



Report of Results

for

Mercy Care Adult Population

2024 (MY 2023) CAHPS® 5.1H Medicaid Member Experience Survey

Prepared for:

Mercy Care (June 4, 2024)

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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.

EXECUTIVE SUMMARY

In 2023, 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 13 and May 10, 2024.

The final survey sample for Mercy Care included 2,700 members. During the survey fielding period, 430 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 16.26%. (See the *Survey Response Rate* section on page 14 for the response rate formula used by NCQA.)

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 2024 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*.

KEY SURVEY MEASURE RESULTS

This section provides a high-level overview of Mercy Care survey results compared to prior-year and national multi-plan benchmark rates. Table 1 highlights statistically significant improvements and declines in reported rates. Table 2 compares performance to national multi-plan benchmarks. Both tables are limited to reportable rating and composite measures (i.e., those that reached the minimum denominator of 100 or more valid responses required by NCQA). The comparisons 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).

Table 1. Mercy Care Adult Members: Statistically Significant Improvements or Declines in Performance Compared to 2023

Reportable* Rate IMPROVED	Reportable* Rate DECLINED
Plan not surveyed in 2023	Plan not surveyed in 2023

* All CAHPS ratings and composites reached the reportable denominator of 100 responses and were eligible for inclusion in this summary. Effectiveness of Care measures were not considered.

Table 2. Mercy Care Adult Members: Statistically Significant Differences in Performance Compared to National Multi-Plan Benchmarks

Reportable* Rate ABOVE Benchmark	Reportable* Rate BELOW Benchmark
Benchmark: 2024 CSS Adult Medicaid Average	
Getting Needed Care (86.04% vs. 80.58% [+5.46 points]) Rating of Doctor (73.80% vs. 68.41% [+5.38 points]) Rating of Health Care (63.45% vs. 56.78% [+6.67 points]) Rating of Health Plan (69.25% vs. 59.15% [+10.1 points])	No statistically significant differences compared to benchmark
Benchmark: 2023 (MY 2022) NCQA Quality Compass National Average (All Lines of Business)	
Getting Needed Care (86.04% vs. 80.99% [+5.05 points]) Rating of Doctor (73.80% vs. 67.88% [+5.92 points]) Rating of Health Care (63.45% vs. 55.65% [+7.8 points]) Rating of Health Plan (69.25% vs. 61.24% [+8.01 points])	No statistically significant differences compared to benchmark

* All CAHPS ratings and composites reached the reportable denominator of 100 responses and were eligible for inclusion in this summary. Effectiveness of Care measures were not considered.

ESTIMATED NCQA 2024 HEALTH PLAN RATINGS

Estimated 2024 Health Plan ratings are provided in Table 3 below for all relevant measures regardless of measure denominator. Since the most recent NCQA benchmarks available to date are the prior-year (2023, or MY 2022) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2024 will likely diverge from these preliminary estimates.

Table 3. Mercy Care Adult Members: Estimated 2024 NCQA Health Plan Ratings

Estimated* 2024 NCQA Health Plan Rating	
★★★★★	Rating of Health Care, Rating of Health Plan
★★★★☆	Getting Needed Care, Getting Care Quickly, Rating of Doctor

* Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2023, or MY 2022) NCQA Quality Compass national benchmarks. The official 2024 Health Plan Ratings, based on the current-year (2024, or MY 2023) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2024. Note: estimated star ratings are provided for all applicable CAHPS measures regardless of measure denominator. This summary excludes Effectiveness of Care measures.

QUALITY IMPROVEMENT PRIORITIES

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. Table 4 identifies the quality improvement opportunities that will result in the largest incremental gains in the *Rating of Health Plan* measure for Mercy Care.

Table 4. Mercy Care Adult Members: Top Priorities for Quality Improvement

Top Priorities for Quality Improvement
1. Improving health plan provider network (highly-rated specialists)
2. Improving health plan provider network (highly-rated personal doctors)
3. Improving member access to care (ease of getting needed care, tests, or treatment)
4. Improving member access to care (getting urgent care)

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

WHAT IS NEW IN 2024

NCQA POLICY UPDATES

NCQA retired the *Flu Vaccinations for Adults Ages 18-64 (FVA)* measure for 2024 (MY 2023). There were no other substantive changes to NCQA's 2024 (MY 2023) HEDIS/CAHPS questionnaires or survey administration protocols.

CSS REPORT UPDATES

CSS made the following updates to the 2024 CAHPS Results Report:

- The report structure and appearance have been modified to improve accessibility. Specific updates include a larger font size, a higher-contrast color palette, a simplified referencing scheme for charts and tables, and improved navigation.
- The *Key Driver Model* has been refreshed using the most recent industry data (see *Key Driver Analysis* section on page 59).
- The *Health Plan Quality Improvement Resources* section has been updated and expanded (see page 63).

ABOUT THIS REPORT

The key features of this 2024 CAHPS results report are highlighted below.

- CSS calculated survey results following the NCQA scoring guidelines outlined in *HEDIS 2024, 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 2024 Health Plan Ratings (HPR stars) are provided in advance of their planned release by NCQA in the fall of 2024. The CSS-calculated HPR stars are based on the 2023 (MY 2022) Quality Compass national benchmarks and are reported regardless of the measure denominator. Since the most recent NCQA benchmarks available to date are the prior-year (2023, or MY 2022) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2024 will likely diverge from these preliminary estimates.
- Throughout the report, the 2024 Mercy Care survey results are compared to national multi-plan benchmark rates, represented by the 2024 CSS Adult Medicaid Average and the 2023 (MY 2022) NCQA Quality Compass Adult Medicaid National Average for All Lines of Business (LOBs). The 2024 CSS Adult Medicaid Average was calculated by pooling survey responses across 20 Adult Medicaid plans surveyed and selected by CSS to represent the industry average. The 2023 (MY 2022) NCQA Quality Compass Adult Medicaid National Average (All LOBs) is made up of the Adult Medicaid plans that submitted data to NCQA in 2023.
- *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 in 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 2024 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 2024 Mercy Care results are compared to the 2024 CSS Adult Medicaid Average on all measures. Where appropriate, the 2024 results are also compared to the 2023 (MY 2022) NCQA Quality Compass Adult Medicaid National Average (All LOBs) and performance percentiles. Where available, a three-year trend in scores is also shown.

- A section on the *Effectiveness of Care* measures (page 47) includes comparisons to prior-year results (if available) as well as to the 2024 CSS Adult Medicaid Average rates.
- *Membership Profile and Analysis of Plan Ratings by Member Segment* (page 49) compares the 2024 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 59) 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 2024 Mercy Care results on each key driver are compared to the best result among the 20 plans contributing to the 2024 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, *Health Plan Quality Improvement Resources* (page 63), provides some helpful resources for health plan quality managers.
- *Appendices* (starting on page 70) 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 2024 CAHPS Health Plan Survey on behalf of Mercy Care in accordance with the NCQA methodology detailed in *HEDIS 2024, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2024 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 mailings. An optional prenotification postcard was mailed to all sample members on February 13. Email invitations with a link to the online survey were sent to eligible members on February 13, February 16, and February 21. Members could complete the survey online by scanning a personalized QR code provided on the mailing materials.

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

- An initial survey package was mailed on February 16.
- An initial reminder/thank-you postcard was mailed on February 24.
- A replacement survey package was mailed on March 26.
- A second reminder/thank-you postcard was mailed on April 1.
- 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 March 29.
- Data collection closed on May 10.

Survey results were submitted to NCQA on May 24, 2024.

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 2024, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2024 Survey Measures*. NCQA-approved 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 manufactured from blue paper stock and 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, 2023; 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, 2023, 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, 430 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 16.26%. Additional detail on sample member status (disposition) at the end of data collection is provided in Table 5 below.

Table 5. 2024 Mercy Care Adult Medicaid CAHPS Survey: Sample Member Dispositions and Response Rate

Sample Member Disposition	2024 Your Organization		2024 CSS Adult Medicaid Average
	Number and Percent of Initial Sample		Percent of Total Initial Sample
Initial Sample	2,700	100.00%	100.00%
Complete and Eligible – Mail	215	7.96%	7.23%
Complete and Eligible – Phone*	123	4.56%	4.78%
Complete and Eligible – Internet**	92	3.41%	2.36%
Complete and Eligible – Total	430	15.93%	14.37%
Eligible Population criteria not met	33	1.22%	1.49%
Incomplete (but Eligible)	72	2.67%	2.98%
Language barrier	7	0.26%	0.38%
Mentally or physically incapacitated	14	0.52%	0.29%
Deceased	2	0.07%	0.08%
Refusal	54	2.00%	3.55%
Nonresponse after maximum attempts	2,015	74.63%	75.13%
Added to Do Not Call (DNC) list	73	2.70%	1.74%
NCQA Response Rate***		16.26%	14.70%

* Applies to plans following mixed methodology.

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** 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 scanning a QR code from their mailed survey package or by clicking on 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)]

Table 6 provides 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.

Table 6. 2024 Mercy Care Adult Medicaid CAHPS Survey: Completed Surveys By Language

Complete and Eligible Surveys by Language	2024 Your Organization	
	Number	Percent
Complete and Eligible – English	372	86.5%
Complete and Eligible – Spanish	58	13.5%
Complete and Eligible –Total	430	100.0%

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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 (i.e., assigned a star rating) are marked with a star symbol (★) below. Any HPR scores that appear in this report were calculated by CSS and should be treated as unofficial.

GLOBAL RATING QUESTIONS

CAHPS Health Plan Survey (version 5.1H) includes four global rating questions that utilize a 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 2024 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

This section focuses on **CAHPS composites**, which are distinct from HPR composites. NCQA calculates results for several CAHPS composite measures. CAHPS composites combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below.

- ★ **Getting Needed Care** combines two survey questions that address member access to care. Both questions use a *Never, Sometimes, Usually, or Always* response scale, with *Always* being the most favorable response. This measure is 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 the 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 for 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 2024, 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 (430), the survey-wide 95% margin of error for Mercy Care is estimated to be $\pm 4.73\%$.

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 [NCQA's Health Plan Report Cards](#)). 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*). Note that in the context of 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.

Following is the list of *Patient Experience* and *Effectiveness of Care* measures included in NCQA’s 2024 Health Plan Ratings:

Table 7. Measures Reported in NCQA’s 2024 Health Plan Ratings

HPR Measure	Individual Measures Included in HPR (Assigned a Star Rating)
Patient Experience	
Getting Care	Getting Needed Care (percent <i>Usually</i> or <i>Always</i>) Getting Care Quickly (percent <i>Usually</i> or <i>Always</i>)
Satisfaction With Plan Physicians	Rating of Personal Doctor (percent <i>9</i> or <i>10</i>) Rating of Specialist Seen Most Often (percent <i>9</i> or <i>10</i>) – Commercial ONLY Coordination of Care (percent <i>Usually</i> or <i>Always</i>) – Commercial ONLY

HPR Measure	Individual Measures Included in HPR (Assigned a Star Rating)
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	Medical Assistance With Smoking and Tobacco Use Cessation – Advising Smokers and Tobacco Users to Quit (percent <i>Sometimes, Usually, or Always</i>) – Medicaid ONLY

According to NCQA’s 2024 HPR methodology, star ratings are assigned by comparing health plan performance on each reported measure to the current-year (2024, or MY 2023) Quality Compass National 10th, 33rd, 67th, and 90th Percentiles for All Lines of Business, subject to minimum denominator rules. For details, including measure denominator rules, refer to the [measure list and methodology for each applicable Health Plan Ratings year](#) as well as Appendix A of this report. Since the most recent NCQA benchmarks available to date are the prior-year (2023, or MY 2022) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2024 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 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 2024 Mercy Care results are compared to the 2024 CSS Adult Medicaid Average as well as to the 2023 (MY 2022) NCQA Quality Compass Adult Medicaid National Average (All LOBs). The 2024 CSS Adult Medicaid Average was calculated by pooling survey responses across 20 Adult Medicaid plans surveyed and selected by CSS to represent the industry average. The 2023 (MY 2022) NCQA Quality Compass Adult Medicaid National Average (All LOBs) is made up of the Adult Medicaid plans that submitted data to NCQA in 2023.

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 a 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

Table 8 provides a high-level Mercy Care performance overview of 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. While all reported rates are rounded for display, all comparisons are carried out prior to rounding.

Table 8. 2024 Mercy Care Adult Medicaid CAHPS Survey: Patient Experience Measures

Abbreviated Measure Name and Reported Rate	Your Organization						Benchmark Comparisons				Your Organization's Estimated 2024 NCQA Health Plan (Star) Rating	
	2024			2023		2022		2024 CSS Adult Medicaid Average		2023 (MY 2022) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate		Difference
PATIENT EXPERIENCE											★★★★★	
Getting Care											★★★★☆	
Getting Needed Care (% A+U)	86.04%	(±4.22)	(260)	no data		no data		80.58%	[+5.46] ✓	80.99%	[+5.05] ✓	★★★★☆
Getting Care Quickly (% A+U)	84.14%	(±4.82)	(221)	no data		no data		79.24%	[+4.90]	80.36%	[+3.78]	★★★★☆
Satisfaction With Plan Physicians											★★★★☆	
Rating of Doctor (% 9+10)	73.80%	(±4.73)	(332)	no data		no data		68.41%	[+5.38] ✓	67.88%	[+5.92] ✓	★★★★☆
Satisfaction With Plan and Plan Services											★★★★★	
Rating of Health Plan (% 9+10)	69.25%	(±4.45)	(413)	no data		no data		59.15%	[+10.10] ✓	61.24%	[+8.01] ✓	★★★★★
Rating of Health Care (% 9+10)	63.45%	(±5.54)	(290)	no data		no data		56.78%	[+6.67] ✓	55.65%	[+7.80] ✓	★★★★★
ADDITIONAL MEASURES												
Coordination of Care (% A+U)	80.65%	(±5.68)	(186)	no data		no data		83.58%	[-2.93]	84.61%	[-3.96]	Not reported in NCQA Health Plan Ratings
Doctor Communication (% A+U)	93.94%	(±2.90)	(260)	no data		no data		92.65%	[+1.29]	92.49%	[+1.45]	
Customer Service (% A+U)	88.83%	(±4.55)	(184)	no data		no data		88.84%	[-0.00]	89.18%	[-0.35]	
Rating of Health Care (% 8+9+10)	82.41%	(±4.38)	(290)	no data		no data		75.79%	[+6.62] ✓	74.55%	[+7.86] ✓	
Rating of Doctor (% 8+9+10)	85.84%	(±3.75)	(332)	no data		no data		83.01%	[+2.83]	82.40%	[+3.44]	
Rating of Specialist (% 8+9+10)	83.71%	(±4.87)	(221)	no data		no data		82.52%	[+1.19]	81.40%	[+2.31]	
Rating of Specialist (% 9+10)	71.95%	(±5.92)	(221)	no data		no data		67.04%	[+4.91]	66.20%	[+5.75]	
Rating of Health Plan (% 8+9+10)	82.08%	(±3.70)	(413)	no data		no data		75.73%	[+6.35] ✓	77.69%	[+4.39] ✓	

4993000

The 95% confidence interval (CI) and the number of valid responses (n, or measure denominator) are provided for the current-year measure rate only. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2023, or MY 2022) NCQA Quality Compass national benchmarks. The official 2024 Health Plan Ratings, based on the current-year (2024, or MY 2023) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2024.

"No data" indicates that the survey was not conducted or the result is not available for comparison.

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. While all reported rates are rounded for display, all comparisons are carried out prior to rounding. Statistically significant differences are marked with a checkmark (✓) symbol next to the comparison rate. For example, a checkmark appearing next to the 2023 rate denotes a statistically significant difference between the 2024 and 2023 rates.

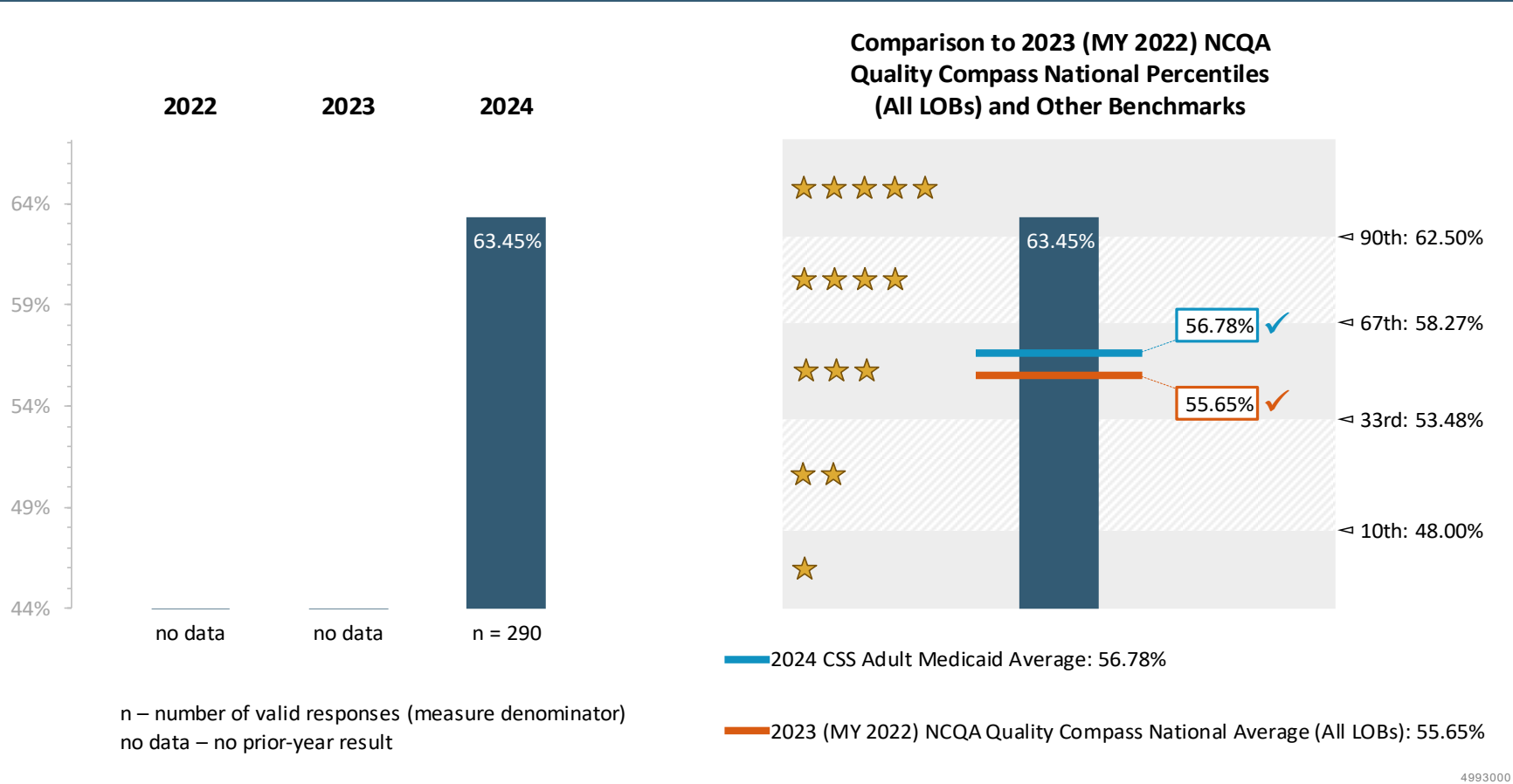
COMPARISON TO NATIONAL MULTI-PLAN BENCHMARKS AND 2023 (MY 2022) NCQA QUALITY COMPASS PERCENTILES

To help health plans evaluate their competitive performance on key CAHPS measures, CSS licensed the 2023 (MY 2022) *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 2024 measure result is juxtaposed against the 2023 (MY 2022) 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 2024 CSS Adult Medicaid Average as well as the 2023 (MY 2022) NCQA Quality Compass Adult Medicaid National Average (All LOBs). While all reported rates are rounded for display, all comparisons are carried out prior to rounding. If the 2024 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

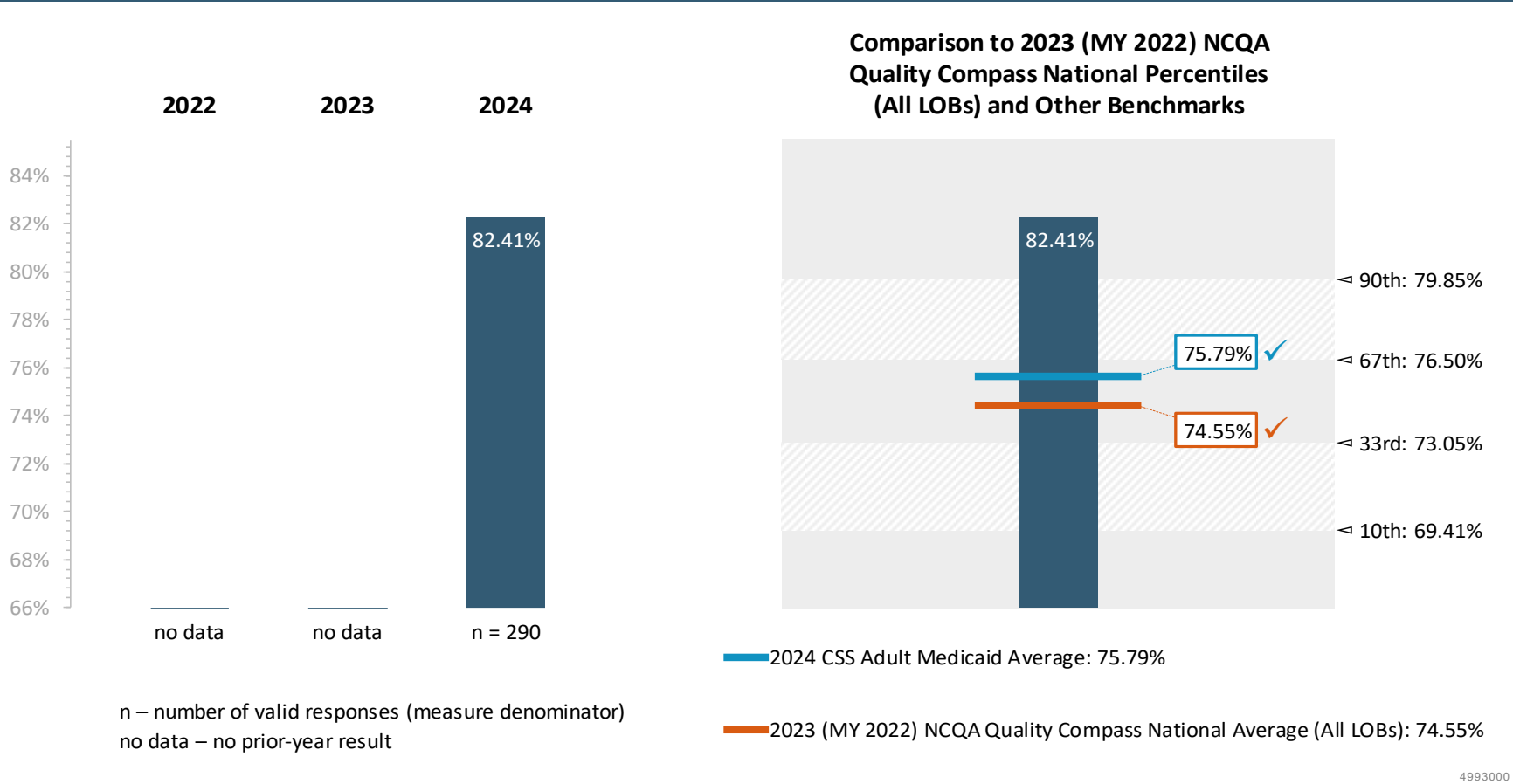
Percent Responding 9 or 10 (Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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. Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2023, or MY 2022) NCQA Quality Compass national benchmarks. The official 2024 Health Plan Ratings, based on the current-year (2024, or MY 2023) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2024.

Rating of All Health Care

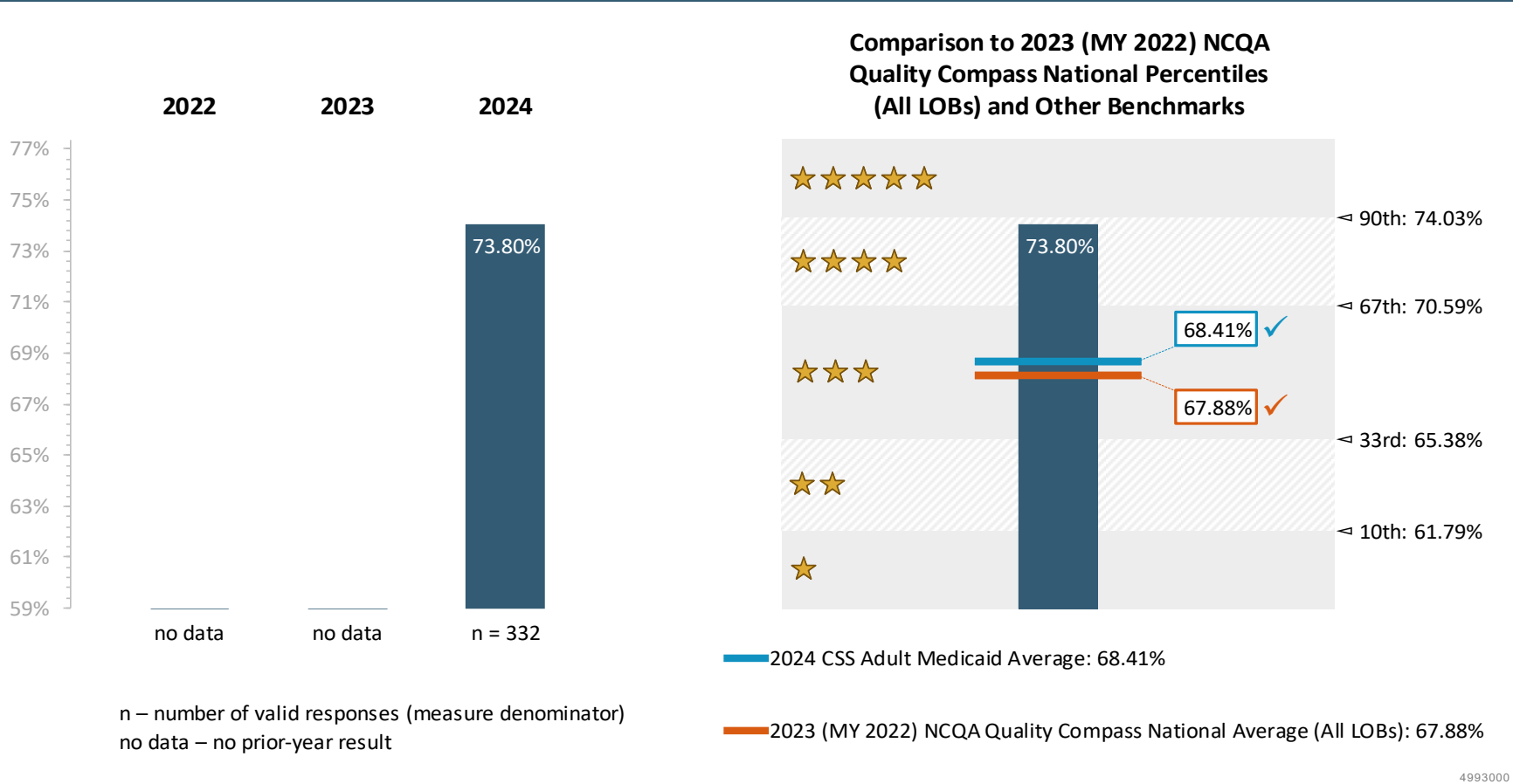
Percent Responding 8, 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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

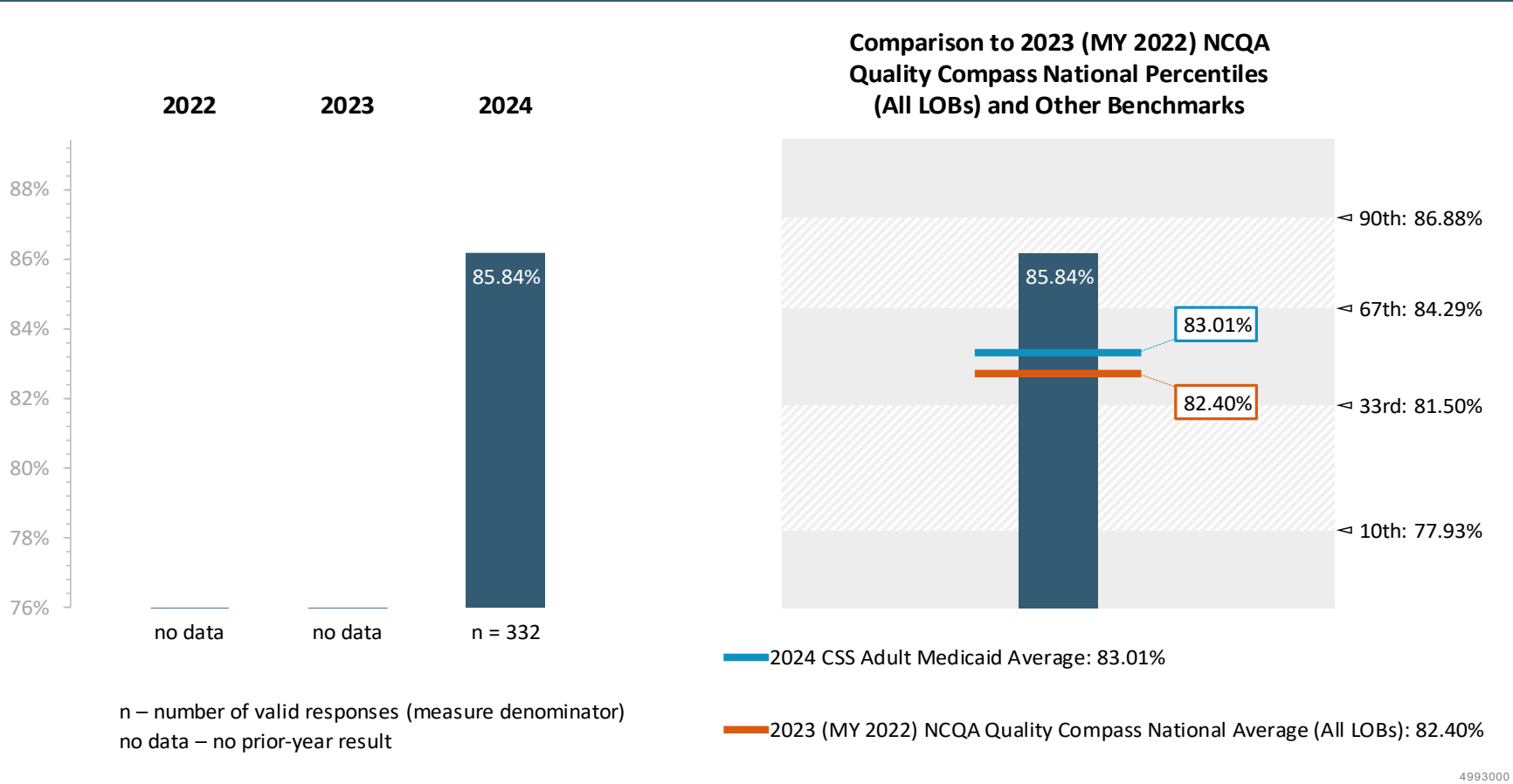
Percent Responding 9 or 10 (Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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. Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2023, or MY 2022) NCQA Quality Compass national benchmarks. The official 2024 Health Plan Ratings, based on the current-year (2024, or MY 2023) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2024.

Rating of Personal Doctor

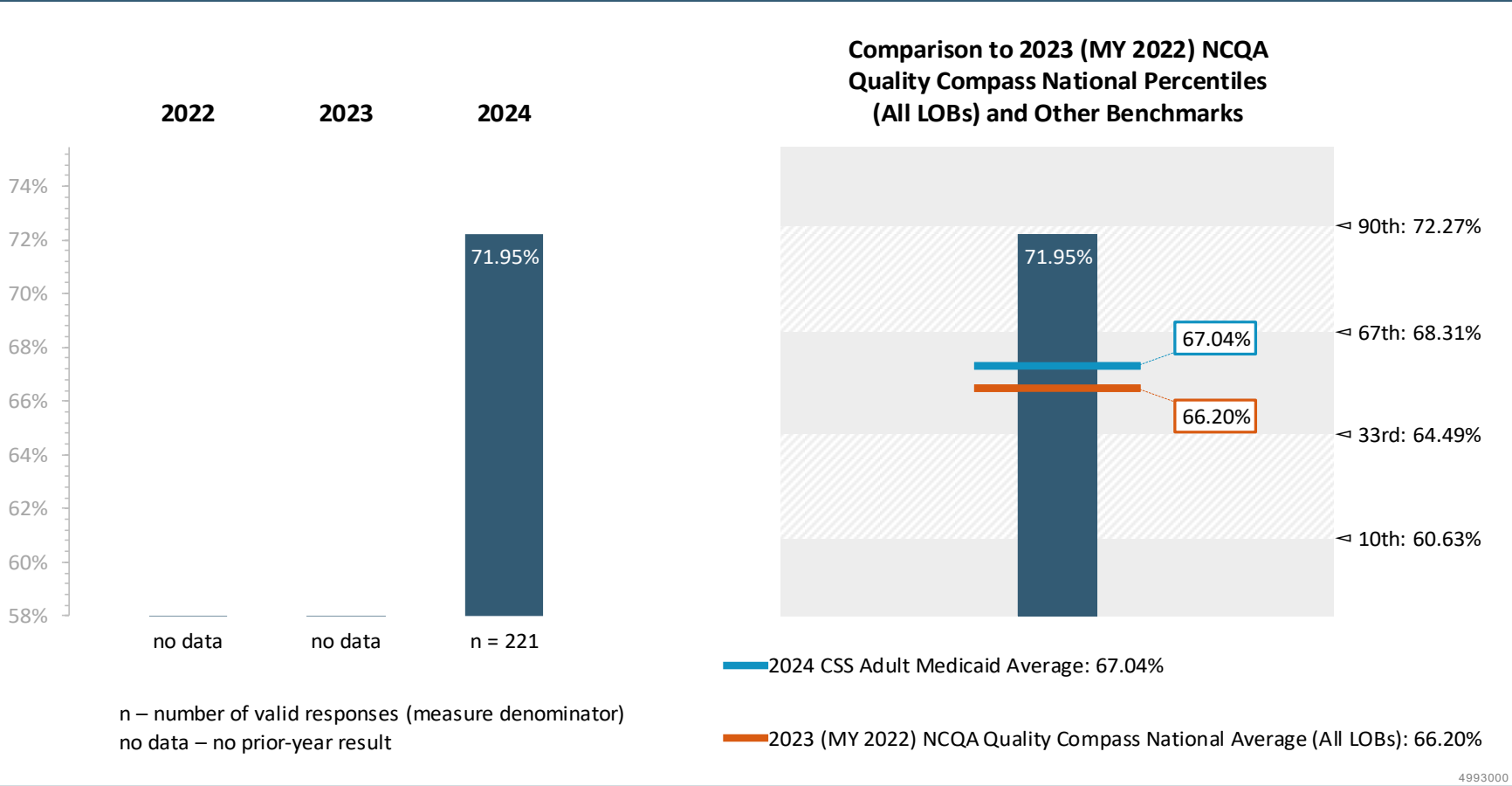
Percent Responding 8, 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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

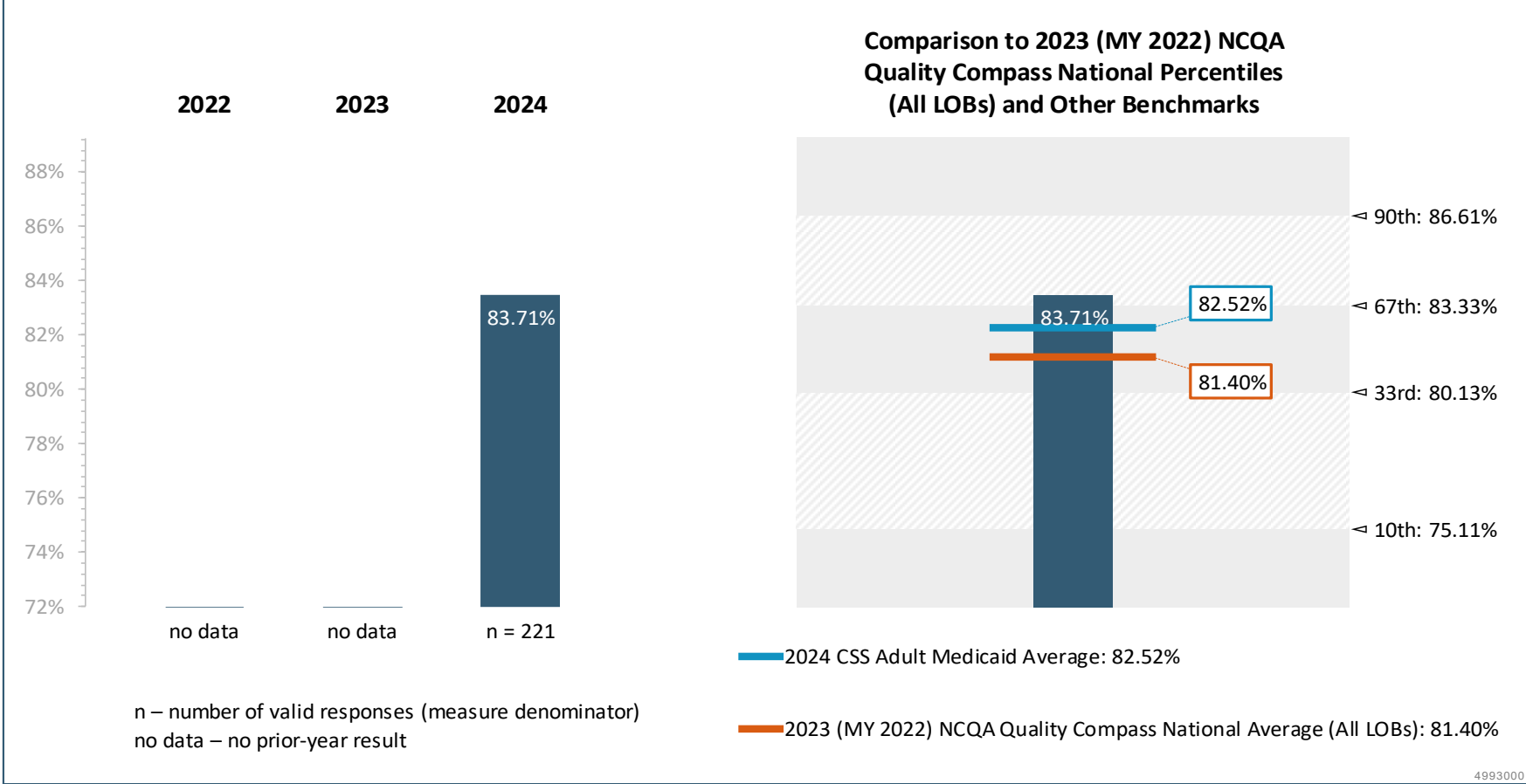
Percent Responding 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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

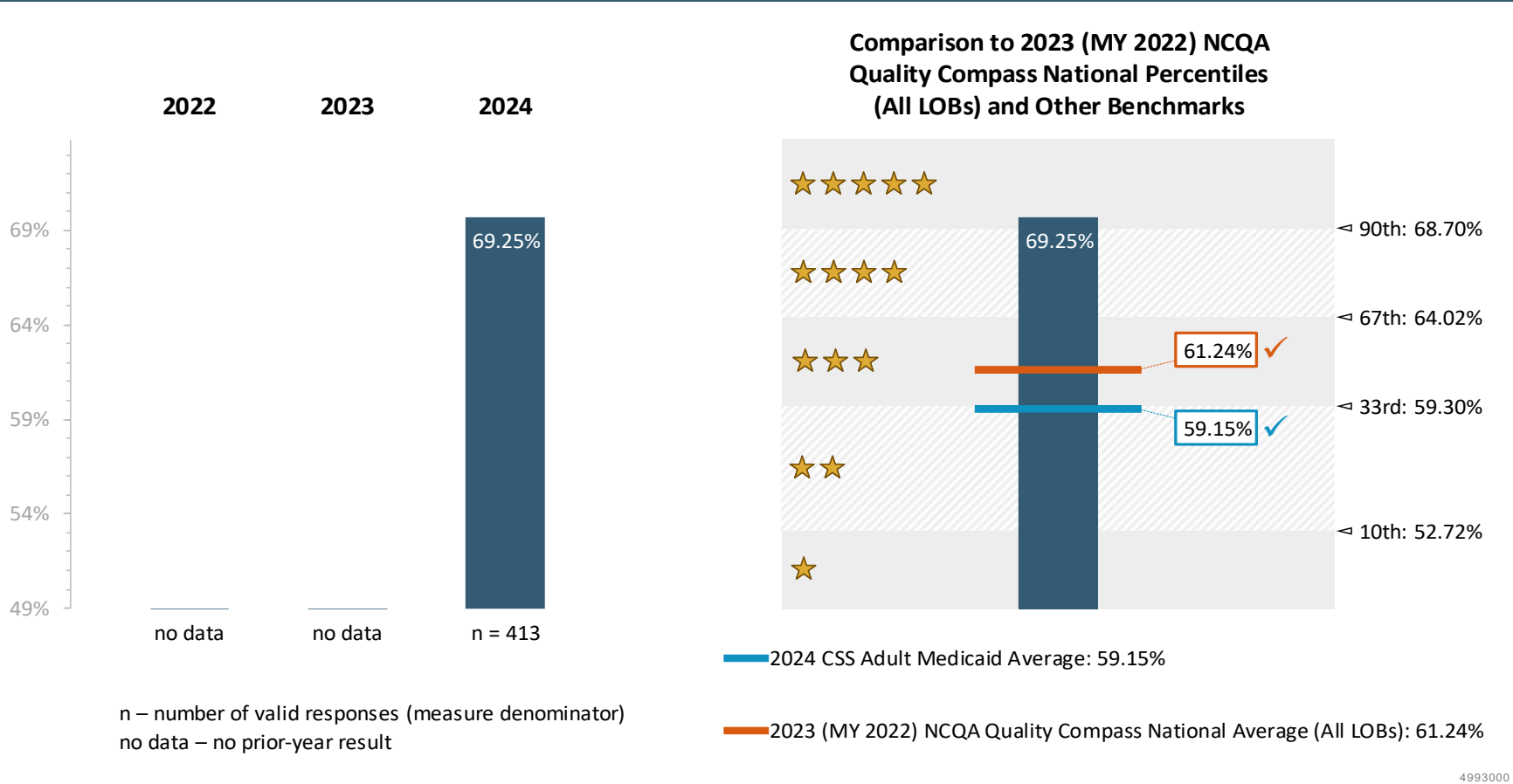
Percent Responding 8, 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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

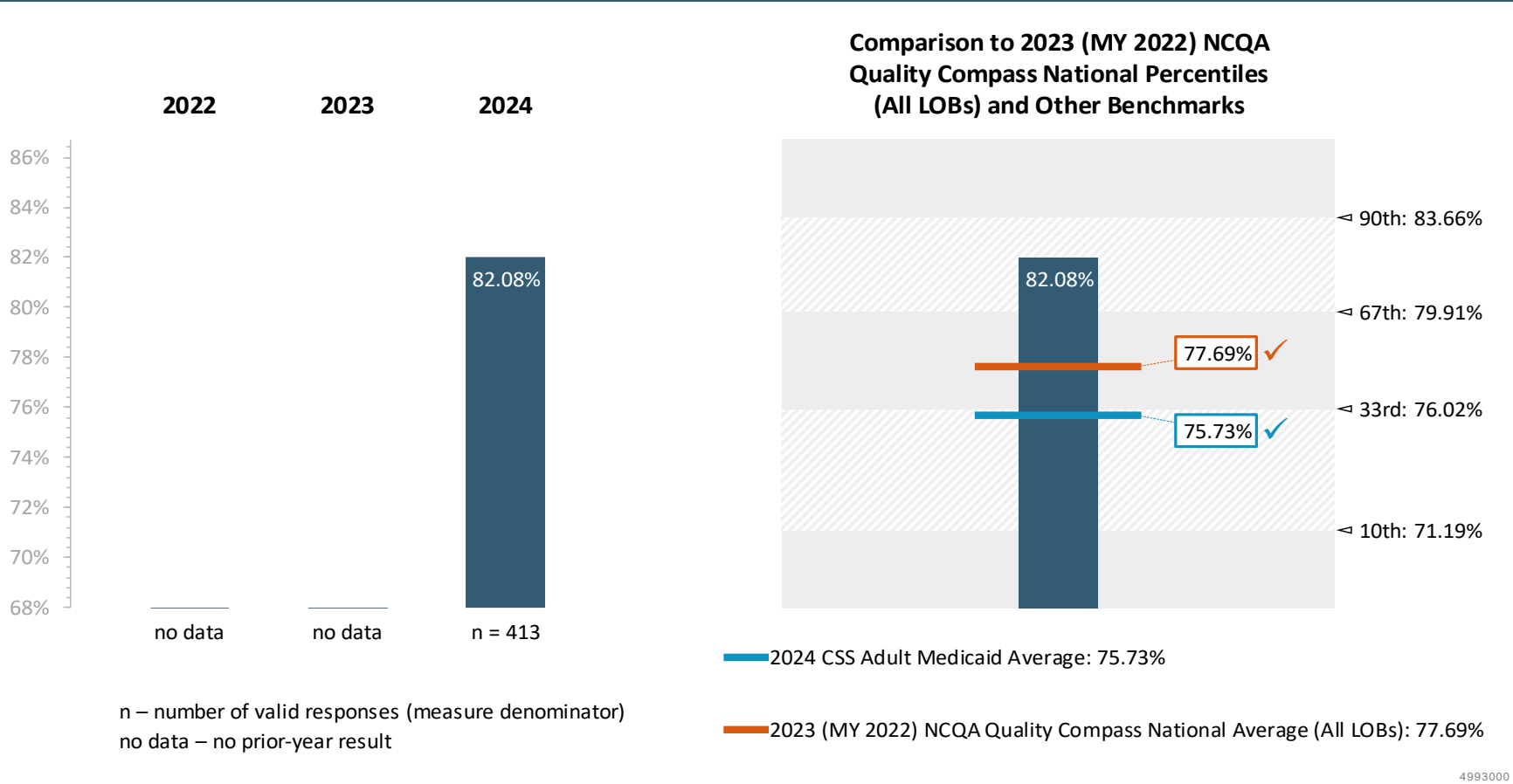
Percent Responding 9 or 10 (Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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. Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2023, or MY 2022) NCQA Quality Compass national benchmarks. The official 2024 Health Plan Ratings, based on the current-year (2024, or MY 2023) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2024.

Rating of Health Plan

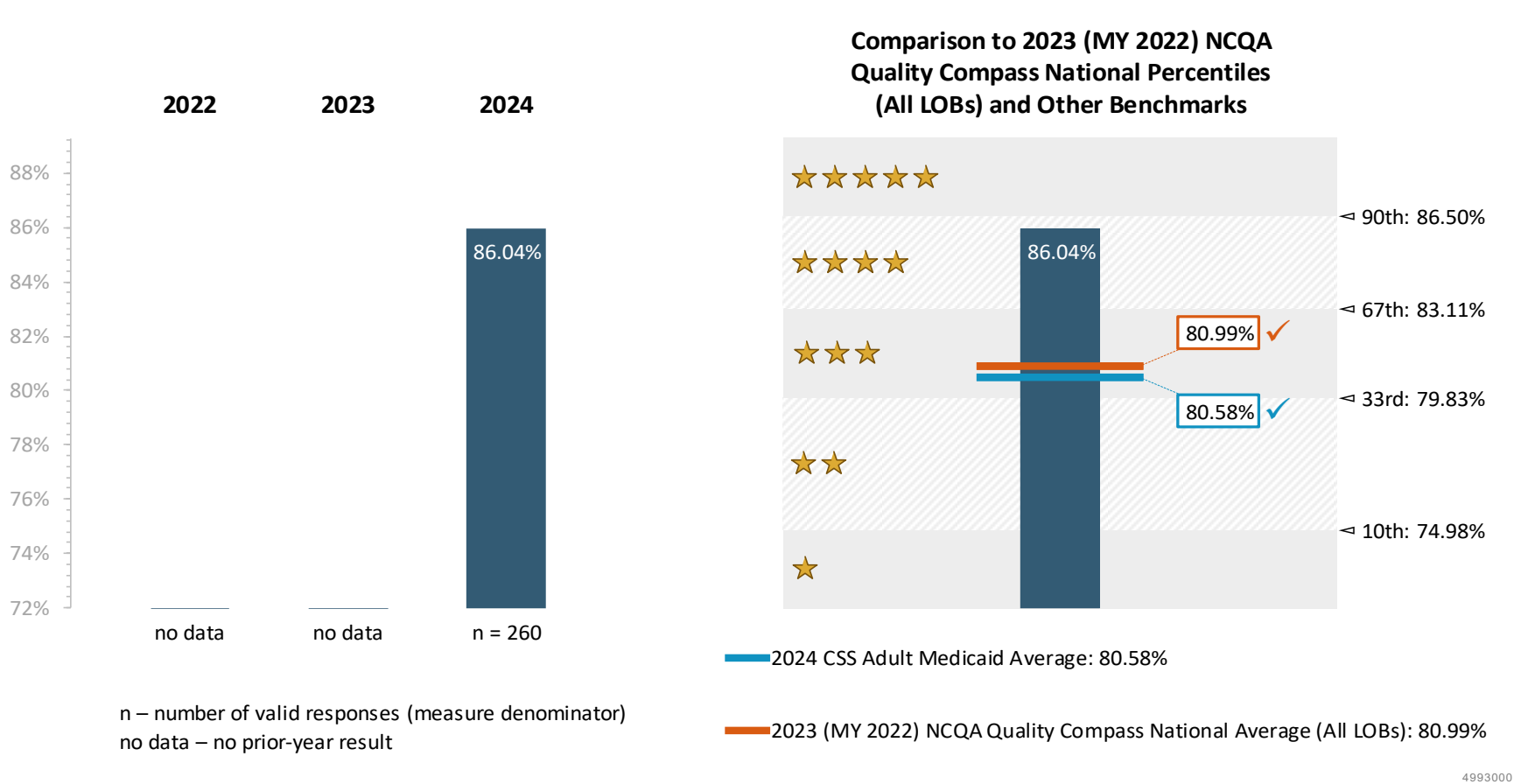
Percent Responding 8, 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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

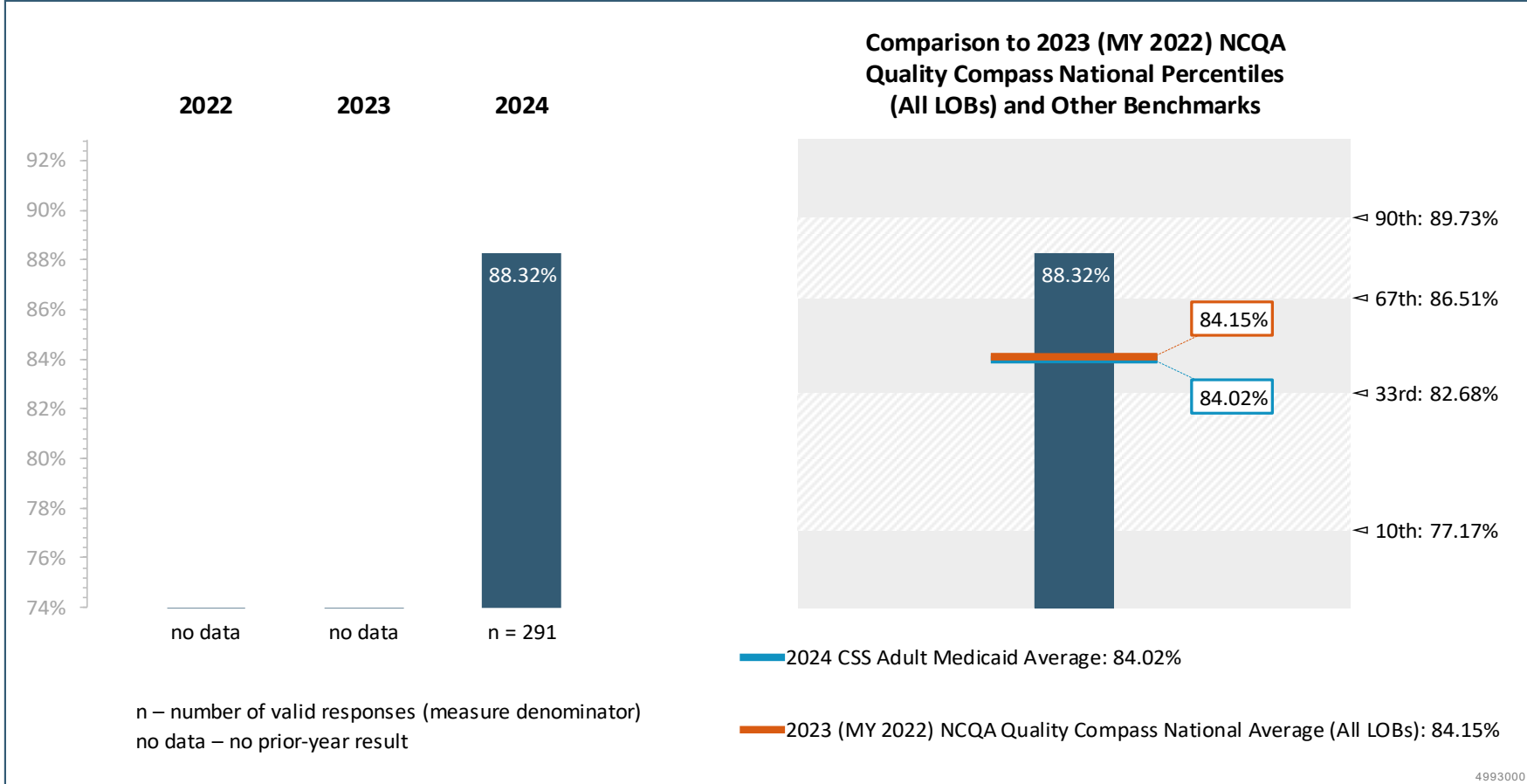
Percent Responding Always or Usually (Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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. Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2023, or MY 2022) NCQA Quality Compass national benchmarks. The official 2024 Health Plan Ratings, based on the current-year (2024, or MY 2023) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2024.

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

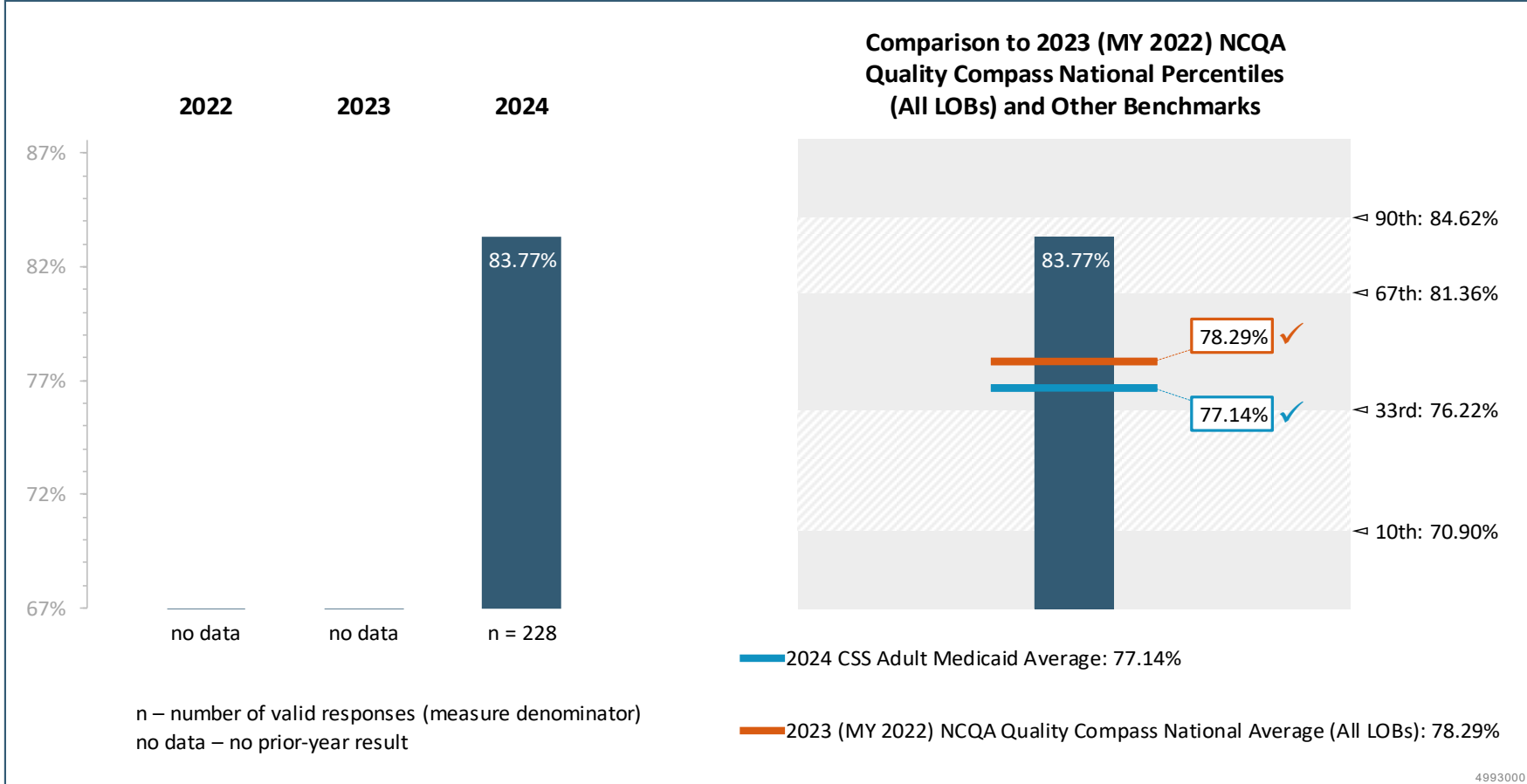
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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)

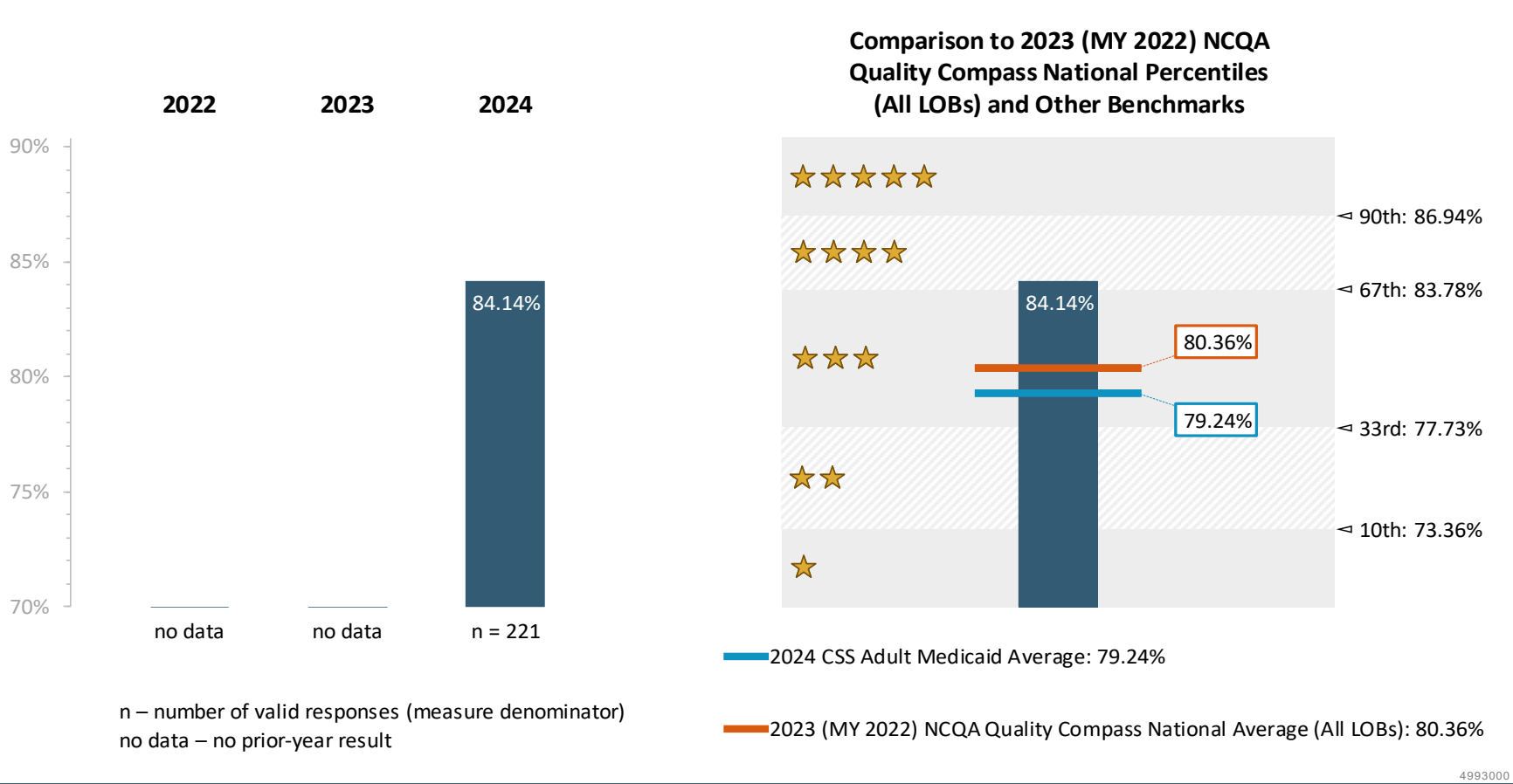
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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

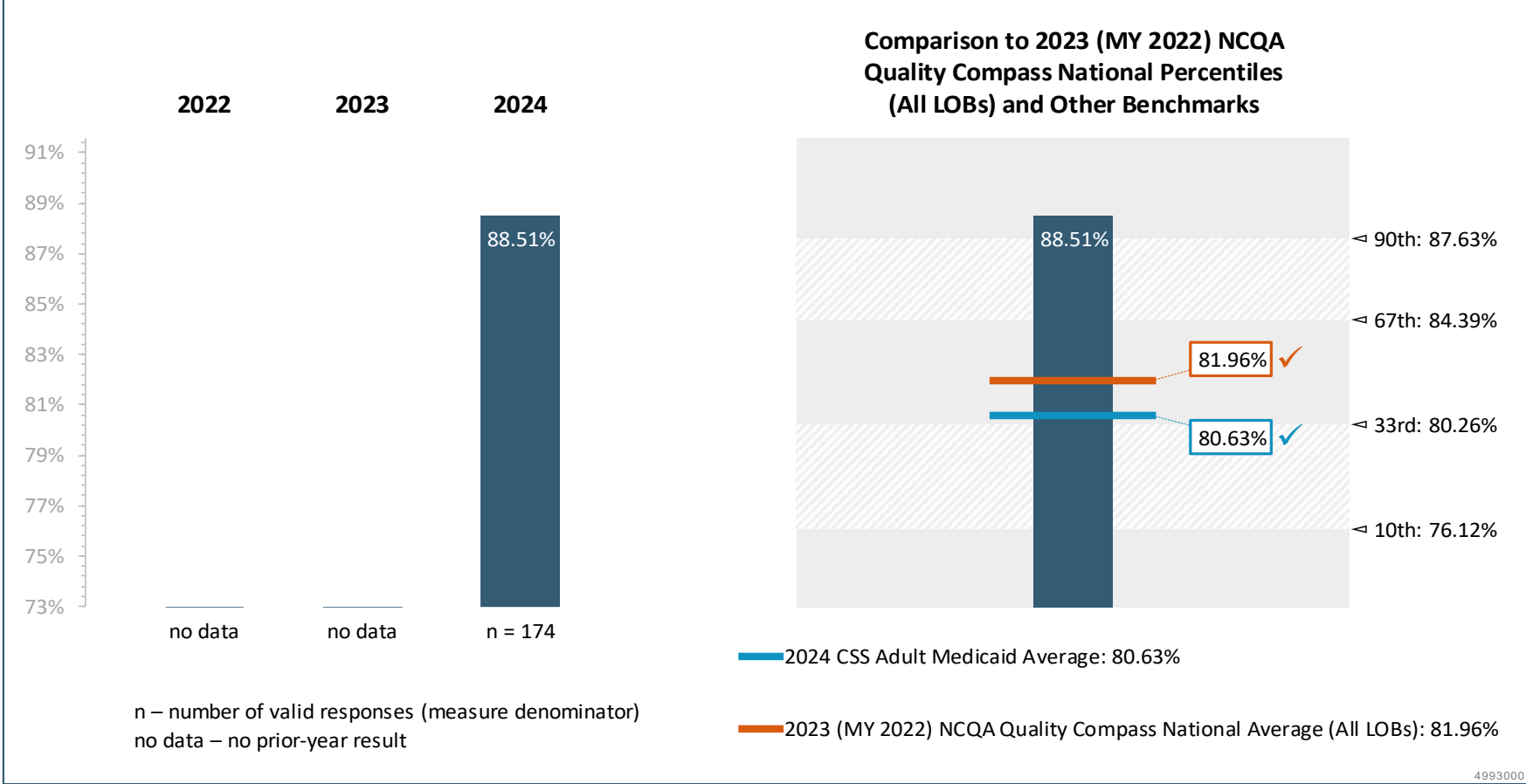
Percent Responding Always or Usually (Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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. Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2023, or MY 2022) NCQA Quality Compass national benchmarks. The official 2024 Health Plan Ratings, based on the current-year (2024, or MY 2023) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2024.

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

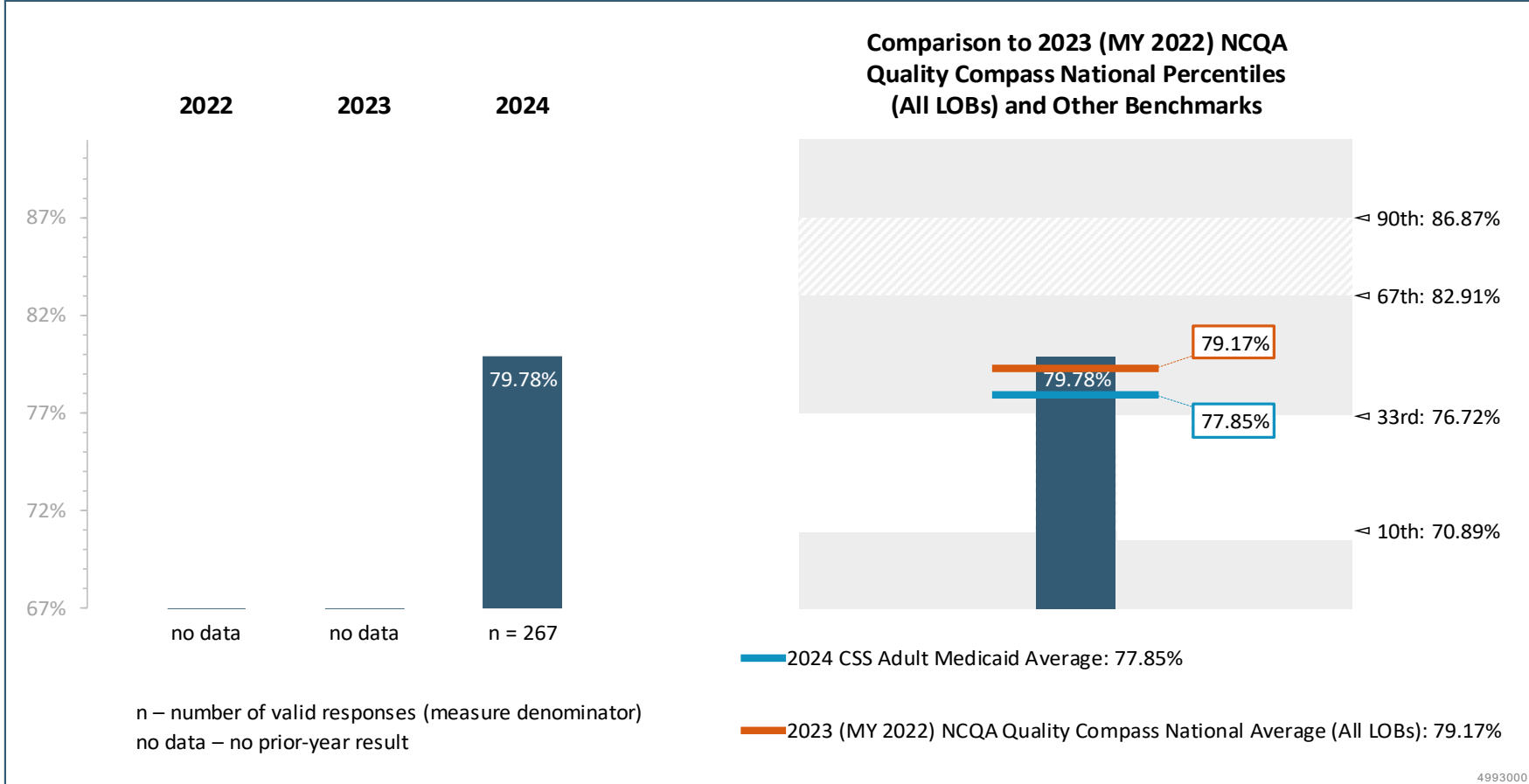
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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)

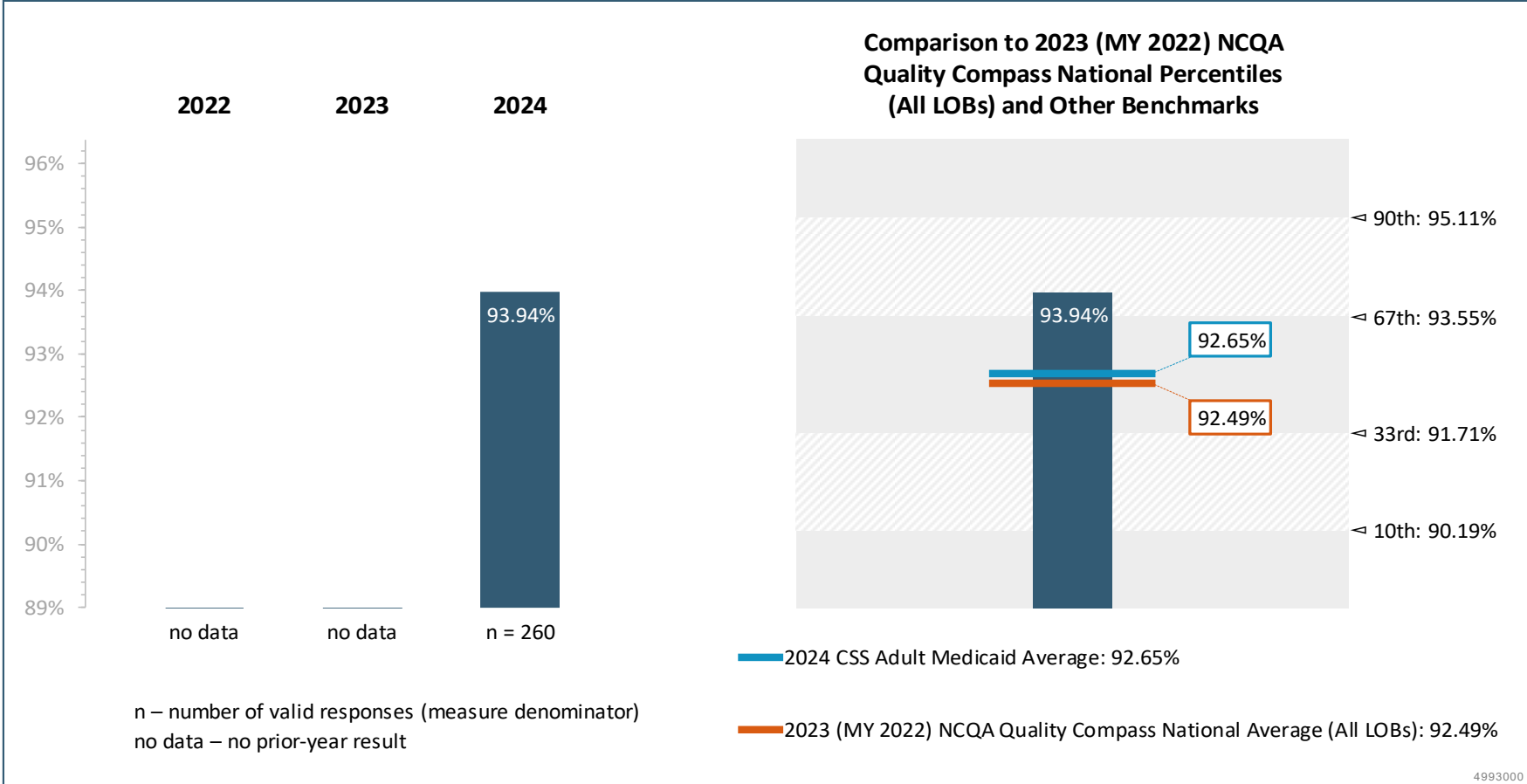
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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

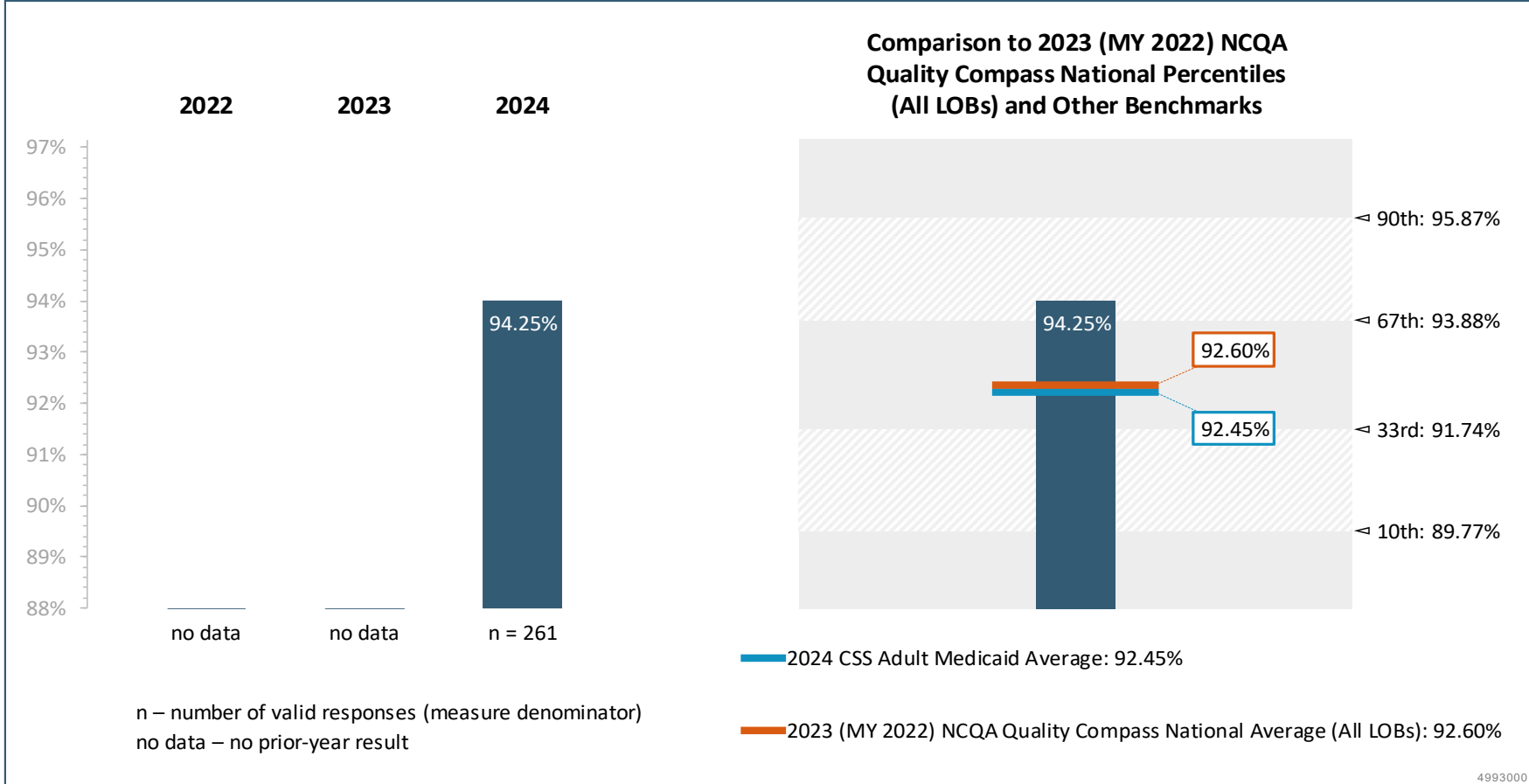
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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)

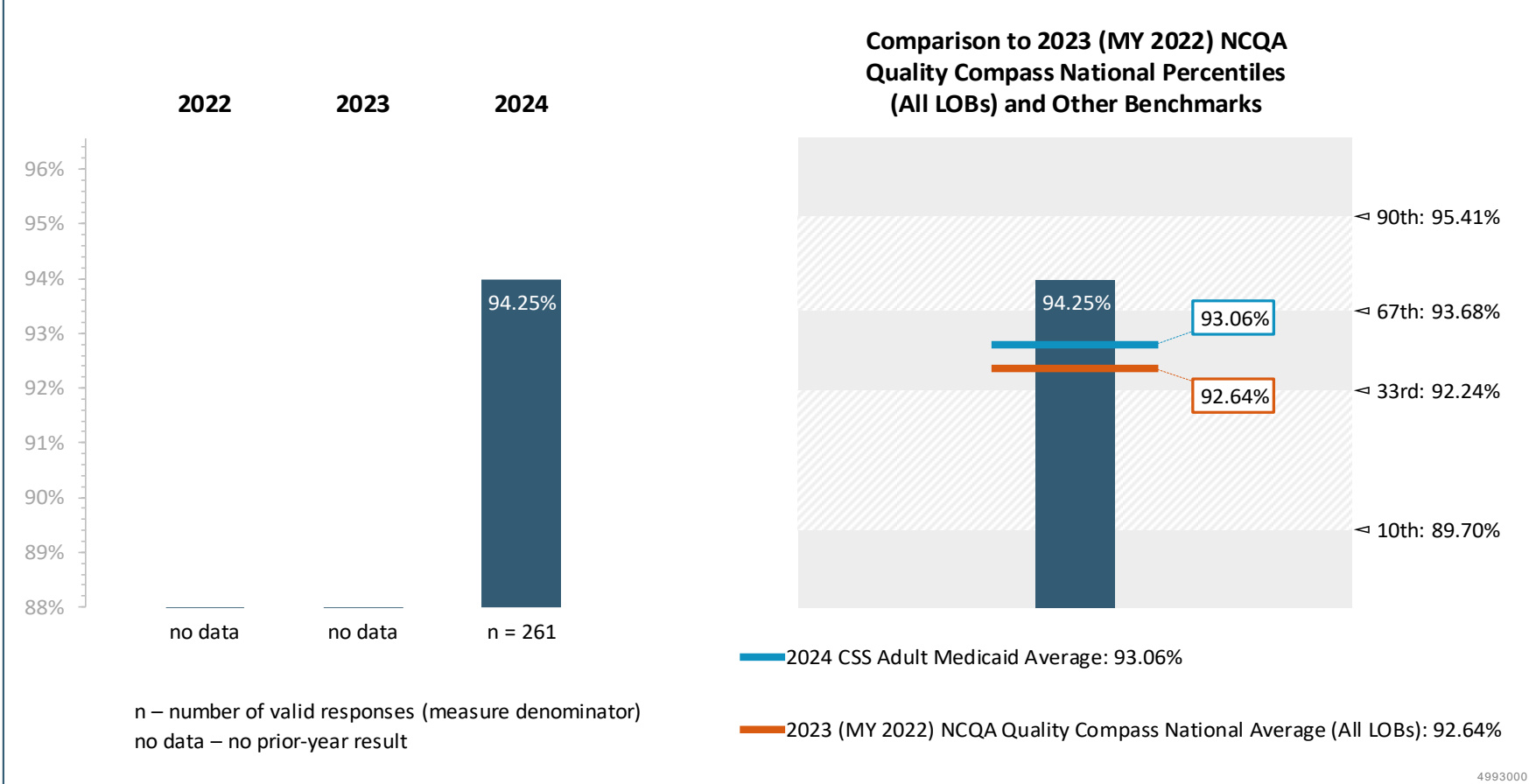
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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)

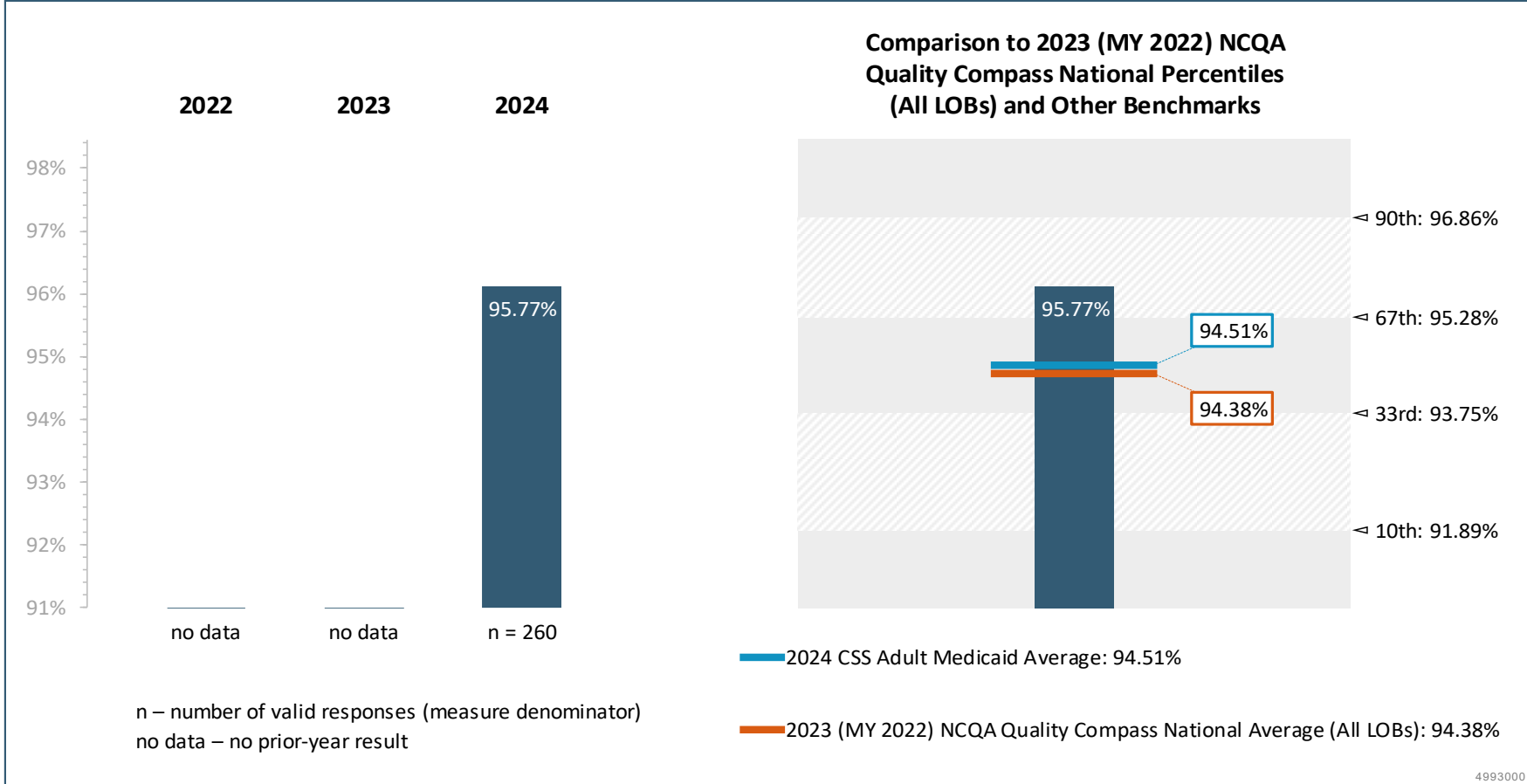
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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)

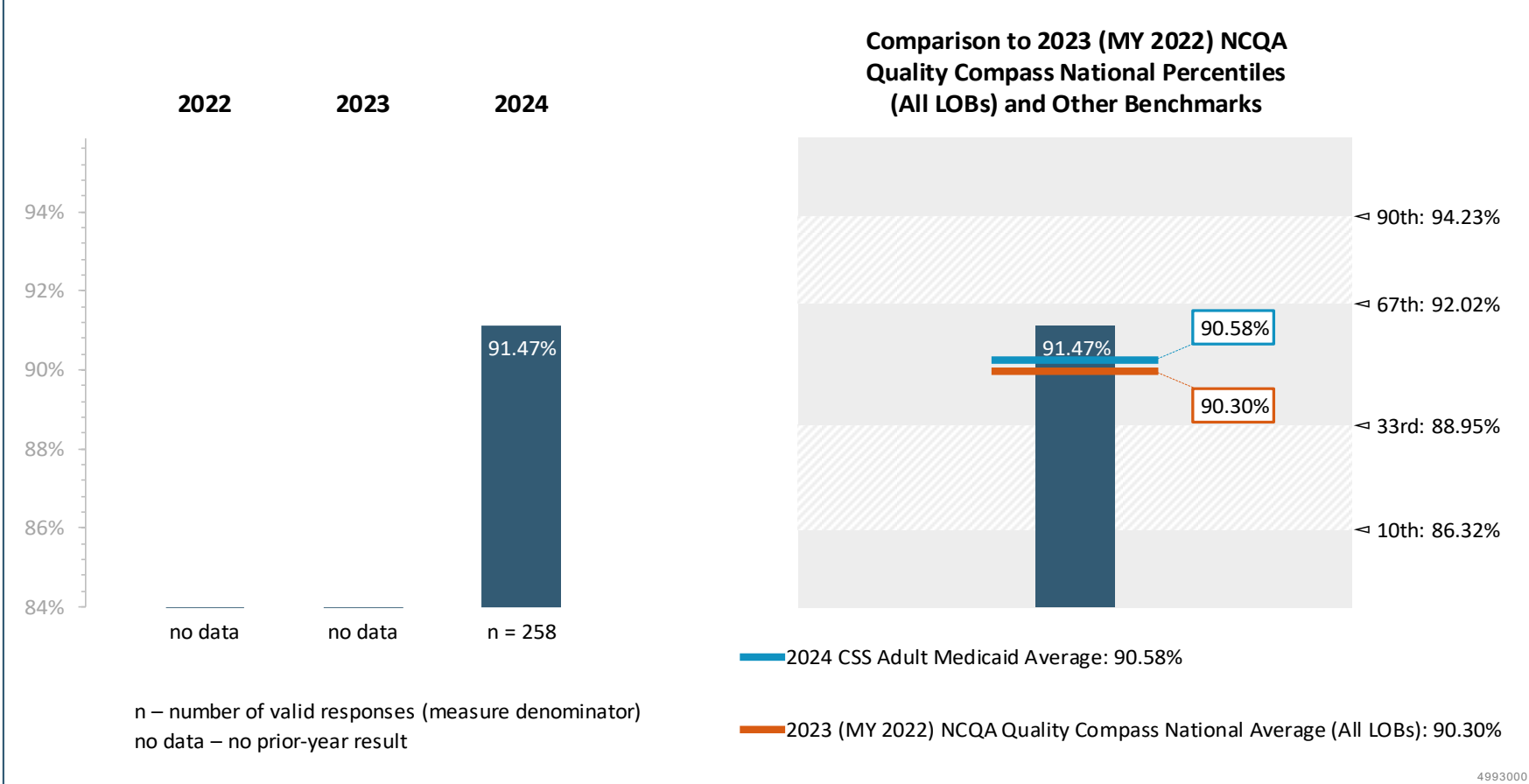
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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)

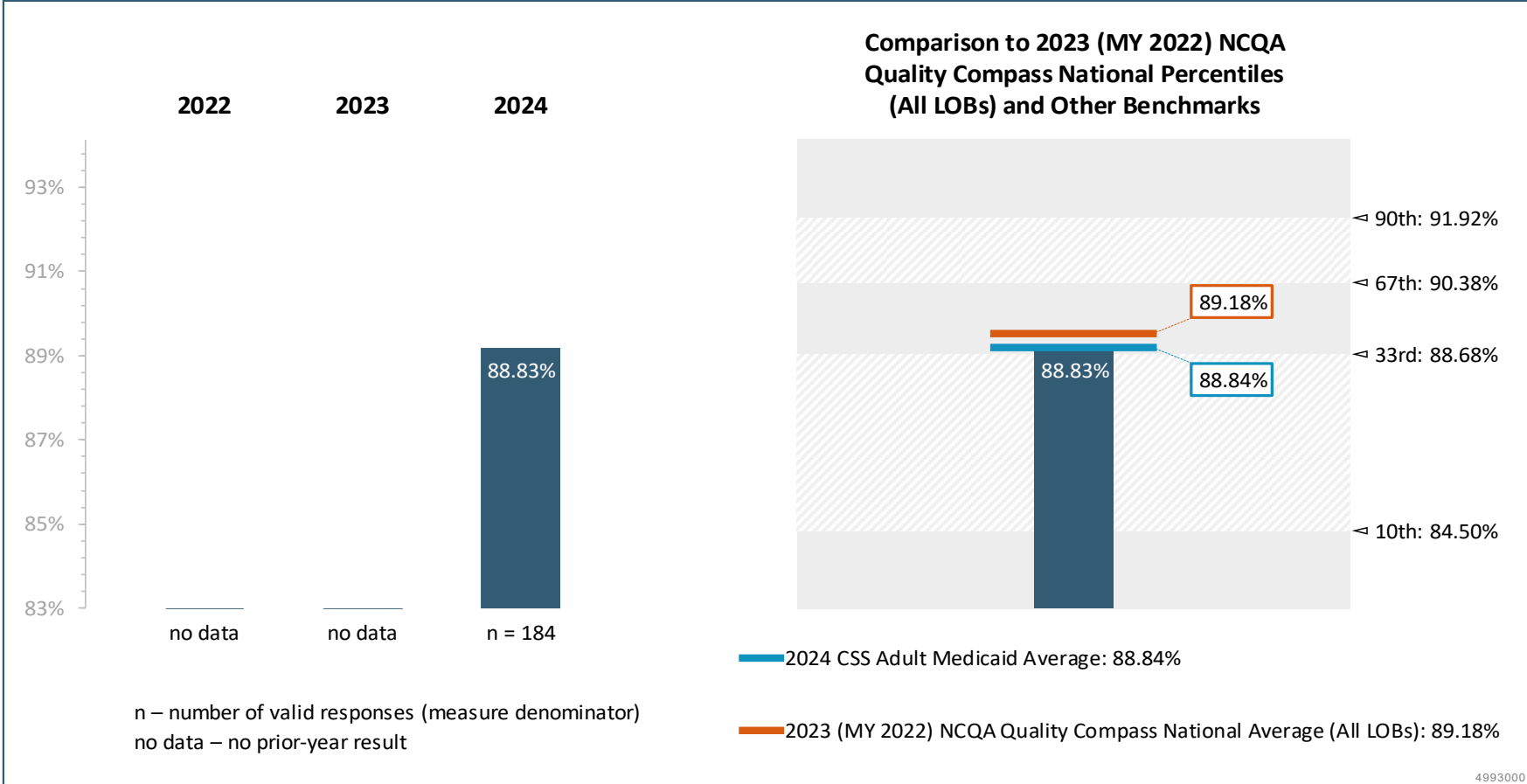
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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

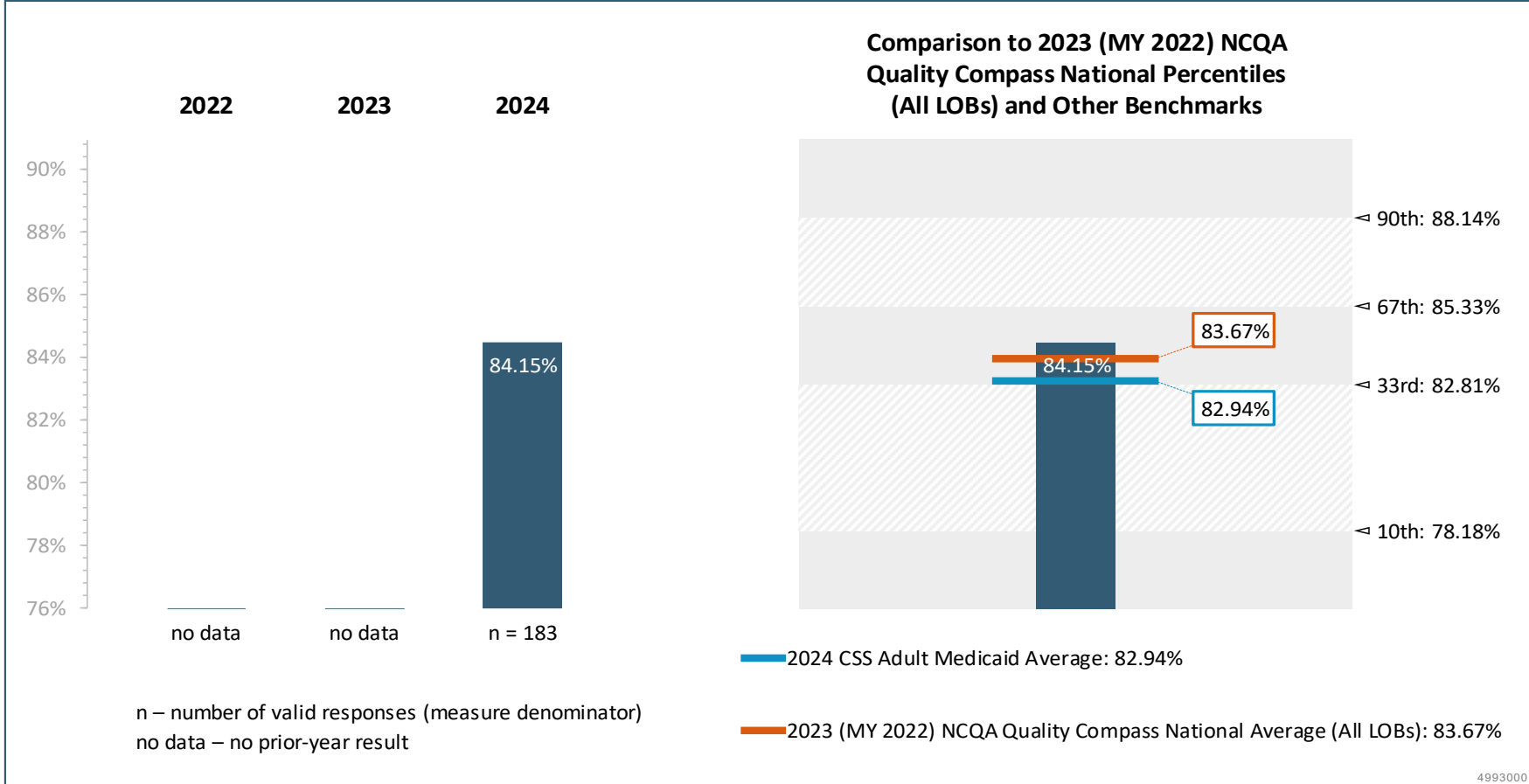
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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)

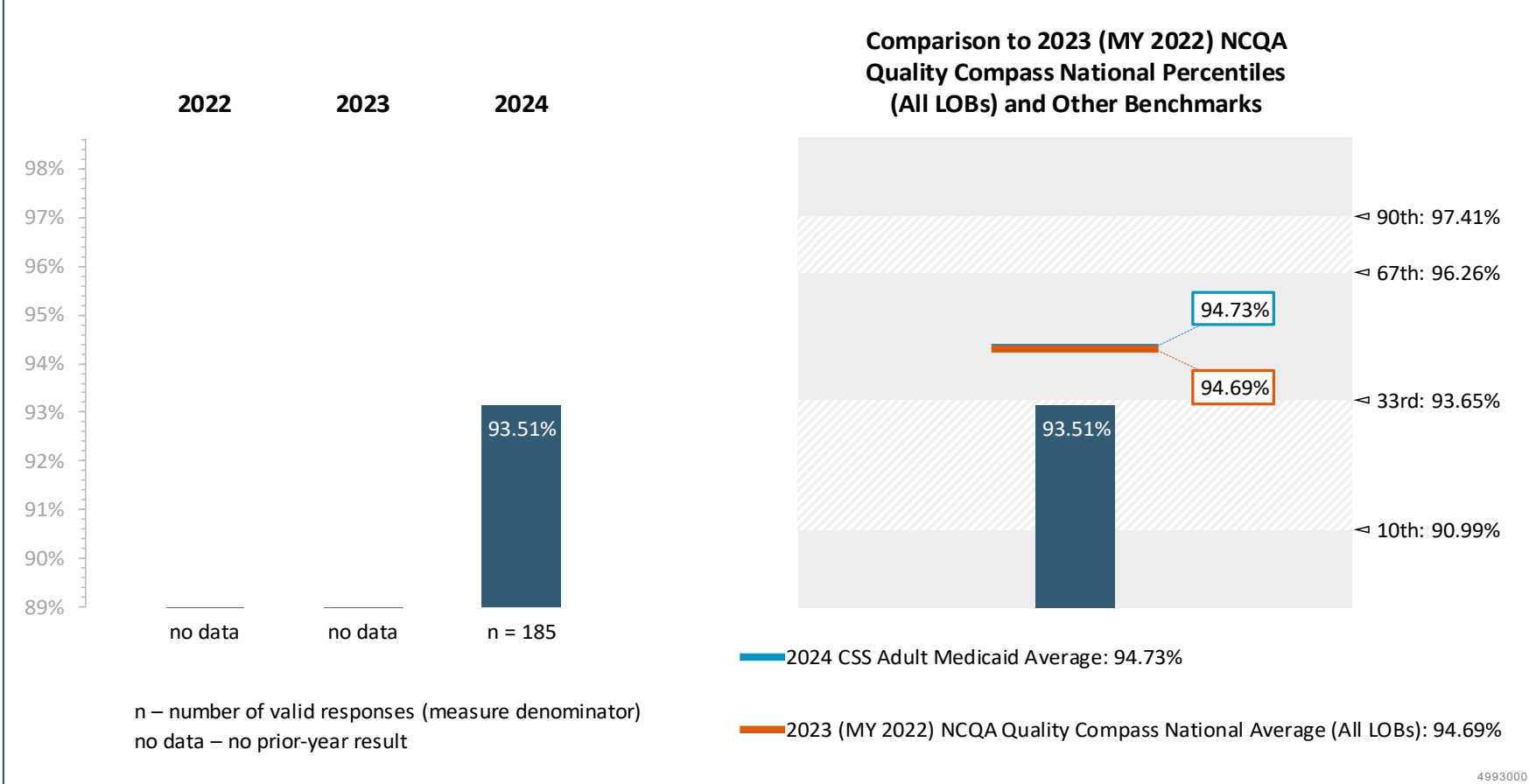
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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)

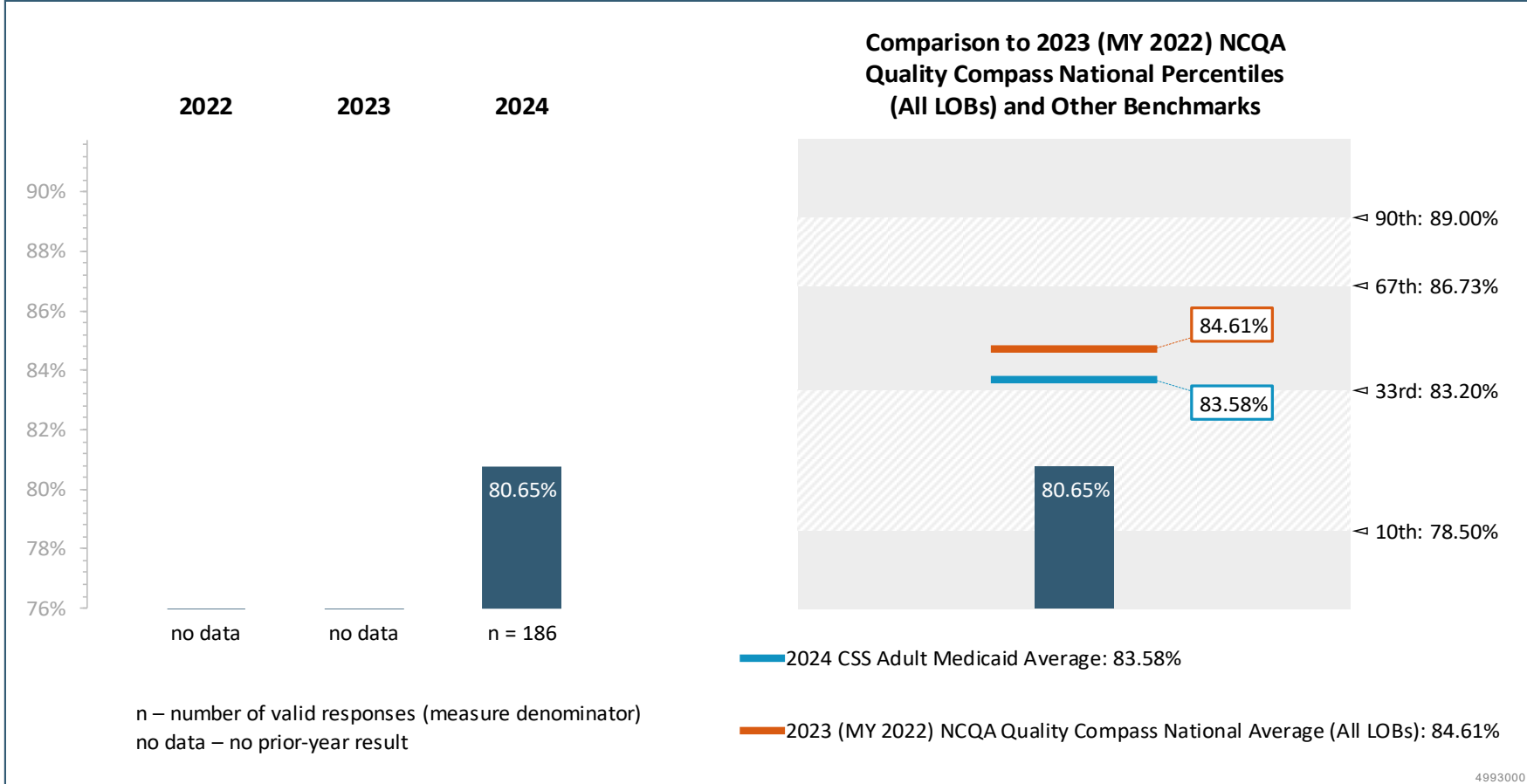
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). 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 *Medical Assistance With Smoking and Tobacco Use Cessation (MSC)* measure. Measure results are calculated based on two years of data collection using rolling average methodology. A brief description of each component of the *MSC* measure, as it appears in *HEDIS 2024, Volume 3: Specifications for Survey Measures*, is provided below. Please refer to *Volume 3* for additional information.

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 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 MSC 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 MSC rates regardless of whether the plan reports them to NCQA or achieves the minimum denominator of 100 valid responses required for NCQA reporting.

Table 9 provides a summary of Mercy Care MSC measure results. Comparisons to prior-year rates (if available) as well as to the 2024 CSS Adult Medicaid Average rates with statistical significance tests are included.

Table 9. 2024 Mercy Care Adult Medicaid CAHPS Survey: Medical Assistance With Smoking Cessation Measure Results

Medical Assistance With Smoking and Tobacco Use Cessation (MSC) (% A+U+S)	Your Organization						Benchmark Comparisons				Your Organization's Estimated 2024 NCQA Health Plan (Star) Rating	
	2024			2023		2022		2024 CSS Adult Medicaid Average		2023 (MY 2022) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate		Difference
Advising Smokers to Quit	72.60%	(±10.23)	(73)	no data		no data		73.19%	[-0.59]	72.78%	[-0.18]	★★★★☆☆
Discussing Cessation Meds	43.84%	(±11.38)	(73)	no data		no data		48.87%	[-5.03]	51.16%	[-7.32]	Not reported in NCQA Health Plan Ratings
Discussing Cessation Strategies	39.73%	(±11.23)	(73)	no data		no data		44.48%	[-4.75]	45.43%	[-5.70]	

The 95% confidence interval (CI) and the number of valid responses (*n*, or measure denominator) are provided for the current-year measure rate only. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2023, or MY 2022) NCQA Quality Compass national benchmarks. The official 2024 Health Plan Ratings, based on the current-year (2024, or MY 2023) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2024.

"No data" indicates that the survey was not conducted or the result is not available for comparison.

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, and 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 gain insight into possible sources of this variation.

The charts on the following pages show how the *Rating of Health Plan* (percent responding 9 or 10) measure 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:

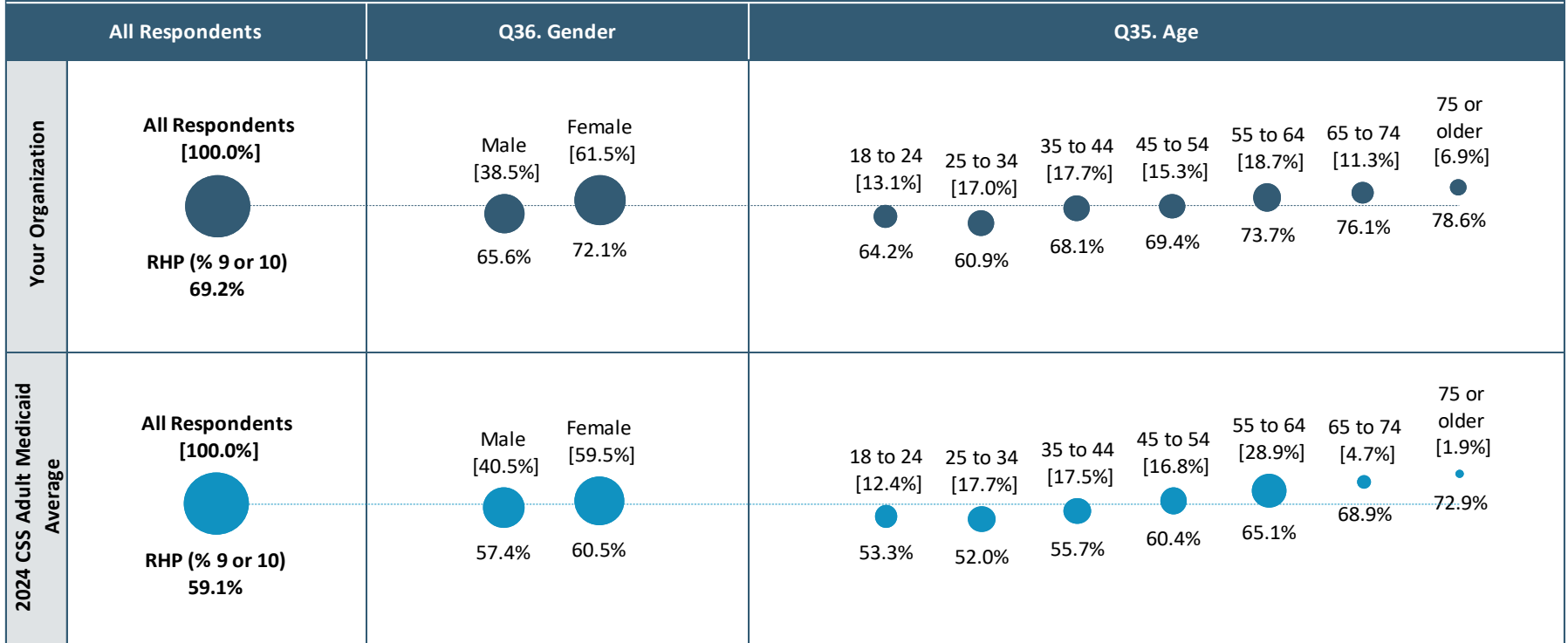
- Health status
- Gender
- Age
- Race
- Ethnicity (Hispanic or Latino)
- Education level

Member Health Status

All Respondents		Q29. Rating of Overall Health					Q30. Rating of Overall Mental or Emotional Health				
Your Organization	<p>All Respondents [100.0%]</p> <p>RHP (% 9 or 10) 69.2%</p>	<p>Excellent [11.4%]</p> <p>76.6%</p>	<p>Very good [19.2%]</p> <p>73.4%</p>	<p>Good [37.0%]</p> <p>71.1%</p>	<p>Fair [24.8%]</p> <p>62.7%</p>	<p>Poor [7.5%]</p> <p>61.3%</p>	<p>Excellent [17.8%]</p> <p>79.5%</p>	<p>Very good [23.4%]</p> <p>75.0%</p>	<p>Good [29.0%]</p> <p>68.1%</p>	<p>Fair [24.1%]</p> <p>65.7%</p>	<p>Poor [5.8%]</p> <p>37.5%</p>
	<p>All Respondents [100.0%]</p> <p>RHP (% 9 or 10) 59.1%</p>	<p>Excellent [12.9%]</p> <p>79.3%</p>	<p>Very good [23.5%]</p> <p>61.8%</p>	<p>Good [34.9%]</p> <p>56.3%</p>	<p>Fair [23.3%]</p> <p>52.5%</p>	<p>Poor [5.3%]</p> <p>48.9%</p>	<p>Excellent [20.4%]</p> <p>73.1%</p>	<p>Very good [22.4%]</p> <p>64.0%</p>	<p>Good [30.8%]</p> <p>56.9%</p>	<p>Fair [20.3%]</p> <p>50.4%</p>	<p>Poor [6.1%]</p> <p>34.9%</p>

"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Member Gender and Age

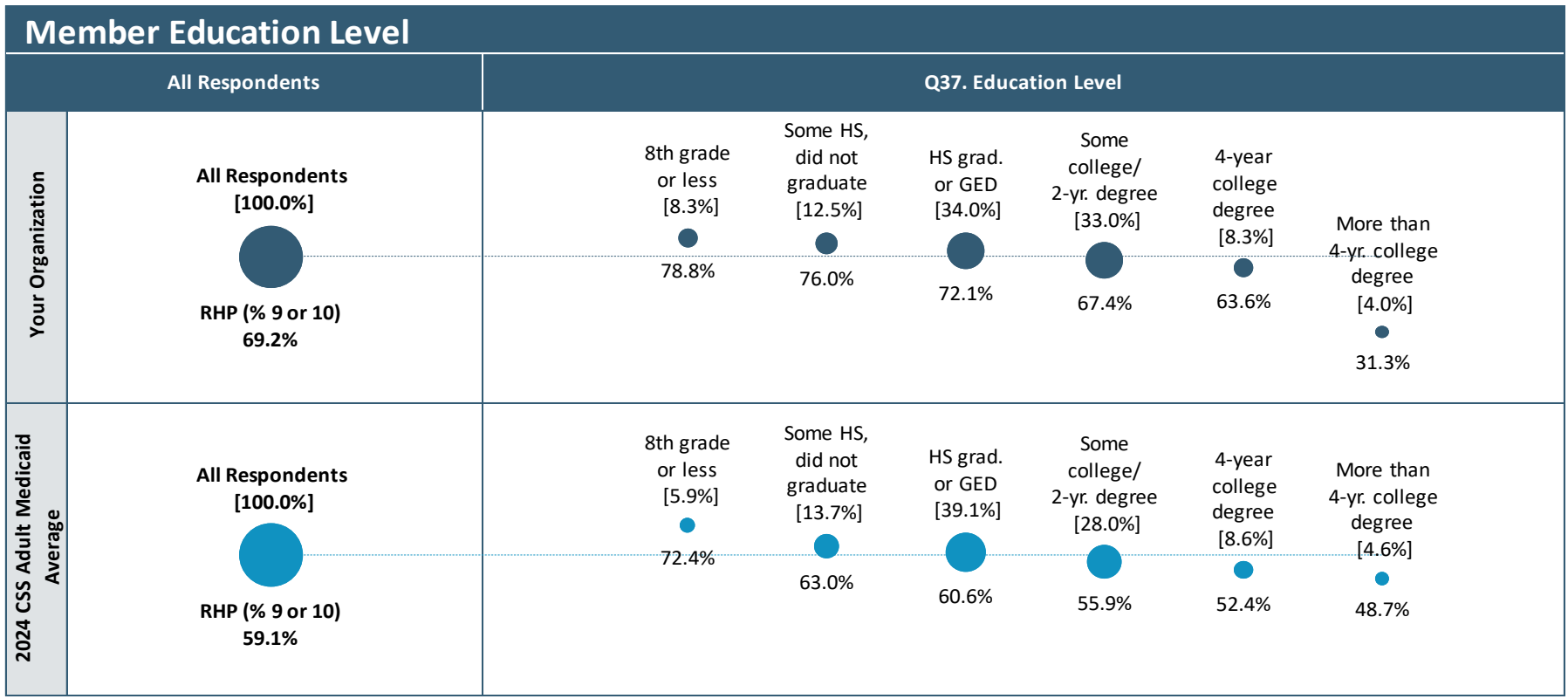


"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Member Race and Ethnicity

All Respondents		Q39. Race						Q38. Hispanic or Latino Origin/Descent	
Your Organization	<p>All Respondents [100.0%]</p> <p>RHP (% 9 or 10) 69.2%</p>	<p>White [70.0%]</p> <p>68.8%</p>	<p>Black or African-American [10.8%]</p> <p>51.2%</p>	<p>Asian [5.0%]</p> <p>78.9%</p>	<p>Native Hawaiian or Pacific [1.3%]</p> <p>100.0%</p>	<p>American Indian/Native [4.7%]</p> <p>61.1%</p>	<p>Other [21.8%]</p> <p>71.1%</p>	<p>Hispanic/Latino [45.2%]</p> <p>75.8%</p>	<p>Not Hispanic/Latino [54.8%]</p> <p>63.3%</p>
	<p>All Respondents [100.0%]</p> <p>RHP (% 9 or 10) 59.1%</p>	<p>White [56.3%]</p> <p>58.1%</p>	<p>Black or African-American [29.8%]</p> <p>60.2%</p>	<p>Asian [6.0%]</p> <p>48.6%</p>	<p>Native Hawaiian or Pacific [1.0%]</p> <p>55.3%</p>	<p>American Indian/Native [3.7%]</p> <p>51.1%</p>	<p>Other [13.5%]</p> <p>63.6%</p>	<p>Hispanic/Latino [23.8%]</p> <p>67.8%</p>	<p>Not Hispanic/Latino [76.2%]</p> <p>56.0%</p>

"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.



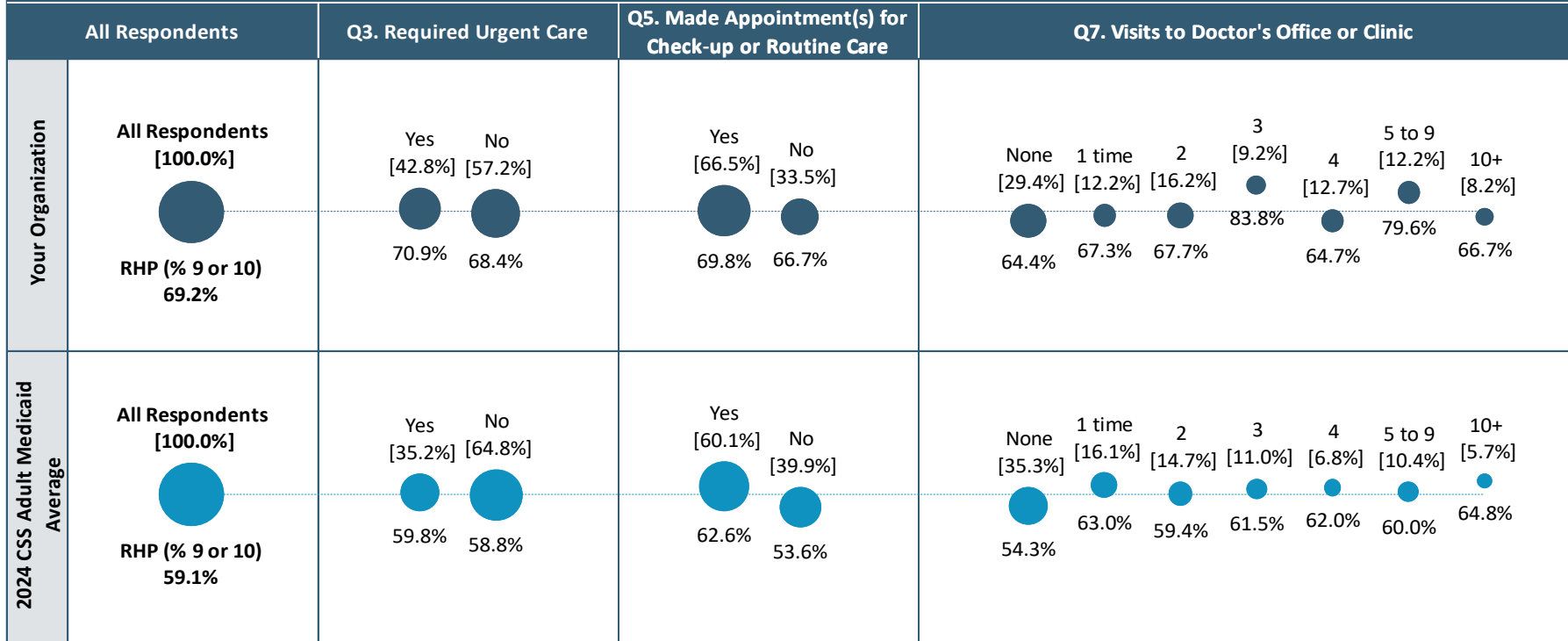
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

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 [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Personal Doctor Care

Personal Doctor Care		All Respondents	Q10. Has Personal Doctor	Q11. Visits to Personal Doctor						
Your Organization	All Respondents [100.0%]		Yes [80.2%] No [19.8%]	None [18.8%]	1 time [24.8%]	2 [21.0%]	3 [16.2%]	4 [7.0%]	5 to 9 [10.5%]	10+ [1.6%]
	RHP (% 9 or 10) 69.2%		72.0% 58.0%	71.2%	73.1%	63.6%	80.4%	72.7%	72.7%	80.0%
2024 CSS Adult Medicaid Average	All Respondents [100.0%]		Yes [79.3%] No [20.7%]	None [23.4%]	1 time [25.8%]	2 [21.5%]	3 [12.1%]	4 [6.1%]	5 to 9 [8.4%]	10+ [2.6%]
	RHP (% 9 or 10) 59.1%		62.6% 46.4%	58.6%	64.3%	62.0%	63.8%	63.0%	63.1%	76.9%

"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Non-Primary Care

	All Respondents	Q16. Visited Providers Besides Personal Doctor	Q19. Made Specialist Appointment(s)	Q21. Number of Specialists Seen
Your Organization	<p>All Respondents [100.0%]</p> <p>RHP (% 9 or 10) 69.2%</p>	<p>Yes [73.0%] No [27.0%]</p> <p>72.4% 70.1%</p>	<p>Yes [54.0%] No [46.0%]</p> <p>71.9% 65.4%</p>	<p>None [1.8%] n<5</p> <p>1 [39.5%] 74.7% 2 [28.2%] 79.0% 3 [15.9%] 62.9% 4 [5.5%] 75.0% 5+ [9.1%] 60.0%</p>
2024 CSS Adult Medicaid Average	<p>All Respondents [100.0%]</p> <p>RHP (% 9 or 10) 59.1%</p>	<p>Yes [61.3%] No [38.7%]</p> <p>62.2% 66.3%</p>	<p>Yes [43.1%] No [56.9%]</p> <p>61.7% 57.1%</p>	<p>None [3.1%] 40.3%</p> <p>1 [44.2%] 63.6% 2 [28.3%] 61.6% 3 [13.9%] 60.9% 4 [5.0%] 61.5% 5+ [5.5%] 58.3%</p>

"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

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-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 2024 CSS *Key Driver Model* was developed based on survey results of 275 Medicaid plans surveyed by CSS in 2023 and 2024. 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, the *Rating of All Health Care* measure 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 72% of the variation in the *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 access to highly rated providers (Q18 and Q22). More generally, access to needed care, tests, and treatment (Q9), including urgent (Q4) and specialty (Q19) care, are all significant drivers of member experience.








Table 10. CSS Industry Model of Key Drivers of Medicaid Member Experience

Key Driver	Interpretation
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
Q9. Ease of getting needed care, tests, or treatment (percent <i>Usually</i> or <i>Always</i>)	The higher the proportion of plan members reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q4. Got an appointment for urgent care as soon as needed (percent <i>Usually</i> or <i>Always</i>)	The higher the proportion of plan members reporting they received urgently needed care as soon as needed, the higher the overall plan score
Q19. Made specialist appointments (percent <i>Yes</i>)	The higher the proportion of plan members who made specialist appointments, the higher the overall plan score
Q18. Rating of Personal Doctor (percent 9 or 10)	The higher the proportion of members rating their personal doctor as 9 or 10, the higher the overall plan score

OPPORTUNITIES FOR HEALTH PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for Mercy Care are presented in Table 11. 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 column 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 20 plans contributing to the 2024 CSS Adult Medicaid Average. Room for improvement, represented by the length of the blue arrows, is the difference between the current level of Mercy Care performance and the best practice rate. The bar 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.

Table 11. 2024 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 2024 Rate		Percentage Point Difference Between Current Key Driver Rate and Best Practice Rate*	Expected Percentage Point Improvement in Rating of Health Plan (percent 9 or 10) if Key Driver Performs at Best Practice Level
Q22. Rating of Specialist Seen Most Often (percent 9 or 10)	71.95%	+6.93%  78.87%	 +0.89%
Q18. Rating of Personal Doctor (percent 9 or 10)	73.80%	+1.91%  75.70%	 +0.84%
Q9. Ease of getting needed care, tests, or treatment (percent <i>Usually</i> or <i>Always</i>)	88.32%	+0.57%  88.89%	 +0.15%
Q4. Got an appointment for urgent care as soon as needed (percent <i>Usually</i> or <i>Always</i>)	88.51%	+0.04%  88.54%	+0.01%
Q19. Made specialist appointments (percent <i>Yes</i>)	53.99%	Performing at or above Best Practice Rate level 53.99%	None

* Best result among all plans included in the 2024 CSS Adult Medicaid Average

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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) [CAHPS Ambulatory Care Improvement Guide, Section 4: Ways to Approach the Quality Improvement Process](#), which includes descriptions of QI strategies in health delivery systems.

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

- In Section 6 of its guide, 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 [Strategy 6A: Open Access Scheduling for Routine and Urgent Appointments](#).
- An article from *Healthcare Dive*, "[Same-day Scheduling Can Improve Patient Satisfaction and Your Bottom Line](#)," describes the benefits and challenges of implementing same-day scheduling as well as some short case studies.
- An article in *Patient Engagement HIT* titled "[Exploring Open Access Scheduling in Patient Access to Care](#)" explains that the greatest challenge to implementing same-day appointments is clearing the backlog.

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 AHRQ's [Improving Patient Flow and Reducing Emergency Department Crowding: A Guide for Hospitals](#) to help plan and implement patient flow improvement strategies.
- **VIDEO** A webinar on YouTube from the Virginia Mason Institute, "[Fundamentals for Improving Flow in the Ambulatory Setting](#)," demonstrates how Virginia Mason Franciscan Health approached this process in their facility.

Patient-Centered Medical Homes (PCMH)

- For AHRQ's resources detailing transitioning a practice to a patient-centered medical home model, see [Patient Centered Medical Home \(PCMH\): Transforming the Organization and Delivery of Primary Care](#), as well as links to additional resources at [Defining the PCMH](#).
- **VIDEO** "[Quality Improvement and Patient Centered Medical Home \(PCMH\) for Clinical Leaders & Their Care Teams: A System-Based Approach](#)" is a webinar from the National Association of Community Health Centers featuring 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).
- For more background on the patient-centered medical home model of care and health equity, see "[Defining and Measuring the Patient-Centered Medical Home](#)" and "[The Patient-Centered Medical Home: A Path Toward Health Equity?](#)"

Alternative Access Centers

- A brief from the Robert Wood Johnson Foundation, "[The Value Proposition of Retail Clinics](#)," 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.
- "[Personalized Telehealth in the Future: A Global Research Agenda](#)," an article in the NIH's National Library of Medicine, describes how providing patients with alternatives like telehealth to access health care, rather than the traditional doctor's office or hospital, lowers barriers to care.

- An article in *Patient Engagement HIT*, "[Retail Health Clinics Are Key on the Path to Health Equity](#)," concludes that retail health clinics and virtual care improve health equity by providing greater access to care.
- In its data brief "[Urgent Care Center and Retail Health Clinic Utilization Among Adults: United States, 2019](#)," the National Center for Health Statistics provides statistics on utilization by sex, race, age, and education level.

Telehealth Solutions to Pandemic-Related Issues

- The COVID-19 pandemic has accelerated the usage and acceptance of telehealth by providers and patients alike. An article in *The Lancet* details "[Opportunities and Challenges for Telehealth Within, and Beyond, a Pandemic](#)."
- Telehealth also can be implemented to solve deferral of care issues brought about by the pandemic (see "[Consumer Reported Care Deferrals Due to the COVID-19 Pandemic, and the Role and Potential of Telemedicine: Cross-Sectional Analysis](#)").
- Telemedicine was underutilized until the pandemic, when changes to regulations and payment policies permitted its rapid growth. Telemedicine improves access and equity, though barriers remain (see "[The State of Telehealth Before and After the COVID-19 Pandemic](#)").
- **VIDEO** The webinar "[Telehealth and Its Emergence During the Pandemic](#)" discusses "how people, processes, regulation, and technology work together to support a successful telehealth transformation... potentially improving access, quality and costs."
- **PODCAST** "[AMA Moving Medicine: What Physicians Need to Know About Telehealth](#)" describes how, post-pandemic, telehealth is key to the future of digitally enabled care, which integrates in-person and virtual care in a clinically appropriate manner.

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, see AHRQ's ambulatory care improvement guide, [Strategy 6G: Training to Advance Physicians' Communication Skills](#).

- An article in *Physicians Practice* shares “[Nine Ways to Improve Your Patient Communications.](#)” Click through the slides at the top of the page to read information on each strategy.
- Similarly, a *HealthStream* blog post shares “[10 Ways to Encourage Better Physician Communication](#)” using the RELATE (Reassure, Explain, Listen, Answer questions, Take action, and Express appreciation) model.
- Much of patient dissatisfaction stems from a failure of effective physician communication. For a review of the literature on doctor-patient communication, see “[Doctor-Patient Communication: A Review.](#)”

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 [Strategy 6I: Shared Decisionmaking](#) and [Strategy 6H: Tools to Help Patients Communicate Their Needs](#) in the improvement guide.
- **TOOL** The Robert Wood Johnson Foundation provides a [sample discharge preparation/care transition document](#) that health care providers can distribute to patients before or during visits.
- **TOOL** The National Institutes of Health offers five [worksheets](#) to help patients choose a new health care provider and talk to their provider about family health history, medications, life changes, and health or other concerns.
- **TOOL** AHRQ provides [tips for patients to become more engaged in their health care](#) before, during, and after the appointment. A two-page PDF file can be downloaded from the linked page.
- **TOOL** AHRQ also provides a Question Builder tool that patients can use to customize a list of questions for their appointments. The tool is available for [printing online](#) and in a [downloadable app](#) in the Apple App Store and Google Play.

Build Physician-Patient Relationships

- A positive physician-patient relationship may correlate with better health care outcomes. “[3 Key Traits of a Positive Patient-Provider Relationship](#)” describes three essential elements: empathy, communication, and shared decision-making.

- AHRQ describes the [SHARE Approach to shared decision-making](#) and provides links to SHARE Approach resources on their website.
- Cultural competence is increasingly important to the physician-patient relationship. Tips and resources are available at [The SHARE Approach – Taking Steps Toward Cultural Competence: A Fact Sheet](#).

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 coordination of care and case management can increase patient satisfaction with specialists. In “[Communication Lays the Groundwork for Successful Physician Referral Strategies](#),” the Medical Group Management Association gives tips for building relationships with specialists.
- AHRQ’s [Health Literacy Universal Precautions Toolkit, 3rd Edition](#) includes a section on [making the referral process easier for patients](#).
- High-functioning referral networks are critical for positive patient outcomes and require communication, measurement, and monitoring (see “[Optimizing Physician Referrals: A Key to Successful Population Health Management](#)”).
- A survey of Veterans Health Administration specialists found that the use of referral templates was seen as helpful in improving the quality of referrals; service agreements and e-consults were less so (see “[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 [Strategy 6Q: Standards for Customer Service](#) in AHRQ’s ambulatory care improvement guide.

Iterative Improvement for Member Services

- The RAND paper “[Improving Performance for Health Plan Customer Service: A Case Study of a Successful CAHPS Quality Improvement Intervention](#)” 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.

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 AHRQ’s ambulatory care improvement guide [Strategy 6P: Service Recovery Programs](#).
- An article in *Forbes*, “[Service Recovery in Healthcare: Effective Strategies to Retain Unsatisfied Patients](#),” defines service recovery and describes effective strategies to implement it in your practice.
- **VIDEO** [Service Recovery in Health Care](#), a 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.

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 “[Who Values Information From a Health Plan Internet-Based Decision Tool and Why: A Demographic and Utilization Analysis](#).”
- The article “[The Critical Role of Web Accessibility in Health Information Access, Understanding, and Use](#)” addresses the importance of website accessibility for older adults and persons with disabilities to obtain, understand, and use health information.
- The Centers for Medicare & Medicaid Services (CMS) provides information on communication accessibility planning for individuals who are [blind or have low vision](#), those who are [deaf or hard-of-hearing](#), and those with [limited English proficiency](#).

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 (see “[Health Information Technology Continues to Show Positive Effect on Medical Outcomes: Systematic Review](#)”).
- The James Madison University Library’s [Consumer Health](#) 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.

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.
- The CDC’s National Prevention Information Network also offers [health communication language and literacy tools](#) to create health materials in plain language to reduce health disparities.
- 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 [Health Literacy in Healthy People 2030](#), as well as resources on their [Health Literacy](#) webpages.

Improve Patient Health Literacy

- [Health literacy resources](#) assembled by the Office of Disease Prevention and Health Promotion outline steps to improve health literacy, which may help patients to better absorb the information they obtain from written materials or the internet.
- AHRQ also has developed its own health literacy toolkit to support physicians, the [Health Literacy Universal Precautions Toolkit, 3rd Edition](#).
- The companion [Guide to Implementing the AHRQ Health Literacy Universal Precautions Toolkit](#) presents advice based on the experiences of 12 primary-care practices that implemented the Toolkit.

APPENDIX A. SCORING METHODOLOGY AND GLOSSARY

NCQA CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

NCQA's *HEDIS 2024, 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 the 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 as illustrated in Table 12 below. These are the composite global proportions. All questions in a composite are weighted equally, regardless of how many members responded.

Table 12. Example of Calculating a Composite Global Proportion

Response option	Question 4	Question 6	Global Proportion
<i>Never or Sometimes</i>	$1 / 5 = 0.20$	$1 / 4 = 0.25$	$(0.20 + 0.25) / 2 = 0.2250$
<i>Usually</i>	$2 / 5 = 0.40$	$1 / 4 = 0.25$	$(0.40 + 0.25) / 2 = 0.3250$
<i>Always</i>	$2 / 5 = 0.40$	$2 / 4 = 0.50$	$(0.40 + 0.50) / 2 = 0.4500$
<i>Usually or Always</i>	$4 / 5 = 0.80$	$3 / 4 = 0.75$	$(0.80 + 0.75) / 2 = 0.7750$

Therefore, 80% and 75% of members respectively provided favorable responses to the *Getting Care Quickly* questions 4 and 6. Averaging these two proportions yields the global proportion score of 77.5% for the *Getting Care Quickly* composite.

NCQA HEALTH PLAN RATINGS METHODOLOGY

[NCQA's Health Plan Report Cards](#) rate health plans based on their combined HEDIS® and CAHPS® scores and NCQA Accreditation status. NCQA evaluates health plans on the quality of care patients receive, how happy patients are with their care, and health plans' efforts to keep improving. Accredited plans earn an overall star rating (on a five-star scale) as well as measure-level, HPR composite-level, and HPR sub-composite-level star ratings. Note that HPR uses the terms “composite” and “sub-composite” to refer to groupings of individual measures. HPR composites (e.g., *Patient Experience*) are different from CAHPS composites (e.g., *Getting Care Quickly*).

The list of measures included in NCQA's 2024 Health Plan Ratings is provided in the *Estimated NCQA Health Plan Ratings (Star Ratings)* section (see Table 7 on page 19). Below are the steps to assign star ratings to applicable measures.

ASSIGNMENT OF STAR RATINGS

Step 1

Compare reported rates to the current-year National Percentiles for All Lines of Business. 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. 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
- 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:

$$\text{Domain or Sub-Domain Measure Rating Score} = \frac{\sum (\text{Measure Rating} * \text{Measure Weight})}{\sum \text{Weights}}$$

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.

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 <i>Pearson correlation coefficient</i> . The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (<i>n</i> , 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: <ul style="list-style-type: none"> • 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).

	<ul style="list-style-type: none"> 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., <i>Usually</i> or <i>Always</i>) averaged across the questions that make up the composite.
Health Plan Ratings (HPR)	<p>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.</p> <p>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):</p> <ul style="list-style-type: none"> 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, medical groups, and health plans. 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 enough 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 <i>Never, Sometimes, Usually, or Always</i> response scale, with <i>Always</i> being the most favorable outcome. Results are typically reported as the proportion of members selecting <i>Usually</i> or <i>Always</i> .
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	<p>Survey response rate is calculated by NCQA using the following formula:</p> $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts} + \text{Added to Do Not Call (DNC) List}]}$
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 (<i>n</i>)	See <i>Denominator</i> .
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.

APPENDIX B. SURVEY RESULTS AT A GLANCE

2024 (MY 2023) CAHPS® 5.1H Survey Results at a Glance



Mercy Care (Adult Medicaid Survey)

Abbreviated Measure Name and Reported Rate	Your Organization						Benchmark Comparisons				Your Organization's Estimated 2024 NCQA Health Plan Rating (HPR)	
	2024			2023		2022		2024 CSS Adult Medicaid Average		2023 (MY 2022) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate		Difference
PATIENT EXPERIENCE											★★★★★	
Getting Care											★★★★☆	
Getting Needed Care (% A+U)	86.04%	(±4.22)	(260)	no data		no data		80.58%	[+5.46] ✓	80.99%	[+5.05] ✓	★★★★☆
Ease of Getting Needed Care	88.32%	(±3.69)	(291)	no data		no data		84.02%	[+4.30]	84.15%	[+4.17]	Not reported in HPR
Ease of Seeing a Specialist	83.77%	(±4.79)	(228)	no data		no data		77.14%	[+6.63] ✓	78.29%	[+5.48] ✓	★★★★☆
Getting Care Quickly (% A+U)	84.14%	(±4.82)	(221)	no data		no data		79.24%	[+4.90]	80.36%	[+3.78]	★★★★☆
Ease of Getting Urgent Care	88.51%	(±4.74)	(174)	no data		no data		80.63%	[+7.88] ✓	81.96%	[+6.55] ✓	Not reported in HPR
Ease of Getting Routine Care	79.78%	(±4.82)	(267)	no data		no data		77.85%	[+1.93]	79.17%	[+0.61]	★★★★☆
Satisfaction With Plan Physicians											★★★★☆	
Rating of Doctor (% 9+10)	73.80%	(±4.73)	(332)	no data		no data		68.41%	[+5.38] ✓	67.88%	[+5.92] ✓	★★★★☆
Satisfaction With Plan and Plan Services											★★★★★	
Rating of Health Plan (% 9+10)	69.25%	(±4.45)	(413)	no data		no data		59.15%	[+10.10] ✓	61.24%	[+8.01] ✓	★★★★★
Rating of Health Care (% 9+10)	63.45%	(±5.54)	(290)	no data		no data		56.78%	[+6.67] ✓	55.65%	[+7.80] ✓	★★★★★
ADDITIONAL MEASURES AND RATES												
Coordination of Care (% A+U)	80.65%	(±5.68)	(186)	no data		no data		83.58%	[-2.93]	84.61%	[-3.96]	Not reported in HPR
Doctor Communication (% A+U)	93.94%	(±2.90)	(260)	no data		no data		92.65%	[+1.29]	92.49%	[+1.45]	
Doctor Explained Things	94.25%	(±2.82)	(261)	no data		no data		92.45%	[+1.80]	92.60%	[+1.65]	
Doctor Listened Carefully	94.25%	(±2.82)	(261)	no data		no data		93.06%	[+1.19]	92.64%	[+1.61]	
Doctor Showed Respect	95.77%	(±2.45)	(260)	no data		no data		94.51%	[+1.26]	94.38%	[+1.39]	
Doctor Spent Enough Time	91.47%	(±3.41)	(258)	no data		no data		90.58%	[+0.89]	90.30%	[+1.17]	
Customer Service (% A+U)	88.83%	(±4.55)	(184)	no data		no data		88.84%	[-0.00]	89.18%	[-0.35]	
Customer Service Provided Info/Help	84.15%	(±5.29)	(183)	no data		no data		82.94%	[+1.21]	83.67%	[+0.48]	
Customer Service Courteous/Respectful	93.51%	(±3.55)	(185)	no data		no data		94.73%	[-1.22]	94.69%	[-1.18]	
Rating of Health Care (% 8+9+10)	82.41%	(±4.38)	(290)	no data		no data		75.79%	[+6.62] ✓	74.55%	[+7.86] ✓	
Rating of Doctor (% 8+9+10)	85.84%	(±3.75)	(332)	no data		no data		83.01%	[+2.83]	82.40%	[+3.44]	
Rating of Specialist (% 8+9+10)	83.71%	(±4.87)	(221)	no data		no data		82.52%	[+1.19]	81.40%	[+2.31]	
Rating of Specialist (% 9+10)	71.95%	(±5.92)	(221)	no data		no data		67.04%	[+4.91]	66.20%	[+5.75]	
Rating of Health Plan (% 8+9+10)	82.08%	(±3.70)	(413)	no data		no data		75.73%	[+6.35] ✓	77.69%	[+4.39] ✓	
MEDICAL ASSISTANCE WITH SMOKING CESSATION												
Advising Smokers to Quit (% A+U+S)	72.60%	(±10.23)	(73)	no data		no data		73.19%	[-0.59]	72.78%	[-0.18]	★★★★☆
Discussing Cessation Meds (% A+U+S)	43.84%	(±11.38)	(73)	no data		no data		48.87%	[-5.03]	51.16%	[-7.32]	Not reported in HPR
Discussing Cessation Strategies (% A+U+S)	39.73%	(±11.23)	(73)	no data		no data		44.48%	[-4.75]	45.43%	[-5.70]	Not reported in HPR

The 95% confidence interval (CI) and the number of valid responses (n, or measure denominator) are provided for the current-year measure rate only. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2023, or MY 2022) NCQA Quality Compass national benchmarks. The official 2024 Health Plan Ratings, based on the current-year (2024, or MY 2023) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2024.

"No data" indicates that the survey was not conducted or the result is not available for comparison.

APPENDIX C. CROSS-TABULATIONS

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Patient Experience Measures

	Reportable Rates			Estimated Health Plan Rating (HPR)	
	2023 NCQA Quality Compass National Average, All LOBs	2024 CSS Average	Plan Rate 2024	Percentile	Stars
Consumer Satisfaction					4.5
Getting Care					4.0
Getting Needed Care	80.99%	80.58%	86.04%	67th	4.0
Getting Care Quickly	80.36%	79.24%	84.14%	67th	4.0
Satisfaction with Plan Physicians					4.0
Rating of Personal Doctor	67.88%	68.41%	73.80%	67th	4.0
Satisfaction with Plan and Plan Services					5.0
Rating of All Health Care	55.65%	56.78%	63.45%	90th	5.0
Rating of Health Plan	61.24%	59.15%	69.25%	90th	5.0
Non-HPR Measures					
Rating of Specialist Seen Most Often	66.20%	67.04%	71.95%		
Coordination of Care	84.61%	83.58%	80.65%		
How Well Doctors Communicate	92.49%	92.65%	93.94%		
Customer Service	89.18%	88.84%	88.83%		

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Note: The official Health Plan Ratings (HPR) scores will be released by NCQA in September 2024 using current year (2024 or MY 2023) benchmarks. The results presented in this report use the 2023 benchmarks (MY 2022) released by NCQA to estimate the MY 2023 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 (fewer than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Effectiveness of Care Measures

		2024 Reported Rate	2024 Rate (Single Year)
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)			
<i>Base: All eligible respondents who smoke or use tobacco</i>			
Advising Smokers and Tobacco Users to Quit	Advised to quit	53	53
	Usable responses	73	73
	MSC Rate	72.6%	72.6%
Discussing Cessation Medications	Discussed medications	32	32
	Usable responses	73	73
	MSC Rate	43.8%	43.8%
Discussing Cessation Strategies	Discussed strategies	29	29
	Usable responses	73	73
	MSC Rate	39.7%	39.7%

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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 2024 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® Measurement Year 2023, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care. CSS provides unofficial Effectiveness of Care results only for internal plan reporting.

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 3

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

Base: All respondents

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	5,410	430	125	135	153	163	255	224	133	51	185	225	242	29	117	123	208	85	131	154	137
Number missing or multiple answer	67	4	2	0	1	2	2	2	1	0	1	3	2	0	2	1	3	0	1	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
Usable responses	5,343 98.8%	426 99.1%	123 98.4%	135 100.0%	152 99.3%	161 98.8%	253 99.2%	222 99.1%	132 99.2%	51 100.0%	184 99.5%	222 98.7%	240 99.2%	29 100.0%	115 98.3%	122 99.2%	205 98.6%	85 100.0%	130 99.2%	152 98.7%	136 99.3%
Yes	1,874 35.1%	182 42.7%	45 36.6%	63 46.7%	68 44.7%	70 43.5%	107 42.3%	90 40.5%	55 41.7%	29 56.9%	74 40.2%	99 44.6%	103 42.9%	14 48.3%	48 41.7%	17 13.9%	101 49.3%	57 67.1%	49 37.7%	55 36.2%	73 53.7%
No	3,469 64.9%	244 57.3%	78 63.4%	72 53.3%	84 55.3%	91 56.5%	146 57.7%	132 59.5%	77 58.3%	22 43.1%	110 59.8%	123 55.4%	137 57.1%	15 51.7%	67 58.3%	105 86.1%	104 50.7%	28 32.9%	81 62.3%	97 63.8%	63 46.3%
Significantly different from column:*		A						J		H						QR	PR	PQ	U	U	ST

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

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 4

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

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

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,874	182	45	63	68	70	107	90	55	29	74	99	103	14	48	17	101	57	49	55	73
Number missing or multiple answer	57	8	0	0	8	2	6	2	6	0	0	8	6	2	0	0	5	3	3	2	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
Usable responses	1,817 97.0%	174 95.6%	45 100.0%	63 100.0%	60 88.2%	68 97.1%	101 94.4%	88 97.8%	49 89.1%	29 100.0%	74 100.0%	91 91.9%	97 94.2%	12 85.7%	48 100.0%	17 100.0%	96 95.0%	54 94.7%	46 93.9%	53 96.4%	70 95.9%
Never	51 2.8%	3 1.7%	0 0.0%	1 1.6%	1 1.7%	1 1.5%	2 2.0%	3 3.4%	0 0.0%	0 0.0%	1 1.4%	1 1.1%	2 2.1%	0 0.0%	1 2.1%	1 5.9%	0 0.0%	1 1.9%	0 0.0%	0 0.0%	3 4.3%
Sometimes	301 16.6%	17 9.8%	11 24.4%	2 3.2%	4 6.7%	6 8.8%	11 10.9%	9 10.2%	6 12.2%	2 6.9%	9 12.2%	8 8.8%	9 9.3%	1 8.3%	5 10.4%	2 11.8%	12 12.5%	1 1.9%	6 13.0%	5 9.4%	6 8.6%
Usually	398 21.9%	44 25.3%	14 31.1%	13 20.6%	15 25.0%	16 23.5%	27 26.7%	23 26.1%	11 22.4%	8 27.6%	20 27.0%	23 25.3%	20 20.6%	5 41.7%	15 31.3%	3 17.6%	29 30.2%	12 22.2%	9 19.6%	11 20.8%	23 32.9%
Always	1,067 58.7%	110 63.2%	20 44.4%	47 74.6%	40 66.7%	45 66.2%	61 60.4%	53 60.2%	32 65.3%	19 65.5%	44 59.5%	59 64.8%	66 68.0%	6 50.0%	27 56.3%	11 64.7%	55 57.3%	40 74.1%	31 67.4%	37 69.8%	38 54.3%
Significantly different from column:*			DE	C	C												R	Q			
Usually or Always	1,465 80.6%	154 88.5%	34 75.6%	60 95.2%	55 91.7%	61 89.7%	88 87.1%	76 86.4%	43 87.8%	27 93.1%	64 86.5%	82 90.1%	86 88.7%	11 91.7%	42 87.5%	14 82.4%	84 87.5%	52 96.3%	40 87.0%	48 90.6%	61 87.1%
Significantly different from column:*		A	DE	C	C																

NA - Not applicable

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

Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 5

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

Base: All respondents

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	5,410	430	125	135	153	163	255	224	133	51	185	225	242	29	117	123	208	85	131	154	137
Number missing or multiple answer	84	10	0	4	6	2	8	5	4	0	3	5	6	0	3	0	5	1	2	3	5
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,326 98.4%	420 97.7%	125 100.0%	131 97.0%	147 96.1%	161 98.8%	247 96.9%	219 97.8%	129 97.0%	51 100.0%	182 98.4%	220 97.8%	236 97.5%	29 100.0%	114 97.4%	123 100.0%	203 97.6%	84 98.8%	129 98.5%	151 98.1%	132 96.4%
Yes	3,168 59.5%	278 66.2%	67 53.6%	87 66.4%	113 76.9%	100 62.1%	169 68.4%	135 61.6%	85 65.9%	44 86.3%	113 62.1%	154 70.0%	159 67.4%	20 69.0%	77 67.5%	31 25.2%	164 80.8%	76 90.5%	75 58.1%	104 68.9%	94 71.2%
No	2,158 40.5%	142 33.8%	58 46.4%	44 33.6%	34 23.1%	61 37.9%	78 31.6%	84 38.4%	44 34.1%	7 13.7%	69 37.9%	66 30.0%	77 32.6%	9 31.0%	37 32.5%	92 74.8%	39 19.2%	8 9.5%	54 41.9%	47 31.1%	38 28.8%
Significantly different from column:*		A	DE	C	C			J	J	HI						QR	PR	PQ	U		S

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

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	3,168	278	67	87	113	100	169	135	85	44	113	154	159	20	77	31	164	76	75	104	94
Number missing or multiple answer	85	11	0	1	9	2	9	4	4	2	2	7	6	1	3	1	7	3	3	6	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
Usable responses	3,083 97.3%	267 96.0%	67 100.0%	86 98.9%	104 92.0%	98 98.0%	160 94.7%	131 97.0%	81 95.3%	42 95.5%	111 98.2%	147 95.5%	153 96.2%	19 95.0%	74 96.1%	30 96.8%	157 95.7%	73 96.1%	72 96.0%	98 94.2%	92 97.9%
Never	96 3.1%	5 1.9%	2 3.0%	2 2.3%	1 1.0%	4 4.1%	1 0.6%	3 2.3%	1 1.2%	1 2.4%	3 2.7%	2 1.4%	2 1.3%	0 0.0%	3 4.1%	2 6.7%	3 1.9%	0 0.0%	2 2.8%	1 1.0%	2 2.2%
Sometimes	587 19.0%	49 18.4%	27 40.3%	10 11.6%	11 10.6%	15 15.3%	33 20.6%	25 19.1%	13 16.0%	8 19.0%	22 19.8%	26 17.7%	25 16.3%	3 15.8%	18 24.3%	11 36.7%	34 21.7%	3 4.1%	20 27.8%	18 18.4%	10 10.9%
Usually	806 26.1%	83 31.1%	18 26.9%	22 25.6%	40 38.5%	28 28.6%	52 32.5%	41 31.3%	25 30.9%	14 33.3%	31 27.9%	49 33.3%	49 32.0%	5 26.3%	21 28.4%	5 16.7%	55 35.0%	23 31.5%	19 26.4%	25 25.5%	38 41.3%
Always	1,594 51.7%	130 48.7%	20 29.9%	52 60.5%	52 50.0%	51 52.0%	74 46.3%	62 47.3%	42 51.9%	19 45.2%	55 49.5%	70 47.6%	77 50.3%	11 57.9%	32 43.2%	12 40.0%	65 41.4%	47 64.4%	31 43.1%	54 55.1%	42 45.7%
Significantly different from column:*			DE	C	C											R	R	PQ			
Usually or Always	2,400 77.8%	213 79.8%	38 56.7%	74 86.0%	92 88.5%	79 80.6%	126 78.8%	103 78.6%	67 82.7%	33 78.6%	86 77.5%	119 81.0%	126 82.4%	16 84.2%	53 71.6%	17 56.7%	120 76.4%	70 95.9%	50 69.4%	79 80.6%	80 87.0%
Significantly different from column:*			DE	C	C											Q	PR	Q	U		S

NA - Not applicable

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Mercy Care

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,410	430	125	135	153	163	255	224	133	51	185	225	242	29	117	123	208	85	131	154	137
Number missing or multiple answer	134	14	2	3	7	3	11	10	1	2	6	5	7	1	4	0	0	0	2	6	6
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,276 97.5%	416 96.7%	123 98.4%	132 97.8%	146 95.4%	160 98.2%	244 95.7%	214 95.5%	132 99.2%	49 96.1%	179 96.8%	220 97.8%	235 97.1%	28 96.6%	113 96.6%	123 100.0%	208 100.0%	85 100.0%	129 98.5%	148 96.1%	131 95.6%
None	1,907 36.1%	123 29.6%	54 43.9%	37 28.0%	25 17.1%	53 33.1%	66 27.0%	74 34.6%	34 25.8%	10 20.4%	63 35.2%	55 25.0%	61 26.0%	7 25.0%	38 33.6%	123 100.0%	0 0.0%	0 0.0%	52 40.3%	42 28.4%	26 19.8%
1 time	839 15.9%	51 12.3%	19 15.4%	10 7.6%	21 14.4%	20 12.5%	30 12.3%	28 13.1%	16 12.1%	5 10.2%	24 13.4%	25 11.4%	22 9.4%	4 14.3%	19 16.8%	0 0.0%	51 24.5%	0 0.0%	17 13.2%	21 14.2%	11 8.4%
2	763 14.5%	65 15.6%	14 11.4%	26 19.7%	23 15.8%	26 16.3%	38 15.6%	30 14.0%	19 14.4%	12 24.5%	23 12.8%	39 17.7%	43 18.3%	3 10.7%	16 14.2%	0 0.0%	65 31.3%	0 0.0%	19 14.7%	23 15.5%	23 17.6%
3	577 10.9%	40 9.6%	13 10.6%	8 6.1%	17 11.6%	12 7.5%	26 10.7%	26 12.1%	10 7.6%	2 4.1%	22 12.3%	16 7.3%	24 10.2%	2 7.1%	7 6.2%	0 0.0%	40 19.2%	0 0.0%	13 10.1%	13 8.8%	13 9.9%
4	353 6.7%	52 12.5%	12 9.8%	18 13.6%	21 14.4%	23 14.4%	28 11.5%	21 9.8%	23 17.4%	5 10.2%	17 9.5%	34 15.5%	33 14.0%	5 17.9%	12 10.6%	0 0.0%	52 25.0%	0 0.0%	12 9.3%	24 16.2%	16 12.2%
5 to 9	540 10.2%	50 12.0%	3 2.4%	19 14.4%	26 17.8%	14 8.8%	33 13.5%	21 9.8%	16 12.1%	10 20.4%	16 8.9%	31 14.1%	30 12.8%	5 17.9%	11 9.7%	0 0.0%	0 0.0%	50 58.8%	8 6.2%	12 8.1%	28 21.4%
10 or more times	297 5.6%	35 8.4%	8 6.5%	14 10.6%	13 8.9%	12 7.5%	23 9.4%	14 6.5%	14 10.6%	5 10.2%	14 7.8%	20 9.1%	22 9.4%	2 7.1%	10 8.8%	0 0.0%	0 0.0%	35 41.2%	8 6.2%	13 8.8%	14 10.7%
5 or more times	837 15.9%	85 20.4%	11 8.9%	33 25.0%	39 26.7%	26 16.3%	56 23.0%	35 16.4%	30 22.7%	15 30.6%	30 16.8%	51 23.2%	52 22.1%	7 25.0%	21 18.6%	0 0.0%	0 0.0%	85 100.0%	16 12.4%	25 16.9%	42 32.1%
Significantly different from column:*		A	DE	C	C			J		H						R	R	PQ	U	U	ST

NA - Not applicable

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Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	3,369	293	69	95	121	107	178	140	98	39	116	165	174	21	75	0	208	85	77	106	105
Number missing or multiple answer	35	3	0	0	3	1	2	2	1	0	0	3	2	1	0	0	3	0	0	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,334 99.0%	290 99.0%	69 100.0%	95 100.0%	118 97.5%	106 99.1%	176 98.9%	138 98.6%	97 99.0%	39 100.0%	116 100.0%	162 98.2%	172 98.9%	20 95.2%	75 100.0%	0 ---	205 98.6%	85 100.0%	77 100.0%	104 98.1%	104 99.0%
0 Worst health care possible	17 0.5%	1 0.3%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	1 0.6%	0 0.0%	1 1.0%	0 0.0%	0 0.0%	1 0.6%	1 0.6%	0 0.0%	0 0.0%	0 ---	1 0.5%	0 0.0%	0 0.0%	0 0.0%	1 1.0%
1	12 0.4%	1 0.3%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 2.6%	0 0.0%	1 0.6%	1 0.6%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 1.2%	0 0.0%	0 0.0%	1 1.0%
2	26 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	34 1.0%	1 0.3%	0 0.0%	0 0.0%	1 0.8%	1 0.9%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 1.3%	0 ---	1 0.5%	0 0.0%	0 0.0%	0 0.0%	1 1.0%
4	57 1.7%	3 1.0%	0 0.0%	1 1.1%	2 1.7%	0 0.0%	3 1.7%	3 2.2%	0 0.0%	0 0.0%	2 1.7%	1 0.6%	0 0.0%	0 0.0%	2 2.7%	0 ---	2 1.0%	1 1.2%	0 0.0%	1 1.0%	2 1.9%
5	169 5.1%	15 5.2%	7 10.1%	3 3.2%	4 3.4%	4 3.8%	10 5.7%	9 6.5%	5 5.2%	0 0.0%	8 6.9%	6 3.7%	7 4.1%	0 0.0%	7 9.3%	0 ---	12 5.9%	3 3.5%	4 5.2%	3 2.9%	7 6.7%
6	143 4.3%	6 2.1%	0 0.0%	3 3.2%	3 2.5%	2 1.9%	4 2.3%	5 3.6%	0 0.0%	0 0.0%	1 0.9%	5 3.1%	3 1.7%	1 5.0%	2 2.7%	0 ---	6 2.9%	0 0.0%	2 2.6%	2 1.9%	2 1.9%
7	349 10.5%	24 8.3%	8 11.6%	9 9.5%	7 5.9%	9 8.5%	15 8.5%	7 5.1%	11 11.3%	4 10.3%	6 5.2%	17 10.5%	18 10.5%	0 0.0%	5 6.7%	0 ---	17 8.3%	7 8.2%	6 7.8%	6 5.8%	12 11.5%
8	634 19.0%	55 19.0%	13 18.8%	18 18.9%	22 18.6%	20 18.9%	33 18.8%	24 17.4%	13 13.4%	16 41.0%	22 19.0%	31 19.1%	30 17.4%	5 25.0%	14 18.7%	0 ---	43 21.0%	12 14.1%	12 15.6%	21 20.2%	21 20.2%
9	531 15.9%	40 13.8%	9 13.0%	12 12.6%	18 15.3%	15 14.2%	23 13.1%	22 15.9%	13 13.4%	3 7.7%	12 10.3%	26 16.0%	29 16.9%	3 15.0%	6 8.0%	0 ---	29 14.1%	11 12.9%	9 11.7%	15 14.4%	15 14.4%
10 Best health care possible	1,362 40.9%	144 49.7%	32 46.4%	49 51.6%	59 50.0%	55 51.9%	86 48.9%	68 49.3%	53 54.6%	15 38.5%	65 56.0%	73 45.1%	83 48.3%	11 55.0%	38 50.7%	0 ---	94 45.9%	50 58.8%	44 57.1%	56 53.8%	42 40.4%

NA - Not applicable

Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	3,369	293	69	95	121	107	178	140	98	39	116	165	174	21	75	0	208	85	77	106	105
Number missing or multiple answer	35	3	0	0	3	1	2	2	1	0	0	3	2	1	0	0	3	0	0	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,334 99.0%	290 99.0%	69 100.0%	95 100.0%	118 97.5%	106 99.1%	176 98.9%	138 98.6%	97 99.0%	39 100.0%	116 100.0%	162 98.2%	172 98.9%	20 95.2%	75 100.0%	0 ---	205 98.6%	85 100.0%	77 100.0%	104 98.1%	104 99.0%
0 to 4	146 4.4%	6 2.1%	0 0.0%	1 1.1%	5 4.2%	1 0.9%	5 2.8%	3 2.2%	2 2.1%	1 2.6%	2 1.7%	4 2.5%	2 1.2%	0 0.0%	3 4.0%	0 ---	4 2.0%	2 2.4%	0 0.0%	1 1.0%	5 4.8%
5	169 5.1%	15 5.2%	7 10.1%	3 3.2%	4 3.4%	4 3.8%	10 5.7%	9 6.5%	5 5.2%	0 0.0%	8 6.9%	6 3.7%	7 4.1%	0 0.0%	7 9.3%	0 ---	12 5.9%	3 3.5%	4 5.2%	3 2.9%	7 6.7%
6 to 7	492 14.8%	30 10.3%	8 11.6%	12 12.6%	10 8.5%	11 10.4%	19 10.8%	12 8.7%	11 11.3%	4 10.3%	7 6.0%	22 13.6%	21 12.2%	1 5.0%	7 9.3%	0 ---	23 11.2%	7 8.2%	8 10.4%	8 7.7%	14 13.5%
8 to 10	2,527 75.8%	239 82.4%	54 78.3%	79 83.2%	99 83.9%	90 84.9%	142 80.7%	114 82.6%	79 81.4%	34 87.2%	99 85.3%	130 80.2%	142 82.6%	19 95.0%	58 77.3%	0 ---	166 81.0%	73 85.9%	65 84.4%	92 88.5%	78 75.0%
Significantly different from column:*		A																		U	T
0 to 6	458 13.7%	27 9.3%	7 10.1%	7 7.4%	12 10.2%	7 6.6%	19 10.8%	17 12.3%	7 7.2%	1 2.6%	11 9.5%	15 9.3%	12 7.0%	1 5.0%	12 16.0%	0 ---	22 10.7%	5 5.9%	6 7.8%	6 5.8%	14 13.5%
7 to 8	983 29.5%	79 27.2%	21 30.4%	27 28.4%	29 24.6%	29 27.4%	48 27.3%	31 22.5%	24 24.7%	20 51.3%	28 24.1%	48 29.6%	48 27.9%	5 25.0%	19 25.3%	0 ---	60 29.3%	19 22.4%	18 23.4%	27 26.0%	33 31.7%
9 to 10	1,893 56.8%	184 63.4%	41 59.4%	61 64.2%	77 65.3%	70 66.0%	109 61.9%	90 65.2%	66 68.0%	18 46.2%	77 66.4%	99 61.1%	112 65.1%	14 70.0%	44 58.7%	0 ---	123 60.0%	61 71.8%	53 68.8%	71 68.3%	57 54.8%
Significantly different from column:*		A						J	J	HI										U	T

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

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	3,369	293	69	95	121	107	178	140	98	39	116	165	174	21	75	0	208	85	77	106	105
Number missing or multiple answer	34	2	0	0	2	0	2	2	0	0	1	1	0	1	0	0	2	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,335 99.0%	291 99.3%	69 100.0%	95 100.0%	119 98.3%	107 100.0%	176 98.9%	138 98.6%	98 100.0%	39 100.0%	115 99.1%	164 99.4%	174 100.0%	20 95.2%	75 100.0%	0 ---	206 99.0%	85 100.0%	77 100.0%	104 98.1%	105 100.0%
Never	73 2.2%	3 1.0%	1 1.4%	1 1.1%	1 0.8%	0 0.0%	3 1.7%	2 1.4%	0 0.0%	1 2.6%	2 1.7%	1 0.6%	1 0.6%	0 0.0%	2 2.7%	0 ---	2 1.0%	1 1.2%	1 1.3%	0 0.0%	2 1.9%
Sometimes	460 13.8%	31 10.7%	9 13.0%	15 15.8%	7 5.9%	11 10.3%	20 11.4%	13 9.4%	13 13.3%	3 7.7%	13 11.3%	18 11.0%	18 10.3%	1 5.0%	9 12.0%	0 ---	22 10.7%	9 10.6%	3 3.9%	12 11.5%	16 15.2%
Usually	960 28.8%	88 30.2%	26 37.7%	23 24.2%	36 30.3%	24 22.4%	61 34.7%	46 33.3%	28 28.6%	11 28.2%	39 33.9%	46 28.0%	49 28.2%	4 20.0%	29 38.7%	0 ---	62 30.1%	26 30.6%	24 31.2%	28 26.9%	35 33.3%
Always	1,842 55.2%	169 58.1%	33 47.8%	56 58.9%	75 63.0%	72 67.3%	92 52.3%	77 55.8%	57 58.2%	24 61.5%	61 53.0%	99 60.4%	106 60.9%	15 75.0%	35 46.7%	0 ---	120 58.3%	49 57.6%	49 63.6%	64 61.5%	52 49.5%
Significantly different from column:*			E		C	G	F						O	O	MN						
Usually or Always	2,802 84.0%	257 88.3%	59 85.5%	79 83.2%	111 93.3%	96 89.7%	153 86.9%	123 89.1%	85 86.7%	35 89.7%	100 87.0%	145 88.4%	155 89.1%	19 95.0%	64 85.3%	0 ---	182 88.3%	75 88.2%	73 94.8%	92 88.5%	87 82.9%
Significantly different from column:*				E	D														U		S

NA - Not applicable

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Mercy Care

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,410	430	125	135	153	163	255	224	133	51	185	225	242	29	117	123	208	85	131	154	137
Number missing or multiple answer	60	3	1	0	2	1	2	2	1	0	2	1	2	0	1	2	0	0	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,350 98.9%	427 99.3%	124 99.2%	135 100.0%	151 98.7%	162 99.4%	253 99.2%	222 99.1%	132 99.2%	51 100.0%	183 98.9%	224 99.6%	240 99.2%	29 100.0%	116 99.1%	121 98.4%	208 100.0%	85 100.0%	129 98.5%	153 99.4%	137 100.0%
Yes	4,207 78.6%	341 79.9%	82 66.1%	111 82.2%	135 89.4%	126 77.8%	204 80.6%	172 77.5%	108 81.8%	43 84.3%	141 77.0%	184 82.1%	195 81.3%	25 86.2%	90 77.6%	73 60.3%	183 88.0%	74 87.1%	99 76.7%	123 80.4%	112 81.8%
No	1,143 21.4%	86 20.1%	42 33.9%	24 17.8%	16 10.6%	36 22.2%	49 19.4%	50 22.5%	24 18.2%	8 15.7%	42 23.0%	40 17.9%	45 18.8%	4 13.8%	26 22.4%	48 39.7%	25 12.0%	11 12.9%	30 23.3%	30 19.6%	25 18.2%
Significantly different from column:*			DE	C	C											QR	P	P			

NA - Not applicable

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	4,207	341	82	111	135	126	204	172	108	43	141	184	195	25	90	73	183	74	99	123	112
Number missing or multiple answer	112	15	2	4	9	7	8	7	4	2	6	8	3	2	8	3	6	2	4	6	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,095 97.3%	326 95.6%	80 97.6%	107 96.4%	126 93.3%	119 94.4%	196 96.1%	165 95.9%	104 96.3%	41 95.3%	135 95.7%	176 95.7%	192 98.5%	23 92.0%	82 91.1%	70 95.9%	177 96.7%	72 97.3%	95 96.0%	117 95.1%	108 96.4%
None	967 23.6%	64 19.6%	21 26.3%	25 23.4%	15 11.9%	23 19.3%	39 19.9%	31 18.8%	22 21.2%	8 19.5%	30 22.2%	30 17.0%	39 20.3%	2 8.7%	18 22.0%	36 51.4%	19 10.7%	7 9.7%	21 22.1%	23 19.7%	18 16.7%
1 time	1,053 25.7%	79 24.2%	28 35.0%	21 19.6%	27 21.4%	33 27.7%	44 22.4%	33 20.0%	32 30.8%	11 26.8%	37 27.4%	39 22.2%	47 24.5%	5 21.7%	20 24.4%	16 22.9%	53 29.9%	7 9.7%	28 29.5%	36 30.8%	15 13.9%
2	875 21.4%	67 20.6%	13 16.3%	21 19.6%	31 24.6%	26 21.8%	40 20.4%	38 23.0%	16 15.4%	11 26.8%	20 14.8%	45 25.6%	37 19.3%	6 26.1%	19 23.2%	11 15.7%	48 27.1%	7 9.7%	16 16.8%	25 21.4%	25 23.1%
3	500 12.2%	54 16.6%	8 10.0%	22 20.6%	22 17.5%	17 14.3%	35 17.9%	32 19.4%	15 14.4%	3 7.3%	22 16.3%	29 16.5%	32 16.7%	3 13.0%	12 14.6%	6 8.6%	32 18.1%	15 20.8%	14 14.7%	16 13.7%	22 20.4%
4	254 6.2%	24 7.4%	5 6.3%	3 2.8%	15 11.9%	8 6.7%	14 7.1%	12 7.3%	7 6.7%	4 9.8%	12 8.9%	11 6.3%	16 8.3%	3 13.0%	4 4.9%	1 1.4%	14 7.9%	9 12.5%	9 9.5%	4 3.4%	11 10.2%
5 to 9	341 8.3%	33 10.1%	5 6.3%	14 13.1%	12 9.5%	10 8.4%	21 10.7%	16 9.7%	10 9.6%	4 9.8%	14 10.4%	17 9.7%	19 9.9%	2 8.7%	8 9.8%	0 0.0%	10 5.6%	23 31.9%	5 5.3%	13 11.1%	14 13.0%
10 or more times	105 2.6%	5 1.5%	0 0.0%	1 0.9%	4 3.2%	2 1.7%	3 1.5%	3 1.8%	2 1.9%	0 0.0%	0 0.0%	5 2.8%	2 1.0%	2 8.7%	1 1.2%	0 0.0%	1 0.6%	4 5.6%	2 2.1%	0 0.0%	3 2.8%
5 or more times	446 10.9%	38 11.7%	5 6.3%	15 14.0%	16 12.7%	12 10.1%	24 12.2%	19 11.5%	12 11.5%	4 9.8%	14 10.4%	22 12.5%	21 10.9%	4 17.4%	9 11.0%	0 0.0%	11 6.2%	27 37.5%	7 7.4%	13 11.1%	17 15.7%
Significantly different from column:*																R	R	PQ			

NA - Not applicable

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Mercy Care

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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 visited their personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	3,128	262	59	82	111	96	157	134	82	33	105	146	153	21	64	34	158	65	74	94	90
Number missing or multiple answer	14	1	0	0	1	0	1	1	0	0	0	1	1	0	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,114 99.6%	261 99.6%	59 100.0%	82 100.0%	110 99.1%	96 100.0%	156 99.4%	133 99.3%	82 100.0%	33 100.0%	105 100.0%	145 99.3%	152 99.3%	21 100.0%	64 100.0%	34 100.0%	157 99.4%	65 100.0%	74 100.0%	93 98.9%	90 100.0%
Never	32 1.0%	2 0.8%	0 0.0%	1 1.2%	1 0.9%	1 1.0%	1 0.6%	1 0.8%	0 0.0%	1 3.0%	0 0.0%	2 1.4%	0 0.0%	1 4.8%	1 1.6%	0 0.0%	2 1.3%	0 0.0%	1 1.4%	1 1.1%	0 0.0%
Sometimes	203 6.5%	13 5.0%	1 1.7%	5 6.1%	7 6.4%	3 3.1%	10 6.4%	7 5.3%	6 7.3%	0 0.0%	6 5.7%	7 4.8%	8 5.3%	0 0.0%	5 7.8%	2 5.9%	7 4.5%	3 4.6%	0 0.0%	6 6.5%	7 7.8%
Usually	528 17.0%	57 21.8%	23 39.0%	10 12.2%	24 21.8%	20 20.8%	37 23.7%	33 24.8%	15 18.3%	9 27.3%	28 26.7%	29 20.0%	33 21.7%	6 28.6%	14 21.9%	8 23.5%	35 22.3%	13 20.0%	16 21.6%	23 24.7%	18 20.0%
Always	2,351 75.5%	189 72.4%	35 59.3%	66 80.5%	78 70.9%	72 75.0%	108 69.2%	92 69.2%	61 74.4%	23 69.7%	71 67.6%	107 73.8%	111 73.0%	14 66.7%	44 68.8%	24 70.6%	113 72.0%	49 75.4%	57 77.0%	63 67.7%	65 72.2%
Significantly different from column:*			D	C																	
Usually or Always	2,879 92.5%	246 94.3%	58 98.3%	76 92.7%	102 92.7%	92 95.8%	145 92.9%	125 94.0%	76 92.7%	32 97.0%	99 94.3%	136 93.8%	144 94.7%	20 95.2%	58 90.6%	32 94.1%	148 94.3%	62 95.4%	73 98.6%	86 92.5%	83 92.2%
Significantly different from column:*																					

NA - Not applicable

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Mercy Care

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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 visited their personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	3,128	262	59	82	111	96	157	134	82	33	105	146	153	21	64	34	158	65	74	94	90
Number missing or multiple answer	14	1	0	0	1	0	1	1	0	0	0	1	1	0	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,114 99.6%	261 99.6%	59 100.0%	82 100.0%	110 99.1%	96 100.0%	156 99.4%	133 99.3%	82 100.0%	33 100.0%	105 100.0%	145 99.3%	152 99.3%	21 100.0%	64 100.0%	34 100.0%	157 99.4%	65 100.0%	74 100.0%	93 98.9%	90 100.0%
Never	28 0.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	188 6.0%	15 5.7%	2 3.4%	6 7.3%	7 6.4%	2 2.1%	13 8.3%	8 6.0%	5 6.1%	2 6.1%	7 6.7%	8 5.5%	10 6.6%	0 0.0%	5 7.8%	1 2.9%	8 5.1%	5 7.7%	2 2.7%	4 4.3%	9 10.0%
Usually	482 15.5%	46 17.6%	18 30.5%	9 11.0%	17 15.5%	17 17.7%	27 17.3%	25 18.8%	12 14.6%	7 21.2%	21 20.0%	23 15.9%	26 17.1%	4 19.0%	12 18.8%	4 11.8%	34 21.7%	8 12.3%	10 13.5%	25 26.9%	10 11.1%
Always	2,416 77.6%	200 76.6%	39 66.1%	67 81.7%	86 78.2%	77 80.2%	116 74.4%	100 75.2%	65 79.3%	24 72.7%	77 73.3%	114 78.6%	116 76.3%	17 81.0%	47 73.4%	29 85.3%	115 73.2%	52 80.0%	62 83.8%	64 68.8%	71 78.9%
Significantly different from column:*			D	C															T	S	
Usually or Always	2,898 93.1%	246 94.3%	57 96.6%	76 92.7%	103 93.6%	94 97.9%	143 91.7%	125 94.0%	77 93.9%	31 93.9%	98 93.3%	137 94.5%	142 93.4%	21 100.0%	59 92.2%	33 97.1%	149 94.9%	60 92.3%	72 97.3%	89 95.7%	81 90.0%
Significantly different from column:*						G	F														

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.

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4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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 visited their personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	3,128	262	59	82	111	96	157	134	82	33	105	146	153	21	64	34	158	65	74	94	90
Number missing or multiple answer	15	2	0	0	1	0	2	1	0	0	1	1	2	0	0	0	2	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,113 99.5%	260 99.2%	59 100.0%	82 100.0%	110 99.1%	96 100.0%	155 98.7%	133 99.3%	82 100.0%	33 100.0%	104 99.0%	145 99.3%	151 98.7%	21 100.0%	64 100.0%	34 100.0%	156 98.7%	65 100.0%	74 100.0%	92 97.9%	90 100.0%
Never	23 0.7%	1 0.4%	0 0.0%	1 1.2%	0 0.0%	1 1.0%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 1.1%	0 0.0%
Sometimes	148 4.8%	10 3.8%	2 3.4%	2 2.4%	6 5.5%	2 2.1%	8 5.2%	6 4.5%	3 3.7%	1 3.0%	1 1.0%	9 6.2%	6 4.0%	1 4.8%	3 4.7%	1 2.9%	6 3.8%	2 3.1%	2 2.7%	2 2.2%	6 6.7%
Usually	361 11.6%	25 9.6%	11 18.6%	5 6.1%	9 8.2%	11 11.5%	14 9.0%	16 12.0%	6 7.3%	3 9.1%	14 13.5%	11 7.6%	17 11.3%	2 9.5%	6 9.4%	3 8.8%	16 10.3%	6 9.2%	5 6.8%	11 12.0%	9 10.0%
Always	2,581 82.9%	224 86.2%	46 78.0%	74 90.2%	95 86.4%	82 85.4%	133 85.8%	110 82.7%	73 89.0%	29 87.9%	89 85.6%	124 85.5%	127 84.1%	18 85.7%	55 85.9%	30 88.2%	133 85.3%	57 87.7%	67 90.5%	78 84.8%	75 83.3%
Significantly different from column:*			D	C																	
Usually or Always	2,942 94.5%	249 95.8%	57 96.6%	79 96.3%	104 94.5%	93 96.9%	147 94.8%	126 94.7%	79 96.3%	32 97.0%	103 99.0%	135 93.1%	144 95.4%	20 95.2%	61 95.3%	33 97.1%	149 95.5%	63 96.9%	72 97.3%	89 96.7%	84 93.3%
Significantly different from column:*																					

NA - Not applicable

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

Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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 visited their personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	3,128	262	59	82	111	96	157	134	82	33	105	146	153	21	64	34	158	65	74	94	90
Number missing or multiple answer	18	4	0	1	2	0	4	3	0	0	2	1	3	0	0	1	2	0	1	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,110 99.4%	258 98.5%	59 100.0%	81 98.8%	109 98.2%	96 100.0%	153 97.5%	131 97.8%	82 100.0%	33 100.0%	103 98.1%	145 99.3%	150 98.0%	21 100.0%	64 100.0%	33 97.1%	156 98.7%	65 100.0%	73 98.6%	91 96.8%	90 100.0%
Never	48 1.5%	4 1.6%	1 1.7%	0 0.0%	3 2.8%	0 0.0%	4 2.6%	4 3.1%	0 0.0%	0 0.0%	1 1.0%	3 2.1%	2 1.3%	1 4.8%	1 1.6%	1 3.0%	1 0.6%	1 1.5%	1 1.4%	1 1.1%	2 2.2%
Sometimes	245 7.9%	18 7.0%	4 6.8%	8 9.9%	6 5.5%	4 4.2%	14 9.2%	6 4.6%	10 12.2%	2 6.1%	11 10.7%	7 4.8%	11 7.3%	1 4.8%	6 9.4%	1 3.0%	11 7.1%	6 9.2%	2 2.7%	8 8.8%	8 8.9%
Usually	614 19.7%	53 20.5%	18 30.5%	9 11.1%	24 22.0%	24 25.0%	27 17.6%	27 20.6%	15 18.3%	9 27.3%	24 23.3%	28 19.3%	33 22.0%	5 23.8%	12 18.8%	7 21.2%	34 21.8%	11 16.9%	18 24.7%	18 19.8%	16 17.8%
Always	2,203 70.8%	183 70.9%	36 61.0%	64 79.0%	76 69.7%	68 70.8%	108 70.6%	94 71.8%	57 69.5%	22 66.7%	67 65.0%	107 73.8%	104 69.3%	14 66.7%	45 70.3%	24 72.7%	110 70.5%	47 72.3%	52 71.2%	64 70.3%	64 71.1%
Significantly different from column:*			D	C																	
Usually or Always	2,817 90.6%	236 91.5%	54 91.5%	73 90.1%	100 91.7%	92 95.8%	135 88.2%	121 92.4%	72 87.8%	31 93.9%	91 88.3%	135 93.1%	137 91.3%	19 90.5%	57 89.1%	31 93.9%	144 92.3%	58 89.2%	70 95.9%	82 90.1%	80 88.9%
Significantly different from column:*						G	F														

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

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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 visited their personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	3,128	262	59	82	111	96	157	134	82	33	105	146	153	21	64	34	158	65	74	94	90
Number missing or multiple answer	55	7	0	1	5	0	7	6	0	0	3	3	3	0	2	1	2	3	1	5	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,073 98.2%	255 97.3%	59 100.0%	81 98.8%	106 95.5%	96 100.0%	150 95.5%	128 95.5%	82 100.0%	33 100.0%	102 97.1%	143 97.9%	150 98.0%	21 100.0%	62 96.9%	33 97.1%	156 98.7%	62 95.4%	73 98.6%	89 94.7%	89 98.9%
Yes	1,873 61.0%	188 73.7%	39 66.1%	60 74.1%	82 77.4%	72 75.0%	108 72.0%	86 67.2%	65 79.3%	26 78.8%	67 65.7%	113 79.0%	115 76.7%	15 71.4%	43 69.4%	17 51.5%	111 71.2%	58 93.5%	54 74.0%	62 69.7%	68 76.4%
No	1,200 39.0%	67 26.3%	20 33.9%	21 25.9%	24 22.6%	24 25.0%	42 28.0%	42 32.8%	17 20.7%	7 21.2%	35 34.3%	30 21.0%	35 23.3%	6 28.6%	19 30.6%	16 48.5%	45 28.8%	4 6.5%	19 26.0%	27 30.3%	21 23.6%
Significantly different from column:*		A									L	K				QR	PR	PQ			

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

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,873	188	39	60	82	72	108	86	65	26	67	113	115	15	43	17	111	58	54	62	68
Number missing or multiple answer	28	2	0	2	0	0	2	1	0	1	1	1	0	0	1	0	1	1	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,845 98.5%	186 98.9%	39 100.0%	58 96.7%	82 100.0%	72 100.0%	106 98.1%	85 98.8%	65 100.0%	25 96.2%	66 98.5%	112 99.1%	115 100.0%	15 100.0%	42 97.7%	17 100.0%	110 99.1%	57 98.3%	54 100.0%	61 98.4%	67 98.5%
Never	87 4.7%	10 5.4%	2 5.1%	6 10.3%	2 2.4%	6 8.3%	4 3.8%	3 3.5%	4 6.2%	3 12.0%	3 4.5%	7 6.3%	5 4.3%	1 6.7%	4 9.5%	0 0.0%	10 9.1%	0 0.0%	3 5.6%	3 4.9%	4 6.0%
Sometimes	216 11.7%	26 14.0%	9 23.1%	5 8.6%	11 13.4%	9 12.5%	16 15.1%	10 11.8%	7 10.8%	8 32.0%	9 13.6%	16 14.3%	17 14.8%	1 6.7%	7 16.7%	1 5.9%	15 13.6%	9 15.8%	7 13.0%	9 14.8%	10 14.9%
Usually	458 24.8%	63 33.9%	13 33.3%	16 27.6%	32 39.0%	25 34.7%	35 33.0%	32 37.6%	23 35.4%	7 28.0%	25 37.9%	37 33.0%	42 36.5%	6 40.0%	11 26.2%	9 52.9%	38 34.5%	16 28.1%	14 25.9%	26 42.6%	22 32.8%
Always	1,084 58.8%	87 46.8%	15 38.5%	31 53.4%	37 45.1%	32 44.4%	51 48.1%	40 47.1%	31 47.7%	7 28.0%	29 43.9%	52 46.4%	51 44.3%	7 46.7%	20 47.6%	7 41.2%	47 42.7%	32 56.1%	30 55.6%	23 37.7%	31 46.3%
Significantly different from column:*		A																			
Usually or Always	1,542 83.6%	150 80.6%	28 71.8%	47 81.0%	69 84.1%	57 79.2%	86 81.1%	72 84.7%	54 83.1%	14 56.0%	54 81.8%	89 79.5%	93 80.9%	13 86.7%	31 73.8%	16 94.1%	85 77.3%	48 84.2%	44 81.5%	49 80.3%	53 79.1%
Significantly different from column:*								J	J	HI											

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

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	4,207	341	82	111	135	126	204	172	108	43	141	184	195	25	90	73	183	74	99	123	112
Number missing or multiple answer	104	9	2	3	2	6	3	3	3	1	1	7	6	1	2	3	4	1	3	6	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,103 97.5%	332 97.4%	80 97.6%	108 97.3%	133 98.5%	120 95.2%	201 98.5%	169 98.3%	105 97.2%	42 97.7%	140 99.3%	177 96.2%	189 96.9%	24 96.0%	88 97.8%	70 95.9%	179 97.8%	73 98.6%	96 97.0%	117 95.1%	112 100.0%
0 Worst personal doctor possible	28 0.7%	3 0.9%	0 0.0%	0 0.0%	3 2.3%	1 0.8%	2 1.0%	2 1.2%	0 0.0%	1 2.4%	1 0.7%	1 0.6%	3 1.6%	0 0.0%	0 0.0%	1 1.4%	1 0.6%	1 1.4%	2 2.1%	0 0.0%	1 0.9%
1	11 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	24 0.6%	1 0.3%	0 0.0%	1 0.9%	0 0.0%	1 0.8%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	1 0.6%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 0.9%	0 0.0%
3	31 0.8%	2 0.6%	0 0.0%	0 0.0%	2 1.5%	0 0.0%	2 1.0%	2 1.2%	0 0.0%	0 0.0%	0 0.0%	2 1.1%	0 0.0%	1 4.2%	1 1.1%	0 0.0%	1 0.6%	1 1.4%	0 0.0%	1 0.9%	1 0.9%
4	53 1.3%	3 0.9%	0 0.0%	2 1.9%	1 0.8%	1 0.8%	2 1.0%	1 0.6%	1 1.0%	1 2.4%	1 0.7%	2 1.1%	2 1.1%	0 0.0%	1 1.1%	1 1.4%	2 1.1%	0 0.0%	1 1.0%	1 0.9%	1 0.9%
5	143 3.5%	7 2.1%	2 2.5%	4 3.7%	1 0.8%	2 1.7%	5 2.5%	4 2.4%	1 1.0%	2 4.8%	3 2.1%	4 2.3%	4 2.1%	0 0.0%	3 3.4%	3 4.3%	3 1.7%	1 1.4%	0 0.0%	4 3.4%	3 2.7%
6	118 2.9%	6 1.8%	3 3.8%	1 0.9%	2 1.5%	1 0.8%	5 2.5%	6 3.6%	0 0.0%	0 0.0%	2 1.4%	4 2.3%	2 1.1%	0 0.0%	4 4.5%	1 1.4%	1 0.6%	2 2.7%	1 1.0%	0 0.0%	5 4.5%
7	289 7.0%	25 7.5%	11 13.8%	6 5.6%	7 5.3%	8 6.7%	16 8.0%	9 5.3%	10 9.5%	5 11.9%	11 7.9%	13 7.3%	13 6.9%	2 8.3%	9 10.2%	6 8.6%	13 7.3%	6 8.2%	6 6.3%	10 8.5%	8 7.1%
8	599 14.6%	40 12.0%	13 16.3%	12 11.1%	14 10.5%	15 12.5%	24 11.9%	20 11.8%	14 13.3%	5 11.9%	20 14.3%	19 10.7%	25 13.2%	3 12.5%	9 10.2%	12 17.1%	21 11.7%	7 9.6%	9 9.4%	18 15.4%	13 11.6%
9	662 16.1%	51 15.4%	14 17.5%	10 9.3%	25 18.8%	23 19.2%	26 12.9%	22 13.0%	20 19.0%	7 16.7%	18 12.9%	31 17.5%	32 16.9%	5 20.8%	10 11.4%	11 15.7%	30 16.8%	9 12.3%	13 13.5%	18 15.4%	18 16.1%
10 Best personal doctor possible	2,145 52.3%	194 58.4%	37 46.3%	72 66.7%	78 58.6%	68 56.7%	119 59.2%	102 60.4%	59 56.2%	21 50.0%	84 60.0%	100 56.5%	107 56.6%	13 54.2%	51 58.0%	35 50.0%	106 59.2%	46 63.0%	64 66.7%	64 54.7%	62 55.4%

NA - Not applicable

Mercy Care

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	4,207	341	82	111	135	126	204	172	108	43	141	184	195	25	90	73	183	74	99	123	112
Number missing or multiple answer	104	9	2	3	2	6	3	3	3	1	1	7	6	1	2	3	4	1	3	6	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,103 97.5%	332 97.4%	80 97.6%	108 97.3%	133 98.5%	120 95.2%	201 98.5%	169 98.3%	105 97.2%	42 97.7%	140 99.3%	177 96.2%	189 96.9%	24 96.0%	88 97.8%	70 95.9%	179 97.8%	73 98.6%	96 97.0%	117 95.1%	112 100.0%
0 to 4	147 3.6%	9 2.7%	0 0.0%	3 2.8%	6 4.5%	3 2.5%	6 3.0%	6 3.6%	1 1.0%	2 4.8%	2 1.4%	6 3.4%	6 3.2%	1 4.2%	2 2.3%	2 2.9%	5 2.8%	2 2.7%	3 3.1%	3 2.6%	3 2.7%
5	143 3.5%	7 2.1%	2 2.5%	4 3.7%	1 0.8%	2 1.7%	5 2.5%	4 2.4%	1 1.0%	2 4.8%	3 2.1%	4 2.3%	4 2.1%	0 0.0%	3 3.4%	3 4.3%	3 1.7%	1 1.4%	0 0.0%	4 3.4%	3 2.7%
6 to 7	407 9.9%	31 9.3%	14 17.5%	7 6.5%	9 6.8%	9 7.5%	21 10.4%	15 8.9%	10 9.5%	5 11.9%	13 9.3%	17 9.6%	15 7.9%	2 8.3%	13 14.8%	7 10.0%	14 7.8%	8 11.0%	7 7.3%	10 8.5%	13 11.6%
8 to 10	3,406 83.0%	285 85.8%	64 80.0%	94 87.0%	117 88.0%	106 88.3%	169 84.1%	144 85.2%	93 88.6%	33 78.6%	122 87.1%	150 84.7%	164 86.8%	21 87.5%	70 79.5%	58 82.9%	157 87.7%	62 84.9%	86 89.6%	100 85.5%	93 83.0%
Significantly different from column:*																					
0 to 6	408 9.9%	22 6.6%	5 6.3%	8 7.4%	9 6.8%	6 5.0%	16 8.0%	16 9.5%	2 1.9%	4 9.5%	7 5.0%	14 7.9%	12 6.3%	1 4.2%	9 10.2%	6 8.6%	9 5.0%	5 6.8%	4 4.2%	7 6.0%	11 9.8%
7 to 8	888 21.6%	65 19.6%	24 30.0%	18 16.7%	21 15.8%	23 19.2%	40 19.9%	29 17.2%	24 22.9%	10 23.8%	31 22.1%	32 18.1%	38 20.1%	5 20.8%	18 20.5%	18 25.7%	34 19.0%	13 17.8%	15 15.6%	28 23.9%	21 18.8%
9 to 10	2,807 68.4%	245 73.8%	51 63.8%	82 75.9%	103 77.4%	91 75.8%	145 72.1%	124 73.4%	79 75.2%	28 66.7%	102 72.9%	131 74.0%	139 73.5%	18 75.0%	61 69.3%	46 65.7%	136 76.0%	55 75.3%	77 80.2%	82 70.1%	80 71.4%
Significantly different from column:*		A	E		C																

NA - Not applicable

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

Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	5,410	430	125	135	153	163	255	224	133	51	185	225	242	29	117	123	208	85	131	154	137
Number missing or multiple answer	56	4	0	0	3	1	3	1	2	0	2	2	2	0	2	0	3	0	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
Usable responses	5,354 99.0%	426 99.1%	125 100.0%	135 100.0%	150 98.0%	162 99.4%	252 98.8%	223 99.6%	131 98.5%	51 100.0%	183 98.9%	223 99.1%	240 99.2%	29 100.0%	115 98.3%	123 100.0%	205 98.6%	85 100.0%	131 100.0%	153 99.4%	135 98.5%
Yes	2,276 42.5%	230 54.0%	43 34.4%	81 60.0%	101 67.3%	83 51.2%	140 55.6%	112 50.2%	74 56.5%	33 64.7%	89 48.6%	131 58.7%	134 55.8%	17 58.6%	58 50.4%	23 18.7%	125 61.0%	75 88.2%	55 42.0%	83 54.2%	87 64.4%
No	3,078 57.5%	196 46.0%	82 65.6%	54 40.0%	49 32.7%	79 48.8%	112 44.4%	111 49.8%	57 43.5%	18 35.3%	94 51.4%	92 41.3%	106 44.2%	12 41.4%	57 49.6%	100 81.3%	80 39.0%	10 11.8%	76 58.0%	70 45.8%	48 35.6%
Significantly different from column:*		A	DE	C	C						L	K				QR	PR	PQ	TU	S	S

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

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,276	230	43	81	101	83	140	112	74	33	89	131	134	17	58	23	125	75	55	83	87
Number missing or multiple answer	36	2	0	0	2	0	2	2	0	0	1	1	0	1	0	0	2	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,240 98.4%	228 99.1%	43 100.0%	81 100.0%	99 98.0%	83 100.0%	138 98.6%	110 98.2%	74 100.0%	33 100.0%	88 98.9%	130 99.2%	134 100.0%	16 94.1%	58 100.0%	23 100.0%	123 98.4%	75 100.0%	55 100.0%	81 97.6%	87 100.0%
Never	110 4.9%	3 1.3%	1 2.3%	2 2.5%	0 0.0%	0 0.0%	3 2.2%	1 0.9%	2 2.7%	0 0.0%	0 0.0%	3 2.3%	2 1.5%	0 0.0%	1 1.7%	1 4.3%	1 0.8%	1 1.3%	0 0.0%	1 1.2%	2 2.3%
Sometimes	402 17.9%	34 14.9%	11 25.6%	11 13.6%	12 12.1%	10 12.0%	24 17.4%	19 17.3%	12 16.2%	3 9.1%	14 15.9%	20 15.4%	17 12.7%	2 12.5%	14 24.1%	3 13.0%	19 15.4%	9 12.0%	10 18.2%	7 8.6%	17 19.5%
Usually	682 30.4%	82 36.0%	14 32.6%	25 30.9%	39 39.4%	27 32.5%	51 37.0%	42 38.2%	21 28.4%	14 42.4%	33 37.5%	45 34.6%	51 38.1%	5 31.3%	15 25.9%	6 26.1%	49 39.8%	25 33.3%	11 20.0%	34 42.0%	33 37.9%
Always	1,046 46.7%	109 47.8%	17 39.5%	43 53.1%	48 48.5%	46 55.4%	60 43.5%	48 43.6%	39 52.7%	16 48.5%	41 46.6%	62 47.7%	64 47.8%	9 56.3%	28 48.3%	13 56.5%	54 43.9%	40 53.3%	34 61.8%	39 48.1%	35 40.2%
Significantly different from column:*																			U		S
Usually or Always	1,728 77.1%	191 83.8%	31 72.1%	68 84.0%	87 87.9%	73 88.0%	111 80.4%	90 81.8%	60 81.1%	30 90.9%	74 84.1%	107 82.3%	115 85.8%	14 87.5%	43 74.1%	19 82.6%	103 83.7%	65 86.7%	45 81.8%	73 90.1%	68 78.2%
Significantly different from column:*		A	E		C															U	T

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

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,276	230	43	81	101	83	140	112	74	33	89	131	134	17	58	23	125	75	55	83	87
Number missing or multiple answer	42	1	0	0	1	0	1	1	0	0	0	1	0	1	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,234 98.2%	229 99.6%	43 100.0%	81 100.0%	100 99.0%	83 100.0%	139 99.3%	111 99.1%	74 100.0%	33 100.0%	89 100.0%	130 99.2%	134 100.0%	16 94.1%	58 100.0%	23 100.0%	124 99.2%	75 100.0%	55 100.0%	82 98.8%	87 100.0%
None	68 3.0%	4 1.7%	0 0.0%	3 3.7%	1 1.0%	2 2.4%	2 1.4%	3 2.7%	1 1.4%	0 0.0%	2 2.2%	2 1.5%	3 2.2%	0 0.0%	1 1.7%	3 13.0%	0 0.0%	0 0.0%	1 1.8%	2 2.4%	1 1.1%
1 specialist	983 44.0%	88 38.4%	25 58.1%	32 39.5%	31 31.0%	35 42.2%	53 38.1%	52 46.8%	21 28.4%	12 36.4%	39 43.8%	48 36.9%	54 40.3%	7 43.8%	21 36.2%	9 39.1%	59 47.6%	16 21.3%	31 56.4%	34 41.5%	23 26.4%
2	632 28.3%	65 28.4%	12 27.9%	19 23.5%	33 33.0%	24 28.9%	40 28.8%	29 26.1%	21 28.4%	13 39.4%	27 30.3%	35 26.9%	35 26.1%	3 18.8%	21 36.2%	9 39.1%	36 29.0%	19 25.3%	16 29.1%	26 31.7%	22 25.3%
3	313 14.0%	37 16.2%	3 7.0%	14 17.3%	17 17.0%	13 15.7%	20 14.4%	13 11.7%	16 21.6%	5 15.2%	10 11.2%	24 18.5%	18 13.4%	4 25.0%	9 15.5%	1 4.3%	22 17.7%	14 18.7%	5 9.1%	10 12.2%	19 21.8%
4	114 5.1%	14 6.1%	1 2.3%	3 3.7%	9 9.0%	3 3.6%	10 7.2%	4 3.6%	6 8.1%	2 6.1%	3 3.4%	9 6.9%	10 7.5%	0 0.0%	2 3.4%	1 4.3%	4 3.2%	8 10.7%	0 0.0%	3 3.7%	10 11.5%
5 or more specialists	124 5.6%	21 9.2%	2 4.7%	10 12.3%	9 9.0%	6 7.2%	14 10.1%	10 9.0%	9 12.2%	1 3.0%	8 9.0%	12 9.2%	14 10.4%	2 12.5%	4 6.9%	0 0.0%	3 2.4%	18 24.0%	2 3.6%	7 8.5%	12 13.8%
3 or more specialists	551 24.7%	72 31.4%	6 14.0%	27 33.3%	35 35.0%	22 26.5%	44 31.7%	27 24.3%	31 41.9%	8 24.2%	21 23.6%	45 34.6%	42 31.3%	6 37.5%	15 25.9%	2 8.7%	29 23.4%	40 53.3%	7 12.7%	20 24.4%	41 47.1%
Significantly different from column:*		A	DE	C	C			I	H							R	R	PQ	U	U	ST

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

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,166	225	43	78	99	81	137	108	73	33	87	128	131	16	57	20	124	75	54	80	86
Number missing or multiple answer	21	4	0	1	3	1	3	2	0	2	2	2	1	0	1	0	3	1	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
Usable responses	2,145 99.0%	221 98.2%	43 100.0%	77 98.7%	96 97.0%	80 98.8%	134 97.8%	106 98.1%	73 100.0%	31 93.9%	85 97.7%	126 98.4%	130 99.2%	16 100.0%	56 98.2%	20 100.0%	121 97.6%	74 98.7%	54 100.0%	78 97.5%	84 97.7%
0 Worst specialist possible	14 0.7%	1 0.5%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	1 3.2%	0 0.0%	1 0.8%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.4%	0 0.0%	0 0.0%	1 1.2%
1	4 0.2%	2 0.9%	0 0.0%	1 1.3%	1 1.0%	1 1.3%	1 0.7%	0 0.0%	1 1.4%	1 3.2%	0 0.0%	2 1.6%	1 0.8%	1 6.3%	0 0.0%	0 0.0%	0 0.0%	1 1.4%	0 0.0%	0 0.0%	2 2.4%
2	10 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	22 1.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
4	32 1.5%	5 2.3%	1 2.3%	1 1.3%	3 3.1%	1 1.3%	4 3.0%	2 1.9%	1 1.4%	1 3.2%	1 1.2%	4 3.2%	4 3.1%	0 0.0%	1 1.8%	0 0.0%	5 4.1%	0 0.0%	1 1.9%	1 1.3%	3 3.6%
5	66 3.1%	10 4.5%	4 9.3%	3 3.9%	2 2.1%	4 5.0%	5 3.7%	5 4.7%	4 5.5%	0 0.0%	4 4.7%	5 4.0%	5 3.8%	0 0.0%	4 7.1%	2 10.0%	5 4.1%	3 4.1%	3 5.6%	1 1.3%	5 6.0%
6	80 3.7%	4 1.8%	1 2.3%	3 3.9%	0 0.0%	3 3.8%	1 0.7%	3 2.8%	1 1.4%	0 0.0%	0 0.0%	4 3.2%	1 0.8%	0 0.0%	2 3.6%	0 0.0%	3 2.5%	1 1.4%	1 1.9%	2 2.6%	1 1.2%
7	147 6.9%	14 6.3%	5 11.6%	4 5.2%	4 4.2%	8 10.0%	5 3.7%	5 4.7%	6 8.2%	2 6.5%	6 7.1%	7 5.6%	6 4.6%	2 12.5%	4 7.1%	1 5.0%	7 5.8%	6 8.1%	3 5.6%	6 7.7%	4 4.8%
8	332 15.5%	26 11.8%	6 14.0%	11 14.3%	8 8.3%	5 6.3%	20 14.9%	15 14.2%	6 8.2%	3 9.7%	12 14.1%	13 10.3%	14 10.8%	4 25.0%	7 12.5%	2 10.0%	16 13.2%	7 9.5%	6 11.1%	8 10.3%	11 13.1%
9	360 16.8%	35 15.8%	6 14.0%	6 7.8%	22 22.9%	16 20.0%	18 13.4%	20 18.9%	10 13.7%	3 9.7%	13 15.3%	20 15.9%	22 16.9%	1 6.3%	9 16.1%	4 20.0%	19 15.7%	11 14.9%	3 5.6%	17 21.8%	14 16.7%
10 Best specialist possible	1,078 50.3%	124 56.1%	20 46.5%	48 62.3%	55 57.3%	42 52.5%	79 59.0%	56 52.8%	44 60.3%	20 64.5%	49 57.6%	70 55.6%	76 58.5%	8 50.0%	29 51.8%	11 55.0%	66 54.5%	44 59.5%	37 68.5%	43 55.1%	43 51.2%

NA - Not applicable

Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	2,166	225	43	78	99	81	137	108	73	33	87	128	131	16	57	20	124	75	54	80	86
Number missing or multiple answer	21	4	0	1	3	1	3	2	0	2	2	2	1	0	1	0	3	1	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
Usable responses	2,145 99.0%	221 98.2%	43 100.0%	77 98.7%	96 97.0%	80 98.8%	134 97.8%	106 98.1%	73 100.0%	31 93.9%	85 97.7%	126 98.4%	130 99.2%	16 100.0%	56 98.2%	20 100.0%	121 97.6%	74 98.7%	54 100.0%	78 97.5%	84 97.7%
0 to 4	82 3.8%	8 3.6%	1 2.3%	2 2.6%	5 5.2%	2 2.5%	6 4.5%	2 1.9%	2 2.7%	3 9.7%	1 1.2%	7 5.6%	6 4.6%	1 6.3%	1 1.8%	0 0.0%	5 4.1%	2 2.7%	1 1.9%	1 1.3%	6 7.1%
5	66 3.1%	10 4.5%	4 9.3%	3 3.9%	2 2.1%	4 5.0%	5 3.7%	5 4.7%	4 5.5%	0 0.0%	4 4.7%	5 4.0%	5 3.8%	0 0.0%	4 7.1%	2 10.0%	5 4.1%	3 4.1%	3 5.6%	1 1.3%	5 6.0%
6 to 7	227 10.6%	18 8.1%	6 14.0%	7 9.1%	4 4.2%	11 13.8%	6 4.5%	8 7.5%	7 9.6%	2 6.5%	6 7.1%	11 8.7%	7 5.4%	2 12.5%	6 10.7%	1 5.0%	10 8.3%	7 9.5%	4 7.4%	8 10.3%	5 6.0%
8 to 10	1,770 82.5%	185 83.7%	32 74.4%	65 84.4%	85 88.5%	63 78.8%	117 87.3%	91 85.8%	60 82.2%	26 83.9%	74 87.1%	103 81.7%	112 86.2%	13 81.3%	45 80.4%	17 85.0%	101 83.5%	62 83.8%	46 85.2%	68 87.2%	68 81.0%
Significantly different from column:*			E		C																
0 to 6	228 10.6%	22 10.0%	6 14.0%	8 10.4%	7 7.3%	9 11.3%	12 9.0%	10 9.4%	7 9.6%	3 9.7%	5 5.9%	16 12.7%	12 9.2%	1 6.3%	7 12.5%	2 10.0%	13 10.7%	6 8.1%	5 9.3%	4 5.1%	12 14.3%
7 to 8	479 22.3%	40 18.1%	11 25.6%	15 19.5%	12 12.5%	13 16.3%	25 18.7%	20 18.9%	12 16.4%	5 16.1%	18 21.2%	20 15.9%	20 15.4%	6 37.5%	11 19.6%	3 15.0%	23 19.0%	13 17.6%	9 16.7%	14 17.9%	15 17.9%
9 to 10	1,438 67.0%	159 71.9%	26 60.5%	54 70.1%	77 80.2%	58 72.5%	97 72.4%	76 71.7%	54 74.0%	23 74.2%	62 72.9%	90 71.4%	98 75.4%	9 56.3%	38 67.9%	15 75.0%	85 70.2%	55 74.3%	40 74.1%	60 76.9%	57 67.9%
Significantly different from column:*			E		C																

NA - Not applicable

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

Mercy Care

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 23

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

Base: All respondents

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Number in sample	5,410	430	125	135	153	163	255	224	133	51	185	225	242	29	117	123	208	85	131	154	137
Number missing or multiple answer	124	8	0	2	4	0	6	5	0	0	4	2	3	0	0	4	4	0	0	4	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
Usable responses	5,286 97.7%	422 98.1%	125 100.0%	133 98.5%	149 97.4%	163 100.0%	249 97.6%	219 97.8%	133 100.0%	51 100.0%	181 97.8%	223 99.1%	239 98.8%	29 100.0%	117 100.0%	119 96.7%	204 98.1%	85 100.0%	131 100.0%	150 97.4%	135 98.5%
Yes	1,956 37.0%	191 45.3%	46 36.8%	54 40.6%	84 56.4%	72 44.2%	114 45.8%	94 42.9%	61 45.9%	27 52.9%	87 48.1%	96 43.0%	99 41.4%	15 51.7%	61 52.1%	39 32.8%	100 49.0%	46 54.1%	64 48.9%	63 42.0%	61 45.2%
No	3,330 63.0%	231 54.7%	79 63.2%	79 59.4%	65 43.6%	91 55.8%	135 54.2%	125 57.1%	72 54.1%	24 47.1%	94 51.9%	127 57.0%	140 58.6%	14 48.3%	56 47.9%	80 67.2%	104 51.0%	39 45.9%	67 51.1%	87 58.0%	74 54.8%
Significantly different from column:*		A	E	E	CD											QR	P	P			

NA - Not applicable

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

Mercy Care

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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 got information or help from the health plan's customer service (Q23)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,956	191	46	54	84	72	114	94	61	27	87	96	99	15	61	39	100	46	64	63	61
Number missing or multiple answer	33	8	1	0	5	1	5	4	1	1	3	3	3	0	2	1	6	0	2	3	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
Usable responses	1,923 98.3%	183 95.8%	45 97.8%	54 100.0%	79 94.0%	71 98.6%	109 95.6%	90 95.7%	60 98.4%	26 96.3%	84 96.6%	93 96.9%	96 97.0%	15 100.0%	59 96.7%	38 97.4%	94 94.0%	46 100.0%	62 96.9%	60 95.2%	58 95.1%
Never	43 2.2%	1 0.5%	0 0.0%	1 1.9%	0 0.0%	1 1.4%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	1 1.2%	0 0.0%	0 0.0%	0 0.0%	1 1.7%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	1 1.7%	0 0.0%
Sometimes	285 14.8%	28 15.3%	10 22.2%	10 18.5%	7 8.9%	9 12.7%	19 17.4%	16 17.8%	8 13.3%	4 15.4%	16 19.0%	11 11.8%	14 14.6%	2 13.3%	11 18.6%	6 15.8%	14 14.9%	7 15.2%	10 16.1%	7 11.7%	11 19.0%
Usually	503 26.2%	63 34.4%	18 40.0%	16 29.6%	29 36.7%	21 29.6%	42 38.5%	32 35.6%	20 33.3%	11 42.3%	29 34.5%	34 36.6%	33 34.4%	7 46.7%	20 33.9%	16 42.1%	33 35.1%	14 30.4%	14 22.6%	27 45.0%	22 37.9%
Always	1,092 56.8%	91 49.7%	17 37.8%	27 50.0%	43 54.4%	40 56.3%	48 44.0%	41 45.6%	32 53.3%	11 42.3%	38 45.2%	48 51.6%	49 51.0%	6 40.0%	27 45.8%	16 42.1%	46 48.9%	25 54.3%	38 61.3%	25 41.7%	25 43.1%
Significantly different from column:*																			TU	S	S
Usually or Always	1,595 82.9%	154 84.2%	35 77.8%	43 79.6%	72 91.1%	61 85.9%	90 82.6%	73 81.1%	52 86.7%	22 84.6%	67 79.8%	82 88.2%	82 85.4%	13 86.7%	47 79.7%	32 84.2%	79 84.0%	39 84.8%	52 83.9%	52 86.7%	47 81.0%
Significantly different from column:*			E		C																

NA - Not applicable

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

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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 got information or help from the health plan's customer service (Q23)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,956	191	46	54	84	72	114	94	61	27	87	96	99	15	61	39	100	46	64	63	61
Number missing or multiple answer	40	6	1	0	3	1	3	3	0	0	2	1	2	0	0	2	3	1	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
Usable responses	1,916 98.0%	185 96.9%	45 97.8%	54 100.0%	81 96.4%	71 98.6%	111 97.4%	91 96.8%	61 100.0%	27 100.0%	85 97.7%	95 99.0%	97 98.0%	15 100.0%	61 100.0%	37 94.9%	97 97.0%	45 97.8%	64 100.0%	61 96.8%	59 96.7%
Never	25 1.3%	1 0.5%	0 0.0%	1 1.9%	0 0.0%	1 1.4%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	1 1.2%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 0.0%	1 1.0%	0 0.0%	0 0.0%	1 1.6%	0 0.0%
Sometimes	76 4.0%	11 5.9%	2 4.4%	5 9.3%	3 3.7%	4 5.6%	7 6.3%	5 5.5%	4 6.6%	2 7.4%	4 4.7%	6 6.3%	5 5.2%	0 0.0%	6 9.8%	1 2.7%	7 7.2%	1 2.2%	2 3.1%	4 6.6%	5 8.5%
Usually	318 16.6%	37 20.0%	12 26.7%	7 13.0%	17 21.0%	10 14.1%	26 23.4%	21 23.1%	9 14.8%	6 22.2%	17 20.0%	19 20.0%	13 13.4%	5 33.3%	15 24.6%	11 29.7%	17 17.5%	8 17.8%	10 15.6%	14 23.0%	13 22.0%
Always	1,497 78.1%	136 73.5%	31 68.9%	41 75.9%	61 75.3%	56 78.9%	78 70.3%	64 70.3%	48 78.7%	19 70.4%	63 74.1%	70 73.7%	79 81.4%	10 66.7%	39 63.9%	25 67.6%	72 74.2%	36 80.0%	52 81.3%	42 68.9%	41 69.5%
Significantly different from column:*													O		M						
Usually or Always	1,815 94.7%	173 93.5%	43 95.6%	48 88.9%	78 96.3%	66 93.0%	104 93.7%	85 93.4%	57 93.4%	25 92.6%	80 94.1%	89 93.7%	92 94.8%	15 100.0%	54 88.5%	36 97.3%	89 91.8%	44 97.8%	62 96.9%	56 91.8%	54 91.5%

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.

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 26

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

Base: All respondents

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,410	430	125	135	153	163	255	224	133	51	185	225	242	29	117	123	208	85	131	154	137
Number missing or multiple answer	206	15	1	2	8	3	8	7	2	1	4	6	4	1	4	4	7	2	1	3	7
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,204 96.2%	415 96.5%	124 99.2%	133 98.5%	145 94.8%	160 98.2%	247 96.9%	217 96.9%	131 98.5%	50 98.0%	181 97.8%	219 97.3%	238 98.3%	28 96.6%	113 96.6%	119 96.7%	201 96.6%	83 97.6%	130 99.2%	151 98.1%	130 94.9%
Yes	1,401 26.9%	123 29.6%	30 24.2%	44 33.1%	44 30.3%	44 27.5%	76 30.8%	69 31.8%	38 29.0%	10 20.0%	57 31.5%	60 27.4%	73 30.7%	8 28.6%	30 26.5%	20 16.8%	73 36.3%	26 31.3%	37 28.5%	43 28.5%	40 30.8%
No	3,803 73.1%	292 70.4%	94 75.8%	89 66.9%	101 69.7%	116 72.5%	171 69.2%	148 68.2%	93 71.0%	40 80.0%	124 68.5%	159 72.6%	165 69.3%	20 71.4%	83 73.5%	99 83.2%	128 63.7%	57 68.7%	93 71.5%	108 71.5%	90 69.2%
Significantly different from column:*																QR	P	P			

NA - Not applicable

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

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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 plan gave them forms to fill out (Q26)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,204	415	124	133	145	160	247	217	131	50	181	219	238	28	113	119	201	83	130	151	130
Number missing or multiple answer	39	5	1	1	1	1	3	4	0	0	2	1	3	0	0	1	2	0	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
Usable responses	5,165 99.3%	410 98.8%	123 99.2%	132 99.2%	144 99.3%	159 99.4%	244 98.8%	213 98.2%	131 100.0%	50 100.0%	179 98.9%	218 99.5%	235 98.7%	28 100.0%	113 100.0%	118 99.2%	199 99.0%	83 100.0%	129 99.2%	150 99.3%	128 98.5%
Never	55 1.1%	1 0.2%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	1 0.4%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	1 0.5%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.2%	0 0.0%	0 0.0%	1 0.8%
Sometimes	188 3.6%	14 3.4%	3 2.4%	3 2.3%	8 5.6%	6 3.8%	8 3.3%	10 4.7%	3 2.3%	1 2.0%	7 3.9%	7 3.2%	7 3.0%	1 3.6%	5 4.4%	3 2.5%	9 4.5%	1 1.2%	3 2.3%	5 3.3%	6 4.7%
Usually	431 8.3%	46 11.2%	12 9.8%	17 12.9%	15 10.4%	14 8.8%	31 12.7%	27 12.7%	12 9.2%	3 6.0%	19 10.6%	25 11.5%	29 12.3%	0 0.0%	13 11.5%	8 6.8%	28 14.1%	10 12.0%	13 10.1%	17 11.3%	15 11.7%
Always	4,491 87.0%	349 85.1%	108 87.8%	111 84.1%	121 84.0%	139 87.4%	204 83.6%	176 82.6%	115 87.8%	46 92.0%	153 85.5%	185 84.9%	198 84.3%	27 96.4%	95 84.1%	107 90.7%	162 81.4%	71 85.5%	113 87.6%	128 85.3%	106 82.8%
Significantly different from column:*																Q	P				
Usually or Always	4,922 95.3%	395 96.3%	120 97.6%	128 97.0%	136 94.4%	153 96.2%	235 96.3%	203 95.3%	127 96.9%	49 98.0%	172 96.1%	210 96.3%	227 96.6%	27 96.4%	108 95.6%	115 97.5%	190 95.5%	81 97.6%	126 97.7%	145 96.7%	121 94.5%

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.

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,410	430	125	135	153	163	255	224	133	51	185	225	242	29	117	123	208	85	131	154	137
Number missing or multiple answer	206	17	3	1	3	6	4	5	1	2	3	4	6	0	2	5	6	3	5	2	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,204 96.2%	413 96.0%	122 97.6%	134 99.3%	150 98.0%	157 96.3%	251 98.4%	219 97.8%	132 99.2%	49 96.1%	182 98.4%	221 98.2%	236 97.5%	29 100.0%	115 98.3%	118 95.9%	202 97.1%	82 96.5%	126 96.2%	152 98.7%	133 97.1%
0 Worst health plan possible	48 0.9%	3 0.7%	1 0.8%	1 0.7%	1 0.7%	0 0.0%	3 1.2%	2 0.9%	1 0.8%	0 0.0%	1 0.5%	2 0.9%	3 1.3%	0 0.0%	0 0.0%	2 1.7%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	3 2.3%
1	16 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	36 0.7%	3 0.7%	0 0.0%	1 0.7%	2 1.3%	2 1.3%	1 0.4%	0 0.0%	2 1.5%	1 2.0%	0 0.0%	3 1.4%	1 0.4%	1 3.4%	1 0.9%	1 0.8%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	3 2.3%
3	48 0.9%	2 0.5%	2 1.6%	0 0.0%	0 0.0%	1 0.6%	1 0.4%	1 0.5%	1 0.8%	0 0.0%	0 0.0%	2 0.9%	2 0.8%	0 0.0%	0 0.0%	1 0.8%	1 0.5%	0 0.0%	2 1.6%	0 0.0%	0 0.0%
4	77 1.5%	6 1.5%	3 2.5%	2 1.5%	1 0.7%	2 1.3%	4 1.6%	1 0.5%	4 3.0%	1 2.0%	1 0.5%	5 2.3%	5 2.1%	0 0.0%	1 0.9%	2 1.7%	3 1.5%	1 1.2%	2 1.6%	3 2.0%	1 0.8%
5	299 5.7%	13 3.1%	3 2.5%	5 3.7%	4 2.7%	3 1.9%	9 3.6%	6 2.7%	4 3.0%	1 2.0%	2 1.1%	10 4.5%	6 2.5%	1 3.4%	5 4.3%	4 3.4%	5 2.5%	4 4.9%	4 3.2%	2 1.3%	7 5.3%
6	247 4.7%	17 4.1%	8 6.6%	8 6.0%	1 0.7%	7 4.5%	10 4.0%	7 3.2%	6 4.5%	3 6.1%	8 4.4%	9 4.1%	11 4.7%	1 3.4%	4 3.5%	4 3.4%	6 3.0%	6 7.3%	2 1.6%	10 6.6%	5 3.8%
7	492 9.5%	30 7.3%	13 10.7%	10 7.5%	6 4.0%	14 8.9%	15 6.0%	18 8.2%	8 6.1%	3 6.1%	15 8.2%	14 6.3%	13 5.5%	3 10.3%	11 9.6%	11 9.3%	14 6.9%	5 6.1%	9 7.1%	6 3.9%	14 10.5%
8	863 16.6%	53 12.8%	16 13.1%	15 11.2%	22 14.7%	25 15.9%	27 10.8%	22 10.0%	17 12.9%	14 28.6%	17 9.3%	36 16.3%	32 13.6%	7 24.1%	12 10.4%	17 14.4%	30 14.9%	5 6.1%	13 10.3%	23 15.1%	17 12.8%
9	811 15.6%	61 14.8%	15 12.3%	17 12.7%	29 19.3%	25 15.9%	36 14.3%	34 15.5%	22 16.7%	4 8.2%	19 10.4%	41 18.6%	40 16.9%	5 17.2%	13 11.3%	18 15.3%	30 14.9%	12 14.6%	13 10.3%	27 17.8%	21 15.8%
10 Best health plan possible	2,267 43.6%	225 54.5%	61 50.0%	75 56.0%	84 56.0%	78 49.7%	145 57.8%	128 58.4%	67 50.8%	22 44.9%	119 65.4%	99 44.8%	123 52.1%	11 37.9%	68 59.1%	58 49.2%	111 55.0%	49 59.8%	81 64.3%	81 53.3%	62 46.6%

NA - Not applicable

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,410	430	125	135	153	163	255	224	133	51	185	225	242	29	117	123	208	85	131	154	137
Number missing or multiple answer	206	17	3	1	3	6	4	5	1	2	3	4	6	0	2	5	6	3	5	2	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,204 96.2%	413 96.0%	122 97.6%	134 99.3%	150 98.0%	157 96.3%	251 98.4%	219 97.8%	132 99.2%	49 96.1%	182 98.4%	221 98.2%	236 97.5%	29 100.0%	115 98.3%	118 95.9%	202 97.1%	82 96.5%	126 96.2%	152 98.7%	133 97.1%
0 to 4	225 4.3%	14 3.4%	6 4.9%	4 3.0%	4 2.7%	5 3.2%	9 3.6%	4 1.8%	8 6.1%	2 4.1%	2 1.1%	12 5.4%	11 4.7%	1 3.4%	2 1.7%	6 5.1%	6 3.0%	1 1.2%	4 3.2%	3 2.0%	7 5.3%
5	299 5.7%	13 3.1%	3 2.5%	5 3.7%	4 2.7%	3 1.9%	9 3.6%	6 2.7%	4 3.0%	1 2.0%	2 1.1%	10 4.5%	6 2.5%	1 3.4%	5 4.3%	4 3.4%	5 2.5%	4 4.9%	4 3.2%	2 1.3%	7 5.3%
6 to 7	739 14.2%	47 11.4%	21 17.2%	18 13.4%	7 4.7%	21 13.4%	25 10.0%	25 11.4%	14 10.6%	6 12.2%	23 12.6%	23 10.4%	24 10.2%	4 13.8%	15 13.0%	15 12.7%	20 9.9%	11 13.4%	11 8.7%	16 10.5%	19 14.3%
8 to 10	3,941 75.7%	339 82.1%	92 75.4%	107 79.9%	135 90.0%	128 81.5%	208 82.9%	184 84.0%	106 80.3%	40 81.6%	155 85.2%	176 79.6%	195 82.6%	23 79.3%	93 80.9%	93 78.8%	171 84.7%	66 80.5%	107 84.9%	131 86.2%	100 75.2%
Significantly different from column:*		A	E	E	CD															U	T
0 to 6	771 14.8%	44 10.7%	17 13.9%	17 12.7%	9 6.0%	15 9.6%	28 11.2%	17 7.8%	18 13.6%	6 12.2%	12 6.6%	31 14.0%	28 11.9%	3 10.3%	11 9.6%	14 11.9%	17 8.4%	11 13.4%	10 7.9%	15 9.9%	19 14.3%
7 to 8	1,355 26.0%	83 20.1%	29 23.8%	25 18.7%	28 18.7%	39 24.8%	42 16.7%	40 18.3%	25 18.9%	17 34.7%	32 17.6%	50 22.6%	45 19.1%	10 34.5%	23 20.0%	28 23.7%	44 21.8%	10 12.2%	22 17.5%	29 19.1%	31 23.3%
9 to 10	3,078 59.1%	286 69.2%	76 62.3%	92 68.7%	113 75.3%	103 65.6%	181 72.1%	162 74.0%	89 67.4%	26 53.1%	138 75.8%	140 63.3%	163 69.1%	16 55.2%	81 70.4%	76 64.4%	141 69.8%	61 74.4%	94 74.6%	108 71.1%	83 62.4%
Significantly different from column:*		A	E		C			J		H	L	K							U		S

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.

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CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 29

In general, how would you rate your overall health?

Base: All respondents

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,410	430	125	135	153	163	255	224	133	51	185	225	242	29	117	123	208	85	131	154	137
Number missing or multiple answer	132	8	0	0	1	1	0	0	1	0	0	1	0	0	1	3	3	2	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,278 97.6%	422 98.1%	125 100.0%	135 100.0%	152 99.3%	162 99.4%	255 100.0%	224 100.0%	132 99.2%	51 100.0%	185 100.0%	224 99.6%	242 100.0%	29 100.0%	116 99.1%	120 97.6%	205 98.6%	83 97.6%	131 100.0%	154 100.0%	137 100.0%
Poor	278 5.3%	32 7.6%	2 1.6%	13 9.6%	17 11.2%	11 6.8%	21 8.2%	14 6.3%	11 8.3%	6 11.8%	9 4.9%	23 10.3%	19 7.9%	1 3.4%	10 8.6%	5 4.2%	13 6.3%	13 15.7%	0 0.0%	0 0.0%	32 23.4%
Fair	1,232 23.3%	105 24.9%	20 16.0%	28 20.7%	54 35.5%	35 21.6%	69 27.1%	63 28.1%	27 20.5%	11 21.6%	40 21.6%	59 26.3%	60 24.8%	8 27.6%	28 24.1%	21 17.5%	50 24.4%	29 34.9%	0 0.0%	0 0.0%	105 76.6%
Good	1,837 34.8%	154 36.5%	41 32.8%	56 41.5%	53 34.9%	59 36.4%	94 36.9%	83 37.1%	51 38.6%	16 31.4%	68 36.8%	83 37.1%	93 38.4%	13 44.8%	38 32.8%	42 35.0%	81 39.5%	25 30.1%	0 0.0%	154 100.0%	0 0.0%
Very good	1,242 23.5%	82 19.4%	33 26.4%	25 18.5%	22 14.5%	35 21.6%	45 17.6%	36 16.1%	30 22.7%	13 25.5%	43 23.2%	37 16.5%	45 18.6%	5 17.2%	26 22.4%	28 23.3%	40 19.5%	12 14.5%	82 62.6%	0 0.0%	0 0.0%
Excellent	689 13.1%	49 11.6%	29 23.2%	13 9.6%	6 3.9%	22 13.6%	26 10.2%	28 12.5%	13 9.8%	5 9.8%	25 13.5%	22 9.8%	25 10.3%	2 6.9%	14 12.1%	24 20.0%	21 10.2%	4 4.8%	49 37.4%	0 0.0%	0 0.0%
Excellent or Very good	1,931 36.6%	131 31.0%	62 49.6%	38 28.1%	28 18.4%	57 35.2%	71 27.8%	64 28.6%	43 32.6%	18 35.3%	68 36.8%	59 26.3%	70 28.9%	7 24.1%	40 34.5%	52 43.3%	61 29.8%	16 19.3%	131 100.0%	0 0.0%	0 0.0%
Significantly different from column:*		A	DE	C	C						L	K				QR	P	P	TU	S	S

NA - Not applicable

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Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 30

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

Base: All respondents

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,410	430	125	135	153	163	255	224	133	51	185	225	242	29	117	123	208	85	131	154	137
Number missing or multiple answer	119	8	0	0	1	1	0	0	1	0	0	1	0	0	1	3	3	2	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,291 97.8%	422 98.1%	125 100.0%	135 100.0%	152 99.3%	162 99.4%	255 100.0%	224 100.0%	132 99.2%	51 100.0%	185 100.0%	224 99.6%	242 100.0%	29 100.0%	116 99.1%	120 97.6%	205 98.6%	83 97.6%	131 100.0%	154 100.0%	137 100.0%
Poor	323 6.1%	25 5.9%	8 6.4%	10 7.4%	7 4.6%	7 4.3%	18 7.1%	16 7.1%	9 6.8%	0 0.0%	12 6.5%	13 5.8%	13 5.4%	0 0.0%	11 9.5%	7 5.8%	10 4.9%	7 8.4%	1 0.8%	2 1.3%	22 16.1%
Fair	1,068 20.2%	100 23.7%	24 19.2%	37 27.4%	38 25.0%	40 24.7%	60 23.5%	62 27.7%	27 20.5%	9 17.6%	40 21.6%	58 25.9%	62 25.6%	4 13.8%	26 22.4%	22 18.3%	54 26.3%	21 25.3%	10 7.6%	33 21.4%	57 41.6%
Good	1,635 30.9%	123 29.1%	26 20.8%	35 25.9%	55 36.2%	46 28.4%	74 29.0%	57 25.4%	40 30.3%	17 33.3%	44 23.8%	73 32.6%	68 28.1%	12 41.4%	33 28.4%	34 28.3%	56 27.3%	27 32.5%	19 14.5%	67 43.5%	37 27.0%
Very good	1,181 22.3%	99 23.5%	41 32.8%	26 19.3%	31 20.4%	33 20.4%	65 25.5%	52 23.2%	33 25.0%	13 25.5%	60 32.4%	37 16.5%	56 23.1%	8 27.6%	25 21.6%	28 23.3%	50 24.4%	18 21.7%	50 38.2%	35 22.7%	14 10.2%
Excellent	1,084 20.5%	75 17.8%	26 20.8%	27 20.0%	21 13.8%	36 22.2%	38 14.9%	37 16.5%	23 17.4%	12 23.5%	29 15.7%	43 19.2%	43 17.8%	5 17.2%	21 18.1%	29 24.2%	35 17.1%	10 12.0%	51 38.9%	17 11.0%	7 5.1%
Excellent or Very good	2,265 42.8%	174 41.2%	67 53.6%	53 39.3%	52 34.2%	69 42.6%	103 40.4%	89 39.7%	56 42.4%	25 49.0%	89 48.1%	80 35.7%	99 40.9%	13 44.8%	46 39.7%	57 47.5%	85 41.5%	28 33.7%	101 77.1%	52 33.8%	21 15.3%
Significantly different from column:*			DE	C	C						L	K							TU	SU	ST

NA - Not applicable

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Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 31

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

Base: All respondents

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,410	430	125	135	153	163	255	224	133	51	185	225	242	29	117	123	208	85	131	154	137
Number missing or multiple answer	157	16	0	0	5	3	4	3	3	0	2	2	1	0	3	4	7	3	2	2	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,253 97.1%	414 96.3%	125 100.0%	135 100.0%	148 96.7%	160 98.2%	251 98.4%	221 98.7%	130 97.7%	51 100.0%	183 98.9%	223 99.1%	241 99.6%	29 100.0%	114 97.4%	119 96.7%	201 96.6%	82 96.5%	129 98.5%	152 98.7%	133 97.1%
Every day	800 15.2%	40 9.7%	5 4.0%	20 14.8%	15 10.1%	23 14.4%	16 6.4%	23 10.4%	13 10.0%	3 5.9%	9 4.9%	30 13.5%	24 10.0%	3 10.3%	12 10.5%	8 6.7%	18 9.0%	13 15.9%	4 3.1%	13 8.6%	23 17.3%
Some days	511 9.7%	34 8.2%	3 2.4%	17 12.6%	13 8.8%	15 9.4%	18 7.2%	17 7.7%	11 8.5%	5 9.8%	12 6.6%	21 9.4%	20 8.3%	3 10.3%	9 7.9%	8 6.7%	19 9.5%	5 6.1%	6 4.7%	15 9.9%	13 9.8%
Not at all	3,850 73.3%	331 80.0%	114 91.2%	95 70.4%	117 79.1%	118 73.8%	212 84.5%	174 78.7%	106 81.5%	41 80.4%	157 85.8%	169 75.8%	191 79.3%	22 75.9%	91 79.8%	101 84.9%	160 79.6%	61 74.4%	114 88.4%	122 80.3%	95 71.4%
Don't know	92 1.8%	9 2.2%	3 2.4%	3 2.2%	3 2.0%	4 2.5%	5 2.0%	7 3.2%	0 0.0%	2 3.9%	5 2.7%	3 1.3%	6 2.5%	1 3.4%	2 1.8%	2 1.7%	4 2.0%	3 3.7%	5 3.9%	2 1.3%	2 1.5%
Every day or Some days	1,311 25.0%	74 17.9%	8 6.4%	37 27.4%	28 18.9%	38 23.8%	34 13.5%	40 18.1%	24 18.5%	8 15.7%	21 11.5%	51 22.9%	44 18.3%	6 20.7%	21 18.4%	16 13.4%	37 18.4%	18 22.0%	10 7.8%	28 18.4%	36 27.1%
Significantly different from column:*		A	DE	C	C	G	F				L	K							TU	S	S

NA - Not applicable

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Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 32

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 (Q31)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,311	74	8	37	28	38	34	40	24	8	21	51	44	6	21	16	37	18	10	28	36
Number missing or multiple answer	24	1	0	1	0	0	1	0	0	1	0	1	1	0	0	0	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
Usable responses	1,287	73	8	36	28	38	33	40	24	7	21	50	43	6	21	16	37	18	10	28	35
	98.2%	98.6%	100.0%	97.3%	100.0%	100.0%	97.1%	100.0%	100.0%	87.5%	100.0%	98.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.2%
Never	345	20	1	14	4	12	7	11	5	3	5	15	14	1	4	9	9	2	2	11	7
	26.8%	27.4%	12.5%	38.9%	14.3%	31.6%	21.2%	27.5%	20.8%	42.9%	23.8%	30.0%	32.6%	16.7%	19.0%	56.3%	24.3%	11.1%	20.0%	39.3%	20.0%
Sometimes	289	18	2	7	9	6	12	12	6	0	7	11	12	1	5	1	9	7	4	5	9
	22.5%	24.7%	25.0%	19.4%	32.1%	15.8%	36.4%	30.0%	25.0%	0.0%	33.3%	22.0%	27.9%	16.7%	23.8%	6.3%	24.3%	38.9%	40.0%	17.9%	25.7%
Usually	217	11	3	4	4	8	3	6	5	0	3	8	6	0	4	2	8	1	1	5	5
	16.9%	15.1%	37.5%	11.1%	14.3%	21.1%	9.1%	15.0%	20.8%	0.0%	14.3%	16.0%	14.0%	0.0%	19.0%	12.5%	21.6%	5.6%	10.0%	17.9%	14.3%
Always	436	24	2	11	11	12	11	11	8	4	6	16	11	4	8	4	11	8	3	7	14
	33.9%	32.9%	25.0%	30.6%	39.3%	31.6%	33.3%	27.5%	33.3%	57.1%	28.6%	32.0%	25.6%	66.7%	38.1%	25.0%	29.7%	44.4%	30.0%	25.0%	40.0%
Significantly different from column:*																					
Sometimes, Usually, or Always	942	53	7	22	24	26	26	29	19	4	16	35	29	5	17	7	28	16	8	17	28
	73.2%	72.6%	87.5%	61.1%	85.7%	68.4%	78.8%	72.5%	79.2%	57.1%	76.2%	70.0%	67.4%	83.3%	81.0%	43.8%	75.7%	88.9%	80.0%	60.7%	80.0%
Significantly different from column:*				E	D											QR	P	P			

NA - Not applicable

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Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 33

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 (Q31)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,311	74	8	37	28	38	34	40	24	8	21	51	44	6	21	16	37	18	10	28	36
Number missing or multiple answer	30	1	0	0	1	0	1	1	0	0	0	1	1	0	0	0	0	1	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
Usable responses	1,281	73	8	37	27	38	33	39	24	8	21	50	43	6	21	16	37	17	10	28	35
	97.7%	98.6%	100.0%	100.0%	96.4%	100.0%	97.1%	97.5%	100.0%	100.0%	100.0%	98.0%	97.7%	100.0%	100.0%	100.0%	100.0%	94.4%	100.0%	100.0%	97.2%
Never	655	41	3	25	12	24	16	22	11	7	9	32	29	2	8	13	16	10	5	17	19
	51.1%	56.2%	37.5%	67.6%	44.4%	63.2%	48.5%	56.4%	45.8%	87.5%	42.9%	64.0%	67.4%	33.3%	38.1%	81.3%	43.2%	58.8%	50.0%	60.7%	54.3%
Sometimes	236	14	3	7	4	8	6	8	6	0	7	7	8	1	5	0	11	3	3	4	7
	18.4%	19.2%	37.5%	18.9%	14.8%	21.1%	18.2%	20.5%	25.0%	0.0%	33.3%	14.0%	18.6%	16.7%	23.8%	0.0%	29.7%	17.6%	30.0%	14.3%	20.0%
Usually	166	9	1	3	5	1	7	6	2	0	3	4	3	1	4	2	5	2	1	4	4
	13.0%	12.3%	12.5%	8.1%	18.5%	2.6%	21.2%	15.4%	8.3%	0.0%	14.3%	8.0%	7.0%	16.7%	19.0%	12.5%	13.5%	11.8%	10.0%	14.3%	11.4%
Always	224	9	1	2	6	5	4	3	5	1	2	7	3	2	4	1	5	2	1	3	5
	17.5%	12.3%	12.5%	5.4%	22.2%	13.2%	12.1%	7.7%	20.8%	12.5%	9.5%	14.0%	7.0%	33.3%	19.0%	6.3%	13.5%	11.8%	10.0%	10.7%	14.3%
Significantly different from column:*																					
Sometimes, Usually, or Always	626	32	5	12	15	14	17	17	13	1	12	18	14	4	13	3	21	7	5	11	16
	48.9%	43.8%	62.5%	32.4%	55.6%	36.8%	51.5%	43.6%	54.2%	12.5%	57.1%	36.0%	32.6%	66.7%	61.9%	18.8%	56.8%	41.2%	50.0%	39.3%	45.7%
Significantly different from column:*													O		M	Q	P				

NA - Not applicable

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Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 34

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 (Q31)

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	1,311	74	8	37	28	38	34	40	24	8	21	51	44	6	21	16	37	18	10	28	36
Number missing or multiple answer	34	1	0	0	1	0	1	1	0	0	0	1	1	0	0	0	0	1	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
Usable responses	1,277 97.4%	73 98.6%	8 100.0%	37 100.0%	27 96.4%	38 100.0%	33 97.1%	39 97.5%	24 100.0%	8 100.0%	21 100.0%	50 98.0%	43 97.7%	6 100.0%	21 100.0%	16 100.0%	37 100.0%	17 94.4%	10 100.0%	28 100.0%	35 97.2%
Never	709 55.5%	44 60.3%	4 50.0%	27 73.0%	12 44.4%	21 55.3%	21 63.6%	22 56.4%	13 54.2%	7 87.5%	9 42.9%	34 68.0%	30 69.8%	1 16.7%	10 47.6%	14 87.5%	18 48.6%	10 58.8%	4 40.0%	19 67.9%	21 60.0%
Sometimes	233 18.2%	16 21.9%	1 12.5%	7 18.9%	8 29.6%	7 18.4%	9 27.3%	9 23.1%	7 29.2%	0 0.0%	8 38.1%	7 14.0%	6 14.0%	3 50.0%	7 33.3%	1 6.3%	12 32.4%	3 17.6%	4 40.0%	4 14.3%	8 22.9%
Usually	145 11.4%	6 8.2%	3 37.5%	1 2.7%	2 7.4%	6 15.8%	0 0.0%	5 12.8%	1 4.2%	0 0.0%	3 14.3%	3 6.0%	4 9.3%	0 0.0%	2 9.5%	0 0.0%	3 8.1%	3 17.6%	1 10.0%	2 7.1%	3 8.6%
Always	190 14.9%	7 9.6%	0 0.0%	2 5.4%	5 18.5%	4 10.5%	3 9.1%	3 7.7%	3 12.5%	1 12.5%	1 4.8%	6 12.0%	3 7.0%	2 33.3%	2 9.5%	1 6.3%	4 10.8%	1 5.9%	1 10.0%	3 10.7%	3 8.6%
Significantly different from column:*																					
Sometimes, Usually, or Always	568 44.5%	29 39.7%	4 50.0%	10 27.0%	15 55.6%	17 44.7%	12 36.4%	17 43.6%	11 45.8%	1 12.5%	12 57.1%	16 32.0%	13 30.2%	5 83.3%	11 52.4%	2 12.5%	19 51.4%	7 41.2%	6 60.0%	9 32.1%	14 40.0%
Significantly different from column:*				E	D						L	K			Q	P					

NA - Not applicable

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Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 35

What is your age?

Base: All respondents

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,410	430	125	135	153	163	255	224	133	51	185	225	242	29	117	123	208	85	131	154	137
Number missing or multiple answer	148	17	0	0	0	4	3	3	1	0	4	1	4	0	2	7	6	2	3	4	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,262 97.3%	413 96.0%	125 100.0%	135 100.0%	153 100.0%	159 97.5%	252 98.8%	221 98.7%	132 99.2%	51 100.0%	181 97.8%	224 99.6%	238 98.3%	29 100.0%	115 98.3%	116 94.3%	202 97.1%	83 97.6%	128 97.7%	150 97.4%	134 97.8%
18 to 24	649 12.3%	53 12.8%	53 42.4%	0 0.0%	0 0.0%	26 16.4%	27 10.7%	33 14.9%	19 14.4%	1 2.0%	43 23.8%	10 4.5%	27 11.3%	1 3.4%	18 15.7%	25 21.6%	24 11.9%	4 4.8%	28 21.9%	16 10.7%	9 6.7%
25 to 34	930 17.7%	72 17.4%	72 57.6%	0 0.0%	0 0.0%	25 15.7%	47 18.7%	42 19.0%	19 14.4%	10 19.6%	39 21.5%	33 14.7%	39 16.4%	6 20.7%	22 19.1%	29 25.0%	34 16.8%	7 8.4%	34 26.6%	25 16.7%	13 9.7%
35 to 44	924 17.6%	72 17.4%	0 0.0%	72 53.3%	0 0.0%	30 18.9%	42 16.7%	37 16.7%	22 16.7%	11 21.6%	34 18.8%	38 17.0%	43 18.1%	2 6.9%	24 20.9%	19 16.4%	31 15.3%	20 24.1%	23 18.0%	27 18.0%	22 16.4%
45 to 54	892 17.0%	63 15.3%	0 0.0%	63 46.7%	0 0.0%	28 17.6%	34 13.5%	29 13.1%	24 18.2%	9 17.6%	21 11.6%	40 17.9%	39 16.4%	3 10.3%	18 15.7%	18 15.5%	31 15.3%	13 15.7%	15 11.7%	29 19.3%	19 14.2%
55 to 64	1,520 28.9%	77 18.6%	0 0.0%	0 0.0%	77 50.3%	28 17.6%	48 19.0%	39 17.6%	28 21.2%	9 17.6%	18 9.9%	59 26.3%	46 19.3%	12 41.4%	16 13.9%	9 7.8%	41 20.3%	24 28.9%	16 12.5%	23 15.3%	38 28.4%
65 to 74	246 4.7%	47 11.4%	0 0.0%	0 0.0%	47 30.7%	11 6.9%	36 14.3%	23 10.4%	14 10.6%	6 11.8%	15 8.3%	28 12.5%	26 10.9%	5 17.2%	8 7.0%	4 3.4%	31 15.3%	11 13.3%	5 3.9%	22 14.7%	20 14.9%
75 or older	101 1.9%	29 7.0%	0 0.0%	0 0.0%	29 19.0%	11 6.9%	18 7.1%	18 8.1%	6 4.5%	5 9.8%	11 6.1%	16 7.1%	18 7.6%	0 0.0%	9 7.8%	12 10.3%	10 5.0%	4 4.8%	7 5.5%	8 5.3%	13 9.7%
55 or older	1,867 35.5%	153 37.0%	0 0.0%	0 0.0%	153 100.0%	50 31.4%	102 40.5%	80 36.2%	48 36.4%	20 39.2%	44 24.3%	103 46.0%	90 37.8%	17 58.6%	33 28.7%	25 21.6%	82 40.6%	39 47.0%	28 21.9%	53 35.3%	71 53.0%
Significantly different from column:*			E	E	CD						L	K	N	MO	N	QR	P	P	TU	SU	ST

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

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 36

Are you male or female?

Base: All respondents

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,410	430	125	135	153	163	255	224	133	51	185	225	242	29	117	123	208	85	131	154	137
Number missing or multiple answer	147	12	0	1	1	0	0	1	1	0	1	1	2	0	0	4	5	3	3	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
Usable responses	5,263 97.3%	418 97.2%	125 100.0%	134 99.3%	152 99.3%	163 100.0%	255 100.0%	223 99.6%	132 99.2%	51 100.0%	184 99.5%	224 99.6%	240 99.2%	29 100.0%	117 100.0%	119 96.7%	203 97.6%	82 96.5%	128 97.7%	153 99.4%	136 99.3%
Male	2,141 40.7%	163 39.0%	51 40.8%	58 43.3%	50 32.9%	163 100.0%	0 0.0%	85 38.1%	49 37.1%	24 47.1%	59 32.1%	99 44.2%	95 39.6%	10 34.5%	48 41.0%	53 44.5%	81 39.9%	26 31.7%	57 44.5%	59 38.6%	46 33.8%
Female	3,122 59.3%	255 61.0%	74 59.2%	76 56.7%	102 67.1%	0 0.0%	255 100.0%	138 61.9%	83 62.9%	27 52.9%	125 67.9%	125 55.8%	145 60.4%	19 65.5%	69 59.0%	66 55.5%	122 60.1%	56 68.3%	71 55.5%	94 61.4%	90 66.2%
Significantly different from column:*						G	F				L	K									

NA - Not applicable

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

Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 37

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

Base: All respondents

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,410	430	125	135	153	163	255	224	133	51	185	225	242	29	117	123	208	85	131	154	137
Number missing or multiple answer	203	22	1	3	5	5	7	0	0	0	5	3	6	0	2	5	11	5	6	4	5
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,207 96.2%	408 94.9%	124 99.2%	132 97.8%	148 96.7%	158 96.9%	248 97.3%	224 100.0%	133 100.0%	51 100.0%	180 97.3%	222 98.7%	236 97.5%	29 100.0%	115 98.3%	118 95.9%	197 94.7%	80 94.1%	125 95.4%	150 97.4%	132 96.4%
8th grade or less	310 6.0%	34 8.3%	4 3.2%	6 4.5%	22 14.9%	11 7.0%	22 8.9%	34 15.2%	0 0.0%	0 0.0%	21 11.7%	12 5.4%	19 8.1%	2 6.9%	7 6.1%	8 6.8%	18 9.1%	5 6.3%	10 8.0%	13 8.7%	11 8.3%
Some high school, but did not graduate	713 13.7%	52 12.7%	11 8.9%	21 15.9%	19 12.8%	19 12.0%	33 13.3%	52 23.2%	0 0.0%	0 0.0%	30 16.7%	19 8.6%	25 10.6%	2 6.9%	21 18.3%	20 16.9%	20 10.2%	10 12.5%	12 9.6%	17 11.3%	23 17.4%
High school graduate or GED	2,033 39.0%	138 33.8%	60 48.4%	39 29.5%	39 26.4%	55 34.8%	83 33.5%	138 61.6%	0 0.0%	0 0.0%	69 38.3%	69 31.1%	81 34.3%	8 27.6%	39 33.9%	46 39.0%	67 34.0%	20 25.0%	42 33.6%	53 35.3%	43 32.6%
Some college or 2-year degree	1,454 27.9%	133 32.6%	38 30.6%	46 34.8%	48 32.4%	49 31.0%	83 33.5%	0 0.0%	133 100.0%	0 0.0%	48 26.7%	83 37.4%	85 36.0%	9 31.0%	32 27.8%	34 28.8%	68 34.5%	30 37.5%	43 34.4%	51 34.0%	38 28.8%
4-year college graduate	455 8.7%	34 8.3%	6 4.8%	15 11.4%	13 8.8%	14 8.9%	20 8.1%	0 0.0%	0 0.0%	34 66.7%	6 3.3%	28 12.6%	16 6.8%	6 20.7%	12 10.4%	5 4.2%	17 8.6%	11 13.8%	11 8.8%	9 6.0%	14 10.6%
More than 4-year college degree	242 4.6%	17 4.2%	5 4.0%	5 3.8%	7 4.7%	10 6.3%	7 2.8%	0 0.0%	0 0.0%	17 33.3%	6 3.3%	11 5.0%	10 4.2%	2 6.9%	4 3.5%	5 4.2%	7 3.6%	4 5.0%	7 5.6%	7 4.7%	3 2.3%
4-year college graduate or more	697 13.4%	51 12.5%	11 8.9%	20 15.2%	20 13.5%	24 15.2%	27 10.9%	0 0.0%	0 0.0%	51 100.0%	12 6.7%	39 17.6%	26 11.0%	8 27.6%	16 13.9%	10 8.5%	24 12.2%	15 18.8%	18 14.4%	16 10.7%	17 12.9%
Significantly different from column:*								J	J	HI	L	K			R		P				

NA - Not applicable

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

Mercy Care

4993000

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 38

Are you of Hispanic or Latino origin or descent?

Base: All respondents

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,410	430	125	135	153	163	255	224	133	51	185	225	242	29	117	123	208	85	131	154	137
Number missing or multiple answer	267	20	0	2	6	5	5	4	2	0	0	0	4	1	2	5	8	4	4	3	6
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,143 95.1%	410 95.3%	125 100.0%	133 98.5%	147 96.1%	158 96.9%	250 98.0%	220 98.2%	131 98.5%	51 100.0%	185 100.0%	225 100.0%	238 98.3%	28 96.6%	115 98.3%	118 95.9%	200 96.2%	81 95.3%	127 96.9%	151 98.1%	131 95.6%
Yes, Hispanic or Latino	1,221 23.7%	185 45.1%	82 65.6%	55 41.4%	44 29.9%	59 37.3%	125 50.0%	120 54.5%	48 36.6%	12 23.5%	185 100.0%	0 0.0%	91 38.2%	5 17.9%	64 55.7%	63 53.4%	86 43.0%	30 37.0%	68 53.5%	68 45.0%	49 37.4%
No, not Hispanic or Latino	3,922 76.3%	225 54.9%	43 34.4%	78 58.6%	103 70.1%	99 62.7%	125 50.0%	100 45.5%	83 63.4%	39 76.5%	0 0.0%	225 100.0%	147 61.8%	23 82.1%	51 44.3%	55 46.6%	114 57.0%	51 63.0%	59 46.5%	83 55.0%	82 62.6%
Significantly different from column:*		A	DE	CE	CD	G	F	IJ	H	H	L	K	NO	MO	MN	R		P	U		S

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

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 39

What is your race? Mark one or more.

Base: All respondents

	2024 CSS Average	2024	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
			18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Number in sample	5,410	430	125	135	153	163	255	224	133	51	185	225	242	29	117	123	208	85	131	154	137
Number missing or multiple answer	377	42	12	6	13	10	22	20	7	1	25	4	0	0	0	17	18	5	14	10	11
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,033 93.0%	388 90.2%	113 90.4%	129 95.6%	140 91.5%	153 93.9%	233 91.4%	204 91.1%	126 94.7%	50 98.0%	160 86.5%	221 98.2%	242 100.0%	29 100.0%	117 100.0%	106 86.2%	190 91.3%	80 94.1%	117 89.3%	144 93.5%	126 92.0%
White	2,827 56.2%	273 70.4%	77 68.1%	95 73.6%	96 68.6%	108 70.6%	163 70.0%	140 68.6%	96 76.2%	30 60.0%	105 65.6%	163 73.8%	242 100.0%	0 0.0%	31 26.5%	70 66.0%	135 71.1%	59 73.8%	75 64.1%	103 71.5%	95 75.4%
Black or African-American	1,506 29.9%	41 10.6%	10 8.8%	9 7.0%	22 15.7%	18 11.8%	23 9.9%	16 7.8%	16 12.7%	9 18.0%	8 5.0%	32 14.5%	0 0.0%	29 100.0%	12 10.3%	8 7.5%	21 11.1%	10 12.5%	10 8.5%	15 10.4%	15 11.9%
Asian	305 6.1%	20 5.2%	6 5.3%	4 3.1%	10 7.1%	9 5.9%	11 4.7%	12 5.9%	4 3.2%	4 8.0%	1 0.6%	19 8.6%	0 0.0%	0 0.0%	20 17.1%	8 7.5%	9 4.7%	3 3.8%	9 7.7%	6 4.2%	4 3.2%
Native Hawaiian or other Pacific Islander	49 1.0%	5 1.3%	2 1.8%	3 2.3%	0 0.0%	2 1.3%	3 1.3%	1 0.5%	2 1.6%	2 4.0%	3 1.9%	2 0.9%	0 0.0%	0 0.0%	5 4.3%	2 1.9%	3 1.6%	0 0.0%	2 1.7%	0 0.0%	3 2.4%
American Indian or Alaska Native	187 3.7%	18 4.6%	5 4.4%	10 7.8%	3 2.1%	9 5.9%	9 3.9%	9 4.4%	6 4.8%	3 6.0%	8 5.0%	10 4.5%	0 0.0%	0 0.0%	18 15.4%	4 3.8%	10 5.3%	4 5.0%	5 4.3%	5 3.5%	8 6.3%
Other	677 13.5%	84 21.6%	30 26.5%	31 24.0%	21 15.0%	32 20.9%	52 22.3%	47 23.0%	26 20.6%	9 18.0%	55 34.4%	27 12.2%	0 0.0%	0 0.0%	84 71.8%	26 24.5%	39 20.5%	15 18.8%	27 23.1%	28 19.4%	29 23.0%

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
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Hopkins, MN 55343

***Scan here to take
the survey online!***

***¡Escanee aquí
para completar la
encuesta en línea!***

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MER3_P-S

We need your help! 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.

You can complete the survey online, right now, by scanning the QR code on the front of this postcard with your smart phone.

In a few days you'll be receiving a printed survey in the mail if you prefer to complete it on paper.

If you have questions about the survey, please call CSS, an independent research firm working with us on this survey, at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org.

Thanks again for your help!

¡Necesitamos su ayuda! 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.

Puede completar la encuesta en línea, ahora mismo, escaneando con su teléfono celular el código QR que se encuentra al frente de esta tarjeta.

Si prefiere completar la encuesta en formato papel, recibirá una encuesta impresa por correo postal en los próximos días.

Si usted tiene preguntas sobre esta encuesta, llame a CSS, una firma independiente de investigaciones, al número de teléfono gratuito 1-800-874-5561 o por correo electrónico a questions@cssresearch.org.

¡Muchas gracias de nuevo por su ayuda!



mercy care

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Hopkins, MN 55343

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**RESPONSE
NEEDED**



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Baltimore, MD

FINAL REMINDER – PLEASE RESPOND!



MER3B_1

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.

You can complete the survey right now, online, by using a phone to scan the QR code at the top of this letter, which will take you directly to the survey. If you prefer to complete a paper survey, you may return the included survey using the enclosed postage paid envelope.

Because we are asking only a few people to take the survey, **it is very important that you complete the survey right away.**

Thank you for helping to make health care better.

Sincerely,

Sandra Wendt
V.P. of Quality Management



MER3B_3

About three weeks ago, we sent you a survey about the services we provide at Mercy Care. If you responded, 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.

You can complete the survey right now, online, by using a phone to scan the QR code at the top of this letter, which will take you directly to the survey. If you prefer to complete a paper survey, you may return the included survey using the enclosed postage paid envelope.

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 complete the survey right away.** If you completed the paper survey, please return it in the pre-paid envelope.

Thank you for helping to make health care better.

Sincerely,

Sandra Wendt
V.P. of Quality Management



mercy care

CSS Processing
PO Box 3416
Hopkins, MN 55343

***Scan here to take
the survey online!***

***¡Escanee aquí
para completar la
encuesta en línea!***

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MER3-S

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.

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

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.

You can complete the survey online, right now, by scanning the QR code on the front of this postcard with your smart phone.

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.

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

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.

Puede completar la encuesta en línea, ahora mismo, escaneando con su teléfono celular el código QR que se encuentra al frente de esta tarjeta.

¡Muchas gracias de nuevo por su ayuda!



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 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Worst health care possible | | | | | Best health care possible | | | | | |

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 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 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?

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

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

- ₀ None → ***If None, Go to Question 23***
- ₁ 1 specialist
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 or more specialists

22. We want to know your rating of the specialist you 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

Worst specialist possible Best specialist possible

YOUR HEALTH PLAN

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

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 26***

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

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

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

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

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 28***

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

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

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

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

Worst health plan possible Best health plan possible

ABOUT YOU

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

- ₁ Excellent
- ₂ Very good
- ₃ Good
- ₄ Fair
- ₅ Poor

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

- ₁ Excellent
- ₂ Very good
- ₃ Good
- ₄ Fair
- ₅ Poor

31. 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 35***
- ₄ Don't know → ***If Don't know, Go to Question 35***

32. 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

33. 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

34. 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

35. 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

36. Are you male or female?

- ₁ Male
- ₂ Female

37. 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

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

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

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

- _a White
- _b Black or African-American
- _c Asian
- _d Native Hawaiian or other Pacific Islander
- _e American Indian or Alaska Native
- _f Other

THANK YOU

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

Center for the Study of Services

PO Box 3416

Hopkins, MN 55343

Please do not include any other correspondence.



MER3B_1-S

¿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.

Puede completar la encuesta, en línea, ahora mismo escaneando con su teléfono celular el código QR que se encuentra en la parte superior de esta carta. Este le redireccionará directamente a la encuesta. Si prefiere completar la encuesta en formato papel, sírvase enviar la encuesta aquí incluida en el sobre adjunto con porte pagado.

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.**

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

Atentamente,

Sandra Wendt
V.P. of Quality Management



MER3B_3-S

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.

Puede completar la encuesta, en línea, ahora mismo escaneando con su teléfono celular el código QR que se encuentra en la parte superior de esta carta. Este le redireccionará directamente a la encuesta. Si prefiere completar la encuesta en formato papel, sírvase enviar la encuesta aquí incluida en el sobre adjunto con porte pagado.

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Debido a que le pedimos solo a unas pocas personas que participen en la encuesta, **es muy importante que complete la encuesta de inmediato**. Si completó la encuesta en papel, favor de retornarla en el sobre con porte pagado.

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

Atentamente,

Sandra Wendt
V.P. of Quality Management



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 videollamada. **No** incluya la atención que recibió cuando pasó la noche hospitalizado. **No** incluya las consultas al dentista.

3. En los últimos 6 meses, ¿tuvo usted una enfermedad, lesión o problema de salud para el cual necesitó atención inmediata?

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

4. En los últimos 6 meses, cuando usted necesitó atención inmediata, ¿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 videollamada para una consulta o atención de rutina?

- 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 una consulta o atención de rutina tan pronto como lo necesitaba?

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

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

- 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

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SU DOCTOR PERSONAL

10. El doctor personal es aquel a quien usted va si necesita un chequeo, quiere pedir consejo sobre un problema de salud, o si se enferma o lastima. ¿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 videollamada 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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 videollamada. No incluya las consultas al dentista ni la atención que recibió cuando pasó la noche hospitalizado.

19. Los especialistas son doctores que se especializan en un área de la medicina. Pueden ser cirujanos, doctores especialistas en el corazón, las alergias, la piel, y otras áreas. En los últimos 6 meses, ¿hizo 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?

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

21. ¿Con cuántos especialistas ha hablado en los últimos 6 meses?

₀ Ninguno → ***Si contestó "Ninguno", pase a la pregunta 23***

₁ 1 especialista

₂ 2

₃ 3

₄ 4

₅ 5 especialistas o más

22. Queremos saber cómo califica 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 evaluar a ese especialista?

0 1 2 3 4 5 6 7 8 9 10

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?

₁ Sí

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?

Nunca ₁ A veces ₂ La mayoría de las veces ₃ Siempre 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?

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

26. En los últimos 6 meses, ¿le dio su plan de salud algún formulario para completar?

₁ Sí

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?

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

El peor plan de salud posible El mejor plan de salud posible

ACERCA DE USTED

29. En general, ¿cómo calificaría toda su salud?

₁ Excelente

₂ Muy buena

₃ Buena

₄ Regular

₅ Mala

30. En general, ¿cómo calificaría toda su salud mental o emocional?

₁ Excelente

₂ Muy buena

₃ Buena

₄ Regular

₅ Mala

31. Actualmente, ¿fuma cigarrillos o usa tabaco todos los días, algunos días o nunca?

- ₁ Todos los días
₂ Algunos días
₃ No fumo en absoluto → **Si contestó “No fumo en absoluto”, pase a la pregunta 35**
₄ No sé → **Si contestó “No sé”, pase a la pregunta 35**

32. 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
₁ ₂ ₃ ₄

33. 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
₁ ₂ ₃ ₄

34. 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
₁ ₂ ₃ ₄

35. ¿Qué edad tiene?

- ₁ 18 a 24 años
₂ 25 a 34
₃ 35 a 44
₄ 45 a 54
₅ 55 a 64
₆ 65 a 74
₇ 75 años o más

36. ¿Es usted hombre o mujer?

- ₁ Hombre
₂ Mujer

37. ¿Cuál es el grado o nivel escolar más alto que ha completado?

- ₁ 8 años de escuela o menos
₂ 9 a 12 años de escuela, pero sin graduarse
₃ Graduado de la escuela secundaria (*high school*), Diploma de escuela secundaria, preparatoria o su equivalente (o GED)
₄ Algunos cursos universitarios o un título universitario de un programa de 2 años
₅ Título universitario de 4 años
₆ Título universitario de más de 4 años

38. ¿Es usted de origen o ascendencia hispano o latino?

- ₁ Sí, hispano o latino
₂ No, ni hispano ni latino

39. ¿Cuál es su raza? Marque una o más.

- _a Blanco
_b Negro o afroamericano
_c Asiático
_d Nativo de Hawái o de otras islas del Pacífico
_e Indígena americano o nativo de Alaska
_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.