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June 22, 2006

Rose Kinney, RN, BSN
Director, Quality Improvemnt
Harmony Health Plan of Indiana
41 East Washington Street, Ste 310
Indianapolis, IN 46204

Re: 2006 Final Report for the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey

Dear Tom,

The Myers Group is pleased to present your 2006 Final Report for the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey. As a leader in the managed care survey industry with over 200 health plan submissions to NCQA this year, you can be assured that your reports will be accurate, comprehensive, user-friendly, and will provide essential information for use in your quality improvement initiatives.

On behalf of TMG, I thank you for the privilege to serve as your 2006 CAHPS survey vendor. We sincerely appreciate the confidence you have placed in us in helping you achieve your research objectives, and we look forward to working with you again in the future.

Sincerely,

A.C. Myers
Chief Executive Officer
The Myers Group

Harmony Health Plan of Indiana

CAHPS® 2006
Medicaid Child Survey
Project Number 52751
FINAL REPORT

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1. Executive Summary

The Myers Group, an NCQA-Certified HEDIS®[1] Survey Vendor, was selected by **Harmony Health Plan of Indiana** to conduct its 2006 Consumer Assessment of Healthcare Providers and Systems (CAHPS®)[2] 3.0H Medicaid Child Member Satisfaction Survey. Using a mixed (mail and telephone) survey administration methodology (following NCQA protocol), The Myers Group collected 434 responses from the eligible member population from January through May of 2006, yielding a response rate of 27.1%.[3] Information obtained from consumer surveys allows plans to measure how well they are meeting their members' expectations and needs. Based on the data collected, this report summarizes the results, and assists in identifying member satisfaction strengths and opportunities.

The 2006 and 2005 Summary Rate composite and rating scores for Harmony Health Plan of Indiana are listed below. In order to assess how your member satisfaction scores compare with other Medicaid child plans, a national benchmark, 2005 CAHPS® Booklet[4] is also provided.

Composites/Ratings	2006 Summary Rates	2005 Summary Rates	2005 CAHPS® Booklet (Medicaid Child)
Getting Needed Care	82.1%	82.2%	79.4%
Getting Care Quickly	86.3%	81.5%	78.7%
How Well Doctors Communicate	93.4%	91.3%	90.1%
Courteous and Helpful Office Staff	93.5%	92.5%	90.9%
Customer Service	61.8%	65.9%	72.1%
Rating of Personal Doctor (Q5)	84.2%	82.4%	81.1%
Rating of Specialist (Q12)	83.5%	75.7%	75.7%
Rating of Health Care (Q39)	85.1%	82.3%	80.8%
Rating of Health Plan (Q62)	81.9%	79.8%	77.6%

[1] HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
[2] CAHPS® is registered trademark of the Agency for Healthcare Research and Quality (AHRQ).
[3] Please refer to Section 2-Project Overview for the calculation used to determine response rate.
[4] The source for benchmark is a collection of CAHPS® 3.0 mean summary ratings for the 36 Medicaid Child (Non CCC) samples that submitted data to NCQA in 2005, as appears in the CAHPS® Booklet

CAHPS® 3.0H Medicaid Child Survey

Topics in the CAHPS® 3.0H Medicaid Child Survey include:

- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate
- Courteous and Helpful Office Staff
- Customer Service
- Provider and Plan Ratings

Throughout this report results are shown as "Summary Rates." Summary Rates represent the percentage of respondents who answer in the most positive way, as defined by NCQA.

The Getting Needed Care composite measures the experiences members had in the last six months when attempting to get care for their child from doctors and specialists. The Summary Rate represents the percentage of members who responded "Not a problem."

The Getting Care Quickly composite measures the member's experiences with receiving care or advice for their child in a reasonable time and includes experiences with time spent in the office waiting room. The Summary Rate represents the percentage of members who responded "Always" or "Usually."

The How Well Doctors Communicate composite measures how well providers listen, explain, spend enough time with, and show respect for what members have to say. The Summary Rate represents the percentage of respondents reporting "Always" or "Usually."

The Courteous and Helpful Office Staff composite measures the recipient's treatment by office staff in the last six months. The Summary Rate represents the percentage of members who responded "Always" or "Usually."

The Customer Service composite measures how much of a problem it was for members to get information and fill out paperwork in the last six months. The Summary Rate represents the percentage of members who responded "Not a problem."

There are four questions with responses scaled 0 to 10 in the CAHPS® 3.0H survey: rating of child's doctor, specialist, health care, and health plan. Zero represents "worst possible" and 10 represents "best possible." The Summary Rate represents the percentage of respondents who rated the question an 8, 9, or 10.

Opportunity Analysis of Health Plan Rating

How members rate their health plan (Q62) is an important indicator of plan quality. Therefore, it is important for plans to focus their attention on this rating measure. Satisfaction is influenced by the quality of service provided by the plan, the quality of care provided by the plan and the cost of the plan to the member.

Some composites will impact the *Rating of Health Plan* satisfaction among your health plan members more than others, and are considered Key Drivers. Key Drivers are those health plan service areas that are positively tied to overall rating of the health plan. A regression analysis was performed using The Myers Group Book of Business - 2005 (Medicaid Child)[5]. This analysis measures the relationship between each composite area and overall health plan rating. It is used to determine which areas of service have the greatest effect on members' overall satisfaction, which helps plans to develop a strategy to focus attention on the Key Driver service measure.

Regression analysis produces a number, called a beta coefficient (β), which represents the degree to which the composite area impacts overall satisfaction; the larger the beta coefficient, the greater the impact that area has on satisfaction. Three composites have been identified as *Key Drivers* for Medicaid Child plans based on regression analysis of The Myers Group Book of Business: Customer Service (β=0.731[6]), How Well Doctors Communicate (β =0.623), and Getting Needed Care (β=0.549).

Depending on how your health plan composite Summary Rate compares to the 2005 CAHPS® Booklet (Medicaid Child), The Myers Group provides the following information for use in developing your action plans:

Strength (Market & Maintain)

The following plan service area is a *Key Driver of Overall Satisfaction* among your health plan members. When compared to the 2005 CAHPS® Booklet (Medicaid Child) mean score your Summary Rate for this area is significantly higher and is considered a strength of your plan.

	Comparison to Benchmark	Summary Rate
➢ How Well Doctors Communicate	Significantly Higher	93.4%

[5] TMG Book of Business - 2005 consists of 22 Medicaid Child, non-CCC survey results, which were submitted to NCQA in 2005.

[6] Numbers shown are beta coefficients (found with respondent-level composites scaled 0-3, See Regression Analysis in *Technical Notes*). Within the context of the statistical model the larger the coefficient, the stronger its influence on the dependent variable (Q62 – Overall Satisfaction with Health Plan), with all other composites held constant.

Opportunity (Investigate & Improve)

Among the sample of health plan members surveyed, no *Key Drivers of Overall Satisfaction* were identified that rate significantly below the 2005 CAHPS® Booklet (Medicaid Child) mean Summary Rates.

To Monitor

The following plan service areas are *Key Drivers of Overall Satisfaction* among your health plan members. However, when compared to the 2005 CAHPS® Booklet (Medicaid Child) your Summary Rates are not significantly different. While the following composites are considered neither strengths nor opportunities, they remain topics of great importance to members. Therefore, the following service areas should be monitored since they do have a significant impact on member's overall rating of your health plan.

	Comparison to Benchmark	Summary Rate
➢ Customer Service	Not Significantly Different	61.8%
➢ Getting Needed Care	Not Significantly Different	82.1%

Key Drivers of Overall Health Care Rating

How members rate their health care (Q39) is an important measure of quality, as it gives members an opportunity to rate all of the health care they have received in the last six months. The health care rating provides feedback to health plans to help improve their members' quality of care. For further analysis, a regression analysis was performed on The Myers Group Book of Business (2005) to determine the *Key Drivers for the Rating of Health Care*.

Three composites have been identified as *Key Drivers for the Rating of Health Care* based on the regression analysis: How Well Doctors Communicate (β=1.494), Getting Needed Care (β=0.358), and Courteous and Helpful Office Staff (β=0.321). The *Rating of Health Care* is also highly correlated with the *Rating of Personal Doctor*.

How Well Doctors Communicate is the area most highly associated with health care satisfaction. A positive relationship between doctor and patient is an important part of health care. It is critical for the provider to listen carefully, to develop trust necessary for clear communication and to explain diagnoses and treatments in a way that is easily understood. Health plans should have a sufficient provider network to allow providers to spend an adequate amount of time with each patient.

Getting Needed Care is a key indicator of access to care. The ability to make appointments and see a provider is critical to ensuring that illness is prevented, or that an existing illness does not progress further. It is the responsibility of the health plan to ensure that their provider network is large enough to provide appropriate access to plan members.

Below are your plan's Summary Rates in these areas and a comparison to the 2005 CAHPS® Booklet (Medicaid Child). High ratings in these areas are essential to members' satisfaction with the care their child receives.

	Comparison to Benchmark	Summary Rate
➢ How Well Doctors Communicate	Significantly Higher	93.4%
➢ Getting Needed Care	Not Significantly Different	82.1%
➢ Courteous and Helpful Office Staff	Not Significantly Different	93.5%

Summary Rates significantly lower than the benchmark would indicate that this is an area that should be investigated by the health plan. TMG offers *Patient Satisfaction with Physician* studies to help further drill down areas that may need attention to better provide care to plan members.

Noteworthy Findings and Conclusions

As stated at the beginning of this Executive Summary, information obtained from consumer surveys allows plans to measure how well they are meeting their members' expectations and needs. It can also reveal areas of improvement and target areas where improvement is needed to increase the quality of care provided.

The following section identifies significant[7] trend and benchmark comparisons with respect to composite and rating areas. For additional detailed analysis of trending and benchmarking refer to Sections 3 and 4.

- **Trending** – One crucial measure of a health plan's ability to manage care is its capacity to demonstrate improvement in key areas over time. The CAHPS® 3.0H survey allows plans to track changes in results that are important to them, and to measure the plan's success in those areas in order to more effectively meet members needs and expectations:

  - Composites: When compared to 2005:
    - Your plan shows no significant changes in the five composite areas.

  - Ratings: When compared to 2005:
    - Your plan shows no significant changes in the four rating areas.

  - Attributes: The survey questions that comprise the composites are called attributes. There are 16 attributes in the Medicaid child survey. The attributes that have shown significant differences in Summary Rates when compared to 2005 are listed below. Beside each attribute is the corresponding composite.

    - Attributes showing a significant improvement in Summary Rate:
      - Q15. Getting the help/advice you needed (Getting Care Quickly)
      - Q38. Doctors spending enough time with you (How Well Doctors Communicate)

    - All other attributes show no significant difference in Summary Rates when compared to 2005.

[7] To be "significant," differences must be attributed to real changes or variations, and not to chance. TMG uses a mathematical procedure to judge whether differences are due to true differences in the populations or simply attributed to chance. When a difference is determined to be significant, the chance that it is not truly different is set to be 5% (or 1 in 20), That is, comparisons are determined to be significant at 95% significance level.

- **National Benchmark** – In order to assess how these member satisfaction scores compare with other Medicaid child plans, a national benchmark, the 2005 CAHPS® Booklet (Medicaid Child*)*, is also provided. In 2005 there were 36 Medicaid child plans that submitted data to NCQA. Those plans form the 2005 CAHPS® Booklet (Medicaid Child).

    - Composites: When compared to the 2005 CAHPS® Booklet:
        - Your plan scores significantly higher than the benchmark in the following composite areas: How Well Doctors Communicate and Getting Care Quickly.

    - Ratings: When compared to the 2005 CAHPS® Booklet:
        - Your plan scores significantly higher than the benchmark in the following rating areas: Rating of Health Care and Rating of Health Plan.

New in 2006 – NCQA/TMG Survey and Reporting Changes

- There were no changes in the CAHPS® 3.0H Medicaid Child Member Satisfaction Survey from 2005. As in years past, plans may elect to add up to 15 additional custom questions, which may change from year to year.

- There are no survey measures eligible for rotation in HEDIS 2006.

- The Myers Group has added an additional year of trend data. Section 3 of this report shows four years of plan data (2006, 2005, 2004 and 2003) along with significance testing of the 2006 data compared to each of the previous years for which data is shown. There is also an additional year of demographic trending (2005 and 2004) with significance testing in Section 2, Page 2D.

2. Project Overview

Your Account Executive for this project is Jean-Marie Ingemi (770-978-3173, ext.357), and your Project Manager is Leeta Grayson (770-978-3173, ext.319). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call either your Account Executive or your Project Manager. Additionally, please feel free to call Debbie Torre, Director of Operations, at 770-978-3173, Ext. 308.

Background

The Myers Group was selected by Harmony Health Plan of Indiana to conduct its 2006 CAHPS® 3.0H Medicaid Child Member Satisfaction Survey. Consumer Assessment of Health Plans (CAHPS®) is a set of survey tools developed to assess patient satisfaction with their health plan. Developed jointly by the Agency for Healthcare Research and Quality (AHRQ) and NCQA, the CAHPS® 3.0H survey is the most comprehensive tool available for assessing consumers' experiences with their health plans.

This report summarizes results derived from the CAHPS® 3.0H Medicaid Child survey as applied to a random sample of your health plan members and presents the findings by plan service area (composite) and by each individual question (attribute). The topics covered by the CAHPS® 3.0H survey are: (Ratings) Personal Doctor, Specialist Seen Most Often, Health Care, and Health Plan and (Composites) Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Courteous and Helpful Office Staff, and Customer Service.

In general, satisfaction is presented by Summary Rates or the percent of respondents who choose the most positive question responses as specified by NCQA. In many cases, scores are also shown alongside a national benchmark, 2005 CAHPS® Booklet (Medicaid Child), in order to offer your plan an assessment of how well it performs in comparison to other plans.

Response Rate

The required sample size is 1,650 in accordance with the NCQA protocol for child Medicaid plans, although plans may choose to over-sample their population if necessary. Your plan's sample size is 1,650. After adjusting for ineligible members, your survey response rate was 27.1%. A survey is included as a valid completion if the member appropriately responds to Question 1 and answers at least 80% of the survey questions (not including Questions 58, 59, or custom questions). The overall NCQA target number of complete responses is 411.

NCQA allows members to submit surveys through a mail-only or mixed (mail and phone) methodology. Your health plan's 434 valid responses were submitted to TMG via the following data collection methods: 295 Mail (M), and 139 Telephone (T).

A response rate is only calculated for those members who were eligible and able to respond. According to NCQA protocol, ineligible members include those who are deceased, do not meet the eligible population criteria, have a language barrier, or are either mentally or physically incapacitated. Non-respondents include those members who have refused to participate in the survey, could not be reached due to a bad address or telephone number, or members that reached a maximum attempt threshold and were unable to be contacted during the survey time period. NCQA also considers surveys that have been returned with less than 80% of the questions answered a non-response.

The table below shows the total number of members in the sample that fell into each of the various disposition categories. Depending upon the survey protocol, some of the groupings below may not apply.

Disposition Group	Disposition Category	N
Ineligible	Deceased (M20/T20)	0
	Does not meet criteria (M21/T21)	38
	Language barrier (M22/T22)	10
	Mentally/physically incapacitated (M24/T24)	0
	Total Ineligible	**48**
Non-response	Bad address/phone (M23/T23)	180
	Incomplete (M31/T31)	20
	Refusal (M32/T32)	22
	Maximum attempts made (M33/T33)	946
	Total Non-response	**1168**

Ineligible surveys are subtracted from the sample size when computing a response rate as shown below.

$$\frac{\text{Completed mail and telephone surveys}}{\text{Sample size} - \text{Ineligible surveys}} = \text{Response rate}$$

Using the final figures from Harmony Health Plan of Indiana's Medicaid Child survey, the numerator and denominator used to compute your response rate are presented below.

$$\frac{139\ (\text{Phone}) + 295\ (\text{Mail})}{1{,}650\ (\text{sample}) - 48\ (\text{ineligible})} = \frac{434}{1{,}602} = 27.1\%$$

Refer to the *Technical Notes* for protocol used to calculate the response rate and administer the survey.

Profile of Survey Respondents

The characteristics of respondents surveyed should be representative of your member population. TMG follows NCQA protocol to help achieve a representative sample of the plan's member population. Page 2A shows the percentage of respondents by demographic category (respondent's age, respondent's gender, relation to child, respondent's education) within your plan. Page 2B provides the percentage of child members surveyed by demographic category (child's age, child's gender, child's duration with plan, child's health status, and child's race). Page 2C provides the percentage of respondents and child members by demographic category as reported by NCQA in its CAHPS® Booklet measures. Page 2D provides the percentage of respondents by demographic category compared to your plan's 2005 and 2004 demographics. To help you identify how your plan's population compares to other plans and to previous year's data, significant differences are highlighted and are determined by a Z-test for statistical significance. (Refer to the *Technical Notes* for more information on this topic.)

As the demographic makeup of your plan's member base may not mirror the "average" plan, caution is recommended when making comparisons to benchmark data. To help you identify how your plan's population compares to other plans, significant differences are shown on Page 2C. (Significant differences are determined by a Z-test for significance. See Technical Notes for more information on this topic.)

- **Demographic Comparisons (Benchmark)**: Page 2C shows there are significant differences between your plan and the 2005 CAHPS® Booklet (Medicaid Child*)* in the following demographic categories: Respondent's Gender, Child's Duration with Plan, Child's Age, and Child's Race.

- **Demographic Comparisons (Trending)**: Page 2D shows there have been significant changes between your 2006 population and that of 2005 in the following demographic category: Child's Race.

Through years of experience The Myers Group has observed that the demographics of a response group may have an effect on the overall satisfaction results:

- Older members tend to give higher ratings of overall satisfaction.
- More educated members tend to give lower ratings of overall satisfaction.
- Members who have been with a plan longer tend to give a higher rating of overall satisfaction.
- Members who report better health status tend to give higher ratings of overall satisfaction.

The full detail of demographic results for your plan is shown in the Segmentation Analysis – Section 6.

Charts 2A – 2D

Profile of Survey Respondents

Survey Demographics

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Profile of Child Members
Survey Demographic Comparisons

Harmony Health Plan of Indiana
Medicaid Child Survey

434 Total Respondents

*Child health status is defined by the survey respondent.

*Race/Ethnicity, figures will not equal 100% because they are separate questions. "Other" includes Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and respondents who answered "Other."

Profile of Survey Respondents & Child Members

Harmony Health Plan of Indiana

Medicaid Child Survey

Benchmark Comparisons

434 Total Respondents

Demographic	Category	2006	2005 CAHPS® Booklet (Medicaid Child)*	Significance Testing**
Respondent Gender (Q69)	**Male**	7.5%	12.5%	**Below**
	Female	92.5%	87.5%	**Above**
Respondent Age (Q68)	**34 or younger**	56.2%	53.1%	Not sig.
	35 - 44	28.5%	28.4%	Not sig.
	45 or older	15.3%	18.4%	Not sig.
Relation to Child (Q73)	**Parent**	91.4%	90.9%	Not sig.
	Other	8.6%	9.1%	Not sig.
Respondent Education (Q70)	**High School Graduate or less**	61.3%	59.5%	Not sig.
	Some College	30.3%	32.4%	Not sig.
	College Graduate or more	8.5%	8.1%	Not sig.
Child's Duration with Plan (Q3)	**Less than 2 years**	48.3%	35.3%	**Above**
	2 up to 5 years	35.0%	41.3%	**Below**
	5 years or more	16.7%	23.4%	**Below**
Child's Health Status (Q63)	**Excellent/Very good**	75.5%	75.3%	Not sig.
	Good	19.2%	19.2%	Not sig.
	Fair/Poor	5.4%	5.5%	Not sig.
Child's Gender (Q65)	**Male**	51.0%	51.4%	Not sig.
	Female	49.0%	48.6%	Not sig.
Child's Age (Q64)	**Less than 1 year**	1.4%	3.3%	**Below**
	One year or older	98.6%	96.7%	**Above**
Child's Race/Ethnicity* (Q66/Q67)**	**White**	76.7%	58.6%	**Above**
	Black/African-American	16.2%	24.7%	**Below**
	Hispanic/Latino	8.7%	14.0%	**Below**
	Asian	0.7%	3.1%	**Below**
	Other	6.4%	13.6%	**Below**

** NCQA 2005 CAHPS® Booklet (Medicaid Child) mean score (36 samples). Please refer to the Technical Notes for more information.*

*** Significance Testing - "Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Not Sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

**** Race/Ethnicity, figures will not equal 100% because they are separate questions. "Other" includes Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and respondents who answered "Other."*

Profile of Survey Respondents & Child Members Demographic Trending

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Demographic	Category	2006	2005	2004	Significance Testing*	
					2006 to 2005	2006 to 2004
Respondent Gender (Q69)	**Male**	7.5%	7.3%	10.2%	Not sig.	Not sig.
	Female	92.5%	92.7%	89.8%	Not sig.	Not sig.
Respondent Age (Q68)	**34 or younger**	56.2%	56.4%	63.1%	Not sig.	**Sig. decrease**
	35 - 44	28.5%	30.0%	24.3%	Not sig.	Not sig.
	45 or older	15.3%	13.7%	12.6%	Not sig.	Not sig.
Relation to Child (Q73)	**Parent**	91.4%	92.8%	91.4%	Not sig.	Not sig.
	Other	8.6%	7.2%	8.6%	Not sig.	Not sig.
Respondent Education (Q70)	**High School Graduate or less**	61.3%	56.3%	66.3%	Not sig.	Not sig.
	Some College	30.3%	36.3%	26.5%	Not sig.	Not sig.
	College Graduate or more	8.5%	7.4%	7.2%	Not sig.	Not sig.
Child's Duration with Plan (Q3)	**Less than 2 years**	48.3%	42.5%	31.1%	Not sig.	**Sig. increase**
	2 to 5 years	35.0%	38.1%	44.6%	Not sig.	**Sig. decrease**
	5 years or more	16.7%	19.4%	24.3%	Not sig.	**Sig. decrease**
Child's Health Status (Q63)	**Excellent/Very good**	75.5%	72.6%	75.0%	Not sig.	Not sig.
	Good	19.2%	20.8%	20.1%	Not sig.	Not sig.
	Fair/Poor	5.4%	6.6%	4.9%	Not sig.	Not sig.
Child's Gender (Q65)	**Male**	51.0%	51.6%	53.5%	Not sig.	Not sig.
	Female	49.0%	48.4%	46.5%	Not sig.	Not sig.
Child's Age (Q64)	**0 - 4 years**	28.5%	29.0%	NA	Not sig.	NA
	5 - 8 years	24.6%	26.1%	NA	Not sig.	NA
	9-13 years	27.8%	23.8%	NA	Not sig.	NA
	14 or older	19.1%	21.1%	NA	Not sig.	NA
Child's Race/Ethnicity (Q66/Q67)	**White**	76.7%	65.0%	59.3%	**Sig. increase**	**Sig. increase**
	Black/African-American	16.2%	23.6%	27.9%	**Sig. decrease**	**Sig. decrease**
	Hispanic/Latino	8.7%	13.6%	16.6%	**Sig. decrease**	**Sig. decrease**
	Asian	0.7%	1.1%	1.7%	Unable to Test	Unable to Test
	Other	6.4%	10.3%	11.1%	**Sig. decrease**	**Sig. decrease**

**Significance Testing - "Sig. increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher for 2006 when compared to previous years. "Sig. decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower for 2006 when compared to previous years. "Not Sig." denotes that there was insufficient support to conclude that there was a significant difference between the percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

*** Race/Ethnicity, figures will not equal 100% because they are separate questions. "Other" includes Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and respondents who answered "Other."*

3. Trend Comparisons

The CAHPS® 3.0H survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. These composites, the questions that make up composites (attributes) and rating questions are shown on the following trend pages. Trending to 2005 and 200 data is also shown when available.

Page 3A — Three-Year Trend Comparisons
Shows how your health plan's 2006 composite, attribute, and rating Summary Rates compare to your scores from 2005 and 2004. Significant differences are highlighted.

Page 3B-3C — Three-Year Trend Comparisons
Shows a graphical presentation of year-to-year comparisons of Summary Rate Composite and Ratings.

Charts 3A – 3C

Three Year Trend Comparisons

Harmony Health Plan of Indiana

Composites, Attributes, and Ratings of Member Satisfaction

Medicaid Child Survey

434 Total Respondents

Composite/Attribute/Rating Item	2006		2005		2004		Significance Testing**	
	Valid n	Summary Rate*	Valid n	Summary Rate*	Valid n	Summary Rate*	2006 to 2005	2006 to 2004
Getting Needed Care		**82.1%**		**82.2%**		**86.2%**	Not sig.	Not sig.
Q7. Getting a provider you are happy with	155	79.4%	219	76.7%	182	83.0%	Not sig.	Not sig.
Q10. Seeing a specialist	86	68.6%	130	72.3%	82	78.0%	Not sig.	Not sig.
Q25. Getting care, tests, or treatments necessary	193	87.6%	234	86.8%	90	90.0%	Not sig.	Not sig.
Q27. Delays in care while waiting for approval	337	92.9%	410	92.9%	250	93.6%	Not sig.	Not sig.
Getting Care Quickly		**86.3%**		**81.5%**		**85.4%**	Not sig.	Not sig.
Q15. Getting the help/advice you needed	289	96.2%	331	91.5%	249	94.0%	**Sig. increase**	Not sig.
Q17. Obtaining care right away for an illness/injury/condition	163	92.6%	211	87.7%	115	91.3%	Not sig.	Not sig.
Q20. Obtaining care when wanted, not when needed right away	270	93.7%	326	89.9%	222	95.5%	Not sig.	Not sig.
Q28. Waiting time in the doctor's office	340	62.6%	410	57.1%	258	60.9%	Not sig.	Not sig.
How Well Doctors Communicate		**93.4%**		**91.3%**		**96.3%**	Not sig.	Not sig.
Q31. Doctors listening carefully to you	343	94.2%	413	92.3%	260	98.1%	Not sig.	Unable to Test
Q33. Doctors explaining things in an understandable way	338	93.5%	413	92.7%	261	96.9%	Not sig.	Not sig.
Q34. Doctors showing respect for what you had to say	338	94.4%	412	93.7%	261	97.3%	Not sig.	Not sig.
Q38. Doctors spending enough time with your child	342	91.5%	410	86.6%	261	92.7%	**Sig. increase**	Not sig.
Courteous and Helpful Office Staff		**93.5%**		**92.5%**		**95.8%**	Not sig.	Not sig.
Q29. Office staff treating you with courtesy and respect	344	94.8%	411	93.9%	261	97.7%	Not sig.	Not sig.
Q30. Office staff as helpful as you thought they should be	344	92.2%	415	91.1%	260	93.8%	Not sig.	Not sig.
Customer Service		**61.8%**		**65.9%**		**80.3%**	Not sig.	**Sig. decrease**
Q53. Finding/understanding information	70	72.9%	88	71.6%	83	91.6%	Not sig.	**Sig. decrease**
Q55. Getting help when calling customer service	67	50.7%	103	60.2%	71	69.0%	Not sig.	**Sig. decrease**
Rating of Personal Doctor (Q5)	398	**84.2%**	488	**82.4%**	382	**90.6%**	Not sig.	**Sig. decrease**
Rating of Specialist (Q12)	79	**83.5%**	115	**75.7%**	73	**86.3%**	Not sig.	Not sig.
Rating of Health Care (Q39)	342	**85.1%**	413	**82.3%**	261	**92.0%**	Not sig.	**Sig. decrease**
Rating of Health Plan (Q62)	420	**81.9%**	525	**79.8%**	408	**91.7%**	Not sig.	**Sig. decrease**

** Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.*

*** Significance Testing - "Sig. increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher for 2006 when compared to previous years. "Sig. decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower for 2006 when compared to previous years. "Not Sig." denotes that there was insufficient support to conclude that there was a significant difference between the percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level. Significance testing of composites should be used with caution as a rough guideline, since the test procedure is approximate.*

Three Year Trend Comparisons

Harmony Health Plan of Indiana

Composites of Member Satisfaction

Medicaid Child Survey

434 Total Respondents

Note: Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

Three Year Trend Comparisons

Ratings of Member Satisfaction

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Note: Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

4. Benchmark Comparisons

In order to assess how these member satisfaction scores compare with other Medicaid child plans nationwide, a national benchmark, 2005 CAHPS® Booklet (Medicaid Child), is also provided. In 2005 there were 36 non-CCC Medicaid child plans that submitted data to NCQA. Those plans form the *2005 CAHPS® Booklet (Medicaid Child)*.

Your plan's 2006 member satisfaction summary data, as well as several benchmarks for comparison, is organized into the following tables and charts.

Page 4A — 2005 CAHPS® Booklet (Medicaid Child)
Shows how your health plan's composite, attribute, and rating Summary Rates compare to the mean score generated from 36 non-CCC Medicaid Child samples nationwide. Significant differences are highlighted.

Page 4B — 2005 National CAHPS® Benchmarking Database (NCBD)
Shows how your health plan's composite, attribute, and rating Summary Rate compare to NCBD Benchmark. *Note: NCBD Summary Rate definitions are not the same as NCQA Summary Rate definitions. Your plan's score has been recalculated on this page to match NCBD Summary Rate definitions*. The NCBD Summary Rate definitions are shown in the second column of this table. The NCBD data presented include summary-level distribution of 65 Medicaid Child CAHPS® 3.0 Health Plan Survey results from 2005.

Page 4C — Three-Point Score Comparison
Shows your plan's Three-Point Scores and how they compare to the Three-Point Scores derived from the Medicaid child benchmark data. The Three-Point Score is the result of the process of assigning a value of 1, 2, or 3 to each question response category and then computing a numerical average based upon the valid responses for each question. The Three-Point values are assigned to question answer categories as follows:

Response Choice 1	Score Value
A big problem	1
A small problem	2
Not a problem	3

Response Choice 2	Score Value
Never	1
Sometimes	1
Usually	2
Always	3

Response Choice 3	Score Value
0-6	1
7 & 8	2
9 & 10	3

Charts 4A – 4C

Benchmark Comparisons

2005 CAHPS® Booklet (Medicaid Child)

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Composite/Attribute/Rating Item	Summary Rate 2006	2005 CAHPS® Booklet (Medicaid Child)*	Significance Testing**
Getting Needed Care	**82.1%**	**79.4%**	Not sig.
Q7. Getting a provider you are happy with	79.4%	76.0%	Not sig.
Q10. Seeing a specialist	68.6%	66.7%	Not sig.
Q25. Getting care, tests, or treatments necessary	87.6%	81.6%	**Above**
Q27. Delays in care while waiting for approval	92.9%	93.4%	Not sig.
Getting Care Quickly	**86.3%**	**78.7%**	**Above**
Q15. Getting the help/advice you needed	96.2%	87.6%	**Above**
Q17. Obtaining care right away for an illness/injury/condition	92.6%	88.0%	Not sig.
Q20. Obtaining care when wanted, not when needed right away	93.7%	85.7%	**Above**
Q28. Waiting time in the doctor's office	62.6%	53.6%	**Above**
How Well Doctors Communicate	**93.4%**	**90.1%**	**Above**
Q31. Doctors listening carefully to you	94.2%	91.4%	Not sig.
Q33. Doctors explaining things in an understandable way	93.5%	90.9%	Not sig.
Q34. Doctors showing respect for what you had to say	94.4%	92.5%	Not sig.
Q38. Doctors spending enough time with your child	91.5%	85.6%	**Above**
Courteous and Helpful Office Staff	**93.5%**	**90.9%**	Not sig.
Q29. Office staff treating you with courtesy and respect	94.8%	92.9%	Not sig.
Q30. Office staff as helpful as you thought they should be	92.2%	88.9%	Not sig.
Customer Service	**61.8%**	**72.1%**	Not sig.
Q53. Finding/understanding information	72.9%	75.4%	Not sig.
Q55. Getting help when calling customer service	50.7%	68.7%	**Below**
Rating of Personal Doctor (Q5)	**84.2%**	**81.1%**	Not sig.
Rating of Specialist (Q12)	**83.5%**	**75.7%**	Not sig.
Rating of Health Care (Q39)	**85.1%**	**80.8%**	**Above**
Rating of Health Plan (Q62)	**81.9%**	**77.6%**	**Above**

** NCQA 2005 CAHPS® Booklet (Medicaid Child) mean score (36 samples). Refer to the Technical Notes for more information.*

*** Significance Testing - "Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Not Sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. All significance testing is performed at the 95% significance level. Significance testing of composites should be used with caution as a rough guideline, since the test procedure is approximate.*

Note: Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

Benchmark Comparisons

Harmony Health Plan of Indiana

2005 NCBD Benchmark

Medicaid Child Survey

434 Total Respondents

Composite/Attribute/Rating Item	NCBD Summary Rate Definition	Your Plan Summary Rate*	NCBD Benchmark Summary Rate**	Significance Testing Your Plan to NCBD
Getting Needed Care* **	**Not a Problem**	**71%**	**71%**	Not sig.
Q7. Getting a provider you are happy with	Not a Problem	79%	78%	Not sig.
Q10. Seeing a specialist		69%	67%	Not sig.
Q25. Getting care, tests, or treatments necessary		88%	82%	**Above**
Q27. Delays in care while waiting for approval***		50%	59%	Not sig.
Getting Care Quickly	**Always**	**66%**	**56%**	**Above**
Q15. Getting the help/advice you needed	Always	81%	69%	**Above**
Q17. Obtaining care right away for an illness/injury/condition		78%	69%	**Above**
Q20. Obtaining care when wanted, not when needed right away		73%	61%	**Above**
Q28. Waiting time in the doctor's office		33%	26%	**Above**
How Well Doctors Communicate* **	**Always**	**72%**	**70%**	Not sig.
Q31. Doctors listening carefully to you	Always	75%	74%	Not sig.
Q33. Doctors explaining things in an understandable way		75%	75%	Not sig.
Q34. Doctors showing respect for what you had to say		79%	76%	Not sig.
Q37. Doctors explaining things in a way a child can understand***		67%	65%	Not sig.
Q38. Doctors spending enough time with your child		65%	61%	**Above**
Courteous and Helpful Office Staff	**Always**	**79%**	**73%**	**Above**
Q29. Office staff treating you with courtesy and respect	Always	85%	79%	**Above**
Q30. Office staff as helpful as you thought they should be		74%	68%	**Above**
Customer Service* **	**Not a Problem**	**69%**	**75%**	Not sig.
Q53. Finding/understanding information	Not a Problem	73%	77%	Not sig.
Q55. Getting help when calling customer service		51%	68%	**Below**
Q61. Experience with plan paperwork***		82%	79%	Not sig.
Rating of Personal Doctor (Q5)	**9-10**	**67%**	**64%**	Not sig.
Rating of Specialist (Q12)	**9-10**	**71%**	**61%**	Not sig.
Rating of Health Care (Q39)	**9-10**	**71%**	**65%**	**Above**
Rating of Health Plan (Q62)	**9-10**	**68%**	**60%**	**Above**

** Summary Rates as defined by National CAHPS® Benchmarking Database (NCBD), represent the percentage of respondents answering in the most positive way. Your Summary Rates are recalulated to match the NCBD benchmark Summary Rate definition, and are shown in the column labeled "Your Plan's Summary Rate."*

*** Source for benchmark data is NCBD 2005 Chartbook, which presents 65 summary-level results for the CAHPS® 3.0 Health Plan Survey (Medicaid Child). NCBD benchmark also includes results from CAHPS® surveys that have not been administered according to CAHPS® specification. Refer to the Technical Notes for more information.*

**** NCBD calculates Q27 differently from NCQA. NCQA includes those respondents answering "No, I did not need approval for care, tests or treatments," in Q26 into "Not a problem" in Q27 - NCBD does not. Your Summary Rate for Q27 has been recalculated to compare to NCBD benchmark. Likewise, Q61 is also recalculated to remove those respondents answering "No" to Q60. Therefore, with the recalculations of these attributes, their respective composites' Summary Rate Scores will differ as well. Additionally, the composite How Well Doctors Communicate includes Q37, and the composite Customer Service includes Q61, per NCBD definition. NCQA does not include these questions in those composites.*

Three-Point Score

Plan Composites and Ratings

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Composite/Rating Item	Your Plan's Three-Point Score	2005 CAHPS® Booklet Mean Three-Point Score**
Getting Needed Care	2.749	2.717
Getting Care Quickly	2.524	2.326
How Well Doctors Communicate	2.670	2.588
Courteous and Helpful Office Staff	2.727	2.619
Customer Service	*	2.637
Rating of Personal Doctor (Q5)	2.595	2.510
Rating of Specialist (Q12)	*	2.433
Rating of Health Care (Q39)	2.617	2.516
Rating of Health Plan (Q62)	2.550	2.458

** The average number of valid responses for this measure is less than 100, therefore the 3-point score cannot be calculated.*
Note: NCQA calculates a three-point score for composite and rating questions. These scores are used by NCQA to compare MCOs to each other or to compare MCOs to aggregate data. These scores are also the basis of NCQA Accreditation scoring for commercial adult and Medicaid adult plans. NCQA does not score child CAHPS® for accreditation purposes and does not provide benchmark or threshold data comparisons. Three-Point Scores' benchmark is derived from the 2005 CAHPS® Booklet, Medicaid Child results (36 non-CCC samples).

5. Member Satisfaction Summary

Global Proportions

Pages 5A-C show a graphical presentation of the percentage of members who responded to each response choice, organized by composite category and the attributes contained within each. Also shown are graphical presentations of each of the four global rating questions.

Global proportions are a useful tool for understanding how dissatisfied, or even neutral, respondents are when they rate a particular service or service area. Summary Rates alone are not as complete an indication of performance.

Global proportion example:
Summary Rate - 75% (Always - 2%, Usually - 73%), Sometimes - 2%, Never - 23%

By focusing on all the response categories of a question, a high satisfaction, or Summary Rate, becomes less powerful as: (1) a relatively large percentage of members are found to be dissatisfied ("Never") and (2) a large proportion of the Summary Rate responses are "Usually" responses, rather than the more favorable response of "Always." As an example, the first case would show a lower average rating than the second, even though the Summary Rates are equal.

	Summary Rate ("Usually"/"Always" %)	"Sometimes" (%)	"Never" (%)
Case 1.	*65%*	*0%*	*35%*
Case 2.	*65%*	*35%*	*0%*

Charts 5A – 5C

Global Proportions

Composite/Attribute Response Distributions

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Q#	Getting Needed Care	Valid n	Big problem	Small problem	Not a problem
			7%	11%	82%
7	Since your child joined his or her health plan, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?	155	6%	15%	79%
10	In the last 6 months, how much of a problem, if any, was it to see a specialist that your child needed to see?	86	15%	16%	69%
25	In the last 6 months, how much of a problem, if any, was it to get the care, tests, or treatment for your child that you or a doctor believed necessary?	193	4%	9%	88%
27	In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your child's health plan?	337	4%	3%	93%

Q#	Getting Care Quickly	Valid n	Never/ Sometimes	Usually	Always
			14%	20%	66%
15	In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?	289	4%	15%	81%
17	In the last 6 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you wanted?	163	7%	15%	78%
20	In the last 6 months, not counting the times your child needed health care right away, how often did your child get an appointment for health care as soon as you wanted?	270	6%	21%	73%
28	In the last 6 months, how often was your child taken to the exam room within 15 minutes of his or her appointment?	340	37%	30%	33%

Global Proportions

Composite/Attribute Response Distributions

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Q#	How Well Doctors Communicate	Valid n	Never/ Sometimes	Usually	Always
			7%	20%	74%
31	In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?	343	6%	19%	75%
33	In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?	338	7%	19%	75%
34	In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?	338	6%	15%	79%
38	In the last 6 months, how often did doctors or other health providers spend enough time with your child?	342	8%	26%	65%

Q#	Courteous and Helpful Office Staff	Valid n	Never/ Sometimes	Usually	Always
			7%	14%	79%
29	In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?	344	5%	10%	85%
30	In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?	344	8%	19%	74%

Global Proportions

Composite/Attribute Response Distributions

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Q#	Customer Service	Valid n	Big problem	Small problem	Not a problem
			13%	25%	62%
53	In the last 6 months, how much of a problem, if any, was it to find or understand this information?	70	7%	20%	73%
55	In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?	67	19%	30%	51%

Q#	Rating Questions	Valid n	0-6	7-8	9-10
5	What number would you use to rate your child's personal doctor or nurse?	398	8%	25%	67%
12	What number would you use to rate your child's specialist?	79	9%	20%	71%
39	What number would you use to rate your child's health care?	342	9%	20%	71%
62	What number would you use to rate your child's health plan?	420	13%	19%	68%

Question Summaries

Not all questions are included in composite calculations. Therefore, the following code found in the table below is used to indicate which attributes are included in the corresponding composite calculations. Their code can be found under the question number in the following charts beginning on Page 5D.

Code	Composite
GNC	Getting Needed Care
GCQ	Getting Care Quickly
HWDC	How Well Doctors Communicate
CHOS	Courteous and Helpful Office Staff
CS	Customer Service

Charts 5D – 5T

Question Summaries

PCP Availability

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2006	Plan's Summary Rate 2005	CAHPS® Booklet* 2005	Significance Testing** 2006 to 2005	Significance Testing** 2006 to Benchmark
3	**How many months or years in a row has your child been in this health plan?**	412	Less than 6 months 2.4%; At least 6 months but less than 1 year 19.7%; At least 1 year but less than 2 years 26.2%; At least 2 years but less than 5 years 35.0%; 5 or more years 16.7%	**NA**	NA	NA	**NA**	**NA**
4	**Do you have one person you think of as your child's personal doctor or nurse?**	429	Yes 94.2%; No 5.8%	**94.2%**	93.7%	85.4%	**Not sig.**	**Above**
5	**What number would you use to rate your child's personal doctor or nurse?** (If "Yes" in Q4)	398	0 - 3 1.0%; 4 - 7 14.8%; 8 - 10 84.2%	**84.2%**	82.4%	81.1%	**Not sig.**	**Not sig.**
6	**Did your child have the same personal doctor or nurse before he or she joined this health plan?**	402	Yes 66.7%; No 33.3%	**66.7%**	61.8%	55.6%	**Not sig.**	**Above**
7 GNC	**Since your child joined his or her health plan, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?** (If "No" in Q6)	155	A big problem 5.8%; A small problem 14.8%; Not a problem 79.4%	**79.4%**	76.7%	76.0%	**Not sig.**	**Not sig.**
8	**In the last 6 months, did your child's personal doctor or nurse talk with you about how your child is feeling, growing, or behaving?**	430	Yes 74.2%; No 25.8%	**74.2%**	68.3%	68.6%	**Sig. increase**	**Above**

** NCQA 2005 CAHPS® Booklet (Medicaid Child) mean score (36 non-CCC samples).*

*** Significance Testing - "Sig. decrease"/"Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Question Summaries

Access to Specialist

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate		CAHPS® Booklet*	Significance Testing**	
				2006	2005	2005	2006 to 2005	2006 to Benchmark
9	**In the last 6 months, did you or a doctor think your child needed to see a specialist?**	432	Yes: 20.8%; No: 79.2%	**20.8%**	24.9%	23.5%	**Not sig.**	**Not sig.**
10 GNC	**In the last 6 months, how much of a problem, if any, was it to see a specialist that your child needed to see?** (If "Yes" in Q9)	86	A big problem: 15.1%; A small problem: 16.3%; Not a problem: 68.6%	**68.6%**	72.3%	66.7%	**Not sig.**	**Not sig.**
11	**In the last 6 months, did your child see a specialist?**	429	Yes: 18.6%; No: 81.4%	**18.6%**	21.8%	20.4%	**Not sig.**	**Not sig.**
12	**What number would you use to rate the specialist?** (If "Yes" in Q11)	79	0 - 3: 1.3%; 4 - 7: 15.2%; 8 - 10: 83.5%	**83.5%**	75.7%	75.7%	**Not sig.**	**Not sig.**
13	**In the last 6 months, was the specialist your child saw most often the same doctor as your child's personal doctor?** (If "Yes" in Q11)	78	Yes: 20.5%; No: 79.5%	**20.5%**	19.6%	18.5%	**Not sig.**	**Not sig.**

** NCQA 2005 CAHPS® Booklet (Medicaid Child) mean score (36 non-CCC samples).*

*** Significance Testing - "Sig. decrease"/"Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Question Summaries

Calling the Doctor's Office

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate		CAHPS® Booklet*	Significance Testing**	
				2006	2005	2005	2006 to 2005	2006 to Benchmark
14	**In the last 6 months, did you call a doctor's office or clinic during regular office hours to get help or advice for your child?**	431	Yes: 67.5%; No: 32.5%	**67.5%**	62.5%	55.4%	**Not sig.**	**Above**
15 GCQ	**In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?** (If "Yes" in Q14)	289	Never: 1.0%; Sometimes: 2.8%; Usually: 14.9%; Always: 81.3%	**96.2%**	91.5%	87.6%	**Sig. increase**	**Above**

** NCQA 2005 CAHPS® Booklet (Medicaid Child) mean score (36 non-CCC samples).*

*** Significance Testing - "Sig. decrease"/"Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Question Summaries

Access to Urgent Care

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2006	Plan's Summary Rate 2005	CAHPS® Booklet* 2005	Significance Testing** 2006 to 2005	Significance Testing** 2006 to Benchmark
16	**In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room or doctor's office?**	428	Yes: 38.3%; No: 61.7%	**38.3%**	40.6%	39.1%	**Not sig.**	**Not sig.**
17 GCQ	**In the last 6 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you wanted?** (If "Yes" in Q16)	163	Never: 2.5%; Sometimes: 4.9%; Usually: 14.7%; Always: 77.9%	**92.6%**	87.7%	88.0%	**Not sig.**	**Not sig.**
18	**In the last 6 months, when your child needed care right away for an illness, injury, or condition, how long did you usually have to wait between trying to get care and actually seeing a provider?** (If "Yes" in Q16)	158	Same day: 80.4%; 1 day: 14.6%; 2 days: 2.5%; 3 days: 0.6%; 4-7 days: 1.3%; 8-14 days: 0.0%; 15 days or longer: 0.6%	**80.4%**	73.3%	69.9%	**Not sig.**	**Above**

** NCQA 2005 CAHPS® Booklet (Medicaid Child) mean score (36 non-CCC samples).*

*** Significance Testing - "Sig. decrease"/"Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Question Summaries

Access to Regular/ Routine

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2006	Plan's Summary Rate 2005	CAHPS® Booklet* 2005	Significance Testing** 2006 to 2005	Significance Testing** 2006 to Benchmark
19	**In the last 6 months, not counting the times your child needed health care right away, did you make any appointments for your child with a doctor or other health provider for health care?**	429	Yes 63.2%; No 36.8%	**63.2%**	62.4%	60.6%	**Not sig.**	**Not sig.**
20 GCQ	**In the last 6 months, not counting the times your child needed health care right away, how often did your child get an appointment for health care as soon as you wanted?** (If "Yes" in Q19)	270	Never 1.5%; Sometimes 4.8%; Usually 21.1%; Always 72.6%	**93.7%**	89.9%	85.7%	**Not sig.**	**Above**
21	**In the last 6 months, not counting the times your child needed health care right away, how many days did your child usually have to wait between making an appointment and actually seeing a provider?** (If "Yes" in Q19)	269	Same day 28.3%; 1 day 30.9%; 2-3 days 22.3%; 4-7 days 10.8%; 8-14 days 3.0%; 15-30 days 2.6%; 31 days or longer 2.2%	**95.2%**	94.8%	91.7%	**Not sig.**	**Above**
22	**In the last 6 months, how many times did your child go to an emergency room?**	433	None 80.6%; 1 time 15.0%; 2-4 times 4.2%; 5 or more times 0.2%	**80.6%**	75.8%	74.0%	**Not sig.**	**Above**

** NCQA 2005 CAHPS® Booklet (Medicaid Child) mean score (36 non-CCC samples).*

*** Significance Testing - "Sig. decrease"/"Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Question Summaries

Getting Care/ Doctor's Office Staff

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2006	Plan's Summary Rate 2005	CAHPS® Booklet* 2005	Significance Testing** 2006 to 2005	Significance Testing** 2006 to Benchmark
23	**In the last 6 months (not counting times your child went to an emergency room), how many times did your child go to a doctor's office or clinic?**	434	None 20.7%; 1 23.7%; 2 21.0%; 3 12.4%; 4 8.1%; 5 to 9 10.6%; 10 or more 3.5%	**20.7%**	21.6%	23.8%	**Not sig.**	**Not sig.**
24	**In the last 6 months, did you or a doctor believe your child needed any care, tests, or treatment?** (If "1" or higher in Q23)	342	Yes 57.0%; No 43.0%	**57.0%**	58.0%	51.8%	**Not sig.**	**Not sig.**
25 GNC	**In the last 6 months, how much of a problem, if any, was it to get the care, tests, or treatment for your child that you or a doctor believed necessary?** (If "1" or higher in Q23 and "Yes" in Q24)	193	A big problem 3.6%; A small problem 8.8%; Not a problem 87.6%	**87.6%**	86.8%	81.6%	**Not sig.**	**Above**
26	**In the last 6 months, did your child need approval from your health plan for any care, tests, or treatment?** (If "1" or higher in Q23)	338	Yes 14.5%; No 85.5%	**14.5%**	18.5%	17.3%	**Not sig.**	**Not sig.**
27 GNC	**In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your child's health plan?** (If "1" or higher in Q23 and "Yes" in Q26)	337	A big problem 4.2%; A small problem 3.0%; Not a problem*** 92.9%	**92.9%**	92.9%	93.4%	**Not sig.**	**Not sig.**

** NCQA 2005 CAHPS® Booklet (Medicaid Child) mean score (36 non-CCC samples).*

*** Significance Testing - "Sig. decrease"/"Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

**** "Not a Problem" in Q27 includes those respondents who said "No" in Q26.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Question Summaries

Getting Care/ Doctor's Office Staff

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)				Plan's Summary Rate		CAHPS® Booklet*	Significance Testing**	
			Never	Sometimes	Usually	Always	2006	2005	2005	2006 to 2005	2006 to Benchmark
28 GCQ	**In the last 6 months, how often was your child taken to the exam room within 15 minutes of his or her appointment?** (If "1" or higher in Q23)	340	17.4%	20.0%	30.0%	32.6%	**62.6%**	57.1%	53.6%	**Not sig.**	**Above**
29 CHOS	**In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?** (If "1" or higher in Q23)	344	1.2%	4.1%	9.9%	84.9%	**94.8%**	93.9%	92.9%	**Not sig.**	**Not sig.**
30 CHOS	**In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?** (If "1" or higher in Q23)	344	0.9%	7.0%	18.6%	73.5%	**92.2%**	91.1%	88.9%	**Not sig.**	**Not sig.**

** NCQA 2005 CAHPS® Booklet (Medicaid Child) mean score (36 non-CCC samples).*

*** Significance Testing - "Sig. decrease"/"Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Question Summaries

Experience with Your Doctor

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)				Plan's Summary Rate		CAHPS® Booklet*	Significance Testing**	
			Never	Sometimes	Usually	Always	2006	2005	2005	2006 to 2005	2006 to Benchmark
31 HWDC	**In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?** (If "1" or higher in Q23)	343	1.2%	4.7%	19.0%	75.2%	**94.2%**	92.3%	91.4%	**Not sig.**	**Not sig.**
32	**In the last 6 months, how often did you have a hard time speaking with or understanding your child's doctors or other health providers because you spoke different languages?** (If "1" or higher in Q23)	339	84.1%	11.2%	1.8%	2.9%	**95.3%**	95.1%	92.1%	**Not sig.**	**Above**
33 HWDC	**In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?** (If "1" or higher in Q23)	338	2.4%	4.1%	18.9%	74.6%	**93.5%**	92.7%	90.9%	**Not sig.**	**Not sig.**
34 HWDC	**In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?** (If "1" or higher in Q23)	338	1.5%	4.1%	15.4%	79.0%	**94.4%**	93.7%	92.5%	**Not sig.**	**Not sig.**

** NCQA 2005 CAHPS® Booklet (Medicaid Child) mean score (36 non-CCC samples).*

*** Significance Testing - "Sig. decrease"/"Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Question Summaries

Experience with Your Doctor

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2006	Plan's Summary Rate 2005	CAHPS® Booklet* 2005	Significance Testing** 2006 to 2005	Significance Testing** 2006 to Benchmark
35	**Is your child able to talk with doctors about his or her health care?** (If "1" or higher in Q23)	342	Yes: 70.8%; No: 29.2%	**70.8%**	64.7%	65.7%	**Not sig.**	**Above**
36	**In the last 6 months, how often did your child have a hard time speaking with or understanding your child's doctors or other health providers because you spoke different languages?** (If "1" or higher in Q23 and "Yes" to Q35)	241	Never: 84.6%; Sometimes: 12.4%; Usually: 1.7%; Always: 1.2%	**97.1%**	95.5%	94.3%	**Not sig.**	**Not sig.**
37	**In the last 6 months, how ofter did your child's doctors or other health providers explain things in a way your child could understand?** (If "1" or higher in Q23 and "Yes" to Q35)	239	Never: 3.3%; Sometimes: 8.8%; Usually: 21.3%; Always: 66.5%	**87.9%**	89.0%	86.5%	**Not sig.**	**Not sig.**
38 HWDC	**In the last 6 months, how often did doctors or other health providers spend enough time with your child?** (If "1" or higher in Q23)	342	Never: 1.8%; Sometimes: 6.7%; Usually: 26.0%; Always: 65.5%	**91.5%**	86.6%	85.6%	**Sig. increase**	**Above**
39	**What number would you use to rate all your health care in the last 6 months?** (If "1" or higher in Q23)	342	0 - 3: 2.3%; 4 - 7: 12.6%; 8 - 10: 85.1%	**85.1%**	82.3%	80.8%	**Not sig.**	**Above**

** NCQA 2005 CAHPS® Booklet (Medicaid Child) mean score (36 non-CCC samples).*

*** Significance Testing - "Sig. decrease"/"Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Question Summaries

Interpreter Services

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2006	Plan's Summary Rate 2005	CAHPS® Booklet* 2005	Significance Testing** 2006 to 2005	Significance Testing** 2006 to Benchmark
40	**In the last 6 months, did you need an interpreter to help you speak with your child's doctors or other health providers?**	431	Yes 0.9%; No 99.1%	**0.9%**	0.6%	3.2%	**Unable to Test**	**Below**
41	**In the last 6 months, when you needed an interpreter to help you speak with your child's doctors or other health providers, how often did you get one?** (If "Yes" in Q40)	3	Never 0.0%; Sometimes 0.0%; Usually 0.0%; Always 100.0%	**100.0%**	33.3%	57.8%	**Unable to Test**	**Unable to Test**
42	**In the last 6 months, did your child need an interpreter to help him or her speak with doctors or other health providers?**	428	Yes 1.2%; No 98.8%	**1.2%**	0.6%	1.7%	**Unable to Test**	**Not sig.**
43	**In the last 6 months, when your child needed an interpreter to help him or her speak with doctors or other health providers, how often did he or she get one? (If "Yes" in Q42)**	4	Never 50.0%; Sometimes 0.0%; Usually 0.0%; Always 50.0%	**50.0%**	100.0%	55.9%	**Unable to Test**	**Unable to Test**

** NCQA 2005 CAHPS® Booklet (Medicaid Child) mean score (36 non-CCC samples).*

*** Significance Testing - "Sig. decrease"/"Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Question Summaries

Shots & Drops (Children Under 2)

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate		CAHPS® Booklet*	Significance Testing**	
				2006	2005	2005	2006 to 2005	2006 to Benchmark
44	**Is your child 2 years old or younger?**	429	Yes 18.9%; No 81.1%	**18.9%**	19.3%	21.0%	**Not sig.**	**Not sig.**
45	**After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?** (If "Yes" in Q44)	79	Yes 84.8%; No 15.2%	**84.8%**	82.7%	77.5%	**Not sig.**	**Not sig.**
46	**Since your child was born, has he or she gone to a doctor or other health provider for a check-up to see how he or she was doing or for shots or drops?** (If "Yes" in Q44)	79	Yes 94.9%; No 5.1%	**94.9%**	92.9%	89.7%	**Unable to Test**	**Not sig.**
47	**Did you get an appointment for your child's first visit to a doctor or other health provider for a check-up, or for shots or drops, as soon as you wanted?** (If "Yes" in both Q44 and Q46)	75	Yes 97.3%; No 2.7%	**97.3%**	90.1%	94.1%	**Unable to Test**	**Unable to Test**

** NCQA 2005 CAHPS® Booklet (Medicaid Child) mean score (36 non-CCC samples).*

*** Significance Testing - "Sig. decrease"/"Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Question Summaries

Health Plan Enrollment

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate		CAHPS® Booklet*	Significance Testing**	
				2006	2005	2005	2006 to 2005	2006 to Benchmark
48	**Some states pay health plans to care for people covered by Medicaid. With these health plans, you may have to choose a doctor from the plan list or go to a clinic or health care center on the plan list. Is your child covered by a health plan like this?**	420	Yes 81.0%; No 19.0%	**81.0%**	84.3%	78.3%	**Not sig.**	**Not sig.**
49	**Did you choose your child's health plan or were you told which plan you were in?** (If "Yes" in Q48)	335	I chose my plan 23.0%; Was told 77.0%	**23.0%**	25.2%	73.1%	**Not sig.**	**Below**
50	**Did you get any information about your child's health plan before you signed up for it?** (If "Yes" in Q48)	330	Yes 52.1%; No 47.9%	**52.1%**	48.2%	66.3%	**Not sig.**	**Below**
51	**How much of the information you were given before you signed up for the plan was correct?** (If "Yes" in both Q48 and Q50)	170	All of it 66.5%; Most of it 26.5%; Some of it 5.9%; None of it 1.2%	**66.5%**	64.0%	61.1%	**Not sig.**	**Not sig.**

** NCQA 2005 CAHPS® Booklet (Medicaid Child) mean score (36 non-CCC samples).*

*** Significance Testing - "Sig. decrease"/"Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Question Summaries

Plan Communications

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate		CAHPS® Booklet*	Significance Testing**	
				2006	2005	2005	2006 to 2005	2006 to Benchmark
52	**In the last 6 months, did you look for any information about how your child's health plan works in written materials or on the Internet?**	422	Yes: 16.8%; No: 83.2%	**16.8%**	17.5%	20.1%	**Not sig.**	**Not sig.**
53 CS	**In the last 6 months, how much of a problem, if any, was it to find or understand this information?** (If "Yes" in Q52)	70	A big problem: 7.1%; A small problem: 20.0%; Not a problem: 72.9%	**72.9%**	71.6%	75.4%	**Not sig.**	**Not sig.**
54	**In the last 6 months, did you call your health plan's customer service to get information or help for your child?**	428	Yes: 16.1%; No: 83.9%	**16.1%**	19.5%	20.9%	**Not sig.**	**Below**
55 CS	**In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?** (If "Yes" in Q54)	67	A big problem: 19.4%; A small problem: 29.9%; Not a problem: 50.7%	**50.7%**	60.2%	68.7%	**Not sig.**	**Below**

** NCQA 2005 CAHPS® Booklet (Medicaid Child) mean score (36 non-CCC samples).*

*** Significance Testing - "Sig. decrease"/"Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Question Summaries

Complaint/ Problem Resolution

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2006	Plan's Summary Rate 2005	CAHPS® Booklet* 2005	Significance Testing** 2006 to 2005	Significance Testing** 2006 to Benchmark
56	**In the last 6 months, have you called or written your child's health plan with a complaint or problem?**	425	Yes: 4.7%; No: 95.3%	**4.7%**	5.0%	5.0%	**Not sig.**	**Not sig.**
57	**How long did it take for your child's health plan to resolve your complaint?** (If "Yes" in Q56)	18	Same day: 27.8%; 2-7 days: 22.2%; 8-14 days: 5.6%; 15-21 days: 0.0%; More than 21 days: 16.7%; Still waiting 8+ days: 27.8%	**50.0%**	52.0%	46.6%	**Not sig.**	**Not sig.**
58	**Was your complaint or problem settled to your satisfaction?** (If "Yes" in Q56 and "Same day" to "More than 21 days" in Q57)	11	Yes: 72.7%; No: 27.3%	**72.7%**	70.6%	76.9%	**Unable to Test**	**Unable to Test**
59	**How long have you been waiting for your child's health plan to resolve your complaint?** (If "Yes" in Q56 and "I am still waiting for it to be settled" in Q57)	5	1-7 days: 0.0%; 8-14 days: 0.0%; 15-21 days: 40.0%; More than 21 days: 60.0%	**0.0%**	0.0%	6.4%	**Unable to Test**	**Unable to Test**
60	**In the last 6 months, did you have to fill out any paperwork for your child's health plan?**	425	Yes: 15.1%; No: 84.9%	**15.1%**	18.3%	17.7%	**Not sig.**	**Not sig.**
61	**In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?** (If "Yes" in Q60)	423	A big problem: 0.2%; A small problem: 2.4%; Not a problem***: 97.4%	**97.4%**	96.9%	96.6%	**Not sig.**	**Not sig.**
62	**What number would you use to rate your child's health plan?**	420	0 - 3: 3.8%; 4 - 7: 14.3%; 8 - 10: 81.9%	**81.9%**	79.8%	77.6%	**Not sig.**	**Above**

** NCQA 2005 CAHPS® Booklet (Medicaid Child) mean score (36 non-CCC samples).*

*** Significance Testing - "Sig. decrease"/"Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

**** "Not a Problem" in Q61 includes those respondents who said they had no experience with paperwork in Q60.*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Question Summaries

About the Child

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2006	Plan's Summary Rate 2005	CAHPS® Booklet* 2005	Significance Testing** 2006 to 2005	Significance Testing** 2006 to Benchmark
63	**In general, how would you rate your child's overall health now?**	428	Excellent 41.8%; Very good 33.6%; Good 19.2%; Fair 4.9%; Poor 0.5%	**75.5%**	72.6%	75.3%	**Not sig.**	**Not sig.**
64	**What is your child's age now?**	418	0 to 4 28.5%; 5 to 8 24.6%; 9-13 27.8%; 14 and older 19.1%	**NA**	NA	NA	**NA**	**NA**
65	**Is your child male or female?**	429	Male 51.0%; Female 49.0%	**NA**	NA	NA	**NA**	**NA**
66	**Is your child of Hispanic or Latino origin or descent?**	424	Hispanic/ Latino 8.7%; Not Hispanic/ Latino 91.3%	**NA**	NA	NA	**NA**	**NA**
67	**What is your child's race?**	425 ***	White 76.7%; Black/African-American 16.2%; Asian 0.7%; Other 6.4%	**NA**	NA	NA	**NA**	**NA**

** NCQA 2005 CAHPS® Booklet (Medicaid Child) mean score (36 non-CCC samples).*

*** Significance Testing - "Sig. decrease"/"Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Sig. increase"/"Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

****The Valid n for the Race question is the total number of responses, not total respondents, since respondents may select more than one option. "Other" includes Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and respondents who answered "Other."*

Note: Select Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by TMG to facilitate comparisons. Refer to the Technical Notes for more information.

Question Summaries

Completing this Survey

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Q#	Survey Item	Valid n	Category Responses						
68	**What is your age now?**	425	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older
			7.8%	16.2%	32.2%	28.5%	10.4%	4.0%	0.9%
69	**Are you male or female?**	425	Male	Female					
			7.5%	92.5%					
70	**What is the highest grade or level of education that you have completed?**	426	8th grade or less	Some high school	High school/ GED	Some college/2 yr. Degree	4 yr. College grad.	More than 4 yrs. Of college	
			2.3%	17.4%	41.5%	30.3%	5.9%	2.6%	
71	**What language do you mainly speak at home?**	430	English	Spanish	Some other language				
			97.4%	1.9%	0.7%				
72	**What language does your child mainly speak at home?**	428	English	Spanish	Some other language				
			97.7%	1.6%	0.7%				
73	**How are you related to the child?**	428	Mother or Father	Grandparent	Aunt or uncle	Other sibling	Other relative	Legal guardian	
			91.4%	7.2%	0.2%	0.0%	0.0%	1.2%	

Question Summaries

Completing this Survey (Continued)

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

Q#	Survey Item	Valid n	Category Responses				
74	**Are you listed as the child's payee or guardian on Medicaid records?**	422	Yes 97.6%	No 2.4%			
75	**Did someone help you complete this survey?**	290	Yes 3.1%	No 96.9%			
76	**How did that person help you?** (If "Yes" in Q75)	9	Read questions to me 44.4%	Wrote down my answers 44.4%	Answered for me 44.4%	Translated questions 44.4%	Helped in some other way 11.1%

6. Member Satisfaction Segmentation

The CAHPS® 3.0H survey asks demographic questions about the respondent. This information allows for a market segmentation of your members. Reviewing the set of measures across the assortment of demographic categories may indicate a health plan's overall ability to meet the needs of a varied population.

Page 6A shows a segmentation of Rating of Health Plan (Q62) results by demographic categories. Across the top of the table are scores "0-3," "4-7," and "8-10." Down the far left column are the different demographic categories. The numbers in the table represent the percentage of respondents from each demographic category who rated the health plan either 0-3, 4-7, or 8-10.

For example, in the table below, the percentages represent the respondents with a high school or less education. The interpretation would be "Of the respondents with a high school education or less, 10% rated their plan "0-3", 30% rated their plan "4-7" and 60% rated their plan "8-10."

	Rated Plan "0-3"	Rated Plan "4-7"	Rated Plan "8-10"
High School or less	10%	30%	60%

Pages 6B-F present Summary Rates[8] for attributes, ratings, and composite scores organized across:

- Age (Q68)
- Education (Q70)
- Ethnicity (Q66)
- Race (Q67)
- Data collection mode (Mail or Telephone)

The percentages represent the Summary Rate for each segment of the demographic category. For example, in the table below, the Summary Rate for Rating of Health Plan is the percentage of respondents who rated their health plan an 8, 9, or 10. The interpretation of this example would be, "Of the respondents with a high school education or less, 63% gave their health plan a rating of 8, 9, or 10. And, of the respondents with at least some college education, 58% gave their health plan a rating of 8, 9, or 10."

	High School or Less	Some College or More
Q62.Rating of Health Plan	63%	58%

Charts 6A – 6F

[8] Refer to Summary Rate in Technical Notes for the Summary Rate definition for each composite.

Segmentation Analysis

Rating of Health Plan (Q62) by Demographics

Harmony Health Plan of Indiana

Medicaid Child Survey

420 Total Respondents

Survey Item		0-3		4-7		8-10	
		Valid n*	%	Valid n*	%	Valid n*	%
RESPONDENT AGE	18 to 34	7	3.0%	34	14.6%	192	82.4%
	35 to 44	5	4.3%	16	13.8%	95	81.9%
	45 to 54	3	7.0%	5	11.6%	35	81.4%
	55 plus	1	5.0%	2	10.0%	17	85.0%
RESPONDENT EDUCATION	High School Grad./GED or less	9	3.6%	27	10.7%	217	85.8%
	Some College or more	6	3.8%	32	20.0%	122	76.3%
DURATION WITH PLAN	Less than 2 years	6	3.1%	28	14.6%	158	82.3%
	2 years or more	8	3.9%	31	15.0%	168	81.2%
CHILD'S ETHNICITY	Hispanic/Latino	0	0.0%	2	5.7%	33	94.3%
	Non Hispanic/Latino	15	4.0%	57	15.1%	305	80.9%
CHILD'S RACE	White	14	4.4%	46	14.6%	256	81.0%
	Black/African American	0	0.0%	10	14.5%	59	85.5%
	Other	2	7.1%	2	7.1%	24	85.7%
DISPOSITION	Mail	12	4.2%	50	17.5%	223	78.2%
	Phone	4	3.0%	10	7.4%	121	89.6%

** Valid n refers to total number of respondents answering the response item within the subgroup under the column heading.*

Segmentation Analysis

2006 Plan Summary Rates by Respondent Age (Q68)

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

	Survey Item	18 - 34		35 - 44		45 - 54		55 or older		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
7	Getting a provider for your child you are happy with	80	83.8%	44	68.2%	20	80.0%	8	87.5%	15.6%
10	Getting a referral to a specialist for your child	48	72.9%	21	61.9%	12	83.3%	4	0.0%	21.4%
15	Getting the help/advice you needed for your child	165	95.2%	73	97.3%	34	97.1%	13	100.0%	2.1%
17	Obtaining care right away for an illness/injury/condition for your child	99	92.9%	38	89.5%	13	100.0%	10	100.0%	10.5%
20	Obtaining care for your child when wanted, not when needed right away	154	93.5%	68	91.2%	30	100.0%	12	91.7%	8.8%
25	Getting care, tests, or treatments necessary for your child	103	86.4%	56	87.5%	23	87.0%	7	100.0%	1.1%
27	Delays in your child's care while waiting for approval	191	94.8%	87	92.0%	38	84.2%	15	93.3%	10.6%
28	Waiting time in your child's doctor's office	193	62.2%	89	66.3%	37	54.1%	15	73.3%	12.2%
29	Office staff treating you and your child with courtesy and respect	194	95.4%	90	93.3%	38	94.7%	15	100.0%	2.0%
30	Office staff as helpful as you thought they should be	194	90.7%	90	93.3%	38	94.7%	15	100.0%	4.0%
31	Your child's doctors listening carefully to you	193	94.8%	90	90.0%	38	97.4%	15	100.0%	7.4%
33	Your child's doctors explaining things in an understandable way	191	93.2%	89	92.1%	36	97.2%	15	100.0%	5.1%
34	Your child's doctors showing respect for what you had to say	192	93.8%	88	93.2%	36	97.2%	15	100.0%	4.0%
38	Doctors spending enough time with your child	193	90.2%	90	90.0%	38	97.4%	15	100.0%	7.4%
53	Finding/understanding information	37	73.0%	20	65.0%	11	81.8%	2	100.0%	16.8%
55	Getting help when calling customer service	35	48.6%	18	50.0%	10	60.0%	2	0.0%	11.4%
	Composites & Ratings									
	Getting Needed Care		84.5%		77.4%		83.6%		70.2%	7.1%
	Getting Care Quickly		85.9%		86.1%		87.8%		91.3%	1.8%
	How Well Doctors Communicate		93.0%		91.3%		97.3%		100.0%	6.0%
	Courteous and Helpful Office Staff		93.0%		93.3%		94.7%		100.0%	1.7%
	Customer Service		60.8%		57.5%		70.9%		50.0%	13.4%
5	Rating of personal doctor or nurse	222	83.8%	108	81.5%	40	87.5%	19	100.0%	6.0%
12	Rating of the specialist	42	81.0%	20	90.0%	9	88.9%	5	80.0%	9.0%
39	Rating of all health care	194	85.1%	88	83.0%	38	89.5%	15	93.3%	6.5%
62	Rating of the health plan	233	82.4%	116	81.9%	43	81.4%	20	85.0%	1.0%

** Range - percentage point difference between Summary Rates shown. The larger the number, the greater the difference in summary scores between segment groups for any given item. Due to the small segment size, respondent's aged 55 and older are excluded from range calculations.*

*** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.*

Note: Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

Segmentation Analysis

Harmony Health Plan of Indiana

2006 Plan Summary Rates by Respondent Education (Q70)

Medicaid Child Survey

434 Total Respondents

	Survey Item	High School Graduate or less		Some College or more		Range*
		Valid n**	%	Valid n**	%	
7	Getting a provider for your child you are happy with	103	82.5%	52	73.1%	9.4%
10	Getting a referral to a specialist for your child	50	62.0%	34	76.5%	14.5%
15	Getting the help/advice you needed for your child	161	96.9%	123	95.1%	1.8%
17	Obtaining care right away for an illness/injury/condition for your child	92	91.3%	67	94.0%	2.7%
20	Obtaining care for your child when wanted, not when needed right away	148	92.6%	118	94.9%	2.3%
25	Getting care, tests, or treatments necessary for your child	106	84.9%	84	90.5%	5.6%
27	Delays in your child's care while waiting for approval	192	93.2%	139	92.1%	1.1%
28	Waiting time in your child's doctor's office	193	58.5%	141	68.1%	9.5%
29	Office staff treating you and your child with courtesy and respect	196	95.9%	142	93.0%	3.0%
30	Office staff as helpful as you thought they should be	196	92.9%	142	90.8%	2.0%
31	Your child's doctors listening carefully to you	195	95.4%	142	92.3%	3.1%
33	Your child's doctors explaining things in an understandable way	193	92.2%	139	95.7%	3.5%
34	Your child's doctors showing respect for what you had to say	193	95.3%	139	92.8%	2.5%
38	Doctors spending enough time with your child	195	93.8%	141	87.9%	5.9%
53	Finding/understanding information	39	79.5%	30	63.3%	16.2%
55	Getting help when calling customer service	35	48.6%	31	51.6%	3.0%
	Composites & Ratings					
	Getting Needed Care		80.7%		83.0%	2.4%
	Getting Care Quickly		84.8%		88.0%	3.2%
	How Well Doctors Communicate		94.2%		92.2%	2.0%
	Courteous and Helpful Office Staff		94.4%		91.9%	2.5%
	Customer Service		64.0%		57.5%	6.6%
5	Rating of personal doctor or nurse	232	84.9%	158	82.9%	2.0%
12	Rating of the specialist	43	90.7%	33	75.8%	14.9%
39	Rating of all health care	194	87.1%	142	83.1%	4.0%
62	Rating of the health plan	253	85.8%	160	76.3%	9.5%

** Range - percentage point difference between Summary Rate percentages shown. The larger the number, the greater the difference in summary scores between segment groups for any given item.*

*** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.*

Note: Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

Segmentation Analysis

Harmony Health Plan of Indiana

2006 Plan Summary Rates by Child's Ethnicity (Q66)

Medicaid Child Survey

434 Total Respondents

	Survey Items	Hispanic/Latino		Non-Hispanic/Latino		Range*
		Valid n**	%	Valid n**	%	
7	Getting a provider for your child you are happy with	18	77.8%	134	79.1%	*
10	Getting a referral to a specialist for your child	7	57.1%	78	70.5%	*
15	Getting the help/advice you needed for your child	23	91.3%	258	96.5%	*
17	Obtaining care right away for an illness/injury/condition for your child	16	75.0%	142	94.4%	*
20	Obtaining care for your child when wanted, not when needed right away	23	91.3%	239	93.7%	*
25	Getting care, tests, or treatments necessary for your child	13	84.6%	175	87.4%	*
27	Delays in your child's care while waiting for approval	26	88.5%	303	93.1%	*
28	Waiting time in your child's doctor's office	26	50.0%	305	63.0%	*
29	Office staff treating you and your child with courtesy and respect	26	92.3%	309	95.5%	*
30	Office staff as helpful as you thought they should be	26	96.2%	309	92.2%	*
31	Your child's doctors listening carefully to you	26	92.3%	308	94.5%	*
33	Your child's doctors explaining things in an understandable way	26	96.2%	304	93.8%	*
34	Your child's doctors showing respect for what you had to say	26	96.2%	303	94.4%	*
38	Doctors spending enough time with your child	26	92.3%	307	91.5%	*
53	Finding/understanding information	7	85.7%	62	71.0%	*
55	Getting help when calling customer service	7	42.9%	57	50.9%	*
	Composites & Ratings					
	Getting Needed Care		77.0%		82.5%	*
	Getting Care Quickly		76.9%		86.9%	*
	How Well Doctors Communicate		94.2%		93.5%	*
	Courteous and Helpful Office Staff		94.2%		93.9%	*
	Customer Service		64.3%		60.9%	*
5	Rating of personal doctor or nurse	31	87.1%	358	83.8%	*
12	Rating of the specialist	6	83.3%	72	83.3%	*
39	Rating of all health care	26	92.3%	307	84.4%	*
62	Rating of the health plan	35	94.3%	377	80.9%	*

** Range - Not included due to small sample size of segments.*

*** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.*

Note: Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

Segmentation Analysis

2006 Plan Summary Rates by Child's Race (Q67)

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

	Survey Items	White		Black or African-American		Other***		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
7	Getting a provider for your child you are happy with	117	76.1%	27	92.6%	13	61.5%	16.5%
10	Getting a referral to a specialist for your child	66	69.7%	11	45.5%	3	66.7%	24.2%
15	Getting the help/advice you needed for your child	221	95.5%	36	97.2%	21	100.0%	1.7%
17	Obtaining care right away for an illness/injury/condition for your child	124	93.5%	24	100.0%	12	83.3%	6.5%
20	Obtaining care for your child when wanted, not when needed right away	201	93.5%	38	92.1%	22	100.0%	1.4%
25	Getting care, tests, or treatments necessary for your child	155	88.4%	22	81.8%	12	91.7%	6.6%
27	Delays in your child's care while waiting for approval	252	92.1%	53	96.2%	26	92.3%	4.2%
28	Waiting time in your child's doctor's office	254	63.0%	53	56.6%	27	59.3%	6.4%
29	Office staff treating you and your child with courtesy and respect	256	93.4%	53	100.0%	27	92.6%	6.6%
30	Office staff as helpful as you thought they should be	256	89.8%	53	98.1%	27	92.6%	8.3%
31	Your child's doctors listening carefully to you	256	93.0%	53	98.1%	27	96.3%	5.1%
33	Your child's doctors explaining things in an understandable way	252	93.7%	53	92.5%	27	92.6%	1.2%
34	Your child's doctors showing respect for what you had to say	251	92.8%	53	100.0%	27	96.3%	7.2%
38	Doctors spending enough time with your child	256	91.8%	52	86.5%	27	92.6%	5.3%
53	Finding/understanding information	47	66.0%	16	93.8%	6	83.3%	27.8%
55	Getting help when calling customer service	51	47.1%	7	57.1%	8	37.5%	10.1%
	Composites & Ratings							
	Getting Needed Care		81.6%		79.0%		78.0%	2.5%
	Getting Care Quickly		86.4%		86.5%		85.6%	0.1%
	How Well Doctors Communicate		92.8%		94.3%		94.4%	1.5%
	Courteous and Helpful Office Staff		91.6%		99.1%		92.6%	7.5%
	Customer Service		56.5%		75.4%		60.4%	18.9%
5	Rating of personal doctor or nurse	303	83.8%	62	79.0%	26	88.5%	4.8%
12	Rating of the specialist	60	81.7%	9	88.9%	3	100.0%	7.2%
39	Rating of all health care	254	84.3%	53	86.8%	27	88.9%	2.5%
62	Rating of the health plan	316	81.0%	69	85.5%	28	85.7%	4.5%

** Range - percentage point difference between Summary Rate percentages shown. The larger the number, the greater the difference in Summary Scores between segment groups for any given item. Due to small segmentation sample size "Other" is not included in range calculations.*

*** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.*

**** "Other" includes Asian, Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and those respondents who answered "Other."*

Note: Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

Segmentation Analysis

2006 Plan Summary Rates by Data Collection Mode

Harmony Health Plan of Indiana

Medicaid Child Survey

434 Total Respondents

	Survey Items	Mail		Phone		Range*
		Valid n**	%	Valid n**	%	
7	Getting a provider for your child you are happy with	102	74.5%	53	88.7%	14.2%
10	Getting a referral to a specialist for your child	62	71.0%	24	62.5%	8.5%
15	Getting the help/advice you needed for your child	209	95.7%	80	97.5%	1.8%
17	Obtaining care right away for an illness/injury/condition for your child	120	91.7%	43	95.3%	3.7%
20	Obtaining care for your child when wanted, not when needed right away	188	94.1%	82	92.7%	1.5%
25	Getting care, tests, or treatments necessary for your child	152	86.8%	41	90.2%	3.4%
27	Delays in your child's care while waiting for approval	250	92.0%	87	95.4%	3.4%
28	Waiting time in your child's doctor's office	251	61.8%	89	65.2%	3.4%
29	Office staff treating you and your child with courtesy and respect	255	94.5%	89	95.5%	1.0%
30	Office staff as helpful as you thought they should be	255	91.4%	89	94.4%	3.0%
31	Your child's doctors listening carefully to you	254	95.3%	89	91.0%	4.3%
33	Your child's doctors explaining things in an understandable way	249	93.6%	89	93.3%	0.3%
34	Your child's doctors showing respect for what you had to say	249	94.4%	89	94.4%	0.0%
38	Doctors spending enough time with your child	253	90.9%	89	93.3%	2.3%
53	Finding/understanding information	55	67.3%	15	93.3%	26.1%
55	Getting help when calling customer service	52	50.0%	15	53.3%	3.3%
	Composites & Ratings					
	Getting Needed Care		81.1%		84.2%	3.1%
	Getting Care Quickly		85.8%		87.7%	1.9%
	How Well Doctors Communicate		93.5%		93.0%	0.6%
	Courteous and Helpful Office Staff		92.9%		94.9%	2.0%
	Customer Service		58.6%		73.3%	14.7%
5	Rating of personal doctor or nurse	271	81.9%	127	89.0%	7.1%
12	Rating of the specialist	59	84.7%	20	80.0%	4.7%
39	Rating of all health care	254	82.7%	88	92.0%	9.4%
62	Rating of the health plan	285	78.2%	135	89.6%	11.4%

** Range - percentage point difference between Summary Rate percentages shown. The larger the number, the greater the difference in summary scores between segment groups for any given item.*

*** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.*

Note: Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

7. Opportunity Analysis for the Rating of Health Plan

For the *Rating of Health Plan* measure (Q62), respondents were asked to rate their overall health plan, with 0 representing "Worst Health Plan Possible" and 10 representing "Best Health Plan Possible." The NCQA defined Summary Rate for this measure is the percentage of respondents who rated their health plan an 8, 9, or 10. Member's rating of their health plan is an important gauge of plan quality.

Members set standards for health plan performance whether consciously or subconsciously. Standards are usually set higher for those plan services that are deemed important to each member. These plan services are the *Key Drivers of Satisfaction*.

A multiple linear regression analysis was run on The Myers Group Book of Business (2005), which consists of 22 Medicaid child non-CCC samples. Through this analysis we were able to identify Key Drivers of member's overall satisfaction with their health plan.

The opportunity analysis below, and on Page 7A places your plan's composites into action categories based upon the results of our regression analysis and a comparison of how your plan scores relative to 2005 CAHPS® Booklet (Medicaid Child). Those composites found to be Key Drivers of overall satisfaction with the health plan (as determined by the regression analysis) are placed into one of the following categories:

Plan Strength (Market & Maintain):	A *Key Driver of Satisfaction* and the plan rates significantly higher than the 2005 CAHPS® Booklet (Medicaid Child).
Plan Opportunity (Investigate & Improve):	A *Key Driver of Satisfaction*, but the plan rates significantly lower when compared to the 2005 CAHPS® Booklet (Medicaid Child).
Monitor:	A *Key Driver of Satisfaction* but the plan rates are not significantly different when compared to the 2005 CAHPS® Booklet (Medicaid Child). This Key Driver could become a strength or opportunity depending on the plan's success in that area.

The results from Harmony Health Plan of Indiana's Opportunity Analysis on the next page reveal the following composites as Strengths and Opportunities:

Plan Strength (Market & Maintain)

	Comparison to Benchmark	Summary Rate
➢ How Well Doctors Communicate	Significantly Higher	93.4%

Plan Opportunity (Investigate & Improve)

➢ None

Monitor

	Comparison to Benchmark	Summary Rate
➢ Customer Service	Not Significantly Different	61.8%
➢ Getting Needed Care	Not Significantly Different	82.1%

Correlations

Page 7B provides attribute correlations by *Rating of Health Plan* (Q62). The correlations show the strength of the linear relationship between the individual attribute and the *Rating of Health Plan*. The correlation value can range from -1 to +1 with values close to +1 indicating a strong positive correlation. This analysis indicates that low attribute values are tied to low rating values and high attribute values are tied to high rating values.

Charts 7A – 7B

Opportunity Analysis

Composite Key Drivers of Health Plan Rating (Q62)

Harmony Health Plan of Indiana

Medicaid Child Survey

Key Drivers are those composite areas found to have the most positive impact on overall rating of health plan determined by the regression analysis. (Refer to the Technical Notes for details of Regression Analysis.) The chart above shows a graphical presentation of each Key Driver and the overall rating question (Q62). **Your plan's Summary Rate (in bold)** is compared to the 2005 CAHPS® Booklet (Medicaid Child) mean Summary Rate. The numbers shown below each Key Driver name is the beta coefficient (found with respondent-level composites scaled 0-3). Within the context of the statistical model, the larger the coefficient, the stronger its influence on Overall Rating of Health Plan (Q62), with all other composites held constant.

Plan Strength (Significantly Higher than Benchmark)	Monitor (Not Significantly Different than Benchmark)	Plan Opportunities (Significantly Lower than Benchmark)
How Well Doctors Communicate	Customer Service Getting Needed Care	None

Attribute Analysis by Health Plan

Harmony Health Plan of Indiana

Attribute Correlations with Rating of Health Plan (Q62)

Medicaid Child Survey

	Attributes	Correlation Coefficient	Summary Rate 2006	2005 CAHPS® Booklet*	Significance Testing**
Getting Needed Care	Q7. Getting a provider for your child you are happy with	0.346	79.4%	76.0%	Not sig.
	Q10. Getting a referral to a specialist for your child	0.288	68.6%	66.7%	Not sig.
	Q25. Getting care, tests, or treatments necessary for your child	0.323	87.6%	81.6%	**Above**
	Q27. Delays in your child's care while waiting for approval	0.498	92.9%	93.4%	Not sig.
Getting Care Quickly	Q15. Getting the help/advice you needed for your child	0.286	96.2%	87.6%	**Above**
	Q17. Obtaining care right away for an illness/injury/condition for your child	0.282	92.6%	88.0%	Not sig.
	Q20. Obtaining care for your child when wanted, not when needed right away	0.226	93.7%	85.7%	**Above**
	Q28. Waiting time in your child's doctor's office	0.080	62.6%	53.6%	**Above**
How Well Doctors Communicate	Q31. Your child's doctors listening carefully to you	0.270	94.2%	91.4%	Not sig.
	Q33. Your child's doctors explaining things in an understandable way	0.177	93.5%	90.9%	Not sig.
	Q34. Your child's doctors showing respect for what you had to say	0.305	94.4%	92.5%	Not sig.
	Q38. Doctors spending enough time with your child	0.300	91.5%	85.6%	**Above**
Courteous and Helpful Office Staff	Q29. Office staff treating you and your child with courtesy and respect	0.236	94.8%	92.9%	Not sig.
	Q30. Office staff as helpful as you thought they should be	0.305	92.2%	88.9%	Not sig.
Customer Service	Q53. Finding/understanding information	0.726	72.9%	75.4%	Not sig.
	Q55. Getting help when calling customer service	0.571	50.7%	68.7%	**Below**
Rating Questions	Q5. Rating of personal doctor or nurse	0.315	84.2%	81.1%	Not sig.
	Q12. Rating of specialist	0.147	83.5%	75.7%	Not sig.
	Q39. Rating of health care	0.403	85.1%	80.8%	**Above**

** NCQA 2005 CAHPS® Booklet (Medicaid Child) mean score (an estimated 36 samples with 100 or more valid responses per item). Refer to the Technical Notes for more information.*

*** Significance Testing - "Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Not Sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

8. Key Driver Analysis for the Rating of Health Care

How members rate their health care (Q39) is an important measure of quality by giving members an opportunity to rate all of the health care they have received in the last six months. The health care rating provides feedback to health plans to help improve their members' quality of care. TMG performed a regression analysis on The Myers Group Book of Business to determine the *Key Drivers of the Rating of Health Care*.

On Page 8A three composites have been identified as the *Key Drivers of the Rating of Health Care* based on the aforementioned regression analysis: How Well Doctors Communicate (β=1.494), Getting Needed Care (β=0.358), and Courteous and Helpful Office Staff (β=0.321). In addition, the *Rating of Health Care* is highly correlated with the *Rating of Personal Doctor*.

How Well Doctors Communicate is the area most highly associated with health care satisfaction. A positive relationship between doctor and patient is an important part of health care. It is critical for the provider to listen carefully, to develop trust necessary for clear communication and to explain diagnoses and treatments in a way that is easily understood. Health plans should have a sufficient provider network to allow providers to spend an adequate amount of time with each patient.

Getting Needed Care is a key indicator of access to care. The ability to make appointments and see a provider is important to ensuring that illness is prevented, or that an existing illness does not progress further. It is the responsibility of the health plan to ensure that their provider network is large enough to provide appropriate access to plan members.

Below are your plan's Summary Rates in these areas and the results of significance testing when compared to the 2005 CAHPS® Booklet (Medicaid Child). High ratings in these areas are essential to members' satisfaction with the care they receive.

	Comparison to Benchmark	General Population Summary Rate
➢ How Well Doctors Communicate	Significantly Higher	93.4%
➢ Getting Needed Care	Not Significantly Different	82.1%
➢ Courteous and Helpful Office Staff	Not Significantly Different	93.5%

Summary Rates that are significantly lower than the benchmark would indicate that this is an area that should be investigated by the health plan. The Myers Group offers *Patient Satisfaction with Physician* studies to help further drill down areas that may need attention to better provide care to plan members.

Page 8B provides attribute correlations by the *Rating of Health Care* (Q39).
Charts 8A – 8B

Opportunity Analysis

Composite Key Drivers of Rating of Health Care (Q39)

Harmony Health Plan of Indiana

Medicaid Child Survey

Key Drivers are those composite areas found to have the most impact on member's rating of health care determined by the regression analysis. (Refer to the Technical Notes for details of Regression Analysis.) The chart above shows each Key Driver and the rating of health care question (Q39). **Your plan's Summary Rate (in bold**) is compared to the 2005 CAHPS® Booklet (Medicaid Child) mean Summary Rate. The numbers shown below each Key Driver name is the beta coefficient (found with respondent-level composites scaled 0-3). Within the context of the statistical model, the larger the coefficient, the stronger its influence on Rating of Health Care (Q39), with all other composites held constant.

Attribute Analysis by Health Care

Harmony Health Plan of Indiana

Attribute Correlations with Rating of Health Care (Q39)

Medicaid Child Survey

	Attributes	Correlation Coefficient	Summary Rate 2006	2005 CAHPS® Booklet*	Significance Testing**
Getting Needed Care	Q7. Getting a provider for your child you are happy with	0.684	79.4%	76.0%	Not sig.
	Q10. Getting a referral to a specialist for your child	0.164	68.6%	66.7%	Not sig.
	Q25. Getting care, tests, or treatments necessary for your child	0.180	87.6%	81.6%	**Above**
	Q27. Delays in your child's care while waiting for approval	0.168	92.9%	93.4%	Not sig.
Getting Care Quickly	Q15. Getting the help/advice you needed for your child	0.532	96.2%	87.6%	**Above**
	Q17. Obtaining care right away for an illness/injury/condition for your child	0.183	92.6%	88.0%	Not sig.
	Q20. Obtaining care for your child when wanted, not when needed right away	0.421	93.7%	85.7%	**Above**
	Q28. Waiting time in your child's doctor's office	0.260	62.6%	53.6%	**Above**
How Well Doctors Communicate	Q31. Your child's doctors listening carefully to you	0.648	94.2%	91.4%	Not sig.
	Q33. Your child's doctors explaining things in an understandable way	0.446	93.5%	90.9%	Not sig.
	Q34. Your child's doctors showing respect for what you had to say	0.619	94.4%	92.5%	Not sig.
	Q38. Doctors spending enough time with your child	0.607	91.5%	85.6%	**Above**
Courteous and Helpful Office Staff	Q29. Office staff treating you and your child with courtesy and respect	0.482	94.8%	92.9%	Not sig.
	Q30. Office staff as helpful as you thought they should be	0.625	92.2%	88.9%	Not sig.
Customer Service	Q53. Finding/understanding information	0.298	72.9%	75.4%	Not sig.
	Q55. Getting help when calling customer service	0.093	50.7%	68.7%	**Below**
Rating Questions	Q5. Rating of personal doctor or nurse	0.648	84.2%	81.1%	Not sig.
	Q12. Rating of specialist	0.280	83.5%	75.7%	Not sig.
	Q62. Rating of health plan	0.403	81.9%	77.6%	**Above**

** NCQA 2005 CAHPS® Booklet (Medicaid Child) mean score (an estimated 36 samples with 100 or more valid responses per item). Refer to the Technical Notes for more information.*

*** Significance Testing - "Below" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower. "Above" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher. "Not Sig." denotes that there was insufficient support to conclude that there was a significant difference in percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. Refer to the Technical Notes for more information.

9. Technical Notes

Presented alphabetically by subject area

CAHPS® Booklet (2005)

CAHPS® Booklet (Medicaid Child) is a collection of CAHPS® 3.0H mean Summary Ratings for those 36 Medicaid non-CCC child sample that submitted data to NCQA in 2005.

Composite Categories

The NCQA core survey includes five composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. NCQA defines the composite score as the average of the Summary Rate or Three-Point scores of the questions comprising a composite. For example, the Getting Needed Care composite is the average of the Summary Rates or Three-Point scores of Q7, Q9, Q25, and Q27.

Demographic Categories

TMG collapses the age, race, duration, and education group categories into fewer segments than those defined by the CAHPS® 3.0H survey. The consolidation of the demographic categories with small samples allows for more valid between-group statistical comparisons.

Age	
CAHPS®	TMG
18 – 24 25 – 34	18 – 34
35 – 44 45 – 54	35 – 44 45 – 54
55 – 64 65 – 74 75 or older	55 or older

Education	
CAHPS®	TMG
8th grade or less Some high school High school graduate/GED	High school graduate/GED or less
Some college/2-year degree	Some college/2-year degree
4-year college degree More than 4-year college degree	College graduate or more

Race/Ethnicity	
CAHPS®	TMG
White	White
Black/African-American	Black/African-American
Asian	Asian
Native Hawaiian/Pacific Islander American Indian/Alaska Native Other	Other
Hispanic/Latino	Hispanic/Latino
Not Hispanic/Latino	Not Hispanic/Latino

Duration with Plan	
CAHPS®	TMG
Less than 1 year At least 1 year but less than 2 years	Less than 2 years
At least 2 years but less than 5 years	2 to 5 years
5 or more years	5 years or more

National CAHPS® Benchmarking Database (NCBD)2005

The NCBD data presented include summary-level distribution of 65 Medicaid Child CAHPS® 3.0 Health Plan Survey results from 2005. NCBD Summary Rate definitions are not the same as NCQA Summary Rate definitions. Plan scores have been to match NCBD Summary Rate definitions. The NCBD Summary Rate definitions are shown in the second column of Page 4B.

Opportunity Analysis (see Regression Analysis)

Rating Questions

There are four rating questions that ask respondents to rate: (1) their PCP or nurse, (2) the specialist seen most often, (3) all their health care, and (4) the health plan. For each rating question, respondents were asked to provide ratings using an 11-point scale with "0" representing the worst rating and "10" the best rating.

Ratings

- Personal Doctor or Nurse
- Specialist
- All Health Care Providers
- Health Plan

Regression Analysis

Regression estimates are measures of association between independent variables (composites) and a dependent variable (overall satisfaction), while controlling for the effect of other variables through the use of a statistical model. A backward elimination, respondent-level, multiple linear regression model was fitted to The Myers Group Book of Business - 2005 (Medicaid child). The dependent variable in the model is measured by Question 62 (*"What number would you use to rate your health plan?")* scaled from 0 to 10 (*"Worst health plan possible"* to *"Best health plan possible"*) or Question 39 ("*What number would you use to rate your health care?"*) scaled from 0 to 10 ("*Worst health care possible*" to *"Best health care possible*"). All composite questions are evaluated as

potential independent variables in the analysis. These questions are scaled from 0 to 3 for Three-Point scales (as 0, 1.5, and 3) and 0 to 3 (0, 1, 2, and 3) for four-point scales in the direction of least favorable response to most favorable response.

Correlation analysis is run between attributes and the overall satisfaction variable as measured by Question 62 (*"What number would you use to rate your health plan?"*), as well as between attributes and by Question 39 ("*What number would you use to rate all your health care in the last 6 months?*"). The Pearson's product moment correlation coefficient, *r,* is used to measure the strength of the linear association between each attribute and the overall satisfaction variable (Question 62 and, separately, Question 39).

Opportunity Analysis

A multiple linear regression analysis was run on The Myers Group Book of Business for Medicaid child plans. The dependent variable is either the health plan rating (Q62) or the health care rating (Q39). The independent variables were the five respondent-level composite variables and indicator variables for the health plan. Those composite variables found to have a significant positive influence (as found by testing individual beta coefficients with a 0.05 level of significance) on overall satisfaction are reported as a Key Drivers of overall satisfaction. Those composite variables with the highest betas were determined to be Key Drivers. The numbers reported below each composite name are beta coefficients. These coefficients indicate the amount of change that takes place in the dependent variable for a one-unit change in the independent variable in the rescaled 0-3 units (with all other independent variables unchanged). Within the context of the model, the higher the beta score, the larger the effect the composite has on overall satisfaction.

If the composite Summary Rate is significantly higher than the 2005 CAHPS® Booklet (Medicaid Child) and the composite is determined to be a Key Driver by the multiple linear regression analysis, the composite is considered a plan Strength. If the composite is a Key Driver and the Summary Rate is significantly lower than the 2005 CAHPS® Booklet (Medicaid Child), the composite is considered an Opportunity. If a key driver has a Summary Rate that is not significantly different than 2005 CAHPS® Booklet (Medicaid Child) scores it is suggested that it be monitored as it could become a Strength or Opportunity in the future, depending on the plan's success in that area.

Response Rate

The sample size for child Medicaid health plans is 1,650 in accordance with NCQA protocol, although plans may choose to over-sample their population if necessary. CAHPS® 3.0H prescribes that a survey will be included in the analysis only if the member appropriately responds to Question 1 on the CAHPS® 3.0H Medicaid Child Member Satisfaction Survey and at least 80% of all survey items (excluding Questions 58, 59 and custom questions).

Ineligible members include those who are deceased, members who do not meet the eligible population criteria, members with a language barrier, and members who are mentally or physically incapacitated. Non-response includes bad addresses and non-

working/unlisted phone numbers or where the member is unknown at the dialed phone number. The overall NCQA target number for complete responses is 411.

The formula for determining the response rate is:

$$\frac{\text{Completed mail and telephone}}{\text{Final sample size – Ineligible surveys}} = \text{Response rate}$$

Sampling Error

Sampling error can be thought of as the extent to which survey results may differ from what would be obtained if every eligible member in the sample had been surveyed. The size of such error depends largely on the percentage distributions (i.e., the number of respondents selecting each answer category) and the number of members surveyed. The more disproportionate the percentage distributions or the larger the sample size, the smaller the error.

The following tables may be used in estimating approximate sampling error. The first table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **95*** out of 100 times a sample of that size and percentage distribution would be selected. The second table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay **90*** out of 100 times a sample of that size and percentage distribution would be selected.

Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	13.9	13.6	12.7	11.1	8.3
100	9.8	9.6	9.0	7.8	5.9
200	6.9	6.8	6.4	5.5	4.2
300	5.7	5.5	5.2	4.5	3.4
400	4.9	4.8	4.5	3.9	2.9
500	4.4	4.3	4.0	3.5	2.6
750	3.6	3.5	3.3	2.9	2.1
850	3.4	3.3	3.1	2.7	2.0

* 95% confidence interval

Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	11.6	11.4	10.7	9.3	7.0
100	8.2	8.1	7.5	6.6	4.9
200	5.8	5.7	5.3	4.7	3.5
300	4.7	4.7	4.4	3.8	2.8
400	4.1	4.0	3.8	3.3	2.5
500	3.7	3.6	3.4	2.9	2.2
750	3.0	2.9	2.8	2.4	1.8
850	2.8	2.8	2.6	2.3	1.7

*90% confidence interval

The sampling error table is used in the following manner. Assume that "overall satisfaction with the health plan" received a Summary Rate of seventy percent (70.0%) from a sample of 500 valid responses. For a 95% confidence interval, look at the first table where the sample size of 500 intersects the percentage distribution of 70/30. The margin of error for this sample size is four percentage points (4.0%). Therefore, on average, in 95 out of 100 samples, the 95% confidence interval (e.g., 66.0% to 74.0%) will span the true unknown population percentage.

Statistical Significance

A statistically significant hypothesis testing result means that—based on the sample(s), conditions/assumptions, and level of significance—there is sufficient evidence to conclude the alternate hypothesis. For example, when testing for a difference between a population Summary Rate and a set constant score (e.g., CAHPS® Booklet score), statistical significance would mean that there is sufficient support for the statement that there is a difference between the population Summary Rate and the set constant score. As another example, when testing to see if there is a difference between last year's population Summary Rate and this year's population Summary Rate—statistical significance would mean that there is sufficient evidence for the statement that the population Summary Rates are different.

Summary Rate

Summary Rates are single statistics generated for a survey question as specified by NCQA. In general, Summary Rates represent the percentage of respondents who chose the most favorable response option(s) ("Always" and "Usually", "Not a Problem" or "8" to "10"). Not all questions are assigned a Summary Rate by NCQA.

Summary Rate categories for the rating questions represent respondents who answered "8," "9," or "10." In addition to the traditional NCQA Defined Summary Rate calculation for rating questions (responses "8", "9", and "10"), Summary Rates are also calculated using "9" and "10" (see banner tables for the new Summary Rates calculations).

Members who respond "No" to Q26 are included in the numerator and denominator of the Q27 Question Summary Rate calculation.

Members who respond "I am still waiting for it to be settled" to Q57 and "8-14 days," "15-21 days" or "More than 21 days" to Q59 are included in the denominator of the Q57 Question Summary Rate calculation.

Members who respond "No" to Q60 are included in the numerator and denominator of the Q61 Question Summary Rate calculation.

Survey Administration Protocol

The CAHPS® 3.0H protocol allows plans to select one of two options for survey administration: a 5-wave mail-only methodology or a mixed methodology (mail and telephone), which includes 4-wave mail (two questionnaire mailings and two reminder post cards) with telephone follow-up of at least 3 attempts.

Mixed Methodology Tasks	Time Frame
First questionnaire and cover letter sent to the member.	0 days
A postcard reminder is sent to non-respondents 4 to 10 days after the first questionnaire.	4-10 days
A second questionnaire with replacement cover letter is sent to non-respondents approximately 35 days after the mailing of the first questionnaire.	35 days
A second postcard reminder is sent to non-respondents 4 to 10 days after mailing the second questionnaire.	39-45 days
Telephone calls by CATI (computer-assisted telephone interviews) are conducted for non-respondents approximately 21 days after the mailing of the second questionnaire.	56 days
Telephone contact is made to all non-respondents such that at least 3 calls are attempted at different times of day, on different days and in different weeks.	56-70 days
Telephone follow-up is completed approximately 14 days after initiation.	70 days

Mail-Only Methodology Tasks	Time Frame
First questionnaire and cover letter sent to the member.	0 days
A postcard reminder is sent to non-respondents 4 to 10 days after the first questionnaire.	4-10 days
A second questionnaire with replacement cover letter is sent to non-respondents approximately 35 days after the mailing of the first questionnaire.	35 days
A second postcard reminder is sent to non-respondents 4 to 10 days after mailing the second questionnaire.	39-45 days
A third questionnaire and cover letter is sent to non-respondents approximately 25 days after mailing the second questionnaire.	60 days
Allow 21 days for the third questionnaire to be returned by the member.	81 days

Three-Point Scores

Three-Point scoring assigns a value of 1, 2, or 3 to each question response category and then computes a numerical average based upon the valid responses for each question. The Three-Point values are assigned to question answer categories as follows:

Response Choice 1	Score Value
A big problem	1
A small problem	2
Not a problem	3

Response Choice 2	Score Value
Never	1
Sometimes	1
Usually	2
Always	3

Response Choice 3	Score Value
0-6	1
7 & 8	2
9 & 10	3

The "mean of means" method is used in computing the Three-Point composite score. Each question is weighted equally within a composite regardless of the number of valid responses. These composite scores may be in slight variance to the scores shown elsewhere in the report (comparisons by member age, gender, etc.) where scores are calculated as weighted means based on the actual number of respondents answering each question.

Valid Surveys/Unanswered Questions

CAHPS® 3.0H prescribes that a survey will be included in the analysis only if the member appropriately responds to Question 1 *("Yes"* response to *"Our records show that you are now in (Plan Name). Is that right?")* *and* if the member appropriately responds to at least 80% of the standard survey questions. If a respondent did not answer a particular question, that response is considered "missing."

If a respondent answered a question by marking more than one response (not including Q68 & Q76), that response is considered a "multiple mark". A missing/multiple mark response is NOT assigned any value or used to calculate satisfaction scores.

Z-Test

To test for true differences in member satisfaction score(s), statistical inference methods are applied. In particular, hypothesis testing is done to draw conclusions about differences in scores between a population and a set constant (e.g., a Summary Rate versus the CAHPS® Booklet scores) or between different populations (e.g., A Summary Rate for this year versus a Summary Rate for last year). The hypothesis of no difference is rejected if the absolute value of the test statistic exceeds a critical value corresponding to a level of significance. The test statistic used depends on which of these types of hypothesis tests are performed.

When checking for statistically significant differences between a Summary Rate for a population and a set constant score (e.g., CAHPS® Booklet score) - with various conditions/assumptions - TMG utilizes the following test statistic:

$$z = \frac{\hat{p} - p_0}{\sqrt{\frac{p_0 q_0}{n}}}$$

where

$\hat{p}$ = Summary Rate from the sample

p_0 = Set constant score for comparison

q_0 = 1 – (Set constant score) = $(1 - p_0)$

n = Sample size

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With a large sample size (generally n>30, technically $np_0 \geq 5$ and $nq_0 \geq 5$), the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the population Summary Rate equals the set constant score, p_0, is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from cumulative standard normal distribution table).

The second hypothesis-testing situation involves testing for statistically significant differences between two population percents (or proportions), e.g., two population Summary Rates. When comparing the population percentages (or proportions)—with various conditions/ assumptions—the appropriate test statistic is the z-statistic as follows:

$$z = \frac{\hat{p}_1 - \hat{p}_2}{\sqrt{\hat{p}\hat{q}\left(\frac{1}{n_1} + \frac{1}{n_2}\right)}}$$

where

$\hat{p}_1$ = Summary Rate from the 1st sample

$\hat{p}_2$ = Summary Rate from the 2nd sample

n_1 = Size of the sample from the 1st population

n_2 = Size of the sample from the 2nd population

$\hat{p}$ = Pooled Summary Rate,

$$\hat{p} = \frac{n_1\hat{p}_1 + n_2\hat{p}_2}{n_1 + n_2}$$

$\hat{q}$ = 1 – (Pooled Summary Rate)

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With large sample sizes ($n_1\hat{p}_1 \geq 5$, $n_1(1-\hat{p}_1) \geq 5$, $n_2\hat{p}_2 \geq 5$, and $n_2(1-\hat{p}_2) \geq 5$) the z-statistic has a distribution, which can be treated as the standard normal distribution. Thus, the hypothesis that the populations under comparison have equal population Summary Rates is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from cumulative standard normal distribution table).

With large sample sizes (generally n>30), the z-statistic has a standard normal distribution. Thus, the hypothesis that the populations under comparison have equal satisfaction scores is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from cumulative standard normal distribution table).

Question Scoring

NCQA Summary Rate & Three-Point Categories for Composite Questions Table

Composites/ Responses	Summary Rate	Three-Point	Questions/Attributes
Getting Needed Care			
A big problem		1	Q7 –Since your child joined his or her health plan, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with? Q10 – In the last 6 months, how much of a problem, if any, was it to see a specialist that your child needed to see? Q25 – In the last 6 months, how much of a problem, if any, was it to get the care, tests or treatment for your child that you or a doctor believed necessary? Q27 - In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your child's health plan?
A small problem		2	
Not a problem	SummaryRate	3	
Getting Care Quickly			
Never/Sometimes		1	Q15 – In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child? Q17 – In the last 6 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you wanted? Q20 – In the last 6 months, not counting the times your child needed care right away, how often did your child get an appointment for health care as soon as you wanted? Q28 - In the last 6 months, how often was your child taken to the exam room within 15 minutes of his or her appointment?
Usually	Summary Rate	2	
Always	SummaryRate	3	
How Well Doctors Communicate			
Never/Sometimes		1	Q31 – In the last 6 months, how often did your child's doctors or other health providers listen carefully to you? Q33 – In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand? Q34 – In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say? Q38 - In the last 6 months, how often did doctors or other health providers spend enough time with youR child?
Usually	SummaryRate	2	
Always	SummaryRate	3	
Courteous and Helpful Office Staff			
Never/Sometimes		1	Q29 – In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you with courtesy and respect? Q30 – In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?
Usually	SummaryRate	2	
Always	SummaryRate	3	
Customer Service			
A big problem		1	Q53 – In the last 6 months, how much of a problem, if any, was it to find or understand this information? Q55 – In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?
A small problem		2	
Not a problem	SummaryRate	3	

Sample Survey Tool

55. In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?
- ☐1 A big problem
- ☐2 A small problem
- ☐3 Not a problem

56. In the last 6 months, have you called or written to your child's health plan with a complaint or problem?
- ☐1 Yes ..... **Go to Question 57**
- ☐2 No ..... **Go to Question 60**

57. How long did it take for your child's health plan to **resolve** your complaint?
- ☐1 Same day ..... **Go to Question 58**
- ☐2 2-7 days ..... **Go to Question 58**
- ☐3 8-14 days ..... **Go to Question 58**
- ☐4 15-21 days ..... **Go to Question 58**
- ☐5 More than 21 days ..... **Go to Question 58**
- ☐6 I am still waiting for it to be settled ..... **Go to Question 59**

58. Was your **complaint or problem** settled to your satisfaction?
- ☐1 Yes ..... **Go to Question 60**
- ☐2 No ..... **Go to Question 60**

59. How long have you been waiting for your health plan to **resolve** your complaint?
- ☐1 1-7 days
- ☐2 8-14 days
- ☐3 15-21 days
- ☐4 More than 21 days

60. In the last 6 months, did you have to fill out any paperwork for your child's health plan?
- ☐1 Yes ..... **Go to Question 61**
- ☐2 No ..... **Go to Question 62**

61. In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?
- ☐1 A big problem
- ☐2 A small problem
- ☐3 Not a problem

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

Worst health plan possible — **Best** health plan possible

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

About Your Child and You

63. In general, how would you rate **your child's overall health** now?
- ☐1 Excellent
- ☐2 Very good
- ☐3 Good
- ☐4 Fair
- ☐5 Poor

64. What is **your child's** age now?
- ☐00 Less than 1 year old
- ☐☐ **YEARS** OLD *(Write in)*

65. Is your child male or female?
- ☐1 Male
- ☐2 Female

66. Is your child of Hispanic or Latino origin or descent?
- ☐1 Yes, Hispanic or Latino
- ☐2 No, not Hispanic or Latino

67. What is your child's race? *(Please 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

68. What is **your** age now?
- ☐0 Under 18
- ☐1 18 to 24
- ☐2 25 to 34
- ☐3 35 to 44
- ☐4 45 to 54
- ☐5 55 to 64
- ☐6 65 to 74
- ☐7 75 or older

69. Are you male or female?
- ☐1 Male
- ☐2 Female

70. 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

71. What language do you **mainly** speak at home?
- ☐1 English
- ☐2 Spanish
- ☐3 Some other language

72. What language does your child **mainly** speak at home?
- ☐1 English
- ☐2 Spanish
- ☐3 Some other language

73. How are you related to the child?
- ☐1 Mother or father
- ☐2 Grandparent
- ☐3 Aunt or uncle
- ☐4 Older brother or sister
- ☐5 Other relative
- ☐6 Legal guardian

74. Are you listed as the child's payee or guardian on Medicaid records?
- ☐1 Yes
- ☐2 No

75. Did someone help you complete this survey?
- ☐1 Yes ..... **Go to Question 76**
- ☐2 No ..... **Please return the survey in the postage paid envelope**

76. How did that person help you? *(Mark all that apply)*
- ☐A Read the questions to me
- ☐B Wrote down the answers I gave
- ☐C Answered the questions for me
- ☐D Translated the questions into my language
- ☐E Helped in some other way

Thank You

Please return the completed survey in the postage paid envelope.

52751

HARMONY HEALTH PLAN

MCS

Answer **all** the questions by shading or marking the box with blue or black ink. Like this ■, this ☑, or this ☒
You are sometimes told to skip over some questions in this survey. When this happens you will see a note that tells you what question to answer next, like this: ☑ Yes .....**Go to Question 3**
All information that would let someone identify you or your family will be kept private. The Myers Group will not share your personal information with anyone without your OK. 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 have returned your survey so we don't have to send you reminders.*
If you want to know more about this udy, please call The Myers Group at 1-800-692-0041.

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

1. Our records show that your child is in **Harmony Health Plan.** Is that right?
- ☐1 Yes ..... **Go to Question 3**
- ☐2 No ..... **Go to Question 2**

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

3. How many months or years **in a row** has your child been in this health plan?
- ☐1 Less than 6 months
- ☐2 At least 6 months but less than 1 year
- ☐3 At least 1 year but less than 2 years
- ☐4 At least 2 years but less than 5 years
- ☐5 5 or more years

Your Child's Personal Doctor or Nurse

*The next questions ask about **your child's** health care. **Do not** include care your child got when he or she stayed overnight in a hospital. **Do not** include the times your child went for dental care visits.*

4. *A **personal doctor or nurse** is the health provider who knows your child best. This can be a general doctor, a specialist doctor, a nurse practitioner, or a physician assistant.*

Do you have one person you think of as your child's personal doctor or nurse? *If your child has more than one personal doctor or nurse, choose the person your child sees most often.*
- ☐1 Yes ..... **Go to Question 5**
- ☐2 No ..... **Go to Question 7**

5. Using **any number from 0 to 10**, where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible, what number would you use to rate your child's personal doctor or nurse?

Worst personal doctor or nurse possible — **Best** personal doctor or nurse possible

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

6. Did your child have the same personal doctor or nurse **before** he or she joined this health plan?
- ☐1 Yes ..... **Go to Question 8**
- ☐2 No ..... **Go to Question 7**

7. Since your child joined his or her health plan, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?
- ☐1 A big problem
- ☐2 A small problem
- ☐3 Not a problem

8. In the last 6 months, did your child's personal doctor or nurse talk with you **about how your child is feeling, growing, or behaving**?
- ☐1 Yes
- ☐2 No

Getting Health Care from a Specialist

*When you answer the next questions, **do not** include dental visits.*

9. ***Specialists** are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of health care.*

In the last 6 months, did you or a doctor think your child needed to see a specialist?
- ☐1 Yes ..... **Go to Question 10**
- ☐2 No ..... **Go to Question 11**

10. In the last 6 months, how much of a problem, if any, was it to see a specialist that your child needed to see?
- ☐1 A big problem
- ☐2 A small problem
- ☐3 Not a problem

11. In the last 6 months, did your child see a specialist?
- ☐1 Yes ..... **Go to Question 12**
- ☐2 No ..... **Go to Question 14**

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

Worst specialist possible — **Best** specialist possible

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

13. In the last 6 months, was the specialist your child saw most often the same doctor as your child's personal doctor?
- ☐1 Yes
- ☐2 No

Your Child's Health Care in the Last 6 Months

14. In the last 6 months, did you call a doctor's office or clinic **during regular office hours** to get help or advice **for your child**?
- ☐1 Yes ..... **Go to Question 15**
- ☐2 No ..... **Go to Question 16**

15. In the last 6 months, when you called during regular office hours, how often did you **get** the help or advice you **needed** for your child?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

16. In the last 6 months, did your child have an illness, injury, or condition that **needed care right away** in a clinic, emergency room or doctor's office?
- ☐1 Yes ..... **Go to Question 17**
- ☐2 No ..... **Go to Question 19**

Please continue inside ➢➢➢

17. In the last 6 months, when your child **needed care right away** for an illness, injury, or condition, how often did your child get care as soon as you wanted?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

18. In the last 6 months, when your child **needed care right away** for an illness, injury, or condition, how long did your child usually have to wait between trying to get care and actually seeing a provider?
- ☐01 Same day
- ☐02 1 day
- ☐03 2 days
- ☐04 3 days
- ☐05 4-7 days
- ☐06 8-14 days
- ☐07 15 days or longer

19. *A **health provider** could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else your child would see for health care.*

In the last 6 months, not counting the times your child needed health care right away, did you make any **appointments** for your child with a doctor or other health provider for health care?
- ☐1 Yes . . . . . **Go to Question 20**
- ☐2 No . . . . . **Go to Question 22**

20. In the last 6 months, not counting the times your child needed health care right away, how often did your child get an appointment for health care as soon as you wanted?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

21. In the last 6 months, not counting the times your child needed health care right away, how many **days** did your child usually have to wait between making an **appointment** and actually **seeing a provider**?
- ☐01 Same day
- ☐02 1 day
- ☐03 2-3 days
- ☐04 4-7 days
- ☐05 8-14 days
- ☐06 15-30 days
- ☐07 31 days or longer

22. In the last 6 months, how many times did your child go to an **emergency room**?
- ☐0 None
- ☐1 1
- ☐2 2
- ☐3 3
- ☐4 4
- ☐5 5 to 9
- ☐6 10 or more

23. In the last 6 months (not counting times your child went to an emergency room), how many times did your child go to a **doctor's office or clinic**?
- ☐0 None . . . . . **Go to Question 40**
- ☐1 1 . . . . . **Go to Question 24**
- ☐2 2 . . . . . **Go to Question 24**
- ☐3 3 . . . . . **Go to Question 24**
- ☐4 4 . . . . . **Go to Question 24**
- ☐5 5 to 9 . . . . . **Go to Question 24**
- ☐6 10 or more . . . . . **Go to Question 24**

24. In the last 6 months, did you or a doctor believe your child needed any care, tests or treatment?
- ☐1 Yes . . . . . **Go to Question 25**
- ☐2 No . . . . . **Go to Question 26**

25. In the last 6 months, how much of a problem, if any, was it to get the care, tests or treatment for your child that you or a doctor believed necessary?
- ☐1 A big problem
- ☐2 A small problem
- ☐3 Not a problem

26. In the last 6 months, did your child need approval from his or her health plan for any care, tests or treatment?
- ☐1 Yes . . . . . **Go to Question 27**
- ☐2 No . . . . . **Go to Question 28**

27. In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your child's health plan?
- ☐1 A big problem
- ☐2 A small problem
- ☐3 Not a problem

28. In the last 6 months, how often was your child taken to the exam room **within 15 minutes** of his or her appointment?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

29. In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with **courtesy and respect**?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

30. In the last 6 months, how often were office staff at your child's doctor's office or clinic as **helpful** as you thought they should be?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

31. In the last 6 months, how often did your child's doctors or other health providers **listen carefully to you**?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

32. In the last 6 months, how often did you have a hard time **speaking with or understanding** your child's doctors or other health providers because you spoke different languages?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

33. In the last 6 months, how often did your child's doctors or other health providers **explain things** in a way you could understand?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

34. In the last 6 months, how often did your child's doctors or other health providers show **respect for what you had to say**?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

35. Is your child **able to talk** with doctors about his or her health care?
- ☐1 Yes . . . . . **Go to Question 36**
- ☐2 No . . . . . **Go to Question 38**

36. In the last 6 months, how often did **your child** have a hard time **speaking with or understanding** doctors or other health providers because they spoke different languages?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

37. In the last 6 months, how often did your child's doctors or other health providers **explain things** in a way **your child** could understand?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

38. In the last 6 months, how often did doctors or other health providers **spend enough time** with your child?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

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

Worst health care possible										**Best** health care possible
0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

40. *An **interpreter** is someone who repeats or signs what one person says in a language used by another person.*

In the last 6 months, did you **need** an interpreter to help you speak with **your child's** doctors or other health providers?
- ☐1 Yes . . . . . **Go to Question 41**
- ☐2 No . . . . . **Go to Question 42**

41. In the last 6 months, when you needed an interpreter to help you speak with **your child's** doctors or other health providers, how often did you get one?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

42. In the last 6 months, did **your child need an interpreter** to help him or her speak with doctors or other health providers?
- ☐1 Yes . . . . . **Go to Question 43**
- ☐2 No . . . . . **Go to Question 44**

43. In the last 6 months, when **your child needed an interpreter** to help you speak with doctors or other health providers, how often did he or she get one?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

44. Is your child 2 years old or younger?
- ☐1 Yes . . . . . **Go to Question 45**
- ☐2 No . . . . . **Go to Question 48**

45. *Reminders from the office or clinic, or from the health plan, can come to you by mail, by telephone, or in person during a visit.*

After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?
- ☐1 Yes
- ☐2 No

46. Since your child was born, has he or she gone to a doctor or other health provider for a check-up to see how he or she was doing or for shots or drops?
- ☐1 Yes . . . . . **Go to Question 47**
- ☐2 No . . . . . **Go to Question 48**

47. Did you get an appointment for your child's first visit to a doctor or other health provider for a check-up, or for shots or drops, as soon as you wanted?
- ☐1 Yes
- ☐2 No

Your Child's Health Plan

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

48. *Some states pay health plans to care for people covered by Medicaid. With these health plans, you may have to choose your child's doctor from the plan list or take your child to a clinic or health care center on the plan list.*

Is your child covered by a health plan like **this**?
- ☐1 Yes . . . . . **Go to Question 49**
- ☐2 No . . . . . **Go to Question 52**

49. Did you choose your child's health plan or were you told which plan your child was in?
- ☐1 I chose my child's plan
- ☐2 I was told which plan my child was in

50. *You can get information about your child's plan services in writing, by telephone, on the Internet, or in person.*

Did you get any information **about** your child's health plan before you signed him or her up for it?
- ☐1 Yes . . . . . **Go to Question 51**
- ☐2 No . . . . . **Go to Question 52**

51. How much of the information you were given **before** you signed your child up for the plan was correct?
- ☐1 All of it
- ☐2 Most of it
- ☐3 Some of it
- ☐4 None of it

52. In the last 6 months, did you look for any **information** about how your child's health plan works **in written materials or on the Internet**?
- ☐1 Yes . . . . . **Go to Question 53**
- ☐2 No . . . . . **Go to Question 54**

53. In the last 6 months, how much of a problem, if any, was it to find or understand this information?
- ☐1 A big problem
- ☐2 A small problem
- ☐3 Not a problem

54. In the last 6 months, did you call the health plan's **customer service** to get information or help for your child?
- ☐1 Yes . . . . . **Go to Question 55**
- ☐2 No . . . . . **Go to Question 56**

Please continue on back ➢➢➢

10. Banner Tables

The tables in the following section show detailed results for each question in your survey. Responses are organized across the banner table by: (1) all respondents (Total), (2) demographic groups (age, ethnicity, and race), and (3) other member characteristics (education, duration with the plan, and data collection method). In order to aid you in viewing the data contained in these tables, the following explanation is provided.

The different categories by which the data are "sliced" are presented as column headers. Each category has a set of possible response choices that are listed immediately below the headers. The left-most column in each table is labeled "Total" and shows results for the entire set of valid responses.

On the left side of the page, are three row headers: "Total Eligible," "Total Valid Responses," and "No Answer." "Total Eligible " represents the number of possible responses that meet the criteria for inclusion into the given question. For questions that are asked of all respondents, this figure will typically equal 434, which is the valid number of responses to the current survey. "Total Valid Responses" shows how many of the total respondents provided valid answers to the given question. Finally, "No Answer" is the number of individuals who did not respond to the question, even though they were eligible to do so.

It should be noted that, in some cases, a survey response choice shows only the number of respondents providing that answer with no percentage. These response options are not considered valid responses by NCQA guidelines, and are therefore omitted from the percentage calculations.

In some tables, an additional row is added to show Summary Rates. These scores are a single question response or combination of question responses considered to be favorable. It is included at the bottom of each of these tables and is shown with the response option, or options, that make up the score listed beside it.

Information regarding the statistical testing of results is shown in the lower left corner of each table. The first line displays the Comparison Groups. These are the columns (denoted by upper-case letters and separated by a slash (/)) in which statistical tests are run. Columns (B) and (C), in the example on the following page, show results for gender of the respondents. These columns are compared in the statistical test to each other, but not to any other columns. If a letter is present, whether upper- or lower-case, its corresponding percentage is significantly higher than the specified percentages within its comparison group. **Note** that when comparing groups, the Z-Test is only valid for large sample sizes (generally, n>=30). (See Z-Test in *Technical Notes*.)

The second line shows the type or types of statistical tests that are included in the table. The last two lines define the meaning of the upper- and lower-case letters. If a percentage has an upper-case letter beneath it, a difference exists at the 0.05 level of significance. A lower-case letter denotes a difference at the 0.10 level of significance. A banner table example is presented below with key points noted.

		========= GENDER =========	
	Total	Male	Female
	(A)	(B)	(C)
Total	433[1]	22	407
Total Valid Responses	429[2] 100.0%	22 100.0%	403 100.0%
No Answer	4[3]	-	4
Yes	198 46.2%	6 27.3%	189 46.9% B[4]
No	231 53.8%	16 72.7 c[5]	214 53.1%

1 – For the given question, 433 respondents were eligible to answer. For questions asked of all respondents, this figure will equal the number of complete surveys. In other cases, it will equal the number of appropriate responses to a gate question. Gate questions are those that filter out respondents who would not logically be able to answer follow-up questions. For example, a person who says that they do not have a personal doctor would not be able to provide a doctor rating, and so they are filtered out of the response set for the rating question.

2 – Of those who were eligible to answer this question, 429 provided valid responses.

3 – Four respondents–all Female–who were eligible to answer the question did not provide an answer.

4 – Females and Males provided significantly different percentage of “Yes” responses. The “B” below the percentage refers to the group in column B – in this case, Males – and signifies that the 46.9% is significantly different than the 27.3%. Because the “B” is capitalized, we know that the difference is significant at the 0.05 level of significance.

5 – Females and Males provided significantly different percentages of “No” responses. As in the previous note, the “c” refers to the group in column C–Females–and is significant at the 0.10 level of significance.

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Page 4.....Q5. What number would you use to rate your child's personal doctor or nurse?

Page 6.....Q6. Did your child have the same personal doctor or nurse before you joined this health plan?

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Page 22.....Q21. In the last 6 months, not counting the times your child needed health care right away, how many days did your child usually have to wait between making an appointment and actually seeing a provider?

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Page 26.....Q25. (GNC)In the last 6 months, how much of a problem, if any, was it to get the care, tests, or treatment for your child that you or a doctor believed necessary?

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Page 28.....Q27. (GNC)In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your child's health plan?

Page 29.....Q28. (GCQ)In the last 6 months, how often was your child taken to the exam room within 15 minutes of his or her appointment?

Page 30.....Q29. (CHOS)In the last 6 months, how often did office staff at a doctor's office or clinic treat you and your child with courtesy and respect?

Page 31.....Q30. (CHOS)In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?

Page 32.....Q31. (HWDC)In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?

Page 33.....Q32. In the last 6 months, how often did you have a hard time speaking with or understanding your child's doctors or other health providers because you spoke different languages?

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Page 38.....Q37. In the last 6 months, how often did your child's doctors or other health providers explain things in a way your child could understand?

Page 39.....Q38. (HWDC)In the last 6 months, how often did doctors or other health providers spend enough time with your child?

Page 40.....Q39. What number would you use to rate all your child's health care in the last 6 months?

Page 42.....Q40. In the last 6 months, did you need an interpreter to help you speak with your child's doctors or other health providers?

Page 43.....Q41. In the last 6 months, when you needed an interpreter to help you speak with your child's doctors or other health providers, how often did you get one?

Page 44.....Q42. In the last 6 months, did your child need an interpreter to help him or her speak with doctors or other health providers?

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Page 47.....Q45. After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

Page 48.....Q46. Since your child was born, has he or she gone to a doctor or other health provider for a check-up to see how he or she was doing or for shots or drops?

Page 49.....Q47. Did you get an appointment for your child's first visit to a doctor or other health provider for a check-up, or for shots or drops, as soon as you wanted?

Page 50.....Q48. Some states pay health plans to care for people covered by Medicaid. You may have to choose a doctor from the plan list or go to a clinic/health care center on the list. Is your child covered by a health plan like this?

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Page 57.....Q55. (CS)In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?

Page 58.....Q56. In the last 6 months, have you called or written to your child's health plan with a complaint or problem?

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Page 60.....Q58. Was your complaint or problem settled to your satisfaction?

Page 61.....Q59. How long have you been waiting for your health plan to resolve your complaint?

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Page 66.....Q63. In general, how would you rate your child's overall health now?

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Q1. Our records show that your child is in Harmony Health Plan. Is that right?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
Total Valid Responses	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q3. How many months or years in a row has your child been in this health plan?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	412 100.0%	228 100.0%	114 100.0%	43 100.0%	20 100.0%	247 100.0%	158 100.0%	199 100.0%	213 100.0%	36 100.0%	367 100.0%	307 100.0%	69 100.0%	29 100.0%	287 100.0%	125 100.0%
No Answer	22	11	7	1	1	14	7	-	-	1	20	19	-	-	8	14
Less than 6 months	10 2.4%	6 2.6%	3 2.6%	1 2.3%	-	7 2.8%	3 1.9%	10 5.0%	-	-	10 2.7%	10 3.3%	3 4.3%	-	3 1.0%	7 5.6% O
At least 6 months but less than 1 year	81 19.7%	49 21.5% D	20 17.5%	4 9.3%	4 20.0%	52 21.1%	27 17.1%	81 40.7%	-	8 22.2%	72 19.6%	58 18.9%	8 11.6%	6 20.7%	67 23.3% P	14 11.2%
At least 1 year but less than 2 years	108 26.2%	64 28.1%	26 22.8%	12 27.9%	5 25.0%	61 24.7%	45 28.5%	108 54.3%	-	6 16.7%	98 26.7%	84 27.4%	17 24.6%	9 31.0%	78 27.2%	30 24.0%
At least 2 year but less than 5 years	144 35.0%	76 33.3%	44 38.6%	16 37.2%	8 40.0%	79 32.0%	64 40.5% f	-	144 67.6%	16 44.4%	124 33.8%	105 34.2%	29 42.0%	9 31.0%	91 31.7%	53 42.4% O
5 or more years	69 16.7%	33 14.5%	21 18.4%	10 23.3%	3 15.0%	48 19.4% G	19 12.0%	-	69 32.4%	6 16.7%	63 17.2%	50 16.3%	12 17.4%	5 17.2%	48 16.7%	21 16.8%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q4. Do you have one person you think of as your child's personal doctor or nurse?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	429	236	120	43	21	257	164	197	210	37	382	323	67	29	290	139
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	3	1	1	-	4	1	2	3	-	5	3	2	-	5	-
Yes	404	226	110	40	19	236	160	183	201	32	363	308	63	26	273	131
	94.2%	95.8%	91.7%	93.0%	90.5%	91.8%	97.6%	92.9%	95.7%	86.5%	95.0%	95.4%	94.0%	89.7%	94.1%	94.2%
							F									
No	25	10	10	3	2	21	4	14	9	5	19	15	4	3	17	8
	5.8%	4.2%	8.3%	7.0%	9.5%	8.2%	2.4%	7.1%	4.3%	13.5%	5.0%	4.6%	6.0%	10.3%	5.9%	5.8%
						G										

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q5. What number would you use to rate your child's personal doctor or nurse?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	404	226	110	40	19	236	160	183	201	32	363	308	63	26	273	131
Total Valid Responses	398 100.0%	222 100.0%	108 100.0%	40 100.0%	19 100.0%	232 100.0%	158 100.0%	180 100.0%	199 100.0%	31 100.0%	358 100.0%	303 100.0%	62 100.0%	26 100.0%	271 100.0%	127 100.0%
No Answer	6	4	2	-	-	4	2	3	2	1	5	5	1	-	2	4
10 - Best personal doctor or nurse possible	213 53.5%	119 53.6%	59 54.6%	22 55.0%	10 52.6%	132 56.9%	77 48.7%	90 50.0%	113 56.8%	16 51.6%	191 53.4%	156 51.5%	37 59.7%	18 69.2% l	137 50.6%	76 59.8% o
9	54 13.6%	31 14.0%	10 9.3%	8 20.0%	4 21.1%	29 12.5%	25 15.8%	27 15.0%	25 12.6%	5 16.1%	48 13.4%	41 13.5%	6 9.7%	3 11.5%	38 14.0%	16 12.6%
8	68 17.1%	36 16.2%	19 17.6%	5 12.5%	5 26.3%	36 15.5%	29 18.4%	29 16.1%	33 16.6%	6 19.4%	61 17.0%	57 18.8% Mn	6 9.7%	2 7.7%	47 17.3%	21 16.5%
7	33 8.3%	19 8.6%	9 8.3%	4 10.0%	-	19 8.2%	14 8.9%	16 8.9%	16 8.0%	2 6.5%	31 8.7%	23 7.6%	10 16.1% l	2 7.7%	24 8.9%	9 7.1%
6	6 1.5%	4 1.8%	2 1.9%	-	-	5 2.2%	1 0.6%	3 1.7%	3 1.5%	-	6 1.7%	6 2.0%	-	-	5 1.8%	1 0.8%
5	15 3.8%	10 4.5%	4 3.7%	-	-	8 3.4%	6 3.8%	11 6.1% I	4 2.0%	1 3.2%	13 3.6%	13 4.3%	1 1.6%	1 3.8%	12 4.4%	3 2.4%
4	5 1.3%	2 0.9%	3 2.8%	-	-	2 0.9%	3 1.9%	2 1.1%	3 1.5%	-	5 1.4%	3 1.0%	2 3.2%	-	4 1.5%	1 0.8%
3	2 0.5%	1 0.5%	-	1 2.5%	-	-	2 1.3%	2 1.1%	-	-	2 0.6%	2 0.7%	-	-	2 0.7%	-
2	1 0.3%	-	1 0.9%	-	-	-	1 0.6%	-	1 0.5%	1 3.2%	-	1 0.3%	-	-	1 0.4%	-
1	1 0.3%	-	1 0.9%	-	-	1 0.4%	-	-	1 0.5%	-	1 0.3%	1 0.3%	-	-	1 0.4%	-
0 - Worst personal doctor or nurse possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q5. What number would you use to rate your child's personal doctor or nurse?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
HEDIS/CAHPS SUMMARY RATE - 8-10	335 84.2%	186 83.8%	88 81.5%	35 87.5%	19 100.0% BCD	197 84.9%	131 82.9%	146 81.1%	171 85.9%	27 87.1%	300 83.8%	254 83.8%	49 79.0%	23 88.5%	222 81.9%	113 89.0% o
HEDIS/CAHPS SUMMARY RATE - 9-10	267 67.1%	150 67.6%	69 63.9%	30 75.0%	14 73.7%	161 69.4%	102 64.6%	117 65.0%	138 69.3%	21 67.7%	239 66.8%	197 65.0%	43 69.4%	21 80.8% l	175 64.6%	92 72.4%
Mean	8.87	8.90	8.72	9.07	9.26	8.97	8.74	8.74	8.96	8.84	8.87	8.81	8.95	9.31	8.75	9.13

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q6. Did your child have the same personal doctor or nurse before you joined this health plan?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	404	226	110	40	19	236	160	183	201	32	363	308	63	26	273	131
Total Valid Responses	402	224	110	40	19	235	159	183	199	32	361	306	63	26	271	131
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	2	-	-	-	1	1	-	2	-	2	2	-	-	2	-
Yes	268	152	74	23	13	150	111	131	121	19	242	200	40	16	183	85
	66.7%	67.9%	67.3%	57.5%	68.4%	63.8%	69.8%	71.6%	60.8%	59.4%	67.0%	65.4%	63.5%	61.5%	67.5%	64.9%
								I								
No	134	72	36	17	6	85	48	52	78	13	119	106	23	10	88	46
	33.3%	32.1%	32.7%	42.5%	31.6%	36.2%	30.2%	28.4%	39.2%	40.6%	33.0%	34.6%	36.5%	38.5%	32.5%	35.1%
									H							

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
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Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q7. (GNC)Since your child joined his or her health plan, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	159	82	46	20	8	106	52	66	87	18	138	121	27	13	105	54
Total Valid Responses	155 100.0%	80 100.0%	44 100.0%	20 100.0%	8 100.0%	103 100.0%	52 100.0%	64 100.0%	86 100.0%	18 100.0%	134 100.0%	117 100.0%	27 100.0%	13 100.0%	102 100.0%	53 100.0%
No Answer	4	2	2	-	-	3	-	2	1	-	4	4	-	-	3	1
Not a problem	123 79.4%	67 83.8% c	30 68.2%	16 80.0%	7 87.5%	85 82.5%	38 73.1%	48 75.0%	70 81.4%	14 77.8%	106 79.1%	89 76.1%	25 92.6% LN	8 61.5%	76 74.5%	47 88.7% O
A small problem	23 14.8%	11 13.8%	8 18.2%	4 20.0%	-	13 12.6%	10 19.2%	12 18.8%	11 12.8%	3 16.7%	20 14.9%	20 17.1%	2 7.4%	4 30.8% m	20 19.6% P	3 5.7%
A big problem	9 5.8%	2 2.5%	6 13.6% B	-	1 12.5%	5 4.9%	4 7.7%	4 6.3%	5 5.8%	1 5.6%	8 6.0%	8 6.8%	-	1 7.7%	6 5.9%	3 5.7%
HEDIS/CAHPS SUMMARY RATE - Not a problem	123 79.4%	67 83.8% c	30 68.2%	16 80.0%	7 87.5%	85 82.5%	38 73.1%	48 75.0%	70 81.4%	14 77.8%	106 79.1%	89 76.1%	25 92.6% LN	8 61.5%	76 74.5%	47 88.7% O

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q8. In the last 6 months, did your child's personal doctor or nurse talk with you about how your child is feeling, growing or behaving?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	430	239	118	43	21	259	163	198	210	37	383	323	69	29	292	138
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	3	1	-	2	2	1	3	-	4	3	-	-	3	1
Yes	319	187	77	33	15	183	128	153	149	29	283	230	55	23	217	102
	74.2%	78.2%	65.3%	76.7%	71.4%	70.7%	78.5%	77.3%	71.0%	78.4%	73.9%	71.2%	79.7%	79.3%	74.3%	73.9%
		C					f									
No	111	52	41	10	6	76	35	45	61	8	100	93	14	6	75	36
	25.8%	21.8%	34.7%	23.3%	28.6%	29.3%	21.5%	22.7%	29.0%	21.6%	26.1%	28.8%	20.3%	20.7%	25.7%	26.1%
			B			g										

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q9. In the last 6 months, did you or a doctor think your child needed to see a specialist?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE =========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	432 100.0%	238 100.0%	121 100.0%	43 100.0%	21 100.0%	259 100.0%	165 100.0%	198 100.0%	212 100.0%	37 100.0%	385 100.0%	324 100.0%	69 100.0%	29 100.0%	293 100.0%	139 100.0%
No Answer	2	1	-	1	-	2	-	1	1	-	2	2	-	-	2	-
Yes	90 20.8%	50 21.0%	21 17.4%	14 32.6% c	4 19.0%	53 20.5%	35 21.2%	35 17.7%	50 23.6%	8 21.6%	81 21.0%	68 21.0%	11 15.9%	4 13.8%	63 21.5%	27 19.4%
No	342 79.2%	188 79.0%	100 82.6% d	29 67.4%	17 81.0%	206 79.5%	130 78.8%	163 82.3%	162 76.4%	29 78.4%	304 79.0%	256 79.0%	58 84.1%	25 86.2%	230 78.5%	112 80.6%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q10. (GNC)In the last 6 months, how much of a problem, if any, was it to see a specialist that your child needed to see?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	90	50	21	14	4	53	35	35	50	8	81	68	11	4	63	27
Total Valid Responses	86	48	21	12	4	50	34	34	48	7	78	66	11	3	62	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	2	-	2	-	3	1	1	2	1	3	2	-	1	1	3
Not a problem	59	35	13	10	-	31	26	25	31	4	55	46	5	2	44	15
	68.6%	72.9%	61.9%	83.3%		62.0%	76.5%	73.5%	64.6%	57.1%	70.5%	69.7%	45.5%	66.7%	71.0%	62.5%
A small problem	14	6	5	1	2	9	5	5	9	-	14	10	4	1	10	4
	16.3%	12.5%	23.8%	8.3%	50.0%	18.0%	14.7%	14.7%	18.8%		17.9%	15.2%	36.4%	33.3%	16.1%	16.7%
A big problem	13	7	3	1	2	10	3	4	8	3	9	10	2	-	8	5
	15.1%	14.6%	14.3%	8.3%	50.0%	20.0%	8.8%	11.8%	16.7%	42.9%	11.5%	15.2%	18.2%		12.9%	20.8%
HEDIS/CAHPS SUMMARY RATE	59	35	13	10	-	31	26	25	31	4	55	46	5	2	44	15
- Not a problem	68.6%	72.9%	61.9%	83.3%		62.0%	76.5%	73.5%	64.6%	57.1%	70.5%	69.7%	45.5%	66.7%	71.0%	62.5%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q11. In the last 6 months, did your child see a specialist?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	429	238	120	42	21	257	164	196	211	37	383	321	69	29	290	139
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	1	1	2	-	4	1	3	2	-	4	5	-	-	5	-
Yes	80	42	20	10	5	43	34	29	46	6	73	60	10	3	59	21
	18.6%	17.6%	16.7%	23.8%	23.8%	16.7%	20.7%	14.8%	21.8% h	16.2%	19.1%	18.7%	14.5%	10.3%	20.3%	15.1%
No	349	196	100	32	16	214	130	167	165	31	310	261	59	26	231	118
	81.4%	82.4%	83.3%	76.2%	76.2%	83.3%	79.3%	85.2% i	78.2%	83.8%	80.9%	81.3%	85.5%	89.7%	79.7%	84.9%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q12. What number would you use to rate the specialist?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	80	42	20	10	5	43	34	29	46	6	73	60	10	3	59	21
Total Valid Responses	79 100.0%	42 100.0%	20 100.0%	9 100.0%	5 100.0%	43 100.0%	33 100.0%	29 100.0%	45 100.0%	6 100.0%	72 100.0%	60 100.0%	9 100.0%	3 100.0%	59 100.0%	20 100.0%
No Answer	1	-	-	1	-	-	1	-	1	-	1	-	1	-	-	1
10 - Best specialist possible	42 53.2%	22 52.4%	12 60.0%	4 44.4%	3 60.0%	28 65.1% G	13 39.4%	14 48.3%	25 55.6%	3 50.0%	38 52.8%	27 45.0%	7 77.8% L	2 66.7%	29 49.2%	13 65.0%
9	14 17.7%	8 19.0%	4 20.0%	1 11.1%	1 20.0%	6 14.0%	8 24.2%	6 20.7%	7 15.6%	1 16.7%	13 18.1%	13 21.7%	1 11.1%	1 33.3%	13 22.0% P	1 5.0%
8	10 12.7%	4 9.5%	2 10.0%	3 33.3%	-	5 11.6%	4 12.1%	6 20.7% i	3 6.7%	1 16.7%	9 12.5%	9 15.0%	-	-	8 13.6%	2 10.0%
7	6 7.6%	4 9.5%	1 5.0%	1 11.1%	-	2 4.7%	4 12.1%	1 3.4%	5 11.1%	-	6 8.3%	5 8.3%	1 11.1%	-	3 5.1%	3 15.0%
6	1 1.3%	-	1 5.0%	-	-	-	1 3.0%	-	1 2.2%	-	1 1.4%	1 1.7%	-	-	1 1.7%	-
5	3 3.8%	2 4.8%	-	-	-	1 2.3%	1 3.0%	-	3 6.7%	1 16.7%	2 2.8%	2 3.3%	-	-	2 3.4%	1 5.0%
4	2 2.5%	2 4.8%	-	-	-	1 2.3%	1 3.0%	1 3.4%	1 2.2%	-	2 2.8%	2 3.3%	-	-	2 3.4%	-
3	1 1.3%	-	-	-	1 20.0%	-	1 3.0%	1 3.4%	-	-	1 1.4%	1 1.7%	-	-	1 1.7%	-
2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst specialist possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - 8-10	66 83.5%	34 81.0%	18 90.0%	8 88.9%	4 80.0%	39 90.7% g	25 75.8%	26 89.7%	35 77.8%	5 83.3%	60 83.3%	49 81.7%	8 88.9%	3 100.0% L	50 84.7%	16 80.0%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q12. What number would you use to rate the specialist?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE =========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
HEDIS/CAHPS SUMMARY RATE - 9-10	56 70.9%	30 71.4%	16 80.0%	5 55.6%	4 80.0%	34 79.1%	21 63.6%	20 69.0%	32 71.1%	4 66.7%	51 70.8%	40 66.7%	8 88.9% l	3 100.0% L	42 71.2%	14 70.0%
Mean	8.86	8.81	9.25	8.89	8.40	9.23	8.48	8.83	8.82	8.67	8.86	8.68	9.56	9.67	8.80	9.05

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q13. In the last 6 months, was the specialist your child saw most often the same doctor as your child's personal doctor?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	80	42	20	10	5	43	34	29	46	6	73	60	10	3	59	21
Total Valid Responses	78 100.0%	42 100.0%	18 100.0%	10 100.0%	5 100.0%	41 100.0%	34 100.0%	28 100.0%	46 100.0%	6 100.0%	71 100.0%	58 100.0%	10 100.0%	3 100.0%	57 100.0%	21 100.0%
No Answer	2	-	2	-	-	2	-	1	-	-	2	2	-	-	2	-
Yes	16 20.5%	4 9.5%	7 38.9% B	2 20.0%	3 60.0% B	12 29.3% g	4 11.8%	5 17.9%	10 21.7%	2 33.3%	13 18.3%	11 19.0%	1 10.0%	-	10 17.5%	6 28.6%
No	62 79.5%	38 90.5% CE	11 61.1%	8 80.0%	2 40.0%	29 70.7%	30 88.2% f	23 82.1%	36 78.3%	4 66.7%	58 81.7%	47 81.0%	9 90.0%	3 100.0% L	47 82.5%	15 71.4%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q14. In the last 6 months, did you call a doctor's office or clinic during regular office hours to get help or advice for your child?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	431 100.0%	238 100.0%	121 100.0%	42 100.0%	21 100.0%	258 100.0%	165 100.0%	197 100.0%	212 100.0%	36 100.0%	385 100.0%	324 100.0%	69 100.0%	28 100.0%	292 100.0%	139 100.0%
No Answer	3	1	-	2	-	3	-	2	1	1	2	2	-	1	3	-
Yes	291 67.5%	166 69.7% c	73 60.3%	34 81.0% bC	13 61.9%	161 62.4%	125 75.8% F	131 66.5%	147 69.3%	23 63.9%	260 67.5%	222 68.5% M	36 52.2%	21 75.0% M	211 72.3% P	80 57.6%
No	140 32.5%	72 30.3% d	48 39.7% bD	8 19.0%	8 38.1%	97 37.6% G	40 24.2%	66 33.5%	65 30.7%	13 36.1%	125 32.5%	102 31.5%	33 47.8% LN	7 25.0%	81 27.7%	59 42.4% O

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q15. (GCQ)In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	291	166	73	34	13	161	125	131	147	23	260	222	36	21	211	80
Total Valid Responses	289 100.0%	165 100.0%	73 100.0%	34 100.0%	13 100.0%	161 100.0%	123 100.0%	131 100.0%	145 100.0%	23 100.0%	258 100.0%	221 100.0%	36 100.0%	21 100.0%	209 100.0%	80 100.0%
No Answer	2	1	-	-	-	-	2	-	2	-	2	1	-	-	2	-
Always	235 81.3%	136 82.4%	59 80.8%	26 76.5%	11 84.6%	133 82.6%	98 79.7%	104 79.4%	119 82.1%	17 73.9%	211 81.8%	179 81.0%	31 86.1%	16 76.2%	168 80.4%	67 83.8%
Usually	43 14.9%	21 12.7%	12 16.4%	7 20.6%	2 15.4%	23 14.3%	19 15.4%	21 16.0%	22 15.2%	4 17.4%	38 14.7%	32 14.5%	4 11.1%	5 23.8%	32 15.3%	11 13.8%
Sometimes	8 2.8%	7 4.2%	-	1 2.9%	-	3 1.9%	5 4.1%	6 4.6%	2 1.4%	1 4.3%	7 2.7%	7 3.2%	1 2.8%	-	8 3.8%	-
Never	3 1.0%	1 0.6%	2 2.7%	-	-	2 1.2%	1 0.8%	-	2 1.4%	1 4.3%	2 0.8%	3 1.4%	-	-	1 0.5%	2 2.5%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	278 96.2%	157 95.2%	71 97.3%	33 97.1%	13 100.0% B	156 96.9%	117 95.1%	125 95.4%	141 97.2%	21 91.3%	249 96.5%	211 95.5%	35 97.2%	21 100.0% L	200 95.7%	78 97.5%
HEDIS/CAHPS SUMMARY RATE - Always	235 81.3%	136 82.4%	59 80.8%	26 76.5%	11 84.6%	133 82.6%	98 79.7%	104 79.4%	119 82.1%	17 73.9%	211 81.8%	179 81.0%	31 86.1%	16 76.2%	168 80.4%	67 83.8%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q16. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room or doctor's office?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	428 100.0%	237 100.0%	120 100.0%	42 100.0%	21 100.0%	259 100.0%	161 100.0%	196 100.0%	210 100.0%	37 100.0%	381 100.0%	323 100.0%	68 100.0%	29 100.0%	290 100.0%	138 100.0%
No Answer	6	2	1	2	-	2	4	3	3	-	6	3	1	-	5	1
Yes	164 38.3%	99 41.8% c	39 32.5%	13 31.0%	10 47.6%	92 35.5%	68 42.2%	78 39.8%	78 37.1%	16 43.2%	143 37.5%	124 38.4%	24 35.3%	12 41.4%	121 41.7% P	43 31.2%
No	264 61.7%	138 58.2%	81 67.5% b	29 69.0%	11 52.4%	167 64.5%	93 57.8%	118 60.2%	132 62.9%	21 56.8%	238 62.5%	199 61.6%	44 64.7%	17 58.6%	169 58.3%	95 68.8% O

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q17. (GCQ)In the last 6 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you wanted?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	164	99	39	13	10	92	68	78	78	16	143	124	24	12	121	43
Total Valid Responses	163 100.0%	99 100.0%	38 100.0%	13 100.0%	10 100.0%	92 100.0%	67 100.0%	77 100.0%	78 100.0%	16 100.0%	142 100.0%	124 100.0%	24 100.0%	12 100.0%	120 100.0%	43 100.0%
No Answer	1	-	1	-	-	-	1	1	-	-	1	-	-	-	1	-
Always	127 77.9%	80 80.8%	29 76.3%	9 69.2%	8 80.0%	70 76.1%	53 79.1%	58 75.3%	63 80.8%	10 62.5%	113 79.6%	100 80.6% N	19 79.2% N	5 41.7%	92 76.7%	35 81.4%
Usually	24 14.7%	12 12.1%	5 13.2%	4 30.8%	2 20.0%	14 15.2%	10 14.9%	13 16.9%	10 12.8%	2 12.5%	21 14.8%	16 12.9%	5 20.8%	5 41.7% L	18 15.0%	6 14.0%
Sometimes	8 4.9%	4 4.0%	3 7.9%	-	-	4 4.3%	4 6.0%	4 5.2%	4 5.1%	3 18.8%	5 3.5%	5 4.0%	-	1 8.3%	8 6.7%	-
Never	4 2.5%	3 3.0%	1 2.6%	-	-	4 4.3%	-	2 2.6%	1 1.3%	1 6.3%	3 2.1%	3 2.4%	-	1 8.3%	2 1.7%	2 4.7%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	151 92.6%	92 92.9%	34 89.5%	13 100.0% BC	10 100.0% BC	84 91.3%	63 94.0%	71 92.2%	73 93.6%	12 75.0%	134 94.4% j	116 93.5%	24 100.0% L	10 83.3%	110 91.7%	41 95.3%
HEDIS/CAHPS SUMMARY RATE - Always	127 77.9%	80 80.8%	29 76.3%	9 69.2%	8 80.0%	70 76.1%	53 79.1%	58 75.3%	63 80.8%	10 62.5%	113 79.6%	100 80.6% N	19 79.2% N	5 41.7%	92 76.7%	35 81.4%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q18. In the last 6 months, when your child needed care right away for an illness, injury, or condition, how long did your child usually have to wait between trying to get care and actually seeing a provider?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	164	99	39	13	10	92	68	78	78	16	143	124	24	12	121	43
Total Valid Responses	158 100.0%	97 100.0%	37 100.0%	12 100.0%	10 100.0%	88 100.0%	67 100.0%	76 100.0%	76 100.0%	16 100.0%	137 100.0%	119 100.0%	24 100.0%	12 100.0%	120 100.0%	38 100.0%
No Answer	6	2	2	1	-	4	1	2	2	-	6	5	-	-	1	5
Same day	127 80.4%	82 84.5%	27 73.0%	8 66.7%	10 100.0% BCD	71 80.7%	53 79.1%	61 80.3%	61 80.3%	11 68.8%	114 83.2%	95 79.8%	20 83.3%	10 83.3%	93 77.5%	34 89.5% o
1 day	23 14.6%	13 13.4%	7 18.9%	2 16.7%	-	13 14.8%	10 14.9%	12 15.8%	10 13.2%	2 12.5%	19 13.9%	20 16.8%	2 8.3%	1 8.3%	21 17.5% P	2 5.3%
2 days	4 2.5%	-	1 2.7%	2 16.7%	-	3 3.4%	1 1.5%	3 3.9%	1 1.3%	1 6.3%	2 1.5%	-	2 8.3%	1 8.3%	2 1.7%	2 5.3%
3 days	1 0.6%	-	1 2.7%	-	-	-	1 1.5%	-	1 1.3%	1 6.3%	-	1 0.8%	-	-	1 0.8%	-
4-7 days	2 1.3%	2 2.1%	-	-	-	-	2 3.0%	-	2 2.6%	-	2 1.5%	2 1.7%	-	-	2 1.7%	-
8-14 days	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
15 days or longer	1 0.6%	-	1 2.7%	-	-	1 1.1%	-	-	1 1.3%	1 6.3%	-	1 0.8%	-	-	1 0.8%	-
HEDIS/CAHPS SUMMARY RATE - Same Day	127 80.4%	82 84.5%	27 73.0%	8 66.7%	10 100.0% BCD	71 80.7%	53 79.1%	61 80.3%	61 80.3%	11 68.8%	114 83.2%	95 79.8%	20 83.3%	10 83.3%	93 77.5%	34 89.5% o

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q19. In the last 6 months, not counting the times your child needed health care right away, did you make any appointments for your child with a doctor or other health provider for health care?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	429 100.0%	235 100.0%	121 100.0%	43 100.0%	21 100.0%	258 100.0%	164 100.0%	196 100.0%	211 100.0%	37 100.0%	382 100.0%	321 100.0%	69 100.0%	29 100.0%	290 100.0%	139 100.0%
No Answer	5	4	-	1	-	3	1	3	2	-	5	5	-	-	5	-
Yes	271 63.2%	155 66.0% c	68 56.2%	30 69.8%	12 57.1%	148 57.4%	119 72.6% F	131 66.8%	125 59.2%	23 62.2%	240 62.8%	202 62.9%	38 55.1%	22 75.9% M	189 65.2%	82 59.0%
No	158 36.8%	80 34.0%	53 43.8% b	13 30.2%	9 42.9%	110 42.6% G	45 27.4%	65 33.2%	86 40.8%	14 37.8%	142 37.2%	119 37.1%	31 44.9% N	7 24.1%	101 34.8%	57 41.0%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q20. (GCQ)In the last 6 months, not counting the times your child needed health care right away, how often did your child get an appointment for health care as soon as you wanted?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	271	155	68	30	12	148	119	131	125	23	240	202	38	22	189	82
Total Valid Responses	270 100.0%	154 100.0%	68 100.0%	30 100.0%	12 100.0%	148 100.0%	118 100.0%	130 100.0%	125 100.0%	23 100.0%	239 100.0%	201 100.0%	38 100.0%	22 100.0%	188 100.0%	82 100.0%
No Answer	1	1	-	-	-	-	1	1	-	-	1	1	-	-	1	-
Always	196 72.6%	112 72.7%	51 75.0%	19 63.3%	10 83.3%	110 74.3%	82 69.5%	96 73.8%	90 72.0%	15 65.2%	175 73.2%	145 72.1%	30 78.9%	14 63.6%	129 68.6%	67 81.7% O
Usually	57 21.1%	32 20.8%	11 16.2%	11 36.7% bCE	1 8.3%	27 18.2%	30 25.4%	28 21.5%	26 20.8%	6 26.1%	49 20.5%	43 21.4%	5 13.2%	8 36.4% M	48 25.5% P	9 11.0%
Sometimes	13 4.8%	10 6.5%	3 4.4%	-	-	8 5.4%	5 4.2%	6 4.6%	6 4.8%	2 8.7%	11 4.6%	10 5.0%	2 5.3%	-	10 5.3%	3 3.7%
Never	4 1.5%	-	3 4.4%	-	1 8.3%	3 2.0%	1 0.8%	-	3 2.4%	-	4 1.7%	3 1.5%	1 2.6%	-	1 0.5%	3 3.7%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	253 93.7%	144 93.5%	62 91.2%	30 100.0% BC	11 91.7%	137 92.6%	112 94.9%	124 95.4%	116 92.8%	21 91.3%	224 93.7%	188 93.5%	35 92.1%	22 100.0% Lm	177 94.1%	76 92.7%
HEDIS/CAHPS SUMMARY RATE - Always	196 72.6%	112 72.7%	51 75.0%	19 63.3%	10 83.3%	110 74.3%	82 69.5%	96 73.8%	90 72.0%	15 65.2%	175 73.2%	145 72.1%	30 78.9%	14 63.6%	129 68.6%	67 81.7% O

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q21. In the last 6 months, not counting the times your child needed health care right away, how many days did your child usually have to wait between making an appointment and actually seeing a provider?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	271	155	68	30	12	148	119	131	125	23	240	202	38	22	189	82
Total Valid Responses	269 100.0%	154 100.0%	68 100.0%	30 100.0%	11 100.0%	147 100.0%	118 100.0%	130 100.0%	124 100.0%	23 100.0%	238 100.0%	201 100.0%	37 100.0%	22 100.0%	188 100.0%	81 100.0%
No Answer	2	1	-	-	1	1	1	1	1	-	2	1	1	-	1	1
Same day	76 28.3%	39 25.3%	22 32.4%	11 36.7%	3 27.3%	36 24.5%	38 32.2%	37 28.5%	33 26.6%	5 21.7%	69 29.0%	62 30.8% M	4 10.8%	7 31.8% m	47 25.0%	29 35.8% o
1 day	83 30.9%	49 31.8%	22 32.4%	7 23.3%	4 36.4%	50 34.0%	33 28.0%	40 30.8%	40 32.3%	7 30.4%	71 29.8%	68 33.8%	10 27.0%	7 31.8%	71 37.8% P	12 14.8%
2-3 days	60 22.3%	36 23.4%	11 16.2%	7 23.3%	2 18.2%	34 23.1%	25 21.2%	26 20.0%	33 26.6%	6 26.1%	54 22.7%	37 18.4%	16 43.2% LN	3 13.6%	37 19.7%	23 28.4%
4-7 days	29 10.8%	19 12.3%	6 8.8%	2 6.7%	2 18.2%	20 13.6% g	8 6.8%	15 11.5%	12 9.7%	3 13.0%	25 10.5%	19 9.5%	5 13.5%	3 13.6%	16 8.5%	13 16.0% o
8-14 days	8 3.0%	4 2.6%	3 4.4%	1 3.3%	-	4 2.7%	4 3.4%	6 4.6%	-	2 8.7%	6 2.5%	5 2.5%	-	1 4.5%	5 2.7%	3 3.7%
15-30 days	7 2.6%	4 2.6%	2 2.9%	1 3.3%	-	2 1.4%	5 4.2%	3 2.3%	3 2.4%	-	7 2.9%	6 3.0%	-	1 4.5%	6 3.2%	1 1.2%
31 days or longer	6 2.2%	3 1.9%	2 2.9%	1 3.3%	-	1 0.7%	5 4.2% f	3 2.3%	3 2.4%	-	6 2.5%	4 2.0%	2 5.4%	-	6 3.2%	-
HEDIS/CAHPS SUMMARY RATE - Same day-14 days	256 95.2%	147 95.5%	64 94.1%	28 93.3%	11 100.0% BC	144 98.0% G	108 91.5%	124 95.4%	118 95.2%	23 100.0% K	225 94.5%	191 95.0%	35 94.6%	21 95.5%	176 93.6%	80 98.8% O

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
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Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q22. In the last 6 months, how many times did your child go to an emergency room?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	433 100.0%	238 100.0%	121 100.0%	44 100.0%	21 100.0%	260 100.0%	165 100.0%	198 100.0%	213 100.0%	37 100.0%	386 100.0%	325 100.0%	69 100.0%	29 100.0%	295 100.0%	138 100.0%
No Answer	1	1	-	-	-	1	-	1	-	-	1	1	-	-	-	1
None	349 80.6%	180 75.6%	107 88.4% B	37 84.1%	18 85.7%	202 77.7%	141 85.5% F	161 81.3%	171 80.3%	26 70.3%	316 81.9%	262 80.6%	60 87.0%	21 72.4%	236 80.0%	113 81.9%
1 time	65 15.0%	43 18.1% C	11 9.1%	6 13.6%	3 14.3%	44 16.9%	19 11.5%	27 13.6%	35 16.4%	8 21.6%	54 14.0%	49 15.1%	6 8.7%	8 27.6% M	45 15.3%	20 14.5%
2 times	15 3.5%	13 5.5% C	2 1.7%	-	-	10 3.8%	5 3.0%	10 5.1%	5 2.3%	3 8.1%	12 3.1%	10 3.1%	3 4.3%	-	13 4.4% p	2 1.4%
3 times	2 0.5%	1 0.4%	-	1 2.3%	-	2 0.8%	-	-	1 0.5%	-	2 0.5%	2 0.6%	-	-	1 0.3%	1 0.7%
4 times	1 0.2%	1 0.4%	-	-	-	1 0.4%	-	-	1 0.5%	-	1 0.3%	1 0.3%	-	-	-	1 0.7%
5-9 times	1 0.2%	-	1 0.8%	-	-	1 0.4%	-	-	-	-	1 0.3%	1 0.3%	-	-	-	1 0.7%
10 times or more	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q23. In the last 6 months (not counting times your child went to an emergency room), how many times did your child go to a doctor's office or clinic?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	434 100.0%	239 100.0%	121 100.0%	44 100.0%	21 100.0%	261 100.0%	165 100.0%	199 100.0%	213 100.0%	37 100.0%	387 100.0%	326 100.0%	69 100.0%	29 100.0%	295 100.0%	139 100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None	90 20.7%	45 18.8%	31 25.6% d	6 13.6%	6 28.6%	65 24.9% G	23 13.9%	33 16.6%	51 23.9% h	11 29.7%	78 20.2%	70 21.5% N	16 23.2% N	2 6.9%	40 13.6%	50 36.0% O
1	103 23.7%	52 21.8%	26 21.5%	15 34.1%	9 42.9% bc	52 19.9%	51 30.9% F	47 23.6%	54 25.4%	3 8.1%	97 25.1% J	78 23.9%	22 31.9%	7 24.1%	74 25.1%	29 20.9%
2	91 21.0%	48 20.1%	25 20.7%	10 22.7%	5 23.8%	48 18.4%	40 24.2%	41 20.6%	43 20.2%	6 16.2%	82 21.2%	69 21.2%	12 17.4%	6 20.7%	75 25.4% P	16 11.5%
3	54 12.4%	39 16.3% CD	11 9.1%	3 6.8%	-	28 10.7%	23 13.9%	29 14.6%	23 10.8%	5 13.5%	48 12.4%	42 12.9%	7 10.1%	5 17.2%	37 12.5%	17 12.2%
4	35 8.1%	21 8.8%	11 9.1%	2 4.5%	-	22 8.4%	13 7.9%	17 8.5%	17 8.0%	3 8.1%	31 8.0%	23 7.1%	8 11.6%	3 10.3%	26 8.8%	9 6.5%
5 to 9	46 10.6%	29 12.1%	12 9.9%	3 6.8%	1 4.8%	34 13.0% G	12 7.3%	23 11.6%	20 9.4%	7 18.9%	38 9.8%	32 9.8% m	3 4.3%	6 20.7% M	33 11.2%	13 9.4%
10 or more	15 3.5%	5 2.1%	5 4.1%	5 11.4% b	-	12 4.6% g	3 1.8%	9 4.5%	5 2.3%	2 5.4%	13 3.4%	12 3.7%	1 1.4%	-	10 3.4%	5 3.6%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q24. In the last 6 months, did you or a doctor believe your child needed any care, tests or treatment?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	344	194	90	38	15	196	142	166	162	26	309	256	53	27	255	89
Total Valid Responses	342	193	90	37	15	194	142	165	161	25	308	255	53	26	253	89
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	1	-	2	-	1	1	1	1	1	-	1	2	-
Yes	195	103	57	24	7	108	84	89	94	13	175	156	22	12	154	41
	57.0%	53.4%	63.3%	64.9%	46.7%	55.7%	59.2%	53.9%	58.4%	52.0%	56.8%	61.2%	41.5%	46.2%	60.9%	46.1%
												M			P	
No	147	90	33	13	8	86	58	76	67	12	133	99	31	14	99	48
	43.0%	46.6%	36.7%	35.1%	53.3%	44.3%	40.8%	46.1%	41.6%	48.0%	43.2%	38.8%	58.5%	53.8%	39.1%	53.9%
													L			O

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q25. (GNC)In the last 6 months, how much of a problem, if any, was it to get the care, tests, or treatment for your child that you or a doctor believed necessary?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	195	103	57	24	7	108	84	89	94	13	175	156	22	12	154	41
Total Valid Responses	193	103	56	23	7	106	84	89	92	13	175	155	22	12	152	41
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	1	1	-	2	-	-	2	-	-	1	-	-	2	-
Not a problem	169	89	49	20	7	90	76	80	80	11	153	137	18	11	132	37
	87.6%	86.4%	87.5%	87.0%	100.0%	84.9%	90.5%	89.9%	87.0%	84.6%	87.4%	88.4%	81.8%	91.7%	86.8%	90.2%
					BCd											
A small problem	17	10	4	3	-	12	5	6	10	2	15	11	4	-	14	3
	8.8%	9.7%	7.1%	13.0%		11.3%	6.0%	6.7%	10.9%	15.4%	8.6%	7.1%	18.2%		9.2%	7.3%
A big problem	7	4	3	-	-	4	3	3	2	-	7	7	-	1	6	1
	3.6%	3.9%	5.4%			3.8%	3.6%	3.4%	2.2%		4.0%	4.5%		8.3%	3.9%	2.4%
HEDIS/CAHPS SUMMARY RATE	169	89	49	20	7	90	76	80	80	11	153	137	18	11	132	37
- Not a problem	87.6%	86.4%	87.5%	87.0%	100.0%	84.9%	90.5%	89.9%	87.0%	84.6%	87.4%	88.4%	81.8%	91.7%	86.8%	90.2%
					BCd											

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q26. In the last 6 months, did your child need approval from his or her health plan for any care, tests or treatment?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	344	194	90	38	15	196	142	166	162	26	309	256	53	27	255	89
Total Valid Responses	338 100.0%	191 100.0%	88 100.0%	38 100.0%	15 100.0%	193 100.0%	139 100.0%	162 100.0%	160 100.0%	26 100.0%	303 100.0%	253 100.0%	53 100.0%	26 100.0%	251 100.0%	87 100.0%
No Answer	6	3	2	-	-	3	3	4	2	-	6	3	-	1	4	2
Yes	49 14.5%	22 11.5%	15 17.0%	10 26.3% B	2 13.3%	32 16.6%	16 11.5%	22 13.6%	25 15.6%	4 15.4%	44 14.5%	40 15.8%	6 11.3%	3 11.5%	40 15.9%	9 10.3%
No	289 85.5%	169 88.5% D	73 83.0%	28 73.7%	13 86.7%	161 83.4%	123 88.5%	140 86.4%	135 84.4%	22 84.6%	259 85.5%	213 84.2%	47 88.7%	23 88.5%	211 84.1%	78 89.7%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q27. (GNC)In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your child's health plan?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	344	194	90	38	15	196	142	166	162	26	309	256	53	27	255	89
Total Valid Responses	337 100.0%	191 100.0%	87 100.0%	38 100.0%	15 100.0%	192 100.0%	139 100.0%	162 100.0%	159 100.0%	26 100.0%	303 100.0%	252 100.0%	53 100.0%	26 100.0%	250 100.0%	87 100.0%
No Answer	7	3	3	-	-	4	3	4	3	-	6	4	-	1	5	2
Not a problem	313 92.9%	181 94.8% d	80 92.0%	32 84.2%	14 93.3%	179 93.2%	128 92.1%	153 94.4%	145 91.2%	23 88.5%	282 93.1%	232 92.1%	51 96.2%	24 92.3%	230 92.0%	83 95.4%
A small problem	10 3.0%	2 1.0%	5 5.7% b	3 7.9%	-	6 3.1%	4 2.9%	3 1.9%	7 4.4%	2 7.7%	8 2.6%	8 3.2%	1 1.9%	-	9 3.6%	1 1.1%
A big problem	14 4.2%	8 4.2%	2 2.3%	3 7.9%	1 6.7%	7 3.6%	7 5.0%	6 3.7%	7 4.4%	1 3.8%	13 4.3%	12 4.8%	1 1.9%	2 7.7%	11 4.4%	3 3.4%
HEDIS/CAHPS SUMMARY RATE - Not a problem	313 92.9%	181 94.8% d	80 92.0%	32 84.2%	14 93.3%	179 93.2%	128 92.1%	153 94.4%	145 91.2%	23 88.5%	282 93.1%	232 92.1%	51 96.2%	24 92.3%	230 92.0%	83 95.4%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q28. (GCQ)In the last 6 months, how often was your child taken to the exam room within 15 minutes of his or her appointment?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	344	194	90	38	15	196	142	166	162	26	309	256	53	27	255	89
Total Valid Responses	340 100.0%	193 100.0%	89 100.0%	37 100.0%	15 100.0%	193 100.0%	141 100.0%	164 100.0%	160 100.0%	26 100.0%	305 100.0%	254 100.0%	53 100.0%	27 100.0%	251 100.0%	89 100.0%
No Answer	4	1	1	1	-	3	1	2	2	-	4	2	-	-	4	-
Always	111 32.6%	62 32.1%	30 33.7%	10 27.0%	8 53.3% d	60 31.1%	48 34.0%	55 33.5%	51 31.9%	6 23.1%	99 32.5%	87 34.3%	13 24.5%	8 29.6%	73 29.1%	38 42.7% O
Usually	102 30.0%	58 30.1%	29 32.6%	10 27.0%	3 20.0%	53 27.5%	48 34.0%	50 30.5%	48 30.0%	7 26.9%	93 30.5%	73 28.7%	17 32.1%	8 29.6%	82 32.7% p	20 22.5%
Sometimes	68 20.0%	37 19.2% e	17 19.1%	12 32.4% E	1 6.7%	46 23.8% G	20 14.2%	33 20.1%	31 19.4%	9 34.6%	59 19.3%	52 20.5%	8 15.1%	6 22.2%	52 20.7%	16 18.0%
Never	59 17.4%	36 18.7%	13 14.6%	5 13.5%	3 20.0%	34 17.6%	25 17.7%	26 15.9%	30 18.8%	4 15.4%	54 17.7%	42 16.5%	15 28.3% l	5 18.5%	44 17.5%	15 16.9%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	213 62.6%	120 62.2%	59 66.3%	20 54.1%	11 73.3%	113 58.5%	96 68.1% f	105 64.0%	99 61.9%	13 50.0%	192 63.0%	160 63.0%	30 56.6%	16 59.3%	155 61.8%	58 65.2%
HEDIS/CAHPS SUMMARY RATE - Always	111 32.6%	62 32.1%	30 33.7%	10 27.0%	8 53.3% d	60 31.1%	48 34.0%	55 33.5%	51 31.9%	6 23.1%	99 32.5%	87 34.3%	13 24.5%	8 29.6%	73 29.1%	38 42.7% O

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q29. (CHOS)In the last 6 months, how often did office staff at a doctor's office or clinic treat you and your child with courtesy and respect?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	344	194	90	38	15	196	142	166	162	26	309	256	53	27	255	89
Total Valid Responses	344 100.0%	194 100.0%	90 100.0%	38 100.0%	15 100.0%	196 100.0%	142 100.0%	166 100.0%	162 100.0%	26 100.0%	309 100.0%	256 100.0%	53 100.0%	27 100.0%	255 100.0%	89 100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	292 84.9%	159 82.0%	79 87.8%	34 89.5%	15 100.0% BCD	168 85.7%	118 83.1%	134 80.7%	144 88.9% H	21 80.8%	264 85.4%	214 83.6%	48 90.6%	21 77.8%	209 82.0%	83 93.3% O
Usually	34 9.9%	26 13.4% Cd	5 5.6%	2 5.3%	-	20 10.2%	14 9.9%	19 11.4%	14 8.6%	3 11.5%	31 10.0%	25 9.8%	5 9.4%	4 14.8%	32 12.5% P	2 2.2%
Sometimes	14 4.1%	7 3.6%	5 5.6%	2 5.3%	-	6 3.1%	8 5.6%	9 5.4%	4 2.5%	1 3.8%	12 3.9%	14 5.5%	-	1 3.7%	11 4.3%	3 3.4%
Never	4 1.2%	2 1.0%	1 1.1%	-	-	2 1.0%	2 1.4%	4 2.4%	-	1 3.8%	2 0.6%	3 1.2%	-	1 3.7%	3 1.2%	1 1.1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	326 94.8%	185 95.4%	84 93.3%	36 94.7%	15 100.0% BC	188 95.9%	132 93.0%	153 92.2%	158 97.5% H	24 92.3%	295 95.5%	239 93.4%	53 100.0% L	25 92.6%	241 94.5%	85 95.5%
HEDIS/CAHPS SUMMARY RATE - Always	292 84.9%	159 82.0%	79 87.8%	34 89.5%	15 100.0% BCD	168 85.7%	118 83.1%	134 80.7%	144 88.9% H	21 80.8%	264 85.4%	214 83.6%	48 90.6%	21 77.8%	209 82.0%	83 93.3% O

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q30. (CHOS)In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	344	194	90	38	15	196	142	166	162	26	309	256	53	27	255	89
Total Valid Responses	344 100.0%	194 100.0%	90 100.0%	38 100.0%	15 100.0%	196 100.0%	142 100.0%	166 100.0%	162 100.0%	26 100.0%	309 100.0%	256 100.0%	53 100.0%	27 100.0%	255 100.0%	89 100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Always	253 73.5%	139 71.6%	66 73.3%	28 73.7%	15 100.0% BCD	142 72.4%	106 74.6%	118 71.1%	123 75.9%	20 76.9%	227 73.5%	184 71.9%	42 79.2%	18 66.7%	181 71.0%	72 80.9% O
Usually	64 18.6%	37 19.1%	18 20.0%	8 21.1%	-	40 20.4%	23 16.2%	32 19.3%	29 17.9%	5 19.2%	58 18.8%	46 18.0%	10 18.9%	7 25.9%	52 20.4%	12 13.5%
Sometimes	24 7.0%	16 8.2%	5 5.6%	2 5.3%	-	12 6.1%	12 8.5%	14 8.4%	10 6.2%	1 3.8%	21 6.8%	23 9.0% M	1 1.9%	2 7.4%	20 7.8%	4 4.5%
Never	3 0.9%	2 1.0%	1 1.1%	-	-	2 1.0%	1 0.7%	2 1.2%	-	-	3 1.0%	3 1.2%	-	-	2 0.8%	1 1.1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	317 92.2%	176 90.7%	84 93.3%	36 94.7%	15 100.0% BC	182 92.9%	129 90.8%	150 90.4%	152 93.8%	25 96.2%	285 92.2%	230 89.8%	52 98.1% L	25 92.6%	233 91.4%	84 94.4%
HEDIS/CAHPS SUMMARY RATE - Always	253 73.5%	139 71.6%	66 73.3%	28 73.7%	15 100.0% BCD	142 72.4%	106 74.6%	118 71.1%	123 75.9%	20 76.9%	227 73.5%	184 71.9%	42 79.2%	18 66.7%	181 71.0%	72 80.9% O

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q31. (HWDC)In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	344	194	90	38	15	196	142	166	162	26	309	256	53	27	255	89
Total Valid Responses	343 100.0%	193 100.0%	90 100.0%	38 100.0%	15 100.0%	195 100.0%	142 100.0%	165 100.0%	162 100.0%	26 100.0%	308 100.0%	256 100.0%	53 100.0%	27 100.0%	254 100.0%	89 100.0%
No Answer	1	1	-	-	-	1	-	1	-	-	1	-	-	-	1	-
Always	258 75.2%	143 74.1%	67 74.4%	29 76.3%	15 100.0% BCD	145 74.4%	108 76.1%	118 71.5%	128 79.0%	18 69.2%	233 75.6%	190 74.2%	43 81.1%	19 70.4%	187 73.6%	71 79.8%
Usually	65 19.0%	40 20.7%	14 15.6%	8 21.1%	-	41 21.0%	23 16.2%	34 20.6%	29 17.9%	6 23.1%	58 18.8%	48 18.8%	9 17.0%	7 25.9%	55 21.7% P	10 11.2%
Sometimes	16 4.7%	7 3.6%	8 8.9%	1 2.6%	-	7 3.6%	9 6.3%	9 5.5%	5 3.1%	1 3.8%	14 4.5%	15 5.9% m	1 1.9%	-	10 3.9%	6 6.7%
Never	4 1.2%	3 1.6%	1 1.1%	-	-	2 1.0%	2 1.4%	4 2.4%	-	1 3.8%	3 1.0%	3 1.2%	-	1 3.7%	2 0.8%	2 2.2%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	323 94.2%	183 94.8%	81 90.0%	37 97.4% c	15 100.0% BC	186 95.4%	131 92.3%	152 92.1%	157 96.9% h	24 92.3%	291 94.5%	238 93.0%	52 98.1% L	26 96.3%	242 95.3%	81 91.0%
HEDIS/CAHPS SUMMARY RATE - Always	258 75.2%	143 74.1%	67 74.4%	29 76.3%	15 100.0% BCD	145 74.4%	108 76.1%	118 71.5%	128 79.0%	18 69.2%	233 75.6%	190 74.2%	43 81.1%	19 70.4%	187 73.6%	71 79.8%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q32. In the last 6 months, how often did you have a hard time speaking with or understanding your child's doctors or other health providers because you spoke different languages?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	344	194	90	38	15	196	142	166	162	26	309	256	53	27	255	89
Total Valid Responses	339	193	88	37	15	192	141	163	161	26	305	254	52	27	250	89
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	1	2	1	-	4	1	3	1	-	4	2	1	-	5	-
Never	285	165	67	34	14	165	116	139	132	24	253	214	39	23	211	74
	84.1%	85.5%	76.1%	91.9%	93.3%	85.9%	82.3%	85.3%	82.0%	92.3%	83.0%	84.3%	75.0%	85.2%	84.4%	83.1%
		c		C	C					k						
Sometimes	38	18	15	3	1	20	17	17	20	2	36	27	10	2	26	12
	11.2%	9.3%	17.0%	8.1%	6.7%	10.4%	12.1%	10.4%	12.4%	7.7%	11.8%	10.6%	19.2%	7.4%	10.4%	13.5%
			b													
Usually	6	4	2	-	-	3	2	4	2	-	6	5	-	1	4	2
	1.8%	2.1%	2.3%			1.6%	1.4%	2.5%	1.2%		2.0%	2.0%		3.7%	1.6%	2.2%
Always	10	6	4	-	-	4	6	3	7	-	10	8	3	1	9	1
	2.9%	3.1%	4.5%			2.1%	4.3%	1.8%	4.3%		3.3%	3.1%	5.8%	3.7%	3.6%	1.1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE	323	183	82	37	15	185	133	156	152	26	289	241	49	25	237	86
- Never/Sometimes	95.3%	94.8%	93.2%	100.0%	100.0%	96.4%	94.3%	95.7%	94.4%	100.0%	94.8%	94.9%	94.2%	92.6%	94.8%	96.6%
				BC	BC					K						
HEDIS/CAHPS SUMMARY RATE	285	165	67	34	14	165	116	139	132	24	253	214	39	23	211	74
- Never	84.1%	85.5%	76.1%	91.9%	93.3%	85.9%	82.3%	85.3%	82.0%	92.3%	83.0%	84.3%	75.0%	85.2%	84.4%	83.1%
		c		C	C					k						

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q33. (HWDC)In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	344	194	90	38	15	196	142	166	162	26	309	256	53	27	255	89
Total Valid Responses	338 100.0%	191 100.0%	89 100.0%	36 100.0%	15 100.0%	193 100.0%	139 100.0%	165 100.0%	159 100.0%	26 100.0%	304 100.0%	252 100.0%	53 100.0%	27 100.0%	249 100.0%	89 100.0%
No Answer	6	3	1	2	-	3	3	1	3	-	5	4	-	-	6	-
Always	252 74.6%	142 74.3%	66 74.2%	28 77.8%	12 80.0%	143 74.1%	105 75.5%	123 74.5%	122 76.7%	22 84.6%	224 73.7%	185 73.4%	40 75.5%	21 77.8%	178 71.5%	74 83.1% O
Usually	64 18.9%	36 18.8%	16 18.0%	7 19.4%	3 20.0%	35 18.1%	28 20.1%	29 17.6%	30 18.9%	3 11.5%	61 20.1%	51 20.2%	9 17.0%	4 14.8%	55 22.1% P	9 10.1%
Sometimes	14 4.1%	9 4.7%	5 5.6%	-	-	10 5.2%	3 2.2%	7 4.2%	5 3.1%	-	13 4.3%	11 4.4%	2 3.8%	1 3.7%	9 3.6%	5 5.6%
Never	8 2.4%	4 2.1%	2 2.2%	1 2.8%	-	5 2.6%	3 2.2%	6 3.6%	2 1.3%	1 3.8%	6 2.0%	5 2.0%	2 3.8%	1 3.7%	7 2.8%	1 1.1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	316 93.5%	178 93.2%	82 92.1%	35 97.2%	15 100.0% BC	178 92.2%	133 95.7%	152 92.1%	152 95.6%	25 96.2%	285 93.8%	236 93.7%	49 92.5%	25 92.6%	233 93.6%	83 93.3%
HEDIS/CAHPS SUMMARY RATE - Always	252 74.6%	142 74.3%	66 74.2%	28 77.8%	12 80.0%	143 74.1%	105 75.5%	123 74.5%	122 76.7%	22 84.6%	224 73.7%	185 73.4%	40 75.5%	21 77.8%	178 71.5%	74 83.1% O

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q34. (HWDC)In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	344	194	90	38	15	196	142	166	162	26	309	256	53	27	255	89
Total Valid Responses	338 100.0%	192 100.0%	88 100.0%	36 100.0%	15 100.0%	193 100.0%	139 100.0%	164 100.0%	158 100.0%	26 100.0%	303 100.0%	251 100.0%	53 100.0%	27 100.0%	249 100.0%	89 100.0%
No Answer	6	2	2	2	-	3	3	2	4	-	6	5	-	-	6	-
Always	267 79.0%	153 79.7%	67 76.1%	29 80.6%	14 93.3% bC	153 79.3%	109 78.4%	129 78.7%	127 80.4%	22 84.6%	238 78.5%	194 77.3%	43 81.1%	22 81.5%	190 76.3%	77 86.5% O
Usually	52 15.4%	27 14.1%	15 17.0%	6 16.7%	1 6.7%	31 16.1%	20 14.4%	25 15.2%	24 15.2%	3 11.5%	48 15.8%	39 15.5%	10 18.9%	4 14.8%	45 18.1% P	7 7.9%
Sometimes	14 4.1%	9 4.7%	4 4.5%	1 2.8%	-	6 3.1%	8 5.8%	7 4.3%	6 3.8%	1 3.8%	12 4.0%	13 5.2%	-	1 3.7%	12 4.8%	2 2.2%
Never	5 1.5%	3 1.6%	2 2.3%	-	-	3 1.6%	2 1.4%	3 1.8%	1 0.6%	-	5 1.7%	5 2.0%	-	-	2 0.8%	3 3.4%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	319 94.4%	180 93.8%	82 93.2%	35 97.2%	15 100.0% BC	184 95.3%	129 92.8%	154 93.9%	151 95.6%	25 96.2%	286 94.4%	233 92.8%	53 100.0% L	26 96.3%	235 94.4%	84 94.4%
HEDIS/CAHPS SUMMARY RATE - Always	267 79.0%	153 79.7%	67 76.1%	29 80.6%	14 93.3% bC	153 79.3%	109 78.4%	129 78.7%	127 80.4%	22 84.6%	238 78.5%	194 77.3%	43 81.1%	22 81.5%	190 76.3%	77 86.5% O

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

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

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE =========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	344	194	90	38	15	196	142	166	162	26	309	256	53	27	255	89
Total Valid Responses	342 100.0%	193 100.0%	89 100.0%	38 100.0%	15 100.0%	194 100.0%	142 100.0%	165 100.0%	161 100.0%	26 100.0%	308 100.0%	254 100.0%	53 100.0%	27 100.0%	253 100.0%	89 100.0%
No Answer	2	1	1	-	-	2	-	1	1	-	1	2	-	-	2	-
Yes	242 70.8%	106 54.9%	80 89.9% B	35 92.1% B	14 93.3% B	135 69.6%	102 71.8%	94 57.0%	134 83.2% H	16 61.5%	220 71.4%	184 72.4%	37 69.8%	18 66.7%	171 67.6%	71 79.8% O
No	100 29.2%	87 45.1% CDE	9 10.1%	3 7.9%	1 6.7%	59 30.4%	40 28.2%	71 43.0% I	27 16.8%	10 38.5%	88 28.6%	70 27.6%	16 30.2%	9 33.3%	82 32.4% P	18 20.2%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q36. In the last 6 months, how often did your child have a hard time speaking with or understanding your child's doctors or other health providers because they spoke different languages?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	242	106	80	35	14	135	102	94	134	16	220	184	37	18	171	71
Total Valid Responses	241	106	80	35	13	135	101	94	133	16	219	183	37	18	170	71
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	1	-	1	-	1	-	1	1	-	-	1	-
Never	204	92	59	34	13	114	86	83	109	16	182	153	29	16	145	59
	84.6%	86.8%	73.8%	97.1%	100.0%	84.4%	85.1%	88.3%	82.0%	100.0%	83.1%	83.6%	78.4%	88.9%	85.3%	83.1%
		C		BC	BC					K						
Sometimes	30	12	16	1	-	17	12	10	18	-	30	25	6	2	21	9
	12.4%	11.3%	20.0%	2.9%		12.6%	11.9%	10.6%	13.5%		13.7%	13.7%	16.2%	11.1%	12.4%	12.7%
		D	D													
Usually	4	1	3	-	-	2	2	1	3	-	4	3	1	-	2	2
	1.7%	0.9%	3.8%			1.5%	2.0%	1.1%	2.3%		1.8%	1.6%	2.7%		1.2%	2.8%
Always	3	1	2	-	-	2	1	-	3	-	3	2	1	-	2	1
	1.2%	0.9%	2.5%			1.5%	1.0%		2.3%		1.4%	1.1%	2.7%		1.2%	1.4%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE	234	104	75	35	13	131	98	93	127	16	212	178	35	18	166	68
- Never/Sometimes	97.1%	98.1%	93.8%	100.0%	100.0%	97.0%	97.0%	98.9%	95.5%	100.0%	96.8%	97.3%	94.6%	100.0%	97.6%	95.8%
				C	C			i		K				L		
HEDIS/CAHPS SUMMARY RATE	204	92	59	34	13	114	86	83	109	16	182	153	29	16	145	59
- Never	84.6%	86.8%	73.8%	97.1%	100.0%	84.4%	85.1%	88.3%	82.0%	100.0%	83.1%	83.6%	78.4%	88.9%	85.3%	83.1%
		C		BC	BC					K						

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q37. In the last 6 months, how often did your child's doctors or other health providers explain things in a way your child could understand?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	242	106	80	35	14	135	102	94	134	16	220	184	37	18	171	71
Total Valid Responses	239 100.0%	106 100.0%	79 100.0%	34 100.0%	13 100.0%	135 100.0%	99 100.0%	94 100.0%	132 100.0%	16 100.0%	217 100.0%	181 100.0%	37 100.0%	18 100.0%	168 100.0%	71 100.0%
No Answer	3	-	1	1	1	-	3	-	2	-	3	3	-	-	3	-
Always	159 66.5%	67 63.2%	53 67.1%	24 70.6%	11 84.6% b	87 64.4%	70 70.7%	60 63.8%	93 70.5%	14 87.5% K	141 65.0%	113 62.4%	25 67.6%	14 77.8%	107 63.7%	52 73.2%
Usually	51 21.3%	25 23.6% e	14 17.7%	9 26.5% e	1 7.7%	30 22.2%	18 18.2%	20 21.3%	28 21.2%	2 12.5%	48 22.1%	43 23.8%	8 21.6%	4 22.2%	42 25.0% P	9 12.7%
Sometimes	21 8.8%	11 10.4%	10 12.7%	-	-	13 9.6%	8 8.1%	8 8.5%	10 7.6%	-	21 9.7%	19 10.5%	3 8.1%	-	13 7.7%	8 11.3%
Never	8 3.3%	3 2.8%	2 2.5%	1 2.9%	1 7.7%	5 3.7%	3 3.0%	6 6.4% I	1 0.8%	-	7 3.2%	6 3.3%	1 2.7%	-	6 3.6%	2 2.8%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	210 87.9%	92 86.8%	67 84.8%	33 97.1% BC	12 92.3%	117 86.7%	88 88.9%	80 85.1%	121 91.7%	16 100.0% K	189 87.1%	156 86.2%	33 89.2%	18 100.0% LM	149 88.7%	61 85.9%
HEDIS/CAHPS SUMMARY RATE - Always	159 66.5%	67 63.2%	53 67.1%	24 70.6%	11 84.6% b	87 64.4%	70 70.7%	60 63.8%	93 70.5%	14 87.5% K	141 65.0%	113 62.4%	25 67.6%	14 77.8%	107 63.7%	52 73.2%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q38. (HWDC)In the last 6 months, how often did doctors or other health providers spend enough time with your child?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	344	194	90	38	15	196	142	166	162	26	309	256	53	27	255	89
Total Valid Responses	342 100.0%	193 100.0%	90 100.0%	38 100.0%	15 100.0%	195 100.0%	141 100.0%	165 100.0%	161 100.0%	26 100.0%	307 100.0%	256 100.0%	52 100.0%	27 100.0%	253 100.0%	89 100.0%
No Answer	2	1	-	-	-	1	1	1	1	-	2	-	1	-	2	-
Always	224 65.5%	125 64.8%	58 64.4%	23 60.5%	14 93.3% BCD	131 67.2%	89 63.1%	105 63.6%	108 67.1%	17 65.4%	200 65.1%	165 64.5%	37 71.2%	17 63.0%	156 61.7%	68 76.4% O
Usually	89 26.0%	49 25.4% E	23 25.6% E	14 36.8% E	1 6.7%	52 26.7%	35 24.8%	41 24.8%	44 27.3%	7 26.9%	81 26.4%	70 27.3% M	8 15.4%	8 29.6%	74 29.2% P	15 16.9%
Sometimes	23 6.7%	15 7.8%	7 7.8%	1 2.6%	-	9 4.6%	14 9.9% f	14 8.5%	8 5.0%	2 7.7%	20 6.5%	16 6.3%	5 9.6%	2 7.4%	19 7.5%	4 4.5%
Never	6 1.8%	4 2.1%	2 2.2%	-	-	3 1.5%	3 2.1%	5 3.0%	1 0.6%	-	6 2.0%	5 2.0%	2 3.8%	-	4 1.6%	2 2.2%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	313 91.5%	174 90.2%	81 90.0%	37 97.4% Bc	15 100.0% BC	183 93.8% g	124 87.9%	146 88.5%	152 94.4% h	24 92.3%	281 91.5%	235 91.8%	45 86.5%	25 92.6%	230 90.9%	83 93.3%
HEDIS/CAHPS SUMMARY RATE - Always	224 65.5%	125 64.8%	58 64.4%	23 60.5%	14 93.3% BCD	131 67.2%	89 63.1%	105 63.6%	108 67.1%	17 65.4%	200 65.1%	165 64.5%	37 71.2%	17 63.0%	156 61.7%	68 76.4% O

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q39. What number would you use to rate all your child's health care in the last 6 months?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	344	194	90	38	15	196	142	166	162	26	309	256	53	27	255	89
Total Valid Responses	342 100.0%	194 100.0%	88 100.0%	38 100.0%	15 100.0%	194 100.0%	142 100.0%	166 100.0%	161 100.0%	26 100.0%	307 100.0%	254 100.0%	53 100.0%	27 100.0%	254 100.0%	88 100.0%
No Answer	2	-	2	-	-	2	-	-	1	-	2	2	-	-	1	1
10 - Best health care possible	176 51.5%	100 51.5%	42 47.7%	20 52.6%	12 80.0% BCD	111 57.2% G	62 43.7%	83 50.0%	86 53.4%	14 53.8%	157 51.1%	129 50.8%	31 58.5%	15 55.6%	123 48.4%	53 60.2% o
9	66 19.3%	38 19.6% e	15 17.0%	9 23.7% e	1 6.7%	25 12.9%	41 28.9% F	27 16.3%	36 22.4%	6 23.1%	57 18.6%	46 18.1%	7 13.2%	6 22.2%	53 20.9%	13 14.8%
8	49 14.3%	27 13.9%	16 18.2%	5 13.2%	1 6.7%	33 17.0% g	15 10.6%	23 13.9%	23 14.3%	4 15.4%	45 14.7%	39 15.4%	8 15.1%	3 11.1%	34 13.4%	15 17.0%
7	20 5.8%	10 5.2%	7 8.0%	2 5.3%	-	12 6.2%	8 5.6%	10 6.0%	9 5.6%	1 3.8%	19 6.2%	12 4.7%	6 11.3%	1 3.7%	17 6.7%	3 3.4%
6	7 2.0%	6 3.1%	-	-	1 6.7%	1 0.5%	6 4.2% F	7 4.2%	-	-	6 2.0%	6 2.4%	1 1.9%	-	7 2.8%	-
5	11 3.2%	7 3.6%	2 2.3%	1 2.6%	-	6 3.1%	3 2.1%	5 3.0%	5 3.1%	-	11 3.6%	9 3.5%	-	2 7.4%	9 3.5%	2 2.3%
4	5 1.5%	3 1.5%	2 2.3%	-	-	2 1.0%	3 2.1%	5 3.0%	-	-	5 1.6%	5 2.0%	-	-	5 2.0%	-
3	3 0.9%	1 0.5%	1 1.1%	1 2.6%	-	2 1.0%	1 0.7%	3 1.8%	-	-	3 1.0%	3 1.2%	-	-	3 1.2%	-
2	3 0.9%	-	3 3.4%	-	-	1 0.5%	2 1.4%	1 0.6%	2 1.2%	1 3.8%	2 0.7%	3 1.2%	-	-	1 0.4%	2 2.3%
1	2 0.6%	2 1.0%	-	-	-	1 0.5%	1 0.7%	2 1.2%	-	-	2 0.7%	2 0.8%	-	-	2 0.8%	-
0 - Worst health care possible	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q39. What number would you use to rate all your child's health care in the last 6 months?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
HEDIS/CAHPS SUMMARY RATE - 8-10	291 85.1%	165 85.1%	73 83.0%	34 89.5%	14 93.3%	169 87.1%	118 83.1%	133 80.1%	145 90.1% H	24 92.3%	259 84.4%	214 84.3%	46 86.8%	24 88.9%	210 82.7%	81 92.0% O
HEDIS/CAHPS SUMMARY RATE - 9-10	242 70.8%	138 71.1%	57 64.8%	29 76.3%	13 86.7% bC	136 70.1%	103 72.5%	110 66.3%	122 75.8% h	20 76.9%	214 69.7%	175 68.9%	38 71.7%	21 77.8%	176 69.3%	66 75.0%
Mean	8.83	8.85	8.63	9.03	9.53	8.95	8.70	8.60	9.07	9.04	8.80	8.73	9.15	9.07	8.73	9.11

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q40. In the last 6 months, did you need an interpreter to help you speak with your child's doctors or other health providers?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	431 100.0%	236 100.0%	121 100.0%	44 100.0%	21 100.0%	259 100.0%	164 100.0%	197 100.0%	212 100.0%	36 100.0%	385 100.0%	325 100.0%	68 100.0%	29 100.0%	292 100.0%	139 100.0%
No Answer	3	3	-	-	-	2	1	2	1	1	2	1	1	-	3	-
Yes	4 0.9%	3 1.3%	1 0.8%	-	-	4 1.5%	-	3 1.5%	1 0.5%	4 11.1%	-	1 0.3%	-	-	3 1.0%	1 0.7%
No	427 99.1%	233 98.7%	120 99.2%	44 100.0% b	21 100.0% b	255 98.5%	164 100.0% F	194 98.5%	211 99.5%	32 88.9%	385 100.0% J	324 99.7%	68 100.0%	29 100.0%	289 99.0%	138 99.3%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q41. In the last 6 months, when you needed an interpreter to help you speak with your child's doctors or other health providers, how often did you get one?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	4	3	1	-	-	4	-	3	1	4	-	1	-	-	3	1
Total Valid Responses	3	2	1	-	-	3	-	2	1	3	-	1	-	-	2	1
	100.0%	100.0%	100.0%			100.0%		100.0%	100.0%	100.0%		100.0%			100.0%	100.0%
No Answer	1	1	-	-	-	1	-	1	-	1	-	-	-	-	1	-
Always	3	2	1	-	-	3	-	2	1	3	-	1	-	-	2	1
	100.0%	100.0%	100.0%			100.0%		100.0%	100.0%	100.0%		100.0%			100.0%	100.0%
Usually	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sometimes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q42. In the last 6 months, did your child need an interpreter to help him or her speak with doctors or other health providers?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	428	234	121	44	21	258	163	195	211	36	383	324	66	29	289	139
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	5	-	-	-	3	2	4	2	1	4	2	3	-	6	-
Yes	5	2	3	-	-	3	2	-	4	1	3	3	1	-	5	-
	1.2%	0.9%	2.5%			1.2%	1.2%		1.9%	2.8%	0.8%	0.9%	1.5%		1.7%	
No	423	232	118	44	21	255	161	195	207	35	380	321	65	29	284	139
	98.8%	99.1%	97.5%	100.0%	100.0%	98.8%	98.8%	100.0%	98.1%	97.2%	99.2%	99.1%	98.5%	100.0%	98.3%	100.0%
				c	c			I						l		O

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q43. In the last 6 months, when your child needed an interpreter to help him or her speak with doctors or other health providers, how often did he or she get one?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	5	2	3	-	-	3	2	-	4	1	3	3	1	-	5	-
Total Valid Responses	4 100.0%	2 100.0%	2 100.0%	-	-	2 100.0%	2 100.0%	-	3 100.0%	1 100.0%	3 100.0%	2 100.0%	1 100.0%	-	4 100.0%	-
No Answer	1	-	1	-	-	1	-	-	1	-	-	1	-	-	1	-
Always	2 50.0%	2 100.0%	-	-	-	1 50.0%	1 50.0%	-	2 66.7%	1 100.0% K	1 33.3%	1 50.0%	-	-	2 50.0%	-
Usually	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sometimes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Never	2 50.0%	-	2 100.0%	-	-	1 50.0%	1 50.0%	-	1 33.3%	-	2 66.7%	1 50.0%	1 100.0%	-	2 50.0%	-

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q44. Is your child 2 years old or younger?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	429	235	121	44	21	257	164	198	209	36	383	324	67	29	290	139
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	4	-	-	-	4	1	1	4	1	4	2	2	-	5	-
Yes	81	73	5	1	1	46	34	59	21	8	71	58	13	6	61	20
	18.9%	31.1%	4.1%	2.3%	4.8%	17.9%	20.7%	29.8%	10.0%	22.2%	18.5%	17.9%	19.4%	20.7%	21.0%	14.4%
		CDE						I							p	
No	348	162	116	43	20	211	130	139	188	28	312	266	54	23	229	119
	81.1%	68.9%	95.9%	97.7%	95.2%	82.1%	79.3%	70.2%	90.0%	77.8%	81.5%	82.1%	80.6%	79.3%	79.0%	85.6%
			B	B	B				H							o

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q45. After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	81	73	5	1	1	46	34	59	21	8	71	58	13	6	61	20
Total Valid Responses	79 100.0%	72 100.0%	5 100.0%	1 100.0%	-	44 100.0%	34 100.0%	58 100.0%	20 100.0%	8 100.0%	70 100.0%	57 100.0%	12 100.0%	6 100.0%	59 100.0%	20 100.0%
No Answer	2	1	-	-	1	2	-	1	1	-	1	1	1	-	2	-
Yes	67 84.8%	63 87.5%	3 60.0%	-	-	38 86.4%	28 82.4%	50 86.2%	16 80.0%	4 50.0%	62 88.6% J	50 87.7%	10 83.3%	4 66.7%	52 88.1%	15 75.0%
No	12 15.2%	9 12.5%	2 40.0%	1 100.0% BC	-	6 13.6%	6 17.6%	8 13.8%	4 20.0%	4 50.0% K	8 11.4%	7 12.3%	2 16.7%	2 33.3%	7 11.9%	5 25.0%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q46. Since your child was born, has he or she gone to a doctor or other health provider for a check-up to see how he or she was doing or for shots or drops?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	81	73	5	1	1	46	34	59	21	8	71	58	13	6	61	20
Total Valid Responses	79 100.0%	71 100.0%	5 100.0%	1 100.0%	1 100.0%	45 100.0%	33 100.0%	57 100.0%	21 100.0%	8 100.0%	69 100.0%	56 100.0%	13 100.0%	6 100.0%	61 100.0%	18 100.0%
No Answer	2	2	-	-	-	1	1	2	-	-	2	2	-	-	-	2
Yes	75 94.9%	68 95.8%	4 80.0%	1 100.0% b	1 100.0% b	42 93.3%	32 97.0%	56 98.2%	18 85.7%	7 87.5%	66 95.7%	52 92.9%	13 100.0% L	6 100.0% L	59 96.7%	16 88.9%
No	4 5.1%	3 4.2%	1 20.0%	-	-	3 6.7%	1 3.0%	1 1.8%	3 14.3%	1 12.5%	3 4.3%	4 7.1%	-	-	2 3.3%	2 11.1%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q47. Did you get an appointment for your child's first visit to a doctor or other health provider for a check-up, or for shots or drops, as soon as you wanted?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	75	68	4	1	1	42	32	56	18	7	66	52	13	6	59	16
Total Valid Responses	75 100.0%	68 100.0%	4 100.0%	1 100.0%	1 100.0%	42 100.0%	32 100.0%	56 100.0%	18 100.0%	7 100.0%	66 100.0%	52 100.0%	13 100.0%	6 100.0%	59 100.0%	16 100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes	73 97.3%	68 100.0%	3 75.0%	1 100.0%	1 100.0%	41 97.6%	32 100.0%	54 96.4%	18 100.0%	7 100.0%	64 97.0%	51 98.1%	13 100.0%	6 100.0%	58 98.3%	15 93.8%
No	2 2.7%	-	1 25.0%	-	-	1 2.4%	-	2 3.6%	-	-	2 3.0%	1 1.9%	-	-	1 1.7%	1 6.3%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q48. Some states pay health plans to care for people covered by Medicaid. You may have to choose a doctor from the plan list or go to a clinic/health care center on the list. Is your child covered by a health plan like this?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	420	233	118	42	19	251	162	194	207	36	375	317	66	27	289	131
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	14	6	3	2	2	10	3	5	6	1	12	9	3	2	6	8
Yes	340	193	94	35	12	206	131	162	161	29	303	258	49	24	246	94
	81.0%	82.8%	79.7%	83.3%	63.2%	82.1%	80.9%	83.5%	77.8%	80.6%	80.8%	81.4%	74.2%	88.9%	85.1%	71.8%
		e												m	P	
No	80	40	24	7	7	45	31	32	46	7	72	59	17	3	43	37
	19.0%	17.2%	20.3%	16.7%	36.8%	17.9%	19.1%	16.5%	22.2%	19.4%	19.2%	18.6%	25.8%	11.1%	14.9%	28.2%
					b								n			O

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q49. Did you choose your child's health plan or were you told which plan your child was in?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE =========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	340	193	94	35	12	206	131	162	161	29	303	258	49	24	246	94
Total Valid Responses	335	192	92	35	12	203	129	158	161	29	299	255	47	24	242	93
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	1	2	-	-	3	2	4	-	-	4	3	2	-	4	1
I chose my plan	77	50	16	8	2	56	21	31	43	18	56	49	14	12	47	30
	23.0%	26.0%	17.4%	22.9%	16.7%	27.6%	16.3%	19.6%	26.7%	62.1%	18.7%	19.2%	29.8%	50.0%	19.4%	32.3%
		c				G				K				Lm		O
I was told which plan I was in	258	142	76	27	10	147	108	127	118	11	243	206	33	12	195	63
	77.0%	74.0%	82.6%	77.1%	83.3%	72.4%	83.7%	80.4%	73.3%	37.9%	81.3%	80.8%	70.2%	50.0%	80.6%	67.7%
			b				F				J	N	n		P	

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q50. Did you get any information about your child's health plan before you signed him or her up for it?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE =========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	340	193	94	35	12	206	131	162	161	29	303	258	49	24	246	94
Total Valid Responses	330	191	90	32	11	201	126	157	156	29	294	251	47	24	239	91
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	10	2	4	3	1	5	5	5	5	-	9	7	2	-	7	3
Yes	172	106	42	16	5	116	53	71	95	20	147	129	24	13	117	55
	52.1%	55.5%	46.7%	50.0%	45.5%	57.7%	42.1%	45.2%	60.9%	69.0%	50.0%	51.4%	51.1%	54.2%	49.0%	60.4%
						G			H	K						o
No	158	85	48	16	6	85	73	86	61	9	147	122	23	11	122	36
	47.9%	44.5%	53.3%	50.0%	54.5%	42.3%	57.9%	54.8%	39.1%	31.0%	50.0%	48.6%	48.9%	45.8%	51.0%	39.6%
							F	I			J				p	

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q51. How much of the information you were given before you signed up your child for the plan was correct?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE =========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	172	106	42	16	5	116	53	71	95	20	147	129	24	13	117	55
Total Valid Responses	170 100.0%	105 100.0%	41 100.0%	16 100.0%	5 100.0%	116 100.0%	51 100.0%	69 100.0%	95 100.0%	20 100.0%	146 100.0%	128 100.0%	24 100.0%	13 100.0%	115 100.0%	55 100.0%
No Answer	2	1	1	-	-	-	2	2	-	-	1	1	-	-	2	-
All of it	113 66.5%	68 64.8%	31 75.6% d	8 50.0%	4 80.0%	78 67.2%	32 62.7%	44 63.8%	65 68.4%	10 50.0%	100 68.5%	81 63.3%	19 79.2% l	8 61.5%	74 64.3%	39 70.9%
Most of it	45 26.5%	32 30.5%	8 19.5%	5 31.3%	-	29 25.0%	16 31.4%	17 24.6%	26 27.4%	8 40.0%	36 24.7%	39 30.5% M	2 8.3%	5 38.5% M	30 26.1%	15 27.3%
Some of it	10 5.9%	5 4.8%	2 4.9%	3 18.8%	-	8 6.9%	2 3.9%	6 8.7%	4 4.2%	2 10.0%	8 5.5%	7 5.5%	2 8.3%	-	9 7.8% p	1 1.8%
None of it	2 1.2%	-	-	-	1 20.0%	1 0.9%	1 2.0%	2 2.9%	-	-	2 1.4%	1 0.8%	1 4.2%	-	2 1.7%	-

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q52. In the last 6 months, did you look for any information about how your child's health plan works in written materials or on the Internet?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	422 100.0%	235 100.0%	116 100.0%	42 100.0%	20 100.0%	253 100.0%	161 100.0%	194 100.0%	206 100.0%	37 100.0%	378 100.0%	322 100.0%	66 100.0%	29 100.0%	285 100.0%	137 100.0%
No Answer	12	4	5	2	1	8	4	5	7	-	9	4	3	-	10	2
Yes	71 16.8%	37 15.7%	21 18.1%	11 26.2% e	2 10.0%	40 15.8%	30 18.6%	36 18.6%	32 15.5%	7 18.9%	63 16.7%	48 14.9%	16 24.2% l	6 20.7%	56 19.6% P	15 10.9%
No	351 83.2%	198 84.3%	95 81.9%	31 73.8%	18 90.0% d	213 84.2%	131 81.4%	158 81.4%	174 84.5%	30 81.1%	315 83.3%	274 85.1% m	50 75.8%	23 79.3%	229 80.4%	122 89.1% O

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q53. (CS)In the last 6 months, how much of a problem, if any, was it to find or understand this information?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	71	37	21	11	2	40	30	36	32	7	63	48	16	6	56	15
Total Valid Responses	70	37	20	11	2	39	30	36	31	7	62	47	16	6	55	15
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	-	1	-	-	1	-	1	1	-	-	1	-
Not a problem	51	27	13	9	2	31	19	25	25	6	44	31	15	5	37	14
	72.9%	73.0%	65.0%	81.8%	100.0%	79.5%	63.3%	69.4%	80.6%	85.7%	71.0%	66.0%	93.8%	83.3%	67.3%	93.3%
					BC								L			O
A small problem	14	7	5	2	-	6	8	9	4	1	13	12	1	-	13	1
	20.0%	18.9%	25.0%	18.2%		15.4%	26.7%	25.0%	12.9%	14.3%	21.0%	25.5%	6.3%		23.6%	6.7%
												M			P	
A big problem	5	3	2	-	-	2	3	2	2	-	5	4	-	1	5	-
	7.1%	8.1%	10.0%			5.1%	10.0%	5.6%	6.5%		8.1%	8.5%		16.7%	9.1%	
HEDIS/CAHPS SUMMARY RATE	51	27	13	9	2	31	19	25	25	6	44	31	15	5	37	14
- Not a problem	72.9%	73.0%	65.0%	81.8%	100.0%	79.5%	63.3%	69.4%	80.6%	85.7%	71.0%	66.0%	93.8%	83.3%	67.3%	93.3%
					BC								L			O

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q54. In the last 6 months, did you call the health plan's customer service to get information or help for your child?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE =========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	428	236	119	44	21	258	162	194	212	35	383	324	69	28	289	139
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	3	2	-	-	3	3	5	1	2	4	2	-	1	6	-
Yes	69	35	19	10	3	36	32	31	36	7	58	52	7	8	54	15
	16.1%	14.8%	16.0%	22.7%	14.3%	14.0%	19.8%	16.0%	17.0%	20.0%	15.1%	16.0%	10.1%	28.6%	18.7%	10.8%
														M	P	
No	359	201	100	34	18	222	130	163	176	28	325	272	62	20	235	124
	83.9%	85.2%	84.0%	77.3%	85.7%	86.0%	80.2%	84.0%	83.0%	80.0%	84.9%	84.0%	89.9%	71.4%	81.3%	89.2%
													N			O

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q55. (CS)In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	69	35	19	10	3	36	32	31	36	7	58	52	7	8	54	15
Total Valid Responses	67 100.0%	35 100.0%	18 100.0%	10 100.0%	2 100.0%	35 100.0%	31 100.0%	30 100.0%	35 100.0%	7 100.0%	57 100.0%	51 100.0%	7 100.0%	8 100.0%	52 100.0%	15 100.0%
No Answer	2	-	1	-	1	1	1	1	1	-	1	1	-	-	2	-
Not a problem	34 50.7%	17 48.6%	9 50.0%	6 60.0%	-	17 48.6%	16 51.6%	19 63.3% i	15 42.9%	3 42.9%	29 50.9%	24 47.1%	4 57.1%	3 37.5%	26 50.0%	8 53.3%
A small problem	20 29.9%	10 28.6%	6 33.3%	2 20.0%	2 100.0% BCD	11 31.4%	9 29.0%	7 23.3%	13 37.1%	3 42.9%	16 28.1%	16 31.4%	2 28.6%	3 37.5%	17 32.7%	3 20.0%
A big problem	13 19.4%	8 22.9%	3 16.7%	2 20.0%	-	7 20.0%	6 19.4%	4 13.3%	7 20.0%	1 14.3%	12 21.1%	11 21.6%	1 14.3%	2 25.0%	9 17.3%	4 26.7%
HEDIS/CAHPS SUMMARY RATE - Not a problem	34 50.7%	17 48.6%	9 50.0%	6 60.0%	-	17 48.6%	16 51.6%	19 63.3% i	15 42.9%	3 42.9%	29 50.9%	24 47.1%	4 57.1%	3 37.5%	26 50.0%	8 53.3%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
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Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q56. In the last 6 months, have you called or written to your child's health plan with a complaint or problem?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	425 100.0%	236 100.0%	118 100.0%	44 100.0%	19 100.0%	254 100.0%	163 100.0%	193 100.0%	210 100.0%	37 100.0%	381 100.0%	319 100.0%	68 100.0%	29 100.0%	286 100.0%	139 100.0%
No Answer	9	3	3	-	2	7	2	6	3	-	6	7	1	-	9	-
Yes	20 4.7%	10 4.2%	6 5.1%	2 4.5%	1 5.3%	9 3.5%	11 6.7%	9 4.7%	10 4.8%	-	19 5.0%	18 5.6% M	1 1.5%	2 6.9%	18 6.3% P	2 1.4%
No	405 95.3%	226 95.8%	112 94.9%	42 95.5%	18 94.7%	245 96.5%	152 93.3%	184 95.3%	200 95.2%	37 100.0% K	362 95.0%	301 94.4%	67 98.5% L	27 93.1%	268 93.7%	137 98.6% O
HEDIS/CAHPS SUMMARY RATE - Yes	20 4.7%	10 4.2%	6 5.1%	2 4.5%	1 5.3%	9 3.5%	11 6.7%	9 4.7%	10 4.8%	-	19 5.0%	18 5.6% M	1 1.5%	2 6.9%	18 6.3% P	2 1.4%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q57. How long did it take for your child's health plan to resolve your complaint?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	20	10	6	2	1	9	11	9	10	-	19	18	1	2	18	2
Total Valid Responses	18 100.0%	8 100.0%	6 100.0%	2 100.0%	1 100.0%	8 100.0%	10 100.0%	8 100.0%	9 100.0%	-	17 100.0%	16 100.0%	1 100.0%	2 100.0%	16 100.0%	2 100.0%
No Answer	2	2	-	-	-	1	1	1	1	-	2	2	-	-	2	-
Same day	5 27.8%	2 25.0%	-	2 100.0% B	1 100.0% B	1 12.5%	4 40.0%	3 37.5%	2 22.2%	-	5 29.4%	5 31.3%	-	1 50.0%	5 31.3%	-
2-7 days	4 22.2%	2 25.0%	2 33.3%	-	-	3 37.5%	1 10.0%	1 12.5%	3 33.3%	-	3 17.6%	4 25.0%	-	-	3 18.8%	1 50.0%
8-14 days	1 5.6%	-	-	-	-	-	1 10.0%	1 12.5%	-	-	1 5.9%	-	1 100.0%	-	1 6.3%	-
15-21 days	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
More than 21 days	3 16.7%	2 25.0%	1 16.7%	-	-	1 12.5%	2 20.0%	2 25.0%	1 11.1%	-	3 17.6%	3 18.8%	-	-	3 18.8%	-
Still waiting to settle (Q59. 1-7 days)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Still waiting to settle (Q59. 8 or more days)	5 27.8%	2 25.0%	3 50.0%	-	-	3 37.5%	2 20.0%	1 12.5%	3 33.3%	-	5 29.4%	4 25.0%	-	1 50.0%	4 25.0%	1 50.0%
HEDIS/CAHPS SUMMARY RATE - Same day-7 days	9 50.0%	4 50.0%	2 33.3%	2 100.0% BC	1 100.0% BC	4 50.0%	5 50.0%	4 50.0%	5 55.6%	-	8 47.1%	9 56.3%	-	1 50.0%	8 50.0%	1 50.0%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q58. Was your complaint or problem settled to your satisfaction?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE =========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	13	6	3	2	1	5	8	7	6	-	12	12	1	1	12	1
Total Valid Responses	11 100.0%	6 100.0%	2 100.0%	2 100.0%	1 100.0%	4 100.0%	7 100.0%	6 100.0%	5 100.0%	-	10 100.0%	11 100.0%	-	1 100.0%	10 100.0%	1 100.0%
No Answer	2	-	1	-	-	1	1	1	1	-	2	1	1	-	2	-
Yes	8 72.7%	4 66.7%	2 100.0% b	1 50.0%	1 100.0% b	3 75.0%	5 71.4%	5 83.3%	3 60.0%	-	7 70.0%	8 72.7%	-	-	7 70.0%	1 100.0% O
No	3 27.3%	2 33.3%	-	1 50.0%	-	1 25.0%	2 28.6%	1 16.7%	2 40.0%	-	3 30.0%	3 27.3%	-	1 100.0% L	3 30.0%	-
HEDIS/CAHPS SUMMARY RATE - Yes	8 72.7%	4 66.7%	2 100.0% b	1 50.0%	1 100.0% b	3 75.0%	5 71.4%	5 83.3%	3 60.0%	-	7 70.0%	8 72.7%	-	-	7 70.0%	1 100.0% O

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q59. How long have you been waiting for your health plan to resolve your complaint?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE =========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	6	3	3	-	-	3	3	2	3	-	6	5	-	1	5	1
Total Valid Responses	5 100.0%	2 100.0%	3 100.0%	-	-	3 100.0%	2 100.0%	1 100.0%	3 100.0%	-	5 100.0%	4 100.0%	-	1 100.0%	4 100.0%	1 100.0%
No Answer	1	1	-	-	-	-	1	1	-	-	1	1	-	-	1	-
1-7 days	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
8-14 days	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
15-21 days	2 40.0%	-	2 66.7%	-	-	1 33.3%	1 50.0%	-	1 33.3%	-	2 40.0%	2 50.0%	-	-	1 25.0%	1 100.0% O
More than 21 days	3 60.0%	2 100.0% C	1 33.3%	-	-	2 66.7%	1 50.0%	1 100.0%	2 66.7%	-	3 60.0%	2 50.0%	-	1 100.0% L	3 75.0%	-

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q60. In the last 6 months, did you have to fill out any paperwork for your child's health plan?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	425	236	116	43	21	255	162	196	210	37	379	320	67	29	289	136
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	9	3	5	1	-	6	3	3	3	-	8	6	2	-	6	3
Yes	64	40	15	5	3	35	27	25	36	4	59	58	4	2	53	11
	15.1%	16.9%	12.9%	11.6%	14.3%	13.7%	16.7%	12.8%	17.1%	10.8%	15.6%	18.1%	6.0%	6.9%	18.3%	8.1%
												MN			P	
No	361	196	101	38	18	220	135	171	174	33	320	262	63	27	236	125
	84.9%	83.1%	87.1%	88.4%	85.7%	86.3%	83.3%	87.2%	82.9%	89.2%	84.4%	81.9%	94.0%	93.1%	81.7%	91.9%
													L	L		O

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q61. In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	423	234	116	43	21	255	161	195	209	37	377	318	67	29	287	136
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	11	5	5	1	-	6	4	4	4	-	10	8	2	-	8	3
Not a problem	412	225	115	42	21	250	155	191	203	36	367	308	67	28	278	134
	97.4%	96.2%	99.1%	97.7%	100.0%	98.0%	96.3%	97.9%	97.1%	97.3%	97.3%	96.9%	100.0%	96.6%	96.9%	98.5%
			B		B								L			
A small problem	10	8	1	1	-	4	6	4	5	1	9	9	-	-	8	2
	2.4%	3.4%	0.9%	2.3%		1.6%	3.7%	2.1%	2.4%	2.7%	2.4%	2.8%			2.8%	1.5%
		c														
A big problem	1	1	-	-	-	1	-	-	1	-	1	1	-	1	1	-
	0.2%	0.4%				0.4%			0.5%		0.3%	0.3%		3.4%	0.3%	
HEDIS/CAHPS SUMMARY RATE	412	225	115	42	21	250	155	191	203	36	367	308	67	28	278	134
- Not a problem	97.4%	96.2%	99.1%	97.7%	100.0%	98.0%	96.3%	97.9%	97.1%	97.3%	97.3%	96.9%	100.0%	96.6%	96.9%	98.5%
			B		B								L			

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q62. What number would you use to rate your child's health plan?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	420 100.0%	233 100.0%	116 100.0%	43 100.0%	20 100.0%	253 100.0%	160 100.0%	192 100.0%	207 100.0%	35 100.0%	377 100.0%	316 100.0%	69 100.0%	28 100.0%	285 100.0%	135 100.0%
No Answer	14	6	5	1	1	8	5	7	6	2	10	10	-	1	10	4
10 - Best health plan possible	208 49.5%	116 49.8%	57 49.1%	19 44.2%	13 65.0%	145 57.3% G	60 37.5%	93 48.4%	103 49.8%	19 54.3%	185 49.1%	155 49.1%	37 53.6%	14 50.0%	123 43.2%	85 63.0% O
9	77 18.3%	43 18.5%	22 19.0%	8 18.6%	2 10.0%	44 17.4%	32 20.0%	36 18.8%	38 18.4%	7 20.0%	68 18.0%	56 17.7%	12 17.4%	6 21.4%	55 19.3%	22 16.3%
8	59 14.0%	33 14.2%	16 13.8%	8 18.6%	2 10.0%	28 11.1%	30 18.8% F	29 15.1%	27 13.0%	7 20.0%	52 13.8%	45 14.2%	10 14.5%	4 14.3%	45 15.8%	14 10.4%
7	22 5.2%	15 6.4%	4 3.4%	2 4.7%	-	10 4.0%	12 7.5%	12 6.3%	9 4.3%	-	22 5.8%	14 4.4%	5 7.2%	1 3.6%	18 6.3%	4 3.0%
6	13 3.1%	4 1.7%	4 3.4%	3 7.0%	2 10.0%	5 2.0%	8 5.0%	4 2.1%	9 4.3%	1 2.9%	12 3.2%	12 3.8%	1 1.4%	-	10 3.5%	3 2.2%
5	22 5.2%	13 5.6%	7 6.0%	-	-	9 3.6%	12 7.5% f	12 6.3%	10 4.8%	1 2.9%	20 5.3%	18 5.7%	3 4.3%	1 3.6%	20 7.0% P	2 1.5%
4	3 0.7%	2 0.9%	1 0.9%	-	-	3 1.2%	-	-	3 1.4%	-	3 0.8%	2 0.6%	1 1.4%	-	2 0.7%	1 0.7%
3	5 1.2%	2 0.9%	1 0.9%	1 2.3%	1 5.0%	3 1.2%	2 1.3%	2 1.0%	3 1.4%	-	5 1.3%	5 1.6%	-	1 3.6%	4 1.4%	1 0.7%
2	2 0.5%	1 0.4%	1 0.9%	-	-	1 0.4%	1 0.6%	1 0.5%	1 0.5%	-	2 0.5%	2 0.6%	-	-	2 0.7%	-
1	3 0.7%	1 0.4%	1 0.9%	1 2.3%	-	2 0.8%	1 0.6%	1 0.5%	1 0.5%	-	3 0.8%	3 0.9%	-	-	3 1.1%	-
0 - Worst health plan possible	6 1.4%	3 1.3%	2 1.7%	1 2.3%	-	3 1.2%	2 1.3%	2 1.0%	3 1.4%	-	5 1.3%	4 1.3%	-	1 3.6%	3 1.1%	3 2.2%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q62. What number would you use to rate your child's health plan?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
SUMMARY RATE - 0-3	16	7	5	3	1	9	6	6	8	-	15	14	-	2	12	4
	3.8%	3.0%	4.3%	7.0%	5.0%	3.6%	3.8%	3.1%	3.9%		4.0%	4.4%		7.1%	4.2%	3.0%
SUMMARY RATE - 4-7	60	34	16	5	2	27	32	28	31	2	57	46	10	2	50	10
	14.3%	14.6%	13.8%	11.6%	10.0%	10.7%	20.0%	14.6%	15.0%	5.7%	15.1%	14.6%	14.5%	7.1%	17.5%	7.4%
							F				J				P	
HEDIS/CAHPS SUMMARY RATE - 8-10	344	192	95	35	17	217	122	158	168	33	305	256	59	24	223	121
	81.9%	82.4%	81.9%	81.4%	85.0%	85.8%	76.3%	82.3%	81.2%	94.3%	80.9%	81.0%	85.5%	85.7%	78.2%	89.6%
						G				K						O
HEDIS/CAHPS SUMMARY RATE - 9-10	285	159	79	27	15	189	92	129	141	26	253	211	49	20	178	107
	67.9%	68.2%	68.1%	62.8%	75.0%	74.7%	57.5%	67.2%	68.1%	74.3%	67.1%	66.8%	71.0%	71.4%	62.5%	79.3%
						G										O
Mean	8.6	8.7	8.6	8.4	9.0	8.9	8.3	8.7	8.6	9.1	8.6	8.6	9.0	8.6	8.4	9.1

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
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Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q63. In general, how would you rate your child's overall health now?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	428	235	121	42	21	259	162	196	210	37	383	323	67	29	291	137
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	4	-	2	-	2	3	3	3	-	4	3	2	-	4	2
Excellent	179	106	50	14	6	99	77	93	79	17	155	135	33	13	118	61
	41.8%	45.1%	41.3%	33.3%	28.6%	38.2%	47.5%	47.4%	37.6%	45.9%	40.5%	41.8%	49.3%	44.8%	40.5%	44.5%
							f	I								
Very good	144	84	37	14	6	82	61	63	74	11	132	114	15	10	104	40
	33.6%	35.7%	30.6%	33.3%	28.6%	31.7%	37.7%	32.1%	35.2%	29.7%	34.5%	35.3%	22.4%	34.5%	35.7%	29.2%
												M				
Good	82	40	24	8	7	61	18	35	41	6	76	57	16	3	54	28
	19.2%	17.0%	19.8%	19.0%	33.3%	23.6%	11.1%	17.9%	19.5%	16.2%	19.8%	17.6%	23.9%	10.3%	18.6%	20.4%
						G							n			
Fair	21	4	9	6	2	15	6	5	15	3	18	15	3	3	14	7
	4.9%	1.7%	7.4%	14.3%	9.5%	5.8%	3.7%	2.6%	7.1%	8.1%	4.7%	4.6%	4.5%	10.3%	4.8%	5.1%
			B	B					H							
Poor	2	1	1	-	-	2	-	-	1	-	2	2	-	-	1	1
	0.5%	0.4%	0.8%			0.8%			0.5%		0.5%	0.6%			0.3%	0.7%
HEDIS/CAHPS SUMMARY RATE	323	190	87	28	12	181	138	156	153	28	287	249	48	23	222	101
- Excellent/Very good	75.5%	80.9%	71.9%	66.7%	57.1%	69.9%	85.2%	79.6%	72.9%	75.7%	74.9%	77.1%	71.6%	79.3%	76.3%	73.7%
		cdE					F									

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q64. What is your child's age now?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	418 100.0%	223 100.0%	121 100.0%	44 100.0%	21 100.0%	250 100.0%	160 100.0%	184 100.0%	212 100.0%	34 100.0%	375 100.0%	316 100.0%	68 100.0%	28 100.0%	279 100.0%	139 100.0%
No Answer	16	16	-	-	-	11	5	15	1	3	12	10	1	1	16	-
Less than 1 year old	6 1.4%	5 2.2%	1 0.8%	-	-	2 0.8%	3 1.9%	5 2.7% i	1 0.5%	2 5.9%	3 0.8%	4 1.3%	1 1.5%	1 3.6%	1 0.4%	5 3.6% O
1	32 7.7%	31 13.9% C	1 0.8%	-	-	16 6.4%	16 10.0%	32 17.4%	-	1 2.9%	31 8.3% j	25 7.9%	6 8.8%	2 7.1%	25 9.0%	7 5.0%
2	29 6.9%	26 11.7% CD	1 0.8%	1 2.3%	-	14 5.6%	13 8.1%	9 4.9%	19 9.0%	3 8.8%	25 6.7%	22 7.0%	5 7.4%	2 7.1%	21 7.5%	8 5.8%
3	25 6.0%	20 9.0% CD	3 2.5%	1 2.3%	1 4.8%	13 5.2%	12 7.5%	10 5.4%	14 6.6%	2 5.9%	22 5.9%	17 5.4%	4 5.9%	1 3.6%	17 6.1%	8 5.8%
4	27 6.5%	17 7.6%	5 4.1%	4 9.1%	1 4.8%	20 8.0%	7 4.4%	7 3.8%	18 8.5% H	3 8.8%	22 5.9%	19 6.0%	8 11.8%	3 10.7%	16 5.7%	11 7.9%
5	25 6.0%	14 6.3%	9 7.4%	2 4.5%	-	13 5.2%	12 7.5%	7 3.8%	17 8.0% h	2 5.9%	23 6.1%	17 5.4%	3 4.4%	3 10.7%	13 4.7%	12 8.6%
6	25 6.0%	12 5.4%	8 6.6%	4 9.1%	-	12 4.8%	13 8.1%	9 4.9%	14 6.6%	2 5.9%	23 6.1%	19 6.0%	6 8.8%	1 3.6%	15 5.4%	10 7.2%
7	26 6.2%	20 9.0% CD	3 2.5%	1 2.3%	1 4.8%	22 8.8% G	4 2.5%	9 4.9%	16 7.5%	3 8.8%	22 5.9%	19 6.0%	3 4.4%	3 10.7%	21 7.5% p	5 3.6%
8	27 6.5%	17 7.6%	7 5.8%	3 6.8%	-	14 5.6%	12 7.5%	13 7.1%	12 5.7%	2 5.9%	25 6.7%	24 7.6% m	2 2.9%	2 7.1%	15 5.4%	12 8.6%
9	24 5.7%	10 4.5%	4 3.3%	4 9.1%	4 19.0% bc	12 4.8%	12 7.5%	7 3.8%	16 7.5%	4 11.8%	20 5.3%	17 5.4%	3 4.4%	3 10.7%	17 6.1%	7 5.0%

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q64. What is your child's age now?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE =========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
10	20	9	8	1	1	13	6	8	10	-	19	18	3	1	15	5
	4.8%	4.0%	6.6%	2.3%	4.8%	5.2%	3.8%	4.3%	4.7%		5.1%	5.7%	4.4%	3.6%	5.4%	3.6%
11	23	11	7	1	3	12	9	11	10	2	21	16	5	-	12	11
	5.5%	4.9%	5.8%	2.3%	14.3%	4.8%	5.6%	6.0%	4.7%	5.9%	5.6%	5.1%	7.4%		4.3%	7.9%
12	20	7	10	3	-	8	12	11	6	2	18	16	2	3	14	6
	4.8%	3.1%	8.3%	6.8%		3.2%	7.5%	6.0%	2.8%	5.9%	4.8%	5.1%	2.9%	10.7%	5.0%	4.3%
			b				f									
13	29	9	14	3	3	22	7	9	19	1	28	17	7	2	20	9
	6.9%	4.0%	11.6%	6.8%	14.3%	8.8%	4.4%	4.9%	9.0%	2.9%	7.5%	5.4%	10.3%	7.1%	7.2%	6.5%
			B			g										
14 or older	80	15	40	16	7	57	22	37	40	5	73	66	10	1	57	23
	19.1%	6.7%	33.1%	36.4%	33.3%	22.8%	13.8%	20.1%	18.9%	14.7%	19.5%	20.9%	14.7%	3.6%	20.4%	16.5%
			B	B	B	G						N	N			

Comparison Groups: BCDE/FG/HI/JK/LMN/OP
Independent Z-Test for Percentages
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Lower case letters indicate significance at the 90% level.

Harmony Health Plan of Indiana
2006 CAHPS 3.0H Medicaid Child Survey (52751)

Q65. Is your child male or female?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	429 100.0%	234 100.0%	121 100.0%	44 100.0%	21 100.0%	260 100.0%	163 100.0%	196 100.0%	211 100.0%	37 100.0%	384 100.0%	323 100.0%	69 100.0%	29 100.0%	291 100.0%	138 100.0%
No Answer	5	5	-	-	-	1	2	3	2	-	3	3	-	-	4	1
Male	219 51.0%	124 53.0%	61 50.4%	20 45.5%	9 42.9%	135 51.9%	80 49.1%	96 49.0%	111 52.6%	22 59.5%	195 50.8%	171 52.9%	30 43.5%	14 48.3%	150 51.5%	69 50.0%
Female	210 49.0%	110 47.0%	60 49.6%	24 54.5%	12 57.1%	125 48.1%	83 50.9%	100 51.0%	100 47.4%	15 40.5%	189 49.2%	152 47.1%	39 56.5%	15 51.7%	141 48.5%	69 50.0%

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Q66. Is your child of Hispanic or Latino origin or descent?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	424 100.0%	235 100.0%	118 100.0%	43 100.0%	21 100.0%	255 100.0%	163 100.0%	194 100.0%	209 100.0%	37 100.0%	387 100.0%	320 100.0%	69 100.0%	29 100.0%	287 100.0%	137 100.0%
No Answer	10	4	3	1	-	6	2	5	4	-	-	6	-	-	8	2
Yes, Hispanic or Latino	37 8.7%	26 11.1%	6 5.1%	5 11.6%	-	24 9.4%	13 8.0%	14 7.2%	22 10.5%	37 100.0%	-	15 4.7%	3 4.3%	12 41.4%	18 6.3%	19 13.9%
No, not Hispanic or Latino	387 91.3%	209 88.9%	112 94.9%	38 88.4%	21 100.0%	231 90.6%	150 92.0%	180 92.8%	187 89.5%	-	387 100.0%	305 95.3%	66 95.7%	17 58.6%	269 93.7%	118 86.1%

Harmony Health Plan of Indiana
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Q67. What is your child's race? Please mark one or more.

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
Total Valid Responses	425	238	120	41	20	254	166	196	210	30	389	349	86	41	288	137
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
White	326	179	98	33	13	199	123	152	155	15	305	326	14	8	228	98
	76.7%	75.2%	81.7%	80.5%	65.0%	78.3%	74.1%	77.6%	73.8%	50.0%	78.4%	93.4%	16.3%	19.5%	79.2%	71.5%
Black or African-American	69	38	18	5	6	40	28	28	41	3	66	14	69	3	39	30
	16.2%	16.0%	15.0%	12.2%	30.0%	15.7%	16.9%	14.3%	19.5%	10.0%	17.0%	4.0%	80.2%	7.3%	13.5%	21.9%
Asian	3	3	-	-	-	2	1	3	-	-	3	2	-	3	3	-
	0.7%	1.3%				0.8%	0.6%	1.5%			0.8%	0.6%		7.3%	1.0%	
Native Hawaiian or other Pacific Islander	1	-	1	-	-	1	-	-	1	-	1	-	-	1	1	-
	0.2%		0.8%			0.4%			0.5%		0.3%			2.4%	0.3%	
American Indian or Alaska Native	5	2	2	-	1	1	4	4	1	-	5	4	-	5	4	1
	1.2%	0.8%	1.7%		5.0%	0.4%	2.4%	2.0%	0.5%		1.3%	1.1%		12.2%	1.4%	0.7%
Other	21	16	1	3	-	11	10	9	12	12	9	3	3	21	13	8
	4.9%	6.7%	0.8%	7.3%		4.3%	6.0%	4.6%	5.7%	40.0%	2.3%	0.9%	3.5%	51.2%	4.5%	5.8%

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Q68. What is your age now?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	425 100.0%	239 100.0%	121 100.0%	44 100.0%	21 100.0%	259 100.0%	162 100.0%	194 100.0%	211 100.0%	37 100.0%	380 100.0%	323 100.0%	67 100.0%	28 100.0%	290 100.0%	135 100.0%
No Answer	9	-	-	-	-	2	3	5	2	-	7	3	2	1	5	4
Under 18	33 7.8%	33 13.8%	-	-	-	22 8.5%	8 4.9%	16 8.2%	15 7.1%	1 2.7%	31 8.2%	26 8.0%	5 7.5%	1 3.6%	32 11.0%	1 0.7%
18 to 24	69 16.2%	69 28.9%	-	-	-	46 17.8%	23 14.2%	43 22.2%	25 11.8%	8 21.6%	58 15.3%	52 16.1%	9 13.4%	4 14.3%	57 19.7%	12 8.9%
25 to 34	137 32.2%	137 57.3%	-	-	-	78 30.1%	58 35.8%	60 30.9%	69 32.7%	17 45.9%	120 31.6%	101 31.3%	24 35.8%	15 53.6%	87 30.0%	50 37.0%
35 to 44	121 28.5%	-	121 100.0%	-	-	70 27.0%	51 31.5%	49 25.3%	65 30.8%	6 16.2%	112 29.5%	98 30.3%	18 26.9%	4 14.3%	70 24.1%	51 37.8%
45 to 54	44 10.4%	-	-	44 100.0%	-	28 10.8%	16 9.9%	17 8.8%	26 12.3%	5 13.5%	38 10.0%	33 10.2%	5 7.5%	3 10.7%	29 10.0%	15 11.1%
55 to 64	17 4.0%	-	-	-	17 81.0%	14 5.4%	3 1.9%	7 3.6%	9 4.3%	-	17 4.5%	12 3.7%	4 6.0%	1 3.6%	12 4.1%	5 3.7%
65 to 74	4 0.9%	-	-	-	4 19.0%	1 0.4%	3 1.9%	2 1.0%	2 0.9%	-	4 1.1%	1 0.3%	2 3.0%	-	3 1.0%	1 0.7%
75 or older	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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Q69. Are you male or female?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	425 100.0%	232 100.0%	120 100.0%	44 100.0%	20 100.0%	257 100.0%	161 100.0%	194 100.0%	209 100.0%	36 100.0%	381 100.0%	322 100.0%	68 100.0%	29 100.0%	287 100.0%	138 100.0%
No Answer	9	7	1	-	1	4	4	5	4	1	6	4	1	-	8	1
Male	32 7.5%	11 4.7%	14 11.7%	3 6.8%	3 15.0%	20 7.8%	11 6.8%	15 7.7%	17 8.1%	3 8.3%	29 7.6%	21 6.5%	4 5.9%	5 17.2%	19 6.6%	13 9.4%
Female	393 92.5%	221 95.3%	106 88.3%	41 93.2%	17 85.0%	237 92.2%	150 93.2%	179 92.3%	192 91.9%	33 91.7%	352 92.4%	301 93.5%	64 94.1%	24 82.8%	268 93.4%	125 90.6%

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Q70. What is the highest grade or level of school that you have completed?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE =========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	426 100.0%	235 100.0%	121 100.0%	44 100.0%	21 100.0%	261 100.0%	165 100.0%	195 100.0%	210 100.0%	37 100.0%	381 100.0%	322 100.0%	68 100.0%	29 100.0%	291 100.0%	135 100.0%
No Answer	8	4	-	-	-	-	-	4	3	-	6	4	1	-	4	4
8th grade or less	10 2.3%	6 2.6%	2 1.7%	1 2.3%	-	10 3.8%	-	6 3.1%	3 1.4%	1 2.7%	8 2.1%	7 2.2%	-	1 3.4%	8 2.7%	2 1.5%
Some high school, but did not graduate	74 17.4%	42 17.9%	20 16.5%	9 20.5%	3 14.3%	74 28.4%	-	31 15.9%	38 18.1%	11 29.7%	62 16.3%	54 16.8%	13 19.1%	4 13.8%	50 17.2%	24 17.8%
High school graduate or GED	177 41.5%	98 41.7%	48 39.7%	18 40.9%	12 57.1%	177 67.8%	-	83 42.6%	86 41.0%	12 32.4%	161 42.3%	138 42.9%	27 39.7%	10 34.5%	112 38.5%	65 48.1%
Some college or 2-year degree	129 30.3%	72 30.6%	35 28.9%	16 36.4%	4 19.0%	-	129 78.2%	60 30.8%	64 30.5%	10 27.0%	117 30.7%	93 28.9%	21 30.9%	11 37.9%	96 33.0%	33 24.4%
4-year college graduate	25 5.9%	15 6.4%	9 7.4%	-	1 4.8%	-	25 15.2%	11 5.6%	13 6.2%	3 8.1%	22 5.8%	21 6.5%	5 7.4%	1 3.4%	15 5.2%	10 7.4%
More than 4-year college degree	11 2.6%	2 0.9%	7 5.8%	-	1 4.8%	-	11 6.7%	4 2.1%	6 2.9%	-	11 2.9%	9 2.8%	2 2.9%	2 6.9%	10 3.4%	1 0.7%

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Q71. What language do you mainly speak at home?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	430 100.0%	237 100.0%	121 100.0%	44 100.0%	21 100.0%	260 100.0%	164 100.0%	197 100.0%	211 100.0%	37 100.0%	385 100.0%	325 100.0%	69 100.0%	29 100.0%	293 100.0%	137 100.0%
No Answer	4	2	-	-	-	1	1	2	2	-	2	1	-	-	2	2
English	419 97.4%	230 97.0%	118 97.5%	44 100.0%	21 100.0%	250 96.2%	163 99.4%	191 97.0%	206 97.6%	30 81.1%	381 99.0%	323 99.4%	69 100.0%	25 86.2%	285 97.3%	134 97.8%
Spanish	8 1.9%	5 2.1%	3 2.5%	-	-	8 3.1%	-	4 2.0%	4 1.9%	7 18.9%	1 0.3%	2 0.6%	-	1 3.4%	5 1.7%	3 2.2%
Other	3 0.7%	2 0.8%	-	-	-	2 0.8%	1 0.6%	2 1.0%	1 0.5%	-	3 0.8%	-	-	3 10.3%	3 1.0%	-

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Q72. What language does your child mainly speak at home?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	428 100.0%	235 100.0%	121 100.0%	44 100.0%	20 100.0%	258 100.0%	164 100.0%	194 100.0%	213 100.0%	36 100.0%	383 100.0%	325 100.0%	68 100.0%	28 100.0%	291 100.0%	137 100.0%
No Answer	6	4	-	-	1	3	1	5	-	1	4	1	1	1	4	2
English	418 97.7%	228 97.0%	119 98.3%	44 100.0%	20 100.0%	249 96.5%	163 99.4%	189 97.4%	208 97.7%	30 83.3%	379 99.0%	323 99.4%	68 100.0%	25 89.3%	283 97.3%	135 98.5%
Spanish	7 1.6%	5 2.1%	2 1.7%	-	-	7 2.7%	-	3 1.5%	4 1.9%	6 16.7%	1 0.3%	2 0.6%	-	-	5 1.7%	2 1.5%
Other	3 0.7%	2 0.9%	-	-	-	2 0.8%	1 0.6%	2 1.0%	1 0.5%	-	3 0.8%	-	-	3 10.7%	3 1.0%	-

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Q73. How are you related to the child?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	428 100.0%	236 100.0%	121 100.0%	43 100.0%	20 100.0%	260 100.0%	162 100.0%	195 100.0%	211 100.0%	36 100.0%	383 100.0%	323 100.0%	69 100.0%	28 100.0%	291 100.0%	137 100.0%
No Answer	6	3	-	1	1	1	3	4	2	1	4	3	-	1	4	2
Mother or father	391 91.4%	232 98.3%	118 97.5%	30 69.8%	3 15.0%	236 90.8%	149 92.0%	181 92.8%	191 90.5%	34 94.4%	349 91.1%	298 92.3%	60 87.0%	27 96.4%	266 91.4%	125 91.2%
Grandparent	31 7.2%	3 1.3%	2 1.7%	12 27.9%	14 70.0%	22 8.5%	9 5.6%	11 5.6%	17 8.1%	1 2.8%	29 7.6%	20 6.2%	8 11.6%	-	20 6.9%	11 8.0%
Aunt or uncle	1 0.2%	-	-	1 2.3%	-	-	1 0.6%	-	1 0.5%	1 2.8%	-	1 0.3%	-	-	1 0.3%	-
Older sibling	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other relative	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Legal guardian	5 1.2%	1 0.4%	1 0.8%	-	3 15.0%	2 0.8%	3 1.9%	3 1.5%	2 0.9%	-	5 1.3%	4 1.2%	1 1.4%	1 3.6%	4 1.4%	1 0.7%

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Q74. Are you listed as the child's payee or guardian on Medicaid records?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	422	235	117	42	21	253	164	192	208	37	376	317	68	29	291	131
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12	4	4	2	-	8	1	7	5	-	11	9	1	-	4	8
Yes	412	231	117	37	20	245	162	188	203	36	367	309	67	28	288	124
	97.6%	98.3%	100.0%	88.1%	95.2%	96.8%	98.8%	97.9%	97.6%	97.3%	97.6%	97.5%	98.5%	96.6%	99.0%	94.7%
No	10	4	-	5	1	8	2	4	5	1	9	8	1	1	3	7
	2.4%	1.7%		11.9%	4.8%	3.2%	1.2%	2.1%	2.4%	2.7%	2.4%	2.5%	1.5%	3.4%	1.0%	5.3%

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Q75. Did someone help you complete this survey?

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========			== DISPOSITION ==	
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
Total Eligible	434	239	121	44	21	261	165	199	213	37	387	326	69	29	295	139
Total Valid Responses	290 100.0%	172 100.0%	70 100.0%	28 100.0%	15 100.0%	165 100.0%	121 100.0%	146 100.0%	136 100.0%	18 100.0%	264 100.0%	224 100.0%	38 100.0%	20 100.0%	290 100.0%	-
No Answer	144	67	51	16	6	96	44	53	77	19	123	102	31	9	5	139
Yes	9 3.1%	6 3.5%	2 2.9%	-	-	7 4.2%	2 1.7%	6 4.1%	3 2.2%	2 11.1%	6 2.3%	6 2.7%	-	2 10.0%	9 3.1%	-
No	281 96.9%	166 96.5%	68 97.1%	28 100.0%	15 100.0%	158 95.8%	119 98.3%	140 95.9%	133 97.8%	16 88.9%	258 97.7%	218 97.3%	38 100.0%	18 90.0%	281 96.9%	-

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Q76. How did that person help you? Mark all that apply.

		====== RESPONDENT'S AGE =======				=== RESPONDENT'S EDUCATION ===		=== CHILD DURATION WITH PLAN ===		==== CHILD ETHNICITY ====		========= CHILD RACE ========		== DISPOSITION ==		
	Total	34 or younger	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	<2 yrs	2 + yrs	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Mail	Phone
Total Eligible	9	6	2	-	-	7	2	6	3	2	6	6	-	2	9	-
Total Valid Responses	17	11	5	-	-	12	5	11	6	4	12	12	-	2	17	-
Total Respondents	9 100.0%	6 100.0%	2 100.0%	-	-	7 100.0%	2 100.0%	6 100.0%	3 100.0%	2 100.0%	6 100.0%	6 100.0%	-	2 100.0%	9 100.0%	-
Read the questions to me	4 44.4%	2 33.3%	2 100.0%	-	-	3 42.9%	1 50.0%	3 50.0%	1 33.3%	1 50.0%	3 50.0%	3 50.0%	-	-	4 44.4%	-
Wrote down the answers I gave	4 44.4%	2 33.3%	2 100.0%	-	-	3 42.9%	1 50.0%	3 50.0%	1 33.3%	1 50.0%	3 50.0%	3 50.0%	-	-	4 44.4%	-
Answered the questions for me	4 44.4%	2 33.3%	1 50.0%	-	-	3 42.9%	1 50.0%	2 33.3%	2 66.7%	-	3 50.0%	4 66.7%	-	-	4 44.4%	-
Translated the questions into my language	4 44.4%	4 66.7%	-	-	-	3 42.9%	1 50.0%	2 33.3%	2 66.7%	2 100.0%	2 33.3%	1 16.7%	-	2 100.0%	4 44.4%	-
Helped in some other way	1 11.1%	1 16.7%	-	-	-	-	1 50.0%	1 16.7%	-	-	1 16.7%	1 16.7%	-	-	1 11.1%	-

11. Glossary of Terms

Attributes are the questions that relate to a specific service area or composite as defined by NCQA.

CAHPS® Booklet 2005 (Medicaid Child) is a collection of CAHPS® 3.0H mean Summary Rates for the 36 Medicaid Child (Non CCC) samples that submitted data to NCQA in 2005.

Composites are the mean of the Summary Rates of attributes within a given service area as specified by NCQA.

Confidence level is the degree of confidence, expressed as a percentage, which a reported number's true value is between the lower and upper specified range.

Correlation Coefficient is a statistical measure of how closely two variables or measures are related to each other. Correlation coefficients are usually reported as r-values.

Disposition (Disposition Category) is the final status assignment given to a member record within the sample. The category signifies both the survey administration protocol used to complete the survey (M=Mail and T=Phone) and the status of the record (M10= mail complete, T22= phone, language barrier). All record code assignments of "10" are considered valid responses according to NCQA.

Global Proportions is a breakout of response option results according to the Three-Point Score definition. See Three-Point Score below.

The **Myers Group Book of Business** consists of the results of 22 Medicaid Child non-CCC health plans surveyed by The Myers Group in 2005, which submitted data to NCQA.

Key Drivers are composites or attributes that have been found to impact overall health plan ratings (Q62) among the plan members as determined by regression or correlation respectively.

NCBD is the 2005 National CAHPS® Benchmarking Database. The NCBD data presented include summary-level distribution of 65 Medicaid child CAHPS 3.0 Health Plan Survey results from 2005.

Rating questions use a scale of 0 to 10 for assessing overall experience (doctor, specialist, health care and health plan) with zero being the worst and 10 being the best.

Significance test is a test to determine if an observed difference is too large to have occurred by chance alone.

Summary Rates are single statistics generated for a survey question as specified by NCQA. In general, Summary Rates represent the percentage of respondents who chose the most favorable response option(s) ("Always" and "Usually", "Not a Problem," or "8" to "10"). Not all questions are assigned a Summary Rate by NCQA.

Three-Point Score is the result of the process of assigning a value of 1, 2, or 3 to each question response category and then computing a numerical average based upon the valid responses for each question. The Three-Point values are assigned to question answer categories as follows:

Response Choice 1	Score Value
A big problem	1
A small problem	2
Not a problem	3

Response Choice 2	Score Value
Never	1
Sometimes	1
Usually	2
Always	3

Response Choice 3	Score Value
0-6	1
7 & 8	2
9 & 10	3

Trending is the practice of looking at several years of data in a comparative format to identify trends or common links.