mercy care

Report of Results

for

Mercy Care Adult Population

2023 (MY2022) CAHPS® 5.1H Medicaid Member Experience Survey

Prepared for:

Mercy Care (June 30, 2023)

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INTRODUCTION

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

The National Committee for Quality Assurance (NCQA) uses the Health Plan CAHPS survey in its Health Plan Accreditation Program as part of the Healthcare Effectiveness Data and Information Set (HEDIS®). HEDIS measures health plan performance on important dimensions of care and service and is designed to provide purchasers and consumers with the information they need to reliably compare the performance of health care plans. The Health Plan CAHPS survey represents the member experience component of the HEDIS measurement set. The survey measures the member experience of care and gives a general indication of how well the health plan meets members' expectations. Surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous six months. In addition, the survey is used to collect data on some measures from the HEDIS *Effectiveness of Care* domain, including influenza vaccinations and smoking cessation measures.

EXECUTIVE SUMMARY

In 2022, Aetna Better Health contracted with the Center for the Study of Services (CSS), an NCQA-certified survey vendor, to administer the CAHPS® 5.1H Adult Medicaid Survey. The purpose of the survey is to assess members' experience with their health plan and health care. The overall goal of the survey is to provide actionable performance feedback to help the plan improve the member experience.

CSS administered the Adult Medicaid version of the CAHPS Health Plan Survey on behalf of Mercy Care between February 14 and May 10, 2023.

The final survey sample for Mercy Care included 2,700 members. During the survey fielding period, 306 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 11.47%. (See *Survey Response Rate* section on page 14 for response rate formula.)

This *Executive Summary* focuses on key CAHPS performance metrics, including year-over-year changes in results and comparisons to relevant national multi-plan benchmarks. Unofficial estimates of NCQA's 2023 Health Plan Ratings (HPR), calculated by CSS, are provided for reference. Also identified are top organizational priorities for quality improvement based on CSS's *Key Driver Analysis*.

RESULTS ON KEY SURVEY MEASURES

The findings presented in this section are based on the rates of Mercy Care Adult sample members rating their experience favorably (i.e., *9* or *10* for the overall rating questions and *Usually* or *Always* for all other CAHPS measures).

MERCY CARE ADULT MEMBERS: STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES IN PERFORMANCE COMPARED TO 2022

Reportable* Rate IMPROVED	Reportable* Rate DECLINED
No statistically significant improvements compared to 2022	No statistically significant declines compared to 2022

* Limited to CAHPS rating and composite measures that in 2023 reached the minimum required denominator of 100 or more valid responses to be reportable by NCQA. All CAHPS ratings and composites reached the reportable denominator and were eligible for inclusion in this summary. Effectiveness of Care measures were not considered.

MERCY CARE ADULT MEMBERS: STATISTICALLY SIGNIFICANT DIFFERENCES IN PERFORMANCE COMPARED TO NATIONAL MULTI-PLAN BENCHMARKS

Reportable* Rate ABOVE Benchmark	Reportable* Rate BELOW Benchmark
Benchmark: 2023 CSS Adult Medicaid Average	
Rating of Health Plan (66.22% vs. 58.44% [+7.77 points])	No statistically significant differences compared to benchmark
Benchmark: 2022 (MY2021) NCQA Quality Compass National Average (All Lines of Business)	
No statistically significant differences compared to benchmark	Coordination of Care (75.78% vs. 83.96% [-8.18 points])

* Limited to CAHPS rating and composite measures that in 2023 reached the minimum required denominator of 100 or more valid responses to be reportable by NCQA. All CAHPS ratings and composites reached the reportable denominator and were eligible for inclusion in this summary. Effectiveness of Care measures were not considered.

MERCY CARE ADULT MEMBERS: ESTIMATED 2023 NCQA HEALTH PLAN RATINGS

Estimated* 2023 NCQA Health Plan Rating	
★★★★☆	Rating of Health Plan
★★★☆☆	Getting Needed Care, Getting Care Quickly, Rating of Personal Doctor
★★☆☆☆	Rating of All Health Care

* Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023. NCQA retired Rating of Specialist Seen Most Often (% 9 or 10) and Coordination of Care from HPR 2023. Rating of All Health Care (% 9 or 10) was moved to the Satisfaction With Plan and Plan Services sub-composite. Note: estimated star ratings are provided for all applicable CAHPS measures regardless of measure denominator. This summary excludes Effectiveness of Care measures.

MERCY CARE ADULT MEMBERS: TOP PRIORITIES FOR QUALITY IMPROVEMENT

CSS's *Key Driver Analysis* identifies the key member experience touch points that shape members' overall assessment of the health plan, as captured by the *Rating of Health Plan* question at the end of the survey. To the extent that the plan can improve these experiences, the overall rating of the plan will reflect these gains. Below are the quality improvement opportunities that will result in the largest incremental gains in the *Rating of Health Plan* measure for Mercy Care.

Top Priorities for Quality Improvement
1. Improving health plan provider network (highly-rated personal doctors)
2. Improving member access to care (having a personal doctor)
3. Improving member access to care (getting an appointment for urgent care as soon as needed)
4. Improving the ability of the health plan customer service to provide necessary information or help
5. Improving health plan provider network (highly-rated specialists)

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

WHAT IS NEW IN 2023

NCQA POLICY UPDATES

There were no substantive changes to NCQA's 2023 (MY2022) HEDIS/CAHPS questionnaires or survey administration protocols. NCQA issued the following updates and clarifications to the 2023 Health Plan Ratings (HPR) Methodology:

- NCQA will continue to rely on current-year (2023, or MY2022) Quality Compass® national percentiles for assigning HPR stars.

- NCQA retired the following measures from HPR due to historically low response rates: *Claims Processing* (Commercial), *Rating of Specialist Seen Most Often* (Medicaid), and *Coordination of Care* (Medicaid).

For additional details, see *Estimated NCQA Health Plan Ratings (Star Ratings)* on page 19 and *NCQA Health Plan Ratings Methodology* on page 73.

CSS REPORT UPDATES

CSS made the following updates to the 2023 CAHPS Results Report:

- Key results exhibits have been updated to include the 95% confidence interval for reported measure rates.

- The *Key Driver Model* has been refreshed using the most recent industry data (see *Key Driver Analysis* section on page 60).

- The *Health Plan Quality Improvement Resources* section has been updated and expanded (see page 64).

ABOUT THIS REPORT

The key features of this 2023 CAHPS results report are highlighted below.

- CSS calculated survey results following the NCQA scoring guidelines outlined in *HEDIS 2023, Volume 3: Specifications for Survey Measures*. All measure results adhere to these scoring guidelines but are presented regardless of denominator.

- Unofficial estimates of NCQA's 2023 Health Plan Ratings (HPR stars) are provided in advance of their planned release by NCQA in the fall of 2023. The CSS-calculated HPR stars are based on the 2022 (MY2021) Quality Compass national benchmarks and are reported regardless of measure denominator. Since the most recent NCQA benchmarks available to date are the prior-year (2022, or MY2021) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2023 will likely diverge from these preliminary estimates.

- Throughout the report, the 2023 Mercy Care survey results are compared to national multi-plan benchmark rates, represented by the 2023 CSS Adult Medicaid Average and the 2022 (MY2021) NCQA Quality Compass Adult Medicaid National Average for All Lines of Business (LOBs). The 2023 CSS Adult Medicaid Average was calculated by pooling survey responses across 23 Adult Medicaid plans surveyed and selected by CSS to represent the industry average. The 2022 (MY2021) NCQA Quality Compass Adult Medicaid National Average (All LOBs) is made up of the Adult Medicaid plans that submitted data to NCQA in 2022.

- *Executive Summary* (page 5) provides a high-level overview of survey findings for Mercy Care. It highlights the areas where Mercy Care performs significantly above or below the aforementioned national multi-plan benchmarks. If prior-year survey results are available, any statistically significant improvements or declines on key survey measures are also noted. Top organizational priorities for quality improvement based on CSS's *Key Driver Analysis* are identified.

- *Summary of Survey Results* (page 21) presents the 2023 Mercy Care survey scores on key measures, including question summary rates, global proportions, and estimated HPR ratings; changes in rates and global proportion scores from the previous year (if applicable); and comparisons to relevant national multi-plan benchmarks. Statistically significant differences in scores are noted.

- *Detailed Performance Charts* (page 23) are provided for the overall rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2023 Mercy Care results are compared to the 2023 CSS Adult Medicaid Average on all measures. Where appropriate, the 2023 results are also compared to the 2022 (MY2021) NCQA Quality Compass Adult Medicaid National Average (All LOBs) and performance percentiles. Where available, a three-year trend in scores is also shown.

- A one-page summary of the *Effectiveness of Care* measures (page 47) includes comparisons to prior-year results (if available) as well as to the 2023 CSS Adult Medicaid Average rates.

- *Membership Profile and Analysis of Plan Ratings by Member Segment* (page 50) compares the 2023 Mercy Care respondent profile to the relevant national multi-plan distribution(s) of demographic characteristics and utilization variables. Variation in the *Rating of Health Plan* measure by member segment is examined.

- *Key Driver Analysis* (page 60) identifies the touch points of member experience that are most strongly related to the overall *Rating of Health Plan* measure. The CSS *Key Driver Model* quantifies the contribution of each key driver to the overall *Rating of Health Plan*. The 2023 Mercy Care results on each key driver are compared to the best result among the 23 plans contributing to the 2023 CSS Adult Medicaid Average, yielding a measure of available room for improvement on each touch point. The result is weighted by the key driver's contribution to the overall *Rating of Health Plan*. Opportunities for improvement are prioritized based on the incremental gain in the Mercy Care *Rating of Health Plan* measure expected due to improved performance on the individual key drivers. A separate section of the report provides some helpful resources for health plan quality improvement.

- *Appendices* (starting on page 71) include:

  - Score calculation guidelines and methodology

  - A glossary of terms

  - A one-page *Survey Results at a Glance* summary

  - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures

  - A copy of the survey instrument and supporting materials

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

CSS administered the Adult Medicaid version of the 2023 CAHPS Health Plan Survey on behalf of Mercy Care in accordance with the NCQA methodology detailed in *HEDIS 2023, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2023 Survey Measures.* The survey can be administered using a mail-only or a mixed (mail with telephone follow-up) methodology. These standard survey protocols include two questionnaire mailings, each followed by a reminder postcard. Depending on the protocol chosen, non-respondents are either sent a third, final survey package (mail-only methodology) or contacted by telephone (mixed methodology).

Mercy Care elected to use an enhanced mixed methodology with email reminders to non-respondents in addition to the standard reminder postcards. An optional prenotification postcard was mailed to all sample members on February 14. Email invitations with a link to the online survey were sent to eligible members on February 14, February 17, and February 23.

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

- An initial survey package was mailed on February 17.

- An initial reminder/thank-you postcard was mailed on February 23.

- A replacement survey package was mailed on March 24.

- A second reminder/thank-you postcard was mailed on March 30.

- A telephone follow-up phase targeting non-respondents, with up to six telephone follow-up attempts at different times of the day and on different days of the week, started on April 3.

- Data collection closed on May 10.

Survey results were submitted to NCQA on May 24, 2023.

SURVEY MATERIALS

CSS designed all member-facing materials (see *Appendix D. Survey Materials*) for Aetna Better Health in accordance with the NCQA guidelines detailed in *HEDIS 2023, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2023 Survey Measures*. Standard NCQA text was used for all materials. Prior to being customized with the health plan name, logo, and other branding elements, all CSS-designed survey materials templates were approved by NCQA.

The survey instrument was the Adult Medicaid version of the Health Plan CAHPS 5.1H survey. In addition to English, all sample members received a copy of the survey in Spanish. The cover letter was also printed in both languages.

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

SAMPLE SELECTION

For the Adult Medicaid survey, sample-eligible members were those who were 18 years old or older as of December 31, 2022; were currently enrolled; had been continuously enrolled for six months (with no more than one enrollment break of 45 days or less); and whose primary coverage was through Medicaid.

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

The standard NCQA-prescribed sample size for Adult Medicaid plans is 1,350 members. NCQA's sampling methodology does not allow disenrolled members to be removed from the sample after the start of survey administration. Health plans that were unable to identify disenrollees prior to December 31, 2022, were advised to oversample (i.e., increase their sample size to compensate for members expected to leave their plan by the time the survey was fielded). Oversampling could also be used to obtain more completed surveys. Mercy Care requested to oversample by 100%. The final survey sample for Mercy Care included 2,700 members.

DATA CAPTURE

Returned questionnaires were recorded using optical scanning. If the scanning technology was unable to identify the specific response option selected with a predefined degree of certainty, trained data entry operators were employed to ensure that each such response was accurately recorded.

Computer Assisted Telephone Interviewing (CATI) technology was used to electronically capture survey responses obtained during telephone interviews. Members were able to complete the telephone interview in either English or Spanish. CATI supervisors maintained quality control by monitoring the telephone interviews and responses captured by interviewers in real time and by auditing recorded interviews. At least 10% of the interviews were monitored by supervisors.

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

SURVEY RESPONSE RATE

During the survey fielding period, 306 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 11.47%. Additional detail on sample member status (disposition) at the end of data collection is provided in Exhibit 1.

EXHIBIT 1. 2023 MERCY CARE ADULT MEDICAID CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Sample Member Disposition	2023 Your Organization		2023 CSS Adult Medicaid Average
	Number	Percent of Initial Sample	Percent of Total Initial Sample
Initial Sample	2,700	100.00%	100.00%
Complete and Eligible - Mail	220	8.15%	8.55%
Complete and Eligible - Phone*	78	2.89%	5.41%
Complete and Eligible - Internet**	8	0.30%	0.16%
Complete and Eligible - Total	306	11.33%	14.11%
Does not meet Eligible Population criteria	21	0.78%	1.28%
Incomplete (but Eligible)	44	1.63%	3.26%
Language barrier	6	0.22%	0.25%
Mentally or physically incapacitated	3	0.11%	0.33%
Deceased	3	0.11%	0.14%
Refusal	59	2.19%	4.16%
Nonresponse after maximum attempts	2,185	80.93%	75.03%
Added to Do Not Call (DNC) list	73	2.70%	1.43%
NCQA Response Rate***		11.47%	14.40%

* Applies to plans following mixed methodology.   4993000
** Any sample members who called and requested another survey were provided a unique login ID to complete the survey online. Members could also access the online survey by clicking the survey link in their email invitation.
*** NCQA response rate = Complete and Eligible Surveys/[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]

Following is a more detailed breakdown of completed surveys by language, reflecting the language(s) in which the survey was offered. In addition to English, all sample members received a copy of the survey in Spanish. The cover letter was also printed in both languages. Members were able to complete the telephone interview in either English or Spanish.

EXHIBIT 2. 2023 MERCY CARE ADULT MEDICAID CAHPS SURVEY: COMPLETED SURVEYS BY LANGUAGE

Survey Language	2023 Your Organization	
	Number	Percent
Complete and Eligible - English	258	84.3%
Complete and Eligible - Spanish	48	15.7%
Complete and Eligible - Total	306	100.0%

4993000

SATISFACTION WITH THE EXPERIENCE OF CARE

PATIENT EXPERIENCE OF CARE MEASURES

This section includes all CAHPS measures for which NCQA calculates results, regardless of whether the measure is featured in NCQA's Health Plan Ratings. Measures that are reported in HPR[1] (i.e., assigned a star rating) are marked with a star symbol (⭐) below.

GLOBAL RATING QUESTIONS

CAHPS Health Plan Survey (version 5.1H) includes four global rating questions that utilize the scale of *0* to *10*, representing the lowest and highest possible ratings. Results are based on the proportion of members selecting one of the top two ratings (*9* or *10*) to align with NCQA's 2023 Health Plan Ratings Methodology. For convenience and trending, the proportion of respondents rating *8*, *9*, or *10* is also provided.

⭐ *Rating of Personal Doctor* (*0* = worst personal doctor possible; *10* = best personal doctor possible) is included in HPR as part of the *Satisfaction With Plan Physicians* sub-composite.

- *Rating of Specialist Seen Most Often* (*0* = worst specialist possible; *10* = best specialist possible) was retired from HPR in 2023 for the Medicaid product line.

⭐ *Rating of All Health Care* (*0* = worst health care possible; *10* = best health care possible) is included in HPR as part of the *Satisfaction With Plan and Plan Services* sub-composite.

⭐ *Rating of Health Plan* (*0* = worst health plan possible; *10* = best health plan possible) is included in HPR as part of the *Satisfaction With Plan and Plan Services* sub-composite.

CAHPS COMPOSITE MEASURES[2]

NCQA calculates results for several CAHPS composite measures. CAHPS composites combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below.

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[1] Any HPR scores that appear in this report were calculated by CSS and should be treated as UNOFFICIAL.

[2] This section focuses on CAHPS composites, which are distinct from HPR composites.

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

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

  - *In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?*

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

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

  - *In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?*

- ***Coordination of Care*** is based on a single survey question, which uses a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. This measure was retired from HPR in 2023 for the Medicaid product line. Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:

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

- ***How Well Doctors Communicate*** combines responses to four survey questions that address physician communication. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:

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

  - *In the last 6 months, how often did your personal doctor listen carefully to you?*

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

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

- *Customer Service* combines responses to two survey questions that ask about member experience with the health plan's customer service. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members selecting *Usually* or *Always* in response to the following questions:

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

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

CALCULATION AND REPORTING OF RESULTS

QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

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

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

Throughout the report, all question summary rates and composite global proportions are rounded to two decimal places for display purposes (e.g., 0.23456 is displayed as 23.46%). However, all calculations involving rates and proportions, including statistical significance testing, are carried out prior to rounding. For more details on the calculations, please refer to *HEDIS 2023, Volume 3: Specifications for Survey Measures* or consult Appendix A.

SURVEY-WIDE 95% MARGIN OF ERROR AND CONFIDENCE INTERVALS FOR MEASURE RESULTS

A margin of error indicates the extent to which survey results reflect the experiences of the entire member population. When different samples from the same population are surveyed, some degree of variation in survey results should be expected. Results will vary more from sample to sample if the sample size is small. Larger samples are more representative of the population and will exhibit less sample-to-sample variation in results. Additionally, the margin of error depends on the frequency of the reported response (e.g., the proportion of members answering *Yes*, *Usually* or *Always*, *9* or *10*, etc.) and will thus vary from one survey measure to the next. The closer the reported rate is to 50%, the wider the margin of error. As the observed rate moves away from 50% in either direction, the margin of error decreases. For convenience, using the most conservative assumptions about measure rates (i.e., 50%) and the total number of completed surveys (306), the survey-wide 95% margin of error for Mercy Care is estimated to be ±5.60%.

Measure-specific 95% confidence intervals (CI) provided in this report reflect measure rates and denominators observed in this survey sample. A 95% confidence interval around a measure rate indicates that if the same survey was fielded 100 times on different random samples drawn from the same member population, the true population rate would fall within that interval 95 of those times.

ESTIMATED NCQA HEALTH PLAN RATINGS (STAR RATINGS)

NCQA reports Health Plan Ratings to the public on a five-star scale, indicating how well a plan is performing compared to NCQA's Quality Compass national benchmarks (see https://reportcards.ncqa.org/health-plans). Quality measures are organized in HPR by composite (such as *Patient Experience*) and sub-

composite (such as *Getting Care, Satisfaction With Plan Physicians,* and *Satisfaction With Plan and Plan Services*).[3] Following is the list of *Patient Experience* and *Effectiveness of Care* measures included in NCQA's 2023 Health Plan Ratings:

HPR Measure	Individual Measures Included in HPR (Assigned a Star Rating)
Patient Experience	
Getting Care	Getting Needed Care (percent *Usually* or *Always*)
	Getting Care Quickly (percent *Usually* or *Always*)
Satisfaction With Plan Physicians	Rating of Personal Doctor (percent *9* or *10*)
	Rating of Specialist Seen Most Often (percent *9* or *10*) – Commercial ONLY; retired for Medicaid in HPR 2023
	Coordination of Care (percent *Usually* or *Always*) – Commercial ONLY; retired for Medicaid in HPR 2023
Satisfaction With Plan and Plan Services	Rating of Health Plan (percent *9* or *10*)
	Rating of All Health Care (percent *9* or *10*)
Effectiveness of Care	Flu Vaccinations for Adults Ages 18-64 (percent *Yes*)
	Medical Assistance with Smoking and Tobacco Use Cessation—Advising Smokers and Tobacco Users to Quit (percent *Sometimes, Usually,* or *Always*) – Medicaid ONLY

According to NCQA's 2023 HPR methodology, star ratings are assigned by comparing heath plan performance on each reported measure to the current-year (2023, or MY2022) Quality Compass National 10th, 33rd, 67th, and 90th Percentiles for All Lines of Business, subject to minimum denominator rules.[4] Since the most recent NCQA benchmarks available to date are the prior-year (2022, or MY2021) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2023 will likely diverge from these preliminary estimates. Any estimated star ratings that appear in this report were calculated by CSS and should be treated as UNOFFICIAL.

NCQA MINIMUM DENOMINATOR SIZE

For a measure result to be reportable by NCQA, it needs to be based on at least 100 valid responses (measure denominator). The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in

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[3] In HPR, the terms "composite" (e.g., *Patient Experience*) and "sub-composite" (*Getting Care, Satisfaction With Plan Physicians,* and *Satisfaction With Plan and Plan Services*) are used differently than in the realm of CAHPS. NCQA's HPR methodology refers to CAHPS composites as "individual measures." For example, the CAHPS composite measure *Getting Care Quickly* is included as an *individual measure* in the calculation of the HPR sub-composite *Getting Care* and in the HPR *Patient Experience* composite.

[4] See https://www.ncqa.org/hedis/reports-and-research/ncqas-health-plan-ratings-2023/ as well as Appendix A of this report for details, including rules for measure denominators.

the composite (note: composite denominators are rounded for display). If the rate denominator is less than 100, NCQA assigns a measure result of "NA." This report presents results for all measures, regardless of denominator size. Additional rules apply to official HPR measure denominators.

COMPARISONS TO NATIONAL MULTI-PLAN BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2023 Mercy Care results are compared to the 2023 CSS Adult Medicaid Average as well as to the 2022 (MY2021) NCQA Quality Compass Adult Medicaid National Average (All LOBs). The 2023 CSS Adult Medicaid Average was calculated by pooling survey responses across 23 Adult Medicaid plans surveyed and selected by CSS to represent the industry average. The 2022 (MY2021) NCQA Quality Compass Adult Medicaid National Average (All LOBs) is made up of the Adult Medicaid plans that submitted data to NCQA in 2022.

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

SUMMARY OF SURVEY RESULTS

Exhibit 3 provides a high-level Mercy Care performance overview on key survey measures. It includes the overall ratings, composite global proportions, and summary rates for additional measures. Where applicable, changes in scores over time and comparisons to relevant national multi-plan benchmarks are reported and tested for statistical significance.

EXHIBIT 3. 2023 MERCY CARE ADULT MEDICAID CAHPS SURVEY: PATIENT EXPERIENCE MEASURES

Survey Measures	Your Organization							Benchmark Comparisons				Your Organization's Estimated 2023 NCQA Health Plan (Star) Rating
	2023			2022		2021		2023 CSS Adult Medicaid Average		2022 (MY2021) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Point Change	Rate	Point Change	Rate	Point Difference	Rate	Point Difference	
Patient Experience Measures Reported in NCQA Health Plan Ratings												★★★☆☆
Getting Care												★★★☆☆
Getting Needed Care (% Always or Usually)	**80.84%**	(±5.77)	**(179)**	81.79%	[-0.95]	82.10%	[-1.25]	79.43%	[+1.41]	81.86%	[-1.02]	★★★☆☆
Getting Care Quickly (% Always or Usually)	**82.53%**	(±5.85)	**(162)**	79.80%	[+2.73]	78.03%	[+4.50]	79.38%	[+3.15]	80.22%	[+2.31]	★★★☆☆
Satisfaction With Plan Physicians												★★★☆☆
Rating of Personal Doctor (% 9 or 10)	**65.81%**	(±6.08)	**(234)**	62.59%	[+3.22]	64.92%	[+0.89]	66.82%	[-1.01]	68.30%	[-2.49]	★★★☆☆
Satisfaction With Plan and Plan Services												★★★☆☆
Rating of Health Plan (% 9 or 10)	**66.22%**	(±5.39)	**(296)**	65.73%	[+0.49]	70.78%	[-4.57]	58.44%	[+7.77] ✓	61.99%	[+4.23]	★★★★☆
Rating of All Health Care (% 9 or 10)	**51.55%**	(±7.03)	**(194)**	56.30%	[-4.76]	62.58%	[-11.03] ✓	54.26%	[-2.71]	56.46%	[-4.91]	★★☆☆☆
Additional Measures NOT Reported in NCQA Health Plan Ratings												
Coordination of Care (% Always or Usually)	**75.78%**	(±7.42)	**(128)**	76.00%	[-0.22]	77.55%	[-1.77]	82.32%	[-6.54]	83.96%	[-8.18] ✓	
How Well Drs. Communicate (% Always or Usually)	**91.39%**	(±4.00)	**(189)**	92.99%	[-1.61]	89.79%	[+1.60]	92.29%	[-0.91]	92.51%	[-1.12]	
Customer Service (% Always or Usually)	**90.76%**	(±5.11)	**(124)**	88.34%	[+2.42]	92.41%	[-1.65]	89.96%	[+0.80]	88.91%	[+1.85]	Not calculated
Rating of All Health Care (% 8, 9 or 10)	**70.62%**	(±6.41)	**(194)**	76.47%	[-5.85]	78.53%	[-7.91]	73.52%	[-2.90]	75.41%	[-4.79]	
Rating of Personal Doctor (% 8, 9 or 10)	**76.92%**	(±5.40)	**(234)**	79.14%	[-2.21]	81.68%	[-4.75]	82.67%	[-5.75] ✓	82.38%	[-5.46]	
Rating of Specialist Seen Most Often (% 8, 9 or 10)	**82.69%**	(±5.94)	**(156)**	84.54%	[-1.84]	86.49%	[-3.79]	80.17%	[+2.53]	83.52%	[-0.83]	
Rating of Specialist Seen Most Often (% 9 or 10)	**67.95%**	(±7.32)	**(156)**	69.07%	[-1.12]	73.87%	[-5.93]	64.49%	[+3.45]	68.34%	[-0.39]	
Rating of Health Plan (% 8, 9 or 10)	**81.08%**	(±4.46)	**(296)**	82.02%	[-0.94]	84.77%	[-3.69]	75.88%	[+5.20] ✓	77.98%	[+3.10]	

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Calculation and Reporting of Results
All rates were calculated by CSS following NCQA specifications. The 95% confidence interval (CI) around the reported rate indicates the range of values the true population rate will fall in 95% of the time if multiple random samples from the same member population were surveyed. The number of valid responses collected this year for each measure (*n*, or measure denominator) is reported in parentheses.

Rate Comparisons and Statistical Significance Testing
Comparisons to prior-year and benchmark rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Health Plan Ratings (HPR)
Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023. NCQA retired Rating of Specialist Seen Most Often (% 9 or 10) and Coordination of Care from HPR 2023. Rating of All Health Care (% 9 or 10) was moved to the Satisfaction With Plan and Plan Services sub-composite.

DETAILED PERFORMANCE CHARTS

Detailed charts are provided for CAHPS composite global proportions and question summary rates. The charts have the following features:

TREND IN RESULTS

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

- The number of valid responses (the NCQA-defined denominator, n) appears under each bar. If the number of responses is less than 100, "NA" appears next to the value of n, indicating that the result is not reportable by NCQA.

- Statistical comparisons are conducted between the current-year and each of the prior-year rates, if available. Differences in rates are tested for statistical significance at the 95% confidence level. Statistically significant differences are marked with a checkmark (✓) symbol next to the comparison score. For example, a checkmark appearing next to the 2022 rate denotes a statistically significant difference between the 2023 and 2022 rates.

COMPARISON TO NATIONAL MULTI-PLAN BENCHMARKS AND 2022 (MY2021) NCQA QUALITY COMPASS PERCENTILES

To help health plans evaluate their competitive performance on key CAHPS measures, CSS licensed the 2022 (MY2021) *NCQA Quality Compass CAHPS Benchmarks*. This dataset includes question summary rates and global proportions corresponding to the national Quality Compass averages, as well as the national 10th, 33rd, 67th, and 90th health plan performance percentiles. CSS's License Agreement with NCQA authorizes CSS to provide this information to eligible client organizations for their internal use only. Public reporting of these results is not authorized under the terms of this Agreement.

- For CAHPS ratings and composites, the bar representing the 2023 measure result is juxtaposed against the 2022 (MY2021) NCQA percentile distribution, providing an indication of competitive performance on the measure and, if applicable, the corresponding HPR (star) rating estimate.

- The horizontal lines displayed on the charts correspond to the 2023 CSS Adult Medicaid Average as well as the 2022 (MY2021) NCQA Quality Compass Adult Medicaid National Average (All LOBs). If the 2023 result is significantly different from any of these benchmark rates at the 95% confidence level, a checkmark (✓) appears next to the relevant result.

Rating of All Health Care
Percent Responding 9 or 10

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

Year	Value
2021	62.58% ✓ (n = 163)
2022	56.30% (n = 119)
2023	51.55% (n = 194)

Percentile benchmarks:
- 90th: 63.02%
- 67th: 58.77%
- 33rd: 54.22%
- 10th: 49.34%

56.46%
54.26%
51.55%

2023 CSS Adult Medicaid Average: 54.26%

2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 56.46%

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Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023.

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

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (*n* =100). Differences in rates were tested for statistical significance using a *t* -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of All Health Care
Percent Responding 8, 9 or 10

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2021: 78.53% (n = 163)
2022: 76.47% (n = 119)
2023: 70.62% (n = 194)

90th: 80.32%
67th: 77.65%
75.41%
73.52%
33rd: 73.94%
10th: 70.10%
70.62%

2023 CSS Adult Medicaid Average: 73.52%

2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 75.41%

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This measure is not included in NCQA's Health Plan Ratings.

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Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (*n* =100). Differences in rates were tested for statistical significance using a *t* -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Personal Doctor

Percent Responding 9 or 10

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2021	2022	2023

- 2021: 64.92% (n = 191)
- 2022: 62.59% (n = 139)
- 2023: 65.81% (n = 234)

Comparison chart benchmarks:
- ★★★★★
- ★★★★ 90th: 75.00%
- 67th: 71.14%
- ★★★ 68.30%
- 66.82% 33rd: 65.34%
- 65.81%
- ★★ 10th: 61.79%
- ★

——— 2023 CSS Adult Medicaid Average: 66.82%

——— 2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 68.30%

4993000

Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023.

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

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (*n* =100). Differences in rates were tested for statistical significance using a *t* -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Personal Doctor

Percent Responding 8, 9 or 10

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

	2021	2022	2023
	81.68%	79.14%	76.92%
	n = 191	n = 139	n = 234

Percentiles:
- 90th: 87.50%
- 67th: 84.38%
- 33rd: 80.67%
- 10th: 77.64%

82.67% ✓
82.38% ✓
76.92%

─── 2023 CSS Adult Medicaid Average: 82.67%

─── 2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 82.38%

4993000

This measure is not included in NCQA's Health Plan Ratings.

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

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n =100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Specialist Seen Most Often
Percent Responding 9 or 10

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2021 — 73.87% (n = 111)
2022 — 69.07% (n = 97 (NA))
2023 — 67.95% (n = 156)

90th: 75.47%
67th: 70.00%
68.34%
67.95%
33rd: 66.34%
64.49%
10th: 61.94%

2023 CSS Adult Medicaid Average: 64.49%

2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 68.34%

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This measure is not included in NCQA's Health Plan Ratings.

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

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (*n* =100). Differences in rates were tested for statistical significance using a *t* -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Specialist Seen Most Often

Percent Responding 8, 9 or 10

2021 | **2022** | **2023**

- 86.49% (2021)
- 84.54% (2022)
- 82.69% (2023)

n = 111 | n = 97 (NA) | n = 156

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

- 90th: 88.60%
- 67th: 85.32%
- 33rd: 82.27%
- 10th: 78.45%

83.52%

82.69%

80.17%

2023 CSS Adult Medicaid Average: 80.17%

2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 83.52%
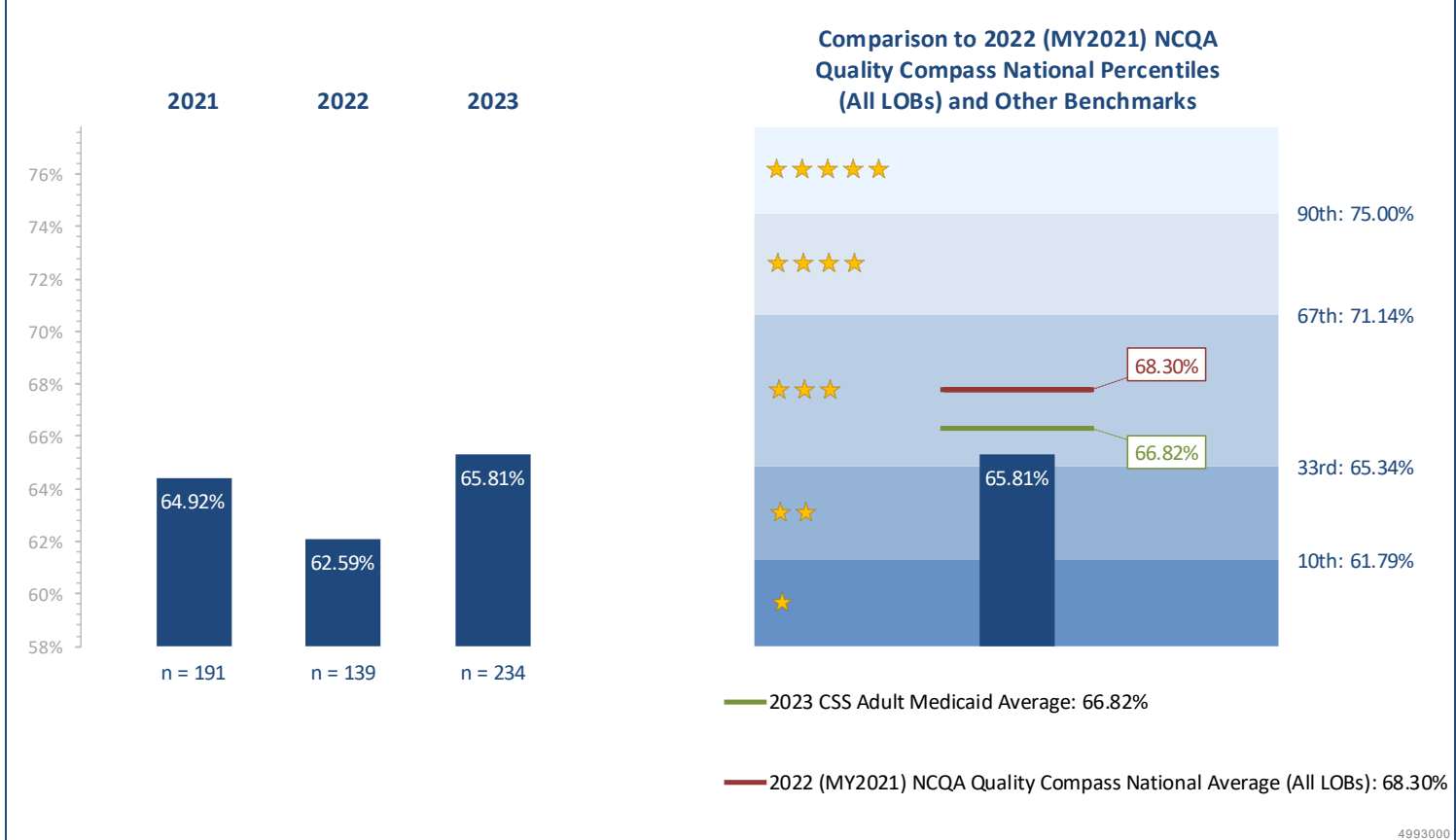
4993000

This measure is not included in NCQA's Health Plan Ratings.

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

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n =100). Differences in rates were tested for statistical significance using a t -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.
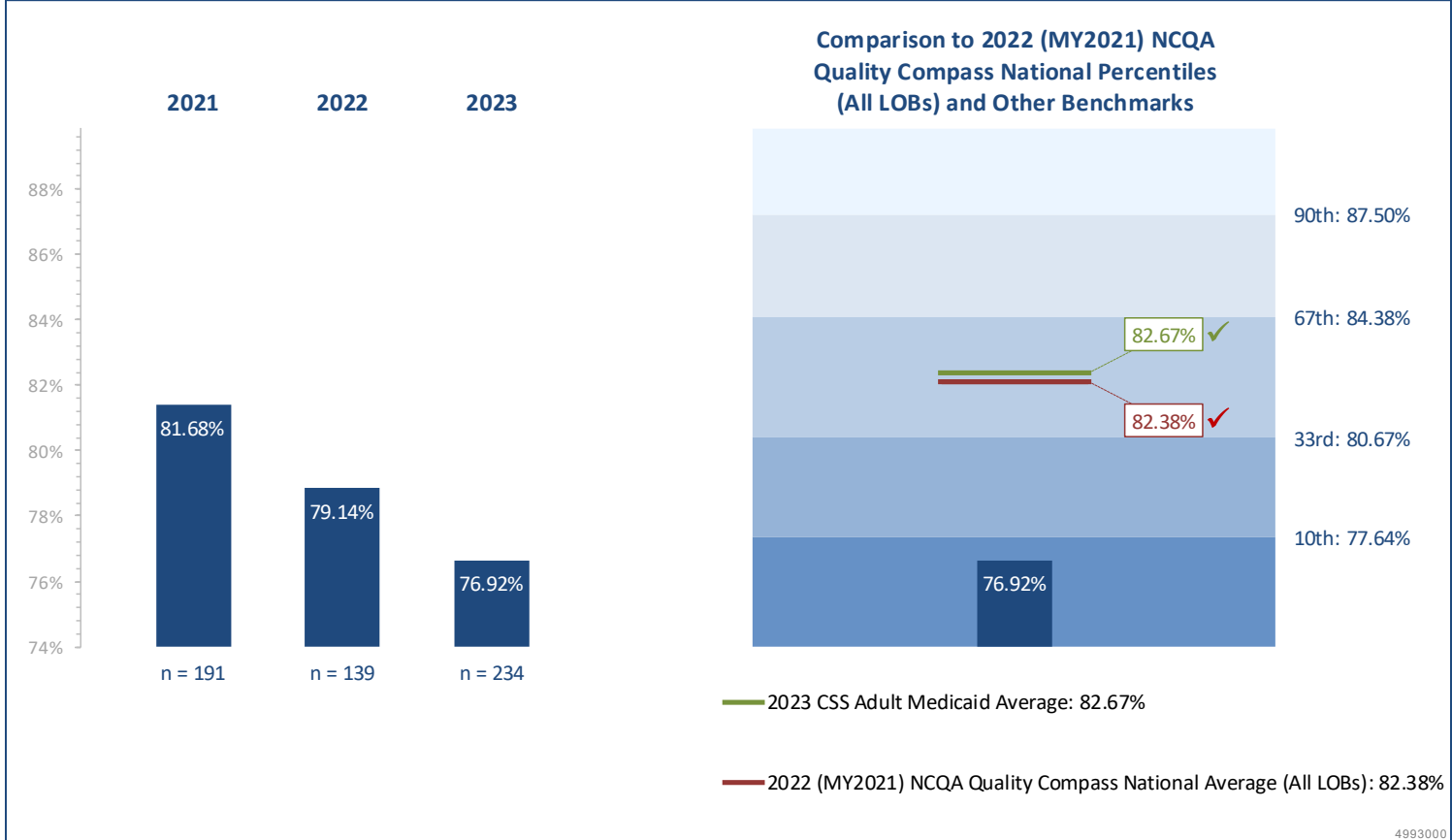
Rating of Health Plan

Percent Responding 9 or 10

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2021: 70.78% (n = 243)
2022: 65.73% (n = 178)
2023: 66.22% (n = 296)

66.22%

61.99%

58.44% ✓

90th: 70.09%
67th: 64.94%
33rd: 59.78%
10th: 53.85%

⎯⎯ 2023 CSS Adult Medicaid Average: 58.44%

⎯⎯ 2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 61.99%

4993000

Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023.

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

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n =100). Differences in rates were tested for statistical significance using a t -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Health Plan
Percent Responding 8, 9 or 10

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

	2021	2022	2023
	84.77%	82.02%	81.08%
	n = 243	n = 178	n = 296

90th: 83.98%
67th: 80.38%
33rd: 76.61%
10th: 71.25%

81.08%
77.98%
75.88% ✓

—— 2023 CSS Adult Medicaid Average: 75.88%

—— 2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 77.98%
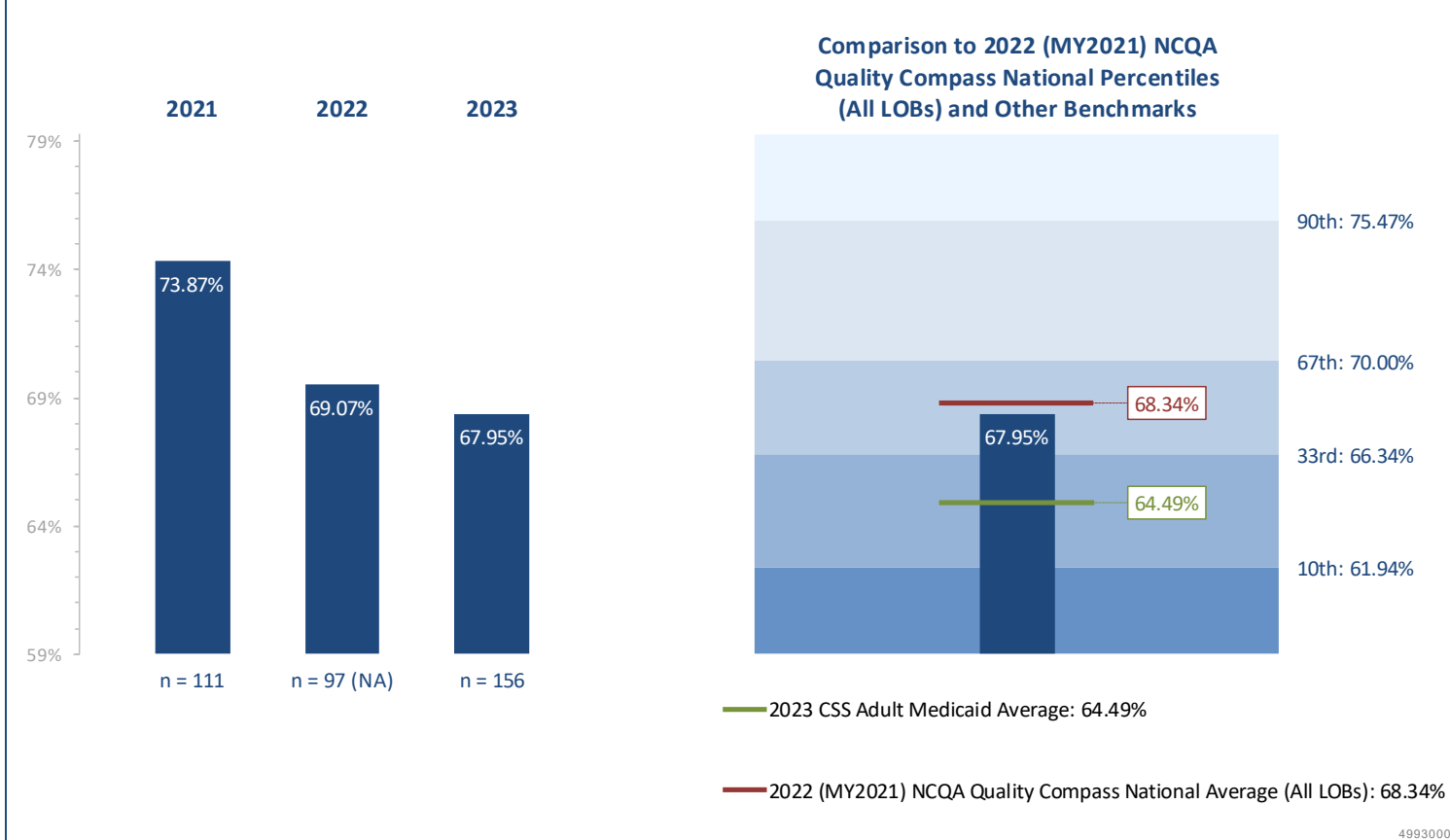
4993000

This measure is not included in NCQA's Health Plan Ratings.

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

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (*n* =100). Differences in rates were tested for statistical significance using a *t* -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Needed Care
Percent Responding Always or Usually

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

Year	2021	2022	2023
Rate	82.10%	81.79%	80.84%
n	n = 141	n = 111	n = 179

★★★★★
★★★★
★★★
★★
★

90th: 87.47%
67th: 84.60%
33rd: 80.37%
10th: 75.64%

81.86%
80.84%
79.43%

——— 2023 CSS Adult Medicaid Average: 79.43%

——— 2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 81.86%

4993000

Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023.
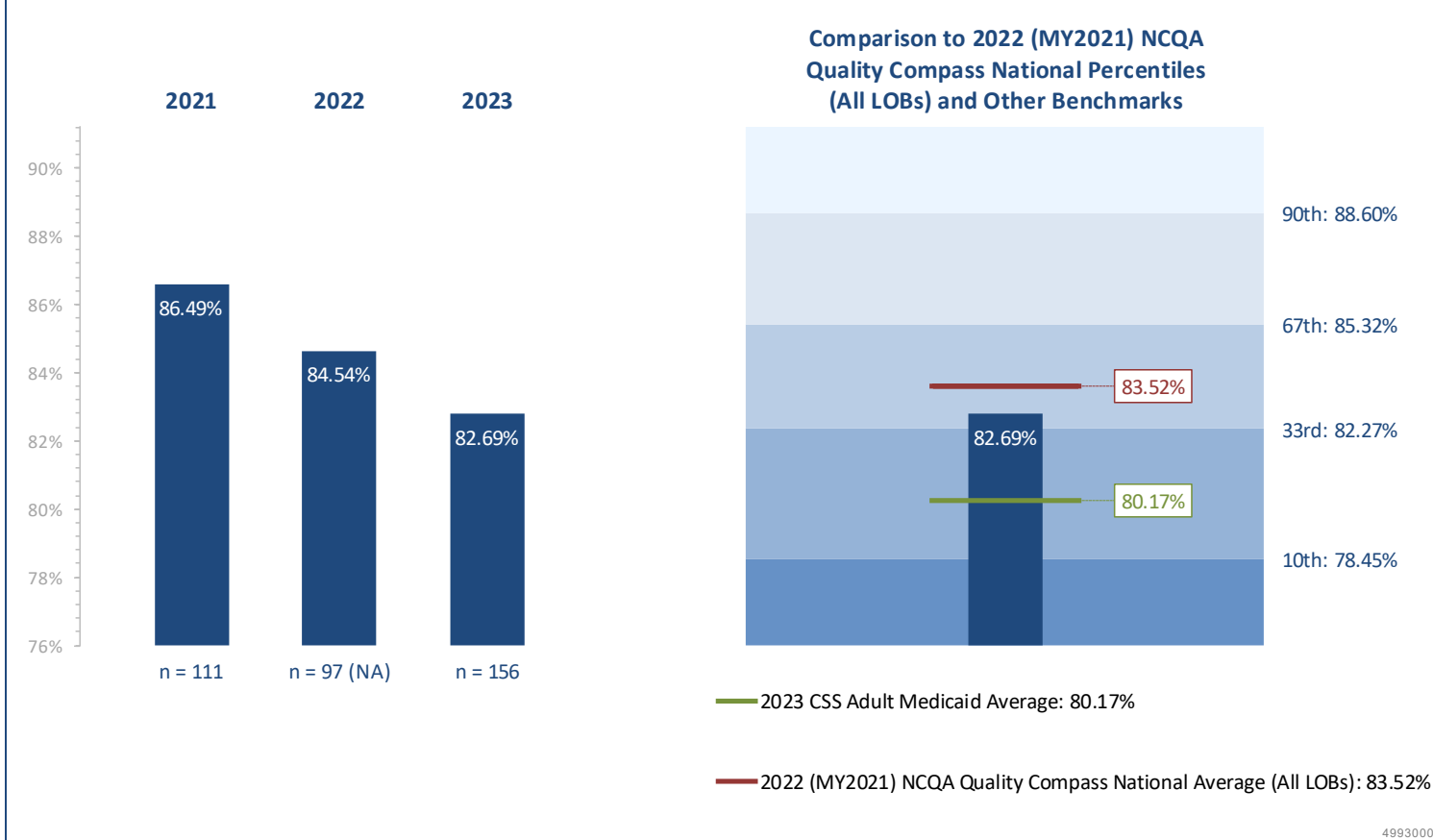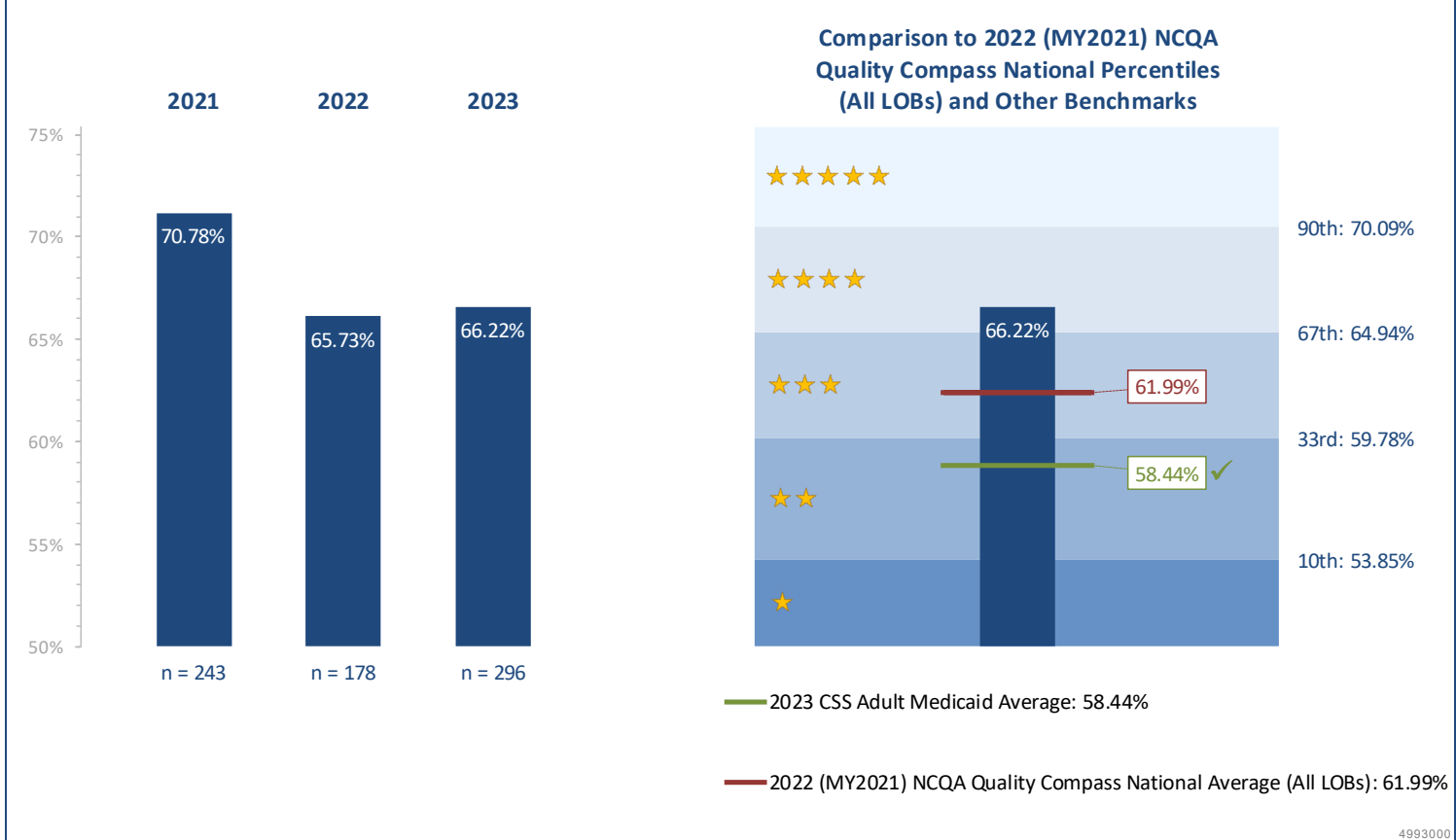
All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (*n* =100). Differences in rates were tested for statistical significance using a *t* -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Needed Care: Ease of Getting Needed Care (Q9)

Percent Responding Always or Usually

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2021	2022	2023
80.86%	83.19%	82.90%
n = 162	n = 119	n = 193

90th: 90.34%

67th: 86.67%

33rd: 83.19%

10th: 78.05%

84.67%

82.90%   82.68%

——— 2023 CSS Adult Medicaid Average: 82.68%

——— 2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 84.67%

4993000

This measure is not included in NCQA's Health Plan Ratings.

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

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (*n* =100). Differences in rates were tested for statistical significance using a *t* -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Needed Care: Ease of Seeing a Specialist (Q20)

Percent Responding Always or Usually

2021   2022   2023

Year	Value
2021	83.33%
2022	80.39%
2023	78.79%

n = 120   n = 102   n = 165

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

78.57%

78.79%

76.18%

90th: 85.00%

67th: 82.39%

33rd: 76.80%

10th: 69.66%

—— 2023 CSS Adult Medicaid Average: 76.18%

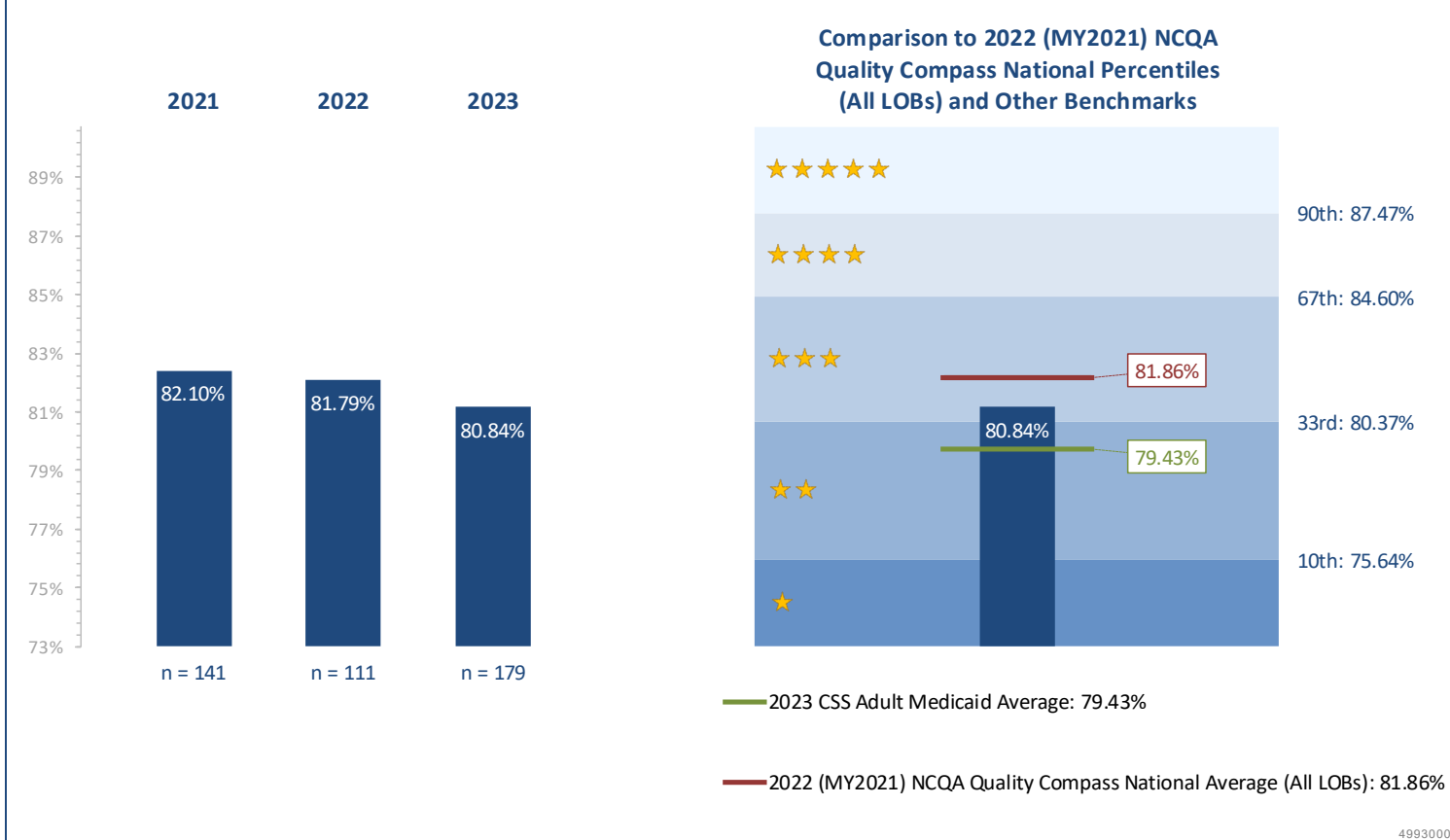—— 2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 78.57%

4993000

This measure is not included in NCQA's Health Plan Ratings.

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

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (*n* =100). Differences in rates were tested for statistical significance using a *t* -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Care Quickly
Percent Responding Always or Usually

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

Year	Rate	n
2021	78.03%	n = 137
2022	79.80%	n = 101
2023	82.53%	n = 162

90th: 86.85%
67th: 83.82%
33rd: 77.90%
10th: 70.19%

82.53%
80.22%
79.38%

—— 2023 CSS Adult Medicaid Average: 79.38%

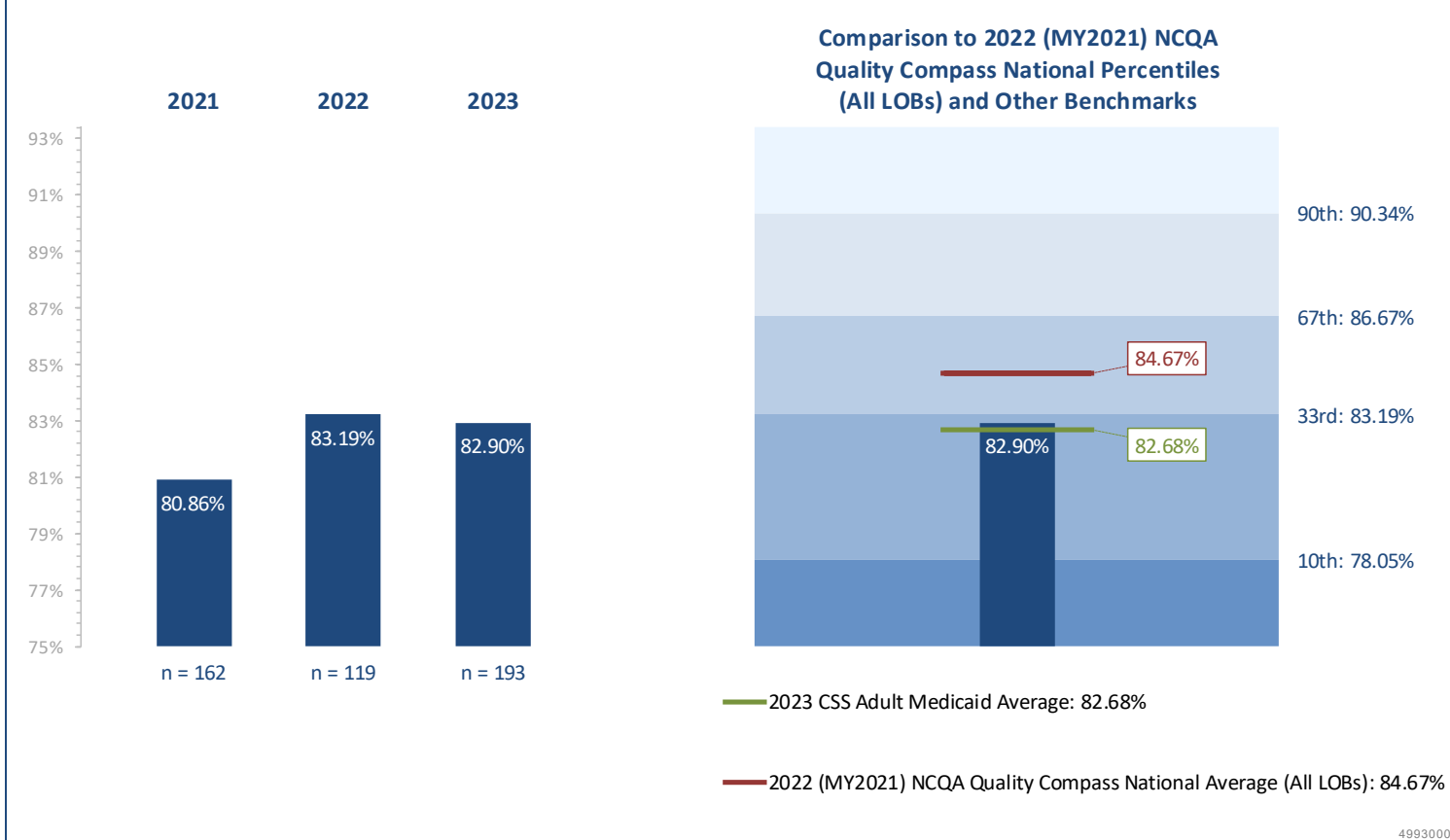—— 2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 80.22%

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Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023.

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

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n =100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

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

Percent Responding Always or Usually

2021   **2022**   **2023**

- 2021: 80.77% (n = 104)
- 2022: 84.21% (n = 76 (NA))
- 2023: 83.06% (n = 124)

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

- 90th: 87.27%
- 67th: 84.17%
- 33rd: 80.17%
- 10th: 71.82%

- 83.06%
- 80.93%
- 80.77%

——— 2023 CSS Adult Medicaid Average: 80.77%

——— 2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 80.93%

4993000

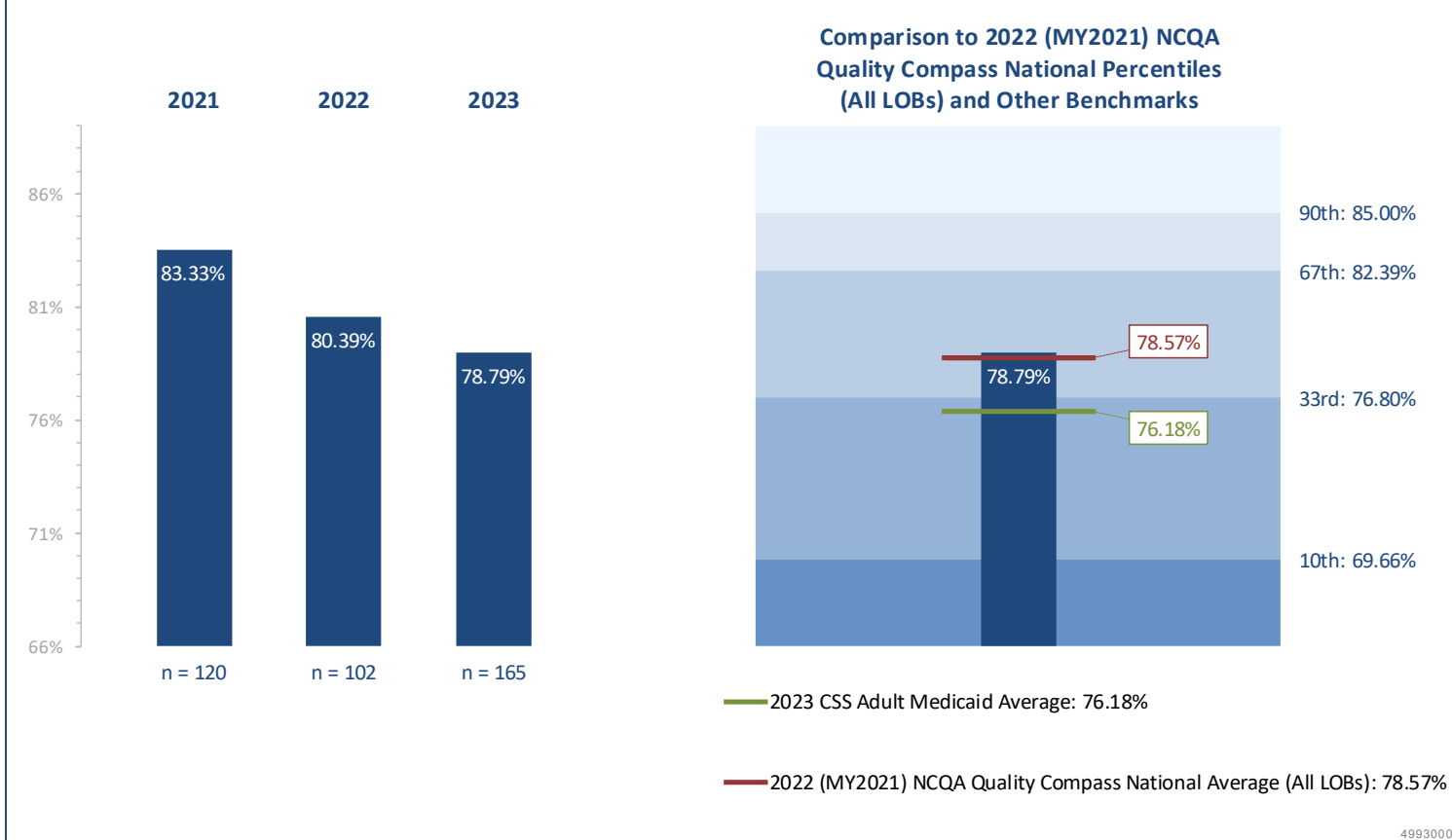This measure is not included in NCQA's Health Plan Ratings.

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

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n =100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

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

Percent Responding Always or Usually

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2021 n = 170: 75.29%
2022 n = 126: 75.40%
2023 n = 200: 82.00%

82.00%
79.77%
77.99%

90th: 87.14%
67th: 83.46%
33rd: 77.59%
10th: 69.76%

—— 2023 CSS Adult Medicaid Average: 77.99%

—— 2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 79.77%

4993000

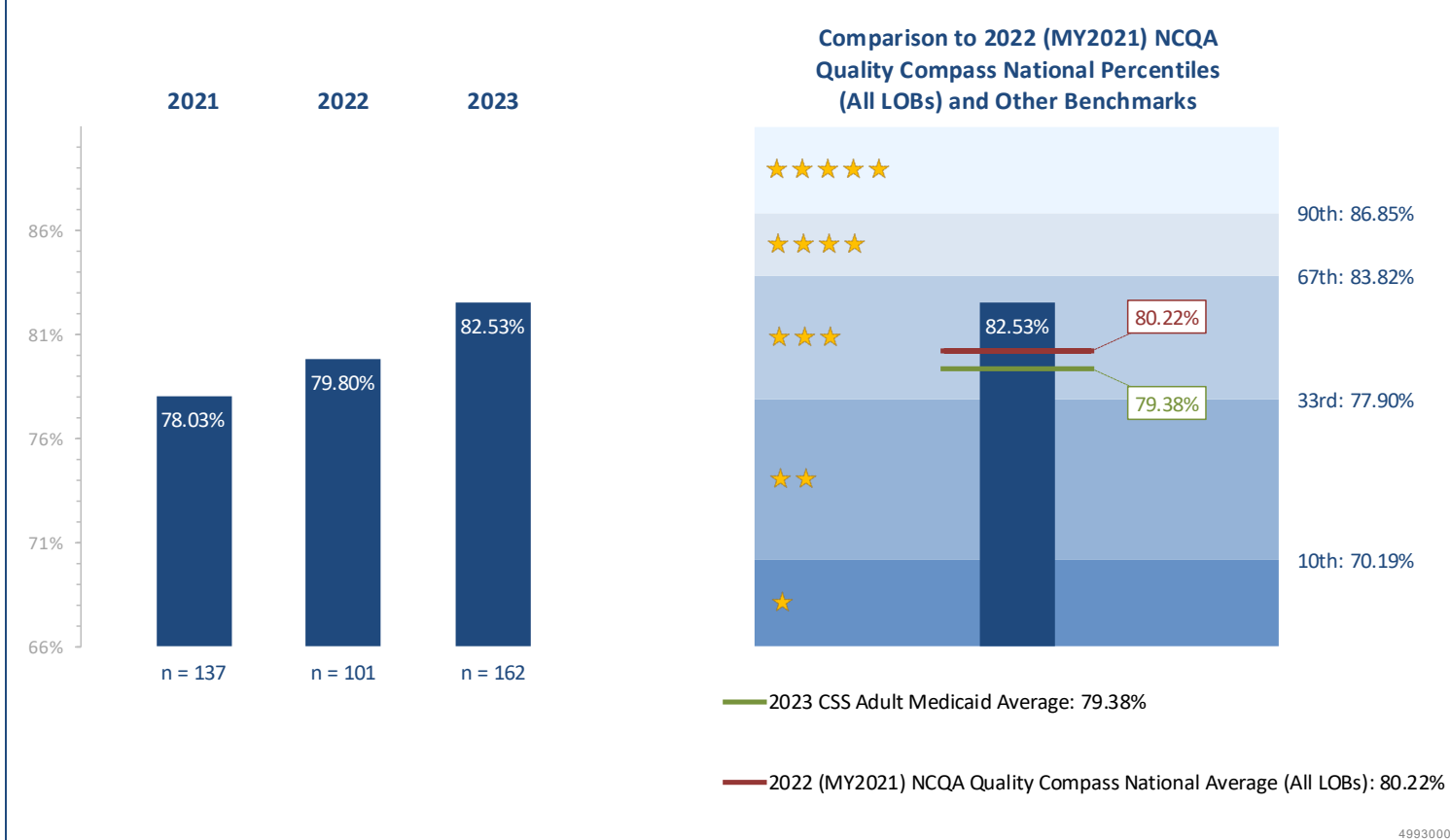This measure is not included in NCQA's Health Plan Ratings.

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

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n =100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate

Percent Responding Always or Usually

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2021 — 89.79% — n = 152
2022 — 92.99% — n = 104
2023 — 91.39% — n = 189

90th: 95.37%
67th: 93.78%
33rd: 92.01%
10th: 89.04%

91.39%
92.51%
92.29%

2023 CSS Adult Medicaid Average: 92.29%

2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 92.51%

4993000

This measure is not included in NCQA's Health Plan Ratings.

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

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (*n* =100). Differences in rates were tested for statistical significance using a *t* -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.
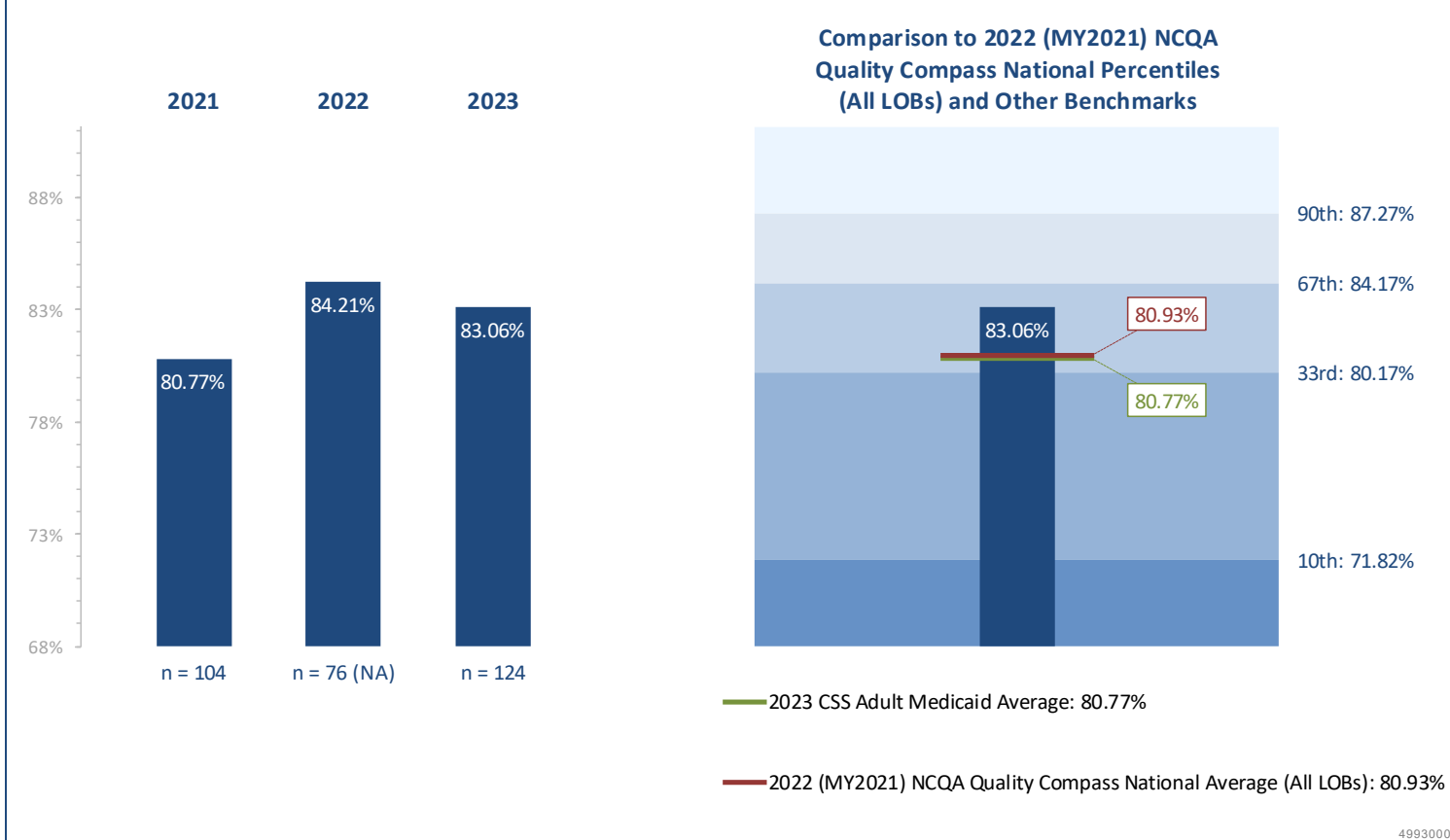
How Well Doctors Communicate: Doctor Explained Things (Q12)

Percent Responding Always or Usually

2021   **2022**   **2023**

- 2021: 91.45% (n = 152)
- 2022: 94.29% (n = 105)
- 2023: 92.11% (n = 190)

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

- 90th: 96.04%
- 67th: 94.12%
- 33rd: 91.45%
- 10th: 89.24%

2023: 92.11%
92.62%
92.52%

—— 2023 CSS Adult Medicaid Average: 92.52%

—— 2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 92.62%
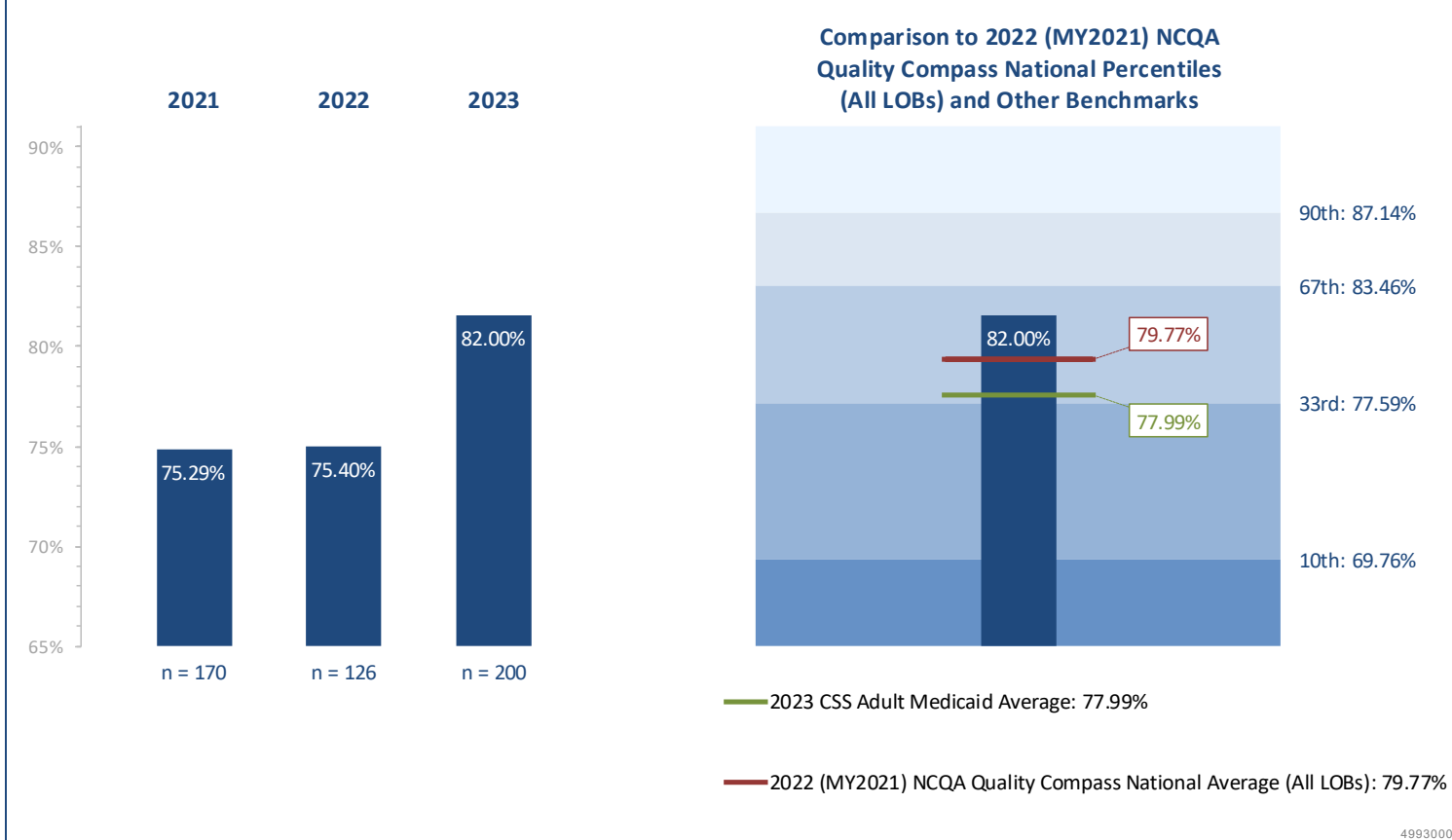
4993000

This measure is not included in NCQA's Health Plan Ratings.

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

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n =100). Differences in rates were tested for statistical significance using a t -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Listened Carefully (Q13)

Percent Responding Always or Usually

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2021: 89.33% (n = 150)
2022: 93.33% (n = 105)
2023: 92.06% (n = 189)

90th: 95.65%
67th: 94.07%
33rd: 92.11%
10th: 89.33%

92.70%
92.56%
92.06%

—— 2023 CSS Adult Medicaid Average: 92.56%

—— 2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 92.70%

4993000

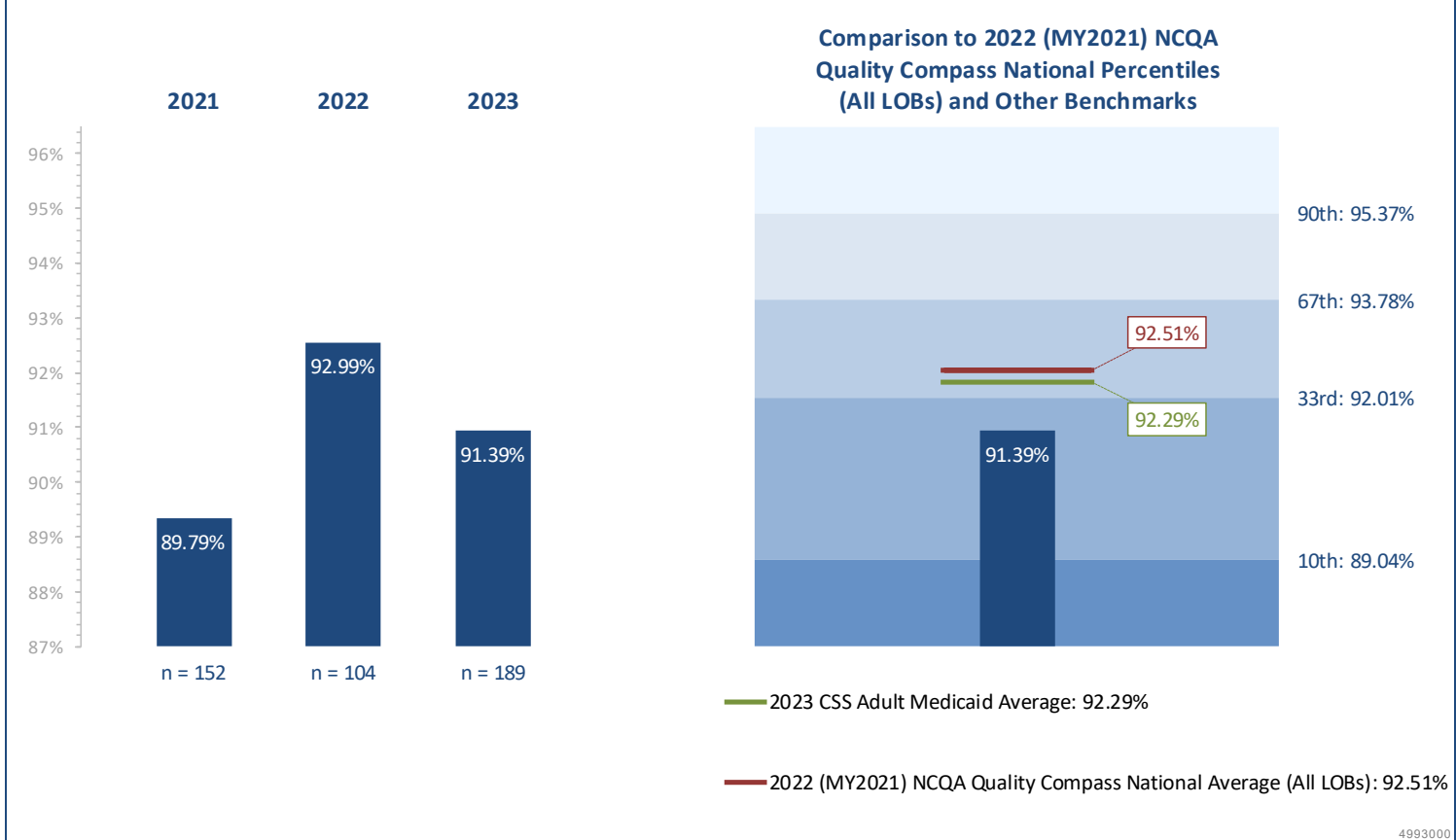This measure is not included in NCQA's Health Plan Ratings.

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

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n =100). Differences in rates were tested for statistical significance using a t -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Showed Respect (Q14)

Percent Responding Always or Usually

2021   **2022**   **2023**

- 2021: 93.42% (n = 152)
- 2022: 93.27% (n = 104)
- 2023: 94.15% (n = 188)

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

- 90th: 96.95%
- 67th: 95.41%
- 33rd: 93.71%
- 10th: 90.73%

94.15%
94.45%
94.30%

— 2023 CSS Adult Medicaid Average: 94.45%

— 2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 94.30%

4993000

This measure is not included in NCQA's Health Plan Ratings.
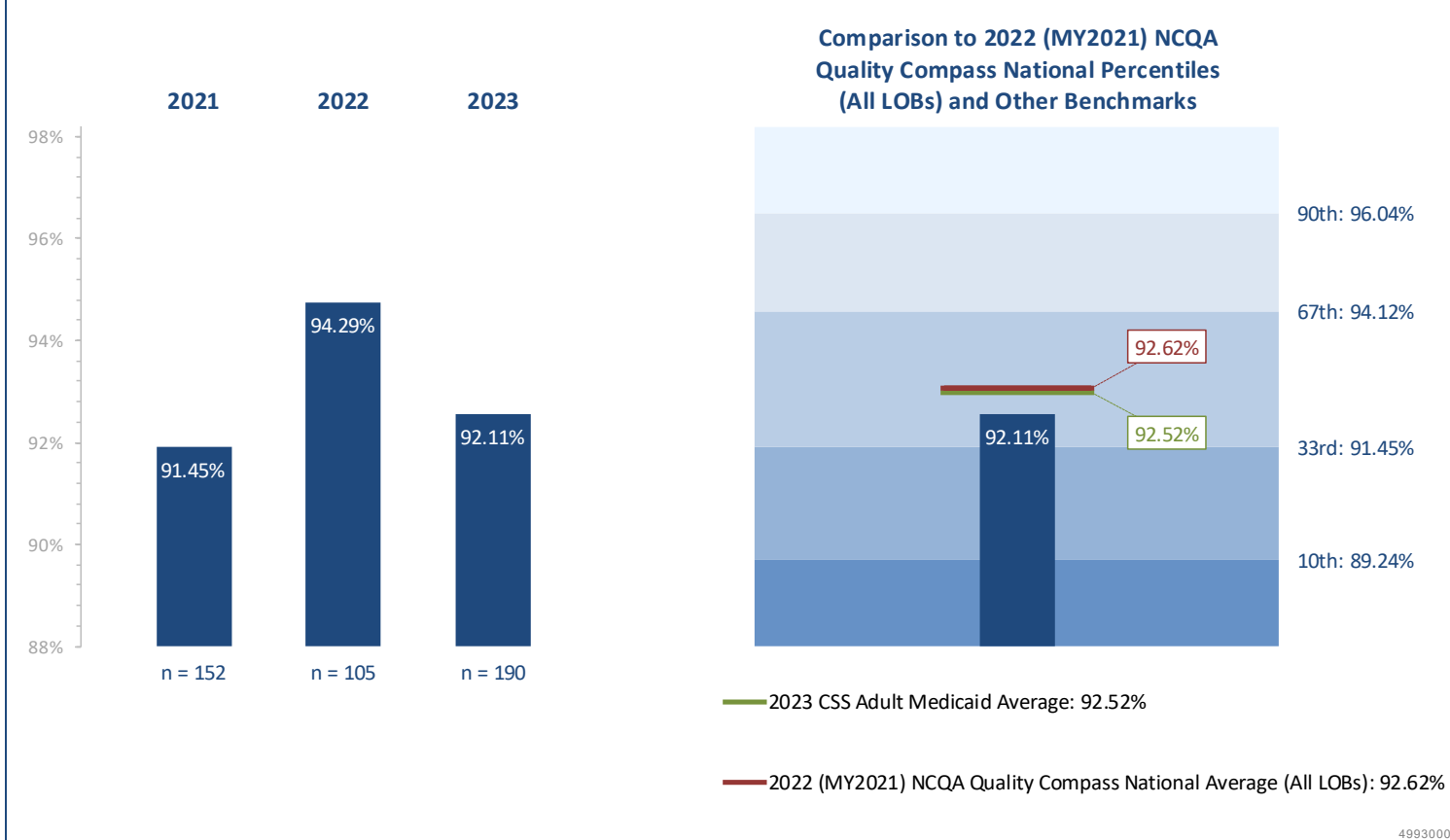
All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (*n* =100). Differences in rates were tested for statistical significance using a *t* -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Spent Enough Time (Q15)

Percent Responding Always or Usually

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

Bar chart (left):
- 2021: 84.97% (n = 153)
- 2022: 91.09% (n = 101)
- 2023: 87.23% (n = 188)

Benchmark percentiles (right):
- 90th: 95.00%
- 67th: 92.13%
- 33rd: 88.64%
- 10th: 85.29%
- 90.42%
- 89.64%
- 87.23%

— 2023 CSS Adult Medicaid Average: 89.64%

— 2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 90.42%

4993000

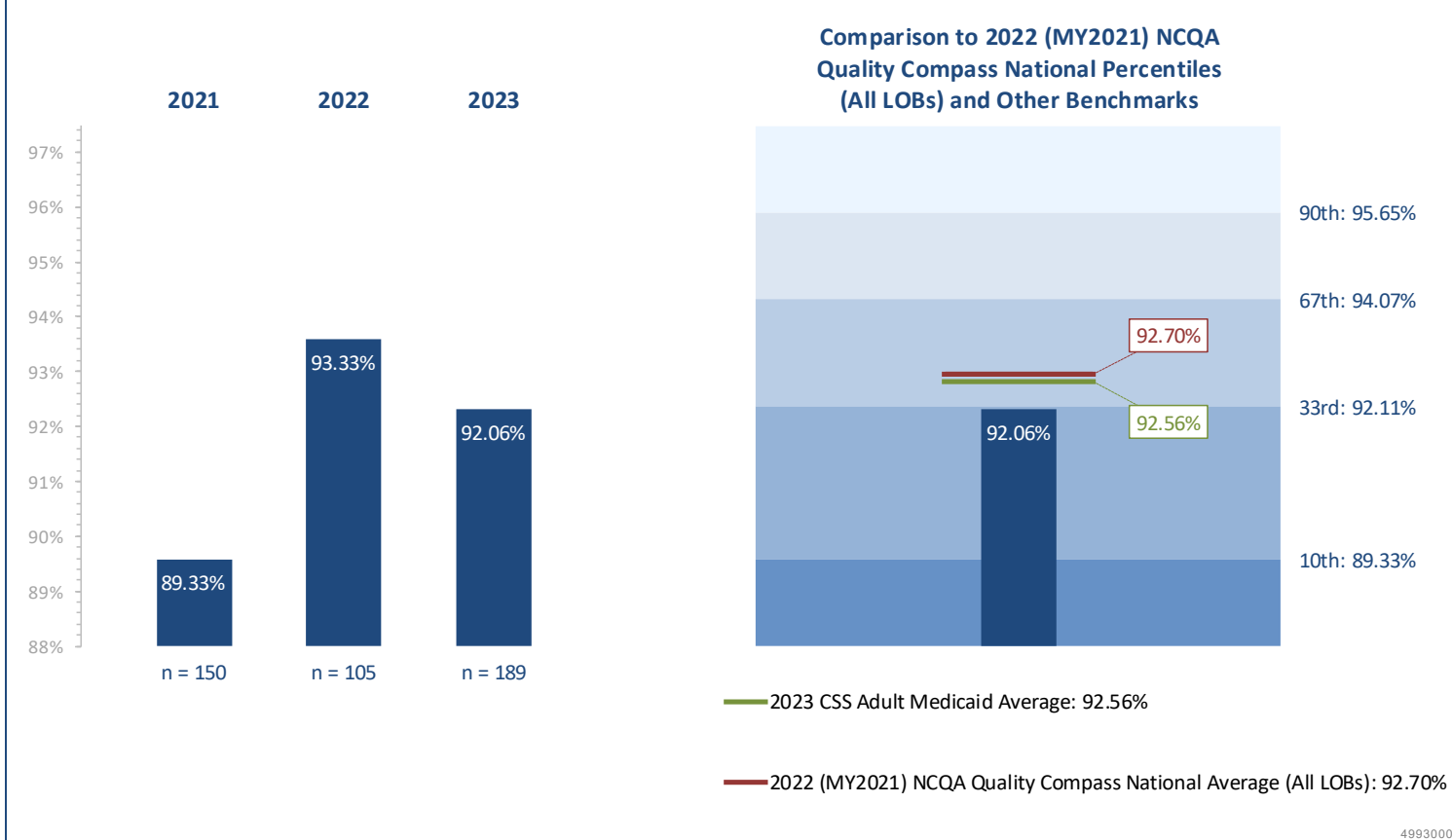This measure is not included in NCQA's Health Plan Ratings.

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

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (*n* =100). Differences in rates were tested for statistical significance using a *t* -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Customer Service
Percent Responding Always or Usually

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

	2021	2022	2023
Value	92.41%	88.34%	90.76%
n	n = 112	n = 78 (NA)	n = 124

Percentiles:
- 90th: 92.34%
- 67th: 90.70%
- 33rd: 87.86%
- 10th: 84.05%

90.76%
89.96%
88.91%

— 2023 CSS Adult Medicaid Average: 89.96%

— 2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 88.91%

4993000

This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. If n is less than 100, 'NA' is displayed next to the value of n, indicating that the result is not reportable by NCQA.
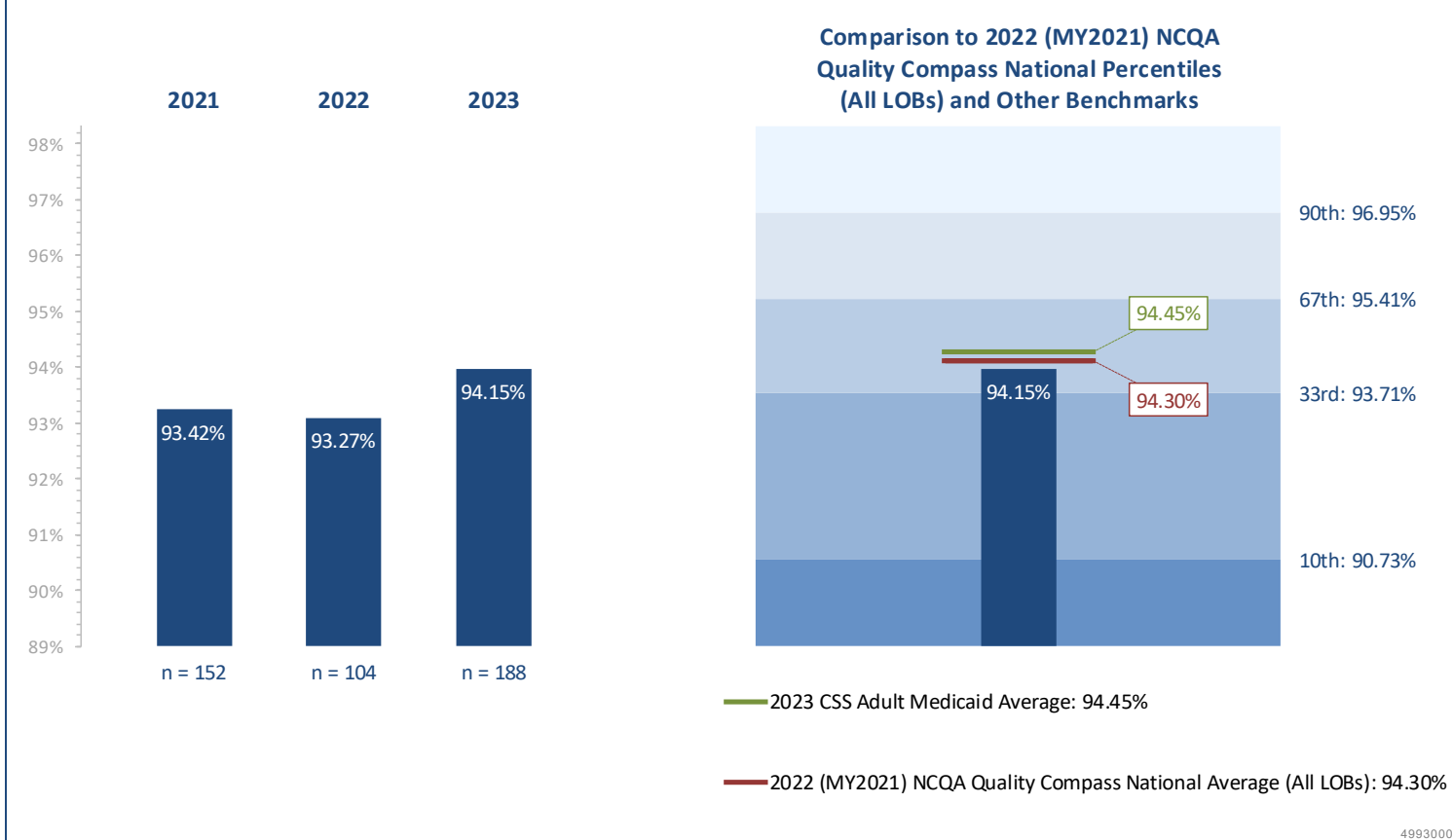
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n =100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Customer Service: Customer Service Provided Information/Help (Q24)

Percent Responding Always or Usually

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

Bar chart (left):
- 2021: 89.29% (n = 112)
- 2022: 80.52% (n = 77 (NA))
- 2023: 84.80% (n = 125)

Benchmark chart (right):
- 2023 rate: 84.80%
- 84.35%
- 83.39%
- 90th: 89.00%
- 67th: 85.71%
- 33rd: 82.16%
- 10th: 76.85%

—— 2023 CSS Adult Medicaid Average: 84.35%

—— 2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 83.39%

4993000

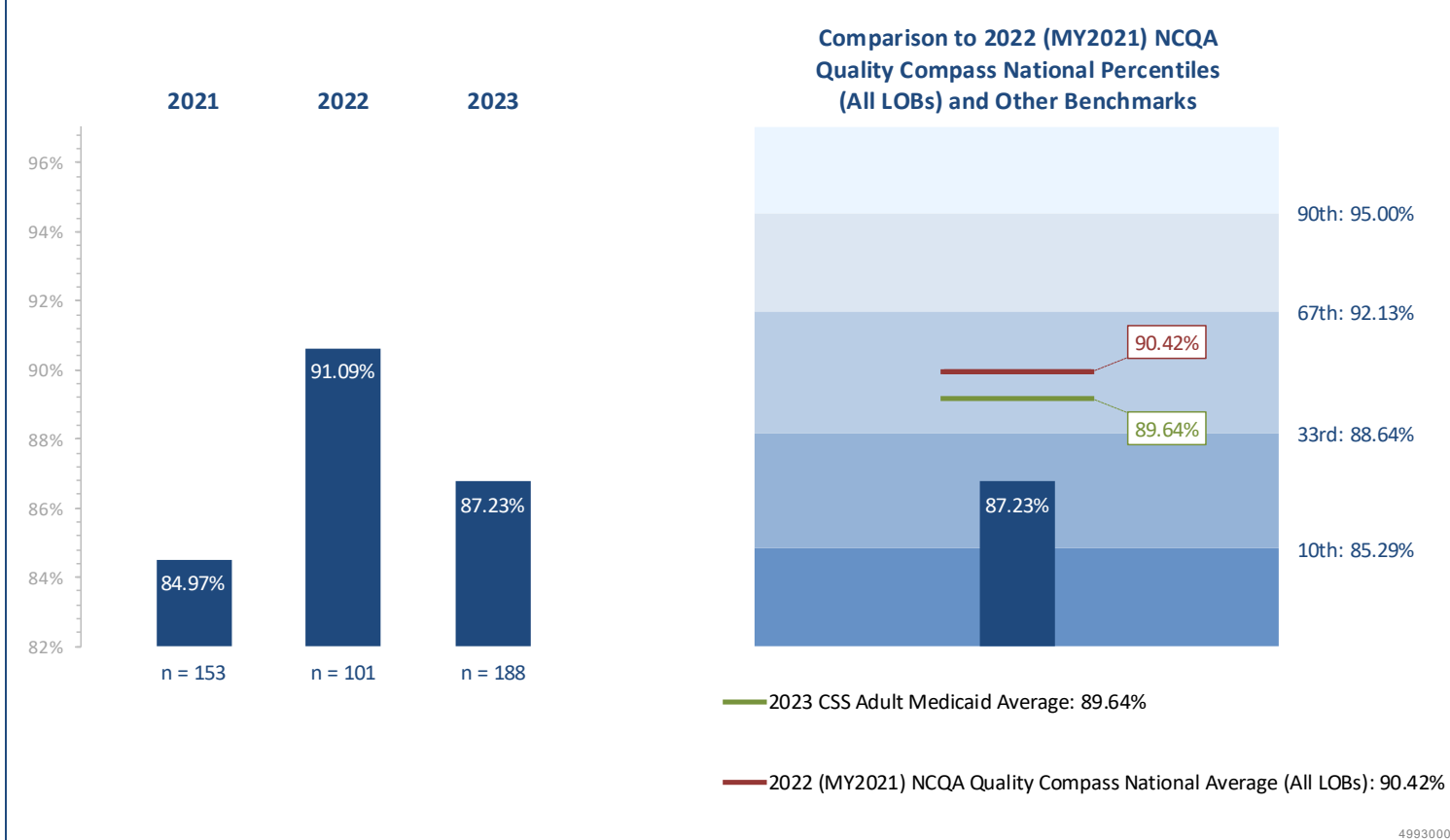This measure is not included in NCQA's Health Plan Ratings.

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

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n =100). Differences in rates were tested for statistical significance using a t -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Customer Service: Customer Service Was Courteous/Respectful (Q25)

Percent Responding Always or Usually

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

	2021	2022	2023
	95.54%	96.15%	96.72%
	n = 112	n = 78 (NA)	n = 122

90th: 97.66%
67th: 96.00%
33rd: 94.03%
10th: 90.59%

96.72%
95.57%
94.57%

—— 2023 CSS Adult Medicaid Average: 95.57%

—— 2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 94.57%
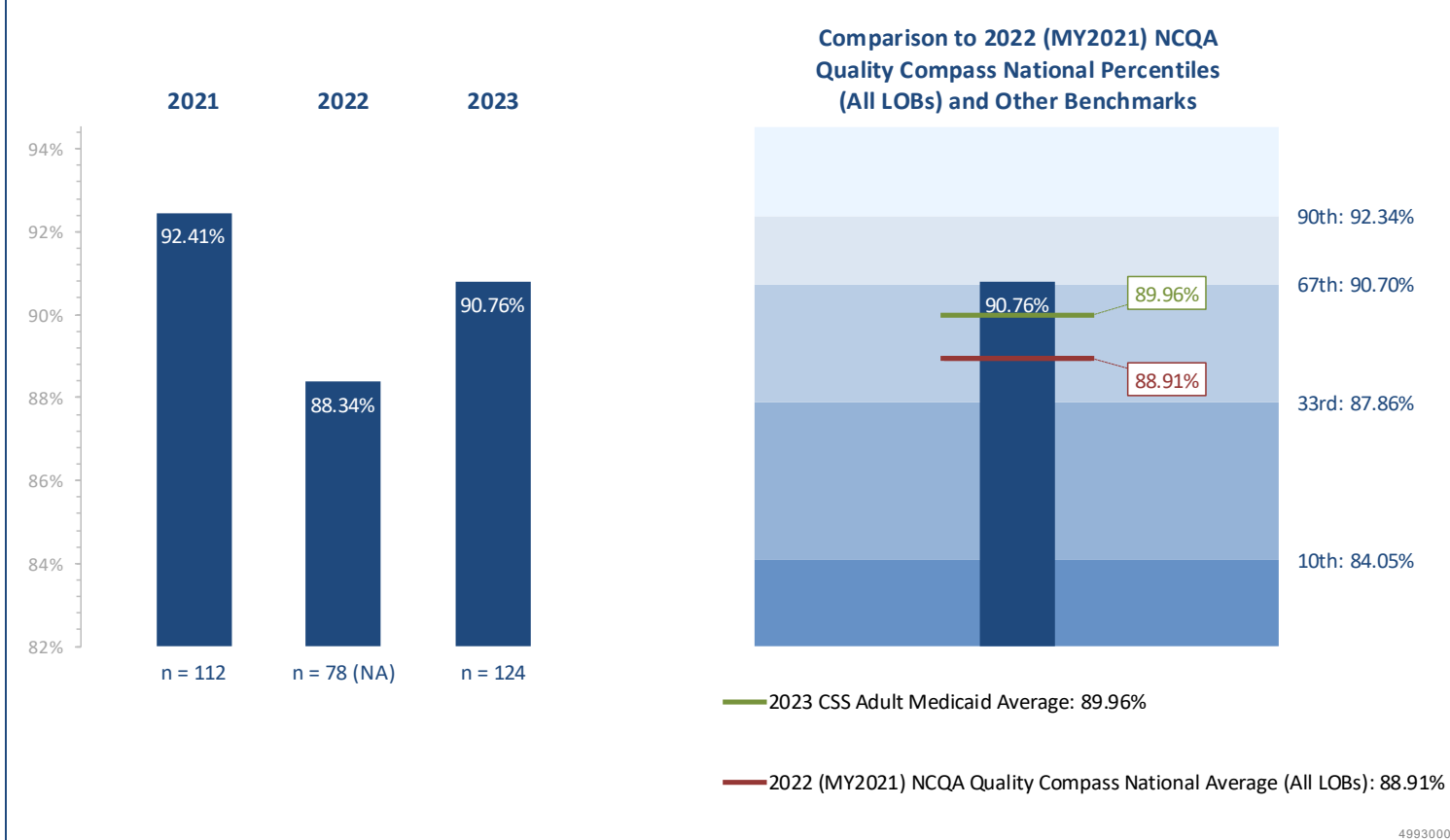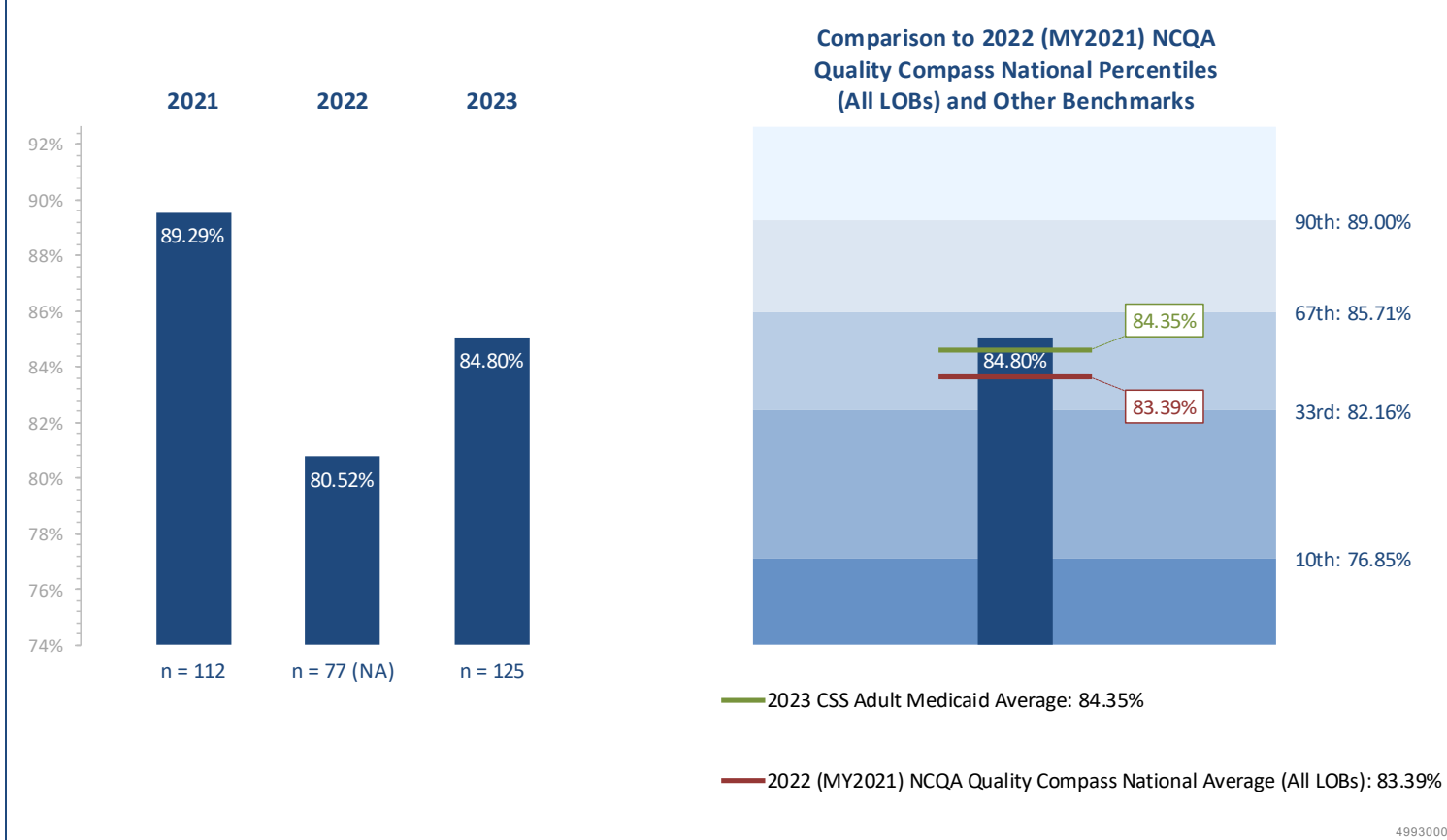
4993000

This measure is not included in NCQA's Health Plan Ratings.

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

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (*n* =100). Differences in rates were tested for statistical significance using a *t* -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Coordination of Care
Percent Responding Always or Usually

Comparison to 2022 (MY2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2021	2022	2023
77.55%	76.00%	75.78%
n = 98 (NA)	n = 75 (NA)	n = 128

90th: 89.52%

67th: 86.26%

83.96% ✓

33rd: 81.75%

82.32%

10th: 79.17%

75.78%

—— 2023 CSS Adult Medicaid Average: 82.32%

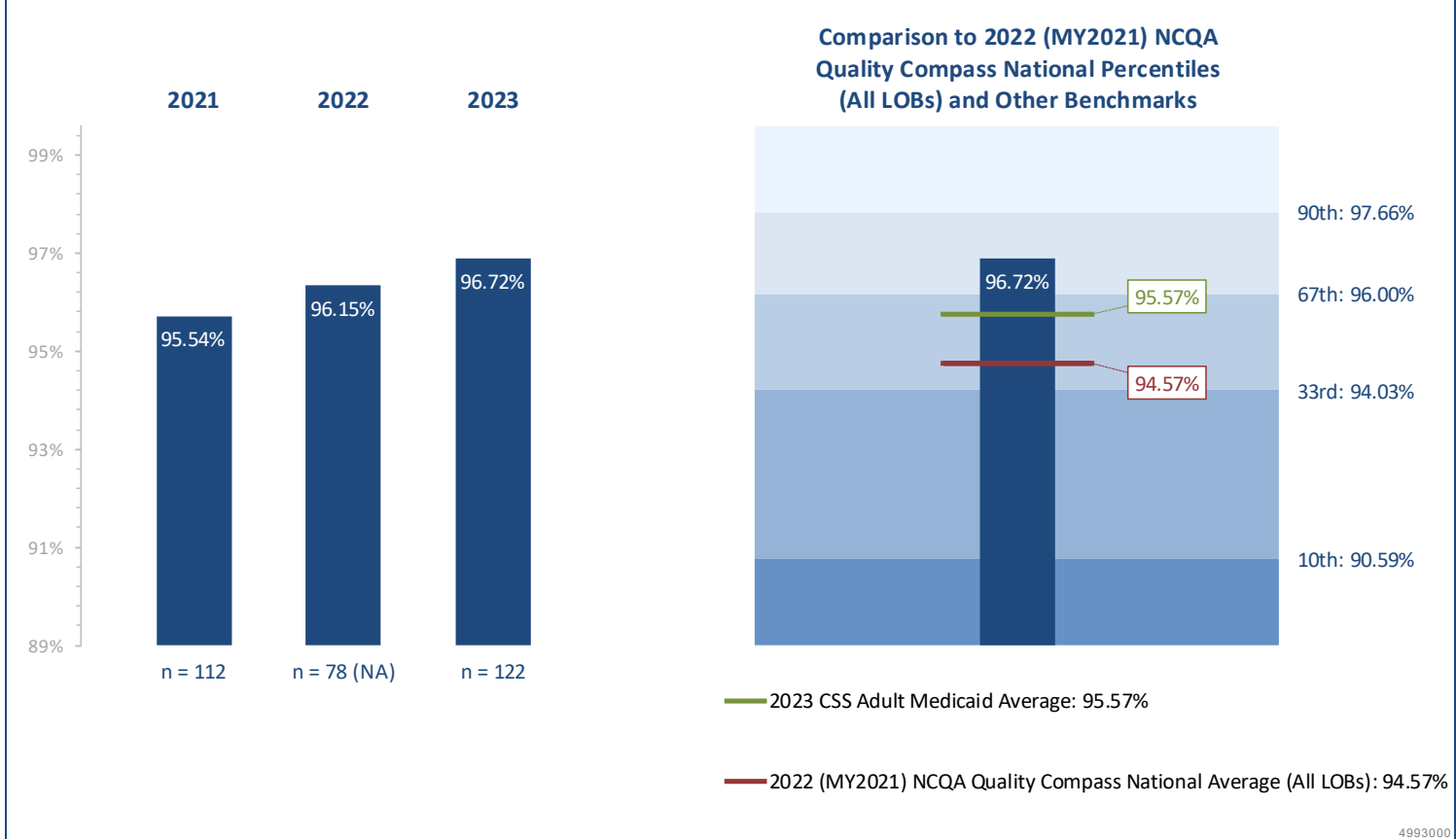—— 2022 (MY2021) NCQA Quality Compass National Average (All LOBs): 83.96%

4993000

This measure is not included in NCQA's Health Plan Ratings.

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

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (*n* =100). Differences in rates were tested for statistical significance using a *t* -test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

EFFECTIVENESS OF CARE

The *Effectiveness of Care* domain applies to adult health plan members only and includes the following measures: *Flu Vaccinations for Adults Ages 18–64 (FVA)* and *Medical Assistance with Smoking and Tobacco Use Cessation (MSC)*. The *MSC* measure is based on two years of data collection and is calculated using the NCQA rolling average methodology. The *FVA* measure is a single-year rate. A brief description of each measure, as it appears in *HEDIS 2023, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care*, is reproduced below. Please refer to *Volume 3* for additional information on the measures, including rolling average calculation methodology and NCQA reporting rules.

EFFECTIVENESS OF CARE MEASURES

FLU VACCINATIONS FOR ADULTS AGES 18–64 (FVA)

⭐ *Flu Vaccinations for Adults* represents the percentage of members 18–64 years of age who received a flu vaccination between July 1 of the measurement year and the date when the survey was completed.

MEDICAL ASSISTANCE WITH SMOKING AND TOBACCO USE CESSATION (MSC)

The following components of this measure assess different facets of providing medical assistance with smoking and tobacco use cessation:

⭐ *Advising Smokers and Tobacco Users to Quit* – a rolling average rate represents the percentage of current smokers or tobacco users who received advice to quit during the measurement year.

- *Discussing Cessation Medications* – a rolling average rate represents the percentage of current smokers or tobacco users who discussed or were recommended cessation medications during the measurement year.

- *Discussing Cessation Strategies* – a rolling average rate represents the percentage of current smokers or tobacco users who discussed or were provided cessation methods or strategies during the measurement year.

CALCULATION AND REPORTING OF RESULTS

The rolling average method, employed by NCQA for the *MSC* measure, relies on two consecutive years of data collection to obtain a denominator sufficient to calculate measure results. Rolling average results are calculated using data reported for the current year and, when available, data reported for the prior year. NCQA calculates and reports rolling average rates according to the following rules:

- For a health plan with two consecutive years of reported data, the rate is calculated if the rolling average denominator is 100 or more. If the rolling average denominator is less than 100, NCQA reports the measure result as "NA."

- If the plan did not report results in the prior year but reports results for the current year, the rate is calculated if the current-year denominator is 100 or more. If the current year denominator is less than 100, NCQA reports the measure result as "NA."

A plan that does not report an *Effectiveness of Care* result for the current year is assigned a result of "NR" by NCQA. Note that, as with all other measures, CSS reports the plan's *Effectiveness of Care* rates regardless of whether the plan reports them to NCQA or achieves the minimum denominator of 100 valid responses required for NCQA reporting.

EFFECTIVENESS OF CARE RESULTS

Exhibit 4 provides a summary of Mercy Care results on HEDIS *Effectiveness of Care* measures. Comparisons to prior-year rates (if available) as well as to the 2023 CSS Adult Medicaid Average rates with statistical significance tests are included.

EXHIBIT 4. 2023 MERCY CARE ADULT MEDICAID CAHPS SURVEY: EFFECTIVENESS OF CARE MEASURES

Effectiveness of Care Measures	Your Organization							Benchmark Comparisons				Your Organization's Estimated 2023 NCQA Health Plan (Star) Rating
	2023			2022		2021		2023 CSS Adult Medicaid Average		2022 (MY2021) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Point Change	Rate	Point Change	Rate	Point Difference	Rate	Point Difference	
Flu Vaccinations for Adults (FVA)												
Flu Vaccinations for Adults (% Yes)	**33.33%**	(±5.86)	(249)	47.18%	[-13.85] ✓	38.92%	[-5.58]	38.65%	[-5.32]	40.13%	[-6.80] ✓	★★☆☆☆
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)												
Advising Smokers and Tobacco Users to Quit (% Sometimes, Usually, or Always)	**71.00%**	(±8.89)	(100)	62.07%	[+8.93]	68.00%	[+3.00]	71.51%	[-0.51]	72.45%	[-1.45]	★★★☆☆
Discussing Cessation Medications (% Sometimes, Usually, or Always)	**41.41%**	(±9.70)	(99)	45.98%	[-4.56]	53.00%	[-11.59]	51.63%	[-10.21]	50.83%	[-9.42]	Not calculated
Discussing Cessation Strategies (% Sometimes, Usually, or Always)	**38.38%**	(±9.58)	(99)	41.38%	[-3.00]	49.00%	[-10.62]	43.62%	[-5.24]	45.25%	[-6.87]	

4993000

Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications. The 95% confidence interval (CI) around the reported rate indicates the range of values the true population rate will fall in 95% of the time if multiple random samples from the same member population were surveyed. The number of valid responses collected this year for each measure (n, or measure denominator) is reported in parentheses.

Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Health Plan Ratings (HPR)

Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023.

MEMBERSHIP PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the Mercy Care membership, including demographics, self-reported health status, and responses to survey questions that assess utilization of health care services.

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

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

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

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

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

HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

- Health status

- Gender

- Age

- Race

- Ethnicity (Hispanic or Latino)

- Education level

Member Health Status
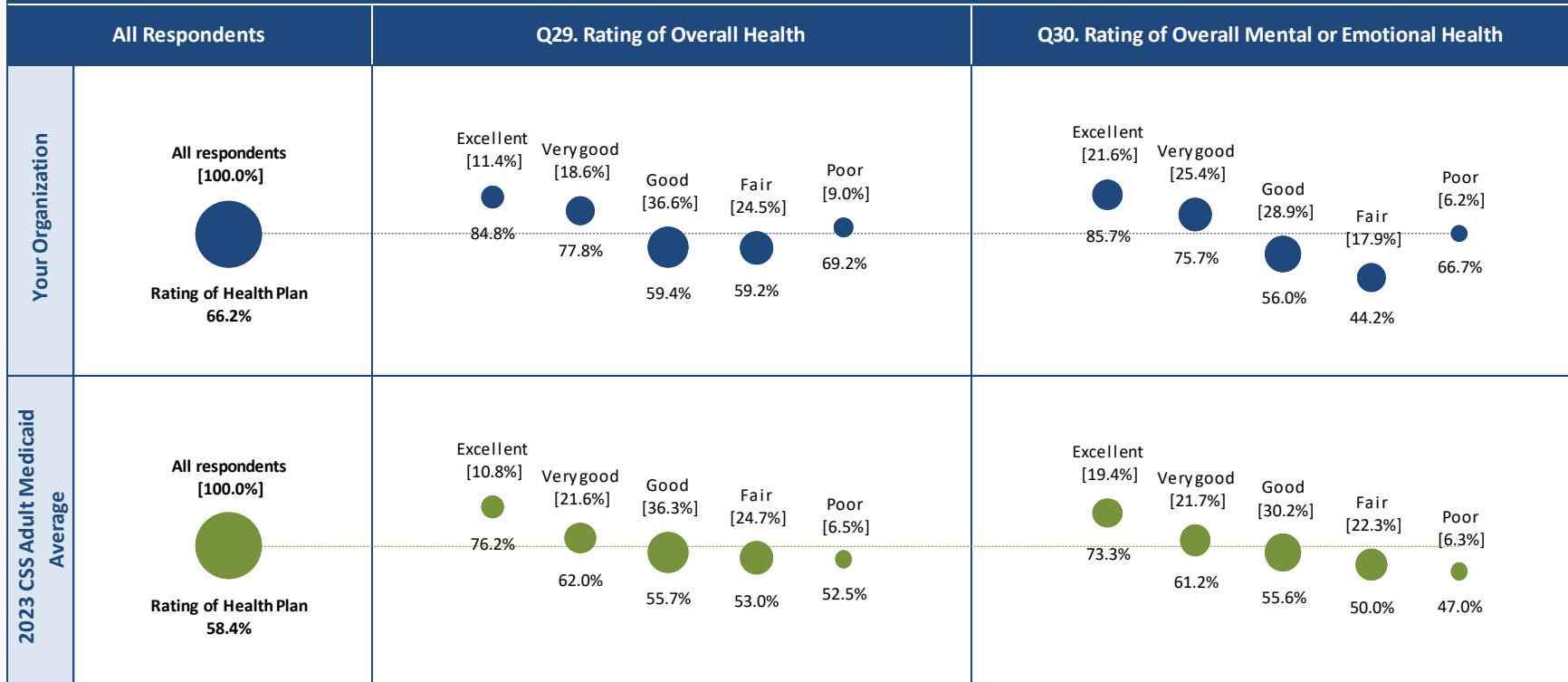
	All Respondents	**Q29. Rating of Overall Health**	**Q30. Rating of Overall Mental or Emotional Health**

Your Organization

All respondents
[100.0%]

Rating of Health Plan
66.2%

Excellent [11.4%] 84.8%
Very good [18.6%] 77.8%
Good [36.6%] 59.4%
Fair [24.5%] 59.2%
Poor [9.0%] 69.2%

Excellent [21.6%] 85.7%
Very good [25.4%] 75.7%
Good [28.9%] 56.0%
Fair [17.9%] 44.2%
Poor [6.2%] 66.7%

2023 CSS Adult Medicaid Average

All respondents
[100.0%]

Rating of Health Plan
58.4%

Excellent [10.8%] 76.2%
Very good [21.6%] 62.0%
Good [36.3%] 55.7%
Fair [24.7%] 53.0%
Poor [6.5%] 52.5%

Excellent [19.4%] 73.3%
Very good [21.7%] 61.2%
Good [30.2%] 55.6%
Fair [22.3%] 50.0%
Poor [6.3%] 47.0%

Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

Member Gender and Age
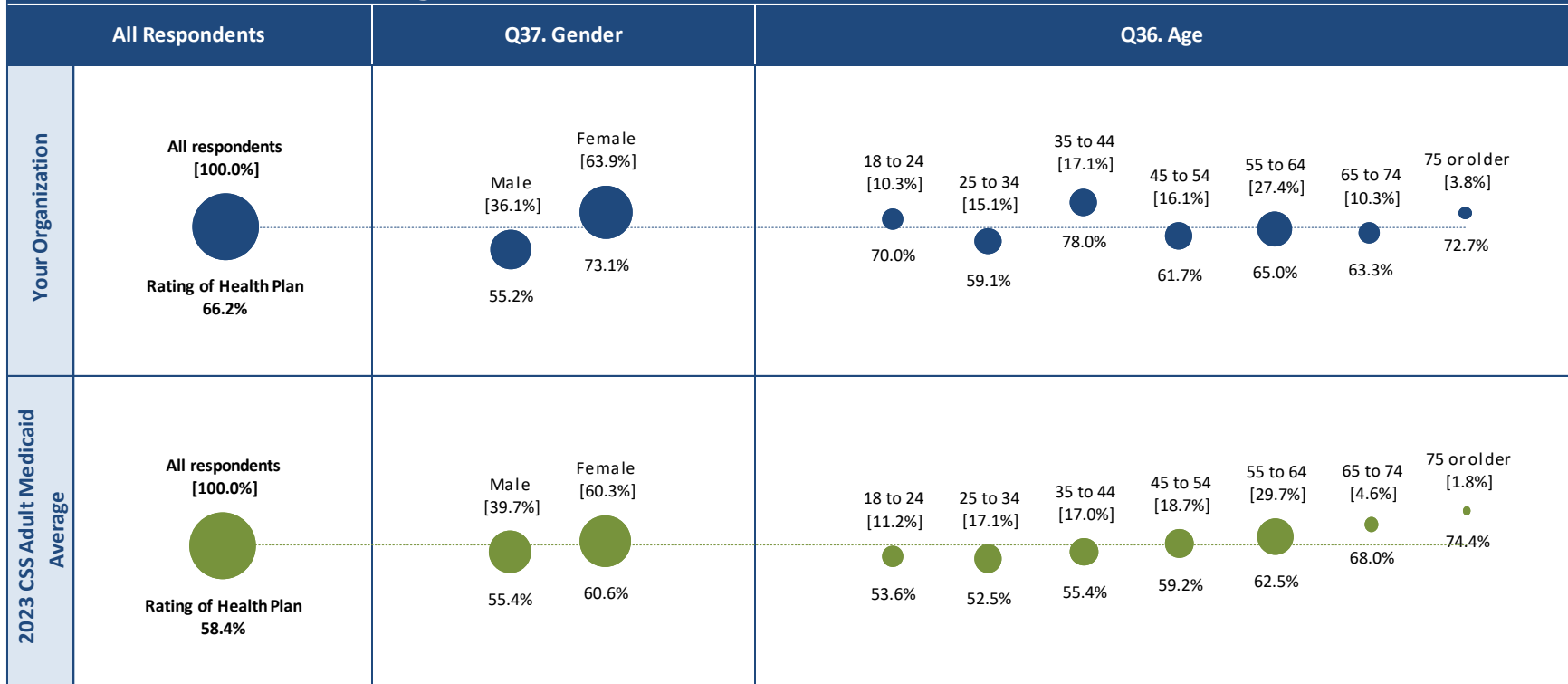
	All Respondents	Q37. Gender	Q36. Age

Your Organization

All respondents
[100.0%]

Rating of Health Plan
66.2%

Male
[36.1%]

Female
[63.9%]

55.2%

73.1%

18 to 24
[10.3%]

25 to 34
[15.1%]

35 to 44
[17.1%]

45 to 54
[16.1%]

55 to 64
[27.4%]

65 to 74
[10.3%]

75 or older
[3.8%]

70.0%

59.1%

78.0%

61.7%

65.0%

63.3%

72.7%

2023 CSS Adult Medicaid Average

All respondents
[100.0%]

Rating of Health Plan
58.4%

Male
[39.7%]

Female
[60.3%]

55.4%

60.6%

18 to 24
[11.2%]

25 to 34
[17.1%]

35 to 44
[17.0%]

45 to 54
[18.7%]

55 to 64
[29.7%]

65 to 74
[4.6%]

75 or older
[1.8%]

53.6%

52.5%

55.4%

59.2%

62.5%

68.0%

74.4%

Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

Member Race and Ethnicity

All Respondents	Q40. Race						Q39. Hispanic or Latino Origin/Descent	

Your Organization

All respondents [100.0%]

Rating of Health Plan 66.2%

White [68.0%]	Black or African-American [12.1%]	Asian [5.5%]	Native Hawaiian/ Oth. Pacific Islander [1.8%]	American Indian or Alaska Native [4.4%]	Other [15.8%]	Hispanic or Latino [41.0%]	Not Hispanic or Latino [59.0%]
65.9%	72.7%	60.0%	60.0%	41.7%	62.8%	70.3%	64.7%

2023 CSS Adult Medicaid Average

All respondents [100.0%]

Rating of Health Plan 58.4%

White [55.1%]	Black or African-American [31.5%]	Asian [6.4%]	Native Hawaiian/ Oth. Pacific Islander [1.1%]	American Indian or Alaska Native [3.6%]	Other [12.6%]	Hispanic or Latino [21.0%]	Not Hispanic or Latino [79.0%]
58.4%	59.9%	49.5%	49.0%	48.3%	53.3%	64.9%	57.0%

Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

Member Education Level

	All Respondents	Q38. Education Level

Your Organization

All respondents
[100.0%]

Rating of Health Plan
66.2%

8th grade or less [6.7%]	Some HS, did not graduate [12.0%]	High school graduate or GED [30.3%]	Some college or 2-year degree [34.2%]	4-year college degree [10.9%]	More than 4-year college degree [6.0%]
84.2%	64.7%	66.3%	66.0%	71.0%	47.1%

2023 CSS Adult Medicaid Average

All respondents
[100.0%]

Rating of Health Plan
58.4%

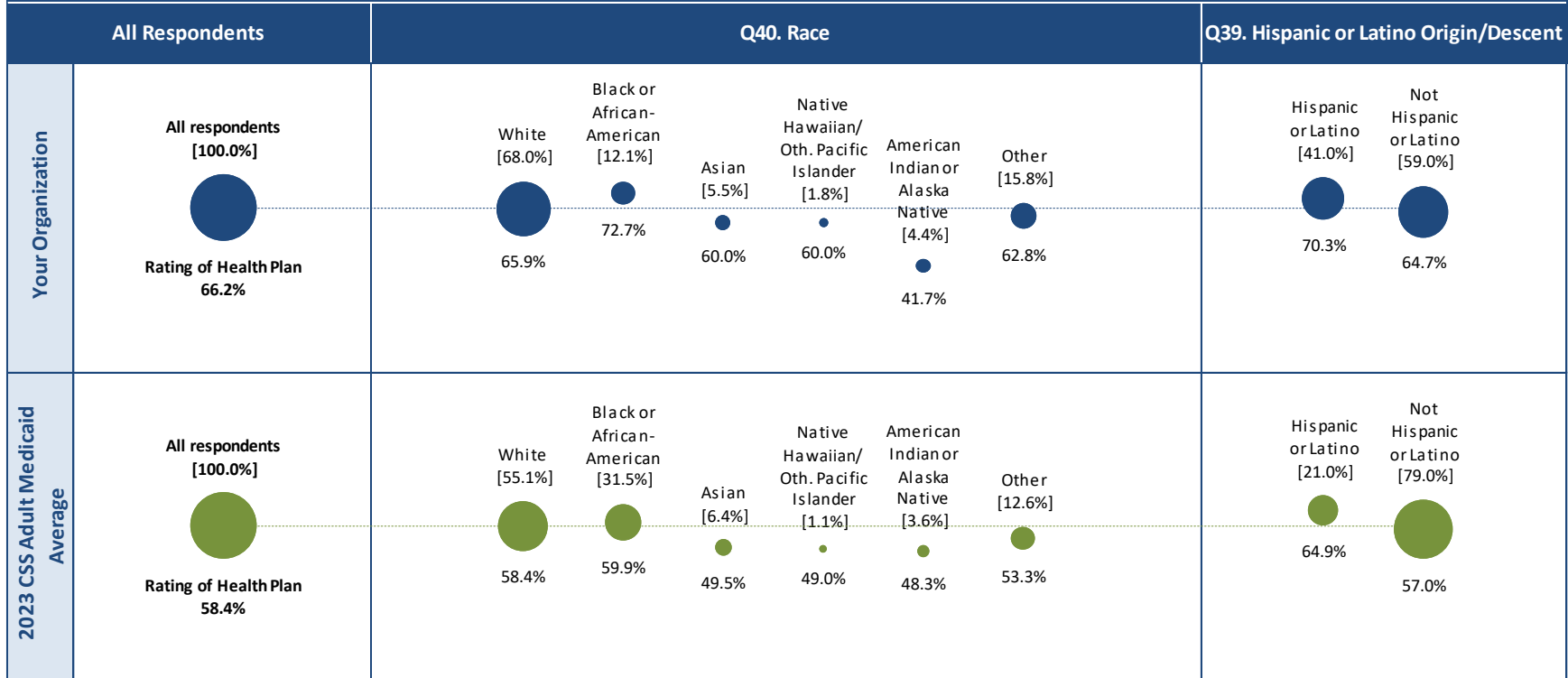| 8th grade or less [5.8%]	Some HS, did not graduate [13.7%]	High school graduate or GED [38.6%]	Some college or 2-year degree [27.9%]	4-year college degree [9.1%]	More than 4-year college degree [4.9%]
65.5%	64.7%	60.9%	53.8%	52.2%	49.8%

Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

USE OF SERVICES

The following utilization measures are included in this section:

- Type of care received

- Frequency of visits

- Care received from personal doctor

- Specialty and other non-primary care

Type of Care Received

	All Respondents	Q3. Required Urgent Care	Q5. Made Appointment(s) for Check-up or Routine Care	Q7. Visits to Doctor's Office or Clinic

Your Organization

All respondents
[100.0%]

Rating of Health Plan
66.2%

Yes [41.6%] — 69.7%
No [58.4%] — 64.3%

Yes [66.4%] — 68.9%
No [33.6%] — 60.6%

None [32.9%] — 62.4%
1 time [16.6%] — 61.7%
2 [13.8%] — 56.4%
3 [6.7%] — 89.5%
4 [12.7%] — 69.4%
5 to 9 [10.6%] — 70.0%
10 or more [6.7%] — 68.4%

2023 CSS Adult Medicaid Average

All respondents
[100.0%]

Rating of Health Plan
58.4%

Yes [35.6%] — 59.5%
No [64.4%] — 57.9%

Yes [60.1%] — 60.9%
No [39.9%] — 54.3%

None [35.0%] — 53.1%
1 time [15.9%] — 60.5%
2 [16.1%] — 60.1%
3 [10.8%] — 58.7%
4 [7.3%] — 58.4%
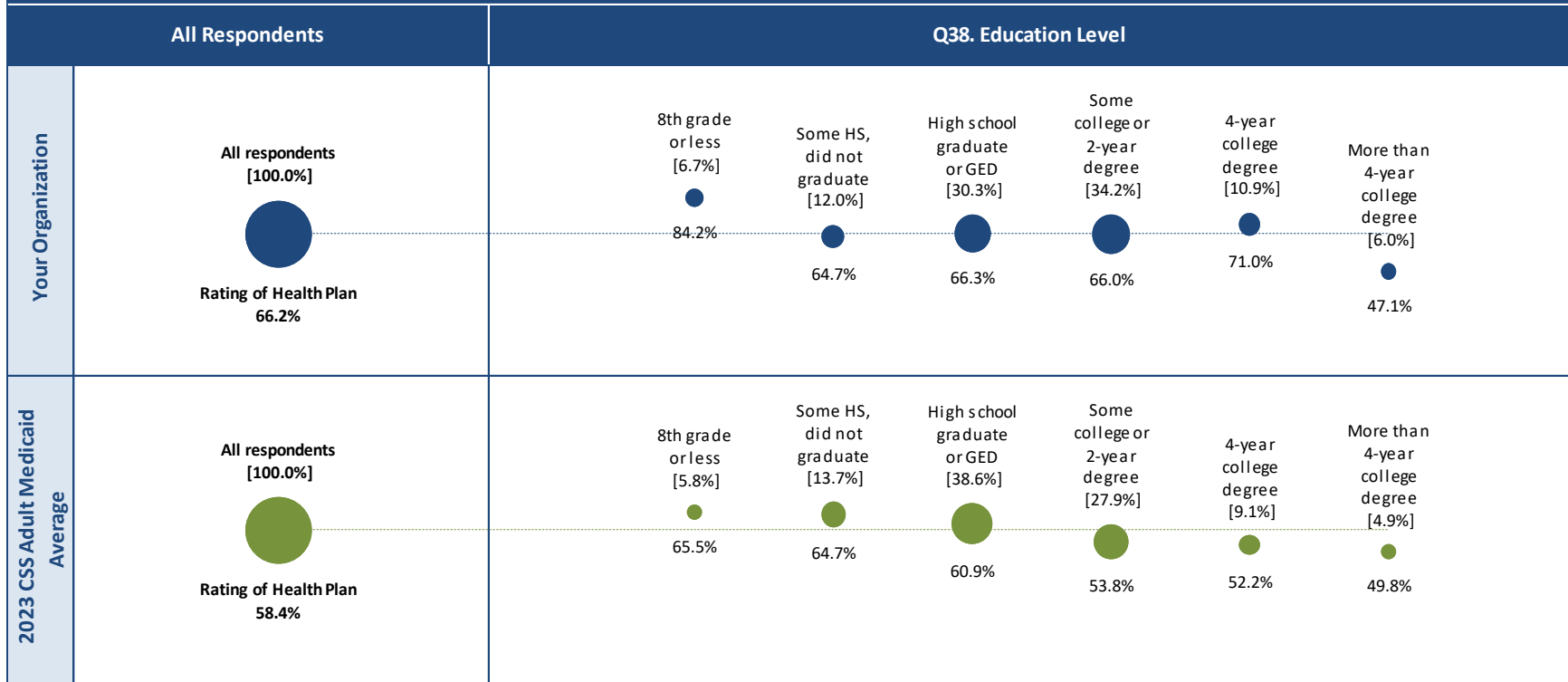5 to 9 [10.2%] — 63.8%
10 or more [4.7%] — 65.2%

Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

Personal Doctor Care

	All Respondents	Q10. Has Personal Doctor	Q11. Visits to Personal Doctor

Your Organization

All respondents [100.0%]

Rating of Health Plan 66.2%

Yes [79.3%]
70.1%

No [20.7%]
52.5%

None [19.5%]
70.5%

1 time [27.0%]
62.3%

2 [23.5%]
67.9%

3 [11.9%]
74.1%

4 [6.6%]
73.3%

5 to 9 [9.7%]
77.3%

10 or more [1.8%]
n<5

2023 CSS Adult Medicaid Average

All respondents [100.0%]

Rating of Health Plan 58.4%

Yes [78.3%]
62.4%

No [21.7%]
44.5%

None [22.5%]
55.0%

1 time [27.3%]
63.9%

2 [23.1%]
62.6%

3 [10.9%]
62.8%

4 [6.5%]
67.6%

5 to 9 [7.8%]
64.7%

10 or more [1.8%]
72.9%

Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

Non-Primary Care

	All Respondents	Q16. Visited Providers Besides Personal Doctor	Q19. Made Specialist Appointment(s)	Q21. Number of Specialists Seen

Your Organization

All respondents [100.0%]

Rating of Health Plan 66.2%

Q16: Yes [70.2%] 68.0%   No [29.8%] 67.9%

Q19: Yes [53.6%] 74.7%   No [46.4%] 56.2%

Q21: None [3.2%] 60.0%   1 [38.7%] 71.7%   2 [28.4%] 72.7%   3 [14.8%] 87.0%   4 [7.7%] 50.0%   5 or more [7.1%] 100.0%

2023 CSS Adult Medicaid Average

All respondents [100.0%]

Rating of Health Plan 58.4%

Q16: Yes [61.0%] 63.2%   No [39.0%] 64.9%

Q19: Yes [44.9%] 62.9%   No [55.1%] 54.7%

Q21: None [3.2%] 52.9%   1 [45.7%] 63.3%   2 [27.8%] 62.7%   3 [13.7%] 63.5%   4 [5.2%] 58.4%   5 or more [4.5%] 63.3%

Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents rating their plan as 9 or 10. Results are reported only if 5 or more valid responses were obtained.

KEY DRIVER ANALYSIS

OBJECTIVES

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

- To isolate a set of plan attributes, or key drivers, that distinguish high-rated plans from low-rated plans

- To highlight industry best practices on the key driver measures

- To compare the current performance of Mercy Care to industry best practices in these areas

- To estimate the impact of improving performance on these measures on the *Rating of Health Plan* measure

TECHNICAL APPROACH

INDUSTRY VIEW

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

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

Finally, in addition to the standard CAHPS performance measures, other sources of differences between health plans can be explored, increasing the explanatory power of the model and allowing for a more precise estimation of the individual key driver effects. These include experience rates, which are based on responses to the CAHPS screener questions. Screeners establish whether a member had a particular type of experience or interaction with the plan (e.g., contacted customer service, submitted a claim, etc.). CSS's analysis shows that these experience indicators explain a significant portion of the plan's

overall rating score. Additional components of the overall score include utilization rates and demographic characteristics of the plan's membership, which are addressed in more detail in the *Member Profile and Analysis of Plan Ratings by Member Segment* section of this report. Clearly, from the plan's perspective, some of these factors are more actionable than others. However, to yield an accurate model of member experience, the analysis must consider all of its measurable aspects.

The 2023 CSS *Key Driver Model* was developed based on survey results of 297 Medicaid plans surveyed by CSS in 2022 and 2023. CSS performed a regression analysis of health plan ratings to identify sources of variation in overall scores across the industry, using individual health plans as units of analysis. Regression analysis quantifies the relationship between plan attributes (predictors) and the global *Rating of Health Plan* score, controlling for interdependencies among the predictors and other factors that may influence ratings (e.g., member demographics, utilization patterns, etc.). Predictors were chosen carefully to yield a model that is both meaningful and actionable from the health plan's point of view.

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

INDUSTRY KEY DRIVER MODEL

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

Medicaid member ratings of the plan are strongly related to having a personal doctor (Q10) and being able to get urgent care as soon as needed (Q4). Getting needed information from customer service (Q24) and access to highly rated providers (Q18 and Q22) are all significant drivers of member experience.

Key Driver	Interpretation
Q18. Rating of Personal Doctor (percent *9* or *10*)	The higher the proportion of members rating their personal doctor as *9* or *10*, the higher the overall plan score
Q10. Member has a personal doctor (percent *Yes*)	The higher the proportion of plan members reporting they have a personal doctor, the higher the overall plan score
Q4. Got an appointment for urgent care as soon as needed (percent *Usually or Always*)	The higher the proportion of plan members reporting they received urgently needed care as soon as needed, the higher the overall plan score
Q22. Rating of Specialist Seen Most Often (percent *9* or *10*)	The higher the proportion of members rating their specialist as *9* or *10*, the higher the overall plan score
Q24. Health plan customer service provided needed information or help (percent *Usually or Always*)	The higher the proportion of members who were able to get the information or help they needed from customer service, the higher the overall plan score

OPPORTUNITIES FOR HEALTH PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for Mercy Care are presented in Exhibit 5. The ordering of the key drivers reflects both the strength of each key driver at the industry level and how well Mercy Care is currently performing on each measure. The middle panel of the chart compares how Mercy Care is performing relative to the *Best Practice* rate on each key driver. CSS defined the *Best Practice* rate as the best result among the 23 plans contributing to the 2023 CSS Adult Medicaid Average. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of Mercy Care performance and the *Best Practice* rate. The bar chart on the right displays the incremental gain in the overall *Rating of Health Plan* measure that Mercy Care could achieve if it performed on par with the *Best Practice* plan on each of the key driver measures. Each bar represents room for improvement on the key driver weighted by its contribution to the *Rating of Health Plan* measure.

EXHIBIT 5. 2023 MERCY CARE ADULT MEDICAID CAHPS SURVEY: KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
Your Organization's 2023 Rate		Percentage Point Difference Between Current Key Driver Rate and the **Best Practice Rate**＊	Expected Percentage Point **Improvement** in **Rating of Health Plan** measure (percent *9* or *10*) if Key Driver Performs at Best Practice Level
Q18. Rating of Personal Doctor (percent *9* or *10*)	**65.81%**	+7.44% → **73.25%**	**+3.33%**
Q10. Member has a personal doctor (percent *Yes*)	**79.34%**	+6.86% → **86.21%**	**+1.63%**
Q4. Got an appointment for urgent care as soon as needed (percent *Usually* or *Always*)	**83.06%**	+7.96% → **91.03%**	**+0.87%**
Q24. Customer service provided information or help (percent *Usually* or *Always*)	**84.80%**	+6.96% → **91.76%**	**+0.69%**
Q22. Rating of Specialist Seen Most Often (percent *9* or *10*)	**67.95%**	+6.73% → **74.68%**	**+0.66%**

＊ Best result on the key driver measure among all plans included in the 2023 CSS Adult Medicaid Average

4993000

HEALTH PLAN QUALITY IMPROVEMENT RESOURCES

CSS's *Key Driver Analysis* identified improvement opportunities and priorities for Mercy Care. This section, which lists some helpful publicly available quality improvement resources, is included as a guide to assist plan managers in their efforts. Inclusion of these sources should not be construed as an endorsement of any programs or activities. Some of these resources may be more applicable to your organization than others, especially because many of the cited interventions are intended to be implemented at the practice or provider level. For a useful introduction to quality improvement (QI), refer to the Agency for Healthcare Research and Quality's (AHRQ) reference guide that includes descriptions of QI strategies in health delivery systems (www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-improvement/improvement-guide/4-approach-qi-process/cahps-section-4-ways-to-approach-qi-process.pdf).

IMPROVING MEMBER ACCESS TO CARE

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

Same-Day Appointment Scheduling

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

- This article from *Healthcare Dive* describes the benefits and challenges of implementing same-day scheduling as well as some short case studies: https://www.healthcaredive.com/news/same-day-scheduling-can-improve-patient-satisfaction-and-your-bottom-line/506048/.

- An article in *Patient Engagement HIT* explains that the greatest challenge to implementing same-day appointments is clearing the backlog (see https://patientengagementhit.com/news/exploring-open-access-scheduling-in-patient-access-to-care).

Implement Process Improvements to Streamline Patient Flow

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

- *VIDEO* This webinar from the Virginia Mason Institute demonstrates how Virginia Mason Franciscan Health improved patient flow in the ambulatory setting (watch on YouTube at https://www.youtube.com/watch?v=0R6isKaZqVo).

Patient-Centered Medical Homes (PCMH)

- For AHRQ's resources detailing transitioning a practice to a patient-centered medical home model, see https://www.ahrq.gov/ncepcr/research/care-coordination/pcmh/index.html, with links to additional resources at https://www.ahrq.gov/ncepcr/research/care-coordination/pcmh/define.html.

- *VIDEO* This webinar from the National Association of Community Health Centers features presenters from The Joint Commission and the National Committee for Quality Assurance speaking about quality improvement as it relates to patient-centered medical homes (watch on YouTube at https://www.youtube.com/watch?v=gIpKgvtyifI).

- For more background on the patient-centered medical home model of care and health equity, see www.ncbi.nlm.nih.gov/pmc/articles/PMC2869425/ and nam.edu/wp-content/uploads/2015/06/PatientCenteredMedicalHome.pdf.

Alternative Access Centers

- This brief (https://www.rwjf.org/en/insights/our-research/2015/04/the-value-proposition-of-retail-clinics.html) from the Robert Wood Johnson Foundation highlights the growing capacity of retail clinics and telemedicine to meet patient medical needs, particularly in rural and underserved communities and for patients with acute but non-serious conditions who need care quickly.

- Providing patients with such alternative venues as telehealth to access health care, rather than the traditional doctor's office or hospital, lowers barriers to care (www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/).

- This article from *Patient Engagement HIT* concludes that retail health clinics and virtual care improve health equity by providing greater access to care (see https://patientengagementhit.com/features/retail-health-clinics-are-key-on-the-path-to-health-equity).

- The National Center for Health Statistics provides statistics on retail health and urgent care center utilization in 2019 by sex, race, age, and education level (see https://www.cdc.gov/nchs/products/databriefs/db409.htm).

Telehealth Solutions to Pandemic-Related Issues

- The COVID-19 pandemic has accelerated the usage and acceptance of telehealth by providers and patients alike. This article in *The Lancet* (www.thelancet.com/journals/langlo/article/PIIS2214-109X(20)30362-4/fulltext) details opportunities to expand telehealth beyond the pandemic.

- Telehealth also can be implemented to solve deferral of care issues brought about by the pandemic (see publichealth.jmir.org/2020/3/e21607?utm_source=TrendMD&utm_medium=cpc&utm_campaign=JMIR_TrendMD_1).

- Telemedicine was underutilized until the COVID-19 pandemic, when changes to regulations and payment policies permitted its rapid growth. Telemedicine improves access and equity, though barriers remain (https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9035352/).

- ***VIDEO*** This webinar discusses "how people, processes, regulation and technology work together to support a successful telehealth transformation… potentially improving access, quality and costs" (https://www.aha.org/education-events/telehealth-and-its-emergence-during-pandemic-may-17).

- ***PODCAST*** Post-pandemic, telehealth is key to the future of digitally enabled care, which integrates in-person and virtual care in a clinically appropriate manner (https://www.ama-assn.org/practice-management/digital/2022-moving-beyond-telehealth-digitally-enabled-care).

IMPROVING HEALTH PLAN PROVIDER NETWORK

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

Improve Physician Communication

- Seminars and workshops for physicians serve as a resource for physicians to learn and practice patient-centered communication techniques. For general recommendations related to physician communication, see www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6gtraining.html.

- This article in *Physicians Practice* shares nine ways to improve communication with patients (see https://www.physicianspractice.com/view/nine-ways-to-improve-your-patient-communications). Click through the slides at the top of the page to read information on each strategy.

- Similarly, this blog post shares 10 tips for communicating with patients using the RELATE (Reassure, Explain, Listen, Answer questions, Take action, and Express appreciation) model (see https://www.healthstream.com/resource/blog/10-ways-to-encourage-better-physician-communication).

- Much of patient dissatisfaction stems from a failure of effective physician communication. For a review of the literature on doctor-patient communication, see (www.ncbi.nlm.nih.gov/pmc/articles/PMC3096184/).

Help Patients Communicate

- Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and "coached care" programs. See www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html and www.ahrq.gov/cahps/quality-improvement/improvement-guide/6- strategies-for-improving/communication/strategy6htools.html.

- *TOOL* For a sample discharge preparation/care transition document that providers can distribute to patients before or during visits, see www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048.

- *TOOL* The National Institutes of Health provides five worksheets to help patients choose a new provider and to talk to their provider about family health history, medications, life changes, and health or other concerns (see https://www.nia.nih.gov/health/talking-with-doctor-worksheets)

- *TOOL* AHRQ provides tips for patients to become more engaged in their health care before, during, and after the appointment (see https://www.ahrq.gov/questions/be-engaged/index.html). A two-page PDF file can be downloaded from this page.

- *TOOL* AHRQ also provides a Question Builder tool that patients can use to customize a list of questions for their appointment. The tool is available for printing online at https://www.ahrq.gov/questions/question-builder/online.html and in a downloadable app in the Apple App Store and Google Play (see more information at https://www.ahrq.gov/questions/question-builder/index.html).

Build Physician-Patient Relationships

- A positive physician-patient relationship may correlate with better health care outcomes. This article describes three essential elements that contribute to a positive relationship between provider and patients: empathy, communication, and shared decision-making (see https://patientengagementhit.com/news/3-key-traits-of-a-positive-patient-provider-relationship).

- AHRQ discusses the SHARE Approach to shared decision-making and provides links to resources on their website at https://www.ahrq.gov/health-literacy/professional-training/shared-decision/tools/factsheet.html.

- Cultural competence is increasingly important to the physician-patient relationship. Tips and resources are available at https://www.ahrq.gov/health-literacy/professional-training/shared-decision/tool/resource-7.html.

Improve Referral Communication

- The coordination of care between primary and specialist providers can be a challenge and may affect patient perceptions of their specialist care. Improving the coordination of care and case management can increase patient satisfaction with their specialist. The Medical Group Management Association has tips for building relationships with specialists (see https://www.mgma.com/resources/operations-management/communication-lays-the-groundwork-for-successful-p).

- AHRQ's Health Literacy Universal Precautions Toolkit includes a section on making the referral process easier for patients (see https://www.ahrq.gov/health-literacy/improve/precautions/tool21.html).

- High-functioning referral networks are critical for positive patient outcomes and require communication, measurement, and monitoring (see https://www.hfma.org/finance-and-business-strategy/population-health-management/61094/).

- A survey of Veterans Health Administration specialists found that use of referral templates was seen as helpful to improve the quality of referrals; service agreements and e-consults were less so (see https://www.ajmc.com/view/tools-to-improve-referrals-from-primary-care-to-specialty-care).

IMPROVING CUSTOMER SERVICE AND HEALTH PLAN-RELATED INFORMATION

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

Develop Customer Service Standards

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

Iterative Improvement for Member Services

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

Implement Service Recovery Procedures

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

- This article in *Forbes* defines service recovery and describes effective strategies to implement it in your practice (see https://www.forbes.com/sites/forbesagencycouncil/2022/12/15/service-recovery-in-healthcare-effective-strategies-to-retain-unsatisfied-patients/?sh=60c824e84cf7).

- *VIDEO* This four-part training series was developed as part of a grant from the Health Resources & Services Administration (HRSA). The videos total one hour and focus on why service recovery matters, eight steps for front-line staff, tips for de-escalation, and embedding service recovery into everyday practice (see https://stratishealth.org/service-recovery-in-health-care/).

Make Plan Information Accessible to All Members

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

- This article addresses the importance of website accessibility for older adults and persons with disabilities to obtain, understand, and use health information (see https://ahimafoundation.org/research/the-critical-role-of-web-accessibility-in-health-information-access-understanding-and-use/).

- The Centers for Medicare & Medicaid Services (CMS) provides information on communication accessibility planning for people who are blind or have low vision (https://www.cms.gov/files/document/omh-visual-sensory-disabilities-brochure-508c.pdf), those who are deaf or hard-of-hearing (https://www.cms.gov/files/document/audio-sensory-disabilities-brochure-508c.pdf), and those with limited English proficiency (https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Language-Access-Plan.PDF).

Increase Access to Trusted Health Information

- Many people look to their health plan for information not only on how the health plan works, but also on resources to help them improve their health, particularly when dealing with chronic illnesses. Improved access to trusted health information has been shown to lead to improved outcomes (www.ncbi.nlm.nih.gov/pmc/articles/PMC5818676/).

- This James Madison University Library microsite includes sub-pages with links to reliable sources of health information, information for teens and young adults, and information about medications and supplements, among others (see https://guides.lib.jmu.edu/consumerhealth/health-websites).

Evaluate the Organization's Health Literacy Programs

- The CDC has developed guidance on evaluating an organization's health literacy program, including recommended sources of communication and health literacy measures. See www.cdc.gov/healthliteracy/researchevaluate/program-evaluation.html.

- The CDC's National Prevention Information Network also offers tools to create health materials in plain language to reduce health disparities (npin.cdc.gov/pages/health-communication-language-and-literacy).

- HHS has a strong focus on health literacy in its Healthy People 2030 initiative, with six objectives related to the topic. See information on these goals and the updated definitions of personal and organizational health literacy at https://health.gov/healthypeople/priority-areas/health-literacy-healthy-people-2030, and health literacy resources at https://health.gov/health-literacy.

Improve Patient Health Literacy

- This guide by the Office of Disease Prevention and Health Promotion outlines steps to improve health literacy, which may help patients to better absorb the information they obtain from written materials or the internet. For detailed steps, see health.gov/our-work/national-health-initiatives/health-literacy/resources.

- AHRQ also has developed its own health literacy toolkit to support physicians, the *Health Literacy Universal Precautions Toolkit, 2nd Edition*: www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html.

- The companion guide, *Implementing the AHRQ Health Literacy Universal Precautions Toolkit: Practical Ideas for Primary Care Practices*, presents advice based on the experiences of 12 primary-care practices that implemented the Toolkit. It is available at https://www.ahrq.gov/health-literacy/improve/precautions/guide/index.html.

APPENDIX A. SCORING METHODOLOGY AND GLOSSARY

NCQA CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

NCQA's *HEDIS 2023, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculating survey results. These guidelines include:

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.

- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).

- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).

- Denominator reporting thresholds. Health plans must achieve a denominator of at least 100 responses to obtain a reportable result. If the denominator for a particular survey result calculation is less than 100, NCQA assigns a measure result of "NA."

- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.

- Rules for handling changes in the definition of the submission entity (for example, if a health plan changes how it reports CAHPS results from one year to the next).

COMPOSITE GLOBAL PROPORTIONS

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

Step 1

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

Step 2

Calculate the average proportion across all the questions in the composite. These are the composite global proportions. All questions in a composite are weighted equally, regardless of how many members responded.

Example:

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

Therefore, 80% and 75% of members respectively provided favorable responses to the Getting Care Quickly questions Q4 and Q6. Averaging these two proportions yields the global proportion score of 77.5% for the Getting Care Quickly composite.

NCQA HEALTH PLAN RATINGS METHODOLOGY

HEALTH PLAN ACCREDITATION (HPA) VS. HEALTH PLAN RATINGS (HPR)

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

In 2020, just before the onset of the COVID-19 pandemic, NCQA announced its intention to discontinue the four-star HPA scoring system. As part of this transition, NCQA phased out the three-point-scale mean scoring method, which had been used prior to 2020 to determine the CAHPS component of the plan's Accreditation score. While accredited plans are still required to report CAHPS scores to NCQA, they no longer earn any points directly from CAHPS. Currently, accredited plans earn an overall star rating (on a five-star scale), which is reported to the public on NCQA's *Health Plan Ratings* page along with individual measure-level, HPR composite-level, and HPR sub-composite-level star ratings.[5]

CALCULATION OF HPR STARS

Following is the list of CAHPS survey measures, composites, and sub-composites included in NCQA's 2023 Health Plan Ratings. The *Patient Experience* HPR composite and its three sub-composites (*Getting Care*, *Satisfaction With Plan Physicians*, and *Satisfaction With Plan and Plan Services*) are also scored and reported as star ratings.

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[5] HPR uses the terms "composite" and "sub-composite" to refer to groupings of individual measures. Note that HPR composites (e.g., *Patient Experience*) are different from CAHPS composites (e.g., *Getting Care Quickly*).

HPR Measure	Individual Measures Included in HPR (Assigned a Star Rating)
Patient Experience	
Getting Care	Getting Needed Care (percent *Usually* or *Always*)
	Getting Care Quickly (percent *Usually* or *Always*)
Satisfaction With Plan Physicians	Rating of Personal Doctor (percent *9* or *10*)
	Rating of Specialist Seen Most Often (percent *9* or *10*) – Commercial ONLY; retired for Medicaid in HPR 2023
	Coordination of Care (percent *Usually* or *Always*) – Commercial ONLY; retired for Medicaid in HPR 2023
Satisfaction With Plan and Plan Services	Rating of Health Plan (percent *9* or *10*)
	Rating of All Health Care (percent *9* or *10*)
Effectiveness of Care	Flu Vaccinations for Adults Ages 18-64 (percent *Yes*)
	Medical Assistance with Smoking and Tobacco Use Cessation—Advising Smokers and Tobacco Users to Quit (percent *Sometimes, Usually, or Always*) – Medicaid ONLY

Below are the steps to assign HPR (star) ratings to applicable measures.

Step 1

Compare reported rates to the current-year[6] National Percentiles for All Lines of Business. The reported rate is translated into a measure rating score – the 1-5 score derived by comparing the plan's reported rate to the current-year national 10th, 33rd, 67th, and 90th percentiles for All Lines of Business, unless the measure has a trending concern.

Step 2

Assign individual measure star ratings. The individual measure rating score (ultimately reported as a star rating) is calculated as follows:

- 5 stars: a plan that is in the top one-tenth (decile) of all plans

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[6] For any reports CSS issues prior to NCQA releasing the current-year benchmarks (usually in September), HPR scores are estimated based on the prior-year benchmarks. The reports CSS issues after NCQA releases the current-year benchmarks use these updated benchmarks.

- 4 stars: a plan that is in the top one-third of plans, but not in the top decile

- 3 stars: a plan in the middle one-third of all plans

- 2 stars: a plan that is in the bottom one-third of plans, but not in the bottom decile

- 1 star: a plan that is in the bottom decile of plans

Step 3

Assign domain (HPR "composite") and sub-domain (HPR "sub-composite") star ratings. Measure rating scores for the *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction With Plan Physicians*, and *Satisfaction with Plan Services*) are calculated using the formula:

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

All CAHPS measures have a weight of 1.5.

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

Note on small denominators

To be included in HPR scoring, individual *Patient Experience* (CAHPS) measures must achieve a reportable denominator of at least 100 valid responses. *Effectiveness of Care* measures must achieve at least 30 valid responses. An HPR composite or sub-composite star rating is calculated only if at least half of all individual measures comprising the composite or sub-composite have reportable denominators. (Note: CSS ignores individual measure denominators in calculating estimated HPR stars.)

GLOSSARY OF TERMS

Attributes
Areas of health plan performance and member experience assessed with the CAHPS survey.

Benchmark
A reference score (e.g., the NCQA National Average rate, the CSS multi-plan average, or the plan's own prior-year rate) against which performance on the measure is assessed.

Best Practice
The result of the top-performing plan on a given measure among all plans included in a reference distribution (e.g., the plans included in the calculation of the CSS multi-plan average).

CAHPS Surveys
Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a series of surveys designed to collect consumer feedback on their health care experiences. The CAHPS 5.1H Health Plan Survey asks members to report on their experiences with access to appointments and care through their health plan, communication with doctors available through the plan, and customer service. The Commercial plan version asks about member experiences in the previous twelve months, whereas the Medicaid version refers to the previous six months. The Medicaid version is available for adults and children; the Commercial version is for adults only. The Adult survey is intended for respondents who are 18 and older; the Child survey asks parents or guardians about the experiences of children 17 and younger. Health plans report survey results as part of HEDIS data collection. NCQA uses survey results to create national benchmarks for care and to report health plan performance to consumers. Health plans might also collect CAHPS survey data for internal quality improvement purposes.

Composite Measures
Composite measures combine results from related survey questions into a single score to summarize health plan performance in a specific area of care or service. The set of applicable composites varies slightly by survey version.

Confidence Interval
A confidence interval (CI) is a range of values that is likely to contain the value of an unknown population parameter (e.g., mean or proportion). Since it is usually impossible to measure entire populations, these parameters are estimated using samples. Parameter estimates are subject to random sampling error. A confidence interval places a margin of error around the sample estimate to help us understand how wrong the estimate might be. A narrower CI indicates a more precise estimate, while a wider CI indicates a less precise estimate. For example, suppose the proportion of sample members rating their plan as *9* or *10* is 52%. A 95% confidence interval for the proportion was computed to be [49%, 55%], or 52 (±3)%. This means that we are 95% confident that the proportion of the plan population that would rate it as *9* or *10* is between 49% and 55%.

Confidence Level
A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.

Correlation	A degree of association between two variables, or attributes, typically measured by the *Pearson correlation coefficient*. The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (*n*, or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than the NCQA-required minimum of 100 responses, NCQA assigns a measure result of "NA."
Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.).
Eligible Population	Members who are eligible to participate in the survey based on the following NCQA criteria: - Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership. - Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less). - Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of December 31 of the measurement year). - Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).
Global Proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., *Usually or Always*) averaged across the questions that make up the composite.
Health Plan Ratings (HPR)	NCQA rates health plans in three categories: private/commercial plans in which people enroll through work or on their own; plans that serve Medicare beneficiaries in the Medicare Advantage program (not supplemental plans); and plans that serve Medicaid beneficiaries. NCQA ratings are based on three types of quality measures: measures of clinical quality from NCQA's Healthcare Effectiveness Data and Information Set (HEDIS); measures of patient experience using the Consumer Assessment of Healthcare Providers and Systems (CAHPS); and results from NCQA's review of a health plan's health quality processes (NCQA Accreditation). NCQA rates health plans that choose to report measures publicly. The overall rating is the weighted average of a plan's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the plan is Accredited by NCQA), rounded to the nearest half point and displayed as stars. The overall rating is based on performance on dozens of measures of care and is calculated on a 0-5 (5 is highest) scale in half points. Performance includes three subcategories (also scored 0-5 in half points):

- Patient Experience: Patient-reported experience of care, including experience with doctors, services and customer service (measures in the Patient Experience category).
- Rates for Clinical Measures: The proportion of eligible members who received preventive services (prevention measures) and the proportion of eligible members who received recommended care for certain conditions (treatment measures).
- NCQA Health Plan Accreditation: For a plan with an Accredited or Provisional status, 0.5 bonus points are added to the overall rating before being rounded to the nearest half point and displayed as stars. A plan with an Interim status receives 0.15 bonus points added to the overall rating before being rounded to the nearest half point and displayed as stars.

HEDIS

The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.

Key Drivers

Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, when viewed from the industry perspective, helps to distinguish highly-rated plans from poorly performing plans.

NCQA

The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.

Oversampling

Sampling more than the minimum NCQA-specified sample size for a given survey type. A health plan must oversample if it cannot eliminate disenrolled members from membership files; correct addresses and, when appropriate, telephone numbers; provide updated, accurate sample frames to the survey vendor by the required date; or if it anticipates a high rate of disenrollment after providing the sample frame to the survey vendor. In such cases, oversampling will help ensure that a sufficient number of survey-eligible members remain in the sample. Another reason to oversample is to obtain a greater number of completed surveys. For example, the health plan may oversample if it has a prior history of low survey response rates or if it anticipates that a considerable number of the telephone numbers in the membership files are inaccurate. Collecting more completed surveys will help the plan to achieve reportable results and/or detect statistically significant differences or changes in scores. The oversampling rate must be a whole number representing the percent of the base sample to be oversampled (e.g., 7).

Question Summary Rate

Question Summary Rates express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a *Never*, *Sometimes*, *Usually*, or *Always*

response scale, with *Always* being the most favorable outcome. Results are typically reported as the proportion of members selecting *Usually* or *Always*.

Regression Analysis	Regression analysis is a statistical technique used to identify which variables (e.g., member experience touch points) have a measurable impact on an outcome measure of interest (e.g., overall rating of the health plan).
Response Rate	Survey response rate is calculated by NCQA using the following formula:

$$\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List}]}$$

Rolling Average Rate Calculation Method	The rolling averages method was introduced by NCQA to accommodate measures with small denominators. To report the results of these measures, there must be at least 100 responses collected over two years of survey administration. The numerators and the denominators of these measures are combined over a two-year period to calculate the final reported rate.
Sample Size	The NCQA-required sample size is 1,100 for Adult Commercial plans, 1,350 for Adult Medicaid plans, and 1,650 for Child Medicaid plans.
Statistically Significant Difference	When survey results are calculated based on sample data and compared to a benchmark score (e.g., the NCQA National Average rate, the CSS multi-plan average, or the plan's own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.
Trending	Comparison of survey results over time.
Usable Responses (*n*)	See *Denominator*.
Valid Response	Any acceptable response to a survey question (i.e., falling within a predefined set) that follows the NCQA skip pattern rules and data cleaning guidelines.

2023 (MY2022) CAHPS® 5.1H Survey Results at a Glance

CSS

Mercy Care (Adult Medicaid Survey)

Survey Measures	Your Organization 2023 Rate	95% CI	(n)	2022 Rate	2022 Point Change	2021 Rate	2021 Point Change	2023 CSS Adult Medicaid Average Rate	2023 CSS Adult Medicaid Average Point Difference	2022 (MY2021) NCQA Quality Compass National Average (All LOBs) Rate	2022 (MY2021) NCQA Quality Compass National Average (All LOBs) Point Difference	Your Organization's Estimated 2023 NCQA Health Plan (Star) Rating
Patient Experience Measures Reported in NCQA Health Plan Ratings												★★★☆☆
Getting Care												★★★☆☆
Getting Needed Care Composite (% Always or Usually)	**80.84%**	(±5.77)	**(179)**	81.79%	[-0.95]	82.10%	[-1.25]	79.43%	[+1.41]	81.86%	[-1.02]	★★★☆☆
Ease of Getting Needed Care (% Always or Usually)	**82.90%**	(±5.31)	**(193)**	83.19%	[-0.29]	80.86%	[+2.04]	82.68%	[+0.22]	84.67%	[-1.77]	Not calculated
Ease of Seeing a Specialist (% Always or Usually)	**78.79%**	(±6.24)	**(165)**	80.39%	[-1.60]	83.33%	[-4.55]	76.18%	[+2.60]	78.57%	[+0.22]	
Getting Care Quickly Composite (% Always or Usually)	**82.53%**	(±5.85)	**(162)**	79.80%	[+2.73]	78.03%	[+4.50]	79.38%	[+3.15]	80.22%	[+2.31]	★★★☆☆
Ease of Getting Urgent Care (% Always or Usually)	**83.06%**	(±6.60)	**(124)**	84.21%	[-1.15]	80.77%	[+2.30]	80.77%	[+2.29]	80.93%	[+2.13]	Not calculated
Ease of Getting a Check-up or Routine Care (% Always or Usually)	**82.00%**	(±5.32)	**(200)**	75.40%	[+6.60]	75.29%	[+6.71]	77.99%	[+4.01]	79.77%	[+2.23]	
Satisfaction With Plan Physicians												★★★☆☆
Rating of Personal Doctor (% 9 or 10)	**65.81%**	(±6.08)	**(234)**	62.59%	[+3.22]	64.92%	[+0.89]	66.82%	[-1.01]	68.30%	[-2.49]	★★★☆☆
Satisfaction With Plan and Plan Services												★★★☆☆
Rating of Health Plan (% 9 or 10)	**66.22%**	(±5.39)	**(296)**	65.73%	[+0.49]	70.78%	[-4.57]	58.44%	[+7.77] ✓	61.99%	[+4.23]	★★★★☆
Rating of All Health Care (% 9 or 10)	**51.55%**	(±7.03)	**(194)**	56.30%	[-4.76]	62.58%	[-11.03] ✓	54.26%	[-2.71]	56.46%	[-4.91]	★★☆☆☆
Overall Ratings NOT Reported in NCQA Health Plan Ratings												
Rating of All Health Care (% 8, 9 or 10)	**70.62%**	(±6.41)	**(194)**	76.47%	[-5.85]	78.53%	[-7.91]	73.52%	[-2.90]	75.41%	[-4.79]	
Rating of Personal Doctor (% 8, 9 or 10)	**76.92%**	(±5.40)	**(234)**	79.14%	[-2.21]	81.68%	[-4.75]	82.67%	[-5.75] ✓	82.38%	[-5.46] ✓	
Rating of Specialist Seen Most Often (% 8, 9 or 10)	**82.69%**	(±5.94)	**(156)**	84.54%	[-1.84]	86.49%	[-3.79]	80.17%	[+2.53]	83.52%	[-0.83]	Not calculated
Rating of Specialist Seen Most Often (% 9 or 10)	**67.95%**	(±7.32)	**(156)**	69.07%	[-1.12]	73.87%	[-5.93]	64.49%	[+3.45]	68.34%	[-0.39]	
Rating of Health Plan (% 8, 9 or 10)	**81.08%**	(±4.46)	**(296)**	82.02%	[-0.94]	84.77%	[-3.69]	75.88%	[+5.20] ✓	77.98%	[+3.10]	
Additional Measures NOT Reported in NCQA Health Plan Ratings												
Coordination of Care (% Always or Usually)	**75.78%**	(±7.42)	**(128)**	76.00%	[-0.22]	77.55%	[-1.77]	82.32%	[-6.54]	83.96%	[-8.18] ✓	
How Well Doctors Communicate Composite (% Always or Usually)	**91.39%**	(±4.00)	**(189)**	92.99%	[-1.61]	89.79%	[+1.60]	92.29%	[-0.91]	92.51%	[-1.12]	
Doctor Explained Things (% Always or Usually)	**92.11%**	(±3.83)	**(190)**	94.29%	[-2.18]	91.45%	[+0.66]	92.52%	[-0.42]	92.62%	[-0.51]	
Doctor Listened Carefully (% Always or Usually)	**92.06%**	(±3.85)	**(189)**	93.33%	[-1.27]	89.33%	[+2.73]	92.56%	[-0.49]	92.70%	[-0.64]	
Doctor Showed Respect (% Always or Usually)	**94.15%**	(±3.36)	**(188)**	93.27%	[+0.88]	93.42%	[+0.73]	94.45%	[-0.30]	94.30%	[-0.15]	Not calculated
Doctor Spent Enough Time (% Always or Usually)	**87.23%**	(±4.77)	**(188)**	91.09%	[-3.86]	84.97%	[+2.27]	89.64%	[-2.41]	90.42%	[-3.19]	
Customer Service Composite (% Always or Usually)	**90.76%**	(±5.11)	**(124)**	88.34%	[+2.42]	92.41%	[-1.65]	89.96%	[+0.80]	88.91%	[+1.85]	
Customer Service Provided Information/Help (% Always or Usually)	**84.80%**	(±6.29)	**(125)**	80.52%	[+4.28]	89.29%	[-4.49]	84.35%	[+0.45]	83.39%	[+1.41]	
Customer Service Was Courteous/Respectful (% Always or Usually)	**96.72%**	(±3.16)	**(122)**	96.15%	[+0.57]	95.54%	[+1.19]	95.57%	[+1.15]	94.57%	[+2.15]	
Effectiveness of Care Measures												
Flu Vaccinations for Adults (% Yes)	**33.33%**	(±5.86)	**(249)**	47.18%	[-13.85] ✓	38.92%	[-5.58]	38.65%	[-5.32]	40.13%	[-6.80] ✓	★★☆☆☆
Advising Smokers and Tobacco Users to Quit (% Sometimes, Usually, or Always)	**71.00%**	(±8.89)	**(100)**	62.07%	[+8.93]	68.00%	[+3.00]	71.51%	[-0.51]	72.45%	[-1.45]	★★★☆☆
Discussing Cessation Medications (% Sometimes, Usually, or Always)	**41.41%**	(±9.70)	**(99)**	45.98%	[-4.56]	53.00%	[-11.59]	51.63%	[-10.21]	50.83%	[-9.42]	Not calculated
Discussing Cessation Strategies (% Sometimes, Usually, or Always)	**38.38%**	(±9.58)	**(99)**	41.38%	[-3.00]	49.00%	[-10.62]	43.62%	[-5.24]	45.25%	[-6.87]	

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Calculation and Reporting of Results

All rates were calculated by CSS following NCQA specifications.

The 95% confidence interval (CI) around the reported rate indicates the range of values the true population rate will fall in 95% of the time if multiple random samples from the same member population are surveyed.

The number of valid responses collected this year for each measure (*n* , or measure denominator) is reported in parentheses.

Rate Comparisons and Statistical Significance Testing

Comparisons to prior-year and benchmark rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Health Plan Ratings (HPR)

Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023.

NCQA retired Rating of Specialist Seen Most Often (% 9 or 10) and Coordination of Care from HPR 2023. Rating of All Health Care (% 9 or 10) was moved to the Satisfaction With Plan and Plan Services sub-composite.

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Patient Experience Measures

	Reportable Rates					Estimated Health Plan Rating (HPR)	
	2022 NCQA Quality Compass National Average, All LOBs	2023 CSS Average	Plan Rate			Percentile	Stars
			2023	2022	2021		
Consumer Satisfaction							3.0
Getting Care							3.0
Getting Needed Care	81.86%	79.43%	**80.84%**	81.79%	82.10%	33rd	3.0
Getting Care Quickly	80.22%	79.38%	**82.53%**	79.80%	78.03%	33rd	3.0
Satisfaction with Plan Physicians							3.0
Rating of Personal Doctor	68.30%	66.82%	**65.81%**	62.59%	64.92%	33rd	3.0
Satisfaction with Plan and Plan Services							3.0
Rating of All Health Care	56.46%	54.26%	**51.55%**	56.30%	62.58%	10th	2.0
Rating of Health Plan	61.99%	58.44%	**66.22%**	65.73%	70.78%	67th	4.0
Non-HPR Measures							
Rating of Specialist Seen Most Often	68.34%	64.49%	**67.95%**	69.07%	73.87%		
Coordination of Care	83.96%	82.32%	**75.78%**	76.00%	77.55%		
How Well Doctors Communicate	92.51%	92.29%	**91.39%**	92.99%	89.79%		
Customer Service	88.91%	89.96%	**90.76%**	88.34%	92.41%		

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Note: The official Health Plan Ratings (HPR) scores will be released by NCQA in September 2023 using current year (2023 or MY 2022 benchmarks). The results presented in this report use the 2022 benchmarks (MY 2021) released by NCQA to estimate the MY 2022 HPR; therefore the HPR scores presented in this report should be treated as estimates. Results are presented for NCQA's top-box rates (% 9+10 or % Usually+Always). At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting. NCQA retired Coordination of Care and Rating of Specialist Seen Most Often from HPR 2023. Rating of All Health Care (% 9 or 10) was moved to the Satisfaction With Plan and Plan Services sub-composite.

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Effectiveness of Care Measures

		2023 Reported Rate	2023 Rate (Single Year)	2022 Rate (Single Year)
Flu Vaccinations for Adults Ages 18-64 (FVA)				
Base: All eligible respondents flagged by the plan as being age 18 to 64 as of July 1 of the measurement year				
Flu Vaccinations for Adults	Received a flu vaccination	83	83	67
	Usable responses	249	249	142
	FVA Rate	33.3%	33.3%	47.2%
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)				
Base: All eligible respondents who smoke or use tobacco				
Advising Smokers and Tobacco Users to Quit	Advised to quit	71	48	23
	Usable responses	100	65	35
	MSC Rate	71.0%	73.8%	65.7%
Discussing Cessation Medications	Discussed medications	41	29	12
	Usable responses	99	64	35
	MSC Rate	41.4%	45.3%	34.3%
Discussing Cessation Strategies	Discussed strategies	38	26	12
	Usable responses	99	64	35
	MSC Rate	38.4%	40.6%	34.3%

4993000

Note: results are presented regardless of whether the plan is reporting the measure(s) to NCQA or meets the minimum reporting threshold of 100 valid responses. A lighter display is used to indicate that the measure does not meet the NCQA minimum denominator threshold. The 2022 Reported Rate for the MSC measures were calculated using NCQA's rolling average methodology. For more detail on the calculation of these rates, please refer to HEDIS® 2021, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care. CSS provides unofficial Effectiveness of Care results only for internal plan reporting.

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 3

In the last 6 months, did you have an illness, injury, or condition that needed care right away?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,279	306	184	253	108	190	76	98	125	146	97	49	123	172	173	27	79	92	107	99	95	146	51
Number missing or multiple answer	83	3	3	4	0	3	1	0	2	1	1	1	1	2	1	0	1	0	2	1	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,196	303	181	249	108	187	75	98	123	145	96	48	122	170	172	27	78	92	105	98	94	144	51
	98.4%	99.0%	98.4%	98.4%	100.0%	98.4%	98.7%	100.0%	98.4%	99.3%	99.0%	98.0%	99.2%	98.8%	99.4%	100.0%	98.7%	100.0%	98.1%	99.0%	98.9%	98.6%	100.0%
Yes	1,845	127	79	107	44	77	24	45	52	55	43	21	44	75	81	7	26	29	35	58	14	63	39
	35.5%	41.9%	43.6%	43.0%	40.7%	41.2%	32.0%	45.9%	42.3%	37.9%	44.8%	43.8%	36.1%	44.1%	47.1%	25.9%	33.3%	31.5%	33.3%	59.2%	14.9%	43.8%	76.5%
No	3,351	176	102	142	64	110	51	53	71	90	53	27	78	95	91	20	52	63	70	40	80	81	12
	64.5%	58.1%	56.4%	57.0%	59.3%	58.8%	68.0%	54.1%	57.7%	62.1%	55.2%	56.3%	63.9%	55.9%	52.9%	74.1%	66.7%	68.5%	66.7%	40.8%	85.1%	56.3%	23.5%
Significantly different from column:*		A													PQ	O	O	T	T	RS	VW	UW	UV

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 4

In the last 6 months, when you <u>needed care right away</u>, how often did you get care as soon as you needed?

Base: All respondents who needed care right away (Q3)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,845	127	79	107	44	77	24	45	52	55	43	21	44	75	81	7	26	29	35	58	14	63	39
Number missing or multiple answer	61	3	3	3	1	2	0	0	2	3	0	0	1	2	2	0	1	1	0	2	0	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,784	124	76	104	43	75	24	45	50	52	43	21	43	73	79	7	25	28	35	56	14	62	37
	96.7%	97.6%	96.2%	97.2%	97.7%	97.4%	100.0%	100.0%	96.2%	94.5%	100.0%	100.0%	97.7%	97.3%	97.5%	100.0%	96.2%	96.6%	100.0%	96.6%	100.0%	98.4%	94.9%
Never	59	5	2	4	2	3	0	2	3	4	0	1	1	3	2	0	2	0	1	4	1	3	1
	3.3%	4.0%	2.6%	3.8%	4.7%	4.0%	0.0%	4.4%	6.0%	7.7%	0.0%	4.8%	2.3%	4.1%	2.5%	0.0%	8.0%	0.0%	2.9%	7.1%	7.1%	4.8%	2.7%
Sometimes	284	16	10	16	6	9	7	4	5	8	7	1	7	9	12	0	3	4	7	5	1	10	4
	15.9%	12.9%	13.2%	15.4%	14.0%	12.0%	29.2%	8.9%	10.0%	15.4%	16.3%	4.8%	16.3%	12.3%	15.2%	0.0%	12.0%	14.3%	20.0%	8.9%	7.1%	16.1%	10.8%
Usually	384	29	16	24	10	16	6	9	11	15	8	2	8	16	17	1	5	4	8	14	2	15	10
	21.5%	23.4%	21.1%	23.1%	23.3%	21.3%	25.0%	20.0%	22.0%	28.8%	18.6%	9.5%	18.6%	21.9%	21.5%	14.3%	20.0%	14.3%	22.9%	25.0%	14.3%	24.2%	27.0%
Always	1,057	74	48	60	25	47	11	30	31	25	28	17	27	45	48	6	15	20	19	33	10	34	22
	59.2%	59.7%	63.2%	57.7%	58.1%	62.7%	45.8%	66.7%	62.0%	48.1%	65.1%	81.0%	62.8%	61.6%	60.8%	85.7%	60.0%	71.4%	54.3%	58.9%	71.4%	54.8%	59.5%
Significantly different from column:*										L		J											
Usually or Always	1,441	103	64	84	35	63	17	39	42	40	36	19	35	61	65	7	20	24	27	47	12	49	32
	80.8%	83.1%	84.2%	80.8%	81.4%	84.0%	70.8%	86.7%	84.0%	76.9%	83.7%	90.5%	81.4%	83.6%	82.3%	100.0%	80.0%	85.7%	77.1%	83.9%	85.7%	79.0%	86.5%
Significantly different from column:*																							

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 5

In the last 6 months, did you make any in person, phone, or video appointments for a <u>check-up or routine care</u>?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,279	306	184	253	108	190	76	98	125	146	97	49	123	172	173	27	79	92	107	99	95	146	51
Number missing or multiple answer	73	1	2	3	0	1	0	0	1	0	0	1	0	1	0	1	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,206	305	182	250	108	189	76	98	124	146	97	48	123	171	173	26	79	91	107	99	95	146	50
	98.6%	99.7%	98.9%	98.8%	100.0%	99.5%	100.0%	100.0%	99.2%	100.0%	100.0%	98.0%	100.0%	99.4%	100.0%	96.3%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	98.0%
Yes	3,108	203	131	175	70	128	44	60	95	94	69	32	80	117	122	16	48	52	70	75	27	117	49
	59.7%	66.6%	72.0%	70.0%	64.8%	67.7%	57.9%	61.2%	76.6%	64.4%	71.1%	66.7%	65.0%	68.4%	70.5%	61.5%	60.8%	57.1%	65.4%	75.8%	28.4%	80.1%	98.0%
No	2,098	102	51	75	38	61	32	38	29	52	28	16	43	54	51	10	31	39	37	24	68	29	1
	40.3%	33.4%	28.0%	30.0%	35.2%	32.3%	42.1%	38.8%	23.4%	35.6%	28.9%	33.3%	35.0%	31.6%	29.5%	38.5%	39.2%	42.9%	34.6%	24.2%	71.6%	19.9%	2.0%
Significantly different from column:*		A					I	I	GH									T		R	VW	UW	UV

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 6

In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

Base: All respondents who made an appointment for a check-up or routine care (Q5)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,108	203	131	175	70	128	44	60	95	94	69	32	80	117	122	16	48	52	70	75	27	117	49
Number missing or multiple answer	78	3	5	5	1	2	2	0	0	1	2	0	2	1	1	0	2	2	1	0	1	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,030	200	126	170	69	126	42	60	95	93	67	32	78	116	121	16	46	50	69	75	26	116	48
	97.5%	98.5%	96.2%	97.1%	98.6%	98.4%	95.5%	100.0%	100.0%	98.9%	97.1%	100.0%	97.5%	99.1%	99.2%	100.0%	95.8%	96.2%	98.6%	100.0%	96.3%	99.1%	98.0%
Never	109	5	4	5	3	2	0	2	3	2	2	1	1	4	3	0	2	1	2	2	0	5	0
	3.6%	2.5%	3.2%	2.9%	4.3%	1.6%	0.0%	3.3%	3.2%	2.2%	3.0%	3.1%	1.3%	3.4%	2.5%	0.0%	4.3%	2.0%	2.9%	2.7%	0.0%	4.3%	0.0%
Sometimes	558	31	27	37	8	22	11	6	14	12	11	8	9	22	18	6	5	8	12	8	5	22	4
	18.4%	15.5%	21.4%	21.8%	11.6%	17.5%	26.2%	10.0%	14.7%	12.9%	16.4%	25.0%	11.5%	19.0%	14.9%	37.5%	10.9%	16.0%	17.4%	10.7%	19.2%	19.0%	8.3%
Usually	783	61	35	38	20	39	11	21	27	30	21	7	25	33	35	2	16	9	23	27	10	32	16
	25.8%	30.5%	27.8%	22.4%	29.0%	31.0%	26.2%	35.0%	28.4%	32.3%	31.3%	21.9%	32.1%	28.4%	28.9%	12.5%	34.8%	18.0%	33.3%	36.0%	38.5%	27.6%	33.3%
Always	1,580	103	60	90	38	63	20	31	51	49	33	16	43	57	65	8	23	32	32	38	11	57	28
	52.1%	51.5%	47.6%	52.9%	55.1%	50.0%	47.6%	51.7%	53.7%	52.7%	49.3%	50.0%	55.1%	49.1%	53.7%	50.0%	50.0%	64.0%	46.4%	50.7%	42.3%	49.1%	58.3%
Significantly different from column:*	■		■	■																			
Usually or Always	2,363	164	95	128	58	102	31	52	78	79	54	23	68	90	100	10	39	41	55	65	21	89	44
	78.0%	82.0%	75.4%	75.3%	84.1%	81.0%	73.8%	86.7%	82.1%	84.9%	80.6%	71.9%	87.2%	77.6%	82.6%	62.5%	84.8%	82.0%	79.7%	86.7%	80.8%	76.7%	91.7%
Significantly different from column:*	■		■	■																		W	V

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 7

In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,279	306	184	253	108	190	76	98	125	146	97	49	123	172	173	27	79	92	107	99	95	146	51
Number missing or multiple answer	185	14	6	7	4	8	4	4	4	5	6	2	7	5	8	0	3	4	4	4	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,094	292	178	246	104	182	72	94	121	141	91	47	116	167	165	27	76	88	103	95	95	146	51
	96.5%	95.4%	96.7%	97.2%	96.3%	95.8%	94.7%	95.9%	96.8%	96.6%	93.8%	95.9%	94.3%	97.1%	95.4%	100.0%	96.2%	95.7%	96.3%	96.0%	100.0%	100.0%	100.0%
None	1,816	95	57	83	38	55	29	31	33	47	29	14	36	55	47	10	29	42	31	19	95	0	0
	35.6%	32.5%	32.0%	33.7%	36.5%	30.2%	40.3%	33.0%	27.3%	33.3%	31.9%	29.8%	31.0%	32.9%	28.5%	37.0%	38.2%	47.7%	30.1%	20.0%	100.0%	0.0%	0.0%
1 time	806	48	22	29	19	26	15	16	16	27	10	9	24	21	25	7	14	17	18	12	0	48	0
	15.8%	16.4%	12.4%	11.8%	18.3%	14.3%	20.8%	17.0%	13.2%	19.1%	11.0%	19.1%	20.7%	12.6%	15.2%	25.9%	18.4%	19.3%	17.5%	12.6%	0.0%	32.9%	0.0%
2	816	40	18	35	16	24	9	14	17	18	14	7	18	22	23	4	12	9	19	12	0	40	0
	16.0%	13.7%	10.1%	14.2%	15.4%	13.2%	12.5%	14.9%	14.0%	12.8%	15.4%	14.9%	15.5%	13.2%	13.9%	14.8%	15.8%	10.2%	18.4%	12.6%	0.0%	27.4%	0.0%
3	550	21	27	28	5	15	1	8	11	11	4	3	5	15	11	3	4	3	5	11	0	21	0
	10.8%	7.2%	15.2%	11.4%	4.8%	8.2%	1.4%	8.5%	9.1%	7.8%	4.4%	6.4%	4.3%	9.0%	6.7%	11.1%	5.3%	3.4%	4.9%	11.6%	0.0%	14.4%	0.0%
4	362	37	16	18	13	24	3	12	22	18	11	6	18	18	25	2	4	8	12	17	0	37	0
	7.1%	12.7%	9.0%	7.3%	12.5%	13.2%	4.2%	12.8%	18.2%	12.8%	12.1%	12.8%	15.5%	10.8%	15.2%	7.4%	5.3%	9.1%	11.7%	17.9%	0.0%	25.3%	0.0%
5 to 9	514	32	23	39	7	25	10	5	16	13	15	4	12	20	21	1	8	6	14	12	0	0	32
	10.1%	11.0%	12.9%	15.9%	6.7%	13.7%	13.9%	5.3%	13.2%	9.2%	16.5%	8.5%	10.3%	12.0%	12.7%	3.7%	10.5%	6.8%	13.6%	12.6%	0.0%	0.0%	62.7%
10 or more times	230	19	15	14	6	13	5	8	6	7	8	4	3	16	13	0	5	3	4	12	0	0	19
	4.5%	6.5%	8.4%	5.7%	5.8%	7.1%	6.9%	8.5%	5.0%	5.0%	8.8%	8.5%	2.6%	9.6%	7.9%	0.0%	6.6%	3.4%	3.9%	12.6%	0.0%	0.0%	37.3%
5 or more times	744	51	38	53	13	38	15	13	22	20	23	8	15	36	34	1	13	9	18	24	0	0	51
	14.6%	17.5%	21.3%	21.5%	12.5%	20.9%	20.8%	13.8%	18.2%	14.2%	25.3%	17.0%	12.9%	21.6%	20.6%	3.7%	17.1%	10.2%	17.5%	25.3%	0.0%	0.0%	100.0%
Significantly different from column:*										K	J							T		R	W	W	UV

NA - Not applicable

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 8

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,278	197	121	163	66	127	43	63	88	94	62	33	80	112	118	17	47	46	72	76	0	146	51
Number missing or multiple answer	38	3	2	0	1	2	0	2	0	2	0	0	1	2	2	0	1	2	0	1	0	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,240	194	119	163	65	125	43	61	88	92	62	33	79	110	116	17	46	44	72	75	0	144	50
	98.8%	98.5%	98.3%	100.0%	98.5%	98.4%	100.0%	96.8%	100.0%	97.9%	100.0%	100.0%	98.8%	98.2%	98.3%	100.0%	97.9%	95.7%	100.0%	98.7%	---	98.6%	98.0%
0 Worst health care possible	15	1	1	0	1	0	0	0	1	1	0	0	0	1	1	0	0	0	0	1	0	1	0
	0.5%	0.5%	0.8%	0.0%	1.5%	0.0%	0.0%	0.0%	1.1%	1.1%	0.0%	0.0%	0.0%	0.9%	0.9%	0.0%	0.0%	0.0%	0.0%	1.3%	---	0.7%	0.0%
1	16	2	0	0	1	1	0	0	2	2	0	0	1	1	0	0	2	0	0	2	0	2	0
	0.5%	1.0%	0.0%	0.0%	1.5%	0.8%	0.0%	0.0%	2.3%	2.2%	0.0%	0.0%	1.3%	0.9%	0.0%	0.0%	4.3%	0.0%	0.0%	2.7%	---	1.4%	0.0%
2	16	1	2	0	0	1	0	0	1	1	0	0	1	0	1	0	0	0	1	0	0	1	0
	0.5%	0.5%	1.7%	0.0%	0.0%	0.8%	0.0%	0.0%	1.1%	1.1%	0.0%	0.0%	1.3%	0.0%	0.9%	0.0%	0.0%	0.0%	1.4%	0.0%	---	0.7%	0.0%
3	45	3	2	5	2	1	0	2	1	1	1	1	2	1	2	0	1	1	1	1	0	3	0
	1.4%	1.5%	1.7%	3.1%	3.1%	0.8%	0.0%	3.3%	1.1%	1.1%	1.6%	3.0%	2.5%	0.9%	1.7%	0.0%	2.2%	2.3%	1.4%	1.3%	---	2.1%	0.0%
4	52	3	2	2	0	3	2	0	1	2	1	0	1	1	1	1	1	0	1	2	0	2	1
	1.6%	1.5%	1.7%	1.2%	0.0%	2.4%	4.7%	0.0%	1.1%	2.2%	1.6%	0.0%	1.3%	0.9%	0.9%	5.9%	2.2%	0.0%	1.4%	2.7%	---	1.4%	2.0%
5	164	11	4	3	3	7	3	3	4	3	5	1	2	8	4	2	4	3	4	4	0	9	2
	5.1%	5.7%	3.4%	1.8%	4.6%	5.6%	7.0%	4.9%	4.5%	3.3%	8.1%	3.0%	2.5%	7.3%	3.4%	11.8%	8.7%	6.8%	5.6%	5.3%	---	6.3%	4.0%
6	195	18	3	10	8	9	3	4	11	8	6	3	7	10	7	0	9	2	4	12	0	15	3
	6.0%	9.3%	2.5%	6.1%	12.3%	7.2%	7.0%	6.6%	12.5%	8.7%	9.7%	9.1%	8.9%	9.1%	6.0%	0.0%	19.6%	4.5%	5.6%	16.0%	---	10.4%	6.0%
7	355	18	14	15	5	13	5	6	7	12	3	3	7	11	14	1	3	2	10	6	0	13	5
	11.0%	9.3%	11.8%	9.2%	7.7%	10.4%	11.6%	9.8%	8.0%	13.0%	4.8%	9.1%	8.9%	10.0%	12.1%	5.9%	6.5%	4.5%	13.9%	8.0%	---	9.0%	10.0%
8	624	37	24	26	14	22	10	14	12	12	14	10	14	22	23	2	7	4	16	14	0	27	10
	19.3%	19.1%	20.2%	16.0%	21.5%	17.6%	23.3%	23.0%	13.6%	13.0%	22.6%	30.3%	17.7%	20.0%	19.8%	11.8%	15.2%	9.1%	22.2%	18.7%	---	18.8%	20.0%
9	513	27	23	25	7	20	7	9	11	17	5	5	10	16	17	1	6	7	10	10	0	19	8
	15.8%	13.9%	19.3%	15.3%	10.8%	16.0%	16.3%	14.8%	12.5%	18.5%	8.1%	15.2%	12.7%	14.5%	14.7%	5.9%	13.0%	15.9%	13.9%	13.3%	---	13.2%	16.0%
10 Best health care possible	1,245	73	44	77	24	48	13	23	37	33	27	10	34	39	46	10	13	25	25	23	0	52	21
	38.4%	37.6%	37.0%	47.2%	36.9%	38.4%	30.2%	37.7%	42.0%	35.9%	43.5%	30.3%	43.0%	35.5%	39.7%	58.8%	28.3%	56.8%	34.7%	30.7%	---	36.1%	42.0%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 8

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,278	197	121	163	66	127	43	63	88	94	62	33	80	112	118	17	47	46	72	76	0	146	51
Number missing or multiple answer	38	3	2	0	1	2	0	2	0	2	0	0	1	2	2	0	1	2	0	1	0	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,240	194	119	163	65	125	43	61	88	92	62	33	79	110	116	17	46	44	72	75	0	144	50
	98.8%	98.5%	98.3%	100.0%	98.5%	98.4%	100.0%	96.8%	100.0%	97.9%	100.0%	100.0%	98.8%	98.2%	98.3%	100.0%	97.9%	95.7%	100.0%	98.7%	---	98.6%	98.0%
0 to 4	144	10	7	7	4	6	2	2	6	7	2	1	5	4	5	1	4	1	3	6	0	9	1
	4.4%	5.2%	5.9%	4.3%	6.2%	4.8%	4.7%	3.3%	6.8%	7.6%	3.2%	3.0%	6.3%	3.6%	4.3%	5.9%	8.7%	2.3%	4.2%	8.0%	---	6.3%	2.0%
5	164	11	4	3	3	7	3	3	4	3	5	1	2	8	4	2	4	3	4	4	0	9	2
	5.1%	5.7%	3.4%	1.8%	4.6%	5.6%	7.0%	4.9%	4.5%	3.3%	8.1%	3.0%	2.5%	7.3%	3.4%	11.8%	8.7%	6.8%	5.6%	5.3%	---	6.3%	4.0%
6 to 7	550	36	17	25	13	22	8	10	18	20	9	6	14	21	21	1	12	4	14	18	0	28	8
	17.0%	18.6%	14.3%	15.3%	20.0%	17.6%	18.6%	16.4%	20.5%	21.7%	14.5%	18.2%	17.7%	19.1%	18.1%	5.9%	26.1%	9.1%	19.4%	24.0%	---	19.4%	16.0%
8 to 10	2,382	137	91	128	45	90	30	46	60	62	46	25	58	77	86	13	26	36	51	47	0	98	39
	73.5%	70.6%	76.5%	78.5%	69.2%	72.0%	69.8%	75.4%	68.2%	67.4%	74.2%	75.8%	73.4%	70.0%	74.1%	76.5%	56.5%	81.8%	70.8%	62.7%	---	68.1%	78.0%
Significantly different from column:*	■		■													Q		O	T		R		
0 to 6	503	39	14	20	15	22	8	9	21	18	13	5	14	22	16	3	17	6	11	22	0	33	6
	15.5%	20.1%	11.8%	12.3%	23.1%	17.6%	18.6%	14.8%	23.9%	19.6%	21.0%	15.2%	17.7%	20.0%	13.8%	17.6%	37.0%	13.6%	15.3%	29.3%	---	22.9%	12.0%
7 to 8	979	55	38	41	19	35	15	20	19	24	17	13	21	33	37	3	10	6	26	20	0	40	15
	30.2%	28.4%	31.9%	25.2%	29.2%	28.0%	34.9%	32.8%	21.6%	26.1%	27.4%	39.4%	26.6%	30.0%	31.9%	17.6%	21.7%	13.6%	36.1%	26.7%	---	27.8%	30.0%
9 to 10	1,758	100	67	102	31	68	20	32	48	50	32	15	44	55	63	11	19	32	35	33	0	71	29
	54.3%	51.5%	56.3%	62.6%	47.7%	54.4%	46.5%	52.5%	54.5%	54.3%	51.6%	45.5%	55.7%	50.0%	54.3%	64.7%	41.3%	72.7%	48.6%	44.0%	---	49.3%	58.0%
Significantly different from column:*	■	D	■															ST	R	R		

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 9

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,278	197	121	163	66	127	43	63	88	94	62	33	80	112	118	17	47	46	72	76	0	146	51
Number missing or multiple answer	51	4	2	1	3	1	0	2	1	2	1	1	1	3	2	0	1	1	0	3	0	2	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,227	193	119	162	63	126	43	61	87	92	61	32	79	109	116	17	46	45	72	73	0	144	49
	98.4%	98.0%	98.3%	99.4%	95.5%	99.2%	100.0%	96.8%	98.9%	97.9%	98.4%	97.0%	98.8%	97.3%	98.3%	100.0%	97.9%	97.8%	100.0%	96.1%	---	98.6%	96.1%
Never	67	6	3	5	4	2	1	2	3	5	1	0	2	4	3	0	3	1	2	3	0	6	0
	2.1%	3.1%	2.5%	3.1%	6.3%	1.6%	2.3%	3.3%	3.4%	5.4%	1.6%	0.0%	2.5%	3.7%	2.6%	0.0%	6.5%	2.2%	2.8%	4.1%	---	4.2%	0.0%
Sometimes	492	27	17	26	9	17	8	9	10	13	7	6	8	19	15	2	9	5	10	12	0	20	7
	15.2%	14.0%	14.3%	16.0%	14.3%	13.5%	18.6%	14.8%	11.5%	14.1%	11.5%	18.8%	10.1%	17.4%	12.9%	11.8%	19.6%	11.1%	13.9%	16.4%	---	13.9%	14.3%
Usually	917	58	44	44	21	35	16	16	24	27	18	10	24	31	35	3	14	7	27	22	0	42	16
	28.4%	30.1%	37.0%	27.2%	33.3%	27.8%	37.2%	26.2%	27.6%	29.3%	29.5%	31.3%	30.4%	28.4%	30.2%	17.6%	30.4%	15.6%	37.5%	30.1%	---	29.2%	32.7%
Always	1,751	102	55	87	29	72	18	34	50	47	35	16	45	55	63	12	20	32	33	36	0	76	26
	54.3%	52.8%	46.2%	53.7%	46.0%	57.1%	41.9%	55.7%	57.5%	51.1%	57.4%	50.0%	57.0%	50.5%	54.3%	70.6%	43.5%	71.1%	45.8%	49.3%	---	52.8%	53.1%
Significantly different from column:*																		ST	R	R			
Usually or Always	2,668	160	99	131	50	107	34	50	74	74	53	26	69	86	98	15	34	39	60	58	0	118	42
	82.7%	82.9%	83.2%	80.9%	79.4%	84.9%	79.1%	82.0%	85.1%	80.4%	86.9%	81.3%	87.3%	78.9%	84.5%	88.2%	73.9%	86.7%	83.3%	79.5%	---	81.9%	85.7%
Significantly different from column:*																							

NA - Not applicable

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

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 10

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

Base: All respondents

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,279	306	184	253	108	190	76	98	125	146	97	49	123	172	173	27	79	92	107	99	95	146	51
Number missing or multiple answer	61	1	2	2	1	0	0	1	0	0	0	1	0	1	1	0	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,218	305	182	251	107	190	76	97	125	146	97	48	123	171	172	27	79	92	106	99	95	145	51
	98.8%	99.7%	98.9%	99.2%	99.1%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	98.0%	100.0%	99.4%	99.4%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	99.3%	100.0%
Yes	4,067	242	144	200	82	155	52	74	111	111	81	39	98	136	140	22	58	64	84	88	58	123	48
	77.9%	79.3%	79.1%	79.7%	76.6%	81.6%	68.4%	76.3%	88.8%	76.0%	83.5%	81.3%	79.7%	79.5%	81.4%	81.5%	73.4%	69.6%	79.2%	88.9%	61.1%	84.8%	94.1%
No	1,151	63	38	51	25	35	24	23	14	35	16	9	25	35	32	5	21	28	22	11	37	22	3
	22.1%	20.7%	20.9%	20.3%	23.4%	18.4%	31.6%	23.7%	11.2%	24.0%	16.5%	18.8%	20.3%	20.5%	18.6%	18.5%	26.6%	30.4%	20.8%	11.1%	38.9%	15.2%	5.9%
Significantly different from column:*							I	I	GH									T		R	VW	U	U

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 11

In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

Base: All respondents who have a personal doctor (Q10)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,067	242	144	200	82	155	52	74	111	111	81	39	98	136	140	22	58	64	84	88	58	123	48
Number missing or multiple answer	135	8	10	4	2	6	0	2	5	7	0	0	4	3	3	0	2	1	1	5	2	3	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,932	234	134	196	80	149	52	72	106	104	81	39	94	133	137	22	56	63	83	83	56	120	46
	96.7%	96.7%	93.1%	98.0%	97.6%	96.1%	100.0%	97.3%	95.5%	93.7%	100.0%	100.0%	95.9%	97.8%	97.9%	100.0%	96.6%	98.4%	98.8%	94.3%	96.6%	97.6%	95.8%
None	906	44	29	42	13	31	14	13	17	20	18	5	17	27	25	7	11	13	22	9	31	11	0
	23.0%	18.8%	21.6%	21.4%	16.3%	20.8%	26.9%	18.1%	16.0%	19.2%	22.2%	12.8%	18.1%	20.3%	18.2%	31.8%	19.6%	20.6%	26.5%	10.8%	55.4%	9.2%	0.0%
1 time	1,064	62	27	43	27	33	15	19	27	27	17	16	27	33	39	6	15	21	24	16	12	40	7
	27.1%	26.5%	20.1%	21.9%	33.8%	22.1%	28.8%	26.4%	25.5%	26.0%	21.0%	41.0%	28.7%	24.8%	28.5%	27.3%	26.8%	33.3%	28.9%	19.3%	21.4%	33.3%	15.2%
2	911	54	26	40	18	36	9	18	27	21	24	8	18	34	28	5	17	15	15	22	7	36	10
	23.2%	23.1%	19.4%	20.4%	22.5%	24.2%	17.3%	25.0%	25.5%	20.2%	29.6%	20.5%	19.1%	25.6%	20.4%	22.7%	30.4%	23.8%	18.1%	26.5%	12.5%	30.0%	21.7%
3	424	28	21	37	13	14	2	12	13	13	8	5	11	16	18	2	5	6	8	13	2	15	8
	10.8%	12.0%	15.7%	18.9%	16.3%	9.4%	3.8%	16.7%	12.3%	12.5%	9.9%	12.8%	11.7%	12.0%	13.1%	9.1%	8.9%	9.5%	9.6%	15.7%	3.6%	12.5%	17.4%
4	253	17	10	11	4	13	4	4	9	11	3	1	10	6	10	0	2	5	6	6	2	11	3
	6.4%	7.3%	7.5%	5.6%	5.0%	8.7%	7.7%	5.6%	8.5%	10.6%	3.7%	2.6%	10.6%	4.5%	7.3%	0.0%	3.6%	7.9%	7.2%	7.2%	3.6%	9.2%	6.5%
5 to 9	303	25	15	18	5	18	7	5	11	10	9	4	10	14	14	2	5	3	7	14	2	5	16
	7.7%	10.7%	11.2%	9.2%	6.3%	12.1%	13.5%	6.9%	10.4%	9.6%	11.1%	10.3%	10.6%	10.5%	10.2%	9.1%	8.9%	4.8%	8.4%	16.9%	3.6%	4.2%	34.8%
10 or more times	71	4	6	5	0	4	1	1	2	2	2	0	1	3	3	0	1	0	1	3	0	2	2
	1.8%	1.7%	4.5%	2.6%	0.0%	2.7%	1.9%	1.4%	1.9%	1.9%	2.5%	0.0%	1.1%	2.3%	2.2%	0.0%	1.8%	0.0%	1.2%	3.6%	0.0%	1.7%	4.3%
5 or more times	374	29	21	23	5	22	8	6	13	12	11	4	11	17	17	2	6	3	8	17	2	7	18
	9.5%	12.4%	15.7%	11.7%	6.3%	14.8%	15.4%	8.3%	12.3%	11.5%	13.6%	10.3%	11.7%	12.8%	12.4%	9.1%	10.7%	4.8%	9.6%	20.5%	3.6%	5.8%	39.1%
Significantly different from column:*																			T		R	W	W	UV

NA - Not applicable

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

Question 12

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,026	**190**	105	154	67	118	38	59	89	84	63	34	77	106	112	15	45	50	61	74	25	109	46
Number missing or multiple answer	17	**0**	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,009	**190**	105	152	67	118	38	59	89	84	63	34	77	106	112	15	45	50	61	74	25	109	46
	99.4%	**100.0%**	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	41	**2**	2	4	1	1	1	0	1	1	0	1	0	2	1	0	1	0	1	1	0	2	0
	1.4%	**1.1%**	1.9%	2.6%	1.5%	0.8%	2.6%	0.0%	1.1%	1.2%	0.0%	2.9%	0.0%	1.9%	0.9%	0.0%	2.2%	0.0%	1.6%	1.4%	0.0%	1.8%	0.0%
Sometimes	184	**13**	4	9	6	7	2	3	8	7	3	2	6	6	5	2	4	3	5	5	2	6	5
	6.1%	**6.8%**	3.8%	5.9%	9.0%	5.9%	5.3%	5.1%	9.0%	8.3%	4.8%	5.9%	7.8%	5.7%	4.5%	13.3%	8.9%	6.0%	8.2%	6.8%	8.0%	5.5%	10.9%
Usually	562	**49**	29	36	21	27	14	14	20	25	14	9	24	24	30	2	12	14	14	21	6	32	9
	18.7%	**25.8%**	27.6%	23.7%	31.3%	22.9%	36.8%	23.7%	22.5%	29.8%	22.2%	26.5%	31.2%	22.6%	26.8%	13.3%	26.7%	28.0%	23.0%	28.4%	24.0%	29.4%	19.6%
Always	2,222	**126**	70	103	39	83	21	42	60	51	46	22	47	74	76	11	28	33	41	47	17	69	32
	73.8%	**66.3%**	66.7%	67.8%	58.2%	70.3%	55.3%	71.2%	67.4%	60.7%	73.0%	64.7%	61.0%	69.8%	67.9%	73.3%	62.2%	66.0%	67.2%	63.5%	68.0%	63.3%	69.6%
Significantly different from column:*	■	**A**	■	■																			
Usually or Always	2,784	**175**	99	139	60	110	35	56	80	76	60	31	71	98	106	13	40	47	55	68	23	101	41
	92.5%	**92.1%**	94.3%	91.4%	89.6%	93.2%	92.1%	94.9%	89.9%	90.5%	95.2%	91.2%	92.2%	92.5%	94.6%	86.7%	88.9%	94.0%	90.2%	91.9%	92.0%	92.7%	89.1%
Significantly different from column:*	■		■	■																			

NA - Not applicable

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

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 13

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,026	190	105	154	67	118	38	59	89	84	63	34	77	106	112	15	45	50	61	74	25	109	46
Number missing or multiple answer	17	1	0	4	0	0	0	0	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,009	189	105	150	67	118	38	59	89	83	63	34	76	106	112	15	44	50	61	73	25	109	46
	99.4%	99.5%	100.0%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	97.8%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%
Never	43	3	1	3	1	2	1	0	2	2	1	0	1	2	2	0	1	0	1	2	0	1	2
	1.4%	1.6%	1.0%	2.0%	1.5%	1.7%	2.6%	0.0%	2.2%	2.4%	1.6%	0.0%	1.3%	1.9%	1.8%	0.0%	2.3%	0.0%	1.6%	2.7%	0.0%	0.9%	4.3%
Sometimes	181	12	6	13	4	8	1	5	6	5	2	4	4	7	7	1	2	3	4	5	1	8	3
	6.0%	6.3%	5.7%	8.7%	6.0%	6.8%	2.6%	8.5%	6.7%	6.0%	3.2%	11.8%	5.3%	6.6%	6.3%	6.7%	4.5%	6.0%	6.6%	6.8%	4.0%	7.3%	6.5%
Usually	525	37	22	26	18	18	10	10	16	18	12	5	15	20	20	1	12	5	14	17	5	21	8
	17.4%	19.6%	21.0%	17.3%	26.9%	15.3%	26.3%	16.9%	18.0%	21.7%	19.0%	14.7%	19.7%	18.9%	17.9%	6.7%	27.3%	10.0%	23.0%	23.3%	20.0%	19.3%	17.4%
Always	2,260	137	76	108	44	90	26	44	65	58	48	25	56	77	83	13	29	42	42	49	19	79	33
	75.1%	72.5%	72.4%	72.0%	65.7%	76.3%	68.4%	74.6%	73.0%	69.9%	76.2%	73.5%	73.7%	72.6%	74.1%	86.7%	65.9%	84.0%	68.9%	67.1%	76.0%	72.5%	71.7%
Significantly different from column:*																		T		R			
Usually or Always	2,785	174	98	134	62	108	36	54	81	76	60	30	71	97	103	14	41	47	56	66	24	100	41
	92.6%	92.1%	93.3%	89.3%	92.5%	91.5%	94.7%	91.5%	91.0%	91.6%	95.2%	88.2%	93.4%	91.5%	92.0%	93.3%	93.2%	94.0%	91.8%	90.4%	96.0%	91.7%	89.1%
Significantly different from column:*																							

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 14

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,026	190	105	154	67	118	38	59	89	84	63	34	77	106	112	15	45	50	61	74	25	109	46
Number missing or multiple answer	15	2	1	2	1	0	1	1	0	2	0	0	2	0	0	0	2	1	0	1	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,011	188	104	152	66	118	37	58	89	82	63	34	75	106	112	15	43	49	61	73	25	107	46
	99.5%	98.9%	99.0%	98.7%	98.5%	100.0%	97.4%	98.3%	100.0%	97.6%	100.0%	100.0%	97.4%	100.0%	100.0%	100.0%	95.6%	98.0%	100.0%	98.6%	100.0%	98.2%	100.0%
Never	27	2	1	2	1	1	1	0	1	2	0	0	1	1	1	0	1	0	1	1	0	1	1
	0.9%	1.1%	1.0%	1.3%	1.5%	0.8%	2.7%	0.0%	1.1%	2.4%	0.0%	0.0%	1.3%	0.9%	0.9%	0.0%	2.3%	0.0%	1.6%	1.4%	0.0%	0.9%	2.2%
Sometimes	140	9	6	8	3	6	1	1	7	3	3	2	3	5	4	2	1	1	3	5	1	4	4
	4.6%	4.8%	5.8%	5.3%	4.5%	5.1%	2.7%	1.7%	7.9%	3.7%	4.8%	5.9%	4.0%	4.7%	3.6%	13.3%	2.3%	2.0%	4.9%	6.8%	4.0%	3.7%	8.7%
Usually	387	39	14	28	18	20	11	10	17	18	13	6	16	22	25	1	11	6	18	15	4	24	9
	12.9%	20.7%	13.5%	18.4%	27.3%	16.9%	29.7%	17.2%	19.1%	22.0%	20.6%	17.6%	21.3%	20.8%	22.3%	6.7%	25.6%	12.2%	29.5%	20.5%	16.0%	22.4%	19.6%
Always	2,457	138	83	114	44	91	24	47	64	59	47	26	55	78	82	12	30	42	39	52	20	78	32
	81.6%	73.4%	79.8%	75.0%	66.7%	77.1%	64.9%	81.0%	71.9%	72.0%	74.6%	76.5%	73.3%	73.6%	73.2%	80.0%	69.8%	85.7%	63.9%	71.2%	80.0%	72.9%	69.6%
Significantly different from column:*	■■■	A	■■■	■■■														S	R				
Usually or Always	2,844	177	97	142	62	111	35	57	81	77	60	32	71	100	107	13	41	48	57	67	24	102	41
	94.5%	94.1%	93.3%	93.4%	93.9%	94.1%	94.6%	98.3%	91.0%	93.9%	95.2%	94.1%	94.7%	94.3%	95.5%	86.7%	95.3%	98.0%	93.4%	91.8%	96.0%	95.3%	89.1%
Significantly different from column:*	■■■		■■■	■■■																			

NA - Not applicable

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

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 15

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,026	190	105	154	67	118	38	59	89	84	63	34	77	106	112	15	45	50	61	74	25	109	46
Number missing or multiple answer	24	2	4	1	0	1	0	1	1	1	0	1	2	0	0	0	2	0	0	2	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,002	188	101	153	67	117	38	58	88	83	63	33	75	106	112	15	43	50	61	72	25	107	46
	99.2%	98.9%	96.2%	99.4%	100.0%	99.2%	100.0%	98.3%	98.9%	98.8%	100.0%	97.1%	97.4%	100.0%	100.0%	100.0%	95.6%	100.0%	100.0%	97.3%	100.0%	98.2%	100.0%
Never	62	5	2	4	1	3	1	0	3	2	1	1	0	4	3	0	1	0	1	3	0	4	1
	2.1%	2.7%	2.0%	2.6%	1.5%	2.6%	2.6%	0.0%	3.4%	2.4%	1.6%	3.0%	0.0%	3.8%	2.7%	0.0%	2.3%	0.0%	1.6%	4.2%	0.0%	3.7%	2.2%
Sometimes	249	19	7	19	8	11	5	6	8	11	5	3	8	10	8	3	5	3	7	9	3	8	7
	8.3%	10.1%	6.9%	12.4%	11.9%	9.4%	13.2%	10.3%	9.1%	13.3%	7.9%	9.1%	10.7%	9.4%	7.1%	20.0%	11.6%	6.0%	11.5%	12.5%	12.0%	7.5%	15.2%
Usually	612	51	32	35	21	28	14	13	22	22	17	9	23	26	28	1	16	11	16	22	6	31	11
	20.4%	27.1%	31.7%	22.9%	31.3%	23.9%	36.8%	22.4%	25.0%	26.5%	27.0%	27.3%	30.7%	24.5%	25.0%	6.7%	37.2%	22.0%	26.2%	30.6%	24.0%	29.0%	23.9%
Always	2,079	113	60	95	37	75	18	39	55	48	40	20	44	66	73	11	21	36	37	38	16	64	27
	69.3%	60.1%	59.4%	62.1%	55.2%	64.1%	47.4%	67.2%	62.5%	57.8%	63.5%	60.6%	58.7%	62.3%	65.2%	73.3%	48.8%	72.0%	60.7%	52.8%	64.0%	59.8%	58.7%
Significantly different from column:*		A																		T		R	
Usually or Always	2,691	164	92	130	58	103	32	52	77	70	57	29	67	92	101	12	37	47	53	60	22	95	38
	89.6%	87.2%	91.1%	85.0%	86.6%	88.0%	84.2%	89.7%	87.5%	84.3%	90.5%	87.9%	89.3%	86.8%	90.2%	80.0%	86.0%	94.0%	86.9%	83.3%	88.0%	88.8%	82.6%
Significantly different from column:*																							

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 16

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,026	190	105	154	67	118	38	59	89	84	63	34	77	106	112	15	45	50	61	74	25	109	46
Number missing or multiple answer	43	5	3	5	1	3	1	2	2	4	0	1	4	1	1	1	2	4	0	1	1	3	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,983	185	102	149	66	115	37	57	87	80	63	33	73	105	111	14	43	46	61	73	24	106	45
	98.6%	97.4%	97.1%	96.8%	98.5%	97.5%	97.4%	96.6%	97.8%	95.2%	100.0%	97.1%	94.8%	99.1%	99.1%	93.3%	95.6%	92.0%	100.0%	98.6%	96.0%	97.2%	97.8%
Yes	1,828	130	77	101	44	83	24	38	65	48	51	25	43	81	79	11	28	24	44	59	14	67	41
	61.3%	70.3%	75.5%	67.8%	66.7%	72.2%	64.9%	66.7%	74.7%	60.0%	81.0%	75.8%	58.9%	77.1%	71.2%	78.6%	65.1%	52.2%	72.1%	80.8%	58.3%	63.2%	91.1%
No	1,155	55	25	48	22	32	13	19	22	32	12	8	30	24	32	3	15	22	17	14	10	39	4
	38.7%	29.7%	24.5%	32.2%	33.3%	27.8%	35.1%	33.3%	25.3%	40.0%	19.0%	24.2%	41.1%	22.9%	28.8%	21.4%	34.9%	47.8%	27.9%	19.2%	41.7%	36.8%	8.9%
Significantly different from column:*		A								K	J		N	M				ST	R	R		W	V

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 17

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

Base: All respondents who have a personal doctor, visited their personal doctor, and got care from another health provider besides their personal doctor (Q10, Q11, & Q16)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,828	130	77	101	44	83	24	38	65	48	51	25	43	81	79	11	28	24	44	59	14	67	41
Number missing or multiple answer	29	2	2	3	1	1	0	0	2	2	0	0	1	1	1	0	1	0	0	2	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,799	128	75	98	43	82	24	38	63	46	51	25	42	80	78	11	27	24	44	57	14	65	41
	98.4%	98.5%	97.4%	97.0%	97.7%	98.8%	100.0%	100.0%	96.9%	95.8%	100.0%	100.0%	97.7%	98.8%	98.7%	100.0%	96.4%	100.0%	100.0%	96.6%	100.0%	97.0%	100.0%
Never	95	11	5	3	5	6	3	1	7	3	5	2	1	8	4	1	3	1	3	7	1	5	5
	5.3%	8.6%	6.7%	3.1%	11.6%	7.3%	12.5%	2.6%	11.1%	6.5%	9.8%	8.0%	2.4%	10.0%	5.1%	9.1%	11.1%	4.2%	6.8%	12.3%	7.1%	7.7%	12.2%
Sometimes	223	20	13	19	7	12	4	7	8	6	12	2	4	16	12	5	2	3	8	9	2	13	2
	12.4%	15.6%	17.3%	19.4%	16.3%	14.6%	16.7%	18.4%	12.7%	13.0%	23.5%	8.0%	9.5%	20.0%	15.4%	45.5%	7.4%	12.5%	18.2%	15.8%	14.3%	20.0%	4.9%
Usually	491	40	27	35	12	26	8	15	15	17	12	9	16	22	27	0	9	8	12	17	7	15	16
	27.3%	31.3%	36.0%	35.7%	27.9%	31.7%	33.3%	39.5%	23.8%	37.0%	23.5%	36.0%	38.1%	27.5%	34.6%	0.0%	33.3%	33.3%	27.3%	29.8%	50.0%	23.1%	39.0%
Always	990	57	30	41	19	38	9	15	33	20	22	12	21	34	35	5	13	12	21	24	4	32	18
	55.0%	44.5%	40.0%	41.8%	44.2%	46.3%	37.5%	39.5%	52.4%	43.5%	43.1%	48.0%	50.0%	42.5%	44.9%	45.5%	48.1%	50.0%	47.7%	42.1%	28.6%	49.2%	43.9%
Significantly different from column:*		A																					
Usually or Always	1,481	97	57	76	31	64	17	30	48	37	34	21	37	56	62	5	22	20	33	41	11	47	34
	82.3%	75.8%	76.0%	77.6%	72.1%	78.0%	70.8%	78.9%	76.2%	80.4%	66.7%	84.0%	88.1%	70.0%	79.5%	45.5%	81.5%	83.3%	75.0%	71.9%	78.6%	72.3%	82.9%
Significantly different from column:*													N	M									

NA - Not applicable

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

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 18

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

Base: All respondents who have a personal doctor (Q10)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,067	242	144	200	82	155	52	74	111	111	81	39	98	136	140	22	58	64	84	88	58	123	48
Number missing or multiple answer	119	8	5	9	1	5	0	3	3	6	1	0	4	3	3	0	3	3	0	4	3	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,948	234	139	191	81	150	52	71	108	105	80	39	94	133	137	22	55	61	84	84	55	121	47
	97.1%	96.7%	96.5%	95.5%	98.8%	96.8%	100.0%	95.9%	97.3%	94.6%	98.8%	100.0%	95.9%	97.8%	97.9%	100.0%	94.8%	95.3%	100.0%	95.5%	94.8%	98.4%	97.9%
0 Worst personal doctor possible	28	2	2	1	1	1	0	0	2	2	0	0	0	2	1	0	1	0	1	1	1	1	0
	0.7%	0.9%	1.4%	0.5%	1.2%	0.7%	0.0%	0.0%	1.9%	1.9%	0.0%	0.0%	0.0%	1.5%	0.7%	0.0%	1.8%	0.0%	1.2%	1.2%	1.8%	0.8%	0.0%
1	14	1	0	1	1	0	0	0	1	0	0	1	0	1	1	0	0	0	1	0	0	0	1
	0.4%	0.4%	0.0%	0.5%	1.2%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	2.6%	0.0%	0.8%	0.7%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	2.1%
2	24	3	0	4	2	1	1	1	1	2	0	1	3	0	0	0	3	1	1	1	0	2	1
	0.6%	1.3%	0.0%	2.1%	2.5%	0.7%	1.9%	1.4%	0.9%	1.9%	0.0%	2.6%	3.2%	0.0%	0.0%	0.0%	5.5%	1.6%	1.2%	1.2%	0.0%	1.7%	2.1%
3	42	1	1	3	0	1	0	0	1	0	1	0	0	1	1	0	0	0	0	1	0	0	1
	1.1%	0.4%	0.7%	1.6%	0.0%	0.7%	0.0%	0.0%	0.9%	0.0%	1.3%	0.0%	0.0%	0.8%	0.7%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	2.1%
4	39	4	2	2	3	1	1	1	2	2	2	0	1	2	2	1	0	0	1	3	2	1	0
	1.0%	1.7%	1.4%	1.0%	3.7%	0.7%	1.9%	1.4%	1.9%	1.9%	2.5%	0.0%	1.1%	1.5%	1.5%	4.5%	0.0%	0.0%	1.2%	3.6%	3.6%	0.8%	0.0%
5	146	10	8	7	5	5	3	1	6	4	4	1	4	5	3	2	3	1	4	5	2	7	1
	3.7%	4.3%	5.8%	3.7%	6.2%	3.3%	5.8%	1.4%	5.6%	3.8%	5.0%	2.6%	4.3%	3.8%	2.2%	9.1%	5.5%	1.6%	4.8%	6.0%	3.6%	5.8%	2.1%
6	128	7	4	3	2	5	1	5	1	3	4	0	3	4	4	1	1	2	3	2	2	2	3
	3.2%	3.0%	2.9%	1.6%	2.5%	3.3%	1.9%	7.0%	0.9%	2.9%	5.0%	0.0%	3.2%	3.0%	2.9%	4.5%	1.8%	3.3%	3.6%	2.4%	3.6%	1.7%	6.4%
7	263	26	12	14	11	15	8	10	8	13	5	8	9	17	16	1	8	10	10	6	8	15	2
	6.7%	11.1%	8.6%	7.3%	13.6%	10.0%	15.4%	14.1%	7.4%	12.4%	6.3%	20.5%	9.6%	12.8%	11.7%	4.5%	14.5%	16.4%	11.9%	7.1%	14.5%	12.4%	4.3%
8	626	26	23	32	11	14	6	8	11	13	8	3	12	13	14	1	9	4	11	10	6	14	5
	15.9%	11.1%	16.5%	16.8%	13.6%	9.3%	11.5%	11.3%	10.2%	12.4%	10.0%	7.7%	12.8%	9.8%	10.2%	4.5%	16.4%	6.6%	13.1%	11.9%	10.9%	11.6%	10.6%
9	615	44	25	28	14	30	11	13	20	19	18	6	15	28	28	1	12	6	16	21	9	23	11
	15.6%	18.8%	18.0%	14.7%	17.3%	20.0%	21.2%	18.3%	18.5%	18.1%	22.5%	15.4%	16.0%	21.1%	20.4%	4.5%	21.8%	9.8%	19.0%	25.0%	16.4%	19.0%	23.4%
10 Best personal doctor possible	2,023	110	62	96	31	77	21	32	55	47	38	19	47	60	67	15	18	37	36	34	25	56	22
	51.2%	47.0%	44.6%	50.3%	38.3%	51.3%	40.4%	45.1%	50.9%	44.8%	47.5%	48.7%	50.0%	45.1%	48.9%	68.2%	32.7%	60.7%	42.9%	40.5%	45.5%	46.3%	46.8%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

4993000

Question 18

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

Base: All respondents who have a personal doctor (Q10)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,067	242	144	200	82	155	52	74	111	111	81	39	98	136	140	22	58	64	84	88	58	123	48
Number missing or multiple answer	119	8	5	9	1	5	0	3	3	6	1	0	4	3	3	0	3	3	0	4	3	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,948	234	139	191	81	150	52	71	108	105	80	39	94	133	137	22	55	61	84	84	55	121	47
	97.1%	96.7%	96.5%	95.5%	98.8%	96.8%	100.0%	95.9%	97.3%	94.6%	98.8%	100.0%	95.9%	97.8%	97.9%	100.0%	94.8%	95.3%	100.0%	95.5%	94.8%	98.4%	97.9%
0 to 4	147	11	5	11	7	4	2	2	7	6	3	2	4	6	5	1	4	1	4	6	3	4	3
	3.7%	4.7%	3.6%	5.8%	8.6%	2.7%	3.8%	2.8%	6.5%	5.7%	3.8%	5.1%	4.3%	4.5%	3.6%	4.5%	7.3%	1.6%	4.8%	7.1%	5.5%	3.3%	6.4%
5	146	10	8	7	5	5	3	1	6	4	4	1	4	5	3	2	3	1	4	5	2	7	1
	3.7%	4.3%	5.8%	3.7%	6.2%	3.3%	5.8%	1.4%	5.6%	3.8%	5.0%	2.6%	4.3%	3.8%	2.2%	9.1%	5.5%	1.6%	4.8%	6.0%	3.6%	5.8%	2.1%
6 to 7	391	33	16	17	13	20	9	15	9	16	9	8	12	21	20	2	9	12	13	8	10	17	5
	9.9%	14.1%	11.5%	8.9%	16.0%	13.3%	17.3%	21.1%	8.3%	15.2%	11.3%	20.5%	12.8%	15.8%	14.6%	9.1%	16.4%	19.7%	15.5%	9.5%	18.2%	14.0%	10.6%
8 to 10	3,264	180	110	156	56	121	38	53	86	79	64	28	74	101	109	17	39	47	63	65	40	93	38
	82.7%	76.9%	79.1%	81.7%	69.1%	80.7%	73.1%	74.6%	79.6%	75.2%	80.0%	71.8%	78.7%	75.9%	79.6%	77.3%	70.9%	77.0%	75.0%	77.4%	72.7%	76.9%	80.9%
Significantly different from column:*		A			F	E																	
0 to 6	421	28	17	21	14	14	6	8	14	13	11	3	11	15	12	4	8	4	11	13	7	13	7
	10.7%	12.0%	12.2%	11.0%	17.3%	9.3%	11.5%	11.3%	13.0%	12.4%	13.8%	7.7%	11.7%	11.3%	8.8%	18.2%	14.5%	6.6%	13.1%	15.5%	12.7%	10.7%	14.9%
7 to 8	889	52	35	46	22	29	14	18	19	26	13	11	21	30	30	2	17	14	21	16	14	29	7
	22.5%	22.2%	25.2%	24.1%	27.2%	19.3%	26.9%	25.4%	17.6%	24.8%	16.3%	28.2%	22.3%	22.6%	21.9%	9.1%	30.9%	23.0%	25.0%	19.0%	25.5%	24.0%	14.9%
9 to 10	2,638	154	87	124	45	107	32	45	75	66	56	25	62	88	95	16	30	43	52	55	34	79	33
	66.8%	65.8%	62.6%	64.9%	55.6%	71.3%	61.5%	63.4%	69.4%	62.9%	70.0%	64.1%	66.0%	66.2%	69.3%	72.7%	54.5%	70.5%	61.9%	65.5%	61.8%	65.3%	70.2%
Significantly different from column:*					F	E																	

NA - Not applicable

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

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 19

Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments with a specialist?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,279	306	184	253	108	190	76	98	125	146	97	49	123	172	173	27	79	92	107	99	95	146	51
Number missing or multiple answer	67	1	3	3	0	0	0	1	0	1	0	0	1	0	0	0	1	0	0	1	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,212	305	181	250	108	190	76	97	125	145	97	49	122	172	173	27	78	92	107	98	95	145	51
	98.7%	99.7%	98.4%	98.8%	100.0%	100.0%	100.0%	99.0%	100.0%	99.3%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	99.0%	100.0%	99.3%	100.0%
Yes	2,324	166	106	123	53	110	29	50	84	78	53	28	65	94	103	14	32	35	52	73	26	86	45
	44.6%	54.4%	58.6%	49.2%	49.1%	57.9%	38.2%	51.5%	67.2%	53.8%	54.6%	57.1%	53.3%	54.7%	59.5%	51.9%	41.0%	38.0%	48.6%	74.5%	27.4%	59.3%	88.2%
No	2,888	139	75	127	55	80	47	47	41	67	44	21	57	78	70	13	46	57	55	25	69	59	6
	55.4%	45.6%	41.4%	50.8%	50.9%	42.1%	61.8%	48.5%	32.8%	46.2%	45.4%	42.9%	46.7%	45.3%	40.5%	48.1%	59.0%	62.0%	51.4%	25.5%	72.6%	40.7%	11.8%
Significantly different from column:*		A					I	I	GH						Q		O	T	T	RS	VW	UW	UV

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 20

In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

Base: All respondents who made an appointment to see a specialist (Q19)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,324	166	106	123	53	110	29	50	84	78	53	28	65	94	103	14	32	35	52	73	26	86	45
Number missing or multiple answer	44	1	4	3	1	0	0	1	0	1	0	0	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,280	165	102	120	52	110	29	49	84	77	53	28	65	93	102	14	32	34	52	73	26	85	45
	98.1%	99.4%	96.2%	97.6%	98.1%	100.0%	100.0%	98.0%	100.0%	98.7%	100.0%	100.0%	100.0%	98.9%	99.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	98.8%	100.0%
Never	118	4	4	3	2	2	2	1	1	1	2	1	2	2	1	2	1	0	2	2	2	1	1
	5.2%	2.4%	3.9%	2.5%	3.8%	1.8%	6.9%	2.0%	1.2%	1.3%	3.8%	3.6%	3.1%	2.2%	1.0%	14.3%	3.1%	0.0%	3.8%	2.7%	7.7%	1.2%	2.2%
Sometimes	425	31	16	17	9	19	2	8	18	14	7	8	10	18	15	3	7	3	7	18	5	19	5
	18.6%	18.8%	15.7%	14.2%	17.3%	17.3%	6.9%	16.3%	21.4%	18.2%	13.2%	28.6%	15.4%	19.4%	14.7%	21.4%	21.9%	8.8%	13.5%	24.7%	19.2%	22.4%	11.1%
Usually	651	49	40	28	18	31	8	14	27	24	13	9	18	28	30	4	8	9	15	24	7	25	15
	28.6%	29.7%	39.2%	23.3%	34.6%	28.2%	27.6%	28.6%	32.1%	31.2%	24.5%	32.1%	27.7%	30.1%	29.4%	28.6%	25.0%	26.5%	28.8%	32.9%	26.9%	29.4%	33.3%
Always	1,086	81	42	72	23	58	17	26	38	38	31	10	35	45	56	5	16	22	28	29	12	40	24
	47.6%	49.1%	41.2%	60.0%	44.2%	52.7%	58.6%	53.1%	45.2%	49.4%	58.5%	35.7%	53.8%	48.4%	54.9%	35.7%	50.0%	64.7%	53.8%	39.7%	46.2%	47.1%	53.3%
Significantly different from column:*																		T		R			
Usually or Always	1,737	130	82	100	41	89	25	40	65	62	44	19	53	73	86	9	24	31	43	53	19	65	39
	76.2%	78.8%	80.4%	83.3%	78.8%	80.9%	86.2%	81.6%	77.4%	80.5%	83.0%	67.9%	81.5%	78.5%	84.3%	64.3%	75.0%	91.2%	82.7%	72.6%	73.1%	76.5%	86.7%
Significantly different from column:*																		T		R			

NA - Not applicable

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

Question 21

How many specialists have you talked to in the last 6 months?

Base: All respondents who made an appointment to see a specialist (Q19)

| | 2023 CSS Average | 2023 | 2022 | 2021 | Gender (Q37) | | Age (Q36) | | | Education (Q38) | | | Hispanic (Q39) | | Race (Q40) | | | Health Status (Q29) | | | Visits in Last 6 Mos. (Q7) | | |
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,324	166	106	123	53	110	29	50	84	78	53	28	65	94	103	14	32	35	52	73	26	86	45
Number missing or multiple answer	61	4	6	5	1	3	0	0	4	3	0	0	3	0	1	0	0	1	1	1	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,263	162	100	118	52	107	29	50	80	75	53	28	62	94	102	14	32	34	51	72	25	84	45
	97.4%	97.6%	94.3%	95.9%	98.1%	97.3%	100.0%	100.0%	95.2%	96.2%	100.0%	100.0%	95.4%	100.0%	99.0%	100.0%	100.0%	97.1%	98.1%	98.6%	96.2%	97.7%	100.0%
None	72	5	3	5	2	3	1	2	2	3	1	0	2	3	4	1	0	0	2	3	2	3	0
	3.2%	3.1%	3.0%	4.2%	3.8%	2.8%	3.4%	4.0%	2.5%	4.0%	1.9%	0.0%	3.2%	3.2%	3.9%	7.1%	0.0%	0.0%	3.9%	4.2%	8.0%	3.6%	0.0%
1 specialist	1,036	63	39	48	21	41	16	18	28	32	21	8	28	33	38	8	14	18	22	21	16	34	9
	45.8%	38.9%	39.0%	40.7%	40.4%	38.3%	55.2%	36.0%	35.0%	42.7%	39.6%	28.6%	45.2%	35.1%	37.3%	57.1%	43.8%	52.9%	43.1%	29.2%	64.0%	40.5%	20.0%
2	630	45	24	34	17	27	4	13	27	18	12	13	13	29	27	3	9	9	13	21	5	30	10
	27.8%	27.8%	24.0%	28.8%	32.7%	25.2%	13.8%	26.0%	33.8%	24.0%	22.6%	46.4%	21.0%	30.9%	26.5%	21.4%	28.1%	26.5%	25.5%	29.2%	20.0%	35.7%	22.2%
3	305	23	19	15	6	17	4	8	11	8	11	3	6	17	18	1	3	5	7	11	2	9	10
	13.5%	14.2%	19.0%	12.7%	11.5%	15.9%	13.8%	16.0%	13.8%	10.7%	20.8%	10.7%	9.7%	18.1%	17.6%	7.1%	9.4%	14.7%	13.7%	15.3%	8.0%	10.7%	22.2%
4	119	14	8	8	4	9	2	5	6	9	4	1	8	5	8	1	2	2	4	8	0	6	7
	5.3%	8.6%	8.0%	6.8%	7.7%	8.4%	6.9%	10.0%	7.5%	12.0%	7.5%	3.6%	12.9%	5.3%	7.8%	7.1%	6.3%	5.9%	7.8%	11.1%	0.0%	7.1%	15.6%
5 or more specialists	101	12	7	8	2	10	2	4	6	5	4	3	5	7	7	0	4	0	3	8	0	2	9
	4.5%	7.4%	7.0%	6.8%	3.8%	9.3%	6.9%	8.0%	7.5%	6.7%	7.5%	10.7%	8.1%	7.4%	6.9%	0.0%	12.5%	0.0%	5.9%	11.1%	0.0%	2.4%	20.0%
3 or more specialists	525	49	34	31	12	36	8	17	23	22	19	7	19	29	33	2	9	7	14	27	2	17	26
	23.2%	30.2%	34.0%	26.3%	23.1%	33.6%	27.6%	34.0%	28.8%	29.3%	35.8%	25.0%	30.6%	30.9%	32.4%	14.3%	28.1%	20.6%	27.5%	37.5%	8.0%	20.2%	57.8%
Significantly different from column:*		A																			W	W	UV

NA - Not applicable

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

Question 22

We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents who saw a specialist (Q19 & Q21)

| | 2023 CSS Average | 2023 | 2022 | 2021 | Gender (Q37) | | Age (Q36) | | | Education (Q38) | | | Hispanic (Q39) | | Race (Q40) | | | Health Status (Q29) | | | Visits in Last 6 Mos. (Q7) | | |
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,191	157	97	113	50	104	28	48	78	72	52	28	60	91	98	13	32	34	49	69	23	81	45
Number missing or multiple answer	28	1	0	2	0	1	0	0	1	0	1	0	0	1	1	0	0	0	1	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,163	156	97	111	50	103	28	48	77	72	51	28	60	90	97	13	32	34	48	69	23	81	44
	98.7%	99.4%	100.0%	98.2%	100.0%	99.0%	100.0%	100.0%	98.7%	100.0%	98.1%	100.0%	100.0%	98.9%	99.0%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	97.8%
0 Worst specialist possible	21	3	0	0	0	3	1	1	1	2	0	1	1	2	1	0	2	0	0	3	0	1	2
	1.0%	1.9%	0.0%	0.0%	0.0%	2.9%	3.6%	2.1%	1.3%	2.8%	0.0%	3.6%	1.7%	2.2%	1.0%	0.0%	6.3%	0.0%	0.0%	4.3%	0.0%	1.2%	4.5%
1	10	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	12	1	1	0	1	0	0	1	0	1	0	0	0	1	1	0	0	1	0	0	0	1	0
	0.6%	0.6%	1.0%	0.0%	2.0%	0.0%	0.0%	2.1%	0.0%	1.4%	0.0%	0.0%	0.0%	1.1%	1.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	1.2%	0.0%
3	25	1	1	0	1	0	0	1	0	0	0	1	1	0	0	0	1	1	0	0	0	1	0
	1.2%	0.6%	1.0%	0.0%	2.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	3.6%	1.7%	0.0%	0.0%	0.0%	3.1%	2.9%	0.0%	0.0%	0.0%	1.2%	0.0%
4	29	3	0	0	2	0	1	0	1	2	0	1	2	1	1	0	2	0	1	2	0	1	0
	1.3%	1.9%	0.0%	0.0%	4.0%	0.0%	3.6%	0.0%	1.3%	2.8%	0.0%	3.6%	3.3%	1.1%	1.0%	0.0%	6.3%	0.0%	2.1%	2.9%	0.0%	1.2%	0.0%
5	72	5	4	7	2	3	0	2	3	2	1	2	2	3	3	0	1	1	1	3	1	3	1
	3.3%	3.2%	4.1%	6.3%	4.0%	2.9%	0.0%	4.2%	3.9%	2.8%	2.0%	7.1%	3.3%	3.3%	3.1%	0.0%	3.1%	2.9%	2.1%	4.3%	4.3%	3.7%	2.3%
6	78	6	2	3	2	4	1	1	4	2	2	2	4	2	1	2	1	1	2	3	0	5	1
	3.6%	3.8%	2.1%	2.7%	4.0%	3.9%	3.6%	2.1%	5.2%	2.8%	3.9%	7.1%	6.7%	2.2%	1.0%	15.4%	3.1%	2.9%	4.2%	4.3%	0.0%	6.2%	2.3%
7	182	8	6	5	3	5	0	2	6	3	2	2	2	5	4	1	2	1	1	6	1	6	1
	8.4%	5.1%	6.2%	4.5%	6.0%	4.9%	0.0%	4.2%	7.8%	4.2%	3.9%	7.1%	3.3%	5.6%	4.1%	7.7%	6.3%	2.9%	2.1%	8.7%	4.3%	7.4%	2.3%
8	339	23	15	14	8	15	3	9	11	12	7	4	9	14	15	2	5	3	7	13	4	15	4
	15.7%	14.7%	15.5%	12.6%	16.0%	14.6%	10.7%	18.8%	14.3%	16.7%	13.7%	14.3%	15.0%	15.6%	15.5%	15.4%	15.6%	8.8%	14.6%	18.8%	17.4%	18.5%	9.1%
9	368	29	22	22	8	21	7	9	13	15	9	4	8	19	20	1	4	4	8	16	9	9	11
	17.0%	18.6%	22.7%	19.8%	16.0%	20.4%	25.0%	18.8%	16.9%	20.8%	17.6%	14.3%	13.3%	21.1%	20.6%	7.7%	12.5%	11.8%	16.7%	23.2%	39.1%	11.1%	25.0%
10 Best specialist possible	1,027	77	45	60	23	52	15	22	38	33	30	11	31	43	51	7	14	22	28	23	8	39	24
	47.5%	49.4%	46.4%	54.1%	46.0%	50.5%	53.6%	45.8%	49.4%	45.8%	58.8%	39.3%	51.7%	47.8%	52.6%	53.8%	43.8%	64.7%	58.3%	33.3%	34.8%	48.1%	54.5%

NA - Not applicable

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 22

We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents who saw a specialist (Q19 & Q21)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,191	157	97	113	50	104	28	48	78	72	52	28	60	91	98	13	32	34	49	69	23	81	45
Number missing or multiple answer	28	1	0	2	0	1	0	0	1	0	1	0	0	1	1	0	0	0	1	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,163 98.7%	156 99.4%	97 100.0%	111 98.2%	50 100.0%	103 99.0%	28 100.0%	48 100.0%	77 98.7%	72 100.0%	51 98.1%	28 100.0%	60 100.0%	90 98.9%	97 99.0%	13 100.0%	32 100.0%	34 100.0%	48 98.0%	69 100.0%	23 100.0%	81 100.0%	44 97.8%
0 to 4	97 4.5%	8 5.1%	3 3.1%	0 0.0%	4 8.0%	3 2.9%	2 7.1%	3 6.3%	2 2.6%	5 6.9%	0 0.0%	3 10.7%	4 6.7%	4 4.4%	3 3.1%	0 0.0%	5 15.6%	2 5.9%	1 2.1%	5 7.2%	0 0.0%	4 4.9%	2 4.5%
5	72 3.3%	5 3.2%	4 4.1%	7 6.3%	2 4.0%	3 2.9%	0 0.0%	2 4.2%	3 3.9%	2 2.8%	1 2.0%	2 7.1%	2 3.3%	3 3.3%	3 3.1%	0 0.0%	1 3.1%	1 2.9%	1 2.1%	3 4.3%	1 4.3%	3 3.7%	1 2.3%
6 to 7	260 12.0%	14 9.0%	8 8.2%	8 7.2%	5 10.0%	9 8.7%	1 3.6%	3 6.3%	10 13.0%	5 6.9%	4 7.8%	4 14.3%	6 10.0%	7 7.8%	5 5.2%	3 23.1%	3 9.4%	2 5.9%	3 6.3%	9 13.0%	1 4.3%	11 13.6%	2 4.5%
8 to 10	1,734 80.2%	129 82.7%	82 84.5%	96 86.5%	39 78.0%	88 85.4%	25 89.3%	40 83.3%	62 80.5%	60 83.3%	46 90.2%	19 67.9%	48 80.0%	76 84.4%	86 88.7%	10 76.9%	23 71.9%	29 85.3%	43 89.6%	52 75.4%	21 91.3%	63 77.8%	39 88.6%
Significantly different from column:*	■		■																				
0 to 6	247 11.4%	19 12.2%	9 9.3%	10 9.0%	8 16.0%	10 9.7%	3 10.7%	6 12.5%	9 11.7%	9 12.5%	3 5.9%	7 25.0%	10 16.7%	9 10.0%	7 7.2%	2 15.4%	7 21.9%	4 11.8%	4 8.3%	11 15.9%	1 4.3%	12 14.8%	4 9.1%
7 to 8	521 24.1%	31 19.9%	21 21.6%	19 17.1%	11 22.0%	20 19.4%	3 10.7%	11 22.9%	17 22.1%	15 20.8%	9 17.6%	6 21.4%	11 18.3%	19 21.1%	19 19.6%	3 23.1%	7 21.9%	4 11.8%	8 16.7%	19 27.5%	5 21.7%	21 25.9%	5 11.4%
9 to 10	1,395 64.5%	106 67.9%	67 69.1%	82 73.9%	31 62.0%	73 70.9%	22 78.6%	31 64.6%	51 66.2%	48 66.7%	39 76.5%	15 53.6%	39 65.0%	62 68.9%	71 73.2%	8 61.5%	18 56.3%	26 76.5%	36 75.0%	39 56.5%	17 73.9%	48 59.3%	35 79.5%
Significantly different from column:*	■		■							L	K							T	T	RS		W	V

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 23

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

Base: All respondents

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,279	306	184	253	108	190	76	98	125	146	97	49	123	172	173	27	79	92	107	99	95	146	51
Number missing or multiple answer	152	7	5	7	2	3	2	0	3	2	1	1	3	2	3	0	2	2	1	2	3	3	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,127	299	179	246	106	187	74	98	122	144	96	48	120	170	170	27	77	90	106	97	92	143	50
	97.1%	97.7%	97.3%	97.2%	98.1%	98.4%	97.4%	100.0%	97.6%	98.6%	99.0%	98.0%	97.6%	98.8%	98.3%	100.0%	97.5%	97.8%	99.1%	98.0%	96.8%	97.9%	98.0%
Yes	1,945	126	79	114	41	82	21	41	62	57	44	21	47	74	72	16	26	34	41	49	17	79	24
	37.9%	42.1%	44.1%	46.3%	38.7%	43.9%	28.4%	41.8%	50.8%	39.6%	45.8%	43.8%	39.2%	43.5%	42.4%	59.3%	33.8%	37.8%	38.7%	50.5%	18.5%	55.2%	48.0%
No	3,182	173	100	132	65	105	53	57	60	87	52	27	73	96	98	11	51	56	65	48	75	64	26
	62.1%	57.9%	55.9%	53.7%	61.3%	56.1%	71.6%	58.2%	49.2%	60.4%	54.2%	56.3%	60.8%	56.5%	57.6%	40.7%	66.2%	62.2%	61.3%	49.5%	81.5%	44.8%	52.0%
Significantly different from column:*							I		G							Q	P				VW	U	U

NA - Not applicable

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

Question 24

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

Base: All respondents who tried to get information from the health plan's customer service (Q23)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,945	126	79	114	41	82	21	41	62	57	44	21	47	74	72	16	26	34	41	49	17	79	24
Number missing or multiple answer	34	1	2	2	0	1	0	1	0	1	0	0	1	0	0	0	1	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,911	125	77	112	41	81	21	40	62	56	44	21	46	74	72	16	25	33	41	49	17	78	24
	98.3%	99.2%	97.5%	98.2%	100.0%	98.8%	100.0%	97.6%	100.0%	98.2%	100.0%	100.0%	97.9%	100.0%	100.0%	100.0%	96.2%	97.1%	100.0%	100.0%	100.0%	98.7%	100.0%
Never	48	4	1	1	2	2	0	1	3	1	2	1	1	2	2	1	0	1	0	3	0	2	1
	2.5%	3.2%	1.3%	0.9%	4.9%	2.5%	0.0%	2.5%	4.8%	1.8%	4.5%	4.8%	2.2%	2.7%	2.8%	6.3%	0.0%	3.0%	0.0%	6.1%	0.0%	2.6%	4.2%
Sometimes	251	15	14	11	4	10	3	2	9	5	5	5	3	11	10	1	3	3	5	6	3	10	1
	13.1%	12.0%	18.2%	9.8%	9.8%	12.3%	14.3%	5.0%	14.5%	8.9%	11.4%	23.8%	6.5%	14.9%	13.9%	6.3%	12.0%	9.1%	12.2%	12.2%	17.6%	12.8%	4.2%
Usually	538	35	20	25	13	21	4	16	14	18	9	6	15	18	20	4	5	7	10	18	5	22	7
	28.2%	28.0%	26.0%	22.3%	31.7%	25.9%	19.0%	40.0%	22.6%	32.1%	20.5%	28.6%	32.6%	24.3%	27.8%	25.0%	20.0%	21.2%	24.4%	36.7%	29.4%	28.2%	29.2%
Always	1,074	71	42	75	22	48	14	21	36	32	28	9	27	43	40	10	17	22	26	22	9	44	15
	56.2%	56.8%	54.5%	67.0%	53.7%	59.3%	66.7%	52.5%	58.1%	57.1%	63.6%	42.9%	58.7%	58.1%	55.6%	62.5%	68.0%	66.7%	63.4%	44.9%	52.9%	56.4%	62.5%
Significantly different from column:*	■		■	■																			
Usually or Always	1,612	106	62	100	35	69	18	37	50	50	37	15	42	61	60	14	22	29	36	40	14	66	22
	84.4%	84.8%	80.5%	89.3%	85.4%	85.2%	85.7%	92.5%	80.6%	89.3%	84.1%	71.4%	91.3%	82.4%	83.3%	87.5%	88.0%	87.9%	87.8%	81.6%	82.4%	84.6%	91.7%
Significantly different from column:*	■		■	■																			

NA - Not applicable

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

Mercy Care

4993000

Question 25

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

Base: All respondents who tried to get information from the health plan's customer service (Q23)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,945	126	79	114	41	82	21	41	62	57	44	21	47	74	72	16	26	34	41	49	17	79	24
Number missing or multiple answer	50	4	1	2	1	3	1	2	1	2	1	1	2	2	2	1	1	2	0	2	1	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,895	122	78	112	40	79	20	39	61	55	43	20	45	72	70	15	25	32	41	47	16	78	22
	97.4%	96.8%	98.7%	98.2%	97.6%	96.3%	95.2%	95.1%	98.4%	96.5%	97.7%	95.2%	95.7%	97.3%	97.2%	93.8%	96.2%	94.1%	100.0%	95.9%	94.1%	98.7%	91.7%
Never	27	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.4%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	57	4	3	4	2	2	1	1	2	2	1	1	1	3	3	0	1	0	4	0	0	3	1
	3.0%	3.3%	3.8%	3.6%	5.0%	2.5%	5.0%	2.6%	3.3%	3.6%	2.3%	5.0%	2.2%	4.2%	4.3%	0.0%	4.0%	0.0%	9.8%	0.0%	0.0%	3.8%	4.5%
Usually	313	20	17	13	10	8	2	4	12	7	5	7	9	10	14	1	2	5	4	10	2	15	1
	16.5%	16.4%	21.8%	11.6%	25.0%	10.1%	10.0%	10.3%	19.7%	12.7%	11.6%	35.0%	20.0%	13.9%	20.0%	6.7%	8.0%	15.6%	9.8%	21.3%	12.5%	19.2%	4.5%
Always	1,498	98	58	94	28	69	17	34	47	46	37	12	35	59	53	14	22	27	33	37	14	60	20
	79.1%	80.3%	74.4%	83.9%	70.0%	87.3%	85.0%	87.2%	77.0%	83.6%	86.0%	60.0%	77.8%	81.9%	75.7%	93.3%	88.0%	84.4%	80.5%	78.7%	87.5%	76.9%	90.9%
Significantly different from column:*	▓		▓		F	E																	
Usually or Always	1,811	118	75	107	38	77	19	38	59	53	42	19	44	69	67	15	24	32	37	47	16	75	21
	95.6%	96.7%	96.2%	95.5%	95.0%	97.5%	95.0%	97.4%	96.7%	96.4%	97.7%	95.0%	97.8%	95.8%	95.7%	100.0%	96.0%	100.0%	90.2%	100.0%	100.0%	96.2%	95.5%
Significantly different from column:*	▓		▓																				

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 26

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

Base: All respondents

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,279	306	184	253	108	190	76	98	125	146	97	49	123	172	173	27	79	92	107	99	95	146	51
Number missing or multiple answer	270	16	4	9	5	9	6	2	6	9	0	3	7	6	7	1	2	7	1	6	7	7	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,009	290	180	244	103	181	70	96	119	137	97	46	116	166	166	26	77	85	106	93	88	139	49
	94.9%	94.8%	97.8%	96.4%	95.4%	95.3%	92.1%	98.0%	95.2%	93.8%	100.0%	93.9%	94.3%	96.5%	96.0%	96.3%	97.5%	92.4%	99.1%	93.9%	92.6%	95.2%	96.1%
Yes	1,260	95	48	66	31	60	19	29	44	47	32	12	45	47	56	8	21	26	36	30	14	53	20
	25.2%	32.8%	26.7%	27.0%	30.1%	33.1%	27.1%	30.2%	37.0%	34.3%	33.0%	26.1%	38.8%	28.3%	33.7%	30.8%	27.3%	30.6%	34.0%	32.3%	15.9%	38.1%	40.8%
No	3,749	195	132	178	72	121	51	67	75	90	65	34	71	119	110	18	56	59	70	63	74	86	29
	74.8%	67.2%	73.3%	73.0%	69.9%	66.9%	72.9%	69.8%	63.0%	65.7%	67.0%	73.9%	61.2%	71.7%	66.3%	69.2%	72.7%	69.4%	66.0%	67.7%	84.1%	61.9%	59.2%
Significantly different from column:*		A																			VW	U	U

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 27

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

Base: All respondents whose health plans gave them forms to fill out (Q26)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,009	290	180	244	103	181	70	96	119	137	97	46	116	166	166	26	77	85	106	93	88	139	49
Number missing or multiple answer	40	3	1	5	2	1	1	1	1	2	0	1	1	2	3	0	0	1	0	1	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,969	287	179	239	101	180	69	95	118	135	97	45	115	164	163	26	77	84	106	92	87	138	49
	99.2%	99.0%	99.4%	98.0%	98.1%	99.4%	98.6%	99.0%	99.2%	98.5%	100.0%	97.8%	99.1%	98.8%	98.2%	100.0%	100.0%	98.8%	100.0%	98.9%	98.9%	99.3%	100.0%
Never	47	3	0	1	3	0	1	1	1	2	0	1	1	2	2	0	1	2	1	0	1	2	0
	0.9%	1.0%	0.0%	0.4%	3.0%	0.0%	1.4%	1.1%	0.8%	1.5%	0.0%	2.2%	0.9%	1.2%	1.2%	0.0%	1.3%	2.4%	0.9%	0.0%	1.1%	1.4%	0.0%
Sometimes	163	12	6	9	3	5	3	1	5	5	3	2	6	4	6	1	1	1	3	6	1	5	3
	3.3%	4.2%	3.4%	3.8%	3.0%	2.8%	4.3%	1.1%	4.2%	3.7%	3.1%	4.4%	5.2%	2.4%	3.7%	3.8%	1.3%	1.2%	2.8%	6.5%	1.1%	3.6%	6.1%
Usually	405	38	19	19	14	24	10	13	15	18	13	7	21	17	21	3	10	8	18	12	7	20	11
	8.2%	13.2%	10.6%	7.9%	13.9%	13.3%	14.5%	13.7%	12.7%	13.3%	13.4%	15.6%	18.3%	10.4%	12.9%	11.5%	13.0%	9.5%	17.0%	13.0%	8.0%	14.5%	22.4%
Always	4,354	234	154	210	81	151	55	80	97	110	81	35	87	141	134	22	65	73	84	74	78	111	35
	87.6%	81.5%	86.0%	87.9%	80.2%	83.9%	79.7%	84.2%	82.2%	81.5%	83.5%	77.8%	75.7%	86.0%	82.2%	84.6%	84.4%	86.9%	79.2%	80.4%	89.7%	80.4%	71.4%
Significantly different from column:*		AD											N	M							W		U
Usually or Always	4,759	272	173	229	95	175	65	93	112	128	94	42	108	158	155	25	75	81	102	86	85	131	46
	95.8%	94.8%	96.6%	95.8%	94.1%	97.2%	94.2%	97.9%	94.9%	94.8%	96.9%	93.3%	93.9%	96.3%	95.1%	96.2%	97.4%	96.4%	96.2%	93.5%	97.7%	94.9%	93.9%
Significantly different from column:*																							

NA - Not applicable

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

**Respondents answering "No" to question 26 are reported to NCQA as "Always" in question 27, and are used in calculating the Question Summary Rate.

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 28

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

Base: All respondents

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,279	306	184	253	108	190	76	98	125	146	97	49	123	172	173	27	79	92	107	99	95	146	51
Number missing or multiple answer	233	10	6	10	3	4	2	1	4	7	0	1	5	2	5	1	1	5	1	2	2	5	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,046	296	178	243	105	186	74	97	121	139	97	48	118	170	168	26	78	87	106	97	93	141	49
	95.6%	96.7%	96.7%	96.0%	97.2%	97.9%	97.4%	99.0%	96.8%	95.2%	100.0%	98.0%	95.9%	98.8%	97.1%	96.3%	98.7%	94.6%	99.1%	98.0%	97.9%	96.6%	96.1%
0 Worst health plan possible	54	3	0	1	1	2	0	2	1	2	1	0	1	2	0	2	1	1	2	0	3	0	0
	1.1%	1.0%	0.0%	0.4%	1.0%	1.1%	0.0%	2.1%	0.8%	1.4%	1.0%	0.0%	0.8%	1.2%	0.0%	7.7%	1.3%	1.1%	1.9%	0.0%	3.2%	0.0%	0.0%
1	14	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.6%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	39	2	1	1	2	0	0	1	1	1	1	0	1	1	2	0	0	0	0	2	0	2	0
	0.8%	0.7%	0.6%	0.4%	1.9%	0.0%	0.0%	1.0%	0.8%	0.7%	1.0%	0.0%	0.8%	0.6%	1.2%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	1.4%	0.0%
3	55	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.1%	0.0%	1.1%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	64	7	2	1	4	3	0	0	7	2	3	2	1	5	4	1	1	1	1	5	1	3	3
	1.3%	2.4%	1.1%	0.4%	3.8%	1.6%	0.0%	0.0%	5.8%	1.4%	3.1%	4.2%	0.8%	2.9%	2.4%	3.8%	1.3%	1.1%	0.9%	5.2%	1.1%	2.1%	6.1%
5	271	14	1	11	7	7	6	4	4	8	5	1	7	7	5	1	8	1	7	5	6	7	1
	5.4%	4.7%	0.6%	4.5%	6.7%	3.8%	8.1%	4.1%	3.3%	5.8%	5.2%	2.1%	5.9%	4.1%	3.0%	3.8%	10.3%	1.1%	6.6%	5.2%	6.5%	5.0%	2.0%
6	219	13	5	7	5	8	3	6	4	6	1	4	3	9	7	1	3	4	5	4	5	7	1
	4.3%	4.4%	2.8%	2.9%	4.8%	4.3%	4.1%	6.2%	3.3%	4.3%	1.0%	8.3%	2.5%	5.3%	4.2%	3.8%	3.8%	4.6%	4.7%	4.1%	5.4%	5.0%	2.0%
7	501	17	20	13	7	9	5	6	5	7	6	3	6	10	9	1	6	2	9	5	5	9	2
	9.9%	5.7%	11.2%	5.3%	6.7%	4.8%	6.8%	6.2%	4.1%	5.0%	6.2%	6.3%	5.1%	5.9%	5.4%	3.8%	7.7%	2.3%	8.5%	5.2%	5.4%	6.4%	4.1%
8	880	44	29	34	21	21	13	10	20	18	16	8	16	26	28	0	13	8	19	16	15	20	8
	17.4%	14.9%	16.3%	14.0%	20.0%	11.3%	17.6%	10.3%	16.5%	12.9%	16.5%	16.7%	13.6%	15.3%	16.7%	0.0%	16.7%	9.2%	17.9%	16.5%	16.1%	14.2%	16.3%
9	768	44	33	30	9	35	9	14	21	20	18	6	10	33	30	4	8	11	13	19	16	16	10
	15.2%	14.9%	18.5%	12.3%	8.6%	18.8%	12.2%	14.4%	17.4%	14.4%	18.6%	12.5%	8.5%	19.4%	17.9%	15.4%	10.3%	12.6%	12.3%	19.6%	17.2%	11.3%	20.4%
10 Best health plan possible	2,181	152	84	142	49	101	38	54	58	75	46	24	73	77	83	16	38	59	50	41	42	77	24
	43.2%	51.4%	47.2%	58.4%	46.7%	54.3%	51.4%	55.7%	47.9%	54.0%	47.4%	50.0%	61.9%	45.3%	49.4%	61.5%	48.7%	67.8%	47.2%	42.3%	45.2%	54.6%	49.0%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 28

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

Base: All respondents

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,279	306	184	253	108	190	76	98	125	146	97	49	123	172	173	27	79	92	107	99	95	146	51
Number missing or multiple answer	233	10	6	10	3	4	2	1	4	7	0	1	5	2	5	1	1	5	1	2	2	5	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,046	296	178	243	105	186	74	97	121	139	97	48	118	170	168	26	78	87	106	97	93	141	49
	95.6%	96.7%	96.7%	96.0%	97.2%	97.9%	97.4%	99.0%	96.8%	95.2%	100.0%	98.0%	95.9%	98.8%	97.1%	96.3%	98.7%	94.6%	99.1%	98.0%	97.9%	96.6%	96.1%
0 to 4	226	12	6	6	7	5	0	3	9	5	5	2	3	8	6	3	2	2	3	7	4	5	3
	4.5%	4.1%	3.4%	2.5%	6.7%	2.7%	0.0%	3.1%	7.4%	3.6%	5.2%	4.2%	2.5%	4.7%	3.6%	11.5%	2.6%	2.3%	2.8%	7.2%	4.3%	3.5%	6.1%
5	271	14	1	11	7	7	6	4	4	8	5	1	7	7	5	1	8	1	7	5	6	7	1
	5.4%	4.7%	0.6%	4.5%	6.7%	3.8%	8.1%	4.1%	3.3%	5.8%	5.2%	2.1%	5.9%	4.1%	3.0%	3.8%	10.3%	1.1%	6.6%	5.2%	6.5%	5.0%	2.0%
6 to 7	720	30	25	20	12	17	8	12	9	13	7	7	9	19	16	2	9	6	14	9	10	16	3
	14.3%	10.1%	14.0%	8.2%	11.4%	9.1%	10.8%	12.4%	7.4%	9.4%	7.2%	14.6%	7.6%	11.2%	9.5%	7.7%	11.5%	6.9%	13.2%	9.3%	10.8%	11.3%	6.1%
8 to 10	3,829	240	146	206	79	157	60	78	99	113	80	38	99	136	141	20	59	78	82	76	73	113	42
	75.9%	81.1%	82.0%	84.8%	75.2%	84.4%	81.1%	80.4%	81.8%	81.3%	82.5%	79.2%	83.9%	80.0%	83.9%	76.9%	75.6%	89.7%	77.4%	78.4%	78.5%	80.1%	85.7%
Significantly different from column:*		A																ST	R	R			
0 to 6	716	39	12	24	19	20	9	13	17	19	11	7	13	24	18	5	13	7	15	16	15	19	5
	14.2%	13.2%	6.7%	9.9%	18.1%	10.8%	12.2%	13.4%	14.0%	13.7%	11.3%	14.6%	11.0%	14.1%	10.7%	19.2%	16.7%	8.0%	14.2%	16.5%	16.1%	13.5%	10.2%
7 to 8	1,381	61	49	47	28	30	18	16	25	25	22	11	22	36	37	1	19	10	28	21	20	29	10
	27.4%	20.6%	27.5%	19.3%	26.7%	16.1%	24.3%	16.5%	20.7%	18.0%	22.7%	22.9%	18.6%	21.2%	22.0%	3.8%	24.4%	11.5%	26.4%	21.6%	21.5%	20.6%	20.4%
9 to 10	2,949	196	117	172	58	136	47	68	79	95	64	30	83	110	113	20	46	70	63	60	58	93	34
	58.4%	66.2%	65.7%	70.8%	55.2%	73.1%	63.5%	70.1%	65.3%	68.3%	66.0%	62.5%	70.3%	64.7%	67.3%	76.9%	59.0%	80.5%	59.4%	61.9%	62.4%	66.0%	69.4%
Significantly different from column:*		A			F	E												ST	R	R			

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 29

In general, how would you rate your overall health?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,279	306	184	253	108	190	76	98	125	146	97	49	123	172	173	27	79	92	107	99	95	146	51
Number missing or multiple answer	136	8	3	5	1	4	0	0	5	3	0	2	0	4	3	0	1	0	0	0	3	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,143	298	181	248	107	186	76	98	120	143	97	47	123	168	170	27	78	92	107	99	92	143	51
	97.4%	97.4%	98.4%	98.0%	99.1%	97.9%	100.0%	100.0%	96.0%	97.9%	100.0%	95.9%	100.0%	97.7%	98.3%	100.0%	98.7%	100.0%	100.0%	100.0%	96.8%	97.9%	100.0%
Poor	335	27	7	14	10	16	4	7	15	17	7	3	9	17	14	1	8	0	0	27	5	10	11
	6.5%	9.1%	3.9%	5.6%	9.3%	8.6%	5.3%	7.1%	12.5%	11.9%	7.2%	6.4%	7.3%	10.1%	8.2%	3.7%	10.3%	0.0%	0.0%	27.3%	5.4%	7.0%	21.6%
Fair	1,261	72	58	63	26	44	11	20	40	37	20	9	28	40	43	4	19	0	0	72	14	42	13
	24.5%	24.2%	32.0%	25.4%	24.3%	23.7%	14.5%	20.4%	33.3%	25.9%	20.6%	19.1%	22.8%	23.8%	25.3%	14.8%	24.4%	0.0%	0.0%	72.7%	15.2%	29.4%	25.5%
Good	1,867	107	62	105	37	69	30	38	39	44	47	14	45	62	63	9	29	0	107	0	31	54	18
	36.3%	35.9%	34.3%	42.3%	34.6%	37.1%	39.5%	38.8%	32.5%	30.8%	48.5%	29.8%	36.6%	36.9%	37.1%	33.3%	37.2%	0.0%	100.0%	0.0%	33.7%	37.8%	35.3%
Very good	1,113	55	31	37	20	35	17	23	14	26	18	11	27	28	30	7	15	55	0	0	25	19	8
	21.6%	18.5%	17.1%	14.9%	18.7%	18.8%	22.4%	23.5%	11.7%	18.2%	18.6%	23.4%	22.0%	16.7%	17.6%	25.9%	19.2%	59.8%	0.0%	0.0%	27.2%	13.3%	15.7%
Excellent	567	37	23	29	14	22	14	10	12	19	5	10	14	21	20	6	7	37	0	0	17	18	1
	11.0%	12.4%	12.7%	11.7%	13.1%	11.8%	18.4%	10.2%	10.0%	13.3%	5.2%	21.3%	11.4%	12.5%	11.8%	22.2%	9.0%	40.2%	0.0%	0.0%	18.5%	12.6%	2.0%
Excellent or Very good	1,680	92	54	66	34	57	31	33	26	45	23	21	41	49	50	13	22	92	0	0	42	37	9
	32.7%	30.9%	29.8%	26.6%	31.8%	30.6%	40.8%	33.7%	21.7%	31.5%	23.7%	44.7%	33.3%	29.2%	29.4%	48.1%	28.2%	100.0%	0.0%	0.0%	45.7%	25.9%	17.6%
Significantly different from column:*							I	I	GH		L	K						ST	R	R	VW	U	U

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 30

In general, how would you rate your overall <u>mental or emotional</u> health?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,279	306	184	253	108	190	76	98	125	146	97	49	123	172	173	27	79	92	107	99	95	146	51
Number missing or multiple answer	143	8	4	6	0	5	1	0	4	2	1	3	1	4	4	0	1	0	3	1	3	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,136	298	180	247	108	185	75	98	121	144	96	46	122	168	169	27	78	92	104	98	92	144	50
	97.3%	97.4%	97.8%	97.6%	100.0%	97.4%	98.7%	100.0%	96.8%	98.6%	99.0%	93.9%	99.2%	97.7%	97.7%	100.0%	98.7%	100.0%	97.2%	99.0%	96.8%	98.6%	98.0%
Poor	324	18	13	15	5	13	6	5	7	9	7	2	4	14	9	1	7	0	4	14	2	10	6
	6.3%	6.0%	7.2%	6.1%	4.6%	7.0%	8.0%	5.1%	5.8%	6.3%	7.3%	4.3%	3.3%	8.3%	5.3%	3.7%	9.0%	0.0%	3.8%	14.3%	2.2%	6.9%	12.0%
Fair	1,134	54	40	48	27	25	8	21	24	30	17	6	21	31	40	1	11	4	17	32	18	24	10
	22.1%	18.1%	22.2%	19.4%	25.0%	13.5%	10.7%	21.4%	19.8%	20.8%	17.7%	13.0%	17.2%	18.5%	23.7%	3.7%	14.1%	4.3%	16.3%	32.7%	19.6%	16.7%	20.0%
Good	1,553	85	60	92	25	58	25	27	31	41	31	10	34	49	46	7	24	13	40	31	21	38	21
	30.2%	28.5%	33.3%	37.2%	23.1%	31.4%	33.3%	27.6%	25.6%	28.5%	32.3%	21.7%	27.9%	29.2%	27.2%	25.9%	30.8%	14.1%	38.5%	31.6%	22.8%	26.4%	42.0%
Very good	1,122	75	44	48	25	50	16	28	31	34	23	13	35	38	37	6	23	29	29	15	31	35	7
	21.8%	25.2%	24.4%	19.4%	23.1%	27.0%	21.3%	28.6%	25.6%	23.6%	24.0%	28.3%	28.7%	22.6%	21.9%	22.2%	29.5%	31.5%	27.9%	15.3%	33.7%	24.3%	14.0%
Excellent	1,003	66	23	44	26	39	20	17	28	30	18	15	28	36	37	12	13	46	14	6	20	37	6
	19.5%	22.1%	12.8%	17.8%	24.1%	21.1%	26.7%	17.3%	23.1%	20.8%	18.8%	32.6%	23.0%	21.4%	21.9%	44.4%	16.7%	50.0%	13.5%	6.1%	21.7%	25.7%	12.0%
Excellent or Very good	2,125	141	67	92	51	89	36	45	59	64	41	28	63	74	74	18	36	75	43	21	51	72	13
	41.4%	47.3%	37.2%	37.2%	47.2%	48.1%	48.0%	45.9%	48.8%	44.4%	42.7%	60.9%	51.6%	44.0%	43.8%	66.7%	46.2%	81.5%	41.3%	21.4%	55.4%	50.0%	26.0%
Significantly different from column:*		ACD									L	K			P	O		ST	RT	RS	W	W	UV

NA - Not applicable

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

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 31

Have you had either a flu shot or flu spray in the nose since July 1, 2022?**

Base: All respondents who were flagged by the health plan as being 18 to 64 as of July 1 of the measurement year

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,968	262	146	210	94	160	73	97	86	127	83	42	105	148	153	21	66	79	95	81	78	127	45
Number missing or multiple answer	123	7	1	3	3	1	1	3	0	2	1	1	2	2	4	0	0	2	2	1	3	4	0
Number no experience	134	6	3	4	2	4	2	3	1	4	2	0	4	1	2	2	1	1	3	2	1	4	1
Usable responses	4,711	249	142	203	89	155	70	91	85	121	80	41	99	145	147	19	65	76	90	78	74	119	44
	94.8%	95.0%	97.3%	96.7%	94.7%	96.9%	95.9%	93.8%	98.8%	95.3%	96.4%	97.6%	94.3%	98.0%	96.1%	90.5%	98.5%	96.2%	94.7%	96.3%	94.9%	93.7%	97.8%
Yes	1,821	83	67	79	25	55	11	25	45	38	28	13	42	39	41	6	27	25	31	26	16	50	13
	38.7%	33.3%	47.2%	38.9%	28.1%	35.5%	15.7%	27.5%	52.9%	31.4%	35.0%	31.7%	42.4%	26.9%	27.9%	31.6%	41.5%	32.9%	34.4%	33.3%	21.6%	42.0%	29.5%
No	2,890	166	75	124	64	100	59	66	40	83	52	28	57	106	106	13	38	51	59	52	58	69	31
	61.3%	66.7%	52.8%	61.1%	71.9%	64.5%	84.3%	72.5%	47.1%	68.6%	65.0%	68.3%	57.6%	73.1%	72.1%	68.4%	58.5%	67.1%	65.6%	66.7%	78.4%	58.0%	70.5%
Significantly different from column:*		C					I	I	GH				N	M	Q		O				V	U	

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

**A plan's score for the HEDIS Flu Vaccinations for Adults measure will include only those members flagged by the plan as being age 18 to 64 as of July 1 of the measurement year.

Question 32

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

Base: All respondents

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,279	306	184	253	108	190	76	98	125	146	97	49	123	172	173	27	79	92	107	99	95	146	51
Number missing or multiple answer	160	6	2	4	0	2	0	0	2	1	0	1	0	1	0	2	0	1	0	2	1	3	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,119	300	182	249	108	188	76	98	123	145	97	48	123	171	173	25	79	91	107	97	94	143	50
	97.0%	98.0%	98.9%	98.4%	100.0%	98.9%	100.0%	100.0%	98.4%	99.3%	100.0%	98.0%	100.0%	99.4%	100.0%	92.6%	100.0%	98.9%	100.0%	98.0%	98.9%	97.9%	98.0%
Every day	786	42	17	27	20	22	8	16	18	30	9	3	12	29	25	2	14	7	17	18	11	21	8
	15.4%	14.0%	9.3%	10.8%	18.5%	11.7%	10.5%	16.3%	14.6%	20.7%	9.3%	6.3%	9.8%	17.0%	14.5%	8.0%	17.7%	7.7%	15.9%	18.6%	11.7%	14.7%	16.0%
Some days	499	23	20	25	12	10	4	7	11	12	7	2	7	14	14	5	2	8	10	5	10	12	1
	9.7%	7.7%	11.0%	10.0%	11.1%	5.3%	5.3%	7.1%	8.9%	8.3%	7.2%	4.2%	5.7%	8.2%	8.1%	20.0%	2.5%	8.8%	9.3%	5.2%	10.6%	8.4%	2.0%
Not at all	3,774	228	144	193	74	151	61	72	93	102	77	41	102	123	131	17	61	73	76	74	68	108	41
	73.7%	76.0%	79.1%	77.5%	68.5%	80.3%	80.3%	73.5%	75.6%	70.3%	79.4%	85.4%	82.9%	71.9%	75.7%	68.0%	77.2%	80.2%	71.0%	76.3%	72.3%	75.5%	82.0%
Don't know	60	7	1	4	2	5	3	3	1	1	4	2	2	5	3	1	2	3	4	0	5	2	0
	1.2%	2.3%	0.5%	1.6%	1.9%	2.7%	3.9%	3.1%	0.8%	0.7%	4.1%	4.2%	1.6%	2.9%	1.7%	4.0%	2.5%	3.3%	3.7%	0.0%	5.3%	1.4%	0.0%
Every day or Some days	1,285	65	37	52	32	32	12	23	29	42	16	5	19	43	39	7	16	15	27	23	21	33	9
	25.1%	21.7%	20.3%	20.9%	29.6%	17.0%	15.8%	23.5%	23.6%	29.0%	16.5%	10.4%	15.4%	25.1%	22.5%	28.0%	20.3%	16.5%	25.2%	23.7%	22.3%	23.1%	18.0%
Significantly different from column:*					F	E				KL	J	J	N	M									

NA - Not applicable

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

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 33

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

Base: All respondents who smoke cigarettes or use tobacco (Q32)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,285	65	37	52	32	32	12	23	29	42	16	5	19	43	39	7	16	15	27	23	21	33	9
Number missing or multiple answer	18	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,267 98.6%	65 100.0%	35 94.6%	52 100.0%	32 100.0%	32 100.0%	12 100.0%	23 100.0%	29 100.0%	42 100.0%	16 100.0%	5 100.0%	19 100.0%	43 100.0%	39 100.0%	7 100.0%	16 100.0%	15 100.0%	27 100.0%	23 100.0%	21 100.0%	33 100.0%	9 100.0%
Never	361 28.5%	17 26.2%	12 34.3%	21 40.4%	11 34.4%	5 15.6%	4 33.3%	10 43.5%	2 6.9%	8 19.0%	6 37.5%	2 40.0%	2 10.5%	14 32.6%	11 28.2%	3 42.9%	2 12.5%	5 33.3%	11 40.7%	1 4.3%	12 57.1%	5 15.2%	0 0.0%
Sometimes	289 22.8%	18 27.7%	8 22.9%	11 21.2%	9 28.1%	9 28.1%	5 41.7%	5 21.7%	8 27.6%	14 33.3%	3 18.8%	0 0.0%	6 31.6%	11 25.6%	7 17.9%	0 0.0%	9 56.3%	4 26.7%	8 29.6%	6 26.1%	6 28.6%	8 24.2%	4 44.4%
Usually	195 15.4%	13 20.0%	6 17.1%	9 17.3%	8 25.0%	5 15.6%	1 8.3%	5 21.7%	7 24.1%	8 19.0%	3 18.8%	2 40.0%	6 31.6%	7 16.3%	9 23.1%	1 14.3%	3 18.8%	2 13.3%	3 11.1%	8 34.8%	2 9.5%	7 21.2%	3 33.3%
Always	422 33.3%	17 26.2%	9 25.7%	11 21.2%	4 12.5%	13 40.6%	2 16.7%	3 13.0%	12 41.4%	12 28.6%	4 25.0%	1 20.0%	5 26.3%	11 25.6%	12 30.8%	3 42.9%	2 12.5%	4 26.7%	5 18.5%	8 34.8%	1 4.8%	13 39.4%	2 22.2%
Significantly different from column:*	■		■		F	E		I	H												V	U	
Sometimes, Usually, or Always	906 71.5%	48 73.8%	23 65.7%	31 59.6%	21 65.6%	27 84.4%	8 66.7%	13 56.5%	27 93.1%	34 81.0%	10 62.5%	3 60.0%	17 89.5%	29 67.4%	28 71.8%	4 57.1%	14 87.5%	10 66.7%	16 59.3%	22 95.7%	9 42.9%	28 84.8%	9 100.0%
Significantly different from column:*	■		■					I	H										T	S	V	U	

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 34

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

Base: All respondents who smoke cigarettes or use tobacco (Q32)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,285	65	37	52	32	32	12	23	29	42	16	5	19	43	39	7	16	15	27	23	21	33	9
Number missing or multiple answer	24	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,261	64	35	52	32	32	12	23	29	42	16	5	19	43	39	7	16	14	27	23	20	33	9
	98.1%	98.5%	94.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	95.2%	100.0%	100.0%
Never	610	35	23	24	20	15	9	16	10	20	10	4	6	28	21	4	8	9	16	10	14	16	4
	48.4%	54.7%	65.7%	46.2%	62.5%	46.9%	75.0%	69.6%	34.5%	47.6%	62.5%	80.0%	31.6%	65.1%	53.8%	57.1%	50.0%	64.3%	59.3%	43.5%	70.0%	48.5%	44.4%
Sometimes	271	12	5	9	6	6	1	4	7	11	1	0	5	7	6	1	5	1	5	6	4	5	3
	21.5%	18.8%	14.3%	17.3%	18.8%	18.8%	8.3%	17.4%	24.1%	26.2%	6.3%	0.0%	26.3%	16.3%	15.4%	14.3%	31.3%	7.1%	18.5%	26.1%	20.0%	15.2%	33.3%
Usually	149	5	6	8	3	2	1	2	2	2	3	0	3	2	4	0	1	0	3	2	1	3	0
	11.8%	7.8%	17.1%	15.4%	9.4%	6.3%	8.3%	8.7%	6.9%	4.8%	18.8%	0.0%	15.8%	4.7%	10.3%	0.0%	6.3%	0.0%	11.1%	8.7%	5.0%	9.1%	0.0%
Always	231	12	1	11	3	9	1	1	10	9	2	1	5	6	8	2	2	4	3	5	1	9	2
	18.3%	18.8%	2.9%	21.2%	9.4%	28.1%	8.3%	4.3%	34.5%	21.4%	12.5%	20.0%	26.3%	14.0%	20.5%	28.6%	12.5%	28.6%	11.1%	21.7%	5.0%	27.3%	22.2%
Significantly different from column:*																							
Sometimes, Usually, or Always	651	29	12	28	12	17	3	7	19	22	6	1	13	15	18	3	8	5	11	13	6	17	5
	51.6%	45.3%	34.3%	53.8%	37.5%	53.1%	25.0%	30.4%	65.5%	52.4%	37.5%	20.0%	68.4%	34.9%	46.2%	42.9%	50.0%	35.7%	40.7%	56.5%	30.0%	51.5%	55.6%
Significantly different from column:*								I	I	GH				N	M								

NA - Not applicable

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

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 35

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

Base: All respondents who smoke cigarettes or use tobacco (Q32)

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Female	Age (Q36) 18 to 34	35 to 54	55 or more	Education (Q38) HS grad or less	Some college	College grad or more	Hispanic (Q39) Hispanic	Not Hispanic	Race (Q40) White	African-American	Other	Health Status (Q29) Excellent or Very good	Good	Fair or Poor	Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,285	65	37	52	32	32	12	23	29	42	16	5	19	43	39	7	16	15	27	23	21	33	9
Number missing or multiple answer	38	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,247	64	35	52	32	32	12	23	29	42	16	5	19	43	39	7	16	14	27	23	20	33	9
	97.0%	98.5%	94.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	95.2%	100.0%	100.0%
Never	703	38	23	28	21	17	9	17	12	25	9	3	7	30	22	4	10	9	17	12	15	16	6
	56.4%	59.4%	65.7%	53.8%	65.6%	53.1%	75.0%	73.9%	41.4%	59.5%	56.3%	60.0%	36.8%	69.8%	56.4%	57.1%	62.5%	64.3%	63.0%	52.2%	75.0%	48.5%	66.7%
Sometimes	233	9	5	10	5	4	1	2	6	7	2	0	5	4	5	1	3	1	4	4	3	5	1
	18.7%	14.1%	14.3%	19.2%	15.6%	12.5%	8.3%	8.7%	20.7%	16.7%	12.5%	0.0%	26.3%	9.3%	12.8%	14.3%	18.8%	7.1%	14.8%	17.4%	15.0%	15.2%	11.1%
Usually	125	6	5	4	3	3	1	3	2	1	3	2	3	3	5	0	1	0	3	3	1	3	1
	10.0%	9.4%	14.3%	7.7%	9.4%	9.4%	8.3%	13.0%	6.9%	2.4%	18.8%	40.0%	15.8%	7.0%	12.8%	0.0%	6.3%	0.0%	11.1%	13.0%	5.0%	9.1%	11.1%
Always	186	11	2	10	3	8	1	1	9	9	2	0	4	6	7	2	2	4	3	4	1	9	1
	14.9%	17.2%	5.7%	19.2%	9.4%	25.0%	8.3%	4.3%	31.0%	21.4%	12.5%	0.0%	21.1%	14.0%	17.9%	28.6%	12.5%	28.6%	11.1%	17.4%	5.0%	27.3%	11.1%
Significantly different from column:*																							
Sometimes, Usually, or Always	544	26	12	24	11	15	3	6	17	17	7	2	12	13	17	3	6	5	10	11	5	17	3
	43.6%	40.6%	34.3%	46.2%	34.4%	46.9%	25.0%	26.1%	58.6%	40.5%	43.8%	40.0%	63.2%	30.2%	43.6%	42.9%	37.5%	35.7%	37.0%	47.8%	25.0%	51.5%	33.3%
Significantly different from column:*								I	H				N	M									

NA - Not applicable

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Question 36

What is your age?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Gender (Q37)		Age (Q36)			Education (Q38)			Hispanic (Q39)		Race (Q40)			Health Status (Q29)			Visits in Last 6 Mos. (Q7)		
					Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,279	306	184	253	108	190	76	98	125	146	97	49	123	172	173	27	79	92	107	99	95	146	51
Number missing or multiple answer	150	7	2	3	0	1	0	0	0	2	0	0	2	0	0	0	2	2	0	2	2	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,129	299	182	250	108	189	76	98	125	144	97	49	121	172	173	27	77	90	107	97	93	144	50
	97.2%	97.7%	98.9%	98.8%	100.0%	99.5%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	97.5%	97.8%	100.0%	98.0%	97.9%	98.6%	98.0%
18 to 24	580	31	23	19	15	15	31	0	0	13	13	4	21	10	19	2	7	14	12	5	9	14	7
	11.3%	10.4%	12.6%	7.6%	13.9%	7.9%	40.8%	0.0%	0.0%	9.0%	13.4%	8.2%	17.4%	5.8%	11.0%	7.4%	9.1%	15.6%	11.2%	5.2%	9.7%	9.7%	14.0%
25 to 34	875	45	20	46	14	31	45	0	0	19	18	8	22	23	24	4	14	17	18	10	20	14	8
	17.1%	15.1%	11.0%	18.4%	13.0%	16.4%	59.2%	0.0%	0.0%	13.2%	18.6%	16.3%	18.2%	13.4%	13.9%	14.8%	18.2%	18.9%	16.8%	10.3%	21.5%	9.7%	16.0%
35 to 44	868	51	27	47	13	38	0	51	0	26	15	9	20	31	30	6	12	24	16	11	13	27	7
	16.9%	17.1%	14.8%	18.8%	12.0%	20.1%	0.0%	52.0%	0.0%	18.1%	15.5%	18.4%	16.5%	18.0%	17.3%	22.2%	15.6%	26.7%	15.0%	11.3%	14.0%	18.8%	14.0%
45 to 54	955	47	29	31	21	25	0	47	0	24	17	6	18	29	30	2	13	9	22	16	18	23	6
	18.6%	15.7%	15.9%	12.4%	19.4%	13.2%	0.0%	48.0%	0.0%	16.7%	17.5%	12.2%	14.9%	16.9%	17.3%	7.4%	16.9%	10.0%	20.6%	16.5%	19.4%	16.0%	12.0%
55 to 64	1,529	84	45	62	32	52	0	0	84	43	23	14	26	54	51	7	18	16	27	37	18	46	17
	29.8%	28.1%	24.7%	24.8%	29.6%	27.5%	0.0%	0.0%	67.2%	29.9%	23.7%	28.6%	21.5%	31.4%	29.5%	25.9%	23.4%	17.8%	25.2%	38.1%	19.4%	31.9%	34.0%
65 to 74	231	30	27	30	10	20	0	0	30	12	10	7	8	22	16	5	8	7	12	11	10	16	3
	4.5%	10.0%	14.8%	12.0%	9.3%	10.6%	0.0%	0.0%	24.0%	8.3%	10.3%	14.3%	6.6%	12.8%	9.2%	18.5%	10.4%	7.8%	11.2%	11.3%	10.8%	11.1%	6.0%
75 or older	91	11	11	15	3	8	0	0	11	7	1	1	6	3	3	1	5	3	0	7	5	4	2
	1.8%	3.7%	6.0%	6.0%	2.8%	4.2%	0.0%	0.0%	8.8%	4.9%	1.0%	2.0%	5.0%	1.7%	1.7%	3.7%	6.5%	3.3%	0.0%	7.2%	5.4%	2.8%	4.0%
55 or older	1,851	125	83	107	45	80	0	0	125	62	34	22	40	79	70	13	31	26	39	55	33	66	22
	36.1%	41.8%	45.6%	42.8%	41.7%	42.3%	0.0%	0.0%	100.0%	43.1%	35.1%	44.9%	33.1%	45.9%	40.5%	48.1%	40.3%	28.9%	36.4%	56.7%	35.5%	45.8%	44.0%
Significantly different from column:*		A					I	I	GH				N	M				T	T	RS			

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 37

Are you male or female?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,279	306	184	253	108	190	76	98	125	146	97	49	123	172	173	27	79	92	107	99	95	146	51
Number missing or multiple answer	148	8	2	7	0	0	1	1	0	2	1	0	3	0	0	0	2	1	1	3	2	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,131	298	182	246	108	190	75	97	125	144	96	49	120	172	173	27	77	91	106	96	93	142	51
	97.2%	97.4%	98.9%	97.2%	100.0%	100.0%	98.7%	99.0%	100.0%	98.6%	99.0%	100.0%	97.6%	100.0%	100.0%	100.0%	97.5%	98.9%	99.1%	97.0%	97.9%	97.3%	100.0%
Male	2,045	108	57	86	108	0	29	34	45	57	27	20	45	62	66	10	25	34	37	36	38	53	13
	39.9%	36.2%	31.3%	35.0%	100.0%	0.0%	38.7%	35.1%	36.0%	39.6%	28.1%	40.8%	37.5%	36.0%	38.2%	37.0%	32.5%	37.4%	34.9%	37.5%	40.9%	37.3%	25.5%
Female	3,086	190	125	160	0	190	46	63	80	87	69	29	75	110	107	17	52	57	69	60	55	89	38
	60.1%	63.8%	68.7%	65.0%	0.0%	100.0%	61.3%	64.9%	64.0%	60.4%	71.9%	59.2%	62.5%	64.0%	61.8%	63.0%	67.5%	62.6%	65.1%	62.5%	59.1%	62.7%	74.5%
Significantly different from column:*					F	E																	

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 38

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

Base: All respondents

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,279	306	184	253	108	190	76	98	125	146	97	49	123	172	173	27	79	92	107	99	95	146	51
Number missing or multiple answer	214	14	2	12	4	5	1	1	7	0	0	0	4	3	3	0	2	3	2	6	5	8	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,065	292	182	241	104	185	75	97	118	146	97	49	119	169	170	27	77	89	105	93	90	138	51
	95.9%	95.4%	98.9%	95.3%	96.3%	97.4%	98.7%	99.0%	94.4%	100.0%	100.0%	100.0%	96.7%	98.3%	98.3%	100.0%	97.5%	96.7%	98.1%	93.9%	94.7%	94.5%	100.0%
8th grade or less	294	19	19	30	6	13	1	7	10	19	0	0	14	5	7	0	7	6	4	9	9	8	2
	5.8%	6.5%	10.4%	12.4%	5.8%	7.0%	1.3%	7.2%	8.5%	13.0%	0.0%	0.0%	11.8%	3.0%	4.1%	0.0%	9.1%	6.7%	3.8%	9.7%	10.0%	5.8%	3.9%
Some high school, but did not graduate	691	38	28	37	16	20	13	10	14	38	0	0	22	14	21	4	10	13	7	18	12	18	7
	13.6%	13.0%	15.4%	15.4%	15.4%	10.8%	17.3%	10.3%	11.9%	26.0%	0.0%	0.0%	18.5%	8.3%	12.4%	14.8%	13.0%	14.6%	6.7%	19.4%	13.3%	13.0%	13.7%
High school graduate or GED	1,949	89	61	71	35	54	18	33	38	89	0	0	38	49	50	7	26	26	33	27	26	48	11
	38.5%	30.5%	33.5%	29.5%	33.7%	29.2%	24.0%	34.0%	32.2%	61.0%	0.0%	0.0%	31.9%	29.0%	29.4%	25.9%	33.8%	29.2%	31.4%	29.0%	28.9%	34.8%	21.6%
Some college or 2-year degree	1,420	97	56	73	27	69	31	32	34	0	97	0	33	64	60	11	23	23	47	27	29	39	23
	28.0%	33.2%	30.8%	30.3%	26.0%	37.3%	41.3%	33.0%	28.8%	0.0%	100.0%	0.0%	27.7%	37.9%	35.3%	40.7%	29.9%	25.8%	44.8%	29.0%	32.2%	28.3%	45.1%
4-year college graduate	461	32	12	18	12	20	9	10	13	0	0	32	9	23	23	1	7	13	9	9	8	16	7
	9.1%	11.0%	6.6%	7.5%	11.5%	10.8%	12.0%	10.3%	11.0%	0.0%	0.0%	65.3%	7.6%	13.6%	13.5%	3.7%	9.1%	14.6%	8.6%	9.7%	8.9%	11.6%	13.7%
More than 4-year college degree	250	17	6	12	8	9	3	5	9	0	0	17	3	14	9	4	4	8	5	3	6	9	1
	4.9%	5.8%	3.3%	5.0%	7.7%	4.9%	4.0%	5.2%	7.6%	0.0%	0.0%	34.7%	2.5%	8.3%	5.3%	14.8%	5.2%	9.0%	4.8%	3.2%	6.7%	6.5%	2.0%
4-year college graduate or more	711	49	18	30	20	29	12	15	22	0	0	49	12	37	32	5	11	21	14	12	14	25	8
	14.0%	16.8%	9.9%	12.4%	19.2%	15.7%	16.0%	15.5%	18.6%	0.0%	0.0%	100.0%	10.1%	21.9%	18.8%	18.5%	14.3%	23.6%	13.3%	12.9%	15.6%	18.1%	15.7%
Significantly different from column:*		C								L	L	JK	N	M									

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 39

Are you of Hispanic or Latino origin or descent?

Base: All respondents

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,279	306	184	253	108	190	76	98	125	146	97	49	123	172	173	27	79	92	107	99	95	146	51
Number missing or multiple answer	238	11	3	12	1	5	0	0	6	4	0	0	0	0	0	2	0	2	0	5	4	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,041	295	181	241	107	185	76	98	119	142	97	49	123	172	173	25	79	90	107	94	91	141	51
	95.5%	96.4%	98.4%	95.3%	99.1%	97.4%	100.0%	100.0%	95.2%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	92.6%	100.0%	97.8%	100.0%	94.9%	95.8%	96.6%	100.0%
Yes, Hispanic or Latino	1,065	123	74	111	45	75	43	38	40	74	33	12	123	0	58	4	44	41	45	37	36	65	15
	21.1%	41.7%	40.9%	46.1%	42.1%	40.5%	56.6%	38.8%	33.6%	52.1%	34.0%	24.5%	100.0%	0.0%	33.5%	16.0%	55.7%	45.6%	42.1%	39.4%	39.6%	46.1%	29.4%
No, not Hispanic or Latino	3,976	172	107	130	62	110	33	60	79	68	64	37	0	172	115	21	35	49	62	57	55	76	36
	78.9%	58.3%	59.1%	53.9%	57.9%	59.5%	43.4%	61.2%	66.4%	47.9%	66.0%	75.5%	0.0%	100.0%	66.5%	84.0%	44.3%	54.4%	57.9%	60.6%	60.4%	53.9%	70.6%
Significantly different from column:*		A					HI	G	G	KL	J	J	N	M	Q	Q	OP					W	V

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023)

Question 40

What is your race? Mark one or more.

Base: All respondents

	2023 CSS Average	2023	2022	2021	Gender (Q37) Male	Gender (Q37) Female	Age (Q36) 18 to 34	Age (Q36) 35 to 54	Age (Q36) 55 or more	Education (Q38) HS grad or less	Education (Q38) Some college	Education (Q38) College grad or more	Hispanic (Q39) Hispanic	Hispanic (Q39) Not Hispanic	Race (Q40) White	Race (Q40) African-American	Race (Q40) Other	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor	Visits in Last 6 Mos. (Q7) None	Visits in Last 6 Mos. (Q7) 1 to 4	Visits in Last 6 Mos. (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,279	306	184	253	108	190	76	98	125	146	97	49	123	172	173	27	79	92	107	99	95	146	51
Number missing or multiple answer	375	27	12	27	7	14	6	5	11	14	3	1	17	1	0	0	0	7	6	10	9	12	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,904	279	172	226	101	176	70	93	114	132	94	48	106	171	173	27	79	85	101	89	86	134	48
	92.9%	91.2%	93.5%	89.3%	93.5%	92.6%	92.1%	94.9%	91.2%	90.4%	96.9%	98.0%	86.2%	99.4%	100.0%	100.0%	100.0%	92.4%	94.4%	89.9%	90.5%	91.8%	94.1%
White	2,701	190	117	148	71	119	46	64	80	84	66	37	64	126	173	0	17	56	66	64	52	91	39
	55.1%	68.1%	68.0%	65.5%	70.3%	67.6%	65.7%	68.8%	70.2%	63.6%	70.2%	77.1%	60.4%	73.7%	100.0%	0.0%	21.5%	65.9%	65.3%	71.9%	60.5%	67.9%	81.3%
Black or African-American	1,541	34	12	16	11	23	10	8	16	13	14	6	5	27	0	27	7	16	12	5	13	18	3
	31.4%	12.2%	7.0%	7.1%	10.9%	13.1%	14.3%	8.6%	14.0%	9.8%	14.9%	12.5%	4.7%	15.8%	0.0%	100.0%	8.9%	18.8%	11.9%	5.6%	15.1%	13.4%	6.3%
Asian	313	15	7	18	5	10	3	7	5	9	3	3	0	15	0	0	15	7	3	5	9	4	2
	6.4%	5.4%	4.1%	8.0%	5.0%	5.7%	4.3%	7.5%	4.4%	6.8%	3.2%	6.3%	0.0%	8.8%	0.0%	0.0%	19.0%	8.2%	3.0%	5.6%	10.5%	3.0%	4.2%
Native Hawaiian or other Pacific Islander	51	5	2	1	1	4	2	1	2	2	1	1	2	3	0	0	5	0	2	3	0	4	1
	1.0%	1.8%	1.2%	0.4%	1.0%	2.3%	2.9%	1.1%	1.8%	1.5%	1.1%	2.1%	1.9%	1.8%	0.0%	0.0%	6.3%	0.0%	2.0%	3.4%	0.0%	3.0%	2.1%
American Indian or Alaska Native	175	12	8	10	4	8	2	2	8	4	7	1	5	7	0	0	12	2	5	5	6	4	2
	3.6%	4.3%	4.7%	4.4%	4.0%	4.5%	2.9%	2.2%	7.0%	3.0%	7.4%	2.1%	4.7%	4.1%	0.0%	0.0%	15.2%	2.4%	5.0%	5.6%	7.0%	3.0%	4.2%
Other	620	44	40	50	15	27	13	15	14	28	10	5	37	7	0	0	44	10	19	15	12	22	7
	12.6%	15.8%	23.3%	22.1%	14.9%	15.3%	18.6%	16.1%	12.3%	21.2%	10.6%	10.4%	34.9%	4.1%	0.0%	0.0%	55.7%	11.8%	18.8%	16.9%	14.0%	16.4%	14.6%

NA - Not applicable

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

APPENDIX D. SURVEY MATERIALS

mercy care

CSS Processing
PO Box 3416
Hopkins, MN 55343

MER3_P-S

mercy care

Mercy Care is conducting a survey to find out about the services that it provides to its members. Your name was selected at random to tell us what you think. In a few days, you will receive a survey in the mail from the Center for the Study of Services (CSS), an independent research firm. Would you please help us by completing the survey?

Thank you!

Mercy Care está realizando una encuesta para averiguar sobre los servicios que proporciona a sus miembros. Su nombre fue seleccionado al azar para que nos diga lo que piensa. En pocos días, recibirá una encuesta por correo de Center for the Study of Services (CSS), una firma independiente de investigaciones. Le agradeceríamos que nos ayude completando la encuesta.

¡Gracias!

RESPONSE NEEDED

G-6x9.5-5745-3416-r

CSS Processing
PO Box 3416
Hopkins, MN 55343

FINAL REMINDER – PLEASE RESPOND!

G-6x9.5-5745-3416-f

CSS Processing
PO Box 3416
Hopkins, MN 55343

How can Mercy Care serve you better? How can people choose the health care plan that is best for them?

This survey gives you the chance to tell us what you think about the services we provide at Mercy Care. It will take less than 20 minutes to complete.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org if you have any questions.

Because we are asking only a few people to take the survey, **it is very important that you fill out the survey and return it right away**. Please use the pre-paid envelope to return the survey.

Thank you for helping to make health care better.

Sincerely,

Sandra Wendt
V.P. of Quality Management

About three weeks ago, we sent you a survey about the services we provide at Mercy Care. If you sent your survey back, thank you for your help! You can ignore this letter.

We sent you another survey, just in case you misplaced the first one. Please take a little time to complete it. It will take less than 20 minutes to complete.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org if you have any questions.

Because we asked only a few people to take the survey, **it is very important that you fill out the survey and return it right away**. Please use the pre-paid envelope to return the survey.

Thank you for helping to make health care better.

Sincerely,

Sandra Wendt
V.P. of Quality Management

We need your help! Recently, we sent you a short survey about your health care. Your answers will help us improve the services we provide. The survey will also help other people learn more about health care plans, but it will help only if everyone who gets the survey sends it back.

After you finish the survey, please return it in the pre-paid envelope to the Center for the Study of Services (CSS), a research firm working with us on this survey.

If you did not get the survey, or if you misplaced it, please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org. They will mail you another one. You can also call that number if you have any questions.

If you have already sent in your survey, thank you! You can ignore this reminder.

Thanks again for your help!

¡Necesitamos su ayuda! Hace poco le enviamos una breve encuesta sobre su atención médica. Sus respuestas nos ayudarán a mejorar los servicios que ofrecemos. La encuesta también ayudará a otras personas a informarse mejor sobre los planes de atención médica, pero solamente será útil si todos los que la reciban la devuelven.

Cuando haya respondido la encuesta, devuélvala en el sobre prepagado a Center for the Study of Services (CSS), que es una firma de investigaciones que está trabajando con nosotros para llevar a cabo esta encuesta.

Si no recibió la encuesta o si se le ha perdido, llame a CSS al número de teléfono gratuito 1-800-874-5561 o por correo electrónico a questions@cssresearch.org. Ellos le enviarán otra por correo. También puede llamar a dicho número si tiene alguna pregunta.

Si ya ha devuelto la encuesta, se lo agradecemos de sobremanera. De ser el caso, puede ignorar este recordatorio.

¡Muchas gracias de nuevo por su ayuda!

mercy **care**

CSS Processing
PO Box 3416
Hopkins, MN 55343

MER3-S

mercy care

SURVEY INSTRUCTIONS

Answer each question by marking the box to the left of your answer.

You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

☑₁ Yes → *If Yes, Go to Question 1*
☐₂ No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-800-874-5561.

1. Our records show that you are now in Mercy Care. Is that right?

   ☐₁ Yes → *If Yes, Go to Question 3*
   ☐₂ No

2. What is the name of your health plan? *(Please print)*

   _____

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video. 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?

   ☐₁ Yes
   ☐₂ No → *If No, Go to Question 5*

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

   ☐₁ Never
   ☐₂ Sometimes
   ☐₃ Usually
   ☐₄ Always

5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?

   ☐₁ Yes
   ☐₂ No → *If No, Go to Question 7*

6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

   ☐₁ Never
   ☐₂ Sometimes
   ☐₃ Usually
   ☐₄ Always

7. In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

   ☐₀ None → *If None, Go to Question 10*
   ☐₁ 1 time
   ☐₂ 2
   ☐₃ 3
   ☐₄ 4
   ☐₅ 5 to 9
   ☐₆ 10 or more times

8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

   Worst health care possible   Best health care possible

Please continue inside →

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

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

YOUR PERSONAL DOCTOR

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

☐₁ Yes
☐₂ No → *If No, Go to Question 19*

11. In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

☐₀ None → *If None, Go to Question 18*
☐₁ 1 time
☐₂ 2
☐₃ 3
☐₄ 4
☐₅ 5 to 9
☐₆ 10 or more times

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

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

13. In the last 6 months, how often did your personal doctor listen carefully to you?

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

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

☐₁ Yes
☐₂ No → *If No, Go to Question 18*

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

☐₁ Never
☐₂ Sometimes
☐₃ Usually
☐₄ Always

18. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Worst personal doctor possible   Best personal doctor possible

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, include the care you got in person, by phone, or by video. Do not include dental visits or care you got when you stayed overnight in a hospital.

19. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments with a specialist?

☐₁ Yes
☐₂ No → *If No, Go to Question 23*

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

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always

21. How many specialists have you talked to in the last 6 months?

- $\square_0$ None → *If None, Go to Question 23*
- $\square_1$ 1 specialist
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5 or more specialists

22. We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

0	1	2	3	4	5	6	7	8	9	10
$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$

Worst specialist possible   Best specialist possible

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

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

- $\square_1$ Yes
- $\square_2$ No → *If No, Go to Question 26*

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

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always

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

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always

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

- $\square_1$ Yes
- $\square_2$ No → *If No, Go to Question 28*

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

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always

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

0	1	2	3	4	5	6	7	8	9	10
$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$

Worst health plan possible   Best health plan possible

ABOUT YOU

29. In general, how would you rate your overall health?

- $\square_1$ Excellent
- $\square_2$ Very good
- $\square_3$ Good
- $\square_4$ Fair
- $\square_5$ Poor

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

- $\square_1$ Excellent
- $\square_2$ Very good
- $\square_3$ Good
- $\square_4$ Fair
- $\square_5$ Poor

Please continue on back →

31. Have you had either a flu shot or flu spray in the nose since July 1, 2022?

- ☐₁ Yes
- ☐₂ No
- ☐₃ Don't know

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

- ☐₁ Every day
- ☐₂ Some days
- ☐₃ Not at all → *If Not at all, Go to Question 36*
- ☐₄ Don't know → *If Don't know, Go to Question 36*

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

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

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

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

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

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

36. What is your age?

- ☐₁ 18 to 24
- ☐₂ 25 to 34
- ☐₃ 35 to 44
- ☐₄ 45 to 54
- ☐₅ 55 to 64
- ☐₆ 65 to 74
- ☐₇ 75 or older

37. Are you male or female?

- ☐₁ Male
- ☐₂ Female

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

- ☐₁ 8th grade or less
- ☐₂ Some high school, but did not graduate
- ☐₃ High school graduate or GED
- ☐₄ Some college or 2-year degree
- ☐₅ 4-year college graduate
- ☐₆ More than 4-year college degree

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

- ☐₁ Yes, Hispanic or Latino
- ☐₂ No, not Hispanic or Latino

40. What is your race? Mark one or more.

- ☐ₐ White
- ☐ᵦ Black or African-American
- ☐ᵪ Asian
- ☐d Native Hawaiian or other Pacific Islander
- ☐ₑ American Indian or Alaska Native
- ☐f Other

THANK YOU

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

Center for the Study of Services
PO Box 3416
Hopkins, MN 55343

Please do not include any other correspondence.

mercy care

¿Cómo puede Mercy Care servirle mejor? ¿Cómo pueden las personas escoger el plan de atención médica más conveniente para ellas?

Esta encuesta le brinda la oportunidad de decirnos lo que piensa sobre los servicios que ofrecemos en Mercy Care. Le tomará menos de 20 minutos responderla.

La encuesta forma parte de un proyecto nacional del Comité Nacional de Control de Calidad (NCQA, por sus siglas en inglés), una organización sin fines de lucro que ayuda a las personas a informarse mejor sobre los planes de atención médica.

Center for the Study of Services (CSS) es una firma independiente de investigaciones que nos está ayudando a llevar a cabo la encuesta. Solamente el personal de CSS y de NCQA podrá ver sus respuestas. Sus respuestas no llevarán su nombre y serán parte de un conjunto de información de otras personas como usted. Comuníquese con CSS al número de teléfono gratuito 1-800-874-5561 o por correo electrónico a questions@cssresearch.org si tiene alguna pregunta.

Debido a que le pedimos solo a unas pocas personas que participen en la encuesta, **es muy importante que usted complete la encuesta y la devuelva de inmediato**. Utilice el sobre prepagado para devolverla.

Gracias por contribuir a que la atención médica sea mejor para todos.

Atentamente,

Sandra Wendt

Sandra Wendt
V.P. of Quality Management

Hace unas tres semanas le enviamos una encuesta sobre los servicios que ofrecemos en Mercy Care. Si devolvió su encuesta, se lo agradecemos de sobremanera. De ser el caso, puede ignorar esta carta.

Le enviamos otra encuesta, en caso de que haya perdido la primera. Le pedimos que se tome un poco de tiempo para completarla. Le tomará menos de 20 minutos responderla.

La encuesta forma parte de un proyecto nacional del Comité Nacional de Control de Calidad (NCQA, por sus siglas en inglés), una organización sin fines de lucro que ayuda a las personas a informarse mejor sobre los planes de atención médica.

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Atentamente,

Sandra Wendt
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Instrucciones Para El Cuestionario

Conteste cada pregunta marcando el cuadro que aparece a la izquierda de su respuesta.

A veces hay que saltarse alguna pregunta del cuestionario. Cuando esto ocurra, verá una flecha con una nota que le indicará cuál es la siguiente pregunta a la que tiene que pasar. Por ejemplo:

☑₁ Sí → *Si contestó "Sí", pase a la pregunta 1*
☐₂ No

La información personal identificable no se hará pública y solo se dará a conocer de conformidad con las leyes y reglamentos federales.

Usted puede optar por responder a esta encuesta o no. Si decide no participar, esto no afectará los beneficios que obtenga. Usted notará un número en la portada de esta encuesta. Este número se utiliza SOLO para hacernos saber si usted ya envió su encuesta para que no tengamos que enviarle recordatorios.

Si quiere informarse más sobre este estudio, llame al 1-800-874-5561.

1. Nuestros registros muestran que usted actualmente está inscrito en Mercy Care. ¿Es correcta esta información?

    ☐₁ Sí → *Si contestó "Sí", pase a la pregunta 3*
    ☐₂ No

2. ¿Cómo se llama su plan de salud? *(Escriba en letra imprenta)*

    _____

La Atención Médica Que Usted Recibió En Los Últimos 6 Meses

Estas preguntas se refieren a su propia atención médica en una clínica, sala de emergencias o consultorio médico. Esto incluye la atención que recibió en persona, por teléfono o por video. <u>No</u> incluya la atención que recibió cuando pasó la noche hospitalizado. <u>No</u> incluya las consultas al dentista.

3. En los últimos 6 meses, ¿tuvo usted alguna enfermedad, lesión o afección que <u>requiriera atención inmediata</u>?

    ☐₁ Sí
    ☐₂ No → *Si contestó "No", pase a la pregunta 5*

4. En los últimos 6 meses, cuando usted <u>necesitó atención inmediata</u>, ¿con qué frecuencia lo atendieron tan pronto como lo necesitaba?

Nunca	A veces	La mayoría de las veces	Siempre
☐₁	☐₂	☐₃	☐₄

5. En los últimos 6 meses, ¿hizo alguna cita en persona, por teléfono o por video para un <u>chequeo o atención de rutina</u>?

    ☐₁ Sí
    ☐₂ No → *Si contestó "No", pase a la pregunta 7*

6. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita para un <u>chequeo o atención de rutina</u> tan pronto como lo necesitaba?

Nunca	A veces	La mayoría de las veces	Siempre
☐₁	☐₂	☐₃	☐₄

7. En los últimos 6 meses, <u>sin</u> contar las veces que fue a una sala de emergencias, ¿cuántas veces recibió atención médica en persona, por teléfono o por video?

    ☐₀ Ninguna vez → *Si contestó "Ninguna vez", pase a la pregunta 10*
    ☐₁ 1 vez
    ☐₂ 2
    ☐₃ 3
    ☐₄ 4
    ☐₅ 5 a 9
    ☐₆ 10 veces o más

Por favor continuar en la parte interior →

8. Usando un número del 0 al 10, siendo 0 la peor atención médica posible y 10 la mejor atención médica posible, ¿qué número usaría para calificar toda la atención médica que ha recibido en los últimos 6 meses?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

La peor atención médica posible   La mejor atención médica posible

9. En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir la atención médica, los exámenes o el tratamiento que usted necesitaba?

Nunca	A veces	La mayoría de las veces	Siempre
☐$_1$	☐$_2$	☐$_3$	☐$_4$

Su Doctor Personal

10. Un doctor personal es con quien usted hablaría si necesita un chequeo, si requiere consejo sobre algún problema de salud, o si se enferma o lesiona. ¿Tiene usted un doctor personal?

   ☐$_1$ Sí
   ☐$_2$ No → *Si contestó "No", pase a la pregunta 19*

11. En los últimos 6 meses, ¿cuántas veces tuvo una consulta en persona, por teléfono o por video con su doctor personal respecto a su salud?

   ☐$_0$ Ninguna vez → *Si contestó "Ninguna vez", pase a la pregunta 18*

   ☐$_1$ 1 vez
   ☐$_2$ 2
   ☐$_3$ 3
   ☐$_4$ 4
   ☐$_5$ 5 a 9
   ☐$_6$ 10 veces o más

12. En los últimos 6 meses, ¿con qué frecuencia su doctor personal le explicó las cosas de una manera fácil de entender?

Nunca	A veces	La mayoría de las veces	Siempre
☐$_1$	☐$_2$	☐$_3$	☐$_4$

13. En los últimos 6 meses, ¿con qué frecuencia su doctor personal le escuchó con atención?

Nunca	A veces	La mayoría de las veces	Siempre
☐$_1$	☐$_2$	☐$_3$	☐$_4$

14. En los últimos 6 meses, ¿con qué frecuencia su doctor personal demostró respeto por lo que usted tenía que decir?

Nunca	A veces	La mayoría de las veces	Siempre
☐$_1$	☐$_2$	☐$_3$	☐$_4$

15. En los últimos 6 meses, ¿con qué frecuencia su doctor personal pasó suficiente tiempo con usted?

Nunca	A veces	La mayoría de las veces	Siempre
☐$_1$	☐$_2$	☐$_3$	☐$_4$

16. En los últimos 6 meses, ¿lo atendió algún doctor u otro profesional médico además de su doctor personal?

   ☐$_1$ Sí
   ☐$_2$ No → *Si contestó "No", pase a la pregunta 18*

17. En los últimos 6 meses, ¿con qué frecuencia parecía su doctor personal estar informado y al día acerca de la atención que usted había recibido de estos doctores u otros profesionales médicos?

Nunca	A veces	La mayoría de las veces	Siempre
☐$_1$	☐$_2$	☐$_3$	☐$_4$

18. Usando un número del 0 al 10, siendo 0 el peor doctor personal posible y 10 el mejor doctor personal posible, ¿qué número usaría para calificar a su doctor personal?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

El peor doctor personal posible   El mejor doctor personal posible

La Atención Médica Que Recibió De Especialistas

Cuando responda las siguientes preguntas, incluya la atención que recibió en persona, por teléfono o por video. No incluya las consultas al dentista ni la atención que recibió cuando pasó la noche hospitalizado.

19. Los especialistas son doctores, como cirujanos, cardiólogos, alergistas, dermatólogos y otros doctores, quienes se especializan en un área de la atención médica. En los últimos 6 meses, ¿concertó alguna cita con un especialista?

   ☐$_1$ Sí
   ☐$_2$ No → *Si contestó "No", pase a la pregunta 23*

20. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista tan pronto como lo necesitaba?

		La mayoría	
Nunca	A veces	de las veces	Siempre
$\square_1$	$\square_2$	$\square_3$	$\square_4$

21. ¿Con cuántos especialistas ha hablado en los últimos 6 meses?

$\square_0$ Ninguno → *Si contestó "Ninguno", pase a la pregunta 23*
$\square_1$ 1 especialista
$\square_2$ 2
$\square_3$ 3
$\square_4$ 4
$\square_5$ 5 especialistas o más

22. Queremos saber su calificación sobre el especialista con el que habló con más frecuencia en los últimos 6 meses. Usando cualquier número del 0 al 10, siendo 0 es el peor especialista posible y 10 es el mejor especialista posible, ¿qué número usaría para calificar a dicho especialista?

| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| $\square$ | $\square$ | $\square$ | $\square$ | $\square$ | $\square$ | $\square$ | $\square$ | $\square$ | $\square$ | $\square$ |

El peor especialista posible   El mejor especialista posible

Su Plan De Salud

Las siguientes preguntas son acerca de su experiencia con su plan de salud.

23. En los últimos 6 meses, ¿recibió información o ayuda por parte del servicio al cliente de su plan de salud?

$\square_1$ Sí
$\square_2$ No → *Si contestó "No", pase a la pregunta 26*

24. En los últimos 6 meses, ¿con qué frecuencia el servicio al cliente de su plan de salud le dio la información o ayuda que usted necesitaba?

		La mayoría	
Nunca	A veces	de las veces	Siempre
$\square_1$	$\square_2$	$\square_3$	$\square_4$

25. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente de su plan de salud le trató con cortesía y respeto?

		La mayoría	
Nunca	A veces	de las veces	Siempre
$\square_1$	$\square_2$	$\square_3$	$\square_4$

26. En los últimos 6 meses, ¿le dio su plan de salud algún formulario para completar?

$\square_1$ Sí
$\square_2$ No → *Si contestó "No", pase a la pregunta 28*

27. En los últimos 6 meses, ¿con qué frecuencia fueron fáciles de completar los formularios de su plan de salud?

		La mayoría	
Nunca	A veces	de las veces	Siempre
$\square_1$	$\square_2$	$\square_3$	$\square_4$

28. Usando un número del 0 al 10, siendo 0 el peor plan de salud posible y 10 el mejor plan de salud posible, ¿qué número usaría para calificar su plan de salud?

| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| $\square$ | $\square$ | $\square$ | $\square$ | $\square$ | $\square$ | $\square$ | $\square$ | $\square$ | $\square$ | $\square$ |

El peor plan de salud posible   El mejor plan de salud posible

Acerca De Usted

29. En general, ¿cómo calificaría toda su salud?

$\square_1$ Excelente
$\square_2$ Muy buena
$\square_3$ Buena
$\square_4$ Regular
$\square_5$ Mala

30. En general, ¿cómo calificaría toda su salud <u>mental o emocional</u>?

$\square_1$ Excelente
$\square_2$ Muy buena
$\square_3$ Buena
$\square_4$ Regular
$\square_5$ Mala

31. Desde el 1 de julio de 2022, ¿le han puesto una vacuna para la gripe o aplicado un aerosol nasal?

$\square_1$ Sí
$\square_2$ No
$\square_3$ No sé

Por favor continuar en la parte posterior →

32. Actualmente, ¿fuma cigarrillos o usa tabaco todos los días, algunos días o nunca?

- $\square_1$ Todos los días
- $\square_2$ Algunos días
- $\square_3$ No fumo en absoluto → *Si contestó "No fumo en absoluto", pase a la pregunta 36*
- $\square_4$ No sé → *Si contestó "No sé", pase a la pregunta 36*

33. En los últimos 6 meses, ¿qué tan seguido le aconsejó un doctor u otro profesional médico de su plan de salud que dejara de fumar o usar tabaco?

Nunca	A veces	La mayoría de las veces	Siempre
$\square_1$	$\square_2$	$\square_3$	$\square_4$

34. En los últimos 6 meses, ¿qué tan seguido le recomendó, o habló un doctor o profesional médico sobre medicamentos para ayudarlo a dejar de fumar o usar tabaco? Ejemplos de medicamentos son: chicle o goma de mascar con nicotina, parche, rociador o aerosol nasal, inhalador o medicamentos con receta.

Nunca	A veces	La mayoría de las veces	Siempre
$\square_1$	$\square_2$	$\square_3$	$\square_4$

35. En los últimos 6 meses, ¿qué tan seguido le ofreció o habló su doctor o profesional médico sobre métodos y estrategias, aparte de medicamentos, para ayudarlo a dejar de fumar o usar tabaco? Ejemplos de métodos y estrategias son: una línea telefónica de ayuda, consejería individual o terapia de grupo o un programa para dejar de fumar.

Nunca	A veces	La mayoría de las veces	Siempre
$\square_1$	$\square_2$	$\square_3$	$\square_4$

36. ¿Qué edad tiene?

- $\square_1$ 18 a 24 años
- $\square_2$ 25 a 34
- $\square_3$ 35 a 44
- $\square_4$ 45 a 54
- $\square_5$ 55 a 64
- $\square_6$ 65 a 74
- $\square_7$ 75 años o más

37. ¿Es usted hombre o mujer?

- $\square_1$ Hombre
- $\square_2$ Mujer

38. ¿Cuál es el grado o nivel escolar más alto que ha completado?

- $\square_1$ 8 años de escuela o menos
- $\square_2$ 9 a 12 años de escuela, pero sin graduarse
- $\square_3$ Graduado de la escuela secundaria (*high school*), Diploma de escuela secundaria, preparatoria o su equivalente (o GED)
- $\square_4$ Algunos cursos universitarios o un título universitario de un programa de 2 años
- $\square_5$ Título universitario de 4 años
- $\square_6$ Título universitario de más de 4 años

39. ¿Es usted de ascendencia u origen hispano o latino?

- $\square_1$ Sí, hispano o latino
- $\square_2$ No, ni hispano ni latino

40. ¿Cuál es su raza? Marque una o más.

- $\square_a$ Blanco
- $\square_b$ Negro o afroamericano
- $\square_c$ Asiático
- $\square_d$ Nativo de Hawái o de otras islas del Pacífico
- $\square_e$ Indígena americano o nativo de Alaska
- $\square_f$ Otra

GRACIAS

Utilice el sobre con el franqueo pagado para devolver la encuesta a:

**Center for the Study of Services
PO Box 3416
Hopkins, MN 55343**

Por favor no incluya cualquier otra correspondencia.

Dear Example Sample Member:

How can Mercy Care serve you better? How can people choose the health care plan that is best for them?

This survey gives you the chance to tell us what you think about the services we provide at Mercy Care. It will take less than 20 minutes to complete.

Begin Survey

Haga clic aqui para realizar una encuesta sobre su medico en español.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

CSS is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please email (questions@cssresearch.org) CSS or call the toll-free number (1-800-874-5561) if you have any questions.

Because we are asking only a few people to take the survey, **it is very important that you fill out the survey right away.**

Thank you for helping to make health care better.

Sincerely,

Sandra Wendt

V.P. of Quality Management

Dear Example Sample Member:

We need your help! Recently, we sent you an email invitation to take a short survey about your health care online. Your answers will help us improve the services we provide. The survey will also help other people learn more about health care plans, but it will help only if everyone who gets the survey sends it back.

Begin Survey

Haga clic aqui para realizar una encuesta sobre su medico en español.

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If you have already completed your survey, thank you! You can ignore this reminder.

Thanks again for your help!

Sandra Wendt
V.P. of Quality Management

Center for the Study of Services
1625 K St NW, Suite 800
Washington, DC 20006
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Unsubscribe

Dear Example Sample Member:

About three weeks ago, we sent you an email invitation to take an online survey about the services we provide at Mercy Care. If you completed your survey, thank you for your help! You can ignore this email.

Please take a little time to complete it. It will take less than 20 minutes to complete.

Begin Survey

Haga clic aqui para realizar una encuesta sobre su medico en español.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

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