7%	65.9%	66.7%	56.7%	67.3%	55.6%	72.0%	74.1%	57.1%	67.6%	73.9%	56.5%	60.0%	71.4%	47.4%	81.8%	50.0%	66.7%	66.7%
Significantly different from column:*																							
Usually or Always	984	**71**	97	145	58	38	29	24	45	22	22	26	5	64	41	21	8	45	17	9	3	53	14
	83.2%	**88.8%**	89.8%	89.5%	89.2%	86.4%	87.9%	80.0%	86.5%	81.5%	88.0%	96.3%	71.4%	90.1%	89.1%	91.3%	80.0%	91.8%	89.5%	81.8%	75.0%	88.3%	93.3%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 36

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?

Base: All respondents whose child has a personal doctor (Q25)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,533	**166**	225	306	134	79	56	54	98	48	59	57	11	152	93	52	19	114	35	16	15	123	24
Number missing or multiple answer	58	**1**	1	7	1	1	0	0	0	0	1	0	0	1	0	1	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,475	**165**	224	299	133	78	56	54	98	48	58	57	11	151	93	51	19	113	35	16	15	122	24
	97.7%	**99.4%**	99.6%	97.7%	99.3%	98.7%	100.0%	100.0%	100.0%	100.0%	98.3%	100.0%	100.0%	99.3%	100.0%	98.1%	100.0%	99.1%	100.0%	100.0%	100.0%	99.2%	100.0%
0 Worst personal doctor possible	5	**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%	0.0%	0.0%
1	6	**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%	0.0%	0.0%
2	3	**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%	0.0%	0.0%
3	13	**1**	0	0	1	1	1	1	1	0	1	0	0	1	1	0	0	0	1	0	0	1	0
	0.5%	**0.6%**	0.0%	0.0%	0.8%	1.3%	1.8%	1.9%	1.0%	0.0%	1.7%	0.0%	0.0%	0.7%	1.1%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.8%	0.0%
4	14	**1**	2	4	0	1	1	1	1	0	1	0	0	1	0	1	0	0	1	0	1	0	0
	0.6%	**0.6%**	0.9%	1.3%	0.0%	1.3%	1.8%	1.9%	1.0%	0.0%	1.7%	0.0%	0.0%	0.7%	0.0%	2.0%	0.0%	0.0%	2.9%	0.0%	6.7%	0.0%	0.0%
5	53	**3**	4	4	2	2	2	2	2	1	1	1	0	3	0	3	0	2	1	0	0	3	0
	2.1%	**1.8%**	1.8%	1.3%	1.5%	2.6%	3.6%	3.7%	2.0%	2.1%	1.7%	1.8%	0.0%	2.0%	0.0%	5.9%	0.0%	1.8%	2.9%	0.0%	0.0%	2.5%	0.0%
6	49	**3**	3	5	1	2	3	3	2	3	0	0	2	1	1	0	2	2	1	0	1	1	1
	2.0%	**1.8%**	1.3%	1.7%	0.8%	2.6%	5.4%	5.6%	2.0%	6.3%	0.0%	0.0%	18.2%	0.7%	1.1%	0.0%	10.5%	1.8%	2.9%	0.0%	6.7%	0.8%	4.2%
7	129	**5**	15	13	5	2	2	2	1	0	1	3	0	4	2	2	0	2	2	1	0	4	1
	5.2%	**3.0%**	6.7%	4.3%	3.8%	2.6%	3.6%	3.7%	1.0%	0.0%	1.7%	5.3%	0.0%	2.6%	2.2%	3.9%	0.0%	1.8%	5.7%	6.3%	0.0%	3.3%	4.2%
8	296	**18**	24	23	11	8	7	10	13	9	6	3	1	17	10	4	4	11	6	1	3	13	2
	12.0%	**10.9%**	10.7%	7.7%	8.3%	10.3%	12.5%	18.5%	13.3%	18.8%	10.3%	5.3%	9.1%	11.3%	10.8%	7.8%	21.1%	9.7%	17.1%	6.3%	20.0%	10.7%	8.3%
9	425	**24**	33	42	17	9	4	7	13	6	6	12	1	23	12	8	3	17	7	0	1	18	4
	17.2%	**14.5%**	14.7%	14.0%	12.8%	11.5%	7.1%	13.0%	13.3%	12.5%	10.3%	21.1%	9.1%	15.2%	12.9%	15.7%	15.8%	15.0%	20.0%	0.0%	6.7%	14.8%	16.7%
10 Best personal doctor possible	1,482	**110**	143	208	96	53	36	28	65	29	42	38	7	101	67	33	10	79	16	14	9	82	16
	59.9%	**66.7%**	63.8%	69.6%	72.2%	67.9%	64.3%	51.9%	66.3%	60.4%	72.4%	66.7%	63.6%	66.9%	72.0%	64.7%	52.6%	69.9%	45.7%	87.5%	60.0%	67.2%	66.7%

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 36

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?

Base: All respondents whose child has a personal doctor (Q25)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,533	**166**	225	306	134	79	56	54	98	48	59	57	11	152	93	52	19	114	35	16	15	123	24
Number missing or multiple answer	58	**1**	1	7	1	1	0	0	0	0	1	0	0	1	0	1	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,475	**165**	224	299	133	78	56	54	98	48	58	57	11	151	93	51	19	113	35	16	15	122	24
	97.7%	**99.4%**	99.6%	97.7%	99.3%	98.7%	100.0%	100.0%	100.0%	100.0%	98.3%	100.0%	100.0%	99.3%	100.0%	98.1%	100.0%	99.1%	100.0%	100.0%	100.0%	99.2%	100.0%
0 to 4	41	**2**	2	4	1	2	2	2	2	0	2	0	0	2	1	1	0	0	2	0	1	1	0
	1.7%	**1.2%**	0.9%	1.3%	0.8%	2.6%	3.6%	3.7%	2.0%	0.0%	3.4%	0.0%	0.0%	1.3%	1.1%	2.0%	0.0%	0.0%	5.7%	0.0%	6.7%	0.8%	0.0%
5	53	**3**	4	4	2	2	2	2	2	1	1	1	0	3	0	3	0	2	1	0	0	3	0
	2.1%	**1.8%**	1.8%	1.3%	1.5%	2.6%	3.6%	3.7%	2.0%	2.1%	1.7%	1.8%	0.0%	2.0%	0.0%	5.9%	0.0%	1.8%	2.9%	0.0%	0.0%	2.5%	0.0%
6 or 7	178	**8**	18	18	6	4	5	5	3	3	1	3	2	5	3	2	2	4	3	1	1	5	2
	7.2%	**4.8%**	8.0%	6.0%	4.5%	5.1%	8.9%	9.3%	3.1%	6.3%	1.7%	5.3%	18.2%	3.3%	3.2%	3.9%	10.5%	3.5%	8.6%	6.3%	6.7%	4.1%	8.3%
8 to 10	2,203	**152**	200	273	124	70	47	45	91	44	54	53	9	141	89	45	17	107	29	15	13	113	22
	89.0%	**92.1%**	89.3%	91.3%	93.2%	89.7%	83.9%	83.3%	92.9%	91.7%	93.1%	93.0%	81.8%	93.4%	95.7%	88.2%	89.5%	94.7%	82.9%	93.8%	86.7%	92.6%	91.7%
Significantly different from column:*					GH		E	E															
0 to 6	143	**8**	9	13	4	6	7	7	6	4	3	1	2	6	2	4	2	4	4	0	2	5	1
	5.8%	**4.8%**	4.0%	4.3%	3.0%	7.7%	12.5%	13.0%	6.1%	8.3%	5.2%	1.8%	18.2%	4.0%	2.2%	7.8%	10.5%	3.5%	11.4%	0.0%	13.3%	4.1%	4.2%
7 to 8	425	**23**	39	36	16	10	9	12	14	9	7	6	1	21	12	6	4	13	8	2	3	17	3
	17.2%	**13.9%**	17.4%	12.0%	12.0%	12.8%	16.1%	22.2%	14.3%	18.8%	12.1%	10.5%	9.1%	13.9%	12.9%	11.8%	21.1%	11.5%	22.9%	12.5%	20.0%	13.9%	12.5%
9 to 10	1,907	**134**	176	250	113	62	40	35	78	35	48	50	8	124	79	41	13	96	23	14	10	100	20
	77.1%	**81.2%**	78.6%	83.6%	85.0%	79.5%	71.4%	64.8%	79.6%	72.9%	82.8%	87.7%	72.7%	82.1%	84.9%	80.4%	68.4%	85.0%	65.7%	87.5%	66.7%	82.0%	83.3%
Significantly different from column:*					GH		E	EI	H									S	R				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 37

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 CSS Average	2020	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,533	**166**	225	306	134	79	56	54	98	48	59	57	11	152	93	52	19	114	35	16	15	123	24
Number missing or multiple answer	56	**1**	2	7	1	1	0	0	0	0	1	0	0	1	0	1	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,477	**165**	223	299	133	78	56	54	98	48	58	57	11	151	93	51	19	113	35	16	15	122	24
	97.8%	**99.4%**	99.1%	97.7%	99.3%	98.7%	100.0%	100.0%	100.0%	100.0%	98.3%	100.0%	100.0%	99.3%	100.0%	98.1%	100.0%	99.1%	100.0%	100.0%	100.0%	99.2%	100.0%
Yes	1,808	**112**	155	207	90	66	42	40	76	27	42	41	9	100	71	26	14	71	27	14	5	84	20
	73.0%	**67.9%**	69.5%	69.2%	67.7%	84.6%	75.0%	74.1%	77.6%	56.3%	72.4%	71.9%	81.8%	66.2%	76.3%	51.0%	73.7%	62.8%	77.1%	87.5%	33.3%	68.9%	83.3%
No	669	**53**	68	92	43	12	14	14	22	21	16	16	2	51	22	25	5	42	8	2	10	38	4
	27.0%	**32.1%**	30.5%	30.8%	32.3%	15.4%	25.0%	25.9%	22.4%	43.8%	27.6%	28.1%	18.2%	33.8%	23.7%	49.0%	26.3%	37.2%	22.9%	12.5%	66.7%	31.1%	16.7%
Significantly different from column:*					F	E									P	O					VW	U	U

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 38

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

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q25 & Q37)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,808	**112**	155	207	90	66	42	40	76	27	42	41	9	100	71	26	14	71	27	14	5	84	20
Number missing or multiple answer	27	**1**	2	1	1	0	0	0	0	0	0	1	0	1	1	0	0	0	1	0	0	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,781	**111**	153	206	89	66	42	40	76	27	42	40	9	99	70	26	14	71	26	14	5	84	19
	98.5%	**99.1%**	98.7%	99.5%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%	99.0%	98.6%	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	100.0%	95.0%
Yes	1,649	**104**	145	198	86	59	37	34	69	26	39	37	8	93	68	23	12	67	23	14	5	78	18
	92.6%	**93.7%**	94.8%	96.1%	96.6%	89.4%	88.1%	85.0%	90.8%	96.3%	92.9%	92.5%	88.9%	93.9%	97.1%	88.5%	85.7%	94.4%	88.5%	100.0%	100.0%	92.9%	94.7%
No	132	**7**	8	8	3	7	5	6	7	1	3	3	1	6	2	3	2	4	3	0	0	6	1
	7.4%	**6.3%**	5.2%	3.9%	3.4%	10.6%	11.9%	15.0%	9.2%	3.7%	7.1%	7.5%	11.1%	6.1%	2.9%	11.5%	14.3%	5.6%	11.5%	0.0%	0.0%	7.1%	5.3%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 39

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?

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q25 & Q37)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,808	**112**	155	207	90	66	42	40	76	27	42	41	9	100	71	26	14	71	27	14	5	84	20
Number missing or multiple answer	39	**1**	3	1	0	1	1	1	1	1	0	0	1	0	1	0	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,769	**111**	152	206	90	65	41	39	75	26	42	41	8	100	70	26	14	71	26	14	5	83	20
	97.8%	**99.1%**	98.1%	99.5%	100.0%	98.5%	97.6%	97.5%	98.7%	96.3%	100.0%	100.0%	88.9%	100.0%	98.6%	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	98.8%	100.0%
Yes	1,582	**100**	138	191	83	56	33	30	67	22	40	36	7	90	65	23	11	67	20	13	5	75	17
	89.4%	**90.1%**	90.8%	92.7%	92.2%	86.2%	80.5%	76.9%	89.3%	84.6%	95.2%	87.8%	87.5%	90.0%	92.9%	88.5%	78.6%	94.4%	76.9%	92.9%	100.0%	90.4%	85.0%
No	187	**11**	14	15	7	9	8	9	8	4	2	5	1	10	5	3	3	4	6	1	0	8	3
	10.6%	**9.9%**	9.2%	7.3%	7.8%	13.8%	19.5%	23.1%	10.7%	15.4%	4.8%	12.2%	12.5%	10.0%	7.1%	11.5%	21.4%	5.6%	23.1%	7.1%	0.0%	9.6%	15.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 40

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?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	21	**2**	4	3	2	2	1	1	2	0	1	1	0	2	1	1	0	1	1	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,754	**175**	236	322	142	81	58	55	103	49	64	60	13	159	95	57	20	122	35	17	18	128	25
	99.2%	**98.9%**	98.3%	99.1%	98.6%	97.6%	98.3%	98.2%	98.1%	100.0%	98.5%	98.4%	100.0%	98.8%	99.0%	98.3%	100.0%	99.2%	97.2%	100.0%	100.0%	98.5%	100.0%
Yes	1,094	**70**	109	151	60	41	28	25	43	24	18	26	9	59	40	16	12	43	16	11	5	44	19
	39.7%	**40.0%**	46.2%	46.9%	42.3%	50.6%	48.3%	45.5%	41.7%	49.0%	28.1%	43.3%	69.2%	37.1%	42.1%	28.1%	60.0%	35.2%	45.7%	64.7%	27.8%	34.4%	76.0%
No	1,660	**105**	127	171	82	40	30	30	60	25	46	34	4	100	55	41	8	79	19	6	13	84	6
	60.3%	**60.0%**	53.8%	53.1%	57.7%	49.4%	51.7%	54.5%	58.3%	51.0%	71.9%	56.7%	30.8%	62.9%	57.9%	71.9%	40.0%	64.8%	54.3%	35.3%	72.2%	65.6%	24.0%
Significantly different from column:*										K	J		N	M		Q	P	T		R	W	W	UV

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 41

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,094	**70**	109	151	60	41	28	25	43	24	18	26	9	59	40	16	12	43	16	11	5	44	19
Number missing or multiple answer	11	**0**	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,083	**70**	108	150	60	41	28	25	43	24	18	26	9	59	40	16	12	43	16	11	5	44	19
	99.0%	**100.0%**	99.1%	99.3%	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%
Never	33	**1**	7	9	1	0	0	0	0	1	0	0	1	0	0	0	1	1	0	0	0	1	0
	3.0%	**1.4%**	6.5%	6.0%	1.7%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	8.3%	2.3%	0.0%	0.0%	0.0%	2.3%	0.0%
Sometimes	147	**13**	17	14	11	9	5	5	8	4	3	6	1	12	9	2	2	6	4	3	2	7	4
	13.6%	**18.6%**	15.7%	9.3%	18.3%	22.0%	17.9%	20.0%	18.6%	16.7%	16.7%	23.1%	11.1%	20.3%	22.5%	12.5%	16.7%	14.0%	25.0%	27.3%	40.0%	15.9%	21.1%
Usually	274	**15**	24	31	12	8	6	5	6	7	5	3	1	14	8	4	3	10	5	0	1	10	3
	25.3%	**21.4%**	22.2%	20.7%	20.0%	19.5%	21.4%	20.0%	14.0%	29.2%	27.8%	11.5%	11.1%	23.7%	20.0%	25.0%	25.0%	23.3%	31.3%	0.0%	20.0%	22.7%	15.8%
Always	629	**41**	60	96	36	24	17	15	29	12	10	17	6	33	23	10	6	26	7	8	2	26	12
	58.1%	**58.6%**	55.6%	64.0%	60.0%	58.5%	60.7%	60.0%	67.4%	50.0%	55.6%	65.4%	66.7%	55.9%	57.5%	62.5%	50.0%	60.5%	43.8%	72.7%	40.0%	59.1%	63.2%
Significantly different from column:*																							
Usually or Always	903	**56**	84	127	48	32	23	20	35	19	15	20	7	47	31	14	9	36	12	8	3	36	15
	83.4%	**80.0%**	77.8%	84.7%	80.0%	78.0%	82.1%	80.0%	81.4%	79.2%	83.3%	76.9%	77.8%	79.7%	77.5%	87.5%	75.0%	83.7%	75.0%	72.7%	60.0%	81.8%	78.9%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 42

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,094	**70**	109	151	60	41	28	25	43	24	18	26	9	59	40	16	12	43	16	11	5	44	19
Number missing or multiple answer	18	**1**	1	1	1	0	0	0	0	0	0	1	0	1	1	0	0	1	0	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,076	**69**	108	150	59	41	28	25	43	24	18	25	9	58	39	16	12	42	16	11	4	44	19
	98.4%	**98.6%**	99.1%	99.3%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.2%	100.0%	98.3%	97.5%	100.0%	100.0%	97.7%	100.0%	100.0%	80.0%	100.0%	100.0%
None	51	**2**	6	5	2	1	1	1	1	2	0	0	1	1	0	1	1	2	0	0	0	2	0
	4.7%	**2.9%**	5.6%	3.3%	3.4%	2.4%	3.6%	4.0%	2.3%	8.3%	0.0%	0.0%	11.1%	1.7%	0.0%	6.3%	8.3%	4.8%	0.0%	0.0%	0.0%	4.5%	0.0%
1 specialist	591	**34**	59	74	31	16	8	8	20	8	12	13	3	29	21	6	5	25	6	3	4	23	6
	54.9%	**49.3%**	54.6%	49.3%	52.5%	39.0%	28.6%	32.0%	46.5%	33.3%	66.7%	52.0%	33.3%	50.0%	53.8%	37.5%	41.7%	59.5%	37.5%	27.3%	100.0%	52.3%	31.6%
2	267	**22**	23	44	17	15	12	8	13	8	4	9	4	18	11	7	4	11	5	6	0	13	9
	24.8%	**31.9%**	21.3%	29.3%	28.8%	36.6%	42.9%	32.0%	30.2%	33.3%	22.2%	36.0%	44.4%	31.0%	28.2%	43.8%	33.3%	26.2%	31.3%	54.5%	0.0%	29.5%	47.4%
3	108	**9**	7	18	7	7	5	6	7	5	1	3	1	8	5	2	2	3	4	2	0	5	4
	10.0%	**13.0%**	6.5%	12.0%	11.9%	17.1%	17.9%	24.0%	16.3%	20.8%	5.6%	12.0%	11.1%	13.8%	12.8%	12.5%	16.7%	7.1%	25.0%	18.2%	0.0%	11.4%	21.1%
4	33	**1**	4	5	1	1	1	1	1	0	1	0	0	1	1	0	0	0	1	0	0	1	0
	3.1%	**1.4%**	3.7%	3.3%	1.7%	2.4%	3.6%	4.0%	2.3%	0.0%	5.6%	0.0%	0.0%	1.7%	2.6%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	2.3%	0.0%
5 or more specialists	26	**1**	9	4	1	1	1	1	1	1	0	0	0	1	1	0	0	1	0	0	0	0	0
	2.4%	**1.4%**	8.3%	2.7%	1.7%	2.4%	3.6%	4.0%	2.3%	4.2%	0.0%	0.0%	0.0%	1.7%	2.6%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%
3 or more specialists	167	**11**	20	27	9	9	7	8	9	6	2	3	1	10	7	2	2	4	5	2	0	6	4
	15.5%	**15.9%**	18.5%	18.0%	15.3%	22.0%	25.0%	32.0%	20.9%	25.0%	11.1%	12.0%	11.1%	17.2%	17.9%	12.5%	16.7%	9.5%	31.3%	18.2%	0.0%	13.6%	21.1%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 43

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?

Base: All respondents whose child saw a specialist (Q40 & Q42)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,025	**67**	102	145	57	40	27	24	42	22	18	25	8	57	39	15	11	40	16	11	4	42	19
Number missing or multiple answer	6	**2**	1	1	0	2	2	1	1	1	1	0	0	2	0	1	1	0	2	0	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,019	**65**	101	144	57	38	25	23	41	21	17	25	8	55	39	14	10	40	14	11	4	41	18
	99.4%	**97.0%**	99.0%	99.3%	100.0%	95.0%	92.6%	95.8%	97.6%	95.5%	94.4%	100.0%	100.0%	96.5%	100.0%	93.3%	90.9%	100.0%	87.5%	100.0%	100.0%	97.6%	94.7%
0 Worst specialist possible	7	**0**	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	**0.0%**	2.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	2	**2**	0	4	2	2	1	2	2	1	0	1	0	2	1	0	1	0	1	1	0	2	0
	0.2%	**3.1%**	0.0%	2.8%	3.5%	5.3%	4.0%	8.7%	4.9%	4.8%	0.0%	4.0%	0.0%	3.6%	2.6%	0.0%	10.0%	0.0%	7.1%	9.1%	0.0%	4.9%	0.0%
2	2	**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%	0.0%	0.0%
3	9	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	7	**1**	1	3	1	1	0	0	1	0	0	1	0	1	0	0	1	1	0	0	0	0	1
	0.7%	**1.5%**	1.0%	2.1%	1.8%	2.6%	0.0%	0.0%	2.4%	0.0%	0.0%	4.0%	0.0%	1.8%	0.0%	0.0%	10.0%	2.5%	0.0%	0.0%	0.0%	0.0%	5.6%
5	28	**2**	3	1	0	2	2	2	2	2	0	0	1	1	1	0	1	2	0	0	0	2	0
	2.7%	**3.1%**	3.0%	0.7%	0.0%	5.3%	8.0%	8.7%	4.9%	9.5%	0.0%	0.0%	12.5%	1.8%	2.6%	0.0%	10.0%	5.0%	0.0%	0.0%	0.0%	4.9%	0.0%
6	29	**1**	0	6	1	1	0	0	0	0	1	0	0	1	1	0	0	0	0	1	1	0	0
	2.8%	**1.5%**	0.0%	4.2%	1.8%	2.6%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	1.8%	2.6%	0.0%	0.0%	0.0%	0.0%	9.1%	25.0%	0.0%	0.0%
7	54	**3**	8	6	3	2	1	1	2	1	1	1	2	1	0	1	2	3	0	0	0	2	1
	5.3%	**4.6%**	7.9%	4.2%	5.3%	5.3%	4.0%	4.3%	4.9%	4.8%	5.9%	4.0%	25.0%	1.8%	0.0%	7.1%	20.0%	7.5%	0.0%	0.0%	0.0%	4.9%	5.6%
8	134	**7**	12	17	6	1	0	1	3	3	3	1	1	6	4	3	0	6	1	0	0	6	1
	13.2%	**10.8%**	11.9%	11.8%	10.5%	2.6%	0.0%	4.3%	7.3%	14.3%	17.6%	4.0%	12.5%	10.9%	10.3%	21.4%	0.0%	15.0%	7.1%	0.0%	0.0%	14.6%	5.6%
9	176	**11**	12	24	9	7	6	6	7	3	3	3	1	9	5	3	1	6	3	2	0	8	3
	17.3%	**16.9%**	11.9%	16.7%	15.8%	18.4%	24.0%	26.1%	17.1%	14.3%	17.6%	12.0%	12.5%	16.4%	12.8%	21.4%	10.0%	15.0%	21.4%	18.2%	0.0%	19.5%	16.7%
10 Best specialist possible	571	**38**	63	81	35	22	15	11	24	11	9	18	3	34	27	7	4	22	9	7	3	21	12
	56.0%	**58.5%**	62.4%	56.3%	61.4%	57.9%	60.0%	47.8%	58.5%	52.4%	52.9%	72.0%	37.5%	61.8%	69.2%	50.0%	40.0%	55.0%	64.3%	63.6%	75.0%	51.2%	66.7%

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 43

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?

Base: All respondents whose child saw a specialist (Q40 & Q42)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,025	**67**	102	145	57	40	27	24	42	22	18	25	8	57	39	15	11	40	16	11	4	42	19
Number missing or multiple answer	6	**2**	1	1	0	2	2	1	1	1	1	0	0	2	0	1	1	0	2	0	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,019	**65**	101	144	57	38	25	23	41	21	17	25	8	55	39	14	10	40	14	11	4	41	18
	99.4%	**97.0%**	99.0%	99.3%	100.0%	95.0%	92.6%	95.8%	97.6%	95.5%	94.4%	100.0%	100.0%	96.5%	100.0%	93.3%	90.9%	100.0%	87.5%	100.0%	100.0%	97.6%	94.7%
0 to 4	27	**3**	3	9	3	3	1	2	3	1	0	2	0	3	1	0	2	1	1	1	0	2	1
	2.6%	**4.6%**	3.0%	6.3%	5.3%	7.9%	4.0%	8.7%	7.3%	4.8%	0.0%	8.0%	0.0%	5.5%	2.6%	0.0%	20.0%	2.5%	7.1%	9.1%	0.0%	4.9%	5.6%
5	28	**2**	3	1	0	2	2	2	2	2	0	0	1	1	1	0	1	2	0	0	0	2	0
	2.7%	**3.1%**	3.0%	0.7%	0.0%	5.3%	8.0%	8.7%	4.9%	9.5%	0.0%	0.0%	12.5%	1.8%	2.6%	0.0%	10.0%	5.0%	0.0%	0.0%	0.0%	4.9%	0.0%
6 or 7	83	**4**	8	12	4	3	1	1	2	1	2	1	2	2	1	1	2	3	0	1	1	2	1
	8.1%	**6.2%**	7.9%	8.3%	7.0%	7.9%	4.0%	4.3%	4.9%	4.8%	11.8%	4.0%	25.0%	3.6%	2.6%	7.1%	20.0%	7.5%	0.0%	9.1%	25.0%	4.9%	5.6%
8 to 10	881	**56**	87	122	50	30	21	18	34	17	15	22	5	49	36	13	5	34	13	9	3	35	16
	86.5%	**86.2%**	86.1%	84.7%	87.7%	78.9%	84.0%	78.3%	82.9%	81.0%	88.2%	88.0%	62.5%	89.1%	92.3%	92.9%	50.0%	85.0%	92.9%	81.8%	75.0%	85.4%	88.9%
Significantly different from column:*																							
0 to 6	84	**6**	6	16	4	6	3	4	5	3	1	2	1	5	3	0	3	3	1	2	1	4	1
	8.2%	**9.2%**	5.9%	11.1%	7.0%	15.8%	12.0%	17.4%	12.2%	14.3%	5.9%	8.0%	12.5%	9.1%	7.7%	0.0%	30.0%	7.5%	7.1%	18.2%	25.0%	9.8%	5.6%
7 to 8	188	**10**	20	23	9	3	1	2	5	4	4	2	3	7	4	4	2	9	1	0	0	8	2
	18.4%	**15.4%**	19.8%	16.0%	15.8%	7.9%	4.0%	8.7%	12.2%	19.0%	23.5%	8.0%	37.5%	12.7%	10.3%	28.6%	20.0%	22.5%	7.1%	0.0%	0.0%	19.5%	11.1%
9 to 10	747	**49**	75	105	44	29	21	17	31	14	12	21	4	43	32	10	5	28	12	9	3	29	15
	73.3%	**75.4%**	74.3%	72.9%	77.2%	76.3%	84.0%	73.9%	75.6%	66.7%	70.6%	84.0%	50.0%	78.2%	82.1%	71.4%	50.0%	70.0%	85.7%	81.8%	75.0%	70.7%	83.3%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 44

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	23	**1**	3	4	1	1	1	0	1	0	0	1	0	1	1	0	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,752	**176**	237	321	143	82	58	56	104	49	65	60	13	160	95	58	20	123	35	17	18	129	25
	99.2%	**99.4%**	98.8%	98.8%	99.3%	98.8%	98.3%	100.0%	99.0%	100.0%	100.0%	98.4%	100.0%	99.4%	99.0%	100.0%	100.0%	100.0%	97.2%	100.0%	100.0%	99.2%	100.0%
Yes	733	**53**	71	103	41	30	25	20	34	14	24	13	1	50	21	23	7	32	13	8	3	38	9
	26.6%	**30.1%**	30.0%	32.1%	28.7%	36.6%	43.1%	35.7%	32.7%	28.6%	36.9%	21.7%	7.7%	31.3%	22.1%	39.7%	35.0%	26.0%	37.1%	47.1%	16.7%	29.5%	36.0%
No	2,019	**123**	166	218	102	52	33	36	70	35	41	47	12	110	74	35	13	91	22	9	15	91	16
	73.4%	**69.9%**	70.0%	67.9%	71.3%	63.4%	56.9%	64.3%	67.3%	71.4%	63.1%	78.3%	92.3%	68.8%	77.9%	60.3%	65.0%	74.0%	62.9%	52.9%	83.3%	70.5%	64.0%
Significantly different from column:*					G		E								P	O							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 45

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

Base: All respondents who got information from child's health plan customer service (Q44)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	733	**53**	71	103	41	30	25	20	34	14	24	13	1	50	21	23	7	32	13	8	3	38	9
Number missing or multiple answer	22	**1**	1	4	1	1	1	1	1	0	0	0	0	1	0	1	0	0	0	1	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	711	**52**	70	99	40	29	24	19	33	14	24	13	1	49	21	22	7	32	13	7	3	37	9
	97.0%	**98.1%**	98.6%	96.1%	97.6%	96.7%	96.0%	95.0%	97.1%	100.0%	100.0%	100.0%	100.0%	98.0%	100.0%	95.7%	100.0%	100.0%	100.0%	87.5%	100.0%	97.4%	100.0%
Never	15	**1**	1	2	0	1	1	0	1	0	1	0	0	1	0	1	0	0	1	0	0	0	1
	2.1%	**1.9%**	1.4%	2.0%	0.0%	3.4%	4.2%	0.0%	3.0%	0.0%	4.2%	0.0%	0.0%	2.0%	0.0%	4.5%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	11.1%
Sometimes	102	**6**	9	8	6	2	2	1	4	0	5	1	0	6	3	1	1	3	2	1	0	3	1
	14.3%	**11.5%**	12.9%	8.1%	15.0%	6.9%	8.3%	5.3%	12.1%	0.0%	20.8%	7.7%	0.0%	12.2%	14.3%	4.5%	14.3%	9.4%	15.4%	14.3%	0.0%	8.1%	11.1%
Usually	191	**17**	17	22	13	13	7	9	13	4	6	6	0	16	6	8	2	12	5	0	1	13	2
	26.9%	**32.7%**	24.3%	22.2%	32.5%	44.8%	29.2%	47.4%	39.4%	28.6%	25.0%	46.2%	0.0%	32.7%	28.6%	36.4%	28.6%	37.5%	38.5%	0.0%	33.3%	35.1%	22.2%
Always	403	**28**	43	67	21	13	14	9	15	10	12	6	1	26	12	12	4	17	5	6	2	21	5
	56.7%	**53.8%**	61.4%	67.7%	52.5%	44.8%	58.3%	47.4%	45.5%	71.4%	50.0%	46.2%	100.0%	53.1%	57.1%	54.5%	57.1%	53.1%	38.5%	85.7%	66.7%	56.8%	55.6%
Significantly different from column:*																							
Usually or Always	594	**45**	60	89	34	26	21	18	28	14	18	12	1	42	18	20	6	29	10	6	3	34	7
	83.5%	**86.5%**	85.7%	89.9%	85.0%	89.7%	87.5%	94.7%	84.8%	100.0%	75.0%	92.3%	100.0%	85.7%	85.7%	90.9%	85.7%	90.6%	76.9%	85.7%	100.0%	91.9%	77.8%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 46

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

Base: All respondents who got information from child's health plan customer service (Q44)

	2020 CSS Average	2020	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	733	**53**	71	103	41	30	25	20	34	14	24	13	1	50	21	23	7	32	13	8	3	38	9
Number missing or multiple answer	24	**2**	1	4	2	2	2	2	2	0	0	1	0	2	0	1	1	0	1	1	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	709	**51**	70	99	39	28	23	18	32	14	24	12	1	48	21	22	6	32	12	7	3	36	9
	96.7%	**96.2%**	98.6%	96.1%	95.1%	93.3%	92.0%	90.0%	94.1%	100.0%	100.0%	92.3%	100.0%	96.0%	100.0%	95.7%	85.7%	100.0%	92.3%	87.5%	100.0%	94.7%	100.0%
Never	5	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	**0.0%**	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	32	**2**	2	1	1	1	1	1	2	1	1	0	0	2	2	0	0	2	0	0	0	1	0
	4.5%	**3.9%**	2.9%	1.0%	2.6%	3.6%	4.3%	5.6%	6.3%	7.1%	4.2%	0.0%	0.0%	4.2%	9.5%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	2.8%	0.0%
Usually	155	**8**	8	18	4	4	5	4	5	2	5	1	0	8	2	5	1	4	3	1	1	5	1
	21.9%	**15.7%**	11.4%	18.2%	10.3%	14.3%	21.7%	22.2%	15.6%	14.3%	20.8%	8.3%	0.0%	16.7%	9.5%	22.7%	16.7%	12.5%	25.0%	14.3%	33.3%	13.9%	11.1%
Always	517	**41**	59	80	34	23	17	13	25	11	18	11	1	38	17	17	5	26	9	6	2	30	8
	72.9%	**80.4%**	84.3%	80.8%	87.2%	82.1%	73.9%	72.2%	78.1%	78.6%	75.0%	91.7%	100.0%	79.2%	81.0%	77.3%	83.3%	81.3%	75.0%	85.7%	66.7%	83.3%	88.9%
Significantly different from column:*																							
Usually or Always	672	**49**	67	98	38	27	22	17	30	13	23	12	1	46	19	22	6	30	12	7	3	35	9
	94.8%	**96.1%**	95.7%	99.0%	97.4%	96.4%	95.7%	94.4%	93.8%	92.9%	95.8%	100.0%	100.0%	95.8%	90.5%	100.0%	100.0%	93.8%	100.0%	100.0%	100.0%	97.2%	100.0%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 47

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Type of Chronic Condition (Q55)	(Q58)	(Q61)	(Q64)	(Q67)	Child's Age (Q69)			Child's Hispanic Status (Q71)		Child's Race (Q72)			Child's Health Status (Q53)			Child's Doctor Visits in Last 6 Months (Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	45	**1**	6	13	1	1	1	0	1	0	0	1	0	1	1	0	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,730	**176**	234	312	143	82	58	56	104	49	65	60	13	160	95	58	20	123	35	17	18	129	25
	98.4%	**99.4%**	97.5%	96.0%	99.3%	98.8%	98.3%	100.0%	99.0%	100.0%	100.0%	98.4%	100.0%	99.4%	99.0%	100.0%	100.0%	100.0%	97.2%	100.0%	100.0%	99.2%	100.0%
Yes	663	**37**	56	97	31	20	12	9	22	9	16	12	3	33	19	12	6	23	8	6	4	27	6
	24.3%	**21.0%**	23.9%	31.1%	21.7%	24.4%	20.7%	16.1%	21.2%	18.4%	24.6%	20.0%	23.1%	20.6%	20.0%	20.7%	30.0%	18.7%	22.9%	35.3%	22.2%	20.9%	24.0%
No	2,067	**139**	178	215	112	62	46	47	82	40	49	48	10	127	76	46	14	100	27	11	14	102	19
	75.7%	**79.0%**	76.1%	68.9%	78.3%	75.6%	79.3%	83.9%	78.8%	81.6%	75.4%	80.0%	76.9%	79.4%	80.0%	79.3%	70.0%	81.3%	77.1%	64.7%	77.8%	79.1%	76.0%
Significantly different from column:*		D																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 48

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

Base: All respondents who answered Q47

	2020 CSS Average	2020	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,730	**176**	234	312	143	82	58	56	104	49	65	60	13	160	95	58	20	123	35	17	18	129	25
Number missing or multiple answer	18	**2**	0	0	2	2	1	0	1	0	1	1	0	2	1	1	0	1	0	1	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,712	**174**	234	312	141	80	57	56	103	49	64	59	13	158	94	57	20	122	35	16	18	128	24
	99.3%	**98.9%**	100.0%	100.0%	98.6%	97.6%	98.3%	100.0%	99.0%	100.0%	98.5%	98.3%	100.0%	98.8%	98.9%	98.3%	100.0%	99.2%	100.0%	94.1%	100.0%	99.2%	96.0%
Never	13	**0**	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	0.4%	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%
Sometimes	75	**2**	7	7	1	2	2	1	2	1	1	0	1	1	1	0	1	0	1	1	1	0	1
	2.8%	**1.1%**	3.0%	2.2%	0.7%	2.5%	3.5%	1.8%	1.9%	2.0%	1.6%	0.0%	7.7%	0.6%	1.1%	0.0%	5.0%	0.0%	2.9%	6.3%	5.6%	0.0%	4.2%
Usually	233	**10**	15	25	6	7	7	7	8	3	6	1	0	10	6	2	2	4	4	2	1	8	1
	8.6%	**5.7%**	6.4%	8.0%	4.3%	8.8%	12.3%	12.5%	7.8%	6.1%	9.4%	1.7%	0.0%	6.3%	6.4%	3.5%	10.0%	3.3%	11.4%	12.5%	5.6%	6.3%	4.2%
Always	2,391	**162**	211	277	134	71	48	48	93	45	57	58	12	147	87	55	17	118	30	13	16	120	22
	88.2%	**93.1%**	90.2%	88.8%	95.0%	88.8%	84.2%	85.7%	90.3%	91.8%	89.1%	98.3%	92.3%	93.0%	92.6%	96.5%	85.0%	96.7%	85.7%	81.3%	88.9%	93.8%	91.7%
Significantly different from column:*		A																					
Usually or Always	2,624	**172**	226	302	140	78	55	55	101	48	63	59	12	157	93	57	19	122	34	15	17	128	23
	96.8%	**98.9%**	96.6%	96.8%	99.3%	97.5%	96.5%	98.2%	98.1%	98.0%	98.4%	100.0%	92.3%	99.4%	98.9%	100.0%	95.0%	100.0%	97.1%	93.8%	94.4%	100.0%	95.8%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Respondents answering "No" to question 47 are reported to NCQA as "Always" in question 48, and are used in calculating the Question Summary Rate.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 49

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?

Base: All respondents

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	58	**2**	1	5	1	1	1	1	1	0	1	1	0	2	1	1	0	2	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,717	**175**	239	320	143	82	58	55	104	49	64	60	13	159	95	57	20	121	36	17	18	128	25
	97.9%	**98.9%**	99.6%	98.5%	99.3%	98.8%	98.3%	98.2%	99.0%	100.0%	98.5%	98.4%	100.0%	98.8%	99.0%	98.3%	100.0%	98.4%	100.0%	100.0%	100.0%	98.5%	100.0%
0 Worst health plan possible	9	**1**	1	3	1	0	0	1	1	0	1	0	0	1	1	0	0	0	0	1	0	1	0
	0.3%	**0.6%**	0.4%	0.9%	0.7%	0.0%	0.0%	1.8%	1.0%	0.0%	1.6%	0.0%	0.0%	0.6%	1.1%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.8%	0.0%
1	7	**1**	1	1	0	1	0	0	1	0	0	1	0	1	0	1	0	1	0	0	1	0	0
	0.3%	**0.6%**	0.4%	0.3%	0.0%	1.2%	0.0%	0.0%	1.0%	0.0%	0.0%	1.7%	0.0%	0.6%	0.0%	1.8%	0.0%	0.8%	0.0%	0.0%	5.6%	0.0%	0.0%
2	4	**0**	0	2	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%	0.6%	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%	0.0%
3	19	**1**	0	2	0	1	1	1	1	0	0	1	0	1	0	1	0	1	0	0	0	1	0
	0.7%	**0.6%**	0.0%	0.6%	0.0%	1.2%	1.7%	1.8%	1.0%	0.0%	0.0%	1.7%	0.0%	0.6%	0.0%	1.8%	0.0%	0.8%	0.0%	0.0%	0.0%	0.8%	0.0%
4	25	**1**	2	1	0	0	0	0	1	0	1	0	1	0	1	0	0	1	0	0	0	1	0
	0.9%	**0.6%**	0.8%	0.3%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	1.6%	0.0%	7.7%	0.0%	1.1%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.8%	0.0%
5	98	**3**	11	7	2	2	1	1	2	1	0	2	1	2	1	0	2	2	1	0	0	1	2
	3.6%	**1.7%**	4.6%	2.2%	1.4%	2.4%	1.7%	1.8%	1.9%	2.0%	0.0%	3.3%	7.7%	1.3%	1.1%	0.0%	10.0%	1.7%	2.8%	0.0%	0.0%	0.8%	8.0%
6	92	**2**	10	11	1	0	1	1	1	1	1	0	0	2	1	1	0	0	2	0	0	2	0
	3.4%	**1.1%**	4.2%	3.4%	0.7%	0.0%	1.7%	1.8%	1.0%	2.0%	1.6%	0.0%	0.0%	1.3%	1.1%	1.8%	0.0%	0.0%	5.6%	0.0%	0.0%	1.6%	0.0%
7	202	**12**	18	22	10	9	5	6	9	3	4	5	0	12	6	4	2	5	5	2	0	12	0
	7.4%	**6.9%**	7.5%	6.9%	7.0%	11.0%	8.6%	10.9%	8.7%	6.1%	6.3%	8.3%	0.0%	7.5%	6.3%	7.0%	10.0%	4.1%	13.9%	11.8%	0.0%	9.4%	0.0%
8	444	**21**	31	59	17	11	8	8	14	7	6	7	0	20	12	7	1	14	5	2	1	16	3
	16.3%	**12.0%**	13.0%	18.4%	11.9%	13.4%	13.8%	14.5%	13.5%	14.3%	9.4%	11.7%	0.0%	12.6%	12.6%	12.3%	5.0%	11.6%	13.9%	11.8%	5.6%	12.5%	12.0%
9	501	**35**	35	44	26	17	15	15	23	10	13	12	6	29	15	13	5	24	9	2	3	27	5
	18.4%	**20.0%**	14.6%	13.8%	18.2%	20.7%	25.9%	27.3%	22.1%	20.4%	20.3%	20.0%	46.2%	18.2%	15.8%	22.8%	25.0%	19.8%	25.0%	11.8%	16.7%	21.1%	20.0%
10 Best health plan possible	1,316	**98**	130	168	86	41	27	22	51	27	38	32	5	91	58	30	10	73	14	10	13	67	15
	48.4%	**56.0%**	54.4%	52.5%	60.1%	50.0%	46.6%	40.0%	49.0%	55.1%	59.4%	53.3%	38.5%	57.2%	61.1%	52.6%	50.0%	60.3%	38.9%	58.8%	72.2%	52.3%	60.0%

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 49

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?

Base: All respondents

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	58	**2**	1	5	1	1	1	1	1	0	1	1	0	2	1	1	0	2	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,717	**175**	239	320	143	82	58	55	104	49	64	60	13	159	95	57	20	121	36	17	18	128	25
	97.9%	**98.9%**	99.6%	98.5%	99.3%	98.8%	98.3%	98.2%	99.0%	100.0%	98.5%	98.4%	100.0%	98.8%	99.0%	98.3%	100.0%	98.4%	100.0%	100.0%	100.0%	98.5%	100.0%
0 to 4	64	**4**	4	9	1	2	1	2	4	0	2	2	1	3	2	2	0	3	0	1	1	3	0
	2.4%	**2.3%**	1.7%	2.8%	0.7%	2.4%	1.7%	3.6%	3.8%	0.0%	3.1%	3.3%	7.7%	1.9%	2.1%	3.5%	0.0%	2.5%	0.0%	5.9%	5.6%	2.3%	0.0%
5	98	**3**	11	7	2	2	1	1	2	1	0	2	1	2	1	0	2	2	1	0	0	1	2
	3.6%	**1.7%**	4.6%	2.2%	1.4%	2.4%	1.7%	1.8%	1.9%	2.0%	0.0%	3.3%	7.7%	1.3%	1.1%	0.0%	10.0%	1.7%	2.8%	0.0%	0.0%	0.8%	8.0%
6 or 7	294	**14**	28	33	11	9	6	7	10	4	5	5	0	14	7	5	2	5	7	2	0	14	0
	10.8%	**8.0%**	11.7%	10.3%	7.7%	11.0%	10.3%	12.7%	9.6%	8.2%	7.8%	8.3%	0.0%	8.8%	7.4%	8.8%	10.0%	4.1%	19.4%	11.8%	0.0%	10.9%	0.0%
8 to 10	2,261	**154**	196	271	129	69	50	45	88	44	57	51	11	140	85	50	16	111	28	14	17	110	23
	83.2%	**88.0%**	82.0%	84.7%	90.2%	84.1%	86.2%	81.8%	84.6%	89.8%	89.1%	85.0%	84.6%	88.1%	89.5%	87.7%	80.0%	91.7%	77.8%	82.4%	94.4%	85.9%	92.0%
Significantly different from column:*																							
0 to 6	254	**9**	25	27	4	4	3	4	7	2	3	4	2	7	4	3	2	5	3	1	1	6	2
	9.3%	**5.1%**	10.5%	8.4%	2.8%	4.9%	5.2%	7.3%	6.7%	4.1%	4.7%	6.7%	15.4%	4.4%	4.2%	5.3%	10.0%	4.1%	8.3%	5.9%	5.6%	4.7%	8.0%
7 to 8	646	**33**	49	81	27	20	13	14	23	10	10	12	0	32	18	11	3	19	10	4	1	28	3
	23.8%	**18.9%**	20.5%	25.3%	18.9%	24.4%	22.4%	25.5%	22.1%	20.4%	15.6%	20.0%	0.0%	20.1%	18.9%	19.3%	15.0%	15.7%	27.8%	23.5%	5.6%	21.9%	12.0%
9 to 10	1,817	**133**	165	212	112	58	42	37	74	37	51	44	11	120	73	43	15	97	23	12	16	94	20
	66.9%	**76.0%**	69.0%	66.3%	78.3%	70.7%	72.4%	67.3%	71.2%	75.5%	79.7%	73.3%	84.6%	75.5%	76.8%	75.4%	75.0%	80.2%	63.9%	70.6%	88.9%	73.4%	80.0%
Significantly different from column:*		AD																S	R				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 50

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

Base: All respondents

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	14	**1**	1	0	1	0	0	0	1	1	0	0	0	1	1	0	0	1	0	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,761	**176**	239	325	143	83	59	56	104	48	65	61	13	160	95	58	20	122	36	17	17	130	25
	99.5%	**99.4%**	99.6%	100.0%	99.3%	100.0%	100.0%	100.0%	99.0%	98.0%	100.0%	100.0%	100.0%	99.4%	99.0%	100.0%	100.0%	99.2%	100.0%	100.0%	94.4%	100.0%	100.0%
Yes	2,196	**156**	209	285	136	72	49	44	91	40	57	57	13	140	89	46	19	108	31	16	11	117	24
	79.5%	**88.6%**	87.4%	87.7%	95.1%	86.7%	83.1%	78.6%	87.5%	83.3%	87.7%	93.4%	100.0%	87.5%	93.7%	79.3%	95.0%	88.5%	86.1%	94.1%	64.7%	90.0%	96.0%
No	565	**20**	30	40	7	11	10	12	13	8	8	4	0	20	6	12	1	14	5	1	6	13	1
	20.5%	**11.4%**	12.6%	12.3%	4.9%	13.3%	16.9%	21.4%	12.5%	16.7%	12.3%	6.6%	0.0%	12.5%	6.3%	20.7%	5.0%	11.5%	13.9%	5.9%	35.3%	10.0%	4.0%
Significantly different from column:*		A			FHI	E		E	E						P	O							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 51

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

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2020 CSS Average	2020	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,196	**156**	209	285	136	72	49	44	91	40	57	57	13	140	89	46	19	108	31	16	11	117	24
Number missing or multiple answer	19	**1**	0	2	1	0	0	0	1	0	0	1	0	1	0	1	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,177	**155**	209	283	135	72	49	44	90	40	57	56	13	139	89	45	19	107	31	16	11	116	24
	99.1%	**99.4%**	100.0%	99.3%	99.3%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	98.2%	100.0%	99.3%	100.0%	97.8%	100.0%	99.1%	100.0%	100.0%	100.0%	99.1%	100.0%
Never	26	**4**	1	4	4	3	3	3	4	1	3	0	1	3	3	0	0	1	2	1	0	3	0
	1.2%	**2.6%**	0.5%	1.4%	3.0%	4.2%	6.1%	6.8%	4.4%	2.5%	5.3%	0.0%	7.7%	2.2%	3.4%	0.0%	0.0%	0.9%	6.5%	6.3%	0.0%	2.6%	0.0%
Sometimes	160	**8**	18	31	7	6	4	2	5	2	0	6	3	5	4	1	3	5	2	1	0	5	3
	7.3%	**5.2%**	8.6%	11.0%	5.2%	8.3%	8.2%	4.5%	5.6%	5.0%	0.0%	10.7%	23.1%	3.6%	4.5%	2.2%	15.8%	4.7%	6.5%	6.3%	0.0%	4.3%	12.5%
Usually	462	**22**	46	44	19	9	8	10	13	7	8	6	1	20	9	9	3	18	0	4	1	17	4
	21.2%	**14.2%**	22.0%	15.5%	14.1%	12.5%	16.3%	22.7%	14.4%	17.5%	14.0%	10.7%	7.7%	14.4%	10.1%	20.0%	15.8%	16.8%	0.0%	25.0%	9.1%	14.7%	16.7%
Always	1,529	**121**	144	204	105	54	34	29	68	30	46	44	8	111	73	35	13	83	27	10	10	91	17
	70.2%	**78.1%**	68.9%	72.1%	77.8%	75.0%	69.4%	65.9%	75.6%	75.0%	80.7%	78.6%	61.5%	79.9%	82.0%	77.8%	68.4%	77.6%	87.1%	62.5%	90.9%	78.4%	70.8%
Significantly different from column:*		A																					
Usually or Always	1,991	**143**	190	248	124	63	42	39	81	37	54	50	9	131	82	44	16	101	27	14	11	108	21
	91.5%	**92.3%**	90.9%	87.6%	91.9%	87.5%	85.7%	88.6%	90.0%	92.5%	94.7%	89.3%	69.2%	94.2%	92.1%	97.8%	84.2%	94.4%	87.1%	87.5%	100.0%	93.1%	87.5%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 52

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

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2020 CSS Average	2020	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,196	**156**	209	285	136	72	49	44	91	40	57	57	13	140	89	46	19	108	31	16	11	117	24
Number missing or multiple answer	34	**2**	5	12	2	1	1	1	2	0	0	2	0	2	0	1	1	1	1	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,162	**154**	204	273	134	71	48	43	89	40	57	55	13	138	89	45	18	107	30	16	11	115	24
	98.5%	**98.7%**	97.6%	95.8%	98.5%	98.6%	98.0%	97.7%	97.8%	100.0%	100.0%	96.5%	100.0%	98.6%	100.0%	97.8%	94.7%	99.1%	96.8%	100.0%	100.0%	98.3%	100.0%
Yes	1,318	**86**	126	181	75	43	31	28	51	28	34	23	8	77	49	25	11	59	15	11	5	62	16
	61.0%	**55.8%**	61.8%	66.3%	56.0%	60.6%	64.6%	65.1%	57.3%	70.0%	59.6%	41.8%	61.5%	55.8%	55.1%	55.6%	61.1%	55.1%	50.0%	68.8%	45.5%	53.9%	66.7%
No	844	**68**	78	92	59	28	17	15	38	12	23	32	5	61	40	20	7	48	15	5	6	53	8
	39.0%	**44.2%**	38.2%	33.7%	44.0%	39.4%	35.4%	34.9%	42.7%	30.0%	40.4%	58.2%	38.5%	44.2%	44.9%	44.4%	38.9%	44.9%	50.0%	31.3%	54.5%	46.1%	33.3%
Significantly different from column:*		D								L		J											

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 53

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	20	**1**	0	3	1	0	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,755	**176**	240	322	143	83	59	56	105	48	65	61	13	160	95	58	20	123	36	17	18	129	25
	99.3%	**99.4%**	100.0%	99.1%	99.3%	100.0%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	99.4%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	100.0%
Poor	18	**2**	6	3	2	2	2	1	1	0	1	1	0	2	2	0	0	0	0	2	0	0	2
	0.7%	**1.1%**	2.5%	0.9%	1.4%	2.4%	3.4%	1.8%	1.0%	0.0%	1.5%	1.6%	0.0%	1.3%	2.1%	0.0%	0.0%	0.0%	0.0%	11.8%	0.0%	0.0%	8.0%
Fair	212	**15**	23	35	15	10	8	6	12	1	6	7	2	13	8	6	0	0	0	15	2	10	3
	7.7%	**8.5%**	9.6%	10.9%	10.5%	12.0%	13.6%	10.7%	11.4%	2.1%	9.2%	11.5%	15.4%	8.1%	8.4%	10.3%	0.0%	0.0%	0.0%	88.2%	11.1%	7.8%	12.0%
Good	805	**36**	62	93	25	22	19	16	27	11	11	14	3	31	18	11	7	0	36	0	2	25	8
	29.2%	**20.5%**	25.8%	28.9%	17.5%	26.5%	32.2%	28.6%	25.7%	22.9%	16.9%	23.0%	23.1%	19.4%	18.9%	19.0%	35.0%	0.0%	100.0%	0.0%	11.1%	19.4%	32.0%
Very Good	1,075	**73**	91	113	60	30	20	18	37	25	27	20	7	65	34	28	9	73	0	0	9	54	7
	39.0%	**41.5%**	37.9%	35.1%	42.0%	36.1%	33.9%	32.1%	35.2%	52.1%	41.5%	32.8%	53.8%	40.6%	35.8%	48.3%	45.0%	59.3%	0.0%	0.0%	50.0%	41.9%	28.0%
Excellent	645	**50**	58	78	41	19	10	15	28	11	20	19	1	49	33	13	4	50	0	0	5	40	5
	23.4%	**28.4%**	24.2%	24.2%	28.7%	22.9%	16.9%	26.8%	26.7%	22.9%	30.8%	31.1%	7.7%	30.6%	34.7%	22.4%	20.0%	40.7%	0.0%	0.0%	27.8%	31.0%	20.0%
Significantly different from column:*																		ST	R	R			
Excellent or Very Good	1,720	**123**	149	191	101	49	30	33	65	36	47	39	8	114	67	41	13	123	0	0	14	94	12
	62.4%	**69.9%**	62.1%	59.3%	70.6%	59.0%	50.8%	58.9%	61.9%	75.0%	72.3%	63.9%	61.5%	71.3%	70.5%	70.7%	65.0%	100.0%	0.0%	0.0%	77.8%	72.9%	48.0%
Significantly different from column:*		AD			G		E											S	R		W	W	UV

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 54

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	29	**3**	1	3	2	1	1	1	0	3	0	0	0	3	1	2	0	3	0	0	0	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,746	**174**	239	322	142	82	58	55	105	46	65	61	13	158	95	56	20	120	36	17	18	128	24
	99.0%	**98.3%**	99.6%	99.1%	98.6%	98.8%	98.3%	98.2%	100.0%	93.9%	100.0%	100.0%	100.0%	98.1%	99.0%	96.6%	100.0%	97.6%	100.0%	100.0%	100.0%	98.5%	96.0%
Poor	120	**5**	11	14	4	5	4	3	5	1	1	3	0	5	3	1	1	1	1	3	0	3	2
	4.4%	**2.9%**	4.6%	4.3%	2.8%	6.1%	6.9%	5.5%	4.8%	2.2%	1.5%	4.9%	0.0%	3.2%	3.2%	1.8%	5.0%	0.8%	2.8%	17.6%	0.0%	2.3%	8.3%
Fair	591	**36**	37	72	24	26	18	16	34	7	15	14	5	31	14	14	7	14	14	8	2	25	7
	21.5%	**20.7%**	15.5%	22.4%	16.9%	31.7%	31.0%	29.1%	32.4%	15.2%	23.1%	23.0%	38.5%	19.6%	14.7%	25.0%	35.0%	11.7%	38.9%	47.1%	11.1%	19.5%	29.2%
Good	900	**49**	55	93	38	22	16	15	36	7	18	23	4	43	32	14	2	32	14	3	6	36	6
	32.8%	**28.2%**	23.0%	28.9%	26.8%	26.8%	27.6%	27.3%	34.3%	15.2%	27.7%	37.7%	30.8%	27.2%	33.7%	25.0%	10.0%	26.7%	38.9%	17.6%	33.3%	28.1%	25.0%
Very Good	619	**43**	66	58	36	18	14	15	20	11	20	11	1	41	23	14	5	35	5	3	6	34	3
	22.5%	**24.7%**	27.6%	18.0%	25.4%	22.0%	24.1%	27.3%	19.0%	23.9%	30.8%	18.0%	7.7%	25.9%	24.2%	25.0%	25.0%	29.2%	13.9%	17.6%	33.3%	26.6%	12.5%
Excellent	516	**41**	70	85	40	11	6	6	10	20	11	10	3	38	23	13	5	38	2	0	4	30	6
	18.8%	**23.6%**	29.3%	26.4%	28.2%	13.4%	10.3%	10.9%	9.5%	43.5%	16.9%	16.4%	23.1%	24.1%	24.2%	23.2%	25.0%	31.7%	5.6%	0.0%	22.2%	23.4%	25.0%
Significantly different from column:*					FGHI	E	E	E	E	KL	J	J						S	R				
Excellent or Very Good	1,135	**84**	136	143	76	29	20	21	30	31	31	21	4	79	46	27	10	73	7	3	10	64	9
	41.3%	**48.3%**	56.9%	44.4%	53.5%	35.4%	34.5%	38.2%	28.6%	67.4%	47.7%	34.4%	30.8%	50.0%	48.4%	48.2%	50.0%	60.8%	19.4%	17.6%	55.6%	50.0%	37.5%
Significantly different from column:*					FGI	E	E		E	KL	J	J						ST	R	R			

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 55

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	7	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,768	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
	99.7%	**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%	100.0%	100.0%
Yes	2,100	**144**	195	268	144	61	39	34	77	34	54	54	8	133	80	45	16	101	25	17	10	108	22
	75.9%	**81.4%**	81.3%	82.5%	100.0%	73.5%	66.1%	60.7%	73.3%	69.4%	83.1%	88.5%	61.5%	82.6%	83.3%	77.6%	80.0%	82.1%	69.4%	100.0%	55.6%	83.1%	88.0%
No	668	**33**	45	57	0	22	20	22	28	15	11	7	5	28	16	13	4	22	11	0	8	22	3
	24.1%	**18.6%**	18.8%	17.5%	0.0%	26.5%	33.9%	39.3%	26.7%	30.6%	16.9%	11.5%	38.5%	17.4%	16.7%	22.4%	20.0%	17.9%	30.6%	0.0%	44.4%	16.9%	12.0%
Significantly different from column:*					FGHI	E	E	E	E	L		J											

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 56

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q55)

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,100	**144**	195	268	144	61	39	34	77	34	54	54	8	133	80	45	16	101	25	17	10	108	22
Number missing or multiple answer	20	**1**	1	0	1	1	0	1	1	1	0	0	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,080	**143**	194	268	143	60	39	33	76	33	54	54	8	132	79	45	16	100	25	17	10	107	22
	99.0%	**99.3%**	99.5%	100.0%	99.3%	98.4%	100.0%	97.1%	98.7%	97.1%	100.0%	100.0%	100.0%	99.2%	98.8%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	99.1%	100.0%
Yes	2,010	**138**	188	261	138	56	38	30	72	31	52	53	7	128	79	42	14	96	24	17	10	102	22
	96.6%	**96.5%**	96.9%	97.4%	96.5%	93.3%	97.4%	90.9%	94.7%	93.9%	96.3%	98.1%	87.5%	97.0%	100.0%	93.3%	87.5%	96.0%	96.0%	100.0%	100.0%	95.3%	100.0%
No	70	**5**	6	7	5	4	1	3	4	2	2	1	1	4	0	3	2	4	1	0	0	5	0
	3.4%	**3.5%**	3.1%	2.6%	3.5%	6.7%	2.6%	9.1%	5.3%	6.1%	3.7%	1.9%	12.5%	3.0%	0.0%	6.7%	12.5%	4.0%	4.0%	0.0%	0.0%	4.7%	0.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 57

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor for medical/behavioral/other health condition (Q55 & Q56)

					Type of Chronic Condition					Child's Age			Child's Hispanic Status		Child's Race			Child's Health Status			Child's Doctor Visits in Last 6 Months		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q71)		(Q72)			(Q53)			(Q7)		
	2020 CSS Average	**2020**	2019	2018	Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,010	**138**	188	261	138	56	38	30	72	31	52	53	7	128	79	42	14	96	24	17	10	102	22
Number missing or multiple answer	12	**0**	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,998	**138**	187	259	138	56	38	30	72	31	52	53	7	128	79	42	14	96	24	17	10	102	22
	99.4%	**100.0%**	99.5%	99.2%	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%
Yes	1,964	**135**	183	256	135	55	36	29	70	31	50	52	7	125	78	40	14	95	23	16	10	100	21
	98.3%	**97.8%**	97.9%	98.8%	97.8%	98.2%	94.7%	96.7%	97.2%	100.0%	96.2%	98.1%	100.0%	97.7%	98.7%	95.2%	100.0%	99.0%	95.8%	94.1%	100.0%	98.0%	95.5%
No	34	**3**	4	3	3	1	2	1	2	0	2	1	0	3	1	2	0	1	1	1	0	2	1
	1.7%	**2.2%**	2.1%	1.2%	2.2%	1.8%	5.3%	3.3%	2.8%	0.0%	3.8%	1.9%	0.0%	2.3%	1.3%	4.8%	0.0%	1.0%	4.2%	5.9%	0.0%	2.0%	4.5%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 58

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?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	28	**3**	3	7	3	0	0	0	2	0	3	0	0	3	2	1	0	3	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,747	**174**	237	318	141	83	59	56	103	49	62	61	13	158	94	57	20	120	36	17	18	128	25
	99.0%	**98.3%**	98.8%	97.8%	97.9%	100.0%	100.0%	100.0%	98.1%	100.0%	95.4%	100.0%	100.0%	98.1%	97.9%	98.3%	100.0%	97.6%	100.0%	100.0%	100.0%	98.5%	100.0%
Yes	1,529	**83**	116	172	61	83	49	46	67	26	28	27	8	73	45	25	11	49	22	12	7	58	17
	55.7%	**47.7%**	48.9%	54.1%	43.3%	100.0%	83.1%	82.1%	65.0%	53.1%	45.2%	44.3%	61.5%	46.2%	47.9%	43.9%	55.0%	40.8%	61.1%	70.6%	38.9%	45.3%	68.0%
No	1,218	**91**	121	146	80	0	10	10	36	23	34	34	5	85	49	32	9	71	14	5	11	70	8
	44.3%	**52.3%**	51.1%	45.9%	56.7%	0.0%	16.9%	17.9%	35.0%	46.9%	54.8%	55.7%	38.5%	53.8%	52.1%	56.1%	45.0%	59.2%	38.9%	29.4%	61.1%	54.7%	32.0%
Significantly different from column:*		A			FGHI	EI	EI	EI	EFGH									ST	R	R		W	V

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 59

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age (Q58)

	2020 CSS Average	2020	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,529	**83**	116	172	61	83	49	46	67	26	28	27	8	73	45	25	11	49	22	12	7	58	17
Number missing or multiple answer	9	**2**	1	1	1	2	0	1	2	1	1	0	0	2	0	2	0	2	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,520	**81**	115	171	60	81	49	45	65	25	27	27	8	71	45	23	11	47	22	12	7	56	17
	99.4%	**97.6%**	99.1%	99.4%	98.4%	97.6%	100.0%	97.8%	97.0%	96.2%	96.4%	100.0%	100.0%	97.3%	100.0%	92.0%	100.0%	95.9%	100.0%	100.0%	100.0%	96.6%	100.0%
Yes	1,458	**79**	109	168	58	79	47	43	63	25	25	27	8	69	44	22	11	46	21	12	7	54	17
	95.9%	**97.5%**	94.8%	98.2%	96.7%	97.5%	95.9%	95.6%	96.9%	100.0%	92.6%	100.0%	100.0%	97.2%	97.8%	95.7%	100.0%	97.9%	95.5%	100.0%	100.0%	96.4%	100.0%
No	62	**2**	6	3	2	2	2	2	2	0	2	0	0	2	1	1	0	1	1	0	0	2	0
	4.1%	**2.5%**	5.2%	1.8%	3.3%	2.5%	4.1%	4.4%	3.1%	0.0%	7.4%	0.0%	0.0%	2.8%	2.2%	4.3%	0.0%	2.1%	4.5%	0.0%	0.0%	3.6%	0.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 60

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age for medical/behavioral/other health condition (Q58 & Q59)

	2020 CSS Average	2020	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,458	**79**	109	168	58	79	47	43	63	25	25	27	8	69	44	22	11	46	21	12	7	54	17
Number missing or multiple answer	7	**0**	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,451	**79**	107	167	58	79	47	43	63	25	25	27	8	69	44	22	11	46	21	12	7	54	17
	99.5%	**100.0%**	98.2%	99.4%	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%
Yes	1,435	**78**	104	161	58	78	46	43	62	24	25	27	7	69	44	22	10	46	20	12	6	54	17
	98.9%	**98.7%**	97.2%	96.4%	100.0%	98.7%	97.9%	100.0%	98.4%	96.0%	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%	90.9%	100.0%	95.2%	100.0%	85.7%	100.0%	100.0%
No	16	**1**	3	6	0	1	1	0	1	1	0	0	1	0	0	0	1	0	1	0	1	0	0
	1.1%	**1.3%**	2.8%	3.6%	0.0%	1.3%	2.1%	0.0%	1.6%	4.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	9.1%	0.0%	4.8%	0.0%	14.3%	0.0%	0.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 61

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?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	38	**2**	5	4	2	0	0	0	1	0	2	0	0	2	1	0	1	1	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,737	**175**	235	321	142	83	59	56	104	49	63	61	13	159	95	58	19	122	35	17	18	129	25
	98.6%	**98.9%**	97.9%	98.8%	98.6%	100.0%	100.0%	100.0%	99.0%	100.0%	96.9%	100.0%	100.0%	98.8%	99.0%	100.0%	95.0%	99.2%	97.2%	100.0%	100.0%	99.2%	100.0%
Yes	1,011	**59**	92	127	39	49	59	41	44	19	20	18	8	50	28	20	9	30	19	10	8	40	10
	36.9%	**33.7%**	39.1%	39.6%	27.5%	59.0%	100.0%	73.2%	42.3%	38.8%	31.7%	29.5%	61.5%	31.4%	29.5%	34.5%	47.4%	24.6%	54.3%	58.8%	44.4%	31.0%	40.0%
No	1,726	**116**	143	194	103	34	0	15	60	30	43	43	5	109	67	38	10	92	16	7	10	89	15
	63.1%	**66.3%**	60.9%	60.4%	72.5%	41.0%	0.0%	26.8%	57.7%	61.2%	68.3%	70.5%	38.5%	68.6%	70.5%	65.5%	52.6%	75.4%	45.7%	41.2%	55.6%	69.0%	60.0%
Significantly different from column:*					FGHI	EGI	EFHI	EGI	EFGH									S	R				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 62

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

Base: All respondents whose child is limited/prevented in ability to do things children of the same age can do (Q61)

	2020 CSS Average	2020	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,011	**59**	92	127	39	49	59	41	44	19	20	18	8	50	28	20	9	30	19	10	8	40	10
Number missing or multiple answer	20	**0**	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	991	**59**	90	126	39	49	59	41	44	19	20	18	8	50	28	20	9	30	19	10	8	40	10
	98.0%	**100.0%**	97.8%	99.2%	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%
Yes	949	**56**	81	121	37	49	56	40	43	19	18	17	8	47	27	18	9	29	18	9	7	38	10
	95.8%	**94.9%**	90.0%	96.0%	94.9%	100.0%	94.9%	97.6%	97.7%	100.0%	90.0%	94.4%	100.0%	94.0%	96.4%	90.0%	100.0%	96.7%	94.7%	90.0%	87.5%	95.0%	100.0%
No	42	**3**	9	5	2	0	3	1	1	0	2	1	0	3	1	2	0	1	1	1	1	2	0
	4.2%	**5.1%**	10.0%	4.0%	5.1%	0.0%	5.1%	2.4%	2.3%	0.0%	10.0%	5.6%	0.0%	6.0%	3.6%	10.0%	0.0%	3.3%	5.3%	10.0%	12.5%	5.0%	0.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 63

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

Base: All respondents whose child is limited/prevented in ability to do things because of medical/behavioral/other health condition (Q61 & Q62)

	2020 CSS Average	2020	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	949	**56**	81	121	37	49	56	40	43	19	18	17	8	47	27	18	9	29	18	9	7	38	10
Number missing or multiple answer	3	**0**	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	946	**56**	79	120	37	49	56	40	43	19	18	17	8	47	27	18	9	29	18	9	7	38	10
	99.7%	**100.0%**	97.5%	99.2%	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%
Yes	938	**55**	79	118	37	48	55	40	42	18	18	17	7	47	27	18	8	29	17	9	6	38	10
	99.2%	**98.2%**	100.0%	98.3%	100.0%	98.0%	98.2%	100.0%	97.7%	94.7%	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%	88.9%	100.0%	94.4%	100.0%	85.7%	100.0%	100.0%
No	8	**1**	0	2	0	1	1	0	1	1	0	0	1	0	0	0	1	0	1	0	1	0	0
	0.8%	**1.8%**	0.0%	1.7%	0.0%	2.0%	1.8%	0.0%	2.3%	5.3%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	11.1%	0.0%	5.6%	0.0%	14.3%	0.0%	0.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 64

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	26	**2**	1	3	2	1	1	0	2	0	1	1	0	2	1	1	0	0	1	1	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,749	**175**	239	322	142	82	58	56	103	49	64	60	13	159	95	57	20	123	35	16	18	128	25
	99.1%	**98.9%**	99.6%	99.1%	98.6%	98.8%	98.3%	100.0%	98.1%	100.0%	98.5%	98.4%	100.0%	98.8%	99.0%	98.3%	100.0%	100.0%	97.2%	94.1%	100.0%	98.5%	100.0%
Yes	904	**56**	81	111	34	46	41	56	45	25	19	10	6	49	29	18	7	33	16	7	7	43	5
	32.9%	**32.0%**	33.9%	34.5%	23.9%	56.1%	70.7%	100.0%	43.7%	51.0%	29.7%	16.7%	46.2%	30.8%	30.5%	31.6%	35.0%	26.8%	45.7%	43.8%	38.9%	33.6%	20.0%
No	1,845	**119**	158	211	108	36	17	0	58	24	45	50	7	110	66	39	13	90	19	9	11	85	20
	67.1%	**68.0%**	66.1%	65.5%	76.1%	43.9%	29.3%	0.0%	56.3%	49.0%	70.3%	83.3%	53.8%	69.2%	69.5%	68.4%	65.0%	73.2%	54.3%	56.3%	61.1%	66.4%	80.0%
Significantly different from column:*					FGHI	EH	EHI	EFGI	EGH	KL	J	J						S	R				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 65

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

Base: All respondents whose child needs/gets special therapy (Q64)

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	904	**56**	81	111	34	46	41	56	45	25	19	10	6	49	29	18	7	33	16	7	7	43	5
Number missing or multiple answer	25	**2**	0	1	2	2	1	2	1	1	0	0	0	1	1	0	0	2	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	879	**54**	81	110	32	44	40	54	44	24	19	10	6	48	28	18	7	31	16	7	7	41	5
	97.2%	**96.4%**	100.0%	99.1%	94.1%	95.7%	97.6%	96.4%	97.8%	96.0%	100.0%	100.0%	100.0%	98.0%	96.6%	100.0%	100.0%	93.9%	100.0%	100.0%	100.0%	95.3%	100.0%
Yes	804	**48**	76	98	28	42	38	48	40	20	17	10	6	42	25	15	7	27	14	7	7	35	5
	91.5%	**88.9%**	93.8%	89.1%	87.5%	95.5%	95.0%	88.9%	90.9%	83.3%	89.5%	100.0%	100.0%	87.5%	89.3%	83.3%	100.0%	87.1%	87.5%	100.0%	100.0%	85.4%	100.0%
No	75	**6**	5	12	4	2	2	6	4	4	2	0	0	6	3	3	0	4	2	0	0	6	0
	8.5%	**11.1%**	6.2%	10.9%	12.5%	4.5%	5.0%	11.1%	9.1%	16.7%	10.5%	0.0%	0.0%	12.5%	10.7%	16.7%	0.0%	12.9%	12.5%	0.0%	0.0%	14.6%	0.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 66

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

Base: All respondents whose child needs/gets special therapy for medical/behavioral/other health condition (Q64 & Q65)

	2020 CSS Average	2020	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	804	**48**	76	98	28	42	38	48	40	20	17	10	6	42	25	15	7	27	14	7	7	35	5
Number missing or multiple answer	8	**0**	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	796	**48**	76	94	28	42	38	48	40	20	17	10	6	42	25	15	7	27	14	7	7	35	5
	99.0%	**100.0%**	100.0%	95.9%	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%
Yes	778	**47**	76	94	27	41	37	47	39	20	17	10	6	41	25	14	7	27	14	6	7	34	5
	97.7%	**97.9%**	100.0%	100.0%	96.4%	97.6%	97.4%	97.9%	97.5%	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%	93.3%	100.0%	100.0%	100.0%	85.7%	100.0%	97.1%	100.0%
No	18	**1**	0	0	1	1	1	1	1	0	0	0	0	1	0	1	0	0	0	1	0	1	0
	2.3%	**2.1%**	0.0%	0.0%	3.6%	2.4%	2.6%	2.1%	2.5%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	6.7%	0.0%	0.0%	0.0%	14.3%	0.0%	2.9%	0.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 67

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	29	**2**	3	3	2	1	1	1	0	0	1	0	0	1	1	0	0	2	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,746	**175**	237	322	142	82	58	55	105	49	64	61	13	160	95	58	20	121	36	17	18	128	25
	99.0%	**98.9%**	98.8%	99.1%	98.6%	98.8%	98.3%	98.2%	100.0%	100.0%	98.5%	100.0%	100.0%	99.4%	99.0%	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	98.5%	100.0%
Yes	1,702	**105**	107	186	77	67	44	45	105	22	44	38	9	95	58	33	13	65	27	13	9	76	16
	62.0%	**60.0%**	45.1%	57.8%	54.2%	81.7%	75.9%	81.8%	100.0%	44.9%	68.8%	62.3%	69.2%	59.4%	61.1%	56.9%	65.0%	53.7%	75.0%	76.5%	50.0%	59.4%	64.0%
No	1,044	**70**	130	136	65	15	14	10	0	27	20	23	4	65	37	25	7	56	9	4	9	52	9
	38.0%	**40.0%**	54.9%	42.2%	45.8%	18.3%	24.1%	18.2%	0.0%	55.1%	31.3%	37.7%	30.8%	40.6%	38.9%	43.1%	35.0%	46.3%	25.0%	23.5%	50.0%	40.6%	36.0%
Significantly different from column:*		C			FGHI	EI	E	E	EF	K	J							S	R				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 68

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

Base: All respondents whose child has emotional, developmental or behavioral problem for which s/he gets treatment (Q67)

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,702	**105**	107	186	77	67	44	45	105	22	44	38	9	95	58	33	13	65	27	13	9	76	16
Number missing or multiple answer	25	**2**	0	2	1	1	1	0	2	1	1	0	0	2	1	1	0	1	1	0	1	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,677	**103**	107	184	76	66	43	45	103	21	43	38	9	93	57	32	13	64	26	13	8	76	15
	98.5%	**98.1%**	100.0%	98.9%	98.7%	98.5%	97.7%	100.0%	98.1%	95.5%	97.7%	100.0%	100.0%	97.9%	98.3%	97.0%	100.0%	98.5%	96.3%	100.0%	88.9%	100.0%	93.8%
Yes	1,644	**103**	105	179	76	66	43	45	103	21	43	38	9	93	57	32	13	64	26	13	8	76	15
	98.0%	**100.0%**	98.1%	97.3%	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	33	**0**	2	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.0%	**0.0%**	1.9%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 69

What is your child's age?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	37	**2**	3	2	2	2	2	2	1	0	0	0	0	1	0	1	0	1	0	1	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,738	**175**	237	323	142	81	57	54	104	49	65	61	13	160	96	57	20	122	36	16	18	128	25
	98.7%	**98.9%**	98.8%	99.4%	98.6%	97.6%	96.6%	96.4%	99.0%	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%	98.3%	100.0%	99.2%	100.0%	94.1%	100.0%	98.5%	100.0%
Less than 1 year old	19	**3**	4	8	2	2	2	2	1	3	0	0	0	3	2	0	1	2	1	0	0	2	0
	0.7%	**1.7%**	1.7%	2.5%	1.4%	2.5%	3.5%	3.7%	1.0%	6.1%	0.0%	0.0%	0.0%	1.9%	2.1%	0.0%	5.0%	1.6%	2.8%	0.0%	0.0%	1.6%	0.0%
1 year old	43	**4**	13	18	2	1	2	3	0	4	0	0	1	3	2	1	1	3	1	0	1	1	2
	1.6%	**2.3%**	5.5%	5.6%	1.4%	1.2%	3.5%	5.6%	0.0%	8.2%	0.0%	0.0%	7.7%	1.9%	2.1%	1.8%	5.0%	2.5%	2.8%	0.0%	5.6%	0.8%	8.0%
2 years old	69	**11**	26	31	8	7	4	5	6	11	0	0	1	10	5	4	2	6	3	1	3	7	1
	2.5%	**6.3%**	11.0%	9.6%	5.6%	8.6%	7.0%	9.3%	5.8%	22.4%	0.0%	0.0%	7.7%	6.3%	5.2%	7.0%	10.0%	4.9%	8.3%	6.3%	16.7%	5.5%	4.0%
3 years old	96	**11**	23	14	7	6	6	6	6	11	0	0	1	10	7	3	1	8	3	0	1	9	1
	3.5%	**6.3%**	9.7%	4.3%	4.9%	7.4%	10.5%	11.1%	5.8%	22.4%	0.0%	0.0%	7.7%	6.3%	7.3%	5.3%	5.0%	6.6%	8.3%	0.0%	5.6%	7.0%	4.0%
4 to 6 years old	342	**24**	24	37	17	12	7	11	13	20	4	0	4	20	13	6	5	19	4	1	2	18	4
	12.5%	**13.7%**	10.1%	11.5%	12.0%	14.8%	12.3%	20.4%	12.5%	40.8%	6.2%	0.0%	30.8%	12.5%	13.5%	10.5%	25.0%	15.6%	11.1%	6.3%	11.1%	14.1%	16.0%
7 to 9 years old	461	**24**	39	47	21	11	9	9	15	0	24	0	0	24	16	8	0	17	4	3	3	18	3
	16.8%	**13.7%**	16.5%	14.6%	14.8%	13.6%	15.8%	16.7%	14.4%	0.0%	36.9%	0.0%	0.0%	15.0%	16.7%	14.0%	0.0%	13.9%	11.1%	18.8%	16.7%	14.1%	12.0%
10 to 13 years old	771	**37**	49	73	31	15	9	8	25	0	37	0	3	34	15	17	4	28	6	3	1	31	2
	28.2%	**21.1%**	20.7%	22.6%	21.8%	18.5%	15.8%	14.8%	24.0%	0.0%	56.9%	0.0%	23.1%	21.3%	15.6%	29.8%	20.0%	23.0%	16.7%	18.8%	5.6%	24.2%	8.0%
14 to 18 years old	937	**61**	59	95	54	27	18	10	38	0	0	61	3	56	36	18	6	39	14	8	7	42	12
	34.2%	**34.9%**	24.9%	29.4%	38.0%	33.3%	31.6%	18.5%	36.5%	0.0%	0.0%	100.0%	23.1%	35.0%	37.5%	31.6%	30.0%	32.0%	38.9%	50.0%	38.9%	32.8%	48.0%
3 years old or younger	227	**29**	66	71	19	16	14	16	13	29	0	0	3	26	16	8	5	19	8	1	5	19	4
	8.3%	**16.6%**	27.8%	22.0%	13.4%	19.8%	24.6%	29.6%	12.5%	59.2%	0.0%	0.0%	23.1%	16.3%	16.7%	14.0%	25.0%	15.6%	22.2%	6.3%	27.8%	14.8%	16.0%
Significantly different from column:*		AC			H			EI	H	KL	J	J											

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 70

Is your child male or female?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	21	**1**	3	2	1	1	1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,754	**176**	237	323	143	82	58	55	105	49	65	61	13	161	96	58	20	122	36	17	18	129	25
	99.2%	**99.4%**	98.8%	99.4%	99.3%	98.8%	98.3%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	99.2%	100.0%
Male	1,666	**97**	139	187	76	46	31	33	57	28	39	30	7	89	58	31	8	73	18	6	13	70	13
	60.5%	**55.1%**	58.6%	57.9%	53.1%	56.1%	53.4%	60.0%	54.3%	57.1%	60.0%	49.2%	53.8%	55.3%	60.4%	53.4%	40.0%	59.8%	50.0%	35.3%	72.2%	54.3%	52.0%
Female	1,088	**79**	98	136	67	36	27	22	48	21	26	31	6	72	38	27	12	49	18	11	5	59	12
	39.5%	**44.9%**	41.4%	42.1%	46.9%	43.9%	46.6%	40.0%	45.7%	42.9%	40.0%	50.8%	46.2%	44.7%	39.6%	46.6%	60.0%	40.2%	50.0%	64.7%	27.8%	45.7%	48.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 71

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	53	**3**	8	7	3	2	1	1	1	0	0	2	0	0	0	2	0	1	2	0	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,722	**174**	232	318	141	81	58	55	104	49	65	59	13	161	96	56	20	122	34	17	18	127	25
	98.1%	**98.3%**	96.7%	97.8%	97.9%	97.6%	98.3%	98.2%	99.0%	100.0%	100.0%	96.7%	100.0%	100.0%	100.0%	96.6%	100.0%	99.2%	94.4%	100.0%	100.0%	97.7%	100.0%
Yes, Hispanic or Latino	566	**13**	27	29	8	8	8	6	9	7	3	3	13	0	5	0	7	8	3	2	2	9	2
	20.8%	**7.5%**	11.6%	9.1%	5.7%	9.9%	13.8%	10.9%	8.7%	14.3%	4.6%	5.1%	100.0%	0.0%	5.2%	0.0%	35.0%	6.6%	8.8%	11.8%	11.1%	7.1%	8.0%
No, not Hispanic or Latino	2,156	**161**	205	289	133	73	50	49	95	42	62	56	0	161	91	56	13	114	31	15	16	118	23
	79.2%	**92.5%**	88.4%	90.9%	94.3%	90.1%	86.2%	89.1%	91.3%	85.7%	95.4%	94.9%	0.0%	100.0%	94.8%	100.0%	65.0%	93.4%	91.2%	88.2%	88.9%	92.9%	92.0%
Significantly different from column:*		A																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 72

What is your child's race? Mark one or more.

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	86	**3**	1	4	3	2	2	2	1	0	1	1	1	1	0	0	0	2	0	1	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,689	**174**	239	321	141	81	57	54	104	49	64	60	12	160	96	58	20	121	36	16	18	127	25
	96.9%	**98.3%**	99.6%	98.8%	97.9%	97.6%	96.6%	96.4%	99.0%	100.0%	98.5%	98.4%	92.3%	99.4%	100.0%	100.0%	100.0%	98.4%	100.0%	94.1%	100.0%	97.7%	100.0%
White	1,673	**106**	140	184	90	49	30	30	65	28	38	40	7	99	96	0	10	74	21	10	8	73	21
	62.2%	**60.9%**	58.6%	57.3%	63.8%	60.5%	52.6%	55.6%	62.5%	57.1%	59.4%	66.7%	58.3%	61.9%	100.0%	0.0%	50.0%	61.2%	58.3%	62.5%	44.4%	57.5%	84.0%
Black or African-American	826	**63**	108	134	50	27	20	19	37	16	27	19	1	60	0	58	5	44	13	6	8	48	6
	30.7%	**36.2%**	45.2%	41.7%	35.5%	33.3%	35.1%	35.2%	35.6%	32.7%	42.2%	31.7%	8.3%	37.5%	0.0%	100.0%	25.0%	36.4%	36.1%	37.5%	44.4%	37.8%	24.0%
Asian	126	**2**	8	2	2	2	1	2	1	2	0	0	0	2	0	0	2	1	1	0	0	2	0
	4.7%	**1.1%**	3.3%	0.6%	1.4%	2.5%	1.8%	3.7%	1.0%	4.1%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	10.0%	0.8%	2.8%	0.0%	0.0%	1.6%	0.0%
Native Hawaiian or other Pacific Islander	20	**1**	6	4	1	0	0	0	0	1	0	0	0	1	0	0	1	1	0	0	0	1	0
	0.7%	**0.6%**	2.5%	1.2%	0.7%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	5.0%	0.8%	0.0%	0.0%	0.0%	0.8%	0.0%
American Indian or Alaska Native	57	**6**	14	16	6	5	3	2	6	1	1	4	0	6	0	0	6	3	3	0	0	5	1
	2.1%	**3.4%**	5.9%	5.0%	4.3%	6.2%	5.3%	3.7%	5.8%	2.0%	1.6%	6.7%	0.0%	3.8%	0.0%	0.0%	30.0%	2.5%	8.3%	0.0%	0.0%	3.9%	4.0%
Other	245	**8**	20	22	4	4	5	4	4	6	1	1	6	2	0	0	8	5	3	0	2	5	1
	9.1%	**4.6%**	8.4%	6.9%	2.8%	4.9%	8.8%	7.4%	3.8%	12.2%	1.6%	1.7%	50.0%	1.3%	0.0%	0.0%	40.0%	4.1%	8.3%	0.0%	11.1%	3.9%	4.0%

NA - Not Applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 73

What is your age?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	27	**3**	5	6	2	2	1	1	1	0	1	1	0	2	2	0	0	2	1	0	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,748	**174**	235	319	142	81	58	55	104	49	64	60	13	159	94	58	20	121	35	17	18	127	25
	99.0%	**98.3%**	97.9%	98.2%	98.6%	97.6%	98.3%	98.2%	99.0%	100.0%	98.5%	98.4%	100.0%	98.8%	97.9%	100.0%	100.0%	98.4%	97.2%	100.0%	100.0%	97.7%	100.0%
Under 18	272	**18**	19	36	15	5	3	2	10	1	10	6	0	18	7	10	1	15	2	1	3	12	2
	9.9%	**10.3%**	8.1%	11.3%	10.6%	6.2%	5.2%	3.6%	9.6%	2.0%	15.6%	10.0%	0.0%	11.3%	7.4%	17.2%	5.0%	12.4%	5.7%	5.9%	16.7%	9.4%	8.0%
18 to 24	46	**10**	11	13	8	7	5	5	6	7	0	3	2	8	9	0	1	5	3	1	4	4	1
	1.7%	**5.7%**	4.7%	4.1%	5.6%	8.6%	8.6%	9.1%	5.8%	14.3%	0.0%	5.0%	15.4%	5.0%	9.6%	0.0%	5.0%	4.1%	8.6%	5.9%	22.2%	3.1%	4.0%
25 to 34	467	**32**	67	80	22	14	11	11	15	21	7	4	3	29	19	9	4	25	6	1	3	25	4
	17.0%	**18.4%**	28.5%	25.1%	15.5%	17.3%	19.0%	20.0%	14.4%	42.9%	10.9%	6.7%	23.1%	18.2%	20.2%	15.5%	20.0%	20.7%	17.1%	5.9%	16.7%	19.7%	16.0%
35 to 44	903	**50**	64	112	40	22	17	20	28	13	24	13	4	46	24	19	7	34	10	6	4	40	5
	32.9%	**28.7%**	27.2%	35.1%	28.2%	27.2%	29.3%	36.4%	26.9%	26.5%	37.5%	21.7%	30.8%	28.9%	25.5%	32.8%	35.0%	28.1%	28.6%	35.3%	22.2%	31.5%	20.0%
45 to 54	554	**29**	36	47	25	13	12	10	21	2	13	14	1	27	14	10	4	20	5	4	2	21	6
	20.2%	**16.7%**	15.3%	14.7%	17.6%	16.0%	20.7%	18.2%	20.2%	4.1%	20.3%	23.3%	7.7%	17.0%	14.9%	17.2%	20.0%	16.5%	14.3%	23.5%	11.1%	16.5%	24.0%
55 to 64	335	**25**	26	25	23	16	8	6	18	5	5	15	3	21	14	7	3	16	6	3	2	18	4
	12.2%	**14.4%**	11.1%	7.8%	16.2%	19.8%	13.8%	10.9%	17.3%	10.2%	7.8%	25.0%	23.1%	13.2%	14.9%	12.1%	15.0%	13.2%	17.1%	17.6%	11.1%	14.2%	16.0%
65 to 74	137	**5**	11	5	5	3	1	1	3	0	4	1	0	5	3	2	0	4	0	1	0	4	1
	5.0%	**2.9%**	4.7%	1.6%	3.5%	3.7%	1.7%	1.8%	2.9%	0.0%	6.3%	1.7%	0.0%	3.1%	3.2%	3.4%	0.0%	3.3%	0.0%	5.9%	0.0%	3.1%	4.0%
75 or older	34	**5**	1	1	4	1	1	0	3	0	1	4	0	5	4	1	0	2	3	0	0	3	2
	1.2%	**2.9%**	0.4%	0.3%	2.8%	1.2%	1.7%	0.0%	2.9%	0.0%	1.6%	6.7%	0.0%	3.1%	4.3%	1.7%	0.0%	1.7%	8.6%	0.0%	0.0%	2.4%	8.0%
35 or older	1,963	**114**	138	190	97	55	39	37	73	20	47	47	8	104	59	39	14	76	24	14	8	86	18
	71.4%	**65.5%**	58.7%	59.6%	68.3%	67.9%	67.2%	67.3%	70.2%	40.8%	73.4%	78.3%	61.5%	65.4%	62.8%	67.2%	70.0%	62.8%	68.6%	82.4%	44.4%	67.7%	72.0%
Significantly different from column:*										KL	J	J											

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 74

Are you male or female?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	21	**5**	1	5	3	2	2	2	1	1	1	2	1	3	2	0	1	4	1	0	1	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,754	**172**	239	320	141	81	57	54	104	48	64	59	12	158	94	58	19	119	35	17	17	126	25
	99.2%	**97.2%**	99.6%	98.5%	97.9%	97.6%	96.6%	96.4%	99.0%	98.0%	98.5%	96.7%	92.3%	98.1%	97.9%	100.0%	95.0%	96.7%	97.2%	100.0%	94.4%	96.9%	100.0%
Male	322	**22**	19	20	16	10	6	7	14	4	10	8	1	21	14	6	2	16	4	2	1	15	5
	11.7%	**12.8%**	7.9%	6.3%	11.3%	12.3%	10.5%	13.0%	13.5%	8.3%	15.6%	13.6%	8.3%	13.3%	14.9%	10.3%	10.5%	13.4%	11.4%	11.8%	5.9%	11.9%	20.0%
Female	2,432	**150**	220	300	125	71	51	47	90	44	54	51	11	137	80	52	17	103	31	15	16	111	20
	88.3%	**87.2%**	92.1%	93.8%	88.7%	87.7%	89.5%	87.0%	86.5%	91.7%	84.4%	86.4%	91.7%	86.7%	85.1%	89.7%	89.5%	86.6%	88.6%	88.2%	94.1%	88.1%	80.0%
Significantly different from column:*		D																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 75

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	43	**3**	5	5	2	2	2	2	1	1	1	0	0	2	0	2	0	2	0	1	0	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,732	**174**	235	320	142	81	57	54	104	48	64	61	13	159	96	56	20	121	36	16	18	128	24
	98.5%	**98.3%**	97.9%	98.5%	98.6%	97.6%	96.6%	96.4%	99.0%	98.0%	98.5%	100.0%	100.0%	98.8%	100.0%	96.6%	100.0%	98.4%	100.0%	94.1%	100.0%	98.5%	96.0%
8th grade or less	116	**5**	6	11	3	3	2	1	5	1	3	1	2	3	1	1	2	3	1	1	1	3	1
	4.2%	**2.9%**	2.6%	3.4%	2.1%	3.7%	3.5%	1.9%	4.8%	2.1%	4.7%	1.6%	15.4%	1.9%	1.0%	1.8%	10.0%	2.5%	2.8%	6.3%	5.6%	2.3%	4.2%
Some high school, but did not graduate	240	**14**	19	36	12	7	4	2	7	5	5	4	2	11	9	4	1	10	3	1	2	6	5
	8.8%	**8.0%**	8.1%	11.3%	8.5%	8.6%	7.0%	3.7%	6.7%	10.4%	7.8%	6.6%	15.4%	6.9%	9.4%	7.1%	5.0%	8.3%	8.3%	6.3%	11.1%	4.7%	20.8%
High school graduate or GED	803	**53**	67	86	47	24	15	17	31	10	26	17	2	51	29	17	6	39	7	7	6	36	9
	29.4%	**30.5%**	28.5%	26.9%	33.1%	29.6%	26.3%	31.5%	29.8%	20.8%	40.6%	27.9%	15.4%	32.1%	30.2%	30.4%	30.0%	32.2%	19.4%	43.8%	33.3%	28.1%	37.5%
Some college or 2-year degree	1,028	**71**	110	120	56	34	26	24	42	26	23	22	6	64	43	22	6	47	17	6	7	58	6
	37.6%	**40.8%**	46.8%	37.5%	39.4%	42.0%	45.6%	44.4%	40.4%	54.2%	35.9%	36.1%	46.2%	40.3%	44.8%	39.3%	30.0%	38.8%	47.2%	37.5%	38.9%	45.3%	25.0%
4-year college graduate	292	**15**	13	43	11	7	8	7	10	5	2	7	0	15	7	6	2	10	4	1	2	13	0
	10.7%	**8.6%**	5.5%	13.4%	7.7%	8.6%	14.0%	13.0%	9.6%	10.4%	3.1%	11.5%	0.0%	9.4%	7.3%	10.7%	10.0%	8.3%	11.1%	6.3%	11.1%	10.2%	0.0%
More than 4-year college degree	253	**16**	20	24	13	6	2	3	9	1	5	10	1	15	7	6	3	12	4	0	0	12	3
	9.3%	**9.2%**	8.5%	7.5%	9.2%	7.4%	3.5%	5.6%	8.7%	2.1%	7.8%	16.4%	7.7%	9.4%	7.3%	10.7%	15.0%	9.9%	11.1%	0.0%	0.0%	9.4%	12.5%
4-year college graduate or more	545	**31**	33	67	24	13	10	10	19	6	7	17	1	30	14	12	5	22	8	1	2	25	3
	19.9%	**17.8%**	14.0%	20.9%	16.9%	16.0%	17.5%	18.5%	18.3%	12.5%	10.9%	27.9%	7.7%	18.9%	14.6%	21.4%	25.0%	18.2%	22.2%	6.3%	11.1%	19.5%	12.5%
Significantly different from column:*											L	K											

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020) --- CCC Population

Question 76

How are you related to the child?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Type of Chronic Condition (Q55) Takes Prescription Medicine	Type of Chronic Condition (Q58) More Medical Care Than Usual	Type of Chronic Condition (Q61) Limited/Prevented from Doing Usual Things	Type of Chronic Condition (Q64) Gets Special Therapy	Type of Chronic Condition (Q67) Gets Treatment or Counseling	Child's Age (Q69) 0 to 5	Child's Age (Q69) 6 to 13	Child's Age (Q69) 14 to 18	Child's Hispanic Status (Q71) Hispanic	Child's Hispanic Status (Q71) Not Hispanic	Child's Race (Q72) White	Child's Race (Q72) African-American	Child's Race (Q72) Other	Child's Health Status (Q53) Excellent or Very Good	Child's Health Status (Q53) Good	Child's Health Status (Q53) Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	Child's Doctor Visits in Last 6 Months (Q7) 1 to 4	Child's Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,775	**177**	240	325	144	83	59	56	105	49	65	61	13	161	96	58	20	123	36	17	18	130	25
Number missing or multiple answer	166	**9**	7	11	8	4	2	1	6	1	1	6	1	7	5	2	1	7	2	0	2	4	3
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,609	**168**	233	314	136	79	57	55	99	48	64	55	12	154	91	56	19	116	34	17	16	126	22
	94.0%	**94.9%**	97.1%	96.6%	94.4%	95.2%	96.6%	98.2%	94.3%	98.0%	98.5%	90.2%	92.3%	95.7%	94.8%	96.6%	95.0%	94.3%	94.4%	100.0%	88.9%	96.9%	88.0%
Mother or father	2,185	**141**	197	285	114	65	49	48	80	44	51	45	11	128	76	48	15	96	29	15	14	106	18
	83.7%	**83.9%**	84.5%	90.8%	83.8%	82.3%	86.0%	87.3%	80.8%	91.7%	79.7%	81.8%	91.7%	83.1%	83.5%	85.7%	78.9%	82.8%	85.3%	88.2%	87.5%	84.1%	81.8%
Grandparent	282	**19**	26	20	16	7	5	3	12	2	11	6	0	19	13	5	1	13	4	2	1	14	3
	10.8%	**11.3%**	11.2%	6.4%	11.8%	8.9%	8.8%	5.5%	12.1%	4.2%	17.2%	10.9%	0.0%	12.3%	14.3%	8.9%	5.3%	11.2%	11.8%	11.8%	6.3%	11.1%	13.6%
Aunt or uncle	29	**1**	4	6	1	1	1	1	1	0	0	1	0	1	0	0	1	0	1	0	0	1	0
	1.1%	**0.6%**	1.7%	1.9%	0.7%	1.3%	1.8%	1.8%	1.0%	0.0%	0.0%	1.8%	0.0%	0.6%	0.0%	0.0%	5.3%	0.0%	2.9%	0.0%	0.0%	0.8%	0.0%
Older brother or sister	3	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other relative	6	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	85	**5**	3	3	4	4	1	2	4	1	2	2	0	5	2	3	0	5	0	0	1	4	0
	3.3%	**3.0%**	1.3%	1.0%	2.9%	5.1%	1.8%	3.6%	4.0%	2.1%	3.1%	3.6%	0.0%	3.2%	2.2%	5.4%	0.0%	4.3%	0.0%	0.0%	6.3%	3.2%	0.0%
Someone else	19	**2**	0	0	1	2	1	1	2	1	0	1	1	1	0	0	2	2	0	0	0	1	1
	0.7%	**1.2%**	0.0%	0.0%	0.7%	2.5%	1.8%	1.8%	2.0%	2.1%	0.0%	1.8%	8.3%	0.6%	0.0%	0.0%	10.5%	1.7%	0.0%	0.0%	0.0%	0.8%	4.5%

NA - Not Applicable

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Herndon, VA 20172

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AET-r

AETLA7_1

How can Aetna Better Health® of Louisiana serve your family better? How can people choose the health care plan that is best for them?

This survey gives you the chance to tell us what you think about the services we provide to your child at Aetna Better Health® of Louisiana. It will take less than 20 minutes to complete. The person who knows the most about your child's health care should fill out the survey.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org if you have any questions.

Because we are asking only a few people to take the survey, **it is very important that you fill out the survey and return it right away**. Please use the pre-paid envelope to return the survey.

Thank you for helping to make health care better for all children.

Sincerely,

Richard C. Born
VP, Medicaid Health Plan/CEO

AETLA7_3

About three weeks ago, we sent you a survey about the services we provide to your child at Aetna Better Health® of Louisiana. If you sent your survey back, thank you for your help! You can ignore this letter.

We sent you another survey, just in case you misplaced the first one. Please take a little time to complete it. It will take less than 20 minutes to complete. The person who knows the most about your child's health care should fill out the survey.

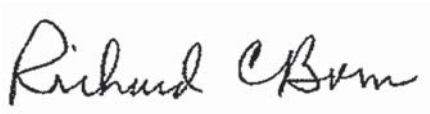
The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org if you have any questions.

Because we asked only a few people to take the survey, **it is very important that you fill out the survey and return it right away**. Please return it in the pre-paid envelope.

Thank you for helping to make health care better for all children.

Sincerely,



Richard C. Born
VP, Medicaid Health Plan/CEO

We need your help! Recently, we sent you a short survey about your child's health care. Your answers will help us improve the services we provide to children. The survey will also help other people learn more about health care plans, but it will help only if everyone who gets the survey sends it back.

After you finish the survey, please return it in the pre-paid envelope to the Center for the Study of Services (CSS), a research firm working with us on this survey.

If you did not get the survey, or if you misplaced it, call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org. They will mail you another one. You can also call that number if you have any questions.

If you have already sent in your survey, thank you! You can ignore this reminder.

Thanks again for your help!

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CSS Processing
PO Box 10810
Herndon, VA 20172

AET247

Survey Instructions

Answer each question by marking the box to the left of your answer.

You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

☑ 1 Yes → ***If Yes, Go to Question 1***
☐ 2 No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits your child receives. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-800-874-5561.

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

1. Our records show that your child is now in Aetna Better Health® of Louisiana. Is that right?
   - ☐ 1 Yes → ***If Yes, Go to Question 3***
   - ☐ 2 No
2. What is the name of your child's health plan? ***(Please print)***

   _____

Your Child's Health Care in the Last 6 Months

These questions ask about your child's health care. Do <u>not</u> include care your child got when he or she stayed overnight in a hospital. Do <u>not</u> include the times your child went for dental care visits.

3. In the last 6 months, did your child have an illness, injury, or condition that <u>needed care right away</u> in a clinic, emergency room, or doctor's office?
   - ☐ 1 Yes
   - ☐ 2 No → ***If No, Go to Question 5***
4. In the last 6 months, when your child <u>needed care right away</u>, how often did your child get care as soon as he or she needed?
   - ☐ 1 Never
   - ☐ 2 Sometimes
   - ☐ 3 Usually
   - ☐ 4 Always
5. In the last 6 months, did you make any appointments for a <u>check-up or routine care</u> for your child at a doctor's office or clinic?
   - ☐ 1 Yes
   - ☐ 2 No → ***If No, Go to Question 7***
6. In the last 6 months, when you made an appointment for a <u>check-up or routine care</u> for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
   - ☐ 1 Never
   - ☐ 2 Sometimes
   - ☐ 3 Usually
   - ☐ 4 Always
7. In the last 6 months, <u>not</u> 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?
   - ☐ 0 None → ***If None, Go to Question 11***
   - ☐ 1 1 time
   - ☐ 2 2
   - ☐ 3 3
   - ☐ 4 4
   - ☐ 5 5 to 9
   - ☐ 6 10 or more times
8. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?
   - ☐ 1 Never
   - ☐ 2 Sometimes
   - ☐ 3 Usually
   - ☐ 4 Always

Please continue inside →

9. 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?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Worst health care possible — Best health care possible

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

☐ 1 Never
☐ 2 Sometimes
☐ 3 Usually
☐ 4 Always

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

☐ 1 Yes
☐ 2 No → ***If No, Go to Question 14***

12. 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?

☐ 1 Yes
☐ 2 No → ***If No, Go to Question 14***

13. 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?

☐ 1 Yes
☐ 2 No

Specialized Services

14. 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?

☐ 1 Yes
☐ 2 No → ***If No, Go to Question 17***

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

☐ 1 Never
☐ 2 Sometimes
☐ 3 Usually
☐ 4 Always

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

☐ 1 Yes
☐ 2 No

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

☐ 1 Yes
☐ 2 No → ***If No, Go to Question 20***

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

☐ 1 Never
☐ 2 Sometimes
☐ 3 Usually
☐ 4 Always

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

☐ 1 Yes
☐ 2 No

20. 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?

☐ 1 Yes
☐ 2 No → ***If No, Go to Question 23***

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

☐ 1 Never
☐ 2 Sometimes
☐ 3 Usually
☐ 4 Always

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

☐ 1 Yes
☐ 2 No

23. 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?

☐ 1 Yes
☐ 2 No → ***If No, Go to Question 25***

24. 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?

- ☐ 1 Yes
- ☐ 2 No

Your Child's Personal Doctor

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 40***

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

- ☐ 0 None → ***If None, Go to Question 36***
- ☐ 1 1 time
- ☐ 2 2
- ☐ 3 3
- ☐ 4 4
- ☐ 5 5 to 9
- ☐ 6 10 or more times

27. 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?

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 32***

31. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for <u>your child</u> to understand?

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

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

- ☐ 1 Yes
- ☐ 2 No

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 36***

35. 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?

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

36. 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?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Worst personal doctor possible — Best personal doctor possible

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 40***

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

- ☐ 1 Yes
- ☐ 2 No

39. 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?

- ☐ 1 Yes
- ☐ 2 No

Getting Health Care From Specialists

When you answer the next questions, do not include dental visits or care your child got when he or she stayed overnight in a hospital.

40. 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?

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 44***

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

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

- ☐ 0 None → ***If None, Go to Question 44***
- ☐ 1 1 specialist
- ☐ 2 2
- ☐ 3 3
- ☐ 4 4
- ☐ 5 5 or more specialists

43. 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?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Worst specialist possible — Best specialist possible

Your Child's Health Plan

The next questions ask about your experience with your child's health plan.

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 47***

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 49***

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

Please continue on back →

49. 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?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Worst health plan possible — Best health plan possible

Prescription Medicines

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

☐1 Yes
☐2 No → ***If No, Go to Question 53***

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

☐1 Never
☐2 Sometimes
☐3 Usually
☐4 Always

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

☐1 Yes
☐2 No

About Your Child and You

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

☐1 Excellent
☐2 Very good
☐3 Good
☐4 Fair
☐5 Poor

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

☐1 Excellent
☐2 Very good
☐3 Good
☐4 Fair
☐5 Poor

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

☐1 Yes
☐2 No → ***If No, Go to Question 58***

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

☐1 Yes
☐2 No → ***If No, Go to Question 58***

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

☐1 Yes
☐2 No

58. 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?

☐1 Yes
☐2 No → ***If No, Go to Question 61***

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

☐1 Yes
☐2 No → ***If No, Go to Question 61***

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

☐1 Yes
☐2 No

61. 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?

☐1 Yes
☐2 No → ***If No, Go to Question 64***

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

☐1 Yes
☐2 No → ***If No, Go to Question 64***

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

☐1 Yes
☐2 No

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

☐1 Yes
☐2 No → ***If No, Go to Question 67***

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

☐ 1 Yes
☐ 2 No → ***If No, Go to Question 67***

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

☐ 1 Yes
☐ 2 No

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

☐ 1 Yes
☐ 2 No → ***If No, Go to Question 69***

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

☐ 1 Yes
☐ 2 No

69. What is <u>your child's</u> age?

☐ 00 Less than 1 year old

_____ YEARS OLD *(write in)*

70. Is your child male or female?

☐ 1 Male
☐ 2 Female

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

☐ 1 Yes, Hispanic or Latino
☐ 2 No, not Hispanic or Latino

72. What is your child's race? Mark one or more.

☐ a White
☐ b Black or African-American
☐ c Asian
☐ d Native Hawaiian or other Pacific Islander
☐ e American Indian or Alaska Native
☐ f Other

73. What is <u>your</u> age?

☐ 0 Under 18
☐ 1 18 to 24
☐ 2 25 to 34
☐ 3 35 to 44
☐ 4 45 to 54
☐ 5 55 to 64
☐ 6 65 to 74
☐ 7 75 or older

74. Are you male or female?

☐ 1 Male
☐ 2 Female

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

☐ 1 8th grade or less
☐ 2 Some high school, but did not graduate
☐ 3 High school graduate or GED
☐ 4 Some college or 2-year degree
☐ 5 4-year college graduate
☐ 6 More than 4-year college degree

76. How are you related to the child?

☐ 1 Mother or father
☐ 2 Grandparent
☐ 3 Aunt or uncle
☐ 4 Older brother or sister
☐ 5 Other relative
☐ 6 Legal guardian
☐ 7 Someone else

THANK YOU

Please return the completed survey in the postage-paid envelope to:

Center for the Study of Services
PO Box 10810
Herndon, VA 20172

Please do not include any other correspondence.

Report of Results

for

Aetna Better Health of Louisiana (Adult Population)

2020 CAHPS® 5.0H Medicaid Member Experience Survey

Prepared for:

Aetna Better Health of Louisiana

Prepared by:

Center for the Study of Services
1625 K Street NW, Suite 800
Washington, DC 20006

Center for the Study of Services

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INTRODUCTION

Introduced by the Agency for Healthcare Research and Quality (AHRQ) in the mid-1990s, the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program encompasses the full range of standardized surveys that ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers, such as accessibility of services and provider communication skills.

The National Committee for Quality Assurance (NCQA) uses the Health Plan CAHPS survey in its Health Plan Accreditation Program as part of the Healthcare Effectiveness Data and Information Set (HEDIS). HEDIS measures health plan performance on important dimensions of care and service and is designed to provide purchasers and consumers with the information they need to reliably compare the performance of health care plans. The Health Plan CAHPS survey represents the patient (member) experience component of the HEDIS measurement set. The survey measures patient experience of care and gives a general indication of how well the health plan meets members' expectations. Surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous six months. In addition, the survey is used to collect data on several measures from the HEDIS *Effectiveness of Care* domain, including influenza vaccinations and smoking cessation measures.

EXECUTIVE SUMMARY

In 2019, Aetna Better Health contracted with the Center for the Study of Services (CSS), a National Committee for Quality Assurance (NCQA)-certified survey vendor, to administer the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.0H Adult Medicaid Survey. The purpose of the survey is to assess members' experience with their health plan and health care. The overall goal of the survey is to provide performance feedback that is actionable and that will aid in improving member experience.

CSS administered the Adult Medicaid version of the 2020 CAHPS Health Plan Survey on behalf of Aetna Better Health of Louisiana, hereafter referred to as ABH of LA, between February 15 and May 18, 2020. The final survey sample for ABH of LA included 1,350 members. 254 completed the survey, resulting in the NCQA response rate of 18.87 percent.

This section highlights some of the key survey findings for ABH of LA, including trends in key performance metrics, comparisons to relevant national benchmarks, and estimated star ratings based on NCQA's *2020 Health Plan Rating* methodology. Results are based on the rates of members answering *9* or *10* for the overall rating questions and *Usually* or *Always* for all other CAHPS measures. Up to five organizational priorities for quality improvement are identified based on CSS's *Key Driver Analysis*.

RESULTS ON KEY SURVEY MEASURES

STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2019

Reportable Rate IMPROVED	Reportable Rate DECLINED
No statistically significant improvements	No statistically significant declines

Includes CAHPS ratings and composites that achieved a reportable result (100 or more valid responses).
The following measures are not reportable by NCQA due to insufficient denominator (less than 100 valid responses): Rating of Specialist Seen Most Often, Coordination of Care, Customer Service.

STATISTICALLY SIGNIFICANT DIFFERENCES FROM NATIONAL BENCHMARKS

Reportable Rate ABOVE Benchmark	Reportable Rate BELOW Benchmark
2020 CSS Adult Medicaid Average	
None	None
2019 NCQA Quality Compass National Average (All LOBs)	
None	None

Includes CAHPS ratings and composites that achieved a reportable result (100 or more valid responses).
The following measures are not reportable by NCQA due to insufficient denominator (less than 100 valid responses): Rating of Specialist Seen Most Often, Coordination of Care, Customer Service.

ESTIMATED 2020 NCQA HEALTH PLAN RATINGS

Estimated 2020 NCQA Health Plan (Star) Rating	
★★★☆☆	Rating of Personal Doctor, Rating of All Health Care, Rating of Health Plan
★★☆☆☆	Getting Needed Care, Getting Care Quickly

Health Plan Ratings (HPR) for applicable measures were estimated using NCQA's Health Plan Ratings 2020-2021 methodology (https://www.ncqa.org/hedis/reports-and-research/ratings-2020/). **Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.**
Results are limited to HPR measures that achieved a reportable rate (based on 100 or more valid responses). The following measures had an insufficient denominator for reporting (less than 100 responses): Rating of Specialist Seen Most Often, Coordination of Care.

TOP PRIORITIES FOR QUALITY IMPROVEMENT

CSS's *Key Driver Analysis* identifies the areas of health plan performance and aspects of member experience that shape members' overall assessment of their health plan. To the extent that these experiences can be improved, the overall rating of the plan should reflect these gains. Below is a set of quality improvement opportunities with the highest return on investment for ABH of LA. Effective interventions in these areas would have the greatest potential impact on the *Rating of Health Plan* score.

Top Priorities for Quality Improvement
1. Improving the quality of physicians in health plan network (specialists)
2. Improving the ability of the health plan customer service to provide necessary information or help
3. Improving member access to care (ease of getting needed care, tests, or treatment)
4. Improving member access to care (visits to doctor's office or clinic)
5. Improving member access to care (getting an appointment for urgent care as soon as needed)

The remainder of this report examines these and other findings in greater detail.

WHAT IS NEW IN 2020

CAHPS SURVEY UPDATES

NCQA shortened the 2020 HEDIS/CAHPS 5.0H surveys to reduce the burden for health plan members and sponsors. The following questions were removed from the survey:

- *Shared Decision Making* and *Plan Information on Costs* (adult Commercial only) questions and the associated composite measures
- *Health Promotion and Education* question
- *Written Materials or Internet Provided Needed Information* question (adult only)
- Chronic conditions (adult only) and proxy questions

2020 NCQA HEALTH PLAN ACCREDITATION AND HEALTH PLAN RATINGS (PLANNED PRIOR TO COVID-19)

NCQA also planned a substantial update to the Health Plan Accreditation and Health Plan Ratings[1] in 2020 and beyond.

Historically, NCQA has reported health plan quality to the public through two programs: Health Plan Accreditation (HPA) and Health Plan Ratings (HPR). Each program had its own scoring methodology and online reporting tool. HPA results have been reported on NCQA's *Health Plan Report Cards* website (https://reportcards.ncqa.org/#/health-plans/list). HPR results have been reported on the *Health Insurance Plan Ratings* website (http://healthinsuranceratings.ncqa.org).

With its planned rollout of the 2020 Health Plan Ratings, NCQA sought to consolidate public reporting under the umbrella of HPR. Under the new HPR program, accredited plans must report CAHPS results to NCQA, but the CAHPS scores do not directly affect the plan's Accreditation status[2]. Instead, they are translated into Health Plan Ratings and are reported to the public on a 5-star scale.

[1] For more information, see:
https://www.ncqa.org/programs/health-plans/health-plan-accreditation-hpa/current-customers/hpa2020/
https://www.ncqa.org/videos/state-briefing-on-hpa-and-hedis-changes/
https://www.ncqa.org/videos/health-plan-accreditation-2020-updates/

[2] This means that CAHPS measure scores will no longer be translated into points toward Accreditation.

Below is the list of CAHPS survey measures[3] included in NCQA's Health Plan Ratings. The *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction with Plan Physicians*, and *Satisfaction with Plan Services*) are also scored and reported as star ratings.

Measure Name	Individual CAHPS Measures Included in HPR (Assigned Star Ratings)
Patient Experience	
Getting Care	Getting Needed Care, Getting Care Quickly (*Usually* or *Always*)
Satisfaction with Plan Physicians	Rating of Personal Doctor, Rating of Specialist Seen Most Often, Rating of All Health Care (*9* or *10*) Coordination of Care (*Usually* or *Always*)
Satisfaction with Plan Services	Claims Processing (Commercial only) (*Usually* or *Always*), Rating of Health Plan (*9* or *10*)

Note that for the overall ratings NCQA uses the *9* or *10* question summary rate for benchmarking performance and calculating star ratings. Also note that NCQA does not include *Customer Service* in HPR. This is consistent with how this measure has been treated in HPR prior to the 2020 refresh. However, *Customer Service* was previously scored for Accreditation.

Additional information on NCQA's historical reporting programs and the 2020 HPR update, planned prior to the COVID-19 pandemic, is provided in the Appendix.

IMPACT OF COVID-19 ON NCQA REPORTING

In response to the COVID-19 pandemic, NCQA permitted health plans and vendors to depart from the standard CAHPS data collection protocol as needed: reduce the number of mailings and/or telephone attempts, replace the telephone interviewing portion of the protocol with an additional survey mailing, or stop data collection entirely. NCQA acknowledged that a multitude of factors, such as wide regional variation in COVID-19 infection rates, consumer experience, stay-at-home orders, social distancing guidelines, differences in vendor practices and staffing models, "essential business" designations, and protocol decisions made by individual health plans might compromise the quality and validity of the data collected. In April NCQA announced that due to COVID-19:

- It would not be publishing 2020 Health Plan Ratings for any product line[4].

[3] For more information, see https://www.ncqa.org/wp-content/uploads/2020/02/20200206_List_of_Required_Performance_Measures.pdf

[4] For more information, see https://www.ncqa.org/covid/

- Accredited commercial and Medicaid plans would still be required to submit HEDIS and CAHPS measures to NCQA in order to meet annual reporting requirements.

- Organizations would not be rated on measure results.

In addition, NCQA made the decision not to report plan-level CAHPS survey results in Quality Compass[5]. NCQA cited concerns about the validity of CAHPS results because the survey was fielded during the height of the pandemic as it continued to spread unevenly across the country, with wide regional variation.

UPDATES TO THE 2020 CSS HEALTH PLAN CAHPS SURVEY RESULTS REPORT

CSS has made several updates to the 2020 CAHPS Results Reports:

- CSS recognizes that NCQA will not release 2020 Health Plan Ratings. As a courtesy to our clients, CSS implemented NCQA's 2020 Health Plan Ratings methodology[6] and calculated **unofficial** star ratings for all applicable CAHPS measures in accordance with NCQA's scoring guidelines. **The CSS-calculated ratings should be treated as unofficial estimates and used with caution for your organization's internal purposes only.**

- The order in which measures are displayed in tables and exhibits throughout this report is aligned with HPR. Where applicable, non-HPR measures (*Customer Service* and *How Well Doctors Communicate*) are reported under a separate sub-header.

- Consistent with NCQA's approach, the *numerator* of the rate (i.e., the proportion of members selecting a certain response option) for the 0-10 overall rating questions is *9* or *10*. For convenience and ease of trending, the *8*, *9*, or *10* rate is also included in the following sections: *Survey Results at a Glance*, *Detailed Performance Charts*, and *Cross-Tabulations*.

- The NCQA national benchmark – 2019 NCQA Quality Compass Adult Medicaid National Average for All Lines of Business (LOBs) – and the 10th, 33.33rd, 66.67th, and 90th national performance percentiles that appear throughout the report are aligned with HPR. In addition to the 0-10 overall ratings and CAHPS composites, percentile comparisons are now provided on every measure in the *Detailed Performance Charts* section.

- The *Member Profile and Analysis of Plan Ratings by Member Segment* section has been updated to include more detail on the relevant national benchmark distribution(s).

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[5] For more information, see https://www.ncqa.org/hedis/faq/?faq-kw=covid&faq-year=&faq-sort=desc&faq-program=

[6] For more information, see https://www.ncqa.org/hedis/reports-and-research/ratings-2020/

- The CSS *Key Driver Model* has been updated to reflect the shortened survey instrument. Areas that are no longer being assessed with the survey were removed from consideration as possible key drivers of plan performance.
- The 3-point-scale mean scores (which were previously used by NCQA exclusively for Accreditation scoring) are no longer reported.
- An updated *Health Plan Quality Improvement Resource Guide* is included.

ABOUT THIS REPORT

- The key features of this 2020 ABH of LA CAHPS results report are highlighted below.

- Although NCQA will not be reporting health plan performance this year due to COVID-19, CSS calculated survey results following NCQA's guidelines in *HEDIS 2020, Volume 3: Specifications for Survey Measures* and *2020 Health Plan Ratings (HPR) Methodology*. To support ABH of LA in its quality improvement efforts, results are reported regardless of whether the NCQA reporting threshold of 100 valid responses is met. Any result that NCQA would not consider reportable is marked as "NA".

- Throughout the report, the 2020 ABH of LA survey results are compared to national benchmark scores, represented by the 2020 CSS Adult Medicaid Average and the 2019 NCQA Quality Compass Adult Medicaid National Average for All Lines of Business (LOBs). The 2020 CSS Adult Medicaid Average was calculated by pooling survey responses across 23 Adult Medicaid plans surveyed and selected by CSS to represent the industry average. The 2019 NCQA Quality Compass Adult Medicaid National Average (All LOBs) is made up of Adult Medicaid plans that submitted data to NCQA.

- *Executive Summary* provides a high-level overview of survey findings, including your organization's estimated 2020 HPR scores (star ratings). This section highlights the areas where ABH of LA performs significantly above or below national benchmarks. If prior-year survey results are available, any statistically significant improvements or declines on key survey measures are also noted. Up to five organizational priorities for quality improvement based on CSS's *Key Driver Analysis* are identified.

- *Summary of Survey Results* presents the 2020 ABH of LA survey scores on key measures, including question summary rates (QSRs), global proportions, and estimated star ratings; changes in QSR and global proportion scores from the previous year (if applicable); and comparisons to relevant national benchmarks. Statistically significant differences in scores are noted.

- *Detailed Performance Charts* are provided for the rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2020 ABH of LA results are compared to the 2020 CSS Adult Medicaid Average on all measures. Where appropriate, the 2020 QSRs and global proportions are also compared to the 2019 NCQA Quality Compass Adult Medicaid National Average (All LOBs) and performance percentiles, calculated by NCQA. Where available, a three-year trend in scores is also shown.

- A one-page summary of the *Effectiveness of Care* measures includes comparisons to prior-year results (if available) as well as to the 2020 CSS Adult Medicaid Average rates. All rates are calculated according to the NCQA guidelines, but are presented regardless of their eligibility for NCQA reporting.

- *Member Profile and Analysis of Plan Ratings by Member Segment* compares the 2020 ABH of LA respondent profile to the relevant national reference distribution(s) of demographic characteristics and utilization variables. Variation in *Rating of Health Plan* measure by member subgroup is examined.

- *Key Driver Analysis* identifies those aspects of member experience (key drivers) that are closely related to the overall *Rating of Health Plan*. The CSS *Key Driver Model* quantifies the contribution of each key driver to the overall assessment of the plan. The 2020 ABH of LA results on each key driver are compared to the highest score among the 23 plans contributing to the 2020 CSS Adult Medicaid Average, yielding a measure of available room for improvement in each area. The result is then weighted by the key driver's contribution to the overall *Rating of Health Plan* score. Opportunities for improvement are prioritized based on the expected improvement in the ABH of LA *Rating of Health Plan* score due to improved performance on the key driver. A separate section of the report provides some helpful resources for health plan quality improvement.

- The *Appendix* includes:

  - A one-page *Survey Results at a Glance* summary
  - Score calculation guidelines
  - A glossary of terms
  - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures
  - A copy of the survey instrument and supporting materials

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

CSS administered the Adult Medicaid version of the 2020 CAHPS Health Plan Survey on behalf of ABH of LA in accordance with the NCQA methodology detailed in *HEDIS 2020, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2020 Survey Measures.* The survey can be administered using a mail-only or a mixed methodology (mail with telephone follow-up). Both of these standard survey protocols include two questionnaire mailings, each followed by a reminder postcard. Depending on the protocol chosen, non-respondents are either sent a third, final, survey package (mail-only methodology) or contacted by telephone (mixed methodology).

ABH of LA elected to use the standard mixed methodology.

Due to COVID-19, NCQA permitted health plans and vendors to depart from the original fielding protocol. ABH of LA opted to send a third survey mailing in lieu of the originally planned telephone outreach.

The key milestones of the CAHPS data collection protocol are provided below:

- An initial survey package was mailed on February 15.
- An initial reminder/thank-you postcard was mailed on February 25.
- A replacement survey package was mailed on March 25.
- An additional reminder/thank-you postcard was mailed on April 3.
- A third and final survey package was mailed on April 22.
- Data collection closed on May 18.

Survey results were submitted to NCQA on May 29, 2020.

SURVEY MATERIALS

CSS designed all member-facing materials (see Appendix) for ABH of LA in accordance with the NCQA guidelines detailed in *HEDIS 2020, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2020 Survey Measures*. Standard NCQA text was used for all materials. Prior to being customized with the health plan name, logo, and other branding elements, all generic materials designed by CSS were approved by NCQA.

The survey instrument was the Adult Medicaid version of the Health Plan CAHPS 5.0H survey.

The carrier envelope used for survey mailings was marked "RESPONSE NEEDED" or "FINAL REMINDER – PLEASE RESPOND", depending on the mailing wave, to improve the likelihood of response. Each survey package included a postage-paid business reply envelope.

SAMPLE SELECTION

For the Adult Medicaid survey, sample-eligible members were defined as plan members who were 18 years old or older as of December 31, 2019; were currently enrolled; had been continuously enrolled for six months (with no more than one enrollment break of 45 days or less); and whose primary coverage was through Medicaid.

Prior to sampling, CSS carefully inspected the member file(s) and noted any errors or irregularities found (such as incomplete contact information or subscriber numbers). Once the quality assurance process had been completed, CSS processed member addresses through the USPS National Change of Address (NCOA) service to ensure that the mailing addresses were up to date. The final sample was generated following the NCQA systematic sampling methodology, with no more than one member per household selected to receive the survey. CSS assigned each sampled member a unique identification number, which was used to track their progress throughout the data collection process.

The standard NCQA-prescribed sample size for Adult Medicaid plans is 1,350 members. NCQA's sampling methodology does not allow disenrolled members to be removed from the sample after the start of survey administration. Health plans that were unable to identify disenrollees prior to December 31, 2019 were advised to oversample (i.e., increase their sample size by a factor sufficient to compensate for members expected to leave their plan by the time the survey was fielded). Oversampling could also be used to obtain more completed surveys. ABH of LA chose not to oversample. The final survey sample for ABH of LA included 1,350 members.

DATA CAPTURE

Returned questionnaires were recorded using either manual data entry or optical scanning. Responses recorded via manual data entry were keyed by two independent data entry operators, and any discrepancies between the two response records were flagged and reconciled by a supervisor. Individual responses

on surveys recorded via optical scanning were sent to data entry operators if the scanning technology was unable to identify the specific response option selected with a pre-defined degree of certainty.

Due to the multiple contact attempts, multiple survey responses could be received from the same sample member. In those cases, only one survey response (the most complete survey) was included in the final analysis dataset.

MEMBER DISPOSITIONS AND RESPONSE RATE

Among the ABH of LA sample members who met final eligibility criteria, 254 completed the survey, resulting in the NCQA response rate of 18.87 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 1.

EXHIBIT 1. 2020 ABH OF LA ADULT MEDICAID CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	2020 Your Organization		2020 CSS Adult Medicaid Average
	Number	Percent of Initial Sample	Percent of Total Initial Sample
Initial Sample	1,350	100.0%	100.0%
Complete and Eligible - Mail	254	18.8%	15.9%
Complete and Eligible - Phone	0	0.0%	0.0%
Complete and Eligible - Internet*	0	0.0%	0.0%
Complete and Eligible - Total	254	18.8%	15.9%
Does not meet Eligible Population criteria	4	0.3%	0.4%
Incomplete (but Eligible)	5	0.4%	0.4%
Language barrier	0	0.0%	0.0%
Mentally or physically incapacitated	0	0.0%	0.0%
Deceased	0	0.0%	0.0%
Refusal	1	0.1%	0.0%
Nonresponse after maximum attempts	1,086	80.4%	82.8%
Added to Do Not Call (DNC) list	0	0.0%	0.4%
NCQA Response Rate**		**18.87%**	**15.99%**

49130

* Any sample members who called and requested another survey were given the option to complete the survey online.

**NCQA response rate = Complete and Eligible Surveys/[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]

SATISFACTION WITH THE EXPERIENCE OF CARE

PATIENT EXPERIENCE OF CARE MEASURES

This section lists all CAHPS measures for which NCQA calculates results, regardless of whether the measure is included in NCQA's Health Plan Ratings (HPR). Measures that are reported in HPR (i.e., assigned a star rating) are marked with a star symbol below. **Note: any information related to HPR reporting is provided for reference only. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.**

GLOBAL RATINGS

CAHPS Health Plan Survey (version 5.0H) includes four global rating questions that utilize the scale of *0* to *10*, representing the lowest and highest possible ratings. Results are based on the proportion of members selecting one of the top two ratings (*9* or *10*) to align with NCQA's 2020 Health Plan Ratings Methodology. For convenience and trending, the proportion of respondents rating *8*, *9*, or *10* is also provided.

- ***Rating of Personal Doctor*** (*0* = worst personal doctor possible; *10* = best personal doctor possible) is included in HPR as part of the *Satisfaction with Plan Physicians* sub-domain.
- ***Rating of Specialist Seen Most Often*** (*0* = worst specialist possible; *10* = best specialist possible) is included in HPR as part of the *Satisfaction with Plan Physicians* sub-domain.
- ***Rating of All Health Care*** (*0* = worst health care possible; *10* = best health care possible) is included in HPR as part of the *Satisfaction with Plan Physicians* sub-domain.
- ***Rating of Health Plan*** (*0* = worst health plan possible; *10* = best health plan possible) is included in HPR as part of the *Satisfaction with Plan Services* sub-domain.

CAHPS COMPOSITES

NCQA calculates results for several CAHPS composite measures. CAHPS composites combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below.

★ ***Getting Needed Care*** combines two survey questions that address member access to care. Both questions use a *Never*, *Sometimes*, *Usually*, or *Always* response scale, with *Always* being the most favorable response. This measure is included in HPR under the sub-domain of *Getting Care*. Results are based on the proportion of members answering the following questions as *Usually* or *Always*:

- *In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?*
- *In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?*

★ ***Getting Care Quickly*** combines responses to two survey questions that address timely availability of both urgent and check-up/routine care. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. This measure is reported in HPR under the sub-domain of *Getting Care*. Results are based on the proportion of members selecting *Usually* or *Always* in response to the following questions:

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

★ ***Coordination of Care*** is based on a single survey question, which uses a *Never*, *Sometimes*, *Usually*, or *Always* scale (with *Always* being the most favorable response). This measure is reported in HPR under the *Satisfaction with Plan Physicians* sub-domain. Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:

- 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?

- ***How Well Doctors Communicate*** combines responses to four survey questions that address physician communication. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:
  - *In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?*
  - *In the last 6 months, how often did your personal doctor listen carefully to you?*
  - *In the last 6 months, how often did your personal doctor show respect for what you had to say?*
  - *In the last 6 months, how often did your personal doctor spend enough time with you?*

- ***Customer Service*** combines responses to two survey questions that ask about member experience with the health plan's customer service. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members selecting *Usually* or *Always* in response to the following questions:
  - *In the last 6 months, how often did your health plan's customer service staff give you the information or help you needed?*
  - *In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?*

CALCULATION AND REPORTING OF RESULTS

QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

Question Summary Rates (QSRs) express the proportion of respondents selecting the desired response option(s) on a survey question. Examples include percent selecting *Usually* or *Always* or percent rating *9* or *10*.

Composite Global Proportions express the proportion of respondents selecting the desired response option(s) from a pre-defined set of two or more questions on the survey. They are calculated by first determining the relevant proportion on each survey question contributing to the composite and subsequently averaging these proportions across all questions in the composite.

Throughout the report, all QSRs and composite global proportions are rounded to two decimal places for display purposes (e.g., 0.23456 is displayed as 23.46%). However, all calculations involving rates and proportions, including statistical significance testing, are carried out prior to rounding. For more details on the calculations please refer to *HEDIS 2020, Volume 3: Specifications for Survey Measures* or consult the Appendix.

HEALTH PLAN RATINGS (HPR STAR RATINGS)

Health Plan Ratings, displayed as star ratings, were estimated by CSS based on NCQA's *2020 Health Plan Rating* methodology. For details, please consult https://www.ncqa.org/hedis/reports-and-research/ratings-2020/ as well as the Appendix to this report. Results are based on the rates of members answering *9* or *10* for the overall rating questions and *Usually* or *Always* for all other CAHPS measures. **The CSS-calculated HPR star ratings should be treated as unofficial estimates and used with caution for your organization's internal purposes only.**

NCQA MINIMUM DENOMINATOR SIZE

For a measure result to be reportable by NCQA, it needs to be based on at least 100 valid responses (measure denominator). The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in

the composite (note: composite denominators are rounded for display purposes). If the rate denominator is less than 100, NCQA assigns a measure result of "NA". This report presents results for all measures, regardless of denominator size. Any result that does not meet the NCQA threshold of 100 valid responses is denoted with "NA".

COMPARISONS TO NATIONAL BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2020 ABH of LA results are compared to the 2020 CSS Adult Medicaid Average as well as to the 2019 NCQA Quality Compass Adult Medicaid National Average (All LOBs). The 2020 CSS Adult Medicaid Average was calculated by pooling survey responses across 23 Adult Medicaid plans surveyed and selected by CSS to represent the industry average. The currently available 2019 NCQA Quality Compass Adult Medicaid National Average (All LOBs) is made up of Adult Medicaid plans that submitted data to NCQA.

If available, prior-year survey results are provided for comparison and year-to-year changes in results are tested for statistical significance. All of the statistical tests are conducted at the 95% confidence level (i.e., there is a 95% probability that the observed difference is not due to chance).

SUMMARY OF SURVEY RESULTS

Exhibit 2 provides a high-level ABH of LA performance overview on key survey measures. These include overall ratings, composite global proportions, and QSRs for additional measures. Where applicable, changes in scores over time and comparisons to applicable national benchmarks are reported and tested for statistical significance.

EXHIBIT 2. 2020 ABH OF LA ADULT MEDICAID CAHPS SURVEY: PATIENT EXPERIENCE MEASURES

Patient Experience Measures		2020 Rate	Difference between 2020 Rate and...			Your Organization's Estimated 2020 NCQA Health Plan (Star) Rating
			2019 Rate	2020 CSS Adult Medicaid Average	2019 NCQA Quality Compass National Average (All LOBs)	
Patient Experience						★★½☆☆
Getting Care						★★☆☆☆
Getting Needed Care (% Always or Usually)		79.25%	-0.91%	-4.15%	-3.23%	★★☆☆☆
Getting Care Quickly (% Always or Usually)		80.37%	-0.11%	-2.82%	-1.60%	★★☆☆☆
Satisfaction With Plan Physicians						★★★☆☆
Rating of Personal Doctor (% 9 or 10)		69.49%	3.78%	2.43%	2.01%	★★★☆☆
Rating of Specialist Seen Most Often (% 9 or 10)	NA	62.79%	-3.88%	-4.16%	-4.11%	★★☆☆☆
Rating of All Health Care (% 9 or 10)		56.15%	3.77%	1.69%	1.29%	★★★☆☆
Coordination of Care (% Always or Usually)	NA	88.73%	1.44%	5.30%	5.09%	★★★★☆
Satisfaction With Plan Services						★★★☆☆
Rating of Health Plan (% 9 or 10)		62.60%	5.33%	3.82%	2.31%	★★★☆☆
Additional Measures NOT Reported in NCQA's Health Plan Ratings						
How Well Doctors Communicate (% Always or Usually)		94.31%	2.39%	1.23%	2.32%	Not calculated
Customer Service (% Always or Usually)	NA	86.81%	-1.45%	-3.47%	-1.94%	

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Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. At least 100 valid responses (n, or measure denominator) must be collected for a measure rate to be reportable by NCQA.

Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). All differences between rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the comparison rate are marked as ↑ when your current-year rate is higher or ↓ when it is lower than the comparison rate.

Health Plan Ratings

Health Plan (star) Ratings for applicable measures were estimated using NCQA's Health Plan Ratings 2020-2021 methodology (https://www.ncqa.org/hedis/reports-and-research/ratings-2020/). **Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.**

NA appears next to the measure name and a lighter display is used for results to indicate that the result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results for your organization's internal use only.

DETAILED PERFORMANCE CHARTS

This section of the report includes detailed charts for composite global proportions and QSRs for single-question measures. The charts have the following features:

TREND IN RESULTS

- ABH of LA survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, if the measure is new, or if the measure is not deemed appropriate for trending. In such cases, "No data" appears in place of the score.

- The number of valid responses (the NCQA-defined denominator, *n*) appears above each bar. If the number of responses is less than 100, "NA" appears next to the value of *n*, indicating that the result is not reportable by NCQA. CSS calculates the unofficial rate for reference only.

- Statistical comparisons are conducted between the current-year rate and each of the prior-year rates, if available. Where appropriate, differences in rates are tested for statistical significance at the 95% confidence level. Statistically significant differences are indicated with a checkmark symbol next to the comparison score. For example, a checkmark appearing next to the 2019 rate denotes a statistically significant difference between the 2020 and 2019 rates.

COMPARISON TO NATIONAL BENCHMARKS

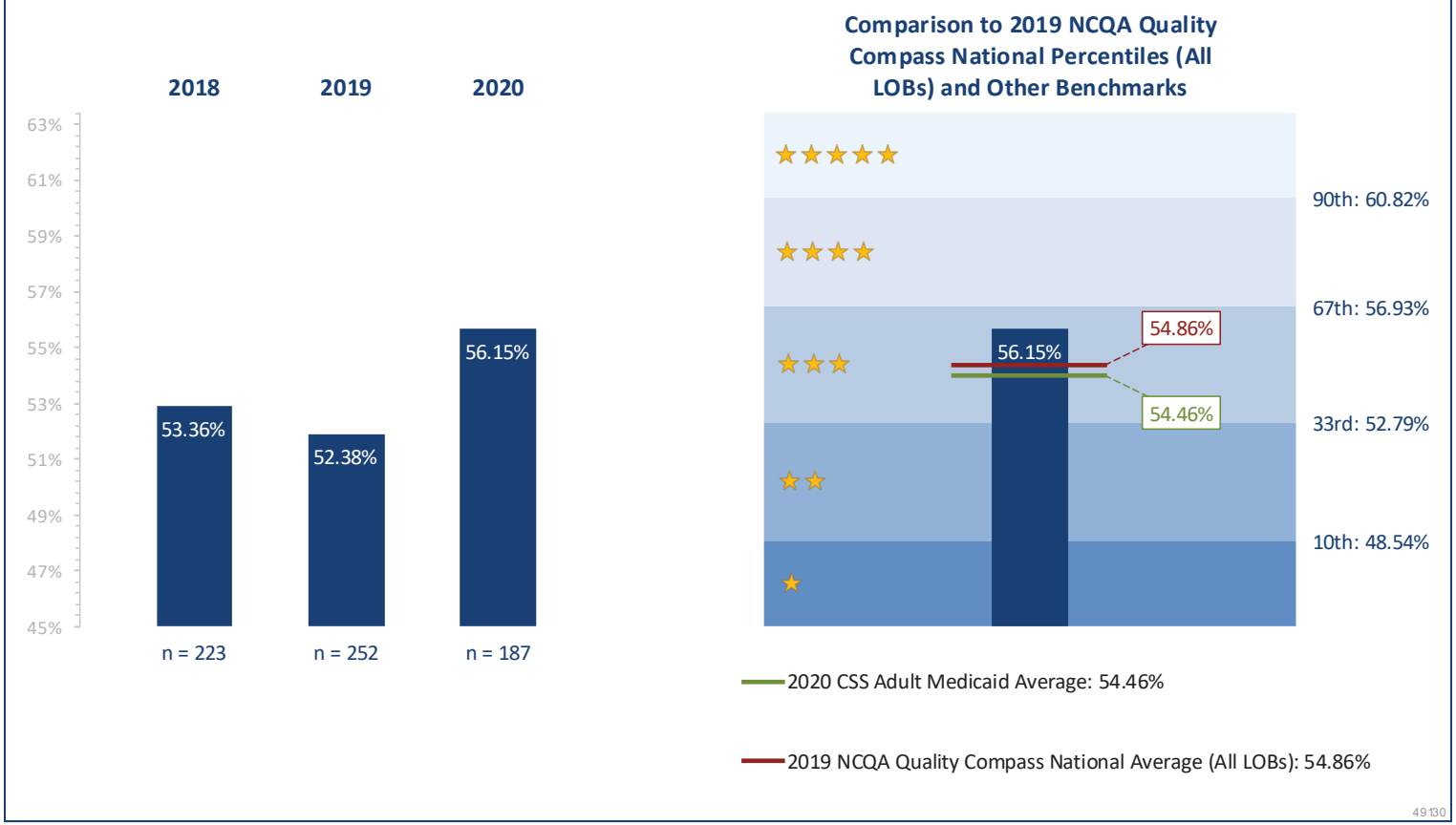
To help ABH of LA evaluate its performance against industry benchmarks on key CAHPS measures, CSS licensed the *2019 NCQA Quality Compass CAHPS Benchmarks*. This dataset includes QSRs and global proportions corresponding to the national Quality Compass averages as well as the 10th, 33rd, 67th, and 90th performance percentiles for all lines of business. CSS's agreement with NCQA authorizes CSS to provide this information to eligible client organizations for their internal use only. Public reporting of these results is not authorized under the terms of this agreement.

- For CAHPS ratings and composites, the bar representing the 2020 ABH of LA score is juxtaposed against the 2019 NCQA percentile distribution, providing an indication of its competitive position on the measure and, if applicable, an estimated HPR (star) rating.

- The horizontal lines displayed on the charts correspond to the 2020 CSS Adult Medicaid Average as well as the 2019 NCQA Quality Compass Adult Medicaid National Average (All LOBs). If the 2020 ABH of LA score is significantly different from any of these benchmark scores at the 95% confidence level, a checkmark appears next to the relevant score.

Rating of All Health Care

Percent Responding 9 or 10



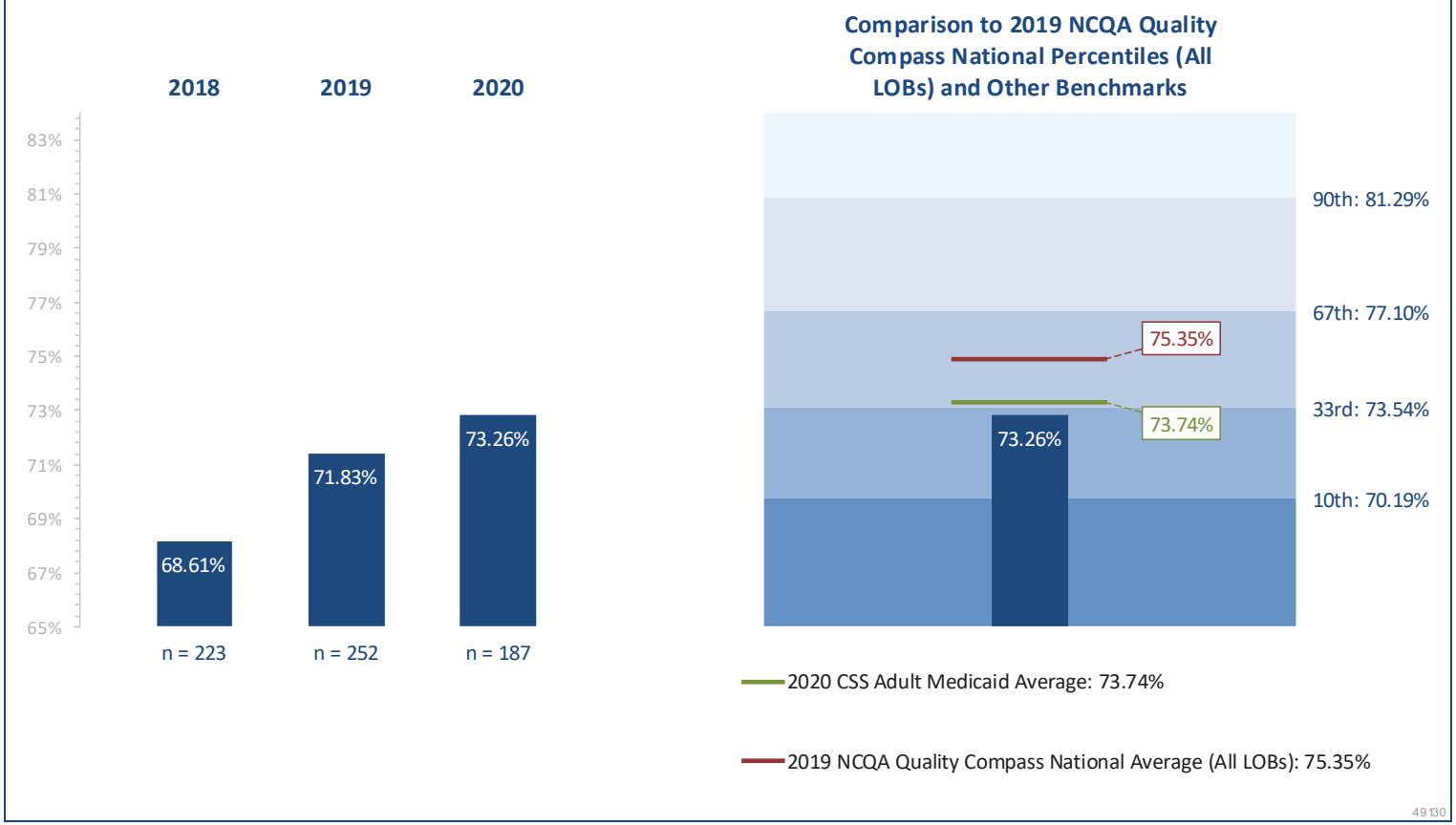
Rating of All Health Care (9 or 10) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of All Health Care

Percent Responding 8, 9 or 10



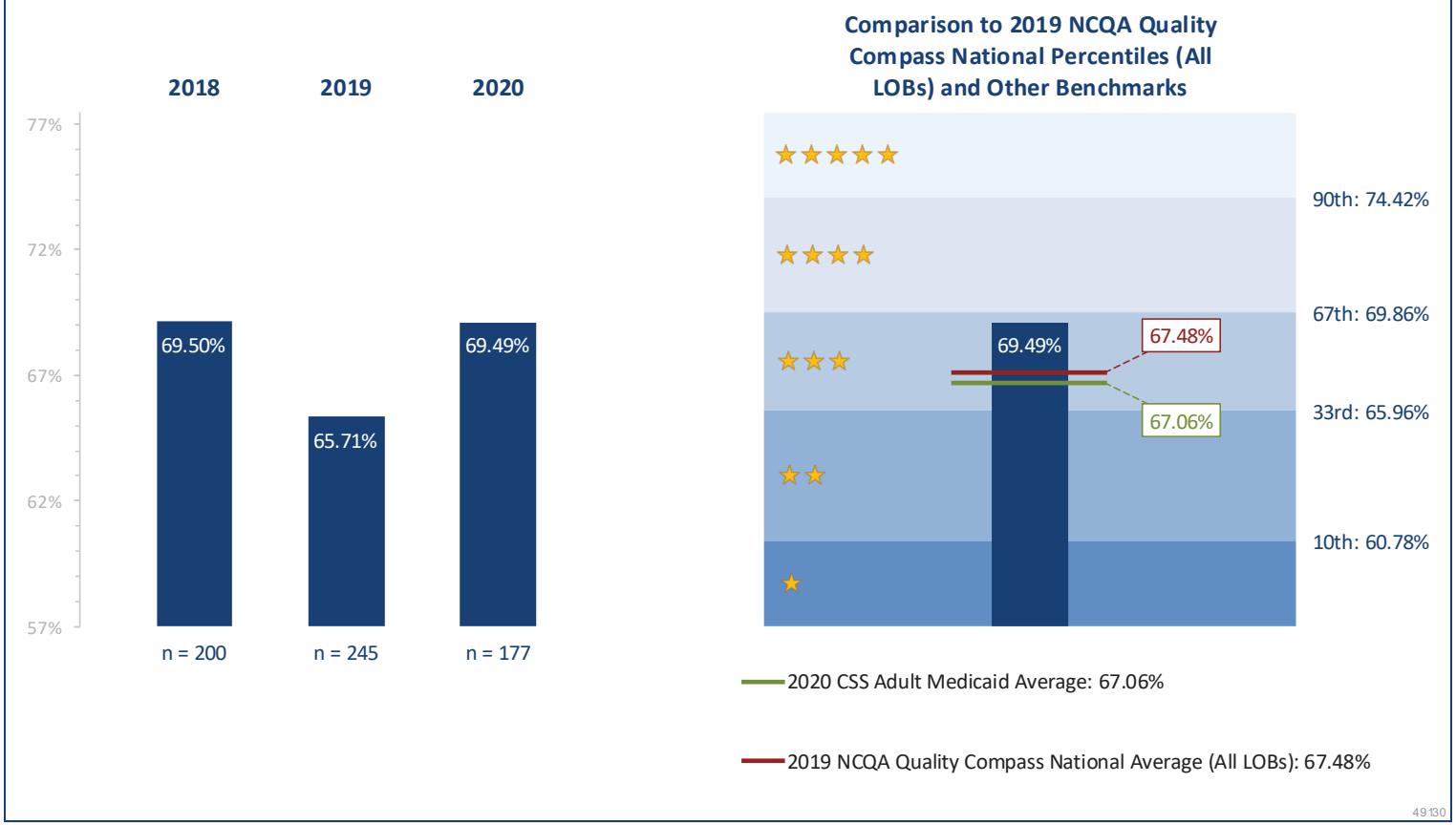
Rating of All Health Care (8, 9 or 10) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Personal Doctor

Percent Responding 9 or 10



Rating of Personal Doctor (9 or 10) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

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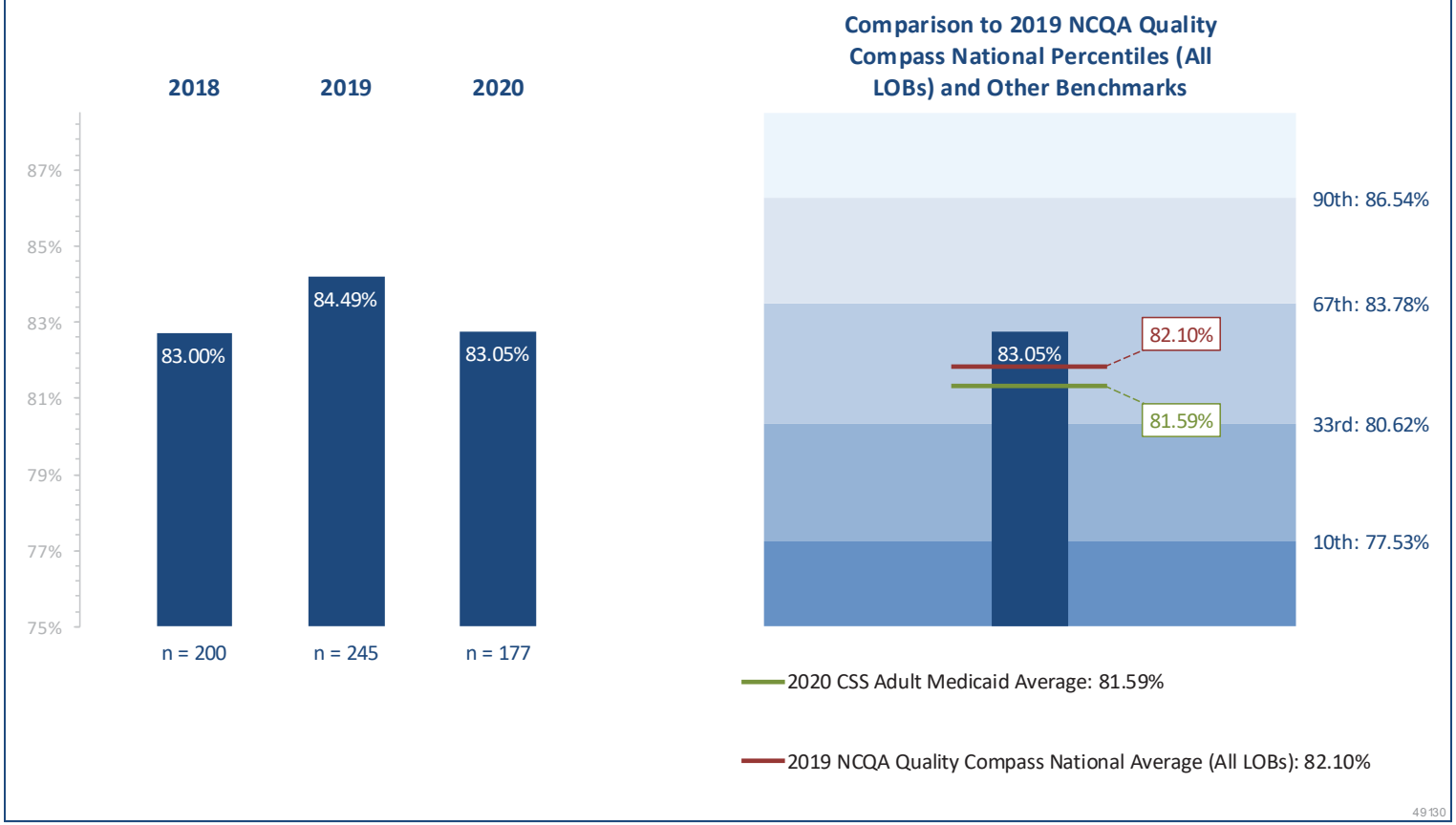
Rating of Personal Doctor

Percent Responding 8, 9 or 10



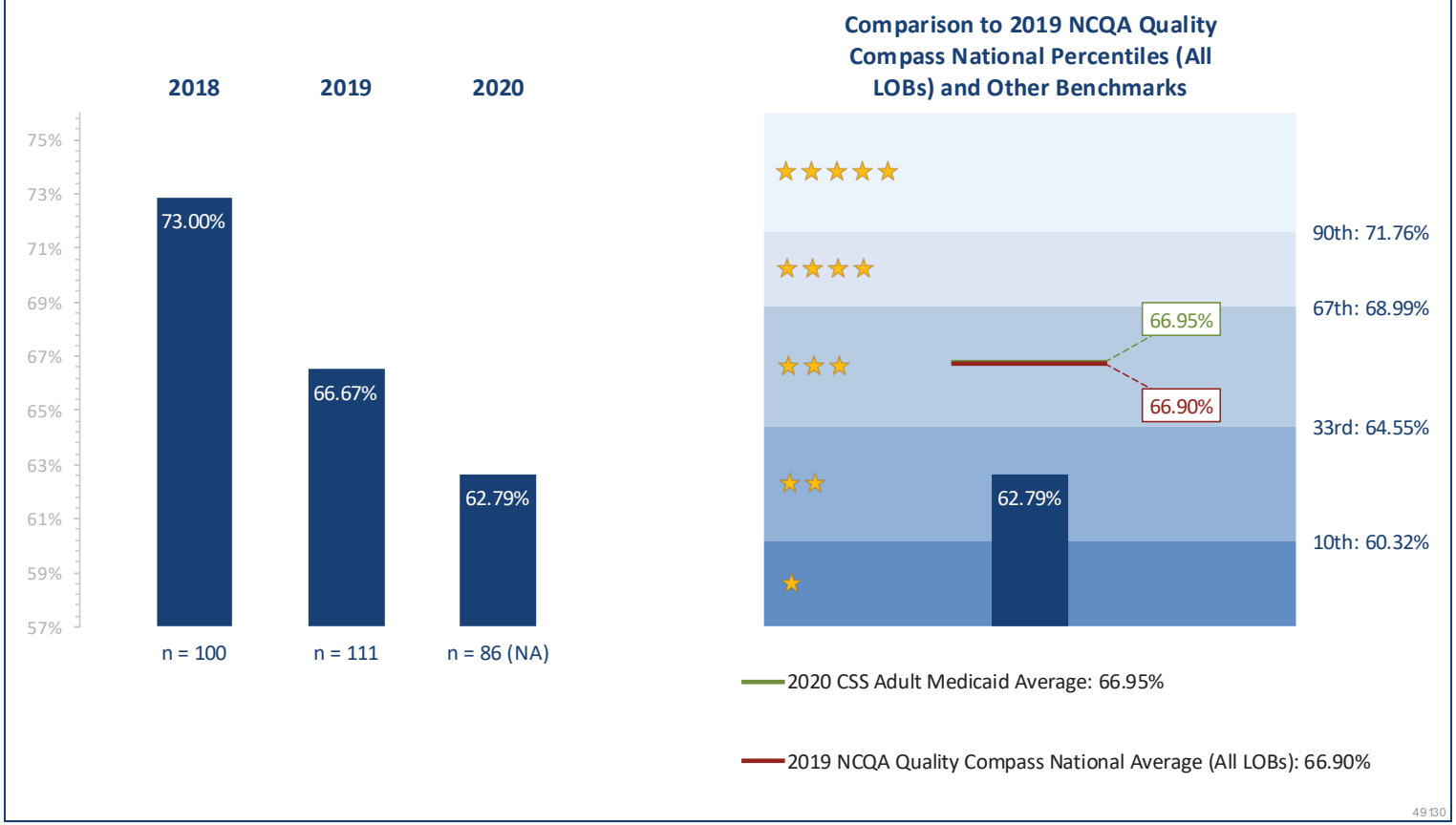
Rating of Personal Doctor (8, 9 or 10) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Specialist Seen Most Often

Percent Responding 9 or 10



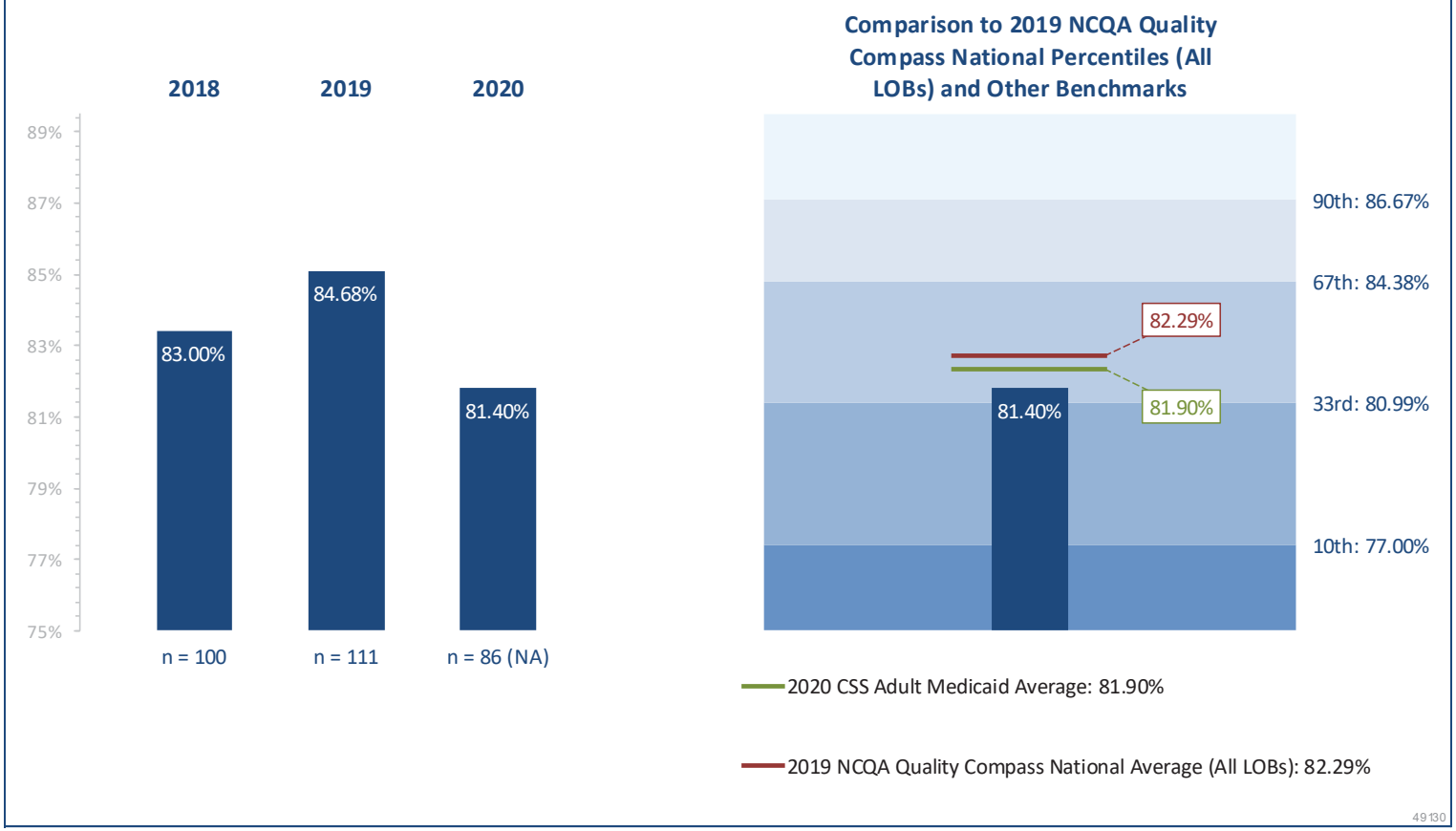
Rating of Specialist Seen Most Often (9 or 10) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Specialist Seen Most Often

Percent Responding 8, 9 or 10



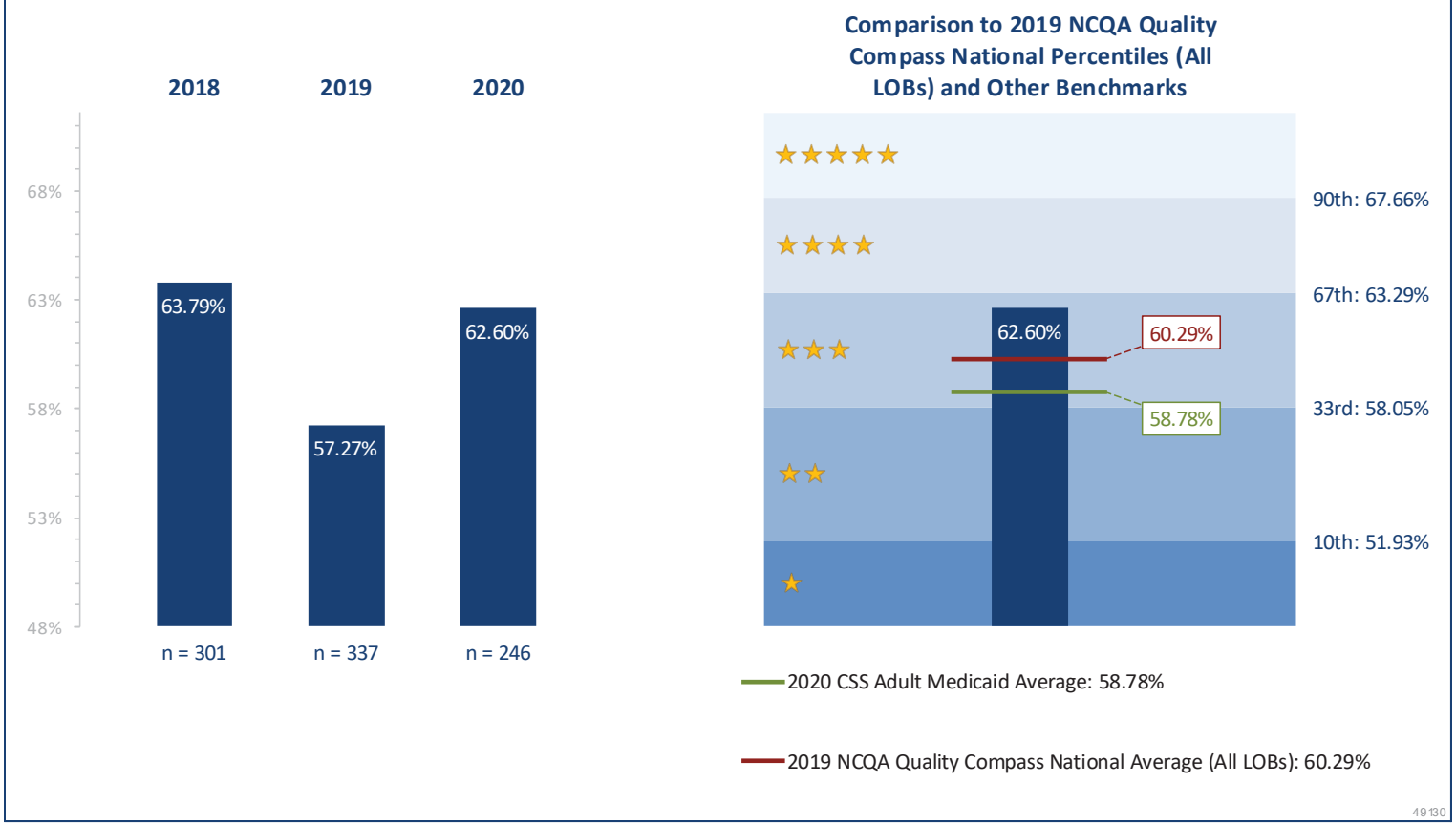
Rating of Specialist Seen Most Often (8, 9 or 10) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Rating of Health Plan

Percent Responding 9 or 10



Rating of Health Plan (9 or 10) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

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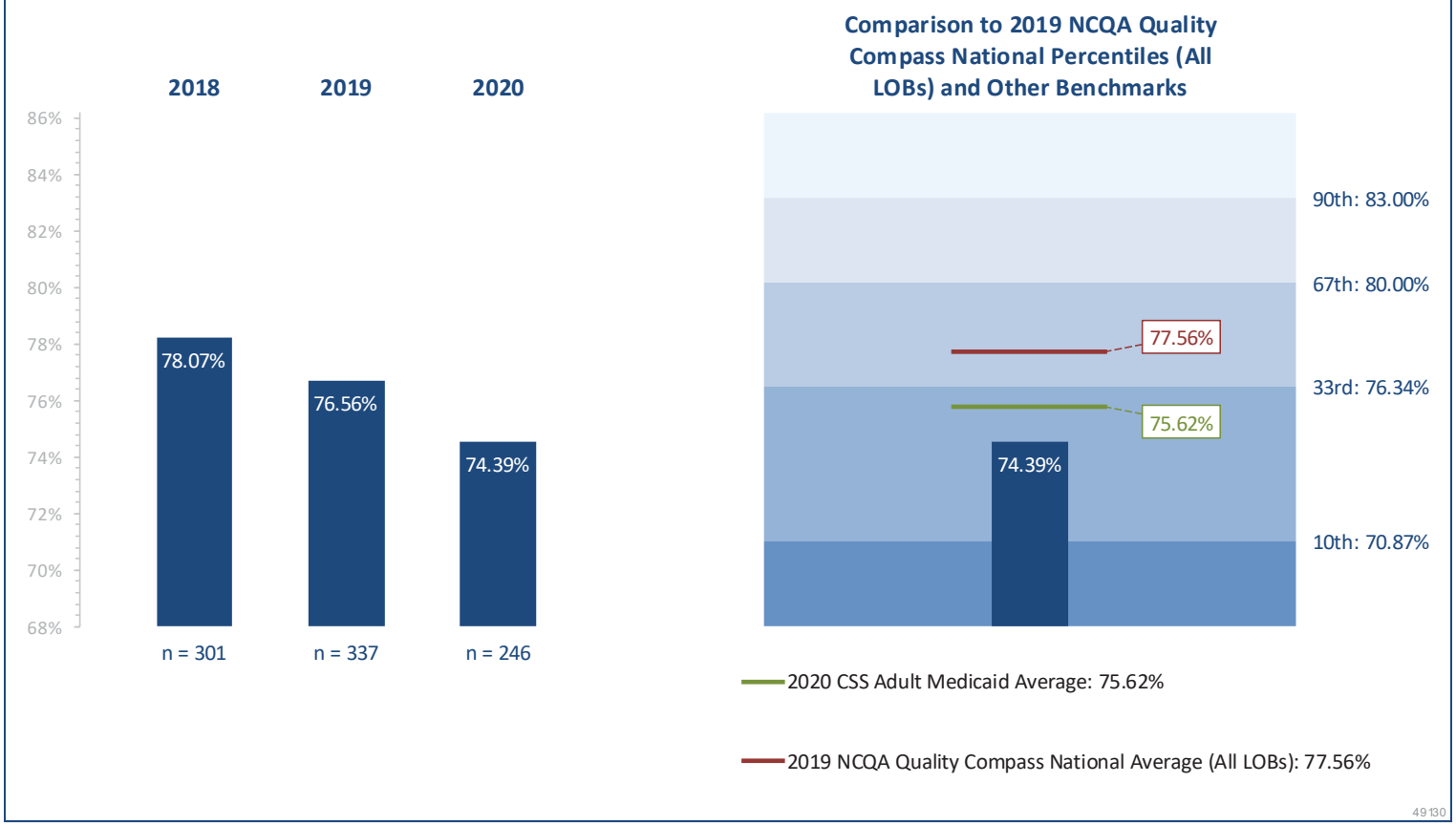
Rating of Health Plan

Percent Responding 8, 9 or 10



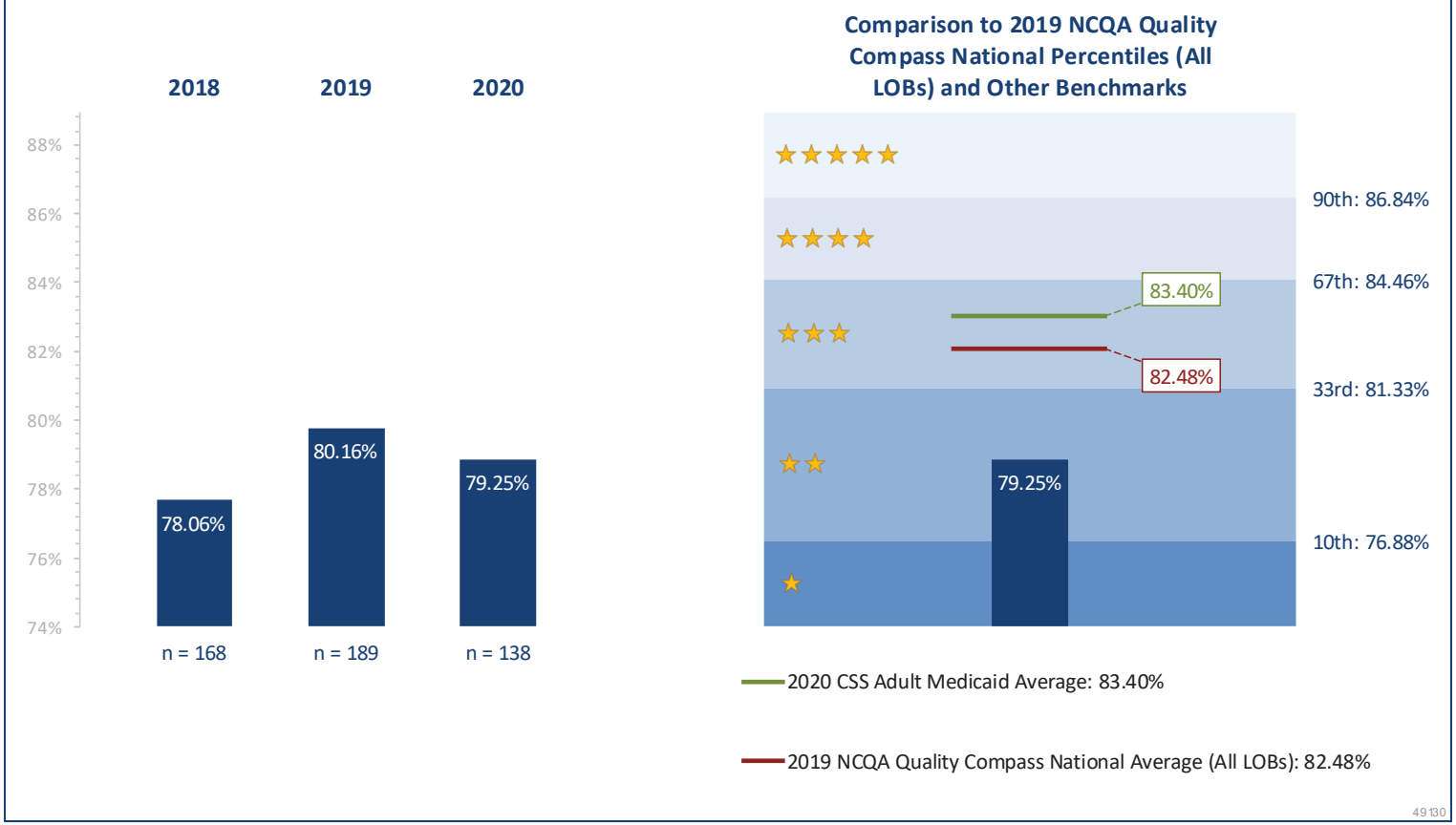
Rating of Health Plan (8, 9 or 10) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Needed Care

Percent Responding Always or Usually



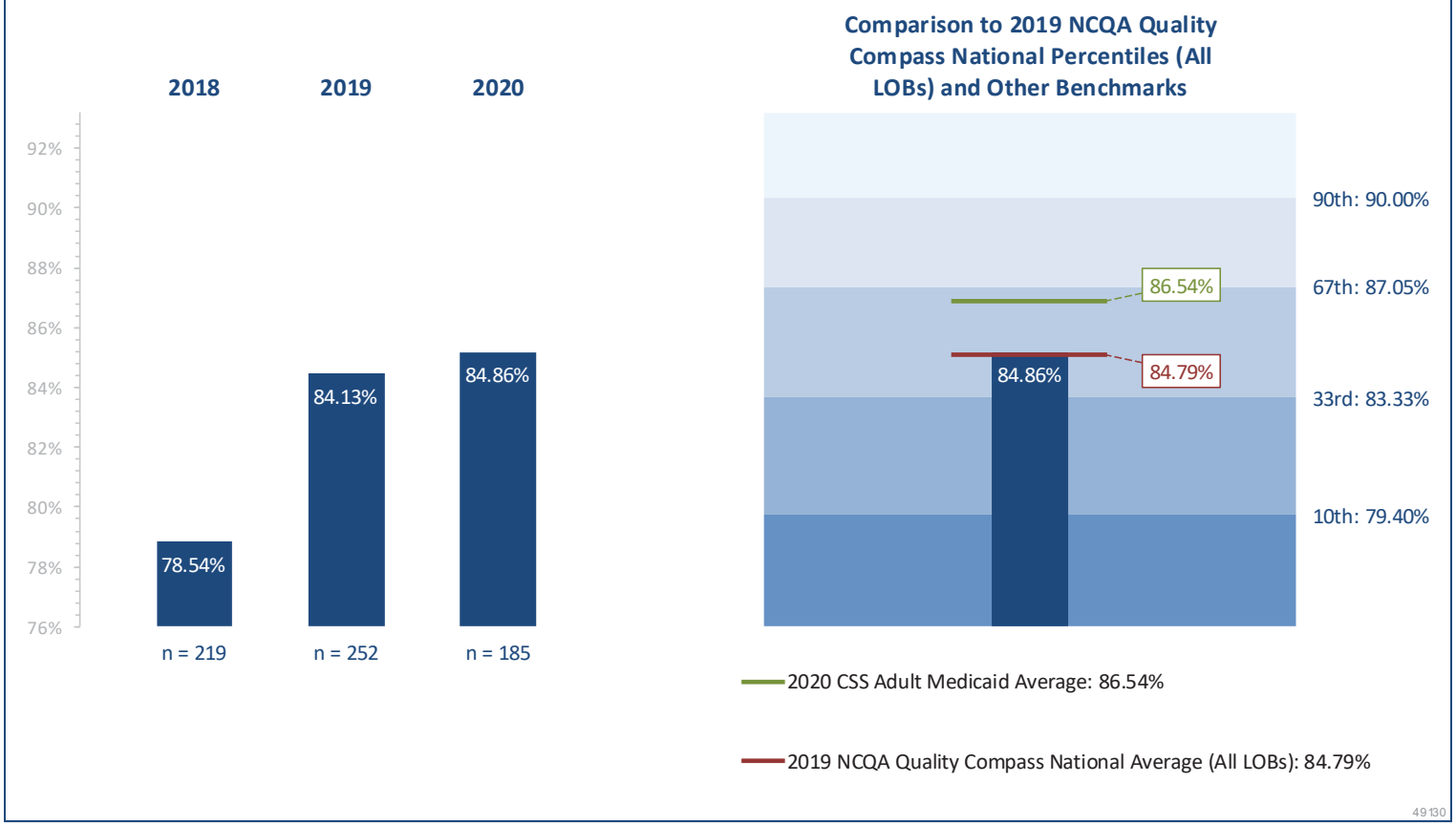
Getting Needed Care (Always or Usually) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Needed Care: Ease of Getting Needed Care (Q9)

Percent Responding Always or Usually



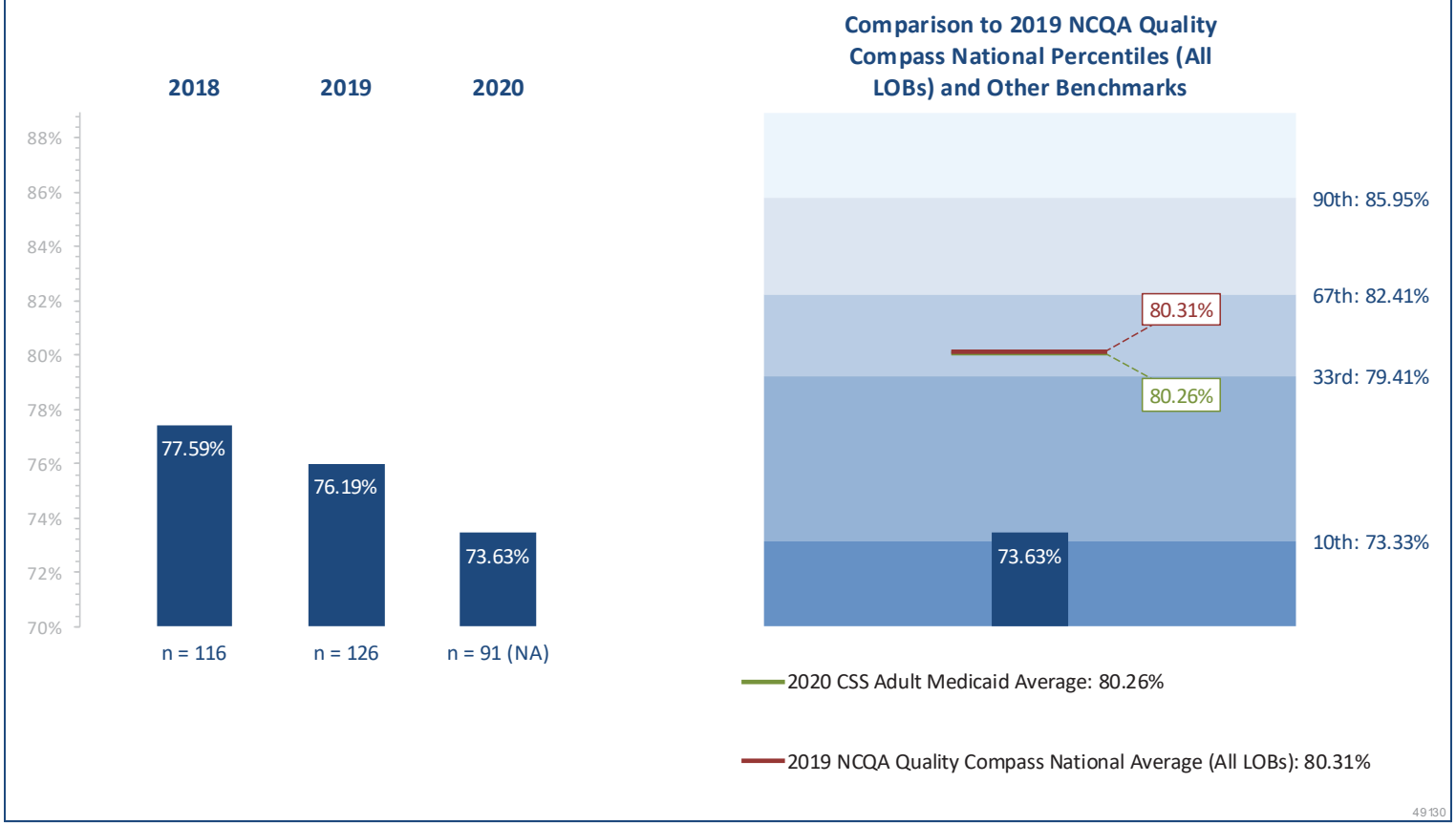
Getting Needed Care: Ease of Getting Needed Care (Q9) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Needed Care: Ease of Seeing a Specialist (Q20)

Percent Responding Always or Usually



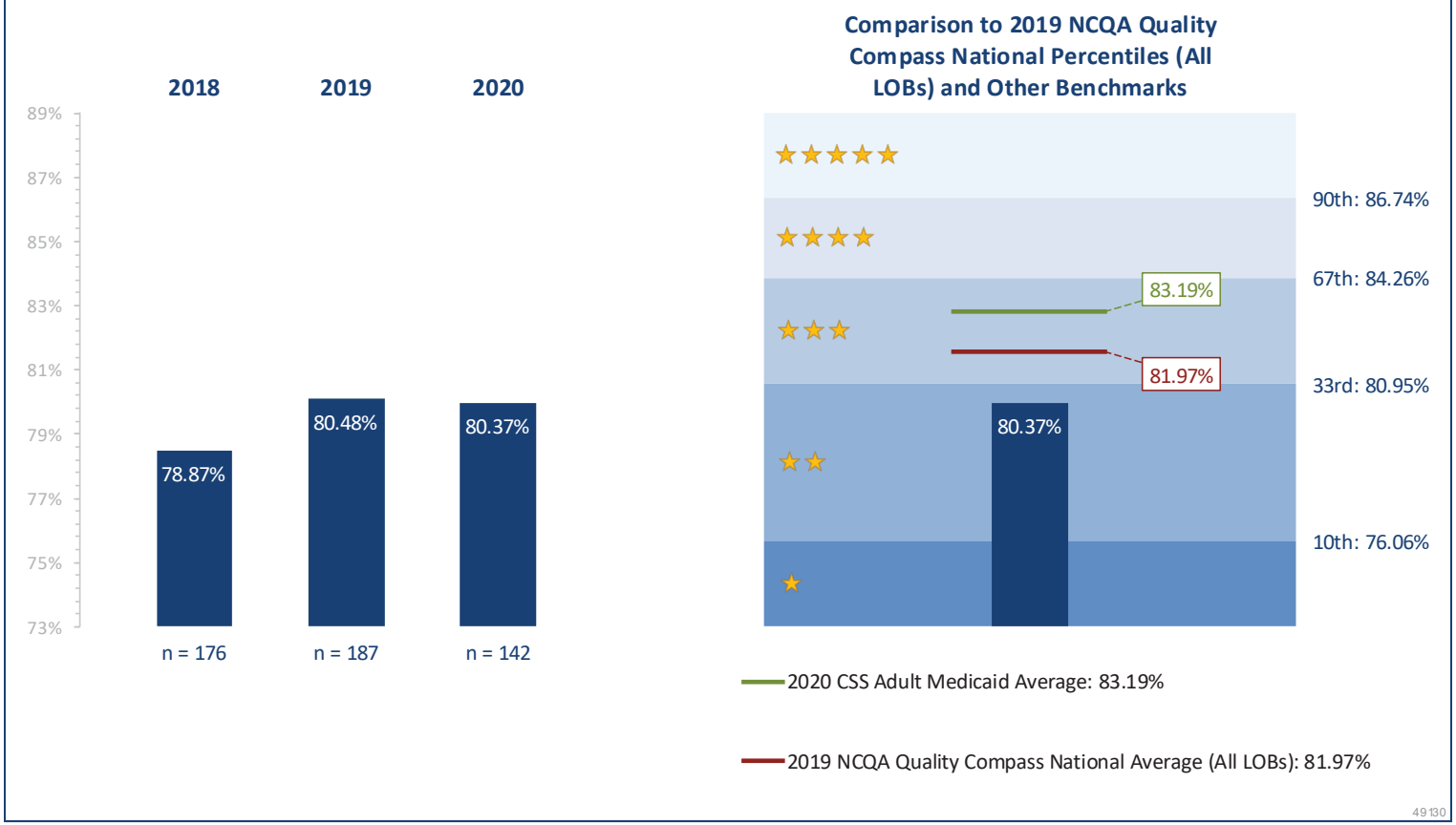
Getting Needed Care: Ease of Seeing a Specialist (Q20) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Care Quickly

Percent Responding Always or Usually



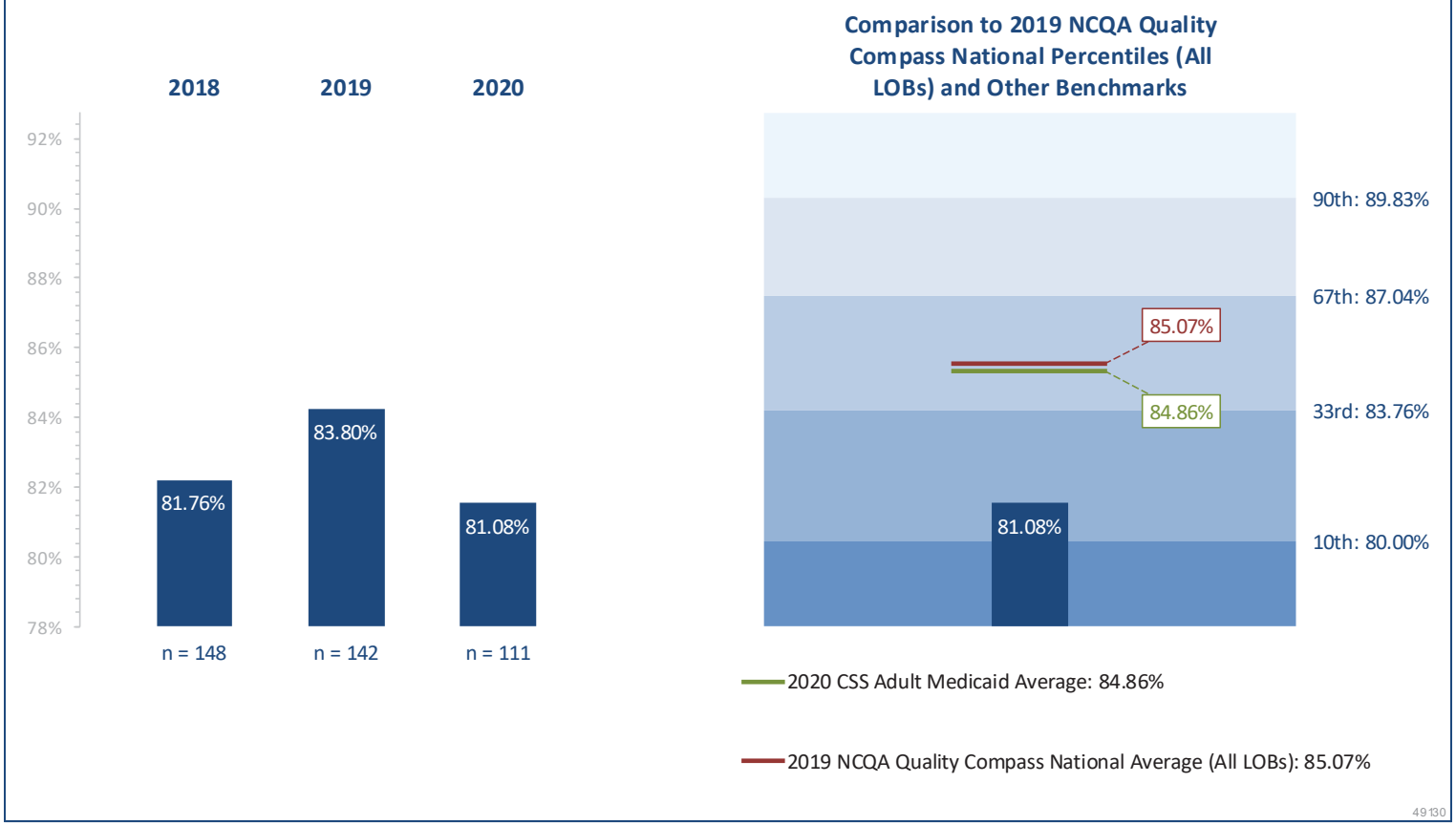
Getting Care Quickly (Always or Usually) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Care Quickly: Ease of Getting Urgent Care (Q4)

Percent Responding Always or Usually



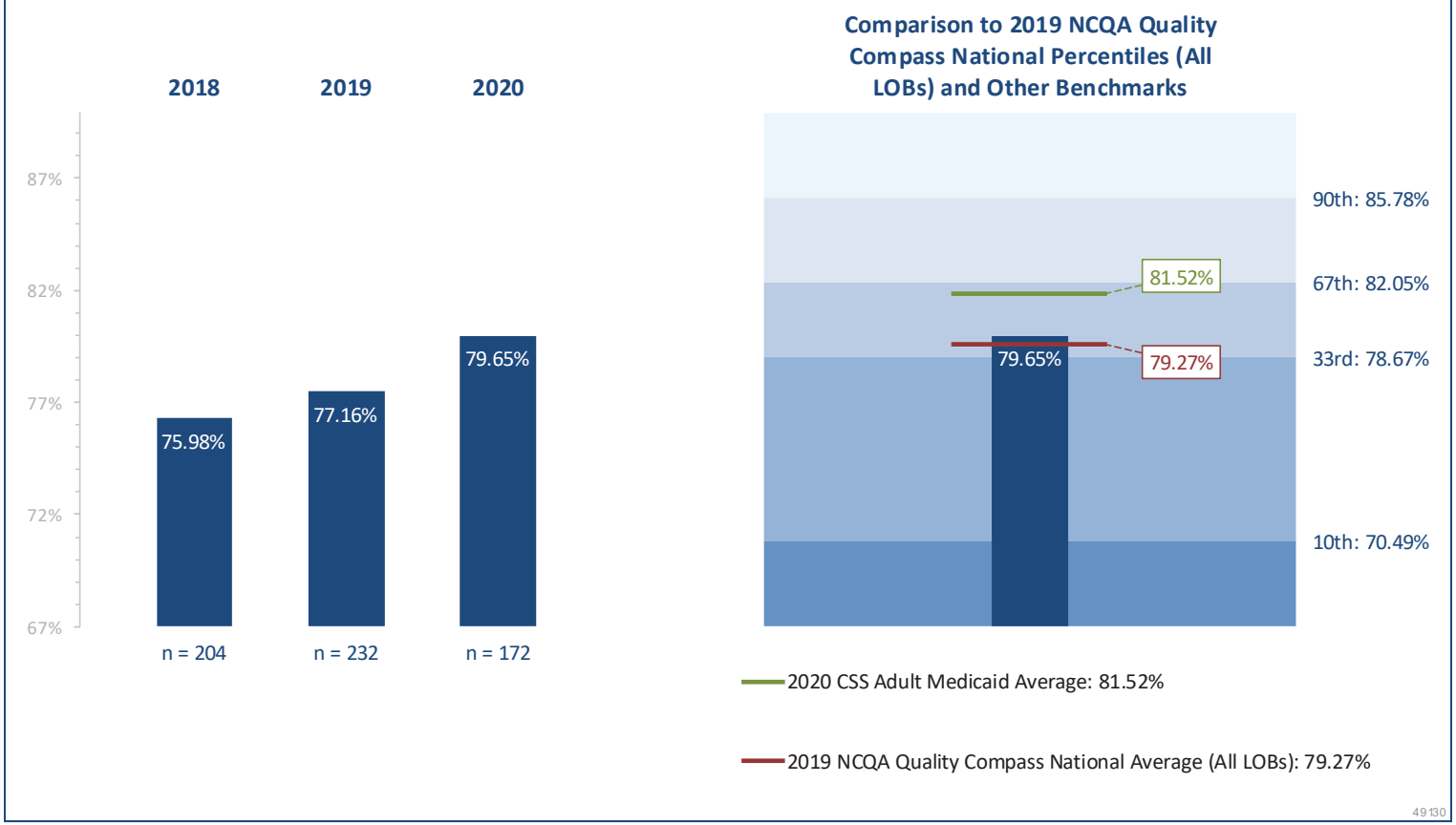
Getting Care Quickly: Ease of Getting Urgent Care (Q4) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Getting Care Quickly: Ease of Getting a Check-up or Routine Care (Q6)

Percent Responding Always or Usually



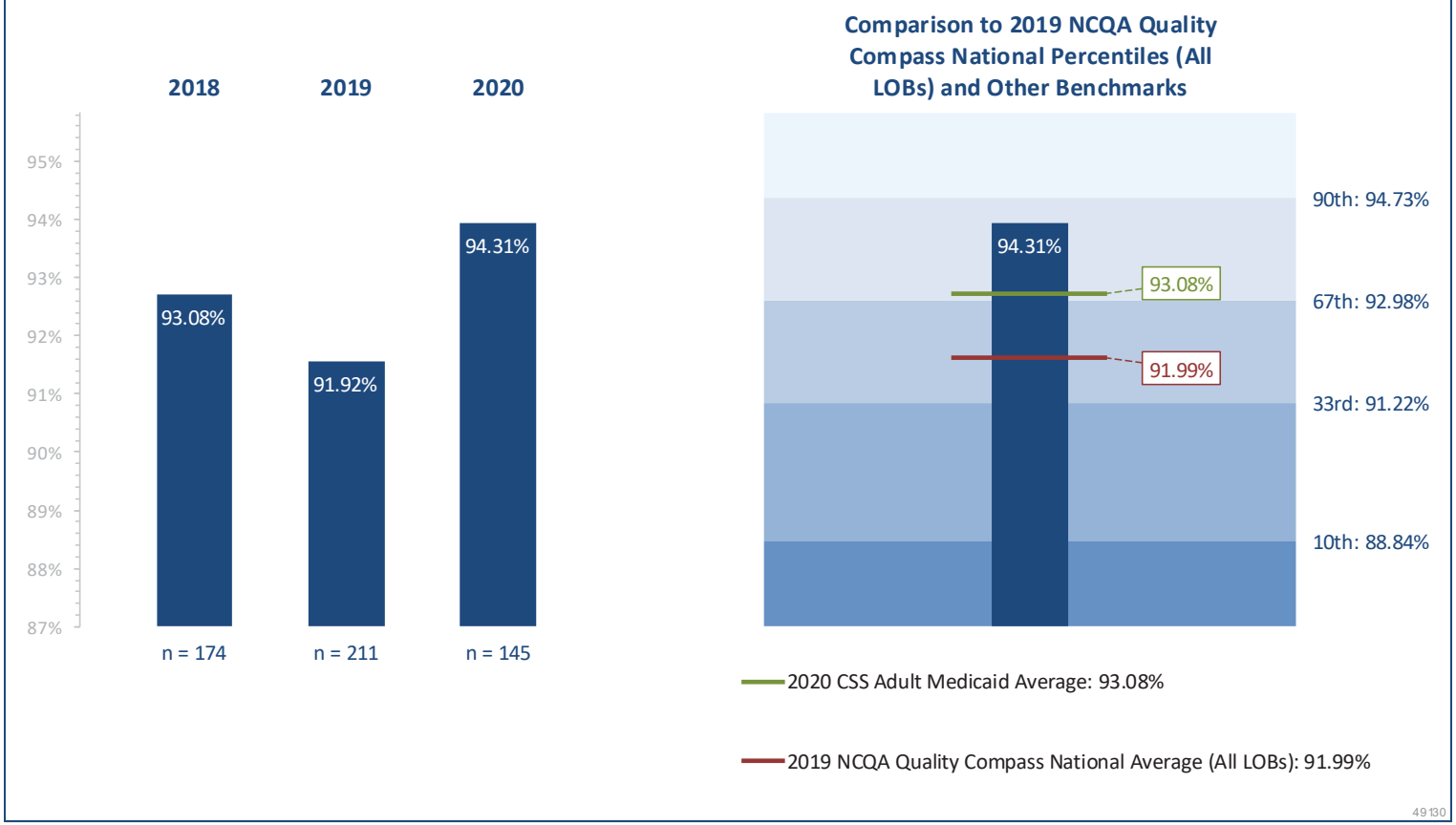
Getting Care Quickly: Ease of Getting a Check-up or Routine Care (Q6) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate

Percent Responding Always or Usually



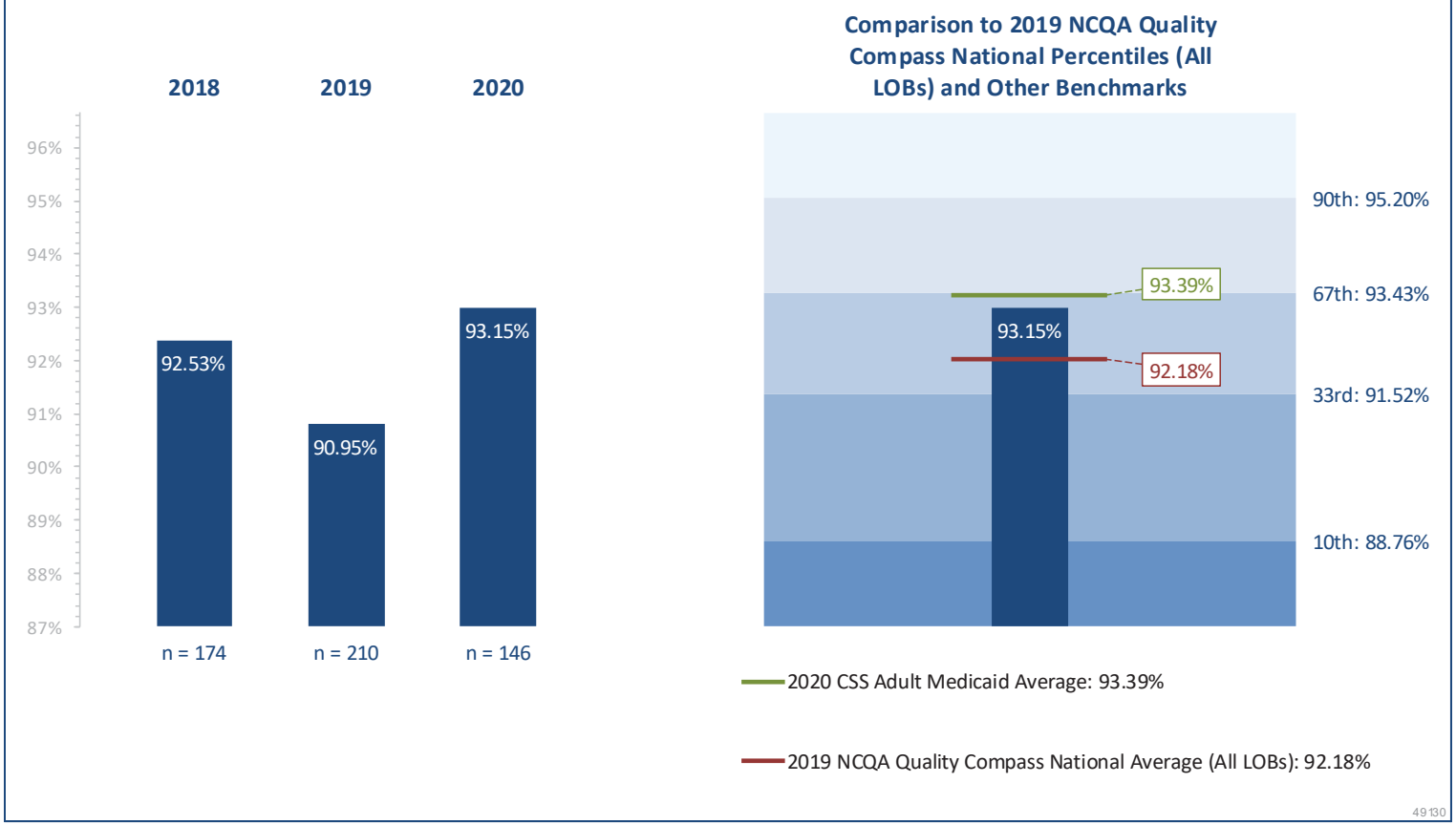
How Well Doctors Communicate (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Explained Things (Q12)

Percent Responding Always or Usually



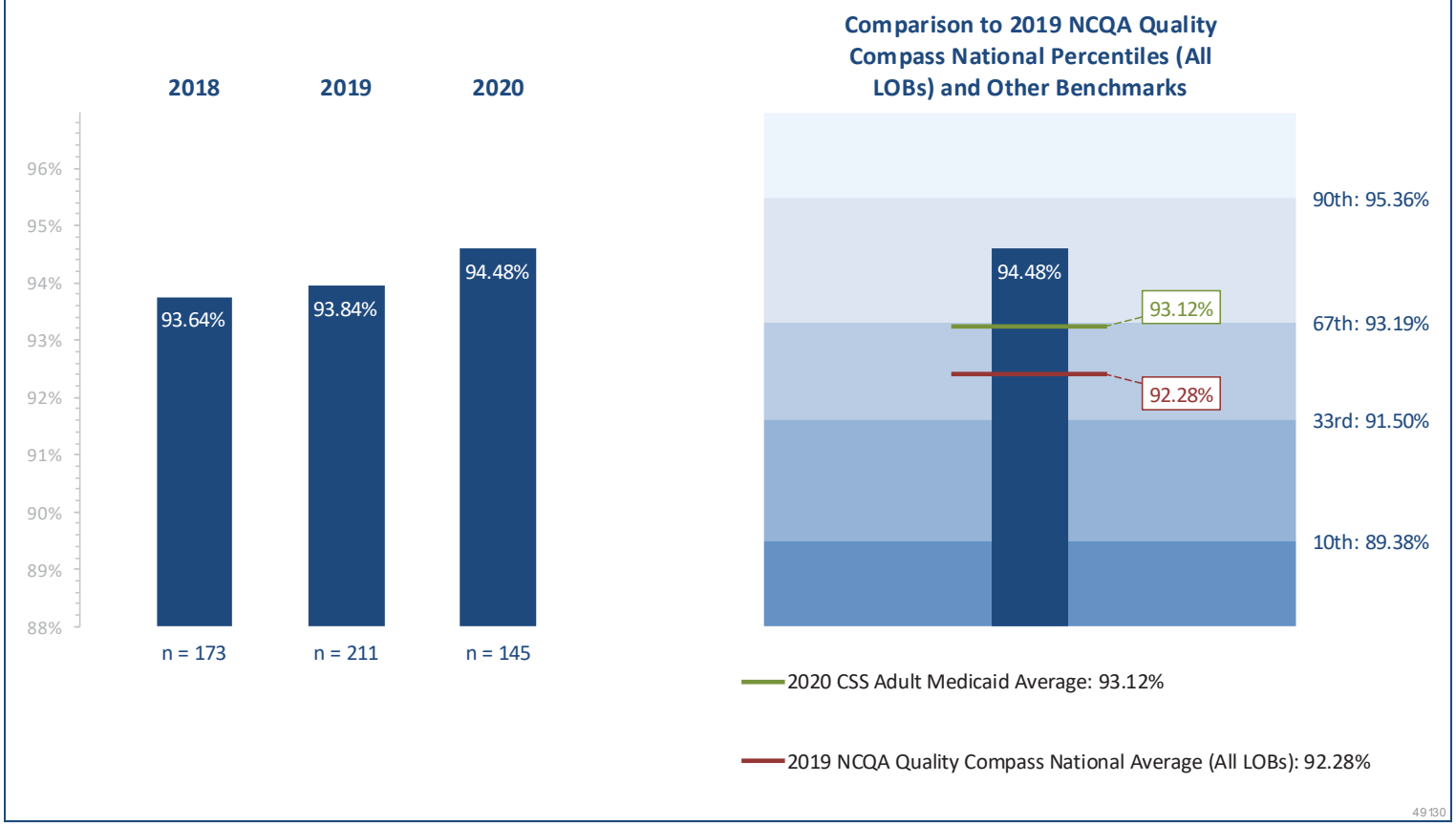
How Well Doctors Communicate: Doctor Explained Things (Q12) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Listened Carefully (Q13)

Percent Responding Always or Usually



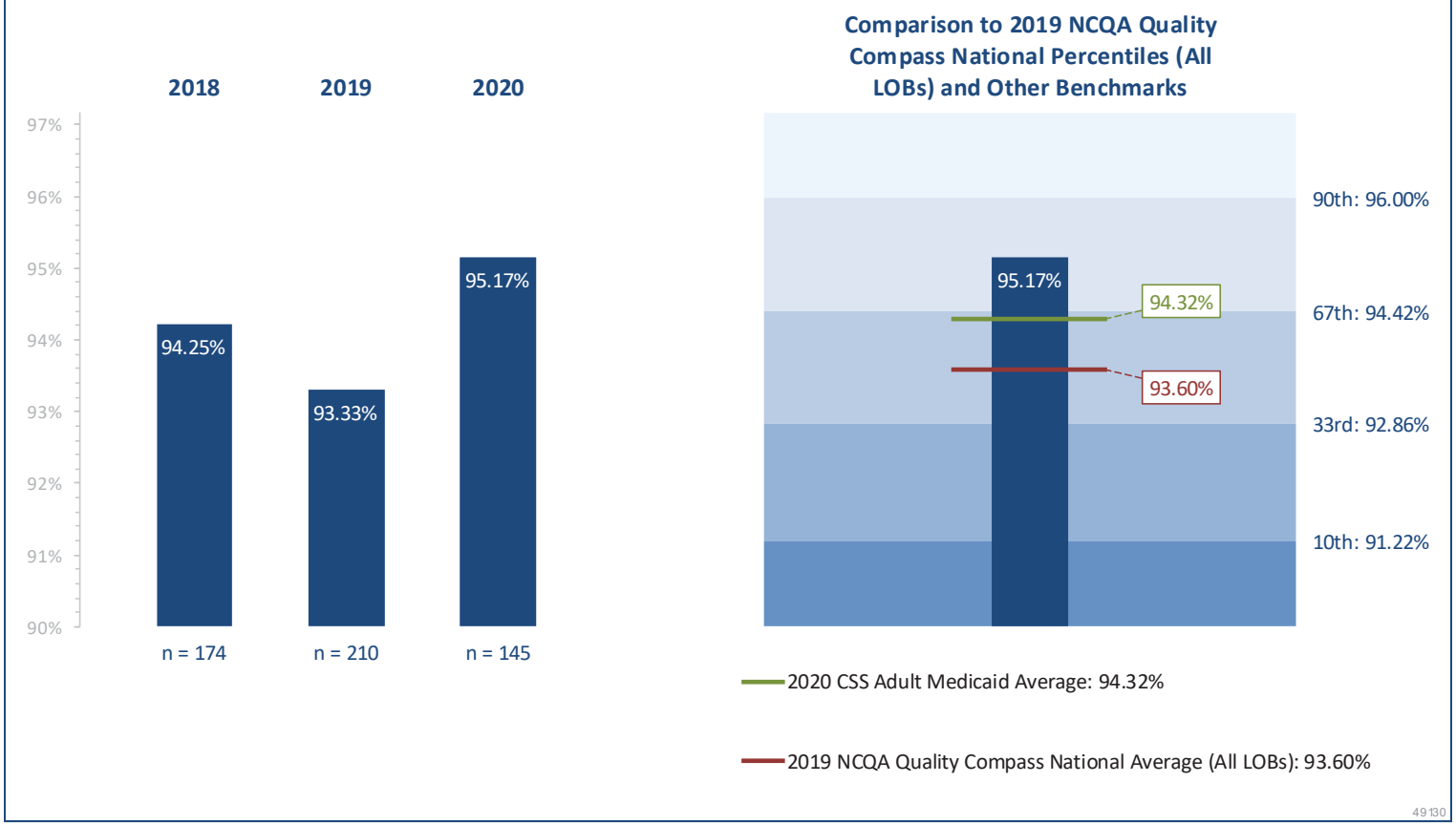
How Well Doctors Communicate: Doctor Listened Carefully (Q13) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Showed Respect (Q14)

Percent Responding Always or Usually



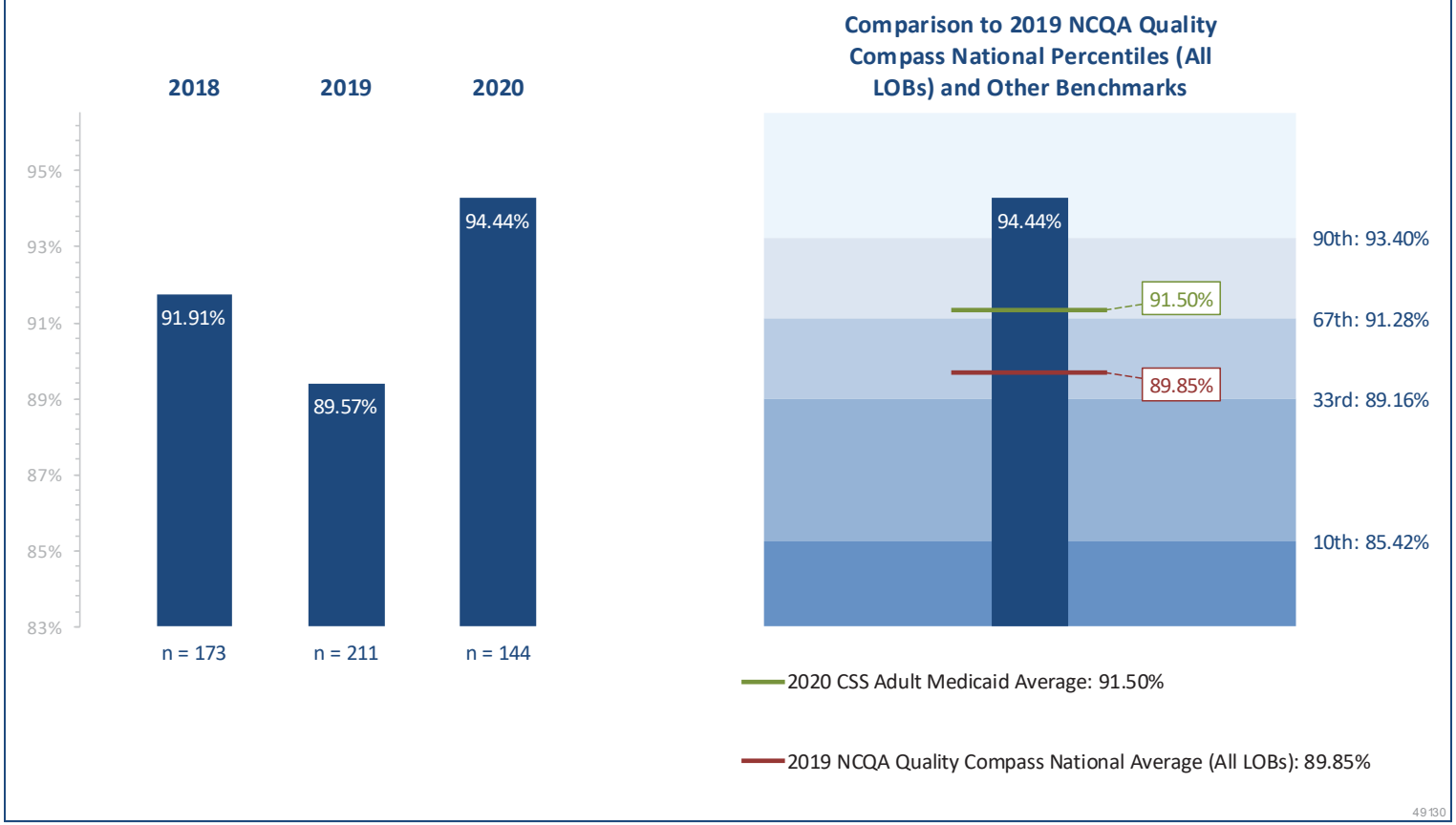
How Well Doctors Communicate: Doctor Showed Respect (Q14) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Spent Enough Time (Q15)

Percent Responding Always or Usually



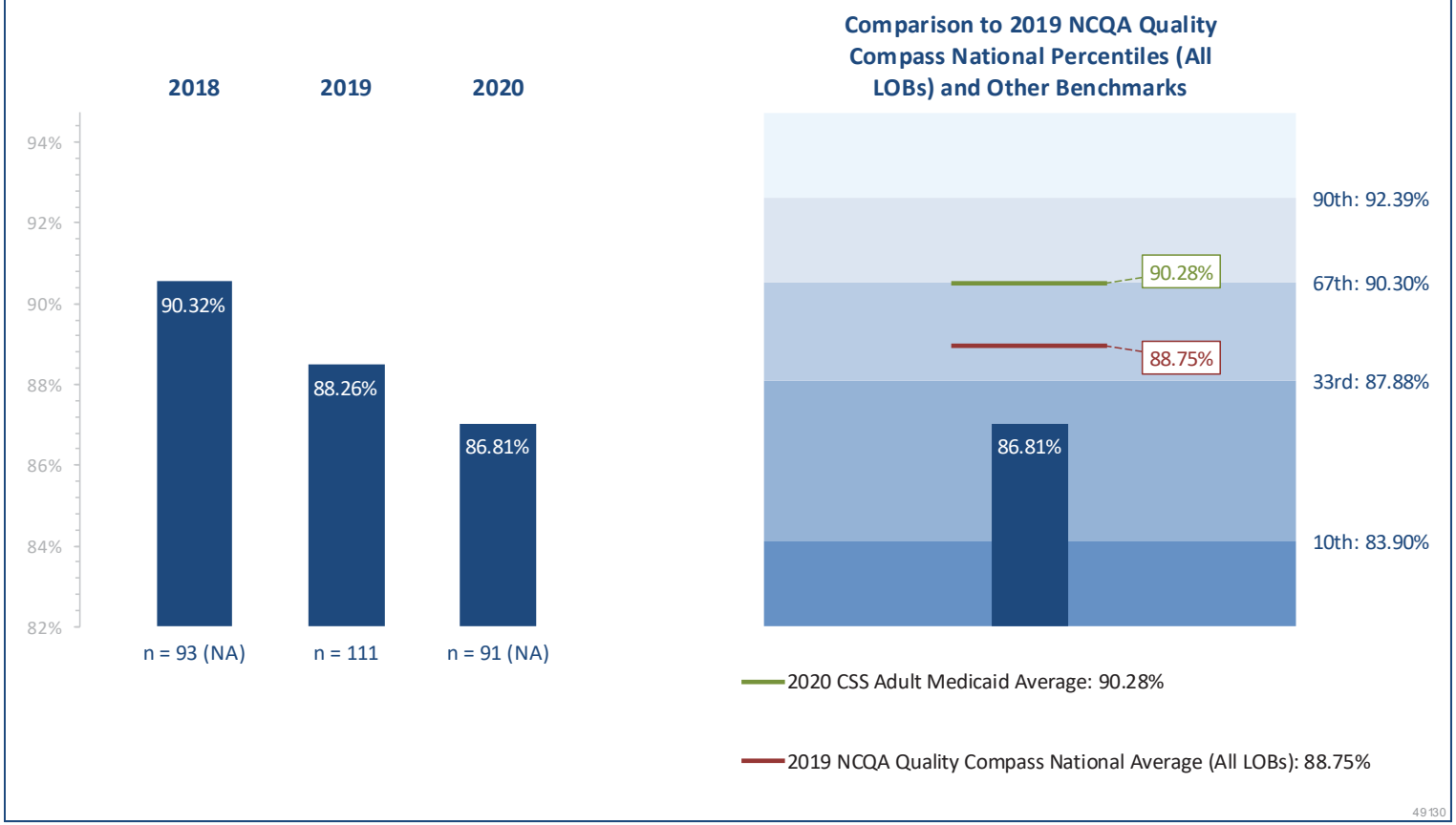
How Well Doctors Communicate: Doctor Spent Enough Time (Q15) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Customer Service

Percent Responding Always or Usually



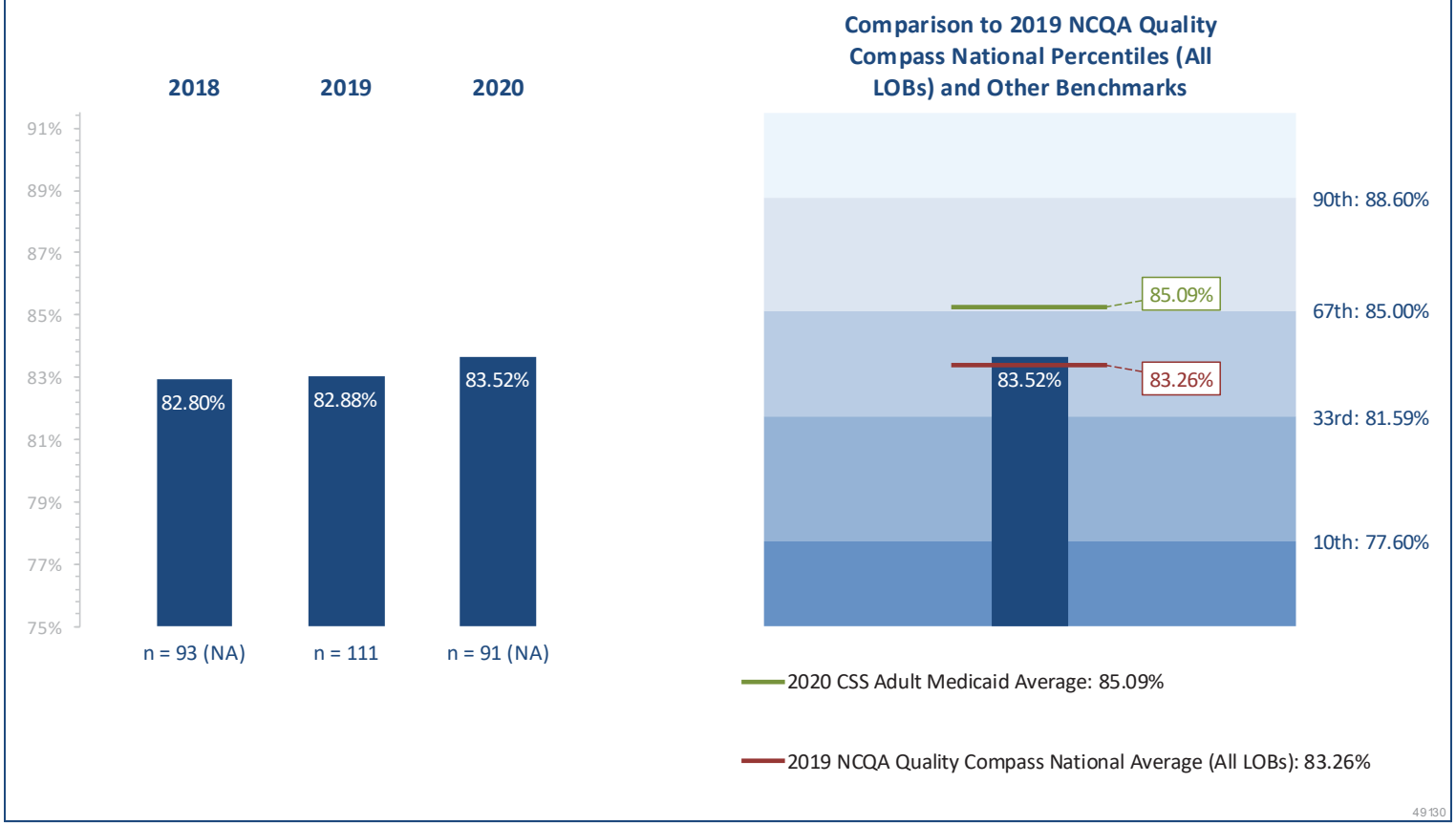
Customer Service (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Customer Service: Customer Service Provided Information/Help (Q24)

Percent Responding Always or Usually



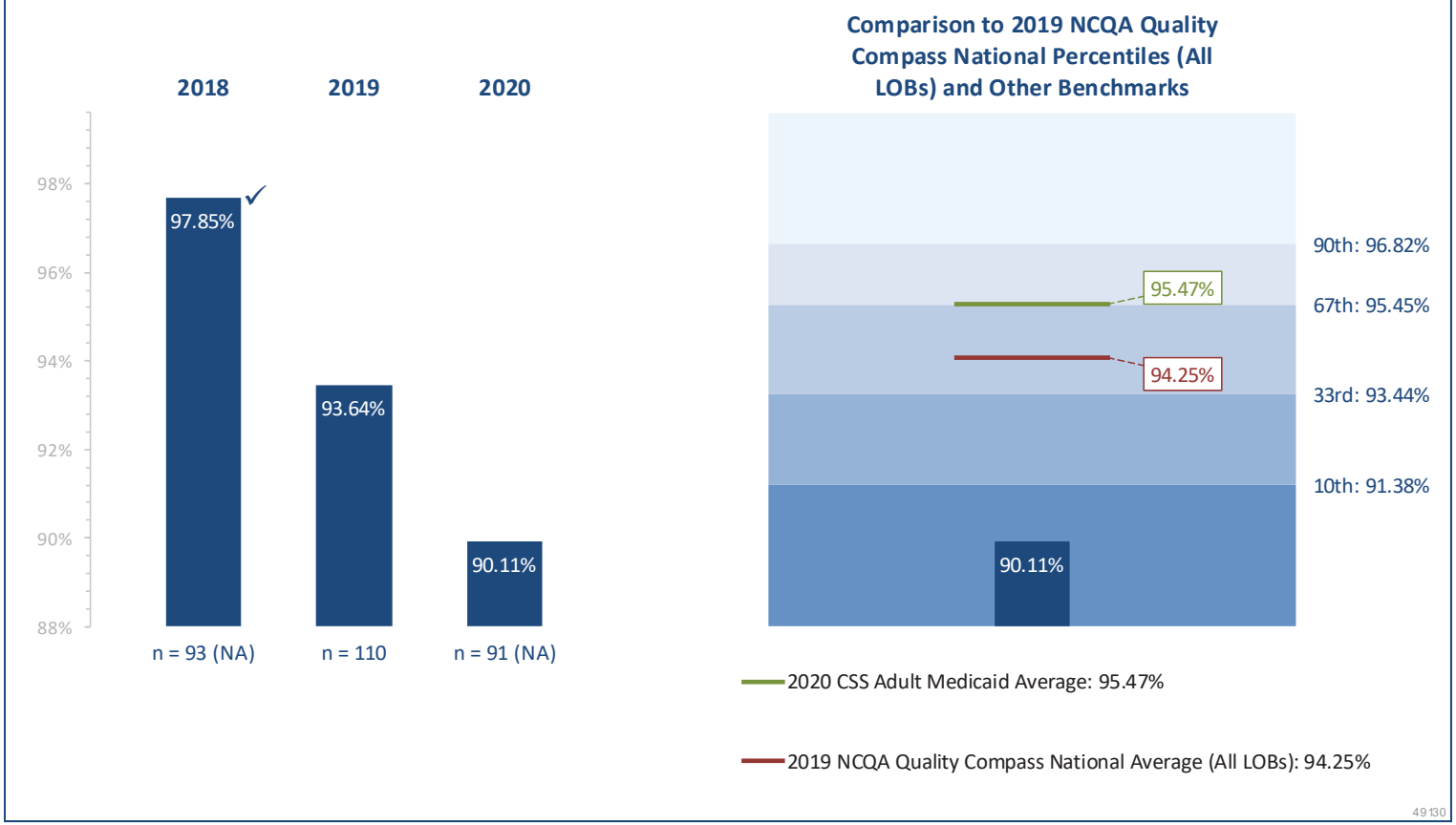
Customer Service: Customer Service Provided Information/Help (Q24) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Customer Service: Customer Service Was Courteous/Respectful (Q25)

Percent Responding Always or Usually



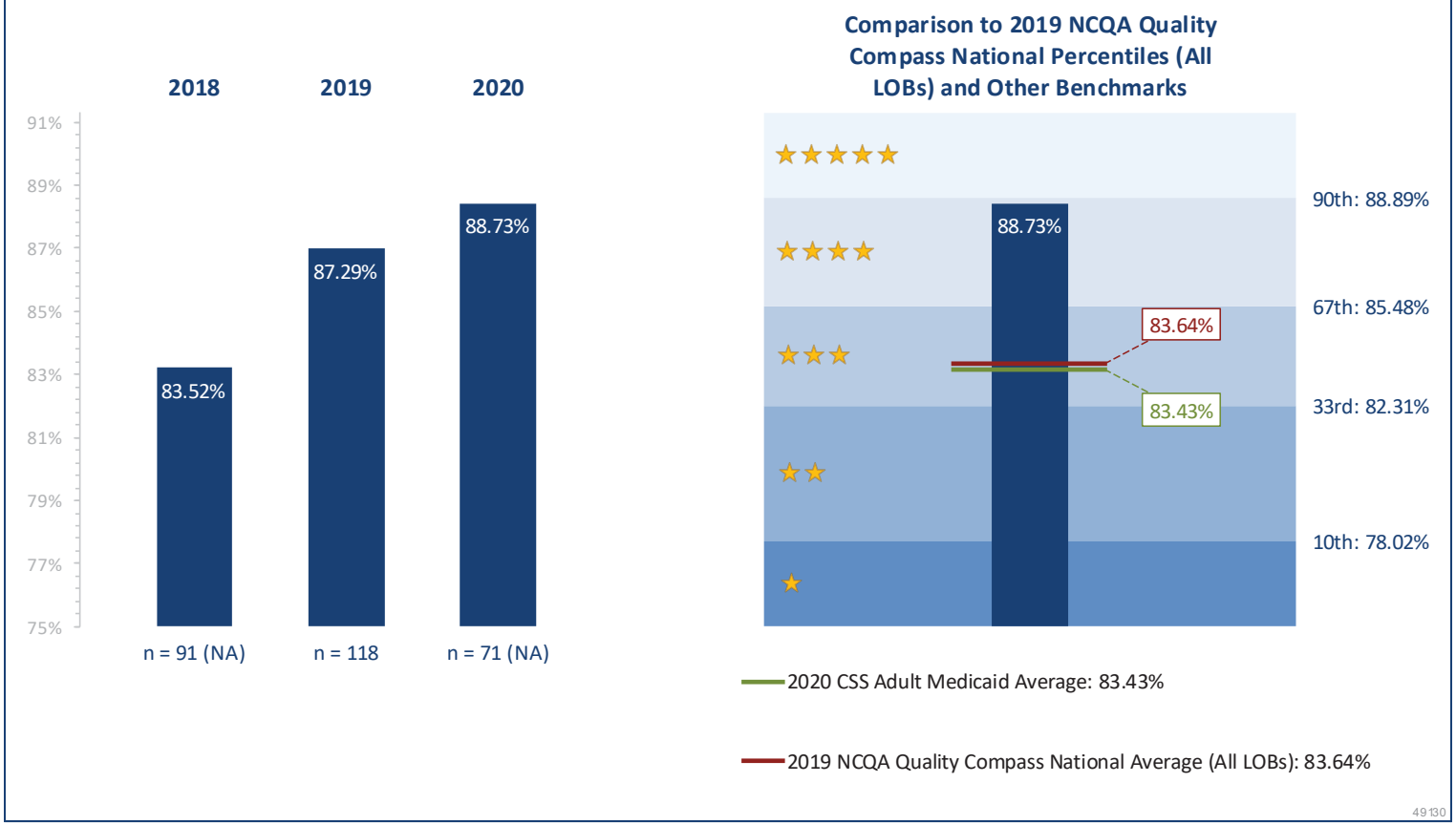
Customer Service: Customer Service Was Courteous/Respectful (Q25) (Always or Usually) is not included in NCQA's Health Plan Ratings. Star values do not apply.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

Coordination of Care

Percent Responding Always or Usually



Coordination of Care (Always or Usually) is included in NCQA's Health Plan Ratings. Star values are displayed for reference. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the relevant comparison rate are marked with a checkmark symbol next to the comparison rate.

EFFECTIVENESS OF CARE

The *Effectiveness of Care* domain applies to adult health plan members only and includes the following measures: *Flu Vaccinations for Adults Ages 18–64 (FVA)* and *Medical Assistance with Smoking and Tobacco Use Cessation (MSC)*. The *MSC* measure is based on two years of data collection and is calculated using the NCQA rolling average methodology. The *FVA* measure is a single-year rate. A brief description of each measure, as it appears in *HEDIS 2020, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care*, is reproduced below. Please refer to *Volume 3* for additional information on the measures, including rolling average calculation methodology and NCQA reporting rules.

MEASURES

FLU VACCINATIONS FOR ADULTS AGES 18–64 (FVA)

This measure represents the percentage of members 18–64 years of age who received a flu vaccination between July 1 of the measurement year and the date when the survey was completed.

MEDICAL ASSISTANCE WITH SMOKING AND TOBACCO USE CESSATION (MSC)

The following components of this measure assess different facets of providing medical assistance with smoking and tobacco use cessation:

- *Advising Smokers and Tobacco Users to Quit* – a rolling average rate represents the percentage of current smokers or tobacco users who received advice to quit during the measurement year.
- *Discussing Cessation Medications* – a rolling average rate represents the percentage of current smokers or tobacco users who discussed or were recommended cessation medications during the measurement year.
- *Discussing Cessation Strategies* – a rolling average rate represents the percentage of current smokers or tobacco users who discussed or were provided cessation methods or strategies during the measurement year.

CALCULATION AND REPORTING OF RESULTS

The rolling average method, employed by NCQA for the *MSC* measure, relies on two consecutive years of data collection to obtain a denominator sufficient to calculate results for a measure. Rolling average results are calculated using data reported for the current year and, when available, data reported for the prior year. NCQA calculates and reports rolling average rates according to the following rules:

- For a health plan with two consecutive years of reported data, the rate is calculated if the rolling average denominator is 100 or more. If the rolling average denominator is less than 100, NCQA reports the measure result as "NA".

- If the plan did not report results in the prior year but reports results for the current year, the rate is calculated if the current-year denominator is 100 or more. If the current year denominator is less than 100, NCQA reports the measure result as "NA".

A plan that does not report an *Effectiveness of Care* result for the current year gets assigned a result of "NR" by NCQA. Note that as with all other measures, CSS reports the plan's *Effectiveness of Care* rates regardless of whether the plan reports them to NCQA or achieves the minimum denominator of 100 valid responses required for NCQA reporting. Any result shown in this report that does not meet the NCQA reporting criteria is denoted with "NA".

EFFECTIVENESS OF CARE RESULTS

Exhibit 3 provides a summary of ABH of LA results on HEDIS *Effectiveness of Care* measures. Comparisons to prior-year rates (if available) as well as to the 2020 CSS Adult Medicaid Average rates with statistical significance tests are included.

EXHIBIT 3. 2020 ABH OF LA ADULT MEDICAID CAHPS SURVEY: EFFECTIVENESS OF CARE MEASURES

Effectiveness of Care Measures	2020 Rate	Difference between 2020 Rate and…		
		2019 Rate	2020 CSS Adult Medicaid Average	2019 NCQA Quality Compass National Average (All LOBs)
Flu Vaccinations for Adults (FVA)				
Flu Vaccinations for Adults (% Yes)	41.74%	5.40%	-1.36%	-0.05%
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)				
Advising Smokers and Tobacco Users to Quit (% Sometimes, Usually, or Always)	73.73%	0.50%	-3.28%	-2.98%
Discussing Cessation Medications (% Sometimes, Usually, or Always)	51.90%	1.70%	-0.77%	-0.97%
Discussing Cessation Strategies (% Sometimes, Usually, or Always)	49.58%	4.52%	3.02%	3.20%

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Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. At least 100 valid responses (n, or measure denominator) must be collected for a measure rate to be reportable by NCQA. Rates for the MSC measure were calculated using NCQA's rolling average methodology. The FVA rate is based on current-year results only.

Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). All differences between rates were calculated prior to rounding and rounded for display.

Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the comparison rate are marked as ↑ when your current-year rate is higher or ↓ when it is lower than the comparison rate.

MEMBER PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the ABH of LA membership, including demographics, self-reported health status, and responses to survey items that assess utilization of healthcare services.

A health plan's membership mix is shaped by multiple factors, most of which are beyond the scope of the CAHPS survey. These include benefit design, geography, availability of health plan choices, and member self-selection into products that best meet their needs. CSS's analysis of industry data suggests that there is considerable variation in member demographic makeup and utilization patterns across plans. To the extent that various member segments have distinct healthcare needs, utilization patterns, expectations, experiences, as well as attitudes and perceptions, their assessments of the same plan will likely differ.

Certain member characteristics (e.g., health status) appear to be directly related to differences in healthcare needs and utilization levels. For example, some plans have predominantly healthy members, whose interactions with care providers and the plan tend to be limited. By contrast, other plans serve populations with higher rates of illness. These members tend to have more frequent encounters with the healthcare system and as a result may become more experienced users of health plans. The ways in which members use the plan, the frequency of their interactions with providers and staff, and their overall level of familiarity with how the plan works may affect ratings.

In addition to health care needs and utilization patterns, demographic characteristics have been shown to influence survey responses. For example, all else being equal, older respondents and members of certain ethnic groups tend to rate their health care providers and plans more positively. By contrast, more educated members rate more critically, regardless of age or ethnicity.

While the interplay between these membership variables (often referred to as the plan's "case mix") and health plan ratings is complex, health plan ratings clearly vary across demographic groups and user segments. Understanding the plan's case mix can help managers to gain insight into possible sources of this variation.

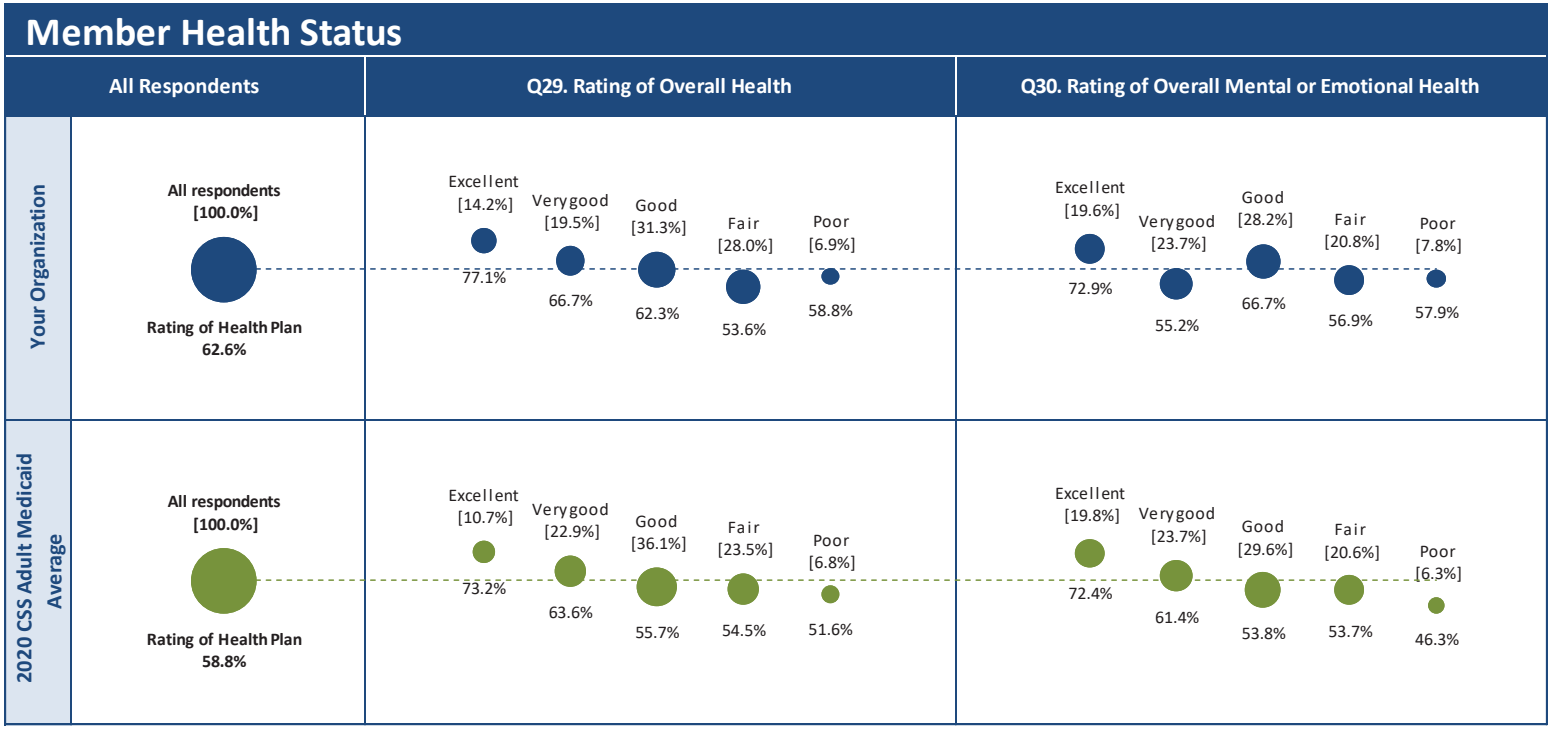
The charts on the following pages illustrate how *Rating of Health Plan* (% *9* or *10*) varies by the member subgroup of ABH of LA compared to the relevant national benchmark distribution(s). Each demographic or utilization subgroup is represented by a "bubble" on the chart. The label above the bubble and the percentage in square brackets below it identify the subgroup and its size. The area of the bubble represents the size of the subgroup visually. Unless a member belongs to more than one subgroup (e.g., race category), subgroup sizes should add up to 100%. Note that these charts only include members who answered the relevant demographic/utilization question on the survey and provided a valid response to the *Rating of Health Plan* question. For this reason, the reported subgroup sizes may differ slightly from the proportions reported in the cross-tabulations.

HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

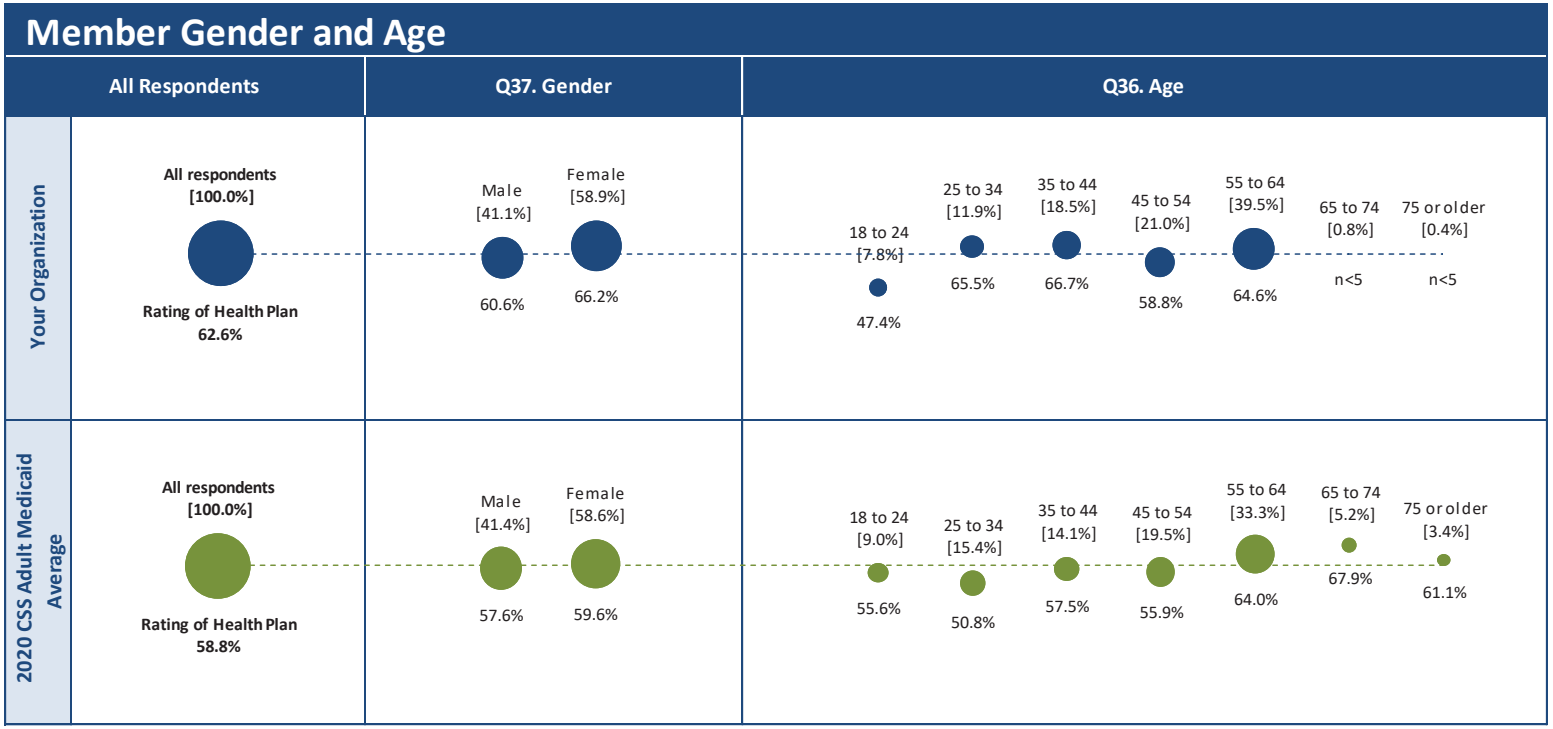
- Health status
- Gender
- Age
- Race
- Ethnicity (Hispanic or Latino)
- Education level

Member Health Status



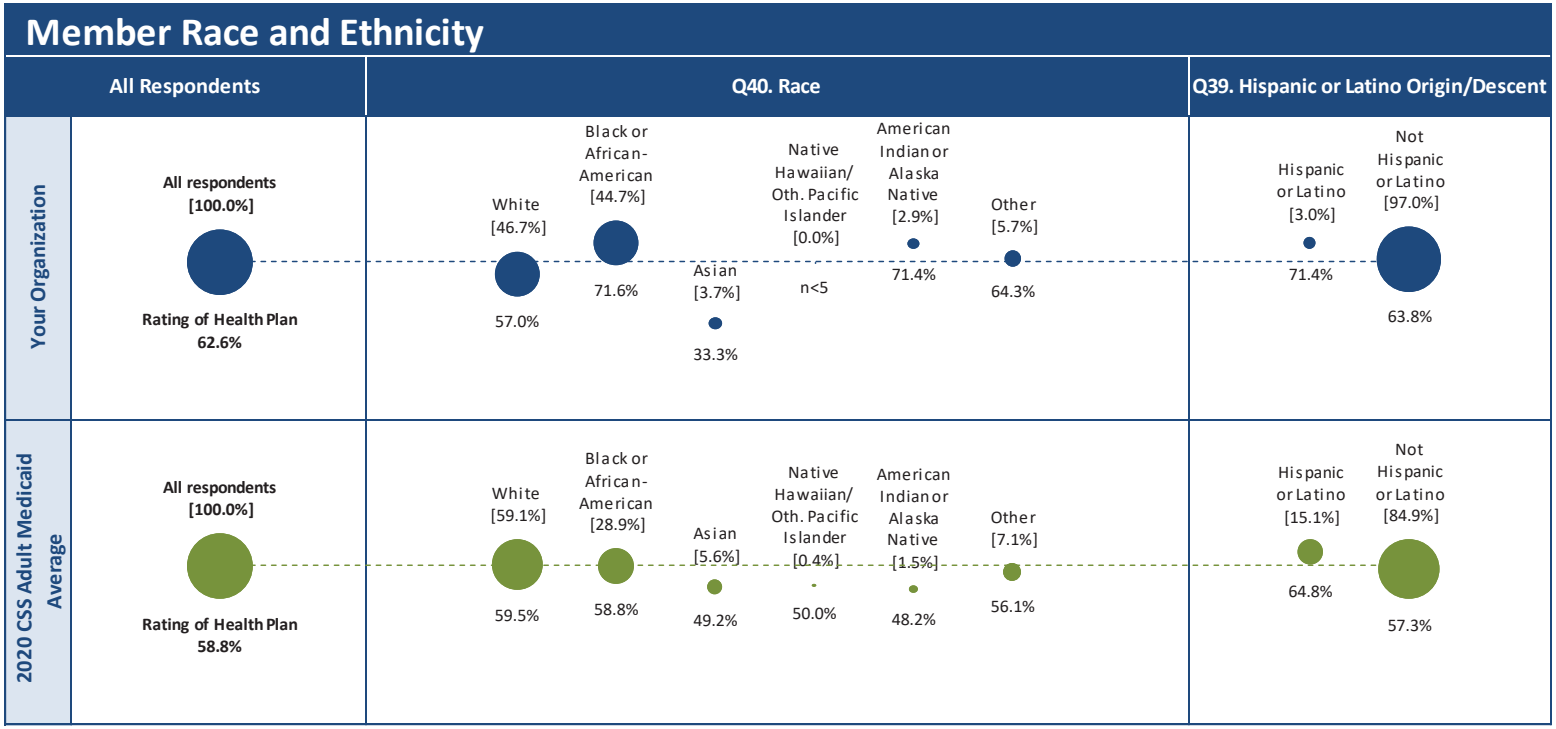
Only includes surveys with a valid response to Q28 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q28. The reported rate for Q28 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Member Gender and Age



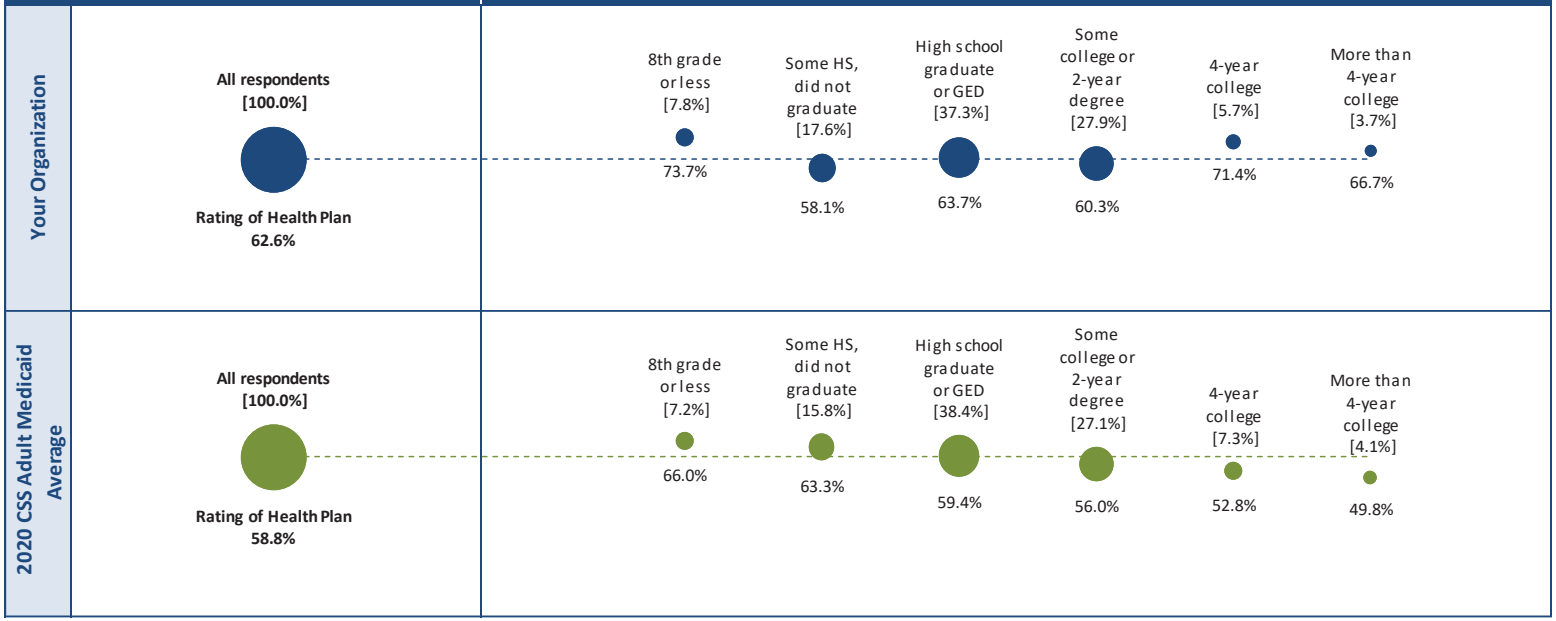
Only includes surveys with a valid response to Q28 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q28. The reported rate for Q28 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Member Race and Ethnicity



Only includes surveys with a valid response to Q28 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q28. The reported rate for Q28 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

Member Education Level



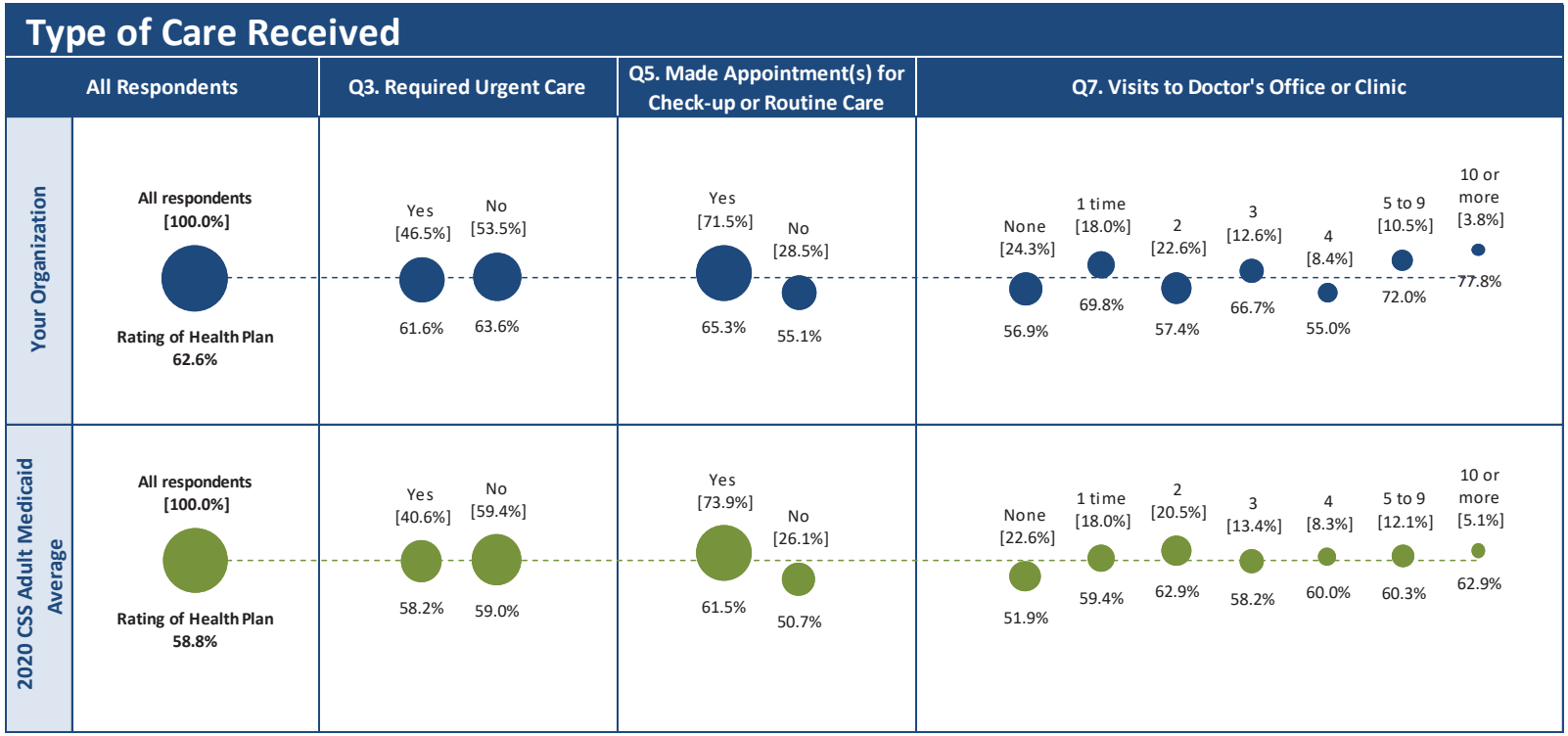
Only includes surveys with a valid response to Q28 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q28. The reported rate for Q28 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

USE OF SERVICES

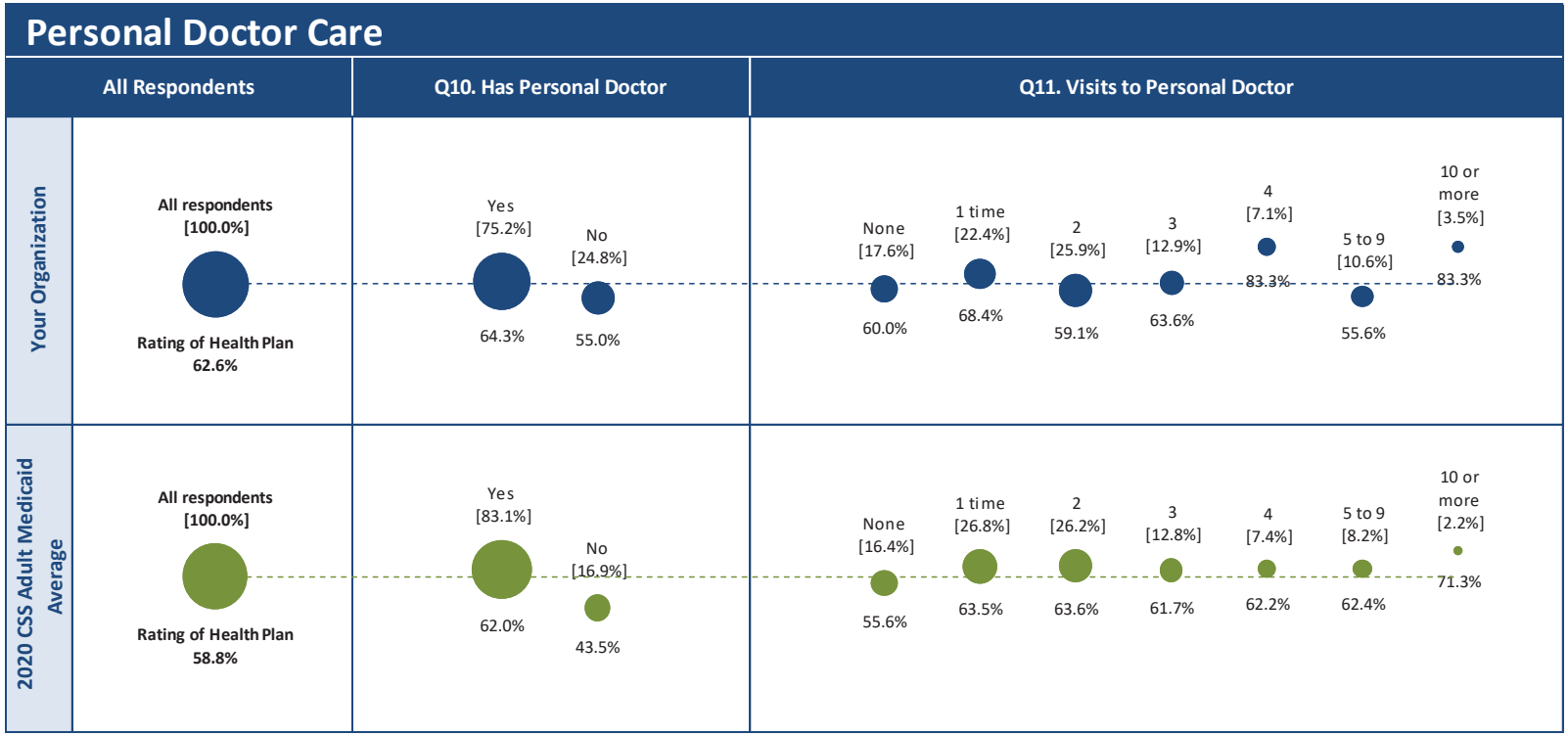
The following utilization measures are included in this section:

- Type of care received
- Frequency of visits
- Care received from personal doctor
- Specialty and other non-primary care

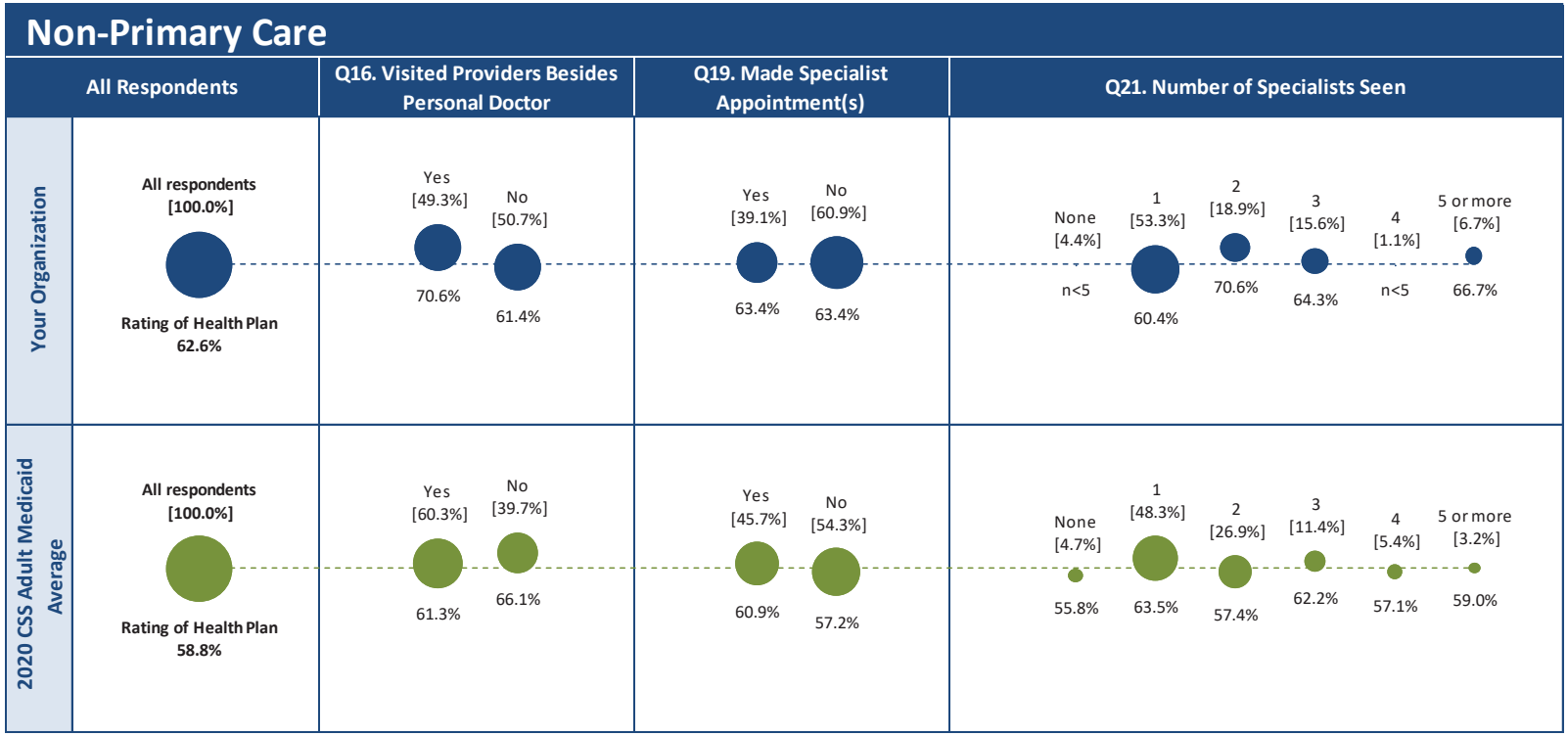
Type of Care Received



Only includes surveys with a valid response to Q28 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q28. The reported rate for Q28 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.



Only includes surveys with a valid response to Q28 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q28. The reported rate for Q28 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.



Only includes surveys with a valid response to Q28 (Rating of Health Plan). The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of respondents in the subgroup providing a valid response to Q28. The reported rate for Q28 is % 9 or 10. Results are reported only if 5 or more valid responses (n) were obtained.

KEY DRIVER ANALYSIS

OBJECTIVES

CSS's *Key Driver Analysis (KDA)* highlights some of the key differences between high- and low-rated health plans at the industry level. The principal objectives of the KDA are:

- To isolate a set of plan attributes, or key drivers, that distinguish high-rated plans from low-rated plans
- To highlight industry best practices on the key driver measures
- To compare the current performance of ABH of LA to industry best practices in these areas
- To estimate the impact of improving performance on these measures on the *Rating of Health Plan* measure

TECHNICAL APPROACH

INDUSTRY VIEW

Industry-level analysis, which uses health plans as units of analysis, has several important advantages compared to the alternative approach, which focuses on member experiences *within* a single plan. Certain plan attributes are strongly related to member satisfaction *at the industry level*. However, these relationships may be missed if we focus on only one plan at a time. For example, it has been shown that plans that are rated highly on measures of access and availability of care tend to have high overall ratings. Conversely, poor access scores are associated with low overall plan scores. This relationship is clear when ratings are compared *across* plans. However, *within* a specific plan, member experiences may not be sufficiently varied to reveal the underlying relationship. That is, if all members are equally dissatisfied with access to care, this measure will show a misleadingly low correlation with the overall rating of the plan. As a result, the plan may underestimate the key role of access to care as a driver of member satisfaction and miss a critical opportunity for improvement.

In addition, expressing every CAHPS survey variable as a plan-level rate yields a complete and rich information set on each plan. This effectively eliminates any "gaps" in respondent-level data from a single plan caused by survey skip patterns and allows every response to be used in the analysis.

Finally, in addition to the standard CAHPS performance measures, other sources of differences between health plans can be explored, increasing the explanatory power of the model and allowing for more precise estimation of the individual key driver effects. These include experience rates, which are based on responses to the CAHPS screener questions. Screeners establish whether a member had a particular type of experience or interaction with the plan (e.g.,

contacted customer service, submitted a claim, etc.). CSS's analysis shows that these experience indicators explain a significant portion of the plan's overall satisfaction score. Additional components of the overall score include utilization rates and demographic characteristics of the plan's membership, addressed in more detail in the *Member Profile and Analysis of Plan Ratings by Member Segment* section of this report. Clearly, from the plan's perspective, some of these factors are more actionable than others. However, to yield an accurate model of key drivers of member satisfaction, the analysis must consider all measurable influences on the overall rating of the plan.

KEY DRIVER MODEL DEVELOPMENT

The CSS *Key Driver Model* was developed using a national plan-level dataset of Adult Medicaid CAHPS survey results. The analysis was based on 299 plans included in the 2018 and 2019 NCQA Quality Compass dataset. CSS performed regression analysis of health plan ratings to identify the sources of variation in overall scores across the industry spectrum, using individual health plans as units of analysis. Regression analysis expresses mathematically the relationship between plan attributes (predictors) and the global *Rating of Health Plan* score, controlling for interdependencies among the predictors and other factors that may influence ratings (e.g., member demographics, utilization patterns, etc.). Predictors were chosen carefully to yield a model that is both meaningful and actionable from the health plan's point of view.

All of the plan variables, including potential drivers of satisfaction (i.e., variables that the plan may consider actionable) and control variables (member demographics, health status, utilization rates, product type, and year of data collection) were entered into the regression model, and the independent contribution of each variable was estimated. As in the past, CSS excluded *Rating of All Health Care* from the list of predictors both because of its high correlation with *Rating of Health Plan* and the presence of other survey items that measure more specific aspects of member experience. If included, *Rating of all Health Care* would account for a large portion of the variance and confound coefficient estimates for the remaining variables in the model.

INDUSTRY KEY DRIVER MODEL

The table below lists 7 key drivers of Adult Medicaid member experience in order of importance, from highest to lowest, based on their relative contribution to the *Rating of Health Plan* score. These variables have statistically significant coefficients in the regression model (p-value < 0.05). Performance on these variables, together with the control variables, explains 54 percent of the industry variation in Adult Medicaid health plan ratings. Note that this ordering reflects *only* the strength of the overall relationship between each key driver and the health plan score at the industry level. It does not consider how ABH of LA is currently performing on these measures. Improvement targets identified specifically for ABH of LA, which consider both the strength of the key driver and the current level of performance in the area, are presented graphically in the next section.

Adult Medicaid member ratings of the plan are strongly related to members' ability to get the care they need when they need it (Q9). Being able to obtain needed information from customer service (Q24), access to highly rated providers (Q22 and Q18), and availability of various types of care (Q4, Q5, and Q7) are all significant drivers of member experience.

Key Driver	Interpretation
Q9. Ease of getting needed care, tests, or treatment (percent *Usually or Always*)	The higher the proportion of plan members reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q24. Health plan customer service provided needed information or help (percent *Usually or Always*)	The higher the proportion of members who were able to get the information or help they needed from customer service, the higher the overall plan score
Q22. Rating of Specialist Seen Most Often (percent *9* or *10*)	The higher the proportion of members rating their specialist as *9* or *10*, the higher the overall plan score
Q7. Visits to doctor's office or clinic (percent *5 or more*)	The higher the proportion of members who visited a provider 5 or more times, the higher the overall plan score
Q18. Rating of Personal Doctor (percent *9* or *10*)	The higher the proportion of members rating their personal doctor as *9* or *10*, the higher the overall plan score
Q5. Made appointments for routine care at a doctor's office or clinic (percent *Yes*)	The higher the proportion of members who made appointments for check-up or routine care at a doctor's office or clinic during the past 6 months, the higher the overall plan score
Q4. Got an appointment for urgent care as soon as needed (percent *Usually or Always*)	The higher the proportion of members reporting favorably on their experience getting urgent care, the higher the overall plan score

OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for ABH of LA are presented in Exhibit 4. The ordering of the key drivers reflects both the strength of each key driver in the broad industry context and how ABH of LA is currently performing on each measure.

The middle panel of the chart compares how ABH of LA is performing compared to the *best practice* score on each key driver. CSS defined the best practice score as the highest score among the 23 plans contributing to the 2020 CSS Adult Medicaid Average. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of ABH of LA performance and the best practice score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score ABH of LA could achieve if it performed on par with the best practice plan on each of the key driver measures. Each bar represents room for improvement on the key driver weighted by its contribution to the *Rating of Health Plan* score.

EXHIBIT 4. 2020 ABH OF LA ADULT MEDICAID CAHPS SURVEY: KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
2020 Rate		Percentage Point Difference Between Current Key Driver Score and the **Best Practice Score***	Expected Percentage Point **Improvement** in **Rating of Health Plan** score (percent *9* or *10*) if Key Driver Performs at Best Practice Level
Q22. Rating of Specialist Seen Most Often (percent *9* or *10*)	**62.79%**	+22.21% → **85.00%**	**+5.04%**
Q24. Customer service provided needed information or help (percent *Always* or *Usually*)	**83.52%**	+7.66% → **91.18%**	**+2.27%**
Q9. Ease of getting needed care, tests, or treatment (percent *Always* or *Usually*)	**84.86%**	+6.87% → **91.74%**	**+2.26%**
Q7. Visits to doctor's office or clinic (percent *5* or *more*)	**13.82%**	+9.38% → **23.20%**	**+2.25%**
Q4. Got an appointment for urgent care as soon as needed (percent *Always* or *Usually*)	**81.08%**	+10.81% → **91.89%**	**+2.00%**
Q5. Made appointments for routine care at a doctor's office or clinic (percent *Yes*)	**71.60%**	+9.42% → **81.02%**	**+1.61%**
Q18. Rating of Personal Doctor (percent *9* or *10*)	**69.49%**	+6.54% → **76.03%**	**+1.24%**

* Best score on the key driver measure among all plans included in the 2020 CSS Adult Medicaid Average

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HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

CSS's Industry *Key Driver Analysis* lists improvement opportunities and priorities for ABH of LA. The following is a list of possible interventions and resources related to each of the key drivers. This section is included as a guide to assist you in your quality improvement efforts. Some of these resources may be more applicable to ABH of LA than others, especially because many of the cited interventions are intended to be implemented at the practice or provider level. For a useful introduction to quality improvement (QI), refer to the Agency for Health Care Research and Quality's (AHRQ) reference guide that includes descriptions of QI strategies in health delivery systems (https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-improvement/improvement-guide/4-approach-qi-process/cahps-section-4-ways-to-approach-qi-process.pdf).

IMPROVING MEMBER ACCESS TO CARE

Removing barriers to care is central to improving the health care experience of plan members. The following resources suggest ways to improve patient access to care, tests, and treatment.

- *Same-Day Appointment Scheduling* – The Agency for Healthcare Research and Quality (AHRQ) recommends a method of scheduling that leaves part of each physician's day open for same-day appointments, rather than a traditional scheduling model that books appointments weeks or months in advance. Because the method does not differentiate between urgent and routine care, patients with non-urgent concerns are able to schedule appointments sooner than under traditional scheduling methods. For more information, see http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/access/strategy6a-openaccess.html.

- *Implement Process Improvements to Streamline Patient Flow* – Delays experienced by patients while waiting for care, tests, or treatment can be minimized through a variety of mechanisms. For example, reallocating tasks such as physical exams and ordering x-rays to physician's assistants and nurse practitioners frees up physicians' time to attend to more pressing patient concerns. The exact form of these improvements will vary widely by practice. See http://www.ahrq.gov/research/findings/final-reports/ptflow/index.html for AHRQ's guide to plan and implement patient flow improvement strategies.

- *Patient-Centered Medical Homes (PCMH)* – This model increases patient access to physicians, reducing barriers to receiving care (https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2869425/). There are many valuable sources of information on the medical home model of care and health equity. To start, see this Institute of Medicine report: https://nam.edu/wp-content/uploads/2015/06/PatientCenteredMedicalHome.pdf. Family Medicine for America's Health is a collaboration of family medicine organizations dedicated to improving health care by expanding and emphasizing primary care, particularly through the use of patient-centered medical homes. For AHRQ's resources detailing transitioning a practice to a patient-centered medical home model, see http://www.pcmh.ahrq.gov/.

- *Alternative Access Centers* – This brief (http://www.rwjf.org/content/dam/farm/reports/issue_briefs/2015/rwjf419415) from the Robert Wood Johnson Foundation highlights the growing capacity of retail clinics and telemedicine to meet patient medical needs, particularly in rural and underserved communities and for patients with acute but non-serious conditions who need care quickly. Providing patients with alternative venues to access health care, rather than the traditional doctor's office or hospital, lowers barriers to care (https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/).

IMPROVING QUALITY OF PHYSICIANS IN HEALTH PLAN NETWORK

These resources concentrate on improving the physician-patient relationship, with a focus on communication. Implementing the solutions proposed here may result in patients' increased rating of doctors.

- *Improve Physician Communication* – Much of patient dissatisfaction stems from a failure of effective physician communication (https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3096184/). Seminars and workshops for physicians serve as a resource for physicians to learn and practice patient-centered communication techniques. For example, The California Quality Collaborative has identified nine effective strategies for improving patient experience with health care providers in their *Improving the Patient Experience Change Package* (see http://www.calquality.org/storage/Improving_Pt_Experience_Spread_Change_Pkg_UpdatedMay2011.pdf). For general recommendations related to physician communication, see https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6gtraining.html.

- *Help Patients Communicate* – Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and "coached care" programs. See http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html and http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html. For a sample communication document that providers can distribute to patients before or during visits, see http://www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048.

- *Build Physician-Patient Relationships* – An article published in the British Journal of General Practice found that patients seeing their preferred doctor rated their satisfaction with visits significantly higher than patients who did not have a doctor preference or those who would have preferred to see a different doctor. A study of English National Health Service data found that confidence and trust in a doctor is an important predictor of overall patient satisfaction (http://www.ncbi.nlm.nih.gov/pubmed/18416910/), while a Harvard study found that a positive physician-patient relationship correlates with better healthcare outcomes (https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3981763/).

- *Improve Referral Communication* – The coordination of care between primary and specialist providers can be a challenge and may affect patient perceptions of their specialist care. Improving the coordination of care and case management can increase patient satisfaction with their specialist. For examples of interventions that improve care coordination efficiency and quality, see https://innovations.ahrq.gov/profiles/electronic-referrals-and-communications-reduce-wait-times-specialty-appointments-and as well as https://innovations.ahrq.gov/profiles/referring-physicians-send-electronic-handoff-note-pertinent-patient-information-emergency.

IMPROVING CUSTOMER SERVICE AND HEALTH PLAN-RELATED INFORMATION

It is important that health plan information be provided to members and that the information addresses member concerns. As representatives of the plan, customer service staff must ensure that members have confidence and trust in their ability to address their concerns. The following resources contain recommendations for improving customer service.

- *Develop Customer Service Standards* – To improve customer service, the Agency for Healthcare Research and Quality suggests first articulating which aspects of customer service are most important to your organization. After developing these standards, monitor performance and promote accountability among staff. For more information, see http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6q-custservice-standards.html.

- *Iterative Improvement for Member Services* – This RAND paper details a case study in which a health plan used additional surveys to supplement CAHPS results and thoroughly assess member dissatisfaction with customer service. Throughout the process, plan leadership continually examined and adjusted improvement goals. The intervention resulted in a reduction of wait time for customer service calls and increased member satisfaction with customer service, as measured on the CAHPS survey. See http://www.rand.org/pubs/working_papers/WR517.html.

- *Implement Service Recovery Procedures* – When customers have a complaint, service recovery programs support customer service personnel in identifying and remedying the problem. While complaints may be inevitable, proper handling of complaints can reassure patients and restore loyalty to the health plan. For more information, see http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html.

- *Make Plan Information Accessible to All Members* – A Health Research and Educational Trust study found that demographic characteristics, including education, age, gender, and income, significantly impacted use of an Internet-based decision tool. The tool provided cost information as well as a health and wellness assessment. The study suggests that effort beyond Internet-based tools is necessary to reach certain demographics. For further information, see http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3447236/.

- *Increase Access to Trusted Health Information* – Many people look to their health plan for information not only on how the health plan works, but also on resources to help them improve their health, particularly when dealing with chronic illnesses. A recent meta-analysis confirmed that improved access to trusted health information leads to improved outcomes (https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5818676/). The ONC Patient Engagement (PE) Playbook was created by the Office of the National Coordinator for Health Information Technology (ONC) to help healthcare professionals use health information technology (health IT) to provide better care to patients. The PE Playbook focuses specifically on electronic health record (EHR) patient portals, which allow both patients and healthcare teams, concurrent with patients' privacy preferences, to easily access patient health information — which may lead to increased benefits for healthcare, such as improved health outcomes and lower costs (https://www.healthit.gov/playbook/pe/).

- *Evaluate the Organization's Health Literacy Programs* – The CDC has developed guidance on evaluating an organization's health literacy program, including recommended sources of communication and health literacy measures. See http://www.cdc.gov/healthliteracy/researchevaluate/program-evaluation.html. The CDC's National Prevention Information Network also offers tools to create health materials in plain language to reduce health disparities (https://npin.cdc.gov/pages/health-communication-language-and-literacy).

- *Improve Patient Health Literacy* – This guide by the Office of Disease Prevention and Health Promotion outlines steps to improve health literacy, which may help patients to better absorb the information they obtain from written materials or the Internet. For detailed steps, see https://health.gov/our-work/health-literacy/resources. AHRQ has also developed its own health literacy toolkit to support physicians (https://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html).

APPENDIX A. SURVEY RESULTS AT A GLANCE

2020 CAHPS Survey Results at a Glance

Aetna Better Health of Louisiana (Adult Medicaid)

Survey Measures	Your Organization						Benchmark Comparisons		Your Organization's Estimated 2020 NCQA Health Plan (Star) Rating
	2018		2019		2020		2020 CSS Adult Medicaid Average	2019 NCQA Quality Compass National Average (All LOBs)	
	Rate	(n)	Rate	(n)	Rate	(n)			
Patient Experience									★★½☆☆
Getting Care									★★☆☆☆
Getting Needed Care (% Always or Usually)	78.06%	(168)	80.16%	(189)	79.25%	(138)	83.40%	82.48%	★★☆☆☆
Q9. Ease of Getting Needed Care	78.54%	(219)	84.13%	(252)	84.86%	(185)	86.54%	84.79%	Not calculated
Q20. Ease of Seeing a Specialist NA	77.59%	(116)	76.19%	(126)	73.63%	(91)	80.26%	80.31%	
Getting Care Quickly (% Always or Usually)	78.87%	(176)	80.48%	(187)	80.37%	(142)	83.19%	81.97%	★★☆☆☆
Q4. Ease of Getting Urgent Care	81.76%	(148)	83.80%	(142)	81.08%	(111)	84.86%	85.07%	Not calculated
Q6. Ease of Getting a Check-up or Routine Care	75.98%	(204)	77.16%	(232)	79.65%	(172)	81.52%	79.27%	
Satisfaction With Plan Physicians									★★★☆☆
Rating of Personal Doctor (% 9 or 10)	69.50%	(200)	65.71%	(245)	69.49%	(177)	67.06%	67.48%	★★★☆☆
Rating of Personal Doctor (% 8, 9 or 10)	83.00%	(200)	84.49%	(245)	83.05%	(177)	81.59%	82.10%	Not calculated
Rating of Specialist Seen Most Often (% 9 or 10) NA	73.00%	(100)	66.67%	(111)	62.79%	(86)	66.95%	66.90%	★★☆☆☆
Rating of Specialist Seen Most Often (% 8, 9 or 10) NA	83.00%	(100)	84.68%	(111)	81.40%	(86)	81.90%	82.29%	Not calculated
Rating of All Health Care (% 9 or 10)	53.36%	(223)	52.38%	(252)	56.15%	(187)	54.46%	54.86%	★★★☆☆
Rating of All Health Care (% 8, 9 or 10)	68.61%	(223)	71.83%	(252)	73.26%	(187)	73.74%	75.35%	Not calculated
Coordination of Care (% Always or Usually) NA	83.52%	(91)	87.29%	(118)	88.73%	(71)	83.43%	83.64%	★★★★☆
Satisfaction With Plan Services									★★★☆☆
Rating of Health Plan (% 9 or 10)	63.79%	(301)	57.27%	(337)	62.60%	(246)	58.78%	60.29%	★★★☆☆
Rating of Health Plan (% 8, 9 or 10)	78.07%	(301)	76.56%	(337)	74.39%	(246)	75.62%	77.56%	Not calculated
Additional Measures NOT Reported in NCQA's Health Plan Ratings									
How Well Doctors Communicate (% Always or Usually)	93.08%	(174)	91.92%	(211)	94.31%	(145)	93.08%	91.99%	
Q12. Doctor Explained Things	92.53%	(174)	90.95%	(210)	93.15%	(146)	93.39%	92.18%	
Q13. Doctor Listened Carefully	93.64%	(173)	93.84%	(211)	94.48%	(145)	93.12%	92.28%	
Q14. Doctor Showed Respect	94.25%	(174)	93.33%	(210)	95.17%	(145)	94.32%	93.60%	Not calculated
Q15. Doctor Spent Enough Time	91.91%	(173)	89.57%	(211)	94.44%	(144)	91.50%	89.85%	
Customer Service (% Always or Usually) NA	90.32%	(93)	88.26%	(111)	86.81%	(91)	90.28%	88.75%	
Q24. Customer Service Provided Information/Help NA	82.80%	(93)	82.88%	(111)	83.52%	(91)	85.09%	83.26%	
Q25. Customer Service Was Courteous/Respectful NA	97.85% ↓	(93)	93.64%	(110)	90.11%	(91)	95.47%	94.25%	
Effectiveness of Care Measures									
Flu Vaccinations for Adults (% Yes)	35.23%	(298)	36.34%	(333)	41.74%	(242)	43.10%	41.79%	
Advising Smokers and Tobacco Users to Quit (% Sometimes, Usually, or Always)	68.70%	(262)	73.23%	(254)	73.73%	(236)	77.00%	76.71%	Not calculated
Discussing Cessation Medications (% Sometimes, Usually, or Always)	43.68%	(261)	50.20%	(253)	51.90%	(237)	52.67%	52.87%	
Discussing Cessation Strategies (% Sometimes, Usually, or Always)	39.23% ↑	(260)	45.06%	(253)	49.58%	(236)	46.56%	46.38%	

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Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. At least 100 valid responses (n, or measure denominator, reported in parentheses) must be collected for a measure rate to be reportable by NCQA.

Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). All differences between rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the comparison rate are marked as ↑ when your current-year rate is higher or ↓ when it is lower than the comparison rate.

Health Plan Ratings

Health Plan (star) Ratings for applicable measures were estimated using NCQA's Health Plan Ratings 2020-2021 methodology (https://www.ncqa.org/hedis/reports-and-research/ratings-2020/). **Due to COVID-19, NCQA will not release 2020 Health Plan Ratings.**

NA appears next to the measure name and a lighter display is used for results to indicate that the result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results for your organization's internal use only.

APPENDIX B. SCORING METHODOLOGY AND GLOSSARY

NCQA CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

NCQA's *HEDIS 2020, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculating survey results. These guidelines include:

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.
- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).
- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).
- Denominator reporting thresholds. Health plans must achieve a denominator of at least 100 responses to obtain a reportable result. If the denominator for a particular survey result calculation is less than 100, NCQA assigns a measure result of "NA".
- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
- Rules for handling changes in submission entity (i.e., if a health plan changes how it reports CAHPS results from one year to the next.)

COMPOSITE GLOBAL PROPORTIONS

Global Proportions are *average* proportions of respondents who gave the plan a favorable rating on each question in a composite. The steps involved in calculating the composite global proportion are:

Step 1

For each question in a composite, determine the proportion of respondents selecting the reported response option(s).

Step 2

Calculate the average proportion across all the questions in the composite. These are the composite global proportions. Note: each question in a composite is weighted equally, regardless of how many members respond.

Example:

Response option	Q4	Q6	Global Proportion
Never or *Sometimes*	1 / 5 = 0.20	1 / 4 = 0.25	(0.20 + 0.25) / 2 = 0.2250
Usually	2 / 5 = 0.40	1 / 4 = 0.25	(0.40 + 0.25) / 2 = 0.3250
Always	2 / 5 = 0.40	2 / 4 = 0.50	(0.40 + 0.50) / 2 = 0.4500
Usually or Always	4 / 5 = 0.80	3 / 4 = 0.75	(0.80 + 0.75) / 2 = 0.7750

Therefore, 80.00 percent and 75.00 percent of members respectively provided favorable responses to the *Getting Care Quickly* questions Q4 and Q6. Averaging these two proportions yields the global proportion score of 77.50 percent for the *Getting Care Quickly* composite.

INFORMATION ON PLANNED NCQA UPDATE TO 2020 ACCREDITATION AND HEALTH PLAN RATINGS

HEALTH PLAN ACCREDITATION (HPA)

Prior to 2020, plans could earn up to 100 points toward Accreditation from the following three sources: 50 points from Accreditation Standards (NCQA's review of the plan's quality processes, policies and procedures), 37 points from clinical quality measures (HEDIS), and 13 points from member experience measures (CAHPS). The Health Plan Accreditation (HPA) program mapped Standard elements, clinical measures (HEDIS), and member experience measures (CAHPS) to five Accreditation categories: *Access and Service*, *Qualified Providers*, *Staying Healthy*, *Getting Better*, and *Living with* Illness. Points earned in each category were divided by the total points allocated to that category, and the resulting percentage determined the number of Accreditation stars awarded by category (90% and above = four stars; 80%–89% = three stars, etc.). A plan could earn up to four stars in each of the five categories. Accreditation star ratings are currently reported on NCQA's *Health Plan Report Cards* website (see https://reportcards.ncqa.org/#/health-plans/list). Health plan Accreditation status, derived from the total number of Accreditation points earned, is also listed (90–100 points = *Excellent*, 80–89.99 points = *Commendable*, and 65–79.99 points = *Accredited*).

HEALTH PLAN RATINGS (HPR)

Prior to 2020, Health Plan Ratings (HPR), reported on NCQA's *Health Insurance Plan Ratings* website (http://healthinsuranceratings.ncqa.org), were based on the same three broad categories of quality measures used in HPA: clinical measures (HEDIS), member experience measures (CAHPS), and performance on NCQA Accreditation Standards. HPR scores were typically released in September. Prior to the planned 2020 refresh, HPR scores were reported on a 5-point scale in half points (not stars) and were calculated by comparing the plan's score to the same-year National All-Lines-of-Business 10th, 33.33rd, 66.67th, and 90th measure percentiles. Measures that scored at the 90th percentile level were given the rating of 5; those scoring at the 66.67th percentile level were given the rating of 4, etc. HPR included an overall plan rating as well as summary rating in three broad domains based on HEDIS and CAHPS measures: *Consumer Satisfaction* (CAHPS), *Prevention* (HEDIS), and *Treatment* (HEDIS). The *Consumer Satisfaction* domain was further subdivided into three sub-domains based on CAHPS measures: *Getting Care*, *Satisfaction with Plan Physicians*, and *Satisfaction with Plan Services*.

2020 ACCREDITATION AND HEALTH PLAN RATINGS UPDATE

In response to feedback from employers, states, and consumer advocates, NCQA made the decision to align HPA (*Health Plan Report Cards*) and HPR (*Health Insurance Plan Ratings*) beginning with the 2020 HEDIS reporting year. With its planned 2020 Health Plan Accreditation update, NCQA sought to improve consistency and transparency in reporting by moving toward a single source of health plan performance information. Plans would continue to be scored on Accreditation Standards and report quality (HEDIS) and member experience (CAHPS) measures. However, the way Accreditation is earned would change.

The following is a summary of the methodological updates NCQA planned to implement prior to the COVID-19 pandemic. Due to COVID-19, NCQA will not release 2020 Health Plan Ratings. The summary of updates below is provided for reference only[7].

- NCQA simplified the Accreditation Standards scoring methodology. Variable point values that were previously assigned to specific Standard elements have been replaced with values of 1 or 2 points. Each element is scored as *Met* (earning all applicable points), *Partially Met* (earning half of applicable points), or *Not Met* (earning no points).

- Points earned on the Standards are summed across all Standard elements within each Standards category (there are six such categories, including *Quality Management & Improvement*, *Population Health Management*, etc.).

- To earn "Accredited" status, a plan must earn at least 80% of applicable points in each Standards category. With this change, NCQA effectively eliminated its historical Accreditation status distinctions (*Excellent*, *Commendable*, and *Accredited*).

- Accredited plans must report CAHPS scores, but these scores do not directly affect the plan's Accreditation status. This change has an important implication for CAHPS reporting: since no Accreditation points are earned from CAHPS, the 3-point-scale mean calculation (which was previously used by NCQA exclusively for Accreditation scoring) is no longer supported.

- Accredited plans earn an overall star rating based on HEDIS/CAHPS reporting, which will be reported to the public on NCQA's *Health Plan Ratings* page along with measure-, domain-, and sub-domain-level star ratings. Star ratings will be used to distinguish quality. They will replace the 5-point numeric *Health Plan Rating* and will be calculated similarly. An important difference is that the plan's scores will be benchmarked against prior-year National All-Lines-of-Business 10th, 33.33rd, 66.67th, and 90th measure percentiles to assign a star rating.

- The 4-point Accreditation star ratings (currently reported in *Health Plan Report Cards)*, based on the percentage of total Accreditation points earned, will no longer be used.

[7] For more information, see:
https://www.ncqa.org/programs/health-plans/health-plan-accreditation-hpa/current-customers/hpa2020/

CALCULATION OF HPR STARS

Below is the list of CAHPS survey measures[8] included in Health Plan Ratings. The *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction with Plan Physicians*, and *Satisfaction with Plan Services*) are also scored and reported as star ratings.

Measure Name	Individual CAHPS Measures Included in HPR (Assigned Star Ratings)
Patient Experience	
Getting Care	Getting Needed Care, Getting Care Quickly (*Usually* or *Always*)
Satisfaction with Plan Physicians	Rating of Personal Doctor, Rating of Specialist Seen Most Often, Rating of All Health Care (*9* or *10*) Coordination of Care (*Usually* or *Always*)
Satisfaction with Plan Services	Claims Processing (Commercial only) (*Usually* or *Always*), Rating of Health Plan (*9* or *10*)

Note that for the overall ratings NCQA uses the *9* or *10* question summary rate for benchmarking performance and assignment of star ratings. Also note that NCQA does not include *Customer Service* in HPR. This is consistent with how this measure has been treated in HPR prior to the 2020 refresh. However, *Customer Service* was previously scored for Accreditation.

Step 1: Compare reported rates to the prior-year National Percentiles for All Lines of Business

The reported rate is translated into measure rating score – the 1-5 score derived by comparing the plan's reported rate to the prior-year National 10th, 33.33rd, 66.67th and 90th measure percentiles for All Lines of Business.

Step 2: Assign individual measure star ratings

Individual measure rating score (ultimately reported as a star rating) is calculated as follows:

- 5 stars: a plan that is in the top decile (10 percent) of plans
- 4 stars: a plan that is in the top 3rd of plans, but not in the top 10th

[8] For more information, see https://www.ncqa.org/wp-content/uploads/2020/02/20200206_List_of_Required_Performance_Measures.pdf

- 3 stars: a plan in the middle 3rd of all plans
- 2 stars: a plan that is in the bottom 3rd of plans, but not in the bottom decile
- 1 star: a plan that is in the bottom 10 percent of plans

Step 3: Assign domain and sub-domain star ratings

Measure rating scores for the *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction with Plan Physicians*, and *Satisfaction with Plan Services*) are calculated using the formula:

Domain or Sub-Domain Measure Rating Score = ∑ (Measure rating * Measure Weight) / ∑ Weights

All CAHPS measures have the weight of 1.5.

For example, if a plan earns 3 stars on *Getting Needed Care* and 4 stars on *Getting Care Quickly*, the plan's *Getting Care* sub-domain score is calculated as (3*1.5 + 4*1.5) / (1.5 + 1.5) = 3.5 stars.

GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey
Benchmark	A reference score (e.g., the NCQA National Average rate, the CSS Book-of-Business average, or the plan's own prior-year rate) against which performance on the measure is assessed.
CAHPS 5.0H Surveys	Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a series of surveys designed to collect consumer feedback on their health care experiences. The CAHPS 5.0H Health Plan Survey asks members to report on their experiences with access to appointments and care through their health plan, communication with doctors available through the plan, and customer service. The Commercial plan version asks about member experiences in the previous twelve months, whereas the Medicaid version refers to the previous six months. The Medicaid version is available for adults and children; the Commercial version is for adults only. The Adult survey is intended for respondents who are 18 and older; the Child survey asks parents or guardians about the experiences of children 17 and younger. Health plans report survey results as part of HEDIS data collection. NCQA uses survey results in health plan performance reports, to inform accreditation decisions, and to create national benchmarks for care. Health plans might also collect CAHPS survey data for internal quality improvement purposes.
Composite Measures	Composite measures combine results from related survey questions into a single score to summarize health plan performance in a specific area of care or service. The set of applicable composites varies slightly by survey version.
Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the *Pearson correlation coefficient*. The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (*n*, or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than the NCQA-required minimum of 100 responses, NCQA assigns a measure result of "NA".
Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.)

Effectiveness of Care	Effectiveness of Care measures are relevant to Adult surveys only and include *Flu Vaccinations for Adults Ages 18–64 (FVA)* and *Medical Assistance with Smoking and Tobacco Use Cessation (MSC)*.
Eligible Population	Members who are eligible to participate in the survey based on the following NCQA criteria: - Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership. - Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less); - Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of December 31 of the measurement year); - Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).
Global proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., *Usually or Always*) averaged across the questions that make up the composite.
HEDIS	The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.
Key Drivers and Priorities for Improvement	Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, viewed from the industry perspective, helps to distinguish high-rated plans from poorly rated plans. Specific priorities for improvement for *your organization* are identified based on how it is currently performing on the key driver attributes compared to industry best practices.
NCQA	The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.
Oversampling	Sampling more than the minimum NCQA-specified sample size for a given survey type. A health plan must oversample if it cannot eliminate disenrolled members from membership files; correct addresses and, when appropriate, telephone numbers; provide updated, accurate sample frames to the survey vendor by the required date; or if it anticipates a high rate of disenrollment after providing the sample frame to the survey vendor. In such cases, oversampling will help ensure that a sufficient number of survey-eligible members remain in the sample. Another reason to oversample is to obtain a greater number of completed surveys. For

	example, the health plan may oversample if it has a prior history of low survey response rates or if it anticipates that a considerable number of the telephone numbers in the membership files are inaccurate. Collecting more completed surveys will help the plan to achieve reportable results and/or detect statistically significant differences or changes in scores. The oversampling rate must be a whole number (e.g., 7 percent).
Question Summary Rate	Question Summary Rates (QSRs) express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a *Never*, *Sometimes*, *Usually*, or *Always* response scale, with *Always* being the most favorable outcome. Results are typically reported as the proportion of members selecting *Usually* or *Always*.
Response Rate	Survey response rate is calculated by NCQA using the following formula: $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{\text{[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts +Added to Do Not Call (DNC) List]}}$
Rolling Average Rate Calculation Method	The rolling averages method was introduced by NCQA to accommodate measures with small denominators. To report the results of these measures, there must be at least 100 responses collected over two years of survey administration. The numerators and the denominators of these measures are combined over a two-year period to calculate the final reported rate.
Sample size	The NCQA-required sample size is 1,100 for Adult Commercial plans, 1,350 for Adult Medicaid plans, and 1,650 for Child Medicaid plans.
Statistically Significant Difference	When survey results are calculated based on sample data and compared to a benchmark score (e.g., the NCQA National Average rate, the CSS Book-of-Business average, or the plan's own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.
Trending	Comparison of survey results over time
Usable Responses (*n*)	See *Denominator*
Valid Response	Any acceptable response to a survey question (i.e., falling within a pre-defined set) that follows the NCQA skip pattern rules and data cleaning guidelines.

APPENDIX C. CROSS-TABULATIONS AND SURVEY MATERIALS

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Patient Experience Measures

	Reportable Rates					Estimated HPR	
	2019 NCQA Quality Compass National Average, All LOBs	2020 CSS Average	Plan Rate			2019 NCQA Quality Compass National Percentiles -- All LOBs	Stars
			2020	2019	2018		
Consumer Satisfaction							2.5
Getting Care							2.0
Getting Needed Care	82.48%	83.40%	**79.25%**	80.16%	78.06%	10th	2.0
Getting Care Quickly	81.97%	83.19%	**80.37%**	80.48%	78.87%	10th	2.0
Satisfaction with Plan Physicians							3.0
Rating of Personal Doctor	67.48%	67.06%	**69.49%**	65.71%	69.50%	33rd	3.0
Rating of Specialist Seen Most Often	66.90%	66.95%	**62.79%**	66.67%	73.00%	10th	2.0
Rating of All Health Care	54.86%	54.46%	**56.15%**	52.38%	53.36%	33rd	3.0
Coordination of Care	83.64%	83.43%	**88.73%**	87.29%	83.52%	67th	4.0
Satisfaction with Plan Services							3.0
Rating of Health Plan	60.29%	58.78%	**62.60%**	57.27%	63.79%	33rd	3.0
Non-HPR Measures							
How Well Doctors Communicate	91.99%	93.08%	**94.31%**	91.92%	93.08%		
Customer Service	88.75%	90.28%	**86.81%**	88.26%	90.32%		

49130

Note: for 2020 CAHPS, NCQA announced a new 2020-2021 Health Plan Rating methodology to align Health Plan Accreditation (HPA) and Health Plan Ratings (HPR). CAHPS measures presented in this table align with these changes. The three-point mean calculation that was previously used for Accreditation scoring was retired. Note that due to COVID-19, NCQA will not release 2020-2021 Health Plan Ratings. Results are presented for NCQA's top-box rates (% 9+10 or % Usually+Always). At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Effectiveness of Care Measures

		2020 Reported Rate	2020 Rate (Single Year)	2019 Rate (Single Year)
Flu Vaccinations for Adults Ages 18-64 (FVA)				
Base: All eligible respondents flagged by the plan as being age 18 to 64 as of July 1 of the measurement year				
Flu Vaccinations for Adults	Received a flu vaccination	101	101	121
	Usable responses	242	242	333
	FVA Rate	41.7%	41.7%	36.3%
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)				
Base: All eligible respondents who smoke or use tobacco				
Advising Smokers and Tobacco Users to Quit	Advised to quit	174	74	100
	Usable responses	236	103	133
	MSC Rate	73.7%	71.8%	75.2%
Discussing Cessation Medications	Discussed medications	123	54	69
	Usable responses	237	103	134
	MSC Rate	51.9%	52.4%	51.5%
Discussing Cessation Strategies	Discussed strategies	117	56	61
	Usable responses	236	103	133
	MSC Rate	49.6%	54.4%	45.9%

49130

Note: results are presented regardless of whether the plan is reporting the measure(s) to NCQA or meets the minimum reporting threshold of 100 valid responses. A lighter display is used to indicate that the measure does not meet the NCQA minimum denominator threshold. The 2020 Reported Rate for the MSC measures were calculated using NCQA's rolling average methodology. For more detail on the calculation of these rates, please refer to HEDIS® 2020, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care. CSS provides unofficial Effectiveness of Care results only for internal plan reporting.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 3

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?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,103	**254**	349	310	103	146	52	100	99	157	69	25	7	231	115	107	30	88	78	87	59	153	34
Number missing or multiple answer	112	**5**	7	6	3	2	1	0	4	2	2	1	1	4	3	2	0	3	2	0	1	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,991	**249**	342	304	100	144	51	100	95	155	67	24	6	227	112	105	30	85	76	87	58	149	34
	98.2%	**98.0%**	98.0%	98.1%	97.1%	98.6%	98.1%	100.0%	96.0%	98.7%	97.1%	96.0%	85.7%	98.3%	97.4%	98.1%	100.0%	96.6%	97.4%	100.0%	98.3%	97.4%	100.0%
Yes	2,412	**115**	147	155	45	66	21	50	44	69	40	6	3	106	48	52	15	25	36	53	17	71	25
	40.3%	**46.2%**	43.0%	51.0%	45.0%	45.8%	41.2%	50.0%	46.3%	44.5%	59.7%	25.0%	50.0%	46.7%	42.9%	49.5%	50.0%	29.4%	47.4%	60.9%	29.3%	47.7%	73.5%
No	3,579	**134**	195	149	55	78	30	50	51	86	27	18	3	121	64	53	15	60	40	34	41	78	9
	59.7%	**53.8%**	57.0%	49.0%	55.0%	54.2%	58.8%	50.0%	53.7%	55.5%	40.3%	75.0%	50.0%	53.3%	57.1%	50.5%	50.0%	70.6%	52.6%	39.1%	70.7%	52.3%	26.5%
Significantly different from column:*										K	JL	K						ST	R	R	VW	UW	UV

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 4

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

Base: All respondents who needed care right away (Q3)

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,418	**115**	147	155	45	66	21	50	44	69	40	6	3	106	48	52	15	25	36	53	17	71	25
Number missing or multiple answer	133	**4**	5	7	2	2	0	3	1	1	3	0	0	4	0	4	0	0	2	2	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,285	**111**	142	148	43	64	21	47	43	68	37	6	3	102	48	48	15	25	34	51	17	68	25
	94.5%	**96.5%**	96.6%	95.5%	95.6%	97.0%	100.0%	94.0%	97.7%	98.6%	92.5%	100.0%	100.0%	96.2%	100.0%	92.3%	100.0%	100.0%	94.4%	96.2%	100.0%	95.8%	100.0%
Never	51	**3**	6	4	1	2	2	1	0	1	1	1	0	3	2	1	0	2	0	1	2	1	0
	2.2%	**2.7%**	4.2%	2.7%	2.3%	3.1%	9.5%	2.1%	0.0%	1.5%	2.7%	16.7%	0.0%	2.9%	4.2%	2.1%	0.0%	8.0%	0.0%	2.0%	11.8%	1.5%	0.0%
Sometimes	295	**18**	17	23	5	11	0	9	9	12	5	1	1	15	7	7	4	2	4	12	2	11	5
	12.9%	**16.2%**	12.0%	15.5%	11.6%	17.2%	0.0%	19.1%	20.9%	17.6%	13.5%	16.7%	33.3%	14.7%	14.6%	14.6%	26.7%	8.0%	11.8%	23.5%	11.8%	16.2%	20.0%
Usually	494	**22**	28	26	7	15	7	9	6	13	8	1	0	20	14	6	2	5	7	10	2	18	2
	21.6%	**19.8%**	19.7%	17.6%	16.3%	23.4%	33.3%	19.1%	14.0%	19.1%	21.6%	16.7%	0.0%	19.6%	29.2%	12.5%	13.3%	20.0%	20.6%	19.6%	11.8%	26.5%	8.0%
Always	1,445	**68**	91	95	30	36	12	28	28	42	23	3	2	64	25	34	9	16	23	28	11	38	18
	63.2%	**61.3%**	64.1%	64.2%	69.8%	56.3%	57.1%	59.6%	65.1%	61.8%	62.2%	50.0%	66.7%	62.7%	52.1%	70.8%	60.0%	64.0%	67.6%	54.9%	64.7%	55.9%	72.0%
Significantly different from column:*																							
Usually or Always	1,939	**90**	119	121	37	51	19	37	34	55	31	4	2	84	39	40	11	21	30	38	13	56	20
	84.9%	**81.1%**	83.8%	81.8%	86.0%	79.7%	90.5%	78.7%	79.1%	80.9%	83.8%	66.7%	66.7%	82.4%	81.3%	83.3%	73.3%	84.0%	88.2%	74.5%	76.5%	82.4%	80.0%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 5

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,103	**254**	349	310	103	146	52	100	99	157	69	25	7	231	115	107	30	88	78	87	59	153	34
Number missing or multiple answer	94	**4**	7	3	1	3	0	2	2	3	1	0	0	4	0	4	0	1	2	1	1	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,009	**250**	342	307	102	143	52	98	97	154	68	25	7	227	115	103	30	87	76	86	58	151	34
	98.5%	**98.4%**	98.0%	99.0%	99.0%	97.9%	100.0%	98.0%	98.0%	98.1%	98.6%	100.0%	100.0%	98.3%	100.0%	96.3%	100.0%	98.9%	97.4%	98.9%	98.3%	98.7%	100.0%
Yes	4,402	**179**	244	210	64	112	35	73	69	105	51	22	6	160	78	75	25	57	59	62	10	133	32
	73.3%	**71.6%**	71.3%	68.4%	62.7%	78.3%	67.3%	74.5%	71.1%	68.2%	75.0%	88.0%	85.7%	70.5%	67.8%	72.8%	83.3%	65.5%	77.6%	72.1%	17.2%	88.1%	94.1%
No	1,607	**71**	98	97	38	31	17	25	28	49	17	3	1	67	37	28	5	30	17	24	48	18	2
	26.7%	**28.4%**	28.7%	31.6%	37.3%	21.7%	32.7%	25.5%	28.9%	31.8%	25.0%	12.0%	14.3%	29.5%	32.2%	27.2%	16.7%	34.5%	22.4%	27.9%	82.8%	11.9%	5.9%
Significantly different from column:*					F	E				L		J									VW	U	U

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 6

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?

Base: All respondents who made an appointment for a check-up or routine care (Q5)

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,406	**179**	244	210	64	112	35	73	69	105	51	22	6	160	78	75	25	57	59	62	10	133	32
Number missing or multiple answer	202	**7**	12	6	3	4	0	4	3	4	3	0	0	4	2	4	0	2	0	5	0	6	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,204	**172**	232	204	61	108	35	69	66	101	48	22	6	156	76	71	25	55	59	57	10	127	32
	95.4%	**96.1%**	95.1%	97.1%	95.3%	96.4%	100.0%	94.5%	95.7%	96.2%	94.1%	100.0%	100.0%	97.5%	97.4%	94.7%	100.0%	96.5%	100.0%	91.9%	100.0%	95.5%	100.0%
Never	72	**3**	9	9	1	2	1	1	1	2	1	0	0	2	2	0	1	0	2	1	2	1	0
	1.7%	**1.7%**	3.9%	4.4%	1.6%	1.9%	2.9%	1.4%	1.5%	2.0%	2.1%	0.0%	0.0%	1.3%	2.6%	0.0%	4.0%	0.0%	3.4%	1.8%	20.0%	0.8%	0.0%
Sometimes	705	**32**	44	40	13	18	9	11	11	17	8	6	1	28	13	10	9	10	8	14	2	25	4
	16.8%	**18.6%**	19.0%	19.6%	21.3%	16.7%	25.7%	15.9%	16.7%	16.8%	16.7%	27.3%	16.7%	17.9%	17.1%	14.1%	36.0%	18.2%	13.6%	24.6%	20.0%	19.7%	12.5%
Usually	1,051	**34**	46	48	12	22	9	17	8	16	13	5	3	30	19	12	3	12	13	9	1	27	6
	25.0%	**19.8%**	19.8%	23.5%	19.7%	20.4%	25.7%	24.6%	12.1%	15.8%	27.1%	22.7%	50.0%	19.2%	25.0%	16.9%	12.0%	21.8%	22.0%	15.8%	10.0%	21.3%	18.8%
Always	2,376	**103**	133	107	35	66	16	40	46	66	26	11	2	96	42	49	12	33	36	33	5	74	22
	56.5%	**59.9%**	57.3%	52.5%	57.4%	61.1%	45.7%	58.0%	69.7%	65.3%	54.2%	50.0%	33.3%	61.5%	55.3%	69.0%	48.0%	60.0%	61.0%	57.9%	50.0%	58.3%	68.8%
Significantly different from column:*							I		G														
Usually or Always	3,427	**137**	179	155	47	88	25	57	54	82	39	16	5	126	61	61	15	45	49	42	6	101	28
	81.5%	**79.7%**	77.2%	76.0%	77.0%	81.5%	71.4%	82.6%	81.8%	81.2%	81.3%	72.7%	83.3%	80.8%	80.3%	85.9%	60.0%	81.8%	83.1%	73.7%	60.0%	79.5%	87.5%
Significantly different from column:*															Q	Q	OP						

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 7

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?

Base: All respondents

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,103	**254**	349	310	103	146	52	100	99	157	69	25	7	231	115	107	30	88	78	87	59	153	34
Number missing or multiple answer	147	**8**	10	10	5	3	1	3	4	5	2	0	0	5	0	6	1	2	3	3	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,956	**246**	339	300	98	143	51	97	95	152	67	25	7	226	115	101	29	86	75	84	59	153	34
	97.6%	**96.9%**	97.1%	96.8%	95.1%	97.9%	98.1%	97.0%	96.0%	96.8%	97.1%	100.0%	100.0%	97.8%	100.0%	94.4%	96.7%	97.7%	96.2%	96.6%	100.0%	100.0%	100.0%
None	1,386	**59**	84	76	35	23	15	21	22	43	14	1	2	54	30	22	6	27	15	17	59	0	0
	23.3%	**24.0%**	24.8%	25.3%	35.7%	16.1%	29.4%	21.6%	23.2%	28.3%	20.9%	4.0%	28.6%	23.9%	26.1%	21.8%	20.7%	31.4%	20.0%	20.2%	100.0%	0.0%	0.0%
1 time	1,065	**46**	57	44	19	26	13	17	16	25	10	11	1	44	24	19	3	25	10	11	0	46	0
	17.9%	**18.7%**	16.8%	14.7%	19.4%	18.2%	25.5%	17.5%	16.8%	16.4%	14.9%	44.0%	14.3%	19.5%	20.9%	18.8%	10.3%	29.1%	13.3%	13.1%	0.0%	30.1%	0.0%
2	1,220	**55**	80	53	16	39	8	21	24	31	17	6	0	51	25	23	7	13	24	17	0	55	0
	20.5%	**22.4%**	23.6%	17.7%	16.3%	27.3%	15.7%	21.6%	25.3%	20.4%	25.4%	24.0%	0.0%	22.6%	21.7%	22.8%	24.1%	15.1%	32.0%	20.2%	0.0%	35.9%	0.0%
3	787	**31**	39	45	9	22	6	12	13	17	11	3	1	28	11	13	7	8	14	9	0	31	0
	13.2%	**12.6%**	11.5%	15.0%	9.2%	15.4%	11.8%	12.4%	13.7%	11.2%	16.4%	12.0%	14.3%	12.4%	9.6%	12.9%	24.1%	9.3%	18.7%	10.7%	0.0%	20.3%	0.0%
4	498	**21**	27	34	5	14	3	9	9	15	5	1	0	20	8	12	1	5	4	12	0	21	0
	8.4%	**8.5%**	8.0%	11.3%	5.1%	9.8%	5.9%	9.3%	9.5%	9.9%	7.5%	4.0%	0.0%	8.8%	7.0%	11.9%	3.4%	5.8%	5.3%	14.3%	0.0%	13.7%	0.0%
5 to 9	707	**25**	43	34	8	17	4	12	9	15	7	3	3	21	13	8	4	6	7	12	0	0	25
	11.9%	**10.2%**	12.7%	11.3%	8.2%	11.9%	7.8%	12.4%	9.5%	9.9%	10.4%	12.0%	42.9%	9.3%	11.3%	7.9%	13.8%	7.0%	9.3%	14.3%	0.0%	0.0%	73.5%
10 or more times	293	**9**	9	14	6	2	2	5	2	6	3	0	0	8	4	4	1	2	1	6	0	0	9
	4.9%	**3.7%**	2.7%	4.7%	6.1%	1.4%	3.9%	5.2%	2.1%	3.9%	4.5%	0.0%	0.0%	3.5%	3.5%	4.0%	3.4%	2.3%	1.3%	7.1%	0.0%	0.0%	26.5%
5 or more times	1,000	**34**	52	48	14	19	6	17	11	21	10	3	3	29	17	12	5	8	8	18	0	0	34
	16.8%	**13.8%**	15.3%	16.0%	14.3%	13.3%	11.8%	17.5%	11.6%	13.8%	14.9%	12.0%	42.9%	12.8%	14.8%	11.9%	17.2%	9.3%	10.7%	21.4%	0.0%	0.0%	100.0%
Significantly different from column:*																		T		R	W	W	UV

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 8

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?

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,573	**187**	255	224	63	120	36	76	73	109	53	24	5	172	85	79	23	59	60	67	0	153	34
Number missing or multiple answer	65	**0**	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,508	**187**	252	223	63	120	36	76	73	109	53	24	5	172	85	79	23	59	60	67	0	153	34
	98.6%	**100.0%**	98.8%	99.6%	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%
0 Worst health care possible	24	**0**	5	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	2.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	18	**1**	0	4	0	0	0	1	0	1	0	0	0	1	0	1	0	0	0	1	0	1	0
	0.4%	**0.5%**	0.0%	1.8%	0.0%	0.0%	0.0%	1.3%	0.0%	0.9%	0.0%	0.0%	0.0%	0.6%	0.0%	1.3%	0.0%	0.0%	0.0%	1.5%	---	0.7%	0.0%
2	25	**1**	0	3	1	0	0	1	0	1	0	0	0	1	0	1	0	0	0	1	0	1	0
	0.6%	**0.5%**	0.0%	1.3%	1.6%	0.0%	0.0%	1.3%	0.0%	0.9%	0.0%	0.0%	0.0%	0.6%	0.0%	1.3%	0.0%	0.0%	0.0%	1.5%	---	0.7%	0.0%
3	65	**4**	3	1	1	3	1	0	3	3	0	1	0	4	2	1	1	1	2	1	0	4	0
	1.4%	**2.1%**	1.2%	0.4%	1.6%	2.5%	2.8%	0.0%	4.1%	2.8%	0.0%	4.2%	0.0%	2.3%	2.4%	1.3%	4.3%	1.7%	3.3%	1.5%	---	2.6%	0.0%
4	89	**2**	6	5	2	0	0	2	0	2	0	0	0	2	0	2	0	0	0	2	0	2	0
	2.0%	**1.1%**	2.4%	2.2%	3.2%	0.0%	0.0%	2.6%	0.0%	1.8%	0.0%	0.0%	0.0%	1.2%	0.0%	2.5%	0.0%	0.0%	0.0%	3.0%	---	1.3%	0.0%
5	260	**12**	20	16	4	6	0	8	4	7	4	1	0	11	5	3	4	1	7	4	0	9	3
	5.8%	**6.4%**	7.9%	7.2%	6.3%	5.0%	0.0%	10.5%	5.5%	6.4%	7.5%	4.2%	0.0%	6.4%	5.9%	3.8%	17.4%	1.7%	11.7%	6.0%	---	5.9%	8.8%
6	207	**6**	13	16	3	3	2	2	2	3	3	0	0	4	3	3	0	0	1	5	0	6	0
	4.6%	**3.2%**	5.2%	7.2%	4.8%	2.5%	5.6%	2.6%	2.7%	2.8%	5.7%	0.0%	0.0%	2.3%	3.5%	3.8%	0.0%	0.0%	1.7%	7.5%	---	3.9%	0.0%
7	496	**24**	24	23	10	14	6	11	7	15	5	4	1	22	12	10	2	6	7	11	0	19	5
	11.0%	**12.8%**	9.5%	10.3%	15.9%	11.7%	16.7%	14.5%	9.6%	13.8%	9.4%	16.7%	20.0%	12.8%	14.1%	12.7%	8.7%	10.2%	11.7%	16.4%	---	12.4%	14.7%
8	869	**32**	49	34	5	26	6	14	12	13	11	8	0	30	14	13	5	12	9	11	0	28	4
	19.3%	**17.1%**	19.4%	15.2%	7.9%	21.7%	16.7%	18.4%	16.4%	11.9%	20.8%	33.3%	0.0%	17.4%	16.5%	16.5%	21.7%	20.3%	15.0%	16.4%	---	18.3%	11.8%
9	668	**25**	37	28	11	14	3	9	12	13	6	5	0	23	10	14	1	4	12	9	0	22	3
	14.8%	**13.4%**	14.7%	12.6%	17.5%	11.7%	8.3%	11.8%	16.4%	11.9%	11.3%	20.8%	0.0%	13.4%	11.8%	17.7%	4.3%	6.8%	20.0%	13.4%	---	14.4%	8.8%
10 Best health care possible	1,787	**80**	95	91	26	54	18	28	33	51	24	5	4	74	39	31	10	35	22	22	0	61	19
	39.6%	**42.8%**	37.7%	40.8%	41.3%	45.0%	50.0%	36.8%	45.2%	46.8%	45.3%	20.8%	80.0%	43.0%	45.9%	39.2%	43.5%	59.3%	36.7%	32.8%	---	39.9%	55.9%

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 8

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?

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,573	**187**	255	224	63	120	36	76	73	109	53	24	5	172	85	79	23	59	60	67	0	153	34
Number missing or multiple answer	65	**0**	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,508	**187**	252	223	63	120	36	76	73	109	53	24	5	172	85	79	23	59	60	67	0	153	34
	98.6%	**100.0%**	98.8%	99.6%	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%
0 to 4	221	**8**	14	15	4	3	1	4	3	7	0	1	0	8	2	5	1	1	2	5	0	8	0
	4.9%	**4.3%**	5.6%	6.7%	6.3%	2.5%	2.8%	5.3%	4.1%	6.4%	0.0%	4.2%	0.0%	4.7%	2.4%	6.3%	4.3%	1.7%	3.3%	7.5%	---	5.2%	0.0%
5	260	**12**	20	16	4	6	0	8	4	7	4	1	0	11	5	3	4	1	7	4	0	9	3
	5.8%	**6.4%**	7.9%	7.2%	6.3%	5.0%	0.0%	10.5%	5.5%	6.4%	7.5%	4.2%	0.0%	6.4%	5.9%	3.8%	17.4%	1.7%	11.7%	6.0%	---	5.9%	8.8%
6 or 7	703	**30**	37	39	13	17	8	13	9	18	8	4	1	26	15	13	2	6	8	16	0	25	5
	15.6%	**16.0%**	14.7%	17.5%	20.6%	14.2%	22.2%	17.1%	12.3%	16.5%	15.1%	16.7%	20.0%	15.1%	17.6%	16.5%	8.7%	10.2%	13.3%	23.9%	---	16.3%	14.7%
8 to 10	3,324	**137**	181	153	42	94	27	51	57	77	41	18	4	127	63	58	16	51	43	42	0	111	26
	73.7%	**73.3%**	71.8%	68.6%	66.7%	78.3%	75.0%	67.1%	78.1%	70.6%	77.4%	75.0%	80.0%	73.8%	74.1%	73.4%	69.6%	86.4%	71.7%	62.7%	---	72.5%	76.5%
Significantly different from column:*																		ST	R	R			
0 to 6	688	**26**	47	47	11	12	3	14	9	17	7	2	0	23	10	11	5	2	10	14	0	23	3
	15.3%	**13.9%**	18.7%	21.1%	17.5%	10.0%	8.3%	18.4%	12.3%	15.6%	13.2%	8.3%	0.0%	13.4%	11.8%	13.9%	21.7%	3.4%	16.7%	20.9%	---	15.0%	8.8%
7 to 8	1,365	**56**	73	57	15	40	12	25	19	28	16	12	1	52	26	23	7	18	16	22	0	47	9
	30.3%	**29.9%**	29.0%	25.6%	23.8%	33.3%	33.3%	32.9%	26.0%	25.7%	30.2%	50.0%	20.0%	30.2%	30.6%	29.1%	30.4%	30.5%	26.7%	32.8%	---	30.7%	26.5%
9 to 10	2,455	**105**	132	119	37	68	21	37	45	64	30	10	4	97	49	45	11	39	34	31	0	83	22
	54.5%	**56.1%**	52.4%	53.4%	58.7%	56.7%	58.3%	48.7%	61.6%	58.7%	56.6%	41.7%	80.0%	56.4%	57.6%	57.0%	47.8%	66.1%	56.7%	46.3%	---	54.2%	64.7%
Significantly different from column:*																		T		R			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 9

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,573	**187**	255	224	63	120	36	76	73	109	53	24	5	172	85	79	23	59	60	67	0	153	34
Number missing or multiple answer	79	**2**	3	5	0	2	0	1	1	2	0	0	0	2	1	1	0	0	1	1	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,494	**185**	252	219	63	118	36	75	72	107	53	24	5	170	84	78	23	59	59	66	0	151	34
	98.3%	**98.9%**	98.8%	97.8%	100.0%	98.3%	100.0%	98.7%	98.6%	98.2%	100.0%	100.0%	100.0%	98.8%	98.8%	98.7%	100.0%	100.0%	98.3%	98.5%	---	98.7%	100.0%
Never	74	**4**	5	8	1	1	1	2	0	3	0	1	0	3	1	2	1	1	0	3	0	4	0
	1.6%	**2.2%**	2.0%	3.7%	1.6%	0.8%	2.8%	2.7%	0.0%	2.8%	0.0%	4.2%	0.0%	1.8%	1.2%	2.6%	4.3%	1.7%	0.0%	4.5%	---	2.6%	0.0%
Sometimes	531	**24**	35	39	9	14	2	12	9	16	6	1	1	19	11	7	6	2	10	12	0	19	5
	11.8%	**13.0%**	13.9%	17.8%	14.3%	11.9%	5.6%	16.0%	12.5%	15.0%	11.3%	4.2%	20.0%	11.2%	13.1%	9.0%	26.1%	3.4%	16.9%	18.2%	---	12.6%	14.7%
Usually	1,272	**40**	61	50	12	27	8	14	18	22	10	8	2	38	21	15	4	7	16	17	0	35	5
	28.3%	**21.6%**	24.2%	22.8%	19.0%	22.9%	22.2%	18.7%	25.0%	20.6%	18.9%	33.3%	40.0%	22.4%	25.0%	19.2%	17.4%	11.9%	27.1%	25.8%	---	23.2%	14.7%
Always	2,617	**117**	151	122	41	76	25	47	45	66	37	14	2	110	51	54	12	49	33	34	0	93	24
	58.2%	**63.2%**	59.9%	55.7%	65.1%	64.4%	69.4%	62.7%	62.5%	61.7%	69.8%	58.3%	40.0%	64.7%	60.7%	69.2%	52.2%	83.1%	55.9%	51.5%	---	61.6%	70.6%
Significantly different from column:*																		ST	R	R			
Usually or Always	3,889	**157**	212	172	53	103	33	61	63	88	47	22	4	148	72	69	16	56	49	51	0	128	29
	86.5%	**84.9%**	84.1%	78.5%	84.1%	87.3%	91.7%	81.3%	87.5%	82.2%	88.7%	91.7%	80.0%	87.1%	85.7%	88.5%	69.6%	94.9%	83.1%	77.3%	---	84.8%	85.3%
Significantly different from column:*																		ST	R	R			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 10

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?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,103	**254**	349	310	103	146	52	100	99	157	69	25	7	231	115	107	30	88	78	87	59	153	34
Number missing or multiple answer	78	**4**	3	3	1	3	0	0	3	3	1	0	0	3	2	2	0	1	0	3	1	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,025	**250**	346	307	102	143	52	100	96	154	68	25	7	228	113	105	30	87	78	84	58	150	34
	98.7%	**98.4%**	99.1%	99.0%	99.0%	97.9%	100.0%	100.0%	97.0%	98.1%	98.6%	100.0%	100.0%	98.7%	98.3%	98.1%	100.0%	98.9%	100.0%	96.6%	98.3%	98.0%	100.0%
Yes	4,973	**188**	260	212	67	119	36	73	78	117	48	21	5	171	86	77	24	67	60	60	29	124	29
	82.5%	**75.2%**	75.1%	69.1%	65.7%	83.2%	69.2%	73.0%	81.3%	76.0%	70.6%	84.0%	71.4%	75.0%	76.1%	73.3%	80.0%	77.0%	76.9%	71.4%	50.0%	82.7%	85.3%
No	1,052	**62**	86	95	35	24	16	27	18	37	20	4	2	57	27	28	6	20	18	24	29	26	5
	17.5%	**24.8%**	24.9%	30.9%	34.3%	16.8%	30.8%	27.0%	18.8%	24.0%	29.4%	16.0%	28.6%	25.0%	23.9%	26.7%	20.0%	23.0%	23.1%	28.6%	50.0%	17.3%	14.7%
Significantly different from column:*		A			F	E															VW	U	U

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 11

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

Base: All respondents who have a personal doctor (Q10)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,974	**188**	260	212	67	119	36	73	78	117	48	21	5	171	86	77	24	67	60	60	29	124	29
Number missing or multiple answer	179	**12**	6	9	4	8	0	7	5	8	3	1	0	10	3	6	3	2	4	6	3	3	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,795	**176**	254	203	63	111	36	66	73	109	45	20	5	161	83	71	21	65	56	54	26	121	27
	96.4%	**93.6%**	97.7%	95.8%	94.0%	93.3%	100.0%	90.4%	93.6%	93.2%	93.8%	95.2%	100.0%	94.2%	96.5%	92.2%	87.5%	97.0%	93.3%	90.0%	89.7%	97.6%	93.1%
None	793	**30**	43	29	15	14	8	10	12	20	9	1	1	28	16	9	4	17	5	8	21	8	0
	16.5%	**17.0%**	16.9%	14.3%	23.8%	12.6%	22.2%	15.2%	16.4%	18.3%	20.0%	5.0%	20.0%	17.4%	19.3%	12.7%	19.0%	26.2%	8.9%	14.8%	80.8%	6.6%	0.0%
1 time	1,278	**40**	62	37	15	24	7	17	16	23	9	8	1	37	24	14	2	16	12	12	1	36	3
	26.7%	**22.7%**	24.4%	18.2%	23.8%	21.6%	19.4%	25.8%	21.9%	21.1%	20.0%	40.0%	20.0%	23.0%	28.9%	19.7%	9.5%	24.6%	21.4%	22.2%	3.8%	29.8%	11.1%
2	1,265	**46**	65	54	13	33	9	12	24	24	13	7	1	40	21	19	6	17	15	13	0	43	2
	26.4%	**26.1%**	25.6%	26.6%	20.6%	29.7%	25.0%	18.2%	32.9%	22.0%	28.9%	35.0%	20.0%	24.8%	25.3%	26.8%	28.6%	26.2%	26.8%	24.1%	0.0%	35.5%	7.4%
3	616	**23**	38	32	5	18	6	12	5	12	9	2	1	22	6	12	5	5	12	6	2	18	3
	12.8%	**13.1%**	15.0%	15.8%	7.9%	16.2%	16.7%	18.2%	6.8%	11.0%	20.0%	10.0%	20.0%	13.7%	7.2%	16.9%	23.8%	7.7%	21.4%	11.1%	7.7%	14.9%	11.1%
4	353	**12**	22	17	2	10	2	3	7	9	2	1	0	11	6	6	0	4	5	3	0	10	2
	7.4%	**6.8%**	8.7%	8.4%	3.2%	9.0%	5.6%	4.5%	9.6%	8.3%	4.4%	5.0%	0.0%	6.8%	7.2%	8.5%	0.0%	6.2%	8.9%	5.6%	0.0%	8.3%	7.4%
5 to 9	388	**19**	22	28	11	8	3	8	8	16	2	1	1	17	7	8	4	3	6	10	2	4	13
	8.1%	**10.8%**	8.7%	13.8%	17.5%	7.2%	8.3%	12.1%	11.0%	14.7%	4.4%	5.0%	20.0%	10.6%	8.4%	11.3%	19.0%	4.6%	10.7%	18.5%	7.7%	3.3%	48.1%
10 or more times	102	**6**	2	6	2	4	1	4	1	5	1	0	0	6	3	3	0	3	1	2	0	2	4
	2.1%	**3.4%**	0.8%	3.0%	3.2%	3.6%	2.8%	6.1%	1.4%	4.6%	2.2%	0.0%	0.0%	3.7%	3.6%	4.2%	0.0%	4.6%	1.8%	3.7%	0.0%	1.7%	14.8%
5 or more times	490	**25**	24	34	13	12	4	12	9	21	3	1	1	23	10	11	4	6	7	12	2	6	17
	10.2%	**14.2%**	9.4%	16.7%	20.6%	10.8%	11.1%	18.2%	12.3%	19.3%	6.7%	5.0%	20.0%	14.3%	12.0%	15.5%	19.0%	9.2%	12.5%	22.2%	7.7%	5.0%	63.0%
Significantly different from column:*										K	J							T		R	W		U

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 12

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,006	**146**	211	174	48	97	28	56	61	89	36	19	4	133	67	62	17	48	51	46	5	113	27
Number missing or multiple answer	15	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,991	**146**	210	174	48	97	28	56	61	89	36	19	4	133	67	62	17	48	51	46	5	113	27
	99.6%	**100.0%**	99.5%	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%
Never	41	**0**	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.0%	**0.0%**	1.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	223	**10**	17	10	4	5	0	4	5	7	1	1	2	7	3	3	4	1	4	5	1	6	3
	5.6%	**6.8%**	8.1%	5.7%	8.3%	5.2%	0.0%	7.1%	8.2%	7.9%	2.8%	5.3%	50.0%	5.3%	4.5%	4.8%	23.5%	2.1%	7.8%	10.9%	20.0%	5.3%	11.1%
Usually	749	**20**	33	22	7	13	4	8	8	12	5	3	0	19	8	10	2	2	7	11	1	14	5
	18.8%	**13.7%**	15.7%	12.6%	14.6%	13.4%	14.3%	14.3%	13.1%	13.5%	13.9%	15.8%	0.0%	14.3%	11.9%	16.1%	11.8%	4.2%	13.7%	23.9%	20.0%	12.4%	18.5%
Always	2,978	**116**	158	139	37	79	24	44	48	70	30	15	2	107	56	49	11	45	40	30	3	93	19
	74.6%	**79.5%**	75.2%	79.9%	77.1%	81.4%	85.7%	78.6%	78.7%	78.7%	83.3%	78.9%	50.0%	80.5%	83.6%	79.0%	64.7%	93.8%	78.4%	65.2%	60.0%	82.3%	70.4%
Significantly different from column:*																		ST	R	R			
Usually or Always	3,727	**136**	191	161	44	92	28	52	56	82	35	18	2	126	64	59	13	47	47	41	4	107	24
	93.4%	**93.2%**	91.0%	92.5%	91.7%	94.8%	100.0%	92.9%	91.8%	92.1%	97.2%	94.7%	50.0%	94.7%	95.5%	95.2%	76.5%	97.9%	92.2%	89.1%	80.0%	94.7%	88.9%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 13

In the last 6 months, how often did your personal doctor listen carefully to you?

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,006	**146**	211	174	48	97	28	56	61	89	36	19	4	133	67	62	17	48	51	46	5	113	27
Number missing or multiple answer	22	**1**	0	1	0	1	0	0	1	1	0	0	0	1	1	0	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,984	**145**	211	173	48	96	28	56	60	88	36	19	4	132	66	62	17	48	50	46	5	112	27
	99.5%	**99.3%**	100.0%	99.4%	100.0%	99.0%	100.0%	100.0%	98.4%	98.9%	100.0%	100.0%	100.0%	99.2%	98.5%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	99.1%	100.0%
Never	52	**0**	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.3%	**0.0%**	0.5%	1.2%	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%
Sometimes	222	**8**	12	9	2	5	1	2	5	7	0	1	1	7	5	1	2	1	3	4	1	5	2
	5.6%	**5.5%**	5.7%	5.2%	4.2%	5.2%	3.6%	3.6%	8.3%	8.0%	0.0%	5.3%	25.0%	5.3%	7.6%	1.6%	11.8%	2.1%	6.0%	8.7%	20.0%	4.5%	7.4%
Usually	681	**18**	32	20	8	10	1	11	6	11	5	2	0	17	9	7	2	2	7	9	0	14	4
	17.1%	**12.4%**	15.2%	11.6%	16.7%	10.4%	3.6%	19.6%	10.0%	12.5%	13.9%	10.5%	0.0%	12.9%	13.6%	11.3%	11.8%	4.2%	14.0%	19.6%	0.0%	12.5%	14.8%
Always	3,029	**119**	166	142	38	81	26	43	49	70	31	16	3	108	52	54	13	45	40	33	4	93	21
	76.0%	**82.1%**	78.7%	82.1%	79.2%	84.4%	92.9%	76.8%	81.7%	79.5%	86.1%	84.2%	75.0%	81.8%	78.8%	87.1%	76.5%	93.8%	80.0%	71.7%	80.0%	83.0%	77.8%
Significantly different from column:*																		ST	R	R			
Usually or Always	3,710	**137**	198	162	46	91	27	54	55	81	36	18	3	125	61	61	15	47	47	42	4	107	25
	93.1%	**94.5%**	93.8%	93.6%	95.8%	94.8%	96.4%	96.4%	91.7%	92.0%	100.0%	94.7%	75.0%	94.7%	92.4%	98.4%	88.2%	97.9%	94.0%	91.3%	80.0%	95.5%	92.6%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 14

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,006	**146**	211	174	48	97	28	56	61	89	36	19	4	133	67	62	17	48	51	46	5	113	27
Number missing or multiple answer	26	**1**	1	0	0	1	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,980	**145**	210	174	48	96	28	55	61	88	36	19	4	132	66	62	17	48	51	46	5	112	27
	99.4%	**99.3%**	99.5%	100.0%	100.0%	99.0%	100.0%	98.2%	100.0%	98.9%	100.0%	100.0%	100.0%	99.2%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%
Never	46	**1**	1	0	0	1	0	0	1	0	0	1	0	1	0	1	0	1	0	0	0	1	0
	1.2%	**0.7%**	0.5%	0.0%	0.0%	1.0%	0.0%	0.0%	1.6%	0.0%	0.0%	5.3%	0.0%	0.8%	0.0%	1.6%	0.0%	2.1%	0.0%	0.0%	0.0%	0.9%	0.0%
Sometimes	180	**6**	13	10	3	2	0	3	3	6	0	0	0	6	4	1	1	0	3	3	1	4	1
	4.5%	**4.1%**	6.2%	5.7%	6.3%	2.1%	0.0%	5.5%	4.9%	6.8%	0.0%	0.0%	0.0%	4.5%	6.1%	1.6%	5.9%	0.0%	5.9%	6.5%	20.0%	3.6%	3.7%
Usually	538	**23**	20	22	10	13	2	13	8	14	6	3	1	19	14	6	3	3	7	13	0	17	6
	13.5%	**15.9%**	9.5%	12.6%	20.8%	13.5%	7.1%	23.6%	13.1%	15.9%	16.7%	15.8%	25.0%	14.4%	21.2%	9.7%	17.6%	6.3%	13.7%	28.3%	0.0%	15.2%	22.2%
Always	3,216	**115**	176	142	35	80	26	39	49	68	30	15	3	106	48	54	13	44	41	30	4	90	20
	80.8%	**79.3%**	83.8%	81.6%	72.9%	83.3%	92.9%	70.9%	80.3%	77.3%	83.3%	78.9%	75.0%	80.3%	72.7%	87.1%	76.5%	91.7%	80.4%	65.2%	80.0%	80.4%	74.1%
Significantly different from column:*							H	G							P	O		T		R			
Usually or Always	3,754	**138**	196	164	45	93	28	52	57	82	36	18	4	125	62	60	16	47	48	43	4	107	26
	94.3%	**95.2%**	93.3%	94.3%	93.8%	96.9%	100.0%	94.5%	93.4%	93.2%	100.0%	94.7%	100.0%	94.7%	93.9%	96.8%	94.1%	97.9%	94.1%	93.5%	80.0%	95.5%	96.3%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 15

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,006	**146**	211	174	48	97	28	56	61	89	36	19	4	133	67	62	17	48	51	46	5	113	27
Number missing or multiple answer	29	**2**	0	1	1	1	2	0	0	0	1	0	1	0	1	1	0	1	0	1	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,977	**144**	211	173	47	96	26	56	61	89	35	19	3	133	66	61	17	47	51	45	5	112	27
	99.3%	**98.6%**	100.0%	99.4%	97.9%	99.0%	92.9%	100.0%	100.0%	100.0%	97.2%	100.0%	75.0%	100.0%	98.5%	98.4%	100.0%	97.9%	100.0%	97.8%	100.0%	99.1%	100.0%
Never	69	**2**	3	4	0	2	0	0	2	1	0	1	0	2	1	1	0	1	0	1	0	2	0
	1.7%	**1.4%**	1.4%	2.3%	0.0%	2.1%	0.0%	0.0%	3.3%	1.1%	0.0%	5.3%	0.0%	1.5%	1.5%	1.6%	0.0%	2.1%	0.0%	2.2%	0.0%	1.8%	0.0%
Sometimes	269	**6**	19	10	4	1	2	3	0	4	1	0	0	5	3	2	1	0	3	3	0	5	1
	6.8%	**4.2%**	9.0%	5.8%	8.5%	1.0%	7.7%	5.4%	0.0%	4.5%	2.9%	0.0%	0.0%	3.8%	4.5%	3.3%	5.9%	0.0%	5.9%	6.7%	0.0%	4.5%	3.7%
Usually	816	**28**	50	35	10	18	1	15	12	18	6	4	2	26	11	13	4	3	15	10	0	21	7
	20.5%	**19.4%**	23.7%	20.2%	21.3%	18.8%	3.8%	26.8%	19.7%	20.2%	17.1%	21.1%	66.7%	19.5%	16.7%	21.3%	23.5%	6.4%	29.4%	22.2%	0.0%	18.8%	25.9%
Always	2,823	**108**	139	124	33	75	23	38	47	66	28	14	1	100	51	45	12	43	33	31	5	84	19
	71.0%	**75.0%**	65.9%	71.7%	70.2%	78.1%	88.5%	67.9%	77.0%	74.2%	80.0%	73.7%	33.3%	75.2%	77.3%	73.8%	70.6%	91.5%	64.7%	68.9%	100.0%	75.0%	70.4%
Significantly different from column:*							H	G										ST	R	R			
Usually or Always	3,639	**136**	189	159	43	93	24	53	59	84	34	18	3	126	62	58	16	46	48	41	5	105	26
	91.5%	**94.4%**	89.6%	91.9%	91.5%	96.9%	92.3%	94.6%	96.7%	94.4%	97.1%	94.7%	100.0%	94.7%	93.9%	95.1%	94.1%	97.9%	94.1%	91.1%	100.0%	93.8%	96.3%
Significantly different from column:*																							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 16

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,006	**146**	211	174	48	97	28	56	61	89	36	19	4	133	67	62	17	48	51	46	5	113	27
Number missing or multiple answer	87	**3**	6	4	1	2	1	0	2	2	0	0	0	1	0	3	0	0	1	2	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,919	**143**	205	170	47	95	27	56	59	87	36	19	4	132	67	59	17	48	50	44	5	111	27
	97.8%	**97.9%**	97.2%	97.7%	97.9%	97.9%	96.4%	100.0%	96.7%	97.8%	100.0%	100.0%	100.0%	99.2%	100.0%	95.2%	100.0%	100.0%	98.0%	95.7%	100.0%	98.2%	100.0%
Yes	2,363	**71**	124	93	21	50	13	28	30	43	21	7	1	68	34	29	8	18	24	28	1	51	19
	60.3%	**49.7%**	60.5%	54.7%	44.7%	52.6%	48.1%	50.0%	50.8%	49.4%	58.3%	36.8%	25.0%	51.5%	50.7%	49.2%	47.1%	37.5%	48.0%	63.6%	20.0%	45.9%	70.4%
No	1,556	**72**	81	77	26	45	14	28	29	44	15	12	3	64	33	30	9	30	26	16	4	60	8
	39.7%	**50.3%**	39.5%	45.3%	55.3%	47.4%	51.9%	50.0%	49.2%	50.6%	41.7%	63.2%	75.0%	48.5%	49.3%	50.8%	52.9%	62.5%	52.0%	36.4%	80.0%	54.1%	29.6%
Significantly different from column:*		AC																T		R		W	V

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 17

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?

Base: All respondents who have a personal doctor, visited their personal doctor, and got care from another health provider besides their personal doctor (Q10, Q11, & Q16)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,371	**71**	124	93	21	50	13	28	30	43	21	7	1	68	34	29	8	18	24	28	1	51	19
Number missing or multiple answer	65	**0**	6	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,306	**71**	118	91	21	50	13	28	30	43	21	7	1	68	34	29	8	18	24	28	1	51	19
	97.3%	**100.0%**	95.2%	97.8%	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%
Never	100	**2**	2	5	0	2	0	0	2	2	0	0	0	2	2	0	0	0	2	0	0	1	1
	4.3%	**2.8%**	1.7%	5.5%	0.0%	4.0%	0.0%	0.0%	6.7%	4.7%	0.0%	0.0%	0.0%	2.9%	5.9%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	2.0%	5.3%
Sometimes	282	**6**	13	10	3	3	2	2	2	5	0	1	1	5	3	1	2	0	2	4	1	3	2
	12.2%	**8.5%**	11.0%	11.0%	14.3%	6.0%	15.4%	7.1%	6.7%	11.6%	0.0%	14.3%	100.0%	7.4%	8.8%	3.4%	25.0%	0.0%	8.3%	14.3%	100.0%	5.9%	10.5%
Usually	565	**20**	26	20	7	13	2	7	11	11	5	4	0	20	11	7	2	3	8	9	0	15	5
	24.5%	**28.2%**	22.0%	22.0%	33.3%	26.0%	15.4%	25.0%	36.7%	25.6%	23.8%	57.1%	0.0%	29.4%	32.4%	24.1%	25.0%	16.7%	33.3%	32.1%	0.0%	29.4%	26.3%
Always	1,359	**43**	77	56	11	32	9	19	15	25	16	2	0	41	18	21	4	15	12	15	0	32	11
	58.9%	**60.6%**	65.3%	61.5%	52.4%	64.0%	69.2%	67.9%	50.0%	58.1%	76.2%	28.6%	0.0%	60.3%	52.9%	72.4%	50.0%	83.3%	50.0%	53.6%	0.0%	62.7%	57.9%
Significantly different from column:*																		ST	R	R			
Usually or Always	1,924	**63**	103	76	18	45	11	26	26	36	21	6	0	61	29	28	6	18	20	24	0	47	16
	83.4%	**88.7%**	87.3%	83.5%	85.7%	90.0%	84.6%	92.9%	86.7%	83.7%	100.0%	85.7%	0.0%	89.7%	85.3%	96.6%	75.0%	100.0%	83.3%	85.7%	0.0%	92.2%	84.2%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 18

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?

Base: All respondents who have a personal doctor (Q10)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,974	**188**	260	212	67	119	36	73	78	117	48	21	5	171	86	77	24	67	60	60	29	124	29
Number missing or multiple answer	195	**11**	15	12	6	5	2	6	3	7	2	1	0	9	4	4	2	2	3	6	3	5	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,779	**177**	245	200	61	114	34	67	75	110	46	20	5	162	82	73	22	65	57	54	26	119	28
	96.1%	**94.1%**	94.2%	94.3%	91.0%	95.8%	94.4%	91.8%	96.2%	94.0%	95.8%	95.2%	100.0%	94.7%	95.3%	94.8%	91.7%	97.0%	95.0%	90.0%	89.7%	96.0%	96.6%
0 Worst personal doctor possible	34	**0**	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	**0.0%**	0.4%	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%
1	19	**1**	1	1	0	1	0	0	1	1	0	0	0	1	1	0	0	0	1	0	0	0	1
	0.4%	**0.6%**	0.4%	0.5%	0.0%	0.9%	0.0%	0.0%	1.3%	0.9%	0.0%	0.0%	0.0%	0.6%	1.2%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	3.6%
2	31	**3**	1	0	0	2	0	1	2	2	0	1	0	3	2	1	0	1	0	2	0	3	0
	0.6%	**1.7%**	0.4%	0.0%	0.0%	1.8%	0.0%	1.5%	2.7%	1.8%	0.0%	5.0%	0.0%	1.9%	2.4%	1.4%	0.0%	1.5%	0.0%	3.7%	0.0%	2.5%	0.0%
3	41	**5**	2	5	1	4	1	3	1	4	1	0	1	3	3	0	2	0	2	3	1	2	2
	0.9%	**2.8%**	0.8%	2.5%	1.6%	3.5%	2.9%	4.5%	1.3%	3.6%	2.2%	0.0%	20.0%	1.9%	3.7%	0.0%	9.1%	0.0%	3.5%	5.6%	3.8%	1.7%	7.1%
4	58	**2**	4	3	0	1	0	1	1	1	1	0	0	2	0	1	1	0	1	1	0	2	0
	1.2%	**1.1%**	1.6%	1.5%	0.0%	0.9%	0.0%	1.5%	1.3%	0.9%	2.2%	0.0%	0.0%	1.2%	0.0%	1.4%	4.5%	0.0%	1.8%	1.9%	0.0%	1.7%	0.0%
5	201	**5**	6	5	5	0	1	1	3	5	0	0	0	5	1	4	0	1	2	2	3	1	1
	4.2%	**2.8%**	2.4%	2.5%	8.2%	0.0%	2.9%	1.5%	4.0%	4.5%	0.0%	0.0%	0.0%	3.1%	1.2%	5.5%	0.0%	1.5%	3.5%	3.7%	11.5%	0.8%	3.6%
6	151	**3**	9	4	2	1	1	0	2	3	0	0	0	3	2	0	1	0	1	2	1	2	0
	3.2%	**1.7%**	3.7%	2.0%	3.3%	0.9%	2.9%	0.0%	2.7%	2.7%	0.0%	0.0%	0.0%	1.9%	2.4%	0.0%	4.5%	0.0%	1.8%	3.7%	3.8%	1.7%	0.0%
7	345	**11**	14	14	5	6	2	5	4	6	3	2	0	10	6	3	2	4	4	3	4	6	1
	7.2%	**6.2%**	5.7%	7.0%	8.2%	5.3%	5.9%	7.5%	5.3%	5.5%	6.5%	10.0%	0.0%	6.2%	7.3%	4.1%	9.1%	6.2%	7.0%	5.6%	15.4%	5.0%	3.6%
8	694	**24**	46	27	12	12	7	9	8	12	8	4	0	23	13	9	2	8	7	9	2	18	3
	14.5%	**13.6%**	18.8%	13.5%	19.7%	10.5%	20.6%	13.4%	10.7%	10.9%	17.4%	20.0%	0.0%	14.2%	15.9%	12.3%	9.1%	12.3%	12.3%	16.7%	7.7%	15.1%	10.7%
9	743	**31**	39	27	10	21	5	11	14	18	8	4	0	27	11	18	2	4	13	14	4	22	4
	15.5%	**17.5%**	15.9%	13.5%	16.4%	18.4%	14.7%	16.4%	18.7%	16.4%	17.4%	20.0%	0.0%	16.7%	13.4%	24.7%	9.1%	6.2%	22.8%	25.9%	15.4%	18.5%	14.3%
10 Best personal doctor possible	2,462	**92**	122	112	26	66	17	36	39	58	25	9	4	85	43	37	12	47	26	18	11	63	16
	51.5%	**52.0%**	49.8%	56.0%	42.6%	57.9%	50.0%	53.7%	52.0%	52.7%	54.3%	45.0%	80.0%	52.5%	52.4%	50.7%	54.5%	72.3%	45.6%	33.3%	42.3%	52.9%	57.1%

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 18

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?

Base: All respondents who have a personal doctor (Q10)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,974	**188**	260	212	67	119	36	73	78	117	48	21	5	171	86	77	24	67	60	60	29	124	29
Number missing or multiple answer	195	**11**	15	12	6	5	2	6	3	7	2	1	0	9	4	4	2	2	3	6	3	5	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,779	**177**	245	200	61	114	34	67	75	110	46	20	5	162	82	73	22	65	57	54	26	119	28
	96.1%	**94.1%**	94.2%	94.3%	91.0%	95.8%	94.4%	91.8%	96.2%	94.0%	95.8%	95.2%	100.0%	94.7%	95.3%	94.8%	91.7%	97.0%	95.0%	90.0%	89.7%	96.0%	96.6%
0 to 4	183	**11**	9	11	1	8	1	5	5	8	2	1	1	9	6	2	3	1	4	6	1	7	3
	3.8%	**6.2%**	3.7%	5.5%	1.6%	7.0%	2.9%	7.5%	6.7%	7.3%	4.3%	5.0%	20.0%	5.6%	7.3%	2.7%	13.6%	1.5%	7.0%	11.1%	3.8%	5.9%	10.7%
5	201	**5**	6	5	5	0	1	1	3	5	0	0	0	5	1	4	0	1	2	2	3	1	1
	4.2%	**2.8%**	2.4%	2.5%	8.2%	0.0%	2.9%	1.5%	4.0%	4.5%	0.0%	0.0%	0.0%	3.1%	1.2%	5.5%	0.0%	1.5%	3.5%	3.7%	11.5%	0.8%	3.6%
6 or 7	496	**14**	23	18	7	7	3	5	6	9	3	2	0	13	8	3	3	4	5	5	5	8	1
	10.4%	**7.9%**	9.4%	9.0%	11.5%	6.1%	8.8%	7.5%	8.0%	8.2%	6.5%	10.0%	0.0%	8.0%	9.8%	4.1%	13.6%	6.2%	8.8%	9.3%	19.2%	6.7%	3.6%
8 to 10	3,899	**147**	207	166	48	99	29	56	61	88	41	17	4	135	67	64	16	59	46	41	17	103	23
	81.6%	**83.1%**	84.5%	83.0%	78.7%	86.8%	85.3%	83.6%	81.3%	80.0%	89.1%	85.0%	80.0%	83.3%	81.7%	87.7%	72.7%	90.8%	80.7%	75.9%	65.4%	86.6%	82.1%
Significantly different from column:*																		T		R			
0 to 6	535	**19**	24	20	8	9	3	6	10	16	2	1	1	17	9	6	4	2	7	10	5	10	4
	11.2%	**10.7%**	9.8%	10.0%	13.1%	7.9%	8.8%	9.0%	13.3%	14.5%	4.3%	5.0%	20.0%	10.5%	11.0%	8.2%	18.2%	3.1%	12.3%	18.5%	19.2%	8.4%	14.3%
7 to 8	1,039	**35**	60	41	17	18	9	14	12	18	11	6	0	33	19	12	4	12	11	12	6	24	4
	21.7%	**19.8%**	24.5%	20.5%	27.9%	15.8%	26.5%	20.9%	16.0%	16.4%	23.9%	30.0%	0.0%	20.4%	23.2%	16.4%	18.2%	18.5%	19.3%	22.2%	23.1%	20.2%	14.3%
9 to 10	3,205	**123**	161	139	36	87	22	47	53	76	33	13	4	112	54	55	14	51	39	32	15	85	20
	67.1%	**69.5%**	65.7%	69.5%	59.0%	76.3%	64.7%	70.1%	70.7%	69.1%	71.7%	65.0%	80.0%	69.1%	65.9%	75.3%	63.6%	78.5%	68.4%	59.3%	57.7%	71.4%	71.4%
Significantly different from column:*					F	E												T		R			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 19

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?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,103	**254**	349	310	103	146	52	100	99	157	69	25	7	231	115	107	30	88	78	87	59	153	34
Number missing or multiple answer	106	**9**	9	4	4	5	1	7	1	6	2	0	0	6	2	7	0	1	3	5	0	6	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,997	**245**	340	306	99	141	51	93	98	151	67	25	7	225	113	100	30	87	75	82	59	147	34
	98.3%	**96.5%**	97.4%	98.7%	96.1%	96.6%	98.1%	93.0%	99.0%	96.2%	97.1%	100.0%	100.0%	97.4%	98.3%	93.5%	100.0%	98.9%	96.2%	94.3%	100.0%	96.1%	100.0%
Yes	2,711	**94**	128	119	34	57	15	39	40	55	30	9	2	86	43	41	9	24	32	38	5	63	23
	45.2%	**38.4%**	37.6%	38.9%	34.3%	40.4%	29.4%	41.9%	40.8%	36.4%	44.8%	36.0%	28.6%	38.2%	38.1%	41.0%	30.0%	27.6%	42.7%	46.3%	8.5%	42.9%	67.6%
No	3,286	**151**	212	187	65	84	36	54	58	96	37	16	5	139	70	59	21	63	43	44	54	84	11
	54.8%	**61.6%**	62.4%	61.1%	65.7%	59.6%	70.6%	58.1%	59.2%	63.6%	55.2%	64.0%	71.4%	61.8%	61.9%	59.0%	70.0%	72.4%	57.3%	53.7%	91.5%	57.1%	32.4%
Significantly different from column:*		A																ST	R	R	VW	UW	UV

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 20

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

Base: All respondents who made an appointment to see a specialist (Q19)

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,716	**94**	128	119	34	57	15	39	40	55	30	9	2	86	43	41	9	24	32	38	5	63	23
Number missing or multiple answer	62	**3**	2	3	1	2	1	2	0	1	2	0	0	3	0	2	1	0	1	2	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,654	**91**	126	116	33	55	14	37	40	54	28	9	2	83	43	39	8	24	31	36	5	60	23
	97.7%	**96.8%**	98.4%	97.5%	97.1%	96.5%	93.3%	94.9%	100.0%	98.2%	93.3%	100.0%	100.0%	96.5%	100.0%	95.1%	88.9%	100.0%	96.9%	94.7%	100.0%	95.2%	100.0%
Never	90	**4**	13	10	3	0	1	2	1	3	0	1	0	4	0	3	1	1	1	2	0	2	1
	3.4%	**4.4%**	10.3%	8.6%	9.1%	0.0%	7.1%	5.4%	2.5%	5.6%	0.0%	11.1%	0.0%	4.8%	0.0%	7.7%	12.5%	4.2%	3.2%	5.6%	0.0%	3.3%	4.3%
Sometimes	434	**20**	17	16	7	11	3	7	10	12	7	1	0	19	8	10	2	3	6	11	4	12	4
	16.4%	**22.0%**	13.5%	13.8%	21.2%	20.0%	21.4%	18.9%	25.0%	22.2%	25.0%	11.1%	0.0%	22.9%	18.6%	25.6%	25.0%	12.5%	19.4%	30.6%	80.0%	20.0%	17.4%
Usually	734	**28**	30	25	5	23	4	11	13	14	10	4	2	24	13	12	2	8	11	9	0	19	7
	27.7%	**30.8%**	23.8%	21.6%	15.2%	41.8%	28.6%	29.7%	32.5%	25.9%	35.7%	44.4%	100.0%	28.9%	30.2%	30.8%	25.0%	33.3%	35.5%	25.0%	0.0%	31.7%	30.4%
Always	1,396	**39**	66	65	18	21	6	17	16	25	11	3	0	36	22	14	3	12	13	14	1	27	11
	52.6%	**42.9%**	52.4%	56.0%	54.5%	38.2%	42.9%	45.9%	40.0%	46.3%	39.3%	33.3%	0.0%	43.4%	51.2%	35.9%	37.5%	50.0%	41.9%	38.9%	20.0%	45.0%	47.8%
Significantly different from column:*																							
Usually or Always	2,130	**67**	96	90	23	44	10	28	29	39	21	7	2	60	35	26	5	20	24	23	1	46	18
	80.3%	**73.6%**	76.2%	77.6%	69.7%	80.0%	71.4%	75.7%	72.5%	72.2%	75.0%	77.8%	100.0%	72.3%	81.4%	66.7%	62.5%	83.3%	77.4%	63.9%	20.0%	76.7%	78.3%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 21

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

Base: All respondents who made an appointment to see a specialist (Q19)

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,716	**94**	128	119	34	57	15	39	40	55	30	9	2	86	43	41	9	24	32	38	5	63	23
Number missing or multiple answer	80	**3**	1	2	1	2	1	2	0	1	2	0	0	3	0	2	1	0	1	2	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,636	**91**	127	117	33	55	14	37	40	54	28	9	2	83	43	39	8	24	31	36	5	60	23
	97.1%	**96.8%**	99.2%	98.3%	97.1%	96.5%	93.3%	94.9%	100.0%	98.2%	93.3%	100.0%	100.0%	96.5%	100.0%	95.1%	88.9%	100.0%	96.9%	94.7%	100.0%	95.2%	100.0%
None	127	**4**	14	14	1	3	0	2	2	2	1	1	0	4	2	2	0	0	4	0	0	1	2
	4.8%	**4.4%**	11.0%	12.0%	3.0%	5.5%	0.0%	5.4%	5.0%	3.7%	3.6%	11.1%	0.0%	4.8%	4.7%	5.1%	0.0%	0.0%	12.9%	0.0%	0.0%	1.7%	8.7%
1 specialist	1,272	**49**	65	58	18	30	10	21	18	30	13	6	0	45	21	25	3	20	15	14	4	37	7
	48.3%	**53.8%**	51.2%	49.6%	54.5%	54.5%	71.4%	56.8%	45.0%	55.6%	46.4%	66.7%	0.0%	54.2%	48.8%	64.1%	37.5%	83.3%	48.4%	38.9%	80.0%	61.7%	30.4%
2	702	**17**	30	27	5	12	2	6	9	11	4	2	0	17	9	6	2	2	7	8	0	12	5
	26.6%	**18.7%**	23.6%	23.1%	15.2%	21.8%	14.3%	16.2%	22.5%	20.4%	14.3%	22.2%	0.0%	20.5%	20.9%	15.4%	25.0%	8.3%	22.6%	22.2%	0.0%	20.0%	21.7%
3	305	**14**	9	12	5	9	1	4	9	7	7	0	2	11	8	3	3	1	4	9	1	8	5
	11.6%	**15.4%**	7.1%	10.3%	15.2%	16.4%	7.1%	10.8%	22.5%	13.0%	25.0%	0.0%	100.0%	13.3%	18.6%	7.7%	37.5%	4.2%	12.9%	25.0%	20.0%	13.3%	21.7%
4	145	**1**	6	4	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0
	5.5%	**1.1%**	4.7%	3.4%	3.0%	0.0%	0.0%	0.0%	2.5%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%
5 or more specialists	85	**6**	3	2	3	1	1	4	1	4	2	0	0	6	3	3	0	1	1	4	0	2	4
	3.2%	**6.6%**	2.4%	1.7%	9.1%	1.8%	7.1%	10.8%	2.5%	7.4%	7.1%	0.0%	0.0%	7.2%	7.0%	7.7%	0.0%	4.2%	3.2%	11.1%	0.0%	3.3%	17.4%
3 or more specialists	535	**21**	18	18	9	10	2	8	11	11	10	0	2	17	11	6	3	2	5	14	1	10	9
	20.3%	**23.1%**	14.2%	15.4%	27.3%	18.2%	14.3%	21.6%	27.5%	20.4%	35.7%	0.0%	100.0%	20.5%	25.6%	15.4%	37.5%	8.3%	16.1%	38.9%	20.0%	16.7%	39.1%
Significantly different from column:*																		T	T	RS		W	V

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 22

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?

Base: All respondents who saw a specialist (Q19 & Q21)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,515	**87**	113	103	32	52	14	35	38	52	27	8	2	79	41	37	8	24	27	36	5	59	21
Number missing or multiple answer	34	**1**	2	3	1	0	0	1	0	0	0	1	0	1	0	1	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,481	**86**	111	100	31	52	14	34	38	52	27	7	2	78	41	36	8	24	26	36	5	58	21
	98.6%	**98.9%**	98.2%	97.1%	96.9%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	87.5%	100.0%	98.7%	100.0%	97.3%	100.0%	100.0%	96.3%	100.0%	100.0%	98.3%	100.0%
0 Worst specialist possible	16	**3**	1	0	1	1	0	3	0	2	1	0	0	3	2	1	0	1	1	1	0	3	0
	0.6%	**3.5%**	0.9%	0.0%	3.2%	1.9%	0.0%	8.8%	0.0%	3.8%	3.7%	0.0%	0.0%	3.8%	4.9%	2.8%	0.0%	4.2%	3.8%	2.8%	0.0%	5.2%	0.0%
1	12	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	15	**1**	2	2	0	0	0	1	0	1	0	0	0	1	1	0	0	0	0	1	0	1	0
	0.6%	**1.2%**	1.8%	2.0%	0.0%	0.0%	0.0%	2.9%	0.0%	1.9%	0.0%	0.0%	0.0%	1.3%	2.4%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	1.7%	0.0%
3	23	**0**	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	**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%
4	30	**1**	2	0	0	1	1	0	0	0	1	0	0	1	1	0	0	1	0	0	0	1	0
	1.2%	**1.2%**	1.8%	0.0%	0.0%	1.9%	7.1%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	1.3%	2.4%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	1.7%	0.0%
5	82	**2**	2	2	2	0	1	1	0	1	0	1	0	2	0	1	1	1	0	1	0	1	1
	3.3%	**2.3%**	1.8%	2.0%	6.5%	0.0%	7.1%	2.9%	0.0%	1.9%	0.0%	14.3%	0.0%	2.6%	0.0%	2.8%	12.5%	4.2%	0.0%	2.8%	0.0%	1.7%	4.8%
6	82	**3**	5	3	1	2	0	1	2	3	0	0	1	2	0	1	2	0	1	2	1	1	1
	3.3%	**3.5%**	4.5%	3.0%	3.2%	3.8%	0.0%	2.9%	5.3%	5.8%	0.0%	0.0%	50.0%	2.6%	0.0%	2.8%	25.0%	0.0%	3.8%	5.6%	20.0%	1.7%	4.8%
7	189	**6**	3	8	1	5	1	1	4	3	3	0	0	4	3	2	1	1	2	3	0	4	1
	7.6%	**7.0%**	2.7%	8.0%	3.2%	9.6%	7.1%	2.9%	10.5%	5.8%	11.1%	0.0%	0.0%	5.1%	7.3%	5.6%	12.5%	4.2%	7.7%	8.3%	0.0%	6.9%	4.8%
8	371	**16**	20	10	8	7	5	4	7	10	5	1	0	14	7	7	1	2	4	10	1	7	7
	15.0%	**18.6%**	18.0%	10.0%	25.8%	13.5%	35.7%	11.8%	18.4%	19.2%	18.5%	14.3%	0.0%	17.9%	17.1%	19.4%	12.5%	8.3%	15.4%	27.8%	20.0%	12.1%	33.3%
9	445	**19**	17	16	2	17	3	7	9	7	10	2	0	18	8	11	0	6	8	5	1	15	3
	17.9%	**22.1%**	15.3%	16.0%	6.5%	32.7%	21.4%	20.6%	23.7%	13.5%	37.0%	28.6%	0.0%	23.1%	19.5%	30.6%	0.0%	25.0%	30.8%	13.9%	20.0%	25.9%	14.3%
10 Best specialist possible	1,216	**35**	57	57	16	19	3	16	16	25	7	3	1	33	19	13	3	12	10	13	2	25	8
	49.0%	**40.7%**	51.4%	57.0%	51.6%	36.5%	21.4%	47.1%	42.1%	48.1%	25.9%	42.9%	50.0%	42.3%	46.3%	36.1%	37.5%	50.0%	38.5%	36.1%	40.0%	43.1%	38.1%

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 22

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Base: All respondents who saw a specialist (Q19 & Q21)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,515	**87**	113	103	32	52	14	35	38	52	27	8	2	79	41	37	8	24	27	36	5	59	21
Number missing or multiple answer	34	**1**	2	3	1	0	0	1	0	0	0	1	0	1	0	1	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,481	**86**	111	100	31	52	14	34	38	52	27	7	2	78	41	36	8	24	26	36	5	58	21
	98.6%	**98.9%**	98.2%	97.1%	96.9%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	87.5%	100.0%	98.7%	100.0%	97.3%	100.0%	100.0%	96.3%	100.0%	100.0%	98.3%	100.0%
0 to 4	96	**5**	7	4	1	2	1	4	0	3	2	0	0	5	4	1	0	2	1	2	0	5	0
	3.9%	**5.8%**	6.3%	4.0%	3.2%	3.8%	7.1%	11.8%	0.0%	5.8%	7.4%	0.0%	0.0%	6.4%	9.8%	2.8%	0.0%	8.3%	3.8%	5.6%	0.0%	8.6%	0.0%
5	82	**2**	2	2	2	0	1	1	0	1	0	1	0	2	0	1	1	1	0	1	0	1	1
	3.3%	**2.3%**	1.8%	2.0%	6.5%	0.0%	7.1%	2.9%	0.0%	1.9%	0.0%	14.3%	0.0%	2.6%	0.0%	2.8%	12.5%	4.2%	0.0%	2.8%	0.0%	1.7%	4.8%
6 or 7	271	**9**	8	11	2	7	1	2	6	6	3	0	1	6	3	3	3	1	3	5	1	5	2
	10.9%	**10.5%**	7.2%	11.0%	6.5%	13.5%	7.1%	5.9%	15.8%	11.5%	11.1%	0.0%	50.0%	7.7%	7.3%	8.3%	37.5%	4.2%	11.5%	13.9%	20.0%	8.6%	9.5%
8 to 10	2,032	**70**	94	83	26	43	11	27	32	42	22	6	1	65	34	31	4	20	22	28	4	47	18
	81.9%	**81.4%**	84.7%	83.0%	83.9%	82.7%	78.6%	79.4%	84.2%	80.8%	81.5%	85.7%	50.0%	83.3%	82.9%	86.1%	50.0%	83.3%	84.6%	77.8%	80.0%	81.0%	85.7%
Significantly different from column:*																							
0 to 6	260	**10**	14	9	4	4	2	6	2	7	2	1	1	9	4	3	3	3	2	5	1	7	2
	10.5%	**11.6%**	12.6%	9.0%	12.9%	7.7%	14.3%	17.6%	5.3%	13.5%	7.4%	14.3%	50.0%	11.5%	9.8%	8.3%	37.5%	12.5%	7.7%	13.9%	20.0%	12.1%	9.5%
7 to 8	560	**22**	23	18	9	12	6	5	11	13	8	1	0	18	10	9	2	3	6	13	1	11	8
	22.6%	**25.6%**	20.7%	18.0%	29.0%	23.1%	42.9%	14.7%	28.9%	25.0%	29.6%	14.3%	0.0%	23.1%	24.4%	25.0%	25.0%	12.5%	23.1%	36.1%	20.0%	19.0%	38.1%
9 to 10	1,661	**54**	74	73	18	36	6	23	25	32	17	5	1	51	27	24	3	18	18	18	3	40	11
	66.9%	**62.8%**	66.7%	73.0%	58.1%	69.2%	42.9%	67.6%	65.8%	61.5%	63.0%	71.4%	50.0%	65.4%	65.9%	66.7%	37.5%	75.0%	69.2%	50.0%	60.0%	69.0%	52.4%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 23

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,103	**254**	349	310	103	146	52	100	99	157	69	25	7	231	115	107	30	88	78	87	59	153	34
Number missing or multiple answer	136	**5**	15	11	2	3	0	3	2	3	1	1	0	4	1	3	1	3	1	0	0	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,967	**249**	334	299	101	143	52	97	97	154	68	24	7	227	114	104	29	85	77	87	59	149	34
	97.8%	**98.0%**	95.7%	96.5%	98.1%	97.9%	100.0%	97.0%	98.0%	98.1%	98.6%	96.0%	100.0%	98.3%	99.1%	97.2%	96.7%	96.6%	98.7%	100.0%	100.0%	97.4%	100.0%
Yes	2,259	**93**	111	94	38	53	21	35	37	57	24	12	3	84	34	48	10	31	31	31	11	62	16
	37.9%	**37.3%**	33.2%	31.4%	37.6%	37.1%	40.4%	36.1%	38.1%	37.0%	35.3%	50.0%	42.9%	37.0%	29.8%	46.2%	34.5%	36.5%	40.3%	35.6%	18.6%	41.6%	47.1%
No	3,708	**156**	223	205	63	90	31	62	60	97	44	12	4	143	80	56	19	54	46	56	48	87	18
	62.1%	**62.7%**	66.8%	68.6%	62.4%	62.9%	59.6%	63.9%	61.9%	63.0%	64.7%	50.0%	57.1%	63.0%	70.2%	53.8%	65.5%	63.5%	59.7%	64.4%	81.4%	58.4%	52.9%
Significantly different from column:*															P	O					VW	U	U

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 24

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

Base: All respondents who tried to get information from the health plan's customer service (Q23)

	2020 CSS Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,265	**93**	111	94	38	53	21	35	37	57	24	12	3	84	34	48	10	31	31	31	11	62	16
Number missing or multiple answer	52	**2**	0	1	0	2	0	1	1	1	1	0	0	1	0	2	0	0	0	2	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,213	**91**	111	93	38	51	21	34	36	56	23	12	3	83	34	46	10	31	31	29	11	60	16
	97.7%	**97.8%**	100.0%	98.9%	100.0%	96.2%	100.0%	97.1%	97.3%	98.2%	95.8%	100.0%	100.0%	98.8%	100.0%	95.8%	100.0%	100.0%	100.0%	93.5%	100.0%	96.8%	100.0%
Never	44	**3**	4	4	2	1	1	2	0	2	0	1	0	3	0	2	1	2	0	1	1	2	0
	2.0%	**3.3%**	3.6%	4.3%	5.3%	2.0%	4.8%	5.9%	0.0%	3.6%	0.0%	8.3%	0.0%	3.6%	0.0%	4.3%	10.0%	6.5%	0.0%	3.4%	9.1%	3.3%	0.0%
Sometimes	286	**12**	15	12	6	6	2	4	6	8	3	1	0	12	6	4	2	0	7	5	3	6	2
	12.9%	**13.2%**	13.5%	12.9%	15.8%	11.8%	9.5%	11.8%	16.7%	14.3%	13.0%	8.3%	0.0%	14.5%	17.6%	8.7%	20.0%	0.0%	22.6%	17.2%	27.3%	10.0%	12.5%
Usually	577	**22**	21	15	9	12	6	7	9	11	6	5	1	19	8	11	2	4	9	9	0	17	3
	26.1%	**24.2%**	18.9%	16.1%	23.7%	23.5%	28.6%	20.6%	25.0%	19.6%	26.1%	41.7%	33.3%	22.9%	23.5%	23.9%	20.0%	12.9%	29.0%	31.0%	0.0%	28.3%	18.8%
Always	1,306	**54**	71	62	21	32	12	21	21	35	14	5	2	49	20	29	5	25	15	14	7	35	11
	59.0%	**59.3%**	64.0%	66.7%	55.3%	62.7%	57.1%	61.8%	58.3%	62.5%	60.9%	41.7%	66.7%	59.0%	58.8%	63.0%	50.0%	80.6%	48.4%	48.3%	63.6%	58.3%	68.8%
Significantly different from column:*																		ST	R	R			
Usually or Always	1,883	**76**	92	77	30	44	18	28	30	46	20	10	3	68	28	40	7	29	24	23	7	52	14
	85.1%	**83.5%**	82.9%	82.8%	78.9%	86.3%	85.7%	82.4%	83.3%	82.1%	87.0%	83.3%	100.0%	81.9%	82.4%	87.0%	70.0%	93.5%	77.4%	79.3%	63.6%	86.7%	87.5%
Significantly different from column:*																							

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 25

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

Base: All respondents who tried to get information from the health plan's customer service (Q23)

	2020 CSS Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,265	**93**	111	94	38	53	21	35	37	57	24	12	3	84	34	48	10	31	31	31	11	62	16
Number missing or multiple answer	58	**2**	1	1	0	1	0	1	1	1	1	0	0	2	0	2	0	0	0	2	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,207	**91**	110	93	38	52	21	34	36	56	23	12	3	82	34	46	10	31	31	29	11	61	15
	97.4%	**97.8%**	99.1%	98.9%	100.0%	98.1%	100.0%	97.1%	97.3%	98.2%	95.8%	100.0%	100.0%	97.6%	100.0%	95.8%	100.0%	100.0%	100.0%	93.5%	100.0%	98.4%	93.8%
Never	16	**1**	3	1	1	0	0	1	0	1	0	0	0	1	0	1	0	0	0	1	0	1	0
	0.7%	**1.1%**	2.7%	1.1%	2.6%	0.0%	0.0%	2.9%	0.0%	1.8%	0.0%	0.0%	0.0%	1.2%	0.0%	2.2%	0.0%	0.0%	0.0%	3.4%	0.0%	1.6%	0.0%
Sometimes	84	**8**	4	1	5	2	1	3	4	6	0	2	0	8	1	4	3	3	2	3	3	4	1
	3.8%	**8.8%**	3.6%	1.1%	13.2%	3.8%	4.8%	8.8%	11.1%	10.7%	0.0%	16.7%	0.0%	9.8%	2.9%	8.7%	30.0%	9.7%	6.5%	10.3%	27.3%	6.6%	6.7%
Usually	403	**9**	11	5	5	4	4	1	4	4	4	1	1	5	6	1	1	1	3	5	0	8	0
	18.3%	**9.9%**	10.0%	5.4%	13.2%	7.7%	19.0%	2.9%	11.1%	7.1%	17.4%	8.3%	33.3%	6.1%	17.6%	2.2%	10.0%	3.2%	9.7%	17.2%	0.0%	13.1%	0.0%
Always	1,704	**73**	92	86	27	46	16	29	28	45	19	9	2	68	27	40	6	27	26	20	8	48	14
	77.2%	**80.2%**	83.6%	92.5%	71.1%	88.5%	76.2%	85.3%	77.8%	80.4%	82.6%	75.0%	66.7%	82.9%	79.4%	87.0%	60.0%	87.1%	83.9%	69.0%	72.7%	78.7%	93.3%
Significantly different from column:*		D			F	E																	
Usually or Always	2,107	**82**	103	91	32	50	20	30	32	49	23	10	3	73	33	41	7	28	29	25	8	56	14
	95.5%	**90.1%**	93.6%	97.8%	84.2%	96.2%	95.2%	88.2%	88.9%	87.5%	100.0%	83.3%	100.0%	89.0%	97.1%	89.1%	70.0%	90.3%	93.5%	86.2%	72.7%	91.8%	93.3%
Significantly different from column:*		D																					

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 26

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,103	**254**	349	310	103	146	52	100	99	157	69	25	7	231	115	107	30	88	78	87	59	153	34
Number missing or multiple answer	248	**13**	23	12	2	9	4	5	4	8	4	0	0	10	2	9	2	3	2	7	2	8	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,855	**241**	326	298	101	137	48	95	95	149	65	25	7	221	113	98	28	85	76	80	57	145	33
	95.9%	**94.9%**	93.4%	96.1%	98.1%	93.8%	92.3%	95.0%	96.0%	94.9%	94.2%	100.0%	100.0%	95.7%	98.3%	91.6%	93.3%	96.6%	97.4%	92.0%	96.6%	94.8%	97.1%
Yes	1,396	**51**	70	65	24	26	8	25	18	34	12	5	1	49	20	24	7	10	17	24	8	35	7
	23.8%	**21.2%**	21.5%	21.8%	23.8%	19.0%	16.7%	26.3%	18.9%	22.8%	18.5%	20.0%	14.3%	22.2%	17.7%	24.5%	25.0%	11.8%	22.4%	30.0%	14.0%	24.1%	21.2%
No	4,459	**190**	256	233	77	111	40	70	77	115	53	20	6	172	93	74	21	75	59	56	49	110	26
	76.2%	**78.8%**	78.5%	78.2%	76.2%	81.0%	83.3%	73.7%	81.1%	77.2%	81.5%	80.0%	85.7%	77.8%	82.3%	75.5%	75.0%	88.2%	77.6%	70.0%	86.0%	75.9%	78.8%
Significantly different from column:*																		T		R			

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 27

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

Base: All respondents who received forms to fill out from the health plan (Q26)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,855	**241**	326	298	101	137	48	95	95	149	65	25	7	221	113	98	28	85	76	80	57	145	33
Number missing or multiple answer	34	**3**	1	2	1	1	0	2	1	2	1	0	0	3	1	0	2	0	0	3	1	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,821	**238**	325	296	100	136	48	93	94	147	64	25	7	218	112	98	26	85	76	77	56	143	33
	99.4%	**98.8%**	99.7%	99.3%	99.0%	99.3%	100.0%	97.9%	98.9%	98.7%	98.5%	100.0%	100.0%	98.6%	99.1%	100.0%	92.9%	100.0%	100.0%	96.3%	98.2%	98.6%	100.0%
Never	31	**2**	1	4	2	0	0	2	0	2	0	0	0	2	2	0	0	0	1	1	1	1	0
	0.5%	**0.8%**	0.3%	1.4%	2.0%	0.0%	0.0%	2.2%	0.0%	1.4%	0.0%	0.0%	0.0%	0.9%	1.8%	0.0%	0.0%	0.0%	1.3%	1.3%	1.8%	0.7%	0.0%
Sometimes	167	**6**	9	10	4	2	1	2	3	5	0	1	1	5	0	4	2	1	3	2	1	4	1
	2.9%	**2.5%**	2.8%	3.4%	4.0%	1.5%	2.1%	2.2%	3.2%	3.4%	0.0%	4.0%	14.3%	2.3%	0.0%	4.1%	7.7%	1.2%	3.9%	2.6%	1.8%	2.8%	3.0%
Usually	473	**13**	21	16	6	7	2	8	3	7	3	3	0	13	7	4	2	2	5	6	2	9	2
	8.1%	**5.5%**	6.5%	5.4%	6.0%	5.1%	4.2%	8.6%	3.2%	4.8%	4.7%	12.0%	0.0%	6.0%	6.3%	4.1%	7.7%	2.4%	6.6%	7.8%	3.6%	6.3%	6.1%
Always	5,150	**217**	294	266	88	127	45	81	88	133	61	21	6	198	103	90	22	82	67	68	52	129	30
	88.5%	**91.2%**	90.5%	89.9%	88.0%	93.4%	93.8%	87.1%	93.6%	90.5%	95.3%	84.0%	85.7%	90.8%	92.0%	91.8%	84.6%	96.5%	88.2%	88.3%	92.9%	90.2%	90.9%
Significantly different from column:*																		ST	R	R			
Usually or Always	5,623	**230**	315	282	94	134	47	89	91	140	64	24	6	211	110	94	24	84	72	74	54	138	32
	96.6%	**96.6%**	96.9%	95.3%	94.0%	98.5%	97.9%	95.7%	96.8%	95.2%	100.0%	96.0%	85.7%	96.8%	98.2%	95.9%	92.3%	98.8%	94.7%	96.1%	96.4%	96.5%	97.0%
Significantly different from column:*																							

NA - Not Applicable

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**Respondents answering "No" to question 26 are reported to NCQA as "Always" in question 27, and are used in calculating the Question Summary Rate.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 28

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?

Base: All respondents

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,103	**254**	349	310	103	146	52	100	99	157	69	25	7	231	115	107	30	88	78	87	59	153	34
Number missing or multiple answer	237	**8**	12	9	4	4	4	4	0	4	1	2	0	7	4	3	1	5	1	1	1	6	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,866	**246**	337	301	99	142	48	96	99	153	68	23	7	224	111	104	29	83	77	86	58	147	34
	96.1%	**96.9%**	96.6%	97.1%	96.1%	97.3%	92.3%	96.0%	100.0%	97.5%	98.6%	92.0%	100.0%	97.0%	96.5%	97.2%	96.7%	94.3%	98.7%	98.9%	98.3%	96.1%	100.0%
0 Worst health plan possible	48	**1**	5	3	0	1	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	1	0
	0.8%	**0.4%**	1.5%	1.0%	0.0%	0.7%	0.0%	1.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.4%	0.9%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.7%	0.0%
1	20	**0**	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	**0.0%**	0.9%	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%
2	36	**5**	3	5	3	1	1	2	2	3	1	1	0	5	2	2	1	1	1	3	1	3	1
	0.6%	**2.0%**	0.9%	1.7%	3.0%	0.7%	2.1%	2.1%	2.0%	2.0%	1.5%	4.3%	0.0%	2.2%	1.8%	1.9%	3.4%	1.2%	1.3%	3.5%	1.7%	2.0%	2.9%
3	62	**2**	1	4	0	1	0	1	1	1	1	0	0	2	1	0	1	0	1	1	1	1	0
	1.1%	**0.8%**	0.3%	1.3%	0.0%	0.7%	0.0%	1.0%	1.0%	0.7%	1.5%	0.0%	0.0%	0.9%	0.9%	0.0%	3.4%	0.0%	1.3%	1.2%	1.7%	0.7%	0.0%
4	87	**10**	8	6	4	5	3	4	2	5	4	0	0	9	4	4	1	3	3	4	6	3	1
	1.5%	**4.1%**	2.4%	2.0%	4.0%	3.5%	6.3%	4.2%	2.0%	3.3%	5.9%	0.0%	0.0%	4.0%	3.6%	3.8%	3.4%	3.6%	3.9%	4.7%	10.3%	2.0%	2.9%
5	328	**12**	20	11	5	7	1	5	6	8	4	0	1	10	7	2	3	2	5	5	7	3	2
	5.6%	**4.9%**	5.9%	3.7%	5.1%	4.9%	2.1%	5.2%	6.1%	5.2%	5.9%	0.0%	14.3%	4.5%	6.3%	1.9%	10.3%	2.4%	6.5%	5.8%	12.1%	2.0%	5.9%
6	304	**10**	15	9	3	7	3	3	4	7	3	0	1	9	5	2	3	3	2	5	3	5	1
	5.2%	**4.1%**	4.5%	3.0%	3.0%	4.9%	6.3%	3.1%	4.0%	4.6%	4.4%	0.0%	14.3%	4.0%	4.5%	1.9%	10.3%	3.6%	2.6%	5.8%	5.2%	3.4%	2.9%
7	545	**23**	24	25	9	13	4	11	8	18	1	4	0	20	14	6	3	4	6	13	1	20	2
	9.3%	**9.3%**	7.1%	8.3%	9.1%	9.2%	8.3%	11.5%	8.1%	11.8%	1.5%	17.4%	0.0%	8.9%	12.6%	5.8%	10.3%	4.8%	7.8%	15.1%	1.7%	13.6%	5.9%
8	988	**29**	65	43	15	13	8	9	11	14	12	2	0	25	13	14	1	11	10	8	6	19	2
	16.8%	**11.8%**	19.3%	14.3%	15.2%	9.2%	16.7%	9.4%	11.1%	9.2%	17.6%	8.7%	0.0%	11.2%	11.7%	13.5%	3.4%	13.3%	13.0%	9.3%	10.3%	12.9%	5.9%
9	962	**31**	41	38	13	18	9	12	10	17	10	4	0	31	14	16	1	10	10	11	6	21	3
	16.4%	**12.6%**	12.2%	12.6%	13.1%	12.7%	18.8%	12.5%	10.1%	11.1%	14.7%	17.4%	0.0%	13.8%	12.6%	15.4%	3.4%	12.0%	13.0%	12.8%	10.3%	14.3%	8.8%
10 Best health plan possible	2,486	**123**	152	154	47	76	19	48	55	80	31	12	5	112	50	58	15	49	38	36	27	71	22
	42.4%	**50.0%**	45.1%	51.2%	47.5%	53.5%	39.6%	50.0%	55.6%	52.3%	45.6%	52.2%	71.4%	50.0%	45.0%	55.8%	51.7%	59.0%	49.4%	41.9%	46.6%	48.3%	64.7%

NA - Not Applicable

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 28

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?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,103	**254**	349	310	103	146	52	100	99	157	69	25	7	231	115	107	30	88	78	87	59	153	34
Number missing or multiple answer	237	**8**	12	9	4	4	4	4	0	4	1	2	0	7	4	3	1	5	1	1	1	6	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,866	**246**	337	301	99	142	48	96	99	153	68	23	7	224	111	104	29	83	77	86	58	147	34
	96.1%	**96.9%**	96.6%	97.1%	96.1%	97.3%	92.3%	96.0%	100.0%	97.5%	98.6%	92.0%	100.0%	97.0%	96.5%	97.2%	96.7%	94.3%	98.7%	98.9%	98.3%	96.1%	100.0%
0 to 4	253	**18**	20	21	7	8	4	8	5	9	7	1	0	17	8	6	3	4	6	8	8	8	2
	4.3%	**7.3%**	5.9%	7.0%	7.1%	5.6%	8.3%	8.3%	5.1%	5.9%	10.3%	4.3%	0.0%	7.6%	7.2%	5.8%	10.3%	4.8%	7.8%	9.3%	13.8%	5.4%	5.9%
5	328	**12**	20	11	5	7	1	5	6	8	4	0	1	10	7	2	3	2	5	5	7	3	2
	5.6%	**4.9%**	5.9%	3.7%	5.1%	4.9%	2.1%	5.2%	6.1%	5.2%	5.9%	0.0%	14.3%	4.5%	6.3%	1.9%	10.3%	2.4%	6.5%	5.8%	12.1%	2.0%	5.9%
6 or 7	849	**33**	39	34	12	20	7	14	12	25	4	4	1	29	19	8	6	7	8	18	4	25	3
	14.5%	**13.4%**	11.6%	11.3%	12.1%	14.1%	14.6%	14.6%	12.1%	16.3%	5.9%	17.4%	14.3%	12.9%	17.1%	7.7%	20.7%	8.4%	10.4%	20.9%	6.9%	17.0%	8.8%
8 to 10	4,436	**183**	258	235	75	107	36	69	76	111	53	18	5	168	77	88	17	70	58	55	39	111	27
	75.6%	**74.4%**	76.6%	78.1%	75.8%	75.4%	75.0%	71.9%	76.8%	72.5%	77.9%	78.3%	71.4%	75.0%	69.4%	84.6%	58.6%	84.3%	75.3%	64.0%	67.2%	75.5%	79.4%
Significantly different from column:*															P	OQ	P	T		R			
0 to 6	885	**40**	55	41	15	22	8	16	15	24	14	1	2	36	20	10	9	9	13	18	18	16	5
	15.1%	**16.3%**	16.3%	13.6%	15.2%	15.5%	16.7%	16.7%	15.2%	15.7%	20.6%	4.3%	28.6%	16.1%	18.0%	9.6%	31.0%	10.8%	16.9%	20.9%	31.0%	10.9%	14.7%
7 to 8	1,533	**52**	89	68	24	26	12	20	19	32	13	6	0	45	27	20	4	15	16	21	7	39	4
	26.1%	**21.1%**	26.4%	22.6%	24.2%	18.3%	25.0%	20.8%	19.2%	20.9%	19.1%	26.1%	0.0%	20.1%	24.3%	19.2%	13.8%	18.1%	20.8%	24.4%	12.1%	26.5%	11.8%
9 to 10	3,448	**154**	193	192	60	94	28	60	65	97	41	16	5	143	64	74	16	59	48	47	33	92	25
	58.8%	**62.6%**	57.3%	63.8%	60.6%	66.2%	58.3%	62.5%	65.7%	63.4%	60.3%	69.6%	71.4%	63.8%	57.7%	71.2%	55.2%	71.1%	62.3%	54.7%	56.9%	62.6%	73.5%
Significantly different from column:*															P	O		T		R			

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 29

In general, how would you rate your overall health?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,103	**254**	349	310	103	146	52	100	99	157	69	25	7	231	115	107	30	88	78	87	59	153	34
Number missing or multiple answer	94	**1**	5	6	0	1	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,009	**253**	344	304	103	145	52	99	99	156	69	25	7	230	114	107	30	88	78	87	59	152	34
	98.5%	**99.6%**	98.6%	98.1%	100.0%	99.3%	100.0%	99.0%	100.0%	99.4%	100.0%	100.0%	100.0%	99.6%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%	100.0%
Poor	413	**17**	24	36	6	9	0	9	7	11	5	1	1	14	6	7	4	0	0	17	1	9	7
	6.9%	**6.7%**	7.0%	11.8%	5.8%	6.2%	0.0%	9.1%	7.1%	7.1%	7.2%	4.0%	14.3%	6.1%	5.3%	6.5%	13.3%	0.0%	0.0%	19.5%	1.7%	5.9%	20.6%
Fair	1,428	**70**	91	79	32	35	11	29	29	48	17	3	2	61	34	30	4	0	0	70	16	40	11
	23.8%	**27.7%**	26.5%	26.0%	31.1%	24.1%	21.2%	29.3%	29.3%	30.8%	24.6%	12.0%	28.6%	26.5%	29.8%	28.0%	13.3%	0.0%	0.0%	80.5%	27.1%	26.3%	32.4%
Good	2,156	**78**	108	85	34	44	9	35	33	51	18	8	1	75	35	33	10	0	78	0	15	52	8
	35.9%	**30.8%**	31.4%	28.0%	33.0%	30.3%	17.3%	35.4%	33.3%	32.7%	26.1%	32.0%	14.3%	32.6%	30.7%	30.8%	33.3%	0.0%	100.0%	0.0%	25.4%	34.2%	23.5%
Very good	1,369	**49**	80	59	15	34	20	9	20	24	16	9	0	47	19	23	7	49	0	0	16	29	4
	22.8%	**19.4%**	23.3%	19.4%	14.6%	23.4%	38.5%	9.1%	20.2%	15.4%	23.2%	36.0%	0.0%	20.4%	16.7%	21.5%	23.3%	55.7%	0.0%	0.0%	27.1%	19.1%	11.8%
Excellent	643	**39**	41	45	16	23	12	17	10	22	13	4	3	33	20	14	5	39	0	0	11	22	4
	10.7%	**15.4%**	11.9%	14.8%	15.5%	15.9%	23.1%	17.2%	10.1%	14.1%	18.8%	16.0%	42.9%	14.3%	17.5%	13.1%	16.7%	44.3%	0.0%	0.0%	18.6%	14.5%	11.8%
Excellent or Very good	2,012	**88**	121	104	31	57	32	26	30	46	29	13	3	80	39	37	12	88	0	0	27	51	8
	33.5%	**34.8%**	35.2%	34.2%	30.1%	39.3%	61.5%	26.3%	30.3%	29.5%	42.0%	52.0%	42.9%	34.8%	34.2%	34.6%	40.0%	100.0%	0.0%	0.0%	45.8%	33.6%	23.5%
Significantly different from column:*							HI	G	G	L		J						ST	R	R	W		U

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 30

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,103	**254**	349	310	103	146	52	100	99	157	69	25	7	231	115	107	30	88	78	87	59	153	34
Number missing or multiple answer	86	**3**	7	5	1	2	1	1	1	1	1	0	0	2	1	2	0	1	0	1	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,017	**251**	342	305	102	144	51	99	98	156	68	25	7	229	114	105	30	87	78	86	59	151	34
	98.6%	**98.8%**	98.0%	98.4%	99.0%	98.6%	98.1%	99.0%	99.0%	99.4%	98.6%	100.0%	100.0%	99.1%	99.1%	98.1%	100.0%	98.9%	100.0%	98.9%	100.0%	98.7%	100.0%
Poor	378	**19**	19	32	9	9	4	13	1	15	3	1	1	15	6	9	4	1	3	15	3	10	6
	6.3%	**7.6%**	5.6%	10.5%	8.8%	6.3%	7.8%	13.1%	1.0%	9.6%	4.4%	4.0%	14.3%	6.6%	5.3%	8.6%	13.3%	1.1%	3.8%	17.4%	5.1%	6.6%	17.6%
Fair	1,244	**53**	73	60	22	28	7	21	24	35	13	4	2	46	21	25	5	3	10	40	11	31	9
	20.7%	**21.1%**	21.3%	19.7%	21.6%	19.4%	13.7%	21.2%	24.5%	22.4%	19.1%	16.0%	28.6%	20.1%	18.4%	23.8%	16.7%	3.4%	12.8%	46.5%	18.6%	20.5%	26.5%
Good	1,785	**70**	90	66	27	42	14	30	25	43	17	9	1	68	37	22	11	18	38	14	12	48	9
	29.7%	**27.9%**	26.3%	21.6%	26.5%	29.2%	27.5%	30.3%	25.5%	27.6%	25.0%	36.0%	14.3%	29.7%	32.5%	21.0%	36.7%	20.7%	48.7%	16.3%	20.3%	31.8%	26.5%
Very good	1,418	**58**	77	58	25	33	13	17	28	32	20	6	1	54	26	28	4	29	17	12	14	35	7
	23.6%	**23.1%**	22.5%	19.0%	24.5%	22.9%	25.5%	17.2%	28.6%	20.5%	29.4%	24.0%	14.3%	23.6%	22.8%	26.7%	13.3%	33.3%	21.8%	14.0%	23.7%	23.2%	20.6%
Excellent	1,192	**51**	83	89	19	32	13	18	20	31	15	5	2	46	24	21	6	36	10	5	19	27	3
	19.8%	**20.3%**	24.3%	29.2%	18.6%	22.2%	25.5%	18.2%	20.4%	19.9%	22.1%	20.0%	28.6%	20.1%	21.1%	20.0%	20.0%	41.4%	12.8%	5.8%	32.2%	17.9%	8.8%
Excellent or Very good	2,610	**109**	160	147	44	65	26	35	48	63	35	11	3	100	50	49	10	65	27	17	33	62	10
	43.4%	**43.4%**	46.8%	48.2%	43.1%	45.1%	51.0%	35.4%	49.0%	40.4%	51.5%	44.0%	42.9%	43.7%	43.9%	46.7%	33.3%	74.7%	34.6%	19.8%	55.9%	41.1%	29.4%
Significantly different from column:*																		ST	RT	RS	W		U

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 31

Have you had either a flu shot or flu spray in the nose since July 1, 2019?

Base: All respondents who were flagged by the health plan as being 18 to 64 as of July 1 of the measurement year

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,565	**251**	346	308	101	145	50	100	98	155	68	25	6	229	115	106	28	86	77	87	59	150	34
Number missing or multiple answer	48	**2**	7	5	1	0	1	0	0	1	0	0	0	1	1	0	0	1	0	1	2	0	0
Number no experience	169	**7**	6	5	5	2	3	3	1	5	1	0	1	4	1	4	2	2	2	3	2	1	3
Usable responses	5,348	**242**	333	298	95	143	46	97	97	149	67	25	5	224	113	102	26	83	75	83	55	149	31
	96.1%	**96.4%**	96.2%	96.8%	94.1%	98.6%	92.0%	97.0%	99.0%	96.1%	98.5%	100.0%	83.3%	97.8%	98.3%	96.2%	92.9%	96.5%	97.4%	95.4%	93.2%	99.3%	91.2%
Yes	2,305	**101**	121	105	28	72	17	37	47	58	35	8	3	89	45	44	12	35	34	32	9	73	16
	43.1%	**41.7%**	36.3%	35.2%	29.5%	50.3%	37.0%	38.1%	48.5%	38.9%	52.2%	32.0%	60.0%	39.7%	39.8%	43.1%	46.2%	42.2%	45.3%	38.6%	16.4%	49.0%	51.6%
No	3,043	**141**	212	193	67	71	29	60	50	91	32	17	2	135	68	58	14	48	41	51	46	76	15
	56.9%	**58.3%**	63.7%	64.8%	70.5%	49.7%	63.0%	61.9%	51.5%	61.1%	47.8%	68.0%	40.0%	60.3%	60.2%	56.9%	53.8%	57.8%	54.7%	61.4%	83.6%	51.0%	48.4%
Significantly different from column:*					F	E															VW	U	U

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**A plan's score for the HEDIS Flu Vaccinations for Adults measure will include only those members flagged by the plan as being age 18 to 64 as of July 1 of the measurement year.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 32

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,103	**254**	349	310	103	146	52	100	99	157	69	25	7	231	115	107	30	88	78	87	59	153	34
Number missing or multiple answer	116	**2**	7	6	0	1	0	0	1	1	0	0	0	1	0	1	0	0	1	1	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,987	**252**	342	304	103	145	52	100	98	156	69	25	7	230	115	106	30	88	77	86	58	152	34
	98.1%	**99.2%**	98.0%	98.1%	100.0%	99.3%	100.0%	100.0%	99.0%	99.4%	100.0%	100.0%	100.0%	99.6%	100.0%	99.1%	100.0%	100.0%	98.7%	98.9%	98.3%	99.3%	100.0%
Every day	1,144	**58**	82	72	28	30	6	27	25	41	16	1	0	55	35	19	4	13	25	19	14	33	11
	19.1%	**23.0%**	24.0%	23.7%	27.2%	20.7%	11.5%	27.0%	25.5%	26.3%	23.2%	4.0%	0.0%	23.9%	30.4%	17.9%	13.3%	14.8%	32.5%	22.1%	24.1%	21.7%	32.4%
Some days	716	**46**	57	50	27	17	8	19	19	32	9	5	1	42	20	22	3	8	10	28	12	26	5
	12.0%	**18.3%**	16.7%	16.4%	26.2%	11.7%	15.4%	19.0%	19.4%	20.5%	13.0%	20.0%	14.3%	18.3%	17.4%	20.8%	10.0%	9.1%	13.0%	32.6%	20.7%	17.1%	14.7%
Not at all	4,063	**145**	201	181	47	96	37	52	54	80	44	19	6	130	59	63	23	65	41	39	32	90	18
	67.9%	**57.5%**	58.8%	59.5%	45.6%	66.2%	71.2%	52.0%	55.1%	51.3%	63.8%	76.0%	85.7%	56.5%	51.3%	59.4%	76.7%	73.9%	53.2%	45.3%	55.2%	59.2%	52.9%
Don't know	64	**3**	2	1	1	2	1	2	0	3	0	0	0	3	1	2	0	2	1	0	0	3	0
	1.1%	**1.2%**	0.6%	0.3%	1.0%	1.4%	1.9%	2.0%	0.0%	1.9%	0.0%	0.0%	0.0%	1.3%	0.9%	1.9%	0.0%	2.3%	1.3%	0.0%	0.0%	2.0%	0.0%
Every day or Some days	1,860	**104**	139	122	55	47	14	46	44	73	25	6	1	97	55	41	7	21	35	47	26	59	16
	31.1%	**41.3%**	40.6%	40.1%	53.4%	32.4%	26.9%	46.0%	44.9%	46.8%	36.2%	24.0%	14.3%	42.2%	47.8%	38.7%	23.3%	23.9%	45.5%	54.7%	44.8%	38.8%	47.1%
Significantly different from column:*		A			F	E	HI	G	G	L		J			Q		O	ST	R	R			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 33

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?

Base: All respondents who smoke cigarettes or use tobacco (Q32)

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,869	**104**	139	122	55	47	14	46	44	73	25	6	1	97	55	41	7	21	35	47	26	59	16
Number missing or multiple answer	32	**1**	6	1	0	1	0	0	1	1	0	0	0	1	0	1	0	0	0	1	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,837	**103**	133	121	55	46	14	46	43	72	25	6	1	96	55	40	7	21	35	46	26	58	16
	98.3%	**99.0%**	95.7%	99.2%	100.0%	97.9%	100.0%	100.0%	97.7%	98.6%	100.0%	100.0%	100.0%	99.0%	100.0%	97.6%	100.0%	100.0%	100.0%	97.9%	100.0%	98.3%	100.0%
Never	435	**29**	33	35	17	12	4	18	7	21	6	2	0	27	15	12	2	7	7	14	14	12	3
	23.7%	**28.2%**	24.8%	28.9%	30.9%	26.1%	28.6%	39.1%	16.3%	29.2%	24.0%	33.3%	0.0%	28.1%	27.3%	30.0%	28.6%	33.3%	20.0%	30.4%	53.8%	20.7%	18.8%
Sometimes	357	**23**	23	25	11	10	5	8	10	17	3	3	1	22	12	8	3	7	9	7	5	15	2
	19.4%	**22.3%**	17.3%	20.7%	20.0%	21.7%	35.7%	17.4%	23.3%	23.6%	12.0%	50.0%	100.0%	22.9%	21.8%	20.0%	42.9%	33.3%	25.7%	15.2%	19.2%	25.9%	12.5%
Usually	332	**15**	18	18	11	4	2	4	9	11	4	0	0	11	8	5	1	3	3	9	4	8	2
	18.1%	**14.6%**	13.5%	14.9%	20.0%	8.7%	14.3%	8.7%	20.9%	15.3%	16.0%	0.0%	0.0%	11.5%	14.5%	12.5%	14.3%	14.3%	8.6%	19.6%	15.4%	13.8%	12.5%
Always	713	**36**	59	43	16	20	3	16	17	23	12	1	0	36	20	15	1	4	16	16	3	23	9
	38.8%	**35.0%**	44.4%	35.5%	29.1%	43.5%	21.4%	34.8%	39.5%	31.9%	48.0%	16.7%	0.0%	37.5%	36.4%	37.5%	14.3%	19.0%	45.7%	34.8%	11.5%	39.7%	56.3%
Significantly different from column:*																		S	R		V	U	
Sometimes, Usually, or Always	1,402	**74**	100	86	38	34	10	28	36	51	19	4	1	69	40	28	5	14	28	32	12	46	13
	76.3%	**71.8%**	75.2%	71.1%	69.1%	73.9%	71.4%	60.9%	83.7%	70.8%	76.0%	66.7%	100.0%	71.9%	72.7%	70.0%	71.4%	66.7%	80.0%	69.6%	46.2%	79.3%	81.3%
Significantly different from column:*								I	H												VW	U	U

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 34

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.

Base: All respondents who smoke cigarettes or use tobacco (Q32)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,869	**104**	139	122	55	47	14	46	44	73	25	6	1	97	55	41	7	21	35	47	26	59	16
Number missing or multiple answer	32	**1**	5	3	1	0	0	0	1	1	0	0	0	1	0	1	0	1	0	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,837	**103**	134	119	54	47	14	46	43	72	25	6	1	96	55	40	7	20	35	47	25	59	16
	98.3%	**99.0%**	96.4%	97.5%	98.2%	100.0%	100.0%	100.0%	97.7%	98.6%	100.0%	100.0%	100.0%	99.0%	100.0%	97.6%	100.0%	95.2%	100.0%	100.0%	96.2%	100.0%	100.0%
Never	855	**49**	65	61	31	18	8	25	16	36	10	3	1	45	26	20	3	15	15	19	19	23	6
	46.5%	**47.6%**	48.5%	51.3%	57.4%	38.3%	57.1%	54.3%	37.2%	50.0%	40.0%	50.0%	100.0%	46.9%	47.3%	50.0%	42.9%	75.0%	42.9%	40.4%	76.0%	39.0%	37.5%
Sometimes	364	**18**	33	20	8	9	4	9	5	14	4	0	0	18	11	6	1	1	6	10	4	10	3
	19.8%	**17.5%**	24.6%	16.8%	14.8%	19.1%	28.6%	19.6%	11.6%	19.4%	16.0%	0.0%	0.0%	18.8%	20.0%	15.0%	14.3%	5.0%	17.1%	21.3%	16.0%	16.9%	18.8%
Usually	254	**19**	14	15	12	7	0	6	13	13	4	2	0	17	9	6	3	1	7	11	1	14	3
	13.8%	**18.4%**	10.4%	12.6%	22.2%	14.9%	0.0%	13.0%	30.2%	18.1%	16.0%	33.3%	0.0%	17.7%	16.4%	15.0%	42.9%	5.0%	20.0%	23.4%	4.0%	23.7%	18.8%
Always	364	**17**	22	23	3	13	2	6	9	9	7	1	0	16	9	8	0	3	7	7	1	12	4
	19.8%	**16.5%**	16.4%	19.3%	5.6%	27.7%	14.3%	13.0%	20.9%	12.5%	28.0%	16.7%	0.0%	16.7%	16.4%	20.0%	0.0%	15.0%	20.0%	14.9%	4.0%	20.3%	25.0%
Significantly different from column:*					F	E																	
Sometimes, Usually, or Always	982	**54**	69	58	23	29	6	21	27	36	15	3	0	51	29	20	4	5	20	28	6	36	10
	53.5%	**52.4%**	51.5%	48.7%	42.6%	61.7%	42.9%	45.7%	62.8%	50.0%	60.0%	50.0%	0.0%	53.1%	52.7%	50.0%	57.1%	25.0%	57.1%	59.6%	24.0%	61.0%	62.5%
Significantly different from column:*																		ST	R	R	VW	U	U

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 35

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.

Base: All respondents who smoke cigarettes or use tobacco (Q32)

					Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	2020 CSS Average	**2020**	2019	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,869	**104**	139	122	55	47	14	46	44	73	25	6	1	97	55	41	7	21	35	47	26	59	16
Number missing or multiple answer	57	**1**	6	2	1	0	0	0	1	1	0	0	0	1	0	1	0	1	0	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,812	**103**	133	120	54	47	14	46	43	72	25	6	1	96	55	40	7	20	35	47	25	59	16
	97.0%	**99.0%**	95.7%	98.4%	98.2%	100.0%	100.0%	100.0%	97.7%	98.6%	100.0%	100.0%	100.0%	99.0%	100.0%	97.6%	100.0%	95.2%	100.0%	100.0%	96.2%	100.0%	100.0%
Never	935	**47**	72	67	29	18	9	24	14	34	9	4	1	44	26	19	2	13	15	19	17	22	7
	51.6%	**45.6%**	54.1%	55.8%	53.7%	38.3%	64.3%	52.2%	32.6%	47.2%	36.0%	66.7%	100.0%	45.8%	47.3%	47.5%	28.6%	65.0%	42.9%	40.4%	68.0%	37.3%	43.8%
Sometimes	343	**31**	27	16	16	15	4	13	14	21	9	1	0	28	17	10	3	2	13	15	6	20	3
	18.9%	**30.1%**	20.3%	13.3%	29.6%	31.9%	28.6%	28.3%	32.6%	29.2%	36.0%	16.7%	0.0%	29.2%	30.9%	25.0%	42.9%	10.0%	37.1%	31.9%	24.0%	33.9%	18.8%
Usually	237	**11**	10	15	4	6	0	3	8	7	3	1	0	11	5	4	2	0	3	8	0	9	2
	13.1%	**10.7%**	7.5%	12.5%	7.4%	12.8%	0.0%	6.5%	18.6%	9.7%	12.0%	16.7%	0.0%	11.5%	9.1%	10.0%	28.6%	0.0%	8.6%	17.0%	0.0%	15.3%	12.5%
Always	297	**14**	24	22	5	8	1	6	7	10	4	0	0	13	7	7	0	5	4	5	2	8	4
	16.4%	**13.6%**	18.0%	18.3%	9.3%	17.0%	7.1%	13.0%	16.3%	13.9%	16.0%	0.0%	0.0%	13.5%	12.7%	17.5%	0.0%	25.0%	11.4%	10.6%	8.0%	13.6%	25.0%
Significantly different from column:*																							
Sometimes, Usually, or Always	877	**56**	61	53	25	29	5	22	29	38	16	2	0	52	29	21	5	7	20	28	8	37	9
	48.4%	**54.4%**	45.9%	44.2%	46.3%	61.7%	35.7%	47.8%	67.4%	52.8%	64.0%	33.3%	0.0%	54.2%	52.7%	52.5%	71.4%	35.0%	57.1%	59.6%	32.0%	62.7%	56.3%
Significantly different from column:*							I		G												V	U	

NA - Not Applicable

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Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 36

What is your age?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,103	**254**	349	310	103	146	52	100	99	157	69	25	7	231	115	107	30	88	78	87	59	153	34
Number missing or multiple answer	80	**3**	6	7	1	1	0	0	0	1	0	0	0	0	0	1	1	0	1	2	1	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,023	**251**	343	303	102	145	52	100	99	156	69	25	7	231	115	106	29	88	77	85	58	151	34
	98.7%	**98.8%**	98.3%	97.7%	99.0%	99.3%	100.0%	100.0%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	96.7%	100.0%	98.7%	97.7%	98.3%	98.7%	100.0%
18 to 24	543	**21**	23	21	10	11	21	0	0	10	8	2	0	20	7	9	5	14	3	4	8	10	2
	9.0%	**8.4%**	6.7%	6.9%	9.8%	7.6%	40.4%	0.0%	0.0%	6.4%	11.6%	8.0%	0.0%	8.7%	6.1%	8.5%	17.2%	15.9%	3.9%	4.7%	13.8%	6.6%	5.9%
25 to 34	922	**31**	42	62	10	21	31	0	0	14	11	6	1	30	17	11	3	18	6	7	7	20	4
	15.3%	**12.4%**	12.2%	20.5%	9.8%	14.5%	59.6%	0.0%	0.0%	9.0%	15.9%	24.0%	14.3%	13.0%	14.8%	10.4%	10.3%	20.5%	7.8%	8.2%	12.1%	13.2%	11.8%
35 to 44	852	**47**	57	48	23	24	0	47	0	30	10	7	1	45	23	17	7	19	14	13	8	29	8
	14.1%	**18.7%**	16.6%	15.8%	22.5%	16.6%	0.0%	47.0%	0.0%	19.2%	14.5%	28.0%	14.3%	19.5%	20.0%	16.0%	24.1%	21.6%	18.2%	15.3%	13.8%	19.2%	23.5%
45 to 54	1,176	**53**	82	69	26	25	0	53	0	34	15	4	2	47	22	25	6	7	21	25	13	30	9
	19.5%	**21.1%**	23.9%	22.8%	25.5%	17.2%	0.0%	53.0%	0.0%	21.8%	21.7%	16.0%	28.6%	20.3%	19.1%	23.6%	20.7%	8.0%	27.3%	29.4%	22.4%	19.9%	26.5%
55 to 64	2,006	**96**	131	100	31	63	0	0	96	65	25	6	2	87	44	44	7	29	32	35	22	60	10
	33.3%	**38.2%**	38.2%	33.0%	30.4%	43.4%	0.0%	0.0%	97.0%	41.7%	36.2%	24.0%	28.6%	37.7%	38.3%	41.5%	24.1%	33.0%	41.6%	41.2%	37.9%	39.7%	29.4%
65 to 74	315	**2**	7	3	2	0	0	0	2	2	0	0	0	2	2	0	0	0	1	1	0	1	1
	5.2%	**0.8%**	2.0%	1.0%	2.0%	0.0%	0.0%	0.0%	2.0%	1.3%	0.0%	0.0%	0.0%	0.9%	1.7%	0.0%	0.0%	0.0%	1.3%	1.2%	0.0%	0.7%	2.9%
75 or older	209	**1**	1	0	0	1	0	0	1	1	0	0	1	0	0	0	1	1	0	0	0	1	0
	3.5%	**0.4%**	0.3%	0.0%	0.0%	0.7%	0.0%	0.0%	1.0%	0.6%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	3.4%	1.1%	0.0%	0.0%	0.0%	0.7%	0.0%
55 or older	2,530	**99**	139	103	33	64	0	0	99	68	25	6	3	89	46	44	8	30	33	36	22	62	11
	42.0%	**39.4%**	40.5%	34.0%	32.4%	44.1%	0.0%	0.0%	100.0%	43.6%	36.2%	24.0%	42.9%	38.5%	40.0%	41.5%	27.6%	34.1%	42.9%	42.4%	37.9%	41.1%	32.4%
Significantly different from column:*							I	I	GH														

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 37

Are you male or female?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,103	**254**	349	310	103	146	52	100	99	157	69	25	7	231	115	107	30	88	78	87	59	153	34
Number missing or multiple answer	73	**5**	9	5	0	0	0	2	2	4	0	0	0	4	1	2	1	0	0	5	1	3	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,030	**249**	340	305	103	146	52	98	97	153	69	25	7	227	114	105	29	88	78	82	58	150	33
	98.8%	**98.0%**	97.4%	98.4%	100.0%	100.0%	100.0%	98.0%	98.0%	97.5%	100.0%	100.0%	100.0%	98.3%	99.1%	98.1%	96.7%	100.0%	100.0%	94.3%	98.3%	98.0%	97.1%
Male	2,507	**103**	156	124	103	0	20	49	33	74	19	8	0	96	48	42	12	31	34	38	35	49	14
	41.6%	**41.4%**	45.9%	40.7%	100.0%	0.0%	38.5%	50.0%	34.0%	48.4%	27.5%	32.0%	0.0%	42.3%	42.1%	40.0%	41.4%	35.2%	43.6%	46.3%	60.3%	32.7%	42.4%
Female	3,523	**146**	184	181	0	146	32	49	64	79	50	17	7	131	66	63	17	57	44	44	23	101	19
	58.4%	**58.6%**	54.1%	59.3%	0.0%	100.0%	61.5%	50.0%	66.0%	51.6%	72.5%	68.0%	100.0%	57.7%	57.9%	60.0%	58.6%	64.8%	56.4%	53.7%	39.7%	67.3%	57.6%
Significantly different from column:*					F	E		I	H	K	J										V	U	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 38

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

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,103	**254**	349	310	103	146	52	100	99	157	69	25	7	231	115	107	30	88	78	87	59	153	34
Number missing or multiple answer	115	**3**	6	12	2	0	1	0	0	0	0	0	0	0	0	1	1	0	1	2	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,988	**251**	343	298	101	146	51	100	99	157	69	25	7	231	115	106	29	88	77	85	58	152	34
	98.1%	**98.8%**	98.3%	96.1%	98.1%	100.0%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	96.7%	100.0%	98.7%	97.7%	98.3%	99.3%	100.0%
8th grade or less	436	**19**	20	21	11	8	1	9	8	19	0	0	2	16	7	6	6	1	10	8	2	13	4
	7.3%	**7.6%**	5.8%	7.0%	10.9%	5.5%	2.0%	9.0%	8.1%	12.1%	0.0%	0.0%	28.6%	6.9%	6.1%	5.7%	20.7%	1.1%	13.0%	9.4%	3.4%	8.6%	11.8%
Some high school, but did not graduate	944	**43**	53	69	24	18	6	19	18	43	0	0	1	41	18	22	3	12	15	16	12	24	6
	15.8%	**17.1%**	15.5%	23.2%	23.8%	12.3%	11.8%	19.0%	18.2%	27.4%	0.0%	0.0%	14.3%	17.7%	15.7%	20.8%	10.3%	13.6%	19.5%	18.8%	20.7%	15.8%	17.6%
High school graduate or GED	2,293	**95**	126	100	39	53	17	36	42	95	0	0	2	87	47	38	10	33	26	35	29	51	11
	38.3%	**37.8%**	36.7%	33.6%	38.6%	36.3%	33.3%	36.0%	42.4%	60.5%	0.0%	0.0%	28.6%	37.7%	40.9%	35.8%	34.5%	37.5%	33.8%	41.2%	50.0%	33.6%	32.4%
Some college or 2-year degree	1,629	**69**	108	74	19	50	19	25	25	0	69	0	2	62	34	28	6	29	18	22	14	43	10
	27.2%	**27.5%**	31.5%	24.8%	18.8%	34.2%	37.3%	25.0%	25.3%	0.0%	100.0%	0.0%	28.6%	26.8%	29.6%	26.4%	20.7%	33.0%	23.4%	25.9%	24.1%	28.3%	29.4%
4-year college graduate	439	**16**	24	23	5	11	5	8	3	0	0	16	0	16	7	7	2	9	5	2	1	13	2
	7.3%	**6.4%**	7.0%	7.7%	5.0%	7.5%	9.8%	8.0%	3.0%	0.0%	0.0%	64.0%	0.0%	6.9%	6.1%	6.6%	6.9%	10.2%	6.5%	2.4%	1.7%	8.6%	5.9%
More than 4-year college degree	247	**9**	12	11	3	6	3	3	3	0	0	9	0	9	2	5	2	4	3	2	0	8	1
	4.1%	**3.6%**	3.5%	3.7%	3.0%	4.1%	5.9%	3.0%	3.0%	0.0%	0.0%	36.0%	0.0%	3.9%	1.7%	4.7%	6.9%	4.5%	3.9%	2.4%	0.0%	5.3%	2.9%
4-year college graduate or more	686	**25**	36	34	8	17	8	11	6	0	0	25	0	25	9	12	4	13	8	4	1	21	3
	11.5%	**10.0%**	10.5%	11.4%	7.9%	11.6%	15.7%	11.0%	6.1%	0.0%	0.0%	100.0%	0.0%	10.8%	7.8%	11.3%	13.8%	14.8%	10.4%	4.7%	1.7%	13.8%	8.8%
Significantly different from column:*											L	K						T		R	V	U	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 39

Are you of Hispanic or Latino origin or descent?

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,103	**254**	349	310	103	146	52	100	99	157	69	25	7	231	115	107	30	88	78	87	59	153	34
Number missing or multiple answer	278	**16**	24	21	7	8	1	5	7	8	5	0	0	0	3	7	4	5	2	9	3	8	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,825	**238**	325	289	96	138	51	95	92	149	64	25	7	231	112	100	26	83	76	78	56	145	32
	95.4%	**93.7%**	93.1%	93.2%	93.2%	94.5%	98.1%	95.0%	92.9%	94.9%	92.8%	100.0%	100.0%	100.0%	97.4%	93.5%	86.7%	94.3%	97.4%	89.7%	94.9%	94.8%	94.1%
Yes, Hispanic or Latino	878	**7**	17	12	0	7	1	3	3	5	2	0	7	0	2	1	4	3	1	3	2	2	3
	15.1%	**2.9%**	5.2%	4.2%	0.0%	5.1%	2.0%	3.2%	3.3%	3.4%	3.1%	0.0%	100.0%	0.0%	1.8%	1.0%	15.4%	3.6%	1.3%	3.8%	3.6%	1.4%	9.4%
No, not Hispanic or Latino	4,947	**231**	308	277	96	131	50	92	89	144	62	25	0	231	110	99	22	80	75	75	54	143	29
	84.9%	**97.1%**	94.8%	95.8%	100.0%	94.9%	98.0%	96.8%	96.7%	96.6%	96.9%	100.0%	0.0%	100.0%	98.2%	99.0%	84.6%	96.4%	98.7%	96.2%	96.4%	98.6%	90.6%
Significantly different from column:*		A																					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Aetna Better Health of Louisiana

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded February - May 2020)

Question 40

What is your race? Mark one or more.

Base: All respondents

	2020 CSS Average	**2020**	2019	2018	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	6,103	**254**	349	310	103	146	52	100	99	157	69	25	7	231	115	107	30	88	78	87	59	153	34
Number missing or multiple answer	179	**2**	8	14	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	2	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,924	**252**	341	296	102	146	52	100	98	157	68	25	7	231	115	107	30	88	78	85	58	153	34
	97.1%	**99.2%**	97.7%	95.5%	99.0%	100.0%	100.0%	100.0%	99.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.7%	98.3%	100.0%	100.0%
White	3,502	**118**	178	142	49	68	26	46	46	72	36	10	2	112	115	0	3	41	35	41	30	69	19
	59.1%	**46.8%**	52.2%	48.0%	48.0%	46.6%	50.0%	46.0%	46.9%	45.9%	52.9%	40.0%	28.6%	48.5%	100.0%	0.0%	10.0%	46.6%	44.9%	48.2%	51.7%	45.1%	55.9%
Black or African-American	1,704	**112**	152	145	44	66	20	46	45	69	29	13	1	103	0	107	5	37	36	39	23	71	12
	28.8%	**44.4%**	44.6%	49.0%	43.1%	45.2%	38.5%	46.0%	45.9%	43.9%	42.6%	52.0%	14.3%	44.6%	0.0%	100.0%	16.7%	42.0%	46.2%	45.9%	39.7%	46.4%	35.3%
Asian	335	**10**	6	4	5	4	2	4	3	5	2	2	0	9	0	0	10	2	6	2	2	7	1
	5.7%	**4.0%**	1.8%	1.4%	4.9%	2.7%	3.8%	4.0%	3.1%	3.2%	2.9%	8.0%	0.0%	3.9%	0.0%	0.0%	33.3%	2.3%	7.7%	2.4%	3.4%	4.6%	2.9%
Native Hawaiian or other Pacific Islander	25	**0**	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	**0.0%**	0.3%	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%
American Indian or Alaska Native	89	**7**	16	17	4	3	2	4	1	5	1	1	0	6	0	0	7	3	3	1	2	3	1
	1.5%	**2.8%**	4.7%	5.7%	3.9%	2.1%	3.8%	4.0%	1.0%	3.2%	1.5%	4.0%	0.0%	2.6%	0.0%	0.0%	23.3%	3.4%	3.8%	1.2%	3.4%	2.0%	2.9%
Other	429	**14**	18	18	3	11	4	6	4	10	3	1	4	8	0	0	14	7	2	5	2	9	3
	7.2%	**5.6%**	5.3%	6.1%	2.9%	7.5%	7.7%	6.0%	4.1%	6.4%	4.4%	4.0%	57.1%	3.5%	0.0%	0.0%	46.7%	8.0%	2.6%	5.9%	3.4%	5.9%	8.8%

NA - Not Applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

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AETLA3_1

How can Aetna Better Health® of Louisiana serve you better? How can people choose the health care plan that is best for them?

This survey gives you the chance to tell us what you think about the services we provide at Aetna Better Health® of Louisiana. It will take less than 20 minutes to complete.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org if you have any questions.

Because we are asking only a few people to take the survey, **it is very important that you fill out the survey and return it right away**. Please use the pre-paid envelope to return the survey.

Thank you for helping to make health care better.

Sincerely,

Richard C. Born
VP, Medicaid Health Plan/CEO

AETLA3_3

About three weeks ago, we sent you a survey about the services we provide at Aetna Better Health® of Louisiana. If you sent your survey back, thank you for your help! You can ignore this letter.

We sent you another survey, just in case you misplaced the first one. Please take a little time to complete it. It will take less than 20 minutes to complete.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org if you have any questions.

Because we asked only a few people to take the survey, **it is very important that you fill out the survey and return it right away**. Please use the pre-paid envelope to return the survey.

Thank you for helping to make health care better.

Sincerely,

Richard C. Born
VP, Medicaid Health Plan/CEO

We need your help! Recently, we sent you a short survey about your health care. Your answers will help us improve the services we provide. The survey will also help other people learn more about health care plans, but it will help only if everyone who gets the survey sends it back.

After you finish the survey, please return it in the pre-paid envelope to the Center for the Study of Services (CSS), a research firm working with us on this survey.

If you did not get the survey, or if you misplaced it, please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org. They will mail you another one. You can also call that number if you have any questions.

If you have already sent in your survey, thank you! You can ignore this reminder.

Thanks again for your help!

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CSS Processing
PO Box 10810
Herndon, VA 20172

AET13

Survey Instructions

Answer each question by marking the box to the left of your answer.

You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

☑ 1 Yes → ***If Yes, Go to Question 1***
☐ 2 No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-800-874-5561.

1. Our records show that you are now in Aetna Better Health® of Louisiana. Is that right?
   - ☐ 1 Yes → ***If Yes, Go to Question 3***
   - ☐ 2 No

2. What is the name of your health plan?
   (Please print)

   _____

Your Health Care in the Last 6 Months

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. 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?
   - ☐ 1 Yes
   - ☐ 2 No → ***If No, Go to Question 5***

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
   - ☐ 1 Never
   - ☐ 2 Sometimes
   - ☐ 3 Usually
   - ☐ 4 Always

5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?
   - ☐ 1 Yes
   - ☐ 2 No → ***If No, Go to Question 7***

6. 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?
   - ☐ 1 Never
   - ☐ 2 Sometimes
   - ☐ 3 Usually
   - ☐ 4 Always

7. 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?
   - ☐ 0 None → ***If None, Go to Question 10***
   - ☐ 1 1 time
   - ☐ 2 2
   - ☐ 3 3
   - ☐ 4 4
   - ☐ 5 5 to 9
   - ☐ 6 10 or more times

8. 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?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Worst health care possible										Best health care possible

Please continue inside →

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

Your Personal Doctor

10. 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?

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 19***

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

- ☐ 0 None → ***If None, Go to Question 18***
- ☐ 1 1 time
- ☐ 2 2
- ☐ 3 3
- ☐ 4 4
- ☐ 5 5 to 9
- ☐ 6 10 or more times

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

13. In the last 6 months, how often did your personal doctor listen carefully to you?

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 18***

17. 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?

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

18. 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?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Worst personal doctor possible — Best personal doctor possible

Getting Health Care From Specialists

When you answer the next questions, do <u>not</u> include dental visits or care you got when you stayed overnight in a hospital.

19. 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?

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 23***

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

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

- ☐ 0 None → ***If None, Go to Question 23***
- ☐ 1 1 specialist
- ☐ 2 2
- ☐ 3 3
- ☐ 4 4
- ☐ 5 5 or more specialists

22. 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?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Worst specialist possible — Best specialist possible

Your Health Plan

The next questions ask about your experience with your health plan.

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 26***

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 28***

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

28. 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?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Worst health plan possible — Best health plan possible

About You

29. In general, how would you rate your overall health?

- ☐ 1 Excellent
- ☐ 2 Very good
- ☐ 3 Good
- ☐ 4 Fair
- ☐ 5 Poor

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

- ☐ 1 Excellent
- ☐ 2 Very good
- ☐ 3 Good
- ☐ 4 Fair
- ☐ 5 Poor

Please continue on back →

31. Have you had either a flu shot or flu spray in the nose since July 1, 2019?

- ☐ 1 Yes
- ☐ 2 No
- ☐ 3 Don't know

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

- ☐ 1 Every day
- ☐ 2 Some days
- ☐ 3 Not at all → ***If Not at all, Go to Question 36***
- ☐ 4 Don't know → ***If Don't know, Go to Question 36***

33. 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?

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

34. 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.

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

35. 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.

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

36. What is your age?

- ☐ 1 18 to 24
- ☐ 2 25 to 34
- ☐ 3 35 to 44
- ☐ 4 45 to 54
- ☐ 5 55 to 64
- ☐ 6 65 to 74
- ☐ 7 75 or older

37. Are you male or female?

- ☐ 1 Male
- ☐ 2 Female

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

- ☐ 1 8th grade or less
- ☐ 2 Some high school, but did not graduate
- ☐ 3 High school graduate or GED
- ☐ 4 Some college or 2-year degree
- ☐ 5 4-year college graduate
- ☐ 6 More than 4-year college degree

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

- ☐ 1 Yes, Hispanic or Latino
- ☐ 2 No, not Hispanic or Latino

40. What is your race? Mark one or more.

- ☐ a White
- ☐ b Black or African-American
- ☐ c Asian
- ☐ d Native Hawaiian or other Pacific Islander
- ☐ e American Indian or Alaska Native
- ☐ f Other

Thank You

Please return the completed survey in the postage-paid envelope to:

Center for the Study of Services
PO Box 10810
Herndon, VA 20172

Please do not include any other correspondence.