2015 CAHPS® 5.0H Member Survey

Child Medicaid –
Children with Chronic Conditions

Prepared for:

Amerigroup of Louisiana

June 2015

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Looking Beyond the Expected

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Background and objectives

Background. DSS has conducted the CAHPS® member survey since 1995. For participating plans (those who submit their data to NCQA) this information can be disclosed to the public and provides a direct comparison to other participating plans. The 2015 CAHPS 5.0H survey accurately captures customer feedback and expands the scope of information gathered relative to quality of care issues.

Objectives. Specific objectives of the 2015 CAHPS 5.0H member satisfaction survey include:

Determination of member ratings of:

- Health Plan Overall
- Health Care Overall
- Personal Doctor Overall
- Specialist Overall

Assessment of member perceptions related to:

- Customer Service (CS)
- Getting Needed Care (GNC)
- Getting Care Quickly (GCQ)
- How Well Doctors Communicate (HWDC)
- Shared Decision Making (SDM)
- Coordination of Care (CoC)
- Health Promotion and Education (HPE)

Standard measurement of all areas mentioned to facilitate meaningful comparisons among participating health plans.

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Executive summary

What's important?

- Based on our key driver statistical modeling, the most important items driving the overall health plan rating are (see Appendix C for more details):
  - Overall Ratings (health care; personal doctor; specialist)
  - How Well Doctors Communicate (listened carefully; showed respect)
  - Getting Care Quickly (urgent care; routine care)
  - Easy to get prescription medicine
  - Customer Service (forms easy to fill out)

How are you doing?

- Three of the nine most important items fell in the opportunity quadrant (the most important items on which the plan received below average performance ratings). Improvements in these areas will have the largest impact on the overall plan rating:
  - How Well Doctors Communicate (listened carefully; showed respect)
  - Easy to get prescription medicine

POWeR™ Chart classification matrix

Executive summary

On the overall health plan rating, Amerigroup of Louisiana improved significantly among the General Population compared to last year and performed similarly among the 2015 CCC Population.

- Almost nine in 10 (86.29%) of the General population gave their health plan an overall rating of 8, 9 or 10 on a 0 to 10 scale, which is significantly higher than last year and similar to the 2015 Gen. Pop. Anthem Average.
- More than eight in 10 (83.00%) of the CCC population gave a rating of 8, 9 or 10, which is similar to last year and similar to the 2015 CCC Pop. Anthem Average.
- The overall ratings and composite scores are summarized in the table below:

	2014 Gen. Pop.	2015 Gen. Pop.	2015 Gen. Pop. Avg.	Gen. Pop. Sig.	2014 CCC Pop.	2015 CCC Pop.	2015 CCC Pop. Avg.	CCC Pop. Sig.
Rating of Health Plan (% 8, 9 or 10) (Q54)	78.44%	86.29%	84.55%	↑	79.28%	83.00%	81.57%	
Rating of Health Care (% 8, 9 or 10) (Q14)	82.31%	88.70%	85.24%	↑	83.51%	85.45%	83.95%	
Rating of Personal Doctor (% 8, 9 or 10) (Q41)	86.90%	89.11%	88.12%		85.24%	86.15%	86.02%	
Rating of Specialist (% 8, 9 or 10) (Q48)	85.29%	84.00%	84.55%		88.07%	86.73%	84.21%	
Customer Service (% Always or Usually)	84.24%	93.76%	87.48%	↑ ❁	89.00%	93.16%	89.62%	
Getting Needed Care (% Always or Usually)	86.13%	86.58%	84.06%		88.37%	88.82%	86.69%	
Getting Care Quickly (% Always or Usually)	91.71%	91.77%	88.95%		93.77%	93.60%	92.38%	
How Well Doctors Communicate (% Always or Usually)	92.35%	93.57%	93.00%		91.84%	92.15%	94.24%	
Shared Decision Making (% Yes)	NT	79.52%	78.26%		NT	88.16%	86.39%	
Health Promotion and Education (Q8) (% Yes)	73.20%	72.09%	70.68%		76.41%	76.53%	75.17%	
Coordination of Care (Q40) (% Always or Usually)	78.89%	83.33%	79.37%		73.05%	84.69%	83.95%	↑
Access to Prescription Medicine (% Always or Usually)	85.84%	86.60%	89.63%		85.56%	82.73%	90.15%	❁
Access to Specialized Services (% Always or Usually)	72.02%	80.96%	75.87%		78.43%	78.28%	74.98%	
FCC: Personal Doctor Who Knows Child (% Yes)	85.63%	91.22%	89.77%	↑	87.74%	90.37%	89.63%	
FCC: Getting Needed Information (% Always or Usually)	86.05%	90.14%	87.74%		87.76%	91.94%	91.15%	
FCC: Coordination of Care (% Yes)	80.47%	71.77%	74.23%		78.69%	82.10%	77.79%	

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
▲ Indicates a significant difference between the 2015 Gen. Pop. result and the 2015 CCC Pop. result.
❁ Indicates a significant difference between the 2015 plan result and the corresponding average.

Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

NT = Not trendable.
In 2015, NCQA revised Q11 and Q12 response options.

Executive summary

Gap analysis – General population

The gap is the difference between the maximum possible mean score and the actual mean score received.

- The gap was closed compared to last year on the following measures:
  - Rating of Health Plan
  - Rating of Health Care
  - Rating of Personal Doctor
  - Customer Service composite
  - Getting Needed Care composite
  - Getting Care Quickly composite
  - How Well Doctors Communicate composite
- However, the gap increased on this measure:
  - Rating of Specialist

Estimated accreditation score – General population

- The CAHPS 5.0H portion of the HEDIS accreditation score is determined by comparing plan results to the NCQA Benchmarks and Thresholds. Points are assigned to the overall ratings and composite scores based on the percentile range in which the score falls.
- The current estimated accreditation score is 12.331 out of a maximum 13.000 points.

Survey measure	Mean score[1]	Percentile[2]	Points[3]
Overall mean ratings			
Rating of Health Plan[4]	2.6257	76.71%	3.269
Rating of Health Care	2.6575	91.65%	1.857
Rating of Personal Doctor	2.7360	91.48%	1.857
Rating of Specialist	2.6400	82.50%	NA
Composite mean scores[5]			
Customer Service	2.7266	92.61%	1.857
Getting Needed Care	2.5652	85.56%	1.634
Getting Care Quickly	2.7460	91.81%	1.857
Total points			**12.331**

Points are assigned to a percentile as follows (if all measures are valid – denominator of at least 100)[3]**:**

Percentile	Points[4]
Less than 25th percentile	0.325 (0.650 for Health Plan)
Greater than or equal to 25th percentile but less than 50th percentile	0.650 (1.300 for Health Plan)
Greater than or equal to 50th percentile but less than 75th percentile	1.105 (2.210 for Health Plan)
Greater than or equal to 75th percentile but less than 90th percentile	1.430 (2.860 for Health Plan)
Greater than or equal to 90th percentile	1.625 (3.250 for Health Plan)
Maximum number of points	**13.000**

Notes:

[1] Overall ratings and composite measures are converted to a 1 to 3 scale for use in the accreditation score calculation according to NCQA-defined guidelines (i.e., formulas). NCQA has phased out the scoring adjustment for inherent sampling variation, so beginning in 2015, adjustments are no longer applied.

[2] The percentiles shown here are estimates and may differ slightly from the actual NCQA-calculated percentiles.

[3] NCQA will not assign accreditation points to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100. The measure is removed for scoring purposes and the points are redistributed among the remaining measures.

[4] Rating of Health Plan is worth twice the points as the other ratings and composites.

[5] The How Well Doctors Communicate composite was removed from accreditation scoring for 2015.

Executive summary

The flowchart below shows how the items used in the calculation of the plan's 2015 accreditation score perform relative to each other. See Appendix D for more details.

* Shared Decision Making is based on %Yes.

Methodology

Questionnaire. The CAHPS 5.0H survey was used. DSS designed the survey instrument using health plan colors and mailed, via first class postage, an attractively formatted booklet with a cover letter explaining the importance of completing the survey to the sampled members. A return business reply envelope addressed to DSS was included with each questionnaire. A copy of the survey is provided in Appendix E.

Data collection. The methodology detailed in *HEDIS® 2015 Volume 3: Specifications for Survey Measures* was used. A synopsis is outlined below.

Survey Protocol	Timeframe	Date
First questionnaire mailing	0 days	3/5/2015
First reminder postcard	4 - 10 days	3/16/2015
Second questionnaire mailing	35 days	4/9/2015
Second reminder postcard	39 - 45 days	4/20/2015
Initiate telephone interviewing	56 days	4/30/2015
Complete telephone interviewing	70 days	5/14/2015

Staffing of the toll-free help line. DSS staffed a toll-free phone line for members to call if they had any questions.

Sample design.

- **Qualified respondents.** Members eligible for the survey were parents of those 17 years and younger (as of December 31 of the measurement year) who had been continuously enrolled in the plan for at least five of the last six months of the measurement year.
- **Sample type.** A simple random sample of the required sample size for the population was drawn. To reduce possible confusion and respondent burden, the sample was processed to remove duplicates so that only one child per household was included in the sample.
- **Sample size and sampling error.** A sample of 781 members was obtained with an overall sampling error of +/-3.5% at 95% confidence, using the most pessimistic assumption regarding variance (p=0.5).

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Methodology

- **Response rate.** The return volume and response rate information is summarized below:

Item	General population	Total
Total mailed	2145	3986
Total ineligible	35	58
Total completed surveys	410	781
Mail completes	151	294
Phone completes	259	487
Adjusted response rate	19.43%	19.88%
Overall sampling error	4.8%	3.5%

Number of CCC qualified respondents:

Total:	256
Mail:	112
Phone:	144

Data processing and analysis. DSS processed all completed surveys and analyzed the results.

Comparison averages. Most measures are compared to the 2015 Anthem Child Medicaid without CCC Average (2015 Gen. Pop. Avg.) and the 2015 Anthem Child Medicaid with CCC Average (2015 CCC Pop. Avg.).

Overall ratings

Compared to last year:

- Health plan and health care are significantly higher for the general population.

2015 Gen. Pop. compared to the 2015 CCC Pop.:

- None of the differences are significant.

2015 Gen. Pop. compared to the 2015 Gen. Pop. Anthem Average:

- None of the differences are significant.

2015 CCC Pop. compared to the 2015 CCC Pop. Anthem Average:

- None of the differences are significant.

Q54. Rating of Health Plan

Q14. Rating of Health Care

NA = NCQA will assign a measure result of NA for 2015 because the denominator is less than 100.

Q41. Rating of Personal Doctor

Q48. Rating of Specialist

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
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❄ Indicates a significant difference between the 2015 plan result and the corresponding average.

Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Composite global proportions

NA = NCQA will assign a measure result of NA for 2015 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

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Composite mean scores

Customer Service

Getting Needed Care

Getting Care Quickly

How Well Doctors Communicate

***NA** = NCQA will assign a measure result of NA for 2015 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.*

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Red font indicates a significantly lower score than the corresponding average.

Customer Service

Compared to last year:
- The difference is not significant.

2015 Gen. Pop. compared to the 2015 CCC Pop.:
- The difference is not significant.

2015 Gen. Pop. compared to the 2015 Gen. Pop. Anthem Average:
- Ease of filling out forms is significantly higher.

2015 CCC Pop. compared to the 2015 CCC Pop. Anthem Average:
- The difference is not significant.

Q52. Health plan gave member forms to fill out

Gen. Pop.

(% "Yes")

2014	2015 Gen. Pop. Avg.
23.78%	25.76%

CCC Pop.

(% "Yes")

2014	2015 CCC Pop. Avg.
28.19%	28.28%

Q53. Health plan forms were easy to fill out

Note: The rate for this question is calculated using the responses to this question and "No" responses to Q52.

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❁ Indicates a significant difference between the 2015 plan result and the corresponding average.

Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Customer Service

Compared to last year:

- Courteous and respectful treatment from customer service is significantly higher for the general population.

2015 Gen. Pop. compared to the 2015 CCC Pop.:

- None of the differences are significant.

2015 Gen. Pop. compared to the 2015 Gen. Pop. Anthem Average:

- Information from customer service and courteous and respectful treatment from customer service are significantly higher.

2015 CCC Pop. compared to the 2015 CCC Pop. Anthem Average:

- None of the differences are significant.

Q49. Tried to get information or help from customer service

Gen. Pop.

(% "Yes")

2014	2015 Gen. Pop. Avg.
24.34%	30.98%

CCC Pop.

(% "Yes")

2014	2015 CCC Pop. Avg.
33.33%	32.95%

Customer Service Composite

	2014 Gen. Pop.	2015 Gen. Pop.	2015 Gen. Pop. Avg.	Gen. Pop. Sig.	2014 CCC Pop.	2015 CCC Pop.	2015 CCC Pop. Avg.	CCC Pop. Sig.
Global Proportion	84.24%	93.76%	87.48%	↑ ❁	89.00%	93.16%	89.62%	
Mean Score	2.5326	2.7266	2.5587	↑ ❁	2.6550	2.7000	2.5976	

NCQA will assign a measure result of NA for the composite for 2015 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

Q50. Customer service provided needed information or help

Q51. Customer service treated member with courtesy and respect

NA = NCQA will assign a measure result of NA for 2015 because the denominator is less than 100.

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Getting Needed Care

Compared to last year:
- None of the differences are significant.

2015 Gen. Pop. compared to the 2015 CCC Pop.:
- None of the differences are significant.

2015 Gen. Pop. compared to the 2015 Gen. Pop. Anthem Average:
- None of the differences are significant.

2015 CCC Pop. compared to the 2015 CCC Pop. Anthem Average:
- None of the differences are significant.

Q45. Made appointments to see a specialist

Gen. Pop.

(% "Yes")

2014	2015 Gen. Pop. Avg.
18.16%	20.63%

CCC Pop.

(% "Yes")

2014	2015 CCC Pop. Avg.
37.62%	40.47%

Getting Needed Care Composite

	2014 Gen. Pop.	2015 Gen. Pop.	2015 Gen. Pop. Avg.	Gen. Pop. Sig.	2014 CCC Pop.	2015 CCC Pop.	2015 CCC Pop. Avg.	CCC Pop. Sig.
Global Proportion	86.13%	86.58%	84.06%		88.37%	88.82%	86.69%	
Mean Score	2.5226	2.5652	2.4625	❁	2.5997	2.5999	2.4806	❁

Q46. Got appointment with specialist as soon as needed

Q15. Ease of getting care, tests or treatment

NA = NCQA will assign a measure result of NA for 2015 because the denominator is less than 100.

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Getting Care Quickly

Compared to last year:
- None of the differences are significant.

2015 Gen. Pop. compared to the 2015 CCC Pop.:
- None of the differences are significant.

2015 Gen. Pop. compared to the 2015 Gen. Pop. Anthem Average:
- Got routine care is significantly higher.

2015 CCC Pop. compared to the 2015 CCC Pop. Anthem Average:
- None of the differences are significant.

Q3. Had illness, injury or condition that needed care right away

(% "Yes")

2014	2015 Gen. Pop. Avg.	2014	2015 CCC Pop. Avg.
36.99%	35.41%	53.04%	49.62%

Q5. Made appointments for check-up/ routine care at doctor's office or clinic

(% "Yes")

2014	2015 Gen. Pop. Avg.	2014	2015 CCC Pop. Avg.
68.80%	71.74%	85.40%	80.24%

Getting Care Quickly Composite

	2014 Gen. Pop.	2015 Gen. Pop.	2015 Gen. Pop. Avg.	Gen. Pop. Sig.	2014 CCC Pop.	2015 CCC Pop.	2015 CCC Pop. Avg.	CCC Pop. Sig.
Global Proportion	91.71%	91.77%	88.95%		93.77%	93.60%	92.38%	
Mean Score	2.6757	2.7460	2.6363	❁	2.7141	2.7348	2.6727	

Q4. Got urgent care as soon as needed

Q6. Got check-up/routine appointment as soon as needed

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Doctor or Specialist Visits

Compared to last year:
- None of the differences are significant.

2015 Gen. Pop. compared to the 2015 CCC Pop.:
- Average number of office or clinic visits and average number of personal doctor visits are significantly lower.

2015 Gen. Pop. compared to the 2015 Gen. Pop. Anthem Average:
- Average number of office or clinic visits and average number of personal doctor visits are significantly higher.

2015 CCC Pop. compared to the 2015 CCC Pop. Anthem Average:
- Average number of personal doctor visits is significantly higher.

Q30. Have a personal doctor

Gen. Pop.

(% "Yes")

2014	2015 Gen. Pop. Avg.
83.46%	87.33%

CCC Pop.

(% "Yes")

2014	2015 CCC Pop. Avg.
90.43%	94.78%

Q7. Average number of visits to doctor's office or clinic

***NA** = NCQA will assign a measure result of NA for 2015 because the denominator is less than 100.*

Q31. Average number of visits to personal doctor

Q47. Average number of specialists seen

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
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How Well Doctors Communicate

Compared to last year:

- None of the differences are significant.

2015 Gen. Pop. compared to the 2015 CCC Pop.:

- None of the differences are significant.

2015 Gen. Pop. compared to the 2015 Gen. Pop. Anthem Average:

- None of the differences are significant.

2015 CCC Pop. compared to the 2015 CCC Pop. Anthem Average:

- None of the differences are significant.

How Well Doctors Communicate Composite

	2014 Gen. Pop.	2015 Gen. Pop.	2015 Gen. Pop. Avg.	Gen. Pop. Sig.	2014 CCC Pop.	2015 CCC Pop.	2015 CCC Pop. Avg.	CCC Pop. Sig.
Global Proportion	92.35%	93.57%	93.00%		91.84%	92.15%	94.24%	
Mean Score	2.7328	2.7905	2.7222	❁	2.7177	2.7412	2.7432	

Q32. Personal doctor explained things

Q33. Personal doctor listened carefully

Driver

Q34. Personal doctor showed respect

Driver

Q37. Personal doctor spent enough time

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Green font indicates a significantly higher score than the corresponding average.
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How Well Doctors Communicate

Compared to last year:
- The difference is not significant.

2015 Gen. Pop. compared to the 2015 CCC Pop.:
- The difference is not significant.

2015 Gen. Pop. compared to the 2015 Gen. Pop. Anthem Average:
- The difference is not significant.

2015 CCC Pop. compared to the 2015 CCC Pop. Anthem Average:
- The difference is not significant.

Q35. Child is able to talk with doctors about health care

Gen. Pop.

(% "Yes")

2014	2015 Gen. Pop. Avg.
70.04%	64.90%

CCC Pop.

(% "Yes")

2014	2015 CCC Pop. Avg.
76.08%	73.42%

Q36. Doctors explained things in a way child could understand

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
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❁ Indicates a significant difference between the 2015 plan result and the corresponding average.

Green font indicates a significantly higher score than the corresponding average.
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Shared Decision Making

Compared to last year:
- Doctor discussed what was best for patient is significantly higher for the CCC population.

2015 Gen. Pop. compared to the 2015 CCC Pop.:
- Doctor discussed reasons not to take medicine and doctor discussed what was best for patient are significantly lower.

2015 Gen. Pop. compared to the 2015 Gen. Pop. Anthem Average:
- None of the differences are significant.

2015 CCC Pop. compared to the 2015 CCC Pop. Anthem Average:
- None of the differences are significant.

Q10. Doctor discussed starting or stopping a prescription medicine

Gen. Pop.

(% "Yes")

2014	2015 Gen. Pop. Avg.
27.30%	30.42%

CCC Pop.

(% "Yes")

2014	2015 CCC Pop. Avg.
43.86%	49.87%

Shared Decision Making Composite

	2014 Gen. Pop.	2015 Gen. Pop.	2015 Gen. Pop. Avg.	Gen. Pop. Sig.	2014 CCC Pop.	2015 CCC Pop.	2015 CCC Pop. Avg.	CCC Pop. Sig.
Global Proportion	NT	79.52%	78.26%		NT	88.16%	86.39%	

Composite Mean Scores are not calculated for the Yes/No composites

NCQA will assign a measure result of NA for the composite for 2015 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

Q11. Doctor discussed reasons to take a medicine

(% "Yes")

NT = Not trendable.
In 2015, NCQA revised Q11 and Q12 response options.

NA = NCQA will assign a measure result of NA for 2015 because the denominator is less than 100.

Q12. Doctor discussed reasons not to take a medicine

(% "Yes")

Q13. Doctor asked what treatment you thought was best

(% "Yes")

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
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Green font indicates a significantly higher score than the corresponding average.
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Health Promotion and Education

Compared to last year:

- The difference is not significant.

2015 Gen. Pop. compared to the 2015 CCC Pop.:

- The difference is not significant.

2015 Gen. Pop. compared to the 2015 Gen. Pop. Anthem Average:

- The difference is not significant.

2015 CCC Pop. compared to the 2015 CCC Pop. Anthem Average:

- The difference is not significant.

Q8. You and doctor discussed ways to prevent illness
(% "Yes")

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
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❁ Indicates a significant difference between the 2015 plan result and the corresponding average.

Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Coordination of Care

Compared to last year:

- Doctor seemed informed about care from other providers is significantly higher for the CCC population.

2015 Gen. Pop. compared to the 2015 CCC Pop.:

- The difference is not significant.

2015 Gen. Pop. compared to the 2015 Gen. Pop. Anthem Average:

- The difference is not significant.

2015 CCC Pop. compared to the 2015 CCC Pop. Anthem Average:

- The difference is not significant.

Q39. Received care from doctor or health provider besides personal doctor

Gen. Pop.

(% "Yes")

2014	2015 Gen. Pop. Avg.
37.40%	40.36% ❁

CCC Pop.

(% "Yes")

2014	2015 CCC Pop. Avg.
56.08%	57.56% ❁

Q40. Personal doctor seemed informed about care from other providers

NA = NCQA will assign a measure result of NA for 2015 because the denominator is less than 100.

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Red font indicates a significantly lower score than the corresponding average.

Children with Chronic Conditions

CCC composite global proportions

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❁ Indicates a significant difference between the 2015 plan result and the corresponding average.

Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

CCC composite mean scores

Access to Prescription Medicine

Access to Specialized Services

FCC: Getting Needed Information

***NA** = NCQA will assign a measure result of NA for 2015 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.*

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▲ Indicates a significant difference between the 2015 Gen. Pop. result and the 2015 CCC Pop. result.
❁ Indicates a significant difference between the 2015 plan result and the corresponding average.

Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Access to Prescription Medicine

Compared to last year:
- None of the differences are significant.

2015 Gen. Pop. compared to the 2015 CCC Pop.:
- None of the differences are significant.

2015 Gen. Pop. compared to the 2015 Gen. Pop. Anthem Average:
- None of the differences are significant.

2015 CCC Pop. compared to the 2015 CCC Pop. Anthem Average:
- Easy to get prescription medicine is significantly lower.

Q55. Got/refilled prescription

Gen. Pop.

(% "Yes")

2014	2015 Gen. Pop. Avg.
57.74%	49.53% ☸

CCC Pop.

(% "Yes")

2014	2015 CCC Pop. Avg.
91.18%	84.83%

Access to Prescription Medicine Composite

	2014 Gen. Pop.	2015 Gen. Pop.	2015 Gen. Pop. Avg.	Gen. Pop. Sig.	2014 CCC Pop.	2015 CCC Pop.	2015 CCC Pop. Avg.	CCC Pop. Sig.
Global Proportion	85.84%	86.60%	89.63%		85.56%	82.73%	90.15%	☸
Mean Score	2.5845	2.5933	2.6253		2.5451	2.5182	2.6092	

Q56. Easy to get prescription medicine

Q57. Got help getting prescription medicines

(% "Yes")

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
▲ Indicates a significant difference between the 2015 Gen. Pop. result and the 2015 CCC Pop. result.
☸ Indicates a significant difference between the 2015 plan result and the corresponding average.

Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Access to Prescription Medicine

	2014 Gen. Pop.	2015 Gen. Pop.	2015 Gen. Pop. Avg.	Gen. Pop. Sig.	2014 CCC Pop.	2015 CCC Pop.	2015 CCC Pop. Avg.	CCC Pop. Sig.
Q60. Child currently needs or uses prescription medication (% "Yes")	35.64%	39.44%	29.58%	❁	87.26%	85.10%	80.93%	▲
Q61. Needs medication because of a medical, behavioral or other condition (% "Yes")	81.29%	74.10%	76.58%		96.72%	96.76%	97.05%	▲
Q62. Condition has lasted or is expected to last at least 12 months (% "Yes")	87.39%	86.27%	85.83%		98.86%	98.08%	98.28%	▲

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
▲ Indicates a significant difference between the 2015 Gen. Pop. result and the 2015 CCC Pop. result.
❁ Indicates a significant difference between the 2015 plan result and the corresponding average.

Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Access to Specialized Services

Compared to last year:
- None of the differences are significant.

2015 Gen. Pop. compared to the 2015 CCC Pop.:
- None of the differences are significant.

2015 Gen. Pop. compared to the 2015 Gen. Pop. Anthem Average:
- None of the differences are significant.

2015 CCC Pop. compared to the 2015 CCC Pop. Anthem Average:
- None of the differences are significant.

Q19. Got special medical equipment/devices

Gen. Pop. ↑

(% "Yes")

2014	2015 Gen. Pop. Avg.
5.41%	6.65%

CCC Pop.

(% "Yes")

2014	2015 CCC Pop. Avg.
9.24%	13.49%

Access to Specialized Services Composite

	2014 Gen. Pop.	2015 Gen. Pop.	2015 Gen. Pop. Avg.	Gen. Pop. Sig.	2014 CCC Pop.	2015 CCC Pop.	2015 CCC Pop. Avg.	CCC Pop. Sig.
Global Proportion	72.02%	80.96%	75.87%		78.43%	78.28%	74.98%	
Mean Score	2.2937	2.4761	2.3402		2.4584	2.4003	2.3082	

NCQA will assign a measure result of NA for the composite for 2015 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

Q20. Easy to get special medical equipment

Q21. Got help getting special medical equipment

(% "Yes")

NA = NCQA will assign a measure result of NA for 2015 because the denominator is less than 100.

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
▲ Indicates a significant difference between the 2015 Gen. Pop. result and the 2015 CCC Pop. result.
❁ Indicates a significant difference between the 2015 plan result and the corresponding average.

Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Access to Specialized Services

Compared to last year:
- None of the differences are significant.

2015 Gen. Pop. compared to the 2015 CCC Pop.:
- None of the differences are significant.

2015 Gen. Pop. compared to the 2015 Gen. Pop. Anthem Average:
- None of the differences are significant.

2015 CCC Pop. compared to the 2015 CCC Pop. Anthem Average:
- None of the differences are significant.

Q22. Got special therapy in last 6 months

2014	2015 Gen. Pop. Avg.	2014	2015 CCC Pop. Avg.
9.59%	7.53%	19.43%	19.77%

Q23. Easy to get special therapy

Q24. Got help getting special therapy
(% "Yes")

NA = NCQA will assign a measure result of NA for 2015 because the denominator is less than 100.

	2014 Gen. Pop.	2015 Gen. Pop.	2015 Gen. Pop. Avg.	Gen. Pop. Sig.	2014 CCC Pop.	2015 CCC Pop.	2015 CCC Pop. Avg.	CCC Pop. Sig.
Q69. Child needs or gets physical, occupational or speech therapy (% "Yes")	9.38%	12.15%	8.89%		21.34%	27.67%	26.12%	▲
Q70. Needs therapy because of a medical, behavioral or other condition (% "Yes")	66.67%	75.61%	68.31%		86.57%	85.07%	88.74%	
Q71. Condition has lasted or is expected to last at least 12 months (% "Yes")	87.50%	96.77%	95.77%		100%	100%	98.63%	❁

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
▲ Indicates a significant difference between the 2015 Gen. Pop. result and the 2015 CCC Pop. result.
❁ Indicates a significant difference between the 2015 plan result and the corresponding average.

Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Access to Specialized Services

Compared to last year:
- None of the differences are significant.

2015 Gen. Pop. compared to the 2015 CCC Pop.:
- None of the differences are significant.

2015 Gen. Pop. compared to the 2015 Gen. Pop. Anthem Average:
- Got help getting treatment or counseling is significantly higher.

2015 CCC Pop. compared to the 2015 CCC Pop. Anthem Average:
- Got help getting treatment or counseling is significantly higher.

Q25. Got treatment/counseling

2014	2015 Gen. Pop. Avg.	2014	2015 CCC Pop. Avg.
14.62%	11.85%	39.68%	42.81%

Q26. Easy to get treatment or counseling

Q27. Got help getting with treatment or counseling
(% "Yes")

NA = NCQA will assign a measure result of NA for 2015 because the denominator is less than 100.

	2014 Gen. Pop.	2015 Gen. Pop.	2015 Gen. Pop. Avg.	Gen. Pop. Sig.	2014 CCC Pop.	2015 CCC Pop.	2015 CCC Pop. Avg.	CCC Pop. Sig.
Q72. Child has emotional, developmental or behavioral problem for which he or she gets treatment or counseling (% "Yes")	16.93%	16.76%	14.38%		51.29%	54.51%	55.96%	▲
Q73. Problem has lasted or is expected to last at least 12 months (% "Yes")	92.19%	94.92%	91.23%		97.45%	98.54%	97.86%	

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
▲ Indicates a significant difference between the 2015 Gen. Pop. result and the 2015 CCC Pop. result.
❁ Indicates a significant difference between the 2015 plan result and the corresponding average.

Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

FCC: Personal Doctor/Nurse Who Knows Child

Compared to last year:
- Doctor understands the effect of a chronic condition on the family is significantly higher for the general population.
- Doctor understands the effect of a chronic condition on the family is significantly higher for the CCC population.

2015 Gen. Pop. compared to the 2015 CCC Pop.:
- None of the differences are significant.

2015 Gen. Pop. compared to the 2015 Gen. Pop. Anthem Average:
- None of the differences are significant.

2015 CCC Pop. compared to the 2015 CCC Pop. Anthem Average:
- None of the differences are significant.

Q42. Child has a chronic condition

Gen. Pop.

(% "Yes")

2014	2015 Gen. Pop. Avg.
30.25%	24.00%

CCC Pop.

(% "Yes")

2014	2015 CCC Pop. Avg.
75.28%	75.19%

FCC: Personal Doctor/Nurse Who Knows Child Composite

	2014 Gen. Pop.	2015 Gen. Pop.	2015 Gen. Pop. Avg.	Gen. Pop. Sig.	2014 CCC Pop.	2015 CCC Pop.	2015 CCC Pop. Avg.	CCC Pop. Sig.
Global Proportion	85.63%	91.22%	89.77%	↑	87.74%	90.37%	89.63%	

Composite Mean Scores are not calculated for the Yes/No composites

Q38. Doctor spoke with you about how child is feeling/growing/behaving
(% "Yes")

Q43. Doctor understands effect of chronic condition on child
(% "Yes")

Q44. Doctor understands effect of chronic condition on family
(% "Yes")

NA = NCQA will assign a measure result of NA for 2015 because the denominator is less than 100.

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
▲ Indicates a significant difference between the 2015 Gen. Pop. result and the 2015 CCC Pop. result.
❁ Indicates a significant difference between the 2015 plan result and the corresponding average.

Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

FCC: Getting Needed Information

Compared to last year:

- The difference is not significant.

2015 Gen. Pop. compared to the 2015 CCC Pop.:

- The difference is not significant.

2015 Gen. Pop. compared to the 2015 Gen. Pop. Anthem Average:

- The difference is not significant.

2015 CCC Pop. compared to the 2015 CCC Pop. Anthem Average:

- The difference is not significant.

FCC: Getting Needed Information Composite								
	2014 Gen. Pop.	2015 Gen. Pop.	2015 Gen. Pop. Avg.	Gen. Pop. Sig.	2014 CCC Pop.	2015 CCC Pop.	2015 CCC Pop. Avg.	CCC Pop. Sig.
Global Proportion	86.05%	90.14%	87.74%		87.76%	91.94%	91.15%	
Mean Score	2.5816	2.7177	2.6088	↑	2.6014	2.7204	2.6556	↑

Q9. Had questions answered by doctor in last 6 months

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
▲ Indicates a significant difference between the 2015 Gen. Pop. result and the 2015 CCC Pop. result.
❁ Indicates a significant difference between the 2015 plan result and the corresponding average.

Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

FCC: Coordination of Care

Compared to last year:
- The difference is not significant.

2015 Gen. Pop. compared to the 2015 CCC Pop.:
- The difference is not significant.

2015 Gen. Pop. compared to the 2015 Gen. Pop. Anthem Average:
- The difference is not significant.

2015 CCC Pop. compared to the 2015 CCC Pop. Anthem Average:
- The difference is not significant.

Q16. Child currently enrolled in school/daycare

(% "Yes")

2014	2015 Gen. Pop. Avg.	2014	2015 CCC Pop. Avg.
76.41%	67.84%	84.44%	85.05%

Q17. Needed doctor to contact school/daycare

(% "Yes")

2014	2015 Gen. Pop. Avg.	2014	2015 CCC Pop. Avg.
14.09%	11.76%	21.13%	18.71%

FCC: Coordination of Care Composite

	2014 Gen. Pop.	2015 Gen. Pop.	2015 Gen. Pop. Avg.	Gen. Pop. Sig.	2014 CCC Pop.	2015 CCC Pop.	2015 CCC Pop. Avg.	CCC Pop. Sig.
Global Proportion	80.47%	71.77%	74.23%		78.69%	82.10%	77.79%	

Composite Mean Scores are not calculated for the Yes/No composites

NCQA will assign a measure result of NA for the composite for 2015 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

Q18. Got help from doctor in contacting school/daycare
(% "Yes")

NA = NCQA will assign a measure result of NA for 2015 because the denominator is less than 100.

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❁ Indicates a significant difference between the 2015 plan result and the corresponding average.

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Red font indicates a significantly lower score than the corresponding average.

FCC: Coordination of Care

Compared to last year:
- The difference is not significant.

2015 Gen. Pop. compared to the 2015 CCC Pop.:
- The difference is not significant.

2015 Gen. Pop. compared to the 2015 Gen. Pop. Anthem Average:
- The difference is not significant.

2015 CCC Pop. compared to the 2015 CCC Pop. Anthem Average:
- The difference is not significant.

Q28. Child received care from multiple providers or services

Gen. Pop.

(% "Yes")

2014	2015 Gen. Pop. Avg.
21.22%	20.80%

CCC Pop.

(% "Yes")

2014	2015 CCC Pop. Avg.
41.12%	44.69% ❁

Q29. Received help coordinating child's care from multiple providers or services
(% "Yes")

NA = NCQA will assign a measure result of NA for 2015 because the denominator is less than 100.

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Special Health Care Needs

	2014 Gen. Pop.	2015 Gen. Pop.	2015 Gen. Pop. Avg.	Gen. Pop. Sig.	2014 CCC Pop.	2015 CCC Pop.	2015 CCC Pop. Avg.	CCC Pop. Sig.
Q63. Child uses more services than usual (% "Yes")	18.06%	19.83%	15.35%	☸	52.79%	54.44%	57.24%	▲
Q64. Uses more because of medical, behavioral or other conditions (% "Yes")	82.35%	82.35%	83.94%		95.65%	90.98%	93.99%	
Q65. Condition has lasted/is expected to last at least 12 months (% "Yes")	94.44%	96.43%	95.42%		99.35%	99.17%	98.91%	
Q66. Child limited in ability (% "Yes")	15.06%	15.23%	12.82%		37.62%	37.45%	37.68%	▲
Q67. Limited because of medical, behavioral or other condition (% "Yes")	74.14%	73.08%	67.40%		93.10%	94.68%	93.97%	▲
Q68. Condition has lasted or is expected to last at least 12 months (% "Yes")	97.67%	97.37%	95.94%		99.07%	98.88%	99.11%	

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Additional questions

Reminders

Q84. Received reminders
(% "Yes")

▲ Indicates a significant difference between the 2015 General result and the 2015 CCC result.
NQ New question in 2015.

Appointments with providers

Q85. Got appointment as soon as needed
(% "Yes")

▲ Indicates a significant difference between the 2015 General result and the 2015 CCC result.
NQ New question in 2015.

Appendix A
Member profile

Member profile

	2014 Gen. Pop.	2015 Gen. Pop.	2015 Gen. Pop. Avg.	Gen. Pop. Sig.	2014 CCC Pop.	2015 CCC Pop.	2015 CCC Pop. Avg.	CCC Pop Sig.
Child's Profile								
Overall health (Q58)								
Excellent/very good	72.89%	73.09%	76.99%	▲	53.02%	51.19%	57.11%	
Good	19.95%	19.83%	18.80%		28.57%	28.97%	31.73%	▲
Fair/poor	7.16%	7.08%	4.21%	☸	18.41%	19.84%	11.16%	☸ ▲
Overall mental health (Q59)								
Excellent/very good	71.98%	71.63%	76.76%	☸ ▲	47.60%	42.13%	41.20%	
Good	19.02%	17.42%	16.22%		28.12%	30.31%	32.03%	▲
Fair/poor	9.00%	10.96%	7.02%	☸	24.28%	27.56%	26.77%	▲
Gender (Q75)								
Male	49.10%	51.56%	51.40%		60.84%	60.63%	57.46%	▲
Female	50.90%	48.44%	48.60%	▲	39.16%	39.37%	42.54%	
Age (Q74)								
Less than 1	2.64%	2.58%	1.90%	▲	0.00%	0.00%	0.35%	☸
1-5	25.86%	33.81%	33.72%	↑ ▲	18.63%	19.44%	20.81%	
6-10	26.12%	23.50%	26.81%		32.03%	28.57%	29.08%	
11-15	31.93%	25.50%	26.11%		32.03%	29.37%	32.79%	
16 or older	13.46%	14.61%	11.47%		17.32%	22.62%	16.97%	☸ ▲
Race/ethnicity (Q76/Q77)								
White	44.95%	41.71%	61.91%	☸	49.35%	43.65%	73.24%	☸
Black or African-American	51.33%	55.43%	26.34%	☸	51.96%	56.35%	24.99%	☸
Hispanic or Latino	11.44%	7.89%	30.72%	☸	6.67%	6.77%	16.89%	☸
Asian	2.39%	2.29%	5.68%	☸	0.33%	0.79%	2.92%	☸
Native Hawaiian or other Pacific Islander	0.53%	0.29%	1.23%	☸	0.33%	1.19%	1.55%	
American Indian or Alaska Native	2.66%	2.86%	3.69%		2.29%	3.97%	6.07%	
Parent's/Respondent's Profile								
Gender (Q79)								
Male	8.59%	6.53%	12.09%	☸	9.00%	6.72%	10.29%	☸
Female	91.41%	93.47%	87.91%	☸	91.00%	93.28%	89.71%	☸
Average age (Q78)	36.12	35.23	35.93		37.83	37.03	38.62	
Education (Q80)								
High school or less	50.92%	57.39%	54.64%		52.12%	54.55%	44.04%	☸
Some college or more	49.08%	42.61%	45.36%		47.88%	45.45%	55.96%	☸
Relationship to child (Q81)								
Mother or Father	87.63%	89.94%	91.25%		80.66%	85.48%	86.15%	
Grandparent	7.37%	6.03%	5.83%		11.48%	8.87%	8.56%	
Other	5.00%	4.02%	2.92%		7.87%	5.65%	5.30%	

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Green font indicates a significantly higher score than the corresponding average.
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Appendix B
Overall ratings and composite score summary tables

Key measures – global proportions and summary rates

	2014 Gen. Pop.	2015 Gen. Pop.	2015 Gen. Pop. Avg.	Gen. Pop. Sig.	2014 CCC Pop.	2015 CCC Pop.	2015 CCC Pop. Avg.	CCC Pop. Sig.
Rating of Health Plan (% 8, 9 or 10) (Q54)	**78.44%**	**86.29%**	**84.55%**	↑	**79.28%**	**83.00%**	**81.57%**	
Rating of Health Care (% 8, 9 or 10) (Q14)	**82.31%**	**88.70%**	**85.24%**	↑	**83.51%**	**85.45%**	**83.95%**	
Rating of Personal Doctor (% 8, 9 or 10) (Q41)	**86.90%**	**89.11%**	**88.12%**		**85.24%**	**86.15%**	**86.02%**	
Rating of Specialist (% 8, 9 or 10) (Q48)	**85.29%**	**84.00%**	**84.55%**		**88.07%**	**86.73%**	**84.21%**	
Customer Service (% Always or Usually)	**84.24%**	**93.76%**	**87.48%**	↑ ❁	**89.00%**	**93.16%**	**89.62%**	
Q50. Got needed info. from customer service	79.35%	89.42%	81.82%	❁	84.00%	88.42%	83.67%	
Q51. Staff treated you with courtesy/respect	89.13%	98.10%	93.14%	↑ ❁	94.00%	97.89%	95.58%	
Getting Needed Care (% Always or Usually)	**86.13%**	**86.58%**	**84.06%**		**88.37%**	**88.82%**	**86.69%**	
Q46. Easy to see a specialist	81.16%	82.72%	79.40%		85.84%	89.42%	83.06%	
Q15. Easy to get needed care/tests/treatment	91.10%	90.44%	88.73%		90.91%	88.21%	90.32%	
Getting Care Quickly (% Always or Usually)	**91.71%**	**91.77%**	**88.95%**		**93.77%**	**93.60%**	**92.38%**	
Q4. Got urgent care as soon as needed	91.67%	90.00%	90.30%		92.77%	94.17%	93.67%	
Q6. Got routine care as soon as needed	91.76%	93.55%	87.60%	❁	94.78%	93.03%	91.08%	
How Well Doctors Communicate (% Always or Usually)	**92.35%**	**93.57%**	**93.00%**		**91.84%**	**92.15%**	**94.24%**	
Q32. Doctor explained things	94.67%	94.19%	93.49%		93.31%	93.46%	95.39%	
Q33. Doctor listened carefully	94.33%	95.33%	94.55%		92.91%	92.52%	94.62%	
Q34. Doctor showed respect	93.93%	95.70%	95.80%		93.33%	94.37%	95.72%	
Q37. Doctor spent enough time	86.48%	89.06%	88.14%		87.80%	88.26%	91.24%	
Shared Decision Making (% Yes)	**NT**	**79.52%**	**78.26%**		**NT**	**88.16%**	**86.39%**	
Q11. Doctor discussed reasons to take medicine	NT	93.48%	92.30%		NT	95.00%	96.78%	
Q12. Doctor discussed reasons not to take medicine	NT	66.67%	64.09%		NT	79.80%	76.45%	▲
Q13. Doctor asked what was best for child	68.35%	78.41%	78.40%		72.00%	89.69%	85.93%	↑ ▲
Health Promotion and Education (Q8) (% Yes)	**73.20%**	**72.09%**	**70.68%**		**76.41%**	**76.53%**	**75.17%**	
Coordination of Care (Q40) (% Always or Usually)	**78.89%**	**83.33%**	**79.37%**		**73.05%**	**84.69%**	**83.95%**	↑
Access to Prescription Medicine (% Always or Usually)	**85.84%**	**86.60%**	**89.63%**		**85.56%**	**82.73%**	**90.15%**	❁
Access to Specialized Services (% Always or Usually)	**72.02%**	**80.96%**	**75.87%**		**78.43%**	**78.28%**	**74.98%**	
FCC: Personal Doctor Who Knows Child (% Yes)	**85.63%**	**91.22%**	**89.77%**	↑	**87.74%**	**90.37%**	**89.63%**	
FCC: Getting Needed Information (% Always or Usually)	**86.05%**	**90.14%**	**87.74%**		**87.76%**	**91.94%**	**91.15%**	
FCC: Coordination of Care (% Yes)	**80.47%**	**71.77%**	**74.23%**		**78.69%**	**82.10%**	**77.79%**	

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
▲ Indicates a significant difference between the 2015 Gen. Pop. result and the 2015 CCC Pop. result.
❁ Indicates a significant difference between the 2015 plan result and the corresponding average.

Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

NT = Not trendable.
In 2015, NCQA revised Q11 and Q12 response options.

Overall ratings and composites – global proportions and summary rates

	2014 Gen. Pop.	2015 Gen. Pop.	2015 Gen. Pop. Avg.	Gen. Pop. Sig.	2014 CCC Pop.	2015 CCC Pop.	2015 CCC Pop. Avg.	CCC Pop. Sig.
Overall ratings								
Rating of Health Plan (Q54) (% 8, 9 or 10)	78.44%	86.29%	84.55%	↑	79.28%	83.00%	81.57%	
Rating of Health Care (Q14) (% 8, 9 or 10)	82.31%	88.70%	85.24%	↑	83.51%	85.45%	83.95%	
Rating of Personal Doctor (Q41) (% 8, 9 or 10)	86.90%	89.11%	88.12%		85.24%	86.15%	86.02%	
Rating of Specialist (Q48) (% 8, 9 or 10)	85.29%	84.00%	84.55%		88.07%	86.73%	84.21%	
Overall ratings and composite scores								
Rating of Health Plan (Q54) (% 9 or 10)	64.69%	72.86%	69.51%	↑	65.13%	67.59%	64.47%	
Rating of Health Care (Q14) (% 9 or 10)	64.63%	71.92%	66.91%		65.26%	69.01%	65.31%	
Rating of Personal Doctor (Q41) (% 9 or 10)	74.12%	79.87%	74.47%	❁	75.28%	74.89%	73.81%	
Rating of Specialist (Q48) (% 9 or 10)	76.47%	74.67%	70.27%		74.31%	76.53%	70.48%	
Customer Service (% Always or Usually)	84.24%	93.76%	87.48%	↑ ❁	89.00%	93.16%	89.62%	
Getting Needed Care (% Always or Usually)	86.13%	86.58%	84.06%		88.37%	88.82%	86.69%	
Getting Care Quickly (% Always or Usually)	91.71%	91.77%	88.95%		93.77%	93.60%	92.38%	
How Well Doctors Communicate (% Always or Usually)	92.35%	93.57%	93.00%		91.84%	92.15%	94.24%	
Shared Decision Making (% Yes)	NT	79.52%	78.26%		NT	88.16%	86.39%	
Health Promotion and Education (Q8) (% Yes)	73.20%	72.09%	70.68%		76.41%	76.53%	75.17%	
Coordination of Care (Q40) (% Always or Usually)	78.89%	83.33%	79.37%		73.05%	84.69%	83.95%	↑
Access to Prescription Medicine (% Always or Usually)	85.84%	86.60%	89.63%		85.56%	82.73%	90.15%	❁
Access to Specialized Services (% Always or Usually)	72.02%	80.96%	75.87%		78.43%	78.28%	74.98%	
FCC: Personal Doctor Who Knows Child (% Yes)	85.63%	91.22%	89.77%	↑	87.74%	90.37%	89.63%	
FCC: Getting Needed Information (% Always or Usually)	86.05%	90.14%	87.74%		87.76%	91.94%	91.15%	
FCC: Coordination of Care (% Yes)	80.47%	71.77%	74.23%		78.69%	82.10%	77.79%	

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
▲ Indicates a significant difference between the 2015 Gen. Pop. result and the 2015 CCC Pop. result.
❁ Indicates a significant difference between the 2015 plan result and the corresponding average.

Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

NT = Not trendable.
In 2015, NCQA revised Q11 and Q12 response options.

Overall ratings and composites – mean scores

	2014 Gen. Pop.	2015 Gen. Pop.	2015 Gen. Pop. Avg.	Gen. Pop. Sig.	2014 CCC Pop.	2015 CCC Pop.	2015 CCC Pop. Avg.	CCC Pop. Sig.
Overall mean ratings: 0 - 10 scale								
Rating of Health Plan (Q54)	8.5633	8.9057	8.8350	↑	8.6546	8.7194	8.6645	
Rating of Health Care (Q14)	8.6224	8.9521	8.8354	↑	8.6982	8.9202	8.7513	
Rating of Personal Doctor (Q41)	9.0256	9.2046	9.0396		9.0185	9.0606	8.9814	
Rating of Specialist (Q48)	8.9412	8.8667	8.8620		9.0183	9.1020	8.8673	
Overall ratings and composite scores: Three-point mean scores								
Rating of Health Plan (Q54)	2.5175	2.6257	2.6045	↑	2.5296	2.5494	2.5361	
Rating of Health Care (Q14)	2.5272	2.6575	2.5909	↑	2.5544	2.6103	2.5639	
Rating of Personal Doctor (Q41)	2.6805	2.7360	2.6795		2.6679	2.6710	2.6551	
Rating of Specialist (Q48)	2.6912	2.6400	2.6099		2.6789	2.6939	2.6190	
Customer Service	2.5326	2.7266	2.5587	↑ ❁	2.6550	2.7000	2.5976	
Getting Needed Care	2.5226	2.5652	2.4625	❁	2.5997	2.5999	2.4806	❁
Getting Care Quickly	2.6757	2.7460	2.6363	❁	2.7141	2.7348	2.6727	
How Well Doctors Communicate	2.7328	2.7905	2.7222	❁	2.7177	2.7412	2.7432	
Coordination of Care (Q40)	2.3111	2.5513	2.3626	↑ ❁	2.2766	2.5102	2.4283	↑
Access to Prescription Medicine	2.5845	2.5933	2.6253		2.5451	2.5182	2.6092	
Access to Specialized Services	2.2937	2.4761	2.3402		2.4584	2.4003	2.3082	
FCC: Getting Needed Information	2.5816	2.7177	2.6088	↑ ❁	2.6014	2.7204	2.6556	↑

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
▲ Indicates a significant difference between the 2015 Gen. Pop. result and the 2015 CCC Pop. result.
❁ Indicates a significant difference between the 2015 plan result and the corresponding average.

Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Overall ratings and composites – percentiles

General Population	2015 Plan		National Percentiles from 2014 Quality Compass (Child Medicaid – General Population)						
	Score	Percentile	5th	10th	25th	50th	75th	90th	95th
Rating of Health Plan (Q54) (% 8, 9 or 10)	**86.29%**	**50th**	77.60%	78.63%	81.85%	84.83%	87.45%	88.66%	91.28%
Rating of Health Care (Q14) (% 8, 9 or 10)	**88.70%**	**75th**	79.64%	80.94%	82.63%	84.70%	86.65%	88.85%	89.67%
Rating of Personal Doctor (Q41) (% 8, 9 or 10)	**89.11%**	**50th**	83.17%	84.38%	85.89%	87.84%	89.43%	90.93%	91.46%
Rating of Specialist (Q48) (% 8, 9 or 10)	**84.00%**	**25th**	78.66%	80.69%	83.06%	85.01%	87.36%	89.50%	91.52%
Customer Service (% Always or Usually)	**93.76%**	**95th**	83.24%	84.38%	85.98%	88.13%	89.91%	91.03%	91.91%
Q50. Got needed info. from customer service	89.42%	95th	76.78%	77.45%	79.93%	82.84%	85.37%	86.89%	88.12%
Q51. Staff treated you with courtesy/respect	98.10%	95th	89.29%	90.32%	91.71%	93.44%	94.86%	95.83%	96.47%
Getting Needed Care (% Always or Usually)	**86.58%**	**50th**	77.49%	79.05%	82.62%	85.44%	87.90%	90.71%	91.28%
Q46. Easy to see a specialist	82.72%	50th	74.68%	75.52%	78.52%	82.51%	84.52%	88.89%	89.57%
Q15. Easy to get needed care/tests/treatment	90.44%	50th	82.10%	84.14%	87.94%	90.09%	92.38%	93.57%	94.41%
Getting Care Quickly (% Always or Usually)	**91.77%**	**50th**	80.19%	83.34%	87.67%	90.59%	92.45%	93.81%	94.04%
Q4. Got urgent care as soon as needed	90.00%	25th	82.24%	84.04%	88.61%	91.60%	93.96%	95.62%	96.00%
Q6. Got routine care as soon as needed	93.55%	90th	78.69%	82.02%	86.29%	89.20%	91.73%	93.04%	93.90%
How Well Doctors Communicate (% Always or Usually)	**93.57%**	**50th**	88.40%	89.71%	91.96%	93.25%	94.67%	95.61%	95.96%
Q32. Doctor explained things	94.19%	50th	88.84%	90.42%	91.68%	93.86%	95.63%	96.35%	97.10%
Q33. Doctor listened carefully	95.33%	50th	90.52%	91.88%	93.57%	94.86%	95.88%	96.50%	97.30%
Q34. Doctor showed respect	95.70%	25th	92.95%	93.77%	94.68%	95.87%	96.64%	97.61%	97.88%
Q37. Doctor spent enough time	89.06%	50th	80.90%	82.71%	86.45%	88.66%	91.24%	92.38%	93.30%
Health Promotion and Education (Q8) (% Yes)	**72.09%**	**50th**	65.33%	67.66%	69.19%	71.48%	74.62%	76.50%	77.82%
Coordination of Care (Q40) (% Always or Usually)	**83.33%**	**50th**	73.56%	75.44%	77.60%	81.82%	84.12%	86.31%	87.65%
Other reported measures									
Q53. Health plan forms were easy to fill out (% Always or Usually)	97.70%	90th	92.62%	93.08%	94.25%	95.70%	96.86%	97.35%	97.81%
Q58. Rating of overall health (% Excellent or Very good)	73.09%	10th	68.90%	70.42%	73.49%	76.89%	79.64%	82.15%	83.27%
Q59. Rating of overall mental/emotional health (% Excellent or Very good)	71.63%	10th	64.73%	68.92%	73.02%	75.96%	78.39%	81.41%	83.51%

NOTE: Shared Decision Making not included due to changes to composite in 2015 by NCQA. Quality Compass data for this composite not available at this time.

Overall ratings and composites – percentiles

CCC Population	2015 Plan		National Percentiles from 2014 Quality Compass (Child Medicaid – CCC Population)						
	Score	Percentile	5th	10th	25th	50th	75th	90th	95th
Rating of Health Plan (Q54) (% 8, 9 or 10)	**83.00%**	**50th**	70.47%	72.35%	77.98%	80.99%	84.16%	86.15%	87.87%
Rating of Health Care (Q14) (% 8, 9 or 10)	**85.45%**	**50th**	76.51%	76.54%	82.63%	83.73%	85.47%	87.16%	87.68%
Rating of Personal Doctor (Q41) (% 8, 9 or 10)	**86.15%**	**25th**	81.07%	82.54%	85.24%	87.04%	88.28%	89.30%	90.83%
Rating of Specialist (Q48) (% 8, 9 or 10)	**86.73%**	**50th**	78.18%	78.80%	84.08%	85.71%	86.94%	88.05%	88.79%
Customer Service (% Always or Usually)	**93.16%**	**95th**	83.96%	85.00%	86.76%	88.72%	91.13%	91.86%	91.89%
Q50. Got needed info. from customer service	88.42%	90th	77.58%	77.69%	80.25%	83.72%	86.11%	87.90%	89.85%
Q51. Staff treated you with courtesy/respect	97.89%	95th	89.51%	90.91%	92.43%	94.27%	95.38%	96.33%	96.70%
Getting Needed Care (% Always or Usually)	**88.82%**	**50th**	77.17%	82.49%	83.91%	86.94%	89.86%	90.78%	91.31%
Q46. Easy to see a specialist	89.42%	90th	71.56%	76.00%	79.52%	82.25%	86.89%	89.13%	91.28%
Q15. Easy to get needed care/tests/treatment	88.21%	10th	81.20%	86.67%	88.54%	91.62%	93.02%	93.62%	94.17%
Getting Care Quickly (% Always or Usually)	**93.60%**	**25th**	85.99%	88.21%	91.88%	93.67%	94.41%	95.02%	95.40%
Q4. Got urgent care as soon as needed	94.17%	25th	88.13%	88.46%	92.41%	94.64%	95.54%	96.22%	96.51%
Q6. Got routine care as soon as needed	93.03%	50th	83.40%	85.55%	90.36%	92.54%	93.75%	94.78%	94.89%
How Well Doctors Communicate (% Always or Usually)	**92.15%**	**10th**	86.72%	89.85%	92.51%	93.75%	95.02%	95.83%	96.90%
Q32. Doctor explained things	93.46%	25th	86.89%	90.78%	93.17%	94.79%	96.41%	96.80%	97.16%
Q33. Doctor listened carefully	92.52%	10th	89.81%	91.43%	93.71%	94.31%	95.31%	96.85%	97.95%
Q34. Doctor showed respect	94.37%	25th	90.78%	92.08%	93.70%	95.50%	96.37%	97.01%	98.05%
Q37. Doctor spent enough time	88.26%	25th	79.41%	83.00%	88.14%	91.05%	92.73%	93.37%	94.67%
Health Promotion and Education (Q8) (% Yes)	**76.53%**	**25th**	70.77%	72.17%	75.00%	78.14%	80.15%	82.39%	83.03%
Coordination of Care (Q40) (% Always or Usually)	**84.69%**	**90th**	70.48%	73.05%	78.23%	80.74%	82.06%	83.80%	87.04%
Access to Prescription Medicine (% Always or Usually)	**82.73%**	**<5th**	84.23%	85.19%	88.85%	91.55%	93.16%	94.48%	95.25%
Q57. Got help with getting prescription medicines (% Yes)	65.44%	75th	51.19%	52.45%	54.63%	58.28%	60.82%	65.94%	69.81%
Access to Specialized Services (% Always or Usually)	**78.28%**	**25th**	69.32%	74.85%	78.00%	79.87%	82.11%	82.54%	82.83%
Q23. Easy to get special therapy	79.63%	25th	57.43%	66.67%	74.28%	79.76%	82.79%	84.38%	85.32%
Q26. Easy to get treatment or counseling	77.78%	25th	56.82%	68.68%	76.16%	78.74%	83.81%	86.88%	87.55%
Q24. Got help with getting special therapy (% Yes)	58.93%	25th	52.31%	52.63%	54.46%	64.91%	71.64%	72.00%	81.82%
Q27. Got help getting treatment/counseling (% Yes)	71.11%	95th	47.62%	48.86%	53.95%	59.71%	63.56%	66.89%	69.94%
FCC: Personal Doctor Who Knows Child (% Yes)	**90.37%**	**25th**	82.07%	86.77%	89.13%	90.95%	91.53%	92.59%	92.98%
Q38. Doctor talks about how child is feeling, growing or behaving	85.51%	10th	77.18%	83.61%	86.45%	88.51%	89.50%	91.03%	92.12%
Q43. Doctor understands how conditions affect child's life	94.34%	50th	88.54%	89.62%	91.96%	93.08%	94.64%	95.33%	95.71%
Q44. Doctor understands how conditions affect family's life	91.25%	50th	80.50%	84.58%	87.97%	90.26%	92.03%	92.68%	93.20%
FCC: Getting Needed Information (% Always or Usually)	**91.94%**	**50th**	82.79%	83.33%	87.87%	90.72%	92.84%	93.75%	93.81%
FCC: Coordination of Care (% Yes)	**82.10%**	**95th**	73.98%	74.37%	75.43%	77.88%	78.79%	80.49%	80.54%
Q18. Got needed help from doctor in contacting school/daycare	93.48%	25th	87.22%	87.22%	93.00%	95.49%	96.64%	96.69%	96.69%
Q29. Got help coordinating care among providers or services	70.73%	95th	52.10%	52.42%	56.20%	61.21%	63.93%	66.67%	67.97%
Other reported measures									
Q53. Health plan forms were easy to fill out (% Always or Usually)	96.83%	75th	93.83%	93.92%	94.59%	95.35%	96.16%	97.38%	97.40%
Q58. Rating of overall health (% Excellent or Very good)	51.19%	10th	41.84%	43.11%	53.13%	56.58%	59.56%	61.86%	63.75%
Q59. Rating of overall mental/emotional health (% Excellent or Very good)	42.13%	25th	32.27%	34.59%	42.07%	47.28%	48.47%	51.58%	52.26%

NOTE: Shared Decision Making not included due to changes to composite in 2015 by NCQA. Quality Compass data for this composite not available at this time.

Overall ratings and composites – demographic analysis

General Population	Health Status		Child's Age				Child's Gender		Survey Type	
	Excellent or Very good (A)	Good, Fair or Poor (B)	Less than 1 (C)	1 – 5 (D)	6 – 10 (E)	11+ (F)	Male (G)	Female (H)	Mail (I)	Phone (J)
Total respondents	*258*	*95*	*9^*	*118*	*82*	*140*	*182*	*171*	*151*	*259*
Rating of Health Plan (% 8, 9 or 10) (Q54)	**89.29%** B	**79.57%**	**NR**	**87.29%**	**85.90%**	**84.67%**	**87.71%**	**84.34%**	**82.64%**	**88.83%**
Rating of Health Care (% 8, 9 or 10) (Q14)	**89.80%**	**87.01%**	**NR**	**88.89%**	**87.30%**	**88.12%**	**89.93%**	**87.41%**	**87.50%**	**89.44%**
Rating of Personal Doctor (% 8, 9 or 10) (Q41)	**89.67%**	**88.46%**	**NR**	**90.72%**	**89.55%**	**88.24%**	**89.03%**	**89.71%**	**89.17%**	**89.07%**
Rating of Specialist (% 8, 9 or 10) (Q48)	**91.67%**	**68.00%**	**NR**	**86.36%**	**70.00%**	**90.63%**	**82.86%**	**85.00%**	**90.00%**	**80.00%**
Customer Service (% Always or Usually)	**94.02%**	**94.00%**	**NR**	**92.19%**	**95.00%**	**94.05%**	**93.00%**	**94.16%**	**87.50%**	**97.66%**
Q50. Got needed info. from customer service	90.67%	88.00%	NR	84.38%	90.00%	92.86%	86.00%	92.16%	80.00%	95.31% I
Q51. Staff treated you with courtesy/respect	97.37%	100%	NR	100%	100%	95.24%	100%	96.15%	95.00%	100%
Getting Needed Care (% Always or Usually)	**88.45%**	**83.28%**	**NR**	**83.96%**	**86.51%**	**87.68%**	**83.72%**	**89.18%**	**86.71%**	**86.52%**
Q46. Easy to see a specialist	84.00%	82.14%	NR	75.00%	80.95%	88.24%	78.95%	85.71%	82.35%	82.98%
Q15. Easy to get needed care/tests/treatment	92.89%	84.42%	NR	92.93%	92.06%	87.13%	88.49%	92.65%	91.07%	90.06%
Getting Care Quickly (% Always or Usually)	**92.36%**	**91.13%**	**NR**	**93.03%**	**94.37%**	**91.38%**	**90.72%**	**93.00%**	**92.69%**	**91.16%**
Q04. Got urgent care as soon as needed	90.80%	86.49%	NR	89.36%	96.30%	88.89%	88.52%	90.77%	91.38%	89.02%
Q06. Got routine care as soon as needed	93.92%	95.77%	NR	96.70%	92.45%	93.88%	92.91%	95.24%	94.00%	93.30%
How Well Doctors Communicate (% Always or Usually)	**96.16%**	**87.87%**	**NR**	**95.73%**	**90.23%**	**94.17%**	**94.70%**	**92.43%**	**93.55%**	**93.58%**
Q32. Doctor explained things	95.45%	92.54%	NR	96.34%	88.14%	95.79%	94.53%	93.97%	93.33%	94.77%
Q33. Doctor listened carefully	98.30% B	87.88%	NR	97.56%	93.10%	94.74%	96.88%	93.91%	94.29%	96.05%
Q34. Doctor showed respect	98.30% B	90.77%	NR	98.78%	91.53%	96.77%	96.06%	95.65%	95.15%	96.08%
Q37. Doctor spent enough time	92.61% B	80.30%	NR	90.24%	88.14%	89.36%	91.34%	86.21%	91.43%	87.42%
Shared Decision Making (% Yes)	**77.75%**	**81.88%**	**NR**	**72.84%**	**82.77%**	**83.40%**	**77.73%**	**80.61%**	**84.34%**	**76.89%**
Q11. Doctor discussed reasons to take medicine	92.98%	92.86%	NR	100%	95.65%	83.87%	88.10%	97.78%	90.91%	94.92%
Q12. Doctor discussed reasons not to take medicine	62.50%	75.00%	NR	51.85%	70.83%	76.67%	70.73%	62.22%	75.00%	62.07%
Q13. Doctor asked what was best for child	77.78%	77.78%	NR	66.67%	81.82%	89.66%	74.36%	81.82%	87.10%	73.68%
Health Promotion and Education (Q8) (% Yes)	**74.87%**	**66.67%**	**NR**	**73.00%**	**75.00%**	**69.61%**	**75.54%**	**68.35%**	**77.59%**	**68.65%**
Coordination of Care (Q40) (% Always or Usually)	**86.96%**	**81.48%**	**NR**	**91.30%**	**77.78%**	**80.65%**	**82.05%**	**86.11%**	**90.32%**	**78.72%**
Access to Prescription Medicine (% Always or Usually)	**86.23%**	**88.06%**	**NR**	**80.00%**	**89.80%**	**89.02%**	**83.50%**	**89.52%**	**89.13%**	**84.62%**
Access to Specialized Services (% Always or Usually)	**80.63%**	**81.19%**	**NR**	**67.02%**	**84.44%**	**85.10%**	**82.90%**	**79.81%**	**88.85%**	**78.20%**
FCC: Personal Doctor Who Knows Child (% Yes)	**91.02%**	**90.22%**	**NR**	**92.43%**	**89.22%**	**91.52%**	**91.55%**	**91.00%**	**90.21%**	**91.92%**
FCC: Getting Needed Information (% Always or Usually)	**91.33%**	**86.67%**	**NR**	**88.78%**	**98.36%** DF	**87.13%**	**88.32%**	**91.85%**	**88.18%**	**91.30%**
FCC: Coordination of Care (% Yes)	**75.00%**	**72.66%**	**NR**	**78.13%**	**72.86%**	**72.77%**	**79.12%**	**68.62%**	**72.00%**	**71.43%**

A capital letter and green font indicates that result is significantly higher than the corresponding column.
A caret (^) indicates a base size smaller than 30. Interpret results with caution.

NR = Not reportable. Base size < 11.

Overall ratings and composites – demographic analysis

CCC Population	Health Status		Child's Age				Child's Gender		Survey Type	
	Excellent or Very good (A)	Good, Fair or Poor (B)	Less than 1 (C)	1 – 5 (D)	6 – 10 (E)	11+ (F)	Male (G)	Female (H)	Mail (I)	Phone (J)
Total respondents	*129*	*123*	*0^*	*49*	*72*	*131*	*154*	*100*	*112*	*144*
Rating of Health Plan (% 8, 9 or 10) (Q54)	**87.40%**	**78.69%**	**NR**	**81.63%**	**84.51%**	**82.95%**	**82.35%**	**83.67%**	**81.65%**	**84.03%**
Rating of Health Care (% 8, 9 or 10) (Q14)	**89.32%**	**82.08%**	**NR**	**74.36%**	**87.69%**	**87.74%**	**87.20%**	**82.56%**	**84.04%**	**86.55%**
Rating of Personal Doctor (% 8, 9 or 10) (Q41)	**86.32%**	**85.45%**	**NR**	**78.26%**	**85.94%**	**89.08%**	**85.61%**	**86.67%**	**84.54%**	**87.31%**
Rating of Specialist (% 8, 9 or 10) (Q48)	**87.50%**	**85.45%**	**NR**	**84.62%**	**78.26%**	**91.67%**	**85.42%**	**88.00%**	**92.31%**	**83.05%**
Customer Service (% Always or Usually)	**93.75%**	**92.22%**	**NR**	**88.10%**	**95.24%**	**94.23%**	**90.68%**	**97.14%**	**90.91%**	**94.35%**
Q50. Got needed info. from customer service	89.58%	86.67%	NR	80.95%	90.48%	90.38%	84.75%	94.29%	84.85%	90.32%
Q51. Staff treated you with courtesy/respect	97.92%	97.78%	NR	95.24%	100%	98.08%	96.61%	100%	96.97%	98.39%
Getting Needed Care (% Always or Usually)	**90.29%**	**88.37%**	**NR**	**87.73%**	**86.20%**	**90.46%**	**87.26%**	**90.63%**	**93.43% J**	**85.36%**
Q46. Easy to see a specialist	90.48%	89.83%	NR	85.71%	83.33%	94.12%	88.24%	90.57%	95.45%	85.00%
Q15. Easy to get needed care/tests/treatment	90.10%	86.92%	NR	89.74%	89.06%	86.79%	86.29%	90.70%	91.40%	85.71%
Getting Care Quickly (% Always or Usually)	**95.36%**	**92.68%**	**NR**	**87.80%**	**95.80%**	**94.49%**	**92.41%**	**95.06%**	**93.70%**	**93.43%**
Q04. Got urgent care as soon as needed	97.87%	91.43%	NR	93.10%	96.77%	92.98%	92.65%	96.08%	96.15%	92.65%
Q06. Got routine care as soon as needed	92.86%	93.94%	NR	82.50%	94.83%	96.00% D	92.17%	94.05%	91.25%	94.21%
How Well Doctors Communicate (% Always or Usually)	**94.24%**	**90.83%**	**NR**	**83.93%**	**92.34%**	**95.12%**	**92.69%**	**91.16%**	**94.26%**	**90.57%**
Q32. Doctor explained things	95.41%	92.08%	NR	90.48%	93.55%	94.44%	93.70%	92.94%	94.57%	92.62%
Q33. Doctor listened carefully	95.41%	90.10%	NR	83.33%	91.94%	96.30% D	93.70%	90.59%	93.48%	91.80%
Q34. Doctor showed respect	95.41%	95.00%	NR	88.10%	91.94%	98.13%	95.28%	92.86%	94.51%	94.26%
Q37. Doctor spent enough time	90.74%	86.14%	NR	73.81%	91.94% D	91.59% D	88.10%	88.24%	94.51% J	83.61%
Shared Decision Making (% Yes)	**85.92%**	**90.31%**	**NR**	**87.50%**	**85.33%**	**89.55%**	**84.42%**	**92.59%**	**91.85%**	**85.09%**
Q11. Doctor discussed reasons to take medicine	91.30%	98.08%	NR	100%	96.55%	92.31%	92.73%	97.78%	95.65%	94.44%
Q12. Doctor discussed reasons not to take medicine	75.56%	84.62%	NR	75.00%	76.67%	82.35%	75.93%	84.44%	84.44%	75.93%
Q13. Doctor asked what was best for child	90.91%	88.24%	NR	87.50%	82.76%	94.00%	84.62%	95.56%	95.45%	84.91%
Health Promotion and Education (Q8) (% Yes)	**74.51%**	**78.50%**	**NR**	**68.29%**	**79.37%**	**77.36%**	**76.61%**	**75.86%**	**80.21%**	**73.50%**
Coordination of Care (Q40) (% Always or Usually)	**88.10%**	**82.69%**	**NR**	**78.57%**	**86.36%**	**87.23%**	**84.75%**	**84.62%**	**87.50%**	**82.76%**
Access to Prescription Medicine (% Always or Usually)	**80.19%**	**85.59%**	**NR**	**75.68%**	**87.69%**	**81.74%**	**81.68%**	**84.09%**	**87.37%**	**79.20%**
Access to Specialized Services (% Always or Usually)	**82.27%**	**72.24%**	**NR**	**67.35%**	**86.14%**	**79.58%**	**77.75%**	**79.17%**	**83.06%**	**75.67%**
FCC: Personal Doctor Who Knows Child (% Yes)	**90.86%**	**89.45%**	**NR**	**79.40%**	**93.08%**	**92.43%**	**90.56%**	**89.95%**	**90.46%**	**90.30%**
FCC: Getting Needed Information (% Always or Usually)	**92.08%**	**91.51%**	**NR**	**89.74%**	**93.65%**	**91.51%**	**89.43%**	**95.35%**	**91.30%**	**92.44%**
FCC: Coordination of Care (% Yes)	**75.66%**	**86.98%**	**NR**	**82.50%**	**81.45%**	**83.27%**	**83.33%**	**80.38%**	**76.18%**	**84.76%**

A capital letter and green font indicates that result is significantly higher than the corresponding column.
A caret (^) indicates a base size smaller than 30. Interpret results with caution.

NR = Not reportable. Base size < 11.

Appendix C
SatisAction™ key driver statistical model

POWeR™ Chart shown in the executive summary on page 3.

Instructions to access trAction™ Decision (Impact Analysis) Tool:

1. **Log on to https://client.dssresearch.com using your current User Name and Password.**
2. **Contact DSS Research at 1-800-989-5150 if you do not have a User Name and Password.**
3. **Once on the portal, select Reporting and then Tools.**
4. **Select the trAction™ Decision Tool for access to the Impact Analysis Tool and to run "what if" scenarios.**

Background

Overview. The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the overall health plan rating and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data. We have been successfully using this approach since 1997.

The model provides the following:

- Identification of the elements that are important in driving the overall rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.

Importance analysis. The importance analysis involves a multi-step process:

- Factor analysis is used to summarize the predictor set into a more manageable number of composite variables.
- Regression Model I is used to make preliminary estimates and identify leverage points and outliers.
- Leverage points and outliers are eliminated.
- Regression Model II is run on the remaining data to derive final estimates of the importance of the various satisfaction elements.

Factor Analysis. Factor analysis is used to reduce the number of items in the predictor set to a smaller set of underlying constructs or factors. It is necessary to go through this process because of the high degree of collinearity in the original data. This is a problem for the regression analysis to follow because regression assumes non-collinearity between predictor variables.

Regression Analysis. Regression analysis is then used to predict the overall rating of the health plan on the factors created in the previous step. As noted above, regression analysis is run in two steps. The first step is used to derive preliminary estimates of the importance of the various satisfaction elements and to identify outliers and leverage points. Those outliers and leverage points are eliminated before running the second regression model which produces final estimates of the importance of each satisfaction element.

Derived Importance. The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor are squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum is then rescaled so that the largest value (most important item) is rescaled to 100 points, the smallest value is rescaled to 0 points and the median value is rescaled to 50 points.

Performance analysis. To develop the performance scores, raw performance ratings for the plan are compared to our national average of 59 general population and 29 CCC population child Medicaid health plans and a relative percentile for each item in the model is computed for the plan.

Classification matrix. Results of the modeling are presented in a classification matrix. The importance and performance results for each item in the model are plotted in a matrix like the one shown below. This matrix provides a quick summary of what is most important to your members and how your plan is doing on those items. The matrix is divided into four quadrants. The quadrants are defined by the point where the medians of the importance and performance scales intersect. The four quadrants can be interpreted as follows:

- *Power.* These items have a relatively large impact on the overall rating of the health plan and your performance levels on these items are high. Promote and leverage strengths in this quadrant.
- *Opportunity.* Items in this quadrant also have a relatively large impact on the overall rating of the health plan but your performance is below average. Focus resources on improving processes that underlie these items and look for a significant improvement in the overall health plan rating.
- *Wait.* Though these items still impact the overall rating of the health plan, they are somewhat less important than those that fall on the right hand side of the chart. Relatively speaking, your performance is low on these items. Dealing with these items can wait until more important items have been dealt with.
- *Retain.* Items in this quadrant also have a relatively small impact on the overall rating of the health plan but your performance is above average. Simply maintain performance on these items.

POWeR™ Chart classification matrix

Variables in the model

Variables from the CAHPS 5.0H survey that are important in determining member satisfaction are summarized below. This table also identifies the dependent variable (Q54 – the overall rating of the health plan) and the independent or predictor variables. Finally, it shows how the variables are coded for the importance and the performance analyses.

Variables Used in the Model		Coding for Regression (Importance)
Dependent Variable		
Q54	Rating of overall heath plan	0 through 10, All other = missing
Independent Variables		
Q04	How often child got the care right away when needed	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q06	How often child got an appointment as soon as needed	
Q09	How often Questions answered by child's doctors/providers	
Q14	Rating of all child's health care	0 through 10, All other = missing
Q15	How often easy to get the care, tests or treatment	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q32	How often personal doctor's explanation easy to understand	
Q33	How often personal doctor listens carefully	
Q34	How often personal doctor shows respect	
Q36	How often personal doctor's explanation easy for child to understand	
Q37	How often personal doctor spent enough time with child	
Q40	How often personal doctor informed about care from other doctors	
Q41	Rating of child's personal doctor	0 through 10, All other = missing
Q46	How often easy to get appointments with specialists	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q48	Rating of the specialist	0 through 10, All other = missing
Q50	How often customer service gave information or help needed	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q51	How often customer service treated you with courtesy/respect	
Q53	How often forms easy to fill out	
Q56	How often easy to get prescriptions for child	

Factor analysis. Factor analysis reduced the 18 highly-correlated model variables to 9 orthogonal (uncorrelated) factors that explain 77.8% of the variation in the original variables. This is necessary due to the strong relationships or correlation between certain variables. The table below shows the factor correlations or loadings. For readability, only those variables with correlations greater than 0.250 are displayed.

Factor Correlations with Survey Variables

Question	Survey items	Factors								
		1	2	3	4	5	6	7	8	9
Q34	How often personal doctor show respect	0.885								
Q33	How often personal doctor listen carefully	0.815								
Q32	How often personal doctor's explanation easy to understand	0.718						0.332		
Q41	Rating of child's personal doctor	0.711			0.385					
Q40	How often personal doctor informed about care from other doctors	0.709					0.271			
Q50	How often customer service gave information or help needed		0.860							
Q51	How often customer service treated you with courtesy/respect		0.849							
Q56	How often easy to get prescriptions for child			0.847						
Q06	How often child got an appointment as soon as needed			0.655						
Q48	Rating of the specialist				0.867					
Q14	Rating of all child's health care	0.267			0.653	0.389				
Q04	How often child got the care right away when needed					0.903				
Q15	How often easy to get the care, tests, or treatment			0.394		0.521		0.363		
Q36	How often personal doctor's explanation easy for child to understand	0.288					0.814			
Q37	How often personal doctor spent enough time with child	0.551					0.599			
Q09	How often questions answered by child's doctors/providers	0.259						0.881		
Q46	How often get appointments with specialists as soon as needed								0.923	
Q53	How often forms easy to fill out									0.980

Regression analysis. The 9 factors identified in the previous step were used as predictors in a regression model with Q54, overall health plan rating, as the dependent variable. Regression was first run to test the model and identify any observations that have a high degree of leverage on the regression coefficients (disproportionately high degree of influence relative to others) as well as observations that can be considered outliers because of inconsistent responses.

The high leverage cases and outliers were removed and the regression model was rerun. The regression coefficients for each factor provide the second set of inputs necessary to determine the key drivers of the overall health plan rating. These coefficients provide estimates of the relative importance of each factor in determining the overall health plan rating. The table below shows the raw regression coefficients, beta coefficients (standardized regression coefficients) and the statistical significance of those coefficients. This model explains 40.8% of the variation in the dependent variable ($R^2 = 0.408$).

Regression Coefficients

Variable	Unstandardized coefficients	Standardized (Beta) coefficients	Significance level
Constant	9.0719	0.0000	0.0000
Factor 1 -- Q34, Q33, Q32, Q41, Q40	0.2995	0.1965	0.0000
Factor 2 -- Q50, Q51	0.1714	0.1324	0.0000
Factor 3 -- Q56, Q06	0.2855	0.2055	0.0000
Factor 4 -- Q48, Q14	0.7166	0.5119	0.0000
Factor 5 -- Q04, Q15	0.2667	0.1877	0.0000
Factor 6 -- Q36, Q37	0.1433	0.1093	0.0004
Factor 7 -- Q09	0.0309	0.0230	0.4575
Factor 8 -- Q46	0.0329	0.0239	0.4390
Factor 9 -- Q53	0.1974	0.1436	0.0000

Derived importance. The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor were squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum was then rescaled so that the largest value (most important item) is rescaled to 100 points, the smallest value is rescaled to 0 points and the median value is rescaled to 50 points.

Plan performance. To develop the performance scores, raw performance ratings for the plan are compared to our national average of 59 general population and 29 CCC population child Medicaid health plans and a relative percentile for each item in the model is computed for the plan.

Question	Survey items	Importance	Performance
Q48	Rating of the specialist	100	80
Q14	Rating of all child's health care	79	83
Q41	Rating of child's personal doctor	64	89
Q34	How often personal doctor show respect	59	46
Q04	How often child got the care right away when needed	58	56
Q56	How often easy to get prescriptions for child	58	11
Q53	How often forms easy to fill out	55	97
Q33	How often personal doctor listen carefully	54	49
Q06	How often child got an appointment as soon as needed	51	95
Q40	How often personal doctor informed about care from other doctors	48	80
Q51	How often customer service treated you with courtesy/respect	48	95
Q32	How often personal doctor's explanation easy to understand	47	61
Q15	How often easy to get the care, tests, or treatment	45	68
Q37	How often personal doctor spent enough time with child	45	59
Q50	How often customer service gave information or help needed	44	94
Q36	How often personal doctor's explanation easy for child to understand	40	48
Q09	How often questions answered by child's doctors/providers	2	75
Q46	How often get appointments with specialists as soon as needed	0	83

Appendix D
Gap analysis

Gap analysis

The flowchart on page 7 shows how the items used in the calculation of the plan's 2015 estimated accreditation score perform relative to each other. When considering the flowchart, the following points should be noted:

Overall Ratings

- Overall ratings are shown in **blue**.
- Actual means are shown first for the overall ratings (0 - 10 scale); however, they are converted to a 1- to 3-point scale.
- Estimated percentiles are shown in the middle.
- Accreditation points received for being at that percentile are shown third.

Composite Scores

- Composite scores are shown in **red**.
- Actual composite mean scores are shown first and are on a 1- to 3-point scale.
- Estimated percentiles are shown in the middle.
- Points received for being at that percentile are shown third.
- Although the composites How Well Doctors Communicate and Shared Decision Making are not included in the accreditation calculation, they are included in the gap analysis for comparison purposes. Please note, there are no percentiles or points for these composites for 2015.
- Composite score components are shown in the black flowchart boxes. This analysis shows what to focus on to increase a given composite mean score and, in turn, increase the plan's accreditation score.
  - The actual percent contributing is shown first. This is the percentage that a given question is actually contributing to the composite mean score. Each question in composite scores with two component questions can contribute a maximum of 50.0% to the composite mean score. Similarly, each question in composite scores with four component questions can contribute a maximum of 25.0% to the composite mean score.
  - The gap between the percent actually contributing and the maximum possible contribution percentage is shown second. Focusing on improving component questions with the greatest gap has the largest potential to increase the composite mean score and thus the accreditation score.

Appendix E
Questionnaire

Amerigroup RealSolutions in healthcare

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:

☑ Yes ➔ ***If Yes, Go to Question 1***
☐ 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 1-888-797-3605, ext. 4190.

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 Amerigroup Louisiana, Inc. Is that right?

☐ Yes ➔ ***If Yes, Go to Question 3***
☐ 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 not include care your child got when he or she stayed overnight in a hospital. Do not 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 needed care right away in a clinic, emergency room, or doctor's office?

☐ Yes
☐ No ➔ ***If No, Go to Question 5***

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?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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?

☐ Yes
☐ No ➔ ***If No, Go to Question 7***

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?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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?

☐ None ➔ ***If None, Go to Question 16***
☐ 1 time
☐ 2
☐ 3
☐ 4
☐ 5 to 9
☐ 10 or more times

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

☐ Yes
☐ No

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 14***

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

- ☐ Yes
- ☐ No

12. Did you and a doctor or other health provider talk about the reasons you might <u>not</u> want your child to take a medicine?

- ☐ Yes
- ☐ No

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

- ☐ Yes
- ☐ No

14. 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 Worst health care possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best health care possible

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 19***

17. 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?

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 19***

18. 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?

- ☐ Yes
- ☐ No

SPECIALIZED SERVICES

19. 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?

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 22***

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Yes
- ☐ No

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 25***

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Yes
- ☐ No

25. 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?

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 28***

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Yes
- ☐ No

28. 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?

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 30***

29. 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?

- ☐ Yes
- ☐ No

YOUR CHILD'S PERSONAL DOCTOR

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

Does your child have a personal doctor?

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 45***

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

- ☐ None ➔ ***If None, Go to Question 41***
- ☐ 1 time
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 to 9
- ☐ 10 or more times

32. 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?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 37***

36. 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?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Yes
- ☐ No

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 41***

40. 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?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

41. 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 Worst personal doctor possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best personal doctor possible

42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than <u>3 months</u>?

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 45***

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

- ☐ Yes
- ☐ No

44. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your <u>family's</u> day-to-day life?

- ☐ Yes
- ☐ 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.

45. 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?

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 49***

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ None ➔ ***If None, Go to Question 49***
- ☐ 1 specialist
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 or more specialists

48. 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 Worst specialist possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best specialist possible

YOUR CHILD'S HEALTH PLAN

The next questions ask about your experience with your child's health plan.

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 52***

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 54***

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

54. 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 Worst health plan possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best health plan possible

PRESCRIPTION MEDICINES

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 58***

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Yes
- ☐ No

ABOUT YOUR CHILD AND YOU

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

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

59. In general, how would you rate your child's overall <u>mental or emotional</u> health?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 63***

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 63***

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

- ☐ Yes
- ☐ No

63. 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?

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 66***

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 66***

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

- ☐ Yes
- ☐ No

66. 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?

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 69***

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 69***

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

- ☐ Yes
- ☐ No

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 72***

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 72***

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

- ☐ Yes
- ☐ No

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 74***

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

- ☐ Yes
- ☐ No

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

- ☐ Less than 1 year old

_____YEARS OLD *(write in)*

75. Is your child male or female?

- ☐ Male
- ☐ Female

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

- ☐ Yes, Hispanic or Latino
- ☐ No, not Hispanic or Latino

77. What is your child's race? *(Mark one or more)*

- ☐ White
- ☐ Black or African-American
- ☐ Asian
- ☐ Native Hawaiian or other Pacific Islander
- ☐ American Indian or Alaska Native
- ☐ Other

78. What is <u>your</u> age?

- ☐ Under 18
- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 or older

79. Are you male or female?

- ☐ Male
- ☐ Female

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

- ☐ 8th grade or less
- ☐ Some high school, but did not graduate
- ☐ High school graduate or GED
- ☐ Some college or 2-year degree
- ☐ 4-year college graduate
- ☐ More than 4-year college degree

81. How are you related to the child?

- ☐ Mother or father
- ☐ Grandparent
- ☐ Aunt or uncle
- ☐ Older brother or sister
- ☐ Other relative
- ☐ Legal guardian
- ☐ Someone else

82. Did someone help you complete this survey?

- ☐ Yes ➔ ***If Yes, Go to Question 83***
- ☐ No ➔ ***If No, Go to Question 84***

83. How did that person help you? ***(Mark one or more)***

- ☐ Read the questions to me
- ☐ Wrote down the answers I gave
- ☐ Answered the questions for me
- ☐ Translated the questions into my language
- ☐ Helped in some other way

ADDITIONAL QUESTIONS

Now we would like to ask you a few more questions. These questions provide additional information on important topics.

84. Reminders from the doctor's office or clinic or from the health plan can come to you by mail, by telephone, or in-person during a visit. After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

- ☐ Yes
- ☐ No

85. Did you get an appointment for your child's visit for a check-up, or for shots or drops, as soon as you thought he or she needed it?

- ☐ Yes
- ☐ No

Thank You

Please return the completed survey in the postage-paid envelope or send to:

DSS Research • P.O. Box 985009

Ft. Worth, TX 76185-5009

If you have any questions,

please call 1-888-797-3605, ext. 4190.

Appendix F
Crosstabulations

Crosstabulations explanation

The following tables show detailed results for each question in your survey. Crosstabulations or “crosstabs” let you compare the results across different groups (i.e., males versus females). The following instructions are provided to aid you in analyzing the data in these tables:

Across the top of the table are column headers indicating the different categories by which the data are being compared. The first group of columns is the health plan’s total results for the current year and up to two prior years. This allows you to see how you are performing over time. The Quality Compass Average and the DSS Average are also provided in the first group of columns. These averages give you a national benchmark for comparison to your results. Following the plan total columns are other demographic categories such as years with the plan, current health status, age, gender and education level.

Listed down the left side of the table are row labels. First, there is a “Total” row which represents the total number of respondents who are eligible to answer that question. Next, there are labels for “Multiple mark” and “No response.” Respondents who give multiple answers or no answer are removed from the base. Then, the “Base” row gives the number of respondents who responded appropriately to that question. Finally, there are labels for the relevant responses to that question. For example, “always”, “usually”, “sometimes” and “never” are possible responses to the question, “In the last 6 months, how often did your personal doctor listen carefully to you?”

Among the possible responses down the left side are items such as “Top Two Box” and “Top Three Box.” These are summary scores of either the top two responses or top three responses. For example, on a 0 to 10 scale, the “Top Two Box” indicates how many respondents gave a “9” or “10” on the question. In addition, there are some tables with the row label “CAHPS Rate.” This designates which response or group of responses are reported by NCQA for that question. For example, “CAHPS Rate (% Always + % Usually)” indicates that this is a question where NCQA reports the percentage of respondents who gave either “Always” or “Usually” as the response to that question.

Significance between groups is indicated by an upper-case letter beneath a column percentage. If a letter is present under a percentage, that percentage is significantly higher than the percentage (on the same row) in the corresponding column. In calculating significance, a Z-test is conducted at the 95% confidence level.

An example is provided on the following page.

Crosstabulations explanation – example

[1] For this example, results for males versus females are being compared.

[2] The total number of respondents eligible for this question is 159 -- 51 are males and 106 are females. You will notice the sum of the number of males and females does not add up to the total (159). This indicates that two respondents did not report their gender on the survey.

[3] The total number of respondents that gave valid answers to this question is 139 (8 males and 12 females either did not answer this question or replied that they don't know).

[4] NCQA reports the percent responding "Always" or "Usually" to this question.

[5] Significantly more females than males gave the response "Always" or "Usually" to this question. The letter "B" below the percentage indicates 97.9% is significantly higher than the percentage in column B (74.4%) at the 95% confidence level.

	2015 Plan Total (A)	===== GENDER[1] ===== Male (B)	Female (C)
Total	159[2] 100%	51 100%	106 100%
Multiple Mark	*	*	*
No response	2 0.6%	0 0.0%	2 0.9%
Don't know	18 11.3%	8 15.7%	10 9.4%
BASE = Those who responded	139[3] 87.4%	43 84.3%	94 88.7%
Never	6 4.3%	5 11.6% C	1 1.1%
Sometimes	7 5.0%	6 14.0% C	1 1.1%
Usually	53 38.1%	23 53.5% C	30 31.9%
Always	73 52.5%	9 20.9%	62 66.0% B
CAHPS Rate (%Always + %Usually)[4]	126 90.6%	32 74.4%	92 97.9% B[5]

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

1. Our records show that your child is now in Amerigroup Louisiana, Inc. Is that right?

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Yes	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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?

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	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%	0.06%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
											ABCDEFG HIJ															
No response	37	4	10	19	1	4	4	2	7	16	472	1	6	0	6	4	3	0	1	2	4	5	1	4	15	0
	4.74%	0.53%	1.15%	4.63%	0.25%	0.87%	1.56%	0.63%	1.82%	7.24%	4.75%	2.08%	1.99%	0.0%	2.32%	1.55%	3.16%	0.0%	0.85%	2.44%	2.86%	2.75%	0.58%	2.65%	5.79%	0.0%
	BCEFGHI		E	BCEFGHI					E	BCEFGHI	BCEFGHI				N											
BASE = Those who responded	744	745	857	391	392	456	252	313	378	205	9465	47	296	33	253	254	92	9	117	80	136	177	170	147	244	0
	95.26%	99.47%	98.85%	95.37%	99.75%	99.13%	98.44%	99.37%	98.18%	92.76%	95.19%	97.92%	98.01%	100.00%	97.68%	98.45%	96.84%	100.00%	99.15%	97.56%	97.14%	97.25%	99.42%	97.35%	94.21%	0.0%
		ADJK	ADJK		ACDIJK	ADJK	ADJK	ADJK	ADJK					O												
Yes	322	312	351	151	145	155	123	166	182	97	3352	15	119	12	108	90	41	2	49	29	47	62	71	63	88	0
	43.28%	41.88%	40.96%	38.62%	36.99%	33.99%	48.81%	53.04%	48.15%	47.32%	35.41%	31.91%	40.20%	36.36%	42.69%	35.43%	44.57%	22.22%	41.88%	36.25%	34.56%	35.03%	41.76%	42.86%	36.07%	0.0%
	EFK	FK	FK				CDEFK	ABCDEFK	BCDEFK	DEFK																
No	422	433	506	240	247	301	129	147	196	108	6113	32	177	21	145	164	51	7	68	51	89	115	99	84	156	0
	56.72%	58.12%	59.04%	61.38%	63.01%	66.01%	51.19%	46.96%	51.85%	52.68%	64.59%	68.09%	59.80%	63.64%	57.31%	64.57%	55.43%	77.78%	58.12%	63.75%	65.44%	64.97%	58.24%	57.14%	63.93%	0.0%
	H	HI	GHI	GHIJ	AGHIJ	ABCGHIJ					ABCGHIJ															
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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?

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.01%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	57 7.30% BCEFGHI	6 0.80%	14 1.61% E	30 7.32% BCEFGHI	2 0.51%	5 1.09%	7 2.73% E	2 0.63%	9 2.34% E	23 10.41% BCEFGHI	665 6.69% BCEFGHI	2 4.17%	12 3.97%	0 0.0%	9 3.47% N	7 2.71%	7 7.37%	0 0.0%	3 2.54%	4 4.88%	6 4.29%	6 3.30%	7 4.09%	9 5.96%	21 8.11%	0 0.0%
Appropriately skipped	422 54.03% H	433 57.81% GHIJ	506 58.36% GHIJ	240 58.54% GHIJ	247 62.85% AGHIJ	301 65.43% ABCDGHI J	129 50.39%	147 46.67%	196 50.91%	108 48.87%	6113 61.48% ABGHIJ	32 66.67%	177 58.61%	21 63.64%	145 55.98%	164 63.57%	51 53.68%	7 77.78%	68 57.63%	51 62.20%	89 63.57%	115 63.19%	99 57.89%	84 55.63%	156 60.23%	0 0.0%
BASE = Those who responded	302 38.67% K	310 41.39% DFK	347 40.02% DFK	140 34.15%	144 36.64%	154 33.48%	120 46.88% ADEFK	166 52.70% ABCDEFJ K	180 46.75% ACDEFK	90 40.72% K	3164 31.82%	14 29.17%	113 37.42%	12 36.36%	105 40.54%	87 33.72%	37 38.95%	2 22.22%	47 39.83%	27 32.93%	45 32.14%	61 33.52%	65 38.01%	58 38.41%	82 31.66%	0 0.0%
Never	7 2.32% F	6 1.94% F	3 0.86%	5 3.57% F	4 2.78% F	0 0.0%	1 0.83%	1 0.60%	2 1.11%	2 2.22%	59 1.86% F	2 14.29%	3 2.65%	2 16.67%	2 1.90%	3 3.45%	2 5.41%	1 50.00%	0 0.0%	0 0.0%	4 8.89% S	1 1.64%	4 6.15%	2 3.45%	3 3.66%	0 0.0%
Sometimes	19 6.29%	18 5.81%	28 8.07%	9 6.43%	8 5.56%	17 11.04% I	6 5.00%	11 6.63%	8 4.44%	6 6.67%	248 7.84% I	0 0.0%	8 7.08%	0 0.0%	8 7.62%	5 5.75%	3 8.11%	0 0.0%	5 10.64%	1 3.70%	1 2.22%	6 9.84%	2 3.08%	3 5.17%	6 7.32%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	26 8.61%	24 7.74%	31 8.93%	14 10.00%	12 8.33%	17 11.04%	7 5.83%	12 7.23%	10 5.56%	8 8.89%	307 9.70% I	2 14.29%	11 9.73%	2 16.67%	10 9.52%	8 9.20%	5 13.51%	1 50.00%	5 10.64%	1 3.70%	5 11.11%	7 11.48%	6 9.23%	5 8.62%	9 10.98%	0 0.0%
Usually	34 11.26%	34 10.97%	38 10.95%	11 7.86%	16 11.11%	14 9.09%	18 15.00%	22 13.25%	21 11.67%	11 12.22%	344 10.87%	3 21.43%	8 7.08%	2 16.67%	9 8.57%	8 9.20%	2 5.41%	0 0.0%	5 10.64%	3 11.11%	3 6.67%	5 8.20%	6 9.23%	5 8.62%	6 7.32%	0 0.0%
Always	242 80.13%	252 81.29%	278 80.12%	115 82.14%	116 80.56%	123 79.87%	95 79.17%	132 79.52%	149 82.78%	71 78.89%	2513 79.42%	9 64.29%	94 83.19%	8 66.67%	86 81.90%	71 81.61%	30 81.08%	1 50.00%	37 78.72%	23 85.19%	37 82.22%	49 80.33%	53 81.54%	48 82.76%	67 81.71%	0 0.0%
CAHPS Rate (%Always + %Usually)	276 91.39%	286 92.26%	316 91.07%	126 90.00%	132 91.67%	137 88.96%	113 94.17%	154 92.77%	170 94.44% K	82 91.11%	2857 90.30%	12 85.71%	102 90.27%	10 83.33%	95 90.48%	79 90.80%	32 86.49%	1 50.00%	42 89.36%	26 96.30%	40 88.89%	54 88.52%	59 90.77%	53 91.38%	73 89.02%	0 0.0%
3-point composite mean	2.7152	2.7355	2.7118	2.7214	2.7222	2.6883	2.7333	2.7229	2.7722	2.7000	2.6972	2.5000	2.7345	2.5000	2.7238	2.7241	2.6757	2.0000	2.6809	2.8148	2.7111	2.6885	2.7231	2.7414	2.7073	0
4-point composite mean	3.6921	3.7161	3.7032	3.6857	3.6944	3.6883	3.7250	3.7169	3.7611	3.6778	3.6786	3.3571	3.7080	3.3333	3.7048	3.6897	3.6216	2.5000	3.6809	3.8148	3.6222	3.6721	3.6615	3.7069	3.6707	0
Sigma	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	2	0	0	1	0	0	1	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.23%	0.0%	0.0%	0.22%	0.0%	0.0%	0.26%	0.0%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
											ABDEGHJ															
No response	39	4	7	20	2	3	2	0	2	18	520	0	3	0	1	3	0	0	0	3	0	0	3	2	18	0
	4.99%	0.53%	0.81%	4.88%	0.51%	0.65%	0.78%	0.0%	0.52%	8.14%	5.23%	0.0%	0.99%	0.0%	0.39%	1.16%	0.0%	0.0%	0.0%	3.66%	0.0%	0.0%	1.75%	1.32%	6.95%	0.0%
	BCEFGHI	H	H	BCEFGHI						BCEFGHI	BCEFGHI														X	
BASE = Those who responded	742	745	858	390	391	456	254	315	382	203	9415	48	299	33	258	255	95	9	118	79	140	182	168	149	241	0
	95.01%	99.47%	98.96%	95.12%	99.49%	99.13%	99.22%	100.00%	99.22%	91.86%	94.69%	100.00%	99.01%	100.00%	99.61%	98.84%	100.00%	100.00%	100.00%	96.34%	100.00%	100.00%	98.25%	98.68%	93.05%	0.0%
		ADJK	ADJK		ADJK	ADJK	ADJK	ABCDFJK	ADJK															Y		
Yes	573	565	634	295	269	315	212	269	312	153	6754	33	231	24	222	188	76	8	93	59	101	134	131	110	185	0
	77.22%	75.84%	73.89%	75.64%	68.80%	69.08%	83.46%	85.40%	81.68%	75.37%	71.74%	68.75%	77.26%	72.73%	86.05%	73.73%	80.00%	88.89%	78.81%	74.68%	72.14%	73.63%	77.98%	73.83%	76.76%	0.0%
	EFK	EFK		EF			ABCDEFJ	ABCDEFJ	BCDEFK																	
							K	K																		
No	169	180	224	95	122	141	42	46	70	50	2661	15	68	9	36	67	19	1	25	20	39	48	37	39	56	0
	22.78%	24.16%	26.11%	24.36%	31.20%	30.92%	16.54%	14.60%	18.32%	24.63%	28.26%	31.25%	22.74%	27.27%	13.95%	26.27%	20.00%	11.11%	21.19%	25.32%	27.86%	26.37%	22.02%	26.17%	23.24%	0.0%
	GH	GHI	GHI	GHI	ABDGHI	ABDGHI				GH	ABGHI															
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
											ABCDEFG HIJ															
No response	68	8	14	36	4	8	13	1	4	25	828	0	15	0	8	10	5	0	2	9	3	7	8	12	24	0
	8.71%	1.07%	1.61%	8.78%	1.02%	1.74%	5.08%	0.32%	1.04%	11.31%	8.33%	0.0%	4.97%	0.0%	3.09%	3.88%	5.26%	0.0%	1.69%	10.98%	2.14%	3.85%	4.68%	7.95%	9.27%	0.0%
	BCEFGHI		H	BCEFHI		H	BCEFHI			BCEFGHI	BCEFGHI		L		N					SU						
Appropriately skipped	169	180	224	95	122	141	42	46	70	50	2661	15	68	9	36	67	19	1	25	20	39	48	37	39	56	0
	21.64%	24.03%	25.84%	23.17%	31.04%	30.65%	16.41%	14.60%	18.18%	22.62%	26.76%	31.25%	22.52%	27.27%	13.90%	25.97%	20.00%	11.11%	21.19%	24.39%	27.86%	26.37%	21.64%	25.83%	21.62%	0.0%
	H	GHI	AGHI	GH	ABDGHIJ	ABDGHIJ				H	AGHI															
BASE = Those who responded	544	561	629	279	267	311	201	268	311	146	6445	33	219	24	215	181	71	8	91	53	98	127	126	100	179	0
	69.65%	74.90%	72.55%	68.05%	67.94%	67.61%	78.52%	85.08%	80.78%	66.06%	64.82%	68.75%	72.52%	72.73%	83.01%	70.16%	74.74%	88.89%	77.12%	64.63%	70.00%	69.78%	73.68%	66.23%	69.11%	0.0%
	K	ADEFJK	K				ACDEFJK	ABCDEFG JK	ABCDEFJ K																	
Never	3	3	12	2	2	9	1	1	4	0	75	0	2	0	1	1	1	0	0	1	1	1	1	0	2	0
	0.55%	0.53%	1.91%	0.72%	0.75%	2.89%	0.50%	0.37%	1.29%	0.0%	1.16%	0.0%	0.91%	0.0%	0.47%	0.55%	1.41%	0.0%	0.0%	1.89%	1.02%	0.79%	0.79%	0.0%	1.12%	0.0%
			ABHJ			ABDEGHJ			J		HJ															
Sometimes	33	38	49	16	20	22	13	13	14	10	724	5	8	3	9	10	2	2	3	3	5	8	5	6	10	0
	6.07%	6.77%	7.79%	5.73%	7.49%	7.07%	6.47%	4.85%	4.50%	6.85%	11.23%	15.15%	3.65%	12.50%	4.19%	5.52%	2.82%	25.00%	3.30%	5.66%	5.10%	6.30%	3.97%	6.00%	5.59%	0.0%
			I								ABCDEFG HIJ															
Bottom Two Box (%Never + %Sometimes)	36	41	61	18	22	31	14	14	18	10	799	5	10	3	10	11	3	2	3	4	6	9	6	6	12	0
	6.62%	7.31%	9.70%	6.45%	8.24%	9.97%	6.97%	5.22%	5.79%	6.85%	12.40%	15.15%	4.57%	12.50%	4.65%	6.08%	4.23%	25.00%	3.30%	7.55%	6.12%	7.09%	4.76%	6.00%	6.70%	0.0%
			HI			H					ABCDEGH IJ															
Usually	62	95	100	28	55	41	25	51	58	15	1139	6	18	3	22	18	7	1	10	6	9	17	9	8	20	0
	11.40%	16.93%	15.90%	10.04%	20.60%	13.18%	12.44%	19.03%	18.65%	10.27%	17.67%	18.18%	8.22%	12.50%	10.23%	9.94%	9.86%	12.50%	10.99%	11.32%	9.18%	13.39%	7.14%	8.00%	11.17%	0.0%
		ADJ	AD		ADFGJ			ADGJ	ADJ		ADFGJ															
Always	446	425	468	233	190	239	162	203	235	121	4507	22	191	18	183	152	61	5	78	43	83	101	111	86	147	0
	81.99%	75.76%	74.40%	83.51%	71.16%	76.85%	80.60%	75.75%	75.56%	82.88%	69.93%	66.67%	87.21%	75.00%	85.12%	83.98%	85.92%	62.50%	85.71%	81.13%	84.69%	79.53%	88.10%	86.00%	82.12%	0.0%
	BCEHIK	K	K	BCEFHIK		K	EK	K	K	BCEK			L													
CAHPS Rate (%Always + %Usually)	508	520	568	261	245	280	187	254	293	136	5646	28	209	21	205	170	68	6	88	49	92	118	120	94	167	0
	93.38%	92.69%	90.30%	93.55%	91.76%	90.03%	93.03%	94.78%	94.21%	93.15%	87.60%	84.85%	95.43%	87.50%	95.35%	93.92%	95.77%	75.00%	96.70%	92.45%	93.88%	92.91%	95.24%	94.00%	93.30%	0.0%
	K	K	K	K	K		K	CFK	CK	K																

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
3-point composite mean	2.7537	2.6845	2.6471	2.7706	2.6292	2.6688	2.7363	2.7052	2.6977	2.7603	2.5753	2.5152	2.8265	2.6250	2.8047	2.7790	2.8169	2.3750	2.8242	2.7358	2.7857	2.7244	2.8333	2.8000	2.7542	0
	BCEK	K	K	BCEFK		K	K	K	K	CEK			L													
4-point composite mean	3.7482	3.6791	3.6280	3.7634	3.6217	3.6399	3.7313	3.7015	3.6849	3.7603	3.5637	3.5152	3.8174	3.6250	3.8000	3.7735	3.8028	3.3750	3.8242	3.7170	3.7755	3.7165	3.8254	3.8000	3.7430	0
	CEFK	K	K	CEFK			CK	K	K	CEK			L													
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
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Children With Chronic Conditions

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?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	2	5	5	1	2	3	0	2	2	1	47	0	1	0	0	1	0	0	0	1	0	1	0	1	0	0
	0.26%	0.67%	0.58%	0.24%	0.51%	0.65%	0.0%	0.63%	0.52%	0.45%	0.47%	0.0%	0.33%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	1.22%	0.0%	0.55%	0.0%	0.66%	0.0%	0.0%
		G	G								G															
No response	65	21	34	38	10	19	6	6	13	25	849	3	9	0	0	7	5	0	5	2	5	7	5	2	36	0
	8.32%	2.80%	3.92%	9.27%	2.54%	4.13%	2.34%	1.90%	3.38%	11.31%	8.54%	6.25%	2.98%	0.0%	0.0%	2.71%	5.26%	0.0%	4.24%	2.44%	3.57%	3.85%	2.92%	1.32%	13.90%	0.0%
	BCEFGHI		H	BCEFGHI						BCEFGHI	BCEFGHI														X	
BASE = Those who responded	714	723	828	371	381	438	250	307	370	195	9047	45	292	33	259	250	90	9	113	79	135	174	166	148	223	0
	91.42%	96.53%	95.50%	90.49%	96.95%	95.22%	97.66%	97.46%	96.10%	88.24%	90.99%	93.75%	96.69%	100.00%	100.00%	96.90%	94.74%	100.00%	95.76%	96.34%	96.43%	95.60%	97.08%	98.01%	86.10%	0.0%
		ADJK	ADJK		ADJK	ADJK	ADJK	ADJK	ADJK															Y		
None	120	129	152	64	85	98	33	21	35	36	2166	11	47	0	0	50	11	0	13	15	32	34	26	30	34	0
	16.81%	17.84%	18.36%	17.25%	22.31%	22.37%	13.20%	6.84%	9.46%	18.46%	23.94%	24.44%	16.10%	0.0%	0.0%	20.00%	12.22%	0.0%	11.50%	18.99%	23.70%	19.54%	15.66%	20.27%	15.25%	0.0%
	HI	HI	GHI	HI	AGHI	AGHI	H			HI	ABCDGHI										S					
1 time	147	150	155	90	86	98	37	50	58	42	2316	10	73	9	77	60	24	2	26	20	35	47	37	39	51	0
	20.59%	20.75%	18.72%	24.26%	22.57%	22.37%	14.80%	16.29%	15.68%	21.54%	25.60%	22.22%	25.00%	27.27%	29.73%	24.00%	26.67%	22.22%	23.01%	25.32%	25.93%	27.01%	22.29%	26.35%	22.87%	0.0%
	GI	GI		CGHI	GHI	GHI					ABCGHI															
2 times	162	159	179	83	89	103	50	58	74	50	2081	5	70	9	70	57	19	3	32	17	24	38	38	27	56	0
	22.69%	21.99%	21.62%	22.37%	23.36%	23.52%	20.00%	18.89%	20.00%	25.64%	23.00%	11.11%	23.97%	27.27%	27.03%	22.80%	21.11%	33.33%	28.32%	21.52%	17.78%	21.84%	22.89%	18.24%	25.11%	0.0%
													L													
3 times	108	114	128	50	53	66	51	62	55	21	1113	3	44	4	43	36	11	3	16	8	19	27	19	21	29	0
	15.13%	15.77%	15.46%	13.48%	13.91%	15.07%	20.40%	20.20%	14.86%	10.77%	12.30%	6.67%	15.07%	12.12%	16.60%	14.40%	12.22%	33.33%	14.16%	10.13%	14.07%	15.52%	11.45%	14.19%	13.00%	0.0%
	K	K	K				DEJK	DEJK					L													
4 times	74	77	80	38	31	33	30	47	49	17	591	4	31	2	35	25	9	1	17	4	10	13	21	16	22	0
	10.36%	10.65%	9.66%	10.24%	8.14%	7.53%	12.00%	15.31%	13.24%	8.72%	6.53%	8.89%	10.62%	6.06%	13.51%	10.00%	10.00%	11.11%	15.04%	5.06%	7.41%	7.47%	12.65%	10.81%	9.87%	0.0%
	K	K	K	K			K	ABCEFJK	EFK										T							
5 to 9 times	72	70	99	35	27	32	35	48	73	20	616	11	19	6	27	18	12	0	4	15	11	11	20	13	22	0
	10.08%	9.68%	11.96%	9.43%	7.09%	7.31%	14.00%	15.64%	19.73%	10.26%	6.81%	24.44%	6.51%	18.18%	10.42%	7.20%	13.33%	0.0%	3.54%	18.99%	8.15%	6.32%	12.05%	8.78%	9.87%	0.0%
	K	K	EFK				EFK	ABDEFK	ABCDEFJ			M								SU						
									K																	
10 or more times	31	24	35	11	10	8	14	21	26	9	164	1	8	3	7	4	4	0	5	0	4	4	5	2	9	0
	4.34%	3.32%	4.23%	2.96%	2.62%	1.83%	5.60%	6.84%	7.03%	4.62%	1.81%	2.22%	2.74%	9.09%	2.70%	1.60%	4.44%	0.0%	4.42%	0.0%	2.96%	2.30%	3.01%	1.35%	4.04%	0.0%
	FK	K	FK				FK	BDEFK	BDEFK										T		T					
Average number of times	2.7766	2.6390	2.8351	2.5350	2.2598	2.1872	3.3200	3.7085	3.7919	2.6949	2.0496	2.9889	2.4041	3.8333	2.9440	2.2320	2.9444	2.3333	2.6239	2.5190	2.2741	2.2011	2.7500	2.2703	2.7108	0
	EFK	EFK	EFK	FK			ABCDEFJ	ABCDEFJ	ABCDEFJ	FK							P						V			
							K	K	K																	

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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?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Standard deviation	2.8546	2.6789	2.9008	2.6112	2.4861	2.3186	3.0482	3.1277	3.2684	2.9292	2.3014	3.0340	2.4399	3.4414	2.3872	2.2570	2.9358	0.9428	2.6091	2.4071	2.6216	2.3623	2.6908	2.2938	2.7882	0
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.02%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	79	33	42	45	17	25	10	10	15	28	1028	3	12	0	0	9	6	0	5	3	6	9	6	5	40	0
	10.12%	4.41%	4.84%	10.98%	4.33%	5.43%	3.91%	3.17%	3.90%	12.67%	10.34%	6.25%	3.97%	0.0%	0.0%	3.49%	6.32%	0.0%	4.24%	3.66%	4.29%	4.95%	3.51%	3.31%	15.44%	0.0%
	BCEFGHI			BCEFGHI						BCEFGHI	BCEFGHI														X	
Appropriately skipped	120	129	152	64	85	98	33	21	35	36	2166	11	47	0	0	50	11	0	13	15	32	34	26	30	34	0
	15.36%	17.22%	17.53%	15.61%	21.63%	21.30%	12.89%	6.67%	9.09%	16.29%	21.78%	22.92%	15.56%	0.0%	0.0%	19.38%	11.58%	0.0%	11.02%	18.29%	22.86%	18.68%	15.20%	19.87%	13.13%	0.0%
	HI	HI	HI	HI	ADGHI	ADGHI	H			HI	ABCDGHI										S					
											J															
BASE = Those who responded	582	587	673	301	291	337	213	284	335	157	6747	34	243	33	259	199	78	9	100	64	102	139	139	116	185	0
	74.52%	78.37%	77.62%	73.41%	74.05%	73.26%	83.20%	90.16%	87.01%	71.04%	67.86%	70.83%	80.46%	100.00%	100.00%	77.13%	82.11%	100.00%	84.75%	78.05%	72.86%	76.37%	81.29%	76.82%	71.43%	0.0%
	K	FJK	K	K	K	K	ACDEFJK	ABCDEFG	ABCDEFJ										U							
								JK	K																	
Yes	425	431	488	217	213	241	163	217	252	113	4769	21	180	16	194	149	52	5	73	48	71	105	95	90	127	0
	73.02%	73.42%	72.51%	72.09%	73.20%	71.51%	76.53%	76.41%	75.22%	71.97%	70.68%	61.76%	74.07%	48.48%	74.90%	74.87%	66.67%	55.56%	73.00%	75.00%	69.61%	75.54%	68.35%	77.59%	68.65%	0.0%
							K	K							N											
No	157	156	185	84	78	96	50	67	83	44	1978	13	63	17	65	50	26	4	27	16	31	34	44	26	58	0
	26.98%	26.58%	27.49%	27.91%	26.80%	28.49%	23.47%	23.59%	24.78%	28.03%	29.32%	38.24%	25.93%	51.52%	25.10%	25.13%	33.33%	44.44%	27.00%	25.00%	30.39%	24.46%	31.65%	22.41%	31.35%	0.0%
											GH			O												
3-point composite mean	2.4605	2.4685	2.4502	2.4419	2.4639	2.4303	2.5305	2.5282	2.5045	2.4395	2.4137	2.2353	2.4815	1.9697	2.4981	2.4975	2.3333	2.1111	2.4600	2.5000	2.3922	2.5108	2.3669	2.5517	2.3730	0
								K							N											
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	3740 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	0 0.0%	2 0.27%	0 0.0%	0 0.0%	1 0.25%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	6 0.16% ACDFGHI J	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	88 11.27% BCEFGHI	27 3.60%	42 4.84% H	52 12.68% BCEFGHI	13 3.31%	24 5.22%	12 4.69%	8 2.54%	15 3.90%	30 13.57% BCEFGHI	405 10.83% BCEFGHI	5 10.42%	16 5.30%	1 3.03%	3 1.16%	12 4.65%	9 9.47%	0 0.0%	7 5.93%	6 7.32%	7 5.00%	11 6.04%	10 5.85%	11 7.28%	41 15.83% X	0 0.0%
Appropriately skipped	120 15.36% HI	129 17.22% HI	152 17.53% HI	64 15.61% HI	85 21.63% ADGHI	98 21.30% ADGHI	33 12.89% H	21 6.67%	35 9.09%	36 16.29% HI	842 22.51% ABCDGHI J	11 22.92%	47 15.56%	0 0.0%	0 0.0%	50 19.38%	11 11.58%	0 0.0%	13 11.02%	15 18.29%	32 22.86% S	34 18.68%	26 15.20%	30 19.87%	34 13.13%	0 0.0%
BASE = Those who responded	573 73.37% K	591 78.91% ADFJK	673 77.62% ADJK	294 71.71% K	294 74.81% K	338 73.48% K	211 82.42% ADEFJK	286 90.79% ABCDEFG JK	335 87.01% ABCDEFJ K	155 70.14%	2487 66.50%	32 66.67%	239 79.14%	32 96.97%	256 98.84%	196 75.97%	75 78.95%	9 100.00%	98 83.05% U	61 74.39%	101 72.14%	137 75.27%	135 78.95%	110 72.85%	184 71.04%	0 0.0%
Never	12 2.09%	25 4.23% ADGI	16 2.38%	5 1.70%	18 6.12% ACDFGIK	9 2.66%	2 0.95%	8 2.80%	5 1.49%	5 3.23%	71 2.85% G	2 6.25%	2 0.84%	3 9.38%	2 0.78%	3 1.53%	1 1.33%	1 11.11%	2 2.04%	0 0.0%	1 0.99%	1 0.73%	3 2.22%	0 0.0%	5 2.72% X	0 0.0%
Sometimes	49 8.55%	53 8.97%	54 8.02%	24 8.16%	23 7.82%	19 5.62%	15 7.11%	27 9.44%	25 7.46%	16 10.32%	234 9.41% F	4 12.50%	18 7.53%	6 18.75%	18 7.03%	14 7.14%	9 12.00%	1 11.11%	9 9.18% T	1 1.64%	12 11.88% T	15 10.95%	8 5.93%	13 11.82%	11 5.98%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	61 10.65%	78 13.20% FGI	70 10.40%	29 9.86%	41 13.95% FG	28 8.28%	17 8.06%	35 12.24%	30 8.96%	21 13.55%	305 12.26% FG	6 18.75%	20 8.37%	9 28.13% O	20 7.81%	17 8.67%	10 13.33%	2 22.22%	11 11.22% T	1 1.64%	13 12.87% T	16 11.68%	11 8.15%	13 11.82%	16 8.70%	0 0.0%
Usually	54 9.42%	88 14.89% ADJ	82 12.18%	25 8.50%	41 13.95% DJ	48 14.20% ADJ	25 11.85%	44 15.38% ADJ	42 12.54%	12 7.74%	363 14.60% ADJ	3 9.38%	20 8.37%	8 25.00% O	17 6.64%	20 10.20% Q	3 4.00%	0 0.0%	9 9.18%	7 11.48%	8 7.92%	14 10.22%	10 7.41%	13 11.82%	12 6.52%	0 0.0%
Always	458 79.93% BEHK	425 71.91%	521 77.41% BK	240 81.63% BEHK	212 72.11%	262 77.51%	169 80.09% BEHK	207 72.38%	263 78.51% BK	122 78.71%	1819 73.14%	23 71.88%	199 83.26%	15 46.88%	219 85.55% N	159 81.12%	62 82.67%	7 77.78%	78 79.59%	53 86.89%	80 79.21%	107 78.10%	114 84.44%	84 76.36%	156 84.78%	0 0.0%
CAHPS Rate (%Always + %Usually)	512 89.35%	513 86.80%	603 89.60%	265 90.14%	253 86.05%	310 91.72% BEK	194 91.94% BEK	251 87.76%	305 91.04% B	134 86.45%	2182 87.74%	26 81.25%	219 91.63%	23 71.88%	236 92.19% N	179 91.33%	65 86.67%	7 77.78%	87 88.78%	60 98.36% SU	88 87.13%	121 88.32%	124 91.85%	97 88.18%	168 91.30%	0 0.0%
3-point composite mean	2.6928 BEK	2.5871	2.6701 BK	2.7177 BEHK	2.5816	2.6923 BEK	2.7204 BEHK	2.6014	2.6955 BEK	2.6516	2.6088	2.5313	2.7490	2.1875	2.7773 N	2.7245	2.6933	2.5556	2.6837	2.8525 SU	2.6634	2.6642	2.7630	2.6455	2.7609	0

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4-point composite mean	3.6719	3.5448	3.6464	3.7007	3.5204	3.6657	3.7109	3.5734	3.6806	3.6194	3.5802	3.4688	3.7406	3.0938	3.7695	3.7092	3.6800	3.4444	3.6633	3.8525	3.6535	3.6569	3.7407	3.6455	3.7337	0
	BEK		BEK	BEHK		BEK	BEHK		BEK						N					SU						
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	3 0.38%	1 0.13%	1 0.12%	2 0.49%	1 0.25%	0 0.0%	2 0.78%	0 0.0%	1 0.26%	0 0.0%	9 0.09% FHJ	1 2.08%	1 0.33%	1 3.03%	1 0.39%	1 0.39%	1 1.05%	0 0.0%	0 0.0%	1 1.22%	1 0.71%	0 0.0%	2 1.17%	2 1.32%	0 0.0%	0 0.0%
No response	87 11.14% BCEFGHI	29 3.87%	43 4.96%	50 12.20% BCEFGHI	14 3.56%	24 5.22%	10 3.91%	9 2.86%	17 4.42%	32 14.48% BCEFGHI	1091 10.97% BCEFGHI	4 8.33%	14 4.64%	0 0.0%	2 0.77%	11 4.26%	8 8.42%	1 11.11%	5 4.24%	4 4.88%	8 5.71%	11 6.04%	8 4.68%	8 5.30%	42 16.22% X	0 0.0%
Appropriately skipped	120 15.36% HI	129 17.22% HI	152 17.53% HI	64 15.61% HI	85 21.63% ADGHI	98 21.30% ADGHI	33 12.89% H	21 6.67%	35 9.09%	36 16.29% HI	2166 21.78% ABCDGHI J	11 22.92%	47 15.56%	0 0.0%	0 0.0%	50 19.38%	11 11.58%	0 0.0%	13 11.02%	15 18.29%	32 22.86% S	34 18.68%	26 15.20%	30 19.87%	34 13.13%	0 0.0%
BASE = Those who responded	571 73.11% K	590 78.77% ADFJK	671 77.39% ADJK	294 71.71% K	293 74.55% K	338 73.48% K	211 82.42% ADEFJK	285 90.48% ABCDEFG JK	332 86.23% ABCDEFJ K	153 69.23%	6677 67.15%	32 66.67%	240 79.47%	32 96.97%	256 98.84%	196 75.97%	75 78.95%	8 88.89%	100 84.75% U	62 75.61%	99 70.71%	137 75.27%	135 78.95%	111 73.51%	183 70.66%	0 0.0%
Yes	192 33.63%	192 32.54%	281 41.88% ABDEFJK	95 32.31%	80 27.30%	118 34.91% E	102 48.34% ABDEFJK	125 43.86% ABDEFJK	175 52.71% ABCDEFH JK	45 29.41%	2031 30.42%	9 28.13%	81 33.75%	8 25.00%	84 32.81%	58 29.59%	29 38.67%	3 37.50%	28 28.00%	24 38.71%	32 32.32%	42 30.66%	47 34.81%	34 30.63%	61 33.33%	0 0.0%
No	379 66.37% CGHI	398 67.46% CGHI	390 58.12% I	199 67.69% CGHI	213 72.70% CFGHI	220 65.09% CGHI	109 51.66%	160 56.14% I	157 47.29%	108 70.59% CGHI	4646 69.58% CGHI	23 71.88%	159 66.25%	24 75.00%	172 67.19%	138 70.41%	46 61.33%	5 62.50%	72 72.00%	38 61.29%	67 67.68%	95 69.34%	88 65.19%	77 69.37%	122 66.67%	0 0.0%
Sigma	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	0	0	410	0	0	256	0	0	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	94	0	0	55	0	0	14	0	0	33	1132	5	17	1	5	13	10	1	5	6	10	11	12	11	44	0
	12.04%	0.0%	0.0%	13.41%	0.0%	0.0%	5.47%	0.0%	0.0%	14.93%	11.38%	10.42%	5.63%	3.03%	1.93%	5.04%	10.53%	11.11%	4.24%	7.32%	7.14%	6.04%	7.02%	7.28%	16.99%	0.0%
	G			G						G	G														X	
Appropriately skipped	499	0	0	263	0	0	142	0	0	144	6812	34	206	24	172	188	57	5	85	53	99	129	114	107	156	0
	63.89%	0.0%	0.0%	64.15%	0.0%	0.0%	55.47%	0.0%	0.0%	65.16%	68.51%	70.83%	68.21%	72.73%	66.41%	72.87%	60.00%	55.56%	72.03%	64.63%	70.71%	70.88%	66.67%	70.86%	60.23%	0.0%
	G			G						G	AG					Q								Y		
BASE = Those who responded	188	0	0	92	0	0	100	0	0	44	1999	9	79	8	82	57	28	3	28	23	31	42	45	33	59	0
	24.07%	0.0%	0.0%	22.44%	0.0%	0.0%	39.06%	0.0%	0.0%	19.91%	20.10%	18.75%	26.16%	24.24%	31.66%	22.09%	29.47%	33.33%	23.73%	28.05%	22.14%	23.08%	26.32%	21.85%	22.78%	0.0%
	K						ADJK																			
Yes	176	0	0	86	0	0	95	0	0	39	1845	7	75	5	79	53	26	3	28	22	26	37	44	30	56	0
	93.62%	0.0%	0.0%	93.48%	0.0%	0.0%	95.00%	0.0%	0.0%	88.64%	92.30%	77.78%	94.94%	62.50%	96.34%	92.98%	92.86%	100.00%	100.00%	95.65%	83.87%	88.10%	97.78%	90.91%	94.92%	0.0%
No	12	0	0	6	0	0	5	0	0	5	154	2	4	3	3	4	2	0	0	1	5	5	1	3	3	0
	6.38%	0.0%	0.0%	6.52%	0.0%	0.0%	5.00%	0.0%	0.0%	11.36%	7.70%	22.22%	5.06%	37.50%	3.66%	7.02%	7.14%	0.0%	0.0%	4.35%	16.13%	11.90%	2.22%	9.09%	5.08%	0.0%
Sigma	781	0	0	410	0	0	256	0	0	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	0	0	410	0	0	256	0	0	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	0	1	0	0	1	0	0	0	2	1	0	0	1	0	1	0	0	0	1	0	1	1	0	0
	0.13%	0.0%	0.0%	0.24%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.02%	2.08%	0.0%	0.0%	0.39%	0.0%	1.05%	0.0%	0.0%	0.0%	0.71%	0.0%	0.58%	0.66%	0.0%	0.0%
No response	96	0	0	56	0	0	14	0	0	34	1152	6	16	2	5	14	9	1	6	5	10	12	11	11	45	0
	12.29%	0.0%	0.0%	13.66%	0.0%	0.0%	5.47%	0.0%	0.0%	15.38%	11.59%	12.50%	5.30%	6.06%	1.93%	5.43%	9.47%	11.11%	5.08%	6.10%	7.14%	6.59%	6.43%	7.28%	17.37%	0.0%
	G			G						G	G														X	
Appropriately skipped	499	0	0	263	0	0	142	0	0	144	6812	34	206	24	172	188	57	5	85	53	99	129	114	107	156	0
	63.89%	0.0%	0.0%	64.15%	0.0%	0.0%	55.47%	0.0%	0.0%	65.16%	68.51%	70.83%	68.21%	72.73%	66.41%	72.87%	60.00%	55.56%	72.03%	64.63%	70.71%	70.88%	66.67%	70.86%	60.23%	0.0%
	G			G						G	AG					Q								Y		
BASE = Those who responded	185	0	0	90	0	0	99	0	0	43	1977	7	80	7	81	56	28	3	27	24	30	41	45	32	58	0
	23.69%	0.0%	0.0%	21.95%	0.0%	0.0%	38.67%	0.0%	0.0%	19.46%	19.88%	14.58%	26.49%	21.21%	31.27%	21.71%	29.47%	33.33%	22.88%	29.27%	21.43%	22.53%	26.32%	21.19%	22.39%	0.0%
	K						ADJK						L													
Yes	138	0	0	60	0	0	79	0	0	35	1267	3	55	4	54	35	21	1	14	17	23	29	28	24	36	0
	74.59%	0.0%	0.0%	66.67%	0.0%	0.0%	79.80%	0.0%	0.0%	81.40%	64.09%	42.86%	68.75%	57.14%	66.67%	62.50%	75.00%	33.33%	51.85%	70.83%	76.67%	70.73%	62.22%	75.00%	62.07%	0.0%
	K						DK			K																
No	47	0	0	30	0	0	20	0	0	8	710	4	25	3	27	21	7	2	13	7	7	12	17	8	22	0
	25.41%	0.0%	0.0%	33.33%	0.0%	0.0%	20.20%	0.0%	0.0%	18.60%	35.91%	57.14%	31.25%	42.86%	33.33%	37.50%	25.00%	66.67%	48.15%	29.17%	23.33%	29.27%	37.78%	25.00%	37.93%	0.0%
				G							AGJ															
Sigma	781	0	0	410	0	0	256	0	0	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	100 12.80% BCEFGHI	32 4.27%	53 6.11% H	59 14.39% BCEFGHI	16 4.07%	28 6.09% H	17 6.64% H	9 2.86%	22 5.71%	35 15.84% BCEFGHI	1163 11.70% BCEFGHI	6 12.50%	20 6.62%	2 6.06%	8 3.09%	16 6.20%	11 11.58%	1 11.11%	6 5.08%	7 8.54%	12 8.57%	14 7.69%	13 7.60%	13 8.61%	46 17.76% X	0 0.0%
Appropriately skipped	499 63.89% GHI	527 70.36% ACDGHI	542 62.51% GI	263 64.15% GI	298 75.83% ABCDFGH IJK	318 69.13% CGHI	142 55.47%	181 57.46% I	192 49.87%	144 65.16% GI	6812 68.51% ACGHI	34 70.83%	206 68.21%	24 72.73%	172 66.41%	188 72.87% Q	57 60.00%	5 55.56%	85 72.03%	53 64.63%	99 70.71%	129 70.88%	114 66.67%	107 70.86% Y	156 60.23%	0 0.0%
BASE = Those who responded	182 23.30% K	190 25.37% EJK	272 31.37% ABDEFJK	88 21.46%	79 20.10%	114 24.78% K	97 37.89% ABDEFJK	125 39.68% ABCDEFJ K	171 44.42% ABCDEFJ K	42 19.00%	1968 19.79%	8 16.67%	76 25.17%	7 21.21%	79 30.50%	54 20.93%	27 28.42%	3 33.33%	27 22.88%	22 26.83%	29 20.71%	39 21.43%	44 25.73%	31 20.53%	57 22.01%	0 0.0%
Yes	153 84.07% BEHK	135 71.05%	217 79.78% BE	69 78.41%	54 68.35%	96 84.21% BEH	87 89.69% BCDEHK	90 72.00%	139 81.29% BE	38 90.48% BCEHK	1543 78.40% B	6 75.00%	60 78.95%	5 71.43%	63 79.75%	42 77.78%	21 77.78%	1 33.33%	18 66.67%	18 81.82%	26 89.66%	29 74.36%	36 81.82%	27 87.10%	42 73.68%	0 0.0%
No	29 15.93%	55 28.95% ACFGIJK	55 20.22% GJ	19 21.59% G	25 31.65% ACFGIJ	18 15.79%	10 10.31%	35 28.00% AFGJ	32 18.71%	4 9.52%	425 21.60% AGJ	2 25.00%	16 21.05%	2 28.57%	16 20.25%	12 22.22%	6 22.22%	2 66.67%	9 33.33%	4 18.18%	3 10.34%	10 25.64%	8 18.18%	4 12.90%	15 26.32%	0 0.0%
3-point composite mean	2.6813 BEHK	2.4211	2.5956 BE	2.5682	2.3671	2.6842 BEH	2.7938 BCDEHK	2.4400	2.6257 BE	2.8095 BCEHK	2.5681 B	2.5000	2.5789	2.4286	2.5949	2.5556	2.5556	1.6667	2.3333	2.6364	2.7931	2.4872	2.6364	2.7419	2.4737	0
4-point composite mean	3.5220 BEHK	3.1316	3.3934 BE	3.3523	3.0506	3.5263 BEH	3.6907 BCDEHK	3.1600	3.4386 BE	3.7143 BCEHK	3.3521 B	3.2500	3.3684	3.1429	3.3924	3.3333	3.3333	2.0000	3.0000	3.4545	3.6897	3.2308	3.4545	3.6129	3.2105	0
Sigma	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

14. 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?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	2 0.26%	1 0.13%	1 0.12%	1 0.24%	0 0.0%	0 0.0%	0 0.0%	1 0.32%	1 0.26%	1 0.45%	13 0.13% EFG	0 0.0%	1 0.33%	0 0.0%	0 0.0%	1 0.39%	0 0.0%	0 0.0%	1 0.85%	0 0.0%	0 0.0%	0 0.0%	1 0.58%	1 0.66%	0 0.0%	0 0.0%
No response	92 11.78% BCEFGHI	28 3.74%	43 4.96% H	53 12.93% BCEFGHI	14 3.56%	26 5.65% H	10 3.91%	8 2.54%	15 3.90%	34 15.38% BCEFGHI	1125 11.31% BCEFGHI	4 8.33%	14 4.64%	0 0.0%	0 0.0%	11 4.26%	7 7.37%	1 11.11%	5 4.24%	4 4.88%	7 5.00%	9 4.95%	9 5.26%	8 5.30%	45 17.37% X	0 0.0%
Appropriately skipped	120 15.36% HI	129 17.22% HI	152 17.53% HI	64 15.61% HI	85 21.63% ADGHI	98 21.30% ADGHI	33 12.89% H	21 6.67%	35 9.09%	36 16.29% HI	2166 21.78% ABCDGHI J	11 22.92%	47 15.56%	0 0.0%	0 0.0%	50 19.38%	11 11.58%	0 0.0%	13 11.02%	15 18.29%	32 22.86% S	34 18.68%	26 15.20%	30 19.87%	34 13.13%	0 0.0%
BASE = Those who responded	567 72.60% K	591 78.91% ADFJK	671 77.39% ADJK	292 71.22%	294 74.81% K	336 73.04% K	213 83.20% ACDEFJK	285 90.48% ABCDEFG JK	334 86.75% ABCDEFJ K	150 67.87%	6639 66.77%	33 68.75%	240 79.47%	33 100.00%	259 100.00%	196 75.97%	77 81.05%	8 88.89%	99 83.90% U	63 76.83%	101 72.14%	139 76.37%	135 78.95%	112 74.17%	180 69.50%	0 0.0%
10 - Best health care possible	324 57.14% BEHK	293 49.58%	362 53.95% E	163 55.82% E	137 46.60%	182 54.17%	126 59.15% BEHK	137 48.07%	173 51.80%	87 58.00% EH	3358 50.58%	4 12.12%	149 62.08% L	0 0.0%	163 62.93% N	107 54.59%	45 58.44%	7 87.50%	45 45.45%	37 58.73%	60 59.41% S	73 52.52%	78 57.78%	56 50.00%	107 59.44%	0 0.0%
9 -	74 13.05%	93 15.74% G	96 14.31%	47 16.10% G	53 18.03% GJ	43 12.80%	21 9.86%	49 17.19% G	48 14.37%	16 10.67%	1084 16.33% AGJ	1 3.03%	45 18.75% L	0 0.0%	47 18.15% N	38 19.39% Q	8 10.39%	1 12.50%	23 23.23% U	11 17.46%	11 10.89%	25 17.99%	21 15.56%	22 19.64%	25 13.89%	0 0.0%
Top Two Box	398 70.19%	386 65.31%	458 68.26%	210 71.92% B	190 64.63%	225 66.96%	147 69.01%	186 65.26%	221 66.17%	103 68.67%	4442 66.91%	5 15.15%	194 80.83% L	0 0.0%	210 81.08% N	145 73.98%	53 68.83%	8 100.00%	68 68.69%	48 76.19%	71 70.30%	98 70.50%	99 73.33%	78 69.64%	132 73.33%	0 0.0%
8 -	98 17.28%	110 18.61% C	92 13.71%	49 16.78%	52 17.69%	58 17.26%	35 16.43%	52 18.25%	47 14.07%	28 18.67%	1217 18.33% CI	14 42.42% M	32 13.33%	0 0.0%	49 18.92% N	31 15.82%	14 18.18%	0 0.0%	20 20.20%	7 11.11%	18 17.82%	27 19.42%	19 14.07%	20 17.86%	29 16.11%	0 0.0%
CAHPS Rate (Top Three Box)	496 87.48% CEI	496 83.93%	550 81.97%	259 88.70% BCEI	242 82.31%	283 84.23%	182 85.45%	238 83.51%	268 80.24%	131 87.33% I	5659 85.24% CI	19 57.58%	226 94.17% L	0 0.0%	259 100.00% N	176 89.80%	67 87.01%	8 100.00%	88 88.89%	55 87.30%	89 88.12%	125 89.93%	118 87.41%	98 87.50%	161 89.44%	0 0.0%
7 -	30 5.29%	34 5.75%	48 7.15%	15 5.14%	17 5.78%	17 5.06%	14 6.57%	19 6.67%	26 7.78%	8 5.33%	461 6.94%	5 15.15%	9 3.75%	15 45.45% O	0 0.0%	9 4.59%	5 6.49%	0 0.0%	7 7.07%	4 6.35%	3 2.97%	6 4.32%	8 5.93%	5 4.46%	10 5.56%	0 0.0%
6 -	14 2.47%	18 3.05% D	19 2.83% D	3 1.03%	11 3.74% D	10 2.98%	4 1.88%	7 2.46%	7 2.10%	8 5.33% D	165 2.49% D	0 0.0%	2 0.83%	3 9.09%	0 0.0%	2 1.02%	0 0.0%	0 0.0%	1 1.01%	0 0.0%	2 1.98%	0 0.0%	3 2.22%	2 1.79%	1 0.56%	0 0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

14. 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?

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
5 -	12	20	28	7	10	16	6	10	17	1	196	3	3	7	0	3	4	0	1	1	5	5	2	3	4	0
	2.12%	3.38%	4.17%	2.40%	3.40%	4.76%	2.82%	3.51%	5.09%	0.67%	2.95%	9.09%	1.25%	21.21%	0.0%	1.53%	5.19%	0.0%	1.01%	1.59%	4.95%	3.60%	1.48%	2.68%	2.22%	0.0%
		J	AJ		J	AJ		J	AJ		J			O												
4 -	3	8	10	0	5	2	3	4	6	0	46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.53%	1.35%	1.49%	0.0%	1.70%	0.60%	1.41%	1.40%	1.80%	0.0%	0.69%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		DJ	DJ		DJ			DJ	DJ		DJ															
3 -	3	5	6	2	4	2	1	2	5	0	43	1	0	2	0	2	0	0	0	1	1	2	0	2	0	0
	0.53%	0.85%	0.89%	0.68%	1.36%	0.60%	0.47%	0.70%	1.50%	0.0%	0.65%	3.03%	0.0%	6.06%	0.0%	1.02%	0.0%	0.0%	0.0%	1.59%	0.99%	1.44%	0.0%	1.79%	0.0%	0.0%
		J	J		J				J		J															
2 -	4	4	2	2	2	1	2	2	1	1	28	2	0	2	0	2	0	0	0	1	1	0	2	2	0	0
	0.71%	0.68%	0.30%	0.68%	0.68%	0.30%	0.94%	0.70%	0.30%	0.67%	0.42%	6.06%	0.0%	6.06%	0.0%	1.02%	0.0%	0.0%	0.0%	1.59%	0.99%	0.0%	1.48%	1.79%	0.0%	0.0%
1 -	1	3	3	1	1	1	0	1	2	0	20	1	0	1	0	0	1	0	1	0	0	0	1	0	1	0
	0.18%	0.51%	0.45%	0.34%	0.34%	0.30%	0.0%	0.35%	0.60%	0.0%	0.30%	3.03%	0.0%	3.03%	0.0%	0.0%	1.30%	0.0%	1.01%	0.0%	0.0%	0.0%	0.74%	0.0%	0.56%	0.0%
											GJ															
0 - Worst health care possible	4	3	5	3	2	4	1	2	2	1	21	2	0	3	0	2	0	0	1	1	0	1	1	0	3	0
	0.71%	0.51%	0.75%	1.03%	0.68%	1.19%	0.47%	0.70%	0.60%	0.67%	0.32%	6.06%	0.0%	9.09%	0.0%	1.02%	0.0%	0.0%	1.01%	1.59%	0.0%	0.72%	0.74%	0.0%	1.67%	0.0%
Bottom Three Box	9	10	10	6	5	6	3	5	5	2	69	5	0	6	0	4	1	0	2	2	1	1	4	2	4	0
	1.59%	1.69%	1.49%	2.05%	1.70%	1.79%	1.41%	1.75%	1.50%	1.33%	1.04%	15.15%	0.0%	18.18%	0.0%	2.04%	1.30%	0.0%	2.02%	3.17%	0.99%	0.72%	2.96%	1.79%	2.22%	0.0%
												M		O												
Bottom Two Box	5	6	8	4	3	5	1	3	4	1	41	3	0	4	0	2	1	0	2	1	0	1	2	0	4	0
	0.88%	1.02%	1.19%	1.37%	1.02%	1.49%	0.47%	1.05%	1.20%	0.67%	0.62%	9.09%	0.0%	12.12%	0.0%	1.02%	1.30%	0.0%	2.02%	1.59%	0.0%	0.72%	1.48%	0.0%	2.22%	0.0%
														O											X	
Average rating	8.9489	8.7157	8.7556	8.9521	8.6224	8.7708	8.9202	8.6982	8.6527	8.9933	8.8354	6.6364	9.3375	5.1212	9.4402	8.9796	8.9610	9.8750	8.8687	8.9365	8.9703	8.9496	8.9630	8.8393	9.0222	0
	BEHI			EI						EI			L		N											
Standard deviation	1.6932	1.8323	1.8857	1.7432	1.9051	1.8862	1.7302	1.8335	1.9635	1.5599	1.6425	2.8157	1.0321	2.3323	0.7904	1.7082	1.6391	0.3307	1.6246	1.9589	1.6438	1.6018	1.7864	1.7142	1.7574	0
3-point composite mean	2.6296	2.5499	2.5738	2.6575	2.5272	2.5625	2.6103	2.5544	2.5419	2.6133	2.5909	1.8788	2.7875	1.4545	2.8108	2.6837	2.6234	3.0000	2.6465	2.6984	2.6139	2.6475	2.6667	2.6161	2.6833	0
	BE			BEHI									L		N											
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	0	1	0	0	0	0	0	0	6	0	1	0	0	1	0	0	1	0	0	0	1	1	0	0
	0.13%	0.0%	0.0%	0.24%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.06%	0.0%	0.33%	0.0%	0.0%	0.39%	0.0%	0.0%	0.85%	0.0%	0.0%	0.0%	0.58%	0.66%	0.0%	0.0%
											BCEFGHIJ															
No response	94	30	45	52	16	25	11	8	16	36	1142	4	13	0	1	10	7	0	5	4	7	9	8	8	44	0
	12.04%	4.01%	5.19%	12.68%	4.07%	5.43%	4.30%	2.54%	4.16%	16.29%	11.49%	8.33%	4.30%	0.0%	0.39%	3.88%	7.37%	0.0%	4.24%	4.88%	5.00%	4.95%	4.68%	5.30%	16.99%	0.0%
	BCEFGHI		H	BCEFGHI		H				BCEFGHI	BCEFGHI														X	
Appropriately skipped	120	129	152	64	85	98	33	21	35	36	2166	11	47	0	0	50	11	0	13	15	32	34	26	30	34	0
	15.36%	17.22%	17.53%	15.61%	21.63%	21.30%	12.89%	6.67%	9.09%	16.29%	21.78%	22.92%	15.56%	0.0%	0.0%	19.38%	11.58%	0.0%	11.02%	18.29%	22.86%	18.68%	15.20%	19.87%	13.13%	0.0%
	HI	HI	HI	HI	ADGHI	ADGHI	H			HI	ABCDGHIJ										S					
BASE = Those who responded	566	590	670	293	292	337	212	286	334	149	6629	33	241	33	258	197	77	9	99	63	101	139	136	112	181	0
	72.47%	78.77%	77.28%	71.46%	74.30%	73.26%	82.81%	90.79%	86.75%	67.42%	66.67%	68.75%	79.80%	100.00%	99.61%	76.36%	81.05%	100.00%	83.90%	76.83%	72.14%	76.37%	79.53%	74.17%	69.88%	0.0%
	K	ADFJK	ADJK	K	K	K	ACDEFJK	ABCDEFGJK	ABCDEFJK										U							
Never	8	8	9	3	4	7	2	3	3	4	105	1	2	2	1	1	2	0	0	2	1	3	0	2	1	0
	1.41%	1.36%	1.34%	1.02%	1.37%	2.08%	0.94%	1.05%	0.90%	2.68%	1.58%	3.03%	0.83%	6.06%	0.39%	0.51%	2.60%	0.0%	0.0%	3.17%	0.99%	2.16%	0.0%	1.79%	0.55%	0.0%
Sometimes	46	44	63	25	22	28	23	23	34	5	642	6	15	9	14	13	10	1	7	3	12	13	10	8	17	0
	8.13%	7.46%	9.40%	8.53%	7.53%	8.31%	10.85%	8.04%	10.18%	3.36%	9.68%	18.18%	6.22%	27.27%	5.43%	6.60%	12.99%	11.11%	7.07%	4.76%	11.88%	9.35%	7.35%	7.14%	9.39%	0.0%
	J	J	J	J		J	J	J	J		J			O												
Bottom Two Box (%Never + %Sometimes)	54	52	72	28	26	35	25	26	37	9	747	7	17	11	15	14	12	1	7	5	13	16	10	10	18	0
	9.54%	8.81%	10.75%	9.56%	8.90%	10.39%	11.79%	9.09%	11.08%	6.04%	11.27%	21.21%	7.05%	33.33%	5.81%	7.11%	15.58%	11.11%	7.07%	7.94%	12.87%	11.51%	7.35%	8.93%	9.94%	0.0%
			J								BJ			O												
Usually	88	113	119	36	66	67	32	58	59	29	1386	10	23	10	26	24	9	1	16	6	11	20	14	18	18	0
	15.55%	19.15%	17.76%	12.29%	22.60%	19.88%	15.09%	20.28%	17.66%	19.46%	20.91%	30.30%	9.54%	30.30%	10.08%	12.18%	11.69%	11.11%	16.16%	9.52%	10.89%	14.39%	10.29%	16.07%	9.94%	0.0%
		D	D		ADG	D		D			ACDG	M		O												
Always	424	425	479	229	200	235	155	202	238	111	4496	16	201	12	217	159	56	7	76	52	77	103	112	84	145	0
	74.91%	72.03%	71.49%	78.16%	68.49%	69.73%	73.11%	70.63%	71.26%	74.50%	67.82%	48.48%	83.40%	36.36%	84.11%	80.71%	72.73%	77.78%	76.77%	82.54%	76.24%	74.10%	82.35%	75.00%	80.11%	0.0%
	K	K	K	BCEFHIK									L		N											
CAHPS Rate (%Always + %Usually)	512	538	598	265	266	302	187	260	297	140	5882	26	224	22	243	183	65	8	92	58	88	123	126	102	163	0
	90.46%	91.19%	89.25%	90.44%	91.10%	89.61%	88.21%	90.91%	88.92%	93.96%	88.73%	78.79%	92.95%	66.67%	94.19%	92.89%	84.42%	88.89%	92.93%	92.06%	87.13%	88.49%	92.65%	91.07%	90.06%	0.0%
		K								CK					N											
3-point composite mean	2.6537	2.6322	2.6075	2.6860	2.5959	2.5935	2.6132	2.6154	2.6018	2.6846	2.5655	2.2727	2.7635	2.0303	2.7829	2.7360	2.5714	2.6667	2.6970	2.7460	2.6337	2.6259	2.7500	2.6607	2.7017	0
	K	K		K						K			L		N											

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4-point composite mean	3.6396 K	3.6186 K	3.5940	3.6758 K	3.5822	3.5727	3.6038	3.6049	3.5928	3.6577	3.5497	3.2424	3.7552 L	2.9697	3.7791 N	3.7310	3.5455	3.6667	3.6970	3.7143	3.6238	3.6043	3.7500	3.6429	3.6961	0
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	2	1	0	1	1	0	1	0	3	1	0	1	0	1	0	0	0	1	0	0	1	1	0	0
	0.13%	0.0%	0.23%	0.24%	0.0%	0.22%	0.39%	0.0%	0.26%	0.0%	0.08%	2.08%	0.0%	3.03%	0.0%	0.39%	0.0%	0.0%	0.0%	1.22%	0.0%	0.0%	0.58%	0.66%	0.0%	0.0%
No response	69	4	6	36	3	4	3	0	2	31	295	1	2	0	2	1	2	0	0	1	2	1	2	4	32	0
	8.83%	0.53%	0.69%	8.78%	0.76%	0.87%	1.17%	0.0%	0.52%	14.03%	7.89%	2.08%	0.66%	0.0%	0.77%	0.39%	2.11%	0.0%	0.0%	1.22%	1.43%	0.55%	1.17%	2.65%	12.36%	0.0%
	BCEFGHI	H	H	BCEFGHI		H				ABCEFGH	BCEFGHI														X	
										IK																
BASE = Those who responded	711	745	859	373	390	455	252	315	382	190	3442	46	300	32	257	256	93	9	118	80	138	181	168	146	227	0
	91.04%	99.47%	99.08%	90.98%	99.24%	98.91%	98.44%	100.00%	99.22%	85.97%	92.03%	95.83%	99.34%	96.97%	99.23%	99.22%	97.89%	100.00%	100.00%	97.56%	98.57%	99.45%	98.25%	96.69%	87.64%	0.0%
	J	ADJK	ADJK		ADJK	ADJK	ADJK	ABCDFGJ	ADJK		J													Y		
								K																		
Yes	519	564	660	270	298	348	211	266	325	129	2335	35	214	22	187	175	75	2	48	76	126	131	121	113	157	0
	73.00%	75.70%	76.83%	72.39%	76.41%	76.48%	83.73%	84.44%	85.08%	67.89%	67.84%	76.09%	71.33%	68.75%	72.76%	68.36%	80.65%	22.22%	40.68%	95.00%	91.30%	72.38%	72.02%	77.40%	69.16%	0.0%
	K	JK	JK		JK	JK	ABCDEFJ	ABCDEFJ	ABCDEFJ								P			S	S					
							K	K	K																	
No	192	181	199	103	92	107	41	49	57	61	1107	11	86	10	70	81	18	7	70	4	12	50	47	33	70	0
	27.00%	24.30%	23.17%	27.61%	23.59%	23.52%	16.27%	15.56%	14.92%	32.11%	32.16%	23.91%	28.67%	31.25%	27.24%	31.64%	19.35%	77.78%	59.32%	5.00%	8.70%	27.62%	27.98%	22.60%	30.84%	0.0%
	GHI	GHI	GHI	GHI	GHI	GHI				BCEFGHI	ABCEFGH					Q			TU							
											I															
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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17. 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?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	2	0	0	0	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.23%	0.0%	0.0%	0.0%	0.0%	0.0%	0.52%	0.0%	0.03%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	87	5	9	46	3	5	11	1	3	36	396	5	8	2	3	10	3	0	3	4	6	8	5	13	33	0
	11.14%	0.67%	1.04%	11.22%	0.76%	1.09%	4.30%	0.32%	0.78%	16.29%	10.59%	10.42%	2.65%	6.06%	1.16%	3.88%	3.16%	0.0%	2.54%	4.88%	4.29%	4.40%	2.92%	8.61%	12.74%	0.0%
	BCEFGHI			BCEFGHI			BCEFHI			BCEFGHIK	BCEFGHIK															
Appropriately skipped	192	181	199	103	92	107	41	49	57	61	1107	11	86	10	70	81	18	7	70	4	12	50	47	33	70	0
	24.58%	24.17%	22.95%	25.12%	23.41%	23.26%	16.02%	15.56%	14.81%	27.60%	29.60%	22.92%	28.48%	30.30%	27.03%	31.40%	18.95%	77.78%	59.32%	4.88%	8.57%	27.47%	27.49%	21.85%	27.03%	0.0%
	GHI	GHI	GHI	GHI	GHI	GHI				GHI	ABCDEFGHI					Q			TU							
BASE = Those who responded	502	563	657	261	298	348	204	265	323	124	2236	32	208	21	186	167	74	2	45	74	122	124	119	105	156	0
	64.28%	75.17%	75.78%	63.66%	75.83%	75.65%	79.69%	84.13%	83.90%	56.11%	59.79%	66.67%	68.87%	63.64%	71.81%	64.73%	77.89%	22.22%	38.14%	90.24%	87.14%	68.13%	69.59%	69.54%	60.23%	0.0%
	JK	ADJK	ADJK		ADJK	ADJK	ADJK	ABCDEFJK	ABCDEFJK								P			S	S					
Yes	72	83	80	35	42	33	46	56	58	11	263	6	28	6	27	18	14	0	3	13	17	14	19	10	25	0
	14.34%	14.74%	12.18%	13.41%	14.09%	9.48%	22.55%	21.13%	17.96%	8.87%	11.76%	18.75%	13.46%	28.57%	14.52%	10.78%	18.92%	0.0%	6.67%	17.57%	13.93%	11.29%	15.97%	9.52%	16.03%	0.0%
	F	FJ					ABCDEFJK	ABCDEFJK	CFJK																	
No	430	480	577	226	256	315	158	209	265	113	1973	26	180	15	159	149	60	2	42	61	105	110	100	95	131	0
	85.66%	85.26%	87.82%	86.59%	85.91%	90.52%	77.45%	78.87%	82.04%	91.13%	88.24%	81.25%	86.54%	71.43%	85.48%	89.22%	81.08%	100.00%	93.33%	82.43%	86.07%	88.71%	84.03%	90.48%	83.97%	0.0%
	GH	GH	GHI	GH	GH	ABGHI				BGHI	GHI															
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

18. 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?

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	89	6	12	47	4	5	11	1	6	37	401	5	9	2	4	10	4	0	3	4	7	8	6	13	34	0
	11.40%	0.80%	1.38%	11.46%	1.02%	1.09%	4.30%	0.32%	1.56%	16.74%	10.72%	10.42%	2.98%	6.06%	1.54%	3.88%	4.21%	0.0%	2.54%	4.88%	5.00%	4.40%	3.51%	8.61%	13.13%	0.0%
	BCEFGHI		H	BCEFGHI			BCEFH			BCEFGHI K	BCEFGHI															
Appropriately skipped	622	661	776	329	348	422	199	258	322	174	3080	37	266	25	229	230	78	9	112	65	117	160	147	128	201	0
	79.64%	88.25%	89.50%	80.24%	88.55%	91.74%	77.73%	81.90%	83.64%	78.73%	82.35%	77.08%	88.08%	75.76%	88.42%	89.15%	82.11%	100.00%	94.92%	79.27%	83.57%	87.91%	85.96%	84.77%	77.61%	0.0%
		ADGHIJK	ADGHIJK		ADGHIJK	ABDGHIJ K													TU							
BASE = Those who responded	70	82	79	34	41	33	46	56	57	10	259	6	27	6	26	18	13	0	3	13	16	14	18	10	24	0
	8.96%	10.95%	9.11%	8.29%	10.43%	7.17%	17.97%	17.78%	14.81%	4.52%	6.93%	12.50%	8.94%	18.18%	10.04%	6.98%	13.68%	0.0%	2.54%	15.85%	11.43%	7.69%	10.53%	6.62%	9.27%	0.0%
	J	FJK	JK		JK		ABCDEFJ K	ABCDEFJ K	ACDFJK											S	S					
Yes	63	75	72	28	39	31	43	52	53	10	236	5	23	4	23	15	11	0	3	11	13	13	14	8	20	0
	90.00%	91.46%	91.14%	82.35%	95.12%	93.94%	93.48%	92.86%	92.98%	100.00%	91.12%	83.33%	85.19%	66.67%	88.46%	83.33%	84.62%	0.0%	100.00%	84.62%	81.25%	92.86%	77.78%	80.00%	83.33%	0.0%
No	7	7	7	6	2	2	3	4	4	0	23	1	4	2	3	3	2	0	0	2	3	1	4	2	4	0
	10.00%	8.54%	8.86%	17.65%	4.88%	6.06%	6.52%	7.14%	7.02%	0.0%	8.88%	16.67%	14.81%	33.33%	11.54%	16.67%	15.38%	0.0%	0.0%	15.38%	18.75%	7.14%	22.22%	20.00%	16.67%	0.0%
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

19. 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?

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.05%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	78	8	11	39	5	4	6	1	4	35	310	1	3	0	3	2	3	0	0	2	3	1	4	6	33	0
	9.99%	1.07%	1.27%	9.51%	1.27%	0.87%	2.34%	0.32%	1.04%	15.84%	8.29%	2.08%	0.99%	0.0%	1.16%	0.78%	3.16%	0.0%	0.0%	2.44%	2.14%	0.55%	2.34%	3.97%	12.74%	0.0%
	BCEFGHI			BCEFGHI			H			ABCDEFG HIK	BCEFGHI														X	
BASE = Those who responded	703	741	856	371	388	456	250	314	381	186	3428	47	299	33	256	256	92	9	118	80	137	181	167	145	226	0
	90.01%	98.93%	98.73%	90.49%	98.73%	99.13%	97.66%	99.68%	98.96%	84.16%	91.66%	97.92%	99.01%	100.00%	98.84%	99.22%	96.84%	100.00%	100.00%	97.56%	97.86%	99.45%	97.66%	96.03%	87.26%	0.0%
	J	ADJK	ADJK	J	ADJK	ADJK	ADJK	ADGJK	ADJK		J													Y		
Yes	66	56	81	34	21	29	33	29	55	15	228	3	30	7	17	22	10	1	13	9	8	18	15	10	24	0
	9.39%	7.56%	9.46%	9.16%	5.41%	6.36%	13.20%	9.24%	14.44%	8.06%	6.65%	6.38%	10.03%	21.21%	6.64%	8.59%	10.87%	11.11%	11.02%	11.25%	5.84%	9.94%	8.98%	6.90%	10.62%	0.0%
	EK		EFK	E			BEFK		ABCDEFH JK					O												
No	637	685	775	337	367	427	217	285	326	171	3200	44	269	26	239	234	82	8	105	71	129	163	152	135	202	0
	90.61%	92.44%	90.54%	90.84%	94.59%	93.64%	86.80%	90.76%	85.56%	91.94%	93.35%	93.62%	89.97%	78.79%	93.36%	91.41%	89.13%	88.89%	88.98%	88.75%	94.16%	90.06%	91.02%	93.10%	89.38%	0.0%
	I	GI	I	I	ACDGI	CGI		I		I	ACGI				N											
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	82	9	12	42	5	4	8	1	5	35	318	1	6	0	3	5	3	0	0	3	4	2	6	8	34	0
	10.50%	1.20%	1.38%	10.24%	1.27%	0.87%	3.13%	0.32%	1.30%	15.84%	8.50%	2.08%	1.99%	0.0%	1.16%	1.94%	3.16%	0.0%	0.0%	3.66%	2.86%	1.10%	3.51%	5.30%	13.13%	0.0%
	BCEFGHI		H	BCEFGHI			H			ABCEFGHIK	BCEFGHIAJ									S				X	
Appropriately skipped	637	685	775	337	367	427	217	285	326	171	3200	44	269	26	239	234	82	8	105	71	129	163	152	135	202	0
	81.56%	91.46%	89.39%	82.20%	93.38%	92.83%	84.77%	90.48%	84.68%	77.38%	85.56%	91.67%	89.07%	78.79%	92.28%	90.70%	86.32%	88.89%	88.98%	86.59%	92.14%	89.56%	88.89%	89.40%	77.99%	0.0%
		ADGIJK	ADIJK		ACDGIJK	ACDGIJK	J	ADGIJK	J		AJ													Y		
BASE = Those who responded	62	55	80	31	21	29	31	29	54	15	222	3	27	7	17	19	10	1	13	8	7	17	13	8	23	0
	7.94%	7.34%	9.23%	7.56%	5.34%	6.30%	12.11%	9.21%	14.03%	6.79%	5.94%	6.25%	8.94%	21.21%	6.56%	7.36%	10.53%	11.11%	11.02%	9.76%	5.00%	9.34%	7.60%	5.30%	8.88%	0.0%
			EK				BEFJK		ABCDEFHJK					O												
Never	6	5	7	3	2	3	2	1	5	3	24	1	2	1	2	2	1	0	1	1	1	2	1	0	3	0
	9.68%	9.09%	8.75%	9.68%	9.52%	10.34%	6.45%	3.45%	9.26%	20.00%	10.81%	33.33%	7.41%	14.29%	11.76%	10.53%	10.00%	0.0%	7.69%	12.50%	14.29%	11.76%	7.69%	0.0%	13.04%	0.0%
Sometimes	8	9	12	4	6	3	5	3	8	0	30	1	2	2	1	2	1	0	3	0	0	1	2	0	4	0
	12.90%	16.36%	15.00%	12.90%	28.57%	10.34%	16.13%	10.34%	14.81%	0.0%	13.51%	33.33%	7.41%	28.57%	5.88%	10.53%	10.00%	0.0%	23.08%	0.0%	0.0%	5.88%	15.38%	0.0%	17.39%	0.0%
Bottom Two Box (%Never + %Sometimes)	14	14	19	7	8	6	7	4	13	3	54	2	4	3	3	4	2	0	4	1	1	3	3	0	7	0
	22.58%	25.45%	23.75%	22.58%	38.10%	20.69%	22.58%	13.79%	24.07%	20.00%	24.32%	66.67%	14.81%	42.86%	17.65%	21.05%	20.00%	0.0%	30.77%	12.50%	14.29%	17.65%	23.08%	0.0%	30.43%	0.0%
Usually	8	9	9	6	3	4	4	1	5	1	33	0	6	3	2	3	2	0	4	1	1	4	2	1	5	0
	12.90%	16.36%	11.25%	19.35%	14.29%	13.79%	12.90%	3.45%	9.26%	6.67%	14.86%	0.0%	22.22%	42.86%	11.76%	15.79%	20.00%	0.0%	30.77%	12.50%	14.29%	23.53%	15.38%	12.50%	21.74%	0.0%
Always	40	32	52	18	10	19	20	24	36	11	135	1	17	1	12	12	6	1	5	6	5	10	8	7	11	0
	64.52%	58.18%	65.00%	58.06%	47.62%	65.52%	64.52%	82.76%	66.67%	73.33%	60.81%	33.33%	62.96%	14.29%	70.59%	63.16%	60.00%	100.00%	38.46%	75.00%	71.43%	58.82%	61.54%	87.50%	47.83%	0.0%
CAHPS Rate (%Always + %Usually)	48	41	61	24	13	23	24	25	41	12	168	1	23	4	14	15	8	1	9	7	6	14	10	8	16	0
	77.42%	74.55%	76.25%	77.42%	61.90%	79.31%	77.42%	86.21%	75.93%	80.00%	75.68%	33.33%	85.19%	57.14%	82.35%	78.95%	80.00%	100.00%	69.23%	87.50%	85.71%	82.35%	76.92%	100.00%	69.57%	0.0%
3-point composite mean	2.4194	2.3273	2.4125	2.3548	2.0952	2.4483	2.4194	2.6897	2.4259	2.5333	2.3649	1.6667	2.4815	1.7143	2.5294	2.4211	2.4000	3.0000	2.0769	2.6250	2.5714	2.4118	2.3846	2.8750	2.1739	0
4-point composite mean	3.3226	3.2364	3.3250	3.2581	3.0000	3.3448	3.3548	3.6552	3.3333	3.3333	3.2568	2.3333	3.4074	2.5714	3.4118	3.3158	3.3000	4.0000	3.0000	3.5000	3.4286	3.2941	3.3077	3.8750	3.0435	0
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	83	9	12	42	5	4	9	1	5	36	318	1	6	0	3	4	4	0	0	2	4	3	5	9	33	0
	10.63%	1.20%	1.38%	10.24%	1.27%	0.87%	3.52%	0.32%	1.30%	16.29%	8.50%	2.08%	1.99%	0.0%	1.16%	1.55%	4.21%	0.0%	0.0%	2.44%	2.86%	1.65%	2.92%	5.96%	12.74%	0.0%
	BCEFGHI		H	BCEFGHI			FH			ABCDEFG HIK	BCEFGHI										S				X	
Appropriately skipped	637	685	775	337	367	427	217	285	326	171	3200	44	269	26	239	234	82	8	105	71	129	163	152	135	202	0
	81.56%	91.46%	89.39%	82.20%	93.38%	92.83%	84.77%	90.48%	84.68%	77.38%	85.56%	91.67%	89.07%	78.79%	92.28%	90.70%	86.32%	88.89%	88.98%	86.59%	92.14%	89.56%	88.89%	89.40%	77.99%	0.0%
		ADGIJK	ADIJK		ACDGIJK	ACDGIJK	J	ADGIJK	J		AJ													Y		
BASE = Those who responded	61	55	80	31	21	29	30	29	54	14	222	3	27	7	17	20	9	1	13	9	7	16	14	7	24	0
	7.81%	7.34%	9.23%	7.56%	5.34%	6.30%	11.72%	9.21%	14.03%	6.33%	5.94%	6.25%	8.94%	21.21%	6.56%	7.75%	9.47%	11.11%	11.02%	10.98%	5.00%	8.79%	8.19%	4.64%	9.27%	0.0%
			EK				BEFJK		ABCDEFH JK					O												
Yes	45	42	66	25	15	22	22	26	45	10	179	1	23	4	16	15	9	1	10	7	6	13	11	6	19	0
	73.77%	76.36%	82.50%	80.65%	71.43%	75.86%	73.33%	89.66%	83.33%	71.43%	80.63%	33.33%	85.19%	57.14%	94.12%	75.00%	100.00%	100.00%	76.92%	77.78%	85.71%	81.25%	78.57%	85.71%	79.17%	0.0%
No	16	13	14	6	6	7	8	3	9	4	43	2	4	3	1	5	0	0	3	2	1	3	3	1	5	0
	26.23%	23.64%	17.50%	19.35%	28.57%	24.14%	26.67%	10.34%	16.67%	28.57%	19.37%	66.67%	14.81%	42.86%	5.88%	25.00%	0.0%	0.0%	23.08%	22.22%	14.29%	18.75%	21.43%	14.29%	20.83%	0.0%
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	0	0	0	0	1	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.13%	0.0%	0.0%	0.0%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	77	9	8	41	7	4	6	1	2	32	312	3	3	1	3	2	4	0	1	2	3	2	4	8	33	0
	9.86%	1.20%	0.92%	10.00%	1.78%	0.87%	2.34%	0.32%	0.52%	14.48%	8.34%	6.25%	0.99%	3.03%	1.16%	0.78%	4.21%	0.0%	0.85%	2.44%	2.14%	1.10%	2.34%	5.30%	12.74%	0.0%
	BCEFGHI			BCEFGHI	H		H			BCEFGHIK	BCEFGHIK														X	
BASE = Those who responded	703	740	859	369	386	456	249	314	383	189	3425	45	299	32	256	256	91	9	117	80	137	180	167	143	226	0
	90.01%	98.80%	99.08%	90.00%	98.22%	99.13%	97.27%	99.68%	99.48%	85.52%	91.58%	93.75%	99.01%	96.97%	98.84%	99.22%	95.79%	100.00%	99.15%	97.56%	97.86%	98.90%	97.66%	94.70%	87.26%	0.0%
		ADJK	ADJK		ADJK	ADJK	ADJK	ADEGJK	ADGJK		J													Y		
Yes	78	94	90	39	37	33	56	61	70	10	258	8	30	5	29	24	14	0	11	14	13	21	17	17	22	0
	11.10%	12.70%	10.48%	10.57%	9.59%	7.24%	22.49%	19.43%	18.28%	5.29%	7.53%	17.78%	10.03%	15.63%	11.33%	9.38%	15.38%	0.0%	9.40%	17.50%	9.49%	11.67%	10.18%	11.89%	9.73%	0.0%
	FJK	FJK	FJK	J			ABCDEFJK	ABCDEFJK	ABCDEFJK																	
No	625	646	769	330	349	423	193	253	313	179	3167	37	269	27	227	232	77	9	106	66	124	159	150	126	204	0
	88.90%	87.30%	89.52%	89.43%	90.41%	92.76%	77.51%	80.57%	81.72%	94.71%	92.47%	82.22%	89.97%	84.38%	88.67%	90.63%	84.62%	100.00%	90.60%	82.50%	90.51%	88.33%	89.82%	88.11%	90.27%	0.0%
	GHI	GHI	GHI	GHI	GHI	ABCGHI				ABCDGHI	ABCGHI															
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	3740 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	1 0.13%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.39%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	81 10.37% BCEFGHI	11 1.47%	11 1.27%	42 10.24% BCEFGHI	8 2.04%	5 1.09%	8 3.13%	3 0.95%	4 1.04%	33 14.93% BCEFGHIK	324 8.66% BCEFGHI	3 6.25%	4 1.32%	1 3.03%	3 1.16%	3 1.16%	4 4.21%	0 0.0%	1 0.85%	3 3.66%	3 2.14%	2 1.10%	5 2.92%	8 5.30%	34 13.13% X	0 0.0%
Appropriately skipped	625 80.03%	646 86.25% ADGHI	769 88.70% ADGHIJK	330 80.49%	349 88.80% ADGHIJK	423 91.96% ABDGHIJK	193 75.39%	253 80.32%	313 81.30%	179 81.00%	3167 84.68% ADG	37 77.08%	269 89.07%	27 81.82%	227 87.64%	232 89.92% Q	77 81.05%	9 100.00%	106 89.83%	66 80.49%	124 88.57%	159 87.36%	150 87.72%	126 83.44%	204 78.76%	0 0.0%
BASE = Those who responded	74 9.48% JK	92 12.28% FJK	87 10.03% FJK	38 9.27% J	36 9.16% J	32 6.96%	54 21.09% ABCDEFJK	59 18.73% ABCDEFJK	68 17.66% ABCDEFJK	9 4.07%	249 6.66%	8 16.67%	29 9.60%	5 15.15%	29 11.20%	23 8.91%	14 14.74%	0 0.0%	11 9.32%	13 15.85%	13 9.29%	21 11.54%	16 9.36%	17 11.26%	21 8.11%	0 0.0%
Never	4 5.41% D	21 22.83% ADGK	12 13.79% D	0 0.0%	6 16.67% D	5 15.63% D	3 5.56%	13 22.03% ADGK	10 14.71% D	1 11.11%	24 9.64% D	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	11 14.86%	13 14.13%	13 14.94%	6 15.79%	6 16.67%	3 9.38%	8 14.81%	8 13.56%	11 16.18%	1 11.11%	41 16.47%	2 25.00%	4 13.79%	2 40.00%	4 13.79%	3 13.04%	3 21.43%	0 0.0%	2 18.18%	3 23.08%	1 7.69%	2 9.52%	4 25.00%	3 17.65%	3 14.29%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	15 20.27%	34 36.96% ADG	25 28.74%	6 15.79%	12 33.33%	8 25.00%	11 20.37%	21 35.59% D	21 30.88%	2 22.22%	65 26.10%	2 25.00%	4 13.79%	2 40.00%	4 13.79%	3 13.04%	3 21.43%	0 0.0%	2 18.18%	3 23.08%	1 7.69%	2 9.52%	4 25.00%	3 17.65%	3 14.29%	0 0.0%
Usually	12 16.22%	10 10.87%	17 19.54%	5 13.16%	3 8.33%	8 25.00%	9 16.67%	7 11.86%	12 17.65%	1 11.11%	45 18.07%	2 25.00%	3 10.34%	1 20.00%	4 13.79%	4 17.39%	1 7.14%	0 0.0%	2 18.18%	1 7.69%	2 15.38%	3 14.29%	2 12.50%	5 29.41%	0 0.0%	0 0.0%
Always	47 63.51%	48 52.17%	45 51.72%	27 71.05% BCI	21 58.33%	16 50.00%	34 62.96%	31 52.54%	35 51.47%	6 66.67%	139 55.82%	4 50.00%	22 75.86%	2 40.00%	21 72.41%	16 69.57%	10 71.43%	0 0.0%	7 63.64%	9 69.23%	10 76.92%	16 76.19%	10 62.50%	9 52.94%	18 85.71%	0 0.0%
CAHPS Rate (%Always + %Usually)	59 79.73% B	58 63.04%	62 71.26%	32 84.21% BH	24 66.67%	24 75.00%	43 79.63% B	38 64.41%	47 69.12%	7 77.78%	184 73.90%	6 75.00%	25 86.21%	3 60.00%	25 86.21%	20 86.96%	11 78.57%	0 0.0%	9 81.82%	10 76.92%	12 92.31%	19 90.48%	12 75.00%	14 82.35%	18 85.71%	0 0.0%
3-point composite mean	2.4324 B	2.1522	2.2299	2.5526 BCHI	2.2500	2.2500	2.4259	2.1695	2.2059	2.4444	2.2972	2.2500	2.6207	2.0000	2.5862	2.5652	2.5000	0	2.4545	2.4615	2.6923	2.6667	2.3750	2.3529	2.7143	0
4-point composite mean	3.3784 BH	2.9239	3.0920	3.5526 BCEFHIK	3.0833	3.0938	3.3704 BH	2.9492	3.0588	3.3333	3.2008	3.2500	3.6207	3.0000	3.5862	3.5652	3.5000	0	3.4545	3.4615	3.6923	3.6667	3.3750	3.3529	3.7143	0

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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AMERIGROUP OF LOUISIANA
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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.03%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	80	11	10	42	7	5	7	3	3	33	319	3	4	1	3	3	4	0	1	3	3	2	5	8	34	0
	10.24%	1.47%	1.15%	10.24%	1.78%	1.09%	2.73%	0.95%	0.78%	14.93%	8.53%	6.25%	1.32%	3.03%	1.16%	1.16%	4.21%	0.0%	0.85%	3.66%	2.14%	1.10%	2.92%	5.30%	13.13%	0.0%
	BCEFGHI			BCEFGHI						BCEFGHIK	BCEFGHIK														X	
Appropriately skipped	625	646	769	330	349	423	193	253	313	179	3167	37	269	27	227	232	77	9	106	66	124	159	150	126	204	0
	80.03%	86.25%	88.70%	80.49%	88.80%	91.96%	75.39%	80.32%	81.30%	81.00%	84.68%	77.08%	89.07%	81.82%	87.64%	89.92%	81.05%	100.00%	89.83%	80.49%	88.57%	87.36%	87.72%	83.44%	78.76%	0.0%
		ADGHI	ADGHIJK		ADGHIJK	ABDGHIJK					ADG					Q										
BASE = Those who responded	76	92	88	38	37	32	56	59	69	9	253	8	29	5	29	23	14	0	11	13	13	21	16	17	21	0
	9.73%	12.28%	10.15%	9.27%	9.41%	6.96%	21.88%	18.73%	17.92%	4.07%	6.76%	16.67%	9.60%	15.15%	11.20%	8.91%	14.74%	0.0%	9.32%	15.85%	9.29%	11.54%	9.36%	11.26%	8.11%	0.0%
	JK	FJK	FJK	J	J		ABCDEFJK	ABCDEFJK	ABCDEFJK																	
Yes	46	48	56	25	20	20	33	28	42	5	165	4	20	1	22	14	10	0	8	8	8	14	10	10	15	0
	60.53%	52.17%	63.64%	65.79%	54.05%	62.50%	58.93%	47.46%	60.87%	55.56%	65.22%	50.00%	68.97%	20.00%	75.86%	60.87%	71.43%	0.0%	72.73%	61.54%	61.54%	66.67%	62.50%	58.82%	71.43%	0.0%
											BH															
No	30	44	32	13	17	12	23	31	27	4	88	4	9	4	7	9	4	0	3	5	5	7	6	7	6	0
	39.47%	47.83%	36.36%	34.21%	45.95%	37.50%	41.07%	52.54%	39.13%	44.44%	34.78%	50.00%	31.03%	80.00%	24.14%	39.13%	28.57%	0.0%	27.27%	38.46%	38.46%	33.33%	37.50%	41.18%	28.57%	0.0%
		K						K																		
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

25. 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?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.13%	0.13%	0.0%	0.0%	0.25%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	81	10	9	43	9	4	9	0	2	32	323	2	5	1	5	3	4	0	1	2	4	3	4	8	35	0
	10.37%	1.34%	1.04%	10.49%	2.29%	0.87%	3.52%	0.0%	0.52%	14.48%	8.64%	4.17%	1.66%	3.03%	1.93%	1.16%	4.21%	0.0%	0.85%	2.44%	2.86%	1.65%	2.34%	5.30%	13.51%	0.0%
	BCEFGHI	H	H	BCEFGHI	HI	H	CFHI			BCEFGHI	BCEFGHI														X	
										K																
BASE = Those who responded	699	738	858	367	383	456	246	315	383	189	3417	46	297	32	254	255	91	9	117	80	136	179	167	143	224	0
	89.50%	98.53%	98.96%	89.51%	97.46%	99.13%	96.09%	100.00%	99.48%	85.52%	91.36%	95.83%	98.34%	96.97%	98.07%	98.84%	95.79%	100.00%	99.15%	97.56%	97.14%	98.35%	97.66%	94.70%	86.49%	0.0%
		ADJK	ADGJK		ADJK	ADGJK	ADJK	ABCDEFG	ADEGJK		J													Y		
								JK																		
Yes	112	147	149	48	56	55	91	125	131	15	405	7	39	3	37	25	20	0	4	18	22	29	16	19	29	0
	16.02%	19.92%	17.37%	13.08%	14.62%	12.06%	36.99%	39.68%	34.20%	7.94%	11.85%	15.22%	13.13%	9.38%	14.57%	9.80%	21.98%	0.0%	3.42%	22.50%	16.18%	16.20%	9.58%	13.29%	12.95%	0.0%
	JK	DEFJK	DFJK		J		ABCDEFJ	ABCDEFJ	ABCDEFJ								P			S	S					
							K	K	K																	
No	587	591	709	319	327	401	155	190	252	174	3012	39	258	29	217	230	71	9	113	62	114	150	151	124	195	0
	83.98%	80.08%	82.63%	86.92%	85.38%	87.94%	63.01%	60.32%	65.80%	92.06%	88.15%	84.78%	86.87%	90.63%	85.43%	90.20%	78.02%	100.00%	96.58%	77.50%	83.82%	83.80%	90.42%	86.71%	87.05%	0.0%
	GHI	GHI	GHI	BCGHI	BGHI	BCGHI				ABCEGHI	ABCGHI					Q			TU							
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	3740 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.03%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	84 10.76% BCEFGHI	12 1.60% H	11 1.27%	43 10.49% BCEFGHI	10 2.54% H	5 1.09%	11 4.30% BCFHI	1 0.32%	4 1.04%	33 14.93% BCEFGHIK	331 8.85% BCEFGHI	2 4.17%	5 1.66%	1 3.03%	5 1.93%	3 1.16%	4 4.21%	0 0.0%	1 0.85%	2 2.44%	4 2.86%	3 1.65%	4 2.34%	8 5.30%	35 13.51% X	0 0.0%
Appropriately skipped	587 75.16% GHI	591 78.91% GHI	709 81.78% AGHI	319 77.80% GHI	327 83.21% AGHI	401 87.17% ABCDGHIJK	155 60.55%	190 60.32%	252 65.45%	174 78.73% GHI	3012 80.53% AGHI	39 81.25%	258 85.43%	29 87.88%	217 83.78%	230 89.15% Q	71 74.74%	9 100.00%	113 95.76% TU	62 75.61%	114 81.43%	150 82.42%	151 88.30%	124 82.12%	195 75.29%	0 0.0%
BASE = Those who responded	110 14.08% JK	146 19.49% ADEFJK	147 16.96% DFJK	48 11.71% J	56 14.25% JK	54 11.74% J	90 35.16% ABCDEFJK	124 39.37% ABCDEFJK	129 33.51% ABCDEFJK	14 6.33%	396 10.59% J	7 14.58%	39 12.91%	3 9.09%	37 14.29%	25 9.69%	20 21.05% P	0 0.0%	4 3.39%	18 21.95% S	22 15.71% S	29 15.93%	16 9.36%	19 12.58%	29 11.20%	0 0.0%
Never	10 9.09%	10 6.85%	18 12.24% G	3 6.25%	3 5.36%	5 9.26%	4 4.44%	9 7.26%	15 11.63% G	5 35.71%	40 10.10% G	1 14.29%	2 5.13%	0 0.0%	2 5.41%	3 12.00%	0 0.0%	0 0.0%	1 25.00%	0 0.0%	2 9.09%	2 6.90%	1 6.25%	2 10.53%	1 3.45%	0 0.0%
Sometimes	18 16.36% CFI	12 8.22%	11 7.48%	6 12.50%	4 7.14%	3 5.56%	16 17.78% BCEFHI	10 8.06%	9 6.98%	2 14.29%	47 11.87%	1 14.29%	5 12.82%	1 33.33%	4 10.81%	3 12.00%	3 15.00%	0 0.0%	1 25.00%	2 11.11%	3 13.64%	5 17.24%	1 6.25%	1 5.26%	5 17.24%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	28 25.45% BE	22 15.07%	29 19.73%	9 18.75%	7 12.50%	8 14.81%	20 22.22%	19 15.32%	24 18.60%	7 50.00%	87 21.97%	2 28.57%	7 17.95%	1 33.33%	6 16.22%	6 24.00%	3 15.00%	0 0.0%	2 50.00%	2 11.11%	5 22.73%	7 24.14%	2 12.50%	3 15.79%	6 20.69%	0 0.0%
Usually	20 18.18%	27 18.49%	23 15.65%	5 10.42%	12 21.43%	12 22.22%	18 20.00%	22 17.74%	20 15.50%	1 7.14%	80 20.20% D	2 28.57%	2 5.13%	1 33.33%	4 10.81%	2 8.00%	2 10.00%	0 0.0%	0 0.0%	3 16.67%	0 0.0%	1 3.45%	2 12.50%	1 5.26%	4 13.79%	0 0.0%
Always	62 56.36%	97 66.44%	95 64.63%	34 70.83%	37 66.07%	34 62.96%	52 57.78%	83 66.94%	85 65.89%	6 42.86%	229 57.83%	3 42.86%	30 76.92%	1 33.33%	27 72.97%	17 68.00%	15 75.00%	0 0.0%	2 50.00%	13 72.22%	17 77.27%	21 72.41%	12 75.00%	15 78.95%	19 65.52%	0 0.0%
CAHPS Rate (%Always + %Usually)	82 74.55%	124 84.93% A	118 80.27%	39 81.25%	49 87.50% A	46 85.19%	70 77.78%	105 84.68%	105 81.40%	7 50.00%	309 78.03%	5 71.43%	32 82.05%	2 66.67%	31 83.78%	19 76.00%	17 85.00%	0 0.0%	2 50.00%	16 88.89%	17 77.27%	22 75.86%	14 87.50%	16 84.21%	23 79.31%	0 0.0%
3-point composite mean	2.3091	2.5137 AK	2.4490	2.5208	2.5357	2.4815	2.3556	2.5161 A	2.4729	1.9286	2.3586	2.1429	2.5897	2.0000	2.5676	2.4400	2.6000	0	2.0000	2.6111	2.5455	2.4828	2.6250	2.6316	2.4483	0
4-point composite mean	3.2182	3.4452	3.3265	3.4583	3.4821	3.3889	3.3111	3.4435	3.3566	2.5714	3.2576	3.0000	3.5385	3.0000	3.5135	3.3200	3.6000	0	2.7500	3.6111	3.4545	3.4138	3.5625	3.5263	3.4138	0

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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	3740 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.03%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	84 10.76% BCEFGHI	23 3.07% CFI	10 1.15%	44 10.73% BCEFGHI	16 4.07% CFI	5 1.09%	11 4.30% CFI	11 3.49% CFI	3 0.78%	33 14.93% BCEFGHI K	330 8.82% BCEFGHI	3 6.25%	5 1.66%	1 3.03%	6 2.32%	4 1.55%	4 4.21%	0 0.0%	1 0.85%	3 3.66%	4 2.86%	4 2.20%	4 2.34%	9 5.96%	35 13.51% X	0 0.0%
Appropriately skipped	587 75.16% GHI	591 78.91% GHI	709 81.78% AGHI	319 77.80% GHI	327 83.21% AGHI	401 87.17% ABCDGHI JK	155 60.55%	190 60.32%	252 65.45%	174 78.73% GHI	3012 80.53% AGHI	39 81.25%	258 85.43%	29 87.88%	217 83.78%	230 89.15% Q	71 74.74%	9 100.00%	113 95.76% TU	62 75.61%	114 81.43%	150 82.42%	151 88.30%	124 82.12%	195 75.29%	0 0.0%
BASE = Those who responded	110 14.08% JK	135 18.02% ADEFJK	148 17.07% DEFJK	47 11.46% J	50 12.72% J	54 11.74% J	90 35.16% ABCDEFJ K	114 36.19% ABCDEFJ K	130 33.77% ABCDEFJ K	14 6.33%	397 10.61% J	6 12.50%	39 12.91%	3 9.09%	36 13.90%	24 9.30%	20 21.05% P	0 0.0%	4 3.39%	17 20.73% S	22 15.71% S	28 15.38%	16 9.36%	18 11.92%	29 11.20%	0 0.0%
Yes	73 66.36% K	83 61.48%	85 57.43%	35 74.47% CK	28 56.00%	31 57.41%	64 71.11% CK	73 64.04% K	79 60.77%	7 50.00%	208 52.39%	2 33.33%	32 82.05%	2 66.67%	28 77.78%	17 70.83%	16 80.00%	0 0.0%	3 75.00%	12 70.59%	17 77.27%	20 71.43%	13 81.25%	12 66.67%	23 79.31%	0 0.0%
No	37 33.64%	52 38.52%	63 42.57% DG	12 25.53%	22 44.00%	23 42.59%	26 28.89%	41 35.96%	51 39.23%	7 50.00%	189 47.61% ADGH	4 66.67%	7 17.95%	1 33.33%	8 22.22%	7 29.17%	4 20.00%	0 0.0%	1 25.00%	5 29.41%	5 22.73%	8 28.57%	3 18.75%	6 33.33%	6 20.69%	0 0.0%
Sigma	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	3740 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

28. 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?

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	2	0	1	1	0	1	0	0	0	2	0	1	0	1	0	0	0	0	0	1	1	0	1	0	0
	0.13%	0.27%	0.0%	0.24%	0.25%	0.0%	0.39%	0.0%	0.0%	0.0%	0.05%	0.0%	0.33%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.71%	0.55%	0.0%	0.66%	0.0%	0.0%
No response	80	21	21	44	15	16	6	11	4	32	348	2	5	1	5	3	4	0	0	2	5	4	3	7	37	0
	10.24%	2.80%	2.42%	10.73%	3.82%	3.48%	2.34%	3.49%	1.04%	14.48%	9.30%	4.17%	1.66%	3.03%	1.93%	1.16%	4.21%	0.0%	0.0%	2.44%	3.57%	2.20%	1.75%	4.64%	14.29%	0.0%
	BCEFGHI	I		BCEFGHI	I	I		I		BCEFGHIK	BCEFGHI										S				X	
BASE = Those who responded	700	726	846	365	377	444	249	304	381	189	3390	46	296	32	253	255	91	9	118	80	134	177	168	143	222	0
	89.63%	96.93%	97.58%	89.02%	95.93%	96.52%	97.27%	96.51%	98.96%	85.52%	90.64%	95.83%	98.01%	96.97%	97.68%	98.84%	95.79%	100.00%	100.00%	97.56%	95.71%	97.25%	98.25%	94.70%	85.71%	0.0%
		ADJK	ADJK		ADJK	ADJK	ADJK	ADJK	ABDEFHJK		J								U					Y		
Yes	150	184	198	69	80	80	86	125	129	34	705	10	56	10	50	37	29	0	17	18	29	28	37	26	43	0
	21.43%	25.34%	23.40%	18.90%	21.22%	18.02%	34.54%	41.12%	33.86%	17.99%	20.80%	21.74%	18.92%	31.25%	19.76%	14.51%	31.87%	0.0%	14.41%	22.50%	21.64%	15.82%	22.02%	18.18%	19.37%	0.0%
		DFJK	F				ABCDEFJK	ABCDEFJK	ABCDEFJK								P									
No	550	542	648	296	297	364	163	179	252	155	2685	36	240	22	203	218	62	9	101	62	105	149	131	117	179	0
	78.57%	74.66%	76.60%	81.10%	78.78%	81.98%	65.46%	58.88%	66.14%	82.01%	79.20%	78.26%	81.08%	68.75%	80.24%	85.49%	68.13%	100.00%	85.59%	77.50%	78.36%	84.18%	77.98%	81.82%	80.63%	0.0%
	GHI	GHI	GHI	BGHI	GHI	BCGHI				BGHI	BGHI					Q										
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

29. 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?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.03%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	87	25	24	47	17	17	11	12	6	34	372	3	7	2	7	4	5	0	1	2	7	7	3	9	38	0
	11.14%	3.34%	2.77%	11.46%	4.33%	3.70%	4.30%	3.81%	1.56%	15.38%	9.95%	6.25%	2.32%	6.06%	2.70%	1.55%	5.26%	0.0%	0.85%	2.44%	5.00%	3.85%	1.75%	5.96%	14.67%	0.0%
	BCEFGHI			BCEFGHI	I	I				BCEFGHI K	BCEFGHI										S				X	
Appropriately skipped	550	542	648	296	297	364	163	179	252	155	2685	36	240	22	203	218	62	9	101	62	105	149	131	117	179	0
	70.42%	72.36%	74.74%	72.20%	75.57%	79.13%	63.67%	56.83%	65.45%	70.14%	71.79%	75.00%	79.47%	66.67%	78.38%	84.50%	65.26%	100.00%	85.59%	75.61%	75.00%	81.87%	76.61%	77.48%	69.11%	0.0%
	GH	GHI	AGHI	GHI	GHI	ABDGHIJ K			H	H	GHI					Q			U							
BASE = Those who responded	144	182	195	67	79	79	82	124	127	32	682	9	55	9	49	36	28	0	16	18	28	26	37	25	42	0
	18.44%	24.30%	22.49%	16.34%	20.10%	17.17%	32.03%	39.37%	32.99%	14.48%	18.24%	18.75%	18.21%	27.27%	18.92%	13.95%	29.47%	0.0%	13.56%	21.95%	20.00%	14.29%	21.64%	16.56%	16.22%	0.0%
		ADFJK	ADFJK				ABCDEFJ K	ABCDEFJ K	ABCDEFJ K								P									
Yes	91	112	127	41	52	51	58	80	89	18	391	4	37	5	29	24	17	0	9	11	18	17	22	16	25	0
	63.19%	61.54%	65.13%	61.19%	65.82%	64.56%	70.73%	64.52%	70.08%	56.25%	57.33%	44.44%	67.27%	55.56%	59.18%	66.67%	60.71%	0.0%	56.25%	61.11%	64.29%	65.38%	59.46%	64.00%	59.52%	0.0%
			K				K		K																	
No	53	70	68	26	27	28	24	44	38	14	291	5	18	4	20	12	11	0	7	7	10	9	15	9	17	0
	36.81%	38.46%	34.87%	38.81%	34.18%	35.44%	29.27%	35.48%	29.92%	43.75%	42.67%	55.56%	32.73%	44.44%	40.82%	33.33%	39.29%	0.0%	43.75%	38.89%	35.71%	34.62%	40.54%	36.00%	40.48%	0.0%
											CGI															
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	2	0	0	1	0	0	1	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.23%	0.0%	0.0%	0.22%	0.0%	0.0%	0.26%	0.0%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
											ABDEGHJ															
No response	78	20	18	42	12	14	7	12	5	33	811	3	3	1	3	2	4	0	0	2	3	3	3	7	35	0
	9.99%	2.67%	2.08%	10.24%	3.05%	3.04%	2.73%	3.81%	1.30%	14.93%	8.16%	6.25%	0.99%	3.03%	1.16%	0.78%	4.21%	0.0%	0.0%	2.44%	2.14%	1.65%	1.75%	4.64%	13.51%	0.0%
	BCEFGHI			BCEFGHI				I		BCEFGHI	BCEFGHI														X	
										K																
BASE = Those who responded	703	729	847	368	381	445	249	303	379	188	9124	45	299	32	256	256	91	9	118	80	137	179	168	144	224	0
	90.01%	97.33%	97.69%	89.76%	96.95%	96.74%	97.27%	96.19%	98.44%	85.07%	91.76%	93.75%	99.01%	96.97%	98.84%	99.22%	95.79%	100.00%	100.00%	97.56%	97.86%	98.35%	98.25%	95.36%	86.49%	0.0%
		ADJK	ADJK		ADJK	ADJK	ADJK	ADJK	ADJK		J													Y		
Yes	613	621	754	316	318	388	236	274	347	158	7968	37	261	25	223	220	78	7	98	71	121	160	138	124	192	0
	87.20%	85.19%	89.02%	85.87%	83.46%	87.19%	94.78%	90.43%	91.56%	84.04%	87.33%	82.22%	87.29%	78.13%	87.11%	85.94%	85.71%	77.78%	83.05%	88.75%	88.32%	89.39%	82.14%	86.11%	85.71%	0.0%
			BE				ABCDEFH	BEJ	ABDEFJK		E															
							JK																			
No	90	108	93	52	63	57	13	29	32	30	1156	8	38	7	33	36	13	2	20	9	16	19	30	20	32	0
	12.80%	14.81%	10.98%	14.13%	16.54%	12.81%	5.22%	9.57%	8.44%	15.96%	12.67%	17.78%	12.71%	21.88%	12.89%	14.06%	14.29%	22.22%	16.95%	11.25%	11.68%	10.61%	17.86%	13.89%	14.29%	0.0%
	GI	CGHI	G	GI	CGHIK	GI		G		GHI	GI															
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	1 0.13%	2 0.27%	0 0.0%	0 0.0%	1 0.25%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.45%	34 0.34% CDFGHI	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	100 12.80% BCEFGHI	29 3.87%	35 4.04%	51 12.44% BCEFGHI	16 4.07%	21 4.57%	16 6.25%	16 5.08%	12 3.12%	40 18.10% BCEFGHI K	1119 11.25% BCEFGHI	5 10.42%	9 2.98%	3 9.09%	7 2.70%	7 2.71%	7 7.37%	0 0.0%	3 2.54%	2 2.44%	8 5.71%	8 4.40%	6 3.51%	8 5.30%	43 16.60% X	0 0.0%
Appropriately skipped	90 11.52% G	108 14.42% CGHIK	93 10.73% G	52 12.68% GI	63 16.03% ACGHIK	57 12.39% G	13 5.08%	29 9.21%	32 8.31%	30 13.57% G	1156 11.63% GI	8 16.67%	38 12.58%	7 21.21%	33 12.74%	36 13.95%	13 13.68%	2 22.22%	20 16.95%	9 10.98%	16 11.43%	19 10.44%	30 17.54%	20 13.25%	32 12.36%	0 0.0%
BASE = Those who responded	590 75.54% J	610 81.44% ADJK	739 85.24% ABDEJK	307 74.88%	313 79.64% J	382 83.04% ADJK	227 88.67% ABDEFJK	270 85.71% ADEJK	341 88.57% ABDEFJK	150 67.87%	7634 76.78% J	35 72.92%	255 84.44%	23 69.70%	219 84.56%	215 83.33%	75 78.95%	7 77.78%	95 80.51%	71 86.59%	116 82.86%	155 85.16%	135 78.95%	123 81.46% Y	184 71.04%	0 0.0%
None	77 13.05% GHI	89 14.59% GHI	116 15.70% GHI	47 15.31% GHI	66 21.09% ABCGHI	75 19.63% ABGHI	13 5.73%	15 5.56%	28 8.21%	23 15.33% GHI	1441 18.88% ABCGHI	5 14.29%	39 15.29%	4 17.39%	11 5.02%	38 17.67%	8 10.67%	1 14.29%	12 12.63%	12 16.90%	21 18.10%	27 17.42%	18 13.33%	17 13.82%	30 16.30%	0 0.0%
1 time	145 24.58% HI	135 22.13%	154 20.84%	83 27.04% CHI	66 21.09%	93 24.35% H	50 22.03%	47 17.41%	65 19.06%	33 22.00%	2405 31.50% ABCEFGH IJ	6 17.14%	72 28.24%	4 17.39%	65 29.68%	57 26.51%	21 28.00%	0 0.0%	23 24.21%	17 23.94%	38 32.76%	37 23.87%	41 30.37%	40 32.52%	43 23.37%	0 0.0%
2 times	146 24.75%	146 23.93%	176 23.82%	78 25.41%	76 24.28%	99 25.92%	58 25.55%	65 24.07%	77 22.58%	38 25.33%	1776 23.26%	11 31.43%	63 24.71%	7 30.43%	61 27.85%	53 24.65%	20 26.67%	3 42.86%	25 26.32%	20 28.17%	25 21.55%	42 27.10%	31 22.96%	30 24.39%	48 26.09%	0 0.0%
3 times	81 13.73%	99 16.23% K	124 16.78% K	39 12.70%	48 15.34%	56 14.66%	35 15.42%	52 19.26% ADK	59 17.30% K	22 14.67%	934 12.23%	5 14.29%	34 13.33%	3 13.04%	31 14.16%	31 14.42%	8 10.67%	2 28.57%	12 12.63%	8 11.27%	17 14.66%	22 14.19%	17 12.59%	15 12.20%	24 13.04%	0 0.0%
4 times	51 8.64% F	56 9.18% FK	64 8.66% F	27 8.79%	23 7.35%	19 4.97%	24 10.57% F	32 11.85% FJK	42 12.32% EFJK	8 5.33%	509 6.67%	4 11.43%	22 8.63%	0 0.0%	26 11.87%	15 6.98%	10 13.33%	1 14.29%	14 14.74% T	3 4.23%	8 6.90%	11 7.10%	15 11.11%	8 6.50%	19 10.33%	0 0.0%
5 to 9 times	74 12.54% FK	71 11.64% K	77 10.42% K	30 9.77% K	29 9.27%	31 8.12%	39 17.18% BCDEFK	47 17.41% BCDEFK	54 15.84% CDEFK	21 14.00% K	483 6.33%	4 11.43%	22 8.63%	4 17.39%	23 10.50%	19 8.84%	7 9.33%	0 0.0%	6 6.32%	11 15.49%	7 6.03%	13 8.39%	13 9.63%	13 10.57%	17 9.24%	0 0.0%
10 or more times	16 2.71% DK	14 2.30%	28 3.79% DEK	3 0.98%	5 1.60%	9 2.36%	8 3.52%	12 4.44% DEK	16 4.69% DEK	5 3.33%	86 1.13%	0 0.0%	3 1.18%	1 4.35%	2 0.91%	2 0.93%	1 1.33%	0 0.0%	3 3.16%	0 0.0%	0 0.0%	3 1.94%	0 0.0%	0 0.0%	3 1.63%	0 0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Average	2.7153	2.6557	2.7375	2.3176	2.2987	2.2631	3.2599	3.4815	3.3490	2.7767	1.9978	2.4857	2.2725	2.9348	2.6027	2.2047	2.4867	2.2857	2.5737	2.3944	1.8966	2.3194	2.2593	1.7789	2.4103	0
	DEFK	DEFK	DEFK	K	K	K	ABCDEFK	ABCDEFJ K	ABCDEFJ K	FK									U							
Standard deviation	2.6201	2.5188	2.7548	2.1866	2.3430	2.4355	2.7604	2.8496	2.9150	2.7866	2.0695	1.9910	2.1800	3.0443	2.0936	2.1420	2.2166	1.1606	2.4889	2.2170	1.7240	2.3431	1.9359	1.9673	2.3170	0
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

32. 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?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	1 0.13%	0 0.0%	0 0.0%	1 0.24%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	6 0.06% BCEFGHIJ	0 0.0%	1 0.33%	0 0.0%	0 0.0%	1 0.39%	0 0.0%	0 0.0%	1 0.85%	0 0.0%	0 0.0%	0 0.0%	1 0.58%	1 0.66%	0 0.0%	0 0.0%
No response	106 13.57% BCEFGHI	34 4.54%	36 4.15%	52 12.68% BCEFGHI	20 5.09%	22 4.78%	16 6.25%	17 5.40%	12 3.12%	45 20.36% ABCDEFGHIK	1211 12.18% BCEFGHI	5 10.42%	9 2.98%	3 9.09%	8 3.09%	7 2.71%	7 7.37%	0 0.0%	3 2.54%	2 2.44%	8 5.71%	8 4.40%	6 3.51%	8 5.30%	44 16.99% X	0 0.0%
Appropriately skipped	167 21.38% GHI	197 26.30% AGHI	209 24.11% GHI	99 24.15% GHI	129 32.82% ABCDGHIJK	132 28.70% AGHI	26 10.16%	44 13.97%	60 15.58% G	53 23.98% GHI	2597 26.12% AGHI	13 27.08%	77 25.50%	11 33.33%	44 16.99%	74 28.68%	21 22.11%	3 33.33%	32 27.12%	21 25.61%	37 26.43%	46 25.27%	48 28.07%	37 24.50%	62 23.94%	0 0.0%
BASE = Those who responded	507 64.92% J	518 69.16% DEJK	622 71.74% ADEJK	258 62.93%	244 62.09%	306 66.52% JK	214 83.59% ABCDEFJK	254 80.63% ABCDEFJK	313 81.30% ABCDEFJK	123 55.66%	6129 61.64%	30 62.50%	215 71.19%	19 57.58%	207 79.92% N	176 68.22%	67 70.53%	6 66.67%	82 69.49%	59 71.95%	95 67.86%	128 70.33%	116 67.84%	105 69.54% Y	153 59.07%	0 0.0%
Never	13 2.56%	9 1.74%	7 1.13%	8 3.10%	2 0.82%	3 0.98%	6 2.80%	4 1.57%	3 0.96%	2 1.63%	80 1.31%	3 10.00%	4 1.86%	2 10.53%	4 1.93%	2 1.14%	4 5.97%	0 0.0%	2 2.44%	4 6.78%	1 1.05%	2 1.56%	5 4.31%	3 2.86%	5 3.27%	0 0.0%
Sometimes	15 2.96%	27 5.21% J	25 4.02%	7 2.71%	11 4.51%	10 3.27%	8 3.74%	13 5.12%	10 3.19%	2 1.63%	319 5.20% ADJ	0 0.0%	5 2.33% L	3 15.79%	2 0.97%	6 3.41%	1 1.49%	0 0.0%	1 1.22%	3 5.08%	3 3.16%	5 3.91%	2 1.72%	4 3.81%	3 1.96%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	28 5.52%	36 6.95%	32 5.14%	15 5.81%	13 5.33%	13 4.25%	14 6.54%	17 6.69%	13 4.15%	4 3.25%	399 6.51% IJ	3 10.00%	9 4.19%	5 26.32%	6 2.90%	8 4.55%	5 7.46%	0 0.0%	3 3.66%	7 11.86%	4 4.21%	7 5.47%	7 6.03%	7 6.67%	8 5.23%	0 0.0%
Usually	49 9.66%	47 9.07%	77 12.38% D	16 6.20%	28 11.48% D	39 12.75% D	23 10.75%	24 9.45%	35 11.18% D	16 13.01% D	831 13.56% ABDH	2 6.67%	13 6.05%	5 26.32%	8 3.86%	11 6.25%	4 5.97%	1 16.67%	5 6.10%	2 3.39%	6 6.32%	7 5.47%	8 6.90%	9 8.57%	7 4.58%	0 0.0%
Always	430 84.81% K	435 83.98% K	513 82.48%	227 87.98% CK	203 83.20%	254 83.01%	177 82.71%	213 83.86%	265 84.66% K	103 83.74%	4899 79.93%	25 83.33%	193 89.77%	9 47.37%	193 93.24%	157 89.20%	58 86.57%	5 83.33%	74 90.24%	50 84.75%	85 89.47%	114 89.06%	101 87.07%	89 84.76%	138 90.20%	0 0.0%
CAHPS Rate (%Always + %Usually)	479 94.48%	482 93.05%	590 94.86%	243 94.19%	231 94.67%	293 95.75%	200 93.46%	237 93.31%	300 95.85% K	119 96.75% K	5730 93.49%	27 90.00%	206 95.81%	14 73.68%	201 97.10%	168 95.45%	62 92.54%	6 100.00%	79 96.34%	52 88.14%	91 95.79%	121 94.53%	109 93.97%	98 93.33%	145 94.77%	0 0.0%
3-point composite mean	2.7929 K	2.7703	2.7733	2.8217 K	2.7787	2.7876	2.7617	2.7717	2.8051 K	2.8049	2.7342	2.7333	2.8558	2.2105	2.9034	2.8466	2.7910	2.8333	2.8659	2.7288	2.8526	2.8359	2.8103	2.7810	2.8497	0

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

32. 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?

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4-point composite mean	3.7673	3.7529	3.7621	3.7907	3.7705	3.7778	3.7336	3.7559	3.7955	3.7886	3.7212	3.6333	3.8372	3.1053	3.8841	3.8352	3.7313	3.8333	3.8415	3.6610	3.8421	3.8203	3.7672	3.7524	3.8170	0
									K																	
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	1 0.13%	0 0.0%	2 0.23%	1 0.24%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.52%	0 0.0%	4 0.04% BEFGHJ	0 0.0%	1 0.33%	0 0.0%	0 0.0%	1 0.39%	0 0.0%	0 0.0%	1 0.85%	0 0.0%	0 0.0%	0 0.0%	1 0.58%	1 0.66%	0 0.0%	0 0.0%
No response	108 13.83% BCEFGHI	32 4.27%	37 4.27%	53 12.93% BCEFGHI	17 4.33%	23 5.00%	16 6.25%	17 5.40%	13 3.38%	46 20.81% ABCDEFG HIK	1212 12.19% BCEFGHI	5 10.42%	10 3.31%	3 9.09%	9 3.47%	7 2.71%	8 8.42%	0 0.0%	3 2.54%	3 3.66%	8 5.71%	8 4.40%	7 4.09%	8 5.30%	45 17.37% X	0 0.0%
Appropriately skipped	167 21.38% GHI	197 26.30% AGHI	209 24.11% GHI	99 24.15% GHI	129 32.82% ABCDGHI JK	132 28.70% AGHI	26 10.16%	44 13.97%	60 15.58% G	53 23.98% GHI	2597 26.12% AGHI	13 27.08%	77 25.50%	11 33.33%	44 16.99%	74 28.68%	21 22.11%	3 33.33%	32 27.12%	21 25.61%	37 26.43%	46 25.27%	48 28.07%	37 24.50%	62 23.94%	0 0.0%
BASE = Those who responded	505 64.66% J	520 69.43% ADEJK	619 71.40% ADEJK	257 62.68%	247 62.85%	305 66.30% JK	214 83.59% ABCDEFJ K	254 80.63% ABCDEFJ K	310 80.52% ABCDEFJ K	122 55.20%	6130 61.65%	30 62.50%	214 70.86%	19 57.58%	206 79.54% N	176 68.22%	66 69.47%	6 66.67%	82 69.49%	58 70.73%	95 67.86%	128 70.33%	115 67.25%	105 69.54% Y	152 58.69%	0 0.0%
Never	9 1.78% I	8 1.54%	5 0.81%	4 1.56%	4 1.62%	3 0.98%	4 1.87%	4 1.57%	1 0.32%	2 1.64%	47 0.77%	1 3.33%	2 0.93%	1 5.26%	2 0.97%	0 0.0%	3 4.55%	0 0.0%	1 1.22%	2 3.45%	0 0.0%	1 0.78%	2 1.74%	1 0.95%	3 1.97%	0 0.0%
Sometimes	18 3.56%	27 5.19% IJ	24 3.88%	8 3.11%	10 4.05%	12 3.93%	12 5.61% J	14 5.51% J	8 2.58%	2 1.64%	287 4.68% IJ	5 16.67% M	2 0.93%	6 31.58%	2 0.97%	3 1.70%	5 7.58%	0 0.0%	1 1.22%	2 3.45%	5 5.26%	3 2.34%	5 4.35%	5 4.76%	3 1.97%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	27 5.35%	35 6.73% I	29 4.68%	12 4.67%	14 5.67%	15 4.92%	16 7.48% I	18 7.09% I	9 2.90%	4 3.28%	334 5.45% I	6 20.00% M	4 1.87%	7 36.84%	4 1.94%	3 1.70%	8 12.12% P	0 0.0%	2 2.44%	4 6.90%	5 5.26%	4 3.13%	7 6.09%	6 5.71%	6 3.95%	0 0.0%
Usually	39 7.72%	53 10.19%	48 7.75%	17 6.61%	24 9.72%	24 7.87%	18 8.41%	32 12.60% ACD	24 7.74%	11 9.02%	769 12.54% ACDFGI	4 13.33%	12 5.61%	2 10.53%	14 6.80%	13 7.39%	3 4.55%	1 16.67%	7 8.54%	4 6.90%	4 4.21%	10 7.81%	6 5.22%	10 9.52%	7 4.61%	0 0.0%
Always	439 86.93% HK	432 83.08%	542 87.56% BHK	228 88.72% BHK	209 84.62%	266 87.21% HK	180 84.11%	204 80.31%	277 89.35% BHK	107 87.70%	5027 82.01%	20 66.67%	198 92.52% L	10 52.63%	188 91.26%	160 90.91%	55 83.33%	5 83.33%	73 89.02%	50 86.21%	86 90.53%	114 89.06%	102 88.70%	89 84.76%	139 91.45%	0 0.0%
CAHPS Rate (%Always + %Usually)	478 94.65%	485 93.27%	590 95.32%	245 95.33%	233 94.33%	290 95.08%	198 92.52%	236 92.91%	301 97.10% BGHK	118 96.72%	5796 94.55%	24 80.00%	210 98.13% L	12 63.16%	202 98.06%	173 98.30% Q	58 87.88%	6 100.00%	80 97.56%	54 93.10%	90 94.74%	124 96.88%	108 93.91%	99 94.29%	146 96.05%	0 0.0%
3-point composite mean	2.8158 K	2.7635	2.8288 BHK	2.8405 BHK	2.7895	2.8230 HK	2.7664	2.7323	2.8645 BGHK	2.8443 H	2.7656	2.4667	2.9065 L	2.1579	2.8932	2.8920 Q	2.7121	2.8333	2.8659	2.7931	2.8526	2.8594	2.8261	2.7905	2.8750	0

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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4-point composite mean	3.7980	3.7481	3.8207	3.8249	3.7733	3.8131	3.7477	3.7165	3.8613	3.8279	3.7579	3.4333	3.8972	3.1053	3.8835	3.8920	3.6667	3.8333	3.8537	3.7586	3.8526	3.8516	3.8087	3.7810	3.8553	0
			BHK	H					BGHK				L			Q										
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	2 0.26%	0 0.0%	0 0.0%	2 0.49%	0 0.0%	0 0.0%	1 0.39%	0 0.0%	0 0.0%	0 0.0%	6 0.06% BCEFHIJ	1 2.08%	1 0.33%	0 0.0%	1 0.39%	1 0.39%	1 1.05%	0 0.0%	1 0.85%	0 0.0%	1 0.71%	0 0.0%	2 1.17%	2 1.32%	0 0.0%	0 0.0%
No response	108 13.83% BCEFGHI	31 4.14%	36 4.15%	53 12.93% BCEFGHI	17 4.33%	22 4.78%	16 6.25%	16 5.08%	12 3.12%	46 20.81% ABCDEFG HIK	1224 12.31% BCEFGHI	5 10.42%	10 3.31%	3 9.09%	9 3.47%	7 2.71%	8 8.42%	0 0.0%	3 2.54%	2 2.44%	9 6.43%	9 4.95%	6 3.51%	9 5.96%	44 16.99% X	0 0.0%
Appropriately skipped	167 21.38% GHI	197 26.30% AGHI	209 24.11% GHI	99 24.15% GHI	129 32.82% ABCDGHI JK	132 28.70% AGHI	26 10.16%	44 13.97%	60 15.58% G	53 23.98% GHI	2597 26.12% AGHI	13 27.08%	77 25.50%	11 33.33%	44 16.99%	74 28.68%	21 22.11%	3 33.33%	32 27.12%	21 25.61%	37 26.43%	46 25.27%	48 28.07%	37 24.50%	62 23.94%	0 0.0%
BASE = Those who responded	504 64.53% J	521 69.56% ADEJK	622 71.74% ADEJK	256 62.44%	247 62.85%	306 66.52% JK	213 83.20% ABCDEFJ K	255 80.95% ABCDEFJ K	313 81.30% ABCDEFJ K	122 55.20%	6116 61.51%	29 60.42%	214 70.86%	19 57.58%	205 79.15% N	176 68.22%	65 68.42%	6 66.67%	82 69.49%	59 71.95%	93 66.43%	127 69.78%	115 67.25%	103 68.21%	153 59.07%	0 0.0%
Never	4 0.79% IJ	8 1.54% CIJ	1 0.16%	3 1.17%	2 0.81%	1 0.33%	2 0.94%	7 2.75% CFIJK	0 0.0%	0 0.0%	41 0.67% CIJ	1 3.45%	1 0.47%	1 5.26%	1 0.49%	0 0.0%	2 3.08%	0 0.0%	0 0.0%	2 3.39%	0 0.0%	1 0.79%	1 0.87%	0 0.0%	3 1.96%	0 0.0%
Sometimes	18 3.57%	23 4.41%	22 3.54%	8 3.13%	13 5.26%	10 3.27%	10 4.69%	10 3.92%	9 2.88%	4 3.28%	216 3.53%	4 13.79%	3 1.40%	3 15.79%	4 1.95%	3 1.70%	4 6.15%	1 16.67%	1 1.22%	3 5.08%	3 3.23%	4 3.15%	4 3.48%	5 4.85%	3 1.96%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	22 4.37%	31 5.95% I	23 3.70%	11 4.30%	15 6.07%	11 3.59%	12 5.63%	17 6.67% I	9 2.88%	4 3.28%	257 4.20%	5 17.24%	4 1.87%	4 21.05%	5 2.44%	3 1.70%	6 9.23% P	1 16.67%	1 1.22%	5 8.47%	3 3.23%	5 3.94%	5 4.35%	5 4.85%	6 3.92%	0 0.0%
Usually	30 5.95%	37 7.10%	47 7.56%	13 5.08%	15 6.07%	29 9.48% D	13 6.10%	24 9.41%	22 7.03%	9 7.38%	594 9.71% ABDEG	3 10.34%	8 3.74%	4 21.05%	9 4.39%	10 5.68%	1 1.54%	0 0.0%	4 4.88%	4 6.78%	3 3.23%	6 4.72%	5 4.35%	5 4.85%	8 5.23%	0 0.0%
Always	452 89.68% HK	453 86.95%	552 88.75% K	232 90.63% HK	217 87.85%	266 86.93%	188 88.26%	214 83.92%	282 90.10% HK	109 89.34%	5265 86.09%	21 72.41%	202 94.39%	11 57.89%	191 93.17%	163 92.61%	58 89.23%	5 83.33%	77 93.90%	50 84.75%	87 93.55%	116 91.34%	105 91.30%	93 90.29%	139 90.85%	0 0.0%
CAHPS Rate (%Always + %Usually)	482 95.63%	490 94.05%	599 96.30%	245 95.70%	232 93.93%	295 96.41%	201 94.37%	238 93.33%	304 97.12% BH	118 96.72%	5859 95.80%	24 82.76%	210 98.13%	15 78.95%	200 97.56%	173 98.30% Q	59 90.77%	5 83.33%	81 98.78%	54 91.53%	90 96.77%	122 96.06%	110 95.65%	98 95.15%	147 96.08%	0 0.0%
3-point composite mean	2.8532 H	2.8100	2.8505 H	2.8633 H	2.8178	2.8333	2.8263	2.7725	2.8722 HK	2.8607	2.8188	2.5517	2.9252	2.3684	2.9073	2.9091	2.8000	2.6667	2.9268	2.7627	2.9032	2.8740	2.8696	2.8544	2.8693	0

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4-point composite mean	3.8452	3.7946	3.8489	3.8516	3.8097	3.8301	3.8169	3.7451	3.8722	3.8607	3.8121	3.5172	3.9206	3.3158	3.9024	3.9091	3.7692	3.6667	3.9268	3.7288	3.9032	3.8661	3.8609	3.8544	3.8497	0
	H		H	H					BHK	H									T							
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	0	0	0	0	0	0	0	1	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.13%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.45%	0.05%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
											BCDEFGHI															
No response	114	32	38	55	17	24	18	16	14	49	1284	5	11	4	10	8	8	0	3	3	9	8	8	9	46	0
	14.60%	4.27%	4.38%	13.41%	4.33%	5.22%	7.03%	5.08%	3.64%	22.17%	12.91%	10.42%	3.64%	12.12%	3.86%	3.10%	8.42%	0.0%	2.54%	3.66%	6.43%	4.40%	4.68%	5.96%	17.76%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFGHIK	BCEFGHI														X	
Appropriately skipped	167	197	209	99	129	132	26	44	60	53	2597	13	77	11	44	74	21	3	32	21	37	46	48	37	62	0
	21.38%	26.30%	24.11%	24.15%	32.82%	28.70%	10.16%	13.97%	15.58%	23.98%	26.12%	27.08%	25.50%	33.33%	16.99%	28.68%	22.11%	33.33%	27.12%	25.61%	26.43%	25.27%	28.07%	24.50%	23.94%	0.0%
	GHI	AGHI	GHI	GHI	ABCDGHIJK	AGHI			G	GHI	AGHI															
BASE = Those who responded	499	520	620	256	247	304	212	255	311	118	6057	30	214	18	205	176	66	6	83	58	94	128	115	105	151	0
	63.89%	69.43%	71.51%	62.44%	62.85%	66.09%	82.81%	80.95%	80.78%	53.39%	60.92%	62.50%	70.86%	54.55%	79.15%	68.22%	69.47%	66.67%	70.34%	70.73%	67.14%	70.33%	67.25%	69.54%	58.30%	0.0%
	J	ADEJK	ADEFJK	J	J	JK	ABCDEFJK	ABCDEFJK	ABCDEFJK		J				N									Y		
Yes	328	365	430	169	173	210	156	194	238	72	3931	18	143	13	134	110	50	0	22	49	90	83	77	69	100	0
	65.73%	70.19%	69.35%	66.02%	70.04%	69.08%	73.58%	76.08%	76.53%	61.02%	64.90%	60.00%	66.82%	72.22%	65.37%	62.50%	75.76%	0.0%	26.51%	84.48%	95.74%	64.84%	66.96%	65.71%	66.23%	0.0%
		K	K				AJK	ACDJK	ABCDFJK								P			S	ST					
No	171	155	190	87	74	94	56	61	73	46	2126	12	71	5	71	66	16	6	61	9	4	45	38	36	51	0
	34.27%	29.81%	30.65%	33.98%	29.96%	30.92%	26.42%	23.92%	23.47%	38.98%	35.10%	40.00%	33.18%	27.78%	34.63%	37.50%	24.24%	100.00%	73.49%	15.52%	4.26%	35.16%	33.04%	34.29%	33.77%	0.0%
	GHI	I	HI	HI		I				GHI	BCGHI					Q			TU	U						
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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Children With Chronic Conditions

36. 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?

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	2 0.26%	0 0.0%	0 0.0%	2 0.49%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	5 0.05% BCEFGHIJ	0 0.0%	2 0.66%	0 0.0%	1 0.39%	1 0.39%	1 1.05%	0 0.0%	1 0.85%	0 0.0%	1 0.71%	0 0.0%	2 1.17%	2 1.32%	0 0.0%	0 0.0%
No response	121 15.49% BCEFGHI	33 4.41%	41 4.73%	59 14.39% BCEFGHI	18 4.58%	27 5.87%	18 7.03%	16 5.08%	14 3.64%	52 23.53% ABCDEFGHIK	1332 13.40% BCEFGHI	6 12.50%	13 4.30%	6 18.18% O	12 4.63%	11 4.26%	8 8.42%	0 0.0%	4 3.39%	4 4.88%	10 7.14%	9 4.95%	10 5.85%	11 7.28%	48 18.53% X	0 0.0%
Appropriately skipped	338 43.28% GHI	352 47.00% GHI	399 46.02% GHI	186 45.37% GHI	203 51.65% AGHI	226 49.13% AGHI	82 32.03%	105 33.33%	133 34.55%	99 44.80% GHI	4723 47.50% AGHI	25 52.08%	148 49.01%	16 48.48%	115 44.40%	140 54.26% Q	37 38.95%	9 100.00%	93 78.81% TU	30 36.59%	41 29.29%	91 50.00%	86 50.29%	73 48.34%	113 43.63%	0 0.0%
BASE = Those who responded	320 40.97% J	364 48.60% ADJK	427 49.25% ADJK	163 39.76% J	172 43.77% J	207 45.00% JK	156 60.94% ABCDEFJK	194 61.59% ABCDEFJK	238 61.82% ABCDEFJK	70 31.67%	3883 39.05% J	17 35.42%	139 46.03%	11 33.33%	131 50.58%	106 41.09%	49 51.58%	0 0.0%	20 16.95%	48 58.54% S	88 62.86% S	82 45.05%	73 42.69%	65 43.05%	98 37.84%	0 0.0%
Never	3 0.94%	8 2.20% F	3 0.70%	2 1.23%	2 1.16%	0 0.0%	1 0.64%	5 2.58% F	3 1.26%	1 1.43%	60 1.55% F	0 0.0%	2 1.44%	0 0.0%	2 1.53%	1 0.94%	1 2.04%	0 0.0%	1 5.00%	1 2.08%	0 0.0%	0 0.0%	2 2.74%	0 0.0%	2 2.04%	0 0.0%
Sometimes	23 7.19%	26 7.14%	29 6.79%	14 8.59%	10 5.81%	12 5.80%	13 8.33%	13 6.70%	12 5.04%	2 2.86%	290 7.47% J	1 5.88%	12 8.63%	2 18.18%	11 8.40%	9 8.49%	5 10.20%	0 0.0%	3 15.00%	6 12.50%	5 5.68%	8 9.76%	6 8.22%	5 7.69%	9 9.18%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	26 8.13%	34 9.34%	32 7.49%	16 9.82%	12 6.98%	12 5.80%	14 8.97%	18 9.28%	15 6.30%	3 4.29%	350 9.01%	1 5.88%	14 10.07%	2 18.18%	13 9.92%	10 9.43%	6 12.24%	0 0.0%	4 20.00%	7 14.58%	5 5.68%	8 9.76%	8 10.96%	5 7.69%	11 11.22%	0 0.0%
Usually	37 11.56%	56 15.38% D	56 13.11%	14 8.59%	28 16.28% D	29 14.01%	21 13.46%	36 18.56% ADJ	32 13.45%	6 8.57%	633 16.30% ADJ	4 23.53%	8 5.76%	3 27.27%	9 6.87%	10 9.43%	3 6.12%	0 0.0%	2 10.00%	4 8.33%	7 7.95%	7 8.54%	6 8.22%	4 6.15%	10 10.20%	0 0.0%
Always	257 80.31% HK	274 75.27%	339 79.39% K	133 81.60% HK	132 76.74%	166 80.19%	121 77.56%	140 72.16%	191 80.25% K	61 87.14% BEHK	2900 74.68%	12 70.59%	117 84.17%	6 54.55%	109 83.21%	86 81.13%	40 81.63%	0 0.0%	14 70.00%	37 77.08%	76 86.36%	67 81.71%	59 80.82%	56 86.15%	77 78.57%	0 0.0%
CAHPS Rate (%Always + %Usually)	294 91.88%	330 90.66%	395 92.51%	147 90.18%	160 93.02%	195 94.20%	142 91.03%	176 90.72%	223 93.70%	67 95.71%	3533 90.99%	16 94.12%	125 89.93%	9 81.82%	118 90.08%	96 90.57%	43 87.76%	0 0.0%	16 80.00%	41 85.42%	83 94.32%	74 90.24%	65 89.04%	60 92.31%	87 88.78%	0 0.0%
3-point composite mean	2.7219	2.6593	2.7190 K	2.7178	2.6977	2.7440 K	2.6859	2.6289	2.7395 K	2.8286 BHK	2.6567	2.6471	2.7410	2.3636	2.7328	2.7170	2.6939	0	2.5000	2.6250	2.8068	2.7195	2.6986	2.7846	2.6735	0
4-point composite mean	3.7125	3.6374	3.7119 K	3.7055	3.6860	3.7440 BHK	3.6795	3.6031	3.7269 K	3.8143 BHK	3.6413	3.6471	3.7266	3.3636	3.7176	3.7075	3.6735	0	3.4500	3.6042	3.8068	3.7195	3.6712	3.7846	3.6531	0

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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Children With Chronic Conditions

36. 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?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	2 0.26%	0 0.0%	0 0.0%	1 0.24%	0 0.0%	0 0.0%	1 0.39%	0 0.0%	0 0.0%	0 0.0%	4 0.04% BCEFHIJ	0 0.0%	1 0.33%	0 0.0%	1 0.39%	0 0.0%	1 1.05%	0 0.0%	0 0.0%	0 0.0%	1 0.71%	0 0.0%	1 0.58%	1 0.66%	0 0.0%	0 0.0%
No response	110 14.08% BCEFGHI	34 4.54%	40 4.61%	54 13.17% BCEFGHI	20 5.09%	23 5.00%	16 6.25%	17 5.40%	14 3.64%	47 21.27% ABCDEFG HIK	1287 12.94% BCEFGHI	5 10.42%	10 3.31%	4 12.12%	8 3.09%	8 3.10%	7 7.37%	0 0.0%	4 3.39%	2 2.44%	8 5.71%	9 4.95%	6 3.51%	8 5.30%	46 17.76% X	0 0.0%
Appropriately skipped	167 21.38% GHI	197 26.30% AGHI	209 24.11% GHI	99 24.15% GHI	129 32.82% ABCDGHI JK	132 28.70% AGHI	26 10.16%	44 13.97%	60 15.58% G	53 23.98% GHI	2597 26.12% AGHI	13 27.08%	77 25.50%	11 33.33%	44 16.99%	74 28.68%	21 22.11%	3 33.33%	32 27.12%	21 25.61%	37 26.43%	46 25.27%	48 28.07%	37 24.50%	62 23.94%	0 0.0%
BASE = Those who responded	502 64.28% J	518 69.16% ADEJK	618 71.28% ADEJK	256 62.44%	244 62.09%	305 66.30% JK	213 83.20% ABCDEFJ K	254 80.63% ABCDEFJ K	311 80.78% ABCDEFJ K	121 54.75%	6055 60.90%	30 62.50%	214 70.86%	18 54.55%	206 79.54% N	176 68.22%	66 69.47%	6 66.67%	82 69.49%	59 71.95%	94 67.14%	127 69.78%	116 67.84%	105 69.54% Y	151 58.30%	0 0.0%
Never	13 2.59%	21 4.05% EIJ	14 2.27%	8 3.13%	4 1.64%	7 2.30%	6 2.82%	11 4.33% J	5 1.61%	1 0.83%	152 2.51% J	2 6.67%	5 2.34%	2 11.11%	3 1.46%	4 2.27%	3 4.55%	0 0.0%	3 3.66%	3 5.08%	1 1.06%	2 1.57%	5 4.31%	4 3.81%	4 2.65%	0 0.0%
Sometimes	39 7.77%	48 9.27%	48 7.77%	20 7.81%	29 11.89%	23 7.54%	19 8.92%	20 7.87%	23 7.40%	9 7.44%	566 9.35%	7 23.33% M	12 5.61%	6 33.33%	10 4.85%	9 5.11%	10 15.15% P	2 33.33%	5 6.10%	4 6.78%	9 9.57%	9 7.09%	11 9.48%	5 4.76%	15 9.93%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	52 10.36%	69 13.32%	62 10.03%	28 10.94%	33 13.52%	30 9.84%	25 11.74%	31 12.20%	28 9.00%	10 8.26%	718 11.86%	9 30.00% M	17 7.94%	8 44.44%	13 6.31%	13 7.39%	13 19.70% P	2 33.33%	8 9.76%	7 11.86%	10 10.64%	11 8.66%	16 13.79%	9 8.57%	19 12.58%	0 0.0%
Usually	77 15.34%	88 16.99%	88 14.24%	37 14.45%	45 18.44%	41 13.44%	33 15.49%	41 16.14%	44 14.15%	16 13.22%	1167 19.27% ACDFI	5 16.67%	30 14.02%	3 16.67%	31 15.05%	29 16.48%	7 10.61%	0 0.0%	17 20.73%	7 11.86%	10 10.64%	24 18.90% W	11 9.48%	16 15.24%	21 13.91%	0 0.0%
Always	373 74.30% K	361 69.69%	468 75.73% BEK	191 74.61% K	166 68.03%	234 76.72% BEK	155 72.77%	182 71.65%	239 76.85% BEK	95 78.51% BEK	4170 68.87%	16 53.33%	167 78.04% L	7 38.89%	162 78.64%	134 76.14%	46 69.70%	4 66.67%	57 69.51%	45 76.27%	74 78.72%	92 72.44%	89 76.72%	80 76.19%	111 73.51%	0 0.0%
CAHPS Rate (%Always + %Usually)	450 89.64%	449 86.68%	556 89.97%	228 89.06%	211 86.48%	275 90.16%	188 88.26%	223 87.80%	283 91.00%	111 91.74%	5337 88.14%	21 70.00%	197 92.06% L	10 55.56%	193 93.69%	163 92.61% Q	53 80.30%	4 66.67%	74 90.24%	52 88.14%	84 89.36%	116 91.34%	100 86.21%	96 91.43%	132 87.42%	0 0.0%
3-point composite mean	2.6394 K	2.5637	2.6570 BEK	2.6367	2.5451	2.6689 BEK	2.6103	2.5945	2.6785 BEK	2.7025 BEK	2.5701	2.2333	2.7009 L	1.9444	2.7233	2.6875	2.5000	2.3333	2.5976	2.6441	2.6809	2.6378	2.6293	2.6762	2.6093	0

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4-point composite mean	3.6135	3.5232	3.6343	3.6055	3.5287	3.6459	3.5822	3.5512	3.6624	3.6942	3.5450	3.1667	3.6776	2.8333	3.7087	3.6648	3.4545	3.3333	3.5610	3.5932	3.6702	3.6220	3.5862	3.6381	3.5828	0
			BK			BK			BEK	BEK			L													
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	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%	0.13%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.02%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	112	32	39	54	17	24	16	16	14	49	1281	5	9	4	9	7	7	0	3	2	8	8	6	8	46	0
	14.34%	4.27%	4.50%	13.17%	4.33%	5.22%	6.25%	5.08%	3.64%	22.17%	12.88%	10.42%	2.98%	12.12%	3.47%	2.71%	7.37%	0.0%	2.54%	2.44%	5.71%	4.40%	3.51%	5.30%	17.76%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG HIK	BCEFGHI														X	
Appropriately skipped	167	197	209	99	129	132	26	44	60	53	2597	13	77	11	44	74	21	3	32	21	37	46	48	37	62	0
	21.38%	26.30%	24.11%	24.15%	32.82%	28.70%	10.16%	13.97%	15.58%	23.98%	26.12%	27.08%	25.50%	33.33%	16.99%	28.68%	22.11%	33.33%	27.12%	25.61%	26.43%	25.27%	28.07%	24.50%	23.94%	0.0%
	GHI	AGHI	GHI	GHI	ABCDGHI JK	AGHI			G	GHI	AGHI															
BASE = Those who responded	502	519	619	257	247	304	214	255	311	119	6063	30	216	18	206	177	67	6	83	59	95	128	117	106	151	0
	64.28%	69.29%	71.40%	62.68%	62.85%	66.09%	83.59%	80.95%	80.78%	53.85%	60.98%	62.50%	71.52%	54.55%	79.54%	68.60%	70.53%	66.67%	70.34%	71.95%	67.86%	70.33%	68.42%	70.20%	58.30%	0.0%
	J	ADEJK	ADEFJK	J	J	JK	ABCDEFJ K	ABCDEFJ K	ABCDEFJ K		J				N									Y		
Yes	431	443	522	224	210	254	183	225	265	102	5317	25	192	12	182	158	55	5	76	49	82	113	101	89	135	0
	85.86%	85.36%	84.33%	87.16%	85.02%	83.55%	85.51%	88.24%	85.21%	85.71%	87.70%	83.33%	88.89%	66.67%	88.35%	89.27%	82.09%	83.33%	91.57%	83.05%	86.32%	88.28%	86.32%	83.96%	89.40%	0.0%
											C															
No	71	76	97	33	37	50	31	30	46	17	746	5	24	6	24	19	12	1	7	10	13	15	16	17	16	0
	14.14%	14.64%	15.67%	12.84%	14.98%	16.45%	14.49%	11.76%	14.79%	14.29%	12.30%	16.67%	11.11%	33.33%	11.65%	10.73%	17.91%	16.67%	8.43%	16.95%	13.68%	11.72%	13.68%	16.04%	10.60%	0.0%
			K																							
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	0	1	0	0	1	0	0	0	6	0	1	0	1	1	0	0	0	0	1	1	0	1	0	0
	0.13%	0.0%	0.0%	0.24%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.06%	0.0%	0.33%	0.0%	0.39%	0.39%	0.0%	0.0%	0.0%	0.0%	0.71%	0.55%	0.0%	0.66%	0.0%	0.0%
											BCEFHIJ															
No response	114	35	39	55	18	21	17	16	13	50	1341	5	10	4	10	8	7	0	3	2	9	9	6	9	46	0
	14.60%	4.67%	4.50%	13.41%	4.58%	4.57%	6.64%	5.08%	3.38%	22.62%	13.49%	10.42%	3.31%	12.12%	3.86%	3.10%	7.37%	0.0%	2.54%	2.44%	6.43%	4.95%	3.51%	5.96%	17.76%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG	BCEFGHI														X	
										HIK																
Appropriately skipped	167	197	209	99	129	132	26	44	60	53	2597	13	77	11	44	74	21	3	32	21	37	46	48	37	62	0
	21.38%	26.30%	24.11%	24.15%	32.82%	28.70%	10.16%	13.97%	15.58%	23.98%	26.12%	27.08%	25.50%	33.33%	16.99%	28.68%	22.11%	33.33%	27.12%	25.61%	26.43%	25.27%	28.07%	24.50%	23.94%	0.0%
	GHI	AGHI	GHI	GHI	ABCDGHI	AGHI			G	GHI	AGHI															
					JK																					
BASE = Those who responded	499	517	619	255	246	307	212	255	312	118	5999	30	214	18	204	175	67	6	83	59	93	126	117	104	151	0
	63.89%	69.03%	71.40%	62.20%	62.60%	66.74%	82.81%	80.95%	81.04%	53.39%	60.33%	62.50%	70.86%	54.55%	78.76%	67.83%	70.53%	66.67%	70.34%	71.95%	66.43%	69.23%	68.42%	68.87%	58.30%	0.0%
	JK	ADEJK	ADEJK	J	J	JK	ABCDEFJ	ABCDEFJ	ABCDEFJ		J				N									Y		
							K	K	K																	
Yes	189	215	248	83	92	98	103	143	154	46	2421	9	71	8	64	49	28	1	24	19	33	41	37	35	48	0
	37.88%	41.59%	40.06%	32.55%	37.40%	31.92%	48.58%	56.08%	49.36%	38.98%	40.36%	30.00%	33.18%	44.44%	31.37%	28.00%	41.79%	16.67%	28.92%	32.20%	35.48%	32.54%	31.62%	33.65%	31.79%	0.0%
		DF	DF				ACDEFK	ABCDEFJ	ABCDEFK		DF						P									
								K																		
No	310	302	371	172	154	209	109	112	158	72	3578	21	143	10	140	126	39	5	59	40	60	85	80	69	103	0
	62.12%	58.41%	59.94%	67.45%	62.60%	68.08%	51.42%	43.92%	50.64%	61.02%	59.64%	70.00%	66.82%	55.56%	68.63%	72.00%	58.21%	83.33%	71.08%	67.80%	64.52%	67.46%	68.38%	66.35%	68.21%	0.0%
	GHI	HI	GHI	BCGHIK	GHI	BCGHIK				H	GHI					Q										
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

40. 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?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	0	1	0	0	0	0	0	0	2	0	1	0	0	1	0	0	1	0	0	0	1	1	0	0
	0.13%	0.0%	0.0%	0.24%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.02%	0.0%	0.33%	0.0%	0.0%	0.39%	0.0%	0.0%	0.85%	0.0%	0.0%	0.0%	0.58%	0.66%	0.0%	0.0%
No response	123	39	42	60	20	22	23	18	15	51	1405	5	14	4	14	11	8	0	3	3	12	12	6	13	47	0
	15.75%	5.21%	4.84%	14.63%	5.09%	4.78%	8.98%	5.71%	3.90%	23.08%	14.13%	10.42%	4.64%	12.12%	5.41%	4.26%	8.42%	0.0%	2.54%	3.66%	8.57%	6.59%	3.51%	8.61%	18.15%	0.0%
	BCEFGHI			BCEFGHI			CFI			ABCDEFG HIK	BCEFGHI										S				X	
Appropriately skipped	477	499	580	271	283	341	135	156	218	125	6175	34	220	21	184	200	60	8	91	61	97	131	128	106	165	0
	61.08%	66.62%	66.90%	66.10%	72.01%	74.13%	52.73%	49.52%	56.62%	56.56%	62.10%	70.83%	72.85%	63.64%	71.04%	77.52%	63.16%	88.89%	77.12%	74.39%	69.29%	71.98%	74.85%	70.20%	63.71%	0.0%
	GH	AGHIJK	AGHIJK	GHIJ	AGHIJK	ABCDGHI JK					GHI					Q										
BASE = Those who responded	180	211	245	78	90	97	98	141	152	45	2361	9	67	8	61	46	27	1	23	18	31	39	36	31	47	0
	23.05%	28.17%	28.26%	19.02%	22.90%	21.09%	38.28%	44.76%	39.48%	20.36%	23.75%	18.75%	22.19%	24.24%	23.55%	17.83%	28.42%	11.11%	19.49%	21.95%	22.14%	21.43%	21.05%	20.53%	18.15%	0.0%
		ADEFJK	ADEFJK				ABCDEFJ K	ABCDEFJ K	ABCDEFJ K		D						P									
Never	15	21	13	6	7	4	6	20	7	6	155	2	3	2	3	2	3	0	0	3	2	3	2	2	4	0
	8.33%	9.95%	5.31%	7.69%	7.78%	4.12%	6.12%	14.18%	4.61%	13.33%	6.57%	22.22%	4.48%	25.00%	4.92%	4.35%	11.11%	0.0%	0.0%	16.67%	6.45%	7.69%	5.56%	6.45%	8.51%	0.0%
		FI						CFGIK																		
Sometimes	14	26	23	7	12	7	9	18	15	3	332	1	6	2	4	4	2	0	2	1	4	4	3	1	6	0
	7.78%	12.32%	9.39%	8.97%	13.33%	7.22%	9.18%	12.77%	9.87%	6.67%	14.06%	11.11%	8.96%	25.00%	6.56%	8.70%	7.41%	0.0%	8.70%	5.56%	12.90%	10.26%	8.33%	3.23%	12.77%	0.0%
											ACF															
Bottom Two Box (%Never + %Sometimes)	29	47	36	13	19	11	15	38	22	9	487	3	9	4	7	6	5	0	2	4	6	7	5	3	10	0
	16.11%	22.27%	14.69%	16.67%	21.11%	11.34%	15.31%	26.95%	14.47%	20.00%	20.63%	33.33%	13.43%	50.00%	11.48%	13.04%	18.52%	0.0%	8.70%	22.22%	19.35%	17.95%	13.89%	9.68%	21.28%	0.0%
		CF						ACFGI			CFI															
Usually	30	42	41	9	24	20	18	26	26	8	531	2	7	0	9	5	4	0	2	1	6	5	4	5	4	0
	16.67%	19.91%	16.73%	11.54%	26.67%	20.62%	18.37%	18.44%	17.11%	17.78%	22.49%	22.22%	10.45%	0.0%	14.75%	10.87%	14.81%	0.0%	8.70%	5.56%	19.35%	12.82%	11.11%	16.13%	8.51%	0.0%
					D						ACD															
Always	121	122	168	56	47	66	65	77	104	28	1343	4	51	4	45	35	18	1	19	13	19	27	27	23	33	0
	67.22%	57.82%	68.57%	71.79%	52.22%	68.04%	66.33%	54.61%	68.42%	62.22%	56.88%	44.44%	76.12%	50.00%	73.77%	76.09%	66.67%	100.00%	82.61%	72.22%	61.29%	69.23%	75.00%	74.19%	70.21%	0.0%
	EHK		BEHK	BEHK		EHK	E		BEHK																	
CAHPS Rate (%Always + %Usually)	151	164	209	65	71	86	83	103	130	36	1874	6	58	4	54	40	22	1	21	14	25	32	31	28	37	0
	83.89%	77.73%	85.31%	83.33%	78.89%	88.66%	84.69%	73.05%	85.53%	80.00%	79.37%	66.67%	86.57%	50.00%	88.52%	86.96%	81.48%	100.00%	91.30%	77.78%	80.65%	82.05%	86.11%	90.32%	78.72%	0.0%
	H		BHK			BHK	H		HK																	
3-point composite mean	2.5111	2.3555	2.5388	2.5513	2.3111	2.5670	2.5102	2.2766	2.5395	2.4222	2.3626	2.1111	2.6269	2.0000	2.6230	2.6304	2.4815	3.0000	2.7391	2.5000	2.4194	2.5128	2.6111	2.6452	2.4894	0
	EHK		BEHK	EHK		BEHK	H		BEHK																	

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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40. 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?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4-point composite mean	3.4278	3.2559	3.4857	3.4744	3.2333	3.5258	3.4490	3.1348	3.4934	3.2889	3.2969	2.8889	3.5821	2.7500	3.5738	3.5870	3.7304	4.0000	3.7391	3.3333	3.3548	3.4359	3.5556	3.5806	3.4043	0
	H		BEHK	H		BEHK	H		BEHK																	
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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41. 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?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	2 0.26%	0 0.0%	1 0.12%	2 0.49%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	16 0.16% BEFGHIJ	0 0.0%	1 0.33%	1 3.03%	0 0.0%	2 0.78%	0 0.0%	0 0.0%	1 0.85%	1 1.22%	0 0.0%	1 0.55%	1 0.58%	2 1.32%	0 0.0%	0 0.0%
No response	104 13.32% BCEFGHI	26 3.47%	31 3.58%	53 12.93% BCEFGHI	17 4.33%	21 4.57% I	12 4.69%	15 4.76%	8 2.08%	45 20.36% ABCDEFG HIK	1212 12.19% BCEFGHI	3 6.25%	8 2.65%	2 6.06%	9 3.47%	7 2.71%	4 4.21%	0 0.0%	0 0.0%	5 6.10% S	5 3.57% S	7 3.85%	4 2.34%	9 5.96%	44 16.99% X	0 0.0%
Appropriately skipped	90 11.52% G	108 14.42% CGHIK	93 10.73% G	52 12.68% GI	63 16.03% ACGHIK	57 12.39% G	13 5.08%	29 9.21%	32 8.31%	30 13.57% G	1156 11.63% GI	8 16.67%	38 12.58%	7 21.21%	33 12.74%	36 13.95%	13 13.68%	2 22.22%	20 16.95%	9 10.98%	16 11.43%	19 10.44%	30 17.54%	20 13.25%	32 12.36%	0 0.0%
BASE = Those who responded	585 74.90% J	615 82.11% ADJK	742 85.58% ADEJK	303 73.90% J	313 79.64% J	382 83.04% ADJK	231 90.23% ABCDEFJ K	271 86.03% ADEJK	345 89.61% ABCDEFJ K	146 66.06%	7559 76.02% J	37 77.08%	255 84.44%	23 69.70%	217 83.78%	213 82.56%	78 82.11%	7 77.78%	97 82.20%	67 81.71%	119 85.00%	155 85.16%	136 79.53%	120 79.47% Y	183 70.66%	0 0.0%
10 - Best personal doctor possible	390 66.67% BEK	366 59.51%	489 65.90% BEK	208 68.65% BEK	181 57.83%	247 64.66% K	147 63.64%	170 62.73%	234 67.83% BEK	99 67.81% EK	4418 58.45%	11 29.73%	190 74.51% L	5 21.74%	161 74.19%	150 70.42%	49 62.82%	6 85.71%	63 64.95%	51 76.12%	79 66.39%	100 64.52%	99 72.79%	79 65.83%	129 70.49%	0 0.0%
9 -	72 12.31%	90 14.63%	97 13.07%	34 11.22%	51 16.29%	52 13.61%	26 11.26%	34 12.55%	42 12.17%	19 13.01%	1211 16.02% ACDGI	7 18.92%	27 10.59%	1 4.35%	27 12.44%	23 10.80%	11 14.10%	0 0.0%	15 15.46%	6 8.96%	13 10.92%	22 14.19%	12 8.82%	19 15.83%	15 8.20%	0 0.0%
Top Two Box	462 78.97% BK	456 74.15%	586 78.98% BK	242 79.87% BK	232 74.12%	299 78.27%	173 74.89%	204 75.28%	276 80.00% BK	118 80.82%	5629 74.47%	18 48.65%	217 85.10% L	6 26.09%	188 86.64%	173 81.22%	60 76.92%	6 85.71%	78 80.41%	57 85.07%	92 77.31%	122 78.71%	111 81.62%	98 81.67%	144 78.69%	0 0.0%
8 -	63 10.77%	77 12.52% I	74 9.97%	28 9.24%	40 12.78%	45 11.78%	26 11.26%	27 9.96%	28 8.12%	20 13.70%	1032 13.65% ACDHI	7 18.92%	20 7.84%	5 21.74%	18 8.29%	18 8.45%	9 11.54%	1 14.29%	10 10.31%	3 4.48%	13 10.92%	16 10.32%	11 8.09%	9 7.50%	19 10.38%	0 0.0%
CAHPS Rate (Top Three Box)	525 89.74%	533 86.67%	660 88.95%	270 89.11%	272 86.90%	344 90.05%	199 86.15%	231 85.24%	304 88.12%	138 94.52% ABCDEGH IK	6661 88.12%	25 67.57%	237 92.94% L	11 47.83%	206 94.93%	191 89.67%	69 88.46%	7 100.00%	88 90.72%	60 89.55%	105 88.24%	138 89.03%	122 89.71%	107 89.17%	163 89.07%	0 0.0%
7 -	25 4.27%	37 6.02% J	30 4.04%	14 4.62%	22 7.03% J	15 3.93%	14 6.06% J	17 6.27% J	17 4.93%	3 2.05%	405 5.36% J	2 5.41%	12 4.71%	3 13.04%	8 3.69%	11 5.16%	3 3.85%	0 0.0%	4 4.12%	2 2.99%	7 5.88%	9 5.81%	5 3.68%	4 3.33%	10 5.46%	0 0.0%
6 -	10 1.71%	11 1.79%	17 2.29%	5 1.65%	5 1.60%	5 1.31%	5 2.16%	4 1.48%	8 2.32%	3 2.05%	161 2.13%	2 5.41%	2 0.78%	2 8.70%	1 0.46%	4 1.88% Q	0 0.0%	0 0.0%	1 1.03%	1 1.49%	2 1.68%	3 1.94%	1 0.74%	2 1.67%	3 1.64%	0 0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

41. 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?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
5 -	13	18	18	6	6	8	8	10	8	1	156	4	1	2	1	3	3	0	2	1	3	2	4	4	2	0
	2.22%	2.93%	2.43%	1.98%	1.92%	2.09%	3.46%	3.69%	2.32%	0.68%	2.06%	10.81%	0.39%	8.70%	0.46%	1.41%	3.85%	0.0%	2.06%	1.49%	2.52%	1.29%	2.94%	3.33%	1.09%	0.0%
		J	J				J	J			J	M														
4 -	3	6	8	3	2	4	1	5	4	0	57	0	3	1	1	2	1	0	2	1	0	2	1	0	3	0
	0.51%	0.98%	1.08%	0.99%	0.64%	1.05%	0.43%	1.85%	1.16%	0.0%	0.75%	0.0%	1.18%	4.35%	0.46%	0.94%	1.28%	0.0%	2.06%	1.49%	0.0%	1.29%	0.74%	0.0%	1.64%	0.0%
		J	J			J		J	J		J															
3 -	5	5	2	2	4	2	2	2	1	1	36	2	0	2	0	1	1	0	0	0	2	0	2	2	0	0
	0.85%	0.81%	0.27%	0.66%	1.28%	0.52%	0.87%	0.74%	0.29%	0.68%	0.48%	5.41%	0.0%	8.70%	0.0%	0.47%	1.28%	0.0%	0.0%	0.0%	1.68%	0.0%	1.47%	1.67%	0.0%	0.0%
2 -	1	2	2	1	1	2	1	1	0	0	29	1	0	1	0	1	0	0	0	1	0	0	1	1	0	0
	0.17%	0.33%	0.27%	0.33%	0.32%	0.52%	0.43%	0.37%	0.0%	0.0%	0.38%	2.70%	0.0%	4.35%	0.0%	0.47%	0.0%	0.0%	0.0%	1.49%	0.0%	0.0%	0.74%	0.83%	0.0%	0.0%
											IJ															
1 -	2	1	2	1	0	1	1	1	1	0	20	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0
	0.34%	0.16%	0.27%	0.33%	0.0%	0.26%	0.43%	0.37%	0.29%	0.0%	0.26%	0.0%	0.0%	4.35%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.55%	0.0%
											EJ															
0 - Worst personal doctor possible	1	2	3	1	1	1	0	0	2	0	34	1	0	0	0	0	1	0	0	1	0	1	0	0	1	0
	0.17%	0.33%	0.40%	0.33%	0.32%	0.26%	0.0%	0.0%	0.58%	0.0%	0.45%	2.70%	0.0%	0.0%	0.0%	0.0%	1.28%	0.0%	0.0%	1.49%	0.0%	0.65%	0.0%	0.0%	0.55%	0.0%
											GHJ															
Bottom Three Box	4	5	7	3	2	4	2	2	3	0	83	2	0	2	0	1	1	0	0	2	0	1	1	1	2	0
	0.68%	0.81%	0.94%	0.99%	0.64%	1.05%	0.87%	0.74%	0.87%	0.0%	1.10%	5.41%	0.0%	8.70%	0.0%	0.47%	1.28%	0.0%	0.0%	2.99%	0.0%	0.65%	0.74%	0.83%	1.09%	0.0%
	J	J	J			J					J															
Bottom Two Box	3	3	5	2	1	2	1	1	3	0	54	1	0	1	0	0	1	0	0	1	0	1	0	0	2	0
	0.51%	0.49%	0.67%	0.66%	0.32%	0.52%	0.43%	0.37%	0.87%	0.0%	0.71%	2.70%	0.0%	4.35%	0.0%	0.0%	1.28%	0.0%	0.0%	1.49%	0.0%	0.65%	0.0%	0.0%	1.09%	0.0%
			J								J															
Average rating	9.2017	9.0163	9.1658	9.2046	9.0256	9.1623	9.0606	9.0185	9.1855	9.3699	9.0396	7.6486	9.4745	6.7391	9.5300	9.2958	9.0256	9.7143	9.2474	9.2388	9.1849	9.1935	9.2574	9.1750	9.2240	0
	BK		K							BEGHK			L													
Standard deviation	1.5136	1.6289	1.5767	1.5851	1.5723	1.5603	1.6266	1.6866	1.5972	1.1409	1.5929	2.5597	1.1018	2.6738	0.9602	1.3914	1.8256	0.6999	1.3396	1.8854	1.4608	1.4727	1.5811	1.5899	1.5817	0
3-point composite mean	2.7299	2.6683	2.7197	2.7360	2.6805	2.7225	2.6710	2.6679	2.7304	2.7740	2.6795	2.2162	2.8275	1.8696	2.8525	2.7606	2.6923	2.8571	2.7526	2.7761	2.7143	2.7355	2.7500	2.7417	2.7322	0
	K									BK			L													
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.03%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	105	26	25	53	16	15	12	15	7	45	450	4	5	4	9	5	4	0	1	3	4	5	4	9	44	0
	13.44%	3.47%	2.88%	12.93%	4.07%	3.26%	4.69%	4.76%	1.82%	20.36%	12.03%	8.33%	1.66%	12.12%	3.47%	1.94%	4.21%	0.0%	0.85%	3.66%	2.86%	2.75%	2.34%	5.96%	16.99%	0.0%
	BCEFGHI			BCEFGHI				I		ABCDEFG HIK	BCEFGHI														X	
Appropriately skipped	90	108	93	52	63	57	13	29	32	30	489	8	38	7	33	36	13	2	20	9	16	19	30	20	32	0
	11.52%	14.42%	10.73%	12.68%	16.03%	12.39%	5.08%	9.21%	8.31%	13.57%	13.07%	16.67%	12.58%	21.21%	12.74%	13.95%	13.68%	22.22%	16.95%	10.98%	11.43%	10.44%	17.54%	13.25%	12.36%	0.0%
	G	CGHI	G	GI	ACGHI	G				G	CGHI															
BASE = Those who responded	586	615	749	305	314	388	231	271	346	146	2800	36	259	22	217	217	78	7	97	70	120	158	137	122	183	0
	75.03%	82.11%	86.39%	74.39%	79.90%	84.35%	90.23%	86.03%	89.87%	66.06%	74.87%	75.00%	85.76%	66.67%	83.78%	84.11%	82.11%	77.78%	82.20%	85.37%	85.71%	86.81%	80.12%	80.79%	70.66%	0.0%
	J	ADJK	ABDEJK	J	JK	ADJK	ABDEFJK	ADEJK	ABDEFJK		J				N									Y		
Yes	196	241	312	77	95	106	163	204	268	21	672	9	68	8	58	39	36	0	14	28	35	46	31	32	45	0
	33.45%	39.19%	41.66%	25.25%	30.25%	27.32%	70.56%	75.28%	77.46%	14.38%	24.00%	25.00%	26.25%	36.36%	26.73%	17.97%	46.15%	0.0%	14.43%	40.00%	29.17%	29.11%	22.63%	26.23%	24.59%	0.0%
	DFJK	ADEFJK	ADEFJK	J	JK	J	ABCDEFJ K	ABCDEFJ K	ABCDEFJ K		J						P			S	S					
No	390	374	437	228	219	282	68	67	78	125	2128	27	191	14	159	178	42	7	83	42	85	112	106	90	138	0
	66.55%	60.81%	58.34%	74.75%	69.75%	72.68%	29.44%	24.72%	22.54%	85.62%	76.00%	75.00%	73.75%	63.64%	73.27%	82.03%	53.85%	100.00%	85.57%	60.00%	70.83%	70.89%	77.37%	73.77%	75.41%	0.0%
	BCGHI	GHI	GHI	ABCGHI	BCGHI	ABCGHI				ABCDEFG HIK	ABCEGHI					Q			TU							
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
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Children With Chronic Conditions

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

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	111	33	34	56	18	19	16	21	13	46	467	4	8	4	12	7	5	0	1	5	5	7	5	11	45	0
	14.21%	4.41%	3.92%	13.66%	4.58%	4.13%	6.25%	6.67%	3.38%	20.81%	12.49%	8.33%	2.65%	12.12%	4.63%	2.71%	5.26%	0.0%	0.85%	6.10%	3.57%	3.85%	2.92%	7.28%	17.37%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG HIK	BCEFGHI														X	
Appropriately skipped	480	482	530	280	282	339	81	96	110	155	2617	35	229	21	192	214	55	9	103	51	101	131	136	110	170	0
	61.46%	64.35%	61.13%	68.29%	71.76%	73.70%	31.64%	30.48%	28.57%	70.14%	69.97%	72.92%	75.83%	63.64%	74.13%	82.95%	57.89%	100.00%	87.29%	62.20%	72.14%	71.98%	79.53%	72.85%	65.64%	0.0%
	GHI	GHI	GHI	ACGHI	ABCGHI	ABCGHI				ACGHI	ABCGHI					Q			TU							
BASE = Those who responded	190	234	303	74	93	102	159	198	262	20	656	9	65	8	55	37	35	0	14	26	34	44	30	30	44	0
	24.33%	31.24%	34.95%	18.05%	23.66%	22.17%	62.11%	62.86%	68.05%	9.05%	17.54%	18.75%	21.52%	24.24%	21.24%	14.34%	36.84%	0.0%	11.86%	31.71%	24.29%	24.18%	17.54%	19.87%	16.99%	0.0%
	DJK	ADEFJK	ADEFJK	J	JK	JK	ABCDEFJ K	ABCDEFJ K	ABCDEFJ K		J						P			S	S					
Yes	175	211	289	69	82	99	150	179	250	16	606	6	63	6	54	34	33	0	13	24	32	41	28	28	41	0
	92.11%	90.17%	95.38%	93.24%	88.17%	97.06%	94.34%	90.40%	95.42%	80.00%	92.38%	66.67%	96.92%	75.00%	98.18%	91.89%	94.29%	0.0%	92.86%	92.31%	94.12%	93.18%	93.33%	93.33%	93.18%	0.0%
			BEH			BEHK			BEH																	
No	15	23	14	5	11	3	9	19	12	4	50	3	2	2	1	3	2	0	1	2	2	3	2	2	3	0
	7.89%	9.83%	4.62%	6.76%	11.83%	2.94%	5.66%	9.60%	4.58%	20.00%	7.62%	33.33%	3.08%	25.00%	1.82%	8.11%	5.71%	0.0%	7.14%	7.69%	5.88%	6.82%	6.67%	6.67%	6.82%	0.0%
		CFI			CFI			CFI			F															
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

44. 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?

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type	
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	111	32	29	56	19	15	15	18	11	47	464	4	8	4	12	7	5	0	1	5	5	7	5	11	45	0
	14.21%	4.27%	3.34%	13.66%	4.83%	3.26%	5.86%	5.71%	2.86%	21.27%	12.41%	8.33%	2.65%	12.12%	4.63%	2.71%	5.26%	0.0%	0.85%	6.10%	3.57%	3.85%	2.92%	7.28%	17.37%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG HIK	BCEFGHI														X	
Appropriately skipped	480	482	530	280	282	339	81	96	110	155	2617	35	229	21	192	214	55	9	103	51	101	131	136	110	170	0
	61.46%	64.35%	61.13%	68.29%	71.76%	73.70%	31.64%	30.48%	28.57%	70.14%	69.97%	72.92%	75.83%	63.64%	74.13%	82.95%	57.89%	100.00%	87.29%	62.20%	72.14%	71.98%	79.53%	72.85%	65.64%	0.0%
	GHI	GHI	GHI	ACGHI	ABCGHI	ABCGHI				ACGHI	ABCGHI					Q			TU							
BASE = Those who responded	190	235	308	74	92	106	160	201	264	19	659	9	65	8	55	37	35	0	14	26	34	44	30	30	44	0
	24.33%	31.38%	35.52%	18.05%	23.41%	23.04%	62.50%	63.81%	68.57%	8.60%	17.62%	18.75%	21.52%	24.24%	21.24%	14.34%	36.84%	0.0%	11.86%	31.71%	24.29%	24.18%	17.54%	19.87%	16.99%	0.0%
	DJK	ADEFJK	ADEFJK	J	JK	JK	ABCDEFJ K	ABCDEFJ K	ABCDEFJ K		J						P			S	S					
Yes	171	199	282	69	77	98	146	170	239	16	588	6	63	6	54	34	33	0	13	24	32	41	28	28	41	0
	90.00%	84.68%	91.56%	93.24%	83.70%	92.45%	91.25%	84.58%	90.53%	84.21%	89.23%	66.67%	96.92%	75.00%	98.18%	91.89%	94.29%	0.0%	92.86%	92.31%	94.12%	93.18%	93.33%	93.33%	93.18%	0.0%
			BH	BEH		BH	BH		B																	
No	19	36	26	5	15	8	14	31	25	3	71	3	2	2	1	3	2	0	1	2	2	3	2	2	3	0
	10.00%	15.32%	8.44%	6.76%	16.30%	7.55%	8.75%	15.42%	9.47%	15.79%	10.77%	33.33%	3.08%	25.00%	1.82%	8.11%	5.71%	0.0%	7.14%	7.69%	5.88%	6.82%	6.67%	6.67%	6.82%	0.0%
		CDFGI			D			CDFG																		
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.02%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	99	21	479	51	13	267	1	12	189	47	1086	0	4	2	12	3	1	1	1	1	1	1	3	2	49	0
	12.68%	2.80%	55.25%	12.44%	3.31%	58.04%	0.39%	3.81%	49.09%	21.27%	10.92%	0.0%	1.32%	6.06%	4.63%	1.16%	1.05%	11.11%	0.85%	1.22%	0.71%	0.55%	1.75%	1.32%	18.92%	0.0%
	BEGH	G	ABDEGHI JK	BEGH	G	ABDEGHI JK		G	ABDEGHJ K	ABDEGHK	BEGH		L												X	
BASE = Those who responded	682	728	388	359	380	193	255	303	196	174	8855	48	298	31	247	255	94	8	117	81	139	181	168	149	210	0
	87.32%	97.20%	44.75%	87.56%	96.69%	41.96%	99.61%	96.19%	50.91%	78.73%	89.06%	100.00%	98.68%	93.94%	95.37%	98.84%	98.95%	88.89%	99.15%	98.78%	99.29%	99.45%	98.25%	98.68%	81.08%	0.0%
	CFIJ	ACDFIJK		CFIJ	ACDFIJK		ABCDEFH IJK	ACDFIJK	CF	CFI	CFIJ	M												Y		
Yes	171	169	112	81	69	41	104	114	77	34	1827	7	73	8	65	50	28	1	24	21	34	38	42	34	47	0
	25.07%	23.21%	28.87%	22.56%	18.16%	21.24%	40.78%	37.62%	39.29%	19.54%	20.63%	14.58%	24.50%	25.81%	26.32%	19.61%	29.79%	12.50%	20.51%	25.93%	24.46%	20.99%	25.00%	22.82%	22.38%	0.0%
	EK	E	BDEFJK				ABCDEFJ K	ABCDEFJ K	ABCDEFJ K																	
No	511	559	276	278	311	152	151	189	119	140	7028	41	225	23	182	205	66	7	93	60	105	143	126	115	163	0
	74.93%	76.79%	71.13%	77.44%	81.84%	78.76%	59.22%	62.38%	60.71%	80.46%	79.37%	85.42%	75.50%	74.19%	73.68%	80.39%	70.21%	87.50%	79.49%	74.07%	75.54%	79.01%	75.00%	77.18%	77.62%	0.0%
	GHI	CGHI	GHI	CGHI	ABCGHI	CGHI				CGHI	ACGHI															
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.02%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	100 12.80% BEGH	22 2.94% G	480 55.36% ABDEGHI JK	51 12.44% BEGH	13 3.31% G	267 58.04% ABDEGHI JK	1 0.39%	13 4.13% G	189 49.09% ABDEGHJ K	48 21.72% ABDEGHK	1127 11.33% BEGH	0 0.0%	4 1.32% L	2 6.06%	12 4.63%	3 1.16%	1 1.05%	1 11.11%	1 0.85%	1 1.22%	1 0.71%	1 0.55%	3 1.75%	2 1.32%	49 18.92% X	0 0.0%
Appropriately skipped	511 65.43% CFI	559 74.63% ACDFGHI JK	276 31.83%	278 67.80% CFGHI	311 79.13% ACDFGHI JK	152 33.04%	151 58.98% CFI	189 60.00% CFI	119 30.91%	140 63.35% CFI	7028 70.68% ACFGHIJ	41 85.42%	225 74.50%	23 69.70%	182 70.27%	205 79.46%	66 69.47%	7 77.78%	93 78.81%	60 73.17%	105 75.00%	143 78.57%	126 73.68%	115 76.16% Y	163 62.93%	0 0.0%
BASE = Those who responded	170 21.77% CFJK	168 22.43% CEFJK	111 12.80% F	81 19.76% CF	69 17.56% CF	41 8.91%	104 40.63% ABCDEFI JK	113 35.87% ABCDEFI JK	77 20.00% CF	33 14.93% F	1786 17.96% CF	7 14.58%	73 24.17%	8 24.24%	65 25.10%	50 19.38%	28 29.47%	1 11.11%	24 20.34%	21 25.61%	34 24.29%	38 20.88%	42 24.56%	34 22.52%	47 18.15%	0 0.0%
Never	4 2.35% J	10 5.95% J	4 3.60% J	2 2.47%	3 4.35%	1 2.44%	2 1.92%	4 3.54% J	3 3.90%	0 0.0%	79 4.42% J	1 14.29%	1 1.37%	1 12.50%	1 1.54%	1 2.00%	1 3.57%	0 0.0%	1 4.17%	0 0.0%	1 2.94%	2 5.26%	0 0.0%	1 2.94%	1 2.13%	0 0.0%
Sometimes	21 12.35%	20 11.90%	17 15.32%	12 14.81%	10 14.49%	8 19.51%	9 8.65%	12 10.62%	15 19.48% G	5 15.15%	289 16.18% G	3 42.86%	9 12.33%	2 25.00%	9 13.85%	7 14.00%	4 14.29%	0 0.0%	5 20.83%	4 19.05%	3 8.82%	6 15.79%	6 14.29%	5 14.71%	7 14.89%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	25 14.71%	30 17.86%	21 18.92%	14 17.28%	13 18.84%	9 21.95%	11 10.58%	16 14.16%	18 23.38% G	5 15.15%	368 20.60% AG	4 57.14%	10 13.70%	3 37.50%	10 15.38%	8 16.00%	5 17.86%	0 0.0%	6 25.00%	4 19.05%	4 11.76%	8 21.05%	6 14.29%	6 17.65%	8 17.02%	0 0.0%
Usually	31 18.24%	26 15.48%	16 14.41%	17 20.99%	12 17.39%	7 17.07%	21 20.19%	15 13.27%	9 11.69%	3 9.09%	408 22.84% BCHIJ	0 0.0%	16 21.92%	1 12.50%	16 24.62%	12 24.00%	4 14.29%	0 0.0%	5 20.83%	4 19.05%	7 20.59%	7 18.42%	9 21.43%	10 29.41%	7 14.89%	0 0.0%
Always	114 67.06% K	112 66.67% K	74 66.67% K	50 61.73%	44 63.77%	25 60.98%	72 69.23% K	82 72.57% K	50 64.94%	25 75.76% K	1010 56.55%	3 42.86%	47 64.38%	4 50.00%	39 60.00%	30 60.00%	19 67.86%	1 100.00%	13 54.17%	13 61.90%	23 67.65%	23 60.53%	27 64.29%	18 52.94%	32 68.09%	0 0.0%
CAHPS Rate (%Always + %Usually)	145 85.29% K	138 82.14%	90 81.08%	67 82.72%	56 81.16%	32 78.05%	93 89.42% IK	97 85.84%	59 76.62%	28 84.85%	1418 79.40%	3 42.86%	63 86.30%	5 62.50%	55 84.62%	42 84.00%	23 82.14%	1 100.00%	18 75.00%	17 80.95%	30 88.24%	30 78.95%	36 85.71%	28 82.35%	39 82.98%	0 0.0%
3-point composite mean	2.5235 K	2.4881 K	2.4775	2.4444	2.4493	2.3902	2.5865 K	2.5841 K	2.4156	2.6061	2.3595	1.8571	2.5068	2.1250	2.4462	2.4400	2.5000	3.0000	2.2917	2.4286	2.5588	2.3947	2.5000	2.3529	2.5106	0

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4-point composite mean	3.5000 K	3.4286	3.4414	3.4198	3.4058	3.3659	3.5673 K	3.5487 K	3.3766	3.6061	3.3152	2.7143	3.4932	3.0000	3.4308	3.4200	3.4643	4.0000	3.2500	3.4286	3.5294	3.3421	3.5000	3.3235	3.4894	0
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	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 0.05% ABCDEFG HIJ	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	101 12.93% BEGH	21 2.80% G	479 55.25% ABDEGHI JK	52 12.68% BEGH	13 3.31% G	267 58.04% ABDEGHI JK	1 0.39%	12 3.81% G	189 49.09% ABDEGHJ K	48 21.72% ABDEGHK	1124 11.30% BEGH	1 2.08%	4 1.32%	3 9.09%	12 4.63%	3 1.16%	2 2.11%	1 11.11%	1 0.85%	1 1.22%	2 1.43%	2 1.10%	3 1.75%	3 1.99%	49 18.92% X	0 0.0%
Appropriately skipped	511 65.43% CFI	559 74.63% ACDFGHI JK	276 31.83%	278 67.80% CFGHI	311 79.13% ACDFGHI JK	152 33.04%	151 58.98% CFI	189 60.00% CFI	119 30.91%	140 63.35% CFI	7028 70.68% ACFGHIJ	41 85.42%	225 74.50%	23 69.70%	182 70.27%	205 79.46%	66 69.47%	7 77.78%	93 78.81%	60 73.17%	105 75.00%	143 78.57%	126 73.68%	115 76.16% Y	163 62.93%	0 0.0%
BASE = Those who responded	169 21.64% CFJK	169 22.56% CEFJK	112 12.92% F	80 19.51% CF	69 17.56% CF	41 8.91%	104 40.63% ABCDEFI JK	114 36.19% ABCDEFI JK	77 20.00% CF	33 14.93% F	1786 17.96% CF	6 12.50%	73 24.17% L	7 21.21%	65 25.10%	50 19.38%	27 28.42%	1 11.11%	24 20.34%	21 25.61%	33 23.57%	37 20.33%	42 24.56%	33 21.85%	47 18.15%	0 0.0%
None (v 0)	9 5.33%	12 7.10% E	3 2.68%	4 5.00%	1 1.45%	3 7.32%	6 5.77%	4 3.51%	2 2.60%	2 6.06%	130 7.28% CEHI	0 0.0%	4 5.48%	0 0.0%	4 6.15%	2 4.00%	2 7.41%	0 0.0%	2 8.33%	1 4.76%	1 3.03%	2 5.41%	2 4.76%	3 9.09%	1 2.13%	0 0.0%
Saw a specialist (NET)	160 94.67%	157 92.90%	109 97.32% K	76 95.00%	68 98.55% BK	38 92.68%	98 94.23%	110 96.49% K	75 97.40% K	31 93.94%	1656 92.72%	6 100.00%	69 94.52%	7 100.00%	61 93.85%	48 96.00%	25 92.59%	1 100.00%	22 91.67%	20 95.24%	32 96.97%	35 94.59%	40 95.24%	30 90.91%	46 97.87%	0 0.0%
1 specialist (v 1)	103 60.95%	103 60.95%	70 62.50%	46 57.50%	48 69.57% G	26 63.41%	54 51.92%	64 56.14%	44 57.14%	23 69.70%	1159 64.89% G	4 66.67%	41 56.16%	3 42.86%	38 58.46%	34 68.00%	11 40.74%	1 100.00%	17 70.83%	10 47.62%	17 51.52%	23 62.16%	22 52.38%	20 60.61%	26 55.32%	0 0.0%
2 (v 2)	45 26.63% K	37 21.89%	26 23.21%	23 28.75%	12 17.39%	8 19.51%	34 32.69% EK	30 26.32%	20 25.97%	7 21.21%	339 18.98%	2 33.33%	21 28.77%	2 28.57%	20 30.77%	12 24.00%	10 37.04%	0 0.0%	4 16.67%	8 38.10%	11 33.33%	9 24.32%	14 33.33%	8 24.24%	15 31.91%	0 0.0%
3 (v 3)	8 4.73% J	10 5.92% J	11 9.82% J	5 6.25% J	5 7.25% J	3 7.32%	7 6.73% J	9 7.89% J	10 12.99% AJK	0 0.0%	95 5.32% J	0 0.0%	5 6.85%	1 14.29%	3 4.62%	2 4.00%	3 11.11%	0 0.0%	1 4.17%	2 9.52%	2 6.06%	2 5.41%	3 7.14%	1 3.03%	4 8.51%	0 0.0%
4 (v 4)	2 1.18%	3 1.78%	2 1.79%	0 0.0%	1 1.45%	1 2.44%	1 0.96%	3 2.63%	1 1.30%	1 3.03%	32 1.79% D	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
5 or more specialists (v 6)	2	4	0	2	2	0	2	4	0	0	31	0	2	1	0	0	1	0	0	0	2	1	1	1	1	0
	1.18%	2.37% CFIJ	0.0%	2.50%	2.90%	0.0%	1.92%	3.51% CFIJ	0.0%	0.0%	1.74% CFIJ	0.0%	2.74%	14.29%	0.0%	0.0%	3.70%	0.0%	0.0%	0.0%	6.06%	2.70%	2.38%	3.03%	2.13%	0.0%
Average	1.4024	1.4379	1.4554	1.4875	1.4928	1.3415	1.5288	1.6404 JK	1.5325	1.2424	1.3639	1.3333	1.5068	2.2857	1.3385	1.2800	1.7037	1.0000	1.1667	1.5238	1.7273	1.4324	1.5476	1.3636	1.5745	0
Standard deviation	0.8656	1.0423	0.7779	0.9873	1.0443	0.8148	0.9703	1.1481	0.7991	0.6976	0.9686	0.4714	1.0220	1.6660	0.6628	0.6013	1.1487	0	0.6236	0.7315	1.2619	1.0011	0.9808	1.0392	0.9395	0
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

48. 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?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.04%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
											ABCDEFG HIJ															
No response	102	22	479	53	13	267	1	13	189	48	1143	1	4	3	13	3	2	1	1	1	2	2	3	3	50	0
	13.06%	2.94%	55.25%	12.93%	3.31%	58.04%	0.39%	4.13%	49.09%	21.72%	11.50%	2.08%	1.32%	9.09%	5.02%	1.16%	2.11%	11.11%	0.85%	1.22%	1.43%	1.10%	1.75%	1.99%	19.31%	0.0%
	BEGH	G	ABDEGHI JK	BEGH	G	ABDEGHI JK		G	ABDEGHJ K	ABDEGHK	BEGH														X	
Appropriately skipped	520	571	279	282	312	155	157	193	121	142	7158	41	229	23	186	207	68	7	95	61	106	145	128	118	164	0
	66.58%	76.23%	32.18%	68.78%	79.39%	33.70%	61.33%	61.27%	31.43%	64.25%	71.99%	85.42%	75.83%	69.70%	71.81%	80.23%	71.58%	77.78%	80.51%	74.39%	75.71%	79.67%	74.85%	78.15%	63.32%	0.0%
	CFI	ACDFGHI JK		CFHI	ACDFGHI JK		CFI	CFI		CFI	ACFGHIJ													Y		
BASE = Those who responded	159	156	109	75	68	38	98	109	75	31	1638	6	69	7	60	48	25	1	22	20	32	35	40	30	45	0
	20.36%	20.83%	12.57%	18.29%	17.30%	8.26%	38.28%	34.60%	19.48%	14.03%	16.47%	12.50%	22.85%	21.21%	23.17%	18.60%	26.32%	11.11%	18.64%	24.39%	22.86%	19.23%	23.39%	19.87%	17.37%	0.0%
	CFJK	CFJK	F	CF	CF		ABCDEFI JK	ABCDEFI JK	CF	F	CF															
10 - Best specialist possible	106	89	72	51	33	27	66	64	51	20	902	3	48	3	42	33	16	1	12	12	26	22	29	22	29	0
	66.67%	57.05%	66.06%	68.00%	48.53%	71.05%	67.35%	58.72%	68.00%	64.52%	55.07%	50.00%	69.57%	42.86%	70.00%	68.75%	64.00%	100.00%	54.55%	60.00%	81.25%	62.86%	72.50%	73.33%	64.44%	0.0%
	EK		EK	EK		EK	EK		EK																	
9 -	14	31	19	5	19	6	9	17	12	3	249	0	5	1	4	5	0	0	3	0	2	1	4	3	2	0
	8.81%	19.87%	17.43%	6.67%	27.94%	15.79%	9.18%	15.60%	16.00%	9.68%	15.20%	0.0%	7.25%	14.29%	6.67%	10.42%	0.0%	0.0%	13.64%	0.0%	6.25%	2.86%	10.00%	10.00%	4.44%	0.0%
		ADG	AD		ADGJK			D			ADG															
Top Two Box	120	120	91	56	52	33	75	81	63	23	1151	3	53	4	46	38	16	1	15	12	28	23	33	25	31	0
	75.47%	76.92%	83.49%	74.67%	76.47%	86.84%	76.53%	74.31%	84.00%	74.19%	70.27%	50.00%	76.81%	57.14%	76.67%	79.17%	64.00%	100.00%	68.18%	60.00%	87.50%	65.71%	82.50%	83.33%	68.89%	0.0%
			K			K			K																	
8 -	18	18	6	7	6	3	10	15	3	4	234	1	6	1	6	6	1	0	4	2	1	6	1	2	5	0
	11.32%	11.54%	5.50%	9.33%	8.82%	7.89%	10.20%	13.76%	4.00%	12.90%	14.29%	16.67%	8.70%	14.29%	10.00%	12.50%	4.00%	0.0%	18.18%	10.00%	3.13%	17.14%	2.50%	6.67%	11.11%	0.0%
	I	I						CI			CI											W				
CAHPS Rate (Top Three Box)	138	138	97	63	58	36	85	96	66	27	1385	4	59	5	52	44	17	1	19	14	29	29	34	27	36	0
	86.79%	88.46%	88.99%	84.00%	85.29%	94.74%	86.73%	88.07%	88.00%	87.10%	84.55%	66.67%	85.51%	71.43%	86.67%	91.67%	68.00%	100.00%	86.36%	70.00%	90.63%	82.86%	85.00%	90.00%	80.00%	0.0%
						K																				
7 -	9	9	4	4	5	0	6	6	4	2	101	0	4	0	3	0	4	0	1	2	1	2	2	0	4	0
	5.66%	5.77%	3.67%	5.33%	7.35%	0.0%	6.12%	5.50%	5.33%	6.45%	6.17%	0.0%	5.80%	0.0%	5.00%	0.0%	16.00%	0.0%	4.55%	10.00%	3.13%	5.71%	5.00%	0.0%	8.89%	0.0%
	F	F	F	F	F		F	F	F		F														X	

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

48. 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?

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
6 -	3 1.89%	0 0.0%	4 3.67% BEH	2 2.67%	0 0.0%	2 5.26%	1 1.02%	0 0.0%	2 2.67%	1 3.23%	54 3.30% BEGH	0 0.0%	2 2.90%	0 0.0%	2 3.33%	1 2.08%	1 4.00%	0 0.0%	0 0.0%	1 5.00%	1 3.13%	0 0.0%	2 5.00%	0 0.0%	2 4.44%	0 0.0%
5 -	4 2.52% F	6 3.85% F	3 2.75%	1 1.33%	4 5.88% F	0 0.0%	3 3.06%	4 3.67% F	2 2.67%	1 3.23%	43 2.63% F	0 0.0%	1 1.45%	0 0.0%	0 0.0%	0 0.0%	1 4.00%	0 0.0%	0 0.0%	0 0.0%	1 3.13%	1 2.86%	0 0.0%	0 0.0%	1 2.22%	0 0.0%
4 -	1 0.63%	2 1.28%	0 0.0%	1 1.33%	1 1.47%	0 0.0%	1 1.02%	2 1.83%	0 0.0%	0 0.0%	17 1.04% CFIJ	0 0.0%	1 1.45%	0 0.0%	1 1.67%	0 0.0%	1 4.00%	0 0.0%	0 0.0%	1 5.00%	0 0.0%	1 2.86%	0 0.0%	0 0.0%	1 2.22%	0 0.0%
3 -	1 0.63%	0 0.0%	0 0.0%	1 1.33%	0 0.0%	0 0.0%	1 1.02%	0 0.0%	0 0.0%	0 0.0%	14 0.85% BCEFHIJ	0 0.0%	1 1.45%	0 0.0%	1 1.67%	0 0.0%	1 4.00%	0 0.0%	1 4.55%	0 0.0%	0 0.0%	1 2.86%	0 0.0%	1 3.33%	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%	11 0.67% ABCDEFG HIJ	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 1.26%	0 0.0%	0 0.0%	2 2.67%	0 0.0%	0 0.0%	1 1.02%	0 0.0%	0 0.0%	0 0.0%	5 0.31% BCEFHIJ	2 33.33%	0 0.0%	2 28.57%	0 0.0%	2 4.17%	0 0.0%	0 0.0%	1 4.55%	1 5.00%	0 0.0%	0 0.0%	2 5.00%	1 3.33%	1 2.22%	0 0.0%
0 - Worst specialist possible	1 0.63%	1 0.64%	1 0.92%	1 1.33%	0 0.0%	0 0.0%	0 0.0%	1 0.92%	1 1.33%	0 0.0%	8 0.49% EFGJ	0 0.0%	1 1.45%	0 0.0%	1 1.67%	1 2.08%	0 0.0%	0 0.0%	0 0.0%	1 5.00%	0 0.0%	1 2.86%	0 0.0%	1 3.33%	0 0.0%	0 0.0%
Bottom Three Box	3 1.89%	1 0.64%	1 0.92%	3 4.00%	0 0.0%	0 0.0%	1 1.02%	1 0.92%	1 1.33%	0 0.0%	24 1.47% EFJ	2 33.33%	1 1.45%	2 28.57%	1 1.67%	3 6.25%	0 0.0%	0 0.0%	1 4.55%	2 10.00%	0 0.0%	1 2.86%	2 5.00%	2 6.67%	1 2.22%	0 0.0%
Bottom Two Box	3 1.89%	1 0.64%	1 0.92%	3 4.00%	0 0.0%	0 0.0%	1 1.02%	1 0.92%	1 1.33%	0 0.0%	13 0.79% EFJ	2 33.33%	1 1.45%	2 28.57%	1 1.67%	3 6.25%	0 0.0%	0 0.0%	1 4.55%	2 10.00%	0 0.0%	1 2.86%	2 5.00%	2 6.67%	1 2.22%	0 0.0%
Average rating	9.0566	9.0641	9.2294 K	8.8667	8.9412	9.4737 BEHK	9.1020	9.0183	9.2267	9.1613	8.8620	6.6667	9.0580	7.0000	9.0667	8.9792	8.5600	10.0000	8.6364	8.0500	9.5000	8.6571	9.0500	8.9000	8.8444	0
Standard deviation	1.8093	1.5387	1.5243	2.2410	1.4741	1.0192	1.6933	1.6534	1.6213	1.3464	1.7678	4.0689	1.8873	3.8545	1.9137	2.3138	2.1369	0	2.3070	3.0245	1.2247	2.3292	2.1442	2.6122	1.9545	0
3-point composite mean	2.6792	2.7115 K	2.7615 K	2.6400	2.6912	2.8158 K	2.6939	2.6789	2.7733 K	2.6774	2.6099	2.1667	2.6812	2.2857	2.6833	2.7083	2.4800	3.0000	2.5909	2.4000	2.8125	2.5429	2.7250	2.7333	2.5778	0
Sigma	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	2	0	0	1	0	0	1	0	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.23%	0.0%	0.0%	0.22%	0.0%	0.0%	0.26%	0.0%	0.12%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
											ABDEGHJ															
No response	112	26	28	55	15	16	6	15	11	52	1137	0	5	2	16	3	2	0	2	1	2	2	3	3	52	0
	14.34%	3.47%	3.23%	13.41%	3.82%	3.48%	2.34%	4.76%	2.86%	23.53%	11.44%	0.0%	1.66%	6.06%	6.18%	1.16%	2.11%	0.0%	1.69%	1.22%	1.43%	1.10%	1.75%	1.99%	20.08%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG	BCEFGHI		L												X	
	K									HIK																
BASE = Those who responded	669	723	837	355	378	443	250	300	373	169	8794	48	297	31	243	255	93	9	116	81	138	180	168	148	207	0
	85.66%	96.53%	96.54%	86.59%	96.18%	96.30%	97.66%	95.24%	96.88%	76.47%	88.44%	100.00%	98.34%	93.94%	93.82%	98.84%	97.89%	100.00%	98.31%	98.78%	98.57%	98.90%	98.25%	98.01%	79.92%	0.0%
	J	ADJK	ADJK	J	ADJK	ADJK	ADJK	ADJK	ADJK		AJ	M												Y		
Yes	207	196	268	106	92	125	95	100	147	49	2724	9	95	8	78	77	25	4	32	22	42	51	52	40	66	0
	30.94%	27.11%	32.02%	29.86%	24.34%	28.22%	38.00%	33.33%	39.41%	28.99%	30.98%	18.75%	31.99%	25.81%	32.10%	30.20%	26.88%	44.44%	27.59%	27.16%	30.43%	28.33%	30.95%	27.03%	31.88%	0.0%
	E		BE				ABDEFK	E	ABCDEFJ		BE		L													
									K																	
No	462	527	569	249	286	318	155	200	226	120	6070	39	202	23	165	178	68	5	84	59	96	129	116	108	141	0
	69.06%	72.89%	67.98%	70.14%	75.66%	71.78%	62.00%	66.67%	60.59%	71.01%	69.02%	81.25%	68.01%	74.19%	67.90%	69.80%	73.12%	55.56%	72.41%	72.84%	69.57%	71.67%	69.05%	72.97%	68.12%	0.0%
	GI	CGIK	I	GI	ACGHIK	GI				I	GI	M														
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	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 0.04% ABCDEFG HIJ	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	117 14.98% BCEFGHI K	26 3.47%	33 3.81%	57 13.90% BCEFGHI	15 3.82%	19 4.13%	6 2.34%	15 4.76%	12 3.12%	55 24.89% ABCDEFG HIK	1195 12.02% BCEFGHI	0 0.0%	7 2.32% L	2 6.06%	16 6.18%	5 1.94%	2 2.11%	0 0.0%	2 1.69%	3 3.66%	2 1.43%	3 1.65%	4 2.34%	3 1.99%	54 20.85% X	0 0.0%
Appropriately skipped	462 59.15%	527 70.36% ACDGHIJ K	569 65.63% AIJK	249 60.73%	286 72.77% ACDGHIJ K	318 69.13% ADGIJK	155 60.55%	200 63.49% J	226 58.70%	120 54.30%	6070 61.05% J	39 81.25% M	202 66.89%	23 69.70%	165 63.71%	178 68.99%	68 71.58%	5 55.56%	84 71.19%	59 71.95%	96 68.57%	129 70.88%	116 67.84%	108 71.52% Y	141 54.44%	0 0.0%
BASE = Those who responded	202 25.86%	196 26.17%	265 30.57% AEJK	104 25.37%	92 23.41%	123 26.74%	95 37.11% ABDEFJK	100 31.75% EJ	147 38.18% ABCDEFJ K	46 20.81%	2674 26.89% J	9 18.75%	93 30.79%	8 24.24%	78 30.12%	75 29.07%	25 26.32%	4 44.44%	32 27.12%	20 24.39%	42 30.00%	50 27.47%	51 29.82%	40 26.49%	64 24.71%	0 0.0%
Never	2 0.99%	7 3.57% D	10 3.77% AD	0 0.0%	4 4.35% D	5 4.07% D	1 1.05%	3 3.00%	6 4.08% D	1 2.17%	71 2.66% AD	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	20 9.90%	26 13.27%	35 13.21%	11 10.58%	15 16.30%	15 12.20%	10 10.53%	13 13.00%	22 14.97%	4 8.70%	415 15.52% A	4 44.44%	7 7.53%	1 12.50%	8 10.26%	7 9.33%	3 12.00%	0 0.0%	5 15.63%	2 10.00%	3 7.14%	7 14.00%	4 7.84%	8 20.00% Y	3 4.69%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	22 10.89%	33 16.84%	45 16.98%	11 10.58%	19 20.65% A	20 16.26%	11 11.58%	16 16.00%	28 19.05% A	5 10.87%	486 18.18% AD	4 44.44%	7 7.53%	1 12.50%	8 10.26%	7 9.33%	3 12.00%	0 0.0%	5 15.63%	2 10.00%	3 7.14%	7 14.00%	4 7.84%	8 20.00% Y	3 4.69%	0 0.0%
Usually	38 18.81%	32 16.33%	56 21.13%	20 19.23%	16 17.39%	31 25.20% H	20 21.05%	14 14.00%	38 25.85% BHJ	6 13.04%	646 24.16% BHJ	0 0.0%	19 20.43%	3 37.50%	14 17.95%	13 17.33%	7 28.00%	0 0.0%	8 25.00%	7 35.00%	5 11.90%	13 26.00%	7 13.73%	5 12.50%	15 23.44%	0 0.0%
Always	142 70.30% FIK	131 66.84% IK	164 61.89%	73 70.19% IK	57 61.96%	72 58.54%	64 67.37% K	70 70.00% IK	81 55.10%	35 76.09% CFIK	1542 57.67%	5 55.56%	67 72.04%	4 50.00%	56 71.79%	55 73.33%	15 60.00%	4 100.00%	19 59.38%	11 55.00%	34 80.95% S	30 60.00%	40 78.43% V	27 67.50%	46 71.88%	0 0.0%
CAHPS Rate (%Always + %Usually)	180 89.11% EIK	163 83.16%	220 83.02%	93 89.42% K	73 79.35%	103 83.74%	84 88.42%	84 84.00%	119 80.95%	41 89.13%	2188 81.82%	5 55.56%	86 92.47%	7 87.50%	70 89.74%	68 90.67%	22 88.00%	4 100.00%	27 84.38%	18 90.00%	39 92.86%	43 86.00%	47 92.16%	32 80.00%	61 95.31% X	0 0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
3-point composite mean	2.5941	2.5000	2.4491	2.5962	2.4130	2.4228	2.5579	2.5400	2.3605	2.6522	2.3949	2.1111	2.6452	2.3750	2.6154	2.6400	2.4800	3.0000	2.4375	2.4500	2.7381	2.4600	2.7059	2.4750	2.6719	0
	CFIK			IK			IK			IK																
4-point composite mean	3.5842	3.4643	3.4113	3.5962	3.3696	3.3821	3.5474	3.5100	3.3197	3.6304	3.3684	3.1111	3.6452	3.3750	3.6154	3.6400	3.4800	4.0000	3.4375	3.4500	3.7381	3.4600	3.7059	3.4750	3.6719	0
	CEFIK			CFIK			IK			IK																
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 0.03%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	116 14.85% BCEFGHI K	26 3.47%	33 3.81%	56 13.66% BCEFGHI	15 3.82%	19 4.13%	6 2.34%	15 4.76%	13 3.38%	55 24.89% ABCDEFG HIK	1204 12.11% BCEFGHI	0 0.0%	6 1.99% L	2 6.06%	16 6.18%	4 1.55%	2 2.11%	0 0.0%	2 1.69%	2 2.44%	2 1.43%	3 1.65%	3 1.75%	3 1.99%	53 20.46% X	0 0.0%
Appropriately skipped	462 59.15%	527 70.36% ACDGHIJ K	569 65.63% AIJK	249 60.73%	286 72.77% ACDGHIJ K	318 69.13% ADGIJK	155 60.55%	200 63.49% J	226 58.70%	120 54.30%	6070 61.05% J	39 81.25% M	202 66.89%	23 69.70%	165 63.71%	178 68.99%	68 71.58%	5 55.56%	84 71.19%	59 71.95%	96 68.57%	129 70.88%	116 67.84%	108 71.52% Y	141 54.44%	0 0.0%
BASE = Those who responded	203 25.99%	196 26.17%	265 30.57% AEJK	105 25.61%	92 23.41%	123 26.74%	95 37.11% ABDEFJK	100 31.75% EJ	146 37.92% ABCDEFJ K	46 20.81%	2666 26.81% J	9 18.75%	94 31.13% L	8 24.24%	78 30.12%	76 29.46%	25 26.32%	4 44.44%	32 27.12%	21 25.61%	42 30.00%	50 27.47%	52 30.41%	40 26.49%	65 25.10%	0 0.0%
Never	0 0.0%	5 2.55% ADGJ	3 1.13%	0 0.0%	3 3.26%	3 2.44%	0 0.0%	3 3.00%	1 0.68%	0 0.0%	44 1.65% ADGJ	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	6 2.96%	10 5.10%	17 6.42% DG	2 1.90%	7 7.61%	8 6.50%	2 2.11%	3 3.00%	13 8.90% ADGH	2 4.35%	139 5.21% DG	2 22.22%	0 0.0%	1 12.50%	1 1.28%	2 2.63%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 4.76%	0 0.0%	2 3.85%	2 5.00%	0 0.0%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	6 2.96%	15 7.65% ADG	20 7.55% ADG	2 1.90%	10 10.87% ADG	11 8.94% ADG	2 2.11%	6 6.00%	14 9.59% ADG	2 4.35%	183 6.86% ADG	2 22.22%	0 0.0%	1 12.50%	1 1.28%	2 2.63%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 4.76%	0 0.0%	2 3.85%	2 5.00%	0 0.0%	0 0.0%
Usually	20 9.85%	21 10.71%	34 12.83%	11 10.48%	12 13.04%	18 14.63%	11 11.58%	11 11.00%	19 13.01%	3 6.52%	374 14.03% J	3 33.33%	7 7.45%	2 25.00%	8 10.26%	7 9.21%	2 8.00%	0 0.0%	4 12.50%	4 19.05%	2 4.76%	6 12.00%	5 9.62%	5 12.50%	6 9.23%	0 0.0%
Always	177 87.19% CEFIK	160 81.63%	211 79.62%	92 87.62% CEFIK	70 76.09%	94 76.42%	82 86.32% K	83 83.00%	113 77.40%	41 89.13% EFIK	2109 79.11%	4 44.44%	87 92.55%	5 62.50%	69 88.46%	67 88.16%	23 92.00%	4 100.00%	28 87.50%	17 80.95%	38 90.48%	44 88.00%	45 86.54%	33 82.50%	59 90.77%	0 0.0%
CAHPS Rate (%Always + %Usually)	197 97.04% BCEFIK	181 92.35%	245 92.45%	103 98.10% BCEFIK	82 89.13%	112 91.06%	93 97.89% BCEFIK	94 94.00%	132 90.41%	44 95.65%	2483 93.14%	7 77.78%	94 100.00%	7 87.50%	77 98.72%	74 97.37%	25 100.00%	4 100.00%	32 100.00%	21 100.00%	40 95.24%	50 100.00%	50 96.15%	38 95.00%	65 100.00%	0 0.0%
3-point composite mean	2.8424 BCEFIK	2.7398	2.7208	2.8571 BCEFIK	2.6522	2.6748	2.8421 CEFIK	2.7700	2.6781	2.8478 E	2.7224	2.2222	2.9255	2.5000	2.8718	2.8553	2.9200	3.0000	2.8750	2.8095	2.8571	2.8800	2.8269	2.7750	2.9077	0

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4-point composite mean	3.8424 BCEFIK	3.7143	3.7094	3.8571 BCEFIK	3.6196	3.6504	3.8421 BCEFIK	3.7400	3.6712	3.8478 EFIK	3.7059	3.2222	3.9255	3.5000	3.8718	3.8553	3.9200	4.0000	3.8750	3.8095	3.8571	3.8800	3.8269	3.7750	3.9077	0
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	0 0.0%	1 0.13%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.32%	0 0.0%	0 0.0%	10 0.10% ACDEFGI J	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	115 14.72% BCEFGHI	35 4.67% G	33 3.81% G	59 14.39% BCEFGHI	23 5.85% G	16 3.48% G	1 0.39%	16 5.08% G	12 3.12% G	55 24.89% ABCDEFG HIK	1277 12.84% BCEFGHI	2 4.17%	6 1.99%	3 9.09%	18 6.95%	5 1.94%	3 3.16%	0 0.0%	3 2.54%	2 2.44%	3 2.14%	5 2.75%	3 1.75%	3 1.99%	56 21.62% X	0 0.0%
BASE = Those who responded	666 85.28% J	713 95.19% ADJK	834 96.19% ADJK	351 85.61% J	370 94.15% ADJK	444 96.52% ADJK	255 99.61% ABCDEFH IJK	298 94.60% ADJK	373 96.88% ADJK	166 75.11%	8656 87.06% J	46 95.83%	296 98.01%	30 90.91%	241 93.05%	253 98.06%	92 96.84%	9 100.00%	115 97.46%	80 97.56%	137 97.86%	177 97.25%	168 98.25%	148 98.01% Y	203 78.38%	0 0.0%
Yes	175 26.28% FJ	179 25.11% J	196 23.50%	97 27.64% FJ	88 23.78%	94 21.17%	81 31.76% BCEFIJK	84 28.19% FJ	87 23.32%	30 18.07%	2230 25.76% FJ	13 28.26%	79 26.69%	12 40.00%	66 27.39%	68 26.88%	26 28.26%	2 22.22%	27 23.48%	24 30.00%	41 29.93%	52 29.38%	44 26.19%	41 27.70%	56 27.59%	0 0.0%
No	491 73.72%	534 74.89% G	638 76.50% G	254 72.36%	282 76.22% G	350 78.83% ADGHK	174 68.24%	214 71.81%	286 76.68% G	136 81.93% ABDGHK	6426 74.24% G	33 71.74%	217 73.31%	18 60.00%	175 72.61%	185 73.12%	66 71.74%	7 77.78%	88 76.52%	56 70.00%	96 70.07%	125 70.62%	124 73.81%	107 72.30%	147 72.41%	0 0.0%
Sigma	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	0 0.0%	2 0.27%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.32%	0 0.0%	0 0.0%	11 0.11% ACDEFGI J	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	119 15.24% BCEFGHI	39 5.21% G	40 4.61% G	62 15.12% BCEFGHI	27 6.87% G	18 3.91% G	4 1.56%	18 5.71% G	16 4.16% G	55 24.89% ABCDEFG HIK	1364 13.72% BCEFGHI	2 4.17%	9 2.98%	3 9.09%	20 7.72%	7 2.71%	4 4.21%	0 0.0%	3 2.54%	3 3.66%	5 3.57%	7 3.85%	4 2.34%	4 2.65%	58 22.39% X	0 0.0%
BASE = Those who responded	662 84.76% J	708 94.53% ADJK	827 95.39% ADJK	348 84.88% J	366 93.13% ADJK	442 96.09% ADJK	252 98.44% ABCDEFH IJK	296 93.97% ADJK	369 95.84% ADJK	166 75.11%	8568 86.17% J	46 95.83%	293 97.02%	30 90.91%	239 92.28%	251 97.29%	91 95.79%	9 100.00%	115 97.46%	79 96.34%	135 96.43%	175 96.15%	167 97.66%	147 97.35% Y	201 77.61%	0 0.0%
Never	1 0.15%	8 1.13% AGJ	8 0.97% AGJ	1 0.29%	2 0.55%	3 0.68%	0 0.0%	5 1.69% AGJ	2 0.54%	0 0.0%	44 0.51% AGJ	1 2.17%	0 0.0%	0 0.0%	1 0.42%	0 0.0%	0 0.0%	0 0.0%	1 0.87%	0 0.0%	0 0.0%	0 0.0%	1 0.60%	1 0.68%	0 0.0%	0 0.0%
Sometimes	13 1.96%	26 3.67% J	22 2.66% J	7 2.01%	10 2.73% J	12 2.71% J	8 3.17% J	13 4.39% J	10 2.71% J	1 0.60%	311 3.63% ADJ	4 8.70%	2 0.68%	2 6.67%	3 1.26%	5 1.99%	1 1.10%	0 0.0%	1 0.87%	3 3.80%	2 1.48%	2 1.14%	4 2.40%	3 2.04%	4 1.99%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	14 2.11%	34 4.80% ADJ	30 3.63% J	8 2.30%	12 3.28% J	15 3.39% J	8 3.17% J	18 6.08% ADJ	12 3.25% J	1 0.60%	355 4.14% ADJ	5 10.87% M	2 0.68%	2 6.67%	4 1.67%	5 1.99%	1 1.10%	0 0.0%	2 1.74%	3 3.80%	2 1.48%	2 1.14%	5 2.99%	4 2.72%	4 1.99%	0 0.0%
Usually	31 4.68%	41 5.79%	37 4.47%	12 3.45%	23 6.28%	20 4.52%	13 5.16%	17 5.74%	18 4.88%	7 4.22%	570 6.65% ACDF	1 2.17%	8 2.73%	2 6.67%	9 3.77%	6 2.39%	6 6.59%	0 0.0%	5 4.35%	3 3.80%	4 2.96%	10 5.71% W	2 1.20%	8 5.44%	4 1.99%	0 0.0%
Always	126 19.03% BCEFIK	99 13.98%	122 14.75%	74 21.26% BCEFIJK	49 13.39%	57 12.90%	57 22.62% BCEFHIJ K	47 15.88%	53 14.36%	22 13.25%	1217 14.20%	7 15.22%	66 22.53%	8 26.67%	51 21.34%	55 21.91%	18 19.78%	2 22.22%	20 17.39%	17 21.52%	33 24.44%	38 21.71%	36 21.56%	28 19.05%	46 22.89%	0 0.0%
Always - q52 = "No"	491 74.17%	534 75.42%	638 77.15% G	254 72.99%	282 77.05% G	350 79.19% DGHK	174 69.05%	214 72.30%	286 77.51% G	136 81.93% ADGHK	6426 75.00% G	33 71.74%	217 74.06%	18 60.00%	175 73.22%	185 73.71%	66 72.53%	7 77.78%	88 76.52%	56 70.89%	96 71.11%	125 71.43%	124 74.25%	107 72.79%	147 73.13%	0 0.0%
Always (Net)	617 93.20% BHK	633 89.41%	760 91.90% K	328 94.25% BHK	331 90.44%	407 92.08% K	231 91.67%	261 88.18%	339 91.87%	158 95.18% BEHK	7643 89.20%	40 86.96%	283 96.59%	26 86.67%	226 94.56%	240 95.62%	84 92.31%	9 100.00%	108 93.91%	73 92.41%	129 95.56%	163 93.14%	160 95.81%	135 91.84%	193 96.02%	0 0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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Continued

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
CAHPS Rate	648	674	797	340	354	427	244	278	357	165	8213	41	291	28	235	246	90	9	113	76	133	173	162	143	197	0
(%Always+%Usually)	97.89%	95.20%	96.37%	97.70%	96.72%	96.61%	96.83%	93.92%	96.75%	99.40%	95.86%	89.13%	99.32%	93.33%	98.33%	98.01%	98.90%	100.00%	98.26%	96.20%	98.52%	98.86%	97.01%	97.28%	98.01%	0.0%
	BHK			BHK						BCEFGHI K			L													
3-point composite mean	2.9109	2.8460	2.8827	2.9195	2.8716	2.8869	2.8849	2.8209	2.8862	2.9458	2.8506	2.7609	2.9590	2.8000	2.9289	2.9363	2.9121	3.0000	2.9217	2.8861	2.9407	2.9200	2.9281	2.8912	2.9403	0
	BHK		K	BHK						BCEFHIK			L													
4-point composite mean	3.9094	3.8347	3.8730	3.9167	3.8661	3.8801	3.8849	3.8041	3.8808	3.9458	3.8455	3.7391	3.9590	3.8000	3.9247	3.9363	3.9121	4.0000	3.9130	3.8861	3.9407	3.9200	3.9222	3.8844	3.9403	0
	BHK			BHK						BCEFHIK			L													
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

54. 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?

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	2	0	2	1	0	1	0	0	2	1	23	0	0	1	0	1	0	0	0	1	0	1	0	1	0	0
	0.26%	0.0%	0.23%	0.24%	0.0%	0.22%	0.0%	0.0%	0.52%	0.45%	0.23%	0.0%	0.0%	3.03%	0.0%	0.39%	0.0%	0.0%	0.0%	1.22%	0.0%	0.55%	0.0%	0.66%	0.0%	0.0%
											BEGH															
No response	113	33	32	59	22	19	3	11	11	51	1207	0	0	4	14	5	2	1	0	3	3	2	5	6	53	0
	14.47%	4.41%	3.69%	14.39%	5.60%	4.13%	1.17%	3.49%	2.86%	23.08%	12.14%	0.0%	0.0%	12.12%	5.41%	1.94%	2.11%	11.11%	0.0%	3.66%	2.14%	1.10%	2.92%	3.97%	20.46%	0.0%
	BCEFGHI	G	G	BCEFGHI	G	G				ABCDEFG	BCEFGHI														X	
										HIK																
BASE = Those who responded	666	716	833	350	371	440	253	304	372	169	8713	48	302	28	245	252	93	8	118	78	137	179	166	144	206	0
	85.28%	95.59%	96.08%	85.37%	94.40%	95.65%	98.83%	96.51%	96.62%	76.47%	87.63%	100.00%	100.00%	84.85%	94.59%	97.67%	97.89%	88.89%	100.00%	95.12%	97.86%	98.35%	97.08%	95.36%	79.54%	0.0%
	J	ADJK	ADJK	J	ADJK	ADJK	ABCDEFJ	ADJK	ADJK		J								T					Y		
							K																			
10 - Best health plan possible	386	361	451	206	179	248	140	154	181	97	4530	0	206	6	158	162	41	8	66	47	80	98	103	78	128	0
	57.96%	50.42%	54.14%	58.86%	48.25%	56.36%	55.34%	50.66%	48.66%	57.40%	51.99%	0.0%	68.21%	21.43%	64.49%	64.29%	44.09%	100.00%	55.93%	60.26%	58.39%	54.75%	62.05%	54.17%	62.14%	0.0%
	BEHIK			BEHIK		BEI				E			L			Q										
9 -	92	113	102	49	61	56	31	44	50	27	1526	0	49	2	35	30	19	0	20	8	20	30	19	25	24	0
	13.81%	15.78%	12.24%	14.00%	16.44%	12.73%	12.25%	14.47%	13.44%	15.98%	17.51%	0.0%	16.23%	7.14%	14.29%	11.90%	20.43%	0.0%	16.95%	10.26%	14.60%	16.76%	11.45%	17.36%	11.65%	0.0%
		C									ACFGI		L													
Top Two Box	478	474	553	255	240	304	171	198	231	124	6056	0	255	8	193	192	60	8	86	55	100	128	122	103	152	0
	71.77%	66.20%	66.39%	72.86%	64.69%	69.09%	67.59%	65.13%	62.10%	73.37%	69.51%	0.0%	84.44%	28.57%	78.78%	76.19%	64.52%	100.00%	72.88%	70.51%	72.99%	71.51%	73.49%	71.53%	73.79%	0.0%
	BCEHI			BCEHI		I				EI	I		L			Q										
8 -	88	102	116	47	51	57	39	43	52	19	1311	0	47	6	33	33	14	0	17	12	16	29	18	16	31	0
	13.21%	14.25%	13.93%	13.43%	13.75%	12.95%	15.42%	14.14%	13.98%	11.24%	15.05%	0.0%	15.56%	21.43%	13.47%	13.10%	15.05%	0.0%	14.41%	15.38%	11.68%	16.20%	10.84%	11.11%	15.05%	0.0%
													L													
CAHPS Rate (Top Three Box)	566	576	669	302	291	361	210	241	283	143	7367	0	302	14	226	225	74	8	103	67	116	157	140	119	183	0
	84.98%	80.45%	80.31%	86.29%	78.44%	82.05%	83.00%	79.28%	76.08%	84.62%	84.55%	0.0%	100.00%	50.00%	92.24%	89.29%	79.57%	100.00%	87.29%	85.90%	84.67%	87.71%	84.34%	82.64%	88.83%	0.0%
	BCEHI			BCEHI		I	I			I	BCEHI		L			Q										
7 -	36	58	55	12	32	33	11	26	27	17	557	12	0	2	6	6	5	0	5	2	4	5	7	4	8	0
	5.41%	8.10%	6.60%	3.43%	8.63%	7.50%	4.35%	8.55%	7.26%	10.06%	6.39%	25.00%	0.0%	7.14%	2.45%	2.38%	5.38%	0.0%	4.24%	2.56%	2.92%	2.79%	4.22%	2.78%	3.88%	0.0%
		ADG	D		DG	D		DG	D	DG	D	M														
6 -	20	23	28	11	11	11	9	11	15	4	257	11	0	1	7	8	3	0	3	2	6	5	6	7	4	0
	3.00%	3.21%	3.36%	3.14%	2.96%	2.50%	3.56%	3.62%	4.03%	2.37%	2.95%	22.92%	0.0%	3.57%	2.86%	3.17%	3.23%	0.0%	2.54%	2.56%	4.38%	2.79%	3.61%	4.86%	1.94%	0.0%
												M														
5 -	22	34	43	11	24	17	11	17	24	2	311	11	0	5	4	5	5	0	2	2	7	5	6	4	7	0
	3.30%	4.75%	5.16%	3.14%	6.47%	3.86%	4.35%	5.59%	6.45%	1.18%	3.57%	22.92%	0.0%	17.86%	1.63%	1.98%	5.38%	0.0%	1.69%	2.56%	5.11%	2.79%	3.61%	2.78%	3.40%	0.0%
		J	JK		ADJK	J	J	J	ADJK		J	M														

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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AMERIGROUP OF LOUISIANA
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Children With Chronic Conditions

54. 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?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4 -	7	5	18	6	2	9	4	1	11	0	66	6	0	1	2	3	3	0	3	0	3	3	3	5	1	0
	1.05%	0.70%	2.16%	1.71%	0.54%	2.05%	1.58%	0.33%	2.96%	0.0%	0.76%	12.50%	0.0%	3.57%	0.82%	1.19%	3.23%	0.0%	2.54%	0.0%	2.19%	1.68%	1.81%	3.47%	0.49%	0.0%
	J	J	BEHJK	J		HJ	J		ABEHJK		J	M														
3 -	4	5	8	1	1	4	2	1	4	2	40	1	0	0	0	1	0	0	1	0	0	1	0	1	0	0
	0.60%	0.70%	0.96%	0.29%	0.27%	0.91%	0.79%	0.33%	1.08%	1.18%	0.46%	2.08%	0.0%	0.0%	0.0%	0.40%	0.0%	0.0%	0.85%	0.0%	0.0%	0.56%	0.0%	0.69%	0.0%	0.0%
2 -	6	7	3	3	4	1	3	5	1	1	26	3	0	3	0	3	0	0	1	1	1	1	2	2	1	0
	0.90%	0.98%	0.36%	0.86%	1.08%	0.23%	1.19%	1.64%	0.27%	0.59%	0.30%	6.25%	0.0%	10.71%	0.0%	1.19%	0.0%	0.0%	0.85%	1.28%	0.73%	0.56%	1.20%	1.39%	0.49%	0.0%
1 -	2	1	4	2	1	2	1	1	3	0	25	2	0	1	0	1	1	0	0	2	0	2	0	0	2	0
	0.30%	0.14%	0.48%	0.57%	0.27%	0.45%	0.40%	0.33%	0.81%	0.0%	0.29%	4.17%	0.0%	3.57%	0.0%	0.40%	1.08%	0.0%	0.0%	2.56%	0.0%	1.12%	0.0%	0.0%	0.97%	0.0%
			J								J															
0 - Worst health plan possible	3	7	5	2	5	2	2	1	4	0	64	2	0	1	0	0	2	0	0	2	0	0	2	2	0	0
	0.45%	0.98%	0.60%	0.57%	1.35%	0.45%	0.79%	0.33%	1.08%	0.0%	0.73%	4.17%	0.0%	3.57%	0.0%	0.0%	2.15%	0.0%	0.0%	2.56%	0.0%	0.0%	1.20%	1.39%	0.0%	0.0%
		J	J		J				J		J															
Bottom Three Box	11	15	12	7	10	5	6	7	8	1	115	7	0	5	0	4	3	0	1	5	1	3	4	4	3	0
	1.65%	2.09%	1.44%	2.00%	2.70%	1.14%	2.37%	2.30%	2.15%	0.59%	1.32%	14.58%	0.0%	17.86%	0.0%	1.59%	3.23%	0.0%	0.85%	6.41%	0.73%	1.68%	2.41%	2.78%	1.46%	0.0%
					J							M								U						
Bottom Two Box	5	8	9	4	6	4	3	2	7	0	89	4	0	2	0	1	3	0	0	4	0	2	2	2	2	0
	0.75%	1.12%	1.08%	1.14%	1.62%	0.91%	1.19%	0.66%	1.88%	0.0%	1.02%	8.33%	0.0%	7.14%	0.0%	0.40%	3.23%	0.0%	0.0%	5.13%	0.0%	1.12%	1.20%	1.39%	0.97%	0.0%
	J	J	J	J	J	J			J		J	M								SU						
Average rating	8.9009	8.6690	8.6795	8.9057	8.5633	8.8045	8.7194	8.6546	8.4301	9.0296	8.8350	5.0000	9.5265	6.5000	9.2694	9.0913	8.4301	10.0000	8.9492	8.6923	8.9124	8.8883	8.8916	8.6806	9.0631	0
	BCEI			EI		I				BCEHI	BCEI		L			Q										
Standard deviation	1.7873	1.9226	1.9561	1.8485	2.0250	1.8459	1.9931	1.8907	2.1523	1.4853	1.7363	1.9257	0.7487	2.9940	1.2359	1.6558	2.2065	0	1.6511	2.3982	1.7107	1.7652	1.9513	2.1136	1.6193	0
3-point composite mean	2.6216	2.5475	2.5330	2.6257	2.5175	2.5864	2.5494	2.5296	2.4543	2.6805	2.6045	1.2500	2.8444	1.8571	2.7347	2.6786	2.4946	3.0000	2.6441	2.5897	2.6058	2.6201	2.6205	2.5694	2.6650	0
	BCEHI	I		CEI		I				BCEGHI	BCEI		L			Q										
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.03%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	107	18	18	57	12	11	0	9	3	50	426	1	4	2	14	2	3	1	0	2	2	2	3	4	53	0
	13.70%	2.40%	2.08%	13.90%	3.05%	2.39%	0.0%	2.86%	0.78%	22.62%	11.39%	2.08%	1.32%	6.06%	5.41%	0.78%	3.16%	11.11%	0.0%	2.44%	1.43%	1.10%	1.75%	2.65%	20.46%	0.0%
	BCEFGHI	GI	GI	BCEFGHI	GI	G		GI		ABCDEFG HIK	BCEFGHI														X	
BASE = Those who responded	674	731	849	353	381	449	256	306	382	171	3313	47	298	31	245	256	92	8	118	80	138	180	168	147	206	0
	86.30%	97.60%	97.92%	86.10%	96.95%	97.61%	100.00%	97.14%	99.22%	77.38%	88.58%	97.92%	98.68%	93.94%	94.59%	99.22%	96.84%	88.89%	100.00%	97.56%	98.57%	98.90%	98.25%	97.35%	79.54%	0.0%
	J	ADJK	ADJK	J	ADJK	ADJK	ABCDEFH JK	ADJK	ABCDEHJ K		J													Y		
Yes	442	483	556	212	220	244	221	279	335	100	1641	25	184	21	166	140	67	4	70	51	82	104	106	94	118	0
	65.58%	66.07%	65.49%	60.06%	57.74%	54.34%	86.33%	91.18%	87.70%	58.48%	49.53%	53.19%	61.74%	67.74%	67.76%	54.69%	72.83%	50.00%	59.32%	63.75%	59.42%	57.78%	63.10%	63.95%	57.28%	0.0%
	EFK	EFK	EFK	K	K		ABCDEFJ K	ABCDEFJ K	ABCDEFJ K	K							P									
No	232	248	293	141	161	205	35	27	47	71	1672	22	114	10	79	116	25	4	48	29	56	76	62	53	88	0
	34.42%	33.93%	34.51%	39.94%	42.26%	45.66%	13.67%	8.82%	12.30%	41.52%	50.47%	46.81%	38.26%	32.26%	32.24%	45.31%	27.17%	50.00%	40.68%	36.25%	40.58%	42.22%	36.90%	36.05%	42.72%	0.0%
	GHI	GHI	GHI	GHI	ABCGHI	ABCGHI				GHI	ABCDEGH IJ					Q										
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	3740 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	3 0.38%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.39%	0 0.0%	0 0.0%	2 0.90%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	113 14.47% BCEFGHI	20 2.67% GI	22 2.54% GI	60 14.63% BCEFGHI	13 3.31% GI	13 2.83% GI	0 0.0%	11 3.49% GI	3 0.78%	53 23.98% ABCDEFG HIK	448 11.98% BCEFGHI	1 2.08%	7 2.32%	2 6.06%	16 6.18%	4 1.55%	3 3.16%	1 11.11%	0 0.0%	4 4.88% S	2 1.43%	3 1.65%	4 2.34%	6 3.97%	54 20.85% X	0 0.0%
Appropriately skipped	232 29.71% GHI	248 33.11% GHI	293 33.79% GHI	141 34.39% GHI	161 40.97% ABCGHIJ	205 44.57% ABCDGHI J	35 13.67%	27 8.57%	47 12.21%	71 32.13% GHI	1672 44.71% ABCDGHI J	22 45.83%	114 37.75%	10 30.30%	79 30.50%	116 44.96% Q	25 26.32%	4 44.44%	48 40.68%	29 35.37%	56 40.00%	76 41.76%	62 36.26%	53 35.10%	88 33.98%	0 0.0%
BASE = Those who responded	433 55.44% JK	481 64.22% ADEFJK	552 63.67% ADEFJK	209 50.98% K	219 55.73% JK	242 52.61% JK	220 85.94% ABCDEFJ K	277 87.94% ABCDEFJ K	335 87.01% ABCDEFJ K	95 42.99%	1620 43.32%	25 52.08%	181 59.93%	21 63.64%	164 63.32%	138 53.49%	67 70.53% P	4 44.44%	70 59.32%	49 59.76%	82 58.57%	103 56.59%	105 61.40%	92 60.93% Y	117 45.17%	0 0.0%
Never	4 0.92% J	15 3.12% ADGJK	19 3.44% ADGJK	2 0.96%	6 2.74% J	5 2.07% J	2 0.91%	9 3.25% AJ	15 4.48% ADGJK	0 0.0%	23 1.42% J	1 4.00%	1 0.55%	0 0.0%	2 1.22%	2 1.45%	0 0.0%	0 0.0%	1 1.43%	0 0.0%	1 1.22%	0 0.0%	2 1.90%	2 2.17%	0 0.0%	0 0.0%
Sometimes	54 12.47% K	54 11.23%	82 14.86% JK	26 12.44%	25 11.42%	32 13.22%	36 16.36% JK	31 11.19%	53 15.82% JK	7 7.37%	145 8.95%	8 32.00%	18 9.94%	3 14.29%	19 11.59%	17 12.32%	8 11.94%	0 0.0%	13 18.57%	5 10.20%	8 9.76%	17 16.50%	9 8.57%	8 8.70%	18 15.38%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	58 13.39%	69 14.35% JK	101 18.30% AJK	28 13.40%	31 14.16%	37 15.29% JK	38 17.27% JK	40 14.44% J	68 20.30% ABDJK	7 7.37%	168 10.37%	9 36.00%	19 10.50%	3 14.29%	21 12.80%	19 13.77%	8 11.94%	0 0.0%	14 20.00%	5 10.20%	9 10.98%	17 16.50%	11 10.48%	10 10.87%	18 15.38%	0 0.0%
Usually	67 15.47%	79 16.42%	100 18.12%	29 13.88%	29 13.24%	37 15.29%	30 13.64%	46 16.61%	64 19.10%	20 21.05%	271 16.73%	3 12.00%	24 13.26%	5 23.81%	23 14.02%	12 8.70%	16 23.88% P	0 0.0%	6 8.57%	12 24.49% S	11 13.41%	11 10.68%	18 17.14%	15 16.30%	14 11.97%	0 0.0%
Always	308 71.13% CI	333 69.23% I	351 63.59%	152 72.73% CI	159 72.60% CI	168 69.42% I	152 69.09% I	191 68.95% I	203 60.60%	68 71.58% I	1181 72.90% CI	13 52.00%	138 76.24%	13 61.90%	120 73.17%	107 77.54%	43 64.18%	4 100.00%	50 71.43%	32 65.31%	62 75.61%	75 72.82%	76 72.38%	67 72.83%	85 72.65%	0 0.0%
CAHPS Rate (%Always + %Usually)	375 86.61% CI	412 85.65% I	451 81.70%	181 86.60% I	188 85.84%	205 84.71%	182 82.73%	237 85.56%	267 79.70%	88 92.63% BCFGHI	1452 89.63% BCFGI	16 64.00%	162 89.50%	18 85.71%	143 87.20%	119 86.23%	59 88.06%	4 100.00%	56 80.00%	44 89.80%	73 89.02%	86 83.50%	94 89.52%	82 89.13%	99 84.62%	0 0.0%
3-point composite mean	2.5774 CI	2.5489 CI	2.4529	2.5933 CI	2.5845 CI	2.5413 I	2.5182	2.5451 I	2.4030	2.6421 CI	2.6253 BCGI	2.1600	2.6575	2.4762	2.6037	2.6377	2.5224	3.0000	2.5143	2.5510	2.6463	2.5631	2.6190	2.6196	2.5726	0

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4-point composite mean	3.5681	3.5177	3.4185	3.5837	3.5571	3.5207	3.5091	3.5126	3.3582	3.6421	3.6111	3.1200	3.6519	3.4762	3.5915	3.6232	3.5224	4.0000	3.5000	3.5510	3.6341	3.5631	3.6000	3.5978	3.5726	0
	CI	I		CI	CI	I	I	I		CI	BCI															
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	2	0	1	0	0	0	1	0	1	1	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.26%	0.0%	0.12%	0.0%	0.0%	0.0%	0.39%	0.0%	0.26%	0.45%	0.16%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
											BDEFH															
No response	119	25	27	63	15	14	3	12	9	54	471	1	10	2	19	5	5	1	0	5	4	3	7	6	57	0
	15.24%	3.34%	3.11%	15.37%	3.82%	3.04%	1.17%	3.81%	2.34%	24.43%	12.59%	2.08%	3.31%	6.06%	7.34%	1.94%	5.26%	11.11%	0.0%	6.10%	2.86%	1.65%	4.09%	3.97%	22.01%	0.0%
	BCEFGHI	G	G	BCEFGHI	G			G		ABCDEFG	BCEFGHI									S	S				X	
										HIK																
Appropriately skipped	232	248	293	141	161	205	35	27	47	71	1672	22	114	10	79	116	25	4	48	29	56	76	62	53	88	0
	29.71%	33.11%	33.79%	34.39%	40.97%	44.57%	13.67%	8.57%	12.21%	32.13%	44.71%	45.83%	37.75%	30.30%	30.50%	44.96%	26.32%	44.44%	40.68%	35.37%	40.00%	41.76%	36.26%	35.10%	33.98%	0.0%
	GHI	GHI	GHI	GHI	ABCGHIJ	ABCDGHI				GHI	ABCDGHI					Q										
						J					J															
BASE = Those who responded	428	476	546	206	217	241	217	276	328	95	1591	25	178	21	161	137	65	4	70	48	80	103	102	92	114	0
	54.80%	63.55%	62.98%	50.24%	55.22%	52.39%	84.77%	87.62%	85.19%	42.99%	42.54%	52.08%	58.94%	63.64%	62.16%	53.10%	68.42%	44.44%	59.32%	58.54%	57.14%	56.59%	59.65%	60.93%	44.02%	0.0%
	JK	ADEFJK	ADEFJK	K	JK	JK	ABCDEFJ	ABCDEFJ	ABCDEFJ								P							Y		
							K	K	K																	
Yes	252	257	307	116	114	124	142	161	196	53	909	14	101	13	92	69	45	1	39	27	48	52	64	44	72	0
	58.88%	53.99%	56.23%	56.31%	52.53%	51.45%	65.44%	58.33%	59.76%	55.79%	57.13%	56.00%	56.74%	61.90%	57.14%	50.36%	69.23%	25.00%	55.71%	56.25%	60.00%	50.49%	62.75%	47.83%	63.16%	0.0%
							BCEFK		F								P								X	
No	176	219	239	90	103	117	75	115	132	42	682	11	77	8	69	68	20	3	31	21	32	51	38	48	42	0
	41.12%	46.01%	43.77%	43.69%	47.47%	48.55%	34.56%	41.67%	40.24%	44.21%	42.87%	44.00%	43.26%	38.10%	42.86%	49.64%	30.77%	75.00%	44.29%	43.75%	40.00%	49.51%	37.25%	52.17%	36.84%	0.0%
		G	G		G	GI					G					Q								Y		
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	4	1	1	2	1	1	2	0	1	1	35	1	1	0	2	0	0	0	1	0	1	1	1	2	0	0
	0.51%	0.13%	0.12%	0.49%	0.25%	0.22%	0.78%	0.0%	0.26%	0.45%	0.35%	2.08%	0.33%	0.0%	0.77%	0.0%	0.0%	0.0%	0.85%	0.0%	0.71%	0.55%	0.58%	1.32%	0.0%	0.0%
	H										H															
No response	105	2	7	55	1	4	2	0	0	50	1078	1	2	3	14	0	0	0	0	1	1	0	2	3	52	0
	13.44%	0.27%	0.81%	13.41%	0.25%	0.87%	0.78%	0.0%	0.0%	22.62%	10.84%	2.08%	0.66%	9.09%	5.41%	0.0%	0.0%	0.0%	0.0%	1.22%	0.71%	0.0%	1.17%	1.99%	20.08%	0.0%
	BCEFGHI		HI	BCEFGHI		HI				ABCDEFG	BCEFGHI														X	
	K									HIK																
BASE = Those who responded	672	746	859	353	391	455	252	315	384	170	8830	46	299	30	243	258	95	9	117	81	138	181	168	146	207	0
	86.04%	99.60%	99.08%	86.10%	99.49%	98.91%	98.44%	100.00%	99.74%	76.92%	88.81%	95.83%	99.01%	90.91%	93.82%	100.00%	100.00%	100.00%	99.15%	98.78%	98.57%	99.45%	98.25%	96.69%	79.92%	0.0%
	J	ADJK	ADJK	J	ADJK	ADJK	ADJK	ACDFGJK	ADJK		AJ													Y		
5 - Excellent	245	237	295	148	144	177	56	54	80	69	3730	11	133	6	100	148	0	7	53	32	52	69	76	66	82	0
	36.46%	31.77%	34.34%	41.93%	36.83%	38.90%	22.22%	17.14%	20.83%	40.59%	42.24%	23.91%	44.48%	20.00%	41.15%	57.36%	0.0%	77.78%	45.30%	39.51%	37.68%	38.12%	45.24%	45.21%	39.61%	0.0%
	GHI	GHI	GHI	BCGHI	GHI	BGHI				BGHI	ABCEGHI		L		N	Q										
4 - Very good	209	260	279	110	141	149	73	113	117	55	3068	16	92	14	76	110	0	2	47	25	35	62	48	43	67	0
	31.10%	34.85%	32.48%	31.16%	36.06%	32.75%	28.97%	35.87%	30.47%	32.35%	34.75%	34.78%	30.77%	46.67%	31.28%	42.64%	0.0%	22.22%	40.17%	30.86%	25.36%	34.25%	28.57%	29.45%	32.37%	0.0%
											AG					Q			U							
CAHPS Rate (Top Two Box)	454	497	574	258	285	326	129	167	197	124	6798	27	225	20	176	258	0	9	100	57	87	131	124	109	149	0
	67.56%	66.62%	66.82%	73.09%	72.89%	71.65%	51.19%	53.02%	51.30%	72.94%	76.99%	58.70%	75.25%	66.67%	72.43%	100.00%	0.0%	100.00%	85.47%	70.37%	63.04%	72.38%	73.81%	74.66%	71.98%	0.0%
	GHI	GHI	GHI	BCGHI	BCGHI	GHI				GHI	ABCFGHI		L			Q			TU							
3 - Good	157	176	207	70	78	101	73	90	127	41	1660	16	52	8	46	0	70	0	16	16	35	38	31	31	39	0
	23.36%	23.59%	24.10%	19.83%	19.95%	22.20%	28.97%	28.57%	33.07%	24.12%	18.80%	34.78%	17.39%	26.67%	18.93%	0.0%	73.68%	0.0%	13.68%	19.75%	25.36%	20.99%	18.45%	21.23%	18.84%	0.0%
	K	K	K				DEK	DEFK	ABCDEFJ			M					P				S					
									K																	
Top Three Box	611	673	781	328	363	427	202	257	324	165	8458	43	277	28	222	258	70	9	116	73	122	169	155	140	188	0
	90.92%	90.21%	90.92%	92.92%	92.84%	93.85%	80.16%	81.59%	84.38%	97.06%	95.79%	93.48%	92.64%	93.33%	91.36%	100.00%	73.68%	100.00%	99.15%	90.12%	88.41%	93.37%	92.26%	95.89%	90.82%	0.0%
	GHI	GHI	GHI	GHI	GHI	BGHI				ABCDEGH	ABCDEGH					Q			TU							
										I	I															
2 - Fair	57	61	67	25	21	27	46	49	49	5	343	3	22	2	21	0	25	0	1	8	16	12	13	6	19	0
	8.48%	8.18%	7.80%	7.08%	5.37%	5.93%	18.25%	15.56%	12.76%	2.94%	3.88%	6.52%	7.36%	6.67%	8.64%	0.0%	26.32%	0.0%	0.85%	9.88%	11.59%	6.63%	7.74%	4.11%	9.18%	0.0%
	EJK	JK	JK	JK			ABCDEFJ	ABCDEFJ	ABCDEFJ								P			S	S					
							K	K	K																	
1 - Poor	4	12	11	0	7	1	4	9	11	0	29	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.60%	1.61%	1.28%	0.0%	1.79%	0.22%	1.59%	2.86%	2.86%	0.0%	0.33%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	DJ	DFJK	DFJK		DFJK		DJ	ADFJK	ADFJK		DJ															

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Bottom Two Box	61	73	78	25	28	28	50	58	60	5	372	3	22	2	21	0	25	0	1	8	16	12	13	6	19	0
	9.08%	9.79%	9.08%	7.08%	7.16%	6.15%	19.84%	18.41%	15.63%	2.94%	4.21%	6.52%	7.36%	6.67%	8.64%	0.0%	26.32%	0.0%	0.85%	9.88%	11.59%	6.63%	7.74%	4.11%	9.18%	0.0%
	JK	FJK	JK	JK	JK		ABCDEFJK	ABCDEFJK	ABCDEFJK								P			S	S					
Average rating	3.9435	3.8700	3.9080	4.0793	4.0077	4.0418	3.5198	3.4889	3.5365	4.1059	4.1469	3.7609	4.1237	3.8000	4.0494	4.5736	2.7368	4.7778	4.2991	4.0000	3.8913	4.0387	4.1131	4.1575	4.0242	0
	GHI	GHI	GHI	ABCGHI	BGHI	BCGHI				ABCGHI	ABCEFGHI		L			Q			TU							
Standard deviation	0.9939	1.0043	1.0016	0.9458	0.9714	0.9308	1.0744	1.0370	1.0452	0.8680	0.8796	0.8892	0.9475	0.8327	0.9716	0.4945	0.4403	0.4157	0.7311	0.9938	1.0404	0.9246	0.9662	0.8966	0.9752	0
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	2 0.26%	0 0.0%	2 0.23%	0 0.0%	0 0.0%	2 0.43%	1 0.39%	0 0.0%	1 0.26%	1 0.45%	22 0.22% BDEH	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	107 13.70% BCEFGHI K	5 0.67% I	10 1.15% I	54 13.17% BCEFGHI	4 1.02% I	7 1.52% I	1 0.39%	2 0.63%	0 0.0%	52 23.53% ABCDEFG HIK	1099 11.05% BCEFGHI	1 2.08%	1 0.33%	2 6.06%	13 5.02%	1 0.39%	0 0.0%	0 0.0%	1 0.85%	0 0.0%	0 0.0%	1 0.55%	0 0.0%	2 1.32%	52 20.08% X	0 0.0%
BASE = Those who responded	672 86.04% J	744 99.33% ADJK	855 98.62% ADJK	356 86.83% J	389 98.98% ADJK	451 98.04% ADJK	254 99.22% ADJK	313 99.37% ADJK	384 99.74% ACDFJK	168 76.02%	8822 88.73% AJ	47 97.92%	301 99.67%	31 93.94%	246 94.98%	257 99.61%	95 100.00%	9 100.00%	117 99.15%	82 100.00%	140 100.00%	181 99.45%	171 100.00%	149 98.68% Y	207 79.92%	0 0.0%
5 - Excellent	316 47.02% BGHI	311 41.80% GHI	371 43.39% GHI	189 53.09% BCGHI	190 48.84% BGHI	219 48.56% BGHI	65 25.59%	80 25.56%	102 26.56%	96 57.14% ABCGHI	4539 51.45% ABCGHI	19 40.43%	165 54.82%	14 45.16%	128 52.03%	168 65.37% Q	20 21.05%	8 88.89%	79 67.52% TU	41 50.00%	56 40.00%	82 45.30%	104 60.82% V	76 51.01%	113 54.59%	0 0.0%
4 - Very good	137 20.39%	174 23.39% G	196 22.92% G	66 18.54%	90 23.14% G	108 23.95% G	42 16.54%	69 22.04%	79 20.57%	42 25.00% G	2233 25.31% ADGI	10 21.28%	54 17.94%	8 25.81%	50 20.33%	52 20.23%	14 14.74%	1 11.11%	23 19.66%	13 15.85%	28 20.00%	43 23.76% W	23 13.45%	29 19.46%	37 17.87%	0 0.0%
CAHPS Rate (Top Two Box)	453 67.41% GHI	485 65.19% GHI	567 66.32% GHI	255 71.63% BGHI	280 71.98% BCGHI	327 72.51% BCGHI	107 42.13%	149 47.60%	181 47.14%	138 82.14% ABCDEFG HI	6772 76.76% ABCDEFG HI	29 61.70%	219 72.76%	22 70.97%	178 72.36%	220 85.60% Q	34 35.79%	9 100.00%	102 87.18% TU	54 65.85%	84 60.00%	125 69.06%	127 74.27%	105 70.47%	150 72.46%	0 0.0%
3 - Good	135 20.09% K	168 22.58% DJK	188 21.99% JK	62 17.42%	74 19.02%	89 19.73%	77 30.31% ABCDEFJ K	88 28.12% ACDEFJK	113 29.43% ABCDEFJ K	25 14.88%	1431 16.22%	8 17.02%	53 17.61%	6 19.35%	41 16.67%	27 10.51%	34 35.79% P	0 0.0%	12 10.26%	17 20.73% S	32 22.86% S	30 16.57%	31 18.13%	26 17.45%	36 17.39%	0 0.0%
Top Three Box	588 87.50% GHI	653 87.77% GHI	755 88.30% GHI	317 89.04% GHI	354 91.00% GHI	416 92.24% ABCGHI	184 72.44%	237 75.72%	294 76.56%	163 97.02% ABCDEFG HIK	8203 92.98% ABCDGHI	37 78.72%	272 90.37%	28 90.32%	219 89.02%	247 96.11% Q	68 71.58%	9 100.00%	114 97.44% TU	71 86.59%	116 82.86%	155 85.64%	158 92.40% V	131 87.92%	186 89.86%	0 0.0%
2 - Fair	65 9.67% EJK	68 9.14% EJK	78 9.12% EJK	31 8.71% J	23 5.91% J	32 7.10% J	54 21.26% ABCDEFJ K	58 18.53% ABCDEFJ K	69 17.97% ABCDEFJ K	3 1.79%	512 5.80% J	6 12.77%	25 8.31%	1 3.23%	24 9.76%	8 3.11%	21 22.11% P	0 0.0%	2 1.71%	9 10.98% S	19 13.57% S	21 11.60%	10 5.85%	13 8.72%	18 8.70%	0 0.0%
1 - Poor	19 2.83% FK	23 3.09% FK	22 2.57% FK	8 2.25%	12 3.08% FK	3 0.67%	16 6.30% ACDFJK	18 5.75% ACDFJK	21 5.47% ACDFJK	2 1.19%	107 1.21%	4 8.51%	4 1.33%	2 6.45%	3 1.22%	2 0.78%	6 6.32% P	0 0.0%	1 0.85%	2 2.44%	5 3.57%	5 2.76%	3 1.75%	5 3.36%	3 1.45%	0 0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Bottom Two Box	84	91	100	39	35	35	70	76	90	5	619	10	29	3	27	10	27	0	3	11	24	26	13	18	21	0
	12.50%	12.23%	11.70%	10.96%	9.00%	7.76%	27.56%	24.28%	23.44%	2.98%	7.02%	21.28%	9.63%	9.68%	10.98%	3.89%	28.42%	0.0%	2.56%	13.41%	17.14%	14.36%	7.60%	12.08%	10.14%	0.0%
	FJK	FJK	FJK	JK	J	J	ABCDEFJ K	ABCDEFJ K	ABCDEFJ K		J						P			S	S	W				
Average	3.9911	3.9167	3.9544	4.1152	4.0874	4.1264	3.3386	3.4313	3.4479	4.3512	4.1998	3.7234	4.1661	4.0000	4.1220	4.4630	3.2211	4.8889	4.5128	4.0000	3.7929	3.9724	4.2573	4.0604	4.1546	0
	GHI	GHI	GHI	BCGHI	BCGHI	ABCGHI				ABCDEFG HIK	ABCEGHI		L			Q			TU				V			
Standard deviation	1.1456	1.1317	1.1172	1.1146	1.0887	1.0053	1.2405	1.2133	1.2108	0.8806	0.9890	1.3321	1.0717	1.1640	1.0826	0.8596	1.1892	0.3143	0.8125	1.1687	1.2041	1.1536	1.0560	1.1541	1.0836	0
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.12%	0.0%	0.0%	0.0%	0.0%	0.0%	0.26%	0.0%	0.03%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	110	6	9	55	3	5	1	1	0	54	436	0	3	2	13	1	1	0	0	1	1	1	1	4	51	0
	14.08%	0.80%	1.04%	13.41%	0.76%	1.09%	0.39%	0.32%	0.0%	24.43%	11.66%	0.0%	0.99%	6.06%	5.02%	0.39%	1.05%	0.0%	0.0%	1.22%	0.71%	0.55%	0.58%	2.65%	19.69%	0.0%
	BCEFGHI	I	I	BCEFGHI		I				ABCDEFG HIK	BCEFGHI														X	
BASE = Those who responded	671	743	857	355	390	455	255	314	384	167	3303	48	299	31	246	257	94	9	118	81	139	181	170	147	208	0
	85.92%	99.20%	98.85%	86.59%	99.24%	98.91%	99.61%	99.68%	99.74%	75.57%	88.32%	100.00%	99.01%	93.94%	94.98%	99.61%	98.95%	100.00%	100.00%	98.78%	99.29%	99.45%	99.42%	97.35%	80.31%	0.0%
	J	ADJK	ADJK	J	ADJK	ADJK	ADJK	ADJK	ACDJK		J													Y		
Yes	310	348	407	140	139	144	217	274	326	44	977	22	116	19	104	81	55	0	32	42	64	68	71	64	76	0
	46.20%	46.84%	47.49%	39.44%	35.64%	31.65%	85.10%	87.26%	84.90%	26.35%	29.58%	45.83%	38.80%	61.29%	42.28%	31.52%	58.51%	0.0%	27.12%	51.85%	46.04%	37.57%	41.76%	43.54%	36.54%	0.0%
	DEFJK	DEFJK	DEFJK	FJK	JK		ABCDEFJ K	ABCDEFJ K	ABCDEFJ K					O			P			S	S					
No	361	395	450	215	251	311	38	40	58	123	2326	26	183	12	142	176	39	9	86	39	75	113	99	83	132	0
	53.80%	53.16%	52.51%	60.56%	64.36%	68.35%	14.90%	12.74%	15.10%	73.65%	70.42%	54.17%	61.20%	38.71%	57.72%	68.48%	41.49%	100.00%	72.88%	48.15%	53.96%	62.43%	58.24%	56.46%	63.46%	0.0%
	GHI	GHI	GHI	ABCGHI	ABCGHI	ABCDGHI				ABCDEGH I	ABCDEGH I				N	Q			TU							
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	2	0	1	1	0	0	0	0	0	1	2	0	1	0	1	1	0	0	0	0	1	0	1	1	0	0
	0.26%	0.0%	0.12%	0.24%	0.0%	0.0%	0.0%	0.0%	0.0%	0.45%	0.05%	0.0%	0.33%	0.0%	0.39%	0.39%	0.0%	0.0%	0.0%	0.0%	0.71%	0.0%	0.58%	0.66%	0.0%	0.0%
No response	118	7	13	55	3	5	2	1	2	61	447	0	3	2	13	1	1	0	0	1	1	1	1	4	51	0
	15.11%	0.93%	1.50%	13.41%	0.76%	1.09%	0.78%	0.32%	0.52%	27.60%	11.95%	0.0%	0.99%	6.06%	5.02%	0.39%	1.05%	0.0%	0.0%	1.22%	0.71%	0.55%	0.58%	2.65%	19.69%	0.0%
	BCEFGHI		H	BCEFGHI						ABCDEFG	BCEFGHI														X	
	K									HIK																
Appropriately skipped	361	395	450	215	251	311	38	40	58	123	2326	26	183	12	142	176	39	9	86	39	75	113	99	83	132	0
	46.22%	52.74%	51.90%	52.44%	63.87%	67.61%	14.84%	12.70%	15.06%	55.66%	62.19%	54.17%	60.60%	36.36%	54.83%	68.22%	41.05%	100.00%	72.88%	47.56%	53.57%	62.09%	57.89%	54.97%	50.97%	0.0%
	GHI	AGHI	AGHI	AGHI	ABCDGHI	ABCDGHI				AGHI	ABCDGHI				N	Q			TU							
					J	JK																				
BASE = Those who responded	300	347	403	139	139	144	216	274	325	36	965	22	115	19	103	80	55	0	32	42	63	68	70	63	76	0
	38.41%	46.33%	46.48%	33.90%	35.37%	31.30%	84.38%	86.98%	84.42%	16.29%	25.80%	45.83%	38.08%	57.58%	39.77%	31.01%	57.89%	0.0%	27.12%	51.22%	45.00%	37.36%	40.94%	41.72%	29.34%	0.0%
	FJK	ADEFJK	ADEFJK	JK	JK	JK	ABCDEFJ	ABCDEFJ	ABCDEFJ		J						P			S	S			Y		
							K	K	K																	
Yes	235	297	348	103	113	121	209	265	320	12	739	15	88	12	77	52	48	0	17	35	49	58	44	43	60	0
	78.33%	85.59%	86.35%	74.10%	81.29%	84.03%	96.76%	96.72%	98.46%	33.33%	76.58%	68.18%	76.52%	63.16%	74.76%	65.00%	87.27%	0.0%	53.13%	83.33%	77.78%	85.29%	62.86%	68.25%	78.95%	0.0%
	J	ADJK	ADJK	J	J	DJK	ABCDEFJ	ABCDEFJ	ABCDEFJ		J						P			S	S	W				
							K	K	K																	
No	65	50	55	36	26	23	7	9	5	24	226	7	27	7	26	28	7	0	15	7	14	10	26	20	16	0
	21.67%	14.41%	13.65%	25.90%	18.71%	15.97%	3.24%	3.28%	1.54%	66.67%	23.42%	31.82%	23.48%	36.84%	25.24%	35.00%	12.73%	0.0%	46.88%	16.67%	22.22%	14.71%	37.14%	31.75%	21.05%	0.0%
	BCGHI	GHI	GHI	BCFGHI	GHI	GHI				ABCDEFG	BCFGHI					Q			TU				V			
										HIK																
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	3740 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	123 15.75% BCEFGHI K	14 1.87% I	19 2.19% I	57 13.90% BCEFGHI	5 1.27%	6 1.30%	3 1.17%	3 0.95%	2 0.52%	63 28.51% ABCDEFG HIK	461 12.33% BCEFGHI	0 0.0%	5 1.66% L	2 6.06%	15 5.79%	3 1.16%	1 1.05%	0 0.0%	1 0.85%	1 1.22%	2 1.43%	2 1.10%	2 1.17%	5 3.31%	52 20.08% X	0 0.0%
Appropriately skipped	426 54.55% GHI	445 59.41% GHI	505 58.25% GHI	251 61.22% AGHI	277 70.48% ABCDGHI	334 72.61% ABCDGHI K	45 17.58%	49 15.56%	63 16.36%	147 66.52% ACGHI	2552 68.24% ABCDGHI	33 68.75%	210 69.54%	19 57.58%	168 64.86%	204 79.07% Q	46 48.42%	9 100.00%	101 85.59% TU	46 56.10%	89 63.57%	123 67.58%	125 73.10%	103 68.21% Y	148 57.14%	0 0.0%
BASE = Those who responded	232 29.71% JK	290 38.72% ADEFJK	343 39.56% ADEFJK	102 24.88% JK	111 28.24% JK	120 26.09% JK	208 81.25% ABCDEFJ K	263 83.49% ABCDEFJ K	320 83.12% ABCDEFJ K	11 4.98%	727 19.44% J	15 31.25%	87 28.81%	12 36.36%	76 29.34%	51 19.77%	48 50.53% P	0 0.0%	16 13.56%	35 42.68% S	49 35.00% S	57 31.32%	44 25.73%	43 28.48%	59 22.78%	0 0.0%
Yes	204 87.93%	260 89.66%	317 92.42% K	88 86.27%	97 87.39%	108 90.00%	204 98.08% ABCDEFK	260 98.86% ABCDEFK	317 99.06% ABCDEFK	0 0.0%	624 85.83%	12 80.00%	76 87.36%	10 83.33%	66 86.84%	45 88.24%	40 83.33%	0 0.0%	13 81.25%	32 91.43%	41 83.67%	51 89.47%	36 81.82%	39 90.70%	49 83.05%	0 0.0%
No	28 12.07% GHI	30 10.34% GHI	26 7.58% GHI	14 13.73% GHI	14 12.61% GHI	12 10.00% GHI	4 1.92%	3 1.14%	3 0.94%	11 100.00%	103 14.17% CGHI	3 20.00%	11 12.64%	2 16.67%	10 13.16%	6 11.76%	8 16.67%	0 0.0%	3 18.75%	3 8.57%	8 16.33%	6 10.53%	8 18.18%	4 9.30%	10 16.95%	0 0.0%
Sigma	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	3740 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%

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A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

63. 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?

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	0	1	0	0	1	0	0	0	1	0	1	0	1	1	0	0	0	0	1	0	1	1	0	0
	0.13%	0.0%	0.0%	0.24%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.03%	0.0%	0.33%	0.0%	0.39%	0.39%	0.0%	0.0%	0.0%	0.0%	0.71%	0.0%	0.58%	0.66%	0.0%	0.0%
No response	119	18	18	61	11	11	7	10	7	54	476	2	7	3	19	5	3	0	0	2	6	1	7	4	57	0
	15.24%	2.40%	2.08%	14.88%	2.80%	2.39%	2.73%	3.17%	1.82%	24.43%	12.73%	4.17%	2.32%	9.09%	7.34%	1.94%	3.16%	0.0%	0.0%	2.44%	4.29%	0.55%	4.09%	2.65%	22.01%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG HIK	BCEFGHI										S		V		X	
BASE = Those who responded	661	731	849	348	382	449	248	305	378	167	3263	46	294	30	239	252	92	9	118	80	133	181	163	146	202	0
	84.64%	97.60%	97.92%	84.88%	97.20%	97.61%	96.88%	96.83%	98.18%	75.57%	87.25%	95.83%	97.35%	90.91%	92.28%	97.67%	96.84%	100.00%	100.00%	97.56%	95.00%	99.45%	95.32%	96.69%	77.99%	0.0%
	J	ADJK	ADJK	J	ADJK	ADJK	ADJK	ADJK	ADJK		J								U			W		Y		
Yes	154	184	213	69	69	73	135	161	196	11	501	9	60	8	51	33	33	0	13	22	32	38	30	25	44	0
	23.30%	25.17%	25.09%	19.83%	18.06%	16.26%	54.44%	52.79%	51.85%	6.59%	15.35%	19.57%	20.41%	26.67%	21.34%	13.10%	35.87%	0.0%	11.02%	27.50%	24.06%	20.99%	18.40%	17.12%	21.78%	0.0%
	EFJK	DEFJK	DEFJK	JK	J	J	ABCDEFJ K	ABCDEFJ K	ABCDEFJ K		J						P			S	S					
No	507	547	636	279	313	376	113	144	182	156	2762	37	234	22	188	219	59	9	105	58	101	143	133	121	158	0
	76.70%	74.83%	74.91%	80.17%	81.94%	83.74%	45.56%	47.21%	48.15%	93.41%	84.65%	80.43%	79.59%	73.33%	78.66%	86.90%	64.13%	100.00%	88.98%	72.50%	75.94%	79.01%	81.60%	82.88%	78.22%	0.0%
	GHI	GHI	GHI	BCGHI	ABCGHI	ABCGHI				ABCDEFG HIK	ABCDGHI					Q			TU							
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	124	19	20	63	12	12	10	10	7	55	480	2	9	3	21	7	3	0	0	3	7	2	8	6	57	0
	15.88%	2.54%	2.31%	15.37%	3.05%	2.61%	3.91%	3.17%	1.82%	24.89%	12.83%	4.17%	2.98%	9.09%	8.11%	2.71%	3.16%	0.0%	0.0%	3.66%	5.00%	1.10%	4.68%	3.97%	22.01%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG	BCEFGHI										S		V		X	
	K									HIK																
Appropriately skipped	507	547	636	279	313	376	113	144	182	156	2762	37	234	22	188	219	59	9	105	58	101	143	133	121	158	0
	64.92%	73.03%	73.36%	68.05%	79.64%	81.74%	44.14%	45.71%	47.27%	70.59%	73.85%	77.08%	77.48%	66.67%	72.59%	84.88%	62.11%	100.00%	88.98%	70.73%	72.14%	78.57%	77.78%	80.13%	61.00%	0.0%
	GHI	AGHI	AGHI	GHI	ABCDGHI	ABCDGHI				GHI	ADGHI					Q			TU					Y		
					JK	JK																				
BASE = Those who responded	150	183	211	68	68	72	133	161	196	10	498	9	59	8	50	32	33	0	13	21	32	37	30	24	44	0
	19.21%	24.43%	24.34%	16.59%	17.30%	15.65%	51.95%	51.11%	50.91%	4.52%	13.32%	18.75%	19.54%	24.24%	19.31%	12.40%	34.74%	0.0%	11.02%	25.61%	22.86%	20.33%	17.54%	15.89%	16.99%	0.0%
	JK	ADEFJK	ADEFJK	J	JK	J	ABCDEFJ	ABCDEFJ	ABCDEFJ		J						P			S	S					
							K	K	K																	
Yes	126	159	196	56	56	64	121	154	190	3	418	8	48	7	40	27	26	0	8	19	29	30	26	23	33	0
	84.00%	86.89%	92.89%	82.35%	82.35%	88.89%	90.98%	95.65%	96.94%	30.00%	83.94%	88.89%	81.36%	87.50%	80.00%	84.38%	78.79%	0.0%	61.54%	90.48%	90.63%	81.08%	86.67%	95.83%	75.00%	0.0%
			ADEK				K	ABDEK	ABDEFGK																	
No	24	24	15	12	12	8	12	7	6	7	80	1	11	1	10	5	7	0	5	2	3	7	4	1	11	0
	16.00%	13.11%	7.11%	17.65%	17.65%	11.11%	9.02%	4.35%	3.06%	70.00%	16.06%	11.11%	18.64%	12.50%	20.00%	15.63%	21.21%	0.0%	38.46%	9.52%	9.38%	18.92%	13.33%	4.17%	25.00%	0.0%
	CHI	HI		CHI	CHI	I	I				CGHI															
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	128	21	22	63	14	13	11	10	8	58	483	2	9	3	21	7	3	0	0	3	7	2	8	6	57	0
	16.39%	2.80%	2.54%	15.37%	3.56%	2.83%	4.30%	3.17%	2.08%	26.24%	12.91%	4.17%	2.98%	9.09%	8.11%	2.71%	3.16%	0.0%	0.0%	3.66%	5.00%	1.10%	4.68%	3.97%	22.01%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG	BCEFGHI										S		V		X	
	K									HIK																
Appropriately skipped	531	571	651	291	325	384	125	151	188	163	2842	38	245	23	198	224	66	9	110	60	104	150	137	122	169	0
	67.99%	76.23%	75.09%	70.98%	82.70%	83.48%	48.83%	47.94%	48.83%	73.76%	75.99%	79.17%	81.13%	69.70%	76.45%	86.82%	69.47%	100.00%	93.22%	73.17%	74.29%	82.42%	80.12%	80.79%	65.25%	0.0%
	GHI	AGHI	AGHI	GHI	ABCDGHI	ABCDGHI				GHI	ADGHI					Q			TU					Y		
					JK	JK																				
BASE = Those who responded	122	157	194	56	54	63	120	154	189	0	415	8	48	7	40	27	26	0	8	19	29	30	26	23	33	0
	15.62%	20.96%	22.38%	13.66%	13.74%	13.70%	46.88%	48.89%	49.09%	0.0%	11.10%	16.67%	15.89%	21.21%	15.44%	10.47%	27.37%	0.0%	6.78%	23.17%	20.71%	16.48%	15.20%	15.23%	12.74%	0.0%
	JK	ADEFJK	ADEFJK	J	J	J	ABCDEFJ	ABCDEFJ	ABCDEFJ		J						P			S	S					
							K	K	K																	
Yes	119	153	183	54	51	59	119	153	183	0	396	8	46	7	38	25	26	0	7	19	28	30	24	23	31	0
	97.54%	97.45%	94.33%	96.43%	94.44%	93.65%	99.17%	99.35%	96.83%	0.0%	95.42%	100.00%	95.83%	100.00%	95.00%	92.59%	100.00%	0.0%	87.50%	100.00%	96.55%	100.00%	92.31%	100.00%	93.94%	0.0%
							CK	CK																		
No	3	4	11	2	3	4	1	1	6	0	19	0	2	0	2	2	0	0	1	0	1	0	2	0	2	0
	2.46%	2.55%	5.67%	3.57%	5.56%	6.35%	0.83%	0.65%	3.17%	0.0%	4.58%	0.0%	4.17%	0.0%	5.00%	7.41%	0.0%	0.0%	12.50%	0.0%	3.45%	0.0%	7.69%	0.0%	6.06%	0.0%
			GH								GH															
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

66. 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?

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	1	1	1	0	0	1	0	0	0	4	0	1	0	1	0	0	0	0	0	1	1	0	1	0	0
	0.13%	0.13%	0.12%	0.24%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.11%	0.0%	0.33%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.71%	0.55%	0.0%	0.66%	0.0%	0.0%
											EFHIJ															
No response	116	11	15	61	8	8	4	4	6	54	461	0	9	2	19	4	4	0	2	2	4	3	5	5	56	0
	14.85%	1.47%	1.73%	14.88%	2.04%	1.74%	1.56%	1.27%	1.56%	24.43%	12.33%	0.0%	2.98%	6.06%	7.34%	1.55%	4.21%	0.0%	1.69%	2.44%	2.86%	1.65%	2.92%	3.31%	21.62%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG	BCEFGHI		L												X	
										HIK																
BASE = Those who responded	664	737	851	348	385	452	251	311	379	167	3275	48	292	31	239	254	91	9	116	80	135	178	166	145	203	0
	85.02%	98.40%	98.15%	84.88%	97.96%	98.26%	98.05%	98.73%	98.44%	75.57%	87.57%	100.00%	96.69%	93.94%	92.28%	98.45%	95.79%	100.00%	98.31%	97.56%	96.43%	97.80%	97.08%	96.03%	78.38%	0.0%
	J	ADJK	ADJK	J	ADJK	ADJK	ADJK	ADJK	ADJK		J	M												Y		
Yes	126	140	181	53	58	62	94	117	148	17	420	7	44	5	40	22	29	0	11	18	23	28	24	20	33	0
	18.98%	19.00%	21.27%	15.23%	15.06%	13.72%	37.45%	37.62%	39.05%	10.18%	12.82%	14.58%	15.07%	16.13%	16.74%	8.66%	31.87%	0.0%	9.48%	22.50%	17.04%	15.73%	14.46%	13.79%	16.26%	0.0%
	FJK	FJK	DEFJK				ABCDEFJ	ABCDEFJ	ABCDEFJ								P			S						
							K	K	K																	
No	538	597	670	295	327	390	157	194	231	150	2855	41	248	26	199	232	62	9	105	62	112	150	142	125	170	0
	81.02%	81.00%	78.73%	84.77%	84.94%	86.28%	62.55%	62.38%	60.95%	89.82%	87.18%	85.42%	84.93%	83.87%	83.26%	91.34%	68.13%	100.00%	90.52%	77.50%	82.96%	84.27%	85.54%	86.21%	83.74%	0.0%
	GHI	GHI	GHI	CGHI	CGHI	ABCGHI				ABCGHI	ABCGHI					Q			T							
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.05%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	124	13	21	63	8	11	5	5	8	60	475	0	11	2	21	5	4	0	2	3	5	5	5	7	56	0
	15.88%	1.74%	2.42%	15.37%	2.04%	2.39%	1.95%	1.59%	2.08%	27.15%	12.70%	0.0%	3.64%	6.06%	8.11%	1.94%	4.21%	0.0%	1.69%	3.66%	3.57%	2.75%	2.92%	4.64%	21.62%	0.0%
	BCEFGHI K			BCEFGHI						ABCDEFG HIK	BCEFGHI		L												X	
Appropriately skipped	538	597	670	295	327	390	157	194	231	150	2855	41	248	26	199	232	62	9	105	62	112	150	142	125	170	0
	68.89%	79.71%	77.28%	71.95%	83.21%	84.78%	61.33%	61.59%	60.00%	67.87%	76.34%	85.42%	82.12%	78.79%	76.83%	89.92%	65.26%	100.00%	88.98%	75.61%	80.00%	82.42%	83.04%	82.78%	65.64%	0.0%
	GHI	ADGHIJK	ADGHIJ	GHI	ACDGHIJ K	ABCDGHI JK					AGHIJ					Q			TU					Y		
BASE = Those who responded	119	139	176	52	58	59	94	116	146	11	408	7	43	5	39	21	29	0	11	17	23	27	24	19	33	0
	15.24%	18.56%	20.30%	12.68%	14.76%	12.83%	36.72%	36.83%	37.92%	4.98%	10.91%	14.58%	14.24%	15.15%	15.06%	8.14%	30.53%	0.0%	9.32%	20.73%	16.43%	14.84%	14.04%	12.58%	12.74%	0.0%
	JK	DFJK	ADEFJK	J	JK	J	ABCDEFJ K	ABCDEFJ K	ABCDEFJ K		J						P			S						
Yes	90	111	139	38	43	41	89	108	135	0	275	7	31	5	29	14	22	0	5	15	18	22	16	16	22	0
	75.63%	79.86%	78.98%	73.08%	74.14%	69.49%	94.68%	93.10%	92.47%	0.0%	67.40%	100.00%	72.09%	100.00%	74.36%	66.67%	75.86%	0.0%	45.45%	88.24%	78.26%	81.48%	66.67%	84.21%	66.67%	0.0%
		K	K				ABCDEFK	ABCDEFK	ABCDEFK																	
No	29	28	37	14	15	18	5	8	11	11	133	0	12	0	10	7	7	0	6	2	5	5	8	3	11	0
	24.37%	20.14%	21.02%	26.92%	25.86%	30.51%	5.32%	6.90%	7.53%	100.00%	32.60%	0.0%	27.91%	0.0%	25.64%	33.33%	24.14%	0.0%	54.55%	11.76%	21.74%	18.52%	33.33%	15.79%	33.33%	0.0%
	GHI	GHI	GHI	GHI	GHI	GHI					BCGHI															
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	3740 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	124 15.88% BCEFGHI K	13 1.74%	21 2.42%	63 15.37% BCEFGHI	8 2.04%	11 2.39%	5 1.95%	5 1.59%	8 2.08%	60 27.15% ABCDEFG HIK	481 12.86% BCEFGHI	0 0.0%	11 3.64% L	2 6.06%	21 8.11%	5 1.94%	4 4.21%	0 0.0%	2 1.69%	3 3.66%	5 3.57%	5 2.75%	5 2.92%	7 4.64%	56 21.62% X	0 0.0%
Appropriately skipped	567 72.60% GHI	625 83.44% ADGHIJK	707 81.55% ADGHIJ	309 75.37% GHI	342 87.02% ACDGHIJ K	408 88.70% ABCDGHI JK	162 63.28%	202 64.13%	242 62.86%	161 72.85% GHI	2988 79.89% ADGHIJ	41 85.42%	260 86.09%	26 78.79%	209 80.69%	239 92.64% Q	69 72.63%	9 100.00%	111 94.07% TU	64 78.05%	117 83.57%	155 85.16%	150 87.72%	128 84.77% Y	181 69.88%	0 0.0%
BASE = Those who responded	90 11.52% JK	111 14.82% DFJK	139 16.03% ADEFJK	38 9.27% J	43 10.94% JK	41 8.91% J	89 34.77% ABCDEFJ K	108 34.29% ABCDEFJ K	135 35.06% ABCDEFJ K	0 0.0%	271 7.25% J	7 14.58%	31 10.26%	5 15.15%	29 11.20%	14 5.43%	22 23.16% P	0 0.0%	5 4.24%	15 18.29% S	18 12.86% S	22 12.09%	16 9.36%	16 10.60%	22 8.49%	0 0.0%
Yes	88 97.78%	107 96.40%	132 94.96%	37 97.37%	42 97.67%	37 90.24%	88 98.88%	107 99.07% CK	132 97.78%	0 0.0%	260 95.94%	7 100.00%	30 96.77%	5 100.00%	28 96.55%	14 100.00%	21 95.45%	0 0.0%	4 80.00%	15 100.00%	18 100.00%	21 95.45%	16 100.00%	16 100.00%	21 95.45%	0 0.0%
No	2 2.22%	4 3.60%	7 5.04% H	1 2.63%	1 2.33%	4 9.76%	1 1.12%	1 0.93%	3 2.22%	0 0.0%	11 4.06% H	0 0.0%	1 3.23%	0 0.0%	1 3.45%	0 0.0%	1 4.55%	0 0.0%	1 20.00%	0 0.0%	0 0.0%	1 4.55%	0 0.0%	0 0.0%	1 4.55%	0 0.0%
Sigma	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	3740 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	1	0	0	1	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.13%	0.13%	0.0%	0.0%	0.25%	0.0%	0.39%	0.32%	0.0%	0.0%	0.03%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	112	8	6	56	8	3	2	0	0	55	445	0	4	2	15	2	1	0	0	1	1	1	1	4	52	0
	14.34%	1.07%	0.69%	13.66%	2.04%	0.65%	0.78%	0.0%	0.0%	24.89%	11.90%	0.0%	1.32%	6.06%	5.79%	0.78%	1.05%	0.0%	0.0%	1.22%	0.71%	0.55%	0.58%	2.65%	20.08%	0.0%
	BCEFGHI	HI	HI	BCEFGHI	HI					ABCDEFG HIK	BCEFGHI		L												X	
BASE = Those who responded	668	740	861	354	384	457	253	314	385	166	3294	48	298	31	244	256	94	9	118	81	139	181	170	147	207	0
	85.53%	98.80%	99.31%	86.34%	97.71%	99.35%	98.83%	99.68%	100.00%	75.11%	88.07%	100.00%	98.68%	93.94%	94.21%	99.22%	98.95%	100.00%	100.00%	98.78%	99.29%	99.45%	99.42%	97.35%	79.92%	0.0%
	J	ADJK	ADEJK	J	ADJK	ADJK	ADJK	ADEJK	ABCDEJK		J	M												Y		
Yes	85	90	128	43	36	55	70	67	102	9	293	8	35	7	31	24	18	0	9	14	19	26	16	22	21	0
	12.72%	12.16%	14.87%	12.15%	9.38%	12.04%	27.67%	21.34%	26.49%	5.42%	8.89%	16.67%	11.74%	22.58%	12.70%	9.38%	19.15%	0.0%	7.63%	17.28%	13.67%	14.36%	9.41%	14.97%	10.14%	0.0%
	JK	JK	EJK	J		JK	ABCDEFJ K	ABCDEFJ K	ABCDEFJ K								P			S						
No	583	650	733	311	348	402	183	247	283	157	3001	40	263	24	213	232	76	9	109	67	120	155	154	125	186	0
	87.28%	87.84%	85.13%	87.85%	90.63%	87.96%	72.33%	78.66%	73.51%	94.58%	91.11%	83.33%	88.26%	77.42%	87.30%	90.63%	80.85%	100.00%	92.37%	82.72%	86.33%	85.64%	90.59%	85.03%	89.86%	0.0%
	GHI	GHI	GHI	GHI	CGHI	GHI				ABCDFGH I	ABCFGHI					Q			T							
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	116	9	10	58	9	4	6	1	2	55	455	0	6	2	17	4	1	0	0	2	2	3	1	5	53	0
	14.85%	1.20%	1.15%	14.15%	2.29%	0.87%	2.34%	0.32%	0.52%	24.89%	12.17%	0.0%	1.99%	6.06%	6.56%	1.55%	1.05%	0.0%	0.0%	2.44%	1.43%	1.65%	0.58%	3.31%	20.46%	0.0%
	BCEFGHI			BCEFGHI	HI		H			ABCDEFG HIK	BCEFGHI		L												X	
Appropriately skipped	583	650	733	311	348	402	183	247	283	157	3001	40	263	24	213	232	76	9	109	67	120	155	154	125	186	0
	74.65%	86.78%	84.54%	75.85%	88.55%	87.39%	71.48%	78.41%	73.51%	71.04%	80.24%	83.33%	87.09%	72.73%	82.24%	89.92%	80.00%	100.00%	92.37%	81.71%	85.71%	85.16%	90.06%	82.78%	71.81%	0.0%
		ADGHIJK	ADGHIJK		ACDGHIJ K	ADGHIJK					ADGIJ					Q			T					Y		
BASE = Those who responded	82	90	124	41	36	54	67	67	100	9	284	8	33	7	29	22	18	0	9	13	18	24	16	21	20	0
	10.50%	12.02%	14.30%	10.00%	9.16%	11.74%	26.17%	21.27%	25.97%	4.07%	7.59%	16.67%	10.93%	21.21%	11.20%	8.53%	18.95%	0.0%	7.63%	15.85%	12.86%	13.19%	9.36%	13.91%	7.72%	0.0%
	JK	JK	ADEJK	J	J	JK	ABCDEFJ K	ABCDEFJ K	ABCDEFJ K		J						P									
Yes	59	62	85	31	24	33	57	58	82	1	194	7	24	6	20	14	16	0	4	9	17	16	14	16	15	0
	71.95%	68.89%	68.55%	75.61%	66.67%	61.11%	85.07%	86.57%	82.00%	11.11%	68.31%	87.50%	72.73%	85.71%	68.97%	63.64%	88.89%	0.0%	44.44%	69.23%	94.44%	66.67%	87.50%	76.19%	75.00%	0.0%
							ABCEFK	ABCEFK	BCFK																	
No	23	28	39	10	12	21	10	9	18	8	90	1	9	1	9	8	2	0	5	4	1	8	2	5	5	0
	28.05%	31.11%	31.45%	24.39%	33.33%	38.89%	14.93%	13.43%	18.00%	88.89%	31.69%	12.50%	27.27%	14.29%	31.03%	36.36%	11.11%	0.0%	55.56%	30.77%	5.56%	33.33%	12.50%	23.81%	25.00%	0.0%
	GH	GHI	GHI		GH	GHI					GHI															
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	117	10	10	58	9	4	6	2	2	56	460	0	6	2	17	4	1	0	0	2	2	3	1	5	53	0
	14.98%	1.34%	1.15%	14.15%	2.29%	0.87%	2.34%	0.63%	0.52%	25.34%	12.30%	0.0%	1.99%	6.06%	6.56%	1.55%	1.05%	0.0%	0.0%	2.44%	1.43%	1.65%	0.58%	3.31%	20.46%	0.0%
	BCEFGHI			BCEFGHI	I					ABCDEFG HIK	BCEFGHI		L												X	
Appropriately skipped	606	678	772	321	360	423	193	256	301	165	3091	41	272	25	222	240	78	9	114	71	121	163	156	130	191	0
	77.59%	90.52%	89.04%	78.29%	91.60%	91.96%	75.39%	81.27%	78.18%	74.66%	82.65%	85.42%	90.07%	75.76%	85.71%	93.02%	82.11%	100.00%	96.61%	86.59%	86.43%	89.56%	91.23%	86.09%	73.75%	0.0%
		ADGHIJK	ADGHIJK		ADGHIJK	ADGHIJK					ADGIJ					Q			TU					Y		
BASE = Those who responded	58	61	85	31	24	33	57	57	82	0	189	7	24	6	20	14	16	0	4	9	17	16	14	16	15	0
	7.43%	8.14%	9.80%	7.56%	6.11%	7.17%	22.27%	18.10%	21.30%	0.0%	5.05%	14.58%	7.95%	18.18%	7.72%	5.43%	16.84%	0.0%	3.39%	10.98%	12.14%	8.79%	8.19%	10.60%	5.79%	0.0%
	JK	JK	EJK	J	J	J	ABCDEFJ K	ABCDEFJ K	ABCDEFJ K		J						P			S	S					
Yes	57	57	78	30	21	28	57	57	78	0	181	6	24	5	20	14	15	0	4	9	16	15	14	15	15	0
	98.28%	93.44%	91.76%	96.77%	87.50%	84.85%	100.00%	100.00%	95.12%	0.0%	95.77%	85.71%	100.00%	83.33%	100.00%	100.00%	93.75%	0.0%	100.00%	100.00%	94.12%	93.75%	100.00%	93.75%	100.00%	0.0%
	F						BCFIK	BCFIK																		
No	1	4	7	1	3	5	0	0	4	0	8	1	0	1	0	0	1	0	0	0	1	1	0	1	0	0
	1.72%	6.56%	8.24%	3.23%	12.50%	15.15%	0.0%	0.0%	4.88%	0.0%	4.23%	14.29%	0.0%	16.67%	0.0%	0.0%	6.25%	0.0%	0.0%	0.0%	5.88%	6.25%	0.0%	6.25%	0.0%	0.0%
		GH	GH			AGH			GH		GH															
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	0	1	0	0	0	0	0	0	2	0	1	0	1	1	0	0	0	0	1	0	1	1	0	0
	0.13%	0.0%	0.0%	0.24%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.05%	0.0%	0.33%	0.0%	0.39%	0.39%	0.0%	0.0%	0.0%	0.0%	0.71%	0.0%	0.58%	0.66%	0.0%	0.0%
No response	111	26	15	57	15	9	1	5	3	54	456	0	5	2	16	3	1	0	1	1	1	1	2	4	53	0
	14.21%	3.47%	1.73%	13.90%	3.82%	1.96%	0.39%	1.59%	0.78%	24.43%	12.19%	0.0%	1.66%	6.06%	6.18%	1.16%	1.05%	0.0%	0.85%	1.22%	0.71%	0.55%	1.17%	2.65%	20.46%	0.0%
	BCEFGHI	CGI	G	BCEFGHI	CGI	G				ABCDEFG HIK	BCEFGHI		L												X	
BASE = Those who responded	669	723	852	352	378	451	255	310	382	167	3282	48	296	31	242	254	94	9	117	81	138	181	168	146	206	0
	85.66%	96.53%	98.27%	85.85%	96.18%	98.04%	99.61%	98.41%	99.22%	75.57%	87.75%	100.00%	98.01%	93.94%	93.44%	98.45%	98.95%	100.00%	99.15%	98.78%	98.57%	99.45%	98.25%	96.69%	79.54%	0.0%
	J	ADJK	ABDEJK	J	ADJK	ADJK	ABCDEFJ K	ADJK	ABDEJK		J	M												Y		
Yes	146	167	177	59	64	61	139	159	169	4	472	8	50	4	43	29	28	0	5	17	35	38	20	30	29	0
	21.82%	23.10%	20.77%	16.76%	16.93%	13.53%	54.51%	51.29%	44.24%	2.40%	14.38%	16.67%	16.89%	12.90%	17.77%	11.42%	29.79%	0.0%	4.27%	20.99%	25.36%	20.99%	11.90%	20.55%	14.08%	0.0%
	DFJK	DEFJK	FJK	J	J	J	ABCDEFI JK	ABCDEFJ K	ABCDEFJ K		J						P			S	S	W				
No	523	556	675	293	314	390	116	151	213	163	2810	40	246	27	199	225	66	9	112	64	103	143	148	116	177	0
	78.18%	76.90%	79.23%	83.24%	83.07%	86.47%	45.49%	48.71%	55.76%	97.60%	85.62%	83.33%	83.11%	87.10%	82.23%	88.58%	70.21%	100.00%	95.73%	79.01%	74.64%	79.01%	88.10%	79.45%	85.92%	0.0%
	GHI	GHI	GHI	ABGHI	BGHI	ABCGHI			G	ABCDEFG HIK	ABCGHI					Q			TU				V			
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	116	28	22	58	15	10	3	7	8	56	474	0	6	2	17	4	1	0	1	1	2	1	3	5	53	0
	14.85%	3.74%	2.54%	14.15%	3.82%	2.17%	1.17%	2.22%	2.08%	25.34%	12.67%	0.0%	1.99%	6.06%	6.56%	1.55%	1.05%	0.0%	0.85%	1.22%	1.43%	0.55%	1.75%	3.31%	20.46%	0.0%
	BCEFGHI	G		BCEFGHI	G					ABCDEFG HIK	BCEFGHI		L												X	
Appropriately skipped	523	556	675	293	314	390	116	151	213	163	2810	40	246	27	199	225	66	9	112	64	103	143	148	116	177	0
	66.97%	74.23%	77.85%	71.46%	79.90%	84.78%	45.31%	47.94%	55.32%	73.76%	75.13%	83.33%	81.46%	81.82%	76.83%	87.21%	69.47%	100.00%	94.92%	78.05%	73.57%	78.57%	86.55%	76.82%	68.34%	0.0%
	GHI	AGHI	ADGHI	GHI	ABDGHIK	ABCDGHI JK			G	AGHI	AGHI					Q			TU				V			
BASE = Those who responded	142	165	170	59	64	60	137	157	164	2	456	8	50	4	43	29	28	0	5	17	35	38	20	30	29	0
	18.18%	22.03%	19.61%	14.39%	16.28%	13.04%	53.52%	49.84%	42.60%	0.90%	12.19%	16.67%	16.56%	12.12%	16.60%	11.24%	29.47%	0.0%	4.24%	20.73%	25.00%	20.88%	11.70%	19.87%	11.20%	0.0%
	FJK	DEFJK	DFJK	J	JK	J	ABCDEFI JK	ABCDEFJ K	ABCDEFJ K		J						P			S	S	W		Y		
Yes	135	153	159	56	59	55	135	153	159	0	416	8	48	4	41	29	25	0	5	16	33	36	19	27	29	0
	95.07%	92.73%	93.53%	94.92%	92.19%	91.67%	98.54%	97.45%	96.95%	0.0%	91.23%	100.00%	96.00%	100.00%	95.35%	100.00%	89.29%	0.0%	100.00%	94.12%	94.29%	94.74%	95.00%	90.00%	100.00%	0.0%
							BCK	BK	K																	
No	7	12	11	3	5	5	2	4	5	2	40	0	2	0	2	0	3	0	0	1	2	2	1	3	0	0
	4.93%	7.27%	6.47%	5.08%	7.81%	8.33%	1.46%	2.55%	3.05%	100.00%	8.77%	0.0%	4.00%	0.0%	4.65%	0.0%	10.71%	0.0%	0.0%	5.88%	5.71%	5.26%	5.00%	10.00%	0.0%	0.0%
		GH	G								GHI															
Sigma	781	749	867	410	393	460	256	315	385	221	3740	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

74. What is your child's age?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	119	26	31	61	14	17	4	9	14	57	1256	1	8	2	19	5	3	0	0	0	0	2	4	8	53	0
	15.24%	3.47%	3.58%	14.88%	3.56%	3.70%	1.56%	2.86%	3.64%	25.79%	12.63%	2.08%	2.65%	6.06%	7.34%	1.94%	3.16%	0.0%	0.0%	0.0%	0.0%	1.10%	2.34%	5.30%	20.46%	0.0%
	BCEFGHI		G	BCEFGHI						ABCDEFG	BCEFGHI														X	
	K									HIK																
BASE = Those who responded	662	723	836	349	379	443	252	306	371	164	8687	47	294	31	240	253	92	9	118	82	140	180	167	143	206	0
	84.76%	96.53%	96.42%	85.12%	96.44%	96.30%	98.44%	97.14%	96.36%	74.21%	87.37%	97.92%	97.35%	93.94%	92.66%	98.06%	96.84%	100.00%	100.00%	100.00%	100.00%	98.90%	97.66%	94.70%	79.54%	0.0%
	J	ADJK	ADJK	J	ADJK	ADJK	ACDJK	ADJK	ADJK		AJ													Y		
Less than 1 year old	15	14	18	9	10	10	0	0	4	6	165	0	8	0	8	9	0	9	0	0	0	5	4	0	9	0
	2.27%	1.94%	2.15%	2.58%	2.64%	2.26%	0.0%	0.0%	1.08%	3.66%	1.90%	0.0%	2.72%	0.0%	3.33%	3.56%	0.0%	100.00%	0.0%	0.0%	0.0%	2.78%	2.40%	0.0%	4.37%	0.0%
	GH	GH	GH	GH	GH	GH			GH	GH	GH		L		N	Q									X	
1 year or more (NET)	647	709	818	340	369	433	252	306	367	158	8522	47	286	31	232	244	92	0	118	82	140	175	163	143	197	0
	97.73%	98.06%	97.85%	97.42%	97.36%	97.74%	100.00%	100.00%	98.92%	96.34%	98.10%	100.00%	97.28%	100.00%	96.67%	96.44%	100.00%	0.0%	100.00%	100.00%	100.00%	97.22%	97.60%	100.00%	95.63%	0.0%
							ABCDEFI	ABCDEFI				M		O			P							Y		
							JK	JK																		
1 - 5 years old	209	192	231	118	98	125	49	57	65	58	2929	15	103	11	88	100	17	0	118	0	0	61	57	40	78	0
	31.57%	26.56%	27.63%	33.81%	25.86%	28.22%	19.44%	18.63%	17.52%	35.37%	33.72%	31.91%	35.03%	35.48%	36.67%	39.53%	18.48%	0.0%	100.00%	0.0%	0.0%	33.89%	34.13%	27.97%	37.86%	0.0%
	BEGHI	GHI	GHI	BCEGHI	HI	GHI				BEGHI	BCEFGHI					Q			TU							
6 - 10 years old	149	195	242	82	99	126	72	98	130	32	2329	11	67	8	55	57	24	0	0	82	0	45	37	33	49	0
	22.51%	26.97%	28.95%	23.50%	26.12%	28.44%	28.57%	32.03%	35.04%	19.51%	26.81%	23.40%	22.79%	25.81%	22.92%	22.53%	26.09%	0.0%	0.0%	100.00%	0.0%	25.00%	22.16%	23.08%	23.79%	0.0%
		J	ADJ			AJ	J	ADJ	ABCDEFJ		AJ									SU						
									K																	
11 - 15 years old	177	216	229	89	121	116	74	98	117	44	2268	14	74	6	57	55	34	0	0	0	89	42	46	42	47	0
	26.74%	29.88%	27.39%	25.50%	31.93%	26.19%	29.37%	32.03%	31.54%	26.83%	26.11%	29.79%	25.17%	19.35%	23.75%	21.74%	36.96%	0.0%	0.0%	0.0%	63.57%	23.33%	27.54%	29.37%	22.82%	0.0%
		K			K			K	K								P				ST					
Over 15 years old	112	106	116	51	51	66	57	53	55	24	996	7	42	6	32	32	17	0	0	0	51	27	23	28	23	0
	16.92%	14.66%	13.88%	14.61%	13.46%	14.90%	22.62%	17.32%	14.82%	14.63%	11.47%	14.89%	14.29%	19.35%	13.33%	12.65%	18.48%	0.0%	0.0%	0.0%	36.43%	15.00%	13.77%	19.58%	11.17%	0.0%
	K	K				K	BCDEFIJ	K													ST			Y		
							K																			
Average age	8.8761	9.2905	8.9976	8.4613	9.3799	8.9278	10.3968	10.2680	10.0296	8.2805	8.4282	9.1064	8.3299	8.7742	8.0375	7.6640	10.5109	0	2.6780	7.9878	14.1571	8.4333	8.4132	9.6364	7.6456	0
	K	DJK	K		DJK	K	ABCDEFJ	ABCDEFJ	ABCDFJK								P			S	ST			Y		
							K	K																		

Note: The Medicaid Average does not provide the full distribution of responses for this question so the results can not be displayed on this question.

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

74. What is your child's age?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Standard deviation	5.5214	5.2301	5.1789	5.4137	5.2084	5.2028	4.9938	4.7541	4.6566	5.7175	5.1743	5.3445	5.4289	5.4932	5.4001	5.4201	4.7742	0	1.4373	1.4270	2.1820	5.4854	5.3155	5.2988	5.3422	0
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Medicaid Average does not provide the full distribution of responses for this question so the results can not be displayed on this question.

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

75. Is your child male or female?

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	3	3	1	0	1	0	2	3	0	13	0	1	0	0	1	0	0	0	0	1	0	0	1	0	0
	0.13%	0.40%	0.35%	0.24%	0.0%	0.22%	0.0%	0.63%	0.78%	0.0%	0.13%	0.0%	0.33%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.71%	0.0%	0.0%	0.66%	0.0%	0.0%
											EGJ															
No response	110	12	11	56	6	7	2	4	5	54	1146	0	4	2	16	2	1	0	0	0	1	0	0	3	53	0
	14.08%	1.60%	1.27%	13.66%	1.53%	1.52%	0.78%	1.27%	1.30%	24.43%	11.53%	0.0%	1.32%	6.06%	6.18%	0.78%	1.05%	0.0%	0.0%	0.0%	0.71%	0.0%	0.0%	1.99%	20.46%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG	BCEFGHI		L												X	
	K									HIK																
BASE = Those who responded	670	734	853	353	387	452	254	309	377	167	8784	48	297	31	243	255	94	9	118	82	138	182	171	147	206	0
	85.79%	98.00%	98.39%	86.10%	98.47%	98.26%	99.22%	98.10%	97.92%	75.57%	88.34%	100.00%	98.34%	93.94%	93.82%	98.84%	98.95%	100.00%	100.00%	100.00%	98.57%	100.00%	100.00%	97.35%	79.54%	0.0%
	J	ADJK	ADJK	J	ADJK	ADJK	ADJK	ADJK	ADJK		AJ	M												Y		
Male	359	404	472	182	190	238	154	188	222	85	4515	22	157	14	125	131	50	5	61	45	69	182	0	74	108	0
	53.58%	55.04%	55.33%	51.56%	49.10%	52.65%	60.63%	60.84%	58.89%	50.90%	51.40%	45.83%	52.86%	45.16%	51.44%	51.37%	53.19%	55.56%	51.69%	54.88%	50.00%	100.00%	0.0%	50.34%	52.43%	0.0%
			EK				DEFJK	ADEFJK	DEK													W				
Female	311	330	381	171	197	214	100	121	155	82	4269	26	140	17	118	124	44	4	57	37	69	0	171	73	98	0
	46.42%	44.96%	44.67%	48.44%	50.90%	47.35%	39.37%	39.16%	41.11%	49.10%	48.60%	54.17%	47.14%	54.84%	48.56%	48.63%	46.81%	44.44%	48.31%	45.12%	50.00%	0.0%	100.00%	49.66%	47.57%	0.0%
	H			GHI	CGHI	GH				GH	CGHI												V			
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.02%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	116	33	29	55	17	16	5	15	14	57	1281	0	3	2	15	1	1	0	0	0	0	0	0	2	53	0
	14.85%	4.41%	3.34%	13.41%	4.33%	3.48%	1.95%	4.76%	3.64%	25.79%	12.88%	0.0%	0.99%	6.06%	5.79%	0.39%	1.05%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.32%	20.46%	0.0%
	BCEFGHI	G		BCEFGHI						ABCDEFG HIK	BCEFGHI														X	
BASE = Those who responded	665	716	838	355	376	444	251	300	371	164	8660	48	299	31	244	257	94	9	118	82	140	182	171	149	206	0
	85.15%	95.59%	96.66%	86.59%	95.67%	96.52%	98.05%	95.24%	96.36%	74.21%	87.10%	100.00%	99.01%	93.94%	94.21%	99.61%	98.95%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.68%	79.54%	0.0%
	J	ADJK	ADJK	J	ADJK	ADJK	ABDJK	ADJK	ADJK		J													Y		
Yes, Hispanic or Latino	50	77	73	28	43	40	17	20	18	13	2660	3	24	7	17	19	9	3	10	7	8	12	16	6	22	0
	7.52%	10.75%	8.71%	7.89%	11.44%	9.01%	6.77%	6.67%	4.85%	7.93%	30.72%	6.25%	8.03%	22.58%	6.97%	7.39%	9.57%	33.33%	8.47%	8.54%	5.71%	6.59%	9.36%	4.03%	10.68%	0.0%
		AGHI	I		AGHI	I					ABCDEFG HIJ			O											X	
No, not Hispanic or Latino	615	639	765	327	333	404	234	280	353	151	6000	45	275	24	227	238	85	6	108	75	132	170	155	143	184	0
	92.48%	89.25%	91.29%	92.11%	88.56%	90.99%	93.23%	93.33%	95.15%	92.07%	69.28%	93.75%	91.97%	77.42%	93.03%	92.61%	90.43%	66.67%	91.53%	91.46%	94.29%	93.41%	90.64%	95.97%	89.32%	0.0%
	BEK	K	K	K	K	K	BEK	BEK	BCEFK	K					N									Y		
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

77. What is your child's race?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
No response	120 15.36% BCEFGHI	37 4.94% GI	29 3.34%	60 14.63% BCEFGHI	17 4.33% GI	15 3.26%	4 1.56%	9 2.86%	7 1.82%	57 25.79% ABCDEFG HIK	1721 17.31% BCEFGHI	0 0.0%	8 2.65% L	3 9.09%	18 6.95%	6 2.33%	1 1.05%	0 0.0%	3 2.54%	0 0.0%	2 1.43%	2 1.10%	3 1.75%	3 1.99%	57 22.01% X	0 0.0%
BASE = Those who responded	661 84.64% J	712 95.06% ADJK	838 96.66% ADJK	350 85.37% J	376 95.67% ADJK	445 96.74% ADJK	252 98.44% ABDEJK	306 97.14% ADJK	378 98.18% ABDEJK	164 74.21%	8222 82.69% J	48 100.00% M	294 97.35%	30 90.91%	241 93.05%	252 97.67%	94 98.95%	9 100.00%	115 97.46%	82 100.00%	138 98.57%	180 98.90%	168 98.25%	148 98.01% Y	202 77.99%	0 0.0%
White	286 43.27%	332 46.63%	448 53.46% ABDEG	146 41.71%	169 44.95%	223 50.11% AD	110 43.65%	151 49.35%	219 57.94% ABDEFGH J	76 46.34%	5090 61.91% ABCDEFG HJ	13 27.08%	130 44.22% L	10 33.33%	108 44.81%	115 45.63% Q	29 30.85%	5 55.56%	45 39.13%	31 37.80%	63 45.65%	69 38.33%	76 45.24%	69 46.62%	77 38.12%	0 0.0%
Black or African-American	360 54.46% CIK	362 50.84% CIK	383 45.70% K	194 55.43% CIK	193 51.33% IK	222 49.89% IK	142 56.35% CIK	159 51.96% IK	162 42.86% K	84 51.22% K	2166 26.34%	33 68.75% M	157 53.40%	17 56.67%	131 54.36%	129 51.19%	63 67.02% P	4 44.44%	67 58.26%	50 60.98%	69 50.00%	109 60.56% W	84 50.00%	72 48.65%	122 60.40% X	0 0.0%
Asian	18 2.72% GHI	14 1.97% H	16 1.91% H	8 2.29% H	9 2.39% H	10 2.25% H	2 0.79%	1 0.33%	4 1.06%	8 4.88% GHI	467 5.68% ABCDEFG HI	1 2.08%	7 2.38%	1 3.33%	3 1.24%	6 2.38%	2 2.13%	0 0.0%	3 2.61%	0 0.0%	5 3.62% T	4 2.22%	4 2.38%	2 1.35%	6 2.97%	0 0.0%
Native Hawaiian or other Pacific Islander	4 0.61%	3 0.42%	4 0.48%	1 0.29%	2 0.53%	2 0.45%	3 1.19%	1 0.33%	2 0.53%	1 0.61%	101 1.23% BCDFH	0 0.0%	1 0.34%	0 0.0%	1 0.41%	1 0.40%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.72%	0 0.0%	1 0.60%	0 0.0%	1 0.50%	0 0.0%
American Indian or Alaska Native	22 3.33%	16 2.25%	29 3.46%	10 2.86%	10 2.66%	18 4.04%	10 3.97%	7 2.29%	15 3.97%	5 3.05%	303 3.69% B	3 6.25%	5 1.70%	2 6.67%	4 1.66%	3 1.19%	7 7.45% P	0 0.0%	1 0.87%	3 3.66%	6 4.35%	5 2.78%	5 2.98%	2 1.35%	8 3.96%	0 0.0%
Other	35 5.30% HI	31 4.35%	37 4.42%	21 6.00% HI	19 5.05%	18 4.04%	14 5.56%	7 2.29%	10 2.65%	8 4.88%	1352 16.44% ABCDEFG HIJ	3 6.25%	17 5.78%	4 13.33%	14 5.81%	17 6.75%	4 4.26%	1 11.11%	6 5.22%	7 8.54%	7 5.07%	9 5.00%	12 7.14%	7 4.73%	14 6.93%	0 0.0%
Sigma	845 108.19%	795 106.14%	946 109.11%	440 107.32%	419 106.62%	508 110.43%	285 111.33%	335 106.35%	419 108.83%	239 108.14%	11200 112.64%	53 110.42%	325 107.62%	37 112.12%	279 107.72%	277 107.36%	106 111.58%	10 111.11%	125 105.93%	91 110.98%	153 109.29%	198 108.79%	185 108.19%	155 102.65%	285 110.04%	0 0.0%

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78. What is your age?

	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	2015 General Population Results: Overall Rating of Plan: 0-7 (L)	Overall Rating of Plan: 8-10 (M)	Overall Rating of Health Care: 0-7 (N)	Overall Rating of Health Care: 8-10 (O)	Health Status: Excel/ Very Good (P)	Health Status: Good/ Fair/ Poor (Q)	Child Age: < 1 (R)	Child Age: 1-5 (S)	Child Age: 6-10 (T)	Child Age: 11 + (U)	Child Gender: Male (V)	Child Gender: Female (W)	Survey Type: Mail (X)	Survey Type: Phone (Y)	Survey Type: Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	1 0.13%	2 0.27%	2 0.23%	0 0.0%	2 0.51%	0 0.0%	1 0.39%	1 0.32%	1 0.26%	0 0.0%	47 0.47% ADFJ	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	117 14.98% BCEFGHI	26 3.47% G	22 2.54%	61 14.88% BCEFGHI	15 3.82% G	13 2.83%	3 1.17%	8 2.54%	9 2.34%	55 24.89% ABCDEFG HIK	1246 12.53% BCEFGHI	4 8.33%	5 1.66%	4 12.12%	18 6.95%	4 1.55%	3 3.16%	0 0.0%	3 2.54%	2 2.44%	1 0.71%	1 0.55%	5 2.92%	4 2.65%	57 22.01% X	0 0.0%
BASE = Those who responded	663 84.89% J	721 96.26% ADJK	843 97.23% ADJK	349 85.12% J	376 95.67% ADJK	447 97.17% ADJK	252 98.44% ABDEJK	306 97.14% ADJK	375 97.40% ADJK	166 75.11%	8650 87.00% J	44 91.67%	297 98.34%	29 87.88%	241 93.05%	254 98.45%	92 96.84%	9 100.00%	115 97.46%	80 97.56%	139 99.29%	181 99.45%	166 97.08%	147 97.35% Y	202 77.99%	0 0.0%
Under 18 (v 16)	58 8.75% C	74 10.26% CFI	48 5.69%	28 8.02%	39 10.37% CFI	29 6.49%	21 8.33%	37 12.09% CFI	21 5.60%	17 10.24%	745 8.61% CI	5 11.36%	22 7.41%	3 10.34%	16 6.64%	16 6.30%	12 13.04%	0 0.0%	5 4.35%	4 5.00%	18 12.95% ST	15 8.29%	13 7.83%	24 16.33% Y	4 1.98%	0 0.0%
18 to 24 (v 21)	71 10.71% BHI	52 7.21% H	84 9.96% HI	38 10.89% HI	31 8.24% H	49 10.96% BHI	20 7.94%	13 4.25%	24 6.40%	21 12.65% BHI	729 8.43% H	2 4.55%	36 12.12% L	4 13.79%	27 11.20%	32 12.60%	6 6.52%	2 22.22%	29 25.22% TU	3 3.75%	1 0.72%	20 11.05%	18 10.84%	11 7.48%	27 13.37%	0 0.0%
25 to 34 (v 29.5)	212 31.98%	216 29.96%	304 36.06% BHK	126 36.10% BH	116 30.85%	158 35.35% H	75 29.76%	84 27.45%	122 32.53%	51 30.72%	2814 32.53%	18 40.91%	106 35.69%	11 37.93%	88 36.51%	96 37.80%	29 31.52%	4 44.44%	55 47.83% U	44 55.00% U	21 15.11%	66 36.46%	60 36.14%	43 29.25%	83 41.09% X	0 0.0%
35 to 44 (v 39.5)	198 29.86% F	208 28.85%	221 26.22%	89 25.50%	104 27.66%	109 24.38%	79 31.35%	91 29.74%	118 31.47% F	53 31.93%	2507 28.98% F	12 27.27%	72 24.24%	5 17.24%	60 24.90%	71 27.95%	17 18.48%	3 33.33%	22 19.13%	17 21.25%	47 33.81% ST	45 24.86%	43 25.90%	34 23.13%	55 27.23%	0 0.0%
45 to 54 (v 49.5)	67 10.11%	100 13.87% AJ	120 14.23% AJ	39 11.17%	51 13.56% J	68 15.21% AJ	30 11.90%	40 13.07% J	59 15.73% AJ	12 7.23%	1160 13.41% AJ	4 9.09%	35 11.78%	5 17.24%	29 12.03%	23 9.06%	15 16.30%	0 0.0%	2 1.74%	8 10.00% S	29 20.86% ST	23 12.71%	16 9.64%	21 14.29%	18 8.91%	0 0.0%
55 to 64 (v 59.5)	34 5.13%	44 6.10%	45 5.34%	15 4.30%	21 5.59%	23 5.15%	14 5.56%	23 7.52%	23 6.13%	10 6.02%	460 5.32%	1 2.27%	14 4.71%	1 3.45%	10 4.15%	11 4.33%	4 4.35%	0 0.0%	1 0.87%	1 1.25%	13 9.35% ST	7 3.87%	7 4.22%	8 5.44%	7 3.47%	0 0.0%
65 to 74 (v 69.5)	18 2.71% J	21 2.91% J	18 2.14% J	12 3.44% J	11 2.93% J	9 2.01%	11 4.37% J	14 4.58% J	7 1.87%	1 0.60%	193 2.23% J	2 4.55%	10 3.37%	0 0.0%	9 3.73%	4 1.57%	8 8.70% P	0 0.0%	1 0.87%	2 2.50%	9 6.47% S	4 2.21%	8 4.82%	6 4.08%	6 2.97%	0 0.0%
75 or older (v 79.5)	5 0.75%	6 0.83%	3 0.36%	2 0.57%	3 0.80%	2 0.45%	2 0.79%	4 1.31%	1 0.27%	1 0.60%	42 0.49%	0 0.0%	2 0.67%	0 0.0%	2 0.83%	1 0.39%	1 1.09%	0 0.0%	0 0.0%	1 1.25%	1 0.72%	1 0.55%	1 0.60%	0 0.0%	2 0.99%	0 0.0%

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Continued

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

78. What is your age?

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Average age	35.4178	36.5721	35.9864	35.2278	36.1223	35.7461	37.0258	37.8333	37.2133	34.0301	35.9319	34.6250	35.3485	33.1379	35.7012	34.3110	37.6196	30.9444	29.6391	34.6313	41.0000	34.7901	35.5331	35.0952	35.3243	0
		J					J	ACDFJK	ADJ											S	ST					
Standard deviation	12.9381	13.4372	12.2377	12.9578	13.4142	12.4770	13.5253	14.5333	11.8940	12.1261	12.5992	12.4317	13.1364	11.5250	13.1381	11.6458	15.8646	6.8777	8.5994	11.3685	14.6592	12.4407	13.4271	14.0859	12.0698	0
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

79. Are you male or female?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	3	0	0	2	0	0	0	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.40%	0.0%	0.0%	0.51%	0.0%	0.0%	0.0%	0.0%	0.0%	0.05%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
											ACDFGHI J															
No response	114	13	17	58	7	9	3	4	6	55	1203	2	4	3	17	3	1	0	2	1	0	0	3	2	56	0
	14.60%	1.74%	1.96%	14.15%	1.78%	1.96%	1.17%	1.27%	1.56%	24.89%	12.10%	4.17%	1.32%	9.09%	6.56%	1.16%	1.05%	0.0%	1.69%	1.22%	0.0%	0.0%	1.75%	1.32%	21.62%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG HIK	BCEFGHI														X	
BASE = Those who responded	667	733	850	352	384	451	253	311	379	166	8735	46	298	30	242	255	94	9	116	81	140	182	168	149	203	0
	85.40%	97.86%	98.04%	85.85%	97.71%	98.04%	98.83%	98.73%	98.44%	75.11%	87.85%	95.83%	98.68%	90.91%	93.44%	98.84%	98.95%	100.00%	98.31%	98.78%	100.00%	100.00%	98.25%	98.68%	78.38%	0.0%
	J	ADJK	ADJK	J	ADJK	ADJK	ADJK	ADJK	ADJK		J													Y		
Male	54	73	70	23	33	38	17	28	27	18	1056	7	15	3	13	18	5	1	7	3	12	13	10	13	10	0
	8.10%	9.96%	8.24%	6.53%	8.59%	8.43%	6.72%	9.00%	7.12%	10.84%	12.09%	15.22%	5.03%	10.00%	5.37%	7.06%	5.32%	11.11%	6.03%	3.70%	8.57%	7.14%	5.95%	8.72%	4.93%	0.0%
		D									ACDEFGI															
Female	613	660	780	329	351	413	236	283	352	148	7679	39	283	27	229	237	89	8	109	78	128	169	158	136	193	0
	91.90%	90.04%	91.76%	93.47%	91.41%	91.57%	93.28%	91.00%	92.88%	89.16%	87.91%	84.78%	94.97%	90.00%	94.63%	92.94%	94.68%	88.89%	93.97%	96.30%	91.43%	92.86%	94.05%	91.28%	95.07%	0.0%
	K		K	BK	K	K	K		K																	
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
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Children With Chronic Conditions

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

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	118	20	25	58	12	16	3	8	8	59	1380	3	4	3	17	3	2	0	2	2	0	0	4	2	56	0
	15.11%	2.67%	2.88%	14.15%	3.05%	3.48%	1.17%	2.54%	2.08%	26.70%	13.88%	6.25%	1.32%	9.09%	6.56%	1.16%	2.11%	0.0%	1.69%	2.44%	0.0%	0.0%	2.34%	1.32%	21.62%	0.0%
	BCEFGHI			BCEFGHI		G				ABCDEFG HIK	BCEFGHI												V		X	
BASE = Those who responded	663	729	842	352	381	444	253	307	377	162	8563	45	298	30	242	255	93	9	116	80	140	182	167	149	203	0
	84.89%	97.33%	97.12%	85.85%	96.95%	96.52%	98.83%	97.46%	97.92%	73.30%	86.12%	93.75%	98.68%	90.91%	93.44%	98.84%	97.89%	100.00%	98.31%	97.56%	100.00%	100.00%	97.66%	98.68%	78.38%	0.0%
	J	ADJK	ADJK	J	ADJK	ADJK	ADFJK	ADJK	ADJK		J											W		Y		
High school or less (NET)	390	400	478	202	194	241	138	160	209	101	4679	25	169	21	132	137	61	4	61	45	87	107	93	89	113	0
	58.82%	54.87%	56.77%	57.39%	50.92%	54.28%	54.55%	52.12%	55.44%	62.35%	54.64%	55.56%	56.71%	70.00%	54.55%	53.73%	65.59%	44.44%	52.59%	56.25%	62.14%	58.79%	55.69%	59.73%	55.67%	0.0%
	EK									EHK							P									
8th grade or less	29	37	47	13	16	26	8	15	17	8	626	2	10	4	7	10	3	0	5	4	4	7	6	6	7	0
	4.37%	5.08%	5.58%	3.69%	4.20%	5.86%	3.16%	4.89%	4.51%	4.94%	7.31%	4.44%	3.36%	13.33%	2.89%	3.92%	3.23%	0.0%	4.31%	5.00%	2.86%	3.85%	3.59%	4.03%	3.45%	0.0%
											ABCDEGI															
Some high school, but did not graduate	121	108	133	67	58	60	49	44	66	32	1192	10	56	8	43	40	25	0	19	20	27	30	37	31	36	0
	18.25%	14.81%	15.80%	19.03%	15.22%	13.51%	19.37%	14.33%	17.51%	19.75%	13.92%	22.22%	18.79%	26.67%	17.77%	15.69%	26.88%	0.0%	16.38%	25.00%	19.29%	16.48%	22.16%	20.81%	17.73%	0.0%
	FK			FK			FK										P									
High school graduate or GED	240	255	298	122	120	155	81	101	126	61	2861	13	103	9	82	87	33	4	37	21	56	70	50	52	70	0
	36.20%	34.98%	35.39%	34.66%	31.50%	34.91%	32.02%	32.90%	33.42%	37.65%	33.41%	28.89%	34.56%	30.00%	33.88%	34.12%	35.48%	44.44%	31.90%	26.25%	40.00%	38.46%	29.94%	34.90%	34.48%	0.0%
																					T					
Some college or more (NET)	273	329	364	150	187	203	115	147	168	61	3884	20	129	9	110	118	32	5	55	35	53	75	74	60	90	0
	41.18%	45.13%	43.23%	42.61%	49.08%	45.72%	45.45%	47.88%	44.56%	37.65%	45.36%	44.44%	43.29%	30.00%	45.45%	46.27%	34.41%	55.56%	47.41%	43.75%	37.86%	41.21%	44.31%	40.27%	44.33%	0.0%
					AJ			J			AJ					Q										
Some college or 2-year degree	219	246	290	121	139	165	91	117	131	50	2793	18	103	8	91	95	26	3	46	31	39	60	60	51	70	0
	33.03%	33.74%	34.44%	34.38%	36.48%	37.16%	35.97%	38.11%	34.75%	30.86%	32.62%	40.00%	34.56%	26.67%	37.60%	37.25%	27.96%	33.33%	39.66%	38.75%	27.86%	32.97%	35.93%	34.23%	34.48%	0.0%
																			U							
4-year college graduate	39	63	49	21	36	27	13	23	25	10	735	2	18	1	13	17	4	2	6	3	10	12	9	6	15	0
	5.88%	8.64%	5.82%	5.97%	9.45%	6.08%	5.14%	7.49%	6.63%	6.17%	8.58%	4.44%	6.04%	3.33%	5.37%	6.67%	4.30%	22.22%	5.17%	3.75%	7.14%	6.59%	5.39%	4.03%	7.39%	0.0%
		ACG			ACG						ACDFG															
More than 4-year college degree	15	20	25	8	12	11	11	7	12	1	356	0	8	0	6	6	2	0	3	1	4	3	5	3	5	0
	2.26%	2.74%	2.97%	2.27%	3.15%	2.48%	4.35%	2.28%	3.18%	0.62%	4.16%	0.0%	2.68%	0.0%	2.48%	2.35%	2.15%	0.0%	2.59%	1.25%	2.86%	1.65%	2.99%	2.01%	2.46%	0.0%
		J	J		J		J		J		ABDFHJ		L		N											
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

81. How are you related to the child?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	9943 100.00%	48 100.00%	302 100.00%	33 100.00%	259 100.00%	258 100.00%	95 100.00%	9 100.00%	118 100.00%	82 100.00%	140 100.00%	182 100.00%	171 100.00%	151 100.00%	259 100.00%	0 0.0%
Multiple mark	8 1.02%	11 1.47%	13 1.50%	5 1.22%	6 1.53%	4 0.87%	5 1.95%	6 1.90%	8 2.08%	1 0.45%	139 1.40% J	0 0.0%	5 1.66% L	1 3.03%	3 1.16%	3 1.16%	2 2.11%	0 0.0%	0 0.0%	0 0.0%	5 3.57% ST	3 1.65%	2 1.17%	5 3.31% Y	0 0.0%	0 0.0%
No response	114 14.60% BCEFGHI	13 1.74%	12 1.38%	57 13.90% BCEFGHI	7 1.78%	7 1.52%	3 1.17%	4 1.27%	4 1.04%	56 25.34% ABCDEFG HIK	1222 12.29% BCEFGHI	2 4.17%	4 1.32%	3 9.09%	17 6.56%	3 1.16%	1 1.05%	0 0.0%	2 1.69%	1 1.22%	0 0.0%	0 0.0%	3 1.75%	1 0.66%	56 21.62% X	0 0.0%
BASE = Those who responded	659 84.38% J	725 96.80% ADJK	842 97.12% ADJK	348 84.88% J	380 96.69% ADJK	449 97.61% ADJK	248 96.88% ADJK	305 96.83% ADJK	373 96.88% ADJK	164 74.21%	8582 86.31% J	46 95.83%	293 97.02%	29 87.88%	239 92.28%	252 97.67%	92 96.84%	9 100.00%	116 98.31%	81 98.78%	135 96.43%	179 98.35%	166 97.08%	145 96.03% Y	203 78.38%	0 0.0%
Mother or father	589 89.38% BH	619 85.38%	756 89.79% BH	313 89.94% BH	333 87.63% H	401 89.31% BH	212 85.48%	246 80.66%	333 89.28% H	152 92.68% BGH	7831 91.25% BEGH	42 91.30%	263 89.76%	27 93.10%	214 89.54%	233 92.46% Q	76 82.61%	9 100.00%	109 93.97% U	75 92.59% U	113 83.70%	166 92.74%	144 86.75%	130 89.66%	183 90.15%	0 0.0%
Grandparent	44 6.68%	65 8.97% K	60 7.13%	21 6.03%	28 7.37%	34 7.57%	22 8.87%	35 11.48% ACDIJK	26 6.97%	10 6.10%	500 5.83%	3 6.52%	18 6.14%	1 3.45%	14 5.86%	8 3.17%	13 14.13% P	0 0.0%	2 1.72%	6 7.41%	13 9.63% S	7 3.91%	14 8.43%	8 5.52%	13 6.40%	0 0.0%
Other (NET)	26 3.95% J	41 5.66% CFJK	26 3.09%	14 4.02% J	19 5.00% J	14 3.12%	14 5.65% J	24 7.87% ACDFIJK	14 3.75%	2 1.22%	251 2.92%	1 2.17%	12 4.10%	1 3.45%	11 4.60%	11 4.37%	3 3.26%	0 0.0%	5 4.31% T	0 0.0%	9 6.67% T	6 3.35%	8 4.82%	7 4.83%	7 3.45%	0 0.0%
Aunt or uncle	8 1.21%	11 1.52%	7 0.83%	5 1.44%	5 1.32%	4 0.89%	3 1.21%	7 2.30%	3 0.80%	1 0.61%	56 0.65%	0 0.0%	4 1.37% L	1 3.45%	3 1.26%	3 1.19%	2 2.17%	0 0.0%	1 0.86%	0 0.0%	4 2.96% T	0 0.0%	5 3.01% V	1 0.69%	4 1.97%	0 0.0%
Older brother or sister	1 0.15%	1 0.14%	1 0.12%	0 0.0%	1 0.26%	0 0.0%	1 0.40%	0 0.0%	1 0.27%	0 0.0%	27 0.31% DFHJ	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	1 0.15%	0 0.0%	1 0.12%	1 0.29%	0 0.0%	1 0.22%	0 0.0%	0 0.0%	1 0.27%	0 0.0%	12 0.14% BEGHJ	0 0.0%	1 0.34%	0 0.0%	1 0.42%	1 0.40%	0 0.0%	0 0.0%	1 0.86%	0 0.0%	0 0.0%	1 0.56%	0 0.0%	0 0.0%	1 0.49%	0 0.0%
Legal guardian	12 1.82%	27 3.72% ACDFJK	16 1.90%	5 1.44%	13 3.42% JK	8 1.78%	8 3.23% J	16 5.25% ACDFJK	9 2.41%	1 0.61%	131 1.53%	1 2.17%	4 1.37%	0 0.0%	4 1.67%	5 1.98% Q	0 0.0%	0 0.0%	2 1.72%	0 0.0%	3 2.22%	3 1.68%	2 1.20%	5 3.45% Y	0 0.0%	0 0.0%
Someone else	4 0.61% EIJ	2 0.28%	1 0.12%	3 0.86%	0 0.0%	1 0.22%	2 0.81%	1 0.33%	0 0.0%	0 0.0%	25 0.29% EIJ	0 0.0%	3 1.02%	0 0.0%	3 1.26%	2 0.79%	1 1.09%	0 0.0%	1 0.86%	0 0.0%	2 1.48%	2 1.12%	1 0.60%	1 0.69%	2 0.99%	0 0.0%

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A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

81. How are you related to the child?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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82. Did someone help you complete this survey?

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.04%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
											ABCDEFG HIJ															
No response	4	12	6	1	6	4	0	4	4	3	107	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
	0.51%	1.60%	0.69%	0.24%	1.53%	0.87%	0.0%	1.27%	1.04%	1.36%	1.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.66%	0.0%	0.0%
	G	ADG	G		G	G		G	G		ADG															
Appropriately skipped	487	322	467	259	162	257	144	122	186	144	5279	23	183	19	161	149	58	9	78	49	70	108	98	0	259	0
	62.36%	42.99%	53.86%	63.17%	41.22%	55.87%	56.25%	38.73%	48.31%	65.16%	53.09%	47.92%	60.60%	57.58%	62.16%	57.75%	61.05%	100.00%	66.10%	59.76%	50.00%	59.34%	57.31%	0.0%	100.00%	0.0%
	BCEFHIK		BEH	BCEFHIK		BEHI	BEHI		EH	BCEFGHI K	BEH								U						X	
BASE = Those who responded	290	415	394	150	225	199	112	189	195	74	4553	25	119	14	98	109	37	0	40	33	70	74	73	150	0	0
	37.13%	55.41%	45.44%	36.59%	57.25%	43.26%	43.75%	60.00%	50.65%	33.48%	45.79%	52.08%	39.40%	42.42%	37.84%	42.25%	38.95%	0.0%	33.90%	40.24%	50.00%	40.66%	42.69%	99.34%	0.0%	0.0%
		ACDFGJK	ADJ		ACDFGJK	ADJ	J	ACDFGIJ K	ADFJ		ADJ										S			Y		
Yes	16	15	11	8	6	6	6	5	7	4	298	1	6	1	5	6	2	0	1	5	2	3	5	8	0	0
	5.52%	3.61%	2.79%	5.33%	2.67%	3.02%	5.36%	2.65%	3.59%	5.41%	6.55%	4.00%	5.04%	7.14%	5.10%	5.50%	5.41%	0.0%	2.50%	15.15%	2.86%	4.05%	6.85%	5.33%	0.0%	0.0%
											BCEFHI															
No	274	400	383	142	219	193	106	184	188	70	4255	24	113	13	93	103	35	0	39	28	68	71	68	142	0	0
	94.48%	96.39%	97.21%	94.67%	97.33%	96.98%	94.64%	97.35%	96.41%	94.59%	93.45%	96.00%	94.96%	92.86%	94.90%	94.50%	94.59%	0.0%	97.50%	84.85%	97.14%	95.95%	93.15%	94.67%	0.0%	0.0%
		K	K		K	K		K	K																	
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

83. How did that person help you?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	4	13	7	1	6	5	0	5	5	3	116	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
	0.51%	1.74%	0.81%	0.24%	1.53%	1.09%	0.0%	1.59%	1.30%	1.36%	1.17%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.66%	0.0%	0.0%
	G	ADG	G		G	G		G	G		ADG															
Appropriately skipped	761	722	850	401	381	450	250	306	374	214	9534	47	296	32	254	252	93	9	117	77	138	179	166	142	259	0
	97.44%	96.40%	98.04%	97.80%	96.95%	97.83%	97.66%	97.14%	97.14%	96.83%	95.89%	97.92%	98.01%	96.97%	98.07%	97.67%	97.89%	100.00%	99.15%	93.90%	98.57%	98.35%	97.08%	94.04%	100.00%	0.0%
	K		BK	K		K																			X	
BASE = Those who responded	16	14	10	8	6	5	6	4	6	4	293	1	6	1	5	6	2	0	1	5	2	3	5	8	0	0
	2.05%	1.87%	1.15%	1.95%	1.53%	1.09%	2.34%	1.27%	1.56%	1.81%	2.95%	2.08%	1.99%	3.03%	1.93%	2.33%	2.11%	0.0%	0.85%	6.10%	1.43%	1.65%	2.92%	5.30%	0.0%	0.0%
											BCEFHI													Y		
Read the questions to me	8	8	8	5	5	4	2	1	5	2	120	1	3	1	2	4	1	0	0	4	1	2	3	5	0	0
	50.00%	57.14%	80.00%	62.50%	83.33%	80.00%	33.33%	25.00%	83.33%	50.00%	40.96%	100.00%	50.00%	100.00%	40.00%	66.67%	50.00%	0.0%	0.0%	80.00%	50.00%	66.67%	60.00%	62.50%	0.0%	0.0%
Wrote down the answers I gave	2	5	4	1	3	2	1	2	2	0	71	0	1	0	0	1	0	0	0	1	0	0	1	1	0	0
	12.50%	35.71%	40.00%	12.50%	50.00%	40.00%	16.67%	50.00%	33.33%	0.0%	24.23%	0.0%	16.67%	0.0%	0.0%	16.67%	0.0%	0.0%	0.0%	20.00%	0.0%	0.0%	20.00%	12.50%	0.0%	0.0%
Answered the questions for me	3	2	0	2	0	0	2	1	0	0	31	0	2	0	1	2	0	0	0	1	1	1	1	2	0	0
	18.75%	14.29%	0.0%	25.00%	0.0%	0.0%	33.33%	25.00%	0.0%	0.0%	10.58%	0.0%	33.33%	0.0%	20.00%	33.33%	0.0%	0.0%	0.0%	20.00%	50.00%	33.33%	20.00%	25.00%	0.0%	0.0%
Translated the questions into my language	3	4	2	0	2	1	1	1	0	2	152	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	18.75%	28.57%	20.00%	0.0%	33.33%	20.00%	16.67%	25.00%	0.0%	50.00%	51.88%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Helped in some other way	3	1	0	2	1	0	1	0	0	0	27	0	2	0	2	1	1	0	1	1	0	0	2	2	0	0
	18.75%	7.14%	0.0%	25.00%	16.67%	0.0%	16.67%	0.0%	0.0%	0.0%	9.22%	0.0%	33.33%	0.0%	40.00%	16.67%	50.00%	0.0%	100.00%	20.00%	0.0%	0.0%	40.00%	25.00%	0.0%	0.0%
Sigma	784	755	871	412	398	462	257	316	386	221	10051	48	304	33	259	260	95	9	118	84	140	182	173	153	259	0
	100.38%	100.80%	100.46%	100.49%	101.27%	100.43%	100.39%	100.32%	100.26%	100.00%	101.09%	100.00%	100.66%	100.00%	100.00%	100.78%	100.00%	100.00%	100.00%	102.44%	100.00%	100.00%	101.17%	101.32%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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84. Reminders from the doctor's office or clinic or from the health plan can come to you by mail, by telephone, or in-person during a visit. After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	0	0	410	0	0	256	0	0	221	0	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	0	1	0	0	1	0	0	0	0	0	1	0	1	1	0	0	0	0	1	0	1	1	0	0
	0.13%	0.0%	0.0%	0.24%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.33%	0.0%	0.39%	0.39%	0.0%	0.0%	0.0%	0.0%	0.71%	0.0%	0.58%	0.66%	0.0%	0.0%
No response	141	0	0	73	0	0	14	0	0	64	0	4	17	4	30	10	10	0	3	5	11	8	11	5	68	0
	18.05%	0.0%	0.0%	17.80%	0.0%	0.0%	5.47%	0.0%	0.0%	28.96%	0.0%	8.33%	5.63%	12.12%	11.58%	3.88%	10.53%	0.0%	2.54%	6.10%	7.86%	4.40%	6.43%	3.31%	26.25%	0.0%
	G			G						ADG							P				S				X	
BASE = Those who responded	639	0	0	336	0	0	241	0	0	157	0	44	284	29	228	247	85	9	115	77	128	174	159	145	191	0
	81.82%	0.0%	0.0%	81.95%	0.0%	0.0%	94.14%	0.0%	0.0%	71.04%	0.0%	91.67%	94.04%	87.88%	88.03%	95.74%	89.47%	100.00%	97.46%	93.90%	91.43%	95.60%	92.98%	96.03%	73.75%	0.0%
	J			J			ADJ												U					Y		
Yes	542	0	0	283	0	0	207	0	0	131	0	35	243	23	196	209	71	8	96	62	111	143	138	118	165	0
	84.82%	0.0%	0.0%	84.23%	0.0%	0.0%	85.89%	0.0%	0.0%	83.44%	0.0%	79.55%	85.56%	79.31%	85.96%	84.62%	83.53%	88.89%	83.48%	80.52%	86.72%	82.18%	86.79%	81.38%	86.39%	0.0%
No	97	0	0	53	0	0	34	0	0	26	0	9	41	6	32	38	14	1	19	15	17	31	21	27	26	0
	15.18%	0.0%	0.0%	15.77%	0.0%	0.0%	14.11%	0.0%	0.0%	16.56%	0.0%	20.45%	14.44%	20.69%	14.04%	15.38%	16.47%	11.11%	16.52%	19.48%	13.28%	17.82%	13.21%	18.62%	13.61%	0.0%
Sigma	781	0	0	410	0	0	256	0	0	221	0	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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85. Did you get an appointment for your child's visit for a check-up, or for shots or drops, as soon as you thought he or she needed it?

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	0	0	410	0	0	256	0	0	221	0	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	125	0	0	64	0	0	9	0	0	58	0	4	9	3	21	6	5	0	4	1	4	4	6	3	61	0
	16.01%	0.0%	0.0%	15.61%	0.0%	0.0%	3.52%	0.0%	0.0%	26.24%	0.0%	8.33%	2.98%	9.09%	8.11%	2.33%	5.26%	0.0%	3.39%	1.22%	2.86%	2.20%	3.51%	1.99%	23.55%	0.0%
	G			G						ADG															X	
BASE = Those who responded	656	0	0	346	0	0	247	0	0	163	0	44	293	30	238	252	90	9	114	81	136	178	165	148	198	0
	83.99%	0.0%	0.0%	84.39%	0.0%	0.0%	96.48%	0.0%	0.0%	73.76%	0.0%	91.67%	97.02%	90.91%	91.89%	97.67%	94.74%	100.00%	96.61%	98.78%	97.14%	97.80%	96.49%	98.01%	76.45%	0.0%
	J			J			ADJ																	Y		
Yes	615	0	0	325	0	0	234	0	0	152	0	38	279	27	228	235	86	7	107	74	131	166	156	137	188	0
	93.75%	0.0%	0.0%	93.93%	0.0%	0.0%	94.74%	0.0%	0.0%	93.25%	0.0%	86.36%	95.22%	90.00%	95.80%	93.25%	95.56%	77.78%	93.86%	91.36%	96.32%	93.26%	94.55%	92.57%	94.95%	0.0%
No	41	0	0	21	0	0	13	0	0	11	0	6	14	3	10	17	4	2	7	7	5	12	9	11	10	0
	6.25%	0.0%	0.0%	6.07%	0.0%	0.0%	5.26%	0.0%	0.0%	6.75%	0.0%	13.64%	4.78%	10.00%	4.20%	6.75%	4.44%	22.22%	6.14%	8.64%	3.68%	6.74%	5.45%	7.43%	5.05%	0.0%
Sigma	781	0	0	410	0	0	256	0	0	221	0	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

Survey Language

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
English	781	728	845	410	382	446	256	312	383	221	8926	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	97.20%	97.46%	100.00%	97.20%	96.96%	100.00%	99.05%	99.48%	100.00%	89.77%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
	BCEFK	K	K	BCEFK	K	K	BCEFK	BCFK	BCEFK	BCEFK																
Spanish	0	21	22	0	11	14	0	3	2	0	1017	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	2.80%	2.54%	0.0%	2.80%	3.04%	0.0%	0.95%	0.52%	0.0%	10.23%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		ADGHIJ	ADGHIJ		ADGIJ	ADGHIJ					ABCDEFG HIJ															
Sigma	781	749	867	410	393	460	256	315	385	221	9943	48	302	33	259	258	95	9	118	82	140	182	171	151	259	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

Customer Service Composite Score

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Customer Service Composite Score (BASE)	204	196	268 ABDEJK	105	92	125	95 ABDEFJK	100 EJ	147 ABCDEFJ K	47	2690 J	9	94 L	8	78	76	25	4	32	21	42	50	52	40	65	0
NEVER/SOMETIMES COMPOSITE	6.92%	12.24%	12.26% A	6.24%	15.76% AD	12.60%	6.84%	11.00%	14.32% AD	7.61%	12.52% ADG	33.33%	3.76%	12.50%	5.77%	5.98%	6.00%	0.0%	7.81%	5.00%	5.95%	7.00%	5.84%	12.50%	2.34%	0.0%
USUALLY COMPOSITE	14.33%	13.52%	16.98%	14.85%	15.22%	19.92%	16.32%	12.50%	19.43%	9.78%	19.09% BJ	16.67%	13.94%	31.25%	14.10%	13.27%	18.00%	0.0%	18.75%	27.02%	8.33%	19.00%	11.67%	12.50%	16.33%	0.0%
ALWAYS COMPOSITE	78.74% CFIK	74.23%	70.75%	78.91% FIK	69.02%	67.48%	76.84%	76.50%	66.25%	82.61% FIK	68.39%	50.00%	82.30%	56.25%	80.13%	80.75%	76.00%	100.00%	73.44%	67.98%	85.71%	74.00%	82.48%	75.00%	81.32%	0.0%
CAHPS RATE	93.08% CEIK	87.76%	87.74%	93.76% EIK	84.24%	87.40%	93.16% K	89.00%	85.68%	92.39%	87.48%	66.67%	96.24%	87.50%	94.23%	94.02%	94.00%	100.00%	92.19%	95.00%	94.05%	93.00%	94.16%	87.50%	97.66%	0.0%
AVERAGE	2.7182	2.6199	2.5849	2.7266	2.5326	2.5488	2.7000	2.6550	2.5193	2.7500	2.5587	2.1667	2.7853	2.4375	2.7436	2.7476	2.7000	3.0000	2.6563	2.6298	2.7976	2.6700	2.7664	2.6250	2.7898	0
Standard deviation	0.5578	0.6769	0.6798	0.5366	0.7381	0.6928	0.5550	0.6495	0.7112	0.5656	0.6787	0.8897	0.4393	0.7015	0.5177	0.5329	0.4855	0	0.5391	0.5308	0.5232	0.5259	0.5364	0.6648	0.4250	0

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

Getting Needed Care Composite Score

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Getting Needed Care Composite Score (BASE)	580 K	605 ADFJK	681 ADJK	301 K	298 K	341 K	220 ABCDEFJ K	292 ABCDEFG IJK	339 ABCDEFJ K	152	6851	34	248	33	258	203	79	9	101 U	64	106	145	138	116	185	0
NEVER/SOMETIMES COMPOSITE	12.12%	13.34%	14.83%	13.42%	13.87%	16.17%	11.18%	11.63%	17.23% AGHJ	10.60%	15.94% AGHJ	39.18% M	10.38%	35.42% O	10.60%	11.55%	16.72%	5.56%	16.04%	13.49%	12.32%	16.28%	10.82%	13.29%	13.48%	0.0%
USUALLY COMPOSITE	16.89%	17.31%	16.09%	16.64%	20.00%	18.48%	17.64%	16.78%	14.68%	14.28%	21.88% ABCDHIJ	15.15%	15.73%	21.40%	17.35%	18.09%	12.99%	5.56%	18.50%	14.29%	15.74%	16.40%	15.86%	22.74% Y	12.42%	0.0%
ALWAYS COMPOSITE	70.99% K	69.35% K	69.08% K	69.94% K	66.13%	65.35%	71.17% K	71.60% K	68.10% K	75.13% EFK	62.19%	45.67%	73.89% L	43.18%	72.05% N	70.36%	70.29%	88.89%	65.47%	72.22%	71.94%	67.31%	73.32%	63.97%	74.10%	0.0%
CAHPS RATE	87.88% IK	86.66%	85.17%	86.58%	86.13%	83.83%	88.82% IK	88.37% IK	82.77%	89.40% IK	84.06%	60.82%	89.62% L	64.58%	89.40% N	88.45%	83.28%	94.44%	83.96%	86.51%	87.68%	83.72%	89.18%	86.71%	86.52%	0.0%
AVERAGE	2.5886	2.5601	2.5425	2.5652	2.5226	2.4919	2.5999	2.5997	2.5087	2.6453	2.4625	2.0649	2.6352	2.0777	2.6145	2.5880	2.5357	2.8333	2.4943	2.5873	2.5962	2.5103	2.6250	2.5068	2.6061	0
Standard deviation	0.6916	0.7092	0.7329	0.7037	0.7187	0.7464	0.6808	0.6861	0.7610	0.6582	0.7439	0.8894	0.6455	0.8807	0.6399	0.6663	0.7626	0.3333	0.7172	0.6906	0.6969	0.7469	0.6552	0.6985	0.7036	0

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

Getting Care Quickly Composite Score

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Getting Care Quickly Composite Score (BASE)	593 K	616 ADEFJK	695 ADFJK	304	301 K	346	220 ACDEFJK	292 ABCDEFG IJK	340 ABCDEFJ K	158	7111	35	239	26	228	198	76	8	98	60	105	140	135	111	193	0
NEVER/SOMETIMES COMPOSITE	7.61%	7.53%	9.32% I	8.23%	8.29%	10.50% HI	6.40%	6.23%	5.67%	7.87%	11.05% ABGHI	14.72%	7.15%	14.58%	7.09%	7.64%	8.87%	37.50%	6.97%	5.63%	8.62%	9.28%	7.00%	7.31%	8.84%	0.0%
USUALLY COMPOSITE	11.33%	13.95% D	13.42% D	8.95%	15.86% D	11.14%	13.72%	16.14% D	15.16% D	11.25%	14.27% AD	19.81%	7.65%	14.58%	9.40%	9.57%	7.63%	6.25%	10.81%	11.22%	7.93%	10.79%	8.19%	8.31%	9.25%	0.0%
ALWAYS COMPOSITE	81.06% K	78.52% K	77.26%	82.83% CEK	75.86%	78.36%	79.88%	77.63%	79.17% K	80.88%	74.68%	65.48%	85.20% L	70.83%	83.51%	82.79%	83.50%	56.25%	82.22%	83.16%	83.46%	79.93%	84.82%	84.38%	81.92%	0.0%
CAHPS RATE	92.39% K	92.47% K	90.68%	91.77%	91.71%	89.50%	93.60% K	93.77% FK	94.33% CFK	92.13%	88.95%	85.28%	92.85%	85.42%	92.91%	92.36%	91.13%	62.50%	93.03%	94.37%	91.38%	90.72%	93.00%	92.69%	91.16%	0.0%
AVERAGE	2.7345	2.7100	2.6794	2.7460	2.6757	2.6786	2.7348	2.7141	2.7350	2.7301	2.6363	2.5076	2.7805	2.5625	2.7642	2.7516	2.7463	2.1875	2.7525	2.7753	2.7484	2.7065	2.7782	2.7707	2.7308	0
Standard deviation	0.5885	0.5964	0.6347	0.5931	0.6185	0.6543	0.5681	0.5731	0.5536	0.5939	0.6691	0.7377	0.5544	0.7299	0.5625	0.5807	0.5917	0.9285	0.5575	0.5310	0.5966	0.6253	0.5521	0.5663	0.6092	0

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

How Well Doctors Communicate Composite Score

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
How Well Doctors Communicate Composite Score (BASE)	508 J	521 DEJK	623 ADEJK	259	247	307 JK	214 ABCDEFJ K	255 ABCDEFJ K	313 ABCDEFJ K	123	6161	30	216	19	207 N	177	67	6	83	59	95	128	117	106 Y	153	0
NEVER/SOMETIMES COMPOSITE	6.40%	8.24% I	5.89%	6.43%	7.65%	5.65%	7.85%	8.16%	4.73%	4.52%	7.00%	19.31% M	3.97%	32.16%	3.40%	3.84%	12.13%	12.50%	4.27%	9.77%	5.83%	5.30%	7.57%	6.45%	6.42%	0.0%
USUALLY COMPOSITE	9.67%	10.84%	10.48%	8.09%	11.43%	10.88%	10.19%	11.90%	10.03%	10.66%	13.77% ABCDI	11.75%	7.35%	18.64%	7.52%	8.95%	5.67%	8.33%	10.06%	7.23%	6.10%	9.23%	6.49%	9.55%	7.08%	0.0%
ALWAYS COMPOSITE	83.93% K	80.92%	83.63% K	85.48% K	80.92%	83.47%	81.96%	79.94%	85.24% K	84.83%	79.22%	68.94%	88.68% L	49.20%	89.08%	87.22%	82.21%	79.17%	85.67%	82.99%	88.07%	85.48%	85.95%	84.00%	86.50%	0.0%
CAHPS RATE	93.60%	91.76%	94.11%	93.57%	92.35%	94.35%	92.15%	91.84%	95.27% B	95.48%	93.00%	80.69%	96.03% L	67.84%	96.60%	96.16%	87.87%	87.50%	95.73%	90.23%	94.17%	94.70%	92.43%	93.55%	93.58%	0.0%
AVERAGE	2.7753	2.7269	2.7774	2.7905	2.7328	2.7782	2.7412	2.7177	2.8051	2.8031	2.7222	2.4963	2.8471	2.1703	2.8568	2.8338	2.7008	2.6667	2.8140	2.7322	2.8223	2.8018	2.7838	2.7755	2.8008	0
Standard deviation	0.5385	0.5904	0.5285	0.5280	0.5742	0.5255	0.5814	0.5976	0.4876	0.4894	0.5710	0.7716	0.4345	0.8711	0.4208	0.4437	0.6548	0.6084	0.4512	0.6210	0.4961	0.4988	0.5500	0.5441	0.5135	0

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

Shared Decision Making Composite Score

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Shared Decision Making Composite Score Composite Score (BASE)	189 K	0	0	93	0	0	101 ADJK	0	0	44	2009	9	80	8	83	57	29	3	28	24	31	42	46	33	60	0
YES COMPOSITE	84.09% K	0.0%	0.0%	79.52%	0.0%	0.0%	88.16% K	0.0%	0.0%	86.84%	78.26%	65.21%	80.88%	63.69%	80.92%	77.75%	81.88%	55.56%	72.84%	82.77%	83.40%	77.73%	80.61%	84.34%	76.89%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

Access to Prescription Medicine Composite Score

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Access to Prescription Medicine Composite Score (Base)	433	481	552	209	219	242	220	277	335	95	1620	25	181	21	164	138	67	4	70	49	82	103	105	92	117	0
NEVER/SOMETIMES COMPOSITE	13.39%	14.35% JK	18.30% AJK	13.40%	14.16%	15.29% JK	17.27% JK	14.44% J	20.30% ABDJK	7.37%	10.37%	36.00%	10.50%	14.29%	12.80%	13.77%	11.94%	0.0%	20.00%	10.20%	10.98%	16.50%	10.48%	10.87%	15.38%	0.0%
USUALLY COMPOSITE	15.47%	16.42%	18.12%	13.88%	13.24%	15.29%	13.64%	16.61%	19.10%	21.05%	16.73%	12.00%	13.26%	23.81%	14.02%	8.70%	23.88% P	0.0%	8.57%	24.49% S	13.41%	10.68%	17.14%	16.30%	11.97%	0.0%
ALWAYS COMPOSITE	71.13% CI	69.23% I	63.59%	72.73% CI	72.60% CI	69.42% I	69.09% I	68.95% I	60.60%	71.58% I	72.90% CI	52.00%	76.24%	61.90%	73.17%	77.54%	64.18%	100.00%	71.43%	65.31%	75.61%	72.82%	72.38%	72.83%	72.65%	0.0%
CAHPS RATE	86.61% CI	85.65% I	81.70%	86.60% I	85.84%	84.71%	82.73%	85.56%	79.70%	92.63% BCFGHI	89.63% BCFGI	64.00%	89.50%	85.71%	87.20%	86.23%	88.06%	100.00%	80.00%	89.80%	89.02%	83.50%	89.52%	89.13%	84.62%	0.0%
AVERAGE	2.5774 CI	2.5489 CI	2.4529	2.5933 CI	2.5845 CI	2.5413 I	2.5182	2.5451 I	2.4030	2.6421 CI	2.6253 BCGI	2.1600	2.6575	2.4762	2.6037	2.6377	2.5224	3.0000	2.5143	2.5510	2.6463	2.5631	2.6190	2.6196	2.5726	0
Standard deviation	0.7155	0.7311	0.7834	0.7136	0.7252	0.7444	0.7714	0.7326	0.8041	0.6141	0.6646	0.9243	0.6597	0.7315	0.7038	0.7116	0.6988	0	0.8061	0.6719	0.6694	0.7590	0.6673	0.6731	0.7432	0

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

Access to Specialized Services Composite Score

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Access to Specialized Services Composite Score (BASE)	196 FJK	239 ADEFJK	242 DFJK	93 JK	95 JK	92 JK	134 ABCDEFJ K	167 ABCDEFJ K	187 ABCDEFJ K	31 K	705	15	74	13	63	58	29	1	24	30 SU	32	57 W	31	36	57	0
NEVER/SOMETIMES COMPOSITE	22.77%	25.83%	24.07%	19.04%	27.98%	20.17%	21.72%	21.57%	24.52%	30.74%	24.13%	40.08%	15.52%	38.73%	15.89%	19.37%	18.81%	0.0%	32.98%	15.56%	14.90%	17.10%	20.19%	11.15%	21.80%	0.0%
USUALLY COMPOSITE	15.77%	15.24%	15.48%	14.31%	14.68%	20.34%	16.52%	11.02%	14.14%	8.31%	17.71% H	17.86%	12.57%	32.06%	12.12%	13.73%	12.38%	0.0%	16.32%	12.29%	9.89%	13.75%	13.46%	15.72%	11.84%	0.0%
ALWAYS COMPOSITE	61.46%	58.93%	60.45%	66.65%	57.34%	59.49%	61.75%	67.41% K	61.34%	60.95%	58.15%	42.06%	71.92%	29.21%	71.99%	66.91%	68.81%	0.0%	50.70%	72.15%	75.21%	69.14%	66.35%	73.13%	66.35%	0.0%
CAHPS RATE	77.23%	74.17%	75.93%	80.96%	72.02%	79.83%	78.28%	78.43%	75.48%	69.26%	75.87%	59.92%	84.48%	61.27%	84.11%	80.63%	81.19%	0.0%	67.02%	84.44%	85.10%	82.90%	79.81%	88.85%	78.20%	0.0%
AVERAGE	2.3870	2.3310	2.3638	2.4761	2.2937	2.3933	2.4003	2.4584	2.3682	2.3021	2.3402	2.0198	2.5640	1.9048	2.5611	2.4754	2.5000	0	2.1772	2.5659	2.6031	2.5204	2.4615	2.6198	2.4455	0
Standard deviation	0.8302	0.8427	0.8384	0.7885	0.8504	0.7937	0.8206	0.7897	0.8414	0.8660	0.8402	0.8683	0.7430	0.8036	0.7503	0.7931	0.7862	0	0.8702	0.7389	0.7241	0.7566	0.7962	0.6113	0.7934	0

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

Family Centered Care: Personal Doctor or Nurse Who Knows Child Composite Score

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Family Centered Care: Personal Doctor or Nurse Who Knows Child Composite Score (BASE)	520	536	654	264	257	318	227	270	336	121	6159	32	221	21	207	182	69	6	86	61	97	131	121	108	156	0
	JK	ADEJK	ADEFJK	J	J	JK	ABCDEFJ K	ABCDEFJ K	ABCDEFJ K		J													Y		
YES COMPOSITE	89.32%	86.74%	90.42%	91.22%	85.63%	91.02%	90.37%	87.74%	90.39%	83.31%	89.77%	72.22%	94.25%	72.22%	94.90%	91.02%	90.22%	0.0%	92.43%	89.22%	91.52%	91.55%	91.00%	90.21%	91.92%	0.0%
			BJ	BEJ		BEJ					B		L													

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

Family Centered Care: Getting Needed Information Composite Score

												2015 General Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Family Centered Care: Getting Needed Information Composite Score(Base)	573	591	673	294	294	338	211	286	335	155	2487	32	239	32	256	196	75	9	98	61	101	137	135	110	184	0
NEVER/SOMETIMES COMPOSITE	10.65%	13.20% FGI	10.40%	9.86%	13.95% FG	8.28%	8.06%	12.24%	8.96%	13.55%	12.26% FG	18.75%	8.37%	28.13% O	7.81%	8.67%	13.33%	22.22%	11.22% T	1.64%	12.87% T	11.68%	8.15%	11.82%	8.70%	0.0%
USUALLY COMPOSITE	9.42%	14.89% ADJ	12.18%	8.50%	13.95% DJ	14.20% ADJ	11.85%	15.38% ADJ	12.54%	7.74%	14.60% ADJ	9.38%	8.37%	25.00% O	6.64%	10.20% Q	4.00%	0.0%	9.18%	11.48%	7.92%	10.22%	7.41%	11.82%	6.52%	0.0%
ALWAYS COMPOSITE	79.93% BEHK	71.91%	77.41% BK	81.63% BEHK	72.11%	77.51%	80.09% BEHK	72.38%	78.51% BK	78.71%	73.14%	71.88%	83.26%	46.88%	85.55% N	81.12%	82.67%	77.78%	79.59%	86.89%	79.21%	78.10%	84.44%	76.36%	84.78%	0.0%
CAHPS RATE	89.35%	86.80%	89.60%	90.14%	86.05%	91.72% BEK	91.94% BEK	87.76%	91.04% B	86.45%	87.74%	81.25%	91.63%	71.88%	92.19% N	91.33%	86.67%	77.78%	88.78%	98.36% SU	87.13%	88.32%	91.85%	88.18%	91.30%	0.0%
AVERAGE	2.6928 BEK	2.5871	2.6701 BK	2.7177 BEHK	2.5816	2.6923 BEK	2.7204 BEHK	2.6014	2.6955 BEK	2.6516	2.6088	2.5313	2.7490	2.1875	2.7773 N	2.7245	2.6933	2.5556	2.6837	2.8525 SU	2.6634	2.6642	2.7630	2.6455	2.7609	0
Standard deviation	0.6525	0.7116	0.6550	0.6324	0.7227	0.6154	0.6021	0.6960	0.6252	0.7057	0.6953	0.7900	0.5961	0.8455	0.5739	0.6108	0.6923	0.8315	0.6639	0.3982	0.6934	0.6757	0.5864	0.6821	0.5965	0

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

Coordination of Care for Children for Chronic Conditions Composite Score

												2015 General Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. Gen Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Coordination of Care for Children for Chronic Conditions Composite Score (BASE)	182 JK	234 ADFJK	236 DFJK	88 K	103 JK	98 K	103 ABCDEFJ K	158 ABCDEFG IJK	152 ABCDEFJ K	37 K	829	12	73	11	66	49	35 P	0	18	26 S	38 S	36	47	31	57	0
YES COMPOSITE	76.60%	76.50%	78.13%	71.77%	80.47%	79.25%	82.10%	78.69%	81.53% K	78.13%	74.23%	63.89%	76.23%	61.11%	73.82%	75.00%	72.66%	0.0%	78.13%	72.86%	72.77%	79.12%	68.62%	72.00%	71.43%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

1. Our records show that your child is now in Amerigroup Louisiana, Inc. Is that right?

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Yes	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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?

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.17%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
											ABCDEFG HIJ															
No response	37	4	10	19	1	4	4	2	7	16	59	0	4	1	3	1	3	0	0	1	3	1	2	3	1	0
	4.74%	0.53%	1.15%	4.63%	0.25%	0.87%	1.56%	0.63%	1.82%	7.24%	2.55%	0.0%	1.90%	3.23%	1.65%	0.78%	2.44%	0.0%	0.0%	1.39%	2.29%	0.65%	2.00%	2.68%	0.69%	0.0%
	BCEFGHI K		E	BCEFGHI					E	BCEFGHI K	BCEFH		L													
BASE = Those who responded	744	745	857	391	392	456	252	313	378	205	2255	43	206	30	179	128	120	0	49	71	128	153	98	109	143	0
	95.26%	99.47%	98.85%	95.37%	99.75%	99.13%	98.44%	99.37%	98.18%	92.76%	97.28%	100.00%	98.10%	96.77%	98.35%	99.22%	97.56%	0.0%	100.00%	98.61%	97.71%	99.35%	98.00%	97.32%	99.31%	0.0%
		ADJK	ADJK		ACDIJK	ADJK	ADJ	ADJK	ADJ		AJ	M														
Yes	322	312	351	151	145	155	123	166	182	97	1119	21	100	16	94	48	72	0	29	33	58	69	53	54	69	0
	43.28%	41.88%	40.96%	38.62%	36.99%	33.99%	48.81%	53.04%	48.15%	47.32%	49.62%	48.84%	48.54%	53.33%	52.51%	37.50%	60.00%	0.0%	59.18%	46.48%	45.31%	45.10%	54.08%	49.54%	48.25%	0.0%
	EF	F	F				CDEF	ABCDEF	BCDEF	DEF	ABCDEF						P									
No	422	433	506	240	247	301	129	147	196	108	1136	22	106	14	85	80	48	0	20	38	70	84	45	55	74	0
	56.72%	58.12%	59.04%	61.38%	63.01%	66.01%	51.19%	46.96%	51.85%	52.68%	50.38%	51.16%	51.46%	46.67%	47.49%	62.50%	40.00%	0.0%	40.82%	53.52%	54.69%	54.90%	45.92%	50.46%	51.75%	0.0%
	HK	HIK	GHIK	GHIJK	AGHIJK	ABCGHIJ K										Q										
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.04%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	57	6	14	30	2	5	7	2	9	23	106	0	7	2	5	2	5	0	0	3	4	2	4	5	2	0
	7.30%	0.80%	1.61%	7.32%	0.51%	1.09%	2.73%	0.63%	2.34%	10.41%	4.57%	0.0%	3.33%	6.45%	2.75%	1.55%	4.07%	0.0%	0.0%	4.17%	3.05%	1.30%	4.00%	4.46%	1.39%	0.0%
	BCEFGHIK		E	BCEFGHIK			E		E	BCEFGHIK	BCEFHI		L								S					
Appropriately skipped	422	433	506	240	247	301	129	147	196	108	1136	22	106	14	85	80	48	0	20	38	70	84	45	55	74	0
	54.03%	57.81%	58.36%	58.54%	62.85%	65.43%	50.39%	46.67%	50.91%	48.87%	49.01%	51.16%	50.48%	45.16%	46.70%	62.02%	39.02%	0.0%	40.82%	52.78%	53.44%	54.55%	45.00%	49.11%	51.39%	0.0%
	HK	GHIJK	GHIJK	GHIJK	AGHIJK	ABCDGHIJK										Q										
BASE = Those who responded	302	310	347	140	144	154	120	166	180	90	1075	21	97	15	92	47	70	0	29	31	57	68	51	52	68	0
	38.67%	41.39%	40.02%	34.15%	36.64%	33.48%	46.88%	52.70%	46.75%	40.72%	46.38%	48.84%	46.19%	48.39%	50.55%	36.43%	56.91%	0.0%	59.18%	43.06%	43.51%	44.16%	51.00%	46.43%	47.22%	0.0%
		DF	DF				ADEF	ABCDEFJK	ACDEF		ABCDEF						P									
Never	7	6	3	5	4	0	1	1	2	2	7	0	1	0	1	0	1	0	0	0	1	0	1	0	1	0
	2.32%	1.94%	0.86%	3.57%	2.78%	0.0%	0.83%	0.60%	1.11%	2.22%	0.65%	0.0%	1.03%	0.0%	1.09%	0.0%	1.43%	0.0%	0.0%	0.0%	1.75%	0.0%	1.96%	0.0%	1.47%	0.0%
	F	F		F	F						F															
Sometimes	19	18	28	9	8	17	6	11	8	6	61	1	4	1	5	1	5	0	2	1	3	5	1	2	4	0
	6.29%	5.81%	8.07%	6.43%	5.56%	11.04%	5.00%	6.63%	4.44%	6.67%	5.67%	4.76%	4.12%	6.67%	5.43%	2.13%	7.14%	0.0%	6.90%	3.23%	5.26%	7.35%	1.96%	3.85%	5.88%	0.0%
						IK																				
Bottom Two Box (%Never + %Sometimes)	26	24	31	14	12	17	7	12	10	8	68	1	5	1	6	1	6	0	2	1	4	5	2	2	5	0
	8.61%	7.74%	8.93%	10.00%	8.33%	11.04%	5.83%	7.23%	5.56%	8.89%	6.33%	4.76%	5.15%	6.67%	6.52%	2.13%	8.57%	0.0%	6.90%	3.23%	7.02%	7.35%	3.92%	3.85%	7.35%	0.0%
Usually	34	34	38	11	16	14	18	22	21	11	139	6	11	4	12	8	9	0	5	5	8	13	5	6	12	0
	11.26%	10.97%	10.95%	7.86%	11.11%	9.09%	15.00%	13.25%	11.67%	12.22%	12.93%	28.57%	11.34%	26.67%	13.04%	17.02%	12.86%	0.0%	17.24%	16.13%	14.04%	19.12%	9.80%	11.54%	17.65%	0.0%
											D															
Always	242	252	278	115	116	123	95	132	149	71	868	14	81	10	74	38	55	0	22	25	45	50	44	44	51	0
	80.13%	81.29%	80.12%	82.14%	80.56%	79.87%	79.17%	79.52%	82.78%	78.89%	80.74%	66.67%	83.51%	66.67%	80.43%	80.85%	78.57%	0.0%	75.86%	80.65%	78.95%	73.53%	86.27%	84.62%	75.00%	0.0%
CAHPS Rate (%Always + %Usually)	276	286	316	126	132	137	113	154	170	82	1007	20	92	14	86	46	64	0	27	30	53	63	49	50	63	0
	91.39%	92.26%	91.07%	90.00%	91.67%	88.96%	94.17%	92.77%	94.44%	91.11%	93.67%	95.24%	94.85%	93.33%	93.48%	97.87%	91.43%	0.0%	93.10%	96.77%	92.98%	92.65%	96.08%	96.15%	92.65%	0.0%
3-point composite mean	2.7152	2.7355	2.7118	2.7214	2.7222	2.6883	2.7333	2.7229	2.7722	2.7000	2.7442	2.6190	2.7835	2.6000	2.7391	2.7872	2.7000	0	2.6897	2.7742	2.7193	2.6618	2.8235	2.8077	2.6765	0
4-point composite mean	3.6921	3.7161	3.7032	3.6857	3.6944	3.6883	3.7250	3.7169	3.7611	3.6778	3.7377	3.6190	3.7732	3.6000	3.7283	3.7872	3.6857	0	3.6897	3.7742	3.7018	3.6618	3.8039	3.8077	3.6618	0
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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Children With Chronic Conditions

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?

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	2	0	0	1	0	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.23%	0.0%	0.0%	0.22%	0.0%	0.0%	0.26%	0.0%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	39	4	7	20	2	3	2	0	2	18	18	0	2	0	2	1	1	0	0	2	0	1	1	1	1	0
	4.99%	0.53%	0.81%	4.88%	0.51%	0.65%	0.78%	0.0%	0.52%	8.14%	0.78%	0.0%	0.95%	0.0%	1.10%	0.78%	0.81%	0.0%	0.0%	2.78%	0.0%	0.65%	1.00%	0.89%	0.69%	0.0%
	BCEFGHI K	H	H	BCEFGHI K						BCEFGHI K	H															
BASE = Those who responded	742	745	858	390	391	456	254	315	382	203	2298	43	208	31	180	128	122	0	49	70	131	153	99	111	143	0
	95.01%	99.47%	98.96%	95.12%	99.49%	99.13%	99.22%	100.00%	99.22%	91.86%	99.14%	100.00%	99.05%	100.00%	98.90%	99.22%	99.19%	0.0%	100.00%	97.22%	100.00%	99.35%	99.00%	99.11%	99.31%	0.0%
		ADJ	ADJ		ADJ	ADJ	ADJ	ABCDFJK	ADJ		ADJ															
Yes	573	565	634	295	269	315	212	269	312	153	1844	31	179	26	164	105	103	0	42	62	105	120	90	90	122	0
	77.22%	75.84%	73.89%	75.64%	68.80%	69.08%	83.46%	85.40%	81.68%	75.37%	80.24%	72.09%	86.06%	83.87%	91.11%	82.03%	84.43%	0.0%	85.71%	88.57%	80.15%	78.43%	90.91%	81.08%	85.31%	0.0%
	EF	EF		EF			ABCDEFJ K	ABCDEFJ K	BCDEF		BCDEF												V			
No	169	180	224	95	122	141	42	46	70	50	454	12	29	5	16	23	19	0	7	8	26	33	9	21	21	0
	22.78%	24.16%	26.11%	24.36%	31.20%	30.92%	16.54%	14.60%	18.32%	24.63%	19.76%	27.91%	13.94%	16.13%	8.89%	17.97%	15.57%	0.0%	14.29%	11.43%	19.85%	21.57%	9.09%	18.92%	14.69%	0.0%
	GH	GHIK	GHIK	GHIK	ABDGHIK	ABDGHIK				GH	H											W				
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	7 0.30% ABCDEFG HIJ	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	68 8.71% BCEFGHI K	8 1.07%	14 1.61% H	36 8.78% BCEFHIK	4 1.02%	8 1.74% H	13 5.08% BCEFHI	1 0.32%	4 1.04%	25 11.31% BCEFGHI K	97 4.18% BCEFHI	3 6.98%	10 4.76%	1 3.23%	11 6.04%	8 6.20%	5 4.07%	0 0.0%	2 4.08%	6 8.33%	5 3.82%	6 3.90%	7 7.00%	11 9.82% Y	2 1.39%	0 0.0%
Appropriately skipped	169 21.64% H	180 24.03% GHIK	224 25.84% AGHIK	95 23.17% GH	122 31.04% ABDGHIJ K	141 30.65% ABDGHIJ K	42 16.41%	46 14.60%	70 18.18%	50 22.62% H	454 19.59% H	12 27.91%	29 13.81%	5 16.13%	16 8.79%	23 17.83%	19 15.45%	0 0.0%	7 14.29%	8 11.11%	26 19.85%	33 21.43% W	9 9.00%	21 18.75%	21 14.58%	0 0.0%
BASE = Those who responded	544 69.65%	561 74.90% ADEFJ	629 72.55%	279 68.05%	267 67.94%	311 67.61%	201 78.52% ACDEFJ	268 85.08% ABCDEFG JK	311 80.78% ABCDEFJ K	146 66.06%	1760 75.93% ADEFJ	28 65.12%	171 81.43% L	25 80.65%	155 85.16%	98 75.97%	99 80.49%	0 0.0%	40 81.63%	58 80.56%	100 76.34%	115 74.68%	84 84.00%	80 71.43%	121 84.03% X	0 0.0%
Never	3 0.55%	3 0.53%	12 1.91% ABHJ	2 0.72%	2 0.75%	9 2.89% ABDEGHJ	1 0.50%	1 0.37%	4 1.29% J	0 0.0%	23 1.31% HJ	0 0.0%	1 0.58%	0 0.0%	1 0.65%	1 1.02%	0 0.0%	0 0.0%	1 2.50%	0 0.0%	0 0.0%	0 0.0%	1 1.19%	1 1.25%	0 0.0%	0 0.0%
Sometimes	33 6.07%	38 6.77%	49 7.79% I	16 5.73%	20 7.49%	22 7.07%	13 6.47%	13 4.85%	14 4.50%	10 6.85%	134 7.61% I	5 17.86%	8 4.68%	5 20.00%	7 4.52%	6 6.12%	6 6.06%	0 0.0%	6 15.00%	3 5.17%	4 4.00%	9 7.83%	4 4.76%	6 7.50%	7 5.79%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	36 6.62%	41 7.31%	61 9.70% HI	18 6.45%	22 8.24%	31 9.97% H	14 6.97%	14 5.22%	18 5.79%	10 6.85%	157 8.92% HI	5 17.86%	9 5.26%	5 20.00%	8 5.16%	7 7.14%	6 6.06%	0 0.0%	7 17.50% U	3 5.17%	4 4.00%	9 7.83%	5 5.95%	7 8.75%	7 5.79%	0 0.0%
Usually	62 11.40%	95 16.93% ADJ	100 15.90% AD	28 10.04%	55 20.60% ADFGJ	41 13.18%	25 12.44%	51 19.03% ADGJ	58 18.65% ADJ	15 10.27%	388 22.05% ABCDFGJ	7 25.00%	17 9.94%	3 12.00%	18 11.61%	13 13.27%	11 11.11%	0 0.0%	5 12.50%	5 8.62%	15 15.00%	15 13.04%	10 11.90%	9 11.25%	16 13.22%	0 0.0%
Always	446 81.99% BCEHIK	425 75.76% K	468 74.40% K	233 83.51% BCEFHIK	190 71.16%	239 76.85% K	162 80.60% EK	203 75.75% K	235 75.56% K	121 82.88% BCEK	1215 69.03%	16 57.14%	145 84.80%	17 68.00%	129 83.23%	78 79.59%	82 82.83%	0 0.0%	28 70.00%	50 86.21%	81 81.00%	91 79.13%	69 82.14%	64 80.00%	98 80.99%	0 0.0%
CAHPS Rate (%Always + %Usually)	508 93.38%	520 92.69%	568 90.30%	261 93.55%	245 91.76%	280 90.03%	187 93.03%	254 94.78% CFK	293 94.21% CK	136 93.15%	1603 91.08%	23 82.14%	162 94.74%	20 80.00%	147 94.84%	91 92.86%	93 93.94%	0 0.0%	33 82.50%	55 94.83%	96 96.00% S	106 92.17%	79 94.05%	73 91.25%	114 94.21%	0 0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
3-point composite mean	2.7537	2.6845	2.6471	2.7706	2.6292	2.6688	2.7363	2.7052	2.6977	2.7603	2.6011	2.3929	2.7953	2.4800	2.7806	2.7245	2.7677	0	2.5250	2.8103	2.7700	2.7130	2.7619	2.7125	2.7521	0
	BCEK	K		BCEFK			K	K	K	CEK										S						
4-point composite mean	3.7482	3.6791	3.6280	3.7634	3.6217	3.6399	3.7313	3.7015	3.6849	3.7603	3.5881	3.3929	3.7895	3.4800	3.7742	3.7143	3.7677	0	3.5000	3.8103	3.7700	3.7130	3.7500	3.7000	3.7521	0
	CEFK	K		CEFK			CK	K	K	CEK										S						
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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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?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	2	5	5	1	2	3	0	2	2	1	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.26%	0.67%	0.58%	0.24%	0.51%	0.65%	0.0%	0.63%	0.52%	0.45%	0.99%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		G	G								ADG															
No response	65	21	34	38	10	19	6	6	13	25	53	0	6	0	0	3	3	0	2	1	3	3	3	0	6	0
	8.32%	2.80%	3.92%	9.27%	2.54%	4.13%	2.34%	1.90%	3.38%	11.31%	2.29%	0.0%	2.86%	0.0%	0.0%	2.33%	2.44%	0.0%	4.08%	1.39%	2.29%	1.95%	3.00%	0.0%	4.17%	0.0%
	BCEFGHI		HK	BCEFGHI						BCEFGHI			L												X	
	K			K						K																
BASE = Those who responded	714	723	828	371	381	438	250	307	370	195	2242	43	204	31	182	126	120	0	47	71	128	151	97	112	138	0
	91.42%	96.53%	95.50%	90.49%	96.95%	95.22%	97.66%	97.46%	96.10%	88.24%	96.72%	100.00%	97.14%	100.00%	100.00%	97.67%	97.56%	0.0%	95.92%	98.61%	97.71%	98.05%	97.00%	100.00%	95.83%	0.0%
		ADJ	ADJ		ADJ	ADJ	ADJ	ADJ	ADJ		ADJ	M												Y		
None	120	129	152	64	85	98	33	21	35	36	292	9	23	0	0	21	12	0	6	6	20	25	8	15	18	0
	16.81%	17.84%	18.36%	17.25%	22.31%	22.37%	13.20%	6.84%	9.46%	18.46%	13.02%	20.93%	11.27%	0.0%	0.0%	16.67%	10.00%	0.0%	12.77%	8.45%	15.63%	16.56%	8.25%	13.39%	13.04%	0.0%
	HIK	HIK	GHIK	HIK	AGHIK	AGHIK	H			HI	HI											W				
1 time	147	150	155	90	86	98	37	50	58	42	434	5	32	4	32	23	14	0	3	13	20	25	12	17	20	0
	20.59%	20.75%	18.72%	24.26%	22.57%	22.37%	14.80%	16.29%	15.68%	21.54%	19.36%	11.63%	15.69%	12.90%	17.58%	18.25%	11.67%	0.0%	6.38%	18.31%	15.63%	16.56%	12.37%	15.18%	14.49%	0.0%
	GI	GI		CGHIK	GHI	GHI														S						
2 times	162	159	179	83	89	103	50	58	74	50	538	5	44	9	41	25	24	0	7	12	31	31	18	26	24	0
	22.69%	21.99%	21.62%	22.37%	23.36%	23.52%	20.00%	18.89%	20.00%	25.64%	24.00%	11.63%	21.57%	29.03%	22.53%	19.84%	20.00%	0.0%	14.89%	16.90%	24.22%	20.53%	18.56%	23.21%	17.39%	0.0%
											H															
3 times	108	114	128	50	53	66	51	62	55	21	376	7	43	5	44	28	23	0	10	15	25	35	16	20	31	0
	15.13%	15.77%	15.46%	13.48%	13.91%	15.07%	20.40%	20.20%	14.86%	10.77%	16.77%	16.28%	21.08%	16.13%	24.18%	22.22%	19.17%	0.0%	21.28%	21.13%	19.53%	23.18%	16.49%	17.86%	22.46%	0.0%
							DEJ	DEJ			J															
4 times	74	77	80	38	31	33	30	47	49	17	211	0	30	4	26	17	13	0	11	6	12	14	15	12	18	0
	10.36%	10.65%	9.66%	10.24%	8.14%	7.53%	12.00%	15.31%	13.24%	8.72%	9.41%	0.0%	14.71%	12.90%	14.29%	13.49%	10.83%	0.0%	23.40%	8.45%	9.38%	9.27%	15.46%	10.71%	13.04%	0.0%
								ABCEFJK	EFK				L						TU							
5 to 9 times	72	70	99	35	27	32	35	48	73	20	278	12	23	5	30	11	23	0	7	17	11	17	18	16	19	0
	10.08%	9.68%	11.96%	9.43%	7.09%	7.31%	14.00%	15.64%	19.73%	10.26%	12.40%	27.91%	11.27%	16.13%	16.48%	8.73%	19.17%	0.0%	14.89%	23.94%	8.59%	11.26%	18.56%	14.29%	13.77%	0.0%
			EF				EF	ABDEF	ABCDEFJ		BEF	M					P			U						
									K																	
10 or more times	31	24	35	11	10	8	14	21	26	9	113	5	9	4	9	1	11	0	3	2	9	4	10	6	8	0
	4.34%	3.32%	4.23%	2.96%	2.62%	1.83%	5.60%	6.84%	7.03%	4.62%	5.04%	11.63%	4.41%	12.90%	4.95%	0.79%	9.17%	0.0%	6.38%	2.82%	7.03%	2.65%	10.31%	5.36%	5.80%	0.0%
	F		F				F	BDEF	BDEF		BDEF						P						V			
Average number of times	2.7766	2.6390	2.8351	2.5350	2.2598	2.1872	3.3200	3.7085	3.7919	2.6949	3.0511	4.2442	3.1495	4.4516	3.6951	2.4960	4.0125	0	3.7766	3.5211	3.0820	2.7616	4.1959	3.2500	3.3768	0
	EF	EF	EF	F			ABCDEFJ	ABCDEFJ	ABCDEFJ	F	ABDEF						P						V			
								K	K																	

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Children With Chronic Conditions

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?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Standard deviation	2.8546	2.6789	2.9008	2.6112	2.4861	2.3186	3.0482	3.1277	3.2684	2.9292	2.9683	3.9845	2.7871	3.6130	2.7728	2.1030	3.4626	0	3.0541	2.8015	3.1751	2.5662	3.5243	3.0348	3.0579	0
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	79	33	42	45	17	25	10	10	15	28	109	0	10	0	4	6	4	0	2	3	5	5	5	1	9	0
	10.12%	4.41%	4.84%	10.98%	4.33%	5.43%	3.91%	3.17%	3.90%	12.67%	4.70%	0.0%	4.76%	0.0%	2.20%	4.65%	3.25%	0.0%	4.08%	4.17%	3.82%	3.25%	5.00%	0.89%	6.25%	0.0%
	BCEFGHI K			BCEFGHI K						BCEFGHI K			L		N										X	
Appropriately skipped	120	129	152	64	85	98	33	21	35	36	292	9	23	0	0	21	12	0	6	6	20	25	8	15	18	0
	15.36%	17.22%	17.53%	15.61%	21.63%	21.30%	12.89%	6.67%	9.09%	16.29%	12.60%	20.93%	10.95%	0.0%	0.0%	16.28%	9.76%	0.0%	12.24%	8.33%	15.27%	16.23%	8.00%	13.39%	12.50%	0.0%
	HI	HIK	HIK	HI	ADGHIK	ADGHIK	H			HI	HI											W				
BASE = Those who responded	582	587	673	301	291	337	213	284	335	157	1917	34	177	31	178	102	107	0	41	63	106	124	87	96	117	0
	74.52%	78.37%	77.62%	73.41%	74.05%	73.26%	83.20%	90.16%	87.01%	71.04%	82.70%	79.07%	84.29%	100.00%	97.80%	79.07%	86.99%	0.0%	83.67%	87.50%	80.92%	80.52%	87.00%	85.71%	81.25%	0.0%
		FJ					ACDEFJ	ABCDEFG JK	ABCDEFJ K		ABCDEFJ			O												
Yes	425	431	488	217	213	241	163	217	252	113	1441	23	139	23	137	76	84	0	28	50	82	95	66	77	86	0
	73.02%	73.42%	72.51%	72.09%	73.20%	71.51%	76.53%	76.41%	75.22%	71.97%	75.17%	67.65%	78.53%	74.19%	76.97%	74.51%	78.50%	0.0%	68.29%	79.37%	77.36%	76.61%	75.86%	80.21%	73.50%	0.0%
No	157	156	185	84	78	96	50	67	83	44	476	11	38	8	41	26	23	0	13	13	24	29	21	19	31	0
	26.98%	26.58%	27.49%	27.91%	26.80%	28.49%	23.47%	23.59%	24.78%	28.03%	24.83%	32.35%	21.47%	25.81%	23.03%	25.49%	21.50%	0.0%	31.71%	20.63%	22.64%	23.39%	24.14%	19.79%	26.50%	0.0%
3-point composite mean	2.4605	2.4685	2.4502	2.4419	2.4639	2.4303	2.5305	2.5282	2.5045	2.4395	2.5034	2.3529	2.5706	2.4839	2.5393	2.4902	2.5701	0	2.3659	2.5873	2.5472	2.5323	2.5172	2.6042	2.4701	0
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%
Multiple mark	0 0.0%	2 0.27%	0 0.0%	0 0.0%	1 0.25%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 0.13%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	88 11.27% BCEFGHI K	27 3.60%	42 4.84% H	52 12.68% BCEFGHI K	13 3.31%	24 5.22%	12 4.69%	8 2.54%	15 3.90%	30 13.57% BCEFGHI K	124 5.35% BEH	1 2.33%	11 5.24%	1 3.23%	2 1.10%	7 5.43%	5 4.07%	0 0.0%	4 8.16%	3 4.17%	5 3.82%	6 3.90%	6 6.00%	5 4.46%	7 4.86%	0 0.0%
Appropriately skipped	120 15.36% HI	129 17.22% HIK	152 17.53% HIK	64 15.61% HI	85 21.63% ADGHIK	98 21.30% ADGHIK	33 12.89% H	21 6.67%	35 9.09%	36 16.29% HI	292 12.60% HI	9 20.93%	23 10.95%	0 0.0%	0 0.0%	21 16.28%	12 9.76%	0 0.0%	6 12.24%	6 8.33%	20 15.27%	25 16.23% W	8 8.00%	15 13.39%	18 12.50%	0 0.0%
BASE = Those who responded	573 73.37%	591 78.91% ADFJ	673 77.62% ADJ	294 71.71%	294 74.81%	338 73.48%	211 82.42% ADEFJ	286 90.79% ABCDEFG JK	335 87.01% ABCDEFJ K	155 70.14%	1899 81.92% ACDEFJ	33 76.74%	176 83.81%	30 96.77%	180 98.90%	101 78.29%	106 86.18%	0 0.0%	39 79.59%	63 87.50%	106 80.92%	123 79.87%	86 86.00%	92 82.14%	119 82.64%	0 0.0%
Never	12 2.09%	25 4.23% ADGIK	16 2.38%	5 1.70%	18 6.12% ACDFGIK	9 2.66%	2 0.95%	8 2.80%	5 1.49%	5 3.23%	28 1.47%	0 0.0%	2 1.14%	0 0.0%	2 1.11%	2 1.98%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 1.89%	2 1.63%	0 0.0%	1 1.09%	1 0.84%	0 0.0%
Sometimes	49 8.55%	53 8.97%	54 8.02%	24 8.16%	23 7.82%	19 5.62%	15 7.11%	27 9.44%	25 7.46%	16 10.32%	140 7.37%	4 12.12%	9 5.11%	8 26.67% O	7 3.89%	6 5.94%	9 8.49%	0 0.0%	4 10.26%	4 6.35%	7 6.60%	11 8.94%	4 4.65%	7 7.61%	8 6.72%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	61 10.65%	78 13.20% FGIK	70 10.40%	29 9.86%	41 13.95% FGK	28 8.28%	17 8.06%	35 12.24%	30 8.96%	21 13.55%	168 8.85%	4 12.12%	11 6.25%	8 26.67% O	9 5.00%	8 7.92%	9 8.49%	0 0.0%	4 10.26%	4 6.35%	9 8.49%	13 10.57%	4 4.65%	8 8.70%	9 7.56%	0 0.0%
Usually	54 9.42%	88 14.89% ADJ	82 12.18%	25 8.50%	41 13.95% DJ	48 14.20% ADJ	25 11.85%	44 15.38% ADJ	42 12.54%	12 7.74%	318 16.75% ACDGIJ	7 21.21%	18 10.23%	5 16.67%	19 10.56%	16 15.84%	8 7.55%	0 0.0%	7 17.95%	5 7.94%	13 12.26%	13 10.57%	12 13.95%	15 16.30%	10 8.40%	0 0.0%
Always	458 79.93% BEHK	425 71.91%	521 77.41% B	240 81.63% BEHK	212 72.11%	262 77.51%	169 80.09% BEH	207 72.38%	263 78.51% B	122 78.71%	1413 74.41%	22 66.67%	147 83.52%	17 56.67%	152 84.44% N	77 76.24%	89 83.96%	0 0.0%	28 71.79%	54 85.71%	84 79.25%	97 78.86%	70 81.40%	69 75.00%	100 84.03%	0 0.0%
CAHPS Rate (%Always + %Usually)	512 89.35%	513 86.80%	603 89.60%	265 90.14%	253 86.05%	310 91.72% BE	194 91.94% BE	251 87.76%	305 91.04% B	134 86.45%	1731 91.15% BE	29 87.88%	165 93.75%	22 73.33%	171 95.00% N	93 92.08%	97 91.51%	0 0.0%	35 89.74%	59 93.65%	97 91.51%	110 89.43%	82 95.35%	84 91.30%	110 92.44%	0 0.0%
3-point composite mean	2.6928 BE	2.5871	2.6701 B	2.7177 BEH	2.5816	2.6923 BE	2.7204 BEH	2.6014	2.6955 BE	2.6516	2.6556 B	2.5455	2.7727	2.3000	2.7944 N	2.6832	2.7547	0	2.6154	2.7937	2.7075	2.6829	2.7674	2.6630	2.7647	0

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4-point composite mean	3.6719	3.5448	3.6464	3.7007	3.5204	3.6657	3.7109	3.5734	3.6806	3.6194	3.6409	3.5455	3.7614	3.3000	3.7833	3.6634	3.7547	0	3.6154	3.7937	3.6887	3.6667	3.7674	3.6522	3.7563	0
	BE		BE	BEH		BE	BEH		BE		BE				N											
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	3	1	1	2	1	0	2	0	1	0	4	1	1	1	1	1	0	0	0	2	0	1	1	2	0	0
	0.38%	0.13%	0.12%	0.49%	0.25%	0.0%	0.78%	0.0%	0.26%	0.0%	0.17%	2.33%	0.48%	3.23%	0.55%	0.78%	0.0%	0.0%	0.0%	2.78%	0.0%	0.65%	1.00%	1.79%	0.0%	0.0%
											FHJ															
No response	87	29	43	50	14	24	10	9	17	32	119	0	10	0	1	6	4	0	3	2	5	4	6	4	6	0
	11.14%	3.87%	4.96%	12.20%	3.56%	5.22%	3.91%	2.86%	4.42%	14.48%	5.13%	0.0%	4.76%	0.0%	0.55%	4.65%	3.25%	0.0%	6.12%	2.78%	3.82%	2.60%	6.00%	3.57%	4.17%	0.0%
	BCEFGHI			BCEFGHI						BCEFGHI	H		L													
	K			K						K																
Appropriately skipped	120	129	152	64	85	98	33	21	35	36	292	9	23	0	0	21	12	0	6	6	20	25	8	15	18	0
	15.36%	17.22%	17.53%	15.61%	21.63%	21.30%	12.89%	6.67%	9.09%	16.29%	12.60%	20.93%	10.95%	0.0%	0.0%	16.28%	9.76%	0.0%	12.24%	8.33%	15.27%	16.23%	8.00%	13.39%	12.50%	0.0%
	HI	HIK	HIK	HI	ADGHIK	ADGHIK	H			HI	HI											W				
BASE = Those who responded	571	590	671	294	293	338	211	285	332	153	1903	33	176	30	180	101	107	0	40	62	106	124	85	91	120	0
	73.11%	78.77%	77.39%	71.71%	74.55%	73.48%	82.42%	90.48%	86.23%	69.23%	82.10%	76.74%	83.81%	96.77%	98.90%	78.29%	86.99%	0.0%	81.63%	86.11%	80.92%	80.52%	85.00%	81.25%	83.33%	0.0%
		ADFJ	ADJ				ADEFJ	ABCDEFG	ABCDEFJ		ABCDEFJ															
								JK	K																	
Yes	192	192	281	95	80	118	102	125	175	45	949	18	84	13	88	47	53	0	17	30	53	55	47	47	55	0
	33.63%	32.54%	41.88%	32.31%	27.30%	34.91%	48.34%	43.86%	52.71%	29.41%	49.87%	54.55%	47.73%	43.33%	48.89%	46.53%	49.53%	0.0%	42.50%	48.39%	50.00%	44.35%	55.29%	51.65%	45.83%	0.0%
			ABDEFJ			E	ABDEFJ	ABDEFJ	ABCDEFH		ABCDEFJ															
									J																	
No	379	398	390	199	213	220	109	160	157	108	954	15	92	17	92	54	54	0	23	32	53	69	38	44	65	0
	66.37%	67.46%	58.12%	67.69%	72.70%	65.09%	51.66%	56.14%	47.29%	70.59%	50.13%	45.45%	52.27%	56.67%	51.11%	53.47%	50.47%	0.0%	57.50%	51.61%	50.00%	55.65%	44.71%	48.35%	54.17%	0.0%
	CGHIK	CGHIK	IK	CGHIK	CFGHIK	CGHIK		I		CGHIK																
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	0	0	410	0	0	256	0	0	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.04%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	94	0	0	55	0	0	14	0	0	33	138	1	13	1	4	8	5	0	3	5	6	5	9	7	7	0
	12.04%	0.0%	0.0%	13.41%	0.0%	0.0%	5.47%	0.0%	0.0%	14.93%	5.95%	2.33%	6.19%	3.23%	2.20%	6.20%	4.07%	0.0%	6.12%	6.94%	4.58%	3.25%	9.00%	6.25%	4.86%	0.0%
	GK			GK						GK																
Appropriately skipped	499	0	0	263	0	0	142	0	0	144	1246	24	115	17	92	75	66	0	29	38	73	94	46	59	83	0
	63.89%	0.0%	0.0%	64.15%	0.0%	0.0%	55.47%	0.0%	0.0%	65.16%	53.75%	55.81%	54.76%	54.84%	50.55%	58.14%	53.66%	0.0%	59.18%	52.78%	55.73%	61.04%	46.00%	52.68%	57.64%	0.0%
	GK			GK						GK												W				
BASE = Those who responded	188	0	0	92	0	0	100	0	0	44	933	18	82	13	86	46	52	0	17	29	52	55	45	46	54	0
	24.07%	0.0%	0.0%	22.44%	0.0%	0.0%	39.06%	0.0%	0.0%	19.91%	40.25%	41.86%	39.05%	41.94%	47.25%	35.66%	42.28%	0.0%	34.69%	40.28%	39.69%	35.71%	45.00%	41.07%	37.50%	0.0%
							ADJ				ADJ															
Yes	176	0	0	86	0	0	95	0	0	39	903	16	79	10	84	42	51	0	17	28	48	51	44	44	51	0
	93.62%	0.0%	0.0%	93.48%	0.0%	0.0%	95.00%	0.0%	0.0%	88.64%	96.78%	88.89%	96.34%	76.92%	97.67%	91.30%	98.08%	0.0%	100.00%	96.55%	92.31%	92.73%	97.78%	95.65%	94.44%	0.0%
No	12	0	0	6	0	0	5	0	0	5	30	2	3	3	2	4	1	0	0	1	4	4	1	2	3	0
	6.38%	0.0%	0.0%	6.52%	0.0%	0.0%	5.00%	0.0%	0.0%	11.36%	3.22%	11.11%	3.66%	23.08%	2.33%	8.70%	1.92%	0.0%	0.0%	3.45%	7.69%	7.27%	2.22%	4.35%	5.56%	0.0%
Sigma	781	0	0	410	0	0	256	0	0	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	0	0	410	0	0	256	0	0	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	0	1	0	0	1	0	0	0	1	1	0	0	1	0	1	0	0	0	1	0	1	1	0	0
	0.13%	0.0%	0.0%	0.24%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.04%	2.33%	0.0%	0.0%	0.55%	0.0%	0.81%	0.0%	0.0%	0.0%	0.76%	0.0%	1.00%	0.89%	0.0%	0.0%
No response	96	0	0	56	0	0	14	0	0	34	141	2	12	2	3	9	4	0	4	4	6	6	8	7	7	0
	12.29%	0.0%	0.0%	13.66%	0.0%	0.0%	5.47%	0.0%	0.0%	15.38%	6.08%	4.65%	5.71%	6.45%	1.65%	6.98%	3.25%	0.0%	8.16%	5.56%	4.58%	3.90%	8.00%	6.25%	4.86%	0.0%
	GK			GK						GK																
Appropriately skipped	499	0	0	263	0	0	142	0	0	144	1246	24	115	17	92	75	66	0	29	38	73	94	46	59	83	0
	63.89%	0.0%	0.0%	64.15%	0.0%	0.0%	55.47%	0.0%	0.0%	65.16%	53.75%	55.81%	54.76%	54.84%	50.55%	58.14%	53.66%	0.0%	59.18%	52.78%	55.73%	61.04%	46.00%	52.68%	57.64%	0.0%
	GK			GK						GK												W				
BASE = Those who responded	185	0	0	90	0	0	99	0	0	43	930	16	83	12	86	45	52	0	16	30	51	54	45	45	54	0
	23.69%	0.0%	0.0%	21.95%	0.0%	0.0%	38.67%	0.0%	0.0%	19.46%	40.12%	37.21%	39.52%	38.71%	47.25%	34.88%	42.28%	0.0%	32.65%	41.67%	38.93%	35.06%	45.00%	40.18%	37.50%	0.0%
							ADJ				ADJ															
Yes	138	0	0	60	0	0	79	0	0	35	711	11	68	9	69	34	44	0	12	23	42	41	38	38	41	0
	74.59%	0.0%	0.0%	66.67%	0.0%	0.0%	79.80%	0.0%	0.0%	81.40%	76.45%	68.75%	81.93%	75.00%	80.23%	75.56%	84.62%	0.0%	75.00%	76.67%	82.35%	75.93%	84.44%	84.44%	75.93%	0.0%
							D																			
No	47	0	0	30	0	0	20	0	0	8	219	5	15	3	17	11	8	0	4	7	9	13	7	7	13	0
	25.41%	0.0%	0.0%	33.33%	0.0%	0.0%	20.20%	0.0%	0.0%	18.60%	23.55%	31.25%	18.07%	25.00%	19.77%	24.44%	15.38%	0.0%	25.00%	23.33%	17.65%	24.07%	15.56%	15.56%	24.07%	0.0%
				G																						
Sigma	781	0	0	410	0	0	256	0	0	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.04%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	100 12.80% BCEFGHI K	32 4.27%	53 6.11% H	59 14.39% BCEFGHI K	16 4.07%	28 6.09% H	17 6.64% H	9 2.86%	22 5.71%	35 15.84% BCEFGHI K	147 6.34% BEH	2 4.65%	15 7.14%	2 6.45%	6 3.30%	10 7.75%	6 4.88%	0 0.0%	4 8.16%	5 6.94%	8 6.11%	8 5.19%	9 9.00%	9 8.04%	8 5.56%	0 0.0%
Appropriately skipped	499 63.89% GHIK	527 70.36% ACDGHIK	542 62.51% GIK	263 64.15% GIK	298 75.83% ABCDFGH IJK	318 69.13% CGHIK	142 55.47%	181 57.46% I	192 49.87%	144 65.16% GIK	1246 53.75%	24 55.81%	115 54.76%	17 54.84%	92 50.55%	75 58.14%	66 53.66%	0 0.0%	29 59.18%	38 52.78%	73 55.73%	94 61.04% W	46 46.00%	59 52.68%	83 57.64%	0 0.0%
BASE = Those who responded	182 23.30%	190 25.37% EJ	272 31.37% ABDEFJ	88 21.46%	79 20.10%	114 24.78%	97 37.89% ABDEFJ	125 39.68% ABCDEFJ	171 44.42% ABCDEFJ	42 19.00%	924 39.86% ABCDEFJ	17 39.53%	80 38.10%	12 38.71%	84 46.15%	44 34.11%	51 41.46%	0 0.0%	16 32.65%	29 40.28%	50 38.17%	52 33.77%	45 45.00%	44 39.29%	53 36.81%	0 0.0%
Yes	153 84.07% BEH	135 71.05%	217 79.78% BE	69 78.41%	54 68.35%	96 84.21% BEH	87 89.69% BCDEH	90 72.00%	139 81.29% BE	38 90.48% BCEH	794 85.93% BCEH	13 76.47%	74 92.50%	9 75.00%	77 91.67%	40 90.91%	45 88.24%	0 0.0%	14 87.50%	24 82.76%	47 94.00%	44 84.62%	43 95.56%	42 95.45%	45 84.91%	0 0.0%
No	29 15.93%	55 28.95% ACFGIJK	55 20.22% GJK	19 21.59% G	25 31.65% ACFGIJK	18 15.79%	10 10.31%	35 28.00% AFGJK	32 18.71%	4 9.52%	130 14.07%	4 23.53%	6 7.50%	3 25.00%	7 8.33%	4 9.09%	6 11.76%	0 0.0%	2 12.50%	5 17.24%	3 6.00%	8 15.38%	2 4.44%	2 4.55%	8 15.09%	0 0.0%
3-point composite mean	2.6813 BEH	2.4211	2.5956 BE	2.5682	2.3671	2.6842 BEH	2.7938 BCDEH	2.4400	2.6257 BE	2.8095 BCEH	2.7186 BCEH	2.5294	2.8500	2.5000	2.8333	2.8182	2.7647	0	2.7500	2.6552	2.8800	2.6923	2.9111	2.9091	2.6981	0
4-point composite mean	3.5220 BEH	3.1316	3.3934 BE	3.3523	3.0506	3.5263 BEH	3.6907 BCDEH	3.1600	3.4386 BE	3.7143 BCEH	3.5779 BCEH	3.2941	3.7750	3.2500	3.7500	3.7273	3.6471	0	3.6250	3.4828	3.8200	3.5385	3.8667	3.8636	3.5472	0
Sigma	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

14. 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?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	2	1	1	1	0	0	0	1	1	1	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.26%	0.13%	0.12%	0.24%	0.0%	0.0%	0.0%	0.32%	0.26%	0.45%	0.26%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
											EFG															
No response	92	28	43	53	14	26	10	8	15	34	126	1	9	0	0	5	5	0	4	1	5	4	6	3	7	0
	11.78%	3.74%	4.96%	12.93%	3.56%	5.65%	3.91%	2.54%	3.90%	15.38%	5.44%	2.33%	4.29%	0.0%	0.0%	3.88%	4.07%	0.0%	8.16%	1.39%	3.82%	2.60%	6.00%	2.68%	4.86%	0.0%
	BCEFGHI		H	BCEFGHI		H				BCEFGHI	BH															
	K			K						K																
Appropriately skipped	120	129	152	64	85	98	33	21	35	36	292	9	23	0	0	21	12	0	6	6	20	25	8	15	18	0
	15.36%	17.22%	17.53%	15.61%	21.63%	21.30%	12.89%	6.67%	9.09%	16.29%	12.60%	20.93%	10.95%	0.0%	0.0%	16.28%	9.76%	0.0%	12.24%	8.33%	15.27%	16.23%	8.00%	13.39%	12.50%	0.0%
	HI	HIK	HIK	HI	ADGHIK	ADGHIK	H			HI	HI											W				
BASE = Those who responded	567	591	671	292	294	336	213	285	334	150	1894	33	178	31	182	103	106	0	39	65	106	125	86	94	119	0
	72.60%	78.91%	77.39%	71.22%	74.81%	73.04%	83.20%	90.48%	86.75%	67.87%	81.71%	76.74%	84.76%	100.00%	100.00%	79.84%	86.18%	0.0%	79.59%	90.28%	80.92%	81.17%	86.00%	83.93%	82.64%	0.0%
		ADFJ	ADJ				ACDEFJ	ABCDEFG	ABCDEFJ		ACDEFJ															
								JK	K																	
10 - Best health care possible	324	293	362	163	137	182	126	137	173	87	896	6	120	0	126	63	61	0	17	41	66	72	52	56	70	0
	57.14%	49.58%	53.95%	55.82%	46.60%	54.17%	59.15%	48.07%	51.80%	58.00%	47.31%	18.18%	67.42%	0.0%	69.23%	61.17%	57.55%	0.0%	43.59%	63.08%	62.26%	57.60%	60.47%	59.57%	58.82%	0.0%
	BEHK		EK	EK		K	BEHK			EHK			L		N						S					
9 -	74	93	96	47	53	43	21	49	48	16	341	0	21	0	21	13	8	0	4	6	11	13	8	7	14	0
	13.05%	15.74%	14.31%	16.10%	18.03%	12.80%	9.86%	17.19%	14.37%	10.67%	18.00%	0.0%	11.80%	0.0%	11.54%	12.62%	7.55%	0.0%	10.26%	9.23%	10.38%	10.40%	9.30%	7.45%	11.76%	0.0%
		G		G	GJ			G			ACFGJ		L		N											
Top Two Box	398	386	458	210	190	225	147	186	221	103	1237	6	141	0	147	76	69	0	21	47	77	85	60	63	84	0
	70.19%	65.31%	68.26%	71.92%	64.63%	66.96%	69.01%	65.26%	66.17%	68.67%	65.31%	18.18%	79.21%	0.0%	80.77%	73.79%	65.09%	0.0%	53.85%	72.31%	72.64%	68.00%	69.77%	67.02%	70.59%	0.0%
	K			BK									L		N						S					
8 -	98	110	92	49	52	58	35	52	47	28	353	12	23	0	35	16	18	0	8	10	16	24	11	16	19	0
	17.28%	18.61%	13.71%	16.78%	17.69%	17.26%	16.43%	18.25%	14.07%	18.67%	18.64%	36.36%	12.92%	0.0%	19.23%	15.53%	16.98%	0.0%	20.51%	15.38%	15.09%	19.20%	12.79%	17.02%	15.97%	0.0%
		C									CI	M			N											
CAHPS Rate (Top Three Box)	496	496	550	259	242	283	182	238	268	131	1590	18	164	0	182	92	87	0	29	57	93	109	71	79	103	0
	87.48%	83.93%	81.97%	88.70%	82.31%	84.23%	85.45%	83.51%	80.24%	87.33%	83.95%	54.55%	92.13%	0.0%	100.00%	89.32%	82.08%	0.0%	74.36%	87.69%	87.74%	87.20%	82.56%	84.04%	86.55%	0.0%
	CEIK			BCEIK						I			L		N											
7 -	30	34	48	15	17	17	14	19	26	8	135	4	8	14	0	5	9	0	7	4	3	7	7	7	7	0
	5.29%	5.75%	7.15%	5.14%	5.78%	5.06%	6.57%	6.67%	7.78%	5.33%	7.13%	12.12%	4.49%	45.16%	0.0%	4.85%	8.49%	0.0%	17.95%	6.15%	2.83%	5.60%	8.14%	7.45%	5.88%	0.0%
														O					U							
6 -	14	18	19	3	11	10	4	7	7	8	55	3	1	4	0	1	2	0	0	1	3	1	3	2	2	0
	2.47%	3.05%	2.83%	1.03%	3.74%	2.98%	1.88%	2.46%	2.10%	5.33%	2.90%	9.09%	0.56%	12.90%	0.0%	0.97%	1.89%	0.0%	0.0%	1.54%	2.83%	0.80%	3.49%	2.13%	1.68%	0.0%
		D	D		D					D	D			O												

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

14. 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?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
5 -	12	20	28	7	10	16	6	10	17	1	66	3	3	6	0	2	4	0	1	1	4	3	3	2	4	0
	2.12%	3.38%	4.17%	2.40%	3.40%	4.76%	2.82%	3.51%	5.09%	0.67%	3.48%	9.09%	1.69%	19.35%	0.0%	1.94%	3.77%	0.0%	2.56%	1.54%	3.77%	2.40%	3.49%	2.13%	3.36%	0.0%
		J	AJ		J	AJ		J	AJ		J			O												
4 -	3	8	10	0	5	2	3	4	6	0	14	2	1	3	0	1	2	0	1	0	2	3	0	2	1	0
	0.53%	1.35%	1.49%	0.0%	1.70%	0.60%	1.41%	1.40%	1.80%	0.0%	0.74%	6.06%	0.56%	9.68%	0.0%	0.97%	1.89%	0.0%	2.56%	0.0%	1.89%	2.40%	0.0%	2.13%	0.84%	0.0%
		DJ	DJ		DJ			DJ	DJ		DJ															
3 -	3	5	6	2	4	2	1	2	5	0	12	0	1	1	0	0	1	0	1	0	0	0	1	0	1	0
	0.53%	0.85%	0.89%	0.68%	1.36%	0.60%	0.47%	0.70%	1.50%	0.0%	0.63%	0.0%	0.56%	3.23%	0.0%	0.0%	0.94%	0.0%	2.56%	0.0%	0.0%	0.0%	1.16%	0.0%	0.84%	0.0%
		J	J		J				J		J															
2 -	4	4	2	2	2	1	2	2	1	1	11	2	0	2	0	1	1	0	0	1	1	1	1	2	0	0
	0.71%	0.68%	0.30%	0.68%	0.68%	0.30%	0.94%	0.70%	0.30%	0.67%	0.58%	6.06%	0.0%	6.45%	0.0%	0.97%	0.94%	0.0%	0.0%	1.54%	0.94%	0.80%	1.16%	2.13%	0.0%	0.0%
1 -	1	3	3	1	1	1	0	1	2	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.18%	0.51%	0.45%	0.34%	0.34%	0.30%	0.0%	0.35%	0.60%	0.0%	0.16%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
0 - Worst health care possible	4	3	5	3	2	4	1	2	2	1	8	1	0	1	0	1	0	0	0	1	0	1	0	0	1	0
	0.71%	0.51%	0.75%	1.03%	0.68%	1.19%	0.47%	0.70%	0.60%	0.67%	0.42%	3.03%	0.0%	3.23%	0.0%	0.97%	0.0%	0.0%	0.0%	1.54%	0.0%	0.80%	0.0%	0.0%	0.84%	0.0%
Bottom Three Box	9	10	10	6	5	6	3	5	5	2	22	3	0	3	0	2	1	0	0	2	1	2	1	2	1	0
	1.59%	1.69%	1.49%	2.05%	1.70%	1.79%	1.41%	1.75%	1.50%	1.33%	1.16%	9.09%	0.0%	9.68%	0.0%	1.94%	0.94%	0.0%	0.0%	3.08%	0.94%	1.60%	1.16%	2.13%	0.84%	0.0%
Bottom Two Box	5	6	8	4	3	5	1	3	4	1	11	1	0	1	0	1	0	0	0	1	0	1	0	0	1	0
	0.88%	1.02%	1.19%	1.37%	1.02%	1.49%	0.47%	1.05%	1.20%	0.67%	0.58%	3.03%	0.0%	3.23%	0.0%	0.97%	0.0%	0.0%	0.0%	1.54%	0.0%	0.80%	0.0%	0.0%	0.84%	0.0%
Average rating	8.9489	8.7157	8.7556	8.9521	8.6224	8.7708	8.9202	8.6982	8.6527	8.9933	8.7513	6.9394	9.3090	5.5161	9.5000	9.0485	8.8113	0	8.4872	9.0000	9.0189	8.9040	8.9186	8.8723	8.9580	0
	BEHIK			EI						EI			L		N											
Standard deviation	1.6932	1.8323	1.8857	1.7432	1.9051	1.8862	1.7302	1.8335	1.9635	1.5599	1.6860	2.4487	1.2452	1.8116	0.7966	1.6917	1.7597	0	1.7522	1.8481	1.6367	1.7546	1.7065	1.7759	1.6923	0
3-point composite mean	2.6296	2.5499	2.5738	2.6575	2.5272	2.5625	2.6103	2.5544	2.5419	2.6133	2.5639	1.8485	2.7584	1.4516	2.8077	2.6796	2.5566	0	2.4615	2.6615	2.6321	2.6080	2.6047	2.5851	2.6303	0
	BEK			BEHIK									L		N											
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	0	1	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.13%	0.0%	0.0%	0.24%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	94	30	45	52	16	25	11	8	16	36	124	0	11	0	2	7	4	0	4	2	5	5	6	4	7	0
	12.04%	4.01%	5.19%	12.68%	4.07%	5.43%	4.30%	2.54%	4.16%	16.29%	5.35%	0.0%	5.24%	0.0%	1.10%	5.43%	3.25%	0.0%	8.16%	2.78%	3.82%	3.25%	6.00%	3.57%	4.86%	0.0%
	BCEFGHI		H	BCEFGHI		H				BCEFGHI	H		L													
	K			K						K																
Appropriately skipped	120	129	152	64	85	98	33	21	35	36	292	9	23	0	0	21	12	0	6	6	20	25	8	15	18	0
	15.36%	17.22%	17.53%	15.61%	21.63%	21.30%	12.89%	6.67%	9.09%	16.29%	12.60%	20.93%	10.95%	0.0%	0.0%	16.28%	9.76%	0.0%	12.24%	8.33%	15.27%	16.23%	8.00%	13.39%	12.50%	0.0%
	HI	HIK	HIK	HI	ADGHIK	ADGHIK	H			HI	HI											W				
BASE = Those who responded	566	590	670	293	292	337	212	286	334	149	1900	34	176	31	180	101	107	0	39	64	106	124	86	93	119	0
	72.47%	78.77%	77.28%	71.46%	74.30%	73.26%	82.81%	90.79%	86.75%	67.42%	81.97%	79.07%	83.81%	100.00%	98.90%	78.29%	86.99%	0.0%	79.59%	88.89%	80.92%	80.52%	86.00%	83.04%	82.64%	0.0%
		ADFJ	ADJ				ACDEFJ	ABCDEFG	ABCDEFJ		ACDEFJ															
								JK	K																	
Never	8	8	9	3	4	7	2	3	3	4	17	0	2	0	2	2	0	0	0	1	1	2	0	1	1	0
	1.41%	1.36%	1.34%	1.02%	1.37%	2.08%	0.94%	1.05%	0.90%	2.68%	0.89%	0.0%	1.14%	0.0%	1.11%	1.98%	0.0%	0.0%	0.0%	1.56%	0.94%	1.61%	0.0%	1.08%	0.84%	0.0%
Sometimes	46	44	63	25	22	28	23	23	34	5	167	11	12	8	14	8	14	0	4	6	13	15	8	7	16	0
	8.13%	7.46%	9.40%	8.53%	7.53%	8.31%	10.85%	8.04%	10.18%	3.36%	8.79%	32.35%	6.82%	25.81%	7.78%	7.92%	13.08%	0.0%	10.26%	9.38%	12.26%	12.10%	9.30%	7.53%	13.45%	0.0%
	J	J	J	J		J	J	J	J		J	M		O												
Bottom Two Box (%Never + %Sometimes)	54	52	72	28	26	35	25	26	37	9	184	11	14	8	16	10	14	0	4	7	14	17	8	8	17	0
	9.54%	8.81%	10.75%	9.56%	8.90%	10.39%	11.79%	9.09%	11.08%	6.04%	9.68%	32.35%	7.95%	25.81%	8.89%	9.90%	13.08%	0.0%	10.26%	10.94%	13.21%	13.71%	9.30%	8.60%	14.29%	0.0%
			J									M		O												
Usually	88	113	119	36	66	67	32	58	59	29	473	10	21	10	22	15	17	0	12	3	17	20	12	16	16	0
	15.55%	19.15%	17.76%	12.29%	22.60%	19.88%	15.09%	20.28%	17.66%	19.46%	24.89%	29.41%	11.93%	32.26%	12.22%	14.85%	15.89%	0.0%	30.77%	4.69%	16.04%	16.13%	13.95%	17.20%	13.45%	0.0%
		D	D		ADG	D		D			ABCDFGI	M		O					T		T					
Always	424	425	479	229	200	235	155	202	238	111	1243	13	141	13	142	76	76	0	23	54	75	87	66	69	86	0
	74.91%	72.03%	71.49%	78.16%	68.49%	69.73%	73.11%	70.63%	71.26%	74.50%	65.42%	38.24%	80.11%	41.94%	78.89%	75.25%	71.03%	0.0%	58.97%	84.38%	70.75%	70.16%	76.74%	74.19%	72.27%	0.0%
	K	K	K	BCEFHIK			K		K	K			L		N					SU						
CAHPS Rate (%Always + %Usually)	512	538	598	265	266	302	187	260	297	140	1716	23	162	23	164	91	93	0	35	57	92	107	78	85	102	0
	90.46%	91.19%	89.25%	90.44%	91.10%	89.61%	88.21%	90.91%	88.92%	93.96%	90.32%	67.65%	92.05%	74.19%	91.11%	90.10%	86.92%	0.0%	89.74%	89.06%	86.79%	86.29%	90.70%	91.40%	85.71%	0.0%
										C			L		N											
3-point composite mean	2.6537	2.6322	2.6075	2.6860	2.5959	2.5935	2.6132	2.6154	2.6018	2.6846	2.5574	2.0588	2.7216	2.1613	2.7000	2.6535	2.5794	0	2.4872	2.7344	2.5755	2.5645	2.6744	2.6559	2.5798	0
	K	K		K						K			L		N											
4-point composite mean	3.6396	3.6186	3.5940	3.6758	3.5822	3.5727	3.6038	3.6049	3.5928	3.6577	3.5484	3.0588	3.7102	3.1613	3.6889	3.6337	3.5794	0	3.4872	3.7188	3.5660	3.5484	3.6744	3.6452	3.5714	0
	K	K		K									L		N											

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	2	1	0	1	1	0	1	0	1	1	0	1	0	1	0	0	0	1	0	0	1	1	0	0
	0.13%	0.0%	0.23%	0.24%	0.0%	0.22%	0.39%	0.0%	0.26%	0.0%	0.04%	2.33%	0.0%	3.23%	0.0%	0.78%	0.0%	0.0%	0.0%	1.39%	0.0%	0.0%	1.00%	0.89%	0.0%	0.0%
No response	69	4	6	36	3	4	3	0	2	31	36	0	3	0	0	2	1	0	1	0	2	1	2	3	0	0
	8.83%	0.53%	0.69%	8.78%	0.76%	0.87%	1.17%	0.0%	0.52%	14.03%	1.55%	0.0%	1.43%	0.0%	0.0%	1.55%	0.81%	0.0%	2.04%	0.0%	1.53%	0.65%	2.00%	2.68%	0.0%	0.0%
	BCEFGHI	H	H	BCEFGHI		H				ABCEFGH	BCHI															
	K			K						IK																
BASE = Those who responded	711	745	859	373	390	455	252	315	382	190	2281	42	207	30	182	126	122	0	48	71	129	153	97	108	144	0
	91.04%	99.47%	99.08%	90.98%	99.24%	98.91%	98.44%	100.00%	99.22%	85.97%	98.40%	97.67%	98.57%	96.77%	100.00%	97.67%	99.19%	0.0%	97.96%	98.61%	98.47%	99.35%	97.00%	96.43%	100.00%	0.0%
	J	ADJK	ADJ		ADJ	ADJ	ADJ	ABCDFGJ	ADJ		ADJ														X	
								K																		
Yes	519	564	660	270	298	348	211	266	325	129	1940	35	173	24	158	106	101	0	21	68	121	128	82	92	119	0
	73.00%	75.70%	76.83%	72.39%	76.41%	76.48%	83.73%	84.44%	85.08%	67.89%	85.05%	83.33%	83.57%	80.00%	86.81%	84.13%	82.79%	0.0%	43.75%	95.77%	93.80%	83.66%	84.54%	85.19%	82.64%	0.0%
		J	J		J	J	ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ									S	S					
No	192	181	199	103	92	107	41	49	57	61	341	7	34	6	24	20	21	0	27	3	8	25	15	16	25	0
	27.00%	24.30%	23.17%	27.61%	23.59%	23.52%	16.27%	15.56%	14.92%	32.11%	14.95%	16.67%	16.43%	20.00%	13.19%	15.87%	17.21%	0.0%	56.25%	4.23%	6.20%	16.34%	15.46%	14.81%	17.36%	0.0%
	GHIK	GHIK	GHIK	GHIK	GHIK	GHIK				BCEFGHI									TU							
										K																
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

17. 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?

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	2	0	0	0	0	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.23%	0.0%	0.0%	0.0%	0.0%	0.0%	0.52%	0.0%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	87	5	9	46	3	5	11	1	3	36	115	5	6	3	2	10	1	0	2	2	7	6	5	10	1	0
	11.14%	0.67%	1.04%	11.22%	0.76%	1.09%	4.30%	0.32%	0.78%	16.29%	4.96%	11.63%	2.86%	9.68%	1.10%	7.75%	0.81%	0.0%	4.08%	2.78%	5.34%	3.90%	5.00%	8.93%	0.69%	0.0%
	BCEFGHI			BCEFGHI			BCEFHI			BCEFGHI	BCEFHI					Q								Y		
	K			K						K																
Appropriately skipped	192	181	199	103	92	107	41	49	57	61	341	7	34	6	24	20	21	0	27	3	8	25	15	16	25	0
	24.58%	24.17%	22.95%	25.12%	23.41%	23.26%	16.02%	15.56%	14.81%	27.60%	14.71%	16.28%	16.19%	19.35%	13.19%	15.50%	17.07%	0.0%	55.10%	4.17%	6.11%	16.23%	15.00%	14.29%	17.36%	0.0%
	GHIK	GHIK	GHIK	GHIK	GHIK	GHIK				GHIK									TU							
BASE = Those who responded	502	563	657	261	298	348	204	265	323	124	1860	31	170	22	156	99	101	0	20	67	116	123	80	86	118	0
	64.28%	75.17%	75.78%	63.66%	75.83%	75.65%	79.69%	84.13%	83.90%	56.11%	80.24%	72.09%	80.95%	70.97%	85.71%	76.74%	82.11%	0.0%	40.82%	93.06%	88.55%	79.87%	80.00%	76.79%	81.94%	0.0%
	J	ADJ	ADJ		ADJ	ADJ	ADJ	ABCDEFJ	ABCDEFJ		ABCDFJ									S	S					
Yes	72	83	80	35	42	33	46	56	58	11	348	11	34	8	36	16	29	0	3	15	28	21	25	13	33	0
	14.34%	14.74%	12.18%	13.41%	14.09%	9.48%	22.55%	21.13%	17.96%	8.87%	18.71%	35.48%	20.00%	36.36%	23.08%	16.16%	28.71%	0.0%	15.00%	22.39%	24.14%	17.07%	31.25%	15.12%	27.97%	0.0%
	F	FJ					ABCDEFJ	ABCDEFJ	CFJ		ABCDEFJ						P						V		X	
No	430	480	577	226	256	315	158	209	265	113	1512	20	136	14	120	83	72	0	17	52	88	102	55	73	85	0
	85.66%	85.26%	87.82%	86.59%	85.91%	90.52%	77.45%	78.87%	82.04%	91.13%	81.29%	64.52%	80.00%	63.64%	76.92%	83.84%	71.29%	0.0%	85.00%	77.61%	75.86%	82.93%	68.75%	84.88%	72.03%	0.0%
	GHK	GHK	GHIK	GHK	GHK	ABGHIK				BGHIK						Q						W		Y		
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

18. 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?

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	89	6	12	47	4	5	11	1	6	37	120	5	6	3	2	10	1	0	2	2	7	6	5	10	1	0
	11.40%	0.80%	1.38%	11.46%	1.02%	1.09%	4.30%	0.32%	1.56%	16.74%	5.18%	11.63%	2.86%	9.68%	1.10%	7.75%	0.81%	0.0%	4.08%	2.78%	5.34%	3.90%	5.00%	8.93%	0.69%	0.0%
	BCEFGHI K		H	BCEFGHI K			BCEFH			BCEFGHI K	BCEFHI					Q								Y		
Appropriately skipped	622	661	776	329	348	422	199	258	322	174	1853	27	170	20	144	103	93	0	44	55	96	127	70	89	110	0
	79.64%	88.25%	89.50%	80.24%	88.55%	91.74%	77.73%	81.90%	83.64%	78.73%	79.94%	62.79%	80.95%	64.52%	79.12%	79.84%	75.61%	0.0%	89.80%	76.39%	73.28%	82.47%	70.00%	79.46%	76.39%	0.0%
		ADGHIJK	ADGHIJK		ADGHIJK	ABDGHIJ K							L						TU			W				
BASE = Those who responded	70	82	79	34	41	33	46	56	57	10	345	11	34	8	36	16	29	0	3	15	28	21	25	13	33	0
	8.96%	10.95%	9.11%	8.29%	10.43%	7.17%	17.97%	17.78%	14.81%	4.52%	14.88%	25.58%	16.19%	25.81%	19.78%	12.40%	23.58%	0.0%	6.12%	20.83%	21.37%	13.64%	25.00%	11.61%	22.92%	0.0%
	J	FJ	J		J		ABCDEFJ	ABCDEFJ	ACDFJ		ABCDEFJ						P			S	S		V		X	
Yes	63	75	72	28	39	31	43	52	53	10	320	10	32	7	34	15	27	0	3	14	26	20	23	11	32	0
	90.00%	91.46%	91.14%	82.35%	95.12%	93.94%	93.48%	92.86%	92.98%	100.00%	92.75%	90.91%	94.12%	87.50%	94.44%	93.75%	93.10%	0.0%	100.00%	93.33%	92.86%	95.24%	92.00%	84.62%	96.97%	0.0%
No	7	7	7	6	2	2	3	4	4	0	25	1	2	1	2	1	2	0	0	1	2	1	2	2	1	0
	10.00%	8.54%	8.86%	17.65%	4.88%	6.06%	6.52%	7.14%	7.02%	0.0%	7.25%	9.09%	5.88%	12.50%	5.56%	6.25%	6.90%	0.0%	0.0%	6.67%	7.14%	4.76%	8.00%	15.38%	3.03%	0.0%
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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Children With Chronic Conditions

19. 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?

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	78	8	11	39	5	4	6	1	4	35	48	0	6	0	3	2	4	0	1	2	3	3	3	5	1	0
	9.99%	1.07%	1.27%	9.51%	1.27%	0.87%	2.34%	0.32%	1.04%	15.84%	2.07%	0.0%	2.86%	0.0%	1.65%	1.55%	3.25%	0.0%	2.04%	2.78%	2.29%	1.95%	3.00%	4.46%	0.69%	0.0%
	BCEFGHI			BCEFGHI			H			ABCDEFG	BFH		L													
	K			K						HIK																
BASE = Those who responded	703	741	856	371	388	456	250	314	381	186	2268	43	204	31	179	127	119	0	48	70	128	151	97	107	143	0
	90.01%	98.93%	98.73%	90.49%	98.73%	99.13%	97.66%	99.68%	98.96%	84.16%	97.84%	100.00%	97.14%	100.00%	98.35%	98.45%	96.75%	0.0%	97.96%	97.22%	97.71%	98.05%	97.00%	95.54%	99.31%	0.0%
	J	ADJK	ADJ	J	ADJ	ADJK	ADJ	ADGJK	ADJ		ADJ	M														
Yes	66	56	81	34	21	29	33	29	55	15	306	4	29	6	19	13	19	0	11	9	11	22	11	13	20	0
	9.39%	7.56%	9.46%	9.16%	5.41%	6.36%	13.20%	9.24%	14.44%	8.06%	13.49%	9.30%	14.22%	19.35%	10.61%	10.24%	15.97%	0.0%	22.92%	12.86%	8.59%	14.57%	11.34%	12.15%	13.99%	0.0%
	E		EF	E			BEF		ABCDEFH		ABCDEFH								U							
									J		J															
No	637	685	775	337	367	427	217	285	326	171	1962	39	175	25	160	114	100	0	37	61	117	129	86	94	123	0
	90.61%	92.44%	90.54%	90.84%	94.59%	93.64%	86.80%	90.76%	85.56%	91.94%	86.51%	90.70%	85.78%	80.65%	89.39%	89.76%	84.03%	0.0%	77.08%	87.14%	91.41%	85.43%	88.66%	87.85%	86.01%	0.0%
	IK	GIK	IK	IK	ACDGIK	CGIK		IK		IK											S					
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	82	9	12	42	5	4	8	1	5	35	55	0	8	0	4	4	4	0	1	2	5	4	4	7	1	0
	10.50%	1.20%	1.38%	10.24%	1.27%	0.87%	3.13%	0.32%	1.30%	15.84%	2.37%	0.0%	3.81%	0.0%	2.20%	3.10%	3.25%	0.0%	2.04%	2.78%	3.82%	2.60%	4.00%	6.25%	0.69%	0.0%
	BCEFGHI K		H	BCEFGHI K			H			ABCEFGH IK	BFH		L		N									Y		
Appropriately skipped	637	685	775	337	367	427	217	285	326	171	1962	39	175	25	160	114	100	0	37	61	117	129	86	94	123	0
	81.56%	91.46%	89.39%	82.20%	93.38%	92.83%	84.77%	90.48%	84.68%	77.38%	84.64%	90.70%	83.33%	80.65%	87.91%	88.37%	81.30%	0.0%	75.51%	84.72%	89.31%	83.77%	86.00%	83.93%	85.42%	0.0%
		ADGIJK	ADIJK		ACDGIJK	ACDGIJK	J	ADGIJK	J		J										S					
BASE = Those who responded	62	55	80	31	21	29	31	29	54	15	301	4	27	6	18	11	19	0	11	9	9	21	10	11	20	0
	7.94%	7.34%	9.23%	7.56%	5.34%	6.30%	12.11%	9.21%	14.03%	6.79%	12.99%	9.30%	12.86%	19.35%	9.89%	8.53%	15.45%	0.0%	22.45%	12.50%	6.87%	13.64%	10.00%	9.82%	13.89%	0.0%
			E				BEFJ		ABCDEFH J		ABCDEFH J								U							
Never	6	5	7	3	2	3	2	1	5	3	36	1	1	1	1	1	1	0	0	1	1	1	1	0	2	0
	9.68%	9.09%	8.75%	9.68%	9.52%	10.34%	6.45%	3.45%	9.26%	20.00%	11.96%	25.00%	3.70%	16.67%	5.56%	9.09%	5.26%	0.0%	0.0%	11.11%	11.11%	4.76%	10.00%	0.0%	10.00%	0.0%
Sometimes	8	9	12	4	6	3	5	3	8	0	39	1	4	0	4	2	3	0	4	0	1	4	1	1	4	0
	12.90%	16.36%	15.00%	12.90%	28.57%	10.34%	16.13%	10.34%	14.81%	0.0%	12.96%	25.00%	14.81%	0.0%	22.22%	18.18%	15.79%	0.0%	36.36%	0.0%	11.11%	19.05%	10.00%	9.09%	20.00%	0.0%
Bottom Two Box (%Never + %Sometimes)	14	14	19	7	8	6	7	4	13	3	75	2	5	1	5	3	4	0	4	1	2	5	2	1	6	0
	22.58%	25.45%	23.75%	22.58%	38.10%	20.69%	22.58%	13.79%	24.07%	20.00%	24.92%	50.00%	18.52%	16.67%	27.78%	27.27%	21.05%	0.0%	36.36%	11.11%	22.22%	23.81%	20.00%	9.09%	30.00%	0.0%
Usually	8	9	9	6	3	4	4	1	5	1	55	0	4	2	1	2	1	0	2	1	1	2	2	2	2	0
	12.90%	16.36%	11.25%	19.35%	14.29%	13.79%	12.90%	3.45%	9.26%	6.67%	18.27%	0.0%	14.81%	33.33%	5.56%	18.18%	5.26%	0.0%	18.18%	11.11%	11.11%	9.52%	20.00%	18.18%	10.00%	0.0%
											I															
Always	40	32	52	18	10	19	20	24	36	11	171	2	18	3	12	6	14	0	5	7	6	14	6	8	12	0
	64.52%	58.18%	65.00%	58.06%	47.62%	65.52%	64.52%	82.76%	66.67%	73.33%	56.81%	50.00%	66.67%	50.00%	66.67%	54.55%	73.68%	0.0%	45.45%	77.78%	66.67%	66.67%	60.00%	72.73%	60.00%	0.0%
CAHPS Rate (%Always + %Usually)	48	41	61	24	13	23	24	25	41	12	226	2	22	5	13	8	15	0	7	8	7	16	8	10	14	0
	77.42%	74.55%	76.25%	77.42%	61.90%	79.31%	77.42%	86.21%	75.93%	80.00%	75.08%	50.00%	81.48%	83.33%	72.22%	72.73%	78.95%	0.0%	63.64%	88.89%	77.78%	76.19%	80.00%	90.91%	70.00%	0.0%
3-point composite mean	2.4194	2.3273	2.4125	2.3548	2.0952	2.4483	2.4194	2.6897	2.4259	2.5333	2.3189	2.0000	2.4815	2.3333	2.3889	2.2727	2.5263	0	2.0909	2.6667	2.4444	2.4286	2.4000	2.6364	2.3000	0
4-point composite mean	3.3226	3.2364	3.3250	3.2581	3.0000	3.3448	3.3548	3.6552	3.3333	3.3333	3.1993	2.7500	3.4444	3.1667	3.3333	3.1818	3.4737	0	3.0909	3.5556	3.3333	3.3810	3.3000	3.6364	3.2000	0
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	83	9	12	42	5	4	9	1	5	36	58	0	9	0	4	4	5	0	1	2	5	5	4	8	1	0
	10.63%	1.20%	1.38%	10.24%	1.27%	0.87%	3.52%	0.32%	1.30%	16.29%	2.50%	0.0%	4.29%	0.0%	2.20%	3.10%	4.07%	0.0%	2.04%	2.78%	3.82%	3.25%	4.00%	7.14%	0.69%	0.0%
	BCEFGHI K		H	BCEFGHI K			FH			ABCDEFG HIK	BCFH		L		N									Y		
Appropriately skipped	637	685	775	337	367	427	217	285	326	171	1962	39	175	25	160	114	100	0	37	61	117	129	86	94	123	0
	81.56%	91.46%	89.39%	82.20%	93.38%	92.83%	84.77%	90.48%	84.68%	77.38%	84.64%	90.70%	83.33%	80.65%	87.91%	88.37%	81.30%	0.0%	75.51%	84.72%	89.31%	83.77%	86.00%	83.93%	85.42%	0.0%
		ADGIJK	ADIJK		ACDGIJK	ACDGIJK	J	ADGIJK	J		J										S					
BASE = Those who responded	61	55	80	31	21	29	30	29	54	14	298	4	26	6	18	11	18	0	11	9	9	20	10	10	20	0
	7.81%	7.34%	9.23%	7.56%	5.34%	6.30%	11.72%	9.21%	14.03%	6.33%	12.86%	9.30%	12.38%	19.35%	9.89%	8.53%	14.63%	0.0%	22.45%	12.50%	6.87%	12.99%	10.00%	8.93%	13.89%	0.0%
			E				BEFJ		ABCDEFH J		ABCDEFH J								U							
Yes	45	42	66	25	15	22	22	26	45	10	238	2	20	3	16	8	14	0	7	7	7	15	7	7	15	0
	73.77%	76.36%	82.50%	80.65%	71.43%	75.86%	73.33%	89.66%	83.33%	71.43%	79.87%	50.00%	76.92%	50.00%	88.89%	72.73%	77.78%	0.0%	63.64%	77.78%	77.78%	75.00%	70.00%	70.00%	75.00%	0.0%
No	16	13	14	6	6	7	8	3	9	4	60	2	6	3	2	3	4	0	4	2	2	5	3	3	5	0
	26.23%	23.64%	17.50%	19.35%	28.57%	24.14%	26.67%	10.34%	16.67%	28.57%	20.13%	50.00%	23.08%	50.00%	11.11%	27.27%	22.22%	0.0%	36.36%	22.22%	22.22%	25.00%	30.00%	30.00%	25.00%	0.0%
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	0	0	0	0	1	0	0	0	4	1	0	0	1	1	0	0	0	0	1	1	0	1	0	0
	0.13%	0.0%	0.0%	0.0%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.17%	2.33%	0.0%	0.0%	0.55%	0.78%	0.0%	0.0%	0.0%	0.0%	0.76%	0.65%	0.0%	0.89%	0.0%	0.0%
											BCDEFHI J															
No response	77	9	8	41	7	4	6	1	2	32	48	0	6	0	3	3	3	0	1	0	5	3	3	6	0	0
	9.86%	1.20%	0.92%	10.00%	1.78%	0.87%	2.34%	0.32%	0.52%	14.48%	2.07%	0.0%	2.86%	0.0%	1.65%	2.33%	2.44%	0.0%	2.04%	0.0%	3.82%	1.95%	3.00%	5.36%	0.0%	0.0%
	BCEFGHI K			BCEFGHI K	H		H			BCEFGHI K	CFHI		L								T			Y		
BASE = Those who responded	703	740	859	369	386	456	249	314	383	189	2266	42	204	31	178	125	120	0	48	72	125	150	97	105	144	0
	90.01%	98.80%	99.08%	90.00%	98.22%	99.13%	97.27%	99.68%	99.48%	85.52%	97.76%	97.67%	97.14%	100.00%	97.80%	96.90%	97.56%	0.0%	97.96%	100.00%	95.42%	97.40%	97.00%	93.75%	100.00%	0.0%
		ADJK	ADJK		ADJ	ADJK	ADJ	ADEGJK	ADGJK		ADJ			O						U					X	
Yes	78	94	90	39	37	33	56	61	70	10	448	13	43	9	41	29	26	0	20	18	17	36	20	25	31	0
	11.10%	12.70%	10.48%	10.57%	9.59%	7.24%	22.49%	19.43%	18.28%	5.29%	19.77%	30.95%	21.08%	29.03%	23.03%	23.20%	21.67%	0.0%	41.67%	25.00%	13.60%	24.00%	20.62%	23.81%	21.53%	0.0%
	FJ	FJ	FJ	J			ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ								U							
No	625	646	769	330	349	423	193	253	313	179	1818	29	161	22	137	96	94	0	28	54	108	114	77	80	113	0
	88.90%	87.30%	89.52%	89.43%	90.41%	92.76%	77.51%	80.57%	81.72%	94.71%	80.23%	69.05%	78.92%	70.97%	76.97%	76.80%	78.33%	0.0%	58.33%	75.00%	86.40%	76.00%	79.38%	76.19%	78.47%	0.0%
	GHIK	GHIK	GHIK	GHIK	GHIK	ABCGHIK				ABCDGHI K											S					
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%
Multiple mark	1 0.13%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.39%	0 0.0%	0 0.0%	0 0.0%	2 0.09%	1 2.33%	0 0.0%	0 0.0%	1 0.55%	0 0.0%	1 0.81%	0 0.0%	0 0.0%	0 0.0%	1 0.76%	0 0.0%	1 1.00%	1 0.89%	0 0.0%	0 0.0%
No response	81 10.37% BCEFGHI K	11 1.47%	11 1.27%	42 10.24% BCEFGHI K	8 2.04%	5 1.09%	8 3.13%	3 0.95%	4 1.04%	33 14.93% BCEFGHI K	61 2.63% BCFHI	1 2.33%	7 3.33%	0 0.0%	4 2.20% N	5 3.88%	3 2.44%	0 0.0%	2 4.08%	0 0.0%	6 4.58% T	5 3.25%	3 3.00%	8 7.14% Y	0 0.0%	0 0.0%
Appropriately skipped	625 80.03%	646 86.25% ADGHIK	769 88.70% ADGHIJK	330 80.49%	349 88.80% ADGHIJK	423 91.96% ABDGHIJ K	193 75.39%	253 80.32%	313 81.30%	179 81.00%	1818 78.43%	29 67.44%	161 76.67%	22 70.97%	137 75.27%	96 74.42%	94 76.42%	0 0.0%	28 57.14%	54 75.00% S	108 82.44% S	114 74.03%	77 77.00%	80 71.43%	113 78.47%	0 0.0%
BASE = Those who responded	74 9.48% J	92 12.28% FJ	87 10.03% FJ	38 9.27% J	36 9.16% J	32 6.96%	54 21.09% ABCDEFJ	59 18.73% ABCDEFJ	68 17.66% ABCDEFJ	9 4.07%	437 18.85% ABCDEFJ	12 27.91%	42 20.00%	9 29.03%	40 21.98%	28 21.71%	25 20.33%	0 0.0%	19 38.78% U	18 25.00% U	16 12.21%	35 22.73%	19 19.00%	23 20.54%	31 21.53%	0 0.0%
Never	4 5.41% D	21 22.83% ADGK	12 13.79% D	0 0.0%	6 16.67% D	5 15.63% D	3 5.56%	13 22.03% ADGK	10 14.71% D	1 11.11%	47 10.76% D	2 16.67%	1 2.38%	1 11.11%	2 5.00%	1 3.57%	2 8.00%	0 0.0%	2 10.53%	0 0.0%	1 6.25%	2 5.71%	1 5.26%	2 8.70%	1 3.23%	0 0.0%
Sometimes	11 14.86%	13 14.13%	13 14.94%	6 15.79%	6 16.67%	3 9.38%	8 14.81%	8 13.56%	11 16.18%	1 11.11%	72 16.48%	2 16.67%	6 14.29%	2 22.22%	6 15.00%	2 7.14%	6 24.00%	0 0.0%	4 21.05%	3 16.67%	1 6.25%	5 14.29%	3 15.79%	3 13.04%	5 16.13%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	15 20.27%	34 36.96% ADG	25 28.74%	6 15.79%	12 33.33%	8 25.00%	11 20.37%	21 35.59% D	21 30.88%	2 22.22%	119 27.23%	4 33.33%	7 16.67%	3 33.33%	8 20.00%	3 10.71%	8 32.00%	0 0.0%	6 31.58%	3 16.67%	2 12.50%	7 20.00%	4 21.05%	5 21.74%	6 19.35%	0 0.0%
Usually	12 16.22%	10 10.87%	17 19.54%	5 13.16%	3 8.33%	8 25.00%	9 16.67%	7 11.86%	12 17.65%	1 11.11%	86 19.68% BE	5 41.67%	4 9.52%	2 22.22%	6 15.00%	4 14.29%	4 16.00%	0 0.0%	3 15.79%	2 11.11%	4 25.00%	5 14.29%	4 21.05%	5 21.74%	4 12.90%	0 0.0%
Always	47 63.51%	48 52.17%	45 51.72%	27 71.05% BCIK	21 58.33%	16 50.00%	34 62.96%	31 52.54%	35 51.47%	6 66.67%	232 53.09%	3 25.00%	31 73.81%	4 44.44%	26 65.00%	21 75.00%	13 52.00%	0 0.0%	10 52.63%	13 72.22%	10 62.50%	23 65.71%	11 57.89%	13 56.52%	21 67.74%	0 0.0%
CAHPS Rate (%Always + %Usually)	59 79.73% B	58 63.04%	62 71.26%	32 84.21% BH	24 66.67%	24 75.00%	43 79.63% B	38 64.41%	47 69.12%	7 77.78%	318 72.77%	8 66.67%	35 83.33%	6 66.67%	32 80.00%	25 89.29%	17 68.00%	0 0.0%	13 68.42%	15 83.33%	14 87.50%	28 80.00%	15 78.95%	18 78.26%	25 80.65%	0 0.0%
3-point composite mean	2.4324 B	2.1522	2.2299	2.5526 BCHIK	2.2500	2.2500	2.4259	2.1695	2.2059	2.4444	2.2586	1.9167	2.5714	2.1111	2.4500	2.6429	2.2000	0	2.2105	2.5556	2.5000	2.4571	2.3684	2.3478	2.4839	0
4-point composite mean	3.3784 BH	2.9239	3.0920	3.5526 BCEFHIK	3.0833	3.0938	3.3704 BH	2.9492	3.0588	3.3333	3.1510	2.7500	3.5476	3.0000	3.4000	3.6071	3.1200	0	3.1053	3.5556	3.4375	3.4000	3.3158	3.2609	3.4516	0

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.04%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	80	11	10	42	7	5	7	3	3	33	60	1	6	0	4	4	3	0	1	0	6	4	3	7	0	0
	10.24%	1.47%	1.15%	10.24%	1.78%	1.09%	2.73%	0.95%	0.78%	14.93%	2.59%	2.33%	2.86%	0.0%	2.20%	3.10%	2.44%	0.0%	2.04%	0.0%	4.58%	2.60%	3.00%	6.25%	0.0%	0.0%
	BCEFGHIK			BCEFGHIK						BCEFGHIK	BCFHI				N						T			Y		
Appropriately skipped	625	646	769	330	349	423	193	253	313	179	1818	29	161	22	137	96	94	0	28	54	108	114	77	80	113	0
	80.03%	86.25%	88.70%	80.49%	88.80%	91.96%	75.39%	80.32%	81.30%	81.00%	78.43%	67.44%	76.67%	70.97%	75.27%	74.42%	76.42%	0.0%	57.14%	75.00%	82.44%	74.03%	77.00%	71.43%	78.47%	0.0%
		ADGHIK	ADGHIJK		ADGHIJK	ABDGHIJK														S	S					
BASE = Those who responded	76	92	88	38	37	32	56	59	69	9	439	13	43	9	41	29	26	0	20	18	17	36	20	25	31	0
	9.73%	12.28%	10.15%	9.27%	9.41%	6.96%	21.88%	18.73%	17.92%	4.07%	18.94%	30.23%	20.48%	29.03%	22.53%	22.48%	21.14%	0.0%	40.82%	25.00%	12.98%	23.38%	20.00%	22.32%	21.53%	0.0%
	J	FJ	FJ	J	J		ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ								U	U						
Yes	46	48	56	25	20	20	33	28	42	5	283	6	27	3	26	16	16	0	13	11	8	20	13	15	18	0
	60.53%	52.17%	63.64%	65.79%	54.05%	62.50%	58.93%	47.46%	60.87%	55.56%	64.46%	46.15%	62.79%	33.33%	63.41%	55.17%	61.54%	0.0%	65.00%	61.11%	47.06%	55.56%	65.00%	60.00%	58.06%	0.0%
											BH															
No	30	44	32	13	17	12	23	31	27	4	156	7	16	6	15	13	10	0	7	7	9	16	7	10	13	0
	39.47%	47.83%	36.36%	34.21%	45.95%	37.50%	41.07%	52.54%	39.13%	44.44%	35.54%	53.85%	37.21%	66.67%	36.59%	44.83%	38.46%	0.0%	35.00%	38.89%	52.94%	44.44%	35.00%	40.00%	41.94%	0.0%
		K						K																		
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

25. 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?

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	1	0	0	1	0	1	0	0	0	2	1	0	0	1	1	0	0	0	0	1	1	0	1	0	0
	0.13%	0.13%	0.0%	0.0%	0.25%	0.0%	0.39%	0.0%	0.0%	0.0%	0.09%	2.33%	0.0%	0.0%	0.55%	0.78%	0.0%	0.0%	0.0%	0.0%	0.76%	0.65%	0.0%	0.89%	0.0%	0.0%
No response	81	10	9	43	9	4	9	0	2	32	48	1	8	0	6	4	5	0	2	0	7	3	6	9	0	0
	10.37%	1.34%	1.04%	10.49%	2.29%	0.87%	3.52%	0.0%	0.52%	14.48%	2.07%	2.33%	3.81%	0.0%	3.30%	3.10%	4.07%	0.0%	4.08%	0.0%	5.34%	1.95%	6.00%	8.04%	0.0%	0.0%
	BCEFGHI	H	H	BCEFGHI	HI	H	CFHI			BCEFGHI	CFHI				N						T			Y		
	K			K						K																
BASE = Those who responded	699	738	858	367	383	456	246	315	383	189	2268	41	202	31	175	124	118	0	47	72	123	150	94	102	144	0
	89.50%	98.53%	98.96%	89.51%	97.46%	99.13%	96.09%	100.00%	99.48%	85.52%	97.84%	95.35%	96.19%	100.00%	96.15%	96.12%	95.93%	0.0%	95.92%	100.00%	93.89%	97.40%	94.00%	91.07%	100.00%	0.0%
		ADJ	ADGJK		ADJ	ADGJK	ADJ	ABCDEFG	ADEGJK		ADJ			O						U					X	
								JK																		
Yes	112	147	149	48	56	55	91	125	131	15	971	18	71	14	64	46	44	0	10	30	49	62	28	35	56	0
	16.02%	19.92%	17.37%	13.08%	14.62%	12.06%	36.99%	39.68%	34.20%	7.94%	42.81%	43.90%	35.15%	45.16%	36.57%	37.10%	37.29%	0.0%	21.28%	41.67%	39.84%	41.33%	29.79%	34.31%	38.89%	0.0%
	J	DEFJ	DFJ		J		ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFI									S	S					
											J															
No	587	591	709	319	327	401	155	190	252	174	1297	23	131	17	111	78	74	0	37	42	74	88	66	67	88	0
	83.98%	80.08%	82.63%	86.92%	85.38%	87.94%	63.01%	60.32%	65.80%	92.06%	57.19%	56.10%	64.85%	54.84%	63.43%	62.90%	62.71%	0.0%	78.72%	58.33%	60.16%	58.67%	70.21%	65.69%	61.11%	0.0%
	GHIK	GHIK	GHIK	BCGHIK	BGHIK	BCGHIK			K	ABCEGHI									TU							
										K																
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.13%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	84	12	11	43	10	5	11	1	4	33	67	2	9	0	8	5	6	0	2	1	8	5	6	10	1	0
	10.76%	1.60%	1.27%	10.49%	2.54%	1.09%	4.30%	0.32%	1.04%	14.93%	2.89%	4.65%	4.29%	0.0%	4.40%	3.88%	4.88%	0.0%	4.08%	1.39%	6.11%	3.25%	6.00%	8.93%	0.69%	0.0%
	BCEFGHI K	H		BCEFGHI K	H		BCFHI			BCEFGHI K	BCFHI				N									Y		
Appropriately skipped	587	591	709	319	327	401	155	190	252	174	1297	23	131	17	111	78	74	0	37	42	74	88	66	67	88	0
	75.16%	78.91%	81.78%	77.80%	83.21%	87.17%	60.55%	60.32%	65.45%	78.73%	55.95%	53.49%	62.38%	54.84%	60.99%	60.47%	60.16%	0.0%	75.51%	58.33%	56.49%	57.14%	66.00%	59.82%	61.11%	0.0%
	GHIK	GHIK	AGHIK	GHIK	AGHIK	ABCDGHI JK			K	GHIK									TU							
BASE = Those who responded	110	146	147	48	56	54	90	124	129	14	951	18	70	14	63	46	43	0	10	29	49	61	28	35	55	0
	14.08%	19.49%	16.96%	11.71%	14.25%	11.74%	35.16%	39.37%	33.51%	6.33%	41.03%	41.86%	33.33%	45.16%	34.62%	35.66%	34.96%	0.0%	20.41%	40.28%	37.40%	39.61%	28.00%	31.25%	38.19%	0.0%
	J	ADEFJ	DFJ	J	J	J	ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFI J									S	S					
Never	10	10	18	3	3	5	4	9	15	5	84	1	3	0	3	3	1	0	1	0	3	2	2	2	2	0
	9.09%	6.85%	12.24%	6.25%	5.36%	9.26%	4.44%	7.26%	11.63%	35.71%	8.83%	5.56%	4.29%	0.0%	4.76%	6.52%	2.33%	0.0%	10.00%	0.0%	6.12%	3.28%	7.14%	5.71%	3.64%	0.0%
			G						G																	
Sometimes	18	12	11	6	4	3	16	10	9	2	134	7	8	5	10	4	12	0	2	4	10	12	4	5	11	0
	16.36%	8.22%	7.48%	12.50%	7.14%	5.56%	17.78%	8.06%	6.98%	14.29%	14.09%	38.89%	11.43%	35.71%	15.87%	8.70%	27.91%	0.0%	20.00%	13.79%	20.41%	19.67%	14.29%	14.29%	20.00%	0.0%
	CFI						BCEFHI				BCFHI						P									
Bottom Two Box (%Never + %Sometimes)	28	22	29	9	7	8	20	19	24	7	218	8	11	5	13	7	13	0	3	4	13	14	6	7	13	0
	25.45%	15.07%	19.73%	18.75%	12.50%	14.81%	22.22%	15.32%	18.60%	50.00%	22.92%	44.44%	15.71%	35.71%	20.63%	15.22%	30.23%	0.0%	30.00%	13.79%	26.53%	22.95%	21.43%	20.00%	23.64%	0.0%
	BE										BEH															
Usually	20	27	23	5	12	12	18	22	20	1	185	5	13	5	11	9	9	0	3	6	8	12	5	7	11	0
	18.18%	18.49%	15.65%	10.42%	21.43%	22.22%	20.00%	17.74%	15.50%	7.14%	19.45%	27.78%	18.57%	35.71%	17.46%	19.57%	20.93%	0.0%	30.00%	20.69%	16.33%	19.67%	17.86%	20.00%	20.00%	0.0%
											D															
Always	62	97	95	34	37	34	52	83	85	6	548	5	46	4	39	30	21	0	4	19	28	35	17	21	31	0
	56.36%	66.44%	64.63%	70.83%	66.07%	62.96%	57.78%	66.94%	65.89%	42.86%	57.62%	27.78%	65.71%	28.57%	61.90%	65.22%	48.84%	0.0%	40.00%	65.52%	57.14%	57.38%	60.71%	60.00%	56.36%	0.0%
		K						K																		
CAHPS Rate (%Always + %Usually)	82	124	118	39	49	46	70	105	105	7	733	10	59	9	50	39	30	0	7	25	36	47	22	28	42	0
	74.55%	84.93%	80.27%	81.25%	87.50%	85.19%	77.78%	84.68%	81.40%	50.00%	77.08%	55.56%	84.29%	64.29%	79.37%	84.78%	69.77%	0.0%	70.00%	86.21%	73.47%	77.05%	78.57%	80.00%	76.36%	0.0%
		AK			AK			K																		
3-point composite mean	2.3091	2.5137	2.4490	2.5208	2.5357	2.4815	2.3556	2.5161	2.4729	1.9286	2.3470	1.8333	2.5000	1.9286	2.4127	2.5000	2.1860	0	2.1000	2.5172	2.3061	2.3443	2.3929	2.4000	2.3273	0
		AK						AK																		

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4-point composite mean	3.2182	3.4452 K	3.3265	3.4583	3.4821	3.3889	3.3111	3.4435	3.3566	2.5714	3.2587	2.7778	3.4571	2.9286	3.3651	3.4348	3.1628	0	3.0000	3.5172	3.2449	3.3115	3.3214	3.3429	3.2909	0
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	84	23	10	44	16	5	11	11	3	33	68	3	8	0	8	6	5	0	2	1	8	5	6	11	0	0
	10.76%	3.07%	1.15%	10.73%	4.07%	1.09%	4.30%	3.49%	0.78%	14.93%	2.93%	6.98%	3.81%	0.0%	4.40%	4.65%	4.07%	0.0%	4.08%	1.39%	6.11%	3.25%	6.00%	9.82%	0.0%	0.0%
	BCEFGHI K	CFI		BCEFGHI K	CFI		CFI	CFI		BCEFGHI K	CFI				N									Y		
Appropriately skipped	587	591	709	319	327	401	155	190	252	174	1297	23	131	17	111	78	74	0	37	42	74	88	66	67	88	0
	75.16%	78.91%	81.78%	77.80%	83.21%	87.17%	60.55%	60.32%	65.45%	78.73%	55.95%	53.49%	62.38%	54.84%	60.99%	60.47%	60.16%	0.0%	75.51%	58.33%	56.49%	57.14%	66.00%	59.82%	61.11%	0.0%
	GHIK	GHIK	AGHIK	GHIK	AGHIK	ABCDGHI JK			K	GHIK									TU							
BASE = Those who responded	110	135	148	47	50	54	90	114	130	14	951	17	71	14	63	45	44	0	10	29	49	61	28	34	56	0
	14.08%	18.02%	17.07%	11.46%	12.72%	11.74%	35.16%	36.19%	33.77%	6.33%	41.03%	39.53%	33.81%	45.16%	34.62%	34.88%	35.77%	0.0%	20.41%	40.28%	37.40%	39.61%	28.00%	30.36%	38.89%	0.0%
	J	ADEFJ	DEFJ	J	J	J	ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFI J									S	S					
Yes	73	83	85	35	28	31	64	73	79	7	497	6	57	7	48	32	31	0	6	23	33	40	23	22	42	0
	66.36%	61.48%	57.43%	74.47%	56.00%	57.41%	71.11%	64.04%	60.77%	50.00%	52.26%	35.29%	80.28%	50.00%	76.19%	71.11%	70.45%	0.0%	60.00%	79.31%	67.35%	65.57%	82.14%	64.71%	75.00%	0.0%
	K	K		CK			CK	K																		
No	37	52	63	12	22	23	26	41	51	7	454	11	14	7	15	13	13	0	4	6	16	21	5	12	14	0
	33.64%	38.52%	42.57%	25.53%	44.00%	42.59%	28.89%	35.96%	39.23%	50.00%	47.74%	64.71%	19.72%	50.00%	23.81%	28.89%	29.55%	0.0%	40.00%	20.69%	32.65%	34.43%	17.86%	35.29%	25.00%	0.0%
			DG								ABDGH															
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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28. 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?

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	2	0	1	1	0	1	0	0	0	5	0	1	0	1	0	0	0	0	0	1	1	0	1	0	0
	0.13%	0.27%	0.0%	0.24%	0.25%	0.0%	0.39%	0.0%	0.0%	0.0%	0.22%	0.0%	0.48%	0.0%	0.55%	0.0%	0.0%	0.0%	0.0%	0.0%	0.76%	0.65%	0.0%	0.89%	0.0%	0.0%
											CFHIJ															
No response	80	21	21	44	15	16	6	11	4	32	55	0	6	0	3	4	2	0	2	0	4	3	3	5	1	0
	10.24%	2.80%	2.42%	10.73%	3.82%	3.48%	2.34%	3.49%	1.04%	14.48%	2.37%	0.0%	2.86%	0.0%	1.65%	3.10%	1.63%	0.0%	4.08%	0.0%	3.05%	1.95%	3.00%	4.46%	0.69%	0.0%
	BCEFGHI	I		BCEFGHI	I	I		I		BCEFGHI	I		L								T					
	K			K						K																
BASE = Those who responded	700	726	846	365	377	444	249	304	381	189	2258	43	203	31	178	125	121	0	47	72	126	150	97	106	143	0
	89.63%	96.93%	97.58%	89.02%	95.93%	96.52%	97.27%	96.51%	98.96%	85.52%	97.41%	100.00%	96.67%	100.00%	97.80%	96.90%	98.37%	0.0%	95.92%	100.00%	96.18%	97.40%	97.00%	94.64%	99.31%	0.0%
		ADJ	ADJ		ADJ	ADJ	ADJ	ADJ	ABDEFHJ		ADJ	M		O						U					X	
									K																	
Yes	150	184	198	69	80	80	86	125	129	34	1009	17	69	14	68	36	48	0	22	23	40	53	32	33	53	0
	21.43%	25.34%	23.40%	18.90%	21.22%	18.02%	34.54%	41.12%	33.86%	17.99%	44.69%	39.53%	33.99%	45.16%	38.20%	28.80%	39.67%	0.0%	46.81%	31.94%	31.75%	35.33%	32.99%	31.13%	37.06%	0.0%
		DFJ	F				ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFG															
											IJ															
No	550	542	648	296	297	364	163	179	252	155	1249	26	134	17	110	89	73	0	25	49	86	97	65	73	90	0
	78.57%	74.66%	76.60%	81.10%	78.78%	81.98%	65.46%	58.88%	66.14%	82.01%	55.31%	60.47%	66.01%	54.84%	61.80%	71.20%	60.33%	0.0%	53.19%	68.06%	68.25%	64.67%	67.01%	68.87%	62.94%	0.0%
	GHIK	GHIK	GHIK	BGHIK	GHIK	BCGHIK	K		K	BGHIK																
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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Children With Chronic Conditions

29. 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?

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.04%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	87	25	24	47	17	17	11	12	6	34	81	2	9	2	6	7	3	0	4	0	7	8	3	8	3	0
	11.14%	3.34%	2.77%	11.46%	4.33%	3.70%	4.30%	3.81%	1.56%	15.38%	3.49%	4.65%	4.29%	6.45%	3.30%	5.43%	2.44%	0.0%	8.16%	0.0%	5.34%	5.19%	3.00%	7.14%	2.08%	0.0%
	BCEFGHIK			BCEFGHIK	I	I				BCEFGHIK	I								T		T					
Appropriately skipped	550	542	648	296	297	364	163	179	252	155	1249	26	134	17	110	89	73	0	25	49	86	97	65	73	90	0
	70.42%	72.36%	74.74%	72.20%	75.57%	79.13%	63.67%	56.83%	65.45%	70.14%	53.88%	60.47%	63.81%	54.84%	60.44%	68.99%	59.35%	0.0%	51.02%	68.06%	65.65%	62.99%	65.00%	65.18%	62.50%	0.0%
	GHK	GHIK	AGHIK	GHIK	GHIK	ABDGHIJK	K		HK	HK																
BASE = Those who responded	144	182	195	67	79	79	82	124	127	32	987	15	67	12	66	33	47	0	20	23	38	49	32	31	51	0
	18.44%	24.30%	22.49%	16.34%	20.10%	17.17%	32.03%	39.37%	32.99%	14.48%	42.58%	34.88%	31.90%	38.71%	36.26%	25.58%	38.21%	0.0%	40.82%	31.94%	29.01%	31.82%	32.00%	27.68%	35.42%	0.0%
		ADFJ	ADFJ				ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFGIJ						P									
Yes	91	112	127	41	52	51	58	80	89	18	620	10	48	8	46	19	38	0	13	16	28	35	22	21	37	0
	63.19%	61.54%	65.13%	61.19%	65.82%	64.56%	70.73%	64.52%	70.08%	56.25%	62.82%	66.67%	71.64%	66.67%	69.70%	57.58%	80.85%	0.0%	65.00%	69.57%	73.68%	71.43%	68.75%	67.74%	72.55%	0.0%
																	P									
No	53	70	68	26	27	28	24	44	38	14	367	5	19	4	20	14	9	0	7	7	10	14	10	10	14	0
	36.81%	38.46%	34.87%	38.81%	34.18%	35.44%	29.27%	35.48%	29.92%	43.75%	37.18%	33.33%	28.36%	33.33%	30.30%	42.42%	19.15%	0.0%	35.00%	30.43%	26.32%	28.57%	31.25%	32.26%	27.45%	0.0%
																Q										
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	2	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.23%	0.0%	0.0%	0.22%	0.0%	0.0%	0.26%	0.0%	0.04%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	78	20	18	42	12	14	7	12	5	33	36	1	6	0	2	3	4	0	2	1	3	4	3	6	1	0
	9.99%	2.67%	2.08%	10.24%	3.05%	3.04%	2.73%	3.81%	1.30%	14.93%	1.55%	2.33%	2.86%	0.0%	1.10%	2.33%	3.25%	0.0%	4.08%	1.39%	2.29%	2.60%	3.00%	5.36%	0.69%	0.0%
	BCEFGHI			BCEFGHI				IK		BCEFGHI														Y		
	K			K						K																
BASE = Those who responded	703	729	847	368	381	445	249	303	379	188	2281	42	204	31	180	126	119	0	47	71	128	150	97	106	143	0
	90.01%	97.33%	97.69%	89.76%	96.95%	96.74%	97.27%	96.19%	98.44%	85.07%	98.40%	97.67%	97.14%	100.00%	98.90%	97.67%	96.75%	0.0%	95.92%	98.61%	97.71%	97.40%	97.00%	94.64%	99.31%	0.0%
		ADJ	ADJ		ADJ	ADJ	ADJ	ADJ	ADJ		ADHJ														X	
Yes	613	621	754	316	318	388	236	274	347	158	2162	34	200	28	175	121	111	0	46	67	121	143	91	101	135	0
	87.20%	85.19%	89.02%	85.87%	83.46%	87.19%	94.78%	90.43%	91.56%	84.04%	94.78%	80.95%	98.04%	90.32%	97.22%	96.03%	93.28%	0.0%	97.87%	94.37%	94.53%	95.33%	93.81%	95.28%	94.41%	0.0%
			BE				ABCDEFH	BEJ	ABDEFJ		ABCDEFH		L													
							J				IJ															
No	90	108	93	52	63	57	13	29	32	30	119	8	4	3	5	5	8	0	1	4	7	7	6	5	8	0
	12.80%	14.81%	10.98%	14.13%	16.54%	12.81%	5.22%	9.57%	8.44%	15.96%	5.22%	19.05%	1.96%	9.68%	2.78%	3.97%	6.72%	0.0%	2.13%	5.63%	5.47%	4.67%	6.19%	4.72%	5.59%	0.0%
	GIK	CGHIK	GK	GIK	CGHIK	GIK		GK	K	GHIK		M														
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%
Multiple mark	1 0.13%	2 0.27%	0 0.0%	0 0.0%	1 0.25%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.45%	16 0.69% ACDFGHI	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	100 12.80% BCEFGHI K	29 3.87%	35 4.04%	51 12.44% BCEFGHI K	16 4.07%	21 4.57%	16 6.25%	16 5.08%	12 3.12%	40 18.10% BCEFGHI K	90 3.88%	2 4.65%	13 6.19%	3 9.68%	4 2.20%	7 5.43%	9 7.32%	0 0.0%	4 8.16%	3 4.17%	8 6.11%	8 5.19%	8 8.00%	8 7.14%	8 5.56%	0 0.0%
Appropriately skipped	90 11.52% GK	108 14.42% CGHIK	93 10.73% GK	52 12.68% GIK	63 16.03% ACGHIK	57 12.39% GK	13 5.08%	29 9.21% K	32 8.31% K	30 13.57% GK	119 5.13%	8 18.60% M	4 1.90%	3 9.68%	5 2.75%	5 3.88%	8 6.50%	0 0.0%	1 2.04%	4 5.56%	7 5.34%	7 4.55%	6 6.00%	5 4.46%	8 5.56%	0 0.0%
BASE = Those who responded	590 75.54% J	610 81.44% ADJ	739 85.24% ABDEJ	307 74.88%	313 79.64% J	382 83.04% ADJ	227 88.67% ABDEFJ	270 85.71% ADEJ	341 88.57% ABDEFJ	150 67.87%	2093 90.29% ABCDEFH J	33 76.74%	193 91.90% L	25 80.65%	173 95.05% N	117 90.70%	106 86.18%	0 0.0%	44 89.80%	65 90.28%	116 88.55%	139 90.26%	86 86.00%	99 88.39%	128 88.89%	0 0.0%
None	77 13.05% GHI	89 14.59% GHI	116 15.70% GHI	47 15.31% GHI	66 21.09% ABCGHIK	75 19.63% ABGHIK	13 5.73%	15 5.56%	28 8.21%	23 15.33% GHI	287 13.71% GHI	3 9.09%	10 5.18%	1 4.00%	3 1.73%	8 6.84%	5 4.72%	0 0.0%	2 4.55%	3 4.62%	8 6.90%	12 8.63% W	1 1.16%	7 7.07%	6 4.69%	0 0.0%
1 time	145 24.58% HI	135 22.13%	154 20.84%	83 27.04% CHI	66 21.09%	93 24.35% H	50 22.03%	47 17.41%	65 19.06%	33 22.00%	543 25.94% BCHI	6 18.18%	44 22.80%	4 16.00%	39 22.54%	28 23.93%	22 20.75%	0 0.0%	11 25.00%	8 12.31%	31 26.72% T	32 23.02%	18 20.93%	23 23.23%	27 21.09%	0 0.0%
2 times	146 24.75%	146 23.93%	176 23.82%	78 25.41%	76 24.28%	99 25.92%	58 25.55%	65 24.07%	77 22.58%	38 25.33%	524 25.04%	8 24.24%	49 25.39%	7 28.00%	46 26.59%	33 28.21%	23 21.70%	0 0.0%	7 15.91%	21 32.31% S	29 25.00%	40 28.78%	16 18.60%	23 23.23%	35 27.34%	0 0.0%
3 times	81 13.73%	99 16.23%	124 16.78%	39 12.70%	48 15.34%	56 14.66%	35 15.42%	52 19.26% ADK	59 17.30%	22 14.67%	299 14.29%	5 15.15%	30 15.54%	5 20.00%	28 16.18%	18 15.38%	17 16.04%	0 0.0%	7 15.91%	8 12.31%	20 17.24%	18 12.95%	17 19.77%	14 14.14%	21 16.41%	0 0.0%
4 times	51 8.64% F	56 9.18% F	64 8.66% F	27 8.79%	23 7.35%	19 4.97%	24 10.57% F	32 11.85% FJ	42 12.32% EFJK	8 5.33%	171 8.17% F	0 0.0%	24 12.44% L	1 4.00%	21 12.14%	13 11.11%	11 10.38%	0 0.0%	8 18.18%	8 12.31%	8 6.90%	12 8.63%	12 13.95%	11 11.11%	13 10.16%	0 0.0%
5 to 9 times	74 12.54% F	71 11.64%	77 10.42%	30 9.77%	29 9.27%	31 8.12%	39 17.18% BCDEFK	47 17.41% BCDEFK	54 15.84% CDEFK	21 14.00%	207 9.89%	9 27.27%	30 15.54%	7 28.00%	29 16.76%	17 14.53%	21 19.81%	0 0.0%	7 15.91%	14 21.54%	17 14.66%	22 15.83%	17 19.77%	19 19.19%	20 15.63%	0 0.0%
10 or more times	16 2.71% D	14 2.30%	28 3.79% DE	3 0.98%	5 1.60%	9 2.36%	8 3.52%	12 4.44% DE	16 4.69% DE	5 3.33%	62 2.96% D	2 6.06%	6 3.11%	0 0.0%	7 4.05%	0 0.0%	7 6.60% P	0 0.0%	2 4.55%	3 4.62%	3 2.59%	3 2.16%	5 5.81%	2 2.02%	6 4.69%	0 0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Average	2.7153	2.6557	2.7375	2.3176	2.2987	2.2631	3.2599	3.4815	3.3490	2.7767	2.5781	3.7879	3.1762	3.4400	3.4075	2.7265	3.7500	0	3.4545	3.7154	2.9095	2.9173	3.8430	3.1616	3.3359	0
	DEF	DEF	DEF				ABCDEFK	ABCDEFJ K	ABCDEFJ K	F	F						P						V			
Standard deviation	2.6201	2.5188	2.7548	2.1866	2.3430	2.4355	2.7604	2.8496	2.9150	2.7866	2.5849	3.3167	2.6492	2.3678	2.7591	2.0532	3.1848	0	2.8620	2.9075	2.5844	2.5584	2.9944	2.6032	2.8737	0
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

32. 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?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.13%	0.0%	0.0%	0.24%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.04%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	106	34	36	52	20	22	16	17	12	45	109	2	13	3	4	7	9	0	4	3	8	8	8	8	8	0
	13.57%	4.54%	4.15%	12.68%	5.09%	4.78%	6.25%	5.40%	3.12%	20.36%	4.70%	4.65%	6.19%	9.68%	2.20%	5.43%	7.32%	0.0%	8.16%	4.17%	6.11%	5.19%	8.00%	7.14%	5.56%	0.0%
	BCEFGHIK			BCEFGHIK						ABCDEFGHIK																
Appropriately skipped	167	197	209	99	129	132	26	44	60	53	406	11	14	4	8	13	13	0	3	7	15	19	7	12	14	0
	21.38%	26.30%	24.11%	24.15%	32.82%	28.70%	10.16%	13.97%	15.58%	23.98%	17.52%	25.58%	6.67%	12.90%	4.40%	10.08%	10.57%	0.0%	6.12%	9.72%	11.45%	12.34%	7.00%	10.71%	9.72%	0.0%
	GHIK	AGHIK	GHIK	GHIK	ABCDGHIJK	AGHIK			G	GHIK	G	M														
BASE = Those who responded	507	518	622	258	244	306	214	254	313	123	1802	30	183	24	170	109	101	0	42	62	108	127	85	92	122	0
	64.92%	69.16%	71.74%	62.93%	62.09%	66.52%	83.59%	80.63%	81.30%	55.66%	77.74%	69.77%	87.14%	77.42%	93.41%	84.50%	82.11%	0.0%	85.71%	86.11%	82.44%	82.47%	85.00%	82.14%	84.72%	0.0%
	J	DEJ	ADEJ			J	ABCDEFJK	ABCDEFJ	ABCDEFJ		ABCDEFJ		L		N											
Never	13	9	7	8	2	3	6	4	3	2	20	3	3	2	4	1	4	0	2	3	1	2	4	1	5	0
	2.56%	1.74%	1.13%	3.10%	0.82%	0.98%	2.80%	1.57%	0.96%	1.63%	1.11%	10.00%	1.64%	8.33%	2.35%	0.92%	3.96%	0.0%	4.76%	4.84%	0.93%	1.57%	4.71%	1.09%	4.10%	0.0%
Sometimes	15	27	25	7	11	10	8	13	10	2	63	2	5	2	5	4	4	0	2	1	5	6	2	4	4	0
	2.96%	5.21%	4.02%	2.71%	4.51%	3.27%	3.74%	5.12%	3.19%	1.63%	3.50%	6.67%	2.73%	8.33%	2.94%	3.67%	3.96%	0.0%	4.76%	1.61%	4.63%	4.72%	2.35%	4.35%	3.28%	0.0%
		J																								
Bottom Two Box (%Never + %Sometimes)	28	36	32	15	13	13	14	17	13	4	83	5	8	4	9	5	8	0	4	4	6	8	6	5	9	0
	5.52%	6.95%	5.14%	5.81%	5.33%	4.25%	6.54%	6.69%	4.15%	3.25%	4.61%	16.67%	4.37%	16.67%	5.29%	4.59%	7.92%	0.0%	9.52%	6.45%	5.56%	6.30%	7.06%	5.43%	7.38%	0.0%
Usually	49	47	77	16	28	39	23	24	35	16	242	6	17	7	14	11	11	0	4	5	14	16	7	16	7	0
	9.66%	9.07%	12.38%	6.20%	11.48%	12.75%	10.75%	9.45%	11.18%	13.01%	13.43%	20.00%	9.29%	29.17%	8.24%	10.09%	10.89%	0.0%	9.52%	8.06%	12.96%	12.60%	8.24%	17.39%	5.74%	0.0%
			D		D	D			D	D	ABDH													Y		
Always	430	435	513	227	203	254	177	213	265	103	1477	19	158	13	147	93	82	0	34	53	88	103	72	71	106	0
	84.81%	83.98%	82.48%	87.98%	83.20%	83.01%	82.71%	83.86%	84.66%	83.74%	81.96%	63.33%	86.34%	54.17%	86.47%	85.32%	81.19%	0.0%	80.95%	85.48%	81.48%	81.10%	84.71%	77.17%	86.89%	0.0%
				CK									L													
CAHPS Rate (%Always + %Usually)	479	482	590	243	231	293	200	237	300	119	1719	25	175	20	161	104	93	0	38	58	102	119	79	87	113	0
	94.48%	93.05%	94.86%	94.19%	94.67%	95.75%	93.46%	93.31%	95.85%	96.75%	95.39%	83.33%	95.63%	83.33%	94.71%	95.41%	92.08%	0.0%	90.48%	93.55%	94.44%	93.70%	92.94%	94.57%	92.62%	0.0%
3-point composite mean	2.7929	2.7703	2.7733	2.8217	2.7787	2.7876	2.7617	2.7717	2.8051	2.8049	2.7736	2.4667	2.8197	2.3750	2.8118	2.8073	2.7327	0	2.7143	2.7903	2.7593	2.7480	2.7765	2.7174	2.7951	0
													L													
4-point composite mean	3.7673	3.7529	3.7621	3.7907	3.7705	3.7778	3.7336	3.7559	3.7955	3.7886	3.7625	3.3667	3.8033	3.2917	3.7882	3.7982	3.6931	0	3.6667	3.7419	3.7500	3.7323	3.7294	3.7065	3.7541	0
													L													

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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AMERIGROUP OF LOUISIANA
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Children With Chronic Conditions

32. 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?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%
Multiple mark	1 0.13%	0 0.0%	2 0.23%	1 0.24%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.52%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	108 13.83% BCEFGHI K	32 4.27%	37 4.27%	53 12.93% BCEFGHI K	17 4.33%	23 5.00%	16 6.25%	17 5.40%	13 3.38%	46 20.81% ABCDEFG HIK	110 4.75%	2 4.65%	13 6.19%	3 9.68%	4 2.20%	7 5.43%	9 7.32%	0 0.0%	4 8.16%	3 4.17%	8 6.11%	8 5.19%	8 8.00%	8 7.14%	8 5.56%	0 0.0%
Appropriately skipped	167 21.38% GHIK	197 26.30% AGHIK	209 24.11% GHIK	99 24.15% GHIK	129 32.82% ABCDGHI JK	132 28.70% AGHIK	26 10.16%	44 13.97%	60 15.58% G	53 23.98% GHIK	406 17.52% G	11 25.58% M	14 6.67%	4 12.90%	8 4.40%	13 10.08%	13 10.57%	0 0.0%	3 6.12%	7 9.72%	15 11.45%	19 12.34%	7 7.00%	12 10.71%	14 9.72%	0 0.0%
BASE = Those who responded	505 64.66% J	520 69.43% ADEJ	619 71.40% ADEJ	257 62.68%	247 62.85%	305 66.30% J	214 83.59% ABCDEFJ K	254 80.63% ABCDEFJ	310 80.52% ABCDEFJ	122 55.20%	1802 77.74% ABCDEFJ	30 69.77%	183 87.14% L	24 77.42%	170 93.41% N	109 84.50%	101 82.11%	0 0.0%	42 85.71%	62 86.11%	108 82.44%	127 82.47%	85 85.00%	92 82.14%	122 84.72%	0 0.0%
Never	9 1.78% I	8 1.54%	5 0.81%	4 1.56%	4 1.62%	3 0.98%	4 1.87%	4 1.57%	1 0.32%	2 1.64%	15 0.83%	1 3.33%	3 1.64%	1 4.17%	3 1.76%	0 0.0%	4 3.96% P	0 0.0%	2 4.76%	2 3.23%	0 0.0%	3 2.36%	1 1.18%	0 0.0%	4 3.28% X	0 0.0%
Sometimes	18 3.56%	27 5.19% IJ	24 3.88%	8 3.11%	10 4.05%	12 3.93%	12 5.61% J	14 5.51% J	8 2.58%	2 1.64%	82 4.55% J	3 10.00%	9 4.92%	3 12.50%	7 4.12%	5 4.59%	6 5.94%	0 0.0%	5 11.90%	3 4.84%	4 3.70%	5 3.94%	7 8.24%	6 6.52%	6 4.92%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	27 5.35%	35 6.73% I	29 4.68%	12 4.67%	14 5.67%	15 4.92%	16 7.48% I	18 7.09% I	9 2.90%	4 3.28%	97 5.38% I	4 13.33%	12 6.56%	4 16.67%	10 5.88%	5 4.59%	10 9.90%	0 0.0%	7 16.67% U	5 8.06%	4 3.70%	8 6.30%	8 9.41%	6 6.52%	10 8.20%	0 0.0%
Usually	39 7.72%	53 10.19%	48 7.75%	17 6.61%	24 9.72%	24 7.87%	18 8.41%	32 12.60% ACD	24 7.74%	11 9.02%	238 13.21% ACDFGI	9 30.00% M	9 4.92%	4 16.67%	13 7.65%	9 8.26%	9 8.91%	0 0.0%	4 9.52%	3 4.84%	11 10.19%	14 11.02%	4 4.71%	13 14.13% Y	5 4.10%	0 0.0%
Always	439 86.93% HK	432 83.08%	542 87.56% BHK	228 88.72% BHK	209 84.62%	266 87.21% HK	180 84.11%	204 80.31%	277 89.35% BHK	107 87.70% K	1467 81.41%	17 56.67%	162 88.52% L	16 66.67%	147 86.47%	95 87.16%	82 81.19%	0 0.0%	31 73.81%	54 87.10%	93 86.11%	105 82.68%	73 85.88%	73 79.35%	107 87.70%	0 0.0%
CAHPS Rate (%Always + %Usually)	478 94.65%	485 93.27%	590 95.32%	245 95.33%	233 94.33%	290 95.08%	198 92.52%	236 92.91%	301 97.10% BGHK	118 96.72%	1705 94.62%	26 86.67%	171 93.44%	20 83.33%	160 94.12%	104 95.41%	91 90.10%	0 0.0%	35 83.33%	57 91.94%	104 96.30% S	119 93.70%	77 90.59%	86 93.48%	112 91.80%	0 0.0%
3-point composite mean	2.8158 K	2.7635	2.8288 BHK	2.8405 BHK	2.7895	2.8230 HK	2.7664	2.7323	2.8645 BGHK	2.8443 HK	2.7603	2.4333	2.8197 L	2.5000	2.8059	2.8257	2.7129	0	2.5714	2.7903	2.8241 S	2.7638	2.7647	2.7283	2.7951	0

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4-point composite mean	3.7980	3.7481	3.8207	3.8249	3.7733	3.8131	3.7477	3.7165	3.8613	3.8279	3.7519	3.4000	3.8033	3.4583	3.7882	3.8257	3.6733	0	3.5238	3.7581	3.8241	3.7402	3.7529	3.7283	3.7623	0
			BHK	H					BGHK				L								S					
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%
Multiple mark	2 0.26%	0 0.0%	0 0.0%	2 0.49%	0 0.0%	0 0.0%	1 0.39%	0 0.0%	0 0.0%	0 0.0%	2 0.09%	1 2.33%	0 0.0%	0 0.0%	1 0.55%	0 0.0%	1 0.81%	0 0.0%	0 0.0%	0 0.0%	1 0.76%	0 0.0%	1 1.00%	1 0.89%	0 0.0%	0 0.0%
No response	108 13.83% BCEFGHI K	31 4.14%	36 4.15%	53 12.93% BCEFGHI K	17 4.33%	22 4.78%	16 6.25%	16 5.08%	12 3.12%	46 20.81% ABCDEFG HIK	110 4.75%	2 4.65%	13 6.19%	3 9.68%	4 2.20%	7 5.43%	9 7.32%	0 0.0%	4 8.16%	3 4.17%	8 6.11%	8 5.19%	8 8.00%	8 7.14%	8 5.56%	0 0.0%
Appropriately skipped	167 21.38% GHIK	197 26.30% AGHIK	209 24.11% GHIK	99 24.15% GHIK	129 32.82% ABCDGHI JK	132 28.70% AGHIK	26 10.16%	44 13.97%	60 15.58% G	53 23.98% GHIK	406 17.52% G	11 25.58% M	14 6.67%	4 12.90%	8 4.40%	13 10.08%	13 10.57%	0 0.0%	3 6.12%	7 9.72%	15 11.45%	19 12.34%	7 7.00%	12 10.71%	14 9.72%	0 0.0%
BASE = Those who responded	504 64.53% J	521 69.56% ADEJ	622 71.74% ADEJ	256 62.44%	247 62.85%	306 66.52% J	213 83.20% ABCDEFJ K	255 80.95% ABCDEFJ	313 81.30% ABCDEFJ	122 55.20%	1800 77.65% ABCDEFJ	29 67.44%	183 87.14% L	24 77.42%	169 92.86% N	109 84.50%	100 81.30%	0 0.0%	42 85.71%	62 86.11%	107 81.68%	127 82.47%	84 84.00%	91 81.25%	122 84.72%	0 0.0%
Never	4 0.79% IJ	8 1.54% CIJ	1 0.16%	3 1.17%	2 0.81%	1 0.33%	2 0.94%	7 2.75% CFIJ	0 0.0%	0 0.0%	13 0.72% CIJ	0 0.0%	2 1.09%	0 0.0%	2 1.18%	1 0.92%	1 1.00%	0 0.0%	1 2.38%	1 1.61%	0 0.0%	0 0.0%	2 2.38%	1 1.10%	1 0.82%	0 0.0%
Sometimes	18 3.57%	23 4.41%	22 3.54%	8 3.13%	13 5.26%	10 3.27%	10 4.69%	10 3.92%	9 2.88%	4 3.28%	64 3.56%	4 13.79%	6 3.28%	2 8.33%	6 3.55%	4 3.67%	4 4.00%	0 0.0%	4 9.52%	4 6.45%	2 1.87%	6 4.72%	4 4.76%	4 4.40%	6 4.92%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	22 4.37%	31 5.95% I	23 3.70%	11 4.30%	15 6.07%	11 3.59%	12 5.63%	17 6.67% I	9 2.88%	4 3.28%	77 4.28%	4 13.79%	8 4.37%	2 8.33%	8 4.73%	5 4.59%	5 5.00%	0 0.0%	5 11.90%	5 8.06%	2 1.87%	6 4.72%	6 7.14%	5 5.49%	7 5.74%	0 0.0%
Usually	30 5.95%	37 7.10%	47 7.56%	13 5.08%	15 6.07%	29 9.48% D	13 6.10%	24 9.41%	22 7.03%	9 7.38%	185 10.28% ABCDEGI	7 24.14%	6 3.28%	5 20.83%	8 4.73%	6 5.50%	7 7.00%	0 0.0%	1 2.38%	3 4.84%	9 8.41%	7 5.51%	6 7.14%	10 10.99% Y	3 2.46%	0 0.0%
Always	452 89.68% HK	453 86.95%	552 88.75% K	232 90.63% HK	217 87.85%	266 86.93%	188 88.26%	214 83.92%	282 90.10% HK	109 89.34%	1538 85.44%	18 62.07%	169 92.35%	17 70.83%	153 90.53%	98 89.91%	88 88.00%	0 0.0%	36 85.71%	54 87.10%	96 89.72%	114 89.76%	72 85.71%	76 83.52%	112 91.80%	0 0.0%
CAHPS Rate (%Always + %Usually)	482 95.63%	490 94.05%	599 96.30%	245 95.70%	232 93.93%	295 96.41%	201 94.37%	238 93.33%	304 97.12% BH	118 96.72%	1723 95.72%	25 86.21%	175 95.63%	22 91.67%	161 95.27%	104 95.41%	95 95.00%	0 0.0%	37 88.10%	57 91.94%	105 98.13%	121 95.28%	78 92.86%	86 94.51%	115 94.26%	0 0.0%
3-point composite mean	2.8532 H	2.8100	2.8505 H	2.8633 H	2.8178	2.8333	2.8263	2.7725	2.8722 HK	2.8607	2.8117	2.4828	2.8798	2.6250	2.8580	2.8532	2.8300	0	2.7381	2.7903	2.8785	2.8504	2.7857	2.7802	2.8607	0

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4-point composite mean	3.8452	3.7946	3.8489	3.8516	3.8097	3.8301	3.8169	3.7451	3.8722	3.8607	3.8044	3.4828	3.8689	3.6250	3.8462	3.8440	3.8200	0	3.7143	3.7742	3.8785	3.8504	3.7619	3.7692	3.8525	0
	H		HK	H					BHK	H																
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	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
	0.13%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.45%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	114	32	38	55	17	24	18	16	14	49	123	2	15	3	6	8	10	0	4	3	10	9	9	8	10	0
	14.60%	4.27%	4.38%	13.41%	4.33%	5.22%	7.03%	5.08%	3.64%	22.17%	5.31%	4.65%	7.14%	9.68%	3.30%	6.20%	8.13%	0.0%	8.16%	4.17%	7.63%	5.84%	9.00%	7.14%	6.94%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG																
	K			K						HIK																
Appropriately skipped	167	197	209	99	129	132	26	44	60	53	406	11	14	4	8	13	13	0	3	7	15	19	7	12	14	0
	21.38%	26.30%	24.11%	24.15%	32.82%	28.70%	10.16%	13.97%	15.58%	23.98%	17.52%	25.58%	6.67%	12.90%	4.40%	10.08%	10.57%	0.0%	6.12%	9.72%	11.45%	12.34%	7.00%	10.71%	9.72%	0.0%
	GHIK	AGHIK	GHIK	GHIK	ABCDGHI	AGHIK			G	GHIK	G	M														
					JK																					
BASE = Those who responded	499	520	620	256	247	304	212	255	311	118	1787	30	181	24	168	108	100	0	42	62	106	126	84	92	120	0
	63.89%	69.43%	71.51%	62.44%	62.85%	66.09%	82.81%	80.95%	80.78%	53.39%	77.09%	69.77%	86.19%	77.42%	92.31%	83.72%	81.30%	0.0%	85.71%	86.11%	80.92%	81.82%	84.00%	82.14%	83.33%	0.0%
	J	ADEJ	ADEFJ	J	J	J	ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ		L													
							K																			
Yes	328	365	430	169	173	210	156	194	238	72	1312	20	135	17	128	82	71	0	9	47	99	95	59	64	92	0
	65.73%	70.19%	69.35%	66.02%	70.04%	69.08%	73.58%	76.08%	76.53%	61.02%	73.42%	66.67%	74.59%	70.83%	76.19%	75.93%	71.00%	0.0%	21.43%	75.81%	93.40%	75.40%	70.24%	69.57%	76.67%	0.0%
							AJ	ACDJ	ABCDFJ		ADJ									S	ST					
No	171	155	190	87	74	94	56	61	73	46	475	10	46	7	40	26	29	0	33	15	7	31	25	28	28	0
	34.27%	29.81%	30.65%	33.98%	29.96%	30.92%	26.42%	23.92%	23.47%	38.98%	26.58%	33.33%	25.41%	29.17%	23.81%	24.07%	29.00%	0.0%	78.57%	24.19%	6.60%	24.60%	29.76%	30.43%	23.33%	0.0%
	GHIK	I	HI	HIK		I				GHIK									TU	U						
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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36. 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?

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	2	0	0	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.26%	0.0%	0.0%	0.49%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.04%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	121	33	41	59	18	27	18	16	14	52	137	2	15	3	6	8	10	0	4	3	10	9	9	8	10	0
	15.49%	4.41%	4.73%	14.39%	4.58%	5.87%	7.03%	5.08%	3.64%	23.53%	5.91%	4.65%	7.14%	9.68%	3.30%	6.20%	8.13%	0.0%	8.16%	4.17%	7.63%	5.84%	9.00%	7.14%	6.94%	0.0%
	BCEFGHI K			BCEFGHI K						ABCDEFG HIK	I															
Appropriately skipped	338	352	399	186	203	226	82	105	133	99	881	21	60	11	48	39	42	0	36	22	22	50	32	40	42	0
	43.28%	47.00%	46.02%	45.37%	51.65%	49.13%	32.03%	33.33%	34.55%	44.80%	38.01%	48.84%	28.57%	35.48%	26.37%	30.23%	34.15%	0.0%	73.47%	30.56%	16.79%	32.47%	32.00%	35.71%	29.17%	0.0%
	GHIK	GHIK	GHIK	GHIK	AGHIK	AGHIK				GHI		M							TU	U						
BASE = Those who responded	320	364	427	163	172	207	156	194	238	70	1299	20	135	17	128	82	71	0	9	47	99	95	59	64	92	0
	40.97%	48.60%	49.25%	39.76%	43.77%	45.00%	60.94%	61.59%	61.82%	31.67%	56.04%	46.51%	64.29%	54.84%	70.33%	63.57%	57.72%	0.0%	18.37%	65.28%	75.57%	61.69%	59.00%	57.14%	63.89%	0.0%
	J	ADJ	ADJ	J	J	J	ABCDEFJ	ABCDEFJ	ABCDEFJ K		ABCDEFJ		L							S	S					
Never	3	8	3	2	2	0	1	5	3	1	17	0	1	0	1	0	1	0	0	1	0	0	1	0	1	0
	0.94%	2.20%	0.70%	1.23%	1.16%	0.0%	0.64%	2.58%	1.26%	1.43%	1.31%	0.0%	0.74%	0.0%	0.78%	0.0%	1.41%	0.0%	0.0%	2.13%	0.0%	0.0%	1.69%	0.0%	1.09%	0.0%
		F						F			F															
Sometimes	23	26	29	14	10	12	13	13	12	2	89	4	9	4	9	7	6	0	3	6	4	8	5	2	11	0
	7.19%	7.14%	6.79%	8.59%	5.81%	5.80%	8.33%	6.70%	5.04%	2.86%	6.85%	20.00%	6.67%	23.53%	7.03%	8.54%	8.45%	0.0%	33.33%	12.77%	4.04%	8.42%	8.47%	3.13%	11.96%	0.0%
																									X	
Bottom Two Box (%Never + %Sometimes)	26	34	32	16	12	12	14	18	15	3	106	4	10	4	10	7	7	0	3	7	4	8	6	2	12	0
	8.13%	9.34%	7.49%	9.82%	6.98%	5.80%	8.97%	9.28%	6.30%	4.29%	8.16%	20.00%	7.41%	23.53%	7.81%	8.54%	9.86%	0.0%	33.33%	14.89%	4.04%	8.42%	10.17%	3.13%	13.04%	0.0%
																									X	
Usually	37	56	56	14	28	29	21	36	32	6	243	6	15	4	15	11	10	0	2	6	13	15	6	13	8	0
	11.56%	15.38%	13.11%	8.59%	16.28%	14.01%	13.46%	18.56%	13.45%	8.57%	18.71%	30.00%	11.11%	23.53%	11.72%	13.41%	14.08%	0.0%	22.22%	12.77%	13.13%	15.79%	10.17%	20.31%	8.70%	0.0%
		D			D			ADJ			ACDIJ													Y		
Always	257	274	339	133	132	166	121	140	191	61	950	10	110	9	103	64	54	0	4	34	82	72	47	49	72	0
	80.31%	75.27%	79.39%	81.60%	76.74%	80.19%	77.56%	72.16%	80.25%	87.14%	73.13%	50.00%	81.48%	52.94%	80.47%	78.05%	76.06%	0.0%	44.44%	72.34%	82.83%	75.79%	79.66%	76.56%	78.26%	0.0%
	HK		K	HK		K			K	BEHK																
CAHPS Rate (%Always + %Usually)	294	330	395	147	160	195	142	176	223	67	1193	16	125	13	118	75	64	0	6	40	95	87	53	62	80	0
	91.88%	90.66%	92.51%	90.18%	93.02%	94.20%	91.03%	90.72%	93.70%	95.71%	91.84%	80.00%	92.59%	76.47%	92.19%	91.46%	90.14%	0.0%	66.67%	85.11%	95.96%	91.58%	89.83%	96.88%	86.96%	0.0%
																								Y		
3-point composite mean	2.7219	2.6593	2.7190	2.7178	2.6977	2.7440	2.6859	2.6289	2.7395	2.8286	2.6497	2.3000	2.7407	2.2941	2.7266	2.6951	2.6620	0	2.1111	2.5745	2.7879	2.6737	2.6949	2.7344	2.6522	0
			K			K			K	BHK																
4-point composite mean	3.7125	3.6374	3.7119	3.7055	3.6860	3.7440	3.6795	3.6031	3.7269	3.8143	3.6366	3.3000	3.7333	3.2941	3.7188	3.6951	3.6479	0	3.1111	3.5532	3.7879	3.6737	3.6780	3.7344	3.6413	0
			K			BHK			K	BHK																

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
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Children With Chronic Conditions

36. 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?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%
Multiple mark	2 0.26%	0 0.0%	0 0.0%	1 0.24%	0 0.0%	0 0.0%	1 0.39%	0 0.0%	0 0.0%	0 0.0%	2 0.09%	0 0.0%	1 0.48%	0 0.0%	1 0.55%	1 0.78%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.76%	1 0.65%	0 0.0%	1 0.89%	0 0.0%	0 0.0%
No response	110 14.08% BCEFGHI K	34 4.54%	40 4.61%	54 13.17% BCEFGHI K	20 5.09%	23 5.00%	16 6.25%	17 5.40%	14 3.64%	47 21.27% ABCDEFG HIK	118 5.09%	2 4.65%	13 6.19%	3 9.68%	4 2.20%	7 5.43%	9 7.32%	0 0.0%	4 8.16%	3 4.17%	8 6.11%	8 5.19%	8 8.00%	8 7.14%	8 5.56%	0 0.0%
Appropriately skipped	167 21.38% GHIK	197 26.30% AGHIK	209 24.11% GHIK	99 24.15% GHIK	129 32.82% ABCDGHI JK	132 28.70% AGHIK	26 10.16%	44 13.97%	60 15.58% G	53 23.98% GHIK	406 17.52% G	11 25.58% M	14 6.67%	4 12.90%	8 4.40%	13 10.08%	13 10.57%	0 0.0%	3 6.12%	7 9.72%	15 11.45%	19 12.34%	7 7.00%	12 10.71%	14 9.72%	0 0.0%
BASE = Those who responded	502 64.28% J	518 69.16% ADEJ	618 71.28% ADEJ	256 62.44%	244 62.09%	305 66.30% J	213 83.20% ABCDEFJ K	254 80.63% ABCDEFJ	311 80.78% ABCDEFJ	121 54.75%	1792 77.31% ABCDEFJ	30 69.77%	182 86.67% L	24 77.42%	169 92.86% N	108 83.72%	101 82.11%	0 0.0%	42 85.71%	62 86.11%	107 81.68%	126 81.82%	85 85.00%	91 81.25%	122 84.72%	0 0.0%
Never	13 2.59%	21 4.05% EIJK	14 2.27%	8 3.13%	4 1.64%	7 2.30%	6 2.82%	11 4.33% JK	5 1.61%	1 0.83%	30 1.67%	3 10.00%	3 1.65%	3 12.50%	3 1.78%	4 3.70%	2 1.98%	0 0.0%	1 2.38%	2 3.23%	3 2.80%	4 3.17%	2 2.35%	2 2.20%	4 3.28%	0 0.0%
Sometimes	39 7.77%	48 9.27%	48 7.77%	20 7.81%	29 11.89% K	23 7.54%	19 8.92%	20 7.87%	23 7.40%	9 7.44%	127 7.09%	5 16.67%	14 7.69%	4 16.67%	13 7.69%	6 5.56%	12 11.88%	0 0.0%	10 23.81% TU	3 4.84%	6 5.61%	11 8.73%	8 9.41%	3 3.30%	16 13.11% X	0 0.0%
Bottom Two Box (%Never + %Sometimes)	52 10.36%	69 13.32% K	62 10.03%	28 10.94%	33 13.52% K	30 9.84%	25 11.74%	31 12.20%	28 9.00%	10 8.26%	157 8.76%	8 26.67% M	17 9.34%	7 29.17%	16 9.47%	10 9.26%	14 13.86%	0 0.0%	11 26.19% TU	5 8.06%	9 8.41%	15 11.90%	10 11.76%	5 5.49%	20 16.39% X	0 0.0%
Usually	77 15.34%	88 16.99%	88 14.24%	37 14.45%	45 18.44%	41 13.44%	33 15.49%	41 16.14%	44 14.15%	16 13.22%	354 19.75% ACDFIJ	9 30.00%	24 13.19%	6 25.00%	24 14.20%	17 15.74%	15 14.85%	0 0.0%	5 11.90%	8 12.90%	19 17.76%	26 20.63% W	6 7.06%	18 19.78%	15 12.30%	0 0.0%
Always	373 74.30%	361 69.69%	468 75.73% BEK	191 74.61%	166 68.03%	234 76.72% BEK	155 72.77%	182 71.65%	239 76.85% BEK	95 78.51% BE	1281 71.48%	13 43.33%	141 77.47% L	11 45.83%	129 76.33%	81 75.00%	72 71.29%	0 0.0%	26 61.90%	49 79.03%	79 73.83%	85 67.46%	69 81.18% V	68 74.73%	87 71.31%	0 0.0%
CAHPS Rate (%Always + %Usually)	450 89.64%	449 86.68%	556 89.97%	228 89.06%	211 86.48%	275 90.16%	188 88.26%	223 87.80%	283 91.00%	111 91.74%	1635 91.24% BE	22 73.33%	165 90.66% L	17 70.83%	153 90.53%	98 90.74%	87 86.14%	0 0.0%	31 73.81%	57 91.94% S	98 91.59% S	111 88.10%	75 88.24%	86 94.51% Y	102 83.61%	0 0.0%
3-point composite mean	2.6394	2.5637	2.6570 BE	2.6367	2.5451	2.6689 BE	2.6103	2.5945	2.6785 BE	2.7025 BE	2.6272	2.1667	2.6813 L	2.1667	2.6686	2.6574	2.5743	0	2.3571	2.7097 S	2.6542 S	2.5556	2.6941	2.6923	2.5492	0

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4-point composite mean	3.6135	3.5232	3.6343	3.6055	3.5287	3.6459	3.5822	3.5512	3.6624	3.6942	3.6105	3.0667	3.6648	3.0417	3.6509	3.6204	3.5545	0	3.3333	3.6774	3.6262	3.5238	3.6706	3.6703	3.5164	0
			B			B			BE	BE	B		L							S						
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	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%	0.13%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.17%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
											ACDEFGH IJ															
No response	112	32	39	54	17	24	16	16	14	49	116	2	13	3	4	7	9	0	4	3	8	8	8	8	8	0
	14.34%	4.27%	4.50%	13.17%	4.33%	5.22%	6.25%	5.08%	3.64%	22.17%	5.00%	4.65%	6.19%	9.68%	2.20%	5.43%	7.32%	0.0%	8.16%	4.17%	6.11%	5.19%	8.00%	7.14%	5.56%	0.0%
	BCEFGHI K			BCEFGHI K						ABCDEFG HIK																
Appropriately skipped	167	197	209	99	129	132	26	44	60	53	406	11	14	4	8	13	13	0	3	7	15	19	7	12	14	0
	21.38%	26.30%	24.11%	24.15%	32.82%	28.70%	10.16%	13.97%	15.58%	23.98%	17.52%	25.58%	6.67%	12.90%	4.40%	10.08%	10.57%	0.0%	6.12%	9.72%	11.45%	12.34%	7.00%	10.71%	9.72%	0.0%
	GHIK	AGHIK	GHIK	GHIK	ABCDGHI JK	AGHIK			G	GHIK	G	M														
BASE = Those who responded	502	519	619	257	247	304	214	255	311	119	1792	30	183	24	170	109	101	0	42	62	108	127	85	92	122	0
	64.28%	69.29%	71.40%	62.68%	62.85%	66.09%	83.59%	80.95%	80.78%	53.85%	77.31%	69.77%	87.14%	77.42%	93.41%	84.50%	82.11%	0.0%	85.71%	86.11%	82.44%	82.47%	85.00%	82.14%	84.72%	0.0%
	J	ADEJ	ADEFJ	J	J	J	ABCDEFJ K	ABCDEFJ	ABCDEFJ		ABCDEFJ		L		N											
Yes	431	443	522	224	210	254	183	225	265	102	1571	20	162	19	150	95	84	0	33	53	95	108	73	79	104	0
	85.86%	85.36%	84.33%	87.16%	85.02%	83.55%	85.51%	88.24%	85.21%	85.71%	87.67%	66.67%	88.52%	79.17%	88.24%	87.16%	83.17%	0.0%	78.57%	85.48%	87.96%	85.04%	85.88%	85.87%	85.25%	0.0%
											C		L													
No	71	76	97	33	37	50	31	30	46	17	221	10	21	5	20	14	17	0	9	9	13	19	12	13	18	0
	14.14%	14.64%	15.67%	12.84%	14.98%	16.45%	14.49%	11.76%	14.79%	14.29%	12.33%	33.33%	11.48%	20.83%	11.76%	12.84%	16.83%	0.0%	21.43%	14.52%	12.04%	14.96%	14.12%	14.13%	14.75%	0.0%
			K									M														
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
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Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	0	1	0	0	1	0	0	0	2	0	1	0	1	1	0	0	0	0	1	1	0	1	0	0
	0.13%	0.0%	0.0%	0.24%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.09%	0.0%	0.48%	0.0%	0.55%	0.78%	0.0%	0.0%	0.0%	0.0%	0.76%	0.65%	0.0%	0.89%	0.0%	0.0%
No response	114	35	39	55	18	21	17	16	13	50	124	2	14	3	5	8	9	0	4	3	9	9	8	9	8	0
	14.60%	4.67%	4.50%	13.41%	4.58%	4.57%	6.64%	5.08%	3.38%	22.62%	5.35%	4.65%	6.67%	9.68%	2.75%	6.20%	7.32%	0.0%	8.16%	4.17%	6.87%	5.84%	8.00%	8.04%	5.56%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG																
	K			K						HIK																
Appropriately skipped	167	197	209	99	129	132	26	44	60	53	406	11	14	4	8	13	13	0	3	7	15	19	7	12	14	0
	21.38%	26.30%	24.11%	24.15%	32.82%	28.70%	10.16%	13.97%	15.58%	23.98%	17.52%	25.58%	6.67%	12.90%	4.40%	10.08%	10.57%	0.0%	6.12%	9.72%	11.45%	12.34%	7.00%	10.71%	9.72%	0.0%
	GHIK	AGHIK	GHIK	GHIK	ABCDGHI	AGHIK			G	GHIK	G	M														
					JK																					
BASE = Those who responded	499	517	619	255	246	307	212	255	312	118	1786	30	181	24	168	107	101	0	42	62	106	125	85	90	122	0
	63.89%	69.03%	71.40%	62.20%	62.60%	66.74%	82.81%	80.95%	81.04%	53.39%	77.05%	69.77%	86.19%	77.42%	92.31%	82.95%	82.11%	0.0%	85.71%	86.11%	80.92%	81.17%	85.00%	80.36%	84.72%	0.0%
	J	ADEJ	ADEJ	J	J	J	ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ		L													
							K																			
Yes	189	215	248	83	92	98	103	143	154	46	1028	17	85	15	80	44	55	0	29	22	51	62	40	43	60	0
	37.88%	41.59%	40.06%	32.55%	37.40%	31.92%	48.58%	56.08%	49.36%	38.98%	57.56%	56.67%	46.96%	62.50%	47.62%	41.12%	54.46%	0.0%	69.05%	35.48%	48.11%	49.60%	47.06%	47.78%	49.18%	0.0%
		DF	DF				ACDEF	ABCDEFJ	ABCDEF		ABCDEFG								TU							
											IJ															
No	310	302	371	172	154	209	109	112	158	72	758	13	96	9	88	63	46	0	13	40	55	63	45	47	62	0
	62.12%	58.41%	59.94%	67.45%	62.60%	68.08%	51.42%	43.92%	50.64%	61.02%	42.44%	43.33%	53.04%	37.50%	52.38%	58.88%	45.54%	0.0%	30.95%	64.52%	51.89%	50.40%	52.94%	52.22%	50.82%	0.0%
	GHIK	HIK	GHIK	BCGHIK	GHIK	BCGHIK	K		K	HK										S	S					
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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Children With Chronic Conditions

40. 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?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	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
	0.13%	0.0%	0.0%	0.24%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	123	39	42	60	20	22	23	18	15	51	157	3	18	5	9	11	12	0	5	3	14	13	9	13	10	0
	15.75%	5.21%	4.84%	14.63%	5.09%	4.78%	8.98%	5.71%	3.90%	23.08%	6.77%	6.98%	8.57%	16.13%	4.95%	8.53%	9.76%	0.0%	10.20%	4.17%	10.69%	8.44%	9.00%	11.61%	6.94%	0.0%
	BCEFGHIK			BCEFGHIK			CFI			ABCDEFGHIK	CI															
Appropriately skipped	477	499	580	271	283	341	135	156	218	125	1164	24	110	13	96	76	59	0	16	47	70	82	52	59	76	0
	61.08%	66.62%	66.90%	66.10%	72.01%	74.13%	52.73%	49.52%	56.62%	56.56%	50.22%	55.81%	52.38%	41.94%	52.75%	58.91%	47.97%	0.0%	32.65%	65.28%	53.44%	53.25%	52.00%	52.68%	52.78%	0.0%
	GHK	AGHIJK	AGHIJK	GHIJK	AGHIJK	ABCDGHIJK			K											S	S					
BASE = Those who responded	180	211	245	78	90	97	98	141	152	45	997	16	82	13	77	42	52	0	28	22	47	59	39	40	58	0
	23.05%	28.17%	28.26%	19.02%	22.90%	21.09%	38.28%	44.76%	39.48%	20.36%	43.01%	37.21%	39.05%	41.94%	42.31%	32.56%	42.28%	0.0%	57.14%	30.56%	35.88%	38.31%	39.00%	35.71%	40.28%	0.0%
		ADEFJ	ADEFJ				ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ								TU							
Never	15	21	13	6	7	4	6	20	7	6	56	2	4	2	4	2	4	0	3	2	1	3	3	3	3	0
	8.33%	9.95%	5.31%	7.69%	7.78%	4.12%	6.12%	14.18%	4.61%	13.33%	5.62%	12.50%	4.88%	15.38%	5.19%	4.76%	7.69%	0.0%	10.71%	9.09%	2.13%	5.08%	7.69%	7.50%	5.17%	0.0%
		FIK						CFGIK																		
Sometimes	14	26	23	7	12	7	9	18	15	3	104	2	7	2	6	3	5	0	3	1	5	6	3	2	7	0
	7.78%	12.32%	9.39%	8.97%	13.33%	7.22%	9.18%	12.77%	9.87%	6.67%	10.43%	12.50%	8.54%	15.38%	7.79%	7.14%	9.62%	0.0%	10.71%	4.55%	10.64%	10.17%	7.69%	5.00%	12.07%	0.0%
Bottom Two Box (%Never + %Sometimes)	29	47	36	13	19	11	15	38	22	9	160	4	11	4	10	5	9	0	6	3	6	9	6	5	10	0
	16.11%	22.27%	14.69%	16.67%	21.11%	11.34%	15.31%	26.95%	14.47%	20.00%	16.05%	25.00%	13.41%	30.77%	12.99%	11.90%	17.31%	0.0%	21.43%	13.64%	12.77%	15.25%	15.38%	12.50%	17.24%	0.0%
		CFK						ACFGIK																		
Usually	30	42	41	9	24	20	18	26	26	8	250	6	12	3	14	7	10	0	3	3	12	12	6	9	9	0
	16.67%	19.91%	16.73%	11.54%	26.67%	20.62%	18.37%	18.44%	17.11%	17.78%	25.08%	37.50%	14.63%	23.08%	18.18%	16.67%	19.23%	0.0%	10.71%	13.64%	25.53%	20.34%	15.38%	22.50%	15.52%	0.0%
					D						ACDI															
Always	121	122	168	56	47	66	65	77	104	28	587	6	59	6	53	30	33	0	19	16	29	38	27	26	39	0
	67.22%	57.82%	68.57%	71.79%	52.22%	68.04%	66.33%	54.61%	68.42%	62.22%	58.88%	37.50%	71.95%	46.15%	68.83%	71.43%	63.46%	0.0%	67.86%	72.73%	61.70%	64.41%	69.23%	65.00%	67.24%	0.0%
	EHK		BEHK	BEHK		EH	E		BEHK																	
CAHPS Rate (%Always + %Usually)	151	164	209	65	71	86	83	103	130	36	837	12	71	9	67	37	43	0	22	19	41	50	33	35	48	0
	83.89%	77.73%	85.31%	83.33%	78.89%	88.66%	84.69%	73.05%	85.53%	80.00%	83.95%	75.00%	86.59%	69.23%	87.01%	88.10%	82.69%	0.0%	78.57%	86.36%	87.23%	84.75%	84.62%	87.50%	82.76%	0.0%
	H		BH			BH	H		H		BH															
3-point composite mean	2.5111	2.3555	2.5388	2.5513	2.3111	2.5670	2.5102	2.2766	2.5395	2.4222	2.4283	2.1250	2.5854	2.1538	2.5584	2.5952	2.4615	0	2.4643	2.5909	2.4894	2.4915	2.5385	2.5250	2.5000	0
	EH		BEHK	EH		BEH	H		BEH		H															
4-point composite mean	3.4278	3.2559	3.4857	3.4744	3.2333	3.5258	3.4490	3.1348	3.4934	3.2889	3.3721	3.0000	3.5366	3.0000	3.5065	3.5476	3.3846	0	3.3571	3.5000	3.4681	3.4407	3.4615	3.4500	3.4483	0
	H		BEH	H		BEH	H		BEH		H															

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

40. 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?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

41. 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?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	2	0	1	2	0	0	0	0	0	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.26%	0.0%	0.12%	0.49%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.43%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
											BEFGHIJ															
No response	104	26	31	53	17	21	12	15	8	45	93	2	9	1	4	7	5	0	2	4	5	8	4	10	2	0
	13.32%	3.47%	3.58%	12.93%	4.33%	4.57%	4.69%	4.76%	2.08%	20.36%	4.01%	4.65%	4.29%	3.23%	2.20%	5.43%	4.07%	0.0%	4.08%	5.56%	3.82%	5.19%	4.00%	8.93%	1.39%	0.0%
	BCEFGHI			BCEFGHI		I				ABCDEFG	I													Y		
	K			K						HIK																
Appropriately skipped	90	108	93	52	63	57	13	29	32	30	119	8	4	3	5	5	8	0	1	4	7	7	6	5	8	0
	11.52%	14.42%	10.73%	12.68%	16.03%	12.39%	5.08%	9.21%	8.31%	13.57%	5.13%	18.60%	1.90%	9.68%	2.75%	3.88%	6.50%	0.0%	2.04%	5.56%	5.34%	4.55%	6.00%	4.46%	5.56%	0.0%
	GK	CGHIK	GK	GIK	ACGHIK	GK		K	K	GK		M														
BASE = Those who responded	585	615	742	303	313	382	231	271	345	146	2096	33	197	27	173	117	110	0	46	64	119	139	90	97	134	0
	74.90%	82.11%	85.58%	73.90%	79.64%	83.04%	90.23%	86.03%	89.61%	66.06%	90.42%	76.74%	93.81%	87.10%	95.05%	90.70%	89.43%	0.0%	93.88%	88.89%	90.84%	90.26%	90.00%	86.61%	93.06%	0.0%
	J	ADJ	ADEJ	J	J	ADJ	ABCDEFJ	ADEJ	ABCDEFJ		ABCDEFH		L													
											J															
10 - Best personal doctor possible	390	366	489	208	181	247	147	170	234	99	1238	10	137	6	123	74	70	0	22	46	77	83	62	60	87	0
	66.67%	59.51%	65.90%	68.65%	57.83%	64.66%	63.64%	62.73%	67.83%	67.81%	59.06%	30.30%	69.54%	22.22%	71.10%	63.25%	63.64%	0.0%	47.83%	71.88%	64.71%	59.71%	68.89%	61.86%	64.93%	0.0%
	BEK		BEK	BEK		K			BEK	EK			L							S						
9 -	72	90	97	34	51	52	26	34	42	19	309	4	21	6	19	15	11	0	7	5	14	20	6	11	15	0
	12.31%	14.63%	13.07%	11.22%	16.29%	13.61%	11.26%	12.55%	12.17%	13.01%	14.74%	12.12%	10.66%	22.22%	10.98%	12.82%	10.00%	0.0%	15.22%	7.81%	11.76%	14.39%	6.67%	11.34%	11.19%	0.0%
Top Two Box	462	456	586	242	232	299	173	204	276	118	1547	14	158	12	142	89	81	0	29	51	91	103	68	71	102	0
	78.97%	74.15%	78.98%	79.87%	74.12%	78.27%	74.89%	75.28%	80.00%	80.82%	73.81%	42.42%	80.20%	44.44%	82.08%	76.07%	73.64%	0.0%	63.04%	79.69%	76.47%	74.10%	75.56%	73.20%	76.12%	0.0%
	BK		BK	BK					BK	K			L													
8 -	63	77	74	28	40	45	26	27	28	20	256	7	19	5	16	12	13	0	7	4	15	16	10	11	15	0
	10.77%	12.52%	9.97%	9.24%	12.78%	11.78%	11.26%	9.96%	8.12%	13.70%	12.21%	21.21%	9.64%	18.52%	9.25%	10.26%	11.82%	0.0%	15.22%	6.25%	12.61%	11.51%	11.11%	11.34%	11.19%	0.0%
		I									I															
CAHPS Rate (Top Three Box)	525	533	660	270	272	344	199	231	304	138	1803	21	177	17	158	101	94	0	36	55	106	119	78	82	117	0
	89.74%	86.67%	88.95%	89.11%	86.90%	90.05%	86.15%	85.24%	88.12%	94.52%	86.02%	63.64%	89.85%	62.96%	91.33%	86.32%	85.45%	0.0%	78.26%	85.94%	89.08%	85.61%	86.67%	84.54%	87.31%	0.0%
	K		K			K				ABCDEGH			L													
										IK																
7 -	25	37	30	14	22	15	14	17	17	3	119	3	11	4	7	8	6	0	4	4	6	10	4	7	7	0
	4.27%	6.02%	4.04%	4.62%	7.03%	3.93%	6.06%	6.27%	4.93%	2.05%	5.68%	9.09%	5.58%	14.81%	4.05%	6.84%	5.45%	0.0%	8.70%	6.25%	5.04%	7.19%	4.44%	7.22%	5.22%	0.0%
		J			J		J	J			J															
6 -	10	11	17	5	5	5	5	4	8	3	50	2	3	1	2	4	1	0	1	2	2	4	1	1	4	0
	1.71%	1.79%	2.29%	1.65%	1.60%	1.31%	2.16%	1.48%	2.32%	2.05%	2.39%	6.06%	1.52%	3.70%	1.16%	3.42%	0.91%	0.0%	2.17%	3.13%	1.68%	2.88%	1.11%	1.03%	2.99%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

41. 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?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
5 -	13	18	18	6	6	8	8	10	8	1	71	5	3	3	3	1	7	0	3	1	4	4	4	5	3	0
	2.22%	2.93% J	2.43% J	1.98%	1.92%	2.09%	3.46% J	3.69% J	2.32%	0.68%	3.39% J	15.15% M	1.52%	11.11%	1.73%	0.85%	6.36% P	0.0%	6.52%	1.56%	3.36%	2.88%	4.44%	5.15%	2.24%	0.0%
4 -	3	6	8	3	2	4	1	5	4	0	12	0	1	0	1	0	1	0	0	1	0	0	1	0	1	0
	0.51%	0.98% J	1.08% J	0.99%	0.64%	1.05% J	0.43%	1.85% J	1.16% J	0.0%	0.57% J	0.0%	0.51%	0.0%	0.58%	0.0%	0.91%	0.0%	0.0%	1.56%	0.0%	0.0%	1.11%	0.0%	0.75%	0.0%
3 -	5	5	2	2	4	2	2	2	1	1	19	1	1	1	1	1	1	0	2	0	0	1	1	1	1	0
	0.85%	0.81%	0.27%	0.66%	1.28%	0.52%	0.87%	0.74%	0.29%	0.68%	0.91% C	3.03%	0.51%	3.70%	0.58%	0.85%	0.91%	0.0%	4.35%	0.0%	0.0%	0.72%	1.11%	1.03%	0.75%	0.0%
2 -	1	2	2	1	1	2	1	1	0	0	8	1	0	1	0	1	0	0	0	1	0	0	1	1	0	0
	0.17%	0.33%	0.27%	0.33%	0.32%	0.52%	0.43%	0.37%	0.0%	0.0%	0.38% IJ	3.03%	0.0%	3.70%	0.0%	0.85%	0.0%	0.0%	0.0%	1.56%	0.0%	0.0%	1.11%	1.03%	0.0%	0.0%
1 -	2	1	2	1	0	1	1	1	1	0	7	0	1	0	1	1	0	0	0	0	1	1	0	0	1	0
	0.34%	0.16%	0.27%	0.33%	0.0%	0.26%	0.43%	0.37%	0.29%	0.0%	0.33% EJ	0.0%	0.51%	0.0%	0.58%	0.85%	0.0%	0.0%	0.0%	0.0%	0.84%	0.72%	0.0%	0.0%	0.75%	0.0%
0 - Worst personal doctor possible	1	2	3	1	1	1	0	0	2	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.17%	0.33%	0.40%	0.33%	0.32%	0.26%	0.0%	0.0%	0.58%	0.0%	0.33% GHJ	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Bottom Three Box	4	5	7	3	2	4	2	2	3	0	22	1	1	1	1	2	0	0	0	1	1	1	1	1	1	0
	0.68% J	0.81% J	0.94% J	0.99%	0.64%	1.05% J	0.87%	0.74%	0.87%	0.0%	1.05% J	3.03%	0.51%	3.70%	0.58%	1.71%	0.0%	0.0%	0.0%	1.56%	0.84%	0.72%	1.11%	1.03%	0.75%	0.0%
Bottom Two Box	3	3	5	2	1	2	1	1	3	0	14	0	1	0	1	1	0	0	0	0	1	1	0	0	1	0
	0.51%	0.49%	0.67% J	0.66%	0.32%	0.52%	0.43%	0.37%	0.87%	0.0%	0.67% J	0.0%	0.51%	0.0%	0.58%	0.85%	0.0%	0.0%	0.0%	0.0%	0.84%	0.72%	0.0%	0.0%	0.75%	0.0%
Average rating	9.2017 BK	9.0163	9.1658 K	9.2046 K	9.0256	9.1623 K	9.0606	9.0185	9.1855 K	9.3699 BEGHK	8.9814	7.7273	9.2843 L	7.7037	9.3237	9.0769	9.0273	0	8.5652	9.1875	9.1681	9.0360	9.0778	8.9897	9.1119	0
Standard deviation	1.5136	1.6289	1.5767	1.5851	1.5723	1.5603	1.6266	1.6866	1.5972	1.1409	1.6843	2.1919	1.3963	2.1398	1.4016	1.6494	1.6207	0	1.8957	1.6382	1.4743	1.5613	1.7335	1.6776	1.5866	0
3-point composite mean	2.7299 K	2.6683	2.7197 K	2.7360 K	2.6805	2.7225 K	2.6710	2.6679	2.7304 K	2.7740 BK	2.6551	2.1515	2.7563 L	2.2222	2.7746	2.6923	2.6455	0	2.5000	2.7188	2.7059	2.6691	2.6667	2.6495	2.6866	0
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.04%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	105	26	25	53	16	15	12	15	7	45	90	2	8	3	3	6	6	0	3	2	6	7	5	9	3	0
	13.44%	3.47%	2.88%	12.93%	4.07%	3.26%	4.69%	4.76%	1.82%	20.36%	3.88%	4.65%	3.81%	9.68%	1.65%	4.65%	4.88%	0.0%	6.12%	2.78%	4.58%	4.55%	5.00%	8.04%	2.08%	0.0%
	BCEFGHI			BCEFGHI				I		ABCDEFG	I													Y		
	K			K						HIK																
Appropriately skipped	90	108	93	52	63	57	13	29	32	30	119	8	4	3	5	5	8	0	1	4	7	7	6	5	8	0
	11.52%	14.42%	10.73%	12.68%	16.03%	12.39%	5.08%	9.21%	8.31%	13.57%	5.13%	18.60%	1.90%	9.68%	2.75%	3.88%	6.50%	0.0%	2.04%	5.56%	5.34%	4.55%	6.00%	4.46%	5.56%	0.0%
	GK	CGHIK	GK	GIK	ACGHIK	GK		K	K	GK		M														
BASE = Those who responded	586	615	749	305	314	388	231	271	346	146	2108	33	198	25	174	118	109	0	45	66	118	140	89	98	133	0
	75.03%	82.11%	86.39%	74.39%	79.90%	84.35%	90.23%	86.03%	89.87%	66.06%	90.94%	76.74%	94.29%	80.65%	95.60%	91.47%	88.62%	0.0%	91.84%	91.67%	90.08%	90.91%	89.00%	87.50%	92.36%	0.0%
	J	ADJ	ABDEJ	J	J	ADJ	ABDEFJ	ADEJ	ABDEFJ		ABCDEFH		L		N											
											J															
Yes	196	241	312	77	95	106	163	204	268	21	1585	24	139	22	124	77	83	0	28	49	86	99	64	70	93	0
	33.45%	39.19%	41.66%	25.25%	30.25%	27.32%	70.56%	75.28%	77.46%	14.38%	75.19%	72.73%	70.20%	88.00%	71.26%	65.25%	76.15%	0.0%	62.22%	74.24%	72.88%	70.71%	71.91%	71.43%	69.92%	0.0%
	DFJ	ADEFJ	ADEFJ	J	J	J	ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ															
No	390	374	437	228	219	282	68	67	78	125	523	9	59	3	50	41	26	0	17	17	32	41	25	28	40	0
	66.55%	60.81%	58.34%	74.75%	69.75%	72.68%	29.44%	24.72%	22.54%	85.62%	24.81%	27.27%	29.80%	12.00%	28.74%	34.75%	23.85%	0.0%	37.78%	25.76%	27.12%	29.29%	28.09%	28.57%	30.08%	0.0%
	BCGHIK	GHIK	GHIK	ABCGHIK	BCGHIK	ABCGHIK				ABCDEFG																
										HIK																
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.04%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	111	33	34	56	18	19	16	21	13	46	130	2	12	3	7	8	8	0	5	3	7	10	6	10	6	0
	14.21%	4.41%	3.92%	13.66%	4.58%	4.13%	6.25%	6.67%	3.38%	20.81%	5.61%	4.65%	5.71%	9.68%	3.85%	6.20%	6.50%	0.0%	10.20%	4.17%	5.34%	6.49%	6.00%	8.93%	4.17%	0.0%
	BCEFGHI K			BCEFGHI K						ABCDEFG HIK	CI															
Appropriately skipped	480	482	530	280	282	339	81	96	110	155	642	17	63	6	55	46	34	0	18	21	39	48	31	33	48	0
	61.46%	64.35%	61.13%	68.29%	71.76%	73.70%	31.64%	30.48%	28.57%	70.14%	27.70%	39.53%	30.00%	19.35%	30.22%	35.66%	27.64%	0.0%	36.73%	29.17%	29.77%	31.17%	31.00%	29.46%	33.33%	0.0%
	GHIK	GHIK	GHIK	ACGHIK	ABCGHIK	ABCGHIK				ACGHIK																
BASE = Those who responded	190	234	303	74	93	102	159	198	262	20	1545	24	135	22	120	75	81	0	26	48	85	96	63	69	90	0
	24.33%	31.24%	34.95%	18.05%	23.66%	22.17%	62.11%	62.86%	68.05%	9.05%	66.65%	55.81%	64.29%	70.97%	65.93%	58.14%	65.85%	0.0%	53.06%	66.67%	64.89%	62.34%	63.00%	61.61%	62.50%	0.0%
	DJ	ADEFJ	ADEFJ	J	J	J	ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ															
Yes	175	211	289	69	82	99	150	179	250	16	1422	22	128	19	114	70	77	0	22	47	81	91	59	64	86	0
	92.11%	90.17%	95.38%	93.24%	88.17%	97.06%	94.34%	90.40%	95.42%	80.00%	92.04%	91.67%	94.81%	86.36%	95.00%	93.33%	95.06%	0.0%	84.62%	97.92%	95.29%	94.79%	93.65%	92.75%	95.56%	0.0%
			BEHK			BEHK			BEHK																	
No	15	23	14	5	11	3	9	19	12	4	123	2	7	3	6	5	4	0	4	1	4	5	4	5	4	0
	7.89%	9.83%	4.62%	6.76%	11.83%	2.94%	5.66%	9.60%	4.58%	20.00%	7.96%	8.33%	5.19%	13.64%	5.00%	6.67%	4.94%	0.0%	15.38%	2.08%	4.71%	5.21%	6.35%	7.25%	4.44%	0.0%
		CFI			CFI			CFI			CFI															
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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Children With Chronic Conditions

44. 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?

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	111	32	29	56	19	15	15	18	11	47	128	3	10	4	5	7	8	0	3	3	8	8	7	10	5	0
	14.21%	4.27%	3.34%	13.66%	4.83%	3.26%	5.86%	5.71%	2.86%	21.27%	5.52%	6.98%	4.76%	12.90%	2.75%	5.43%	6.50%	0.0%	6.12%	4.17%	6.11%	5.19%	7.00%	8.93%	3.47%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG	CFI															
	K			K						HIK																
Appropriately skipped	480	482	530	280	282	339	81	96	110	155	642	17	63	6	55	46	34	0	18	21	39	48	31	33	48	0
	61.46%	64.35%	61.13%	68.29%	71.76%	73.70%	31.64%	30.48%	28.57%	70.14%	27.70%	39.53%	30.00%	19.35%	30.22%	35.66%	27.64%	0.0%	36.73%	29.17%	29.77%	31.17%	31.00%	29.46%	33.33%	0.0%
	GHIK	GHIK	GHIK	ACGHIK	ABCGHIK	ABCGHIK				ACGHIK																
BASE = Those who responded	190	235	308	74	92	106	160	201	264	19	1546	23	137	21	122	76	81	0	28	48	84	98	62	69	91	0
	24.33%	31.38%	35.52%	18.05%	23.41%	23.04%	62.50%	63.81%	68.57%	8.60%	66.70%	53.49%	65.24%	67.74%	67.03%	58.91%	65.85%	0.0%	57.14%	66.67%	64.12%	63.64%	62.00%	61.61%	63.19%	0.0%
	DJ	ADEFJ	ADEFJ	J	J	J	ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ															
Yes	171	199	282	69	77	98	146	170	239	16	1379	19	127	18	112	70	73	0	21	46	79	90	56	64	82	0
	90.00%	84.68%	91.56%	93.24%	83.70%	92.45%	91.25%	84.58%	90.53%	84.21%	89.20%	82.61%	92.70%	85.71%	91.80%	92.11%	90.12%	0.0%	75.00%	95.83%	94.05%	91.84%	90.32%	92.75%	90.11%	0.0%
			BH	BEH		BH	BH		B																	
No	19	36	26	5	15	8	14	31	25	3	167	4	10	3	10	6	8	0	7	2	5	8	6	5	9	0
	10.00%	15.32%	8.44%	6.76%	16.30%	7.55%	8.75%	15.42%	9.47%	15.79%	10.80%	17.39%	7.30%	14.29%	8.20%	7.89%	9.88%	0.0%	25.00%	4.17%	5.95%	8.16%	9.68%	7.25%	9.89%	0.0%
		CDFGI			D			CDFG																		
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.04%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	99	21	479	51	13	267	1	12	189	47	19	0	0	1	0	0	1	0	0	0	1	1	0	1	0	0
	12.68%	2.80%	55.25%	12.44%	3.31%	58.04%	0.39%	3.81%	49.09%	21.27%	0.82%	0.0%	0.0%	3.23%	0.0%	0.0%	0.81%	0.0%	0.0%	0.0%	0.76%	0.65%	0.0%	0.89%	0.0%	0.0%
	BEGHK	GK	ABDEGHI JK	BEGHK	GK	ABDEGHI JK		GK	ABDEGHJ K	ABDEGHK																
BASE = Those who responded	682	728	388	359	380	193	255	303	196	174	2298	43	210	30	182	129	122	0	49	72	130	153	100	111	144	0
	87.32%	97.20%	44.75%	87.56%	96.69%	41.96%	99.61%	96.19%	50.91%	78.73%	99.14%	100.00%	100.00%	96.77%	100.00%	100.00%	99.19%	0.0%	100.00%	100.00%	99.24%	99.35%	100.00%	99.11%	100.00%	0.0%
	CFIJ	ACDFIJ		CFIJ	ACDFIJ		ABCDEFH IJ	ACDFIJ	CF	CFI	ABCDEFH IJ															
Yes	171	169	112	81	69	41	104	114	77	34	930	13	91	13	82	42	59	0	28	24	51	51	53	44	60	0
	25.07%	23.21%	28.87%	22.56%	18.16%	21.24%	40.78%	37.62%	39.29%	19.54%	40.47%	30.23%	43.33%	43.33%	45.05%	32.56%	48.36%	0.0%	57.14%	33.33%	39.23%	33.33%	53.00%	39.64%	41.67%	0.0%
	E	E	BDEFJ				ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ						P		TU				V			
No	511	559	276	278	311	152	151	189	119	140	1368	30	119	17	100	87	63	0	21	48	79	102	47	67	84	0
	74.93%	76.79%	71.13%	77.44%	81.84%	78.76%	59.22%	62.38%	60.71%	80.46%	59.53%	69.77%	56.67%	56.67%	54.95%	67.44%	51.64%	0.0%	42.86%	66.67%	60.77%	66.67%	47.00%	60.36%	58.33%	0.0%
	GHIK	CGHIK	GHIK	CGHIK	ABCGHIK	CGHIK				CGHIK						Q				S	S	W				
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.09%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	100 12.80% BEGHK	22 2.94% GK	480 55.36% ABDEGHI JK	51 12.44% BEGHK	13 3.31% GK	267 58.04% ABDEGHI JK	1 0.39%	13 4.13% GK	189 49.09% ABDEGHJ K	48 21.72% ABDEGHK	27 1.16%	0 0.0%	0 0.0%	1 3.23%	0 0.0%	0 0.0%	1 0.81%	0 0.0%	0 0.0%	0 0.0%	1 0.76%	1 0.65%	0 0.0%	1 0.89%	0 0.0%	0 0.0%
Appropriately skipped	511 65.43% CFIK	559 74.63% ACDFGHI JK	276 31.83%	278 67.80% CFGHIK	311 79.13% ACDFGHI JK	152 33.04%	151 58.98% CFI	189 60.00% CFI	119 30.91%	140 63.35% CFI	1368 59.02% CFI	30 69.77%	119 56.67%	17 54.84%	100 54.95%	87 67.44% Q	63 51.22%	0 0.0%	21 42.86%	48 66.67% S	79 60.31% S	102 66.23% W	47 47.00%	67 59.82%	84 58.33%	0 0.0%
BASE = Those who responded	170 21.77% CFJ	168 22.43% CEFJ	111 12.80% F	81 19.76% CF	69 17.56% CF	41 8.91%	104 40.63% ABCDEFI J	113 35.87% ABCDEFI J	77 20.00% CF	33 14.93% F	921 39.73% ABCDEFI J	13 30.23%	91 43.33%	13 41.94%	82 45.05%	42 32.56%	59 47.97% P	0 0.0%	28 57.14% TU	24 33.33%	51 38.93%	51 33.12%	53 53.00% V	44 39.29%	60 41.67%	0 0.0%
Never	4 2.35% J	10 5.95% J	4 3.60% J	2 2.47%	3 4.35%	1 2.44%	2 1.92%	4 3.54% J	3 3.90%	0 0.0%	35 3.80% J	1 7.69%	1 1.10%	0 0.0%	2 2.44%	1 2.38%	1 1.69%	0 0.0%	1 3.57%	1 4.17%	0 0.0%	2 3.92%	0 0.0%	0 0.0%	2 3.33%	0 0.0%
Sometimes	21 12.35%	20 11.90%	17 15.32%	12 14.81%	10 14.49%	8 19.51%	9 8.65%	12 10.62%	15 19.48% G	5 15.15%	121 13.14%	4 30.77%	5 5.49%	0 0.0%	7 8.54%	3 7.14%	5 8.47%	0 0.0%	3 10.71%	3 12.50%	3 5.88%	4 7.84%	5 9.43%	2 4.55%	7 11.67%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	25 14.71%	30 17.86%	21 18.92%	14 17.28%	13 18.84%	9 21.95%	11 10.58%	16 14.16%	18 23.38% G	5 15.15%	156 16.94%	5 38.46%	6 6.59%	0 0.0%	9 10.98%	4 9.52%	6 10.17%	0 0.0%	4 14.29%	4 16.67%	3 5.88%	6 11.76%	5 9.43%	2 4.55%	9 15.00%	0 0.0%
Usually	31 18.24%	26 15.48%	16 14.41%	17 20.99%	12 17.39%	7 17.07%	21 20.19%	15 13.27%	9 11.69%	3 9.09%	237 25.73% ABCHIJ	4 30.77%	17 18.68%	5 38.46%	16 19.51%	11 26.19%	9 15.25%	0 0.0%	6 21.43%	4 16.67%	11 21.57%	10 19.61%	11 20.75%	13 29.55% Y	8 13.33%	0 0.0%
Always	114 67.06% K	112 66.67% K	74 66.67%	50 61.73%	44 63.77%	25 60.98%	72 69.23% K	82 72.57% K	50 64.94%	25 75.76% K	528 57.33%	4 30.77%	68 74.73%	8 61.54%	57 69.51%	27 64.29%	44 74.58%	0 0.0%	18 64.29%	16 66.67%	37 72.55%	35 68.63%	37 69.81%	29 65.91%	43 71.67%	0 0.0%
CAHPS Rate (%Always + %Usually)	145 85.29%	138 82.14%	90 81.08%	67 82.72%	56 81.16%	32 78.05%	93 89.42% I	97 85.84%	59 76.62%	28 84.85%	765 83.06%	8 61.54%	85 93.41%	13 100.00%	73 89.02%	38 90.48%	53 89.83%	0 0.0%	24 85.71%	20 83.33%	48 94.12%	45 88.24%	48 90.57%	42 95.45%	51 85.00%	0 0.0%
3-point composite mean	2.5235	2.4881	2.4775	2.4444	2.4493	2.3902	2.5865 K	2.5841 K	2.4156	2.6061	2.4039	1.9231	2.6813	2.6154	2.5854	2.5476	2.6441	0	2.5000	2.5000	2.6667	2.5686	2.6038	2.6136	2.5667	0

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Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4-point composite mean	3.5000	3.4286	3.4414	3.4198	3.4058	3.3659	3.5673	3.5487	3.3766	3.6061	3.3659	2.8462	3.6703	3.6154	3.5610	3.5238	3.6271	0	3.4643	3.4583	3.6667	3.5294	3.6038	3.6136	3.5333	0
							K	K																		
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	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 0.17% ABCDEFG HIJ	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	101 12.93% BEGHK	21 2.80% GK	479 55.25% ABDEGHI JK	52 12.68% BEGHK	13 3.31% GK	267 58.04% ABDEGHI JK	1 0.39%	12 3.81% GK	189 49.09% ABDEGHJ K	48 21.72% ABDEGHK	27 1.16%	0 0.0%	0 0.0%	1 3.23%	0 0.0%	0 0.0%	1 0.81%	0 0.0%	0 0.0%	0 0.0%	1 0.76%	1 0.65%	0 0.0%	1 0.89%	0 0.0%	0 0.0%
Appropriately skipped	511 65.43% CFIK	559 74.63% ACDFGHI JK	276 31.83%	278 67.80% CFGHIK	311 79.13% ACDFGHI JK	152 33.04%	151 58.98% CFI	189 60.00% CFI	119 30.91%	140 63.35% CFI	1368 59.02% CFI	30 69.77%	119 56.67%	17 54.84%	100 54.95%	87 67.44% Q	63 51.22%	0 0.0%	21 42.86%	48 66.67% S	79 60.31% S	102 66.23% W	47 47.00%	67 59.82%	84 58.33%	0 0.0%
BASE = Those who responded	169 21.64% CFJ	169 22.56% CEFJ	112 12.92% F	80 19.51% CF	69 17.56% CF	41 8.91%	104 40.63% ABCDEFI J	114 36.19% ABCDEFI J	77 20.00% CF	33 14.93% F	919 39.65% ABCDEFI J	13 30.23%	91 43.33%	13 41.94%	82 45.05%	42 32.56%	59 47.97% P	0 0.0%	28 57.14% TU	24 33.33%	51 38.93%	51 33.12%	53 53.00% V	44 39.29%	60 41.67%	0 0.0%
None (v 0)	9 5.33%	12 7.10% E	3 2.68%	4 5.00%	1 1.45%	3 7.32%	6 5.77%	4 3.51%	2 2.60%	2 6.06%	41 4.46%	1 7.69%	5 5.49%	1 7.69%	4 4.88%	2 4.76%	4 6.78%	0 0.0%	2 7.14%	1 4.17%	3 5.88%	3 5.88%	3 5.66%	5 11.36%	1 1.67%	0 0.0%
Saw a specialist (NET)	160 94.67%	157 92.90%	109 97.32%	76 95.00%	68 98.55% B	38 92.68%	98 94.23%	110 96.49%	75 97.40%	31 93.94%	878 95.54%	12 92.31%	86 94.51%	12 92.31%	78 95.12%	40 95.24%	55 93.22%	0 0.0%	26 92.86%	23 95.83%	48 94.12%	48 94.12%	50 94.34%	39 88.64%	59 98.33%	0 0.0%
1 specialist (v 1)	103 60.95%	103 60.95%	70 62.50%	46 57.50%	48 69.57% GK	26 63.41%	54 51.92%	64 56.14%	44 57.14%	23 69.70%	497 54.08%	5 38.46%	49 53.85%	6 46.15%	44 53.66%	25 59.52%	29 49.15%	0 0.0%	17 60.71%	13 54.17%	24 47.06%	28 54.90%	26 49.06%	23 52.27%	31 51.67%	0 0.0%
2 (v 2)	45 26.63%	37 21.89%	26 23.21%	23 28.75%	12 17.39%	8 19.51%	34 32.69% E	30 26.32%	20 25.97%	7 21.21%	232 25.24%	4 30.77%	30 32.97%	4 30.77%	28 34.15%	13 30.95%	19 32.20%	0 0.0%	8 28.57%	8 33.33%	17 33.33%	15 29.41%	19 35.85%	12 27.27%	22 36.67%	0 0.0%
3 (v 3)	8 4.73% J	10 5.92% J	11 9.82% J	5 6.25% J	5 7.25% J	3 7.32%	7 6.73% J	9 7.89% J	10 12.99% AJ	0 0.0%	82 8.92% AJ	2 15.38%	5 5.49%	1 7.69%	5 6.10%	2 4.76%	5 8.47%	0 0.0%	0 0.0%	2 8.33%	5 9.80%	3 5.88%	4 7.55%	3 6.82%	4 6.67%	0 0.0%
4 (v 4)	2 1.18%	3 1.78%	2 1.79%	0 0.0%	1 1.45%	1 2.44%	1 0.96%	3 2.63%	1 1.30%	1 3.03%	29 3.16% DG	1 7.69%	0 0.0%	0 0.0%	1 1.22%	0 0.0%	1 1.69%	0 0.0%	1 3.57%	0 0.0%	0 0.0%	1 1.96%	0 0.0%	0 0.0%	1 1.67%	0 0.0%

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
5 or more specialists (v 6)	2 1.18%	4 2.37% CFIJ	0 0.0%	2 2.50%	2 2.90%	0 0.0%	2 1.92%	4 3.51% CFIJ	0 0.0%	0 0.0%	38 4.13% ACFIJ	0 0.0%	2 2.20%	1 7.69%	0 0.0%	0 0.0%	1 1.69%	0 0.0%	0 0.0%	0 0.0%	2 3.92%	1 1.96%	1 1.89%	1 2.27%	1 1.67%	0 0.0%
Average	1.4024	1.4379	1.4554	1.4875	1.4928	1.3415	1.5288	1.6404 J	1.5325	1.2424	1.6877 ABCFJ	1.7692	1.4945	1.7692	1.4512	1.3571	1.5593	0	1.3214	1.4583	1.6667	1.5098	1.5472	1.4091	1.6167	0
Standard deviation	0.8656	1.0423	0.7779	0.9873	1.0443	0.8148	0.9703	1.1481	0.7991	0.6976	1.2242	1.0491	0.9536	1.4226	0.7351	0.6481	0.9961	0	0.7585	0.7059	1.1490	0.9975	0.9430	1.0295	0.9145	0
Sigma	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%

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48. 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?

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.04%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	102 13.06% BEGHK	22 2.94% GK	479 55.25% ABDEGHI JK	53 12.93% BEGHK	13 3.31% GK	267 58.04% ABDEGHI JK	1 0.39%	13 4.13% GK	189 49.09% ABDEGHJ K	48 21.72% ABDEGHK	34 1.47% G	0 0.0%	0 0.0%	1 3.23%	0 0.0%	0 0.0%	1 0.81%	0 0.0%	0 0.0%	0 0.0%	1 0.76%	1 0.65%	0 0.0%	1 0.89%	0 0.0%	0 0.0%
Appropriately skipped	520 66.58% CFIK	571 76.23% ACDFGHI JK	279 32.18%	282 68.78% CFHIK	312 79.39% ACDFGHI JK	155 33.70%	157 61.33% CFI	193 61.27% CFI	121 31.43%	142 64.25% CFI	1409 60.79% CFI	31 72.09%	124 59.05%	18 58.06%	104 57.14%	89 68.99% Q	67 54.47%	0 0.0%	23 46.94%	49 68.06% S	82 62.60%	105 68.18% W	50 50.00%	72 64.29%	85 59.03%	0 0.0%
BASE = Those who responded	159 20.36% CFJ	156 20.83% CFJ	109 12.57% F	75 18.29% CF	68 17.30% CF	38 8.26%	98 38.28% ABCDEFI J	109 34.60% ABCDEFI J	75 19.48% CF	31 14.03% F	874 37.70% ABCDEFI J	12 27.91%	86 40.95%	12 38.71%	78 42.86%	40 31.01%	55 44.72% P	0 0.0%	26 53.06% TU	23 31.94%	48 36.64%	48 31.17%	50 50.00% V	39 34.82%	59 40.97%	0 0.0%
10 - Best specialist possible	106 66.67% EK	89 57.05%	72 66.06% EK	51 68.00% EK	33 48.53%	27 71.05% EK	66 67.35% EK	64 58.72%	51 68.00% EK	20 64.52%	469 53.66%	5 41.67%	61 70.93%	5 41.67%	56 71.79%	28 70.00%	36 65.45%	0 0.0%	15 57.69%	14 60.87%	36 75.00%	31 64.58%	35 70.00%	27 69.23%	39 66.10%	0 0.0%
9 -	14 8.81%	31 19.87% ADG	19 17.43% AD	5 6.67%	19 27.94% ADGJK	6 15.79%	9 9.18%	17 15.60% D	12 16.00%	3 9.68%	147 16.82% ADG	2 16.67%	7 8.14%	2 16.67%	7 8.97%	4 10.00%	5 9.09%	0 0.0%	6 23.08%	1 4.35%	2 4.17%	3 6.25%	6 12.00%	3 7.69%	6 10.17%	0 0.0%
Top Two Box	120 75.47%	120 76.92%	91 83.49% K	56 74.67%	52 76.47%	33 86.84% K	75 76.53%	81 74.31%	63 84.00% K	23 74.19%	616 70.48%	7 58.33%	68 79.07%	7 58.33%	63 80.77%	32 80.00%	41 74.55%	0 0.0%	21 80.77%	15 65.22%	38 79.17%	34 70.83%	41 82.00%	30 76.92%	45 76.27%	0 0.0%
8 -	18 11.32% I	18 11.54% I	6 5.50%	7 9.33%	6 8.82%	3 7.89%	10 10.20%	15 13.76% CI	3 4.00%	4 12.90%	120 13.73% CI	3 25.00%	7 8.14%	4 33.33%	6 7.69%	3 7.50%	6 10.91%	0 0.0%	1 3.85%	3 13.04%	6 12.50%	7 14.58%	3 6.00%	6 15.38%	4 6.78%	0 0.0%
CAHPS Rate (Top Three Box)	138 86.79%	138 88.46%	97 88.99%	63 84.00%	58 85.29%	36 94.74% K	85 86.73%	96 88.07%	66 88.00%	27 87.10%	736 84.21%	10 83.33%	75 87.21%	11 91.67%	69 88.46%	35 87.50%	47 85.45%	0 0.0%	22 84.62%	18 78.26%	44 91.67%	41 85.42%	44 88.00%	36 92.31%	49 83.05%	0 0.0%
7 -	9 5.66% F	9 5.77% F	4 3.67% F	4 5.33% F	5 7.35% F	0 0.0%	6 6.12% F	6 5.50% F	4 5.33% F	2 6.45%	63 7.21% F	0 0.0%	6 6.98%	0 0.0%	5 6.41%	3 7.50%	3 5.45%	0 0.0%	2 7.69%	2 8.70%	2 4.17%	2 4.17%	4 8.00%	1 2.56%	5 8.47%	0 0.0%
6 -	3 1.89%	0 0.0%	4 3.67% BEH	2 2.67%	0 0.0%	2 5.26%	1 1.02%	0 0.0%	2 2.67%	1 3.23%	22 2.52% BEH	0 0.0%	1 1.16%	0 0.0%	1 1.28%	0 0.0%	1 1.82%	0 0.0%	0 0.0%	1 4.35%	0 0.0%	0 0.0%	1 2.00%	0 0.0%	1 1.69%	0 0.0%

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												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
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5 -	4	6	3	1	4	0	3	4	2	1	26	1	2	0	1	1	2	0	1	0	2	3	0	0	3	0
	2.52%	3.85%	2.75%	1.33%	5.88%	0.0%	3.06%	3.67%	2.67%	3.23%	2.97%	8.33%	2.33%	0.0%	1.28%	2.50%	3.64%	0.0%	3.85%	0.0%	4.17%	6.25%	0.0%	0.0%	5.08%	0.0%
	F	F			F			F			F															
4 -	1	2	0	1	1	0	1	2	0	0	12	0	1	0	1	0	1	0	0	1	0	1	0	0	1	0
	0.63%	1.28%	0.0%	1.33%	1.47%	0.0%	1.02%	1.83%	0.0%	0.0%	1.37%	0.0%	1.16%	0.0%	1.28%	0.0%	1.82%	0.0%	0.0%	4.35%	0.0%	2.08%	0.0%	0.0%	1.69%	0.0%
											CFIJ															
3 -	1	0	0	1	0	0	1	0	0	0	6	0	1	0	1	0	1	0	1	0	0	1	0	1	0	0
	0.63%	0.0%	0.0%	1.33%	0.0%	0.0%	1.02%	0.0%	0.0%	0.0%	0.69%	0.0%	1.16%	0.0%	1.28%	0.0%	1.82%	0.0%	3.85%	0.0%	0.0%	2.08%	0.0%	2.56%	0.0%	0.0%
											BCEFHIJ															
2 -	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%	0.34%	0.0%	0.0%	0.0%	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	2	0	0	1	0	0	0	2	1	0	1	0	1	0	0	0	1	0	0	1	1	0	0
	1.26%	0.0%	0.0%	2.67%	0.0%	0.0%	1.02%	0.0%	0.0%	0.0%	0.23%	8.33%	0.0%	8.33%	0.0%	2.50%	0.0%	0.0%	0.0%	4.35%	0.0%	0.0%	2.00%	2.56%	0.0%	0.0%
0 - Worst specialist possible	1	1	1	1	0	0	0	1	1	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.63%	0.64%	0.92%	1.33%	0.0%	0.0%	0.0%	0.92%	1.33%	0.0%	0.46%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
											EFGJ															
Bottom Three Box	3	1	1	3	0	0	1	1	1	0	9	1	0	1	0	1	0	0	0	1	0	0	1	1	0	0
	1.89%	0.64%	0.92%	4.00%	0.0%	0.0%	1.02%	0.92%	1.33%	0.0%	1.03%	8.33%	0.0%	8.33%	0.0%	2.50%	0.0%	0.0%	0.0%	4.35%	0.0%	0.0%	2.00%	2.56%	0.0%	0.0%
											EFJ															
Bottom Two Box	3	1	1	3	0	0	1	1	1	0	6	1	0	1	0	1	0	0	0	1	0	0	1	1	0	0
	1.89%	0.64%	0.92%	4.00%	0.0%	0.0%	1.02%	0.92%	1.33%	0.0%	0.69%	8.33%	0.0%	8.33%	0.0%	2.50%	0.0%	0.0%	0.0%	4.35%	0.0%	0.0%	2.00%	2.56%	0.0%	0.0%
											EFJ															
Average rating	9.0566	9.0641	9.2294	8.8667	8.9412	9.4737	9.1020	9.0183	9.2267	9.1613	8.8673	8.1667	9.2326	8.4167	9.2821	9.1750	9.0364	0	9.0000	8.6087	9.3750	8.9375	9.2600	9.1282	9.0847	0
			K			BEHK																				
Standard deviation	1.8093	1.5387	1.5243	2.2410	1.4741	1.0192	1.6933	1.6534	1.6213	1.3464	1.7096	2.5766	1.4838	2.3965	1.4402	1.7448	1.6838	0	1.7097	2.2792	1.2521	1.7959	1.5724	1.8699	1.5654	0
3-point composite mean	2.6792	2.7115	2.7615	2.6400	2.6912	2.8158	2.6939	2.6789	2.7733	2.6774	2.6190	2.4167	2.7326	2.5000	2.7564	2.7500	2.6545	0	2.7308	2.5217	2.7500	2.6042	2.7800	2.7179	2.6780	0
			K			K			K																	
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	2	0	0	1	0	0	1	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.23%	0.0%	0.0%	0.22%	0.0%	0.0%	0.26%	0.0%	0.13%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	112	26	28	55	15	16	6	15	11	52	36	0	5	1	4	1	5	0	0	2	4	5	1	3	3	0
	14.34%	3.47%	3.23%	13.41%	3.82%	3.48%	2.34%	4.76%	2.86%	23.53%	1.55%	0.0%	2.38%	3.23%	2.20%	0.78%	4.07%	0.0%	0.0%	2.78%	3.05%	3.25%	1.00%	2.68%	2.08%	0.0%
	BCEFGHI	K	K	BCEFGHI	K	K		K		ABCDEFG			L								S					
	K			K						HIK																
BASE = Those who responded	669	723	837	355	378	443	250	300	373	169	2279	43	205	30	178	128	118	0	49	70	127	149	99	109	141	0
	85.66%	96.53%	96.54%	86.59%	96.18%	96.30%	97.66%	95.24%	96.88%	76.47%	98.32%	100.00%	97.62%	96.77%	97.80%	99.22%	95.93%	0.0%	100.00%	97.22%	96.95%	96.75%	99.00%	97.32%	97.92%	0.0%
	J	ADJ	ADJ	J	ADJ	ADJ	ADJ	ADJ	ADJ		ABCDEFH	M							U							
											J															
Yes	207	196	268	106	92	125	95	100	147	49	751	9	86	10	71	48	45	0	21	21	52	59	35	33	62	0
	30.94%	27.11%	32.02%	29.86%	24.34%	28.22%	38.00%	33.33%	39.41%	28.99%	32.95%	20.93%	41.95%	33.33%	39.89%	37.50%	38.14%	0.0%	42.86%	30.00%	40.94%	39.60%	35.35%	30.28%	43.97%	0.0%
	E		BE				ABDEF	E	ABCDEFJ		BEF		L												X	
									K																	
No	462	527	569	249	286	318	155	200	226	120	1528	34	119	20	107	80	73	0	28	49	75	90	64	76	79	0
	69.06%	72.89%	67.98%	70.14%	75.66%	71.78%	62.00%	66.67%	60.59%	71.01%	67.05%	79.07%	58.05%	66.67%	60.11%	62.50%	61.86%	0.0%	57.14%	70.00%	59.06%	60.40%	64.65%	69.72%	56.03%	0.0%
	GI	CGIK	I	GI	ACGHIK	GIK				I	I	M												Y		
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	117 14.98% BCEFGHI K	26 3.47% K	33 3.81% K	57 13.90% BCEFGHI K	15 3.82%	19 4.13% K	6 2.34%	15 4.76% K	12 3.12%	55 24.89% ABCDEFG HIK	43 1.86%	0 0.0%	5 2.38% L	1 3.23%	4 2.20%	1 0.78%	5 4.07%	0 0.0%	0 0.0%	2 2.78%	4 3.05% S	5 3.25%	1 1.00%	3 2.68%	3 2.08%	0 0.0%
Appropriately skipped	462 59.15%	527 70.36% ACDGHIJ K	569 65.63% AIJ	249 60.73%	286 72.77% ACDGHIJ K	318 69.13% ADGIJ	155 60.55%	200 63.49% J	226 58.70%	120 54.30%	1528 65.92% ADIJ	34 79.07% M	119 56.67%	20 64.52%	107 58.79%	80 62.02%	73 59.35%	0 0.0%	28 57.14%	49 68.06%	75 57.25%	90 58.44%	64 64.00%	76 67.86% Y	79 54.86%	0 0.0%
BASE = Those who responded	202 25.86%	196 26.17%	265 30.57% AEJ	104 25.37%	92 23.41%	123 26.74%	95 37.11% ABDEFJ	100 31.75% EJ	147 38.18% ABCDEFJ K	46 20.81%	747 32.23% ABDEFJ	9 20.93%	86 40.95% L	10 32.26%	71 39.01%	48 37.21%	45 36.59%	0 0.0%	21 42.86%	21 29.17%	52 39.69%	59 38.31%	35 35.00%	33 29.46%	62 43.06% X	0 0.0%
Never	2 0.99%	7 3.57% D	10 3.77% AD	0 0.0%	4 4.35% D	5 4.07% D	1 1.05%	3 3.00%	6 4.08% D	1 2.17%	14 1.87% D	1 11.11%	0 0.0%	0 0.0%	1 1.41%	1 2.08%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.92%	1 1.69%	0 0.0%	1 3.03%	0 0.0%	0 0.0%
Sometimes	20 9.90%	26 13.27%	35 13.21%	11 10.58%	15 16.30%	15 12.20%	10 10.53%	13 13.00%	22 14.97%	4 8.70%	108 14.46%	2 22.22%	8 9.30%	0 0.0%	9 12.68%	4 8.33%	6 13.33%	0 0.0%	4 19.05%	2 9.52%	4 7.69%	8 13.56%	2 5.71%	4 12.12%	6 9.68%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	22 10.89%	33 16.84%	45 16.98%	11 10.58%	19 20.65% A	20 16.26%	11 11.58%	16 16.00%	28 19.05% A	5 10.87%	122 16.33% A	3 33.33%	8 9.30%	0 0.0%	10 14.08%	5 10.42%	6 13.33%	0 0.0%	4 19.05%	2 9.52%	5 9.62%	9 15.25%	2 5.71%	5 15.15%	6 9.68%	0 0.0%
Usually	38 18.81%	32 16.33%	56 21.13%	20 19.23%	16 17.39%	31 25.20% H	20 21.05%	14 14.00%	38 25.85% BHJ	6 13.04%	172 23.03% BH	1 11.11%	19 22.09%	5 50.00%	14 19.72%	9 18.75%	11 24.44%	0 0.0%	2 9.52%	6 28.57%	12 23.08%	11 18.64%	9 25.71%	8 24.24%	12 19.35%	0 0.0%
Always	142 70.30% FIK	131 66.84% I	164 61.89%	73 70.19% IK	57 61.96%	72 58.54%	64 67.37%	70 70.00% I	81 55.10%	35 76.09% CFIK	453 60.64%	5 55.56%	59 68.60%	5 50.00%	47 66.20%	34 70.83%	28 62.22%	0 0.0%	15 71.43%	13 61.90%	35 67.31%	39 66.10%	24 68.57%	20 60.61%	44 70.97%	0 0.0%
CAHPS Rate (%Always + %Usually)	180 89.11% EIK	163 83.16%	220 83.02%	93 89.42%	73 79.35%	103 83.74%	84 88.42%	84 84.00%	119 80.95%	41 89.13%	625 83.67%	6 66.67%	78 90.70%	10 100.00%	61 85.92%	43 89.58%	39 86.67%	0 0.0%	17 80.95%	19 90.48%	47 90.38%	50 84.75%	33 94.29%	28 84.85%	56 90.32%	0 0.0%
3-point composite mean	2.5941 CFIK	2.5000	2.4491	2.5962 I	2.4130	2.4228	2.5579 I	2.5400	2.3605	2.6522 I	2.4431	2.2222	2.5930	2.5000	2.5211	2.6042	2.4889	0	2.5238	2.5238	2.5769	2.5085	2.6286	2.4545	2.6129	0

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4-point composite mean	3.5842	3.4643	3.4113	3.5962	3.3696	3.3821	3.5474	3.5100	3.3197	3.6304	3.4244	3.1111	3.5930	3.5000	3.5070	3.5833	3.4889	0	3.5238	3.5238	3.5577	3.4915	3.6286	3.4242	3.6129	0
	CEFIK			CFIK			I			I																
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	116 14.85% BCEFGHI K	26 3.47% K	33 3.81% K	56 13.66% BCEFGHI K	15 3.82%	19 4.13% K	6 2.34%	15 4.76% K	13 3.38%	55 24.89% ABCDEFG HIK	44 1.90%	0 0.0%	5 2.38% L	1 3.23%	4 2.20%	1 0.78%	5 4.07%	0 0.0%	0 0.0%	2 2.78%	4 3.05% S	5 3.25%	1 1.00%	3 2.68%	3 2.08%	0 0.0%
Appropriately skipped	462 59.15%	527 70.36% ACDGHIJ K	569 65.63% AIJ	249 60.73%	286 72.77% ACDGHIJ K	318 69.13% ADGIJ	155 60.55%	200 63.49% J	226 58.70%	120 54.30%	1528 65.92% ADIJ	34 79.07% M	119 56.67%	20 64.52%	107 58.79%	80 62.02%	73 59.35%	0 0.0%	28 57.14%	49 68.06%	75 57.25%	90 58.44%	64 64.00%	76 67.86% Y	79 54.86%	0 0.0%
BASE = Those who responded	203 25.99%	196 26.17%	265 30.57% AEJ	105 25.61%	92 23.41%	123 26.74%	95 37.11% ABDEFJ	100 31.75% EJ	146 37.92% ABCDEFJ K	46 20.81%	746 32.18% ABDEFJ	9 20.93%	86 40.95% L	10 32.26%	71 39.01%	48 37.21%	45 36.59%	0 0.0%	21 42.86%	21 29.17%	52 39.69%	59 38.31%	35 35.00%	33 29.46%	62 43.06% X	0 0.0%
Never	0 0.0%	5 2.55% ADGJ	3 1.13%	0 0.0%	3 3.26%	3 2.44%	0 0.0%	3 3.00%	1 0.68%	0 0.0%	3 0.40%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	6 2.96%	10 5.10%	17 6.42% DG	2 1.90%	7 7.61%	8 6.50%	2 2.11%	3 3.00%	13 8.90% ADGHK	2 4.35%	30 4.02%	1 11.11%	1 1.16%	0 0.0%	2 2.82%	1 2.08%	1 2.22%	0 0.0%	1 4.76%	0 0.0%	1 1.92%	2 3.39%	0 0.0%	1 3.03%	1 1.61%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	6 2.96%	15 7.65% ADG	20 7.55% ADG	2 1.90%	10 10.87% ADG	11 8.94% ADG	2 2.11%	6 6.00%	14 9.59% ADGK	2 4.35%	33 4.42%	1 11.11%	1 1.16%	0 0.0%	2 2.82%	1 2.08%	1 2.22%	0 0.0%	1 4.76%	0 0.0%	1 1.92%	2 3.39%	0 0.0%	1 3.03%	1 1.61%	0 0.0%
Usually	20 9.85%	21 10.71%	34 12.83%	11 10.48%	12 13.04%	18 14.63%	11 11.58%	11 11.00%	19 13.01%	3 6.52%	119 15.95% ABJ	3 33.33%	8 9.30%	2 20.00%	8 11.27%	3 6.25%	7 15.56%	0 0.0%	2 9.52%	3 14.29%	6 11.54%	6 10.17%	5 14.29%	4 12.12%	7 11.29%	0 0.0%
Always	177 87.19% CEFIK	160 81.63%	211 79.62%	92 87.62% CEFIK	70 76.09%	94 76.42%	82 86.32%	83 83.00%	113 77.40%	41 89.13% EFIK	594 79.62%	5 55.56%	77 89.53%	8 80.00%	61 85.92%	44 91.67%	37 82.22%	0 0.0%	18 85.71%	18 85.71%	45 86.54%	51 86.44%	30 85.71%	28 84.85%	54 87.10%	0 0.0%
CAHPS Rate (%Always + %Usually)	197 97.04% BCEFI	181 92.35%	245 92.45%	103 98.10% BCEFI	82 89.13%	112 91.06%	93 97.89% BCEFI	94 94.00%	132 90.41%	44 95.65%	713 95.58% I	8 88.89%	85 98.84%	10 100.00%	69 97.18%	47 97.92%	44 97.78%	0 0.0%	20 95.24%	21 100.00%	51 98.08%	57 96.61%	35 100.00%	32 96.97%	61 98.39%	0 0.0%
3-point composite mean	2.8424 BCEFIK	2.7398	2.7208	2.8571 BCEFIK	2.6522	2.6748	2.8421 CEFI	2.7700	2.6781	2.8478 E	2.7520	2.4444	2.8837	2.8000	2.8310	2.8958	2.8000	0	2.8095	2.8571	2.8462	2.8305	2.8571	2.8182	2.8548	0

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4-point composite mean	3.8424 BCEFIK	3.7143	3.7094	3.8571 BCEFIK	3.6196	3.6504	3.8421 BCEFIK	3.7400	3.6712	3.8478 EFI	3.7480	3.4444	3.8837	3.8000	3.8310	3.8958	3.8000	0	3.8095	3.8571	3.8462	3.8305	3.8571	3.8182	3.8548	0
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	1	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.13%	0.0%	0.0%	0.0%	0.0%	0.0%	0.32%	0.0%	0.0%	0.04%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	115	35	33	59	23	16	1	16	12	55	54	0	1	0	0	0	1	0	1	0	0	0	1	0	1	0
	14.72%	4.67%	3.81%	14.39%	5.85%	3.48%	0.39%	5.08%	3.12%	24.89%	2.33%	0.0%	0.48%	0.0%	0.0%	0.0%	0.81%	0.0%	2.04%	0.0%	0.0%	0.0%	1.00%	0.0%	0.69%	0.0%
	BCEFGHI	GK	GK	BCEFGHI	GK	G		GK	G	ABCDEFG	G															
	K			K						HIK																
BASE = Those who responded	666	713	834	351	370	444	255	298	373	166	2263	43	209	31	182	129	122	0	48	72	131	154	99	112	143	0
	85.28%	95.19%	96.19%	85.61%	94.15%	96.52%	99.61%	94.60%	96.88%	75.11%	97.63%	100.00%	99.52%	100.00%	100.00%	100.00%	99.19%	0.0%	97.96%	100.00%	100.00%	100.00%	99.00%	100.00%	99.31%	0.0%
	J	ADJ	ADJ	J	ADJ	ADJ	ABCDEFH	ADJ	ADJ		ABCDEHJ															
							IJK																			
Yes	175	179	196	97	88	94	81	84	87	30	640	12	69	10	56	44	36	0	14	18	49	42	39	34	47	0
	26.28%	25.11%	23.50%	27.64%	23.78%	21.17%	31.76%	28.19%	23.32%	18.07%	28.28%	27.91%	33.01%	32.26%	30.77%	34.11%	29.51%	0.0%	29.17%	25.00%	37.40%	27.27%	39.39%	30.36%	32.87%	0.0%
	FJ	J		FJ			BCEFIJ	FJ			CFIJ												V			
No	491	534	638	254	282	350	174	214	286	136	1623	31	140	21	126	85	86	0	34	54	82	112	60	78	96	0
	73.72%	74.89%	76.50%	72.36%	76.22%	78.83%	68.24%	71.81%	76.68%	81.93%	71.72%	72.09%	66.99%	67.74%	69.23%	65.89%	70.49%	0.0%	70.83%	75.00%	62.60%	72.73%	60.61%	69.64%	67.13%	0.0%
		G	GK		G	ADGHK			GK	ABDGHK												W				
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%
Multiple mark	0 0.0%	2 0.27%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.32%	0 0.0%	0 0.0%	2 0.09%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	119 15.24% BCEFGHI K	39 5.21% GK	40 4.61% G	62 15.12% BCEFGHI K	27 6.87% GK	18 3.91% G	4 1.56%	18 5.71% G	16 4.16% G	55 24.89% ABCDEFG HIK	76 3.28% G	0 0.0%	4 1.90% L	0 0.0%	3 1.65%	2 1.55%	2 1.63%	0 0.0%	1 2.04%	1 1.39%	2 1.53%	1 0.65%	3 3.00%	2 1.79%	2 1.39%	0 0.0%
BASE = Those who responded	662 84.76% J	708 94.53% ADJ	827 95.39% ADJ	348 84.88% J	366 93.13% ADJ	442 96.09% ADJ	252 98.44% ABCDEFH IJK	296 93.97% ADJ	369 95.84% ADJ	166 75.11%	2240 96.64% ABDEJ	43 100.00% M	206 98.10%	31 100.00%	179 98.35%	127 98.45%	121 98.37%	0 0.0%	48 97.96%	71 98.61%	129 98.47%	153 99.35%	97 97.00%	110 98.21%	142 98.61%	0 0.0%
Never	1 0.15%	8 1.13% AGJ	8 0.97% AGJ	1 0.29%	2 0.55%	3 0.68%	0 0.0%	5 1.69% AGJ	2 0.54%	0 0.0%	21 0.94% AGJ	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	13 1.96%	26 3.67% J	22 2.66% J	7 2.01%	10 2.73% J	12 2.71% J	8 3.17% J	13 4.39% J	10 2.71% J	1 0.60%	79 3.53% AJ	3 6.98%	5 2.43%	2 6.45%	6 3.35%	4 3.15%	4 3.31%	0 0.0%	1 2.08%	2 2.82%	5 3.88%	5 3.27%	3 3.09%	4 3.64%	4 2.82%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	14 2.11%	34 4.80% ADJ	30 3.63% J	8 2.30%	12 3.28% J	15 3.39% J	8 3.17% J	18 6.08% ADJ	12 3.25% J	1 0.60%	100 4.46% ADJ	3 6.98%	5 2.43%	2 6.45%	6 3.35%	4 3.15%	4 3.31%	0 0.0%	1 2.08%	2 2.82%	5 3.88%	5 3.27%	3 3.09%	4 3.64%	4 2.82%	0 0.0%
Usually	31 4.68%	41 5.79%	37 4.47%	12 3.45%	23 6.28%	20 4.52%	13 5.16%	17 5.74%	18 4.88%	7 4.22%	181 8.08% ABCDFIJ	5 11.63%	8 3.88%	3 9.68%	7 3.91%	6 4.72%	7 5.79%	0 0.0%	4 8.33%	1 1.41%	8 6.20%	8 5.23%	5 5.15%	5 4.55%	8 5.63%	0 0.0%
Always	126 19.03% BCEFIK	99 13.98%	122 14.75%	74 21.26% BCEFIJK	49 13.39%	57 12.90%	57 22.62% BCEFHIJ K	47 15.88%	53 14.36%	22 13.25%	336 15.00%	4 9.30%	53 25.73% L	5 16.13%	40 22.35%	32 25.20%	24 19.83%	0 0.0%	9 18.75%	14 19.72%	34 26.36%	28 18.30%	29 29.90% V	23 20.91%	34 23.94%	0 0.0%
Always - q52 = "No"	491 74.17%	534 75.42%	638 77.15% GK	254 72.99%	282 77.05% G	350 79.19% DGHK	174 69.05%	214 72.30%	286 77.51% GK	136 81.93% ADGHK	1623 72.46%	31 72.09%	140 67.96%	21 67.74%	126 70.39%	85 66.93%	86 71.07%	0 0.0%	34 70.83%	54 76.06%	82 63.57%	112 73.20%	60 61.86%	78 70.91%	96 67.61%	0 0.0%
Always (Net)	617 93.20% BHK	633 89.41%	760 91.90% K	328 94.25% BHK	331 90.44%	407 92.08% K	231 91.67% K	261 88.18%	339 91.87% K	158 95.18% BEHK	1959 87.46%	35 81.40%	193 93.69% L	26 83.87%	166 92.74%	117 92.13%	110 90.91%	0 0.0%	43 89.58%	68 95.77%	116 89.92%	140 91.50%	89 91.75%	101 91.82%	130 91.55%	0 0.0%
CAHPS Rate (%Always+%Usually)	648 97.89% BHK	674 95.20%	797 96.37%	340 97.70% BHK	354 96.72%	427 96.61%	244 96.83%	278 93.92%	357 96.75%	165 99.40% BCEFGHI K	2140 95.54%	40 93.02%	201 97.57%	29 93.55%	173 96.65%	123 96.85%	117 96.69%	0 0.0%	47 97.92%	69 97.18%	124 96.12%	148 96.73%	94 96.91%	106 96.36%	138 97.18%	0 0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
3-point composite mean	2.9109	2.8460	2.8827	2.9195	2.8716	2.8869	2.8849	2.8209	2.8862	2.9458	2.8299	2.7442	2.9126	2.7742	2.8939	2.8898	2.8760	0	2.8750	2.9296	2.8605	2.8824	2.8866	2.8818	2.8873	0
	BHK		K	BHK		K	K		K	BCEFHIK																
4-point composite mean	3.9094	3.8347	3.8730	3.9167	3.8661	3.8801	3.8849	3.8041	3.8808	3.9458	3.8205	3.7442	3.9126	3.7742	3.8939	3.8898	3.8760	0	3.8750	3.9296	3.8605	3.8824	3.8866	3.8818	3.8873	0
	BHK		K	BHK		K	K		K	BCEFHIK																
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
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Children With Chronic Conditions

54. 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?

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	2	0	2	1	0	1	0	0	2	1	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.26%	0.0%	0.23%	0.24%	0.0%	0.22%	0.0%	0.0%	0.52%	0.45%	0.30%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
											BEGH															
No response	113	33	32	59	22	19	3	11	11	51	37	0	0	2	0	2	1	0	0	1	2	1	2	3	0	0
	14.47%	4.41%	3.69%	14.39%	5.60%	4.13%	1.17%	3.49%	2.86%	23.08%	1.60%	0.0%	0.0%	6.45%	0.0%	1.55%	0.81%	0.0%	0.0%	1.39%	1.53%	0.65%	2.00%	2.68%	0.0%	0.0%
	BCEFGHI	GK	GK	BCEFGHI	GK	GK				ABCDEFG																
	K			K						HIK																
BASE = Those who responded	666	716	833	350	371	440	253	304	372	169	2274	43	210	29	182	127	122	0	49	71	129	153	98	109	144	0
	85.28%	95.59%	96.08%	85.37%	94.40%	95.65%	98.83%	96.51%	96.62%	76.47%	98.10%	100.00%	100.00%	93.55%	100.00%	98.45%	99.19%	0.0%	100.00%	98.61%	98.47%	99.35%	98.00%	97.32%	100.00%	0.0%
	J	ADJ	ADJ	J	ADJ	ADJ	ABCDEFJ	ADJ	ADJ		ABCDEFJ															
10 - Best health plan possible	386	361	451	206	179	248	140	154	181	97	1078	0	140	8	111	80	58	0	25	41	72	82	56	54	86	0
	57.96%	50.42%	54.14%	58.86%	48.25%	56.36%	55.34%	50.66%	48.66%	57.40%	47.41%	0.0%	66.67%	27.59%	60.99%	62.99%	47.54%	0.0%	51.02%	57.75%	55.81%	53.59%	57.14%	49.54%	59.72%	0.0%
	BEHIK		K	BEHIK		BEIK	K			EK			L			Q										
9 -	92	113	102	49	61	56	31	44	50	27	388	0	31	2	24	13	18	0	7	9	15	17	14	20	11	0
	13.81%	15.78%	12.24%	14.00%	16.44%	12.73%	12.25%	14.47%	13.44%	15.98%	17.06%	0.0%	14.76%	6.90%	13.19%	10.24%	14.75%	0.0%	14.29%	12.68%	11.63%	11.11%	14.29%	18.35%	7.64%	0.0%
		C									ACFG		L											Y		
Top Two Box	478	474	553	255	240	304	171	198	231	124	1466	0	171	10	135	93	76	0	32	50	87	99	70	74	97	0
	71.77%	66.20%	66.39%	72.86%	64.69%	69.09%	67.59%	65.13%	62.10%	73.37%	64.47%	0.0%	81.43%	34.48%	74.18%	73.23%	62.30%	0.0%	65.31%	70.42%	67.44%	64.71%	71.43%	67.89%	67.36%	0.0%
	BCEHIK			BCEHIK		I				EIK			L													
8 -	88	102	116	47	51	57	39	43	52	19	389	0	39	4	29	18	20	0	8	10	20	27	12	15	24	0
	13.21%	14.25%	13.93%	13.43%	13.75%	12.95%	15.42%	14.14%	13.98%	11.24%	17.11%	0.0%	18.57%	13.79%	15.93%	14.17%	16.39%	0.0%	16.33%	14.08%	15.50%	17.65%	12.24%	13.76%	16.67%	0.0%
											ACFJ		L													
CAHPS Rate (Top Three Box)	566	576	669	302	291	361	210	241	283	143	1855	0	210	14	164	111	96	0	40	60	107	126	82	89	121	0
	84.98%	80.45%	80.31%	86.29%	78.44%	82.05%	83.00%	79.28%	76.08%	84.62%	81.57%	0.0%	100.00%	48.28%	90.11%	87.40%	78.69%	0.0%	81.63%	84.51%	82.95%	82.35%	83.67%	81.65%	84.03%	0.0%
	BCEHIK			BCEHIK		I	I			I	I		L													
7 -	36	58	55	12	32	33	11	26	27	17	172	11	0	4	4	2	9	0	4	1	5	5	6	4	7	0
	5.41%	8.10%	6.60%	3.43%	8.63%	7.50%	4.35%	8.55%	7.26%	10.06%	7.56%	25.58%	0.0%	13.79%	2.20%	1.57%	7.38%	0.0%	8.16%	1.41%	3.88%	3.27%	6.12%	3.67%	4.86%	0.0%
		ADG	D		DG	D		DG	D	DG	ADG	M					P									
6 -	20	23	28	11	11	11	9	11	15	4	86	9	0	1	5	4	5	0	3	2	4	7	2	3	6	0
	3.00%	3.21%	3.36%	3.14%	2.96%	2.50%	3.56%	3.62%	4.03%	2.37%	3.78%	20.93%	0.0%	3.45%	2.75%	3.15%	4.10%	0.0%	6.12%	2.82%	3.10%	4.58%	2.04%	2.75%	4.17%	0.0%
												M														
5 -	22	34	43	11	24	17	11	17	24	2	87	11	0	4	5	4	6	0	0	5	6	7	4	5	6	0
	3.30%	4.75%	5.16%	3.14%	6.47%	3.86%	4.35%	5.59%	6.45%	1.18%	3.83%	25.58%	0.0%	13.79%	2.75%	3.15%	4.92%	0.0%	0.0%	7.04%	4.65%	4.58%	4.08%	4.59%	4.17%	0.0%
		J	J		ADJK	J	J	J	ADJK		J	M								S	S					

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

54. 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?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4 -	7	5	18	6	2	9	4	1	11	0	19	4	0	1	2	1	3	0	1	0	3	2	2	2	2	0
	1.05%	0.70%	2.16%	1.71%	0.54%	2.05%	1.58%	0.33%	2.96%	0.0%	0.84%	9.30%	0.0%	3.45%	1.10%	0.79%	2.46%	0.0%	2.04%	0.0%	2.33%	1.31%	2.04%	1.83%	1.39%	0.0%
	J	J	BEHJK	J		HJ	J		ABEHJK		J	M														
3 -	4	5	8	1	1	4	2	1	4	2	20	2	0	0	1	2	0	0	1	0	1	2	0	2	0	0
	0.60%	0.70%	0.96%	0.29%	0.27%	0.91%	0.79%	0.33%	1.08%	1.18%	0.88%	4.65%	0.0%	0.0%	0.55%	1.57%	0.0%	0.0%	2.04%	0.0%	0.78%	1.31%	0.0%	1.83%	0.0%	0.0%
2 -	6	7	3	3	4	1	3	5	1	1	11	3	0	2	1	1	2	0	0	1	2	2	1	2	1	0
	0.90%	0.98%	0.36%	0.86%	1.08%	0.23%	1.19%	1.64%	0.27%	0.59%	0.48%	6.98%	0.0%	6.90%	0.55%	0.79%	1.64%	0.0%	0.0%	1.41%	1.55%	1.31%	1.02%	1.83%	0.69%	0.0%
1 -	2	1	4	2	1	2	1	1	3	0	6	1	0	1	0	1	0	0	0	1	0	1	0	0	1	0
	0.30%	0.14%	0.48%	0.57%	0.27%	0.45%	0.40%	0.33%	0.81%	0.0%	0.26%	2.33%	0.0%	3.45%	0.0%	0.79%	0.0%	0.0%	0.0%	1.41%	0.0%	0.65%	0.0%	0.0%	0.69%	0.0%
			J								J															
0 - Worst health plan possible	3	7	5	2	5	2	2	1	4	0	18	2	0	2	0	1	1	0	0	1	1	1	1	2	0	0
	0.45%	0.98%	0.60%	0.57%	1.35%	0.45%	0.79%	0.33%	1.08%	0.0%	0.79%	4.65%	0.0%	6.90%	0.0%	0.79%	0.82%	0.0%	0.0%	1.41%	0.78%	0.65%	1.02%	1.83%	0.0%	0.0%
		J	J		J				J		J															
Bottom Three Box	11	15	12	7	10	5	6	7	8	1	35	6	0	5	1	3	3	0	0	3	3	4	2	4	2	0
	1.65%	2.09%	1.44%	2.00%	2.70%	1.14%	2.37%	2.30%	2.15%	0.59%	1.54%	13.95%	0.0%	17.24%	0.55%	2.36%	2.46%	0.0%	0.0%	4.23%	2.33%	2.61%	2.04%	3.67%	1.39%	0.0%
					J							M														
Bottom Two Box	5	8	9	4	6	4	3	2	7	0	24	3	0	3	0	2	1	0	0	2	1	2	1	2	1	0
	0.75%	1.12%	1.08%	1.14%	1.62%	0.91%	1.19%	0.66%	1.88%	0.0%	1.06%	6.98%	0.0%	10.34%	0.0%	1.57%	0.82%	0.0%	0.0%	2.82%	0.78%	1.31%	1.02%	1.83%	0.69%	0.0%
	J	J	J	J	J	J			J		J															
Average rating	8.9009	8.6690	8.6795	8.9057	8.5633	8.8045	8.7194	8.6546	8.4301	9.0296	8.6645	5.0000	9.4810	6.6552	9.0879	8.9134	8.5328	0	8.7755	8.7042	8.7054	8.6275	8.8367	8.5229	8.8681	0
	BCEIK			EIK		I				BCEHIK	I		L													
Standard deviation	1.7873	1.9226	1.9561	1.8485	2.0250	1.8459	1.9931	1.8907	2.1523	1.4853	1.8331	1.9169	0.7881	3.1653	1.5093	1.9763	1.9884	0	1.6570	2.1909	2.0131	2.0576	1.8936	2.2447	1.7648	0
3-point composite mean	2.6216	2.5475	2.5330	2.6257	2.5175	2.5864	2.5494	2.5296	2.4543	2.6805	2.5361	1.2558	2.8143	1.9655	2.6648	2.6220	2.4836	0	2.5510	2.5634	2.5426	2.5033	2.6122	2.5321	2.5625	0
	BCEHIK	I		CEIK		I				BCEGHIK			L													
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	107	18	18	57	12	11	0	9	3	50	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	13.70%	2.40%	2.08%	13.90%	3.05%	2.39%	0.0%	2.86%	0.78%	22.62%	0.17%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	BCEFGHI	GIK	GIK	BCEFGHI	GIK	GK		GIK		ABCDEFG	G															
	K			K						HIK																
BASE = Those who responded	674	731	849	353	381	449	256	306	382	171	2314	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	86.30%	97.60%	97.92%	86.10%	96.95%	97.61%	100.00%	97.14%	99.22%	77.38%	99.83%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
	J	ADJ	ADJ	J	ADJ	ADJ	ABCDEFH	ADJ	ABCDEHJ		ABCDEFH															
							JK				J															
Yes	442	483	556	212	220	244	221	279	335	100	1963	33	186	27	168	106	111	0	37	66	115	132	88	96	125	0
	65.58%	66.07%	65.49%	60.06%	57.74%	54.34%	86.33%	91.18%	87.70%	58.48%	84.83%	76.74%	88.57%	87.10%	92.31%	82.17%	90.24%	0.0%	75.51%	91.67%	87.79%	85.71%	88.00%	85.71%	86.81%	0.0%
	EF	EF	EF				ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ									S						
								K																		
No	232	248	293	141	161	205	35	27	47	71	351	10	24	4	14	23	12	0	12	6	16	22	12	16	19	0
	34.42%	33.93%	34.51%	39.94%	42.26%	45.66%	13.67%	8.82%	12.30%	41.52%	15.17%	23.26%	11.43%	12.90%	7.69%	17.83%	9.76%	0.0%	24.49%	8.33%	12.21%	14.29%	12.00%	14.29%	13.19%	0.0%
	GHIK	GHIK	GHIK	GHIK	ABCGHIK	ABCGHIK				GHIK	H								T							
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%
Multiple mark	3 0.38%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.39%	0 0.0%	0 0.0%	2 0.90%	3 0.13%	0 0.0%	1 0.48%	0 0.0%	1 0.55%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.39%	0 0.0%	1 0.65%	0 0.0%	1 0.89%	0 0.0%	0 0.0%
No response	113 14.47% BCEFGHI K	20 2.67% GIK	22 2.54% GIK	60 14.63% BCEFGHI K	13 3.31% GIK	13 2.83% GIK	0 0.0%	11 3.49% GIK	3 0.78%	53 23.98% ABCDEFG HIK	14 0.60% G	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Appropriately skipped	232 29.71% GHIK	248 33.11% GHIK	293 33.79% GHIK	141 34.39% GHIK	161 40.97% ABCGHIJ K	205 44.57% ABCDGHI JK	35 13.67%	27 8.57%	47 12.21%	71 32.13% GHIK	351 15.14% H	10 23.26%	24 11.43%	4 12.90%	14 7.69%	23 17.83%	12 9.76%	0 0.0%	12 24.49% T	6 8.33%	16 12.21%	22 14.29%	12 12.00%	16 14.29%	19 13.19%	0 0.0%
BASE = Those who responded	433 55.44% J	481 64.22% ADEFJ	552 63.67% ADEFJ	209 50.98%	219 55.73% J	242 52.61% J	220 85.94% ABCDEFJ	277 87.94% ABCDEFJ	335 87.01% ABCDEFJ	95 42.99%	1950 84.12% ABCDEFJ	33 76.74%	185 88.10%	27 87.10%	167 91.76%	106 82.17%	111 90.24%	0 0.0%	37 75.51%	65 90.28% S	115 87.79%	131 85.06%	88 88.00%	95 84.82%	125 86.81%	0 0.0%
Never	4 0.92% J	15 3.12% ADGJK	19 3.44% ADGJK	2 0.96%	6 2.74% J	5 2.07% J	2 0.91%	9 3.25% AJ	15 4.48% ADGJK	0 0.0%	26 1.33% J	2 6.06%	0 0.0%	1 3.70%	1 0.60%	2 1.89%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 1.74%	2 1.53%	0 0.0%	2 2.11%	0 0.0%	0 0.0%
Sometimes	54 12.47% K	54 11.23%	82 14.86% JK	26 12.44%	25 11.42%	32 13.22% K	36 16.36% JK	31 11.19%	53 15.82% JK	7 7.37%	166 8.51%	12 36.36% M	24 12.97%	5 18.52%	27 16.17%	19 17.92%	16 14.41%	0 0.0%	9 24.32%	8 12.31%	19 16.52%	22 16.79%	14 15.91%	10 10.53%	26 20.80% X	0 0.0%
Bottom Two Box (%Never + %Sometimes)	58 13.39% K	69 14.35% JK	101 18.30% AJK	28 13.40%	31 14.16%	37 15.29% JK	38 17.27% JK	40 14.44% JK	68 20.30% ABDJK	7 7.37%	192 9.85%	14 42.42% M	24 12.97%	6 22.22%	28 16.77%	21 19.81%	16 14.41%	0 0.0%	9 24.32%	8 12.31%	21 18.26%	24 18.32%	14 15.91%	12 12.63%	26 20.80%	0 0.0%
Usually	67 15.47%	79 16.42%	100 18.12%	29 13.88%	29 13.24%	37 15.29%	30 13.64%	46 16.61%	64 19.10%	20 21.05%	378 19.38% ADEG	8 24.24%	21 11.35%	7 25.93%	21 12.57%	11 10.38%	18 16.22%	0 0.0%	2 5.41%	12 18.46% S	16 13.91%	14 10.69%	16 18.18%	13 13.68%	17 13.60%	0 0.0%
Always	308 71.13% CI	333 69.23% I	351 63.59%	152 72.73% CI	159 72.60% CI	168 69.42% I	152 69.09% I	191 68.95% I	203 60.60%	68 71.58% I	1380 70.77% CI	11 33.33%	140 75.68% L	14 51.85%	118 70.66%	74 69.81%	77 69.37%	0 0.0%	26 70.27%	45 69.23%	78 67.83%	93 70.99%	58 65.91%	70 73.68%	82 65.60%	0 0.0%
CAHPS Rate (%Always + %Usually)	375 86.61% CI	412 85.65% I	451 81.70%	181 86.60% I	188 85.84%	205 84.71%	182 82.73%	237 85.56%	267 79.70%	88 92.63% BCFGHI	1758 90.15% ABCFGHI	19 57.58%	161 87.03% L	21 77.78%	139 83.23%	85 80.19%	95 85.59%	0 0.0%	28 75.68%	57 87.69%	94 81.74%	107 81.68%	74 84.09%	83 87.37%	99 79.20%	0 0.0%
3-point composite mean	2.5774 CI	2.5489 CI	2.4529	2.5933 CI	2.5845 CI	2.5413 I	2.5182	2.5451 I	2.4030	2.6421 CI	2.6092 CI	1.9091	2.6270 L	2.2963	2.5389	2.5000	2.5495	0	2.4595	2.5692	2.4957	2.5267	2.5000	2.6105	2.4480	0

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
4-point composite mean	3.5681	3.5177	3.4185	3.5837	3.5571	3.5207	3.5091	3.5126	3.3582	3.6421	3.5959	2.8485	3.6270	3.2593	3.5329	3.4811	3.5495	0	3.4595	3.5692	3.4783	3.5115	3.5000	3.5895	3.4480	0
	CI	I		CI	CI	I	I	I		CI	CI		L													
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%
Multiple mark	2 0.26%	0 0.0%	1 0.12%	0 0.0%	0 0.0%	0 0.0%	1 0.39%	0 0.0%	1 0.26%	1 0.45%	8 0.35% BDEFH	0 0.0%	1 0.48%	0 0.0%	1 0.55%	1 0.78%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.76%	0 0.0%	1 1.00%	1 0.89%	0 0.0%	0 0.0%
No response	119 15.24% BCEFGHI K	25 3.34% GK	27 3.11% GK	63 15.37% BCEFGHI K	15 3.82% GK	14 3.04% K	3 1.17%	12 3.81% GK	9 2.34%	54 24.43% ABCDEFG HIK	32 1.38%	0 0.0%	3 1.43%	0 0.0%	2 1.10%	0 0.0%	3 2.44%	0 0.0%	1 2.04%	1 1.39%	1 0.76%	2 1.30%	1 1.00%	0 0.0%	3 2.08%	0 0.0%
Appropriately skipped	232 29.71% GHIK	248 33.11% GHIK	293 33.79% GHIK	141 34.39% GHIK	161 40.97% ABCGHIJ K	205 44.57% ABCDGHI JK	35 13.67%	27 8.57%	47 12.21%	71 32.13% GHIK	351 15.14% H	10 23.26%	24 11.43%	4 12.90%	14 7.69%	23 17.83%	12 9.76%	0 0.0%	12 24.49% T	6 8.33%	16 12.21%	22 14.29%	12 12.00%	16 14.29%	19 13.19%	0 0.0%
BASE = Those who responded	428 54.80% J	476 63.55% ADEFJ	546 62.98% ADEFJ	206 50.24%	217 55.22% J	241 52.39% J	217 84.77% ABCDEFJ	276 87.62% ABCDEFJ K	328 85.19% ABCDEFJ	95 42.99%	1927 83.13% ABCDEFJ	33 76.74%	182 86.67%	27 87.10%	165 90.66%	105 81.40%	108 87.80%	0 0.0%	36 73.47%	65 90.28% S	113 86.26%	130 84.42%	86 86.00%	95 84.82%	122 84.72%	0 0.0%
Yes	252 58.88%	257 53.99%	307 56.23%	116 56.31%	114 52.53%	124 51.45%	142 65.44% BCEF	161 58.33%	196 59.76% F	53 55.79%	1148 59.57% BEF	18 54.55%	122 67.03%	19 70.37%	111 67.27%	66 62.86%	73 67.59%	0 0.0%	25 69.44%	43 66.15%	73 64.60%	84 64.62%	58 67.44%	55 57.89%	87 71.31% X	0 0.0%
No	176 41.12%	219 46.01% GK	239 43.77% G	90 43.69%	103 47.47% GK	117 48.55% GIK	75 34.56%	115 41.67%	132 40.24%	42 44.21%	779 40.43%	15 45.45%	60 32.97%	8 29.63%	54 32.73%	39 37.14%	35 32.41%	0 0.0%	11 30.56%	22 33.85%	40 35.40%	46 35.38%	28 32.56%	40 42.11% Y	35 28.69%	0 0.0%
Sigma	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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58. In general, how would you rate your child's overall health?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%
Multiple mark	4 0.51% H	1 0.13%	1 0.12%	2 0.49%	1 0.25%	1 0.22%	2 0.78%	0 0.0%	1 0.26%	1 0.45%	20 0.86% BCFH	0 0.0%	2 0.95%	0 0.0%	2 1.10%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.39%	1 0.76%	2 1.30%	0 0.0%	2 1.79%	0 0.0%	0 0.0%
No response	105 13.44% BCEFGHI K	2 0.27%	7 0.81% HIK	55 13.41% BCEFGHI K	1 0.25%	4 0.87% HI	2 0.78%	0 0.0%	0 0.0%	50 22.62% ABCDEFG HIK	4 0.17% HI	1 2.33%	1 0.48%	1 3.23%	1 0.55%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.39%	1 0.76%	0 0.0%	2 2.00%	1 0.89%	1 0.69%	0 0.0%
BASE = Those who responded	672 86.04% J	746 99.60% ADJK	859 99.08% ADJ	353 86.10% J	391 99.49% ADJ	455 98.91% ADJ	252 98.44% ADJ	315 100.00% ACDFGJK	384 99.74% ADJK	170 76.92%	2294 98.96% ADJ	42 97.67%	207 98.57%	30 96.77%	179 98.35%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	70 97.22%	129 98.47%	152 98.70%	98 98.00%	109 97.32%	143 99.31%	0 0.0%
5 - Excellent	245 36.46% GHIK	237 31.77% GHIK	295 34.34% GHIK	148 41.93% BCGHIK	144 36.83% GHIK	177 38.90% BGHIK	56 22.22%	54 17.14%	80 20.83%	69 40.59% BGHIK	449 19.57%	7 16.67%	48 23.19%	1 3.33%	42 23.46% N	56 43.41% Q	0 0.0%	0 0.0%	8 16.33%	17 24.29%	31 24.03%	37 24.34%	18 18.37%	24 22.02%	32 22.38%	0 0.0%
4 - Very good	209 31.10%	260 34.85%	279 32.48%	110 31.16%	141 36.06%	149 32.75%	73 28.97%	113 35.87%	117 30.47%	55 32.35%	861 37.53% ACDFGI	9 21.43%	63 30.43%	10 33.33%	50 27.93%	73 56.59% Q	0 0.0%	0 0.0%	17 34.69%	20 28.57%	35 27.13%	45 29.61%	28 28.57%	37 33.94%	36 25.17%	0 0.0%
CAHPS Rate (Top Two Box)	454 67.56% GHIK	497 66.62% GHIK	574 66.82% GHIK	258 73.09% BCGHIK	285 72.89% BCGHIK	326 71.65% GHIK	129 51.19%	167 53.02%	197 51.30%	124 72.94% GHIK	1310 57.11% I	16 38.10%	111 53.62%	11 36.67%	92 51.40%	129 100.00% Q	0 0.0%	0 0.0%	25 51.02%	37 52.86%	66 51.16%	82 53.95%	46 46.94%	61 55.96%	68 47.55%	0 0.0%
3 - Good	157 23.36%	176 23.59%	207 24.10%	70 19.83%	78 19.95%	101 22.20%	73 28.97% DE	90 28.57% DEF	127 33.07% ABCDEFJ	41 24.12%	728 31.73% ABCDEFJ	14 33.33%	59 28.50%	9 30.00%	49 27.37%	0 0.0%	73 59.35% P	0 0.0%	16 32.65%	16 22.86%	38 29.46%	41 26.97%	31 31.63%	35 32.11%	38 26.57%	0 0.0%
Top Three Box	611 90.92% GHI	673 90.21% GHI	781 90.92% GHI	328 92.92% GHIK	363 92.84% GHIK	427 93.85% BGHIK	202 80.16%	257 81.59%	324 84.38%	165 97.06% ABCDEGH IK	2038 88.84% GHI	30 71.43%	170 82.13%	20 66.67%	141 78.77%	129 100.00% Q	73 59.35%	0 0.0%	41 83.67%	53 75.71%	104 80.62%	123 80.92%	77 78.57%	96 88.07% Y	106 74.13%	0 0.0%
2 - Fair	57 8.48% EJ	61 8.18% J	67 7.80% J	25 7.08% J	21 5.37%	27 5.93%	46 18.25% ABCDEFJ K	49 15.56% ABCDEFJ K	49 12.76% ABCDEFJ	5 2.94%	229 9.98% CEFJ	10 23.81%	35 16.91%	8 26.67%	36 20.11%	0 0.0%	46 37.40% P	0 0.0%	7 14.29%	16 22.86%	23 17.83%	26 17.11%	20 20.41%	13 11.93%	33 23.08% X	0 0.0%
1 - Poor	4 0.60% DJ	12 1.61% DFJ	11 1.28% DFJ	0 0.0%	7 1.79% DFJ	1 0.22%	4 1.59% DJ	9 2.86% ADFJ	11 2.86% ADFJ	0 0.0%	27 1.18% DFJ	2 4.76%	2 0.97%	2 6.67%	2 1.12%	0 0.0%	4 3.25% P	0 0.0%	1 2.04%	1 1.43%	2 1.55%	3 1.97%	1 1.02%	0 0.0%	4 2.80% X	0 0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Bottom Two Box	61	73	78	25	28	28	50	58	60	5	256	12	37	10	38	0	50	0	8	17	25	29	21	13	37	0
	9.08%	9.79%	9.08%	7.08%	7.16%	6.15%	19.84%	18.41%	15.63%	2.94%	11.16%	28.57%	17.87%	33.33%	21.23%	0.0%	40.65%	0.0%	16.33%	24.29%	19.38%	19.08%	21.43%	11.93%	25.87%	0.0%
	J	FJ	J	J	J		ABCDEFJ K	ABCDEFJ K	ABCDEFJ K		DEFJ						P								X	
Average rating	3.9435	3.8700	3.9080	4.0793	4.0077	4.0418	3.5198	3.4889	3.5365	4.1059	3.6434	3.2143	3.5797	3.0000	3.5251	4.4341	2.5610	0	3.4898	3.5143	3.5426	3.5724	3.4286	3.6606	3.4126	0
	GHIK	GHIK	GHIK	ABCGHIK	BGHIK	BCGHIK				ABCGHIK	H		L		N	Q										
Standard deviation	0.9939	1.0043	1.0016	0.9458	0.9714	0.9308	1.0744	1.0370	1.0452	0.8680	0.9440	1.1241	1.0505	1.0000	1.0899	0.4956	0.5580	0	0.9923	1.1306	1.0855	1.0918	1.0400	0.9503	1.1486	0
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	2	0	2	0	0	2	1	0	1	1	13	0	1	0	1	0	0	0	0	1	0	1	0	1	0	0
	0.26%	0.0%	0.23%	0.0%	0.0%	0.43%	0.39%	0.0%	0.26%	0.45%	0.56%	0.0%	0.48%	0.0%	0.55%	0.0%	0.0%	0.0%	0.0%	1.39%	0.0%	0.65%	0.0%	0.89%	0.0%	0.0%
											BDEH															
No response	107	5	10	54	4	7	1	2	0	52	4	1	0	0	1	0	1	0	0	0	1	1	0	0	1	0
	13.70%	0.67%	1.15%	13.17%	1.02%	1.52%	0.39%	0.63%	0.0%	23.53%	0.17%	2.33%	0.0%	0.0%	0.55%	0.0%	0.81%	0.0%	0.0%	0.0%	0.76%	0.65%	0.0%	0.0%	0.69%	0.0%
	BCEFGHI	I	IK	BCEFGHI	I	IK				ABCDEFG	I															
	K			K						HIK																
BASE = Those who responded	672	744	855	356	389	451	254	313	384	168	2301	42	209	31	180	129	122	0	49	71	130	152	100	111	143	0
	86.04%	99.33%	98.62%	86.83%	98.98%	98.04%	99.22%	99.37%	99.74%	76.02%	99.27%	97.67%	99.52%	100.00%	98.90%	100.00%	99.19%	0.0%	100.00%	98.61%	99.24%	98.70%	100.00%	99.11%	99.31%	0.0%
	J	ADJ	ADJ	J	ADJ	ADJ	ADJ	ADJ	ACDFJ		ADJ															
5 - Excellent	316	311	371	189	190	219	65	80	102	96	469	7	57	9	47	39	25	0	18	19	27	34	30	30	35	0
	47.02%	41.80%	43.39%	53.09%	48.84%	48.56%	25.59%	25.56%	26.56%	57.14%	20.38%	16.67%	27.27%	29.03%	26.11%	30.23%	20.49%	0.0%	36.73%	26.76%	20.77%	22.37%	30.00%	27.03%	24.48%	0.0%
	BGHIK	GHIK	GHIK	BCGHIK	BGHIK	BGHIK		K	K	ABCGHIK									U							
4 - Very good	137	174	196	66	90	108	42	69	79	42	479	10	32	5	34	33	9	0	9	11	21	28	14	17	25	0
	20.39%	23.39%	22.92%	18.54%	23.14%	23.95%	16.54%	22.04%	20.57%	25.00%	20.82%	23.81%	15.31%	16.13%	18.89%	25.58%	7.38%	0.0%	18.37%	15.49%	16.15%	18.42%	14.00%	15.32%	17.48%	0.0%
		G	G		G	G				G						Q										
CAHPS Rate (Top Two Box)	453	485	567	255	280	327	107	149	181	138	948	17	89	14	81	72	34	0	27	30	48	62	44	47	60	0
	67.41%	65.19%	66.32%	71.63%	71.98%	72.51%	42.13%	47.60%	47.14%	82.14%	41.20%	40.48%	42.58%	45.16%	45.00%	55.81%	27.87%	0.0%	55.10%	42.25%	36.92%	40.79%	44.00%	42.34%	41.96%	0.0%
	GHIK	GHIK	GHIK	BGHIK	BCGHIK	BCGHIK		K	K	ABCDEFG						Q			U							
										HIK																
3 - Good	135	168	188	62	74	89	77	88	113	25	737	9	66	7	56	35	41	0	14	20	42	43	33	35	42	0
	20.09%	22.58%	21.99%	17.42%	19.02%	19.73%	30.31%	28.12%	29.43%	14.88%	32.03%	21.43%	31.58%	22.58%	31.11%	27.13%	33.61%	0.0%	28.57%	28.17%	32.31%	28.29%	33.00%	31.53%	29.37%	0.0%
		DJ	J				ABCDEFJ	ACDEFJ	ABCDEFJ		ABCDEFJ															
Top Three Box	588	653	755	317	354	416	184	237	294	163	1685	26	155	21	137	107	75	0	41	50	90	105	77	82	102	0
	87.50%	87.77%	88.30%	89.04%	91.00%	92.24%	72.44%	75.72%	76.56%	97.02%	73.23%	61.90%	74.16%	67.74%	76.11%	82.95%	61.48%	0.0%	83.67%	70.42%	69.23%	69.08%	77.00%	73.87%	71.33%	0.0%
	GHIK	GHIK	GHIK	GHIK	GHIK	ABCGHIK				ABCDEFG						Q			U							
										HIK																
2 - Fair	65	68	78	31	23	32	54	58	69	3	485	9	45	6	37	19	34	0	6	18	29	39	15	20	34	0
	9.67%	9.14%	9.12%	8.71%	5.91%	7.10%	21.26%	18.53%	17.97%	1.79%	21.08%	21.43%	21.53%	19.35%	20.56%	14.73%	27.87%	0.0%	12.24%	25.35%	22.31%	25.66%	15.00%	18.02%	23.78%	0.0%
	EJ	EJ	EJ	J	J	J	ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ						P					W				
1 - Poor	19	23	22	8	12	3	16	18	21	2	131	7	9	4	6	3	13	0	2	3	11	8	8	9	7	0
	2.83%	3.09%	2.57%	2.25%	3.08%	0.67%	6.30%	5.75%	5.47%	1.19%	5.69%	16.67%	4.31%	12.90%	3.33%	2.33%	10.66%	0.0%	4.08%	4.23%	8.46%	5.26%	8.00%	8.11%	4.90%	0.0%
	F	F	F		F		ACDFJ	ACDFJ	ACDFJ		ABCDEFJ	M					P									
Bottom Two Box	84	91	100	39	35	35	70	76	90	5	616	16	54	10	43	22	47	0	8	21	40	47	23	29	41	0
	12.50%	12.23%	11.70%	10.96%	9.00%	7.76%	27.56%	24.28%	23.44%	2.98%	26.77%	38.10%	25.84%	32.26%	23.89%	17.05%	38.52%	0.0%	16.33%	29.58%	30.77%	30.92%	23.00%	26.13%	28.67%	0.0%
	FJ	FJ	FJ	J	J	J	ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ						P				S					

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Average	3.9911	3.9167	3.9544	4.1152	4.0874	4.1264	3.3386	3.4313	3.4479	4.3512	3.2912	3.0238	3.3971	3.2903	3.4389	3.6667	2.9918	0	3.7143	3.3521	3.1846	3.2697	4.4300	3.3514	3.3287	0
	GHIK	GHIK	GHIK	BCGHIK	BCGHIK	ABCGHIK		K	K	ABCDEFG HIK						Q			U							
Standard deviation	1.1456	1.1317	1.1172	1.1146	1.0887	1.0053	1.2405	1.2133	1.2108	0.8806	1.1735	1.3361	1.2140	1.3957	1.1746	1.1229	1.2642	0	1.1952	1.2345	1.2328	1.2138	1.2748	1.2709	1.2163	0
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	1	0	0	0	0	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.12%	0.0%	0.0%	0.0%	0.0%	0.0%	0.26%	0.0%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	110	6	9	55	3	5	1	1	0	54	4	1	0	0	1	0	1	0	0	0	1	1	0	0	1	0
	14.08%	0.80%	1.04%	13.41%	0.76%	1.09%	0.39%	0.32%	0.0%	24.43%	0.17%	2.33%	0.0%	0.0%	0.55%	0.0%	0.81%	0.0%	0.0%	0.0%	0.76%	0.65%	0.0%	0.0%	0.69%	0.0%
	BCEFGHI	I	IK	BCEFGHI		I				ABCDEFG	I															
	K			K						HIK																
BASE = Those who responded	671	743	857	355	390	455	255	314	384	167	2312	42	210	31	181	129	122	0	49	72	130	153	100	112	143	0
	85.92%	99.20%	98.85%	86.59%	99.24%	98.91%	99.61%	99.68%	99.74%	75.57%	99.74%	97.67%	100.00%	100.00%	99.45%	100.00%	99.19%	0.0%	100.00%	100.00%	99.24%	99.35%	100.00%	100.00%	99.31%	0.0%
	J	ADJ	ADJ	J	ADJ	ADJ	ADJ	ADJ	ACDJ		ACDJ															
Yes	310	348	407	140	139	144	217	274	326	44	1871	37	178	30	159	106	107	0	33	64	117	130	86	98	119	0
	46.20%	46.84%	47.49%	39.44%	35.64%	31.65%	85.10%	87.26%	84.90%	26.35%	80.93%	88.10%	84.76%	96.77%	87.85%	82.17%	87.70%	0.0%	67.35%	88.89%	90.00%	84.97%	86.00%	87.50%	83.22%	0.0%
	DEFJ	DEFJ	DEFJ	FJ	J		ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ			O						S	S					
								K	K																	
No	361	395	450	215	251	311	38	40	58	123	441	5	32	1	22	23	15	0	16	8	13	23	14	14	24	0
	53.80%	53.16%	52.51%	60.56%	64.36%	68.35%	14.90%	12.74%	15.10%	73.65%	19.07%	11.90%	15.24%	3.23%	12.15%	17.83%	12.30%	0.0%	32.65%	11.11%	10.00%	15.03%	14.00%	12.50%	16.78%	0.0%
	GHIK	GHIK	GHIK	ABCGHIK	ABCGHIK	ABCDGHI				ABCDEGH	HI				N				TU							
						K				IK																
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	2	0	1	1	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.26%	0.0%	0.12%	0.24%	0.0%	0.0%	0.0%	0.0%	0.0%	0.45%	0.04%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	118	7	13	55	3	5	2	1	2	61	11	2	0	1	1	1	1	0	0	0	2	2	0	1	1	0
	15.11%	0.93%	1.50%	13.41%	0.76%	1.09%	0.78%	0.32%	0.52%	27.60%	0.47%	4.65%	0.0%	3.23%	0.55%	0.78%	0.81%	0.0%	0.0%	0.0%	1.53%	1.30%	0.0%	0.89%	0.69%	0.0%
	BCEFGHI		HK	BCEFGHI						ABCDEFG																
	K			K						HIK																
Appropriately skipped	361	395	450	215	251	311	38	40	58	123	441	5	32	1	22	23	15	0	16	8	13	23	14	14	24	0
	46.22%	52.74%	51.90%	52.44%	63.87%	67.61%	14.84%	12.70%	15.06%	55.66%	19.03%	11.63%	15.24%	3.23%	12.09%	17.83%	12.20%	0.0%	32.65%	11.11%	9.92%	14.94%	14.00%	12.50%	16.67%	0.0%
	GHIK	AGHIK	AGHIK	AGHIK	ABCDGHI	ABCDGHI				AGHIK	HI				N				TU							
					JK	JK																				
BASE = Those who responded	300	347	403	139	139	144	216	274	325	36	1865	36	178	29	159	105	107	0	33	64	116	129	86	97	119	0
	38.41%	46.33%	46.48%	33.90%	35.37%	31.30%	84.38%	86.98%	84.42%	16.29%	80.46%	83.72%	84.76%	93.55%	87.36%	81.40%	86.99%	0.0%	67.35%	88.89%	88.55%	83.77%	86.00%	86.61%	82.64%	0.0%
	FJ	ADEFJ	ADEFJ	J	J	J	ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ									S	S					
								K																		
Yes	235	297	348	103	113	121	209	265	320	12	1810	35	173	27	156	103	102	0	32	64	110	127	81	92	117	0
	78.33%	85.59%	86.35%	74.10%	81.29%	84.03%	96.76%	96.72%	98.46%	33.33%	97.05%	97.22%	97.19%	93.10%	98.11%	98.10%	95.33%	0.0%	96.97%	100.00%	94.83%	98.45%	94.19%	94.85%	98.32%	0.0%
	J	ADJ	ADJ	J	J	DJ	ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ									U						
No	65	50	55	36	26	23	7	9	5	24	55	1	5	2	3	2	5	0	1	0	6	2	5	5	2	0
	21.67%	14.41%	13.65%	25.90%	18.71%	15.97%	3.24%	3.28%	1.54%	66.67%	2.95%	2.78%	2.81%	6.90%	1.89%	1.90%	4.67%	0.0%	3.03%	0.0%	5.17%	1.55%	5.81%	5.15%	1.68%	0.0%
	BCGHIK	GHIK	GHIK	BCFGHIK	GHIK	GHIK				ABCDEFG											T					
										HIK																
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	123	14	19	57	5	6	3	3	2	63	16	2	1	1	2	2	1	0	0	0	3	3	0	1	2	0
	15.75%	1.87%	2.19%	13.90%	1.27%	1.30%	1.17%	0.95%	0.52%	28.51%	0.69%	4.65%	0.48%	3.23%	1.10%	1.55%	0.81%	0.0%	0.0%	0.0%	2.29%	1.95%	0.0%	0.89%	1.39%	0.0%
	BCEFGHI K	IK	IK	BCEFGHI K						ABCDEFG HIK																
Appropriately skipped	426	445	505	251	277	334	45	49	63	147	496	6	37	3	25	25	20	0	17	8	19	25	19	19	26	0
	54.55%	59.41%	58.25%	61.22%	70.48%	72.61%	17.58%	15.56%	16.36%	66.52%	21.40%	13.95%	17.62%	9.68%	13.74%	19.38%	16.26%	0.0%	34.69%	11.11%	14.50%	16.23%	19.00%	16.96%	18.06%	0.0%
	GHIK	GHIK	GHIK	AGHIK	ABCDGHI K	ABCDGHI K				ACGHIK	HI								TU							
BASE = Those who responded	232	290	343	102	111	120	208	263	320	11	1806	35	172	27	155	102	102	0	32	64	109	126	81	92	116	0
	29.71%	38.72%	39.56%	24.88%	28.24%	26.09%	81.25%	83.49%	83.12%	4.98%	77.91%	81.40%	81.90%	87.10%	85.16%	79.07%	82.93%	0.0%	65.31%	88.89%	83.21%	81.82%	81.00%	82.14%	80.56%	0.0%
	J	ADEFJ	ADEFJ	J	J	J	ABCDEFJ	ABCDEFJ K	ABCDEFJ K		ABCDEFJ									S	S					
Yes	204	260	317	88	97	108	204	260	317	0	1775	34	169	26	152	100	100	0	32	62	108	123	80	90	114	0
	87.93%	89.66%	92.42%	86.27%	87.39%	90.00%	98.08%	98.86%	99.06%	0.0%	98.28%	97.14%	98.26%	96.30%	98.06%	98.04%	98.04%	0.0%	100.00%	96.88%	99.08%	97.62%	98.77%	97.83%	98.28%	0.0%
							ABCDEF	ABCDEF	ABCDEF		ABCDEF															
No	28	30	26	14	14	12	4	3	3	11	31	1	3	1	3	2	2	0	0	2	1	3	1	2	2	0
	12.07%	10.34%	7.58%	13.73%	12.61%	10.00%	1.92%	1.14%	0.94%	100.00%	1.72%	2.86%	1.74%	3.70%	1.94%	1.96%	1.96%	0.0%	0.0%	3.13%	0.92%	2.38%	1.23%	2.17%	1.72%	0.0%
	GHIK	GHIK	GHIK	GHIK	GHIK	GHIK																				
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

63. 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?

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	0	1	0	0	1	0	0	0	5	0	1	0	1	1	0	0	0	0	1	0	1	1	0	0
	0.13%	0.0%	0.0%	0.24%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.22%	0.0%	0.48%	0.0%	0.55%	0.78%	0.0%	0.0%	0.0%	0.0%	0.76%	0.0%	1.00%	0.89%	0.0%	0.0%
											BCEFHIJ															
No response	119	18	18	61	11	11	7	10	7	54	63	2	4	2	4	3	4	0	1	1	5	3	4	2	5	0
	15.24%	2.40%	2.08%	14.88%	2.80%	2.39%	2.73%	3.17%	1.82%	24.43%	2.72%	4.65%	1.90%	6.45%	2.20%	2.33%	3.25%	0.0%	2.04%	1.39%	3.82%	1.95%	4.00%	1.79%	3.47%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG																
	K			K						HIK																
BASE = Those who responded	661	731	849	348	382	449	248	305	378	167	2250	41	205	29	177	125	119	0	48	71	125	151	95	109	139	0
	84.64%	97.60%	97.92%	84.88%	97.20%	97.61%	96.88%	96.83%	98.18%	75.57%	97.07%	95.35%	97.62%	93.55%	97.25%	96.90%	96.75%	0.0%	97.96%	98.61%	95.42%	98.05%	95.00%	97.32%	96.53%	0.0%
	J	ADJ	ADJ	J	ADJ	ADJ	ADJ	ADJ	ADJ		ADJ															
Yes	154	184	213	69	69	73	135	161	196	11	1288	24	110	19	98	58	73	0	23	36	73	77	57	61	74	0
	23.30%	25.17%	25.09%	19.83%	18.06%	16.26%	54.44%	52.79%	51.85%	6.59%	57.24%	58.54%	53.66%	65.52%	55.37%	46.40%	61.34%	0.0%	47.92%	50.70%	58.40%	50.99%	60.00%	55.96%	53.24%	0.0%
	EFJ	DEFJ	DEFJ	J	J	J	ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ						P									
No	507	547	636	279	313	376	113	144	182	156	962	17	95	10	79	67	46	0	25	35	52	74	38	48	65	0
	76.70%	74.83%	74.91%	80.17%	81.94%	83.74%	45.56%	47.21%	48.15%	93.41%	42.76%	41.46%	46.34%	34.48%	44.63%	53.60%	38.66%	0.0%	52.08%	49.30%	41.60%	49.01%	40.00%	44.04%	46.76%	0.0%
	GHIK	GHIK	GHIK	BCGHIK	ABCGHIK	ABCGHIK				ABCDEFG						Q										
										HIK																
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	124	19	20	63	12	12	10	10	7	55	75	3	6	3	6	5	5	0	2	1	7	4	6	4	6	0
	15.88%	2.54%	2.31%	15.37%	3.05%	2.61%	3.91%	3.17%	1.82%	24.89%	3.24%	6.98%	2.86%	9.68%	3.30%	3.88%	4.07%	0.0%	4.08%	1.39%	5.34%	2.60%	6.00%	3.57%	4.17%	0.0%
	BCEFGHI K			BCEFGHI K						ABCDEFG HIK																
Appropriately skipped	507	547	636	279	313	376	113	144	182	156	962	17	95	10	79	67	46	0	25	35	52	74	38	48	65	0
	64.92%	73.03%	73.36%	68.05%	79.64%	81.74%	44.14%	45.71%	47.27%	70.59%	41.50%	39.53%	45.24%	32.26%	43.41%	51.94%	37.40%	0.0%	51.02%	48.61%	39.69%	48.05%	38.00%	42.86%	45.14%	0.0%
	GHIK	AGHIK	AGHIK	GHIK	ABCDGHI JK	ABCDGHI JK			K	GHIK						Q										
BASE = Those who responded	150	183	211	68	68	72	133	161	196	10	1281	23	109	18	97	57	72	0	22	36	72	76	56	60	73	0
	19.21%	24.43%	24.34%	16.59%	17.30%	15.65%	51.95%	51.11%	50.91%	4.52%	55.26%	53.49%	51.90%	58.06%	53.30%	44.19%	58.54%	0.0%	44.90%	50.00%	54.96%	49.35%	56.00%	53.57%	50.69%	0.0%
	J	ADEFJ	ADEFJ	J	J	J	ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ						P									
Yes	126	159	196	56	56	64	121	154	190	3	1204	21	100	16	89	53	64	0	20	35	65	72	49	56	65	0
	84.00%	86.89%	92.89%	82.35%	82.35%	88.89%	90.98%	95.65%	96.94%	30.00%	93.99%	91.30%	91.74%	88.89%	91.75%	92.98%	88.89%	0.0%	90.91%	97.22%	90.28%	94.74%	87.50%	93.33%	89.04%	0.0%
			ADE					ABDE	ABDEFGK		ABDE															
No	24	24	15	12	12	8	12	7	6	7	77	2	9	2	8	4	8	0	2	1	7	4	7	4	8	0
	16.00%	13.11%	7.11%	17.65%	17.65%	11.11%	9.02%	4.35%	3.06%	70.00%	6.01%	8.70%	8.26%	11.11%	8.25%	7.02%	11.11%	0.0%	9.09%	2.78%	9.72%	5.26%	12.50%	6.67%	10.96%	0.0%
	CHIK	HIK		CHIK	CHIK	I	I				I															
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	128	21	22	63	14	13	11	10	8	58	82	3	7	3	6	5	6	0	2	2	7	4	7	4	7	0
	16.39%	2.80%	2.54%	15.37%	3.56%	2.83%	4.30%	3.17%	2.08%	26.24%	3.54%	6.98%	3.33%	9.68%	3.30%	3.88%	4.88%	0.0%	4.08%	2.78%	5.34%	2.60%	7.00%	3.57%	4.86%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG																
	K			K						HIK																
Appropriately skipped	531	571	651	291	325	384	125	151	188	163	1039	19	104	12	87	71	54	0	27	36	59	78	45	52	73	0
	67.99%	76.23%	75.09%	70.98%	82.70%	83.48%	48.83%	47.94%	48.83%	73.76%	44.82%	44.19%	49.52%	38.71%	47.80%	55.04%	43.90%	0.0%	55.10%	50.00%	45.04%	50.65%	45.00%	46.43%	50.69%	0.0%
	GHIK	AGHIK	AGHIK	GHIK	ABCDGHI	ABCDGHI				GHIK																
					JK	JK																				
BASE = Those who responded	122	157	194	56	54	63	120	154	189	0	1197	21	99	16	89	53	63	0	20	34	65	72	48	56	64	0
	15.62%	20.96%	22.38%	13.66%	13.74%	13.70%	46.88%	48.89%	49.09%	0.0%	51.64%	48.84%	47.14%	51.61%	48.90%	41.09%	51.22%	0.0%	40.82%	47.22%	49.62%	46.75%	48.00%	50.00%	44.44%	0.0%
	J	ADEFJ	ADEFJ	J	J	J	ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ															
Yes	119	153	183	54	51	59	119	153	183	0	1184	20	99	16	88	53	62	0	20	34	64	72	47	55	64	0
	97.54%	97.45%	94.33%	96.43%	94.44%	93.65%	99.17%	99.35%	96.83%	0.0%	98.91%	95.24%	100.00%	100.00%	98.88%	100.00%	98.41%	0.0%	100.00%	100.00%	98.46%	100.00%	97.92%	98.21%	100.00%	0.0%
							C	C			C															
No	3	4	11	2	3	4	1	1	6	0	13	1	0	0	1	0	1	0	0	0	1	0	1	1	0	0
	2.46%	2.55%	5.67%	3.57%	5.56%	6.35%	0.83%	0.65%	3.17%	0.0%	1.09%	4.76%	0.0%	0.0%	1.12%	0.0%	1.59%	0.0%	0.0%	0.0%	1.54%	0.0%	2.08%	1.79%	0.0%	0.0%
			GHK																							
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

66. 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?

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	1	1	1	0	0	1	0	0	0	3	0	1	0	1	0	0	0	0	0	1	1	0	1	0	0
	0.13%	0.13%	0.12%	0.24%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.13%	0.0%	0.48%	0.0%	0.55%	0.0%	0.0%	0.0%	0.0%	0.0%	0.76%	0.65%	0.0%	0.89%	0.0%	0.0%
No response	116	11	15	61	8	8	4	4	6	54	38	1	3	0	3	1	3	0	1	1	2	2	2	0	4	0
	14.85%	1.47%	1.73%	14.88%	2.04%	1.74%	1.56%	1.27%	1.56%	24.43%	1.64%	2.33%	1.43%	0.0%	1.65%	0.78%	2.44%	0.0%	2.04%	1.39%	1.53%	1.30%	2.00%	0.0%	2.78%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG															X	
	K			K						HIK																
BASE = Those who responded	664	737	851	348	385	452	251	311	379	167	2277	42	206	31	178	128	120	0	48	71	128	151	98	111	140	0
	85.02%	98.40%	98.15%	84.88%	97.96%	98.26%	98.05%	98.73%	98.44%	75.57%	98.23%	97.67%	98.10%	100.00%	97.80%	99.22%	97.56%	0.0%	97.96%	98.61%	97.71%	98.05%	98.00%	99.11%	97.22%	0.0%
	J	ADJ	ADJ	J	ADJ	ADJ	ADJ	ADJ	ADJ		ADJ			O												
Yes	126	140	181	53	58	62	94	117	148	17	858	18	75	17	64	35	56	0	16	27	49	53	40	45	49	0
	18.98%	19.00%	21.27%	15.23%	15.06%	13.72%	37.45%	37.62%	39.05%	10.18%	37.68%	42.86%	36.41%	54.84%	35.96%	27.34%	46.67%	0.0%	33.33%	38.03%	38.28%	35.10%	40.82%	40.54%	35.00%	0.0%
	FJ	FJ	DEFJ				ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ						P									
No	538	597	670	295	327	390	157	194	231	150	1419	24	131	14	114	93	64	0	32	44	79	98	58	66	91	0
	81.02%	81.00%	78.73%	84.77%	84.94%	86.28%	62.55%	62.38%	60.95%	89.82%	62.32%	57.14%	63.59%	45.16%	64.04%	72.66%	53.33%	0.0%	66.67%	61.97%	61.72%	64.90%	59.18%	59.46%	65.00%	0.0%
	GHIK	GHIK	GHIK	CGHIK	CGHIK	ABCGHIK				ABCGHIK						Q										
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.13%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	124	13	21	63	8	11	5	5	8	60	50	1	4	0	4	1	3	0	1	1	3	3	2	1	4	0
	15.88%	1.74%	2.42%	15.37%	2.04%	2.39%	1.95%	1.59%	2.08%	27.15%	2.16%	2.33%	1.96%	0.0%	2.20%	0.78%	2.44%	0.0%	2.04%	1.39%	2.29%	1.95%	2.00%	0.89%	2.78%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG					N											
	K			K						HIK																
Appropriately skipped	538	597	670	295	327	390	157	194	231	150	1419	24	131	14	114	93	64	0	32	44	79	98	58	66	91	0
	68.89%	79.71%	77.28%	71.95%	83.21%	84.78%	61.33%	61.59%	60.00%	67.87%	61.22%	55.81%	62.38%	45.16%	62.64%	72.09%	52.03%	0.0%	65.31%	61.11%	60.31%	63.64%	58.00%	58.93%	63.19%	0.0%
	GHIK	ADGHIJK	ADGHIJK	GHIK	ACDGHIJ	ABCDGHI				K						Q										
					K	JK																				
BASE = Those who responded	119	139	176	52	58	59	94	116	146	11	846	18	75	17	64	35	56	0	16	27	49	53	40	45	49	0
	15.24%	18.56%	20.30%	12.68%	14.76%	12.83%	36.72%	36.83%	37.92%	4.98%	36.50%	41.86%	35.71%	54.84%	35.16%	27.13%	45.53%	0.0%	32.65%	37.50%	37.40%	34.42%	40.00%	40.18%	34.03%	0.0%
	J	DFJ	ADEFJ	J	J	J	ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ			O			P									
Yes	90	111	139	38	43	41	89	108	135	0	795	16	72	17	60	35	51	0	15	25	48	52	37	44	45	0
	75.63%	79.86%	78.98%	73.08%	74.14%	69.49%	94.68%	93.10%	92.47%	0.0%	93.97%	88.89%	96.00%	100.00%	93.75%	100.00%	91.07%	0.0%	93.75%	92.59%	97.96%	98.11%	92.50%	97.78%	91.84%	0.0%
							ABCDEF	ABCDEF	ABCDEF		ABCDEF					Q										
No	29	28	37	14	15	18	5	8	11	11	51	2	3	0	4	0	5	0	1	2	1	1	3	1	4	0
	24.37%	20.14%	21.02%	26.92%	25.86%	30.51%	5.32%	6.90%	7.53%	100.00%	6.03%	11.11%	4.00%	0.0%	6.25%	0.0%	8.93%	0.0%	6.25%	7.41%	2.04%	1.89%	7.50%	2.22%	8.16%	0.0%
	GHIK	GHIK	GHIK	GHIK	GHIK	GHIK											P									
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	124	13	21	63	8	11	5	5	8	60	59	1	4	0	4	1	3	0	1	1	3	3	2	1	4	0
	15.88%	1.74%	2.42%	15.37%	2.04%	2.39%	1.95%	1.59%	2.08%	27.15%	2.55%	2.33%	1.96%	0.0%	2.20%	0.78%	2.44%	0.0%	2.04%	1.39%	2.29%	1.95%	2.00%	0.89%	2.78%	0.0%
	BCEFGHI K			BCEFGHI K						ABCDEFG HIK					N											
Appropriately skipped	567	625	707	309	342	408	162	202	242	161	1470	26	134	14	118	93	69	0	33	46	80	99	61	67	95	0
	72.60%	83.44%	81.55%	75.37%	87.02%	88.70%	63.28%	64.13%	62.86%	72.85%	63.42%	60.47%	63.81%	45.16%	64.84%	72.09%	56.10%	0.0%	67.35%	63.89%	61.07%	64.29%	61.00%	59.82%	65.97%	0.0%
	GHIK	ADGHIJK	ADGHIJK	GHIK	ACDGHIJ K	ABCDGHI JK				GHIK					N	Q										
BASE = Those who responded	90	111	139	38	43	41	89	108	135	0	789	16	72	17	60	35	51	0	15	25	48	52	37	44	45	0
	11.52%	14.82%	16.03%	9.27%	10.94%	8.91%	34.77%	34.29%	35.06%	0.0%	34.04%	37.21%	34.29%	54.84%	32.97%	27.13%	41.46%	0.0%	30.61%	34.72%	36.64%	33.77%	37.00%	39.29%	31.25%	0.0%
	J	DFJ	ADEFJ	J	J	J	ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ			O			P									
Yes	88	107	132	37	42	37	88	107	132	0	782	16	71	17	59	34	51	0	15	24	48	51	37	43	45	0
	97.78%	96.40%	94.96%	97.37%	97.67%	90.24%	98.88%	99.07%	97.78%	0.0%	99.11%	100.00%	98.61%	100.00%	98.33%	97.14%	100.00%	0.0%	100.00%	96.00%	100.00%	98.08%	100.00%	97.73%	100.00%	0.0%
								C			C															
No	2	4	7	1	1	4	1	1	3	0	7	0	1	0	1	1	0	0	0	1	0	1	0	1	0	0
	2.22%	3.60%	5.04%	2.63%	2.33%	9.76%	1.12%	0.93%	2.22%	0.0%	0.89%	0.0%	1.39%	0.0%	1.67%	2.86%	0.0%	0.0%	0.0%	4.00%	0.0%	1.92%	0.0%	2.27%	0.0%	0.0%
			HK																							
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	1	0	0	1	0	1	1	0	0	5	0	1	0	1	0	1	0	0	0	1	0	1	1	0	0
	0.13%	0.13%	0.0%	0.0%	0.25%	0.0%	0.39%	0.32%	0.0%	0.0%	0.22%	0.0%	0.48%	0.0%	0.55%	0.0%	0.81%	0.0%	0.0%	0.0%	0.76%	0.0%	1.00%	0.89%	0.0%	0.0%
											CDFIJ															
No response	112	8	6	56	8	3	2	0	0	55	16	0	2	0	2	0	2	0	1	0	1	1	1	1	1	0
	14.34%	1.07%	0.69%	13.66%	2.04%	0.65%	0.78%	0.0%	0.0%	24.89%	0.69%	0.0%	0.95%	0.0%	1.10%	0.0%	1.63%	0.0%	2.04%	0.0%	0.76%	0.65%	1.00%	0.89%	0.69%	0.0%
	BCEFGHI	HI	HI	BCEFGHI	HI					ABCDEFG	HI															
	K			K						HIK																
BASE = Those who responded	668	740	861	354	384	457	253	314	385	166	2297	43	207	31	179	129	120	0	48	72	129	153	98	110	143	0
	85.53%	98.80%	99.31%	86.34%	97.71%	99.35%	98.83%	99.68%	100.00%	75.11%	99.09%	100.00%	98.57%	100.00%	98.35%	100.00%	97.56%	0.0%	97.96%	100.00%	98.47%	99.35%	98.00%	98.21%	99.31%	0.0%
	J	ADJ	ADEJ	J	ADJ	ADJ	ADJ	ADEJ	ABCDEJK		ADJ															
Yes	85	90	128	43	36	55	70	67	102	9	600	16	54	11	48	34	34	0	21	18	29	45	24	34	36	0
	12.72%	12.16%	14.87%	12.15%	9.38%	12.04%	27.67%	21.34%	26.49%	5.42%	26.12%	37.21%	26.09%	35.48%	26.82%	26.36%	28.33%	0.0%	43.75%	25.00%	22.48%	29.41%	24.49%	30.91%	25.17%	0.0%
	J	J	EJ	J		J	ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ								TU							
No	583	650	733	311	348	402	183	247	283	157	1697	27	153	20	131	95	86	0	27	54	100	108	74	76	107	0
	87.28%	87.84%	85.13%	87.85%	90.63%	87.96%	72.33%	78.66%	73.51%	94.58%	73.88%	62.79%	73.91%	64.52%	73.18%	73.64%	71.67%	0.0%	56.25%	75.00%	77.52%	70.59%	75.51%	69.09%	74.83%	0.0%
	GHIK	GHIK	GHIK	GHIK	CGHIK	GHIK				ABCDFGH										S	S					
										IK																
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	116	9	10	58	9	4	6	1	2	55	35	0	6	0	6	2	4	0	2	1	3	4	2	3	3	0
	14.85%	1.20%	1.15%	14.15%	2.29%	0.87%	2.34%	0.32%	0.52%	24.89%	1.51%	0.0%	2.86%	0.0%	3.30%	1.55%	3.25%	0.0%	4.08%	1.39%	2.29%	2.60%	2.00%	2.68%	2.08%	0.0%
	BCEFGHI			BCEFGHI	HI		H			ABCDEFG	HI		L		N											
	K			K						HIK																
Appropriately skipped	583	650	733	311	348	402	183	247	283	157	1697	27	153	20	131	95	86	0	27	54	100	108	74	76	107	0
	74.65%	86.78%	84.54%	75.85%	88.55%	87.39%	71.48%	78.41%	73.51%	71.04%	73.21%	62.79%	72.86%	64.52%	71.98%	73.64%	69.92%	0.0%	55.10%	75.00%	76.34%	70.13%	74.00%	67.86%	74.31%	0.0%
		ADGHIJK	ADGHIJK		ACDGHIJ	ADGHIJK		K												S	S					
					K																					
BASE = Those who responded	82	90	124	41	36	54	67	67	100	9	586	16	51	11	45	32	33	0	20	17	28	42	24	33	34	0
	10.50%	12.02%	14.30%	10.00%	9.16%	11.74%	26.17%	21.27%	25.97%	4.07%	25.28%	37.21%	24.29%	35.48%	24.73%	24.81%	26.83%	0.0%	40.82%	23.61%	21.37%	27.27%	24.00%	29.46%	23.61%	0.0%
	J	J	ADEJ	J	J	J	ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ								TU							
Yes	59	62	85	31	24	33	57	58	82	1	520	13	44	10	37	24	31	0	16	14	25	34	22	26	31	0
	71.95%	68.89%	68.55%	75.61%	66.67%	61.11%	85.07%	86.57%	82.00%	11.11%	88.74%	81.25%	86.27%	90.91%	82.22%	75.00%	93.94%	0.0%	80.00%	82.35%	89.29%	80.95%	91.67%	78.79%	91.18%	0.0%
							ABCEF	ABCEF	BCF		ABCEF						P									
No	23	28	39	10	12	21	10	9	18	8	66	3	7	1	8	8	2	0	4	3	3	8	2	7	3	0
	28.05%	31.11%	31.45%	24.39%	33.33%	38.89%	14.93%	13.43%	18.00%	88.89%	11.26%	18.75%	13.73%	9.09%	17.78%	25.00%	6.06%	0.0%	20.00%	17.65%	10.71%	19.05%	8.33%	21.21%	8.82%	0.0%
	GHK	GHIK	GHIK		GHK	GHIK										Q										
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
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Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.04%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	117	10	10	58	9	4	6	2	2	56	42	0	6	0	6	2	4	0	2	1	3	4	2	3	3	0
	14.98%	1.34%	1.15%	14.15%	2.29%	0.87%	2.34%	0.63%	0.52%	25.34%	1.81%	0.0%	2.86%	0.0%	3.30%	1.55%	3.25%	0.0%	4.08%	1.39%	2.29%	2.60%	2.00%	2.68%	2.08%	0.0%
	BCEFGHI			BCEFGHI	I					ABCDEFG	HI		L		N											
	K			K						HIK																
Appropriately skipped	606	678	772	321	360	423	193	256	301	165	1763	30	160	21	139	103	88	0	31	57	103	116	76	83	110	0
	77.59%	90.52%	89.04%	78.29%	91.60%	91.96%	75.39%	81.27%	78.18%	74.66%	76.06%	69.77%	76.19%	67.74%	76.37%	79.84%	71.54%	0.0%	63.27%	79.17%	78.63%	75.32%	76.00%	74.11%	76.39%	0.0%
		ADGHIJK	ADGHIJK		ADGHIJK	ADGHIJK		K													S					
BASE = Those who responded	58	61	85	31	24	33	57	57	82	0	512	13	44	10	37	24	31	0	16	14	25	34	22	26	31	0
	7.43%	8.14%	9.80%	7.56%	6.11%	7.17%	22.27%	18.10%	21.30%	0.0%	22.09%	30.23%	20.95%	32.26%	20.33%	18.60%	25.20%	0.0%	32.65%	19.44%	19.08%	22.08%	22.00%	23.21%	21.53%	0.0%
	J	J	EJ	J	J	J	ABCDEFJ	ABCDEFJ	ABCDEFJ		ABCDEFJ															
Yes	57	57	78	30	21	28	57	57	78	0	505	13	44	10	37	24	31	0	16	14	25	34	22	26	31	0
	98.28%	93.44%	91.76%	96.77%	87.50%	84.85%	100.00%	100.00%	95.12%	0.0%	98.63%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
	F						BCFIK	BCFIK			CF															
No	1	4	7	1	3	5	0	0	4	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.72%	6.56%	8.24%	3.23%	12.50%	15.15%	0.0%	0.0%	4.88%	0.0%	1.37%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		GH	GHK			AGHK			GH		GH															
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	0	1	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.13%	0.0%	0.0%	0.24%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.13%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	111	26	15	57	15	9	1	5	3	54	26	0	1	0	1	0	1	0	0	0	1	1	0	1	0	0
	14.21%	3.47%	1.73%	13.90%	3.82%	1.96%	0.39%	1.59%	0.78%	24.43%	1.12%	0.0%	0.48%	0.0%	0.55%	0.0%	0.81%	0.0%	0.0%	0.0%	0.76%	0.65%	0.0%	0.89%	0.0%	0.0%
	BCEFGHI	CGIK	G	BCEFGHI	CGIK	G				ABCDEFG																
	K			K						HIK																
BASE = Those who responded	669	723	852	352	378	451	255	310	382	167	2289	43	209	31	181	129	122	0	49	72	130	153	100	111	144	0
	85.66%	96.53%	98.27%	85.85%	96.18%	98.04%	99.61%	98.41%	99.22%	75.57%	98.75%	100.00%	99.52%	100.00%	99.45%	100.00%	99.19%	0.0%	100.00%	100.00%	99.24%	99.35%	100.00%	99.11%	100.00%	0.0%
	J	ADJ	ABDEJ	J	ADJ	ADJ	ABCDEFJ	ADJ	ABDEJ		ABDEJ															
Yes	146	167	177	59	64	61	139	159	169	4	1281	25	113	17	97	70	66	0	23	36	77	92	46	65	74	0
	21.82%	23.10%	20.77%	16.76%	16.93%	13.53%	54.51%	51.29%	44.24%	2.40%	55.96%	58.14%	54.07%	54.84%	53.59%	54.26%	54.10%	0.0%	46.94%	50.00%	59.23%	60.13%	46.00%	58.56%	51.39%	0.0%
	DFJ	DEFJ	FJ	J	J	J	ABCDEFI	ABCDEFJ	ABCDEFJ		ABCDEFI											W				
							J				J															
No	523	556	675	293	314	390	116	151	213	163	1008	18	96	14	84	59	56	0	26	36	53	61	54	46	70	0
	78.18%	76.90%	79.23%	83.24%	83.07%	86.47%	45.49%	48.71%	55.76%	97.60%	44.04%	41.86%	45.93%	45.16%	46.41%	45.74%	45.90%	0.0%	53.06%	50.00%	40.77%	39.87%	54.00%	41.44%	48.61%	0.0%
	GHIK	GHIK	GHIK	ABGHIK	BGHIK	ABCGHIK			GK	ABCDEFG													V			
										HIK																
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	116	28	22	58	15	10	3	7	8	56	47	0	3	0	3	1	2	0	0	1	2	2	1	2	1	0
	14.85%	3.74%	2.54%	14.15%	3.82%	2.17%	1.17%	2.22%	2.08%	25.34%	2.03%	0.0%	1.43%	0.0%	1.65%	0.78%	1.63%	0.0%	0.0%	1.39%	1.53%	1.30%	1.00%	1.79%	0.69%	0.0%
	BCEFGHI K	GK		BCEFGHI K	G					ABCDEFG HIK																
Appropriately skipped	523	556	675	293	314	390	116	151	213	163	1008	18	96	14	84	59	56	0	26	36	53	61	54	46	70	0
	66.97%	74.23%	77.85%	71.46%	79.90%	84.78%	45.31%	47.94%	55.32%	73.76%	43.49%	41.86%	45.71%	45.16%	46.15%	45.74%	45.53%	0.0%	53.06%	50.00%	40.46%	39.61%	54.00%	41.07%	48.61%	0.0%
	GHIK	AGHIK	ADGHIK	GHIK	ABDGHIK	ABCDGHI JK			GK	AGHIK													V			
BASE = Those who responded	142	165	170	59	64	60	137	157	164	2	1263	25	111	17	95	69	65	0	23	35	76	91	45	64	73	0
	18.18%	22.03%	19.61%	14.39%	16.28%	13.04%	53.52%	49.84%	42.60%	0.90%	54.49%	58.14%	52.86%	54.84%	52.20%	53.49%	52.85%	0.0%	46.94%	48.61%	58.02%	59.09%	45.00%	57.14%	50.69%	0.0%
	FJ	DEFJ	DFJ	J	J	J	ABCDEFI J	ABCDEFJ	ABCDEFJ		ABCDEFI J											W				
Yes	135	153	159	56	59	55	135	153	159	0	1236	24	110	17	93	68	64	0	23	35	74	90	44	64	71	0
	95.07%	92.73%	93.53%	94.92%	92.19%	91.67%	98.54%	97.45%	96.95%	0.0%	97.86%	96.00%	99.10%	100.00%	97.89%	98.55%	98.46%	0.0%	100.00%	100.00%	97.37%	98.90%	97.78%	100.00%	97.26%	0.0%
							BC	B			BC															
No	7	12	11	3	5	5	2	4	5	2	27	1	1	0	2	1	1	0	0	0	2	1	1	0	2	0
	4.93%	7.27%	6.47%	5.08%	7.81%	8.33%	1.46%	2.55%	3.05%	100.00%	2.14%	4.00%	0.90%	0.0%	2.11%	1.45%	1.54%	0.0%	0.0%	0.0%	2.63%	1.10%	2.22%	0.0%	2.74%	0.0%
		GHK	GK																							
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

74. What is your child's age?

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	119	26	31	61	14	17	4	9	14	57	31	1	3	0	3	1	3	0	0	0	0	2	1	3	1	0
	15.24%	3.47%	3.58%	14.88%	3.56%	3.70%	1.56%	2.86%	3.64%	25.79%	1.34%	2.33%	1.43%	0.0%	1.65%	0.78%	2.44%	0.0%	0.0%	0.0%	0.0%	1.30%	1.00%	2.68%	0.69%	0.0%
	BCEFGHI K	K	GK	BCEFGHI K	K	K			K	ABCDEFG HIK																
BASE = Those who responded	662	723	836	349	379	443	252	306	371	164	2287	42	207	31	179	128	120	0	49	72	131	152	99	109	143	0
	84.76%	96.53%	96.42%	85.12%	96.44%	96.30%	98.44%	97.14%	96.36%	74.21%	98.66%	97.67%	98.57%	100.00%	98.35%	99.22%	97.56%	0.0%	100.00%	100.00%	100.00%	98.70%	99.00%	97.32%	99.31%	0.0%
	J	ADJ	ADJ	J	ADJ	ADJ	ACDJ	ADJ	ADJ		ABCDEFI J															
Less than 1 year old	15	14	18	9	10	10	0	0	4	6	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.27%	1.94%	2.15%	2.58%	2.64%	2.26%	0.0%	0.0%	1.08%	3.66%	0.35%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	GHK	GHK	GHK	GHK	GHK	GHK			GH	GHK	GH															
1 year or more (NET)	647	709	818	340	369	433	252	306	367	158	2279	42	207	31	179	128	120	0	49	72	131	152	99	109	143	0
	97.73%	98.06%	97.85%	97.42%	97.36%	97.74%	100.00%	100.00%	98.92%	96.34%	99.65%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
							ABCDEFI JK	ABCDEFI JK			ABCDEFJ															
1 - 5 years old	209	192	231	118	98	125	49	57	65	58	476	9	40	10	29	25	24	0	49	0	0	26	23	17	32	0
	31.57%	26.56%	27.63%	33.81%	25.86%	28.22%	19.44%	18.63%	17.52%	35.37%	20.81%	21.43%	19.32%	32.26%	16.20%	19.53%	20.00%	0.0%	100.00%	0.0%	0.0%	17.11%	23.23%	15.60%	22.38%	0.0%
	BEGHIK	GHIK	GHIK	BCEGHIK	HIK	GHIK				BEGHIK									TU							
6 - 10 years old	149	195	242	82	99	126	72	98	130	32	665	11	60	8	57	37	33	0	0	72	0	47	25	25	47	0
	22.51%	26.97%	28.95%	23.50%	26.12%	28.44%	28.57%	32.03%	35.04%	19.51%	29.08%	26.19%	28.99%	25.81%	31.84%	28.91%	27.50%	0.0%	0.0%	100.00%	0.0%	30.92%	25.25%	22.94%	32.87%	0.0%
		J	ADJ			AJ	J	ADJ	ABCDEFJ K		ADJ									SU						
11 - 15 years old	177	216	229	89	121	116	74	98	117	44	750	12	60	5	55	39	35	0	0	0	74	45	28	35	39	0
	26.74%	29.88%	27.39%	25.50%	31.93%	26.19%	29.37%	32.03%	31.54%	26.83%	32.79%	28.57%	28.99%	16.13%	30.73%	30.47%	29.17%	0.0%	0.0%	0.0%	56.49%	29.61%	28.28%	32.11%	27.27%	0.0%
											ACDF										ST					
Over 15 years old	112	106	116	51	51	66	57	53	55	24	388	10	47	8	38	27	28	0	0	0	57	34	23	32	25	0
	16.92%	14.66%	13.88%	14.61%	13.46%	14.90%	22.62%	17.32%	14.82%	14.63%	16.97%	23.81%	22.71%	25.81%	21.23%	21.09%	23.33%	0.0%	0.0%	0.0%	43.51%	22.37%	23.23%	29.36%	17.48%	0.0%
							BCDEFIJ K				C										ST			Y		
Average age	8.8761	9.2905	8.9976	8.4613	9.3799	8.9278	10.3968	10.2680	10.0296	8.2805	10.1530	10.5714	10.3527	9.3548	10.5084	10.4375	10.2917	0	2.6939	8.2500	14.4580	10.5066	10.2020	11.1743	9.8042	0
		DJ			DJ		ABCDEFJ	ABCDEFJ	ABCDFJ		ABCDEFJ									S	ST			Y		

Note: The Medicaid Average does not provide the full distribution of responses for this question so the results can not be displayed on this question.

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

74. What is your child's age?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Standard deviation	5.5214	5.2301	5.1789	5.4137	5.2084	5.2028	4.9938	4.7541	4.6566	5.7175	4.8143	5.2105	4.9798	5.8285	4.6992	4.8698	5.1257	0	1.3432	1.4601	2.2147	4.7724	5.3276	5.0061	4.9022	0
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Medicaid Average does not provide the full distribution of responses for this question so the results can not be displayed on this question.

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

75. Is your child male or female?

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	3	3	1	0	1	0	2	3	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.13%	0.40%	0.35%	0.24%	0.0%	0.22%	0.0%	0.63%	0.78%	0.0%	0.17%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
											EGJ															
No response	110	12	11	56	6	7	2	4	5	54	15	0	2	0	2	1	1	0	0	0	1	0	0	1	1	0
	14.08%	1.60%	1.27%	13.66%	1.53%	1.52%	0.78%	1.27%	1.30%	24.43%	0.65%	0.0%	0.95%	0.0%	1.10%	0.78%	0.81%	0.0%	0.0%	0.0%	0.76%	0.0%	0.0%	0.89%	0.69%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG																
	K			K						HIK																
BASE = Those who responded	670	734	853	353	387	452	254	309	377	167	2299	43	208	31	180	128	122	0	49	72	130	154	100	111	143	0
	85.79%	98.00%	98.39%	86.10%	98.47%	98.26%	99.22%	98.10%	97.92%	75.57%	99.18%	100.00%	99.05%	100.00%	98.90%	99.22%	99.19%	0.0%	100.00%	100.00%	99.24%	100.00%	100.00%	99.11%	99.31%	0.0%
	J	ADJ	ADJ	J	ADJ	ADJ	ADJ	ADJ	ADJ		ABDJ															
Male	359	404	472	182	190	238	154	188	222	85	1321	27	126	16	109	82	70	0	26	47	79	154	0	66	88	0
	53.58%	55.04%	55.33%	51.56%	49.10%	52.65%	60.63%	60.84%	58.89%	50.90%	57.46%	62.79%	60.58%	51.61%	60.56%	64.06%	57.38%	0.0%	53.06%	65.28%	60.77%	100.00%	0.0%	59.46%	61.54%	0.0%
			E				DEFJ	ADEFJ	DE		DE											W				
Female	311	330	381	171	197	214	100	121	155	82	978	16	82	15	71	46	52	0	23	25	51	0	100	45	55	0
	46.42%	44.96%	44.67%	48.44%	50.90%	47.35%	39.37%	39.16%	41.11%	49.10%	42.54%	37.21%	39.42%	48.39%	39.44%	35.94%	42.62%	0.0%	46.94%	34.72%	39.23%	0.0%	100.00%	40.54%	38.46%	0.0%
	H			GHIK	CGHIK	GH				GH													V			
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

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

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	116	33	29	55	17	16	5	15	14	57	44	0	5	0	4	1	4	0	0	1	3	4	0	3	2	0
	14.85%	4.41%	3.34%	13.41%	4.33%	3.48%	1.95%	4.76%	3.64%	25.79%	1.90%	0.0%	2.38%	0.0%	2.20%	0.78%	3.25%	0.0%	0.0%	1.39%	2.29%	2.60%	0.0%	2.68%	1.39%	0.0%
	BCEFGHI	GK	K	BCEFGHI	K			K		ABCDEFG			L		N							W				
	K			K						HIK																
BASE = Those who responded	665	716	838	355	376	444	251	300	371	164	2274	43	205	31	178	128	119	0	49	71	128	150	100	109	142	0
	85.15%	95.59%	96.66%	86.59%	95.67%	96.52%	98.05%	95.24%	96.36%	74.21%	98.10%	100.00%	97.62%	100.00%	97.80%	99.22%	96.75%	0.0%	100.00%	98.61%	97.71%	97.40%	100.00%	97.32%	98.61%	0.0%
	J	ADJ	ADJ	J	ADJ	ADJ	ABDJ	ADJ	ADJ		ABCDEHJ	M		O									V			
Yes, Hispanic or Latino	50	77	73	28	43	40	17	20	18	13	384	1	16	1	13	8	9	0	3	4	10	11	6	4	13	0
	7.52%	10.75%	8.71%	7.89%	11.44%	9.01%	6.77%	6.67%	4.85%	7.93%	16.89%	2.33%	7.80%	3.23%	7.30%	6.25%	7.56%	0.0%	6.12%	5.63%	7.81%	7.33%	6.00%	3.67%	9.15%	0.0%
		AGHI	I		AGHI	I					ABCDEFG															
											HIJ															
No, not Hispanic or Latino	615	639	765	327	333	404	234	280	353	151	1890	42	189	30	165	120	110	0	46	67	118	139	94	105	129	0
	92.48%	89.25%	91.29%	92.11%	88.56%	90.99%	93.23%	93.33%	95.15%	92.07%	83.11%	97.67%	92.20%	96.77%	92.70%	93.75%	92.44%	0.0%	93.88%	94.37%	92.19%	92.67%	94.00%	96.33%	90.85%	0.0%
	BEK	K	K	K	K	K	BEK	BEK	BCEFK	K																
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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Children With Chronic Conditions

77. What is your child's race?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781 100.00%	749 100.00%	867 100.00%	410 100.00%	393 100.00%	460 100.00%	256 100.00%	315 100.00%	385 100.00%	221 100.00%	2318 100.00%	43 100.00%	210 100.00%	31 100.00%	182 100.00%	129 100.00%	123 100.00%	0 0.0%	49 100.00%	72 100.00%	131 100.00%	154 100.00%	100 100.00%	112 100.00%	144 100.00%	0 0.0%
No response	120 15.36% BCEFGHI K	37 4.94% GIK	29 3.34%	60 14.63% BCEFGHI K	17 4.33% GI	15 3.26%	4 1.56%	9 2.86%	7 1.82%	57 25.79% ABCDEFG HIK	61 2.63%	0 0.0%	4 1.90% L	0 0.0%	3 1.65%	2 1.55%	2 1.63%	0 0.0%	1 2.04%	0 0.0%	2 1.53%	3 1.95%	0 0.0%	2 1.79%	2 1.39%	0 0.0%
BASE = Those who responded	661 84.64% J	712 95.06% ADJ	838 96.66% ADJ	350 85.37% J	376 95.67% ADJ	445 96.74% ADJ	252 98.44% ABDEJ	306 97.14% ADJ	378 98.18% ABDEJ	164 74.21%	2257 97.37% ABDJ	43 100.00% M	206 98.10%	31 100.00%	179 98.35%	127 98.45%	121 98.37%	0 0.0%	48 97.96%	72 100.00%	129 98.47%	151 98.05%	100 100.00%	110 98.21%	142 98.61%	0 0.0%
White	286 43.27%	332 46.63%	448 53.46% ABDEG	146 41.71%	169 44.95%	223 50.11% AD	110 43.65%	151 49.35%	219 57.94% ABDEFGH J	76 46.34%	1653 73.24% ABCDEFG HIJ	15 34.88%	95 46.12%	9 29.03%	86 48.04% N	60 47.24%	48 39.67%	0 0.0%	18 37.50%	27 37.50%	65 50.39%	55 36.42%	55 55.00% V	56 50.91% Y	54 38.03%	0 0.0%
Black or African-American	360 54.46% CIK	362 50.84% CIK	383 45.70% K	194 55.43% CIK	193 51.33% IK	222 49.89% IK	142 56.35% CIK	159 51.96% IK	162 42.86% K	84 51.22% K	564 24.99%	26 60.47%	113 54.85%	20 64.52%	95 53.07%	67 52.76%	73 60.33%	0 0.0%	29 60.42%	48 66.67% U	62 48.06%	94 62.25% W	47 47.00%	50 45.45%	92 64.79% X	0 0.0%
Asian	18 2.72% GHI	14 1.97% H	16 1.91% H	8 2.29% H	9 2.39% H	10 2.25% H	2 0.79%	1 0.33%	4 1.06%	8 4.88% GHI	66 2.92% GHI	0 0.0%	2 0.97%	0 0.0%	1 0.56%	0 0.0%	2 1.65%	0 0.0%	1 2.08%	1 1.39%	0 0.0%	1 0.66%	1 1.00%	1 0.91%	1 0.70%	0 0.0%
Native Hawaiian or other Pacific Islander	4 0.61%	3 0.42%	4 0.48%	1 0.29%	2 0.53%	2 0.45%	3 1.19%	1 0.33%	2 0.53%	1 0.61%	35 1.55% ABCDEFH I	0 0.0%	3 1.46%	0 0.0%	3 1.68%	1 0.79%	2 1.65%	0 0.0%	1 2.08%	0 0.0%	2 1.55%	1 0.66%	2 2.00%	0 0.0%	3 2.11%	0 0.0%
American Indian or Alaska Native	22 3.33%	16 2.25%	29 3.46%	10 2.86%	10 2.66%	18 4.04%	10 3.97%	7 2.29%	15 3.97%	5 3.05%	137 6.07% ABCDEHJ	1 2.33%	9 4.37%	0 0.0%	6 3.35% N	5 3.94%	5 4.13%	0 0.0%	1 2.08%	2 2.78%	7 5.43%	6 3.97%	4 4.00%	5 4.55%	5 3.52%	0 0.0%
Other	35 5.30% HI	31 4.35%	37 4.42%	21 6.00% HI	19 5.05%	18 4.04%	14 5.56%	7 2.29%	10 2.65%	8 4.88%	224 9.92% ABCDEFG HIJ	3 6.98%	11 5.34%	3 9.68%	10 5.59%	8 6.30%	6 4.96%	0 0.0%	4 8.33%	4 5.56%	6 4.65%	10 6.62%	4 4.00%	2 1.82%	12 8.45% X	0 0.0%
Sigma	845 108.19%	795 106.14%	946 109.11%	440 107.32%	419 106.62%	508 110.43%	285 111.33%	335 106.35%	419 108.83%	239 108.14%	2740 118.21%	45 104.65%	237 112.86%	32 103.23%	204 112.09%	143 110.85%	138 112.20%	0 0.0%	55 112.24%	82 113.89%	144 109.92%	170 110.39%	113 113.00%	116 103.57%	169 117.36%	0 0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

78. What is your age?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	2	2	0	2	0	1	1	1	0	13	0	0	1	0	1	0	0	0	1	0	0	1	1	0	0
	0.13%	0.27%	0.23%	0.0%	0.51%	0.0%	0.39%	0.32%	0.26%	0.0%	0.56%	0.0%	0.0%	3.23%	0.0%	0.78%	0.0%	0.0%	0.0%	1.39%	0.0%	0.0%	1.00%	0.89%	0.0%	0.0%
											ADFJ															
No response	117	26	22	61	15	13	3	8	9	55	26	1	2	0	3	1	1	0	0	1	1	1	1	0	3	0
	14.98%	3.47%	2.54%	14.88%	3.82%	2.83%	1.17%	2.54%	2.34%	24.89%	1.12%	2.33%	0.95%	0.0%	1.65%	0.78%	0.81%	0.0%	0.0%	1.39%	0.76%	0.65%	1.00%	0.0%	2.08%	0.0%
	BCEFGHI	GK	K	BCEFGHI	GK	K				ABCDEFG																
	K			K						HIK																
BASE = Those who responded	663	721	843	349	376	447	252	306	375	166	2279	42	208	30	179	127	122	0	49	70	130	153	98	111	141	0
	84.89%	96.26%	97.23%	85.12%	95.67%	97.17%	98.44%	97.14%	97.40%	75.11%	98.32%	97.67%	99.05%	96.77%	98.35%	98.45%	99.19%	0.0%	100.00%	97.22%	99.24%	99.35%	98.00%	99.11%	97.92%	0.0%
	J	ADJ	ADJ	J	ADJ	ADJ	ABDEJ	ADJ	ADJ		ABDEJ															
Under 18 (v 16)	58	74	48	28	39	29	21	37	21	17	179	2	19	4	15	6	15	0	1	4	15	13	8	20	1	0
	8.75%	10.26%	5.69%	8.02%	10.37%	6.49%	8.33%	12.09%	5.60%	10.24%	7.85%	4.76%	9.13%	13.33%	8.38%	4.72%	12.30%	0.0%	2.04%	5.71%	11.54%	8.50%	8.16%	18.02%	0.71%	0.0%
	C	CFI			CFI			CFIK			C						P				S			Y		
18 to 24 (v 21)	71	52	84	38	31	49	20	13	24	21	114	2	18	5	10	8	12	0	13	3	3	9	11	10	10	0
	10.71%	7.21%	9.96%	10.89%	8.24%	10.96%	7.94%	4.25%	6.40%	12.65%	5.00%	4.76%	8.65%	16.67%	5.59%	6.30%	9.84%	0.0%	26.53%	4.29%	2.31%	5.88%	11.22%	9.01%	7.09%	0.0%
	BHIK	HK	HIK	HIK	HK	BHIK				BHIK									TU							
25 to 34 (v 29.5)	212	216	304	126	116	158	75	84	122	51	614	15	59	9	52	41	34	0	25	34	15	48	27	20	55	0
	31.98%	29.96%	36.06%	36.10%	30.85%	35.35%	29.76%	27.45%	32.53%	30.72%	26.94%	35.71%	28.37%	30.00%	29.05%	32.28%	27.87%	0.0%	51.02%	48.57%	11.54%	31.37%	27.55%	18.02%	39.01%	0.0%
	K		BHK	BHK		HK			K										U	U					X	
35 to 44 (v 39.5)	198	208	221	89	104	109	79	91	118	53	717	18	60	7	57	43	34	0	9	16	54	49	30	31	48	0
	29.86%	28.85%	26.22%	25.50%	27.66%	24.38%	31.35%	29.74%	31.47%	31.93%	31.46%	42.86%	28.85%	23.33%	31.84%	33.86%	27.87%	0.0%	18.37%	22.86%	41.54%	32.03%	30.61%	27.93%	34.04%	0.0%
	F								F		CDF										ST					
45 to 54 (v 49.5)	67	100	120	39	51	68	30	40	59	12	369	2	28	3	25	14	15	0	1	7	22	16	14	14	16	0
	10.11%	13.87%	14.23%	11.17%	13.56%	15.21%	11.90%	13.07%	15.73%	7.23%	16.19%	4.76%	13.46%	10.00%	13.97%	11.02%	12.30%	0.0%	2.04%	10.00%	16.92%	10.46%	14.29%	12.61%	11.35%	0.0%
		AJ	AJ		J	AJ		J	AJ		ADGJ		L								S					
55 to 64 (v 59.5)	34	44	45	15	21	23	14	23	23	10	197	1	13	1	11	7	7	0	0	3	11	10	3	8	6	0
	5.13%	6.10%	5.34%	4.30%	5.59%	5.15%	5.56%	7.52%	6.13%	6.02%	8.64%	2.38%	6.25%	3.33%	6.15%	5.51%	5.74%	0.0%	0.0%	4.29%	8.46%	6.54%	3.06%	7.21%	4.26%	0.0%
											ABCDEFG										S					
65 to 74 (v 69.5)	18	21	18	12	11	9	11	14	7	1	74	2	9	1	7	7	4	0	0	1	10	7	4	7	4	0
	2.71%	2.91%	2.14%	3.44%	2.93%	2.01%	4.37%	4.58%	1.87%	0.60%	3.25%	4.76%	4.33%	3.33%	3.91%	5.51%	3.28%	0.0%	0.0%	1.43%	7.69%	4.58%	4.08%	6.31%	2.84%	0.0%
	J	J	J	J	J		J	J			J										ST					
75 or older (v 79.5)	5	6	3	2	3	2	2	4	1	1	15	0	2	0	2	1	1	0	0	2	0	1	1	1	1	0
	0.75%	0.83%	0.36%	0.57%	0.80%	0.45%	0.79%	1.31%	0.27%	0.60%	0.66%	0.0%	0.96%	0.0%	1.12%	0.79%	0.82%	0.0%	0.0%	2.86%	0.0%	0.65%	1.02%	0.90%	0.71%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

Continued

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

78. What is your age?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Average age	35.4178	36.5721	35.9864	35.2278	36.1223	35.7461	37.0258	37.8333	37.2133	34.0301	38.6200	36.3095	37.1947	32.9500	37.8380	38.1693	35.6926	0	29.2143	35.9357	40.9000	37.2647	36.4235	36.7523	37.2411	0
		J					J	ACDFJ	ADJ		ABCDEFIJ									S	ST					
Standard deviation	12.9381	13.4372	12.2377	12.9578	13.4142	12.4770	13.5253	14.5333	11.8940	12.1261	13.3111	11.1926	13.9965	13.0807	13.5391	13.1696	13.8854	0	7.0240	12.9540	14.1844	13.4784	13.4601	15.9191	11.2846	0
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
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Children With Chronic Conditions

79. Are you male or female?

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	3	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%	0.40%	0.0%	0.0%	0.51%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	114	13	17	58	7	9	3	4	6	55	24	1	2	0	3	1	1	0	0	1	1	1	1	0	3	0
	14.60%	1.74%	1.96%	14.15%	1.78%	1.96%	1.17%	1.27%	1.56%	24.89%	1.04%	2.33%	0.95%	0.0%	1.65%	0.78%	0.81%	0.0%	0.0%	1.39%	0.76%	0.65%	1.00%	0.0%	2.08%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG																
	K			K						HIK																
BASE = Those who responded	667	733	850	352	384	451	253	311	379	166	2294	42	208	31	179	128	122	0	49	71	130	153	99	112	141	0
	85.40%	97.86%	98.04%	85.85%	97.71%	98.04%	98.83%	98.73%	98.44%	75.11%	98.96%	97.67%	99.05%	100.00%	98.35%	99.22%	99.19%	0.0%	100.00%	98.61%	99.24%	99.35%	99.00%	100.00%	97.92%	0.0%
	J	ADJ	ADJ	J	ADJ	ADJ	ADJ	ADJ	ADJ		ADJ															
Male	54	73	70	23	33	38	17	28	27	18	236	4	13	2	10	10	7	0	0	4	13	11	6	13	4	0
	8.10%	9.96%	8.24%	6.53%	8.59%	8.43%	6.72%	9.00%	7.12%	10.84%	10.29%	9.52%	6.25%	6.45%	5.59%	7.81%	5.74%	0.0%	0.0%	5.63%	10.00%	7.19%	6.06%	11.61%	2.84%	0.0%
		D									DGI									S	S			Y		
Female	613	660	780	329	351	413	236	283	352	148	2058	38	195	29	169	118	115	0	49	67	117	142	93	99	137	0
	91.90%	90.04%	91.76%	93.47%	91.41%	91.57%	93.28%	91.00%	92.88%	89.16%	89.71%	90.48%	93.75%	93.55%	94.41%	92.19%	94.26%	0.0%	100.00%	94.37%	90.00%	92.81%	93.94%	88.39%	97.16%	0.0%
				BK			K		K										TU						X	
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

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

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	118	20	25	58	12	16	3	8	8	59	52	1	2	0	3	1	1	0	0	1	1	1	1	0	3	0
	15.11%	2.67%	2.88%	14.15%	3.05%	3.48%	1.17%	2.54%	2.08%	26.70%	2.24%	2.33%	0.95%	0.0%	1.65%	0.78%	0.81%	0.0%	0.0%	1.39%	0.76%	0.65%	1.00%	0.0%	2.08%	0.0%
	BCEFGHI			BCEFGHI		G				ABCDEFG																
	K			K						HIK																
BASE = Those who responded	663	729	842	352	381	444	253	307	377	162	2266	42	208	31	179	128	122	0	49	71	130	153	99	112	141	0
	84.89%	97.33%	97.12%	85.85%	96.95%	96.52%	98.83%	97.46%	97.92%	73.30%	97.76%	97.67%	99.05%	100.00%	98.35%	99.22%	99.19%	0.0%	100.00%	98.61%	99.24%	99.35%	99.00%	100.00%	97.92%	0.0%
	J	ADJ	ADJ	J	ADJ	ADJ	ADFJ	ADJ	ADJ		ADJ															
High school or less (NET)	390	400	478	202	194	241	138	160	209	101	998	20	117	17	93	57	78	0	19	39	77	82	56	68	70	0
	58.82%	54.87%	56.77%	57.39%	50.92%	54.28%	54.55%	52.12%	55.44%	62.35%	44.04%	47.62%	56.25%	54.84%	51.96%	44.53%	63.93%	0.0%	38.78%	54.93%	59.23%	53.59%	56.57%	60.71%	49.65%	0.0%
	EK	K	K	K	K	K	K	K	K	EHK							P				S					
8th grade or less	29	37	47	13	16	26	8	15	17	8	77	2	6	2	5	4	4	0	0	3	5	6	2	7	1	0
	4.37%	5.08%	5.58%	3.69%	4.20%	5.86%	3.16%	4.89%	4.51%	4.94%	3.40%	4.76%	2.88%	6.45%	2.79%	3.13%	3.28%	0.0%	0.0%	4.23%	3.85%	3.92%	2.02%	6.25%	0.71%	0.0%
			K			K															S			Y		
Some high school, but did not graduate	121	108	133	67	58	60	49	44	66	32	254	9	39	7	31	23	25	0	5	12	30	28	21	25	24	0
	18.25%	14.81%	15.80%	19.03%	15.22%	13.51%	19.37%	14.33%	17.51%	19.75%	11.21%	21.43%	18.75%	22.58%	17.32%	17.97%	20.49%	0.0%	10.20%	16.90%	23.08%	18.30%	21.21%	22.32%	17.02%	0.0%
	FK	K	K	FK	K		FK		K	K											S					
High school graduate or GED	240	255	298	122	120	155	81	101	126	61	667	9	72	8	57	30	49	0	14	24	42	48	33	36	45	0
	36.20%	34.98%	35.39%	34.66%	31.50%	34.91%	32.02%	32.90%	33.42%	37.65%	29.44%	21.43%	34.62%	25.81%	31.84%	23.44%	40.16%	0.0%	28.57%	33.80%	32.31%	31.37%	33.33%	32.14%	31.91%	0.0%
	K	K	K			K				K							P									
Some college or more (NET)	273	329	364	150	187	203	115	147	168	61	1268	22	91	14	86	71	44	0	30	32	53	71	43	44	71	0
	41.18%	45.13%	43.23%	42.61%	49.08%	45.72%	45.45%	47.88%	44.56%	37.65%	55.96%	52.38%	43.75%	45.16%	48.04%	55.47%	36.07%	0.0%	61.22%	45.07%	40.77%	46.41%	43.43%	39.29%	50.35%	0.0%
					AJ			J			ABCDEFG					Q			U							
											HIJ															
Some college or 2-year degree	219	246	290	121	139	165	91	117	131	50	936	16	74	11	69	56	35	0	25	27	39	60	30	37	54	0
	33.03%	33.74%	34.44%	34.38%	36.48%	37.16%	35.97%	38.11%	34.75%	30.86%	41.31%	38.10%	35.58%	35.48%	38.55%	43.75%	28.69%	0.0%	51.02%	38.03%	30.00%	39.22%	30.30%	33.04%	38.30%	0.0%
											ABCDIJ					Q			U							
4-year college graduate	39	63	49	21	36	27	13	23	25	10	195	4	9	1	9	7	6	0	3	3	7	9	4	3	10	0
	5.88%	8.64%	5.82%	5.97%	9.45%	6.08%	5.14%	7.49%	6.63%	6.17%	8.61%	9.52%	4.33%	3.23%	5.03%	5.47%	4.92%	0.0%	6.12%	4.23%	5.38%	5.88%	4.04%	2.68%	7.09%	0.0%
		ACG			ACG						ACFG															
More than 4-year college degree	15	20	25	8	12	11	11	7	12	1	137	2	8	2	8	8	3	0	2	2	7	2	9	4	7	0
	2.26%	2.74%	2.97%	2.27%	3.15%	2.48%	4.35%	2.28%	3.18%	0.62%	6.05%	4.76%	3.85%	6.45%	4.47%	6.25%	2.46%	0.0%	4.08%	2.82%	5.38%	1.31%	9.09%	3.57%	4.96%	0.0%
		J	J		J		J		J		ABCDEFH												V			
											IJ															
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
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Children With Chronic Conditions

81. How are you related to the child?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	8	11	13	5	6	4	5	6	8	1	82	0	5	0	4	5	0	0	0	0	5	5	0	5	0	0
	1.02%	1.47%	1.50%	1.22%	1.53%	0.87%	1.95%	1.90%	2.08%	0.45%	3.54%	0.0%	2.38%	0.0%	2.20%	3.88%	0.0%	0.0%	0.0%	0.0%	3.82%	3.25%	0.0%	4.46%	0.0%	0.0%
											ABCDEFJ		L		N	Q					ST	W		Y		
No response	114	13	12	57	7	7	3	4	4	56	27	1	2	0	3	1	1	0	0	1	1	1	1	0	3	0
	14.60%	1.74%	1.38%	13.90%	1.78%	1.52%	1.17%	1.27%	1.04%	25.34%	1.16%	2.33%	0.95%	0.0%	1.65%	0.78%	0.81%	0.0%	0.0%	1.39%	0.76%	0.65%	1.00%	0.0%	2.08%	0.0%
	BCEFGHI			BCEFGHI						ABCDEFG																
	K			K						HIK																
BASE = Those who responded	659	725	842	348	380	449	248	305	373	164	2209	42	203	31	175	123	122	0	49	71	125	148	99	107	141	0
	84.38%	96.80%	97.12%	84.88%	96.69%	97.61%	96.88%	96.83%	96.88%	74.21%	95.30%	97.67%	96.67%	100.00%	96.15%	95.35%	99.19%	0.0%	100.00%	98.61%	95.42%	96.10%	99.00%	95.54%	97.92%	0.0%
	J	ADJ	ADJK	J	ADJ	ADJK	ADJ	ADJ	ADJ		ADJ			O					U							
Mother or father	589	619	756	313	333	401	212	246	333	152	1903	37	173	27	146	105	104	0	46	58	105	127	84	87	125	0
	89.38%	85.38%	89.79%	89.94%	87.63%	89.31%	85.48%	80.66%	89.28%	92.68%	86.15%	88.10%	85.22%	87.10%	83.43%	85.37%	85.25%	0.0%	93.88%	81.69%	84.00%	85.81%	84.85%	81.31%	88.65%	0.0%
	BHK		BHK	BHK	H	BH			H	BGHK	H								TU							
Grandparent	44	65	60	21	28	34	22	35	26	10	189	0	21	1	19	10	12	0	1	9	12	13	9	12	10	0
	6.68%	8.97%	7.13%	6.03%	7.37%	7.57%	8.87%	11.48%	6.97%	6.10%	8.56%	0.0%	10.34%	3.23%	10.86%	8.13%	9.84%	0.0%	2.04%	12.68%	9.60%	8.78%	9.09%	11.21%	7.09%	0.0%
								ACDIJ					L							S	S					
Other (NET)	26	41	26	14	19	14	14	24	14	2	117	5	9	3	10	8	6	0	2	4	8	8	6	8	6	0
	3.95%	5.66%	3.09%	4.02%	5.00%	3.12%	5.65%	7.87%	3.75%	1.22%	5.30%	11.90%	4.43%	9.68%	5.71%	6.50%	4.92%	0.0%	4.08%	5.63%	6.40%	5.41%	6.06%	7.48%	4.26%	0.0%
	J	CFJ		J	J		J	ACDFIJ			CFJ															
Aunt or uncle	8	11	7	5	5	4	3	7	3	1	20	2	1	1	2	1	2	0	0	1	2	2	1	1	2	0
	1.21%	1.52%	0.83%	1.44%	1.32%	0.89%	1.21%	2.30%	0.80%	0.61%	0.91%	4.76%	0.49%	3.23%	1.14%	0.81%	1.64%	0.0%	0.0%	1.41%	1.60%	1.35%	1.01%	0.93%	1.42%	0.0%
Older brother or sister	1	1	1	0	1	0	1	0	1	0	3	1	0	1	0	0	1	0	0	0	1	0	1	1	0	0
	0.15%	0.14%	0.12%	0.0%	0.26%	0.0%	0.40%	0.0%	0.27%	0.0%	0.14%	2.38%	0.0%	3.23%	0.0%	0.0%	0.82%	0.0%	0.0%	0.0%	0.80%	0.0%	1.01%	0.93%	0.0%	0.0%
Other relative	1	0	1	1	0	1	0	0	1	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.15%	0.0%	0.12%	0.29%	0.0%	0.22%	0.0%	0.0%	0.27%	0.0%	0.23%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
											BEGHJ															
Legal guardian	12	27	16	5	13	8	8	16	9	1	64	1	7	1	6	6	2	0	1	3	4	5	3	5	3	0
	1.82%	3.72%	1.90%	1.44%	3.42%	1.78%	3.23%	5.25%	2.41%	0.61%	2.90%	2.38%	3.45%	3.23%	3.43%	4.88%	1.64%	0.0%	2.04%	4.23%	3.20%	3.38%	3.03%	4.67%	2.13%	0.0%
		ACDFJ			J		J	ACDFJ			DJ															
Someone else	4	2	1	3	0	1	2	1	0	0	25	1	1	0	2	1	1	0	1	0	1	1	1	1	1	0
	0.61%	0.28%	0.12%	0.86%	0.0%	0.22%	0.81%	0.33%	0.0%	0.0%	1.13%	2.38%	0.49%	0.0%	1.14%	0.81%	0.82%	0.0%	2.04%	0.0%	0.80%	0.68%	1.01%	0.93%	0.71%	0.0%
	EIJ										BCEFHIJ															
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

82. Did someone help you complete this survey?

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.04%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	4	12	6	1	6	4	0	4	4	3	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.51%	1.60%	0.69%	0.24%	1.53%	0.87%	0.0%	1.27%	1.04%	1.36%	0.26%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	G	ADGK	G		GK	G		G	G		G															
Appropriately skipped	487	322	467	259	162	257	144	122	186	144	1040	23	121	16	103	68	75	0	32	47	64	88	55	0	144	0
	62.36%	42.99%	53.86%	63.17%	41.22%	55.87%	56.25%	38.73%	48.31%	65.16%	44.87%	53.49%	57.62%	51.61%	56.59%	52.71%	60.98%	0.0%	65.31%	65.28%	48.85%	57.14%	55.00%	0.0%	100.00%	0.0%
	BCEFHIK		BEHK	BCEFHIK		BEHIK	BEHIK		EH	BCEFGHI	H								U	U					X	
										K																
BASE = Those who responded	290	415	394	150	225	199	112	189	195	74	1271	20	89	15	79	61	48	0	17	25	67	66	45	112	0	0
	37.13%	55.41%	45.44%	36.59%	57.25%	43.26%	43.75%	60.00%	50.65%	33.48%	54.83%	46.51%	42.38%	48.39%	43.41%	47.29%	39.02%	0.0%	34.69%	34.72%	51.15%	42.86%	45.00%	100.00%	0.0%	0.0%
		ACDFGJ	ADJ		ACDFGJ	ADJ	J	ACDFGIJ	ADFJ		ACDFGJ										ST			Y		
Yes	16	15	11	8	6	6	6	5	7	4	61	1	5	2	2	4	2	0	1	1	4	4	2	6	0	0
	5.52%	3.61%	2.79%	5.33%	2.67%	3.02%	5.36%	2.65%	3.59%	5.41%	4.80%	5.00%	5.62%	13.33%	2.53%	6.56%	4.17%	0.0%	5.88%	4.00%	5.97%	6.06%	4.44%	5.36%	0.0%	0.0%
No	274	400	383	142	219	193	106	184	188	70	1210	19	84	13	77	57	46	0	16	24	63	62	43	106	0	0
	94.48%	96.39%	97.21%	94.67%	97.33%	96.98%	94.64%	97.35%	96.41%	94.59%	95.20%	95.00%	94.38%	86.67%	97.47%	93.44%	95.83%	0.0%	94.12%	96.00%	94.03%	93.94%	95.56%	94.64%	0.0%	0.0%
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

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83. How did that person help you?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	4	13	7	1	6	5	0	5	5	3	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.51%	1.74%	0.81%	0.24%	1.53%	1.09%	0.0%	1.59%	1.30%	1.36%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	G	ADGK	G		G	G		G	G		G															
Appropriately skipped	761	722	850	401	381	450	250	306	374	214	2250	42	205	29	180	125	121	0	48	71	127	150	98	106	144	0
	97.44%	96.40%	98.04%	97.80%	96.95%	97.83%	97.66%	97.14%	97.14%	96.83%	97.07%	97.67%	97.62%	93.55%	98.90%	96.90%	98.37%	0.0%	97.96%	98.61%	96.95%	97.40%	98.00%	94.64%	100.00%	0.0%
			B																						X	
BASE = Those who responded	16	14	10	8	6	5	6	4	6	4	59	1	5	2	2	4	2	0	1	1	4	4	2	6	0	0
	2.05%	1.87%	1.15%	1.95%	1.53%	1.09%	2.34%	1.27%	1.56%	1.81%	2.55%	2.33%	2.38%	6.45%	1.10%	3.10%	1.63%	0.0%	2.04%	1.39%	3.05%	2.60%	2.00%	5.36%	0.0%	0.0%
											CF													Y		
Read the questions to me	8	8	8	5	5	4	2	1	5	2	17	0	2	0	1	2	0	0	0	1	1	2	0	2	0	0
	50.00%	57.14%	80.00%	62.50%	83.33%	80.00%	33.33%	25.00%	83.33%	50.00%	28.81%	0.0%	40.00%	0.0%	50.00%	50.00%	0.0%	0.0%	0.0%	100.00%	25.00%	50.00%	0.0%	33.33%	0.0%	0.0%
Wrote down the answers I gave	2	5	4	1	3	2	1	2	2	0	13	0	1	0	0	1	0	0	0	0	1	1	0	1	0	0
	12.50%	35.71%	40.00%	12.50%	50.00%	40.00%	16.67%	50.00%	33.33%	0.0%	22.03%	0.0%	20.00%	0.0%	0.0%	25.00%	0.0%	0.0%	0.0%	0.0%	25.00%	25.00%	0.0%	16.67%	0.0%	0.0%
Answered the questions for me	3	2	0	2	0	0	2	1	0	0	10	1	1	1	1	1	1	0	0	0	2	1	1	2	0	0
	18.75%	14.29%	0.0%	25.00%	0.0%	0.0%	33.33%	25.00%	0.0%	0.0%	16.95%	100.00%	20.00%	50.00%	50.00%	25.00%	50.00%	0.0%	0.0%	0.0%	50.00%	25.00%	50.00%	33.33%	0.0%	0.0%
Translated the questions into my language	3	4	2	0	2	1	1	1	0	2	26	0	1	0	0	1	0	0	1	0	0	1	0	1	0	0
	18.75%	28.57%	20.00%	0.0%	33.33%	20.00%	16.67%	25.00%	0.0%	50.00%	44.07%	0.0%	20.00%	0.0%	0.0%	25.00%	0.0%	0.0%	100.00%	0.0%	0.0%	25.00%	0.0%	16.67%	0.0%	0.0%
Helped in some other way	3	1	0	2	1	0	1	0	0	0	10	0	1	1	0	0	1	0	0	0	1	0	1	1	0	0
	18.75%	7.14%	0.0%	25.00%	16.67%	0.0%	16.67%	0.0%	0.0%	0.0%	16.95%	0.0%	20.00%	50.00%	0.0%	0.0%	50.00%	0.0%	0.0%	0.0%	25.00%	0.0%	50.00%	16.67%	0.0%	0.0%
Sigma	784	755	871	412	398	462	257	316	386	221	2335	43	211	31	182	130	123	0	49	72	132	155	100	113	144	0
	100.38%	100.80%	100.46%	100.49%	101.27%	100.43%	100.39%	100.32%	100.26%	100.00%	100.73%	100.00%	100.48%	100.00%	100.00%	100.78%	100.00%	0.0%	100.00%	100.00%	100.76%	100.65%	100.00%	100.89%	100.00%	0.0%

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

84. Reminders from the doctor's office or clinic or from the health plan can come to you by mail, by telephone, or in-person during a visit. After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	0	0	410	0	0	256	0	0	221	0	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	0	1	0	0	1	0	0	0	0	0	1	0	1	1	0	0	0	0	1	0	1	1	0	0
	0.13%	0.0%	0.0%	0.24%	0.0%	0.0%	0.39%	0.0%	0.0%	0.0%	0.0%	0.0%	0.48%	0.0%	0.55%	0.78%	0.0%	0.0%	0.0%	0.0%	0.76%	0.0%	1.00%	0.89%	0.0%	0.0%
No response	141	0	0	73	0	0	14	0	0	64	0	2	12	0	14	5	8	0	1	4	8	6	7	5	9	0
	18.05%	0.0%	0.0%	17.80%	0.0%	0.0%	5.47%	0.0%	0.0%	28.96%	0.0%	4.65%	5.71%	0.0%	7.69%	3.88%	6.50%	0.0%	2.04%	5.56%	6.11%	3.90%	7.00%	4.46%	6.25%	0.0%
	G			G						ADG					N											
BASE = Those who responded	639	0	0	336	0	0	241	0	0	157	0	41	197	31	167	123	115	0	48	68	122	148	92	106	135	0
	81.82%	0.0%	0.0%	81.95%	0.0%	0.0%	94.14%	0.0%	0.0%	71.04%	0.0%	95.35%	93.81%	100.00%	91.76%	95.35%	93.50%	0.0%	97.96%	94.44%	93.13%	96.10%	92.00%	94.64%	93.75%	0.0%
	J			J			ADJ							O												
Yes	542	0	0	283	0	0	207	0	0	131	0	34	171	25	146	102	102	0	38	58	108	126	80	90	117	0
	84.82%	0.0%	0.0%	84.23%	0.0%	0.0%	85.89%	0.0%	0.0%	83.44%	0.0%	82.93%	86.80%	80.65%	87.43%	82.93%	88.70%	0.0%	79.17%	85.29%	88.52%	85.14%	86.96%	84.91%	86.67%	0.0%
No	97	0	0	53	0	0	34	0	0	26	0	7	26	6	21	21	13	0	10	10	14	22	12	16	18	0
	15.18%	0.0%	0.0%	15.77%	0.0%	0.0%	14.11%	0.0%	0.0%	16.56%	0.0%	17.07%	13.20%	19.35%	12.57%	17.07%	11.30%	0.0%	20.83%	14.71%	11.48%	14.86%	13.04%	15.09%	13.33%	0.0%
Sigma	781	0	0	410	0	0	256	0	0	221	0	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

85. Did you get an appointment for your child's visit for a check-up, or for shots or drops, as soon as you thought he or she needed it?

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	0	0	410	0	0	256	0	0	221	0	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	125	0	0	64	0	0	9	0	0	58	0	2	7	0	8	4	4	0	1	1	5	4	4	3	6	0
	16.01%	0.0%	0.0%	15.61%	0.0%	0.0%	3.52%	0.0%	0.0%	26.24%	0.0%	4.65%	3.33%	0.0%	4.40%	3.10%	3.25%	0.0%	2.04%	1.39%	3.82%	2.60%	4.00%	2.68%	4.17%	0.0%
	G			G						ADG					N											
BASE = Those who responded	656	0	0	346	0	0	247	0	0	163	0	41	203	31	174	125	119	0	48	71	126	150	96	109	138	0
	83.99%	0.0%	0.0%	84.39%	0.0%	0.0%	96.48%	0.0%	0.0%	73.76%	0.0%	95.35%	96.67%	100.00%	95.60%	96.90%	96.75%	0.0%	97.96%	98.61%	96.18%	97.40%	96.00%	97.32%	95.83%	0.0%
	J			J			ADJ							O												
Yes	615	0	0	325	0	0	234	0	0	152	0	37	195	28	168	118	113	0	45	68	119	142	91	99	135	0
	93.75%	0.0%	0.0%	93.93%	0.0%	0.0%	94.74%	0.0%	0.0%	93.25%	0.0%	90.24%	96.06%	90.32%	96.55%	94.40%	94.96%	0.0%	93.75%	95.77%	94.44%	94.67%	94.79%	90.83%	97.83%	0.0%
																									X	
No	41	0	0	21	0	0	13	0	0	11	0	4	8	3	6	7	6	0	3	3	7	8	5	10	3	0
	6.25%	0.0%	0.0%	6.07%	0.0%	0.0%	5.26%	0.0%	0.0%	6.75%	0.0%	9.76%	3.94%	9.68%	3.45%	5.60%	5.04%	0.0%	6.25%	4.23%	5.56%	5.33%	5.21%	9.17%	2.17%	0.0%
																								Y		
Sigma	781	0	0	410	0	0	256	0	0	221	0	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	0.0%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

Survey Language

												2015 CCC Population Results													
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Total	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
English	781	728	845	410	382	446	256	312	383	221	2301	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	97.20%	97.46%	100.00%	97.20%	96.96%	100.00%	99.05%	99.48%	100.00%	99.27%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
	BCEFK			BCEFK			BCEFK	BCF	BCEF	BCEFK	BCEF															
Spanish	0	21	22	0	11	14	0	3	2	0	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	2.80%	2.54%	0.0%	2.80%	3.04%	0.0%	0.95%	0.52%	0.0%	0.73%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		ADGHIJK	ADGHIJK		ADGIJK	ADGHIJK					ADGJ															
Sigma	781	749	867	410	393	460	256	315	385	221	2318	43	210	31	182	129	123	0	49	72	131	154	100	112	144	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

Customer Service Composite Score

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Customer Service Composite Score (BASE)	204	196	268 ABDEJ	105	92	125	95 ABDEFJ	100 EJ	147 ABCDEFJ K	47	748 ABDEFJ	9	86 L	10	71	48	45	0	21	21	52	59	35	33	62 X	0
NEVER/SOMETIMES COMPOSITE	6.92%	12.24%	12.26% A	6.24%	15.76% AD	12.60%	6.84%	11.00%	14.32% AD	7.61%	10.38%	22.22%	5.23%	0.0%	8.45%	6.25%	7.78%	0.0%	11.90%	4.76%	5.77%	9.32%	2.86%	9.09%	5.65%	0.0%
USUALLY COMPOSITE	14.33%	13.52%	16.98%	14.85%	15.22%	19.92%	16.32%	12.50%	19.43%	9.78%	19.49% BJ	22.22%	15.70%	35.00%	15.49%	12.50%	20.00%	0.0%	9.52%	21.43%	17.31%	14.41%	20.00%	18.18%	15.32%	0.0%
ALWAYS COMPOSITE	78.74% CFIK	74.23%	70.75%	78.91% FIK	69.02%	67.48%	76.84%	76.50%	66.25%	82.61% FIK	70.13%	55.56%	79.07%	65.00%	76.06%	81.25%	72.22%	0.0%	78.57%	73.81%	76.92%	76.27%	77.14%	72.73%	79.03%	0.0%
CAHPS RATE	93.08% CEI	87.76%	87.74%	93.76% EI	84.24%	87.40%	93.16%	89.00%	85.68%	92.39%	89.62%	77.78%	94.77%	100.00%	91.55%	93.75%	92.22%	0.0%	88.10%	95.24%	94.23%	90.68%	97.14%	90.91%	94.35%	0.0%
AVERAGE	2.7182	2.6199	2.5849	2.7266	2.5326	2.5488	2.7000	2.6550	2.5193	2.7500	2.5976	2.3333	2.7384	2.6500	2.6761	2.7500	2.6444	0	2.6667	2.6905	2.7115	2.6695	2.7429	2.6364	2.7339	0
Standard deviation	0.5578	0.6769	0.6798	0.5366	0.7381	0.6928	0.5550	0.6495	0.7112	0.5656	0.6408	0.8006	0.5044	0.4500	0.5862	0.5182	0.5854	0	0.6467	0.5066	0.5356	0.6008	0.4698	0.5999	0.5259	0

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

Getting Needed Care Composite Score

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Getting Needed Care Composite Score (BASE)	580	605 ADFJ	681 ADJ	301	298	341	220 ABCDEFJ	292 ABCDEFG IJK	339 ABCDEFJ	152	1999 ABCDEFJ	34	184	31	180	106	110	0	40	65	112	131	87	95	125	0
NEVER/SOMETIMES COMPOSITE	12.12%	13.34%	14.83%	13.42%	13.87%	16.17%	11.18%	11.63%	17.23% AGHJ	10.60%	13.31%	35.41% M	7.27%	12.90%	9.93%	9.71%	11.63%	0.0%	12.27%	13.80%	9.54%	12.74%	9.37%	6.57%	14.64% X	0.0%
USUALLY COMPOSITE	16.89%	17.31%	16.09%	16.64%	20.00%	18.48%	17.64%	16.78%	14.68%	14.28%	25.31% ABCDEFG HIJ	30.09%	15.31%	35.36% O	15.87%	20.52%	15.57%	0.0%	26.10%	10.68%	18.80%	17.87%	17.35%	23.37%	13.39%	0.0%
ALWAYS COMPOSITE	70.99% K	69.35% K	69.08% K	69.94% K	66.13%	65.35%	71.17% K	71.60% K	68.10% K	75.13% EFK	61.38%	34.50%	77.42% L	51.74%	74.20% N	69.77%	72.80%	0.0%	61.63%	75.52%	71.65%	69.39%	73.28%	70.05%	71.97%	0.0%
CAHPS RATE	87.88% I	86.66%	85.17%	86.58%	86.13%	83.83%	88.82% I	88.37% I	82.77%	89.40% I	86.69%	64.59%	92.73% L	87.10%	90.07%	90.29%	88.37%	0.0%	87.73%	86.20%	90.46%	87.26%	90.63%	93.43% Y	85.36%	0.0%
AVERAGE	2.5886	2.5601	2.5425	2.5652	2.5226	2.4919	2.5999	2.5997	2.5087	2.6453	2.4806	1.9910	2.7015	2.3883	2.6427	2.6005	2.6118	0	2.4936	2.6172	2.6211	2.5666	2.6391	2.6348	2.5732	0
Standard deviation	0.6916	0.7092	0.7329	0.7037	0.7187	0.7464	0.6808	0.6861	0.7610	0.6582	0.7124	0.8333	0.5954	0.6468	0.6513	0.6567	0.6843	0	0.7032	0.7035	0.6480	0.7072	0.6455	0.6017	0.7331	0

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

Getting Care Quickly Composite Score

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Getting Care Quickly Composite Score (BASE)	593	616 ADEFJ	695 ADFJ	304	301	346	220 ACDEFJ	292 ABCDEFG IJK	340 ABCDEFJ K	158	1940 ACDEFJ	33	185	28	169	107	109	0	45	62	109	127	91 V	89	131 X	0
NEVER/SOMETIMES COMPOSITE	7.61%	7.53%	9.32% I	8.23%	8.29%	10.50% HI	6.40%	6.23%	5.67%	7.87%	7.62%	11.31%	5.21%	13.33%	5.84%	4.64%	7.32%	0.0%	12.20%	4.20%	5.51%	7.59%	4.94%	6.30%	6.57%	0.0%
USUALLY COMPOSITE	11.33%	13.95% D	13.42% D	8.95%	15.86% D	11.14%	13.72%	16.14% D	15.16% D	11.25%	17.49% ABCDFJ	26.79% M	10.64%	19.33%	12.33%	15.14%	11.98%	0.0%	14.87%	12.37%	14.52%	16.08%	10.85%	11.39%	15.44%	0.0%
ALWAYS COMPOSITE	81.06% K	78.52%	77.26%	82.83% CEK	75.86%	78.36%	79.88%	77.63%	79.17%	80.88%	74.89%	61.90%	84.15% L	67.33%	81.83%	80.22%	80.70%	0.0%	72.93%	83.43%	79.97%	76.33%	84.21%	82.31%	78.00%	0.0%
CAHPS RATE	92.39%	92.47%	90.68%	91.77%	91.71%	89.50%	93.60%	93.77% F	94.33% CF	92.13%	92.38%	88.69%	94.79%	86.67%	94.16%	95.36%	92.68%	0.0%	87.80%	95.80%	94.49%	92.41%	95.06%	93.70%	93.43%	0.0%
AVERAGE	2.7345	2.7100	2.6794	2.7460	2.6757	2.6786	2.7348	2.7141	2.7350	2.7301	2.6727	2.5060	2.7894	2.5400	2.7599	2.7559	2.7338	0	2.6073	2.7923	2.7446	2.6874	2.7927	2.7601	2.7143	0
Standard deviation	0.5885	0.5964	0.6347	0.5931	0.6185	0.6543	0.5681	0.5731	0.5536	0.5939	0.6048	0.6736	0.5200	0.7085	0.5462	0.5218	0.5825	0	0.6837	0.4982	0.5460	0.6050	0.5106	0.5491	0.5773	0

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

How Well Doctors Communicate Composite Score

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
How Well Doctors Communicate Composite Score (BASE)	508 J	521 DEJ	623 ADEJ	259	247	307 J	214 ABCDEFJ K	255 ABCDEFJ	313 ABCDEFJ	123	1805 ABCDEFJ	30	183 L	24	170 N	109	101	0	42	62	108	127	85	92	122	0
NEVER/SOMETIMES COMPOSITE	6.40%	8.24% I	5.89%	6.43%	7.65%	5.65%	7.85%	8.16%	4.73%	4.52%	5.76%	17.61%	6.16%	17.71%	6.34%	5.76%	9.17%	0.0%	16.07%	7.66%	4.88%	7.31%	8.84%	5.74%	9.43%	0.0%
USUALLY COMPOSITE	9.67%	10.84%	10.48%	8.09%	11.43%	10.88%	10.19%	11.90%	10.03%	10.66%	14.17% ABCDI	26.03% M	7.67%	22.92%	8.70%	9.90%	10.41%	0.0%	8.33%	7.66%	12.33%	12.44%	6.79%	15.57% Y	6.15%	0.0%
ALWAYS COMPOSITE	83.93% K	80.92%	83.63% K	85.48% K	80.92%	83.47%	81.96%	79.94%	85.24% K	84.83%	80.08%	56.35%	86.17% L	59.38%	84.95%	84.35%	80.42%	0.0%	75.60%	84.68%	82.79%	80.25%	84.37%	78.69%	84.43%	0.0%
CAHPS RATE	93.60%	91.76%	94.11%	93.57%	92.35%	94.35%	92.15%	91.84%	95.27% B	95.48%	94.24%	82.39%	93.84%	82.29%	93.66%	94.24%	90.83%	0.0%	83.93%	92.34%	95.12%	92.69%	91.16%	94.26%	90.57%	0.0%
AVERAGE	2.7753	2.7269	2.7774	2.7905	2.7328	2.7782	2.7412	2.7177	2.8051	2.8031	2.7432	2.3874	2.8001	2.4167	2.7861	2.7859	2.7125	0	2.5952	2.7702	2.7790	2.7294	2.7553	2.7295	2.7500	0
Standard deviation	0.5385	0.5904	0.5285	0.5280	0.5742	0.5255	0.5814	0.5976	0.4876	0.4894	0.5458	0.7559	0.5221	0.7501	0.5346	0.5223	0.6108	0	0.7283	0.5732	0.5045	0.5704	0.5987	0.5574	0.5930	0

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

Shared Decision Making Composite Score

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Shared Decision Making Composite Score Composite Score (BASE)	189	0	0	93	0	0	101 ADJ	0	0	44	936 ADJ	18	83	13	87	46	53	0	17	30	52	55	46	46	55	0
YES COMPOSITE	84.09%	0.0%	0.0%	79.52%	0.0%	0.0%	88.16%	0.0%	0.0%	86.84%	86.39%	78.04%	90.26%	75.64%	89.86%	85.92%	90.31%	0.0%	87.50%	85.33%	89.55%	84.42%	92.59%	91.85%	85.09%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

Access to Prescription Medicine Composite Score

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Access to Prescription Medicine Composite Score (Base)	433	481	552	209	219	242	220	277	335	95	1950	33	185	27	167	106	111	0	37	65	115	131	88	95	125	0
NEVER/SOMETIMES COMPOSITE	13.39% K	14.35% JK	18.30% AJK	13.40%	14.16%	15.29% JK	17.27% JK	14.44% JK	20.30% ABDJK	7.37%	9.85%	42.42% M	12.97%	22.22%	16.77%	19.81%	14.41%	0.0%	24.32%	12.31%	18.26%	18.32%	15.91%	12.63%	20.80%	0.0%
USUALLY COMPOSITE	15.47%	16.42%	18.12%	13.88%	13.24%	15.29%	13.64%	16.61%	19.10%	21.05%	19.38% ADEG	24.24%	11.35%	25.93%	12.57%	10.38%	16.22%	0.0%	5.41%	18.46% S	13.91%	10.69%	18.18%	13.68%	13.60%	0.0%
ALWAYS COMPOSITE	71.13% CI	69.23% I	63.59%	72.73% CI	72.60% CI	69.42% I	69.09% I	68.95% I	60.60%	71.58% I	70.77% CI	33.33%	75.68% L	51.85%	70.66%	69.81%	69.37%	0.0%	70.27%	69.23%	67.83%	70.99%	65.91%	73.68%	65.60%	0.0%
CAHPS RATE	86.61% CI	85.65% I	81.70%	86.60% I	85.84%	84.71%	82.73%	85.56%	79.70%	92.63% BCFGHI	90.15% ABCFGHI	57.58%	87.03% L	77.78%	83.23%	80.19%	85.59%	0.0%	75.68%	87.69%	81.74%	81.68%	84.09%	87.37%	79.20%	0.0%
AVERAGE	2.5774 CI	2.5489 CI	2.4529	2.5933 CI	2.5845 CI	2.5413 I	2.5182	2.5451 I	2.4030	2.6421 CI	2.6092 CI	1.9091	2.6270 L	2.2963	2.5389	2.5000	2.5495	0	2.4595	2.5692	2.4957	2.5267	2.5000	2.6105	2.4480	0
Standard deviation	0.7155	0.7311	0.7834	0.7136	0.7252	0.7444	0.7714	0.7326	0.8041	0.6141	0.6595	0.8656	0.7024	0.8081	0.7641	0.8039	0.7320	0	0.8572	0.7010	0.7843	0.7847	0.7538	0.7003	0.8144	0

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AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

Access to Specialized Services Composite Score

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Access to Specialized Services Composite Score (BASE)	196 FJ	239 ADEFJ	242 DFJ	93 J	95 J	92 J	134 ABCDEFJ	167 ABCDEFJ	187 ABCDEFJ	31	1288 ABCDEFI J	27	105	22 O	90	72	59	0	29	42	60	92 W	41	57	77	0
NEVER/SOMETIMES COMPOSITE	22.77%	25.83%	24.07%	19.04%	27.98%	20.17%	21.72%	21.57%	24.52%	30.74%	25.02%	42.59%	16.97%	28.57%	22.80%	17.73%	27.76%	0.0%	32.65%	13.86%	20.42%	22.25%	20.83%	16.94%	24.33%	0.0%
USUALLY COMPOSITE	15.77%	15.24%	15.48%	14.31%	14.68%	20.34%	16.52%	11.02%	14.14%	8.31%	19.14% HJ	23.15%	14.30%	30.42%	12.67%	17.34%	14.06%	0.0%	21.32%	14.30%	17.48%	14.49%	19.64%	19.97%	14.30%	0.0%
ALWAYS COMPOSITE	61.46%	58.93%	60.45%	66.65% K	57.34%	59.49%	61.75%	67.41% K	61.34%	60.95%	55.84%	34.26%	68.73%	41.01%	64.52%	64.92%	58.17%	0.0%	46.03%	71.84%	62.10%	63.25%	59.54%	63.08%	61.37%	0.0%
CAHPS RATE	77.23%	74.17%	75.93%	80.96%	72.02%	79.83%	78.28%	78.43%	75.48%	69.26%	74.98%	57.41%	83.03%	71.43%	77.20%	82.27%	72.24%	0.0%	67.35%	86.14%	79.58%	77.75%	79.17%	83.06%	75.67%	0.0%
AVERAGE	2.3870	2.3310	2.3638	2.4761	2.2937	2.3933	2.4003	2.4584	2.3682	2.3021	2.3082	1.9167	2.5176	2.1243	2.4172	2.4719	2.3041	0	2.1338	2.5798	2.4169	2.4100	2.3871	2.4614	2.3704	0
Standard deviation	0.8302	0.8427	0.8384	0.7885	0.8504	0.7937	0.8206	0.7897	0.8414	0.8660	0.8439	0.8642	0.7663	0.8063	0.8349	0.7577	0.8609	0	0.8746	0.7178	0.8002	0.8273	0.8084	0.7521	0.8435	0

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

Family Centered Care: Personal Doctor or Nurse Who Knows Child Composite Score

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Family Centered Care: Personal Doctor or Nurse Who Knows Child Composite Score (BASE)	520 J	536 ADEJ	654 ADEFJ	264 J	257 J	318 J	227 ABCDEFJ	270 ABCDEFJ	336 ABCDEFJ	121	2017 ABCDEFJ	32	194 L	26	174	117	106	0	43	66	116	135	90	97	130	0
YES COMPOSITE	89.32%	86.74%	90.42% BJ	91.22% BEJ	85.63%	91.02% BEJ	90.37%	87.74%	90.39%	83.31%	89.63%	80.31%	92.01%	83.75%	91.68%	90.86%	89.45%	0.0%	79.40%	93.08%	92.43%	90.56%	89.95%	90.46%	90.30%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

Family Centered Care: Getting Needed Information Composite Score

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Family Centered Care: Getting Needed Information Composite Score(Base)	573	591	673	294	294	338	211	286	335	155	1899	33	176	30	180	101	106	0	39	63	106	123	86	92	119	0
NEVER/SOMETIMES COMPOSITE	10.65%	13.20% FGIK	10.40%	9.86%	13.95% FGK	8.28%	8.06%	12.24%	8.96%	13.55%	8.85%	12.12%	6.25%	26.67% O	5.00%	7.92%	8.49%	0.0%	10.26%	6.35%	8.49%	10.57%	4.65%	8.70%	7.56%	0.0%
USUALLY COMPOSITE	9.42%	14.89% ADJ	12.18%	8.50%	13.95% DJ	14.20% ADJ	11.85%	15.38% ADJ	12.54%	7.74%	16.75% ACDGIJ	21.21%	10.23%	16.67%	10.56%	15.84%	7.55%	0.0%	17.95%	7.94%	12.26%	10.57%	13.95%	16.30%	8.40%	0.0%
ALWAYS COMPOSITE	79.93% BEHK	71.91%	77.41% B	81.63% BEHK	72.11%	77.51%	80.09% BEH	72.38%	78.51% B	78.71%	74.41%	66.67%	83.52%	56.67%	84.44% N	76.24%	83.96%	0.0%	71.79%	85.71%	79.25%	78.86%	81.40%	75.00%	84.03%	0.0%
CAHPS RATE	89.35%	86.80%	89.60%	90.14%	86.05%	91.72% BE	91.94% BE	87.76%	91.04% B	86.45%	91.15% BE	87.88%	93.75%	73.33%	95.00% N	92.08%	91.51%	0.0%	89.74%	93.65%	91.51%	89.43%	95.35%	91.30%	92.44%	0.0%
AVERAGE	2.6928 BE	2.5871	2.6701 B	2.7177 BEH	2.5816	2.6923 BE	2.7204 BEH	2.6014	2.6955 BE	2.6516	2.6556 B	2.5455	2.7727	2.3000	2.7944 N	2.6832	2.7547	0	2.6154	2.7937	2.7075	2.6829	2.7674	2.6630	2.7647	0
Standard deviation	0.6525	0.7116	0.6550	0.6324	0.7227	0.6154	0.6021	0.6960	0.6252	0.7057	0.6346	0.7003	0.5483	0.8622	0.5131	0.6123	0.5958	0	0.6647	0.5392	0.6138	0.6542	0.5211	0.6303	0.5755	0

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Child Medicaid Satisfaction Survey (ANTM17674)
Children With Chronic Conditions

Coordination of Care for Children for Chronic Conditions Composite Score

												2015 CCC Population Results														
												Overall Rating of Plan		Overall Rating of Health Care		Health Status		Child Age				Child Gender		Survey Type		
	2015 Plan Total (A)	2014 Plan Total (B)	2013 Plan Total (C)	2015 Gen. Pop. Total (D)	2014 Gen. Pop. Total (E)	2013 Gen. Pop. Total (F)	2015 CCC Pop. Qual. Total (G)	2014 CCC Pop. Qual. Total (H)	2013 CCC Pop. Qual. Total (I)	2015 CCC Pop. Not Qual. Total (J)	2015 Anthem Avg. CCC Pop (K)	0-7 (L)	8-10 (M)	0-7 (N)	8-10 (O)	Excel/ Very Good (P)	Good/ Fair/ Poor (Q)	< 1 (R)	1-5 (S)	6-10 (T)	11 + (U)	Male (V)	Female (W)	Mail (X)	Phone (Y)	Internet (Z)
Coordination of Care for Children for Chronic Conditions Composite Score (BASE)	182 J	234 ADFJ	236 DFJ	88	103 J	98	103 ABCDEFJ	158 ABCDEFG IJ	152 ABCDEFJ	37	1124 ABCDEFG IJ	20	82	14	83	42	59 P	0	20	31	51	58	44	37	66 X	0
YES COMPOSITE	76.60%	76.50%	78.13%	71.77%	80.47%	79.25%	82.10%	78.69%	81.53%	78.13%	77.79%	78.79%	82.88%	77.08%	82.07%	75.66%	86.98%	0.0%	82.50%	81.45%	83.27%	83.33%	80.38%	76.18%	84.76%	0.0%

Note: The Quality Compass 2014 average distributions for individual questions are estimated from aggregate data from NCQA rather than raw data. As a result, CAHPS composite scores and some other measures may vary slightly from figures published in Quality Compass.
A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E/F/G/H/I/J/K, L/M, N/O, P/Q, R/S/T/U, V/W, X/Y/Z

2015 CAHPS® 5.0H Member Survey

Adult Medicaid – HMO

Prepared for:

Amerigroup of Louisiana

June 2015

Prepared by:

DSS Research

DSS RESEARCH

Looking Beyond the Expected

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Background and objectives

Background. DSS has conducted the CAHPS® member survey since 1995. For participating plans (those who submit their data to NCQA) this information can be disclosed to the public and provides a direct comparison to other participating plans. The 2015 CAHPS 5.0H survey accurately captures customer feedback and expands the scope of information gathered relative to quality of care issues.

Objectives. Specific objectives of the 2015 CAHPS 5.0H member satisfaction survey include:

Determination of member ratings of:

- Health Plan Overall
- Health Care Overall
- Personal Doctor Overall
- Specialist Overall

Assessment of member perceptions related to:

- Customer Service (CS)
- Getting Needed Care (GNC)
- Getting Care Quickly (GCQ)
- How Well Doctors Communicate (HWDC)
- Shared Decision Making (SDM)
- Coordination of Care (CoC)
- Health Promotion and Education (HPE)

Evaluation of assistance with smoking and tobacco use cessation measures.

Assessment of aspirin use for the primary prevention of cardiovascular disease.

Measurement of the percent of members who receive flu shots or sprays.

Standard measurement of all areas mentioned to facilitate meaningful comparisons among participating health plans.

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Executive summary

What's important?

- Based on our key driver statistical modeling, the most important items driving the overall health plan rating are (see Appendix C for more details):
  - Overall Ratings (health care; specialist)
  - Customer Service (gave information needed; treated with courtesy/respect)
  - How Well Doctors Communicate (provided clear explanations; listened carefully; showed respect; spent time)
  - Getting Care Quickly (urgent care)
  - Getting Needed Care (got needed care, tests or treatment)

How are you doing?

- Eight of the 10 most important items fell in the opportunity quadrant (the most important items on which the plan received below average performance ratings). Improvements in these areas will have the largest impact on the overall health plan rating:

POWeR™ Chart classification matrix

Executive summary

Amerigroup of Louisiana performed similar to last year on the overall health plan rating and performed similar to two years ago.

- About three-quarters (76.49%) gave their health plan an overall rating of 8, 9 or 10 on a 0 to 10 scale, which is not significantly different from last year and not significantly different from two years ago.
- About six in 10 (60.93%) gave a rating of 9 or 10, which is not significantly different from last year and not significantly different from two years ago.

No other significant improvements were seen on the overall ratings or composite scores compared to last year or two years ago.

Significant changes	2014 vs. 2013	2015 vs. 2014	2015 vs. 2013
Overall ratings			
Rating of Health Plan (% 8, 9 or 10) (Q35)			
Rating of Health Care (% 8, 9 or 10) (Q13)			
Rating of Personal Doctor (% 8, 9 or 10) (Q23)			
Rating of Specialist (% 8, 9 or 10) (Q27)			
Composite global proportions			
Customer Service (% Always or Usually)			
Getting Needed Care (% Always or Usually)			
Getting Care Quickly (% Always or Usually)			
How Well Doctors Communicate (% Always or Usually)			
Health Promotion and Education (% Yes) (Q8)			
Coordination of Care (% Always or Usually) (Q22)			

Green shading indicates a significantly higher score than the corresponding previous year.
Red shading indicates a significantly lower score than the corresponding previous year.
No shading indicates no significant changes.

Executive summary

Gap analysis. The gap is the difference between the maximum possible mean score and the actual mean score received.

- The gap was closed compared to last year on the following measures:
  - Rating of Health Plan
  - Rating of Health Care
  - Rating of Specialist
  - Customer Service composite
  - Getting Needed Care composite
  - Getting Care Quickly composite
- However, the gap increased on these measures:
  - Rating of Personal Doctor
  - How Well Doctors Communicate composite

Estimated accreditation score

- The CAHPS 5.0H portion of the HEDIS accreditation score is determined by comparing plan results to the NCQA Benchmarks and Thresholds. Points are assigned to the overall ratings and composite scores based on the percentile range in which the score falls.
- The current estimated accreditation score is 9.100 out of a maximum 13.000 points.

Survey measure	Mean score[1]	Percentile[2]	Points[3]
Overall mean ratings			
Rating of Health Plan[4]	2.4702	66.75%	2.947
Rating of Health Care	2.4008	81.24%	1.907
Rating of Personal Doctor	2.5139	61.58%	1.473
Rating of Specialist	2.6154	90.62%	NA
Composite mean scores[5]			
Customer Service	2.5392	49.67%	NA
Getting Needed Care	2.4426	83.48%	1.907
Getting Care Quickly	2.4194	49.70%	0.867
Total points			**9.100**

Points are assigned to a percentile as follows (if all measures are valid – denominator of at least 100)[3]**:**

Percentile	Points[4]
Less than 25th percentile	0.325 (0.650 for Health Plan)
Greater than or equal to 25th percentile but less than 50th percentile	0.650 (1.300 for Health Plan)
Greater than or equal to 50th percentile but less than 75th percentile	1.105 (2.210 for Health Plan)
Greater than or equal to 75th percentile but less than 90th percentile	1.430 (2.860 for Health Plan)
Greater than or equal to 90th percentile	1.625 (3.250 for Health Plan)
Maximum number of points	**13.000**

Notes:

[1] Overall ratings and composite measures are converted to a 1 to 3 scale for use in the accreditation score calculation according to NCQA-defined guidelines (i.e., formulas). NCQA has phased out the scoring adjustment for inherent sampling variation, so beginning in 2015, adjustments are no longer applied.

[2] The percentiles shown here are estimates and may differ slightly from the actual NCQA-calculated percentiles.

[3] NCQA will not assign accreditation points to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100. The measure is removed for scoring purposes and the points are redistributed among the remaining measures.

[4] Rating of Health Plan is worth twice the points as the other ratings and composites.

[5] The How Well Doctors Communicate composite was removed from accreditation scoring for 2015.

Executive summary

The flowchart below shows how the items used in the calculation of the plan's 2015 accreditation score perform relative to each other. See Appendix D for more details.

* Shared Decision Making is based on %Yes.

Methodology

Questionnaire. The CAHPS 5.0H survey was used. DSS designed the survey instrument using health plan colors and mailed an attractively formatted booklet with a cover letter explaining the importance of completing the survey to the sampled members via first class postage. A return business reply envelope addressed to DSS was included with each questionnaire. A copy of the survey is provided in Appendix E.

Data collection. The methodology detailed in *HEDIS® 2015 Volume 3: Specifications for Survey Measures* was used. A synopsis is outlined below.

Survey Protocol	Timeframe	Date
First questionnaire mailing	0 days	3/5/2015
First reminder postcard	4 - 10 days	3/16/2015
Second questionnaire mailing	35 days	4/9/2015
Second reminder postcard	39 - 45 days	4/20/2015
Initiate telephone interviewing	56 days	4/30/2015
Complete telephone interviewing	70 days	5/14/2015

Staffing of the toll-free help line. DSS staffed a toll-free phone line that allowed members to call if they had any questions.

Sample design.

- **Qualified respondents.** Members eligible for the survey were those 18 years and older (as of December 31 of the measurement year) who had been continuously enrolled in the plan for at least five of the last six months of the measurement year.
- **Sample type.** A simple random sample of the required sample size for the population was drawn. To reduce possible confusion and respondent burden, the sample was processed to remove duplicates so that only one adult per household was included in the sample.
- **Sample size and sampling error.** A sample of 366 members was obtained with an overall sampling error of +/-5.1% at 95% confidence, using the most pessimistic assumption regarding variance (p=0.5).

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- **Response rate.** The return volume and response rate information is summarized below:

Item	Volume
Total mailed	1755
Required sample	1350
Oversample	405
Total ineligible	23
Total completed surveys	366
Mail completes	165
Phone completes	201
Adjusted response rate	21.13%
Overall sampling error	5.1%

Data processing and analysis. DSS processed all completed surveys and analyzed the results.

Comparison averages. Most measures are compared to the 2015 Anthem Average (2015 ANM Avg.) and the 2015 DSS Adult Medicaid Book of Business (2015 DSS Avg.). The DSS Adult Medicaid Book of Business is made up of 58 adult Medicaid plans with a total of 27,158 respondents.

Overall ratings

Compared to last year:
- None of the differences are significant.

Compared to the 2015 ANM Average:
- None of the differences are significant.

Compared to the 2015 DSS Average:
- None of the differences are significant.

Q35. Rating of Health Plan

Q13. Rating of Health Care

NA = NCQA will assign a measure result of NA for 2015 because the denominator is less than 100.

Q23. Rating of Personal Doctor

Q27. Rating of Specialist

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
◆ Indicates a significant difference between the 2015 plan result and the 2015 ANM Average.
❁ Indicates a significant difference between the 2015 plan result and the 2015 DSS Average.

Note: The DSS Average is the 2015 DSS Adult Medicaid Book of Business.
Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Composite global proportions

***NA** = NCQA will assign a measure result of NA for 2015 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.*

NT = Not trendable.
In 2015, NCQA revised Q10 and Q11 response options.

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
◆ Indicates a significant difference between the 2015 plan result and the 2015 ANM Average.
❁ Indicates a significant difference between the 2015 plan result and the 2015 DSS Average.

Note: The DSS Average is the 2015 DSS Adult Medicaid Book of Business.
Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Composite mean scores

***NA** = NCQA will assign a measure result of NA for 2015 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.*

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◆ Indicates a significant difference between the 2015 plan result and the 2015 ANM Average.
❁ Indicates a significant difference between the 2015 plan result and the 2015 DSS Average.

Note: The DSS Average is the 2015 DSS Adult Medicaid Book of Business.
Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Customer Service

Compared to last year:
- None of the differences are significant.

Compared to the 2015 ANM Average:
- Information in written materials is significantly higher.

Compared to the 2015 DSS Average:
- Information in written materials is significantly higher.

Q28. Looked for information in written materials/on the Internet

(% "Yes")

2013	2014	2015 ANM Avg.	2015 DSS Avg.
25.23%	22.18%	24.08%	21.69%

Q33. Health plan gave member forms to fill out

(% "Yes")

2013	2014	2015 ANM Avg.	2015 DSS Avg.
27.76%	27.76%	28.14%	27.29%

Q29. Written materials or Internet provided needed information

Q34. Health plan forms were easy to fill out

Note: The rate for this question is calculated using the responses to this question and "No" responses to Q33.

NA = NCQA will assign a measure result of NA for 2015 because the denominator is less than 100.

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
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❁ Indicates a significant difference between the 2015 plan result and the 2015 DSS Average.

Note: The DSS Average is the 2015 DSS Adult Medicaid Book of Business.
Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Customer Service

Compared to last year:
- None of the differences are significant.

Compared to the 2015 ANM Average:
- None of the differences are significant.

Compared to the 2015 DSS Average:
- None of the differences are significant.

Customer Service Composite	2013	2014	2015	2015 ANM Avg.	2015 DSS Avg.
Global proportion	85.70%	82.22%	86.06%	87.26%	87.75%
Mean score	2.5839	2.5000	2.5392	2.5548	2.5603

NCQA will assign a measure result of NA for 2015 because the denominator (i.e., the average number of responses across all questions used to calculate the composite) is less than 100.

Q30. Tried to get information or help from health plan's customer service

(% "Yes")

2013	2014	2015 ANM Avg.	2015 DSS Avg.
36.25%	32.38%	37.71%◆	34.82%

Q31. Customer service provided needed information or help

Q32. Customer service treated member with courtesy and respect

NA = NCQA will assign a measure result of NA for 2015 because the denominator is less than 100.

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
◆ Indicates a significant difference between the 2015 plan result and the 2015 ANM Average.
❁ Indicates a significant difference between the 2015 plan result and the 2015 DSS Average.

Note: The DSS Average is the 2015 DSS Adult Medicaid Book of Business.
Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Getting Needed Care

Compared to last year:
- Got appointments with specialists is significantly higher.

Compared to the 2015 ANM Average:
- None of the differences are significant.

Compared to the 2015 DSS Average:
- None of the differences are significant.

Getting Needed Care Composite	2013	2014	2015	2015 ANM Avg.	2015 DSS Avg.
Global proportion	76.00%	76.60%	82.44%	80.20%	81.47%
Mean score	2.3253	2.3453	2.4426	2.3604	2.3751

Q24. Made appointments to see a specialist

(% "Yes")

2013	2014	2015 ANM Avg.	2015 DSS Avg.
34.70%	38.95%	41.02%◆	41.63% ❁

Q25. Got appointment with specialist as soon as needed

Q14. Ease of getting care, tests or treatment

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
◆ Indicates a significant difference between the 2015 plan result and the 2015 ANM Average.
❁ Indicates a significant difference between the 2015 plan result and the 2015 DSS Average.

Note: The DSS Average is the 2015 DSS Adult Medicaid Book of Business.
Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Getting Care Quickly

Compared to last year:
- None of the differences are significant.

Compared to the 2015 ANM Average:
- None of the differences are significant.

Compared to the 2015 DSS Average:
- None of the differences are significant.

Q3. Had illness/injury/condition that needed care right away

(% "Yes")

2013	2014	2015 ANM Avg.	2015 DSS Avg.
49.69%	50.00%	42.07%	41.91%

Q5. Made appointments for health care at doctor's office or clinic

(% "Yes")

2013	2014	2015 ANM Avg.	2015 DSS Avg.
79.08%	74.31%	71.27%◆	71.44%❁

Getting Care Quickly Composite

	2013	2014	2015	2015 ANM Avg.	2015 DSS Avg.
Global proportion	79.23%	80.98%	79.77%	80.40%	81.64%
Mean score	2.4158	2.4173	2.4194	2.4060	2.4218

Q4. Got urgent care as soon as needed

Q6. Got check-up/routine appointment as soon as needed

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
◆ Indicates a significant difference between the 2015 plan result and the 2015 ANM Average.
❁ Indicates a significant difference between the 2015 plan result and the 2015 DSS Average.

Note: The DSS Average is the 2015 DSS Adult Medicaid Book of Business.
Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Doctor or Specialist Visits

Compared to last year:
- None of the differences are significant.

Compared to the 2015 ANM Average:
- None of the differences are significant.

Compared to the 2015 DSS Average:
- None of the differences are significant.

Q7. Average number of visits to doctor's office or clinic

Q15. Have a personal doctor

(% "Yes")

2013	2014	2015 ANM Avg.	2015 DSS Avg.
78.75%	80.85%	80.12%	79.94%

Q16. Average number of visits to personal doctor

Q26. Average number of specialists seen

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
◆ Indicates a significant difference between the 2015 plan result and the 2015 ANM Average.
❁ Indicates a significant difference between the 2015 plan result and the 2015 DSS Average.

Note: The DSS Average is the 2015 DSS Adult Medicaid Book of Business.
Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

How Well Doctors Communicate

Compared to last year:
- None of the differences are significant.

Compared to the 2015 ANM Average:
- None of the differences are significant.

Compared to the 2015 DSS Average:
- None of the differences are significant.

How Well Doctors Communicate Composite					
	2013	2014	2015	2015 ANM Avg.	2015 DSS Avg.
Global proportion	85.08%	89.14%	87.66%	90.01%	90.89%
Mean score	2.5819	2.6560	2.6394	2.6382	2.6552

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
◆ Indicates a significant difference between the 2015 plan result and the 2015 ANM Average.
❁ Indicates a significant difference between the 2015 plan result and the 2015 DSS Average.

Note: The DSS Average is the 2015 DSS Adult Medicaid Book of Business.
Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Shared Decision Making

Compared to last year:
- None of the differences are significant.

Compared to the 2015 ANM Average:
- None of the differences are significant.

Compared to the 2015 DSS Average:
- None of the differences are significant.

Q9. Doctor discussed starting or stopping a prescription medicine

(% "Yes")

2013	2014	2015 ANM Avg.	2015 DSS Avg.
46.06%	45.62%	48.68%	47.26%

Shared Decision Making Composite	2013	2014	2015	2015 ANM Avg.	2015 DSS Avg.
Global proportion	NT	NT	75.54%	78.67%	78.63%

Q10. Doctor discussed reasons to take a medicine
(% "Yes")

Q11. Doctor discussed reasons <u>not</u> to take a medicine
(% "Yes")

Q12. Doctor asked what you thought was best
(% "Yes")

NT = Not trendable.
In 2015, NCQA revised Q10 and Q11 response options.

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
◆ Indicates a significant difference between the 2015 plan result and the 2015 ANM Average.
❁ Indicates a significant difference between the 2015 plan result and the 2015 DSS Average.

Note: The DSS Average is the 2015 DSS Adult Medicaid Book of Business.
Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Health Promotion and Education

Compared to last year:
- The difference is not significant.

Compared to the 2015 ANM Average:
- The difference is not significant.

Compared to the 2015 DSS Average:
- The difference is not significant.

Q8. You and doctor discussed ways to prevent illness
(% "Yes")

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
◆ Indicates a significant difference between the 2015 plan result and the 2015 ANM Average.
❁ Indicates a significant difference between the 2015 plan result and the 2015 DSS Average.

Note: The DSS Average is the 2015 DSS Adult Medicaid Book of Business.
Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Coordination of Care

Compared to last year:
- The difference is not significant.

Compared to the 2015 ANM Average:
- The difference is not significant.

Compared to the 2015 DSS Average:
- The difference is not significant.

Q21. Received care from doctor or health provider besides personal doctor

(% "Yes")

2013	2014	2015 ANM Avg.	2015 DSS Avg.
50.94%	48.17%	57.48%	58.45%

Q22. Personal doctor seemed informed about care from other providers

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
◆ Indicates a significant difference between the 2015 plan result and the 2015 ANM Average.
❁ Indicates a significant difference between the 2015 plan result and the 2015 DSS Average.

Note: The DSS Average is the 2015 DSS Adult Medicaid Book of Business.
Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Flu Vaccinations for Adults Ages 18-64

Compared to last year:
- The difference is not significant.

Compared to the 2015 ANM Average:
- The difference is not significant.

Compared to the 2015 DSS Average:
- The difference is not significant.

Q38. Received a flu shot/spray since July 1 (of previous year)
(% "Yes")

NT = Not trendable.
The flu question was added to the adult Medicaid survey in 2014.

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
◆ Indicates a significant difference between the 2015 plan result and the 2015 ANM Average.
❁ Indicates a significant difference between the 2015 plan result and the 2015 DSS Average.

Note: The DSS Average is the 2015 DSS Adult Medicaid Book of Business.
Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Medical Assistance With Smoking and Tobacco Use Cessation

Compared to last year:
- None of the differences are significant.

Compared to the 2015 ANM Average:
- Advising smokers and tobacco users to quit and discussing cessation strategies are significantly higher.

Compared to the 2015 DSS Average:
- None of the differences are significant.

Q39. Currently smoke cigarettes/ use tobacco

(% "Every day" or "Some days")

2013	2014	2015 ANM Avg.	2015 DSS Avg.
38.46%	36.97%	31.79%	33.22%

Q40. Advising smokers/tobacco users to quit

Q41. Discussing cessation medications

Q42. Discussing cessation strategies

↑↓ Indicates a significant difference between the 2015 plan result and the 2014 plan result.
◆ Indicates a significant difference between the 2015 plan result and the 2015 ANM Average.
❁ Indicates a significant difference between the 2015 plan result and the 2015 DSS Average.

Note: The DSS Average is the 2015 DSS Adult Medicaid Book of Business.
Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Aspirin Use and Discussion

Compared to last year:
- None of the differences are significant.

Compared to the 2015 ANM Average:
- Discussing aspirin risks and benefits is significantly higher.

Compared to the 2015 DSS Average:
- Discussing aspirin risks and benefits is significantly higher.

Q43. Take aspirin daily or every other day
(% "Yes")

NA = NCQA will assign a measure result of NA for 2015 because the denominator is less than 100 for the current 2-year average.

Q45. Doctor/other health provider has discussed risks/benefits of aspirin
(% "Yes")

NCQA only reports this measure for the following members:

Those who do not have a health problem or take medication that makes taking aspirin unsafe (Q44 = "No"), do not have an exclusion (any response to Q47) and who are:

1. Women age 56-79 with at least two risk factors
2. Men age 46-65 with at least one risk factor
3. Men age 66-79

Risk factors include:
Q39 = Smoke/use tobacco "every day" or "some days"
Q46 = Have "high cholesterol"
Q46 = Have "high blood pressure"
Q46 = Have "parent or sibling with heart attack before the age of 60"

NCQA only reports this measure for the following members:

Those who do not have an exclusion (any response to Q47) and who are:

1. Women age 56-79
2. Men age 46-79

Q47 exclusions include:
- A heart attack
- Angina or coronary heart disease
- A stroke
- Any kind of diabetes or high blood sugar

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Red font indicates a significantly lower score than the corresponding average.

Additional questions

Appointments with providers

Q59. Wait was due to limited work hours or scarce appointments

◆ Indicates a significant difference between the 2015 plan result and the 2015 ANM Average.
NQ New question in 2015.

Green font indicates a significantly higher score than the corresponding average.
Red font indicates a significantly lower score than the corresponding average.

Appointments with specialists

Q66. Easy to get appointments

NQ New question in 2015.

Calling a doctor's office or clinic during regular hours

Q60. Phoned a doctor's office

2013	2014	2015 ANM Avg.
NQ	NQ	---

Q61. Got needed help

NQ New question in 2015.

Additional questions

Calling or visiting a doctor's office or clinic after regular office hours

Q62. Phoned a doctor's office

2013	2014	2015 ANM Avg.
NQ	NQ	---

Q64. Needed to visit a doctor's office

2013	2014	2015 ANM Avg.
NQ	NQ	---

Q63. Got needed help

Q65. Easy to get care needed

NQ New question in 2015.

Appendix A
Member profile

Member profile

	2013	2014	2015	2015 ANM Avg.	2015 DSS Avg.
Member health					
Overall health (Q36)					
Excellent/Very good	30.25%	36.88%	24.84% ↓	34.81% ◆	34.12% ❁
Good	31.79%	21.28%	32.68% ↑	32.78%	32.66%
Fair/Poor	37.96%	41.84%	42.48%	32.42% ◆	33.21% ❁
Overall mental/emotional health (Q37)					
Excellent/Very good	38.58%	45.96%	35.97% ↓	44.15% ◆	43.49% ❁
Good	29.32%	23.16%	31.68% ↑	28.56%	28.62%
Fair/Poor	32.10%	30.88%	32.34%	27.28%	27.89%
Aspirin use and discussion					
Take aspirin daily or every other day (Q43) – All respondents	26.10%	28.07%	27.12%	22.01%	23.77%
Take aspirin daily or every other day (Q43) – Qualified respondents	36.84%	17.39%	45.45%	32.14%	33.88%
Have a health problem/take medication that makes taking aspirin unsafe (Q44)	15.79%	13.57%	13.88%	10.94%	10.89%
Doctor/other health provider discussed risks/benefits of aspirin (Q45) – All respondents	40.24%	47.25%	43.85%	37.51% ◆	38.05% ❁
Doctor/other health provider discussed risks/benefits of aspirin (Q45) – Qualified respondents	41.86%	57.78%	71.43%	41.36% ◆	41.76% ❁
Aware of having of any of the following conditions (Q46):					
High cholesterol	32.42%	27.93%	24.04%	22.50%	23.82%
High blood pressure	46.06%	44.48%	40.44%	30.89% ◆	32.62% ❁
Parent or sibling with heart attack before the age of 60	20.61%	17.59%	16.67%	16.51%	16.82%
Doctor has told you that you have the following conditions (Q47):					
Heart attack	7.88%	5.17%	5.19%	4.39%	4.72%
Angina or coronary heart disease	8.18%	5.86%	4.92%	4.26%	4.72%
Stroke	7.88%	5.17%	6.28%	4.29%	4.41%
Any kind of diabetes or high blood sugar	22.42%	22.07%	20.49%	16.68%	17.97%
Got health care 3 or more times for the same condition or problem in the last 12 months (Q48)	44.83%	34.08%	36.24%	34.39%	33.95%
Condition or problem has lasted for at least 3 months (not including pregnancy or menopause) (Q49)	81.82%	79.55%	71.72%	81.56% ◆	81.25% ❁
Now need or take medicine prescribed by a doctor (not including birth control) (Q50)	71.96%	70.37%	65.76%	61.22%	62.86%
Medicine is to treat a condition that has lasted for at least 3 months (not including pregnancy or menopause) (Q51)	91.40%	92.51%	86.41%	91.97% ◆	92.01% ❁

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Member profile

	2013	2014	2015	2015 ANM Avg.	2015 DSS Avg.
Member demographics					
Age (Q52)					
18-34	37.46%	34.69%	34.78%	35.44%	32.18%
35-44	15.48%	13.65%	13.04%	17.95% ◆	16.61%
45-54	19.81%	20.30%	22.74%	20.02%	20.42%
55 or older	27.24%	31.37%	29.43%	26.59%	30.78%
Gender (Q53)					
Male	26.23%	30.69%	26.75%	32.25%	34.81% ❁
Female	73.77%	69.31%	73.25%	67.75%	65.19% ❁
Education (Q54)					
High school or less	78.06%	75.00%	74.23%	61.78% ◆	61.27% ❁
Some college	18.81%	19.03%	19.24%	29.50% ◆	29.47% ❁
College graduate or more	3.13%	5.97%	6.53%	8.72%	9.26%
Race/ethnicity (Q55/Q56)					
White	43.48%	44.12%	41.92%	62.01% ◆	64.85% ❁
Hispanic or Latino	2.05%	2.80%	3.87%	16.49% ◆	17.50% ❁
Black or African-American	53.73%	55.51%	58.08%	27.55% ◆	24.43% ❁
Asian	1.24%	0.37%	0.34%	5.08% ◆	4.43% ❁
Native Hawaiian or other Pacific Islander	0.62%	0.00%	0.34%	1.01%	1.59% ❁
American Indian or Alaska Native	3.42%	6.62%	1.72% ↓	4.92% ◆	4.80% ❁
Other	2.80%	2.57%	1.72%	10.05% ◆	9.87% ❁

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Appendix B
Overall ratings and composite score summary tables

Key measures – global proportions and summary rates

	2013	2014	2015	2015 Num.	2015 Den.	2015 ANM Avg.	2015 DSS Avg.
Rating of Health Plan (Q35) (% 8, 9 or 10)	**71.71%**	**78.57%**	**76.49%**	***231***	***302***	**74.43%**	**76.26%**
Rating of Health Care (Q13) (% 8, 9 or 10)	**68.13%**	**69.52%**	**72.47%**	***179***	***247***	**72.80%**	**73.30%**
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	**77.92%**	**80.45%**	**78.09%**	***196***	***251***	**78.65%**	**80.42%**
Rating of Specialist (Q27) (% 8, 9 or 10)	**82.65%**	**79.80%**	**83.52%**	***76***	***91***	**81.03%**	**80.81%**
Customer Service (% Always or Usually)	**85.70%**	**82.22%**	**86.06%**	**---**	***94***	**87.26%**	**87.75%**
Q31. Got needed information from customer service	80.17%	74.44%	78.49%	*73*	*93*	81.11%	81.80%
Q32. Staff treated you with courtesy and respect	91.23%	90.00%	93.62%	*88*	*94*	93.41%	93.71%
Getting Needed Care (% Always or Usually)	**76.00%**	**76.60%**	**82.44%**	**---**	***175***	**80.20%**	**81.47%**
Q25. Got appointment with specialist as soon as needed	75.93%	72.73%	84.31% ↑	*86*	*102*	78.38%	79.37%
Q14. Easy to get needed care, tests or treatment	76.08%	80.47%	80.57%	*199*	*247*	82.01%	83.57%
Getting Care Quickly (% Always or Usually)	**79.23%**	**80.98%**	**79.77%**	**---**	***196***	**80.40%**	**81.64%**
Q4. Got urgent care as soon as needed	77.36%	80.71%	83.33%	*120*	*144*	82.89%	84.32%
Q6. Got routine care as soon as needed	81.10%	81.25%	76.21%	*189*	*248*	77.92%	78.96%
How Well Doctors Communicate (% Always or Usually)	**85.08%**	**89.14%**	**87.66%**	**---**	***213***	**90.01%**	**90.89%**
Q17. Personal doctor explained things	83.41%	89.06%	87.38%	*187*	*214*	90.30%	91.24%
Q18. Personal doctor listened carefully	86.26%	91.67%	90.61%	*193*	*213*	90.64%	91.45%
Q19. Personal doctor showed respect	87.62%	91.10%	88.63%	*187*	*211*	91.53%	92.28%
Q20. Personal doctor spent enough time	83.02%	84.74%	84.04%	*179*	*213*	87.58%	88.58%
Shared Decision Making (% Yes)	**NT**	**NT**	**75.54%**	**---**	***110***	**78.67%**	**78.63%**
Q10. Doctor discussed reasons to take medicines	NT	NT	91.07%	*102*	*112*	91.39%	91.84%
Q11. Doctor discussed reasons to not take medicines	NT	NT	60.55%	*66*	*109*	68.62%	67.64%
Q12. Doctor asked which option was best for you	71.55%	79.59%	75.00%	*81*	*108*	76.00%	76.40%
Health Promotion and Education (Q8) (% Yes)	**70.59%**	**73.71%**	**68.24%**	***174***	***255***	**70.11%**	**70.16%**
Coordination of Care (Q22) (% Always or Usually)	**79.05%**	**81.32%**	**75.45%**	***83***	***110***	**79.95%**	**81.71%**
Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)	**NT**	**40.68%**	**44.29%**	***124***	***280***	**38.42%**	**38.70%**
Medical Assistance With Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes) *(Two-year average)*		**2013/2014**	**2014/2015**				
Q40. Advising Smokers and Tobacco Users to Quit	---	77.53%	80.95%	*153*	*189*	73.33% ◆	74.79% ☸
Q41. Discussing Cessation Medications	---	43.56%	44.44%	*84*	*189*	42.42%	45.79%
Q42. Discussing Cessation Strategies	---	40.79%	45.50%	*86*	*189*	38.30%	41.36%
Aspirin Use and Discussion *(Two-year average)*							
Q43. Aspirin Use – Qualified respondents	---	26.19%	31.11%	*14*	*45*	32.14%	33.88%
Q45. Discussing Aspirin Risks and Benefits – Qualified respondents	---	50.00%	64.37%	*56*	*87*	41.36% ◆	41.76% ☸

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Note: The DSS Average is the 2015 DSS Adult Medicaid Book of Business.
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Red font indicates a significantly lower score than the corresponding average.

NT = Not trendable.
In 2015, NCQA revised Q10 and Q11 response options.
Q38. (Flu shot) was added to the adult Medicaid survey in 2014.

Overall ratings and composites – global proportions and summary rates

	2013	2014	2015	2015 ANM Avg.	2015 DSS Avg.
Overall ratings					
Rating of Health Plan (Q35) (% 8, 9 or 10)	71.71%	78.57%	76.49%	74.43%	76.26%
Rating of Health Care (Q13) (% 8, 9 or 10)	68.13%	69.52%	72.47%	72.80%	73.30%
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	77.92%	80.45%	78.09%	78.65%	80.42%
Rating of Specialist (Q27) (% 8, 9 or 10)	82.65%	79.80%	83.52%	81.03%	80.81%
Overall ratings and composite scores					
Rating of Health Plan (Q35) (% 9 or 10)	54.93%	61.07%	60.93%	56.58%	59.49%
Rating of Health Care (Q13) (% 9 or 10)	48.21%	61.43%	56.68%	52.14%	53.79%
Rating of Personal Doctor (Q23) (% 9 or 10)	69.17%	70.91%	65.74%	64.21%	65.88%
Rating of Specialist (Q27) (% 9 or 10)	72.45%	63.64%	71.43%	65.16%	65.27%
Customer Service (% Always or Usually)	85.70%	82.22%	86.06%	87.26%	87.75%
Getting Needed Care (% Always or Usually)	76.00%	76.60%	82.44%	80.20%	81.47%
Getting Care Quickly (% Always or Usually)	79.23%	80.98%	79.77%	80.40%	81.64%
How Well Doctors Communicate (% Always or Usually)	85.08%	89.14%	87.66%	90.01%	90.89%
Shared Decision Making (% Yes)	NT	NT	75.54%	78.67%	78.63%
Health Promotion and Education (Q8) (% Yes)	70.59%	73.71%	68.24%	70.11%	70.16%
Coordination of Care (Q22) (% Always or Usually)	79.05%	81.32%	75.45%	79.95%	81.71%

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Red font indicates a significantly lower score than the corresponding average.

NT = Not trendable.
In 2015, NCQA revised Q10 and Q11 response options.

Overall ratings and composites – mean scores

	2013	2014	2015	2015 ANM Avg.	2015 DSS Avg.
Overall mean ratings: 0 - 10 scale					
Rating of Health Plan (Q35)	8.1678	8.4214	8.4073	8.3346	8.4095
Rating of Health Care (Q13)	7.9323	8.1476	8.2632	8.2332	8.2526
Rating of Personal Doctor (Q23)	8.5542	8.6545	8.4502	8.5500	8.6225
Rating of Specialist (Q27)	8.7959	8.6667	8.8571	8.5915	8.5835
Overall ratings and composite scores: Three-point mean scores					
Rating of Health Plan (Q35)	2.3487	2.4536	2.4702	2.4090	2.4444
Rating of Health Care (Q13)	2.2510	2.4000	2.4008	2.3596	2.3735
Rating of Personal Doctor (Q23)	2.5250	2.5591	2.5139	2.5039	2.5332
Rating of Specialist (Q27)	2.6224	2.5253	2.6154	2.5224	2.5266
Customer Service	2.5839	2.5000	2.5392	2.5548	2.5603
Getting Needed Care	2.3253	2.3453	2.4426	2.3604	2.3751
Getting Care Quickly	2.4158	2.4173	2.4194	2.4060	2.4218
How Well Doctors Communicate	2.5819	2.6560	2.6394	2.6382	2.6552
Health Promotion and Education (Q8)	2.4118	2.4742	2.3647	2.4022	2.4033
Coordination of Care (Q22)	2.4381	2.4286	2.3455	2.3527	2.3859

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Overall ratings and composites – percentiles

	2015 Plan		National Percentiles from 2014 Quality Compass (Adult Medicaid)						
	Score	Percentile	5th	10th	25th	50th	75th	90th	95th
Rating of Health Plan (Q35) (% 8, 9 or 10)	**76.49%**	**50th**	63.54%	66.57%	71.37%	75.52%	78.77%	81.49%	82.82%
Rating of Health Care (Q13) (% 8, 9 or 10)	**72.47%**	**50th**	63.40%	64.32%	68.54%	71.53%	74.06%	76.95%	78.57%
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	**78.09%**	**25th**	72.50%	74.37%	76.45%	78.82%	80.97%	83.10%	84.65%
Rating of Specialist (Q27) (% 8, 9 or 10)	**83.52%**	**75th**	73.43%	75.89%	78.64%	80.61%	82.47%	85.31%	86.14%
Customer Service (% Always or Usually)	**86.06%**	**25th**	80.66%	81.85%	84.45%	87.05%	88.64%	90.28%	91.32%
Q31. Got needed information from customer service	78.49%	25th	72.40%	74.36%	77.24%	81.01%	83.39%	85.52%	87.13%
Q32. Staff treated you with courtesy and respect	93.62%	50th	88.19%	88.98%	91.29%	93.02%	94.61%	95.74%	96.08%
Getting Needed Care (% Always or Usually)	**82.44%**	**50th**	71.65%	74.70%	77.47%	80.90%	84.27%	85.59%	86.45%
Q25. Got appointment with specialist as soon as needed	84.31%	75th	68.90%	71.01%	75.39%	79.19%	82.28%	85.08%	86.13%
Q14. Easy to get needed care, tests or treatment	80.57%	25th	74.43%	76.30%	79.28%	83.15%	85.87%	87.94%	89.58%
Getting Care Quickly (% Always or Usually)	**79.77%**	**25th**	74.01%	75.26%	78.39%	81.75%	83.75%	85.52%	86.98%
Q4. Got urgent care as soon as needed	83.33%	5th	82.24%	84.04%	88.61%	91.60%	93.96%	95.62%	96.00%
Q6. Got routine care as soon as needed	76.21%	10th	71.25%	72.40%	76.80%	79.79%	82.85%	84.65%	85.95%
How Well Doctors Communicate (% Always or Usually)	**87.66%**	**10th**	85.40%	86.17%	88.16%	89.76%	91.11%	92.42%	93.07%
Q17. Personal doctor explained things	87.38%	10th	85.64%	86.45%	88.04%	90.25%	91.71%	93.15%	94.5%
Q18. Personal doctor listened carefully	90.61%	50th	84.97%	86.47%	88.15%	90.17%	91.78%	93.33%	94.50%
Q19. Personal doctor showed respect	88.63%	10th	87.25%	88.42%	89.83%	91.30%	93.02%	94.19%	94.85%
Q20. Personal doctor spent enough time	84.04%	10th	81.82%	82.91%	84.70%	87.20%	88.71%	90.13%	90.98%
Health Promotion and Education (Q8) (% Yes)	**68.24%**	**10th**	65.99%	66.97%	69.01%	71.93%	74.07%	76.23%	76.92%
Coordination of Care (Q22) (% Always or Usually)	**75.45%**	**10th**	72.49%	73.18%	76.62%	79.67%	82.04%	85.19%	85.99%
Other reported measures									
Q29. Written materials or Internet provided needed information (% Always or Usually)	77.05%	95th	55.05%	57.01%	62.50%	67.21%	70.00%	74.51%	75.65%
Q34. Health plan forms were easy to fill out (% Always or Usually)	93.96%	25th	91.74%	92.19%	93.09%	94.35%	95.31%	96.35%	96.59%
Q36. Rating of overall health (% Excellent or Very good)	24.84%	10th	22.09%	23.48%	27.74%	32.80%	40.11%	46.15%	47.36%
Q37. Rating of overall mental/emotional health (% Excellent or Very good)	35.97%	10th	29.00%	31.63%	36.28%	42.75%	49.33%	56.08%	59.28%

NOTE: Shared Decision Making not included due to changes to composite in 2015 by NCQA. Quality Compass data for this composite not available at this time.

Overall ratings and composites – demographic analysis

	Health Status		Age				Gender		Education		Survey Type	
	Excellent or Very good (A)	Good, Fair or Poor (B)	18-34 (C)	35-44 (D)	45-54 (E)	55+ (F)	Male (G)	Female (H)	High school or less (I)	Some college or more (J)	Mail (K)	Phone (L)
Total respondents	*76*	*230*	*104*	*39*	*68*	*88*	*65*	*178*	*216*	*75*	*165*	*201*
Rating of Health Plan (Q35) (% 8, 9 or 10)	**85.14%[B]**	**73.21%**	**73.74%**	**73.68%**	**74.24%**	**82.56%**	**77.78%**	**79.77%**	**75.12%**	**78.08%**	**78.21%**	**74.66%**
Rating of Health Care (Q13) (% 8, 9 or 10)	**82.69%[B]**	**69.06%**	**74.67%**	**58.82%**	**64.44%**	**79.45%[D]**	**76.60%**	**70.00%**	**72.56%**	**65.52%**	**70.73%**	**74.19%**
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	**84.48%**	**75.14%**	**78.48%**	**70.97%**	**66.67%**	**84.51%[E]**	**78.43%**	**77.37%**	**77.19%**	**71.93%**	**77.34%**	**78.86%**
Rating of Specialist (Q27) (% 8, 9 or 10)	**69.23%**	**85.33%**	**83.33%**	**76.92%**	**90.00%**	**85.29%**	**73.68%**	**88.68%**	**81.97%**	**86.36%**	**77.55%**	**90.48%**
Customer Service (% Always or Usually)	**100%**	**80.95%**	**86.00%**	**86.84%**	**83.33%**	**86.56%**	**77.29%**	**86.84%**	**82.79%**	**91.30%**	**85.58%**	**86.64%**
Q31. Got needed information from customer service	100%	70.59%	80.00%	78.95%	71.43%	81.82%	73.33%	77.19%	75.41%	82.61%	78.85%	78.05%
Q32. Staff treated you with courtesy and respect	100%	91.30%	92.00%	94.74%	95.24%	91.30%	81.25%	96.49%	90.16%	100%	92.31%	95.24%
Getting Needed Care (% Always or Usually)	**89.70%**	**80.52%**	**85.67%**	**73.32%**	**76.44%**	**85.71%**	**87.54%**	**82.29%**	**86.01%**	**75.29%**	**86.94%[L]**	**77.47%**
Q25. Got appointment with specialist as soon as needed	92.86%	83.13%	90.00%	64.29%	84.00%	86.49%	85.71%	86.89%	91.04%	69.23%	87.93%	79.55%
Q14. Easy to get needed care, tests or treatment	86.54%	77.90%	81.33%	82.35%	68.89%	84.93%[E]	89.36%[H]	77.70%	80.98%	81.36%	85.95%[L]	75.40%
Getting Care Quickly (% Always or Usually)	**86.00%**	**78.44%**	**77.69%**	**79.06%**	**72.75%**	**87.34%[E]**	**85.41%**	**80.24%**	**79.50%**	**82.38%**	**85.02%[L]**	**74.19%**
Q4. Got urgent care as soon as needed	96.55%	80.58%	84.62%	90.48%	72.41%	87.18%	85.71%	83.33%	79.38%	96.43%	85.37%	80.65%
Q6. Got routine care as soon as needed	75.44%	76.30%	70.77%	67.65%	73.08%	87.50%[C,DE]	85.11%	77.14%	79.62%	68.33%	84.68%[L]	67.74%
How Well Doctors Communicate (% Always or Usually)	**95.41%[B]**	**84.60%**	**92.67%**	**83.04%**	**79.41%**	**88.82%**	**85.17%**	**88.55%**	**86.84%**	**85.71%**	**91.38%**	**84.07%**
Q17. Personal doctor explained things	93.88%[B]	84.97%	91.38%	82.14%	84.09%	87.69%	81.82%	90.52%	87.41%	83.67%	91.43%	83.49%
Q18. Personal doctor listened carefully	100%[B]	86.93%	94.83%[E]	89.29%	79.55%	92.31%	86.36%	91.38%	90.21%	87.76%	94.29%	87.04%
Q19. Personal doctor showed respect	93.88%	86.09%	93.10%[E]	85.71%	76.74%	92.19%[E]	90.70%	88.70%	87.23%	87.76%	90.29%	87.04%
Q20. Personal doctor spent enough time	93.88%[B]	80.39%	91.38%	75.00%	77.27%	83.08%	81.82%	83.62%	82.52%	83.67%	89.52%[L]	78.70%
Shared Decision Making (% Yes)	**84.72%**	**73.60%**	**85.49%**	**79.49%**	**63.33%**	**75.69%**	**78.77%**	**75.77%**	**74.50%**	**86.82%**	**77.01%**	**73.85%**
Q10. Doctor discussed reasons to take medicine	100%	88.75%	100%	100%	80.00%	90.48%	92.31%	90.77%	89.74%	100%	91.38%	90.74%
Q11. Doctor discussed reasons to not take medicine	70.83%	58.97%	75.00%	61.54%	50.00%	56.10%	60.00%	61.54%	59.74%	69.57%	62.07%	58.82%
Q12. Doctor asked what you thought was best	83.33%	73.08%	81.48%	76.92%	60.00%	80.49%	84.00%	75.00%	74.03%	90.91%	77.59%	72.00%
Health Promotion and Education (Q8) (% Yes)	**62.75%**	**69.23%**	**65.33%**	**66.67%**	**64.44%**	**75.34%**	**68.18%**	**69.50%**	**67.48%**	**71.19%**	**73.98%**	**62.88%**
Coordination of Care (Q22) (% Always or Usually)	**79.17%**	**75.00%**	**73.08%**	**76.92%**	**56.52%**	**87.80%**	**73.91%**	**81.54%**	**75.71%**	**72.73%**	**84.75%[L]**	**64.71%**
Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)	**42.65%**	**43.75%**	**37.65%**	**44.44%**	**34.92%**	**58.33%[CE]**	**61.02%[H]**	**39.88%**	**44.50%**	**38.03%**	**46.26%**	**42.11%**
Medical Assistance With Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes)												
Q40. Advising Smokers and Tobacco Users to Quit	66.67%	87.69%	80.95%	75.00%	75.00%	92.00%	87.50%	77.55%	84.06%	63.64%	80.00%	85.71%
Q41. Discussing Cessation Medications	52.94%	43.94%	40.00%	41.67%	44.00%	56.00%	56.52%	41.18%	48.53%	33.33%	41.18%	52.94%
Q42. Discussing Cessation Strategies	61.11%	45.45%	47.62%	41.67%	47.83%	57.69%	54.17%	44.90%	52.94%	25.00%	42.86%	58.33%
Aspirin Use and Discussion												
Q43. Aspirin Use – Qualified respondents	NR	45.00%	NR	NR	NR	50.00%	NR	50.00%	33.33%	NR	43.75%	NR
Q45. Discussing Aspirin Risks and Benefits – Qualified respondents	NR	78.38%	NR	NR	NR	78.13%	58.82%	81.82%	70.00%	NR	71.43%	71.43%

A capital letter and green font indicates that result is significantly higher than the corresponding column.

NR = Not reportable. Base size < 11.

Appendix C
SatisAction™ key driver statistical model

POWeR™ Chart shown in the executive summary on page 3.

Instructions to access trAction™ Decision (Impact Analysis) Tool:

1. **Log on to https://client.dssresearch.com using your current User Name and Password.**
2. **Contact DSS Research at 1-800-989-5150 if you do not have a User Name and Password.**
3. **Once on the portal, select Reporting and then Tools.**
4. **Select the trAction™ Decision Tool for access to the Impact Analysis Tool and to run "what if" scenarios.**

Background

Overview. The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the overall health plan rating and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data. We have been successfully using this approach since 1997.

The model provides the following:

- Identification of the elements that are important in driving the overall rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.

Importance analysis. The importance analysis involves a multi-step process:

- Factor analysis is used to summarize the predictor set into a more manageable number of composite variables.
- Regression Model I is used to make preliminary estimates and identify leverage points and outliers.
- Leverage points and outliers are eliminated.
- Regression Model II is run on the remaining data to derive final estimates of the importance of the various satisfaction elements.

Factor Analysis. Factor analysis is used to reduce the number of items in the predictor set to a smaller set of underlying constructs or factors. It is necessary to go through this process because of the high degree of collinearity in the original data. This is a problem for the regression analysis to follow because regression assumes non-collinearity between predictor variables.

Regression Analysis. Regression analysis is then used to predict the overall rating of the health plan on the factors created in the previous step. As noted above, regression analysis is run in two steps. The first step is used to derive preliminary estimates of the importance of the various satisfaction elements and to identify outliers and leverage points. Those outliers and leverage points are eliminated before running the second regression model which produces final estimates of the importance of each satisfaction element.

Derived Importance. The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor are squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum is then rescaled so that the largest value (most important item) is rescaled to 100 points, the smallest value is rescaled to 0 points and the median value is rescaled to 50 points.

Performance analysis. To develop the performance scores, raw performance ratings for the plan are compared to our national average of 58 adult Medicaid health plans and a relative percentile for each item in the model is computed for the plan.

Classification matrix. Results of the modeling are presented in a classification matrix. The importance and performance results for each item in the model are plotted in a matrix like the one shown below. This matrix provides a quick summary of what is most important to your members and how your plan is doing on those items. The matrix is divided into four quadrants. The quadrants are defined by the point where the medians of the importance and performance scales intersect. The four quadrants can be interpreted as follows:

- *Power.* These items have a relatively large impact on the overall rating of the health plan and your performance levels on these items are high. Promote and leverage strengths in this quadrant.
- *Opportunity.* Items in this quadrant also have a relatively large impact on the overall rating of the health plan but your performance is below average. Focus resources on improving processes that underlie these items and look for significant improvement in the overall health plan rating.
- *Wait.* Though these items still impact the overall rating of the health plan, they are somewhat less important than those that fall on the right hand side of the chart. Relatively speaking, your performance is low on these items. Dealing with these items can wait until more important items have been dealt with.
- *Retain.* Items in this quadrant also have a relatively small impact on the overall rating of the health plan but your performance is above average. Simply maintain performance on these items.

POWeR™ Chart classification matrix

Variables in the model

Variables from the CAHPS 5.0H survey that are important in determining member satisfaction are summarized below. This table also identifies the dependent variable (Q35 – overall rating of health plan) and the independent or predictor variables. Finally, it shows how the variables are coded for the importance and the performance analyses.

Variables Used in the Model		Coding for Regression (Importance)
Dependent Variable		
Q35	Rating of overall heath plan	0 through 10, All other = missing
Independent Variables		
Q04	How often you got the care right away when needed	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q06	How often got an appointment as soon as needed	
Q13	Rating of all your health care	0 through 10, All other = missing
Q14	How often easy to get the care, tests or treatment	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q17	How often personal doctor's explanation easy to understand	
Q18	How often personal doctor listens carefully	
Q19	How often personal doctor shows respect	
Q20	How often personal doctor spent enough time with you	
Q22	How often personal doctor informed about care from other doctors	
Q23	Rating of your personal doctor	0 through 10, All other = missing
Q25	How often easy to get appointments with specialists	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q27	Rating of the specialist	0 through 10, All other = missing
Q29	How often written materials or Internet provide information	Always = 4, Usually = 3, Sometimes = 2, Never = 1, All other = missing
Q31	How often customer service gave information or help needed	
Q32	How often customer service treated you with courtesy/respect	
Q34	How often forms easy to fill out	
QX59	How often had to wait for appointment due to limited hours or lack availability	
QX61	How often got the help or advice needed during regular office hours	
QX66	How often easy to get appointments with specialists	

Factor analysis. Factor analysis reduced the 19 highly-correlated model variables to 8 orthogonal (uncorrelated) factors that explain 77.7% of the variation in the original variables. This is necessary due to the strong relationships or correlation between certain variables. The table below shows the factor correlations or loadings. For readability, only those variables with correlations greater than 0.250 are displayed.

Factor Correlations with Survey Variables

Question	Survey items	Factors							
		1	2	3	4	5	6	7	8
Q18	How often personal doctor listened carefully	0.893							
Q19	How often personal doctor showed respect	0.871							
Q17	How often personal doctor's explanation easy to understand	0.837							
Q23	Rating of your personal doctor	0.792						0.251	
Q20	How often personal doctor spent enough time with you	0.780							
Q22	How often personal doctor informed about care from other doctors	0.749				0.256			
QX61	How often got the help or advice needed during regular office hours	0.539					0.487		
Q32	How often customer service treated you with courtesy/respect		0.874						
Q31	How often customer service gave information or help needed		0.862						0.278
Q04	How often you got the care right away when needed			0.858					
Q06	How often got an appointment as soon as needed			0.768			0.322		
Q27	Rating of the specialist				0.868				
Q13	Rating of all your health care	0.481			0.643				0.386
QX66	How often easy to get appointments with specialists					0.867			
Q25	How often get appointments with specialists as soon as needed					0.647	0.335		0.340
QX59	How often had to wait for appointment due to limited hours or lack availability						0.882		
Q34	How often forms easy to fill out							0.889	
Q29	How often written materials or Internet provided information				0.388			0.626	
Q14	How often easy to get the care, tests, or treatment								0.861

Regression analysis. The 8 factors identified in the previous step were used as predictors in a regression model with Q35, overall health plan rating, as the dependent variable. Regression was first run to test the model and identify any observations that have a high degree of leverage on the regression coefficients (disproportionately high degree of influence relative to others) as well as observations that can be considered outliers because of inconsistent responses.

The high leverage cases and outliers were removed and the regression model was rerun. The regression coefficients for each factor provide the second set of inputs necessary to determine the key drivers of the overall health plan rating. These coefficients provide estimates of the relative importance of each factor in determining the overall health plan rating. The table below shows the raw regression coefficients, beta coefficients (standardized regression coefficients) and the statistical significance of those coefficients. This model explains 51.6% of the variation in the dependent variable ($R^2 = 0.516$).

Regression Coefficients

Variable	Unstandardized coefficients	Standardized (Beta) coefficients	Significance level
Constant	8.5720	0.0000	0.0000
Factor 1 -- Q18, Q19, Q17, Q23, Q20, Q22, QX61	0.5180	0.2715	0.0000
Factor 2 -- Q32, Q31	0.5210	0.2706	0.0000
Factor 3 -- Q04, Q06	0.4002	0.2205	0.0000
Factor 4 -- Q27, Q13	0.9253	0.4931	0.0000
Factor 5 -- QX66, Q25	0.1656	0.0971	0.0213
Factor 6 -- QX59	-0.0381	-0.0216	0.6068
Factor 7 -- Q34, Q29	-0.0496	-0.0280	0.5081
Factor 8 -- Q14	0.3820	0.2091	0.0000

Derived importance. The relative importance of each survey item is derived from the combined results of the factor and regression analyses. The correlations of each question with each factor were squared and then multiplied by the standardized (beta) regression coefficients associated with each of those factors. This sum was then rescaled so that the largest value (most important item) is rescaled to 100 points, the smallest value is rescaled to 0 points and the median value is rescaled to 50 points.

Plan performance. To develop the performance scores, raw performance ratings for the plan are compared to our national average of 58 adult Medicaid health plans and a relative percentile for each item in the model is computed for the plan.

Question	Survey items	Importance	Performance
Q27	Rating of the specialist	100	91
Q13	Rating of all your health care	81	81
Q32	How often customer service treated you with courtesy/respect	64	42
Q31	How often customer service gave information or help needed	61	23
Q18	How often personal doctor listened carefully	60	35
Q19	How often personal doctor showed respect	58	5
Q17	How often personal doctor's explanation easy to understand	54	11
Q04	How often you got the care right away when needed	52	40
Q20	How often personal doctor spent enough time with you	51	5
Q14	How often easy to get the care, tests, or treatment	50	28
Q23	Rating of your personal doctor	49	42
Q22	How often personal doctor informed about care from other doctors	44	7
Q06	How often got an appointment as soon as needed	39	26
Q29	How often written materials or Internet provided information	23	98
QX61	How often got the help or advice needed during regular office hours	23	25
Q25	How often get appointments with specialists as soon as needed	18	84
QX66	How often easy to get appointments with specialists	17	0
QX59	How often had to wait for appointment due to limited hours or lack availability	2	45
Q34	How often forms easy to fill out	0	33

Appendix D
Gap analysis

Gap analysis

The flowchart on page 7 shows how the items used in the calculation of the plan's 2015 accreditation score perform relative to each other. When considering the flowchart, the following points should be noted:

Overall Ratings

- Overall ratings are shown in **blue**.
- Actual means are shown first for the overall ratings (0 - 10 scale); however, they are converted to a 1- to 3-point scale.
- Estimated percentiles are shown in the middle.
- Accreditation points received for being at that percentile are shown third.

Composite Scores

- Composite scores are shown in **red**.
- Actual composite mean scores are shown first and are on a 1- to 3-point scale.
- Estimated percentiles are shown in the middle.
- Points received for being at that percentile are shown third.
- Although the composites How Well Doctors Communicate and Shared Decision Making are not included in the accreditation calculation, they are included in the gap analysis for comparison purposes. Please note, there are no percentiles or points for these composites for 2015.
- Composite score components are shown in the black flowchart boxes. This analysis shows what to focus on to increase a given composite mean score and, in turn, increase the plan's accreditation score.
  - The actual percent contributing is shown first. This is the percentage that a given question is actually contributing to the composite mean score. Each question in composite scores with two component questions can contribute a maximum of 50.0% to the composite mean score. Similarly, each question in composite scores with four component questions can contribute a maximum of 25.0% to the composite mean score.
  - The gap between the percent actually contributing and the maximum possible contribution percentage is shown second. Focusing on improving component questions with the greatest gap has the largest potential to increase the composite mean score and thus the accreditation score.

Appendix E
Questionnaire

Amerigroup RealSolutions in healthcare

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:

  ☑ Yes ➔ ***If Yes, Go to Question 1***
  ☐ 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 1-888-797-3605, ext. 4190.

1. Our records show that you are now in Amerigroup Louisiana, Inc. Is that right?

☐ Yes ➔ ***If Yes, Go to Question 3***
☐ 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?

☐ Yes
☐ 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?

☐ Never
☐ Sometimes
☐ Usually
☐ 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?

☐ Yes
☐ 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?

☐ Never
☐ Sometimes
☐ Usually
☐ 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?

- ☐ None ➔ ***If None, Go to Question 15***
- ☐ 1 time
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 to 9
- ☐ 10 or more times

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

- ☐ Yes
- ☐ No

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 13***

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

- ☐ Yes
- ☐ No

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

- ☐ Yes
- ☐ No

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

- ☐ Yes
- ☐ No

13. 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 Worst health care possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best health care possible

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

YOUR PERSONAL DOCTOR

15. 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?

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 24***

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

- ☐ None ➔ ***If None, Go to Question 23***
- ☐ 1 time
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 to 9
- ☐ 10 or more times

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

18. In the last 6 months, how often did your personal doctor listen carefully to you?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 23***

22. 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?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

23. 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 Worst personal doctor possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best personal doctor possible

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

24. 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?

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 28***

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ None ➔ ***If None, Go to Question 28***
- ☐ 1 specialist
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 or more specialists

27. 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 Worst specialist possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best specialist possible

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 30***

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 33***

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 35***

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

35. 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 Worst health plan possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best health plan possible

ABOUT YOU

36. In general, how would you rate your overall health?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

37. In general, how would you rate your overall <u>mental or emotional</u> health?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

38. Have you had either a flu shot or flu spray in the nose since July 1, 2014?

- ☐ Yes
- ☐ No
- ☐ Don't know

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

- ☐ Every day
- ☐ Some days
- ☐ Not at all ➔ ***If Not at all, Go to Question 43***
- ☐ Don't know ➔ ***If Don't know, Go to Question 43***

40. 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?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

41. 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.)*

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

42. 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.)*

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

43. Do you take aspirin daily or every other day?

- ☐ Yes
- ☐ No
- ☐ Don't know

44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

- ☐ Yes
- ☐ No
- ☐ Don't know

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

- ☐ Yes
- ☐ No

46. Are you aware that you have any of the following conditions? *(Mark one or more)*

- ☐ High cholesterol
- ☐ High blood pressure
- ☐ Parent or sibling with heart attack before the age of 60

47. Has a doctor ever told you that you have any of the following conditions? *(Mark one or more)*

- ☐ A heart attack
- ☐ Angina or coronary heart disease
- ☐ A stroke
- ☐ Any kind of diabetes or high blood sugar

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

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 50***

49. Is this a condition or problem that has lasted for at least 3 months? Do <u>not</u> include pregnancy or menopause.

- ☐ Yes
- ☐ No

50. Do you now need or take medicine prescribed by a doctor? Do <u>not</u> include birth control.

- ☐ Yes
- ☐ No ➔ ***If No, Go to Question 52***

51. Is this medicine to treat a condition that has lasted for at least 3 months? Do <u>not</u> include pregnancy or menopause.

- ☐ Yes
- ☐ No

52. What is your age?

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 or older

53. Are you male or female?

- ☐ Male
- ☐ Female

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

- ☐ 8th grade or less
- ☐ Some high school, but did not graduate
- ☐ High school graduate or GED
- ☐ Some college or 2-year degree
- ☐ 4-year college graduate
- ☐ More than 4-year college degree

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

- ☐ Yes, Hispanic or Latino
- ☐ No, not Hispanic or Latino

56. What is your race? *(Mark one or more)*

- ☐ White
- ☐ Black or African-American
- ☐ Asian
- ☐ Native Hawaiian or other Pacific Islander
- ☐ American Indian or Alaska Native
- ☐ Other

57. Did someone help you complete this survey?

- ☐ Yes ➔ ***If Yes, Go to Question 58***
- ☐ No ➔ ***If No, Go to Question 59***

58. How did that person help you? *(Mark one or more)*

- ☐ Read the questions to me
- ☐ Wrote down the answers I gave
- ☐ Answered the questions for me
- ☐ Translated the questions into my language
- ☐ Helped in some other way

ADDITIONAL QUESTIONS

Now we would like to ask you a few more questions. These questions provide additional information on important topics.

59. In the last 6 months, how often did you have to wait for an appointment because the health provider you wanted to see worked limited hours or had few available appointments?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ Not applicable

60. In the last 6 months, did you phone your personal doctor's office during regular office hours to get help or advice for yourself?

- ☐ Yes
- ☐ No ➔ ***If Yes, Go to Question 62***
- ☐ I do not have a personal doctor ➔ ***If Yes, Go to Question 64***

61. In the last 6 months, when you phoned during regular office hours, how often did you get the help or advice you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

62. In the last 6 months, did you phone your personal doctor's office after regular office hours to get help or advice for yourself?

- ☐ Yes
- ☐ No ➔ ***If Yes, Go to Question 64***

63. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

64. After hours care is health care when your usual doctor's office or clinic is closed. In the last 6 months, did you need to visit a doctor's office or clinic for after hours care?

- ☐ Yes
- ☐ No ➔ ***If Yes, Go to Question 66***

65. In the last 6 months, how often was it easy to get the after hours care you thought you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

66. In the last 6 months, how often was it easy to get appointments with specialists?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ No experience

Thank You
Please return the completed survey in the postage-paid envelope or send to:
DSS Research • P.O. Box 985009
Ft. Worth, TX 76185-5009

If you have any questions, please call 1-888-797-3605, ext. 4190.

Appendix F
Crosstabulations

Crosstabulations explanation

The following tables show detailed results for each question in your survey. Crosstabulations or “crosstabs” let you compare the results across different groups (i.e., males versus females). The following instructions are provided to aid you in analyzing the data in these tables:

Across the top of the table are column headers indicating the different categories by which the data are being compared. The first group of columns is the health plan’s total results for the current year and up to two prior years. This allows you to see how you are performing over time. The Quality Compass Average and the DSS Average are also provided in the first group of columns. These averages give you a national benchmark for comparison to your results. Following the plan total columns are other demographic categories such as years with the plan, current health status, age, gender and education level.

Listed down the left side of the table are row labels. First, there is a “Total” row which represents the total number of respondents who are eligible to answer that question. Next, there are labels for “Multiple mark” and “No response.” Respondents who give multiple answers or no answer are removed from the base. Then, the “Base” row gives the number of respondents who responded appropriately to that question. Finally, there are labels for the relevant responses to that question. For example, “always”, “usually”, “sometimes” and “never” are possible responses to the question, “In the last 6 months, how often did your personal doctor listen carefully to you?”

Among the possible responses down the left side are items such as “Top Two Box” and “Top Three Box.” These are summary scores of either the top two responses or top three responses. For example, on a 0 to 10 scale, the “Top Two Box” indicates how many respondents gave a “9” or “10” on the question. In addition, there are some tables with the row label “CAHPS Rate.” This designates which response or group of responses are reported by NCQA for that question. For example, “CAHPS Rate (% Always + % Usually)” indicates that this is a question where NCQA reports the percentage of respondents who gave either “Always” or “Usually” as the response to that question.

Significance between groups is indicated by an upper-case letter beneath a column percentage. If a letter is present under a percentage, that percentage is significantly higher than the percentage (on the same row) in the corresponding column. In calculating significance, a Z-test is conducted at the 95% confidence level.

An example is provided on the following page.

Crosstabulations explanation – example

[1] For this example, results for males versus females are being compared.

[2] The total number of respondents eligible for this question is 159 -- 51 are males and 106 are females. You will notice the sum of the number of males and females does not add up to the total (159). This indicates that two respondents did not report their gender on the survey.

[3] The total number of respondents that gave valid answers to this question is 139 (8 males and 12 females either did not answer this question or replied that they don't know).

[4] NCQA reports the percent responding "Always" or "Usually" to this question.

[5] Significantly more females than males gave the response "Always" or "Usually" to this question. The letter "B" below the percentage indicates 97.9% is significantly higher than the percentage in column B (74.4%) at the 95% confidence level.

	2015 Plan Total (A)	===== GENDER[1] ===== Male (B)	Female (C)
Total	159[2] 100%	51 100%	106 100%
Multiple Mark	*	*	*
No response	2 0.6%	0 0.0%	2 0.9%
Don't know	18 11.3%	8 15.7%	10 9.4%
BASE = Those who responded	139[3] 87.4%	43 84.3%	94 88.7%
Never	6 4.3%	5 11.6% C	1 1.1%
Sometimes	7 5.0%	6 14.0% C	1 1.1%
Usually	53 38.1%	23 53.5% C	30 31.9%
Always	73 52.5%	9 20.9%	62 66.0% B
CAHPS Rate (%Always + %Usually)[4]	126 90.6%	32 74.4%	92 97.9% B[5]

1. Our records show that you are now in Amerigroup Louisiana, Inc. Is that right?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Yes	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	2 0.02%	16 0.06% AD	0 0.0%	1 0.30%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	33 9.02% CDE	610 7.40% CDE	1602 5.90% DE	4 1.38%	5 1.52%	2 2.82%	5 2.16%	2 2.94%	2 1.12%	2 2.63%	5 2.17%	1 0.96%	2 5.13%	1 1.47%	3 3.41%	2 3.08%	5 2.81%	2 0.93%	4 5.33%	3 1.82%	30 14.93% T	0 0.0%
BASE = Those who responded	333 90.98%	7633 92.58%	25540 94.04% AB	286 98.62% ABC	324 98.18% ABC	69 97.18%	226 97.84%	66 97.06%	177 98.88%	74 97.37%	225 97.83%	103 99.04%	37 94.87%	67 98.53%	85 96.59%	63 96.92%	173 97.19%	214 99.07%	71 94.67%	162 98.18% U	171 85.07%	0 0.0%
Yes	155 46.55%	3211 42.07%	10703 41.91%	143 50.00% BC	161 49.69% BC	36 52.17%	101 44.69%	36 54.55%	92 51.98%	29 39.19%	110 48.89%	39 37.86%	21 56.76% L	34 50.75%	41 48.24%	28 44.44%	85 49.13%	101 47.20%	31 43.66%	87 53.70% U	68 39.77%	0 0.0%
No	178 53.45%	4422 57.93% DE	14837 58.09% DE	143 50.00%	163 50.31%	33 47.83%	125 55.31%	30 45.45%	85 48.02%	45 60.81%	115 51.11%	64 62.14% M	16 43.24%	33 49.25%	44 51.76%	35 55.56%	88 50.87%	113 52.80%	40 56.34%	75 46.30%	103 60.23% T	0 0.0%
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	5 0.06% ADE	21 0.08% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	44 12.02% CDE	803 9.74% CDE	2195 8.08% DE	7 2.41%	8 2.42%	3 4.23%	11 4.76%	5 7.35%	6 3.35%	2 2.63%	12 5.22%	1 0.96%	2 5.13%	6 8.82% L	5 5.68%	2 3.08%	12 6.74%	6 2.78%	7 9.33%	8 4.85%	36 17.91% T	0 0.0%
Appropriately skipped	178 48.63%	4422 53.63%	14837 54.63% A	143 49.31%	163 49.39%	33 46.48%	125 54.11%	30 44.12%	85 47.49%	45 59.21%	115 50.00%	64 61.54% M	16 41.03%	33 48.53%	44 50.00%	35 53.85%	88 49.44%	113 52.31%	40 53.33%	75 45.45%	103 51.24%	0 0.0%
BASE = Those who responded	144 39.34%	3015 36.57%	10105 37.21%	140 48.28% ABC	159 48.18% ABC	35 49.30%	95 41.13%	33 48.53%	88 49.16%	29 38.16%	103 44.78%	39 37.50%	21 53.85%	29 42.65%	39 44.32%	28 43.08%	78 43.82%	97 44.91%	28 37.33%	82 49.70% U	62 30.85%	0 0.0%
Never	4 2.78%	77 2.55%	240 2.38%	6 4.29%	8 5.03%	2 5.71%	1 1.05%	2 6.06%	0 0.0%	0 0.0%	3 2.91%	1 2.56%	0 0.0%	2 6.90%	0 0.0%	1 3.57%	0 0.0%	3 3.09%	0 0.0%	1 1.22%	3 4.84%	0 0.0%
Sometimes	20 13.89%	439 14.56%	1344 13.30%	21 15.00%	28 17.61%	9 25.71% G	9 9.47%	7 21.21%	9 10.23%	1 3.45%	17 16.50%	5 12.82%	2 9.52%	6 20.69%	5 12.82%	3 10.71%	13 16.67%	17 17.53%	1 3.57%	11 13.41%	9 14.52%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	24 16.67%	516 17.11%	1584 15.68%	27 19.29%	36 22.64% C	11 31.43% G	10 10.53%	9 27.27% I	9 10.23%	1 3.45%	20 19.42%	6 15.38%	2 9.52%	8 27.59%	5 12.82%	4 14.29%	13 16.67%	20 20.62%	1 3.57%	12 14.63%	12 19.35%	0 0.0%
Usually	24 16.67%	566 18.77%	1975 19.54%	23 16.43%	23 14.47%	8 22.86%	12 12.63%	9 27.27%	11 12.50%	5 17.24%	16 15.53%	9 23.08%	4 19.05%	5 17.24%	3 7.69%	3 10.71%	14 17.95%	17 17.53%	5 17.86%	15 18.29%	9 14.52%	0 0.0%
Always	96 66.67%	1933 64.11%	6546 64.78%	90 64.29%	100 62.89%	16 45.71%	73 76.84% F	15 45.45%	68 77.27% H	23 79.31%	67 65.05%	24 61.54%	15 71.43%	16 55.17%	31 79.49%	21 75.00%	51 65.38%	60 61.86%	22 78.57%	55 67.07%	41 66.13%	0 0.0%
CAHPS Rate (%Always + %Usually)	120 83.33%	2499 82.89%	8521 84.32% E	113 80.71%	123 77.36%	24 68.57%	85 89.47% F	24 72.73%	79 89.77% H	28 96.55%	83 80.58%	33 84.62%	19 90.48%	21 72.41%	34 87.18%	24 85.71%	65 83.33%	77 79.38%	27 96.43%	70 85.37%	50 80.65%	0 0.0%
3-point composite mean	2.5000	2.4700	2.4910	2.4500	2.4025	2.1429	2.6632 F	2.1818	2.6705 H	2.7586	2.4563	2.4615	2.6190	2.2759	2.6667	2.6071	2.4872	2.4124	2.7500	2.5244	2.4677	0
4-point composite mean	3.4722	3.4444	3.4673	3.4071	3.3522	3.0857	3.6526 F	3.1212	3.6705 H	3.7586	3.4272	3.4359	3.6190	3.2069	3.6667	3.5714	3.4872	3.3814	3.7500	3.5122	3.4194	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	2	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.02%	0.07%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
			ADE																			
No response	38	673	1711	2	5	0	8	0	6	1	7	3	0	3	1	2	5	3	4	8	30	0
	10.38%	8.16%	6.30%	0.69%	1.52%	0.0%	3.46%	0.0%	3.35%	1.32%	3.04%	2.88%	0.0%	4.41%	1.14%	3.08%	2.81%	1.39%	5.33%	4.85%	14.93%	0.0%
	CDE	CDE	DE				F		H												T	
BASE = Those who responded	328	7570	25428	288	325	71	223	68	173	75	223	101	39	65	87	63	173	213	71	157	171	0
	89.62%	91.81%	93.63%	99.31%	98.48%	100.00%	96.54%	100.00%	96.65%	98.68%	96.96%	97.12%	100.00%	95.59%	98.86%	96.92%	97.19%	98.61%	94.67%	95.15%	85.07%	0.0%
			AB	ABC	ABC	G		I												U		
Yes	254	5395	18166	214	257	56	176	65	146	57	177	65	35	53	74	47	144	161	60	128	126	0
	77.44%	71.27%	71.44%	74.31%	79.08%	78.87%	78.92%	95.59%	84.39%	76.00%	79.37%	64.36%	89.74%	81.54%	85.06%	74.60%	83.24%	75.59%	84.51%	81.53%	73.68%	0.0%
	BC				BC			I					L	L	L							
No	74	2175	7262	74	68	15	47	3	27	18	46	36	4	12	13	16	29	52	11	29	45	0
	22.56%	28.73%	28.56%	25.69%	20.92%	21.13%	21.08%	4.41%	15.61%	24.00%	20.63%	35.64%	10.26%	18.46%	14.94%	25.40%	16.76%	24.41%	15.49%	18.47%	26.32%	0.0%
		AE	AE						H			MNO										
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	11 0.13% AD	43 0.16% AD	0 0.0%	1 0.30%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	44 12.02% DE	900 10.92% CDE	2587 9.53% DE	8 2.76%	7 2.12%	0 0.0%	11 4.76% F	2 2.94%	7 3.91%	1 1.32%	11 4.78%	3 2.88%	1 2.56%	4 5.88%	3 3.41%	2 3.08%	9 5.06%	7 3.24%	4 5.33%	12 7.27%	32 15.92% T	0 0.0%
Appropriately skipped	74 20.22%	2175 26.38% AE	7262 26.74% AE	74 25.52%	68 20.61%	15 21.13%	47 20.35%	3 4.41%	27 15.08% H	18 23.68%	46 20.00%	36 34.62% MNO	4 10.26%	12 17.65%	13 14.77%	16 24.62%	29 16.29%	52 24.07%	11 14.67%	29 17.58%	45 22.39%	0 0.0%
BASE = Those who responded	248 67.76% B	5159 62.57%	17266 63.58%	208 71.72% BC	254 76.97% ABC	56 78.87%	173 74.89%	63 92.65% I	145 81.01%	57 75.00%	173 75.22%	65 62.50%	34 87.18% L	52 76.47% L	72 81.82% L	47 72.31%	140 78.65%	157 72.69%	60 80.00%	124 75.15% U	124 61.69%	0 0.0%
Never	6 2.42%	137 2.66%	435 2.52%	5 2.40%	10 3.94%	3 5.36%	0 0.0%	2 3.17%	0 0.0%	0 0.0%	4 2.31% J	0 0.0%	2 5.88%	1 1.92%	1 1.39%	1 2.13%	1 0.71%	2 1.27%	2 3.33%	2 1.61%	4 3.23%	0 0.0%
Sometimes	53 21.37%	1002 19.42%	3198 18.52%	34 16.35%	38 14.96%	19 33.93% G	32 18.50%	20 31.75% I	26 17.93%	14 24.56%	37 21.39%	19 29.23% O	9 26.47%	13 25.00%	8 11.11%	6 12.77%	31 22.14%	30 19.11%	17 28.33%	17 13.71%	36 29.03% T	0 0.0%
Bottom Two Box (%Never + %Sometimes)	59 23.79%	1139 22.08%	3633 21.04%	39 18.75%	48 18.90%	22 39.29% G	32 18.50%	22 34.92% I	26 17.93%	14 24.56%	41 23.70%	19 29.23% O	11 32.35% O	14 26.92% O	9 12.50%	7 14.89%	32 22.86%	32 20.38%	19 31.67%	19 15.32%	40 32.26% T	0 0.0%
Usually	46 18.55%	1117 21.65%	3913 22.66%	50 24.04%	49 19.29%	12 21.43%	32 18.50%	14 22.22%	27 18.62%	6 10.53%	37 21.39% J	8 12.31%	8 23.53%	15 28.85% L	13 18.06%	13 27.66%	24 17.14%	31 19.75%	11 18.33%	29 23.39% U	17 13.71%	0 0.0%
Always	143 57.66%	2903 56.27%	9720 56.30%	119 57.21%	157 61.81%	22 39.29%	109 63.01% F	27 42.86%	92 63.45% H	37 64.91%	95 54.91%	38 58.46%	15 44.12%	23 44.23%	50 69.44% MN	27 57.45%	84 60.00%	94 59.87%	30 50.00%	76 61.29%	67 54.03%	0 0.0%
CAHPS Rate (%Always + %Usually)	189 76.21%	4020 77.92%	13633 78.96%	169 81.25%	206 81.10%	34 60.71%	141 81.50% F	41 65.08%	119 82.07% H	43 75.44%	132 76.30%	46 70.77%	23 67.65%	38 73.08%	63 87.50% LMN	40 85.11%	108 77.14%	125 79.62%	41 68.33%	105 84.68% U	84 67.74%	0 0.0%
3-point composite mean	2.3387	2.3419	2.3525	2.3846	2.4291	2.0000	2.4451 F	2.0794	2.4552 H	2.4035	2.3121	2.2923	2.1176	2.1731	2.5694 LMN	2.4255	2.3714	2.3949	2.1833	2.4597 U	2.2177	0
4-point composite mean	3.3145	3.3154	3.3273	3.3606	3.3898	2.9464	3.4451 F	3.0476	3.4552 H	3.4035	3.2890	3.2923	3.0588	3.1538	3.5556 MN	3.4043	3.3643	3.3822	3.1500	3.4435 U	3.1855	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	2 0.55%	52 0.63%	166 0.61%	2 0.69%	1 0.30%	0 0.0%	1 0.43%	0 0.0%	0 0.0%	1 1.32%	1 0.43%	0 0.0%	0 0.0%	1 1.47%	1 1.14%	0 0.0%	2 1.12%	2 0.93%	0 0.0%	2 1.21%	0 0.0%	0 0.0%
No response	52 14.21% CDE	914 11.09% CDE	2461 9.06% DE	12 4.14%	9 2.73%	5 7.04%	12 5.19%	0 0.0%	0 0.0%	6 7.89%	12 5.22%	3 2.88%	2 5.13%	5 7.35%	7 7.95%	3 4.62%	12 6.74%	10 4.63%	6 8.00%	10 6.06%	42 20.90% T	0 0.0%
BASE = Those who responded	312 85.25%	7279 88.28%	24531 90.33% AB	276 95.17% ABC	320 96.97% ABC	66 92.96%	218 94.37%	68 100.00%	179 100.00%	69 90.79%	217 94.35%	101 97.12%	37 94.87%	62 91.18%	80 90.91%	62 95.38%	164 92.13%	204 94.44%	69 92.00%	153 92.73% U	159 79.10%	0 0.0%
None (v 0)	50 16.03%	1725 23.70% A	5756 23.46% A	59 21.38%	64 20.00%	13 19.70%	33 15.14%	0 0.0%	0 0.0%	15 21.74%	33 15.21%	25 24.75% MO	3 8.11%	15 24.19% MO	6 7.50%	14 22.58%	22 13.41%	38 18.63%	10 14.49%	27 17.65%	23 14.47%	0 0.0%
1 (v 1)	54 17.31%	1167 16.03%	4043 16.48%	55 19.93%	47 14.69%	9 13.64%	36 16.51%	11 16.18%	37 20.67%	18 26.09% K	27 12.44%	17 16.83%	8 21.62%	11 17.74%	10 12.50%	12 19.35%	23 14.02%	32 15.69%	12 17.39%	22 14.38%	32 20.13%	0 0.0%
2 (v 2)	65 20.83%	1327 18.23%	4446 18.12%	50 18.12%	56 17.50%	13 19.70%	47 21.56%	16 23.53%	43 24.02%	14 20.29%	46 21.20%	23 22.77%	12 32.43% N	9 14.52%	14 17.50%	10 16.13%	36 21.95%	41 20.10%	15 21.74%	28 18.30%	37 23.27%	0 0.0%
3 (v 3)	55 17.63% C	980 13.46%	3263 13.30%	39 14.13%	48 15.00%	10 15.15%	43 19.72%	10 14.71%	44 24.58%	10 14.49%	44 20.28%	18 17.82%	3 8.11%	11 17.74%	17 21.25% M	9 14.52%	32 19.51%	38 18.63%	11 15.94%	28 18.30%	27 16.98%	0 0.0%
4 (v 4)	25 8.01%	618 8.49%	2121 8.65% D	16 5.80%	39 12.19% BD	6 9.09%	16 7.34%	9 13.24%	16 8.94%	3 4.35%	19 8.76%	6 5.94% M	0 0.0%	4 6.45% M	12 15.00% M	4 6.45%	17 10.37%	17 8.33%	5 7.25%	16 10.46%	9 5.66%	0 0.0%
5 to 9 (v 7)	46 14.74%	1054 14.48%	3512 14.32%	31 11.23%	44 13.75%	9 13.64%	32 14.68%	14 20.59%	30 16.76%	8 11.59%	32 14.75%	8 7.92%	8 21.62%	7 11.29%	17 21.25% L	10 16.13%	23 14.02%	25 12.25%	13 18.84%	25 16.34%	21 13.21%	0 0.0%
10 or more (v 12.5)	17 5.45%	408 5.61%	1390 5.67%	26 9.42% BC	22 6.88%	6 9.09%	11 5.05%	8 11.76%	9 5.03%	1 1.45%	16 7.37% J	4 3.96%	3 8.11%	5 8.06%	4 5.00%	3 4.84%	11 6.71%	13 6.37%	3 4.35%	7 4.58%	10 6.29%	0 0.0%
Average	3.1522	2.9827	2.9826	3.1812	3.2563	3.4394	3.1399	4.5147	3.5838	2.2681	3.4608 J	2.4455	3.6351	3.0565	3.8250 L	2.9435	3.3994	3.1054	3.2391	3.1928	3.1132	0
Standard deviation	3.1107	3.2275	3.2315	3.6368	3.3202	3.5776	3.0323	3.5542	2.8346	2.4236	3.3117	2.7789	3.5061	3.4897	2.9550	3.1586	3.1983	3.2077	3.0284	3.0261	3.1895	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	1 0.27%	4 0.05% DE	16 0.06% DE	0 0.0%	0 0.0%	0 0.0%	1 0.43%	0 0.0%	1 0.56%	0 0.0%	1 0.43%	0 0.0%	0 0.0%	0 0.0%	1 1.14%	1 1.54%	0 0.0%	1 0.46%	0 0.0%	1 0.61%	0 0.0%	0 0.0%
No response	60 16.39% CDE	1059 12.84% CDE	2952 10.87% DE	18 6.21%	11 3.33%	5 7.04%	17 7.36%	0 0.0%	2 1.12%	10 13.16%	14 6.09%	4 3.85%	3 7.69%	8 11.76%	8 9.09%	6 9.23%	15 8.43%	14 6.48%	6 8.00%	14 8.48%	46 22.89% T	0 0.0%
Appropriately skipped	50 13.66%	1725 20.92% A	5756 21.19% A	59 20.34% A	64 19.39% A	13 18.31%	33 14.29%	0 0.0%	0 0.0%	15 19.74%	33 14.35%	25 24.04% MO	3 7.69%	15 22.06% MO	6 6.82%	14 21.54%	22 12.36%	38 17.59%	10 13.33%	27 16.36%	23 11.44%	0 0.0%
BASE = Those who responded	255 69.67%	5457 66.19%	18434 67.88% B	213 73.45% BC	255 77.27% ABC	53 74.65%	180 77.92%	68 100.00%	176 98.32%	51 67.11%	182 79.13% J	75 72.12%	33 84.62% N	45 66.18%	73 82.95% N	44 67.69%	141 79.21%	163 75.46%	59 78.67%	123 74.55%	132 65.67%	0 0.0%
Yes	174 68.24%	3826 70.11%	12934 70.16%	157 73.71%	180 70.59%	31 58.49%	128 71.11%	40 58.82%	128 72.73% H	32 62.75%	126 69.23%	49 65.33%	22 66.67%	29 64.44%	55 75.34%	30 68.18%	98 69.50%	110 67.48%	42 71.19%	91 73.98%	83 62.88%	0 0.0%
No	81 31.76%	1631 29.89%	5500 29.84%	56 26.29%	75 29.41%	22 41.51%	52 28.89%	28 41.18% I	48 27.27%	19 37.25%	56 30.77%	26 34.67%	11 33.33%	16 35.56%	18 24.66%	14 31.82%	43 30.50%	53 32.52%	17 28.81%	32 26.02%	49 37.12%	0 0.0%
3-point composite mean	2.3647	2.4022	2.4033	2.4742	2.4118	2.1698	2.4222	2.1765	2.4545 H	2.2549	2.3846	2.3067	2.3333	2.2889	2.5068	2.3636	2.3901	2.3497	2.4237	2.4797	2.2576	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	7 0.08% AD	28 0.10% AD	0 0.0%	1 0.30%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	68 18.58% BCDE	1106 13.41% CDE	3099 11.41% DE	14 4.83%	11 3.33%	7 9.86%	20 8.66%	2 2.94%	5 2.79%	11 14.47%	18 7.83%	6 5.77%	4 10.26%	7 10.29%	10 11.36%	6 9.23%	18 10.11%	16 7.41%	8 10.67%	18 10.91%	50 24.88% T	0 0.0%
Appropriately skipped	50 13.66%	1725 20.92% A	5756 21.19% A	59 20.34% A	64 19.39% A	13 18.31%	33 14.29%	0 0.0%	0 0.0%	15 19.74%	33 14.35%	25 24.04% MO	3 7.69%	15 22.06% MO	6 6.82%	14 21.54%	22 12.36%	38 17.59%	10 13.33%	27 16.36%	23 11.44%	0 0.0%
BASE = Those who responded	248 67.76%	5407 65.58%	18275 67.29% B	217 74.83% ABC	254 76.97% ABC	51 71.83%	178 77.06%	66 97.06%	174 97.21%	50 65.79%	179 77.83% J	73 70.19%	32 82.05%	46 67.65%	72 81.82% N	45 69.23%	138 77.53%	162 75.00%	57 76.00%	120 72.73%	128 63.68%	0 0.0%
Yes	116 46.77%	2632 48.68%	8637 47.26%	99 45.62%	117 46.06%	30 58.82% G	77 43.26%	30 45.45%	81 46.55%	24 48.00%	82 45.81%	28 38.36%	13 40.63%	22 47.83%	42 58.33% L	26 57.78%	67 48.55%	79 48.77%	24 42.11%	60 50.00%	56 43.75%	0 0.0%
No	132 53.23%	2775 51.32%	9638 52.74%	118 54.38%	137 53.94%	21 41.18%	101 56.74% F	36 54.55%	93 53.45%	26 52.00%	97 54.19%	45 61.64% O	19 59.38%	24 52.17%	30 41.67%	19 42.22%	71 51.45%	83 51.23%	33 57.89%	60 50.00%	72 56.25%	0 0.0%
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	0	0	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.01%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	72	1142	3232	0	0	7	22	2	7	11	20	6	4	9	10	6	20	17	9	20	52	0
	19.67%	13.85%	11.90%	0.0%	0.0%	9.86%	9.52%	2.94%	3.91%	14.47%	8.70%	5.77%	10.26%	13.24%	11.36%	9.23%	11.24%	7.87%	12.00%	12.12%	25.87%	0.0%
	BC	C																			T	
Appropriately skipped	182	4500	15394	0	0	34	134	36	93	41	130	70	22	39	36	33	93	121	43	87	95	0
	49.73%	54.58%	56.68%	0.0%	0.0%	47.89%	58.01%	52.94%	51.96%	53.95%	56.52%	67.31%	56.41%	57.35%	40.91%	50.77%	52.25%	56.02%	57.33%	52.73%	47.26%	0.0%
			AB									O		O								
BASE = Those who responded	112	2603	8530	0	0	30	75	30	79	24	80	28	13	20	42	26	65	78	23	58	54	0
	30.60%	31.57%	31.41%	0.0%	0.0%	42.25%	32.47%	44.12%	44.13%	31.58%	34.78%	26.92%	33.33%	29.41%	47.73%	40.00%	36.52%	36.11%	30.67%	35.15%	26.87%	0.0%
															LN							
Yes	102	2379	7834	0	0	27	69	28	72	24	71	28	13	16	38	24	59	70	23	53	49	0
	91.07%	91.39%	91.84%	0.0%	0.0%	90.00%	92.00%	93.33%	91.14%	100.00%	88.75%	100.00%	100.00%	80.00%	90.48%	92.31%	90.77%	89.74%	100.00%	91.38%	90.74%	0.0%
No	10	224	696	0	0	3	6	2	7	0	9	0	0	4	4	2	6	8	0	5	5	0
	8.93%	8.61%	8.16%	0.0%	0.0%	10.00%	8.00%	6.67%	8.86%	0.0%	11.25%	0.0%	0.0%	20.00%	9.52%	7.69%	9.23%	10.26%	0.0%	8.62%	9.26%	0.0%
Sigma	366	8245	27158	0	0	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	0 0.0%	0 0.0%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	3 0.04%	9 0.03% A	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	75 20.49% BC	1151 13.96% C	3258 12.00%	0 0.0%	0 0.0%	8 11.27%	23 9.96%	2 2.94%	9 5.03%	11 14.47%	22 9.57%	6 5.77%	4 10.26%	9 13.24%	11 12.50%	7 10.77%	20 11.24%	18 8.33%	9 12.00%	20 12.12%	55 27.36% T	0 0.0%
Appropriately skipped	182 49.73%	4500 54.58%	15394 56.68% AB	0 0.0%	0 0.0%	34 47.89%	134 58.01%	36 52.94%	93 51.96%	41 53.95%	130 56.52%	70 67.31% O	22 56.41%	39 57.35% O	36 40.91%	33 50.77%	93 52.25%	121 56.02%	43 57.33%	87 52.73%	95 47.26%	0 0.0%
BASE = Those who responded	109 29.78%	2591 31.43%	8497 31.29%	0 0.0%	0 0.0%	29 40.85%	74 32.03%	30 44.12%	77 43.02%	24 31.58%	78 33.91%	28 26.92%	13 33.33%	20 29.41%	41 46.59% LN	25 38.46%	65 36.52%	77 35.65%	23 30.67%	58 35.15% U	51 25.37%	0 0.0%
Yes	66 60.55%	1778 68.62%	5747 67.64%	0 0.0%	0 0.0%	15 51.72%	47 63.51%	19 63.33%	46 59.74%	17 70.83%	46 58.97%	21 75.00%	8 61.54%	10 50.00%	23 56.10%	15 60.00%	40 61.54%	46 59.74%	16 69.57%	36 62.07%	30 58.82%	0 0.0%
No	43 39.45%	813 31.38%	2750 32.36%	0 0.0%	0 0.0%	14 48.28%	27 36.49%	11 36.67%	31 40.26%	7 29.17%	32 41.03%	7 25.00%	5 38.46%	10 50.00%	18 43.90%	10 40.00%	25 38.46%	31 40.26%	7 30.43%	22 37.93%	21 41.18%	0 0.0%
Sigma	366 100.00%	8245 100.00%	27158 100.00%	0 0.0%	0 0.0%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	3 0.04%	11 0.04% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	76 20.77% BCDE	1171 14.20% CDE	3320 12.22% DE	15 5.17%	13 3.94%	7 9.86%	24 10.39%	2 2.94%	9 5.03%	11 14.47%	22 9.57%	7 6.73%	4 10.26%	9 13.24%	11 12.50%	7 10.77%	21 11.80%	18 8.33%	10 13.33%	20 12.12%	56 27.86% T	0 0.0%
Appropriately skipped	182 49.73%	4500 54.58%	15394 56.68% AB	177 61.03% AB	201 60.91% AB	34 47.89%	134 58.01%	36 52.94%	93 51.96%	41 53.95%	130 56.52%	70 67.31% O	22 56.41%	39 57.35% O	36 40.91%	33 50.77%	93 52.25%	121 56.02%	43 57.33%	87 52.73%	95 47.26%	0 0.0%
BASE = Those who responded	108 29.51%	2571 31.18%	8433 31.05%	98 33.79%	116 35.15%	30 42.25%	73 31.60%	30 44.12%	77 43.02%	24 31.58%	78 33.91%	27 25.96%	13 33.33%	20 29.41%	41 46.59% LN	25 38.46%	64 35.96%	77 35.65%	22 29.33%	58 35.15% U	50 24.88%	0 0.0%
Yes	81 75.00%	1954 76.00%	6443 76.40%	78 79.59%	83 71.55%	19 63.33%	58 79.45%	21 70.00%	59 76.62%	20 83.33%	57 73.08%	22 81.48%	10 76.92%	12 60.00%	33 80.49%	21 84.00%	48 75.00%	57 74.03%	20 90.91%	45 77.59%	36 72.00%	0 0.0%
No	27 25.00%	617 24.00%	1990 23.60%	20 20.41%	33 28.45%	11 36.67%	15 20.55%	9 30.00%	18 23.38%	4 16.67%	21 26.92%	5 18.52%	3 23.08%	8 40.00%	8 19.51%	4 16.00%	16 25.00%	20 25.97%	2 9.09%	13 22.41%	14 28.00%	0 0.0%
3-point composite mean	2.5000	2.5200	2.5280	2.5918	2.4310	2.2667	2.5890	2.4000	2.5325	2.6667	2.4615	2.6296	2.5385	2.2000	2.6098	2.6800	2.5000	2.4805	2.8182	2.5517	2.4400	0
4-point composite mean	3.2500	3.2800	3.2921	3.3878	3.1466	2.9000	3.3836	3.1000	3.2987	3.5000	3.1923	3.4444	3.3077	2.8000	3.4146	3.5200	3.2500	3.2208	3.7273	3.3276	3.1600	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

13. 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?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	1 0.27%	21 0.25%	82 0.30%	1 0.34%	1 0.30%	0 0.0%	1 0.43%	0 0.0%	0 0.0%	0 0.0%	1 0.43%	0 0.0%	0 0.0%	0 0.0%	1 1.14%	0 0.0%	1 0.56%	1 0.46%	0 0.0%	0 0.0%	1 0.50%	0 0.0%
No response	68 18.58% BCDE	1112 13.49% CDE	3056 11.25% DE	20 6.90%	14 4.24%	5 7.04%	17 7.36%	0 0.0%	0 0.0%	9 11.84%	15 6.52%	4 3.85%	2 5.13%	8 11.76%	8 9.09%	4 6.15%	15 8.43%	13 6.02%	7 9.33%	15 9.09%	53 26.37% T	0 0.0%
Appropriately skipped	50 13.66%	1725 20.92% A	5756 21.19% A	59 20.34% A	64 19.39% A	13 18.31%	33 14.29%	0 0.0%	0 0.0%	15 19.74%	33 14.35%	25 24.04% MO	3 7.69%	15 22.06% MO	6 6.82%	14 21.54%	22 12.36%	38 17.59%	10 13.33%	27 16.36%	23 11.44%	0 0.0%
BASE = Those who responded	247 67.49%	5387 65.34%	18264 67.25% B	210 72.41% B	251 76.06% ABC	53 74.65%	180 77.92%	68 100.00%	179 100.00%	52 68.42%	181 78.70%	75 72.12%	34 87.18% LN	45 66.18%	73 82.95% N	47 72.31%	140 78.65%	164 75.93%	58 77.33%	123 74.55% U	124 61.69%	0 0.0%
10 - Best health care possible	112 45.34% B	2055 38.15%	7155 39.18%	96 45.71% B	96 38.25%	5 9.43%	98 54.44% F	0 0.0%	112 62.57% H	29 55.77%	75 41.44%	36 48.00%	14 41.18%	17 37.78%	32 43.84%	20 42.55%	59 42.14%	73 44.51%	22 37.93%	58 47.15%	54 43.55%	0 0.0%
9 -	28 11.34%	754 14.00% E	2669 14.61% E	33 15.71%	25 9.96%	2 3.77%	26 14.44% F	0 0.0%	28 15.64% H	8 15.38%	19 10.50%	7 9.33%	4 11.76%	6 13.33%	10 13.70%	7 14.89%	16 11.43%	17 10.37%	9 15.52%	14 11.38%	14 11.29%	0 0.0%
Top Two Box	140 56.68%	2809 52.14%	9824 53.79% B	129 61.43% BCE	121 48.21%	7 13.21%	124 68.89% F	0 0.0%	140 78.21% H	37 71.15% K	94 51.93%	43 57.33%	18 52.94%	23 51.11%	42 57.53%	27 57.45%	75 53.57%	90 54.88%	31 53.45%	72 58.54%	68 54.84%	0 0.0%
8 -	39 15.79% D	1113 20.66% AD	3564 19.51% D	17 8.10%	50 19.92% D	6 11.32%	32 17.78%	0 0.0%	39 21.79% H	6 11.54%	31 17.13%	13 17.33%	2 5.88%	6 13.33%	16 21.92% M	9 19.15%	23 16.43%	29 17.68%	7 12.07%	15 12.20%	24 19.35%	0 0.0%
CAHPS Rate (Top Three Box)	179 72.47%	3922 72.80%	13388 73.30%	146 69.52%	171 68.13%	13 24.53%	156 86.67% F	0 0.0%	179 100.00% H	43 82.69% K	125 69.06%	56 74.67%	20 58.82%	29 64.44%	58 79.45% M	36 76.60%	98 70.00%	119 72.56%	38 65.52%	87 70.73%	92 74.19%	0 0.0%
7 -	27 10.93%	593 11.01%	1874 10.26%	19 9.05%	22 8.76%	12 22.64% G	13 7.22%	27 39.71% I	0 0.0%	5 9.62%	21 11.60%	9 12.00%	6 17.65%	6 13.33%	5 6.85%	3 6.38%	19 13.57%	16 9.76%	10 17.24%	14 11.38%	13 10.48%	0 0.0%
6 -	8 3.24%	269 4.99%	938 5.14%	14 6.67%	12 4.78%	6 11.32% G	2 1.11%	8 11.76% I	0 0.0%	0 0.0%	8 4.42% J	5 6.67%	1 2.94%	1 2.22%	1 1.37%	1 2.13%	5 3.57%	5 3.05%	3 5.17%	4 3.25%	4 3.23%	0 0.0%
5 -	19 7.69%	327 6.07%	1062 5.81%	11 5.24%	27 10.76% BCD	11 20.75% G	6 3.33%	19 27.94% I	0 0.0%	2 3.85%	15 8.29%	2 2.67%	4 11.76%	6 13.33%	5 6.85%	3 6.38%	12 8.57%	14 8.54%	3 5.17%	9 7.32%	10 8.06%	0 0.0%
4 -	2 0.81%	99 1.84%	376 2.06% A	6 2.86%	7 2.79%	2 3.77%	0 0.0%	2 2.94%	0 0.0%	0 0.0%	2 1.10%	1 1.33%	1 2.94%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 3.45%	0 0.0%	2 1.61%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

13. 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?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
3 -	5	70	235	4	4	5	0	5	0	1	4	1	0	1	2	2	1	5	0	4	1	0
	2.02%	1.30%	1.29%	1.90%	1.59%	9.43%	0.0%	7.35%	0.0%	1.92%	2.21%	1.33%	0.0%	2.22%	2.74%	4.26%	0.71%	3.05%	0.0%	3.25%	0.81%	0.0%
						G		I										S				
2 -	0	40	144	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.74%	0.79%	1.43%	0.80%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		A	A																			
1 -	2	26	89	4	1	0	2	2	0	0	2	0	1	1	0	1	1	2	0	2	0	0
	0.81%	0.48%	0.49%	1.90%	0.40%	0.0%	1.11%	2.94%	0.0%	0.0%	1.10%	0.0%	2.94%	2.22%	0.0%	2.13%	0.71%	1.22%	0.0%	1.63%	0.0%	0.0%
0 - Worst health care possible	5	41	158	3	5	4	1	5	0	1	4	1	1	1	2	1	4	3	2	3	2	0
	2.02%	0.76%	0.87%	1.43%	1.99%	7.55%	0.56%	7.35%	0.0%	1.92%	2.21%	1.33%	2.94%	2.22%	2.74%	2.13%	2.86%	1.83%	3.45%	2.44%	1.61%	0.0%
								I														
0-7 (NET)	68	1465	4876	64	80	40	24	68	0	9	56	19	14	16	15	11	42	45	20	36	32	0
	27.53%	27.20%	26.70%	30.48%	31.87%	75.47%	13.33%	100.00%	0.0%	17.31%	30.94%	25.33%	41.18%	35.56%	20.55%	23.40%	30.00%	27.44%	34.48%	29.27%	25.81%	0.0%
						G		I			J		O									
Bottom Three Box	7	107	391	10	8	4	3	7	0	1	6	1	2	2	2	2	5	5	2	5	2	0
	2.83%	1.99%	2.14%	4.76%	3.19%	7.55%	1.67%	10.29%	0.0%	1.92%	3.31%	1.33%	5.88%	4.44%	2.74%	4.26%	3.57%	3.05%	3.45%	4.07%	1.61%	0.0%
								I														
Bottom Two Box	7	67	247	7	6	4	3	7	0	1	6	1	2	2	2	2	5	5	2	5	2	0
	2.83%	1.24%	1.35%	3.33%	2.39%	7.55%	1.67%	10.29%	0.0%	1.92%	3.31%	1.33%	5.88%	4.44%	2.74%	4.26%	3.57%	3.05%	3.45%	4.07%	1.61%	0.0%
								I														
Average	8.2632	8.2332	8.2526	8.1476	7.9323	5.9245	8.9167	5.2500	9.4078	8.8077	8.0718	8.4933	7.7941	7.8667	8.3562	8.1702	8.1786	8.1951	8.0690	8.1870	8.3387	0
		E	E				F		H	K												
Standard deviation	2.2621	2.0193	2.0514	2.4673	2.3396	2.5391	1.6729	2.0678	0.8230	1.9713	2.3412	1.9485	2.6209	2.4730	2.2230	2.4523	2.2749	2.3161	2.2959	2.4573	2.0474	0
3-point composite mean	2.4008	2.3596	2.3735	2.4000	2.2510	1.6038	2.6278	1.3971	2.7821	2.6346	2.3260	2.4400	2.2941	2.2889	2.4384	2.4043	2.3714	2.3720	2.3621	2.4065	2.3952	0
	E	E	E				F		H	K												
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	8	35	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.10%	0.13%	0.34%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		AE	AE																			
No response	69	1109	3054	15	11	5	18	0	2	9	16	4	2	8	9	4	17	15	6	17	52	0
	18.85%	13.45%	11.25%	5.17%	3.33%	7.04%	7.79%	0.0%	1.12%	11.84%	6.96%	3.85%	5.13%	11.76%	10.23%	6.15%	9.55%	6.94%	8.00%	10.30%	25.87%	0.0%
	BCDE	CDE	DE																		T	
Appropriately skipped	50	1725	5756	59	64	13	33	0	0	15	33	25	3	15	6	14	22	38	10	27	23	0
	13.66%	20.92%	21.19%	20.34%	19.39%	18.31%	14.29%	0.0%	0.0%	19.74%	14.35%	24.04%	7.69%	22.06%	6.82%	21.54%	12.36%	17.59%	13.33%	16.36%	11.44%	0.0%
		A	A	A	A							MO		MO								
BASE = Those who responded	247	5403	18313	215	255	53	180	68	177	52	181	75	34	45	73	47	139	163	59	121	126	0
	67.49%	65.53%	67.43%	74.14%	77.27%	74.65%	77.92%	100.00%	98.88%	68.42%	78.70%	72.12%	87.18%	66.18%	82.95%	72.31%	78.09%	75.46%	78.67%	73.33%	62.69%	0.0%
			B	BC	ABC								LN		N					U		
Never	5	135	457	9	12	2	1	4	1	1	3	1	2	0	0	0	2	1	2	1	4	0
	2.02%	2.50%	2.50%	4.19%	4.71%	3.77%	0.56%	5.88%	0.56%	1.92%	1.66%	1.33%	5.88%	0.0%	0.0%	0.0%	1.44%	0.61%	3.39%	0.83%	3.17%	0.0%
Sometimes	43	837	2552	33	49	18	25	22	19	6	37	13	4	14	11	5	29	30	9	16	27	0
	17.41%	15.49%	13.94%	15.35%	19.22%	33.96%	13.89%	32.35%	10.73%	11.54%	20.44%	17.33%	11.76%	31.11%	15.07%	10.64%	20.86%	18.40%	15.25%	13.22%	21.43%	0.0%
		C			C	G		I						MO								
Bottom Two Box (%Never + %Sometimes)	48	972	3009	42	61	20	26	26	20	7	40	14	6	14	11	5	31	31	11	17	31	0
	19.43%	17.99%	16.43%	19.53%	23.92%	37.74%	14.44%	38.24%	11.30%	13.46%	22.10%	18.67%	17.65%	31.11%	15.07%	10.64%	22.30%	19.02%	18.64%	14.05%	24.60%	0.0%
		C			BC	G		I						O			P				T	
Usually	51	1394	4843	47	45	15	33	22	29	12	34	15	9	9	13	12	25	33	13	29	22	0
	20.65%	25.80%	26.45%	21.86%	17.65%	28.30%	18.33%	32.35%	16.38%	23.08%	18.78%	20.00%	26.47%	20.00%	17.81%	25.53%	17.99%	20.25%	22.03%	23.97%	17.46%	0.0%
		E	AE					I														
Always	148	3037	10461	126	149	18	121	20	128	33	107	46	19	22	49	30	83	99	35	75	73	0
	59.92%	56.21%	57.12%	58.60%	58.43%	33.96%	67.22%	29.41%	72.32%	63.46%	59.12%	61.33%	55.88%	48.89%	67.12%	63.83%	59.71%	60.74%	59.32%	61.98%	57.94%	0.0%
							F		H													
CAHPS Rate (%Always + %Usually)	199	4431	15304	173	194	33	154	42	157	45	141	61	28	31	62	42	108	132	48	104	95	0
	80.57%	82.01%	83.57%	80.47%	76.08%	62.26%	85.56%	61.76%	88.70%	86.54%	77.90%	81.33%	82.35%	68.89%	84.93%	89.36%	77.70%	80.98%	81.36%	85.95%	75.40%	0.0%
		E	BE				F		H						N	Q				U		
3-point composite mean	2.4049	2.3822	2.4069	2.3907	2.3451	1.9623	2.5278	1.9118	2.6102	2.5000	2.3702	2.4267	2.3824	2.1778	2.5205	2.5319	2.3741	2.4172	2.4068	2.4793	2.3333	0
			B				F		H						N							
4-point composite mean	3.3846	3.3572	3.3820	3.3488	3.2980	2.9245	3.5222	2.8529	3.6045	3.4808	3.3536	3.4133	3.3235	3.1778	3.5205	3.5319	3.3597	3.4110	3.3729	3.4711	3.3016	0
							F		H						N							
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

15. 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?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	4 0.05% ADE	23 0.08% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	52 14.21% CDE	881 10.69% CDE	2373 8.74% DE	8 2.76%	10 3.03%	2 2.82%	9 3.90%	1 1.47%	3 1.68%	0 0.0%	10 4.35% J	1 0.96%	2 5.13%	4 5.88%	3 3.41%	1 1.54%	9 5.06%	6 2.78%	3 4.00%	10 6.06%	42 20.90% T	0 0.0%
BASE = Those who responded	314 85.79%	7360 89.27%	24762 91.18% AB	282 97.24% ABC	320 96.97% ABC	69 97.18%	222 96.10%	67 98.53%	176 98.32%	76 100.00% K	220 95.65%	103 99.04%	37 94.87%	64 94.12%	85 96.59%	64 98.46%	169 94.94%	210 97.22%	72 96.00%	155 93.94% U	159 79.10%	0 0.0%
Yes	262 83.44%	5897 80.12%	19795 79.94%	228 80.85%	252 78.75%	56 81.16%	188 84.68%	58 86.57%	153 86.93%	59 77.63%	188 85.45%	80 77.67%	32 86.49%	52 81.25%	76 89.41% L	52 81.25%	142 84.02%	177 84.29%	59 81.94%	133 85.81%	129 81.13%	0 0.0%
No	52 16.56%	1463 19.88%	4967 20.06%	54 19.15%	68 21.25%	13 18.84%	34 15.32%	9 13.43%	23 13.07%	17 22.37%	32 14.55%	23 22.33% O	5 13.51%	12 18.75%	9 10.59%	12 18.75%	27 15.98%	33 15.71%	13 18.06%	22 14.19%	30 18.87%	0 0.0%
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	2 0.55%	34 0.41%	114 0.42%	1 0.34%	1 0.30%	0 0.0%	2 0.87%	1 1.47%	0 0.0%	1 1.32%	1 0.43%	0 0.0%	0 0.0%	1 1.47%	1 1.14%	0 0.0%	2 1.12%	2 0.93%	0 0.0%	2 1.21%	0 0.0%	0 0.0%
No response	61 16.67% CDE	1101 13.35% CDE	3072 11.31% DE	10 3.45%	15 4.55%	3 4.23%	14 6.06%	2 2.94%	4 2.23%	2 2.63%	15 6.52%	3 2.88%	3 7.69%	4 5.88%	7 7.95%	2 3.08%	14 7.87%	13 6.02%	3 4.00%	15 9.09%	46 22.89% T	0 0.0%
Appropriately skipped	52 14.21%	1463 17.74%	4967 18.29% A	54 18.62%	68 20.61% A	13 18.31%	34 14.72%	9 13.24%	23 12.85%	17 22.37%	32 13.91%	23 22.12% O	5 12.82%	12 17.65%	9 10.23%	12 18.46%	27 15.17%	33 15.28%	13 17.33%	22 13.33%	30 14.93%	0 0.0%
BASE = Those who responded	251 68.58%	5647 68.49%	19005 69.98% B	225 77.59% ABC	246 74.55% B	55 77.46%	181 78.35%	56 82.35%	152 84.92%	56 73.68%	182 79.13%	78 75.00%	31 79.49%	51 75.00%	71 80.68%	51 78.46%	135 75.84%	168 77.78%	59 78.67%	126 76.36% U	125 62.19%	0 0.0%
None (v 0)	37 14.74%	957 16.95%	3296 17.34%	33 14.67%	34 13.82%	10 18.18%	23 12.71%	4 7.14%	12 7.89%	7 12.50%	29 15.93%	20 25.64% MO	3 9.68%	7 13.73%	6 8.45%	7 13.73%	19 14.07%	25 14.88%	10 16.95%	21 16.67%	16 12.80%	0 0.0%
1 (v 1)	49 19.52%	1197 21.20%	4321 22.74% B	56 24.89%	50 20.33%	9 16.36%	38 20.99%	8 14.29%	32 21.05%	17 30.36% K	29 15.93%	13 16.67%	10 32.26%	13 25.49%	10 14.08%	14 27.45%	20 14.81%	29 17.26%	15 25.42%	22 17.46%	27 21.60%	0 0.0%
2 (v 2)	58 23.11%	1331 23.57%	4291 22.58%	52 23.11%	53 21.54%	11 20.00%	46 25.41%	14 25.00%	36 23.68%	14 25.00%	43 23.63%	15 19.23%	7 22.58%	14 27.45%	18 25.35%	14 27.45%	32 23.70%	42 25.00%	12 20.34%	27 21.43%	31 24.80%	0 0.0%
3 (v 3)	50 19.92% BC	830 14.70%	2700 14.21%	32 14.22%	37 15.04%	13 23.64%	34 18.78%	16 28.57%	33 21.71%	9 16.07%	39 21.43%	14 17.95%	5 16.13%	7 13.73%	20 28.17% N	6 11.76%	33 24.44% P	33 19.64%	12 20.34%	29 23.02%	21 16.80%	0 0.0%
4 (v 4)	19 7.57%	457 8.09%	1556 8.19%	19 8.44%	26 10.57%	3 5.45%	15 8.29%	4 7.14%	13 8.55%	6 10.71%	11 6.04%	6 7.69% M	0 0.0%	5 9.80% M	5 7.04% M	4 7.84%	11 8.15%	14 8.33%	3 5.08%	13 10.32%	6 4.80%	0 0.0%
5 to 9 (v 7)	24 9.56%	688 12.18%	2256 11.87%	21 9.33%	32 13.01%	4 7.27%	17 9.39%	4 7.14%	18 11.84%	3 5.36%	18 9.89%	5 6.41%	5 16.13%	2 3.92%	9 12.68%	4 7.84%	14 10.37%	16 9.52%	4 6.78%	10 7.94%	14 11.20%	0 0.0%
10 or more (v 12.5)	14 5.58%	187 3.31%	585 3.08%	12 5.33%	14 5.69%	5 9.09%	8 4.42%	6 10.71%	8 5.26%	0 0.0%	13 7.14% J	5 6.41%	1 3.23%	3 5.88%	3 4.23%	2 3.92%	6 4.44%	9 5.36%	3 5.08%	4 3.17%	10 8.00%	0 0.0%
Average	2.9243	2.7148	2.6483	2.7956	3.1301 BC	3.1364	2.8232	3.6250	3.1645	2.0893	3.1016 J	2.6474	2.7903	2.6176	3.1901	2.5294	2.9630	2.9315	2.5847	2.6587	3.1920	0
Standard deviation	2.9954	2.7471	2.7077	2.9826	3.0949	3.4489	2.7894	3.4580	2.9142	1.6505	3.2228	3.1512	2.7991	2.9013	2.7301	2.6942	2.8012	2.9525	2.8806	2.5562	3.3596	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	8 0.10% AD	32 0.12% AD	0 0.0%	1 0.30%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	63 17.21% CDE	1178 14.29% CDE	3313 12.20% DE	11 3.79%	16 4.85%	3 4.23%	16 6.93%	3 4.41%	4 2.23%	3 3.95%	16 6.96%	3 2.88%	3 7.69%	5 7.35%	8 9.09%	2 3.08%	16 8.99%	15 6.94%	3 4.00%	17 10.30%	46 22.89% T	0 0.0%
Appropriately skipped	89 24.32%	2420 29.35% A	8263 30.43% A	87 30.00%	102 30.91%	23 32.39%	57 24.68%	13 19.12%	35 19.55%	24 31.58%	61 26.52%	43 41.35% MO	8 20.51%	19 27.94%	15 17.05%	19 29.23%	46 25.84%	58 26.85%	23 30.67%	43 26.06%	46 22.89%	0 0.0%
BASE = Those who responded	214 58.47%	4639 56.26%	15550 57.26%	192 66.21% ABC	211 63.94% BC	45 63.38%	158 68.40%	52 76.47%	140 78.21%	49 64.47%	153 66.52%	58 55.77%	28 71.79%	44 64.71%	65 73.86% L	44 67.69%	116 65.17%	143 66.20%	49 65.33%	105 63.64%	109 54.23%	0 0.0%
Never	8 3.74%	90 1.94%	287 1.85%	9 4.69%	9 4.27%	6 13.33% G	2 1.27%	6 11.54% I	0 0.0%	0 0.0%	8 5.23% J	2 3.45%	1 3.57%	3 6.82%	2 3.08%	3 6.82%	2 1.72%	5 3.50%	3 6.12%	3 2.86%	5 4.59%	0 0.0%
Sometimes	19 8.88%	360 7.76%	1075 6.91%	12 6.25%	26 12.32% BCD	6 13.33%	12 7.59%	9 17.31% I	8 5.71%	3 6.12%	15 9.80%	3 5.17%	4 14.29%	4 9.09%	6 9.23%	5 11.36%	9 7.76%	13 9.09%	5 10.20%	6 5.71%	13 11.93%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	27 12.62%	450 9.70%	1362 8.76%	21 10.94%	35 16.59% BC	12 26.67% G	14 8.86%	15 28.85% I	8 5.71%	3 6.12%	23 15.03% J	5 8.62%	5 17.86%	7 15.91%	8 12.31%	8 18.18%	11 9.48%	18 12.59%	8 16.33%	9 8.57%	18 16.51%	0 0.0%
Usually	25 11.68%	713 15.37%	2519 16.20% A	27 14.06%	30 14.22%	11 24.44% G	13 8.23%	14 26.92% I	7 5.00%	3 6.12%	21 13.73%	7 12.07%	4 14.29%	7 15.91%	5 7.69%	5 11.36%	15 12.93%	19 13.29%	4 8.16%	11 10.48%	14 12.84%	0 0.0%
Always	162 75.70%	3476 74.93%	11669 75.04%	144 75.00%	146 69.19%	22 48.89%	131 82.91% F	23 44.23%	125 89.29% H	43 87.76% K	109 71.24%	46 79.31%	19 67.86%	30 68.18%	52 80.00%	31 70.45%	90 77.59%	106 74.13%	37 75.51%	85 80.95%	77 70.64%	0 0.0%
CAHPS Rate (%Always + %Usually)	187 87.38%	4189 90.30% E	14188 91.24% E	171 89.06%	176 83.41%	33 73.33%	144 91.14% F	37 71.15%	132 94.29% H	46 93.88% K	130 84.97%	53 91.38%	23 82.14%	37 84.09%	57 87.69%	36 81.82%	105 90.52%	125 87.41%	41 83.67%	96 91.43%	91 83.49%	0 0.0%
3-point composite mean	2.6308	2.6523 E	2.6628 E	2.6406	2.5261	2.2222	2.7405 F	2.1538	2.8357 H	2.8163 K	2.5621	2.7069	2.5000	2.5227	2.6769	2.5227	2.6810	2.6154	2.5918	2.7238	2.5413	0
4-point composite mean	3.5935	3.6329 E	3.6444 E	3.5938	3.4834	3.0889	3.7278 F	3.0385	3.8357 H	3.8163 K	3.5098	3.6724	3.4643	3.4545	3.6462	3.4545	3.6638	3.5804	3.5306	3.6952	3.4954	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

18. In the last 6 months, how often did your personal doctor listen carefully to you?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	8 0.10% ADE	27 0.10% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	64 17.49% CDE	1179 14.30% CDE	3309 12.18% DE	11 3.79%	17 5.15%	3 4.23%	16 6.93%	3 4.41%	4 2.23%	3 3.95%	16 6.96%	3 2.88%	3 7.69%	5 7.35%	8 9.09%	2 3.08%	16 8.99%	15 6.94%	3 4.00%	17 10.30%	47 23.38% T	0 0.0%
Appropriately skipped	89 24.32%	2420 29.35% A	8263 30.43% A	87 30.00%	102 30.91%	23 32.39%	57 24.68%	13 19.12%	35 19.55%	24 31.58%	61 26.52%	43 41.35% MO	8 20.51%	19 27.94%	15 17.05%	19 29.23%	46 25.84%	58 26.85%	23 30.67%	43 26.06%	46 22.89%	0 0.0%
BASE = Those who responded	213 58.20%	4638 56.25%	15559 57.29%	192 66.21% ABC	211 63.94% BC	45 63.38%	158 68.40%	52 76.47%	140 78.21%	49 64.47%	153 66.52%	58 55.77%	28 71.79%	44 64.71%	65 73.86% L	44 67.69%	116 65.17%	143 66.20%	49 65.33%	105 63.64%	108 53.73%	0 0.0%
Never	7 3.29%	79 1.70%	263 1.69%	7 3.65%	8 3.79%	3 6.67%	4 2.53%	5 9.62% I	0 0.0%	0 0.0%	7 4.58% J	2 3.45%	0 0.0%	4 9.09%	1 1.54%	1 2.27%	3 2.59%	4 2.80%	3 6.12%	3 2.86%	4 3.70%	0 0.0%
Sometimes	13 6.10%	355 7.65%	1067 6.86%	9 4.69%	21 9.95% D	6 13.33%	7 4.43%	5 9.62%	6 4.29%	0 0.0%	13 8.50% J	1 1.72%	3 10.71%	5 11.36%	4 6.15%	5 11.36%	7 6.03%	10 6.99%	3 6.12%	3 2.86%	10 9.26% T	0 0.0%
Bottom Two Box (%Never + %Sometimes)	20 9.39%	434 9.36%	1330 8.55%	16 8.33%	29 13.74% C	9 20.00% G	11 6.96%	10 19.23% I	6 4.29%	0 0.0%	20 13.07% J	3 5.17%	3 10.71%	9 20.45% L	5 7.69%	6 13.64%	10 8.62%	14 9.79%	6 12.24%	6 5.71%	14 12.96%	0 0.0%
Usually	27 12.68%	726 15.65% E	2436 15.66% E	26 13.54%	23 10.90%	9 20.00%	17 10.76%	15 28.85% I	10 7.14%	6 12.24%	20 13.07%	6 10.34%	7 25.00%	5 11.36%	7 10.77%	4 9.09%	17 14.66%	20 13.99%	6 12.24%	13 12.38%	14 12.96%	0 0.0%
Always	166 77.93%	3478 74.99%	11793 75.80%	150 78.13%	159 75.36%	27 60.00%	130 82.28% F	27 51.92%	124 88.57% H	43 87.76% K	113 73.86%	49 84.48%	18 64.29%	30 68.18%	53 81.54%	34 77.27%	89 76.72%	109 76.22%	37 75.51%	86 81.90%	80 74.07%	0 0.0%
CAHPS Rate (%Always + %Usually)	193 90.61%	4204 90.64%	14229 91.45% E	176 91.67%	182 86.26%	36 80.00%	147 93.04% F	42 80.77%	134 95.71% H	49 100.00% K	133 86.93%	55 94.83% N	25 89.29%	35 79.55%	60 92.31%	38 86.36%	106 91.38%	129 90.21%	43 87.76%	99 94.29%	94 87.04%	0 0.0%
3-point composite mean	2.6854	2.6563	2.6725	2.6979	2.6161	2.4000	2.7532 F	2.3269	2.8429 H	2.8776 K	2.6078	2.7931 N	2.5357	2.4773	2.7385	2.6364	2.6810	2.6643	2.6327	2.7619	2.6111	0
4-point composite mean	3.6526	3.6393	3.6556	3.6615	3.5782	3.3333	3.7278 F	3.2308	3.8429 H	3.8776 K	3.5621	3.7586 N	3.5357	3.3864	3.7231	3.6136	3.6552	3.6364	3.5714	3.7333	3.5741	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	8 0.10% ADE	25 0.09% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	66 18.03% CDE	1188 14.41% CDE	3336 12.28% DE	12 4.14%	18 5.45%	3 4.23%	18 7.79%	3 4.41%	5 2.79%	3 3.95%	18 7.83%	3 2.88%	3 7.69%	6 8.82%	9 10.23% L	3 4.62%	17 9.55%	17 7.87%	3 4.00%	19 11.52%	47 23.38% T	0 0.0%
Appropriately skipped	89 24.32%	2420 29.35% A	8263 30.43% A	87 30.00%	102 30.91%	23 32.39%	57 24.68%	13 19.12%	35 19.55%	24 31.58%	61 26.52%	43 41.35% MO	8 20.51%	19 27.94%	15 17.05%	19 29.23%	46 25.84%	58 26.85%	23 30.67%	43 26.06%	46 22.89%	0 0.0%
BASE = Those who responded	211 57.65%	4629 56.14%	15534 57.20%	191 65.86% ABC	210 63.64% BC	45 63.38%	156 67.53%	52 76.47%	139 77.65%	49 64.47%	151 65.65%	58 55.77%	28 71.79%	43 63.24%	64 72.73% L	43 66.15%	115 64.61%	141 65.28%	49 65.33%	103 62.42%	108 53.73%	0 0.0%
Never	7 3.32%	89 1.92%	267 1.72%	6 3.14%	9 4.29%	4 8.89%	3 1.92%	5 9.62% I	0 0.0%	1 2.04%	6 3.97%	2 3.45%	0 0.0%	3 6.98%	1 1.56%	1 2.33%	2 1.74%	4 2.84%	3 6.12%	3 2.91%	4 3.70%	0 0.0%
Sometimes	17 8.06%	303 6.55%	932 6.00%	11 5.76%	17 8.10%	10 22.22% G	7 4.49%	11 21.15% I	5 3.60%	2 4.08%	15 9.93%	2 3.45%	4 14.29%	7 16.28% L	4 6.25%	3 6.98%	11 9.57%	14 9.93%	3 6.12%	7 6.80%	10 9.26%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	24 11.37%	392 8.47%	1199 7.72%	17 8.90%	26 12.38% C	14 31.11% G	10 6.41%	16 30.77% I	5 3.60%	3 6.12%	21 13.91%	4 6.90%	4 14.29%	10 23.26% LO	5 7.81%	4 9.30%	13 11.30%	18 12.77%	6 12.24%	10 9.71%	14 12.96%	0 0.0%
Usually	19 9.00%	637 13.76% ADE	2031 13.07% ADE	17 8.90%	19 9.05%	7 15.56%	11 7.05%	10 19.23% I	5 3.60%	4 8.16%	14 9.27%	5 8.62%	4 14.29%	6 13.95%	3 4.69%	4 9.30%	10 8.70%	12 8.51%	6 12.24%	9 8.74%	10 9.26%	0 0.0%
Always	168 79.62%	3600 77.77%	12304 79.21% B	157 82.20%	165 78.57%	24 53.33%	135 86.54% F	26 50.00%	129 92.81% H	42 85.71%	116 76.82%	49 84.48% N	20 71.43%	27 62.79%	56 87.50% N	35 81.40%	92 80.00%	111 78.72%	37 75.51%	84 81.55%	84 77.78%	0 0.0%
CAHPS Rate (%Always + %Usually)	187 88.63%	4237 91.53%	14335 92.28% E	174 91.10%	184 87.62%	31 68.89%	146 93.59% F	36 69.23%	134 96.40% H	46 93.88%	130 86.09%	54 93.10% N	24 85.71%	33 76.74%	59 92.19% N	39 90.70%	102 88.70%	123 87.23%	43 87.76%	93 90.29%	94 87.04%	0 0.0%
3-point composite mean	2.6825	2.6930	2.7149 B	2.7330	2.6619	2.2222	2.8013 F	2.1923	2.8921 H	2.7959	2.6291	2.7759 N	2.5714	2.3953	2.7969 N	2.7209	2.6870	2.6596	2.6327	2.7184	2.6481	0
4-point composite mean	3.6493	3.6738	3.6977 B	3.7016	3.6190	3.1333	3.7821 F	3.0962	3.8921 H	3.7755	3.5894	3.7414 N	3.5714	3.3256	3.7813 N	3.6977	3.6696	3.6312	3.5714	3.6893	3.6111	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	3 0.04%	14 0.05% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	64 17.49% CDE	1202 14.58% CDE	3362 12.38% DE	13 4.48%	16 4.85%	3 4.23%	16 6.93%	3 4.41%	4 2.23%	3 3.95%	16 6.96%	3 2.88%	3 7.69%	5 7.35%	8 9.09%	2 3.08%	16 8.99%	15 6.94%	3 4.00%	17 10.30%	47 23.38% T	0 0.0%
Appropriately skipped	89 24.32%	2420 29.35% A	8263 30.43% A	87 30.00%	102 30.91%	23 32.39%	57 24.68%	13 19.12%	35 19.55%	24 31.58%	61 26.52%	43 41.35% MO	8 20.51%	19 27.94%	15 17.05%	19 29.23%	46 25.84%	58 26.85%	23 30.67%	43 26.06%	46 22.89%	0 0.0%
BASE = Those who responded	213 58.20%	4620 56.03%	15519 57.14%	190 65.52% BC	212 64.24% BC	45 63.38%	158 68.40%	52 76.47%	140 78.21%	49 64.47%	153 66.52%	58 55.77%	28 71.79%	44 64.71%	65 73.86% L	44 67.69%	116 65.17%	143 66.20%	49 65.33%	105 63.64%	108 53.73%	0 0.0%
Never	9 4.23%	111 2.40%	343 2.21%	11 5.79% BC	8 3.77%	5 11.11%	4 2.53%	6 11.54% I	1 0.71%	0 0.0%	9 5.88% J	2 3.45%	0 0.0%	6 13.64% O	1 1.54%	2 4.55%	4 3.45%	6 4.20%	3 6.12%	5 4.76%	4 3.70%	0 0.0%
Sometimes	25 11.74%	463 10.02%	1429 9.21%	18 9.47%	28 13.21%	9 20.00%	14 8.86%	12 23.08% I	10 7.14%	3 6.12%	21 13.73%	3 5.17%	7 25.00%	4 9.09%	10 15.38%	6 13.64%	15 12.93%	19 13.29%	5 10.20%	6 5.71%	19 17.59% T	0 0.0%
Bottom Two Box (%Never + %Sometimes)	34 15.96%	574 12.42%	1772 11.42%	29 15.26%	36 16.98% C	14 31.11% G	18 11.39%	18 34.62% I	11 7.86%	3 6.12%	30 19.61% J	5 8.62%	7 25.00%	10 22.73%	11 16.92%	8 18.18%	19 16.38%	25 17.48%	8 16.33%	11 10.48%	23 21.30% T	0 0.0%
Usually	26 12.21%	926 20.04% ADE	3118 20.09% ADE	27 14.21%	29 13.68%	7 15.56%	19 12.03%	14 26.92% I	11 7.86%	6 12.24%	20 13.07%	9 15.52%	5 17.86%	5 11.36%	6 9.23%	2 4.55%	20 17.24% P	17 11.89%	9 18.37%	14 13.33%	12 11.11%	0 0.0%
Always	153 71.83%	3120 67.53%	10629 68.49%	134 70.53%	147 69.34%	24 53.33%	121 76.58% F	20 38.46%	118 84.29% H	40 81.63% K	103 67.32%	44 75.86%	16 57.14%	29 65.91%	48 73.85%	34 77.27%	77 66.38%	101 70.63%	32 65.31%	80 76.19%	73 67.59%	0 0.0%
CAHPS Rate (%Always + %Usually)	179 84.04%	4046 87.58%	13747 88.58% E	161 84.74%	176 83.02%	31 68.89%	140 88.61% F	34 65.38%	129 92.14% H	46 93.88% K	123 80.39%	53 91.38%	21 75.00%	34 77.27%	54 83.08%	36 81.82%	97 83.62%	118 82.52%	41 83.67%	94 89.52% U	85 78.70%	0 0.0%
3-point composite mean	2.5587	2.5511	2.5707	2.5526	2.5236	2.2222	2.6519 F	2.0385	2.7643 H	2.7551 K	2.4771	2.6724	2.3214	2.4318	2.5692	2.5909	2.5000	2.5315	2.4898	2.6571	2.4630	0
4-point composite mean	3.5164	3.5271	3.5486	3.4947	3.4858	3.1111	3.6266 F	2.9231	3.7571 H	3.7551 K	3.4183	3.6379	3.3214	3.2955	3.5538	3.5455	3.4655	3.4895	3.4286	3.6095	3.4259	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	6	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.07%	0.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		ADE	ADE																			
No response	69	1247	3512	12	16	5	17	4	6	4	18	3	4	5	10	3	18	18	3	18	51	0
	18.85%	15.12%	12.93%	4.14%	4.85%	7.04%	7.36%	5.88%	3.35%	5.26%	7.83%	2.88%	10.26%	7.35%	11.36%	4.62%	10.11%	8.33%	4.00%	10.91%	25.37%	0.0%
	CDE	CDE	DE												L						T	
Appropriately skipped	89	2420	8263	87	102	23	57	13	35	24	61	43	8	19	15	19	46	58	23	43	46	0
	24.32%	29.35%	30.43%	30.00%	30.91%	32.39%	24.68%	19.12%	19.55%	31.58%	26.52%	41.35%	20.51%	27.94%	17.05%	29.23%	25.84%	26.85%	30.67%	26.06%	22.89%	0.0%
		A	A									MO										
BASE = Those who responded	208	4572	15362	191	212	43	157	51	138	48	151	58	27	44	63	43	114	140	49	104	104	0
	56.83%	55.45%	56.57%	65.86%	64.24%	60.56%	67.97%	75.00%	77.09%	63.16%	65.65%	55.77%	69.23%	64.71%	71.59%	66.15%	64.04%	64.81%	65.33%	63.03%	51.74%	0.0%
				ABC	ABC										L					U		
Yes	112	2628	8979	92	108	28	83	32	72	24	86	26	13	23	43	23	67	71	34	60	52	0
	53.85%	57.48%	58.45%	48.17%	50.94%	65.12%	52.87%	62.75%	52.17%	50.00%	56.95%	44.83%	48.15%	52.27%	68.25%	53.49%	58.77%	50.71%	69.39%	57.69%	50.00%	0.0%
		D	DE												L				R			
No	96	1944	6383	99	104	15	74	19	66	24	65	32	14	21	20	20	47	69	15	44	52	0
	46.15%	42.52%	41.55%	51.83%	49.06%	34.88%	47.13%	37.25%	47.83%	50.00%	43.05%	55.17%	51.85%	47.73%	31.75%	46.51%	41.23%	49.29%	30.61%	42.31%	50.00%	0.0%
				BC	C							O						S				
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

22. 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?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	11 0.04% ABDE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	71 19.40% CDE	1312 15.91% CDE	3747 13.80% DE	13 4.48%	19 5.76%	6 8.45%	18 7.79%	5 7.35%	6 3.35%	4 5.26%	20 8.70%	3 2.88%	4 10.26%	5 7.35%	12 13.64% L	3 4.62%	20 11.24%	19 8.80%	4 5.33%	19 11.52%	52 25.87% T	0 0.0%
Appropriately skipped	185 50.55%	4364 52.93%	14646 53.93%	186 64.14% ABC	206 62.42% ABC	38 53.52%	131 56.71%	32 47.06%	101 56.42%	48 63.16%	126 54.78%	75 72.12% O	22 56.41%	40 58.82% O	35 39.77%	39 60.00%	93 52.25%	127 58.80%	38 50.67%	87 52.73%	98 48.76%	0 0.0%
BASE = Those who responded	110 30.05%	2569 31.16%	8754 32.23%	91 31.38%	105 31.82%	27 38.03%	82 35.50%	31 45.59%	72 40.22%	24 31.58%	84 36.52%	26 25.00%	13 33.33%	23 33.82%	41 46.59% L	23 35.38%	65 36.52%	70 32.41%	33 44.00%	59 35.76% U	51 25.37%	0 0.0%
Never	10 9.09%	166 6.46%	517 5.91%	10 10.99%	11 10.48%	6 22.22%	4 4.88%	5 16.13%	3 4.17%	2 8.33%	8 9.52%	2 7.69%	1 7.69%	6 26.09%	0 0.0%	2 8.70%	3 4.62%	7 10.00%	3 9.09%	4 6.78%	6 11.76%	0 0.0%
Sometimes	17 15.45%	349 13.59% D	1084 12.38%	7 7.69%	11 10.48%	6 22.22%	10 12.20%	8 25.81%	7 9.72%	3 12.50%	13 15.48%	5 19.23%	2 15.38%	4 17.39%	5 12.20%	4 17.39%	9 13.85%	10 14.29%	6 18.18%	5 8.47%	12 23.53% T	0 0.0%
Bottom Two Box (%Never + %Sometimes)	27 24.55%	515 20.05% C	1601 18.29%	17 18.68%	22 20.95%	12 44.44%	14 17.07%	13 41.94% I	10 13.89%	5 20.83%	21 25.00%	7 26.92%	3 23.08%	10 43.48%	5 12.20%	6 26.09%	12 18.46%	17 24.29%	9 27.27%	9 15.25%	18 35.29% T	0 0.0%
Usually	18 16.36%	633 24.64% AE	2174 24.83% AE	18 19.78%	15 14.29%	6 22.22%	12 14.63%	9 29.03%	9 12.50%	6 25.00%	12 14.29%	6 23.08%	4 30.77%	4 17.39%	4 9.76%	4 17.39%	12 18.46%	12 17.14%	6 18.18%	11 18.64%	7 13.73%	0 0.0%
Always	65 59.09%	1421 55.31%	4979 56.88%	56 61.54%	68 64.76% B	9 33.33%	56 68.29%	9 29.03%	53 73.61% H	13 54.17%	51 60.71%	13 50.00%	6 46.15%	9 39.13%	32 78.05%	13 56.52%	41 63.08%	41 58.57%	18 54.55%	39 66.10%	26 50.98%	0 0.0%
CAHPS Rate (%Always + %Usually)	83 75.45%	2054 79.95%	7153 81.71% B	74 81.32%	83 79.05%	15 55.56%	68 82.93%	18 58.06%	62 86.11% H	19 79.17%	63 75.00%	19 73.08%	10 76.92%	13 56.52%	36 87.80%	17 73.91%	53 81.54%	53 75.71%	24 72.73%	50 84.75% U	33 64.71%	0 0.0%
3-point composite mean	2.3455	2.3527	2.3859	2.4286	2.4381	1.8889	2.5122	1.8710	2.5972 H	2.3333	2.3571	2.2308	2.2308	1.9565	2.6585	2.3043	2.4462	2.3429	2.2727	2.5085 U	2.1569	0
4-point composite mean	3.2545	3.2880	3.3268	3.3187	3.3333	2.6667	3.4634	2.7097	3.5556 H	3.2500	3.2619	3.1538	3.1538	2.6957	3.6585	3.2174	3.4000	3.2429	3.1818	3.4407 U	3.0392	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

23. 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?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	1 0.27%	15 0.18% E	55 0.20% E	1 0.34%	0 0.0%	0 0.0%	1 0.43%	1 1.47%	0 0.0%	0 0.0%	1 0.43%	0 0.0%	0 0.0%	1 1.47%	0 0.0%	0 0.0%	1 0.56%	1 0.46%	0 0.0%	0 0.0%	1 0.50%	0 0.0%
No response	62 16.94% CDE	1165 14.13% CDE	3296 12.14% DE	15 5.17%	22 6.67%	4 5.63%	12 5.19%	3 4.41%	7 3.91%	1 1.32%	16 6.96% J	2 1.92%	3 7.69%	4 5.88%	8 9.09% L	2 3.08%	13 7.30%	11 5.09%	5 6.67%	15 9.09%	47 23.38% T	0 0.0%
Appropriately skipped	52 14.21%	1463 17.74%	4967 18.29% A	54 18.62%	68 20.61% A	13 18.31%	34 14.72%	9 13.24%	23 12.85%	17 22.37%	32 13.91%	23 22.12% O	5 12.82%	12 17.65%	9 10.23%	12 18.46%	27 15.17%	33 15.28%	13 17.33%	22 13.33%	30 14.93%	0 0.0%
BASE = Those who responded	251 68.58%	5602 67.94%	18840 69.37% B	220 75.86% ABC	240 72.73%	54 76.06%	184 79.65%	55 80.88%	149 83.24%	58 76.32%	181 78.70%	79 75.96%	31 79.49%	51 75.00%	71 80.68%	51 78.46%	137 76.97%	171 79.17%	57 76.00%	128 77.58% U	123 61.19%	0 0.0%
10 - Best personal doctor possible	139 55.38%	2793 49.86%	9603 50.97%	130 59.09% BC	137 57.08% B	16 29.63%	113 61.41% F	14 25.45%	102 68.46% H	39 67.24% K	90 49.72%	41 51.90%	15 48.39%	20 39.22%	46 64.79% N	29 56.86%	71 51.82%	95 55.56% S	22 38.60%	74 57.81%	65 52.85%	0 0.0%
9 -	26 10.36%	804 14.35% A	2808 14.90% A	26 11.82%	29 12.08%	2 3.70%	24 13.04% F	1 1.82%	23 15.44% H	4 6.90%	22 12.15%	9 11.39%	2 6.45%	6 11.76%	9 12.68%	6 11.76%	16 11.68%	17 9.94%	9 15.79%	13 10.16%	13 10.57%	0 0.0%
Top Two Box	165 65.74%	3597 64.21%	12411 65.88% B	156 70.91% B	166 69.17%	18 33.33%	137 74.46% F	15 27.27%	125 83.89% H	43 74.14%	112 61.88%	50 63.29%	17 54.84%	26 50.98%	55 77.46% MN	35 68.63%	87 63.50%	112 65.50%	31 54.39%	87 67.97%	78 63.41%	0 0.0%
8 -	31 12.35%	809 14.44% DE	2741 14.55% DE	21 9.55%	21 8.75%	9 16.67%	19 10.33%	10 18.18%	14 9.40%	6 10.34%	24 13.26%	12 15.19%	5 16.13%	8 15.69%	5 7.04%	5 9.80%	19 13.87%	20 11.70%	10 17.54%	12 9.38%	19 15.45%	0 0.0%
CAHPS Rate (Top Three Box)	196 78.09%	4406 78.65%	15152 80.42% B	177 80.45%	187 77.92%	27 50.00%	156 84.78% F	25 45.45%	139 93.29% H	49 84.48%	136 75.14%	62 78.48%	22 70.97%	34 66.67%	60 84.51% N	40 78.43%	106 77.37%	132 77.19%	41 71.93%	99 77.34%	97 78.86%	0 0.0%
7 -	19 7.57%	422 7.53% D	1322 7.02%	10 4.55%	13 5.42%	6 11.11%	13 7.07%	10 18.18% I	4 2.68%	5 8.62%	13 7.18%	7 8.86%	4 12.90%	3 5.88%	5 7.04%	2 3.92%	11 8.03%	14 8.19%	5 8.77%	11 8.59%	8 6.50%	0 0.0%
6 -	6 2.39%	206 3.68%	623 3.31%	12 5.45%	11 4.58%	4 7.41%	2 1.09%	5 9.09% I	1 0.67%	1 1.72%	5 2.76%	2 2.53%	1 3.23%	2 3.92%	1 1.41%	0 0.0%	5 3.65% P	5 2.92%	1 1.75%	4 3.13%	2 1.63%	0 0.0%
5 -	9 3.59%	282 5.03%	857 4.55%	8 3.64%	14 5.83%	5 9.26%	4 2.17%	5 9.09% I	1 0.67%	1 1.72%	8 4.42%	3 3.80%	2 6.45%	3 5.88%	1 1.41%	2 3.92%	6 4.38%	5 2.92%	4 7.02%	2 1.56%	7 5.69%	0 0.0%
4 -	4 1.59%	85 1.52%	236 1.25%	2 0.91%	2 0.83%	1 1.85%	3 1.63%	2 3.64%	1 0.67%	0 0.0%	4 2.21% J	1 1.27%	1 3.23%	1 1.96%	1 1.41%	2 3.92%	2 1.46%	4 2.34% S	0 0.0%	4 3.13% U	0 0.0%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

23. 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?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
3 -	4	62	191	2	4	3	1	3	1	0	4	1	1	1	1	1	1	1	3	1	3	0
	1.59%	1.11%	1.01%	0.91%	1.67%	5.56%	0.54%	5.45%	0.67%	0.0%	2.21%	1.27%	3.23%	1.96%	1.41%	1.96%	0.73%	0.58%	5.26%	0.78%	2.44%	0.0%
											J											
2 -	2	49	150	2	2	0	2	0	1	0	2	0	0	2	0	0	1	1	1	0	2	0
	0.80%	0.87%	0.80%	0.91%	0.83%	0.0%	1.09%	0.0%	0.67%	0.0%	1.10%	0.0%	0.0%	3.92%	0.0%	0.0%	0.73%	0.58%	1.75%	0.0%	1.63%	0.0%
1 -	3	35	124	2	3	2	1	3	0	1	2	0	0	2	0	0	2	3	0	2	1	0
	1.20%	0.62%	0.66%	0.91%	1.25%	3.70%	0.54%	5.45%	0.0%	1.72%	1.10%	0.0%	0.0%	3.92%	0.0%	0.0%	1.46%	1.75%	0.0%	1.56%	0.81%	0.0%
0 - Worst personal doctor possible	8	55	185	5	4	6	2	2	1	1	7	3	0	3	2	4	3	6	2	5	3	0
	3.19%	0.98%	0.98%	2.27%	1.67%	11.11%	1.09%	3.64%	0.67%	1.72%	3.87%	3.80%	0.0%	5.88%	2.82%	7.84%	2.19%	3.51%	3.51%	3.91%	2.44%	0.0%
	BC					G																
0-7 (NET)	55	1196	3688	43	53	27	28	30	10	9	45	17	9	17	11	11	31	39	16	29	26	0
	21.91%	21.35%	19.58%	19.55%	22.08%	50.00%	15.22%	54.55%	6.71%	15.52%	24.86%	21.52%	29.03%	33.33%	15.49%	21.57%	22.63%	22.81%	28.07%	22.66%	21.14%	0.0%
		C				G		I						O								
Bottom Three Box	13	139	459	9	9	8	5	5	2	2	11	3	0	7	2	4	6	10	3	7	6	0
	5.18%	2.48%	2.44%	4.09%	3.75%	14.81%	2.72%	9.09%	1.34%	3.45%	6.08%	3.80%	0.0%	13.73%	2.82%	7.84%	4.38%	5.85%	5.26%	5.47%	4.88%	0.0%
						G								MO								
Bottom Two Box	11	90	309	7	7	8	3	5	1	2	9	3	0	5	2	4	5	9	2	7	4	0
	4.38%	1.61%	1.64%	3.18%	2.92%	14.81%	1.63%	9.09%	0.67%	3.45%	4.97%	3.80%	0.0%	9.80%	2.82%	7.84%	3.65%	5.26%	3.51%	5.47%	3.25%	0.0%
	BC					G		I						M								
Average	8.4502	8.5500	8.6225	8.6545	8.5542	6.5926	8.9185	6.8000	9.3087	8.9828	8.2044	8.4810	8.3548	7.4314	8.9296	8.2157	8.4526	8.4211	7.9474	8.4766	8.4228	0
			B				F		H	K		N			N							
Standard deviation	2.4851	2.0687	2.0258	2.2900	2.3214	3.3307	1.9502	2.8117	1.4967	2.0128	2.6399	2.3323	2.0088	3.1639	2.1185	2.9791	2.3240	2.5382	2.5848	2.5494	2.4161	0
3-point composite mean	2.5139	2.5039	2.5332	2.5591	2.5250	1.9444	2.6630	1.9091	2.7987	2.6724	2.4420	2.5063	2.3871	2.2353	2.6901	2.5098	2.4891	2.5088	2.3509	2.5391	2.4878	0
			B				F		H	K					MN							
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

24. 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?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	4	24	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.05%	0.09%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		ADE	ADE																			
No response	63	1045	2808	5	13	3	10	2	9	1	13	0	2	5	6	1	12	11	1	13	50	0
	17.21%	12.67%	10.34%	1.72%	3.94%	4.23%	4.33%	2.94%	5.03%	1.32%	5.65%	0.0%	5.13%	7.35%	6.82%	1.54%	6.74%	5.09%	1.33%	7.88%	24.88%	0.0%
	BCDE	CDE	DE								J			L	L		P				T	
BASE = Those who responded	303	7196	24326	285	317	68	221	66	170	75	217	104	37	63	82	64	166	205	74	152	151	0
	82.79%	87.28%	89.57%	98.28%	96.06%	95.77%	95.67%	97.06%	94.97%	98.68%	94.35%	100.00%	94.87%	92.65%	93.18%	98.46%	93.26%	94.91%	98.67%	92.12%	75.12%	0.0%
		A	AB	ABC	ABC					K		NO				Q				U		
Yes	103	2952	10126	111	110	24	76	29	68	14	84	20	14	26	37	21	62	68	26	59	44	0
	33.99%	41.02%	41.63%	38.95%	34.70%	35.29%	34.39%	43.94%	40.00%	18.67%	38.71%	19.23%	37.84%	41.27%	45.12%	32.81%	37.35%	33.17%	35.14%	38.82%	29.14%	0.0%
		AE	AE								J		L	L	L							
No	200	4244	14200	174	207	44	145	37	102	61	133	84	23	37	45	43	104	137	48	93	107	0
	66.01%	58.98%	58.37%	61.05%	65.30%	64.71%	65.61%	56.06%	60.00%	81.33%	61.29%	80.77%	62.16%	58.73%	54.88%	67.19%	62.65%	66.83%	64.86%	61.18%	70.86%	0.0%
	BC				BC					K		MNO										
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	4 0.05% AE	33 0.12% ABE	1 0.34%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	64 17.49% BCDE	1106 13.41% CDE	3029 11.15% DE	5 1.72%	15 4.55% D	3 4.23%	11 4.76%	2 2.94%	10 5.59%	1 1.32%	14 6.09% J	0 0.0%	2 5.13%	6 8.82% L	6 6.82% L	1 1.54%	13 7.30% P	12 5.56% S	1 1.33%	14 8.48%	50 24.88% T	0 0.0%
Appropriately skipped	200 54.64%	4244 51.47%	14200 52.29%	174 60.00% BC	207 62.73% ABC	44 61.97%	145 62.77%	37 54.41%	102 56.98%	61 80.26% K	133 57.83%	84 80.77% MNO	23 58.97%	37 54.41%	45 51.14%	43 66.15%	104 58.43%	137 63.43%	48 64.00%	93 56.36%	107 53.23%	0 0.0%
BASE = Those who responded	102 27.87%	2891 35.06% A	9896 36.44% AB	110 37.93% A	108 32.73%	24 33.80%	75 32.47%	29 42.65%	67 37.43%	14 18.42%	83 36.09% J	20 19.23%	14 35.90%	25 36.76% L	37 42.05% L	21 32.31%	61 34.27%	67 31.02%	26 34.67%	58 35.15% U	44 21.89%	0 0.0%
Never	3 2.94%	122 4.22%	429 4.34%	7 6.36%	9 8.33%	2 8.33%	1 1.33%	1 3.45%	2 2.99%	0 0.0%	3 3.61%	0 0.0%	2 14.29%	0 0.0%	1 2.70%	1 4.76%	2 3.28%	1 1.49%	2 7.69%	1 1.72%	2 4.55%	0 0.0%
Sometimes	13 12.75%	503 17.40%	1613 16.30%	23 20.91%	17 15.74%	4 16.67%	8 10.67%	6 20.69%	6 8.96%	1 7.14%	11 13.25%	2 10.00%	3 21.43%	4 16.00%	4 10.81%	2 9.52%	6 9.84%	5 7.46%	6 23.08%	6 10.34%	7 15.91%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	16 15.69%	625 21.62%	2042 20.63%	30 27.27% A	26 24.07%	6 25.00%	9 12.00%	7 24.14%	8 11.94%	1 7.14%	14 16.87%	2 10.00%	5 35.71%	4 16.00%	5 13.51%	3 14.29%	8 13.11%	6 8.96%	8 30.77%	7 12.07%	9 20.45%	0 0.0%
Usually	21 20.59%	662 22.90% D	2414 24.39% D	17 15.45%	23 21.30%	8 33.33%	13 17.33%	10 34.48%	11 16.42%	2 14.29%	19 22.89%	2 10.00%	2 14.29%	6 24.00%	11 29.73%	5 23.81%	14 22.95%	17 25.37%	4 15.38%	14 24.14%	7 15.91%	0 0.0%
Always	65 63.73%	1604 55.48%	5440 54.97%	63 57.27%	59 54.63%	10 41.67%	53 70.67%	12 41.38%	48 71.64%	11 78.57%	50 60.24%	16 80.00%	7 50.00%	15 60.00%	21 56.76%	13 61.90%	39 63.93%	44 65.67%	14 53.85%	37 63.79%	28 63.64%	0 0.0%
CAHPS Rate (%Always + %Usually)	86 84.31% D	2266 78.38%	7854 79.37%	80 72.73%	82 75.93%	18 75.00%	66 88.00%	22 75.86%	59 88.06%	13 92.86%	69 83.13%	18 90.00%	9 64.29%	21 84.00%	32 86.49%	18 85.71%	53 86.89%	61 91.04%	18 69.23%	51 87.93%	35 79.55%	0 0.0%
3-point composite mean	2.4804	2.3386	2.3434	2.3000	2.3056	2.1667	2.5867	2.1724	2.5970	2.7143	2.4337	2.7000	2.1429	2.4400	2.4324	2.4762	2.5082	2.5672	2.2308	2.5172	2.4318	0
4-point composite mean	3.4510	3.2964	3.3000	3.2364	3.2222	3.0833	3.5733	3.1379	3.5672	3.7143	3.3976	3.7000	3.0000	3.4400	3.4054	3.4286	3.4754	3.5522	3.1538	3.5000	3.3864	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	26 0.32% ADE	75 0.28% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	66 18.03% BCDE	1119 13.57% CDE	3057 11.26% DE	5 1.72%	13 3.94%	3 4.23%	12 5.19%	3 4.41%	11 6.15%	1 1.32%	15 6.52% J	1 0.96%	2 5.13%	7 10.29% L	6 6.82% L	1 1.54%	15 8.43% P	13 6.02%	2 2.67%	16 9.70%	50 24.88% T	0 0.0%
Appropriately skipped	200 54.64%	4244 51.47%	14200 52.29%	174 60.00% BC	207 62.73% ABC	44 61.97%	145 62.77%	37 54.41%	102 56.98%	61 80.26% K	133 57.83%	84 80.77% MNO	23 58.97%	37 54.41%	45 51.14%	43 66.15%	104 58.43%	137 63.43%	48 64.00%	93 56.36%	107 53.23%	0 0.0%
BASE = Those who responded	100 27.32%	2856 34.64% A	9826 36.18% AB	111 38.28% A	110 33.33%	24 33.80%	74 32.03%	28 41.18%	66 36.87%	14 18.42%	82 35.65% J	19 18.27%	14 35.90% L	24 35.29% L	37 42.05% L	21 32.31%	59 33.15%	66 30.56%	25 33.33%	56 33.94% U	44 21.89%	0 0.0%
None (v 0)	5 5.00%	140 4.90%	465 4.73%	9 8.11%	11 10.00%	2 8.33%	2 2.70%	2 7.14%	2 3.03%	1 7.14%	3 3.66%	1 5.26%	1 7.14%	1 4.17%	2 5.41%	2 9.52%	2 3.39%	3 4.55%	1 4.00%	4 7.14%	1 2.27%	0 0.0%
Saw a specialist (NET)	95 95.00%	2716 95.10%	9361 95.27%	102 91.89%	99 90.00%	22 91.67%	72 97.30%	26 92.86%	64 96.97%	13 92.86%	79 96.34%	18 94.74%	13 92.86%	23 95.83%	35 94.59%	19 90.48%	57 96.61%	63 95.45%	24 96.00%	52 92.86%	43 97.73%	0 0.0%
1 specialist (v 1)	52 52.00%	1414 49.51%	4849 49.35%	53 47.75%	56 50.91%	7 29.17%	45 60.81%	10 35.71%	40 60.61%	8 57.14%	42 51.22%	15 78.95%	4 28.57%	13 54.17%	18 48.65%	13 61.90%	29 49.15%	36 54.55%	11 44.00%	32 57.14%	20 45.45%	0 0.0%
2 (v 2)	23 23.00%	751 26.30%	2632 26.79%	24 21.62%	27 24.55%	7 29.17%	15 20.27%	8 28.57%	13 19.70%	1 7.14%	21 25.61%	2 10.53%	4 28.57%	6 25.00%	10 27.03%	5 23.81%	14 23.73%	14 21.21%	8 32.00%	10 17.86%	13 29.55%	0 0.0%
3 (v 3)	14 14.00%	319 11.17%	1117 11.37%	16 14.41%	11 10.00%	4 16.67%	10 13.51%	4 14.29%	9 13.64%	2 14.29%	12 14.63%	0 0.0%	4 28.57%	3 12.50%	5 13.51%	0 0.0%	10 16.95%	10 15.15%	2 8.00%	4 7.14%	10 22.73% T	0 0.0%
4 (v 4)	2 2.00%	133 4.66%	418 4.25%	5 4.50%	3 2.73%	0 0.0%	2 2.70%	0 0.0%	2 3.03%	0 0.0%	2 2.44%	0 0.0%	0 0.0%	1 4.17%	1 2.70%	1 4.76%	1 1.69%	0 0.0%	2 8.00%	2 3.57%	0 0.0%	0 0.0%
5 or more specialists (v 6)	4 4.00%	99 3.47%	345 3.51%	4 3.60%	2 1.82%	4 16.67%	0 0.0%	4 14.29%	0 0.0%	2 14.29%	2 2.44%	1 5.26%	1 7.14%	0 0.0%	1 2.70%	0 0.0%	3 5.08%	3 4.55%	1 4.00%	4 7.14% U	0 0.0%	0 0.0%
Average	1.7200	1.7504 E	1.7511 E	1.7387	1.5182	2.3750	1.5270	2.2143	1.5303	2.0000	1.7073	1.3158	2.1429	1.5833	1.7027	1.2857	1.8475	1.6970	1.8800	1.7143	1.7273	0
Standard deviation	1.2254	1.2171	1.2110	1.2785	1.0849	1.8215	0.8578	1.7394	0.8742	1.8127	1.0986	1.1722	1.4070	0.9091	1.1358	0.8248	1.2864	1.2305	1.2750	1.4604	0.8357	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

27. 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?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	2	14	49	1	0	1	1	1	1	0	2	0	0	2	0	0	2	2	0	2	0	0
	0.55%	0.17%	0.18%	0.34%	0.0%	1.41%	0.43%	1.47%	0.56%	0.0%	0.87%	0.0%	0.0%	2.94%	0.0%	0.0%	1.12%	0.93%	0.0%	1.21%	0.0%	0.0%
		E	E																			
No response	68	1169	3222	7	14	3	14	4	11	1	17	1	2	8	7	1	17	13	4	17	51	0
	18.58%	14.18%	11.86%	2.41%	4.24%	4.23%	6.06%	5.88%	6.15%	1.32%	7.39%	0.96%	5.13%	11.76%	7.95%	1.54%	9.55%	6.02%	5.33%	10.30%	25.37%	0.0%
	BCDE	CDE	DE								J			L	L		P				T	
Appropriately skipped	205	4384	14665	183	218	46	147	39	104	62	136	85	24	38	47	45	106	140	49	97	108	0
	56.01%	53.17%	54.00%	63.10%	66.06%	64.79%	63.64%	57.35%	58.10%	81.58%	59.13%	81.73%	61.54%	55.88%	53.41%	69.23%	59.55%	64.81%	65.33%	58.79%	53.73%	0.0%
				BC	ABC					K		MNO										
BASE = Those who responded	91	2678	9222	99	98	21	69	24	63	13	75	18	13	20	34	19	53	61	22	49	42	0
	24.86%	32.48%	33.96%	34.14%	29.70%	29.58%	29.87%	35.29%	35.20%	17.11%	32.61%	17.31%	33.33%	29.41%	38.64%	29.23%	29.78%	28.24%	29.33%	29.70%	20.90%	0.0%
		A	AB	A							J				L							
10 - Best specialist possible	55	1321	4537	50	58	7	47	8	43	7	46	11	8	12	20	8	36	33	15	28	27	0
	60.44%	49.33%	49.20%	50.51%	59.18%	33.33%	68.12%	33.33%	68.25%	53.85%	61.33%	61.11%	61.54%	60.00%	58.82%	42.11%	67.92%	54.10%	68.18%	57.14%	64.29%	0.0%
	BC				C																	
9 -	10	424	1482	13	13	2	8	3	7	2	8	3	0	3	4	4	4	8	2	5	5	0
	10.99%	15.83%	16.07%	13.13%	13.27%	9.52%	11.59%	12.50%	11.11%	15.38%	10.67%	16.67%	0.0%	15.00%	11.76%	21.05%	7.55%	13.11%	9.09%	10.20%	11.90%	0.0%
Top Two Box	65	1745	6019	63	71	9	55	11	50	9	54	14	8	15	24	12	40	41	17	33	32	0
	71.43%	65.16%	65.27%	63.64%	72.45%	42.86%	79.71%	45.83%	79.37%	69.23%	72.00%	77.78%	61.54%	75.00%	70.59%	63.16%	75.47%	67.21%	77.27%	67.35%	76.19%	0.0%
8 -	11	425	1433	16	10	2	9	3	8	0	10	1	2	3	5	2	7	9	2	5	6	0
	12.09%	15.87%	15.54%	16.16%	10.20%	9.52%	13.04%	12.50%	12.70%	0.0%	13.33%	5.56%	15.38%	15.00%	14.71%	10.53%	13.21%	14.75%	9.09%	10.20%	14.29%	0.0%
CAHPS Rate (Top Three Box)	76	2170	7452	79	81	11	64	14	58	9	64	15	10	18	29	14	47	50	19	38	38	0
	83.52%	81.03%	80.81%	79.80%	82.65%	52.38%	92.75%	58.33%	92.06%	69.23%	85.33%	83.33%	76.92%	90.00%	85.29%	73.68%	88.68%	81.97%	86.36%	77.55%	90.48%	0.0%
7 -	6	162	607	9	7	4	2	4	2	3	3	0	2	1	2	2	2	4	1	4	2	0
	6.59%	6.05%	6.58%	9.09%	7.14%	19.05%	2.90%	16.67%	3.17%	23.08%	4.00%	0.0%	15.38%	5.00%	5.88%	10.53%	3.77%	6.56%	4.55%	8.16%	4.76%	0.0%
6 -	3	100	302	4	1	3	0	2	1	1	2	1	0	0	1	0	2	3	0	3	0	0
	3.30%	3.73%	3.27%	4.04%	1.02%	14.29%	0.0%	8.33%	1.59%	7.69%	2.67%	5.56%	0.0%	0.0%	2.94%	0.0%	3.77%	4.92%	0.0%	6.12%	0.0%	0.0%
		E	E																			
5 -	2	107	385	4	5	0	2	1	1	0	2	1	0	0	1	1	1	1	1	2	0	0
	2.20%	4.00%	4.17%	4.04%	5.10%	0.0%	2.90%	4.17%	1.59%	0.0%	2.67%	5.56%	0.0%	0.0%	2.94%	5.26%	1.89%	1.64%	4.55%	4.08%	0.0%	0.0%
4 -	2	37	108	0	1	2	0	2	0	0	2	1	1	0	0	0	1	1	1	0	2	0
	2.20%	1.38%	1.17%	0.0%	1.02%	9.52%	0.0%	8.33%	0.0%	0.0%	2.67%	5.56%	7.69%	0.0%	0.0%	0.0%	1.89%	1.64%	4.55%	0.0%	4.76%	0.0%
		D	D																			
3 -	0	33	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	1.23%	1.08%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		ADE	ADE																			

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

27. 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?

						2015 Plan Results															
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
2 -	0	25	97	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.93% AE	1.05% AE	3.03%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1 -	0	16	73	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.60% AD	0.79% AD	0.0%	1.02%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
0 - Worst specialist possible	2	28	98	0	2	1	1	1	1	0	2	0	0	1	1	2	0	2	0	2	0	0
	2.20%	1.05% D	1.06% D	0.0%	2.04%	4.76%	1.45%	4.17%	1.59%	0.0%	2.67%	0.0%	0.0%	5.00%	2.94%	10.53%	0.0%	3.28%	0.0%	4.08%	0.0%	0.0%
0-7 (NET)	15	508	1770	20	17	10	5	10	5	4	11	3	3	2	5	5	6	11	3	11	4	0
	16.48%	18.97%	19.19%	20.20%	17.35%	47.62%	7.25%	41.67%	7.94%	30.77%	14.67%	16.67%	23.08%	10.00%	14.71%	26.32%	11.32%	18.03%	13.64%	22.45%	9.52%	0.0%
Bottom Three Box	2	69	268	3	3	1	1	1	1	0	2	0	0	1	1	2	0	2	0	2	0	0
	2.20%	2.58%	2.91%	3.03%	3.06%	4.76%	1.45%	4.17%	1.59%	0.0%	2.67%	0.0%	0.0%	5.00%	2.94%	10.53%	0.0%	3.28%	0.0%	4.08%	0.0%	0.0%
Bottom Two Box	2	44	171	0	3	1	1	1	1	0	2	0	0	1	1	2	0	2	0	2	0	0
	2.20%	1.64% D	1.85% D	0.0%	3.06%	4.76%	1.45%	4.17%	1.59%	0.0%	2.67%	0.0%	0.0%	5.00%	2.94%	10.53%	0.0%	3.28%	0.0%	4.08%	0.0%	0.0%
Average	8.8571	8.5915	8.5835	8.6667	8.7959	7.5238	9.2464	7.6667	9.2381	8.8462	8.8400	8.8889	8.7692	8.9000	8.8529	7.9474	9.1887	8.6721	9.0909	8.5918	9.1667	0
Standard deviation	1.9866	2.0441	2.0654	1.8477	2.0994	2.5564	1.5826	2.4944	1.6007	1.4595	2.0915	1.8526	1.8040	2.2338	2.0166	3.0344	1.4282	2.1480	1.6763	2.3116	1.4625	0
3-point composite mean	2.6154	2.5224	2.5266	2.5253	2.6224	2.1429	2.7536	2.2083	2.7460	2.6154	2.6133	2.6111	2.5385	2.7000	2.6176	2.4737	2.6792	2.5574	2.6818	2.5306	2.7143	0
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	6	16	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.07%	0.06%	0.0%	0.30%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		AD	AD																			
No response	57	1059	2806	6	8	0	5	3	7	2	5	2	0	4	2	0	7	7	0	7	50	0
	15.57%	12.84%	10.33%	2.07%	2.42%	0.0%	2.16%	4.41%	3.91%	2.63%	2.17%	1.92%	0.0%	5.88%	2.27%	0.0%	3.93%	3.24%	0.0%	4.24%	24.88%	0.0%
	CDE	CDE	DE				F							M			P	S			T	
BASE = Those who responded	309	7180	24336	284	321	71	226	65	172	74	225	102	39	64	86	65	171	209	75	158	151	0
	84.43%	87.08%	89.61%	97.93%	97.27%	100.00%	97.84%	95.59%	96.09%	97.37%	97.83%	98.08%	100.00%	94.12%	97.73%	100.00%	96.07%	96.76%	100.00%	95.76%	75.12%	0.0%
			AB	ABC	ABC	G							N			Q			R	U		
Yes	63	1729	5279	63	81	17	43	18	32	19	42	22	13	12	14	12	36	36	24	31	32	0
	20.39%	24.08%	21.69%	22.18%	25.23%	23.94%	19.03%	27.69%	18.60%	25.68%	18.67%	21.57%	33.33%	18.75%	16.28%	18.46%	21.05%	17.22%	32.00%	19.62%	21.19%	0.0%
		C											O						R			
No	246	5451	19057	221	240	54	183	47	140	55	183	80	26	52	72	53	135	173	51	127	119	0
	79.61%	75.92%	78.31%	77.82%	74.77%	76.06%	80.97%	72.31%	81.40%	74.32%	81.33%	78.43%	66.67%	81.25%	83.72%	81.54%	78.95%	82.78%	68.00%	80.38%	78.81%	0.0%
			B												M			S				
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	6 0.02% ABDE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	59 16.12% CDE	1099 13.33% CDE	2939 10.82% DE	7 2.41%	10 3.03%	0 0.0%	7 3.03% F	4 5.88%	7 3.91%	2 2.63%	7 3.04%	2 1.92%	0 0.0%	5 7.35% M	3 3.41%	1 1.54%	8 4.49%	8 3.70%	1 1.33%	8 4.85%	51 25.37% T	0 0.0%
Appropriately skipped	246 67.21%	5451 66.11%	19057 70.17% B	221 76.21% ABC	240 72.73% B	54 76.06%	183 79.22%	47 69.12%	140 78.21%	55 72.37%	183 79.57%	80 76.92%	26 66.67%	52 76.47%	72 81.82%	53 81.54%	135 75.84%	173 80.09% S	51 68.00%	127 76.97% U	119 59.20%	0 0.0%
BASE = Those who responded	61 16.67%	1695 20.56% C	5156 18.99%	62 21.38%	80 24.24% AC	17 23.94%	41 17.75%	17 25.00%	32 17.88%	19 25.00%	40 17.39%	22 21.15%	13 33.33% O	11 16.18%	13 14.77%	11 16.92%	35 19.66%	35 16.20%	23 30.67% R	30 18.18%	31 15.42%	0 0.0%
Never	2 3.28%	120 7.08%	366 7.10%	2 3.23%	5 6.25%	1 5.88%	1 2.44%	1 5.88%	1 3.13%	0 0.0%	2 5.00%	0 0.0%	2 15.38%	0 0.0%	0 0.0%	0 0.0%	2 5.71%	1 2.86%	1 4.35%	1 3.33%	1 3.23%	0 0.0%
Sometimes	12 19.67%	493 29.09%	1412 27.39%	15 24.19%	24 30.00%	8 47.06%	4 9.76%	5 29.41%	5 15.63%	4 21.05%	8 20.00%	5 22.73%	3 23.08%	2 18.18%	2 15.38%	2 18.18%	5 14.29%	8 22.86%	4 17.39%	4 13.33%	8 25.81%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	14 22.95%	613 36.17% A	1778 34.48% A	17 27.42%	29 36.25%	9 52.94%	5 12.20%	6 35.29%	6 18.75%	4 21.05%	10 25.00%	5 22.73%	5 38.46%	2 18.18%	2 15.38%	2 18.18%	7 20.00%	9 25.71%	5 21.74%	5 16.67%	9 29.03%	0 0.0%
Usually	17 27.87%	508 29.97%	1599 31.01%	17 27.42%	19 23.75%	4 23.53%	11 26.83%	6 35.29%	7 21.88%	0 0.0%	16 40.00%	5 22.73%	2 15.38%	4 36.36%	5 38.46%	3 27.27%	11 31.43%	9 25.71%	7 30.43%	7 23.33%	10 32.26%	0 0.0%
Always	30 49.18% BC	574 33.86%	1779 34.50%	28 45.16%	32 40.00%	4 23.53%	25 60.98%	5 29.41%	19 59.38%	15 78.95%	14 35.00%	12 54.55%	6 46.15%	5 45.45%	6 46.15%	6 54.55%	17 48.57%	17 48.57%	11 47.83%	18 60.00%	12 38.71%	0 0.0%
CAHPS Rate (%Always + %Usually)	47 77.05% BC	1082 63.83%	3378 65.52%	45 72.58%	51 63.75%	8 47.06%	36 87.80%	11 64.71%	26 81.25%	15 78.95%	30 75.00%	17 77.27%	8 61.54%	9 81.82%	11 84.62%	9 81.82%	28 80.00%	26 74.29%	18 78.26%	25 83.33%	22 70.97%	0 0.0%
3-point composite mean	2.2623 BC	1.9770	2.0002	2.1774	2.0375	1.7059	2.4878	1.9412	2.4063	2.5789	2.1000	2.3182	2.0769	2.2727	2.3077	2.3636	2.2857	2.2286	2.2609	2.4333	2.0968	0
4-point composite mean	3.2295 BC	2.9062	2.9292	3.1452	2.9750	2.6471	3.4634	2.8824	3.3750	3.5789	3.0500	3.3182	2.9231	3.2727	3.3077	3.3636	3.2286	3.2000	3.2174	3.4000	3.0645	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	9	33	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.11%	0.12%	0.0%	0.61%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		AD	AD																			
No response	64	1124	3023	9	8	2	8	4	11	2	10	4	1	5	3	2	10	10	2	11	53	0
	17.49%	13.63%	11.13%	3.10%	2.42%	2.82%	3.46%	5.88%	6.15%	2.63%	4.35%	3.85%	2.56%	7.35%	3.41%	3.08%	5.62%	4.63%	2.67%	6.67%	26.37%	0.0%
	CDE	CDE	DE																		T	
BASE = Those who responded	302	7112	24102	281	320	69	223	64	168	74	220	100	38	63	85	63	168	206	73	154	148	0
	82.51%	86.26%	88.75%	96.90%	96.97%	97.18%	96.54%	94.12%	93.85%	97.37%	95.65%	96.15%	97.44%	92.65%	96.59%	96.92%	94.38%	95.37%	97.33%	93.33%	73.63%	0.0%
			AB	ABC	ABC															U		
Yes	94	2682	8392	91	116	22	69	22	52	21	69	25	19	21	23	16	57	61	24	52	42	0
	31.13%	37.71%	34.82%	32.38%	36.25%	31.88%	30.94%	34.38%	30.95%	28.38%	31.36%	25.00%	50.00%	33.33%	27.06%	25.40%	33.93%	29.61%	32.88%	33.77%	28.38%	0.0%
		AC											LO									
No	208	4430	15710	190	204	47	154	42	116	53	151	75	19	42	62	47	111	145	49	102	106	0
	68.87%	62.29%	65.18%	67.62%	63.75%	68.12%	69.06%	65.63%	69.05%	71.62%	68.64%	75.00%	50.00%	66.67%	72.94%	74.60%	66.07%	70.39%	67.12%	66.23%	71.62%	0.0%
	B		B									M			M							
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	6 0.07% ADE	16 0.06% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	65 17.76% CDE	1178 14.29% CDE	3213 11.83% DE	10 3.45%	10 3.03%	2 2.82%	9 3.90%	4 5.88%	11 6.15%	2 2.63%	11 4.78%	4 3.85%	1 2.56%	5 7.35%	4 4.55%	3 4.62%	10 5.62%	10 4.63%	3 4.00%	11 6.67%	54 26.87% T	0 0.0%
Appropriately skipped	208 56.83%	4430 53.73%	15710 57.85% B	190 65.52% ABC	204 61.82% B	47 66.20%	154 66.67%	42 61.76%	116 64.80%	53 69.74%	151 65.65%	75 72.12% M	19 48.72%	42 61.76%	62 70.45% M	47 72.31%	111 62.36%	145 67.13%	49 65.33%	102 61.82%	106 52.74%	0 0.0%
BASE = Those who responded	93 25.41%	2631 31.91% AC	8219 30.26% A	90 31.03%	116 35.15% A	22 30.99%	68 29.44%	22 32.35%	52 29.05%	21 27.63%	68 29.57%	25 24.04%	19 48.72% LO	21 30.88%	22 25.00%	15 23.08%	57 32.02%	61 28.24%	23 30.67%	52 31.52% U	41 20.40%	0 0.0%
Never	5 5.38%	73 2.77% E	208 2.53%	5 5.56%	1 0.86%	4 18.18%	1 1.47%	0 0.0%	3 5.77%	0 0.0%	5 7.35%	1 4.00%	1 5.26%	1 4.76%	2 9.09%	3 20.00%	2 3.51%	5 8.20%	0 0.0%	4 7.69%	1 2.44%	0 0.0%
Sometimes	15 16.13%	424 16.12%	1288 15.67%	18 20.00%	22 18.97%	8 36.36%	7 10.29%	7 31.82%	4 7.69%	0 0.0%	15 22.06%	4 16.00%	3 15.79%	5 23.81%	2 9.09%	1 6.67%	11 19.30%	10 16.39%	4 17.39%	7 13.46%	8 19.51%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	20 21.51%	497 18.89%	1496 18.20%	23 25.56%	23 19.83%	12 54.55%	8 11.76%	7 31.82%	7 13.46%	0 0.0%	20 29.41%	5 20.00%	4 21.05%	6 28.57%	4 18.18%	4 26.67%	13 22.81%	15 24.59%	4 17.39%	11 21.15%	9 21.95%	0 0.0%
Usually	18 19.35%	627 23.83% D	1995 24.27% DE	13 14.44%	20 17.24%	4 18.18%	14 20.59%	5 22.73%	10 19.23%	1 4.76%	16 23.53%	4 16.00%	5 26.32%	7 33.33%	1 4.55%	1 6.67%	12 21.05%	11 18.03%	5 21.74%	11 21.15%	7 17.07%	0 0.0%
Always	55 59.14%	1507 57.28%	4728 57.53%	54 60.00%	73 62.93%	6 27.27%	46 67.65%	10 45.45%	35 67.31%	20 95.24%	32 47.06%	16 64.00%	10 52.63%	8 38.10%	17 77.27%	10 66.67%	32 56.14%	35 57.38%	14 60.87%	30 57.69%	25 60.98%	0 0.0%
CAHPS Rate (%Always + %Usually)	73 78.49%	2134 81.11%	6723 81.80%	67 74.44%	93 80.17%	10 45.45%	60 88.24%	15 68.18%	45 86.54%	21 100.00%	48 70.59%	20 80.00%	15 78.95%	15 71.43%	18 81.82%	11 73.33%	44 77.19%	46 75.41%	19 82.61%	41 78.85%	32 78.05%	0 0.0%
3-point composite mean	2.3763	2.3839	2.3932	2.3444	2.4310	1.7273	2.5588	2.1364	2.5385	2.9524	2.1765	2.4400	2.3158	2.0952	2.5909	2.4000	2.3333	2.3279	2.4348	2.3654	2.3902	0
4-point composite mean	3.3226	3.3561	3.3679	3.2889	3.4224	2.5455	3.5441	3.1364	3.4808	3.9524	3.1029	3.4000	3.2632	3.0476	3.5000	3.2000	3.2982	3.2459	3.4348	3.2885	3.3659	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	2	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.02%	0.04%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
			ADE																			
No response	64	1188	3234	10	12	2	8	4	11	2	10	4	1	5	3	2	10	10	2	11	53	0
	17.49%	14.41%	11.91%	3.45%	3.64%	2.82%	3.46%	5.88%	6.15%	2.63%	4.35%	3.85%	2.56%	7.35%	3.41%	3.08%	5.62%	4.63%	2.67%	6.67%	26.37%	0.0%
	CDE	CDE	DE																		T	
Appropriately skipped	208	4430	15710	190	204	47	154	42	116	53	151	75	19	42	62	47	111	145	49	102	106	0
	56.83%	53.73%	57.85%	65.52%	61.82%	66.20%	66.67%	61.76%	64.80%	69.74%	65.65%	72.12%	48.72%	61.76%	70.45%	72.31%	62.36%	67.13%	65.33%	61.82%	52.74%	0.0%
			B	ABC	B							M			M							
BASE = Those who responded	94	2625	8202	90	114	22	69	22	52	21	69	25	19	21	23	16	57	61	24	52	42	0
	25.68%	31.84%	30.20%	31.03%	34.55%	30.99%	29.87%	32.35%	29.05%	27.63%	30.00%	24.04%	48.72%	30.88%	26.14%	24.62%	32.02%	28.24%	32.00%	31.52%	20.90%	0.0%
		AC	A		A								LO							U		
Never	1	37	97	3	1	0	1	0	0	0	1	0	1	0	0	1	0	1	0	1	0	0
	1.06%	1.41%	1.18%	3.33%	0.88%	0.0%	1.45%	0.0%	0.0%	0.0%	1.45%	0.0%	5.26%	0.0%	0.0%	6.25%	0.0%	1.64%	0.0%	1.92%	0.0%	0.0%
Sometimes	5	136	419	6	9	5	0	1	2	0	5	2	0	1	2	2	2	5	0	3	2	0
	5.32%	5.18%	5.11%	6.67%	7.89%	22.73%	0.0%	4.55%	3.85%	0.0%	7.25%	8.00%	0.0%	4.76%	8.70%	12.50%	3.51%	8.20%	0.0%	5.77%	4.76%	0.0%
Bottom Two Box (%Never + %Sometimes)	6	173	516	9	10	5	1	1	2	0	6	2	1	1	2	3	2	6	0	4	2	0
	6.38%	6.59%	6.29%	10.00%	8.77%	22.73%	1.45%	4.55%	3.85%	0.0%	8.70%	8.00%	5.26%	4.76%	8.70%	18.75%	3.51%	9.84%	0.0%	7.69%	4.76%	0.0%
Usually	16	374	1204	13	10	8	8	8	5	2	14	5	4	5	1	2	10	11	4	7	9	0
	17.02%	14.25%	14.68%	14.44%	8.77%	36.36%	11.59%	36.36%	9.62%	9.52%	20.29%	20.00%	21.05%	23.81%	4.35%	12.50%	17.54%	18.03%	16.67%	13.46%	21.43%	0.0%
		E	E																			
Always	72	2078	6482	68	94	9	60	13	45	19	49	18	14	15	20	11	45	44	20	41	31	0
	76.60%	79.16%	79.03%	75.56%	82.46%	40.91%	86.96%	59.09%	86.54%	90.48%	71.01%	72.00%	73.68%	71.43%	86.96%	68.75%	78.95%	72.13%	83.33%	78.85%	73.81%	0.0%
CAHPS Rate (%Always + %Usually)	88	2452	7686	81	104	17	68	21	50	21	63	23	18	20	21	13	55	55	24	48	40	0
	93.62%	93.41%	93.71%	90.00%	91.23%	77.27%	98.55%	95.45%	96.15%	100.00%	91.30%	92.00%	94.74%	95.24%	91.30%	81.25%	96.49%	90.16%	100.00%	92.31%	95.24%	0.0%
3-point composite mean	2.7021	2.7257	2.7274	2.6556	2.7368	2.1818	2.8551	2.5455	2.8269	2.9048	2.6232	2.6400	2.6842	2.6667	2.7826	2.5000	2.7544	2.6230	2.8333	2.7115	2.6905	0
4-point composite mean	3.6915	3.7116	3.7156	3.6222	3.7281	3.1818	3.8406	3.5455	3.8269	3.9048	3.6087	3.6400	3.6316	3.6667	3.7826	3.4375	3.7544	3.6066	3.8333	3.6923	3.6905	0
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	4 0.05% ADE	27 0.10% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	63 17.21% CDE	1243 15.08% CDE	3283 12.09% DE	9 3.10%	13 3.94%	2 2.82%	6 2.60%	5 7.35%	9 5.03%	1 1.32%	9 3.91%	0 0.0%	2 5.13%	7 10.29% LO	2 2.27%	1 1.54%	10 5.62%	7 3.24%	3 4.00%	8 4.85%	55 27.36% T	0 0.0%
BASE = Those who responded	303 82.79%	6998 84.88%	23848 87.81% AB	281 96.90% ABC	317 96.06% ABC	69 97.18%	225 97.40%	63 92.65%	170 94.97%	75 98.68%	221 96.09%	104 100.00% N	37 94.87%	61 89.71%	86 97.73% N	64 98.46%	168 94.38%	209 96.76%	72 96.00%	157 95.15% U	146 72.64%	0 0.0%
Yes	84 27.72%	1969 28.14%	6509 27.29%	78 27.76%	88 27.76%	12 17.39%	69 30.67% F	20 31.75%	52 30.59%	27 36.00%	54 24.43%	33 31.73%	9 24.32%	17 27.87%	19 22.09%	13 20.31%	52 30.95%	55 26.32%	22 30.56%	43 27.39%	41 28.08%	0 0.0%
No	219 72.28%	5029 71.86%	17339 72.71%	203 72.24%	229 72.24%	57 82.61% G	156 69.33%	43 68.25%	118 69.41%	48 64.00%	167 75.57%	71 68.27%	28 75.68%	44 72.13%	67 77.91%	51 79.69%	116 69.05%	154 73.68%	50 69.44%	114 72.61%	105 71.92%	0 0.0%
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results															
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	10 0.12% ADE	41 0.15% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	68 18.58% CDE	1316 15.96% CDE	3532 13.01% DE	12 4.14%	17 5.15%	3 4.23%	9 3.90%	6 8.82%	12 6.70%	3 3.95%	11 4.78%	1 0.96%	2 5.13%	9 13.24% LO	2 2.27%	2 3.08%	11 6.18%	9 4.17%	5 6.67%	9 5.45%	59 29.35% T	0 0.0%
BASE = Those who responded	298 81.42%	6919 83.92%	23585 86.84% AB	278 95.86% ABC	313 94.85% ABC	68 95.77%	222 96.10%	62 91.18%	167 93.30%	73 96.05%	219 95.22%	103 99.04% N	37 94.87%	59 86.76%	86 97.73% N	63 96.92%	167 93.82%	207 95.83%	70 93.33%	156 94.55% U	142 70.65%	0 0.0%
Never	4 1.34%	74 1.07%	243 1.03%	4 1.44%	2 0.64%	1 1.47%	3 1.35%	2 3.23%	1 0.60%	3 4.11%	1 0.46%	1 0.97%	2 5.41%	0 0.0%	0 0.0%	2 3.17%	1 0.60%	3 1.45%	0 0.0%	3 1.92%	1 0.70%	0 0.0%
Sometimes	14 4.70%	325 4.70%	1016 4.31%	11 3.96%	17 5.43%	3 4.41%	10 4.50%	4 6.45%	7 4.19%	2 2.74%	11 5.02%	8 7.77% MO	0 0.0%	5 8.47% M	1 1.16%	3 4.76%	8 4.79%	11 5.31%	2 2.86%	7 4.49%	7 4.93%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	18 6.04%	399 5.77%	1259 5.34%	15 5.40%	19 6.07%	4 5.88%	13 5.86%	6 9.68%	8 4.79%	5 6.85%	12 5.48%	9 8.74% O	2 5.41%	5 8.47%	1 1.16%	5 7.94%	9 5.39%	14 6.76%	2 2.86%	10 6.41%	8 5.63%	0 0.0%
Usually	15 5.03%	527 7.62% A	1886 8.00% A	18 6.47%	20 6.39%	4 5.88%	11 4.95%	5 8.06%	5 2.99%	2 2.74%	13 5.94%	4 3.88%	1 2.70%	5 8.47%	5 5.81%	1 1.59%	12 7.19% P	10 4.83%	5 7.14%	10 6.41%	5 3.52%	0 0.0%
Always	46 15.44%	964 13.93%	3101 13.15%	42 15.11%	45 14.38%	3 4.41%	42 18.92% F	8 12.90%	36 21.56%	18 24.66% K	27 12.33%	19 18.45%	6 16.22%	5 8.47%	13 15.12%	6 9.52%	30 17.96%	29 14.01%	13 18.57%	22 14.10%	24 16.90%	0 0.0%
Always - q33 = "No"	219 73.49%	5029 72.68%	17339 73.52%	203 73.02%	229 73.16%	57 83.82% G	156 70.27%	43 69.35%	118 70.66%	48 65.75%	167 76.26%	71 68.93%	28 75.68%	44 74.58%	67 77.91%	51 80.95%	116 69.46%	154 74.40%	50 71.43%	114 73.08%	105 73.94%	0 0.0%
Always (Net)	265 88.93%	5993 86.62%	20440 86.67%	245 88.13%	274 87.54%	60 88.24%	198 89.19%	51 82.26%	154 92.22%	66 90.41%	194 88.58%	90 87.38%	34 91.89%	49 83.05%	80 93.02%	57 90.48%	146 87.43%	183 88.41%	63 90.00%	136 87.18%	129 90.85%	0 0.0%
CAHPS Rate (%Always+%Usually)	280 93.96%	6520 94.23%	22326 94.66%	263 94.60%	294 93.93%	64 94.12%	209 94.14%	56 90.32%	159 95.21%	68 93.15%	207 94.52%	94 91.26%	35 94.59%	54 91.53%	85 98.84% L	58 92.06%	158 94.61%	193 93.24%	68 97.14%	146 93.59%	134 94.37%	0 0.0%
3-point composite mean	2.8289	2.8085	2.8133	2.8273	2.8147	2.8235	2.8333	2.7258	2.8743	2.8356	2.8311	2.7864	2.8649	2.7458	2.9186 LN	2.8254	2.8204	2.8164	2.8714	2.8077	2.8521	0
4-point composite mean	3.8154	3.7978	3.8030	3.8129	3.8083	3.8088	3.8198	3.6935	3.8683	3.7945	3.8265	3.7767	3.8108	3.7458	3.9186 LN	3.7937	3.8144	3.8019	3.8714	3.7885	3.8451	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

35. 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?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	17	87	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.21%	0.32%	0.69%	0.91%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		A	A																			
No response	64	1150	3096	8	23	0	0	4	10	2	6	5	1	2	2	2	5	7	2	9	55	0
	17.49%	13.95%	11.40%	2.76%	6.97%	0.0%	0.0%	5.88%	5.59%	2.63%	2.61%	4.81%	2.56%	2.94%	2.27%	3.08%	2.81%	3.24%	2.67%	5.45%	27.36%	0.0%
	CDE	CDE	DE		D																T	
BASE = Those who responded	302	7078	23975	280	304	71	231	64	169	74	224	99	38	66	86	63	173	209	73	156	146	0
	82.51%	85.85%	88.28%	96.55%	92.12%	100.00%	100.00%	94.12%	94.41%	97.37%	97.39%	95.19%	97.44%	97.06%	97.73%	96.92%	97.19%	96.76%	97.33%	94.55%	72.64%	0.0%
			AB	ABCE	ABC															U		
10 - Best health plan possible	143	2964	10608	129	129	0	143	11	100	45	97	48	20	29	39	31	80	100	30	83	60	0
	47.35%	41.88%	44.25%	46.07%	42.43%	0.0%	61.90%	17.19%	59.17%	60.81%	43.30%	48.48%	52.63%	43.94%	45.35%	49.21%	46.24%	47.85%	41.10%	53.21%	41.10%	0.0%
			B				F		H	K										U		
9 -	41	1041	3655	42	38	0	41	5	31	7	33	12	1	12	14	6	30	29	11	18	23	0
	13.58%	14.71%	15.25%	15.00%	12.50%	0.0%	17.75%	7.81%	18.34%	9.46%	14.73%	12.12%	2.63%	18.18%	16.28%	9.52%	17.34%	13.88%	15.07%	11.54%	15.75%	0.0%
							F		H			M		M	M							
Top Two Box	184	4005	14263	171	167	0	184	16	131	52	130	60	21	41	53	37	110	129	41	101	83	0
	60.93%	56.58%	59.49%	61.07%	54.93%	0.0%	79.65%	25.00%	77.51%	70.27%	58.04%	60.61%	55.26%	62.12%	61.63%	58.73%	63.58%	61.72%	56.16%	64.74%	56.85%	0.0%
			B				F		H													
8 -	47	1263	4021	49	51	0	47	8	25	11	34	13	7	8	18	12	28	28	16	21	26	0
	15.56%	17.84%	16.77%	17.50%	16.78%	0.0%	20.35%	12.50%	14.79%	14.86%	15.18%	13.13%	18.42%	12.12%	20.93%	19.05%	16.18%	13.40%	21.92%	13.46%	17.81%	0.0%
		C					F															
CAHPS Rate (Top Three Box)	231	5268	18284	220	218	0	231	24	156	63	164	73	28	49	71	49	138	157	57	122	109	0
	76.49%	74.43%	76.26%	78.57%	71.71%	0.0%	100.00%	37.50%	92.31%	85.14%	73.21%	73.74%	73.68%	74.24%	82.56%	77.78%	79.77%	75.12%	78.08%	78.21%	74.66%	0.0%
			B				F		H	K												
7 -	29	700	2083	16	25	29	0	16	8	5	24	9	7	5	7	3	16	20	8	12	17	0
	9.60%	9.89%	8.69%	5.71%	8.22%	40.85%	0.0%	25.00%	4.73%	6.76%	10.71%	9.09%	18.42%	7.58%	8.14%	4.76%	9.25%	9.57%	10.96%	7.69%	11.64%	0.0%
		CD	D			G		I														
6 -	8	324	988	14	16	8	0	4	0	1	7	7	0	0	1	2	3	6	2	1	7	0
	2.65%	4.58%	4.12%	5.00%	5.26%	11.27%	0.0%	6.25%	0.0%	1.35%	3.13%	7.07%	0.0%	0.0%	1.16%	3.17%	1.73%	2.87%	2.74%	0.64%	4.79%	0.0%
		A				G		I				MNO									T	
5 -	13	443	1478	15	27	13	0	8	1	2	11	3	2	4	3	2	8	9	3	6	7	0
	4.30%	6.26%	6.16%	5.36%	8.88%	18.31%	0.0%	12.50%	0.59%	2.70%	4.91%	3.03%	5.26%	6.06%	3.49%	3.17%	4.62%	4.31%	4.11%	3.85%	4.79%	0.0%
					A	G		I														
4 -	8	117	341	4	5	8	0	5	2	1	7	3	1	4	0	2	5	7	1	7	1	0
	2.65%	1.65%	1.42%	1.43%	1.64%	11.27%	0.0%	7.81%	1.18%	1.35%	3.13%	3.03%	2.63%	6.06%	0.0%	3.17%	2.89%	3.35%	1.37%	4.49%	0.68%	0.0%
						G								O						U		
3 -	5	75	253	0	4	5	0	3	2	0	5	2	0	1	2	3	0	4	1	3	2	0
	1.66%	1.06%	1.06%	0.0%	1.32%	7.04%	0.0%	4.69%	1.18%	0.0%	2.23%	2.02%	0.0%	1.52%	2.33%	4.76%	0.0%	1.91%	1.37%	1.92%	1.37%	0.0%
	D	D	D		D	G					J											

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

35. 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?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
2 -	0	51	166	5	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.72%	0.69%	1.79%	0.66%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		A	A	A																		
1 -	1	25	121	1	1	1	0	1	0	0	1	0	0	0	1	0	1	1	0	1	0	0
	0.33%	0.35%	0.50%	0.36%	0.33%	1.41%	0.0%	1.56%	0.0%	0.0%	0.45%	0.0%	0.0%	0.0%	1.16%	0.0%	0.58%	0.48%	0.0%	0.64%	0.0%	0.0%
0 - Worst health plan possible	7	75	261	5	6	7	0	3	0	2	5	2	0	3	1	2	2	5	1	4	3	0
	2.32%	1.06%	1.09%	1.79%	1.97%	9.86%	0.0%	4.69%	0.0%	2.70%	2.23%	2.02%	0.0%	4.55%	1.16%	3.17%	1.16%	2.39%	1.37%	2.56%	2.05%	0.0%
						G																
0-7 (NET)	71	1810	5691	60	86	71	0	40	13	11	60	26	10	17	15	14	35	52	16	34	37	0
	23.51%	25.57%	23.74%	21.43%	28.29%	100.00%	0.0%	62.50%	7.69%	14.86%	26.79%	26.26%	26.32%	25.76%	17.44%	22.22%	20.23%	24.88%	21.92%	21.79%	25.34%	0.0%
		C				G		I			J											
Bottom Three Box	8	151	548	11	9	8	0	4	0	2	6	2	0	3	2	2	3	6	1	5	3	0
	2.65%	2.13%	2.29%	3.93%	2.96%	11.27%	0.0%	6.25%	0.0%	2.70%	2.68%	2.02%	0.0%	4.55%	2.33%	3.17%	1.73%	2.87%	1.37%	3.21%	2.05%	0.0%
						G		I														
Bottom Two Box	8	100	382	6	7	8	0	4	0	2	6	2	0	3	2	2	3	6	1	5	3	0
	2.65%	1.41%	1.59%	2.14%	2.30%	11.27%	0.0%	6.25%	0.0%	2.70%	2.68%	2.02%	0.0%	4.55%	2.33%	3.17%	1.73%	2.87%	1.37%	3.21%	2.05%	0.0%
						G		I														
Average	8.4073	8.3346	8.4095	8.4214	8.1678	5.1268	9.4156	6.6406	9.1953	8.8649	8.2500	8.3838	8.6316	8.1212	8.5698	8.2540	8.5838	8.3589	8.4521	8.4487	8.3630	0
			B				F		H	K												
Standard deviation	2.2219	2.0483	2.0605	2.1780	2.2671	2.1943	0.8061	2.5943	1.3067	2.0223	2.2796	2.2006	1.6768	2.6083	1.9973	2.4879	1.9354	2.3026	1.9020	2.3759	2.0436	0
3-point composite mean	2.4702	2.4090	2.4444	2.4536	2.3487	1.4085	2.7965	1.8750	2.7456	2.6216	2.4196	2.4343	2.4737	2.4394	2.5233	2.4127	2.5260	2.4641	2.4521	2.5064	2.4315	0
	E		BE				F		H	K												
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

36. In general, how would you rate your overall health?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	47 0.57% A	175 0.64% A	1 0.34%	3 0.91%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	60 16.39% BCDE	1007 12.21% CDE	2599 9.57% DE	7 2.41%	3 0.91%	0 0.0%	4 1.73% F	3 4.41%	11 6.15%	0 0.0%	0 0.0%	1 0.96%	0 0.0%	2 2.94%	1 1.14%	1 1.54%	2 1.12%	2 0.93%	1 1.33%	5 3.03%	55 27.36% T	0 0.0%
BASE = Those who responded	306 83.61%	7191 87.22%	24384 89.79% AB	282 97.24% ABC	324 98.18% ABC	71 100.00% G	227 98.27%	65 95.59%	168 93.85%	76 100.00%	230 100.00%	103 99.04%	39 100.00%	66 97.06%	87 98.86%	64 98.46%	176 98.88%	214 99.07%	74 98.67%	160 96.97% U	146 72.64%	0 0.0%
5 - Excellent	28 9.15%	857 11.92%	2768 11.35%	48 17.02% ABC	39 12.04%	4 5.63%	23 10.13%	2 3.08%	15 8.93%	28 36.84% K	0 0.0%	15 14.56% O	4 10.26%	4 6.06%	3 3.45%	7 10.94%	13 7.39%	20 9.35%	5 6.76%	15 9.38%	13 8.90%	0 0.0%
4 - Very good	48 15.69%	1646 22.89% AE	5553 22.77% AE	56 19.86%	59 18.21%	7 9.86%	40 17.62%	7 10.77%	28 16.67%	48 63.16% K	0 0.0%	24 23.30% O	8 20.51% O	10 15.15%	5 5.75%	10 15.63%	23 13.07%	28 13.08%	18 24.32% R	22 13.75%	26 17.81%	0 0.0%
CAHPS Rate (Top Two Box)	76 24.84%	2503 34.81% A	8321 34.12% A	104 36.88% A	98 30.25%	11 15.49%	63 27.75% F	9 13.85%	43 25.60% H	76 100.00% K	0 0.0%	39 37.86% NO	12 30.77% O	14 21.21% O	8 9.20%	17 26.56%	36 20.45%	48 22.43%	23 31.08%	37 23.13%	39 26.71%	0 0.0%
3 - Good	100 32.68% D	2357 32.78% D	7965 32.66% D	60 21.28%	103 31.79% D	21 29.58%	77 33.92%	21 32.31%	56 33.33%	0 0.0%	100 43.48% J	44 42.72% NO	17 43.59% NO	15 22.73%	20 22.99%	18 28.13%	55 31.25%	65 30.37%	29 39.19%	52 32.50%	48 32.88%	0 0.0%
2 - Fair	87 28.43%	1676 23.31%	6002 24.61% B	84 29.79% B	91 28.09%	23 32.39%	62 27.31%	24 36.92%	42 25.00%	0 0.0%	87 37.83% J	16 15.53%	7 17.95%	21 31.82% L	41 47.13% LM	18 28.13%	56 31.82%	68 31.78% S	15 20.27%	42 26.25%	45 30.82%	0 0.0%
1 - Poor	43 14.05% BC	655 9.11%	2096 8.60%	34 12.06%	32 9.88%	16 22.54% G	25 11.01%	11 16.92%	27 16.07%	0 0.0%	43 18.70% J	4 3.88%	3 7.69%	16 24.24% LM	18 20.69% LM	11 17.19%	29 16.48%	33 15.42%	7 9.46%	29 18.13% U	14 9.59%	0 0.0%
Bottom Two Box	130 42.48% BC	2331 32.42%	8098 33.21%	118 41.84% BC	123 37.96% B	39 54.93% G	87 38.33%	35 53.85%	69 41.07%	0 0.0%	130 56.52% J	20 19.42%	10 25.64%	37 56.06% LM	59 67.82% LM	29 45.31%	85 48.30%	101 47.20% S	22 29.73%	71 44.38%	59 40.41%	0 0.0%
Average	2.7745	3.0520 A	3.0367 A	3.0000 A	2.9444	2.4366	2.8855 F	2.4615	2.7738	4.3684 K	2.2478	3.2913 NO	3.0769 NO	2.4697	2.2414	2.7500	2.6307	2.6916	2.9865	2.7000	2.8562	0
Standard deviation	1.1482	1.1403	1.1271	1.2882	1.1560	1.1099	1.1323	0.9935	1.1685	0.4824	0.7485	1.0205	1.0472	1.1835	0.9585	1.2247	1.1256	1.1594	1.0461	1.1874	1.0979	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	29 0.35% AE	90 0.33% AE	1 0.34%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	63 17.21% BCDE	1014 12.30% CDE	2647 9.75% DE	4 1.38%	6 1.82%	1 1.41%	6 2.60%	3 4.41%	12 6.70%	2 2.63%	3 1.30%	1 0.96%	0 0.0%	3 4.41%	3 3.41%	2 3.08%	4 2.25%	4 1.85%	2 2.67%	4 2.42%	59 29.35% T	0 0.0%
BASE = Those who responded	303 82.79%	7202 87.35% A	24421 89.92% AB	285 98.28% ABC	324 98.18% ABC	70 98.59%	225 97.40%	65 95.59%	167 93.30%	74 97.37%	227 98.70%	103 99.04%	39 100.00%	65 95.59%	85 96.59%	63 96.92%	174 97.75%	212 98.15%	73 97.33%	161 97.58% U	142 70.65%	0 0.0%
5 - Excellent	58 19.14%	1521 21.12%	5028 20.59%	71 24.91% E	59 18.21%	6 8.57%	52 23.11% F	5 7.69%	37 22.16% H	31 41.89% K	27 11.89%	31 30.10% MNO	6 15.38%	5 7.69%	12 14.12%	9 14.29%	31 17.82%	33 15.57%	20 27.40% R	28 17.39%	30 21.13%	0 0.0%
4 - Very good	51 16.83%	1659 23.04% A	5593 22.90% A	60 21.05%	66 20.37%	10 14.29%	40 17.78%	7 10.77%	30 17.96%	21 28.38% K	30 13.22%	19 18.45%	7 17.95%	15 23.08% O	9 10.59%	11 17.46%	27 15.52%	29 13.68%	21 28.77% R	22 13.66%	29 20.42%	0 0.0%
CAHPS Rate (Top Two Box)	109 35.97%	3180 44.15% AE	10621 43.49% A	131 45.96% A	125 38.58%	16 22.86%	92 40.89% F	12 18.46%	67 40.12% H	52 70.27% K	57 25.11%	50 48.54% NO	13 33.33%	20 30.77%	21 24.71%	20 31.75%	58 33.33%	62 29.25%	41 56.16% R	50 31.06%	59 41.55%	0 0.0%
3 - Good	96 31.68% D	2057 28.56% D	6989 28.62% D	66 23.16%	95 29.32%	23 32.86%	69 30.67%	24 36.92%	54 32.34%	12 16.22%	84 37.00% J	29 28.16%	15 38.46%	20 30.77%	30 35.29%	23 36.51%	54 31.03%	72 33.96%	18 24.66%	49 30.43%	47 33.10%	0 0.0%
2 - Fair	72 23.76%	1429 19.84%	5031 20.60%	64 22.46%	74 22.84%	22 31.43%	48 21.33%	18 27.69%	33 19.76%	8 10.81%	63 27.75% J	16 15.53%	9 23.08%	17 26.15%	28 32.94% L	16 25.40%	44 25.29%	58 27.36% S	10 13.70%	45 27.95%	27 19.01%	0 0.0%
1 - Poor	26 8.58%	536 7.44%	1780 7.29%	24 8.42%	30 9.26%	9 12.86%	16 7.11%	11 16.92%	13 7.78%	2 2.70%	23 10.13% J	8 7.77%	2 5.13%	8 12.31%	6 7.06%	4 6.35%	18 10.34%	20 9.43%	4 5.48%	17 10.56%	9 6.34%	0 0.0%
Bottom Two Box	98 32.34%	1965 27.28%	6811 27.89%	88 30.88%	104 32.10%	31 44.29% G	64 28.44%	29 44.62% I	46 27.54%	10 13.51%	86 37.89% J	24 23.30%	11 28.21%	25 38.46% L	34 40.00% L	20 31.75%	62 35.63%	78 36.79% S	14 19.18%	62 38.51% U	36 25.35%	0 0.0%
Average	3.1419	3.3055 AE	3.2890 AE	3.3158	3.1543	2.7429	3.2844 F	2.6462	3.2695 H	3.9595 K	2.8899	3.4757 NO	3.1538	2.8769	2.9176	3.0794	3.0517	2.9858	3.5890 R	2.9938	3.3099 T	0
Standard deviation	1.2226	1.2157	1.2110	1.2918	1.2276	1.1172	1.2325	1.1154	1.2257	1.1203	1.1308	1.2760	1.0987	1.1301	1.1294	1.1170	1.2377	1.1875	1.1802	1.2386	1.1819	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

38. Have you had either a flu shot or flu spray in the nose since July 1, 2014?

						2015 Plan Results															
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	0 0.0%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	10 0.12% AD	37 0.14% AD	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	60 16.39% BCD	985 11.95% CD	2560 9.43% D	2 0.69%	0 0.0%	1 1.41%	2 0.87%	4 5.88%	9 5.03%	1 1.32%	3 1.30%	2 1.92%	1 2.56%	1 1.47%	1 1.14%	0 0.0%	3 1.69%	4 1.85% S	0 0.0%	4 2.42%	56 27.86% T	0 0.0%
Don't know	13 3.55%	187 2.27%	659 2.43%	11 3.79%	0 0.0%	3 4.23%	9 3.90%	0 0.0%	10 5.59% H	1 1.32%	12 5.22% J	6 5.77%	2 5.13%	3 4.41%	2 2.27%	3 4.62%	9 5.06%	10 4.63%	3 4.00%	9 5.45%	4 1.99%	0 0.0%
BASE = Those who responded	293 80.05%	7063 85.66% A	23902 88.01% AB	277 95.52% ABC	0 0.0%	67 94.37%	220 95.24%	64 94.12%	160 89.39%	74 97.37%	215 93.48%	96 92.31%	36 92.31%	64 94.12%	85 96.59%	62 95.38%	166 93.26%	202 93.52%	72 96.00%	152 92.12% U	141 70.15%	0 0.0%
Yes	127 43.34%	2790 39.50%	9485 39.68%	112 40.43%	0 0.0%	30 44.78%	95 43.18%	28 43.75%	75 46.88%	30 40.54%	93 43.26%	34 35.42%	16 44.44%	23 35.94%	49 57.65% LN	37 59.68% Q	66 39.76%	87 43.07%	27 37.50%	69 45.39%	58 41.13%	0 0.0%
No	166 56.66%	4273 60.50%	14417 60.32%	165 59.57%	0 0.0%	37 55.22%	125 56.82%	36 56.25%	85 53.13%	44 59.46%	122 56.74%	62 64.58% O	20 55.56%	41 64.06% O	36 42.35%	25 40.32%	100 60.24% P	115 56.93%	45 62.50%	83 54.61%	83 58.87%	0 0.0%
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	0 0.0%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

38. Have you had either a flu shot or flu spray in the nose since July 1, 2014?
(THOSE RESPONDENTS FLAGGED AS 18-64 IN THE SAMPLE)

						2015 Plan Results															
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	348	7720	25192	276	0	69	219	66	172	69	222	90	39	67	87	62	175	203	74	159	189	0
	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	8	32	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.10%	0.13%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		AD	AD																			
No response	56	935	2414	2	0	1	2	4	8	1	2	0	1	1	1	0	3	3	0	3	53	0
	16.09%	12.11%	9.58%	0.72%	0.0%	1.45%	0.91%	6.06%	4.65%	1.45%	0.90%	0.0%	2.56%	1.49%	1.15%	0.0%	1.71%	1.48%	0.0%	1.89%	28.04%	0.0%
	BCD	CD	D																		T	
Don't know	12	173	587	11	0	2	9	0	9	0	12	5	2	3	2	3	9	9	3	9	3	0
	3.45%	2.24%	2.33%	3.99%	0.0%	2.90%	4.11%	0.0%	5.23%	0.0%	5.41%	5.56%	5.13%	4.48%	2.30%	4.84%	5.14%	4.43%	4.05%	5.66%	1.59%	0.0%
									H		J									U		
BASE = Those who responded	280	6604	22159	263	0	66	208	62	155	68	208	85	36	63	84	59	163	191	71	147	133	0
	80.46%	85.54%	87.96%	95.29%	0.0%	95.65%	94.98%	93.94%	90.12%	98.55%	93.69%	94.44%	92.31%	94.03%	96.55%	95.16%	93.14%	94.09%	95.95%	92.45%	70.37%	0.0%
		A	AB	ABC						K										U		
Yes	124	2537	8575	107	0	30	92	27	73	29	91	32	16	22	49	36	65	85	27	68	56	0
	44.29%	38.42%	38.70%	40.68%	0.0%	45.45%	44.23%	43.55%	47.10%	42.65%	43.75%	37.65%	44.44%	34.92%	58.33%	61.02%	39.88%	44.50%	38.03%	46.26%	42.11%	0.0%
															LN	Q						
No	156	4067	13584	156	0	36	116	35	82	39	117	53	20	41	35	23	98	106	44	79	77	0
	55.71%	61.58%	61.30%	59.32%	0.0%	54.55%	55.77%	56.45%	52.90%	57.35%	56.25%	62.35%	55.56%	65.08%	41.67%	38.98%	60.12%	55.50%	61.97%	53.74%	57.89%	0.0%
												O		O			P					
Sigma	348	7720	25192	276	0	69	219	66	172	69	222	90	39	67	87	62	175	203	74	159	189	0
	100.00%	100.00%	100.00%	100.00%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	18	47	1	0	1	0	1	0	1	0	0	0	0	0	0	0	1	0	1	0	0
	0.27%	0.22%	0.17%	0.34%	0.0%	1.41%	0.0%	1.47%	0.0%	1.32%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.46%	0.0%	0.61%	0.0%	0.0%
		E	E																			
No response	63	1046	2735	5	5	0	7	4	11	0	7	1	1	1	3	2	3	5	0	8	55	0
	17.21%	12.69%	10.07%	1.72%	1.52%	0.0%	3.03%	5.88%	6.15%	0.0%	3.04%	0.96%	2.56%	1.47%	3.41%	3.08%	1.69%	2.31%	0.0%	4.85%	27.36%	0.0%
	BCDE	CDE	DE				F				J							S			T	
BASE = Those who responded	302	7181	24376	284	325	70	224	63	168	75	223	103	38	67	85	63	175	210	75	156	146	0
	82.51%	87.10%	89.76%	97.93%	98.48%	98.59%	96.97%	92.65%	93.85%	98.68%	96.96%	99.04%	97.44%	98.53%	96.59%	96.92%	98.31%	97.22%	100.00%	94.55%	72.64%	0.0%
		A	AB	ABC	ABC														R	U		
Every day	48	1405	5056	66	88	19	29	12	24	9	38	12	9	14	13	11	33	40	7	29	19	0
	15.89%	19.57%	20.74%	23.24%	27.08%	27.14%	12.95%	19.05%	14.29%	12.00%	17.04%	11.65%	23.68%	20.90%	15.29%	17.46%	18.86%	19.05%	9.33%	18.59%	13.01%	0.0%
			AB	A	ABC	G												S				
Some days	40	878	3042	39	37	11	27	13	15	9	30	9	3	12	13	13	19	30	6	23	17	0
	13.25%	12.23%	12.48%	13.73%	11.38%	15.71%	12.05%	20.63%	8.93%	12.00%	13.45%	8.74%	7.89%	17.91%	15.29%	20.63%	10.86%	14.29%	8.00%	14.74%	11.64%	0.0%
								I														
Every day + Some days (NET)	88	2283	8098	105	125	30	56	25	39	18	68	21	12	26	26	24	52	70	13	52	36	0
	29.14%	31.79%	33.22%	36.97%	38.46%	42.86%	25.00%	39.68%	23.21%	24.00%	30.49%	20.39%	31.58%	38.81%	30.59%	38.10%	29.71%	33.33%	17.33%	33.33%	24.66%	0.0%
			B	A	AB	G		I						L				S				
Not at all	212	4847	16102	174	195	39	167	38	129	57	153	81	25	41	59	38	122	138	62	102	110	0
	70.20%	67.50%	66.06%	61.27%	60.00%	55.71%	74.55%	60.32%	76.79%	76.00%	68.61%	78.64%	65.79%	61.19%	69.41%	60.32%	69.71%	65.71%	82.67%	65.38%	75.34%	0.0%
	DE	CDE	E				F		H			N							R			
Don't know	2	51	176	5	5	1	1	0	0	0	2	1	1	0	0	1	1	2	0	2	0	0
	0.66%	0.71%	0.72%	1.76%	1.54%	1.43%	0.45%	0.0%	0.0%	0.0%	0.90%	0.97%	2.63%	0.0%	0.0%	1.59%	0.57%	0.95%	0.0%	1.28%	0.0%	0.0%
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

40. 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?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	8 0.10% ADE	28 0.10% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	67 18.31% BCDE	1097 13.31% CDE	2910 10.72% DE	7 2.41%	7 2.12%	2 2.82%	9 3.90%	5 7.35%	13 7.26%	1 1.32%	10 4.35%	1 0.96%	1 2.56%	3 4.41%	4 4.55%	2 3.08%	6 3.37%	7 3.24%	2 2.67%	11 6.67%	56 27.86% T	0 0.0%
Appropriately skipped	214 58.47%	4898 59.41%	16278 59.94%	179 61.72%	200 60.61%	40 56.34%	168 72.73% F	38 55.88%	129 72.07% H	57 75.00%	155 67.39%	82 78.85% N	26 66.67%	41 60.29%	59 67.05%	39 60.00%	123 69.10%	140 64.81%	62 82.67% R	104 63.03%	110 54.73%	0 0.0%
BASE = Those who responded	85 23.22%	2242 27.19%	7942 29.24% AB	104 35.86% ABC	123 37.27% ABC	29 40.85% G	54 23.38%	25 36.76% I	37 20.67%	18 23.68%	65 28.26%	21 20.19%	12 30.77%	24 35.29% L	25 28.41%	24 36.92%	49 27.53%	69 31.94% S	11 14.67%	50 30.30% U	35 17.41%	0 0.0%
Never	15 17.65%	598 26.67% A	2002 25.21%	21 20.19%	30 24.39%	4 13.79%	11 20.37%	6 24.00%	2 5.41%	6 33.33%	8 12.31%	4 19.05%	3 25.00%	6 25.00%	2 8.00%	3 12.50%	11 22.45%	11 15.94%	4 36.36%	10 20.00%	5 14.29%	0 0.0%
Sometimes	21 24.71%	495 22.08%	1708 21.51%	16 15.38%	25 20.33%	7 24.14%	14 25.93%	8 32.00%	8 21.62%	4 22.22%	17 26.15%	8 38.10%	4 33.33%	5 20.83%	4 16.00%	6 25.00%	13 26.53%	13 18.84%	6 54.55%	13 26.00%	8 22.86%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	36 42.35%	1093 48.75% D	3710 46.71% D	37 35.58%	55 44.72%	11 37.93%	25 46.30%	14 56.00%	10 27.03%	10 55.56%	25 38.46%	12 57.14%	7 58.33%	11 45.83%	6 24.00%	9 37.50%	24 48.98%	24 34.78%	10 90.91%	23 46.00%	13 37.14%	0 0.0%
Usually	7 8.24%	333 14.85% A	1177 14.82% A	18 17.31%	19 15.45%	4 13.79%	3 5.56%	2 8.00%	3 8.11%	2 11.11%	5 7.69%	1 4.76%	1 8.33%	3 12.50%	2 8.00%	4 16.67%	3 6.12%	7 10.14%	0 0.0%	4 8.00%	3 8.57%	0 0.0%
Always	42 49.41% BC	816 36.40%	3055 38.47%	49 47.12% B	49 39.84%	14 48.28%	26 48.15%	9 36.00%	24 64.86%	6 33.33%	35 53.85%	8 38.10%	4 33.33%	10 41.67%	17 68.00%	11 45.83%	22 44.90%	38 55.07%	1 9.09%	23 46.00%	19 54.29%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	70 82.35% B	1644 73.33%	5940 74.79%	83 79.81%	93 75.61%	25 86.21%	43 79.63%	19 76.00%	35 94.59%	12 66.67%	57 87.69%	17 80.95%	9 75.00%	18 75.00%	23 92.00%	21 87.50%	38 77.55%	58 84.06%	7 63.64%	40 80.00%	30 85.71%	0 0.0%
3-point composite mean	2.0706	1.8764	1.9175	2.1154 BC	1.9512	2.1034	2.0185	1.8000	2.3784	1.7778	2.1538	1.8095	1.7500	1.9583	2.4400	2.0833	1.9592	2.2029	1.1818	2.0000	2.1714	0
4-point composite mean	2.8941 B	2.6097	2.6654	2.9135 BC	2.7073	2.9655	2.8148	2.5600	3.3243	2.4444	3.0308	2.6190	2.5000	2.7083	3.3600	2.9583	2.7347	3.0435	1.8182	2.8000	3.0286	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

40. 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?

				Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015/ 2014 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	0-7 (D)	8-10 (E)	0-7 (F)	8-10 (G)	Excel./ Very Good (H)	Good/ Fair/ Poor (I)	18-34 (J)	35-44 (K)	45-54 (L)	55+ (M)	Male (N)	Female (O)	High School or Less (P)	Some College or More (Q)	Mail (R)	Phone (S)	Internet (T)
Total	656	8245	27158	131	451	132	325	180	408	198	76	123	173	150	370	417	142	358	298	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	8	28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.10%	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%
		A	A																	
No response	74	1097	2910	4	12	6	15	2	14	1	1	4	7	6	8	10	3	17	57	0
	11.28%	13.31%	10.72%	3.05%	2.66%	4.55%	4.62%	1.11%	3.43%	0.51%	1.32%	3.25%	4.05%	4.00%	2.16%	2.40%	2.11%	4.75%	19.13%	0.0%
		C											J						R	
Appropriately skipped	393	4898	16278	69	314	71	224	134	256	152	48	71	106	85	250	262	108	217	176	0
	59.91%	59.41%	59.94%	52.67%	69.62%	53.79%	68.92%	74.44%	62.75%	76.77%	63.16%	57.72%	61.27%	56.67%	67.57%	62.83%	76.06%	60.61%	59.06%	0.0%
					D		F	I		KLM					N		P			
BASE = Those who responded	189	2242	7942	58	125	55	86	44	138	45	27	48	60	59	112	145	31	124	65	0
	28.81%	27.19%	29.24%	44.27%	27.72%	41.67%	26.46%	24.44%	33.82%	22.73%	35.53%	39.02%	34.68%	39.33%	30.27%	34.77%	21.83%	34.64%	21.81%	0.0%
			B	E		G			H		J	J	J			Q		S		
Never	36	598	2002	9	26	12	9	12	21	10	5	13	6	11	22	24	9	24	12	0
	19.05%	26.67%	25.21%	15.52%	20.80%	21.82%	10.47%	27.27%	15.22%	22.22%	18.52%	27.08%	10.00%	18.64%	19.64%	16.55%	29.03%	19.35%	18.46%	0.0%
		A	A									M								
Sometimes	37	495	1708	12	25	15	13	8	28	14	5	8	9	11	23	26	8	22	15	0
	19.58%	22.08%	21.51%	20.69%	20.00%	27.27%	15.12%	18.18%	20.29%	31.11%	18.52%	16.67%	15.00%	18.64%	20.54%	17.93%	25.81%	17.74%	23.08%	0.0%
Bottom Two Box (%Never + %Sometimes)	73	1093	3710	21	51	27	22	20	49	24	10	21	15	22	45	50	17	46	27	0
	38.62%	48.75%	46.71%	36.21%	40.80%	49.09%	25.58%	45.45%	35.51%	53.33%	37.04%	43.75%	25.00%	37.29%	40.18%	34.48%	54.84%	37.10%	41.54%	0.0%
		A	A			G				M		M					P			
Usually	25	333	1177	12	13	9	9	5	19	6	3	6	9	9	15	20	4	18	7	0
	13.23%	14.85%	14.82%	20.69%	10.40%	16.36%	10.47%	11.36%	13.77%	13.33%	11.11%	12.50%	15.00%	15.25%	13.39%	13.79%	12.90%	14.52%	10.77%	0.0%
Always	91	816	3055	25	61	19	55	19	70	15	14	21	36	28	52	75	10	60	31	0
	48.15%	36.40%	38.47%	43.10%	48.80%	34.55%	63.95%	43.18%	50.72%	33.33%	51.85%	43.75%	60.00%	47.46%	46.43%	51.72%	32.26%	48.39%	47.69%	0.0%
	BC						F						J			Q				
CAHPS Rate (%Always + %Usually + %Sometimes)	153	1644	5940	49	99	43	77	32	117	35	22	35	54	48	90	121	22	100	53	0
	80.95%	73.33%	74.79%	84.48%	79.20%	78.18%	89.53%	72.73%	84.78%	77.78%	81.48%	72.92%	90.00%	81.36%	80.36%	83.45%	70.97%	80.65%	81.54%	0.0%
	BC												L							
3-point composite mean	2.0952	1.8764	1.9175	2.0690	2.0800	1.8545	2.3837	1.9773	2.1522	1.8000	2.1481	2.0000	2.3500	2.1017	2.0625	2.1724	1.7742	2.1129	2.0615	0
	BC						F						JL			Q				
4-point composite mean	2.9048	2.6097	2.6654	2.9138	2.8720	2.6364	3.2791	2.7045	3.0000	2.5778	2.9630	2.7292	3.2500	2.9153	2.8661	3.0069	2.4839	2.9194	2.8769	0
	BC						F						JL			Q				
Sigma	656	8245	27158	131	451	132	325	180	408	198	76	123	173	150	370	417	142	358	298	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, F/G, H/I, J/K/L/M, N/O, P/Q, R/S/T

40. 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?

		Overall Rating of Plan		Overall Rating of Health Car		Health Status		Age				Gender		Education		Survey Type		
	2014/ 2013 Plan Total (A)	0-7 (B)	8-10 (C)	0-7 (D)	8-10 (E)	Excel./ Very Good (F)	Good/ Fair/ Poor (G)	18-34 (H)	35-44 (I)	45-54 (J)	55+ (K)	Male (L)	Female (M)	High School or Less (N)	Some College or More (O)	Mail (P)	Phone (Q)	Internet (R)
Total	620	146	438	144	317	202	404	215	87	119	173	170	431	450	137	399	221	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	14	3	7	3	2	2	8	0	3	2	5	6	6	9	1	12	2	0
	2.26%	2.05%	1.60%	2.08%	0.63%	0.99%	1.98%	0.0%	3.45%	1.68%	2.89%	3.53%	1.39%	2.00%	0.73%	3.01%	0.90%	0.0%
											H					Q		
Appropriately skipped	379	82	281	80	202	137	237	159	51	55	99	101	268	267	92	232	147	0
	61.13%	56.16%	64.16%	55.56%	63.72%	67.82%	58.66%	73.95%	58.62%	46.22%	57.23%	59.41%	62.18%	59.33%	67.15%	58.15%	66.52%	0.0%
						G		IJK									P	
BASE = Those who responded	227	61	150	61	113	63	159	56	33	62	69	63	157	174	44	155	72	0
	36.61%	41.78%	34.25%	42.36%	35.65%	31.19%	39.36%	26.05%	37.93%	52.10%	39.88%	37.06%	36.43%	38.67%	32.12%	38.85%	32.58%	0.0%
							F		H	HIK	H							
Never	51	12	32	11	19	13	36	17	8	12	12	18	31	38	10	37	14	0
	22.47%	19.67%	21.33%	18.03%	16.81%	20.63%	22.64%	30.36%	24.24%	19.35%	17.39%	28.57%	19.75%	21.84%	22.73%	23.87%	19.44%	0.0%
Sometimes	41	13	26	15	18	12	28	14	5	9	11	10	29	33	6	28	13	0
	18.06%	21.31%	17.33%	24.59%	15.93%	19.05%	17.61%	25.00%	15.15%	14.52%	15.94%	15.87%	18.47%	18.97%	13.64%	18.06%	18.06%	0.0%
Bottom Two Box (%Never + %Sometimes)	92	25	58	26	37	25	64	31	13	21	23	28	60	71	16	65	27	0
	40.53%	40.98%	38.67%	42.62%	32.74%	39.68%	40.25%	55.36%	39.39%	33.87%	33.33%	44.44%	38.22%	40.80%	36.36%	41.94%	37.50%	0.0%
								JK										
Usually	37	15	20	14	16	12	24	7	3	10	16	11	25	29	7	28	9	0
	16.30%	24.59%	13.33%	22.95%	14.16%	19.05%	15.09%	12.50%	9.09%	16.13%	23.19%	17.46%	15.92%	16.67%	15.91%	18.06%	12.50%	0.0%
Always	98	21	72	21	60	26	71	18	17	31	30	24	72	74	21	62	36	0
	43.17%	34.43%	48.00%	34.43%	53.10%	41.27%	44.65%	32.14%	51.52%	50.00%	43.48%	38.10%	45.86%	42.53%	47.73%	40.00%	50.00%	0.0%
					D					H								
CAHPS Rate (%Always + %Usually + %Sometimes)	176	49	118	50	94	50	123	39	25	50	57	45	126	136	34	118	58	0
	77.53%	80.33%	78.67%	81.97%	83.19%	79.37%	77.36%	69.64%	75.76%	80.65%	82.61%	71.43%	80.25%	78.16%	77.27%	76.13%	80.56%	0.0%
3-point composite mean	2.0264	1.9344	2.0933	1.9180	2.2035	2.0159	2.0440	1.7679	2.1212	2.1613	2.1014	1.9365	2.0764	2.0172	2.1136	1.9806	2.1250	0
					D					H	H							
4-point composite mean	2.8018	2.7377	2.8800	2.7377	3.0354	2.8095	2.8176	2.4643	2.8788	2.9677	2.9275	2.6508	2.8790	2.7989	2.8864	2.7419	2.9306	0
										H	H							
Sigma	620	146	438	144	317	202	404	215	87	119	173	170	431	450	137	399	221	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. B/C, D/E, F/G, H/I/J/K, L/M, N/O, P/Q/R

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Medicaid Satisfaction Survey (ANTM17673)

41. 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.)

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	2 0.02%	16 0.06% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	67 18.31% BCDE	1103 13.38% CDE	2938 10.82% DE	7 2.41%	9 2.73%	3 4.23%	8 3.46%	5 7.35%	13 7.26%	2 2.63%	9 3.91%	2 1.92%	1 2.56%	2 2.94%	4 4.55%	3 4.62%	4 2.25%	8 3.70%	1 1.33%	10 6.06%	57 28.36% T	0 0.0%
Appropriately skipped	214 58.47%	4898 59.41%	16278 59.94%	179 61.72%	200 60.61%	40 56.34%	168 72.73% F	38 55.88%	129 72.07% H	57 75.00%	155 67.39%	82 78.85% N	26 66.67%	41 60.29%	59 67.05%	39 60.00%	123 69.10%	140 64.81%	62 82.67% R	104 63.03%	110 54.73%	0 0.0%
BASE = Those who responded	85 23.22%	2242 27.19%	7926 29.18% AB	104 35.86% ABC	121 36.67% ABC	28 39.44% G	55 23.81%	25 36.76% I	37 20.67%	17 22.37%	66 28.70%	20 19.23%	12 30.77%	25 36.76% L	25 28.41%	23 35.38%	51 28.65%	68 31.48% S	12 16.00%	51 30.91% U	34 16.92%	0 0.0%
Never	46 54.12%	1291 57.58% C	4297 54.21%	59 56.73%	68 56.20%	14 50.00%	31 56.36%	15 60.00%	17 45.95%	8 47.06%	37 56.06%	12 60.00%	7 58.33%	14 56.00%	11 44.00%	10 43.48%	30 58.82%	35 51.47%	8 66.67%	30 58.82%	16 47.06%	0 0.0%
Sometimes	12 14.12%	424 18.91%	1525 19.24%	16 15.38%	20 16.53%	6 21.43%	6 10.91%	4 16.00%	6 16.22%	3 17.65%	9 13.64%	3 15.00%	2 16.67%	3 12.00%	4 16.00%	6 26.09%	4 7.84%	8 11.76%	3 25.00%	5 9.80%	7 20.59%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	58 68.24%	1715 76.49% C	5822 73.45%	75 72.12%	88 72.73%	20 71.43%	37 67.27%	19 76.00%	23 62.16%	11 64.71%	46 69.70%	15 75.00%	9 75.00%	17 68.00%	15 60.00%	16 69.57%	34 66.67%	43 63.24%	11 91.67%	35 68.63%	23 67.65%	0 0.0%
Usually	6 7.06%	180 8.03%	766 9.66% B	13 12.50%	11 9.09%	3 10.71%	2 3.64%	2 8.00%	3 8.11%	1 5.88%	5 7.58%	2 10.00%	0 0.0%	2 8.00%	2 8.00%	2 8.70%	4 7.84%	6 8.82%	0 0.0%	5 9.80%	1 2.94%	0 0.0%
Always	21 24.71%	347 15.48%	1338 16.88%	16 15.38%	22 18.18%	5 17.86%	16 29.09%	4 16.00%	11 29.73%	5 29.41%	15 22.73%	3 15.00%	3 25.00%	6 24.00%	8 32.00%	5 21.74%	13 25.49%	19 27.94%	1 8.33%	11 21.57%	10 29.41%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	39 45.88%	951 42.42%	3629 45.79% B	45 43.27%	53 43.80%	14 50.00%	24 43.64%	10 40.00%	20 54.05%	9 52.94%	29 43.94%	8 40.00%	5 41.67%	11 44.00%	14 56.00%	13 56.52%	21 41.18%	33 48.53%	4 33.33%	21 41.18%	18 52.94%	0 0.0%
3-point composite mean	1.5647	1.3898	1.4343 B	1.4327	1.4545	1.4643	1.6182	1.4000	1.6757	1.6471	1.5303	1.4000	1.5000	1.5600	1.7200	1.5217	1.5882	1.6471	1.1667	1.5294	1.6176	0
4-point composite mean	2.0235	1.8140	1.8921 B	1.8654	1.8926	1.9643	2.0545	1.8000	2.2162	2.1765	1.9697	1.8000	1.9167	2.0000	2.2800	2.0870	2.0000	2.1324	1.5000	1.9412	2.1471	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

41. 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.)

				Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015/ 2014 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	0-7 (D)	8-10 (E)	0-7 (F)	8-10 (G)	Excel./ Very Good (H)	Good/ Fair/ Poor (I)	18-34 (J)	35-44 (K)	45-54 (L)	55+ (M)	Male (N)	Female (O)	High School or Less (P)	Some College or More (Q)	Mail (R)	Phone (S)	Internet (T)
Total	656 100.00%	8245 100.00%	27158 100.00%	131 100.00%	451 100.00%	132 100.00%	325 100.00%	180 100.00%	408 100.00%	198 100.00%	76 100.00%	123 100.00%	173 100.00%	150 100.00%	370 100.00%	417 100.00%	142 100.00%	358 100.00%	298 100.00%	0 0.0%
Multiple mark	0 0.0%	2 0.02%	16 0.06% A	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	74 11.28%	1103 13.38% C	2938 10.82%	6 4.58%	10 2.22%	6 4.55%	14 4.31%	3 1.67%	13 3.19%	3 1.52%	1 1.32%	2 1.63%	7 4.05%	6 4.00%	7 1.89%	10 2.40%	2 1.41%	15 4.19%	59 19.80% R	0 0.0%
Appropriately skipped	393 59.91%	4898 59.41%	16278 59.94%	69 52.67%	314 69.62% D	71 53.79%	224 68.92% F	134 74.44% I	256 62.75%	152 76.77% KLM	48 63.16%	71 57.72%	106 61.27%	85 56.67%	250 67.57% N	262 62.83%	108 76.06% P	217 60.61%	176 59.06%	0 0.0%
BASE = Those who responded	189 28.81%	2242 27.19%	7926 29.18% B	56 42.75% E	127 28.16%	55 41.67% G	87 26.77%	43 23.89%	139 34.07% H	43 21.72%	27 35.53% J	50 40.65% J	60 34.68% J	59 39.33%	113 30.54%	145 34.77% Q	32 22.54%	126 35.20% S	63 21.14%	0 0.0%
Never	105 55.56%	1291 57.58% C	4297 54.21%	31 55.36%	70 55.12%	37 67.27% G	39 44.83%	22 51.16%	78 56.12%	26 60.47%	14 51.85%	29 58.00%	28 46.67%	29 49.15%	64 56.64%	73 50.34%	22 68.75% P	73 57.94%	32 50.79%	0 0.0%
Sometimes	28 14.81%	424 18.91%	1525 19.24%	8 14.29%	20 15.75%	5 9.09%	17 19.54%	9 20.93%	19 13.67%	7 16.28%	6 22.22%	7 14.00%	8 13.33%	11 18.64%	15 13.27%	23 15.86%	4 12.50%	16 12.70%	12 19.05%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	133 70.37%	1715 76.49% C	5822 73.45%	39 69.64%	90 70.87%	42 76.36%	56 64.37%	31 72.09%	97 69.78%	33 76.74%	20 74.07%	36 72.00%	36 60.00%	40 67.80%	79 69.91%	96 66.21%	26 81.25%	89 70.63%	44 69.84%	0 0.0%
Usually	19 10.05%	180 8.03%	766 9.66% B	9 16.07%	8 6.30%	5 9.09%	10 11.49%	3 6.98%	16 11.51%	4 9.30%	1 3.70%	5 10.00%	9 15.00%	9 15.25%	10 8.85%	16 11.03%	3 9.38%	16 12.70% S	3 4.76%	0 0.0%
Always	37 19.58%	347 15.48%	1338 16.88%	8 14.29%	29 22.83%	8 14.55%	21 24.14%	9 20.93%	26 18.71%	6 13.95%	6 22.22%	9 18.00%	15 25.00%	10 16.95%	24 21.24%	33 22.76% Q	3 9.38%	21 16.67%	16 25.40%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	84 44.44%	951 42.42%	3629 45.79% B	25 44.64%	57 44.88%	18 32.73%	48 55.17% F	21 48.84%	61 43.88%	17 39.53%	13 48.15%	21 42.00%	32 53.33%	30 50.85%	49 43.36%	72 49.66% Q	10 31.25%	53 42.06%	31 49.21%	0 0.0%
3-point composite mean	1.4921	1.3898	1.4343 B	1.4464	1.5197	1.3818	1.5977	1.4884	1.4892	1.3721	1.4815	1.4600	1.6500	1.4915	1.5133	1.5655 Q	1.2813	1.4603	1.5556	0
4-point composite mean	1.9365	1.8140	1.8921 B	1.8929	1.9685	1.7091	2.1494 F	1.9767	1.9281	1.7674	1.9630	1.8800	2.1833	2.0000	1.9469	2.0621 Q	1.5938	1.8810	2.0476	0
Sigma	656 100.00%	8245 100.00%	27158 100.00%	131 100.00%	451 100.00%	132 100.00%	325 100.00%	180 100.00%	408 100.00%	198 100.00%	76 100.00%	123 100.00%	173 100.00%	150 100.00%	370 100.00%	417 100.00%	142 100.00%	358 100.00%	298 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, F/G, H/I, J/K/L/M, N/O, P/Q, R/S/T

41. 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.)

		Overall Rating of Plan		Overall Rating of Health Car		Health Status		Age				Gender		Education		Survey Type		
	2014/ 2013 Plan Total (A)	0-7 (B)	8-10 (C)	0-7 (D)	8-10 (E)	Excel./ Very Good (F)	Good/ Fair/ Poor (G)	18-34 (H)	35-44 (I)	45-54 (J)	55+ (K)	Male (L)	Female (M)	High School or Less (N)	Some College or More (O)	Mail (P)	Phone (Q)	Internet (R)
Total	620 100.00%	146 100.00%	438 100.00%	144 100.00%	317 100.00%	202 100.00%	404 100.00%	215 100.00%	87 100.00%	119 100.00%	173 100.00%	170 100.00%	431 100.00%	450 100.00%	137 100.00%	399 100.00%	221 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	16 2.58%	4 2.74%	6 1.37%	4 2.78%	1 0.32%	3 1.49%	9 2.23%	1 0.47%	2 2.30%	3 2.52%	6 3.47% H	6 3.53%	8 1.86%	10 2.22%	1 0.73%	13 3.26%	3 1.36%	0 0.0%
Appropriately skipped	379 61.13%	82 56.16%	281 64.16%	80 55.56%	202 63.72%	137 67.82% G	237 58.66%	159 73.95% IJK	51 58.62%	55 46.22%	99 57.23%	101 59.41%	268 62.18%	267 59.33%	92 67.15%	232 58.15%	147 66.52% P	0 0.0%
BASE = Those who responded	225 36.29%	60 41.10%	151 34.47%	60 41.67%	114 35.96%	62 30.69%	158 39.11% F	55 25.58%	34 39.08% H	61 51.26% HK	68 39.31% H	63 37.06%	155 35.96%	173 38.44%	44 32.12%	154 38.60%	71 32.13%	0 0.0%
Never	127 56.44%	36 60.00%	81 53.64%	35 58.33%	55 48.25%	36 58.06%	87 55.06%	42 76.36% JK	21 61.76%	26 42.62%	32 47.06%	37 58.73%	84 54.19%	94 54.34%	26 59.09%	88 57.14%	39 54.93%	0 0.0%
Sometimes	36 16.00%	5 8.33%	28 18.54% B	8 13.33%	22 19.30%	11 17.74%	25 15.82%	6 10.91%	6 17.65%	14 22.95%	10 14.71%	8 12.70%	28 18.06%	29 16.76%	7 15.91%	23 14.94%	13 18.31%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	163 72.44%	41 68.33%	109 72.19%	43 71.67%	77 67.54%	47 75.81%	112 70.89%	48 87.27% JK	27 79.41%	40 65.57%	42 61.76%	45 71.43%	112 72.26%	123 71.10%	33 75.00%	111 72.08%	52 73.24%	0 0.0%
Usually	24 10.67%	11 18.33%	12 7.95%	5 8.33%	15 13.16%	4 6.45%	20 12.66%	3 5.45%	1 2.94%	5 8.20%	14 20.59% HIJ	9 14.29%	14 9.03%	17 9.83%	6 13.64%	20 12.99%	4 5.63%	0 0.0%
Always	38 16.89%	8 13.33%	30 19.87%	12 20.00%	22 19.30%	11 17.74%	26 16.46%	4 7.27%	6 17.65%	16 26.23% H	12 17.65%	9 14.29%	29 18.71%	33 19.08%	5 11.36%	23 14.94%	15 21.13%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	98 43.56%	24 40.00%	70 46.36%	25 41.67%	59 51.75%	26 41.94%	71 44.94%	13 23.64%	13 38.24%	35 57.38% H	36 52.94% H	26 41.27%	71 45.81%	79 45.66%	18 40.91%	66 42.86%	32 45.07%	0 0.0%
3-point composite mean	1.4444	1.4500	1.4768	1.4833	1.5175	1.4194	1.4557	1.2000	1.3824	1.6066 H	1.5588 H	1.4286	1.4645	1.4798	1.3636	1.4286	1.4789	0
4-point composite mean	1.8800	1.8500	1.9404	1.9000	2.0351	1.8387	1.9051	1.4364	1.7647	2.1803 H	2.0882 H	1.8413	1.9226	1.9364	1.7727	1.8571	1.9296	0
Sigma	620 100.00%	146 100.00%	438 100.00%	144 100.00%	317 100.00%	202 100.00%	404 100.00%	215 100.00%	87 100.00%	119 100.00%	173 100.00%	170 100.00%	431 100.00%	450 100.00%	137 100.00%	399 100.00%	221 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. B/C, D/E, F/G, H/I/J/K, L/M, N/O, P/Q/R

42. 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.)

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	1 0.01%	9 0.03% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	67 18.31% BCDE	1103 13.38% CDE	2953 10.87% DE	7 2.41%	6 1.82%	2 2.82%	9 3.90%	5 7.35%	12 6.70%	1 1.32%	9 3.91%	1 0.96%	1 2.56%	4 5.88%	3 3.41%	2 3.08%	6 3.37%	8 3.70%	1 1.33%	12 7.27%	55 27.36% T	0 0.0%
Appropriately skipped	214 58.47%	4898 59.41%	16278 59.94%	179 61.72%	200 60.61%	40 56.34%	168 72.73% F	38 55.88%	129 72.07% H	57 75.00%	155 67.39%	82 78.85% N	26 66.67%	41 60.29%	59 67.05%	39 60.00%	123 69.10%	140 64.81%	62 82.67% R	104 63.03%	110 54.73%	0 0.0%
BASE = Those who responded	85 23.22%	2243 27.20%	7918 29.16% AB	104 35.86% ABC	124 37.58% ABC	29 40.85% G	54 23.38%	25 36.76% I	38 21.23%	18 23.68%	66 28.70%	21 20.19%	12 30.77%	23 33.82%	26 29.55%	24 36.92%	49 27.53%	68 31.48% S	12 16.00%	49 29.70% U	36 17.91%	0 0.0%
Never	43 50.59%	1384 61.70% AC	4643 58.64%	60 57.69%	75 60.48%	16 55.17%	26 48.15%	16 64.00%	14 36.84%	7 38.89%	36 54.55%	11 52.38%	7 58.33%	12 52.17%	11 42.31%	11 45.83%	27 55.10%	32 47.06%	9 75.00%	28 57.14%	15 41.67%	0 0.0%
Sometimes	13 15.29%	390 17.39% E	1441 18.20% E	20 19.23%	14 11.29%	5 17.24%	8 14.81%	4 16.00%	6 15.79%	5 27.78%	8 12.12%	4 19.05%	3 25.00%	4 17.39%	2 7.69%	2 8.33%	8 16.33%	10 14.71%	2 16.67%	5 10.20%	8 22.22%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	56 65.88%	1774 79.09% AC	6084 76.84% A	80 76.92%	89 71.77%	21 72.41%	34 62.96%	20 80.00%	20 52.63%	12 66.67%	44 66.67%	15 71.43%	10 83.33%	16 69.57%	13 50.00%	13 54.17%	35 71.43%	42 61.76%	11 91.67%	33 67.35%	23 63.89%	0 0.0%
Usually	9 10.59%	164 7.31%	706 8.92% B	11 10.58%	11 8.87%	3 10.34%	5 9.26%	2 8.00%	4 10.53%	0 0.0%	9 13.64%	1 4.76%	0 0.0%	2 8.70%	6 23.08%	5 20.83%	3 6.12%	8 11.76%	0 0.0%	6 12.24%	3 8.33%	0 0.0%
Always	20 23.53% BC	305 13.60%	1128 14.25%	13 12.50%	24 19.35%	5 17.24%	15 27.78%	3 12.00%	14 36.84%	6 33.33%	13 19.70%	5 23.81%	2 16.67%	5 21.74%	7 26.92%	6 25.00%	11 22.45%	18 26.47%	1 8.33%	10 20.41%	10 27.78%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	42 49.41% B	859 38.30%	3275 41.36% B	44 42.31%	49 39.52%	13 44.83%	28 51.85%	9 36.00%	24 63.16%	11 61.11%	30 45.45%	10 47.62%	5 41.67%	11 47.83%	15 57.69%	13 54.17%	22 44.90%	36 52.94%	3 25.00%	21 42.86%	21 58.33%	0 0.0%
3-point composite mean	1.5765 BC	1.3451	1.3741	1.3558	1.4758	1.4483	1.6481	1.3200	1.8421	1.6667	1.5303	1.5238	1.3333	1.5217	1.7692	1.7083	1.5102	1.6471	1.1667	1.5306	1.6389	0
4-point composite mean	2.0706 BC	1.7280	1.7877 B	1.7788	1.8710	1.8966	2.1667	1.6800	2.4737	2.2778	1.9848	2.0000	1.7500	2.0000	2.3462	2.2500	1.9592	2.1765	1.4167	1.9592	2.2222	0
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

42. 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.)

				Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015/ 2014 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	0-7 (D)	8-10 (E)	0-7 (F)	8-10 (G)	Excel./ Very Good (H)	Good/ Fair/ Poor (I)	18-34 (J)	35-44 (K)	45-54 (L)	55+ (M)	Male (N)	Female (O)	High School or Less (P)	Some College or More (Q)	Mail (R)	Phone (S)	Internet (T)
Total	656 100.00%	8245 100.00%	27158 100.00%	131 100.00%	451 100.00%	132 100.00%	325 100.00%	180 100.00%	408 100.00%	198 100.00%	76 100.00%	123 100.00%	173 100.00%	150 100.00%	370 100.00%	417 100.00%	142 100.00%	358 100.00%	298 100.00%	0 0.0%
Multiple mark	0 0.0%	1 0.01%	9 0.03% A	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	74 11.28%	1103 13.38% C	2953 10.87%	5 3.82%	11 2.44%	6 4.55%	13 4.00%	2 1.11%	13 3.19%	2 1.01%	1 1.32%	4 3.25%	6 3.47%	5 3.33%	9 2.43%	10 2.40%	2 1.41%	17 4.75%	57 19.13% R	0 0.0%
Appropriately skipped	393 59.91%	4898 59.41%	16278 59.94%	69 52.67%	314 69.62% D	71 53.79%	224 68.92% F	134 74.44% I	256 62.75%	152 76.77% KLM	48 63.16%	71 57.72%	106 61.27%	85 56.67%	250 67.57% N	262 62.83%	108 76.06% P	217 60.61%	176 59.06%	0 0.0%
BASE = Those who responded	189 28.81%	2243 27.20%	7918 29.16% B	57 43.51% E	126 27.94%	55 41.67% G	88 27.08%	44 24.44%	139 34.07% H	44 22.22%	27 35.53% J	48 39.02% J	61 35.26% J	60 40.00% O	111 30.00%	145 34.77% Q	32 22.54%	124 34.64% S	65 21.81%	0 0.0%
Never	103 54.50%	1384 61.70% C	4643 58.64%	34 59.65%	65 51.59%	38 69.09% G	35 39.77%	25 56.82%	74 53.24%	27 61.36%	12 44.44%	27 56.25%	29 47.54%	32 53.33%	60 54.05%	72 49.66%	22 68.75% P	69 55.65%	34 52.31%	0 0.0%
Sometimes	33 17.46%	390 17.39%	1441 18.20%	9 15.79%	24 19.05%	6 10.91%	22 25.00% F	10 22.73%	23 16.55%	8 18.18%	8 29.63%	9 18.75%	8 13.11%	7 11.67%	23 20.72%	28 19.31%	4 12.50%	19 15.32%	14 21.54%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	136 71.96%	1774 79.09% AC	6084 76.84%	43 75.44%	89 70.63%	44 80.00% G	57 64.77%	35 79.55%	97 69.78%	35 79.55% M	20 74.07%	36 75.00%	37 60.66%	39 65.00%	83 74.77%	100 68.97%	26 81.25%	88 70.97%	48 73.85%	0 0.0%
Usually	20 10.58%	164 7.31%	706 8.92% B	6 10.53%	12 9.52%	7 12.73%	7 7.95%	1 2.27%	19 13.67% H	3 6.82%	1 3.70%	5 10.42%	11 18.03%	11 18.33% O	8 7.21%	17 11.72%	2 6.25%	17 13.71% S	3 4.62%	0 0.0%
Always	33 17.46%	305 13.60%	1128 14.25%	8 14.04%	25 19.84%	4 7.27%	24 27.27% F	8 18.18%	23 16.55%	6 13.64%	6 22.22%	7 14.58%	13 21.31%	10 16.67%	20 18.02%	28 19.31%	4 12.50%	19 15.32%	14 21.54%	0 0.0%
CAHPS Rate (%Always + %Usually + %Sometimes)	86 45.50%	859 38.30%	3275 41.36% B	23 40.35%	61 48.41%	17 30.91%	53 60.23% F	19 43.18%	65 46.76%	17 38.64%	15 55.56%	21 43.75%	32 52.46%	28 46.67%	51 45.95%	73 50.34% Q	10 31.25%	55 44.35%	31 47.69%	0 0.0%
3-point composite mean	1.4550	1.3451	1.3741	1.3860	1.4921	1.2727	1.6250 F	1.3864	1.4676	1.3409	1.4815	1.3958	1.6066	1.5167	1.4324	1.5034	1.3125	1.4435	1.4769	0
4-point composite mean	1.9101 B	1.7280	1.7877 B	1.7895	1.9762	1.5818	2.2273 F	1.8182	1.9353	1.7273	2.0370	1.8333	2.1311	1.9833	1.8919	2.0069	1.6250	1.8871	1.9538	0
Sigma	656 100.00%	8245 100.00%	27158 100.00%	131 100.00%	451 100.00%	132 100.00%	325 100.00%	180 100.00%	408 100.00%	198 100.00%	76 100.00%	123 100.00%	173 100.00%	150 100.00%	370 100.00%	417 100.00%	142 100.00%	358 100.00%	298 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, F/G, H/I, J/K/L/M, N/O, P/Q, R/S/T

42. 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.)

		Overall Rating of Plan		Overall Rating of Health Car		Health Status		Age				Gender		Education		Survey Type		
	2014/ 2013 Plan Total (A)	0-7 (B)	8-10 (C)	0-7 (D)	8-10 (E)	Excel./ Very Good (F)	Good/ Fair/ Poor (G)	18-34 (H)	35-44 (I)	45-54 (J)	55+ (K)	Male (L)	Female (M)	High School or Less (N)	Some College or More (O)	Mail (P)	Phone (Q)	Internet (R)
Total	620	146	438	144	317	202	404	215	87	119	173	170	431	450	137	399	221	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	13	4	4	2	1	3	6	1	1	2	5	6	5	7	1	11	2	0
	2.10%	2.74%	0.91%	1.39%	0.32%	1.49%	1.49%	0.47%	1.15%	1.68%	2.89%	3.53%	1.16%	1.56%	0.73%	2.76%	0.90%	0.0%
Appropriately skipped	379	82	281	80	202	137	237	159	51	55	99	101	268	267	92	232	147	0
	61.13%	56.16%	64.16%	55.56%	63.72%	67.82%	58.66%	73.95%	58.62%	46.22%	57.23%	59.41%	62.18%	59.33%	67.15%	58.15%	66.52%	0.0%
						G		IJK									P	
BASE = Those who responded	228	60	153	62	114	62	161	55	35	62	69	63	158	176	44	156	72	0
	36.77%	41.10%	34.93%	43.06%	35.96%	30.69%	39.85%	25.58%	40.23%	52.10%	39.88%	37.06%	36.66%	39.11%	32.12%	39.10%	32.58%	0.0%
							F		H	HK	H							
Never	135	39	87	41	55	38	93	44	19	29	37	39	90	101	27	89	46	0
	59.21%	65.00%	56.86%	66.13%	48.25%	61.29%	57.76%	80.00%	54.29%	46.77%	53.62%	61.90%	56.96%	57.39%	61.36%	57.05%	63.89%	0.0%
				E				IJK										
Sometimes	34	8	26	6	24	8	26	4	8	9	13	9	25	28	6	24	10	0
	14.91%	13.33%	16.99%	9.68%	21.05%	12.90%	16.15%	7.27%	22.86%	14.52%	18.84%	14.29%	15.82%	15.91%	13.64%	15.38%	13.89%	0.0%
					D													
Bottom Two Box (%Never + %Sometimes)	169	47	113	47	79	46	119	48	27	38	50	48	115	129	33	113	56	0
	74.12%	78.33%	73.86%	75.81%	69.30%	74.19%	73.91%	87.27%	77.14%	61.29%	72.46%	76.19%	72.78%	73.30%	75.00%	72.44%	77.78%	0.0%
								JK										
Usually	22	8	11	11	8	2	20	4	1	8	9	9	13	16	6	19	3	0
	9.65%	13.33%	7.19%	17.74%	7.02%	3.23%	12.42%	7.27%	2.86%	12.90%	13.04%	14.29%	8.23%	9.09%	13.64%	12.18%	4.17%	0.0%
				E			F				I					Q		
Always	37	5	29	4	27	14	22	3	7	16	10	6	30	31	5	24	13	0
	16.23%	8.33%	18.95%	6.45%	23.68%	22.58%	13.66%	5.45%	20.00%	25.81%	14.49%	9.52%	18.99%	17.61%	11.36%	15.38%	18.06%	0.0%
			B		D					H								
CAHPS Rate (%Always + %Usually + %Sometimes)	93	21	66	21	59	24	68	11	16	33	32	24	68	75	17	67	26	0
	40.79%	35.00%	43.14%	33.87%	51.75%	38.71%	42.24%	20.00%	45.71%	53.23%	46.38%	38.10%	43.04%	42.61%	38.64%	42.95%	36.11%	0.0%
					D				H	H	H							
3-point composite mean	1.4211	1.3000	1.4510	1.3065	1.5439	1.4839	1.3975	1.1818	1.4286	1.6452	1.4203	1.3333	1.4620	1.4432	1.3636	1.4295	1.4028	0
					D					H	H							
4-point composite mean	1.8289	1.6500	1.8824	1.6452	2.0614	1.8710	1.8199	1.3818	1.8857	2.1774	1.8841	1.7143	1.8924	1.8693	1.7500	1.8590	1.7639	0
					D				H	H	H							
Sigma	620	146	438	144	317	202	404	215	87	119	173	170	431	450	137	399	221	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. B/C, D/E, F/G, H/I/J/K, L/M, N/O, P/Q/R

43. Do you take aspirin daily or every other day? - All respondents

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	11	36	0	2	0	1	0	1	0	1	0	0	1	0	0	1	1	0	1	0	0
	0.27%	0.13%	0.13%	0.0%	0.61%	0.0%	0.43%	0.0%	0.56%	0.0%	0.43%	0.0%	0.0%	1.47%	0.0%	0.0%	0.56%	0.46%	0.0%	0.61%	0.0%	0.0%
		D	D																			
No response	62	1047	2740	3	2	1	6	3	12	0	7	0	0	2	0	0	2	1	1	5	57	0
	16.94%	12.70%	10.09%	1.03%	0.61%	1.41%	2.60%	4.41%	6.70%	0.0%	3.04%	0.0%	0.0%	2.94%	0.0%	0.0%	1.12%	0.46%	1.33%	3.03%	28.36%	0.0%
	BCDE	CDE	DE								J										T	
Don't know	8	78	247	2	8	3	4	2	4	1	7	2	2	3	1	4	3	5	1	6	2	0
	2.19%	0.95%	0.91%	0.69%	2.42%	4.23%	1.73%	2.94%	2.23%	1.32%	3.04%	1.92%	5.13%	4.41%	1.14%	6.15%	1.69%	2.31%	1.33%	3.64%	1.00%	0.0%
BASE = Those who responded	295	7109	24135	285	318	67	220	63	162	75	215	102	37	62	87	61	172	209	73	153	142	0
	80.60%	86.22%	88.87%	98.28%	96.36%	94.37%	95.24%	92.65%	90.50%	98.68%	93.48%	98.08%	94.87%	91.18%	98.86%	93.85%	96.63%	96.76%	97.33%	92.73%	70.65%	0.0%
		A	AB	ABC	ABC					K					N					U		
Yes	80	1565	5737	80	83	19	60	21	46	5	73	13	6	20	39	25	46	58	20	41	39	0
	27.12%	22.01%	23.77%	28.07%	26.10%	28.36%	27.27%	33.33%	28.40%	6.67%	33.95%	12.75%	16.22%	32.26%	44.83%	40.98%	26.74%	27.75%	27.40%	26.80%	27.46%	0.0%
			B	B							J			L	LM	Q						
No	215	5544	18398	205	235	48	160	42	116	70	142	89	31	42	48	36	126	151	53	112	103	0
	72.88%	77.99%	76.23%	71.93%	73.90%	71.64%	72.73%	66.67%	71.60%	93.33%	66.05%	87.25%	83.78%	67.74%	55.17%	59.02%	73.26%	72.25%	72.60%	73.20%	72.54%	0.0%
		CD								K		NO	O				P					
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

43. Do you take aspirin daily or every other day? - Aspirin use qualified

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	22	557	2196	23	19	2	19	3	14	1	20	0	0	4	18	10	12	15	6	16	6	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	22	557	2196	23	19	2	19	3	14	1	20	0	0	4	18	10	12	15	6	16	6	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Yes	10	179	744	4	7	0	9	2	6	0	9	0	0	1	9	4	6	5	5	7	3	0
	45.45%	32.14%	33.88%	17.39%	36.84%	0.0%	47.37%	66.67%	42.86%	0.0%	45.00%	0.0%	0.0%	25.00%	50.00%	40.00%	50.00%	33.33%	83.33%	43.75%	50.00%	0.0%
No	12	378	1452	19	12	2	10	1	8	1	11	0	0	3	9	6	6	10	1	9	3	0
	54.55%	67.86%	66.12%	82.61%	63.16%	100.00%	52.63%	33.33%	57.14%	100.00%	55.00%	0.0%	0.0%	75.00%	50.00%	60.00%	50.00%	66.67%	16.67%	56.25%	50.00%	0.0%
Sigma	22	557	2196	23	19	2	19	3	14	1	20	0	0	4	18	10	12	15	6	16	6	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

43. Do you take aspirin daily or every other day? - Aspirin use qualified

				Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015/ 2014 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	0-7 (D)	8-10 (E)	0-7 (F)	8-10 (G)	Excel./ Very Good (H)	Good/ Fair/ Poor (I)	18-34 (J)	35-44 (K)	45-54 (L)	55+ (M)	Male (N)	Female (O)	High School or Less (P)	Some College or More (Q)	Mail (R)	Phone (S)	Internet (T)
Total	45	557	2196	8	33	12	24	4	39	0	0	8	37	26	19	33	10	34	11	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	45	557	2196	8	33	12	24	4	39	0	0	8	37	26	19	33	10	34	11	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Yes	14	179	744	2	11	5	7	0	13	0	0	1	13	7	7	6	8	11	3	0
	31.11%	32.14%	33.88%	25.00%	33.33%	41.67%	29.17%	0.0%	33.33%	0.0%	0.0%	12.50%	35.14%	26.92%	36.84%	18.18%	80.00%	32.35%	27.27%	0.0%
No	31	378	1452	6	22	7	17	4	26	0	0	7	24	19	12	27	2	23	8	0
	68.89%	67.86%	66.12%	75.00%	66.67%	58.33%	70.83%	100.00%	66.67%	0.0%	0.0%	87.50%	64.86%	73.08%	63.16%	81.82%	20.00%	67.65%	72.73%	0.0%
Sigma	45	557	2196	8	33	12	24	4	39	0	0	8	37	26	19	33	10	34	11	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, F/G, H/I, J/K/L/M, N/O, P/Q, R/S/T

43. Do you take aspirin daily or every other day? - Aspirin use qualified

	2014/ 2013 Plan Total (A)	Overall Rating of Plan 0-7 (B)	Overall Rating of Plan 8-10 (C)	Overall Rating of Health Car 0-7 (D)	Overall Rating of Health Car 8-10 (E)	Health Status Excel./ Very Good (F)	Health Status Good/ Fair/ Poor (G)	Age 18-34 (H)	Age 35-44 (I)	Age 45-54 (J)	Age 55+ (K)	Gender Male (L)	Gender Female (M)	Education High School or Less (N)	Education Some College or More (O)	Survey Type Mail (P)	Survey Type Phone (Q)	Survey Type Internet (R)
Total	42	13	22	15	21	7	34	0	0	8	34	27	15	35	6	32	10	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	42	13	22	15	21	7	34	0	0	8	34	27	15	35	6	32	10	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Yes	11	5	5	5	5	1	10	0	0	2	9	7	4	7	4	8	3	0
	26.19%	38.46%	22.73%	33.33%	23.81%	14.29%	29.41%	0.0%	0.0%	25.00%	26.47%	25.93%	26.67%	20.00%	66.67%	25.00%	30.00%	0.0%
No	31	8	17	10	16	6	24	0	0	6	25	20	11	28	2	24	7	0
	73.81%	61.54%	77.27%	66.67%	76.19%	85.71%	70.59%	0.0%	0.0%	75.00%	73.53%	74.07%	73.33%	80.00%	33.33%	75.00%	70.00%	0.0%
Sigma	42	13	22	15	21	7	34	0	0	8	34	27	15	35	6	32	10	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. B/C, D/E, F/G, H/I/J/K, L/M, N/O, P/Q/R

44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	17	64	1	2	1	0	0	0	0	1	0	0	1	0	0	1	1	0	1	0	0
	0.27%	0.21%	0.24%	0.34%	0.61%	1.41%	0.0%	0.0%	0.0%	0.0%	0.43%	0.0%	0.0%	1.47%	0.0%	0.0%	0.56%	0.46%	0.0%	0.61%	0.0%	0.0%
No response	62	1049	2774	4	6	1	7	3	12	1	6	0	0	1	1	2	0	0	1	5	57	0
	16.94%	12.72%	10.21%	1.38%	1.82%	1.41%	3.03%	4.41%	6.70%	1.32%	2.61%	0.0%	0.0%	1.47%	1.14%	3.08%	0.0%	0.0%	1.33%	3.03%	28.36%	0.0%
	BCDE	CDE	DE																		T	
Don't know	22	489	1762	27	37	6	15	4	16	0	21	6	2	4	9	4	16	16	5	15	7	0
	6.01%	5.93%	6.49%	9.31%	11.21%	8.45%	6.49%	5.88%	8.94%	0.0%	9.13%	5.77%	5.13%	5.88%	10.23%	6.15%	8.99%	7.41%	6.67%	9.09%	3.48%	0.0%
					ABC						J									U		
BASE = Those who responded	281	6690	22558	258	285	63	209	61	151	75	202	98	37	62	78	59	161	199	69	144	137	0
	76.78%	81.14%	83.06%	88.97%	86.36%	88.73%	90.48%	89.71%	84.36%	98.68%	87.83%	94.23%	94.87%	91.18%	88.64%	90.77%	90.45%	92.13%	92.00%	87.27%	68.16%	0.0%
			AB	ABC	AB					K										U		
Yes	39	732	2457	35	45	14	25	11	22	7	32	6	5	9	17	10	22	29	8	18	21	0
	13.88%	10.94%	10.89%	13.57%	15.79%	22.22%	11.96%	18.03%	14.57%	9.33%	15.84%	6.12%	13.51%	14.52%	21.79%	16.95%	13.66%	14.57%	11.59%	12.50%	15.33%	0.0%
					BC										L							
No	242	5958	20101	223	240	49	184	50	129	68	170	92	32	53	61	49	139	170	61	126	116	0
	86.12%	89.06%	89.11%	86.43%	84.21%	77.78%	88.04%	81.97%	85.43%	90.67%	84.16%	93.88%	86.49%	85.48%	78.21%	83.05%	86.34%	85.43%	88.41%	87.50%	84.67%	0.0%
		E	E									O										
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? - All respondents

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	1 0.01%	7 0.03% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	65 17.76% BCDE	1068 12.95% CDE	2835 10.44% DE	17 5.86% E	2 0.61%	1 1.41%	9 3.90%	3 4.41%	14 7.82%	2 2.63%	7 3.04%	1 0.96%	1 2.56%	0 0.0%	2 2.27%	1 1.54%	2 1.12%	3 1.39%	0 0.0%	5 3.03%	60 29.85% T	0 0.0%
BASE = Those who responded	301 82.24%	7176 87.03% A	24316 89.54% AB	273 94.14% ABC	328 99.39% ABCD	70 98.59%	222 96.10%	65 95.59%	165 92.18%	74 97.37%	223 96.96%	103 99.04%	38 97.44%	68 100.00%	86 97.73%	64 98.46%	176 98.88%	213 98.61%	75 100.00%	160 96.97% U	141 70.15%	0 0.0%
Yes	132 43.85% BC	2692 37.51%	9252 38.05%	129 47.25% BC	132 40.24%	29 41.43%	97 43.69%	32 49.23%	79 47.88%	19 25.68%	110 49.33% J	30 29.13%	12 31.58%	29 42.65%	59 68.60% LMN	32 50.00%	76 43.18%	99 46.48%	30 40.00%	71 44.38%	61 43.26%	0 0.0%
No	169 56.15%	4484 62.49% AD	15064 61.95% AD	144 52.75%	196 59.76%	41 58.57%	125 56.31%	33 50.77%	86 52.12%	55 74.32% K	113 50.67%	73 70.87% O	26 68.42% O	39 57.35% O	27 31.40%	32 50.00%	100 56.82%	114 53.52%	45 60.00%	89 55.63%	80 56.74%	0 0.0%
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? - Discussing aspirin risks and benefits qualified

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	42	1163	4681	45	43	8	33	8	27	4	37	0	0	8	32	17	22	30	8	28	14	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	42	1163	4681	45	43	8	33	8	27	4	37	0	0	8	32	17	22	30	8	28	14	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Yes	30	481	1955	26	18	5	24	6	19	0	29	0	0	4	25	10	18	21	7	20	10	0
	71.43%	41.36%	41.76%	57.78%	41.86%	62.50%	72.73%	75.00%	70.37%	0.0%	78.38%	0.0%	0.0%	50.00%	78.13%	58.82%	81.82%	70.00%	87.50%	71.43%	71.43%	0.0%
	BCE			BC																		
No	12	682	2726	19	25	3	9	2	8	4	8	0	0	4	7	7	4	9	1	8	4	0
	28.57%	58.64%	58.24%	42.22%	58.14%	37.50%	27.27%	25.00%	29.63%	100.00%	21.62%	0.0%	0.0%	50.00%	21.88%	41.18%	18.18%	30.00%	12.50%	28.57%	28.57%	0.0%
		AD	AD		A																	
Sigma	42	1163	4681	45	43	8	33	8	27	4	37	0	0	8	32	17	22	30	8	28	14	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? - Discussing aspirin risks and benefits qualified

				Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015/ 2014 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	0-7 (D)	8-10 (E)	0-7 (F)	8-10 (G)	Excel./ Very Good (H)	Good/ Fair/ Poor (I)	18-34 (J)	35-44 (K)	45-54 (L)	55+ (M)	Male (N)	Female (O)	High School or Less (P)	Some College or More (Q)	Mail (R)	Phone (S)	Internet (T)
Total	87	1163	4681	18	64	20	48	11	74	0	0	15	68	43	41	66	16	63	24	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	87	1163	4681	18	64	20	48	11	74	0	0	15	68	43	41	66	16	63	24	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Yes	56	481	1955	10	44	13	32	3	52	0	0	8	46	23	31	42	12	41	15	0
	64.37%	41.36%	41.76%	55.56%	68.75%	65.00%	66.67%	27.27%	70.27%	0.0%	0.0%	53.33%	67.65%	53.49%	75.61%	63.64%	75.00%	65.08%	62.50%	0.0%
	BC														N					
No	31	682	2726	8	20	7	16	8	22	0	0	7	22	20	10	24	4	22	9	0
	35.63%	58.64%	58.24%	44.44%	31.25%	35.00%	33.33%	72.73%	29.73%	0.0%	0.0%	46.67%	32.35%	46.51%	24.39%	36.36%	25.00%	34.92%	37.50%	0.0%
		A	A											O						
Sigma	87	1163	4681	18	64	20	48	11	74	0	0	15	68	43	41	66	16	63	24	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C, D/E, F/G, H/I, J/K/L/M, N/O, P/Q, R/S/T

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? - Discussing aspirin risks and benefits qualified

		Overall Rating of Plan		Overall Rating of Health Car		Health Status		Age				Gender		Education		Survey Type		
	2014/ 2013 Plan Total (A)	0-7 (B)	8-10 (C)	0-7 (D)	8-10 (E)	Excel./ Very Good (F)	Good/ Fair/ Poor (G)	18-34 (H)	35-44 (I)	45-54 (J)	55+ (K)	Male (L)	Female (M)	High School or Less (N)	Some College or More (O)	Mail (P)	Phone (Q)	Internet (R)
Total	88	24	53	22	46	20	67	0	0	14	71	47	40	68	18	64	24	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	88	24	53	22	46	20	67	0	0	14	71	47	40	68	18	64	24	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Yes	44	13	29	13	22	10	34	0	0	5	37	20	23	32	11	34	10	0
	50.00%	54.17%	54.72%	59.09%	47.83%	50.00%	50.75%	0.0%	0.0%	35.71%	52.11%	42.55%	57.50%	47.06%	61.11%	53.13%	41.67%	0.0%
No	44	11	24	9	24	10	33	0	0	9	34	27	17	36	7	30	14	0
	50.00%	45.83%	45.28%	40.91%	52.17%	50.00%	49.25%	0.0%	0.0%	64.29%	47.89%	57.45%	42.50%	52.94%	38.89%	46.88%	58.33%	0.0%
Sigma	88	24	53	22	46	20	67	0	0	14	71	47	40	68	18	64	24	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. B/C, D/E, F/G, H/I/J/K, L/M, N/O, P/Q/R

46. Are you aware that you have any of the following conditions?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
BASE = Those who responded	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
High cholesterol	88	1855	6468	81	107	18	67	24	46	9	77	7	5	24	51	22	62	69	16	53	35	0
	24.04%	22.50%	23.82%	27.93%	32.42%	25.35%	29.00%	35.29%	25.70%	11.84%	33.48%	6.73%	12.82%	35.29%	57.95%	33.85%	34.83%	31.94%	21.33%	32.12%	17.41%	0.0%
			B	B	ABC						J			LM	LMN					U		
High blood pressure	148	2547	8859	129	152	31	116	35	87	20	127	25	14	36	72	37	99	114	28	81	67	0
	40.44%	30.89%	32.62%	44.48%	46.06%	43.66%	50.22%	51.47%	48.60%	26.32%	55.22%	24.04%	35.90%	52.94%	81.82%	56.92%	55.62%	52.78%	37.33%	49.09%	33.33%	0.0%
	BC		B	BC	BC						J			L	LMN			S		U		
Parent or sibling with heart attack before the age of 60	61	1361	4567	51	68	15	46	17	35	12	49	14	7	16	22	12	37	49	11	27	34	0
	16.67%	16.51%	16.82%	17.59%	20.61%	21.13%	19.91%	25.00%	19.55%	15.79%	21.30%	13.46%	17.95%	23.53%	25.00%	18.46%	20.79%	22.69%	14.67%	16.36%	16.92%	0.0%
															L							
None/no response	179	4452	14009	124	134	26	92	22	70	46	75	68	20	21	6	23	53	71	40	61	118	0
	48.91%	54.00%	51.58%	42.76%	40.61%	36.62%	39.83%	32.35%	39.11%	60.53%	32.61%	65.38%	51.28%	30.88%	6.82%	35.38%	29.78%	32.87%	53.33%	36.97%	58.71%	0.0%
	E	CDE	DE							K		NO	NO	O					R		T	
Sigma	476	10215	33903	385	461	90	321	98	238	87	328	114	46	97	151	94	251	303	95	222	254	0
	130.05%	123.89%	124.84%	132.76%	139.70%	126.76%	138.96%	144.12%	132.96%	114.47%	142.61%	109.62%	117.95%	142.65%	171.59%	144.62%	141.01%	140.28%	126.67%	134.55%	126.37%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

47. Has a doctor ever told you that you have any of the following conditions?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
BASE = Those who responded	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
A heart attack	19	362	1283	15	26	4	15	7	8	4	15	2	2	5	9	9	8	18	1	9	10	0
	5.19%	4.39%	4.72%	5.17%	7.88%	5.63%	6.49%	10.29%	4.47%	5.26%	6.52%	1.92%	5.13%	7.35%	10.23%	13.85%	4.49%	8.33%	1.33%	5.45%	4.98%	0.0%
					BC										L	Q		S				
Angina or coronary heart disease	18	351	1282	17	27	3	15	6	11	1	17	0	1	7	9	8	7	17	1	8	10	0
	4.92%	4.26%	4.72%	5.86%	8.18%	4.23%	6.49%	8.82%	6.15%	1.32%	7.39%	0.0%	2.56%	10.29%	10.23%	12.31%	3.93%	7.87%	1.33%	4.85%	4.98%	0.0%
					BC						J			L	L			S				
A stroke	23	354	1198	15	26	5	18	7	12	5	18	3	2	8	10	9	11	20	3	10	13	0
	6.28%	4.29%	4.41%	5.17%	7.88%	7.04%	7.79%	10.29%	6.70%	6.58%	7.83%	2.88%	5.13%	11.76%	11.36%	13.85%	6.18%	9.26%	4.00%	6.06%	6.47%	0.0%
					BC									L	L							
Any kind of diabetes or high blood sugar	75	1375	4879	64	74	17	57	18	44	6	68	9	8	23	35	18	51	56	16	47	28	0
	20.49%	16.68%	17.97%	22.07%	22.42%	23.94%	24.68%	26.47%	24.58%	7.89%	29.57%	8.65%	20.51%	33.82%	39.77%	27.69%	28.65%	25.93%	21.33%	28.48%	13.93%	0.0%
			B	B	B						J			L	LM					U		
None/no response	265	6366	20514	202	227	47	155	44	118	64	142	92	28	37	42	38	115	136	57	108	157	0
	72.40%	77.21%	75.54%	69.66%	68.79%	66.20%	67.10%	64.71%	65.92%	84.21%	61.74%	88.46%	71.79%	54.41%	47.73%	58.46%	64.61%	62.96%	76.00%	65.45%	78.11%	0.0%
		ACDE	DE							K		MNO	O						R		T	
Sigma	400	8808	29156	313	380	76	260	82	193	80	260	106	41	80	105	82	192	247	78	182	218	0
	109.29%	106.83%	107.36%	107.93%	115.15%	107.04%	112.55%	120.59%	107.82%	105.26%	113.04%	101.92%	105.13%	117.65%	119.32%	126.15%	107.87%	114.35%	104.00%	110.30%	108.46%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	10	31	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.12%	0.11%	0.0%	0.61%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		AD	AD																			
No response	79	1215	3332	23	9	3	22	6	22	4	19	3	3	4	6	5	10	12	3	19	60	0
	21.58%	14.74%	12.27%	7.93%	2.73%	4.23%	9.52%	8.82%	12.29%	5.26%	8.26%	2.88%	7.69%	5.88%	6.82%	7.69%	5.62%	5.56%	4.00%	11.52%	29.85%	0.0%
	BCDE	CDE	DE	E																	T	
BASE = Those who responded	287	7020	23795	267	319	68	209	62	157	72	211	101	36	64	82	60	168	204	72	146	141	0
	78.42%	85.14%	87.62%	92.07%	96.67%	95.77%	90.48%	91.18%	87.71%	94.74%	91.74%	97.12%	92.31%	94.12%	93.18%	92.31%	94.38%	94.44%	96.00%	88.48%	70.15%	0.0%
		A	AB	ABC	ABCD															U		
Yes	104	2414	8079	91	143	25	77	24	67	22	81	21	13	25	42	22	72	76	23	53	51	0
	36.24%	34.39%	33.95%	34.08%	44.83%	36.76%	36.84%	38.71%	42.68%	30.56%	38.39%	20.79%	36.11%	39.06%	51.22%	36.67%	42.86%	37.25%	31.94%	36.30%	36.17%	0.0%
					ABCD									L	L							
No	183	4606	15716	176	176	43	132	38	90	50	130	80	23	39	40	38	96	128	49	93	90	0
	63.76%	65.61%	66.05%	65.92%	55.17%	63.24%	63.16%	61.29%	57.32%	69.44%	61.61%	79.21%	63.89%	60.94%	48.78%	63.33%	57.14%	62.75%	68.06%	63.70%	63.83%	0.0%
	E	E	E	E								NO										
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	1 0.01%	4 0.01% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	84 22.95% BCDE	1295 15.71% CDE	3570 13.15% DE	26 8.97% E	11 3.33%	4 5.63%	26 11.26%	6 8.82%	24 13.41%	5 6.58%	23 10.00%	4 3.85%	3 7.69%	6 8.82%	7 7.95%	5 7.69%	14 7.87%	15 6.94%	4 5.33%	22 13.33%	62 30.85% T	0 0.0%
Appropriately skipped	183 50.00%	4606 55.86% A	15716 57.87% AB	176 60.69% A	176 53.33%	43 60.56%	132 57.14%	38 55.88%	90 50.28%	50 65.79%	130 56.52%	80 76.92% MNO	23 58.97%	39 57.35%	40 45.45%	38 58.46%	96 53.93%	128 59.26%	49 65.33%	93 56.36% U	90 44.78%	0 0.0%
BASE = Those who responded	99 27.05%	2343 28.42%	7868 28.97%	88 30.34%	143 43.33% ABCD	24 33.80%	73 31.60%	24 35.29%	65 36.31%	21 27.63%	77 33.48%	20 19.23%	13 33.33%	23 33.82% L	41 46.59% L	22 33.85%	68 38.20%	73 33.80%	22 29.33%	50 30.30%	49 24.38%	0 0.0%
Yes	71 71.72%	1911 81.56% A	6393 81.25% A	70 79.55%	117 81.82%	17 70.83%	53 72.60%	18 75.00%	44 67.69%	13 61.90%	57 74.03%	14 70.00%	9 69.23%	15 65.22%	32 78.05%	17 77.27%	50 73.53%	52 71.23%	16 72.73%	34 68.00%	37 75.51%	0 0.0%
No	28 28.28% BC	432 18.44%	1475 18.75%	18 20.45%	26 18.18%	7 29.17%	20 27.40%	6 25.00%	21 32.31%	8 38.10%	20 25.97%	6 30.00%	4 30.77%	8 34.78%	9 21.95%	5 22.73%	18 26.47%	21 28.77%	6 27.27%	16 32.00%	12 24.49%	0 0.0%
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	10	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.04%	0.0%	0.30%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
			ABD																			
No response	71	1153	3129	20	8	3	14	3	18	3	12	0	1	2	3	4	2	4	0	11	60	0
	19.40%	13.98%	11.52%	6.90%	2.42%	4.23%	6.06%	4.41%	10.06%	3.95%	5.22%	0.0%	2.56%	2.94%	3.41%	6.15%	1.12%	1.85%	0.0%	6.67%	29.85%	0.0%
	BCDE	CDE	DE	E														S			T	
BASE = Those who responded	295	7092	24019	270	321	68	217	65	161	73	218	104	38	66	85	61	176	212	75	154	141	0
	80.60%	86.02%	88.44%	93.10%	97.27%	95.77%	93.94%	95.59%	89.94%	96.05%	94.78%	100.00%	97.44%	97.06%	96.59%	93.85%	98.88%	98.15%	100.00%	93.33%	70.15%	0.0%
		A	AB	ABC	ABCD														R	U		
Yes	194	4342	15098	190	231	41	149	47	116	36	155	40	25	50	78	50	142	145	43	109	85	0
	65.76%	61.22%	62.86%	70.37%	71.96%	60.29%	68.66%	72.31%	72.05%	49.32%	71.10%	38.46%	65.79%	75.76%	91.76%	81.97%	80.68%	68.40%	57.33%	70.78%	60.28%	0.0%
			B	BC	BC						J		L	L	LMN							
No	101	2750	8921	80	90	27	68	18	45	37	63	64	13	16	7	11	34	67	32	45	56	0
	34.24%	38.78%	37.14%	29.63%	28.04%	39.71%	31.34%	27.69%	27.95%	50.68%	28.90%	61.54%	34.21%	24.24%	8.24%	18.03%	19.32%	31.60%	42.67%	29.22%	39.72%	0.0%
		CDE	DE							K		MNO	O	O								
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	5	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.02%	0.34%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
			ABE																			
No response	81	1261	3492	22	19	5	21	5	21	4	20	1	3	4	8	5	10	11	1	21	60	0
	22.13%	15.29%	12.86%	7.59%	5.76%	7.04%	9.09%	7.35%	11.73%	5.26%	8.70%	0.96%	7.69%	5.88%	9.09%	7.69%	5.62%	5.09%	1.33%	12.73%	29.85%	0.0%
	BCDE	CDE	DE												L						T	
Appropriately skipped	101	2750	8921	80	90	27	68	18	45	37	63	64	13	16	7	11	34	67	32	45	56	0
	27.60%	33.35%	32.85%	27.59%	27.27%	38.03%	29.44%	26.47%	25.14%	48.68%	27.39%	61.54%	33.33%	23.53%	7.95%	16.92%	19.10%	31.02%	42.67%	27.27%	27.86%	0.0%
		ADE	ADE							K		MNO	O	O								
BASE = Those who responded	184	4234	14740	187	221	39	142	45	113	35	147	39	23	48	73	49	134	138	42	99	85	0
	50.27%	51.35%	54.27%	64.48%	66.97%	54.93%	61.47%	66.18%	63.13%	46.05%	63.91%	37.50%	58.97%	70.59%	82.95%	75.38%	75.28%	63.89%	56.00%	60.00%	42.29%	0.0%
			B	ABC	ABC						J		L	L	LM					U		
Yes	159	3894	13562	173	202	30	128	36	102	26	132	29	22	40	67	44	114	115	40	88	71	0
	86.41%	91.97%	92.01%	92.51%	91.40%	76.92%	90.14%	80.00%	90.27%	74.29%	89.80%	74.36%	95.65%	83.33%	91.78%	89.80%	85.07%	83.33%	95.24%	88.89%	83.53%	0.0%
		A	A								J				L				R			
No	25	340	1178	14	19	9	14	9	11	9	15	10	1	8	6	5	20	23	2	11	14	0
	13.59%	8.03%	7.99%	7.49%	8.60%	23.08%	9.86%	20.00%	9.73%	25.71%	10.20%	25.64%	4.35%	16.67%	8.22%	10.20%	14.93%	16.67%	4.76%	11.11%	16.47%	0.0%
	BC									K		O						S				
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

52. What is your age?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	5 0.06% AE	21 0.08% AE	1 0.34%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	67 18.31% BCDE	1098 13.32% CDE	2938 10.82% DE	18 6.21% E	7 2.12%	3 4.23%	10 4.33%	4 5.88%	16 8.94%	3 3.95%	8 3.48%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.46%	1 1.33%	6 3.64%	61 30.35% T	0 0.0%
BASE = Those who responded	299 81.69%	7142 86.62% A	24199 89.10% AB	271 93.45% ABC	323 97.88% ABCD	68 95.77%	221 95.67%	64 94.12%	163 91.06%	73 96.05%	222 96.52%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	215 99.54%	74 98.67%	159 96.36% U	140 69.65%	0 0.0%
18-34 (NET)	104 34.78%	2531 35.44% C	7788 32.18%	94 34.69%	121 37.46%	26 38.24%	73 33.03%	19 29.69%	56 34.36%	39 53.42% K	64 28.83%	104 100.00% MNO	0 0.0%	0 0.0%	0 0.0%	15 23.08%	50 28.09%	69 32.09%	33 44.59%	42 26.42%	62 44.29% T	0 0.0%
18 to 24 (v 21)	45 15.05%	1043 14.60% C	3251 13.43%	45 16.61%	56 17.34%	9 13.24%	32 14.48%	6 9.38%	24 14.72%	19 26.03% K	25 11.26%	45 43.27% MNO	0 0.0%	0 0.0%	0 0.0%	7 10.77%	15 8.43%	30 13.95%	13 17.57%	15 9.43%	30 21.43% T	0 0.0%
25 to 34 (v 29.5)	59 19.73%	1488 20.83% C	4537 18.75%	49 18.08%	65 20.12%	17 25.00%	41 18.55%	13 20.31%	32 19.63%	20 27.40%	39 17.57%	59 56.73% MNO	0 0.0%	0 0.0%	0 0.0%	8 12.31%	35 19.66%	39 18.14%	20 27.03%	27 16.98%	32 22.86%	0 0.0%
35 to 44 (v 39.5)	39 13.04%	1282 17.95% ACD	4020 16.61%	37 13.65%	50 15.48%	10 14.71%	28 12.67%	14 21.88%	20 12.27%	12 16.44%	27 12.16%	0 0.0%	39 100.00% LNO	0 0.0%	0 0.0%	7 10.77%	24 13.48%	27 12.56%	10 13.51%	18 11.32%	21 15.00%	0 0.0%
45 to 54 (v 49.5)	68 22.74%	1430 20.02%	4942 20.42%	55 20.30%	64 19.81%	17 25.00%	49 22.17%	16 25.00%	29 17.79%	14 19.18%	52 23.42%	0 0.0%	0 0.0%	68 100.00% LMO	0 0.0%	15 23.08%	46 25.84%	51 23.72%	13 17.57%	44 27.67% U	24 17.14%	0 0.0%
55 or older (NET)	88 29.43%	1899 26.59%	7449 30.78% B	85 31.37%	88 27.24%	15 22.06%	71 32.13%	15 23.44%	58 35.58%	8 10.96%	79 35.59% J	0 0.0%	0 0.0%	0 0.0%	88 100.00% LMN	28 43.08%	58 32.58%	68 31.63%	18 24.32%	55 34.59% U	33 23.57%	0 0.0%
55 to 64 (v 59.5)	86 28.76% B	1557 21.80%	5980 24.71% B	85 31.37% BC	85 26.32%	15 22.06%	69 31.22%	14 21.88%	57 34.97% H	8 10.96%	77 34.68% J	0 0.0%	0 0.0%	0 0.0%	86 97.73% LMN	28 43.08%	56 31.46%	66 30.70%	18 24.32%	54 33.96% U	32 22.86%	0 0.0%
65 to 74 (v 69.5)	2 0.67%	210 2.94% ADE	960 3.97% ABDE	0 0.0%	3 0.93%	0 0.0%	2 0.90%	1 1.56%	1 0.61%	0 0.0%	2 0.90%	0 0.0%	0 0.0%	0 0.0%	2 2.27%	0 0.0%	2 1.12%	2 0.93%	0 0.0%	1 0.63%	1 0.71%	0 0.0%
75 or older (v 79.5)	0 0.0%	132 1.85% ADE	509 2.10% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Average	42.9699	42.6986	44.1558 BE	42.9225	41.8034	41.4632	43.6991	43.0781	43.7699	36.0548	45.2095 J	25.8221	39.5000	49.5000	59.7273 L	47.2000	45.1882	43.8953	40.1689	45.8050 U	39.7500	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

52. What is your age?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Standard deviation	14.2483	14.9614	15.2210	14.4553	14.4081	13.4044	14.3415	12.8902	14.6623	12.9468	13.9205	4.2113	0	0	1.4903	13.6110	13.3397	14.1937	14.1975	13.3678	14.5304	0
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

53. Are you male or female?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	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%	0.04%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
			ABDE																			
No response	123	2431	6509	13	6	22	44	15	45	23	43	39	8	7	2	0	0	36	19	7	116	0
	33.61%	29.48%	23.97%	4.48%	1.82%	30.99%	19.05%	22.06%	25.14%	30.26%	18.70%	37.50%	20.51%	10.29%	2.27%	0.0%	0.0%	16.67%	25.33%	4.24%	57.71%	0.0%
	CDE	CDE	DE			G				K		MNO	O	O							T	
BASE = Those who responded	243	5814	20639	277	324	49	187	53	134	53	187	65	31	61	86	65	178	180	56	158	85	0
	66.39%	70.52%	76.00%	95.52%	98.18%	69.01%	80.95%	77.94%	74.86%	69.74%	81.30%	62.50%	79.49%	89.71%	97.73%	100.00%	100.00%	83.33%	74.67%	95.76%	42.29%	0.0%
			AB	ABC	ABC		F				J		L	L	LMN					U		
Male	65	1875	7185	85	85	14	49	11	36	17	47	15	7	15	28	65	0	51	8	44	21	0
	26.75%	32.25%	34.81%	30.69%	26.23%	28.57%	26.20%	20.75%	26.87%	32.08%	25.13%	23.08%	22.58%	24.59%	32.56%	100.00%	0.0%	28.33%	14.29%	27.85%	24.71%	0.0%
		E	ABE													Q		S				
Female	178	3939	13454	192	239	35	138	42	98	36	140	50	24	46	58	0	178	129	48	114	64	0
	73.25%	67.75%	65.19%	69.31%	73.77%	71.43%	73.80%	79.25%	73.13%	67.92%	74.87%	76.92%	77.42%	75.41%	67.44%	0.0%	100.00%	71.67%	85.71%	72.15%	75.29%	0.0%
	C	C			BC												P		R			
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	75 20.49% BCDE	1214 14.72% CDE	3255 11.99% DE	22 7.59% E	11 3.33%	3 4.23%	17 7.36%	3 4.41%	22 12.29% H	5 6.58%	13 5.65%	2 1.92%	2 5.13%	4 5.88%	2 2.27%	6 9.23% Q	1 0.56%	0 0.0%	0 0.0%	11 6.67%	64 31.84% T	0 0.0%
BASE = Those who responded	291 79.51%	7031 85.28% A	23903 88.01% AB	268 92.41% ABC	319 96.67% ABCD	68 95.77%	214 92.64%	65 95.59% I	157 87.71%	71 93.42%	217 94.35%	102 98.08%	37 94.87%	64 94.12%	86 97.73%	59 90.77%	177 99.44% P	216 100.00%	75 100.00%	154 93.33% U	137 68.16%	0 0.0%
High school or less (NET)	216 74.23% BC	4344 61.78%	14646 61.27%	201 75.00% BC	249 78.06% BC	52 76.47%	157 73.36%	45 69.23%	119 75.80%	48 67.61%	166 76.50%	69 67.65%	27 72.97%	51 79.69%	68 79.07%	51 86.44% Q	129 72.88%	216 100.00% S	0 0.0%	122 79.22% U	94 68.61%	0 0.0%
8th grade or less	25 8.59%	503 7.15%	1775 7.43%	32 11.94% BC	40 12.54% BC	7 10.29%	18 8.41%	6 9.23%	13 8.28%	3 4.23%	22 10.14%	4 3.92%	3 8.11%	7 10.94%	11 12.79% L	10 16.95%	14 7.91%	25 11.57% S	0 0.0%	15 9.74%	10 7.30%	0 0.0%
Some high school, but did not graduate	75 25.77% BC	1224 17.41%	4073 17.04%	73 27.24% BC	108 33.86% ABC	24 35.29%	49 22.90%	17 26.15%	43 27.39%	16 22.54%	58 26.73%	24 23.53%	8 21.62%	17 26.56%	25 29.07%	14 23.73%	44 24.86%	75 34.72% S	0 0.0%	38 24.68%	37 27.01%	0 0.0%
High school graduate or GED	116 39.86% E	2617 37.22% E	8798 36.81% E	96 35.82%	101 31.66%	21 30.88%	90 42.06%	22 33.85%	63 40.13%	29 40.85%	86 39.63%	41 40.20%	16 43.24%	27 42.19%	32 37.21%	27 45.76%	71 40.11%	116 53.70% S	0 0.0%	69 44.81%	47 34.31%	0 0.0%
Some college or 2-year degree	56 19.24%	2074 29.50% ADE	7044 29.47% ADE	51 19.03%	60 18.81%	10 14.71%	44 20.56%	13 20.00%	29 18.47%	17 23.94%	38 17.51%	26 25.49%	8 21.62%	9 14.06%	13 15.12%	6 10.17%	37 20.90% P	0 0.0%	56 74.67% R	27 17.53%	29 21.17%	0 0.0%
College graduate or more (NET)	19 6.53%	613 8.72% E	2213 9.26% DE	16 5.97%	10 3.13%	6 8.82%	13 6.07%	7 10.77%	9 5.73%	6 8.45%	13 5.99%	7 6.86%	2 5.41%	4 6.25%	5 5.81%	2 3.39%	11 6.21%	0 0.0%	19 25.33% R	5 3.25%	14 10.22% T	0 0.0%
4-year college graduate	13 4.47%	403 5.73% E	1462 6.12% E	12 4.48%	7 2.19%	4 5.88%	9 4.21%	6 9.23%	7 4.46%	3 4.23%	10 4.61%	4 3.92%	2 5.41%	2 3.13%	5 5.81%	2 3.39%	7 3.95%	0 0.0%	13 17.33% R	5 3.25%	8 5.84%	0 0.0%
More than 4-year college degree	6 2.06%	210 2.99% E	751 3.14% DE	4 1.49%	3 0.94%	2 2.94%	4 1.87%	1 1.54%	2 1.27%	3 4.23%	3 1.38%	3 2.94%	0 0.0%	2 3.13%	0 0.0%	0 0.0%	4 2.26% P	0 0.0%	6 8.00% R	0 0.0%	6 4.38% T	0 0.0%
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

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

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	1 0.01%	9 0.03% ADE	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	82 22.40% BCDE	1275 15.46% CE	3618 13.32%	40 13.79%	38 11.52%	6 8.45%	22 9.52%	8 11.76%	20 11.17%	5 6.58%	20 8.70%	3 2.88%	2 5.13%	7 10.29%	4 4.55%	7 10.77%	8 4.49%	13 6.02% S	1 1.33%	20 12.12%	62 30.85% T	0 0.0%
BASE = Those who responded	284 77.60%	6969 84.52% A	23531 86.64% AB	250 86.21% A	292 88.48% AB	65 91.55%	209 90.48%	60 88.24%	159 88.83%	71 93.42%	210 91.30%	101 97.12%	37 94.87%	61 89.71%	84 95.45%	58 89.23%	170 95.51%	203 93.98%	74 98.67% R	145 87.88% U	139 69.15%	0 0.0%
Yes, Hispanic or Latino	11 3.87%	1149 16.49% ADE	4118 17.50% ABDE	7 2.80%	6 2.05%	3 4.62%	6 2.87%	2 3.33%	6 3.77%	3 4.23%	8 3.81%	2 1.98%	0 0.0%	5 8.20% M	4 4.76% M	3 5.17%	5 2.94%	8 3.94%	2 2.70%	7 4.83%	4 2.88%	0 0.0%
No, not Hispanic or Latino	273 96.13% BC	5820 83.51% C	19413 82.50%	243 97.20% BC	286 97.95% BC	62 95.38%	203 97.13%	58 96.67%	153 96.23%	68 95.77%	202 96.19%	99 98.02%	37 100.00% NO	56 91.80%	80 95.24%	55 94.83%	165 97.06%	195 96.06%	72 97.30%	138 95.17%	135 97.12%	0 0.0%
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

56. What is your race?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	75	1409	3955	18	8	5	15	5	19	5	14	3	0	5	1	2	3	3	5	9	66	0
	20.49%	17.09%	14.56%	6.21%	2.42%	7.04%	6.49%	7.35%	10.61%	6.58%	6.09%	2.88%	0.0%	7.35%	1.14%	3.08%	1.69%	1.39%	6.67%	5.45%	32.84%	0.0%
	CDE	CDE	DE	E										M							T	
BASE = Those who responded	291	6836	23203	272	322	66	216	63	160	71	216	101	39	63	87	63	175	213	70	156	135	0
	79.51%	82.91%	85.44%	93.79%	97.58%	92.96%	93.51%	92.65%	89.39%	93.42%	93.91%	97.12%	100.00%	92.65%	98.86%	96.92%	98.31%	98.61%	93.33%	94.55%	67.16%	0.0%
			AB	ABC	ABCD								N							U		
White	122	4239	15048	120	140	31	88	25	67	26	95	37	16	33	36	27	78	94	26	72	50	0
	41.92%	62.01%	64.85%	44.12%	43.48%	46.97%	40.74%	39.68%	41.88%	36.62%	43.98%	36.63%	41.03%	52.38%	41.38%	42.86%	44.57%	44.13%	37.14%	46.15%	37.04%	0.0%
		ADE	ABDE											L								
Black or African-American	169	1883	5668	151	173	36	128	39	93	45	121	66	23	28	51	37	95	118	45	82	87	0
	58.08%	27.55%	24.43%	55.51%	53.73%	54.55%	59.26%	61.90%	58.13%	63.38%	56.02%	65.35%	58.97%	44.44%	58.62%	58.73%	54.29%	55.40%	64.29%	52.56%	64.44%	0.0%
	BC	C		BC	BC							N									T	
Asian	1	347	1028	1	4	0	1	1	0	0	1	1	0	0	0	0	1	1	0	0	1	0
	0.34%	5.08%	4.43%	0.37%	1.24%	0.0%	0.46%	1.59%	0.0%	0.0%	0.46%	0.99%	0.0%	0.0%	0.0%	0.0%	0.57%	0.47%	0.0%	0.0%	0.74%	0.0%
		ACDE	ADE																			
Native Hawaiian or other Pacific Islander	1	69	370	0	2	0	1	0	0	0	1	0	0	1	0	0	0	1	0	0	1	0
	0.34%	1.01%	1.59%	0.0%	0.62%	0.0%	0.46%	0.0%	0.0%	0.0%	0.46%	0.0%	0.0%	1.59%	0.0%	0.0%	0.0%	0.47%	0.0%	0.0%	0.74%	0.0%
		D	ABDE																			
American Indian or Alaska Native	5	336	1114	18	11	2	3	0	3	0	5	1	1	3	0	1	2	4	1	1	4	0
	1.72%	4.92%	4.80%	6.62%	3.42%	3.03%	1.39%	0.0%	1.88%	0.0%	2.31%	0.99%	2.56%	4.76%	0.0%	1.59%	1.14%	1.88%	1.43%	0.64%	2.96%	0.0%
		A	A	A							J											
Other	5	687	2289	7	9	2	2	3	0	0	5	0	2	2	1	1	3	4	1	2	3	0
	1.72%	10.05%	9.87%	2.57%	2.80%	3.03%	0.93%	4.76%	0.0%	0.0%	2.31%	0.0%	5.13%	3.17%	1.15%	1.59%	1.71%	1.88%	1.43%	1.28%	2.22%	0.0%
		ADE	ADE								J											
Sigma	378	8970	29472	315	347	76	238	73	182	76	242	108	42	72	89	68	182	225	78	166	212	0
	103.28%	108.79%	108.52%	108.62%	105.15%	107.04%	103.03%	107.35%	101.68%	100.00%	105.22%	103.85%	107.69%	105.88%	101.14%	104.62%	102.25%	104.17%	104.00%	100.61%	105.47%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

57. Did someone help you complete this survey?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	4 0.05% AD	22 0.08% AD	0 0.0%	1 0.30%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	8 2.19%	147 1.78%	540 1.99%	18 6.21% ABCE	6 1.82%	0 0.0%	6 2.60% F	1 1.47%	4 2.23%	1 1.32%	4 1.74%	0 0.0%	0 0.0%	3 4.41%	1 1.14%	1 1.54%	3 1.69%	2 0.93%	0 0.0%	8 4.85% U	0 0.0%	0 0.0%
Appropriately skipped	201 54.92% BCDE	3836 46.53% CDE	10677 39.31% D	97 33.45%	124 37.58%	37 52.11%	109 47.19%	32 47.06%	92 51.40%	39 51.32%	107 46.52%	62 59.62% NO	21 53.85%	24 35.29%	33 37.50%	21 32.31%	64 35.96%	94 43.52%	43 57.33% R	0 0.0%	201 100.00% T	0 0.0%
BASE = Those who responded	157 42.90%	4258 51.64% A	15919 58.62% AB	175 60.34% AB	199 60.30% AB	34 47.89%	116 50.22%	35 51.47%	83 46.37%	36 47.37%	119 51.74%	42 40.38%	18 46.15%	41 60.29% L	54 61.36% L	43 66.15%	111 62.36%	120 55.56%	32 42.67%	157 95.15% U	0 0.0%	0 0.0%
Yes	26 16.56%	689 16.18%	2531 15.90%	36 20.57%	36 18.09%	5 14.71%	18 15.52%	5 14.29%	11 13.25%	6 16.67%	18 15.13%	8 19.05%	4 22.22%	6 14.63%	8 14.81%	16 37.21% Q	9 8.11%	22 18.33% S	1 3.13%	26 16.56%	0 0.0%	0 0.0%
No	131 83.44%	3569 83.82%	13388 84.10%	139 79.43%	163 81.91%	29 85.29%	98 84.48%	30 85.71%	72 86.75%	30 83.33%	101 84.87%	34 80.95%	14 77.78%	35 85.37%	46 85.19%	27 62.79%	102 91.89% P	98 81.67%	31 96.88% R	131 83.44%	0 0.0%	0 0.0%
Sigma	366 100.00%	8245 100.00%	27158 100.00%	290 100.00%	330 100.00%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

58. How did that person help you?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	8	162	621	18	8	0	6	1	4	1	4	0	0	3	1	1	3	2	0	8	0	0
	2.19%	1.96%	2.29%	6.21%	2.42%	0.0%	2.60%	1.47%	2.23%	1.32%	1.74%	0.0%	0.0%	4.41%	1.14%	1.54%	1.69%	0.93%	0.0%	4.85%	0.0%	0.0%
				ABCE			F													U		
Appropriately skipped	332	7405	24065	236	287	66	207	62	164	69	208	96	35	59	79	48	166	192	74	131	201	0
	90.71%	89.81%	88.61%	81.38%	86.97%	92.96%	89.61%	91.18%	91.62%	90.79%	90.43%	92.31%	89.74%	86.76%	89.77%	73.85%	93.26%	88.89%	98.67%	79.39%	100.00%	0.0%
	D	CD	D														P		R		T	
BASE = Those who responded	26	678	2472	36	35	5	18	5	11	6	18	8	4	6	8	16	9	22	1	26	0	0
	7.10%	8.22%	9.10%	12.41%	10.61%	7.04%	7.79%	7.35%	6.15%	7.89%	7.83%	7.69%	10.26%	8.82%	9.09%	24.62%	5.06%	10.19%	1.33%	15.76%	0.0%	0.0%
			B	AB												Q		S		U		
Read the questions to me	17	320	1244	21	19	4	12	4	8	2	13	3	2	5	7	9	7	15	0	17	0	0
	65.38%	47.20%	50.32%	58.33%	54.29%	80.00%	66.67%	80.00%	72.73%	33.33%	72.22%	37.50%	50.00%	83.33%	87.50%	56.25%	77.78%	68.18%	0.0%	65.38%	0.0%	0.0%
Wrote down the answers I gave	7	230	896	18	15	3	4	3	3	0	7	2	0	3	2	4	3	7	0	7	0	0
	26.92%	33.92%	36.25%	50.00%	42.86%	60.00%	22.22%	60.00%	27.27%	0.0%	38.89%	25.00%	0.0%	50.00%	25.00%	25.00%	33.33%	31.82%	0.0%	26.92%	0.0%	0.0%
Answered the questions for me	6	198	701	10	10	1	4	0	2	3	3	4	2	0	0	6	0	5	0	6	0	0
	23.08%	29.20%	28.36%	27.78%	28.57%	20.00%	22.22%	0.0%	18.18%	50.00%	16.67%	50.00%	50.00%	0.0%	0.0%	37.50%	0.0%	22.73%	0.0%	23.08%	0.0%	0.0%
Translated the questions into my language	0	110	351	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	16.22%	14.20%	0.0%	5.71%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		DE	DE																			
Helped in some other way	2	77	267	3	2	0	1	0	1	1	1	1	0	0	1	1	1	1	1	2	0	0
	7.69%	11.36%	10.80%	8.33%	5.71%	0.0%	5.56%	0.0%	9.09%	16.67%	5.56%	12.50%	0.0%	0.0%	12.50%	6.25%	11.11%	4.55%	100.00%	7.69%	0.0%	0.0%
Sigma	372	8502	28145	306	343	74	234	70	182	76	236	106	39	70	90	69	180	222	75	171	201	0
	101.64%	103.12%	103.63%	105.52%	103.94%	104.23%	101.30%	102.94%	101.68%	100.00%	102.61%	101.92%	100.00%	102.94%	102.27%	106.15%	101.12%	102.78%	100.00%	103.64%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP OF LOUISIANA
2015 CAHPS 5.0H Medicaid Satisfaction Survey (ANTM17673)

59. In the last 6 months, how often did you have to wait for an appointment because the health provider you wanted to see worked limited hours or had few available appointments?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	1097 100.00%	0 0.0%	0 0.0%	0 0.0%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	2 0.18%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	78 21.31%	215 19.60%	0 0.0%	0 0.0%	0 0.0%	8 11.27%	15 6.49%	4 5.88%	18 10.06%	3 3.95%	18 7.83%	1 0.96%	1 2.56%	8 11.76% L	4 4.55%	4 6.15%	6 3.37%	10 4.63%	1 1.33%	12 7.27%	66 32.84% T	0 0.0%
Not applicable	15 4.10%	48 4.38%	0 0.0%	0 0.0%	0 0.0%	5 7.04%	8 3.46%	2 2.94%	6 3.35%	5 6.58%	10 4.35%	8 7.69% M	0 0.0%	2 2.94%	5 5.68% M	5 7.69%	8 4.49%	10 4.63%	5 6.67%	11 6.67% U	4 1.99%	0 0.0%
BASE = Those who responded	273 74.59%	832 75.84%	0 0.0%	0 0.0%	0 0.0%	58 81.69%	208 90.04%	62 91.18%	155 86.59%	68 89.47%	202 87.83%	95 91.35%	38 97.44% N	58 85.29%	79 89.77%	56 86.15%	164 92.13%	196 90.74%	69 92.00%	142 86.06% U	131 65.17%	0 0.0%
Never	149 54.58%	480 57.69%	0 0.0%	0 0.0%	0 0.0%	19 32.76%	126 60.58% F	26 41.94%	91 58.71% H	41 60.29%	106 52.48%	60 63.16% MN	16 42.11%	24 41.38%	48 60.76% N	26 46.43%	92 56.10%	103 52.55%	43 62.32%	84 59.15%	65 49.62%	0 0.0%
Sometimes	85 31.14%	234 28.13%	0 0.0%	0 0.0%	0 0.0%	24 41.38%	59 28.37%	23 37.10%	50 32.26%	19 27.94%	65 32.18%	24 25.26%	17 44.74% L	19 32.76%	24 30.38%	21 37.50%	50 30.49%	67 34.18%	17 24.64%	37 26.06%	48 36.64%	0 0.0%
Bottom Two Box (%Never + %Sometimes)	234 85.71%	714 85.82%	0 0.0%	0 0.0%	0 0.0%	43 74.14%	185 88.94% F	49 79.03%	141 90.97% H	60 88.24%	171 84.65%	84 88.42% N	33 86.84%	43 74.14%	72 91.14% N	47 83.93%	142 86.59%	170 86.73%	60 86.96%	121 85.21%	113 86.26%	0 0.0%
Usually	17 6.23%	61 7.33%	0 0.0%	0 0.0%	0 0.0%	8 13.79% G	9 4.33%	6 9.68%	4 2.58%	2 2.94%	15 7.43%	8 8.42% O	3 7.89%	4 6.90%	1 1.27%	3 5.36%	9 5.49%	13 6.63%	3 4.35%	8 5.63%	9 6.87%	0 0.0%
Always	22 8.06%	57 6.85%	0 0.0%	0 0.0%	0 0.0%	7 12.07%	14 6.73%	7 11.29%	10 6.45%	6 8.82%	16 7.92%	3 3.16%	2 5.26%	11 18.97% LM	6 7.59%	6 10.71%	13 7.93%	13 6.63%	6 8.70%	13 9.15%	9 6.87%	0 0.0%
Top Two Box (%Always + %Usually)	39 14.29%	118 14.18%	0 0.0%	0 0.0%	0 0.0%	15 25.86% G	23 11.06%	13 20.97% I	14 9.03%	8 11.76%	31 15.35%	11 11.58%	5 13.16%	15 25.86% LO	7 8.86%	9 16.07%	22 13.41%	26 13.27%	9 13.04%	21 14.79%	18 13.74%	0 0.0%
4-point composite mean	1.6777	1.6334	0	0	0	2.0517 G	1.5721	1.9032 I	1.5677	1.6029	1.7079	1.5158	1.7632	2.0345 LO	1.5570	1.8036	1.6524	1.6735	1.5942	1.6479	1.7099	0
Sigma	366 100.00%	1097 100.00%	0 0.0%	0 0.0%	0 0.0%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

60. In the last 6 months, did you phone your personal doctor's office during regular office hours to get help or advice for yourself?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	0	0	0	0	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	1	1	0	1	0	0
	0.27%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.43%	0.0%	0.0%	1.47%	0.0%	0.0%	0.56%	0.46%	0.0%	0.61%	0.0%	0.0%
No response	72	0	0	0	0	5	13	4	18	2	14	0	0	4	4	2	4	5	0	9	63	0
	19.67%	0.0%	0.0%	0.0%	0.0%	7.04%	5.63%	5.88%	10.06%	2.63%	6.09%	0.0%	0.0%	5.88%	4.55%	3.08%	2.25%	2.31%	0.0%	5.45%	31.34%	0.0%
														LM	LM			S			T	
I do not have a personal doctor	12	0	0	0	0	2	9	3	5	4	8	6	3	1	2	3	7	7	5	7	5	0
	3.28%	0.0%	0.0%	0.0%	0.0%	2.82%	3.90%	4.41%	2.79%	5.26%	3.48%	5.77%	7.69%	1.47%	2.27%	4.62%	3.93%	3.24%	6.67%	4.24%	2.49%	0.0%
BASE = Those who responded	281	0	0	0	0	64	209	61	156	70	207	98	36	62	82	60	166	203	70	148	133	0
	76.78%	0.0%	0.0%	0.0%	0.0%	90.14%	90.48%	89.71%	87.15%	92.11%	90.00%	94.23%	92.31%	91.18%	93.18%	92.31%	93.26%	93.98%	93.33%	89.70%	66.17%	0.0%
																				U		
Yes	125	0	0	0	0	31	91	33	77	27	96	40	19	27	37	26	73	86	35	57	68	0
	44.48%	0.0%	0.0%	0.0%	0.0%	48.44%	43.54%	54.10%	49.36%	38.57%	46.38%	40.82%	52.78%	43.55%	45.12%	43.33%	43.98%	42.36%	50.00%	38.51%	51.13%	0.0%
																					T	
No	156	0	0	0	0	33	118	28	79	43	111	58	17	35	45	34	93	117	35	91	65	0
	55.52%	0.0%	0.0%	0.0%	0.0%	51.56%	56.46%	45.90%	50.64%	61.43%	53.62%	59.18%	47.22%	56.45%	54.88%	56.67%	56.02%	57.64%	50.00%	61.49%	48.87%	0.0%
																				U		
Sigma	366	0	0	0	0	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

61. In the last 6 months, when you phoned during regular office hours, how often did you get the help or advice you needed?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	0	0	0	0	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	84	0	0	0	0	8	21	8	24	4	24	1	0	10	9	6	12	14	3	20	64	0
	22.95%	0.0%	0.0%	0.0%	0.0%	11.27%	9.09%	11.76%	13.41%	5.26%	10.43%	0.96%	0.0%	14.71% LM	10.23% LM	9.23%	6.74%	6.48%	4.00%	12.12%	31.84% T	0.0%
Appropriately skipped	168	0	0	0	0	35	127	31	84	47	119	64	20	36	47	37	100	124	40	98	70	0
	45.90%	0.0%	0.0%	0.0%	0.0%	49.30%	54.98%	45.59%	46.93%	61.84%	51.74%	61.54%	51.28%	52.94%	53.41%	56.92%	56.18%	57.41%	53.33%	59.39% U	34.83%	0.0%
BASE = Those who responded	114	0	0	0	0	28	83	29	71	25	87	39	19	22	32	22	66	78	32	47	67	0
	31.15%	0.0%	0.0%	0.0%	0.0%	39.44%	35.93%	42.65%	39.66%	32.89%	37.83%	37.50%	48.72%	32.35%	36.36%	33.85%	37.08%	36.11%	42.67%	28.48%	33.33%	0.0%
Never	7	0	0	0	0	3	4	4	2	1	6	2	0	3	1	1	4	4	3	4	3	0
	6.14%	0.0%	0.0%	0.0%	0.0%	10.71%	4.82%	13.79%	2.82%	4.00%	6.90%	5.13%	0.0%	13.64%	3.13%	4.55%	6.06%	5.13%	9.38%	8.51%	4.48%	0.0%
Sometimes	32	0	0	0	0	10	20	11	15	6	25	8	4	10	10	9	16	22	9	10	22	0
	28.07%	0.0%	0.0%	0.0%	0.0%	35.71%	24.10%	37.93%	21.13%	24.00%	28.74%	20.51%	21.05%	45.45%	31.25%	40.91%	24.24%	28.21%	28.13%	21.28%	32.84%	0.0%
Bottom Two Box (%Never + %Sometimes)	39	0	0	0	0	13	24	15	17	7	31	10	4	13	11	10	20	26	12	14	25	0
	34.21%	0.0%	0.0%	0.0%	0.0%	46.43%	28.92%	51.72%	23.94%	28.00%	35.63%	25.64%	21.05%	59.09%	34.38%	45.45%	30.30%	33.33%	37.50%	29.79%	37.31%	0.0%
Usually	17	0	0	0	0	6	11	7	7	3	14	6	5	4	2	3	13	11	6	10	7	0
	14.91%	0.0%	0.0%	0.0%	0.0%	21.43%	13.25%	24.14%	9.86%	12.00%	16.09%	15.38%	26.32%	18.18%	6.25%	13.64%	19.70%	14.10%	18.75%	21.28%	10.45%	0.0%
Always	58	0	0	0	0	9	48	7	47	15	42	23	10	5	19	9	33	41	14	23	35	0
	50.88%	0.0%	0.0%	0.0%	0.0%	32.14%	57.83%	24.14%	66.20%	60.00%	48.28%	58.97%	52.63%	22.73%	59.38%	40.91%	50.00%	52.56%	43.75%	48.94%	52.24%	0.0%
Top Two Box (%Always + %Usually)	75	0	0	0	0	15	59	14	54	18	56	29	15	9	21	12	46	52	20	33	42	0
	65.79%	0.0%	0.0%	0.0%	0.0%	53.57%	71.08%	48.28%	76.06%	72.00%	64.37%	74.36%	78.95%	40.91%	65.63%	54.55%	69.70%	66.67%	62.50%	70.21%	62.69%	0.0%
4-point composite mean	3.1053	0	0	0	0	2.7500	3.2410	2.5862	3.3944	3.2800	3.0575	3.2821	3.3158	2.5000	3.2188	2.9091	3.1364	3.1410	2.9688	3.1064	3.1045	0
Sigma	366	0	0	0	0	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

62. In the last 6 months, did you phone your personal doctor's office after regular office hours to get help or advice for yourself?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366 100.00%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%
Multiple mark	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No response	83 22.68%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	8 11.27%	20 8.66%	6 8.82%	23 12.85%	6 7.89%	21 9.13%	0 0.0%	0 0.0%	9 13.24% LM	10 11.36% LM	5 7.69%	12 6.74%	15 6.94% S	1 1.33%	19 11.52%	64 31.84% T	0 0.0%
Appropriately skipped	12 3.28%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 2.82%	9 3.90%	3 4.41%	5 2.79%	4 5.26%	8 3.48%	6 5.77%	3 7.69%	1 1.47%	2 2.27%	3 4.62%	7 3.93%	7 3.24%	5 6.67%	7 4.24%	5 2.49%	0 0.0%
BASE = Those who responded	271 74.04%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	61 85.92%	202 87.45%	59 86.76%	151 84.36%	66 86.84%	201 87.39%	98 94.23%	36 92.31%	58 85.29%	76 86.36%	57 87.69%	159 89.33%	194 89.81%	69 92.00%	139 84.24% U	132 65.67%	0 0.0%
Yes	43 15.87%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	9 14.75%	31 15.35%	11 18.64%	27 17.88%	12 18.18%	29 14.43%	16 16.33%	5 13.89%	11 18.97%	11 14.47%	11 19.30%	23 14.47%	36 18.56% S	5 7.25%	19 13.67%	24 18.18%	0 0.0%
No	228 84.13%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	52 85.25%	171 84.65%	48 81.36%	124 82.12%	54 81.82%	172 85.57%	82 83.67%	31 86.11%	47 81.03%	65 85.53%	46 80.70%	136 85.53%	158 81.44%	64 92.75% R	120 86.33%	108 81.82%	0 0.0%
Sigma	366 100.00%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	71 100.00%	231 100.00%	68 100.00%	179 100.00%	76 100.00%	230 100.00%	104 100.00%	39 100.00%	68 100.00%	88 100.00%	65 100.00%	178 100.00%	216 100.00%	75 100.00%	165 100.00%	201 100.00%	0 0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

63. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	0	0	0	0	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	86	0	0	0	0	9	21	7	25	6	24	1	1	10	10	6	14	18	1	22	64	0
	23.50%	0.0%	0.0%	0.0%	0.0%	12.68%	9.09%	10.29%	13.97%	7.89%	10.43%	0.96%	2.56%	14.71%	11.36%	9.23%	7.87%	8.33%	1.33%	13.33%	31.84%	0.0%
														LM	LM			S			T	
Appropriately skipped	240	0	0	0	0	54	180	51	129	58	180	88	34	48	67	49	143	165	69	127	113	0
	65.57%	0.0%	0.0%	0.0%	0.0%	76.06%	77.92%	75.00%	72.07%	76.32%	78.26%	84.62%	87.18%	70.59%	76.14%	75.38%	80.34%	76.39%	92.00%	76.97%	56.22%	0.0%
												N	N						R	U		
BASE = Those who responded	40	0	0	0	0	8	30	10	25	12	26	15	4	10	11	10	21	33	5	16	24	0
	10.93%	0.0%	0.0%	0.0%	0.0%	11.27%	12.99%	14.71%	13.97%	15.79%	11.30%	14.42%	10.26%	14.71%	12.50%	15.38%	11.80%	15.28%	6.67%	9.70%	11.94%	0.0%
																		S				
Never	6	0	0	0	0	2	4	3	2	1	5	2	0	3	1	2	3	5	1	2	4	0
	15.00%	0.0%	0.0%	0.0%	0.0%	25.00%	13.33%	30.00%	8.00%	8.33%	19.23%	13.33%	0.0%	30.00%	9.09%	20.00%	14.29%	15.15%	20.00%	12.50%	16.67%	0.0%
Sometimes	5	0	0	0	0	1	3	2	2	1	3	2	0	3	0	2	2	4	1	3	2	0
	12.50%	0.0%	0.0%	0.0%	0.0%	12.50%	10.00%	20.00%	8.00%	8.33%	11.54%	13.33%	0.0%	30.00%	0.0%	20.00%	9.52%	12.12%	20.00%	18.75%	8.33%	0.0%
Bottom Two Box (%Never + %Sometimes)	11	0	0	0	0	3	7	5	4	2	8	4	0	6	1	4	5	9	2	5	6	0
	27.50%	0.0%	0.0%	0.0%	0.0%	37.50%	23.33%	50.00%	16.00%	16.67%	30.77%	26.67%	0.0%	60.00%	9.09%	40.00%	23.81%	27.27%	40.00%	31.25%	25.00%	0.0%
Usually	5	0	0	0	0	2	3	2	2	2	3	3	1	1	0	0	4	4	1	1	4	0
	12.50%	0.0%	0.0%	0.0%	0.0%	25.00%	10.00%	20.00%	8.00%	16.67%	11.54%	20.00%	25.00%	10.00%	0.0%	0.0%	19.05%	12.12%	20.00%	6.25%	16.67%	0.0%
Always	24	0	0	0	0	3	20	3	19	8	15	8	3	3	10	6	12	20	2	10	14	0
	60.00%	0.0%	0.0%	0.0%	0.0%	37.50%	66.67%	30.00%	76.00%	66.67%	57.69%	53.33%	75.00%	30.00%	90.91%	60.00%	57.14%	60.61%	40.00%	62.50%	58.33%	0.0%
Top Two Box (%Always + %Usually)	29	0	0	0	0	5	23	5	21	10	18	11	4	4	10	6	16	24	3	11	18	0
	72.50%	0.0%	0.0%	0.0%	0.0%	62.50%	76.67%	50.00%	84.00%	83.33%	69.23%	73.33%	100.00%	40.00%	90.91%	60.00%	76.19%	72.73%	60.00%	68.75%	75.00%	0.0%
4-point composite mean	3.1750	0	0	0	0	2.7500	3.3000	2.5000	3.5200	3.4167	3.0769	3.1333	3.7500	2.4000	3.7273	3.0000	3.1905	3.1818	2.8000	3.1875	3.1667	0
Sigma	366	0	0	0	0	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

64. After hours care is health care when your usual doctor's office or clinic is closed. In the last 6 months, did you need to visit a doctor's office or clinic for after hours care?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	0	0	0	0	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	78	0	0	0	0	5	18	4	20	2	20	1	0	6	7	1	11	10	2	11	67	0
	21.31%	0.0%	0.0%	0.0%	0.0%	7.04%	7.79%	5.88%	11.17%	2.63%	8.70%	0.96%	0.0%	8.82%	7.95%	1.54%	6.18%	4.63%	2.67%	6.67%	33.33%	0.0%
											J			LM	LM						T	
BASE = Those who responded	288	0	0	0	0	66	213	64	159	74	210	103	39	62	81	64	167	206	73	154	134	0
	78.69%	0.0%	0.0%	0.0%	0.0%	92.96%	92.21%	94.12%	88.83%	97.37%	91.30%	99.04%	100.00%	91.18%	92.05%	98.46%	93.82%	95.37%	97.33%	93.33%	66.67%	0.0%
										K		NO	NO							U		
Yes	58	0	0	0	0	26	30	20	29	11	45	19	8	13	17	16	32	37	18	26	32	0
	20.14%	0.0%	0.0%	0.0%	0.0%	39.39%	14.08%	31.25%	18.24%	14.86%	21.43%	18.45%	20.51%	20.97%	20.99%	25.00%	19.16%	17.96%	24.66%	16.88%	23.88%	0.0%
						G		I														
No	230	0	0	0	0	40	183	44	130	63	165	84	31	49	64	48	135	169	55	128	102	0
	79.86%	0.0%	0.0%	0.0%	0.0%	60.61%	85.92%	68.75%	81.76%	85.14%	78.57%	81.55%	79.49%	79.03%	79.01%	75.00%	80.84%	82.04%	75.34%	83.12%	76.12%	0.0%
							F		H													
Sigma	366	0	0	0	0	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

65. In the last 6 months, how often was it easy to get the after hours care you thought you needed?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	0	0	0	0	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	83	0	0	0	0	6	22	5	24	3	24	1	0	9	9	2	15	12	5	14	69	0
	22.68%	0.0%	0.0%	0.0%	0.0%	8.45%	9.52%	7.35%	13.41%	3.95%	10.43%	0.96%	0.0%	13.24%	10.23%	3.08%	8.43%	5.56%	6.67%	8.48%	34.33%	0.0%
											J			LM	LM						T	
Appropriately skipped	230	0	0	0	0	40	183	44	130	63	165	84	31	49	64	48	135	169	55	128	102	0
	62.84%	0.0%	0.0%	0.0%	0.0%	56.34%	79.22%	64.71%	72.63%	82.89%	71.74%	80.77%	79.49%	72.06%	72.73%	73.85%	75.84%	78.24%	73.33%	77.58%	50.75%	0.0%
							F			K										U		
BASE = Those who responded	53	0	0	0	0	25	26	19	25	10	41	19	8	10	15	15	28	35	15	23	30	0
	14.48%	0.0%	0.0%	0.0%	0.0%	35.21%	11.26%	27.94%	13.97%	13.16%	17.83%	18.27%	20.51%	14.71%	17.05%	23.08%	15.73%	16.20%	20.00%	13.94%	14.93%	0.0%
						G		I														
Never	12	0	0	0	0	6	6	6	4	3	9	6	1	2	3	4	4	9	3	5	7	0
	22.64%	0.0%	0.0%	0.0%	0.0%	24.00%	23.08%	31.58%	16.00%	30.00%	21.95%	31.58%	12.50%	20.00%	20.00%	26.67%	14.29%	25.71%	20.00%	21.74%	23.33%	0.0%
Sometimes	10	0	0	0	0	5	4	3	4	1	8	4	0	5	1	4	5	8	2	4	6	0
	18.87%	0.0%	0.0%	0.0%	0.0%	20.00%	15.38%	15.79%	16.00%	10.00%	19.51%	21.05%	0.0%	50.00%	6.67%	26.67%	17.86%	22.86%	13.33%	17.39%	20.00%	0.0%
Bottom Two Box (%Never + %Sometimes)	22	0	0	0	0	11	10	9	8	4	17	10	1	7	4	8	9	17	5	9	13	0
	41.51%	0.0%	0.0%	0.0%	0.0%	44.00%	38.46%	47.37%	32.00%	40.00%	41.46%	52.63%	12.50%	70.00%	26.67%	53.33%	32.14%	48.57%	33.33%	39.13%	43.33%	0.0%
Usually	10	0	0	0	0	6	4	5	2	1	9	2	3	3	2	2	7	5	4	5	5	0
	18.87%	0.0%	0.0%	0.0%	0.0%	24.00%	15.38%	26.32%	8.00%	10.00%	21.95%	10.53%	37.50%	30.00%	13.33%	13.33%	25.00%	14.29%	26.67%	21.74%	16.67%	0.0%
Always	21	0	0	0	0	8	12	5	15	5	15	7	4	0	9	5	12	13	6	9	12	0
	39.62%	0.0%	0.0%	0.0%	0.0%	32.00%	46.15%	26.32%	60.00%	50.00%	36.59%	36.84%	50.00%	0.0%	60.00%	33.33%	42.86%	37.14%	40.00%	39.13%	40.00%	0.0%
Top Two Box (%Always + %Usually)	31	0	0	0	0	14	16	10	17	6	24	9	7	3	11	7	19	18	10	14	17	0
	58.49%	0.0%	0.0%	0.0%	0.0%	56.00%	61.54%	52.63%	68.00%	60.00%	58.54%	47.37%	87.50%	30.00%	73.33%	46.67%	67.86%	51.43%	66.67%	60.87%	56.67%	0.0%
4-point composite mean	2.7547	0	0	0	0	2.6400	2.8462	2.4737	3.1200	2.8000	2.7317	2.5263	3.2500	2.1000	3.1333	2.5333	2.9643	2.6286	2.8667	2.7826	2.7333	0
Sigma	366	0	0	0	0	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

66. In the last 6 months, how often was it easy to get appointments with specialists?

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	0	0	0	0	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
Multiple mark	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No response	75	0	0	0	0	7	14	6	17	3	18	1	0	8	6	5	9	13	1	10	65	0
	20.49%	0.0%	0.0%	0.0%	0.0%	9.86%	6.06%	8.82%	9.50%	3.95%	7.83%	0.96%	0.0%	11.76%	6.82%	7.69%	5.06%	6.02%	1.33%	6.06%	32.34%	0.0%
														LM	LM			S			T	
No experience	68	0	0	0	0	9	54	11	35	22	46	32	13	5	16	19	38	44	21	47	21	0
	18.58%	0.0%	0.0%	0.0%	0.0%	12.68%	23.38%	16.18%	19.55%	28.95%	20.00%	30.77%	33.33%	7.35%	18.18%	29.23%	21.35%	20.37%	28.00%	28.48%	10.45%	0.0%
							F					NO	N		N					U		
BASE = Those who responded	223	0	0	0	0	55	163	51	127	51	166	71	26	55	66	41	131	159	53	108	115	0
	60.93%	0.0%	0.0%	0.0%	0.0%	77.46%	70.56%	75.00%	70.95%	67.11%	72.17%	68.27%	66.67%	80.88%	75.00%	63.08%	73.60%	73.61%	70.67%	65.45%	57.21%	0.0%
Never	47	0	0	0	0	15	32	10	23	10	36	15	5	11	15	5	30	37	10	18	29	0
	21.08%	0.0%	0.0%	0.0%	0.0%	27.27%	19.63%	19.61%	18.11%	19.61%	21.69%	21.13%	19.23%	20.00%	22.73%	12.20%	22.90%	23.27%	18.87%	16.67%	25.22%	0.0%
Sometimes	42	0	0	0	0	18	22	19	18	4	37	12	7	11	11	11	22	34	7	16	26	0
	18.83%	0.0%	0.0%	0.0%	0.0%	32.73%	13.50%	37.25%	14.17%	7.84%	22.29%	16.90%	26.92%	20.00%	16.67%	26.83%	16.79%	21.38%	13.21%	14.81%	22.61%	0.0%
						G		I			J											
Bottom Two Box (%Never + %Sometimes)	89	0	0	0	0	33	54	29	41	14	73	27	12	22	26	16	52	71	17	34	55	0
	39.91%	0.0%	0.0%	0.0%	0.0%	60.00%	33.13%	56.86%	32.28%	27.45%	43.98%	38.03%	46.15%	40.00%	39.39%	39.02%	39.69%	44.65%	32.08%	31.48%	47.83%	0.0%
						G		I			J										T	
Usually	39	0	0	0	0	11	28	6	22	11	28	12	3	14	10	9	22	26	9	21	18	0
	17.49%	0.0%	0.0%	0.0%	0.0%	20.00%	17.18%	11.76%	17.32%	21.57%	16.87%	16.90%	11.54%	25.45%	15.15%	21.95%	16.79%	16.35%	16.98%	19.44%	15.65%	0.0%
Always	95	0	0	0	0	11	81	16	64	26	65	32	11	19	30	16	57	62	27	53	42	0
	42.60%	0.0%	0.0%	0.0%	0.0%	20.00%	49.69%	31.37%	50.39%	50.98%	39.16%	45.07%	42.31%	34.55%	45.45%	39.02%	43.51%	38.99%	50.94%	49.07%	36.52%	0.0%
							F		H													
Top Two Box (%Always + %Usually)	134	0	0	0	0	22	109	22	86	37	93	44	14	33	40	25	79	88	36	74	60	0
	60.09%	0.0%	0.0%	0.0%	0.0%	40.00%	66.87%	43.14%	67.72%	72.55%	56.02%	61.97%	53.85%	60.00%	60.61%	60.98%	60.31%	55.35%	67.92%	68.52%	52.17%	0.0%
							F		H	K										U		
4-point composite mean	2.8161	0	0	0	0	2.3273	2.9693	2.5490	3.0000	3.0392	2.7349	2.8592	2.7692	2.7455	2.8333	2.8780	2.8092	2.7107	3.0000	3.0093	2.6348	0
							F		H											U		
Sigma	366	0	0	0	0	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	0.0%	0.0%	0.0%	0.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

Survey Language

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Total	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
No response	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BASE = Those who responded	366	8245	27157	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
English	366	7870	25980	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	95.45%	95.67%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%
	BC			BC	BC																	
Spanish	0	375	1177	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	4.55%	4.33%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		ADE	ADE																			
Sigma	366	8245	27158	290	330	71	231	68	179	76	230	104	39	68	88	65	178	216	75	165	201	0
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

Customer Service Composite Score

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Customer Service Composite Score (BASE)	94	2647	8281	90	116	22	69	22	52	21	69	25	19	21	23	16	57	61	24	52	42	0
NEVER/SOMETIMES COMPOSITE	13.94%	12.74%	12.25%	17.78%	14.30%	38.64%	6.61%	18.18%	8.65%	0.0%	19.05%	14.00%	13.16%	16.67%	13.44%	22.71%	13.16%	17.21%	8.70%	14.42%	13.36%	0.0%
USUALLY COMPOSITE	18.19%	19.04%	19.48% E	14.44%	13.01%	27.27%	16.09%	29.55%	14.42%	7.14%	21.91%	18.00%	23.68%	28.57%	4.45%	9.58%	19.30%	18.03%	19.20%	17.31%	19.25%	0.0%
ALWAYS COMPOSITE	67.87%	68.22%	68.28%	67.78%	72.69%	34.09%	77.30%	52.27%	76.92%	92.86%	59.04%	68.00%	63.16%	54.76%	82.11%	67.71%	67.54%	64.75%	72.10%	68.27%	67.39%	0.0%
CAHPS RATE	86.06%	87.26%	87.75%	82.22%	85.70%	61.36%	93.39%	81.82%	91.35%	100.00%	80.95%	86.00%	86.84%	83.33%	86.56%	77.29%	86.84%	82.79%	91.30%	85.58%	86.64%	0.0%
AVERAGE	2.5392	2.5548	2.5603	2.5000	2.5839	1.9545	2.7069	2.3409	2.6827	2.9286	2.3998	2.5400	2.5000	2.3810	2.6868	2.4500	2.5439	2.4754	2.6341	2.5385	2.5404	0
Standard deviation	0.6979	0.6795	0.6728	0.7555	0.7044	0.8196	0.5426	0.7253	0.5943	0.2533	0.7479	0.7144	0.6825	0.6872	0.6823	0.8350	0.6645	0.7504	0.5716	0.7043	0.6893	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

Getting Needed Care Composite Score

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Getting Needed Care Composite Score (BASE)	253	5699	19284 B	227 ABC	263 ABC	54	184	68	177	55	183	76	36 LN	47	73 N	48	142	166	61	123 U	130	0
NEVER/SOMETIMES COMPOSITE	17.56%	19.80% C	18.53%	23.40%	24.00% C	31.37% G	13.22%	31.19% I	11.62%	10.30%	19.48%	14.33%	26.68%	23.56%	14.29%	12.46%	17.71%	13.99%	24.71%	13.06%	22.53% T	0.0%
USUALLY COMPOSITE	20.62%	24.35% D	25.42% DE	18.66%	19.47%	30.82%	17.83%	33.42% I	16.40%	18.68%	20.84%	15.00%	20.38%	22.00%	23.77%	24.67%	20.47%	22.81%	18.71%	24.05%	16.68%	0.0%
ALWAYS COMPOSITE	61.82%	55.85%	56.05%	57.94%	56.53%	37.81%	68.94% F	35.40%	71.98% H	71.02%	59.68%	70.67%	52.94%	54.44%	61.94%	62.87%	61.82%	63.20%	56.58%	62.89%	60.79%	0.0%
CAHPS RATE	82.44%	80.20%	81.47% BE	76.60%	76.00%	68.63%	86.78% F	68.81%	88.38% H	89.70%	80.52%	85.67%	73.32%	76.44%	85.71%	87.54%	82.29%	86.01%	75.29%	86.94% U	77.47%	0.0%
AVERAGE	2.4426	2.3604	2.3751	2.3453	2.3253	2.0645	2.5572	2.0421	2.6036	2.6071	2.4020	2.5633	2.2626	2.3089	2.4765	2.5041	2.4411	2.4922	2.3188	2.4983	2.3826	0
Standard deviation	0.7720	0.7911	0.7769	0.8311	0.8361	0.8226	0.7141	0.8043	0.6867	0.6548	0.7926	0.7132	0.8411	0.8146	0.7302	0.7055	0.7702	0.7206	0.8371	0.7146	0.8271	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP OF LOUISIANA
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Getting Care Quickly Composite Score

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Getting Care Quickly Composite Score (BASE)	273	5743	19159	237	281	63	186	65	159	60	192	77	36	53	79	51	152	176	63	138	135	0
NEVER/SOMETIMES COMPOSITE	20.23%	19.60% C	18.36%	19.02%	20.77%	35.36% G	14.51%	31.10% I	14.08%	14.00%	21.56%	22.31%	20.94%	27.25% O	12.66%	14.59%	19.76%	20.50%	17.62%	14.98%	25.81% T	0.0%
USUALLY COMPOSITE	17.61%	20.21%	21.10%	20.23%	16.88%	22.14%	15.56%	24.75%	15.56%	13.88%	18.46%	17.69%	21.29%	23.04%	12.87%	19.19%	17.55%	18.64%	18.10%	20.84%	14.11%	0.0%
ALWAYS COMPOSITE	62.16%	60.19%	60.54%	60.75%	62.35%	42.50%	69.92% F	44.16%	70.36% H	72.11%	59.98%	60.00%	57.77%	49.70%	74.47% N	66.22%	62.69%	60.86%	64.29%	64.18%	60.08%	0.0%
CAHPS RATE	79.77%	80.40%	81.64% B	80.98%	79.23%	64.64%	85.49% F	68.90%	85.92% H	86.00%	78.44%	77.69%	79.06%	72.75%	87.34% N	85.41%	80.24%	79.50%	82.38%	85.02% U	74.19%	0.0%
AVERAGE	2.4194	2.4060	2.4218	2.4173	2.4158	2.0714	2.5541	2.1306	2.5628	2.5811	2.3842	2.3769	2.3683	2.2245	2.6181	2.5163	2.4293	2.4036	2.4667	2.4920	2.3427	0
Standard deviation	0.8001	0.7927	0.7781	0.7889	0.8110	0.8765	0.7221	0.8558	0.7156	0.6788	0.8138	0.8177	0.7597	0.8462	0.6978	0.7302	0.7973	0.8066	0.6969	0.7406	0.8503	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

How Well Doctors Communicate Composite Score

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
How Well Doctors Communicate Composite Score (BASE)	214	4663	15643	192	212	45	158	52	140	49	153	58	28	44	65	44	116	143	49	105	109	0
NEVER/SOMETIMES COMPOSITE	12.34%	9.99%	9.11%	10.86%	14.92% BC	27.22% G	8.41%	28.37% I	5.36%	4.59%	15.40% J	7.33%	16.96%	20.59%	11.18%	14.83%	11.45%	13.16%	14.29%	8.62%	15.93%	0.0%
USUALLY COMPOSITE	11.39%	16.21% A	16.26% A	12.68%	11.96%	18.89%	9.52%	25.48% I	5.90%	9.69%	12.29%	11.64%	17.86%	13.15%	8.09%	8.58%	13.38%	11.92%	12.76%	11.23%	11.54%	0.0%
ALWAYS COMPOSITE	76.27%	73.81%	74.63%	76.46%	73.12%	53.89%	82.08% F	46.15%	88.74% H	85.71% K	72.31%	81.03%	65.18%	66.27%	80.72%	76.60%	75.17%	74.93%	72.96%	80.15%	72.52%	0.0%
CAHPS RATE	87.66%	90.01% E	90.89% E	89.14%	85.08%	72.78%	91.59% F	71.63%	94.64% H	95.41% K	84.60%	92.67%	83.04%	79.41%	88.82%	85.17%	88.55%	86.84%	85.71%	91.38%	84.07%	0.0%
AVERAGE	2.6394	2.6382	2.6552	2.6560	2.5819	2.2667	2.7367	2.1779	2.8337	2.8112	2.5690	2.7371	2.4821	2.4568	2.6954	2.6177	2.6373	2.6177	2.5867	2.7153	2.5659	0
Standard deviation	0.6876	0.6534	0.6358	0.6598	0.7329	0.8559	0.5971	0.8376	0.4899	0.4845	0.7407	0.5796	0.7589	0.8102	0.6497	0.7233	0.6716	0.7031	0.7237	0.6106	0.7462	0

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V

AMERIGROUP OF LOUISIANA
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Shared Decision Making Composite Score

						2015 Plan Results																
						Overall Rating of Plan		Overall Rating of Health Care		Health Status		Age				Gender		Education		Survey Type		
	2015 Plan Total (A)	2015 Anthem Avg. (B)	2015 DSS Book of Bus. (C)	2014 Plan Total (D)	2013 Plan Total (E)	0-7 (F)	8-10 (G)	0-7 (H)	8-10 (I)	Excel./ Very Good (J)	Good/ Fair/ Poor (K)	18-34 (L)	35-44 (M)	45-54 (N)	55+ (O)	Male (P)	Female (Q)	High School or Less (R)	Some College or More (S)	Mail (T)	Phone (U)	Internet (V)
Shared Decision Making Composite Score Composite Score (BASE)	112	2614	8572	0	0	30	75	30	79	24	80	28	13	20	42 LN	26	65	78	23	58	54	0
YES COMPOSITE	75.54%	78.67%	78.63%	0.0%	0.0%	68.35%	78.32%	75.56%	75.83%	84.72%	73.60%	85.49%	79.49%	63.33%	75.69%	78.77%	75.77%	74.50%	86.82%	77.01%	73.85%	0.0%

Note: A text notation appearing beneath a column percentage indicates the number is significantly different from the column indicated (e.g., A) at the 95% confidence level. A/B/C/D/E, F/G, H/I, J/K, L/M/N/O, P/Q, R/S, T/U/V