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July 7, 2006

Barbara Wilder
QI Director
MDwise
1099 North Meridian Street
Suite 320
Indianapolis, IN 46204

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

Dear Barbara,

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

MDwise

CAHPS® 2006 Medicaid Adult Survey

Project Number 42968

FINAL REPORT

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1. Executive Summary

The Myers Group, an NCQA-Certified HEDIS®[1] Survey Vendor, was selected by MDwise to conduct its 2006 Consumer Assessment of Healthcare Providers and Systems (CAHPS®)[2] 3.0H Medicaid Adult Member Satisfaction Survey. Using a mixed (mail and telephone) survey administration methodology (following NCQA protocol), The Myers Group collected 430 responses from the eligible member population from January through May of 2006, yielding a response rate of 22.3%[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, assists in identifying member satisfaction strengths and opportunities, and aids in assessing NCQA accreditation standings.

The 2006 and 2005 Summary Rate composite and rating scores for MDwise are presented below. In order to assess how your member satisfaction scores compare with other Medicaid adult plans, a national benchmark, Quality Compass®[4] 2005, is also provided.

Composites/Ratings	2006 Summary Rates	2005 Summary Rates	Quality Compass 2005 (Medicaid Adult-Public Report)
Getting Needed Care	74.9%	71.0%	74.9%
Getting Care Quickly	68.5%	69.1%	73.5%
How Well Doctors Communicate	83.4%	83.9%	86.8%
Courteous and Helpful Office Staff	87.9%	84.3%	88.9%
Customer Service	69.4%	58.8%	70.4%
Rating of Personal Doctor (Q5)	76.3%	68.1%	77.6%
Rating of Specialist (Q11)	69.5%	68.5%	76.1%
Rating of Health Care (Q35)	71.1%	64.6%	73.8%
Rating of Health Plan (Q52)	72.6%	68.5%	72.8%
Effectiveness of Care Measures			
Advising Smokers to Quit (ASTQ)	62.4%	NA	67.7%
Discussing Smoking Cessation Medications	24.5%	NA	32.4%
Discussing Smoking Cessation Strategies	33.3%	NA	34.0%

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 the benchmark data contained in this publication is Quality Compass® 2005 data and is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on this data is solely that of The Myers Group, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA. The number of plan-specific samples used in the Quality Compass 2005 (Public-Report) measure is 64.

CAHPS® 3.0H Medicaid Adult Survey

Topics included in the CAHPS® 3.0H Medicaid Adult Survey include:

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

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 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 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 member'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 get help from customer service 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 Doctor* (Q5), *Rating of Specialist* (Q11), *Rating of Health Care* (Q35), and *Rating of Health Plan* (Q52). 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.

Effectiveness of Care Measures includes The Medical Assistance with Smoking Cessation measure. The Medical Assistance with Smoking Cessation measure evaluates three components. These are 1) the percentage of smokers or people who have recently stopped smoking who received advice to quit smoking from their practitioner 2) the percentage whose practitioner discussed smoking cessation *medications* and 3) the percentage whose practitioner discussed smoking cessation *strategies*. The Summary Rate for these measures is the percentage of respondents indicating their practitioner had advised them to quit smoking (ASTQ) or discussed a smoking cessation medication or strategy with them on at least one occasion in the past 6 months. The Summary Rate for these measures is a rolling average, which is the combination of two years of data.

Accreditation 2005 Scoring

NCQA requires Managed Care Organizations (MCOs) to submit specified HEDIS measures and HEDIS/CAHPS® 3.0H survey results. These results count for 33 percent of a plan's accreditation score.

CAHPS® 3.0H Measures

NCQA determines the HEDIS/CAHPS® 3.0H results portion of the score by comparing the MCOs' results to a national benchmark (the 90th percentile of national results) and to national thresholds (the 75th, 50th, and 25th percentiles). NCQA does not take into account regional thresholds for CAHPS® measures due to the fact that variations in the regional data are not as pronounced.

To take into account inherent sampling variation, prior to scoring, NCQA will add points to each one of the CAHPS® ratings and composites. The table on the following page shows the results for your plan.

The first two columns show your plan's Three-Point Score before and after the sampling variation adjustments. The third column represents the approximate threshold your plan achieved when compared to the benchmark.

Because benchmark data is provided to the public only to the hundredth of a percentage point and NCQA assigns points calculated to the thousandths, results are approximate. Furthermore, the following point system applies only to those seeking initial accreditation. When calculating Accreditation points the point system used must be the same point system used when the plan was initially accredited. For example, if a plan was initially accredited in 2003 then the point system that would be used to rescore their HEDIS/CAHPS® 3.0H results is the point system for Accreditation 2003 scoring.

Of the 33 points possible for HEDIS measures and CAHPS® results, a total of 14 points may be awarded for the CAHPS® portion and are distributed if the plan meets or exceeds the following percentile scores: 90th (1.400), 75th (1.232), 50th (0.952), 25th (0.560), and 0 (0.280). For Rating of Health Plan the following points will be distributed: 90th (2.800), 75th (2.464), 50th (1.904), 25th (1.120), and 0 (0.560).

Composite/Rating Item	Three-Point Score	Adjusted Three-Point Score	Approximate Plan Percentile Threshold
Getting Needed Care	2.62	2.67	50th
Getting Care Quickly	2.10	2.15	25th
How Well Doctors Communicate	2.47	2.52	75th
Courteous and Helpful Office Staff	2.54	2.59	50th
Customer Service	*	*	*
Rating of Personal Doctor (Q5)	2.45	2.52	75th
Rating of Specialist (Q11)	2.31	2.38	<25th
Rating of Health Care (Q35)	2.34	2.41	50th
Rating of Health Plan (Q52)	2.36	2.43	75th

An asterisk (*) shown indicates one or more attributes have less than 100 valid responses; therefore the Three-Point Score cannot be calculated. The measure would receive an *NA* by NCQA audit. If the audited report rate for a measure is *NA*, the points available for that measure are redistributed among the remaining required measures. However, an organization cannot have more than four *NAs* on CAHPS® results or four *NAs* on HEDIS results, and may not exceed six *NAs* on all HEDIS clinical measures and CAHPS® results combined. Organizations with more than four HEDIS measures or four CAHPS® *NAs* or that exceed the total of six *NAs* are scored based on the standards score only and the accreditation status is capped at Commendable. A measure that is not compliant with the HEDIS Audit Standards and is significantly biased will receive an *NR* on the audit. Measures that receive *NR* receive no points for that measure.

HEDIS Measures

In addition to the 14 points possible for CAHPS® results, plans can also meet the ASTQ HEDIS measure requirement through administration of the CAHPS 3.0H survey. There are a total of 12 HEDIS measures required for the Medicaid product lines (HMO and POS), worth a combined total of 19 points.

To take into account sampling variation, NCQA adds 5 percentage points to each HEDIS measure result prior to scoring. Adjusted HEDIS measures are then compared to the national benchmark (90th percentile) and national thresholds (75th, 50th, and 25th). The table below shows the ASTQ Score for MDwise, as well as the national benchmark and thresholds.

***Medicaid* Advising Smokers to Quit Measure**

	Percentiles (Rolling Average)			
	90th	**75th**	**50th**	**25th**
National	73%	69%	64%	60%
Your Plan's 2006 ASTQ Score			62.4%	
Your Plan's Adjusted 2006 ASTQ Score			**67.4%**	

Quality Improvement Activity (QIA)
In addition to the 33 points possible for HEDIS measures and CAHPS® results, significant improvement over a 3-year period in certain HEDIS and CAHPS® rates could substitute for a Quality Improvement Activity (QIA).

Note: *See the* 2006 Standards and Guidelines for the Accreditation of MCOs *for further details about required HEDIS results and scoring.*

Opportunity Analysis of Health Plan Rating:

How members rate their health plan (Q52) is an important indicator of plan quality. It is also the most heavily weighted CAHPS® measure in the HEDIS audit process, and is worth twice as many points as all other measures. 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 the overall rating of the health plan. A regression analysis was performed using The Myers Group Book of Business (2005[5]). This analysis measures the relationships 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 participating MCOs 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* based on regression analysis: Customer Service (β=0.772[6]), How Well Doctors Communicate (β=0.562), and Getting Needed Care (β=0.539).

Depending on your health plan's composite percentile ranking when compared to Quality Compass 2005 (Public Report), The Myers Group provides the following information for use in developing your action plans:

Strength (Market & Maintain)

Among the sample of health plan members surveyed, no *Key Drivers of Overall Satisfaction* are identified which rate at or above the 75th percentile when compared to the Quality Compass 2005 (Public Report) Summary Rates.

[5] TMG Book of Business (2005) consists of 44 Medicaid adult 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 (Q52 – Overall Satisfaction with Health Plan), with all other composites held constant.

Opportunity (Investigate & Improve)

Although these plan service areas are also considered *Key Drivers of Overall Satisfaction* among your health plan members, your Summary Rates fall below the 50th percentile when compared to the Quality Compass 2005 (Public Report). Therefore, the following areas are considered opportunities for your plan.

	Percentile Ranking	Summary Rate
➢ Customer Service	44th	69.4%
➢ Getting Needed Care	46th	74.9%
➢ How Well Doctors Communicate	17th	83.4%

To Monitor

Among the sample of health plan members surveyed, no *Key Drivers of Overall Satisfaction* are identified which rate between the 50th and 75th percentile when compared to the Quality Compass 2005 (Public Report) Summary Rates.

Key Drivers of Overall Health Care Rating:

How members rate their health care (Q35) 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 6 months. The Rating of Health Care provides feedback to health plans to 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 regression analysis: How Well Doctors Communicate (β=1.416), Getting Needed Care (β=0.507), and Courteous and Helpful Office Staff (β=0.353). 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 percentile rankings in these areas when compared to the Quality Compass 2005 (Public Report) as well as your plan's Summary Rates. High ratings in these areas are essential to members' satisfaction with the care they receive.

	Plan Percentile Ranking	Summary Rate
➢ How Well Doctors Communicate	17th	83.4%
➢ Getting Needed Care	46th	74.9%
➢ Courteous and Helpful Office Staff	30th	87.9%

Rankings below the 50th percentile 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. This analysis 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[8]:
    - Your plan shows no significant changes in the five composite areas.
  - Ratings: When compared to 2005:
    - Your plan shows significant score improvement in the following rating area: Rating of Personal Doctor.
  - Attributes: The survey questions that comprise the composites are called attributes. There are 16 attributes in the Medicaid adult survey.
    - All attributes show no significant difference in Summary Rates when compared to 2005.
- **National Benchmark** – In order to assess how your member satisfaction scores compare with other plans, a national benchmark, Quality Compass 2005, is also provided. Quality Compass is a national database, created by NCQA to provide health plans with comparative information on the quality of the nation's managed care plans. In 2005 there were 64 Medicaid adult plans that chose to release their results publicly. Those plans form the Quality Compass 2005 – Public Report Benchmark:

[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 may be 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.
[8] For a detailed analysis of trend information please refer to Section 3 of this report.

- Composites: When compared to the national Quality Compass Benchmark:
  - Your plan scores significantly lower than the benchmark in the following composite area: Getting Care Quickly.

- Ratings: When compared to the national Quality Compass Benchmark:
  - Your plan shows no significant differences in the four rating areas.

New in 2006 – NCQA/TMG Survey and Reporting Changes

- The 2006 CAHPS® 3.0H Adult Member Satisfaction Surveys have been modified in the area of Medical Assistance with Smoking Cessation. Members who recently quit smoking are removed from the denominator and two questions to identify recent quitters are deleted from the survey tool. The questionnaire has been renumbered starting with Q54 in the adult Medicaid survey. Per NCQA directive, HEDIS 2005 data will NOT be recalculated excluding recent quitters and the 2005 data will be used as is.

- 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.

- The Myers Group has added the plan's exact percentile ranking (instead of the threshold ranking used previously) when comparing to the 2005 Quality Compass Public Report (Section 4, Page 4A). Percentile rankings are shown for Composites, Attributes, Ratings and HEDIS measures.

2. Project Overview

Your Account Executive for this project is Kim Rhyne (770-978-3173, ext. 351), and your Project Manager is Kelly Stegall (770-978-3173, ext. 317). 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 MDwise to conduct its 2006 CAHPS® 3.0H Medicaid Adult Member Satisfaction Survey. Consumer Assessment of Healthcare Providers and Systems (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 Adult 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 called Quality Compass 2005 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 1,350 in accordance with the NCQA protocol for adult Medicaid plans, although plans may choose to over-sample or augment[9] their population if necessary. Your plan's sample size is 2,025. After adjusting for ineligible members, your survey response rate was 22.3%. 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 48, 49, 54-57, 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 430 valid responses were submitted to TMG via the following data collection methods: 216 Mail (M), and 214 Telephone (T).

[9] Although plans may choose to augment their population, augments are not included in the Response Rate calculation or survey disposition groupings.

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)	84
	Language barrier (M22/T22)	8
	Mentally/physically incapacitated (M24/T24)	3
	Total Ineligible	**95**
Non-response	Bad address/phone (M23/T23)	102
	Incomplete (M31/T31)	38
	Refusal (M32/T32)	68
	Maximum attempts made (M33/T33)	1292
	Total Non-response	**1500**

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 MDwise's Medicaid Adult survey, the numerator and denominator used to compute your response rate are presented below.

$$\frac{214\ (\text{Phone}) + 216\ (\text{Mail})}{2{,}025\ (\text{sample}) - 95\ (\text{ineligible})} = \frac{430}{1{,}930} = 22.3\%$$

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. The Myers Group follows NCQA protocol to help achieve a representative sample of your plan's member population. Page 2A shows the percentage of respondents by demographic category (age, gender, duration with plan, education, health status, ethnicity, and race) within your respondent group.

The demographic makeup of your plan's member base may not mirror the "average" plan; therefore, caution is recommended when making comparisons to benchmark data. Page 2B shows a graphical presentation of your plan's demographics compared to the 2005 Quality Compass (Public Report). Page 2C provides the percentage of respondents by demographic category compared to the 2005 Quality Compass (Public Report) measures. Page 2D provides the percentage of respondents by demographic category compared to your plan's 2005 and 2003 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.)

- **Demographic Comparisons (Benchmark)**: Page 2C shows there are significant differences between your plan and Quality Compass 2005 in the following demographic categories: Gender, Age, Race and Health Status.

- **Demographic comparisons (Trending)**: Page 2D shows that when comparing your current demographics with that of 2005, there have been no significant changes in your plan population.

Through years of experience and analysis of our current Book of Business, The Myers Group has observed that the demographics of a response group may have an effect on the overall satisfaction results. The comments and charts below represent generalized results. Your plan results are presented in the Segmentation Section (Section 6) and may differ from the TMG Book of Business (2005). Although differences may occur, it is more likely attributable to sampling error. Therefore, attention should be directed towards general observations and less to specific variations.

- Older members give higher ratings of overall satisfaction.

Demographic Category		TMG Book of Business Q52 Summary Rate
Age	55 or Older	77.2%
	45 – 54	71.2%
	35 – 44	70.3%
	18 – 34	68.7%

- More educated members give lower ratings of overall satisfaction.

Demographic Category		TMG Book of Business Q52 Summary Rate
Education	4-YR College or more	65.7%
	Some College or 2-YR degree	66.5%
	High school	73.3%

- Members who have been with a plan longer give a higher rating of overall satisfaction.

Demographic Category		TMG Book of Business Q52 Summary Rate
Duration with Plan	5 years or more	75.7%
	1 to 5 years	69.7%
	Less than 1 year	68.3%

- Members who report better health status give higher ratings of overall satisfaction.

Demographic Category		TMG Book of Business Q52 Summary Rate
Health Status	Excellent	84.8%
	Very Good	75.8%
	Good	66.9%
	Fair	66.8%
	Poor	61.5%

A higher proportion of these types of respondents could affect the satisfaction scores. 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 Demographic Comparisons

MDwise

Medicaid Adult Survey

430 Total Respondents

* Health status is defined by member

* 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

MDwise

Quality Compass® (Public-Report) Comparisons Charts

Medicaid Adult Survey

430 Total Respondents

*Health status is defined by member

Profile of Survey Respondents

MDwise

Quality Compass® (Public Report) Comparisons

Medicaid Adult Survey

430 Total Respondents

Demographic	Category	2006	QC 2005 (Medicaid Adult)*	Significance Testing**
Gender	**Male**	9.5%	24.3%	**Below**
	Female	90.5%	75.7%	**Above**
Age	**18 - 34**	69.7%	40.8%	**Above**
	35 - 44	22.8%	22.5%	Not sig.
	45 - 54	6.0%	17.9%	**Below**
	55 or older	1.4%	18.8%	**Below**
Race/Ethnicity* **	**White**	56.9%	56.8%	Not sig.
	Black/African-American	35.1%	22.6%	**Above**
	Hispanic/Latino	6.6%	15.0%	**Below**
	Asian	1.2%	4.1%	**Below**
	Other	6.8%	14.3%	**Below**
Education	**High School Graduate or less**	70.6%	66.4%	Not sig.
	Some College	25.4%	27.6%	Not sig.
	College Graduate or more	4.1%	6.1%	Not sig.
Duration with Plan	**Less than 2 years**	37.8%	33.6%	Not sig.
	2 to 5 years	36.3%	39.2%	Not sig.
	5 years or more	25.9%	27.2%	Not sig.
Health Status	**Excellent/Very good**	43.5%	36.6%	**Above**
	Good	31.9%	31.3%	Not sig.
	Fair/Poor	24.6%	32.1%	**Below**

** NCQA 2005 Quality Compass® (Public-Report) (File 6) mean score (64 samples with 100 valid responses or more per item). See 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
Demographic Trending

MDwise
Medicaid Adult Survey

430 Total Respondents

Demographic	Category	2006	2005	2003	Significance Testing*	
					2006 to 2005	2006 to 2003
Gender	**Male**	9.5%	8.5%	4.9%	Not sig.	**Sig. increase**
	Female	90.5%	91.5%	95.1%	Not sig.	**Sig. decrease**
Age	**18 - 34**	69.7%	70.9%	71.5%	Not sig.	Not sig.
	35 - 44	22.8%	20.1%	20.6%	Not sig.	Not sig.
	45 - 54	6.0%	5.7%	5.8%	Not sig.	Not sig.
	55 or older	1.4%	3.3%	2.1%	Not sig.	Not sig.
Race/Ethnicity**	**White**	56.9%	56.8%	43.5%	Not sig.	**Sig. increase**
	Black/African-American	35.1%	35.0%	50.8%	Not sig.	**Sig. decrease**
	Hispanic/Latino	6.6%	7.0%	5.1%	Not sig.	Not sig.
	Asian	1.2%	1.6%	0.7%	Unable to Test	Unable to Test
	Other	6.8%	6.6%	5.1%	Not sig.	Not sig.
Education	**High School Graduate or less**	70.6%	69.5%	73.0%	Not sig.	Not sig.
	Some College	25.4%	24.8%	24.3%	Not sig.	Not sig.
	College Graduate or more	4.1%	5.7%	2.6%	Not sig.	Not sig.
Duration with Plan	**Less than 2 years**	37.8%	37.0%	42.5%	Not sig.	Not sig.
	2 to 5 years	36.3%	42.4%	35.4%	Not sig.	Not sig.
	5 years or more	25.9%	20.6%	22.1%	Not sig.	Not sig.
Health Status	**Excellent/Very good**	43.5%	40.9%	41.2%	Not sig.	Not sig.
	Good	31.9%	34.0%	33.5%	Not sig.	Not sig.
	Fair/Poor	24.6%	25.1%	25.3%	Not sig.	Not sig.

** 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 2003 data is also shown when available.

Page 3A — Trend Comparisons
Shows how your health plan's 2006 composite, attribute, and rating Summary Rates compare to your scores from 2005 and 2003. Significant differences are highlighted.

Page 3B-3D — Trend Comparisons
Shows a graphical presentation of a year-to-year comparison of Summary Rate Composites, Rating Scores and Effectiveness of Care Measures. Page 3B shows composite results, Page 3C shows rating scores and Page 3D shows Effectiveness of Care Measure results.

Charts 3A – 3D

Trend Comparisons

MDwise

Composites, Attributes, and Ratings of Member Satisfaction

Medicaid Adult Survey

430 Total Respondents

Composite/Attribute/Rating Item	2006		2005		2004		2003		Significance Testing**		
	Valid n	Summary Rate*	Valid n	Summary Rate*	Valid n	Summary Rate*	Valid n	Summary Rate*	2006 to 2005	2006 to 2004	2006 to 2003
Getting Needed Care		**74.9%**		**71.0%**		**NA**		**78.4%**	**Not sig.**	**NA**	**Not sig.**
Q7. Getting a provider you are happy with	313	70.6%	195	68.7%	NA	NA	400	79.8%	**Not sig.**	**NA**	**Sig. decrease**
Q9. Seeing a specialist	153	68.0%	100	61.0%	NA	NA	147	65.3%	**Not sig.**	**NA**	**Not sig.**
Q24. Getting care, tests, or treatments necessary	222	76.6%	138	73.2%	NA	NA	171	78.9%	**Not sig.**	**NA**	**Not sig.**
Q26. Delays in care while waiting for approval	319	84.6%	180	81.1%	NA	NA	372	89.5%	**Not sig.**	**NA**	**Not sig.**
Getting Care Quickly		**68.5%**		**69.1%**		**NA**		**71.6%**	**Not sig.**	**NA**	**Not sig.**
Q14. Getting the help/advice you needed	262	76.7%	160	76.9%	NA	NA	299	76.9%	**Not sig.**	**NA**	**Not sig.**
Q16. Obtaining care right away for an illness/injury/condition	222	77.9%	120	75.0%	NA	NA	210	82.4%	**Not sig.**	**NA**	**Not sig.**
Q19. Obtaining care when wanted, not when needed right away	274	77.4%	169	78.7%	NA	NA	305	78.7%	**Not sig.**	**NA**	**Not sig.**
Q27. Waiting time in the doctor's office	323	42.1%	190	45.8%	NA	NA	369	48.5%	**Not sig.**	**NA**	**Not sig.**
How Well Doctors Communicate		**83.4%**		**83.9%**		**NA**		**88.9%**	**Not sig.**	**NA**	**Sig. decrease**
Q30. Doctors listening carefully to you	320	84.1%	191	83.8%	NA	NA	374	88.2%	**Not sig.**	**NA**	**Not sig.**
Q32. Doctors explaining things in an understandable way	321	85.4%	187	86.1%	NA	NA	375	90.4%	**Not sig.**	**NA**	**Sig. decrease**
Q33. Doctors showing respect for what you had to say	323	85.4%	190	84.7%	NA	NA	375	91.2%	**Not sig.**	**NA**	**Sig. decrease**
Q34. Doctors spending enough time with you	322	78.9%	189	81.0%	NA	NA	375	85.9%	**Not sig.**	**NA**	**Sig. decrease**
Courteous and Helpful Office Staff		**87.9%**		**84.3%**		**NA**		**88.0%**	**Not sig.**	**NA**	**Not sig.**
Q28. Office staff treating you with courtesy and respect	326	91.7%	187	88.8%	NA	NA	373	92.2%	**Not sig.**	**NA**	**Not sig.**
Q29. Office staff as helpful as you thought they should be	326	84.0%	189	79.9%	NA	NA	375	83.7%	**Not sig.**	**NA**	**Not sig.**
Customer Service		**69.4%**		**58.8%**		**NA**		**70.4%**	**Not sig.**	**NA**	**Not sig.**
Q43. Finding/understanding information	84	70.2%	49	59.2%	NA	NA	105	76.2%	**Not sig.**	**NA**	**Not sig.**
Q45. Getting help when calling customer service	86	68.6%	72	58.3%	NA	NA	130	64.6%	**Not sig.**	**NA**	**Not sig.**
Rating of Personal Doctor (Q5)	**325**	**76.3%**	**188**	**68.1%**	**NA**	**NA**	**413**	**82.3%**	**Sig. increase**	**NA**	**Sig. decrease**
Rating of Specialist (Q11)	**131**	**69.5%**	**89**	**68.5%**	**NA**	**NA**	**132**	**79.5%**	**Not sig.**	**NA**	**Not sig.**
Rating of Health Care (Q35)	**325**	**71.1%**	**189**	**64.6%**	**NA**	**NA**	**373**	**78.8%**	**Not sig.**	**NA**	**Sig. decrease**
Rating of Health Plan (Q52)	**423**	**72.6%**	**248**	**68.5%**	**NA**	**NA**	**565**	**80.7%**	**Not sig.**	**NA**	**Sig. decrease**
Effectiveness of Care Measures Rolling Average											
Advising Smokers to Quit (ASTQ)	**266**	**62.4%**	**96**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**
Smoking Cessation - Medication	**265**	**24.5%**	**95**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**
Smoking Cessation - Strategies	**264**	**33.3%**	**96**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**	**NA**

** Summary Rates are defined by NCQA in its HEDIS 2006 CAHPS® 3.0H guidelines and generally represent the most favorable response percentages. See 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.*

Trend Comparisons

Composites of Member Satisfaction

MDwise

Medicaid Adult Survey

430 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.

Trend Comparisons

Ratings of Member Satisfaction

MDwise

Medicaid Adult Survey

430 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.

Trend Comparisons

Effectiveness of Care Measures

MDwise

Medicaid Adult Survey

430 Total Respondents

** The Summary Rate for these Effectiveness of Care Measures is the rolling average (2-year average) of respondents indicating their practitioner had advised them to quit smoking (ASTQ) or discussed a smoking cessation method or strategy with them on at least one occasion.*

Note: No 2003 trend data results are available for the Smoking Cessation Medications and Strategies questions.

4. Benchmark 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 the following composite categories comprising a particular service area managed by your plan. (For question text, please refer to the survey instrument in the Technical Notes.)

Getting Needed Care (Questions 7, 9, 24, and 26)
The level of difficulty reported with the following: getting access to physicians, specialists, and necessary care; and delays while waiting for approval for care.

Getting Care Quickly (Questions 14, 16, 19, and 27)
Satisfaction with the frequency of getting help/advice when calling the physician's office, getting appointments for routine and illness/injury care, and time spent waiting past appointment time to see a provider.

How Well Doctors Communicate (Questions 30, 32, 33, and 34)
Satisfaction with how frequently providers listen, explain care issues, show respect, and spend enough time with members.

Courteous and Helpful Office Staff (Questions 28 and 29)
Satisfaction with how frequently the office staff shows courtesy, respect and helpfulness to members.

Customer Service (Questions 43 and 45)
The level of difficulty members have with understanding the plan's written materials and getting help when calling customer service.

In general, Quality Compass data is used as a benchmark for comparison to see how well your plan performs in comparison to those plans that allow their data to be used and reported as a Quality Compass 2005 Medicaid adult (Public-Report) measure (64 samples). Quality Compass 2005 Medicaid adult (All Plans) data are also presented to access how your health plan compares to a larger sample of plans (approximately 77) administering the CAHPS® 3.0H Medicaid adult survey. A comparison is also made to NCQA's Three-Point benchmark scale used for accreditation through the organization. NCQA's accreditation benchmark is comprised of data from Medicaid adult plans that reported their scores to the organization.

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

Page 4A — 2005 Quality Compass (Medicaid Adult – Public Report) Percentiles
Shows how your health plan's composite, attribute and rating Summary Rates compare to the mean and percentiles (25th, 50th, 75th, and 90th) scores generated from the 64 Medicaid adult samples nationwide who chose to report their plan-level scores publicly. Your plan's percentile ranking is shown beside each score.

Page 4B — 2005 Quality Compass (Medicaid Adult – Public Report and All Plans)
Shows how your health plan's composite, attribute, and rating Summary Rates compare to the mean score for the Medicaid Adult Public Report and All Plans benchmarks. The Public Report benchmark includes the Medicaid adult plans that submitted to NCQA and chose to report their plan-level scores publicly. The All Plans benchmark includes approximately 77 samples of Medicaid adult plans that submitted to NCQA. Significant differences are highlighted.

Page 4C — 2005 National CAHPS® Benchmarking Database (NCBD)
Shows how your health plan's composite, attribute, and rating Summary Rates compare to the NCBD Benchmark. *Note: NCBD Summary Rate definitions are not the same as NCQA Summary Rate definitions. Your plan's Summary Rate 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 includes the summary-level distribution of 76 Medicaid Adult CAHPS® 3.0 Health Plan Survey results from 2005.

Charts 4A – 4C

Benchmark Comparisons

MDwise

2005 Quality Compass® (Public Report) Percentiles

Medicaid Adult Survey

430 Total Respondents

Composite/Attribute/Rating Item	Summary Rate*	Your Plan's Ranking**	Quality Compass (Public Report)*** Mean & Percentiles				
			Mean	25th	50th	75th	90th
Getting Needed Care	**74.9%**	**46th**	**74.9%**	**70.4%**	**75.5%**	**78.8%**	**82.7%**
Q7. Getting a provider you are happy with	**70.6%**	**60th**	69.8%	66.1%	68.9%	74.2%	77.7%
Q9. Seeing a specialist	**68.0%**	**49th**	67.8%	63.2%	68.0%	73.7%	78.4%
Q24. Getting care, tests, or treatments necessary	**76.6%**	**42nd**	77.4%	73.0%	77.5%	82.6%	86.1%
Q26. Delays in care while waiting for approval	**84.6%**	**45th**	85.0%	80.6%	85.6%	89.5%	91.9%
Getting Care Quickly	**68.5%**	**15th**	**73.5%**	**69.9%**	**73.6%**	**77.8%**	**81.5%**
Q14. Getting the help/advice you needed	**76.7%**	**14th**	82.3%	79.5%	82.7%	86.3%	88.9%
Q16. Obtaining care right away for an illness/injury/condition	**77.9%**	**20th**	82.2%	78.1%	82.5%	86.6%	88.8%
Q19. Obtaining care when wanted, not when needed right away	**77.4%**	**26th**	80.2%	77.1%	81.0%	84.5%	86.2%
Q27. Waiting time in the doctor's office	**42.1%**	**22nd**	49.2%	42.3%	48.9%	55.4%	63.1%
How Well Doctors Communicate	**83.4%**	**17th**	**86.8%**	**84.9%**	**87.3%**	**89.0%**	**91.5%**
Q30. Doctors listening carefully to you	**84.1%**	**16th**	87.6%	86.1%	88.6%	89.8%	91.5%
Q32. Doctors explaining things in an understandable way	**85.4%**	**30th**	86.7%	84.2%	87.0%	89.1%	91.6%
Q33. Doctors showing respect for what you had to say	**85.4%**	**14th**	88.9%	88.0%	89.3%	91.0%	92.7%
Q34. Doctors spending enough time with you	**78.9%**	**11th**	83.8%	81.3%	84.2%	86.6%	88.9%
Courteous and Helpful Office Staff	**87.9%**	**30th**	**88.9%**	**87.5%**	**89.3%**	**91.7%**	**93.0%**
Q28. Office staff treating you with courtesy and respect	**91.7%**	**54th**	91.3%	90.0%	91.5%	93.7%	94.8%
Q29. Office staff as helpful as you thought they should be	**84.0%**	**18th**	86.4%	84.9%	87.0%	89.5%	91.0%
Customer Service	**69.4%**	**44th**	**70.4%**	**66.2%**	**69.6%**	**74.2%**	**79.3%**
Q43. Finding/understanding information	**70.2%**	**45th**	71.5%	67.7%	70.7%	77.6%	80.8%
Q45. Getting help when calling customer service	**68.6%**	**43rd**	69.7%	65.4%	70.0%	73.6%	77.3%
Rating of Personal Doctor (Q5)	**76.3%**	**35th**	**77.6%**	**74.6%**	**77.2%**	**80.3%**	**84.2%**
Rating of Specialist (Q11)	**69.5%**	**<10th**	**76.1%**	**72.8%**	**76.5%**	**79.2%**	**81.5%**
Rating of Health Care (Q35)	**71.1%**	**30th**	**73.8%**	**70.1%**	**73.6%**	**77.8%**	**81.0%**
Rating of Health Plan (Q52)	**72.6%**	**51st**	**72.8%**	**68.6%**	**72.2%**	**77.0%**	**81.6%**

Effectiveness of Care Measures Rolling Average	Your Plan Summary Rate*	Your Plan's Ranking**	Quality Compass (Public Report)*** Summary Rates				
			Mean	25th	50th	75th	90th
Advising Smokers to Quit (ASTQ)	**62.4%**	**17th**	**67.7%**	**64.8%**	**69.0%**	**72.3%**	**74.4%**
Smoking Cessation - Medication	**24.5%**	**<10th**	**32.4%**	**28.5%**	**31.7%**	**35.8%**	**40.9%**
Smoking Cessation - Strategies	**33.3%**	**48th**	**34.0%**	**29.7%**	**33.5%**	**37.2%**	**41.5%**

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

*** Ranking indicates where your plan's Summary Rate ranks when compared to all other Medicaid Adult plans that publicly reported their results. Summary Rates that are below the 10th percentile are shown as "<10th."*

**** NCQA 2005 Quality Compass® (Public-Report), 64 samples that chose to publicly report their Summary Rates to NCQA. See Technical Notes for more information.*

Benchmark Comparisons

MDwise

2005 Quality Compass® (Public-Report & All Plans)

Medicaid Adult Survey

430 Total Respondents

Composite/Attribute/Rating Item	Summary Rate 2006	QC 2005 (Public Report)*	QC 2005 (All Plans)*	Significance Testing**	
				2006 to Public Report	2006 to All Plans
Getting Needed Care	**74.9%**	**74.9%**	**74.3%**	Not sig.	Not sig.
Q7. Getting a provider you are happy with	70.6%	69.8%	69.5%	Not sig.	Not sig.
Q9. Seeing a specialist	68.0%	67.8%	66.1%	Not sig.	Not sig.
Q24. Getting care, tests, or treatments necessary	76.6%	77.4%	76.5%	Not sig.	Not sig.
Q26. Delays in care while waiting for approval	84.6%	85.0%	85.1%	Not sig.	Not sig.
Getting Care Quickly	**68.5%**	**73.5%**	**73.0%**	**Below**	Not sig.
Q14. Getting the help/advice you needed	76.7%	82.3%	81.6%	**Below**	**Below**
Q16. Obtaining care right away for an illness/injury/condition	77.9%	82.2%	81.7%	Not sig.	Not sig.
Q19. Obtaining care when wanted, not when needed right away	77.4%	80.2%	80.3%	Not sig.	Not sig.
Q27. Waiting time in the doctor's office	42.1%	49.2%	48.4%	**Below**	**Below**
How Well Doctors Communicate	**83.4%**	**86.8%**	**86.6%**	Not sig.	Not sig.
Q30. Doctors listening carefully to you	84.1%	87.6%	87.6%	Not sig.	Not sig.
Q32. Doctors explaining things in an understandable way	85.4%	86.7%	86.6%	Not sig.	Not sig.
Q33. Doctors showing respect for what you had to say	85.4%	88.9%	88.8%	**Below**	Not sig.
Q34. Doctors spending enough time with you	78.9%	83.8%	83.4%	**Below**	**Below**
Courteous and Helpful Office Staff	**87.9%**	**88.9%**	**88.6%**	Not sig.	Not sig.
Q28. Office staff treating you with courtesy and respect	91.7%	91.3%	91.1%	Not sig.	Not sig.
Q29. Office staff as helpful as you thought they should be	84.0%	86.4%	86.1%	Not sig.	Not sig.
Customer Service	**69.4%**	**70.4%**	**69.7%**	Not sig.	Not sig.
Q43. Finding/understanding information	70.2%	71.5%	70.8%	Not sig.	Not sig.
Q45. Getting help when calling customer service	68.6%	69.7%	68.3%	Not sig.	Not sig.
Rating of Personal Doctor (Q5)	**76.3%**	**77.6%**	**77.4%**	Not sig.	Not sig.
Rating of Specialist (Q11)	**69.5%**	**76.1%**	**76.0%**	Not sig.	Not sig.
Rating of Health Care (Q35)	**71.1%**	**73.8%**	**73.0%**	Not sig.	Not sig.
Rating of Health Plan (Q52)	**72.6%**	**72.8%**	**71.6%**	Not sig.	Not sig.
Effectiveness of Care Measures Rolling Average					
Advising Smokers to Quit (ASTQ)	**62.4%**	**67.7%**	**67.0%**	Not sig.	Not sig.
Smoking Cessation - Medication	**24.5%**	**32.4%**	**31.7%**	**Below**	**Below**
Smoking Cessation - Strategies	**33.3%**	**34.0%**	**33.3%**	Not sig.	Not sig.

** NCQA 2005 Quality Compass® (Public-Report, File 6) mean score (64 samples). NCQA 2005 Quality Compass® All Plans (File 6) mean score (estimated sample size - 77 samples).*

*** 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.

Benchmark Comparisons

2005 NCBD Benchmark

MDwise

Medicaid Adult Survey

430 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**	**67%**	**66%**	**Not sig.**
Q7. Getting a provider you are happy with	Not a Problem	**71%**	**67%**	Not sig.
Q9. Seeing a specialist		**68%**	**64%**	Not sig.
Q24. Getting care, tests, or treatments necessary		**77%**	**75%**	Not sig.
Q26. Delays in care while waiting for approval***		**51%**	**56%**	Not sig.
Getting Care Quickly	**Always**	**42%**	**45%**	**Not sig.**
Q14. Getting the help/advice you needed	Always	**52%**	**56%**	Not sig.
Q16. Obtaining care right away for an illness/injury/condition		**53%**	**56%**	Not sig.
Q19. Obtaining care when wanted, not when needed right away		**42%**	**48%**	Below
Q27. Waiting time in the doctor's office		**20%**	**21%**	Not sig.
How Well Doctors Communicate	**Always**	**63%**	**62%**	**Not sig.**
Q30. Doctors listening carefully to you	Always	**66%**	**64%**	Not sig.
Q32. Doctors explaining things in an understandable way		**69%**	**63%**	Above
Q33. Doctors showing respect for what you had to say		**67%**	**66%**	Not sig.
Q34. Doctors spending enough time with you		**51%**	**54%**	Not sig.
Courteous and Helpful Office Staff	**Always**	**67%**	**67%**	**Not sig.**
Q28. Office staff treating you with courtesy and respect	Always	**73%**	**74%**	Not sig.
Q29. Office staff as helpful as you thought they should be		**60%**	**60%**	Not sig.
Customer Service* **	**Not a Problem**	**72%**	**70%**	**Not sig.**
Q43. Finding/understanding information	Not a Problem	**70%**	**70%**	Not sig.
Q45. Getting help when calling customer service		**69%**	**67%**	Not sig.
Q51 Experience with plan paperwork***		**77%**	**74%**	Not sig.
Rating of Personal Doctor (Q5)	**9-10**	**60%**	**59%**	**Not sig.**
Rating of Specialist (Q11)	**9-10**	**50%**	**59%**	**Below**
Rating of Health Care (Q35)	**9-10**	**54%**	**54%**	**Not sig.**
Rating of Health Plan (Q52)	**9-10**	**55%**	**51%**	**Not sig.**

** 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 76 summary-level results for the CAHPS® 3.0 Health Plan Survey. NCBD benchmark also includes results from CAHPS® surveys that have not been administered according to CAHPS® 3.0H specification. See Technical Notes for more information.*

**** NCBD calculates Q26 differently from NCQA. NCQA includes those respondents answering "No, I did not need approval for care, tests or treatments," in Q25 into "Not a problem" in Q26 - NCBD does not. Your Summary Rate for Q26 has been recalculated to compare to NCBD benchmark. Likewise, Q51 is also recalculated based on Q50. Therefore, with the recalculations of these attributes, their respective composites' Summary Rate Scores will differ as well. Additionally, the composite "Customer Service" includes Q51 per NCBD definition. NCQA does not include this question for the Customer Service Medicaid composite.*

Global Proportions

Pages 4D-4F 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 composite. 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 Rate scores 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 score, 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 4D – 4F

Global Proportions

Composite/Attribute Response Distributions

MDwise

Medicaid Adult Survey

430 Total Respondents

Q#	Getting Needed Care	Valid n	Big problem	Small problem	Not a Problem
			13%	12%	75%
7	Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?	313	12%	17%	71%
9	In the last 6 months, how much of a problem, if any, was it to see a specialist that you needed to see?	153	18%	14%	68%
24	In the last 6 months, how much of a problem, if any, was it to get the care, tests, or treatment you or a doctor believed necessary?	222	10%	13%	77%
26	In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?	319	10%	6%	85%

Q#	Getting Care Quickly	Valid n	Never/ Sometimes	Usually	Always
			31%	27%	42%
14	In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed?	262	23%	25%	52%
16	In the last 6 months, when you needed care right away for an illness, injury, or condition, how often did you get care as soon as you wanted?	222	22%	25%	53%
19	In the last 6 months, not counting the times you needed health care right away, how often did you get an appointment for health care as soon as you wanted?	274	23%	35%	42%
27	In the last 6 months, how often were you taken to the exam room within 15 minutes of your appointment?	323	58%	23%	20%

Global Proportions

Composite/Attribute Response Distributions

MDwise

Medicaid Adult Survey

430 Total Respondents

Q#	How Well Doctors Communicate	Valid n	Never/ Sometimes	Usually	Always
			17%	20%	63%
30	In the last 6 months, how often did doctors or other health providers listen carefully to you?	320	16%	18%	66%
32	In the last 6 months, how often did doctors or other health providers explain things in a way you could understand?	321	15%	16%	69%
33	In the last 6 months, how often did doctors or other health providers show respect for what you had to say?	323	15%	18%	67%
34	In the last 6 months, how often did doctors or other health providers spend enough time with you?	322	21%	28%	51%

Q#	Courteous and Helpful Office Staff	Valid n	Never/ Sometimes	Usually	Always
			12%	21%	67%
28	In the last 6 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?	326	8%	19%	73%
29	In the last 6 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?	326	16%	24%	60%

Global Proportions

Composite/Attribute Response Distributions

MDwise

Medicaid Adult Survey

430 Total Respondents

Q#	Customer Service	Valid n	Big problem	Small problem	Not a Problem
			9%	21%	69%
43	In the last 6 months, how much of a problem, if any, was it to find or understand this information?	84	8%	21%	70%
45	In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?	86	10%	21%	69%

Q#	Rating Questions	Valid n	0-6	7-8	9-10
5	What number would you use to rate your personal doctor or nurse?	325	15%	24%	60%
11	What number would you use to rate the specialist?	131	20%	30%	50%
35	What number would you use to rate all your health care in the last 6 months?	325	19%	27%	54%
52	What number would you use to rate your health plan?	423	19%	26%	55%

Accreditation Assessment

Composites are converted into a Three-Point score per NCQA specifications and compared against NCQA Three-Point percentile thresholds. Thresholds are based on HEDIS/CAHPS® benchmark data from other Medicaid adult survey results.

In addition to conducting an on-site survey to determine the MCO's compliance with the 2005 Standards (worth 67.0 points), NCQA determines how well the MCO performs on selected audited measures from HEDIS/CAHPS® Percentiles (worth 33 points for those seeking **initial Accreditation**[10].) To do this, NCQA will evaluate the MCO's results by product line for each required Effectiveness of Care measure. A total of 19 points is possible for this portion.

In addition to conducting an on-site survey to determine the MCO's compliance with the 2005 Standards (worth 67 points), NCQA determines how well the MCO performs on selected audited measures from HEDIS/CAHPS® Percentiles (worth 33 points). To do this, NCQA will evaluate the MCO's results by product line for each required Effectiveness of Care measure. A total of 19 points is possible for this portion. NCQA also will compare the MCO's consumer survey results (CAHPS® 3.0H survey) by product line to national percentiles. These will be the 25th, 50th, 75th, and 90th percentiles. A total of 14 points is possible with 1.400 points per composite/ratings item except the Rating of Health Plan with a possible 2.800 points. The following points will be distributed if the plan meets or exceeds the following percentile scores: 90th (1.400), 75th (1.232), 50th (0.952), 25th (0.560), and 0 (0.280). For the Rating of Health Plan the following points will be distributed if the plan meets or exceeds the following percentile scores: 90th (2.800), 75th (2.464), 50th (1.904), 25th (1.120), and 0 (0.560).

Note: Plan Three-Point Scores do not include the additional points added by NCQA to account for sampling variation. Adjusted Three-Point Scores take into account inherent sampling variations that NCQA adds. Each of the four rating questions (Q5, Q11, Q35, and Q52) and Customer Service receive an additional 0.07 points. Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Courteous and Helpful Office Staff composite means each receive 0.05 additional points. Also note, NCQA assigns points based upon a plan's ability to meet or exceed thresholds calculated to the thousandths. The thresholds shown on the following page (made available to the public) are shown only to the hundredths and do not represent the final threshold used to determine the distribution of points for accreditation. Plan percentile thresholds and points earned are approximations only.

Chart 4G

[10] *When calculating Accreditation points the point system used must be the same point system used when the plan was initially accredited. For example, if a plan was initially accredited in 2003 then the point system that would be used to rescore their HEDIS/CAHPS® 3.0H results is the point system for Accreditation 2003 scoring.*

Accreditation Assessment

HEDIS/CAHPS Three-Point Score Thresholds

MDwise

Medicaid Adult Survey

430 Total Respondents

	Three-Point Score	Adjusted Three-Point Score	Approximate Plan Percentile Threshold	HEDIS/CAHPS® Percentiles			
				25th	50th	75th	90th
NCQA Accreditation Points				**0.560**	**0.952**	**1.232**	**1.400**
Getting Needed Care	**2.622**	**2.672**	**50th**	2.52	2.63	2.69	2.75
Getting Care Quickly	**2.101**	**2.151**	**25th**	2.11	2.18	2.24	2.29
How Well Doctors Communicate	**2.467**	**2.517**	**75th**	2.41	2.46	2.51	2.55
Courteous and Helpful Office Staff	**2.544**	**2.594**	**50th**	2.51	2.56	2.60	2.66
Customer Service	*****	*****	*****	2.44	2.52	2.60	2.70
Rating of Personal Doctor (Q5)	**2.449**	**2.519**	**75th**	2.37	2.44	2.50	2.54
Rating of Specialist (Q11)	**2.305**	**2.375**	**<25th**	2.39	2.44	2.49	2.55
Rating of Health Care (Q35)	**2.345**	**2.415**	**50th**	2.27	2.36	2.45	2.49
NCQA Accreditation Points (Rating of Health Plan only)				**1.120**	**1.904**	**2.464**	**2.800**
Rating of Health Plan (Q52)	**2.359**	**2.429**	**75th**	2.22	2.34	2.41	2.48

** The average number of valid responses for this measure is less than 100, therefore the 3-point score cannot be calculated. The points possible for that measure will be distributed among other measures. See Technical Notes for further details.*

Source for HEDIS/CAHPS® Measures: http://www.ncqa.org/Programs/accreditation/mco/MCO2006BT.pdf

5. Member Satisfaction Summary

The proportion of respondents that fall into each response category for all questions is shown beginning on Page 5A. Benchmark data, and trend information are also presented where available.

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 5A.

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

Custom Questions

Your plan's custom questions are shown beginning on Page 5Q. All custom questions are shown in this section, regardless of their placement in the survey tool. Your plan's Summary Rate for the current year is shown alongside the Summary Rate for the same question from the previous year (if asked the previous year). The Summary Rates shown represent the percentage of respondents who answered in a positive way. Not all questions are designed for Summary Rates, such as "Mark all that apply" questions. In that case, an "NA" is shown under the Summary Rate column.

To the right of the Summary Rate column is a column for The Myers Group Book of Business Custom Question Benchmark (2005) and a column for the corresponding correlation coefficient.[11] A correlation analysis was run using The Myers Group Book of Business (2005) against Q52 (Rating of Health Plan.)

Please note that not every custom question has a benchmark for comparison.

Charts 5A – 5Q

[11] Refer to the Correlation Coefficient in the *Glossary of Terms* at the conclusion of this report.

Question Summaries

PCP Availability

Mdwise

Medicaid Adult Survey

430 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2006	Plan's Summary Rate 2005	Quality Compass® (PR)* 2005	Significance Testing** 2006 to 2005	Significance Testing** 2006 to QC
3	**How many months or years in a row have you been in this health plan?**	402	Less than 6 mos 3.2%; At least 6 mos but < 1 yr 10.9%; At least 1 yr but < 2 yrs 23.6%; At least 2 yrs but < 5 yrs 36.3%; 5 or more years 25.9%	**NA**	NA	NA	**NA**	**NA**
4	**Do you have one person you think of as your personal doctor or nurse?**	426	Yes 77.0%; No 23.0%	**77.0%**	77.2%	81.7%	**Not sig.**	**Below**
5	**What number would you use to rate your personal doctor or nurse?** (If "Yes" in Q4)	325	0 - 3 4.6%; 4 - 7 19.1%; 8 - 10 76.3%	**76.3%**	68.1%	77.6%	**Sig. increase**	**Not sig.**
6	**Did you have the same personal doctor or nurse before you joined this health plan?**	326	Yes 32.2%; No 67.8%	**32.2%**	24.6%	45.6%	**Not sig.**	**Below**
7 GNC	**Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?** (If "No" in Q6)	313	A big problem 12.5%; A small problem 16.9%; Not a problem 70.6%	**70.6%**	68.7%	69.8%	**Not sig.**	**Not sig.**

** NCQA 2005 Quality Compass® (Public Report) mean score (64 adult Medicaid samples). Refer to the Technical Notes for more information.*

*** 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

MDwise

Medicaid Adult Survey

430 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2006	Plan's Summary Rate 2005	Quality Compass® (PR)* 2005	Significance Testing** 2006 to 2005	Significance Testing** 2006 to QC
8	**In the last 6 months, did you or a doctor think you needed to see a specialist?**	426	Yes: 36.9%; No: 63.1%	**36.9%**	40.8%	44.4%	**Not sig.**	**Below**
9 GNC	**In the last 6 months, how much of a problem, if any, was it to see a specialist that you needed to see?** (If "Yes" in Q8)	153	A big problem: 18.3%; A small problem: 13.7%; Not a problem: 68.0%	**68.0%**	61.0%	67.8%	**Not sig.**	**Not sig.**
10	**In the last 6 months, did you see a specialist?**	425	Yes: 31.1%; No: 68.9%	**31.1%**	35.9%	39.6%	**Not sig.**	**Below**
11	**What number would you use to rate the specialist?** (If "Yes" in Q10)	131	0 - 3: 6.9%; 4 - 7: 23.7%; 8 - 10: 69.5%	**69.5%**	68.5%	76.1%	**Not sig.**	**Not sig.**
12	**In the last 6 months, was the specialist you saw most often the same doctor as your personal doctor?** (If "Yes" in Q10)	129	Yes: 20.2%; No: 79.8%	**20.2%**	26.7%	25.0%	**Not sig.**	**Not sig.**

** NCQA 2005 Quality Compass® (Public Report) mean score (64 adult Medicaid samples). Refer to the Technical Notes for more information.*

*** 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

MDwise

Calling the Doctor's Office

Medicaid Adult Survey

430 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2006	Plan's Summary Rate 2005	Quality Compass® (PR)* 2005	Significance Testing** 2006 to 2005	Significance Testing** 2006 to QC
13	**In the last 6 months, did you call a doctor's office or clinic during regular office hours to get help or advice for yourself?**	426	Yes: 62.0%; No: 38.0%	**62.0%**	64.3%	58.2%	**Not sig.**	**Not sig.**
14 GCQ	**In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed?** (If "Yes" in Q13)	262	Never: 4.6%; Sometimes: 18.7%; Usually: 25.2%; Always: 51.5%	**76.7%**	76.9%	82.3%	**Not sig.**	**Below**

** NCQA 2005 Quality Compass® (Public Report) mean score (64 adult Medicaid samples). Refer to the Technical Notes for more information.*

*** 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

MDwise

Access to Urgent Care

Medicaid Adult Survey

430 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)							Plan's Summary Rate 2006	Plan's Summary Rate 2005	Quality Compass® (PR)* 2005	Significance Testing** 2006 to 2005	Significance Testing** 2006 to QC
15	**In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room or doctor's office?**	427	Yes: 52.9%	No: 47.1%						**52.9%**	48.2%	43.8%	**Not sig.**	**Above**
16 GCQ	**In the last 6 months, when you needed care right away for an illness, injury, or condition, how often did you get care as soon as you wanted?** (If "Yes" in Q15)	222	Never: 4.5%	Sometimes: 17.6%	Usually: 24.8%	Always: 53.2%				**77.9%**	75.0%	82.2%	**Not sig.**	**Not sig.**
17	**In the last 6 months, when you 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 Q15)	222	Same day: 49.1%	1 day: 20.3%	2 days: 9.9%	3 days: 6.3%	4-7 days: 6.3%	8-14 days: 1.8%	15 days or longer: 6.3%	**49.1%**	47.8%	53.8%	**Not sig.**	**Not sig.**

** NCQA 2005 Quality Compass® (Public Report) mean score (64 adult Medicaid samples). Refer to the Technical Notes for more information.*

*** 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

MDwise

Access to Regular/ Routine

Medicaid Adult Survey

430 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2006	Plan's Summary Rate 2005	Quality Compass® (PR)* 2005	Significance Testing** 2006 to 2005	Significance Testing** 2006 to QC
18	**In the last 6 months, not counting the times you needed health care right away, did you make any appointments with a doctor or other health provider for health care?**	427	Yes: 65.3%; No: 34.7%	**65.3%**	67.5%	66.3%	**Not sig.**	**Not sig.**
19 GCQ	**In the last 6 months, not counting the times you needed health care right away, how often did you get an appointment for health care as soon as you wanted?** (If "Yes" in Q18)	274	Never: 3.6%; Sometimes: 19.0%; Usually: 35.4%; Always: 42.0%	**77.4%**	78.7%	80.2%	**Not sig.**	**Not sig.**
20	**In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment and actually seeing a provider?** (If "Yes" in Q18)	273	Same day: 14.7%; 1 day: 16.8%; 2-3 days: 23.8%; 4-7 days: 19.0%; 8-14 days: 9.5%; 15-30 days: 9.9%; 31 days or longer: 6.2%	**83.9%**	83.9%	88.1%	**Not sig.**	**Below**
21	**In the last 6 months, how many times did you go to an emergency room to get care for yourself?**	427	None: 60.0%; 1 time: 20.6%; 2-4 times: 17.6%; 5 or more times: 1.9%	**60.0%**	59.4%	69.0%	**Not sig.**	**Below**

** NCQA 2005 Quality Compass® (Public Report) mean score (64 adult Medicaid samples). Refer to the Technical Notes for more information.*

*** 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

MDwise

Medicaid Adult Survey

430 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2006	Plan's Summary Rate 2005	Quality Compass® (PR)* 2005	Significance Testing** 2006 to 2005	Significance Testing** 2006 to QC
22	**In the last 6 months (not counting times you went to an emergency room), how many times did you go to a doctor's office or clinic to get care for yourself?**	430	None: 24.0%; 1: 16.0%; 2: 17.2%; 3: 15.1%; 4: 6.3%; 5 to 9: 15.3%; 10 or more: 6.0%	**24.0%**	24.1%	22.9%	**Not sig.**	**Not sig.**
23	**In the last 6 months, did you or a doctor believe you needed any care, tests, or treatment?** (If "1" or higher in Q22)	325	Yes: 68.9%; No: 31.1%	**68.9%**	74.1%	73.9%	**Not sig.**	**Below**
24 GNC	**In the last 6 months, how much of a problem, if any, was it to get the care, tests, or treatment you or a doctor believed necessary?** (If "1" or higher in Q22 and "Yes" in Q23)	222	A big problem: 10.4%; A small problem: 13.1%; Not a problem: 76.6%	**76.6%**	73.2%	77.4%	**Not sig.**	**Not sig.**
25	**In the last 6 months, did you need approval from your health plan for any care, tests, or treatment?** (If "1" or higher in Q22)	323	Yes: 32.5%; No: 67.5%	**32.5%**	39.9%	36.6%	**Not sig.**	**Not sig.**
26 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 health plan?** (If "1" or higher in Q22 and "No" in Q25)	319	A big problem: 9.7%; A small problem: 5.6%; Not a problem***: 84.6%	**84.6%**	81.1%	85.0%	**Not sig.**	**Not sig.**

** NCQA 2005 Quality Compass® (Public Report) mean score (64 adult Medicaid samples). Refer to the Technical Notes for more information.*

*** 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 Q26 includes those respondents who said "No" in Q25.*

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

MDwise

Getting Care/ Doctor's Office Staff

Medicaid Adult Survey

430 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)				Plan's Summary Rate		Quality Compass® (PR)*	Significance Testing**	
			Never	Sometimes	Usually	Always	2006	2005	2005	2006 to 2005	2006 to QC
27 GCQ	**In the last 6 months, how often were you taken to the exam room within 15 minutes of your appointment?** (If "1" or higher in Q22)	323	30.3%	27.6%	22.6%	19.5%	**42.1%**	45.8%	49.2%	**Not sig.**	**Below**
28 CHOS	**In the last 6 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?** (If "1" or higher in Q22)	326	1.5%	6.7%	19.0%	72.7%	**91.7%**	88.8%	91.3%	**Not sig.**	**Not sig.**
29 CHOS	**In the last 6 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?** (If "1" or higher in Q22)	326	2.8%	13.2%	23.6%	60.4%	**84.0%**	79.9%	86.4%	**Not sig.**	**Not sig.**

** NCQA 2005 Quality Compass® (Public Report) mean score (64 adult Medicaid samples). Refer to the Technical Notes for more information.*

*** 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

MDwise

Experience with Your Doctor

Medicaid Adult Survey

430 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)				Plan's Summary Rate		Quality Compass® (PR)*	Significance Testing**	
							2006	2005	2005	2006 to 2005	2006 to QC
30 HWDC	**In the last 6 months, how often did doctors or other health providers listen carefully to you?** (If "1" or higher in Q22)	320	Never 3.4%	Sometimes 12.5%	Usually 18.1%	Always 65.9%	**84.1%**	83.8%	87.6%	**Not sig.**	**Not sig.**
31	**In the last 6 months, how often did you have a hard time speaking with or understanding a doctor or other health providers because you spoke different languages?**	323	Never 85.1%	Sometimes 10.2%	Usually 1.5%	Always 3.1%	**95.4%**	92.6%	92.4%	**Not sig.**	**Above**
32 HWDC	**In the last 6 months, how often did doctors or other health providers explain things in a way you could understand?** (If "1" or higher in Q22)	321	Never 4.7%	Sometimes 10.0%	Usually 16.2%	Always 69.2%	**85.4%**	86.1%	86.7%	**Not sig.**	**Not sig.**
33 HWDC	**In the last 6 months, how often did doctors or other health providers show respect for what you had to say?** (If "1" or higher in Q22)	323	Never 3.4%	Sometimes 11.1%	Usually 18.3%	Always 67.2%	**85.4%**	84.7%	88.9%	**Not sig.**	**Below**
34 HWDC	**In the last 6 months, how often did doctors or other health providers spend enough time with you?** (If "1" or higher in Q22)	322	Never 6.5%	Sometimes 14.6%	Usually 28.0%	Always 50.9%	**78.9%**	81.0%	83.8%	**Not sig.**	**Below**
35	**What number would you use to rate all your health care in the last 6 months?** (If "1" or higher in Q22)	325	0 - 3 8.0%	4 - 7 20.9%	8 - 10 71.1%		**71.1%**	64.6%	73.8%	**Not sig.**	**Not sig.**

** NCQA 2005 Quality Compass® (Public Report) mean score (64 adult Medicaid samples). Refer to the Technical Notes for more information.*

*** 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

MDwise

Medicaid Adult Survey

430 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2006	Plan's Summary Rate 2005	Quality Compass® (PR)* 2005	Significance Testing** 2006 to 2005	Significance Testing** 2006 to QC
36	**In the last 6 months, did you need an interpreter to help you speak with doctors or other health providers?**	423	Yes: 0.5%; No: 99.5%	**0.5%**	1.2%	4.5%	**Unable to Test**	**Below**
37	**In the last 6 months, when you needed an interpreter to help you speak with doctors or other health providers, how often did you get one?** (If "Yes" in Q36)	1	Never: 100.0%; Sometimes: 0.0%; Usually: 0.0%; Always: 0.0%	**0.0%**	33.3%	59.3%	**Unable to Test**	**Unable to Test**

** NCQA 2005 Quality Compass® (Public Report) mean score (64 adult Medicaid samples). Refer to the Technical Notes for more information.*

*** 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

MDwise

Health Plan Enrollment

Medicaid Adult Survey

430 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2006	Plan's Summary Rate 2005	Quality Compass® (PR)* 2005	Significance Testing** 2006 to 2005	Significance Testing** 2006 to QC
38	**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. Are you covered by a health plan like this?**	411	Yes 79.6%; No 20.4%	**79.6%**	84.4%	71.6%	**Not sig.**	**Above**
39	**Did you choose your health plan or were you told which plan you were in?** (If "Yes" in Q38)	313	I chose my plan 29.4%; Was told 70.6%	**29.4%**	29.7%	70.1%	**Not sig.**	**Below**
40	**Did you get any information about your health plan before you signed up for it?** (If "Yes" in Q38)	311	Yes 48.9%; No 51.1%	**48.9%**	55.7%	65.6%	**Not sig.**	**Below**
41	**How much of the information you were given before you signed up for the plan was correct?** (If "Yes" in both Q38 and Q40)	145	All of it 59.3%; Most of it 30.3%; Some of it 10.3%; None of it 0.0%	**59.3%**	59.8%	57.3%	**Not sig.**	**Not sig.**

** NCQA 2005 Quality Compass® (Public Report) mean score (64 adult Medicaid samples). Refer to the Technical Notes for more information.*

*** 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

MDwise

Medicaid Adult Survey

430 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2006	Plan's Summary Rate 2005	Quality Compass® (PR)* 2005	Significance Testing** 2006 to 2005	Significance Testing** 2006 to QC
42	**In the last 6 months, did you look for any information about how your health plan works in written materials or on the Internet?**	427	Yes 20.1%; No 79.9%	**20.1%**	19.6%	22.0%	**Not sig.**	**Not sig.**
43 CS	**In the last 6 months, how much of a problem, if any, was it to find or understand this information?** (If "Yes" in Q42)	84	A big problem 8.3%; A small problem 21.4%; Not a problem 70.2%	**70.2%**	59.2%	71.5%	**Not sig.**	**Not sig.**
44	**In the last 6 months, did you call your health plan's customer service to get information or help?**	427	Yes 20.6%; No 79.4%	**20.6%**	28.7%	31.7%	**Sig. decrease**	**Below**
45 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 health plan's customer service?** (If "Yes" in Q44)	86	A big problem 10.5%; A small problem 20.9%; Not a problem 68.6%	**68.6%**	58.3%	69.7%	**Not sig.**	**Not sig.**

** NCQA 2005 Quality Compass® (Public Report) mean score (64 adult Medicaid samples). Refer to the Technical Notes for more information.*

*** 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

MDwise

Medicaid Adult Survey

430 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rate 2006	Plan's Summary Rate 2005	Quality Compass® (PR)* 2005	Significance Testing** 2006 to 2005	Significance Testing** 2006 to QC
46	**In the last 12 months, have you called or written your health plan with a complaint or problem?**	424	Yes: 6.8%; No: 93.2%	**6.8%**	10.8%	8.7%	**Not sig.**	**Not sig.**
47	**How long did it take for the health plan to resolve your complaint?** (If "Yes" in Q46)	28	Same day: 25.0%; 2-7 days: 10.7%; 8-14 days: 7.1%; 15-21 days: 3.6%; More than 21 days: 14.3%; Still waiting 8+ days: 39.3%	**35.7%**	52.2%	NA	**Not sig.**	**NA**
48	**Was your complaint or problem settled to your satisfaction?** (If "Yes" in Q46 and "Same day" to "More than 21 days" in Q47)	16	Yes: 87.5%; No: 12.5%	**87.5%**	60.0%	NA	**Unable to Test**	**NA**
49	**How long have you been waiting for your health plan to resolve your complaint?** (If "Yes" in Q46 and "I am still waiting for it to be settled" in Q47)	11	1-7 days: 0.0%; 8-14 days: 0.0%; 15-21 days: 9.1%; More than 21 days: 90.9%	**0.0%**	22.2%	6.3%	**Unable to Test**	**Unable to Test**
50	**In the last 12 months, did you have to fill out any paperwork for your health plan?**	424	Yes: 15.1%; No: 84.9%	**15.1%**	18.0%	17.9%	**Not sig.**	**Not sig.**
51	**In the last 12 months, how much of a problem, if any, did you have with paperwork for your health plan?** (If "Yes" in Q50)	421	A big problem: 1.4%; A small problem: 1.9%; Not a problem***: 96.7%	**96.7%**	96.8%	95.6%	**Not sig.**	**Not sig.**
52	**What number would you use to rate your health plan?**	423	0 - 3: 5.9%; 4 - 7: 21.5%; 8 - 10: 72.6%	**72.6%**	68.5%	72.8%	**Not sig.**	**Not sig.**

** NCQA 2005 Quality Compass® (Public Report) mean score (64 adult Medicaid samples). Refer to the Technical Notes for more information.*

*** 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 Q51 includes those respondents who said they had no experience with paperwork in Q50.*

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 Status and Smoking Questions

MDwise

Medicaid Adult Survey

430 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)							Plan's Summary Rate		Quality Compass® (PR)*	Significance Testing**	
										2006	2005	2005	2006 to 2005	2006 to QC
53	**In general, how would you rate your overall health now?**	423	Excellent	Very good	Good	Fair	Poor			**43.5%**	40.9%	36.6%	**Not sig.**	**Above**
			17.7%	25.8%	31.9%	15.6%	9.0%							
54	**Do you now smoke cigarettes every day, some days, or not at all?** (If "Yes" in Q53)	418	Every day	Some days	Not at all					**55.7%**	NA	NA	**NA**	**NA**
			32.3%	12.0%	55.7%									
55	**In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?** (If "Every day" or "Some days" in Q54)	170	None	1 visit	2 to 4 visits	5 to 9 visits	10 or more visits			**61.8%**	63.5%	67.7%	**Not sig.**	**Not sig.**
			38.2%	20.0%	25.9%	5.9%	10.0%							
56	**Discussing Smoking Cessation Medications: On how many visits was medication recommended or discussed to assist you with quitting smoking?** (If "Every day" or "Some days" in Q54)	170	None	1 visit	2-4 visits	5-9 visits	10 or more visits			**26.5%**	21.1%	32.4%	**Not sig.**	**Not sig.**
			73.5%	10.0%	12.4%	1.2%	2.9%							
57	**Discussing Smoking Cessation Strategies: On how many visits did your doctor or health provider recommend or discuss methods or strategies?** (If "Every day" or "Some days" in Q54)	168	None	1 visit	2-4 visits	5-9 visits	10 or more visits			**31.5%**	36.5%	34.0%	**Not sig.**	**Not sig.**
			68.5%	8.3%	17.3%	2.4%	3.6%							

** NCQA 2005 Quality Compass® (Public Report) mean score (64 adult Medicaid samples). Refer to the Technical Notes for more information. The benchmark data for questions 55-57 are the HEDIS rolling average results.*

*** 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.

Effectiveness of Care Measures

MDwise

Rolling Average Methodology*

Medicaid Adult Survey

430 Total Respondents

HEDIS Measure	Valid n	Category Responses (Summary Rate responses in gray)				All Summary Rates Are Rolling Averages			Significance Testing***	
						Plan's Summary Rate		Quality Compass® (PR) **		
						2006	2005	2005	2006 to 2005	2006 to QC
Advising Smokers to Quit (ASTQ) (2 year rolling average of Q55)	266	2006 Valid n: 170	2006 - 1 or more visits: 61.8%	2005 Valid n: 96	2005 - 1 or more visits: 63.5%	**62.4%**	NA	67.7%	**NA**	**Not Sig.**
Discussing Smoking Cessation Medications (2 year rolling average of Q56)	265	2006 Valid n: 170	2006 - 1 or more visits: 26.5%	2005 Valid n: 95	2005 - 1 or more visits: 21.1%	**24.5%**	NA	32.4%	**NA**	**Below**
Discussing Smoking Cessation Strategies (2 year rolling average of Q57)	264	2006 Valid n: 168	2006 - 1 or more visits: 31.5%	2005 Valid n: 96	2005 - 1 or more visits: 36.5%	**33.3%**	NA	34.0%	**NA**	**Not Sig.**

** For rolling average methodology a score can be obtained one of two ways:* ***(1)*** *If at least a hundred responses were achieved by combining 2005 scores and 2006 scores the rolling average score is the average of the 2005 and 2006 scores.* ***(2)*** *If there were no scores for 2005, but there were at least 100 responses for 2006, the rolling average is the 2006 score. If the combined responses for 2006 and 2005 do not achieve at least 100 responses then the measure will receive an "NA."*

*** NCQA 2005 Quality Compass® (Public Report) mean score (64 adult Medicaid samples). Refer to the Technical Notes for more information.*

**** 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.*

Question Summaries

MDwise

Demographics/ Completing this Survey

Medicaid Adult Survey

430 Total Respondents

Q#	Survey Item	Valid n	Category Responses						
58	**What is your age now?**	416	18-24 34.6%	25-34 35.1%	35-44 22.8%	45-54 6.0%	55-64 1.4%	65-74 0.0%	75 or older 0.0%
59	**Are you male or female?**	421	Male 9.5%	Female 90.5%					
60	**What is the highest grade or level of school that you have completed?**	418	8th grade or less 2.2%	Some high school 30.4%	High school graduate/GED 38.0%	Some college or 2-year degree 25.4%	4-year college 2.9%	More than 4-year college degree 1.2%	
61	**Are you of Hispanic or Latino origin or descent?**	411	Yes. 6.6%	No 93.4%					
62	**What is your race? (Please mark one or more)**	413 *	White 56.9%	Black/African-American 35.1%	Asian 1.2%	Native Hawaiian or other Pacific Islander 1.5%	American Indian or Alaska Native 1.7%	Other 3.6%	

** The base for the Race question is the total number of responses, not total respondents, since respondents may select more than one option.*

Question Summaries

Language/Completing this Survey

MDwise

Medicaid Adult Survey

430 Total Respondents

Q#	Survey Item	Valid n	Category Responses				
63	**What language do you mainly speak at home?**	419	English 98.1%	Spanish 1.4%	Other 0.5%		
64	**Did someone help you complete this survey?**	209	Yes 4.8%	No 95.2%			
65	**How did that person help you? (Please mark one or more)**	9	Read questions to me 77.8%	Wrote down my answers 33.3%	Answered for me 11.1%	Translated questions 11.1%	Helped in some other way 0.0%

Question Summaries

Custom Questions

MDwise

Medicaid Adult Survey

430 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in gray)	Plan's Summary Rates 2006	Plan's Summary Rates 2005	TMG Book of Business - 2005* Summary Rate	TMG Book of Business - 2005* Correlation with Q52	Significance Testing** 2006 to 2005	Significance Testing** 2006 to TMG BoB
37a	How satisfied were you with the ease of getting through the office by telephone?	416	Very satisfied 34.9%; Satisfied 43.0%; Somewhat satisfied 12.0%; Dissatisfied 6.7%; Very dissatisfied 3.4%	**77.9%**	71.8%	82.5%	0.261	**Not sig.**	**Below**
37b	In the last 6 months, how many times did you go to the emergency room to get care for yourself because your doctor was not able to see you during regular office hours?	414	None 76.8%; 1 time 14.3%; 2 times 4.8%; 3 or more times 4.1%	**76.8%**	77.6%	75.9%	0.097	**Not sig.**	**Not sig.**
52a	How easy is it to find and understand information using the Member Handbook?	241	Very easy 58.9%; Somewhat easy 36.1%; Difficult 5.0%; Did not look up info in Handbook n = 65; No copy of Member Handbook n = 114	**58.9%**	NA	NA	NA	**NA**	**NA**
52b	If you had a problem getting the help you needed from Customer Service, what kind of problem did you have? (Mark all that apply)	163	It was difficult to get through to Customer Service on the telephone 36.2%; The Customer Service Representative did not have the information I needed 14.1%; The Customer Service Representative did not give me the correct information 16.0%; The Customer Service Representative did not follow-up with me 16.0%; The Customer Service Representative did not follow-up with me in a timely manner 9.8%; Other 53.4%	**NA**	NA	NA	NA	**NA**	**NA**
52c	Would you recommend your health plan to your family or friends?	419	Definitely yes 57.0%; Probably yes 32.5%; Probably not 6.7%; Definitely not 3.8%	**89.5%**	89.7%	89.8%	0.620	**Not sig.**	**Not sig.**
52d	Are you familiar with your health plan's NURSE on-call, a service that allows you to ask health information questions to a nurse?	418	Yes 55.7%; No 44.3%	**55.7%**	NA	NA	NA	**NA**	**NA**

** The Myers Group Book of Business consists of the results of 44 Medicaid Adult health plans surveyed by The Myers Group in 2005 that submitted data to NCQA.*

*** "Sig. decrease" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is lower (using a 0.025 level of significance). "Sig. increase" denotes the result that would be found if a hypothesis test were conducted to determine if the percentage is higher (using a 0.025 level of significance). "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test.*

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 (Q52) 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 that 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 education or less. 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-G present Summary Rates[12] for attributes, ratings, and composite scores organized across:

- Age (Q58)
- Education (Q60)
- Ethnicity (Q61)
- Race (Q62)
- Data collection mode (Mail or Telephone)
- Delivery System

The percentages represent the Summary Rate for each segment of the demographic category. In the example shown below, the Summary Rate for the 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. The respondents with some college education, 58%, gave their health plan a rating of 8, 9, or 10."

	High School or Less	Some College or More
Q52.Rating of Health Plan	63%	58%

Charts 6A – 6G

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

Segmentation Analysis

Rating of Health Plan (Q52) by Demographics

MDwise

Medicaid Adult Survey

430 Total Respondents

Survey Item		0-3		4-7		8-10	
		Valid n*	%	Valid n*	%	Valid n*	%
AGE	18 to 34	16	5.6%	67	23.4%	203	71.0%
	35 to 44	4	4.3%	16	17.4%	72	78.3%
	45 to 54	2	8.0%	4	16.0%	19	76.0%
	55 plus	1	16.7%	3	50.0%	2	33.3%
EDUCATION	High School or less	18	6.3%	59	20.5%	211	73.3%
	Some College or more	6	4.9%	31	25.2%	86	69.9%
DURATION WITH PLAN	Less than 2 years	13	8.7%	39	26.0%	98	65.3%
	2 years or more	11	4.5%	48	19.5%	187	76.0%
ETHNICITY	Hispanic/Latino	0	0.0%	8	29.6%	19	70.4%
	Non Hispanic/ Latino	24	6.3%	80	21.1%	276	72.6%
RACE	White	17	7.4%	51	22.2%	162	70.4%
	Black/African American	3	2.1%	24	16.8%	116	81.1%
	Other	6	20.0%	8	26.7%	16	53.3%
DISPOSITION	Mail	15	7.1%	60	28.6%	135	64.3%
	Phone	10	4.7%	31	14.6%	172	80.8%

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

Segmentation Analysis

MDwise

2006 Plan Summary Rates by Respondent Age (Q58)

Medicaid Adult Survey

430 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 you are happy with	214	68.2%	69	81.2%	16	62.5%	4	50.0%	*
9	Seeing a specialist	87	64.4%	45	73.3%	15	73.3%	5	80.0%	*
14	Getting the help/advice you needed	171	74.9%	63	77.8%	16	87.5%	5	80.0%	*
16	Obtaining care right away for an illness/injury/condition	142	76.1%	59	81.4%	13	92.3%	3	100.0%	*
19	Obtaining care when wanted, not when needed right away	178	73.6%	63	82.5%	19	94.7%	5	80.0%	*
24	Getting care, tests, or treatments necessary	138	77.5%	56	71.4%	19	78.9%	6	83.3%	*
26	Delays in care while waiting for approval	213	87.3%	71	78.9%	19	84.2%	6	50.0%	*
27	Waiting time in the doctor's office	217	36.4%	72	50.0%	19	68.4%	6	66.7%	*
28	Office staff treating you with courtesy and respect	219	90.4%	72	93.1%	20	100.0%	6	83.3%	*
29	Office staff as helpful as you thought they should be	218	82.1%	72	86.1%	20	100.0%	6	83.3%	*
30	Doctors listening carefully to you	216	82.4%	71	85.9%	19	89.5%	5	100.0%	*
32	Doctors explaining things in an understandable way	217	84.3%	69	89.9%	19	89.5%	6	66.7%	*
33	Doctors showing respect for what you had to say	216	84.3%	71	87.3%	20	95.0%	6	100.0%	*
34	Doctors spending enough time with you	214	77.6%	72	83.3%	20	90.0%	6	83.3%	*
43	Finding/understanding information	56	71.4%	23	65.2%	3	100.0%	0	0.0%	*
45	Getting help when calling customer service	61	73.8%	15	53.3%	8	62.5%	1	100.0%	*
	Composites & Ratings									
	Getting Needed Care		74.4%		76.2%		74.7%		65.8%	*
	Getting Care Quickly		65.2%		72.9%		85.7%		81.7%	*
	How Well Doctors Communicate		82.1%		86.6%		91.0%		87.5%	*
	Courteous and Helpful Office Staff		86.3%		89.6%		100.0%		83.3%	*
	Customer Service		72.6%		59.3%		81.3%		50.0%	*
5	Rating of personal doctor or nurse	214	72.4%	77	83.1%	21	90.5%	6	66.7%	*
11	Rating of the specialist	75	64.0%	40	75.0%	11	90.9%	4	75.0%	*
35	Rating of all health care	218	68.8%	71	78.9%	20	70.0%	6	66.7%	*
52	Rating of the health plan	286	71.0%	92	78.3%	25	76.0%	6	33.3%	*

** Range - Not included due to the 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. See Technical Notes for more information.

Segmentation Analysis

MDwise

2006 Plan Summary Rates by Respondent Education (Q60)

Medicaid Adult Survey

430 Total Respondents

	Survey Item	High School Graduate or less		Some College or more		Range*
		Valid n**	%	Valid n**	%	
7	Getting a provider you are happy with	214	72.4%	90	63.3%	9.1%
9	Seeing a specialist	97	70.1%	54	63.0%	7.1%
14	Getting the help/advice you needed	174	75.9%	83	77.1%	1.2%
16	Obtaining care right away for an illness/injury/condition	151	76.2%	66	81.8%	5.7%
19	Obtaining care when wanted, not when needed right away	182	74.7%	86	82.6%	7.8%
24	Getting care, tests, or treatments necessary	150	72.7%	69	84.1%	11.4%
26	Delays in care while waiting for approval	218	83.9%	94	85.1%	1.2%
27	Waiting time in the doctor's office	220	42.3%	96	41.7%	0.6%
28	Office staff treating you with courtesy and respect	224	91.5%	95	91.6%	0.1%
29	Office staff as helpful as you thought they should be	224	84.4%	95	82.1%	2.3%
30	Doctors listening carefully to you	220	84.5%	93	82.8%	1.7%
32	Doctors explaining things in an understandable way	219	84.0%	95	88.4%	4.4%
33	Doctors showing respect for what you had to say	220	85.5%	96	86.5%	1.0%
34	Doctors spending enough time with you	220	77.3%	95	84.2%	6.9%
43	Finding/understanding information	51	72.5%	33	66.7%	5.9%
45	Getting help when calling customer service	53	69.8%	32	65.6%	4.2%
	Composites & Ratings					
	Getting Needed Care		74.8%		73.9%	0.9%
	Getting Care Quickly		67.3%		70.8%	3.5%
	How Well Doctors Communicate		82.8%		85.5%	2.6%
	Courteous and Helpful Office Staff		87.9%		86.8%	1.1%
	Customer Service		71.2%		66.1%	5.0%
5	Rating of personal doctor or nurse	220	75.0%	96	79.2%	4.2%
11	Rating of the specialist	78	74.4%	51	62.7%	11.6%
35	Rating of all health care	222	72.5%	96	67.7%	4.8%
52	Rating of the health plan	288	73.3%	123	69.9%	3.3%

** 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. See Technical Notes for more information.

Segmentation Analysis

MDwise

2006 Plan Summary Rates by Respondent Ethnicity (Q61)

Medicaid Adult Survey

430 Total Respondents

	Survey Items	Hispanic/Latino		Non-Hispanic/Latino		Range*
		Valid n**	%	Valid n**	%	
7	Getting a provider you are happy with	20	85.0%	277	68.6%	*
9	Seeing a specialist	8	62.5%	139	68.3%	*
14	Getting the help/advice you needed	13	84.6%	240	75.8%	*
16	Obtaining care right away for an illness/injury/condition	10	80.0%	202	77.7%	*
19	Obtaining care when wanted, not when needed right away	15	73.3%	249	77.9%	*
24	Getting care, tests, or treatments necessary	14	57.1%	199	79.4%	*
26	Delays in care while waiting for approval	23	82.6%	283	84.8%	*
27	Waiting time in the doctor's office	23	56.5%	286	40.6%	*
28	Office staff treating you with courtesy and respect	23	91.3%	289	92.0%	*
29	Office staff as helpful as you thought they should be	23	82.6%	289	84.4%	*
30	Doctors listening carefully to you	23	82.6%	283	84.8%	*
32	Doctors explaining things in an understandable way	23	87.0%	284	85.9%	*
33	Doctors showing respect for what you had to say	23	91.3%	286	86.0%	*
34	Doctors spending enough time with you	23	87.0%	287	79.1%	*
43	Finding/understanding information	3	66.7%	77	70.1%	*
45	Getting help when calling customer service	4	75.0%	77	66.2%	*
	Composites & Ratings					
	Getting Needed Care		71.8%		75.3%	*
	Getting Care Quickly		73.6%		68.0%	*
	How Well Doctors Communicate		87.0%		84.0%	*
	Courteous and Helpful Office Staff		87.0%		88.2%	*
	Customer Service		70.8%		68.2%	*
5	Rating of personal doctor or nurse	20	80.0%	292	75.7%	*
11	Rating of the specialist	8	87.5%	117	68.4%	*
35	Rating of all health care	23	78.3%	289	70.6%	*
52	Rating of the health plan	27	70.4%	380	72.6%	*

** 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. See Technical Notes for more information.

Segmentation Analysis

MDwise

2006 Plan Summary Rates by Race (Q62)

Medicaid Adult Survey

430 Total Respondents

	Survey Items	White		Black or African-American		Other***		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
7	Getting a provider you are happy with	180	66.1%	97	81.4%	22	50.0%	15.3%
9	Seeing a specialist	92	68.5%	42	71.4%	18	61.1%	3.0%
14	Getting the help/advice you needed	152	77.6%	85	76.5%	19	84.2%	1.2%
16	Obtaining care right away for an illness/injury/condition	135	80.0%	66	77.3%	17	70.6%	2.7%
19	Obtaining care when wanted, not when needed right away	150	76.0%	93	81.7%	22	81.8%	5.7%
24	Getting care, tests, or treatments necessary	134	77.6%	61	80.3%	22	77.3%	2.7%
26	Delays in care while waiting for approval	176	81.8%	101	91.1%	26	84.6%	9.3%
27	Waiting time in the doctor's office	176	44.9%	104	40.4%	27	25.9%	4.5%
28	Office staff treating you with courtesy and respect	178	91.0%	106	92.5%	27	88.9%	1.4%
29	Office staff as helpful as you thought they should be	178	82.0%	105	88.6%	27	70.4%	6.5%
30	Doctors listening carefully to you	176	80.1%	102	92.2%	27	74.1%	12.0%
32	Doctors explaining things in an understandable way	177	85.3%	101	88.1%	27	81.5%	2.8%
33	Doctors showing respect for what you had to say	176	83.0%	104	91.3%	27	77.8%	8.4%
34	Doctors spending enough time with you	176	78.4%	104	80.8%	26	73.1%	2.4%
43	Finding/understanding information	51	68.6%	28	75.0%	5	60.0%	6.4%
45	Getting help when calling customer service	56	64.3%	22	90.9%	10	70.0%	26.6%
	Composites & Ratings							
	Getting Needed Care		73.5%		81.1%		68.2%	7.6%
	Getting Care Quickly		69.6%		69.0%		65.6%	0.7%
	How Well Doctors Communicate		81.7%		88.1%		76.6%	6.4%
	Courteous and Helpful Office Staff		86.5%		90.5%		79.6%	4.0%
	Customer Service		66.5%		83.0%		65.0%	16.5%
5	Rating of personal doctor or nurse	190	71.6%	104	86.5%	25	76.0%	15.0%
11	Rating of the specialist	79	68.4%	36	77.8%	13	69.2%	9.4%
35	Rating of all health care	176	68.8%	106	80.2%	27	51.9%	11.4%
52	Rating of the health plan	230	70.4%	143	81.1%	30	53.3%	10.7%

** Range - percentage point difference between Summary Rate percentages shown. The larger the number, the greater the difference in Summary Rates 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 Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and 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. See Technical Notes for more information.

Segmentation Analysis

MDwise

2006 Plan Summary Rates by Data Collection Mode

Medicaid Adult Survey

430 Total Respondents

	Survey Items	Mail		Phone		Range*
		Valid n**	%	Valid n**	%	
7	Getting a provider you are happy with	158	58.9%	155	82.6%	23.7%
9	Seeing a specialist	101	65.3%	52	73.1%	7.7%
14	Getting the help/advice you needed	152	77.0%	110	76.4%	0.6%
16	Obtaining care right away for an illness/injury/condition	131	74.0%	91	83.5%	9.5%
19	Obtaining care when wanted, not when needed right away	151	72.2%	123	83.7%	11.6%
24	Getting care, tests, or treatments necessary	143	71.3%	79	86.1%	14.7%
26	Delays in care while waiting for approval	170	80.0%	149	89.9%	9.9%
27	Waiting time in the doctor's office	178	35.4%	145	50.3%	15.0%
28	Office staff treating you with courtesy and respect	177	89.8%	149	94.0%	4.1%
29	Office staff as helpful as you thought they should be	178	78.1%	148	91.2%	13.1%
30	Doctors listening carefully to you	175	76.6%	145	93.1%	16.5%
32	Doctors explaining things in an understandable way	173	80.9%	148	90.5%	9.6%
33	Doctors showing respect for what you had to say	176	81.3%	147	90.5%	9.2%
34	Doctors spending enough time with you	174	71.8%	148	87.2%	15.3%
43	Finding/understanding information	58	63.8%	26	84.6%	20.8%
45	Getting help when calling customer service	59	64.4%	27	77.8%	13.4%
	Composites & Ratings					
	Getting Needed Care		68.9%		82.9%	14.0%
	Getting Care Quickly		64.6%		73.5%	8.8%
	How Well Doctors Communicate		77.6%		90.3%	12.7%
	Courteous and Helpful Office Staff		84.0%		92.6%	8.6%
	Customer Service		64.1%		81.2%	17.1%
5	Rating of personal doctor or nurse	171	69.6%	154	83.8%	14.2%
11	Rating of the specialist	85	64.7%	46	78.3%	13.6%
35	Rating of all health care	176	60.8%	149	83.2%	22.4%
52	Rating of the health plan	210	64.3%	213	80.8%	16.5%

** 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. See Technical Notes for more information.

Segmentation Analysis

MDwise

2006 Plan Summary Rates by Delivery System

Medicaid Adult Survey

1173 Total Respondents

	Survey Item	MDwise		QC 2005 (Public Report)*	Methodist		ProHealth		ProHealth Anderson		St. Catherine		St. Francis		Saint Margaret Mercy		Saint Margaret Mercy at St. Anthony		St. Vincent		Wishard	
		Valid n**	%		Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%
7	Getting a provider you are happy with	313	70.6%	**69.8%**	102	67.6%	89	68.5%	99	67.7%	72	73.6%	117	62.4%	85	70.6%	93	69.9%	96	55.2%	92	79.3%
9	Seeing a specialist	153	68.0%	**67.8%**	53	67.9%	38	60.5%	77	75.3%	41	63.4%	69	63.8%	39	64.1%	52	50.0%	47	61.7%	33	78.8%
14	Getting the help/advice you needed	262	76.7%	**82.3%**	104	76.0%	67	79.1%	95	84.2%	68	75.0%	93	78.5%	72	79.2%	87	80.5%	89	76.4%	62	64.5%
16	Obtaining care right away for an illness or injury	222	77.9%	**82.2%**	75	81.3%	56	76.8%	78	85.9%	52	78.8%	75	73.3%	55	83.6%	66	77.3%	60	70.0%	59	72.9%
19	Obtaining care when wanted, not when needed right away	274	77.4%	**80.2%**	100	83.0%	62	69.4%	113	84.1%	71	78.9%	101	76.2%	75	88.0%	87	80.5%	87	65.5%	69	66.7%
24	Getting care, tests, or treatments necessary	222	76.6%	**77.4%**	85	81.2%	59	71.2%	101	81.2%	65	73.8%	88	68.2%	53	79.2%	68	70.6%	70	65.7%	47	78.7%
26	Delays in care while waiting for approval	319	84.6%	**85.0%**	118	83.9%	76	86.8%	117	83.8%	85	89.4%	117	75.2%	77	80.5%	98	71.4%	97	75.3%	77	88.3%
27	Waiting time in the doctor's office	323	42.1%	**49.2%**	119	39.5%	76	53.9%	119	63.9%	84	41.7%	117	46.2%	82	48.8%	100	46.0%	96	46.9%	78	30.8%
28	Office staff treating you with courtesy and respect	326	91.7%	**91.3%**	121	95.9%	76	92.1%	119	92.4%	87	90.8%	117	88.0%	82	93.9%	101	91.1%	98	87.8%	78	87.2%
29	Office staff as helpful as you thought they should be	326	84.0%	**86.4%**	122	91.0%	77	89.6%	120	85.8%	85	85.9%	115	78.3%	82	90.2%	101	84.2%	98	76.5%	77	84.4%
30	Doctors listening carefully to you	320	84.1%	**87.6%**	120	86.7%	77	88.3%	119	87.4%	85	82.4%	116	86.2%	82	90.2%	100	81.0%	98	83.7%	76	85.5%
32	Doctors explaining things in an understandable way	321	85.4%	**86.7%**	121	88.4%	77	92.2%	118	86.4%	86	84.9%	117	88.0%	81	91.4%	100	76.0%	97	91.8%	75	89.3%
33	Doctors showing respect for what you had to say	323	85.4%	**88.9%**	120	88.3%	78	89.7%	118	86.4%	86	87.2%	117	87.2%	82	89.0%	99	78.8%	97	84.5%	76	88.2%
34	Doctors spending enough time with you	322	78.9%	**83.8%**	118	82.2%	75	84.0%	119	83.2%	87	82.8%	117	81.2%	82	87.8%	101	72.3%	96	76.0%	77	80.5%
43	Finding/understanding information	84	70.2%	**70.2%**	31	64.5%	25	68.0%	25	68.0%	19	57.9%	34	55.9%	21	76.2%	19	68.4%	24	33.3%	26	84.6%
45	Getting help when calling customer service	86	68.6%	**68.6%**	41	58.5%	31	54.8%	30	60.0%	27	70.4%	48	72.9%	27	77.8%	26	46.2%	41	51.2%	14	92.9%
	Composites & Ratings																					
	Getting Needed Care		74.9%	**74.9%**		75.2%		71.8%		77.0%		75.1%		67.4%		73.6%		65.5%		64.5%		81.3%
	Getting Care Quickly		68.5%	**73.5%**		69.9%		69.8%		79.5%		68.6%		68.6%		74.9%		71.0%		64.7%		58.7%
	How Well Doctors Communicate		83.4%	**86.8%**		86.4%		88.6%		85.9%		84.3%		85.7%		89.6%		77.0%		84.0%		85.9%
	Courteous and Helpful Office Staff		87.9%	**88.9%**		93.4%		90.9%		89.1%		88.3%		83.1%		92.1%		87.6%		82.1%		85.8%
	Customer Service		69.4%	**70.4%**		61.5%		61.4%		64.0%		64.1%		64.4%		77.0%		57.3%		42.3%		88.7%
5	Rating of personal doctor or nurse	325	76.3%	**77.6%**	112	81.3%	88	81.8%	135	71.9%	93	72.0%	113	70.8%	90	83.3%	95	77.9%	78	71.8%	82	73.2%
11	Rating of the specialist	131	69.5%	**76.1%**	48	75.0%	33	78.8%	62	75.8%	35	74.3%	57	77.2%	29	82.8%	39	66.7%	39	84.6%	29	55.2%
35	Rating of all health care	325	71.1%	**73.8%**	121	76.0%	78	74.4%	119	69.7%	86	67.4%	116	67.2%	83	74.7%	99	68.7%	97	72.2%	78	65.4%
52	Rating of the health plan	423	72.6%	**72.8%**	144	72.9%	110	71.8%	161	70.2%	110	70.0%	142	66.9%	115	73.9%	129	64.3%	123	67.5%	118	74.6%

** NCQA 2005 Quality Compass® (Public-Report, File 6) mean score (64 samples). NCQA 2005 Quality Compass® All Plans (File 6) mean score (estimated sample size - 77 samples).*

*** 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. See Technical Notes for more information.

7. Opportunity Analysis for the Rating of Health Plan

For the *Rating of Health Plan* measure (Q52), respondents were asked to rate their health plan overall, 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, and is also the most heavily weighted CAHPS® measure in the HEDIS audit process.

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 44 Medicaid adult plans. 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 Quality Compass 2005 (Public Report). 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 at or above the 75th percentile when compared to the Quality Compass 2005 (Public Report).
Plan Opportunity (Investigate & Improve):	A *Key Driver of Satisfaction* but the plan rates below the 50th percentile when compared to the Quality Compass 2005 (Public Report).
Monitor:	A *Key Driver of Satisfaction*, but the rates between the 50th and 75th percentile when compared to Quality Compass 2005 (Public Report). These Key Drivers could become a strength or opportunity depending on the plan's success in that area.

The results from the MDwise Opportunity Analysis on the next page reveal the following composites as Strengths, Opportunities or Monitors:

Plan Strength (Market & Maintain)

- None

Plan Opportunities (Investigate & Improve)

	Percentile Ranking	Summary Rate
➢ Customer Service	44th	69.4%
➢ Getting Needed Care	46th	74.9%
➢ How Well Doctors Communicate	17th	83.4%

Plan Monitor

- None

Page 7B provides attribute correlations by the *Rating of Health Plan* (Q52). 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 the Rating of Health Plan (Q52)

Mdwise

Medicaid Adult 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. (See Technical Notes for details of Regression Analysis.) The chart above shows a graphical presentation of each Key Driver and the overall rating question (Q52). **Your plan's Summary Rate (in bold)** is compared to Quality Compass® 2005 (Public Report) Percentiles. The Quality Compass® **25th** and **90th** percentile are indicated. Your plan's percentile ranking is also shown. The numbers shown below each Key Driver name is the beta coefficient (found with respondent-level composites scaled 0-3). Within the test of the statistical model, the larger the coefficient, the stronger its influence on Overall Rating of Health Plan (Q52), with all other composites held constant.

Plan Strength (75th percentile or higher)	Monitor (Between 50th and 75th percentile)	Plan Opportunities (Below 50th percentile)
None	None	Customer Service Getting Needed Care How Well Doctors Communicate

Attribute Analysis

MDwise

Attribute and Ratings Correlations with Rating of Health Plan (Q52)

Medicaid Adult Survey

	Attributes	Correlation Coefficient	Summary Rate 2006	Quality Compass 2005 (Public Report)*	Comparison to Quality Compass® *(Significant difference)*
Getting Needed Care	Q7. Getting a provider you are happy with	0.448	70.6%	69.8%	**Not sig.**
	Q9. Seeing a specialist	0.512	68.0%	67.8%	**Not sig.**
	Q24. Getting care, tests, or treatments necessary	0.425	76.6%	77.4%	**Not sig.**
	Q26. Delays in care while waiting for approval	0.488	84.6%	85.0%	**Not sig.**
Getting Care Quickly	Q14. Getting the help/advice you needed	0.395	76.7%	82.3%	**Below**
	Q16. Obtaining care right away for an illness/injury/condition	0.454	77.9%	82.2%	**Not sig.**
	Q19. Obtaining care when wanted, not when needed right away	0.371	77.4%	80.2%	**Not sig.**
	Q27. Waiting time in the doctor's office	0.308	42.1%	49.2%	**Below**
How Well Doctors Communicate	Q30. Doctors listening carefully to you	0.397	84.1%	87.6%	**Not sig.**
	Q32. Doctors explaining things in an understandable way	0.339	85.4%	86.7%	**Not sig.**
	Q33. Doctors showing respect for what you had to say	0.390	85.4%	88.9%	**Below**
	Q34. Doctors spending enough time with you	0.337	78.9%	83.8%	**Below**
Courteous and Helpful Office Staff	Q28. Office staff treating you with courtesy and respect	0.263	91.7%	91.3%	**Not sig.**
	Q29. Office staff as helpful as you thought they should be	0.403	84.0%	86.4%	**Not sig.**
Customer Service	Q43. Finding/understanding information	0.599	70.2%	71.5%	**Not sig.**
	Q45. Getting help when calling customer service	0.620	68.6%	69.7%	**Not sig.**
Rating Questions	Q5. Rating of personal doctor or nurse	0.386	76.3%	77.6%	**Not sig.**
	Q11. Rating of specialist	0.331	69.5%	76.1%	**Not sig.**
	Q35. Rating of health care	0.607	71.1%	73.8%	**Not sig.**

** NCQA 2005 Quality Compass® (Public Report) mean score (64 adult Medicaid samples). See Technical Notes for more information.*

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

8. Key Driver Analysis for the Rating of Health Care

How members rate their health care (Q35) is an important measure of quality by giving members an opportunity to rate all of the health care they have received in the last twelve months. This rating also provides feedback to health plans to help improve their members' quality of care. For further analysis, 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 *Key Drivers of the Rating of Health Care* based on the regression analysis: How Well Doctors Communicate (β=1.416), Getting Needed Care (β=0.507), and Courteous and Helpful Office Staff (β=0.353). 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 percentile rankings in these areas when compared to the Quality Compass 2005 (Public Report) and your plan's Summary Rates. High ratings in these areas are essential to members' satisfaction with the care they receive.

	Plan Percentile Ranking	Summary Rate
➢ How Well Doctors Communicate	17th	83.4%
➢ Getting Needed Care	46th	74.9%
➢ Courteous and Helpful Office Staff	30th	87.9%

Percentile rankings below the 50th percentile 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.

Page 8B provides attribute correlations by the *Rating of Health Care* (Q35).

Charts 8A – 8B

Opportunity Analysis

Composite Key Drivers of the Rating of Health Care (Q35)

Mdwise

Medicaid Adult 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. (See Technical Notes for details of Regression Analysis.) The chart above shows each Key Driver and the rating of health care question (Q35). **Your plan's Summary Rate (in bold)** is compared to Quality Compass® 2005 (Public Report) Percentiles. The Quality Compass® **25th** and **90th** percentile are indicated. Your plan's percentile ranking is also shown. 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 (Q35), with all other composites held constant.

Attribute Analysis

MDwise

Attribute and Ratings Correlations with Rating of Health Care (Q35)

Medicaid Adult Survey

	Attributes	Correlation Coefficient	Summary Rate 2006	Quality Compass 2005 (Public Report)*	Comparison to Quality Compass® *(Significant difference)*
Getting Needed Care	Q7. Getting a provider you are happy with	0.618	70.6%	69.8%	**Not sig.**
	Q9. Seeing a specialist	0.572	68.0%	67.8%	**Not sig.**
	Q24. Getting care, tests, or treatments necessary	0.447	76.6%	77.4%	**Not sig.**
	Q26. Delays in care while waiting for approval	0.545	84.6%	85.0%	**Not sig.**
Getting Care Quickly	Q14. Getting the help/advice you needed	0.506	76.7%	82.3%	**Below**
	Q16. Obtaining care right away for an illness/injury/condition	0.539	77.9%	82.2%	**Not sig.**
	Q19. Obtaining care when wanted, not when needed right away	0.411	77.4%	80.2%	**Not sig.**
	Q27. Waiting time in the doctor's office	0.322	42.1%	49.2%	**Below**
How Well Doctors Communicate	Q30. Doctors listening carefully to you	0.681	84.1%	87.6%	**Not sig.**
	Q32. Doctors explaining things in an understandable way	0.544	85.4%	86.7%	**Not sig.**
	Q33. Doctors showing respect for what you had to say	0.666	85.4%	88.9%	**Below**
	Q34. Doctors spending enough time with you	0.629	78.9%	83.8%	**Below**
Courteous and Helpful Office Staff	Q28. Office staff treating you with courtesy and respect	0.502	91.7%	91.3%	**Not sig.**
	Q29. Office staff as helpful as you thought they should be	0.593	84.0%	86.4%	**Not sig.**
Customer Service	Q43. Finding/understanding information	0.620	70.2%	71.5%	**Not sig.**
	Q45. Getting help when calling customer service	0.319	68.6%	69.7%	**Not sig.**
Rating Questions	Q5. Rating of personal doctor or nurse	0.640	76.3%	77.6%	**Not sig.**
	Q11. Rating of specialist	0.472	69.5%	76.1%	**Not sig.**
	Q52. Rating of health plan	0.607	72.6%	72.8%	**Not sig.**

** NCQA 2005 Quality Compass® (Public Report) mean score (64 adult Medicaid samples). See Technical Notes for more information.*

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

9. Technical Notes

Presented alphabetically by subject area

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 Rate scores or Three-Point scores of Q7, Q9, Q24, and Q26.

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

NCQA Point System Used for Consumer Survey Measures for Accreditation

In addition to conducting an on-site survey to determine the MCO's compliance with the 2006 Standards (worth 67 points), NCQA determines how well the MCO performs on selected CAHPS 3.0H measures (worth 33 points). To do this, NCQA will evaluate the MCO's results by product line for each required Effectiveness of Care measure. A total of 19.0 points is possible for this portion. NCQA also will compare the MCO's consumer survey results (CAHPS® 3.0H survey) by product line to national percentiles (the 25th, 50th, 75th, and 90th percentiles). A total of 14.0 points is possible.

Plan Percentile Meets or Exceeds	Rating of Health Plan (Q52)	All Other Measures
90th	2.80	1.40
75th	2.464	1.232
50th	1.904	0.952
25th	1.120	0.560
0	0.560	0.280

To take into account inherent sampling variation prior to scoring, NCQA will add 0.07 to each of the four CAHPS® 3.0H rating questions' means (Q5, Q11, Q35, and Q52); 0.07 to the Customer Service composite means; and 0.05 to the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Courteous and Helpful Office Staff composite means.

Example: A plan's rating score for their personal doctor is 2.46. Add 0.07 for sampling variations to arrive at the new score, 2.53. This score would fall above the 75th and below the 90th percentile, therefore receiving 1.40 points toward the 14.0 possible total.

Opportunity Analysis (see Regression Analysis)

Quality Compass 2005 (Medicaid Adult-All Plans, File 6) data benchmark is a collection of CAHPS 3.0H mean summary ratings for those Medicaid adult plans (an estimated 77 samples) *allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores*.

Quality Compass 2005 (Medicaid Adult- Public Report, File 6) data benchmark is a collection of CAHPS 3.0H mean summary ratings for those Medicaid adult plans (64 samples) *choosing to report their scores publicly, in addition to submitting their scores to be compiled anonymously* into a Quality Compass aggregate*, or national summary.*

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 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 for Medicaid Adults (44 Medicaid Adult plans that submitted to NCQA in 2005). The dependent variable in the model is measured by Question 52 (*"What number would you use to rate your health plan?")* scaled from 0 to 10 (*"Worst health plan possible"* to *"Best health plan possible"*) and Question 35 (*"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 52 (*"What number would you use to rate your health plan?"*), as well as between attributes and by Question 35 ("*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 52 and, separately, Question 35).

Opportunity Analysis

A multiple linear regression analysis was run on The Myers Group Book of Business for Medicaid adult plans. (The Myers Group Book of Business consists of 44 Medicaid Adult sample that submitted to NCQA in 2005.) The dependent variable is either the health plan rating (Q52) or the health care rating (Q35). 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 Key Drivers of overall satisfaction. 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 respondent level composite 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, with all other composites held constant.

If the composite Summary Rate percentage is greater than or equal to the 75th percentile of the Quality Compass 2005 (Public Report) Summary Rates 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 less than the 50th percentile when compared to the Quality Compass 2005 (Public Report) Summary Rates, the composite is considered an Opportunity. If a Key Driver has a Summary Rate that falls between the 50th and 75th percentile when compared to Quality Compass 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 adult Medicaid health plans is 1,350 in accordance with NCQA protocol, although plans may choose to over-sample their population if necessary (please refer to the *Glossary of Terms* for more information on over-samples.) 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 Adult Member Satisfaction Survey and at least 80% of all survey items (excluding Questions 48, 49, 54-57, 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:

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

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 Rating of 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., Quality Compass 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 Rate 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 Q25 are included in the numerator and denominator of the Q26 Question Summary Rate calculation.

Members who respond "I am still waiting for it to be settled" to Q47 and "8-14 days," "15-21 days" or "More than 21 days" to Q49 are included in the denominator of the Q47 Question Summary Rate calculation.

Members who respond "No" to Q50 are included in the numerator and denominator of the Q51 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. The sample size for Medicaid adult plans seeking accreditation from NCQA is 1,350 members.

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 Q60 & Q62), 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 populations and a set constant (e.g., a plan's Summary Rate versus the NCQA Quality Compass Summary Rate) or between different populations (e.g., a plan's Summary Rate for this year versus the 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., NCQA Quality Compass Summary Rate) - 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 Rates from the 1st sample

$\hat{p}_2$ = Summary Rates 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 that 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

Composites/ Response choices	Summary Rate	Three-Point	Questions/Attributes
Getting Needed Care			
A big problem		1	Q7 – With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with? Q9 – In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that you needed to see? Q24 – In the last 6 months, how much of a problem, if any, was it to get care that you or a doctor believed necessary? Q26 - In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?
A small problem		2	
Not a problem	Summary Rate	3	
Getting Care Quickly			
Never/Sometimes		1	Q14 – In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed? Q16 – In the last 6 months, when you needed care right away for an illness, injury, or condition, how often did you get care as soon as you wanted? Q19 – In the last 6 months, not counting the times you needed health care right away, how often did you get an appointment for health care as soon as you wanted? Q27 – In the last 6 months, how often were you taken to the exam room within 15 minutes of your appointment?
Usually	Summary Rate	2	
Always	Summary Rate	3	
How Well Doctors Communicate			
Never/Sometimes		1	Q30 – In the last 6 months, how often did doctors or other health providers listen carefully to you? Q32 – In the last 6 months, how often did doctors or other health providers explain things in a way you could understand? Q33 – In the last 6 months, how often did doctors or other health providers show respect for what you had to say? Q34 - In the last 6 months, how often did doctors or other health providers spend enough time with you?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Courteous and Helpful Office Staff			
Never/Sometimes		1	Q28 – In the last 6 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect? Q29 – In the last 6 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Customer Service			
A big problem		1	Q43 – In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials? Q45 – In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?
A small problem		2	
Not a problem	Summary Rate	3	

Sample Survey Tool

52a. How easy is it to find and understand information using the Member Handbook?

- ☐1 Very easy
- ☐2 Somewhat easy
- ☐3 Difficult
- ☐4 I did not try to look up information in the Member Handbook
- ☐5 I do not have a copy of my health plan's Member Handbook

52b. If you had a problem getting the help you needed from Customer Service, what kind of problem did you have? *(Mark all that apply)*

- ☐A It was difficult to get through to Customer Service on the telephone
- ☐B The Customer Service Representative did not have the information I needed
- ☐C The Customer Service Representative did not give me the correct information
- ☐D The Customer Service Representative did not follow-up with me
- ☐E The Customer Service Representative did not follow-up with me in a timely manner
- ☐F Other

52c. Would you recommend your health plan to your family or friends?

- ☐1 Definitely yes
- ☐2 Probably yes
- ☐3 Probably not
- ☐4 Definitely not

52d. Are you familiar with your health plan's NURSE on-call, a service that allows you to ask health information questions to a nurse?

- ☐1 Yes
- ☐2 No

About You

53. In general, how would you rate **your overall health** now?

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

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

- ☐1 Every day . . . . . **Go to Question 55**
- ☐2 Some days . . . . . **Go to Question 55**
- ☐3 Not at all . . . . . **Go to Question 58**
- ☐4 Don't know . . . . . **Go to Question 58**

55. In the last 6 months, on how many visits were you **advised to quit** smoking by a doctor or other health provider in your plan?

- ☐0 None
- ☐1 1 visit
- ☐2 2 to 4 visits
- ☐3 5 to 9 visits
- ☐4 10 or more visits
- ☐5 I had no visits in the last 6 months

56. On how many visits was medication recommended or discussed to assist you with quitting smoking (for example: nicotine gum, patch, nasal spray, inhaler, prescription medication)?

- ☐0 None
- ☐1 1 visit
- ☐2 2 to 4 visits
- ☐3 5 to 9 visits
- ☐4 10 or more visits
- ☐5 I had no visits in the last 6 months

57. On how many visits did your doctor or health provider recommend or discuss methods and strategies (other than medication) to assist you with quitting smoking?

- ☐0 None
- ☐1 1 visit
- ☐2 2 to 4 visits
- ☐3 5 to 9 visits
- ☐4 10 or more visits
- ☐5 I had no visits in the last 6 months

58. What is your age now?

- ☐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

59. Are you male or female?

- ☐1 Male
- ☐2 Female

60. 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

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

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

62. What is your 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

63. What language do you **mainly** speak at home?

- ☐1 English
- ☐2 Spanish
- ☐3 Some other language

64. Did someone help you complete this survey?

- ☐1 Yes . . . . . **Go to Question 65**
- ☐2 No . . . . . **Please return the survey in the postage paid envelope.**

65. 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 *(please print)*

Thank You

Please return the completed survey in the postage paid envelope.

42968

MAS

MDwise

Answer **all** the questions by marking the box to the left of your answer 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 study, please call The Myers Group at 1-800-692-0041.*

1. Our records show that you are now in **MDwise.** Is that right?

- ☐1 Yes . . . . . **Go to Question 3**
- ☐2 No . . . . . **Go to Question 2**

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

3. How many months or years **in a row** have you 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 Personal Doctor or Nurse

*The next questions ask about **your own** health care. **Do not** include care you got when you stayed overnight in a hospital. **Do not** include the times you went for dental care visits.*

4. *A **personal doctor or nurse** is the health provider who knows you 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 personal doctor or nurse?

- ☐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 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 you have the same personal doctor or nurse **before** you joined this health plan?

- ☐1 Yes . . . . . **Go to Question 8**
- ☐2 No . . . . . **Go to Question 7**

7. Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?

- ☐1 A big problem
- ☐2 A small problem
- ☐3 Not a problem

Getting Health Care From a Specialist

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

8. ***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 you needed to see a specialist?

- ☐1 Yes . . . . . **Go to Question 9**
- ☐2 No . . . . . **Go to Question 10**

9. In the last 6 months, how much of a problem, if any, was it to see a specialist that you needed to see?

- ☐1 A big problem
- ☐2 A small problem
- ☐3 Not a problem

10. In the last 6 months, did you see a specialist?

- ☐1 Yes . . . . . **Go to Question 11**
- ☐2 No . . . . . **Go to Question 13**

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

Worst specialist possible — **Best** specialist possible

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

12. In the last 6 months, not counting the times you needed health care right away, was the specialist you saw most often the same doctor as your personal doctor?

- ☐1 Yes
- ☐2 No

Your Health Care in the Last 6 Months

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

- ☐1 Yes . . . . . **Go to Question 14**
- ☐2 No . . . . . **Go to Question 15**

14. In the last 6 months, when you called during regular office hours, how often did you **get** the help or advice you **needed**?

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

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

- ☐1 Yes . . . . . **Go to Question 16**
- ☐2 No . . . . . **Go to Question 18**

Please continue inside ➢➢➢

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

17. In the last 6 months, when you **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?
- ☐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

18. *A **health provider** could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else you would see for health care.*
In the last 6 months, not counting the times you needed health care right away, did you make any **appointments** with a doctor or other health provider for health care?
- ☐1 Yes . . . . . **Go to Question 19**
- ☐2 No . . . . . **Go to Question 21**

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

20. In the last 6 months, not counting the times you needed health care right away, how many **days** did you 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

21. In the last 6 months, how many times did you go to an **emergency room** to get care for yourself?
- ☐0 None
- ☐1 1
- ☐2 2
- ☐3 3
- ☐4 4
- ☐5 5 to 9
- ☐6 10 or more

22. In the last 6 months (not counting times you went to an emergency room), how many times did you go to a **doctor's office or clinic** to get care for yourself?
- ☐0 None . . . . . **Go to Question 36**
- ☐1 1 . . . . . **Go to Question 23**
- ☐2 2 . . . . . **Go to Question 23**
- ☐3 3 . . . . . **Go to Question 23**
- ☐4 4 . . . . . **Go to Question 23**
- ☐5 5 to 9 . . . . . **Go to Question 23**
- ☐6 10 or more . . . . . **Go to Question 23**

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

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

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

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

27. In the last 6 months, how often were you taken to the exam room **within 15 minutes** of your appointment?
- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

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

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

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

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

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

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

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

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

Worst health care possible — **Best** health care possible

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

36. *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 doctors or other health providers?
- ☐1 Yes . . . . . **Go to Question 37**
- ☐2 No . . . . . **Go to Question 37a**

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

37a. Now, I'd like to ask about the most recent visit to your personal doctor or nurse. How satisfied were you with the ease of getting through the office by telephone?
- ☐1 Very satisfied
- ☐2 Satisfied
- ☐3 Somewhat satisfied
- ☐4 Dissatisfied
- ☐5 Very dissatisfied

37b. In the last 6 months, how many times did you go to the emergency room to get care for yourself because your doctor was not able to see you during regular office hours?
- ☐0 None
- ☐1 1 time
- ☐2 2 times
- ☐3 3 or more times

Your Health Plan

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

38. *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.*
Are you covered by a health plan like **this**?
- ☐1 Yes . . . . . **Go to Question 39**
- ☐2 No . . . . . **Go to Question 42**

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

40. *You can get information about plan services in writing, by telephone, on the Internet, or in person.*
Did you get any information **about** your health plan before you signed up for it?
- ☐1 Yes . . . . . **Go to Question 41**
- ☐2 No . . . . . **Go to Question 42**

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

42. In the last 6 months, did you look for any **information** about how your health plan works **in written materials or on the Internet**?
- ☐1 Yes . . . . . **Go to Question 43**
- ☐2 No . . . . . **Go to Question 44**

43. 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

44. In the last 6 months, did you call your health plan's **customer service** to get information or help?
- ☐1 Yes . . . . . **Go to Question 45**
- ☐2 No . . . . . **Go to Question 46**

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

46. In the last 6 months, have you called or written your health plan with a complaint or problem?
- ☐1 Yes . . . . . **Go to Question 47**
- ☐2 No . . . . . **Go to Question 50**

47. How long did it take for the health plan to **resolve** your complaint?
- ☐1 Same day . . . . . **Go to Question 48**
- ☐2 2 - 7 days . . . . . **Go to Question 48**
- ☐3 8 - 14 days . . . . . **Go to Question 48**
- ☐4 15 - 21 days . . . . . **Go to Question 48**
- ☐5 More than 21 days . . . . . **Go to Question 48**
- ☐6 I am still waiting for it to be settled . . . . . **Go to Question 49**

48. Was your **complaint or problem** settled to your satisfaction?
- ☐1 Yes . . . . . **Go to Question 50**
- ☐2 No . . . . . **Go to Question 50**

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

50. In the last 6 months, did you have to fill out any paperwork for your health plan?
- ☐1 Yes . . . . . **Go to Question 51**
- ☐2 No . . . . . **Go to Question 52**

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

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

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

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

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, education, ethnicity, and race), and (3) other member characteristics (duration with the plan and data collection mode). 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," "Total Valid Responses," and "No Answer." "Total" 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 430, 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 (F) and (G), for example, show results for the groups that rated their health plan "0-7" and "8-10". 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 30.....Q29. (CHOS)In the last 6 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?

Page 31.....Q30. (HWDC)In the last 6 months, how often did doctors or other health providers listen carefully to you?

Page 32.....Q31. In the last 6 months, how often did you have a hard time speaking with or understanding a doctor or other health providers because you spoke different languages?

Page 33.....Q32. (HWDC)In the last 6 months, how often did doctors or other health providers explain things in a way you could understand?

Page 34.....Q33. (HWDC)In the last 6 months, how often did doctors or other health providers show respect for what you had to say?

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Page 47.....Q45. (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 health plan's customer service?

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Page 64.....Q61. Are you of Hispanic or Latino origin or descent?

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MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q1. Our records show that you are now in MDwise. Is that right?

		========== AGE ==========				== EDUCATION ==		== DURATION === W/PLAN		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
	100.0%	100.0%	100.0%	100.0%	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
	100.0%	100.0%	100.0%	100.0%	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q3. How many months or years in a row have you been in this health plan?

	Total	18-34	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
	========== AGE ==========					== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	402 100.0%	267 100.0%	92 100.0%	25 100.0%	6 100.0%	270 100.0%	120 100.0%	152 100.0%	250 100.0%	26 100.0%	357 100.0%	219 100.0%	137 100.0%	31 100.0%	211 100.0%	191 100.0%
No Answer	28	23	3	-	-	25	3	-	-	1	27	16	8	-	5	23
Less than 6 months	13 3.2%	10 3.7%	2 2.2%	-	-	8 3.0%	4 3.3%	13 8.6%	-	-	12 3.4%	9 4.1%	3 2.2%	-	3 1.4%	10 5.2% O
At least 6 months but less than 1 year	44 10.9%	30 11.2%	9 9.8%	4 16.0%	-	25 9.3%	17 14.2%	44 28.9%	-	1 3.8%	38 10.6% j	22 10.0%	19 13.9%	4 12.9%	20 9.5%	24 12.6%
At least 1 year but less than 2 years	95 23.6%	72 27.0% C	15 16.3%	7 28.0%	-	70 25.9%	24 20.0%	95 62.5%	-	8 30.8%	83 23.2%	59 26.9% M	24 17.5%	8 25.8%	56 26.5%	39 20.4%
At least 2 years but less than 5 years	146 36.3%	93 34.8%	33 35.9%	8 32.0%	5 83.3% BCD	91 33.7%	50 41.7%	-	146 58.4%	8 30.8%	132 37.0%	80 36.5%	50 36.5%	10 32.3%	76 36.0%	70 36.6%
5 or more years	104 25.9%	62 23.2%	33 35.9% B	6 24.0%	1 16.7%	76 28.1%	25 20.8%	-	104 41.6%	9 34.6%	92 25.8%	49 22.4%	41 29.9%	9 29.0%	56 26.5%	48 25.1%

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

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

	Total	AGE 18-34	AGE 35-44	AGE 45-54	AGE 55+	EDUCATION HS/ GED/ Less	EDUCATION Some Colg/ Grad	DURATION W/PLAN <2 Yrs	DURATION W/PLAN 2 Yrs+	ETHNICITY Hspnc/ Latino	ETHNICITY Not Hspnc Latino	RACE White	RACE Black/ African Am.	RACE Other	MODE OF DATA COLLECTION Mail	MODE OF DATA COLLECTION Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	426	287	94	25	6	292	122	152	246	27	380	234	144	31	212	214
	100.0%	100.0%	100.0%	100.0%	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	-	-	3	1	-	4	-	4	1	1	-	4	-
Yes	328	216	77	21	6	222	97	109	202	20	295	191	104	25	173	155
	77.0%	75.3%	81.9%	84.0%	100.0%	76.0%	79.5%	71.7%	82.1%	74.1%	77.6%	81.6%	72.2%	80.6%	81.6%	72.4%
					BCD				H			M			P	
No	98	71	17	4	-	70	25	43	44	7	85	43	40	6	39	59
	23.0%	24.7%	18.1%	16.0%		24.0%	20.5%	28.3%	17.9%	25.9%	22.4%	18.4%	27.8%	19.4%	18.4%	27.6%
								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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

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

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ==		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	328	216	77	21	6	222	97	109	202	20	295	191	104	25	173	155
Total Valid Responses	325	214	77	21	6	220	96	108	201	20	292	190	104	25	171	154
	100.0%	100.0%	100.0%	100.0%	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	3	2	-	-	-	2	1	1	1	-	3	1	-	-	2	1
10 - Best personal doctor or nurse possible	151	94	39	12	2	105	42	43	101	11	135	81	57	10	64	87
	46.5%	43.9%	50.6%	57.1%	33.3%	47.7%	43.8%	39.8%	50.2% h	55.0%	46.2%	42.6%	54.8% L	40.0%	37.4%	56.5% O
9	45	30	12	2	1	26	18	16	25	3	39	24	17	5	22	23
	13.8%	14.0%	15.6%	9.5%	16.7%	11.8%	18.8%	14.8%	12.4%	15.0%	13.4%	12.6%	16.3%	20.0%	12.9%	14.9%
8	52	31	13	5	1	34	16	19	31	2	47	31	16	4	33	19
	16.0%	14.5%	16.9%	23.8%	16.7%	15.5%	16.7%	17.6%	15.4%	10.0%	16.1%	16.3%	15.4%	16.0%	19.3% p	12.3%
7	27	21	5	1	-	19	8	10	16	1	26	18	6	3	15	12
	8.3%	9.8%	6.5%	4.8%		8.6%	8.3%	9.3%	8.0%	5.0%	8.9%	9.5%	5.8%	12.0%	8.8%	7.8%
6	14	9	4	-	-	11	2	5	8	-	13	11	2	1	11	3
	4.3%	4.2%	5.2%			5.0%	2.1%	4.6%	4.0%		4.5%	5.8% m	1.9%	4.0%	6.4% P	1.9%
5	17	12	3	1	1	11	5	8	9	2	14	10	4	2	11	6
	5.2%	5.6%	3.9%	4.8%	16.7%	5.0%	5.2%	7.4%	4.5%	10.0%	4.8%	5.3%	3.8%	8.0%	6.4%	3.9%
4	4	4	-	-	-	2	2	-	4	-	4	1	1	-	4	-
	1.2%	1.9%				0.9%	2.1%		2.0%		1.4%	0.5%	1.0%		2.3%	
3	4	3	-	-	1	4	-	2	2	1	3	4	-	-	3	1
	1.2%	1.4%			16.7%	1.8%		1.9%	1.0%	5.0%	1.0%	2.1%			1.8%	0.6%
2	4	4	-	-	-	3	1	2	2	-	4	4	-	-	3	1
	1.2%	1.9%				1.4%	1.0%	1.9%	1.0%		1.4%	2.1%			1.8%	0.6%
1	2	1	1	-	-	2	-	2	-	-	2	1	1	-	2	-
	0.6%	0.5%	1.3%			0.9%		1.9%			0.7%	0.5%	1.0%		1.2%	
0 - Worst personal doctor or nurse possible	5	5	-	-	-	3	2	1	3	-	5	5	-	-	3	2
	1.5%	2.3%				1.4%	2.1%	0.9%	1.5%		1.7%	2.6%			1.8%	1.3%

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

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

	Total	AGE: 18-34	AGE: 35-44	AGE: 45-54	AGE: 55+	EDUCATION: HS/ GED/ Less	EDUCATION: Some Colg/ Grad	DURATION W/PLAN: <2 Yrs	DURATION W/PLAN: 2 Yrs+	ETHNICITY: Hspnc/ Latino	ETHNICITY: Not Hspnc Latino	RACE: White	RACE: Black/ African Am.	RACE: Other	MODE OF DATA COLLECTION: Mail	MODE OF DATA COLLECTION: Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
HEDIS/CAHPS SUMMARY RATE - 8-10	248 76.3%	155 72.4%	64 83.1% B	19 90.5% B	4 66.7%	165 75.0%	76 79.2%	78 72.2%	157 78.1%	16 80.0%	221 75.7%	136 71.6%	90 86.5% L	19 76.0%	119 69.6%	129 83.8% O
HEDIS/CAHPS SUMMARY RATE - 9-10	196 60.3%	124 57.9%	51 66.2%	14 66.7%	3 50.0%	131 59.5%	60 62.5%	59 54.6%	126 62.7%	14 70.0%	174 59.6%	105 55.3%	74 71.2% L	15 60.0%	86 50.3%	110 71.4% O
Mean	8.39	8.19	8.79	9.05	7.50	8.35	8.47	8.13	8.53	8.65	8.36	8.11	8.94	8.56	7.96	8.87

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

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

	Total	AGE: 18-34	AGE: 35-44	AGE: 45-54	AGE: 55+	EDUCATION: HS/ GED/ Less	EDUCATION: Some Colg/ Grad	DURATION W/PLAN: <2 Yrs	DURATION W/PLAN: 2 Yrs+	ETHNICITY: Hspnc/ Latino	ETHNICITY: Not Hspnc Latino	RACE: White	RACE: Black/ African Am.	RACE: Other	MODE OF DATA COLLECTION: Mail	MODE OF DATA COLLECTION: Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	328	216	77	21	6	222	97	109	202	20	295	191	104	25	173	155
Total Valid Responses	326	215	76	21	6	221	96	108	201	20	293	190	103	25	171	155
	100.0%	100.0%	100.0%	100.0%	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	-	-	1	1	1	1	-	2	1	1	-	2	-
Yes	105	66	24	9	2	72	30	32	63	5	98	51	44	8	50	55
	32.2%	30.7%	31.6%	42.9%	33.3%	32.6%	31.3%	29.6%	31.3%	25.0%	33.4%	26.8%	42.7% L	32.0%	29.2%	35.5%
No	221	149	52	12	4	149	66	76	138	15	195	139	59	17	121	100
	67.8%	69.3%	68.4%	57.1%	66.7%	67.4%	68.8%	70.4%	68.7%	75.0%	66.6%	73.2% M	57.3%	68.0%	70.8%	64.5%

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

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

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	319	220	69	16	4	219	91	119	182	22	280	182	99	23	160	159
Total Valid Responses	313	214	69	16	4	214	90	118	180	20	277	180	97	22	158	155
	100.0%	100.0%	100.0%	100.0%	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	6	-	-	-	5	1	1	2	2	3	2	2	1	2	4
Not a problem	221	146	56	10	2	155	57	78	130	17	190	119	79	11	93	128
	70.6%	68.2%	81.2%	62.5%	50.0%	72.4%	63.3%	66.1%	72.2%	85.0%	68.6%	66.1%	81.4%	50.0%	58.9%	82.6%
			B							k			LN			O
A small problem	53	37	9	3	2	34	19	27	25	3	49	35	13	4	41	12
	16.9%	17.3%	13.0%	18.8%	50.0%	15.9%	21.1%	22.9%	13.9%	15.0%	17.7%	19.4%	13.4%	18.2%	25.9%	7.7%
								i							P	
A big problem	39	31	4	3	-	25	14	13	25	-	38	26	5	7	24	15
	12.5%	14.5%	5.8%	18.8%		11.7%	15.6%	11.0%	13.9%		13.7%	14.4%	5.2%	31.8%	15.2%	9.7%
		C										M		lM		
HEDIS/CAHPS SUMMARY RATE - Not a problem	221	146	56	10	2	155	57	78	130	17	190	119	79	11	93	128
	70.6%	68.2%	81.2%	62.5%	50.0%	72.4%	63.3%	66.1%	72.2%	85.0%	68.6%	66.1%	81.4%	50.0%	58.9%	82.6%
			B							k			LN			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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q8. In the last 6 months, did you or a doctor think you needed to see a specialist?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	426	290	91	25	6	291	123	150	249	27	381	233	144	31	213	213
	100.0%	100.0%	100.0%	100.0%	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	-	4	-	-	4	-	2	1	-	3	2	1	-	3	1
Yes	157	89	47	15	5	99	56	44	107	8	143	94	44	18	101	56
	36.9%	30.7%	51.6%	60.0%	83.3%	34.0%	45.5%	29.3%	43.0%	29.6%	37.5%	40.3%	30.6%	58.1%	47.4%	26.3%
			B	B	BC		F		H			m		lM	P	
No	269	201	44	10	1	192	67	106	142	19	238	139	100	13	112	157
	63.1%	69.3%	48.4%	40.0%	16.7%	66.0%	54.5%	70.7%	57.0%	70.4%	62.5%	59.7%	69.4%	41.9%	52.6%	73.7%
		CDE	E			G		I				n	lN			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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q9. (GNC)In the last 6 months, how much of a problem, if any, was it to see a specialist that you needed to see?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	157	89	47	15	5	99	56	44	107	8	143	94	44	18	101	56
Total Valid Responses	153	87	45	15	5	97	54	43	104	8	139	92	42	18	101	52
	100.0%	100.0%	100.0%	100.0%	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	-	-	2	2	1	3	-	4	2	2	-	-	4
Not a problem	104	56	33	11	4	68	34	28	73	5	95	63	30	11	66	38
	68.0%	64.4%	73.3%	73.3%	80.0%	70.1%	63.0%	65.1%	70.2%	62.5%	68.3%	68.5%	71.4%	61.1%	65.3%	73.1%
A small problem	21	16	4	-	1	13	8	4	16	2	18	12	5	4	16	5
	13.7%	18.4%	8.9%		20.0%	13.4%	14.8%	9.3%	15.4%	25.0%	12.9%	13.0%	11.9%	22.2%	15.8%	9.6%
A big problem	28	15	8	4	-	16	12	11	15	1	26	17	7	3	19	9
	18.3%	17.2%	17.8%	26.7%		16.5%	22.2%	25.6%	14.4%	12.5%	18.7%	18.5%	16.7%	16.7%	18.8%	17.3%
HEDIS/CAHPS SUMMARY RATE - Not a problem	104	56	33	11	4	68	34	28	73	5	95	63	30	11	66	38
	68.0%	64.4%	73.3%	73.3%	80.0%	70.1%	63.0%	65.1%	70.2%	62.5%	68.3%	68.5%	71.4%	61.1%	65.3%	73.1%

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q10. In the last 6 months, did you see a specialist?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	425	287	93	25	6	291	122	150	247	27	379	232	143	31	212	213
	100.0%	100.0%	100.0%	100.0%	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	2	-	-	4	1	2	3	-	5	3	2	-	4	1
Yes	132	76	40	11	4	79	51	40	87	8	118	79	36	13	86	46
	31.1%	26.5%	43.0%	44.0%	66.7%	27.1%	41.8%	26.7%	35.2%	29.6%	31.1%	34.1%	25.2%	41.9%	40.6%	21.6%
			B	b	B		F		h			m		m	P	
No	293	211	53	14	2	212	71	110	160	19	261	153	107	18	126	167
	68.9%	73.5%	57.0%	56.0%	33.3%	72.9%	58.2%	73.3%	64.8%	70.4%	68.9%	65.9%	74.8%	58.1%	59.4%	78.4%
		CdE				G		i					ln			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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q11. What number would you use to rate the specialist?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	132	76	40	11	4	79	51	40	87	8	118	79	36	13	86	46
Total Valid Responses	131 100.0%	75 100.0%	40 100.0%	11 100.0%	4 100.0%	78 100.0%	51 100.0%	40 100.0%	86 100.0%	8 100.0%	117 100.0%	79 100.0%	36 100.0%	13 100.0%	85 100.0%	46 100.0%
No Answer	1	1	-	-	-	1	-	-	1	-	1	-	-	-	1	-
10 - Best specialist possible	46 35.1%	24 32.0%	15 37.5%	5 45.5%	2 50.0%	32 41.0% g	13 25.5%	12 30.0%	32 37.2%	4 50.0%	39 33.3%	28 35.4%	14 38.9%	3 23.1%	27 31.8%	19 41.3%
9	20 15.3%	10 13.3%	5 12.5%	4 36.4%	1 25.0%	11 14.1%	9 17.6%	5 12.5%	13 15.1%	1 12.5%	18 15.4%	12 15.2%	6 16.7%	3 23.1%	13 15.3%	7 15.2%
8	25 19.1%	14 18.7%	10 25.0%	1 9.1%	-	15 19.2%	10 19.6%	7 17.5%	18 20.9%	2 25.0%	23 19.7%	14 17.7%	8 22.2%	3 23.1%	15 17.6%	10 21.7%
7	14 10.7%	8 10.7%	5 12.5%	-	1 25.0%	5 6.4%	8 15.7%	5 12.5%	9 10.5%	-	14 12.0%	8 10.1%	4 11.1%	1 7.7%	11 12.9%	3 6.5%
6	8 6.1%	5 6.7%	2 5.0%	1 9.1%	-	5 6.4%	3 5.9%	4 10.0%	4 4.7%	-	8 6.8%	4 5.1%	2 5.6%	2 15.4%	7 8.2% p	1 2.2%
5	7 5.3%	5 6.7%	2 5.0%	-	-	6 7.7%	1 2.0%	1 2.5%	5 5.8%	-	6 5.1%	5 6.3%	1 2.8%	1 7.7%	5 5.9%	2 4.3%
4	2 1.5%	2 2.7%	-	-	-	2 2.6%	-	1 2.5%	1 1.2%	1 12.5%	1 0.9%	2 2.5%	-	-	2 2.4%	-
3	1 0.8%	-	-	-	-	-	1 2.0%	-	1 1.2%	-	1 0.9%	-	-	-	1 1.2%	-
2	3 2.3%	2 2.7%	1 2.5%	-	-	1 1.3%	2 3.9%	1 2.5%	2 2.3%	-	3 2.6%	2 2.5%	-	-	2 2.4%	1 2.2%
1	2 1.5%	2 2.7%	-	-	-	-	2 3.9%	2 5.0%	-	-	2 1.7%	1 1.3%	1 2.8%	-	1 1.2%	1 2.2%
0 - Worst specialist possible	3 2.3%	3 4.0%	-	-	-	1 1.3%	2 3.9%	2 5.0%	1 1.2%	-	2 1.7%	3 3.8%	-	-	1 1.2%	2 4.3%
HEDIS/CAHPS SUMMARY RATE - 8-10	91 69.5%	48 64.0%	30 75.0%	10 90.9% B	3 75.0%	58 74.4%	32 62.7%	24 60.0%	63 73.3%	7 87.5%	80 68.4%	54 68.4%	28 77.8%	9 69.2%	55 64.7%	36 78.3% 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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q11. What number would you use to rate the specialist?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	66 50.4%	34 45.3%	20 50.0%	9 81.8% BC	3 75.0%	43 55.1%	22 43.1%	17 42.5%	45 52.3%	5 62.5%	57 48.7%	40 50.6%	20 55.6%	6 46.2%	40 47.1%	26 56.5%
Mean	7.94	7.56	8.35	9.09	9.00	8.26	7.43	7.33	8.19	8.63	7.92	7.82	8.44	8.08	7.85	8.11

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q12. In the last 6 months, was the specialist you saw most often the same doctor as your personal doctor?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	132	76	40	11	4	79	51	40	87	8	118	79	36	13	86	46
Total Valid Responses	129	73	40	11	4	79	48	38	86	7	116	77	36	13	84	45
	100.0%	100.0%	100.0%	100.0%	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	3	3	-	-	-	-	3	2	1	1	2	2	-	-	2	1
Yes	26	16	7	3	-	17	9	8	18	1	23	14	10	2	18	8
	20.2%	21.9%	17.5%	27.3%		21.5%	18.8%	21.1%	20.9%	14.3%	19.8%	18.2%	27.8%	15.4%	21.4%	17.8%
No	103	57	33	8	4	62	39	30	68	6	93	63	26	11	66	37
	79.8%	78.1%	82.5%	72.7%	100.0%	78.5%	81.3%	78.9%	79.1%	85.7%	80.2%	81.8%	72.2%	84.6%	78.6%	82.2%
					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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q13. In the last 6 months, did you call a doctor's office or clinic during regular office hours to get help or advice for yourself?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	426	288	93	25	6	291	123	149	249	27	380	233	143	30	212	214
	100.0%	100.0%	100.0%	100.0%	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	-	-	4	-	3	1	-	4	2	2	1	4	-
Yes	264	172	64	16	5	175	84	88	161	13	242	152	86	20	153	111
	62.0%	59.7%	68.8%	64.0%	83.3%	60.1%	68.3%	59.1%	64.7%	48.1%	63.7%	65.2%	60.1%	66.7%	72.2%	51.9%
															P	
No	162	116	29	9	1	116	39	61	88	14	138	81	57	10	59	103
	38.0%	40.3%	31.2%	36.0%	16.7%	39.9%	31.7%	40.9%	35.3%	51.9%	36.3%	34.8%	39.9%	33.3%	27.8%	48.1%
																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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q14. (GCQ)In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	264	172	64	16	5	175	84	88	161	13	242	152	86	20	153	111
Total Valid Responses	262	171	63	16	5	174	83	88	160	13	240	152	85	19	152	110
	100.0%	100.0%	100.0%	100.0%	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	-	-	1	1	-	1	-	2	-	1	1	1	1
Always	135	87	35	7	2	89	43	48	78	8	121	82	41	9	86	49
	51.5%	50.9%	55.6%	43.8%	40.0%	51.1%	51.8%	54.5%	48.8%	61.5%	50.4%	53.9%	48.2%	47.4%	56.6% p	44.5%
Usually	66	41	14	7	2	43	21	21	44	3	61	36	24	7	31	35
	25.2%	24.0%	22.2%	43.8%	40.0%	24.7%	25.3%	23.9%	27.5%	23.1%	25.4%	23.7%	28.2%	36.8%	20.4%	31.8% O
Sometimes	49	35	11	1	1	34	15	15	30	1	48	28	15	3	30	19
	18.7%	20.5% D	17.5%	6.3%	20.0%	19.5%	18.1%	17.0%	18.8%	7.7%	20.0%	18.4%	17.6%	15.8%	19.7%	17.3%
Never	12	8	3	1	-	8	4	4	8	1	10	6	5	-	5	7
	4.6%	4.7%	4.8%	6.3%		4.6%	4.8%	4.5%	5.0%	7.7%	4.2%	3.9%	5.9%		3.3%	6.4%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	201	128	49	14	4	132	64	69	122	11	182	118	65	16	117	84
	76.7%	74.9%	77.8%	87.5%	80.0%	75.9%	77.1%	78.4%	76.3%	84.6%	75.8%	77.6%	76.5%	84.2%	77.0%	76.4%
HEDIS/CAHPS SUMMARY RATE - Always	135	87	35	7	2	89	43	48	78	8	121	82	41	9	86	49
	51.5%	50.9%	55.6%	43.8%	40.0%	51.1%	51.8%	54.5%	48.8%	61.5%	50.4%	53.9%	48.2%	47.4%	56.6% p	44.5%

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q15. In the last 6 months, did you have an illness, injury or condition that needed care right away in a clinic, emergency room or doctor's office?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	427	289	93	25	6	292	123	152	248	27	381	233	145	31	213	214
	100.0%	100.0%	100.0%	100.0%	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	3	1	2	-	-	3	-	-	2	-	3	2	-	-	3	-
Yes	226	146	59	13	3	155	66	78	136	10	206	138	67	17	135	91
	52.9%	50.5%	63.4%	52.0%	50.0%	53.1%	53.7%	51.3%	54.8%	37.0%	54.1%	59.2%	46.2%	54.8%	63.4%	42.5%
			B								j	M			P	
No	201	143	34	12	3	137	57	74	112	17	175	95	78	14	78	123
	47.1%	49.5%	36.6%	48.0%	50.0%	46.9%	46.3%	48.7%	45.2%	63.0%	45.9%	40.8%	53.8%	45.2%	36.6%	57.5%
		C								k			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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q16. (GCQ)In the last 6 months, when you needed care right away for an illness, injury or condition, how often did you get care as soon as you wanted?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	226	146	59	13	3	155	66	78	136	10	206	138	67	17	135	91
Total Valid Responses	222	142	59	13	3	151	66	76	134	10	202	135	66	17	131	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	4	4	-	-	-	4	-	2	2	-	4	3	1	-	4	-
Always	118	72	31	11	2	82	32	40	70	7	105	72	37	8	62	56
	53.2%	50.7%	52.5%	84.6%	66.7%	54.3%	48.5%	52.6%	52.2%	70.0%	52.0%	53.3%	56.1%	47.1%	47.3%	61.5%
				BC												O
Usually	55	36	17	1	1	33	22	20	32	1	52	36	14	4	35	20
	24.8%	25.4%	28.8%	7.7%	33.3%	21.9%	33.3%	26.3%	23.9%	10.0%	25.7%	26.7%	21.2%	23.5%	26.7%	22.0%
		D	D				f									
Sometimes	39	28	9	1	-	29	10	12	27	1	37	20	13	5	28	11
	17.6%	19.7%	15.3%	7.7%		19.2%	15.2%	15.8%	20.1%	10.0%	18.3%	14.8%	19.7%	29.4%	21.4%	12.1%
															p	
Never	10	6	2	-	-	7	2	4	5	1	8	7	2	-	6	4
	4.5%	4.2%	3.4%			4.6%	3.0%	5.3%	3.7%	10.0%	4.0%	5.2%	3.0%		4.6%	4.4%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	173	108	48	12	3	115	54	60	102	8	157	108	51	12	97	76
	77.9%	76.1%	81.4%	92.3%	100.0%	76.2%	81.8%	78.9%	76.1%	80.0%	77.7%	80.0%	77.3%	70.6%	74.0%	83.5%
				B	BC											o
HEDIS/CAHPS SUMMARY RATE - Always	118	72	31	11	2	82	32	40	70	7	105	72	37	8	62	56
	53.2%	50.7%	52.5%	84.6%	66.7%	54.3%	48.5%	52.6%	52.2%	70.0%	52.0%	53.3%	56.1%	47.1%	47.3%	61.5%
				BC												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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q17. In the last 6 months, when you 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?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	226	146	59	13	3	155	66	78	136	10	206	138	67	17	135	91
Total Valid Responses	222 100.0%	142 100.0%	59 100.0%	13 100.0%	3 100.0%	151 100.0%	66 100.0%	76 100.0%	134 100.0%	10 100.0%	203 100.0%	136 100.0%	65 100.0%	16 100.0%	132 100.0%	90 100.0%
No Answer	4	4	-	-	-	4	-	2	2	-	3	2	2	1	3	1
Same day	109 49.1%	75 52.8%	26 44.1%	6 46.2%	-	68 45.0%	40 60.6% F	39 51.3%	63 47.0%	5 50.0%	99 48.8%	68 50.0%	33 50.8%	6 37.5%	55 41.7%	54 60.0% O
1 day	45 20.3%	21 14.8%	14 23.7%	5 38.5% b	3 100.0% BCD	32 21.2%	12 18.2%	16 21.1%	26 19.4%	1 10.0%	43 21.2%	27 19.9%	14 21.5%	3 18.8%	31 23.5%	14 15.6%
2 days	22 9.9%	15 10.6%	5 8.5%	1 7.7%	-	16 10.6%	5 7.6%	6 7.9%	15 11.2%	1 10.0%	21 10.3%	15 11.0%	4 6.2%	4 25.0% m	15 11.4%	7 7.8%
3 days	14 6.3%	9 6.3%	5 8.5%	-	-	12 7.9%	2 3.0%	6 7.9%	8 6.0%	-	14 6.9%	9 6.6%	4 6.2%	1 6.3%	9 6.8%	5 5.6%
4-7 days	14 6.3%	13 9.2% C	1 1.7%	-	-	9 6.0%	3 4.5%	2 2.6%	12 9.0% H	2 20.0%	9 4.4%	6 4.4%	5 7.7%	2 12.5%	10 7.6%	4 4.4%
8-14 days	4 1.8%	3 2.1%	1 1.7%	-	-	3 2.0%	1 1.5%	1 1.3%	3 2.2%	-	4 2.0%	3 2.2%	1 1.5%	-	3 2.3%	1 1.1%
15 days or longer	14 6.3%	6 4.2%	7 11.9% b	1 7.7%	-	11 7.3%	3 4.5%	6 7.9%	7 5.2%	1 10.0%	13 6.4%	8 5.9%	4 6.2%	-	9 6.8%	5 5.6%
HEDIS/CAHPS SUMMARY RATE - Same day	109 49.1%	75 52.8%	26 44.1%	6 46.2%	-	68 45.0%	40 60.6% F	39 51.3%	63 47.0%	5 50.0%	99 48.8%	68 50.0%	33 50.8%	6 37.5%	55 41.7%	54 60.0% 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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q18. In the last 6 months, not counting the times you needed health care right away, did you make any appointments with a doctor or other health provider for health care?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	427	289	93	25	6	293	122	150	250	27	382	233	145	31	213	214
	100.0%	100.0%	100.0%	100.0%	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	3	1	2	-	-	2	1	2	-	-	2	2	-	-	3	-
Yes	279	181	65	19	5	185	88	98	168	15	254	152	96	22	155	124
	65.3%	62.6%	69.9%	76.0%	83.3%	63.1%	72.1%	65.3%	67.2%	55.6%	66.5%	65.2%	66.2%	71.0%	72.8%	57.9%
							f								P	
No	148	108	28	6	1	108	34	52	82	12	128	81	49	9	58	90
	34.7%	37.4%	30.1%	24.0%	16.7%	36.9%	27.9%	34.7%	32.8%	44.4%	33.5%	34.8%	33.8%	29.0%	27.2%	42.1%
						g										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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q19. (GCQ)In the last 6 months, not counting the times you needed health care right away, how often did you get an appointment for health care as soon as you wanted?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	279	181	65	19	5	185	88	98	168	15	254	152	96	22	155	124
Total Valid Responses	274	178	63	19	5	182	86	96	165	15	249	150	93	22	151	123
	100.0%	100.0%	100.0%	100.0%	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	2	-	-	3	2	2	3	-	5	2	3	-	4	1
Always	115	68	32	7	3	75	37	34	74	7	105	63	38	8	59	56
	42.0%	38.2%	50.8%	36.8%	60.0%	41.2%	43.0%	35.4%	44.8%	46.7%	42.2%	42.0%	40.9%	36.4%	39.1%	45.5%
			b													
Usually	97	63	20	11	1	61	34	39	55	4	89	51	38	10	50	47
	35.4%	35.4%	31.7%	57.9%	20.0%	33.5%	39.5%	40.6%	33.3%	26.7%	35.7%	34.0%	40.9%	45.5%	33.1%	38.2%
				bCe												
Sometimes	52	42	6	1	1	39	12	18	31	3	46	30	15	3	35	17
	19.0%	23.6%	9.5%	5.3%	20.0%	21.4%	14.0%	18.8%	18.8%	20.0%	18.5%	20.0%	16.1%	13.6%	23.2%	13.8%
		CD													P	
Never	10	5	5	-	-	7	3	5	5	1	9	6	2	1	7	3
	3.6%	2.8%	7.9%			3.8%	3.5%	5.2%	3.0%	6.7%	3.6%	4.0%	2.2%	4.5%	4.6%	2.4%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	212	131	52	18	4	136	71	73	129	11	194	114	76	18	109	103
	77.4%	73.6%	82.5%	94.7%	80.0%	74.7%	82.6%	76.0%	78.2%	73.3%	77.9%	76.0%	81.7%	81.8%	72.2%	83.7%
				Bc												O
HEDIS/CAHPS SUMMARY RATE - Always	115	68	32	7	3	75	37	34	74	7	105	63	38	8	59	56
	42.0%	38.2%	50.8%	36.8%	60.0%	41.2%	43.0%	35.4%	44.8%	46.7%	42.2%	42.0%	40.9%	36.4%	39.1%	45.5%
			b													

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q20. In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment and actually seeing a provider?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	279	181	65	19	5	185	88	98	168	15	254	152	96	22	155	124
Total Valid Responses	273	176	65	18	5	180	87	95	166	14	249	148	95	22	151	122
	100.0%	100.0%	100.0%	100.0%	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	-	1	-	5	1	3	2	1	5	4	1	-	4	2
Same day	40	23	12	4	1	23	16	14	25	2	37	18	19	3	21	19
	14.7%	13.1%	18.5%	22.2%	20.0%	12.8%	18.4%	14.7%	15.1%	14.3%	14.9%	12.2%	20.0%	13.6%	13.9%	15.6%
1 day	46	31	9	4	2	34	12	11	31	3	41	24	16	3	28	18
	16.8%	17.6%	13.8%	22.2%	40.0%	18.9%	13.8%	11.6%	18.7%	21.4%	16.5%	16.2%	16.8%	13.6%	18.5%	14.8%
2-3 days	65	38	14	6	1	42	20	24	38	2	60	41	18	5	33	32
	23.8%	21.6%	21.5%	33.3%	20.0%	23.3%	23.0%	25.3%	22.9%	14.3%	24.1%	27.7%	18.9%	22.7%	21.9%	26.2%
4-7 days	52	37	11	1	1	36	14	16	35	3	47	28	15	6	31	21
	19.0%	21.0%	16.9%	5.6%	20.0%	20.0%	16.1%	16.8%	21.1%	21.4%	18.9%	18.9%	15.8%	27.3%	20.5%	17.2%
		D														
8-14 days	26	18	7	-	-	14	12	12	14	-	25	15	9	3	18	8
	9.5%	10.2%	10.8%			7.8%	13.8%	12.6%	8.4%		10.0%	10.1%	9.5%	13.6%	11.9%	6.6%
15-30 days	27	19	6	2	-	20	7	12	13	2	24	16	9	1	14	13
	9.9%	10.8%	9.2%	11.1%		11.1%	8.0%	12.6%	7.8%	14.3%	9.6%	10.8%	9.5%	4.5%	9.3%	10.7%
31 days or longer	17	10	6	1	-	11	6	6	10	2	15	6	9	1	6	11
	6.2%	5.7%	9.2%	5.6%		6.1%	6.9%	6.3%	6.0%	14.3%	6.0%	4.1%	9.5%	4.5%	4.0%	9.0%
																o
HEDIS/CAHPS SUMMARY RATE	229	147	53	15	5	149	74	77	143	10	210	126	77	20	131	98
- Same day-14 days	83.9%	83.5%	81.5%	83.3%	100.0%	82.8%	85.1%	81.1%	86.1%	71.4%	84.3%	85.1%	81.1%	90.9%	86.8%	80.3%
					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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q21. In the last 6 months, how many times did you go to an emergency room to get care for yourself?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	427	289	94	25	6	293	122	151	248	27	382	234	144	31	213	214
	100.0%	100.0%	100.0%	100.0%	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	3	1	1	-	-	2	1	1	2	-	2	1	1	-	3	-
None	256	171	56	15	4	171	78	88	151	17	230	133	92	17	113	143
	60.0%	59.2%	59.6%	60.0%	66.7%	58.4%	63.9%	58.3%	60.9%	63.0%	60.2%	56.8%	63.9%	54.8%	53.1%	66.8% O
1 time	88	62	17	5	2	64	21	32	48	6	80	54	24	6	49	39
	20.6%	21.5%	18.1%	20.0%	33.3%	21.8%	17.2%	21.2%	19.4%	22.2%	20.9%	23.1%	16.7%	19.4%	23.0%	18.2%
2 times	44	27	12	4	-	29	13	21	21	2	37	29	13	3	27	17
	10.3%	9.3%	12.8%	16.0%		9.9%	10.7%	13.9%	8.5%	7.4%	9.7%	12.4%	9.0%	9.7%	12.7%	7.9%
3 times	22	16	5	1	-	16	6	9	12	2	18	10	8	5	15	7
	5.2%	5.5%	5.3%	4.0%		5.5%	4.9%	6.0%	4.8%	7.4%	4.7%	4.3%	5.6%	16.1% l	7.0% p	3.3%
4 times	9	7	2	-	-	5	4	-	9	-	9	4	4	-	3	6
	2.1%	2.4%	2.1%			1.7%	3.3%		3.6%		2.4%	1.7%	2.8%		1.4%	2.8%
5 to 9 times	7	5	2	-	-	7	-	1	6	-	7	4	2	-	5	2
	1.6%	1.7%	2.1%			2.4%		0.7%	2.4%		1.8%	1.7%	1.4%		2.3%	0.9%
10 times or more	1	1	-	-	-	1	-	-	1	-	1	-	1	-	1	-
	0.2%	0.3%				0.3%			0.4%		0.3%		0.7%		0.5%	

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q22. In the last 6 months (not counting times you went to an emergency room), how many times did you go to a doctor's office or clinic to get care for yourself?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	430 100.0%	290 100.0%	95 100.0%	25 100.0%	6 100.0%	295 100.0%	123 100.0%	152 100.0%	250 100.0%	27 100.0%	384 100.0%	235 100.0%	145 100.0%	31 100.0%	216 100.0%	214 100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None	103 24.0%	71 24.5%	23 24.2%	5 20.0%	-	71 24.1%	27 22.0%	39 25.7%	52 20.8%	4 14.8%	94 24.5%	57 24.3% n	39 26.9% N	4 12.9%	38 17.6%	65 30.4% O
1	69 16.0%	51 17.6%	11 11.6%	2 8.0%	2 33.3%	47 15.9%	21 17.1%	22 14.5%	45 18.0%	6 22.2%	61 15.9%	37 15.7%	22 15.2%	6 19.4%	30 13.9%	39 18.2%
2	74 17.2%	50 17.2%	15 15.8%	6 24.0%	1 16.7%	57 19.3% g	16 13.0%	25 16.4%	46 18.4%	3 11.1%	71 18.5%	45 19.1%	21 14.5%	5 16.1%	49 22.7% P	25 11.7%
3	65 15.1%	46 15.9%	13 13.7%	2 8.0%	3 50.0% bcD	44 14.9%	21 17.1%	21 13.8%	40 16.0%	5 18.5%	57 14.8%	31 13.2%	25 17.2%	6 19.4%	39 18.1% p	26 12.1%
4	27 6.3%	17 5.9%	5 5.3%	3 12.0%	-	16 5.4%	9 7.3%	5 3.3%	19 7.6% h	4 14.8%	20 5.2%	12 5.1%	11 7.6%	-	12 5.6%	15 7.0%
5 to 9	66 15.3%	37 12.8%	23 24.2% B	5 20.0%	-	40 13.6%	23 18.7%	27 17.8%	36 14.4%	3 11.1%	59 15.4%	38 16.2%	20 13.8%	5 16.1%	33 15.3%	33 15.4%
10 or more	26 6.0%	18 6.2%	5 5.3%	2 8.0%	-	20 6.8%	6 4.9%	13 8.6%	12 4.8%	2 7.4%	22 5.7%	15 6.4%	7 4.8%	5 16.1% m	15 6.9%	11 5.1%

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q23. In the last 6 months, did you or a doctor believe you needed any care, tests, or treatment?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	327	219	72	20	6	224	96	113	198	23	290	178	106	27	178	149
Total Valid Responses	325	219	71	20	6	223	95	112	197	23	288	177	106	27	176	149
	100.0%	100.0%	100.0%	100.0%	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	1	1	1	-	2	1	-	-	2	-
Yes	224	138	57	19	6	150	70	84	134	14	200	134	62	22	144	80
	68.9%	63.0%	80.3%	95.0%	100.0%	67.3%	73.7%	75.0%	68.0%	60.9%	69.4%	75.7%	58.5%	81.5%	81.8%	53.7%
			B	BC	BC							M		M	P	
No	101	81	14	1	-	73	25	28	63	9	88	43	44	5	32	69
	31.1%	37.0%	19.7%	5.0%		32.7%	26.3%	25.0%	32.0%	39.1%	30.6%	24.3%	41.5%	18.5%	18.2%	46.3%
		CD	D										LN			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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q24. (GNC)In the last 6 months, how much of a problem, if any, was it to get the care, tests, or treatment you or a doctor believed necessary?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	224	138	57	19	6	150	70	84	134	14	200	134	62	22	144	80
Total Valid Responses	222	138	56	19	6	150	69	82	134	14	199	134	61	22	143	79
	100.0%	100.0%	100.0%	100.0%	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
Not a problem	170	107	40	15	5	109	58	58	108	8	158	104	49	17	102	68
	76.6%	77.5%	71.4%	78.9%	83.3%	72.7%	84.1%	70.7%	80.6%	57.1%	79.4%	77.6%	80.3%	77.3%	71.3%	86.1%
							F									O
A small problem	29	19	8	2	-	23	6	13	16	5	20	16	6	1	22	7
	13.1%	13.8%	14.3%	10.5%		15.3%	8.7%	15.9%	11.9%	35.7%	10.1%	11.9%	9.8%	4.5%	15.4%	8.9%
										K						
A big problem	23	12	8	2	1	18	5	11	10	1	21	14	6	4	19	4
	10.4%	8.7%	14.3%	10.5%	16.7%	12.0%	7.2%	13.4%	7.5%	7.1%	10.6%	10.4%	9.8%	18.2%	13.3%	5.1%
															P	
HEDIS/CAHPS SUMMARY RATE	170	107	40	15	5	109	58	58	108	8	158	104	49	17	102	68
- Not a problem	76.6%	77.5%	71.4%	78.9%	83.3%	72.7%	84.1%	70.7%	80.6%	57.1%	79.4%	77.6%	80.3%	77.3%	71.3%	86.1%
							F									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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q25. In the last 6 months, did you need approval from your health plan for any care, test, or treatment?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	327	219	72	20	6	224	96	113	198	23	290	178	106	27	178	149
Total Valid Responses	323	216	72	19	6	221	95	111	196	23	286	177	104	26	174	149
	100.0%	100.0%	100.0%	100.0%	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	-	3	1	2	2	-	4	1	2	1	4	-
Yes	105	60	30	9	4	75	30	34	66	5	96	67	27	9	71	34
	32.5%	27.8%	41.7%	47.4%	66.7%	33.9%	31.6%	30.6%	33.7%	21.7%	33.6%	37.9%	26.0%	34.6%	40.8%	22.8%
			B	b	B							M			P	
No	218	156	42	10	2	146	65	77	130	18	190	110	77	17	103	115
	67.5%	72.2%	58.3%	52.6%	33.3%	66.1%	68.4%	69.4%	66.3%	78.3%	66.4%	62.1%	74.0%	65.4%	59.2%	77.2%
		CdE											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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q26. (GNC)In the last 6 months, how much of a problem, if any, were delays in the health care while you waited for approval from your health plan?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	327	219	72	20	6	224	96	113	198	23	290	178	106	27	178	149
Total Valid Responses	319	213	71	19	6	218	94	108	195	23	283	176	101	26	170	149
	100.0%	100.0%	100.0%	100.0%	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	8	6	1	1	-	6	2	5	3	-	7	2	5	1	8	-
Not a problem	270	186	56	16	3	183	80	92	165	19	240	144	92	22	136	134
	84.6%	87.3%	78.9%	84.2%	50.0%	83.9%	85.1%	85.2%	84.6%	82.6%	84.8%	81.8%	91.1%	84.6%	80.0%	89.9%
		e											L			O
A small problem	18	9	7	-	2	14	4	4	13	2	14	9	6	-	12	6
	5.6%	4.2%	9.9%		33.3%	6.4%	4.3%	3.7%	6.7%	8.7%	4.9%	5.1%	5.9%		7.1%	4.0%
A big problem	31	18	8	3	1	21	10	12	17	2	29	23	3	4	22	9
	9.7%	8.5%	11.3%	15.8%	16.7%	9.6%	10.6%	11.1%	8.7%	8.7%	10.2%	13.1%	3.0%	15.4%	12.9%	6.0%
												M		m	P	
HEDIS/CAHPS SUMMARY RATE	270	186	56	16	3	183	80	92	165	19	240	144	92	22	136	134
- Not a problem	84.6%	87.3%	78.9%	84.2%	50.0%	83.9%	85.1%	85.2%	84.6%	82.6%	84.8%	81.8%	91.1%	84.6%	80.0%	89.9%
		e											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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q27. (GCQ)In the last 6 months, how often were you taken to
the exam room within 15 minutes of your appointment?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	327	219	72	20	6	224	96	113	198	23	290	178	106	27	178	149
Total Valid Responses	323	217	72	19	6	220	96	112	196	23	286	176	104	27	178	145
	100.0%	100.0%	100.0%	100.0%	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	-	1	-	4	-	1	2	-	4	2	2	-	-	4
Always	63	37	19	4	1	46	16	19	43	6	55	35	23	4	21	42
	19.5%	17.1%	26.4%	21.1%	16.7%	20.9%	16.7%	17.0%	21.9%	26.1%	19.2%	19.9%	22.1%	14.8%	11.8%	29.0%
																O
Usually	73	42	17	9	3	47	24	22	48	7	61	44	19	3	42	31
	22.6%	19.4%	23.6%	47.4%	50.0%	21.4%	25.0%	19.6%	24.5%	30.4%	21.3%	25.0%	18.3%	11.1%	23.6%	21.4%
				Bc								N				
Sometimes	89	67	16	4	1	62	26	32	49	3	83	47	30	9	58	31
	27.6%	30.9%	22.2%	21.1%	16.7%	28.2%	27.1%	28.6%	25.0%	13.0%	29.0%	26.7%	28.8%	33.3%	32.6%	21.4%
											J				P	
Never	98	71	20	2	1	65	30	39	56	7	87	50	32	11	57	41
	30.3%	32.7%	27.8%	10.5%	16.7%	29.5%	31.3%	34.8%	28.6%	30.4%	30.4%	28.4%	30.8%	40.7%	32.0%	28.3%
		D	D													
HEDIS/CAHPS SUMMARY RATE	136	79	36	13	4	93	40	41	91	13	116	79	42	7	63	73
- Always/Usually	42.1%	36.4%	50.0%	68.4%	66.7%	42.3%	41.7%	36.6%	46.4%	56.5%	40.6%	44.9%	40.4%	25.9%	35.4%	50.3%
			B	B					h			N				O
HEDIS/CAHPS SUMMARY RATE	63	37	19	4	1	46	16	19	43	6	55	35	23	4	21	42
- Always	19.5%	17.1%	26.4%	21.1%	16.7%	20.9%	16.7%	17.0%	21.9%	26.1%	19.2%	19.9%	22.1%	14.8%	11.8%	29.0%
																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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q28. (CHOS)In the last 6 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	327	219	72	20	6	224	96	113	198	23	290	178	106	27	178	149
Total Valid Responses	326	219	72	20	6	224	95	113	197	23	289	178	106	27	177	149
	100.0%	100.0%	100.0%	100.0%	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	-
Always	237	159	52	16	5	169	63	77	147	19	209	123	82	20	120	117
	72.7%	72.6%	72.2%	80.0%	83.3%	75.4%	66.3%	68.1%	74.6%	82.6%	72.3%	69.1%	77.4%	74.1%	67.8%	78.5%
																O
Usually	62	39	15	4	-	36	24	26	34	2	57	39	16	4	39	23
	19.0%	17.8%	20.8%	20.0%		16.1%	25.3%	23.0%	17.3%	8.7%	19.7%	21.9%	15.1%	14.8%	22.0%	15.4%
							f				j					
Sometimes	22	18	3	-	1	16	6	7	14	2	19	14	5	3	14	8
	6.7%	8.2%	4.2%		16.7%	7.1%	6.3%	6.2%	7.1%	8.7%	6.6%	7.9%	4.7%	11.1%	7.9%	5.4%
Never	5	3	2	-	-	3	2	3	2	-	4	2	3	-	4	1
	1.5%	1.4%	2.8%			1.3%	2.1%	2.7%	1.0%		1.4%	1.1%	2.8%		2.3%	0.7%
HEDIS/CAHPS SUMMARY RATE	299	198	67	20	5	205	87	103	181	21	266	162	98	24	159	140
- Always/Usually	91.7%	90.4%	93.1%	100.0%	83.3%	91.5%	91.6%	91.2%	91.9%	91.3%	92.0%	91.0%	92.5%	88.9%	89.8%	94.0%
				BC												
HEDIS/CAHPS SUMMARY RATE	237	159	52	16	5	169	63	77	147	19	209	123	82	20	120	117
- Always	72.7%	72.6%	72.2%	80.0%	83.3%	75.4%	66.3%	68.1%	74.6%	82.6%	72.3%	69.1%	77.4%	74.1%	67.8%	78.5%
																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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q29. (CHOS)In the last 6 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	327	219	72	20	6	224	96	113	198	23	290	178	106	27	178	149
Total Valid Responses	326 100.0%	218 100.0%	72 100.0%	20 100.0%	6 100.0%	224 100.0%	95 100.0%	113 100.0%	197 100.0%	23 100.0%	289 100.0%	178 100.0%	105 100.0%	27 100.0%	178 100.0%	148 100.0%
No Answer	1	1	-	-	-	-	1	-	1	-	1	-	1	-	-	1
Always	197 60.4%	126 57.8%	46 63.9%	17 85.0% BC	4 66.7%	143 63.8% g	50 52.6%	64 56.6%	120 60.9%	16 69.6%	173 59.9%	102 57.3%	72 68.6% l	14 51.9%	96 53.9%	101 68.2% O
Usually	77 23.6%	53 24.3%	16 22.2%	3 15.0%	1 16.7%	46 20.5%	28 29.5% f	26 23.0%	50 25.4%	3 13.0%	71 24.6%	44 24.7%	21 20.0%	5 18.5%	43 24.2%	34 23.0%
Sometimes	43 13.2%	34 15.6%	7 9.7%	-	1 16.7%	30 13.4%	13 13.7%	19 16.8%	22 11.2%	2 8.7%	39 13.5%	28 15.7% m	9 8.6%	6 22.2%	33 18.5% P	10 6.8%
Never	9 2.8%	5 2.3%	3 4.2%	-	-	5 2.2%	4 4.2%	4 3.5%	5 2.5%	2 8.7%	6 2.1%	4 2.2%	3 2.9%	2 7.4%	6 3.4%	3 2.0%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	274 84.0%	179 82.1%	62 86.1%	20 100.0% BC	5 83.3%	189 84.4%	78 82.1%	90 79.6%	170 86.3%	19 82.6%	244 84.4%	146 82.0%	93 88.6% n	19 70.4%	139 78.1%	135 91.2% O
HEDIS/CAHPS SUMMARY RATE - Always	197 60.4%	126 57.8%	46 63.9%	17 85.0% BC	4 66.7%	143 63.8% g	50 52.6%	64 56.6%	120 60.9%	16 69.6%	173 59.9%	102 57.3%	72 68.6% l	14 51.9%	96 53.9%	101 68.2% 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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q30. (HWDC)In the last 6 months, how often did doctors or other health providers listen carefully to you?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	327	219	72	20	6	224	96	113	198	23	290	178	106	27	178	149
Total Valid Responses	320	216	71	19	5	220	93	111	194	23	283	176	102	27	175	145
	100.0%	100.0%	100.0%	100.0%	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	7	3	1	1	1	4	3	2	4	-	7	2	4	-	3	4
Always	211	142	45	12	4	147	58	72	127	17	185	108	78	14	98	113
	65.9%	65.7%	63.4%	63.2%	80.0%	66.8%	62.4%	64.9%	65.5%	73.9%	65.4%	61.4%	76.5%	51.9%	56.0%	77.9%
													LN			O
Usually	58	36	16	5	1	39	19	16	40	2	55	33	16	6	36	22
	18.1%	16.7%	22.5%	26.3%	20.0%	17.7%	20.4%	14.4%	20.6%	8.7%	19.4%	18.8%	15.7%	22.2%	20.6%	15.2%
											j					
Sometimes	40	30	8	1	-	28	11	19	20	3	35	28	5	6	31	9
	12.5%	13.9%	11.3%	5.3%		12.7%	11.8%	17.1%	10.3%	13.0%	12.4%	15.9%	4.9%	22.2%	17.7%	6.2%
												M		M	P	
Never	11	8	2	1	-	6	5	4	7	1	8	7	3	1	10	1
	3.4%	3.7%	2.8%	5.3%		2.7%	5.4%	3.6%	3.6%	4.3%	2.8%	4.0%	2.9%	3.7%	5.7%	0.7%
															P	
HEDIS/CAHPS SUMMARY RATE	269	178	61	17	5	186	77	88	167	19	240	141	94	20	134	135
- Always/Usually	84.1%	82.4%	85.9%	89.5%	100.0%	84.5%	82.8%	79.3%	86.1%	82.6%	84.8%	80.1%	92.2%	74.1%	76.6%	93.1%
					BC								LN			O
HEDIS/CAHPS SUMMARY RATE	211	142	45	12	4	147	58	72	127	17	185	108	78	14	98	113
- Always	65.9%	65.7%	63.4%	63.2%	80.0%	66.8%	62.4%	64.9%	65.5%	73.9%	65.4%	61.4%	76.5%	51.9%	56.0%	77.9%
													LN			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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q31. In the last 6 months, how often did you have a hard time speaking with or understanding a doctor or other health providers because you spoke different languages?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	327	219	72	20	6	224	96	113	198	23	290	178	106	27	178	149
Total Valid Responses	323	216	71	20	6	220	96	112	197	23	287	177	103	27	177	146
	100.0%	100.0%	100.0%	100.0%	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	-	-	4	-	1	1	-	3	1	3	-	1	3
Never	275	188	60	15	4	187	83	97	166	19	244	152	89	20	146	129
	85.1%	87.0%	84.5%	75.0%	66.7%	85.0%	86.5%	86.6%	84.3%	82.6%	85.0%	85.9%	86.4%	74.1%	82.5%	88.4%
Sometimes	33	18	7	5	2	24	8	9	22	2	31	20	8	6	21	12
	10.2%	8.3%	9.9%	25.0% b	33.3%	10.9%	8.3%	8.0%	11.2%	8.7%	10.8%	11.3%	7.8%	22.2% m	11.9%	8.2%
Usually	5	4	1	-	-	5	-	4	1	1	4	3	-	-	3	2
	1.5%	1.9%	1.4%			2.3%		3.6% i	0.5%	4.3%	1.4%	1.7%			1.7%	1.4%
Always	10	6	3	-	-	4	5	2	8	1	8	2	6	1	7	3
	3.1%	2.8%	4.2%			1.8%	5.2%	1.8%	4.1%	4.3%	2.8%	1.1%	5.8% l	3.7%	4.0%	2.1%
HEDIS/CAHPS SUMMARY RATE - Never/Sometimes	308	206	67	20	6	211	91	106	188	21	275	172	97	26	167	141
	95.4%	95.4%	94.4%	100.0% BC	100.0% BC	95.9%	94.8%	94.6%	95.4%	91.3%	95.8%	97.2%	94.2%	96.3%	94.4%	96.6%
HEDIS/CAHPS SUMMARY RATE - Never	275	188	60	15	4	187	83	97	166	19	244	152	89	20	146	129
	85.1%	87.0%	84.5%	75.0%	66.7%	85.0%	86.5%	86.6%	84.3%	82.6%	85.0%	85.9%	86.4%	74.1%	82.5%	88.4%

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q32. (HWDC)In the last 6 months, how often did doctors or other health providers explain things in a way you could understand?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	327	219	72	20	6	224	96	113	198	23	290	178	106	27	178	149
Total Valid Responses	321	217	69	19	6	219	95	112	193	23	284	177	101	27	173	148
	100.0%	100.0%	100.0%	100.0%	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	2	3	1	-	5	1	1	5	-	6	1	5	-	5	1
Always	222	150	49	14	2	151	65	77	131	18	195	120	73	20	106	116
	69.2%	69.1%	71.0%	73.7%	33.3%	68.9%	68.4%	68.8%	67.9%	78.3%	68.7%	67.8%	72.3%	74.1%	61.3%	78.4%
		e	e	e												O
Usually	52	33	13	3	2	33	19	16	36	2	49	31	16	2	34	18
	16.2%	15.2%	18.8%	15.8%	33.3%	15.1%	20.0%	14.3%	18.7%	8.7%	17.3%	17.5%	15.8%	7.4%	19.7%	12.2%
												n			p	
Sometimes	32	22	6	1	1	25	6	14	17	3	27	19	5	4	24	8
	10.0%	10.1%	8.7%	5.3%	16.7%	11.4%	6.3%	12.5%	8.8%	13.0%	9.5%	10.7%	5.0%	14.8%	13.9%	5.4%
												m			P	
Never	15	12	1	1	1	10	5	5	9	-	13	7	7	1	9	6
	4.7%	5.5%	1.4%	5.3%	16.7%	4.6%	5.3%	4.5%	4.7%		4.6%	4.0%	6.9%	3.7%	5.2%	4.1%
		c														
HEDIS/CAHPS SUMMARY RATE - Always/Usually	274	183	62	17	4	184	84	93	167	20	244	151	89	22	140	134
	85.4%	84.3%	89.9%	89.5%	66.7%	84.0%	88.4%	83.0%	86.5%	87.0%	85.9%	85.3%	88.1%	81.5%	80.9%	90.5%
																O
HEDIS/CAHPS SUMMARY RATE - Always	222	150	49	14	2	151	65	77	131	18	195	120	73	20	106	116
	69.2%	69.1%	71.0%	73.7%	33.3%	68.9%	68.4%	68.8%	67.9%	78.3%	68.7%	67.8%	72.3%	74.1%	61.3%	78.4%
		e	e	e												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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q33. (HWDC)In the last 6 months, how often did doctors or other health providers show respect for what you had to say?

	Total	AGE: 18-34	AGE: 35-44	AGE: 45-54	AGE: 55+	EDUCATION: HS/ GED/ Less	EDUCATION: Some Colg/ Grad	DURATION W/PLAN: <2 Yrs	DURATION W/PLAN: 2 Yrs+	ETHNICITY: Hspnc/ Latino	ETHNICITY: Not Hspnc Latino	RACE: White	RACE: Black/ African Am.	RACE: Other	MODE OF DATA COLLECTION: Mail	MODE OF DATA COLLECTION: Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	327	219	72	20	6	224	96	113	198	23	290	178	106	27	178	149
Total Valid Responses	323 100.0%	216 100.0%	71 100.0%	20 100.0%	6 100.0%	220 100.0%	96 100.0%	112 100.0%	196 100.0%	23 100.0%	286 100.0%	176 100.0%	104 100.0%	27 100.0%	176 100.0%	147 100.0%
No Answer	4	3	1	-	-	4	-	1	2	-	4	2	2	-	2	2
Always	217 67.2%	149 69.0%	44 62.0%	14 70.0%	4 66.7%	149 67.7%	63 65.6%	69 61.6%	135 68.9%	17 73.9%	193 67.5%	111 63.1%	81 77.9% LN	15 55.6%	100 56.8%	117 79.6% O
Usually	59 18.3%	33 15.3%	18 25.4% b	5 25.0%	2 33.3%	39 17.7%	20 20.8%	21 18.8%	37 18.9%	4 17.4%	53 18.5%	35 19.9%	14 13.5%	6 22.2%	43 24.4% P	16 10.9%
Sometimes	36 11.1%	28 13.0%	6 8.5%	-	-	24 10.9%	11 11.5%	16 14.3%	19 9.7%	2 8.7%	32 11.2%	23 13.1% M	6 5.8%	6 22.2% M	24 13.6%	12 8.2%
Never	11 3.4%	6 2.8%	3 4.2%	1 5.0%	-	8 3.6%	2 2.1%	6 5.4%	5 2.6%	-	8 2.8%	7 4.0%	3 2.9%	-	9 5.1% p	2 1.4%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	276 85.4%	182 84.3%	62 87.3%	19 95.0% B	6 100.0% BC	188 85.5%	83 86.5%	90 80.4%	172 87.8% h	21 91.3%	246 86.0%	146 83.0%	95 91.3% L	21 77.8%	143 81.3%	133 90.5% O
HEDIS/CAHPS SUMMARY RATE - Always	217 67.2%	149 69.0%	44 62.0%	14 70.0%	4 66.7%	149 67.7%	63 65.6%	69 61.6%	135 68.9%	17 73.9%	193 67.5%	111 63.1%	81 77.9% LN	15 55.6%	100 56.8%	117 79.6% 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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q34. (HWDC)In the last 6 months, how often did doctors or other health providers spend enough time with you?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ==		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	327	219	72	20	6	224	96	113	198	23	290	178	106	27	178	149
Total Valid Responses	322	214	72	20	6	220	95	110	196	23	287	176	104	26	174	148
	100.0%	100.0%	100.0%	100.0%	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	5	-	-	-	4	1	3	2	-	3	2	2	1	4	1
Always	164	107	38	12	3	112	48	58	96	14	146	86	58	10	65	99
	50.9%	50.0%	52.8%	60.0%	50.0%	50.9%	50.5%	52.7%	49.0%	60.9%	50.9%	48.9%	55.8%	38.5%	37.4%	66.9%
																O
Usually	90	59	22	6	2	58	32	26	63	6	81	52	26	9	60	30
	28.0%	27.6%	30.6%	30.0%	33.3%	26.4%	33.7%	23.6%	32.1%	26.1%	28.2%	29.5%	25.0%	34.6%	34.5%	20.3%
															P	
Sometimes	47	34	7	1	1	33	12	19	25	3	41	22	15	6	34	13
	14.6%	15.9%	9.7%	5.0%	16.7%	15.0%	12.6%	17.3%	12.8%	13.0%	14.3%	12.5%	14.4%	23.1%	19.5%	8.8%
		D													P	
Never	21	14	5	1	-	17	3	7	12	-	19	16	5	1	15	6
	6.5%	6.5%	6.9%	5.0%		7.7%	3.2%	6.4%	6.1%		6.6%	9.1%	4.8%	3.8%	8.6%	4.1%
						g									p	
HEDIS/CAHPS SUMMARY RATE	254	166	60	18	5	170	80	84	159	20	227	138	84	19	125	129
- Always/Usually	78.9%	77.6%	83.3%	90.0%	83.3%	77.3%	84.2%	76.4%	81.1%	87.0%	79.1%	78.4%	80.8%	73.1%	71.8%	87.2%
				b												O
HEDIS/CAHPS SUMMARY RATE	164	107	38	12	3	112	48	58	96	14	146	86	58	10	65	99
- Always	50.9%	50.0%	52.8%	60.0%	50.0%	50.9%	50.5%	52.7%	49.0%	60.9%	50.9%	48.9%	55.8%	38.5%	37.4%	66.9%
																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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q35. What number would you use to rate all your health care in the last 6 months?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	327	219	72	20	6	224	96	113	198	23	290	178	106	27	178	149
Total Valid Responses	325 100.0%	218 100.0%	71 100.0%	20 100.0%	6 100.0%	222 100.0%	96 100.0%	112 100.0%	197 100.0%	23 100.0%	289 100.0%	176 100.0%	106 100.0%	27 100.0%	176 100.0%	149 100.0%
No Answer	2	1	1	-	-	2	-	1	1	-	1	2	-	-	2	-
10 - Best health care possible	115 35.4%	74 33.9%	25 35.2%	8 40.0%	2 33.3%	78 35.1%	33 34.4%	33 29.5%	76 38.6% h	11 47.8%	100 34.6%	58 33.0%	42 39.6%	7 25.9%	42 23.9%	73 49.0% O
9	60 18.5%	38 17.4%	16 22.5%	3 15.0%	2 33.3%	43 19.4%	16 16.7%	23 20.5%	33 16.8%	4 17.4%	53 18.3%	32 18.2%	20 18.9%	6 22.2%	35 19.9%	25 16.8%
8	56 17.2%	38 17.4%	15 21.1%	3 15.0%	-	40 18.0%	16 16.7%	20 17.9%	34 17.3%	3 13.0%	51 17.6%	31 17.6% N	23 21.7% N	1 3.7%	30 17.0%	26 17.4%
7	31 9.5%	18 8.3%	7 9.9%	4 20.0%	1 16.7%	16 7.2%	15 15.6% F	9 8.0%	21 10.7%	2 8.7%	29 10.0%	20 11.4% m	6 5.7%	4 14.8%	23 13.1% P	8 5.4%
6	12 3.7%	9 4.1%	1 1.4%	1 5.0%	-	6 2.7%	5 5.2%	7 6.3%	5 2.5%	-	11 3.8%	6 3.4%	3 2.8%	2 7.4%	6 3.4%	6 4.0%
5	14 4.3%	12 5.5%	2 2.8%	-	-	11 5.0%	2 2.1%	5 4.5%	7 3.6%	2 8.7%	11 3.8%	7 4.0%	4 3.8%	2 7.4%	9 5.1%	5 3.4%
4	11 3.4%	11 5.0%	-	-	-	8 3.6%	3 3.1%	6 5.4%	5 2.5%	-	10 3.5%	5 2.8%	3 2.8%	3 11.1%	9 5.1% P	2 1.3%
3	8 2.5%	6 2.8%	2 2.8%	-	-	6 2.7%	2 2.1%	5 4.5% i	2 1.0%	1 4.3%	7 2.4%	5 2.8%	2 1.9%	1 3.7%	5 2.8%	3 2.0%
2	8 2.5%	4 1.8%	1 1.4%	1 5.0%	1 16.7%	7 3.2%	1 1.0%	2 1.8%	6 3.0%	-	8 2.8%	7 4.0%	-	-	7 4.0% P	1 0.7%
1	7 2.2%	6 2.8%	1 1.4%	-	-	5 2.3%	2 2.1%	2 1.8%	5 2.5%	-	7 2.4%	3 1.7%	2 1.9%	1 3.7%	7 4.0%	-

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q35. What number would you use to rate all your health care in the last 6 months?

	Total	18-34	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
	========== AGE ==========					== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
0 - Worst health care possible	3 0.9%	2 0.9%	1 1.4%	-	-	2 0.9%	1 1.0%	-	3 1.5%	-	2 0.7%	2 1.1%	1 0.9%	-	3 1.7%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	231 71.1%	150 68.8%	56 78.9% b	14 70.0%	4 66.7%	161 72.5%	65 67.7%	76 67.9%	143 72.6%	18 78.3%	204 70.6%	121 68.8% n	85 80.2% LN	14 51.9%	107 60.8%	124 83.2% O
HEDIS/CAHPS SUMMARY RATE - 9-10	175 53.8%	112 51.4%	41 57.7%	11 55.0%	4 66.7%	121 54.5%	49 51.0%	56 50.0%	109 55.3%	15 65.2%	153 52.9%	90 51.1%	62 58.5%	13 48.1%	77 43.8%	98 65.8% O
Mean	7.96	7.81	8.28	8.35	7.83	7.92	8.01	7.79	8.04	8.57	7.93	7.84	8.34	7.33	7.32	8.72

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q36. In the last 6 months, did you need an interpreter to help you speak with doctors or other health providers?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE				MODE OF DATA COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	423	285	93	25	6	290	121	149	246	27	377	235	140	30	209	214
	100.0%	100.0%	100.0%	100.0%	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	7	5	2	-	-	5	2	3	4	-	7	-	5	1	7	-
Yes	2	2	-	-	-	2	-	1	1	1	1	-	-	-	1	1
	0.5%	0.7%				0.7%		0.7%	0.4%	3.7%	0.3%				0.5%	0.5%
No	421	283	93	25	6	288	121	148	245	26	376	235	140	30	208	213
	99.5%	99.3%	100.0%	100.0%	100.0%	99.3%	100.0%	99.3%	99.6%	96.3%	99.7%	100.0%	100.0%	100.0%	99.5%	99.5%

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q37. In the last 6 months, when you needed an interpreter to help you speak with doctors or other health providers, how often did you get one?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	2	2	-	-	-	2	-	1	1	1	1	-	-	-	1	1
Total Valid Responses	1	1	-	-	-	1	-	1	-	1	-	-	-	-	-	1
	100.0%	100.0%				100.0%		100.0%		100.0%						100.0%
No Answer	1	1	-	-	-	1	-	-	1	-	1	-	-	-	1	-
Always	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Usually	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sometimes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Never	1	1	-	-	-	1	-	1	-	1	-	-	-	-	-	1
	100.0%	100.0%				100.0%		100.0%		100.0%						100.0%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Always	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q38. 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 or health care center on the plan list. Are you covered by a health plan like this?

		========== AGE ==========				== EDUCATION ==		== DURATION === W/PLAN		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	411	280	90	24	5	278	121	149	239	25	368	225	140	30	212	199
	100.0%	100.0%	100.0%	100.0%	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	19	10	5	1	1	17	2	3	11	2	16	10	5	1	4	15
Yes	327	226	75	18	2	225	95	115	195	21	292	188	105	24	184	143
	79.6%	80.7%	83.3%	75.0%	40.0%	80.9%	78.5%	77.2%	81.6%	84.0%	79.3%	83.6%	75.0%	80.0%	86.8%	71.9%
		e	e									m			P	
No	84	54	15	6	3	53	26	34	44	4	76	37	35	6	28	56
	20.4%	19.3%	16.7%	25.0%	60.0%	19.1%	21.5%	22.8%	18.4%	16.0%	20.7%	16.4%	25.0%	20.0%	13.2%	28.1%
					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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q39. Did you choose your health plan or were you told which plan you were in?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	327	226	75	18	2	225	95	115	195	21	292	188	105	24	184	143
Total Valid Responses	313	215	72	18	2	214	92	112	187	20	281	182	98	24	177	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	14	11	3	-	-	11	3	3	8	1	11	6	7	-	7	7
I chose my plan	92	59	22	7	-	67	22	31	55	3	83	48	37	2	44	48
	29.4%	27.4%	30.6%	38.9%		31.3%	23.9%	27.7%	29.4%	15.0%	29.5%	26.4%	37.8%	8.3%	24.9%	35.3%
											j	N	lN			O
I was told which plan I was in	221	156	50	11	2	147	70	81	132	17	198	134	61	22	133	88
	70.6%	72.6%	69.4%	61.1%	100.0%	68.7%	76.1%	72.3%	70.6%	85.0%	70.5%	73.6%	62.2%	91.7%	75.1%	64.7%
					BCD					k		m		LM	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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q40. Did you get any information about your health plan before you signed up for it?

	Total	AGE: 18-34	AGE: 35-44	AGE: 45-54	AGE: 55+	EDUCATION: HS/ GED/ Less	EDUCATION: Some Colg/ Grad	DURATION W/PLAN: <2 Yrs	DURATION W/PLAN: 2 Yrs+	ETHNICITY: Hspnc/ Latino	ETHNICITY: Not Hspnc Latino	RACE: White	RACE: Black/ African Am.	RACE: Other	MODE OF DATA COLLECTION: Mail	MODE OF DATA COLLECTION: Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	327	226	75	18	2	225	95	115	195	21	292	188	105	24	184	143
Total Valid Responses	311 100.0%	219 100.0%	67 100.0%	17 100.0%	2 100.0%	215 100.0%	89 100.0%	113 100.0%	184 100.0%	20 100.0%	280 100.0%	179 100.0%	100 100.0%	23 100.0%	176 100.0%	135 100.0%
No Answer	16	7	8	1	-	10	6	2	11	1	12	9	5	1	8	8
Yes	152 48.9%	106 48.4%	36 53.7%	7 41.2%	2 100.0% BCD	111 51.6%	39 43.8%	51 45.1%	94 51.1%	11 55.0%	136 48.6%	77 43.0%	62 62.0% LN	9 39.1%	86 48.9%	66 48.9%
No	159 51.1%	113 51.6%	31 46.3%	10 58.8%	-	104 48.4%	50 56.2%	62 54.9%	90 48.9%	9 45.0%	144 51.4%	102 57.0% M	38 38.0%	14 60.9% M	90 51.1%	69 51.1%

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q41. How much of the information you were given before you signed up for the plan was correct?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	152	106	36	7	2	111	39	51	94	11	136	77	62	9	86	66
Total Valid Responses	145	104	33	6	1	105	38	50	88	11	129	72	60	9	81	64
	100.0%	100.0%	100.0%	100.0%	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	7	2	3	1	1	6	1	1	6	-	7	5	2	-	5	2
All of it	86	62	19	3	1	64	21	26	54	9	73	46	31	5	47	39
	59.3%	59.6%	57.6%	50.0%	100.0%	61.0%	55.3%	52.0%	61.4%	81.8%	56.6%	63.9%	51.7%	55.6%	58.0%	60.9%
					BCD					K						
Most of it	44	30	11	3	-	29	14	17	26	2	41	18	23	2	21	23
	30.3%	28.8%	33.3%	50.0%		27.6%	36.8%	34.0%	29.5%	18.2%	31.8%	25.0%	38.3%	22.2%	25.9%	35.9%
													l			
Some of it	15	12	3	-	-	12	3	7	8	-	15	8	6	2	13	2
	10.3%	11.5%	9.1%			11.4%	7.9%	14.0%	9.1%		11.6%	11.1%	10.0%	22.2%	16.0%	3.1%
															P	
None of it	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q42. In the last 6 months, did you look for any information about how your health plan works in written materials or on the Internet?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	427	289	93	25	6	292	123	151	248	27	381	233	144	31	214	213
	100.0%	100.0%	100.0%	100.0%	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	3	1	2	-	-	3	-	1	2	-	3	2	1	-	2	1
Yes	86	57	24	3	-	52	34	33	48	4	78	51	29	6	59	27
	20.1%	19.7%	25.8%	12.0%		17.8%	27.6%	21.9%	19.4%	14.8%	20.5%	21.9%	20.1%	19.4%	27.6%	12.7%
			d				F								P	
No	341	232	69	22	6	240	89	118	200	23	303	182	115	25	155	186
	79.9%	80.3%	74.2%	88.0%	100.0%	82.2%	72.4%	78.1%	80.6%	85.2%	79.5%	78.1%	79.9%	80.6%	72.4%	87.3%
				c	BCd	G										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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q43. (CS)In the last 6 months, how much of a problem, if any, was it to find or understand this information?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	86	57	24	3	-	52	34	33	48	4	78	51	29	6	59	27
Total Valid Responses	84	56	23	3	-	51	33	31	48	3	77	51	28	5	58	26
	100.0%	100.0%	100.0%	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	-	-	1	1	2	-	1	1	-	1	1	1	1
Not a problem	59	40	15	3	-	37	22	21	37	2	54	35	21	3	37	22
	70.2%	71.4%	65.2%	100.0%		72.5%	66.7%	67.7%	77.1%	66.7%	70.1%	68.6%	75.0%	60.0%	63.8%	84.6%
				BC												O
A small problem	18	12	6	-	-	10	8	7	8	1	16	11	6	1	14	4
	21.4%	21.4%	26.1%			19.6%	24.2%	22.6%	16.7%	33.3%	20.8%	21.6%	21.4%	20.0%	24.1%	15.4%
A big problem	7	4	2	-	-	4	3	3	3	-	7	5	1	1	7	-
	8.3%	7.1%	8.7%			7.8%	9.1%	9.7%	6.3%		9.1%	9.8%	3.6%	20.0%	12.1%	
HEDIS/CAHPS SUMMARY RATE	59	40	15	3	-	37	22	21	37	2	54	35	21	3	37	22
- Not a problem	70.2%	71.4%	65.2%	100.0%		72.5%	66.7%	67.7%	77.1%	66.7%	70.1%	68.6%	75.0%	60.0%	63.8%	84.6%
				BC												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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q44. In the last 6 months, did you call your health plan's customer service to get information or help?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	427	289	93	25	6	292	123	151	249	27	381	234	143	31	214	213
	100.0%	100.0%	100.0%	100.0%	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	3	1	2	-	-	3	-	1	1	-	3	1	2	-	2	1
Yes	88	62	16	8	1	55	32	48	37	4	79	57	23	10	61	27
	20.6%	21.5%	17.2%	32.0%	16.7%	18.8%	26.0%	31.8%	14.9%	14.8%	20.7%	24.4%	16.1%	32.3%	28.5%	12.7%
								I				M		m	P	
No	339	227	77	17	5	237	91	103	212	23	302	177	120	21	153	186
	79.4%	78.5%	82.8%	68.0%	83.3%	81.2%	74.0%	68.2%	85.1%	85.2%	79.3%	75.6%	83.9%	67.7%	71.5%	87.3%
									H				Ln			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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q45. (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 health plan's customer service?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	88	62	16	8	1	55	32	48	37	4	79	57	23	10	61	27
Total Valid Responses	86	61	15	8	1	53	32	47	36	4	77	56	22	10	59	27
	100.0%	100.0%	100.0%	100.0%	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	-	2	1	1	-	2	-
Not a problem	59	45	8	5	1	37	21	32	26	3	51	36	20	7	38	21
	68.6%	73.8%	53.3%	62.5%	100.0%	69.8%	65.6%	68.1%	72.2%	75.0%	66.2%	64.3%	90.9%	70.0%	64.4%	77.8%
					BCD								L			
A small problem	18	12	4	2	-	11	7	10	6	1	17	13	2	1	14	4
	20.9%	19.7%	26.7%	25.0%		20.8%	21.9%	21.3%	16.7%	25.0%	22.1%	23.2%	9.1%	10.0%	23.7%	14.8%
												m				
A big problem	9	4	3	1	-	5	4	5	4	-	9	7	-	2	7	2
	10.5%	6.6%	20.0%	12.5%		9.4%	12.5%	10.6%	11.1%		11.7%	12.5%		20.0%	11.9%	7.4%
HEDIS/CAHPS SUMMARY RATE - Not a problem	59	45	8	5	1	37	21	32	26	3	51	36	20	7	38	21
	68.6%	73.8%	53.3%	62.5%	100.0%	69.8%	65.6%	68.1%	72.2%	75.0%	66.2%	64.3%	90.9%	70.0%	64.4%	77.8%
					BCD								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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q46. In the last 6 months, have you called or written your health plan with a complaint or problem?

	Total	AGE: 18-34	AGE: 35-44	AGE: 45-54	AGE: 55+	EDUCATION: HS/ GED/ Less	EDUCATION: Some Colg/ Grad	DURATION W/PLAN: <2 Yrs	DURATION W/PLAN: 2 Yrs+	ETHNICITY: Hspnc/ Latino	ETHNICITY: Not Hspnc Latino	RACE: White	RACE: Black/ African Am.	RACE: Other	MODE OF DATA COLLECTION: Mail	MODE OF DATA COLLECTION: Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	424	286	94	25	6	294	119	150	246	27	379	233	144	28	211	213
	100.0%	100.0%	100.0%	100.0%	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	1	-	-	1	4	2	4	-	5	2	1	3	5	1
Yes	29	16	8	3	1	18	11	14	15	1	26	17	8	4	24	5
	6.8%	5.6%	8.5%	12.0%	16.7%	6.1%	9.2%	9.3%	6.1%	3.7%	6.9%	7.3%	5.6%	14.3%	11.4%	2.3%
															P	
No	395	270	86	22	5	276	108	136	231	26	353	216	136	24	187	208
	93.2%	94.4%	91.5%	88.0%	83.3%	93.9%	90.8%	90.7%	93.9%	96.3%	93.1%	92.7%	94.4%	85.7%	88.6%	97.7%
																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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q47. How long did it take for the health plan to resolve your complaint?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	29	16	8	3	1	18	11	14	15	1	26	17	8	4	24	5
Total Valid Responses	28 100.0%	16 100.0%	8 100.0%	3 100.0%	1 100.0%	18 100.0%	10 100.0%	14 100.0%	14 100.0%	1 100.0%	25 100.0%	17 100.0%	8 100.0%	4 100.0%	23 100.0%	5 100.0%
No Answer	1	-	-	-	-	-	1	-	1	-	1	-	-	-	1	-
Same day	7 25.0%	2 12.5%	4 50.0% b	-	1 100.0% BC	4 22.2%	3 30.0%	3 21.4%	4 28.6%	-	7 28.0%	3 17.6%	4 50.0%	-	7 30.4%	-
2-7 days	3 10.7%	2 12.5%	1 12.5%	-	-	2 11.1%	1 10.0%	-	3 21.4%	-	2 8.0%	2 11.8%	1 12.5%	1 25.0%	3 13.0%	-
8-14 days	2 7.1%	2 12.5%	-	-	-	1 5.6%	1 10.0%	1 7.1%	1 7.1%	1 100.0% K	1 4.0%	1 5.9%	-	1 25.0%	1 4.3%	1 20.0%
15-21 days	1 3.6%	1 6.3%	-	-	-	1 5.6%	-	-	1 7.1%	-	1 4.0%	1 5.9%	-	-	1 4.3%	-
More than 21 days	4 14.3%	3 18.8%	-	1 33.3%	-	3 16.7%	1 10.0%	2 14.3%	2 14.3%	-	3 12.0%	2 11.8%	2 25.0%	-	4 17.4%	-
Still waiting to settle (Q49. 1-7 days)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Still waiting to settle (Q49. 8 or more days)	11 39.3%	6 37.5%	3 37.5%	2 66.7%	-	7 38.9%	4 40.0%	8 57.1% I	3 21.4%	-	11 44.0%	8 47.1% M	1 12.5%	2 50.0%	7 30.4%	4 80.0% O
HEDIS/CAHPS SUMMARY RATE - Same day-7 days	10 35.7%	4 25.0%	5 62.5% b	-	1 100.0% BC	6 33.3%	4 40.0%	3 21.4%	7 50.0% h	-	9 36.0%	5 29.4%	5 62.5%	1 25.0%	10 43.5%	-

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q48. Was your complaint or problem settled to your satisfaction?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	17	10	5	1	1	11	6	6	11	1	14	9	7	2	16	1
Total Valid Responses	16	9	5	1	1	10	6	5	11	1	14	9	6	2	15	1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	1	-	-	-	1	-	1	-	-	-	-	1	-	1	-
Yes	14	8	4	1	1	8	6	5	9	1	12	8	5	2	13	1
	87.5%	88.9%	80.0%	100.0%	100.0%	80.0%	100.0%	100.0%	81.8%	100.0%	85.7%	88.9%	83.3%	100.0%	86.7%	100.0%
No	2	1	1	-	-	2	-	-	2	-	2	1	1	-	2	-
	12.5%	11.1%	20.0%			20.0%			18.2%		14.3%	11.1%	16.7%		13.3%	
HEDIS/CAHPS SUMMARY RATE - Yes	14	8	4	1	1	8	6	5	9	1	12	8	5	2	13	1
	87.5%	88.9%	80.0%	100.0%	100.0%	80.0%	100.0%	100.0%	81.8%	100.0%	85.7%	88.9%	83.3%	100.0%	86.7%	100.0%

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q49. How long have you been waiting for your health plan to resolve your complaint?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	11	6	3	2	-	7	4	8	3	-	11	8	1	2	7	4
Total Valid Responses	11	6	3	2	-	7	4	8	3	-	11	8	1	2	7	4
	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1-7 days	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
8-14 days	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
15-21 days	1	1	-	-	-	1	-	-	1	-	1	-	1	-	1	-
	9.1%	16.7%				14.3%			33.3%		9.1%		100.0%		14.3%	
More than 21 days	10	5	3	2	-	6	4	8	2	-	10	8	-	2	6	4
	90.9%	83.3%	100.0%	100.0%		85.7%	100.0%	100.0%	66.7%		90.9%	100.0%		100.0%	85.7%	100.0%

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q50. In the last 6 months, did you have to fill out any paperwork for your health plan?

	Total	AGE: 18-34	AGE: 35-44	AGE: 45-54	AGE: 55+	EDUCATION: HS/ GED/ Less	EDUCATION: Some Colg/ Grad	DURATION W/PLAN: <2 Yrs	DURATION W/PLAN: 2 Yrs+	ETHNICITY: Hspnc/ Latino	ETHNICITY: Not Hspnc Latino	RACE: White	RACE: Black/ African Am.	RACE: Other	MODE OF DATA COLLECTION: Mail	MODE OF DATA COLLECTION: Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	424	287	93	25	6	292	122	150	247	27	381	233	142	30	212	212
	100.0%	100.0%	100.0%	100.0%	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	1	2	3	-	3	2	3	1	4	2
Yes	64	45	12	6	-	45	19	30	32	3	58	45	11	4	44	20
	15.1%	15.7%	12.9%	24.0%		15.4%	15.6%	20.0%	13.0%	11.1%	15.2%	19.3%	7.7%	13.3%	20.8%	9.4%
								i				M			P	
No	360	242	81	19	6	247	103	120	215	24	323	188	131	26	168	192
	84.9%	84.3%	87.1%	76.0%	100.0%	84.6%	84.4%	80.0%	87.0%	88.9%	84.8%	80.7%	92.3%	86.7%	79.2%	90.6%
					BCD				h				L			O
HEDIS/CAHPS SUMMARY RATE	64	45	12	6	-	45	19	30	32	3	58	45	11	4	44	20
- Yes	15.1%	15.7%	12.9%	24.0%		15.4%	15.6%	20.0%	13.0%	11.1%	15.2%	19.3%	7.7%	13.3%	20.8%	9.4%
								i				M			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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q51. In the last 6 months, how much of a problem, if any, did you have with paperwork for your health plan?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	421	285	92	25	6	289	122	149	245	27	378	232	141	30	209	212
	100.0%	100.0%	100.0%	100.0%	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	5	3	-	-	6	1	3	5	-	6	3	4	1	7	2
Not a problem	407	274	91	24	6	281	116	142	239	27	364	221	139	29	201	206
	96.7%	96.1%	98.9%	96.0%	100.0%	97.2%	95.1%	95.3%	97.6%	100.0%	96.3%	95.3%	98.6%	96.7%	96.2%	97.2%
			b		B					K			l			
A small problem	8	6	1	-	-	4	4	4	4	-	8	6	1	1	5	3
	1.9%	2.1%	1.1%			1.4%	3.3%	2.7%	1.6%		2.1%	2.6%	0.7%	3.3%	2.4%	1.4%
A big problem	6	5	-	1	-	4	2	3	2	-	6	5	1	-	3	3
	1.4%	1.8%		4.0%		1.4%	1.6%	2.0%	0.8%		1.6%	2.2%	0.7%		1.4%	1.4%
HEDIS/CAHPS SUMMARY RATE	407	274	91	24	6	281	116	142	239	27	364	221	139	29	201	206
- Not a problem	96.7%	96.1%	98.9%	96.0%	100.0%	97.2%	95.1%	95.3%	97.6%	100.0%	96.3%	95.3%	98.6%	96.7%	96.2%	97.2%
			b		B					K			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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q52. What number would you use to rate your health plan?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	423 100.0%	286 100.0%	92 100.0%	25 100.0%	6 100.0%	288 100.0%	123 100.0%	150 100.0%	246 100.0%	27 100.0%	380 100.0%	230 100.0%	143 100.0%	30 100.0%	210 100.0%	213 100.0%
No Answer	7	4	3	-	-	7	-	2	4	-	4	5	2	1	6	1
10 - Best health plan possible	164 38.8%	106 37.1%	38 41.3%	10 40.0%	1 16.7%	117 40.6% g	39 31.7%	50 33.3%	105 42.7% h	10 37.0%	144 37.9%	87 37.8% n	61 42.7% N	7 23.3%	65 31.0%	99 46.5% O
9	68 16.1%	43 15.0%	18 19.6%	5 20.0%	1 16.7%	42 14.6%	24 19.5%	18 12.0%	43 17.5%	4 14.8%	63 16.6%	29 12.6%	31 21.7% L	8 26.7% l	35 16.7%	33 15.5%
8	75 17.7%	54 18.9%	16 17.4%	4 16.0%	-	52 18.1%	23 18.7%	30 20.0%	39 15.9%	5 18.5%	69 18.2%	46 20.0% N	24 16.8% N	1 3.3%	35 16.7%	40 18.8%
7	36 8.5%	27 9.4%	5 5.4%	2 8.0%	2 33.3%	26 9.0%	10 8.1%	14 9.3%	21 8.5%	4 14.8%	31 8.2%	19 8.3%	10 7.0%	4 13.3%	23 11.0% p	13 6.1%
6	18 4.3%	13 4.5%	4 4.3%	-	-	11 3.8%	6 4.9%	11 7.3% I	6 2.4%	1 3.7%	16 4.2%	9 3.9%	5 3.5%	1 3.3%	12 5.7%	6 2.8%
5	25 5.9%	20 7.0% C	2 2.2%	2 8.0%	1 16.7%	15 5.2%	10 8.1%	10 6.7%	13 5.3%	1 3.7%	23 6.1%	13 5.7%	8 5.6%	3 10.0%	15 7.1%	10 4.7%
4	12 2.8%	7 2.4%	5 5.4%	-	-	7 2.4%	5 4.1%	4 2.7%	8 3.3%	2 7.4%	10 2.6%	10 4.3% M	1 0.7%	-	10 4.8% P	2 0.9%
3	4 0.9%	4 1.4%	-	-	-	4 1.4%	-	1 0.7%	2 0.8%	-	4 1.1%	3 1.3%	1 0.7%	-	1 0.5%	3 1.4%
2	8 1.9%	6 2.1%	-	1 4.0%	1 16.7%	7 2.4%	1 0.8%	3 2.0%	5 2.0%	-	8 2.1%	5 2.2%	1 0.7%	3 10.0% m	6 2.9%	2 0.9%
1	4 0.9%	2 0.7%	1 1.1%	-	-	2 0.7%	2 1.6%	2 1.3%	2 0.8%	-	4 1.1%	2 0.9%	1 0.7%	-	3 1.4%	1 0.5%

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q52. What number would you use to rate your health plan?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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)
0 - Worst health plan possible	9 2.1%	4 1.4%	3 3.3%	1 4.0%	-	5 1.7%	3 2.4%	7 4.7% I	2 0.8%	-	8 2.1%	7 3.0%	-	3 10.0%	5 2.4%	4 1.9%
SUMMARY - 0-3	25 5.9%	16 5.6%	4 4.3%	2 8.0%	1 16.7%	18 6.3%	6 4.9%	13 8.7%	11 4.5%	-	24 6.3%	17 7.4% M	3 2.1%	6 20.0% lM	15 7.1%	10 4.7%
SUMMARY - 4-7	91 21.5%	67 23.4%	16 17.4%	4 16.0%	3 50.0%	59 20.5%	31 25.2%	39 26.0%	48 19.5%	8 29.6%	80 21.1%	51 22.2%	24 16.8%	8 26.7%	60 28.6% P	31 14.6%
HEDIS/CAHPS SUMMARY RATE - 8-9-10	307 72.6%	203 71.0% e	72 78.3% E	19 76.0% E	2 33.3%	211 73.3%	86 69.9%	98 65.3%	187 76.0% H	19 70.4%	276 72.6%	162 70.4% n	116 81.1% LN	16 53.3%	135 64.3%	172 80.8% O
HEDIS/CAHPS SUMMARY RATE - 9-10	232 54.8%	149 52.1%	56 60.9%	15 60.0%	2 33.3%	159 55.2%	63 51.2%	68 45.3%	148 60.2% H	14 51.9%	207 54.5%	116 50.4%	92 64.3% L	15 50.0%	100 47.6%	132 62.0% O
Mean	8.08	8.04	8.26	8.12	6.67	8.14	7.89	7.62	8.32	8.26	8.05	7.88	8.61	6.83	7.67	8.48

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q53. In general, how would you rate your overall health now?

	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad	<2 Yrs W/PLAN	2 Yrs+ W/PLAN	Hspnc/ Latino	Not Hspnc Latino	White	Black/ African Am.	Other	Mail	Phone
	========== AGE ==========					== EDUCATION ==		== DURATION ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	423 100.0%	288 100.0%	94 100.0%	25 100.0%	6 100.0%	292 100.0%	123 100.0%	150 100.0%	245 100.0%	27 100.0%	381 100.0%	232 100.0%	144 100.0%	31 100.0%	213 100.0%	210 100.0%
No Answer	7	2	1	-	-	3	-	2	5	-	3	3	1	-	3	4
Excellent	75 17.7%	60 20.8% cD	12 12.8% d	1 4.0%	-	49 16.8%	23 18.7%	31 20.7%	38 15.5%	6 22.2%	64 16.8%	36 15.5%	29 20.1%	6 19.4%	24 11.3%	51 24.3% O
Very good	109 25.8%	81 28.1%	20 21.3%	6 24.0%	-	78 26.7%	30 24.4%	42 28.0%	61 24.9%	6 22.2%	101 26.5%	63 27.2%	39 27.1%	5 16.1%	56 26.3%	53 25.2%
Good	135 31.9%	95 33.0%	30 31.9%	7 28.0%	1 16.7%	93 31.8%	41 33.3%	48 32.0%	78 31.8%	11 40.7%	119 31.2%	73 31.5%	46 31.9%	9 29.0%	73 34.3%	62 29.5%
Fair	66 15.6%	36 12.5%	15 16.0%	9 36.0% Bc	2 33.3%	45 15.4%	18 14.6%	20 13.3%	41 16.7%	3 11.1%	61 16.0%	36 15.5%	21 14.6%	7 22.6%	36 16.9%	30 14.3%
Poor	38 9.0%	16 5.6%	17 18.1% B	2 8.0%	3 50.0% BD	27 9.2%	11 8.9%	9 6.0%	27 11.0% h	1 3.7%	36 9.4%	24 10.3%	9 6.3%	4 12.9%	24 11.3% p	14 6.7%
HEDIS/CAHPS SUMMARY RATE - Excellent/Very Good	184 43.5%	141 49.0% CD	32 34.0%	7 28.0%	-	127 43.5%	53 43.1%	73 48.7%	99 40.4%	12 44.4%	165 43.3%	99 42.7%	68 47.2%	11 35.5%	80 37.6%	104 49.5% 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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q54. Do you now smoke cigarettes every day, some days, or not at all?

	Total	AGE 18-34	AGE 35-44	AGE 45-54	AGE 55+	EDUCATION HS/ GED/ Less	EDUCATION Some Colg/ Grad	DURATION W/PLAN <2 Yrs	DURATION W/PLAN 2 Yrs+	ETHNICITY Hspnc/ Latino	ETHNICITY Not Hspnc Latino	RACE White	RACE Black/ African Am.	RACE Other	MODE OF DATA COLLECTION Mail	MODE OF DATA COLLECTION Phone
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	418 100.0%	287 100.0%	92 100.0%	25 100.0%	6 100.0%	290 100.0%	122 100.0%	147 100.0%	243 100.0%	27 100.0%	379 100.0%	231 100.0%	143 100.0%	30 100.0%	211 100.0%	207 100.0%
No Answer	9	2	1	-	-	2	1	3	6	-	3	1	2	1	3	6
Every day	135 32.3%	87 30.3%	34 37.0%	11 44.0%	2 33.3%	104 35.9% G	30 24.6%	45 30.6%	83 34.2%	4 14.8%	128 33.8% J	99 42.9% MN	30 21.0%	6 20.0%	84 39.8% P	51 24.6%
Some days	50 12.0%	41 14.3% C	6 6.5%	3 12.0%	-	36 12.4%	13 10.7%	22 15.0%	26 10.7%	3 11.1%	45 11.9%	31 13.4%	12 8.4%	5 16.7%	27 12.8%	23 11.1%
Not at all	233 55.7%	159 55.4%	52 56.5%	11 44.0%	4 66.7%	150 51.7%	79 64.8% F	80 54.4%	134 55.1%	20 74.1% K	206 54.4%	101 43.7%	101 70.6% L	19 63.3% L	100 47.4%	133 64.3% O
Don't know	3	1	2	-	-	3	-	2	1	-	2	3	-	-	2	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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q55. In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	185	128	40	14	2	140	43	67	109	7	173	130	42	11	111	74
Total Valid Responses	170	119	37	11	2	131	37	62	102	7	158	122	37	11	105	65
	100.0%	100.0%	100.0%	100.0%	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
None	65	48	17	-	-	50	15	30	32	4	58	43	16	4	40	25
	38.2%	40.3%	45.9%			38.2%	40.5%	48.4%	31.4%	57.1%	36.7%	35.2%	43.2%	36.4%	38.1%	38.5%
								I								
1 visit	34	25	6	2	-	25	7	8	26	2	32	24	6	2	23	11
	20.0%	21.0%	16.2%	18.2%		19.1%	18.9%	12.9%	25.5%	28.6%	20.3%	19.7%	16.2%	18.2%	21.9%	16.9%
									H							
2 to 4 visits	44	29	8	6	1	37	7	12	29	-	44	34	10	3	27	17
	25.9%	24.4%	21.6%	54.5%	50.0%	28.2%	18.9%	19.4%	28.4%		27.8%	27.9%	27.0%	27.3%	25.7%	26.2%
				bC												
5 to 9 visits	10	5	3	2	-	7	3	5	5	-	10	7	3	-	5	5
	5.9%	4.2%	8.1%	18.2%		5.3%	8.1%	8.1%	4.9%		6.3%	5.7%	8.1%		4.8%	7.7%
10 or more visits	17	12	3	1	1	12	5	7	10	1	14	14	2	2	10	7
	10.0%	10.1%	8.1%	9.1%	50.0%	9.2%	13.5%	11.3%	9.8%	14.3%	8.9%	11.5%	5.4%	18.2%	9.5%	10.8%
Had no visits	14	9	2	3	-	8	6	5	6	-	14	8	4	-	6	8
CURRENT YEAR SUMMARY	105	71	20	11	2	81	22	32	70	3	100	79	21	7	65	40
RATE - CURRENT YEAR ASTQ	61.8%	59.7%	54.1%	100.0%	100.0%	61.8%	59.5%	51.6%	68.6%	42.9%	63.3%	64.8%	56.8%	63.6%	61.9%	61.5%
RATE				BC	BC				H							

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q56. On how many visits was medication recommended or discussed to assist you with quitting smoking (for example: nicotine gum, patch, nasal spray, inhaler, prescription medication)?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	185	128	40	14	2	140	43	67	109	7	173	130	42	11	111	74
Total Valid Responses	170 100.0%	118 100.0%	38 100.0%	11 100.0%	2 100.0%	131 100.0%	37 100.0%	62 100.0%	103 100.0%	7 100.0%	158 100.0%	121 100.0%	38 100.0%	11 100.0%	104 100.0%	66 100.0%
No Answer	1	1	-	-	-	1	-	-	-	-	1	1	-	-	1	-
None	125 73.5%	91 77.1%	27 71.1%	6 54.5%	-	94 71.8%	29 78.4%	54 87.1% I	68 66.0%	6 85.7%	116 73.4%	90 74.4%	27 71.1%	7 63.6%	76 73.1%	49 74.2%
1 visit	17 10.0%	12 10.2%	3 7.9%	1 9.1%	1 50.0%	13 9.9%	4 10.8%	3 4.8%	14 13.6% H	1 14.3%	16 10.1%	13 10.7%	3 7.9%	1 9.1%	13 12.5%	4 6.1%
2 to 4 visits	21 12.4%	11 9.3%	6 15.8%	4 36.4% b	-	19 14.5% g	2 5.4%	4 6.5%	15 14.6% h	-	20 12.7%	14 11.6%	6 15.8%	2 18.2%	12 11.5%	9 13.6%
5 to 9 visits	2 1.2%	-	2 5.3%	-	-	1 0.8%	1 2.7%	-	2 1.9%	-	2 1.3%	1 0.8%	1 2.6%	-	-	2 3.0%
10 or more visits	5 2.9%	4 3.4%	-	-	1 50.0%	4 3.1%	1 2.7%	1 1.6%	4 3.9%	-	4 2.5%	3 2.5%	1 2.6%	1 9.1%	3 2.9%	2 3.0%
Had no visits	14	9	2	3	-	8	6	5	6	-	14	8	4	-	6	8
CURRENT YEAR SUMMARY RATE - Discussing Smoking Cessation Medications	45 26.5%	27 22.9%	11 28.9%	5 45.5%	2 100.0% BCD	37 28.2%	8 21.6%	8 12.9%	35 34.0% H	1 14.3%	42 26.6%	31 25.6%	11 28.9%	4 36.4%	28 26.9%	17 25.8%

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.

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q57. On how many visits did your doctor or health provider recommend or discuss methods or strategies (other than medication) to assist you with quitting smoking?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	185	128	40	14	2	140	43	67	109	7	173	130	42	11	111	74
Total Valid Responses	168 100.0%	118 100.0%	36 100.0%	11 100.0%	2 100.0%	130 100.0%	36 100.0%	62 100.0%	100 100.0%	7 100.0%	156 100.0%	119 100.0%	38 100.0%	11 100.0%	103 100.0%	65 100.0%
No Answer	3	1	2	-	-	2	1	-	3	-	3	3	-	-	2	1
None	115 68.5%	83 70.3%	23 63.9%	6 54.5%	2 100.0% BCD	83 63.8%	31 86.1% F	50 80.6% I	62 62.0%	5 71.4%	108 69.2%	83 69.7%	24 63.2%	9 81.8%	73 70.9%	42 64.6%
1 visit	14 8.3%	12 10.2%	2 5.6%	-	-	12 9.2% g	1 2.8%	5 8.1%	8 8.0%	1 14.3%	13 8.3%	9 7.6%	3 7.9%	-	10 9.7%	4 6.2%
2 to 4 visits	29 17.3%	16 13.6%	8 22.2%	5 45.5% B	-	28 21.5% G	1 2.8%	5 8.1%	22 22.0% H	-	27 17.3%	19 16.0%	10 26.3%	1 9.1%	15 14.6%	14 21.5%
5 to 9 visits	4 2.4%	2 1.7%	2 5.6%	-	-	2 1.5%	2 5.6%	1 1.6%	3 3.0%	-	4 2.6%	3 2.5%	1 2.6%	-	2 1.9%	2 3.1%
10 or more visits	6 3.6%	5 4.2%	1 2.8%	-	-	5 3.8%	1 2.8%	1 1.6%	5 5.0%	1 14.3%	4 2.6%	5 4.2%	-	1 9.1%	3 2.9%	3 4.6%
Had no visits	14	9	2	3	-	8	6	5	6	-	14	8	4	-	6	8
CURRENT YEAR SUMMARY RATE - Discussing Smoking Cessation Strategies	53 31.5%	35 29.7%	13 36.1%	5 45.5%	-	47 36.2% G	5 13.9%	12 19.4%	38 38.0% H	2 28.6%	48 30.8%	36 30.3%	14 36.8%	2 18.2%	30 29.1%	23 35.4%

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.

MDwise
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Q58. What is your age now?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	416	290	95	25	6	291	121	149	241	27	377	232	142	31	211	205
	100.0%	100.0%	100.0%	100.0%	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	-	-	-	-	4	2	3	9	-	7	3	3	-	5	9
18 to 24	144	144	-	-	-	123	20	56	73	8	132	76	53	11	70	74
	34.6%	49.7%				42.3%	16.5%	37.6%	30.3%	29.6%	35.0%	32.8%	37.3%	35.5%	33.2%	36.1%
25 to 34	146	146	-	-	-	82	63	56	82	14	127	87	42	12	74	72
	35.1%	50.3%				28.2%	52.1%	37.6%	34.0%	51.9%	33.7%	37.5%	29.6%	38.7%	35.1%	35.1%
35 to 44	95	-	95	-	-	64	30	26	66	5	87	49	36	6	53	42
	22.8%		100.0%			22.0%	24.8%	17.4%	27.4%	18.5%	23.1%	21.1%	25.4%	19.4%	25.1%	20.5%
45 to 54	25	-	-	25	-	18	6	11	14	-	25	18	7	2	9	16
	6.0%			100.0%		6.2%	5.0%	7.4%	5.8%		6.6%	7.8%	4.9%	6.5%	4.3%	7.8%
55 to 64	6	-	-	-	6	4	2	-	6	-	6	2	4	-	5	1
	1.4%				100.0%	1.4%	1.7%		2.5%		1.6%	0.9%	2.8%		2.4%	0.5%
65 to 74	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
75 or older	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q59. Are you male or female?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	421	283	95	25	6	291	120	147	246	27	379	232	143	31	209	212
	100.0%	100.0%	100.0%	100.0%	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	7	-	-	-	4	3	5	4	-	5	3	2	-	7	2
Male	40	23	9	7	-	32	7	14	19	4	33	27	7	4	22	18
	9.5%	8.1%	9.5%	28.0%		11.0%	5.8%	9.5%	7.7%	14.8%	8.7%	11.6%	4.9%	12.9%	10.5%	8.5%
Female	381	260	86	18	6	259	113	133	227	23	346	205	136	27	187	194
	90.5%	91.9%	90.5%	72.0%	100.0%	89.0%	94.2%	90.5%	92.3%	85.2%	91.3%	88.4%	95.1%	87.1%	89.5%	91.5%

MDwise
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Q60. What is the highest grade or level of school that you have completed?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	418 100.0%	288 100.0%	94 100.0%	24 100.0%	6 100.0%	295 100.0%	123 100.0%	148 100.0%	242 100.0%	27 100.0%	380 100.0%	233 100.0%	142 100.0%	31 100.0%	215 100.0%	203 100.0%
No Answer	12	2	1	1	-	-	-	4	8	-	4	2	3	-	1	11
8th grade or less	9 2.2%	5 1.7%	3 3.2%	-	-	9 3.1%	-	3 2.0%	4 1.7%	-	9 2.4%	8 3.4%	1 0.7%	-	4 1.9%	5 2.5%
Some high school, but did not graduate	127 30.4%	93 32.3%	25 26.6%	5 20.8%	2 33.3%	127 43.1%	-	39 26.4%	77 31.8%	4 14.8%	118 31.1%	73 31.3%	41 28.9%	10 32.3%	67 31.2%	60 29.6%
High school graduate or GED	159 38.0%	107 37.2%	36 38.3%	13 54.2%	2 33.3%	159 53.9%	-	61 41.2%	86 35.5%	15 55.6%	140 36.8%	91 39.1%	52 36.6%	10 32.3%	81 37.7%	78 38.4%
Some college or 2-year degree	106 25.4%	71 24.7%	25 26.6%	6 25.0%	2 33.3%	-	106 86.2%	40 27.0%	64 26.4%	7 25.9%	98 25.8%	51 21.9%	43 30.3%	8 25.8%	55 25.6%	51 25.1%
4-year college graduate	12 2.9%	9 3.1%	3 3.2%	-	-	-	12 9.8%	3 2.0%	8 3.3%	1 3.7%	11 2.9%	8 3.4%	3 2.1%	2 6.5%	4 1.9%	8 3.9%
More than 4-year college degree	5 1.2%	3 1.0%	2 2.1%	-	-	-	5 4.1%	2 1.4%	3 1.2%	-	4 1.1%	2 0.9%	2 1.4%	1 3.2%	4 1.9%	1 0.5%

MDwise
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Q61. Are you of Hispanic or Latino origin or descent?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	411 100.0%	281 100.0%	92 100.0%	25 100.0%	6 100.0%	286 100.0%	121 100.0%	142 100.0%	241 100.0%	27 100.0%	384 100.0%	229 100.0%	139 100.0%	30 100.0%	205 100.0%	206 100.0%
No Answer	19	9	3	-	-	9	2	10	9	-	-	6	6	1	11	8
Yes, Hispanic or Latino	27 6.6%	22 7.8%	5 5.4%	-	-	19 6.6%	8 6.6%	9 6.3%	17 7.1%	27 100.0%	-	7 3.1%	1 0.7%	8 26.7%	11 5.4%	16 7.8%
No, not Hispanic or Latino	384 93.4%	259 92.2%	87 94.6%	25 100.0%	6 100.0%	267 93.4%	113 93.4%	133 93.7%	224 92.9%	-	384 100.0%	222 96.9%	138 99.3%	22 73.3%	194 94.6%	190 92.2%

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q62. What is your race? Please mark one or more.

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	413 100.0%	283 100.0%	91 100.0%	27 100.0%	6 100.0%	288 100.0%	120 100.0%	150 100.0%	239 100.0%	16 100.0%	383 100.0%	243 100.0%	153 100.0%	46 100.0%	209 100.0%	204 100.0%
White	235 56.9%	163 57.6%	49 53.8%	18 66.7%	2 33.3%	172 59.7%	61 50.8%	90 60.0%	129 54.0%	7 43.8%	222 58.0%	235 96.7%	1 0.7%	7 15.2%	129 61.7%	106 52.0%
Black or African-American	145 35.1%	95 33.6%	36 39.6%	7 25.9%	4 66.7%	94 32.6%	48 40.0%	46 30.7%	91 38.1%	1 6.3%	138 36.0%	1 0.4%	145 94.8%	6 13.0%	59 28.2%	86 42.2%
Asian	5 1.2%	2 0.7%	2 2.2%	1 3.7%	-	3 1.0%	2 1.7%	3 2.0%	2 0.8%	-	4 1.0%	1 0.4%	3 2.0%	5 10.9%	4 1.9%	1 0.5%
Native Hawaiian or other Pacific Islander	6 1.5%	5 1.8%	-	1 3.7%	-	6 2.1%	-	4 2.7%	2 0.8%	-	5 1.3%	2 0.8%	3 2.0%	6 13.0%	3 1.4%	3 1.5%
American Indian or Alaska Native	7 1.7%	6 2.1%	1 1.1%	-	-	6 2.1%	1 0.8%	1 0.7%	6 2.5%	1 6.3%	6 1.6%	3 1.2%	-	7 15.2%	4 1.9%	3 1.5%
Other	15 3.6%	12 4.2%	3 3.3%	-	-	7 2.4%	8 6.7%	6 4.0%	9 3.8%	7 43.8%	8 2.1%	1 0.4%	1 0.7%	15 32.6%	10 4.8%	5 2.5%

MDwise
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Q63. What language do you mainly speak at home?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	419	287	94	25	6	292	122	147	244	26	382	234	144	31	213	206
	100.0%	100.0%	100.0%	100.0%	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	3	1	-	-	3	1	5	6	1	2	1	1	-	3	8
English	411	280	93	25	6	287	119	144	239	20	380	233	143	27	210	201
	98.1%	97.6%	98.9%	100.0%	100.0%	98.3%	97.5%	98.0%	98.0%	76.9%	99.5%	99.6%	99.3%	87.1%	98.6%	97.6%
Spanish	6	5	1	-	-	5	1	2	4	6	-	1	-	3	2	4
	1.4%	1.7%	1.1%			1.7%	0.8%	1.4%	1.6%	23.1%		0.4%		9.7%	0.9%	1.9%
Other	2	2	-	-	-	-	2	1	1	-	2	-	1	1	1	1
	0.5%	0.7%					1.6%	0.7%	0.4%		0.5%		0.7%	3.2%	0.5%	0.5%

MDwise
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Q64. Did someone help you complete this survey?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	216	144	53	9	5	152	63	79	132	11	194	129	59	20	216	-
Total Valid Responses	209 100.0%	138 100.0%	52 100.0%	9 100.0%	5 100.0%	147 100.0%	61 100.0%	76 100.0%	128 100.0%	11 100.0%	187 100.0%	128 100.0%	57 100.0%	20 100.0%	209 100.0%	-
No Answer	7	6	1	-	-	5	2	3	4	-	7	1	2	-	7	-
Yes	10 4.8%	7 5.1%	2 3.8%	-	1 20.0%	9 6.1%	1 1.6%	2 2.6%	7 5.5%	-	9 4.8%	6 4.7%	4 7.0%	1 5.0%	10 4.8%	-
No	199 95.2%	131 94.9%	50 96.2%	9 100.0%	4 80.0%	138 93.9%	60 98.4%	74 97.4%	121 94.5%	11 100.0%	178 95.2%	122 95.3%	53 93.0%	19 95.0%	199 95.2%	-

MDwise
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Q65. How did that person help you? Check all that apply.

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	10	7	2	-	1	9	1	2	7	-	9	6	4	1	10	-
Total Valid Responses	12	9	2	-	1	11	1	3	8	-	11	9	3	1	12	-
Total Respondents	9	7	1	-	1	8	1	2	6	-	8	6	3	1	9	-
	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	
Read the questions to me	7	6	1	-	-	7	-	2	4	-	6	6	1	1	7	-
	77.8%	85.7%	100.0%			87.5%		100.0%	66.7%		75.0%	100.0%	33.3%	100.0%	77.8%	
Wrote down the answers I gave	3	2	1	-	-	3	-	1	2	-	3	3	-	-	3	-
	33.3%	28.6%	100.0%			37.5%		50.0%	33.3%		37.5%	50.0%			33.3%	
Answered the questions for me	1	1	-	-	-	1	-	-	1	-	1	-	1	-	1	-
	11.1%	14.3%				12.5%			16.7%		12.5%		33.3%		11.1%	
Translated the questions into my language	1	-	-	-	1	-	1	-	1	-	1	-	1	-	1	-
	11.1%				100.0%		100.0%		16.7%		12.5%		33.3%		11.1%	
Helped in some other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

MDwise
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Q37a. Now, I'd like to ask about the most recent visit to your personal doctor or nurse. How satisfied were you with the ease of getting through the office by telephone?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	416	282	90	24	6	285	119	146	245	27	371	227	139	31	213	203
	100.0%	100.0%	100.0%	100.0%	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	8	5	1	-	10	4	6	5	-	13	8	6	-	3	11
Very satisfied	145	94	36	12	1	96	45	50	84	13	127	86	42	11	57	88
	34.9%	33.3%	40.0%	50.0%	16.7%	33.7%	37.8%	34.2%	34.3%	48.1%	34.2%	37.9%	30.2%	35.5%	26.8%	43.3%
Satisfied	179	118	39	10	4	124	49	59	112	9	161	90	70	11	99	80
	43.0%	41.8%	43.3%	41.7%	66.7%	43.5%	41.2%	40.4%	45.7%	33.3%	43.4%	39.6%	50.4%	35.5%	46.5%	39.4%
Somewhat satisfied	50	37	9	-	1	35	13	21	25	-	47	28	18	3	29	21
	12.0%	13.1%	10.0%		16.7%	12.3%	10.9%	14.4%	10.2%		12.7%	12.3%	12.9%	9.7%	13.6%	10.3%
Dissatisfied	28	23	3	1	-	20	8	8	18	3	24	17	4	5	18	10
	6.7%	8.2%	3.3%	4.2%		7.0%	6.7%	5.5%	7.3%	11.1%	6.5%	7.5%	2.9%	16.1%	8.5%	4.9%
Very dissatisfied	14	10	3	1	-	10	4	8	6	2	12	6	5	1	10	4
	3.4%	3.5%	3.3%	4.2%		3.5%	3.4%	5.5%	2.4%	7.4%	3.2%	2.6%	3.6%	3.2%	4.7%	2.0%
TMG SUMMARY RATE - Very satisfied/Satisfied	324	212	75	22	5	220	94	109	196	22	288	176	112	22	156	168
	77.9%	75.2%	83.3%	91.7%	83.3%	77.2%	79.0%	74.7%	80.0%	81.5%	77.6%	77.5%	80.6%	71.0%	73.2%	82.8%

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q37b. In the last 6 months, how many times did you go to the emergency room to get care for yourself because your doctor was not able to see you during regular office hours?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	414	276	93	25	6	283	119	145	243	25	371	228	139	30	207	207
	100.0%	100.0%	100.0%	100.0%	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	16	14	2	-	-	12	4	7	7	2	13	7	6	1	9	7
None	318	206	71	24	5	207	100	114	183	22	283	177	106	22	152	166
	76.8%	74.6%	76.3%	96.0%	83.3%	73.1%	84.0%	78.6%	75.3%	88.0%	76.3%	77.6%	76.3%	73.3%	73.4%	80.2%
1 time	59	44	14	-	1	47	12	19	37	2	54	36	18	4	31	28
	14.3%	15.9%	15.1%		16.7%	16.6%	10.1%	13.1%	15.2%	8.0%	14.6%	15.8%	12.9%	13.3%	15.0%	13.5%
2 times	20	13	6	-	-	18	1	7	11	1	17	7	9	3	13	7
	4.8%	4.7%	6.5%			6.4%	0.8%	4.8%	4.5%	4.0%	4.6%	3.1%	6.5%	10.0%	6.3%	3.4%
3 or more times	17	13	2	1	-	11	6	5	12	-	17	8	6	1	11	6
	4.1%	4.7%	2.2%	4.0%		3.9%	5.0%	3.4%	4.9%		4.6%	3.5%	4.3%	3.3%	5.3%	2.9%

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q52a. How easy is it to find and understand information using the Member Handbook?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	241 100.0%	148 100.0%	66 100.0%	17 100.0%	4 100.0%	168 100.0%	67 100.0%	92 100.0%	144 100.0%	17 100.0%	214 100.0%	136 100.0%	81 100.0%	15 100.0%	128 100.0%	113 100.0%
No Answer	10	5	2	-	-	4	4	4	4	-	8	3	4	1	5	5
Very easy	142 58.9%	90 60.8%	35 53.0%	11 64.7%	2 50.0%	102 60.7%	37 55.2%	48 52.2%	90 62.5%	12 70.6%	125 58.4%	74 54.4%	52 64.2%	10 66.7%	67 52.3%	75 66.4%
Somewhat easy	87 36.1%	49 33.1%	30 45.5%	5 29.4%	1 25.0%	57 33.9%	27 40.3%	40 43.5%	47 32.6%	4 23.5%	78 36.4%	53 39.0%	27 33.3%	4 26.7%	51 39.8%	36 31.9%
Difficult	12 5.0%	9 6.1%	1 1.5%	1 5.9%	1 25.0%	9 5.4%	3 4.5%	4 4.3%	7 4.9%	1 5.9%	11 5.1%	9 6.6%	2 2.5%	1 6.7%	10 7.8%	2 1.8%
I did not try to look up information inthe Member Handbook	65	51	9	2	-	44	19	22	30	5	59	33	23	6	19	46
I do not have a copy of my health plan's Member Handbook	114	86	18	6	2	79	33	34	72	5	103	63	37	9	64	50
TMG SUMMARY RATE - Very easy	142 58.9%	90 60.8%	35 53.0%	11 64.7%	2 50.0%	102 60.7%	37 55.2%	48 52.2%	90 62.5%	12 70.6%	125 58.4%	74 54.4%	52 64.2%	10 66.7%	67 52.3%	75 66.4%

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q52b. If you had a problem getting the help you needed from Customer Service, what kind of problem did you have? (Mark all that apply)

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	237	159	48	21	3	157	79	94	133	15	210	141	61	27	189	48
Total Respondents	163	110	36	10	3	118	44	61	95	10	145	95	45	15	135	28
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
It was difficult to get through to Customer Service on the telephone	59	38	12	6	-	40	19	24	32	4	52	35	14	6	48	11
	36.2%	34.5%	33.3%	60.0%		33.9%	43.2%	39.3%	33.7%	40.0%	35.9%	36.8%	31.1%	40.0%	35.6%	39.3%
The Customer Service Representative did not have the information I needed	23	14	5	3	-	13	10	9	14	2	20	12	7	2	17	6
	14.1%	12.7%	13.9%	30.0%		11.0%	22.7%	14.8%	14.7%	20.0%	13.8%	12.6%	15.6%	13.3%	12.6%	21.4%
The Customer Service Representative did not give me the correct information	26	19	4	2	-	14	12	14	11	3	22	12	9	4	19	7
	16.0%	17.3%	11.1%	20.0%		11.9%	27.3%	23.0%	11.6%	30.0%	15.2%	12.6%	20.0%	26.7%	14.1%	25.0%
The Customer Service Representative did not follow-up with me	26	19	4	2	-	16	10	8	15	2	24	17	2	4	21	5
	16.0%	17.3%	11.1%	20.0%		13.6%	22.7%	13.1%	15.8%	20.0%	16.6%	17.9%	4.4%	26.7%	15.6%	17.9%
The Customer Service Representative did not follow-up with me in a timely manner	16	11	3	2	-	10	6	8	7	-	14	12	4	2	11	5
	9.8%	10.0%	8.3%	20.0%		8.5%	13.6%	13.1%	7.4%		9.7%	12.6%	8.9%	13.3%	8.1%	17.9%
Other	87	58	20	6	3	64	22	31	54	4	78	53	25	9	73	14
	53.4%	52.7%	55.6%	60.0%	100.0%	54.2%	50.0%	50.8%	56.8%	40.0%	53.8%	55.8%	55.6%	60.0%	54.1%	50.0%

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q52c. Would you recommend your health plan to your family or friends?

		AGE				EDUCATION		DURATION W/PLAN		ETHNICITY		RACE			MODE OF DATA COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	419	284	92	25	6	286	123	149	244	27	378	228	144	31	210	209
	100.0%	100.0%	100.0%	100.0%	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	6	3	-	-	9	-	3	6	-	6	7	1	-	6	5
Definitely yes	239	158	57	14	3	171	59	82	141	16	213	132	85	13	106	133
	57.0%	55.6%	62.0%	56.0%	50.0%	59.8%	48.0%	55.0%	57.8%	59.3%	56.3%	57.9%	59.0%	41.9%	50.5%	63.6%
Probably yes	136	95	27	7	3	93	42	46	80	7	125	68	50	11	76	60
	32.5%	33.5%	29.3%	28.0%	50.0%	32.5%	34.1%	30.9%	32.8%	25.9%	33.1%	29.8%	34.7%	35.5%	36.2%	28.7%
Probably not	28	22	4	2	-	14	14	11	17	4	24	19	5	4	19	9
	6.7%	7.7%	4.3%	8.0%		4.9%	11.4%	7.4%	7.0%	14.8%	6.3%	8.3%	3.5%	12.9%	9.0%	4.3%
Definitely not	16	9	4	2	-	8	8	10	6	-	16	9	4	3	9	7
	3.8%	3.2%	4.3%	8.0%		2.8%	6.5%	6.7%	2.5%		4.2%	3.9%	2.8%	9.7%	4.3%	3.3%
TMG SUMMARY RATE - Definitely yes/Probably yes	375	253	84	21	6	264	101	128	221	23	338	200	135	24	182	193
	89.5%	89.1%	91.3%	84.0%	100.0%	92.3%	82.1%	85.9%	90.6%	85.2%	89.4%	87.7%	93.8%	77.4%	86.7%	92.3%

MDwise
2006 CAHPS 3.0H Medicaid Adult Survey (42968)

Q52d. Are you familiar with your health plan's NURSE on-call, a service that allows you to ask health information questions to a nurse?

		========== AGE ==========				== EDUCATION ==		== DURATION W/PLAN ===		== ETHNICITY ==		========= RACE =======			=MODE OF DATA= COLLECTION	
	Total	18-34	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	430	290	95	25	6	295	123	152	250	27	384	235	145	31	216	214
Total Valid Responses	418	286	90	25	6	289	120	146	244	27	377	232	140	30	209	209
	100.0%	100.0%	100.0%	100.0%	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	5	-	-	6	3	6	6	-	7	3	5	1	7	5
Yes	233	165	49	12	3	167	62	85	137	15	209	130	80	15	105	128
	55.7%	57.7%	54.4%	48.0%	50.0%	57.8%	51.7%	58.2%	56.1%	55.6%	55.4%	56.0%	57.1%	50.0%	50.2%	61.2%
No	185	121	41	13	3	122	58	61	107	12	168	102	60	15	104	81
	44.3%	42.3%	45.6%	52.0%	50.0%	42.2%	48.3%	41.8%	43.9%	44.4%	44.6%	44.0%	42.9%	50.0%	49.8%	38.8%
TMG SUMMARY RATE - Yes	233	165	49	12	3	167	62	85	137	15	209	130	80	15	105	128
	55.7%	57.7%	54.4%	48.0%	50.0%	57.8%	51.7%	58.2%	56.1%	55.6%	55.4%	56.0%	57.1%	50.0%	50.2%	61.2%

11. Glossary of Terms

Accreditation is an official authorization or designation to an organization determined by a set of industry-derived standards.

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

Augment - Plans may augment the sample by using a stratified sample to target specific responses in a particular segment, such as region, language, or member status. These responses are for internal use only, and are not to be included in the HEDIS sample or reported to public entities. Project deliverables for augmented samples can range from banner tables and/or a segmentation chart, to question summaries and finally, a complete Final Report.

Composites are the mean of the Summary Rates of attributes within a given service area as specified by NCQA. Each composite category represents an overall aspect of plan quality and is comprised of similar questions.

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. Refer to the Three-Point Score below.

Key Drivers are composites that have been found to impact overall health plan ratings (Q52) or health care rating (Q35) among the plan members as determined by regression analysis.

NCBD is the 2005 National CAHPS® Benchmarking Database. The NCBD data presented include summary-level distribution of 76 Medicaid CAHPS® 3.0 Health Plan Survey results from 2005.

NCQA HEDIS Compliance Audit is a two-part program comprising an information-systems capabilities assessment (IS standards) and an evaluation of the health plan's ability to comply with HEDIS specifications (HD standards). NCQA-Certified auditors use standard audit methodologies to enable purchasers to make reliable comparisons among health plans.

Over-sampling -The required sample size for adult Medicaid plans is 1,350 in accordance with NCQA protocol. The overall NCQA target number of complete responses is 411. Therefore, plans may choose to over-sample their population to achieve this target number if necessary. NCQA allows over-sampling of up to 30% of the database to aid plans in receiving a suitable amount of survey returns.

Quality Compass 2005 (Medicaid Adult- All Plans, File 6) data benchmark is a collection of CAHPS® 3.0H mean summary ratings for those Medicaid adult plans (an estimated 77 samples) *allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores*.

Quality Compass 2005 (Medicaid Adult- Public Report, File 6) data benchmark is a collection of CAHPS® 3.0H mean summary ratings for those Medicaid adult plans (64 samples) *choosing to report their scores publicly, in addition to submitting their scores to be compiled anonymously into a Quality Compass® aggregate, or national summary.*

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. 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.

The Myers Group Book of Business consists of the results of 44 Medicaid adult health plans surveyed by The Myers Group in 2005, which submitted data to 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.