2023 Medi-Cal CAHPS Survey

Summary Report

Quality and Population Health Management
California Department of Health Care Services

November 2023

HSAG HEALTH SERVICES ADVISORY GROUP

DHCS CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

Table of Contents

Table of Figures

Table of Tables

Commonly Used Abbreviations and Acronyms

Following is a list of abbreviations and acronyms used throughout this report.

- **AHRQ**—Agency for Healthcare Research and Quality
- **CAHPS®**—Consumer Assessment of Healthcare Providers and Systems[1]
- **CalAIM**—California Advancing and Innovating Medi-Cal
- **CATI**—Computer Assisted Telephone Interviewing
- **CMS**—Centers for Medicare & Medicaid Services
- **DHCS**—California Department of Health Care Services
- **EQR**—external quality review
- **EQRO**—external quality review organization
- **FFS**—fee-for-service
- **HIPAA**—Health Insurance Portability and Accountability Act
- **HEDIS®**—Healthcare Effectiveness Data and Information Set[2]
- **HSAG**—Health Services Advisory Group, Inc.
- **MCMC**—Medi-Cal Managed Care program
- **MCP**—Medi-Cal managed care health plan
- **NCOA**—National Change of Address
- **NCQA**—National Committee for Quality Assurance
- **PHM**—Population Health Management
- **PNA**—Population Needs Assessment
- **PSP**—Population-specific health plan
- **QR**—Quick response

---

[1] CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

[2] HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

1. Executive Summary

The Centers for Medicare & Medicaid Services (CMS) requires that states, through their contracts with managed care plans, measure and report on performance to assess the quality and appropriateness of care and services provided to members. The California Department of Health Care Services (DHCS) periodically assesses the perceptions and experiences of members as part of its process for evaluating the quality of health care services provided by Medi-Cal managed care health plans (MCPs) and fee-for-service (FFS).

DHCS contracted with Health Services Advisory Group, Inc. (HSAG), an external quality review organization (EQRO), to administer and report the results of the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey.[3] The administration of the CAHPS Survey is an optional Medicaid external quality review (EQR) activity to assess managed care members' experiences with their health care services. The goal of the CAHPS Health Plan Survey is to provide performance feedback that is actionable and will aid in improving overall member experience. DHCS required that CAHPS Surveys be administered to both adult members and parents/caretakers of child members.

This report presents the 2023 CAHPS results from adult members and parents/caretakers of child members enrolled in an MCP or FFS who completed surveys from February to May 2023, which represent members' experiences with care and services over the prior six months. The standardized survey instruments selected were the CAHPS 5.1 Adult and Child Medicaid Health Plan Surveys with the Healthcare Effectiveness Data and Information Set (HEDIS®) supplemental item set (i.e., CAHPS 5.1H Adult and Child Medicaid Health Plan Surveys).[4,5] Table 1.1 provides a list of the 24 MCPs that participated in the survey.[6] The two population-specific health plans (PSPs), SCAN Health Plan (SCAN) and AIDS Healthcare Foundation (AHF), were not included in the survey due to small enrollment numbers and an insufficient number of eligible members for the survey.

---

[3] CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).
[4] HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
[5] HSAG used the CAHPS 5.1H Child Medicaid Health Plan Survey without the children with chronic conditions measurement set.
[6] HSAG refers to Kaiser NorCal and Kaiser SoCal as two separate MCPs in this report; however, DHCS only holds one contract with Kaiser (KP Cal, LLC).

Table 1.1—Participating MCPs

MCP Names	
Aetna Better Health of California (Aetna)	Health Net Community Solutions, Inc. (Health Net)
Alameda Alliance for Health (AAH)	Health Plan of San Joaquin (HPSJ)
Blue Cross of California Partnership Plan, Inc. DBA Anthem Blue Cross Partnership Plan (Anthem Blue Cross)	Health Plan of San Mateo (HPSM)
Blue Shield of California Promise Health Plan (Blue Shield Promise)	Inland Empire Health Plan (IEHP)
California Health & Wellness Plan (CHW)	KP Cal, LLC Kaiser NorCal (Kaiser NorCal)
CalOptima	KP Cal, LLC Kaiser SoCal (Kaiser SoCal)
CalViva Health (CalViva)	Kern Health Systems, DBA Kern Family Health Care (KHS)
CenCal Health (CenCal)	L.A. Care Health Plan (L.A. Care)
Central California Alliance for Health (CCAH)	Molina Healthcare of California (Molina)
Community Health Group Partnership Plan (CHG)	Partnership HealthPlan of California (Partnership)
Contra Costa Health Plan (CCHP)	San Francisco Health Plan (SFHP)
Gold Coast Health Plan (GCHP)	Santa Clara Family Health Plan (SCFHP)

Performance Highlights

HSAG determined the sample sizes for the 2023 CAHPS Survey with the goal of obtaining 411 completed surveys at the MCP level. While the sample sizes were determined based on these goals, some measures at the MCP level and every measure except *Rating of Health Plan* at the FFS level had fewer than 100 responses for the adult and child populations. According to NCQA HEDIS Specifications for Survey Measures, if a measure has fewer than 100 responses, the measure is not reportable.[7] NCQA recommends targeting 411 completed surveys to meet the following statistical parameters: 1) confidence intervals with a margin of error under 5 percent at the 95 percent confidence level, and 2) statistical power of at least 80 percent in detecting differences of 10 percentage points.[8]

HSAG calculated State weighted scores for the adult and child Medi-Cal populations. Overall, the differences between the State weighted scores and the NCQA Medicaid national 50th percentiles ranged from -9.5 percentage points to -1.3 percentage points, with an average of -5.5 percentage points for the adult population and from -8.0 percentage points to -0.4 percentage points, with an average of -4.3 percentage points for the child population.

In addition, HSAG conducted State Comparisons analyses to facilitate comparisons of MCPs' performance to NCQA Medicaid national 50th percentiles. NCQA does not calculate 95 percent confidence intervals; therefore, HSAG could only compare each MCP's 95 percent confidence interval to the 50th percentile (and not the national 95 percent confidence interval). Caution should be taken when interpreting these results.

The following MCPs showed the greatest level of performance by scoring statistically significantly above the 2022 NCQA Medicaid national 50th percentiles for the following reportable measures:

♦ CCAH—*Customer Service* (child population only)

♦ CHW—*Getting Needed Care* (adult population only)

♦ CHW and Kaiser SoCal—*How Well Doctors Communicate* (adult population only)

♦ CHW—*Customer Service* (child population only)

♦ HPSJ—*Rating of Specialist Seen Most Often* (child population only)

♦ HPSM—*Rating of Specialist Seen Most Often* (adult population only)

♦ Kaiser SoCal—*Rating of Health Plan* and *Rating of Personal Doctor* (child population only)

Aetna showed the greatest opportunity for improvement for the adult population, and CalViva and Health Net showed the greatest opportunity for improvement for the child population, with

---

7   National Committee for Quality Assurance. *HEDIS® Measurement Year 2022, Volume 3: Specifications for Survey Measures.* Washington, DC: NCQA Publication, 2022.

8   National Committee for Quality Assurance. *HEDIS® Measurement Year 2010, Volume 2: Technical Specifications.* Washington, DC: NCQA Publication, 2009.

these MCPs having the most reportable measures demonstrating statistically significantly lower performance than the 2022 NCQA Medicaid national 50th percentiles. Scores statistically significantly below the 50th percentiles were seen across all measures for the adult and child populations.

DHCS demonstrates a commitment to monitor and improve members' experiences through the administration of the CAHPS Survey. The CAHPS Survey plays an important role as a quality improvement tool for the MCPs and FFS. The standardized data and results can be used to identify relative strengths and weaknesses in performance, identify areas for improvement, and trend progress over time.

Based on 2023 CAHPS performance, the MCPs have opportunities to improve members' experience with care and services. The *Rating of Health Plan*, *Getting Needed Care*, and *Getting Care Quickly* measures show the greatest opportunities for improvement for the adult population, and the *Rating of Health Plan*, *Rating of All Health Care*, *Rating of Personal Doctor*, *Getting Needed Care*, *Getting Care Quickly*, and *How Well Doctors Communicate* measures show the greatest opportunities for improvement for the child population, since these measures had the most MCPs with scores lower than the 50th percentiles. Low performance in these areas may point to issues with access to and timeliness and quality of care.

Considerations

The adult and child FFS populations had less than 100 responses for every measure except *Rating of Health Plan*. HSAG suggests that in future years, DHCS consider increasing the oversample for the adult and child FFS populations in an effort to obtain more reportable measures for evaluation.

Additionally, HSAG observed that the State weighted scores were below the 2022 NCQA Medicaid national 50th percentiles for all measures and several MCPs scored statistically significantly below the NCQA Medicaid national 50th percentiles for several measures for the adult and child populations, which may reflect potential issues with the quality and timeliness of, and access to care for members. DHCS and MCPs may consider the following methods to best target interventions that may improve member experience:

♦ Performing regional-level and/or county-level demographic analyses to determine whether there are specific geographic areas and/or demographic subgroups that report less positive member experiences.

♦ Performing a key drivers analysis to identify factors that may be negatively affecting member experience.

♦ Conducting focus groups and interviews with members to determine what specific issues are causing them to rate their member experiences so low.

2. Background

Medi-Cal Overview

In the State of California, DHCS administers the Medicaid program (Medi-Cal) through its fee-for-service (FFS) and managed care delivery systems. Medi-Cal provides services to more than 14 million members (approximately one-third of all Californians), including low-income children and families, seniors and persons with disabilities, and pregnant women.[9] Approximately 88 percent of members are enrolled in a Medi-Cal managed care plan, while the remaining members receive their care through DHCS' FFS delivery system.[10]

Medi-Cal Delivery System

The Medi-Cal Managed Care (MCMC) program provides health care services to beneficiaries through managed care delivery systems. During the period for which HSAG administered the CAHPS surveys, DHCS contracted with 24 MCPs and two PSPs (SCAN and AHF) to provide health care services in all 58 counties throughout California.[11] DHCS operates MCMC through a health care delivery system that encompasses six models of managed care for its full-scope services. DHCS monitors MCMC plan performance across model types.

In addition to managed care, DHCS directly oversees health care services for Medi-Cal beneficiaries enrolled in its FFS delivery system. The full or restricted scope FFS Medi-Cal delivery system includes the restricted scope population, individuals in the State or county inmate programs, share-of-cost individuals, and individuals enrolled in presumptive eligibility programs. Dual eligible members will transition to managed care enrollment in 2023, leaving approximately 9 percent of Medi-Cal members in FFS.[12]

---

[9] California Department of Health Care Services. *Department of Health Care Services Comprehensive Quality Strategy*. February 2022. Available at: https://www.dhcs.ca.gov/services/Documents/Formatted-Combined-CQS-2-4-22.pdf. Accessed on: Aug 2, 2023.

[10] California Department of Health Care Services. Medi-Cal Enrollment. Available at: https://www.dhcs.ca.gov/dataandstats/Pages/Medi-Cal-Eligibility-Statistics.aspx. Accessed on: Aug 22, 2023.

[11] HSAG refers to Kaiser NorCal and Kaiser SoCal as two separate MCPs in this report; however, DHCS holds just one contract with Kaiser (KP Cal, LLC).

[12] Comprehensive Quality Strategy. Department of Health Care Services. 2022. Available at: https://www.dhcs.ca.gov/services/Documents/Formatted-Combined-CQS-2-4-22.pdf. Accessed on: Aug 16, 2023.

HSAG administered the surveys to members enrolled in FFS and the 24 MCPs, as indicated in Table 1.1. HSAG did not include the two PSPs (SCAN and AHF) in either survey since both plans having an insufficient number of eligible members.

How DHCS Uses Member Experience Results

The overall goal of DHCS is to preserve and improve the health status of all Californians. Since Medi-Cal serves some of California's most vulnerable populations, the need to evaluate and monitor the quality of and access to health care, including member experience, has remained a key objective for DHCS in meeting its overarching goal.

One strategy established to evaluate and monitor the quality of health care is administration of the CAHPS surveys. DHCS shares plan-specific and aggregate CAHPS results with the plans and publicly releases the *CAHPS Summary Report* on its website as a reliable and supportive tool to assist Medi-Cal members and other stakeholders in making informed decisions, including the selection of MCPs with the highest quality, and to incentivize improved performance among MCPs. DHCS also incorporates CAHPS results into its consumer guides for new members and uses the data as part of its annual performance assessment of MCPs and Medi-Cal as a whole.

DHCS' quality strategy includes the goal to engage members to be actively involved in their own health care and to provide input to DHCS about its Medi-Cal policy. DHCS also seeks to prioritize member experience in all quality improvement efforts. DHCS will launch a Consumer Advisory Council and leverage informal focus groups and town halls, site visits and engagement with managed care plans and health care delivery systems, stakeholder meetings, and qualitative assessments as mechanisms to obtain and evaluate information more proactively about member experience and feedback. Furthermore, DHCS will incorporate member experience metrics more consistently into its program assessment and improvement activities. Also, DHCS will administer CAHPS surveys annually beginning with the 2024 survey administration (previously every two years) and incorporate CAHPS survey results into MCP payment rates.[13]

---

[13] Comprehensive Quality Strategy. Department of Health Care Services. 2022. Available at: https://www.dhcs.ca.gov/services/Documents/Formatted-Combined-CQS-2-4-22.pdf. Accessed on: Aug 16, 2023.

3. Methodology

CAHPS Performance Measures

CAHPS experience measures are derived from individual questions, such as asking for a general rating, as well as groups of questions that form composite measures.

Table 3.1 lists the measures included in the CAHPS 5.1H Adult Medicaid and Child Medicaid Health Plan Surveys.

Table 3.1—CAHPS Measures

Global Ratings	Composite Measures	Effectiveness of Care Measures (adult population only)
Rating of Health Plan	*Getting Needed Care*	*Advising Smokers and Tobacco Users to Quit*
Rating of All Health Care	*Getting Care Quickly*	*Discussing Cessation Medications*
Rating of Personal Doctor	*How Well Doctors Communicate*	*Discussing Cessation Strategies*
Rating of Specialist Seen Most Often	*Customer Service*	

The survey question includes gate items that direct respondents to skip questions that are not applicable to them. For the language of the gate items, please refer to Section 6 of this report ("Survey Instruments"). The following are the gate items for the CAHPS measures:

♦ Respondents are directed to skip the *Rating of All Health Care* global rating question if they answer "None" to the gate item (Question 7 in the adult and child surveys).

♦ Respondents are directed to skip the *Rating of Personal Doctor* global rating question if they answer "No" to the gate item (Question 10 in the adult and child surveys).

♦ Respondents are directed to skip the *Rating of Specialist Seen Most Often* global rating question if they answer "No" or "None" to the gate items (Questions 19 and 21 in the adult survey, and Questions 22 and 24 in the child survey, respectively).

♦ Respondents are directed to skip the questions that collectively comprise the *Getting Needed Care* composite measure if they answer "None" or "No" to the gate items (Questions 7 and 19 in the adult survey, and Questions 7 and 22 in the child survey, respectively).

♦ Respondents are directed to skip the questions that collectively comprise the *Getting Care Quickly* composite measure if they answer "No" to the gate items (Questions 3 and 5 in the adult and child surveys).

♦ Respondents are directed to skip the questions that collectively comprise the *How Well Doctors Communicate* composite measure if they answer "No" or "None" to the gate items (Questions 10 and 11 in the adult and child surveys, respectively).

♦ Respondents are directed to skip the questions that collectively comprise the *Customer Service* composite measure if they answer "No" to the gate item (Question 23 and Question 26 in the adult and child surveys, respectively).

♦ Respondents are directed to skip the Effectiveness of Care measures' questions if they answer "Not at all" or "Don't know" to the gate item (Question 32 in the adult survey).

How CAHPS Survey Results Were Collected

Sampling Procedures

DHCS provided HSAG with a list of all eligible members for the MCP and FFS sampling frames. HSAG sampled members who met the following criteria:

♦ Were 18 years of age or older as of December 31, 2022, for the adult population.

♦ Were 17 years of age or younger as of December 31, 2022, for the child population.

♦ Were currently enrolled in the MCP or FFS.

♦ Had been continuously enrolled in the MCP or FFS for at least five of the last six months of 2022 (July through December) with no more than a 45-day gap in enrollment.

Following NCQA's specifications, the first step of the sampling strategy was for HSAG to select a systematic sample of adult and child MCMC members at the MCP level. HSAG selected a random sample of adult and child Medi-Cal FFS members at the statewide level. The NCQA sampling methodology is designed to yield 411 complete and valid surveys per MCP and FFS. The projected number of 411 completed surveys is designed by NCQA to yield at least 100 responses per survey question, which is the minimum reporting threshold required by NCQA. Based on the NCQA minimum required sample sizes for the CAHPS Medicaid Health Plan Survey, HSAG selected a minimum of 1,350 adult and 1,650 child Medi-Cal members from each plan/population.

Based on historical CAHPS disposition information for the California MCMC population, HSAG determined that oversampling was required. HSAG conducted an oversample of the adult and child Medi-Cal populations for a total sample of 80,493 adult and 130,179 child MCMC members and 1,755 adult and 2,145 child FFS members.

HSAG inspected the sample file records from the sampling frame to check for any apparent problems with the files, such as missing address elements. HSAG obtained new addresses for

members selected for the sample by processing sampled members' addresses through the United States Postal Service's National Change of Address (NCOA) system, as available. HSAG submitted the results from the adult and child MCP samples to NCQA.

In the context of NCQA's recommended sample size for the CAHPS Medicaid Health Plan Surveys, DHCS' surveying and reporting needs, and allotted funds available, Table 3.2 and Table 3.3 depict the sample sizes for the adult Medicaid and child Medicaid populations, respectively, for each MCP and FFS, including any oversampling.

Table 3.2—Adult Medi-Cal Sample Sizes for Each MCP and FFS

MCP/FFS	General Sample Size	Oversample Size	Total Sample Size
Aetna	1,350	5,103	6,453
AAH	1,350	1,404	2,754
Anthem Blue Cross	1,350	2,970	4,320
Blue Shield Promise	1,350	1,863	3,213
CHW	1,350	2,444	3,794
CalOptima	1,350	1,539	2,889
CalViva	1,350	2,066	3,416
CenCal	1,350	1,620	2,970
CCAH	1,350	1,823	3,173
CHG	1,350	1,391	2,741
CCHP	1,350	1,215	2,565
FFS	1,350	405	1,755
GCHP	1,350	1,553	2,903
Health Net	1,350	3,510	4,860
HPSJ	1,350	2,430	3,780
HPSM	1,350	743	2,093
IEHP	1,350	2,282	3,632
Kaiser NorCal	1,350	1,863	3,213
Kaiser SoCal	1,350	1,202	2,552
KHS	1,350	2,363	3,713
L.A. Care	1,350	2,201	3,551

MCP/FFS	General Sample Size	Oversample Size	Total Sample Size
Molina	1,350	2,066	3,416
Partnership	1,350	1,971	3,321
SFHP	1,350	1,337	2,687
SCFHP	1,350	1,134	2,484
Total Sample	**33,750**	**48,498**	**82,248**

Table 3.3—Child Medi-Cal Sample Sizes for Each MCP and FFS

MCP/FFS	General Sample Size	Oversample Size	Total Sample Size
Aetna	1,650	4,564	6,214
AAH	1,650	3,977	5,627
Anthem Blue Cross	1,650	4,889	6,539
Blue Shield Promise	1,650	5,269	6,919
CHW	1,650	3,883	5,533
CalOptima	1,650	1,673	3,323
CalViva	1,650	5,197	6,847
CenCal	1,650	627	2,277
CCAH	1,650	2,395	4,045
CHG	1,650	3,701	5,351
CCHP	1,650	2,677	4,327
FFS	1,650	495	2,145
GCHP	1,650	2,476	4,126
Health Net	1,650	4,014	5,664
HPSJ	1,650	5,908	7,558
HPSM	1,650	1,425	3,075
IEHP	1,650	5,918	7,568
Kaiser NorCal	1,650	3,806	5,456
Kaiser SoCal	1,650	2,414	4,064

MCP/FFS	General Sample Size	Oversample Size	Total Sample Size
KHS	1,650	6,526	8,176
L.A. Care	1,650	4,983	6,633
Molina	1,650	4,851	6,501
Partnership	1,650	4,397	6,047
SFHP	1,650	1,907	3,557
SCFHP	1,650	3,102	4,752
Total Sample	**41,250**	**91,074**	**132,324**

Survey Protocol

The survey administration process allowed for two methods by which adult members and parents/caretakers of child members could complete a survey: 1) mail or 2) Internet. A cover letter was mailed to all adult members and parents/caretakers of child members that provided two options to complete the survey: (1) complete the paper-based survey and return it using the pre-addressed, postage-paid return envelope; or (2) complete the web-based survey via a URL or quick response (QR) code and designated username. Members who were identified as Spanish speaking through administrative data were mailed a Spanish version of the cover letter and survey. Members who were not identified as Spanish speaking received an English version of the cover letter and survey. The cover letter included with the English version of the survey had a Spanish cover letter on the back side informing adult members and parents/ caretakers of child members that they could call the toll-free number to request a Spanish version of the CAHPS survey. The cover letter included with the Spanish version of the survey had an English cover letter on the back side informing adult members and parents/caretakers of child members that they could call the toll-free number to request an English version of the CAHPS survey. In addition, respondents had the option to choose an English or Spanish version of the web survey. All non-respondents received a reminder postcard, followed by a second survey mailing, second reminder postcard, and third survey mailing.

The HEDIS specifications for CAHPS require that the name of the MCP/FFS appear in the surveys and letters, that the letters bear the signature of a high-ranking state official, and that the survey packages include a postage-paid reply envelope addressed to the organization conducting the surveys. HSAG followed these specifications.

Table 3.4 shows the timeline used in the administration of the surveys.

Table 3.4—CAHPS Survey Timeline

Task	Timeline
Send first survey with cover letter to the member or parent/caretaker of the child member. Make website available to complete the survey online.	0 days
Send a postcard reminder to non-respondents 7 days after mailing the first survey.	7 days
Send a second survey (and letter) to non-respondents 28 days after mailing the first survey.	28 days
Send a second postcard reminder to non-respondents 7 days after mailing the second survey.	35 days
Send a third survey (and letter) to non-respondents 28 days after mailing the second survey.	63 days
Close survey field.	87 days

How CAHPS Survey Results Were Calculated and Displayed

HSAG used the CAHPS scoring approach recommended by NCQA in *HEDIS Measurement Year 2022, Volume 3: Specifications for Survey Measures*. Based on NCQA's recommendations and HSAG's extensive experience evaluating CAHPS data, HSAG performed several analyses to comprehensively assess member experience. This portion of the report includes an overview of each analysis that HSAG conducted.

Response Rates

The CAHPS survey response rate is the total number of completed surveys divided by all eligible members in the sample.[14] As specified by NCQA, HSAG considered a survey completed if adult members or parents/caretakers of child members answered at least three of the following five questions: questions 3, 10, 19, 23, and 28 for adult Medicaid and questions 3, 10, 22, 26, and 31 for child Medicaid. Eligible members included the entire sample minus ineligible members. Ineligible members met at least one of the following criteria: they were deceased, were invalid (did not meet the eligible population criteria), were mentally or physically incapacitated (adult population only), or had a language barrier.

---

[14] National Committee for Quality Assurance. *HEDIS® Measurement Year 2022, Volume 3: Specifications for Survey Measures.* Washington, DC: NCQA Publication, 2022.

$$Response\ Rate = \frac{Number\ of\ Completed\ Surveys}{Sample\ -\ Ineligibles}$$

Respondent Analysis

For the respondent analysis, HSAG compared the demographic characteristics of adult and child survey respondents (i.e., respondent percentages) to the demographic characteristics of all adult and child members in the sample frames (i.e., sample frame percentages) for statistically significant differences. HSAG evaluated demographic characteristics of adult and child member age, gender, race, and ethnicity using variables from the sample frame. HSAG performed a *t* test to determine whether demographic characteristics of survey respondents were statistically significantly different from demographic characteristics of all members in the sample frame. A difference was considered statistically significant if the two-sided *p* value of the *t* test was less than or equal to 0.05. The two-sided *p* value of the *t* test is the probability of observing a test statistic as extreme as or more extreme than the one actually observed by chance.

HSAG used arrows in the tables to indicate statistically significant differences within a particular demographic category. An upward arrow (↑) indicates that the respondent percentage was statistically significantly higher than the sample frame percentage. A downward arrow (↓) indicates that the respondent percentage was statistically significantly lower than the sample frame percentage. Respondent percentages that were not statistically significantly higher or lower than the sample frame percentages are not noted with an arrow.

Scoring Calculations

HSAG calculated top-box scores for each measure in accordance with NCQA HEDIS Specifications for Survey Measures.[15] HSAG suppressed scores for measures that have less than 100 responses. For scoring of the measures, HSAG assigned top-box responses a score of one and all other responses a score of zero. HSAG defined a "top-box" response as follows:

♦ "8," "9," or "10" for the global ratings

♦ "Usually" or "Always" for the composites

Table 3.5 illustrates how HSAG determined the top-box score values.

---

[15] National Committee for Quality Assurance. *HEDIS® Measurement Year 2022, Volume 3: Specifications for Survey Measures.* Washington, DC: NCQA Publication, 2022.

Table 3.5—Determining Global Rating and Composite Measure Score Values

Response Category	Score Values
Global Ratings	
0–7	0
8–10	1
Composite Measures	
Never	0
Sometimes	0
Usually	1
Always	1

Global Ratings

The top-box score was the sum of the score values (0 or 1) divided by the total number of responses to the global rating question.

$$\text{Top-Box (TB) Score} = \sum_{i=1}^{n} \frac{x_i}{n}$$

i = 1, ..., n members responding to question
x_i = score of member on question (either 0 or 1)

HSAG calculated a variance for each top-box score using a standard variance formula where *x* was the score value (0 or 1).

$$\text{Top-Box Variance (TBV)} = \sum_{i=1}^{n} \frac{(x_i - u)^2}{n-1}$$

i = 1, ..., n members responding to question
x_i = score of member on question (either 0 or 1)
u = average score of member on question

HSAG used the mean and variance to calculate a 95 percent confidence interval for each top-box score. HSAG used the following formula to calculate the 95 percent confidence interval for each top-box score:

$$\text{TB 95\% Confidence Interval} = (TB) \pm 1.96\sqrt{\frac{TBV}{n}}$$

Composite Measures

HSAG calculated top-box scores and their corresponding variances and 95 percent confidence intervals for each composite measure. HSAG calculated the composite top-box score by first determining the top-box score for each question (i.e., proportion responding with a score of 1 for each question). HSAG repeated this step for each question in the composite. Finally, HSAG determined the average proportion responding with a score of 1 across all of the questions in the composite. This average was the composite top-box score. That is, each question contributed equally to the average regardless of the number of respondents for the question.

$$Composite\ TB\ Score\ = \frac{1}{m}\sum_{i-1}^{m}\left(\sum_{j-1}^{n_i}\frac{x_{ij}}{n_i}\right)$$

i = 1, ..., m questions in a composite
j = 1, ..., nᵢ members responding to question i
xᵢⱼ = score of member j on question i (either 0 or 1)

HSAG calculated a variance for each composite measure. HSAG used the following formula to calculate the composite measure variance:

$$Composite\ TBV\ = \frac{N}{N-1}\sum_{j-1}^{N}\left(\sum_{i-1}^{m}\frac{1}{m}*\frac{x_{ij}-\bar{x}_i}{n_i}\right)^2$$

i = 1, ..., m questions in a composite
j = 1, ..., nᵢ members responding to question i
xᵢⱼ = score of member j on question i (either 0 or 1)

HSAG used the mean and variance to calculate a 95 percent confidence interval for each composite score. HSAG used the following formula to calculate the 95 percent confidence interval for each composite top-box score:

$$Composite\ TB\ 95\%\ Confidence\ Interval\ = (TB) \pm 1.96\sqrt{TBV}$$

Effectiveness of Care Measures: Medical Assistance with Smoking and Tobacco Use Cessation

HSAG calculated three scores that assess different facets of providing medical assistance with smoking and tobacco use cessation:[16]

♦ *Advising Smokers and Tobacco Users to Quit*

♦ *Discussing Cessation Medications*

♦ *Discussing Cessation Strategies*

These scores assess the percentage of smokers or tobacco users who were advised to quit, were recommended cessation medications, and were provided cessation methods or strategies, respectively. Responses of "Sometimes," "Usually," and "Always" were used to determine if the member qualified for inclusion in the numerator. The scores presented follow NCQA's methodology of calculating a rolling average using two years' of results; however, HSAG did not administer the survey in 2020 and 2022, so those results are not available. The 2021 results contain members who responded to the survey and indicated that they were current smokers or tobacco users in 2019 or 2021. The 2023 results contain members who responded to the survey and indicated that they were current smokers or tobacco users in 2021 or 2023. For FFS, HSAG used 2023 results only since this was the first year HSAG administered the CAHPS survey for FFS.

State-Level Scores

HSAG presents the 2019, 2021, and 2023 State weighted (i.e., MCPs and FFS combined) top-box scores for each CAHPS global rating and composite measure, and overall scores for each Effectiveness of Care measure evaluated through the CAHPS Adult and Child Medicaid Health Plan Survey.[17,18] HSAG used the sample frame files to determine the eligible population size for each MCP and FFS, as applicable. HSAG calculated a general sample (including the oversample) probability and then calculated a weight for each general sample respondent using the formulas below.

---

[16] HSAG presents scores for the Effectiveness of Care measures for the adult population only. Also, only 2021 and 2023 results are presented since the scores for these measures are calculated using a rolling average.

[17] The 2019 and 2021 State weighted top-box scores only include the MCPs since 2023 is the first year that FFS is included in the surveys. Additionally, the 2021 State weighted top-box scores for the adult and child populations include the PSPs, AHF and Rady Children's Hospital—San Diego, respectively.

[18] HSAG recalculated the 2019 state weighted top-box scores to exclude the reporting-unit level oversample. A reporting-unit level oversample was not conducted in 2022 or 2023.

$$GP_r = \frac{GSS_p}{EP_p}$$

$$w_{gsr} = \frac{1}{GP_r}$$

Where:

GP_r = probability for respondent r from the general sample
GSS_p = general sample size for MCP/FFS p
EP_p = eligible population size for MCP/FFS p
w_{gsr} = weight for general sample respondent r

HSAG presents the results for the adult and child populations separately. The State weighted scores included sample respondents from the MCP and FFS general sample and MCP and FFS oversample. HSAG presents the NCQA Medicaid national 50th percentile and 90th percentile data for comparison purposes. Additionally, HSAG performed a *t* test to determine whether results in 2019 and 2021 were statistically significantly different from results in 2023. A difference was considered statistically significant if the two-sided *p* value of the *t* test was less than or equal to 0.05. The two-sided *p* value of the *t* test is the probability of observing a test statistic as extreme as or more extreme than the one actually observed by chance. In the figures, scores that were statistically significantly higher in 2019 or 2021 than in 2023 are noted with upward (▲) triangles. Scores that were statistically significantly lower in 2019 or 2021 than in 2023 are noted with downward (▼) triangles. Scores in 2019 or 2021 that were not statistically significantly different from scores in 2023 are not noted with triangles.

State Comparisons

For purposes of the State Comparisons analyses, HSAG presents the adult and child population results separately for each measure. HSAG presents both MCP-level and FFS-level results and includes the State weighted scores in the figures for reference only. The NCQA adult and child Medicaid national 50th percentile and 90th percentile data are included as vertical lines in the figures.[19,20]

HSAG used responses from the MCP-level and FFS-level samples to report each measure, and the results were not weighted. HSAG calculated the 95 percent confidence intervals for each score and compared these intervals to the adult and child Medicaid national 50th percentiles. If the Medicaid national 50th percentile was below the lower bound of the 95

---

[19] National Committee for Quality Assurance. *Quality Compass®: Benchmark and Compare Quality Data* 2022. Washington, DC: NCQA, September 2022.
[20] NCQA national data for 2023 were not available at the time this report was prepared; therefore, 2022 NCQA national data are presented in this section. 2022 Quality Compass data reflects measurement year 2021 scores.

percent confidence interval, the measure was statistically significantly above the Medicaid national 50th percentile for the MCP or FFS. If the Medicaid national 50th percentile was above the upper bound of the 95 percent confidence interval, the measure was statistically significantly below the Medicaid national 50th percentile for the MCP or FFS. If the Medicaid national 50th percentile encompassed the 95 percent confidence interval, there was no statistically significant difference between the MCP or FFS and the Medicaid national 50th percentile for the measure.

Comparative Analysis

HSAG performed an analysis for each measure that compared the 2023 MCP and MCP weighted (i.e., MCPs combined) scores to the corresponding 2019 and 2021 scores to determine whether there were statistically significant differences.[21] HSAG presents MCPs' adult and child population results separately. HSAG used the sample frame files to determine the eligible population size for each MCP. HSAG calculated a general sample (including oversample) probability and then calculated a weight for each general sample respondent. The MCP weighted scores include sample respondents from the MCP general sample and oversample.

HSAG performed a t test to determine whether results in 2023 were statistically significantly different from results in 2019 and 2021. A difference was considered statistically significant if the two-sided p value of the t test was less than or equal to 0.05. The two-sided p value of the t test is the probability of observing a test statistic as extreme as or more extreme than the one actually observed by chance. In the tables, scores that were statistically significantly higher in 2023 than in 2019 or 2021 are noted with upward (▲) triangles. Scores that were statistically significantly lower in 2023 than in 2019 or 2021 are noted with downward (▼) triangles. Scores in 2023 that were not statistically significantly different from scores in 2019 or 2021 are not noted with triangles.

Limitations and Cautions

The findings presented in this CAHPS report are subject to some limitations in the survey design, analyses, and interpretations. Sample sizes for the 2023 CAHPS Survey were established to obtain 411 completed surveys at the MCP level and FFS level.

While the sample sizes were determined based on this goal, some measures at the MCP level and every measure except *Rating of Health Plan* at the FFS level had fewer than 100 responses. According to NCQA HEDIS Specifications for Survey Measures, if a measure has fewer than 100 responses, the measure is not reportable; therefore, in the figures throughout

---

[21] HSAG performed a comparative analysis for the MCPs only since 2023 is the first year that FFS was included in the survey administration.

this report, HSAG does not present the results for measures with fewer than 100 responses.[22] NCQA HEDIS Specifications for Survey Measures recommends targeting 411 completed surveys to meet the following statistical parameters: 1) confidence intervals with a margin of error under 5 percent at the 95 percent confidence level, and 2) statistical power of at least 80 percent in detecting differences of 10 percentage points.[23] DHCS should consider these limitations when interpreting or generalizing the findings.

Causal Inferences

Although this report examines whether members report differences with various aspects of their health care experiences, these differences may not be completely attributable to the MCP or FFS. These analyses identify whether members give different ratings of experience with their MCP or FFS. The survey by itself does not necessarily reveal the exact cause of these differences.

Coronavirus Disease 2019 (COVID-19) Impact

Due to the increased use of telehealth services (e.g., phone and video calls) during the COVID-19 pandemic, the Agency for Healthcare Research and Quality (AHRQ) released the 5.1 version of the CAHPS Adult and Child Health Plan Surveys in October 2020 to acknowledge that members may receive care in person, by phone, or by video. Based on this version, NCQA introduced a new HEDIS version of the surveys with updates to the following questions: 3, 5, 6, 7, 10, 11, 19, 20, 21, and 22 for the CAHPS Adult Health Plan Survey and 3, 5, 6, 7, 10, 11, 15, 22, 23, 24, and 25 for the CAHPS Child Health Plan Survey; therefore, caution should be exercised when comparing 2021 and 2023 results to 2019 results. Also, caution should be exercised when evaluating 2019 results as the number of completed surveys may have been impacted by COVID-19, as well as members' perceptions of and experiences with the health care system.

---

[22] National Committee for Quality Assurance. *HEDIS® Measurement Year 2022, Volume 3: Specifications for Survey Measures.* Washington, DC: NCQA Publication, 2022.

[23] National Committee for Quality Assurance. *HEDIS® Measurement Year 2010, Volume 2: Technical Specifications.* Washington, DC: NCQA Publication, 2009.

National Confidence Interval Data

HSAG compared the 95 percent confidence interval of each MCP's and FFS' score with the NCQA Medicaid national 50th percentile.[24,25] NCQA does not calculate 95 percent confidence intervals; therefore, HSAG could only compare each MCP's and FFS' 95 percent confidence interval to the NCQA Medicaid national 50th percentile (and not the national 95 percent confidence interval).[26] DHCS should exercise caution when reviewing the significant results of this comparison for the MCP-level and FFS-level results.

Non-Response Bias

The experiences of the survey respondent population may be different than that of non-respondents with respect to their health care services and may vary by plan or program. According to research, late respondents (i.e., respondents who submitted a survey later than the first mailing/round) could potentially be non-respondents if the survey had ended earlier.[27] To identify potential non-response bias at the state-level, HSAG compared the scores from late respondents to early respondents (i.e., respondents who submitted a survey during the first mailing/round) for each measure. For the adult population, results indicate that early respondents are statistically significantly more likely to provide a higher response for the following measures: *Advising Smokers and Tobacco Users to Quit* (2021 and 2023) and *Discussing Cessation Strategies* (2023 only). For the child population, results indicate that early respondents are statistically significantly more likely to provide a higher response for the *Rating of All Health Care* global rating and a lower response for the *Customer Service* composite measure. DHCS should consider that potential non-response bias may exist when interpreting CAHPS results for these measures.

---

[24] National Committee for Quality Assurance. *Quality Compass®: Benchmark and Compare Quality Data 2022*. Washington, DC: NCQA, September 2022.

[25] FFS did not have reportable results for any measure except *Rating of Health Plan*; therefore, HSAG could not compare FFS' 95 percent confidence interval with the national 50th percentile for most measures.

[26] HSAG only has access to the standard edition of NCQA's health plan performance Quality Compass data license, which does not include access to confidence intervals; therefore, the 95 percent confidence interval of the national 50th percentiles was not available for analysis.

[27] Korkeila, K., et al. "Non-response and related factors in a nation-wide health survey." European Journal of Epidemiology 17.11 (2001): 991-999.

4. Results

Survey Respondents

HSAG used the 9,011 and 13,235 surveys completed by adult MCP members and parents/caretakers of child MCP members, respectively, as well as the 110 and 133 surveys completed by adult FFS members and parents/caretakers of child FFS members, respectively, to calculate the CAHPS survey results presented throughout the Results section.

The CAHPS Survey response rate is the total number of completed surveys divided by all eligible members in the sample. If a member or parent/caretaker of a child member appropriately answered at least three of five NCQA-specified questions in the survey, HSAG counted the survey as complete.[28]

Table 4.1 presents the total number of members sampled, the number of ineligible and eligible members, the number of surveys completed, and the response rate for the adult and child MCP and FFS members selected for surveying. The adult and child Medicaid national response rates reported by NCQA for 2022 were 13.0 percent and 12.5 percent, respectively. The overall adult and child MCP and FFS member response rates were lower than the adult and child Medicaid national response rates. In 2021, the adult and child MCP response rates were 14.38 percent and 14.64 percent, respectively, which were 3.15 and 4.46 percentage points higher than the 2023 response rates. While the 2023 MCP response rates were lower than the national and prior year's response rates, HSAG designed the sampling strategy with this in mind (i.e., took into account national trend of declining response rates). The increased sample sizes in 2023 compared to the 2021 survey administration resulted in a higher number of completed surveys for both the adult and child MCPs (i.e., 9,011 compared to 8,194 and 13,235 compared to 8,529, respectively), which ultimately supports DHCS' goal to obtain more reportable measures.

---

[28] A survey was considered a complete and valid survey for the CAHPS Adult Medicaid Survey when three of the following five questions were appropriately answered: 3, 10, 19, 23, and 28. A survey was considered a complete and valid survey for the CAHPS Child Medicaid Survey when three of the following five questions were appropriately answered: 3, 10, 22, 26, and 31.

Table 4.1—Total Number of Respondents and Response Rate

Response rate is calculated as Number of Completed Surveys/Eligible Sample.

	Total Adult MCP	Total Child MCP	Total Adult FFS	Total Child FFS
Sample Size	80,493	130,179	1,755	2,145
Ineligible Members	278	232	32	27
Eligible Sample	80,215	129,947	1,723	2,118
Number of Surveys Completed	9,011	13,235	110	133
Response Rate	11.23%	10.18%	6.38%	6.28%

Respondent Analysis

HSAG compared the demographic characteristics (i.e., age, gender, race, and ethnicity) of survey respondents to the demographic characteristics of all members in the sample frames at the MCP level and FFS level. For this analysis, the adult and child populations' results are presented separately. Please refer to Appendix A: Respondent Analysis Results for the detailed results of the respondent analysis.

State-Level Scores[29]

Global Ratings

Figure 4.1 shows the 2019, 2021, and 2023 adult State weighted top-box scores and the 2022 NCQA adult Medicaid national 50th percentiles and 90th percentiles for the four global ratings.

Figure 4.1—Global Ratings: Adult Top-Box Scores (State Level)

▲ Indicates the score is statistically significantly higher than the 2023 score.
▼ Indicates the score is statistically significantly lower than the 2023 score.
If no statistically significant differences were found, no indicator (▲ or ▼) appears on the bar.
Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤ 0.05.

---
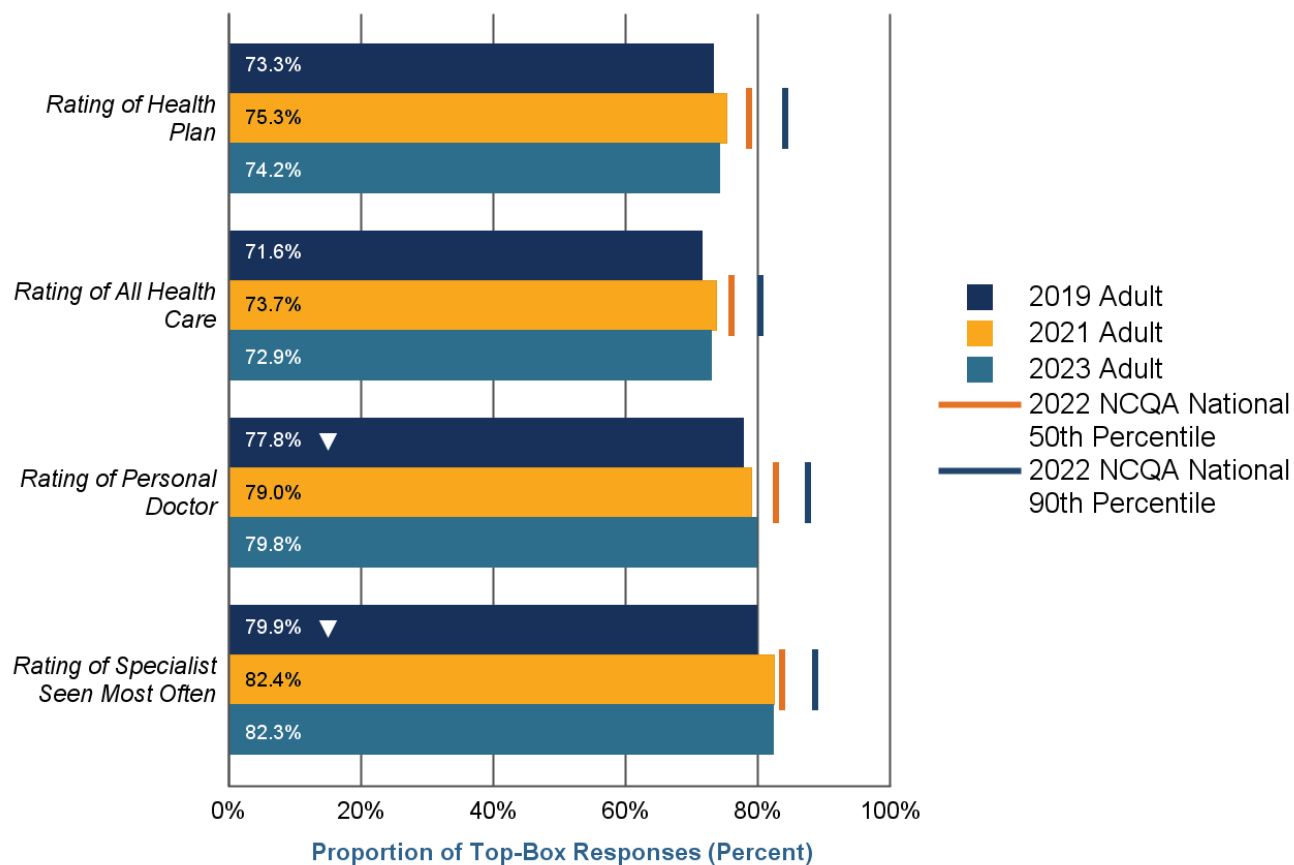
[29] HSAG recalculated the 2019 state weighted top-box scores to exclude the reporting-unit level oversample. A reporting-unit level oversample was not conducted in 2022 or 2023.

Figure 4.2 shows the 2019, 2021, and 2023 child State weighted top-box scores and the 2022 NCQA child Medicaid national 50th percentiles and 90th percentiles for the four global ratings.

Figure 4.2—Global Ratings: Child Top-Box Scores (State Level)

▲ Indicates the score is statistically significantly higher than the 2023 score.
▼ Indicates the score is statistically significantly lower than the 2023 score.
If no statistically significant differences were found, no indicator (▲ or ▼) appears on the bar.
Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤ 0.05.
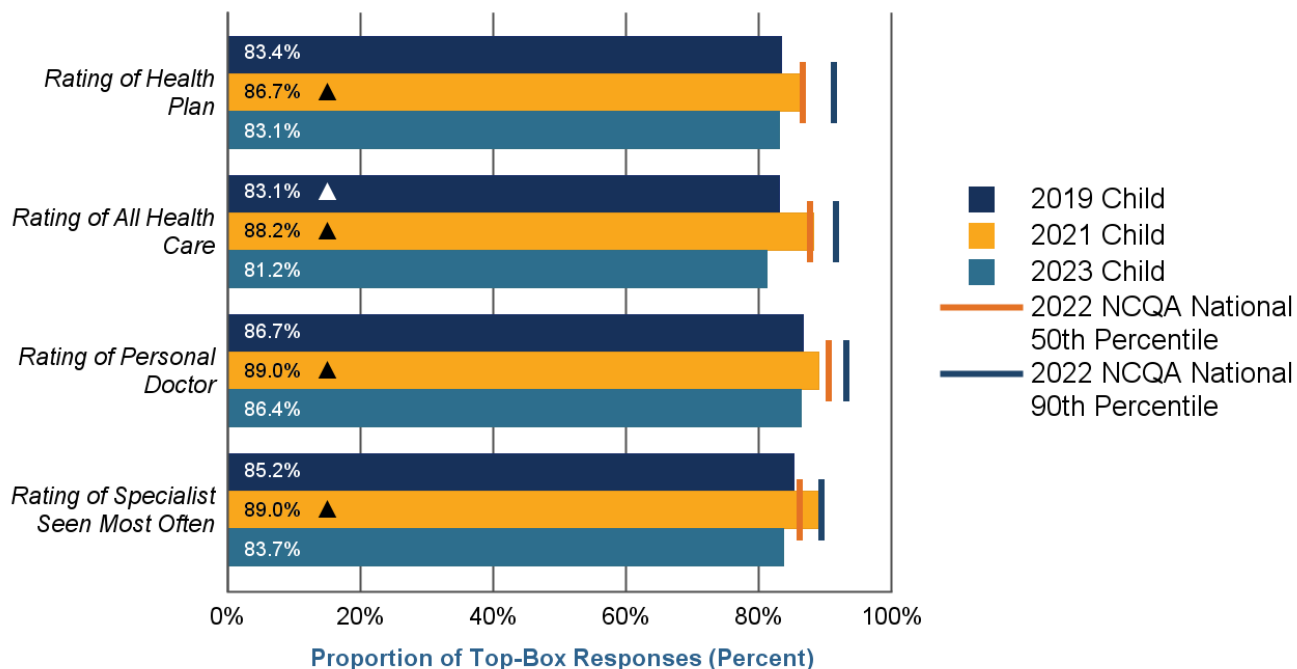
Composite Measures

Figure 4.3 shows the 2019, 2021, and 2023 adult State weighted top-box scores and the 2022 NCQA adult Medicaid national 50th percentiles and 90th percentiles for the four composite measures.

Figure 4.3—Composite Measures: Adult Top-Box Scores (State Level)

▲ Indicates the score is statistically significantly higher than the 2023 score.
▼ Indicates the score is statistically significantly lower than the 2023 score.
If no statistically significant differences were found, no indicator (▲ or ▼) appears on the bar.
Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤ 0.05.
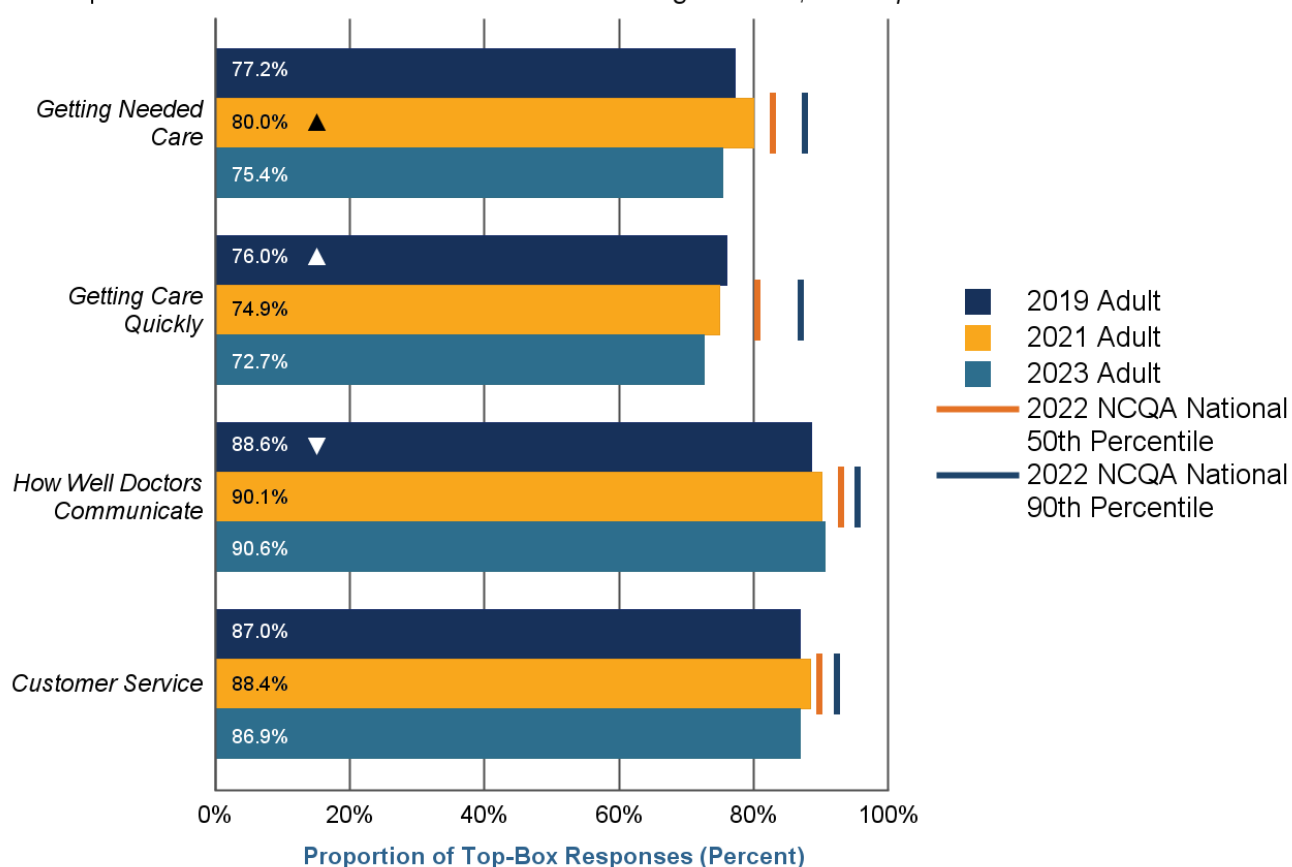
Figure 4.4 shows the 2019, 2021, and 2023 child State weighted top-box scores and the 2022 NCQA child Medicaid national 50th percentiles and 90th percentiles for the four composite measures.

Figure 4.4—Composite Measures: Child Top-Box Scores (State Level)

▲ Indicates the score is statistically significantly higher than the 2023 score.
▼ Indicates the score is statistically significantly lower than the 2023 score.
If no statistically significant differences were found, no indicator (▲ or ▼) appears on the bar.
Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤ 0.05.
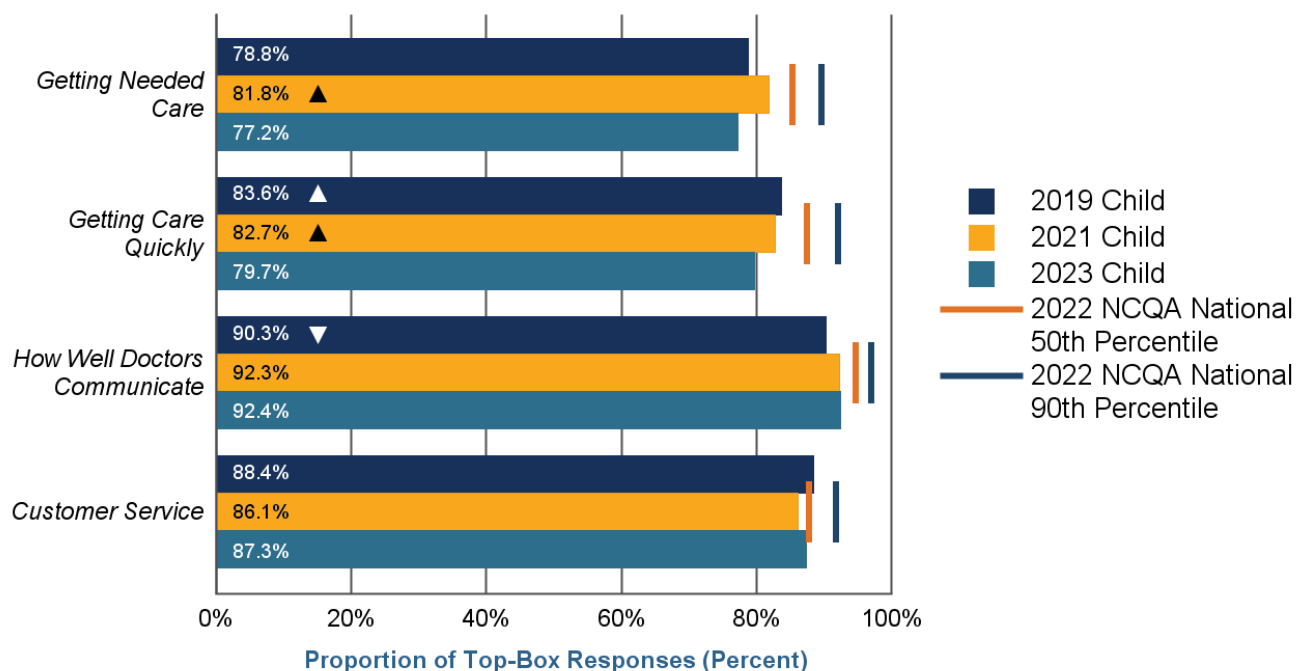
Effectiveness of Care Measures

Figure 4.5 shows the 2021 and 2023 adult State weighted overall scores and the 2022 NCQA adult Medicaid national 50th percentiles and 90th percentiles for the three Effectiveness of Care measures.

Figure 4.5—Effectiveness of Care Measures: Adult Scores (State Level)

▲ Indicates the score is statistically significantly higher than the 2023 score.
▼ Indicates the score is statistically significantly lower than the 2023 score.
If no statistically significant differences were found, no indicator (▲ or ▼) appears on the bar.
Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤ 0.05.
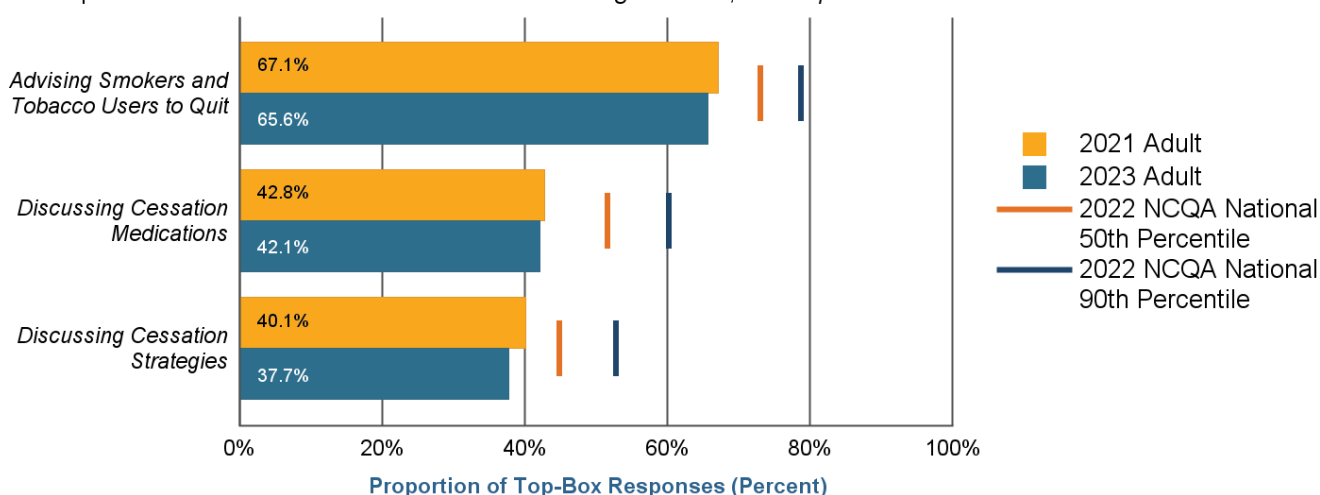
State Comparisons

Rating of Health Plan

Measure Definition

Medi-Cal members were asked to rate their MCP or FFS on a scale of 0 to 10, with 0 being the "worst health plan possible" and 10 being the "best health plan possible."

Adult Results

Figure 4.6 shows the adult top-box scores for *Rating of Health Plan*.

Figure 4.6—*Rating of Health Plan*: Adult Top-Box Scores
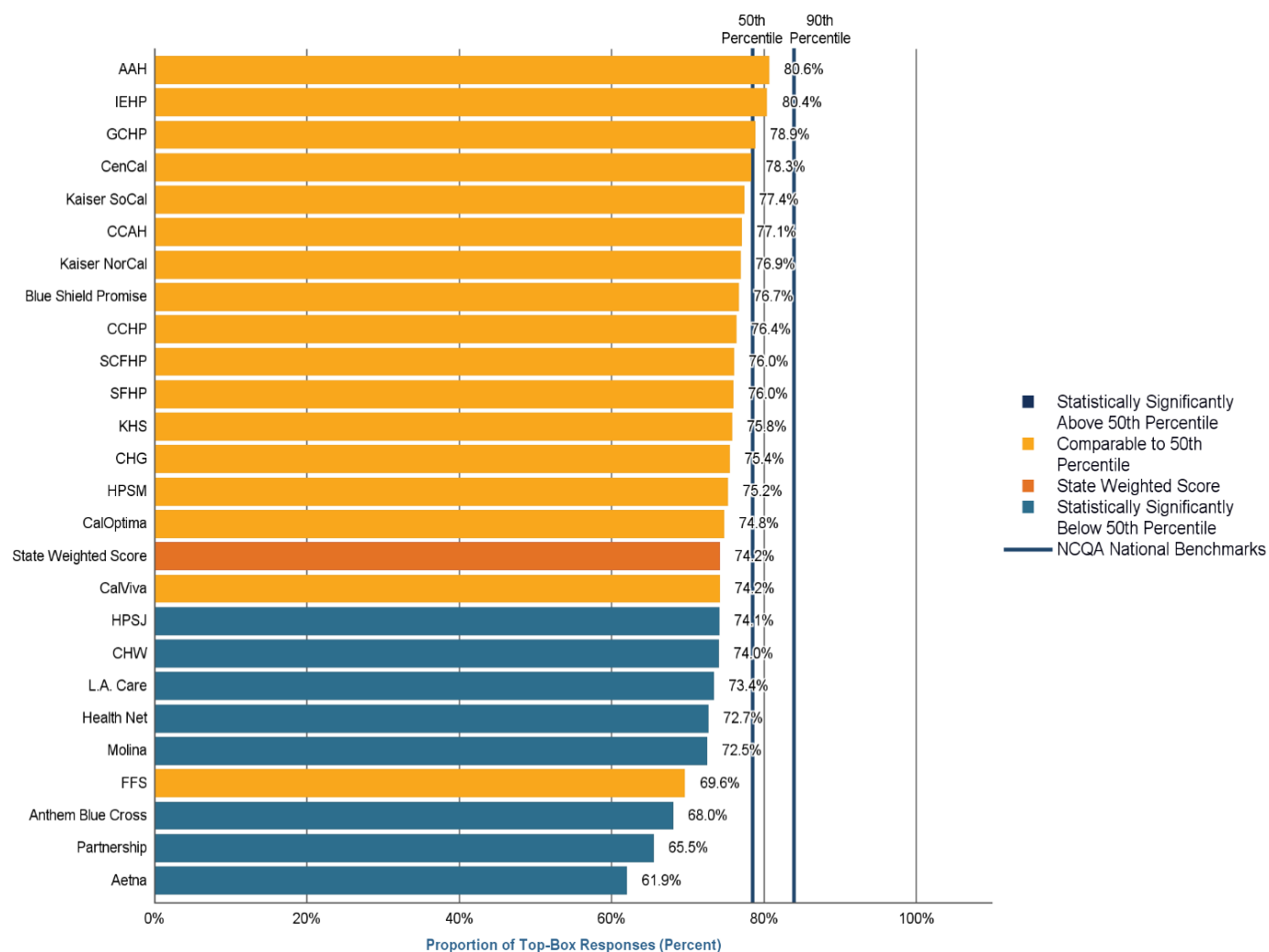
Table 4.2 shows the 2019, 2021, and 2023 adult top-box scores for *Rating of Health Plan*.

Table 4.2—*Rating of Health Plan*: Adult Comparative Analysis Results

▲ Indicates the 2023 score is statistically significantly higher than the previous year's score.

▼ Indicates the 2023 score is statistically significantly lower than the previous year's score.

— Indicates the 2023 score is not statistically significantly different than the previous year's score.

Comparisons are based on the *t* test of statistical significance, with a *p* value of <=0.05.

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
MCP Weighted Score	**73.3%**	**75.3%**	**74.6%**	▲	—
AAH	71.2%	75.0%	80.6%	▲	—
Aetna	57.1%	56.2%	61.9%	—	—
Anthem Blue Cross	56.8%	68.5%	68.0%	▲	—
Blue Shield Promise	74.7%	79.2%	76.7%	—	—
CCAH	72.2%	76.8%	77.1%	—	—
CCHP	78.0%	79.1%	76.4%	—	—
CHG	78.6%	81.5%	75.4%	—	—
CHW	71.2%	70.1%	74.0%	—	—
CalOptima	76.7%	77.0%	74.8%	—	—
CalViva	73.4%	75.9%	74.2%	—	—
CenCal	77.2%	76.8%	78.3%	—	—
GCHP	75.5%	72.3%	78.9%	—	▲
HPSJ	72.3%	77.1%	74.1%	—	—
HPSM	78.9%	79.4%	75.2%	—	—
Health Net	69.0%	74.6%	72.7%	—	—
IEHP	83.5%	78.2%	80.4%	—	—
KHS	77.4%	75.2%	75.8%	—	—
Kaiser NorCal	81.4%	82.6%	76.9%	—	—
Kaiser SoCal	86.1%	87.2%	77.4%	▼	▼

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
L.A. Care	72.8%	75.1%	73.4%	—	—
Molina	66.1%	68.4%	72.5%	—	—
Partnership	76.7%	74.1%	65.5%	▼	▼
SCFHP	70.9%	71.2%	76.0%	—	—
SFHP	73.3%	76.4%	76.0%	—	—

Child Results

Figure 4.7 shows the child top-box scores for *Rating of Health Plan*.

Figure 4.7—*Rating of Health Plan*: Child Top-Box Scores
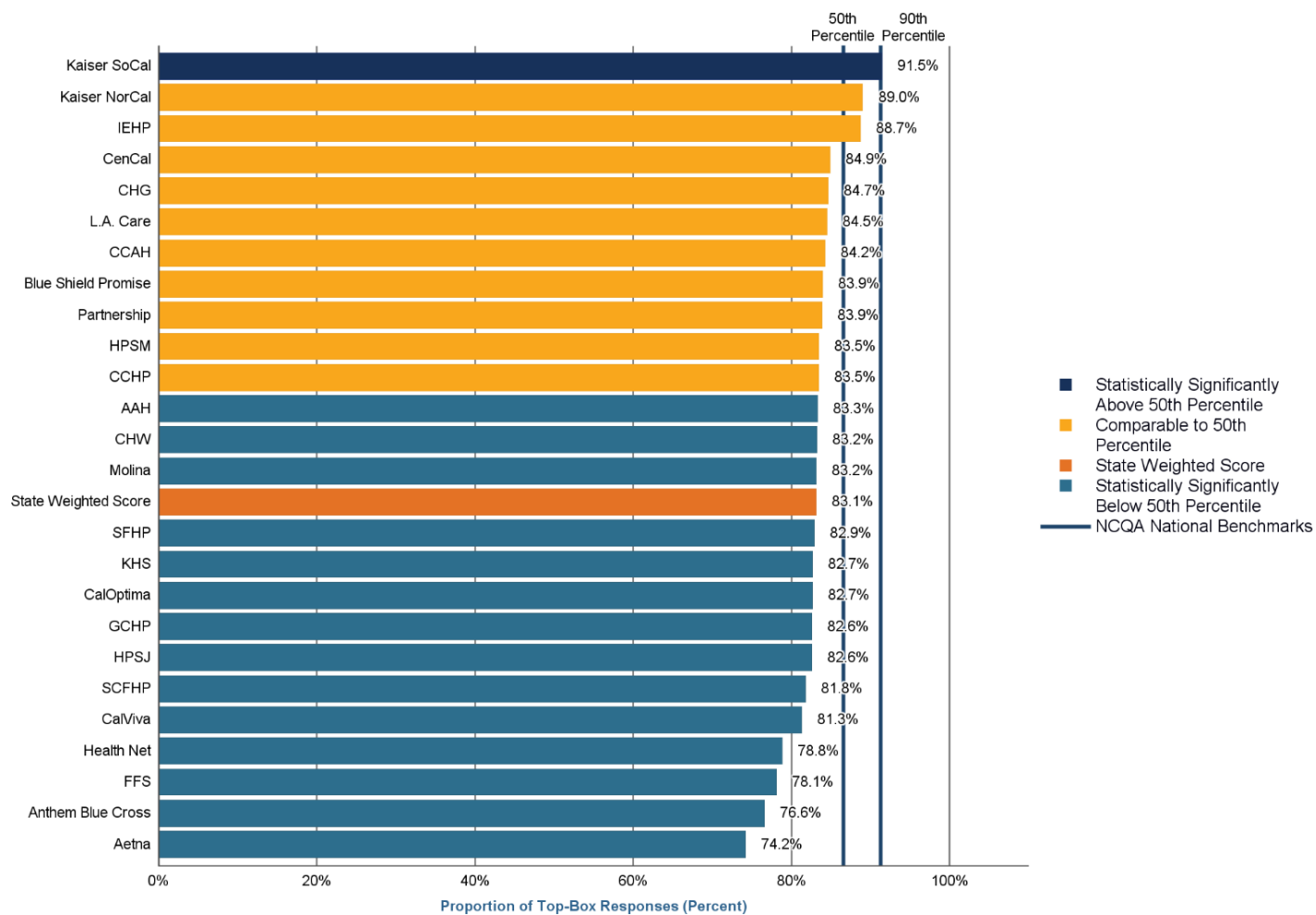
Table 4.3 shows the 2019, 2021, and 2023 child top-box scores for *Rating of Health Plan*.

Table 4.3—*Rating of Health Plan*: Child Comparative Analysis Results

▲ Indicates the 2023 score is statistically significantly higher than the previous year's score.

▼ Indicates the 2023 score is statistically significantly lower than the previous year's score.

— Indicates the 2023 score is not statistically significantly different than the previous year's score.

NA Indicates data are not available (i.e., less than 100 responses).

NC Indicates the score is not comparable.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
MCP Weighted Score	**83.4%**	**86.7%**	**83.3%**	**—**	▼
AAH	85.9%	88.4%	83.3%	—	▼
Aetna	NA	80.3%	74.2%	NC	—
Anthem Blue Cross	78.4%	82.8%	76.6%	—	▼
Blue Shield Promise	81.6%	83.3%	83.9%	—	—
CCAH	84.9%	87.4%	84.2%	—	—
CCHP	86.7%	87.4%	83.5%	—	—
CHG	89.3%	90.3%	84.7%	▼	▼
CHW	76.9%	82.7%	83.2%	▲	—
CalOptima	84.2%	86.3%	82.7%	—	—
CalViva	85.6%	87.5%	81.3%	—	▼
CenCal	85.1%	90.6%	84.9%	—	▼
GCHP	84.9%	87.6%	82.6%	—	▼
HPSJ	84.6%	84.3%	82.6%	—	—
HPSM	89.7%	86.9%	83.5%	▼	—
Health Net	80.5%	86.9%	78.8%	—	▼
IEHP	86.1%	87.5%	88.7%	—	—

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
KHS	85.7%	86.9%	82.7%	—	—
Kaiser NorCal	91.4%	88.4%	89.0%	—	—
Kaiser SoCal	92.6%	94.7%	91.5%	—	—
L.A. Care	81.3%	86.4%	84.5%	—	—
Molina	81.4%	84.2%	83.2%	—	—
Partnership	84.8%	86.0%	83.9%	—	—
SCFHP	83.4%	88.4%	81.8%	—	▼
SFHP	87.0%	84.8%	82.9%	—	—

Summary of Results—*Rating of Health Plan*

Adult

♦ FFS did not score statistically significantly above or below the NCQA adult Medicaid national 50th percentile.

♦ No MCPs scored statistically significantly above the NCQA adult Medicaid national 50th percentile.

♦ The following eight MCPs scored statistically significantly below the NCQA adult Medicaid national 50th percentile:

- Aetna
- Anthem Blue Cross
- CHW
- Health Net
- HPSJ
- L.A. Care
- Molina
- Partnership

♦ The following two MCPs scored statistically significantly higher in 2023 than in 2019 for the adult population:

- AAH
- Anthem Blue Cross

♦ The following two MCPs scored statistically significantly lower in 2023 than in 2019 and 2021 for the adult population:

- Kaiser SoCal
- Partnership

♦ GCHP scored statistically significantly higher in 2023 than in 2021 for the adult population.

Child

♦ Kaiser SoCal scored statistically significantly above the NCQA child Medicaid national 50th percentile.

♦ The following 13 MCPs and FFS scored statistically significantly below the NCQA child Medicaid national 50th percentile:

- AAH
- Aetna
- Anthem Blue Cross
- CalOptima
- CalViva
- CHW
- GCHP

- Health Net
- HPSJ
- KHS
- Molina
- SCFHP
- SFHP

♦ CHW scored statistically significantly higher in 2023 than in 2019 for the child population.

♦ The following two MCPs scored statistically significantly lower in 2023 than in 2019 for the child population:

- CHG
- HPSM

♦ No MCPs scored statistically significantly higher in 2023 than in 2021 for the child population.

♦ The following eight MCPs scored statistically significantly lower in 2023 than in 2021 for the child population:

- AAH
- Anthem Blue Cross
- CalViva
- CenCal

- CHG
- GCHP
- Health Net
- SCFHP

Rating of All Health Care

Measure Definition

Medi-Cal members were asked to score all their health care on a scale of 0 to 10, with 0 being the "worst health care possible" and 10 being the "best health care possible."

Adult Results

Figure 4.8 shows the adult top-box scores for *Rating of All Health Care*.

Figure 4.8—*Rating of All Health Care*: Adult Top-Box Scores
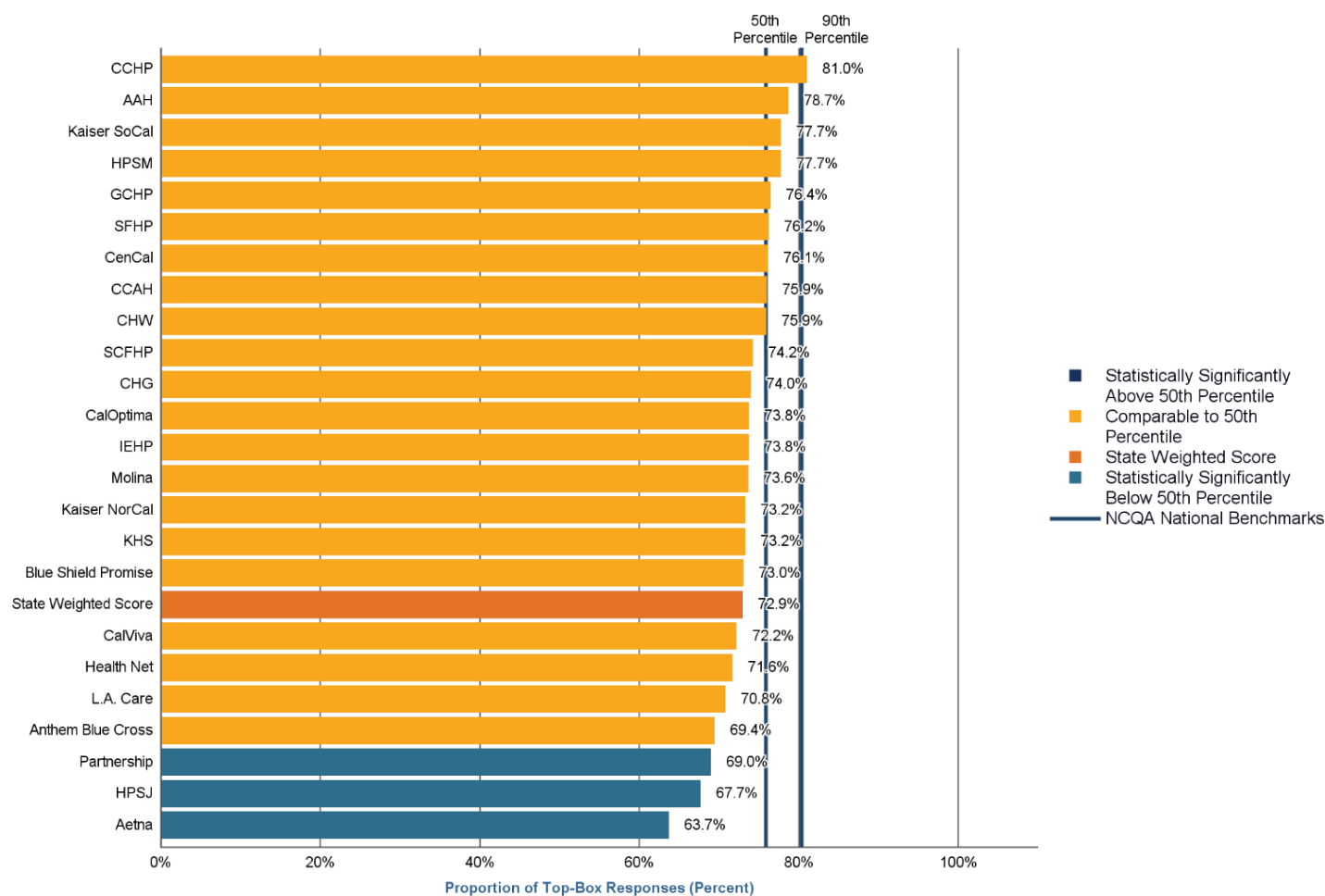
The score for FFS is not displayed in the figure above since FFS had less than 100 responses for this measure.

Table 4.4 shows the 2019, 2021, and 2023 adult top-box scores for *Rating of All Health Care*.

Table 4.4—*Rating of All Health Care*: Adult Comparative Analysis Results

▲ Indicates the 2023 score is statistically significantly higher than the previous year's score.

▼ Indicates the 2023 score is statistically significantly lower than the previous year's score.

— Indicates the 2023 score is not statistically significantly different than the previous year's score.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
MCP Weighted Score	**71.6%**	**73.7%**	**72.9%**	—	—
AAH	76.9%	72.8%	78.7%	—	—
Aetna	60.9%	63.4%	63.7%	—	—
Anthem Blue Cross	62.0%	69.8%	69.4%	—	—
Blue Shield Promise	79.7%	74.9%	73.0%	—	—
CCAH	73.7%	73.7%	75.9%	—	—
CCHP	78.7%	79.2%	81.0%	—	—
CHG	74.3%	81.8%	74.0%	—	—
CHW	71.3%	76.1%	75.9%	—	—
CalOptima	75.9%	80.0%	73.8%	—	—
CalViva	63.4%	72.2%	72.2%	▲	—
CenCal	75.2%	75.1%	76.1%	—	—
GCHP	76.8%	72.3%	76.4%	—	—
HPSJ	66.5%	73.1%	67.7%	—	—
HPSM	73.8%	77.7%	77.7%	—	—
Health Net	69.5%	67.3%	71.6%	—	—
IEHP	74.1%	73.9%	73.8%	—	—
KHS	67.8%	74.0%	73.2%	—	—
Kaiser NorCal	76.1%	78.7%	73.2%	—	—
Kaiser SoCal	83.8%	87.2%	77.7%	—	▼

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
L.A. Care	71.2%	70.6%	70.8%	—	—
Molina	68.1%	72.4%	73.6%	—	—
Partnership	74.3%	74.7%	69.0%	—	—
SCFHP	70.6%	79.8%	74.2%	—	—
SFHP	75.6%	78.8%	76.2%	—	—

Child Results

Figure 4.9 shows the child top-box scores for *Rating of All Health Care*.

Figure 4.9—*Rating of All Health Care*: Child Top-Box Scores
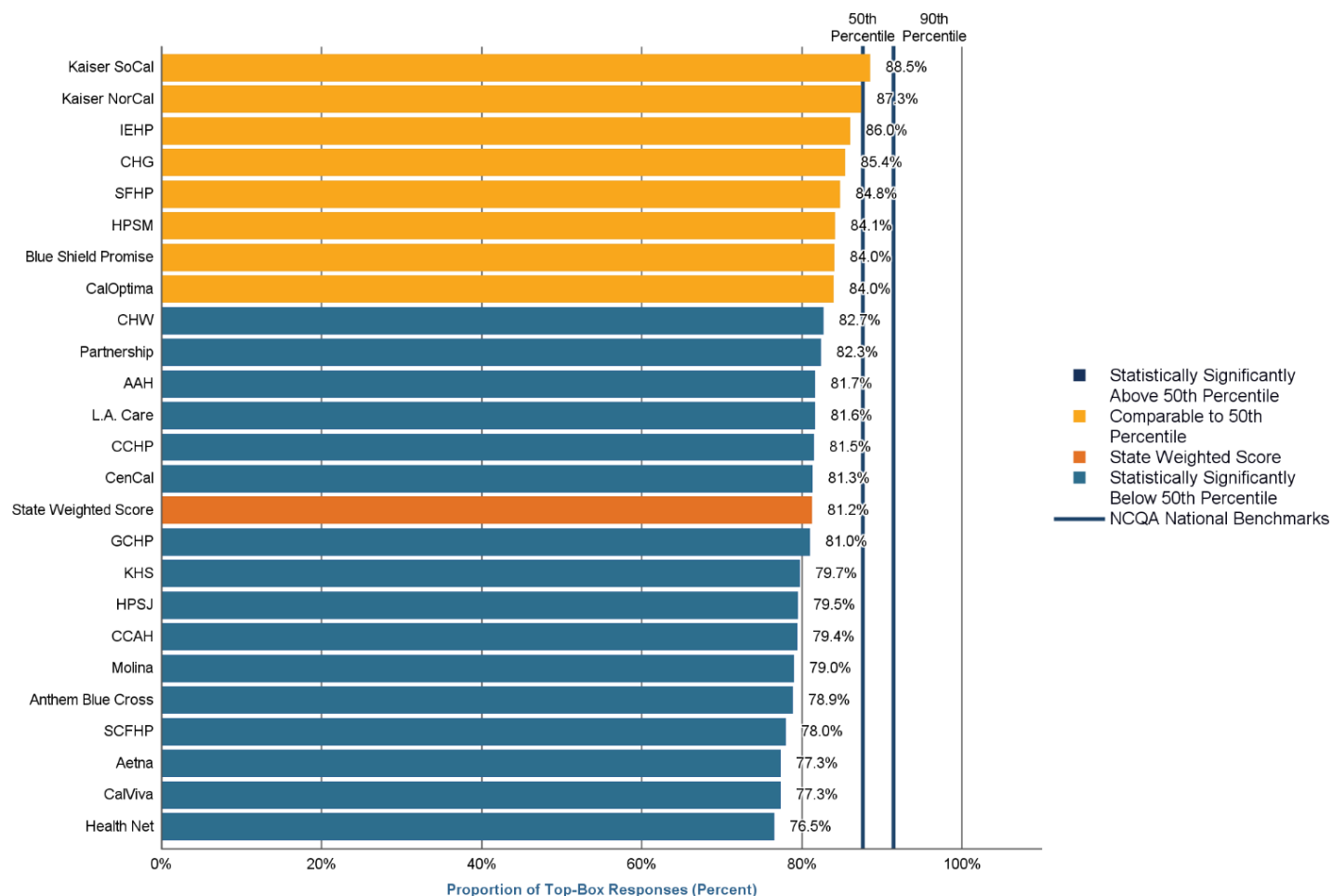
The score for FFS is not displayed in the figure above since FFS had less than 100 responses for this measure.

Table 4.5 shows the 2019, 2021, and 2023 child top-box scores for *Rating of All Health Care*.

Table 4.5—*Rating of All Health Care*: Child Comparative Analysis Results

▲ Indicates the 2023 score is statistically significantly higher than the previous year's score.

▼ Indicates the 2023 score is statistically significantly lower than the previous year's score.

— Indicates the 2023 score is not statistically significantly different than the previous year's score.

NA Indicates data are not available (i.e., less than 100 responses).

NC Indicates the score is not comparable.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
MCP Weighted Score	**83.1%**	**88.2%**	**81.3%**	▼	▼
AAH	87.7%	88.4%	81.7%	—	▼
Aetna	NA	86.1%	77.3%	NC	▼
Anthem Blue Cross	82.1%	88.4%	78.9%	—	▼
Blue Shield Promise	86.6%	85.4%	84.0%	—	—
CCAH	85.8%	90.3%	79.4%	▼	▼
CCHP	88.3%	88.3%	81.5%	▼	▼
CHG	86.2%	90.7%	85.4%	—	—
CHW	81.2%	83.8%	82.7%	—	—
CalOptima	86.0%	89.3%	84.0%	—	—
CalViva	75.2%	83.7%	77.3%	—	—
CenCal	86.3%	88.1%	81.3%	—	—
GCHP	88.8%	89.4%	81.0%	▼	▼
HPSJ	83.3%	81.3%	79.5%	—	—
HPSM	87.9%	90.1%	84.1%	—	—
Health Net	79.0%	89.1%	76.5%	—	▼
IEHP	83.8%	89.0%	86.0%	—	—
KHS	80.4%	88.0%	79.7%	—	▼

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
Kaiser NorCal	91.9%	88.0%	87.3%	—	—
Kaiser SoCal	91.4%	95.2%	88.5%	—	▼
L.A. Care	82.6%	88.9%	81.6%	—	▼
Molina	77.4%	86.0%	79.0%	—	—
Partnership	81.8%	87.2%	82.3%	—	—
SCFHP	86.3%	91.1%	78.0%	▼	▼
SFHP	89.2%	85.4%	84.8%	—	—

Summary of Results—*Rating of All Health Care*

Adult

♦ No MCPs scored statistically significantly above the NCQA adult Medicaid national 50th percentile.

♦ The following three MCPs scored statistically significantly below the NCQA adult Medicaid national 50th percentile:

- Aetna
- HPSJ
- Partnership

♦ CalViva scored statistically significantly higher in 2023 than in 2019 for the adult population.

♦ No MCPs scored statistically significantly lower in 2023 than in 2019 for the adult population.

♦ No MCPs scored statistically significantly higher in 2023 than in 2021 for the adult population.

♦ Kaiser SoCal scored statistically significantly lower in 2023 than in 2021 for the adult population.

Child

♦ No MCPs scored statistically significantly above the NCQA child Medicaid national 50th percentile.

♦ The following 16 MCPs scored statistically significantly below the NCQA child Medicaid national 50th percentile:

- AAH
- Aetna
- Anthem Blue Cross
- CalViva
- CCAH
- CCHP
- CenCal
- CHW

- GCHP
- Health Net
- HPSJ
- KHS
- L.A. Care
- Molina
- Partnership
- SCFHP

♦ No MCPs scored statistically significantly higher in 2023 than in 2019 for the child population.

♦ The following four MCPs scored statistically significantly lower in 2023 than in 2019 for the child population:

- CCAH
- CCHP
- GCHP
- SCFHP

♦ No MCPs scored statistically significantly higher in 2023 than in 2021 for the child population.

♦ The following 11 MCPs scored statistically significantly lower in 2023 than in 2021 for the child population:

- AAH
- Aetna
- Anthem Blue Cross
- CCAH
- CCHP
- GCHP

- Health Net
- KHS
- Kaiser SoCal
- L.A. Care
- SCFHP

Rating of Personal Doctor

Measure Definition

Medi-Cal members were asked to rate their personal doctor on a scale of 0 to 10, with 0 being the "worst personal doctor possible" and 10 being the "best personal doctor possible."

Adult Results

Figure 4.10 shows the adult top-box scores for *Rating of Personal Doctor*.

Figure 4.10—*Rating of Personal Doctor*: Adult Top-Box Scores
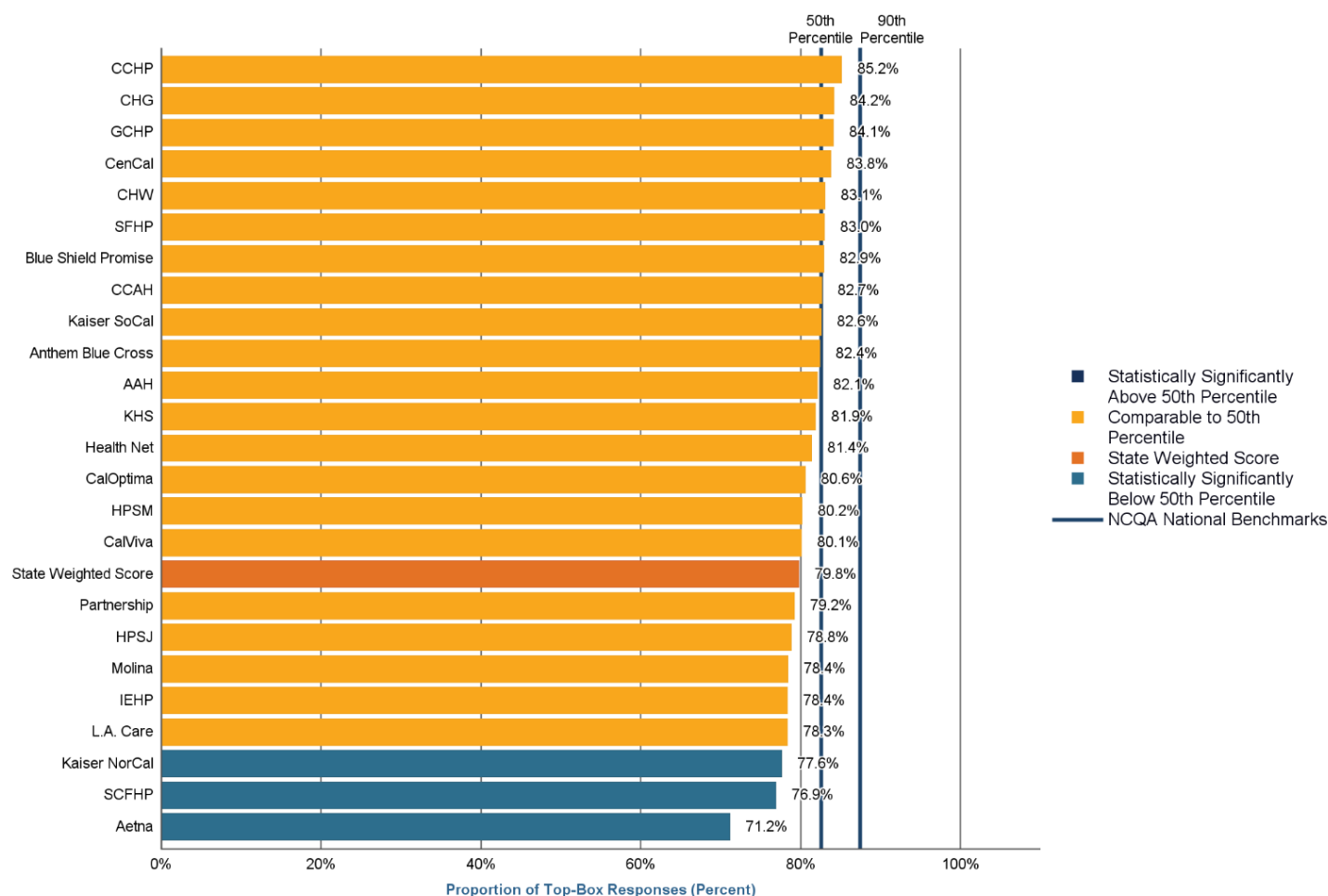
The score for FFS is not displayed in the figure above since FFS had less than 100 responses for this measure.

Table 4.6 shows the 2019, 2021, and 2023 adult top-box scores for *Rating of Personal Doctor*.

Table 4.6—*Rating of Personal Doctor*: Adult Comparative Analysis Results

▲ Indicates the 2023 score is statistically significantly higher than the previous year's score.

▼ Indicates the 2023 score is statistically significantly lower than the previous year's score.

— Indicates the 2023 score is not statistically significantly different than the previous year's score.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
MCP Weighted Score	**77.8%**	**79.0%**	**80.2%**	▲	—
AAH	84.1%	84.0%	82.1%	—	—
Aetna	71.5%	70.1%	71.2%	—	—
Anthem Blue Cross	71.7%	77.6%	82.4%	▲	—
Blue Shield Promise	88.4%	84.7%	82.9%	—	—
CCAH	82.4%	83.3%	82.7%	—	—
CCHP	88.0%	86.3%	85.2%	—	—
CHG	77.7%	85.9%	84.2%	—	—
CHW	82.4%	84.9%	83.1%	—	—
CalOptima	82.6%	83.3%	80.6%	—	—
CalViva	75.5%	77.8%	80.1%	—	—
CenCal	82.3%	77.7%	83.8%	—	—
GCHP	82.1%	80.1%	84.1%	—	—
HPSJ	72.3%	76.8%	78.8%	—	—
HPSM	83.2%	82.6%	80.2%	—	—
Health Net	76.1%	74.1%	81.4%	—	—
IEHP	78.0%	74.5%	78.4%	—	—
KHS	77.1%	79.3%	81.9%	—	—
Kaiser NorCal	79.0%	81.0%	77.6%	—	—
Kaiser SoCal	86.5%	86.6%	82.6%	—	—

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
L.A. Care	75.1%	75.9%	78.3%	—	—
Molina	77.3%	77.6%	78.4%	—	—
Partnership	77.3%	83.7%	79.2%	—	—
SCFHP	75.8%	83.1%	76.9%	—	—
SFHP	83.9%	85.3%	83.0%	—	—

Child Results

Figure 4.11 shows the child top-box scores for *Rating of Personal Doctor*.

Figure 4.11—*Rating of Personal Doctor*: Child Top-Box Scores
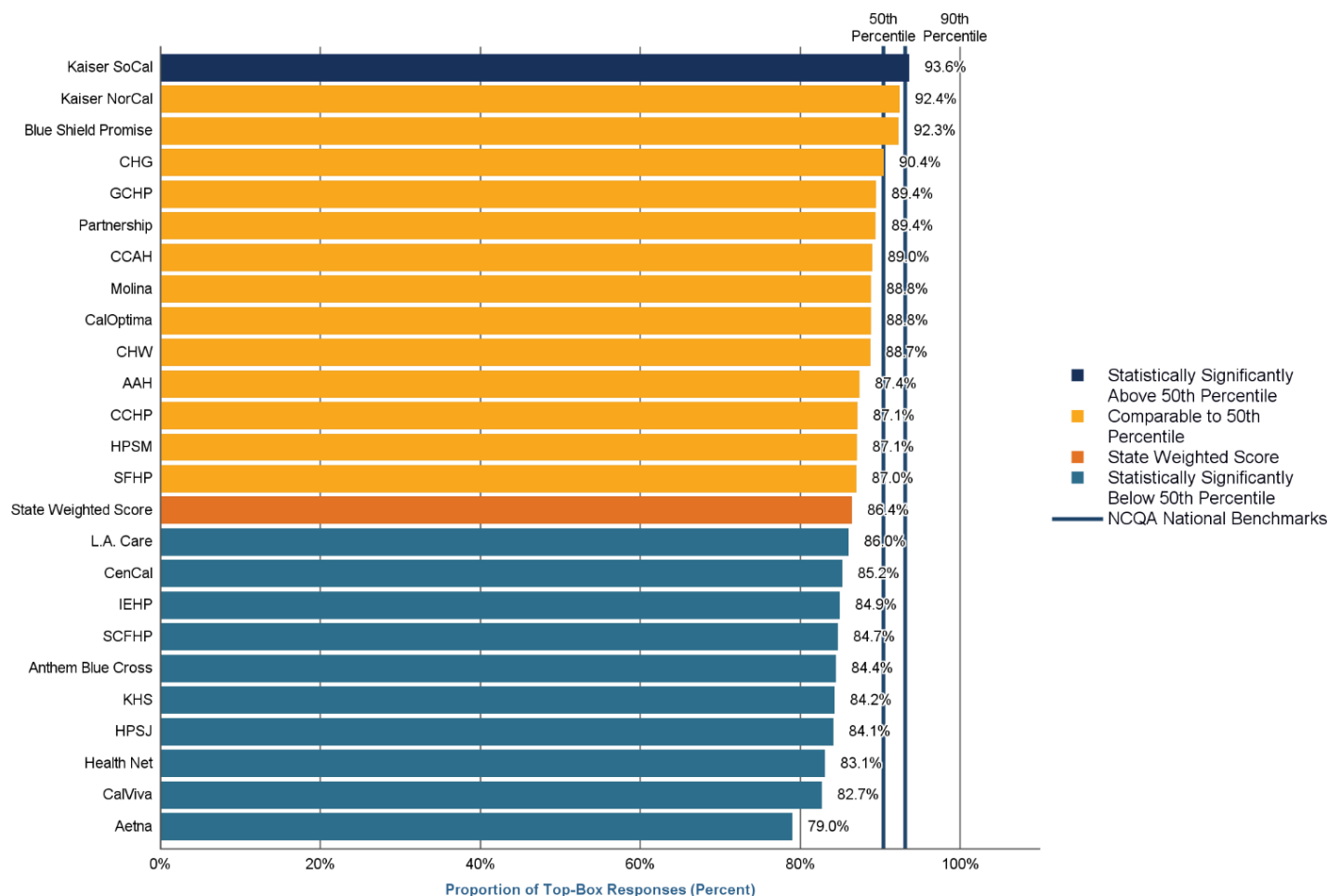
The score for FFS is not displayed in the figure above since FFS had less than 100 responses for this measure.

Table 4.7 shows the 2019, 2021, and 2023 child top-box scores for *Rating of Personal Doctor*.

Table 4.7—*Rating of Personal Doctor*: Child Comparative Analysis Results

▲ Indicates the 2023 score is statistically significantly higher than the previous year's score.

▼ Indicates the 2023 score is statistically significantly lower than the previous year's score.

— Indicates the 2023 score is not statistically significantly different than the previous year's score.

NA Indicates data are not available (i.e., less than 100 responses).

NC Indicates the score is not comparable.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
MCP Weighted Score	**86.7%**	**89.0%**	**86.2%**	**—**	▼
AAH	92.2%	91.7%	87.4%	▼	—
Aetna	NA	84.2%	79.0%	NC	—
Anthem Blue Cross	86.0%	86.1%	84.4%	—	—
Blue Shield Promise	89.1%	90.2%	92.3%	—	—
CCAH	90.6%	90.9%	89.0%	—	—
CCHP	91.1%	91.4%	87.1%	—	—
CHG	87.9%	91.0%	90.4%	—	—
CHW	85.8%	87.8%	88.7%	—	—
CalOptima	88.0%	89.9%	88.8%	—	—
CalViva	84.2%	90.9%	82.7%	—	▼
CenCal	90.9%	92.4%	85.2%	▼	▼
GCHP	90.3%	91.9%	89.4%	—	—
HPSJ	84.1%	86.3%	84.1%	—	—
HPSM	91.5%	91.8%	87.1%	—	—
Health Net	86.0%	90.0%	83.1%	—	▼
IEHP	86.7%	86.2%	84.9%	—	—
KHS	87.2%	85.0%	84.2%	—	—

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
Kaiser NorCal	92.6%	89.9%	92.4%	—	—
Kaiser SoCal	94.7%	94.7%	93.6%	—	—
L.A. Care	82.4%	87.6%	86.0%	—	—
Molina	87.6%	92.9%	88.8%	—	—
Partnership	87.7%	88.1%	89.4%	—	—
SCFHP	91.2%	91.1%	84.7%	▼	▼
SFHP	91.2%	88.9%	87.0%	—	—

Summary of Results—*Rating of Personal Doctor*

Adult

♦ No MCPs scored statistically significantly above the NCQA adult Medicaid national 50th percentile.

♦ The following three MCPs scored statistically significantly below the NCQA adult Medicaid national 50th percentile:

  ■ Aetna

  ■ Kaiser NorCal

  ■ SCFHP

♦ Anthem Blue Cross scored statistically significantly higher in 2023 than in 2019 for the adult population.

♦ No MCPs scored statistically significantly lower in 2023 than in 2019 for the adult population.

♦ No MCPs scored statistically significantly higher or lower in 2023 than in 2021 for the adult population.

Child

♦ Kaiser SoCal scored statistically significantly above the NCQA child Medicaid national 50th percentile.

♦ The following 10 MCPs scored statistically significantly below the NCQA child Medicaid national 50th percentile:

- Aetna
- Anthem Blue Cross
- CalViva
- CenCal
- Health Net
- HPSJ
- IEHP
- KHS
- L.A. Care
- SCFHP

♦ No MCPs scored statistically significantly higher in 2023 than in 2019 for the child population.

♦ The following three MCPs scored statistically significantly lower in 2023 than in 2019 for the child population:

- AAH
- CenCal
- SCFHP

♦ No MCPs scored statistically significantly higher in 2023 than in 2021 for the child population.

♦ The following four MCPs scored statistically significantly lower in 2023 than in 2021 for the child population:

- CalViva
- CenCal
- Health Net
- SCFHP

Rating of Specialist Seen Most Often

Measure Definition

Medi-Cal members were asked to rate the specialist they talked to most often on a scale of 0 to 10, with 0 being the "worst specialist possible" and 10 being the "best specialist possible."

Adult Results

Figure 4.12 shows the adult top-box scores for *Rating of Specialist Seen Most Often*.

Figure 4.12—*Rating of Specialist Seen Most Often*: Adult Top-Box Scores
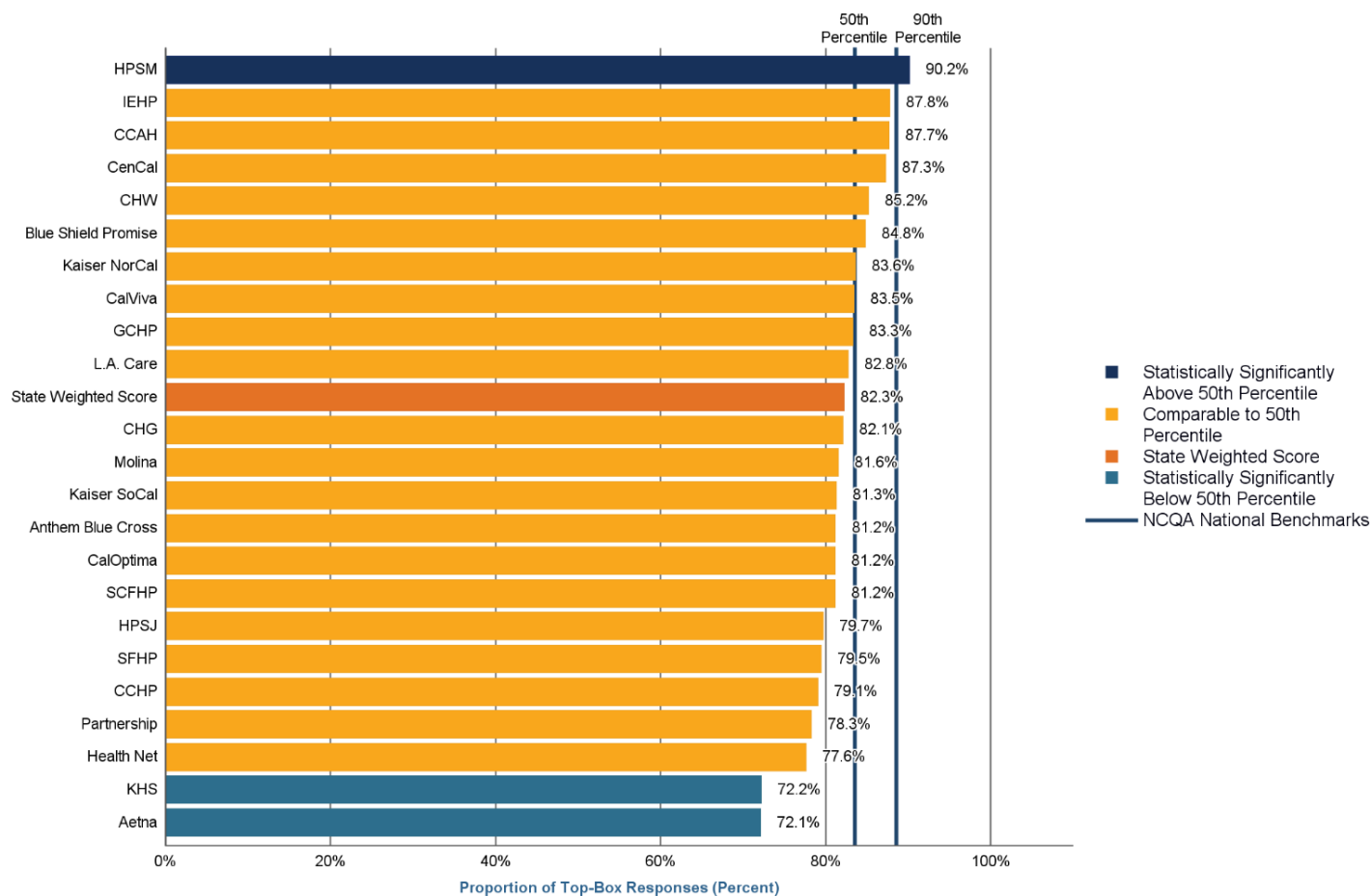
Scores for AAH and FFS are not displayed in the figure above since this MCP and FFS had less than 100 responses for this measure.

Table 4.8 shows the 2019, 2021, and 2023 adult top-box scores for *Rating of Specialist Seen Most Often*.

Table 4.8—*Rating of Specialist Seen Most Often*: Adult Comparative Analysis Results

▲ Indicates the 2023 score is statistically significantly higher than the previous year's score.

▼ Indicates the 2023 score is statistically significantly lower than the previous year's score.

— Indicates the 2023 score is not statistically significantly different than the previous year's score.

NA Indicates data are not available (i.e., less than 100 responses).

NC Indicates the score is not comparable.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
MCP Weighted Score	**79.9%**	**82.4%**	**82.4%**	**▲**	**—**
AAH	80.6%	81.1%	NA	NC	NC
Aetna	NA	NA	72.1%	NC	NC
Anthem Blue Cross	74.6%	NA	81.2%	—	NC
Blue Shield Promise	82.8%	83.9%	84.8%	—	—
CCAH	82.4%	78.8%	87.7%	—	—
CCHP	82.5%	83.2%	79.1%	—	—
CHG	77.6%	86.7%	82.1%	—	—
CHW	83.7%	88.2%	85.2%	—	—
CalOptima	82.2%	84.7%	81.2%	—	—
CalViva	74.4%	NA	83.5%	—	NC
CenCal	82.9%	78.2%	87.3%	—	▲
GCHP	81.0%	70.8%	83.3%	—	▲
HPSJ	77.8%	NA	79.7%	—	NC
HPSM	83.4%	90.0%	90.2%	—	—
Health Net	81.9%	NA	77.6%	—	NC
IEHP	82.5%	86.1%	87.8%	—	—

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
KHS	73.6%	79.3%	72.2%	—	—
Kaiser NorCal	NA	NA	83.6%	NC	NC
Kaiser SoCal	88.6%	88.1%	81.3%	—	—
L.A. Care	76.1%	NA	82.8%	—	NC
Molina	79.6%	NA	81.6%	—	NC
Partnership	84.6%	78.9%	78.3%	—	—
SCFHP	81.3%	83.5%	81.2%	—	—
SFHP	81.4%	84.0%	79.5%	—	—

Child Results

Figure 4.13 shows the child top-box scores for *Rating of Specialist Seen Most Often*.

Figure 4.13—*Rating of Specialist Seen Most Often*: Child Top-Box Scores
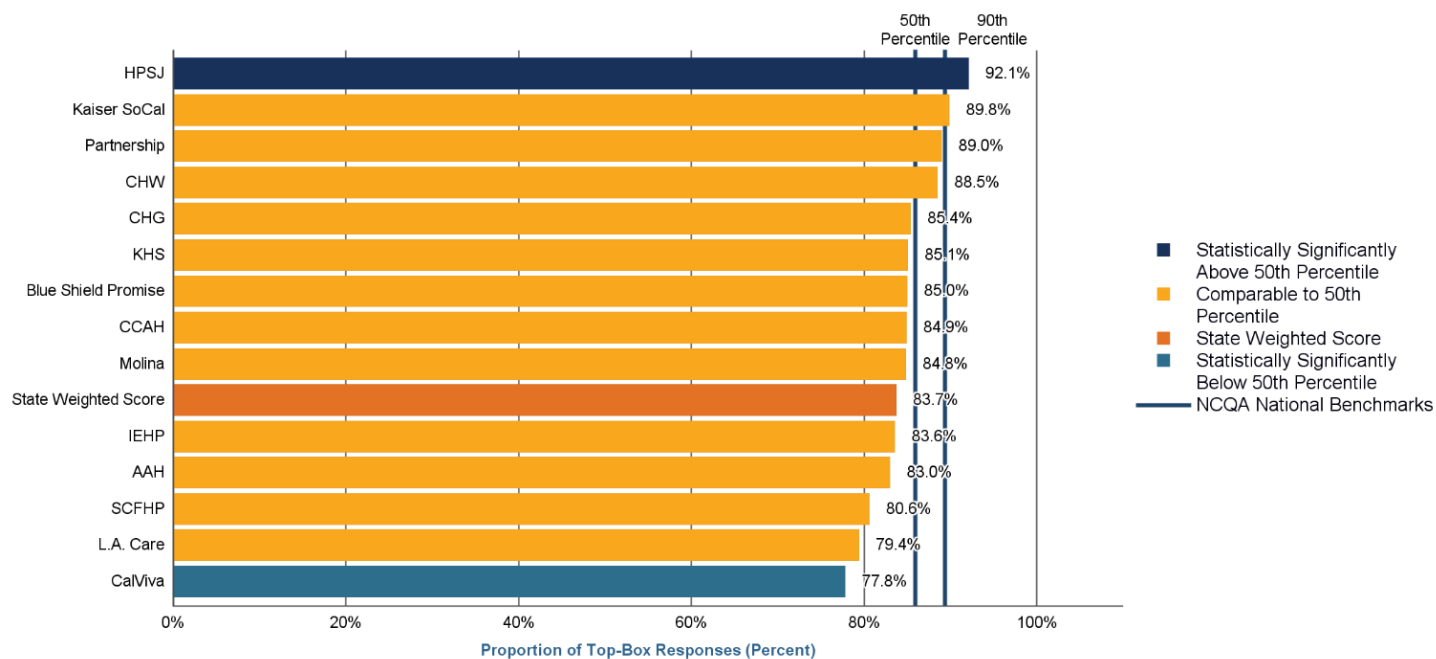
Scores for the following MCPs and FFS are not displayed in the figure above since these MCPs and FFS had less than 100 responses for this measure:

- Aetna
- Anthem Blue Cross
- CalOptima
- CCHP
- CenCal
- GCHP
- Health Net
- HPSM
- Kaiser NorCal
- SFHP

Table 4.9 shows the 2019, 2021, and 2023 child top-box scores for *Rating of Specialist Seen Most Often*.

Table 4.9—*Rating of Specialist Seen Most Often*: Child Comparative Analysis Results

▲ Indicates the 2023 score is statistically significantly higher than the previous year's score.

▼ Indicates the 2023 score is statistically significantly lower than the previous year's score.

— Indicates the 2023 score is not statistically significantly different than the previous year's score.

NA Indicates data are not available (i.e., less than 100 responses).

NC Indicates the score is not comparable.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
MCP Weighted Score	**85.2%**	**89.0%**	**83.8%**	**—**	**▼**
AAH	NA	NA	83.0%	NC	NC
Aetna	NA	NA	NA	NC	NC
Anthem Blue Cross	NA	NA	NA	NC	NC
Blue Shield Promise	NA	NA	85.0%	NC	NC
CCAH	NA	NA	84.9%	NC	NC
CCHP	NA	NA	NA	NC	NC
CHG	NA	NA	85.4%	NC	NC
CHW	NA	NA	88.5%	NC	NC
CalOptima	NA	NA	NA	NC	NC
CalViva	NA	NA	77.8%	NC	NC
CenCal	NA	NA	NA	NC	NC
GCHP	NA	NA	NA	NC	NC
HPSJ	NA	NA	92.1%	NC	NC
HPSM	NA	NA	NA	NC	NC
Health Net	NA	NA	NA	NC	NC
IEHP	NA	NA	83.6%	NC	NC
KHS	NA	NA	85.1%	NC	NC

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
Kaiser NorCal	NA	NA	NA	NC	NC
Kaiser SoCal	NA	NA	89.8%	NC	NC
L.A. Care	NA	NA	79.4%	NC	NC
Molina	NA	NA	84.8%	NC	NC
Partnership	NA	NA	89.0%	NC	NC
SCFHP	NA	NA	80.6%	NC	NC
SFHP	NA	NA	NA	NC	NC

Summary of Results—*Rating of Specialist Seen Most Often*

Adult

♦ HPSM scored statistically significantly above the NCQA adult Medicaid national 50th percentile.

♦ The following two MCPs scored statistically significantly below the NCQA adult Medicaid national 50th percentile:

▪ Aetna

▪ KHS

♦ No MCPs scored statistically significantly higher or lower in 2023 than in 2019 for the adult population.

♦ The following two MCPs scored statistically significantly higher in 2023 than in 2021 for the adult population:

▪ CenCal

▪ GCHP

♦ No MCPs scored statistically significantly lower in 2023 than in 2021 for the adult population.

Child

♦ HPSJ scored statistically significantly above the NCQA child Medicaid national 50th percentile.

♦ CalViva scored statistically significantly below the NCQA child Medicaid national 50th percentile.

♦ All MCPs had less than 100 responses in 2019 and 2021; therefore, the 2023 scores are not comparable.

Getting Needed Care

Measure Definition

This measure assesses how often it was easy for members to get needed care including:

♦ Getting the care, tests, or treatment needed
♦ Getting an appointment with a specialist

Adult Results

Figure 4.14 shows the adult top-box scores for *Getting Needed Care*.

Figure 4.14—*Getting Needed Care*: Adult Top-Box Scores
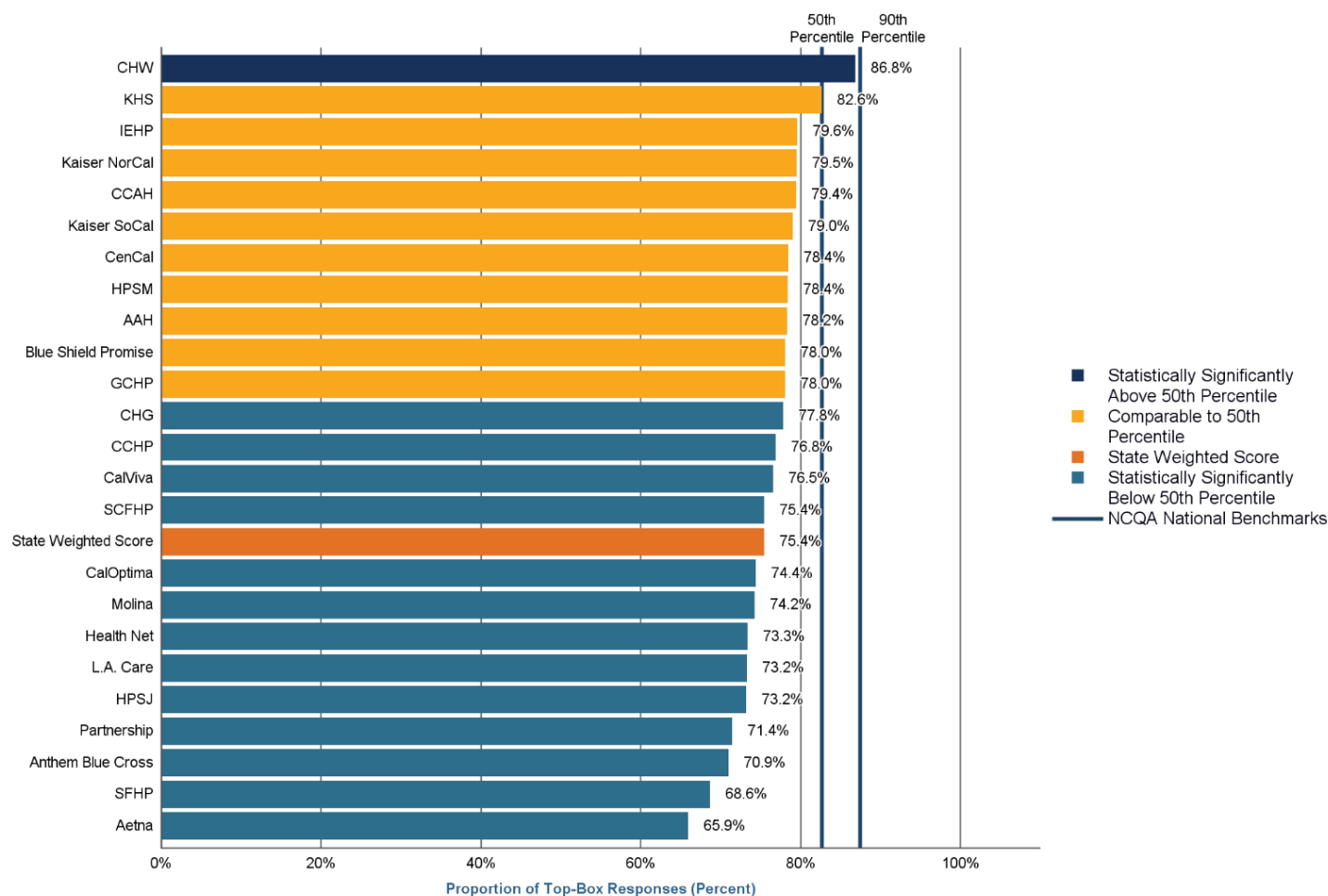
The score for FFS is not displayed in the figure above since FFS had less than 100 responses for this measure.

Table 4.10 shows the 2019, 2021, and 2023 adult top-box scores for *Getting Needed Care*.

Table 4.10—*Getting Needed Care*: Adult Comparative Analysis Results

▲ Indicates the 2023 score is statistically significantly higher than the previous year's score.

▼ Indicates the 2023 score is statistically significantly lower than the previous year's score.

— Indicates the 2023 score is not statistically significantly different than the previous year's score.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
MCP Weighted Score	**77.2%**	**80.0%**	**75.6%**	**—**	▼
AAH	77.3%	78.8%	78.2%	—	—
Aetna	63.7%	65.0%	65.9%	—	—
Anthem Blue Cross	70.2%	74.8%	70.9%	—	—
Blue Shield Promise	81.9%	77.7%	78.0%	—	—
CCAH	81.8%	77.9%	79.4%	—	—
CCHP	81.5%	81.2%	76.8%	—	—
CHG	82.8%	86.1%	77.8%	—	▼
CHW	79.4%	82.3%	86.8%	▲	—
CalOptima	78.0%	80.4%	74.4%	—	—
CalViva	69.1%	79.9%	76.5%	▲	—
CenCal	80.8%	83.1%	78.4%	—	—
GCHP	79.4%	74.7%	78.0%	—	—
HPSJ	72.9%	77.9%	73.2%	—	—
HPSM	77.6%	80.5%	78.4%	—	—
Health Net	75.7%	77.1%	73.3%	—	—
IEHP	82.2%	82.8%	79.6%	—	—
KHS	80.2%	80.6%	82.6%	—	—
Kaiser NorCal	85.9%	85.0%	79.5%	—	—
Kaiser SoCal	82.1%	84.7%	79.0%	—	—

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
L.A. Care	75.7%	80.8%	73.2%	—	▼
Molina	76.0%	76.5%	74.2%	—	—
Partnership	79.2%	82.5%	71.4%	▼	▼
SCFHP	71.7%	77.1%	75.4%	—	—
SFHP	75.8%	82.0%	68.6%	—	▼

Child Results

Figure 4.15 shows the child top-box scores for *Getting Needed Care*.

Figure 4.15—*Getting Needed Care*: Child Top-Box Scores
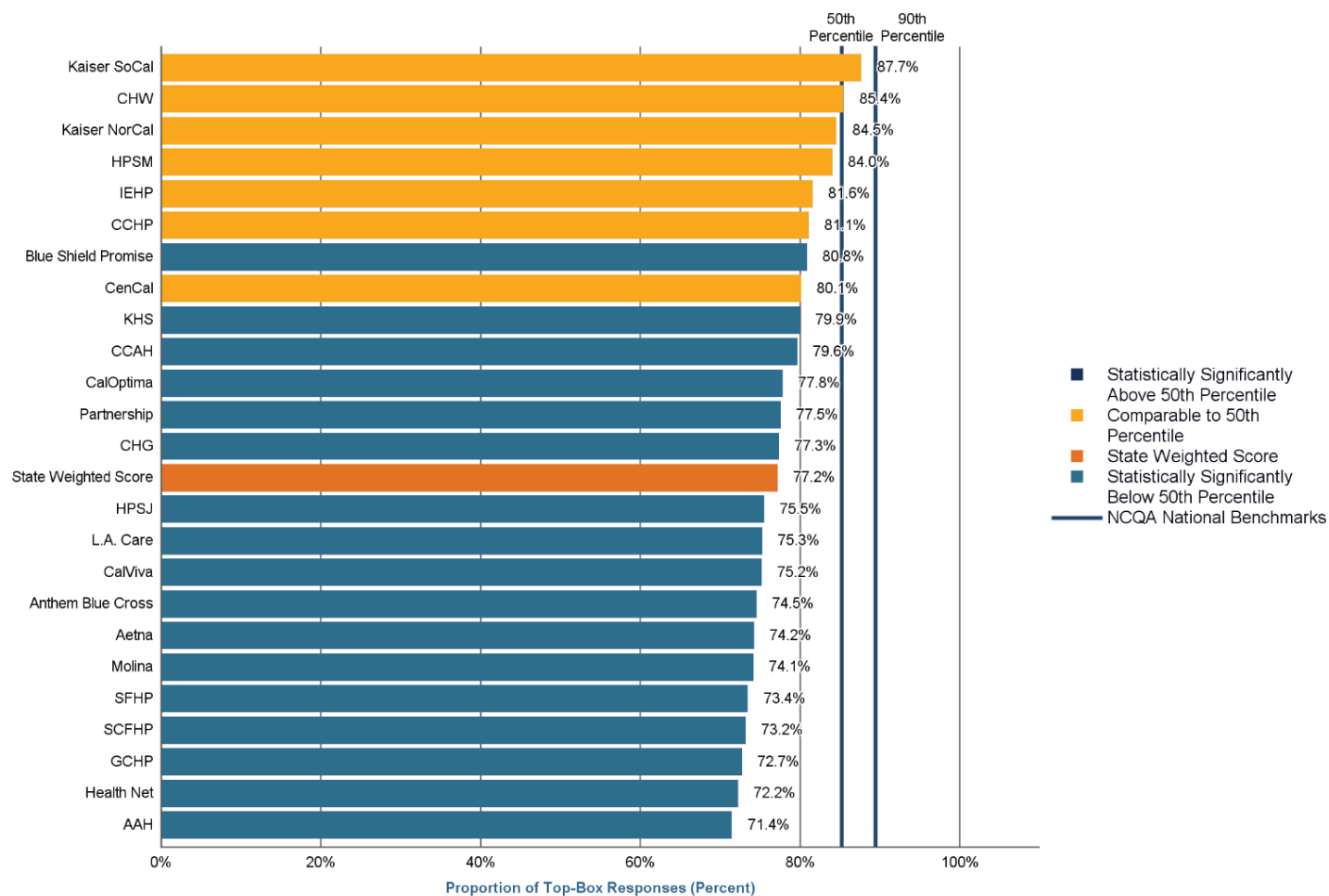
The score for FFS is not displayed in the figure above since FFS had less than 100 responses for this measure.

Table 4.11 shows the 2019, 2021, and 2023 child top-box scores for *Getting Needed Care*.

Table 4.11—*Getting Needed Care*: Child Comparative Analysis Results

▲ Indicates the 2023 score is statistically significantly higher than the previous year's score.

▼ Indicates the 2023 score is statistically significantly lower than the previous year's score.

— Indicates the 2023 score is not statistically significantly different than the previous year's score.

NA Indicates data are not available (i.e., less than 100 responses).

NC Indicates the score is not comparable.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
MCP Weighted Score	**78.8%**	**81.8%**	**77.0%**	—	▼
AAH	83.7%	81.5%	71.4%	▼	▼
Aetna	NA	NA	74.2%	NC	NC
Anthem Blue Cross	77.1%	NA	74.5%	—	NC
Blue Shield Promise	83.1%	80.7%	80.8%	—	—
CCAH	84.2%	83.9%	79.6%	—	—
CCHP	84.0%	81.6%	81.1%	—	—
CHG	80.8%	82.8%	77.3%	—	—
CHW	88.1%	86.1%	85.4%	—	—
CalOptima	77.4%	78.8%	77.8%	—	—
CalViva	76.8%	85.9%	75.2%	—	▼
CenCal	81.5%	84.6%	80.1%	—	—
GCHP	83.8%	80.5%	72.7%	▼	—
HPSJ	81.4%	NA	75.5%	—	NC
HPSM	78.6%	82.7%	84.0%	—	—
Health Net	76.5%	NA	72.2%	—	NC
IEHP	81.8%	82.6%	81.6%	—	—
KHS	78.9%	NA	79.9%	—	NC

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
Kaiser NorCal	88.0%	85.5%	84.5%	—	—
Kaiser SoCal	84.4%	93.3%	87.7%	—	▼
L.A. Care	73.8%	NA	75.3%	—	NC
Molina	82.1%	NA	74.1%	▼	NC
Partnership	78.6%	78.5%	77.5%	—	—
SCFHP	73.8%	84.6%	73.2%	—	▼
SFHP	75.6%	78.7%	73.4%	—	—

Summary of Results—*Getting Needed Care*

Adult

♦ CHW scored statistically significantly above the NCQA adult Medicaid national 50th percentile.

♦ The following 13 MCPs scored statistically significantly below the NCQA adult Medicaid national 50th percentile:

- Aetna
- Anthem Blue Cross
- CalOptima
- CalViva
- CCHP
- CHG
- Health Net
- HPSJ
- L.A. Care
- Molina
- Partnership
- SCFHP
- SFHP

♦ The following two MCPs scored statistically significantly higher in 2023 than in 2019 for the adult population:

- CHW
- CalViva

♦ Partnership scored statistically significantly lower in 2023 than in 2019 for the adult population.

♦ No MCPs scored statistically significantly higher in 2023 than in 2021 for the adult population.

♦ The following four MCPs scored statistically significantly lower in 2023 than in 2021 for the adult population:

- CHG
- L.A. Care
- Partnership
- SFHP

Child

♦ No MCPs scored statistically significantly above the NCQA child Medicaid national 50th percentile.

♦ The following 17 MCPs scored statistically significantly below the NCQA child Medicaid national 50th percentile:

- AAH
- Aetna
- Anthem Blue Cross
- Blue Shield Promise
- CalOptima
- CalViva
- CCAH
- CHG
- GCHP

- Health Net
- HPSJ
- KHS
- L.A. Care
- Molina
- Partnership
- SCFHP
- SFHP

♦ No MCPs scored statistically significantly higher in 2023 than in 2019 for the child population.

♦ The following three MCPs scored statistically significantly lower in 2023 than in 2019 for the child population:

- AAH
- GCHP
- Molina

♦ No MCPs scored statistically significantly higher in 2023 than in 2021 for the child population.

♦ The following four MCPs scored statistically significantly lower in 2023 than in 2021 for the child population:

- AAH
- CalViva
- Kaiser SoCal
- SCFHP

Getting Care Quickly

Measure Definition

This measure assesses how often it was easy for members to get care quickly including:

♦ Getting the care needed when care was needed right away
♦ Getting an appointment at a doctor's office or clinic for a check-up or routine care as soon as needed

Adult Results

Figure 4.16 shows the adult top-box scores for *Getting Care Quickly*.

Figure 4.16—*Getting Care Quickly*: Adult Top-Box Scores
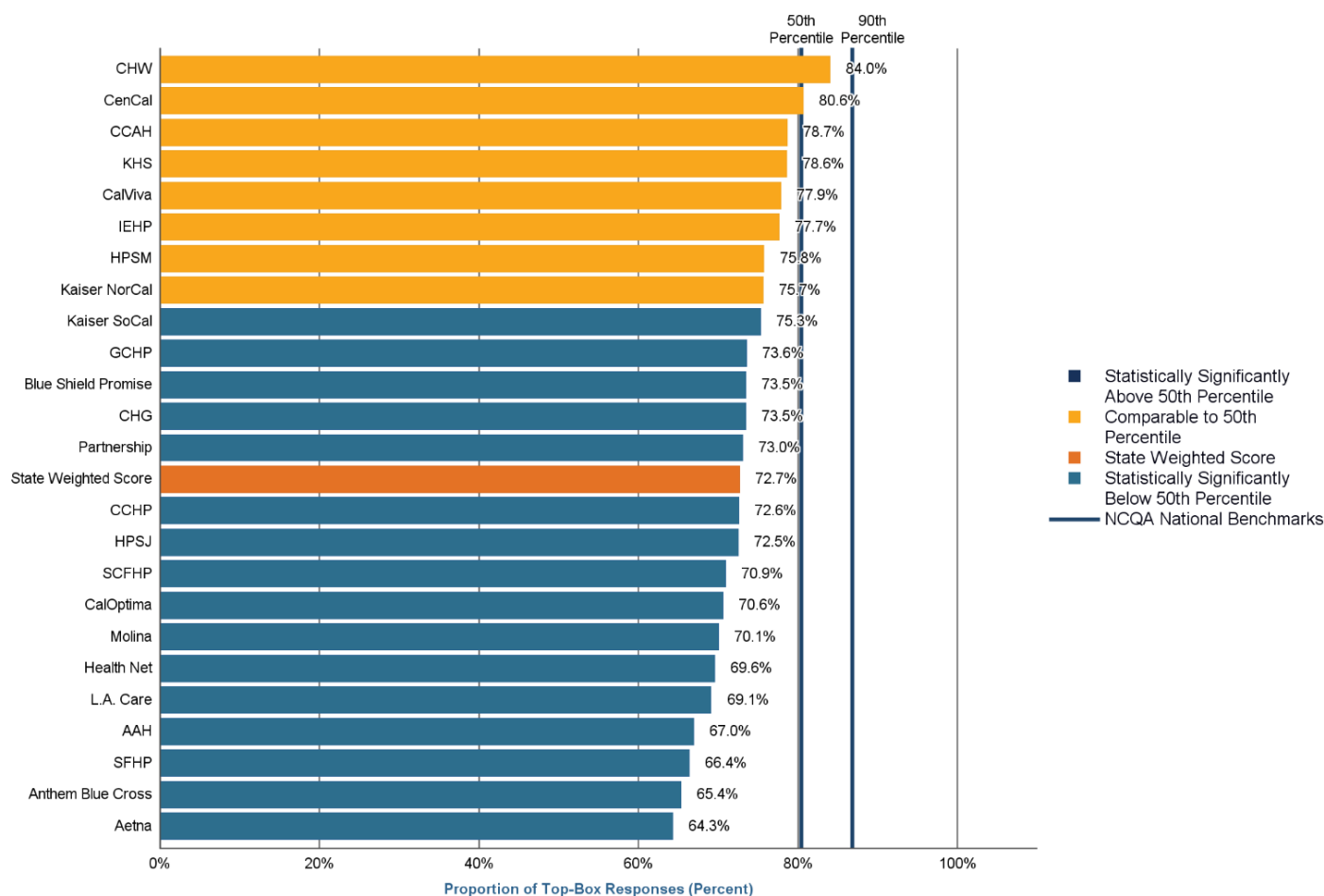
The score for FFS is not displayed in the figure above since FFS had less than 100 responses for this measure.

Table 4.12 shows the 2019, 2021, and 2023 adult top-box scores for *Getting Care Quickly*.

Table 4.12—*Getting Care Quickly*: Adult Comparative Analysis Results

▲ Indicates the 2023 score is statistically significantly higher than the previous year's score.

▼ Indicates the 2023 score is statistically significantly lower than the previous year's score.

— Indicates the 2023 score is not statistically significantly different than the previous year's score.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
MCP Weighted Score	**76.0%**	**74.9%**	**72.3%**	▼	—
AAH	75.9%	71.8%	67.0%	—	—
Aetna	68.4%	58.0%	64.3%	—	—
Anthem Blue Cross	70.8%	77.1%	65.4%	—	▼
Blue Shield Promise	80.8%	77.7%	73.5%	—	—
CCAH	72.9%	79.7%	78.7%	—	—
CCHP	82.1%	77.1%	72.6%	▼	—
CHG	79.9%	77.2%	73.5%	—	—
CHW	77.4%	79.3%	84.0%	—	—
CalOptima	75.0%	76.9%	70.6%	—	—
CalViva	73.3%	76.1%	77.9%	—	—
CenCal	73.6%	80.9%	80.6%	—	—
GCHP	80.6%	72.1%	73.6%	—	—
HPSJ	69.8%	68.0%	72.5%	—	—
HPSM	79.3%	80.2%	75.8%	—	—
Health Net	76.1%	66.5%	69.6%	—	—
IEHP	81.5%	81.4%	77.7%	—	—
KHS	76.1%	76.3%	78.6%	—	—
Kaiser NorCal	79.9%	78.6%	75.7%	—	—
Kaiser SoCal	79.8%	82.0%	75.3%	—	—

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
L.A. Care	74.8%	71.2%	69.1%	—	—
Molina	75.5%	76.2%	70.1%	—	—
Partnership	80.5%	78.4%	73.0%	▼	—
SCFHP	67.7%	70.6%	70.9%	—	—
SFHP	71.0%	71.2%	66.4%	—	—

Child Results

Figure 4.17 shows the child top-box scores for *Getting Care Quickly*.

Figure 4.17—*Getting Care Quickly*: Child Top-Box Scores
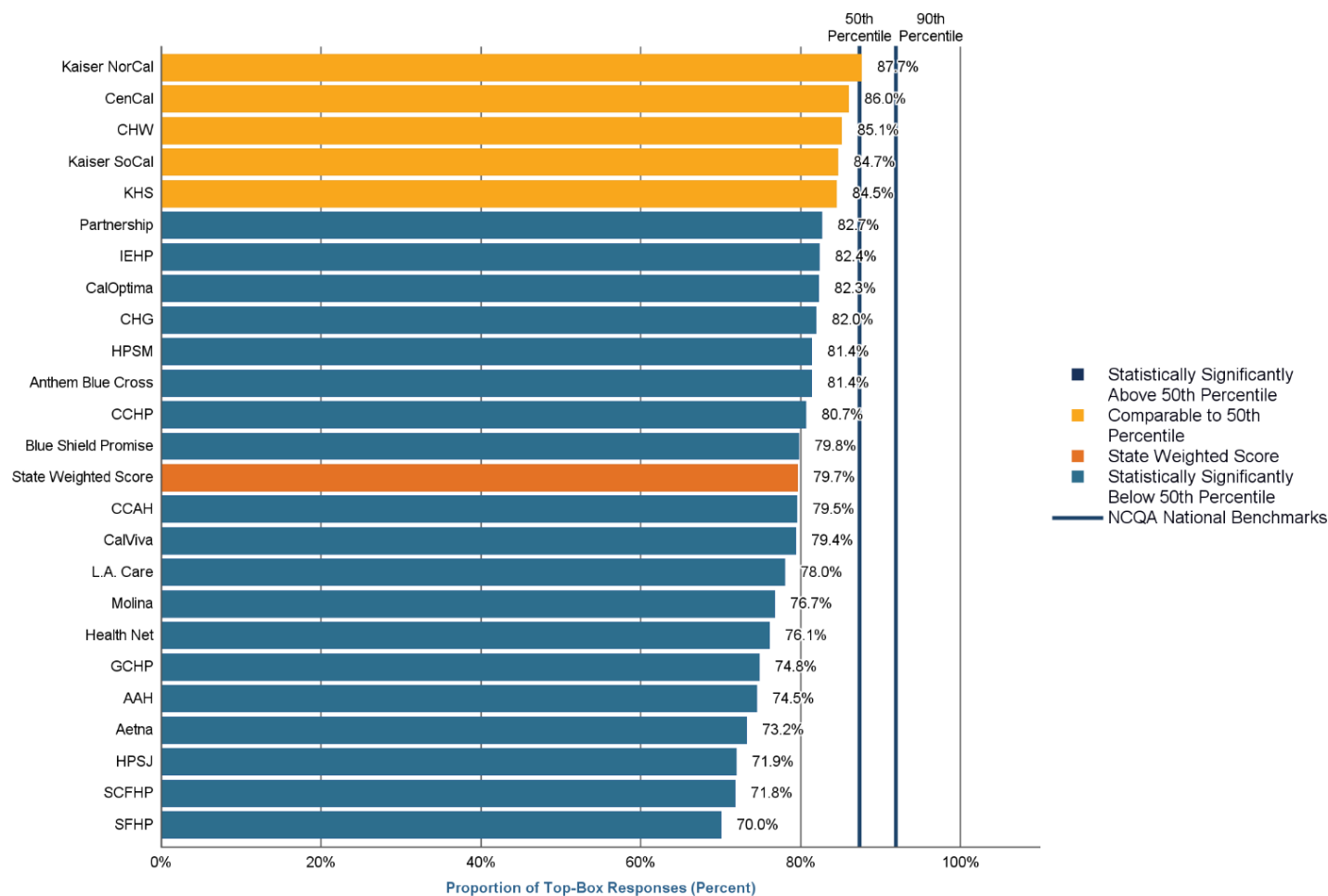
The score for FFS is not displayed in the figure above since FFS had less than 100 responses for this measure.

Table 4.13 shows the 2019, 2021, and 2023 child top-box scores for *Getting Care Quickly*.

Table 4.13—*Getting Care Quickly*: Child Comparative Analysis Results

▲ Indicates the 2023 score is statistically significantly higher than the previous year's score.

▼ Indicates the 2023 score is statistically significantly lower than the previous year's score.

— Indicates the 2023 score is not statistically significantly different than the previous year's score.

NA Indicates data are not available (i.e., less than 100 responses).

NC Indicates the score is not comparable.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
MCP Weighted Score	**83.6%**	**82.7%**	**79.5%**	▼	▼
AAH	83.2%	82.0%	74.5%	▼	—
Aetna	NA	NA	73.2%	NC	NC
Anthem Blue Cross	80.9%	NA	81.4%	—	NC
Blue Shield Promise	90.7%	NA	79.8%	▼	NC
CCAH	86.1%	87.3%	79.5%	▼	▼
CCHP	88.3%	79.0%	80.7%	▼	—
CHG	85.4%	NA	82.0%	—	NC
CHW	85.3%	88.8%	85.1%	—	—
CalOptima	82.0%	79.8%	82.3%	—	—
CalViva	79.0%	85.3%	79.4%	—	▼
CenCal	84.3%	85.0%	86.0%	—	—
GCHP	85.1%	78.1%	74.8%	▼	—
HPSJ	85.8%	NA	71.9%	▼	NC
HPSM	81.1%	81.1%	81.4%	—	—
Health Net	86.2%	NA	76.1%	▼	NC
IEHP	88.3%	NA	82.4%	▼	NC

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
KHS	84.9%	NA	84.5%	—	NC
Kaiser NorCal	93.8%	NA	87.7%	▼	NC
Kaiser SoCal	88.8%	89.9%	84.7%	—	—
L.A. Care	78.4%	NA	78.0%	—	NC
Molina	82.0%	NA	76.7%	—	NC
Partnership	86.7%	82.0%	82.7%	—	—
SCFHP	83.5%	79.9%	71.8%	▼	▼
SFHP	84.0%	76.3%	70.0%	▼	—

Summary of Results—*Getting Care Quickly*

Adult

♦ No MCPs scored statistically significantly above the NCQA adult Medicaid national 50th percentile.

♦ The following 16 MCPs scored statistically significantly below the NCQA adult Medicaid national 50th percentile:

- AAH
- Aetna
- Anthem Blue Cross
- Blue Shield Promise
- CalOptima
- CCHP
- CHG
- GCHP
- Health Net
- HPSJ
- Kaiser SoCal
- L.A. Care
- Molina
- Partnership
- SCFHP
- SFHP

♦ No MCPs scored statistically significantly higher in 2023 than in 2019 for the adult population.

♦ The following two MCPs scored statistically significantly lower in 2023 than in 2019 for the adult population:

- CCHP
- Partnership

♦ No MCPs scored statistically significantly higher in 2023 than in 2021 for the adult population.

♦ Anthem Blue Cross scored statistically significantly lower in 2023 than in 2021 for the adult population.

Child

♦ No MCPs scored statistically significantly above the NCQA child Medicaid national 50th percentile.

♦ The following 19 MCPs scored statistically significantly below the NCQA child Medicaid national 50th percentile:

- AAH
- Aetna
- Anthem Blue Cross
- Blue Shield Promise
- CalOptima
- CalViva
- CCAH
- CCHP
- CHG
- GCHP
- Health Net
- HPSJ
- HPSM
- IEHP
- L.A. Care
- Molina
- Partnership
- SCFHP
- SFHP

♦ No MCPs scored statistically significantly higher in 2023 than in 2019 for the child population.

♦ The following 11 MCPs scored statistically significantly lower in 2023 than in 2019 for the child population:

- AAH
- Blue Shield Promise
- CCAH
- CCHP
- GCHP
- HPSJ
- Health Net
- IEHP
- Kaiser NorCal
- SCFHP
- SFHP

♦ No MCPs scored statistically significantly higher in 2023 than in 2021 for the child population.

♦ The following three MCPs scored statistically significantly lower in 2023 than in 2021 for the child population:

- CCAH
- CalViva
- SCFHP

How Well Doctors Communicate

Measure Definition

This measure assesses how often members' doctors communicated well including:

♦ Explained things in a way that was easy to understand
♦ Listened carefully to member
♦ Showed respect for what member had to say
♦ Spent enough time with member

Adult Results

Figure 4.18 shows the adult top-box scores for *How Well Doctors Communicate*.

Figure 4.18—*How Well Doctors Communicate*: Adult Top-Box Scores
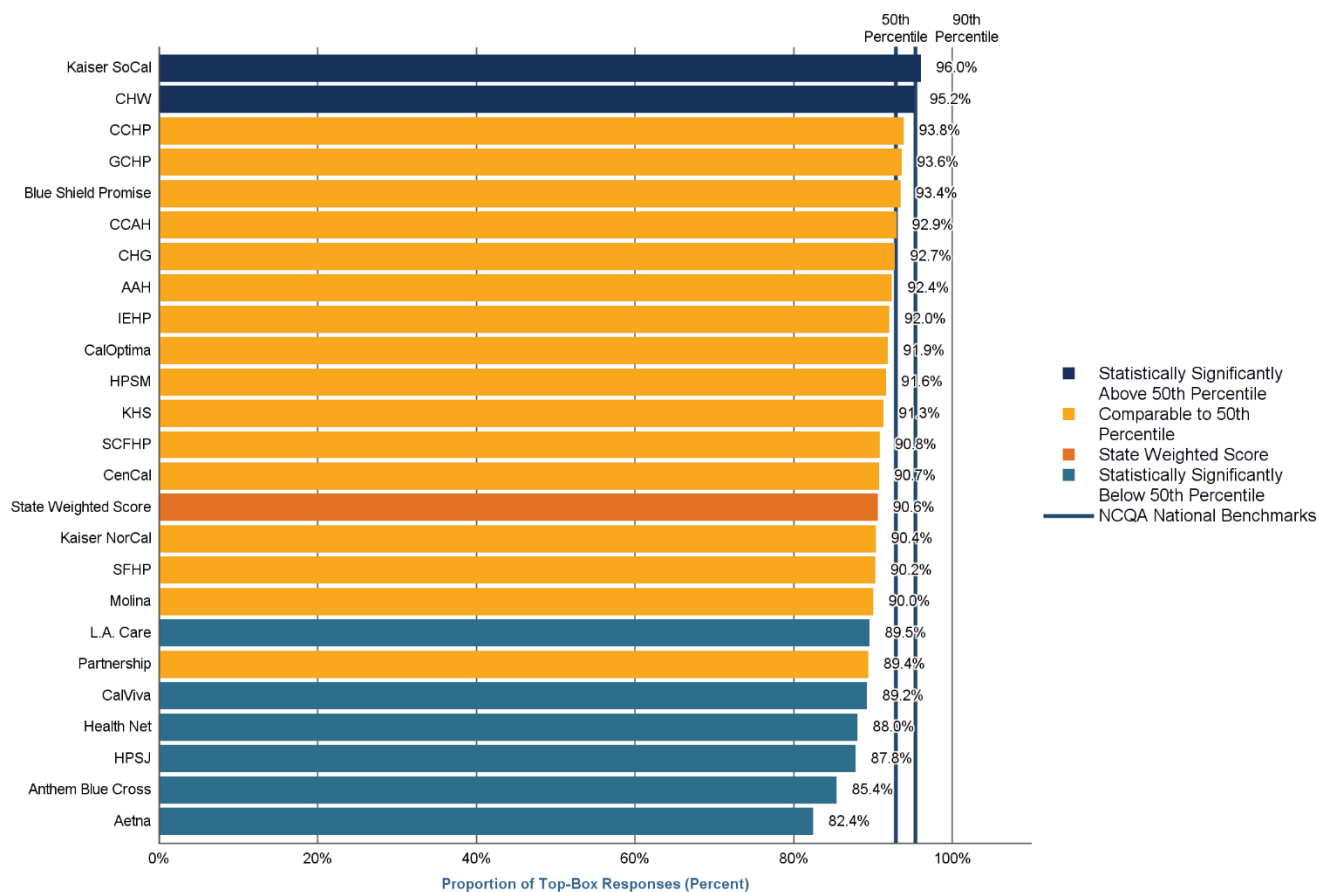
The score for FFS is not displayed in the figure above since FFS had less than 100 responses for this measure.

Table 4.14 shows the 2019, 2021, and 2023 adult top-box scores for *How Well Doctors Communicate*.

Table 4.14—*How Well Doctors Communicate*: Adult Comparative Analysis Results

▲ Indicates the 2023 score is statistically significantly higher than the previous year's score.

▼ Indicates the 2023 score is statistically significantly lower than the previous year's score.

— Indicates the 2023 score is not statistically significantly different than the previous year's score.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
MCP Weighted Score	**88.6%**	**90.1%**	**90.5%**	▲	—
AAH	90.0%	89.6%	92.4%	—	—
Aetna	89.5%	85.8%	82.4%	▼	—
Anthem Blue Cross	86.4%	90.2%	85.4%	—	—
Blue Shield Promise	92.7%	89.2%	93.4%	—	—
CCAH	90.4%	91.3%	92.9%	—	—
CCHP	95.8%	93.4%	93.8%	—	—
CHG	91.8%	93.6%	92.7%	—	—
CHW	90.3%	90.5%	95.2%	▲	▲
CalOptima	90.0%	92.3%	91.9%	—	—
CalViva	86.5%	85.8%	89.2%	—	—
CenCal	90.6%	89.1%	90.7%	—	—
GCHP	92.5%	89.7%	93.6%	—	—
HPSJ	86.6%	90.1%	87.8%	—	—
HPSM	93.1%	92.0%	91.6%	—	—
Health Net	88.5%	87.6%	88.0%	—	—
IEHP	88.9%	87.5%	92.0%	—	—
KHS	89.2%	92.0%	91.3%	—	—
Kaiser NorCal	91.3%	90.8%	90.4%	—	—

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
Kaiser SoCal	93.5%	93.9%	96.0%	—	—
L.A. Care	84.8%	89.4%	89.5%	—	—
Molina	91.9%	90.9%	90.0%	—	—
Partnership	91.1%	95.3%	89.4%	—	▼
SCFHP	88.7%	89.2%	90.8%	—	—
SFHP	91.3%	91.8%	90.2%	—	—

Child Results

Figure 4.19 shows the child top-box scores for *How Well Doctors Communicate*.

Figure 4.19—*How Well Doctors Communicate*: Child Top-Box Scores
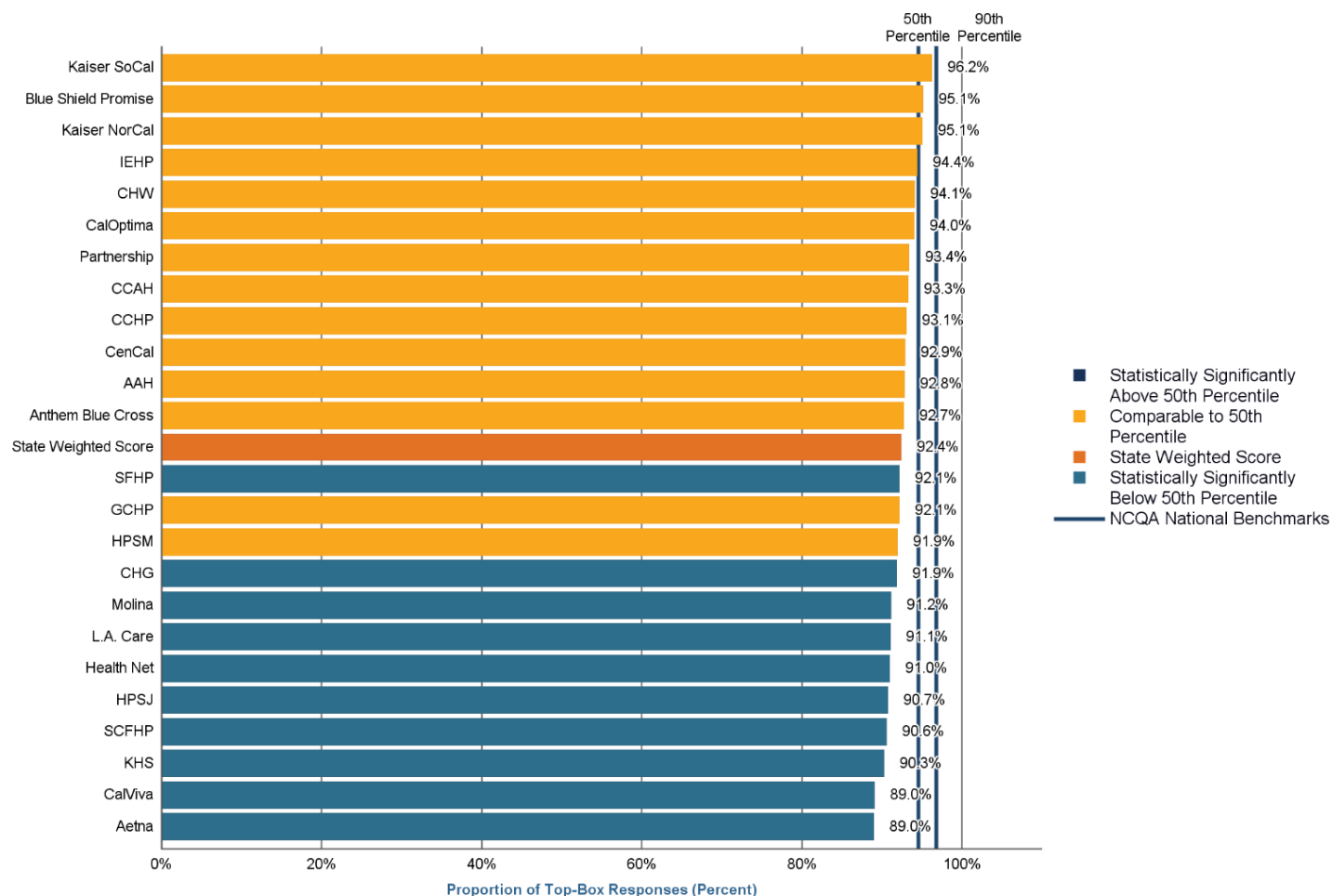
The score for FFS is not displayed in the figure above since FFS had less than 100 responses for this measure.

Table 4.15 shows the 2019, 2021, and 2023 child top-box scores for *How Well Doctors Communicate*.

Table 4.15—*How Well Doctors Communicate*: Child Comparative Analysis Results

▲ Indicates the 2023 score is statistically significantly higher than the previous year's score.

▼ Indicates the 2023 score is statistically significantly lower than the previous year's score.

— Indicates the 2023 score is not statistically significantly different than the previous year's score.

NA Indicates data are not available (i.e., less than 100 responses).

NC Indicates the score is not comparable.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
MCP Weighted Score	**90.3%**	**92.3%**	**92.2%**	▲	—
AAH	95.1%	91.3%	92.8%	—	—
Aetna	NA	93.7%	89.0%	NC	—
Anthem Blue Cross	88.5%	92.1%	92.7%	▲	—
Blue Shield Promise	93.1%	91.4%	95.1%	—	—
CCAH	91.2%	93.5%	93.3%	—	—
CCHP	93.9%	94.7%	93.1%	—	—
CHG	92.5%	95.6%	91.9%	—	▼
CHW	93.5%	94.2%	94.1%	—	—
CalOptima	92.2%	92.9%	94.0%	—	—
CalViva	87.0%	91.8%	89.0%	—	—
CenCal	90.5%	92.7%	92.9%	—	—
GCHP	92.7%	93.8%	92.1%	—	—
HPSJ	89.8%	90.9%	90.7%	—	—
HPSM	93.2%	94.0%	91.9%	—	—
Health Net	90.9%	90.6%	91.0%	—	—
IEHP	91.7%	91.3%	94.4%	—	—

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
KHS	91.1%	92.3%	90.3%	—	—
Kaiser NorCal	96.8%	93.5%	95.1%	—	—
Kaiser SoCal	96.3%	95.4%	96.2%	—	—
L.A. Care	85.7%	92.4%	91.1%	▲	—
Molina	90.6%	94.7%	91.2%	—	—
Partnership	93.1%	92.0%	93.4%	—	—
SCFHP	91.3%	91.1%	90.6%	—	—
SFHP	92.0%	90.7%	92.1%	—	—

Summary of Results—*How Well Doctors Communicate*

Adult

♦ The following two MCPs scored statistically significantly above the NCQA adult Medicaid national 50th percentile:

- CHW
- Kaiser SoCal

♦ The following six MCPs scored statistically significantly below the NCQA adult Medicaid national 50th percentile:

- Aetna
- Anthem Blue Cross
- CalViva
- Health Net
- HPSJ
- L.A. Care

♦ CHW scored statistically significantly higher in 2023 than in 2019 and 2021 for the adult population.

♦ Aetna scored statistically significantly lower in 2023 than in 2019 for the adult population.

♦ Partnership scored statistically significantly lower in 2023 than in 2021 for the adult population.

Child

♦ No MCPs scored statistically significantly above the NCQA child Medicaid national 50th percentile.

♦ The following 10 MCPs scored statistically significantly below the NCQA child Medicaid national 50th percentile:

- Aetna
- CalViva
- CHG
- Health Net
- HPSJ

- KHS
- L.A. Care
- Molina
- SCFHP
- SFHP

♦ The following two MCPs scored statistically significantly higher in 2023 than in 2019 for the child population:

- Anthem Blue Cross
- L.A. Care

♦ No MCPs scored statistically significantly lower in 2023 than in 2019 for the child population.

♦ No MCPs scored statistically significantly higher in 2023 than in 2021 for the child population.

♦ CHG scored statistically significantly lower in 2023 than in 2021 for the child population.

Customer Service

Measure Definition

This measure assesses how often members were satisfied with their health plan's *Customer Service* including:

♦ Received information or help needed
♦ Treated with courtesy and respect

Adult Results

Figure 4.20 shows the adult top-box scores for *Customer Service*.

Figure 4.20—*Customer Service*: Adult Top-Box Scores
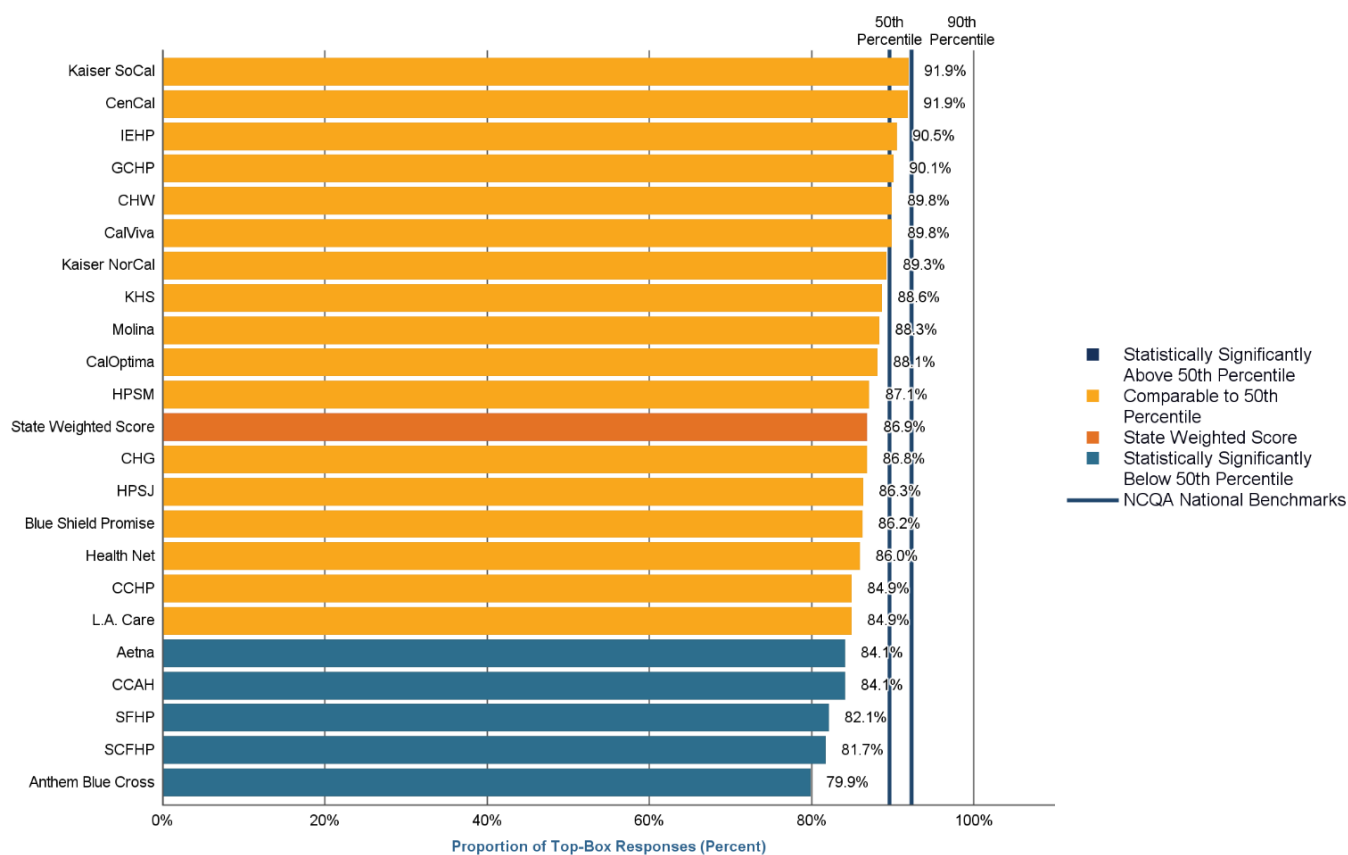
Scores for the following MCPs and FFS are not displayed in the figure above since these MCPs and FFS had less than 100 responses for this measure:

♦ AAH

♦ Partnership

Table 4.16 shows the 2019, 2021, and 2023 adult top-box scores for *Customer Service*.

Table 4.16—*Customer Service*: Adult Comparative Analysis Results

▲ Indicates the 2023 score is statistically significantly higher than the previous year's score.

▼ Indicates the 2023 score is statistically significantly lower than the previous year's score.

— Indicates the 2023 score is not statistically significantly different than the previous year's score.

NA Indicates data are not available (i.e., less than 100 responses).

NC Indicates the score is not comparable.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
MCP Weighted Score	**87.0%**	**88.4%**	**86.8%**	—	—
AAH	NA	81.8%	NA	NC	NC
Aetna	NA	NA	84.1%	NC	NC
Anthem Blue Cross	NA	85.6%	79.9%	NC	—
Blue Shield Promise	84.6%	90.7%	86.2%	—	—
CCAH	NA	NA	84.1%	NC	NC
CCHP	87.2%	88.2%	84.9%	—	—
CHG	91.0%	89.2%	86.8%	—	—
CHW	NA	NA	89.8%	NC	NC
CalOptima	NA	89.6%	88.1%	NC	—
CalViva	NA	NA	89.8%	NC	NC
CenCal	NA	NA	91.9%	NC	NC
GCHP	NA	NA	90.1%	NC	NC
HPSJ	NA	NA	86.3%	NC	NC

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
HPSM	88.7%	86.4%	87.1%	—	—
Health Net	NA	85.0%	86.0%	NC	—
IEHP	91.9%	93.3%	90.5%	—	—
KHS	NA	88.6%	88.6%	NC	—
Kaiser NorCal	NA	NA	89.3%	NC	NC
Kaiser SoCal	NA	90.3%	91.9%	NC	—
L.A. Care	NA	87.6%	84.9%	NC	—
Molina	86.6%	NA	88.3%	—	NC
Partnership	NA	NA	NA	NC	NC
SCFHP	NA	90.4%	81.7%	NC	▼
SFHP	83.6%	81.0%	82.1%	—	—

RESULTS

Child Results

Figure 4.21 shows the child top-box scores for *Customer Service*.

Figure 4.21—*Customer Service*: Child Top-Box Scores
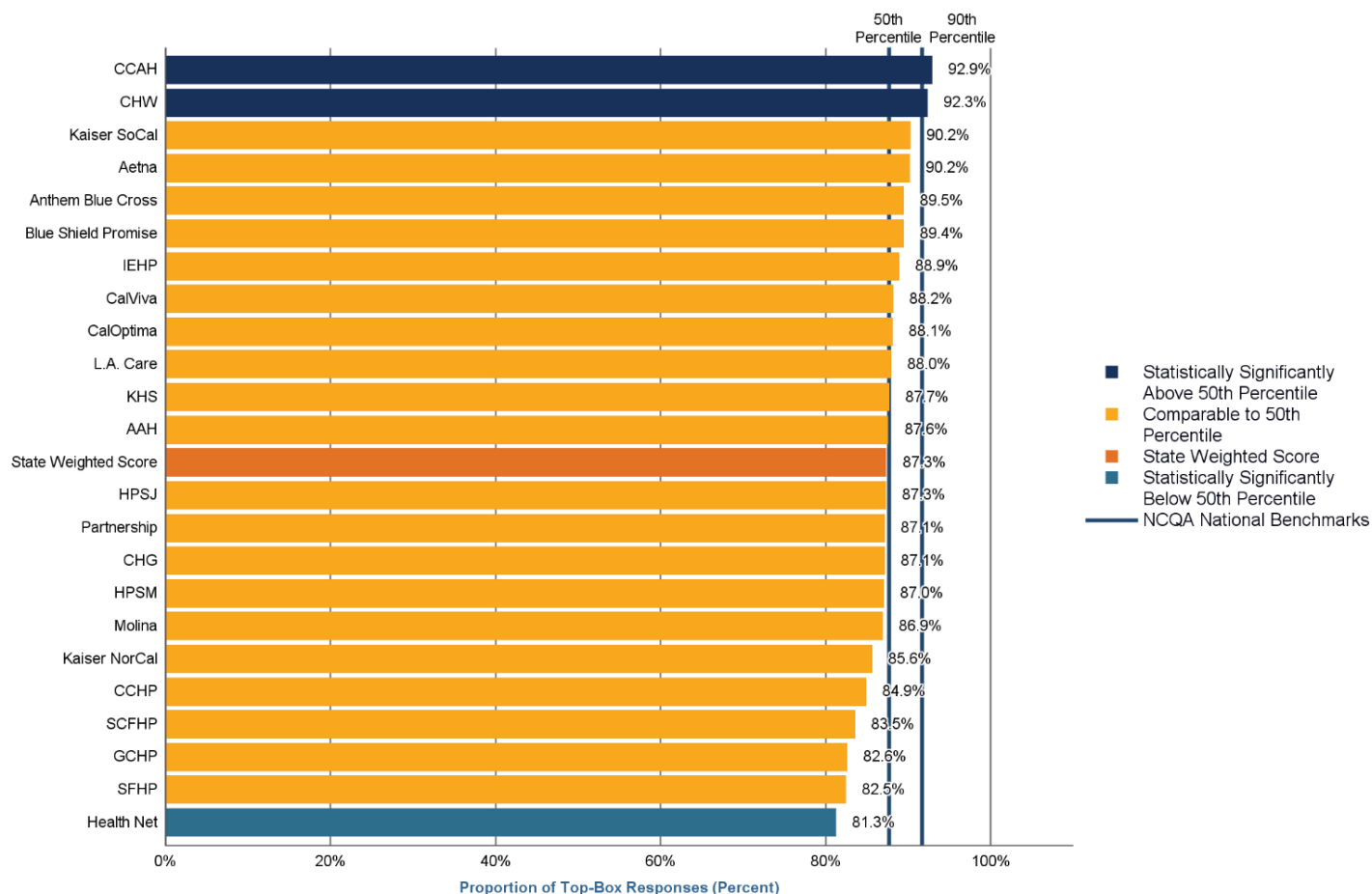
Scores for CenCal and FFS are not displayed in the figure above since this MCP and FFS had less than 100 responses for this measure.

Table 4.17 shows the 2019, 2021, and 2023 child top-box scores for *Customer Service*.

Table 4.17—*Customer Service*: Child Comparative Analysis Results

▲ Indicates the 2023 score is statistically significantly higher than the previous year's score.

▼ Indicates the 2023 score is statistically significantly lower than the previous year's score.

— Indicates the 2023 score is not statistically significantly different than the previous year's score.

NA Indicates data are not available (i.e., less than 100 responses).

NC Indicates the score is not comparable.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
MCP Weighted Score	**88.4%**	**86.1%**	**87.3%**	**—**	**—**
AAH	NA	NA	87.6%	NC	NC
Aetna	NA	NA	90.2%	NC	NC
Anthem Blue Cross	NA	NA	89.5%	NC	NC
Blue Shield Promise	NA	NA	89.4%	NC	NC
CCAH	88.2%	NA	92.9%	—	NC
CCHP	NA	NA	84.9%	NC	NC
CHG	NA	NA	87.1%	NC	NC
CHW	NA	NA	92.3%	NC	NC
CalOptima	86.0%	NA	88.1%	—	NC
CalViva	NA	NA	88.2%	NC	NC
CenCal	NA	88.3%	NA	NC	NC
GCHP	NA	NA	82.6%	NC	NC
HPSJ	NA	NA	87.3%	NC	NC
HPSM	94.3%	86.4%	87.0%	▼	—
Health Net	NA	NA	81.3%	NC	NC
IEHP	91.9%	NA	88.9%	—	NC
KHS	NA	NA	87.7%	NC	NC

MCP	2019	2021	2023	2019-2023 Comparison Difference	2021-2023 Comparison Difference
Kaiser NorCal	NA	NA	85.6%	NC	NC
Kaiser SoCal	NA	NA	90.2%	NC	NC
L.A. Care	86.5%	NA	88.0%	—	NC
Molina	90.9%	NA	86.9%	—	NC
Partnership	NA	NA	87.1%	NC	NC
SCFHP	NA	86.9%	83.5%	NC	—
SFHP	90.8%	83.9%	82.5%	▼	—

Summary of Results—*Customer Service*

Adult

♦ No MCPs scored statistically significantly above the NCQA adult Medicaid national 50th percentile.

♦ The following five MCPs scored statistically significantly below the NCQA adult Medicaid national 50th percentile:

- Aetna
- Anthem Blue Cross
- CCAH
- SCFHP
- SFHP

♦ No MCPs scored statistically significantly higher or lower in 2023 than in 2019 for the adult population.

♦ No MCPs scored statistically significantly higher in 2023 than in 2021 for the adult population.

♦ SCFHP scored statistically significantly lower in 2023 than in 2021 for the adult population.

Child

♦ The following two MCPs scored statistically significantly above the NCQA child Medicaid national 50th percentile:

■ CCAH

■ CHW

♦ Health Net scored statistically significantly below the NCQA child Medicaid national 50th percentile.

♦ No MCPs scored statistically significantly higher in 2023 than in 2019 for the child population.

♦ The following two MCPs scored statistically significantly lower in 2023 than in 2019 for the child population:

■ HPSM

■ SFHP

♦ No MCPs scored statistically significantly higher or lower in 2023 than in 2021 for the child population.

Effectiveness of Care Measures

Advising Smokers and Tobacco Users to Quit

One question was asked to assess how often members were advised to quit smoking or using tobacco by a doctor or other health provider in their plan.

Adult Results

Figure 4.22 shows the adult scores for *Advising Smokers and Tobacco Users to Quit*.

Figure 4.22—*Advising Smokers and Tobacco Users to Quit*: Adult Scores
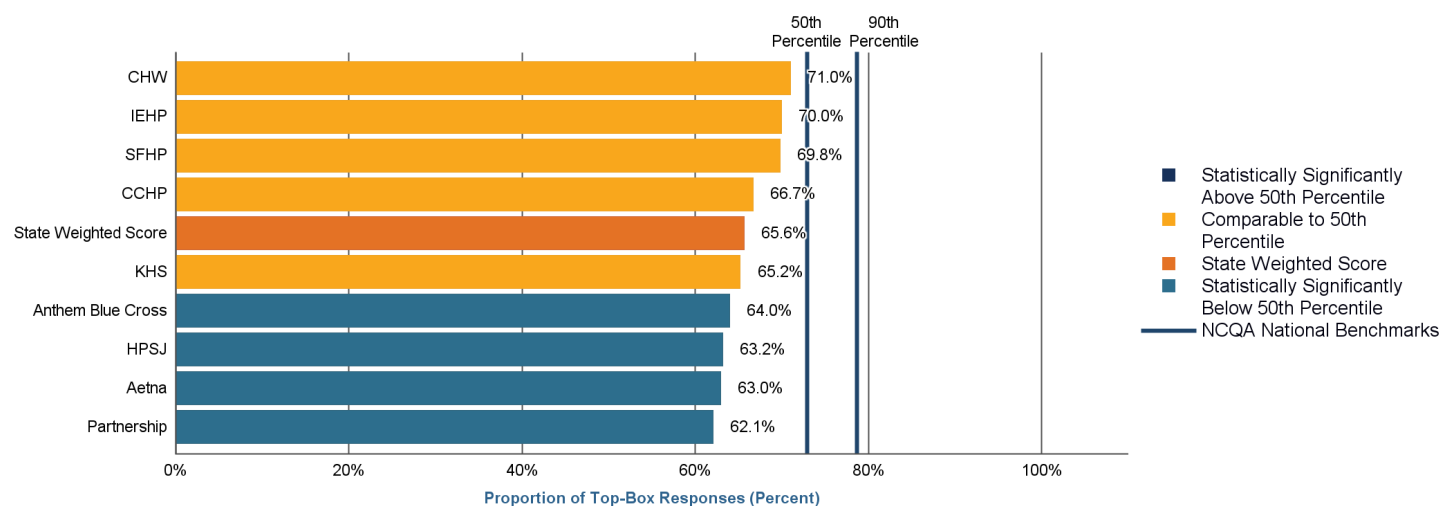
Scores for the following MCPs and FFS are not displayed in the figure above since these MCPs and FFS had less than 100 responses for this measure:

- AAH
- Blue Shield Promise
- CalOptima
- CalViva
- CCAH
- CenCal
- CHG
- GCHP

- Health Net
- HPSM
- Kaiser NorCal
- Kaiser SoCal
- L.A. Care
- Molina
- SCFHP

Table 4.18 shows the 2021 and 2023 adult scores for *Advising Smokers and Tobacco Users to Quit*.

Table 4.18—*Advising Smokers and Tobacco Users to Quit*: Adult Comparative Analysis Results

▲ Indicates the 2023 score is statistically significantly higher than the previous year's score.

▼ Indicates the 2023 score is statistically significantly lower than the previous year's score.

— Indicates the 2023 score is not statistically significantly different than the previous year's score.

NA Indicates data are not available (i.e., less than 100 responses).

NC Indicates the score is not comparable.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP	2021	2023	2021-2023 Comparison Difference
MCP Weighted Score	**67.1%**	**66.5%**	**—**
AAH	NA	NA	NC
Aetna	60.4%	63.0%	—
Anthem Blue Cross	66.2%	64.0%	—
Blue Shield Promise	69.6%	NA	NC
CCAH	NA	NA	NC
CCHP	64.7%	66.7%	—
CHG	NA	NA	NC
CHW	70.7%	71.0%	—
CalOptima	NA	NA	NC
CalViva	76.9%	NA	NC
CenCal	NA	NA	NC
GCHP	NA	NA	NC
HPSJ	59.0%	63.2%	—
HPSM	NA	NA	NC
Health Net	NA	NA	NC
IEHP	NA	70.0%	NC

MCP	2021	2023	2021-2023 Comparison Difference
KHS	69.2%	65.2%	—
Kaiser NorCal	NA	NA	NC
Kaiser SoCal	NA	NA	NC
L.A. Care	NA	NA	NC
Molina	NA	NA	NC
Partnership	70.6%	62.1%	—
SCFHP	NA	NA	NC
SFHP	63.9%	69.8%	—

Summary of Results—*Advising Smokers and Tobacco Users to Quit*

Adult

♦ No MCPs scored statistically significantly above the NCQA adult Medicaid national 50th percentile.

♦ The following four MCPs scored statistically significantly below the NCQA adult Medicaid national 50th percentile:

- ■ Aetna
- ■ Anthem Blue Cross
- ■ HPSJ
- ■ Partnership

♦ No MCPs scored statistically significantly higher or lower in 2023 than in 2021 for the adult population.

Discussing Cessation Medications

One question was asked to assess how often medication was recommended or discussed by a doctor or other health provider to assist members with quitting smoking or using tobacco.

Adult Results

Figure 4.23 shows the adult scores for *Discussing Cessation Medications*.

Figure 4.23—*Discussing Cessation Medications*: Adult Scores
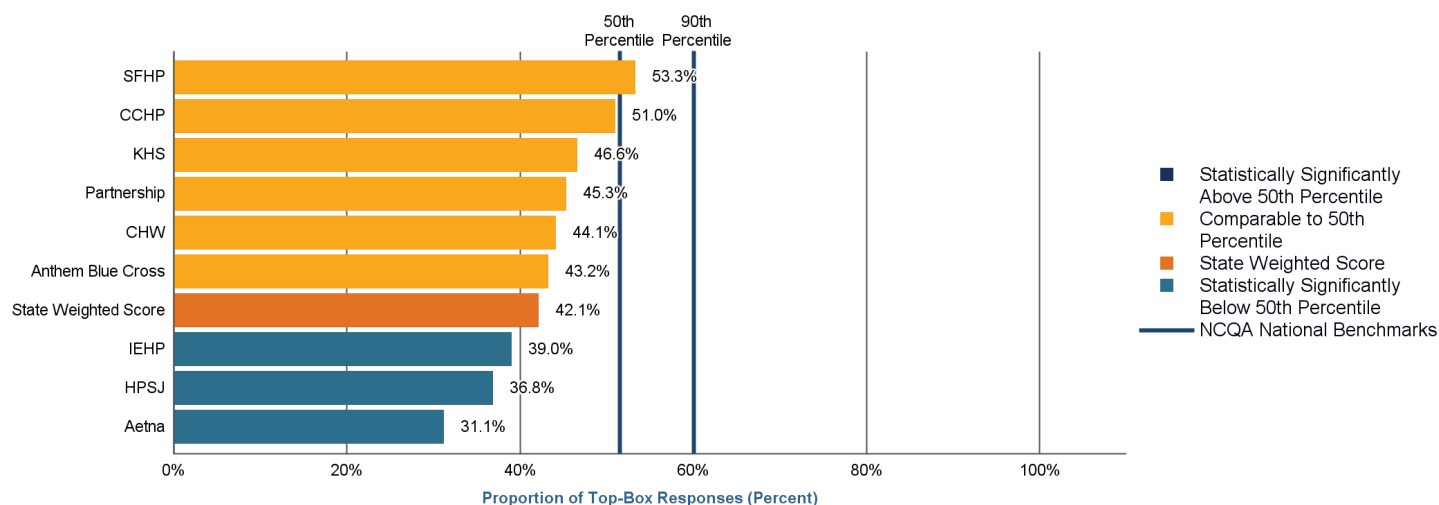
Scores for the following MCPs and FFS are not displayed in the figure above since these MCPs and FFS had less than 100 responses for this measure:

- ♦ AAH
- ♦ Blue Shield Promise
- ♦ CalOptima
- ♦ CalViva
- ♦ CCAH
- ♦ CenCal
- ♦ CHG
- ♦ GCHP

- ♦ Health Net
- ♦ HPSM
- ♦ Kaiser NorCal
- ♦ Kaiser SoCal
- ♦ L.A. Care
- ♦ Molina
- ♦ SCFHP

Table 4.19 shows the 2021 and 2023 adult scores for *Discussing Cessation Medications*.

Table 4.19—*Discussing Cessation Medications*: Adult Comparative Analysis Results

▲ Indicates the 2023 score is statistically significantly higher than the previous year's score.

▼ Indicates the 2023 score is statistically significantly lower than the previous year's score.

— Indicates the 2023 score is not statistically significantly different than the previous year's score.

NA Indicates data are not available (i.e., less than 100 responses).

NC Indicates the score is not comparable.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP	2021	2023	2021-2023 Comparison Difference
MCP Weighted Score	**42.8%**	**43.2%**	—
AAH	50.0%	NA	NC
Aetna	35.0%	31.1%	—
Anthem Blue Cross	42.9%	43.2%	—
Blue Shield Promise	45.1%	NA	NC
CCAH	NA	NA	NC
CCHP	42.0%	51.0%	—
CHG	NA	NA	NC
CHW	38.0%	44.1%	—
CalOptima	NA	NA	NC
CalViva	51.9%	NA	NC
CenCal	NA	NA	NC
GCHP	NA	NA	NC
HPSJ	25.2%	36.8%	—
HPSM	NA	NA	NC
Health Net	NA	NA	NC
IEHP	NA	39.0%	NC
KHS	39.8%	46.6%	—

MCP	2021	2023	2021-2023 Comparison Difference
Kaiser NorCal	NA	NA	NC
Kaiser SoCal	NA	NA	NC
L.A. Care	NA	NA	NC
Molina	NA	NA	NC
Partnership	53.6%	45.3%	—
SCFHP	NA	NA	NC
SFHP	49.3%	53.3%	—

Summary of Results—*Discussing Cessation Medications*

Adult

♦ No MCPs scored statistically significantly above the NCQA adult Medicaid national 50th percentile.

♦ The following three MCPs scored statistically significantly below the NCQA adult Medicaid national 50th percentile:

- Aetna
- HPSJ
- IEHP

♦ No MCPs scored statistically significantly higher or lower in 2023 than in 2021 for the adult population.

Discussing Cessation Strategies

One question was asked to assess how often doctors or other health providers discussed or provided methods or strategies other than medication to assist members with quitting smoking or using tobacco.

Adult Results

Figure 4.24 shows the adult plan-level scores for *Discussing Cessation Strategies*.

Figure 4.24—*Discussing Cessation Strategies*: Adult Scores
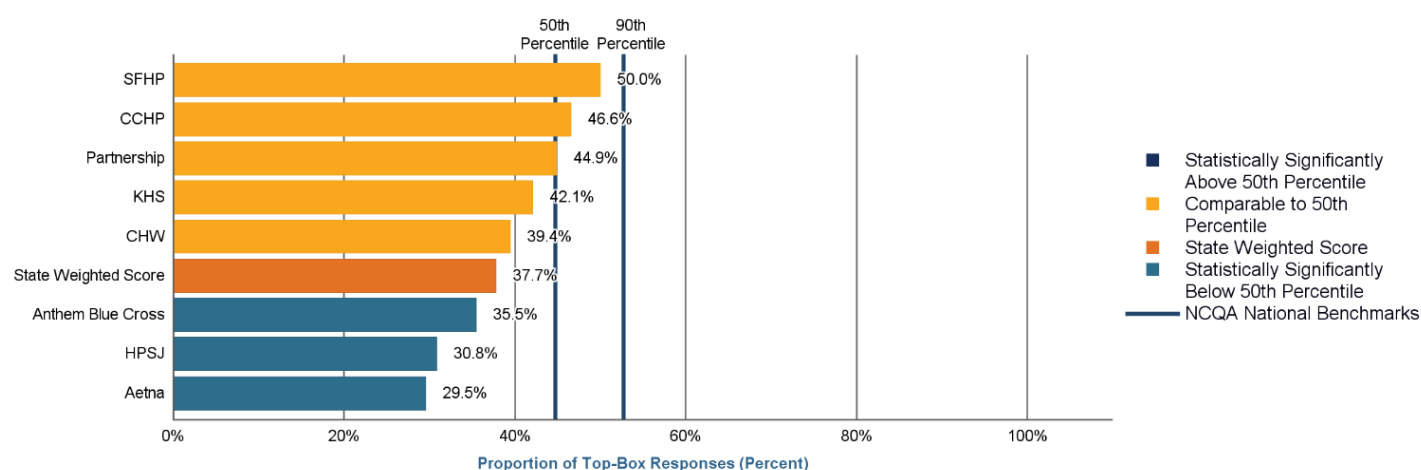
Scores for the following MCPs and FFS are not displayed in the figure above since these MCPs and FFS had less than 100 responses for this measure:

- AAH
- Blue Shield Promise
- CalOptima
- CalViva
- CCAH
- CenCal
- CHG
- GCHP
- Health Net
- HPSM
- IEHP
- Kaiser NorCal
- Kaiser SoCal
- L.A. Care
- Molina
- SCFHP

Table 4.20 shows the 2021 and 2023 adult MCPs' scores for *Discussing Cessation Strategies*.

Table 4.20—*Discussing Cessation Strategies*: Adult Comparative Analysis Results

▲ Indicates the 2023 score is statistically significantly higher than the previous year's score.

▼ Indicates the 2023 score is statistically significantly lower than the previous year's score.

— Indicates the 2023 score is not statistically significantly different than the previous year's score.

NA Indicates data are not available (i.e., less than 100 responses).

NC Indicates the score is not comparable.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP	2021	2023	2021-2023 Comparison Difference
MCP Weighted Score	**40.1%**	**39.1%**	—
AAH	NA	NA	NC
Aetna	NA	29.5%	NC
Anthem Blue Cross	38.2%	35.5%	—
Blue Shield Promise	40.6%	NA	NC
CCAH	NA	NA	NC
CCHP	37.5%	46.6%	—
CHG	NA	NA	NC
CHW	42.1%	39.4%	—
CalOptima	NA	NA	NC
CalViva	39.2%	NA	NC
CenCal	NA	NA	NC
GCHP	NA	NA	NC
HPSJ	28.4%	30.8%	—
HPSM	NA	NA	NC
Health Net	NA	NA	NC
IEHP	NA	NA	NC
KHS	38.1%	42.1%	—

MCP	2021	2023	2021-2023 Comparison Difference
Kaiser NorCal	NA	NA	NC
Kaiser SoCal	NA	NA	NC
L.A. Care	NA	NA	NC
Molina	NA	NA	NC
Partnership	48.2%	44.9%	—
SCFHP	NA	NA	NC
SFHP	47.7%	50.0%	—

Summary of Results—*Discussing Cessation Strategies*

Adult

♦ No MCPs scored statistically significantly above the NCQA adult Medicaid national 50th percentile.
♦ The following three MCPs scored statistically significantly below the NCQA adult Medicaid national 50th percentile:
  ■ Aetna
  ■ Anthem Blue Cross
  ■ HPSJ
♦ No MCPs scored statistically significantly higher or lower in 2023 than in 2021 for the adult population.

Supplemental Items Results

DHCS elected to add eight and 10 supplemental questions to the CAHPS adult Medicaid and child Medicaid surveys, respectively. Please refer to Appendix B: Supplemental Items Results for the detailed results of the supplemental items.

5. Conclusions and Considerations

Conclusions

HSAG used the results from the State weighted scores, State Comparisons, and Comparative Analysis to identify notable results. HSAG also used the results to identify opportunities for improvement for DHCS' consideration as DHCS engages with the MCPs on quality improvement strategies. HSAG could not draw any conclusions for most measures for FFS, since most results were not reportable (i.e., data were suppressed for all measures except *Rating of Health Plan*).

Table 5.1 and Table 5.2 show the notable results for the adult population, and Table 5.3 and Table 5.4 show the notable results for the child population.

Table 5.1—Adult Statistically Significantly Higher Results

Measure	Statistically Significantly Above National 50th Percentile	Statistically Significantly Higher in 2023 than 2019	Statistically Significantly Higher in 2023 than 2021
Rating of Health Plan		◆ AAH ◆ Anthem Blue Cross	◆ GCHP
Rating of All Health Care		◆ CalViva	
Rating of Personal Doctor		◆ Anthem Blue Cross	
Rating of Specialist Seen Most Often	◆ HPSM		◆ CenCal ◆ GCHP
Getting Needed Care	◆ CHW	◆ CHW ◆ CalViva	
How Well Doctors Communicate	◆ CHW ◆ Kaiser SoCal	◆ CHW	◆ CHW

Table 5.2—Adult Statistically Significantly Lower Results

Measure	Statistically Significantly Below National 50th Percentile	Statistically Significantly Lower in 2023 than 2019	Statistically Significantly Lower in 2023 than 2021
Rating of Health Plan	♦ Aetna ♦ Anthem Blue Cross ♦ CHW ♦ Health Net ♦ HPSJ ♦ L.A. Care ♦ Molina ♦ Partnership	♦ Kaiser SoCal ♦ Partnership	♦ Kaiser SoCal ♦ Partnership
Rating of All Health Care	♦ Aetna ♦ HPSJ ♦ Partnership		♦ Kaiser SoCal
Rating of Personal Doctor	♦ Aetna ♦ Kaiser NorCal ♦ SCFHP		
Rating of Specialist Seen Most Often	♦ Aetna ♦ KHS		
Getting Needed Care	♦ Aetna ♦ Anthem Blue Cross ♦ CalOptima ♦ CalViva ♦ CCHP ♦ CHG ♦ Health Net ♦ HPSJ ♦ L.A. Care ♦ Molina ♦ Partnership ♦ SCFHP ♦ SFHP	♦ Partnership	♦ CHG ♦ L.A. Care ♦ Partnership ♦ SFHP

Measure	Statistically Significantly Below National 50th Percentile	Statistically Significantly Lower in 2023 than 2019	Statistically Significantly Lower in 2023 than 2021
Getting Care Quickly	♦ Aetna ♦ AAH ♦ Anthem Blue Cross ♦ Blue Shield Promise ♦ CalOptima ♦ CCHP ♦ CHG ♦ GCHP ♦ Health Net ♦ HPSJ ♦ Kaiser SoCal ♦ L.A. Care ♦ Molina ♦ Partnership ♦ SCFHP ♦ SFHP	♦ CCHP ♦ Partnership	♦ Anthem Blue Cross
How Well Doctors Communicate	♦ Aetna ♦ Anthem Blue Cross ♦ CalViva ♦ Health Net ♦ HPSJ ♦ L.A. Care	♦ Aetna	♦ Partnership
Customer Service	♦ Aetna ♦ Anthem Blue Cross ♦ CCAH ♦ SCFHP ♦ SFHP		♦ SCFHP

Measure	Statistically Significantly Below National 50th Percentile	Statistically Significantly Lower in 2023 than 2019	Statistically Significantly Lower in 2023 than 2021
Advising Smokers and Tobacco Users to Quit	♦ Aetna ♦ Anthem Blue Cross ♦ HPSJ ♦ Partnership		
Discussing Cessation Medications	♦ Aetna ♦ HPSJ ♦ IEHP		
Discussing Cessation Strategies	♦ Aetna ♦ Anthem Blue Cross ♦ HPSJ		

Table 5.3—Child Statistically Significantly Higher Results

No MCPs scored statistically significantly higher in 2023 than in 2021 for the child population.

Measure	Statistically Significantly Above National 50th Percentile	Statistically Significantly Higher in 2023 than 2019
Rating of Health Plan	♦ Kaiser SoCal	♦ CHW
Rating of Personal Doctor	♦ Kaiser SoCal	
Rating of Specialist Seen Most Often	♦ HPSJ	
How Well Doctors Communicate		♦ Anthem Blue Cross ♦ L.A. Care
Customer Service	♦ CCAH ♦ CHW	

Table 5.4—Child Statistically Significantly Lower Results

Measure	Statistically Significantly Below National 50th Percentile	Statistically Significantly Lower in 2023 than 2019	Statistically Significantly Lower in 2023 than 2021
Rating of Health Plan	♦ Aetna ♦ AAH ♦ Anthem Blue Cross ♦ CalOptima ♦ CalViva ♦ CHW ♦ GCHP ♦ Health Net ♦ HPSJ ♦ KHS ♦ Molina ♦ SCFHP ♦ SFHP ♦ FFS	♦ CHG ♦ HPSM	♦ AAH ♦ Anthem Blue Cross ♦ CHG ♦ CalViva ♦ CenCal ♦ GCHP ♦ Health Net ♦ SCFHP
Rating of All Health Care	♦ Aetna ♦ AAH ♦ Anthem Blue Cross ♦ CalViva ♦ CCAH ♦ CCHP ♦ CenCal ♦ CHW ♦ GCHP ♦ Health Net ♦ HPSJ ♦ KHS ♦ L.A. Care ♦ Molina ♦ Partnership ♦ SCFHP	♦ CCAH ♦ CCHP ♦ GCHP ♦ SCFHP	♦ AAH ♦ Aetna ♦ Anthem Blue Cross ♦ CCAH ♦ CCHP ♦ GCHP ♦ Health Net ♦ KHS ♦ Kaiser SoCal ♦ L.A. Care ♦ SCFHP

Measure	Statistically Significantly Below National 50th Percentile	Statistically Significantly Lower in 2023 than 2019	Statistically Significantly Lower in 2023 than 2021
Rating of Personal Doctor	♦ Aetna ♦ Anthem Blue Cross ♦ CalViva ♦ CenCal ♦ Health Net ♦ HPSJ ♦ IEHP ♦ KHS ♦ L.A. Care ♦ SCFHP	♦ AAH ♦ CenCal ♦ SCFHP	♦ CalViva ♦ CenCal ♦ Health Net ♦ SCFHP
Rating of Specialist Seen Most Often	♦ CalViva		
Getting Needed Care	♦ Aetna ♦ AAH ♦ Anthem Blue Cross ♦ Blue Shield Promise ♦ CalOptima ♦ CalViva ♦ CCAH ♦ CHG ♦ GCHP ♦ Health Net ♦ HPSJ ♦ KHS ♦ L.A. Care ♦ Molina ♦ Partnership ♦ SCFHP ♦ SFHP	♦ AAH ♦ GCHP ♦ Molina	♦ AAH ♦ CalViva ♦ Kaiser SoCal ♦ SCFHP

Measure	Statistically Significantly Below National 50th Percentile	Statistically Significantly Lower in 2023 than 2019	Statistically Significantly Lower in 2023 than 2021
Getting Care Quickly	♦ Aetna ♦ AAH ♦ Anthem Blue Cross ♦ Blue Shield Promise ♦ CalOptima ♦ CalViva ♦ CCAH ♦ CCHP ♦ CHG ♦ GCHP ♦ Health Net ♦ HPSJ ♦ HPSM ♦ IEHP ♦ L.A. Care ♦ Molina ♦ Partnership ♦ SCFHP ♦ SFHP	♦ AAH ♦ Blue Shield Promise ♦ CCAH ♦ CCHP ♦ GCHP ♦ HPSJ ♦ Health Net ♦ IEHP ♦ Kaiser NorCal ♦ SCFHP ♦ SFHP	♦ CCAH ♦ CalViva ♦ SCFHP
How Well Doctors Communicate	♦ Aetna ♦ CalViva ♦ CHG ♦ Health Net ♦ HPSJ ♦ KHS ♦ L.A. Care ♦ Molina ♦ SCFHP ♦ SFHP		♦ CHG
Customer Service	♦ Health Net	♦ HPSM ♦ SFHP	

The following findings indicate opportunities for improvement in member experience for several areas of care for the adult and child populations:

♦ The State weighted scores were below the 2022 NCQA adult Medicaid national 50th percentiles for all measures for the adult and child populations.

♦ Of the 11 measures for the adult population and eight measures for the child population, the following table shows the number of reportable measures where the MCPs scored statistically significantly below the 2022 NCQA Medicaid national 50th percentiles:

MCP/FFS	Number of Reportable Measures Statistically Significantly Below National 50th Percentile	
	Adult	Child
AAH	1 (Out of 6)	4 (Out of 8)
Aetna	11 (Out of 11)	6 (Out of 7)
Anthem Blue Cross	7 (Out of 11)	5 (Out of 7)
Blue Shield Promise	1 (Out of 8)	2 (Out of 8)
CCAH	1 (Out of 8)	3 (Out of 8)
CCHP	2 (Out of 11)	2 (Out of 7)
CHG	2 (Out of 8)	3 (Out of 8)
CHW	1 (Out of 11)	2 (Out of 8)
CalOptima	2 (Out of 8)	3 (Out of 7)
CalViva	2 (Out of 8)	7 (Out of 8)
CenCal	0 (Out of 8)	2 (Out of 6)
FFS	0 (Out of 1)	1 (Out of 8)
GCHP	1 (Out of 8)	4 (Out of 7)
HPSJ	8 (Out of 11)	6 (Out of 8)
HPSM	0 (Out of 8)	1 (Out of 7)
Health Net	4 (Out of 8)	7 (Out of 7)
IEHP	1 (Out of 10)	2 (Out of 8)
KHS	1 (Out of 11)	5 (Out of 8)
Kaiser NorCal	1 (Out of 8)	0 (Out of 7)
Kaiser SoCal	1 (Out of 8)	0 (Out of 8)
L.A. Care	4 (Out of 8)	5 (Out of 8)
Molina	3 (Out of 8)	5 (Out of 8)

	Number of Reportable Measures Statistically Significantly Below National 50th Percentile	
MCP/FFS	Adult	Child
Partnership	5 (Out of 10)	3 (Out of 8)
SCFHP	4 (Out of 8)	6 (Out of 8)
SFHP	3 (Out of 11)	4 (Out of 7)

HSAG observed the following differences in scores for the adult population:

♦ The differences between the NCQA adult Medicaid national 50th percentiles and the NCQA adult Medicaid national 90th percentiles ranged from 2.5 percentage points to 8.5 percentage points, with an average of 5.3 percentage points.

♦ The differences between the adult population's State weighted scores and the NCQA adult Medicaid national 50th percentiles ranged from 9.5 to 1.3 percentage points below the NCQA adult Medicaid national 50th percentiles, with an average of 5.5 percentage points below the NCQA adult Medicaid national 50th percentiles.

HSAG observed the following differences in scores for the child population:

♦ The differences between the NCQA child Medicaid national 50th percentiles and the NCQA child Medicaid national 90th percentiles ranged from 2.2 percentage points to 4.7 percentage points, with an average of 3.7 percentage points.

♦ The differences between the child population's State weighted scores and the NCQA child Medicaid national 50th percentiles ranged from 8.0 to 0.4 percentage points below the NCQA child Medicaid national 50th percentiles, with an average of 4.3 percentage points below the NCQA child Medicaid national 50th percentiles.

Disparities in Member Experience

HSAG evaluated the results of the supplemental questions to the CAHPS surveys that asked if members needed an interpreter at their/their child's personal doctor's office, and if so, how often they got an interpreter when they needed one. Approximately 18 percent and 22 percent of adult respondent and parents/caretakers of child member respondents, respectively, indicated that they needed an interpreter (see Table B.2 and Table B.11); however, approximately 17 percent and 12 percent of adult respondents and parents/caretakers of child member respondents, respectively, indicated that they never or only sometimes got an interpreter when they needed one (see Table B.3 and Table B.12).

Quality Improvement Efforts

DHCS is currently working with the MCPs to implement the following quality improvement and health management efforts that are expected to improve wellness and experience for MCP and FFS members:

♦ One Standard Contract: Effective January 1, 2024, DHCS will move to using one standard model contract for all plan models instead of multiple model contracts for standardization and care coordination across all counties.[30]

♦ CalAIM: This multi-year initiative strives to improve the quality of life and health outcomes of the Medi-Cal population using a whole-person care approach that targets social drivers of health with a goal of reducing health disparities and inequities. Specifically, a major goal of CalAIM is to standardize benefits and care delivery across the state of California, which includes reduced variation for members as they move within the State and between MCPs, and improved access since this can directly affect member experience. CalAIM is focused on DHCS' quality strategy goals of improving member experience and engaging members as owners of their own care through the following initiatives:[31]

  ▪ Standardizing managed care enrollment and benefits across counties.

  ▪ Transitioning health coverage to managed care for almost all members.

  ▪ Requiring MCMC plans to engage members and local communities to identify and inform community health needs.

  ▪ Updating behavioral health policies to streamline administration and improve access to services.

♦ Health Disparities Report: DHCS shares results of an annual health disparities report with MCPs (i.e., does not include data for FFS members) to target quality improvement efforts for members affected by health care disparities.[32] These reports analyze the Managed Care Accountability Set (MCAS) measures reported by MCPs that reflect clinical quality, timeliness, and access to care provided to members for various demographic categories.[33]

♦ Population Health Management (PHM) Program: Through the PHM Program that was launched in January 2023, DHCS requires MCPs to address members' health and social needs as well as their preferences. Beginning in October 2023, the MCPs will be required

---

[30] Comprehensive Quality Strategy. Department of Health Care Services. 2022. Available at: https://www.dhcs.ca.gov/services/Documents/Formatted-Combined-CQS-2-4-22.pdf. Accessed on: Aug 16, 2023.

[31] ibid.

[32] Comprehensive Quality Strategy. Department of Health Care Services. 2022. Available at: https://www.dhcs.ca.gov/services/Documents/Formatted-Combined-CQS-2-4-22.pdf. Accessed on: Aug 16, 2023.

[33] Medi-Cal Managed Care Quality Improvement Reports. Department of Health Care Services. Jul 2023. Available at: https://www.dhcs.ca.gov/dataandstats/reports/Pages/MgdCareQualPerfDisp.aspx. Accessed on: Aug 16, 2023.

to provide strategies to improve health outcomes by engaging with the community to obtain a more detailed picture of the population needs of their members with the submission of an annual PHM Strategy. Additionally, MCPs will be required to include the root causes of barriers related to coverage, access, and quality after gathering and evaluating population-level data related to the health and social needs of their members through community engagement in their submission of a Population Needs Assessment (PNA) every three years. Furthermore, an additional assessment of members that may need available interventions and services is conducted by the MCP or a contracted provider to develop treatment recommendations according to their needs, preferences, health goals, and priorities.[34] Each of these efforts help address disparities in quality, which aids in improving member experience.

Considerations

The adult and child FFS populations had less than 100 responses for every measure except *Rating of Health Plan*. HSAG suggests that in future years, DHCS consider increasing the oversample for the adult and child FFS populations in an effort to obtain more reportable measures for evaluation.

Additionally, HSAG observed that the State weighted scores were below the 2022 NCQA Medicaid national 50th percentiles for all measures and several MCPs scored statistically significantly below the NCQA Medicaid national 50th percentiles for several measures for the adult and child populations, which may reflect potential issues with the quality and timeliness of, and access to care for members. DHCS and MCPs may consider the following methods to best target interventions that may improve member experience:

♦ Performing regional-level and/or county-level demographic analyses to determine whether there are specific geographic areas and/or demographic subgroups that report less positive member experiences.

♦ Performing a key drivers analysis to identify factors that may be negatively affecting member experience.

♦ Conducting focus groups and interviews with members to determine what specific issues are causing them to rate their member experiences so low.

---

[34] CalAIM: Population Health Management (PHM) Policy Guide. Department of Health Care Services. Dec 2022. Available at: https://www.dhcs.ca.gov/CalAIM/Documents/2023-PHM-Policy-Guide.pdf. Accessed on Aug 16, 2023.

6. Survey Instruments

The survey instruments DHCS selected were the CAHPS 5.1H Adult and Child Medicaid Health Plan Surveys. This section provides copies of the survey instruments.

Your privacy is protected. The research staff will not share your personal information with anyone without your OK. Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

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

If you want to know more about this study, please call 1-888-248-5294.

SURVEY INSTRUCTIONS

➤ **Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.**

Correct Mark ● **Incorrect Marks**

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

● **Yes** ➜ *Go to Question 1*
○ **No**

⬇ START HERE ⬇

---

1. **Our records show that you are now in [HEALTH PLAN NAME]. Is that right?**

    ○ Yes ➜ *Go to Question 3*
    ○ No

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

    _____

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video. Do <u>not</u> include care you got when you stayed overnight in a hospital. Do <u>not</u> include the times you went for dental care visits.

3. **In the last 6 months, did you have an illness, injury, or condition that <u>needed care right away</u>?**

   ○ Yes
   ○ No ➜ *Go to Question 5*

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

   ○ Never
   ○ Sometimes
   ○ Usually
   ○ Always

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

   ○ Yes
   ○ No ➜ *Go to Question 7*

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

   ○ Never
   ○ Sometimes
   ○ Usually
   ○ Always

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

   ○ None ➜ *Go to Question 10*
   ○ 1 time
   ○ 2
   ○ 3
   ○ 4
   ○ 5 to 9
   ○ 10 or more times

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

   ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○
   0 1 2 3 4 5 6 7 8 9 10
   Worst   Best
   Health Care   Health Care
   Possible   Possible

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

   ○ Never
   ○ Sometimes
   ○ Usually
   ○ Always

YOUR PERSONAL DOCTOR

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

   ○ Yes
   ○ No ➜ *Go to Question 19*

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

- ○ None ➔ *Go to Question 18*
- ○ 1 time
- ○ 2
- ○ 3
- ○ 4
- ○ 5 to 9
- ○ 10 or more times

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No ➔ *Go to Question 18*

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

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

Worst Personal Doctor Possible

Best Personal Doctor Possible

GETTING HEALTH CARE FROM SPECIALISTS

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

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

    ○ Yes
    ○ No ➔ *Go to Question 23*

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

    ○ Never
    ○ Sometimes
    ○ Usually
    ○ Always

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

    ○ None ➔ *Go to Question 23*
    ○ 1 specialist
    ○ 2
    ○ 3
    ○ 4
    ○ 5 or more specialists

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

   ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○
   0 1 2 3 4 5 6 7 8 9 10
   Worst   Best
   Specialist   Specialist
   Possible   Possible

YOUR HEALTH PLAN

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

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

    ○ Yes
    ○ No ➔ *Go to Question 26*

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

    ○ Never
    ○ Sometimes
    ○ Usually
    ○ Always

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

    ○ Never
    ○ Sometimes
    ○ Usually
    ○ Always

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

○ Yes
○ No ➜ *Go to Question 28*

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○　○　○　○　○　○　○　○　○　○　○
0　1　2　3　4　5　6　7　8　9　10
Worst　　　　　　　　　　　　　Best
Health Plan　　　　　　　　Health Plan
Possible　　　　　　　　　　　Possible

ABOUT YOU

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

○ Excellent
○ Very Good
○ Good
○ Fair
○ Poor

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

○ Excellent
○ Very Good
○ Good
○ Fair
○ Poor

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

○ Yes
○ No
○ Don't know

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

○ Every day
○ Some days
○ Not at all ➜ *Go to Question 36*
○ Don't know ➜ *Go to Question 36*

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ Never
○ Sometimes
○ Usually
○ Always

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

   ○ Never
   ○ Sometimes
   ○ Usually
   ○ Always

36. **What is your age?**

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

37. **Are you male or female?**

   ○ Male
   ○ Female

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

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

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

   ○ Yes, Hispanic or Latino
   ○ No, Not Hispanic or Latino

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

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

ADDITIONAL QUESTIONS

41. **How would you like to get health information from your health plan about how to stay healthy? Select all that apply.**

   ○ Email
   ○ Text
   ○ Mobile application
   ○ Website
   ○ Social media (e.g., Facebook, Instagram, Twitter)

42. **An interpreter is someone who helps you talk with others who do not speak your language. In the last 6 months, did you need an interpreter at your personal doctor's office?**

   ○ Yes
   ○ No ➜ *Go to Question 44*

43. **In the last 6 months, during visits to your personal doctor's office, how often did you get an interpreter when you needed one? Do not include times when you used a family member or friend to be an interpreter for you.**

   ○ Never
   ○ Sometimes
   ○ Usually
   ○ Always

44. Some health plans help with non-medical concerns, like housing, food, financial, and social isolation issues. In the last 6 months, did you talk with your personal doctor or someone from your health plan about getting help for any of these issues?

- ○ Yes
- ○ No

45. Your health plan can help you with transportation to doctors' offices or clinics. This help can be an arranged ride, a shuttle bus, tokens or vouchers for a bus or taxi, or payments for mileage. In the last 6 months, how often did the help with transportation meet your needs?

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always
- ○ I did not ask my health plan for help with transportation in the last 6 months

46. In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service?

- ○ Yes
- ○ No ➜ *Thank you. Please return the completed survey in the postage-paid envelope.*

47. In the last 6 months, did you need help from anyone in your health plan to manage your care among these different providers and services?

- ○ Yes
- ○ No ➜ *Thank you. Please return the completed survey in the postage-paid envelope.*

48. In the last 6 months, did you get the help you needed from your health plan to manage your care among these different providers and services?

- ○ Yes, definitely
- ○ Yes, somewhat
- ○ No

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

**DataStat,
3975 Research Park Drive,
Ann Arbor, MI 48108**

SURVEY INSTRUCTIONS

➢ **Please be sure to fill the response circle completely.   Use only black or blue ink or dark pencil to complete the survey.**

Correct Mark ⬤   **Incorrect Marks** ⊘ ⊘ ⊘

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

⬤ **Yes** ➜ *Go to Question 1*
○ **No**

⬇   **START HERE**   ⬇

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

1. **Our records show that your child is now in [HEALTH PLAN NAME/STATE MEDICAID PROGRAM NAME]. Is that right?**

    ○ Yes ➜ *Go to Question 3*
    ○ No

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

   _____

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your child's health care from a clinic, emergency room, or doctor's office. This includes care your child got in person, by phone, or by video. Do **not** include care your child got when he or she stayed overnight in a hospital. Do **not** include the times your child went for dental care visits.

3. In the last 6 months, did your child have an illness, injury, or condition that _needed care right away_?

- ○ Yes
- ○ No ➜ *Go to Question 5*

4. In the last 6 months, when your child _needed care right away_, how often did your child get care as soon as he or she needed?

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No ➜ *Go to Question 7*

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ None ➜ *Go to Question 10*
- ○ 1 time
- ○ 2
- ○ 3
- ○ 4
- ○ 5 to 9
- ○ 10 or more times

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

○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○
0   1   2   3   4   5   6   7   8   9   10
Worst   Best
Health Care   Health Care
Possible   Possible

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

YOUR CHILD'S PERSONAL DOCTOR

10. A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

- ○ Yes
- ○ No ➜ *Go to Question 22*

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

- ○ None ➔ *Go to Question 21*
- ○ 1 time
- ○ 2
- ○ 3
- ○ 4
- ○ 5 to 9
- ○ 10 or more times

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No ➔ *Go to Question 17*

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No ➔ *Go to Question 21*

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○
0   1   2   3   4   5   6   7   8   9   10
Worst   Best
Personal Doctor   Personal Doctor
Possible   Possible

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, include the care your child got in person, by phone, or by video. Do <u>not</u> include dental visits or care your child got when he or she stayed overnight in a hospital.

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

○ Yes
○ No ➜ *Go to Question 26*

23. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

○ Never
○ Sometimes
○ Usually
○ Always

24. How many specialists has your child talked to in the last 6 months?

○ None ➜ *Go to Question 26*
○ 1 specialist
○ 2
○ 3
○ 4
○ 5 or more specialists

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

○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○
0   1   2   3   4   5   6   7   8   9   10
Worst   Best
Specialist   Specialist
Possible   Possible

YOUR CHILD'S HEALTH PLAN

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

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

○ Yes
○ No ➜ *Go to Question 29*

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ Yes
○ No ➜ *Go to Question 31*

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○
0 1 2 3 4 5 6 7 8 9 10
Worst   Best
Health Plan   Health Plan
Possible   Possible

ABOUT YOUR CHILD AND YOU

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

○ Excellent
○ Very good
○ Good
○ Fair
○ Poor

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

○ Excellent
○ Very good
○ Good
○ Fair
○ Poor

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

○ Less than 1 year old

☐☐ YEARS OLD (write in)

35. Is your child male or female?

○ Male
○ Female

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

○ Yes, Hispanic or Latino
○ No, not Hispanic or Latino

37. What is your child's race? Mark one or more.

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

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

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

39. Are you male or female?

○ Male
○ Female

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

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

41. How are you related to the child?

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

ADDITIONAL QUESTIONS

42. In the last 6 months, did your child's personal doctor or anyone from that office ask you about your child's mental or emotional health?

○ Yes
○ No

43. In the last 6 months, did your child get all the mental health care or counseling that he or she needed?

○ Yes
○ No
○ My child did not need mental health care or counseling in the last 6 months

44. An interpreter is someone who helps you talk with others who do not speak your language. In the last 6 months, did you need an interpreter at your child's personal doctor's office?

○ Yes
○ No ➜ *Go to Question 46*

45. In the last 6 months, during visits to your child's personal doctor's office, how often did you get an interpreter when you needed one? Do not include times when you used a family member or friend to be an interpreter for you.

○ Never
○ Sometimes
○ Usually
○ Always

46. Some health plans help with non-medical concerns like housing, food, clothing, and childcare issues. In the last 6 months, did you talk with your child's personal doctor or health plan about getting help for any of these issues?

○ Yes
○ No ➜ *Go to Question 48*

47. In the last 6 months, how often did you get help from your child's personal doctor or health plan for non-medical concerns when you needed it?

○ Never
○ Sometimes
○ Usually
○ Always

48. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

○ Yes
○ No ➜ *Go to Question 51*

49. In the last 6 months, did you need help from anyone in your child's personal doctor's office or health plan to manage your child's care among these different providers and services?

○ Yes
○ No ➜ *Go to Question 51*

50. In the last 6 months, did you get the help you needed from your child's personal doctor's office or health plan to manage your child's care among these different providers and services?

○ Yes, definitely
○ Yes, somewhat
○ No

51. Your child's health plan can help with transportation to doctors' offices or clinics. This help can be an arranged ride, a shuttle bus, tokens or vouchers for a bus or taxi, or payments for mileage. In the last 6 months, how often did the help with transportation meet you and your child's needs?

○ Never
○ Sometimes
○ Usually
○ Always
○ I did not ask my child's health plan for help with transportation in the last 6 months

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

DataStat,
3975 Research Park Drive,
Ann Arbor, MI 48108

Appendix A: Respondent Analysis Results

Table A.1 through Table A.4 and Table A.5 through Table A.8 present the results of the respondent analysis for the adult and child populations, respectively.[35] Please note that variables from the sample frames were used for this analysis.

Table A.1—Adult Respondent Analysis: Age

↑ Indicates the respondent percentage is statistically significantly higher than the sample frame percentage.

↓ Indicates the respondent percentage is statistically significantly lower than the sample frame percentage.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

An "S" indicates fewer than 11 responses exist in the numerator of this demographic category. HSAG suppressed displaying the number in this report to satisfy the Health Insurance Portability and Accountability Act (HIPAA) of 1996 Privacy Rule's de-identification standard.

MCP/FFS	Adult Respondents					Adult Sample Frame				
	18-34	35-44	45-54	55-64	65 or older	18-34	35-44	45-54	55-64	65 or older
AAH	22.8%↓	10.7%↓	19.7%↑	27.3%↑	19.4%↑	43.8%	17.4%	14.7%	16.0%	8.2%
Aetna	25.5%↓	13.8%↓	17.8%	33.8%↑	9.2%↑	49.7%	20.2%	14.2%	13.3%	2.6%
Anthem Blue Cross	26.9%↓	15.3%↓	14.4%	32.9%↑	10.5%↑	48.0%	19.3%	14.5%	13.7%	4.4%
Blue Shield Promise	15.3%↓	10.4%↓	14.1%	33.4%↑	26.8%↑	42.1%	18.0%	14.4%	16.5%	8.9%
CCAH	33.1%↓	12.9%↓	19.7%↑	28.8%↑	5.5%↑	52.3%	17.9%	14.1%	12.8%	3.0%
CCHP	24.6%↓	14.8%↓	21.3%↑	25.4%↑	13.9%↑	44.7%	19.3%	15.2%	14.4%	6.3%
CHG	19.1%↓	13.5%	15.5%	34.0%↑	17.9%↑	45.0%	16.5%	14.9%	15.9%	7.7%
CHW	17.7%↓	15.8%↓	20.5%↑	41.7%↑	4.2%↑	46.0%	21.2%	15.1%	15.6%	2.2%
CalOptima	25.9%↓	10.4%↓	16.7%	31.1%↑	16.0%↑	46.7%	14.9%	15.5%	16.7%	6.2%
CalViva	24.6%↓	18.5%	16.5%	31.7%↑	8.7%↑	48.9%	20.6%	14.9%	12.4%	3.2%
CenCal	32.7%↓	13.4%↓	15.6%	31.4%↑	6.9%↑	52.6%	17.0%	13.7%	13.8%	3.0%

---

[35] HSAG did not weight the demographic results for the adult and child member survey respondents.

MCP/FFS	Adult Respondents					Adult Sample Frame				
	18-34	35-44	45-54	55-64	65 or older	18-34	35-44	45-54	55-64	65 or older
FFS	S	40.9%	30.0%	S	S	29.1%	38.8%	22.5%	5.5%	4.1%
GCHP	28.8%↓	11.6%↓	17.7%	34.1%↑	7.8%↑	51.1%	16.7%	14.5%	14.8%	2.9%
HPSJ	27.3%↓	15.9%	19.3%↑	31.4%↑	6.0%	49.4%	19.2%	14.1%	13.3%	4.1%
HPSM	17.1%↓	11.8%	9.4%↓	25.6%↑	36.1%↑	41.8%	13.3%	14.1%	16.8%	14.1%
Health Net	21.0%↓	13.6%↓	16.6%	35.3%↑	13.6%↑	46.2%	16.8%	15.3%	16.3%	5.4%
IEHP	22.2%↓	13.3%↓	14.7%	31.6%↑	18.1%↑	49.6%	17.5%	13.6%	13.9%	5.4%
KHS	27.8%↓	15.2%	22.1%↑	30.7%↑	4.2%	51.9%	18.7%	14.0%	12.9%	2.6%
Kaiser NorCal	31.4%↓	15.7%↓	17.2%	32.4%↑	3.3%	51.1%	20.4%	14.4%	12.1%	2.0%
Kaiser SoCal	32.3%↓	10.8%↓	16.7%	34.9%↑	5.4%↑	48.7%	18.9%	15.5%	15.5%	1.4%
L.A. Care	22.8%↓	9.0%↓	17.0%	35.1%↑	16.0%↑	46.6%	15.8%	14.9%	16.4%	6.3%
Molina	20.7%↓	13.8%↓	16.1%	35.1%↑	14.4%↑	47.5%	17.7%	14.1%	14.7%	5.9%
Partnership	27.5%↓	17.4%	12.6%	35.3%↑	7.2%↑	46.2%	20.3%	15.1%	15.0%	3.4%
SCFHP	22.9%↓	8.8%↓	11.5%	29.1%↑	27.7%↑	41.4%	13.5%	14.4%	17.1%	13.7%
SFHP	17.6%↓	14.8%↓	22.1%	37.3%↑	8.1%	36.2%	18.7%	17.9%	20.7%	6.6%

Table A.2—Adult Respondent Analysis: Gender

↑ Indicates the respondent percentage is statistically significantly higher than the sample frame percentage.

↓ Indicates the respondent percentage is statistically significantly lower than the sample frame percentage.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP/FFS	Adult Respondents		Adult Sample Frame	
	Male	Female	Male	Female
AAH	40.1%	59.9%	45.0%	55.0%
Aetna	47.6%	52.4%	50.3%	49.7%
Anthem Blue Cross	41.9%	58.1%	46.6%	53.4%
Blue Shield Promise	45.2%	54.8%	47.2%	52.8%
CCAH	37.4%↓	62.6%↑	44.0%	56.0%

MCP/FFS	Adult Respondents		Adult Sample Frame	
	Male	Female	Male	Female
CCHP	40.5%	59.5%	44.0%	56.0%
CHG	37.5%	62.5%	42.5%	57.5%
CHW	41.3%	58.7%	43.9%	56.1%
CalOptima	38.3%↓	61.7%↑	44.8%	55.2%
CalViva	38.1%	61.9%	42.4%	57.6%
CenCal	36.6%↓	63.4%↑	44.5%	55.5%
FFS	30.9%↓	69.1%↑	47.1%	52.9%
GCHP	38.8%↓	61.2%↑	44.3%	55.7%
HPSJ	36.7%↓	63.3%↑	42.4%	57.6%
HPSM	43.3%	56.7%	45.4%	54.6%
Health Net	38.2%↓	61.8%↑	45.4%	54.6%
IEHP	42.0%	58.0%	42.6%	57.4%
KHS	35.4%↓	64.6%↑	41.9%	58.1%
Kaiser NorCal	37.5%	62.5%	39.3%	60.7%
Kaiser SoCal	38.5%	61.5%	39.4%	60.6%
L.A. Care	40.9%	59.1%	44.9%	55.1%
Molina	37.7%↓	62.3%↑	46.3%	53.7%
Partnership	37.1%↓	62.9%↑	45.8%	54.2%
SCFHP	42.1%	57.9%	45.1%	54.9%
SFHP	48.7%	51.3%	49.7%	50.3%

Table A.3—Adult Respondent Analysis: Race

↑ Indicates the respondent percentage is statistically significantly higher than the sample frame percentage.

↓ Indicates the respondent percentage is statistically significantly lower than the sample frame percentage.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

An "S" indicates fewer than 11 responses exist in the numerator of this demographic category. HSAG suppressed displaying the number in this report to satisfy the HIPAA of 1996 Privacy Rule's de-identification standard.

MCP/FFS	Adult Respondents				Adult Sample Frame			
	White	Black	Asian	Other	White	Black	Asian	Other
AAH	9.0%	11.8%	30.8%↑	48.4%	9.9%	14.2%	23.7%	52.2%
Aetna	24.9%	3.7%↓	12.6%↑	58.7%	23.1%	8.3%	8.4%	60.2%
Anthem Blue Cross	22.7%	4.2%↓	16.4%↑	56.7%	24.3%	6.8%	11.1%	57.9%
Blue Shield Promise	19.9%	4.0%	13.5%↑	62.5%	23.5%	5.5%	7.5%	63.4%
CCAH	21.8%↑	S	S	70.3%↓	17.3%	2.4%	3.9%	76.3%
CCHP	20.4%↑	9.2%	16.0%↑	54.4%↓	15.9%	11.9%	11.3%	60.9%
CHG	12.9%	3.2%	14.4%↑	69.5%	15.3%	4.7%	9.1%	70.9%
CHW	42.5%	S	S	51.2%	42.2%	1.7%	4.0%	52.1%
CalOptima	20.7%	S	S	57.7%	17.7%	1.8%	19.8%	60.7%
CalViva	12.0%	3.9%	6.2%	77.9%	11.6%	4.3%	5.8%	78.2%
CenCal	43.6%	S	S	52.0%	44.3%	1.3%	2.3%	52.0%
FFS	S	S	S	87.3%	5.3%	2.7%	3.3%	88.7%
GCHP	22.4%	S	S	69.8%	21.2%	1.4%	4.0%	73.4%
HPSJ	19.3%	4.6%↓	15.9%	60.1%	21.3%	7.1%	14.1%	57.5%
HPSM	17.4%	3.0%	27.5%↑	52.1%↓	13.7%	2.7%	20.4%	63.2%
Health Net	17.7%	5.3%↓	14.1%↑	62.9%	16.9%	9.2%	10.1%	63.8%
IEHP	24.9%↑	6.8%↓	8.5%↑	59.9%↓	20.2%	9.4%	5.0%	65.4%
KHS	23.1%	4.9%	4.9%	67.1%	20.2%	6.5%	4.7%	68.6%
Kaiser NorCal	28.9%	5.3%↓	13.7%	52.2%	24.5%	11.4%	13.2%	50.9%

MCP/FFS	Adult Respondents				Adult Sample Frame			
	White	Black	Asian	Other	White	Black	Asian	Other
Kaiser SoCal	29.0%↑	S	S	56.9%↓	24.0%	4.8%	6.9%	64.3%
L.A. Care	14.3%	9.5%	13.3%↑	62.9%	15.3%	11.9%	9.8%	63.1%
Molina	18.0%	6.9%	7.5%	67.5%	18.1%	7.5%	6.8%	67.6%
Partnership	44.6%	S	S	45.2%	40.9%	5.4%	5.9%	47.7%
SCFHP	S	S	36.8%↑	48.0%↓	11.7%	3.3%	30.2%	54.9%
SFHP	13.2%	5.6%	33.1%	48.2%	10.0%	7.6%	32.7%	49.7%

Table A.4—Adult Respondent Analysis: Ethnicity

↑   Indicates the respondent percentage is statistically significantly higher than the sample frame percentage.

↓   Indicates the respondent percentage is statistically significantly lower than the sample frame percentage.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP/FFS	Adult Respondents		Adult Sample Frame	
	Hispanic	Non-Hispanic	Hispanic	Non-Hispanic
AAH	17.6%	82.4%	22.1%	77.9%
Aetna	22.6%	77.4%	20.5%	79.5%
Anthem Blue Cross	36.3%	63.7%	32.3%	67.7%
Blue Shield Promise	28.5%	71.5%	25.8%	74.2%
CCAH	57.6%↓	42.4%↑	65.0%	35.0%
CCHP	28.1%	71.9%	30.6%	69.4%
CHG	35.8%	64.2%	35.8%	64.2%
CHW	42.5%	57.5%	43.8%	56.2%
CalOptima	36.7%	63.3%	37.8%	62.2%
CalViva	55.2%	44.8%	53.2%	46.8%
CenCal	23.5%	76.5%	24.6%	75.4%
FFS	73.6%↑	26.4%↓	58.8%	41.2%
GCHP	44.0%	56.0%	45.7%	54.3%
HPSJ	48.1%	51.9%	47.7%	52.3%
HPSM	29.2%↓	70.8%↑	37.7%	62.3%

MCP/FFS	Adult Respondents		Adult Sample Frame	
	Hispanic	Non-Hispanic	Hispanic	Non-Hispanic
Health Net	53.0%	47.0%	52.0%	48.0%
IEHP	48.8%↓	51.2%↑	56.4%	43.6%
KHS	61.4%	38.6%	63.0%	37.0%
Kaiser NorCal	18.0%	82.0%	18.7%	81.3%
Kaiser SoCal	19.2%↓	80.8%↑	25.2%	74.8%
L.A. Care	56.1%	43.9%	56.1%	43.9%
Molina	41.0%	59.0%	41.5%	58.5%
Partnership	29.9%	70.1%	27.6%	72.4%
SCFHP	29.9%	70.1%	33.9%	66.1%
SFHP	17.1%	82.9%	15.9%	84.1%

Table A.5—Child Respondent Analysis: Age

↑   Indicates the respondent percentage is statistically significantly higher than the sample frame percentage.

↓   Indicates the respondent percentage is statistically significantly lower than the sample frame percentage.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

An "S" indicates fewer than 11 responses exist in the numerator of this demographic category. HSAG suppressed displaying the number in this report to satisfy the HIPAA of 1996 Privacy Rule's de-identification standard.

MCP/FFS	Child Respondents					Child Sample Frame				
	Less than 1	1-3	4-7	8-12	13-17	Less than 1	1-3	4-7	8-12	13-17
AAH	3.6%↑	18.3%	23.6%	22.1%↓	32.4%↑	1.9%	17.9%	24.5%	27.4%	28.3%
Aetna	4.0%	21.3%	24.4%	22.4%	27.8%↑	2.9%	24.3%	25.0%	25.5%	22.3%
Anthem Blue Cross	S	S	20.3%↓	25.1%	33.1%↑	2.1%	18.0%	24.3%	27.4%	28.3%
Blue Shield Promise	3.8%	19.3%	19.3%↓	28.5%	28.9%	2.8%	20.9%	24.3%	26.3%	25.8%
CCAH	2.5%	18.9%	19.6%↓	25.7%	33.3%↑	2.9%	18.3%	24.1%	27.2%	27.6%
CCHP	2.6%	18.1%	19.5%↓	27.2%	32.6%↑	2.2%	18.8%	24.4%	26.7%	27.9%

MCP/FFS	Child Respondents					Child Sample Frame				
	Less than 1	1-3	4-7	8-12	13-17	Less than 1	1-3	4-7	8-12	13-17
CHG	2.3%	14.5%	20.3%	23.9%↓	38.9%↑	2.0%	16.5%	23.3%	28.1%	30.1%
CHW	3.7%	21.6%	19.5%↓	24.5%	30.8%	2.1%	18.4%	24.4%	27.7%	27.3%
CalOptima	2.6%	12.8%↓	20.2%	24.4%	40.0%↑	2.6%	17.3%	23.3%	26.6%	30.2%
CalViva	2.8%	17.2%	23.4%	27.1%	29.6%	2.1%	17.8%	24.2%	28.6%	27.3%
CenCal	4.9%	19.6%	23.1%	23.6%	28.8%	3.6%	20.5%	24.1%	26.0%	25.8%
FFS	S	S	18.0%↓	28.6%	39.8%↑	4.9%	11.8%	26.3%	26.9%	30.1%
GCHP	2.6%	16.5%	22.7%	23.3%	34.9%↑	2.7%	18.2%	23.9%	26.6%	28.7%
HPSJ	3.3%	15.7%↓	22.2%	25.7%	33.1%↑	2.4%	19.1%	24.8%	26.9%	26.9%
HPSM	3.6%	16.6%	23.9%	20.8%↓	35.0%↑	2.8%	17.7%	24.3%	26.8%	28.4%
Health Net	S	S	21.9%	26.8%	36.3%↑	1.6%	15.3%	23.0%	29.5%	30.6%
IEHP	2.1%	15.4%	20.3%↓	25.8%	36.4%↑	1.9%	17.8%	24.9%	27.6%	27.9%
KHS	2.7%	18.5%	23.5%	24.2%↓	31.1%↑	2.2%	18.4%	24.7%	27.8%	26.9%
Kaiser NorCal	2.5%	17.1%	23.0%	22.8%	34.6%↑	2.3%	19.7%	25.8%	26.1%	26.0%
Kaiser SoCal	S	S	23.2%	19.1%↓	39.3%↑	2.3%	20.0%	25.4%	25.0%	27.4%
L.A. Care	1.9%	15.9%	23.5%	24.7%	34.0%↑	1.9%	17.3%	23.9%	27.8%	29.1%
Molina	S	S	19.4%↓	29.1%	34.6%↑	1.6%	16.0%	24.2%	28.5%	29.7%
Partnership	2.4%	18.0%	22.4%	21.7%↓	35.5%↑	2.4%	18.6%	24.5%	27.2%	27.3%
SCFHP	3.4%	15.3%↓	21.5%	23.8%	36.0%↑	2.5%	18.4%	23.5%	26.4%	29.2%
SFHP	2.9%	16.1%	21.1%↓	26.3%	33.6%↑	2.2%	18.0%	24.8%	27.3%	27.7%

Table A.6—Child Respondent Analysis: Gender

↑ Indicates the respondent percentage is statistically significantly higher than the sample frame percentage.

↓ Indicates the respondent percentage is statistically significantly lower than the sample frame percentage.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP/FFS	Child Respondents		Child Sample Frame	
	Male	Female	Male	Female
AAH	51.6%	48.4%	51.3%	48.7%
Aetna	59.1%↑	40.9%↓	52.0%	48.0%
Anthem Blue Cross	54.4%	45.6%	51.3%	48.7%
Blue Shield Promise	51.9%	48.1%	51.6%	48.4%
CCAH	50.7%	49.3%	50.8%	49.2%
CCHP	55.9%↑	44.1%↓	50.9%	49.1%
CHG	53.3%	46.7%	51.4%	48.6%
CHW	53.8%	46.2%	51.3%	48.7%
CalOptima	54.2%	45.8%	51.6%	48.4%
CalViva	51.3%	48.7%	51.0%	49.0%
CenCal	55.3%	44.7%	50.8%	49.2%
FFS	47.4%	52.6%	51.8%	48.2%
GCHP	51.4%	48.6%	51.2%	48.8%
HPSJ	52.5%	47.5%	51.2%	48.8%
HPSM	48.3%	51.7%	52.0%	48.0%
Health Net	53.5%	46.5%	51.2%	48.8%
IEHP	52.6%	47.4%	51.2%	48.8%
KHS	51.7%	48.3%	50.9%	49.1%
Kaiser NorCal	53.8%	46.2%	52.1%	47.9%
Kaiser SoCal	54.9%	45.1%	50.8%	49.2%
L.A. Care	55.2%	44.8%	51.2%	48.8%
Molina	55.6%↑	44.4%↓	51.4%	48.6%
Partnership	54.4%	45.6%	51.3%	48.7%

MCP/FFS	Child Respondents		Child Sample Frame	
	Male	**Female**	**Male**	**Female**
SCFHP	50.4%	49.6%	51.9%	48.1%
SFHP	53.0%	47.0%	51.6%	48.4%

Table A.7—Child Respondent Analysis: Race

↑ Indicates the respondent percentage is statistically significantly higher than the sample frame percentage.

↓ Indicates the respondent percentage is statistically significantly lower than the sample frame percentage.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

An "S" indicates fewer than 11 responses exist in the numerator of this demographic category. HSAG suppressed displaying the number in this report to satisfy the HIPAA of 1996 Privacy Rule's de-identification standard.

MCP/FFS	Child Respondents				Child Sample Frame			
	White	**Black**	**Asian**	**Other**	**White**	**Black**	**Asian**	**Other**
AAH	5.7%	8.4%↓	23.3%↑	62.6%	5.2%	17.4%	13.6%	63.9%
Aetna	13.9%	S	S	73.3%↑	16.8%	9.9%	6.4%	66.9%
Anthem Blue Cross	15.3%	3.8%↓	9.2%↑	71.6%	17.3%	8.0%	5.9%	68.7%
Blue Shield Promise	14.0%	4.0%↓	5.9%	76.1%	15.4%	5.9%	4.1%	74.6%
CCAH	9.6%	S	S	87.7%	8.2%	1.6%	1.5%	88.6%
CCHP	7.8%	7.6%↓	10.9%↑	73.6%↑	10.0%	14.2%	6.1%	69.7%
CHG	9.7%	4.1%	6.8%↑	79.4%	10.4%	5.3%	4.2%	80.0%
CHW	22.2%↓	S	S	72.8%↑	27.5%	1.2%	2.5%	68.8%
CalOptima	S	S	18.4%↑	70.7%↓	12.3%	2.0%	10.7%	75.1%
CalViva	8.0%	3.0%↓	5.2%↑	83.8%	8.4%	5.3%	3.4%	83.0%
CenCal	51.0%	0.0%	S	S	51.4%	0.8%	0.8%	46.9%
FFS	17.3%	S	S	62.4%↓	13.4%	11.6%	1.9%	73.1%
GCHP	17.9%	S	S	77.7%	16.5%	1.2%	1.6%	80.7%
HPSJ	9.2%↓	3.4%↓	11.5%↑	75.9%	11.6%	5.8%	7.3%	75.3%
HPSM	S	S	15.4%↑	78.2%	6.6%	2.0%	10.1%	81.4%

MCP/FFS	Child Respondents				Child Sample Frame			
	White	Black	Asian	Other	White	Black	Asian	Other
Health Net	6.8%↓	2.8%↓	11.9%↑	78.6%	9.3%	8.5%	5.0%	77.2%
IEHP	11.9%	4.0%↓	4.3%↑	79.9%	11.0%	8.0%	2.2%	78.7%
KHS	9.5%↓	2.3%↓	3.7%↑	84.5%↑	11.9%	5.7%	1.8%	80.5%
Kaiser NorCal	25.5%	7.8%↓	14.8%↑	51.9%	22.0%	17.7%	9.1%	51.2%
Kaiser SoCal	21.0%	5.0%↓	8.5%↑	65.5%	20.0%	7.4%	4.6%	68.0%
L.A. Care	7.8%	3.6%↓	10.0%↑	78.7%	8.0%	10.4%	4.7%	76.8%
Molina	10.7%	2.7%↓	5.2%	81.5%↑	12.3%	7.7%	3.7%	76.3%
Partnership	26.7%	4.9%	4.7%	63.6%	28.3%	6.0%	3.5%	62.2%
SCFHP	S	S	24.7%↑	67.9%↓	6.3%	3.2%	15.4%	75.1%
SFHP	2.7%	3.8%↓	35.1%↑	58.5%	3.4%	8.6%	25.3%	62.7%

Table A.8—Child Respondent Analysis: Ethnicity

↑ Indicates the respondent percentage is statistically significantly higher than the sample frame percentage.

↓ Indicates the respondent percentage is statistically significantly lower than the sample frame percentage.

Comparisons are based on the *t* test of statistical significance, with a *p* value of ≤0.05.

MCP/FFS	Child Respondents		Child Sample Frame	
	Hispanic	Non-Hispanic	Hispanic	Non-Hispanic
AAH	43.6%	56.4%	42.2%	57.8%
Aetna	41.2%↑	58.8%↓	33.5%	66.5%
Anthem Blue Cross	50.4%	49.6%	46.7%	53.3%
Blue Shield Promise	48.1%	51.9%	47.7%	52.3%
CCAH	75.5%	24.5%	74.8%	25.2%
CCHP	45.1%	54.9%	42.5%	57.5%
CHG	61.6%	38.4%	57.7%	42.3%
CHW	58.4%↑	41.6%↓	51.9%	48.1%
CalOptima	58.6%	41.4%	60.2%	39.8%
CalViva	71.1%↑	28.9%↓	66.8%	33.2%

MCP/FFS	Child Respondents		Child Sample Frame	
	Hispanic	Non-Hispanic	Hispanic	Non-Hispanic
CenCal	30.8%	69.2%	32.1%	67.9%
FFS	34.6%	65.4%	29.1%	70.9%
GCHP	63.1%	36.9%	64.6%	35.4%
HPSJ	57.2%↑	42.8%↓	51.9%	48.1%
HPSM	54.4%	45.6%	58.0%	42.0%
Health Net	69.4%	30.6%	65.5%	34.5%
IEHP	58.7%	41.3%	57.8%	42.2%
KHS	70.1%↑	29.9%↓	63.8%	36.2%
Kaiser NorCal	23.6%	76.4%	23.7%	76.3%
Kaiser SoCal	40.8%	59.2%	41.8%	58.2%
L.A. Care	70.6%	29.4%	69.6%	30.4%
Molina	58.1%↑	41.9%↓	53.1%	46.9%
Partnership	44.9%↑	55.1%↓	38.1%	61.9%
SCFHP	53.9%↓	46.1%↑	60.7%	39.3%
SFHP	34.9%	65.1%	34.8%	65.2%

HSAG identified statistically significant results for age, gender, race, and ethnicity for the adult population. Table A.9 shows the number of MCPs within each reportable demographic category that had a statistically significantly higher or lower respondent percentage compared to the sample frame percentage.

Table A.9—Adult Respondent Analysis: Summary of Results

For Gender and Ethnicity, if the respondent percentage is significantly higher for one demographic category, then the respondent percentage for the other demographic category has to be significantly lower.

	Number of MCPs with a Reportable Demographic Category	
	Significantly Higher Respondent Percentage	Significantly Lower Respondent Percentage
Age		
18 to 34	0 (Out of 24)	24 (Out of 24)
35 to 44	0 (Out of 24)	18 (Out of 24)
45 to 54	6 (Out of 24)	1 (Out of 24)
55 to 64	24 (Out of 24)	0 (Out of 24)
65 or older	20 (Out of 24)	0 (Out of 24)
Gender		
Male	0 (Out of 24)	9 (Out of 24)
Female	9 (Out of 24)	0 (Out of 24)
Race		
White	4 (Out of 23)	0 (Out of 23)
Black	0 (Out of 16)	6 (Out of 16)
Asian	11 (Out of 17)	0 (Out of 17)
Other	0 (Out of 24)	6 (Out of 24)
Ethnicity		
Hispanic	0 (Out of 24)	4 (Out of 24)
Non-Hispanic	4 (Out of 24)	0 (Out of 24)

HSAG identified statistically significant results for age, gender, race, and ethnicity for the child population. Table A.10 shows the number of MCPs within each reportable demographic category that had a statistically significantly higher or lower respondent percentage compared to the sample frame percentage.

Table A.10—Child Respondent Analysis: Summary of Results

For Gender and Ethnicity, if the respondent percentage is significantly higher for one demographic category, then the respondent percentage for the other demographic category has to be significantly lower.

	Number of MCPs with a Reportable Demographic Category	
	Significantly Higher Respondent Percentage	**Significantly Lower Respondent Percentage**
Age		
Less than 1	1 (Out of 20)	0 (Out of 20)
1 to 3	0 (Out of 20)	3 (Out of 20)
4 to 7	0 (Out of 24)	8 (Out of 24)
8 to 12	0 (Out of 24)	6 (Out of 24)
13 to 17	20 (Out of 24)	0 (Out of 24)
Gender		
Male	3 (Out of 24)	0 (Out of 24)
Female	0 (Out of 24)	3 (Out of 24)
Race		
White	0 (Out of 21)	4 (Out of 21)
Black	0 (Out of 17)	14 (Out of 17)
Asian	16 (Out of 19)	0 (Out of 19)
Other	5 (Out of 23)	2 (Out of 23)
Ethnicity		
Hispanic	7 (Out of 24)	1 (Out of 24)
Non-Hispanic	1 (Out of 24)	7 (Out of 24)

Appendix B: Supplemental Items Results

Table B.1 through Table B.18 show the number (n) and percentage of responses (%) for each supplemental item, and data are presented for each MCP, FFS, unweighted MCP average (MCPs combined), and unweighted Statewide average (i.e., MCPs and FFS combined). HSAG did not perform any statistical testing on these results.

Adult Results

Receive Information About Staying Healthy

Members were asked how they would like to receive health information from their health plan about how to stay healthy (Question 41). Table B.1 shows the results for this question.

Table B.1—Receive Information About Staying Healthy

Respondents can choose more than one response for this question; therefore, percentages will not total 100%.

An "S" indicates fewer than 11 responses exist in the numerator of this measure. HSAG suppressed displaying the number in this report to satisfy the HIPAA of 1996 Privacy Rule's de-identification standard.

MCP/FFS	Email		Text		Mobile Application		Website		Social Media	
	n	%	n	%	n	%	n	%	n	%
Statewide Average	**4,832**	**58.5%**	**3,776**	**45.7%**	**1,166**	**14.1%**	**1,556**	**18.8%**	**S**	**S**
MCP Average	**4,773**	**58.6%**	**3,716**	**45.6%**	**1,154**	**14.2%**	**1,542**	**18.9%**	**433**	**5.3%**
AAH	161	60.5%	115	43.2%	51	19.2%	56	21.1%	11	4.1%
Aetna	215	66.6%	137	42.4%	50	15.5%	64	19.8%	18	5.6%
Anthem Blue Cross	182	57.2%	135	42.5%	40	12.6%	66	20.8%	13	4.1%
Blue Shield Promise	201	64.0%	145	46.2%	34	10.8%	57	18.2%	12	3.8%
CCAH	203	53.4%	178	46.8%	61	16.1%	63	16.6%	20	5.3%
CCHP	179	58.5%	138	45.1%	54	17.6%	63	20.6%	12	3.9%
CHG	170	56.9%	144	48.2%	35	11.7%	53	17.7%	17	5.7%
CHW	200	54.5%	146	39.8%	52	14.2%	76	20.7%	22	6.0%

	Email		Text		Mobile Application		Website		Social Media	
MCP/FFS	**n**	**%**	**n**	**%**	**n**	**%**	**n**	**%**	**n**	**%**
CalOptima	249	61.3%	172	42.4%	44	10.8%	77	19.0%	30	7.4%
CalViva	156	48.1%	161	49.7%	39	12.0%	39	12.0%	23	7.1%
CenCal	211	56.9%	183	49.3%	45	12.1%	54	14.6%	19	5.1%
FFS	59	56.2%	60	57.1%	12	11.4%	14	13.3%	S	S
GCHP	193	59.6%	137	42.3%	44	13.6%	65	20.1%	16	4.9%
HPSJ	206	55.2%	186	49.9%	52	13.9%	63	16.9%	29	7.8%
HPSM	181	56.2%	145	45.0%	41	12.7%	55	17.1%	18	5.6%
Health Net	223	58.2%	177	46.2%	52	13.6%	55	14.4%	17	4.4%
IEHP	206	56.7%	191	52.6%	43	11.8%	52	14.3%	18	5.0%
KHS	183	48.5%	213	56.5%	60	15.9%	71	18.8%	25	6.6%
Kaiser NorCal	266	70.7%	142	37.8%	72	19.1%	92	24.5%	20	5.3%
Kaiser SoCal	268	71.8%	136	36.5%	58	15.5%	100	26.8%	14	3.8%
L.A. Care	194	54.5%	173	48.6%	46	12.9%	65	18.3%	21	5.9%
Molina	146	54.9%	145	54.5%	26	9.8%	31	11.7%	15	5.6%
Partnership	172	58.9%	122	41.8%	33	11.3%	61	20.9%	15	5.1%
SCFHP	203	59.9%	145	42.8%	55	16.2%	83	24.5%	13	3.8%
SFHP	205	61.7%	150	45.2%	67	20.2%	81	24.4%	15	4.5%

Needed Interpreter

Members were asked if they needed an interpreter at their personal doctor's office (Question 42). Table B.2 shows the results for this question.

Table B.2—Needed Interpreter

	Yes		No	
MCP/FFS	**n**	**%**	**n**	**%**
Statewide Average	**1,639**	**18.4%**	**7,291**	**81.6%**
MCP Average	**1,594**	**18.1%**	**7,228**	**81.9%**
AAH	49	17.3%	235	82.7%
Aetna	42	12.3%	300	87.7%

MCP/FFS	Yes		No	
	n	%	n	%
Anthem Blue Cross	56	16.2%	289	83.8%
Blue Shield Promise	64	18.7%	278	81.3%
CCAH	85	20.9%	322	79.1%
CCHP	58	17.6%	271	82.4%
CHG	73	22.1%	258	77.9%
CHW	61	14.6%	357	85.4%
CalOptima	80	18.3%	357	81.7%
CalViva	95	27.1%	255	72.9%
CenCal	71	17.9%	326	82.1%
FFS	45	41.7%	63	58.3%
GCHP	55	15.5%	300	84.5%
HPSJ	82	20.1%	325	79.9%
HPSM	87	24.6%	266	75.4%
Health Net	100	24.0%	316	76.0%
IEHP	55	13.6%	350	86.4%
KHS	74	18.5%	326	81.5%
Kaiser NorCal	38	9.7%	354	90.3%
Kaiser SoCal	19	4.9%	366	95.1%
L.A. Care	90	23.2%	298	76.8%
Molina	65	21.8%	233	78.2%
Partnership	45	13.9%	278	86.1%
SCFHP	92	25.0%	276	75.0%
SFHP	58	16.6%	292	83.4%

Got Interpreter

Members were asked how often they got an interpreter when they needed one during visits to their personal doctor's office (Question 43). Table B.3 shows the results for this question.

Table B.3—Got Interpreter

Please note: Results presented in this table are based on respondents who answered "Yes" to Question 42, that they needed an interpreter.

An "S" indicates fewer than 11 responses exist in the numerator of this measure. HSAG suppressed displaying the number in this report to satisfy the HIPAA of 1996 Privacy Rule's de-identification standard.

MCP/FFS	Never n	Never %	Sometimes n	Sometimes %	Usually n	Usually %	Always n	Always %
Statewide Average	**181**	**11.7%**	**325**	**21.0%**	**361**	**23.4%**	**677**	**43.8%**
MCP Average	**176**	**11.7%**	**321**	**21.4%**	**344**	**22.9%**	**659**	**43.9%**
AAH	S	S	14	29.8%	14	29.8%	S	S
Aetna	S	S	12	30.0%	S	S	13	32.5%
Anthem Blue Cross	S	S	19	34.5%	S	S	22	40.0%
Blue Shield Promise	11	18.6%	13	22.0%	13	22.0%	22	37.3%
CCAH	S	S	S	S	18	22.8%	34	43.0%
CCHP	S	S	S	S	15	28.3%	25	47.2%
CHG	S	S	27	40.3%	S	S	26	38.8%
CHW	S	S	S	S	12	20.7%	31	53.4%
CalOptima	16	21.6%	18	24.3%	14	18.9%	26	35.1%
CalViva	S	S	S	S	25	27.5%	42	46.2%
CenCal	S	S	S	S	20	29.9%	35	52.2%
FFS	S	S	S	S	S	S	18	40.9%
GCHP	S	S	S	S	S	S	30	57.7%
HPSJ	S	S	S	S	22	27.8%	31	39.2%
HPSM	S	S	22	26.5%	S	S	40	48.2%
Health Net	13	13.8%	16	17.0%	30	31.9%	35	37.2%
IEHP	S	S	13	24.5%	S	S	28	52.8%
KHS	S	S	S	S	22	31.0%	34	47.9%
Kaiser NorCal	S	S	S	S	S	S	15	41.7%

MCP/FFS	Never		Sometimes		Usually		Always	
	n	%	n	%	n	%	n	%
Kaiser SoCal	S	S	S	S	S	S	S	S
L.A. Care	S	S	S	S	23	26.7%	42	48.8%
Molina	17	27.4%	S	S	S	S	31	50.0%
Partnership	S	S	S	S	11	26.8%	17	41.5%
SCFHP	13	16.0%	18	22.2%	18	22.2%	32	39.5%
SFHP	S	S	S	S	11	20.4%	27	50.0%

Talked About Getting Help with Non-Medical Issues

Members were asked if they talked with their personal doctor or someone from their health plan about getting help for any non-medical issues (Question 44). Table B.4 shows the results for this question.

Table B.4—Talked About Getting Help with Non-Medical Issues

An "S" indicates fewer than 11 responses exist in the numerator of this measure. HSAG suppressed displaying the number in this report to satisfy the HIPAA of 1996 Privacy Rule's de-identification standard.

MCP/FFS	Yes		No	
	n	%	n	%
Statewide Average	**S**	**S**	**S**	**S**
MCP Average	**800**	**9.0%**	**8,075**	**91.0%**
AAH	28	9.9%	255	90.1%
Aetna	24	7.0%	318	93.0%
Anthem Blue Cross	28	8.0%	321	92.0%
Blue Shield Promise	36	10.5%	308	89.5%
CCAH	41	9.9%	372	90.1%
CCHP	37	11.1%	295	88.9%
CHG	39	11.7%	294	88.3%
CHW	42	10.0%	379	90.0%
CalOptima	33	7.6%	403	92.4%
CalViva	26	7.4%	326	92.6%
CenCal	36	9.0%	362	91.0%

MCP/FFS	Yes		No	
	n	%	n	%
FFS	S	S	S	S
GCHP	34	9.6%	320	90.4%
HPSJ	27	6.6%	382	93.4%
HPSM	32	9.1%	321	90.9%
Health Net	22	5.2%	398	94.8%
IEHP	36	8.8%	373	91.2%
KHS	40	10.0%	361	90.0%
Kaiser NorCal	30	7.7%	362	92.3%
Kaiser SoCal	25	6.4%	363	93.6%
L.A. Care	34	8.7%	359	91.3%
Molina	30	10.0%	270	90.0%
Partnership	27	8.2%	301	91.8%
SCFHP	39	10.5%	333	89.5%
SFHP	54	15.3%	299	84.7%

Transportation Help

Members were asked how often help with transportation from their health plan met their needs (Question 45). Table B.5 shows the results for this question.

Table B.5—Transportation Help

An "S" indicates fewer than 11 responses exist in the numerator of this measure. HSAG suppressed displaying the number in this report to satisfy the HIPAA of 1996 Privacy Rule's de-identification standard.

MCP/FFS	Never		Sometimes		Usually		Always	
	n	%	n	%	n	%	n	%
Statewide Average	**S**	**S**	**S**	**S**	**S**	**S**	**319**	**6.9%**
MCP Average	**3,870**	**84.4%**	**241**	**5.3%**	**153**	**3.3%**	**319**	**7.0%**
AAH	119	78.8%	S	S	S	S	15	9.9%
Aetna	160	87.9%	S	S	S	S	S	S
Anthem Blue Cross	159	84.1%	14	7.4%	S	S	S	S

MCP/FFS	Never		Sometimes		Usually		Always	
	n	%	n	%	n	%	n	%
Blue Shield Promise	135	71.1%	S	S	S	S	31	16.3%
CCAH	194	88.6%	12	5.5%	S	S	S	S
CCHP	147	85.0%	S	S	S	S	S	S
CHG	148	79.6%	S	S	S	S	17	9.1%
CHW	181	85.8%	S	S	S	S	15	7.1%
CalOptima	187	82.7%	S	S	S	S	18	8.0%
CalViva	135	80.4%	16	9.5%	S	S	S	S
CenCal	161	89.0%	S	S	S	S	S	S
FFS	S	S	S	S	S	S	0	0.0%
GCHP	158	87.8%	S	S	S	S	S	S
HPSJ	195	90.7%	S	S	S	S	S	S
HPSM	141	74.6%	S	S	S	S	26	13.8%
Health Net	185	87.7%	S	S	S	S	12	5.7%
IEHP	182	87.5%	S	S	S	S	14	6.7%
KHS	179	78.9%	S	S	S	S	26	11.5%
Kaiser NorCal	167	92.8%	S	S	S	S	S	S
Kaiser SoCal	S	S	S	S	S	S	S	S
L.A. Care	165	82.5%	S	S	S	S	14	7.0%
Molina	131	80.9%	14	8.6%	S	S	S	S
Partnership	148	91.4%	S	S	S	S	S	S
SCFHP	172	83.1%	S	S	S	S	14	6.8%
SFHP	149	80.5%	S	S	S	S	15	8.1%

Received Care from Multiple Providers or Used Multiple Health Care Services

Members were asked if they got care from more than one kind of health care provider or used more than one kind of health care service (Question 46). Table B.6 shows the results for this question.

Table B.6—Received Care from Multiple Providers or Used Multiple Health Care Services

	Yes		No	
MCP/FFS	**n**	**%**	**n**	**%**
Statewide Average	**2,089**	**23.5%**	**6,815**	**76.5%**
MCP Average	**2,072**	**23.6%**	**6,724**	**76.4%**
AAH	55	19.4%	229	80.6%
Aetna	84	24.8%	255	75.2%
Anthem Blue Cross	57	16.4%	290	83.6%
Blue Shield Promise	105	30.8%	236	69.2%
CCAH	102	24.8%	309	75.2%
CCHP	74	22.7%	252	77.3%
CHG	93	28.5%	233	71.5%
CHW	100	23.8%	320	76.2%
CalOptima	90	20.8%	342	79.2%
CalViva	89	25.6%	258	74.4%
CenCal	120	30.5%	274	69.5%
FFS	17	15.7%	91	84.3%
GCHP	97	27.4%	257	72.6%
HPSJ	94	23.0%	314	77.0%
HPSM	72	20.5%	280	79.5%
Health Net	91	22.0%	322	78.0%
IEHP	104	25.9%	298	74.1%
KHS	112	28.4%	283	71.6%
Kaiser NorCal	75	19.2%	316	80.8%
Kaiser SoCal	64	16.7%	320	83.3%
L.A. Care	93	24.0%	295	76.0%

MCP/FFS	Yes		No	
	n	%	n	%
Molina	66	22.1%	232	77.9%
Partnership	71	21.9%	253	78.1%
SCFHP	78	21.1%	291	78.9%
SFHP	86	24.5%	265	75.5%

Needed Help Managing Care Among Different Providers and Services

Members were asked if they needed help from anyone in their health plan to manage their care among the different providers and services (Question 47). Table B.7 shows the results for this question.

Table B.7—Needed Help Managing Care Among Different Providers and Services

Please note: Results presented in this table are based on respondents who answered "Yes" to Question 46, that they got care from more than one kind of provider or used more than one service.

An "S" indicates fewer than 11 responses exist in the numerator of this measure. HSAG suppressed displaying the number in this report to satisfy the HIPAA of 1996 Privacy Rule's de-identification standard.

MCP/FFS	Yes		No	
	n	%	n	%
Statewide Average	**S**	**S**	**S**	**S**
MCP Average	**715**	**35.5%**	**1,298**	**64.5%**
AAH	31	57.4%	23	42.6%
Aetna	28	33.7%	55	66.3%
Anthem Blue Cross	23	42.6%	31	57.4%
Blue Shield Promise	36	34.6%	68	65.4%
CCAH	28	29.5%	67	70.5%
CCHP	30	41.1%	43	58.9%
CHG	33	36.3%	58	63.7%
CHW	28	28.0%	72	72.0%
CalOptima	35	40.2%	52	59.8%

MCP/FFS	Yes		No	
	n	%	n	%
CalViva	33	37.9%	54	62.1%
CenCal	42	35.9%	75	64.1%
FFS	S	S	S	S
GCHP	30	31.6%	65	68.4%
HPSJ	30	33.3%	60	66.7%
HPSM	33	47.8%	36	52.2%
Health Net	22	25.9%	63	74.1%
IEHP	38	37.3%	64	62.7%
KHS	41	36.6%	71	63.4%
Kaiser NorCal	22	29.3%	53	70.7%
Kaiser SoCal	14	23.0%	47	77.0%
L.A. Care	32	36.0%	57	64.0%
Molina	26	40.6%	38	59.4%
Partnership	21	30.4%	48	69.6%
SCFHP	32	41.6%	45	58.4%
SFHP	27	33.8%	53	66.3%

Got Help Managing Care Among Different Providers and Services

Members were asked if they got the help that they needed from their health plan to manage their care among the different providers and services (Question 48). Table B.8 shows the results for this question.

Table B.8—Got Help Managing Care Among Different Providers and Services

Please note: Results presented in this table are based on respondents who answered "Yes" to Question 47, that they needed help managing care among different providers and services.

An "S" indicates fewer than 11 responses exist in the numerator of this measure. HSAG suppressed displaying the number in this report to satisfy the HIPAA of 1996 Privacy Rule's de-identification standard.

MCP/FFS	Yes, definitely		Yes, somewhat		No	
	n	%	n	%	n	%
Statewide Average	**S**	**S**	**S**	**S**	**S**	**S**
MCP Average	**404**	**57.1%**	**219**	**30.9%**	**85**	**12.0%**
AAH	S	S	14	45.2%	S	S
Aetna	16	57.1%	S	S	S	S
Anthem Blue Cross	S	S	S	S	S	S
Blue Shield Promise	S	S	17	48.6%	S	S
CCAH	S	S	S	S	S	S
CCHP	17	58.6%	S	S	S	S
CHG	S	S	S	S	S	S
CHW	S	S	S	S	S	S
CalOptima	22	62.9%	S	S	S	S
CalViva	18	54.5%	S	S	S	S
CenCal	27	64.3%	S	S	S	S
FFS	S	S	S	S	S	S
GCHP	18	60.0%	S	S	S	S
HPSJ	S	S	S	S	S	S
HPSM	22	66.7%	S	S	S	S
Health Net	S	S	S	S	S	S
IEHP	22	57.9%	S	S	S	S
KHS	24	58.5%	S	S	S	S

MCP/FFS	Yes, definitely		Yes, somewhat		No	
	n	**%**	**n**	**%**	**n**	**%**
Kaiser NorCal	S	S	S	S	S	S
Kaiser SoCal	S	S	S	S	S	S
L.A. Care	18	56.3%	S	S	S	S
Molina	14	56.0%	S	S	S	S
Partnership	S	S	S	S	S	S
SCFHP	16	50.0%	S	S	S	S
SFHP	S	S	S	S	S	S

Child Results

Asked About Child's Mental or Emotional Health

Parents/caretakers of child members were asked if their child's personal doctor or anyone from the office asked them about their child's mental or emotional health (Question 42). Table B.9 shows the results for this question.

Table B.9—Asked About Child's Mental or Emotional Health

MCP/FFS	Yes		No	
	n	%	n	%
Statewide Average	**4,420**	**33.7%**	**8,677**	**66.3%**
MCP Average	**4,366**	**33.7%**	**8,601**	**66.3%**
AAH	205	36.2%	362	63.8%
Aetna	118	34.2%	227	65.8%
Anthem Blue Cross	154	30.1%	358	69.9%
Blue Shield Promise	209	41.2%	298	58.8%
CCAH	209	35.5%	379	64.5%
CCHP	161	33.5%	320	66.5%
CHG	215	36.5%	374	63.5%
CHW	171	33.1%	345	66.9%
CalOptima	143	33.6%	282	66.4%
CalViva	228	31.9%	487	68.1%
CenCal	123	36.3%	216	63.7%
FFS	54	41.5%	76	58.5%
GCHP	162	33.1%	327	66.9%
HPSJ	208	27.9%	537	72.1%
HPSM	128	39.5%	196	60.5%
Health Net	137	29.8%	323	70.2%
IEHP	225	33.7%	443	66.3%
KHS	271	29.8%	637	70.2%
Kaiser NorCal	174	33.9%	340	66.1%
Kaiser SoCal	177	39.1%	276	60.9%

MCP/FFS	Yes		No	
	n	%	n	%
L.A. Care	192	33.2%	386	66.8%
Molina	185	33.5%	368	66.5%
Partnership	210	37.4%	351	62.6%
SCFHP	201	30.3%	463	69.7%
SFHP	160	34.3%	306	65.7%

Child Got Needed Mental Health Care or Counseling

Parents/caretakers of child members were asked if their child got all the mental health care or counseling that they needed (Question 43). Table B.10 shows the results for this question.

Table B.10—Child Got Needed Mental Health Care or Counseling

MCP/FFS	Yes		No	
	n	%	n	%
Statewide Average	**2,091**	**41.9%**	**2,894**	**58.1%**
MCP Average	**2,054**	**41.7%**	**2,872**	**58.3%**
AAH	95	37.7%	157	62.3%
Aetna	56	40.9%	81	59.1%
Anthem Blue Cross	75	40.8%	109	59.2%
Blue Shield Promise	97	45.3%	117	54.7%
CCAH	92	44.7%	114	55.3%
CCHP	81	46.3%	94	53.7%
CHG	90	42.7%	121	57.3%
CHW	79	46.7%	90	53.3%
CalOptima	72	40.9%	104	59.1%
CalViva	101	38.5%	161	61.5%
CenCal	65	54.2%	55	45.8%
FFS	37	62.7%	22	37.3%
GCHP	80	43.7%	103	56.3%
HPSJ	103	36.9%	176	63.1%
HPSM	53	41.4%	75	58.6%

MCP/FFS	Yes		No	
	n	%	n	%
Health Net	72	39.8%	109	60.2%
IEHP	123	44.4%	154	55.6%
KHS	111	37.4%	186	62.6%
Kaiser NorCal	93	45.4%	112	54.6%
Kaiser SoCal	76	53.5%	66	46.5%
L.A. Care	75	37.1%	127	62.9%
Molina	73	35.8%	131	64.2%
Partnership	115	49.4%	118	50.6%
SCFHP	105	35.8%	188	64.2%
SFHP	72	36.7%	124	63.3%

Needed Interpreter

Parents/caretakers of child members were asked if they needed an interpreter at their child's personal doctor's office (Question 44). Table B.11 shows the results for this question.

Table B.11—Needed Interpreter

MCP/FFS	Yes		No	
	n	%	n	%
Statewide Average	**2,887**	**22.1%**	**10,174**	**77.9%**
MCP Average	**2,875**	**22.2%**	**10,057**	**77.8%**
AAH	142	24.9%	428	75.1%
Aetna	65	18.8%	280	81.2%
Anthem Blue Cross	109	21.4%	400	78.6%
Blue Shield Promise	99	19.6%	407	80.4%
CCAH	146	24.9%	441	75.1%
CCHP	137	28.5%	343	71.5%
CHG	120	20.6%	463	79.4%
CHW	112	21.7%	404	78.3%
CalOptima	73	17.3%	349	82.7%
CalViva	218	30.7%	493	69.3%

		Yes		No
MCP/FFS	**n**	**%**	**n**	**%**
CenCal	81	24.1%	255	75.9%
FFS	12	9.3%	117	90.7%
GCHP	82	17.2%	396	82.8%
HPSJ	206	27.4%	545	72.6%
HPSM	81	25.6%	236	74.4%
Health Net	116	25.5%	339	74.5%
IEHP	122	18.1%	553	81.9%
KHS	233	25.6%	676	74.4%
Kaiser NorCal	41	7.9%	478	92.1%
Kaiser SoCal	17	3.7%	438	96.3%
L.A. Care	131	22.7%	446	77.3%
Molina	138	25.1%	411	74.9%
Partnership	103	18.3%	460	81.7%
SCFHP	167	25.3%	492	74.7%
SFHP	136	29.6%	324	70.4%

Got Interpreter

Parents/caretakers of child members were asked how often they got an interpreter when they needed one during visits to their child's personal doctor's office (Question 45). Table B.12 shows the results for this question.

Table B.12—Got Interpreter

Please note: Results presented in this table are based on respondents who answered "Yes" to Question 44, that they needed an interpreter.

An "S" indicates fewer than 11 responses exist in the numerator of this measure. HSAG suppressed displaying the number in this report to satisfy the HIPAA of 1996 Privacy Rule's de-identification standard.

MCP/FFS	Never		Sometimes		Usually		Always	
	n	%	n	%	n	%	n	%
Statewide Average	**136**	**4.9%**	**S**	**S**	**S**	**S**	**S**	**S**
MCP Average	**136**	**4.9%**	**549**	**19.7%**	**686**	**24.6%**	**1,417**	**50.8%**
AAH	S	S	33	24.3%	S	S	69	50.7%
Aetna	S	S	S	S	14	22.2%	34	54.0%
Anthem Blue Cross	S	S	22	20.6%	S	S	62	57.9%
Blue Shield Promise	S	S	S	S	26	26.8%	48	49.5%
CCAH	S	S	S	S	32	23.0%	75	54.0%
CCHP	S	S	S	S	33	24.6%	66	49.3%
CHG	S	S	S	S	25	21.2%	66	55.9%
CHW	S	S	S	S	26	23.9%	64	58.7%
CalOptima	S	S	S	S	18	25.0%	35	48.6%
CalViva	S	S	S	S	51	24.4%	110	52.6%
CenCal	S	S	20	25.0%	S	S	40	50.0%
FFS	0	0.0%	S	S	S	S	S	S
GCHP	S	S	S	S	17	21.3%	44	55.0%
HPSJ	15	7.6%	29	14.6%	60	30.3%	94	47.5%
HPSM	S	S	S	S	19	24.1%	41	51.9%
Health Net	S	S	S	S	24	21.2%	60	53.1%
IEHP	S	S	S	S	33	28.0%	66	55.9%
KHS	S	S	S	S	55	24.6%	105	46.9%

MCP/FFS	Never n	Never %	Sometimes n	Sometimes %	Usually n	Usually %	Always n	Always %
Kaiser NorCal	S	S	S	S	13	32.5%	15	37.5%
Kaiser SoCal	0	0.0%	S	S	S	S	S	S
L.A. Care	S	S	S	S	32	24.6%	64	49.2%
Molina	S	S	S	S	35	26.9%	61	46.9%
Partnership	S	S	S	S	26	26.0%	53	53.0%
SCFHP	11	6.8%	41	25.3%	43	26.5%	67	41.4%
SFHP	S	S	S	S	37	27.8%	68	51.1%

Talked About Getting Help with Non-Medical Issues

Parents/caretakers of child members were asked if they talked with their child's personal doctor or health plan about getting help for any non-medical issues (Question 46). Table B.13 shows the results for this question.

Table B.13—Talked About Getting Help with Non-Medical Issues

An "S" indicates fewer than 11 responses exist in the numerator of this measure. HSAG suppressed displaying the number in this report to satisfy the HIPAA of 1996 Privacy Rule's de-identification standard.

MCP/FFS	Yes n	Yes %	No n	No %
Statewide Average	**S**	**S**	**S**	**S**
MCP Average	**749**	**5.8%**	**12,107**	**94.2%**
AAH	57	10.1%	509	89.9%
Aetna	22	6.5%	317	93.5%
Anthem Blue Cross	29	5.7%	482	94.3%
Blue Shield Promise	28	5.6%	474	94.4%
CCAH	41	7.0%	545	93.0%
CCHP	25	5.2%	454	94.8%
CHG	36	6.2%	548	93.8%
CHW	17	3.3%	496	96.7%
CalOptima	25	6.0%	393	94.0%
CalViva	40	5.7%	666	94.3%

MCP/FFS	Yes		No	
	n	%	n	%
CenCal	20	6.1%	310	93.9%
FFS	S	S	S	S
GCHP	18	3.8%	457	96.2%
HPSJ	44	5.9%	700	94.1%
HPSM	32	10.0%	289	90.0%
Health Net	20	4.4%	434	95.6%
IEHP	29	4.3%	640	95.7%
KHS	39	4.3%	862	95.7%
Kaiser NorCal	22	4.3%	492	95.7%
Kaiser SoCal	22	4.9%	429	95.1%
L.A. Care	27	4.7%	549	95.3%
Molina	35	6.4%	511	93.6%
Partnership	31	5.5%	528	94.5%
SCFHP	45	6.9%	607	93.1%
SFHP	45	9.8%	415	90.2%

Got Help with Non-Medical Concerns

Parents/caretakers of child members were asked how often they got help from their child's personal doctor or health plan for non-medical concerns when they needed it (Question 47). Table B.14 shows the results for this question.

Table B.14—Got Help with Non-Medical Concerns

Please note: Results presented in this table are based on respondents who answered "Yes" to Question 46, that they talked about getting help for non-medical issues.

An "S" indicates fewer than 11 responses exist in the numerator of this measure. HSAG suppressed displaying the number in this report to satisfy the HIPAA of 1996 Privacy Rule's de-identification standard.

MCP/FFS	Never		Sometimes		Usually		Always	
	n	%	n	%	n	%	n	%
Statewide Average	S	S	177	24.1%	S	S	S	S
MCP Average	90	12.3%	177	24.3%	182	25.0%	280	38.4%

MCP/FFS	Never		Sometimes		Usually		Always	
	n	%	n	%	n	%	n	%
AAH	S	S	S	S	18	31.6%	19	33.3%
Aetna	S	S	S	S	S	S	S	S
Anthem Blue Cross	S	S	12	41.4%	S	S	S	S
Blue Shield Promise	S	S	S	S	S	S	11	42.3%
CCAH	S	S	S	S	S	S	19	47.5%
CCHP	S	S	S	S	S	S	S	S
CHG	S	S	S	S	S	S	18	51.4%
CHW	S	S	S	S	S	S	S	S
CalOptima	S	S	S	S	11	44.0%	S	S
CalViva	S	S	S	S	S	S	15	38.5%
CenCal	S	S	S	S	S	S	S	S
FFS	S	S	0	0.0%	S	S	S	S
GCHP	S	S	S	S	S	S	S	S
HPSJ	S	S	S	S	S	S	18	42.9%
HPSM	S	S	S	S	S	S	13	41.9%
Health Net	S	S	S	S	S	S	S	S
IEHP	S	S	S	S	S	S	S	S
KHS	S	S	S	S	11	28.9%	S	S
Kaiser NorCal	S	S	S	S	S	S	S	S
Kaiser SoCal	S	S	S	S	S	S	S	S
L.A. Care	S	S	S	S	S	S	S	S
Molina	S	S	S	S	S	S	17	50.0%
Partnership	S	S	S	S	S	S	S	S
SCFHP	S	S	17	37.8%	S	S	15	33.3%
SFHP	S	S	13	29.5%	S	S	20	45.5%

Child Received Care from Multiple Providers or Used Multiple Health Care Services

Parents/caretakers of child members were asked if their child got care from more than one kind of health care provider or used more than one kind of health care service (Question 48). Table B.15 shows the results for this question.

Table B.15—Child Received Care from Multiple Providers or Used Multiple Health Care Services

	Yes		No	
MCP/FFS	**n**	**%**	**n**	**%**
Statewide Average	**2,186**	**16.9%**	**10,783**	**83.1%**
MCP Average	**2,161**	**16.8%**	**10,680**	**83.2%**
AAH	87	15.5%	475	84.5%
Aetna	71	20.8%	270	79.2%
Anthem Blue Cross	83	16.3%	427	83.7%
Blue Shield Promise	85	17.1%	412	82.9%
CCAH	108	18.4%	478	81.6%
CCHP	79	16.4%	403	83.6%
CHG	101	17.3%	483	82.7%
CHW	97	18.9%	415	81.1%
CalOptima	83	20.0%	332	80.0%
CalViva	112	16.0%	589	84.0%
CenCal	70	21.0%	264	79.0%
FFS	25	19.5%	103	80.5%
GCHP	82	17.3%	392	82.7%
HPSJ	110	14.8%	634	85.2%
HPSM	54	17.1%	261	82.9%
Health Net	68	14.9%	389	85.1%
IEHP	116	17.3%	553	82.7%
KHS	160	17.7%	744	82.3%
Kaiser NorCal	82	16.0%	432	84.0%
Kaiser SoCal	79	17.7%	368	82.3%

MCP/FFS	Yes		No	
	n	%	n	%
L.A. Care	76	13.2%	499	86.8%
Molina	83	15.3%	458	84.7%
Partnership	107	19.1%	454	80.9%
SCFHP	97	14.8%	557	85.2%
SFHP	71	15.4%	391	84.6%

Needed Help Managing Child's Care Among Different Providers and Services

Parents/caretakers of child members were asked if they needed help from anyone in their child's personal doctor's office or health plan to manage their child's care among the different providers and services (Question 49). Table B.16 shows the results for this question.

Table B.16—Needed Help Managing Child's Care Among Different Providers and Services

Please note: Results presented in this table are based on respondents who answered "Yes" to Question 48, that their child got care from more than one kind of provider or service.

An "S" indicates fewer than 11 responses exist in the numerator of this measure. HSAG suppressed displaying the number in this report to satisfy the HIPAA of 1996 Privacy Rule's de-identification standard.

MCP/FFS	Yes		No	
	n	%	n	%
Statewide Average	**S**	**S**	**S**	**S**
MCP Average	**744**	**36.1%**	**1,317**	**63.9%**
AAH	35	42.7%	47	57.3%
Aetna	25	36.2%	44	63.8%
Anthem Blue Cross	35	43.8%	45	56.3%
Blue Shield Promise	29	36.7%	50	63.3%
CCAH	41	40.2%	61	59.8%
CCHP	31	41.9%	43	58.1%
CHG	33	34.0%	64	66.0%
CHW	26	27.4%	69	72.6%
CalOptima	23	27.7%	60	72.3%

MCP/FFS	Yes		No	
	n	%	n	%
CalViva	32	31.1%	71	68.9%
CenCal	28	41.8%	39	58.2%
FFS	S	S	S	S
GCHP	24	30.8%	54	69.2%
HPSJ	37	34.3%	71	65.7%
HPSM	21	41.2%	30	58.8%
Health Net	19	30.6%	43	69.4%
IEHP	38	36.2%	67	63.8%
KHS	42	27.8%	109	72.2%
Kaiser NorCal	32	41.0%	46	59.0%
Kaiser SoCal	32	42.7%	43	57.3%
L.A. Care	25	33.8%	49	66.2%
Molina	26	32.1%	55	67.9%
Partnership	37	35.6%	67	64.4%
SCFHP	46	49.5%	47	50.5%
SFHP	27	38.6%	43	61.4%

Got Help Managing Child's Care Among Different Providers and Services

Parents/caretakers of child members were asked if they got the help that they needed from their child's personal doctor's office or health plan to manage their child's care among the different providers and services (Question 50). Table B.17 shows the results for this question.

Table B.17—Got Help Managing Child's Care Among Different Providers and Services

An "S" indicates fewer than 11 responses exist in the numerator of this measure. HSAG suppressed displaying the number in this report to satisfy the HIPAA of 1996 Privacy Rule's de-identification standard.

MCP/FFS	Yes, definitely		Yes, somewhat		No	
	n	%	n	%	n	%
Statewide Average	**S**	**S**	**S**	**S**	**56**	**7.6%**
MCP Average	**442**	**60.1%**	**238**	**32.3%**	**56**	**7.6%**
AAH	22	62.9%	S	S	S	S
Aetna	13	52.0%	S	S	S	S
Anthem Blue Cross	17	50.0%	S	S	S	S
Blue Shield Promise	18	62.1%	S	S	S	S
CCAH	27	69.2%	S	S	S	S
CCHP	18	60.0%	S	S	S	S
CHG	S	S	S	S	S	S
CHW	11	42.3%	S	S	S	S
CalOptima	S	S	S	S	S	S
CalViva	S	S	S	S	S	S
CenCal	S	S	S	S	0	0.0%
FFS	S	S	S	S	0	0.0%
GCHP	S	S	S	S	S	S
HPSJ	21	56.8%	S	S	S	S
HPSM	S	S	S	S	S	S
Health Net	S	S	S	S	S	S
IEHP	22	59.5%	15	40.5%	0	0.0%
KHS	S	S	S	S	S	S

MCP/FFS	Yes, definitely		Yes, somewhat		No	
	n	%	n	%	n	%
Kaiser NorCal	20	62.5%	S	S	S	S
Kaiser SoCal	S	S	S	S	S	S
L.A. Care	S	S	S	S	S	S
Molina	12	46.2%	S	S	S	S
Partnership	S	S	18	48.6%	S	S
SCFHP	S	S	23	50.0%	S	S
SFHP	15	55.6%	S	S	S	S

Transportation Help

Parents/caretakers of child members were asked how often help with transportation from their child's health plan met their and their child's needs (Question 51). Table B.18 shows the results for this question.

Table B.18—Transportation Help

An "S" indicates fewer than 11 responses exist in the numerator of this measure. HSAG suppressed displaying the number in this report to satisfy the HIPAA of 1996 Privacy Rule's de-identification standard.

MCP/FFS	Never		Sometimes		Usually		Always	
	n	%	n	%	n	%	n	%
Statewide Average	**S**	**S**	**188**	**3.6%**	**S**	**S**	**S**	**S**
MCP Average	**4,596**	**89.9%**	**188**	**3.7%**	**121**	**2.4%**	**205**	**4.0%**
AAH	210	86.1%	13	5.3%	S	S	S	S
Aetna	140	92.1%	S	S	S	S	S	S
Anthem Blue Cross	182	88.3%	12	5.8%	S	S	S	S
Blue Shield Promise	172	83.1%	S	S	S	S	15	7.2%
CCAH	190	88.8%	S	S	S	S	11	5.1%
CCHP	172	92.5%	S	S	S	S	S	S
CHG	217	92.3%	S	S	S	S	S	S
CHW	140	87.5%	S	S	S	S	S	S
CalOptima	157	91.8%	S	S	S	S	S	S
CalViva	265	86.9%	18	5.9%	S	S	S	S

MCP/FFS	Never		Sometimes		Usually		Always	
	n	%	n	%	n	%	n	%
CenCal	138	92.6%	S	S	S	S	S	S
FFS	S	S	0	0.0%	S	S	S	S
GCHP	183	94.3%	S	S	S	S	S	S
HPSJ	265	92.0%	S	S	S	S	11	3.8%
HPSM	118	85.5%	S	S	S	S	S	S
Health Net	163	88.1%	S	S	S	S	11	5.9%
IEHP	232	90.6%	S	S	S	S	S	S
KHS	311	86.6%	17	4.7%	11	3.1%	20	5.6%
Kaiser NorCal	167	93.3%	S	S	0	0.0%	S	S
Kaiser SoCal	S	S	0	0.0%	S	S	S	S
L.A. Care	211	93.0%	S	S	S	S	S	S
Molina	207	91.2%	S	S	S	S	S	S
Partnership	179	87.3%	13	6.3%	S	S	S	S
SCFHP	265	92.3%	S	S	S	S	S	S
SFHP	173	89.2%	S	S	S	S	S	S