



## **State of Maryland Report of Results**

for

### **MedStar Family Choice Child Population**

### **2023 (MY 2022) CAHPS® 5.1H Medicaid with CCC Measure Member Experience Survey**

#### **Prepared for:**

Maryland Department of Health (November 16, 2023)

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## INTRODUCTION

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

The National Committee for Quality Assurance (NCQA) uses the Health Plan CAHPS survey in its Health Plan Accreditation Program as part of the Healthcare Effectiveness Data and Information Set (HEDIS®). HEDIS measures health plan performance on important dimensions of care and service and is designed to provide purchasers and consumers with the information they need to reliably compare the performance of health care plans. The Health Plan CAHPS survey represents the member experience component of the HEDIS measurement set. The survey measures the member experience of care and gives a general indication of how well the health plan meets members' expectations. Parents or caretakers of surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous six months.

## EXECUTIVE SUMMARY

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

CSS administered the Child Medicaid with CCC Measure version of the CAHPS Health Plan Survey for the Maryland Department of Health on behalf of MedStar Family Choice (MSFC) between February 10 and May 10, 2023.

The final survey sample for MSFC included 3,490 members (1,650 from the general population sample and 1,840 from the CCC supplemental sample). The Maryland Department of Health chose not to oversample any plan members. During the survey fielding period, 296 general population sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 18.27%. (See the *Survey Response Rate* section on page 14 for the response rate formula.)

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

The measures highlighted in this section are limited to the general Child Medicaid population. CCC measure results are reported in the sections that follow. They are based on 198 completed surveys from both the general and, if applicable, supplemental CCC samples that met NCQA's criteria for inclusion in the CCC measure set. These criteria are based on responses to survey screener questions designed to identify child members with chronic conditions.

## RESULTS ON KEY SURVEY MEASURES

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

### MSFC CHILD MEMBERS: STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES IN PERFORMANCE COMPARED TO 2022

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

\* Limited to CAHPS rating and composite measures that in 2023 reached the minimum required denominator of 100 or more valid responses to be reportable by NCQA. The following measures were omitted from this summary due to insufficient denominator: Rating of Specialist Seen Most Often, Coordination of Care, Customer Service. Children with Chronic Conditions (CCC) measures were not considered.

### MSFC CHILD MEMBERS: STATISTICALLY SIGNIFICANT DIFFERENCES IN PERFORMANCE COMPARED TO MULTI-PLAN STATE AND NATIONAL BENCHMARKS

Reportable* Rate ABOVE Benchmark	Reportable* Rate BELOW Benchmark
<b>Benchmark: 2023 HealthChoice Aggregate</b>	
No statistically significant differences compared to benchmark	No statistically significant differences compared to benchmark
<b>Benchmark: 2022 (MY 2021) NCQA Quality Compass National Average (All Lines of Business)</b>	
No statistically significant differences compared to benchmark	Rating of Personal Doctor (69.17% vs. 77.15% [-7.98 points]) Rating of All Health Care (63.64% vs. 70.77% [-7.13 points]) Rating of Health Plan (62.50% vs. 71.99% [-9.49 points])

\* Limited to CAHPS rating and composite measures that in 2023 reached the minimum required denominator of 100 or more valid responses to be reportable by NCQA. The following measures were omitted from this summary due to insufficient denominator: Rating of Specialist Seen Most Often, Coordination of Care, Customer Service. Children with Chronic Conditions (CCC) measures were not considered.

MSFC CHILD MEMBERS: ESTIMATED 2023 NCQA HEALTH PLAN RATINGS

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

\* Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY 2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY 2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023. NCQA retired Rating of Specialist Seen Most Often (% 9 or 10) and Coordination of Care from HPR 2023. Rating of All Health Care (% 9 or 10) was moved to the Satisfaction With Plan and Plan Services sub-composite. Note: estimated star ratings are provided for all applicable CAHPS measures regardless of measure denominator.

MSFC CHILD MEMBERS: TOP PRIORITIES FOR QUALITY IMPROVEMENT

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

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

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

## WHAT IS NEW IN 2023

### NCQA POLICY UPDATES

There were no substantive changes to NCQA's 2023 (MY 2022) HEDIS/CAHPS questionnaires or survey administration protocols. NCQA issued the following updates and clarifications to the 2023 Health Plan Ratings (HPR) Methodology:

- NCQA will continue to rely on current-year (2023, or MY 2022) Quality Compass® national percentiles for assigning HPR stars.
- NCQA retired the following measures from HPR due to historically low response rates: *Claims Processing (Commercial)*, *Rating of Specialist Seen Most Often (Medicaid)*, and *Coordination of Care (Medicaid)*.

For additional details, see *Estimated NCQA Health Plan Ratings (Star Ratings)* on page 22 and *NCQA Health Plan Ratings Methodology* on page 81.

### CSS REPORT UPDATES

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

- Key results exhibits have been updated to include the 95% confidence interval for reported measure rates.
- The *Key Driver Model* has been refreshed using the most recent industry data (see *Key Driver Analysis* section on page 67).
- The *Health Plan Quality Improvement Resources* section has been updated and expanded (see page 71).



## ABOUT THIS REPORT

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

- Except for the five measures designed for the CCC population, the results presented in this report pertain to the general Child Medicaid population only. CCC measure results are based on responses collected from both the general and supplemental CCC samples that met NCQA's criteria for inclusion in the CCC measure set.
- CSS calculated survey results following the NCQA scoring guidelines outlined in *HEDIS 2023, Volume 3: Specifications for Survey Measures*. All measure results adhere to these scoring guidelines but are presented regardless of denominator.
- Unofficial estimates of NCQA's 2023 Health Plan Ratings (HPR stars) are provided in advance of their planned release by NCQA in the fall of 2023. The CSS-calculated HPR stars are based on the 2022 (MY 2021) Quality Compass national benchmarks and are reported regardless of the measure denominator. Since the most recent NCQA benchmarks available to date are the prior-year (2022, or MY 2021) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2023 will likely diverge from these preliminary estimates.
- Throughout the report, the 2023 MSFC survey results are compared to multi-plan state and national benchmark rates, represented by the 2023 HealthChoice Aggregate and the 2022 (MY 2021) NCQA Quality Compass Child Medicaid National Average for All Lines of Business (LOBs). The 2023 HealthChoice Aggregate was calculated by pooling survey responses across nine Child Medicaid plans surveyed by the Maryland Department of Health. The 2022 (MY 2021) NCQA Quality Compass Child Medicaid National Average (All LOBs) is made up of the Child Medicaid plans that submitted data to NCQA in 2022.
- *Executive Summary* (page 5) provides a high-level overview of survey findings for MSFC. It highlights the areas where MSFC performs significantly above or below the aforementioned multi-plan state and national benchmarks. If prior-year survey results are available, any statistically significant improvements or declines in key survey measures are also noted. Top organizational priorities for quality improvement based on CSS's *Key Driver Analysis* are identified.
- *Summary of Survey Results* (page 24) presents the 2023 MSFC survey scores on key measures, including question summary rates, global proportions, and estimated HPR ratings; changes in rates and global proportion scores from the previous year (if applicable); and comparisons to relevant multi-plan state and national benchmarks. Statistically significant differences in scores are noted.

- *Detailed Performance Charts* (page 26) are provided for the overall rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2023 MSFC results are compared to the 2023 HealthChoice Aggregate on all measures. Where appropriate, the 2023 results are also compared to the 2022 (MY 2021) NCQA Quality Compass Child Medicaid National Average (All LOBs) and performance percentiles. Where available, a three-year trend in scores is also shown.
- *Membership Profile and Analysis of Plan Ratings by Member Segment* (page 56) compares the 2023 MSFC respondent profile to the relevant multi-plan state and national distribution(s) of demographic characteristics and utilization variables. Variation in the *Rating of Health Plan* measure by member segment is examined.
- *Key Driver Analysis* (page 67) identifies the touch points of member experience that are most strongly related to the overall *Rating of Health Plan* measure. The *CSS Key Driver Model* quantifies the contribution of each key driver to the overall *Rating of Health Plan*. The 2023 MSFC results on each key driver are compared to the best result among the nine plans contributing to the 2023 HealthChoice Aggregate, yielding a measure of available room for improvement on each touch point. The result is weighted by the key driver's contribution to the overall *Rating of Health Plan*. Opportunities for improvement are prioritized based on the incremental gain in the MSFC *Rating of Health Plan* measure expected due to improved performance on the individual key drivers. A separate section of the report provides some helpful resources for health plan quality improvement.
- *Appendices* (starting on page 79) include:
  - Score calculation guidelines and methodology
  - A glossary of terms
  - A one-page *Survey Results at a Glance* summary
  - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures
  - A copy of the survey instrument

## SURVEY METHODOLOGY

### SURVEY PROTOCOL AND TIMELINE

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

The Maryland Department of Health elected to use the standard mixed methodology. Eligible members could complete the survey online by scanning a QR code or by accessing the survey website with a personal login ID printed on the postcards.

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

- An initial survey package was mailed on February 10.
- An initial reminder/thank-you postcard was mailed on February 16.
- A replacement survey package was mailed on March 17.
- A second reminder/thank-you postcard was mailed on March 23.
- A telephone follow-up phase targeting non-respondents, with up to six telephone follow-up attempts at different times of the day and on different days of the week, started on March 31.
- Data collection closed on May 10.

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

## SURVEY MATERIALS

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

The survey instrument was the Child Medicaid with CCC Measure version of the Health Plan CAHPS 5.1H survey. NCQA allows up to 12 approved supplemental questions to be added to the end of the survey. The survey included 11 custom questions added by the Maryland Department of Health. In addition to English, sample members had the option to request the survey in Spanish using a telephone request line.

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

## SAMPLE SELECTION

For the Child Medicaid with CCC Measure survey (general population), sample-eligible members were those who were 17 years old or younger as of December 31, 2022; were currently enrolled; had been continuously enrolled for six months (with no more than one enrollment break of 45 days or less); and whose primary coverage was through Medicaid. Eligibility for the Children with Chronic Conditions (CCC) supplemental sample was determined using a pre-screen status code, which identified children likely to have a chronic condition based on claim and encounter records. Because children with chronic conditions represent a relatively small proportion of the general population, the purpose of the CCC sample is to collect additional surveys in order to calculate CCC measure results.

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

The standard NCQA-prescribed sample size for Child Medicaid with CCC Measure plans is 3,490 members. NCQA’s sampling methodology does not allow disenrolled members to be removed from the sample after the start of survey administration. Health plans that were unable to identify disenrollees prior to December 31, 2022, were advised to oversample (i.e., increase their sample size to compensate for members expected to leave their plan by the

time the survey was fielded). Oversampling could also be used to obtain more completed surveys. The Maryland Department of Health chose not to oversample. The final survey sample for MSFC included 3,490 members (1,650 from the general population sample and 1,840 from the CCC supplemental sample).

## DATA CAPTURE

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

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

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

## SURVEY RESPONSE RATE

During the survey fielding period, 296 general population sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 18.27%. Additional detail on sample member status (disposition) at the end of data collection is provided in Exhibit 1.

EXHIBIT 1. 2023 MSFC CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Sample Member Disposition	2023 This Plan		2023 HealthChoice Aggregate
	Number	Percent of Initial Sample	Percent of Total Initial Sample
<b>Initial Sample</b>	1,650	100.00%	100.00%
Complete and Eligible - Mail	115	6.97%	6.81%
Complete and Eligible - Phone*	172	10.42%	11.76%
Complete and Eligible - Internet**	9	0.55%	0.71%
Complete and Eligible - Total	296	17.94%	19.28%
Eligible Population criteria not met	16	0.97%	1.08%
Incomplete (but Eligible)	80	4.85%	5.32%
Language barrier	14	0.85%	0.90%
Deceased	0	0.00%	0.01%
Refusal	108	6.55%	7.07%
Nonresponse after maximum attempts	1,128	68.36%	65.64%
Added to Do Not Call (DNC) list	8	0.48%	0.69%
<b>NCQA Response Rate***</b>		<b>18.27%</b>	<b>19.67%</b>

\* Applies to plans following mixed methodology.

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\*\* Any sample members who called and requested another survey were provided a unique login ID to complete the survey online. Members could also access the online survey by scanning a QR code provided in their mailing materials.

\*\*\* NCQA response rate = Complete and Eligible Surveys/[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]

Following is a more detailed breakdown of completed surveys by language, reflecting the language(s) in which the survey was offered. In addition to English, sample members had the option to request the survey in Spanish using a telephone request line. Members were able to complete the telephone interview in either English or Spanish.

EXHIBIT 2. 2023 MSFC CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: COMPLETED SURVEYS BY LANGUAGE

Survey Language	General Population		CCC Population	
	Number	Percent	Number	Percent
Complete and Eligible - English	253	85.5%	185	93.4%
Complete and Eligible - Spanish	43	14.5%	13	6.6%
<b>Complete and Eligible - Total</b>	<b>296</b>	<b>100.0%</b>	<b>198</b>	<b>100.0%</b>

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## SATISFACTION WITH THE EXPERIENCE OF CARE

### PATIENT EXPERIENCE OF CARE MEASURES

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

#### GLOBAL RATING QUESTIONS

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

- ★ **Rating of Personal Doctor** (0 = worst personal doctor possible; 10 = best personal doctor possible) is included in HPR as part of the *Satisfaction With Plan Physicians* sub-composite.
- **Rating of Specialist Seen Most Often** (0 = worst specialist possible; 10 = best specialist possible) was retired from HPR in 2023 for the Medicaid product line.
- ★ **Rating of All Health Care** (0 = worst health care possible; 10 = best health care possible) is included in HPR as part of the *Satisfaction With Plan and Plan Services* sub-composite.
- ★ **Rating of Health Plan** (0 = worst health plan possible; 10 = best health plan possible) is included in HPR as part of the *Satisfaction With Plan and Plan Services* sub-composite.

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<sup>1</sup> Any HPR scores that appear in this report were calculated by CSS and should be treated as UNOFFICIAL.



## CAHPS COMPOSITE MEASURES<sup>2</sup>

NCQA calculates results for several CAHPS composite measures. CAHPS composites combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below. The following CAHPS composites are reported for the general child Medicaid population:

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

- *In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?*
- *In the last 6 months, how often did you get an appointment for your child with a specialist as soon as you needed?*

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

- *In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?*
- *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?*

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<sup>2</sup> This section focuses on CAHPS composites, which are distinct from HPR composites.

- **Coordination of Care** is based on a single survey question, which uses a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. This measure was retired from HPR in 2023 for the Medicaid product line. Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
  - *In the last 6 months, how often did your child’s personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?*
  
- **How Well Doctors Communicate** combines responses to four survey questions that address physician communication. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:
  - *In the last 6 months, how often did your child’s personal doctor explain things about your child’s health in a way that was easy to understand?*
  - *In the last 6 months, how often did your child’s personal doctor listen carefully to you?*
  - *In the last 6 months, how often did your child’s personal doctor show respect for what you had to say?*
  - *In the last 6 months, how often did your child’s personal doctor spend enough time with your child?*
  
- **Customer Service** combines responses to two survey questions that ask about member experience with the health plan’s customer service. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members selecting *Usually* or *Always* in response to the following questions:
  - *In the last 6 months, how often did customer service staff at your child’s health plan give you the information or help you needed?*
  - *In the last 6 months, how often did customer service staff at your child’s health plan treat you with courtesy and respect?*

Although NCQA retired the following measures in 2020, the Maryland Department of Health received NCQA approval to add them to the survey as supplemental questions:

- **Shared Decision Making** combines responses to three survey questions that focus on decisions about taking prescription medicines. Each question uses a *Yes* or *No* scale, with *Yes* being the desired response. Results are reported as the proportion of members selecting *Yes*.
  - *Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?*
  - *Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?*
  - *When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?*
  
- **Health Promotion and Education** (measure based on a single survey question). The question uses a *Yes* or *No* scale, with *Yes* being the desired response. Results are reported as the proportion of members selecting *Yes*:
  - *In the last 6 months, did you and your child’s doctor or other health provider talk about specific things you could do to prevent illness in your child?*

Additionally, NCQA calculates and reports the following measures for the CCC population:

- **Access to Prescription Medicines** is based on a single survey question, which uses a *Never*, *Sometimes*, *Usually*, or *Always* scale (with *Always* being the most favorable response). Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
  - *In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?*
  
- **Access to Specialized Services** combines responses to three survey questions addressing the child’s access to special equipment or devices, therapies, treatments, or counseling. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:
  - *In the last 6 months, how often was it easy to get special medical equipment or devices for your child?*
  - *In the last 6 months, how often was it easy to get this therapy for your child?*
  - *In the last 6 months, how often was it easy to get this treatment or counseling for your child?*

- **Getting Needed Information** is based on a single survey question, which uses a *Never, Sometimes, Usually, or Always* scale (with *Always* being the most favorable response). Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
  - *In the last 6 months, how often did you have your questions answered by your child’s doctors or other health providers?*
- **Personal Doctor Who Knows Child** combines responses to three survey questions addressing the doctor’s understanding of the child’s health issues. The questions use a *Yes* or *No* scale. Results are reported as the proportion of members answering *Yes* to the following questions:
  - *In the last 6 months, did your child’s personal doctor talk with you about how your child is feeling, growing, or behaving?*
  - *Does your child’s personal doctor understand how these medical, behavioral, or other health conditions affect your child’s day-to-day life?*
  - *Does your child’s personal doctor understand how your child’s medical, behavioral, or other health conditions affect your family’s day-to-day life?*
- **Coordination of Care for Children with Chronic Conditions** combines responses to two survey items addressing care coordination needs related to the child’s chronic condition. The questions use a *Yes* or *No* scale. Results are reported as the proportion of members answering *Yes* to the following questions:
  - *In the last 6 months, did you get the help you needed from your child’s doctors or other health providers in contacting your child’s school or daycare?*
  - *In the last 6 months, did anyone from your child’s health plan, doctor’s office, or clinic help coordinate your child’s care among these different providers or services?*

## CALCULATION AND REPORTING OF RESULTS

### QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

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

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

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

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

A margin of error indicates the extent to which survey results reflect the experiences of the entire member population. When different samples from the same population are surveyed, some degree of variation in survey results should be expected. Results will vary more from sample to sample if the sample size is small. Larger samples are more representative of the population and will exhibit less sample-to-sample variation in results. Additionally, the margin of error depends on the frequency of the reported response (e.g., the proportion of members answering *Yes*, *Usually* or *Always*, *9* or *10*, etc.) and will thus vary from one survey measure to the next. The closer the reported rate is to 50%, the wider the margin of error. As the observed rate moves away from 50% in either direction, the margin of error decreases. For convenience, using the most conservative assumptions about measure rates (i.e., 50%) and the total number of completed surveys (296), the survey-wide 95% margin of error for MSFC is estimated to be  $\pm 5.70\%$ .

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

## ESTIMATED NCQA HEALTH PLAN RATINGS (STAR RATINGS)

NCQA reports Health Plan Ratings to the public on a five-star scale, indicating how well a plan is performing compared to NCQA’s Quality Compass national benchmarks (see <https://reportcards.ncqa.org/health-plans>). Quality measures are organized in HPR by composite (such as *Patient Experience*) and sub-composite (such as *Getting Care*, *Satisfaction With Plan Physicians*, and *Satisfaction With Plan and Plan Services*).<sup>3</sup> Following is the list of *Patient Experience* measures included in NCQA’s 2023 Health Plan Ratings:

HPR Measure	Individual Measures Included in HPR (Assigned a Star Rating)
<b>Patient Experience</b>	
Getting Care	Getting Needed Care (percent <i>Usually</i> or <i>Always</i> ) Getting Care Quickly (percent <i>Usually</i> or <i>Always</i> )
Satisfaction With Plan Physicians	Rating of Personal Doctor (percent 9 or 10) Rating of Specialist Seen Most Often (percent 9 or 10) – Commercial ONLY; retired for Medicaid in HPR 2023 Coordination of Care (percent <i>Usually</i> or <i>Always</i> ) – Commercial ONLY; retired for Medicaid in HPR 2023
Satisfaction With Plan and Plan Services	Rating of Health Plan (percent 9 or 10) Rating of All Health Care (percent 9 or 10)

According to NCQA’s 2023 HPR methodology, star ratings are assigned by comparing health plan performance on each reported measure to the current-year (2023, or MY 2022) Quality Compass National 10th, 33rd, 67th, and 90th Percentiles for All Lines of Business, subject to minimum denominator rules.<sup>4</sup> Since the most recent NCQA benchmarks available to date are the prior-year (2022, or MY 2021) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2023 will likely diverge from these preliminary estimates. Any estimated star ratings that appear in this report were calculated by CSS and should be treated as UNOFFICIAL.

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

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

## NCQA MINIMUM DENOMINATOR SIZE

For a measure result to be reportable by NCQA, it needs to be based on at least 100 valid responses (measure denominator). The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite (note: composite denominators are rounded for display). If the rate denominator is less than 100, NCQA assigns a measure result of “NA.” This report presents results for all measures, regardless of denominator size. Additional rules apply to official HPR measure denominators.

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

Throughout the report, the 2023 MSFC results are compared to the 2023 HealthChoice Aggregate as well as to the 2022 (MY 2021) NCQA Quality Compass Child Medicaid National Average (All LOBs). The 2023 HealthChoice Aggregate was calculated by pooling survey responses across nine Child Medicaid plans surveyed by the Maryland Department of Health. The 2022 (MY 2021) NCQA Quality Compass Child Medicaid National Average (All LOBs) is made up of the Child Medicaid plans that submitted data to NCQA in 2022.

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

## CHILDREN WITH CHRONIC CONDITIONS (CCC) MEASURE RESULTS

The results for the CCC-specific measures, including any CCC national benchmarks presented in this report, are based on surveys from members identified as having a chronic condition using the survey-based screening tool. Specifically, a response was included in the CCC results if the child’s parent or caretaker responded “Yes” to all the screener questions for any one of the following summary measures:

- *Use of or Need of Prescription Medicines*
- *Above-Average Use or Need for Medical, Mental Health, or Education Services*
- *Functional Limitations Compared with Others of Same Age*
- *Use of or Need for Specialized Therapies*
- *Treatment or Counseling for Emotional or Developmental Problems*

## SUMMARY OF SURVEY RESULTS

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



EXHIBIT 3. 2023 MSFC CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: PATIENT EXPERIENCE MEASURES

Survey Measures	This Plan						Benchmark Comparisons				This Plan's Estimated 2023 NCQA Health Plan (Star) Rating	
	2023			2022		2021		2023 HealthChoice Aggregate		2022 (MY 2021) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate		Difference
<b>Patient Experience Measures Reported in NCQA Health Plan Ratings (General Population)</b>											☆☆☆☆☆	
<b>Getting Care</b>											☆☆☆☆☆	
Getting Needed Care (% Always or Usually)	78.78%	(±7.77)	(107)	79.44%	[-0.66]	84.41%	[-5.63]	77.99%	[+0.79]	84.19%	[-5.41]	☆☆☆☆☆
Getting Care Quickly (% Always or Usually)	82.53%	(±6.51)	(131)	76.37%	[+6.16]	84.88%	[-2.34]	81.67%	[+0.86]	86.74%	[-4.21]	☆☆☆☆☆
<b>Satisfaction With Plan Physicians</b>											☆☆☆☆☆	
Rating of Personal Doctor (% 9 or 10)	69.17%	(±5.84)	(240)	74.86%	[-5.69]	76.45%	[-7.29]	73.65%	[-4.48]	77.15%	[-7.98]	☆☆☆☆☆
<b>Satisfaction With Plan and Plan Services</b>											☆☆☆☆☆	
Rating of Health Plan (% 9 or 10)	62.50%	(±5.59)	(288)	65.14%	[-2.64]	66.90%	[-4.40]	66.83%	[-4.33]	71.99%	[-9.49]	☆☆☆☆☆
Rating of All Health Care (% 9 or 10)	63.64%	(±7.34)	(165)	65.79%	[-2.15]	72.73%	[-9.09]	67.84%	[-4.20]	70.77%	[-7.13]	☆☆☆☆☆
<b>Additional Measures NOT Reported in NCQA Health Plan Ratings (General Population)</b>												
Coordination of Care (% Always or Usually)	75.34%	(±9.89)	(73)	80.43%	[-5.09]	79.10%	[-3.76]	77.94%	[-2.60]	84.71%	[-9.37]	✓
How Well Drs. Communicate (% Always or Usually)	91.25%	(±4.26)	(169)	93.06%	[-1.80]	92.38%	[-1.13]	90.77%	[+0.48]	94.18%	[-2.93]	
Customer Service (% Always or Usually)	85.38%	(±8.59)	(65)	90.76%	[-5.37]	87.98%	[-2.60]	82.70%	[+2.69]	88.06%	[-2.68]	
Rating of All Health Care (% 8, 9 or 10)	85.45%	(±5.38)	(165)	84.21%	[+1.24]	89.67%	[-4.21]	87.82%	[-2.37]	87.34%	[-1.89]	
Rating of Personal Doctor (% 8, 9 or 10)	86.67%	(±4.30)	(240)	89.39%	[-2.72]	89.47%	[-2.81]	88.60%	[-1.93]	90.18%	[-3.51]	
Rating of Specialist Seen Most Often (% 8, 9 or 10)	79.49%	(±12.67)	(39)	84.85%	[-5.36]	87.69%	[-8.21]	83.45%	[-3.96]	86.54%	[-7.05]	
Rating of Specialist Seen Most Often (% 9 or 10)	56.41%	(±15.56)	(39)	66.67%	[-10.26]	70.77%	[-14.36]	67.36%	[-10.95]	73.04%	[-16.63]	✓
Rating of Health Plan (% 8, 9 or 10)	86.11%	(±3.99)	(288)	81.65%	[+4.46]	85.88%	[+0.23]	85.23%	[+0.88]	86.48%	[-0.37]	
<b>Children with Chronic Conditions Measures (CCC Population)</b>												
Access to Prescription Meds (% Always or Usually)	87.86%	(±5.41)	(140)	91.73%	[-3.87]	91.90%	[-4.05]	88.35%	[-0.50]	90.55%	[-2.69]	
Access to Specialized Services (% Always or Usually)	67.14%	(±12.12)	(58)	68.16%	[-1.02]	72.38%	[-5.24]	66.27%	[+0.87]	70.60%	[-3.46]	
Getting Needed Information (% Always or Usually)	89.58%	(±4.99)	(144)	84.38%	[+5.21]	91.04%	[-1.46]	88.02%	[+1.56]	91.53%	[-1.95]	
Personal Doctor Who Knows Child (% Yes)	91.54%	(±4.82)	(128)	91.77%	[-0.23]	85.31%	[+6.22]	90.18%	[+1.36]	91.55%	[-0.01]	
Coordination of Care for CCC (% Yes)	71.72%	(±11.54)	(59)	71.99%	[-0.27]	71.77%	[-0.05]	70.15%	[+1.57]	76.27%	[-4.55]	

All rates were calculated by CSS following NCQA specifications. The 95% confidence interval (CI) around the reported rate indicates the range of values the true population rate will fall in 95% of the time if multiple random samples from the same member population were surveyed. The number of valid responses collected this year for each measure (n, or measure denominator) is reported in parentheses. Comparisons to prior-year and benchmark rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY 2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY 2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023. NCQA retired Rating of Specialist Seen Most Often (% 9 or 10) and Coordination of Care from HPR 2023. Rating of All Health Care (% 9 or 10) was moved to the Satisfaction With Plan and Plan Services sub-composite.

## DETAILED PERFORMANCE CHARTS

Detailed charts are provided for CAHPS composite global proportions and question summary rates. Except for the five CCC measures, the results displayed are for the general member sample only. CCC measure results are based on responses collected from both the general and supplemental CCC samples that met NCQA's criteria for inclusion in the CCC measure set. The charts have the following features:

### TREND IN RESULTS

- Survey results are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, or if the measure is new or not deemed appropriate for trending. In such cases, “no data” appears in place of the score.
- The number of valid responses (the NCQA-defined denominator, *n*) appears under each bar. If the number of responses is less than 100, “NA” appears next to the value of *n*, indicating that the result is not reportable by NCQA.
- Statistical comparisons are conducted between the current-year and each of the prior-year rates, if available. Differences in rates are tested for statistical significance at the 95% confidence level. Statistically significant differences are marked with a checkmark (✓) symbol next to the comparison score. For example, a checkmark appearing next to the 2022 rate denotes a statistically significant difference between the 2023 and 2022 rates.

### COMPARISON TO MULTI-PLAN STATE AND NATIONAL BENCHMARKS AND 2022 (MY 2021) NCQA QUALITY COMPASS PERCENTILES

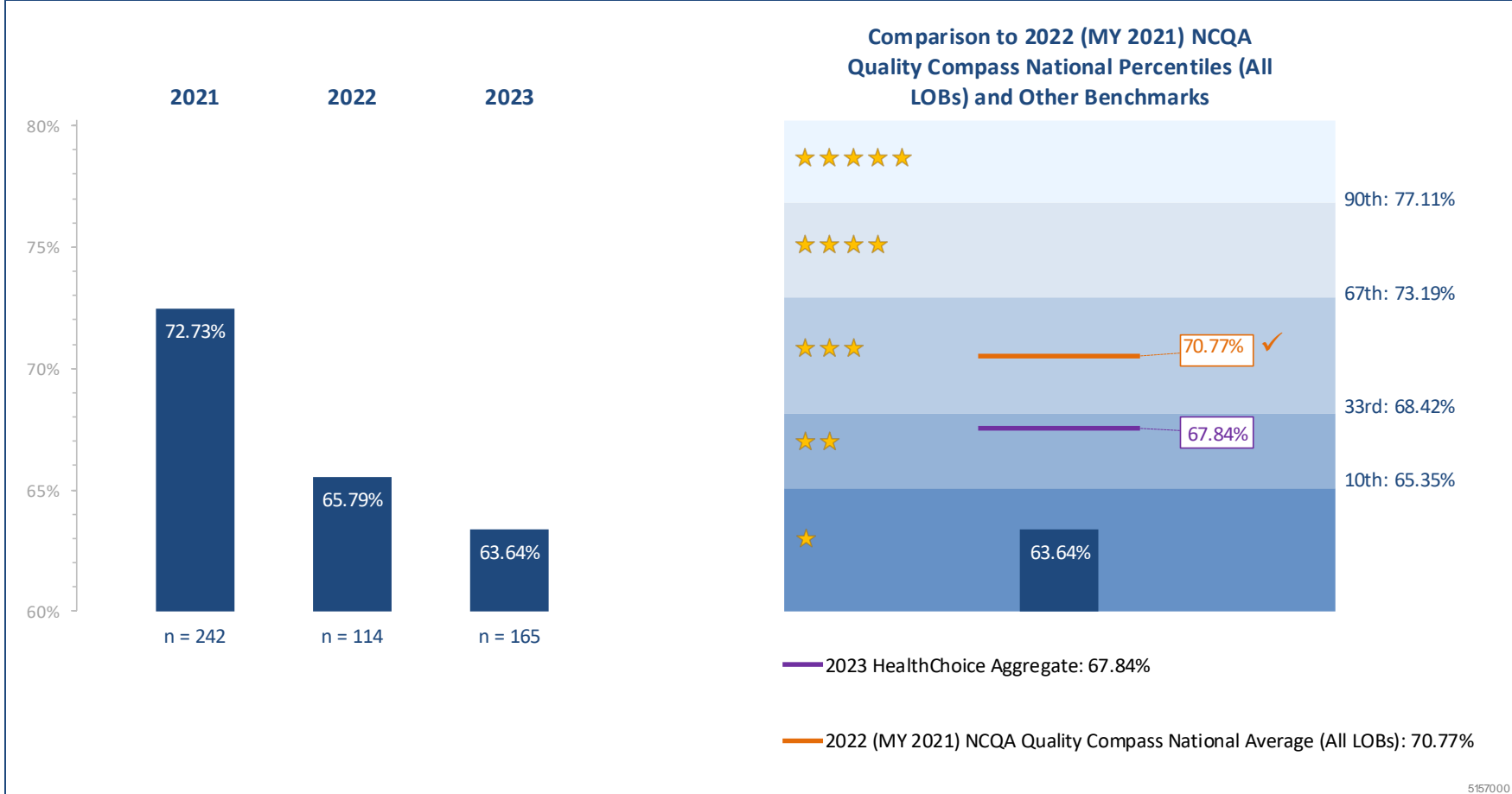
To help health plans evaluate their competitive performance on key CAHPS measures, CSS licensed the 2022 (MY 2021) *NCQA Quality Compass CAHPS Benchmarks*. This dataset includes question summary rates and global proportions corresponding to the national Quality Compass averages, as well as the national 10th, 33rd, 67th, and 90th health plan performance percentiles. CSS's License Agreement with NCQA authorizes CSS to provide this information to eligible client organizations for their internal use only. Public reporting of these results is not authorized under the terms of this Agreement.

- For CAHPS ratings and composites, the bar representing the 2023 measure result is juxtaposed against the 2022 (MY 2021) NCQA percentile distribution, providing an indication of competitive performance on the measure and, if applicable, the corresponding HPR (star) rating estimate.

- The horizontal lines displayed on the charts correspond to the 2023 HealthChoice Aggregate as well as the 2022 (MY 2021) NCQA Quality Compass Child Medicaid National Average (All LOBs). If the 2023 result is significantly different from any of these benchmark rates at the 95% confidence level, a checkmark (✓) appears next to the relevant result.

# Rating of All Health Care

Percent Responding 9 or 10



5157000

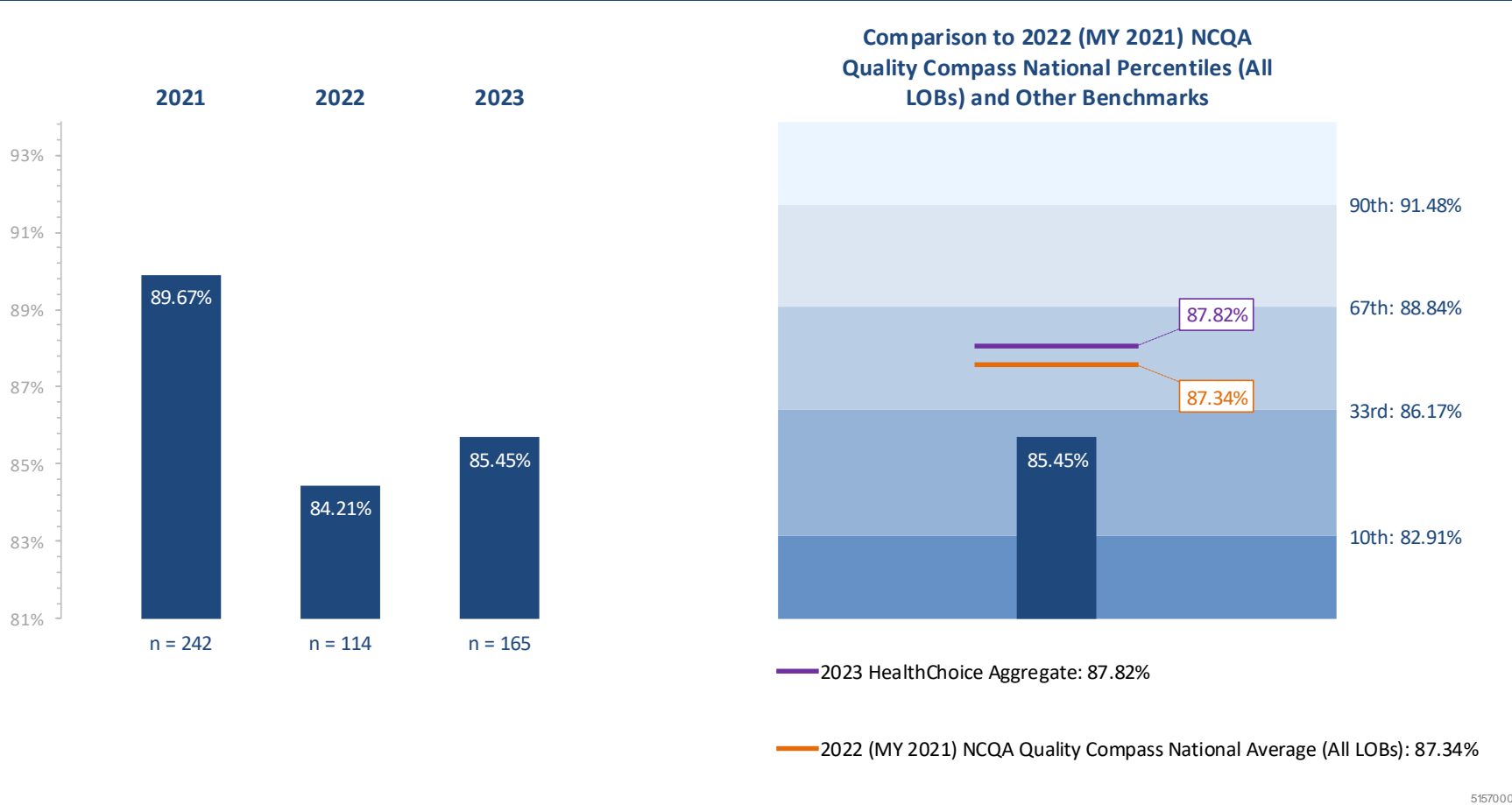
Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY 2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY 2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023.

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

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

# Rating of All Health Care

Percent Responding 8, 9 or 10



5157000

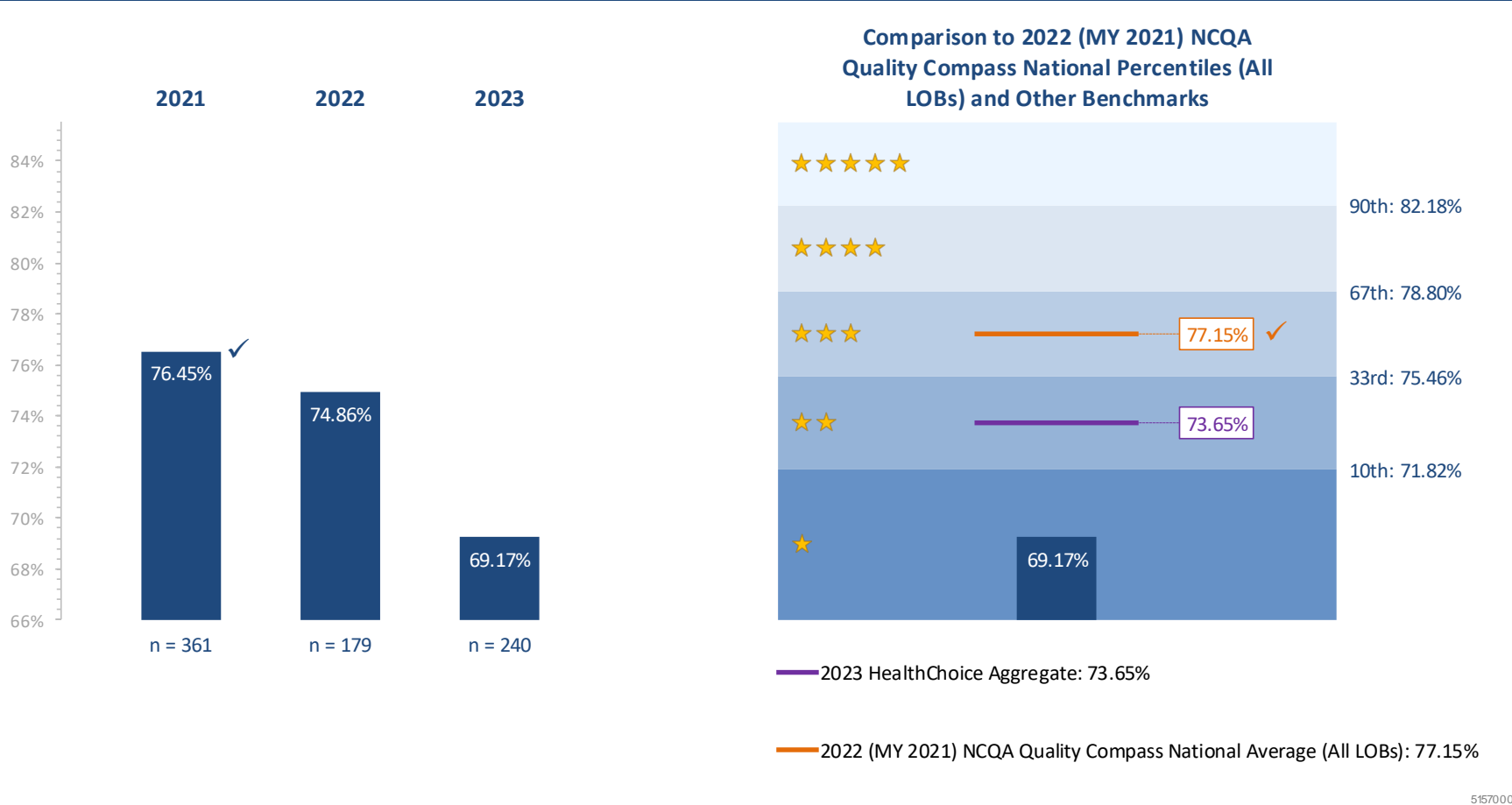
This measure is not included in NCQA's Health Plan Ratings.

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

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

# Rating of Personal Doctor

Percent Responding 9 or 10



5157000

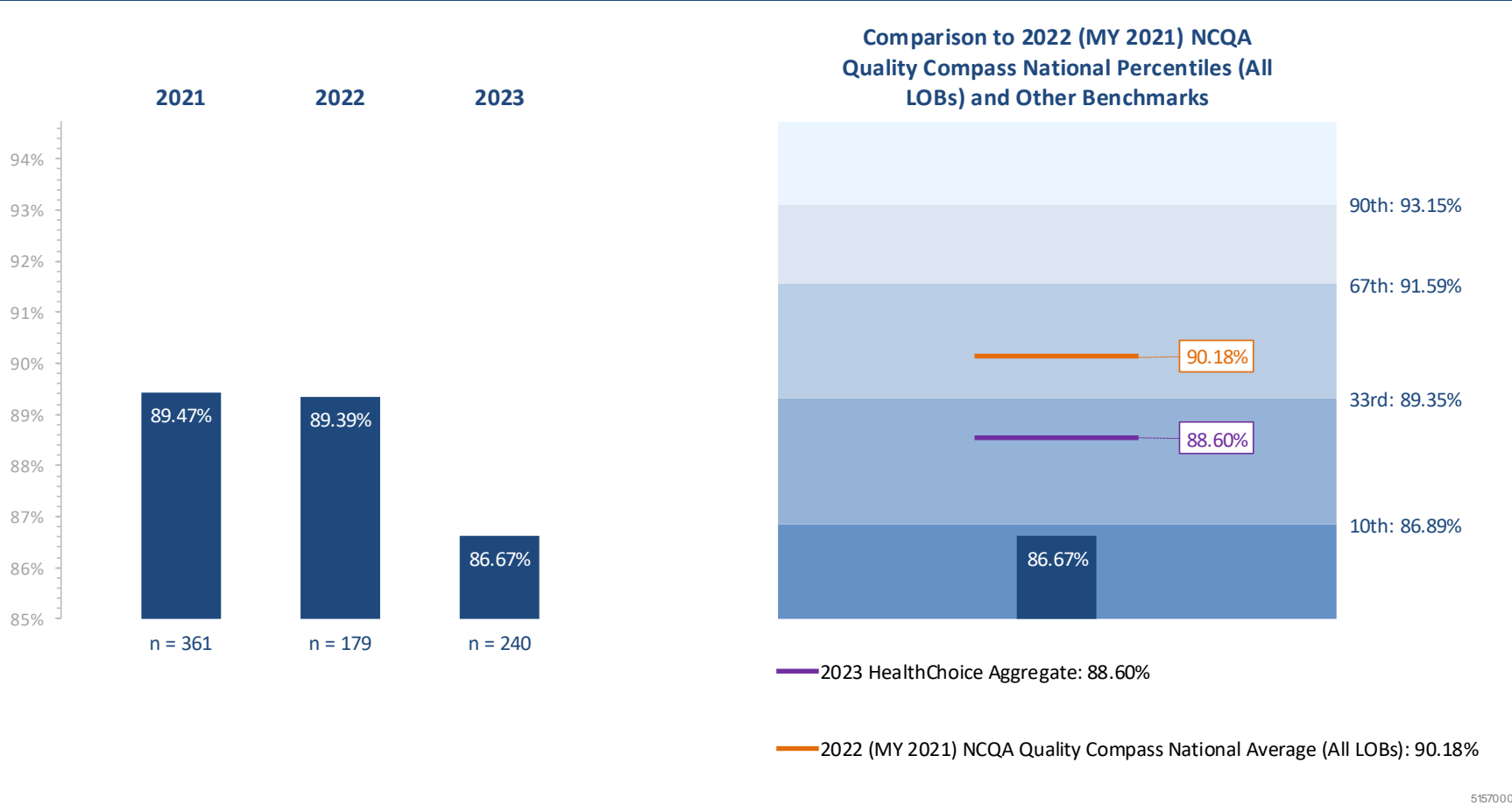
Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY 2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY 2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023.

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

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

# Rating of Personal Doctor

Percent Responding 8, 9 or 10



5157000

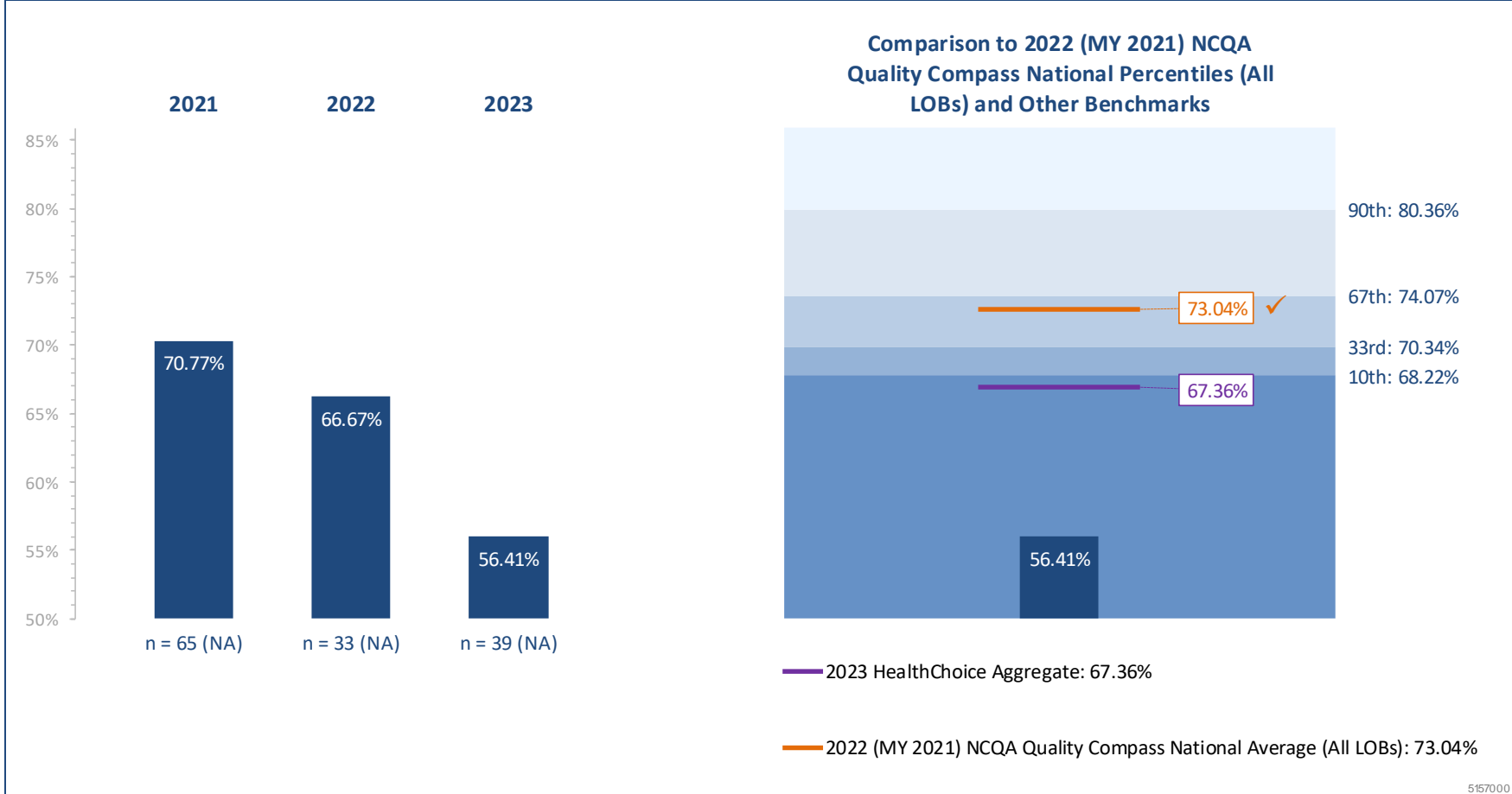
This measure is not included in NCQA's Health Plan Ratings.

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

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

# Rating of Specialist Seen Most Often

Percent Responding 9 or 10



5157000

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

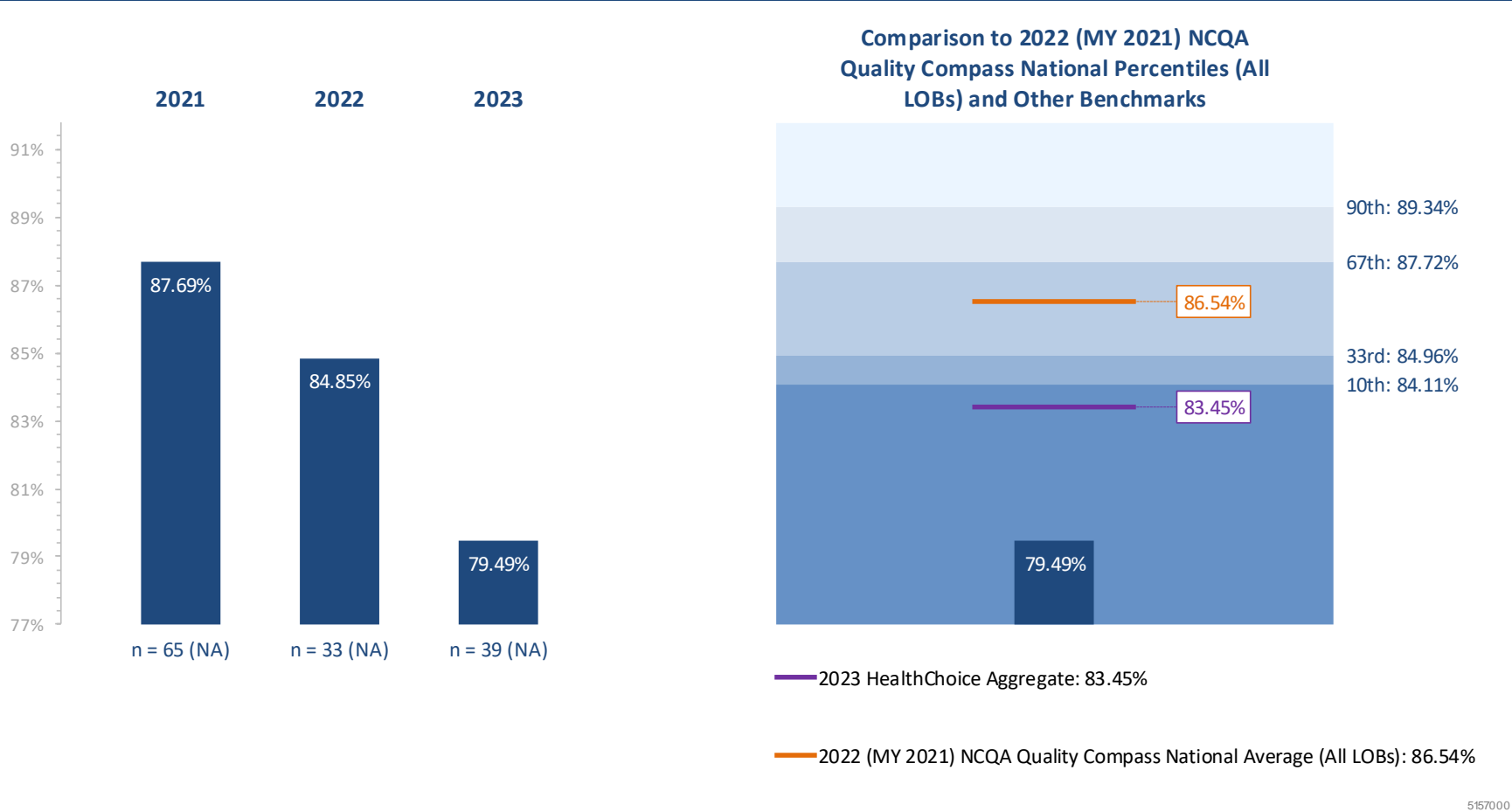
All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

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



# Rating of Specialist Seen Most Often

Percent Responding 8, 9 or 10



5157000

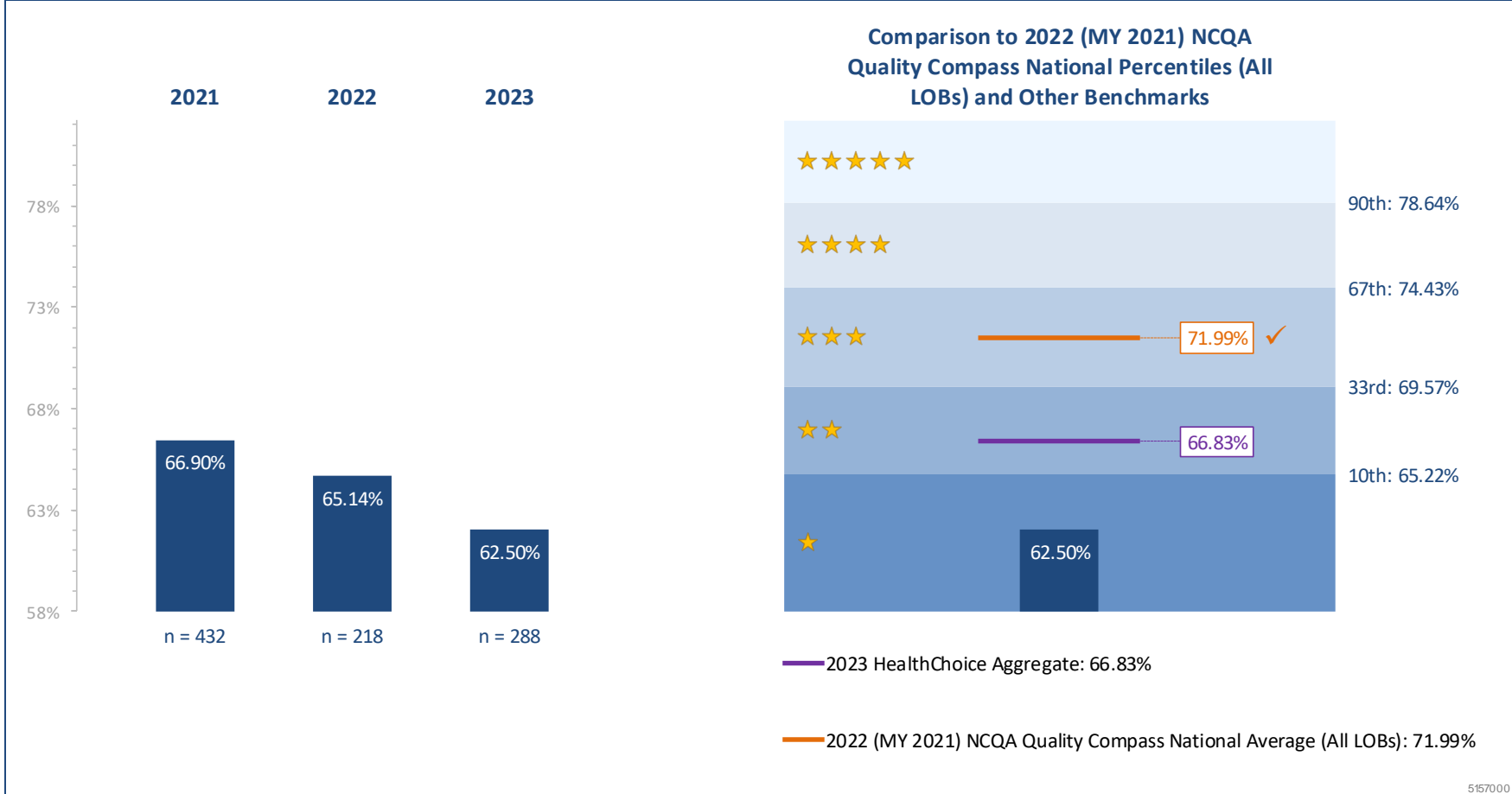
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

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

# Rating of Health Plan

Percent Responding 9 or 10



5157000

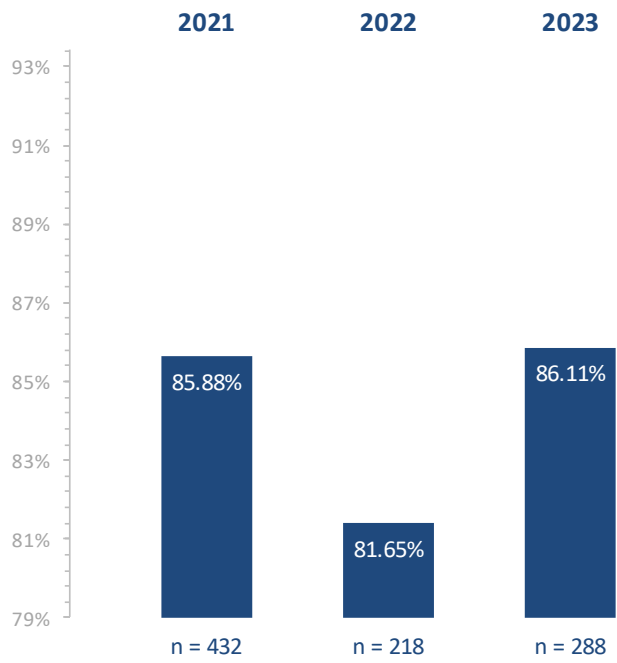
Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY 2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY 2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023.

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

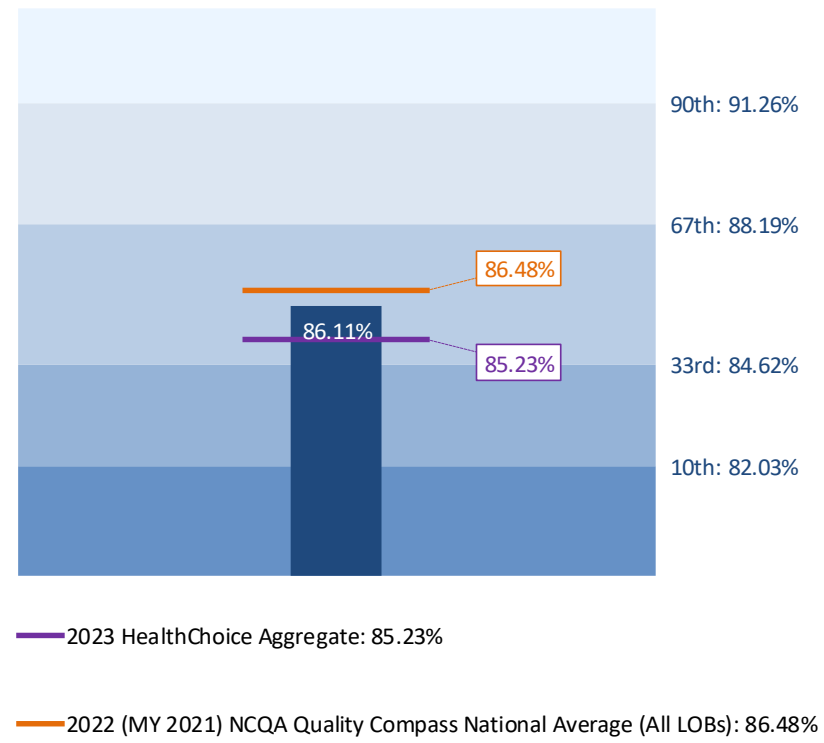
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (n=100). Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant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

# Rating of Health Plan

Percent Responding 8, 9 or 10



## Comparison to 2022 (MY 2021) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks



5157000

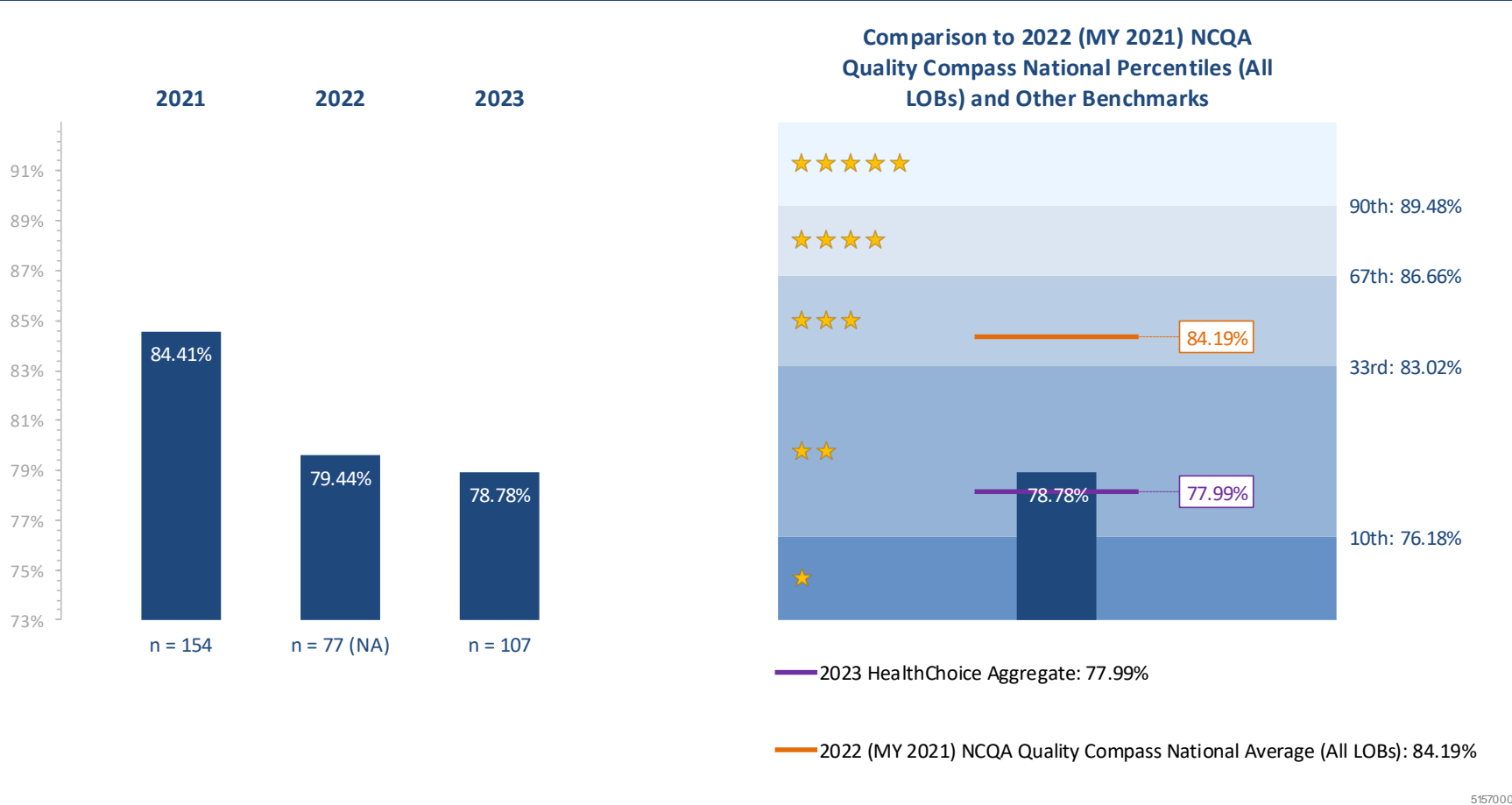
This measure is not included in NCQA's Health Plan Ratings.

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

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

# Getting Needed Care

Percent Responding Always or Usually



5157000

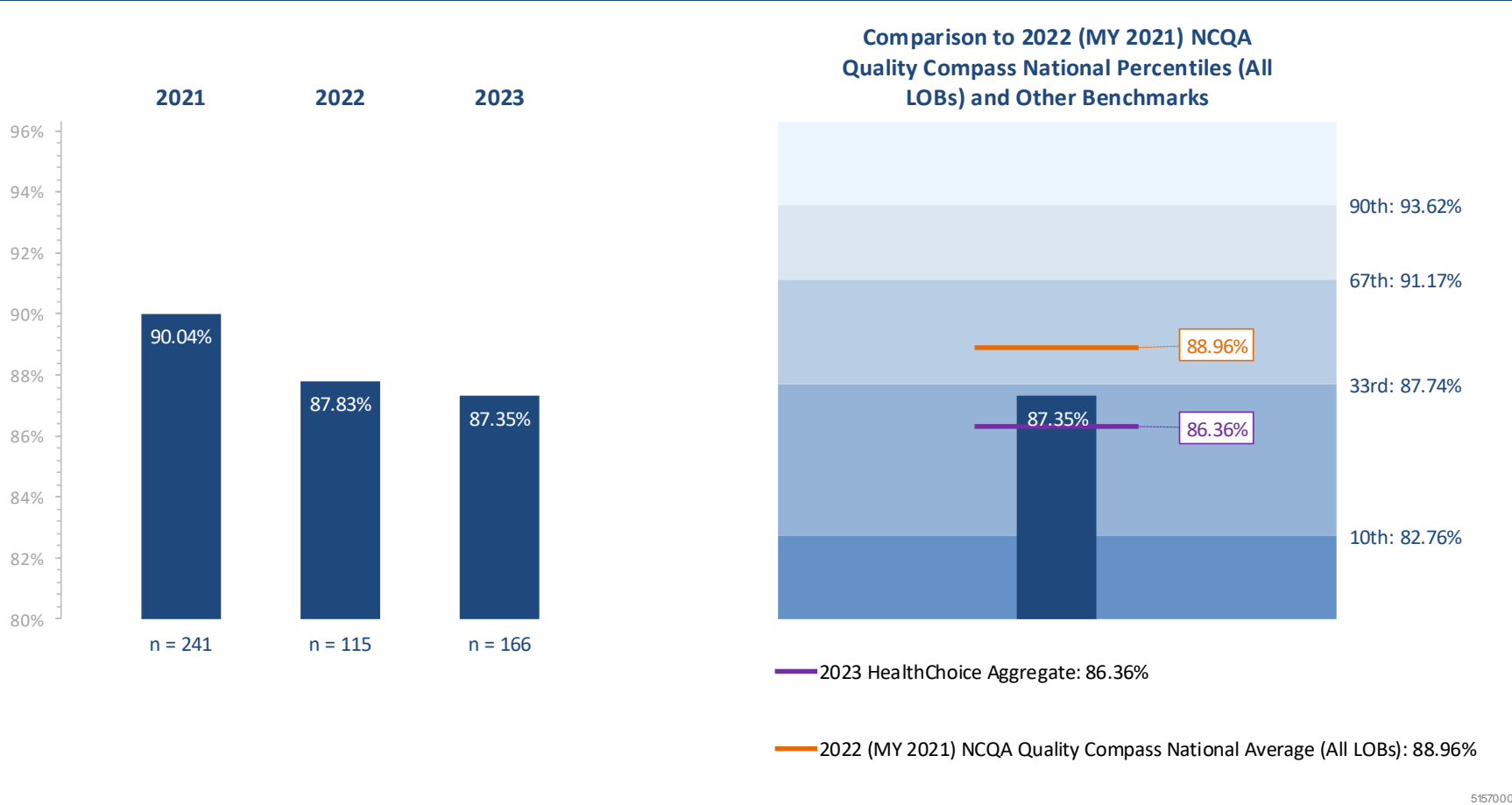
Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY 2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY 2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

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

# Getting Needed Care: Ease of Getting Needed Care (Q10)

Percent Responding Always or Usually



5157000

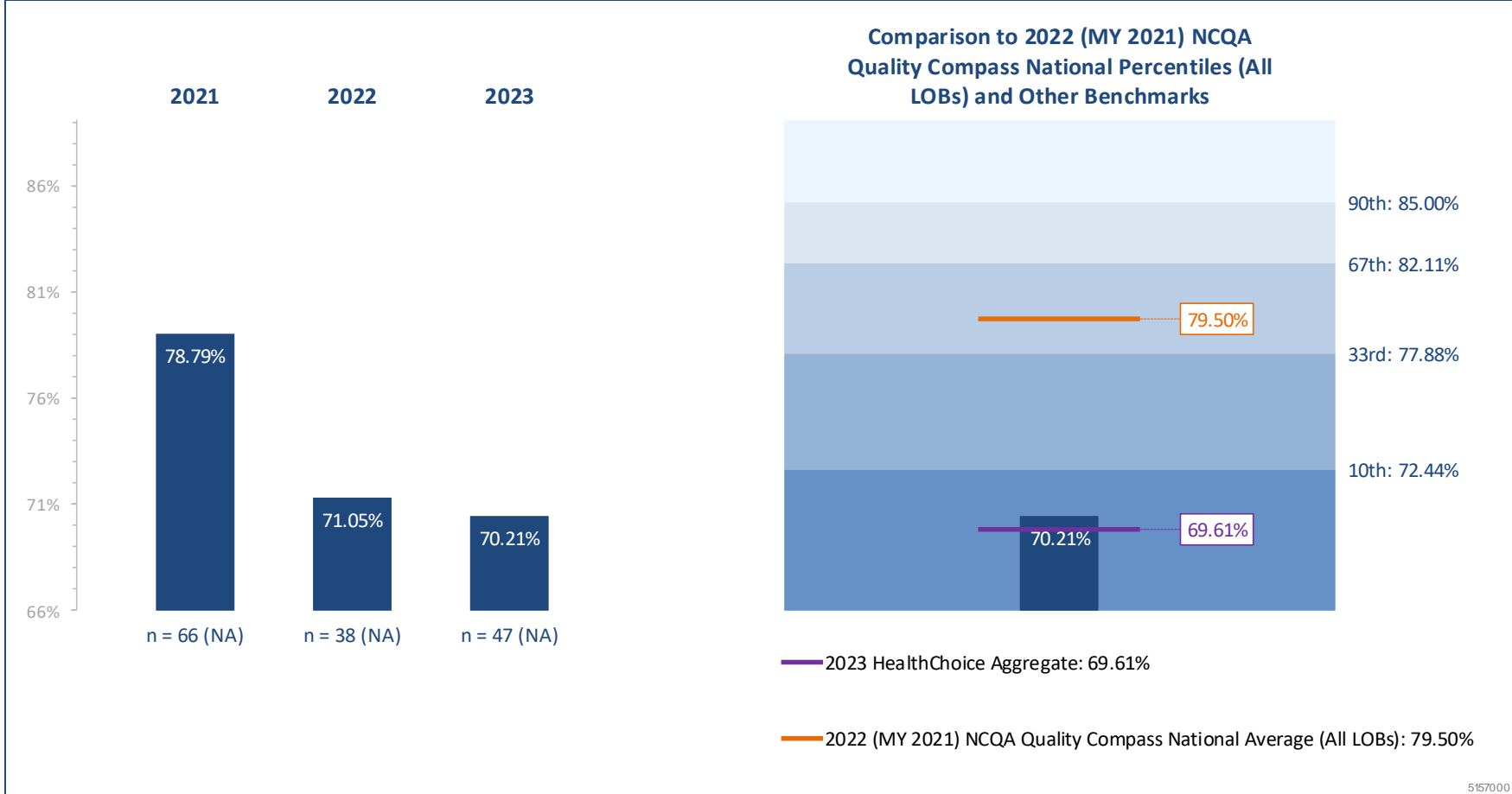
This measure is not included in NCQA's Health Plan Ratings.

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

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

# Getting Needed Care: Ease of Seeing a Specialist (Q41)

Percent Responding Always or Usually



5157000

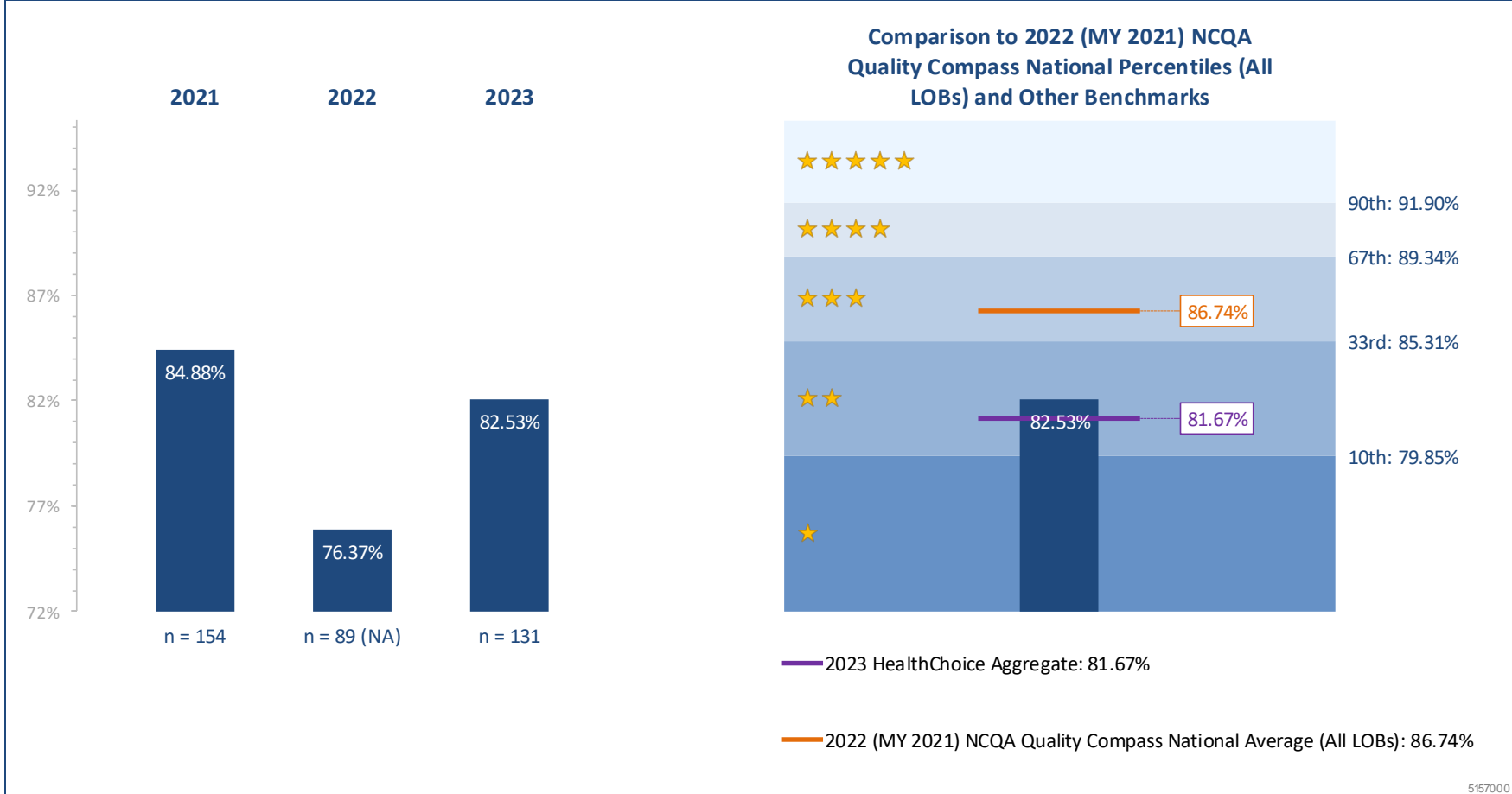
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

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

# Getting Care Quickly

Percent Responding Always or Usually



5157000

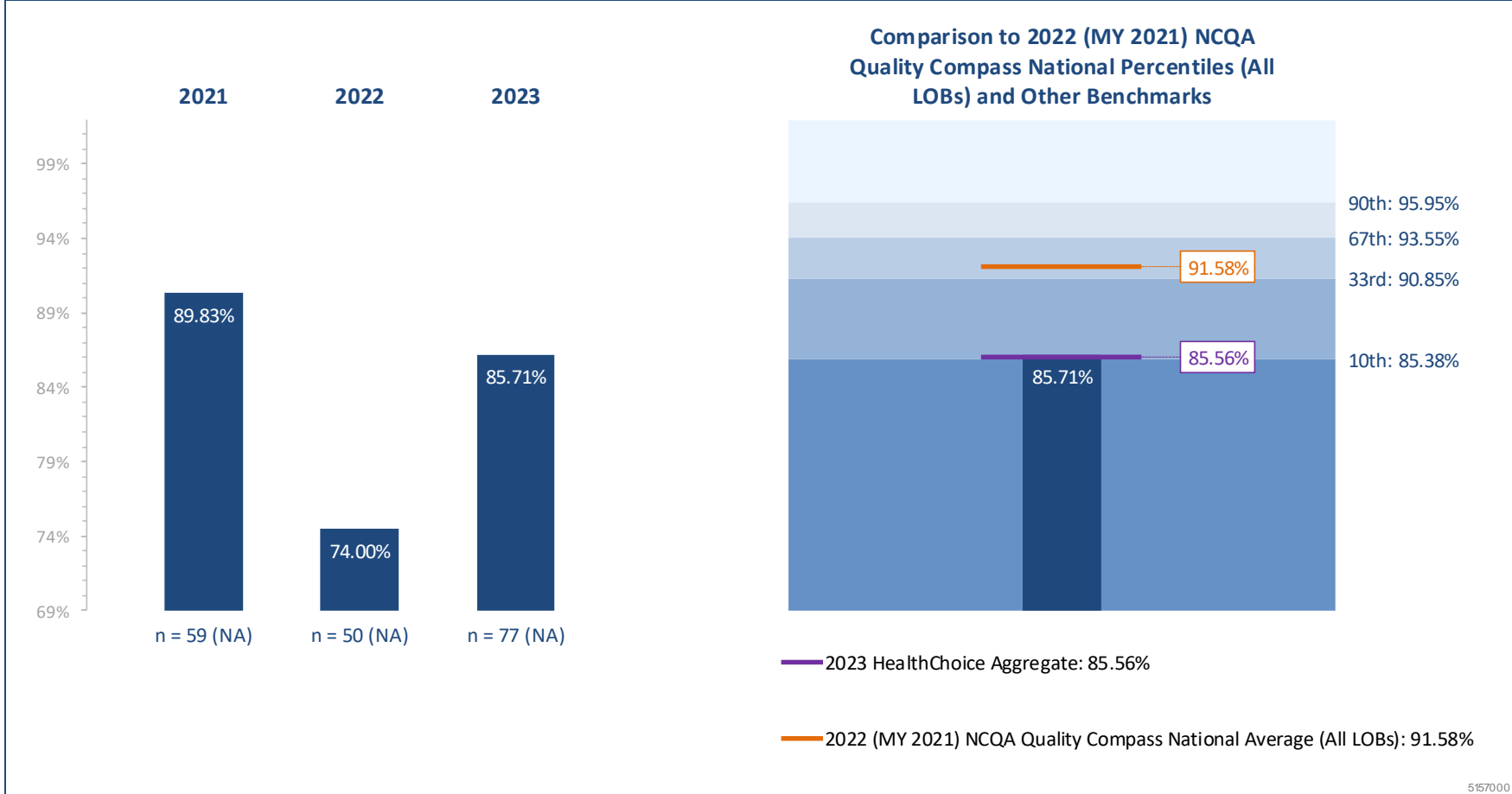
Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY 2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY 2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

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

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

Percent Responding Always or Usually



5157000

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

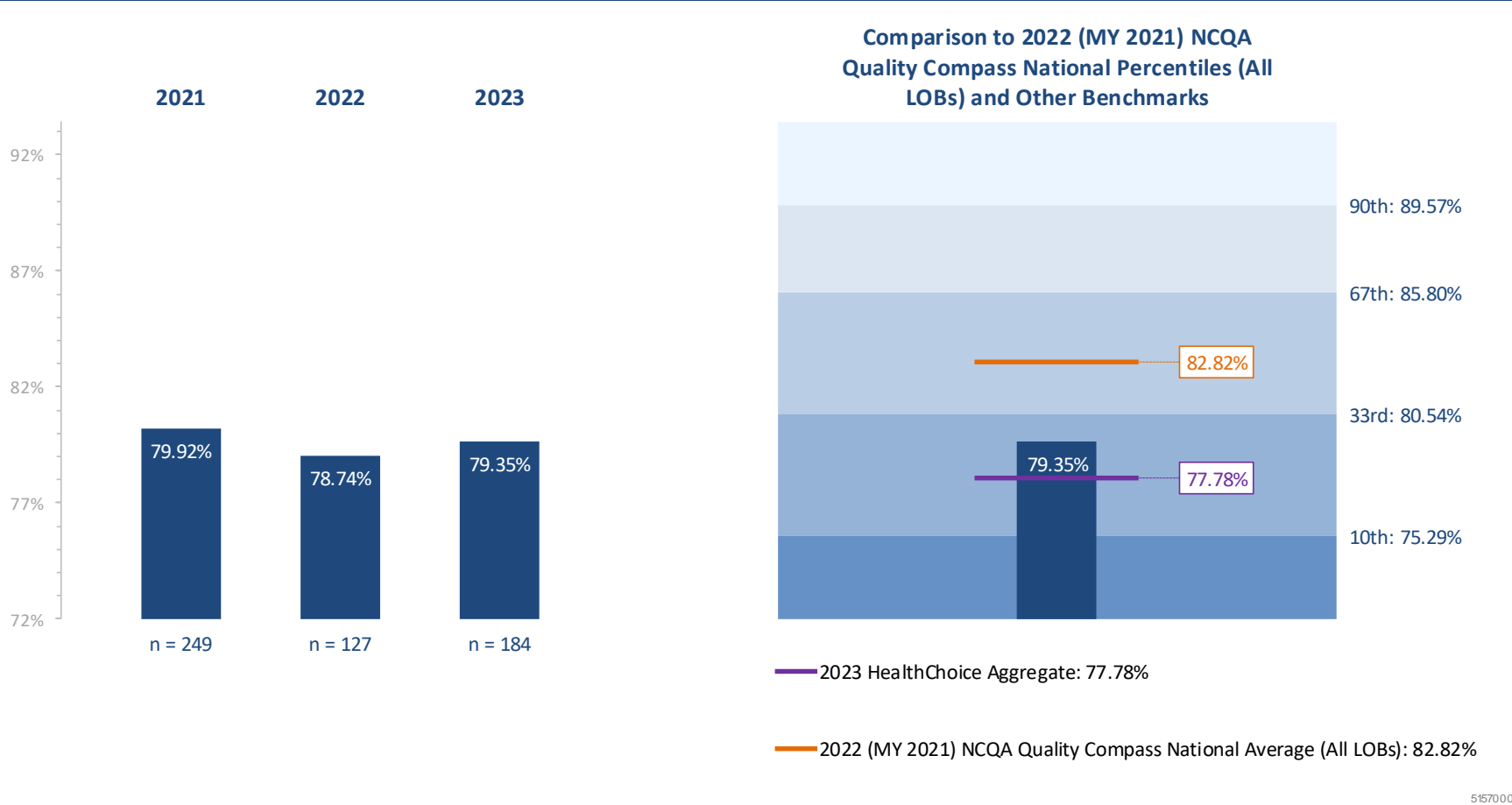
All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

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



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

Percent Responding Always or Usually



5157000

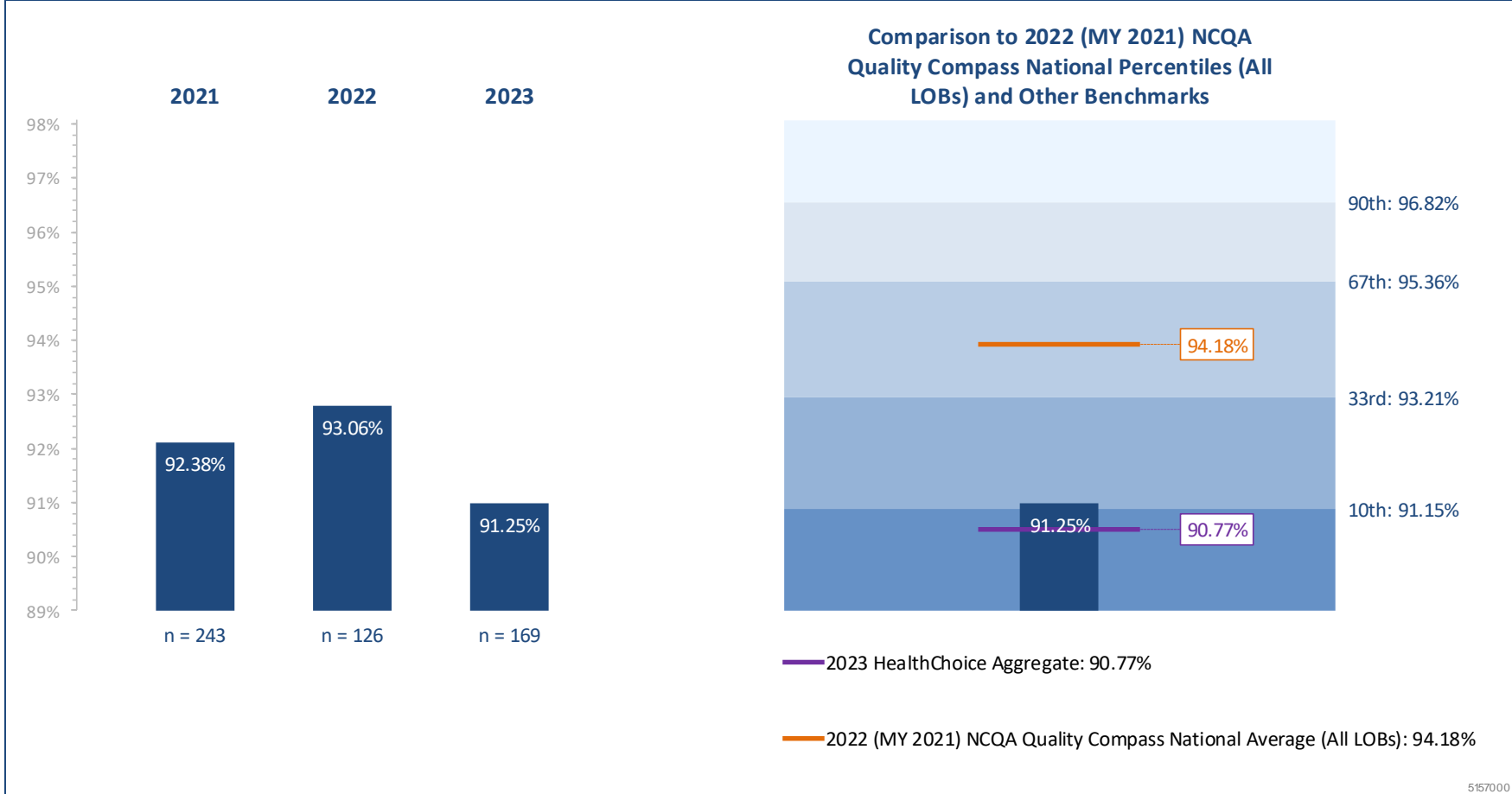
This measure is not included in NCQA's Health Plan Ratings.

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

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

# How Well Doctors Communicate

Percent Responding Always or Usually



5157000

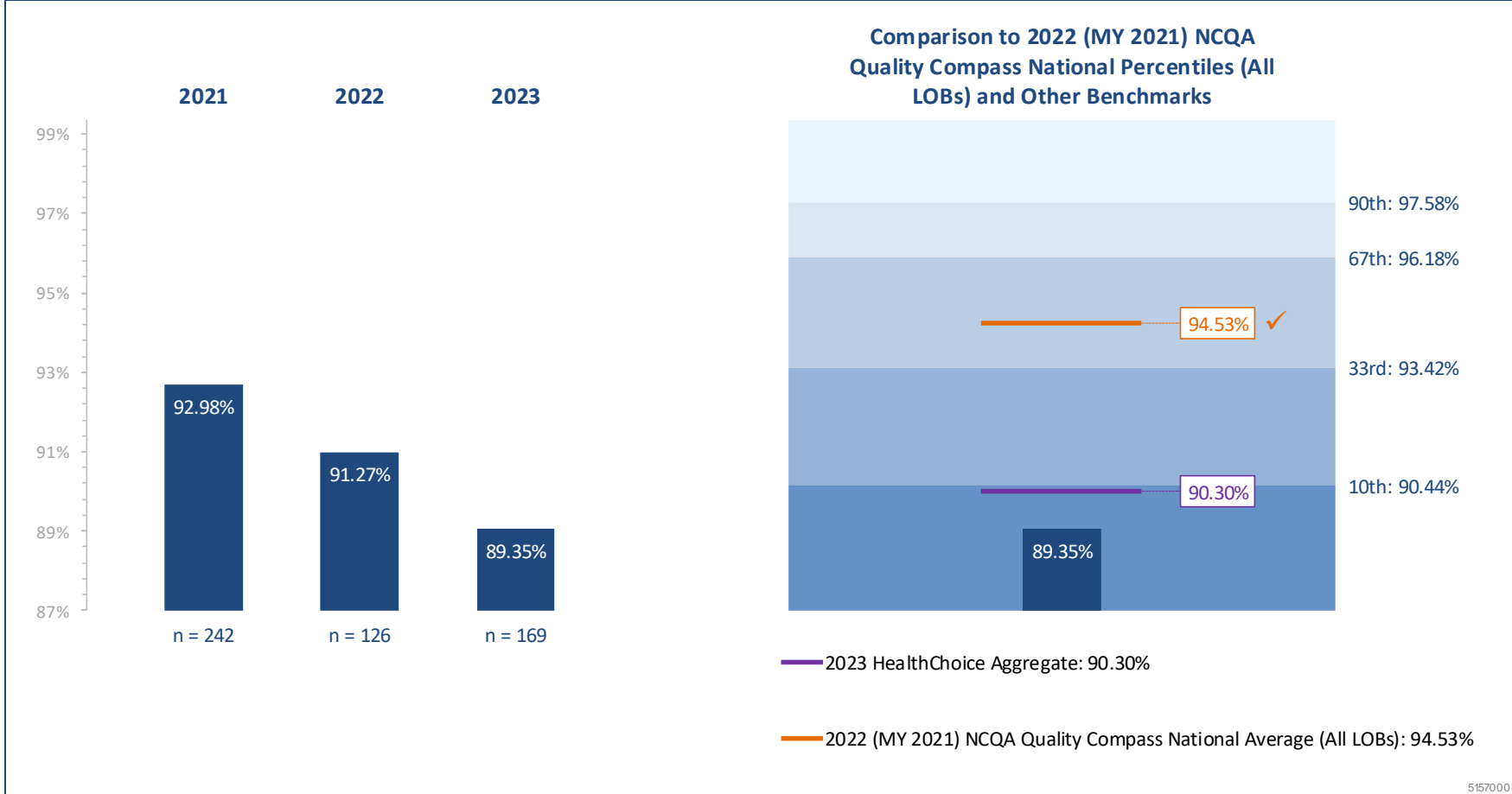
This measure is not included in NCQA's Health Plan Ratings.

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

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

# How Well Doctors Communicate: Doctor Explained Things (Q27)

Percent Responding Always or Usually



5157000

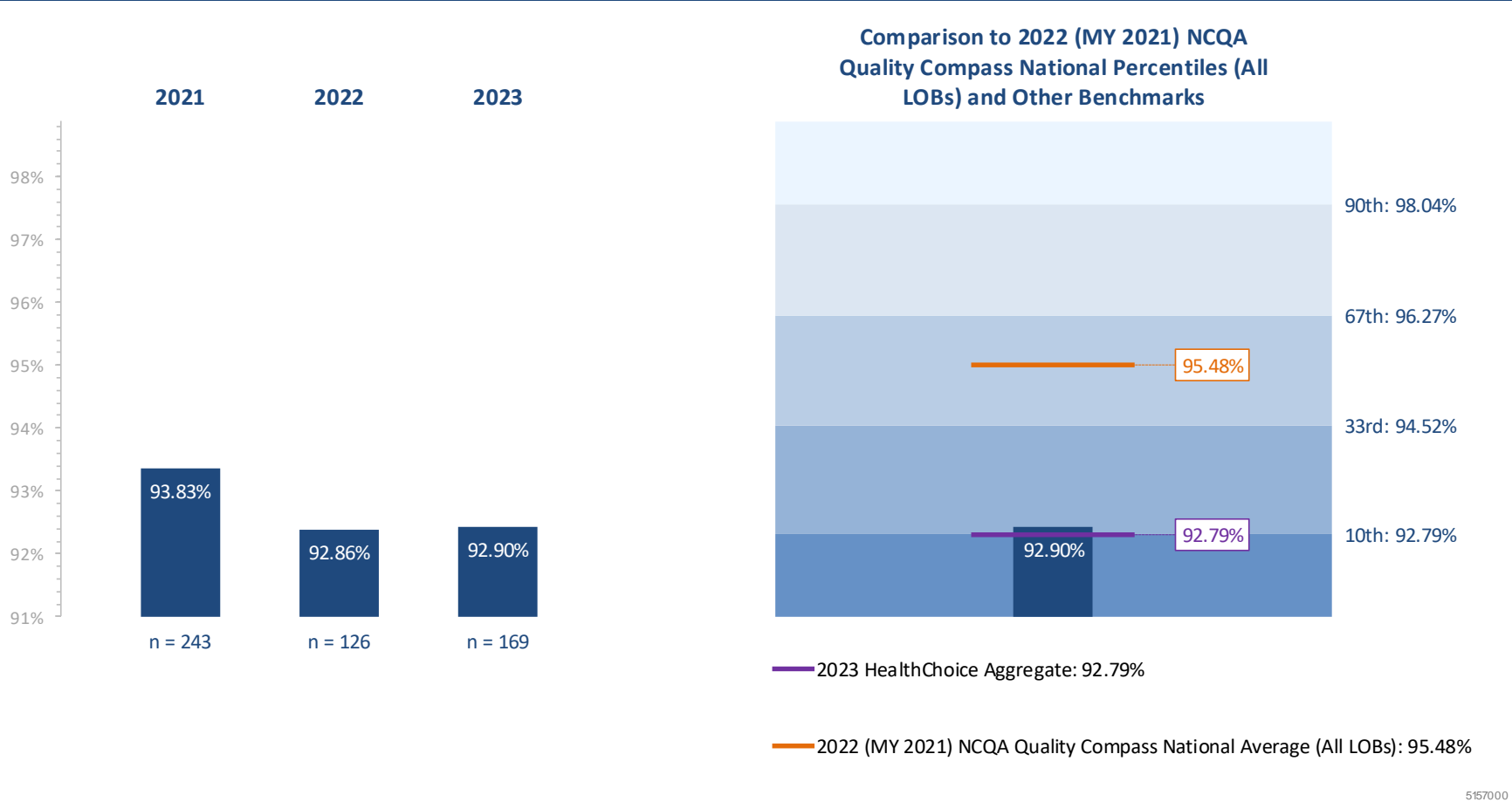
This measure is not included in NCQA's Health Plan Ratings.

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

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

# How Well Doctors Communicate: Doctor Listened Carefully (Q28)

Percent Responding Always or Usually



5157000

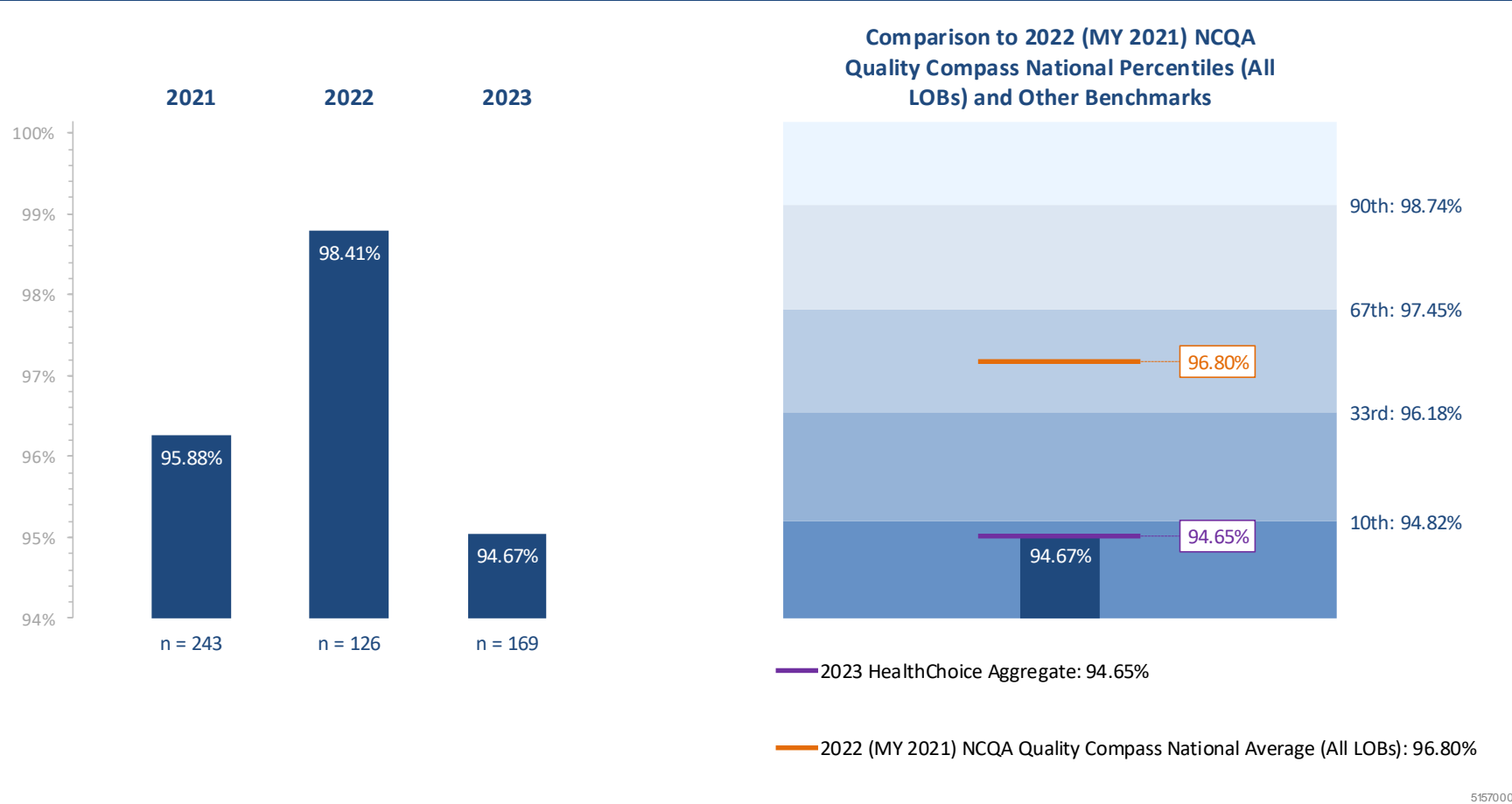
This measure is not included in NCQA's Health Plan Ratings.

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

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

# How Well Doctors Communicate: Doctor Showed Respect (Q29)

Percent Responding Always or Usually



5157000

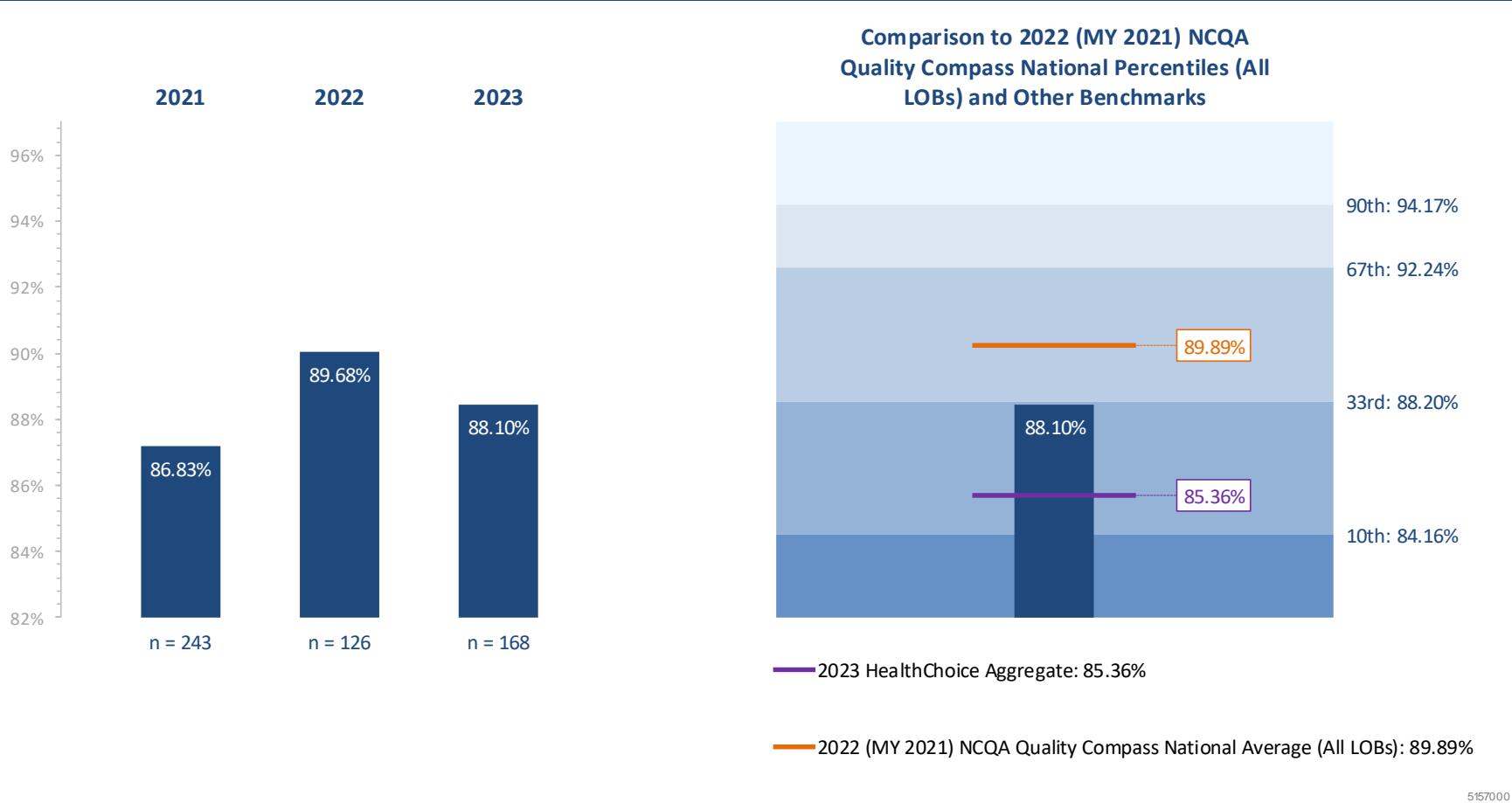
This measure is not included in NCQA's Health Plan Ratings.

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

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

# How Well Doctors Communicate: Doctor Spent Enough Time (Q32)

Percent Responding Always or Usually



5157000

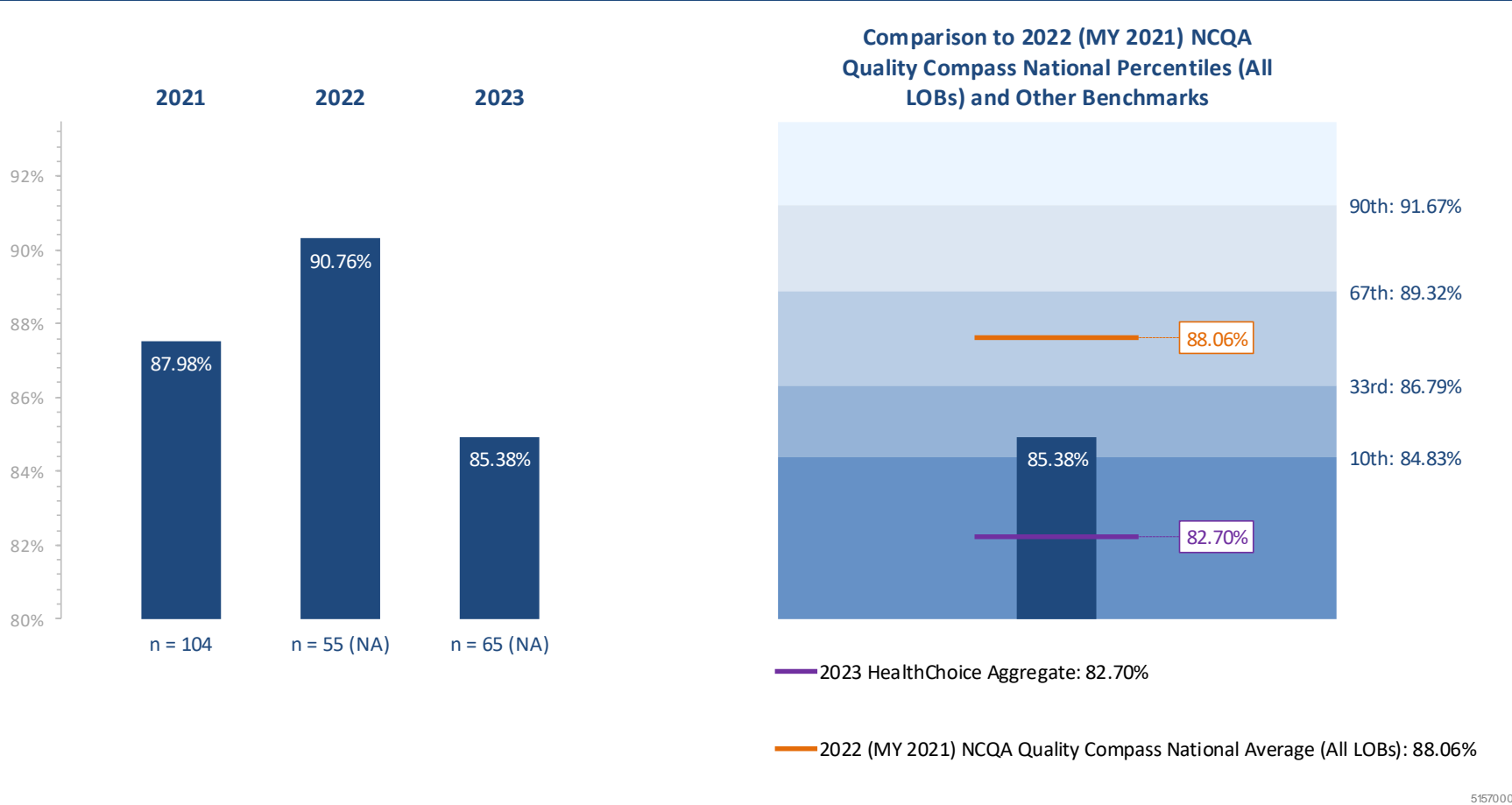
This measure is not included in NCQA's Health Plan Ratings.

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

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

# Customer Service

Percent Responding Always or Usually



5157000

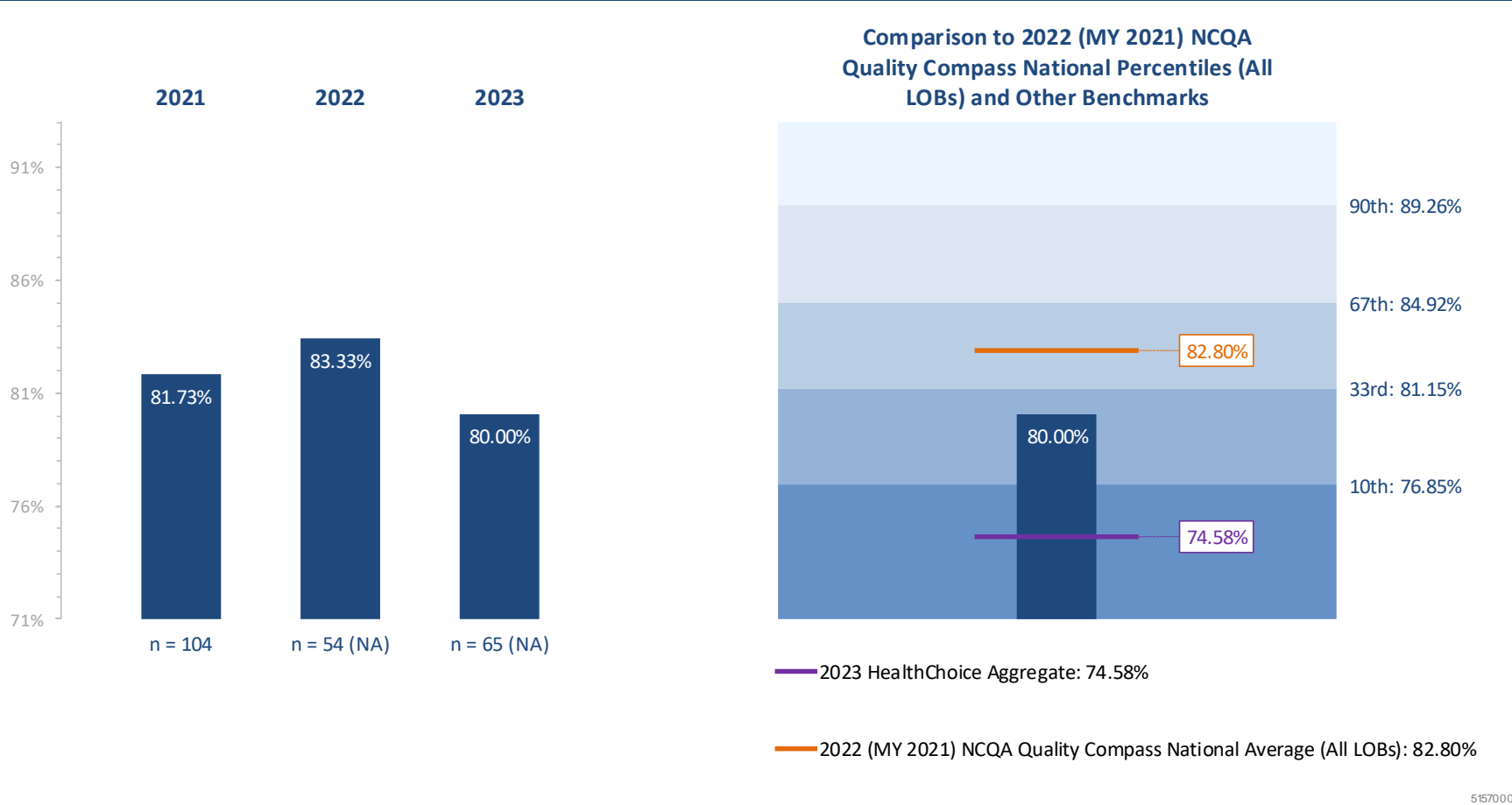
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

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

# Customer Service: Customer Service Provided Information/Help (Q45)

Percent Responding Always or Usually



5157000

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

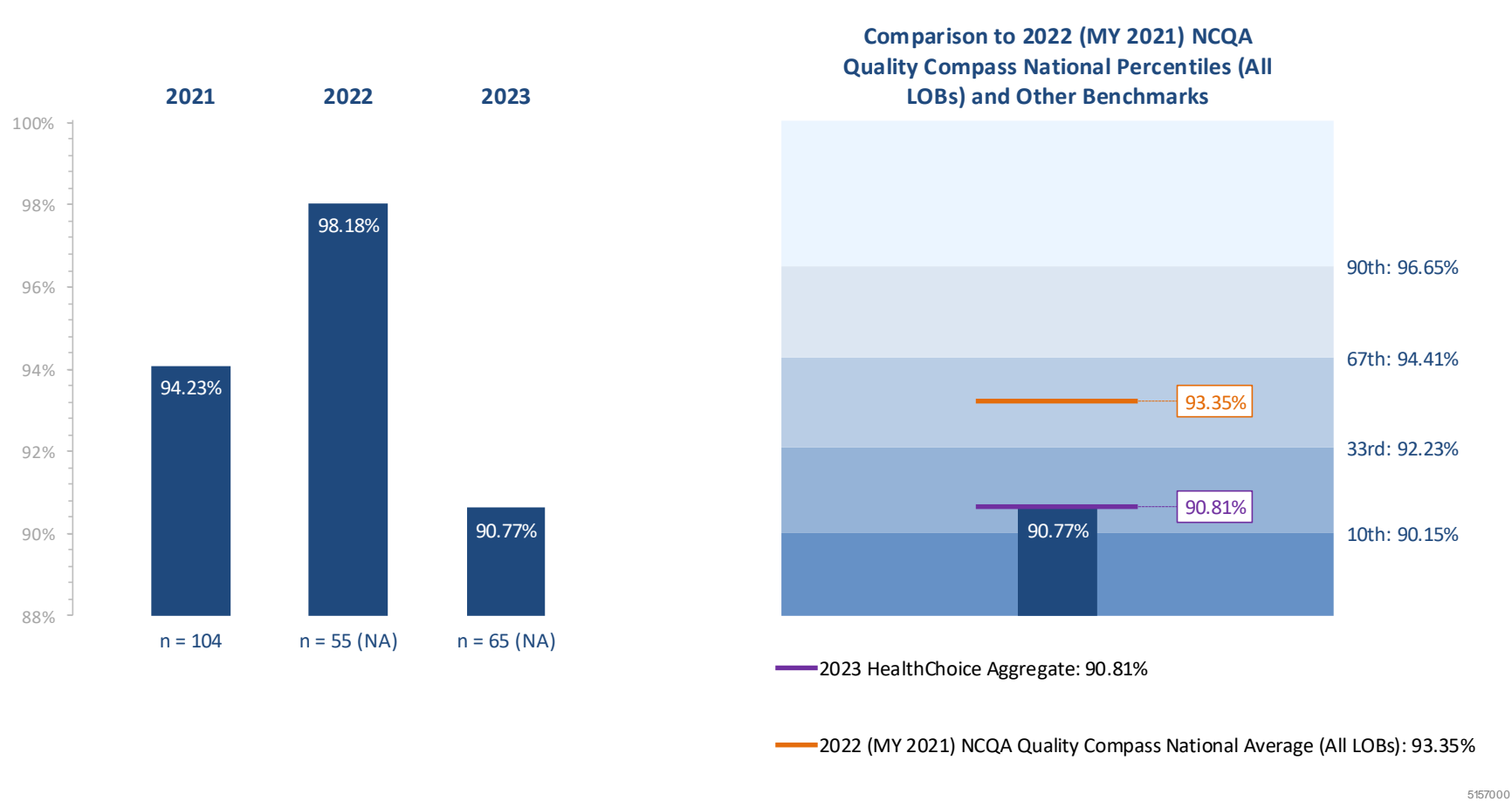
All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

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



# Customer Service: Customer Service Was Courteous/Respectful (Q46)

Percent Responding Always or Usually



5157000

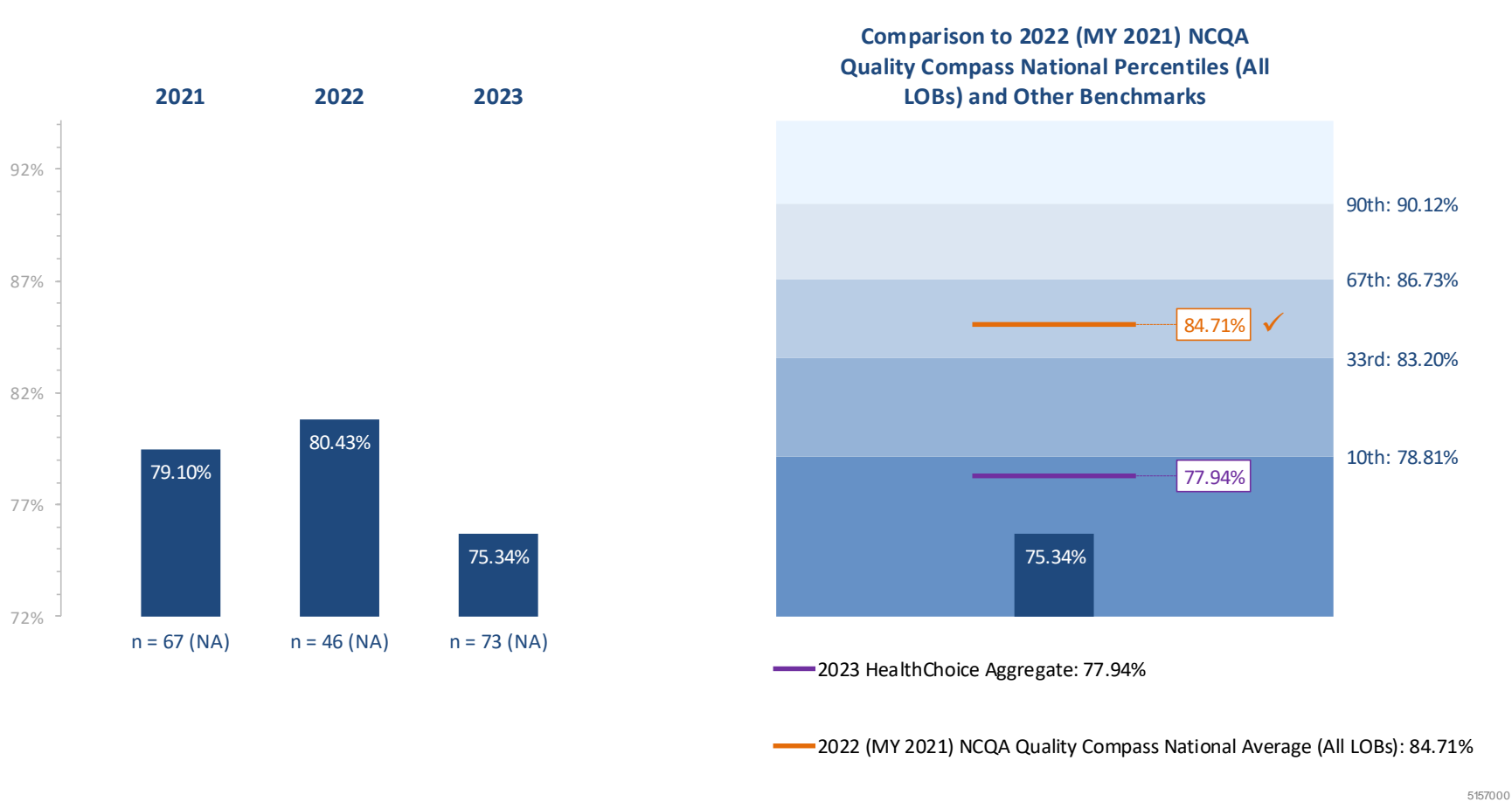
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

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

# Coordination of Care

Percent Responding Always or Usually



5157000

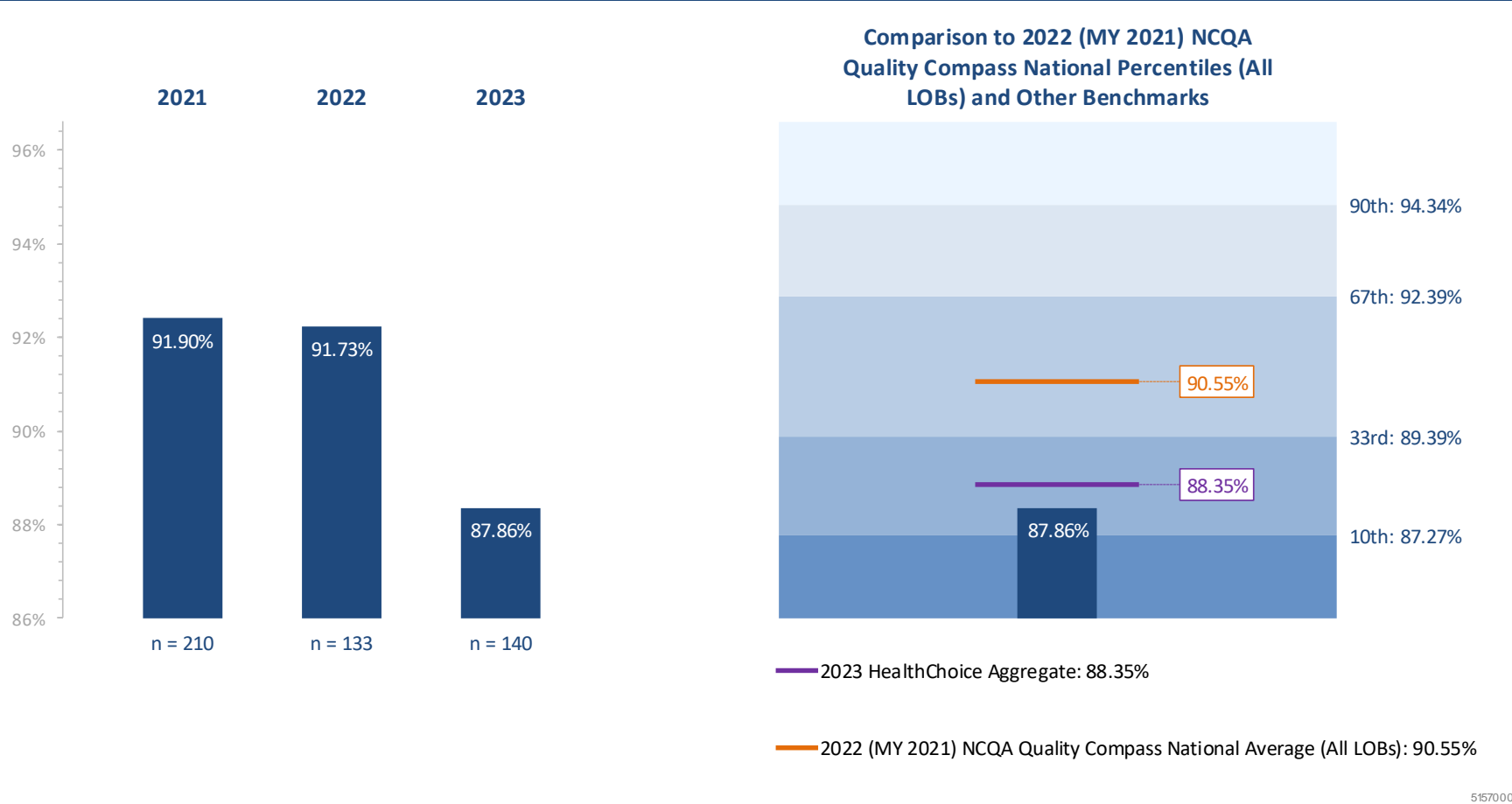
This measure is not included in NCQA's Health Plan Ratings.

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

# Access to Prescription Medicines

Percent Responding Always or Usually



5157000

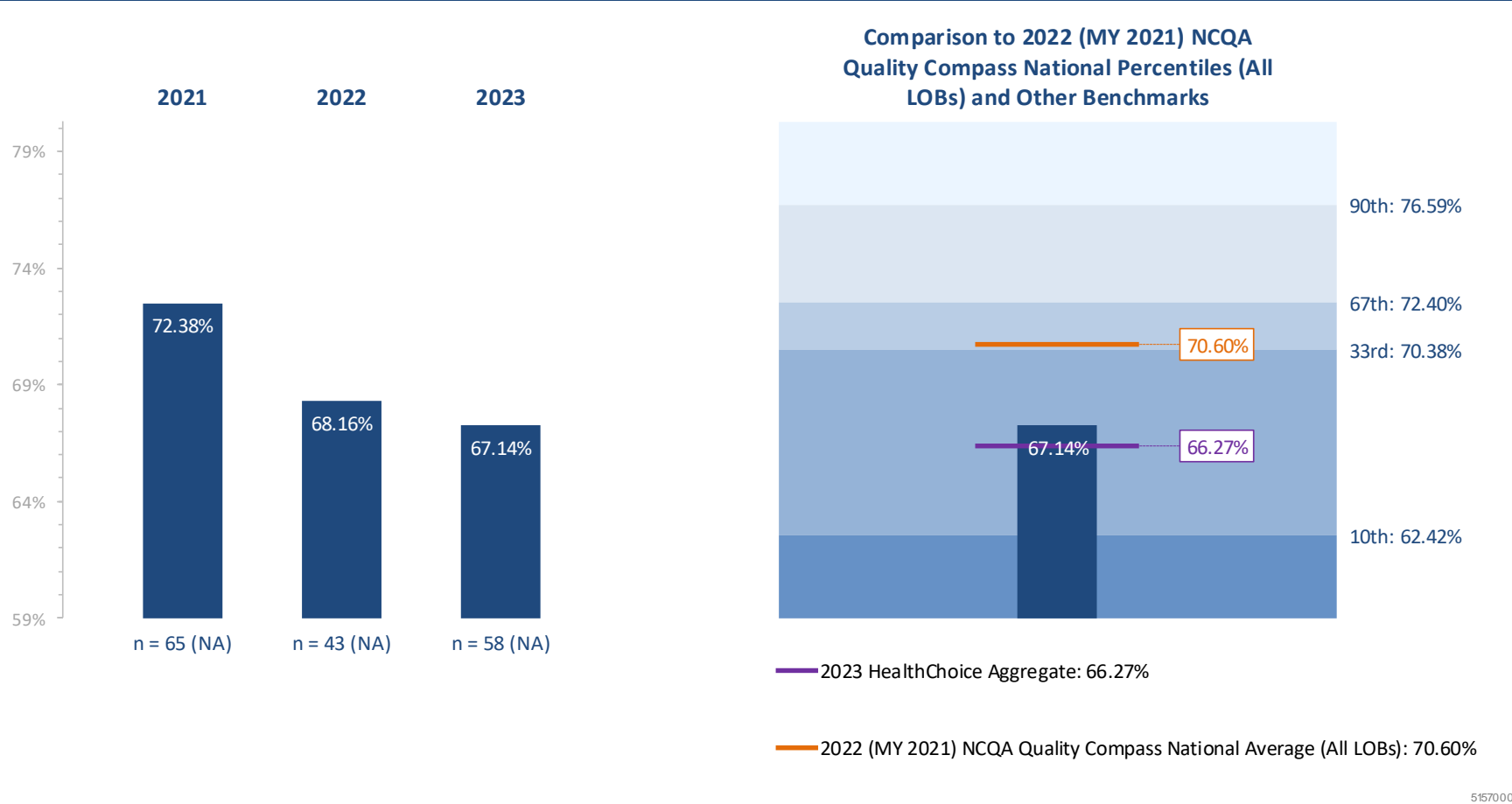
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All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA.

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

# Access to Specialized Services

Percent Responding Always or Usually



5157000

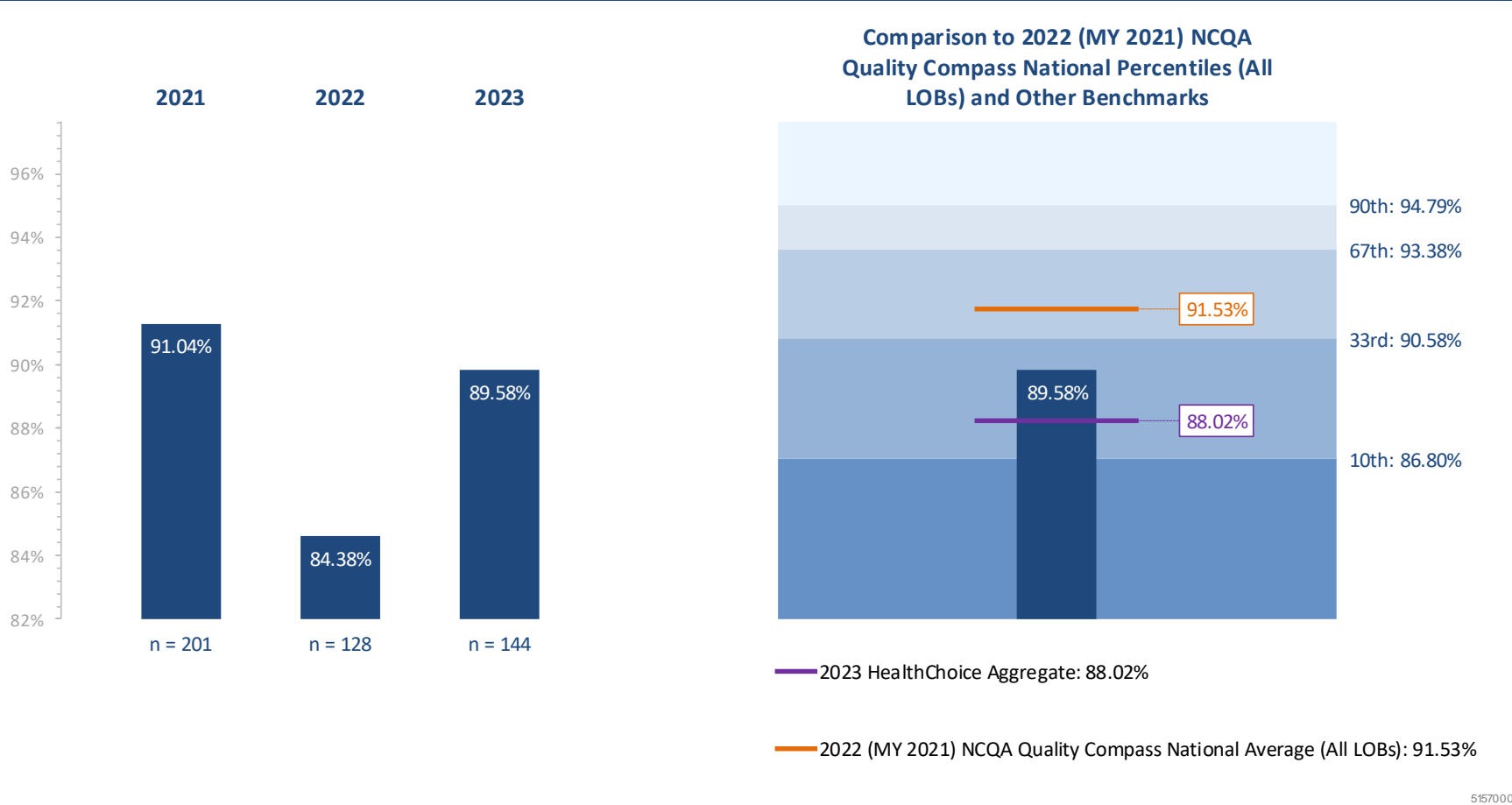
This measure is not included in NCQA's Health Plan Ratings.

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

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

# Getting Needed Information

Percent Responding Always or Usually



5157000

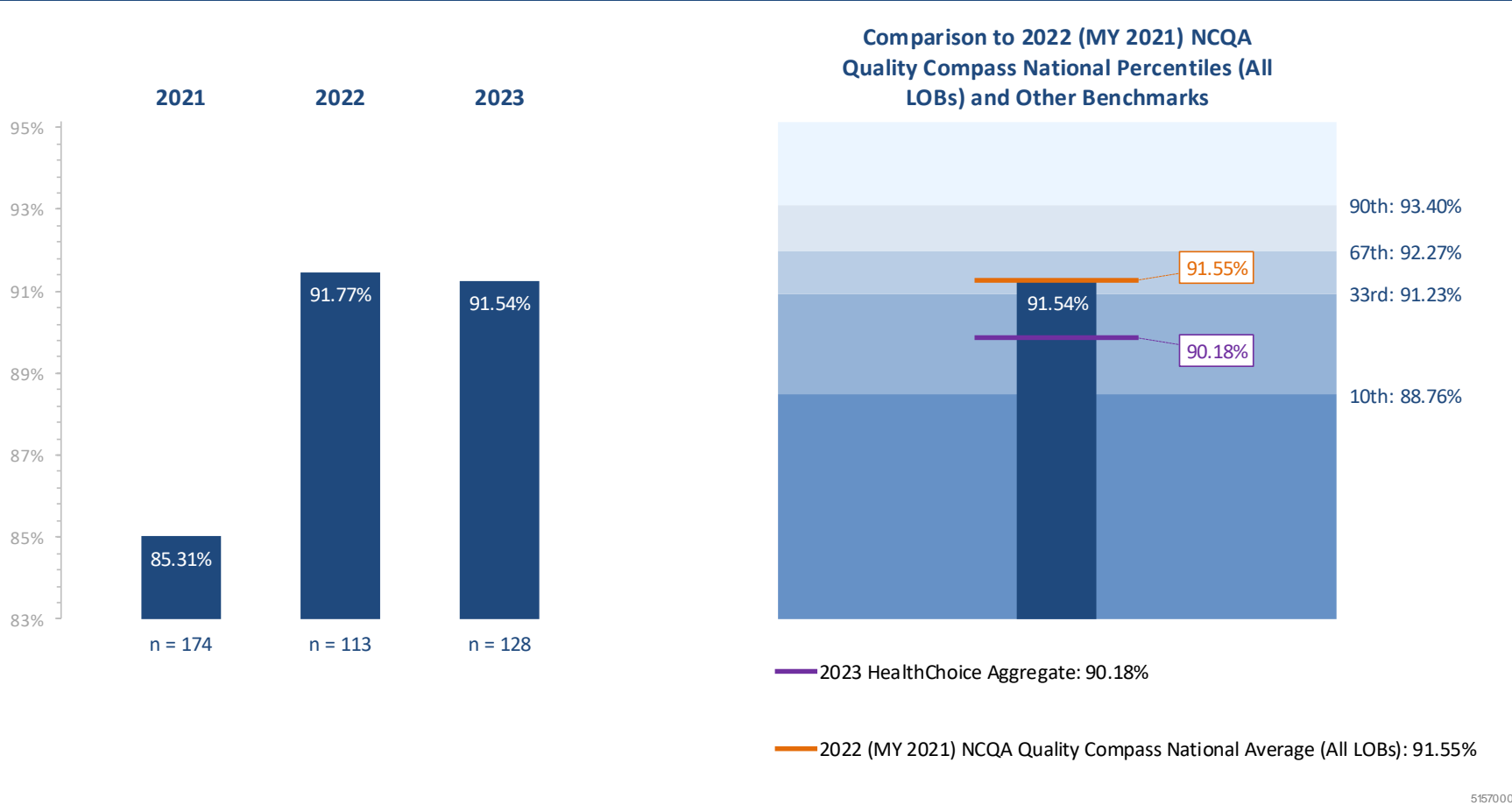
This measure is not included in NCQA's Health Plan Ratings.

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

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

# Personal Doctor Who Knows Child

Percent Responding Yes



5157000

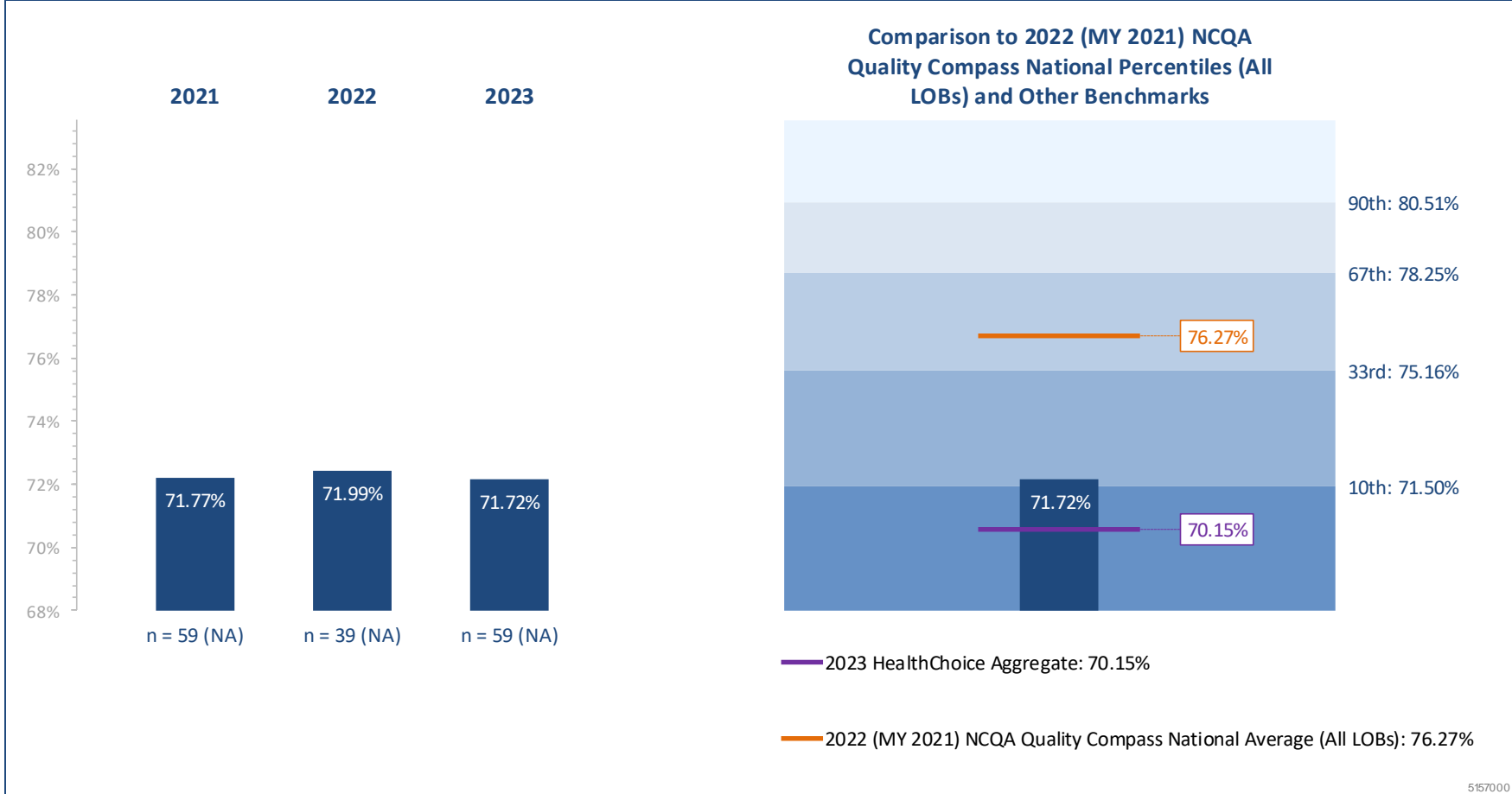
This measure is not included in NCQA's Health Plan Ratings.

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

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

# Coordination of Care for Children With Chronic Conditions

Percent Responding Yes



5157000

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

All rates were calculated by CSS following NCQA specifications. The denominator (n) represents the number of valid responses collected for the measure. At least 100 valid responses must be collected for a measure result to be reportable by NCQA. 'NA' indicates that the result is not reportable by NCQA (n<100).

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

## MEMBERSHIP PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

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

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

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

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

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

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



## HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

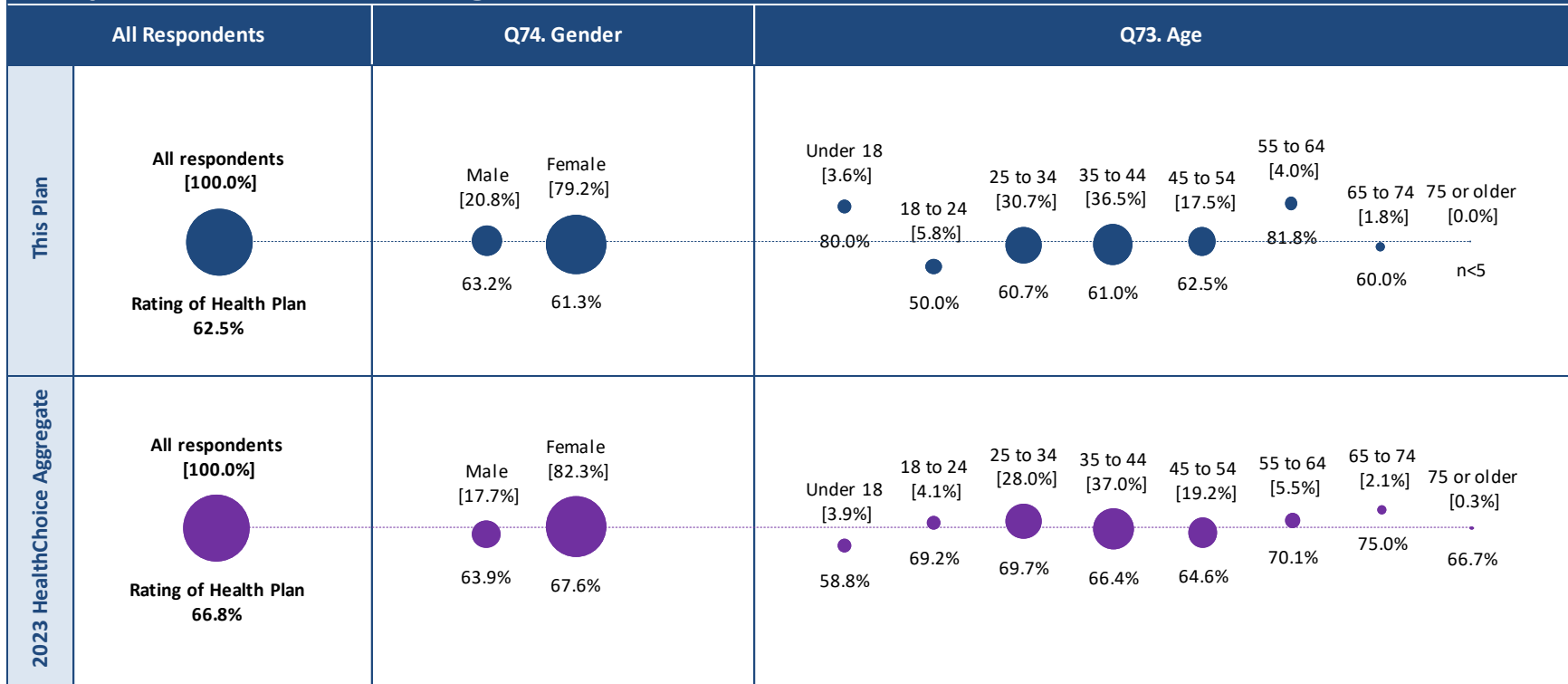
- Health status
- Gender
- Age
- Race
- Ethnicity (Hispanic or Latino)
- Education level

# Member Health Status

All Respondents		Q53. Rating of Overall Health	Q54. Rating of Overall Mental or Emotional Health
This Plan	<p>All respondents [100.0%]</p> <p>Rating of Health Plan 62.5%</p>	<p>Excellent [44.0%]</p> <p>Very Good [36.6%]</p> <p>Good [16.5%]</p> <p>Fair [2.5%]</p> <p>Poor [0.4%]</p> <p>n&lt;5</p>	<p>Excellent [46.0%]</p> <p>Very Good [29.8%]</p> <p>Good [16.5%]</p> <p>Fair [7.0%]</p> <p>Poor [0.7%]</p> <p>n&lt;5</p>
		<p>76.8%</p> <p>53.8%</p> <p>53.2%</p> <p>28.6%</p>	<p>74.8%</p> <p>50.6%</p> <p>53.2%</p> <p>55.0%</p>
2023 HealthChoice Aggregate	<p>All respondents [100.0%]</p> <p>Rating of Health Plan 66.8%</p>	<p>Excellent [45.3%]</p> <p>Very Good [32.0%]</p> <p>Good [18.4%]</p> <p>Fair [4.1%]</p> <p>Poor [0.3%]</p> <p>25.0%</p>	<p>Excellent [46.9%]</p> <p>Very Good [26.6%]</p> <p>Good [19.0%]</p> <p>Fair [6.5%]</p> <p>Poor [1.1%]</p> <p>48.4%</p>
		<p>76.5%</p> <p>62.0%</p> <p>56.6%</p> <p>49.1%</p>	<p>75.2%</p> <p>63.4%</p> <p>55.4%</p> <p>58.1%</p>

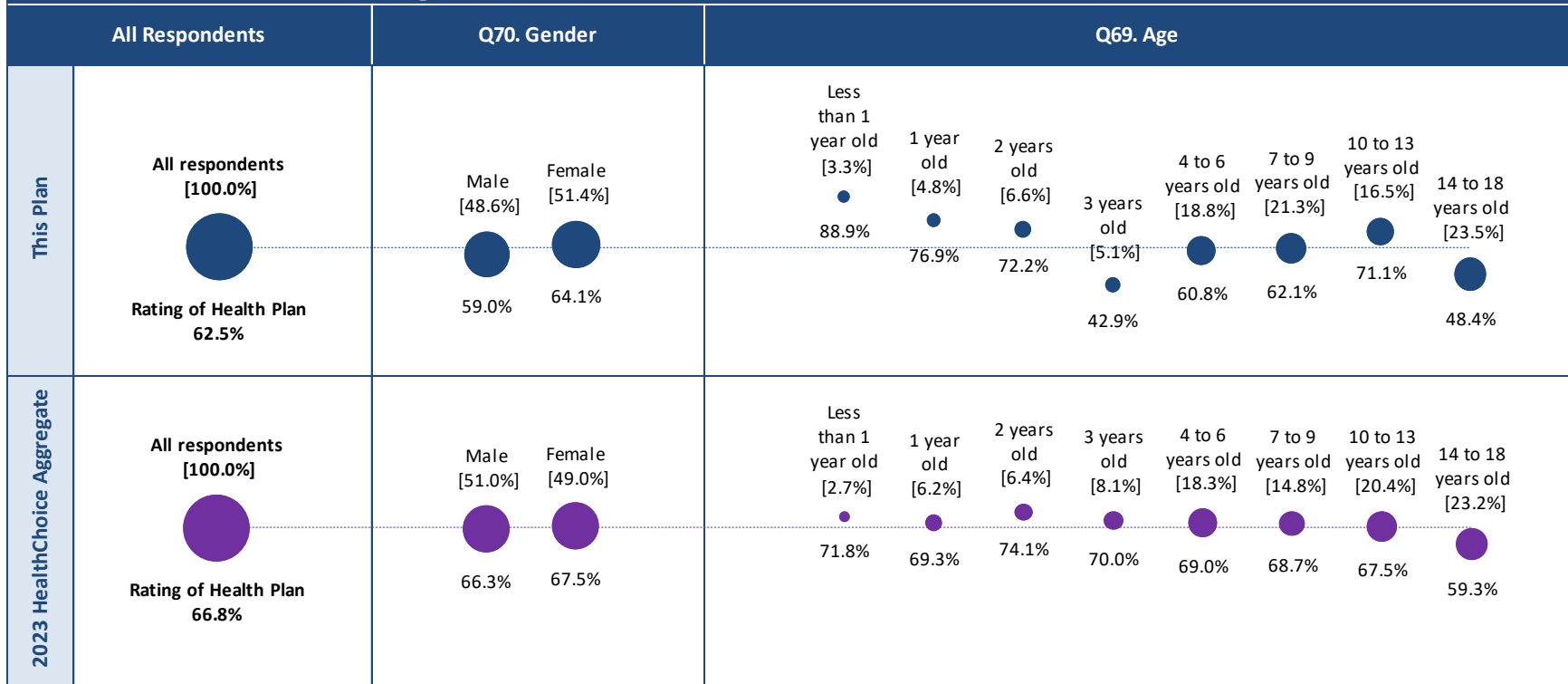
Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents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

## Respondent Gender and Age



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

# Member Gender and Age



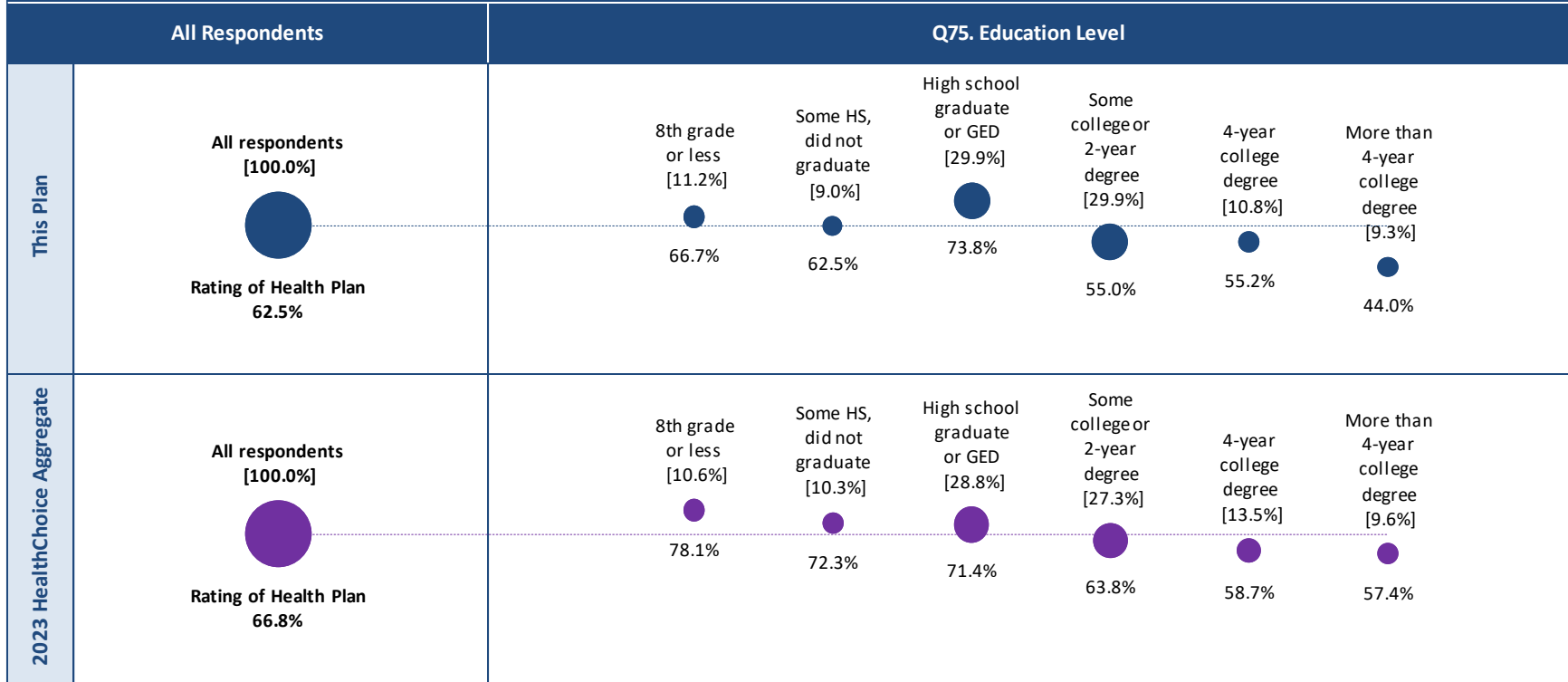
Only includes surveys with a valid (0 to 10) Rating of Health Plan (RHP) response. The bracketed percentage below each subgroup and the corresponding bubble size (by area) represent the proportion of the subgroup members providing a valid RHP rating. The reported result for RHP is the percentage of respondents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

# Member Race and Ethnicity

All Respondents		Q72. Race						Q71. Hispanic or Latino Origin/Descent	
This Plan	<p><b>All respondents</b> [100.0%]</p> <p><b>Rating of Health Plan</b> 62.5%</p>	<p>White [38.0%]</p> <p>57.0%</p>	<p>Black or African-American [44.9%]</p> <p>64.4%</p>	<p>Asian [12.5%]</p> <p>48.5%</p>	<p>Native Hawaiian/Oth. Pacific Islander [2.3%]</p> <p>50.0%</p>	<p>American Indian or Alaska Native [3.0%]</p> <p>62.5%</p>	<p>Other [20.5%]</p> <p>72.2%</p>	<p>Hispanic or Latino [29.7%]</p> <p>66.7%</p>	<p>Not Hispanic or Latino [70.3%]</p> <p>59.4%</p>
	<p><b>All respondents</b> [100.0%]</p> <p><b>Rating of Health Plan</b> 66.8%</p>	<p>White [37.4%]</p> <p>68.7%</p>	<p>Black or African-American [45.1%]</p> <p>62.3%</p>	<p>Asian [10.2%]</p> <p>58.1%</p>	<p>Native Hawaiian/Oth. Pacific Islander [2.0%]</p> <p>70.6%</p>	<p>American Indian or Alaska Native [4.1%]</p> <p>57.3%</p>	<p>Other [22.8%]</p> <p>73.9%</p>	<p>Hispanic or Latino [33.8%]</p> <p>76.0%</p>	<p>Not Hispanic or Latino [66.2%]</p> <p>62.5%</p>

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

# Respondent Education Level



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

## USE OF SERVICES

The following utilization measures are included in this section:

- Type of care received
- Frequency of visits
- Care received from personal doctor
- Specialty and other non-primary care

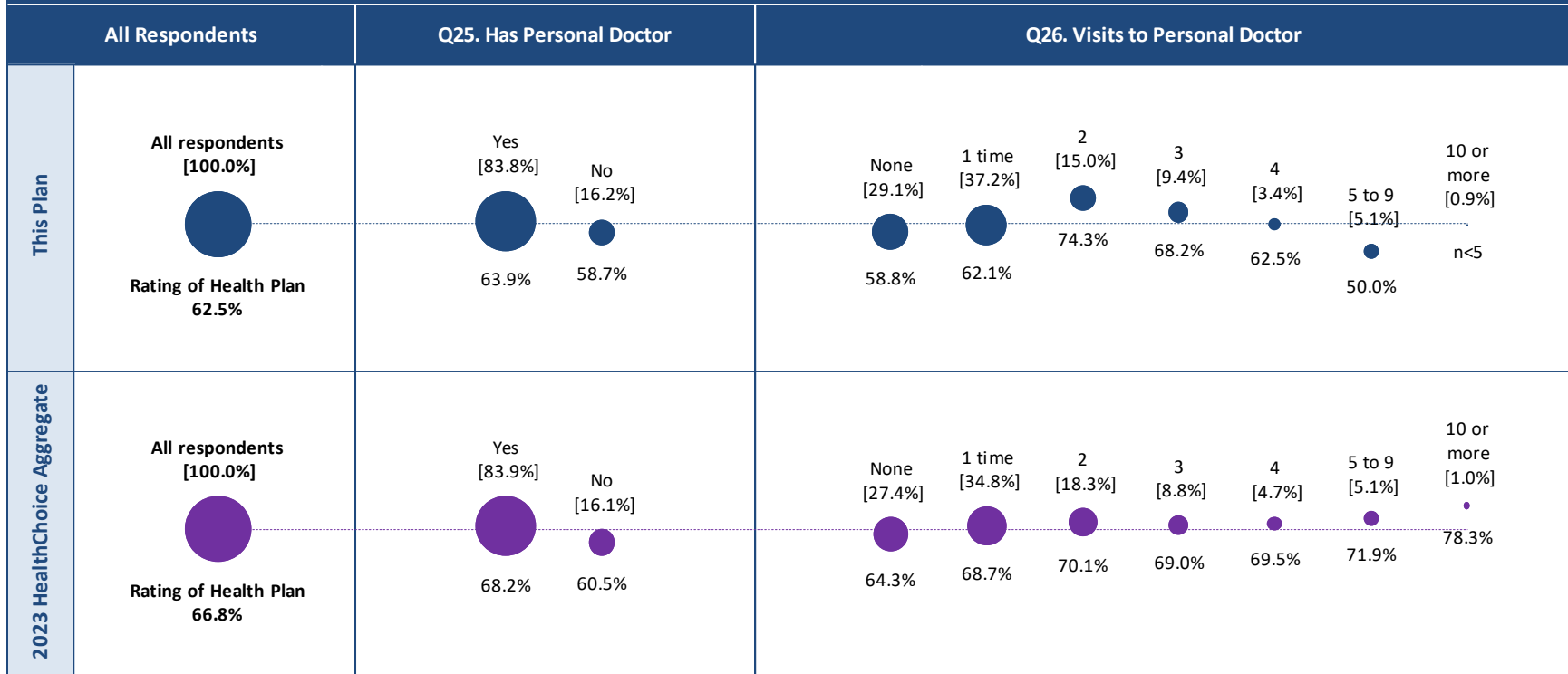
# Type of Care Received

		All Respondents	Q3. Required Urgent Care	Q5. Made Appointment(s) for Check-up or Routine Care	Q7. Visits to Doctor's Office or Clinic
This Plan	All respondents [100.0%]				
	Rating of Health Plan 62.5%	Yes [27.2%] 62.3% No [72.8%] 63.1%	Yes [65.2%] 63.6% No [34.8%] 60.2%	None [40.9%] 61.9% 1 time [19.2%] 62.3% 2 [16.3%] 62.2% 3 [11.2%] 61.3% 4 [5.8%] 56.3% 5 to 9 [4.3%] 66.7% 10 or more [2.2%] 66.7%	
2023 HealthChoice Aggregate	All respondents [100.0%]				
	Rating of Health Plan 66.8%	Yes [27.2%] 66.5% No [72.8%] 67.1%	Yes [63.0%] 68.5% No [37.0%] 64.5%	None [40.2%] 64.9% 1 time [22.2%] 69.9% 2 [16.2%] 67.1% 3 [9.4%] 66.7% 4 [4.4%] 63.0% 5 to 9 [5.3%] 69.9% 10 or more [2.1%] 64.9%	

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



# Personal Doctor Care



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

# Non-Primary Care

	All Respondents	Q34. Visited Providers Besides Personal Doctor	Q40. Made Specialist Appointment(s)	Q42. Number of Specialists Seen
This Plan	<p>All respondents [100.0%]</p> <p>Rating of Health Plan 62.5%</p>	<p>Yes [44.8%] No [55.2%]</p> <p>55.4% 72.5%</p>	<p>Yes [16.0%] No [84.0%]</p> <p>58.7% 63.2%</p>	<p>None [11.1%] 1 [66.7%] 2 [15.6%] 3 [4.4%] 4 [0.0%] 5 or more [2.2%]</p> <p>40.0% 66.7% 42.9% n&lt;5 n&lt;5 n&lt;5</p>
2023 HealthChoice Aggregate	<p>All respondents [100.0%]</p> <p>Rating of Health Plan 66.8%</p>	<p>Yes [42.1%] No [57.9%]</p> <p>67.9% 70.8%</p>	<p>Yes [17.3%] No [82.7%]</p> <p>63.7% 67.4%</p>	<p>None [9.5%] 1 [61.2%] 2 [19.8%] 3 [5.9%] 4 [1.5%] 5 or more [2.1%]</p> <p>60.0% 66.2% 63.8% 42.9% 85.7% 60.0%</p>

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

## KEY DRIVER ANALYSIS

### OBJECTIVES

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

- To isolate a set of plan attributes, or key drivers, that distinguish high-rated plans from low-rated plans
- To highlight industry best practices on the key driver measures
- To compare the current performance of MSFC to industry best practices in these areas
- To estimate the impact of improving performance on these measures on the *Rating of Health Plan* measure

### TECHNICAL APPROACH

#### INDUSTRY VIEW

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

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

Finally, in addition to the standard CAHPS performance measures, other sources of differences between health plans can be explored, increasing the explanatory power of the model and allowing for a more precise estimation of the individual key driver effects. These include experience rates, which are based on responses to the CAHPS screener questions. Screeners establish whether a member had a particular type of experience or interaction with the plan (e.g., contacted customer service, submitted a claim, etc.). CSS's analysis shows that these experience indicators explain a significant portion of the plan's overall rating score. Additional components of the overall score include utilization rates and demographic characteristics of the plan's membership, which are addressed in more detail in the *Member Profile and Analysis of Plan Ratings by Member Segment* section of this report. Clearly, from the plan's perspective, some of these factors are more actionable than others. However, to yield an accurate model of member experience, the analysis must consider all of its measurable aspects.

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

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

## INDUSTRY KEY DRIVER MODEL

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











Medicaid member ratings of the plan are strongly related to having a personal doctor (Q25) and being able to get urgent care as soon as needed (Q4). Getting needed information from customer service (Q45) and access to highly rated providers (Q36 and Q43) are all significant drivers of member experience.

Key Driver	Interpretation
Q36. Rating of Personal Doctor (percent 9 or 10)	The higher the proportion of respondents rating their child’s personal doctor as 9 or 10, the higher the overall plan score
Q25. Member has a personal doctor (percent Yes)	The higher the proportion of respondents reporting their child has a personal doctor, the higher the overall plan score
Q4. Got an appointment for urgent care as soon as needed (percent Usually or Always)	The higher the proportion of respondents reporting their child received urgently needed care as soon as needed, the higher the overall plan score
Q43. Rating of Specialist Seen Most Often (percent 9 or 10)	The higher the proportion of respondents rating their child’s specialist as 9 or 10, the higher the overall plan score
Q45. Health plan customer service provided needed information or help (percent Usually or Always)	The higher the proportion of respondents who were able to get the information or help they needed from the plan’s customer service, the higher the overall plan score

**OPPORTUNITIES FOR HEALTH PLAN QUALITY IMPROVEMENT**

Specific improvement opportunities for MSFC are presented in Exhibit 4. The ordering of the key drivers reflects both the strength of each key driver at the industry level and how well MSFC is currently performing on each measure. The middle panel of the chart compares how MSFC is performing relative to the *Best Practice* rate on each key driver. CSS defined the *Best Practice* rate as the best result among the nine plans contributing to the 2023 HealthChoice Aggregate. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of MSFC performance and the *Best Practice* rate. The bar chart on the right displays the incremental gain in the overall *Rating of Health Plan* measure that MSFC could achieve if it performed on par with the *Best Practice* plan on each of the key driver measures. Each bar represents room for improvement on the key driver weighted by its contribution to the *Rating of Health Plan* measure.

EXHIBIT 4. 2023 MSFC CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
This Plan's 2023 Rate		Percentage Point Difference Between Current Key Driver Rate and Best Practice Rate*	Expected Percentage Point Improvement in Rating of Health Plan measure (percent 9 or 10) if Key Driver Performs at Best Practice Level
Q36. Rating of Personal Doctor (percent 9 or 10)	69.17%	+9.49%  78.66%	 +4.25%
Q43. Rating of Specialist Seen Most Often (percent 9 or 10)	56.41%	+19.03%  75.44%	 +1.86%
Q25. Member has a personal doctor (percent Yes)	82.88%	+6.19%  89.07%	 +1.47%
Q45. Customer service provided information or help (percent Usually or Always)	80.00%	+6.67%  86.67%	 +0.66%
Q4. Got an appointment for urgent care as soon as needed (percent Usually or Always)	85.71%	+4.91%  90.63%	 +0.54%

\* Best result among all plans included in the 2023 HealthChoice Aggregate

5157000

## HEALTH PLAN QUALITY IMPROVEMENT RESOURCES

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

### IMPROVING MEMBER ACCESS TO CARE

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

#### ***Same-Day Appointment Scheduling***

- AHRQ recommends a method of scheduling that leaves a part of each physician's day open for same-day appointments, rather than a traditional scheduling model that books appointments weeks or months in advance. Because the method does not differentiate between urgent and routine care, patients with non-urgent concerns are able to schedule appointments sooner than under traditional scheduling methods. For more information, see [www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/access/strategy6a-openaccess.html](http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/access/strategy6a-openaccess.html).
- This article from *Healthcare Dive* describes the benefits and challenges of implementing same-day scheduling as well as some short case studies: <https://www.healthcaredive.com/news/same-day-scheduling-can-improve-patient-satisfaction-and-your-bottom-line/506048/>.
- An article in *Patient Engagement HIT* explains that the greatest challenge to implementing same-day appointments is clearing the backlog (see <https://patientengagementhit.com/news/exploring-open-access-scheduling-in-patient-access-to-care>).

### ***Implement Process Improvements to Streamline Patient Flow***

- Delays experienced by patients while waiting for care, tests, or treatment can be minimized through a variety of mechanisms. For example, reallocating tasks such as physical exams and ordering x-rays to physician assistants and nurse practitioners frees up physicians' time to attend to more pressing patient concerns. The exact form of these improvements will vary widely by practice. See <https://www.ahrq.gov/research/findings/final-reports/ptflow/index.html> for AHRQ's guide to plan and implement patient flow improvement strategies.
- **VIDEO** This webinar from the Virginia Mason Institute demonstrates how Virginia Mason Franciscan Health improved patient flow in the ambulatory setting (watch on YouTube at <https://www.youtube.com/watch?v=0R6isKaZqVo>).

### ***Patient-Centered Medical Homes (PCMH)***

- For AHRQ's resources detailing transitioning a practice to a patient-centered medical home model, see <https://www.ahrq.gov/ncepcr/research/care-coordination/pcmh/index.html>, with links to additional resources at <https://www.ahrq.gov/ncepcr/research/care-coordination/pcmh/define.html>.
- **VIDEO** This webinar from the National Association of Community Health Centers features presenters from The Joint Commission and the National Committee for Quality Assurance speaking about quality improvement as it relates to patient-centered medical homes (watch on YouTube at <https://www.youtube.com/watch?v=gIpKgvtyifl>).
- For more background on the patient-centered medical home model of care and health equity, see [www.ncbi.nlm.nih.gov/pmc/articles/PMC2869425/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2869425/) and [nam.edu/wp-content/uploads/2015/06/PatientCenteredMedicalHome.pdf](http://nam.edu/wp-content/uploads/2015/06/PatientCenteredMedicalHome.pdf).

### ***Alternative Access Centers***

- This brief (<https://www.rwjf.org/en/insights/our-research/2015/04/the-value-proposition-of-retail-clinics.html>) from the Robert Wood Johnson Foundation highlights the growing capacity of retail clinics and telemedicine to meet patient medical needs, particularly in rural and underserved communities and for patients with acute but non-serious conditions who need care quickly.
- Providing patients with such alternative venues as telehealth to access health care, rather than the traditional doctor's office or hospital, lowers barriers to care ([www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/)).



- This article from *Patient Engagement HIT* concludes that retail health clinics and virtual care improve health equity by providing greater access to care (see <https://patientengagementhit.com/features/retail-health-clinics-are-key-on-the-path-to-health-equity>).
- The National Center for Health Statistics provides statistics on retail health and urgent care center utilization in 2019 by sex, race, age, and education level (see <https://www.cdc.gov/nchs/products/databriefs/db409.htm>).

### ***Telehealth Solutions to Pandemic-Related Issues***

- The COVID-19 pandemic has accelerated the usage and acceptance of telehealth by providers and patients alike. This article in *The Lancet* ([www.thelancet.com/journals/langlo/article/PIIS2214-109X\(20\)30362-4/fulltext](http://www.thelancet.com/journals/langlo/article/PIIS2214-109X(20)30362-4/fulltext)) details opportunities to expand telehealth beyond the pandemic.
- Telehealth also can be implemented to solve deferral of care issues brought about by the pandemic (see [publichealth.jmir.org/2020/3/e21607?utm\\_source=TrendMD&utm\\_medium=cpc&utm\\_campaign=JMIR\\_TrendMD\\_1](http://publichealth.jmir.org/2020/3/e21607?utm_source=TrendMD&utm_medium=cpc&utm_campaign=JMIR_TrendMD_1)).
- Telemedicine was underutilized until the COVID-19 pandemic when changes to regulations and payment policies permitted its rapid growth. Telemedicine improves access and equity, though barriers remain (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9035352/>).
- **VIDEO** This webinar discusses “how people, processes, regulation, and technology work together to support a successful telehealth transformation... potentially improving access, quality and costs” (<https://www.aha.org/education-events/telehealth-and-its-emergence-during-pandemic-may-17>).
- **PODCAST** Post-pandemic, telehealth is key to the future of digitally enabled care, which integrates in-person and virtual care in a clinically appropriate manner (<https://www.ama-assn.org/practice-management/digital/2022-moving-beyond-telehealth-digitally-enabled-care>).

### IMPROVING HEALTH PLAN PROVIDER NETWORK

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

### ***Improve Physician Communication***

- Seminars and workshops for physicians serve as a resource for physicians to learn and practice patient-centered communication techniques. For general recommendations related to physician communication, see <https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6gtraining.html>.
- This article in *Physicians Practice* shares nine ways to improve communication with patients (see <https://www.physicianspractice.com/view/nine-ways-to-improve-your-patient-communications>). Click through the slides at the top of the page to read information on each strategy.
- Similarly, this blog post shares 10 tips for communicating with patients using the RELATE (Reassure, Explain, Listen, Answer questions, Take action, and Express appreciation) model (see <https://www.healthstream.com/resource/blog/10-ways-to-encourage-better-physician-communication>).
- Much of patient dissatisfaction stems from a failure of effective physician communication. For a review of the literature on doctor-patient communication, see [www.ncbi.nlm.nih.gov/pmc/articles/PMC3096184/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3096184/).

### ***Help Patients Communicate***

- Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and “coached care” programs. See [www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html](http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html) and [www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html](http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html).
- **TOOL** For a sample discharge preparation/care transition document that providers can distribute to patients before or during visits, see [www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048](http://www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048).
- **TOOL** The National Institutes of Health provides five worksheets to help patients choose a new provider and talk to their provider about family health history, medications, life changes, and health or other concerns (see <https://www.nia.nih.gov/health/talking-with-doctor-worksheets>).
- **TOOL** AHRQ provides tips for patients to become more engaged in their health care before, during, and after the appointment (see <https://www.ahrq.gov/questions/be-engaged/index.html>). A two-page PDF file can be downloaded from this page.

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

### ***Build Physician-Patient Relationships***

- A positive physician-patient relationship may correlate with better health care outcomes. This article describes three essential elements that contribute to a positive relationship between providers and patients: empathy, communication, and shared decision-making (see <https://patientengagementhit.com/news/3-key-traits-of-a-positive-patient-provider-relationship>).
- AHRQ discusses the SHARE Approach to shared decision-making and provides links to resources on their website at <https://www.ahrq.gov/health-literacy/professional-training/shared-decision/tools/factsheet.html>.
- Cultural competence is increasingly important to the physician-patient relationship. Tips and resources are available at <https://www.ahrq.gov/health-literacy/professional-training/shared-decision/tool/resource-7.html>.

### ***Improve Referral Communication***

- The coordination of care between primary and specialist providers can be a challenge and may affect patient perceptions of their specialist care. Improving the coordination of care and case management can increase patient satisfaction with their specialist. The Medical Group Management Association has tips for building relationships with specialists (see <https://www.mgma.com/resources/operations-management/communication-lays-the-groundwork-for-successful-p>).
- AHRQ's Health Literacy Universal Precautions Toolkit includes a section on making the referral process easier for patients (see <https://www.ahrq.gov/health-literacy/improve/precautions/tool21.html>).
- High-functioning referral networks are critical for positive patient outcomes and require communication, measurement, and monitoring (see <https://www.hfma.org/finance-and-business-strategy/population-health-management/61094/>).
- A survey of Veterans Health Administration specialists found that the use of referral templates was seen as helpful in improving the quality of referrals; service agreements and e-consults were less so (see <https://www.ajmc.com/view/tools-to-improve-referrals-from-primary-care-to-specialty-care>).

## IMPROVING CUSTOMER SERVICE AND HEALTH PLAN-RELATED INFORMATION

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

### ***Develop Customer Service Standards***

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

### ***Iterative Improvement for Member Services***

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

### ***Implement Service Recovery Procedures***

- When members have a complaint, service recovery programs support customer service personnel in identifying and remedying the problem. While complaints may be inevitable, proper handling of complaints can reassure patients and restore loyalty to the health plan. For more information, see [www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html](http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html).
- This article in *Forbes* defines service recovery and describes effective strategies to implement it in your practice (see <https://www.forbes.com/sites/forbesagencycouncil/2022/12/15/service-recovery-in-healthcare-effective-strategies-to-retain-unsatisfied-patients/?sh=60c824e84cf7>).

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

### ***Make Plan Information Accessible to All Members***

- A Health Research and Educational Trust study found that demographic characteristics, including education, age, gender, and income, significantly impacted the use of an internet-based decision tool. The tool provided cost information as well as a health and wellness assessment. The study suggests that effort beyond internet-based tools is necessary to reach certain demographics. For further information, see [www.ncbi.nlm.nih.gov/pmc/articles/PMC3447236/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3447236/).
- This article addresses the importance of website accessibility for older adults and persons with disabilities to obtain, understand, and use health information (see <https://ahimafoundation.org/research/the-critical-role-of-web-accessibility-in-health-information-access-understanding-and-use/>).
- The Centers for Medicare & Medicaid Services (CMS) provides information on communication accessibility planning for people who are blind or have low vision (<https://www.cms.gov/files/document/omh-visual-sensory-disabilities-brochure-508c.pdf>), those who are deaf or hard-of-hearing (<https://www.cms.gov/files/document/audio-sensory-disabilities-brochure-508c.pdf>), and those with limited English proficiency (<https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Language-Access-Plan.PDF>).

### ***Increase Access to Trusted Health Information***

- Many people look to their health plan for information not only on how the health plan works but also on resources to help them improve their health, particularly when dealing with chronic illnesses. Improved access to trusted health information has been shown to lead to improved outcomes ([www.ncbi.nlm.nih.gov/pmc/articles/PMC5818676/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC5818676/)).
- This James Madison University Library microsite includes sub-pages with links to reliable sources of health information, information for teens and young adults, and information about medications and supplements, among others (see <https://guides.lib.jmu.edu/consumerhealth/health-websites>).

### ***Evaluate the Organization's Health Literacy Programs***

- The CDC has developed guidance on evaluating an organization's health literacy program, including recommended sources of communication and health literacy measures. See [www.cdc.gov/healthliteracy/researchevaluate/program-evaluation.html](http://www.cdc.gov/healthliteracy/researchevaluate/program-evaluation.html).
- The CDC's National Prevention Information Network also offers tools to create health materials in plain language to reduce health disparities ([npin.cdc.gov/pages/health-communication-language-and-literacy](http://npin.cdc.gov/pages/health-communication-language-and-literacy)).
- HHS has a strong focus on health literacy in its Healthy People 2030 initiative, with six objectives related to the topic. See information on these goals and the updated definitions of personal and organizational health literacy at <https://health.gov/healthypeople/priority-areas/health-literacy-healthy-people-2030>, and health literacy resources at <https://health.gov/health-literacy>.

### ***Improve Patient Health Literacy***

- This guide by the Office of Disease Prevention and Health Promotion outlines steps to improve health literacy, which may help patients to better absorb the information they obtain from written materials or the internet. For detailed steps, see [health.gov/our-work/national-health-initiatives/health-literacy/resources](http://health.gov/our-work/national-health-initiatives/health-literacy/resources).
- AHRQ also has developed its own health literacy toolkit to support physicians, the *Health Literacy Universal Precautions Toolkit, 2nd Edition*: [www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html](http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html).
- The companion guide, *Implementing the AHRQ Health Literacy Universal Precautions Toolkit: Practical Ideas for Primary Care Practices*, presents advice based on the experiences of 12 primary-care practices that implemented the Toolkit. It is available at <https://www.ahrq.gov/health-literacy/improve/precautions/guide/index.html>.

## APPENDIX A. SCORING METHODOLOGY AND GLOSSARY

### NCQA CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

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

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.
- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).
- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).
- Denominator reporting thresholds. Health plans must achieve a denominator of at least 100 responses to obtain a reportable result. If the denominator for a particular survey result calculation is less than 100, NCQA assigns a measure result of "NA."
- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
- Rules for handling changes in the definition of the submission entity (for example, if a health plan changes how it reports CAHPS results from one year to the next).

#### COMPOSITE GLOBAL PROPORTIONS

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

##### **Step 1**

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

**Step 2**

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

Example:

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

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



## NCQA HEALTH PLAN RATINGS METHODOLOGY

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

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

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

### CALCULATION OF HPR STARS

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

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<sup>5</sup> HPR uses the terms “composite” and “sub-composite” to refer to groupings of individual measures. Note that HPR composites (e.g., Patient Experience) are different from CAHPS composites (e.g., Getting Care Quickly).

HPR Measure	Individual Measures Included in HPR (Assigned a Star Rating)
<b>Patient Experience</b>	
Getting Care	Getting Needed Care (percent <i>Usually</i> or <i>Always</i> ) Getting Care Quickly (percent <i>Usually</i> or <i>Always</i> )
Satisfaction With Plan Physicians	Rating of Personal Doctor (percent 9 or 10) Rating of Specialist Seen Most Often (percent 9 or 10) – Commercial ONLY; retired for Medicaid in HPR 2023 Coordination of Care (percent <i>Usually</i> or <i>Always</i> ) – Commercial ONLY; retired for Medicaid in HPR 2023
Satisfaction With Plan and Plan Services	Rating of Health Plan (percent 9 or 10) Rating of All Health Care (percent 9 or 10)

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

### **Step 1**

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

### **Step 2**

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

- 5 stars: a plan that is in the top one-tenth (decile) of all plans
- 4 stars: a plan that is in the top one-third of plans, but not in the top decile

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

- 3 stars: a plan in the middle one-third of all plans
- 2 stars: a plan that is in the bottom one-third of plans, but not in the bottom decile
- 1 star: a plan that is in the bottom decile of plans

### **Step 3**

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

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

All CAHPS measures have a weight of 1.5.

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

### **Note on small denominators**

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

## GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey.
Benchmark	A reference score (e.g., the NCQA National Average rate, the CSS multi-plan average, or the plan's own prior-year rate) against which performance on the measure is assessed.
Best Practice	The result of the top-performing plan on a given measure among all plans included in a reference distribution (e.g., the plans included in the calculation of the CSS multi-plan average).
CAHPS Surveys	Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a series of surveys designed to collect consumer feedback on their health care experiences. The CAHPS 5.1H Health Plan Survey asks members to report on their experiences with access to appointments and care through their health plan, communication with doctors available through the plan, and customer service. The Commercial plan version asks about member experiences in the previous twelve months, whereas the Medicaid version refers to the previous six months. The Medicaid version is available for adults and children; the Commercial version is for adults only. The Adult survey is intended for respondents who are 18 and older; the Child survey asks parents or guardians about the experiences of children 17 and younger. Health plans report survey results as part of HEDIS data collection. NCQA uses survey results to create national benchmarks for care and to report health plan performance to consumers. Health plans might also collect CAHPS survey data for internal quality improvement purposes.
Composite Measures	Composite measures combine results from related survey questions into a single score to summarize health plan performance in a specific area of care or service. The set of applicable composites varies slightly by survey version.
Confidence Interval	A confidence interval (CI) is a range of values that is likely to contain the value of an unknown population parameter (e.g., mean or proportion). Since it is usually impossible to measure entire populations, these parameters are estimated using samples. Parameter estimates are subject to random sampling error. A confidence interval places a margin of error around the sample estimate to help us understand how wrong the estimate might be. A narrower CI indicates a more precise estimate, while a wider CI indicates a less precise estimate. For example, suppose the proportion of sample members rating their plan as 9 or 10 is 52%. A 95% confidence interval for the proportion was computed to be [49%, 55%], or 52 (±3)%. This means that we are 95% confident that the proportion of the plan population that would rate it as 9 or 10 is between 49% and 55%.
Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if

	repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the <i>Pearson correlation coefficient</i> . The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator ( <i>n</i> , or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than the NCQA-required minimum of 100 responses, NCQA assigns a measure result of “NA.”
Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.).
Eligible Population	Members who are eligible to participate in the survey based on the following NCQA criteria: <ul style="list-style-type: none"> <li>- Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership.</li> <li>- Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less).</li> <li>- Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of December 31 of the measurement year).</li> <li>- Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).</li> </ul>
Global Proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., <i>Usually or Always</i> ) averaged across the questions that make up the composite.
Health Plan Ratings (HPR)	NCQA rates health plans in three categories: private/commercial plans in which people enroll through work or on their own; plans that serve Medicare beneficiaries in the Medicare Advantage program (not supplemental plans); and plans that serve Medicaid beneficiaries. NCQA ratings are based on three types of quality measures: measures of clinical quality from NCQA’s Healthcare Effectiveness Data and Information Set (HEDIS); measures of patient experience using the Consumer Assessment of Healthcare Providers and Systems (CAHPS); and results from NCQA’s review of a health plan’s health quality processes (NCQA Accreditation). NCQA rates health plans that choose to report measures publicly.

The overall rating is the weighted average of a plan's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the plan is Accredited by NCQA), rounded to the nearest half point and displayed as stars. The overall rating is based on performance on dozens of measures of care and is calculated on a 0-5 (5 is highest) scale in half points. Performance includes three subcategories (also scored 0-5 in half points):

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

#### HEDIS

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

#### Key Drivers

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

#### NCQA

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

#### Oversampling

Sampling more than the minimum NCQA-specified sample size for a given survey type. A health plan must oversample if it cannot eliminate disenrolled members from membership files; correct addresses and, when appropriate, telephone numbers; provide updated, accurate sample frames to the survey vendor by the required date; or if it anticipates a high rate of disenrollment after providing the sample frame to the survey vendor. In such cases, oversampling will help ensure that a sufficient number of survey-eligible members remain in the sample. Another reason to oversample is to obtain a greater

number of completed surveys. For example, the health plan may oversample if it has a prior history of low survey response rates or if it anticipates that a considerable number of the telephone numbers in the membership files are inaccurate. Collecting more completed surveys will help the plan to achieve reportable results and/or detect statistically significant differences or changes in scores. The oversampling rate must be a whole number representing the percent of the base sample to be oversampled (e.g., 7).

**Question Summary Rate**

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

**Regression Analysis**

Regression analysis is a statistical technique used to identify which variables (e.g., member experience touch points) have a measurable impact on an outcome measure of interest (e.g., overall rating of the health plan).

**Response Rate**

Survey response rate is calculated by NCQA using the following formula:

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

**Rolling Average Rate Calculation Method**

The rolling averages method was introduced by NCQA to accommodate measures with small denominators. To report the results of these measures, there must be at least 100 responses collected over two years of survey administration. The numerators and the denominators of these measures are combined over a two-year period to calculate the final reported rate.

**Sample Size**

The NCQA-required sample size is 1,100 for Adult Commercial plans, 1,350 for Adult Medicaid plans, and 1,650 for Child Medicaid plans.

**Statistically Significant Difference**

When survey results are calculated based on sample data and compared to a benchmark score (e.g., the NCQA National Average rate, the CSS multi-plan average, or the plan's own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.

**Trending**

Comparison of survey results over time.

Usable Responses  
(*n*)

See *Denominator*.

Valid Response

Any acceptable response to a survey question (i.e., falling within a predefined set) that follows the NCQA skip pattern rules and data cleaning guidelines.



## APPENDIX B. SURVEY RESULTS AT A GLANCE

# 2023 (MY 2022) CAHPS® 5.1H Survey Results at a Glance



## MedStar Family Choice (Child Medicaid with CCC Measure Survey)

Survey Measures	This Plan						Benchmark Comparisons				This Plan's Estimated 2023 NCQA Health Plan (Star) Rating	
	2023			2022		2021		2023 HealthChoice Aggregate		2022 (MY 2021) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate		Difference
<b>Patient Experience Measures Reported in NCQA Health Plan Ratings (General Population)</b>											★☆☆☆☆	
<b>Getting Care</b>											★☆☆☆☆	
<b>Getting Needed Care Composite (% Always or Usually)</b>	<b>78.78%</b>	(±7.77)	<b>(107)</b>	79.44%	[-0.66]	84.41%	[-5.63]	77.99%	[+0.79]	84.19%	[-5.41]	★☆☆☆☆
Ease of Getting Needed Care (% Always or Usually)	87.35%	(±5.06)	(166)	87.83%	[-0.48]	90.04%	[-2.69]	86.36%	[+0.99]	88.96%	[-1.61]	Not calculated
Ease of Seeing a Specialist (% Always or Usually)	70.21%	(±13.07)	(47)	71.05%	[-0.84]	78.79%	[-8.58]	69.61%	[+0.60]	79.50%	[-9.29]	Not calculated
<b>Getting Care Quickly Composite (% Always or Usually)</b>	<b>82.53%</b>	(±6.51)	<b>(131)</b>	76.37%	[+6.16]	84.88%	[-2.34]	81.67%	[+0.86]	86.74%	[-4.21]	★☆☆☆☆
Ease of Getting Urgent Care (% Always or Usually)	85.71%	(±7.82)	(77)	74.00%	[+11.71]	89.83%	[-4.12]	85.56%	[+0.15]	91.58%	[-5.87]	Not calculated
Ease of Getting a Check-up or Routine Care (% Always or Usually)	79.35%	(±5.85)	(184)	78.74%	[+0.61]	79.92%	[-0.57]	77.78%	[+1.57]	82.82%	[-3.47]	Not calculated
<b>Satisfaction With Plan Physicians</b>											★☆☆☆☆	
Rating of Personal Doctor (% 9 or 10)	69.17%	(±5.84)	(240)	74.86%	[-5.69]	76.45%	[-7.29]	73.65%	[-4.48]	77.15%	[-7.98]	★☆☆☆☆
<b>Satisfaction With Plan and Plan Services</b>											★☆☆☆☆	
Rating of Health Plan (% 9 or 10)	62.50%	(±5.59)	(288)	65.14%	[-2.64]	66.90%	[-4.40]	66.83%	[-4.33]	71.99%	[-9.49]	★☆☆☆☆
Rating of All Health Care (% 9 or 10)	63.64%	(±7.34)	(165)	65.79%	[-2.15]	72.73%	[-9.09]	67.84%	[-4.20]	70.77%	[-7.13]	★☆☆☆☆
<b>Overall Ratings NOT Reported in NCQA Health Plan Ratings (General Population)</b>											Not calculated	
Rating of All Health Care (% 8, 9 or 10)	85.45%	(±5.38)	(165)	84.21%	[+1.24]	89.67%	[-4.21]	87.82%	[-2.37]	87.34%	[-1.89]	Not calculated
Rating of Personal Doctor (% 8, 9 or 10)	86.67%	(±4.30)	(240)	89.39%	[-2.72]	89.47%	[-2.81]	88.60%	[-1.93]	90.18%	[-3.51]	Not calculated
Rating of Specialist Seen Most Often (% 8, 9 or 10)	79.49%	(±12.67)	(39)	84.85%	[-5.36]	87.69%	[-8.21]	83.45%	[-3.96]	86.54%	[-7.05]	Not calculated
Rating of Specialist Seen Most Often (% 9 or 10)	56.41%	(±15.56)	(39)	66.67%	[-10.26]	70.77%	[-14.36]	67.36%	[-10.95]	73.04%	[-16.63]	Not calculated
Rating of Health Plan (% 8, 9 or 10)	86.11%	(±3.99)	(288)	81.65%	[+4.46]	85.88%	[+0.23]	85.23%	[+0.88]	86.48%	[-0.37]	Not calculated
<b>Additional Measures NOT Reported in NCQA Health Plan Ratings (General Population)</b>											Not calculated	
<b>Coordination of Care (% Always or Usually)</b>	<b>75.34%</b>	(±9.89)	<b>(73)</b>	80.43%	[-5.09]	79.10%	[-3.76]	77.94%	[-2.60]	84.71%	[-9.37]	Not calculated
<b>How Well Doctors Communicate Composite (% Always or Usually)</b>	<b>91.25%</b>	(±4.26)	<b>(169)</b>	93.06%	[-1.80]	92.38%	[-1.13]	90.77%	[+0.48]	94.18%	[-2.93]	Not calculated
Doctor Explained Things (% Always or Usually)	89.35%	(±4.65)	(169)	91.27%	[-1.92]	92.98%	[-3.63]	90.30%	[-0.95]	94.53%	[-5.18]	Not calculated
Doctor Listened Carefully (% Always or Usually)	92.90%	(±3.87)	(169)	92.86%	[+0.04]	93.83%	[-0.93]	92.79%	[+0.11]	95.48%	[-2.58]	Not calculated
Doctor Showed Respect (% Always or Usually)	94.67%	(±3.39)	(169)	98.41%	[-3.74]	95.88%	[-1.21]	94.65%	[+0.03]	96.80%	[-2.13]	Not calculated
Doctor Spent Enough Time (% Always or Usually)	88.10%	(±4.90)	(168)	89.68%	[-1.59]	86.83%	[+1.26]	85.36%	[+2.74]	89.89%	[-1.79]	Not calculated
<b>Customer Service Composite (% Always or Usually)</b>	<b>85.38%</b>	(±8.59)	<b>(65)</b>	90.76%	[-5.37]	87.98%	[-2.60]	82.70%	[+2.69]	88.06%	[-2.68]	Not calculated
Customer Service Provided Information/Help (% Always or Usually)	80.00%	(±9.72)	(65)	83.33%	[-3.33]	81.73%	[-1.73]	74.58%	[+5.42]	82.80%	[-2.80]	Not calculated
Customer Service Was Courteous/Respectful (% Always or Usually)	90.77%	(±7.04)	(65)	98.18%	[-7.41]	94.23%	[-3.46]	90.81%	[-0.04]	93.35%	[-2.58]	Not calculated
<b>Children with Chronic Conditions Measures (CCC Population)</b>											Not calculated	
Access to Prescription Medicines (% Always or Usually)	87.86%	(±5.41)	(140)	91.73%	[-3.87]	91.90%	[-4.05]	88.35%	[-0.50]	90.55%	[-2.69]	Not calculated
Access to Specialized Services (% Always or Usually)	67.14%	(±12.12)	(58)	68.16%	[-1.02]	72.38%	[-5.24]	66.27%	[+0.87]	70.60%	[-3.46]	Not calculated
Getting Needed Information (% Always or Usually)	89.58%	(±4.99)	(144)	84.38%	[+5.21]	91.04%	[-1.46]	88.02%	[+1.56]	91.53%	[-1.95]	Not calculated
Personal Doctor Who Knows Child (% Yes)	91.54%	(±4.82)	(128)	91.77%	[-0.23]	85.31%	[+6.22]	90.18%	[+1.36]	91.55%	[-0.01]	Not calculated
Coordination of Care for Children With Chronic Conditions (% Yes)	71.72%	(±11.54)	(59)	71.99%	[-0.27]	71.77%	[-0.05]	70.15%	[+1.57]	76.27%	[-4.55]	Not calculated

All rates were calculated by CSS following NCQA specifications. The 95% confidence interval (CI) around the reported rate indicates the range of values the true population rate will fall in 95% of the time if multiple random samples from the same member population are surveyed. The number of valid responses collected this year for each measure (n, or measure denominator) is reported in parentheses. Comparisons to prior-year and benchmark rates were calculated prior to rounding and rounded for display. Differences in rates were tested for statistical significance using a t-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Health Plan Ratings were estimated by CSS based on the prior-year (2022, or MY 2021) NCQA Quality Compass national benchmarks and should be treated as UNOFFICIAL. The 2023 Health Plan Ratings, based on the current-year (2023, or MY 2022) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2023. NCQA retired Rating of Specialist Seen Most Often (% 9 or 10) and Coordination of Care from HPR 2023. Rating of All Health Care (% 9 or 10) was moved to the Satisfaction With Plan and Plan Services sub-composite.

## APPENDIX C. CROSS-TABULATIONS

## MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

### Patient Experience Measures

	Reportable Rates					Estimated Health Plan Rating (HPR)	
	2022 NCQA National Average, All LOBs	2023 HealthChoice Aggregate	Plan Rate			Percentile	Stars
			2023	2022	2021		
<b>Consumer Satisfaction</b>							1.5
<b>Getting Care</b>							2.0
Getting Needed Care	84.19%	77.99%	<b>78.78%</b>	79.44%	84.41%	10th	2.0
Getting Care Quickly	86.74%	81.67%	<b>82.53%</b>	76.37%	84.88%	10th	2.0
<b>Satisfaction with Plan Physicians</b>							1.0
Rating of Personal Doctor	77.15%	73.65%	<b>69.17%</b>	74.86%	76.45%	Below 10th	1.0
<b>Satisfaction with Plan and Plan Services</b>							1.0
Rating of All Health Care	70.77%	67.84%	<b>63.64%</b>	65.79%	72.73%	Below 10th	1.0
Rating of Health Plan	71.99%	66.83%	<b>62.50%</b>	65.14%	66.90%	Below 10th	1.0
<b>Non-HPR Measures</b>							
Rating of Specialist Seen Most Often	73.04%	67.36%	<b>56.41%</b>	66.67%	70.77%		
Coordination of Care	84.71%	77.94%	<b>75.34%</b>	80.43%	79.10%		
How Well Doctors Communicate	94.18%	90.77%	<b>91.25%</b>	93.06%	92.38%		
Customer Service	88.06%	82.70%	<b>85.38%</b>	90.76%	87.98%		

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

**MedStar Family Choice**

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 3**

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	30	<b>5</b>	1	6	4	1	2	3	0	3	1	0	4	0	1	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,833	<b>291</b>	223	435	130	142	86	118	64	227	46	8	212	48	21	5	40	1
	99.0%	<b>98.3%</b>	99.6%	98.6%	97.0%	99.3%	97.7%	97.5%	100.0%	98.7%	97.9%	100.0%	98.1%	100.0%	95.5%	100.0%	97.6%	100.0%
Yes	770	<b>80</b>	50	59	32	41	28	25	19	63	10	4	54	12	10	1	17	1
	27.2%	<b>27.5%</b>	22.4%	13.6%	24.6%	28.9%	32.6%	21.2%	29.7%	27.8%	21.7%	50.0%	25.5%	25.0%	47.6%	20.0%	42.5%	100.0%
No	2,063	<b>211</b>	173	376	98	101	58	93	45	164	36	4	158	36	11	4	23	0
	72.8%	<b>72.5%</b>	77.6%	86.4%	75.4%	71.1%	67.4%	78.8%	70.3%	72.2%	78.3%	50.0%	74.5%	75.0%	52.4%	80.0%	57.5%	0.0%
Significantly different from column:*		<b>D</b>											O		M			

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 3

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	30	<b>5</b>	1	6	2	2	1	4	0	2	1	1	0	5	0	3	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,833	<b>291</b>	223	435	55	216	116	143	19	133	79	53	81	188	70	93	97
	99.0%	<b>98.3%</b>	99.6%	98.6%	96.5%	99.1%	99.1%	97.3%	100.0%	98.5%	98.8%	98.1%	100.0%	97.4%	100.0%	96.9%	99.0%
Yes	770	<b>80</b>	50	59	8	67	16	51	7	37	24	13	18	56	27	17	26
	27.2%	<b>27.5%</b>	22.4%	13.6%	14.5%	31.0%	13.8%	35.7%	36.8%	27.8%	30.4%	24.5%	22.2%	29.8%	38.6%	18.3%	26.8%
No	2,063	<b>211</b>	173	376	47	149	100	92	12	96	55	40	63	132	43	76	71
	72.8%	<b>72.5%</b>	77.6%	86.4%	85.5%	69.0%	86.2%	64.3%	63.2%	72.2%	69.6%	75.5%	77.8%	70.2%	61.4%	81.7%	73.2%
Significantly different from column:*		<b>D</b>			F	E	H	G							P	O	

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 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?

Base: All respondents whose child needed care right away (Q3)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	770	<b>80</b>	50	59	32	41	28	25	19	63	10	4	54	12	10	1	17	1
Number missing or multiple answer	22	<b>3</b>	0	0	0	3	1	1	1	2	0	1	1	1	1	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	748	<b>77</b>	50	59	32	38	27	24	18	61	10	3	53	11	9	1	17	1
	97.1%	<b>96.3%</b>	100.0%	100.0%	100.0%	92.7%	96.4%	96.0%	94.7%	96.8%	100.0%	75.0%	98.1%	91.7%	90.0%	100.0%	100.0%	100.0%
Never	17	<b>1</b>	6	1	1	0	1	0	0	1	0	0	1	0	0	0	1	0
	2.3%	<b>1.3%</b>	12.0%	1.7%	3.1%	0.0%	3.7%	0.0%	0.0%	1.6%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	5.9%	0.0%
Sometimes	91	<b>10</b>	7	5	6	4	5	2	3	8	2	0	6	3	1	0	4	0
	12.2%	<b>13.0%</b>	14.0%	8.5%	18.8%	10.5%	18.5%	8.3%	16.7%	13.1%	20.0%	0.0%	11.3%	27.3%	11.1%	0.0%	23.5%	0.0%
Usually	119	<b>16</b>	7	5	7	7	7	3	4	11	1	2	12	0	1	1	3	1
	15.9%	<b>20.8%</b>	14.0%	8.5%	21.9%	18.4%	25.9%	12.5%	22.2%	18.0%	10.0%	66.7%	22.6%	0.0%	11.1%	100.0%	17.6%	100.0%
Always	521	<b>50</b>	30	48	18	27	14	19	11	41	7	1	34	8	7	0	9	0
	69.7%	<b>64.9%</b>	60.0%	81.4%	56.3%	71.1%	51.9%	79.2%	61.1%	67.2%	70.0%	33.3%	64.2%	72.7%	77.8%	0.0%	52.9%	0.0%
Significantly different from column:*		<b>D</b>					H	G										
Usually or Always	640	<b>66</b>	37	53	25	34	21	22	15	52	8	3	46	8	8	1	12	1
	85.6%	<b>85.7%</b>	74.0%	89.8%	78.1%	89.5%	77.8%	91.7%	83.3%	85.2%	80.0%	100.0%	86.8%	72.7%	88.9%	100.0%	70.6%	100.0%
Significantly different from column:*																		

NA - Not applicable

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# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 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?

Base: All respondents whose child needed care right away (Q3)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	770	<b>80</b>	50	59	8	67	16	51	7	37	24	13	18	56	27	17	26
Number missing or multiple answer	22	<b>3</b>	0	0	0	3	1	2	0	1	0	2	2	1	1	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	748	<b>77</b>	50	59	8	64	15	49	7	36	24	11	16	55	26	16	26
	97.1%	<b>96.3%</b>	100.0%	100.0%	100.0%	95.5%	93.8%	96.1%	100.0%	97.3%	100.0%	84.6%	88.9%	98.2%	96.3%	94.1%	100.0%
Never	17	<b>1</b>	6	1	0	1	0	0	1	1	0	0	1	0	0	0	1
	2.3%	<b>1.3%</b>	12.0%	1.7%	0.0%	1.6%	0.0%	0.0%	14.3%	2.8%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	3.8%
Sometimes	91	<b>10</b>	7	5	2	8	2	6	0	4	4	2	0	10	5	1	4
	12.2%	<b>13.0%</b>	14.0%	8.5%	25.0%	12.5%	13.3%	12.2%	0.0%	11.1%	16.7%	18.2%	0.0%	18.2%	19.2%	6.3%	15.4%
Usually	119	<b>16</b>	7	5	3	11	3	10	1	5	4	5	4	10	5	3	5
	15.9%	<b>20.8%</b>	14.0%	8.5%	37.5%	17.2%	20.0%	20.4%	14.3%	13.9%	16.7%	45.5%	25.0%	18.2%	19.2%	18.8%	19.2%
Always	521	<b>50</b>	30	48	3	44	10	33	5	26	16	4	11	35	16	12	16
	69.7%	<b>64.9%</b>	60.0%	81.4%	37.5%	68.8%	66.7%	67.3%	71.4%	72.2%	66.7%	36.4%	68.8%	63.6%	61.5%	75.0%	61.5%
Significantly different from column:*		<b>D</b>															
Usually or Always	640	<b>66</b>	37	53	6	55	13	43	6	31	20	9	15	45	21	15	21
	85.6%	<b>85.7%</b>	74.0%	89.8%	75.0%	85.9%	86.7%	87.8%	85.7%	86.1%	83.3%	81.8%	93.8%	81.8%	80.8%	93.8%	80.8%
Significantly different from column:*																	

NA - Not applicable

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



# MedStar Family Choice

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	43	<b>6</b>	1	7	3	3	1	4	1	3	3	0	5	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,820	<b>290</b>	223	434	131	140	87	117	63	227	44	8	211	47	22	5	40	1
	98.5%	<b>98.0%</b>	99.6%	98.4%	97.8%	97.9%	98.9%	96.7%	98.4%	98.7%	93.6%	100.0%	97.7%	97.9%	100.0%	100.0%	97.6%	100.0%
Yes	1,770	<b>189</b>	130	256	88	89	64	75	33	151	28	4	137	29	16	2	32	1
	62.8%	<b>65.2%</b>	58.3%	59.0%	67.2%	63.6%	73.6%	64.1%	52.4%	66.5%	63.6%	50.0%	64.9%	61.7%	72.7%	40.0%	80.0%	100.0%
No	1,050	<b>101</b>	93	178	43	51	23	42	30	76	16	4	74	18	6	3	8	0
	37.2%	<b>34.8%</b>	41.7%	41.0%	32.8%	36.4%	26.4%	35.9%	47.6%	33.5%	36.4%	50.0%	35.1%	38.3%	27.3%	60.0%	20.0%	0.0%
Significantly different from column:*							I		G									

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	43	<b>6</b>	1	7	2	4	2	3	1	3	2	1	2	4	0	4	2
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,820	<b>290</b>	223	434	55	214	115	144	18	132	78	53	79	189	70	92	96
	98.5%	<b>98.0%</b>	99.6%	98.4%	96.5%	98.2%	98.3%	98.0%	94.7%	97.8%	97.5%	98.1%	97.5%	97.9%	100.0%	95.8%	98.0%
Yes	1,770	<b>189</b>	130	256	30	145	36	126	15	88	54	31	58	118	48	62	59
	62.8%	<b>65.2%</b>	58.3%	59.0%	54.5%	67.8%	31.3%	87.5%	83.3%	66.7%	69.2%	58.5%	73.4%	62.4%	68.6%	67.4%	61.5%
No	1,050	<b>101</b>	93	178	25	69	79	18	3	44	24	22	21	71	22	30	37
	37.2%	<b>34.8%</b>	41.7%	41.0%	45.5%	32.2%	68.7%	12.5%	16.7%	33.3%	30.8%	41.5%	26.6%	37.6%	31.4%	32.6%	38.5%
Significantly different from column:*							HI	G	G								

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 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?

Base: All respondents who made an appointment for their child for health care (Q5)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	1,770	<b>189</b>	130	256	88	89	64	75	33	151	28	4	137	29	16	2	32	1
Number missing or multiple answer	51	<b>5</b>	3	7	1	3	2	2	0	3	1	0	2	0	2	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,719	<b>184</b>	127	249	87	86	62	73	33	148	27	4	135	29	14	2	32	1
	97.1%	<b>97.4%</b>	97.7%	97.3%	98.9%	96.6%	96.9%	97.3%	100.0%	98.0%	96.4%	100.0%	98.5%	100.0%	87.5%	100.0%	100.0%	100.0%
Never	39	<b>4</b>	6	8	2	1	1	2	0	2	1	0	2	1	0	0	0	0
	2.3%	<b>2.2%</b>	4.7%	3.2%	2.3%	1.2%	1.6%	2.7%	0.0%	1.4%	3.7%	0.0%	1.5%	3.4%	0.0%	0.0%	0.0%	0.0%
Sometimes	343	<b>34</b>	21	42	16	17	9	15	9	29	4	0	23	8	1	0	8	0
	20.0%	<b>18.5%</b>	16.5%	16.9%	18.4%	19.8%	14.5%	20.5%	27.3%	19.6%	14.8%	0.0%	17.0%	27.6%	7.1%	0.0%	25.0%	0.0%
Usually	324	<b>45</b>	20	46	29	15	14	21	8	35	8	2	37	5	3	1	9	1
	18.8%	<b>24.5%</b>	15.7%	18.5%	33.3%	17.4%	22.6%	28.8%	24.2%	23.6%	29.6%	50.0%	27.4%	17.2%	21.4%	50.0%	28.1%	100.0%
Always	1,013	<b>101</b>	80	153	40	53	38	35	16	82	14	2	73	15	10	1	15	0
	58.9%	<b>54.9%</b>	63.0%	61.4%	46.0%	61.6%	61.3%	47.9%	48.5%	55.4%	51.9%	50.0%	54.1%	51.7%	71.4%	50.0%	46.9%	0.0%
Significantly different from column:*					F	E												
Usually or Always	1,337	<b>146</b>	100	199	69	68	52	56	24	117	22	4	110	20	13	2	24	1
	77.8%	<b>79.3%</b>	78.7%	79.9%	79.3%	79.1%	83.9%	76.7%	72.7%	79.1%	81.5%	100.0%	81.5%	69.0%	92.9%	100.0%	75.0%	100.0%
Significantly different from column:*																		

NA - Not applicable

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# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 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?

Base: All respondents who made an appointment for their child for health care (Q5)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	1,770	<b>189</b>	130	256	30	145	36	126	15	88	54	31	58	118	48	62	59
Number missing or multiple answer	51	<b>5</b>	3	7	1	3	1	3	1	3	1	0	0	4	3	0	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,719	<b>184</b>	127	249	29	142	35	123	14	85	53	31	58	114	45	62	58
	97.1%	<b>97.4%</b>	97.7%	97.3%	96.7%	97.9%	97.2%	97.6%	93.3%	96.6%	98.1%	100.0%	100.0%	96.6%	93.8%	100.0%	98.3%
Never	39	<b>4</b>	6	8	0	3	3	1	0	1	1	1	1	2	0	3	0
	2.3%	<b>2.2%</b>	4.7%	3.2%	0.0%	2.1%	8.6%	0.8%	0.0%	1.2%	1.9%	3.2%	1.7%	1.8%	0.0%	4.8%	0.0%
Sometimes	343	<b>34</b>	21	42	8	25	8	22	3	17	8	8	14	19	8	13	10
	20.0%	<b>18.5%</b>	16.5%	16.9%	27.6%	17.6%	22.9%	17.9%	21.4%	20.0%	15.1%	25.8%	24.1%	16.7%	17.8%	21.0%	17.2%
Usually	324	<b>45</b>	20	46	11	33	8	34	1	19	13	12	12	32	11	19	14
	18.8%	<b>24.5%</b>	15.7%	18.5%	37.9%	23.2%	22.9%	27.6%	7.1%	22.4%	24.5%	38.7%	20.7%	28.1%	24.4%	30.6%	24.1%
Always	1,013	<b>101</b>	80	153	10	81	16	66	10	48	31	10	31	61	26	27	34
	58.9%	<b>54.9%</b>	63.0%	61.4%	34.5%	57.0%	45.7%	53.7%	71.4%	56.5%	58.5%	32.3%	53.4%	53.5%	57.8%	43.5%	58.6%
Significantly different from column:*					F	E				L	L	JK					
Usually or Always	1,337	<b>146</b>	100	199	21	114	24	100	11	67	44	22	43	93	37	46	48
	77.8%	<b>79.3%</b>	78.7%	79.9%	72.4%	80.3%	68.6%	81.3%	78.6%	78.8%	83.0%	71.0%	74.1%	81.6%	82.2%	74.2%	82.8%
Significantly different from column:*																	

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	112	<b>13</b>	5	11	6	5	4	5	2	6	5	1	8	1	2	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,751	<b>283</b>	219	430	128	138	84	116	62	224	42	7	208	47	20	5	39	1
	96.1%	<b>95.6%</b>	97.8%	97.5%	95.5%	96.5%	95.5%	95.9%	96.9%	97.4%	89.4%	87.5%	96.3%	97.9%	90.9%	100.0%	95.1%	100.0%
None	1,111	<b>117</b>	101	187	47	63	24	52	33	90	17	5	84	19	10	0	7	0
	40.4%	<b>41.3%</b>	46.1%	43.5%	36.7%	45.7%	28.6%	44.8%	53.2%	40.2%	40.5%	71.4%	40.4%	40.4%	50.0%	0.0%	17.9%	0.0%
1 time	616	<b>54</b>	52	113	34	17	18	22	10	45	6	1	41	11	0	0	4	1
	22.4%	<b>19.1%</b>	23.7%	26.3%	26.6%	12.3%	21.4%	19.0%	16.1%	20.1%	14.3%	14.3%	19.7%	23.4%	0.0%	0.0%	10.3%	100.0%
2	442	<b>45</b>	31	67	22	20	15	21	6	38	6	1	34	4	7	4	8	0
	16.1%	<b>15.9%</b>	14.2%	15.6%	17.2%	14.5%	17.9%	18.1%	9.7%	17.0%	14.3%	14.3%	16.3%	8.5%	35.0%	80.0%	20.5%	0.0%
3	255	<b>32</b>	21	34	12	18	13	8	7	26	5	0	24	5	2	1	8	0
	9.3%	<b>11.3%</b>	9.6%	7.9%	9.4%	13.0%	15.5%	6.9%	11.3%	11.6%	11.9%	0.0%	11.5%	10.6%	10.0%	20.0%	20.5%	0.0%
4	123	<b>16</b>	8	14	4	12	7	7	2	14	2	0	14	2	0	0	5	0
	4.5%	<b>5.7%</b>	3.7%	3.3%	3.1%	8.7%	8.3%	6.0%	3.2%	6.3%	4.8%	0.0%	6.7%	4.3%	0.0%	0.0%	12.8%	0.0%
5 to 9	146	<b>13</b>	6	12	5	6	6	2	3	7	4	0	8	4	0	0	6	0
	5.3%	<b>4.6%</b>	2.7%	2.8%	3.9%	4.3%	7.1%	1.7%	4.8%	3.1%	9.5%	0.0%	3.8%	8.5%	0.0%	0.0%	15.4%	0.0%
10 or more times	58	<b>6</b>	0	3	4	2	1	4	1	4	2	0	3	2	1	0	1	0
	2.1%	<b>2.1%</b>	0.0%	0.7%	3.1%	1.4%	1.2%	3.4%	1.6%	1.8%	4.8%	0.0%	1.4%	4.3%	5.0%	0.0%	2.6%	0.0%
5 or more times	204	<b>19</b>	6	15	9	8	7	6	4	11	6	0	11	6	1	0	7	0
	7.4%	<b>6.7%</b>	2.7%	3.5%	7.0%	5.8%	8.3%	5.2%	6.5%	4.9%	14.3%	0.0%	5.3%	12.8%	5.0%	0.0%	17.9%	0.0%
Significantly different from column:*		<b>CD</b>																

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	112	<b>13</b>	5	11	0	11	0	0	0	7	4	0	3	8	4	3	3
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,751	<b>283</b>	219	430	57	207	117	147	19	128	76	54	78	185	66	93	95
	96.1%	<b>95.6%</b>	97.8%	97.5%	100.0%	95.0%	100.0%	100.0%	100.0%	94.8%	95.0%	100.0%	96.3%	95.9%	94.3%	96.9%	96.9%
None	1,111	<b>117</b>	101	187	29	79	117	0	0	48	30	26	23	84	19	46	39
	40.4%	<b>41.3%</b>	46.1%	43.5%	50.9%	38.2%	100.0%	0.0%	0.0%	37.5%	39.5%	48.1%	29.5%	45.4%	28.8%	49.5%	41.1%
1 time	616	<b>54</b>	52	113	9	41	0	54	0	20	20	10	16	35	15	16	18
	22.4%	<b>19.1%</b>	23.7%	26.3%	15.8%	19.8%	0.0%	36.7%	0.0%	15.6%	26.3%	18.5%	20.5%	18.9%	22.7%	17.2%	18.9%
2	442	<b>45</b>	31	67	9	33	0	45	0	24	10	8	13	29	13	17	11
	16.1%	<b>15.9%</b>	14.2%	15.6%	15.8%	15.9%	0.0%	30.6%	0.0%	18.8%	13.2%	14.8%	16.7%	15.7%	19.7%	18.3%	11.6%
3	255	<b>32</b>	21	34	8	23	0	32	0	16	6	8	15	16	8	6	15
	9.3%	<b>11.3%</b>	9.6%	7.9%	14.0%	11.1%	0.0%	21.8%	0.0%	12.5%	7.9%	14.8%	19.2%	8.6%	12.1%	6.5%	15.8%
4	123	<b>16</b>	8	14	1	15	0	16	0	5	8	2	4	12	4	6	6
	4.5%	<b>5.7%</b>	3.7%	3.3%	1.8%	7.2%	0.0%	10.9%	0.0%	3.9%	10.5%	3.7%	5.1%	6.5%	6.1%	6.5%	6.3%
5 to 9	146	<b>13</b>	6	12	1	10	0	0	13	10	1	0	6	4	5	1	3
	5.3%	<b>4.6%</b>	2.7%	2.8%	1.8%	4.8%	0.0%	0.0%	68.4%	7.8%	1.3%	0.0%	7.7%	2.2%	7.6%	1.1%	3.2%
10 or more times	58	<b>6</b>	0	3	0	6	0	0	6	5	1	0	1	5	2	1	3
	2.1%	<b>2.1%</b>	0.0%	0.7%	0.0%	2.9%	0.0%	0.0%	31.6%	3.9%	1.3%	0.0%	1.3%	2.7%	3.0%	1.1%	3.2%
5 or more times	204	<b>19</b>	6	15	1	16	0	0	19	15	2	0	7	9	7	2	6
	7.4%	<b>6.7%</b>	2.7%	3.5%	1.8%	7.7%	0.0%	0.0%	100.0%	11.7%	2.6%	0.0%	9.0%	4.9%	10.6%	2.2%	6.3%
Significantly different from column:*		<b>CD</b>								K	J						

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 8**

In the last 6 months, how often did you have your questions answered by your child’s doctors or other health providers?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	1,640	<b>166</b>	118	243	81	75	60	64	29	134	25	2	124	28	10	5	32	1
Number missing or multiple answer	11	<b>1</b>	3	2	1	0	1	0	0	0	1	0	0	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,629	<b>165</b>	115	241	80	75	59	64	29	134	24	2	124	27	10	5	32	1
	99.3%	<b>99.4%</b>	97.5%	99.2%	98.8%	100.0%	98.3%	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%
Never	42	<b>2</b>	5	10	2	0	1	1	0	2	0	0	2	0	0	0	0	0
	2.6%	<b>1.2%</b>	4.3%	4.1%	2.5%	0.0%	1.7%	1.6%	0.0%	1.5%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	217	<b>28</b>	17	24	16	10	9	12	6	19	8	0	19	7	1	1	9	0
	13.3%	<b>17.0%</b>	14.8%	10.0%	20.0%	13.3%	15.3%	18.8%	20.7%	14.2%	33.3%	0.0%	15.3%	25.9%	10.0%	20.0%	28.1%	0.0%
Usually	239	<b>29</b>	13	28	12	13	4	16	5	21	5	1	21	4	2	1	5	0
	14.7%	<b>17.6%</b>	11.3%	11.6%	15.0%	17.3%	6.8%	25.0%	17.2%	15.7%	20.8%	50.0%	16.9%	14.8%	20.0%	20.0%	15.6%	0.0%
Always	1,131	<b>106</b>	80	179	50	52	45	35	18	92	11	1	82	16	7	3	18	1
	69.4%	<b>64.2%</b>	69.6%	74.3%	62.5%	69.3%	76.3%	54.7%	62.1%	68.7%	45.8%	50.0%	66.1%	59.3%	70.0%	60.0%	56.3%	100.0%
Significantly different from column:*		<b>D</b>					H	G		K	J							
Usually or Always	1,370	<b>135</b>	93	207	62	65	49	51	23	113	16	2	103	20	9	4	23	1
	84.1%	<b>81.8%</b>	80.9%	85.9%	77.5%	86.7%	83.1%	79.7%	79.3%	84.3%	66.7%	100.0%	83.1%	74.1%	90.0%	80.0%	71.9%	100.0%
Significantly different from column:*																		

NA - Not applicable

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**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 8**

In the last 6 months, how often did you have your questions answered by your child’s doctors or other health providers?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	1,640	<b>166</b>	118	243	28	128	0	147	19	80	46	28	55	101	47	47	56
Number missing or multiple answer	11	<b>1</b>	3	2	1	0	0	1	0	0	0	1	0	1	0	0	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,629 99.3%	<b>165</b> <b>99.4%</b>	115 97.5%	241 99.2%	27 96.4%	128 100.0%	0 ---	146 99.3%	19 100.0%	80 100.0%	46 100.0%	27 96.4%	55 100.0%	100 99.0%	47 100.0%	47 100.0%	55 98.2%
Never	42 2.6%	<b>2</b> <b>1.2%</b>	5 4.3%	10 4.1%	1 3.7%	1 0.8%	0 ---	2 1.4%	0 0.0%	1 1.3%	0 0.0%	1 3.7%	0 0.0%	2 2.0%	0 0.0%	1 2.1%	1 1.8%
Sometimes	217 13.3%	<b>28</b> <b>17.0%</b>	17 14.8%	24 10.0%	8 29.6%	19 14.8%	0 ---	24 16.4%	4 21.1%	11 13.8%	6 13.0%	10 37.0%	9 16.4%	18 18.0%	7 14.9%	9 19.1%	11 20.0%
Usually	239 14.7%	<b>29</b> <b>17.6%</b>	13 11.3%	28 11.6%	6 22.2%	20 15.6%	0 ---	27 18.5%	2 10.5%	17 21.3%	4 8.7%	5 18.5%	13 23.6%	12 12.0%	6 12.8%	7 14.9%	12 21.8%
Always	1,131 69.4%	<b>106</b> <b>64.2%</b>	80 69.6%	179 74.3%	12 44.4%	88 68.8%	0 ---	93 63.7%	13 68.4%	51 63.8%	36 78.3%	11 40.7%	33 60.0%	68 68.0%	34 72.3%	30 63.8%	31 56.4%
Significantly different from column:*		<b>D</b>			F	E				L	L	JK					
Usually or Always	1,370 84.1%	<b>135</b> <b>81.8%</b>	93 80.9%	207 85.9%	18 66.7%	108 84.4%	0 ---	120 82.2%	15 78.9%	68 85.0%	40 87.0%	16 59.3%	46 83.6%	80 80.0%	40 85.1%	37 78.7%	43 78.2%
Significantly different from column:*					F	E				L	L	JK					

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 9**

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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	1,640	<b>166</b>	118	243	81	75	60	64	29	134	25	2	124	28	10	5	32	1
Number missing or multiple answer	14	<b>1</b>	4	1	0	1	0	0	1	1	0	0	1	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,626 99.1%	<b>165</b> <b>99.4%</b>	114 96.6%	242 99.6%	81 100.0%	74 98.7%	60 100.0%	64 100.0%	28 96.6%	133 99.3%	25 100.0%	2 100.0%	123 99.2%	28 100.0%	10 100.0%	5 100.0%	32 100.0%	1 100.0%
0 Worst health care possible	3 0.2%	<b>0</b> <b>0.0%</b>	0 0.0%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	0 0.0%	<b>0</b> <b>0.0%</b>	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	3 0.2%	<b>1</b> <b>0.6%</b>	1 0.9%	0 0.0%	0 0.0%	1 1.4%	0 0.0%	1 1.6%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	8 0.5%	<b>1</b> <b>0.6%</b>	0 0.0%	1 0.4%	0 0.0%	1 1.4%	0 0.0%	1 1.6%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
4	13 0.8%	<b>4</b> <b>2.4%</b>	1 0.9%	1 0.4%	1 1.2%	3 4.1%	2 3.3%	0 0.0%	2 7.1%	4 3.0%	0 0.0%	0 0.0%	2 1.6%	2 7.1%	0 0.0%	0 0.0%	1 3.1%	0 0.0%
5	31 1.9%	<b>3</b> <b>1.8%</b>	3 2.6%	2 0.8%	2 2.5%	1 1.4%	1 1.7%	2 3.1%	0 0.0%	2 1.5%	0 0.0%	1 50.0%	2 1.6%	1 3.6%	0 0.0%	1 20.0%	1 3.1%	0 0.0%
6	47 2.9%	<b>5</b> <b>3.0%</b>	0 0.0%	4 1.7%	3 3.7%	1 1.4%	2 3.3%	2 3.1%	1 3.6%	5 3.8%	0 0.0%	0 0.0%	3 2.4%	1 3.6%	1 10.0%	0 0.0%	0 0.0%	0 0.0%
7	93 5.7%	<b>10</b> <b>6.1%</b>	13 11.4%	16 6.6%	7 8.6%	3 4.1%	2 3.3%	3 4.7%	5 17.9%	6 4.5%	4 16.0%	0 0.0%	6 4.9%	3 10.7%	1 10.0%	0 0.0%	2 6.3%	0 0.0%
8	325 20.0%	<b>36</b> <b>21.8%</b>	21 18.4%	41 16.9%	22 27.2%	11 14.9%	16 26.7%	13 20.3%	3 10.7%	26 19.5%	7 28.0%	1 50.0%	26 21.1%	8 28.6%	0 0.0%	2 40.0%	6 18.8%	0 0.0%
9	288 17.7%	<b>32</b> <b>19.4%</b>	18 15.8%	41 16.9%	16 19.8%	12 16.2%	12 20.0%	11 17.2%	5 17.9%	20 15.0%	9 36.0%	0 0.0%	23 18.7%	6 21.4%	1 10.0%	0 0.0%	9 28.1%	1 100.0%
10 Best health care possible	815 50.1%	<b>73</b> <b>44.2%</b>	57 50.0%	135 55.8%	30 37.0%	41 55.4%	25 41.7%	31 48.4%	12 42.9%	68 51.1%	5 20.0%	0 0.0%	59 48.0%	7 25.0%	7 70.0%	2 40.0%	13 40.6%	0 0.0%

NA - Not applicable

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 9

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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	1,640	<b>166</b>	118	243	28	128	0	147	19	80	46	28	55	101	47	47	56
Number missing or multiple answer	14	<b>1</b>	4	1	0	1	0	1	0	0	1	0	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,626 99.1%	<b>165</b> <b>99.4%</b>	114 96.6%	242 99.6%	28 100.0%	127 99.2%	0 ---	146 99.3%	19 100.0%	80 100.0%	45 97.8%	28 100.0%	54 98.2%	101 100.0%	47 100.0%	46 97.9%	56 100.0%
0 Worst health care possible	3 0.2%	<b>0</b> <b>0.0%</b>	0 0.0%	1 0.4%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	0 0.0%	<b>0</b> <b>0.0%</b>	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	3 0.2%	<b>1</b> <b>0.6%</b>	1 0.9%	0 0.0%	0 0.0%	1 0.8%	0 ---	1 0.7%	0 0.0%	0 0.0%	0 0.0%	1 3.6%	1 1.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	8 0.5%	<b>1</b> <b>0.6%</b>	0 0.0%	1 0.4%	1 3.6%	0 0.0%	0 ---	1 0.7%	0 0.0%	1 1.3%	0 0.0%	0 0.0%	1 1.9%	0 0.0%	0 0.0%	0 0.0%	1 1.8%
4	13 0.8%	<b>4</b> <b>2.4%</b>	1 0.9%	1 0.4%	0 0.0%	4 3.1%	0 ---	4 2.7%	0 0.0%	2 2.5%	0 0.0%	2 7.1%	3 5.6%	1 1.0%	1 2.1%	2 4.3%	1 1.8%
5	31 1.9%	<b>3</b> <b>1.8%</b>	3 2.6%	2 0.8%	0 0.0%	3 2.4%	0 ---	3 2.1%	0 0.0%	2 2.5%	1 2.2%	0 0.0%	1 1.9%	2 2.0%	1 2.1%	1 2.2%	1 1.8%
6	47 2.9%	<b>5</b> <b>3.0%</b>	0 0.0%	4 1.7%	2 7.1%	3 2.4%	0 ---	3 2.1%	2 10.5%	4 5.0%	0 0.0%	1 3.6%	2 3.7%	3 3.0%	2 4.3%	1 2.2%	2 3.6%
7	93 5.7%	<b>10</b> <b>6.1%</b>	13 11.4%	16 6.6%	1 3.6%	9 7.1%	0 ---	7 4.8%	3 15.8%	5 6.3%	1 2.2%	4 14.3%	1 1.9%	9 8.9%	7 14.9%	3 6.5%	0 0.0%
8	325 20.0%	<b>36</b> <b>21.8%</b>	21 18.4%	41 16.9%	7 25.0%	26 20.5%	0 ---	35 24.0%	1 5.3%	14 17.5%	12 26.7%	7 25.0%	13 24.1%	20 19.8%	8 17.0%	8 17.4%	15 26.8%
9	288 17.7%	<b>32</b> <b>19.4%</b>	18 15.8%	41 16.9%	5 17.9%	22 17.3%	0 ---	27 18.5%	5 26.3%	9 11.3%	11 24.4%	6 21.4%	7 13.0%	20 19.8%	7 14.9%	9 19.6%	12 21.4%
10 Best health care possible	815 50.1%	<b>73</b> <b>44.2%</b>	57 50.0%	135 55.8%	12 42.9%	59 46.5%	0 ---	65 44.5%	8 42.1%	43 53.8%	20 44.4%	7 25.0%	25 46.3%	46 45.5%	21 44.7%	22 47.8%	24 42.9%

NA - Not applicable

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 9

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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	1,640	<b>166</b>	118	243	81	75	60	64	29	134	25	2	124	28	10	5	32	1
Number missing or multiple answer	14	<b>1</b>	4	1	0	1	0	0	1	1	0	0	1	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,626 99.1%	<b>165</b> <b>99.4%</b>	114 96.6%	242 99.6%	81 100.0%	74 98.7%	60 100.0%	64 100.0%	28 96.6%	133 99.3%	25 100.0%	2 100.0%	123 99.2%	28 100.0%	10 100.0%	5 100.0%	32 100.0%	1 100.0%
0 to 4	27 1.7%	<b>6</b> <b>3.6%</b>	2 1.8%	3 1.2%	1 1.2%	5 6.8%	2 3.3%	2 3.1%	2 7.1%	6 4.5%	0 0.0%	0 0.0%	4 3.3%	2 7.1%	0 0.0%	0 0.0%	1 3.1%	0 0.0%
5	31 1.9%	<b>3</b> <b>1.8%</b>	3 2.6%	2 0.8%	2 2.5%	1 1.4%	1 1.7%	2 3.1%	0 0.0%	2 1.5%	0 0.0%	1 50.0%	2 1.6%	1 3.6%	0 0.0%	1 20.0%	1 3.1%	0 0.0%
6 to 7	140 8.6%	<b>15</b> <b>9.1%</b>	13 11.4%	20 8.3%	10 12.3%	4 5.4%	4 6.7%	5 7.8%	6 21.4%	11 8.3%	4 16.0%	0 0.0%	9 7.3%	4 14.3%	2 20.0%	0 0.0%	2 6.3%	0 0.0%
8 to 10	1,428 87.8%	<b>141</b> <b>85.5%</b>	96 84.2%	217 89.7%	68 84.0%	64 86.5%	53 88.3%	55 85.9%	20 71.4%	114 85.7%	21 84.0%	1 50.0%	108 87.8%	21 75.0%	8 80.0%	4 80.0%	28 87.5%	1 100.0%
Significantly different from column:*																		
0 to 6	105 6.5%	<b>14</b> <b>8.5%</b>	5 4.4%	9 3.7%	6 7.4%	7 9.5%	5 8.3%	6 9.4%	3 10.7%	13 9.8%	0 0.0%	1 50.0%	9 7.3%	4 14.3%	1 10.0%	1 20.0%	2 6.3%	0 0.0%
7 to 8	418 25.7%	<b>46</b> <b>27.9%</b>	34 29.8%	57 23.6%	29 35.8%	14 18.9%	18 30.0%	16 25.0%	8 28.6%	32 24.1%	11 44.0%	1 50.0%	32 26.0%	11 39.3%	1 10.0%	2 40.0%	8 25.0%	0 0.0%
9 to 10	1,103 67.8%	<b>105</b> <b>63.6%</b>	75 65.8%	176 72.7%	46 56.8%	53 71.6%	37 61.7%	42 65.6%	17 60.7%	88 66.2%	14 56.0%	0 0.0%	82 66.7%	13 46.4%	8 80.0%	2 40.0%	22 68.8%	1 100.0%
Significantly different from column:*													N	M				

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 9

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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	1,640	<b>166</b>	118	243	28	128	0	147	19	80	46	28	55	101	47	47	56
Number missing or multiple answer	14	<b>1</b>	4	1	0	1	0	1	0	0	1	0	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,626 99.1%	<b>165</b> <b>99.4%</b>	114 96.6%	242 99.6%	28 100.0%	127 99.2%	0 ---	146 99.3%	19 100.0%	80 100.0%	45 97.8%	28 100.0%	54 98.2%	101 100.0%	47 100.0%	46 97.9%	56 100.0%
0 to 4	27 1.7%	<b>6</b> <b>3.6%</b>	2 1.8%	3 1.2%	1 3.6%	5 3.9%	0 ---	6 4.1%	0 0.0%	3 3.8%	0 0.0%	3 10.7%	5 9.3%	1 1.0%	1 2.1%	2 4.3%	2 3.6%
5	31 1.9%	<b>3</b> <b>1.8%</b>	3 2.6%	2 0.8%	0 0.0%	3 2.4%	0 ---	3 2.1%	0 0.0%	2 2.5%	1 2.2%	0 0.0%	1 1.9%	2 2.0%	1 2.1%	1 2.2%	1 1.8%
6 to 7	140 8.6%	<b>15</b> <b>9.1%</b>	13 11.4%	20 8.3%	3 10.7%	12 9.4%	0 ---	10 6.8%	5 26.3%	9 11.3%	1 2.2%	5 17.9%	3 5.6%	12 11.9%	9 19.1%	4 8.7%	2 3.6%
8 to 10	1,428 87.8%	<b>141</b> <b>85.5%</b>	96 84.2%	217 89.7%	24 85.7%	107 84.3%	0 ---	127 87.0%	14 73.7%	66 82.5%	43 95.6%	20 71.4%	45 83.3%	86 85.1%	36 76.6%	39 84.8%	51 91.1%
Significantly different from column:*										K	J				Q		O
0 to 6	105 6.5%	<b>14</b> <b>8.5%</b>	5 4.4%	9 3.7%	3 10.7%	11 8.7%	0 ---	12 8.2%	2 10.5%	9 11.3%	1 2.2%	4 14.3%	8 14.8%	6 5.9%	4 8.5%	4 8.7%	5 8.9%
7 to 8	418 25.7%	<b>46</b> <b>27.9%</b>	34 29.8%	57 23.6%	8 28.6%	35 27.6%	0 ---	42 28.8%	4 21.1%	19 23.8%	13 28.9%	11 39.3%	14 25.9%	29 28.7%	15 31.9%	11 23.9%	15 26.8%
9 to 10	1,103 67.8%	<b>105</b> <b>63.6%</b>	75 65.8%	176 72.7%	17 60.7%	81 63.8%	0 ---	92 63.0%	13 68.4%	52 65.0%	31 68.9%	13 46.4%	32 59.3%	66 65.3%	28 59.6%	31 67.4%	36 64.3%
Significantly different from column:*																	

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 10**

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	1,640	<b>166</b>	118	243	81	75	60	64	29	134	25	2	124	28	10	5	32	1
Number missing or multiple answer	12	<b>0</b>	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,628	<b>166</b>	115	241	81	75	60	64	29	134	25	2	124	28	10	5	32	1
	99.3%	<b>100.0%</b>	97.5%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	34	<b>1</b>	3	6	0	1	0	1	0	1	0	0	1	0	0	0	0	0
	2.1%	<b>0.6%</b>	2.6%	2.5%	0.0%	1.3%	0.0%	1.6%	0.0%	0.7%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	188	<b>20</b>	11	18	15	5	8	9	3	16	2	2	15	5	0	2	6	0
	11.5%	<b>12.0%</b>	9.6%	7.5%	18.5%	6.7%	13.3%	14.1%	10.3%	11.9%	8.0%	100.0%	12.1%	17.9%	0.0%	40.0%	18.8%	0.0%
Usually	352	<b>47</b>	35	42	26	17	15	17	11	31	13	0	32	10	3	1	12	0
	21.6%	<b>28.3%</b>	30.4%	17.4%	32.1%	22.7%	25.0%	26.6%	37.9%	23.1%	52.0%	0.0%	25.8%	35.7%	30.0%	20.0%	37.5%	0.0%
Always	1,054	<b>98</b>	66	175	40	52	37	37	15	86	10	0	76	13	7	2	14	1
	64.7%	<b>59.0%</b>	57.4%	72.6%	49.4%	69.3%	61.7%	57.8%	51.7%	64.2%	40.0%	0.0%	61.3%	46.4%	70.0%	40.0%	43.8%	100.0%
Significantly different from column:*		<b>D</b>			F	E				K	J							
Usually or Always	1,406	<b>145</b>	101	217	66	69	52	54	26	117	23	0	108	23	10	3	26	1
	86.4%	<b>87.3%</b>	87.8%	90.0%	81.5%	92.0%	86.7%	84.4%	89.7%	87.3%	92.0%	0.0%	87.1%	82.1%	100.0%	60.0%	81.3%	100.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 10**

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	1,640	<b>166</b>	118	243	28	128	0	147	19	80	46	28	55	101	47	47	56
Number missing or multiple answer	12	<b>0</b>	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,628	<b>166</b>	115	241	28	128	0	147	19	80	46	28	55	101	47	47	56
	99.3%	<b>100.0%</b>	97.5%	99.2%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	34	<b>1</b>	3	6	0	1	0	1	0	0	0	1	1	0	0	0	0
	2.1%	<b>0.6%</b>	2.6%	2.5%	0.0%	0.8%	---	0.7%	0.0%	0.0%	0.0%	3.6%	1.8%	0.0%	0.0%	0.0%	0.0%
Sometimes	188	<b>20</b>	11	18	8	12	0	16	4	11	4	5	11	9	4	4	12
	11.5%	<b>12.0%</b>	9.6%	7.5%	28.6%	9.4%	---	10.9%	21.1%	13.8%	8.7%	17.9%	20.0%	8.9%	8.5%	8.5%	21.4%
Usually	352	<b>47</b>	35	42	9	35	0	39	8	20	11	13	12	30	18	10	15
	21.6%	<b>28.3%</b>	30.4%	17.4%	32.1%	27.3%	---	26.5%	42.1%	25.0%	23.9%	46.4%	21.8%	29.7%	38.3%	21.3%	26.8%
Always	1,054	<b>98</b>	66	175	11	80	0	91	7	49	31	9	31	62	25	33	29
	64.7%	<b>59.0%</b>	57.4%	72.6%	39.3%	62.5%	---	61.9%	36.8%	61.3%	67.4%	32.1%	56.4%	61.4%	53.2%	70.2%	51.8%
Significantly different from column:*		<b>D</b>			F	E		I	H	L	L	JK					
Usually or Always	1,406	<b>145</b>	101	217	20	115	0	130	15	69	42	22	43	92	43	43	44
	86.4%	<b>87.3%</b>	87.8%	90.0%	71.4%	89.8%	---	88.4%	78.9%	86.3%	91.3%	78.6%	78.2%	91.1%	91.5%	91.5%	78.6%
Significantly different from column:*													N	M			

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 11**

Is your child now enrolled in any kind of school or daycare?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	33	<b>3</b>	3	5	1	1	1	0	1	2	1	0	2	0	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,830	<b>293</b>	221	436	133	142	87	121	63	228	46	8	214	48	22	5	40	1
	98.8%	<b>99.0%</b>	98.7%	98.9%	99.3%	99.3%	98.9%	100.0%	98.4%	99.1%	97.9%	100.0%	99.1%	100.0%	100.0%	100.0%	97.6%	100.0%
Yes	1,890	<b>209</b>	153	279	93	103	30	114	51	161	35	5	149	33	20	3	30	1
	66.8%	<b>71.3%</b>	69.2%	64.0%	69.9%	72.5%	34.5%	94.2%	81.0%	70.6%	76.1%	62.5%	69.6%	68.8%	90.9%	60.0%	75.0%	100.0%
No	940	<b>84</b>	68	157	40	39	57	7	12	67	11	3	65	15	2	2	10	0
	33.2%	<b>28.7%</b>	30.8%	36.0%	30.1%	27.5%	65.5%	5.8%	19.0%	29.4%	23.9%	37.5%	30.4%	31.3%	9.1%	40.0%	25.0%	0.0%
Significantly different from column:*		<b>D</b>					HI	GI	GH				O	O	MN			

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 11

Is your child now enrolled in any kind of school or daycare?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	33	<b>3</b>	3	5	0	2	0	0	0	2	0	0	1	1	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,830	<b>293</b>	221	436	57	216	117	147	19	133	80	54	80	192	70	95	98
	98.8%	<b>99.0%</b>	98.7%	98.9%	100.0%	99.1%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	98.8%	99.5%	100.0%	99.0%	100.0%
Yes	1,890	<b>209</b>	153	279	35	159	88	102	11	91	61	38	54	140	50	74	63
	66.8%	<b>71.3%</b>	69.2%	64.0%	61.4%	73.6%	75.2%	69.4%	57.9%	68.4%	76.3%	70.4%	67.5%	72.9%	71.4%	77.9%	64.3%
No	940	<b>84</b>	68	157	22	57	29	45	8	42	19	16	26	52	20	21	35
	33.2%	<b>28.7%</b>	30.8%	36.0%	38.6%	26.4%	24.8%	30.6%	42.1%	31.6%	23.8%	29.6%	32.5%	27.1%	28.6%	22.1%	35.7%
Significantly different from column:*		<b>D</b>														Q	P

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 12**

In the last 6 months, did you need your child’s doctors or other health providers to contact a school or daycare center about your child’s health or health care?

Base: All respondents whose child is enrolled in school or daycare (Q11)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	1,890	<b>209</b>	153	279	93	103	30	114	51	161	35	5	149	33	20	3	30	1
Number missing or multiple answer	41	<b>6</b>	4	3	3	2	0	3	2	5	0	1	3	1	2	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,849	<b>203</b>	149	276	90	101	30	111	49	156	35	4	146	32	18	3	29	1
	97.8%	<b>97.1%</b>	97.4%	98.9%	96.8%	98.1%	100.0%	97.4%	96.1%	96.9%	100.0%	80.0%	98.0%	97.0%	90.0%	100.0%	96.7%	100.0%
Yes	192	<b>17</b>	14	16	4	9	0	8	5	11	2	0	8	3	2	0	8	0
	10.4%	<b>8.4%</b>	9.4%	5.8%	4.4%	8.9%	0.0%	7.2%	10.2%	7.1%	5.7%	0.0%	5.5%	9.4%	11.1%	0.0%	27.6%	0.0%
No	1,657	<b>186</b>	135	260	86	92	30	103	44	145	33	4	138	29	16	3	21	1
	89.6%	<b>91.6%</b>	90.6%	94.2%	95.6%	91.1%	100.0%	92.8%	89.8%	92.9%	94.3%	100.0%	94.5%	90.6%	88.9%	100.0%	72.4%	100.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 12**

In the last 6 months, did you need your child’s doctors or other health providers to contact a school or daycare center about your child’s health or health care?

Base: All respondents whose child is enrolled in school or daycare (Q11)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	1,890	<b>209</b>	153	279	35	159	88	102	11	91	61	38	54	140	50	74	63
Number missing or multiple answer	41	<b>6</b>	4	3	1	5	1	4	1	2	3	1	1	4	3	0	2
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,849	<b>203</b>	149	276	34	154	87	98	10	89	58	37	53	136	47	74	61
	97.8%	<b>97.1%</b>	97.4%	98.9%	97.1%	96.9%	98.9%	96.1%	90.9%	97.8%	95.1%	97.4%	98.1%	97.1%	94.0%	100.0%	96.8%
Yes	192	<b>17</b>	14	16	2	11	3	10	2	5	7	1	2	11	4	5	4
	10.4%	<b>8.4%</b>	9.4%	5.8%	5.9%	7.1%	3.4%	10.2%	20.0%	5.6%	12.1%	2.7%	3.8%	8.1%	8.5%	6.8%	6.6%
No	1,657	<b>186</b>	135	260	32	143	84	88	8	84	51	36	51	125	43	69	57
	89.6%	<b>91.6%</b>	90.6%	94.2%	94.1%	92.9%	96.6%	89.8%	80.0%	94.4%	87.9%	97.3%	96.2%	91.9%	91.5%	93.2%	93.4%
Significantly different from column:*																	

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 13**

In the last 6 months, did you get the help you needed from your child’s doctors or other health providers in contacting your child’s school or daycare?

Base: All respondents whose child is enrolled in school or daycare and needed their child's doctor/health provider to contact school/daycare center about their child's health (Q11 & Q12)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	192	<b>17</b>	14	16	4	9	0	8	5	11	2	0	8	3	2	0	8	0
Number missing or multiple answer	4	<b>0</b>	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	188	<b>17</b>	13	16	4	9	0	8	5	11	2	0	8	3	2	0	8	0
	97.9%	<b>100.0%</b>	92.9%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	---
Yes	161	<b>15</b>	11	14	3	9	0	7	5	11	1	0	8	3	1	0	6	0
	85.6%	<b>88.2%</b>	84.6%	87.5%	75.0%	100.0%	---	87.5%	100.0%	100.0%	50.0%	---	100.0%	100.0%	50.0%	---	75.0%	---
No	27	<b>2</b>	2	2	1	0	0	1	0	0	1	0	0	0	1	0	2	0
	14.4%	<b>11.8%</b>	15.4%	12.5%	25.0%	0.0%	---	12.5%	0.0%	0.0%	50.0%	---	0.0%	0.0%	50.0%	---	25.0%	---
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 13**

In the last 6 months, did you get the help you needed from your child’s doctors or other health providers in contacting your child’s school or daycare?

Base: All respondents whose child is enrolled in school or daycare and needed their child's doctor/health provider to contact school/daycare center about their child's health (Q11 & Q12)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	192	<b>17</b>	14	16	2	11	3	10	2	5	7	1	2	11	4	5	4
Number missing or multiple answer	4	<b>0</b>	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	188	<b>17</b>	13	16	2	11	3	10	2	5	7	1	2	11	4	5	4
	97.9%	<b>100.0%</b>	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	161	<b>15</b>	11	14	2	10	3	10	1	5	6	1	2	10	3	5	4
	85.6%	<b>88.2%</b>	84.6%	87.5%	100.0%	90.9%	100.0%	100.0%	50.0%	100.0%	85.7%	100.0%	100.0%	90.9%	75.0%	100.0%	100.0%
No	27	<b>2</b>	2	2	0	1	0	0	1	0	1	0	0	1	1	0	0
	14.4%	<b>11.8%</b>	15.4%	12.5%	0.0%	9.1%	0.0%	0.0%	50.0%	0.0%	14.3%	0.0%	0.0%	9.1%	25.0%	0.0%	0.0%
Significantly different from column:*																	

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 14

Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	49	<b>2</b>	3	7	0	1	0	0	1	1	1	0	2	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,814	<b>294</b>	221	434	134	142	88	121	63	229	46	8	214	48	22	5	41	1
	98.3%	<b>99.3%</b>	98.7%	98.4%	100.0%	99.3%	100.0%	100.0%	98.4%	99.6%	97.9%	100.0%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	136	<b>10</b>	11	9	4	5	4	3	2	6	2	1	5	1	3	1	3	1
	4.8%	<b>3.4%</b>	5.0%	2.1%	3.0%	3.5%	4.5%	2.5%	3.2%	2.6%	4.3%	12.5%	2.3%	2.1%	13.6%	20.0%	7.3%	100.0%
No	2,678	<b>284</b>	210	425	130	137	84	118	61	223	44	7	209	47	19	4	38	0
	95.2%	<b>96.6%</b>	95.0%	97.9%	97.0%	96.5%	95.5%	97.5%	96.8%	97.4%	95.7%	87.5%	97.7%	97.9%	86.4%	80.0%	92.7%	0.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 14**

Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	49	<b>2</b>	3	7	0	1	0	0	0	1	0	0	0	1	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,814 98.3%	<b>294</b> <b>99.3%</b>	221 98.7%	434 98.4%	57 100.0%	217 99.5%	117 100.0%	147 100.0%	19 100.0%	134 99.3%	80 100.0%	54 100.0%	81 100.0%	192 99.5%	70 100.0%	95 99.0%	98 100.0%
Yes	136 4.8%	<b>10</b> <b>3.4%</b>	11 5.0%	9 2.1%	2 3.5%	7 3.2%	3 2.6%	5 3.4%	1 5.3%	3 2.2%	3 3.8%	2 3.7%	2 2.5%	7 3.6%	2 2.9%	4 4.2%	3 3.1%
No	2,678 95.2%	<b>284</b> <b>96.6%</b>	210 95.0%	425 97.9%	55 96.5%	210 96.8%	114 97.4%	142 96.6%	18 94.7%	131 97.8%	77 96.3%	52 96.3%	79 97.5%	185 96.4%	68 97.1%	91 95.8%	95 96.9%
Significantly different from column:*																	

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 15**

In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	136	<b>10</b>	11	9	4	5	4	3	2	6	2	1	5	1	3	1	3	1
Number missing or multiple answer	3	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	133	<b>10</b>	11	9	4	5	4	3	2	6	2	1	5	1	3	1	3	1
	97.8%	<b>100.0%</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	14	<b>0</b>	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	10.5%	<b>0.0%</b>	18.2%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	24	<b>3</b>	2	0	3	0	1	2	0	2	1	0	2	0	1	1	1	0
	18.0%	<b>30.0%</b>	18.2%	0.0%	75.0%	0.0%	25.0%	66.7%	0.0%	33.3%	50.0%	0.0%	40.0%	0.0%	33.3%	100.0%	33.3%	0.0%
Usually	24	<b>2</b>	5	1	0	1	0	0	1	1	0	0	1	0	0	0	1	0
	18.0%	<b>20.0%</b>	45.5%	11.1%	0.0%	20.0%	0.0%	0.0%	50.0%	16.7%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	33.3%	0.0%
Always	71	<b>5</b>	2	7	1	4	3	1	1	3	1	1	2	1	2	0	1	1
	53.4%	<b>50.0%</b>	18.2%	77.8%	25.0%	80.0%	75.0%	33.3%	50.0%	50.0%	50.0%	100.0%	40.0%	100.0%	66.7%	0.0%	33.3%	100.0%
Significantly different from column:*																		
Usually or Always	95	<b>7</b>	7	8	1	5	3	1	2	4	1	1	3	1	2	0	2	1
	71.4%	<b>70.0%</b>	63.6%	88.9%	25.0%	100.0%	75.0%	33.3%	100.0%	66.7%	50.0%	100.0%	60.0%	100.0%	66.7%	0.0%	66.7%	100.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 15**

In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	136	<b>10</b>	11	9	2	7	3	5	1	3	3	2	2	7	2	4	3
Number missing or multiple answer	3	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	133	<b>10</b>	11	9	2	7	3	5	1	3	3	2	2	7	2	4	3
	97.8%	<b>100.0%</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	14	<b>0</b>	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	10.5%	<b>0.0%</b>	18.2%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	24	<b>3</b>	2	0	1	2	1	1	0	1	1	1	1	2	1	0	2
	18.0%	<b>30.0%</b>	18.2%	0.0%	50.0%	28.6%	33.3%	20.0%	0.0%	33.3%	33.3%	50.0%	50.0%	28.6%	50.0%	0.0%	66.7%
Usually	24	<b>2</b>	5	1	1	0	1	0	1	0	0	1	0	1	0	1	0
	18.0%	<b>20.0%</b>	45.5%	11.1%	50.0%	0.0%	33.3%	0.0%	100.0%	0.0%	0.0%	50.0%	0.0%	14.3%	0.0%	25.0%	0.0%
Always	71	<b>5</b>	2	7	0	5	1	4	0	2	2	0	1	4	1	3	1
	53.4%	<b>50.0%</b>	18.2%	77.8%	0.0%	71.4%	33.3%	80.0%	0.0%	66.7%	66.7%	0.0%	50.0%	57.1%	50.0%	75.0%	33.3%
Significantly different from column:*																	
Usually or Always	95	<b>7</b>	7	8	1	5	2	4	1	2	2	1	1	5	1	4	1
	71.4%	<b>70.0%</b>	63.6%	88.9%	50.0%	71.4%	66.7%	80.0%	100.0%	66.7%	66.7%	50.0%	50.0%	71.4%	50.0%	100.0%	33.3%
Significantly different from column:*																	

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 16**

Did anyone from your child’s health plan, doctor’s office, or clinic help you get special medical equipment or devices for your child?

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	136	<b>10</b>	11	9	4	5	4	3	2	6	2	1	5	1	3	1	3	1
Number missing or multiple answer	2	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	134	<b>10</b>	11	9	4	5	4	3	2	6	2	1	5	1	3	1	3	1
	98.5%	<b>100.0%</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	102	<b>9</b>	7	6	3	5	4	3	1	6	1	1	5	0	3	1	2	1
	76.1%	<b>90.0%</b>	63.6%	66.7%	75.0%	100.0%	100.0%	100.0%	50.0%	100.0%	50.0%	100.0%	100.0%	0.0%	100.0%	100.0%	66.7%	100.0%
No	32	<b>1</b>	4	3	1	0	0	0	1	0	1	0	0	1	0	0	1	0
	23.9%	<b>10.0%</b>	36.4%	33.3%	25.0%	0.0%	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%	0.0%	100.0%	0.0%	0.0%	33.3%	0.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 16**

Did anyone from your child’s health plan, doctor’s office, or clinic help you get special medical equipment or devices for your child?

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	136	<b>10</b>	11	9	2	7	3	5	1	3	3	2	2	7	2	4	3
Number missing or multiple answer	2	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	134	<b>10</b>	11	9	2	7	3	5	1	3	3	2	2	7	2	4	3
	98.5%	<b>100.0%</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	102	<b>9</b>	7	6	2	6	3	4	1	3	3	2	2	6	2	3	3
	76.1%	<b>90.0%</b>	63.6%	66.7%	100.0%	85.7%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	75.0%	100.0%
No	32	<b>1</b>	4	3	0	1	0	1	0	0	0	0	0	1	0	1	0
	23.9%	<b>10.0%</b>	36.4%	33.3%	0.0%	14.3%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	25.0%	0.0%
Significantly different from column:*																	

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 17**

In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	47	<b>3</b>	4	7	1	1	0	0	2	2	1	0	2	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,816	<b>293</b>	220	434	133	142	88	121	62	228	46	8	214	47	22	5	41	1
	98.4%	<b>99.0%</b>	98.2%	98.4%	99.3%	99.3%	100.0%	100.0%	96.9%	99.1%	97.9%	100.0%	99.1%	97.9%	100.0%	100.0%	100.0%	100.0%
Yes	294	<b>39</b>	20	34	15	21	13	16	7	27	11	1	23	12	4	2	11	1
	10.4%	<b>13.3%</b>	9.1%	7.8%	11.3%	14.8%	14.8%	13.2%	11.3%	11.8%	23.9%	12.5%	10.7%	25.5%	18.2%	40.0%	26.8%	100.0%
No	2,522	<b>254</b>	200	400	118	121	75	105	55	201	35	7	191	35	18	3	30	0
	89.6%	<b>86.7%</b>	90.9%	92.2%	88.7%	85.2%	85.2%	86.8%	88.7%	88.2%	76.1%	87.5%	89.3%	74.5%	81.8%	60.0%	73.2%	0.0%
Significantly different from column:*		<b>D</b>								K	J		N	M				

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 17

In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	47	<b>3</b>	4	7	0	2	1	0	0	1	1	0	0	2	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,816 98.4%	<b>293</b> <b>99.0%</b>	220 98.2%	434 98.4%	57 100.0%	216 99.1%	116 99.1%	147 100.0%	19 100.0%	134 99.3%	79 98.8%	54 100.0%	81 100.0%	191 99.0%	70 100.0%	94 97.9%	98 100.0%
Yes	294 10.4%	<b>39</b> <b>13.3%</b>	20 9.1%	34 7.8%	5 8.8%	32 14.8%	8 6.9%	26 17.7%	3 15.8%	22 16.4%	8 10.1%	7 13.0%	11 13.6%	25 13.1%	13 18.6%	10 10.6%	12 12.2%
No	2,522 89.6%	<b>254</b> <b>86.7%</b>	200 90.9%	400 92.2%	52 91.2%	184 85.2%	108 93.1%	121 82.3%	16 84.2%	112 83.6%	71 89.9%	47 87.0%	70 86.4%	166 86.9%	57 81.4%	84 89.4%	86 87.8%
Significantly different from column:*		<b>D</b>					H	G									

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 18

In the last 6 months, how often was it easy to get this therapy for your child?

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	294	<b>39</b>	20	34	15	21	13	16	7	27	11	1	23	12	4	2	11	1
Number missing or multiple answer	12	<b>1</b>	1	0	1	0	1	0	0	1	0	0	1	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	282	<b>38</b>	19	34	14	21	12	16	7	26	11	1	22	12	4	2	11	1
	95.9%	<b>97.4%</b>	95.0%	100.0%	93.3%	100.0%	92.3%	100.0%	100.0%	96.3%	100.0%	100.0%	95.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	46	<b>7</b>	5	5	2	5	1	5	1	5	2	0	5	2	0	0	1	0
	16.3%	<b>18.4%</b>	26.3%	14.7%	14.3%	23.8%	8.3%	31.3%	14.3%	19.2%	18.2%	0.0%	22.7%	16.7%	0.0%	0.0%	9.1%	0.0%
Sometimes	63	<b>12</b>	2	6	5	5	3	4	3	9	3	0	5	6	1	2	5	0
	22.3%	<b>31.6%</b>	10.5%	17.6%	35.7%	23.8%	25.0%	25.0%	42.9%	34.6%	27.3%	0.0%	22.7%	50.0%	25.0%	100.0%	45.5%	0.0%
Usually	56	<b>10</b>	4	4	4	5	3	3	3	7	3	0	8	1	1	0	3	0
	19.9%	<b>26.3%</b>	21.1%	11.8%	28.6%	23.8%	25.0%	18.8%	42.9%	26.9%	27.3%	0.0%	36.4%	8.3%	25.0%	0.0%	27.3%	0.0%
Always	117	<b>9</b>	8	19	3	6	5	4	0	5	3	1	4	3	2	0	2	1
	41.5%	<b>23.7%</b>	42.1%	55.9%	21.4%	28.6%	41.7%	25.0%	0.0%	19.2%	27.3%	100.0%	18.2%	25.0%	50.0%	0.0%	18.2%	100.0%
Significantly different from column:*		<b>AD</b>																
Usually or Always	173	<b>19</b>	12	23	7	11	8	7	3	12	6	1	12	4	3	0	5	1
	61.3%	<b>50.0%</b>	63.2%	67.6%	50.0%	52.4%	66.7%	43.8%	42.9%	46.2%	54.5%	100.0%	54.5%	33.3%	75.0%	0.0%	45.5%	100.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 18**

In the last 6 months, how often was it easy to get this therapy for your child?

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	294	<b>39</b>	20	34	5	32	8	26	3	22	8	7	11	25	13	10	12
Number missing or multiple answer	12	<b>1</b>	1	0	0	1	0	1	0	1	0	0	1	0	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	282	<b>38</b>	19	34	5	31	8	25	3	21	8	7	10	25	12	10	12
	95.9%	<b>97.4%</b>	95.0%	100.0%	100.0%	96.9%	100.0%	96.2%	100.0%	95.5%	100.0%	100.0%	90.9%	100.0%	92.3%	100.0%	100.0%
Never	46	<b>7</b>	5	5	1	6	1	6	0	5	1	1	4	3	1	3	3
	16.3%	<b>18.4%</b>	26.3%	14.7%	20.0%	19.4%	12.5%	24.0%	0.0%	23.8%	12.5%	14.3%	40.0%	12.0%	8.3%	30.0%	25.0%
Sometimes	63	<b>12</b>	2	6	2	9	3	6	2	5	2	4	3	7	2	3	4
	22.3%	<b>31.6%</b>	10.5%	17.6%	40.0%	29.0%	37.5%	24.0%	66.7%	23.8%	25.0%	57.1%	30.0%	28.0%	16.7%	30.0%	33.3%
Usually	56	<b>10</b>	4	4	1	8	2	7	1	7	0	2	3	6	6	0	3
	19.9%	<b>26.3%</b>	21.1%	11.8%	20.0%	25.8%	25.0%	28.0%	33.3%	33.3%	0.0%	28.6%	30.0%	24.0%	50.0%	0.0%	25.0%
Always	117	<b>9</b>	8	19	1	8	2	6	0	4	5	0	0	9	3	4	2
	41.5%	<b>23.7%</b>	42.1%	55.9%	20.0%	25.8%	25.0%	24.0%	0.0%	19.0%	62.5%	0.0%	0.0%	36.0%	25.0%	40.0%	16.7%
Significantly different from column:*		<b>AD</b>															
Usually or Always	173	<b>19</b>	12	23	2	16	4	13	1	11	5	2	3	15	9	4	5
	61.3%	<b>50.0%</b>	63.2%	67.6%	40.0%	51.6%	50.0%	52.0%	33.3%	52.4%	62.5%	28.6%	30.0%	60.0%	75.0%	40.0%	41.7%
Significantly different from column:*																	

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 19**

Did anyone from your child’s health plan, doctor’s office, or clinic help you get this therapy for your child?

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	294	<b>39</b>	20	34	15	21	13	16	7	27	11	1	23	12	4	2	11	1
Number missing or multiple answer	3	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	291	<b>39</b>	20	34	15	21	13	16	7	27	11	1	23	12	4	2	11	1
	99.0%	<b>100.0%</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	172	<b>21</b>	13	18	8	11	7	8	4	13	7	1	13	5	3	0	7	0
	59.1%	<b>53.8%</b>	65.0%	52.9%	53.3%	52.4%	53.8%	50.0%	57.1%	48.1%	63.6%	100.0%	56.5%	41.7%	75.0%	0.0%	63.6%	0.0%
No	119	<b>18</b>	7	16	7	10	6	8	3	14	4	0	10	7	1	2	4	1
	40.9%	<b>46.2%</b>	35.0%	47.1%	46.7%	47.6%	46.2%	50.0%	42.9%	51.9%	36.4%	0.0%	43.5%	58.3%	25.0%	100.0%	36.4%	100.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 19**

Did anyone from your child’s health plan, doctor’s office, or clinic help you get this therapy for your child?

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	294	<b>39</b>	20	34	5	32	8	26	3	22	8	7	11	25	13	10	12
Number missing or multiple answer	3	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	291	<b>39</b>	20	34	5	32	8	26	3	22	8	7	11	25	13	10	12
	99.0%	<b>100.0%</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	172	<b>21</b>	13	18	2	17	6	11	3	11	4	4	5	14	5	6	7
	59.1%	<b>53.8%</b>	65.0%	52.9%	40.0%	53.1%	75.0%	42.3%	100.0%	50.0%	50.0%	57.1%	45.5%	56.0%	38.5%	60.0%	58.3%
No	119	<b>18</b>	7	16	3	15	2	15	0	11	4	3	6	11	8	4	5
	40.9%	<b>46.2%</b>	35.0%	47.1%	60.0%	46.9%	25.0%	57.7%	0.0%	50.0%	50.0%	42.9%	54.5%	44.0%	61.5%	40.0%	41.7%
Significantly different from column:*																	

NA - Not applicable

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



**Question 20**

In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	49	<b>3</b>	4	8	0	2	1	0	1	1	2	0	2	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,814 98.3%	<b>293</b> <b>99.0%</b>	220 98.2%	433 98.2%	134 100.0%	141 98.6%	87 98.9%	121 100.0%	63 98.4%	229 99.6%	45 95.7%	8 100.0%	214 99.1%	47 97.9%	22 100.0%	5 100.0%	40 97.6%	1 100.0%
Yes	344 12.2%	<b>38</b> <b>13.0%</b>	34 15.5%	43 9.9%	18 13.4%	18 12.8%	6 6.9%	19 15.7%	11 17.5%	26 11.4%	10 22.2%	1 12.5%	15 7.0%	11 23.4%	11 50.0%	2 40.0%	8 20.0%	0 0.0%
No	2,470 87.8%	<b>255</b> <b>87.0%</b>	186 84.5%	390 90.1%	116 86.6%	123 87.2%	81 93.1%	102 84.3%	52 82.5%	203 88.6%	35 77.8%	7 87.5%	199 93.0%	36 76.6%	11 50.0%	3 60.0%	32 80.0%	1 100.0%
Significantly different from column:*							I		G	K	J		O	N				

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 20

In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	49	<b>3</b>	4	8	0	2	0	0	1	2	0	0	1	1	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,814 98.3%	<b>293</b> <b>99.0%</b>	220 98.2%	433 98.2%	57 100.0%	216 99.1%	117 100.0%	147 100.0%	18 94.7%	133 98.5%	80 100.0%	54 100.0%	80 98.8%	192 99.5%	70 100.0%	95 99.0%	98 100.0%
Yes	344 12.2%	<b>38</b> <b>13.0%</b>	34 15.5%	43 9.9%	7 12.3%	29 13.4%	5 4.3%	26 17.7%	3 16.7%	19 14.3%	10 12.5%	7 13.0%	8 10.0%	28 14.6%	14 20.0%	10 10.5%	11 11.2%
No	2,470 87.8%	<b>255</b> <b>87.0%</b>	186 84.5%	390 90.1%	50 87.7%	187 86.6%	112 95.7%	121 82.3%	15 83.3%	114 85.7%	70 87.5%	47 87.0%	72 90.0%	164 85.4%	56 80.0%	85 89.5%	87 88.8%
Significantly different from column:*							H	G									

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 21

In the last 6 months, how often was it easy to get this treatment or counseling for your child?

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	344	<b>38</b>	34	43	18	18	6	19	11	26	10	1	15	11	11	2	8	0
Number missing or multiple answer	2	<b>0</b>	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	342	<b>38</b>	34	42	18	18	6	19	11	26	10	1	15	11	11	2	8	0
	99.4%	<b>100.0%</b>	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---
Never	61	<b>5</b>	7	3	1	4	1	3	1	4	1	0	2	1	2	0	1	0
	17.8%	<b>13.2%</b>	20.6%	7.1%	5.6%	22.2%	16.7%	15.8%	9.1%	15.4%	10.0%	0.0%	13.3%	9.1%	18.2%	0.0%	12.5%	---
Sometimes	71	<b>8</b>	7	5	5	2	1	3	3	6	2	0	2	4	2	2	3	0
	20.8%	<b>21.1%</b>	20.6%	11.9%	27.8%	11.1%	16.7%	15.8%	27.3%	23.1%	20.0%	0.0%	13.3%	36.4%	18.2%	100.0%	37.5%	---
Usually	68	<b>11</b>	4	11	6	5	3	5	3	7	3	1	6	2	3	0	2	0
	19.9%	<b>28.9%</b>	11.8%	26.2%	33.3%	27.8%	50.0%	26.3%	27.3%	26.9%	30.0%	100.0%	40.0%	18.2%	27.3%	0.0%	25.0%	---
Always	142	<b>14</b>	16	23	6	7	1	8	4	9	4	0	5	4	4	0	2	0
	41.5%	<b>36.8%</b>	47.1%	54.8%	33.3%	38.9%	16.7%	42.1%	36.4%	34.6%	40.0%	0.0%	33.3%	36.4%	36.4%	0.0%	25.0%	---
Significantly different from column:*																		
Usually or Always	210	<b>25</b>	20	34	12	12	4	13	7	16	7	1	11	6	7	0	4	0
	61.4%	<b>65.8%</b>	58.8%	81.0%	66.7%	66.7%	66.7%	68.4%	63.6%	61.5%	70.0%	100.0%	73.3%	54.5%	63.6%	0.0%	50.0%	---
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 21**

In the last 6 months, how often was it easy to get this treatment or counseling for your child?

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	344	<b>38</b>	34	43	7	29	5	26	3	19	10	7	8	28	14	10	11
Number missing or multiple answer	2	<b>0</b>	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	342	<b>38</b>	34	42	7	29	5	26	3	19	10	7	8	28	14	10	11
	99.4%	<b>100.0%</b>	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	61	<b>5</b>	7	3	0	5	1	4	0	2	2	1	4	1	0	2	3
	17.8%	<b>13.2%</b>	20.6%	7.1%	0.0%	17.2%	20.0%	15.4%	0.0%	10.5%	20.0%	14.3%	50.0%	3.6%	0.0%	20.0%	27.3%
Sometimes	71	<b>8</b>	7	5	2	6	0	6	1	3	2	2	1	6	3	2	2
	20.8%	<b>21.1%</b>	20.6%	11.9%	28.6%	20.7%	0.0%	23.1%	33.3%	15.8%	20.0%	28.6%	12.5%	21.4%	21.4%	20.0%	18.2%
Usually	68	<b>11</b>	4	11	3	8	1	7	1	9	1	1	2	9	6	3	2
	19.9%	<b>28.9%</b>	11.8%	26.2%	42.9%	27.6%	20.0%	26.9%	33.3%	47.4%	10.0%	14.3%	25.0%	32.1%	42.9%	30.0%	18.2%
Always	142	<b>14</b>	16	23	2	10	3	9	1	5	5	3	1	12	5	3	4
	41.5%	<b>36.8%</b>	47.1%	54.8%	28.6%	34.5%	60.0%	34.6%	33.3%	26.3%	50.0%	42.9%	12.5%	42.9%	35.7%	30.0%	36.4%
Significantly different from column:*																	
Usually or Always	210	<b>25</b>	20	34	5	18	4	16	2	14	6	4	3	21	11	6	6
	61.4%	<b>65.8%</b>	58.8%	81.0%	71.4%	62.1%	80.0%	61.5%	66.7%	73.7%	60.0%	57.1%	37.5%	75.0%	78.6%	60.0%	54.5%
Significantly different from column:*																	

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 22**

Did anyone from your child’s health plan, doctor’s office, or clinic help you get this treatment or counseling for your child?

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	344	<b>38</b>	34	43	18	18	6	19	11	26	10	1	15	11	11	2	8	0
Number missing or multiple answer	4	<b>1</b>	0	1	1	0	0	1	0	0	1	0	0	0	1	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	340	<b>37</b>	34	42	17	18	6	18	11	26	9	1	15	11	10	2	8	0
	98.8%	<b>97.4%</b>	100.0%	97.7%	94.4%	100.0%	100.0%	94.7%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	---
Yes	162	<b>19</b>	18	20	8	10	3	11	4	12	5	1	6	4	8	1	5	0
	47.6%	<b>51.4%</b>	52.9%	47.6%	47.1%	55.6%	50.0%	61.1%	36.4%	46.2%	55.6%	100.0%	40.0%	36.4%	80.0%	50.0%	62.5%	---
No	178	<b>18</b>	16	22	9	8	3	7	7	14	4	0	9	7	2	1	3	0
	52.4%	<b>48.6%</b>	47.1%	52.4%	52.9%	44.4%	50.0%	38.9%	63.6%	53.8%	44.4%	0.0%	60.0%	63.6%	20.0%	50.0%	37.5%	---
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 22**

Did anyone from your child’s health plan, doctor’s office, or clinic help you get this treatment or counseling for your child?

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	344	<b>38</b>	34	43	7	29	5	26	3	19	10	7	8	28	14	10	11
Number missing or multiple answer	4	<b>1</b>	0	1	1	0	1	0	0	1	0	0	0	1	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	340	<b>37</b>	34	42	6	29	4	26	3	18	10	7	8	27	14	10	11
	98.8%	<b>97.4%</b>	100.0%	97.7%	85.7%	100.0%	80.0%	100.0%	100.0%	94.7%	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%
Yes	162	<b>19</b>	18	20	3	14	2	11	3	10	6	2	3	15	8	2	8
	47.6%	<b>51.4%</b>	52.9%	47.6%	50.0%	48.3%	50.0%	42.3%	100.0%	55.6%	60.0%	28.6%	37.5%	55.6%	57.1%	20.0%	72.7%
No	178	<b>18</b>	16	22	3	15	2	15	0	8	4	5	5	12	6	8	3
	52.4%	<b>48.6%</b>	47.1%	52.4%	50.0%	51.7%	50.0%	57.7%	0.0%	44.4%	40.0%	71.4%	62.5%	44.4%	42.9%	80.0%	27.3%
Significantly different from column:*																	

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 23

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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	60	<b>2</b>	3	6	0	1	0	0	1	1	1	0	2	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,803	<b>294</b>	221	435	134	142	88	121	63	229	46	8	214	48	22	5	41	1
	97.9%	<b>99.3%</b>	98.7%	98.6%	100.0%	99.3%	100.0%	100.0%	98.4%	99.6%	97.9%	100.0%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	586	<b>72</b>	45	52	30	36	20	28	16	53	14	3	46	11	13	3	24	1
	20.9%	<b>24.5%</b>	20.4%	12.0%	22.4%	25.4%	22.7%	23.1%	25.4%	23.1%	30.4%	37.5%	21.5%	22.9%	59.1%	60.0%	58.5%	100.0%
No	2,217	<b>222</b>	176	383	104	106	68	93	47	176	32	5	168	37	9	2	17	0
	79.1%	<b>75.5%</b>	79.6%	88.0%	77.6%	74.6%	77.3%	76.9%	74.6%	76.9%	69.6%	62.5%	78.5%	77.1%	40.9%	40.0%	41.5%	0.0%
Significantly different from column:*		<b>D</b>											O	O	MN			

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 23**

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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	60	<b>2</b>	3	6	0	1	0	0	0	1	0	0	0	1	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,803	<b>294</b>	221	435	57	217	117	147	19	134	80	54	81	192	70	95	98
	97.9%	<b>99.3%</b>	98.7%	98.6%	100.0%	99.5%	100.0%	100.0%	100.0%	99.3%	100.0%	100.0%	100.0%	99.5%	100.0%	99.0%	100.0%
Yes	586	<b>72</b>	45	52	12	55	10	50	8	31	19	17	21	45	23	17	22
	20.9%	<b>24.5%</b>	20.4%	12.0%	21.1%	25.3%	8.5%	34.0%	42.1%	23.1%	23.8%	31.5%	25.9%	23.4%	32.9%	17.9%	22.4%
No	2,217	<b>222</b>	176	383	45	162	107	97	11	103	61	37	60	147	47	78	76
	79.1%	<b>75.5%</b>	79.6%	88.0%	78.9%	74.7%	91.5%	66.0%	57.9%	76.9%	76.3%	68.5%	74.1%	76.6%	67.1%	82.1%	77.6%
Significantly different from column:*		<b>D</b>					H	G							P	O	

NA - Not applicable

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



**Question 24**

In the last 6 months, did anyone from your child’s health plan, doctor’s office, or clinic help coordinate your child’s care among these different providers or services?

Base: All respondents whose child got care from more than one kind of health care provider or service (Q23)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	586	<b>72</b>	45	52	30	36	20	28	16	53	14	3	46	11	13	3	24	1
Number missing or multiple answer	11	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	575	<b>72</b>	45	52	30	36	20	28	16	53	14	3	46	11	13	3	24	1
	98.1%	<b>100.0%</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	276	<b>41</b>	29	27	15	22	12	16	7	28	10	2	25	7	8	2	17	1
	48.0%	<b>56.9%</b>	64.4%	51.9%	50.0%	61.1%	60.0%	57.1%	43.8%	52.8%	71.4%	66.7%	54.3%	63.6%	61.5%	66.7%	70.8%	100.0%
No	299	<b>31</b>	16	25	15	14	8	12	9	25	4	1	21	4	5	1	7	0
	52.0%	<b>43.1%</b>	35.6%	48.1%	50.0%	38.9%	40.0%	42.9%	56.3%	47.2%	28.6%	33.3%	45.7%	36.4%	38.5%	33.3%	29.2%	0.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 24**

In the last 6 months, did anyone from your child’s health plan, doctor’s office, or clinic help coordinate your child’s care among these different providers or services?

Base: All respondents whose child got care from more than one kind of health care provider or service (Q23)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	586	<b>72</b>	45	52	12	55	10	50	8	31	19	17	21	45	23	17	22
Number missing or multiple answer	11	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	575	<b>72</b>	45	52	12	55	10	50	8	31	19	17	21	45	23	17	22
	98.1%	<b>100.0%</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	276	<b>41</b>	29	27	6	31	5	27	5	21	10	6	12	25	13	9	13
	48.0%	<b>56.9%</b>	64.4%	51.9%	50.0%	56.4%	50.0%	54.0%	62.5%	67.7%	52.6%	35.3%	57.1%	55.6%	56.5%	52.9%	59.1%
No	299	<b>31</b>	16	25	6	24	5	23	3	10	9	11	9	20	10	8	9
	52.0%	<b>43.1%</b>	35.6%	48.1%	50.0%	43.6%	50.0%	46.0%	37.5%	32.3%	47.4%	64.7%	42.9%	44.4%	43.5%	47.1%	40.9%
Significantly different from column:*										L		J					

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 25

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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	54	<b>4</b>	3	3	1	2	1	1	1	2	2	0	3	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,809	<b>292</b>	221	438	133	141	87	120	63	228	45	8	213	47	22	5	41	1
	98.1%	<b>98.6%</b>	98.7%	99.3%	99.3%	98.6%	98.9%	99.2%	98.4%	99.1%	95.7%	100.0%	98.6%	97.9%	100.0%	100.0%	100.0%	100.0%
Yes	2,344	<b>242</b>	182	367	115	115	73	102	51	190	40	5	175	41	19	4	36	1
	83.4%	<b>82.9%</b>	82.4%	83.8%	86.5%	81.6%	83.9%	85.0%	81.0%	83.3%	88.9%	62.5%	82.2%	87.2%	86.4%	80.0%	87.8%	100.0%
No	465	<b>50</b>	39	71	18	26	14	18	12	38	5	3	38	6	3	1	5	0
	16.6%	<b>17.1%</b>	17.6%	16.2%	13.5%	18.4%	16.1%	15.0%	19.0%	16.7%	11.1%	37.5%	17.8%	12.8%	13.6%	20.0%	12.2%	0.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 25**

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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	54	<b>4</b>	3	3	1	2	1	1	0	2	1	0	2	1	0	1	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,809	<b>292</b>	221	438	56	216	116	146	19	133	79	54	79	192	70	95	97
	98.1%	<b>98.6%</b>	98.7%	99.3%	98.2%	99.1%	99.1%	99.3%	100.0%	98.5%	98.8%	100.0%	97.5%	99.5%	100.0%	99.0%	99.0%
Yes	2,344	<b>242</b>	182	367	43	187	84	132	16	112	68	45	65	163	60	81	79
	83.4%	<b>82.9%</b>	82.4%	83.8%	76.8%	86.6%	72.4%	90.4%	84.2%	84.2%	86.1%	83.3%	82.3%	84.9%	85.7%	85.3%	81.4%
No	465	<b>50</b>	39	71	13	29	32	14	3	21	11	9	14	29	10	14	18
	16.6%	<b>17.1%</b>	17.6%	16.2%	23.2%	13.4%	27.6%	9.6%	15.8%	15.8%	13.9%	16.7%	17.7%	15.1%	14.3%	14.7%	18.6%
Significantly different from column:*							H	G									

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 26

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?

Base: All respondents whose child has a personal doctor (Q25)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,344	<b>242</b>	182	367	115	115	73	102	51	190	40	5	175	41	19	4	36	1
Number missing or multiple answer	41	<b>4</b>	4	4	2	2	2	2	0	4	0	0	4	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,303	<b>238</b>	178	363	113	113	71	100	51	186	40	5	171	41	19	4	36	1
	98.3%	<b>98.3%</b>	97.8%	98.9%	98.3%	98.3%	97.3%	98.0%	100.0%	97.9%	100.0%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%
None	632	<b>68</b>	51	119	32	32	10	33	20	49	14	3	46	14	7	0	4	0
	27.4%	<b>28.6%</b>	28.7%	32.8%	28.3%	28.3%	14.1%	33.0%	39.2%	26.3%	35.0%	60.0%	26.9%	34.1%	36.8%	0.0%	11.1%	0.0%
1 time	801	<b>89</b>	64	135	51	32	28	36	19	77	9	0	70	13	3	3	15	0
	34.8%	<b>37.4%</b>	36.0%	37.2%	45.1%	28.3%	39.4%	36.0%	37.3%	41.4%	22.5%	0.0%	40.9%	31.7%	15.8%	75.0%	41.7%	0.0%
2	418	<b>35</b>	36	56	12	23	13	14	6	27	7	1	25	7	3	0	7	0
	18.2%	<b>14.7%</b>	20.2%	15.4%	10.6%	20.4%	18.3%	14.0%	11.8%	14.5%	17.5%	20.0%	14.6%	17.1%	15.8%	0.0%	19.4%	0.0%
3	201	<b>22</b>	18	30	9	13	6	10	5	15	6	1	15	3	4	1	3	0
	8.7%	<b>9.2%</b>	10.1%	8.3%	8.0%	11.5%	8.5%	10.0%	9.8%	8.1%	15.0%	20.0%	8.8%	7.3%	21.1%	25.0%	8.3%	0.0%
4	108	<b>8</b>	4	9	4	4	5	3	0	7	1	0	6	1	0	0	3	0
	4.7%	<b>3.4%</b>	2.2%	2.5%	3.5%	3.5%	7.0%	3.0%	0.0%	3.8%	2.5%	0.0%	3.5%	2.4%	0.0%	0.0%	8.3%	0.0%
5 to 9	119	<b>14</b>	4	11	5	7	8	3	1	10	2	0	8	2	2	0	4	0
	5.2%	<b>5.9%</b>	2.2%	3.0%	4.4%	6.2%	11.3%	3.0%	2.0%	5.4%	5.0%	0.0%	4.7%	4.9%	10.5%	0.0%	11.1%	0.0%
10 or more times	24	<b>2</b>	1	3	0	2	1	1	0	1	1	0	1	1	0	0	0	1
	1.0%	<b>0.8%</b>	0.6%	0.8%	0.0%	1.8%	1.4%	1.0%	0.0%	0.5%	2.5%	0.0%	0.6%	2.4%	0.0%	0.0%	0.0%	100.0%
2 or more times	870	<b>81</b>	63	109	30	49	33	31	12	60	17	2	55	14	9	1	17	1
	37.8%	<b>34.0%</b>	35.4%	30.0%	26.5%	43.4%	46.5%	31.0%	23.5%	32.3%	42.5%	40.0%	32.2%	34.1%	47.4%	25.0%	47.2%	100.0%
Significantly different from column:*					F	E	HI	G	G									

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 26**

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?

Base: All respondents whose child has a personal doctor (Q25)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,344	<b>242</b>	182	367	43	187	84	132	16	112	68	45	65	163	60	81	79
Number missing or multiple answer	41	<b>4</b>	4	4	0	4	0	2	0	2	2	0	3	1	1	0	3
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,303 98.3%	<b>238</b> <b>98.3%</b>	178 97.8%	363 98.9%	43 100.0%	183 97.9%	84 100.0%	130 98.5%	16 100.0%	110 98.2%	66 97.1%	45 100.0%	62 95.4%	162 99.4%	59 98.3%	81 100.0%	76 96.2%
None	632 27.4%	<b>68</b> <b>28.6%</b>	51 28.7%	119 32.8%	12 27.9%	53 29.0%	54 64.3%	10 7.7%	3 18.8%	31 28.2%	18 27.3%	14 31.1%	10 16.1%	52 32.1%	14 23.7%	30 37.0%	19 25.0%
1 time	801 34.8%	<b>89</b> <b>37.4%</b>	64 36.0%	135 37.2%	17 39.5%	67 36.6%	18 21.4%	66 50.8%	2 12.5%	36 32.7%	29 43.9%	17 37.8%	26 41.9%	57 35.2%	19 32.2%	29 35.8%	29 38.2%
2	418 18.2%	<b>35</b> <b>14.7%</b>	36 20.2%	56 15.4%	8 18.6%	25 13.7%	4 4.8%	28 21.5%	2 12.5%	17 15.5%	7 10.6%	9 20.0%	8 12.9%	27 16.7%	13 22.0%	10 12.3%	12 15.8%
3	201 8.7%	<b>22</b> <b>9.2%</b>	18 10.1%	30 8.3%	4 9.3%	18 9.8%	5 6.0%	15 11.5%	1 6.3%	12 10.9%	6 9.1%	4 8.9%	8 12.9%	14 8.6%	5 8.5%	8 9.9%	8 10.5%
4	108 4.7%	<b>8</b> <b>3.4%</b>	4 2.2%	9 2.5%	1 2.3%	7 3.8%	1 1.2%	6 4.6%	0 0.0%	4 3.6%	4 6.1%	0 0.0%	4 6.5%	4 2.5%	2 3.4%	2 2.5%	3 3.9%
5 to 9	119 5.2%	<b>14</b> <b>5.9%</b>	4 2.2%	11 3.0%	1 2.3%	11 6.0%	2 2.4%	4 3.1%	7 43.8%	9 8.2%	1 1.5%	1 2.2%	6 9.7%	6 3.7%	5 8.5%	1 1.2%	5 6.6%
10 or more times	24 1.0%	<b>2</b> <b>0.8%</b>	1 0.6%	3 0.8%	0 0.0%	2 1.1%	0 0.0%	1 0.8%	1 6.3%	1 0.9%	1 1.5%	0 0.0%	0 0.0%	2 1.2%	1 1.7%	1 1.2%	0 0.0%
2 or more times	870 37.8%	<b>81</b> <b>34.0%</b>	63 35.4%	109 30.0%	14 32.6%	63 34.4%	12 14.3%	54 41.5%	11 68.8%	43 39.1%	19 28.8%	14 31.1%	26 41.9%	53 32.7%	26 44.1%	22 27.2%	28 36.8%
Significantly different from column:*							H	GI	H						P	O	

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 27

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?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	1,671	<b>170</b>	127	244	81	81	61	67	31	137	26	2	125	27	12	4	32	1
Number missing or multiple answer	12	<b>1</b>	1	2	1	0	0	1	0	1	0	0	1	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,659	<b>169</b>	126	242	80	81	61	66	31	136	26	2	124	27	12	4	32	1
	99.3%	<b>99.4%</b>	99.2%	99.2%	98.8%	100.0%	100.0%	98.5%	100.0%	99.3%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	36	<b>3</b>	4	6	1	2	2	1	0	3	0	0	3	0	0	0	0	0
	2.2%	<b>1.8%</b>	3.2%	2.5%	1.3%	2.5%	3.3%	1.5%	0.0%	2.2%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	125	<b>15</b>	7	11	9	6	6	8	1	6	8	1	7	7	0	1	5	0
	7.5%	<b>8.9%</b>	5.6%	4.5%	11.3%	7.4%	9.8%	12.1%	3.2%	4.4%	30.8%	50.0%	5.6%	25.9%	0.0%	25.0%	15.6%	0.0%
Usually	219	<b>22</b>	14	31	13	8	7	10	4	17	4	1	18	1	3	1	6	0
	13.2%	<b>13.0%</b>	11.1%	12.8%	16.3%	9.9%	11.5%	15.2%	12.9%	12.5%	15.4%	50.0%	14.5%	3.7%	25.0%	25.0%	18.8%	0.0%
Always	1,279	<b>129</b>	101	194	57	65	46	47	26	110	14	0	96	19	9	2	21	1
	77.1%	<b>76.3%</b>	80.2%	80.2%	71.3%	80.2%	75.4%	71.2%	83.9%	80.9%	53.8%	0.0%	77.4%	70.4%	75.0%	50.0%	65.6%	100.0%
Significantly different from column:*										K	J							
Usually or Always	1,498	<b>151</b>	115	225	70	73	53	57	30	127	18	1	114	20	12	3	27	1
	90.3%	<b>89.3%</b>	91.3%	93.0%	87.5%	90.1%	86.9%	86.4%	96.8%	93.4%	69.2%	50.0%	91.9%	74.1%	100.0%	75.0%	84.4%	100.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 27**

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?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	1,671	<b>170</b>	127	244	31	130	30	120	13	79	48	31	52	110	45	51	57
Number missing or multiple answer	12	<b>1</b>	1	2	1	0	1	0	0	0	0	0	0	0	0	0	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,659	<b>169</b>	126	242	30	130	29	120	13	79	48	31	52	110	45	51	56
	99.3%	<b>99.4%</b>	99.2%	99.2%	96.8%	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%
Never	36	<b>3</b>	4	6	2	1	1	1	0	2	1	0	1	2	1	1	1
	2.2%	<b>1.8%</b>	3.2%	2.5%	6.7%	0.8%	3.4%	0.8%	0.0%	2.5%	2.1%	0.0%	1.9%	1.8%	2.2%	2.0%	1.8%
Sometimes	125	<b>15</b>	7	11	4	11	2	10	2	8	2	4	7	8	2	4	7
	7.5%	<b>8.9%</b>	5.6%	4.5%	13.3%	8.5%	6.9%	8.3%	15.4%	10.1%	4.2%	12.9%	13.5%	7.3%	4.4%	7.8%	12.5%
Usually	219	<b>22</b>	14	31	5	17	3	17	2	12	5	5	8	13	6	5	8
	13.2%	<b>13.0%</b>	11.1%	12.8%	16.7%	13.1%	10.3%	14.2%	15.4%	15.2%	10.4%	16.1%	15.4%	11.8%	13.3%	9.8%	14.3%
Always	1,279	<b>129</b>	101	194	19	101	23	92	9	57	40	22	36	87	36	41	40
	77.1%	<b>76.3%</b>	80.2%	80.2%	63.3%	77.7%	79.3%	76.7%	69.2%	72.2%	83.3%	71.0%	69.2%	79.1%	80.0%	80.4%	71.4%
Significantly different from column:*																	
Usually or Always	1,498	<b>151</b>	115	225	24	118	26	109	11	69	45	27	44	100	42	46	48
	90.3%	<b>89.3%</b>	91.3%	93.0%	80.0%	90.8%	89.7%	90.8%	84.6%	87.3%	93.8%	87.1%	84.6%	90.9%	93.3%	90.2%	85.7%
Significantly different from column:*																	

NA - Not applicable

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



# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 28

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	1,671	<b>170</b>	127	244	81	81	61	67	31	137	26	2	125	27	12	4	32	1
Number missing or multiple answer	7	<b>1</b>	1	1	1	0	0	1	0	1	0	0	1	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,664	<b>169</b>	126	243	80	81	61	66	31	136	26	2	124	27	12	4	32	1
	99.6%	<b>99.4%</b>	99.2%	99.6%	98.8%	100.0%	100.0%	98.5%	100.0%	99.3%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	14	<b>1</b>	3	2	1	0	1	0	0	1	0	0	1	0	0	0	0	0
	0.8%	<b>0.6%</b>	2.4%	0.8%	1.3%	0.0%	1.6%	0.0%	0.0%	0.7%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	106	<b>11</b>	6	13	9	2	2	7	2	5	6	0	6	3	2	1	5	0
	6.4%	<b>6.5%</b>	4.8%	5.3%	11.3%	2.5%	3.3%	10.6%	6.5%	3.7%	23.1%	0.0%	4.8%	11.1%	16.7%	25.0%	15.6%	0.0%
Usually	210	<b>31</b>	15	22	17	12	12	14	3	24	5	1	23	4	2	1	7	0
	12.6%	<b>18.3%</b>	11.9%	9.1%	21.3%	14.8%	19.7%	21.2%	9.7%	17.6%	19.2%	50.0%	18.5%	14.8%	16.7%	25.0%	21.9%	0.0%
Always	1,334	<b>126</b>	102	206	53	67	46	45	26	106	15	1	94	20	8	2	20	1
	80.2%	<b>74.6%</b>	81.0%	84.8%	66.3%	82.7%	75.4%	68.2%	83.9%	77.9%	57.7%	50.0%	75.8%	74.1%	66.7%	50.0%	62.5%	100.0%
Significantly different from column:*		<b>D</b>			F	E				K	J							
Usually or Always	1,544	<b>157</b>	117	228	70	79	58	59	29	130	20	2	117	24	10	3	27	1
	92.8%	<b>92.9%</b>	92.9%	93.8%	87.5%	97.5%	95.1%	89.4%	93.5%	95.6%	76.9%	100.0%	94.4%	88.9%	83.3%	75.0%	84.4%	100.0%
Significantly different from column:*					F	E												

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 28

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	1,671	<b>170</b>	127	244	31	130	30	120	13	79	48	31	52	110	45	51	57
Number missing or multiple answer	7	<b>1</b>	1	1	1	0	1	0	0	0	0	0	0	0	0	0	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,664	<b>169</b>	126	243	30	130	29	120	13	79	48	31	52	110	45	51	56
	99.6%	<b>99.4%</b>	99.2%	99.6%	96.8%	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%
Never	14	<b>1</b>	3	2	1	0	0	1	0	1	0	0	1	0	1	0	0
	0.8%	<b>0.6%</b>	2.4%	0.8%	3.3%	0.0%	0.0%	0.8%	0.0%	1.3%	0.0%	0.0%	1.9%	0.0%	2.2%	0.0%	0.0%
Sometimes	106	<b>11</b>	6	13	2	9	0	10	1	5	2	3	4	7	3	3	5
	6.4%	<b>6.5%</b>	4.8%	5.3%	6.7%	6.9%	0.0%	8.3%	7.7%	6.3%	4.2%	9.7%	7.7%	6.4%	6.7%	5.9%	8.9%
Usually	210	<b>31</b>	15	22	6	24	4	22	4	16	7	7	12	17	9	7	10
	12.6%	<b>18.3%</b>	11.9%	9.1%	20.0%	18.5%	13.8%	18.3%	30.8%	20.3%	14.6%	22.6%	23.1%	15.5%	20.0%	13.7%	17.9%
Always	1,334	<b>126</b>	102	206	21	97	25	87	8	57	39	21	35	86	32	41	41
	80.2%	<b>74.6%</b>	81.0%	84.8%	70.0%	74.6%	86.2%	72.5%	61.5%	72.2%	81.3%	67.7%	67.3%	78.2%	71.1%	80.4%	73.2%
Significantly different from column:*		<b>D</b>															
Usually or Always	1,544	<b>157</b>	117	228	27	121	29	109	12	73	46	28	47	103	41	48	51
	92.8%	<b>92.9%</b>	92.9%	93.8%	90.0%	93.1%	100.0%	90.8%	92.3%	92.4%	95.8%	90.3%	90.4%	93.6%	91.1%	94.1%	91.1%
Significantly different from column:*																	

NA - Not applicable

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

**MedStar Family Choice**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 29**

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	1,671	<b>170</b>	127	244	81	81	61	67	31	137	26	2	125	27	12	4	32	1
Number missing or multiple answer	8	<b>1</b>	1	1	1	0	0	1	0	1	0	0	1	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,663 99.5%	<b>169</b> <b>99.4%</b>	126 99.2%	243 99.6%	80 98.8%	81 100.0%	61 100.0%	66 98.5%	31 100.0%	136 99.3%	26 100.0%	2 100.0%	124 99.2%	27 100.0%	12 100.0%	4 100.0%	32 100.0%	1 100.0%
Never	13 0.8%	<b>0</b> <b>0.0%</b>	1 0.8%	2 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	76 4.6%	<b>9</b> <b>5.3%</b>	1 0.8%	8 3.3%	7 8.8%	1 1.2%	2 3.3%	5 7.6%	1 3.2%	5 3.7%	3 11.5%	0 0.0%	5 4.0%	1 3.7%	2 16.7%	1 25.0%	5 15.6%	0 0.0%
Usually	149 9.0%	<b>21</b> <b>12.4%</b>	15 11.9%	18 7.4%	12 15.0%	8 9.9%	9 14.8%	7 10.6%	4 12.9%	16 11.8%	4 15.4%	1 50.0%	16 12.9%	3 11.1%	1 8.3%	1 25.0%	3 9.4%	0 0.0%
Always	1,425 85.7%	<b>139</b> <b>82.2%</b>	109 86.5%	215 88.5%	61 76.3%	72 88.9%	50 82.0%	54 81.8%	26 83.9%	115 84.6%	19 73.1%	1 50.0%	103 83.1%	23 85.2%	9 75.0%	2 50.0%	24 75.0%	1 100.0%
Significantly different from column:*					F	E												
Usually or Always	1,574 94.6%	<b>160</b> <b>94.7%</b>	124 98.4%	233 95.9%	73 91.3%	80 98.8%	59 96.7%	61 92.4%	30 96.8%	131 96.3%	23 88.5%	2 100.0%	119 96.0%	26 96.3%	10 83.3%	3 75.0%	27 84.4%	1 100.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 29**

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	1,671	<b>170</b>	127	244	31	130	30	120	13	79	48	31	52	110	45	51	57
Number missing or multiple answer	8	<b>1</b>	1	1	1	0	1	0	0	0	0	0	0	0	0	0	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,663	<b>169</b>	126	243	30	130	29	120	13	79	48	31	52	110	45	51	56
	99.5%	<b>99.4%</b>	99.2%	99.6%	96.8%	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%
Never	13	<b>0</b>	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	<b>0.0%</b>	0.8%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	76	<b>9</b>	1	8	2	6	0	6	3	5	0	3	3	5	4	1	3
	4.6%	<b>5.3%</b>	0.8%	3.3%	6.7%	4.6%	0.0%	5.0%	23.1%	6.3%	0.0%	9.7%	5.8%	4.5%	8.9%	2.0%	5.4%
Usually	149	<b>21</b>	15	18	5	16	3	14	3	14	2	5	7	13	7	2	10
	9.0%	<b>12.4%</b>	11.9%	7.4%	16.7%	12.3%	10.3%	11.7%	23.1%	17.7%	4.2%	16.1%	13.5%	11.8%	15.6%	3.9%	17.9%
Always	1,425	<b>139</b>	109	215	23	108	26	100	7	60	46	23	42	92	34	48	43
	85.7%	<b>82.2%</b>	86.5%	88.5%	76.7%	83.1%	89.7%	83.3%	53.8%	75.9%	95.8%	74.2%	80.8%	83.6%	75.6%	94.1%	76.8%
Significantly different from column:*										K	J				P	OQ	P
Usually or Always	1,574	<b>160</b>	124	233	28	124	29	114	10	74	48	28	49	105	41	50	53
	94.6%	<b>94.7%</b>	98.4%	95.9%	93.3%	95.4%	100.0%	95.0%	76.9%	93.7%	100.0%	90.3%	94.2%	95.5%	91.1%	98.0%	94.6%
Significantly different from column:*																	

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 30**

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	1,671	<b>170</b>	127	244	81	81	61	67	31	137	26	2	125	27	12	4	32	1
Number missing or multiple answer	17	<b>1</b>	0	1	1	0	0	1	0	1	0	0	1	0	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,654 99.0%	<b>169</b> <b>99.4%</b>	127 100.0%	243 99.6%	80 98.8%	81 100.0%	61 100.0%	66 98.5%	31 100.0%	136 99.3%	26 100.0%	2 100.0%	124 99.2%	27 100.0%	12 100.0%	4 100.0%	31 96.9%	1 100.0%
Yes	1,045 63.2%	<b>109</b> <b>64.5%</b>	93 73.2%	148 60.9%	53 66.3%	52 64.2%	15 24.6%	61 92.4%	29 93.5%	87 64.0%	18 69.2%	1 50.0%	82 66.1%	17 63.0%	7 58.3%	3 75.0%	20 64.5%	0 0.0%
No	609 36.8%	<b>60</b> <b>35.5%</b>	34 26.8%	95 39.1%	27 33.8%	29 35.8%	46 75.4%	5 7.6%	2 6.5%	49 36.0%	8 30.8%	1 50.0%	42 33.9%	10 37.0%	5 41.7%	1 25.0%	11 35.5%	1 100.0%
Significantly different from column:*							HI	G	G									

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 30**

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	1,671	<b>170</b>	127	244	31	130	30	120	13	79	48	31	52	110	45	51	57
Number missing or multiple answer	17	<b>1</b>	0	1	0	1	0	1	0	0	0	1	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,654 99.0%	<b>169</b> <b>99.4%</b>	127 100.0%	243 99.6%	31 100.0%	129 99.2%	30 100.0%	119 99.2%	13 100.0%	79 100.0%	48 100.0%	30 96.8%	51 98.1%	110 100.0%	45 100.0%	50 98.0%	57 100.0%
Yes	1,045 63.2%	<b>109</b> <b>64.5%</b>	93 73.2%	148 60.9%	20 64.5%	84 65.1%	23 76.7%	78 65.5%	6 46.2%	51 64.6%	29 60.4%	22 73.3%	32 62.7%	73 66.4%	30 66.7%	34 68.0%	37 64.9%
No	609 36.8%	<b>60</b> <b>35.5%</b>	34 26.8%	95 39.1%	11 35.5%	45 34.9%	7 23.3%	41 34.5%	7 53.8%	28 35.4%	19 39.6%	8 26.7%	19 37.3%	37 33.6%	15 33.3%	16 32.0%	20 35.1%
Significantly different from column:*																	

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 31**

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?

Base: All respondents whose child has a personal doctor, visited their personal doctor to get care, and is able to talk with his/her doctors (Q25, Q26, & Q30)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	1,045	<b>109</b>	93	148	53	52	15	61	29	87	18	1	82	17	7	3	20	0
Number missing or multiple answer	18	<b>1</b>	2	3	1	0	0	1	0	1	0	0	0	0	1	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,027 98.3%	<b>108</b> <b>99.1%</b>	91 97.8%	145 98.0%	52 98.1%	52 100.0%	15 100.0%	60 98.4%	29 100.0%	86 98.9%	18 100.0%	1 100.0%	82 100.0%	17 100.0%	6 85.7%	3 100.0%	20 100.0%	0 ---
Never	16 1.6%	<b>1</b> <b>0.9%</b>	5 5.5%	2 1.4%	1 1.9%	0 0.0%	0 0.0%	1 1.7%	0 0.0%	1 1.2%	0 0.0%	0 0.0%	1 1.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---
Sometimes	61 5.9%	<b>7</b> <b>6.5%</b>	5 5.5%	6 4.1%	4 7.7%	3 5.8%	1 6.7%	6 10.0%	0 0.0%	3 3.5%	4 22.2%	0 0.0%	4 4.9%	2 11.8%	1 16.7%	1 33.3%	0 0.0%	0 ---
Usually	173 16.8%	<b>19</b> <b>17.6%</b>	12 13.2%	20 13.8%	11 21.2%	8 15.4%	2 13.3%	13 21.7%	4 13.8%	15 17.4%	3 16.7%	1 100.0%	16 19.5%	1 5.9%	2 33.3%	0 0.0%	6 30.0%	0 ---
Always	777 75.7%	<b>81</b> <b>75.0%</b>	69 75.8%	117 80.7%	36 69.2%	41 78.8%	12 80.0%	40 66.7%	25 86.2%	67 77.9%	11 61.1%	0 0.0%	61 74.4%	14 82.4%	3 50.0%	2 66.7%	14 70.0%	0 ---
Significantly different from column:*																		
Usually or Always	950 92.5%	<b>100</b> <b>92.6%</b>	81 89.0%	137 94.5%	47 90.4%	49 94.2%	14 93.3%	53 88.3%	29 100.0%	82 95.3%	14 77.8%	1 100.0%	77 93.9%	15 88.2%	5 83.3%	2 66.7%	20 100.0%	0 ---
Significantly different from column:*																		

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 31

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?

Base: All respondents whose child has a personal doctor, visited their personal doctor to get care, and is able to talk with his/her doctors (Q25, Q26, & Q30)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	1,045	<b>109</b>	93	148	20	84	23	78	6	51	29	22	32	73	30	34	37
Number missing or multiple answer	18	<b>1</b>	2	3	0	1	0	0	1	1	0	0	0	1	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,027 98.3%	<b>108</b> <b>99.1%</b>	91 97.8%	145 98.0%	20 100.0%	83 98.8%	23 100.0%	78 100.0%	5 83.3%	50 98.0%	29 100.0%	22 100.0%	32 100.0%	72 98.6%	29 96.7%	34 100.0%	37 100.0%
Never	16 1.6%	<b>1</b> <b>0.9%</b>	5 5.5%	2 1.4%	0 0.0%	1 1.2%	0 0.0%	1 1.3%	0 0.0%	1 2.0%	0 0.0%	0 0.0%	1 3.1%	0 0.0%	1 3.4%	0 0.0%	0 0.0%
Sometimes	61 5.9%	<b>7</b> <b>6.5%</b>	5 5.5%	6 4.1%	2 10.0%	5 6.0%	0 0.0%	7 9.0%	0 0.0%	3 6.0%	2 6.9%	2 9.1%	4 12.5%	3 4.2%	0 0.0%	1 2.9%	5 13.5%
Usually	173 16.8%	<b>19</b> <b>17.6%</b>	12 13.2%	20 13.8%	6 30.0%	13 15.7%	5 21.7%	12 15.4%	2 40.0%	13 26.0%	3 10.3%	3 13.6%	7 21.9%	12 16.7%	4 13.8%	6 17.6%	8 21.6%
Always	777 75.7%	<b>81</b> <b>75.0%</b>	69 75.8%	117 80.7%	12 60.0%	64 77.1%	18 78.3%	58 74.4%	3 60.0%	33 66.0%	24 82.8%	17 77.3%	20 62.5%	57 79.2%	24 82.8%	27 79.4%	24 64.9%
Significantly different from column:*																	
Usually or Always	950 92.5%	<b>100</b> <b>92.6%</b>	81 89.0%	137 94.5%	18 90.0%	77 92.8%	23 100.0%	70 89.7%	5 100.0%	46 92.0%	27 93.1%	20 90.9%	27 84.4%	69 95.8%	28 96.6%	33 97.1%	32 86.5%
Significantly different from column:*																	

NA - Not applicable

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



# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 32

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	1,671	<b>170</b>	127	244	81	81	61	67	31	137	26	2	125	27	12	4	32	1
Number missing or multiple answer	18	<b>2</b>	1	1	1	1	1	1	0	2	0	0	2	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,653 98.9%	<b>168</b> <b>98.8%</b>	126 99.2%	243 99.6%	80 98.8%	80 98.8%	60 98.4%	66 98.5%	31 100.0%	135 98.5%	26 100.0%	2 100.0%	123 98.4%	27 100.0%	12 100.0%	4 100.0%	32 100.0%	1 100.0%
Never	52 3.1%	<b>2</b> <b>1.2%</b>	3 2.4%	14 5.8%	2 2.5%	0 0.0%	0 0.0%	2 3.0%	0 0.0%	1 0.7%	1 3.8%	0 0.0%	2 1.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	190 11.5%	<b>18</b> <b>10.7%</b>	10 7.9%	18 7.4%	11 13.8%	6 7.5%	7 11.7%	8 12.1%	2 6.5%	14 10.4%	3 11.5%	0 0.0%	13 10.6%	2 7.4%	1 8.3%	1 25.0%	5 15.6%	0 0.0%
Usually	356 21.5%	<b>39</b> <b>23.2%</b>	27 21.4%	46 18.9%	19 23.8%	18 22.5%	13 21.7%	18 27.3%	6 19.4%	28 20.7%	8 30.8%	2 100.0%	28 22.8%	6 22.2%	4 33.3%	1 25.0%	7 21.9%	0 0.0%
Always	1,055 63.8%	<b>109</b> <b>64.9%</b>	86 68.3%	165 67.9%	48 60.0%	56 70.0%	40 66.7%	38 57.6%	23 74.2%	92 68.1%	14 53.8%	0 0.0%	80 65.0%	19 70.4%	7 58.3%	2 50.0%	20 62.5%	1 100.0%
Significantly different from column:*																		
Usually or Always	1,411 85.4%	<b>148</b> <b>88.1%</b>	113 89.7%	211 86.8%	67 83.8%	74 92.5%	53 88.3%	56 84.8%	29 93.5%	120 88.9%	22 84.6%	2 100.0%	108 87.8%	25 92.6%	11 91.7%	3 75.0%	27 84.4%	1 100.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 32**

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	1,671	<b>170</b>	127	244	31	130	30	120	13	79	48	31	52	110	45	51	57
Number missing or multiple answer	18	<b>2</b>	1	1	1	1	0	2	0	1	1	0	0	2	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,653	<b>168</b>	126	243	30	129	30	118	13	78	47	31	52	108	45	49	57
	98.9%	<b>98.8%</b>	99.2%	99.6%	96.8%	99.2%	100.0%	98.3%	100.0%	98.7%	97.9%	100.0%	100.0%	98.2%	100.0%	96.1%	100.0%
Never	52	<b>2</b>	3	14	1	1	0	2	0	2	0	0	2	0	1	0	1
	3.1%	<b>1.2%</b>	2.4%	5.8%	3.3%	0.8%	0.0%	1.7%	0.0%	2.6%	0.0%	0.0%	3.8%	0.0%	2.2%	0.0%	1.8%
Sometimes	190	<b>18</b>	10	18	5	12	1	13	3	8	4	5	8	9	5	4	6
	11.5%	<b>10.7%</b>	7.9%	7.4%	16.7%	9.3%	3.3%	11.0%	23.1%	10.3%	8.5%	16.1%	15.4%	8.3%	11.1%	8.2%	10.5%
Usually	356	<b>39</b>	27	46	10	28	7	27	4	19	8	9	11	25	9	8	17
	21.5%	<b>23.2%</b>	21.4%	18.9%	33.3%	21.7%	23.3%	22.9%	30.8%	24.4%	17.0%	29.0%	21.2%	23.1%	20.0%	16.3%	29.8%
Always	1,055	<b>109</b>	86	165	14	88	22	76	6	49	35	17	31	74	30	37	33
	63.8%	<b>64.9%</b>	68.3%	67.9%	46.7%	68.2%	73.3%	64.4%	46.2%	62.8%	74.5%	54.8%	59.6%	68.5%	66.7%	75.5%	57.9%
Significantly different from column:*					F	E											
Usually or Always	1,411	<b>148</b>	113	211	24	116	29	103	10	68	43	26	42	99	39	45	50
	85.4%	<b>88.1%</b>	89.7%	86.8%	80.0%	89.9%	96.7%	87.3%	76.9%	87.2%	91.5%	83.9%	80.8%	91.7%	86.7%	91.8%	87.7%
Significantly different from column:*													N	M			

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 33**

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	1,671	<b>170</b>	127	244	81	81	61	67	31	137	26	2	125	27	12	4	32	1
Number missing or multiple answer	22	<b>2</b>	0	2	1	1	1	1	0	1	1	0	1	1	0	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,649	<b>168</b>	127	242	80	80	60	66	31	136	25	2	124	26	12	4	30	1
	98.7%	<b>98.8%</b>	100.0%	99.2%	98.8%	98.8%	98.4%	98.5%	100.0%	99.3%	96.2%	100.0%	99.2%	96.3%	100.0%	100.0%	93.8%	100.0%
Yes	1,468	<b>148</b>	116	204	71	70	52	56	30	122	21	1	108	23	12	4	27	1
	89.0%	<b>88.1%</b>	91.3%	84.3%	88.8%	87.5%	86.7%	84.8%	96.8%	89.7%	84.0%	50.0%	87.1%	88.5%	100.0%	100.0%	90.0%	100.0%
No	181	<b>20</b>	11	38	9	10	8	10	1	14	4	1	16	3	0	0	3	0
	11.0%	<b>11.9%</b>	8.7%	15.7%	11.3%	12.5%	13.3%	15.2%	3.2%	10.3%	16.0%	50.0%	12.9%	11.5%	0.0%	0.0%	10.0%	0.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 33**

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	1,671	<b>170</b>	127	244	31	130	30	120	13	79	48	31	52	110	45	51	57
Number missing or multiple answer	22	<b>2</b>	0	2	0	2	0	1	1	1	0	1	0	2	1	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,649	<b>168</b>	127	242	31	128	30	119	12	78	48	30	52	108	44	50	57
	98.7%	<b>98.8%</b>	100.0%	99.2%	100.0%	98.5%	100.0%	99.2%	92.3%	98.7%	100.0%	96.8%	100.0%	98.2%	97.8%	98.0%	100.0%
Yes	1,468	<b>148</b>	116	204	26	115	25	108	9	64	45	28	44	97	40	47	45
	89.0%	<b>88.1%</b>	91.3%	84.3%	83.9%	89.8%	83.3%	90.8%	75.0%	82.1%	93.8%	93.3%	84.6%	89.8%	90.9%	94.0%	78.9%
No	181	<b>20</b>	11	38	5	13	5	11	3	14	3	2	8	11	4	3	12
	11.0%	<b>11.9%</b>	8.7%	15.7%	16.1%	10.2%	16.7%	9.2%	25.0%	17.9%	6.3%	6.7%	15.4%	10.2%	9.1%	6.0%	21.1%
Significantly different from column:*																Q	P

NA - Not applicable

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

**Question 34**

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	1,671	<b>170</b>	127	244	81	81	61	67	31	137	26	2	125	27	12	4	32	1
Number missing or multiple answer	15	<b>1</b>	2	3	0	1	0	1	0	0	1	0	0	0	1	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,656	<b>169</b>	125	241	81	80	61	66	31	137	25	2	125	27	11	4	32	1
	99.1%	<b>99.4%</b>	98.4%	98.8%	100.0%	98.8%	100.0%	98.5%	100.0%	100.0%	96.2%	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%
Yes	696	<b>75</b>	47	69	35	37	27	29	14	61	12	1	55	11	7	2	28	1
	42.0%	<b>44.4%</b>	37.6%	28.6%	43.2%	46.3%	44.3%	43.9%	45.2%	44.5%	48.0%	50.0%	44.0%	40.7%	63.6%	50.0%	87.5%	100.0%
No	960	<b>94</b>	78	172	46	43	34	37	17	76	13	1	70	16	4	2	4	0
	58.0%	<b>55.6%</b>	62.4%	71.4%	56.8%	53.8%	55.7%	56.1%	54.8%	55.5%	52.0%	50.0%	56.0%	59.3%	36.4%	50.0%	12.5%	0.0%
Significantly different from column:*		<b>D</b>																

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 34**

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	1,671	<b>170</b>	127	244	31	130	30	120	13	79	48	31	52	110	45	51	57
Number missing or multiple answer	15	<b>1</b>	2	3	0	1	0	1	0	1	0	0	0	1	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,656	<b>169</b>	125	241	31	129	30	119	13	78	48	31	52	109	44	51	57
	99.1%	<b>99.4%</b>	98.4%	98.8%	100.0%	99.2%	100.0%	99.2%	100.0%	98.7%	100.0%	100.0%	100.0%	99.1%	97.8%	100.0%	100.0%
Yes	696	<b>75</b>	47	69	13	59	10	53	9	36	18	18	26	46	17	16	31
	42.0%	<b>44.4%</b>	37.6%	28.6%	41.9%	45.7%	33.3%	44.5%	69.2%	46.2%	37.5%	58.1%	50.0%	42.2%	38.6%	31.4%	54.4%
No	960	<b>94</b>	78	172	18	70	20	66	4	42	30	13	26	63	27	35	26
	58.0%	<b>55.6%</b>	62.4%	71.4%	58.1%	54.3%	66.7%	55.5%	30.8%	53.8%	62.5%	41.9%	50.0%	57.8%	61.4%	68.6%	45.6%
Significantly different from column:*		<b>D</b>					I		G							Q	P

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 35

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?

Base: All respondents whose child has a personal doctor, visited their personal doctor, and got care from a doctor/health care provider besides his/her personal doctor (Q25, Q26, & Q34)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	696	<b>75</b>	47	69	35	37	27	29	14	61	12	1	55	11	7	2	28	1
Number missing or multiple answer	16	<b>2</b>	1	2	2	0	0	2	0	2	0	0	0	0	2	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	680	<b>73</b>	46	67	33	37	27	27	14	59	12	1	55	11	5	2	28	1
	97.7%	<b>97.3%</b>	97.9%	97.1%	94.3%	100.0%	100.0%	93.1%	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%	71.4%	100.0%	100.0%	100.0%
Never	39	<b>5</b>	2	7	2	3	3	2	0	4	1	0	5	0	0	0	1	0
	5.7%	<b>6.8%</b>	4.3%	10.4%	6.1%	8.1%	11.1%	7.4%	0.0%	6.8%	8.3%	0.0%	9.1%	0.0%	0.0%	0.0%	3.6%	0.0%
Sometimes	111	<b>13</b>	7	7	9	3	5	3	4	8	4	0	7	3	1	0	7	0
	16.3%	<b>17.8%</b>	15.2%	10.4%	27.3%	8.1%	18.5%	11.1%	28.6%	13.6%	33.3%	0.0%	12.7%	27.3%	20.0%	0.0%	25.0%	0.0%
Usually	160	<b>19</b>	13	13	7	11	5	10	3	15	3	1	13	2	4	2	4	0
	23.5%	<b>26.0%</b>	28.3%	19.4%	21.2%	29.7%	18.5%	37.0%	21.4%	25.4%	25.0%	100.0%	23.6%	18.2%	80.0%	100.0%	14.3%	0.0%
Always	370	<b>36</b>	24	40	15	20	14	12	7	32	4	0	30	6	0	0	16	1
	54.4%	<b>49.3%</b>	52.2%	59.7%	45.5%	54.1%	51.9%	44.4%	50.0%	54.2%	33.3%	0.0%	54.5%	54.5%	0.0%	0.0%	57.1%	100.0%
Significantly different from column:*																		
Usually or Always	530	<b>55</b>	37	53	22	31	19	22	10	47	7	1	43	8	4	2	20	1
	77.9%	<b>75.3%</b>	80.4%	79.1%	66.7%	83.8%	70.4%	81.5%	71.4%	79.7%	58.3%	100.0%	78.2%	72.7%	80.0%	100.0%	71.4%	100.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 35**

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?

Base: All respondents whose child has a personal doctor, visited their personal doctor, and got care from a doctor/health care provider besides his/her personal doctor (Q25, Q26, & Q34)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	696	<b>75</b>	47	69	13	59	10	53	9	36	18	18	26	46	17	16	31
Number missing or multiple answer	16	<b>2</b>	1	2	0	2	1	0	1	2	0	0	0	2	1	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	680	<b>73</b>	46	67	13	57	9	53	8	34	18	18	26	44	16	15	31
	97.7%	<b>97.3%</b>	97.9%	97.1%	100.0%	96.6%	90.0%	100.0%	88.9%	94.4%	100.0%	100.0%	100.0%	95.7%	94.1%	93.8%	100.0%
Never	39	<b>5</b>	2	7	1	4	1	4	0	3	1	1	2	3	1	0	3
	5.7%	<b>6.8%</b>	4.3%	10.4%	7.7%	7.0%	11.1%	7.5%	0.0%	8.8%	5.6%	5.6%	7.7%	6.8%	6.3%	0.0%	9.7%
Sometimes	111	<b>13</b>	7	7	2	10	2	7	3	6	2	3	5	7	4	2	5
	16.3%	<b>17.8%</b>	15.2%	10.4%	15.4%	17.5%	22.2%	13.2%	37.5%	17.6%	11.1%	16.7%	19.2%	15.9%	25.0%	13.3%	16.1%
Usually	160	<b>19</b>	13	13	5	14	3	15	0	8	6	5	6	12	3	4	9
	23.5%	<b>26.0%</b>	28.3%	19.4%	38.5%	24.6%	33.3%	28.3%	0.0%	23.5%	33.3%	27.8%	23.1%	27.3%	18.8%	26.7%	29.0%
Always	370	<b>36</b>	24	40	5	29	3	27	5	17	9	9	13	22	8	9	14
	54.4%	<b>49.3%</b>	52.2%	59.7%	38.5%	50.9%	33.3%	50.9%	62.5%	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%	60.0%	45.2%
Significantly different from column:*																	
Usually or Always	530	<b>55</b>	37	53	10	43	6	42	5	25	15	14	19	34	11	13	23
	77.9%	<b>75.3%</b>	80.4%	79.1%	76.9%	75.4%	66.7%	79.2%	62.5%	73.5%	83.3%	77.8%	73.1%	77.3%	68.8%	86.7%	74.2%
Significantly different from column:*																	

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 36**

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?

Base: All respondents whose child has a personal doctor (Q25)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,344	<b>242</b>	182	367	115	115	73	102	51	190	40	5	175	41	19	4	36	1
Number missing or multiple answer	29	<b>2</b>	3	6	0	2	0	1	1	1	1	0	1	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,315 98.8%	<b>240</b> <b>99.2%</b>	179 98.4%	361 98.4%	115 100.0%	113 98.3%	73 100.0%	101 99.0%	50 98.0%	189 99.5%	39 97.5%	5 100.0%	174 99.4%	40 97.6%	19 100.0%	4 100.0%	36 100.0%	1 100.0%
0 Worst personal doctor possible	5 0.2%	<b>1</b> <b>0.4%</b>	1 0.6%	2 0.6%	1 0.9%	0 0.0%	1 1.4%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	1 0.0%	<b>0</b> <b>0.0%</b>	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	6 0.3%	<b>0</b> <b>0.0%</b>	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	6 0.3%	<b>2</b> <b>0.8%</b>	0 0.0%	0 0.0%	1 0.9%	1 0.9%	0 0.0%	2 2.0%	0 0.0%	0 0.0%	1 2.6%	1 20.0%	0 0.0%	1 2.5%	1 5.3%	0 0.0%	0 0.0%	0 0.0%
4	7 0.3%	<b>0</b> <b>0.0%</b>	0 0.0%	2 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
5	62 2.7%	<b>7</b> <b>2.9%</b>	2 1.1%	5 1.4%	6 5.2%	1 0.9%	1 1.4%	4 4.0%	2 4.0%	5 2.6%	1 2.6%	1 20.0%	5 2.9%	2 5.0%	0 0.0%	0 0.0%	1 2.8%	0 0.0%
6	59 2.5%	<b>9</b> <b>3.8%</b>	5 2.8%	7 1.9%	5 4.3%	4 3.5%	4 5.5%	2 2.0%	3 6.0%	8 4.2%	0 0.0%	1 20.0%	4 2.3%	1 2.5%	4 21.1%	1 25.0%	1 2.8%	0 0.0%
7	118 5.1%	<b>13</b> <b>5.4%</b>	11 6.1%	20 5.5%	6 5.2%	7 6.2%	1 1.4%	8 7.9%	4 8.0%	7 3.7%	6 15.4%	0 0.0%	8 4.6%	4 10.0%	1 5.3%	0 0.0%	2 5.6%	0 0.0%
8	346 14.9%	<b>42</b> <b>17.5%</b>	26 14.5%	47 13.0%	22 19.1%	16 14.2%	10 13.7%	17 16.8%	11 22.0%	27 14.3%	10 25.6%	1 20.0%	24 13.8%	10 25.0%	4 21.1%	1 25.0%	7 19.4%	0 0.0%
9	373 16.1%	<b>34</b> <b>14.2%</b>	26 14.5%	72 19.9%	20 17.4%	14 12.4%	12 16.4%	14 13.9%	7 14.0%	28 14.8%	6 15.4%	0 0.0%	27 15.5%	5 12.5%	2 10.5%	0 0.0%	5 13.9%	0 0.0%
10 Best personal doctor possible	1,332 57.5%	<b>132</b> <b>55.0%</b>	108 60.3%	204 56.5%	54 47.0%	70 61.9%	44 60.3%	54 53.5%	23 46.0%	113 59.8%	15 38.5%	1 20.0%	105 60.3%	17 42.5%	7 36.8%	2 50.0%	20 55.6%	1 100.0%

NA - Not applicable

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 36**

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?

Base: All respondents whose child has a personal doctor (Q25)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,344	<b>242</b>	182	367	43	187	84	132	16	112	68	45	65	163	60	81	79
Number missing or multiple answer	29	<b>2</b>	3	6	0	2	0	1	1	2	0	0	1	1	1	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,315 98.8%	<b>240</b> <b>99.2%</b>	179 98.4%	361 98.4%	43 100.0%	185 98.9%	84 100.0%	131 99.2%	15 93.8%	110 98.2%	68 100.0%	45 100.0%	64 98.5%	162 99.4%	59 98.3%	80 98.8%	79 100.0%
0 Worst personal doctor possible	5 0.2%	<b>1</b> <b>0.4%</b>	1 0.6%	2 0.6%	0 0.0%	1 0.5%	1 1.2%	0 0.0%	0 0.0%	0 0.0%	1 1.5%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	1 1.3%	0 0.0%
1	1 0.0%	<b>0</b> <b>0.0%</b>	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	6 0.3%	<b>0</b> <b>0.0%</b>	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	6 0.3%	<b>2</b> <b>0.8%</b>	0 0.0%	0 0.0%	0 0.0%	2 1.1%	1 1.2%	0 0.0%	0 0.0%	2 1.8%	0 0.0%	0 0.0%	0 0.0%	2 1.2%	1 1.7%	1 1.3%	0 0.0%
4	7 0.3%	<b>0</b> <b>0.0%</b>	0 0.0%	2 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
5	62 2.7%	<b>7</b> <b>2.9%</b>	2 1.1%	5 1.4%	3 7.0%	4 2.2%	2 2.4%	5 3.8%	0 0.0%	5 4.5%	0 0.0%	2 4.4%	2 3.1%	5 3.1%	3 5.1%	1 1.3%	3 3.8%
6	59 2.5%	<b>9</b> <b>3.8%</b>	5 2.8%	7 1.9%	1 2.3%	8 4.3%	3 3.6%	4 3.1%	2 13.3%	3 2.7%	4 5.9%	2 4.4%	1 1.6%	8 4.9%	4 6.8%	2 2.5%	3 3.8%
7	118 5.1%	<b>13</b> <b>5.4%</b>	11 6.1%	20 5.5%	0 0.0%	13 7.0%	3 3.6%	8 6.1%	1 6.7%	3 2.7%	4 5.9%	6 13.3%	4 6.3%	9 5.6%	4 6.8%	3 3.8%	5 6.3%
8	346 14.9%	<b>42</b> <b>17.5%</b>	26 14.5%	47 13.0%	12 27.9%	27 14.6%	17 20.2%	19 14.5%	3 20.0%	15 13.6%	12 17.6%	10 22.2%	12 18.8%	25 15.4%	5 8.5%	10 12.5%	19 24.1%
9	373 16.1%	<b>34</b> <b>14.2%</b>	26 14.5%	72 19.9%	9 20.9%	24 13.0%	10 11.9%	20 15.3%	3 20.0%	15 13.6%	7 10.3%	10 22.2%	8 12.5%	25 15.4%	11 18.6%	13 16.3%	7 8.9%
10 Best personal doctor possible	1,332 57.5%	<b>132</b> <b>55.0%</b>	108 60.3%	204 56.5%	18 41.9%	106 57.3%	47 56.0%	75 57.3%	6 40.0%	67 60.9%	40 58.8%	15 33.3%	37 57.8%	87 53.7%	31 52.5%	49 61.3%	42 53.2%

NA - Not applicable

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 36**

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?

Base: All respondents whose child has a personal doctor (Q25)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,344	<b>242</b>	182	367	115	115	73	102	51	190	40	5	175	41	19	4	36	1
Number missing or multiple answer	29	<b>2</b>	3	6	0	2	0	1	1	1	1	0	1	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,315 98.8%	<b>240</b> <b>99.2%</b>	179 98.4%	361 98.4%	115 100.0%	113 98.3%	73 100.0%	101 99.0%	50 98.0%	189 99.5%	39 97.5%	5 100.0%	174 99.4%	40 97.6%	19 100.0%	4 100.0%	36 100.0%	1 100.0%
0 to 4	25 1.1%	<b>3</b> <b>1.3%</b>	1 0.6%	6 1.7%	2 1.7%	1 0.9%	1 1.4%	2 2.0%	0 0.0%	1 0.5%	1 2.6%	1 20.0%	1 0.6%	1 2.5%	1 5.3%	0 0.0%	0 0.0%	0 0.0%
5	62 2.7%	<b>7</b> <b>2.9%</b>	2 1.1%	5 1.4%	6 5.2%	1 0.9%	1 1.4%	4 4.0%	2 4.0%	5 2.6%	1 2.6%	1 20.0%	5 2.9%	2 5.0%	0 0.0%	0 0.0%	1 2.8%	0 0.0%
6 to 7	177 7.6%	<b>22</b> <b>9.2%</b>	16 8.9%	27 7.5%	11 9.6%	11 9.7%	5 6.8%	10 9.9%	7 14.0%	15 7.9%	6 15.4%	1 20.0%	12 6.9%	5 12.5%	5 26.3%	1 25.0%	3 8.3%	0 0.0%
8 to 10	2,051 88.6%	<b>208</b> <b>86.7%</b>	160 89.4%	323 89.5%	96 83.5%	100 88.5%	66 90.4%	85 84.2%	41 82.0%	168 88.9%	31 79.5%	2 40.0%	156 89.7%	32 80.0%	13 68.4%	3 75.0%	32 88.9%	1 100.0%
Significantly different from column:*																		
0 to 6	146 6.3%	<b>19</b> <b>7.9%</b>	8 4.5%	18 5.0%	13 11.3%	6 5.3%	6 8.2%	8 7.9%	5 10.0%	14 7.4%	2 5.1%	3 60.0%	10 5.7%	4 10.0%	5 26.3%	1 25.0%	2 5.6%	0 0.0%
7 to 8	464 20.0%	<b>55</b> <b>22.9%</b>	37 20.7%	67 18.6%	28 24.3%	23 20.4%	11 15.1%	25 24.8%	15 30.0%	34 18.0%	16 41.0%	1 20.0%	32 18.4%	14 35.0%	5 26.3%	1 25.0%	9 25.0%	0 0.0%
9 to 10	1,705 73.7%	<b>166</b> <b>69.2%</b>	134 74.9%	276 76.5%	74 64.3%	84 74.3%	56 76.7%	68 67.3%	30 60.0%	141 74.6%	21 53.8%	1 20.0%	132 75.9%	22 55.0%	9 47.4%	2 50.0%	25 69.4%	1 100.0%
Significantly different from column:*		<b>D</b>					I		G	K	J		NO	M	M			

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 36

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?

Base: All respondents whose child has a personal doctor (Q25)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,344	<b>242</b>	182	367	43	187	84	132	16	112	68	45	65	163	60	81	79
Number missing or multiple answer	29	<b>2</b>	3	6	0	2	0	1	1	2	0	0	1	1	1	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,315 98.8%	<b>240</b> <b>99.2%</b>	179 98.4%	361 98.4%	43 100.0%	185 98.9%	84 100.0%	131 99.2%	15 93.8%	110 98.2%	68 100.0%	45 100.0%	64 98.5%	162 99.4%	59 98.3%	80 98.8%	79 100.0%
0 to 4	25 1.1%	<b>3</b> <b>1.3%</b>	1 0.6%	6 1.7%	0 0.0%	3 1.6%	2 2.4%	0 0.0%	0 0.0%	2 1.8%	1 1.5%	0 0.0%	0 0.0%	3 1.9%	1 1.7%	2 2.5%	0 0.0%
5	62 2.7%	<b>7</b> <b>2.9%</b>	2 1.1%	5 1.4%	3 7.0%	4 2.2%	2 2.4%	5 3.8%	0 0.0%	5 4.5%	0 0.0%	2 4.4%	2 3.1%	5 3.1%	3 5.1%	1 1.3%	3 3.8%
6 to 7	177 7.6%	<b>22</b> <b>9.2%</b>	16 8.9%	27 7.5%	1 2.3%	21 11.4%	6 7.1%	12 9.2%	3 20.0%	6 5.5%	8 11.8%	8 17.8%	5 7.8%	17 10.5%	8 13.6%	5 6.3%	8 10.1%
8 to 10	2,051 88.6%	<b>208</b> <b>86.7%</b>	160 89.4%	323 89.5%	39 90.7%	157 84.9%	74 88.1%	114 87.0%	12 80.0%	97 88.2%	59 86.8%	35 77.8%	57 89.1%	137 84.6%	47 79.7%	72 90.0%	68 86.1%
Significantly different from column:*																	
0 to 6	146 6.3%	<b>19</b> <b>7.9%</b>	8 4.5%	18 5.0%	4 9.3%	15 8.1%	7 8.3%	9 6.9%	2 13.3%	10 9.1%	5 7.4%	4 8.9%	3 4.7%	16 9.9%	8 13.6%	5 6.3%	6 7.6%
7 to 8	464 20.0%	<b>55</b> <b>22.9%</b>	37 20.7%	67 18.6%	12 27.9%	40 21.6%	20 23.8%	27 20.6%	4 26.7%	18 16.4%	16 23.5%	16 35.6%	16 25.0%	34 21.0%	9 15.3%	13 16.3%	24 30.4%
9 to 10	1,705 73.7%	<b>166</b> <b>69.2%</b>	134 74.9%	276 76.5%	27 62.8%	130 70.3%	57 67.9%	95 72.5%	9 60.0%	82 74.5%	47 69.1%	25 55.6%	45 70.3%	112 69.1%	42 71.2%	62 77.5%	49 62.0%
Significantly different from column:*		<b>D</b>								L		J				Q	P

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 37**

Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

Base: All respondents whose child has a personal doctor (Q25)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,344	<b>242</b>	182	367	115	115	73	102	51	190	40	5	175	41	19	4	36	1
Number missing or multiple answer	26	<b>0</b>	5	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,318	<b>242</b>	177	361	115	115	73	102	51	190	40	5	175	41	19	4	36	1
	98.9%	<b>100.0%</b>	97.3%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	432	<b>55</b>	47	61	32	21	11	27	14	33	19	2	23	17	14	3	18	1
	18.6%	<b>22.7%</b>	26.6%	16.9%	27.8%	18.3%	15.1%	26.5%	27.5%	17.4%	47.5%	40.0%	13.1%	41.5%	73.7%	75.0%	50.0%	100.0%
No	1,886	<b>187</b>	130	300	83	94	62	75	37	157	21	3	152	24	5	1	18	0
	81.4%	<b>77.3%</b>	73.4%	83.1%	72.2%	81.7%	84.9%	73.5%	72.5%	82.6%	52.5%	60.0%	86.9%	58.5%	26.3%	25.0%	50.0%	0.0%
Significantly different from column:*										K	J		N	MO	N			

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 37**

Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

Base: All respondents whose child has a personal doctor (Q25)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,344	<b>242</b>	182	367	43	187	84	132	16	112	68	45	65	163	60	81	79
Number missing or multiple answer	26	<b>0</b>	5	6	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,318	<b>242</b>	177	361	43	187	84	132	16	112	68	45	65	163	60	81	79
	98.9%	<b>100.0%</b>	97.3%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	432	<b>55</b>	47	61	5	48	10	37	6	20	18	15	11	42	17	19	15
	18.6%	<b>22.7%</b>	26.6%	16.9%	11.6%	25.7%	11.9%	28.0%	37.5%	17.9%	26.5%	33.3%	16.9%	25.8%	28.3%	23.5%	19.0%
No	1,886	<b>187</b>	130	300	38	139	74	95	10	92	50	30	54	121	43	62	64
	81.4%	<b>77.3%</b>	73.4%	83.1%	88.4%	74.3%	88.1%	72.0%	62.5%	82.1%	73.5%	66.7%	83.1%	74.2%	71.7%	76.5%	81.0%
Significantly different from column:*					F	E	H	G		L		J					

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 38**

Does your child’s personal doctor understand how these medical, behavioral, or other health conditions affect your child’s day-to-day life?

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that have lasted for more than 3 months (Q25 & Q37)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	432	<b>55</b>	47	61	32	21	11	27	14	33	19	2	23	17	14	3	18	1
Number missing or multiple answer	13	<b>2</b>	3	1	2	0	2	0	0	1	1	0	2	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	419	<b>53</b>	44	60	30	21	9	27	14	32	18	2	21	17	14	3	18	1
	97.0%	<b>96.4%</b>	93.6%	98.4%	93.8%	100.0%	81.8%	100.0%	100.0%	97.0%	94.7%	100.0%	91.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	384	<b>48</b>	41	54	25	21	8	25	12	30	16	1	20	15	12	2	17	1
	91.6%	<b>90.6%</b>	93.2%	90.0%	83.3%	100.0%	88.9%	92.6%	85.7%	93.8%	88.9%	50.0%	95.2%	88.2%	85.7%	66.7%	94.4%	100.0%
No	35	<b>5</b>	3	6	5	0	1	2	2	2	2	1	1	2	2	1	1	0
	8.4%	<b>9.4%</b>	6.8%	10.0%	16.7%	0.0%	11.1%	7.4%	14.3%	6.3%	11.1%	50.0%	4.8%	11.8%	14.3%	33.3%	5.6%	0.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 38**

Does your child’s personal doctor understand how these medical, behavioral, or other health conditions affect your child’s day-to-day life?

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that have lasted for more than 3 months (Q25 & Q37)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	432	<b>55</b>	47	61	5	48	10	37	6	20	18	15	11	42	17	19	15
Number missing or multiple answer	13	<b>2</b>	3	1	1	1	0	2	0	1	1	0	1	1	0	1	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	419	<b>53</b>	44	60	4	47	10	35	6	19	17	15	10	41	17	18	14
	97.0%	<b>96.4%</b>	93.6%	98.4%	80.0%	97.9%	100.0%	94.6%	100.0%	95.0%	94.4%	100.0%	90.9%	97.6%	100.0%	94.7%	93.3%
Yes	384	<b>48</b>	41	54	3	43	7	34	5	18	15	13	9	37	17	17	10
	91.6%	<b>90.6%</b>	93.2%	90.0%	75.0%	91.5%	70.0%	97.1%	83.3%	94.7%	88.2%	86.7%	90.0%	90.2%	100.0%	94.4%	71.4%
No	35	<b>5</b>	3	6	1	4	3	1	1	1	2	2	1	4	0	1	4
	8.4%	<b>9.4%</b>	6.8%	10.0%	25.0%	8.5%	30.0%	2.9%	16.7%	5.3%	11.8%	13.3%	10.0%	9.8%	0.0%	5.6%	28.6%
Significantly different from column:*																	

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 39**

Does your child’s personal doctor understand how your child’s medical, behavioral, or other health conditions affect your family’s day-to-day life?

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that have lasted for more than 3 months (Q25 & Q37)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	432	<b>55</b>	47	61	32	21	11	27	14	33	19	2	23	17	14	3	18	1
Number missing or multiple answer	13	<b>2</b>	3	0	2	0	2	0	0	1	1	0	2	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	419	<b>53</b>	44	61	30	21	9	27	14	32	18	2	21	17	14	3	18	1
	97.0%	<b>96.4%</b>	93.6%	100.0%	93.8%	100.0%	81.8%	100.0%	100.0%	97.0%	94.7%	100.0%	91.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	366	<b>45</b>	36	50	24	19	8	22	12	29	14	1	19	13	12	3	15	1
	87.4%	<b>84.9%</b>	81.8%	82.0%	80.0%	90.5%	88.9%	81.5%	85.7%	90.6%	77.8%	50.0%	90.5%	76.5%	85.7%	100.0%	83.3%	100.0%
No	53	<b>8</b>	8	11	6	2	1	5	2	3	4	1	2	4	2	0	3	0
	12.6%	<b>15.1%</b>	18.2%	18.0%	20.0%	9.5%	11.1%	18.5%	14.3%	9.4%	22.2%	50.0%	9.5%	23.5%	14.3%	0.0%	16.7%	0.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 39**

Does your child’s personal doctor understand how your child’s medical, behavioral, or other health conditions affect your family’s day-to-day life?

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that have lasted for more than 3 months (Q25 & Q37)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	432	<b>55</b>	47	61	5	48	10	37	6	20	18	15	11	42	17	19	15
Number missing or multiple answer	13	<b>2</b>	3	0	1	1	0	2	0	1	1	0	1	1	0	1	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	419	<b>53</b>	44	61	4	47	10	35	6	19	17	15	10	41	17	18	14
	97.0%	<b>96.4%</b>	93.6%	100.0%	80.0%	97.9%	100.0%	94.6%	100.0%	95.0%	94.4%	100.0%	90.9%	97.6%	100.0%	94.7%	93.3%
Yes	366	<b>45</b>	36	50	4	39	7	31	5	16	14	13	7	36	16	16	9
	87.4%	<b>84.9%</b>	81.8%	82.0%	100.0%	83.0%	70.0%	88.6%	83.3%	84.2%	82.4%	86.7%	70.0%	87.8%	94.1%	88.9%	64.3%
No	53	<b>8</b>	8	11	0	8	3	4	1	3	3	2	3	5	1	2	5
	12.6%	<b>15.1%</b>	18.2%	18.0%	0.0%	17.0%	30.0%	11.4%	16.7%	15.8%	17.6%	13.3%	30.0%	12.2%	5.9%	11.1%	35.7%
Significantly different from column:*																	

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 40

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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	24	<b>0</b>	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,839	<b>296</b>	221	440	134	143	88	121	64	230	47	8	216	48	22	5	41	1
	99.2%	<b>100.0%</b>	98.7%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	493	<b>49</b>	38	67	28	17	12	18	13	36	7	2	31	11	3	5	41	1
	17.4%	<b>16.6%</b>	17.2%	15.2%	20.9%	11.9%	13.6%	14.9%	20.3%	15.7%	14.9%	25.0%	14.4%	22.9%	13.6%	100.0%	100.0%	100.0%
No	2,346	<b>247</b>	183	373	106	126	76	103	51	194	40	6	185	37	19	0	0	0
	82.6%	<b>83.4%</b>	82.8%	84.8%	79.1%	88.1%	86.4%	85.1%	79.7%	84.3%	85.1%	75.0%	85.6%	77.1%	86.4%	0.0%	0.0%	0.0%
Significantly different from column:*					F	E												

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 40**

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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	24	<b>0</b>	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,839	<b>296</b>	221	440	57	218	117	147	19	135	80	54	81	193	70	96	98
	99.2%	<b>100.0%</b>	98.7%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	493	<b>49</b>	38	67	7	39	7	32	7	20	15	10	12	32	13	17	13
	17.4%	<b>16.6%</b>	17.2%	15.2%	12.3%	17.9%	6.0%	21.8%	36.8%	14.8%	18.8%	18.5%	14.8%	16.6%	18.6%	17.7%	13.3%
No	2,346	<b>247</b>	183	373	50	179	110	115	12	115	65	44	69	161	57	79	85
	82.6%	<b>83.4%</b>	82.8%	84.8%	87.7%	82.1%	94.0%	78.2%	63.2%	85.2%	81.3%	81.5%	85.2%	83.4%	81.4%	82.3%	86.7%
Significantly different from column:*							H	G									

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 41

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	493	<b>49</b>	38	67	28	17	12	18	13	36	7	2	31	11	3	5	41	1
Number missing or multiple answer	6	<b>2</b>	0	1	2	0	1	1	0	2	0	0	1	0	0	1	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	487	<b>47</b>	38	66	26	17	11	17	13	34	7	2	30	11	3	4	40	1
	98.8%	<b>95.9%</b>	100.0%	98.5%	92.9%	100.0%	91.7%	94.4%	100.0%	94.4%	100.0%	100.0%	96.8%	100.0%	100.0%	80.0%	97.6%	100.0%
Never	23	<b>1</b>	5	0	0	0	0	0	0	1	0	0	0	1	0	1	0	0
	4.7%	<b>2.1%</b>	13.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	9.1%	0.0%	25.0%	0.0%	0.0%
Sometimes	125	<b>13</b>	6	14	9	3	4	3	5	8	2	2	8	2	2	2	10	0
	25.7%	<b>27.7%</b>	15.8%	21.2%	34.6%	17.6%	36.4%	17.6%	38.5%	23.5%	28.6%	100.0%	26.7%	18.2%	66.7%	50.0%	25.0%	0.0%
Usually	100	<b>13</b>	6	18	6	6	4	4	3	9	2	0	9	2	1	0	11	1
	20.5%	<b>27.7%</b>	15.8%	27.3%	23.1%	35.3%	36.4%	23.5%	23.1%	26.5%	28.6%	0.0%	30.0%	18.2%	33.3%	0.0%	27.5%	100.0%
Always	239	<b>20</b>	21	34	11	8	3	10	5	16	3	0	13	6	0	1	19	0
	49.1%	<b>42.6%</b>	55.3%	51.5%	42.3%	47.1%	27.3%	58.8%	38.5%	47.1%	42.9%	0.0%	43.3%	54.5%	0.0%	25.0%	47.5%	0.0%
Significantly different from column:*																		
Usually or Always	339	<b>33</b>	27	52	17	14	7	14	8	25	5	0	22	8	1	1	30	1
	69.6%	<b>70.2%</b>	71.1%	78.8%	65.4%	82.4%	63.6%	82.4%	61.5%	73.5%	71.4%	0.0%	73.3%	72.7%	33.3%	25.0%	75.0%	100.0%
Significantly different from column:*																		

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 41

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	493	<b>49</b>	38	67	7	39	7	32	7	20	15	10	12	32	13	17	13
Number missing or multiple answer	6	<b>2</b>	0	1	0	2	0	1	0	1	0	1	1	1	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	487	<b>47</b>	38	66	7	37	7	31	7	19	15	9	11	31	13	16	13
	98.8%	<b>95.9%</b>	100.0%	98.5%	100.0%	94.9%	100.0%	96.9%	100.0%	95.0%	100.0%	90.0%	91.7%	96.9%	100.0%	94.1%	100.0%
Never	23	<b>1</b>	5	0	0	1	0	1	0	0	0	1	0	0	0	0	0
	4.7%	<b>2.1%</b>	13.2%	0.0%	0.0%	2.7%	0.0%	3.2%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	125	<b>13</b>	6	14	3	9	0	9	3	6	3	3	3	9	5	3	3
	25.7%	<b>27.7%</b>	15.8%	21.2%	42.9%	24.3%	0.0%	29.0%	42.9%	31.6%	20.0%	33.3%	27.3%	29.0%	38.5%	18.8%	23.1%
Usually	100	<b>13</b>	6	18	3	9	2	8	2	5	6	1	3	8	4	4	4
	20.5%	<b>27.7%</b>	15.8%	27.3%	42.9%	24.3%	28.6%	25.8%	28.6%	26.3%	40.0%	11.1%	27.3%	25.8%	30.8%	25.0%	30.8%
Always	239	<b>20</b>	21	34	1	18	5	13	2	8	6	4	5	14	4	9	6
	49.1%	<b>42.6%</b>	55.3%	51.5%	14.3%	48.6%	71.4%	41.9%	28.6%	42.1%	40.0%	44.4%	45.5%	45.2%	30.8%	56.3%	46.2%
Significantly different from column:*																	
Usually or Always	339	<b>33</b>	27	52	4	27	7	21	4	13	12	5	8	22	8	13	10
	69.6%	<b>70.2%</b>	71.1%	78.8%	57.1%	73.0%	100.0%	67.7%	57.1%	68.4%	80.0%	55.6%	72.7%	71.0%	61.5%	81.3%	76.9%
Significantly different from column:*																	

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 42

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	493	<b>49</b>	38	67	28	17	12	18	13	36	7	2	31	11	3	5	41	1
Number missing or multiple answer	7	<b>2</b>	0	2	1	0	0	0	1	0	0	1	0	0	1	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	486	<b>47</b>	38	65	27	17	12	18	12	36	7	1	31	11	2	5	41	1
	98.6%	<b>95.9%</b>	100.0%	97.0%	96.4%	100.0%	100.0%	100.0%	92.3%	100.0%	100.0%	50.0%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%
None	46	<b>5</b>	5	0	4	0	2	2	0	4	0	1	3	2	0	5	0	0
	9.5%	<b>10.6%</b>	13.2%	0.0%	14.8%	0.0%	16.7%	11.1%	0.0%	11.1%	0.0%	100.0%	9.7%	18.2%	0.0%	100.0%	0.0%	0.0%
1 specialist	294	<b>31</b>	21	55	18	12	7	13	10	26	3	0	20	8	1	0	31	0
	60.5%	<b>66.0%</b>	55.3%	84.6%	66.7%	70.6%	58.3%	72.2%	83.3%	72.2%	42.9%	0.0%	64.5%	72.7%	50.0%	0.0%	75.6%	0.0%
2	98	<b>8</b>	7	7	4	3	1	2	2	4	3	0	5	1	1	0	8	0
	20.2%	<b>17.0%</b>	18.4%	10.8%	14.8%	17.6%	8.3%	11.1%	16.7%	11.1%	42.9%	0.0%	16.1%	9.1%	50.0%	0.0%	19.5%	0.0%
3	31	<b>2</b>	2	1	1	1	1	1	0	1	1	0	2	0	0	0	2	0
	6.4%	<b>4.3%</b>	5.3%	1.5%	3.7%	5.9%	8.3%	5.6%	0.0%	2.8%	14.3%	0.0%	6.5%	0.0%	0.0%	0.0%	4.9%	0.0%
4	7	<b>0</b>	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.4%	<b>0.0%</b>	7.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5 or more specialists	10	<b>1</b>	0	2	0	1	1	0	0	1	0	0	1	0	0	0	0	1
	2.1%	<b>2.1%</b>	0.0%	3.1%	0.0%	5.9%	8.3%	0.0%	0.0%	2.8%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	100.0%
3 or more specialists	48	<b>3</b>	5	3	1	2	2	1	0	2	1	0	3	0	0	0	2	1
	9.9%	<b>6.4%</b>	13.2%	4.6%	3.7%	11.8%	16.7%	5.6%	0.0%	5.6%	14.3%	0.0%	9.7%	0.0%	0.0%	0.0%	4.9%	100.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 42**

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	493	<b>49</b>	38	67	7	39	7	32	7	20	15	10	12	32	13	17	13
Number missing or multiple answer	7	<b>2</b>	0	2	0	1	0	1	0	1	0	0	0	1	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	486	<b>47</b>	38	65	7	38	7	31	7	19	15	10	12	31	12	17	13
	98.6%	<b>95.9%</b>	100.0%	97.0%	100.0%	97.4%	100.0%	96.9%	100.0%	95.0%	100.0%	100.0%	100.0%	96.9%	92.3%	100.0%	100.0%
None	46	<b>5</b>	5	0	1	4	0	5	0	1	1	3	1	3	0	2	2
	9.5%	<b>10.6%</b>	13.2%	0.0%	14.3%	10.5%	0.0%	16.1%	0.0%	5.3%	6.7%	30.0%	8.3%	9.7%	0.0%	11.8%	15.4%
1 specialist	294	<b>31</b>	21	55	4	26	6	18	5	14	12	4	7	22	10	12	6
	60.5%	<b>66.0%</b>	55.3%	84.6%	57.1%	68.4%	85.7%	58.1%	71.4%	73.7%	80.0%	40.0%	58.3%	71.0%	83.3%	70.6%	46.2%
2	98	<b>8</b>	7	7	1	6	1	5	2	2	1	3	2	5	2	2	3
	20.2%	<b>17.0%</b>	18.4%	10.8%	14.3%	15.8%	14.3%	16.1%	28.6%	10.5%	6.7%	30.0%	16.7%	16.1%	16.7%	11.8%	23.1%
3	31	<b>2</b>	2	1	1	1	0	2	0	2	0	0	2	0	0	0	2
	6.4%	<b>4.3%</b>	5.3%	1.5%	14.3%	2.6%	0.0%	6.5%	0.0%	10.5%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	15.4%
4	7	<b>0</b>	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.4%	<b>0.0%</b>	7.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5 or more specialists	10	<b>1</b>	0	2	0	1	0	1	0	0	1	0	0	1	0	1	0
	2.1%	<b>2.1%</b>	0.0%	3.1%	0.0%	2.6%	0.0%	3.2%	0.0%	0.0%	6.7%	0.0%	0.0%	3.2%	0.0%	5.9%	0.0%
3 or more specialists	48	<b>3</b>	5	3	1	2	0	3	0	2	1	0	2	1	0	1	2
	9.9%	<b>6.4%</b>	13.2%	4.6%	14.3%	5.3%	0.0%	9.7%	0.0%	10.5%	6.7%	0.0%	16.7%	3.2%	0.0%	5.9%	15.4%
Significantly different from column:*																	

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 43**

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?

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	440	<b>42</b>	33	65	23	17	10	16	12	32	7	0	28	9	2	0	41	1
Number missing or multiple answer	5	<b>3</b>	0	0	0	1	1	0	0	0	1	0	0	1	0	0	3	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	435	<b>39</b>	33	65	23	16	9	16	12	32	6	0	28	8	2	0	38	1
	98.9%	<b>92.9%</b>	100.0%	100.0%	100.0%	94.1%	90.0%	100.0%	100.0%	100.0%	85.7%	---	100.0%	88.9%	100.0%	---	92.7%	100.0%
0 Worst specialist possible	0	<b>0</b>	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	<b>0.0%</b>	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%
1	0	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%
2	1	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%
3	2	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%
4	6	<b>0</b>	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.4%	<b>0.0%</b>	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%
5	14	<b>4</b>	0	1	3	1	1	2	0	3	1	0	3	1	0	0	4	0
	3.2%	<b>10.3%</b>	0.0%	1.5%	13.0%	6.3%	11.1%	12.5%	0.0%	9.4%	16.7%	---	10.7%	12.5%	0.0%	---	10.5%	0.0%
6	16	<b>1</b>	1	2	1	0	0	1	0	1	0	0	1	0	0	0	1	0
	3.7%	<b>2.6%</b>	3.0%	3.1%	4.3%	0.0%	0.0%	6.3%	0.0%	3.1%	0.0%	---	3.6%	0.0%	0.0%	---	2.6%	0.0%
7	33	<b>3</b>	3	4	3	0	1	0	2	2	1	0	1	0	1	0	3	0
	7.6%	<b>7.7%</b>	9.1%	6.2%	13.0%	0.0%	11.1%	0.0%	16.7%	6.3%	16.7%	---	3.6%	0.0%	50.0%	---	7.9%	0.0%
8	70	<b>9</b>	6	11	5	4	2	1	6	6	2	0	6	3	0	0	9	0
	16.1%	<b>23.1%</b>	18.2%	16.9%	21.7%	25.0%	22.2%	6.3%	50.0%	18.8%	33.3%	---	21.4%	37.5%	0.0%	---	23.7%	0.0%
9	63	<b>6</b>	5	7	5	1	1	2	3	5	1	0	5	0	1	0	6	0
	14.5%	<b>15.4%</b>	15.2%	10.8%	21.7%	6.3%	11.1%	12.5%	25.0%	15.6%	16.7%	---	17.9%	0.0%	50.0%	---	15.8%	0.0%
10 Best specialist possible	230	<b>16</b>	17	39	6	10	4	10	1	15	1	0	12	4	0	0	15	1
	52.9%	<b>41.0%</b>	51.5%	60.0%	26.1%	62.5%	44.4%	62.5%	8.3%	46.9%	16.7%	---	42.9%	50.0%	0.0%	---	39.5%	100.0%

NA - Not applicable

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 43**

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?

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	440	<b>42</b>	33	65	6	34	7	26	7	18	14	7	11	28	12	15	11
Number missing or multiple answer	5	<b>3</b>	0	0	0	1	1	0	2	1	0	0	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	435	<b>39</b>	33	65	6	33	6	26	5	17	14	7	10	28	12	15	11
	98.9%	<b>92.9%</b>	100.0%	100.0%	100.0%	97.1%	85.7%	100.0%	71.4%	94.4%	100.0%	100.0%	90.9%	100.0%	100.0%	100.0%	100.0%
0 Worst specialist possible	0	<b>0</b>	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	<b>0.0%</b>	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	0	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	1	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	2	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	6	<b>0</b>	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.4%	<b>0.0%</b>	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	14	<b>4</b>	0	1	0	4	1	2	1	1	2	1	2	2	0	3	1
	3.2%	<b>10.3%</b>	0.0%	1.5%	0.0%	12.1%	16.7%	7.7%	20.0%	5.9%	14.3%	14.3%	20.0%	7.1%	0.0%	20.0%	9.1%
6	16	<b>1</b>	1	2	0	1	0	1	0	1	0	0	0	1	1	0	0
	3.7%	<b>2.6%</b>	3.0%	3.1%	0.0%	3.0%	0.0%	3.8%	0.0%	5.9%	0.0%	0.0%	0.0%	3.6%	8.3%	0.0%	0.0%
7	33	<b>3</b>	3	4	0	3	1	1	0	2	0	1	1	2	1	1	0
	7.6%	<b>7.7%</b>	9.1%	6.2%	0.0%	9.1%	16.7%	3.8%	0.0%	11.8%	0.0%	14.3%	10.0%	7.1%	8.3%	6.7%	0.0%
8	70	<b>9</b>	6	11	2	7	1	6	2	5	3	0	2	6	4	4	1
	16.1%	<b>23.1%</b>	18.2%	16.9%	33.3%	21.2%	16.7%	23.1%	40.0%	29.4%	21.4%	0.0%	20.0%	21.4%	33.3%	26.7%	9.1%
9	63	<b>6</b>	5	7	2	4	0	5	0	2	4	0	2	4	2	1	3
	14.5%	<b>15.4%</b>	15.2%	10.8%	33.3%	12.1%	0.0%	19.2%	0.0%	11.8%	28.6%	0.0%	20.0%	14.3%	16.7%	6.7%	27.3%
10 Best specialist possible	230	<b>16</b>	17	39	2	14	3	11	2	6	5	5	3	13	4	6	6
	52.9%	<b>41.0%</b>	51.5%	60.0%	33.3%	42.4%	50.0%	42.3%	40.0%	35.3%	35.7%	71.4%	30.0%	46.4%	33.3%	40.0%	54.5%

NA - Not applicable

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 43**

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?

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	440	<b>42</b>	33	65	23	17	10	16	12	32	7	0	28	9	2	0	41	1
Number missing or multiple answer	5	<b>3</b>	0	0	0	1	1	0	0	0	1	0	0	1	0	0	3	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	435	<b>39</b>	33	65	23	16	9	16	12	32	6	0	28	8	2	0	38	1
	98.9%	<b>92.9%</b>	100.0%	100.0%	100.0%	94.1%	90.0%	100.0%	100.0%	100.0%	85.7%	---	100.0%	88.9%	100.0%	---	92.7%	100.0%
0 to 4	9	<b>0</b>	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.1%	<b>0.0%</b>	3.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%
5	14	<b>4</b>	0	1	3	1	1	2	0	3	1	0	3	1	0	0	4	0
	3.2%	<b>10.3%</b>	0.0%	1.5%	13.0%	6.3%	11.1%	12.5%	0.0%	9.4%	16.7%	---	10.7%	12.5%	0.0%	---	10.5%	0.0%
6 to 7	49	<b>4</b>	4	6	4	0	1	1	2	3	1	0	2	0	1	0	4	0
	11.3%	<b>10.3%</b>	12.1%	9.2%	17.4%	0.0%	11.1%	6.3%	16.7%	9.4%	16.7%	---	7.1%	0.0%	50.0%	---	10.5%	0.0%
8 to 10	363	<b>31</b>	28	57	16	15	7	13	10	26	4	0	23	7	1	0	30	1
	83.4%	<b>79.5%</b>	84.8%	87.7%	69.6%	93.8%	77.8%	81.3%	83.3%	81.3%	66.7%	---	82.1%	87.5%	50.0%	---	78.9%	100.0%
Significantly different from column:*																		
0 to 6	39	<b>5</b>	2	4	4	1	1	3	0	4	1	0	4	1	0	0	5	0
	9.0%	<b>12.8%</b>	6.1%	6.2%	17.4%	6.3%	11.1%	18.8%	0.0%	12.5%	16.7%	---	14.3%	12.5%	0.0%	---	13.2%	0.0%
7 to 8	103	<b>12</b>	9	15	8	4	3	1	8	8	3	0	7	3	1	0	12	0
	23.7%	<b>30.8%</b>	27.3%	23.1%	34.8%	25.0%	33.3%	6.3%	66.7%	25.0%	50.0%	---	25.0%	37.5%	50.0%	---	31.6%	0.0%
9 to 10	293	<b>22</b>	22	46	11	11	5	12	4	20	2	0	17	4	1	0	21	1
	67.4%	<b>56.4%</b>	66.7%	70.8%	47.8%	68.8%	55.6%	75.0%	33.3%	62.5%	33.3%	---	60.7%	50.0%	50.0%	---	55.3%	100.0%
Significantly different from column:*								I	H									

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 43**

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?

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	440	<b>42</b>	33	65	6	34	7	26	7	18	14	7	11	28	12	15	11
Number missing or multiple answer	5	<b>3</b>	0	0	0	1	1	0	2	1	0	0	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	435	<b>39</b>	33	65	6	33	6	26	5	17	14	7	10	28	12	15	11
	98.9%	<b>92.9%</b>	100.0%	100.0%	100.0%	97.1%	85.7%	100.0%	71.4%	94.4%	100.0%	100.0%	90.9%	100.0%	100.0%	100.0%	100.0%
0 to 4	9	<b>0</b>	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.1%	<b>0.0%</b>	3.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	14	<b>4</b>	0	1	0	4	1	2	1	1	2	1	2	2	0	3	1
	3.2%	<b>10.3%</b>	0.0%	1.5%	0.0%	12.1%	16.7%	7.7%	20.0%	5.9%	14.3%	14.3%	20.0%	7.1%	0.0%	20.0%	9.1%
6 to 7	49	<b>4</b>	4	6	0	4	1	2	0	3	0	1	1	3	2	1	0
	11.3%	<b>10.3%</b>	12.1%	9.2%	0.0%	12.1%	16.7%	7.7%	0.0%	17.6%	0.0%	14.3%	10.0%	10.7%	16.7%	6.7%	0.0%
8 to 10	363	<b>31</b>	28	57	6	25	4	22	4	13	12	5	7	23	10	11	10
	83.4%	<b>79.5%</b>	84.8%	87.7%	100.0%	75.8%	66.7%	84.6%	80.0%	76.5%	85.7%	71.4%	70.0%	82.1%	83.3%	73.3%	90.9%
Significantly different from column:*																	
0 to 6	39	<b>5</b>	2	4	0	5	1	3	1	2	2	1	2	3	1	3	1
	9.0%	<b>12.8%</b>	6.1%	6.2%	0.0%	15.2%	16.7%	11.5%	20.0%	11.8%	14.3%	14.3%	20.0%	10.7%	8.3%	20.0%	9.1%
7 to 8	103	<b>12</b>	9	15	2	10	2	7	2	7	3	1	3	8	5	5	1
	23.7%	<b>30.8%</b>	27.3%	23.1%	33.3%	30.3%	33.3%	26.9%	40.0%	41.2%	21.4%	14.3%	30.0%	28.6%	41.7%	33.3%	9.1%
9 to 10	293	<b>22</b>	22	46	4	18	3	16	2	8	9	5	5	17	6	7	9
	67.4%	<b>56.4%</b>	66.7%	70.8%	66.7%	54.5%	50.0%	61.5%	40.0%	47.1%	64.3%	71.4%	50.0%	60.7%	50.0%	46.7%	81.8%
Significantly different from column:*																	

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 44

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	66	<b>9</b>	1	4	3	1	2	1	1	2	2	0	2	1	1	0	3	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,797	<b>287</b>	223	437	131	142	86	120	63	228	45	8	214	47	21	5	38	1
	97.7%	<b>97.0%</b>	99.6%	99.1%	97.8%	99.3%	97.7%	99.2%	98.4%	99.1%	95.7%	100.0%	99.1%	97.9%	95.5%	100.0%	92.7%	100.0%
Yes	731	<b>67</b>	57	105	26	32	16	29	12	49	14	1	44	10	9	2	13	1
	26.1%	<b>23.3%</b>	25.6%	24.0%	19.8%	22.5%	18.6%	24.2%	19.0%	21.5%	31.1%	12.5%	20.6%	21.3%	42.9%	40.0%	34.2%	100.0%
No	2,066	<b>220</b>	166	332	105	110	70	91	51	179	31	7	170	37	12	3	25	0
	73.9%	<b>76.7%</b>	74.4%	76.0%	80.2%	77.5%	81.4%	75.8%	81.0%	78.5%	68.9%	87.5%	79.4%	78.7%	57.1%	60.0%	65.8%	0.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 44**

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	66	<b>9</b>	1	4	2	2	4	3	2	3	1	0	1	3	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,797 97.7%	<b>287</b> <b>97.0%</b>	223 99.6%	437 99.1%	55 96.5%	216 99.1%	113 96.6%	144 98.0%	17 89.5%	132 97.8%	79 98.8%	54 100.0%	80 98.8%	190 98.4%	70 100.0%	94 97.9%	98 100.0%
Yes	731 26.1%	<b>67</b> <b>23.3%</b>	57 25.6%	105 24.0%	7 12.7%	53 24.5%	16 14.2%	39 27.1%	7 41.2%	26 19.7%	22 27.8%	10 18.5%	19 23.8%	38 20.0%	7 10.0%	21 22.3%	26 26.5%
No	2,066 73.9%	<b>220</b> <b>76.7%</b>	166 74.4%	332 76.0%	48 87.3%	163 75.5%	97 85.8%	105 72.9%	10 58.8%	106 80.3%	57 72.2%	44 81.5%	61 76.3%	152 80.0%	63 90.0%	73 77.7%	72 73.5%
Significantly different from column:*							H	G							PQ	O	O

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 45**

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

Base: All respondents who got information or help from child's health plan customer service (Q44)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	731	<b>67</b>	57	105	26	32	16	29	12	49	14	1	44	10	9	2	13	1
Number missing or multiple answer	11	<b>2</b>	3	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	720	<b>65</b>	54	104	26	32	16	29	12	49	13	1	43	10	9	2	13	1
	98.5%	<b>97.0%</b>	94.7%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.9%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	27	<b>2</b>	2	1	1	1	1	1	0	2	0	0	0	1	0	0	1	0
	3.8%	<b>3.1%</b>	3.7%	1.0%	3.8%	3.1%	6.3%	3.4%	0.0%	4.1%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	7.7%	0.0%
Sometimes	156	<b>11</b>	7	18	4	5	3	6	0	9	1	0	10	0	0	1	0	0
	21.7%	<b>16.9%</b>	13.0%	17.3%	15.4%	15.6%	18.8%	20.7%	0.0%	18.4%	7.7%	0.0%	23.3%	0.0%	0.0%	50.0%	0.0%	0.0%
Usually	162	<b>20</b>	13	16	8	11	3	11	5	11	8	1	12	5	3	1	3	1
	22.5%	<b>30.8%</b>	24.1%	15.4%	30.8%	34.4%	18.8%	37.9%	41.7%	22.4%	61.5%	100.0%	27.9%	50.0%	33.3%	50.0%	23.1%	100.0%
Always	375	<b>32</b>	32	69	13	15	9	11	7	27	4	0	21	4	6	0	9	0
	52.1%	<b>49.2%</b>	59.3%	66.3%	50.0%	46.9%	56.3%	37.9%	58.3%	55.1%	30.8%	0.0%	48.8%	40.0%	66.7%	0.0%	69.2%	0.0%
Significantly different from column:*		<b>D</b>																
Usually or Always	537	<b>52</b>	45	85	21	26	12	22	12	38	12	1	33	9	9	1	12	1
	74.6%	<b>80.0%</b>	83.3%	81.7%	80.8%	81.3%	75.0%	75.9%	100.0%	77.6%	92.3%	100.0%	76.7%	90.0%	100.0%	50.0%	92.3%	100.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 45**

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

Base: All respondents who got information or help from child's health plan customer service (Q44)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	731	<b>67</b>	57	105	7	53	16	39	7	26	22	10	19	38	7	21	26
Number missing or multiple answer	11	<b>2</b>	3	1	0	0	0	0	1	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	720	<b>65</b>	54	104	7	53	16	39	6	26	22	10	19	38	7	21	26
	98.5%	<b>97.0%</b>	94.7%	99.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	27	<b>2</b>	2	1	0	2	0	1	0	1	1	0	1	1	0	1	0
	3.8%	<b>3.1%</b>	3.7%	1.0%	0.0%	3.8%	0.0%	2.6%	0.0%	3.8%	4.5%	0.0%	5.3%	2.6%	0.0%	4.8%	0.0%
Sometimes	156	<b>11</b>	7	18	2	7	5	4	1	0	5	3	3	5	0	5	4
	21.7%	<b>16.9%</b>	13.0%	17.3%	28.6%	13.2%	31.3%	10.3%	16.7%	0.0%	22.7%	30.0%	15.8%	13.2%	0.0%	23.8%	15.4%
Usually	162	<b>20</b>	13	16	3	17	4	14	1	10	5	5	6	13	5	6	7
	22.5%	<b>30.8%</b>	24.1%	15.4%	42.9%	32.1%	25.0%	35.9%	16.7%	38.5%	22.7%	50.0%	31.6%	34.2%	71.4%	28.6%	26.9%
Always	375	<b>32</b>	32	69	2	27	7	20	4	15	11	2	9	19	2	9	15
	52.1%	<b>49.2%</b>	59.3%	66.3%	28.6%	50.9%	43.8%	51.3%	66.7%	57.7%	50.0%	20.0%	47.4%	50.0%	28.6%	42.9%	57.7%
Significantly different from column:*		<b>D</b>															
Usually or Always	537	<b>52</b>	45	85	5	44	11	34	5	25	16	7	15	32	7	15	22
	74.6%	<b>80.0%</b>	83.3%	81.7%	71.4%	83.0%	68.8%	87.2%	83.3%	96.2%	72.7%	70.0%	78.9%	84.2%	100.0%	71.4%	84.6%
Significantly different from column:*																	

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 46**

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

Base: All respondents who got information or help from child's health plan customer service (Q44)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	731	<b>67</b>	57	105	26	32	16	29	12	49	14	1	44	10	9	2	13	1
Number missing or multiple answer	13	<b>2</b>	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	718	<b>65</b>	55	104	26	32	16	29	12	49	14	1	44	10	9	2	13	1
	98.2%	<b>97.0%</b>	96.5%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	23	<b>2</b>	0	4	1	0	1	0	0	1	1	0	1	0	0	0	1	0
	3.2%	<b>3.1%</b>	0.0%	3.8%	3.8%	0.0%	6.3%	0.0%	0.0%	2.0%	7.1%	0.0%	2.3%	0.0%	0.0%	0.0%	7.7%	0.0%
Sometimes	43	<b>4</b>	1	2	2	2	2	1	1	4	0	0	4	0	0	1	0	0
	6.0%	<b>6.2%</b>	1.8%	1.9%	7.7%	6.3%	12.5%	3.4%	8.3%	8.2%	0.0%	0.0%	9.1%	0.0%	0.0%	50.0%	0.0%	0.0%
Usually	105	<b>10</b>	13	16	4	5	1	7	1	7	2	1	7	2	1	1	3	1
	14.6%	<b>15.4%</b>	23.6%	15.4%	15.4%	15.6%	6.3%	24.1%	8.3%	14.3%	14.3%	100.0%	15.9%	20.0%	11.1%	50.0%	23.1%	100.0%
Always	547	<b>49</b>	41	82	19	25	12	21	10	37	11	0	32	8	8	0	9	0
	76.2%	<b>75.4%</b>	74.5%	78.8%	73.1%	78.1%	75.0%	72.4%	83.3%	75.5%	78.6%	0.0%	72.7%	80.0%	88.9%	0.0%	69.2%	0.0%
Significantly different from column:*																		
Usually or Always	652	<b>59</b>	54	98	23	30	13	28	11	44	13	1	39	10	9	1	12	1
	90.8%	<b>90.8%</b>	98.2%	94.2%	88.5%	93.8%	81.3%	96.6%	91.7%	89.8%	92.9%	100.0%	88.6%	100.0%	100.0%	50.0%	92.3%	100.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 46**

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

Base: All respondents who got information or help from child's health plan customer service (Q44)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	731	<b>67</b>	57	105	7	53	16	39	7	26	22	10	19	38	7	21	26
Number missing or multiple answer	13	<b>2</b>	2	1	0	0	1	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	718	<b>65</b>	55	104	7	53	15	39	7	26	22	10	19	38	7	21	26
	98.2%	<b>97.0%</b>	96.5%	99.0%	100.0%	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	23	<b>2</b>	0	4	0	1	0	0	1	1	0	0	1	0	0	0	0
	3.2%	<b>3.1%</b>	0.0%	3.8%	0.0%	1.9%	0.0%	0.0%	14.3%	3.8%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%
Sometimes	43	<b>4</b>	1	2	1	3	1	3	0	1	1	2	1	3	0	3	1
	6.0%	<b>6.2%</b>	1.8%	1.9%	14.3%	5.7%	6.7%	7.7%	0.0%	3.8%	4.5%	20.0%	5.3%	7.9%	0.0%	14.3%	3.8%
Usually	105	<b>10</b>	13	16	3	7	4	5	1	4	4	1	2	6	1	4	3
	14.6%	<b>15.4%</b>	23.6%	15.4%	42.9%	13.2%	26.7%	12.8%	14.3%	15.4%	18.2%	10.0%	10.5%	15.8%	14.3%	19.0%	11.5%
Always	547	<b>49</b>	41	82	3	42	10	31	5	20	17	7	15	29	6	14	22
	76.2%	<b>75.4%</b>	74.5%	78.8%	42.9%	79.2%	66.7%	79.5%	71.4%	76.9%	77.3%	70.0%	78.9%	76.3%	85.7%	66.7%	84.6%
Significantly different from column:*																	
Usually or Always	652	<b>59</b>	54	98	6	49	14	36	6	24	21	8	17	35	7	18	25
	90.8%	<b>90.8%</b>	98.2%	94.2%	85.7%	92.5%	93.3%	92.3%	85.7%	92.3%	95.5%	80.0%	89.5%	92.1%	100.0%	85.7%	96.2%
Significantly different from column:*																	

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 47**

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	113	<b>16</b>	4	8	4	5	5	3	1	6	2	1	5	1	2	0	5	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,750	<b>280</b>	220	433	130	138	83	118	63	224	45	7	211	47	20	5	36	1
	96.1%	<b>94.6%</b>	98.2%	98.2%	97.0%	96.5%	94.3%	97.5%	98.4%	97.4%	95.7%	87.5%	97.7%	97.9%	90.9%	100.0%	87.8%	100.0%
Yes	668	<b>68</b>	45	80	30	34	17	28	17	54	13	0	51	13	3	1	13	1
	24.3%	<b>24.3%</b>	20.5%	18.5%	23.1%	24.6%	20.5%	23.7%	27.0%	24.1%	28.9%	0.0%	24.2%	27.7%	15.0%	20.0%	36.1%	100.0%
No	2,082	<b>212</b>	175	353	100	104	66	90	46	170	32	7	160	34	17	4	23	0
	75.7%	<b>75.7%</b>	79.5%	81.5%	76.9%	75.4%	79.5%	76.3%	73.0%	75.9%	71.1%	100.0%	75.8%	72.3%	85.0%	80.0%	63.9%	0.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 47**

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	113	<b>16</b>	4	8	1	7	4	7	2	5	0	3	5	4	2	3	2
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,750	<b>280</b>	220	433	56	211	113	140	17	130	80	51	76	189	68	93	96
	96.1%	<b>94.6%</b>	98.2%	98.2%	98.2%	96.8%	96.6%	95.2%	89.5%	96.3%	100.0%	94.4%	93.8%	97.9%	97.1%	96.9%	98.0%
Yes	668	<b>68</b>	45	80	17	46	18	41	6	25	25	12	18	46	15	20	26
	24.3%	<b>24.3%</b>	20.5%	18.5%	30.4%	21.8%	15.9%	29.3%	35.3%	19.2%	31.3%	23.5%	23.7%	24.3%	22.1%	21.5%	27.1%
No	2,082	<b>212</b>	175	353	39	165	95	99	11	105	55	39	58	143	53	73	70
	75.7%	<b>75.7%</b>	79.5%	81.5%	69.6%	78.2%	84.1%	70.7%	64.7%	80.8%	68.8%	76.5%	76.3%	75.7%	77.9%	78.5%	72.9%
Significantly different from column:*							H	G		K	J						

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 48

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

Base: All respondents who received forms to fill out from their child’s health plan (Q47)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,750	<b>280</b>	220	433	130	138	83	118	63	224	45	7	211	47	20	5	36	1
Number missing or multiple answer	21	<b>2</b>	2	4	1	1	0	2	0	2	0	0	2	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,729	<b>278</b>	218	429	129	137	83	116	63	222	45	7	209	47	20	5	36	1
	99.2%	<b>99.3%</b>	99.1%	99.1%	99.2%	99.3%	100.0%	98.3%	100.0%	99.1%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	43	<b>2</b>	2	2	0	2	1	1	0	2	0	0	0	1	1	0	0	0
	1.6%	<b>0.7%</b>	0.9%	0.5%	0.0%	1.5%	1.2%	0.9%	0.0%	0.9%	0.0%	0.0%	0.0%	2.1%	5.0%	0.0%	0.0%	0.0%
Sometimes	122	<b>10</b>	11	15	5	3	3	3	2	8	1	0	7	2	0	1	2	0
	4.5%	<b>3.6%</b>	5.0%	3.5%	3.9%	2.2%	3.6%	2.6%	3.2%	3.6%	2.2%	0.0%	3.3%	4.3%	0.0%	20.0%	5.6%	0.0%
Usually	141	<b>17</b>	11	13	9	8	3	11	3	12	5	0	15	2	0	0	5	0
	5.2%	<b>6.1%</b>	5.0%	3.0%	7.0%	5.8%	3.6%	9.5%	4.8%	5.4%	11.1%	0.0%	7.2%	4.3%	0.0%	0.0%	13.9%	0.0%
Always	2,423	<b>249</b>	194	399	115	124	76	101	58	200	39	7	187	42	19	4	29	1
	88.8%	<b>89.6%</b>	89.0%	93.0%	89.1%	90.5%	91.6%	87.1%	92.1%	90.1%	86.7%	100.0%	89.5%	89.4%	95.0%	80.0%	80.6%	100.0%
Significantly different from column:*																		
Usually or Always	2,564	<b>266</b>	205	412	124	132	79	112	61	212	44	7	202	44	19	4	34	1
	94.0%	<b>95.7%</b>	94.0%	96.0%	96.1%	96.4%	95.2%	96.6%	96.8%	95.5%	97.8%	100.0%	96.7%	93.6%	95.0%	80.0%	94.4%	100.0%
Significantly different from column:*																		

NA - Not applicable

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

\*\*Respondents answering "No" to question 47 are reported to NCQA as "Always" in question 48, and are used in calculating the Question Summary Rate.

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 48**

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

Base: All respondents who received forms to fill out from their child’s health plan (Q47)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,750	<b>280</b>	220	433	56	211	113	140	17	130	80	51	76	189	68	93	96
Number missing or multiple answer	21	<b>2</b>	2	4	2	0	2	0	0	0	0	2	0	2	1	0	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,729 99.2%	<b>278</b> <b>99.3%</b>	218 99.1%	429 99.1%	54 96.4%	211 100.0%	111 98.2%	140 100.0%	17 100.0%	130 100.0%	80 100.0%	49 96.1%	76 100.0%	187 98.9%	67 98.5%	93 100.0%	95 99.0%
Never	43 1.6%	<b>2</b> <b>0.7%</b>	2 0.9%	2 0.5%	0 0.0%	2 0.9%	2 1.8%	0 0.0%	0 0.0%	1 0.8%	1 1.3%	0 0.0%	0 0.0%	2 1.1%	0 0.0%	1 1.1%	1 1.1%
Sometimes	122 4.5%	<b>10</b> <b>3.6%</b>	11 5.0%	15 3.5%	3 5.6%	5 2.4%	4 3.6%	4 2.9%	2 11.8%	3 2.3%	3 3.8%	2 4.1%	2 2.6%	6 3.2%	4 6.0%	1 1.1%	3 3.2%
Usually	141 5.2%	<b>17</b> <b>6.1%</b>	11 5.0%	13 3.0%	3 5.6%	14 6.6%	4 3.6%	12 8.6%	0 0.0%	5 3.8%	9 11.3%	2 4.1%	5 6.6%	12 6.4%	5 7.5%	3 3.2%	7 7.4%
Always	2,423 88.8%	<b>249</b> <b>89.6%</b>	194 89.0%	399 93.0%	48 88.9%	190 90.0%	101 91.0%	124 88.6%	15 88.2%	121 93.1%	67 83.8%	45 91.8%	69 90.8%	167 89.3%	58 86.6%	88 94.6%	84 88.4%
Significantly different from column:*										K	J						
Usually or Always	2,564 94.0%	<b>266</b> <b>95.7%</b>	205 94.0%	412 96.0%	51 94.4%	204 96.7%	105 94.6%	136 97.1%	15 88.2%	126 96.9%	76 95.0%	47 95.9%	74 97.4%	179 95.7%	63 94.0%	91 97.8%	91 95.8%
Significantly different from column:*																	

NA - Not applicable

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

\*\*Respondents answering "No" to question 47 are reported to NCQA as "Always" in question 48, and are used in calculating the Question Summary Rate.

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 49**

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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	80	<b>8</b>	6	9	0	1	1	0	0	1	0	0	0	1	0	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,783	<b>288</b>	218	432	134	142	87	121	64	229	47	8	216	47	22	5	39	1
	97.2%	<b>97.3%</b>	97.3%	98.0%	100.0%	99.3%	98.9%	100.0%	100.0%	99.6%	100.0%	100.0%	100.0%	97.9%	100.0%	100.0%	95.1%	100.0%
0 Worst health plan possible	13	<b>1</b>	2	1	0	1	0	1	0	1	0	0	1	0	0	0	0	0
	0.5%	<b>0.3%</b>	0.9%	0.2%	0.0%	0.7%	0.0%	0.8%	0.0%	0.4%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%
1	6	<b>1</b>	0	1	0	1	0	0	1	1	0	0	1	0	0	0	0	0
	0.2%	<b>0.3%</b>	0.0%	0.2%	0.0%	0.7%	0.0%	0.0%	1.6%	0.4%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%
2	5	<b>0</b>	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	<b>0.0%</b>	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	11	<b>3</b>	1	1	1	2	2	1	0	1	0	2	2	0	1	1	1	0
	0.4%	<b>1.0%</b>	0.5%	0.2%	0.7%	1.4%	2.3%	0.8%	0.0%	0.4%	0.0%	25.0%	0.9%	0.0%	4.5%	20.0%	2.6%	0.0%
4	10	<b>3</b>	2	2	2	1	0	2	1	3	0	0	3	0	0	0	1	0
	0.4%	<b>1.0%</b>	0.9%	0.5%	1.5%	0.7%	0.0%	1.7%	1.6%	1.3%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	2.6%	0.0%
5	82	<b>7</b>	10	13	3	4	0	2	5	6	1	0	4	3	0	0	0	0
	2.9%	<b>2.4%</b>	4.6%	3.0%	2.2%	2.8%	0.0%	1.7%	7.8%	2.6%	2.1%	0.0%	1.9%	6.4%	0.0%	0.0%	0.0%	0.0%
6	82	<b>8</b>	11	13	4	4	1	3	4	4	2	2	3	1	4	0	1	0
	2.9%	<b>2.8%</b>	5.0%	3.0%	3.0%	2.8%	1.1%	2.5%	6.3%	1.7%	4.3%	25.0%	1.4%	2.1%	18.2%	0.0%	2.6%	0.0%
7	202	<b>17</b>	12	30	6	11	4	8	5	13	4	0	14	1	2	0	1	0
	7.3%	<b>5.9%</b>	5.5%	6.9%	4.5%	7.7%	4.6%	6.6%	7.8%	5.7%	8.5%	0.0%	6.5%	2.1%	9.1%	0.0%	2.6%	0.0%
8	512	<b>68</b>	36	82	39	27	25	23	17	48	15	2	47	17	3	2	11	0
	18.4%	<b>23.6%</b>	16.5%	19.0%	29.1%	19.0%	28.7%	19.0%	26.6%	21.0%	31.9%	25.0%	21.8%	36.2%	13.6%	40.0%	28.2%	0.0%
9	442	<b>47</b>	35	63	22	23	19	15	10	38	7	2	35	8	3	0	6	0
	15.9%	<b>16.3%</b>	16.1%	14.6%	16.4%	16.2%	21.8%	12.4%	15.6%	16.6%	14.9%	25.0%	16.2%	17.0%	13.6%	0.0%	15.4%	0.0%
10 Best health plan possible	1,418	<b>133</b>	107	226	57	68	36	66	21	114	18	0	106	17	9	2	18	1
	51.0%	<b>46.2%</b>	49.1%	52.3%	42.5%	47.9%	41.4%	54.5%	32.8%	49.8%	38.3%	0.0%	49.1%	36.2%	40.9%	40.0%	46.2%	100.0%

NA - Not applicable

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 49**

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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	80	<b>8</b>	6	9	0	1	4	2	1	1	0	0	0	1	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,783 97.2%	<b>288</b> <b>97.3%</b>	218 97.3%	432 98.0%	57 100.0%	217 99.5%	113 96.6%	145 98.6%	18 94.7%	134 99.3%	80 100.0%	54 100.0%	81 100.0%	192 99.5%	70 100.0%	95 99.0%	98 100.0%
0 Worst health plan possible	13 0.5%	<b>1</b> <b>0.3%</b>	2 0.9%	1 0.2%	0 0.0%	1 0.5%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	1 1.9%	1 1.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	6 0.2%	<b>1</b> <b>0.3%</b>	0 0.0%	1 0.2%	1 1.8%	0 0.0%	1 0.9%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	1 1.0%
2	5 0.2%	<b>0</b> <b>0.0%</b>	2 0.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	11 0.4%	<b>3</b> <b>1.0%</b>	1 0.5%	1 0.2%	0 0.0%	3 1.4%	1 0.9%	2 1.4%	0 0.0%	2 1.5%	0 0.0%	1 1.9%	1 1.2%	2 1.0%	1 1.4%	1 1.1%	1 1.0%
4	10 0.4%	<b>3</b> <b>1.0%</b>	2 0.9%	2 0.5%	0 0.0%	3 1.4%	2 1.8%	1 0.7%	0 0.0%	1 0.7%	2 2.5%	0 0.0%	0 0.0%	3 1.6%	2 2.9%	1 1.1%	0 0.0%
5	82 2.9%	<b>7</b> <b>2.4%</b>	10 4.6%	13 3.0%	2 3.5%	5 2.3%	4 3.5%	3 2.1%	0 0.0%	2 1.5%	1 1.3%	4 7.4%	1 1.2%	6 3.1%	3 4.3%	3 3.2%	1 1.0%
6	82 2.9%	<b>8</b> <b>2.8%</b>	11 5.0%	13 3.0%	1 1.8%	7 3.2%	3 2.7%	3 2.1%	1 5.6%	3 2.2%	2 2.5%	3 5.6%	0 0.0%	8 4.2%	2 2.9%	4 4.2%	2 2.0%
7	202 7.3%	<b>17</b> <b>5.9%</b>	12 5.5%	30 6.9%	2 3.5%	15 6.9%	8 7.1%	6 4.1%	2 11.1%	8 6.0%	6 7.5%	3 5.6%	5 6.2%	12 6.3%	5 7.1%	4 4.2%	7 7.1%
8	512 18.4%	<b>68</b> <b>23.6%</b>	36 16.5%	82 19.0%	15 26.3%	50 23.0%	24 21.2%	40 27.6%	3 16.7%	23 17.2%	25 31.3%	15 27.8%	19 23.5%	46 24.0%	17 24.3%	22 23.2%	23 23.5%
9	442 15.9%	<b>47</b> <b>16.3%</b>	35 16.1%	63 14.6%	10 17.5%	34 15.7%	20 17.7%	24 16.6%	1 5.6%	23 17.2%	11 13.8%	10 18.5%	11 13.6%	33 17.2%	14 20.0%	16 16.8%	14 14.3%
10 Best health plan possible	1,418 51.0%	<b>133</b> <b>46.2%</b>	107 49.1%	226 52.3%	26 45.6%	99 45.6%	50 44.2%	65 44.8%	11 61.1%	71 53.0%	33 41.3%	17 31.5%	43 53.1%	81 42.2%	26 37.1%	44 46.3%	49 50.0%

NA - Not applicable



# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 49

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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	80	<b>8</b>	6	9	0	1	1	0	0	1	0	0	0	1	0	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,783	<b>288</b>	218	432	134	142	87	121	64	229	47	8	216	47	22	5	39	1
	97.2%	<b>97.3%</b>	97.3%	98.0%	100.0%	99.3%	98.9%	100.0%	100.0%	99.6%	100.0%	100.0%	100.0%	97.9%	100.0%	100.0%	95.1%	100.0%
0 to 4	45	<b>8</b>	7	5	3	5	2	4	2	6	0	2	7	0	1	1	2	0
	1.6%	<b>2.8%</b>	3.2%	1.2%	2.2%	3.5%	2.3%	3.3%	3.1%	2.6%	0.0%	25.0%	3.2%	0.0%	4.5%	20.0%	5.1%	0.0%
5	82	<b>7</b>	10	13	3	4	0	2	5	6	1	0	4	3	0	0	0	0
	2.9%	<b>2.4%</b>	4.6%	3.0%	2.2%	2.8%	0.0%	1.7%	7.8%	2.6%	2.1%	0.0%	1.9%	6.4%	0.0%	0.0%	0.0%	0.0%
6 to 7	284	<b>25</b>	23	43	10	15	5	11	9	17	6	2	17	2	6	0	2	0
	10.2%	<b>8.7%</b>	10.6%	10.0%	7.5%	10.6%	5.7%	9.1%	14.1%	7.4%	12.8%	25.0%	7.9%	4.3%	27.3%	0.0%	5.1%	0.0%
8 to 10	2,372	<b>248</b>	178	371	118	118	80	104	48	200	40	4	188	42	15	4	35	1
	85.2%	<b>86.1%</b>	81.7%	85.9%	88.1%	83.1%	92.0%	86.0%	75.0%	87.3%	85.1%	50.0%	87.0%	89.4%	68.2%	80.0%	89.7%	100.0%
Significantly different from column:*							I		G									
0 to 6	209	<b>23</b>	28	31	10	13	3	9	11	16	3	4	14	4	5	1	3	0
	7.5%	<b>8.0%</b>	12.8%	7.2%	7.5%	9.2%	3.4%	7.4%	17.2%	7.0%	6.4%	50.0%	6.5%	8.5%	22.7%	20.0%	7.7%	0.0%
7 to 8	714	<b>85</b>	48	112	45	38	29	31	22	61	19	2	61	18	5	2	12	0
	25.7%	<b>29.5%</b>	22.0%	25.9%	33.6%	26.8%	33.3%	25.6%	34.4%	26.6%	40.4%	25.0%	28.2%	38.3%	22.7%	40.0%	30.8%	0.0%
9 to 10	1,860	<b>180</b>	142	289	79	91	55	81	31	152	25	2	141	25	12	2	24	1
	66.8%	<b>62.5%</b>	65.1%	66.9%	59.0%	64.1%	63.2%	66.9%	48.4%	66.4%	53.2%	25.0%	65.3%	53.2%	54.5%	40.0%	61.5%	100.0%
Significantly different from column:*								I	H									

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 49

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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	80	<b>8</b>	6	9	0	1	4	2	1	1	0	0	0	1	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,783 97.2%	<b>288</b> <b>97.3%</b>	218 97.3%	432 98.0%	57 100.0%	217 99.5%	113 96.6%	145 98.6%	18 94.7%	134 99.3%	80 100.0%	54 100.0%	81 100.0%	192 99.5%	70 100.0%	95 99.0%	98 100.0%
0 to 4	45 1.6%	<b>8</b> <b>2.8%</b>	7 3.2%	5 1.2%	1 1.8%	7 3.2%	4 3.5%	4 2.8%	0 0.0%	4 3.0%	2 2.5%	2 3.7%	2 2.5%	6 3.1%	3 4.3%	2 2.1%	2 2.0%
5	82 2.9%	<b>7</b> <b>2.4%</b>	10 4.6%	13 3.0%	2 3.5%	5 2.3%	4 3.5%	3 2.1%	0 0.0%	2 1.5%	1 1.3%	4 7.4%	1 1.2%	6 3.1%	3 4.3%	3 3.2%	1 1.0%
6 to 7	284 10.2%	<b>25</b> <b>8.7%</b>	23 10.6%	43 10.0%	3 5.3%	22 10.1%	11 9.7%	9 6.2%	3 16.7%	11 8.2%	8 10.0%	6 11.1%	5 6.2%	20 10.4%	7 10.0%	8 8.4%	9 9.2%
8 to 10	2,372 85.2%	<b>248</b> <b>86.1%</b>	178 81.7%	371 85.9%	51 89.5%	183 84.3%	94 83.2%	129 89.0%	15 83.3%	117 87.3%	69 86.3%	42 77.8%	73 90.1%	160 83.3%	57 81.4%	82 86.3%	86 87.8%
Significantly different from column:*																	
0 to 6	209 7.5%	<b>23</b> <b>8.0%</b>	28 12.8%	31 7.2%	4 7.0%	19 8.8%	11 9.7%	10 6.9%	1 5.6%	9 6.7%	5 6.3%	9 16.7%	3 3.7%	20 10.4%	8 11.4%	9 9.5%	5 5.1%
7 to 8	714 25.7%	<b>85</b> <b>29.5%</b>	48 22.0%	112 25.9%	17 29.8%	65 30.0%	32 28.3%	46 31.7%	5 27.8%	31 23.1%	31 38.8%	18 33.3%	24 29.6%	58 30.2%	22 31.4%	26 27.4%	30 30.6%
9 to 10	1,860 66.8%	<b>180</b> <b>62.5%</b>	142 65.1%	289 66.9%	36 63.2%	133 61.3%	70 61.9%	89 61.4%	12 66.7%	94 70.1%	44 55.0%	27 50.0%	54 66.7%	114 59.4%	40 57.1%	60 63.2%	63 64.3%
Significantly different from column:*										KL	J	J					

NA - Not applicable

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

**Question 50**

In the last 6 months, did you get or refill any prescription medicines for your child?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	53	<b>8</b>	3	9	0	1	0	1	0	1	0	0	1	0	0	0	3	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,810	<b>288</b>	221	432	134	142	88	120	64	229	47	8	215	48	22	5	38	1
	98.1%	<b>97.3%</b>	98.7%	98.0%	100.0%	99.3%	100.0%	99.2%	100.0%	99.6%	100.0%	100.0%	99.5%	100.0%	100.0%	100.0%	92.7%	100.0%
Yes	1,047	<b>105</b>	84	145	50	51	31	46	22	81	19	3	69	22	12	4	27	1
	37.3%	<b>36.5%</b>	38.0%	33.6%	37.3%	35.9%	35.2%	38.3%	34.4%	35.4%	40.4%	37.5%	32.1%	45.8%	54.5%	80.0%	71.1%	100.0%
No	1,763	<b>183</b>	137	287	84	91	57	74	42	148	28	5	146	26	10	1	11	0
	62.7%	<b>63.5%</b>	62.0%	66.4%	62.7%	64.1%	64.8%	61.7%	65.6%	64.6%	59.6%	62.5%	67.9%	54.2%	45.5%	20.0%	28.9%	0.0%
Significantly different from column:*													O		M			

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 50**

In the last 6 months, did you get or refill any prescription medicines for your child?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	53	<b>8</b>	3	9	0	1	4	2	1	0	0	1	0	1	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,810 98.1%	<b>288</b> <b>97.3%</b>	221 98.7%	432 98.0%	57 100.0%	217 99.5%	113 96.6%	145 98.6%	18 94.7%	135 100.0%	80 100.0%	53 98.1%	81 100.0%	192 99.5%	70 100.0%	95 99.0%	98 100.0%
Yes	1,047 37.3%	<b>105</b> <b>36.5%</b>	84 38.0%	145 33.6%	17 29.8%	83 38.2%	20 17.7%	71 49.0%	11 61.1%	53 39.3%	30 37.5%	17 32.1%	25 30.9%	75 39.1%	30 42.9%	34 35.8%	32 32.7%
No	1,763 62.7%	<b>183</b> <b>63.5%</b>	137 62.0%	287 66.4%	40 70.2%	134 61.8%	93 82.3%	74 51.0%	7 38.9%	82 60.7%	50 62.5%	36 67.9%	56 69.1%	117 60.9%	40 57.1%	61 64.2%	66 67.3%
Significantly different from column:*							H	G									

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 51

In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	1,047	<b>105</b>	84	145	50	51	31	46	22	81	19	3	69	22	12	4	27	1
Number missing or multiple answer	9	<b>1</b>	2	1	1	0	0	1	0	1	0	0	0	0	1	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,038 99.1%	<b>104</b> <b>99.0%</b>	82 97.6%	144 99.3%	49 98.0%	51 100.0%	31 100.0%	45 97.8%	22 100.0%	80 98.8%	19 100.0%	3 100.0%	69 100.0%	22 100.0%	11 91.7%	4 100.0%	27 100.0%	1 100.0%
Never	12 1.2%	<b>1</b> <b>1.0%</b>	1 1.2%	0 0.0%	0 0.0%	1 2.0%	0 0.0%	1 2.2%	0 0.0%	0 0.0%	1 5.3%	0 0.0%	0 0.0%	1 4.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	110 10.6%	<b>17</b> <b>16.3%</b>	6 7.3%	9 6.3%	11 22.4%	6 11.8%	6 19.4%	5 11.1%	6 27.3%	11 13.8%	4 21.1%	1 33.3%	9 13.0%	5 22.7%	2 18.2%	2 50.0%	6 22.2%	0 0.0%
Usually	201 19.4%	<b>18</b> <b>17.3%</b>	15 18.3%	16 11.1%	10 20.4%	8 15.7%	6 19.4%	9 20.0%	3 13.6%	10 12.5%	7 36.8%	1 33.3%	10 14.5%	5 22.7%	3 27.3%	0 0.0%	6 22.2%	0 0.0%
Always	715 68.9%	<b>68</b> <b>65.4%</b>	60 73.2%	119 82.6%	28 57.1%	36 70.6%	19 61.3%	30 66.7%	13 59.1%	59 73.8%	7 36.8%	1 33.3%	50 72.5%	11 50.0%	6 54.5%	2 50.0%	15 55.6%	1 100.0%
Significantly different from column:*		<b>D</b>								K	J							
Usually or Always	916 88.2%	<b>86</b> <b>82.7%</b>	75 91.5%	135 93.8%	38 77.6%	44 86.3%	25 80.6%	39 86.7%	16 72.7%	69 86.3%	14 73.7%	2 66.7%	60 87.0%	16 72.7%	9 81.8%	2 50.0%	21 77.8%	1 100.0%
Significantly different from column:*		<b>D</b>																

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 51

In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	1,047	<b>105</b>	84	145	17	83	20	71	11	53	30	17	25	75	30	34	32
Number missing or multiple answer	9	<b>1</b>	2	1	0	1	0	0	1	1	0	0	0	1	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,038 99.1%	<b>104</b> <b>99.0%</b>	82 97.6%	144 99.3%	17 100.0%	82 98.8%	20 100.0%	71 100.0%	10 90.9%	52 98.1%	30 100.0%	17 100.0%	25 100.0%	74 98.7%	29 96.7%	34 100.0%	32 100.0%
Never	12 1.2%	<b>1</b> <b>1.0%</b>	1 1.2%	0 0.0%	0 0.0%	1 1.2%	1 5.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 5.9%	0 0.0%	1 1.4%	0 0.0%	1 2.9%	0 0.0%
Sometimes	110 10.6%	<b>17</b> <b>16.3%</b>	6 7.3%	9 6.3%	2 11.8%	15 18.3%	4 20.0%	11 15.5%	1 10.0%	9 17.3%	5 16.7%	2 11.8%	3 12.0%	13 17.6%	5 17.2%	6 17.6%	5 15.6%
Usually	201 19.4%	<b>18</b> <b>17.3%</b>	15 18.3%	16 11.1%	3 17.6%	15 18.3%	2 10.0%	10 14.1%	5 50.0%	8 15.4%	8 26.7%	2 11.8%	3 12.0%	15 20.3%	6 20.7%	4 11.8%	7 21.9%
Always	715 68.9%	<b>68</b> <b>65.4%</b>	60 73.2%	119 82.6%	12 70.6%	51 62.2%	13 65.0%	50 70.4%	4 40.0%	35 67.3%	17 56.7%	12 70.6%	19 76.0%	45 60.8%	18 62.1%	23 67.6%	20 62.5%
Significantly different from column:*		<b>D</b>															
Usually or Always	916 88.2%	<b>86</b> <b>82.7%</b>	75 91.5%	135 93.8%	15 88.2%	66 80.5%	15 75.0%	60 84.5%	9 90.0%	43 82.7%	25 83.3%	14 82.4%	22 88.0%	60 81.1%	24 82.8%	27 79.4%	27 84.4%
Significantly different from column:*		<b>D</b>															

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 52**

Did anyone from your child’s health plan, doctor’s office, or clinic help you get your child’s prescription medicines?

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	1,047	<b>105</b>	84	145	50	51	31	46	22	81	19	3	69	22	12	4	27	1
Number missing or multiple answer	26	<b>2</b>	1	4	1	1	1	1	0	2	0	0	0	1	1	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,021	<b>103</b>	83	141	49	50	30	45	22	79	19	3	69	21	11	4	27	1
	97.5%	<b>98.1%</b>	98.8%	97.2%	98.0%	98.0%	96.8%	97.8%	100.0%	97.5%	100.0%	100.0%	100.0%	95.5%	91.7%	100.0%	100.0%	100.0%
Yes	614	<b>66</b>	63	94	34	29	19	30	13	50	12	2	45	16	4	3	22	1
	60.1%	<b>64.1%</b>	75.9%	66.7%	69.4%	58.0%	63.3%	66.7%	59.1%	63.3%	63.2%	66.7%	65.2%	76.2%	36.4%	75.0%	81.5%	100.0%
No	407	<b>37</b>	20	47	15	21	11	15	9	29	7	1	24	5	7	1	5	0
	39.9%	<b>35.9%</b>	24.1%	33.3%	30.6%	42.0%	36.7%	33.3%	40.9%	36.7%	36.8%	33.3%	34.8%	23.8%	63.6%	25.0%	18.5%	0.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 52**

Did anyone from your child’s health plan, doctor’s office, or clinic help you get your child’s prescription medicines?

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	1,047	<b>105</b>	84	145	17	83	20	71	11	53	30	17	25	75	30	34	32
Number missing or multiple answer	26	<b>2</b>	1	4	0	2	0	1	1	1	1	0	0	2	1	0	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,021	<b>103</b>	83	141	17	81	20	70	10	52	29	17	25	73	29	34	31
	97.5%	<b>98.1%</b>	98.8%	97.2%	100.0%	97.6%	100.0%	98.6%	90.9%	98.1%	96.7%	100.0%	100.0%	97.3%	96.7%	100.0%	96.9%
Yes	614	<b>66</b>	63	94	12	51	10	45	9	30	24	8	15	47	19	22	20
	60.1%	<b>64.1%</b>	75.9%	66.7%	70.6%	63.0%	50.0%	64.3%	90.0%	57.7%	82.8%	47.1%	60.0%	64.4%	65.5%	64.7%	64.5%
No	407	<b>37</b>	20	47	5	30	10	25	1	22	5	9	10	26	10	12	11
	39.9%	<b>35.9%</b>	24.1%	33.3%	29.4%	37.0%	50.0%	35.7%	10.0%	42.3%	17.2%	52.9%	40.0%	35.6%	34.5%	35.3%	35.5%
Significantly different from column:*										K	JL	K					

NA - Not applicable

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



# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 53

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	65	<b>11</b>	2	5	2	0	0	1	1	0	0	0	1	1	0	0	3	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,798 97.7%	<b>285</b> <b>96.3%</b>	222 99.1%	436 98.9%	132 98.5%	143 100.0%	88 100.0%	120 99.2%	63 98.4%	230 100.0%	47 100.0%	8 100.0%	215 99.5%	47 97.9%	22 100.0%	5 100.0%	38 92.7%	1 100.0%
Poor	9 0.3%	<b>1</b> <b>0.4%</b>	1 0.5%	0 0.0%	1 0.8%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 12.5%	1 0.5%	0 0.0%	0 0.0%	1 20.0%	0 0.0%	0 0.0%
Fair	116 4.1%	<b>7</b> <b>2.5%</b>	8 3.6%	22 5.0%	3 2.3%	4 2.8%	3 3.4%	2 1.7%	2 3.2%	0 0.0%	0 0.0%	7 87.5%	1 0.5%	2 4.3%	4 18.2%	0 0.0%	0 0.0%	0 0.0%
Good	514 18.4%	<b>47</b> <b>16.5%</b>	40 18.0%	60 13.8%	25 18.9%	21 14.7%	9 10.2%	25 20.8%	12 19.0%	0 0.0%	47 100.0%	0 0.0%	17 7.9%	23 48.9%	7 31.8%	0 0.0%	7 18.4%	0 0.0%
Very good	888 31.7%	<b>105</b> <b>36.8%</b>	74 33.3%	132 30.3%	47 35.6%	55 38.5%	41 46.6%	38 31.7%	23 36.5%	105 45.7%	0 0.0%	0 0.0%	78 36.3%	17 36.2%	9 40.9%	2 40.0%	18 47.4%	1 100.0%
Excellent	1,271 45.4%	<b>125</b> <b>43.9%</b>	99 44.6%	222 50.9%	56 42.4%	63 44.1%	34 38.6%	55 45.8%	26 41.3%	125 54.3%	0 0.0%	0 0.0%	118 54.9%	5 10.6%	2 9.1%	2 40.0%	13 34.2%	0 0.0%
Significantly different from column:*										K	J		NO	M	M			
Excellent or Very good	2,159 77.2%	<b>230</b> <b>80.7%</b>	173 77.9%	354 81.2%	103 78.0%	118 82.5%	75 85.2%	93 77.5%	49 77.8%	230 100.0%	0 0.0%	0 0.0%	196 91.2%	22 46.8%	11 50.0%	4 80.0%	31 81.6%	1 100.0%
Significantly different from column:*										K	J		N	M				

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 53

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	65	<b>11</b>	2	5	0	1	5	3	2	1	0	0	0	1	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,798	<b>285</b>	222	436	57	217	112	144	17	134	80	54	81	192	69	96	98
	97.7%	<b>96.3%</b>	99.1%	98.9%	100.0%	99.5%	95.7%	98.0%	89.5%	99.3%	100.0%	100.0%	100.0%	99.5%	98.6%	100.0%	100.0%
Poor	9	<b>1</b>	1	0	0	1	0	1	0	1	0	0	1	0	0	0	1
	0.3%	<b>0.4%</b>	0.5%	0.0%	0.0%	0.5%	0.0%	0.7%	0.0%	0.7%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	1.0%
Fair	116	<b>7</b>	8	22	1	6	5	1	0	6	1	0	2	5	2	1	4
	4.1%	<b>2.5%</b>	3.6%	5.0%	1.8%	2.8%	4.5%	0.7%	0.0%	4.5%	1.3%	0.0%	2.5%	2.6%	2.9%	1.0%	4.1%
Good	514	<b>47</b>	40	60	7	39	17	19	6	25	9	9	11	35	10	17	16
	18.4%	<b>16.5%</b>	18.0%	13.8%	12.3%	18.0%	15.2%	13.2%	35.3%	18.7%	11.3%	16.7%	13.6%	18.2%	14.5%	17.7%	16.3%
Very good	888	<b>105</b>	74	132	14	88	38	61	3	42	38	22	31	71	23	42	32
	31.7%	<b>36.8%</b>	33.3%	30.3%	24.6%	40.6%	33.9%	42.4%	17.6%	31.3%	47.5%	40.7%	38.3%	37.0%	33.3%	43.8%	32.7%
Excellent	1,271	<b>125</b>	99	222	35	83	52	62	8	60	32	23	36	81	34	36	45
	45.4%	<b>43.9%</b>	44.6%	50.9%	61.4%	38.2%	46.4%	43.1%	47.1%	44.8%	40.0%	42.6%	44.4%	42.2%	49.3%	37.5%	45.9%
Significantly different from column:*					F	E											
Excellent or Very good	2,159	<b>230</b>	173	354	49	171	90	123	11	102	70	45	67	152	57	78	77
	77.2%	<b>80.7%</b>	77.9%	81.2%	86.0%	78.8%	80.4%	85.4%	64.7%	76.1%	87.5%	83.3%	82.7%	79.2%	82.6%	81.3%	78.6%
Significantly different from column:*										K	J						

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 54

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	70	<b>10</b>	3	5	1	0	1	0	0	1	0	0	0	0	0	0	3	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,793 97.6%	<b>286</b> <b>96.6%</b>	221 98.7%	436 98.9%	133 99.3%	143 100.0%	87 98.9%	121 100.0%	64 100.0%	229 99.6%	47 100.0%	8 100.0%	216 100.0%	48 100.0%	22 100.0%	5 100.0%	38 92.7%	1 100.0%
Poor	31 1.1%	<b>2</b> <b>0.7%</b>	4 1.8%	1 0.2%	1 0.8%	1 0.7%	0 0.0%	2 1.7%	0 0.0%	1 0.4%	1 2.1%	0 0.0%	0 0.0%	0 0.0%	2 9.1%	0 0.0%	0 0.0%	0 0.0%
Fair	182 6.5%	<b>20</b> <b>7.0%</b>	15 6.8%	27 6.2%	12 9.0%	8 5.6%	2 2.3%	10 8.3%	8 12.5%	10 4.4%	6 12.8%	4 50.0%	0 0.0%	0 0.0%	20 90.9%	0 0.0%	2 5.3%	0 0.0%
Good	529 18.9%	<b>48</b> <b>16.8%</b>	40 18.1%	78 17.9%	22 16.5%	25 17.5%	14 16.1%	18 14.9%	15 23.4%	22 9.6%	23 48.9%	2 25.0%	0 0.0%	48 100.0%	0 0.0%	2 40.0%	9 23.7%	0 0.0%
Very good	740 26.5%	<b>85</b> <b>29.7%</b>	69 31.2%	121 27.8%	38 28.6%	43 30.1%	25 28.7%	39 32.2%	17 26.6%	73 31.9%	10 21.3%	2 25.0%	85 39.4%	0 0.0%	0 0.0%	1 20.0%	12 31.6%	0 0.0%
Excellent	1,311 46.9%	<b>131</b> <b>45.8%</b>	93 42.1%	209 47.9%	60 45.1%	66 46.2%	46 52.9%	52 43.0%	24 37.5%	123 53.7%	7 14.9%	0 0.0%	131 60.6%	0 0.0%	0 0.0%	2 40.0%	15 39.5%	1 100.0%
Significantly different from column:*										K	J		NO	M	M			
Excellent or Very good	2,051 73.4%	<b>216</b> <b>75.5%</b>	162 73.3%	330 75.7%	98 73.7%	109 76.2%	71 81.6%	91 75.2%	41 64.1%	196 85.6%	17 36.2%	2 25.0%	216 100.0%	0 0.0%	0 0.0%	3 60.0%	27 71.1%	1 100.0%
Significantly different from column:*							I	G		K	J		N	M				

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 54

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	70	<b>10</b>	3	5	0	1	4	3	1	1	0	0	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,793	<b>286</b>	221	436	57	217	113	144	18	134	80	54	80	193	70	96	98
	97.6%	<b>96.6%</b>	98.7%	98.9%	100.0%	99.5%	96.6%	98.0%	94.7%	99.3%	100.0%	100.0%	98.8%	100.0%	100.0%	100.0%	100.0%
Poor	31	<b>2</b>	4	1	0	2	0	1	1	2	0	0	1	1	1	0	1
	1.1%	<b>0.7%</b>	1.8%	0.2%	0.0%	0.9%	0.0%	0.7%	5.6%	1.5%	0.0%	0.0%	1.3%	0.5%	1.4%	0.0%	1.0%
Fair	182	<b>20</b>	15	27	1	19	10	8	0	10	7	3	2	18	6	9	4
	6.5%	<b>7.0%</b>	6.8%	6.2%	1.8%	8.8%	8.8%	5.6%	0.0%	7.5%	8.8%	5.6%	2.5%	9.3%	8.6%	9.4%	4.1%
Good	529	<b>48</b>	40	78	5	43	19	22	6	19	17	10	8	38	12	19	14
	18.9%	<b>16.8%</b>	18.1%	17.9%	8.8%	19.8%	16.8%	15.3%	33.3%	14.2%	21.3%	18.5%	10.0%	19.7%	17.1%	19.8%	14.3%
Very good	740	<b>85</b>	69	121	18	63	29	49	3	39	27	16	29	51	21	28	28
	26.5%	<b>29.7%</b>	31.2%	27.8%	31.6%	29.0%	25.7%	34.0%	16.7%	29.1%	33.8%	29.6%	36.3%	26.4%	30.0%	29.2%	28.6%
Excellent	1,311	<b>131</b>	93	209	33	90	55	64	8	64	29	25	40	85	30	40	51
	46.9%	<b>45.8%</b>	42.1%	47.9%	57.9%	41.5%	48.7%	44.4%	44.4%	47.8%	36.3%	46.3%	50.0%	44.0%	42.9%	41.7%	52.0%
Significantly different from column:*					F	E											
Excellent or Very good	2,051	<b>216</b>	162	330	51	153	84	113	11	103	56	41	69	136	51	68	79
	73.4%	<b>75.5%</b>	73.3%	75.7%	89.5%	70.5%	74.3%	78.5%	61.1%	76.9%	70.0%	75.9%	86.3%	70.5%	72.9%	70.8%	80.6%
Significantly different from column:*					F	E							N	M			

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 55**

Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	70	<b>10</b>	4	7	0	1	0	0	1	1	0	0	1	0	0	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,793	<b>286</b>	220	434	134	142	88	121	63	229	47	8	215	48	22	5	39	1
	97.6%	<b>96.6%</b>	98.2%	98.4%	100.0%	99.3%	100.0%	100.0%	98.4%	99.6%	100.0%	100.0%	99.5%	100.0%	100.0%	100.0%	95.1%	100.0%
Yes	560	<b>53</b>	64	98	26	27	7	30	15	38	13	1	27	17	9	2	21	1
	20.1%	<b>18.5%</b>	29.1%	22.6%	19.4%	19.0%	8.0%	24.8%	23.8%	16.6%	27.7%	12.5%	12.6%	35.4%	40.9%	40.0%	53.8%	100.0%
No	2,233	<b>233</b>	156	336	108	115	81	91	48	191	34	7	188	31	13	3	18	0
	79.9%	<b>81.5%</b>	70.9%	77.4%	80.6%	81.0%	92.0%	75.2%	76.2%	83.4%	72.3%	87.5%	87.4%	64.6%	59.1%	60.0%	46.2%	0.0%
Significantly different from column:*		<b>C</b>					HI	G	G				N	M				

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 55**

Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	70	<b>10</b>	4	7	0	1	5	3	1	0	1	0	0	1	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,793	<b>286</b>	220	434	57	217	112	144	18	135	79	54	81	192	69	96	98
	97.6%	<b>96.6%</b>	98.2%	98.4%	100.0%	99.5%	95.7%	98.0%	94.7%	100.0%	98.8%	100.0%	100.0%	99.5%	98.6%	100.0%	100.0%
Yes	560	<b>53</b>	64	98	6	46	11	35	6	25	17	9	8	44	15	26	12
	20.1%	<b>18.5%</b>	29.1%	22.6%	10.5%	21.2%	9.8%	24.3%	33.3%	18.5%	21.5%	16.7%	9.9%	22.9%	21.7%	27.1%	12.2%
No	2,233	<b>233</b>	156	336	51	171	101	109	12	110	62	45	73	148	54	70	86
	79.9%	<b>81.5%</b>	70.9%	77.4%	89.5%	78.8%	90.2%	75.7%	66.7%	81.5%	78.5%	83.3%	90.1%	77.1%	78.3%	72.9%	87.8%
Significantly different from column:*		<b>C</b>					H	G					N	M		Q	P

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 56**

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q55)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	560	<b>53</b>	64	98	26	27	7	30	15	38	13	1	27	17	9	2	21	1
Number missing or multiple answer	11	<b>0</b>	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	549	<b>53</b>	62	97	26	27	7	30	15	38	13	1	27	17	9	2	21	1
	98.0%	<b>100.0%</b>	96.9%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	402	<b>39</b>	46	74	21	18	4	23	11	26	12	0	21	11	7	1	17	1
	73.2%	<b>73.6%</b>	74.2%	76.3%	80.8%	66.7%	57.1%	76.7%	73.3%	68.4%	92.3%	0.0%	77.8%	64.7%	77.8%	50.0%	81.0%	100.0%
No	147	<b>14</b>	16	23	5	9	3	7	4	12	1	1	6	6	2	1	4	0
	26.8%	<b>26.4%</b>	25.8%	23.7%	19.2%	33.3%	42.9%	23.3%	26.7%	31.6%	7.7%	100.0%	22.2%	35.3%	22.2%	50.0%	19.0%	0.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 56**

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q55)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	560	<b>53</b>	64	98	6	46	11	35	6	25	17	9	8	44	15	26	12
Number missing or multiple answer	11	<b>0</b>	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	549	<b>53</b>	62	97	6	46	11	35	6	25	17	9	8	44	15	26	12
	98.0%	<b>100.0%</b>	96.9%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	402	<b>39</b>	46	74	4	34	9	23	6	16	13	8	5	33	13	19	7
	73.2%	<b>73.6%</b>	74.2%	76.3%	66.7%	73.9%	81.8%	65.7%	100.0%	64.0%	76.5%	88.9%	62.5%	75.0%	86.7%	73.1%	58.3%
No	147	<b>14</b>	16	23	2	12	2	12	0	9	4	1	3	11	2	7	5
	26.8%	<b>26.4%</b>	25.8%	23.7%	33.3%	26.1%	18.2%	34.3%	0.0%	36.0%	23.5%	11.1%	37.5%	25.0%	13.3%	26.9%	41.7%
Significantly different from column:*																	

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 57**

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/uses medicine prescribed by a doctor for medical/behavioral/other health condition (Q55 & Q56)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	402	<b>39</b>	46	74	21	18	4	23	11	26	12	0	21	11	7	1	17	1
Number missing or multiple answer	12	<b>0</b>	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	390	<b>39</b>	44	73	21	18	4	23	11	26	12	0	21	11	7	1	17	1
	97.0%	<b>100.0%</b>	95.7%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	324	<b>32</b>	39	62	15	17	2	20	9	21	11	0	18	8	6	1	14	1
	83.1%	<b>82.1%</b>	88.6%	84.9%	71.4%	94.4%	50.0%	87.0%	81.8%	80.8%	91.7%	---	85.7%	72.7%	85.7%	100.0%	82.4%	100.0%
No	66	<b>7</b>	5	11	6	1	2	3	2	5	1	0	3	3	1	0	3	0
	16.9%	<b>17.9%</b>	11.4%	15.1%	28.6%	5.6%	50.0%	13.0%	18.2%	19.2%	8.3%	---	14.3%	27.3%	14.3%	0.0%	17.6%	0.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 57**

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/uses medicine prescribed by a doctor for medical/behavioral/other health condition (Q55 & Q56)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	402	<b>39</b>	46	74	4	34	9	23	6	16	13	8	5	33	13	19	7
Number missing or multiple answer	12	<b>0</b>	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	390	<b>39</b>	44	73	4	34	9	23	6	16	13	8	5	33	13	19	7
	97.0%	<b>100.0%</b>	95.7%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	324	<b>32</b>	39	62	3	28	6	20	5	12	10	8	3	29	12	15	5
	83.1%	<b>82.1%</b>	88.6%	84.9%	75.0%	82.4%	66.7%	87.0%	83.3%	75.0%	76.9%	100.0%	60.0%	87.9%	92.3%	78.9%	71.4%
No	66	<b>7</b>	5	11	1	6	3	3	1	4	3	0	2	4	1	4	2
	16.9%	<b>17.9%</b>	11.4%	15.1%	25.0%	17.6%	33.3%	13.0%	16.7%	25.0%	23.1%	0.0%	40.0%	12.1%	7.7%	21.1%	28.6%
Significantly different from column:*																	

NA - Not applicable

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

**Question 58**

Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	125	<b>14</b>	4	10	3	0	1	0	2	4	1	0	3	2	0	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,738	<b>282</b>	220	431	131	143	87	121	62	226	46	8	213	46	22	5	39	1
	95.6%	<b>95.3%</b>	98.2%	97.7%	97.8%	100.0%	98.9%	100.0%	96.9%	98.3%	97.9%	100.0%	98.6%	95.8%	100.0%	100.0%	95.1%	100.0%
Yes	345	<b>40</b>	30	46	23	15	7	20	10	25	14	1	16	11	13	2	9	1
	12.6%	<b>14.2%</b>	13.6%	10.7%	17.6%	10.5%	8.0%	16.5%	16.1%	11.1%	30.4%	12.5%	7.5%	23.9%	59.1%	40.0%	23.1%	100.0%
No	2,393	<b>242</b>	190	385	108	128	80	101	52	201	32	7	197	35	9	3	30	0
	87.4%	<b>85.8%</b>	86.4%	89.3%	82.4%	89.5%	92.0%	83.5%	83.9%	88.9%	69.6%	87.5%	92.5%	76.1%	40.9%	60.0%	76.9%	0.0%
Significantly different from column:*										K	J			O	N			

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 58**

Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	125	<b>14</b>	4	10	1	2	5	5	2	2	0	1	1	2	1	1	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,738 95.6%	<b>282</b> <b>95.3%</b>	220 98.2%	431 97.7%	56 98.2%	216 99.1%	112 95.7%	142 96.6%	17 89.5%	133 98.5%	80 100.0%	53 98.1%	80 98.8%	191 99.0%	69 98.6%	95 99.0%	97 99.0%
Yes	345 12.6%	<b>40</b> <b>14.2%</b>	30 13.6%	46 10.7%	5 8.9%	34 15.7%	8 7.1%	25 17.6%	5 29.4%	19 14.3%	10 12.5%	9 17.0%	4 5.0%	34 17.8%	14 20.3%	15 15.8%	7 7.2%
No	2,393 87.4%	<b>242</b> <b>85.8%</b>	190 86.4%	385 89.3%	51 91.1%	182 84.3%	104 92.9%	117 82.4%	12 70.6%	114 85.7%	70 87.5%	44 83.0%	76 95.0%	157 82.2%	55 79.7%	80 84.2%	90 92.8%
Significantly different from column:*							H	G					N	M	Q		O

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 59**

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age (Q58)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	345	<b>40</b>	30	46	23	15	7	20	10	25	14	1	16	11	13	2	9	1
Number missing or multiple answer	14	<b>3</b>	0	1	1	2	1	2	0	1	2	0	1	1	1	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	331	<b>37</b>	30	45	22	13	6	18	10	24	12	1	15	10	12	2	8	1
	95.9%	<b>92.5%</b>	100.0%	97.8%	95.7%	86.7%	85.7%	90.0%	100.0%	96.0%	85.7%	100.0%	93.8%	90.9%	92.3%	100.0%	88.9%	100.0%
Yes	257	<b>31</b>	27	39	18	12	6	15	8	18	12	1	12	9	10	2	8	1
	77.6%	<b>83.8%</b>	90.0%	86.7%	81.8%	92.3%	100.0%	83.3%	80.0%	75.0%	100.0%	100.0%	80.0%	90.0%	83.3%	100.0%	100.0%	100.0%
No	74	<b>6</b>	3	6	4	1	0	3	2	6	0	0	3	1	2	0	0	0
	22.4%	<b>16.2%</b>	10.0%	13.3%	18.2%	7.7%	0.0%	16.7%	20.0%	25.0%	0.0%	0.0%	20.0%	10.0%	16.7%	0.0%	0.0%	0.0%
Significantly different from column:*																		

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 59

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age (Q58)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	345	<b>40</b>	30	46	5	34	8	25	5	19	10	9	4	34	14	15	7
Number missing or multiple answer	14	<b>3</b>	0	1	2	1	1	1	1	3	0	0	1	2	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	331	<b>37</b>	30	45	3	33	7	24	4	16	10	9	3	32	14	14	7
	95.9%	<b>92.5%</b>	100.0%	97.8%	60.0%	97.1%	87.5%	96.0%	80.0%	84.2%	100.0%	100.0%	75.0%	94.1%	100.0%	93.3%	100.0%
Yes	257	<b>31</b>	27	39	2	29	3	22	4	15	7	8	3	27	14	11	5
	77.6%	<b>83.8%</b>	90.0%	86.7%	66.7%	87.9%	42.9%	91.7%	100.0%	93.8%	70.0%	88.9%	100.0%	84.4%	100.0%	78.6%	71.4%
No	74	<b>6</b>	3	6	1	4	4	2	0	1	3	1	0	5	0	3	2
	22.4%	<b>16.2%</b>	10.0%	13.3%	33.3%	12.1%	57.1%	8.3%	0.0%	6.3%	30.0%	11.1%	0.0%	15.6%	0.0%	21.4%	28.6%
Significantly different from column:*																	

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 60**

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age for medical/behavioral/other health condition (Q58 & Q59)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	257	<b>31</b>	27	39	18	12	6	15	8	18	12	1	12	9	10	2	8	1
Number missing or multiple answer	11	<b>1</b>	3	2	1	0	0	0	1	0	0	1	0	0	1	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	246	<b>30</b>	24	37	17	12	6	15	7	18	12	0	12	9	9	2	8	1
	95.7%	<b>96.8%</b>	88.9%	94.9%	94.4%	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%	0.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%
Yes	234	<b>30</b>	24	37	17	12	6	15	7	18	12	0	12	9	9	2	8	1
	95.1%	<b>100.0%</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	12	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	4.9%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 60**

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age for medical/behavioral/other health condition (Q58 & Q59)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	257	<b>31</b>	27	39	2	29	3	22	4	15	7	8	3	27	14	11	5
Number missing or multiple answer	11	<b>1</b>	3	2	0	1	0	0	0	1	0	0	0	1	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	246	<b>30</b>	24	37	2	28	3	22	4	14	7	8	3	26	13	11	5
	95.7%	<b>96.8%</b>	88.9%	94.9%	100.0%	96.6%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%	96.3%	92.9%	100.0%	100.0%
Yes	234	<b>30</b>	24	37	2	28	3	22	4	14	7	8	3	26	13	11	5
	95.1%	<b>100.0%</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	12	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	4.9%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																	

NA - Not applicable

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



# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 61

Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	108	<b>16</b>	6	12	1	2	3	0	0	5	1	1	5	0	1	0	3	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,755	<b>280</b>	218	429	133	141	85	121	64	225	46	7	211	48	21	5	38	1
	96.2%	<b>94.6%</b>	97.3%	97.3%	99.3%	98.6%	96.6%	100.0%	100.0%	97.8%	97.9%	87.5%	97.7%	100.0%	95.5%	100.0%	92.7%	100.0%
Yes	321	<b>29</b>	24	40	13	14	10	14	4	18	10	1	15	9	5	2	8	0
	11.7%	<b>10.4%</b>	11.0%	9.3%	9.8%	9.9%	11.8%	11.6%	6.3%	8.0%	21.7%	14.3%	7.1%	18.8%	23.8%	40.0%	21.1%	0.0%
No	2,434	<b>251</b>	194	389	120	127	75	107	60	207	36	6	196	39	16	3	30	1
	88.3%	<b>89.6%</b>	89.0%	90.7%	90.2%	90.1%	88.2%	88.4%	93.8%	92.0%	78.3%	85.7%	92.9%	81.3%	76.2%	60.0%	78.9%	100.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 61**

Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	108	<b>16</b>	6	12	0	3	6	5	2	3	0	0	3	0	1	0	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,755	<b>280</b>	218	429	57	215	111	142	17	132	80	54	78	193	69	96	97
	96.2%	<b>94.6%</b>	97.3%	97.3%	100.0%	98.6%	94.9%	96.6%	89.5%	97.8%	100.0%	100.0%	96.3%	100.0%	98.6%	100.0%	99.0%
Yes	321	<b>29</b>	24	40	8	21	10	16	1	14	6	8	5	23	7	10	11
	11.7%	<b>10.4%</b>	11.0%	9.3%	14.0%	9.8%	9.0%	11.3%	5.9%	10.6%	7.5%	14.8%	6.4%	11.9%	10.1%	10.4%	11.3%
No	2,434	<b>251</b>	194	389	49	194	101	126	16	118	74	46	73	170	62	86	86
	88.3%	<b>89.6%</b>	89.0%	90.7%	86.0%	90.2%	91.0%	88.7%	94.1%	89.4%	92.5%	85.2%	93.6%	88.1%	89.9%	89.6%	88.7%
Significantly different from column:*																	

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 62**

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child is limited/prevented in ability to do things most children of the same age can do (Q61)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	321	<b>29</b>	24	40	13	14	10	14	4	18	10	1	15	9	5	2	8	0
Number missing or multiple answer	19	<b>1</b>	1	0	1	0	1	0	0	0	1	0	0	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	302	<b>28</b>	23	40	12	14	9	14	4	18	9	1	15	8	5	2	8	0
	94.1%	<b>96.6%</b>	95.8%	100.0%	92.3%	100.0%	90.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	---
Yes	170	<b>17</b>	17	22	6	10	4	9	3	10	7	0	6	6	5	2	7	0
	56.3%	<b>60.7%</b>	73.9%	55.0%	50.0%	71.4%	44.4%	64.3%	75.0%	55.6%	77.8%	0.0%	40.0%	75.0%	100.0%	100.0%	87.5%	---
No	132	<b>11</b>	6	18	6	4	5	5	1	8	2	1	9	2	0	0	1	0
	43.7%	<b>39.3%</b>	26.1%	45.0%	50.0%	28.6%	55.6%	35.7%	25.0%	44.4%	22.2%	100.0%	60.0%	25.0%	0.0%	0.0%	12.5%	---
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 62**

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child is limited/prevented in ability to do things most children of the same age can do (Q61)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	321	<b>29</b>	24	40	8	21	10	16	1	14	6	8	5	23	7	10	11
Number missing or multiple answer	19	<b>1</b>	1	0	0	1	0	1	0	0	0	1	0	1	0	0	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	302	<b>28</b>	23	40	8	20	10	15	1	14	6	7	5	22	7	10	10
	94.1%	<b>96.6%</b>	95.8%	100.0%	100.0%	95.2%	100.0%	93.8%	100.0%	100.0%	100.0%	87.5%	100.0%	95.7%	100.0%	100.0%	90.9%
Yes	170	<b>17</b>	17	22	2	15	4	11	1	6	5	5	2	14	6	6	4
	56.3%	<b>60.7%</b>	73.9%	55.0%	25.0%	75.0%	40.0%	73.3%	100.0%	42.9%	83.3%	71.4%	40.0%	63.6%	85.7%	60.0%	40.0%
No	132	<b>11</b>	6	18	6	5	6	4	0	8	1	2	3	8	1	4	6
	43.7%	<b>39.3%</b>	26.1%	45.0%	75.0%	25.0%	60.0%	26.7%	0.0%	57.1%	16.7%	28.6%	60.0%	36.4%	14.3%	40.0%	60.0%
Significantly different from column:*																	

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 63**

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child is limited/prevented in ability to do things because of medical/behavioral/other health condition (Q61 & Q62)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	170	<b>17</b>	17	22	6	10	4	9	3	10	7	0	6	6	5	2	7	0
Number missing or multiple answer	2	<b>1</b>	1	0	1	0	0	1	0	1	0	0	1	0	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	168	<b>16</b>	16	22	5	10	4	8	3	9	7	0	5	6	5	2	6	0
	98.8%	<b>94.1%</b>	94.1%	100.0%	83.3%	100.0%	100.0%	88.9%	100.0%	90.0%	100.0%	---	83.3%	100.0%	100.0%	100.0%	85.7%	---
Yes	159	<b>16</b>	15	22	5	10	4	8	3	9	7	0	5	6	5	2	6	0
	94.6%	<b>100.0%</b>	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	---
No	9	<b>0</b>	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	5.4%	<b>0.0%</b>	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	---
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 63**

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child is limited/prevented in ability to do things because of medical/behavioral/other health condition (Q61 & Q62)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	170	<b>17</b>	17	22	2	15	4	11	1	6	5	5	2	14	6	6	4
Number missing or multiple answer	2	<b>1</b>	1	0	1	0	0	1	0	1	0	0	1	0	0	0	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	168	<b>16</b>	16	22	1	15	4	10	1	5	5	5	1	14	6	6	3
	98.8%	<b>94.1%</b>	94.1%	100.0%	50.0%	100.0%	100.0%	90.9%	100.0%	83.3%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	75.0%
Yes	159	<b>16</b>	15	22	1	15	4	10	1	5	5	5	1	14	6	6	3
	94.6%	<b>100.0%</b>	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	9	<b>0</b>	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	5.4%	<b>0.0%</b>	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																	

NA - Not applicable

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

**Question 64**

Does your child need or get special therapy such as physical, occupational, or speech therapy?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	112	<b>14</b>	4	13	0	0	0	0	0	4	1	0	4	1	0	1	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,751 96.1%	<b>282</b> <b>95.3%</b>	220 98.2%	428 97.1%	134 100.0%	143 100.0%	88 100.0%	121 100.0%	64 100.0%	226 98.3%	46 97.9%	8 100.0%	212 98.1%	47 97.9%	22 100.0%	4 80.0%	39 95.1%	1 100.0%
Yes	318 11.6%	<b>33</b> <b>11.7%</b>	24 10.9%	34 7.9%	16 11.9%	15 10.5%	11 12.5%	13 10.7%	7 10.9%	24 10.6%	8 17.4%	1 12.5%	20 9.4%	7 14.9%	6 27.3%	1 25.0%	9 23.1%	1 100.0%
No	2,433 88.4%	<b>249</b> <b>88.3%</b>	196 89.1%	394 92.1%	118 88.1%	128 89.5%	77 87.5%	108 89.3%	57 89.1%	202 89.4%	38 82.6%	7 87.5%	192 90.6%	40 85.1%	16 72.7%	3 75.0%	30 76.9%	0 0.0%
Significantly different from column:*																		

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 64

Does your child need or get special therapy such as physical, occupational, or speech therapy?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	112	<b>14</b>	4	13	0	1	5	5	2	0	0	1	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,751	<b>282</b>	220	428	57	217	112	142	17	135	80	53	81	193	70	96	98
	96.1%	<b>95.3%</b>	98.2%	97.1%	100.0%	99.5%	95.7%	96.6%	89.5%	100.0%	100.0%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	318	<b>33</b>	24	34	4	28	12	18	2	15	7	9	7	24	11	11	8
	11.6%	<b>11.7%</b>	10.9%	7.9%	7.0%	12.9%	10.7%	12.7%	11.8%	11.1%	8.8%	17.0%	8.6%	12.4%	15.7%	11.5%	8.2%
No	2,433	<b>249</b>	196	394	53	189	100	124	15	120	73	44	74	169	59	85	90
	88.4%	<b>88.3%</b>	89.1%	92.1%	93.0%	87.1%	89.3%	87.3%	88.2%	88.9%	91.3%	83.0%	91.4%	87.6%	84.3%	88.5%	91.8%
Significantly different from column:*																	

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 65**

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/gets special therapy (Q64)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	318	<b>33</b>	24	34	16	15	11	13	7	24	8	1	20	7	6	1	9	1
Number missing or multiple answer	11	<b>0</b>	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	307	<b>33</b>	23	34	16	15	11	13	7	24	8	1	20	7	6	1	9	1
	96.5%	<b>100.0%</b>	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	191	<b>23</b>	17	23	12	11	7	9	7	16	7	0	13	4	6	1	8	1
	62.2%	<b>69.7%</b>	73.9%	67.6%	75.0%	73.3%	63.6%	69.2%	100.0%	66.7%	87.5%	0.0%	65.0%	57.1%	100.0%	100.0%	88.9%	100.0%
No	116	<b>10</b>	6	11	4	4	4	4	0	8	1	1	7	3	0	0	1	0
	37.8%	<b>30.3%</b>	26.1%	32.4%	25.0%	26.7%	36.4%	30.8%	0.0%	33.3%	12.5%	100.0%	35.0%	42.9%	0.0%	0.0%	11.1%	0.0%
Significantly different from column:*																		

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 65

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/gets special therapy (Q64)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	318	<b>33</b>	24	34	4	28	12	18	2	15	7	9	7	24	11	11	8
Number missing or multiple answer	11	<b>0</b>	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	307	<b>33</b>	23	34	4	28	12	18	2	15	7	9	7	24	11	11	8
	96.5%	<b>100.0%</b>	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	191	<b>23</b>	17	23	3	20	6	16	0	10	5	7	4	19	10	8	5
	62.2%	<b>69.7%</b>	73.9%	67.6%	75.0%	71.4%	50.0%	88.9%	0.0%	66.7%	71.4%	77.8%	57.1%	79.2%	90.9%	72.7%	62.5%
No	116	<b>10</b>	6	11	1	8	6	2	2	5	2	2	3	5	1	3	3
	37.8%	<b>30.3%</b>	26.1%	32.4%	25.0%	28.6%	50.0%	11.1%	100.0%	33.3%	28.6%	22.2%	42.9%	20.8%	9.1%	27.3%	37.5%
Significantly different from column:*																	

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 66**

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/gets special therapy for medical/behavioral/other health condition (Q64 & Q65)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	191	<b>23</b>	17	23	12	11	7	9	7	16	7	0	13	4	6	1	8	1
Number missing or multiple answer	2	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	189	<b>23</b>	17	23	12	11	7	9	7	16	7	0	13	4	6	1	8	1
	99.0%	<b>100.0%</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	167	<b>20</b>	17	19	11	9	7	9	4	13	7	0	10	4	6	1	7	1
	88.4%	<b>87.0%</b>	100.0%	82.6%	91.7%	81.8%	100.0%	100.0%	57.1%	81.3%	100.0%	---	76.9%	100.0%	100.0%	100.0%	87.5%	100.0%
No	22	<b>3</b>	0	4	1	2	0	0	3	3	0	0	3	0	0	0	1	0
	11.6%	<b>13.0%</b>	0.0%	17.4%	8.3%	18.2%	0.0%	0.0%	42.9%	18.8%	0.0%	---	23.1%	0.0%	0.0%	0.0%	12.5%	0.0%
Significantly different from column:*																		

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 66

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/gets special therapy for medical/behavioral/other health condition (Q64 & Q65)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	191	<b>23</b>	17	23	3	20	6	16	0	10	5	7	4	19	10	8	5
Number missing or multiple answer	2	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	189	<b>23</b>	17	23	3	20	6	16	0	10	5	7	4	19	10	8	5
	99.0%	<b>100.0%</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	167	<b>20</b>	17	19	3	17	4	15	0	9	5	5	4	16	8	7	5
	88.4%	<b>87.0%</b>	100.0%	82.6%	100.0%	85.0%	66.7%	93.8%	---	90.0%	100.0%	71.4%	100.0%	84.2%	80.0%	87.5%	100.0%
No	22	<b>3</b>	0	4	0	3	2	1	0	1	0	2	0	3	2	1	0
	11.6%	<b>13.0%</b>	0.0%	17.4%	0.0%	15.0%	33.3%	6.3%	---	10.0%	0.0%	28.6%	0.0%	15.8%	20.0%	12.5%	0.0%
Significantly different from column:*																	

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 67**

Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	120	<b>19</b>	6	16	2	0	0	1	1	8	2	0	8	2	0	1	3	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,743	<b>277</b>	218	425	132	143	88	120	63	222	45	8	208	46	22	4	38	1
	95.8%	<b>93.6%</b>	97.3%	96.4%	98.5%	100.0%	100.0%	99.2%	98.4%	96.5%	95.7%	100.0%	96.3%	95.8%	100.0%	80.0%	92.7%	100.0%
Yes	372	<b>42</b>	35	52	23	19	6	23	13	28	13	1	13	13	16	1	9	1
	13.6%	<b>15.2%</b>	16.1%	12.2%	17.4%	13.3%	6.8%	19.2%	20.6%	12.6%	28.9%	12.5%	6.3%	28.3%	72.7%	25.0%	23.7%	100.0%
No	2,371	<b>235</b>	183	373	109	124	82	97	50	194	32	7	195	33	6	3	29	0
	86.4%	<b>84.8%</b>	83.9%	87.8%	82.6%	86.7%	93.2%	80.8%	79.4%	87.4%	71.1%	87.5%	93.8%	71.7%	27.3%	75.0%	76.3%	0.0%
Significantly different from column:*							HI	G	G	K	J			O	N			

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 67**

Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	120	<b>19</b>	6	16	0	4	6	8	2	2	1	1	0	2	2	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,743	<b>277</b>	218	425	57	214	111	139	17	133	79	53	81	191	68	96	98
	95.8%	<b>93.6%</b>	97.3%	96.4%	100.0%	98.2%	94.9%	94.6%	89.5%	98.5%	98.8%	98.1%	100.0%	99.0%	97.1%	100.0%	100.0%
Yes	372	<b>42</b>	35	52	5	36	10	26	4	15	16	10	7	35	15	15	10
	13.6%	<b>15.2%</b>	16.1%	12.2%	8.8%	16.8%	9.0%	18.7%	23.5%	11.3%	20.3%	18.9%	8.6%	18.3%	22.1%	15.6%	10.2%
No	2,371	<b>235</b>	183	373	52	178	101	113	13	118	63	43	74	156	53	81	88
	86.4%	<b>84.8%</b>	83.9%	87.8%	91.2%	83.2%	91.0%	81.3%	76.5%	88.7%	79.7%	81.1%	91.4%	81.7%	77.9%	84.4%	89.8%
Significantly different from column:*							H	G					N	M	Q		O

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 68**

Has this problem lasted or is it expected to last for at least 12 months?

Base: All respondents whose child has emotional, developmental or behavioral problem for which he or she gets treatment (Q67)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	372	<b>42</b>	35	52	23	19	6	23	13	28	13	1	13	13	16	1	9	1
Number missing or multiple answer	14	<b>4</b>	1	1	1	3	2	0	2	2	1	1	0	2	2	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	358	<b>38</b>	34	51	22	16	4	23	11	26	12	0	13	11	14	1	8	1
	96.2%	<b>90.5%</b>	97.1%	98.1%	95.7%	84.2%	66.7%	100.0%	84.6%	92.9%	92.3%	0.0%	100.0%	84.6%	87.5%	100.0%	88.9%	100.0%
Yes	314	<b>34</b>	30	46	20	14	3	21	10	22	12	0	9	11	14	0	8	1
	87.7%	<b>89.5%</b>	88.2%	90.2%	90.9%	87.5%	75.0%	91.3%	90.9%	84.6%	100.0%	---	69.2%	100.0%	100.0%	0.0%	100.0%	100.0%
No	44	<b>4</b>	4	5	2	2	1	2	1	4	0	0	4	0	0	1	0	0
	12.3%	<b>10.5%</b>	11.8%	9.8%	9.1%	12.5%	25.0%	8.7%	9.1%	15.4%	0.0%	---	30.8%	0.0%	0.0%	100.0%	0.0%	0.0%
Significantly different from column:*																		

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 68

Has this problem lasted or is it expected to last for at least 12 months?

Base: All respondents whose child has emotional, developmental or behavioral problem for which he or she gets treatment (Q67)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	372	<b>42</b>	35	52	5	36	10	26	4	15	16	10	7	35	15	15	10
Number missing or multiple answer	14	<b>4</b>	1	1	0	4	1	1	1	3	1	0	1	3	2	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	358	<b>38</b>	34	51	5	32	9	25	3	12	15	10	6	32	13	14	10
	96.2%	<b>90.5%</b>	97.1%	98.1%	100.0%	88.9%	90.0%	96.2%	75.0%	80.0%	93.8%	100.0%	85.7%	91.4%	86.7%	93.3%	100.0%
Yes	314	<b>34</b>	30	46	3	30	7	23	3	11	14	8	6	28	11	13	9
	87.7%	<b>89.5%</b>	88.2%	90.2%	60.0%	93.8%	77.8%	92.0%	100.0%	91.7%	93.3%	80.0%	100.0%	87.5%	84.6%	92.9%	90.0%
No	44	<b>4</b>	4	5	2	2	2	2	0	1	1	2	0	4	2	1	1
	12.3%	<b>10.5%</b>	11.8%	9.8%	40.0%	6.3%	22.2%	8.0%	0.0%	8.3%	6.7%	20.0%	0.0%	12.5%	15.4%	7.1%	10.0%
Significantly different from column:*																	

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 69**

What is your child's age?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	151	<b>23</b>	5	15	4	1	0	0	0	13	1	0	13	1	0	1	4	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,712	<b>273</b>	219	426	130	142	88	121	64	217	46	8	203	47	22	4	37	1
	94.7%	<b>92.2%</b>	97.8%	96.6%	97.0%	99.3%	100.0%	100.0%	100.0%	94.3%	97.9%	100.0%	94.0%	97.9%	100.0%	80.0%	90.2%	100.0%
Less than 1 year old	74	<b>9</b>	3	15	5	4	9	0	0	7	1	1	6	2	0	1	2	1
	2.7%	<b>3.3%</b>	1.4%	3.5%	3.8%	2.8%	10.2%	0.0%	0.0%	3.2%	2.2%	12.5%	3.0%	4.3%	0.0%	25.0%	5.4%	100.0%
1 year old	167	<b>14</b>	10	31	8	6	14	0	0	12	1	1	10	3	1	0	2	0
	6.2%	<b>5.1%</b>	4.6%	7.3%	6.2%	4.2%	15.9%	0.0%	0.0%	5.5%	2.2%	12.5%	4.9%	6.4%	4.5%	0.0%	5.4%	0.0%
2 years old	171	<b>18</b>	14	28	7	11	18	0	0	15	3	0	15	2	1	0	0	0
	6.3%	<b>6.6%</b>	6.4%	6.6%	5.4%	7.7%	20.5%	0.0%	0.0%	6.9%	6.5%	0.0%	7.4%	4.3%	4.5%	0.0%	0.0%	0.0%
3 years old	223	<b>14</b>	18	36	7	7	14	0	0	12	1	1	12	2	0	0	1	0
	8.2%	<b>5.1%</b>	8.2%	8.5%	5.4%	4.9%	15.9%	0.0%	0.0%	5.5%	2.2%	12.5%	5.9%	4.3%	0.0%	0.0%	2.7%	0.0%
4 to 6 years old	496	<b>51</b>	36	71	20	30	33	18	0	45	4	1	45	6	0	1	7	0
	18.3%	<b>18.7%</b>	16.4%	16.7%	15.4%	21.1%	37.5%	14.9%	0.0%	20.7%	8.7%	12.5%	22.2%	12.8%	0.0%	25.0%	18.9%	0.0%
7 to 9 years old	400	<b>58</b>	32	74	30	28	0	58	0	44	13	1	44	7	7	1	8	0
	14.7%	<b>21.2%</b>	14.6%	17.4%	23.1%	19.7%	0.0%	47.9%	0.0%	20.3%	28.3%	12.5%	21.7%	14.9%	31.8%	25.0%	21.6%	0.0%
10 to 13 years old	552	<b>45</b>	53	81	21	24	0	45	0	33	11	1	30	10	5	1	5	0
	20.4%	<b>16.5%</b>	24.2%	19.0%	16.2%	16.9%	0.0%	37.2%	0.0%	15.2%	23.9%	12.5%	14.8%	21.3%	22.7%	25.0%	13.5%	0.0%
14 to 18 years old	629	<b>64</b>	53	90	32	32	0	0	64	49	12	2	41	15	8	0	12	0
	23.2%	<b>23.4%</b>	24.2%	21.1%	24.6%	22.5%	0.0%	0.0%	100.0%	22.6%	26.1%	25.0%	20.2%	31.9%	36.4%	0.0%	32.4%	0.0%
3 years old or younger	635	<b>55</b>	45	110	27	28	55	0	0	46	6	3	43	9	2	1	5	1
	23.4%	<b>20.1%</b>	20.5%	25.8%	20.8%	19.7%	62.5%	0.0%	0.0%	21.2%	13.0%	37.5%	21.2%	19.1%	9.1%	25.0%	13.5%	100.0%
Significantly different from column:*							HI	G	G									

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 69

What is your child's age?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	151	<b>23</b>	5	15	0	7	8	11	2	3	1	2	3	2	1	2	2
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,712	<b>273</b>	219	426	57	211	109	136	17	132	79	52	78	191	69	94	96
	94.7%	<b>92.2%</b>	97.8%	96.6%	100.0%	96.8%	93.2%	92.5%	89.5%	97.8%	98.8%	96.3%	96.3%	99.0%	98.6%	97.9%	98.0%
Less than 1 year old	74	<b>9</b>	3	15	3	6	1	7	0	5	3	0	4	5	2	2	4
	2.7%	<b>3.3%</b>	1.4%	3.5%	5.3%	2.8%	0.9%	5.1%	0.0%	3.8%	3.8%	0.0%	5.1%	2.6%	2.9%	2.1%	4.2%
1 year old	167	<b>14</b>	10	31	0	14	4	5	4	7	6	1	4	10	4	5	4
	6.2%	<b>5.1%</b>	4.6%	7.3%	0.0%	6.6%	3.7%	3.7%	23.5%	5.3%	7.6%	1.9%	5.1%	5.2%	5.8%	5.3%	4.2%
2 years old	171	<b>18</b>	14	28	4	13	5	12	1	12	4	1	6	12	1	7	8
	6.3%	<b>6.6%</b>	6.4%	6.6%	7.0%	6.2%	4.6%	8.8%	5.9%	9.1%	5.1%	1.9%	7.7%	6.3%	1.4%	7.4%	8.3%
3 years old	223	<b>14</b>	18	36	5	9	4	8	1	6	5	3	3	10	4	4	5
	8.2%	<b>5.1%</b>	8.2%	8.5%	8.8%	4.3%	3.7%	5.9%	5.9%	4.5%	6.3%	5.8%	3.8%	5.2%	5.8%	4.3%	5.2%
4 to 6 years old	496	<b>51</b>	36	71	9	40	17	30	2	24	15	10	22	29	12	10	26
	18.3%	<b>18.7%</b>	16.4%	16.7%	15.8%	19.0%	15.6%	22.1%	11.8%	18.2%	19.0%	19.2%	28.2%	15.2%	17.4%	10.6%	27.1%
7 to 9 years old	400	<b>58</b>	32	74	10	47	25	28	3	28	17	11	20	38	13	21	22
	14.7%	<b>21.2%</b>	14.6%	17.4%	17.5%	22.3%	22.9%	20.6%	17.6%	21.2%	21.5%	21.2%	25.6%	19.9%	18.8%	22.3%	22.9%
10 to 13 years old	552	<b>45</b>	53	81	13	31	20	21	2	24	9	11	12	31	9	19	15
	20.4%	<b>16.5%</b>	24.2%	19.0%	22.8%	14.7%	18.3%	15.4%	11.8%	18.2%	11.4%	21.2%	15.4%	16.2%	13.0%	20.2%	15.6%
14 to 18 years old	629	<b>64</b>	53	90	13	51	33	25	4	26	20	15	7	56	24	26	12
	23.2%	<b>23.4%</b>	24.2%	21.1%	22.8%	24.2%	30.3%	18.4%	23.5%	19.7%	25.3%	28.8%	9.0%	29.3%	34.8%	27.7%	12.5%
3 years old or younger	635	<b>55</b>	45	110	12	42	14	32	6	30	18	5	17	37	11	18	21
	23.4%	<b>20.1%</b>	20.5%	25.8%	21.1%	19.9%	12.8%	23.5%	35.3%	22.7%	22.8%	9.6%	21.8%	19.4%	15.9%	19.1%	21.9%
Significantly different from column:*							H	G		L		J					

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 70

Is your child male or female?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	130	<b>19</b>	4	15	0	0	1	0	0	9	1	0	9	1	0	1	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,733	<b>277</b>	220	426	134	143	87	121	64	221	46	8	207	47	22	4	39	1
	95.5%	<b>93.6%</b>	98.2%	96.6%	100.0%	100.0%	98.9%	100.0%	100.0%	96.1%	97.9%	100.0%	95.8%	97.9%	100.0%	80.0%	95.1%	100.0%
Male	1,394	<b>134</b>	109	221	134	0	39	59	32	103	25	4	98	22	13	4	23	0
	51.0%	<b>48.4%</b>	49.5%	51.9%	100.0%	0.0%	44.8%	48.8%	50.0%	46.6%	54.3%	50.0%	47.3%	46.8%	59.1%	100.0%	59.0%	0.0%
Female	1,339	<b>143</b>	111	205	0	143	48	62	32	118	21	4	109	25	9	0	16	1
	49.0%	<b>51.6%</b>	50.5%	48.1%	0.0%	100.0%	55.2%	51.2%	50.0%	53.4%	45.7%	50.0%	52.7%	53.2%	40.9%	0.0%	41.0%	100.0%
Significantly different from column:*					F	E												

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 70

Is your child male or female?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	130	<b>19</b>	4	15	0	3	7	8	2	2	0	1	1	0	0	0	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,733	<b>277</b>	220	426	57	215	110	139	17	133	80	53	80	193	70	96	97
	95.5%	<b>93.6%</b>	98.2%	96.6%	100.0%	98.6%	94.0%	94.6%	89.5%	98.5%	100.0%	98.1%	98.8%	100.0%	100.0%	100.0%	99.0%
Male	1,394	<b>134</b>	109	221	32	100	47	72	9	62	41	24	42	90	29	50	47
	51.0%	<b>48.4%</b>	49.5%	51.9%	56.1%	46.5%	42.7%	51.8%	52.9%	46.6%	51.3%	45.3%	52.5%	46.6%	41.4%	52.1%	48.5%
Female	1,339	<b>143</b>	111	205	25	115	63	67	8	71	39	29	38	103	41	46	50
	49.0%	<b>51.6%</b>	50.5%	48.1%	43.9%	53.5%	57.3%	48.2%	47.1%	53.4%	48.8%	54.7%	47.5%	53.4%	58.6%	47.9%	51.5%
Significantly different from column:*																	

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 71

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	175	<b>22</b>	7	23	2	2	1	2	1	11	1	0	11	2	0	1	3	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,688	<b>274</b>	217	418	132	141	87	119	63	219	46	8	205	46	22	4	38	1
	93.9%	<b>92.6%</b>	96.9%	94.8%	98.5%	98.6%	98.9%	98.3%	98.4%	95.2%	97.9%	100.0%	94.9%	95.8%	100.0%	80.0%	92.7%	100.0%
Yes, Hispanic or Latino	908	<b>81</b>	57	88	42	38	32	39	7	67	11	3	69	8	3	1	11	0
	33.8%	<b>29.6%</b>	26.3%	21.1%	31.8%	27.0%	36.8%	32.8%	11.1%	30.6%	23.9%	37.5%	33.7%	17.4%	13.6%	25.0%	28.9%	0.0%
No, not Hispanic or Latino	1,780	<b>193</b>	160	330	90	103	55	80	56	152	35	5	136	38	19	3	27	1
	66.2%	<b>70.4%</b>	73.7%	78.9%	68.2%	73.0%	63.2%	67.2%	88.9%	69.4%	76.1%	62.5%	66.3%	82.6%	86.4%	75.0%	71.1%	100.0%
Significantly different from column:*		<b>D</b>					I	I	GH				N	M				

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 71

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	175	<b>22</b>	7	23	1	5	10	7	3	4	0	1	0	0	3	0	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,688	<b>274</b>	217	418	56	213	107	140	16	131	80	53	81	193	67	96	97
	93.9%	<b>92.6%</b>	96.9%	94.8%	98.2%	97.7%	91.5%	95.2%	84.2%	97.0%	100.0%	98.1%	100.0%	100.0%	95.7%	100.0%	99.0%
Yes, Hispanic or Latino	908	<b>81</b>	57	88	10	71	23	48	7	57	13	10	81	0	18	7	45
	33.8%	<b>29.6%</b>	26.3%	21.1%	17.9%	33.3%	21.5%	34.3%	43.8%	43.5%	16.3%	18.9%	100.0%	0.0%	26.9%	7.3%	46.4%
No, not Hispanic or Latino	1,780	<b>193</b>	160	330	46	142	84	92	9	74	67	43	0	193	49	89	52
	66.2%	<b>70.4%</b>	73.7%	78.9%	82.1%	66.7%	78.5%	65.7%	56.3%	56.5%	83.8%	81.1%	0.0%	100.0%	73.1%	92.7%	53.6%
Significantly different from column:*		<b>D</b>			F	E	H	G		KL	J	J	N	M	PQ	OQ	OP

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 72**

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	292	<b>32</b>	16	40	8	6	6	6	2	18	4	0	18	3	1	1	4	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,571	<b>264</b>	208	401	126	137	82	115	62	212	43	8	198	45	21	4	37	1
	89.8%	<b>89.2%</b>	92.9%	90.9%	94.0%	95.8%	93.2%	95.0%	96.9%	92.2%	91.5%	100.0%	91.7%	93.8%	95.5%	80.0%	90.2%	100.0%
White	960	<b>100</b>	81	155	42	57	34	39	26	82	14	3	75	15	10	0	14	0
	37.3%	<b>37.9%</b>	38.9%	38.7%	33.3%	41.6%	41.5%	33.9%	41.9%	38.7%	32.6%	37.5%	37.9%	33.3%	47.6%	0.0%	37.8%	0.0%
Black or African-American	1,162	<b>119</b>	97	197	62	57	30	56	29	96	20	3	84	23	12	3	17	1
	45.2%	<b>45.1%</b>	46.6%	49.1%	49.2%	41.6%	36.6%	48.7%	46.8%	45.3%	46.5%	37.5%	42.4%	51.1%	57.1%	75.0%	45.9%	100.0%
Asian	262	<b>33</b>	22	48	16	17	17	8	8	25	5	3	27	6	0	2	3	0
	10.2%	<b>12.5%</b>	10.6%	12.0%	12.7%	12.4%	20.7%	7.0%	12.9%	11.8%	11.6%	37.5%	13.6%	13.3%	0.0%	50.0%	8.1%	0.0%
Native Hawaiian or other Pacific Islander	52	<b>6</b>	3	4	2	4	3	3	0	4	0	2	5	1	0	1	1	0
	2.0%	<b>2.3%</b>	1.4%	1.0%	1.6%	2.9%	3.7%	2.6%	0.0%	1.9%	0.0%	25.0%	2.5%	2.2%	0.0%	25.0%	2.7%	0.0%
American Indian or Alaska Native	104	<b>8</b>	8	14	1	6	3	5	0	7	0	1	7	1	0	0	1	0
	4.0%	<b>3.0%</b>	3.8%	3.5%	0.8%	4.4%	3.7%	4.3%	0.0%	3.3%	0.0%	12.5%	3.5%	2.2%	0.0%	0.0%	2.7%	0.0%
Other	585	<b>54</b>	33	45	26	27	18	30	4	44	9	1	46	5	3	0	6	0
	22.8%	<b>20.5%</b>	15.9%	11.2%	20.6%	19.7%	22.0%	26.1%	6.5%	20.8%	20.9%	12.5%	23.2%	11.1%	14.3%	0.0%	16.2%	0.0%

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 72**

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	292	<b>32</b>	16	40	3	11	13	12	4	10	2	2	11	3	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,571	<b>264</b>	208	401	54	207	104	135	15	125	78	52	70	190	70	96	98
	89.8%	<b>89.2%</b>	92.9%	90.9%	94.7%	95.0%	88.9%	91.8%	78.9%	92.6%	97.5%	96.3%	86.4%	98.4%	100.0%	100.0%	100.0%
White	960	<b>100</b>	81	155	14	85	29	56	8	55	27	17	29	68	70	0	30
	37.3%	<b>37.9%</b>	38.9%	38.7%	25.9%	41.1%	27.9%	41.5%	53.3%	44.0%	34.6%	32.7%	41.4%	35.8%	100.0%	0.0%	30.6%
Black or African-American	1,162	<b>119</b>	97	197	20	98	54	58	3	46	44	24	12	107	0	96	23
	45.2%	<b>45.1%</b>	46.6%	49.1%	37.0%	47.3%	51.9%	43.0%	20.0%	36.8%	56.4%	46.2%	17.1%	56.3%	0.0%	100.0%	23.5%
Asian	262	<b>33</b>	22	48	20	12	15	16	1	14	9	9	2	31	0	0	33
	10.2%	<b>12.5%</b>	10.6%	12.0%	37.0%	5.8%	14.4%	11.9%	6.7%	11.2%	11.5%	17.3%	2.9%	16.3%	0.0%	0.0%	33.7%
Native Hawaiian or other Pacific Islander	52	<b>6</b>	3	4	0	6	1	5	0	3	3	0	3	3	0	0	6
	2.0%	<b>2.3%</b>	1.4%	1.0%	0.0%	2.9%	1.0%	3.7%	0.0%	2.4%	3.8%	0.0%	4.3%	1.6%	0.0%	0.0%	6.1%
American Indian or Alaska Native	104	<b>8</b>	8	14	2	6	3	5	0	7	0	1	2	6	0	0	8
	4.0%	<b>3.0%</b>	3.8%	3.5%	3.7%	2.9%	2.9%	3.7%	0.0%	5.6%	0.0%	1.9%	2.9%	3.2%	0.0%	0.0%	8.2%
Other	585	<b>54</b>	33	45	10	44	22	26	4	34	11	7	42	11	0	0	54
	22.8%	<b>20.5%</b>	15.9%	11.2%	18.5%	21.3%	21.2%	19.3%	26.7%	27.2%	14.1%	13.5%	60.0%	5.8%	0.0%	0.0%	55.1%

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 73**

What is your age?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	192	<b>21</b>	10	23	2	3	1	3	1	10	1	0	12	0	0	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,671 93.3%	<b>275</b> <b>92.9%</b>	214 95.5%	418 94.8%	132 98.5%	140 97.9%	87 98.9%	118 97.5%	63 98.4%	220 95.7%	46 97.9%	8 100.0%	204 94.4%	48 100.0%	22 100.0%	5 100.0%	39 95.1%	1 100.0%
Under 18	104 3.9%	<b>10</b> <b>3.6%</b>	12 5.6%	13 3.1%	4 3.0%	6 4.3%	3 3.4%	6 5.1%	1 1.6%	7 3.2%	1 2.2%	2 25.0%	7 3.4%	1 2.1%	2 9.1%	0 0.0%	0 0.0%	0 0.0%
18 to 24	110 4.1%	<b>16</b> <b>5.8%</b>	10 4.7%	25 6.0%	9 6.8%	7 5.0%	15 17.2%	0 0.0%	0 0.0%	14 6.4%	2 4.3%	0 0.0%	14 6.9%	2 4.2%	0 0.0%	0 0.0%	1 2.6%	0 0.0%
25 to 34	744 27.9%	<b>84</b> <b>30.5%</b>	55 25.7%	150 35.9%	42 31.8%	41 29.3%	35 40.2%	41 34.7%	4 6.3%	67 30.5%	15 32.6%	2 25.0%	67 32.8%	14 29.2%	3 13.6%	3 60.0%	14 35.9%	1 100.0%
35 to 44	986 36.9%	<b>101</b> <b>36.7%</b>	89 41.6%	138 33.0%	45 34.1%	55 39.3%	29 33.3%	42 35.6%	29 46.0%	87 39.5%	12 26.1%	2 25.0%	75 36.8%	15 31.3%	10 45.5%	2 40.0%	11 28.2%	0 0.0%
45 to 54	513 19.2%	<b>48</b> <b>17.5%</b>	33 15.4%	56 13.4%	26 19.7%	21 15.0%	4 4.6%	23 19.5%	20 31.7%	33 15.0%	13 28.3%	1 12.5%	29 14.2%	14 29.2%	5 22.7%	0 0.0%	11 28.2%	0 0.0%
55 to 64	147 5.5%	<b>11</b> <b>4.0%</b>	9 4.2%	23 5.5%	3 2.3%	8 5.7%	1 1.1%	4 3.4%	6 9.5%	9 4.1%	2 4.3%	0 0.0%	9 4.4%	1 2.1%	1 4.5%	0 0.0%	1 2.6%	0 0.0%
65 to 74	58 2.2%	<b>5</b> <b>1.8%</b>	4 1.9%	9 2.2%	3 2.3%	2 1.4%	0 0.0%	2 1.7%	3 4.8%	3 1.4%	1 2.2%	1 12.5%	3 1.5%	1 2.1%	1 4.5%	0 0.0%	1 2.6%	0 0.0%
75 or older	9 0.3%	<b>0</b> <b>0.0%</b>	2 0.9%	4 1.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
35 or older	1,713 64.1%	<b>165</b> <b>60.0%</b>	137 64.0%	230 55.0%	77 58.3%	86 61.4%	34 39.1%	71 60.2%	58 92.1%	132 60.0%	28 60.9%	4 50.0%	116 56.9%	31 64.6%	17 77.3%	2 40.0%	24 61.5%	0 0.0%
Significantly different from column:*							HI	GI	GH									

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 73

What is your age?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	192	<b>21</b>	10	23	0	1	10	7	2	0	0	0	0	5	0	2	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,671 93.3%	<b>275</b> <b>92.9%</b>	214 95.5%	418 94.8%	57 100.0%	217 99.5%	107 91.5%	140 95.2%	17 89.5%	135 100.0%	80 100.0%	54 100.0%	81 100.0%	188 97.4%	70 100.0%	94 97.9%	97 99.0%
Under 18	104 3.9%	<b>10</b> <b>3.6%</b>	12 5.6%	13 3.1%	4 7.0%	6 2.8%	3 2.8%	7 5.0%	0 0.0%	6 4.4%	3 3.8%	1 1.9%	2 2.5%	8 4.3%	1 1.4%	6 6.4%	3 3.1%
18 to 24	110 4.1%	<b>16</b> <b>5.8%</b>	10 4.7%	25 6.0%	0 0.0%	16 7.4%	3 2.8%	9 6.4%	3 17.6%	10 7.4%	5 6.3%	1 1.9%	8 9.9%	8 4.3%	4 5.7%	4 4.3%	7 7.2%
25 to 34	744 27.9%	<b>84</b> <b>30.5%</b>	55 25.7%	150 35.9%	7 12.3%	77 35.5%	24 22.4%	50 35.7%	6 35.3%	44 32.6%	25 31.3%	13 24.1%	36 44.4%	47 25.0%	16 22.9%	28 29.8%	34 35.1%
35 to 44	986 36.9%	<b>101</b> <b>36.7%</b>	89 41.6%	138 33.0%	25 43.9%	76 35.0%	46 43.0%	48 34.3%	4 23.5%	45 33.3%	30 37.5%	24 44.4%	26 32.1%	73 38.8%	29 41.4%	32 34.0%	35 36.1%
45 to 54	513 19.2%	<b>48</b> <b>17.5%</b>	33 15.4%	56 13.4%	14 24.6%	34 15.7%	22 20.6%	20 14.3%	3 17.6%	21 15.6%	14 17.5%	11 20.4%	9 11.1%	37 19.7%	13 18.6%	16 17.0%	17 17.5%
55 to 64	147 5.5%	<b>11</b> <b>4.0%</b>	9 4.2%	23 5.5%	5 8.8%	6 2.8%	7 6.5%	3 2.1%	1 5.9%	7 5.2%	2 2.5%	2 3.7%	0 0.0%	10 5.3%	5 7.1%	6 6.4%	0 0.0%
65 to 74	58 2.2%	<b>5</b> <b>1.8%</b>	4 1.9%	9 2.2%	2 3.5%	2 0.9%	2 1.9%	3 2.1%	0 0.0%	2 1.5%	1 1.3%	2 3.7%	0 0.0%	5 2.7%	2 2.9%	2 2.1%	1 1.0%
75 or older	9 0.3%	<b>0</b> <b>0.0%</b>	2 0.9%	4 1.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
35 or older	1,713 64.1%	<b>165</b> <b>60.0%</b>	137 64.0%	230 55.0%	46 80.7%	118 54.4%	77 72.0%	74 52.9%	8 47.1%	75 55.6%	47 58.8%	39 72.2%	35 43.2%	125 66.5%	49 70.0%	56 59.6%	53 54.6%
Significantly different from column:*					F	E	HI	G	G	L		J	N	M	Q		O

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 74

Are you male or female?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	168	<b>21</b>	4	24	2	3	1	4	0	10	1	0	12	0	0	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,695 94.1%	<b>275</b> <b>92.9%</b>	220 98.2%	417 94.6%	132 98.5%	140 97.9%	87 98.9%	117 96.7%	64 100.0%	220 95.7%	46 97.9%	8 100.0%	204 94.4%	48 100.0%	22 100.0%	5 100.0%	39 95.1%	1 100.0%
Male	477 17.7%	<b>57</b> <b>20.7%</b>	43 19.5%	70 16.8%	32 24.2%	25 17.9%	18 20.7%	26 22.2%	13 20.3%	49 22.3%	7 15.2%	1 12.5%	51 25.0%	5 10.4%	1 4.5%	1 20.0%	6 15.4%	0 0.0%
Female	2,218 82.3%	<b>218</b> <b>79.3%</b>	177 80.5%	347 83.2%	100 75.8%	115 82.1%	69 79.3%	91 77.8%	51 79.7%	171 77.7%	39 84.8%	7 87.5%	153 75.0%	43 89.6%	21 95.5%	4 80.0%	33 84.6%	1 100.0%
Significantly different from column:*													NO	M	M			

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 74**

Are you male or female?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	168	<b>21</b>	4	24	0	0	9	8	2	0	0	1	0	5	1	1	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,695	<b>275</b>	220	417	57	218	108	139	17	135	80	53	81	188	69	95	97
	94.1%	<b>92.9%</b>	98.2%	94.6%	100.0%	100.0%	92.3%	94.6%	89.5%	100.0%	100.0%	98.1%	100.0%	97.4%	98.6%	99.0%	99.0%
Male	477	<b>57</b>	43	70	57	0	29	27	1	26	13	17	10	46	8	18	28
	17.7%	<b>20.7%</b>	19.5%	16.8%	100.0%	0.0%	26.9%	19.4%	5.9%	19.3%	16.3%	32.1%	12.3%	24.5%	11.6%	18.9%	28.9%
Female	2,218	<b>218</b>	177	347	0	218	79	112	16	109	67	36	71	142	61	77	69
	82.3%	<b>79.3%</b>	80.5%	83.2%	0.0%	100.0%	73.1%	80.6%	94.1%	80.7%	83.8%	67.9%	87.7%	75.5%	88.4%	81.1%	71.1%
Significantly different from column:*					F	E					L	K	N	M	Q		O

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 75**

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	238	<b>27</b>	8	30	7	4	2	5	3	13	4	0	16	2	0	0	3	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,625 91.7%	<b>269</b> <b>90.9%</b>	216 96.4%	411 93.2%	127 94.8%	139 97.2%	86 97.7%	116 95.9%	61 95.3%	217 94.3%	43 91.5%	8 100.0%	200 92.6%	46 95.8%	22 100.0%	5 100.0%	38 92.7%	1 100.0%
8th grade or less	277 10.6%	<b>30</b> <b>11.2%</b>	20 9.3%	29 7.1%	16 12.6%	13 9.4%	9 10.5%	18 15.5%	3 4.9%	21 9.7%	5 11.6%	3 37.5%	19 9.5%	6 13.0%	4 18.2%	0 0.0%	3 7.9%	0 0.0%
Some high school, but did not graduate	269 10.2%	<b>24</b> <b>8.9%</b>	26 12.0%	44 10.7%	11 8.7%	13 9.4%	10 11.6%	7 6.0%	7 11.5%	18 8.3%	6 14.0%	0 0.0%	22 11.0%	2 4.3%	0 0.0%	0 0.0%	4 10.5%	0 0.0%
High school graduate or GED	753 28.7%	<b>81</b> <b>30.1%</b>	57 26.4%	127 30.9%	35 27.6%	45 32.4%	27 31.4%	35 30.2%	16 26.2%	63 29.0%	14 32.6%	4 50.0%	62 31.0%	11 23.9%	8 36.4%	1 20.0%	11 28.9%	0 0.0%
Some college or 2-year degree	717 27.3%	<b>80</b> <b>29.7%</b>	70 32.4%	131 31.9%	41 32.3%	39 28.1%	28 32.6%	31 26.7%	20 32.8%	70 32.3%	9 20.9%	1 12.5%	56 28.0%	17 37.0%	7 31.8%	1 20.0%	13 34.2%	1 100.0%
4-year college graduate	354 13.5%	<b>29</b> <b>10.8%</b>	23 10.6%	50 12.2%	18 14.2%	11 7.9%	6 7.0%	13 11.2%	9 14.8%	22 10.1%	7 16.3%	0 0.0%	19 9.5%	8 17.4%	2 9.1%	1 20.0%	3 7.9%	0 0.0%
More than 4-year college degree	255 9.7%	<b>25</b> <b>9.3%</b>	20 9.3%	30 7.3%	6 4.7%	18 12.9%	6 7.0%	12 10.3%	6 9.8%	23 10.6%	2 4.7%	0 0.0%	22 11.0%	2 4.3%	1 4.5%	2 40.0%	4 10.5%	0 0.0%
4-year college graduate or more	609 23.2%	<b>54</b> <b>20.1%</b>	43 19.9%	80 19.5%	24 18.9%	29 20.9%	12 14.0%	25 21.6%	15 24.6%	45 20.7%	9 20.9%	0 0.0%	41 20.5%	10 21.7%	3 13.6%	3 60.0%	7 18.4%	0 0.0%
Significantly different from column:*																		

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 75

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	238	<b>27</b>	8	30	1	6	13	10	2	0	0	0	1	9	1	5	3
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,625 91.7%	<b>269</b> <b>90.9%</b>	216 96.4%	411 93.2%	56 98.2%	212 97.2%	104 88.9%	137 93.2%	17 89.5%	135 100.0%	80 100.0%	54 100.0%	80 98.8%	184 95.3%	69 98.6%	91 94.8%	95 96.9%
8th grade or less	277 10.6%	<b>30</b> <b>11.2%</b>	20 9.3%	29 7.1%	8 14.3%	22 10.4%	12 11.5%	12 8.8%	4 23.5%	30 22.2%	0 0.0%	0 0.0%	22 27.5%	7 3.8%	10 14.5%	2 2.2%	15 15.8%
Some high school, but did not graduate	269 10.2%	<b>24</b> <b>8.9%</b>	26 12.0%	44 10.7%	3 5.4%	21 9.9%	8 7.7%	13 9.5%	2 11.8%	24 17.8%	0 0.0%	0 0.0%	13 16.3%	10 5.4%	10 14.5%	3 3.3%	9 9.5%
High school graduate or GED	753 28.7%	<b>81</b> <b>30.1%</b>	57 26.4%	127 30.9%	15 26.8%	66 31.1%	28 26.9%	40 29.2%	9 52.9%	81 60.0%	0 0.0%	0 0.0%	22 27.5%	57 31.0%	19 27.5%	29 31.9%	28 29.5%
Some college or 2-year degree	717 27.3%	<b>80</b> <b>29.7%</b>	70 32.4%	131 31.9%	13 23.2%	67 31.6%	30 28.8%	44 32.1%	2 11.8%	0 0.0%	80 100.0%	0 0.0%	13 16.3%	67 36.4%	15 21.7%	37 40.7%	26 27.4%
4-year college graduate	354 13.5%	<b>29</b> <b>10.8%</b>	23 10.6%	50 12.2%	7 12.5%	22 10.4%	13 12.5%	16 11.7%	0 0.0%	0 0.0%	0 0.0%	29 53.7%	6 7.5%	23 12.5%	6 8.7%	13 14.3%	10 10.5%
More than 4-year college degree	255 9.7%	<b>25</b> <b>9.3%</b>	20 9.3%	30 7.3%	10 17.9%	14 6.6%	13 12.5%	12 8.8%	0 0.0%	0 0.0%	0 0.0%	25 46.3%	4 5.0%	20 10.9%	9 13.0%	7 7.7%	7 7.4%
4-year college graduate or more	609 23.2%	<b>54</b> <b>20.1%</b>	43 19.9%	80 19.5%	17 30.4%	36 17.0%	26 25.0%	28 20.4%	0 0.0%	0 0.0%	0 0.0%	54 100.0%	10 12.5%	43 23.4%	15 21.7%	20 22.0%	17 17.9%
Significantly different from column:*					F	E				L	L	JK	N	M			

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

## Question 76

How are you related to the child?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	207	<b>24</b>	7	21	3	5	1	4	2	12	3	0	14	1	0	0	3	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,656	<b>272</b>	217	420	131	138	87	117	62	218	44	8	202	47	22	5	38	1
	92.8%	<b>91.9%</b>	96.9%	95.2%	97.8%	96.5%	98.9%	96.7%	96.9%	94.8%	93.6%	100.0%	93.5%	97.9%	100.0%	100.0%	92.7%	100.0%
Mother or father	2,521	<b>260</b>	206	392	128	130	86	113	56	210	41	7	196	44	19	5	37	1
	94.9%	<b>95.6%</b>	94.9%	93.3%	97.7%	94.2%	98.9%	96.6%	90.3%	96.3%	93.2%	87.5%	97.0%	93.6%	86.4%	100.0%	97.4%	100.0%
Grandparent	84	<b>4</b>	2	20	2	2	1	0	3	2	1	1	2	1	1	0	0	0
	3.2%	<b>1.5%</b>	0.9%	4.8%	1.5%	1.4%	1.1%	0.0%	4.8%	0.9%	2.3%	12.5%	1.0%	2.1%	4.5%	0.0%	0.0%	0.0%
Aunt or uncle	14	<b>2</b>	2	2	0	2	0	1	1	1	1	0	1	0	1	0	0	0
	0.5%	<b>0.7%</b>	0.9%	0.5%	0.0%	1.4%	0.0%	0.9%	1.6%	0.5%	2.3%	0.0%	0.5%	0.0%	4.5%	0.0%	0.0%	0.0%
Older brother or sister	6	<b>0</b>	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	<b>0.0%</b>	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other relative	2	<b>0</b>	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	<b>0.0%</b>	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Legal guardian	26	<b>5</b>	6	3	1	3	0	2	2	4	1	0	2	2	1	0	1	0
	1.0%	<b>1.8%</b>	2.8%	0.7%	0.8%	2.2%	0.0%	1.7%	3.2%	1.8%	2.3%	0.0%	1.0%	4.3%	4.5%	0.0%	2.6%	0.0%
Someone else	3	<b>1</b>	1	1	0	1	0	1	0	1	0	0	1	0	0	0	0	0
	0.1%	<b>0.4%</b>	0.5%	0.2%	0.0%	0.7%	0.0%	0.9%	0.0%	0.5%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%

NA - Not applicable

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 76**

How are you related to the child?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	207	<b>24</b>	7	21	0	5	9	11	2	1	0	1	0	8	1	4	2
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,656 92.8%	<b>272</b> <b>91.9%</b>	217 96.9%	420 95.2%	57 100.0%	213 97.7%	108 92.3%	136 92.5%	17 89.5%	134 99.3%	80 100.0%	53 98.1%	81 100.0%	185 95.9%	69 98.6%	92 95.8%	96 98.0%
Mother or father	2,521 94.9%	<b>260</b> <b>95.6%</b>	206 94.9%	392 93.3%	55 96.5%	204 95.8%	105 97.2%	127 93.4%	17 100.0%	127 94.8%	78 97.5%	50 94.3%	81 100.0%	175 94.6%	64 92.8%	88 95.7%	94 97.9%
Grandparent	84 3.2%	<b>4</b> <b>1.5%</b>	2 0.9%	20 4.8%	1 1.8%	3 1.4%	2 1.9%	2 1.5%	0 0.0%	2 1.5%	1 1.3%	1 1.9%	0 0.0%	4 2.2%	1 1.4%	2 2.2%	1 1.0%
Aunt or uncle	14 0.5%	<b>2</b> <b>0.7%</b>	2 0.9%	2 0.5%	1 1.8%	1 0.5%	0 0.0%	2 1.5%	0 0.0%	2 1.5%	0 0.0%	0 0.0%	0 0.0%	2 1.1%	2 2.9%	0 0.0%	0 0.0%
Older brother or sister	6 0.2%	<b>0</b> <b>0.0%</b>	0 0.0%	1 0.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Other relative	2 0.1%	<b>0</b> <b>0.0%</b>	0 0.0%	1 0.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Legal guardian	26 1.0%	<b>5</b> <b>1.8%</b>	6 2.8%	3 0.7%	0 0.0%	5 2.3%	1 0.9%	4 2.9%	0 0.0%	3 2.2%	1 1.3%	1 1.9%	0 0.0%	3 1.6%	1 1.4%	2 2.2%	1 1.0%
Someone else	3 0.1%	<b>1</b> <b>0.4%</b>	1 0.5%	1 0.2%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	1 1.9%	0 0.0%	1 0.5%	1 1.4%	0 0.0%	0 0.0%

NA - Not applicable



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 77**

X005

In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	226	<b>28</b>	5	27	5	6	2	7	1	16	3	0	18	1	0	0	3	0
Number no experience	457	<b>41</b>	40	108	20	21	7	17	17	33	7	1	29	9	3	0	0	0
Usable responses	2,180	<b>227</b>	179	306	109	116	79	97	46	181	37	7	169	38	19	5	38	1
	76.1%	<b>76.7%</b>	79.9%	69.4%	81.3%	81.1%	89.8%	80.2%	71.9%	78.7%	78.7%	87.5%	78.2%	79.2%	86.4%	100.0%	92.7%	100.0%
Yes	1,199	<b>126</b>	97	169	53	72	43	54	25	103	21	1	91	23	12	4	27	1
	55.0%	<b>55.5%</b>	54.2%	55.2%	48.6%	62.1%	54.4%	55.7%	54.3%	56.9%	56.8%	14.3%	53.8%	60.5%	63.2%	80.0%	71.1%	100.0%
No	981	<b>101</b>	82	137	56	44	36	43	21	78	16	6	78	15	7	1	11	0
	45.0%	<b>44.5%</b>	45.8%	44.8%	51.4%	37.9%	45.6%	44.3%	45.7%	43.1%	43.2%	85.7%	46.2%	39.5%	36.8%	20.0%	28.9%	0.0%
Significantly different from column:*					F	E												

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 77**

X005

In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	226	<b>28</b>	5	27	2	7	13	11	2	4	2	0	2	9	0	7	3
Number no experience	457	<b>41</b>	40	108	9	32	38	2	1	16	14	9	4	35	11	17	12
Usable responses	2,180	<b>227</b>	179	306	46	179	66	134	16	115	64	45	75	149	59	72	83
	76.1%	<b>76.7%</b>	79.9%	69.4%	80.7%	82.1%	56.4%	91.2%	84.2%	85.2%	80.0%	83.3%	92.6%	77.2%	84.3%	75.0%	84.7%
Yes	1,199	<b>126</b>	97	169	21	104	27	83	11	57	45	24	37	87	34	48	39
	55.0%	<b>55.5%</b>	54.2%	55.2%	45.7%	58.1%	40.9%	61.9%	68.8%	49.6%	70.3%	53.3%	49.3%	58.4%	57.6%	66.7%	47.0%
No	981	<b>101</b>	82	137	25	75	39	51	5	58	19	21	38	62	25	24	44
	45.0%	<b>44.5%</b>	45.8%	44.8%	54.3%	41.9%	59.1%	38.1%	31.3%	50.4%	29.7%	46.7%	50.7%	41.6%	42.4%	33.3%	53.0%
Significantly different from column:*							HI	G	G	K	J					Q	P

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 78**

X006

In the last 6 months, did you and your child’s doctor or other health provider talk about starting or stopping a prescription medication for your child?

Base: All respondents who visited a doctor or other health provider (Q77)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,180	<b>227</b>	179	306	109	116	79	97	46	181	37	7	169	38	19	5	38	1
Number missing or multiple answer	47	<b>4</b>	8	8	0	4	2	2	0	3	0	1	1	3	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,133	<b>223</b>	171	298	109	112	77	95	46	178	37	6	168	35	19	5	37	1
	97.8%	<b>98.2%</b>	95.5%	97.4%	100.0%	96.6%	97.5%	97.9%	100.0%	98.3%	100.0%	85.7%	99.4%	92.1%	100.0%	100.0%	97.4%	100.0%
Yes	337	<b>32</b>	37	52	16	15	8	16	6	21	10	1	18	11	3	4	11	1
	15.8%	<b>14.3%</b>	21.6%	17.4%	14.7%	13.4%	10.4%	16.8%	13.0%	11.8%	27.0%	16.7%	10.7%	31.4%	15.8%	80.0%	29.7%	100.0%
No	1,796	<b>191</b>	134	246	93	97	69	79	40	157	27	5	150	24	16	1	26	0
	84.2%	<b>85.7%</b>	78.4%	82.6%	85.3%	86.6%	89.6%	83.2%	87.0%	88.2%	73.0%	83.3%	89.3%	68.6%	84.2%	20.0%	70.3%	0.0%
Significantly different from column:*										K	J		N	M				

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 78**

X006

In the last 6 months, did you and your child’s doctor or other health provider talk about starting or stopping a prescription medication for your child?

Base: All respondents who visited a doctor or other health provider (Q77)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,180	<b>227</b>	179	306	46	179	66	134	16	115	64	45	75	149	59	72	83
Number missing or multiple answer	47	<b>4</b>	8	8	2	2	2	2	0	3	1	0	0	4	1	0	3
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,133	<b>223</b>	171	298	44	177	64	132	16	112	63	45	75	145	58	72	80
	97.8%	<b>98.2%</b>	95.5%	97.4%	95.7%	98.9%	97.0%	98.5%	100.0%	97.4%	98.4%	100.0%	100.0%	97.3%	98.3%	100.0%	96.4%
Yes	337	<b>32</b>	37	52	6	25	1	27	3	11	12	9	7	24	11	8	12
	15.8%	<b>14.3%</b>	21.6%	17.4%	13.6%	14.1%	1.6%	20.5%	18.8%	9.8%	19.0%	20.0%	9.3%	16.6%	19.0%	11.1%	15.0%
No	1,796	<b>191</b>	134	246	38	152	63	105	13	101	51	36	68	121	47	64	68
	84.2%	<b>85.7%</b>	78.4%	82.6%	86.4%	85.9%	98.4%	79.5%	81.3%	90.2%	81.0%	80.0%	90.7%	83.4%	81.0%	88.9%	85.0%
Significantly different from column:*							H	G									

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 79**

X007

Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

Base: All respondents who visited a doctor or other health provider and whose doctor talked about starting/stopping medication (Q77 and Q78)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	337	<b>32</b>	37	52	16	15	8	16	6	21	10	1	18	11	3	4	11	1
Number missing or multiple answer	4	<b>1</b>	2	0	1	0	1	0	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	333	<b>31</b>	35	52	15	15	7	16	6	20	10	1	17	11	3	3	11	1
	98.8%	<b>96.9%</b>	94.6%	100.0%	93.8%	100.0%	87.5%	100.0%	100.0%	95.2%	100.0%	100.0%	94.4%	100.0%	100.0%	75.0%	100.0%	100.0%
Yes	291	<b>27</b>	31	45	13	13	5	14	6	18	8	1	15	9	3	3	11	1
	87.4%	<b>87.1%</b>	88.6%	86.5%	86.7%	86.7%	71.4%	87.5%	100.0%	90.0%	80.0%	100.0%	88.2%	81.8%	100.0%	100.0%	100.0%	100.0%
No	42	<b>4</b>	4	7	2	2	2	2	0	2	2	0	2	2	0	0	0	0
	12.6%	<b>12.9%</b>	11.4%	13.5%	13.3%	13.3%	28.6%	12.5%	0.0%	10.0%	20.0%	0.0%	11.8%	18.2%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 79**

X007

Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

Base: All respondents who visited a doctor or other health provider and whose doctor talked about starting/stopping medication (Q77 and Q78)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	337	<b>32</b>	37	52	6	25	1	27	3	11	12	9	7	24	11	8	12
Number missing or multiple answer	4	<b>1</b>	2	0	1	0	0	1	0	0	0	1	0	1	0	0	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	333	<b>31</b>	35	52	5	25	1	26	3	11	12	8	7	23	11	8	11
	98.8%	<b>96.9%</b>	94.6%	100.0%	83.3%	100.0%	100.0%	96.3%	100.0%	100.0%	100.0%	88.9%	100.0%	95.8%	100.0%	100.0%	91.7%
Yes	291	<b>27</b>	31	45	4	22	1	22	3	8	11	8	4	22	10	8	8
	87.4%	<b>87.1%</b>	88.6%	86.5%	80.0%	88.0%	100.0%	84.6%	100.0%	72.7%	91.7%	100.0%	57.1%	95.7%	90.9%	100.0%	72.7%
No	42	<b>4</b>	4	7	1	3	0	4	0	3	1	0	3	1	1	0	3
	12.6%	<b>12.9%</b>	11.4%	13.5%	20.0%	12.0%	0.0%	15.4%	0.0%	27.3%	8.3%	0.0%	42.9%	4.3%	9.1%	0.0%	27.3%
Significantly different from column:*																	

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 80**

X008

Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

Base: All respondents who visited a doctor or other health provider and whose doctor talked about starting/stopping medication (Q77 and Q78)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	337	<b>32</b>	37	52	16	15	8	16	6	21	10	1	18	11	3	4	11	1
Number missing or multiple answer	3	<b>0</b>	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	334	<b>32</b>	36	52	16	15	8	16	6	21	10	1	18	11	3	4	11	1
	99.1%	<b>100.0%</b>	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	212	<b>19</b>	24	32	11	8	3	10	5	13	6	0	12	4	3	2	9	1
	63.5%	<b>59.4%</b>	66.7%	61.5%	68.8%	53.3%	37.5%	62.5%	83.3%	61.9%	60.0%	0.0%	66.7%	36.4%	100.0%	50.0%	81.8%	100.0%
No	122	<b>13</b>	12	20	5	7	5	6	1	8	4	1	6	7	0	2	2	0
	36.5%	<b>40.6%</b>	33.3%	38.5%	31.3%	46.7%	62.5%	37.5%	16.7%	38.1%	40.0%	100.0%	33.3%	63.6%	0.0%	50.0%	18.2%	0.0%
Significantly different from column:*																		

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 80**

X008

Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

Base: All respondents who visited a doctor or other health provider and whose doctor talked about starting/stopping medication (Q77 and Q78)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	337	<b>32</b>	37	52	6	25	1	27	3	11	12	9	7	24	11	8	12
Number missing or multiple answer	3	<b>0</b>	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	334	<b>32</b>	36	52	6	25	1	27	3	11	12	9	7	24	11	8	12
	99.1%	<b>100.0%</b>	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	212	<b>19</b>	24	32	3	15	0	15	3	6	7	6	2	17	7	8	4
	63.5%	<b>59.4%</b>	66.7%	61.5%	50.0%	60.0%	0.0%	55.6%	100.0%	54.5%	58.3%	66.7%	28.6%	70.8%	63.6%	100.0%	33.3%
No	122	<b>13</b>	12	20	3	10	1	12	0	5	5	3	5	7	4	0	8
	36.5%	<b>40.6%</b>	33.3%	38.5%	50.0%	40.0%	100.0%	44.4%	0.0%	45.5%	41.7%	33.3%	71.4%	29.2%	36.4%	0.0%	66.7%
Significantly different from column:*																	

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 81**

X009

When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

Base: All respondents who visited a doctor or other health provider and whose doctor talked about starting/stopping medication (Q77 and Q78)

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	337	<b>32</b>	37	52	16	15	8	16	6	21	10	1	18	11	3	4	11	1
Number missing or multiple answer	6	<b>0</b>	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	331	<b>32</b>	35	51	16	15	8	16	6	21	10	1	18	11	3	4	11	1
	98.2%	<b>100.0%</b>	94.6%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	254	<b>19</b>	28	42	11	7	4	11	2	15	3	1	12	6	1	4	9	1
	76.7%	<b>59.4%</b>	80.0%	82.4%	68.8%	46.7%	50.0%	68.8%	33.3%	71.4%	30.0%	100.0%	66.7%	54.5%	33.3%	100.0%	81.8%	100.0%
No	77	<b>13</b>	7	9	5	8	4	5	4	6	7	0	6	5	2	0	2	0
	23.3%	<b>40.6%</b>	20.0%	17.6%	31.3%	53.3%	50.0%	31.3%	66.7%	28.6%	70.0%	0.0%	33.3%	45.5%	66.7%	0.0%	18.2%	0.0%
Significantly different from column:*		<b>AD</b>																

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 81**

X009

When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

Base: All respondents who visited a doctor or other health provider and whose doctor talked about starting/stopping medication (Q77 and Q78)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	337	<b>32</b>	37	52	6	25	1	27	3	11	12	9	7	24	11	8	12
Number missing or multiple answer	6	<b>0</b>	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	331	<b>32</b>	35	51	6	25	1	27	3	11	12	9	7	24	11	8	12
	98.2%	<b>100.0%</b>	94.6%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	254	<b>19</b>	28	42	5	13	1	17	0	4	9	6	3	15	5	5	8
	76.7%	<b>59.4%</b>	80.0%	82.4%	83.3%	52.0%	100.0%	63.0%	0.0%	36.4%	75.0%	66.7%	42.9%	62.5%	45.5%	62.5%	66.7%
No	77	<b>13</b>	7	9	1	12	0	10	3	7	3	3	4	9	6	3	4
	23.3%	<b>40.6%</b>	20.0%	17.6%	16.7%	48.0%	0.0%	37.0%	100.0%	63.6%	25.0%	33.3%	57.1%	37.5%	54.5%	37.5%	33.3%
Significantly different from column:*		<b>AD</b>															

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 82**

X001

Do you feel that the medical care your child received in the last 6 months has improved your child's health?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	377	<b>45</b>	18	66	14	15	3	16	9	27	8	1	26	8	2	0	6	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,486	<b>251</b>	206	375	120	128	85	105	55	203	39	7	190	40	20	5	35	1
	86.8%	<b>84.8%</b>	92.0%	85.0%	89.6%	89.5%	96.6%	86.8%	85.9%	88.3%	83.0%	87.5%	88.0%	83.3%	90.9%	100.0%	85.4%	100.0%
Yes	1,984	<b>198</b>	156	285	87	108	69	85	38	169	24	3	156	27	14	4	30	1
	79.8%	<b>78.9%</b>	75.7%	76.0%	72.5%	84.4%	81.2%	81.0%	69.1%	83.3%	61.5%	42.9%	82.1%	67.5%	70.0%	80.0%	85.7%	100.0%
No	502	<b>53</b>	50	90	33	20	16	20	17	34	15	4	34	13	6	1	5	0
	20.2%	<b>21.1%</b>	24.3%	24.0%	27.5%	15.6%	18.8%	19.0%	30.9%	16.7%	38.5%	57.1%	17.9%	32.5%	30.0%	20.0%	14.3%	0.0%
Significantly different from column:*					F	E				K	J		N	M				

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 82**

X001

Do you feel that the medical care your child received in the last 6 months has improved your child's health?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	377	<b>45</b>	18	66	6	20	26	14	3	11	8	4	4	25	4	13	9
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,486	<b>251</b>	206	375	51	198	91	133	16	124	72	50	77	168	66	83	89
	86.8%	<b>84.8%</b>	92.0%	85.0%	89.5%	90.8%	77.8%	90.5%	84.2%	91.9%	90.0%	92.6%	95.1%	87.0%	94.3%	86.5%	90.8%
Yes	1,984	<b>198</b>	156	285	35	161	66	111	13	98	57	41	65	128	52	66	68
	79.8%	<b>78.9%</b>	75.7%	76.0%	68.6%	81.3%	72.5%	83.5%	81.3%	79.0%	79.2%	82.0%	84.4%	76.2%	78.8%	79.5%	76.4%
No	502	<b>53</b>	50	90	16	37	25	22	3	26	15	9	12	40	14	17	21
	20.2%	<b>21.1%</b>	24.3%	24.0%	31.4%	18.7%	27.5%	16.5%	18.8%	21.0%	20.8%	18.0%	15.6%	23.8%	21.2%	20.5%	23.6%
Significantly different from column:*					F	E	H	G									

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 83**

X002

In the last 6 months, how many times have you changed your child's personal doctor or nurse?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	215	<b>27</b>	10	24	4	7	2	7	1	15	3	0	15	3	0	0	4	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,648	<b>269</b>	214	417	130	136	86	114	63	215	44	8	201	45	22	5	37	1
	92.5%	<b>90.9%</b>	95.5%	94.6%	97.0%	95.1%	97.7%	94.2%	98.4%	93.5%	93.6%	100.0%	93.1%	93.8%	100.0%	100.0%	90.2%	100.0%
1 time	186	<b>23</b>	14	31	17	6	7	11	5	19	4	0	18	4	1	0	3	0
	7.0%	<b>8.6%</b>	6.5%	7.4%	13.1%	4.4%	8.1%	9.6%	7.9%	8.8%	9.1%	0.0%	9.0%	8.9%	4.5%	0.0%	8.1%	0.0%
2 times	34	<b>4</b>	2	4	2	2	3	1	0	2	1	1	3	1	0	1	1	0
	1.3%	<b>1.5%</b>	0.9%	1.0%	1.5%	1.5%	3.5%	0.9%	0.0%	0.9%	2.3%	12.5%	1.5%	2.2%	0.0%	20.0%	2.7%	0.0%
3 or more times	10	<b>0</b>	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	<b>0.0%</b>	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
I have not changed my child's personal doctor or nurse in the last 6 months	2,418	<b>242</b>	198	381	111	128	76	102	58	194	39	7	180	40	21	4	33	1
	91.3%	<b>90.0%</b>	92.5%	91.4%	85.4%	94.1%	88.4%	89.5%	92.1%	90.2%	88.6%	87.5%	89.6%	88.9%	95.5%	80.0%	89.2%	100.0%
Significantly different from column:*					F	E												

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 83**

X002

In the last 6 months, how many times have you changed your child's personal doctor or nurse?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	215	<b>27</b>	10	24	1	7	12	11	2	3	2	0	2	9	1	5	4
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,648	<b>269</b>	214	417	56	211	105	136	17	132	78	54	79	184	69	91	94
	92.5%	<b>90.9%</b>	95.5%	94.6%	98.2%	96.8%	89.7%	92.5%	89.5%	97.8%	97.5%	100.0%	97.5%	95.3%	98.6%	94.8%	95.9%
1 time	186	<b>23</b>	14	31	8	15	6	14	3	9	4	7	11	12	4	7	11
	7.0%	<b>8.6%</b>	6.5%	7.4%	14.3%	7.1%	5.7%	10.3%	17.6%	6.8%	5.1%	13.0%	13.9%	6.5%	5.8%	7.7%	11.7%
2 times	34	<b>4</b>	2	4	1	3	0	4	0	2	0	2	1	3	0	1	3
	1.3%	<b>1.5%</b>	0.9%	1.0%	1.8%	1.4%	0.0%	2.9%	0.0%	1.5%	0.0%	3.7%	1.3%	1.6%	0.0%	1.1%	3.2%
3 or more times	10	<b>0</b>	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	<b>0.0%</b>	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
I have not changed my child's personal doctor or nurse in the last 6 months	2,418	<b>242</b>	198	381	47	193	99	118	14	121	74	45	67	169	65	83	80
	91.3%	<b>90.0%</b>	92.5%	91.4%	83.9%	91.5%	94.3%	86.8%	82.4%	91.7%	94.9%	83.3%	84.8%	91.8%	94.2%	91.2%	85.1%
Significantly different from column:*											L	K					

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 84**

X003

In the last 6 months, when you and your child had to travel to see your child’s personal doctor or nurse in person, about how long did it take, on average, to get to your child’s personal doctor or nurse’s office?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	292	<b>33</b>	18	48	7	10	4	8	4	20	3	1	19	4	1	0	4	0
Number no experience	134	<b>18</b>	14	24	10	8	4	12	2	14	3	0	13	3	2	1	0	0
Usable responses	2,437	<b>245</b>	192	369	117	125	80	101	58	196	41	7	184	41	19	4	37	1
	85.1%	<b>82.8%</b>	85.7%	83.7%	87.3%	87.4%	90.9%	83.5%	90.6%	85.2%	87.2%	87.5%	85.2%	85.4%	86.4%	80.0%	90.2%	100.0%
More than 1 hour	86	<b>8</b>	13	12	4	4	3	3	2	4	4	0	5	3	0	0	0	0
	3.5%	<b>3.3%</b>	6.8%	3.3%	3.4%	3.2%	3.8%	3.0%	3.4%	2.0%	9.8%	0.0%	2.7%	7.3%	0.0%	0.0%	0.0%	0.0%
Between 30 minutes and 1 hour	543	<b>56</b>	48	64	31	25	14	23	19	47	8	1	41	10	4	0	9	0
	22.3%	<b>22.9%</b>	25.0%	17.3%	26.5%	20.0%	17.5%	22.8%	32.8%	24.0%	19.5%	14.3%	22.3%	24.4%	21.1%	0.0%	24.3%	0.0%
Less than 30 minutes	1,808	<b>181</b>	131	293	82	96	63	75	37	145	29	6	138	28	15	4	28	1
	74.2%	<b>73.9%</b>	68.2%	79.4%	70.1%	76.8%	78.8%	74.3%	63.8%	74.0%	70.7%	85.7%	75.0%	68.3%	78.9%	100.0%	75.7%	100.0%
Significantly different from column:*																		

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 84**

X003

In the last 6 months, when you and your child had to travel to see your child’s personal doctor or nurse in person, about how long did it take, on average, to get to your child’s personal doctor or nurse’s office?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	292	<b>33</b>	18	48	4	10	18	11	2	6	3	2	2	15	3	7	6
Number no experience	134	<b>18</b>	14	24	6	11	9	6	2	10	3	4	1	16	5	5	7
Usable responses	2,437	<b>245</b>	192	369	47	197	90	130	15	119	74	48	78	162	62	84	85
	85.1%	<b>82.8%</b>	85.7%	83.7%	82.5%	90.4%	76.9%	88.4%	78.9%	88.1%	92.5%	88.9%	96.3%	83.9%	88.6%	87.5%	86.7%
More than 1 hour	86	<b>8</b>	13	12	1	7	4	3	0	1	6	0	4	4	2	1	4
	3.5%	<b>3.3%</b>	6.8%	3.3%	2.1%	3.6%	4.4%	2.3%	0.0%	0.8%	8.1%	0.0%	5.1%	2.5%	3.2%	1.2%	4.7%
Between 30 minutes and 1 hour	543	<b>56</b>	48	64	17	39	26	24	4	24	13	19	16	40	12	24	16
	22.3%	<b>22.9%</b>	25.0%	17.3%	36.2%	19.8%	28.9%	18.5%	26.7%	20.2%	17.6%	39.6%	20.5%	24.7%	19.4%	28.6%	18.8%
Less than 30 minutes	1,808	<b>181</b>	131	293	29	151	60	103	11	94	55	29	58	118	48	59	65
	74.2%	<b>73.9%</b>	68.2%	79.4%	61.7%	76.6%	66.7%	79.2%	73.3%	79.0%	74.3%	60.4%	74.4%	72.8%	77.4%	70.2%	76.5%
Significantly different from column:*					F	E	H	G		L		J					

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 85**

X004

For health care, when you and your child travel to see your child’s personal doctor or nurse in person, how far do you and your child have to travel to visit your child’s personal doctor or nurse?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	238	<b>27</b>	5	28	7	6	2	8	2	14	3	1	14	3	1	0	4	0
Number no experience	206	<b>18</b>	15	27	10	8	4	12	2	10	5	2	11	4	3	0	3	0
Usable responses	2,419	<b>251</b>	204	386	117	129	82	101	60	206	39	5	191	41	18	5	34	1
	84.5%	<b>84.8%</b>	91.1%	87.5%	87.3%	90.2%	93.2%	83.5%	93.8%	89.6%	83.0%	62.5%	88.4%	85.4%	81.8%	100.0%	82.9%	100.0%
More than 10 miles	571	<b>56</b>	39	73	32	23	15	25	14	47	7	2	44	8	4	1	5	0
	23.6%	<b>22.3%</b>	19.1%	18.9%	27.4%	17.8%	18.3%	24.8%	23.3%	22.8%	17.9%	40.0%	23.0%	19.5%	22.2%	20.0%	14.7%	0.0%
10 miles or less	1,848	<b>195</b>	165	313	85	106	67	76	46	159	32	3	147	33	14	4	29	1
	76.4%	<b>77.7%</b>	80.9%	81.1%	72.6%	82.2%	81.7%	75.2%	76.7%	77.2%	82.1%	60.0%	77.0%	80.5%	77.8%	80.0%	85.3%	100.0%
Significantly different from column:*																		

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 85**

X004

For health care, when you and your child travel to see your child’s personal doctor or nurse in person, how far do you and your child have to travel to visit your child’s personal doctor or nurse?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	238	<b>27</b>	5	28	3	7	13	10	2	4	2	1	1	12	3	5	4
Number no experience	206	<b>18</b>	15	27	1	16	8	6	3	12	3	2	7	10	5	5	6
Usable responses	2,419	<b>251</b>	204	386	53	195	96	131	14	119	75	51	73	171	62	86	88
	84.5%	<b>84.8%</b>	91.1%	87.5%	93.0%	89.4%	82.1%	89.1%	73.7%	88.1%	93.8%	94.4%	90.1%	88.6%	88.6%	89.6%	89.8%
More than 10 miles	571	<b>56</b>	39	73	15	41	28	25	1	21	16	17	15	39	13	18	21
	23.6%	<b>22.3%</b>	19.1%	18.9%	28.3%	21.0%	29.2%	19.1%	7.1%	17.6%	21.3%	33.3%	20.5%	22.8%	21.0%	20.9%	23.9%
10 miles or less	1,848	<b>195</b>	165	313	38	154	68	106	13	98	59	34	58	132	49	68	67
	76.4%	<b>77.7%</b>	80.9%	81.1%	71.7%	79.0%	70.8%	80.9%	92.9%	82.4%	78.7%	66.7%	79.5%	77.2%	79.0%	79.1%	76.1%
Significantly different from column:*										L		J					

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 86**

X010

In the last 6 months, how often was it easy to get an appointment for your child with a health provider by phone or video?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	247	<b>28</b>	8	26	5	9	3	9	1	16	3	0	15	4	0	0	4	0
Number no experience	718	<b>68</b>	51	138	38	30	21	27	20	53	10	3	49	14	4	0	7	0
Usable responses	1,898	<b>200</b>	165	277	91	104	64	85	43	161	34	5	152	30	18	5	30	1
	66.3%	<b>67.6%</b>	73.7%	62.8%	67.9%	72.7%	72.7%	70.2%	67.2%	70.0%	72.3%	62.5%	70.4%	62.5%	81.8%	100.0%	73.2%	100.0%
Never	140	<b>17</b>	9	10	8	8	4	10	3	15	2	0	13	3	1	0	1	0
	7.4%	<b>8.5%</b>	5.5%	3.6%	8.8%	7.7%	6.3%	11.8%	7.0%	9.3%	5.9%	0.0%	8.6%	10.0%	5.6%	0.0%	3.3%	0.0%
Sometimes	333	<b>39</b>	30	25	20	19	11	18	10	27	9	3	29	6	4	0	3	0
	17.5%	<b>19.5%</b>	18.2%	9.0%	22.0%	18.3%	17.2%	21.2%	23.3%	16.8%	26.5%	60.0%	19.1%	20.0%	22.2%	0.0%	10.0%	0.0%
Usually	364	<b>43</b>	40	60	23	19	10	20	11	31	11	1	30	8	5	1	10	0
	19.2%	<b>21.5%</b>	24.2%	21.7%	25.3%	18.3%	15.6%	23.5%	25.6%	19.3%	32.4%	20.0%	19.7%	26.7%	27.8%	20.0%	33.3%	0.0%
Always	1,061	<b>101</b>	86	182	40	58	39	37	19	88	12	1	80	13	8	4	16	1
	55.9%	<b>50.5%</b>	52.1%	65.7%	44.0%	55.8%	60.9%	43.5%	44.2%	54.7%	35.3%	20.0%	52.6%	43.3%	44.4%	80.0%	53.3%	100.0%
Significantly different from column:*		<b>D</b>					H	G		K	J							
Usually or Always	1,425	<b>144</b>	126	242	63	77	49	57	30	119	23	2	110	21	13	5	26	1
	75.1%	<b>72.0%</b>	76.4%	87.4%	69.2%	74.0%	76.6%	67.1%	69.8%	73.9%	67.6%	40.0%	72.4%	70.0%	72.2%	100.0%	86.7%	100.0%
Significantly different from column:*		<b>D</b>																

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 86**

X010

In the last 6 months, how often was it easy to get an appointment for your child with a health provider by phone or video?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	247	<b>28</b>	8	26	1	10	12	13	2	5	3	0	3	11	2	7	4
Number no experience	718	<b>68</b>	51	138	11	56	42	20	4	36	18	12	21	45	20	21	23
Usable responses	1,898	<b>200</b>	165	277	45	152	63	114	13	94	59	42	57	137	48	68	71
	66.3%	<b>67.6%</b>	73.7%	62.8%	78.9%	69.7%	53.8%	77.6%	68.4%	69.6%	73.8%	77.8%	70.4%	71.0%	68.6%	70.8%	72.4%
Never	140	<b>17</b>	9	10	7	10	13	4	0	9	4	4	7	10	0	6	10
	7.4%	<b>8.5%</b>	5.5%	3.6%	15.6%	6.6%	20.6%	3.5%	0.0%	9.6%	6.8%	9.5%	12.3%	7.3%	0.0%	8.8%	14.1%
Sometimes	333	<b>39</b>	30	25	11	28	13	23	1	22	7	10	18	21	8	9	19
	17.5%	<b>19.5%</b>	18.2%	9.0%	24.4%	18.4%	20.6%	20.2%	7.7%	23.4%	11.9%	23.8%	31.6%	15.3%	16.7%	13.2%	26.8%
Usually	364	<b>43</b>	40	60	9	34	11	25	5	16	17	10	7	35	14	15	13
	19.2%	<b>21.5%</b>	24.2%	21.7%	20.0%	22.4%	17.5%	21.9%	38.5%	17.0%	28.8%	23.8%	12.3%	25.5%	29.2%	22.1%	18.3%
Always	1,061	<b>101</b>	86	182	18	80	26	62	7	47	31	18	25	71	26	38	29
	55.9%	<b>50.5%</b>	52.1%	65.7%	40.0%	52.6%	41.3%	54.4%	53.8%	50.0%	52.5%	42.9%	43.9%	51.8%	54.2%	55.9%	40.8%
Significantly different from column:*		<b>D</b>															
Usually or Always	1,425	<b>144</b>	126	242	27	114	37	87	12	63	48	28	32	106	40	53	42
	75.1%	<b>72.0%</b>	76.4%	87.4%	60.0%	75.0%	58.7%	76.3%	92.3%	67.0%	81.4%	66.7%	56.1%	77.4%	83.3%	77.9%	59.2%
Significantly different from column:*		<b>D</b>					H	G					N	M	Q	Q	OP

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 87**

X011

In the last 6 months, how often was it easy to get the care your child needed by phone or video?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Child Gender (Q70)		Child Age (Q69)			Child Health Status (Q53)			Child Mental Health Status (Q54)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Number in sample	2,863	<b>296</b>	224	441	134	143	88	121	64	230	47	8	216	48	22	5	41	1
Number missing or multiple answer	242	<b>30</b>	8	28	7	9	3	10	2	18	3	0	18	3	0	0	5	0
Number no experience	1,020	<b>112</b>	75	171	57	55	33	48	30	85	22	3	79	21	11	1	14	0
Usable responses	1,601	<b>154</b>	141	242	70	79	52	63	32	127	22	5	119	24	11	4	22	1
	55.9%	<b>52.0%</b>	62.9%	54.9%	52.2%	55.2%	59.1%	52.1%	50.0%	55.2%	46.8%	62.5%	55.1%	50.0%	50.0%	80.0%	53.7%	100.0%
Never	191	<b>18</b>	22	23	9	8	4	7	7	16	2	0	15	2	1	0	3	0
	11.9%	<b>11.7%</b>	15.6%	9.5%	12.9%	10.1%	7.7%	11.1%	21.9%	12.6%	9.1%	0.0%	12.6%	8.3%	9.1%	0.0%	13.6%	0.0%
Sometimes	247	<b>24</b>	23	21	12	12	8	10	6	16	5	3	15	8	1	0	2	0
	15.4%	<b>15.6%</b>	16.3%	8.7%	17.1%	15.2%	15.4%	15.9%	18.8%	12.6%	22.7%	60.0%	12.6%	33.3%	9.1%	0.0%	9.1%	0.0%
Usually	291	<b>34</b>	24	47	19	14	11	14	8	26	8	0	26	6	2	1	6	0
	18.2%	<b>22.1%</b>	17.0%	19.4%	27.1%	17.7%	21.2%	22.2%	25.0%	20.5%	36.4%	0.0%	21.8%	25.0%	18.2%	25.0%	27.3%	0.0%
Always	872	<b>78</b>	72	151	30	45	29	32	11	69	7	2	63	8	7	3	11	1
	54.5%	<b>50.6%</b>	51.1%	62.4%	42.9%	57.0%	55.8%	50.8%	34.4%	54.3%	31.8%	40.0%	52.9%	33.3%	63.6%	75.0%	50.0%	100.0%
Significantly different from column:*		<b>D</b>																
Usually or Always	1,163	<b>112</b>	96	198	49	59	40	46	19	95	15	2	89	14	9	4	17	1
	72.6%	<b>72.7%</b>	68.1%	81.8%	70.0%	74.7%	76.9%	73.0%	59.4%	74.8%	68.2%	40.0%	74.8%	58.3%	81.8%	100.0%	77.3%	100.0%
Significantly different from column:*		<b>D</b>																

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

**MedStar Family Choice**

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) ---General Population

**Question 87**

X011

In the last 6 months, how often was it easy to get the care your child needed by phone or video?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Child Dr Visits in Last 6 Mos. (Q7)			Respondent Education (Q75)			Child Ethnicity (Q71)		Child Race (Q72)		
					Male	Female	None	1 to 4	5 or more	HS grad or less	Some college	College grad or more	Hispanic	Non-Hispanic	White	African-American	Other
					A	B	C	D	E	F	G	H	I	J	K	L	M
Number in sample	2,863	<b>296</b>	224	441	57	218	117	147	19	135	80	54	81	193	70	96	98
Number missing or multiple answer	242	<b>30</b>	8	28	2	11	14	13	2	6	3	1	4	12	3	7	5
Number no experience	1,020	<b>112</b>	75	171	22	89	59	45	7	56	35	19	33	77	25	40	41
Usable responses	1,601	<b>154</b>	141	242	33	118	44	89	10	73	42	34	44	104	42	49	52
	55.9%	<b>52.0%</b>	62.9%	54.9%	57.9%	54.1%	37.6%	60.5%	52.6%	54.1%	52.5%	63.0%	54.3%	53.9%	60.0%	51.0%	53.1%
Never	191	<b>18</b>	22	23	7	11	10	8	0	8	4	5	5	13	3	5	9
	11.9%	<b>11.7%</b>	15.6%	9.5%	21.2%	9.3%	22.7%	9.0%	0.0%	11.0%	9.5%	14.7%	11.4%	12.5%	7.1%	10.2%	17.3%
Sometimes	247	<b>24</b>	23	21	5	19	7	14	1	13	5	6	12	12	7	5	10
	15.4%	<b>15.6%</b>	16.3%	8.7%	15.2%	16.1%	15.9%	15.7%	10.0%	17.8%	11.9%	17.6%	27.3%	11.5%	16.7%	10.2%	19.2%
Usually	291	<b>34</b>	24	47	8	26	6	20	5	15	10	9	5	28	12	10	10
	18.2%	<b>22.1%</b>	17.0%	19.4%	24.2%	22.0%	13.6%	22.5%	50.0%	20.5%	23.8%	26.5%	11.4%	26.9%	28.6%	20.4%	19.2%
Always	872	<b>78</b>	72	151	13	62	21	47	4	37	23	14	22	51	20	29	23
	54.5%	<b>50.6%</b>	51.1%	62.4%	39.4%	52.5%	47.7%	52.8%	40.0%	50.7%	54.8%	41.2%	50.0%	49.0%	47.6%	59.2%	44.2%
Significantly different from column:*		<b>D</b>															
Usually or Always	1,163	<b>112</b>	96	198	21	88	27	67	9	52	33	23	27	79	32	39	33
	72.6%	<b>72.7%</b>	68.1%	81.8%	63.6%	74.6%	61.4%	75.3%	90.0%	71.2%	78.6%	67.6%	61.4%	76.0%	76.2%	79.6%	63.5%
Significantly different from column:*		<b>D</b>															

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

## MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --  
- CCC Population

### Patient Experience Measures

	Reportable Rates				
	2022 NCQA National Average, All LOBs	2023 HealthChoice Aggregate	Plan Rate		
			2023	2022	2021
<b>Consumer Satisfaction</b>					
<b>Getting Care</b>					
Getting Needed Care	86.89%	79.43%	<b>80.42%</b>	80.91%	86.03%
Getting Care Quickly	90.15%	86.94%	<b>85.93%</b>	79.64%	91.06%
<b>Satisfaction with Plan Physicians</b>					
Rating of Personal Doctor	76.74%	70.86%	<b>66.67%</b>	71.78%	72.66%
<b>Satisfaction with Plan and Plan Services</b>					
Rating of All Health Care	68.22%	62.14%	<b>63.19%</b>	66.93%	72.68%
Rating of Health Plan	67.98%	62.28%	<b>63.64%</b>	61.85%	65.96%
<b>Non-HPR Measures</b>					
Rating of Specialist Seen Most Often	73.83%	66.72%	<b>62.86%</b>	69.35%	70.83%
Coordination of Care	84.65%	79.15%	<b>78.57%</b>	81.69%	82.98%
How Well Doctors Communicate	94.79%	91.21%	<b>91.53%</b>	91.61%	92.58%
Customer Service	No benchmark available	86.43%	<b>90.18%</b>	86.54%	86.03%
<b>Children with Chronic Conditions Measures</b>					
Access to Prescription Medicine	90.55%	88.35%	<b>87.86%</b>	91.73%	91.90%
Access to Specialized Services	70.60%	66.27%	<b>67.14%</b>	68.16%	72.38%
Getting Needed Information	91.53%	88.02%	<b>89.58%</b>	84.38%	91.04%
Personal Doctor or Nurse Who Knows Child	91.55%	90.18%	<b>91.54%</b>	91.77%	85.31%
Coordination of Care w/CCC (Q16 & Q27)	76.27%	70.15%	<b>71.72%</b>	71.99%	71.77%

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Note: results are presented for NCQA's top-box rates (% 9+10 or % Usually+Always). At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting. Chronic measures are not part of NCQA's Health Plan Ratings (HPR) methodology. However, non-CCC measures are presented to align with NCQA's 2023 (MY 2022) HPR groupings.

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 3

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	23	<b>2</b>	3	6	2	1	0	0	2	0	1	1	0	2	0	0	0	2	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,801 98.7%	<b>196</b> <b>99.0%</b>	176 98.3%	281 97.9%	126 98.4%	106 99.1%	69 100.0%	73 100.0%	115 98.3%	38 100.0%	93 98.9%	62 98.4%	123 100.0%	58 96.7%	15 100.0%	87 100.0%	61 100.0%	47 95.9%	45 100.0%	116 99.1%	28 100.0%
Yes	757 42.0%	<b>90</b> <b>45.9%</b>	63 35.8%	65 23.1%	69 54.8%	53 50.0%	34 49.3%	31 42.5%	50 43.5%	18 47.4%	40 43.0%	30 48.4%	51 41.5%	30 51.7%	9 60.0%	38 43.7%	31 50.8%	20 42.6%	11 24.4%	60 51.7%	13 46.4%
No	1,044 58.0%	<b>106</b> <b>54.1%</b>	113 64.2%	216 76.9%	57 45.2%	53 50.0%	35 50.7%	42 57.5%	65 56.5%	20 52.6%	53 57.0%	32 51.6%	72 58.5%	28 48.3%	6 40.0%	49 56.3%	30 49.2%	27 57.4%	34 75.6%	56 48.3%	15 53.6%
Significantly different from column:*		<b>CD</b>																	T	S	

NA - Not applicable

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



# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 3

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)			Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4	
Number missing or multiple answer	23	<b>2</b>	3	6	0	2	0	1	1	1	1	0	2	1	1	0	0	1	0	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,801 98.7%	<b>196</b> <b>99.0%</b>	176 98.3%	281 97.9%	30 100.0%	162 98.8%	74 100.0%	73 98.6%	43 97.7%	103 99.0%	91 98.9%	33 100.0%	159 98.8%	59 98.3%	72 98.6%	59 100.0%	7 100.0%	65 98.5%	4 100.0%	
Yes	757 42.0%	<b>90</b> <b>45.9%</b>	63 35.8%	65 23.1%	15 50.0%	73 45.1%	32 43.2%	36 49.3%	19 44.2%	48 46.6%	41 45.1%	12 36.4%	75 47.2%	32 54.2%	36 50.0%	19 32.2%	2 28.6%	44 67.7%	3 75.0%	
No	1,044 58.0%	<b>106</b> <b>54.1%</b>	113 64.2%	216 76.9%	15 50.0%	89 54.9%	42 56.8%	37 50.7%	24 55.8%	55 53.4%	50 54.9%	21 63.6%	84 52.8%	27 45.8%	36 50.0%	40 67.8%	5 71.4%	21 32.3%	1 25.0%	
Significantly different from column:*		<b>D</b>												P	P	NO				

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 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?

Base: All respondents whose child needed care right away (Q3)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	757	<b>90</b>	63	65	69	53	34	31	50	18	40	30	51	30	9	38	31	20	11	60	13
Number missing or multiple answer	18	<b>1</b>	2	0	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	739	<b>89</b>	61	65	69	52	34	31	49	18	40	29	50	30	9	38	30	20	11	59	13
	97.6%	<b>98.9%</b>	96.8%	100.0%	100.0%	98.1%	100.0%	100.0%	98.0%	100.0%	100.0%	96.7%	98.0%	100.0%	100.0%	100.0%	96.8%	100.0%	100.0%	98.3%	100.0%
Never	9	<b>3</b>	7	0	3	1	1	1	1	2	0	1	1	1	1	2	0	1	1	1	1
	1.2%	<b>3.4%</b>	11.5%	0.0%	4.3%	1.9%	2.9%	3.2%	2.0%	11.1%	0.0%	3.4%	2.0%	3.3%	11.1%	5.3%	0.0%	5.0%	9.1%	1.7%	7.7%
Sometimes	61	<b>7</b>	8	3	5	4	1	5	5	2	2	3	3	2	2	1	2	4	1	4	1
	8.3%	<b>7.9%</b>	13.1%	4.6%	7.2%	7.7%	2.9%	16.1%	10.2%	11.1%	5.0%	10.3%	6.0%	6.7%	22.2%	2.6%	6.7%	20.0%	9.1%	6.8%	7.7%
Usually	117	<b>17</b>	8	9	11	7	5	7	10	9	5	3	10	7	0	10	6	1	1	12	3
	15.8%	<b>19.1%</b>	13.1%	13.8%	15.9%	13.5%	14.7%	22.6%	20.4%	50.0%	12.5%	10.3%	20.0%	23.3%	0.0%	26.3%	20.0%	5.0%	9.1%	20.3%	23.1%
Always	552	<b>62</b>	38	53	50	40	27	18	33	5	33	22	36	20	6	25	22	14	8	42	8
	74.7%	<b>69.7%</b>	62.3%	81.5%	72.5%	76.9%	79.4%	58.1%	67.3%	27.8%	82.5%	75.9%	72.0%	66.7%	66.7%	65.8%	73.3%	70.0%	72.7%	71.2%	61.5%
Significantly different from column:*										KL	J	J									
Usually or Always	669	<b>79</b>	46	62	61	47	32	25	43	14	38	25	46	27	6	35	28	15	9	54	11
	90.5%	<b>88.8%</b>	75.4%	95.4%	88.4%	90.4%	94.1%	80.6%	87.8%	77.8%	95.0%	86.2%	92.0%	90.0%	66.7%	92.1%	93.3%	75.0%	81.8%	91.5%	84.6%
Significantly different from column:*		<b>C</b>																			

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 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?

Base: All respondents whose child needed care right away (Q3)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	757	<b>90</b>	63	65	15	73	32	36	19	48	41	12	75	32	36	19	2	44	3
Number missing or multiple answer	18	<b>1</b>	2	0	0	1	0	0	1	0	1	0	1	0	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	739	<b>89</b>	61	65	15	72	32	36	18	48	40	12	74	32	35	19	2	44	3
	97.6%	<b>98.9%</b>	96.8%	100.0%	100.0%	98.6%	100.0%	100.0%	94.7%	100.0%	97.6%	100.0%	98.7%	100.0%	97.2%	100.0%	100.0%	100.0%	100.0%
Never	9	<b>3</b>	7	0	0	3	1	2	0	1	2	1	2	1	1	1	0	0	1
	1.2%	<b>3.4%</b>	11.5%	0.0%	0.0%	4.2%	3.1%	5.6%	0.0%	2.1%	5.0%	8.3%	2.7%	3.1%	2.9%	5.3%	0.0%	0.0%	33.3%
Sometimes	61	<b>7</b>	8	3	1	6	4	2	1	5	2	0	7	3	2	2	0	6	0
	8.3%	<b>7.9%</b>	13.1%	4.6%	6.7%	8.3%	12.5%	5.6%	5.6%	10.4%	5.0%	0.0%	9.5%	9.4%	5.7%	10.5%	0.0%	13.6%	0.0%
Usually	117	<b>17</b>	8	9	3	13	5	8	3	8	9	5	11	5	6	5	0	8	1
	15.8%	<b>19.1%</b>	13.1%	13.8%	20.0%	18.1%	15.6%	22.2%	16.7%	16.7%	22.5%	41.7%	14.9%	15.6%	17.1%	26.3%	0.0%	18.2%	33.3%
Always	552	<b>62</b>	38	53	11	50	22	24	14	34	27	6	54	23	26	11	2	30	1
	74.7%	<b>69.7%</b>	62.3%	81.5%	73.3%	69.4%	68.8%	66.7%	77.8%	70.8%	67.5%	50.0%	73.0%	71.9%	74.3%	57.9%	100.0%	68.2%	33.3%
Significantly different from column:*																			
Usually or Always	669	<b>79</b>	46	62	14	63	27	32	17	42	36	11	65	28	32	16	2	38	2
	90.5%	<b>88.8%</b>	75.4%	95.4%	93.3%	87.5%	84.4%	88.9%	94.4%	87.5%	90.0%	91.7%	87.8%	87.5%	91.4%	84.2%	100.0%	86.4%	66.7%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	26	<b>3</b>	1	5	1	1	0	1	2	0	3	0	2	1	0	2	1	0	1	1	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,798 98.6%	<b>195</b> <b>98.5%</b>	178 99.4%	282 98.3%	127 99.2%	106 99.1%	69 100.0%	72 98.6%	115 98.3%	38 100.0%	91 96.8%	63 100.0%	121 98.4%	59 98.3%	15 100.0%	85 97.7%	60 98.4%	49 100.0%	44 97.8%	116 99.1%	27 96.4%
Yes	1,354 75.3%	<b>146</b> <b>74.9%</b>	131 73.6%	201 71.3%	101 79.5%	87 82.1%	56 81.2%	59 81.9%	82 71.3%	31 81.6%	68 74.7%	44 69.8%	89 73.6%	46 78.0%	11 73.3%	64 75.3%	47 78.3%	34 69.4%	16 36.4%	97 83.6%	25 92.6%
No	444 24.7%	<b>49</b> <b>25.1%</b>	47 26.4%	81 28.7%	26 20.5%	19 17.9%	13 18.8%	13 18.1%	33 28.7%	7 18.4%	23 25.3%	19 30.2%	32 26.4%	13 22.0%	4 26.7%	21 24.7%	13 21.7%	15 30.6%	28 63.6%	19 16.4%	2 7.4%
Significantly different from column:*																			TU	S	S

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	26	<b>3</b>	1	5	1	2	2	1	0	2	1	1	2	1	1	1	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,798 98.6%	<b>195</b> <b>98.5%</b>	178 99.4%	282 98.3%	29 96.7%	162 98.8%	72 97.3%	73 98.6%	44 100.0%	102 98.1%	91 98.9%	32 97.0%	159 98.8%	59 98.3%	72 98.6%	58 98.3%	7 100.0%	66 100.0%	4 100.0%
Yes	1,354 75.3%	<b>146</b> <b>74.9%</b>	131 73.6%	201 71.3%	22 75.9%	120 74.1%	51 70.8%	57 78.1%	34 77.3%	75 73.5%	69 75.8%	24 75.0%	119 74.8%	49 83.1%	52 72.2%	42 72.4%	5 71.4%	58 87.9%	4 100.0%
No	444 24.7%	<b>49</b> <b>25.1%</b>	47 26.4%	81 28.7%	7 24.1%	42 25.9%	21 29.2%	16 21.9%	10 22.7%	27 26.5%	22 24.2%	8 25.0%	40 25.2%	10 16.9%	20 27.8%	16 27.6%	2 28.6%	8 12.1%	0 0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 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?

Base: All respondents who made an appointment for their child for health care (Q5)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,354	<b>146</b>	131	201	101	87	56	59	82	31	68	44	89	46	11	64	47	34	16	97	25
Number missing or multiple answer	33	<b>4</b>	7	5	4	3	1	1	2	0	4	0	3	1	0	2	0	2	0	3	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,321 97.6%	<b>142</b> <b>97.3%</b>	124 94.7%	196 97.5%	97 96.0%	84 96.6%	55 98.2%	58 98.3%	80 97.6%	31 100.0%	64 94.1%	44 100.0%	86 96.6%	45 97.8%	11 100.0%	62 96.9%	47 100.0%	32 94.1%	16 100.0%	94 96.9%	24 96.0%
Never	13 1.0%	<b>3</b> <b>2.1%</b>	2 1.6%	1 0.5%	2 2.1%	1 1.2%	2 3.6%	1 1.7%	1 1.3%	2 6.5%	1 1.6%	0 0.0%	0 0.0%	3 6.7%	0 0.0%	1 1.6%	1 2.1%	1 3.1%	2 12.5%	1 1.1%	0 0.0%
Sometimes	207 15.7%	<b>21</b> <b>14.8%</b>	18 14.5%	25 12.8%	10 10.3%	12 14.3%	4 7.3%	11 19.0%	13 16.3%	6 19.4%	7 10.9%	8 18.2%	14 16.3%	7 15.6%	0 0.0%	8 12.9%	9 19.1%	4 12.5%	4 25.0%	15 16.0%	1 4.2%
Usually	268 20.3%	<b>31</b> <b>21.8%</b>	20 16.1%	42 21.4%	19 19.6%	19 22.6%	13 23.6%	16 27.6%	23 28.8%	8 25.8%	15 23.4%	7 15.9%	17 19.8%	10 22.2%	4 36.4%	11 17.7%	9 19.1%	11 34.4%	1 6.3%	20 21.3%	8 33.3%
Always	833 63.1%	<b>87</b> <b>61.3%</b>	84 67.7%	128 65.3%	66 68.0%	52 61.9%	36 65.5%	30 51.7%	43 53.8%	15 48.4%	41 64.1%	29 65.9%	55 64.0%	25 55.6%	7 63.6%	42 67.7%	28 59.6%	16 50.0%	9 56.3%	58 61.7%	15 62.5%
Significantly different from column:*					H			E													
Usually or Always	1,101 83.3%	<b>118</b> <b>83.1%</b>	104 83.9%	170 86.7%	85 87.6%	71 84.5%	49 89.1%	46 79.3%	66 82.5%	23 74.2%	56 87.5%	36 81.8%	72 83.7%	35 77.8%	11 100.0%	53 85.5%	37 78.7%	27 84.4%	10 62.5%	78 83.0%	23 95.8%
Significantly different from column:*																					

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 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?

Base: All respondents who made an appointment for their child for health care (Q5)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,354	<b>146</b>	131	201	22	120	51	57	34	75	69	24	119	49	52	42	5	58	4
Number missing or multiple answer	33	<b>4</b>	7	5	0	4	3	1	0	3	1	0	4	3	0	1	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,321	<b>142</b>	124	196	22	116	48	56	34	72	68	24	115	46	52	41	5	57	4
	97.6%	<b>97.3%</b>	94.7%	97.5%	100.0%	96.7%	94.1%	98.2%	100.0%	96.0%	98.6%	100.0%	96.6%	93.9%	100.0%	97.6%	100.0%	98.3%	100.0%
Never	13	<b>3</b>	2	1	0	3	2	1	0	3	0	0	3	1	1	1	0	1	0
	1.0%	<b>2.1%</b>	1.6%	0.5%	0.0%	2.6%	4.2%	1.8%	0.0%	4.2%	0.0%	0.0%	2.6%	2.2%	1.9%	2.4%	0.0%	1.8%	0.0%
Sometimes	207	<b>21</b>	18	25	3	18	10	4	7	8	13	3	18	6	9	6	0	5	0
	15.7%	<b>14.8%</b>	14.5%	12.8%	13.6%	15.5%	20.8%	7.1%	20.6%	11.1%	19.1%	12.5%	15.7%	13.0%	17.3%	14.6%	0.0%	8.8%	0.0%
Usually	268	<b>31</b>	20	42	8	22	8	13	9	19	11	7	23	11	11	8	3	12	3
	20.3%	<b>21.8%</b>	16.1%	21.4%	36.4%	19.0%	16.7%	23.2%	26.5%	26.4%	16.2%	29.2%	20.0%	23.9%	21.2%	19.5%	60.0%	21.1%	75.0%
Always	833	<b>87</b>	84	128	11	73	28	38	18	42	44	14	71	28	31	26	2	39	1
	63.1%	<b>61.3%</b>	67.7%	65.3%	50.0%	62.9%	58.3%	67.9%	52.9%	58.3%	64.7%	58.3%	61.7%	60.9%	59.6%	63.4%	40.0%	68.4%	25.0%
Significantly different from column:*																			
Usually or Always	1,101	<b>118</b>	104	170	19	95	36	51	27	61	55	21	94	39	42	34	5	51	4
	83.3%	<b>83.1%</b>	83.9%	86.7%	86.4%	81.9%	75.0%	91.1%	79.4%	84.7%	80.9%	87.5%	81.7%	84.8%	80.8%	82.9%	100.0%	89.5%	100.0%
Significantly different from column:*							H	G											

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	67	<b>8</b>	4	6	6	4	4	2	4	3	3	2	2	5	1	3	3	2	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,757 96.3%	<b>190</b> <b>96.0%</b>	175 97.8%	281 97.9%	122 95.3%	103 96.3%	65 94.2%	71 97.3%	113 96.6%	35 92.1%	91 96.8%	61 96.8%	121 98.4%	55 91.7%	14 93.3%	84 96.6%	58 95.1%	47 95.9%	45 100.0%	117 100.0%	28 100.0%
None	408 23.2%	<b>45</b> <b>23.7%</b>	46 26.3%	76 27.0%	22 18.0%	19 18.4%	15 23.1%	15 21.1%	27 23.9%	8 22.9%	22 24.2%	15 24.6%	26 21.5%	15 27.3%	4 28.6%	19 22.6%	6 10.3%	20 42.6%	45 100.0%	0 0.0%	0 0.0%
1 time	335 19.1%	<b>32</b> <b>16.8%</b>	34 19.4%	76 27.0%	20 16.4%	14 13.6%	6 9.2%	8 11.3%	19 16.8%	5 14.3%	15 16.5%	12 19.7%	24 19.8%	5 9.1%	3 21.4%	17 20.2%	12 20.7%	3 6.4%	0 0.0%	32 27.4%	0 0.0%
2	338 19.2%	<b>44</b> <b>23.2%</b>	41 23.4%	57 20.3%	29 23.8%	25 24.3%	15 23.1%	19 26.8%	25 22.1%	8 22.9%	22 24.2%	13 21.3%	30 24.8%	10 18.2%	4 28.6%	17 20.2%	15 25.9%	12 25.5%	0 0.0%	44 37.6%	0 0.0%
3	250 14.2%	<b>28</b> <b>14.7%</b>	21 12.0%	25 8.9%	18 14.8%	16 15.5%	11 16.9%	10 14.1%	15 13.3%	5 14.3%	11 12.1%	11 18.0%	19 15.7%	9 16.4%	0 0.0%	15 17.9%	10 17.2%	3 6.4%	0 0.0%	28 23.9%	0 0.0%
4	133 7.6%	<b>13</b> <b>6.8%</b>	9 5.1%	12 4.3%	10 8.2%	7 6.8%	4 6.2%	5 7.0%	5 4.4%	4 11.4%	7 7.7%	2 3.3%	11 9.1%	2 3.6%	0 0.0%	7 8.3%	5 8.6%	1 2.1%	0 0.0%	13 11.1%	0 0.0%
5 to 9	188 10.7%	<b>11</b> <b>5.8%</b>	17 9.7%	20 7.1%	10 8.2%	7 6.8%	5 7.7%	5 7.0%	8 7.1%	2 5.7%	4 4.4%	4 6.6%	4 3.3%	6 10.9%	1 7.1%	5 6.0%	4 6.9%	1 2.1%	0 0.0%	0 0.0%	11 39.3%
10 or more times	105 6.0%	<b>17</b> <b>8.9%</b>	7 4.0%	15 5.3%	13 10.7%	15 14.6%	9 13.8%	9 12.7%	14 12.4%	3 8.6%	10 11.0%	4 6.6%	7 5.8%	8 14.5%	2 14.3%	4 4.8%	6 10.3%	7 14.9%	0 0.0%	0 0.0%	17 60.7%
5 or more times	293 16.7%	<b>28</b> <b>14.7%</b>	24 13.7%	35 12.5%	23 18.9%	22 21.4%	14 21.5%	14 19.7%	22 19.5%	5 14.3%	14 15.4%	8 13.1%	11 9.1%	14 25.5%	3 21.4%	9 10.7%	10 17.2%	8 17.0%	0 0.0%	0 0.0%	28 100.0%
Significantly different from column:*													N	M					U	U	ST

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	67	<b>8</b>	4	6	1	7	2	4	2	4	4	2	6	3	4	1	0	4	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,757	<b>190</b>	175	281	29	157	72	70	42	100	88	31	155	57	69	58	7	62	4
	96.3%	<b>96.0%</b>	97.8%	97.9%	96.7%	95.7%	97.3%	94.6%	95.5%	96.2%	95.7%	93.9%	96.3%	95.0%	94.5%	98.3%	100.0%	93.9%	100.0%
None	408	<b>45</b>	46	76	7	38	20	13	10	25	20	8	37	7	23	13	2	5	0
	23.2%	<b>23.7%</b>	26.3%	27.0%	24.1%	24.2%	27.8%	18.6%	23.8%	25.0%	22.7%	25.8%	23.9%	12.3%	33.3%	22.4%	28.6%	8.1%	0.0%
1 time	335	<b>32</b>	34	76	4	27	6	15	11	15	17	3	29	9	12	10	0	7	1
	19.1%	<b>16.8%</b>	19.4%	27.0%	13.8%	17.2%	8.3%	21.4%	26.2%	15.0%	19.3%	9.7%	18.7%	15.8%	17.4%	17.2%	0.0%	11.3%	25.0%
2	338	<b>44</b>	41	57	6	37	18	15	10	25	18	7	34	14	15	13	4	11	0
	19.2%	<b>23.2%</b>	23.4%	20.3%	20.7%	23.6%	25.0%	21.4%	23.8%	25.0%	20.5%	22.6%	21.9%	24.6%	21.7%	22.4%	57.1%	17.7%	0.0%
3	250	<b>28</b>	21	25	7	21	11	10	7	13	15	7	21	9	6	13	1	13	1
	14.2%	<b>14.7%</b>	12.0%	8.9%	24.1%	13.4%	15.3%	14.3%	16.7%	13.0%	17.0%	22.6%	13.5%	15.8%	8.7%	22.4%	14.3%	21.0%	25.0%
4	133	<b>13</b>	9	12	2	11	2	8	2	8	5	3	10	2	6	5	0	10	0
	7.6%	<b>6.8%</b>	5.1%	4.3%	6.9%	7.0%	2.8%	11.4%	4.8%	8.0%	5.7%	9.7%	6.5%	3.5%	8.7%	8.6%	0.0%	16.1%	0.0%
5 to 9	188	<b>11</b>	17	20	1	9	8	1	1	4	6	1	9	8	1	1	0	6	0
	10.7%	<b>5.8%</b>	9.7%	7.1%	3.4%	5.7%	11.1%	1.4%	2.4%	4.0%	6.8%	3.2%	5.8%	14.0%	1.4%	1.7%	0.0%	9.7%	0.0%
10 or more times	105	<b>17</b>	7	15	2	14	7	8	1	10	7	2	15	8	6	3	0	10	2
	6.0%	<b>8.9%</b>	4.0%	5.3%	6.9%	8.9%	9.7%	11.4%	2.4%	10.0%	8.0%	6.5%	9.7%	14.0%	8.7%	5.2%	0.0%	16.1%	50.0%
5 or more times	293	<b>28</b>	24	35	3	23	15	9	2	14	13	3	24	16	7	4	0	16	2
	16.7%	<b>14.7%</b>	13.7%	12.5%	10.3%	14.6%	20.8%	12.9%	4.8%	14.0%	14.8%	9.7%	15.5%	28.1%	10.1%	6.9%	0.0%	25.8%	50.0%
Significantly different from column:*							I		G					OP	N	N			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 8

In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,349	<b>145</b>	129	205	100	84	50	56	86	27	69	46	95	40	10	65	52	27	0	117	28
Number missing or multiple answer	5	<b>1</b>	1	4	1	1	0	0	0	0	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,344 99.6%	<b>144</b> <b>99.3%</b>	128 99.2%	201 98.0%	99 99.0%	83 98.8%	50 100.0%	56 100.0%	86 100.0%	27 100.0%	69 100.0%	45 97.8%	94 98.9%	40 100.0%	10 100.0%	64 98.5%	52 100.0%	27 100.0%	0 ---	116 99.1%	28 100.0%
Never	16 1.2%	<b>0</b> <b>0.0%</b>	4 3.1%	3 1.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%
Sometimes	145 10.8%	<b>15</b> <b>10.4%</b>	16 12.5%	15 7.5%	8 8.1%	10 12.0%	6 12.0%	9 16.1%	9 10.5%	3 11.1%	8 11.6%	4 8.9%	8 8.5%	5 12.5%	2 20.0%	5 7.8%	5 9.6%	5 18.5%	0 ---	14 12.1%	1 3.6%
Usually	223 16.6%	<b>21</b> <b>14.6%</b>	19 14.8%	31 15.4%	13 13.1%	10 12.0%	6 12.0%	7 12.5%	12 14.0%	5 18.5%	4 5.8%	11 24.4%	14 14.9%	7 17.5%	0 0.0%	9 14.1%	7 13.5%	5 18.5%	0 ---	16 13.8%	5 17.9%
Always	960 71.4%	<b>108</b> <b>75.0%</b>	89 69.5%	152 75.6%	78 78.8%	63 75.9%	38 76.0%	40 71.4%	65 75.6%	19 70.4%	57 82.6%	30 66.7%	72 76.6%	28 70.0%	8 80.0%	50 78.1%	40 76.9%	17 63.0%	0 ---	86 74.1%	22 78.6%
Significantly different from column:*																					
Usually or Always	1,183 88.0%	<b>129</b> <b>89.6%</b>	108 84.4%	183 91.0%	91 91.9%	73 88.0%	44 88.0%	47 83.9%	77 89.5%	24 88.9%	61 88.4%	41 91.1%	86 91.5%	35 87.5%	8 80.0%	59 92.2%	47 90.4%	22 81.5%	0 ---	102 87.9%	27 96.4%
Significantly different from column:*																					

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 8

In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,349	<b>145</b>	129	205	22	119	52	57	32	75	68	23	118	50	46	45	5	57	4
Number missing or multiple answer	5	<b>1</b>	1	4	0	1	0	1	0	0	1	0	1	0	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,344	<b>144</b>	128	201	22	118	52	56	32	75	67	23	117	50	45	45	5	56	4
	99.6%	<b>99.3%</b>	99.2%	98.0%	100.0%	99.2%	100.0%	98.2%	100.0%	100.0%	98.5%	100.0%	99.2%	100.0%	97.8%	100.0%	100.0%	98.2%	100.0%
Never	16	<b>0</b>	4	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.2%	<b>0.0%</b>	3.1%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	145	<b>15</b>	16	15	3	12	6	4	5	8	7	3	12	4	6	5	3	4	0
	10.8%	<b>10.4%</b>	12.5%	7.5%	13.6%	10.2%	11.5%	7.1%	15.6%	10.7%	10.4%	13.0%	10.3%	8.0%	13.3%	11.1%	60.0%	7.1%	0.0%
Usually	223	<b>21</b>	19	31	5	15	10	4	6	11	9	4	15	9	3	7	1	10	0
	16.6%	<b>14.6%</b>	14.8%	15.4%	22.7%	12.7%	19.2%	7.1%	18.8%	14.7%	13.4%	17.4%	12.8%	18.0%	6.7%	15.6%	20.0%	17.9%	0.0%
Always	960	<b>108</b>	89	152	14	91	36	48	21	56	51	16	90	37	36	33	1	42	4
	71.4%	<b>75.0%</b>	69.5%	75.6%	63.6%	77.1%	69.2%	85.7%	65.6%	74.7%	76.1%	69.6%	76.9%	74.0%	80.0%	73.3%	20.0%	75.0%	100.0%
Significantly different from column:*							H	GI	H										
Usually or Always	1,183	<b>129</b>	108	183	19	106	46	52	27	67	60	20	105	46	39	40	2	52	4
	88.0%	<b>89.6%</b>	84.4%	91.0%	86.4%	89.8%	88.5%	92.9%	84.4%	89.3%	89.6%	87.0%	89.7%	92.0%	86.7%	88.9%	40.0%	92.9%	100.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 9

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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,349	<b>145</b>	129	205	100	84	50	56	86	27	69	46	95	40	10	65	52	27	0	117	28
Number missing or multiple answer	10	<b>1</b>	2	0	1	1	0	0	0	0	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,339 99.3%	<b>144</b> <b>99.3%</b>	127 98.4%	205 100.0%	99 99.0%	83 98.8%	50 100.0%	56 100.0%	86 100.0%	27 100.0%	69 100.0%	45 97.8%	94 98.9%	40 100.0%	10 100.0%	64 98.5%	52 100.0%	27 100.0%	0 ---	116 99.1%	28 100.0%
0 Worst health care possible	2 0.1%	<b>0</b> <b>0.0%</b>	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%
1	0 0.0%	<b>0</b> <b>0.0%</b>	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%
2	3 0.2%	<b>0</b> <b>0.0%</b>	1 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%
3	7 0.5%	<b>0</b> <b>0.0%</b>	2 1.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%
4	14 1.0%	<b>3</b> <b>2.1%</b>	1 0.8%	1 0.5%	1 1.0%	3 3.6%	1 2.0%	2 3.6%	2 2.3%	2 7.4%	0 0.0%	1 2.2%	3 3.2%	0 0.0%	0 0.0%	1 1.6%	2 3.8%	0 0.0%	0 ---	3 2.6%	0 0.0%
5	42 3.1%	<b>2</b> <b>1.4%</b>	4 3.1%	5 2.4%	2 2.0%	0 0.0%	0 0.0%	1 1.8%	1 1.2%	0 0.0%	2 2.9%	0 0.0%	2 2.1%	0 0.0%	0 0.0%	1 1.6%	1 1.9%	0 0.0%	0 ---	2 1.7%	0 0.0%
6	47 3.5%	<b>5</b> <b>3.5%</b>	2 1.6%	6 2.9%	4 4.0%	2 2.4%	0 0.0%	3 5.4%	2 2.3%	3 11.1%	1 1.4%	1 2.2%	3 3.2%	1 2.5%	1 10.0%	3 4.7%	0 0.0%	2 7.4%	0 ---	3 2.6%	2 7.1%
7	117 8.7%	<b>17</b> <b>11.8%</b>	7 5.5%	15 7.3%	10 10.1%	12 14.5%	9 18.0%	9 16.1%	12 14.0%	4 14.8%	7 10.1%	6 13.3%	8 8.5%	8 20.0%	1 10.0%	5 7.8%	8 15.4%	4 14.8%	0 ---	14 12.1%	3 10.7%
8	275 20.5%	<b>26</b> <b>18.1%</b>	25 19.7%	28 13.7%	16 16.2%	12 14.5%	9 18.0%	8 14.3%	15 17.4%	6 22.2%	9 13.0%	10 22.2%	15 16.0%	9 22.5%	2 20.0%	8 12.5%	12 23.1%	6 22.2%	0 ---	19 16.4%	7 25.0%
9	226 16.9%	<b>27</b> <b>18.8%</b>	22 17.3%	44 21.5%	21 21.2%	16 19.3%	9 18.0%	10 17.9%	13 15.1%	3 11.1%	15 21.7%	8 17.8%	19 20.2%	8 20.0%	0 0.0%	18 28.1%	7 13.5%	1 3.7%	0 ---	21 18.1%	6 21.4%
10 Best health care possible	606 45.3%	<b>64</b> <b>44.4%</b>	63 49.6%	105 51.2%	45 45.5%	38 45.8%	22 44.0%	23 41.1%	41 47.7%	9 33.3%	35 50.7%	19 42.2%	44 46.8%	14 35.0%	6 60.0%	28 43.8%	22 42.3%	14 51.9%	0 ---	54 46.6%	10 35.7%

NA - Not applicable

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 9

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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,349	<b>145</b>	129	205	22	119	52	57	32	75	68	23	118	50	46	45	5	57	4
Number missing or multiple answer	10	<b>1</b>	2	0	0	1	0	1	0	0	1	0	1	0	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,339 99.3%	<b>144</b> <b>99.3%</b>	127 98.4%	205 100.0%	22 100.0%	118 99.2%	52 100.0%	56 98.2%	32 100.0%	75 100.0%	67 98.5%	23 100.0%	117 99.2%	50 100.0%	45 97.8%	45 100.0%	5 100.0%	56 98.2%	4 100.0%
0 Worst health care possible	2 0.1%	<b>0</b> <b>0.0%</b>	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	0 0.0%	<b>0</b> <b>0.0%</b>	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	3 0.2%	<b>0</b> <b>0.0%</b>	1 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	7 0.5%	<b>0</b> <b>0.0%</b>	2 1.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
4	14 1.0%	<b>3</b> <b>2.1%</b>	1 0.8%	1 0.5%	0 0.0%	3 2.5%	1 1.9%	0 0.0%	2 6.3%	1 1.3%	2 3.0%	2 8.7%	1 0.9%	1 2.0%	1 2.2%	1 2.2%	0 0.0%	1 1.8%	0 0.0%
5	42 3.1%	<b>2</b> <b>1.4%</b>	4 3.1%	5 2.4%	0 0.0%	2 1.7%	1 1.9%	1 1.8%	0 0.0%	1 1.3%	1 1.5%	0 0.0%	2 1.7%	1 2.0%	1 2.2%	0 0.0%	0 0.0%	1 1.8%	0 0.0%
6	47 3.5%	<b>5</b> <b>3.5%</b>	2 1.6%	6 2.9%	1 4.5%	4 3.4%	4 7.7%	0 0.0%	1 3.1%	4 5.3%	1 1.5%	1 4.3%	4 3.4%	1 2.0%	3 6.7%	1 2.2%	0 0.0%	2 3.6%	0 0.0%
7	117 8.7%	<b>17</b> <b>11.8%</b>	7 5.5%	15 7.3%	4 18.2%	13 11.0%	6 11.5%	6 10.7%	5 15.6%	10 13.3%	7 10.4%	2 8.7%	15 12.8%	6 12.0%	4 8.9%	7 15.6%	2 40.0%	5 8.9%	0 0.0%
8	275 20.5%	<b>26</b> <b>18.1%</b>	25 19.7%	28 13.7%	3 13.6%	23 19.5%	9 17.3%	10 17.9%	7 21.9%	11 14.7%	14 20.9%	5 21.7%	19 16.2%	9 18.0%	8 17.8%	7 15.6%	2 40.0%	12 21.4%	1 25.0%
9	226 16.9%	<b>27</b> <b>18.8%</b>	22 17.3%	44 21.5%	6 27.3%	18 15.3%	6 11.5%	9 16.1%	8 25.0%	15 20.0%	11 16.4%	3 13.0%	22 18.8%	8 16.0%	9 20.0%	8 17.8%	0 0.0%	10 17.9%	1 25.0%
10 Best health care possible	606 45.3%	<b>64</b> <b>44.4%</b>	63 49.6%	105 51.2%	8 36.4%	55 46.6%	25 48.1%	30 53.6%	9 28.1%	33 44.0%	31 46.3%	10 43.5%	54 46.2%	24 48.0%	19 42.2%	21 46.7%	1 20.0%	25 44.6%	2 50.0%

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 9

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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,349	<b>145</b>	129	205	100	84	50	56	86	27	69	46	95	40	10	65	52	27	0	117	28
Number missing or multiple answer	10	<b>1</b>	2	0	1	1	0	0	0	0	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,339 99.3%	<b>144</b> <b>99.3%</b>	127 98.4%	205 100.0%	99 99.0%	83 98.8%	50 100.0%	56 100.0%	86 100.0%	27 100.0%	69 100.0%	45 97.8%	94 98.9%	40 100.0%	10 100.0%	64 98.5%	52 100.0%	27 100.0%	0 ---	116 99.1%	28 100.0%
0 to 4	26 1.9%	<b>3</b> <b>2.1%</b>	4 3.1%	2 1.0%	1 1.0%	3 3.6%	1 2.0%	2 3.6%	2 2.3%	2 7.4%	0 0.0%	1 2.2%	3 3.2%	0 0.0%	0 0.0%	1 1.6%	2 3.8%	0 0.0%	0 ---	3 2.6%	0 0.0%
5	42 3.1%	<b>2</b> <b>1.4%</b>	4 3.1%	5 2.4%	2 2.0%	0 0.0%	0 0.0%	1 1.8%	1 1.2%	0 0.0%	2 2.9%	0 0.0%	2 2.1%	0 0.0%	0 0.0%	1 1.6%	1 1.9%	0 0.0%	0 ---	2 1.7%	0 0.0%
6 to 7	164 12.2%	<b>22</b> <b>15.3%</b>	9 7.1%	21 10.2%	14 14.1%	14 16.9%	9 18.0%	12 21.4%	14 16.3%	7 25.9%	8 11.6%	7 15.6%	11 11.7%	9 22.5%	2 20.0%	8 12.5%	8 15.4%	6 22.2%	0 ---	17 14.7%	5 17.9%
8 to 10	1,107 82.7%	<b>117</b> <b>81.3%</b>	110 86.6%	177 86.3%	82 82.8%	66 79.5%	40 80.0%	41 73.2%	69 80.2%	18 66.7%	59 85.5%	37 82.2%	78 83.0%	31 77.5%	8 80.0%	54 84.4%	41 78.8%	21 77.8%	0 ---	94 81.0%	23 82.1%
Significantly different from column:*										K	J										
0 to 6	115 8.6%	<b>10</b> <b>6.9%</b>	10 7.9%	13 6.3%	7 7.1%	5 6.0%	1 2.0%	6 10.7%	5 5.8%	5 18.5%	3 4.3%	2 4.4%	8 8.5%	1 2.5%	1 10.0%	5 7.8%	3 5.8%	2 7.4%	0 ---	8 6.9%	2 7.1%
7 to 8	392 29.3%	<b>43</b> <b>29.9%</b>	32 25.2%	43 21.0%	26 26.3%	24 28.9%	18 36.0%	17 30.4%	27 31.4%	10 37.0%	16 23.2%	16 35.6%	23 24.5%	17 42.5%	3 30.0%	13 20.3%	20 38.5%	10 37.0%	0 ---	33 28.4%	10 35.7%
9 to 10	832 62.1%	<b>91</b> <b>63.2%</b>	85 66.9%	149 72.7%	66 66.7%	54 65.1%	31 62.0%	33 58.9%	54 62.8%	12 44.4%	50 72.5%	27 60.0%	63 67.0%	22 55.0%	6 60.0%	46 71.9%	29 55.8%	15 55.6%	0 ---	75 64.7%	16 57.1%
Significantly different from column:*										K	J										

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 9

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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,349	<b>145</b>	129	205	22	119	52	57	32	75	68	23	118	50	46	45	5	57	4
Number missing or multiple answer	10	<b>1</b>	2	0	0	1	0	1	0	0	1	0	1	0	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,339	<b>144</b>	127	205	22	118	52	56	32	75	67	23	117	50	45	45	5	56	4
	99.3%	<b>99.3%</b>	98.4%	100.0%	100.0%	99.2%	100.0%	98.2%	100.0%	100.0%	98.5%	100.0%	99.2%	100.0%	97.8%	100.0%	100.0%	98.2%	100.0%
0 to 4	26	<b>3</b>	4	2	0	3	1	0	2	1	2	2	1	1	1	1	0	1	0
	1.9%	<b>2.1%</b>	3.1%	1.0%	0.0%	2.5%	1.9%	0.0%	6.3%	1.3%	3.0%	8.7%	0.9%	2.0%	2.2%	2.2%	0.0%	1.8%	0.0%
5	42	<b>2</b>	4	5	0	2	1	1	0	1	1	0	2	1	1	0	0	1	0
	3.1%	<b>1.4%</b>	3.1%	2.4%	0.0%	1.7%	1.9%	1.8%	0.0%	1.3%	1.5%	0.0%	1.7%	2.0%	2.2%	0.0%	0.0%	1.8%	0.0%
6 to 7	164	<b>22</b>	9	21	5	17	10	6	6	14	8	3	19	7	7	8	2	7	0
	12.2%	<b>15.3%</b>	7.1%	10.2%	22.7%	14.4%	19.2%	10.7%	18.8%	18.7%	11.9%	13.0%	16.2%	14.0%	15.6%	17.8%	40.0%	12.5%	0.0%
8 to 10	1,107	<b>117</b>	110	177	17	96	40	49	24	59	56	18	95	41	36	36	3	47	4
	82.7%	<b>81.3%</b>	86.6%	86.3%	77.3%	81.4%	76.9%	87.5%	75.0%	78.7%	83.6%	78.3%	81.2%	82.0%	80.0%	80.0%	60.0%	83.9%	100.0%
Significantly different from column:*																			
0 to 6	115	<b>10</b>	10	13	1	9	6	1	3	6	4	3	7	3	5	2	0	4	0
	8.6%	<b>6.9%</b>	7.9%	6.3%	4.5%	7.6%	11.5%	1.8%	9.4%	8.0%	6.0%	13.0%	6.0%	6.0%	11.1%	4.4%	0.0%	7.1%	0.0%
7 to 8	392	<b>43</b>	32	43	7	36	15	16	12	21	21	7	34	15	12	14	4	17	1
	29.3%	<b>29.9%</b>	25.2%	21.0%	31.8%	30.5%	28.8%	28.6%	37.5%	28.0%	31.3%	30.4%	29.1%	30.0%	26.7%	31.1%	80.0%	30.4%	25.0%
9 to 10	832	<b>91</b>	85	149	14	73	31	39	17	48	42	13	76	32	28	29	1	35	3
	62.1%	<b>63.2%</b>	66.9%	72.7%	63.6%	61.9%	59.6%	69.6%	53.1%	64.0%	62.7%	56.5%	65.0%	64.0%	62.2%	64.4%	20.0%	62.5%	75.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 10

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,349	<b>145</b>	129	205	100	84	50	56	86	27	69	46	95	40	10	65	52	27	0	117	28
Number missing or multiple answer	8	<b>1</b>	1	1	1	1	0	0	0	0	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,341	<b>144</b>	128	204	99	83	50	56	86	27	69	45	94	40	10	64	52	27	0	116	28
	99.4%	<b>99.3%</b>	99.2%	99.5%	99.0%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	98.9%	100.0%	100.0%	98.5%	100.0%	100.0%	---	99.1%	100.0%
Never	23	<b>0</b>	4	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.7%	<b>0.0%</b>	3.1%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
Sometimes	168	<b>19</b>	11	18	10	10	8	12	14	6	9	4	10	8	1	7	9	3	0	16	3
	12.5%	<b>13.2%</b>	8.6%	8.8%	10.1%	12.0%	16.0%	21.4%	16.3%	22.2%	13.0%	8.9%	10.6%	20.0%	10.0%	10.9%	17.3%	11.1%	---	13.8%	10.7%
Usually	355	<b>44</b>	37	47	27	26	16	15	27	7	17	19	32	12	0	19	18	7	0	33	11
	26.5%	<b>30.6%</b>	28.9%	23.0%	27.3%	31.3%	32.0%	26.8%	31.4%	25.9%	24.6%	42.2%	34.0%	30.0%	0.0%	29.7%	34.6%	25.9%	---	28.4%	39.3%
Always	795	<b>81</b>	76	136	62	47	26	29	45	14	43	22	52	20	9	38	25	17	0	67	14
	59.3%	<b>56.3%</b>	59.4%	66.7%	62.6%	56.6%	52.0%	51.8%	52.3%	51.9%	62.3%	48.9%	55.3%	50.0%	90.0%	59.4%	48.1%	63.0%	---	57.8%	50.0%
Significantly different from column:*		<b>D</b>																			
Usually or Always	1,150	<b>125</b>	113	183	89	73	42	44	72	21	60	41	84	32	9	57	43	24	0	100	25
	85.8%	<b>86.8%</b>	88.3%	89.7%	89.9%	88.0%	84.0%	78.6%	83.7%	77.8%	87.0%	91.1%	89.4%	80.0%	90.0%	89.1%	82.7%	88.9%	---	86.2%	89.3%
Significantly different from column:*																					

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 10**

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,349	<b>145</b>	129	205	22	119	52	57	32	75	68	23	118	50	46	45	5	57	4
Number missing or multiple answer	8	<b>1</b>	1	1	0	1	0	1	0	0	1	0	1	0	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,341 99.4%	<b>144</b> <b>99.3%</b>	128 99.2%	204 99.5%	22 100.0%	118 99.2%	52 100.0%	56 98.2%	32 100.0%	75 100.0%	67 98.5%	23 100.0%	117 99.2%	50 100.0%	45 97.8%	45 100.0%	5 100.0%	56 98.2%	4 100.0%
Never	23 1.7%	<b>0</b> <b>0.0%</b>	4 3.1%	3 1.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	168 12.5%	<b>19</b> <b>13.2%</b>	11 8.6%	18 8.8%	4 18.2%	15 12.7%	7 13.5%	3 5.4%	9 28.1%	12 16.0%	7 10.4%	2 8.7%	16 13.7%	4 8.0%	8 17.8%	7 15.6%	2 40.0%	8 14.3%	1 25.0%
Usually	355 26.5%	<b>44</b> <b>30.6%</b>	37 28.9%	47 23.0%	8 36.4%	34 28.8%	17 32.7%	18 32.1%	7 21.9%	23 30.7%	20 29.9%	11 47.8%	31 26.5%	17 34.0%	6 13.3%	18 40.0%	1 20.0%	21 37.5%	0 0.0%
Always	795 59.3%	<b>81</b> <b>56.3%</b>	76 59.4%	136 66.7%	10 45.5%	69 58.5%	28 53.8%	35 62.5%	16 50.0%	40 53.3%	40 59.7%	10 43.5%	70 59.8%	29 58.0%	31 68.9%	20 44.4%	2 40.0%	27 48.2%	3 75.0%
Significantly different from column:*		<b>D</b>													P	O			
Usually or Always	1,150 85.8%	<b>125</b> <b>86.8%</b>	113 88.3%	183 89.7%	18 81.8%	103 87.3%	45 86.5%	53 94.6%	23 71.9%	63 84.0%	60 89.6%	21 91.3%	101 86.3%	46 92.0%	37 82.2%	38 84.4%	3 60.0%	48 85.7%	3 75.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 11

Is your child now enrolled in any kind of school or daycare?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	25	<b>2</b>	1	1	1	1	1	1	2	0	1	1	1	1	0	1	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,799	<b>196</b>	178	286	127	106	68	72	115	38	93	62	122	59	15	86	60	49	45	116	28
	98.6%	<b>99.0%</b>	99.4%	99.7%	99.2%	99.1%	98.6%	98.6%	98.3%	100.0%	98.9%	98.4%	99.2%	98.3%	100.0%	98.9%	98.4%	100.0%	100.0%	99.1%	100.0%
Yes	1,484	<b>164</b>	149	238	107	88	57	56	96	21	90	51	106	49	9	71	52	40	39	95	25
	82.5%	<b>83.7%</b>	83.7%	83.2%	84.3%	83.0%	83.8%	77.8%	83.5%	55.3%	96.8%	82.3%	86.9%	83.1%	60.0%	82.6%	86.7%	81.6%	86.7%	81.9%	89.3%
No	315	<b>32</b>	29	48	20	18	11	16	19	17	3	11	16	10	6	15	8	9	6	21	3
	17.5%	<b>16.3%</b>	16.3%	16.8%	15.7%	17.0%	16.2%	22.2%	16.5%	44.7%	3.2%	17.7%	13.1%	16.9%	40.0%	17.4%	13.3%	18.4%	13.3%	18.1%	10.7%
Significantly different from column:*										KL	JL	JK									

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 11

Is your child now enrolled in any kind of school or daycare?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	25	<b>2</b>	1	1	1	1	0	0	2	1	1	0	2	0	1	1	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,799	<b>196</b>	178	286	29	163	74	74	42	103	91	33	159	60	72	58	7	65	4
	98.6%	<b>99.0%</b>	99.4%	99.7%	96.7%	99.4%	100.0%	100.0%	95.5%	99.0%	98.9%	100.0%	98.8%	100.0%	98.6%	98.3%	100.0%	98.5%	100.0%
Yes	1,484	<b>164</b>	149	238	20	140	61	67	30	85	77	21	139	47	66	45	4	55	4
	82.5%	<b>83.7%</b>	83.7%	83.2%	69.0%	85.9%	82.4%	90.5%	71.4%	82.5%	84.6%	63.6%	87.4%	78.3%	91.7%	77.6%	57.1%	84.6%	100.0%
No	315	<b>32</b>	29	48	9	23	13	7	12	18	14	12	20	13	6	13	3	10	0
	17.5%	<b>16.3%</b>	16.3%	16.8%	31.0%	14.1%	17.6%	9.5%	28.6%	17.5%	15.4%	36.4%	12.6%	21.7%	8.3%	22.4%	42.9%	15.4%	0.0%
Significantly different from column:*								I	H			M	L	O	NP	O			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 12

In the last 6 months, did you need your child’s doctors or other health providers to contact a school or daycare center about your child’s health or health care?

Base: All respondents whose child is enrolled in school or daycare (Q11)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,484	<b>164</b>	149	238	107	88	57	56	96	21	90	51	106	49	9	71	52	40	39	95	25
Number missing or multiple answer	36	<b>5</b>	2	5	4	3	2	1	4	0	4	1	2	3	0	1	2	2	1	2	2
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,448 97.6%	<b>159</b> <b>97.0%</b>	147 98.7%	233 97.9%	103 96.3%	85 96.6%	55 96.5%	55 98.2%	92 95.8%	21 100.0%	86 95.6%	50 98.0%	104 98.1%	46 93.9%	9 100.0%	70 98.6%	50 96.2%	38 95.0%	38 97.4%	93 97.9%	23 92.0%
Yes	264 18.2%	<b>25</b> <b>15.7%</b>	18 12.2%	22 9.4%	20 19.4%	20 23.5%	11 20.0%	13 23.6%	18 19.6%	2 9.5%	16 18.6%	7 14.0%	16 15.4%	4 8.7%	5 55.6%	9 12.9%	9 18.0%	7 18.4%	3 7.9%	15 16.1%	6 26.1%
No	1,184 81.8%	<b>134</b> <b>84.3%</b>	129 87.8%	211 90.6%	83 80.6%	65 76.5%	44 80.0%	42 76.4%	74 80.4%	19 90.5%	70 81.4%	43 86.0%	88 84.6%	42 91.3%	4 44.4%	61 87.1%	41 82.0%	31 81.6%	35 92.1%	78 83.9%	17 73.9%
Significantly different from column:*																					

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 12**

In the last 6 months, did you need your child’s doctors or other health providers to contact a school or daycare center about your child’s health or health care?

Base: All respondents whose child is enrolled in school or daycare (Q11)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,484	<b>164</b>	149	238	20	140	61	67	30	85	77	21	139	47	66	45	4	55	4
Number missing or multiple answer	36	<b>5</b>	2	5	3	2	2	2	1	4	1	1	3	3	2	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,448	<b>159</b>	147	233	17	138	59	65	29	81	76	20	136	44	64	45	4	54	4
	97.6%	<b>97.0%</b>	98.7%	97.9%	85.0%	98.6%	96.7%	97.0%	96.7%	95.3%	98.7%	95.2%	97.8%	93.6%	97.0%	100.0%	100.0%	98.2%	100.0%
Yes	264	<b>25</b>	18	22	2	22	6	16	1	14	11	4	21	5	11	8	1	14	2
	18.2%	<b>15.7%</b>	12.2%	9.4%	11.8%	15.9%	10.2%	24.6%	3.4%	17.3%	14.5%	20.0%	15.4%	11.4%	17.2%	17.8%	25.0%	25.9%	50.0%
No	1,184	<b>134</b>	129	211	15	116	53	49	28	67	65	16	115	39	53	37	3	40	2
	81.8%	<b>84.3%</b>	87.8%	90.6%	88.2%	84.1%	89.8%	75.4%	96.6%	82.7%	85.5%	80.0%	84.6%	88.6%	82.8%	82.2%	75.0%	74.1%	50.0%
Significantly different from column:*							H	GI	H										

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 13

In the last 6 months, did you get the help you needed from your child’s doctors or other health providers in contacting your child’s school or daycare?

Base: All respondents whose child is enrolled in school or daycare and needed their child's doctor/health provider to contact school/daycare center about their child's health (Q11 & Q12)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	264	<b>25</b>	18	22	20	20	11	13	18	2	16	7	16	4	5	9	9	7	3	15	6
Number missing or multiple answer	3	<b>0</b>	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	261	<b>25</b>	17	22	20	20	11	13	18	2	16	7	16	4	5	9	9	7	3	15	6
	98.9%	<b>100.0%</b>	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	235	<b>22</b>	15	20	17	18	9	12	16	2	14	6	14	3	5	7	9	6	3	13	6
	90.0%	<b>88.0%</b>	88.2%	90.9%	85.0%	90.0%	81.8%	92.3%	88.9%	100.0%	87.5%	85.7%	87.5%	75.0%	100.0%	77.8%	100.0%	85.7%	100.0%	86.7%	100.0%
No	26	<b>3</b>	2	2	3	2	2	1	2	0	2	1	2	1	0	2	0	1	0	2	0
	10.0%	<b>12.0%</b>	11.8%	9.1%	15.0%	10.0%	18.2%	7.7%	11.1%	0.0%	12.5%	14.3%	12.5%	25.0%	0.0%	22.2%	0.0%	14.3%	0.0%	13.3%	0.0%
Significantly different from column:*																					

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 13

In the last 6 months, did you get the help you needed from your child’s doctors or other health providers in contacting your child’s school or daycare?

Base: All respondents whose child is enrolled in school or daycare and needed their child's doctor/health provider to contact school/daycare center about their child's health (Q11 & Q12)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	264	<b>25</b>	18	22	2	22	6	16	1	14	11	4	21	5	11	8	1	14	2
Number missing or multiple answer	3	<b>0</b>	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	261	<b>25</b>	17	22	2	22	6	16	1	14	11	4	21	5	11	8	1	14	2
	98.9%	<b>100.0%</b>	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	235	<b>22</b>	15	20	1	20	6	13	1	12	10	3	19	4	10	7	1	12	2
	90.0%	<b>88.0%</b>	88.2%	90.9%	50.0%	90.9%	100.0%	81.3%	100.0%	85.7%	90.9%	75.0%	90.5%	80.0%	90.9%	87.5%	100.0%	85.7%	100.0%
No	26	<b>3</b>	2	2	1	2	0	3	0	2	1	1	2	1	1	1	0	2	0
	10.0%	<b>12.0%</b>	11.8%	9.1%	50.0%	9.1%	0.0%	18.8%	0.0%	14.3%	9.1%	25.0%	9.5%	20.0%	9.1%	12.5%	0.0%	14.3%	0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 14

Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	31	<b>1</b>	5	2	0	1	1	1	1	0	1	0	0	1	0	0	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,793	<b>197</b>	174	285	128	106	68	72	116	38	93	63	123	59	15	87	60	49	45	117	28
	98.3%	<b>99.5%</b>	97.2%	99.3%	100.0%	99.1%	98.6%	98.6%	99.1%	100.0%	98.9%	100.0%	100.0%	98.3%	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%
Yes	245	<b>28</b>	16	30	23	19	15	18	21	10	8	10	14	9	5	13	8	7	4	17	4
	13.7%	<b>14.2%</b>	9.2%	10.5%	18.0%	17.9%	22.1%	25.0%	18.1%	26.3%	8.6%	15.9%	11.4%	15.3%	33.3%	14.9%	13.3%	14.3%	8.9%	14.5%	14.3%
No	1,548	<b>169</b>	158	255	105	87	53	54	95	28	85	53	109	50	10	74	52	42	41	100	24
	86.3%	<b>85.8%</b>	90.8%	89.5%	82.0%	82.1%	77.9%	75.0%	81.9%	73.7%	91.4%	84.1%	88.6%	84.7%	66.7%	85.1%	86.7%	85.7%	91.1%	85.5%	85.7%
Significantly different from column:*										K	J										

NA - Not applicable

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



# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 14

Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	31	<b>1</b>	5	2	0	1	0	0	1	1	0	0	1	0	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,793	<b>197</b>	174	285	30	163	74	74	43	103	92	33	160	60	72	59	7	66	4
	98.3%	<b>99.5%</b>	97.2%	99.3%	100.0%	99.4%	100.0%	100.0%	97.7%	99.0%	100.0%	100.0%	99.4%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%
Yes	245	<b>28</b>	16	30	5	23	7	12	8	12	16	5	23	6	14	8	2	14	4
	13.7%	<b>14.2%</b>	9.2%	10.5%	16.7%	14.1%	9.5%	16.2%	18.6%	11.7%	17.4%	15.2%	14.4%	10.0%	19.4%	13.6%	28.6%	21.2%	100.0%
No	1,548	<b>169</b>	158	255	25	140	67	62	35	91	76	28	137	54	58	51	5	52	0
	86.3%	<b>85.8%</b>	90.8%	89.5%	83.3%	85.9%	90.5%	83.8%	81.4%	88.3%	82.6%	84.8%	85.6%	90.0%	80.6%	86.4%	71.4%	78.8%	0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 15

In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	245	<b>28</b>	16	30	23	19	15	18	21	10	8	10	14	9	5	13	8	7	4	17	4
Number missing or multiple answer	3	<b>0</b>	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	242	<b>28</b>	15	29	23	19	15	18	21	10	8	10	14	9	5	13	8	7	4	17	4
	98.8%	<b>100.0%</b>	93.8%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	31	<b>2</b>	2	4	1	1	0	1	2	0	1	1	2	0	0	1	0	1	0	2	0
	12.8%	<b>7.1%</b>	13.3%	13.8%	4.3%	5.3%	0.0%	5.6%	9.5%	0.0%	12.5%	10.0%	14.3%	0.0%	0.0%	7.7%	0.0%	14.3%	0.0%	11.8%	0.0%
Sometimes	33	<b>4</b>	2	1	3	3	3	4	4	2	1	1	1	2	1	1	1	2	1	2	0
	13.6%	<b>14.3%</b>	13.3%	3.4%	13.0%	15.8%	20.0%	22.2%	19.0%	20.0%	12.5%	10.0%	7.1%	22.2%	20.0%	7.7%	12.5%	28.6%	25.0%	11.8%	0.0%
Usually	54	<b>6</b>	5	5	5	3	3	2	3	3	0	3	2	2	2	2	3	1	2	2	0
	22.3%	<b>21.4%</b>	33.3%	17.2%	21.7%	15.8%	20.0%	11.1%	14.3%	30.0%	0.0%	30.0%	14.3%	22.2%	40.0%	15.4%	37.5%	14.3%	50.0%	11.8%	0.0%
Always	124	<b>16</b>	6	19	14	12	9	11	12	5	6	5	9	5	2	9	4	3	1	11	4
	51.2%	<b>57.1%</b>	40.0%	65.5%	60.9%	63.2%	60.0%	61.1%	57.1%	50.0%	75.0%	50.0%	64.3%	55.6%	40.0%	69.2%	50.0%	42.9%	25.0%	64.7%	100.0%
Significantly different from column:*																					
Usually or Always	178	<b>22</b>	11	24	19	15	12	13	15	8	6	8	11	7	4	11	7	4	3	13	4
	73.6%	<b>78.6%</b>	73.3%	82.8%	82.6%	78.9%	80.0%	72.2%	71.4%	80.0%	75.0%	80.0%	78.6%	77.8%	80.0%	84.6%	87.5%	57.1%	75.0%	76.5%	100.0%
Significantly different from column:*																					

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 15**

In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	245	<b>28</b>	16	30	5	23	7	12	8	12	16	5	23	6	14	8	2	14	4
Number missing or multiple answer	3	<b>0</b>	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	242	<b>28</b>	15	29	5	23	7	12	8	12	16	5	23	6	14	8	2	14	4
	98.8%	<b>100.0%</b>	93.8%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	31	<b>2</b>	2	4	0	2	1	1	0	0	2	0	2	0	0	2	0	1	0
	12.8%	<b>7.1%</b>	13.3%	13.8%	0.0%	8.7%	14.3%	8.3%	0.0%	0.0%	12.5%	0.0%	8.7%	0.0%	0.0%	25.0%	0.0%	7.1%	0.0%
Sometimes	33	<b>4</b>	2	1	2	2	1	2	1	4	0	0	4	1	2	1	1	2	0
	13.6%	<b>14.3%</b>	13.3%	3.4%	40.0%	8.7%	14.3%	16.7%	12.5%	33.3%	0.0%	0.0%	17.4%	16.7%	14.3%	12.5%	50.0%	14.3%	0.0%
Usually	54	<b>6</b>	5	5	2	4	1	1	4	2	4	1	5	2	3	1	1	3	0
	22.3%	<b>21.4%</b>	33.3%	17.2%	40.0%	17.4%	14.3%	8.3%	50.0%	16.7%	25.0%	20.0%	21.7%	33.3%	21.4%	12.5%	50.0%	21.4%	0.0%
Always	124	<b>16</b>	6	19	1	15	4	8	3	6	10	4	12	3	9	4	0	8	4
	51.2%	<b>57.1%</b>	40.0%	65.5%	20.0%	65.2%	57.1%	66.7%	37.5%	50.0%	62.5%	80.0%	52.2%	50.0%	64.3%	50.0%	0.0%	57.1%	100.0%
Significantly different from column:*																			
Usually or Always	178	<b>22</b>	11	24	3	19	5	9	7	8	14	5	17	5	12	5	1	11	4
	73.6%	<b>78.6%</b>	73.3%	82.8%	60.0%	82.6%	71.4%	75.0%	87.5%	66.7%	87.5%	100.0%	73.9%	83.3%	85.7%	62.5%	50.0%	78.6%	100.0%
Significantly different from column:*																			

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# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 16

Did anyone from your child’s health plan, doctor’s office, or clinic help you get special medical equipment or devices for your child?

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	245	<b>28</b>	16	30	23	19	15	18	21	10	8	10	14	9	5	13	8	7	4	17	4
Number missing or multiple answer	2	<b>0</b>	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	243	<b>28</b>	16	29	23	19	15	18	21	10	8	10	14	9	5	13	8	7	4	17	4
	99.2%	<b>100.0%</b>	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	198	<b>23</b>	11	20	20	16	14	14	16	9	7	7	12	8	3	12	7	4	2	14	4
	81.5%	<b>82.1%</b>	68.8%	69.0%	87.0%	84.2%	93.3%	77.8%	76.2%	90.0%	87.5%	70.0%	85.7%	88.9%	60.0%	92.3%	87.5%	57.1%	50.0%	82.4%	100.0%
No	45	<b>5</b>	5	9	3	3	1	4	5	1	1	3	2	1	2	1	1	3	2	3	0
	18.5%	<b>17.9%</b>	31.3%	31.0%	13.0%	15.8%	6.7%	22.2%	23.8%	10.0%	12.5%	30.0%	14.3%	11.1%	40.0%	7.7%	12.5%	42.9%	50.0%	17.6%	0.0%
Significantly different from column:*																					

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 16**

Did anyone from your child’s health plan, doctor’s office, or clinic help you get special medical equipment or devices for your child?

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	245	<b>28</b>	16	30	5	23	7	12	8	12	16	5	23	6	14	8	2	14	4
Number missing or multiple answer	2	<b>0</b>	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	243	<b>28</b>	16	29	5	23	7	12	8	12	16	5	23	6	14	8	2	14	4
	99.2%	<b>100.0%</b>	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	198	<b>23</b>	11	20	4	19	4	11	8	9	14	4	19	5	12	6	1	11	4
	81.5%	<b>82.1%</b>	68.8%	69.0%	80.0%	82.6%	57.1%	91.7%	100.0%	75.0%	87.5%	80.0%	82.6%	83.3%	85.7%	75.0%	50.0%	78.6%	100.0%
No	45	<b>5</b>	5	9	1	4	3	1	0	3	2	1	4	1	2	2	1	3	0
	18.5%	<b>17.9%</b>	31.3%	31.0%	20.0%	17.4%	42.9%	8.3%	0.0%	25.0%	12.5%	20.0%	17.4%	16.7%	14.3%	25.0%	50.0%	21.4%	0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 17

In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	36	<b>5</b>	3	3	4	3	1	1	4	0	2	3	3	2	0	1	3	1	1	2	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,788 98.0%	<b>193</b> <b>97.5%</b>	176 98.3%	284 99.0%	124 96.9%	104 97.2%	68 98.6%	72 98.6%	113 96.6%	38 100.0%	92 97.9%	60 95.2%	120 97.6%	58 96.7%	15 100.0%	86 98.9%	58 95.1%	48 98.0%	44 97.8%	115 98.3%	27 96.4%
Yes	550 30.8%	<b>60</b> <b>31.1%</b>	40 22.7%	56 19.7%	29 23.4%	40 38.5%	32 47.1%	47 65.3%	42 37.2%	24 63.2%	28 30.4%	7 11.7%	35 29.2%	17 29.3%	8 53.3%	24 27.9%	23 39.7%	13 27.1%	12 27.3%	36 31.3%	10 37.0%
No	1,238 69.2%	<b>133</b> <b>68.9%</b>	136 77.3%	228 80.3%	95 76.6%	64 61.5%	36 52.9%	25 34.7%	71 62.8%	14 36.8%	64 69.6%	53 88.3%	85 70.8%	41 70.7%	7 46.7%	62 72.1%	35 60.3%	35 72.9%	32 72.7%	79 68.7%	17 63.0%
Significantly different from column:*		<b>D</b>			FGHI	EH	EH	EFGI	EH	KL	JL	JK									

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 17**

In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	36	<b>5</b>	3	3	1	4	1	2	2	2	3	0	5	0	3	2	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,788	<b>193</b>	176	284	29	160	73	72	42	102	89	33	156	60	70	57	7	64	4
	98.0%	<b>97.5%</b>	98.3%	99.0%	96.7%	97.6%	98.6%	97.3%	95.5%	98.1%	96.7%	100.0%	96.9%	100.0%	95.9%	96.6%	100.0%	97.0%	100.0%
Yes	550	<b>60</b>	40	56	7	53	30	18	12	26	33	18	41	15	20	23	3	19	4
	30.8%	<b>31.1%</b>	22.7%	19.7%	24.1%	33.1%	41.1%	25.0%	28.6%	25.5%	37.1%	54.5%	26.3%	25.0%	28.6%	40.4%	42.9%	29.7%	100.0%
No	1,238	<b>133</b>	136	228	22	107	43	54	30	76	56	15	115	45	50	34	4	45	0
	69.2%	<b>68.9%</b>	77.3%	80.3%	75.9%	66.9%	58.9%	75.0%	71.4%	74.5%	62.9%	45.5%	73.7%	75.0%	71.4%	59.6%	57.1%	70.3%	0.0%
Significantly different from column:*		<b>D</b>					H	G				M	L						

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 18

In the last 6 months, how often was it easy to get this therapy for your child?

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	550	<b>60</b>	40	56	29	40	32	47	42	24	28	7	35	17	8	24	23	13	12	36	10
Number missing or multiple answer	16	<b>1</b>	1	3	1	1	0	1	0	1	0	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	534	<b>59</b>	39	53	28	39	32	46	42	23	28	7	34	17	8	23	23	13	11	36	10
	97.1%	<b>98.3%</b>	97.5%	94.6%	96.6%	97.5%	100.0%	97.9%	100.0%	95.8%	100.0%	100.0%	97.1%	100.0%	100.0%	95.8%	100.0%	100.0%	91.7%	100.0%	100.0%
Never	93	<b>15</b>	4	9	4	7	6	10	8	6	8	1	9	5	1	8	5	2	6	9	0
	17.4%	<b>25.4%</b>	10.3%	17.0%	14.3%	17.9%	18.8%	21.7%	19.0%	26.1%	28.6%	14.3%	26.5%	29.4%	12.5%	34.8%	21.7%	15.4%	54.5%	25.0%	0.0%
Sometimes	115	<b>12</b>	9	13	6	6	4	7	7	4	4	3	8	4	0	5	4	3	3	7	2
	21.5%	<b>20.3%</b>	23.1%	24.5%	21.4%	15.4%	12.5%	15.2%	16.7%	17.4%	14.3%	42.9%	23.5%	23.5%	0.0%	21.7%	17.4%	23.1%	27.3%	19.4%	20.0%
Usually	105	<b>7</b>	10	9	2	5	5	6	6	4	3	0	4	2	1	4	1	2	0	4	3
	19.7%	<b>11.9%</b>	25.6%	17.0%	7.1%	12.8%	15.6%	13.0%	14.3%	17.4%	10.7%	0.0%	11.8%	11.8%	12.5%	17.4%	4.3%	15.4%	0.0%	11.1%	30.0%
Always	221	<b>25</b>	16	22	16	21	17	23	21	9	13	3	13	6	6	6	13	6	2	16	5
	41.4%	<b>42.4%</b>	41.0%	41.5%	57.1%	53.8%	53.1%	50.0%	50.0%	39.1%	46.4%	42.9%	38.2%	35.3%	75.0%	26.1%	56.5%	46.2%	18.2%	44.4%	50.0%
Significantly different from column:*																Q	P				
Usually or Always	326	<b>32</b>	26	31	18	26	22	29	27	13	16	3	17	8	7	10	14	8	2	20	8
	61.0%	<b>54.2%</b>	66.7%	58.5%	64.3%	66.7%	68.8%	63.0%	64.3%	56.5%	57.1%	42.9%	50.0%	47.1%	87.5%	43.5%	60.9%	61.5%	18.2%	55.6%	80.0%
Significantly different from column:*																			T	S	

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 18**

In the last 6 months, how often was it easy to get this therapy for your child?

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	550	<b>60</b>	40	56	7	53	30	18	12	26	33	18	41	15	20	23	3	19	4
Number missing or multiple answer	16	<b>1</b>	1	3	0	1	0	0	1	0	1	0	1	0	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	534	<b>59</b>	39	53	7	52	30	18	11	26	32	18	40	15	19	23	3	19	4
	97.1%	<b>98.3%</b>	97.5%	94.6%	100.0%	98.1%	100.0%	100.0%	91.7%	100.0%	97.0%	100.0%	97.6%	100.0%	95.0%	100.0%	100.0%	100.0%	100.0%
Never	93	<b>15</b>	4	9	3	12	9	5	1	6	9	7	8	4	2	8	1	2	1
	17.4%	<b>25.4%</b>	10.3%	17.0%	42.9%	23.1%	30.0%	27.8%	9.1%	23.1%	28.1%	38.9%	20.0%	26.7%	10.5%	34.8%	33.3%	10.5%	25.0%
Sometimes	115	<b>12</b>	9	13	2	10	5	2	5	6	5	2	9	1	6	4	2	4	0
	21.5%	<b>20.3%</b>	23.1%	24.5%	28.6%	19.2%	16.7%	11.1%	45.5%	23.1%	15.6%	11.1%	22.5%	6.7%	31.6%	17.4%	66.7%	21.1%	0.0%
Usually	105	<b>7</b>	10	9	1	6	5	1	1	3	4	3	4	3	1	3	0	5	0
	19.7%	<b>11.9%</b>	25.6%	17.0%	14.3%	11.5%	16.7%	5.6%	9.1%	11.5%	12.5%	16.7%	10.0%	20.0%	5.3%	13.0%	0.0%	26.3%	0.0%
Always	221	<b>25</b>	16	22	1	24	11	10	4	11	14	6	19	7	10	8	0	8	3
	41.4%	<b>42.4%</b>	41.0%	41.5%	14.3%	46.2%	36.7%	55.6%	36.4%	42.3%	43.8%	33.3%	47.5%	46.7%	52.6%	34.8%	0.0%	42.1%	75.0%
Significantly different from column:*																			
Usually or Always	326	<b>32</b>	26	31	2	30	16	11	5	14	18	9	23	10	11	11	0	13	3
	61.0%	<b>54.2%</b>	66.7%	58.5%	28.6%	57.7%	53.3%	61.1%	45.5%	53.8%	56.3%	50.0%	57.5%	66.7%	57.9%	47.8%	0.0%	68.4%	75.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 19

Did anyone from your child’s health plan, doctor’s office, or clinic help you get this therapy for your child?

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	550	<b>60</b>	40	56	29	40	32	47	42	24	28	7	35	17	8	24	23	13	12	36	10
Number missing or multiple answer	7	<b>0</b>	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	543	<b>60</b>	40	54	29	40	32	47	42	24	28	7	35	17	8	24	23	13	12	36	10
	98.7%	<b>100.0%</b>	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	319	<b>36</b>	25	25	18	26	17	30	27	17	14	5	21	8	7	13	13	10	9	19	6
	58.7%	<b>60.0%</b>	62.5%	46.3%	62.1%	65.0%	53.1%	63.8%	64.3%	70.8%	50.0%	71.4%	60.0%	47.1%	87.5%	54.2%	56.5%	76.9%	75.0%	52.8%	60.0%
No	224	<b>24</b>	15	29	11	14	15	17	15	7	14	2	14	9	1	11	10	3	3	17	4
	41.3%	<b>40.0%</b>	37.5%	53.7%	37.9%	35.0%	46.9%	36.2%	35.7%	29.2%	50.0%	28.6%	40.0%	52.9%	12.5%	45.8%	43.5%	23.1%	25.0%	47.2%	40.0%
Significantly different from column:*																					

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 19

Did anyone from your child’s health plan, doctor’s office, or clinic help you get this therapy for your child?

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	550	<b>60</b>	40	56	7	53	30	18	12	26	33	18	41	15	20	23	3	19	4
Number missing or multiple answer	7	<b>0</b>	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	543	<b>60</b>	40	54	7	53	30	18	12	26	33	18	41	15	20	23	3	19	4
	98.7%	<b>100.0%</b>	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	319	<b>36</b>	25	25	1	35	18	10	8	17	19	11	25	6	15	15	0	13	2
	58.7%	<b>60.0%</b>	62.5%	46.3%	14.3%	66.0%	60.0%	55.6%	66.7%	65.4%	57.6%	61.1%	61.0%	40.0%	75.0%	65.2%	0.0%	68.4%	50.0%
No	224	<b>24</b>	15	29	6	18	12	8	4	9	14	7	16	9	5	8	3	6	2
	41.3%	<b>40.0%</b>	37.5%	53.7%	85.7%	34.0%	40.0%	44.4%	33.3%	34.6%	42.4%	38.9%	39.0%	60.0%	25.0%	34.8%	100.0%	31.6%	50.0%
Significantly different from column:*														O	N				

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 20

In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	41	<b>2</b>	2	4	1	2	1	2	2	0	2	0	1	1	0	1	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,783 97.8%	<b>196</b> <b>99.0%</b>	177 98.9%	283 98.6%	127 99.2%	105 98.1%	68 98.6%	71 97.3%	115 98.3%	38 100.0%	92 97.9%	63 100.0%	122 99.2%	59 98.3%	15 100.0%	86 98.9%	60 98.4%	49 100.0%	45 100.0%	116 99.1%	28 100.0%
Yes	794 44.5%	<b>86</b> <b>43.9%</b>	76 42.9%	116 41.0%	54 42.5%	60 57.1%	37 54.4%	32 45.1%	77 67.0%	12 31.6%	39 42.4%	33 52.4%	52 42.6%	26 44.1%	8 53.3%	22 25.6%	32 53.3%	31 63.3%	18 40.0%	47 40.5%	18 64.3%
No	989 55.5%	<b>110</b> <b>56.1%</b>	101 57.1%	167 59.0%	73 57.5%	45 42.9%	31 45.6%	39 54.9%	38 33.0%	26 68.4%	53 57.6%	30 47.6%	70 57.4%	33 55.9%	7 46.7%	64 74.4%	28 46.7%	18 36.7%	27 60.0%	69 59.5%	10 35.7%
Significantly different from column:*					FI	E		I	EH	L		J				QR	P	P	U	U	ST

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 20**

In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	41	<b>2</b>	2	4	0	2	0	1	1	1	1	1	1	0	1	1	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,783 97.8%	<b>196</b> <b>99.0%</b>	177 98.9%	283 98.6%	30 100.0%	162 98.8%	74 100.0%	73 98.6%	43 97.7%	103 99.0%	91 98.9%	32 97.0%	160 99.4%	60 100.0%	72 98.6%	58 98.3%	7 100.0%	66 100.0%	4 100.0%
Yes	794 44.5%	<b>86</b> <b>43.9%</b>	76 42.9%	116 41.0%	14 46.7%	68 42.0%	32 43.2%	33 45.2%	17 39.5%	44 42.7%	40 44.0%	14 43.8%	68 42.5%	30 50.0%	24 33.3%	28 48.3%	5 71.4%	34 51.5%	1 25.0%
No	989 55.5%	<b>110</b> <b>56.1%</b>	101 57.1%	167 59.0%	16 53.3%	94 58.0%	42 56.8%	40 54.8%	26 60.5%	59 57.3%	51 56.0%	18 56.3%	92 57.5%	30 50.0%	48 66.7%	30 51.7%	2 28.6%	32 48.5%	3 75.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 21

In the last 6 months, how often was it easy to get this treatment or counseling for your child?

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	794	<b>86</b>	76	116	54	60	37	32	77	12	39	33	52	26	8	22	32	31	18	47	18
Number missing or multiple answer	12	<b>0</b>	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	782	<b>86</b>	76	112	54	60	37	32	77	12	39	33	52	26	8	22	32	31	18	47	18
	98.5%	<b>100.0%</b>	100.0%	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	130	<b>11</b>	11	13	5	4	4	2	9	3	7	1	6	5	0	3	4	4	4	6	1
	16.6%	<b>12.8%</b>	14.5%	11.6%	9.3%	6.7%	10.8%	6.3%	11.7%	25.0%	17.9%	3.0%	11.5%	19.2%	0.0%	13.6%	12.5%	12.9%	22.2%	12.8%	5.6%
Sometimes	150	<b>16</b>	16	14	8	11	9	8	14	1	8	6	10	4	2	6	5	5	4	9	2
	19.2%	<b>18.6%</b>	21.1%	12.5%	14.8%	18.3%	24.3%	25.0%	18.2%	8.3%	20.5%	18.2%	19.2%	15.4%	25.0%	27.3%	15.6%	16.1%	22.2%	19.1%	11.1%
Usually	158	<b>16</b>	16	26	10	14	7	5	14	3	4	9	9	7	0	3	8	5	0	10	5
	20.2%	<b>18.6%</b>	21.1%	23.2%	18.5%	23.3%	18.9%	15.6%	18.2%	25.0%	10.3%	27.3%	17.3%	26.9%	0.0%	13.6%	25.0%	16.1%	0.0%	21.3%	27.8%
Always	344	<b>43</b>	33	59	31	31	17	17	40	5	20	17	27	10	6	10	15	17	10	22	10
	44.0%	<b>50.0%</b>	43.4%	52.7%	57.4%	51.7%	45.9%	53.1%	51.9%	41.7%	51.3%	51.5%	51.9%	38.5%	75.0%	45.5%	46.9%	54.8%	55.6%	46.8%	55.6%
Significantly different from column:*																					
Usually or Always	502	<b>59</b>	49	85	41	45	24	22	54	8	24	26	36	17	6	13	23	22	10	32	15
	64.2%	<b>68.6%</b>	64.5%	75.9%	75.9%	75.0%	64.9%	68.8%	70.1%	66.7%	61.5%	78.8%	69.2%	65.4%	75.0%	59.1%	71.9%	71.0%	55.6%	68.1%	83.3%
Significantly different from column:*																					

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 21

In the last 6 months, how often was it easy to get this treatment or counseling for your child?

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	794	<b>86</b>	76	116	14	68	32	33	17	44	40	14	68	30	24	28	5	34	1
Number missing or multiple answer	12	<b>0</b>	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	782	<b>86</b>	76	112	14	68	32	33	17	44	40	14	68	30	24	28	5	34	1
	98.5%	<b>100.0%</b>	100.0%	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	130	<b>11</b>	11	13	2	9	3	5	3	5	6	5	5	1	2	8	1	2	0
	16.6%	<b>12.8%</b>	14.5%	11.6%	14.3%	13.2%	9.4%	15.2%	17.6%	11.4%	15.0%	35.7%	7.4%	3.3%	8.3%	28.6%	20.0%	5.9%	0.0%
Sometimes	150	<b>16</b>	16	14	4	12	5	6	4	10	5	3	12	5	5	5	4	6	0
	19.2%	<b>18.6%</b>	21.1%	12.5%	28.6%	17.6%	15.6%	18.2%	23.5%	22.7%	12.5%	21.4%	17.6%	16.7%	20.8%	17.9%	80.0%	17.6%	0.0%
Usually	158	<b>16</b>	16	26	2	13	9	4	2	7	9	1	14	10	1	4	0	9	0
	20.2%	<b>18.6%</b>	21.1%	23.2%	14.3%	19.1%	28.1%	12.1%	11.8%	15.9%	22.5%	7.1%	20.6%	33.3%	4.2%	14.3%	0.0%	26.5%	0.0%
Always	344	<b>43</b>	33	59	6	34	15	18	8	22	20	5	37	14	16	11	0	17	1
	44.0%	<b>50.0%</b>	43.4%	52.7%	42.9%	50.0%	46.9%	54.5%	47.1%	50.0%	50.0%	35.7%	54.4%	46.7%	66.7%	39.3%	0.0%	50.0%	100.0%
Significantly different from column:*															P	O			
Usually or Always	502	<b>59</b>	49	85	8	47	24	22	10	29	29	6	51	24	17	15	0	26	1
	64.2%	<b>68.6%</b>	64.5%	75.9%	57.1%	69.1%	75.0%	66.7%	58.8%	65.9%	72.5%	42.9%	75.0%	80.0%	70.8%	53.6%	0.0%	76.5%	100.0%
Significantly different from column:*														P		N			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 22

Did anyone from your child’s health plan, doctor’s office, or clinic help you get this treatment or counseling for your child?

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	794	<b>86</b>	76	116	54	60	37	32	77	12	39	33	52	26	8	22	32	31	18	47	18
Number missing or multiple answer	13	<b>1</b>	0	5	0	1	0	0	1	0	1	0	0	1	0	0	0	1	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	781	<b>85</b>	76	111	54	59	37	32	76	12	38	33	52	25	8	22	32	30	17	47	18
	98.4%	<b>98.8%</b>	100.0%	95.7%	100.0%	98.3%	100.0%	100.0%	98.7%	100.0%	97.4%	100.0%	100.0%	96.2%	100.0%	100.0%	100.0%	96.8%	94.4%	100.0%	100.0%
Yes	384	<b>41</b>	39	47	25	29	18	18	38	10	16	15	26	10	5	11	12	18	8	20	10
	49.2%	<b>48.2%</b>	51.3%	42.3%	46.3%	49.2%	48.6%	56.3%	50.0%	83.3%	42.1%	45.5%	50.0%	40.0%	62.5%	50.0%	37.5%	60.0%	47.1%	42.6%	55.6%
No	397	<b>44</b>	37	64	29	30	19	14	38	2	22	18	26	15	3	11	20	12	9	27	8
	50.8%	<b>51.8%</b>	48.7%	57.7%	53.7%	50.8%	51.4%	43.8%	50.0%	16.7%	57.9%	54.5%	50.0%	60.0%	37.5%	50.0%	62.5%	40.0%	52.9%	57.4%	44.4%
Significantly different from column:*										KL	J	J									

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 22**

Did anyone from your child’s health plan, doctor’s office, or clinic help you get this treatment or counseling for your child?

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	794	<b>86</b>	76	116	14	68	32	33	17	44	40	14	68	30	24	28	5	34	1
Number missing or multiple answer	13	<b>1</b>	0	5	1	0	1	0	0	1	0	0	1	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	781	<b>85</b>	76	111	13	68	31	33	17	43	40	14	67	30	24	28	5	34	1
	98.4%	<b>98.8%</b>	100.0%	95.7%	92.9%	100.0%	96.9%	100.0%	100.0%	97.7%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	384	<b>41</b>	39	47	5	34	15	16	9	17	24	8	32	17	9	14	2	17	1
	49.2%	<b>48.2%</b>	51.3%	42.3%	38.5%	50.0%	48.4%	48.5%	52.9%	39.5%	60.0%	57.1%	47.8%	56.7%	37.5%	50.0%	40.0%	50.0%	100.0%
No	397	<b>44</b>	37	64	8	34	16	17	8	26	16	6	35	13	15	14	3	17	0
	50.8%	<b>51.8%</b>	48.7%	57.7%	61.5%	50.0%	51.6%	51.5%	47.1%	60.5%	40.0%	42.9%	52.2%	43.3%	62.5%	50.0%	60.0%	50.0%	0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 23

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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	50	<b>2</b>	3	3	1	2	2	1	2	0	2	0	0	2	0	0	1	1	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,774	<b>196</b>	176	284	127	105	67	72	115	38	92	63	123	58	15	87	60	48	45	116	28
	97.3%	<b>99.0%</b>	98.3%	99.0%	99.2%	98.1%	97.1%	98.6%	98.3%	100.0%	97.9%	100.0%	100.0%	96.7%	100.0%	100.0%	98.4%	98.0%	100.0%	99.1%	100.0%
Yes	777	<b>95</b>	63	97	73	60	39	36	58	18	43	31	59	30	6	41	28	25	7	61	22
	43.8%	<b>48.5%</b>	35.8%	34.2%	57.5%	57.1%	58.2%	50.0%	50.4%	47.4%	46.7%	49.2%	48.0%	51.7%	40.0%	47.1%	46.7%	52.1%	15.6%	52.6%	78.6%
No	997	<b>101</b>	113	187	54	45	28	36	57	20	49	32	64	28	9	46	32	23	38	55	6
	56.2%	<b>51.5%</b>	64.2%	65.8%	42.5%	42.9%	41.8%	50.0%	49.6%	52.6%	53.3%	50.8%	52.0%	48.3%	60.0%	52.9%	53.3%	47.9%	84.4%	47.4%	21.4%
Significantly different from column:*		<b>CD</b>																	TU	SU	ST

NA - Not applicable

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

**MedStar Family Choice**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 23**

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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	50	<b>2</b>	3	3	0	2	0	0	2	2	0	0	2	0	1	1	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,774 97.3%	<b>196</b> <b>99.0%</b>	176 98.3%	284 99.0%	30 100.0%	162 98.8%	74 100.0%	74 100.0%	42 95.5%	102 98.1%	92 100.0%	33 100.0%	159 98.8%	60 100.0%	72 98.6%	58 98.3%	6 85.7%	66 100.0%	4 100.0%
Yes	777 43.8%	<b>95</b> <b>48.5%</b>	63 35.8%	97 34.2%	11 36.7%	81 50.0%	30 40.5%	39 52.7%	23 54.8%	46 45.1%	47 51.1%	13 39.4%	80 50.3%	37 61.7%	28 38.9%	28 48.3%	4 66.7%	54 81.8%	4 100.0%
No	997 56.2%	<b>101</b> <b>51.5%</b>	113 64.2%	187 65.8%	19 63.3%	81 50.0%	44 59.5%	35 47.3%	19 45.2%	56 54.9%	45 48.9%	20 60.6%	79 49.7%	23 38.3%	44 61.1%	30 51.7%	2 33.3%	12 18.2%	0 0.0%
Significantly different from column:*		<b>D</b>												O	N				

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 24

In the last 6 months, did anyone from your child’s health plan, doctor’s office, or clinic help coordinate your child’s care among these different providers or services?

Base: All respondents whose child got care from more than one kind of health care provider or service (Q23)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	777	<b>95</b>	63	97	73	60	39	36	58	18	43	31	59	30	6	41	28	25	7	61	22
Number missing or multiple answer	17	<b>3</b>	2	2	3	1	1	0	1	0	0	3	3	0	0	2	1	0	0	3	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	760	<b>92</b>	61	95	70	59	38	36	57	18	43	28	56	30	6	39	27	25	7	58	22
	97.8%	<b>96.8%</b>	96.8%	97.9%	95.9%	98.3%	97.4%	100.0%	98.3%	100.0%	100.0%	90.3%	94.9%	100.0%	100.0%	95.1%	96.4%	100.0%	100.0%	95.1%	100.0%
Yes	382	<b>51</b>	34	50	42	33	24	21	34	9	27	14	29	17	5	22	13	16	6	32	10
	50.3%	<b>55.4%</b>	55.7%	52.6%	60.0%	55.9%	63.2%	58.3%	59.6%	50.0%	62.8%	50.0%	51.8%	56.7%	83.3%	56.4%	48.1%	64.0%	85.7%	55.2%	45.5%
No	378	<b>41</b>	27	45	28	26	14	15	23	9	16	14	27	13	1	17	14	9	1	26	12
	49.7%	<b>44.6%</b>	44.3%	47.4%	40.0%	44.1%	36.8%	41.7%	40.4%	50.0%	37.2%	50.0%	48.2%	43.3%	16.7%	43.6%	51.9%	36.0%	14.3%	44.8%	54.5%
Significantly different from column:*																					

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 24**

In the last 6 months, did anyone from your child’s health plan, doctor’s office, or clinic help coordinate your child’s care among these different providers or services?

Base: All respondents whose child got care from more than one kind of health care provider or service (Q23)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	777	<b>95</b>	63	97	11	81	30	39	23	46	47	13	80	37	28	28	4	54	4
Number missing or multiple answer	17	<b>3</b>	2	2	0	3	0	3	0	0	3	0	3	0	1	2	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	760	<b>92</b>	61	95	11	78	30	36	23	46	44	13	77	37	27	26	4	52	4
	97.8%	<b>96.8%</b>	96.8%	97.9%	100.0%	96.3%	100.0%	92.3%	100.0%	100.0%	93.6%	100.0%	96.3%	100.0%	96.4%	92.9%	100.0%	96.3%	100.0%
Yes	382	<b>51</b>	34	50	8	42	16	19	15	25	26	8	43	19	17	15	3	30	4
	50.3%	<b>55.4%</b>	55.7%	52.6%	72.7%	53.8%	53.3%	52.8%	65.2%	54.3%	59.1%	61.5%	55.8%	51.4%	63.0%	57.7%	75.0%	57.7%	100.0%
No	378	<b>41</b>	27	45	3	36	14	17	8	21	18	5	34	18	10	11	1	22	0
	49.7%	<b>44.6%</b>	44.3%	47.4%	27.3%	46.2%	46.7%	47.2%	34.8%	45.7%	40.9%	38.5%	44.2%	48.6%	37.0%	42.3%	25.0%	42.3%	0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 25

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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	29	<b>2</b>	1	1	1	1	1	1	1	1	0	1	1	0	1	1	0	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,795 98.4%	<b>196</b> <b>99.0%</b>	178 99.4%	286 99.7%	127 99.2%	106 99.1%	68 98.6%	72 98.6%	116 99.1%	37 97.4%	93 98.9%	63 100.0%	122 99.2%	59 98.3%	15 100.0%	86 98.9%	60 98.4%	49 100.0%	45 100.0%	116 99.1%	28 100.0%
Yes	1,645 91.6%	<b>178</b> <b>90.8%</b>	165 92.7%	263 92.0%	119 93.7%	97 91.5%	61 89.7%	63 87.5%	102 87.9%	33 89.2%	85 91.4%	57 90.5%	113 92.6%	53 89.8%	12 80.0%	81 94.2%	55 91.7%	41 83.7%	38 84.4%	105 90.5%	28 100.0%
No	150 8.4%	<b>18</b> <b>9.2%</b>	13 7.3%	23 8.0%	8 6.3%	9 8.5%	7 10.3%	9 12.5%	14 12.1%	4 10.8%	8 8.6%	6 9.5%	9 7.4%	6 10.2%	3 20.0%	5 5.8%	5 8.3%	8 16.3%	7 15.6%	11 9.5%	0 0.0%
Significantly different from column:*																					

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 25**

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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	29	<b>2</b>	1	1	0	2	0	1	1	1	1	1	1	0	1	1	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,795 98.4%	<b>196</b> <b>99.0%</b>	178 99.4%	286 99.7%	30 100.0%	162 98.8%	74 100.0%	73 98.6%	43 97.7%	103 99.0%	91 98.9%	32 97.0%	160 99.4%	60 100.0%	72 98.6%	58 98.3%	7 100.0%	66 100.0%	4 100.0%
Yes	1,645 91.6%	<b>178</b> <b>90.8%</b>	165 92.7%	263 92.0%	25 83.3%	149 92.0%	65 87.8%	67 91.8%	40 93.0%	94 91.3%	82 90.1%	26 81.3%	148 92.5%	58 96.7%	64 88.9%	50 86.2%	6 85.7%	64 97.0%	4 100.0%
No	150 8.4%	<b>18</b> <b>9.2%</b>	13 7.3%	23 8.0%	5 16.7%	13 8.0%	9 12.2%	6 8.2%	3 7.0%	9 8.7%	9 9.9%	6 18.8%	12 7.5%	2 3.3%	8 11.1%	8 13.8%	1 14.3%	2 3.0%	0 0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 26

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?

Base: All respondents whose child has a personal doctor (Q25)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,645	<b>178</b>	165	263	119	97	61	63	102	33	85	57	113	53	12	81	55	41	38	105	28
Number missing or multiple answer	38	<b>5</b>	5	9	4	1	1	0	3	1	1	3	3	1	1	3	1	1	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,607 97.7%	<b>173</b> <b>97.2%</b>	160 97.0%	254 96.6%	115 96.6%	96 99.0%	60 98.4%	63 100.0%	99 97.1%	32 97.0%	84 98.8%	54 94.7%	110 97.3%	52 98.1%	11 91.7%	78 96.3%	54 98.2%	40 97.6%	38 100.0%	103 98.1%	28 100.0%
None	286 17.8%	<b>31</b> <b>17.9%</b>	33 20.6%	60 23.6%	16 13.9%	13 13.5%	6 10.0%	6 9.5%	19 19.2%	3 9.4%	17 20.2%	11 20.4%	19 17.3%	11 21.2%	1 9.1%	14 17.9%	7 13.0%	10 25.0%	23 60.5%	6 5.8%	2 7.1%
1 time	498 31.0%	<b>54</b> <b>31.2%</b>	51 31.9%	93 36.6%	32 27.8%	30 31.3%	23 38.3%	21 33.3%	31 31.3%	5 15.6%	26 31.0%	22 40.7%	40 36.4%	10 19.2%	4 36.4%	22 28.2%	19 35.2%	13 32.5%	9 23.7%	38 36.9%	6 21.4%
2	354 22.0%	<b>40</b> <b>23.1%</b>	38 23.8%	55 21.7%	29 25.2%	23 24.0%	13 21.7%	14 22.2%	21 21.2%	12 37.5%	18 21.4%	9 16.7%	23 20.9%	13 25.0%	4 36.4%	20 25.6%	15 27.8%	5 12.5%	3 7.9%	31 30.1%	5 17.9%
3	209 13.0%	<b>25</b> <b>14.5%</b>	20 12.5%	25 9.8%	18 15.7%	15 15.6%	6 10.0%	8 12.7%	14 14.1%	5 15.6%	12 14.3%	8 14.8%	17 15.5%	8 15.4%	0 0.0%	12 15.4%	7 13.0%	6 15.0%	2 5.3%	19 18.4%	3 10.7%
4	97 6.0%	<b>8</b> <b>4.6%</b>	10 6.3%	11 4.3%	8 7.0%	6 6.3%	5 8.3%	4 6.3%	3 3.0%	0 0.0%	5 6.0%	2 3.7%	4 3.6%	4 7.7%	0 0.0%	3 3.8%	2 3.7%	2 5.0%	0 0.0%	6 5.8%	2 7.1%
5 to 9	123 7.7%	<b>9</b> <b>5.2%</b>	7 4.4%	9 3.5%	6 5.2%	6 6.3%	6 10.0%	7 11.1%	6 6.1%	5 15.6%	3 3.6%	1 1.9%	4 3.6%	3 5.8%	2 18.2%	4 5.1%	1 1.9%	4 10.0%	1 2.6%	2 1.9%	5 17.9%
10 or more times	40 2.5%	<b>6</b> <b>3.5%</b>	1 0.6%	1 0.4%	6 5.2%	3 3.1%	1 1.7%	3 4.8%	5 5.1%	2 6.3%	3 3.6%	1 1.9%	3 2.7%	3 5.8%	0 0.0%	3 3.8%	3 5.6%	0 0.0%	0 0.0%	1 1.0%	5 17.9%
2 or more times	823 51.2%	<b>88</b> <b>50.9%</b>	76 47.5%	101 39.8%	67 58.3%	53 55.2%	31 51.7%	36 57.1%	49 49.5%	24 75.0%	41 48.8%	21 38.9%	51 46.4%	31 59.6%	6 54.5%	42 53.8%	28 51.9%	17 42.5%	6 15.8%	59 57.3%	20 71.4%
Significantly different from column:*		<b>D</b>								KL	J	J							TU	S	S

NA - Not applicable

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



# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 26

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?

Base: All respondents whose child has a personal doctor (Q25)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,645	<b>178</b>	165	263	25	149	65	67	40	94	82	26	148	58	64	50	6	64	4
Number missing or multiple answer	38	<b>5</b>	5	9	0	5	2	2	1	3	2	2	3	3	1	1	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,607	<b>173</b>	160	254	25	144	63	65	39	91	80	24	145	55	63	49	6	62	4
	97.7%	<b>97.2%</b>	97.0%	96.6%	100.0%	96.6%	96.9%	97.0%	97.5%	96.8%	97.6%	92.3%	98.0%	94.8%	98.4%	98.0%	100.0%	96.9%	100.0%
None	286	<b>31</b>	33	60	5	25	15	9	4	16	15	3	28	7	14	8	1	3	0
	17.8%	<b>17.9%</b>	20.6%	23.6%	20.0%	17.4%	23.8%	13.8%	10.3%	17.6%	18.8%	12.5%	19.3%	12.7%	22.2%	16.3%	16.7%	4.8%	0.0%
1 time	498	<b>54</b>	51	93	7	47	15	24	15	33	20	5	48	16	21	15	3	22	0
	31.0%	<b>31.2%</b>	31.9%	36.6%	28.0%	32.6%	23.8%	36.9%	38.5%	36.3%	25.0%	20.8%	33.1%	29.1%	33.3%	30.6%	50.0%	35.5%	0.0%
2	354	<b>40</b>	38	55	4	35	14	14	12	16	24	8	31	16	10	14	1	14	1
	22.0%	<b>23.1%</b>	23.8%	21.7%	16.0%	24.3%	22.2%	21.5%	30.8%	17.6%	30.0%	33.3%	21.4%	29.1%	15.9%	28.6%	16.7%	22.6%	25.0%
3	209	<b>25</b>	20	25	5	19	10	9	5	14	11	5	19	6	9	9	1	11	1
	13.0%	<b>14.5%</b>	12.5%	9.8%	20.0%	13.2%	15.9%	13.8%	12.8%	15.4%	13.8%	20.8%	13.1%	10.9%	14.3%	18.4%	16.7%	17.7%	25.0%
4	97	<b>8</b>	10	11	2	5	1	6	0	5	2	0	7	3	3	1	0	5	0
	6.0%	<b>4.6%</b>	6.3%	4.3%	8.0%	3.5%	1.6%	9.2%	0.0%	5.5%	2.5%	0.0%	4.8%	5.5%	4.8%	2.0%	0.0%	8.1%	0.0%
5 to 9	123	<b>9</b>	7	9	2	7	5	2	1	4	5	3	6	3	4	2	0	4	1
	7.7%	<b>5.2%</b>	4.4%	3.5%	8.0%	4.9%	7.9%	3.1%	2.6%	4.4%	6.3%	12.5%	4.1%	5.5%	6.3%	4.1%	0.0%	6.5%	25.0%
10 or more times	40	<b>6</b>	1	1	0	6	3	1	2	3	3	0	6	4	2	0	0	3	1
	2.5%	<b>3.5%</b>	0.6%	0.4%	0.0%	4.2%	4.8%	1.5%	5.1%	3.3%	3.8%	0.0%	4.1%	7.3%	3.2%	0.0%	0.0%	4.8%	25.0%
2 or more times	823	<b>88</b>	76	101	13	72	33	32	20	42	45	16	69	32	28	26	2	37	4
	51.2%	<b>50.9%</b>	47.5%	39.8%	52.0%	50.0%	52.4%	49.2%	51.3%	46.2%	56.3%	66.7%	47.6%	58.2%	44.4%	53.1%	33.3%	59.7%	100.0%
Significantly different from column:*		<b>D</b>																	

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 27

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?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,321	<b>142</b>	127	194	99	83	54	57	80	29	67	43	91	41	10	64	47	30	15	97	26
Number missing or multiple answer	1	<b>0</b>	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,320	<b>142</b>	126	192	99	83	54	57	80	29	67	43	91	41	10	64	47	30	15	97	26
	99.9%	<b>100.0%</b>	99.2%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	17	<b>2</b>	2	3	1	1	1	1	2	1	0	1	2	0	0	0	1	1	1	0	1
	1.3%	<b>1.4%</b>	1.6%	1.6%	1.0%	1.2%	1.9%	1.8%	2.5%	3.4%	0.0%	2.3%	2.2%	0.0%	0.0%	0.0%	2.1%	3.3%	6.7%	0.0%	3.8%
Sometimes	95	<b>8</b>	9	8	4	6	3	5	5	2	4	2	3	5	0	3	4	1	0	5	3
	7.2%	<b>5.6%</b>	7.1%	4.2%	4.0%	7.2%	5.6%	8.8%	6.3%	6.9%	6.0%	4.7%	3.3%	12.2%	0.0%	4.7%	8.5%	3.3%	0.0%	5.2%	11.5%
Usually	195	<b>20</b>	15	23	11	14	11	9	11	5	6	8	8	11	1	8	6	6	3	13	4
	14.8%	<b>14.1%</b>	11.9%	12.0%	11.1%	16.9%	20.4%	15.8%	13.8%	17.2%	9.0%	18.6%	8.8%	26.8%	10.0%	12.5%	12.8%	20.0%	20.0%	13.4%	15.4%
Always	1,013	<b>112</b>	100	158	83	62	39	42	62	21	57	32	78	25	9	53	36	22	11	79	18
	76.7%	<b>78.9%</b>	79.4%	82.3%	83.8%	74.7%	72.2%	73.7%	77.5%	72.4%	85.1%	74.4%	85.7%	61.0%	90.0%	82.8%	76.6%	73.3%	73.3%	81.4%	69.2%
Significantly different from column:*													N	M							
Usually or Always	1,208	<b>132</b>	115	181	94	76	50	51	73	26	63	40	86	36	10	61	42	28	14	92	22
	91.5%	<b>93.0%</b>	91.3%	94.3%	94.9%	91.6%	92.6%	89.5%	91.3%	89.7%	94.0%	93.0%	94.5%	87.8%	100.0%	95.3%	89.4%	93.3%	93.3%	94.8%	84.6%
Significantly different from column:*																					

NA - Not applicable

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

**MedStar Family Choice**

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 27**

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?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,321	<b>142</b>	127	194	20	119	48	56	35	75	65	21	117	48	49	41	5	59	4
Number missing or multiple answer	1	<b>0</b>	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,320	<b>142</b>	126	192	20	119	48	56	35	75	65	21	117	48	49	41	5	59	4
	99.9%	<b>100.0%</b>	99.2%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	17	<b>2</b>	2	3	0	2	1	1	0	0	2	1	1	1	0	1	0	1	0
	1.3%	<b>1.4%</b>	1.6%	1.6%	0.0%	1.7%	2.1%	1.8%	0.0%	0.0%	3.1%	4.8%	0.9%	2.1%	0.0%	2.4%	0.0%	1.7%	0.0%
Sometimes	95	<b>8</b>	9	8	1	7	3	2	2	4	4	2	6	1	4	3	1	5	0
	7.2%	<b>5.6%</b>	7.1%	4.2%	5.0%	5.9%	6.3%	3.6%	5.7%	5.3%	6.2%	9.5%	5.1%	2.1%	8.2%	7.3%	20.0%	8.5%	0.0%
Usually	195	<b>20</b>	15	23	4	16	10	2	8	14	5	4	15	8	3	7	2	9	0
	14.8%	<b>14.1%</b>	11.9%	12.0%	20.0%	13.4%	20.8%	3.6%	22.9%	18.7%	7.7%	19.0%	12.8%	16.7%	6.1%	17.1%	40.0%	15.3%	0.0%
Always	1,013	<b>112</b>	100	158	15	94	34	51	25	57	54	14	95	38	42	30	2	44	4
	76.7%	<b>78.9%</b>	79.4%	82.3%	75.0%	79.0%	70.8%	91.1%	71.4%	76.0%	83.1%	66.7%	81.2%	79.2%	85.7%	73.2%	40.0%	74.6%	100.0%
Significantly different from column:*							H	GI	H										
Usually or Always	1,208	<b>132</b>	115	181	19	110	44	53	33	71	59	18	110	46	45	37	4	53	4
	91.5%	<b>93.0%</b>	91.3%	94.3%	95.0%	92.4%	91.7%	94.6%	94.3%	94.7%	90.8%	85.7%	94.0%	95.8%	91.8%	90.2%	80.0%	89.8%	100.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 28

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,321	<b>142</b>	127	194	99	83	54	57	80	29	67	43	91	41	10	64	47	30	15	97	26
Number missing or multiple answer	3	<b>0</b>	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,318	<b>142</b>	125	193	99	83	54	57	80	29	67	43	91	41	10	64	47	30	15	97	26
	99.8%	<b>100.0%</b>	98.4%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	11	<b>1</b>	0	2	1	1	1	1	1	0	0	1	1	0	0	0	1	0	0	0	1
	0.8%	<b>0.7%</b>	0.0%	1.0%	1.0%	1.2%	1.9%	1.8%	1.3%	0.0%	0.0%	2.3%	1.1%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	3.8%
Sometimes	84	<b>11</b>	9	14	4	10	4	9	9	4	4	3	7	4	0	3	5	3	0	9	2
	6.4%	<b>7.7%</b>	7.2%	7.3%	4.0%	12.0%	7.4%	15.8%	11.3%	13.8%	6.0%	7.0%	7.7%	9.8%	0.0%	4.7%	10.6%	10.0%	0.0%	9.3%	7.7%
Usually	187	<b>18</b>	18	20	10	13	10	5	9	2	9	6	10	8	0	5	8	5	3	13	2
	14.2%	<b>12.7%</b>	14.4%	10.4%	10.1%	15.7%	18.5%	8.8%	11.3%	6.9%	13.4%	14.0%	11.0%	19.5%	0.0%	7.8%	17.0%	16.7%	20.0%	13.4%	7.7%
Always	1,036	<b>112</b>	98	157	84	59	39	42	61	23	54	33	73	29	10	56	33	22	12	75	21
	78.6%	<b>78.9%</b>	78.4%	81.3%	84.8%	71.1%	72.2%	73.7%	76.3%	79.3%	80.6%	76.7%	80.2%	70.7%	100.0%	87.5%	70.2%	73.3%	80.0%	77.3%	80.8%
Significantly different from column:*					F	E										Q	P				
Usually or Always	1,223	<b>130</b>	116	177	94	72	49	47	70	25	63	39	83	37	10	61	41	27	15	88	23
	92.8%	<b>91.5%</b>	92.8%	91.7%	94.9%	86.7%	90.7%	82.5%	87.5%	86.2%	94.0%	90.7%	91.2%	90.2%	100.0%	95.3%	87.2%	90.0%	100.0%	90.7%	88.5%
Significantly different from column:*					H			E													

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 28

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,321	<b>142</b>	127	194	20	119	48	56	35	75	65	21	117	48	49	41	5	59	4
Number missing or multiple answer	3	<b>0</b>	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,318 99.8%	<b>142</b> <b>100.0%</b>	125 98.4%	193 99.5%	20 100.0%	119 100.0%	48 100.0%	56 100.0%	35 100.0%	75 100.0%	65 100.0%	21 100.0%	117 100.0%	48 100.0%	49 100.0%	41 100.0%	5 100.0%	59 100.0%	4 100.0%
Never	11 0.8%	<b>1</b> <b>0.7%</b>	0 0.0%	2 1.0%	0 0.0%	1 0.8%	1 2.1%	0 0.0%	0 0.0%	0 0.0%	1 1.5%	0 0.0%	1 0.9%	1 2.1%	0 0.0%	0 0.0%	0 0.0%	1 1.7%	0 0.0%
Sometimes	84 6.4%	<b>11</b> <b>7.7%</b>	9 7.2%	14 7.3%	1 5.0%	10 8.4%	2 4.2%	4 7.1%	4 11.4%	8 10.7%	3 4.6%	2 9.5%	9 7.7%	2 4.2%	4 8.2%	5 12.2%	1 20.0%	8 13.6%	0 0.0%
Usually	187 14.2%	<b>18</b> <b>12.7%</b>	18 14.4%	20 10.4%	3 15.0%	14 11.8%	7 14.6%	4 7.1%	6 17.1%	11 14.7%	6 9.2%	3 14.3%	13 11.1%	5 10.4%	3 6.1%	7 17.1%	2 40.0%	5 8.5%	0 0.0%
Always	1,036 78.6%	<b>112</b> <b>78.9%</b>	98 78.4%	157 81.3%	16 80.0%	94 79.0%	38 79.2%	48 85.7%	25 71.4%	56 74.7%	55 84.6%	16 76.2%	94 80.3%	40 83.3%	42 85.7%	29 70.7%	2 40.0%	45 76.3%	4 100.0%
Significantly different from column:*																			
Usually or Always	1,223 92.8%	<b>130</b> <b>91.5%</b>	116 92.8%	177 91.7%	19 95.0%	108 90.8%	45 93.8%	52 92.9%	31 88.6%	67 89.3%	61 93.8%	19 90.5%	107 91.5%	45 93.8%	45 91.8%	36 87.8%	4 80.0%	50 84.7%	4 100.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 29

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,321	<b>142</b>	127	194	99	83	54	57	80	29	67	43	91	41	10	64	47	30	15	97	26
Number missing or multiple answer	1	<b>0</b>	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,320	<b>142</b>	124	193	99	83	54	57	80	29	67	43	91	41	10	64	47	30	15	97	26
	99.9%	<b>100.0%</b>	97.6%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	8	<b>1</b>	1	2	1	1	1	1	1	0	0	1	1	0	0	0	1	0	0	0	1
	0.6%	<b>0.7%</b>	0.8%	1.0%	1.0%	1.2%	1.9%	1.8%	1.3%	0.0%	0.0%	2.3%	1.1%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	3.8%
Sometimes	65	<b>9</b>	5	9	4	8	4	7	6	3	4	2	7	2	0	4	2	3	0	6	3
	4.9%	<b>6.3%</b>	4.0%	4.7%	4.0%	9.6%	7.4%	12.3%	7.5%	10.3%	6.0%	4.7%	7.7%	4.9%	0.0%	6.3%	4.3%	10.0%	0.0%	6.2%	11.5%
Usually	141	<b>17</b>	16	19	11	9	10	4	8	3	7	6	7	10	0	6	8	3	3	12	2
	10.7%	<b>12.0%</b>	12.9%	9.8%	11.1%	10.8%	18.5%	7.0%	10.0%	10.3%	10.4%	14.0%	7.7%	24.4%	0.0%	9.4%	17.0%	10.0%	20.0%	12.4%	7.7%
Always	1,106	<b>115</b>	102	163	83	65	39	45	65	23	56	34	76	29	10	54	36	24	12	79	20
	83.8%	<b>81.0%</b>	82.3%	84.5%	83.8%	78.3%	72.2%	78.9%	81.3%	79.3%	83.6%	79.1%	83.5%	70.7%	100.0%	84.4%	76.6%	80.0%	80.0%	81.4%	76.9%
Significantly different from column:*																					
Usually or Always	1,247	<b>132</b>	118	182	94	74	49	49	73	26	63	40	83	39	10	60	44	27	15	91	22
	94.5%	<b>93.0%</b>	95.2%	94.3%	94.9%	89.2%	90.7%	86.0%	91.3%	89.7%	94.0%	93.0%	91.2%	95.1%	100.0%	93.8%	93.6%	90.0%	100.0%	93.8%	84.6%
Significantly different from column:*																					

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 29**

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,321	<b>142</b>	127	194	20	119	48	56	35	75	65	21	117	48	49	41	5	59	4
Number missing or multiple answer	1	<b>0</b>	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,320 99.9%	<b>142</b> <b>100.0%</b>	124 97.6%	193 99.5%	20 100.0%	119 100.0%	48 100.0%	56 100.0%	35 100.0%	75 100.0%	65 100.0%	21 100.0%	117 100.0%	48 100.0%	49 100.0%	41 100.0%	5 100.0%	59 100.0%	4 100.0%
Never	8 0.6%	<b>1</b> <b>0.7%</b>	1 0.8%	2 1.0%	0 0.0%	1 0.8%	1 2.1%	0 0.0%	0 0.0%	0 0.0%	1 1.5%	0 0.0%	1 0.9%	1 2.1%	0 0.0%	0 0.0%	0 0.0%	1 1.7%	0 0.0%
Sometimes	65 4.9%	<b>9</b> <b>6.3%</b>	5 4.0%	9 4.7%	1 5.0%	8 6.7%	3 6.3%	2 3.6%	4 11.4%	6 8.0%	3 4.6%	2 9.5%	7 6.0%	3 6.3%	2 4.1%	4 9.8%	1 20.0%	6 10.2%	0 0.0%
Usually	141 10.7%	<b>17</b> <b>12.0%</b>	16 12.9%	19 9.8%	4 20.0%	13 10.9%	9 18.8%	3 5.4%	5 14.3%	10 13.3%	6 9.2%	4 19.0%	11 9.4%	5 10.4%	3 6.1%	7 17.1%	2 40.0%	6 10.2%	0 0.0%
Always	1,106 83.8%	<b>115</b> <b>81.0%</b>	102 82.3%	163 84.5%	15 75.0%	97 81.5%	35 72.9%	51 91.1%	26 74.3%	59 78.7%	55 84.6%	15 71.4%	98 83.8%	39 81.3%	44 89.8%	30 73.2%	2 40.0%	46 78.0%	4 100.0%
Significantly different from column:*							H	GI	H						P	O			
Usually or Always	1,247 94.5%	<b>132</b> <b>93.0%</b>	118 95.2%	182 94.3%	19 95.0%	110 92.4%	44 91.7%	54 96.4%	31 88.6%	69 92.0%	61 93.8%	19 90.5%	109 93.2%	44 91.7%	47 95.9%	37 90.2%	4 80.0%	52 88.1%	4 100.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 30

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,321	<b>142</b>	127	194	99	83	54	57	80	29	67	43	91	41	10	64	47	30	15	97	26
Number missing or multiple answer	12	<b>1</b>	1	0	0	1	0	0	1	0	0	1	1	0	0	0	0	1	0	0	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,309	<b>141</b>	126	194	99	82	54	57	79	29	67	42	90	41	10	64	47	29	15	97	25
	99.1%	<b>99.3%</b>	99.2%	100.0%	100.0%	98.8%	100.0%	100.0%	98.8%	100.0%	100.0%	97.7%	98.9%	100.0%	100.0%	100.0%	100.0%	96.7%	100.0%	100.0%	96.2%
Yes	896	<b>104</b>	99	143	79	53	31	29	54	7	57	39	70	28	6	50	34	19	13	73	17
	68.4%	<b>73.8%</b>	78.6%	73.7%	79.8%	64.6%	57.4%	50.9%	68.4%	24.1%	85.1%	92.9%	77.8%	68.3%	60.0%	78.1%	72.3%	65.5%	86.7%	75.3%	68.0%
No	413	<b>37</b>	27	51	20	29	23	28	25	22	10	3	20	13	4	14	13	10	2	24	8
	31.6%	<b>26.2%</b>	21.4%	26.3%	20.2%	35.4%	42.6%	49.1%	31.6%	75.9%	14.9%	7.1%	22.2%	31.7%	40.0%	21.9%	27.7%	34.5%	13.3%	24.7%	32.0%
Significantly different from column:*					FGH	E	E	EI	H	KL	J	J									

NA - Not applicable

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



# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 30

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,321	<b>142</b>	127	194	20	119	48	56	35	75	65	21	117	48	49	41	5	59	4
Number missing or multiple answer	12	<b>1</b>	1	0	0	1	0	1	0	0	1	0	1	0	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,309	<b>141</b>	126	194	20	118	48	55	35	75	64	21	116	48	48	41	5	58	4
	99.1%	<b>99.3%</b>	99.2%	100.0%	100.0%	99.2%	100.0%	98.2%	100.0%	100.0%	98.5%	100.0%	99.1%	100.0%	98.0%	100.0%	100.0%	98.3%	100.0%
Yes	896	<b>104</b>	99	143	17	84	33	46	22	60	43	11	90	36	35	31	4	43	1
	68.4%	<b>73.8%</b>	78.6%	73.7%	85.0%	71.2%	68.8%	83.6%	62.9%	80.0%	67.2%	52.4%	77.6%	75.0%	72.9%	75.6%	80.0%	74.1%	25.0%
No	413	<b>37</b>	27	51	3	34	15	9	13	15	21	10	26	12	13	10	1	15	3
	31.6%	<b>26.2%</b>	21.4%	26.3%	15.0%	28.8%	31.3%	16.4%	37.1%	20.0%	32.8%	47.6%	22.4%	25.0%	27.1%	24.4%	20.0%	25.9%	75.0%
Significantly different from column:*								I	H			M	L						

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 31

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?

Base: All respondents whose child has a personal doctor, visited their personal doctor to get care, and is able to talk with his/her doctors (Q25, Q26, & Q30)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	896	<b>104</b>	99	143	79	53	31	29	54	7	57	39	70	28	6	50	34	19	13	73	17
Number missing or multiple answer	15	<b>3</b>	4	2	3	2	0	0	2	0	2	1	3	0	0	1	1	1	0	2	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	881	<b>101</b>	95	141	76	51	31	29	52	7	55	38	67	28	6	49	33	18	13	71	16
	98.3%	<b>97.1%</b>	96.0%	98.6%	96.2%	96.2%	100.0%	100.0%	96.3%	100.0%	96.5%	97.4%	95.7%	100.0%	100.0%	98.0%	97.1%	94.7%	100.0%	97.3%	94.1%
Never	8	<b>0</b>	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	<b>0.0%</b>	2.1%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	58	<b>6</b>	5	4	1	4	3	4	4	1	5	0	2	3	1	1	3	2	1	5	0
	6.6%	<b>5.9%</b>	5.3%	2.8%	1.3%	7.8%	9.7%	13.8%	7.7%	14.3%	9.1%	0.0%	3.0%	10.7%	16.7%	2.0%	9.1%	11.1%	7.7%	7.0%	0.0%
Usually	175	<b>19</b>	15	27	16	10	7	7	8	2	8	9	9	8	2	8	7	4	1	14	4
	19.9%	<b>18.8%</b>	15.8%	19.1%	21.1%	19.6%	22.6%	24.1%	15.4%	28.6%	14.5%	23.7%	13.4%	28.6%	33.3%	16.3%	21.2%	22.2%	7.7%	19.7%	25.0%
Always	640	<b>76</b>	73	109	59	37	21	18	40	4	42	29	56	17	3	40	23	12	11	52	12
	72.6%	<b>75.2%</b>	76.8%	77.3%	77.6%	72.5%	67.7%	62.1%	76.9%	57.1%	76.4%	76.3%	83.6%	60.7%	50.0%	81.6%	69.7%	66.7%	84.6%	73.2%	75.0%
Significantly different from column:*													N	M							
Usually or Always	815	<b>95</b>	88	136	75	47	28	25	48	6	50	38	65	25	5	48	30	16	12	66	16
	92.5%	<b>94.1%</b>	92.6%	96.5%	98.7%	92.2%	90.3%	86.2%	92.3%	85.7%	90.9%	100.0%	97.0%	89.3%	83.3%	98.0%	90.9%	88.9%	92.3%	93.0%	100.0%
Significantly different from column:*																					

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 31

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?

Base: All respondents whose child has a personal doctor, visited their personal doctor to get care, and is able to talk with his/her doctors (Q25, Q26, & Q30)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	896	<b>104</b>	99	143	17	84	33	46	22	60	43	11	90	36	35	31	4	43	1
Number missing or multiple answer	15	<b>3</b>	4	2	1	2	3	0	0	2	1	0	3	3	0	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	881	<b>101</b>	95	141	16	82	30	46	22	58	42	11	87	33	35	31	4	42	1
	98.3%	<b>97.1%</b>	96.0%	98.6%	94.1%	97.6%	90.9%	100.0%	100.0%	96.7%	97.7%	100.0%	96.7%	91.7%	100.0%	100.0%	100.0%	97.7%	100.0%
Never	8	<b>0</b>	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	<b>0.0%</b>	2.1%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	58	<b>6</b>	5	4	2	4	1	4	1	5	1	1	5	0	2	4	2	0	0
	6.6%	<b>5.9%</b>	5.3%	2.8%	12.5%	4.9%	3.3%	8.7%	4.5%	8.6%	2.4%	9.1%	5.7%	0.0%	5.7%	12.9%	50.0%	0.0%	0.0%
Usually	175	<b>19</b>	15	27	5	14	9	7	3	14	5	2	17	7	6	6	0	12	0
	19.9%	<b>18.8%</b>	15.8%	19.1%	31.3%	17.1%	30.0%	15.2%	13.6%	24.1%	11.9%	18.2%	19.5%	21.2%	17.1%	19.4%	0.0%	28.6%	0.0%
Always	640	<b>76</b>	73	109	9	64	20	35	18	39	36	8	65	26	27	21	2	30	1
	72.6%	<b>75.2%</b>	76.8%	77.3%	56.3%	78.0%	66.7%	76.1%	81.8%	67.2%	85.7%	72.7%	74.7%	78.8%	77.1%	67.7%	50.0%	71.4%	100.0%
Significantly different from column:*										K	J								
Usually or Always	815	<b>95</b>	88	136	14	78	29	42	21	53	41	10	82	33	33	27	2	42	1
	92.5%	<b>94.1%</b>	92.6%	96.5%	87.5%	95.1%	96.7%	91.3%	95.5%	91.4%	97.6%	90.9%	94.3%	100.0%	94.3%	87.1%	50.0%	100.0%	100.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 32

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,321	<b>142</b>	127	194	99	83	54	57	80	29	67	43	91	41	10	64	47	30	15	97	26
Number missing or multiple answer	9	<b>1</b>	2	3	1	0	1	0	1	0	1	0	0	1	0	0	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,312	<b>141</b>	125	191	98	83	53	57	79	29	66	43	91	40	10	64	46	30	15	96	26
	99.3%	<b>99.3%</b>	98.4%	98.5%	99.0%	100.0%	98.1%	100.0%	98.8%	100.0%	98.5%	100.0%	100.0%	97.6%	100.0%	100.0%	97.9%	100.0%	100.0%	99.0%	100.0%
Never	30	<b>2</b>	4	8	1	2	2	1	1	1	0	1	1	1	0	0	2	0	0	1	1
	2.3%	<b>1.4%</b>	3.2%	4.2%	1.0%	2.4%	3.8%	1.8%	1.3%	3.4%	0.0%	2.3%	1.1%	2.5%	0.0%	0.0%	4.3%	0.0%	0.0%	1.0%	3.8%
Sometimes	153	<b>14</b>	12	11	5	9	7	10	8	6	7	1	6	8	0	6	5	3	1	9	3
	11.7%	<b>9.9%</b>	9.6%	5.8%	5.1%	10.8%	13.2%	17.5%	10.1%	20.7%	10.6%	2.3%	6.6%	20.0%	0.0%	9.4%	10.9%	10.0%	6.7%	9.4%	11.5%
Usually	269	<b>28</b>	25	43	18	20	13	12	18	6	10	11	14	12	2	11	9	8	1	18	8
	20.5%	<b>19.9%</b>	20.0%	22.5%	18.4%	24.1%	24.5%	21.1%	22.8%	20.7%	15.2%	25.6%	15.4%	30.0%	20.0%	17.2%	19.6%	26.7%	6.7%	18.8%	30.8%
Always	860	<b>97</b>	84	129	74	52	31	34	52	16	49	30	70	19	8	47	30	19	13	68	14
	65.5%	<b>68.8%</b>	67.2%	67.5%	75.5%	62.7%	58.5%	59.6%	65.8%	55.2%	74.2%	69.8%	76.9%	47.5%	80.0%	73.4%	65.2%	63.3%	86.7%	70.8%	53.8%
Significantly different from column:*					GH		E	E					N	M					U		S
Usually or Always	1,129	<b>125</b>	109	172	92	72	44	46	70	22	59	41	84	31	10	58	39	27	14	86	22
	86.1%	<b>88.7%</b>	87.2%	90.1%	93.9%	86.7%	83.0%	80.7%	88.6%	75.9%	89.4%	95.3%	92.3%	77.5%	100.0%	90.6%	84.8%	90.0%	93.3%	89.6%	84.6%
Significantly different from column:*					GH		E	E													

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 32**

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,321	<b>142</b>	127	194	20	119	48	56	35	75	65	21	117	48	49	41	5	59	4
Number missing or multiple answer	9	<b>1</b>	2	3	1	0	0	0	1	1	0	0	0	0	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,312	<b>141</b>	125	191	19	119	48	56	34	74	65	21	117	48	48	41	5	59	4
	99.3%	<b>99.3%</b>	98.4%	98.5%	95.0%	100.0%	100.0%	100.0%	97.1%	98.7%	100.0%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%
Never	30	<b>2</b>	4	8	0	2	2	0	0	1	1	1	1	1	0	0	0	1	0
	2.3%	<b>1.4%</b>	3.2%	4.2%	0.0%	1.7%	4.2%	0.0%	0.0%	1.4%	1.5%	4.8%	0.9%	2.1%	0.0%	0.0%	0.0%	1.7%	0.0%
Sometimes	153	<b>14</b>	12	11	3	11	6	4	4	9	5	3	11	3	3	8	1	8	0
	11.7%	<b>9.9%</b>	9.6%	5.8%	15.8%	9.2%	12.5%	7.1%	11.8%	12.2%	7.7%	14.3%	9.4%	6.3%	6.3%	19.5%	20.0%	13.6%	0.0%
Usually	269	<b>28</b>	25	43	5	23	13	6	8	17	10	3	24	11	9	7	1	15	0
	20.5%	<b>19.9%</b>	20.0%	22.5%	26.3%	19.3%	27.1%	10.7%	23.5%	23.0%	15.4%	14.3%	20.5%	22.9%	18.8%	17.1%	20.0%	25.4%	0.0%
Always	860	<b>97</b>	84	129	11	83	27	46	22	47	49	14	81	33	36	26	3	35	4
	65.5%	<b>68.8%</b>	67.2%	67.5%	57.9%	69.7%	56.3%	82.1%	64.7%	63.5%	75.4%	66.7%	69.2%	68.8%	75.0%	63.4%	60.0%	59.3%	100.0%
Significantly different from column:*							H	G											
Usually or Always	1,129	<b>125</b>	109	172	16	106	40	52	30	64	59	17	105	44	45	33	4	50	4
	86.1%	<b>88.7%</b>	87.2%	90.1%	84.2%	89.1%	83.3%	92.9%	88.2%	86.5%	90.8%	81.0%	89.7%	91.7%	93.8%	80.5%	80.0%	84.7%	100.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 33

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,321	<b>142</b>	127	194	99	83	54	57	80	29	67	43	91	41	10	64	47	30	15	97	26
Number missing or multiple answer	5	<b>2</b>	0	2	2	1	1	1	1	0	2	0	0	2	0	0	2	0	0	1	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,316 99.6%	<b>140</b> <b>98.6%</b>	127 100.0%	192 99.0%	97 98.0%	82 98.8%	53 98.1%	56 98.2%	79 98.8%	29 100.0%	65 97.0%	43 100.0%	91 100.0%	39 95.1%	10 100.0%	64 100.0%	45 95.7%	30 100.0%	15 100.0%	96 99.0%	25 96.2%
Yes	1,161 88.2%	<b>125</b> <b>89.3%</b>	116 91.3%	162 84.4%	88 90.7%	72 87.8%	48 90.6%	52 92.9%	73 92.4%	25 86.2%	60 92.3%	37 86.0%	81 89.0%	34 87.2%	10 100.0%	58 90.6%	39 86.7%	27 90.0%	14 93.3%	87 90.6%	22 88.0%
No	155 11.8%	<b>15</b> <b>10.7%</b>	11 8.7%	30 15.6%	9 9.3%	10 12.2%	5 9.4%	4 7.1%	6 7.6%	4 13.8%	5 7.7%	6 14.0%	10 11.0%	5 12.8%	0 0.0%	6 9.4%	6 13.3%	3 10.0%	1 6.7%	9 9.4%	3 12.0%
Significantly different from column:*																					

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 33**

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,321	<b>142</b>	127	194	20	119	48	56	35	75	65	21	117	48	49	41	5	59	4
Number missing or multiple answer	5	<b>2</b>	0	2	1	1	1	0	1	2	0	0	1	0	2	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,316 99.6%	<b>140</b> <b>98.6%</b>	127 100.0%	192 99.0%	19 95.0%	118 99.2%	47 97.9%	56 100.0%	34 97.1%	73 97.3%	65 100.0%	21 100.0%	116 99.1%	48 100.0%	47 95.9%	41 100.0%	5 100.0%	58 98.3%	4 100.0%
Yes	1,161 88.2%	<b>125</b> <b>89.3%</b>	116 91.3%	162 84.4%	18 94.7%	105 89.0%	40 85.1%	52 92.9%	30 88.2%	70 95.9%	53 81.5%	17 81.0%	105 90.5%	43 89.6%	44 93.6%	35 85.4%	5 100.0%	51 87.9%	4 100.0%
No	155 11.8%	<b>15</b> <b>10.7%</b>	11 8.7%	30 15.6%	1 5.3%	13 11.0%	7 14.9%	4 7.1%	4 11.8%	3 4.1%	12 18.5%	4 19.0%	11 9.5%	5 10.4%	3 6.4%	6 14.6%	0 0.0%	7 12.1%	0 0.0%
Significantly different from column:*										K	J								

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 34

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,321	<b>142</b>	127	194	99	83	54	57	80	29	67	43	91	41	10	64	47	30	15	97	26
Number missing or multiple answer	7	<b>3</b>	2	0	3	2	2	1	3	0	2	1	1	2	0	0	2	1	0	3	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,314	<b>139</b>	125	194	96	81	52	56	77	29	65	42	90	39	10	64	45	29	15	94	26
	99.5%	<b>97.9%</b>	98.4%	100.0%	97.0%	97.6%	96.3%	98.2%	96.3%	100.0%	97.0%	97.7%	98.9%	95.1%	100.0%	100.0%	95.7%	96.7%	100.0%	96.9%	100.0%
Yes	770	<b>89</b>	72	97	67	56	36	38	51	19	40	27	55	27	7	43	26	19	6	60	20
	58.6%	<b>64.0%</b>	57.6%	50.0%	69.8%	69.1%	69.2%	67.9%	66.2%	65.5%	61.5%	64.3%	61.1%	69.2%	70.0%	67.2%	57.8%	65.5%	40.0%	63.8%	76.9%
No	544	<b>50</b>	53	97	29	25	16	18	26	10	25	15	35	12	3	21	19	10	9	34	6
	41.4%	<b>36.0%</b>	42.4%	50.0%	30.2%	30.9%	30.8%	32.1%	33.8%	34.5%	38.5%	35.7%	38.9%	30.8%	30.0%	32.8%	42.2%	34.5%	60.0%	36.2%	23.1%
Significantly different from column:*		<b>D</b>																	U		S

NA - Not applicable

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



# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 34

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,321	<b>142</b>	127	194	20	119	48	56	35	75	65	21	117	48	49	41	5	59	4
Number missing or multiple answer	7	<b>3</b>	2	0	1	2	1	1	1	2	1	0	2	2	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,314	<b>139</b>	125	194	19	117	47	55	34	73	64	21	115	46	48	41	5	59	4
	99.5%	<b>97.9%</b>	98.4%	100.0%	95.0%	98.3%	97.9%	98.2%	97.1%	97.3%	98.5%	100.0%	98.3%	95.8%	98.0%	100.0%	100.0%	100.0%	100.0%
Yes	770	<b>89</b>	72	97	8	79	31	33	23	47	40	16	71	33	27	27	4	51	4
	58.6%	<b>64.0%</b>	57.6%	50.0%	42.1%	67.5%	66.0%	60.0%	67.6%	64.4%	62.5%	76.2%	61.7%	71.7%	56.3%	65.9%	80.0%	86.4%	100.0%
No	544	<b>50</b>	53	97	11	38	16	22	11	26	24	5	44	13	21	14	1	8	0
	41.4%	<b>36.0%</b>	42.4%	50.0%	57.9%	32.5%	34.0%	40.0%	32.4%	35.6%	37.5%	23.8%	38.3%	28.3%	43.8%	34.1%	20.0%	13.6%	0.0%
Significantly different from column:*		<b>D</b>			F	E													

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 35

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?

Base: All respondents whose child has a personal doctor, visited their personal doctor, and got care from a doctor/health care provider besides his/her personal doctor (Q25, Q26, & Q34)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	770	<b>89</b>	72	97	67	56	36	38	51	19	40	27	55	27	7	43	26	19	6	60	20
Number missing or multiple answer	17	<b>5</b>	1	3	4	4	2	2	3	2	3	0	3	1	1	2	0	3	1	0	3
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	753	<b>84</b>	71	94	63	52	34	36	48	17	37	27	52	26	6	41	26	16	5	60	17
	97.8%	<b>94.4%</b>	98.6%	96.9%	94.0%	92.9%	94.4%	94.7%	94.1%	89.5%	92.5%	100.0%	94.5%	96.3%	85.7%	95.3%	100.0%	84.2%	83.3%	100.0%	85.0%
Never	49	<b>5</b>	4	10	2	2	2	4	3	2	1	2	4	1	0	2	3	0	0	4	1
	6.5%	<b>6.0%</b>	5.6%	10.6%	3.2%	3.8%	5.9%	11.1%	6.3%	11.8%	2.7%	7.4%	7.7%	3.8%	0.0%	4.9%	11.5%	0.0%	0.0%	6.7%	5.9%
Sometimes	108	<b>13</b>	9	6	10	9	7	6	8	3	4	6	4	8	1	4	5	4	0	8	4
	14.3%	<b>15.5%</b>	12.7%	6.4%	15.9%	17.3%	20.6%	16.7%	16.7%	17.6%	10.8%	22.2%	7.7%	30.8%	16.7%	9.8%	19.2%	25.0%	0.0%	13.3%	23.5%
Usually	202	<b>21</b>	17	15	12	14	9	10	11	7	6	7	12	6	3	11	4	6	1	16	3
	26.8%	<b>25.0%</b>	23.9%	16.0%	19.0%	26.9%	26.5%	27.8%	22.9%	41.2%	16.2%	25.9%	23.1%	23.1%	50.0%	26.8%	15.4%	37.5%	20.0%	26.7%	17.6%
Always	394	<b>45</b>	41	63	39	27	16	16	26	5	26	12	32	11	2	24	14	6	4	32	9
	52.3%	<b>53.6%</b>	57.7%	67.0%	61.9%	51.9%	47.1%	44.4%	54.2%	29.4%	70.3%	44.4%	61.5%	42.3%	33.3%	58.5%	53.8%	37.5%	80.0%	53.3%	52.9%
Significantly different from column:*										K	JL	K									
Usually or Always	596	<b>66</b>	58	78	51	41	25	26	37	12	32	19	44	17	5	35	18	12	5	48	12
	79.2%	<b>78.6%</b>	81.7%	83.0%	81.0%	78.8%	73.5%	72.2%	77.1%	70.6%	86.5%	70.4%	84.6%	65.4%	83.3%	85.4%	69.2%	75.0%	100.0%	80.0%	70.6%
Significantly different from column:*																					

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 35**

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?

Base: All respondents whose child has a personal doctor, visited their personal doctor, and got care from a doctor/health care provider besides his/her personal doctor (Q25, Q26, & Q34)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	770	<b>89</b>	72	97	8	79	31	33	23	47	40	16	71	33	27	27	4	51	4
Number missing or multiple answer	17	<b>5</b>	1	3	2	3	4	1	0	2	3	2	3	3	1	1	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	753	<b>84</b>	71	94	6	76	27	32	23	45	37	14	68	30	26	26	4	49	4
	97.8%	<b>94.4%</b>	98.6%	96.9%	75.0%	96.2%	87.1%	97.0%	100.0%	95.7%	92.5%	87.5%	95.8%	90.9%	96.3%	96.3%	100.0%	96.1%	100.0%
Never	49	<b>5</b>	4	10	0	5	3	1	1	4	1	0	5	3	1	1	0	4	0
	6.5%	<b>6.0%</b>	5.6%	10.6%	0.0%	6.6%	11.1%	3.1%	4.3%	8.9%	2.7%	0.0%	7.4%	10.0%	3.8%	3.8%	0.0%	8.2%	0.0%
Sometimes	108	<b>13</b>	9	6	1	12	5	4	3	7	6	2	11	5	4	4	1	10	0
	14.3%	<b>15.5%</b>	12.7%	6.4%	16.7%	15.8%	18.5%	12.5%	13.0%	15.6%	16.2%	14.3%	16.2%	16.7%	15.4%	15.4%	25.0%	20.4%	0.0%
Usually	202	<b>21</b>	17	15	3	18	6	7	8	9	11	4	16	6	7	7	2	11	2
	26.8%	<b>25.0%</b>	23.9%	16.0%	50.0%	23.7%	22.2%	21.9%	34.8%	20.0%	29.7%	28.6%	23.5%	20.0%	26.9%	26.9%	50.0%	22.4%	50.0%
Always	394	<b>45</b>	41	63	2	41	13	20	11	25	19	8	36	16	14	14	1	24	2
	52.3%	<b>53.6%</b>	57.7%	67.0%	33.3%	53.9%	48.1%	62.5%	47.8%	55.6%	51.4%	57.1%	52.9%	53.3%	53.8%	53.8%	25.0%	49.0%	50.0%
Significantly different from column:*																			
Usually or Always	596	<b>66</b>	58	78	5	59	19	27	19	34	30	12	52	22	21	21	3	35	4
	79.2%	<b>78.6%</b>	81.7%	83.0%	83.3%	77.6%	70.4%	84.4%	82.6%	75.6%	81.1%	85.7%	76.5%	73.3%	80.8%	80.8%	75.0%	71.4%	100.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 36

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?

Base: All respondents whose child has a personal doctor (Q25)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,645	<b>178</b>	165	263	119	97	61	63	102	33	85	57	113	53	12	81	55	41	38	105	28
Number missing or multiple answer	15	<b>4</b>	2	7	4	1	2	0	2	1	2	1	1	3	0	2	2	0	1	2	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,630 99.1%	<b>174</b> <b>97.8%</b>	163 98.8%	256 97.3%	115 96.6%	96 99.0%	59 96.7%	63 100.0%	100 98.0%	32 97.0%	83 97.6%	56 98.2%	112 99.1%	50 94.3%	12 100.0%	79 97.5%	53 96.4%	41 100.0%	37 97.4%	103 98.1%	27 96.4%
0 Worst personal doctor possible	3 0.2%	<b>0</b> <b>0.0%</b>	1 0.6%	2 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	5 0.3%	<b>0</b> <b>0.0%</b>	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	6 0.4%	<b>0</b> <b>0.0%</b>	0 0.0%	5 2.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	5 0.3%	<b>1</b> <b>0.6%</b>	2 1.2%	0 0.0%	1 0.9%	1 1.0%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	1 1.2%	0 0.0%	1 0.9%	0 0.0%	0 0.0%	0 0.0%	1 1.9%	0 0.0%	0 0.0%	0 0.0%	1 3.7%
4	10 0.6%	<b>1</b> <b>0.6%</b>	0 0.0%	2 0.8%	0 0.0%	1 1.0%	0 0.0%	1 1.6%	0 0.0%	0 0.0%	0 0.0%	1 1.8%	1 0.9%	0 0.0%	0 0.0%	1 1.3%	0 0.0%	0 0.0%	1 2.7%	0 0.0%	0 0.0%
5	51 3.1%	<b>4</b> <b>2.3%</b>	5 3.1%	12 4.7%	2 1.7%	1 1.0%	3 5.1%	3 4.8%	2 2.0%	1 3.1%	3 3.6%	0 0.0%	3 2.7%	1 2.0%	0 0.0%	2 2.5%	1 1.9%	1 2.4%	2 5.4%	2 1.9%	0 0.0%
6	38 2.3%	<b>10</b> <b>5.7%</b>	5 3.1%	6 2.3%	3 2.6%	8 8.3%	5 8.5%	7 11.1%	7 7.0%	4 12.5%	3 3.6%	3 5.4%	10 8.9%	0 0.0%	0 0.0%	5 6.3%	2 3.8%	3 7.3%	1 2.7%	6 5.8%	3 11.1%
7	95 5.8%	<b>11</b> <b>6.3%</b>	6 3.7%	14 5.5%	8 7.0%	7 7.3%	5 8.5%	4 6.3%	7 7.0%	2 6.3%	7 8.4%	2 3.6%	2 1.8%	8 16.0%	1 8.3%	3 3.8%	5 9.4%	3 7.3%	1 2.7%	7 6.8%	3 11.1%
8	262 16.1%	<b>31</b> <b>17.8%</b>	27 16.6%	29 11.3%	20 17.4%	18 18.8%	12 20.3%	14 22.2%	23 23.0%	7 21.9%	11 13.3%	12 21.4%	12 10.7%	17 34.0%	2 16.7%	11 13.9%	10 18.9%	10 24.4%	6 16.2%	15 14.6%	6 22.2%
9	252 15.5%	<b>21</b> <b>12.1%</b>	27 16.6%	47 18.4%	12 10.4%	11 11.5%	6 10.2%	3 4.8%	9 9.0%	1 3.1%	12 14.5%	8 14.3%	16 14.3%	4 8.0%	1 8.3%	12 15.2%	6 11.3%	3 7.3%	4 10.8%	15 14.6%	1 3.7%
10 Best personal doctor possible	903 55.4%	<b>95</b> <b>54.6%</b>	90 55.2%	139 54.3%	69 60.0%	49 51.0%	28 47.5%	31 49.2%	51 51.0%	17 53.1%	46 55.4%	30 53.6%	67 59.8%	20 40.0%	8 66.7%	45 57.0%	28 52.8%	21 51.2%	22 59.5%	58 56.3%	13 48.1%

NA - Not applicable

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 36**

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?

Base: All respondents whose child has a personal doctor (Q25)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,645	<b>178</b>	165	263	25	149	65	67	40	94	82	26	148	58	64	50	6	64	4
Number missing or multiple answer	15	<b>4</b>	2	7	1	3	2	1	1	3	1	0	3	2	1	1	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,630 99.1%	<b>174</b> <b>97.8%</b>	163 98.8%	256 97.3%	24 96.0%	146 98.0%	63 96.9%	66 98.5%	39 97.5%	91 96.8%	81 98.8%	26 100.0%	145 98.0%	56 96.6%	63 98.4%	49 98.0%	6 100.0%	64 100.0%	4 100.0%
0 Worst personal doctor possible	3 0.2%	<b>0</b> <b>0.0%</b>	1 0.6%	2 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	5 0.3%	<b>0</b> <b>0.0%</b>	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	6 0.4%	<b>0</b> <b>0.0%</b>	0 0.0%	5 2.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	5 0.3%	<b>1</b> <b>0.6%</b>	2 1.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	1 1.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
4	10 0.6%	<b>1</b> <b>0.6%</b>	0 0.0%	2 0.8%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	1 2.6%	0 0.0%	1 1.2%	0 0.0%	1 0.7%	0 0.0%	1 1.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
5	51 3.1%	<b>4</b> <b>2.3%</b>	5 3.1%	12 4.7%	0 0.0%	4 2.7%	4 6.3%	0 0.0%	0 0.0%	3 3.3%	1 1.2%	0 0.0%	4 2.8%	3 5.4%	0 0.0%	1 2.0%	0 0.0%	2 3.1%	0 0.0%
6	38 2.3%	<b>10</b> <b>5.7%</b>	5 3.1%	6 2.3%	1 4.2%	9 6.2%	4 6.3%	3 4.5%	3 7.7%	5 5.5%	5 6.2%	2 7.7%	8 5.5%	3 5.4%	3 4.8%	4 8.2%	1 16.7%	4 6.3%	0 0.0%
7	95 5.8%	<b>11</b> <b>6.3%</b>	6 3.7%	14 5.5%	0 0.0%	11 7.5%	4 6.3%	4 6.1%	3 7.7%	6 6.6%	5 6.2%	3 11.5%	8 5.5%	4 7.1%	4 6.3%	2 4.1%	0 0.0%	3 4.7%	1 25.0%
8	262 16.1%	<b>31</b> <b>17.8%</b>	27 16.6%	29 11.3%	9 37.5%	22 15.1%	12 19.0%	12 18.2%	6 15.4%	17 18.7%	13 16.0%	3 11.5%	27 18.6%	8 14.3%	11 17.5%	11 22.4%	1 16.7%	10 15.6%	0 0.0%
9	252 15.5%	<b>21</b> <b>12.1%</b>	27 16.6%	47 18.4%	4 16.7%	17 11.6%	5 7.9%	7 10.6%	9 23.1%	11 12.1%	10 12.3%	1 3.8%	20 13.8%	9 16.1%	7 11.1%	4 8.2%	0 0.0%	6 9.4%	0 0.0%
10 Best personal doctor possible	903 55.4%	<b>95</b> <b>54.6%</b>	90 55.2%	139 54.3%	10 41.7%	82 56.2%	34 54.0%	40 60.6%	17 43.6%	48 52.7%	46 56.8%	17 65.4%	76 52.4%	29 51.8%	36 57.1%	27 55.1%	4 66.7%	39 60.9%	3 75.0%

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 36

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?

Base: All respondents whose child has a personal doctor (Q25)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,645	<b>178</b>	165	263	119	97	61	63	102	33	85	57	113	53	12	81	55	41	38	105	28
Number missing or multiple answer	15	<b>4</b>	2	7	4	1	2	0	2	1	2	1	1	3	0	2	2	0	1	2	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,630 99.1%	<b>174</b> <b>97.8%</b>	163 98.8%	256 97.3%	115 96.6%	96 99.0%	59 96.7%	63 100.0%	100 98.0%	32 97.0%	83 97.6%	56 98.2%	112 99.1%	50 94.3%	12 100.0%	79 97.5%	53 96.4%	41 100.0%	37 97.4%	103 98.1%	27 96.4%
0 to 4	29 1.8%	<b>2</b> <b>1.1%</b>	3 1.8%	9 3.5%	1 0.9%	2 2.1%	0 0.0%	1 1.6%	1 1.0%	0 0.0%	1 1.2%	1 1.8%	2 1.8%	0 0.0%	0 0.0%	1 1.3%	1 1.9%	0 0.0%	1 2.7%	0 0.0%	1 3.7%
5	51 3.1%	<b>4</b> <b>2.3%</b>	5 3.1%	12 4.7%	2 1.7%	1 1.0%	3 5.1%	3 4.8%	2 2.0%	1 3.1%	3 3.6%	0 0.0%	3 2.7%	1 2.0%	0 0.0%	2 2.5%	1 1.9%	1 2.4%	2 5.4%	2 1.9%	0 0.0%
6 to 7	133 8.2%	<b>21</b> <b>12.1%</b>	11 6.7%	20 7.8%	11 9.6%	15 15.6%	10 16.9%	11 17.5%	14 14.0%	6 18.8%	10 12.0%	5 8.9%	12 10.7%	8 16.0%	1 8.3%	8 10.1%	7 13.2%	6 14.6%	2 5.4%	13 12.6%	6 22.2%
8 to 10	1,417 86.9%	<b>147</b> <b>84.5%</b>	144 88.3%	215 84.0%	101 87.8%	78 81.3%	46 78.0%	48 76.2%	83 83.0%	25 78.1%	69 83.1%	50 89.3%	95 84.8%	41 82.0%	11 91.7%	68 86.1%	44 83.0%	34 82.9%	32 86.5%	88 85.4%	20 74.1%
Significantly different from column:*					H			E													
0 to 6	118 7.2%	<b>16</b> <b>9.2%</b>	13 8.0%	27 10.5%	6 5.2%	11 11.5%	8 13.6%	11 17.5%	10 10.0%	5 15.6%	7 8.4%	4 7.1%	15 13.4%	1 2.0%	0 0.0%	8 10.1%	4 7.5%	4 9.8%	4 10.8%	8 7.8%	4 14.8%
7 to 8	357 21.9%	<b>42</b> <b>24.1%</b>	33 20.2%	43 16.8%	28 24.3%	25 26.0%	17 28.8%	18 28.6%	30 30.0%	9 28.1%	18 21.7%	14 25.0%	14 12.5%	25 50.0%	3 25.0%	14 17.7%	15 28.3%	13 31.7%	7 18.9%	22 21.4%	9 33.3%
9 to 10	1,155 70.9%	<b>116</b> <b>66.7%</b>	117 71.8%	186 72.7%	81 70.4%	60 62.5%	34 57.6%	34 54.0%	60 60.0%	18 56.3%	58 69.9%	38 67.9%	83 74.1%	24 48.0%	9 75.0%	57 72.2%	34 64.2%	24 58.5%	26 70.3%	73 70.9%	14 51.9%
Significantly different from column:*					H			E					N	M							

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 36

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?

Base: All respondents whose child has a personal doctor (Q25)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,645	<b>178</b>	165	263	25	149	65	67	40	94	82	26	148	58	64	50	6	64	4
Number missing or multiple answer	15	<b>4</b>	2	7	1	3	2	1	1	3	1	0	3	2	1	1	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,630	<b>174</b>	163	256	24	146	63	66	39	91	81	26	145	56	63	49	6	64	4
	99.1%	<b>97.8%</b>	98.8%	97.3%	96.0%	98.0%	96.9%	98.5%	97.5%	96.8%	98.8%	100.0%	98.0%	96.6%	98.4%	98.0%	100.0%	100.0%	100.0%
0 to 4	29	<b>2</b>	3	9	0	1	0	0	1	1	1	0	2	0	2	0	0	0	0
	1.8%	<b>1.1%</b>	1.8%	3.5%	0.0%	0.7%	0.0%	0.0%	2.6%	1.1%	1.2%	0.0%	1.4%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%
5	51	<b>4</b>	5	12	0	4	4	0	0	3	1	0	4	3	0	1	0	2	0
	3.1%	<b>2.3%</b>	3.1%	4.7%	0.0%	2.7%	6.3%	0.0%	0.0%	3.3%	1.2%	0.0%	2.8%	5.4%	0.0%	2.0%	0.0%	3.1%	0.0%
6 to 7	133	<b>21</b>	11	20	1	20	8	7	6	11	10	5	16	7	7	6	1	7	1
	8.2%	<b>12.1%</b>	6.7%	7.8%	4.2%	13.7%	12.7%	10.6%	15.4%	12.1%	12.3%	19.2%	11.0%	12.5%	11.1%	12.2%	16.7%	10.9%	25.0%
8 to 10	1,417	<b>147</b>	144	215	23	121	51	59	32	76	69	21	123	46	54	42	5	55	3
	86.9%	<b>84.5%</b>	88.3%	84.0%	95.8%	82.9%	81.0%	89.4%	82.1%	83.5%	85.2%	80.8%	84.8%	82.1%	85.7%	85.7%	83.3%	85.9%	75.0%
Significantly different from column:*																			
0 to 6	118	<b>16</b>	13	27	1	14	8	3	4	9	7	2	14	6	5	5	1	6	0
	7.2%	<b>9.2%</b>	8.0%	10.5%	4.2%	9.6%	12.7%	4.5%	10.3%	9.9%	8.6%	7.7%	9.7%	10.7%	7.9%	10.2%	16.7%	9.4%	0.0%
7 to 8	357	<b>42</b>	33	43	9	33	16	16	9	23	18	6	35	12	15	13	1	13	1
	21.9%	<b>24.1%</b>	20.2%	16.8%	37.5%	22.6%	25.4%	24.2%	23.1%	25.3%	22.2%	23.1%	24.1%	21.4%	23.8%	26.5%	16.7%	20.3%	25.0%
9 to 10	1,155	<b>116</b>	117	186	14	99	39	47	26	59	56	18	96	38	43	31	4	45	3
	70.9%	<b>66.7%</b>	71.8%	72.7%	58.3%	67.8%	61.9%	71.2%	66.7%	64.8%	69.1%	69.2%	66.2%	67.9%	68.3%	63.3%	66.7%	70.3%	75.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 37

Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

Base: All respondents whose child has a personal doctor (Q25)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,645	<b>178</b>	165	263	119	97	61	63	102	33	85	57	113	53	12	81	55	41	38	105	28
Number missing or multiple answer	15	<b>2</b>	6	8	2	0	1	0	1	0	1	1	1	1	0	1	1	0	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,630	<b>176</b>	159	255	117	97	60	63	101	33	84	56	112	52	12	80	54	41	38	103	28
	99.1%	<b>98.9%</b>	96.4%	97.0%	98.3%	100.0%	98.4%	100.0%	99.0%	100.0%	98.8%	98.2%	99.1%	98.1%	100.0%	98.8%	98.2%	100.0%	100.0%	98.1%	100.0%
Yes	1,083	<b>124</b>	112	168	88	81	49	53	76	19	61	41	76	38	10	48	43	32	17	74	27
	66.4%	<b>70.5%</b>	70.4%	65.9%	75.2%	83.5%	81.7%	84.1%	75.2%	57.6%	72.6%	73.2%	67.9%	73.1%	83.3%	60.0%	79.6%	78.0%	44.7%	71.8%	96.4%
No	547	<b>52</b>	47	87	29	16	11	10	25	14	23	15	36	14	2	32	11	9	21	29	1
	33.6%	<b>29.5%</b>	29.6%	34.1%	24.8%	16.5%	18.3%	15.9%	24.8%	42.4%	27.4%	26.8%	32.1%	26.9%	16.7%	40.0%	20.4%	22.0%	55.3%	28.2%	3.6%
Significantly different from column:*																QR	P	P	TU	SU	ST

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 37**

Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

Base: All respondents whose child has a personal doctor (Q25)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,645	<b>178</b>	165	263	25	149	65	67	40	94	82	26	148	58	64	50	6	64	4
Number missing or multiple answer	15	<b>2</b>	6	8	1	1	1	0	1	2	0	0	1	1	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,630	<b>176</b>	159	255	24	148	64	67	39	92	82	26	147	57	63	50	6	64	4
	99.1%	<b>98.9%</b>	96.4%	97.0%	96.0%	99.3%	98.5%	100.0%	97.5%	97.9%	100.0%	100.0%	99.3%	98.3%	98.4%	100.0%	100.0%	100.0%	100.0%
Yes	1,083	<b>124</b>	112	168	14	107	42	52	26	70	52	16	106	44	40	36	3	52	3
	66.4%	<b>70.5%</b>	70.4%	65.9%	58.3%	72.3%	65.6%	77.6%	66.7%	76.1%	63.4%	61.5%	72.1%	77.2%	63.5%	72.0%	50.0%	81.3%	75.0%
No	547	<b>52</b>	47	87	10	41	22	15	13	22	30	10	41	13	23	14	3	12	1
	33.6%	<b>29.5%</b>	29.6%	34.1%	41.7%	27.7%	34.4%	22.4%	33.3%	23.9%	36.6%	38.5%	27.9%	22.8%	36.5%	28.0%	50.0%	18.8%	25.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 38

Does your child’s personal doctor understand how these medical, behavioral, or other health conditions affect your child’s day-to-day life?

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that have lasted for more than 3 months (Q25 & Q37)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,083	<b>124</b>	112	168	88	81	49	53	76	19	61	41	76	38	10	48	43	32	17	74	27
Number missing or multiple answer	25	<b>2</b>	6	4	1	2	2	1	1	0	1	1	2	0	0	1	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,058 97.7%	<b>122</b> <b>98.4%</b>	106 94.6%	164 97.6%	87 98.9%	79 97.5%	47 95.9%	52 98.1%	75 98.7%	19 100.0%	60 98.4%	40 97.6%	74 97.4%	38 100.0%	10 100.0%	47 97.9%	42 97.7%	32 100.0%	17 100.0%	73 98.6%	27 100.0%
Yes	988 93.4%	<b>116</b> <b>95.1%</b>	102 96.2%	147 89.6%	84 96.6%	74 93.7%	45 95.7%	49 94.2%	70 93.3%	17 89.5%	56 93.3%	40 100.0%	70 94.6%	36 94.7%	10 100.0%	46 97.9%	39 92.9%	30 93.8%	16 94.1%	70 95.9%	25 92.6%
No	70 6.6%	<b>6</b> <b>4.9%</b>	4 3.8%	17 10.4%	3 3.4%	5 6.3%	2 4.3%	3 5.8%	5 6.7%	2 10.5%	4 6.7%	0 0.0%	4 5.4%	2 5.3%	0 0.0%	1 2.1%	3 7.1%	2 6.3%	1 5.9%	3 4.1%	2 7.4%
Significantly different from column:*																					

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 38**

Does your child’s personal doctor understand how these medical, behavioral, or other health conditions affect your child’s day-to-day life?

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that have lasted for more than 3 months (Q25 & Q37)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,083	<b>124</b>	112	168	14	107	42	52	26	70	52	16	106	44	40	36	3	52	3
Number missing or multiple answer	25	<b>2</b>	6	4	1	1	0	2	0	0	2	0	2	0	1	1	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,058	<b>122</b>	106	164	13	106	42	50	26	70	50	16	104	44	39	35	3	52	3
	97.7%	<b>98.4%</b>	94.6%	97.6%	92.9%	99.1%	100.0%	96.2%	100.0%	100.0%	96.2%	100.0%	98.1%	100.0%	97.5%	97.2%	100.0%	100.0%	100.0%
Yes	988	<b>116</b>	102	147	12	102	41	49	23	65	49	15	99	44	37	31	2	50	3
	93.4%	<b>95.1%</b>	96.2%	89.6%	92.3%	96.2%	97.6%	98.0%	88.5%	92.9%	98.0%	93.8%	95.2%	100.0%	94.9%	88.6%	66.7%	96.2%	100.0%
No	70	<b>6</b>	4	17	1	4	1	1	3	5	1	1	5	0	2	4	1	2	0
	6.6%	<b>4.9%</b>	3.8%	10.4%	7.7%	3.8%	2.4%	2.0%	11.5%	7.1%	2.0%	6.3%	4.8%	0.0%	5.1%	11.4%	33.3%	3.8%	0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 39

Does your child’s personal doctor understand how your child’s medical, behavioral, or other health conditions affect your family’s day-to-day life?

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that have lasted for more than 3 months (Q25 & Q37)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,083	<b>124</b>	112	168	88	81	49	53	76	19	61	41	76	38	10	48	43	32	17	74	27
Number missing or multiple answer	27	<b>1</b>	6	2	1	0	0	0	0	0	1	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,056 97.5%	<b>123</b> <b>99.2%</b>	106 94.6%	166 98.8%	87 98.9%	81 100.0%	49 100.0%	53 100.0%	76 100.0%	19 100.0%	60 98.4%	41 100.0%	75 98.7%	38 100.0%	10 100.0%	47 97.9%	43 100.0%	32 100.0%	16 94.1%	74 100.0%	27 100.0%
Yes	939 88.9%	<b>111</b> <b>90.2%</b>	93 87.7%	136 81.9%	79 90.8%	73 90.1%	44 89.8%	47 88.7%	70 92.1%	18 94.7%	51 85.0%	39 95.1%	68 90.7%	33 86.8%	10 100.0%	42 89.4%	38 88.4%	30 93.8%	15 93.8%	67 90.5%	24 88.9%
No	117 11.1%	<b>12</b> <b>9.8%</b>	13 12.3%	30 18.1%	8 9.2%	8 9.9%	5 10.2%	6 11.3%	6 7.9%	1 5.3%	9 15.0%	2 4.9%	7 9.3%	5 13.2%	0 0.0%	5 10.6%	5 11.6%	2 6.3%	1 6.3%	7 9.5%	3 11.1%
Significantly different from column:*		<b>D</b>																			

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 39**

Does your child’s personal doctor understand how your child’s medical, behavioral, or other health conditions affect your family’s day-to-day life?

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that have lasted for more than 3 months (Q25 & Q37)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,083	<b>124</b>	112	168	14	107	42	52	26	70	52	16	106	44	40	36	3	52	3
Number missing or multiple answer	27	<b>1</b>	6	2	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,056	<b>123</b>	106	166	14	106	42	52	26	69	52	16	105	44	40	36	3	52	3
	97.5%	<b>99.2%</b>	94.6%	98.8%	100.0%	99.1%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	939	<b>111</b>	93	136	12	97	38	47	24	62	47	13	96	42	36	30	3	48	3
	88.9%	<b>90.2%</b>	87.7%	81.9%	85.7%	91.5%	90.5%	90.4%	92.3%	89.9%	90.4%	81.3%	91.4%	95.5%	90.0%	83.3%	100.0%	92.3%	100.0%
No	117	<b>12</b>	13	30	2	9	4	5	2	7	5	3	9	2	4	6	0	4	0
	11.1%	<b>9.8%</b>	12.3%	18.1%	14.3%	8.5%	9.5%	9.6%	7.7%	10.1%	9.6%	18.8%	8.6%	4.5%	10.0%	16.7%	0.0%	7.7%	0.0%
Significantly different from column:*		<b>D</b>																	

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 40

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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	17	<b>1</b>	2	2	1	0	1	0	1	0	1	0	0	1	0	0	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,807 99.1%	<b>197</b> <b>99.5%</b>	177 98.9%	285 99.3%	127 99.2%	107 100.0%	68 98.6%	73 100.0%	116 99.1%	38 100.0%	93 98.9%	63 100.0%	123 100.0%	59 98.3%	15 100.0%	87 100.0%	60 98.4%	49 100.0%	45 100.0%	116 99.1%	28 100.0%
Yes	730 40.4%	<b>78</b> <b>39.6%</b>	69 39.0%	104 36.5%	64 50.4%	49 45.8%	33 48.5%	32 43.8%	44 37.9%	16 42.1%	31 33.3%	29 46.0%	46 37.4%	23 39.0%	9 60.0%	36 41.4%	23 38.3%	19 38.8%	7 15.6%	49 42.2%	18 64.3%
No	1,077 59.6%	<b>119</b> <b>60.4%</b>	108 61.0%	181 63.5%	63 49.6%	58 54.2%	35 51.5%	41 56.2%	72 62.1%	22 57.9%	62 66.7%	34 54.0%	77 62.6%	36 61.0%	6 40.0%	51 58.6%	37 61.7%	30 61.2%	38 84.4%	67 57.8%	10 35.7%
Significantly different from column:*																			TU	SU	ST

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 40

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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)			Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4	
Number missing or multiple answer	17	<b>1</b>	2	2	1	0	0	0	1	1	0	0	0	0	1	0	0	0	0	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,807 99.1%	<b>197</b> <b>99.5%</b>	177 98.9%	285 99.3%	29 96.7%	164 100.0%	74 100.0%	74 100.0%	43 97.7%	103 99.0%	92 100.0%	33 100.0%	161 100.0%	60 100.0%	72 98.6%	59 100.0%	7 100.0%	66 100.0%	4 100.0%	
Yes	730 40.4%	<b>78</b> <b>39.6%</b>	69 39.0%	104 36.5%	11 37.9%	67 40.9%	26 35.1%	31 41.9%	20 46.5%	41 39.8%	36 39.1%	12 36.4%	65 40.4%	27 45.0%	24 33.3%	26 44.1%	7 100.0%	66 100.0%	4 100.0%	
No	1,077 59.6%	<b>119</b> <b>60.4%</b>	108 61.0%	181 63.5%	18 62.1%	97 59.1%	48 64.9%	43 58.1%	23 53.5%	62 60.2%	56 60.9%	21 63.6%	96 59.6%	33 55.0%	48 66.7%	33 55.9%	0 0.0%	0 0.0%	0 0.0%	
Significantly different from column:*																				

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 41

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	730	<b>78</b>	69	104	64	49	33	32	44	16	31	29	46	23	9	36	23	19	7	49	18
Number missing or multiple answer	5	<b>1</b>	1	2	1	0	0	0	0	0	1	0	1	0	0	1	0	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	725	<b>77</b>	68	102	63	49	33	32	44	16	30	29	45	23	9	35	23	19	7	48	18
	99.3%	<b>98.7%</b>	98.6%	98.1%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	96.8%	100.0%	97.8%	100.0%	100.0%	97.2%	100.0%	100.0%	100.0%	98.0%	100.0%
Never	34	<b>5</b>	5	2	2	3	3	2	3	2	2	0	1	2	2	1	1	3	1	3	0
	4.7%	<b>6.5%</b>	7.4%	2.0%	3.2%	6.1%	9.1%	6.3%	6.8%	12.5%	6.7%	0.0%	2.2%	8.7%	22.2%	2.9%	4.3%	15.8%	14.3%	6.3%	0.0%
Sometimes	161	<b>15</b>	13	16	11	12	6	7	8	4	5	6	8	6	1	7	5	3	1	11	3
	22.2%	<b>19.5%</b>	19.1%	15.7%	17.5%	24.5%	18.2%	21.9%	18.2%	25.0%	16.7%	20.7%	17.8%	26.1%	11.1%	20.0%	21.7%	15.8%	14.3%	22.9%	16.7%
Usually	182	<b>20</b>	11	23	18	12	10	10	11	6	7	7	11	6	3	10	7	3	3	11	5
	25.1%	<b>26.0%</b>	16.2%	22.5%	28.6%	24.5%	30.3%	31.3%	25.0%	37.5%	23.3%	24.1%	24.4%	26.1%	33.3%	28.6%	30.4%	15.8%	42.9%	22.9%	27.8%
Always	348	<b>37</b>	39	61	32	22	14	13	22	4	16	16	25	9	3	17	10	10	2	23	10
	48.0%	<b>48.1%</b>	57.4%	59.8%	50.8%	44.9%	42.4%	40.6%	50.0%	25.0%	53.3%	55.2%	55.6%	39.1%	33.3%	48.6%	43.5%	52.6%	28.6%	47.9%	55.6%
Significantly different from column:*																					
Usually or Always	530	<b>57</b>	50	84	50	34	24	23	33	10	23	23	36	15	6	27	17	13	5	34	15
	73.1%	<b>74.0%</b>	73.5%	82.4%	79.4%	69.4%	72.7%	71.9%	75.0%	62.5%	76.7%	79.3%	80.0%	65.2%	66.7%	77.1%	73.9%	68.4%	71.4%	70.8%	83.3%
Significantly different from column:*																					

NA - Not applicable

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



# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 41

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	730	<b>78</b>	69	104	11	67	26	31	20	41	36	12	65	27	24	26	7	66	4
Number missing or multiple answer	5	<b>1</b>	1	2	0	1	0	0	1	1	0	0	1	0	1	0	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	725	<b>77</b>	68	102	11	66	26	31	19	40	36	12	64	27	23	26	6	66	4
	99.3%	<b>98.7%</b>	98.6%	98.1%	100.0%	98.5%	100.0%	100.0%	95.0%	97.6%	100.0%	100.0%	98.5%	100.0%	95.8%	100.0%	85.7%	100.0%	100.0%
Never	34	<b>5</b>	5	2	2	3	2	1	2	3	1	2	2	1	1	2	4	1	0
	4.7%	<b>6.5%</b>	7.4%	2.0%	18.2%	4.5%	7.7%	3.2%	10.5%	7.5%	2.8%	16.7%	3.1%	3.7%	4.3%	7.7%	66.7%	1.5%	0.0%
Sometimes	161	<b>15</b>	13	16	2	13	4	6	5	9	6	3	12	5	4	6	1	14	0
	22.2%	<b>19.5%</b>	19.1%	15.7%	18.2%	19.7%	15.4%	19.4%	26.3%	22.5%	16.7%	25.0%	18.8%	18.5%	17.4%	23.1%	16.7%	21.2%	0.0%
Usually	182	<b>20</b>	11	23	2	18	9	6	5	7	13	5	15	7	6	7	1	16	3
	25.1%	<b>26.0%</b>	16.2%	22.5%	18.2%	27.3%	34.6%	19.4%	26.3%	17.5%	36.1%	41.7%	23.4%	25.9%	26.1%	26.9%	16.7%	24.2%	75.0%
Always	348	<b>37</b>	39	61	5	32	11	18	7	21	16	2	35	14	12	11	0	35	1
	48.0%	<b>48.1%</b>	57.4%	59.8%	45.5%	48.5%	42.3%	58.1%	36.8%	52.5%	44.4%	16.7%	54.7%	51.9%	52.2%	42.3%	0.0%	53.0%	25.0%
Significantly different from column:*												M	L						
Usually or Always	530	<b>57</b>	50	84	7	50	20	24	12	28	29	7	50	21	18	18	1	51	4
	73.1%	<b>74.0%</b>	73.5%	82.4%	63.6%	75.8%	76.9%	77.4%	63.2%	70.0%	80.6%	58.3%	78.1%	77.8%	78.3%	69.2%	16.7%	77.3%	100.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 42

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	730	<b>78</b>	69	104	64	49	33	32	44	16	31	29	46	23	9	36	23	19	7	49	18
Number missing or multiple answer	7	<b>1</b>	0	2	1	0	1	1	0	0	1	0	0	1	0	1	0	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	723	<b>77</b>	69	102	63	49	32	31	44	16	30	29	46	22	9	35	23	19	7	48	18
	99.0%	<b>98.7%</b>	100.0%	98.1%	98.4%	100.0%	97.0%	96.9%	100.0%	100.0%	96.8%	100.0%	100.0%	95.7%	100.0%	97.2%	100.0%	100.0%	100.0%	98.0%	100.0%
None	42	<b>7</b>	5	6	3	5	5	3	5	2	3	1	3	2	2	2	2	3	2	5	0
	5.8%	<b>9.1%</b>	7.2%	5.9%	4.8%	10.2%	15.6%	9.7%	11.4%	12.5%	10.0%	3.4%	6.5%	9.1%	22.2%	5.7%	8.7%	15.8%	28.6%	10.4%	0.0%
1 specialist	349	<b>30</b>	36	60	28	13	9	6	10	4	13	13	23	6	1	18	10	2	3	18	6
	48.3%	<b>39.0%</b>	52.2%	58.8%	44.4%	26.5%	28.1%	19.4%	22.7%	25.0%	43.3%	44.8%	50.0%	27.3%	11.1%	51.4%	43.5%	10.5%	42.9%	37.5%	33.3%
2	187	<b>19</b>	13	20	17	13	7	7	11	3	9	6	10	9	0	9	4	6	0	14	4
	25.9%	<b>24.7%</b>	18.8%	19.6%	27.0%	26.5%	21.9%	22.6%	25.0%	18.8%	30.0%	20.7%	21.7%	40.9%	0.0%	25.7%	17.4%	31.6%	0.0%	29.2%	22.2%
3	86	<b>14</b>	6	10	9	11	6	8	11	3	3	8	7	3	4	4	5	5	2	8	4
	11.9%	<b>18.2%</b>	8.7%	9.8%	14.3%	22.4%	18.8%	25.8%	25.0%	18.8%	10.0%	27.6%	15.2%	13.6%	44.4%	11.4%	21.7%	26.3%	28.6%	16.7%	22.2%
4	32	<b>3</b>	7	2	2	3	2	3	3	2	1	0	1	1	1	0	1	2	0	1	2
	4.4%	<b>3.9%</b>	10.1%	2.0%	3.2%	6.1%	6.3%	9.7%	6.8%	12.5%	3.3%	0.0%	2.2%	4.5%	11.1%	0.0%	4.3%	10.5%	0.0%	2.1%	11.1%
5 or more specialists	27	<b>4</b>	2	4	4	4	3	4	4	2	1	1	2	1	1	2	1	1	0	2	2
	3.7%	<b>5.2%</b>	2.9%	3.9%	6.3%	8.2%	9.4%	12.9%	9.1%	12.5%	3.3%	3.4%	4.3%	4.5%	11.1%	5.7%	4.3%	5.3%	0.0%	4.2%	11.1%
3 or more specialists	145	<b>21</b>	15	16	15	18	11	15	18	7	5	9	10	5	6	6	7	8	2	11	8
	20.1%	<b>27.3%</b>	21.7%	15.7%	23.8%	36.7%	34.4%	48.4%	40.9%	43.8%	16.7%	31.0%	21.7%	22.7%	66.7%	17.1%	30.4%	42.1%	28.6%	22.9%	44.4%
Significantly different from column:*					H			E													

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 42

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	730	<b>78</b>	69	104	11	67	26	31	20	41	36	12	65	27	24	26	7	66	4
Number missing or multiple answer	7	<b>1</b>	0	2	0	1	1	0	0	1	0	0	1	1	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	723	<b>77</b>	69	102	11	66	25	31	20	40	36	12	64	26	24	26	7	66	4
	99.0%	<b>98.7%</b>	100.0%	98.1%	100.0%	98.5%	96.2%	100.0%	100.0%	97.6%	100.0%	100.0%	98.5%	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%
None	42	<b>7</b>	5	6	2	5	1	1	5	6	0	2	4	2	2	2	7	0	0
	5.8%	<b>9.1%</b>	7.2%	5.9%	18.2%	7.6%	4.0%	3.2%	25.0%	15.0%	0.0%	16.7%	6.3%	7.7%	8.3%	7.7%	100.0%	0.0%	0.0%
1 specialist	349	<b>30</b>	36	60	5	25	11	16	3	14	16	5	25	12	8	10	0	30	0
	48.3%	<b>39.0%</b>	52.2%	58.8%	45.5%	37.9%	44.0%	51.6%	15.0%	35.0%	44.4%	41.7%	39.1%	46.2%	33.3%	38.5%	0.0%	45.5%	0.0%
2	187	<b>19</b>	13	20	1	18	6	5	7	11	8	2	17	6	6	7	0	19	0
	25.9%	<b>24.7%</b>	18.8%	19.6%	9.1%	27.3%	24.0%	16.1%	35.0%	27.5%	22.2%	16.7%	26.6%	23.1%	25.0%	26.9%	0.0%	28.8%	0.0%
3	86	<b>14</b>	6	10	3	11	5	5	4	7	7	2	12	3	6	5	0	14	0
	11.9%	<b>18.2%</b>	8.7%	9.8%	27.3%	16.7%	20.0%	16.1%	20.0%	17.5%	19.4%	16.7%	18.8%	11.5%	25.0%	19.2%	0.0%	21.2%	0.0%
4	32	<b>3</b>	7	2	0	3	1	1	1	2	1	0	3	2	0	1	0	3	0
	4.4%	<b>3.9%</b>	10.1%	2.0%	0.0%	4.5%	4.0%	3.2%	5.0%	5.0%	2.8%	0.0%	4.7%	7.7%	0.0%	3.8%	0.0%	4.5%	0.0%
5 or more specialists	27	<b>4</b>	2	4	0	4	1	3	0	0	4	1	3	1	2	1	0	0	4
	3.7%	<b>5.2%</b>	2.9%	3.9%	0.0%	6.1%	4.0%	9.7%	0.0%	0.0%	11.1%	8.3%	4.7%	3.8%	8.3%	3.8%	0.0%	0.0%	100.0%
3 or more specialists	145	<b>21</b>	15	16	3	18	7	9	5	9	12	3	18	6	8	7	0	17	4
	20.1%	<b>27.3%</b>	21.7%	15.7%	27.3%	27.3%	28.0%	29.0%	25.0%	22.5%	33.3%	25.0%	28.1%	23.1%	33.3%	26.9%	0.0%	25.8%	100.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 43

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?

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	681	<b>70</b>	64	96	60	44	27	28	39	14	27	28	43	20	7	33	21	16	5	43	18
Number missing or multiple answer	2	<b>0</b>	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	679	<b>70</b>	62	96	60	44	27	28	39	14	27	28	43	20	7	33	21	16	5	43	18
	99.7%	<b>100.0%</b>	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 Worst specialist possible	3	<b>0</b>	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	<b>0.0%</b>	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	2	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	2	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	3	<b>0</b>	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	<b>0.0%</b>	1.6%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	5	<b>1</b>	2	1	1	1	1	0	0	0	1	0	1	0	0	1	0	0	0	1	0
	0.7%	<b>1.4%</b>	3.2%	1.0%	1.7%	2.3%	3.7%	0.0%	0.0%	0.0%	3.7%	0.0%	2.3%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%	2.3%	0.0%
5	22	<b>5</b>	2	1	4	3	2	2	1	2	2	1	3	2	0	3	2	0	0	4	1
	3.2%	<b>7.1%</b>	3.2%	1.0%	6.7%	6.8%	7.4%	7.1%	2.6%	14.3%	7.4%	3.6%	7.0%	10.0%	0.0%	9.1%	9.5%	0.0%	0.0%	9.3%	5.6%
6	20	<b>3</b>	1	3	2	1	1	2	1	2	1	0	1	2	0	3	0	0	0	1	1
	2.9%	<b>4.3%</b>	1.6%	3.1%	3.3%	2.3%	3.7%	7.1%	2.6%	14.3%	3.7%	0.0%	2.3%	10.0%	0.0%	9.1%	0.0%	0.0%	0.0%	2.3%	5.6%
7	52	<b>5</b>	5	3	3	3	2	3	4	2	0	3	2	3	0	2	1	2	0	2	3
	7.7%	<b>7.1%</b>	8.1%	3.1%	5.0%	6.8%	7.4%	10.7%	10.3%	14.3%	0.0%	10.7%	4.7%	15.0%	0.0%	6.1%	4.8%	12.5%	0.0%	4.7%	16.7%
8	117	<b>12</b>	8	16	11	7	3	3	7	1	3	8	4	5	3	2	6	4	2	7	3
	17.2%	<b>17.1%</b>	12.9%	16.7%	18.3%	15.9%	11.1%	10.7%	17.9%	7.1%	11.1%	28.6%	9.3%	25.0%	42.9%	6.1%	28.6%	25.0%	40.0%	16.3%	16.7%
9	108	<b>9</b>	7	12	8	4	4	3	4	1	6	2	4	3	2	5	1	3	0	6	1
	15.9%	<b>12.9%</b>	11.3%	12.5%	13.3%	9.1%	14.8%	10.7%	10.3%	7.1%	22.2%	7.1%	9.3%	15.0%	28.6%	15.2%	4.8%	18.8%	0.0%	14.0%	5.6%
10 Best specialist possible	345	<b>35</b>	36	56	31	25	14	15	22	6	14	14	28	5	2	17	11	7	3	22	9
	50.8%	<b>50.0%</b>	58.1%	58.3%	51.7%	56.8%	51.9%	53.6%	56.4%	42.9%	51.9%	50.0%	65.1%	25.0%	28.6%	51.5%	52.4%	43.8%	60.0%	51.2%	50.0%

NA - Not applicable

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 43**

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?

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	681	<b>70</b>	64	96	9	61	24	30	15	34	36	10	60	24	22	24	0	66	4
Number missing or multiple answer	2	<b>0</b>	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	679	<b>70</b>	62	96	9	61	24	30	15	34	36	10	60	24	22	24	0	66	4
	99.7%	<b>100.0%</b>	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
0 Worst specialist possible	3	<b>0</b>	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	<b>0.0%</b>	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
1	2	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
2	2	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
3	3	<b>0</b>	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	<b>0.0%</b>	1.6%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
4	5	<b>1</b>	2	1	0	1	0	1	0	1	0	1	0	0	0	1	0	1	0
	0.7%	<b>1.4%</b>	3.2%	1.0%	0.0%	1.6%	0.0%	3.3%	0.0%	2.9%	0.0%	10.0%	0.0%	0.0%	0.0%	4.2%	---	1.5%	0.0%
5	22	<b>5</b>	2	1	1	4	2	2	1	2	3	2	3	1	2	2	0	5	0
	3.2%	<b>7.1%</b>	3.2%	1.0%	11.1%	6.6%	8.3%	6.7%	6.7%	5.9%	8.3%	20.0%	5.0%	4.2%	9.1%	8.3%	---	7.6%	0.0%
6	20	<b>3</b>	1	3	1	2	3	0	0	1	2	2	1	1	0	2	0	3	0
	2.9%	<b>4.3%</b>	1.6%	3.1%	11.1%	3.3%	12.5%	0.0%	0.0%	2.9%	5.6%	20.0%	1.7%	4.2%	0.0%	8.3%	---	4.5%	0.0%
7	52	<b>5</b>	5	3	0	5	2	1	2	4	1	0	5	3	2	0	0	5	0
	7.7%	<b>7.1%</b>	8.1%	3.1%	0.0%	8.2%	8.3%	3.3%	13.3%	11.8%	2.8%	0.0%	8.3%	12.5%	9.1%	0.0%	---	7.6%	0.0%
8	117	<b>12</b>	8	16	0	12	5	4	2	5	7	1	11	4	6	2	0	11	1
	17.2%	<b>17.1%</b>	12.9%	16.7%	0.0%	19.7%	20.8%	13.3%	13.3%	14.7%	19.4%	10.0%	18.3%	16.7%	27.3%	8.3%	---	16.7%	25.0%
9	108	<b>9</b>	7	12	2	7	3	5	1	5	4	1	8	3	2	4	0	9	0
	15.9%	<b>12.9%</b>	11.3%	12.5%	22.2%	11.5%	12.5%	16.7%	6.7%	14.7%	11.1%	10.0%	13.3%	12.5%	9.1%	16.7%	---	13.6%	0.0%
10 Best specialist possible	345	<b>35</b>	36	56	5	30	9	17	9	16	19	3	32	12	10	13	0	32	3
	50.8%	<b>50.0%</b>	58.1%	58.3%	55.6%	49.2%	37.5%	56.7%	60.0%	47.1%	52.8%	30.0%	53.3%	50.0%	45.5%	54.2%	---	48.5%	75.0%

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 43

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?

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	681	<b>70</b>	64	96	60	44	27	28	39	14	27	28	43	20	7	33	21	16	5	43	18
Number missing or multiple answer	2	<b>0</b>	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	679	<b>70</b>	62	96	60	44	27	28	39	14	27	28	43	20	7	33	21	16	5	43	18
	99.7%	<b>100.0%</b>	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 to 4	15	<b>1</b>	3	5	1	1	1	0	0	0	1	0	1	0	0	1	0	0	0	1	0
	2.2%	<b>1.4%</b>	4.8%	5.2%	1.7%	2.3%	3.7%	0.0%	0.0%	0.0%	3.7%	0.0%	2.3%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%	2.3%	0.0%
5	22	<b>5</b>	2	1	4	3	2	2	1	2	2	1	3	2	0	3	2	0	0	4	1
	3.2%	<b>7.1%</b>	3.2%	1.0%	6.7%	6.8%	7.4%	7.1%	2.6%	14.3%	7.4%	3.6%	7.0%	10.0%	0.0%	9.1%	9.5%	0.0%	0.0%	9.3%	5.6%
6 to 7	72	<b>8</b>	6	6	5	4	3	5	5	4	1	3	3	5	0	5	1	2	0	3	4
	10.6%	<b>11.4%</b>	9.7%	6.3%	8.3%	9.1%	11.1%	17.9%	12.8%	28.6%	3.7%	10.7%	7.0%	25.0%	0.0%	15.2%	4.8%	12.5%	0.0%	7.0%	22.2%
8 to 10	570	<b>56</b>	51	84	50	36	21	21	33	8	23	24	36	13	7	24	18	14	5	35	13
	83.9%	<b>80.0%</b>	82.3%	87.5%	83.3%	81.8%	77.8%	75.0%	84.6%	57.1%	85.2%	85.7%	83.7%	65.0%	100.0%	72.7%	85.7%	87.5%	100.0%	81.4%	72.2%
Significantly different from column:*																					
0 to 6	57	<b>9</b>	6	9	7	5	4	4	2	4	4	1	5	4	0	7	2	0	0	6	2
	8.4%	<b>12.9%</b>	9.7%	9.4%	11.7%	11.4%	14.8%	14.3%	5.1%	28.6%	14.8%	3.6%	11.6%	20.0%	0.0%	21.2%	9.5%	0.0%	0.0%	14.0%	11.1%
7 to 8	169	<b>17</b>	13	19	14	10	5	6	11	3	3	11	6	8	3	4	7	6	2	9	6
	24.9%	<b>24.3%</b>	21.0%	19.8%	23.3%	22.7%	18.5%	21.4%	28.2%	21.4%	11.1%	39.3%	14.0%	40.0%	42.9%	12.1%	33.3%	37.5%	40.0%	20.9%	33.3%
9 to 10	453	<b>44</b>	43	68	39	29	18	18	26	7	20	16	32	8	4	22	12	10	3	28	10
	66.7%	<b>62.9%</b>	69.4%	70.8%	65.0%	65.9%	66.7%	64.3%	66.7%	50.0%	74.1%	57.1%	74.4%	40.0%	57.1%	66.7%	57.1%	62.5%	60.0%	65.1%	55.6%
Significantly different from column:*													N	M							

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 43

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?

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	681	<b>70</b>	64	96	9	61	24	30	15	34	36	10	60	24	22	24	0	66	4
Number missing or multiple answer	2	<b>0</b>	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	679	<b>70</b>	62	96	9	61	24	30	15	34	36	10	60	24	22	24	0	66	4
	99.7%	<b>100.0%</b>	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
0 to 4	15	<b>1</b>	3	5	0	1	0	1	0	1	0	1	0	0	0	1	0	1	0
	2.2%	<b>1.4%</b>	4.8%	5.2%	0.0%	1.6%	0.0%	3.3%	0.0%	2.9%	0.0%	10.0%	0.0%	0.0%	0.0%	4.2%	---	1.5%	0.0%
5	22	<b>5</b>	2	1	1	4	2	2	1	2	3	2	3	1	2	2	0	5	0
	3.2%	<b>7.1%</b>	3.2%	1.0%	11.1%	6.6%	8.3%	6.7%	6.7%	5.9%	8.3%	20.0%	5.0%	4.2%	9.1%	8.3%	---	7.6%	0.0%
6 to 7	72	<b>8</b>	6	6	1	7	5	1	2	5	3	2	6	4	2	2	0	8	0
	10.6%	<b>11.4%</b>	9.7%	6.3%	11.1%	11.5%	20.8%	3.3%	13.3%	14.7%	8.3%	20.0%	10.0%	16.7%	9.1%	8.3%	---	12.1%	0.0%
8 to 10	570	<b>56</b>	51	84	7	49	17	26	12	26	30	5	51	19	18	19	0	52	4
	83.9%	<b>80.0%</b>	82.3%	87.5%	77.8%	80.3%	70.8%	86.7%	80.0%	76.5%	83.3%	50.0%	85.0%	79.2%	81.8%	79.2%	---	78.8%	100.0%
Significantly different from column:*																			
0 to 6	57	<b>9</b>	6	9	2	7	5	3	1	4	5	5	4	2	2	5	0	9	0
	8.4%	<b>12.9%</b>	9.7%	9.4%	22.2%	11.5%	20.8%	10.0%	6.7%	11.8%	13.9%	50.0%	6.7%	8.3%	9.1%	20.8%	---	13.6%	0.0%
7 to 8	169	<b>17</b>	13	19	0	17	7	5	4	9	8	1	16	7	8	2	0	16	1
	24.9%	<b>24.3%</b>	21.0%	19.8%	0.0%	27.9%	29.2%	16.7%	26.7%	26.5%	22.2%	10.0%	26.7%	29.2%	36.4%	8.3%	---	24.2%	25.0%
9 to 10	453	<b>44</b>	43	68	7	37	12	22	10	21	23	4	40	15	12	17	0	41	3
	66.7%	<b>62.9%</b>	69.4%	70.8%	77.8%	60.7%	50.0%	73.3%	66.7%	61.8%	63.9%	40.0%	66.7%	62.5%	54.5%	70.8%	---	62.1%	75.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 44

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	26	<b>6</b>	1	5	2	5	2	2	3	1	2	3	4	2	0	2	2	2	2	0	2
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,798 98.6%	<b>192</b> <b>97.0%</b>	178 99.4%	282 98.3%	126 98.4%	102 95.3%	67 97.1%	71 97.3%	114 97.4%	37 97.4%	92 97.9%	60 95.2%	119 96.7%	58 96.7%	15 100.0%	85 97.7%	59 96.7%	47 95.9%	43 95.6%	117 100.0%	26 92.9%
Yes	565 31.4%	<b>56</b> <b>29.2%</b>	52 29.2%	69 24.5%	37 29.4%	40 39.2%	21 31.3%	25 35.2%	38 33.3%	11 29.7%	27 29.3%	15 25.0%	32 26.9%	18 31.0%	6 40.0%	20 23.5%	22 37.3%	13 27.7%	9 20.9%	37 31.6%	9 34.6%
No	1,233 68.6%	<b>136</b> <b>70.8%</b>	126 70.8%	213 75.5%	89 70.6%	62 60.8%	46 68.7%	46 64.8%	76 66.7%	26 70.3%	65 70.7%	45 75.0%	87 73.1%	40 69.0%	9 60.0%	65 76.5%	37 62.7%	34 72.3%	34 79.1%	80 68.4%	17 65.4%
Significantly different from column:*																					

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 44**

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)			Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4	
Number missing or multiple answer	26	<b>6</b>	1	5	2	4	3	2	1	1	5	1	5	1	3	1	0	3	0	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,798	<b>192</b>	178	282	28	160	71	72	43	103	87	32	156	59	70	58	7	63	4	
	98.6%	<b>97.0%</b>	99.4%	98.3%	93.3%	97.6%	95.9%	97.3%	97.7%	99.0%	94.6%	97.0%	96.9%	98.3%	95.9%	98.3%	100.0%	95.5%	100.0%	
Yes	565	<b>56</b>	52	69	7	47	18	20	15	28	26	12	42	9	19	26	2	24	4	
	31.4%	<b>29.2%</b>	29.2%	24.5%	25.0%	29.4%	25.4%	27.8%	34.9%	27.2%	29.9%	37.5%	26.9%	15.3%	27.1%	44.8%	28.6%	38.1%	100.0%	
No	1,233	<b>136</b>	126	213	21	113	53	52	28	75	61	20	114	50	51	32	5	39	0	
	68.6%	<b>70.8%</b>	70.8%	75.5%	75.0%	70.6%	74.6%	72.2%	65.1%	72.8%	70.1%	62.5%	73.1%	84.7%	72.9%	55.2%	71.4%	61.9%	0.0%	
Significantly different from column:*														P	P	NO				

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 45

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

Base: All respondents who got information or help from child's health plan customer service (Q44)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	565	<b>56</b>	52	69	37	40	21	25	38	11	27	15	32	18	6	20	22	13	9	37	9
Number missing or multiple answer	1	<b>0</b>	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	564	<b>56</b>	52	68	37	40	21	25	38	11	27	15	32	18	6	20	22	13	9	37	9
	99.8%	<b>100.0%</b>	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	19	<b>3</b>	1	1	2	1	1	1	2	0	2	1	3	0	0	1	2	0	1	1	1
	3.4%	<b>5.4%</b>	1.9%	1.5%	5.4%	2.5%	4.8%	4.0%	5.3%	0.0%	7.4%	6.7%	9.4%	0.0%	0.0%	5.0%	9.1%	0.0%	11.1%	2.7%	11.1%
Sometimes	99	<b>4</b>	11	12	3	4	3	3	3	2	2	0	1	3	0	2	2	0	0	3	1
	17.6%	<b>7.1%</b>	21.2%	17.6%	8.1%	10.0%	14.3%	12.0%	7.9%	18.2%	7.4%	0.0%	3.1%	16.7%	0.0%	10.0%	9.1%	0.0%	0.0%	8.1%	11.1%
Usually	135	<b>16</b>	11	15	11	12	8	6	10	3	8	3	7	7	2	3	7	5	2	11	3
	23.9%	<b>28.6%</b>	21.2%	22.1%	29.7%	30.0%	38.1%	24.0%	26.3%	27.3%	29.6%	20.0%	21.9%	38.9%	33.3%	15.0%	31.8%	38.5%	22.2%	29.7%	33.3%
Always	311	<b>33</b>	29	40	21	23	9	15	23	6	15	11	21	8	4	14	11	8	6	22	4
	55.1%	<b>58.9%</b>	55.8%	58.8%	56.8%	57.5%	42.9%	60.0%	60.5%	54.5%	55.6%	73.3%	65.6%	44.4%	66.7%	70.0%	50.0%	61.5%	66.7%	59.5%	44.4%
Significantly different from column:*																					
Usually or Always	446	<b>49</b>	40	55	32	35	17	21	33	9	23	14	28	15	6	17	18	13	8	33	7
	79.1%	<b>87.5%</b>	76.9%	80.9%	86.5%	87.5%	81.0%	84.0%	86.8%	81.8%	85.2%	93.3%	87.5%	83.3%	100.0%	85.0%	81.8%	100.0%	88.9%	89.2%	77.8%
Significantly different from column:*																					

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 45**

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

Base: All respondents who got information or help from child's health plan customer service (Q44)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	565	<b>56</b>	52	69	7	47	18	20	15	28	26	12	42	9	19	26	2	24	4
Number missing or multiple answer	1	<b>0</b>	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	564	<b>56</b>	52	68	7	47	18	20	15	28	26	12	42	9	19	26	2	24	4
	99.8%	<b>100.0%</b>	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	19	<b>3</b>	1	1	0	3	1	1	1	1	2	1	2	1	1	1	0	0	0
	3.4%	<b>5.4%</b>	1.9%	1.5%	0.0%	6.4%	5.6%	5.0%	6.7%	3.6%	7.7%	8.3%	4.8%	11.1%	5.3%	3.8%	0.0%	0.0%	0.0%
Sometimes	99	<b>4</b>	11	12	1	3	0	1	3	1	3	0	4	0	1	3	1	2	1
	17.6%	<b>7.1%</b>	21.2%	17.6%	14.3%	6.4%	0.0%	5.0%	20.0%	3.6%	11.5%	0.0%	9.5%	0.0%	5.3%	11.5%	50.0%	8.3%	25.0%
Usually	135	<b>16</b>	11	15	1	14	5	4	6	8	6	3	11	3	6	5	1	7	2
	23.9%	<b>28.6%</b>	21.2%	22.1%	14.3%	29.8%	27.8%	20.0%	40.0%	28.6%	23.1%	25.0%	26.2%	33.3%	31.6%	19.2%	50.0%	29.2%	50.0%
Always	311	<b>33</b>	29	40	5	27	12	14	5	18	15	8	25	5	11	17	0	15	1
	55.1%	<b>58.9%</b>	55.8%	58.8%	71.4%	57.4%	66.7%	70.0%	33.3%	64.3%	57.7%	66.7%	59.5%	55.6%	57.9%	65.4%	0.0%	62.5%	25.0%
Significantly different from column:*								I	H										
Usually or Always	446	<b>49</b>	40	55	6	41	17	18	11	26	21	11	36	8	17	22	1	22	3
	79.1%	<b>87.5%</b>	76.9%	80.9%	85.7%	87.2%	94.4%	90.0%	73.3%	92.9%	80.8%	91.7%	85.7%	88.9%	89.5%	84.6%	50.0%	91.7%	75.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 46

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

Base: All respondents who got information or help from child's health plan customer service (Q44)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	565	<b>56</b>	52	69	37	40	21	25	38	11	27	15	32	18	6	20	22	13	9	37	9
Number missing or multiple answer	3	<b>0</b>	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	562	<b>56</b>	52	68	37	40	21	25	38	11	27	15	32	18	6	20	22	13	9	37	9
	99.5%	<b>100.0%</b>	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	10	<b>1</b>	0	3	1	0	0	0	0	0	0	1	1	0	0	1	0	0	1	0	0
	1.8%	<b>1.8%</b>	0.0%	4.4%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	3.1%	0.0%	0.0%	5.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Sometimes	25	<b>3</b>	2	3	1	3	1	2	3	1	1	1	2	0	1	1	1	1	1	2	0
	4.4%	<b>5.4%</b>	3.8%	4.4%	2.7%	7.5%	4.8%	8.0%	7.9%	9.1%	3.7%	6.7%	6.3%	0.0%	16.7%	5.0%	4.5%	7.7%	11.1%	5.4%	0.0%
Usually	89	<b>6</b>	14	12	3	4	4	3	4	1	4	0	4	2	0	4	2	0	1	4	1
	15.8%	<b>10.7%</b>	26.9%	17.6%	8.1%	10.0%	19.0%	12.0%	10.5%	9.1%	14.8%	0.0%	12.5%	11.1%	0.0%	20.0%	9.1%	0.0%	11.1%	10.8%	11.1%
Always	438	<b>46</b>	36	50	32	33	16	20	31	9	22	13	25	16	5	14	19	12	6	31	8
	77.9%	<b>82.1%</b>	69.2%	73.5%	86.5%	82.5%	76.2%	80.0%	81.6%	81.8%	81.5%	86.7%	78.1%	88.9%	83.3%	70.0%	86.4%	92.3%	66.7%	83.8%	88.9%
Significantly different from column:*																					
Usually or Always	527	<b>52</b>	50	62	35	37	20	23	35	10	26	13	29	18	5	18	21	12	7	35	9
	93.8%	<b>92.9%</b>	96.2%	91.2%	94.6%	92.5%	95.2%	92.0%	92.1%	90.9%	96.3%	86.7%	90.6%	100.0%	83.3%	90.0%	95.5%	92.3%	77.8%	94.6%	100.0%
Significantly different from column:*																					

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 46**

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

Base: All respondents who got information or help from child's health plan customer service (Q44)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	565	<b>56</b>	52	69	7	47	18	20	15	28	26	12	42	9	19	26	2	24	4
Number missing or multiple answer	3	<b>0</b>	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	562	<b>56</b>	52	68	7	47	18	20	15	28	26	12	42	9	19	26	2	24	4
	99.5%	<b>100.0%</b>	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	10	<b>1</b>	0	3	0	1	0	0	1	0	1	1	0	0	0	1	0	0	0
	1.8%	<b>1.8%</b>	0.0%	4.4%	0.0%	2.1%	0.0%	0.0%	6.7%	0.0%	3.8%	8.3%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%
Sometimes	25	<b>3</b>	2	3	1	2	1	0	2	3	0	0	3	0	1	2	1	2	0
	4.4%	<b>5.4%</b>	3.8%	4.4%	14.3%	4.3%	5.6%	0.0%	13.3%	10.7%	0.0%	0.0%	7.1%	0.0%	5.3%	7.7%	50.0%	8.3%	0.0%
Usually	89	<b>6</b>	14	12	1	5	2	3	1	3	2	1	4	1	3	1	1	2	1
	15.8%	<b>10.7%</b>	26.9%	17.6%	14.3%	10.6%	11.1%	15.0%	6.7%	10.7%	7.7%	8.3%	9.5%	11.1%	15.8%	3.8%	50.0%	8.3%	25.0%
Always	438	<b>46</b>	36	50	5	39	15	17	11	22	23	10	35	8	15	22	0	20	3
	77.9%	<b>82.1%</b>	69.2%	73.5%	71.4%	83.0%	83.3%	85.0%	73.3%	78.6%	88.5%	83.3%	83.3%	88.9%	78.9%	84.6%	0.0%	83.3%	75.0%
Significantly different from column:*																			
Usually or Always	527	<b>52</b>	50	62	6	44	17	20	12	25	25	11	39	9	18	23	1	22	4
	93.8%	<b>92.9%</b>	96.2%	91.2%	85.7%	93.6%	94.4%	100.0%	80.0%	89.3%	96.2%	91.7%	92.9%	100.0%	94.7%	88.5%	50.0%	91.7%	100.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 47

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	49	<b>3</b>	3	4	1	2	0	1	2	0	1	2	1	2	0	1	0	2	1	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,775 97.3%	<b>195</b> <b>98.5%</b>	176 98.3%	283 98.6%	127 99.2%	105 98.1%	69 100.0%	72 98.6%	115 98.3%	38 100.0%	93 98.9%	61 96.8%	122 99.2%	58 96.7%	15 100.0%	86 98.9%	61 100.0%	47 95.9%	44 97.8%	116 99.1%	28 100.0%
Yes	444 25.0%	<b>59</b> <b>30.3%</b>	46 26.1%	57 20.1%	44 34.6%	31 29.5%	19 27.5%	24 33.3%	35 30.4%	11 28.9%	26 28.0%	21 34.4%	37 30.3%	19 32.8%	3 20.0%	29 33.7%	21 34.4%	9 19.1%	13 29.5%	36 31.0%	9 32.1%
No	1,331 75.0%	<b>136</b> <b>69.7%</b>	130 73.9%	226 79.9%	83 65.4%	74 70.5%	50 72.5%	48 66.7%	80 69.6%	27 71.1%	67 72.0%	40 65.6%	85 69.7%	39 67.2%	12 80.0%	57 66.3%	40 65.6%	38 80.9%	31 70.5%	80 69.0%	19 67.9%
Significantly different from column:*		<b>D</b>																			

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 47

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	49	<b>3</b>	3	4	0	3	1	1	1	0	3	1	2	1	1	1	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,775 97.3%	<b>195</b> <b>98.5%</b>	176 98.3%	283 98.6%	30 100.0%	161 98.2%	73 98.6%	73 98.6%	43 97.7%	104 100.0%	89 96.7%	32 97.0%	159 98.8%	59 98.3%	72 98.6%	58 98.3%	7 100.0%	65 98.5%	4 100.0%
Yes	444 25.0%	<b>59</b> <b>30.3%</b>	46 26.1%	57 20.1%	10 33.3%	48 29.8%	20 27.4%	26 35.6%	11 25.6%	29 27.9%	30 33.7%	10 31.3%	49 30.8%	14 23.7%	24 33.3%	21 36.2%	1 14.3%	27 41.5%	2 50.0%
No	1,331 75.0%	<b>136</b> <b>69.7%</b>	130 73.9%	226 79.9%	20 66.7%	113 70.2%	53 72.6%	47 64.4%	32 74.4%	75 72.1%	59 66.3%	22 68.8%	110 69.2%	45 76.3%	48 66.7%	37 63.8%	6 85.7%	38 58.5%	2 50.0%
Significantly different from column:*		<b>D</b>																	

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 48

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

Base: All respondents who received forms to fill out from their child's health plan (Q47)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,775	<b>195</b>	176	283	127	105	69	72	115	38	93	61	122	58	15	86	61	47	44	116	28
Number missing or multiple answer	9	<b>0</b>	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,766 99.5%	<b>195</b> <b>100.0%</b>	176 100.0%	279 98.6%	127 100.0%	105 100.0%	69 100.0%	72 100.0%	115 100.0%	38 100.0%	93 100.0%	61 100.0%	122 100.0%	58 100.0%	15 100.0%	86 100.0%	61 100.0%	47 100.0%	44 100.0%	116 100.0%	28 100.0%
Never	24 1.4%	<b>2</b> <b>1.0%</b>	1 0.6%	3 1.1%	1 0.8%	1 1.0%	0 0.0%	0 0.0%	2 1.7%	0 0.0%	2 2.2%	0 0.0%	2 1.6%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	1 2.1%	1 2.3%	1 0.9%	0 0.0%
Sometimes	76 4.3%	<b>8</b> <b>4.1%</b>	16 9.1%	4 1.4%	4 3.1%	4 3.8%	5 7.2%	4 5.6%	6 5.2%	3 7.9%	2 2.2%	3 4.9%	4 3.3%	3 5.2%	1 6.7%	3 3.5%	3 4.9%	2 4.3%	0 0.0%	6 5.2%	2 7.1%
Usually	121 6.9%	<b>16</b> <b>8.2%</b>	10 5.7%	13 4.7%	9 7.1%	6 5.7%	4 5.8%	6 8.3%	7 6.1%	3 7.9%	8 8.6%	5 8.2%	11 9.0%	5 8.6%	0 0.0%	10 11.6%	4 6.6%	2 4.3%	5 11.4%	10 8.6%	1 3.6%
Always	1,545 87.5%	<b>169</b> <b>86.7%</b>	149 84.7%	259 92.8%	113 89.0%	94 89.5%	60 87.0%	62 86.1%	100 87.0%	32 84.2%	81 87.1%	53 86.9%	105 86.1%	50 86.2%	14 93.3%	73 84.9%	53 86.9%	42 89.4%	38 86.4%	99 85.3%	25 89.3%
Significantly different from column:*		<b>D</b>																			
Usually or Always	1,666 94.3%	<b>185</b> <b>94.9%</b>	159 90.3%	272 97.5%	122 96.1%	100 95.2%	64 92.8%	68 94.4%	107 93.0%	35 92.1%	89 95.7%	58 95.1%	116 95.1%	55 94.8%	14 93.3%	83 96.5%	57 93.4%	44 93.6%	43 97.7%	109 94.0%	26 92.9%
Significantly different from column:*																					

NA - Not applicable

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

\*\*Respondents answering "No" to question 47 are reported to NCQA as "Always" in question 48, and are used in calculating the Question Summary Rate.



# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 48

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

Base: All respondents who received forms to fill out from their child's health plan (Q47)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,775	<b>195</b>	176	283	30	161	73	73	43	104	89	32	159	59	72	58	7	65	4
Number missing or multiple answer	9	<b>0</b>	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,766 99.5%	<b>195</b> <b>100.0%</b>	176 100.0%	279 98.6%	30 100.0%	161 100.0%	73 100.0%	73 100.0%	43 100.0%	104 100.0%	89 100.0%	32 100.0%	159 100.0%	59 100.0%	72 100.0%	58 100.0%	7 100.0%	65 100.0%	4 100.0%
Never	24 1.4%	<b>2</b> <b>1.0%</b>	1 0.6%	3 1.1%	0 0.0%	2 1.2%	0 0.0%	1 1.4%	1 2.3%	1 1.0%	1 1.1%	0 0.0%	2 1.3%	0 0.0%	0 0.0%	2 3.4%	0 0.0%	1 1.5%	0 0.0%
Sometimes	76 4.3%	<b>8</b> <b>4.1%</b>	16 9.1%	4 1.4%	2 6.7%	6 3.7%	2 2.7%	5 6.8%	1 2.3%	6 5.8%	2 2.2%	1 3.1%	7 4.4%	3 5.1%	3 4.2%	2 3.4%	1 14.3%	4 6.2%	0 0.0%
Usually	121 6.9%	<b>16</b> <b>8.2%</b>	10 5.7%	13 4.7%	1 3.3%	15 9.3%	7 9.6%	5 6.8%	3 7.0%	7 6.7%	9 10.1%	5 15.6%	11 6.9%	3 5.1%	4 5.6%	9 15.5%	0 0.0%	8 12.3%	0 0.0%
Always	1,545 87.5%	<b>169</b> <b>86.7%</b>	149 84.7%	259 92.8%	27 90.0%	138 85.7%	64 87.7%	62 84.9%	38 88.4%	90 86.5%	77 86.5%	26 81.3%	139 87.4%	53 89.8%	65 90.3%	45 77.6%	6 85.7%	52 80.0%	4 100.0%
Significantly different from column:*		<b>D</b>													P	O			
Usually or Always	1,666 94.3%	<b>185</b> <b>94.9%</b>	159 90.3%	272 97.5%	28 93.3%	153 95.0%	71 97.3%	67 91.8%	41 95.3%	97 93.3%	86 96.6%	31 96.9%	150 94.3%	56 94.9%	69 95.8%	54 93.1%	6 85.7%	60 92.3%	4 100.0%
Significantly different from column:*																			

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

\*\*Respondents answering "No" to question 47 are reported to NCQA as "Always" in question 48, and are used in calculating the Question Summary Rate.

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 49

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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	24	<b>0</b>	6	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,800 98.7%	<b>198</b> <b>100.0%</b>	173 96.6%	285 99.3%	128 100.0%	107 100.0%	69 100.0%	73 100.0%	117 100.0%	38 100.0%	94 100.0%	63 100.0%	123 100.0%	60 100.0%	15 100.0%	87 100.0%	61 100.0%	49 100.0%	45 100.0%	117 100.0%	28 100.0%
0 Worst health plan possible	9 0.5%	<b>1</b> <b>0.5%</b>	0 0.0%	2 0.7%	0 0.0%	0 0.0%	0 0.0%	1 1.4%	1 0.9%	1 2.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 6.7%	0 0.0%	0 0.0%	1 2.0%	1 2.2%	0 0.0%	0 0.0%
1	5 0.3%	<b>0</b> <b>0.0%</b>	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	7 0.4%	<b>0</b> <b>0.0%</b>	0 0.0%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	13 0.7%	<b>1</b> <b>0.5%</b>	0 0.0%	2 0.7%	0 0.0%	1 0.9%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	1 1.1%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 0.0%	0 0.0%	1 0.9%	0 0.0%
4	13 0.7%	<b>2</b> <b>1.0%</b>	1 0.6%	4 1.4%	2 1.6%	0 0.0%	0 0.0%	1 1.4%	1 0.9%	0 0.0%	1 1.1%	1 1.6%	2 1.6%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	1 2.0%	1 2.2%	1 0.9%	0 0.0%
5	69 3.8%	<b>5</b> <b>2.5%</b>	13 7.5%	6 2.1%	2 1.6%	1 0.9%	1 1.4%	2 2.7%	2 1.7%	2 5.3%	1 1.1%	2 3.2%	3 2.4%	1 1.7%	1 6.7%	3 3.4%	2 3.3%	0 0.0%	2 4.4%	3 2.6%	0 0.0%
6	73 4.1%	<b>11</b> <b>5.6%</b>	7 4.0%	4 1.4%	6 4.7%	6 5.6%	8 11.6%	5 6.8%	8 6.8%	0 0.0%	8 8.5%	3 4.8%	3 2.4%	7 11.7%	1 6.7%	2 2.3%	3 4.9%	6 12.2%	3 6.7%	5 4.3%	2 7.1%
7	165 9.2%	<b>12</b> <b>6.1%</b>	14 8.1%	28 9.8%	6 4.7%	8 7.5%	5 7.2%	7 9.6%	8 6.8%	5 13.2%	6 6.4%	1 1.6%	7 5.7%	4 6.7%	1 6.7%	7 8.0%	2 3.3%	3 6.1%	3 6.7%	8 6.8%	1 3.6%
8	325 18.1%	<b>40</b> <b>20.2%</b>	31 17.9%	50 17.5%	25 19.5%	23 21.5%	17 24.6%	18 24.7%	22 18.8%	8 21.1%	18 19.1%	13 20.6%	20 16.3%	17 28.3%	3 20.0%	17 19.5%	14 23.0%	9 18.4%	6 13.3%	25 21.4%	6 21.4%
9	305 16.9%	<b>40</b> <b>20.2%</b>	28 16.2%	46 16.1%	27 21.1%	21 19.6%	11 15.9%	12 16.4%	20 17.1%	9 23.7%	15 16.0%	15 23.8%	26 21.1%	10 16.7%	4 26.7%	18 20.7%	14 23.0%	7 14.3%	6 13.3%	26 22.2%	6 21.4%
10 Best health plan possible	816 45.3%	<b>86</b> <b>43.4%</b>	79 45.7%	142 49.8%	60 46.9%	47 43.9%	27 39.1%	27 37.0%	54 46.2%	13 34.2%	44 46.8%	28 44.4%	61 49.6%	21 35.0%	4 26.7%	39 44.8%	25 41.0%	22 44.9%	23 51.1%	48 41.0%	13 46.4%

NA - Not applicable

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 49**

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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	24	<b>0</b>	6	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,800 98.7%	<b>198</b> <b>100.0%</b>	173 96.6%	285 99.3%	30 100.0%	164 100.0%	74 100.0%	74 100.0%	44 100.0%	104 100.0%	92 100.0%	33 100.0%	161 100.0%	60 100.0%	73 100.0%	59 100.0%	7 100.0%	66 100.0%	4 100.0%
0 Worst health plan possible	9 0.5%	<b>1</b> <b>0.5%</b>	0 0.0%	2 0.7%	1 3.3%	0 0.0%	1 1.4%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	1 3.0%	0 0.0%	1 1.7%	0 0.0%	0 0.0%	1 14.3%	0 0.0%	0 0.0%
1	5 0.3%	<b>0</b> <b>0.0%</b>	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	7 0.4%	<b>0</b> <b>0.0%</b>	0 0.0%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	13 0.7%	<b>1</b> <b>0.5%</b>	0 0.0%	2 0.7%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 2.3%	1 1.0%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 1.7%	0 0.0%	1 1.5%	0 0.0%
4	13 0.7%	<b>2</b> <b>1.0%</b>	1 0.6%	4 1.4%	0 0.0%	2 1.2%	1 1.4%	1 1.4%	0 0.0%	2 1.9%	0 0.0%	0 0.0%	2 1.2%	2 3.3%	0 0.0%	0 0.0%	0 0.0%	1 1.5%	0 0.0%
5	69 3.8%	<b>5</b> <b>2.5%</b>	13 7.5%	6 2.1%	0 0.0%	5 3.0%	2 2.7%	2 2.7%	1 2.3%	3 2.9%	2 2.2%	1 3.0%	4 2.5%	0 0.0%	3 4.1%	2 3.4%	0 0.0%	0 0.0%	0 0.0%
6	73 4.1%	<b>11</b> <b>5.6%</b>	7 4.0%	4 1.4%	1 3.3%	10 6.1%	2 2.7%	4 5.4%	5 11.4%	6 5.8%	5 5.4%	0 0.0%	11 6.8%	3 5.0%	4 5.5%	4 6.8%	2 28.6%	2 3.0%	1 25.0%
7	165 9.2%	<b>12</b> <b>6.1%</b>	14 8.1%	28 9.8%	3 10.0%	9 5.5%	5 6.8%	3 4.1%	4 9.1%	7 6.7%	5 5.4%	1 3.0%	11 6.8%	3 5.0%	5 6.8%	4 6.8%	0 0.0%	3 4.5%	0 0.0%
8	325 18.1%	<b>40</b> <b>20.2%</b>	31 17.9%	50 17.5%	8 26.7%	32 19.5%	13 17.6%	17 23.0%	9 20.5%	23 22.1%	16 17.4%	7 21.2%	32 19.9%	12 20.0%	16 21.9%	11 18.6%	2 28.6%	15 22.7%	1 25.0%
9	305 16.9%	<b>40</b> <b>20.2%</b>	28 16.2%	46 16.1%	5 16.7%	33 20.1%	14 18.9%	17 23.0%	6 13.6%	21 20.2%	18 19.6%	6 18.2%	32 19.9%	12 20.0%	17 23.3%	9 15.3%	0 0.0%	15 22.7%	0 0.0%
10 Best health plan possible	816 45.3%	<b>86</b> <b>43.4%</b>	79 45.7%	142 49.8%	12 40.0%	72 43.9%	36 48.6%	30 40.5%	18 40.9%	40 38.5%	46 50.0%	17 51.5%	68 42.2%	27 45.0%	28 38.4%	28 47.5%	2 28.6%	29 43.9%	2 50.0%

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 49

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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	24	<b>0</b>	6	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,800 98.7%	<b>198</b> <b>100.0%</b>	173 96.6%	285 99.3%	128 100.0%	107 100.0%	69 100.0%	73 100.0%	117 100.0%	38 100.0%	94 100.0%	63 100.0%	123 100.0%	60 100.0%	15 100.0%	87 100.0%	61 100.0%	49 100.0%	45 100.0%	117 100.0%	28 100.0%
0 to 4	47 2.6%	<b>4</b> <b>2.0%</b>	1 0.6%	9 3.2%	2 1.6%	1 0.9%	0 0.0%	2 2.7%	3 2.6%	1 2.6%	2 2.1%	1 1.6%	3 2.4%	0 0.0%	1 6.7%	1 1.1%	1 1.6%	2 4.1%	2 4.4%	2 1.7%	0 0.0%
5	69 3.8%	<b>5</b> <b>2.5%</b>	13 7.5%	6 2.1%	2 1.6%	1 0.9%	1 1.4%	2 2.7%	2 1.7%	2 5.3%	1 1.1%	2 3.2%	3 2.4%	1 1.7%	1 6.7%	3 3.4%	2 3.3%	0 0.0%	2 4.4%	3 2.6%	0 0.0%
6 to 7	238 13.2%	<b>23</b> <b>11.6%</b>	21 12.1%	32 11.2%	12 9.4%	14 13.1%	13 18.8%	12 16.4%	16 13.7%	5 13.2%	14 14.9%	4 6.3%	10 8.1%	11 18.3%	2 13.3%	9 10.3%	5 8.2%	9 18.4%	6 13.3%	13 11.1%	3 10.7%
8 to 10	1,446 80.3%	<b>166</b> <b>83.8%</b>	138 79.8%	238 83.5%	112 87.5%	91 85.0%	55 79.7%	57 78.1%	96 82.1%	30 78.9%	77 81.9%	56 88.9%	107 87.0%	48 80.0%	11 73.3%	74 85.1%	53 86.9%	38 77.6%	35 77.8%	99 84.6%	25 89.3%
Significantly different from column:*																					
0 to 6	189 10.5%	<b>20</b> <b>10.1%</b>	21 12.1%	19 6.7%	10 7.8%	8 7.5%	9 13.0%	9 12.3%	13 11.1%	3 7.9%	11 11.7%	6 9.5%	9 7.3%	8 13.3%	3 20.0%	6 6.9%	6 9.8%	8 16.3%	7 15.6%	10 8.5%	2 7.1%
7 to 8	490 27.2%	<b>52</b> <b>26.3%</b>	45 26.0%	78 27.4%	31 24.2%	31 29.0%	22 31.9%	25 34.2%	30 25.6%	13 34.2%	24 25.5%	14 22.2%	27 22.0%	21 35.0%	4 26.7%	24 27.6%	16 26.2%	12 24.5%	9 20.0%	33 28.2%	7 25.0%
9 to 10	1,121 62.3%	<b>126</b> <b>63.6%</b>	107 61.8%	188 66.0%	87 68.0%	68 63.6%	38 55.1%	39 53.4%	74 63.2%	22 57.9%	59 62.8%	43 68.3%	87 70.7%	31 51.7%	8 53.3%	57 65.5%	39 63.9%	29 59.2%	29 64.4%	74 63.2%	19 67.9%
Significantly different from column:*					H			E					N	M							

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 49

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?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	24	<b>0</b>	6	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,800 98.7%	<b>198</b> <b>100.0%</b>	173 96.6%	285 99.3%	30 100.0%	164 100.0%	74 100.0%	74 100.0%	44 100.0%	104 100.0%	92 100.0%	33 100.0%	161 100.0%	60 100.0%	73 100.0%	59 100.0%	7 100.0%	66 100.0%	4 100.0%
0 to 4	47 2.6%	<b>4</b> <b>2.0%</b>	1 0.6%	9 3.2%	1 3.3%	3 1.8%	2 2.7%	1 1.4%	1 2.3%	4 3.8%	0 0.0%	1 3.0%	3 1.9%	3 5.0%	0 0.0%	1 1.7%	1 14.3%	2 3.0%	0 0.0%
5	69 3.8%	<b>5</b> <b>2.5%</b>	13 7.5%	6 2.1%	0 0.0%	5 3.0%	2 2.7%	2 2.7%	1 2.3%	3 2.9%	2 2.2%	1 3.0%	4 2.5%	0 0.0%	3 4.1%	2 3.4%	0 0.0%	0 0.0%	0 0.0%
6 to 7	238 13.2%	<b>23</b> <b>11.6%</b>	21 12.1%	32 11.2%	4 13.3%	19 11.6%	7 9.5%	7 9.5%	9 20.5%	13 12.5%	10 10.9%	1 3.0%	22 13.7%	6 10.0%	9 12.3%	8 13.6%	2 28.6%	5 7.6%	1 25.0%
8 to 10	1,446 80.3%	<b>166</b> <b>83.8%</b>	138 79.8%	238 83.5%	25 83.3%	137 83.5%	63 85.1%	64 86.5%	33 75.0%	84 80.8%	80 87.0%	30 90.9%	132 82.0%	51 85.0%	61 83.6%	48 81.4%	4 57.1%	59 89.4%	3 75.0%
Significantly different from column:*																			
0 to 6	189 10.5%	<b>20</b> <b>10.1%</b>	21 12.1%	19 6.7%	2 6.7%	18 11.0%	6 8.1%	7 9.5%	7 15.9%	13 12.5%	7 7.6%	2 6.1%	18 11.2%	6 10.0%	7 9.6%	7 11.9%	3 42.9%	4 6.1%	1 25.0%
7 to 8	490 27.2%	<b>52</b> <b>26.3%</b>	45 26.0%	78 27.4%	11 36.7%	41 25.0%	18 24.3%	20 27.0%	13 29.5%	30 28.8%	21 22.8%	8 24.2%	43 26.7%	15 25.0%	21 28.8%	15 25.4%	2 28.6%	18 27.3%	1 25.0%
9 to 10	1,121 62.3%	<b>126</b> <b>63.6%</b>	107 61.8%	188 66.0%	17 56.7%	105 64.0%	50 67.6%	47 63.5%	24 54.5%	61 58.7%	64 69.6%	23 69.7%	100 62.1%	39 65.0%	45 61.6%	37 62.7%	2 28.6%	44 66.7%	2 50.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 50

In the last 6 months, did you get or refill any prescription medicines for your child?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	5	<b>1</b>	0	0	1	0	0	0	0	0	1	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,819	<b>197</b>	179	287	127	107	69	73	117	38	93	63	122	60	15	86	61	49	44	117	28
	99.7%	<b>99.5%</b>	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	99.2%	100.0%	100.0%	98.9%	100.0%	100.0%	97.8%	100.0%	100.0%
Yes	1,315	<b>142</b>	136	212	122	80	45	44	78	25	65	50	87	45	10	65	43	33	21	90	25
	72.3%	<b>72.1%</b>	76.0%	73.9%	96.1%	74.8%	65.2%	60.3%	66.7%	65.8%	69.9%	79.4%	71.3%	75.0%	66.7%	75.6%	70.5%	67.3%	47.7%	76.9%	89.3%
No	504	<b>55</b>	43	75	5	27	24	29	39	13	28	13	35	15	5	21	18	16	23	27	3
	27.7%	<b>27.9%</b>	24.0%	26.1%	3.9%	25.2%	34.8%	39.7%	33.3%	34.2%	30.1%	20.6%	28.7%	25.0%	33.3%	24.4%	29.5%	32.7%	52.3%	23.1%	10.7%
Significantly different from column:*					FGHI	EH	E	EF	E										TU	S	S

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 50

In the last 6 months, did you get or refill any prescription medicines for your child?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	5	<b>1</b>	0	0	0	1	0	0	1	0	1	0	1	0	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,819	<b>197</b>	179	287	30	163	74	74	43	104	91	33	160	60	72	59	7	65	4
	99.7%	<b>99.5%</b>	100.0%	100.0%	100.0%	99.4%	100.0%	100.0%	97.7%	100.0%	98.9%	100.0%	99.4%	100.0%	98.6%	100.0%	100.0%	98.5%	100.0%
Yes	1,315	<b>142</b>	136	212	21	117	53	50	34	74	67	18	121	51	49	38	5	61	4
	72.3%	<b>72.1%</b>	76.0%	73.9%	70.0%	71.8%	71.6%	67.6%	79.1%	71.2%	73.6%	54.5%	75.6%	85.0%	68.1%	64.4%	71.4%	93.8%	100.0%
No	504	<b>55</b>	43	75	9	46	21	24	9	30	24	15	39	9	23	21	2	4	0
	27.7%	<b>27.9%</b>	24.0%	26.1%	30.0%	28.2%	28.4%	32.4%	20.9%	28.8%	26.4%	45.5%	24.4%	15.0%	31.9%	35.6%	28.6%	6.2%	0.0%
Significantly different from column:*												M	L	OP	N	N			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 51

In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,315	<b>142</b>	136	212	122	80	45	44	78	25	65	50	87	45	10	65	43	33	21	90	25
Number missing or multiple answer	10	<b>2</b>	3	2	2	2	1	1	2	0	1	1	2	0	0	1	0	1	0	1	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,305 99.2%	<b>140</b> <b>98.6%</b>	133 97.8%	210 99.1%	120 98.4%	78 97.5%	44 97.8%	43 97.7%	76 97.4%	25 100.0%	64 98.5%	49 98.0%	85 97.7%	45 100.0%	10 100.0%	64 98.5%	43 100.0%	32 97.0%	21 100.0%	89 98.9%	24 96.0%
Never	22 1.7%	<b>1</b> <b>0.7%</b>	0 0.0%	0 0.0%	1 0.8%	1 1.3%	1 2.3%	0 0.0%	1 1.3%	0 0.0%	1 1.6%	0 0.0%	0 0.0%	1 2.2%	0 0.0%	0 0.0%	0 0.0%	1 3.1%	0 0.0%	1 1.1%	0 0.0%
Sometimes	130 10.0%	<b>16</b> <b>11.4%</b>	11 8.3%	17 8.1%	10 8.3%	13 16.7%	8 18.2%	8 18.6%	11 14.5%	5 20.0%	8 12.5%	3 6.1%	8 9.4%	6 13.3%	2 20.0%	5 7.8%	5 11.6%	6 18.8%	4 19.0%	12 13.5%	0 0.0%
Usually	287 22.0%	<b>26</b> <b>18.6%</b>	36 27.1%	39 18.6%	25 20.8%	16 20.5%	10 22.7%	7 16.3%	12 15.8%	2 8.0%	12 18.8%	12 24.5%	12 14.1%	13 28.9%	1 10.0%	11 17.2%	9 20.9%	6 18.8%	1 4.8%	14 15.7%	9 37.5%
Always	866 66.4%	<b>97</b> <b>69.3%</b>	86 64.7%	154 73.3%	84 70.0%	48 61.5%	25 56.8%	28 65.1%	52 68.4%	18 72.0%	43 67.2%	34 69.4%	65 76.5%	25 55.6%	7 70.0%	48 75.0%	29 67.4%	19 59.4%	16 76.2%	62 69.7%	15 62.5%
Significantly different from column:*													N	M							
Usually or Always	1,153 88.4%	<b>123</b> <b>87.9%</b>	122 91.7%	193 91.9%	109 90.8%	64 82.1%	35 79.5%	35 81.4%	64 84.2%	20 80.0%	55 85.9%	46 93.9%	77 90.6%	38 84.4%	8 80.0%	59 92.2%	38 88.4%	25 78.1%	17 81.0%	76 85.4%	24 100.0%
Significantly different from column:*																					

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 51**

In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,315	<b>142</b>	136	212	21	117	53	50	34	74	67	18	121	51	49	38	5	61	4
Number missing or multiple answer	10	<b>2</b>	3	2	0	2	2	0	0	1	1	0	2	2	0	0	0	0	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,305 99.2%	<b>140</b> <b>98.6%</b>	133 97.8%	210 99.1%	21 100.0%	115 98.3%	51 96.2%	50 100.0%	34 100.0%	73 98.6%	66 98.5%	18 100.0%	119 98.3%	49 96.1%	49 100.0%	38 100.0%	5 100.0%	61 100.0%	3 75.0%
Never	22 1.7%	<b>1</b> <b>0.7%</b>	0 0.0%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	0 0.0%	1 2.9%	0 0.0%	1 1.5%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	1 2.6%	0 0.0%	0 0.0%	0 0.0%
Sometimes	130 10.0%	<b>16</b> <b>11.4%</b>	11 8.3%	17 8.1%	3 14.3%	13 11.3%	5 9.8%	4 8.0%	6 17.6%	10 13.7%	6 9.1%	0 0.0%	16 13.4%	3 6.1%	8 16.3%	5 13.2%	2 40.0%	6 9.8%	0 0.0%
Usually	287 22.0%	<b>26</b> <b>18.6%</b>	36 27.1%	39 18.6%	5 23.8%	20 17.4%	8 15.7%	13 26.0%	4 11.8%	17 23.3%	9 13.6%	2 11.1%	23 19.3%	11 22.4%	8 16.3%	7 18.4%	0 0.0%	15 24.6%	1 33.3%
Always	866 66.4%	<b>97</b> <b>69.3%</b>	86 64.7%	154 73.3%	13 61.9%	81 70.4%	38 74.5%	33 66.0%	23 67.6%	46 63.0%	50 75.8%	16 88.9%	79 66.4%	35 71.4%	33 67.3%	25 65.8%	3 60.0%	40 65.6%	2 66.7%
Significantly different from column:*																			
Usually or Always	1,153 88.4%	<b>123</b> <b>87.9%</b>	122 91.7%	193 91.9%	18 85.7%	101 87.8%	46 90.2%	46 92.0%	27 79.4%	63 86.3%	59 89.4%	18 100.0%	102 85.7%	46 93.9%	41 83.7%	32 84.2%	3 60.0%	55 90.2%	3 100.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 52

Did anyone from your child’s health plan, doctor’s office, or clinic help you get your child’s prescription medicines?

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,315	<b>142</b>	136	212	122	80	45	44	78	25	65	50	87	45	10	65	43	33	21	90	25
Number missing or multiple answer	21	<b>3</b>	1	6	3	2	1	0	3	0	2	1	1	2	0	0	0	3	0	1	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,294	<b>139</b>	135	206	119	78	44	44	75	25	63	49	86	43	10	65	43	30	21	89	24
	98.4%	<b>97.9%</b>	99.3%	97.2%	97.5%	97.5%	97.8%	100.0%	96.2%	100.0%	96.9%	98.0%	98.9%	95.6%	100.0%	100.0%	100.0%	90.9%	100.0%	98.9%	96.0%
Yes	802	<b>82</b>	90	125	74	44	27	29	43	13	39	28	48	27	7	36	29	16	10	53	16
	62.0%	<b>59.0%</b>	66.7%	60.7%	62.2%	56.4%	61.4%	65.9%	57.3%	52.0%	61.9%	57.1%	55.8%	62.8%	70.0%	55.4%	67.4%	53.3%	47.6%	59.6%	66.7%
No	492	<b>57</b>	45	81	45	34	17	15	32	12	24	21	38	16	3	29	14	14	11	36	8
	38.0%	<b>41.0%</b>	33.3%	39.3%	37.8%	43.6%	38.6%	34.1%	42.7%	48.0%	38.1%	42.9%	44.2%	37.2%	30.0%	44.6%	32.6%	46.7%	52.4%	40.4%	33.3%
Significantly different from column:*																					

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 52

Did anyone from your child’s health plan, doctor’s office, or clinic help you get your child’s prescription medicines?

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,315	<b>142</b>	136	212	21	117	53	50	34	74	67	18	121	51	49	38	5	61	4
Number missing or multiple answer	21	<b>3</b>	1	6	0	3	1	1	1	2	1	0	3	2	0	1	1	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,294	<b>139</b>	135	206	21	114	52	49	33	72	66	18	118	49	49	37	4	60	4
	98.4%	<b>97.9%</b>	99.3%	97.2%	100.0%	97.4%	98.1%	98.0%	97.1%	97.3%	98.5%	100.0%	97.5%	96.1%	100.0%	97.4%	80.0%	98.4%	100.0%
Yes	802	<b>82</b>	90	125	13	67	31	29	19	44	37	13	67	25	31	25	2	42	4
	62.0%	<b>59.0%</b>	66.7%	60.7%	61.9%	58.8%	59.6%	59.2%	57.6%	61.1%	56.1%	72.2%	56.8%	51.0%	63.3%	67.6%	50.0%	70.0%	100.0%
No	492	<b>57</b>	45	81	8	47	21	20	14	28	29	5	51	24	18	12	2	18	0
	38.0%	<b>41.0%</b>	33.3%	39.3%	38.1%	41.2%	40.4%	40.8%	42.4%	38.9%	43.9%	27.8%	43.2%	49.0%	36.7%	32.4%	50.0%	30.0%	0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 53

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	10	<b>0</b>	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,814 99.5%	<b>198</b> <b>100.0%</b>	177 98.9%	287 100.0%	128 100.0%	107 100.0%	69 100.0%	73 100.0%	117 100.0%	38 100.0%	94 100.0%	63 100.0%	123 100.0%	60 100.0%	15 100.0%	87 100.0%	61 100.0%	49 100.0%	45 100.0%	117 100.0%	28 100.0%
Poor	19 1.0%	<b>1</b> <b>0.5%</b>	1 0.6%	0 0.0%	0 0.0%	1 0.9%	1 1.4%	1 1.4%	1 0.9%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	1 6.7%	0 0.0%	0 0.0%	1 2.0%	0 0.0%	1 0.9%	0 0.0%
Fair	170 9.4%	<b>14</b> <b>7.1%</b>	9 5.1%	24 8.4%	8 6.3%	9 8.4%	7 10.1%	11 15.1%	10 8.5%	7 18.4%	3 3.2%	4 6.3%	0 0.0%	0 0.0%	14 93.3%	2 2.3%	3 4.9%	9 18.4%	4 8.9%	6 5.1%	3 10.7%
Good	550 30.3%	<b>60</b> <b>30.3%</b>	45 25.4%	90 31.4%	43 33.6%	39 36.4%	30 43.5%	23 31.5%	39 33.3%	11 28.9%	32 34.0%	16 25.4%	0 0.0%	60 100.0%	0 0.0%	14 16.1%	25 41.0%	20 40.8%	15 33.3%	26 22.2%	14 50.0%
Very good	684 37.7%	<b>85</b> <b>42.9%</b>	76 42.9%	107 37.3%	56 43.8%	44 41.1%	22 31.9%	27 37.0%	47 40.2%	13 34.2%	40 42.6%	31 49.2%	85 69.1%	0 0.0%	0 0.0%	42 48.3%	26 42.6%	17 34.7%	18 40.0%	57 48.7%	8 28.6%
Excellent	391 21.6%	<b>38</b> <b>19.2%</b>	46 26.0%	66 23.0%	21 16.4%	14 13.1%	9 13.0%	11 15.1%	20 17.1%	7 18.4%	18 19.1%	12 19.0%	38 30.9%	0 0.0%	0 0.0%	29 33.3%	7 11.5%	2 4.1%	8 17.8%	27 23.1%	3 10.7%
Significantly different from column:*													N	M		QR	P	P			
Excellent or Very good	1,075 59.3%	<b>123</b> <b>62.1%</b>	122 68.9%	173 60.3%	77 60.2%	58 54.2%	31 44.9%	38 52.1%	67 57.3%	20 52.6%	58 61.7%	43 68.3%	123 100.0%	0 0.0%	0 0.0%	71 81.6%	33 54.1%	19 38.8%	26 57.8%	84 71.8%	11 39.3%
Significantly different from column:*					G		E						N	M		QR	P	P		U	T

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 53

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	10	<b>0</b>	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,814 99.5%	<b>198</b> <b>100.0%</b>	177 98.9%	287 100.0%	30 100.0%	164 100.0%	74 100.0%	74 100.0%	44 100.0%	104 100.0%	92 100.0%	33 100.0%	161 100.0%	60 100.0%	73 100.0%	59 100.0%	7 100.0%	66 100.0%	4 100.0%
Poor	19 1.0%	<b>1</b> <b>0.5%</b>	1 0.6%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	1 1.4%	0 0.0%	1 1.0%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	1 1.4%	0 0.0%	1 14.3%	0 0.0%	0 0.0%
Fair	170 9.4%	<b>14</b> <b>7.1%</b>	9 5.1%	24 8.4%	3 10.0%	11 6.7%	10 13.5%	3 4.1%	1 2.3%	10 9.6%	4 4.3%	4 12.1%	10 6.2%	5 8.3%	6 8.2%	3 5.1%	1 14.3%	6 9.1%	1 25.0%
Good	550 30.3%	<b>60</b> <b>30.3%</b>	45 25.4%	90 31.4%	11 36.7%	48 29.3%	26 35.1%	19 25.7%	12 27.3%	35 33.7%	24 26.1%	8 24.2%	50 31.1%	19 31.7%	23 31.5%	15 25.4%	2 28.6%	19 28.8%	1 25.0%
Very good	684 37.7%	<b>85</b> <b>42.9%</b>	76 42.9%	107 37.3%	11 36.7%	74 45.1%	24 32.4%	37 50.0%	23 52.3%	43 41.3%	41 44.6%	14 42.4%	70 43.5%	24 40.0%	30 41.1%	29 49.2%	2 28.6%	33 50.0%	1 25.0%
Excellent	391 21.6%	<b>38</b> <b>19.2%</b>	46 26.0%	66 23.0%	5 16.7%	30 18.3%	14 18.9%	14 18.9%	8 18.2%	15 14.4%	23 25.0%	7 21.2%	30 18.6%	12 20.0%	13 17.8%	12 20.3%	1 14.3%	8 12.1%	1 25.0%
Significantly different from column:*																			
Excellent or Very good	1,075 59.3%	<b>123</b> <b>62.1%</b>	122 68.9%	173 60.3%	16 53.3%	104 63.4%	38 51.4%	51 68.9%	31 70.5%	58 55.8%	64 69.6%	21 63.6%	100 62.1%	36 60.0%	43 58.9%	41 69.5%	3 42.9%	41 62.1%	2 50.0%
Significantly different from column:*							HI	G	G	K	J								

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 54

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	10	<b>1</b>	3	1	1	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,814	<b>197</b>	176	286	127	106	68	73	117	38	94	63	123	59	15	87	61	49	45	117	27
	99.5%	<b>99.5%</b>	98.3%	99.7%	99.2%	99.1%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%
Poor	91	<b>10</b>	6	10	7	10	4	3	10	0	6	4	3	6	1	0	0	10	1	5	4
	5.0%	<b>5.1%</b>	3.4%	3.5%	5.5%	9.4%	5.9%	4.1%	8.5%	0.0%	6.4%	6.3%	2.4%	10.2%	6.7%	0.0%	0.0%	20.4%	2.2%	4.3%	14.8%
Fair	369	<b>39</b>	34	60	21	26	16	18	36	8	17	14	16	14	9	0	0	39	19	14	4
	20.3%	<b>19.8%</b>	19.3%	21.0%	16.5%	24.5%	23.5%	24.7%	30.8%	21.1%	18.1%	22.2%	13.0%	23.7%	60.0%	0.0%	0.0%	79.6%	42.2%	12.0%	14.8%
Good	592	<b>61</b>	61	96	38	36	27	22	41	9	32	19	33	25	3	0	61	0	6	42	10
	32.6%	<b>31.0%</b>	34.7%	33.6%	29.9%	34.0%	39.7%	30.1%	35.0%	23.7%	34.0%	30.2%	26.8%	42.4%	20.0%	0.0%	100.0%	0.0%	13.3%	35.9%	37.0%
Very good	442	<b>49</b>	49	69	31	24	16	19	19	10	23	16	43	6	0	49	0	0	9	33	6
	24.4%	<b>24.9%</b>	27.8%	24.1%	24.4%	22.6%	23.5%	26.0%	16.2%	26.3%	24.5%	25.4%	35.0%	10.2%	0.0%	56.3%	0.0%	0.0%	20.0%	28.2%	22.2%
Excellent	320	<b>38</b>	26	51	30	10	5	11	11	11	16	10	28	8	2	38	0	0	10	23	3
	17.6%	<b>19.3%</b>	14.8%	17.8%	23.6%	9.4%	7.4%	15.1%	9.4%	28.9%	17.0%	15.9%	22.8%	13.6%	13.3%	43.7%	0.0%	0.0%	22.2%	19.7%	11.1%
Significantly different from column:*					FGI	E	E		E							QR	P	P			
Excellent or Very good	762	<b>87</b>	75	120	61	34	21	30	30	21	39	26	71	14	2	87	0	0	19	56	9
	42.0%	<b>44.2%</b>	42.6%	42.0%	48.0%	32.1%	30.9%	41.1%	25.6%	55.3%	41.5%	41.3%	57.7%	23.7%	13.3%	100.0%	0.0%	0.0%	42.2%	47.9%	33.3%
Significantly different from column:*					FGI	E	E	I	EH				NO	M	M	QR	P	P			

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 54

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	10	<b>1</b>	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,814 99.5%	<b>197</b> <b>99.5%</b>	176 98.3%	286 99.7%	30 100.0%	164 100.0%	74 100.0%	74 100.0%	44 100.0%	104 100.0%	92 100.0%	33 100.0%	161 100.0%	60 100.0%	73 100.0%	59 100.0%	7 100.0%	66 100.0%	4 100.0%
Poor	91 5.0%	<b>10</b> <b>5.1%</b>	6 3.4%	10 3.5%	0 0.0%	10 6.1%	5 6.8%	4 5.4%	1 2.3%	5 4.8%	5 5.4%	1 3.0%	9 5.6%	3 5.0%	3 4.1%	4 6.8%	1 14.3%	5 7.6%	0 0.0%
Fair	369 20.3%	<b>39</b> <b>19.8%</b>	34 19.3%	60 21.0%	7 23.3%	32 19.5%	18 24.3%	14 18.9%	7 15.9%	26 25.0%	13 14.1%	5 15.2%	34 21.1%	12 20.0%	16 21.9%	10 16.9%	2 28.6%	10 15.2%	1 25.0%
Good	592 32.6%	<b>61</b> <b>31.0%</b>	61 34.7%	96 33.6%	6 20.0%	53 32.3%	19 25.7%	25 33.8%	14 31.8%	30 28.8%	30 32.6%	9 27.3%	49 30.4%	21 35.0%	22 30.1%	15 25.4%	2 28.6%	20 30.3%	1 25.0%
Very good	442 24.4%	<b>49</b> <b>24.9%</b>	49 27.8%	69 24.1%	13 43.3%	35 21.3%	17 23.0%	22 29.7%	10 22.7%	22 21.2%	27 29.3%	10 30.3%	39 24.2%	13 21.7%	17 23.3%	19 32.2%	0 0.0%	20 30.3%	0 0.0%
Excellent	320 17.6%	<b>38</b> <b>19.3%</b>	26 14.8%	51 17.8%	4 13.3%	34 20.7%	15 20.3%	9 12.2%	12 27.3%	21 20.2%	17 18.5%	8 24.2%	30 18.6%	11 18.3%	15 20.5%	11 18.6%	2 28.6%	11 16.7%	2 50.0%
Significantly different from column:*								I	H										
Excellent or Very good	762 42.0%	<b>87</b> <b>44.2%</b>	75 42.6%	120 42.0%	17 56.7%	69 42.1%	32 43.2%	31 41.9%	22 50.0%	43 41.3%	44 47.8%	18 54.5%	69 42.9%	24 40.0%	32 43.8%	30 50.8%	2 28.6%	31 47.0%	2 50.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 55

Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	6	<b>1</b>	0	0	0	1	0	1	0	0	0	1	1	0	0	1	0	0	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,818	<b>197</b>	179	287	128	106	69	72	117	38	94	62	122	60	15	86	61	49	44	117	28
	99.7%	<b>99.5%</b>	100.0%	100.0%	100.0%	99.1%	100.0%	98.6%	100.0%	100.0%	100.0%	98.4%	99.2%	100.0%	100.0%	98.9%	100.0%	100.0%	97.8%	100.0%	100.0%
Yes	1,206	<b>128</b>	137	223	128	67	40	34	65	18	61	47	77	43	8	61	38	28	22	77	23
	66.3%	<b>65.0%</b>	76.5%	77.7%	100.0%	63.2%	58.0%	47.2%	55.6%	47.4%	64.9%	75.8%	63.1%	71.7%	53.3%	70.9%	62.3%	57.1%	50.0%	65.8%	82.1%
No	612	<b>69</b>	42	64	0	39	29	38	52	20	33	15	45	17	7	25	23	21	22	40	5
	33.7%	<b>35.0%</b>	23.5%	22.3%	0.0%	36.8%	42.0%	52.8%	44.4%	52.6%	35.1%	24.2%	36.9%	28.3%	46.7%	29.1%	37.7%	42.9%	50.0%	34.2%	17.9%
Significantly different from column:*		<b>CD</b>			FGHI	EH	E	EF	E	L		J							U		S

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 55**

Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	6	<b>1</b>	0	0	0	1	0	0	1	0	1	0	1	0	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,818 99.7%	<b>197</b> <b>99.5%</b>	179 100.0%	287 100.0%	30 100.0%	163 99.4%	74 100.0%	74 100.0%	43 97.7%	104 100.0%	91 98.9%	33 100.0%	160 99.4%	60 100.0%	72 98.6%	59 100.0%	7 100.0%	66 100.0%	4 100.0%
Yes	1,206 66.3%	<b>128</b> <b>65.0%</b>	137 76.5%	223 77.7%	19 63.3%	106 65.0%	45 60.8%	50 67.6%	28 65.1%	64 61.5%	63 69.2%	15 45.5%	111 69.4%	47 78.3%	47 65.3%	32 54.2%	3 42.9%	56 84.8%	4 100.0%
No	612 33.7%	<b>69</b> <b>35.0%</b>	42 23.5%	64 22.3%	11 36.7%	57 35.0%	29 39.2%	24 32.4%	15 34.9%	40 38.5%	28 30.8%	18 54.5%	49 30.6%	13 21.7%	25 34.7%	27 45.8%	4 57.1%	10 15.2%	0 0.0%
Significantly different from column:*		<b>D</b>										M	L	P	N				

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 56

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q55)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,206	<b>128</b>	137	223	128	67	40	34	65	18	61	47	77	43	8	61	38	28	22	77	23
Number missing or multiple answer	8	<b>3</b>	3	3	3	2	2	0	3	0	1	2	2	1	0	0	3	0	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,198 99.3%	<b>125</b> <b>97.7%</b>	134 97.8%	220 98.7%	125 97.7%	65 97.0%	38 95.0%	34 100.0%	62 95.4%	18 100.0%	60 98.4%	45 95.7%	75 97.4%	42 97.7%	8 100.0%	61 100.0%	35 92.1%	28 100.0%	22 100.0%	75 97.4%	23 100.0%
Yes	1,145 95.6%	<b>118</b> <b>94.4%</b>	128 95.5%	215 97.7%	118 94.4%	61 93.8%	37 97.4%	32 94.1%	57 91.9%	16 88.9%	58 96.7%	42 93.3%	70 93.3%	40 95.2%	8 100.0%	60 98.4%	31 88.6%	26 92.9%	19 86.4%	72 96.0%	22 95.7%
No	53 4.4%	<b>7</b> <b>5.6%</b>	6 4.5%	5 2.3%	7 5.6%	4 6.2%	1 2.6%	2 5.9%	5 8.1%	2 11.1%	2 3.3%	3 6.7%	5 6.7%	2 4.8%	0 0.0%	1 1.6%	4 11.4%	2 7.1%	3 13.6%	3 4.0%	1 4.3%
Significantly different from column:*																					

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 56**

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q55)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,206	<b>128</b>	137	223	19	106	45	50	28	64	63	15	111	47	47	32	3	56	4
Number missing or multiple answer	8	<b>3</b>	3	3	1	2	0	1	2	2	1	0	2	1	2	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,198 99.3%	<b>125</b> <b>97.7%</b>	134 97.8%	220 98.7%	18 94.7%	104 98.1%	45 100.0%	49 98.0%	26 92.9%	62 96.9%	62 98.4%	15 100.0%	109 98.2%	46 97.9%	45 95.7%	32 100.0%	3 100.0%	55 98.2%	4 100.0%
Yes	1,145 95.6%	<b>118</b> <b>94.4%</b>	128 95.5%	215 97.7%	18 100.0%	97 93.3%	43 95.6%	46 93.9%	24 92.3%	60 96.8%	57 91.9%	13 86.7%	104 95.4%	43 93.5%	43 95.6%	30 93.8%	2 66.7%	53 96.4%	4 100.0%
No	53 4.4%	<b>7</b> <b>5.6%</b>	6 4.5%	5 2.3%	0 0.0%	7 6.7%	2 4.4%	3 6.1%	2 7.7%	2 3.2%	5 8.1%	2 13.3%	5 4.6%	3 6.5%	2 4.4%	2 6.3%	1 33.3%	2 3.6%	0 0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 57

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/uses medicine prescribed by a doctor for medical/behavioral/other health condition (Q55 & Q56)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,145	<b>118</b>	128	215	118	61	37	32	57	16	58	42	70	40	8	60	31	26	19	72	22
Number missing or multiple answer	9	<b>0</b>	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,136 99.2%	<b>118</b> <b>100.0%</b>	127 99.2%	214 99.5%	118 100.0%	61 100.0%	37 100.0%	32 100.0%	57 100.0%	16 100.0%	58 100.0%	42 100.0%	70 100.0%	40 100.0%	8 100.0%	60 100.0%	31 100.0%	26 100.0%	19 100.0%	72 100.0%	22 100.0%
Yes	1,105 97.3%	<b>116</b> <b>98.3%</b>	123 96.9%	210 98.1%	116 98.3%	59 96.7%	36 97.3%	31 96.9%	55 96.5%	15 93.8%	57 98.3%	42 100.0%	70 100.0%	38 95.0%	8 100.0%	60 100.0%	30 96.8%	25 96.2%	19 100.0%	70 97.2%	22 100.0%
No	31 2.7%	<b>2</b> <b>1.7%</b>	4 3.1%	4 1.9%	2 1.7%	2 3.3%	1 2.7%	1 3.1%	2 3.5%	1 6.3%	1 1.7%	0 0.0%	0 0.0%	2 5.0%	0 0.0%	0 0.0%	1 3.2%	1 3.8%	0 0.0%	2 2.8%	0 0.0%
Significantly different from column:*																					

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 57**

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/uses medicine prescribed by a doctor for medical/behavioral/other health condition (Q55 & Q56)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,145	<b>118</b>	128	215	18	97	43	46	24	60	57	13	104	43	43	30	2	53	4
Number missing or multiple answer	9	<b>0</b>	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,136 99.2%	<b>118</b> <b>100.0%</b>	127 99.2%	214 99.5%	18 100.0%	97 100.0%	43 100.0%	46 100.0%	24 100.0%	60 100.0%	57 100.0%	13 100.0%	104 100.0%	43 100.0%	43 100.0%	30 100.0%	2 100.0%	53 100.0%	4 100.0%
Yes	1,105 97.3%	<b>116</b> <b>98.3%</b>	123 96.9%	210 98.1%	18 100.0%	95 97.9%	43 100.0%	45 97.8%	23 95.8%	60 100.0%	55 96.5%	13 100.0%	102 98.1%	43 100.0%	42 97.7%	29 96.7%	2 100.0%	51 96.2%	4 100.0%
No	31 2.7%	<b>2</b> <b>1.7%</b>	4 3.1%	4 1.9%	0 0.0%	2 2.1%	0 0.0%	1 2.2%	1 4.2%	0 0.0%	2 3.5%	0 0.0%	2 1.9%	0 0.0%	1 2.3%	1 3.3%	0 0.0%	2 3.8%	0 0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 58

Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	39	<b>2</b>	4	6	2	0	1	0	2	0	2	0	0	2	0	0	2	0	0	1	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,785	<b>196</b>	175	281	126	107	68	73	115	38	92	63	123	58	15	87	59	49	45	116	27
	97.9%	<b>99.0%</b>	97.8%	97.9%	98.4%	100.0%	98.6%	100.0%	98.3%	100.0%	97.9%	100.0%	100.0%	96.7%	100.0%	100.0%	96.7%	100.0%	100.0%	99.1%	96.4%
Yes	936	<b>107</b>	89	137	67	107	56	54	76	20	50	34	58	39	10	34	36	36	19	62	22
	52.4%	<b>54.6%</b>	50.9%	48.8%	53.2%	100.0%	82.4%	74.0%	66.1%	52.6%	54.3%	54.0%	47.2%	67.2%	66.7%	39.1%	61.0%	73.5%	42.2%	53.4%	81.5%
No	849	<b>89</b>	86	144	59	0	12	19	39	18	42	29	65	19	5	53	23	13	26	54	5
	47.6%	<b>45.4%</b>	49.1%	51.2%	46.8%	0.0%	17.6%	26.0%	33.9%	47.4%	45.7%	46.0%	52.8%	32.8%	33.3%	60.9%	39.0%	26.5%	57.8%	46.6%	18.5%
Significantly different from column:*					FGHI	EHI	EI	EF	EFG				N	M		QR	P	P	U	U	ST

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 58**

Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	39	<b>2</b>	4	6	1	1	1	0	1	2	0	0	1	1	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,785	<b>196</b>	175	281	29	163	73	74	43	102	92	33	160	59	72	59	7	65	4
	97.9%	<b>99.0%</b>	97.8%	97.9%	96.7%	99.4%	98.6%	100.0%	97.7%	98.1%	100.0%	100.0%	99.4%	98.3%	98.6%	100.0%	100.0%	98.5%	100.0%
Yes	936	<b>107</b>	89	137	13	92	37	41	26	59	46	16	89	31	40	32	5	40	4
	52.4%	<b>54.6%</b>	50.9%	48.8%	44.8%	56.4%	50.7%	55.4%	60.5%	57.8%	50.0%	48.5%	55.6%	52.5%	55.6%	54.2%	71.4%	61.5%	100.0%
No	849	<b>89</b>	86	144	16	71	36	33	17	43	46	17	71	28	32	27	2	25	0
	47.6%	<b>45.4%</b>	49.1%	51.2%	55.2%	43.6%	49.3%	44.6%	39.5%	42.2%	50.0%	51.5%	44.4%	47.5%	44.4%	45.8%	28.6%	38.5%	0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 59

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age (Q58)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	936	<b>107</b>	89	137	67	107	56	54	76	20	50	34	58	39	10	34	36	36	19	62	22
Number missing or multiple answer	20	<b>2</b>	2	1	1	2	1	0	2	0	1	1	1	1	0	0	1	1	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	916	<b>105</b>	87	136	66	105	55	54	74	20	49	33	57	38	10	34	35	35	18	62	22
	97.9%	<b>98.1%</b>	97.8%	99.3%	98.5%	98.1%	98.2%	100.0%	97.4%	100.0%	98.0%	97.1%	98.3%	97.4%	100.0%	100.0%	97.2%	97.2%	94.7%	100.0%	100.0%
Yes	859	<b>101</b>	83	128	63	101	55	53	71	19	48	31	54	37	10	33	34	33	16	61	21
	93.8%	<b>96.2%</b>	95.4%	94.1%	95.5%	96.2%	100.0%	98.1%	95.9%	95.0%	98.0%	93.9%	94.7%	97.4%	100.0%	97.1%	97.1%	94.3%	88.9%	98.4%	95.5%
No	57	<b>4</b>	4	8	3	4	0	1	3	1	1	2	3	1	0	1	1	2	2	1	1
	6.2%	<b>3.8%</b>	4.6%	5.9%	4.5%	3.8%	0.0%	1.9%	4.1%	5.0%	2.0%	6.1%	5.3%	2.6%	0.0%	2.9%	2.9%	5.7%	11.1%	1.6%	4.5%
Significantly different from column:*																					

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 59**

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age (Q58)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	936	<b>107</b>	89	137	13	92	37	41	26	59	46	16	89	31	40	32	5	40	4
Number missing or multiple answer	20	<b>2</b>	2	1	1	1	0	1	1	1	1	0	2	0	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	916	<b>105</b>	87	136	12	91	36	41	25	58	45	16	87	31	39	32	5	39	4
	97.9%	<b>98.1%</b>	97.8%	99.3%	92.3%	98.9%	97.3%	100.0%	96.2%	98.3%	97.8%	100.0%	97.8%	100.0%	97.5%	100.0%	100.0%	97.5%	100.0%
Yes	859	<b>101</b>	83	128	12	87	35	39	24	56	43	16	83	31	37	30	5	38	4
	93.8%	<b>96.2%</b>	95.4%	94.1%	100.0%	95.6%	97.2%	95.1%	96.0%	96.6%	95.6%	100.0%	95.4%	100.0%	94.9%	93.8%	100.0%	97.4%	100.0%
No	57	<b>4</b>	4	8	0	4	1	2	1	2	2	0	4	0	2	2	0	1	0
	6.2%	<b>3.8%</b>	4.6%	5.9%	0.0%	4.4%	2.8%	4.9%	4.0%	3.4%	4.4%	0.0%	4.6%	0.0%	5.1%	6.3%	0.0%	2.6%	0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 60

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age for medical/behavioral/other health condition (Q58 & Q59)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	859	<b>101</b>	83	128	63	101	55	53	71	19	48	31	54	37	10	33	34	33	16	61	21
Number missing or multiple answer	14	<b>0</b>	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	845	<b>101</b>	80	128	63	101	55	53	71	19	48	31	54	37	10	33	34	33	16	61	21
	98.4%	<b>100.0%</b>	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	829	<b>101</b>	80	126	63	101	55	53	71	19	48	31	54	37	10	33	34	33	16	61	21
	98.1%	<b>100.0%</b>	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	16	<b>0</b>	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.9%	<b>0.0%</b>	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																					

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 60

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age for medical/behavioral/other health condition (Q58 & Q59)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	859	<b>101</b>	83	128	12	87	35	39	24	56	43	16	83	31	37	30	5	38	4
Number missing or multiple answer	14	<b>0</b>	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	845 98.4%	<b>101</b> <b>100.0%</b>	80 96.4%	128 100.0%	12 100.0%	87 100.0%	35 100.0%	39 100.0%	24 100.0%	56 100.0%	43 100.0%	16 100.0%	83 100.0%	31 100.0%	37 100.0%	30 100.0%	5 100.0%	38 100.0%	4 100.0%
Yes	829 98.1%	<b>101</b> <b>100.0%</b>	80 100.0%	126 98.4%	12 100.0%	87 100.0%	35 100.0%	39 100.0%	24 100.0%	56 100.0%	43 100.0%	16 100.0%	83 100.0%	31 100.0%	37 100.0%	30 100.0%	5 100.0%	38 100.0%	4 100.0%
No	16 1.9%	<b>0</b> <b>0.0%</b>	0 0.0%	2 1.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 61

Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	24	<b>2</b>	4	3	1	1	0	1	1	0	0	2	2	0	0	1	0	1	2	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,800	<b>196</b>	175	284	127	106	69	72	116	38	94	61	121	60	15	86	61	48	43	117	28
	98.7%	<b>99.0%</b>	97.8%	99.0%	99.2%	99.1%	100.0%	98.6%	99.1%	100.0%	100.0%	96.8%	98.4%	100.0%	100.0%	98.9%	100.0%	98.0%	95.6%	100.0%	100.0%
Yes	627	<b>69</b>	57	94	40	56	69	45	48	16	35	16	31	30	8	21	27	20	15	36	14
	34.8%	<b>35.2%</b>	32.6%	33.1%	31.5%	52.8%	100.0%	62.5%	41.4%	42.1%	37.2%	26.2%	25.6%	50.0%	53.3%	24.4%	44.3%	41.7%	34.9%	30.8%	50.0%
No	1,173	<b>127</b>	118	190	87	50	0	27	68	22	59	45	90	30	7	65	34	28	28	81	14
	65.2%	<b>64.8%</b>	67.4%	66.9%	68.5%	47.2%	0.0%	37.5%	58.6%	57.9%	62.8%	73.8%	74.4%	50.0%	46.7%	75.6%	55.7%	58.3%	65.1%	69.2%	50.0%
Significantly different from column:*					FGH	EG	EFHI	EGI	GH				N	M		QR	P	P			

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 61

Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	24	<b>2</b>	4	3	0	2	0	1	1	1	1	0	2	1	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,800 98.7%	<b>196</b> <b>99.0%</b>	175 97.8%	284 99.0%	30 100.0%	162 98.8%	74 100.0%	73 98.6%	43 97.7%	103 99.0%	91 98.9%	33 100.0%	159 98.8%	59 98.3%	72 98.6%	59 100.0%	7 100.0%	66 100.0%	4 100.0%
Yes	627 34.8%	<b>69</b> <b>35.2%</b>	57 32.6%	94 33.1%	10 33.3%	58 35.8%	24 32.4%	25 34.2%	18 41.9%	33 32.0%	34 37.4%	11 33.3%	55 34.6%	22 37.3%	23 31.9%	21 35.6%	5 71.4%	24 36.4%	3 75.0%
No	1,173 65.2%	<b>127</b> <b>64.8%</b>	118 67.4%	190 66.9%	20 66.7%	104 64.2%	50 67.6%	48 65.8%	25 58.1%	70 68.0%	57 62.6%	22 66.7%	104 65.4%	37 62.7%	49 68.1%	38 64.4%	2 28.6%	42 63.6%	1 25.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 62

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child is limited/prevented in ability to do things most children of the same age can do (Q61)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	627	<b>69</b>	57	94	40	56	69	45	48	16	35	16	31	30	8	21	27	20	15	36	14
Number missing or multiple answer	5	<b>0</b>	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	622	<b>69</b>	56	94	40	56	69	45	48	16	35	16	31	30	8	21	27	20	15	36	14
	99.2%	<b>100.0%</b>	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	576	<b>67</b>	51	83	38	56	67	44	47	16	33	16	29	30	8	20	27	19	14	36	13
	92.6%	<b>97.1%</b>	91.1%	88.3%	95.0%	100.0%	97.1%	97.8%	97.9%	100.0%	94.3%	100.0%	93.5%	100.0%	100.0%	95.2%	100.0%	95.0%	93.3%	100.0%	92.9%
No	46	<b>2</b>	5	11	2	0	2	1	1	0	2	0	2	0	0	1	0	1	1	0	1
	7.4%	<b>2.9%</b>	8.9%	11.7%	5.0%	0.0%	2.9%	2.2%	2.1%	0.0%	5.7%	0.0%	6.5%	0.0%	0.0%	4.8%	0.0%	5.0%	6.7%	0.0%	7.1%
Significantly different from column:*		<b>D</b>																			

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 62

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child is limited/prevented in ability to do things most children of the same age can do (Q61)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	627	<b>69</b>	57	94	10	58	24	25	18	33	34	11	55	22	23	21	5	24	3
Number missing or multiple answer	5	<b>0</b>	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	622	<b>69</b>	56	94	10	58	24	25	18	33	34	11	55	22	23	21	5	24	3
	99.2%	<b>100.0%</b>	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	576	<b>67</b>	51	83	10	56	23	24	18	33	32	11	53	20	23	21	5	23	3
	92.6%	<b>97.1%</b>	91.1%	88.3%	100.0%	96.6%	95.8%	96.0%	100.0%	100.0%	94.1%	100.0%	96.4%	90.9%	100.0%	100.0%	100.0%	95.8%	100.0%
No	46	<b>2</b>	5	11	0	2	1	1	0	0	2	0	2	2	0	0	0	1	0
	7.4%	<b>2.9%</b>	8.9%	11.7%	0.0%	3.4%	4.2%	4.0%	0.0%	0.0%	5.9%	0.0%	3.6%	9.1%	0.0%	0.0%	0.0%	4.2%	0.0%
Significantly different from column:*		<b>D</b>																	

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 63

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child is limited/prevented in ability to do things because of medical/behavioral/other health condition (Q61 & Q62)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	576	<b>67</b>	51	83	38	56	67	44	47	16	33	16	29	30	8	20	27	19	14	36	13
Number missing or multiple answer	8	<b>2</b>	1	0	1	0	2	2	2	1	1	0	1	1	0	1	1	0	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	568 98.6%	<b>65</b> <b>97.0%</b>	50 98.0%	83 100.0%	37 97.4%	56 100.0%	65 97.0%	42 95.5%	45 95.7%	15 93.8%	32 97.0%	16 100.0%	28 96.6%	29 96.7%	8 100.0%	19 95.0%	26 96.3%	19 100.0%	14 100.0%	34 94.4%	13 100.0%
Yes	557 98.1%	<b>62</b> <b>95.4%</b>	49 98.0%	83 100.0%	36 97.3%	55 98.2%	62 95.4%	40 95.2%	43 95.6%	15 100.0%	31 96.9%	14 87.5%	28 100.0%	26 89.7%	8 100.0%	19 100.0%	24 92.3%	18 94.7%	11 78.6%	34 100.0%	13 100.0%
No	11 1.9%	<b>3</b> <b>4.6%</b>	1 2.0%	0 0.0%	1 2.7%	1 1.8%	3 4.6%	2 4.8%	2 4.4%	0 0.0%	1 3.1%	2 12.5%	0 0.0%	3 10.3%	0 0.0%	0 0.0%	2 7.7%	1 5.3%	3 21.4%	0 0.0%	0 0.0%
Significantly different from column:*																					

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 63**

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child is limited/prevented in ability to do things because of medical/behavioral/other health condition (Q61 & Q62)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	576	<b>67</b>	51	83	10	56	23	24	18	33	32	11	53	20	23	21	5	23	3
Number missing or multiple answer	8	<b>2</b>	1	0	2	0	1	1	0	2	0	1	1	0	1	1	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	568	<b>65</b>	50	83	8	56	22	23	18	31	32	10	52	20	22	20	5	22	3
	98.6%	<b>97.0%</b>	98.0%	100.0%	80.0%	100.0%	95.7%	95.8%	100.0%	93.9%	100.0%	90.9%	98.1%	100.0%	95.7%	95.2%	100.0%	95.7%	100.0%
Yes	557	<b>62</b>	49	83	7	54	22	22	16	28	32	9	50	19	22	18	4	22	3
	98.1%	<b>95.4%</b>	98.0%	100.0%	87.5%	96.4%	100.0%	95.7%	88.9%	90.3%	100.0%	90.0%	96.2%	95.0%	100.0%	90.0%	80.0%	100.0%	100.0%
No	11	<b>3</b>	1	0	1	2	0	1	2	3	0	1	2	1	0	2	1	0	0
	1.9%	<b>4.6%</b>	2.0%	0.0%	12.5%	3.6%	0.0%	4.3%	11.1%	9.7%	0.0%	10.0%	3.8%	5.0%	0.0%	10.0%	20.0%	0.0%	0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 64

Does your child need or get special therapy such as physical, occupational, or speech therapy?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	20	<b>4</b>	2	3	3	3	4	0	2	0	2	0	1	3	0	0	2	1	1	2	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,804 98.9%	<b>194</b> <b>98.0%</b>	177 98.9%	284 99.0%	125 97.7%	104 97.2%	65 94.2%	73 100.0%	115 98.3%	38 100.0%	92 97.9%	63 100.0%	122 99.2%	57 95.0%	15 100.0%	87 100.0%	59 96.7%	48 98.0%	44 97.8%	115 98.3%	27 96.4%
Yes	689 38.2%	<b>73</b> <b>37.6%</b>	61 34.5%	75 26.4%	34 27.2%	54 51.9%	45 69.2%	73 100.0%	53 46.1%	26 68.4%	30 32.6%	17 27.0%	38 31.1%	23 40.4%	12 80.0%	30 34.5%	22 37.3%	21 43.8%	15 34.1%	42 36.5%	14 51.9%
No	1,115 61.8%	<b>121</b> <b>62.4%</b>	116 65.5%	209 73.6%	91 72.8%	50 48.1%	20 30.8%	0 0.0%	62 53.9%	12 31.6%	62 67.4%	46 73.0%	84 68.9%	34 59.6%	3 20.0%	57 65.5%	37 62.7%	27 56.3%	29 65.9%	73 63.5%	13 48.1%
Significantly different from column:*		<b>D</b>			FGHI	EGH	EFHI	EFGI	EGH	KL	J	J	O	O	MN						

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 64**

Does your child need or get special therapy such as physical, occupational, or speech therapy?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	20	<b>4</b>	2	3	1	2	1	0	2	2	0	0	1	0	2	0	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,804	<b>194</b>	177	284	29	162	73	74	42	102	92	33	160	60	71	59	6	66	4
	98.9%	<b>98.0%</b>	98.9%	99.0%	96.7%	98.8%	98.6%	100.0%	95.5%	98.1%	100.0%	100.0%	99.4%	100.0%	97.3%	100.0%	85.7%	100.0%	100.0%
Yes	689	<b>73</b>	61	75	11	62	34	22	16	40	33	15	58	20	28	25	3	24	4
	38.2%	<b>37.6%</b>	34.5%	26.4%	37.9%	38.3%	46.6%	29.7%	38.1%	39.2%	35.9%	45.5%	36.3%	33.3%	39.4%	42.4%	50.0%	36.4%	100.0%
No	1,115	<b>121</b>	116	209	18	100	39	52	26	62	59	18	102	40	43	34	3	42	0
	61.8%	<b>62.4%</b>	65.5%	73.6%	62.1%	61.7%	53.4%	70.3%	61.9%	60.8%	64.1%	54.5%	63.8%	66.7%	60.6%	57.6%	50.0%	63.6%	0.0%
Significantly different from column:*		<b>D</b>					H	G											

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 65

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/gets special therapy (Q64)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	689	<b>73</b>	61	75	34	54	45	73	53	26	30	17	38	23	12	30	22	21	15	42	14
Number missing or multiple answer	13	<b>1</b>	1	0	1	0	1	1	1	1	0	0	0	1	0	0	1	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	676	<b>72</b>	60	75	33	54	44	72	52	25	30	17	38	22	12	30	21	21	15	41	14
	98.1%	<b>98.6%</b>	98.4%	100.0%	97.1%	100.0%	97.8%	98.6%	98.1%	96.2%	100.0%	100.0%	100.0%	95.7%	100.0%	100.0%	95.5%	100.0%	100.0%	97.6%	100.0%
Yes	614	<b>69</b>	53	66	31	52	44	69	50	24	28	17	37	21	11	29	20	20	14	40	13
	90.8%	<b>95.8%</b>	88.3%	88.0%	93.9%	96.3%	100.0%	95.8%	96.2%	96.0%	93.3%	100.0%	97.4%	95.5%	91.7%	96.7%	95.2%	95.2%	93.3%	97.6%	92.9%
No	62	<b>3</b>	7	9	2	2	0	3	2	1	2	0	1	1	1	1	1	1	1	1	1
	9.2%	<b>4.2%</b>	11.7%	12.0%	6.1%	3.7%	0.0%	4.2%	3.8%	4.0%	6.7%	0.0%	2.6%	4.5%	8.3%	3.3%	4.8%	4.8%	6.7%	2.4%	7.1%
Significantly different from column:*																					

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 65**

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/gets special therapy (Q64)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	689	<b>73</b>	61	75	11	62	34	22	16	40	33	15	58	20	28	25	3	24	4
Number missing or multiple answer	13	<b>1</b>	1	0	1	0	0	1	0	1	0	0	1	0	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	676	<b>72</b>	60	75	10	62	34	21	16	39	33	15	57	20	27	25	3	24	4
	98.1%	<b>98.6%</b>	98.4%	100.0%	90.9%	100.0%	100.0%	95.5%	100.0%	97.5%	100.0%	100.0%	98.3%	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%
Yes	614	<b>69</b>	53	66	9	60	32	20	16	37	32	13	56	19	26	24	2	23	4
	90.8%	<b>95.8%</b>	88.3%	88.0%	90.0%	96.8%	94.1%	95.2%	100.0%	94.9%	97.0%	86.7%	98.2%	95.0%	96.3%	96.0%	66.7%	95.8%	100.0%
No	62	<b>3</b>	7	9	1	2	2	1	0	2	1	2	1	1	1	1	1	1	0
	9.2%	<b>4.2%</b>	11.7%	12.0%	10.0%	3.2%	5.9%	4.8%	0.0%	5.1%	3.0%	13.3%	1.8%	5.0%	3.7%	4.0%	33.3%	4.2%	0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 66

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/gets special therapy for medical/behavioral/other health condition (Q64 & Q65)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	614	<b>69</b>	53	66	31	52	44	69	50	24	28	17	37	21	11	29	20	20	14	40	13
Number missing or multiple answer	10	<b>0</b>	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	604	<b>69</b>	52	65	31	52	44	69	50	24	28	17	37	21	11	29	20	20	14	40	13
	98.4%	<b>100.0%</b>	98.1%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	592	<b>67</b>	52	65	30	52	43	67	49	24	28	15	36	20	11	28	20	19	13	40	12
	98.0%	<b>97.1%</b>	100.0%	100.0%	96.8%	100.0%	97.7%	97.1%	98.0%	100.0%	100.0%	88.2%	97.3%	95.2%	100.0%	96.6%	100.0%	95.0%	92.9%	100.0%	92.3%
No	12	<b>2</b>	0	0	1	0	1	2	1	0	0	2	1	1	0	1	0	1	1	0	1
	2.0%	<b>2.9%</b>	0.0%	0.0%	3.2%	0.0%	2.3%	2.9%	2.0%	0.0%	0.0%	11.8%	2.7%	4.8%	0.0%	3.4%	0.0%	5.0%	7.1%	0.0%	7.7%
Significantly different from column:*																					

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 66**

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/gets special therapy for medical/behavioral/other health condition (Q64 & Q65)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	614	<b>69</b>	53	66	9	60	32	20	16	37	32	13	56	19	26	24	2	23	4
Number missing or multiple answer	10	<b>0</b>	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	604	<b>69</b>	52	65	9	60	32	20	16	37	32	13	56	19	26	24	2	23	4
	98.4%	<b>100.0%</b>	98.1%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	592	<b>67</b>	52	65	9	58	32	20	14	35	32	13	54	18	26	23	2	22	4
	98.0%	<b>97.1%</b>	100.0%	100.0%	100.0%	96.7%	100.0%	100.0%	87.5%	94.6%	100.0%	100.0%	96.4%	94.7%	100.0%	95.8%	100.0%	95.7%	100.0%
No	12	<b>2</b>	0	0	0	2	0	0	2	2	0	0	2	1	0	1	0	1	0
	2.0%	<b>2.9%</b>	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	12.5%	5.4%	0.0%	0.0%	3.6%	5.3%	0.0%	4.2%	0.0%	4.3%	0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 67

Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	25	<b>5</b>	3	4	2	4	3	1	0	1	0	2	3	2	0	2	2	0	1	3	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,799	<b>193</b>	176	283	126	103	66	72	117	37	94	61	120	58	15	85	59	49	44	114	27
	98.6%	<b>97.5%</b>	98.3%	98.6%	98.4%	96.3%	95.7%	98.6%	100.0%	97.4%	100.0%	96.8%	97.6%	96.7%	100.0%	97.7%	96.7%	100.0%	97.8%	97.4%	96.4%
Yes	1,078	<b>117</b>	98	158	65	76	48	53	117	20	56	41	67	39	11	30	41	46	27	64	22
	59.9%	<b>60.6%</b>	55.7%	55.8%	51.6%	73.8%	72.7%	73.6%	100.0%	54.1%	59.6%	67.2%	55.8%	67.2%	73.3%	35.3%	69.5%	93.9%	61.4%	56.1%	81.5%
No	721	<b>76</b>	78	125	61	27	18	19	0	17	38	20	53	19	4	55	18	3	17	50	5
	40.1%	<b>39.4%</b>	44.3%	44.2%	48.4%	26.2%	27.3%	26.4%	0.0%	45.9%	40.4%	32.8%	44.2%	32.8%	26.7%	64.7%	30.5%	6.1%	38.6%	43.9%	18.5%
Significantly different from column:*					FGHI	EI	EI	EI	EFGH							QR	PR	PQ		U	T

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 67**

Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	25	<b>5</b>	3	4	0	4	1	1	2	2	1	1	2	1	1	0	1	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,799	<b>193</b>	176	283	30	160	73	73	42	102	91	32	159	59	72	59	6	65	4
	98.6%	<b>97.5%</b>	98.3%	98.6%	100.0%	97.6%	98.6%	98.6%	95.5%	98.1%	98.9%	97.0%	98.8%	98.3%	98.6%	100.0%	85.7%	98.5%	100.0%
Yes	1,078	<b>117</b>	98	158	18	96	43	45	26	64	53	19	96	36	42	37	5	35	4
	59.9%	<b>60.6%</b>	55.7%	55.8%	60.0%	60.0%	58.9%	61.6%	61.9%	62.7%	58.2%	59.4%	60.4%	61.0%	58.3%	62.7%	83.3%	53.8%	100.0%
No	721	<b>76</b>	78	125	12	64	30	28	16	38	38	13	63	23	30	22	1	30	0
	40.1%	<b>39.4%</b>	44.3%	44.2%	40.0%	40.0%	41.1%	38.4%	38.1%	37.3%	41.8%	40.6%	39.6%	39.0%	41.7%	37.3%	16.7%	46.2%	0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 68

Has this problem lasted or is it expected to last for at least 12 months?

Base: All respondents whose child has emotional, developmental or behavioral problem for which he or she gets treatment (Q67)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,078	<b>117</b>	98	158	65	76	48	53	117	20	56	41	67	39	11	30	41	46	27	64	22
Number missing or multiple answer	12	<b>3</b>	0	0	2	2	1	1	3	1	2	0	1	2	0	0	2	1	1	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,066	<b>114</b>	98	158	63	74	47	52	114	19	54	41	66	37	11	30	39	45	26	62	22
	98.9%	<b>97.4%</b>	100.0%	100.0%	96.9%	97.4%	97.9%	98.1%	97.4%	95.0%	96.4%	100.0%	98.5%	94.9%	100.0%	100.0%	95.1%	97.8%	96.3%	96.9%	100.0%
Yes	1,046	<b>110</b>	96	155	60	71	45	51	110	18	53	39	64	35	11	29	36	45	24	60	22
	98.1%	<b>96.5%</b>	98.0%	98.1%	95.2%	95.9%	95.7%	98.1%	96.5%	94.7%	98.1%	95.1%	97.0%	94.6%	100.0%	96.7%	92.3%	100.0%	92.3%	96.8%	100.0%
No	20	<b>4</b>	2	3	3	3	2	1	4	1	1	2	2	2	0	1	3	0	2	2	0
	1.9%	<b>3.5%</b>	2.0%	1.9%	4.8%	4.1%	4.3%	1.9%	3.5%	5.3%	1.9%	4.9%	3.0%	5.4%	0.0%	3.3%	7.7%	0.0%	7.7%	3.2%	0.0%
Significantly different from column:*																					

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 68

Has this problem lasted or is it expected to last for at least 12 months?

Base: All respondents whose child has emotional, developmental or behavioral problem for which he or she gets treatment (Q67)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,078	<b>117</b>	98	158	18	96	43	45	26	64	53	19	96	36	42	37	5	35	4
Number missing or multiple answer	12	<b>3</b>	0	0	2	1	0	3	0	3	0	2	1	1	1	1	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,066	<b>114</b>	98	158	16	95	43	42	26	61	53	17	95	35	41	36	5	34	4
	98.9%	<b>97.4%</b>	100.0%	100.0%	88.9%	99.0%	100.0%	93.3%	100.0%	95.3%	100.0%	89.5%	99.0%	97.2%	97.6%	97.3%	100.0%	97.1%	100.0%
Yes	1,046	<b>110</b>	96	155	14	93	41	42	24	58	52	16	92	33	40	35	3	33	4
	98.1%	<b>96.5%</b>	98.0%	98.1%	87.5%	97.9%	95.3%	100.0%	92.3%	95.1%	98.1%	94.1%	96.8%	94.3%	97.6%	97.2%	60.0%	97.1%	100.0%
No	20	<b>4</b>	2	3	2	2	2	0	2	3	1	1	3	2	1	1	2	1	0
	1.9%	<b>3.5%</b>	2.0%	1.9%	12.5%	2.1%	4.7%	0.0%	7.7%	4.9%	1.9%	5.9%	3.2%	5.7%	2.4%	2.8%	40.0%	2.9%	0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 69

What is your child's age?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	29	<b>3</b>	3	4	2	3	2	0	0	0	0	0	2	1	0	1	1	0	0	2	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,795 98.4%	<b>195</b> <b>98.5%</b>	176 98.3%	283 98.6%	126 98.4%	104 97.2%	67 97.1%	73 100.0%	117 100.0%	38 100.0%	94 100.0%	63 100.0%	121 98.4%	59 98.3%	15 100.0%	86 98.9%	60 98.4%	49 100.0%	45 100.0%	115 98.3%	27 96.4%
Less than 1 year old	14 0.8%	<b>3</b> <b>1.5%</b>	1 0.6%	1 0.4%	3 2.4%	2 1.9%	0 0.0%	2 2.7%	1 0.9%	3 7.9%	0 0.0%	0 0.0%	2 1.7%	1 1.7%	0 0.0%	2 2.3%	1 1.7%	0 0.0%	0 0.0%	2 1.7%	0 0.0%
1 year old	32 1.8%	<b>3</b> <b>1.5%</b>	5 2.8%	7 2.5%	2 1.6%	2 1.9%	1 1.5%	3 4.1%	2 1.7%	3 7.9%	0 0.0%	0 0.0%	1 0.8%	1 1.7%	1 6.7%	2 2.3%	0 0.0%	1 2.0%	0 0.0%	2 1.7%	1 3.7%
2 years old	61 3.4%	<b>5</b> <b>2.6%</b>	6 3.4%	7 2.5%	2 1.6%	2 1.9%	2 3.0%	4 5.5%	3 2.6%	5 13.2%	0 0.0%	0 0.0%	1 0.8%	2 3.4%	2 13.3%	2 2.3%	1 1.7%	2 4.1%	0 0.0%	4 3.5%	0 0.0%
3 years old	125 7.0%	<b>5</b> <b>2.6%</b>	7 4.0%	10 3.5%	4 3.2%	3 2.9%	3 4.5%	4 5.5%	3 2.6%	5 13.2%	0 0.0%	0 0.0%	3 2.5%	2 3.4%	0 0.0%	3 3.5%	2 3.3%	0 0.0%	2 4.4%	3 2.6%	0 0.0%
4 to 6 years old	315 17.5%	<b>35</b> <b>17.9%</b>	20 11.4%	21 7.4%	12 9.5%	17 16.3%	15 22.4%	19 26.0%	17 14.5%	22 57.9%	13 37.2%	0 0.0%	25 20.7%	6 10.2%	4 26.7%	20 23.3%	10 16.7%	5 10.2%	8 17.8%	18 15.7%	6 22.2%
7 to 9 years old	271 15.1%	<b>35</b> <b>17.9%</b>	37 21.0%	56 19.8%	20 15.9%	20 19.2%	13 19.4%	14 19.2%	20 17.1%	0 0.0%	35 37.2%	0 0.0%	20 16.5%	13 22.0%	2 13.3%	15 17.4%	12 20.0%	8 16.3%	12 26.7%	17 14.8%	5 18.5%
10 to 13 years old	420 23.4%	<b>46</b> <b>23.6%</b>	46 26.1%	88 31.1%	36 28.6%	24 23.1%	17 25.4%	10 13.7%	30 25.6%	0 0.0%	46 48.9%	0 0.0%	26 21.5%	18 30.5%	2 13.3%	16 18.6%	15 25.0%	15 30.6%	8 17.8%	31 27.0%	7 25.9%
14 to 18 years old	557 31.0%	<b>63</b> <b>32.3%</b>	54 30.7%	93 32.9%	47 37.3%	34 32.7%	16 23.9%	17 23.3%	41 35.0%	0 0.0%	0 0.0%	63 100.0%	43 35.5%	16 27.1%	4 26.7%	26 30.2%	19 31.7%	18 36.7%	15 33.3%	38 33.0%	8 29.6%
3 years old or younger	232 12.9%	<b>16</b> <b>8.2%</b>	19 10.8%	25 8.8%	11 8.7%	9 8.7%	6 9.0%	13 17.8%	9 7.7%	16 42.1%	0 0.0%	0 0.0%	7 5.8%	6 10.2%	3 20.0%	9 10.5%	4 6.7%	3 6.1%	2 4.4%	11 9.6%	1 3.7%
Significantly different from column:*								I	H	L		J									

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 69

What is your child's age?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	29	<b>3</b>	3	4	0	2	0	0	2	1	0	0	1	0	0	1	1	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,795 98.4%	<b>195</b> <b>98.5%</b>	176 98.3%	283 98.6%	30 100.0%	162 98.8%	74 100.0%	74 100.0%	42 95.5%	103 99.0%	92 100.0%	33 100.0%	160 99.4%	60 100.0%	73 100.0%	58 98.3%	6 85.7%	65 98.5%	4 100.0%
Less than 1 year old	14 0.8%	<b>3</b> <b>1.5%</b>	1 0.6%	1 0.4%	1 3.3%	2 1.2%	2 2.7%	1 1.4%	0 0.0%	1 1.0%	2 2.2%	2 6.1%	1 0.6%	1 1.7%	1 1.4%	1 1.7%	0 0.0%	1 1.5%	1 25.0%
1 year old	32 1.8%	<b>3</b> <b>1.5%</b>	5 2.8%	7 2.5%	1 3.3%	2 1.2%	1 1.4%	1 1.4%	1 2.4%	2 1.9%	1 1.1%	0 0.0%	3 1.9%	0 0.0%	3 4.1%	0 0.0%	0 0.0%	1 1.5%	0 0.0%
2 years old	61 3.4%	<b>5</b> <b>2.6%</b>	6 3.4%	7 2.5%	0 0.0%	5 3.1%	5 6.8%	0 0.0%	0 0.0%	2 1.9%	3 3.3%	3 9.1%	2 1.3%	2 3.3%	1 1.4%	2 3.4%	0 0.0%	0 0.0%	0 0.0%
3 years old	125 7.0%	<b>5</b> <b>2.6%</b>	7 4.0%	10 3.5%	1 3.3%	4 2.5%	2 2.7%	1 1.4%	2 4.8%	1 1.0%	4 4.3%	1 3.0%	4 2.5%	0 0.0%	2 2.7%	3 5.2%	0 0.0%	2 3.1%	0 0.0%
4 to 6 years old	315 17.5%	<b>35</b> <b>17.9%</b>	20 11.4%	21 7.4%	4 13.3%	31 19.1%	12 16.2%	12 16.2%	10 23.8%	19 18.4%	16 17.4%	13 39.4%	22 13.8%	11 18.3%	10 13.7%	12 20.7%	2 33.3%	10 15.4%	1 25.0%
7 to 9 years old	271 15.1%	<b>35</b> <b>17.9%</b>	37 21.0%	56 19.8%	6 20.0%	29 17.9%	14 18.9%	17 23.0%	3 7.1%	19 18.4%	16 17.4%	6 18.2%	29 18.1%	9 15.0%	11 15.1%	14 24.1%	1 16.7%	9 13.8%	1 25.0%
10 to 13 years old	420 23.4%	<b>46</b> <b>23.6%</b>	46 26.1%	88 31.1%	5 16.7%	39 24.1%	18 24.3%	17 23.0%	10 23.8%	29 28.2%	17 18.5%	6 18.2%	39 24.4%	12 20.0%	21 28.8%	13 22.4%	2 33.3%	15 23.1%	0 0.0%
14 to 18 years old	557 31.0%	<b>63</b> <b>32.3%</b>	54 30.7%	93 32.9%	12 40.0%	50 30.9%	20 27.0%	25 33.8%	16 38.1%	30 29.1%	33 35.9%	2 6.1%	60 37.5%	25 41.7%	24 32.9%	13 22.4%	1 16.7%	27 41.5%	1 25.0%
3 years old or younger	232 12.9%	<b>16</b> <b>8.2%</b>	19 10.8%	25 8.8%	3 10.0%	13 8.0%	10 13.5%	3 4.1%	3 7.1%	6 5.8%	10 10.9%	6 18.2%	10 6.3%	3 5.0%	7 9.6%	6 10.3%	0 0.0%	4 6.2%	1 25.0%
Significantly different from column:*							H	G											

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 70

Is your child male or female?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	28	<b>2</b>	1	4	1	2	2	0	0	0	0	0	1	1	0	0	1	0	0	1	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,796	<b>196</b>	178	283	127	105	67	73	117	38	94	63	122	59	15	87	60	49	45	116	27
	98.5%	<b>99.0%</b>	99.4%	98.6%	99.2%	98.1%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	98.3%	100.0%	100.0%	98.4%	100.0%	100.0%	99.1%	96.4%
Male	1,015	<b>104</b>	100	161	64	59	33	40	64	18	55	30	58	35	11	43	30	31	25	61	14
	56.5%	<b>53.1%</b>	56.2%	56.9%	50.4%	56.2%	49.3%	54.8%	54.7%	47.4%	58.5%	47.6%	47.5%	59.3%	73.3%	49.4%	50.0%	63.3%	55.6%	52.6%	51.9%
Female	781	<b>92</b>	78	122	63	46	34	33	53	20	39	33	64	24	4	44	30	18	20	55	13
	43.5%	<b>46.9%</b>	43.8%	43.1%	49.6%	43.8%	50.7%	45.2%	45.3%	52.6%	41.5%	52.4%	52.5%	40.7%	26.7%	50.6%	50.0%	36.7%	44.4%	47.4%	48.1%
Significantly different from column:*																					

NA - Not applicable

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 70

Is your child male or female?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	28	<b>2</b>	1	4	0	1	0	0	1	0	0	0	0	0	0	0	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,796	<b>196</b>	178	283	30	163	74	74	43	104	92	33	161	60	73	59	6	66	4
	98.5%	<b>99.0%</b>	99.4%	98.6%	100.0%	99.4%	100.0%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%
Male	1,015	<b>104</b>	100	161	20	83	40	35	26	104	0	15	88	35	39	27	6	34	0
	56.5%	<b>53.1%</b>	56.2%	56.9%	66.7%	50.9%	54.1%	47.3%	60.5%	100.0%	0.0%	45.5%	54.7%	58.3%	53.4%	45.8%	100.0%	51.5%	0.0%
Female	781	<b>92</b>	78	122	10	80	34	39	17	0	92	18	73	25	34	32	0	32	4
	43.5%	<b>46.9%</b>	43.8%	43.1%	33.3%	49.1%	45.9%	52.7%	39.5%	0.0%	100.0%	54.5%	45.3%	41.7%	46.6%	54.2%	0.0%	48.5%	100.0%
Significantly different from column:*										K	J								

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 71

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	50	<b>4</b>	5	6	2	2	3	0	2	0	1	1	2	2	0	0	3	0	0	3	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,774	<b>194</b>	174	281	126	105	66	73	115	38	93	62	121	58	15	87	58	49	45	114	27
	97.3%	<b>98.0%</b>	97.2%	97.9%	98.4%	98.1%	95.7%	100.0%	98.3%	100.0%	98.9%	98.4%	98.4%	96.7%	100.0%	100.0%	95.1%	100.0%	100.0%	97.4%	96.4%
Yes, Hispanic or Latino	422	<b>33</b>	22	37	15	16	11	15	19	17	14	2	21	8	4	18	9	6	8	20	3
	23.8%	<b>17.0%</b>	12.6%	13.2%	11.9%	15.2%	16.7%	20.5%	16.5%	44.7%	15.1%	3.2%	17.4%	13.8%	26.7%	20.7%	15.5%	12.2%	17.8%	17.5%	11.1%
No, not Hispanic or Latino	1,352	<b>161</b>	152	244	111	89	55	58	96	21	79	60	100	50	11	69	49	43	37	94	24
	76.2%	<b>83.0%</b>	87.4%	86.8%	88.1%	84.8%	83.3%	79.5%	83.5%	55.3%	84.9%	96.8%	82.6%	86.2%	73.3%	79.3%	84.5%	87.8%	82.2%	82.5%	88.9%
Significantly different from column:*		<b>A</b>								KL	JL	JK									

NA - Not applicable

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



# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 71

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	50	<b>4</b>	5	6	1	1	0	0	2	1	1	0	0	0	1	0	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,774	<b>194</b>	174	281	29	163	74	74	42	103	91	33	161	60	72	59	6	66	4
	97.3%	<b>98.0%</b>	97.2%	97.9%	96.7%	99.4%	100.0%	100.0%	95.5%	99.0%	98.9%	100.0%	100.0%	100.0%	98.6%	100.0%	85.7%	100.0%	100.0%
Yes, Hispanic or Latino	422	<b>33</b>	22	37	5	28	16	12	5	15	18	33	0	6	2	24	2	9	1
	23.8%	<b>17.0%</b>	12.6%	13.2%	17.2%	17.2%	21.6%	16.2%	11.9%	14.6%	19.8%	100.0%	0.0%	10.0%	2.8%	40.7%	33.3%	13.6%	25.0%
No, not Hispanic or Latino	1,352	<b>161</b>	152	244	24	135	58	62	37	88	73	0	161	54	70	35	4	57	3
	76.2%	<b>83.0%</b>	87.4%	86.8%	82.8%	82.8%	78.4%	83.8%	88.1%	85.4%	80.2%	0.0%	100.0%	90.0%	97.2%	59.3%	66.7%	86.4%	75.0%
Significantly different from column:*												M	L	P	P	NO			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 72

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	93	<b>6</b>	4	14	2	4	3	0	2	1	2	1	3	3	0	1	3	1	2	3	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,731	<b>192</b>	175	273	126	103	66	73	115	37	92	62	120	57	15	86	58	48	43	114	27
	94.9%	<b>97.0%</b>	97.8%	95.1%	98.4%	96.3%	95.7%	100.0%	98.3%	97.4%	97.9%	98.4%	97.6%	95.0%	100.0%	98.9%	95.1%	98.0%	95.6%	97.4%	96.4%
White	772	<b>88</b>	79	133	65	47	33	32	56	16	39	33	58	24	6	36	28	24	13	54	18
	44.6%	<b>45.8%</b>	45.1%	48.7%	51.6%	45.6%	50.0%	43.8%	48.7%	43.2%	42.4%	53.2%	48.3%	42.1%	40.0%	41.9%	48.3%	50.0%	30.2%	47.4%	66.7%
Black or African-American	883	<b>102</b>	97	136	67	59	34	37	59	14	58	29	64	30	8	44	31	27	29	59	10
	51.0%	<b>53.1%</b>	55.4%	49.8%	53.2%	57.3%	51.5%	50.7%	51.3%	37.8%	63.0%	46.8%	53.3%	52.6%	53.3%	51.2%	53.4%	56.3%	67.4%	51.8%	37.0%
Asian	99	<b>9</b>	12	14	4	7	5	6	7	2	2	5	5	3	1	3	3	3	3	5	1
	5.7%	<b>4.7%</b>	6.9%	5.1%	3.2%	6.8%	7.6%	8.2%	6.1%	5.4%	2.2%	8.1%	4.2%	5.3%	6.7%	3.5%	5.2%	6.3%	7.0%	4.4%	3.7%
Native Hawaiian or other Pacific Islander	34	<b>5</b>	2	7	2	3	0	2	3	2	1	2	4	0	1	3	1	1	0	4	1
	2.0%	<b>2.6%</b>	1.1%	2.6%	1.6%	2.9%	0.0%	2.7%	2.6%	5.4%	1.1%	3.2%	3.3%	0.0%	6.7%	3.5%	1.7%	2.1%	0.0%	3.5%	3.7%
American Indian or Alaska Native	90	<b>10</b>	13	19	6	6	3	4	6	2	5	3	6	2	2	5	4	1	2	8	0
	5.2%	<b>5.2%</b>	7.4%	7.0%	4.8%	5.8%	4.5%	5.5%	5.2%	5.4%	5.4%	4.8%	5.0%	3.5%	13.3%	5.8%	6.9%	2.1%	4.7%	7.0%	0.0%
Other	271	<b>28</b>	15	26	13	11	5	11	15	13	10	4	19	7	2	17	6	5	6	20	1
	15.7%	<b>14.6%</b>	8.6%	9.5%	10.3%	10.7%	7.6%	15.1%	13.0%	35.1%	10.9%	6.5%	15.8%	12.3%	13.3%	19.8%	10.3%	10.4%	14.0%	17.5%	3.7%

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 72**

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	93	<b>6</b>	4	14	1	3	2	0	1	3	1	1	2	0	0	0	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,731	<b>192</b>	175	273	29	161	72	74	43	101	91	32	159	60	73	59	6	66	4
	94.9%	<b>97.0%</b>	97.8%	95.1%	96.7%	98.2%	97.3%	100.0%	97.7%	97.1%	98.9%	97.0%	98.8%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%
White	772	<b>88</b>	79	133	10	77	38	32	18	46	42	15	73	60	0	28	3	35	2
	44.6%	<b>45.8%</b>	45.1%	48.7%	34.5%	47.8%	52.8%	43.2%	41.9%	45.5%	46.2%	46.9%	45.9%	100.0%	0.0%	47.5%	50.0%	53.0%	50.0%
Black or African-American	883	<b>102</b>	97	136	14	87	27	48	24	53	49	7	94	0	73	29	3	33	3
	51.0%	<b>53.1%</b>	55.4%	49.8%	48.3%	54.0%	37.5%	64.9%	55.8%	52.5%	53.8%	21.9%	59.1%	0.0%	100.0%	49.2%	50.0%	50.0%	75.0%
Asian	99	<b>9</b>	12	14	3	6	2	2	5	7	2	2	7	0	0	9	1	3	0
	5.7%	<b>4.7%</b>	6.9%	5.1%	10.3%	3.7%	2.8%	2.7%	11.6%	6.9%	2.2%	6.3%	4.4%	0.0%	0.0%	15.3%	16.7%	4.5%	0.0%
Native Hawaiian or other Pacific Islander	34	<b>5</b>	2	7	1	4	1	4	0	3	2	3	2	0	0	5	0	2	0
	2.0%	<b>2.6%</b>	1.1%	2.6%	3.4%	2.5%	1.4%	5.4%	0.0%	3.0%	2.2%	9.4%	1.3%	0.0%	0.0%	8.5%	0.0%	3.0%	0.0%
American Indian or Alaska Native	90	<b>10</b>	13	19	2	8	2	7	1	6	4	1	9	0	0	10	0	3	0
	5.2%	<b>5.2%</b>	7.4%	7.0%	6.9%	5.0%	2.8%	9.5%	2.3%	5.9%	4.4%	3.1%	5.7%	0.0%	0.0%	16.9%	0.0%	4.5%	0.0%
Other	271	<b>28</b>	15	26	5	23	13	10	5	12	16	20	8	0	0	28	0	11	0
	15.7%	<b>14.6%</b>	8.6%	9.5%	17.2%	14.3%	18.1%	13.5%	11.6%	11.9%	17.6%	62.5%	5.0%	0.0%	0.0%	47.5%	0.0%	16.7%	0.0%

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 73

What is your age?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	55	<b>3</b>	6	9	2	2	1	0	2	0	1	1	2	1	0	0	2	0	0	1	2
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,769 97.0%	<b>195</b> <b>98.5%</b>	173 96.6%	278 96.9%	126 98.4%	105 98.1%	68 98.6%	73 100.0%	115 98.3%	38 100.0%	93 98.9%	62 98.4%	121 98.4%	59 98.3%	15 100.0%	87 100.0%	59 96.7%	49 100.0%	45 100.0%	116 99.1%	26 92.9%
Under 18	76 4.3%	<b>7</b> <b>3.6%</b>	14 8.1%	17 6.1%	6 4.8%	3 2.9%	1 1.5%	2 2.7%	2 1.7%	1 2.6%	4 4.3%	2 3.2%	4 3.3%	2 3.4%	1 6.7%	4 4.6%	0 0.0%	3 6.1%	1 2.2%	6 5.2%	0 0.0%
18 to 24	37 2.1%	<b>4</b> <b>2.1%</b>	1 0.6%	7 2.5%	3 2.4%	2 1.9%	2 2.9%	2 2.7%	2 1.7%	3 7.9%	0 0.0%	1 1.6%	2 1.7%	1 1.7%	1 6.7%	2 2.3%	1 1.7%	1 2.0%	1 2.2%	2 1.7%	1 3.8%
25 to 34	410 23.2%	<b>46</b> <b>23.6%</b>	38 22.0%	59 21.2%	29 23.0%	22 21.0%	14 20.6%	18 24.7%	22 19.1%	17 44.7%	24 25.8%	4 6.5%	31 25.6%	12 20.3%	3 20.0%	26 29.9%	13 22.0%	7 14.3%	8 17.8%	28 24.1%	6 23.1%
35 to 44	666 37.6%	<b>72</b> <b>36.9%</b>	67 38.7%	99 35.6%	42 33.3%	37 35.2%	28 41.2%	30 41.1%	42 36.5%	14 36.8%	32 34.4%	25 40.3%	47 38.8%	19 32.2%	6 40.0%	34 39.1%	21 35.6%	17 34.7%	17 37.8%	43 37.1%	10 38.5%
45 to 54	358 20.2%	<b>43</b> <b>22.1%</b>	31 17.9%	61 21.9%	28 22.2%	26 24.8%	16 23.5%	17 23.3%	29 25.2%	3 7.9%	21 22.6%	19 30.6%	24 19.8%	15 25.4%	4 26.7%	13 14.9%	18 30.5%	12 24.5%	14 31.1%	21 18.1%	6 23.1%
55 to 64	156 8.8%	<b>17</b> <b>8.7%</b>	9 5.2%	18 6.5%	13 10.3%	12 11.4%	7 10.3%	4 5.5%	12 10.4%	0 0.0%	9 9.7%	8 12.9%	8 6.6%	9 15.3%	0 0.0%	6 6.9%	3 5.1%	8 16.3%	3 6.7%	12 10.3%	2 7.7%
65 to 74	48 2.7%	<b>3</b> <b>1.5%</b>	11 6.4%	13 4.7%	2 1.6%	0 0.0%	0 0.0%	0 0.0%	3 2.6%	0 0.0%	1 1.1%	2 3.2%	3 2.5%	0 0.0%	0 0.0%	2 2.3%	0 0.0%	1 2.0%	1 2.2%	2 1.7%	0 0.0%
75 or older	18 1.0%	<b>3</b> <b>1.5%</b>	2 1.2%	4 1.4%	3 2.4%	3 2.9%	0 0.0%	0 0.0%	3 2.6%	0 0.0%	2 2.2%	1 1.6%	2 1.7%	1 1.7%	0 0.0%	0 0.0%	3 5.1%	0 0.0%	0 0.0%	2 1.7%	1 3.8%
35 or older	1,246 70.4%	<b>138</b> <b>70.8%</b>	120 69.4%	195 70.1%	88 69.8%	78 74.3%	51 75.0%	51 69.9%	89 77.4%	17 44.7%	65 69.9%	55 88.7%	84 69.4%	44 74.6%	10 66.7%	55 63.2%	45 76.3%	38 77.6%	35 77.8%	80 69.0%	19 73.1%
Significantly different from column:*										KL	JL	JK									

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 73**

What is your age?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	55	<b>3</b>	6	9	0	0	0	0	0	1	1	0	1	0	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,769	<b>195</b>	173	278	30	164	74	74	44	103	91	33	160	60	72	59	7	66	4
	97.0%	<b>98.5%</b>	96.6%	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	98.9%	100.0%	99.4%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%
Under 18	76	<b>7</b>	14	17	3	4	4	2	1	5	2	1	6	2	4	1	0	1	1
	4.3%	<b>3.6%</b>	8.1%	6.1%	10.0%	2.4%	5.4%	2.7%	2.3%	4.9%	2.2%	3.0%	3.8%	3.3%	5.6%	1.7%	0.0%	1.5%	25.0%
18 to 24	37	<b>4</b>	1	7	0	4	4	0	0	0	4	2	2	2	0	2	0	1	0
	2.1%	<b>2.1%</b>	0.6%	2.5%	0.0%	2.4%	5.4%	0.0%	0.0%	0.0%	4.4%	6.1%	1.3%	3.3%	0.0%	3.4%	0.0%	1.5%	0.0%
25 to 34	410	<b>46</b>	38	59	3	43	18	20	7	25	21	15	31	11	14	19	1	17	2
	23.2%	<b>23.6%</b>	22.0%	21.2%	10.0%	26.2%	24.3%	27.0%	15.9%	24.3%	23.1%	45.5%	19.4%	18.3%	19.4%	32.2%	14.3%	25.8%	50.0%
35 to 44	666	<b>72</b>	67	99	8	64	27	28	16	39	32	9	62	24	31	16	6	23	0
	37.6%	<b>36.9%</b>	38.7%	35.6%	26.7%	39.0%	36.5%	37.8%	36.4%	37.9%	35.2%	27.3%	38.8%	40.0%	43.1%	27.1%	85.7%	34.8%	0.0%
45 to 54	358	<b>43</b>	31	61	6	37	16	13	13	24	19	5	38	11	16	15	0	15	1
	20.2%	<b>22.1%</b>	17.9%	21.9%	20.0%	22.6%	21.6%	17.6%	29.5%	23.3%	20.9%	15.2%	23.8%	18.3%	22.2%	25.4%	0.0%	22.7%	25.0%
55 to 64	156	<b>17</b>	9	18	8	9	4	8	5	5	12	1	15	5	6	6	0	8	0
	8.8%	<b>8.7%</b>	5.2%	6.5%	26.7%	5.5%	5.4%	10.8%	11.4%	4.9%	13.2%	3.0%	9.4%	8.3%	8.3%	10.2%	0.0%	12.1%	0.0%
65 to 74	48	<b>3</b>	11	13	1	1	0	1	2	2	1	0	3	2	1	0	0	0	0
	2.7%	<b>1.5%</b>	6.4%	4.7%	3.3%	0.6%	0.0%	1.4%	4.5%	1.9%	1.1%	0.0%	1.9%	3.3%	1.4%	0.0%	0.0%	0.0%	0.0%
75 or older	18	<b>3</b>	2	4	1	2	1	2	0	3	0	0	3	3	0	0	0	1	0
	1.0%	<b>1.5%</b>	1.2%	1.4%	3.3%	1.2%	1.4%	2.7%	0.0%	2.9%	0.0%	0.0%	1.9%	5.0%	0.0%	0.0%	0.0%	1.5%	0.0%
35 or older	1,246	<b>138</b>	120	195	24	113	48	52	36	73	64	15	121	45	54	37	6	47	1
	70.4%	<b>70.8%</b>	69.4%	70.1%	80.0%	68.9%	64.9%	70.3%	81.8%	70.9%	70.3%	45.5%	75.6%	75.0%	75.0%	62.7%	85.7%	71.2%	25.0%
Significantly different from column:*							I		G			M	L						

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 74

Are you male or female?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	44	<b>4</b>	3	8	3	2	1	0	3	0	2	1	3	1	0	1	2	0	0	2	2
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,780 97.6%	<b>194</b> <b>98.0%</b>	176 98.3%	279 97.2%	125 97.7%	105 98.1%	68 98.6%	73 100.0%	114 97.4%	38 100.0%	92 97.9%	62 98.4%	120 97.6%	59 98.3%	15 100.0%	86 98.9%	59 96.7%	49 100.0%	45 100.0%	115 98.3%	26 92.9%
Male	198 11.1%	<b>30</b> <b>15.5%</b>	17 9.7%	26 9.3%	19 15.2%	13 12.4%	10 14.7%	11 15.1%	18 15.8%	6 15.8%	12 13.0%	12 19.4%	16 13.3%	11 18.6%	3 20.0%	17 19.8%	6 10.2%	7 14.3%	7 15.6%	19 16.5%	3 11.5%
Female	1,582 88.9%	<b>164</b> <b>84.5%</b>	159 90.3%	253 90.7%	106 84.8%	92 87.6%	58 85.3%	62 84.9%	96 84.2%	32 84.2%	80 87.0%	50 80.6%	104 86.7%	48 81.4%	12 80.0%	69 80.2%	53 89.8%	42 85.7%	38 84.4%	96 83.5%	23 88.5%
Significantly different from column:*		<b>D</b>																			

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 74**

Are you male or female?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	44	<b>4</b>	3	8	0	0	0	0	1	1	2	0	2	1	1	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,780 97.6%	<b>194</b> <b>98.0%</b>	176 98.3%	279 97.2%	30 100.0%	164 100.0%	74 100.0%	74 100.0%	43 97.7%	103 99.0%	90 97.8%	33 100.0%	159 98.8%	59 98.3%	72 98.6%	59 100.0%	7 100.0%	66 100.0%	4 100.0%
Male	198 11.1%	<b>30</b> <b>15.5%</b>	17 9.7%	26 9.3%	30 100.0%	0 0.0%	11 14.9%	11 14.9%	8 18.6%	20 19.4%	10 11.1%	5 15.2%	24 15.1%	8 13.6%	11 15.3%	10 16.9%	2 28.6%	9 13.6%	0 0.0%
Female	1,582 88.9%	<b>164</b> <b>84.5%</b>	159 90.3%	253 90.7%	0 0.0%	164 100.0%	63 85.1%	63 85.1%	35 81.4%	83 80.6%	80 88.9%	28 84.8%	135 84.9%	51 86.4%	61 84.7%	49 83.1%	5 71.4%	57 86.4%	4 100.0%
Significantly different from column:*		<b>DE</b>																	

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 75

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	69	<b>6</b>	4	11	5	3	2	1	3	0	3	2	3	3	0	2	3	0	2	2	2
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,755 96.2%	<b>192</b> <b>97.0%</b>	175 97.8%	276 96.2%	123 96.1%	104 97.2%	67 97.1%	72 98.6%	114 97.4%	38 100.0%	91 96.8%	61 96.8%	120 97.6%	57 95.0%	15 100.0%	85 97.7%	58 95.1%	49 100.0%	43 95.6%	115 98.3%	26 92.9%
8th grade or less	96 5.5%	<b>11</b> <b>5.7%</b>	10 5.7%	14 5.1%	4 3.3%	6 5.8%	2 3.0%	7 9.7%	6 5.3%	6 15.8%	4 4.4%	1 1.6%	4 3.3%	3 5.3%	4 26.7%	4 4.7%	2 3.4%	5 10.2%	3 7.0%	7 6.1%	1 3.8%
Some high school, but did not graduate	150 8.5%	<b>11</b> <b>5.7%</b>	15 8.6%	28 10.1%	6 4.9%	6 5.8%	7 10.4%	7 9.7%	8 7.0%	2 5.3%	5 5.5%	4 6.6%	8 6.7%	3 5.3%	0 0.0%	5 5.9%	4 6.9%	2 4.1%	2 4.7%	4 3.5%	5 19.2%
High school graduate or GED	510 29.1%	<b>52</b> <b>27.1%</b>	64 36.6%	81 29.3%	35 28.5%	25 24.0%	15 22.4%	20 27.8%	29 25.4%	11 28.9%	26 28.6%	15 24.6%	26 21.7%	20 35.1%	6 40.0%	23 27.1%	13 22.4%	16 32.7%	15 34.9%	26 22.6%	9 34.6%
Some college or 2-year degree	599 34.1%	<b>74</b> <b>38.5%</b>	51 29.1%	102 37.0%	50 40.7%	41 39.4%	25 37.3%	22 30.6%	45 39.5%	9 23.7%	40 44.0%	25 41.0%	51 42.5%	19 33.3%	4 26.7%	31 36.5%	25 43.1%	18 36.7%	13 30.2%	48 41.7%	9 34.6%
4-year college graduate	217 12.4%	<b>19</b> <b>9.9%</b>	16 9.1%	30 10.9%	14 11.4%	10 9.6%	5 7.5%	8 11.1%	10 8.8%	6 15.8%	8 8.8%	4 6.6%	14 11.7%	5 8.8%	0 0.0%	10 11.8%	6 10.3%	3 6.1%	3 7.0%	13 11.3%	2 7.7%
More than 4-year college degree	183 10.4%	<b>25</b> <b>13.0%</b>	19 10.9%	21 7.6%	14 11.4%	16 15.4%	13 19.4%	8 11.1%	16 14.0%	4 10.5%	8 8.8%	12 19.7%	17 14.2%	7 12.3%	1 6.7%	12 14.1%	8 13.8%	5 10.2%	7 16.3%	17 14.8%	0 0.0%
4-year college graduate or more	400 22.8%	<b>44</b> <b>22.9%</b>	35 20.0%	51 18.5%	28 22.8%	26 25.0%	18 26.9%	16 22.2%	26 22.8%	10 26.3%	16 17.6%	16 26.2%	31 25.8%	12 21.1%	1 6.7%	22 25.9%	14 24.1%	8 16.3%	10 23.3%	30 26.1%	2 7.7%
Significantly different from column:*																				U	T

NA - Not applicable

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



# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 75

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

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	69	<b>6</b>	4	11	0	3	0	0	0	3	2	0	4	0	3	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,755	<b>192</b>	175	276	30	161	74	74	44	101	90	33	157	60	70	59	7	65	4
	96.2%	<b>97.0%</b>	97.8%	96.2%	100.0%	98.2%	100.0%	100.0%	100.0%	97.1%	97.8%	100.0%	97.5%	100.0%	95.9%	100.0%	100.0%	98.5%	100.0%
8th grade or less	96	<b>11</b>	10	14	3	8	11	0	0	8	3	6	5	4	2	4	1	0	0
	5.5%	<b>5.7%</b>	5.7%	5.1%	10.0%	5.0%	14.9%	0.0%	0.0%	7.9%	3.3%	18.2%	3.2%	6.7%	2.9%	6.8%	14.3%	0.0%	0.0%
Some high school, but did not graduate	150	<b>11</b>	15	28	0	11	11	0	0	5	6	1	10	9	1	1	0	4	1
	8.5%	<b>5.7%</b>	8.6%	10.1%	0.0%	6.8%	14.9%	0.0%	0.0%	5.0%	6.7%	3.0%	6.4%	15.0%	1.4%	1.7%	0.0%	6.2%	25.0%
High school graduate or GED	510	<b>52</b>	64	81	8	44	52	0	0	27	25	9	43	19	18	14	0	19	0
	29.1%	<b>27.1%</b>	36.6%	29.3%	26.7%	27.3%	70.3%	0.0%	0.0%	26.7%	27.8%	27.3%	27.4%	31.7%	25.7%	23.7%	0.0%	29.2%	0.0%
Some college or 2-year degree	599	<b>74</b>	51	102	11	63	0	74	0	35	39	12	62	19	30	25	1	27	3
	34.1%	<b>38.5%</b>	29.1%	37.0%	36.7%	39.1%	0.0%	100.0%	0.0%	34.7%	43.3%	36.4%	39.5%	31.7%	42.9%	42.4%	14.3%	41.5%	75.0%
4-year college graduate	217	<b>19</b>	16	30	3	16	0	0	19	15	4	2	16	4	11	4	1	7	0
	12.4%	<b>9.9%</b>	9.1%	10.9%	10.0%	9.9%	0.0%	0.0%	43.2%	14.9%	4.4%	6.1%	10.2%	6.7%	15.7%	6.8%	14.3%	10.8%	0.0%
More than 4-year college degree	183	<b>25</b>	19	21	5	19	0	0	25	11	13	3	21	5	8	11	4	8	0
	10.4%	<b>13.0%</b>	10.9%	7.6%	16.7%	11.8%	0.0%	0.0%	56.8%	10.9%	14.4%	9.1%	13.4%	8.3%	11.4%	18.6%	57.1%	12.3%	0.0%
4-year college graduate or more	400	<b>44</b>	35	51	8	35	0	0	44	26	17	5	37	9	19	15	5	15	0
	22.8%	<b>22.9%</b>	20.0%	18.5%	26.7%	21.7%	0.0%	0.0%	100.0%	25.7%	18.9%	15.2%	23.6%	15.0%	27.1%	25.4%	71.4%	23.1%	0.0%
Significantly different from column:*							I	I	GH										

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 76

How are you related to the child?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	87	<b>6</b>	15	9	5	4	3	2	4	0	3	2	2	4	0	1	3	1	1	2	3
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,737 95.2%	<b>192</b> <b>97.0%</b>	164 91.6%	278 96.9%	123 96.1%	103 96.3%	66 95.7%	71 97.3%	113 96.6%	38 100.0%	91 96.8%	61 96.8%	121 98.4%	56 93.3%	15 100.0%	86 98.9%	58 95.1%	48 98.0%	44 97.8%	115 98.3%	25 89.3%
Mother or father	1,571 90.4%	<b>171</b> <b>89.1%</b>	148 90.2%	238 85.6%	108 87.8%	91 88.3%	60 90.9%	67 94.4%	95 84.1%	37 97.4%	79 86.8%	53 86.9%	107 88.4%	49 87.5%	15 100.0%	80 93.0%	51 87.9%	40 83.3%	40 90.9%	100 87.0%	23 92.0%
Grandparent	103 5.9%	<b>12</b> <b>6.3%</b>	11 6.7%	25 9.0%	9 7.3%	7 6.8%	2 3.0%	1 1.4%	9 8.0%	0 0.0%	6 6.6%	6 9.8%	7 5.8%	5 8.9%	0 0.0%	4 4.7%	3 5.2%	5 10.4%	2 4.5%	9 7.8%	1 4.0%
Aunt or uncle	17 1.0%	<b>3</b> <b>1.6%</b>	2 1.2%	3 1.1%	3 2.4%	2 1.9%	2 3.0%	1 1.4%	3 2.7%	0 0.0%	3 3.3%	0 0.0%	2 1.7%	1 1.8%	0 0.0%	0 0.0%	1 1.7%	2 4.2%	1 2.3%	2 1.7%	0 0.0%
Older brother or sister	2 0.1%	<b>0</b> <b>0.0%</b>	0 0.0%	2 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Other relative	5 0.3%	<b>0</b> <b>0.0%</b>	0 0.0%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Legal guardian	34 2.0%	<b>5</b> <b>2.6%</b>	3 1.8%	7 2.5%	2 1.6%	3 2.9%	2 3.0%	2 2.8%	5 4.4%	1 2.6%	2 2.2%	2 3.3%	4 3.3%	1 1.8%	0 0.0%	1 1.2%	3 5.2%	1 2.1%	1 2.3%	3 2.6%	1 4.0%
Someone else	5 0.3%	<b>1</b> <b>0.5%</b>	0 0.0%	2 0.7%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	1 1.1%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	1 1.2%	0 0.0%	0 0.0%	0 0.0%	1 0.9%	0 0.0%

NA - Not applicable

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 76**

How are you related to the child?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	87	<b>6</b>	15	9	0	3	0	1	0	3	2	0	4	1	3	0	0	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,737 95.2%	<b>192</b> <b>97.0%</b>	164 91.6%	278 96.9%	30 100.0%	161 98.2%	74 100.0%	73 98.6%	44 100.0%	101 97.1%	90 97.8%	33 100.0%	157 97.5%	59 98.3%	70 95.9%	59 100.0%	7 100.0%	64 97.0%	4 100.0%
Mother or father	1,571 90.4%	<b>171</b> <b>89.1%</b>	148 90.2%	238 85.6%	25 83.3%	146 90.7%	67 90.5%	63 86.3%	40 90.9%	92 91.1%	78 86.7%	32 97.0%	137 87.3%	48 81.4%	64 91.4%	55 93.2%	7 100.0%	57 89.1%	4 100.0%
Grandparent	103 5.9%	<b>12</b> <b>6.3%</b>	11 6.7%	25 9.0%	3 10.0%	9 5.6%	3 4.1%	7 9.6%	2 4.5%	7 6.9%	5 5.6%	1 3.0%	11 7.0%	6 10.2%	3 4.3%	3 5.1%	0 0.0%	4 6.3%	0 0.0%
Aunt or uncle	17 1.0%	<b>3</b> <b>1.6%</b>	2 1.2%	3 1.1%	1 3.3%	2 1.2%	3 4.1%	0 0.0%	0 0.0%	1 1.0%	2 2.2%	0 0.0%	3 1.9%	3 5.1%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 0.0%
Older brother or sister	2 0.1%	<b>0</b> <b>0.0%</b>	0 0.0%	2 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Other relative	5 0.3%	<b>0</b> <b>0.0%</b>	0 0.0%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Legal guardian	34 2.0%	<b>5</b> <b>2.6%</b>	3 1.8%	7 2.5%	1 3.3%	4 2.5%	1 1.4%	3 4.1%	1 2.3%	1 1.0%	4 4.4%	0 0.0%	5 3.2%	1 1.7%	3 4.3%	1 1.7%	0 0.0%	2 3.1%	0 0.0%
Someone else	5 0.3%	<b>1</b> <b>0.5%</b>	0 0.0%	2 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.3%	0 0.0%	1 1.1%	0 0.0%	1 0.6%	1 1.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 77

X005

In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	71	<b>9</b>	6	11	8	4	3	1	6	0	3	5	5	4	0	3	3	2	2	5	2
Number no experience	165	<b>20</b>	13	51	7	9	6	7	16	1	11	8	12	6	2	9	3	8	16	4	0
Usable responses	1,588 87.1%	<b>169</b> <b>85.4%</b>	160 89.4%	225 78.4%	113 88.3%	94 87.9%	60 87.0%	65 89.0%	95 81.2%	37 97.4%	80 85.1%	50 79.4%	106 86.2%	50 83.3%	13 86.7%	75 86.2%	55 90.2%	39 79.6%	27 60.0%	108 92.3%	26 92.9%
Yes	1,093 68.8%	<b>116</b> <b>68.6%</b>	106 66.3%	147 65.3%	82 72.6%	71 75.5%	43 71.7%	46 70.8%	68 71.6%	23 62.2%	61 76.3%	30 60.0%	74 69.8%	33 66.0%	9 69.2%	52 69.3%	37 67.3%	27 69.2%	17 63.0%	76 70.4%	20 76.9%
No	495 31.2%	<b>53</b> <b>31.4%</b>	54 33.8%	78 34.7%	31 27.4%	23 24.5%	17 28.3%	19 29.2%	27 28.4%	14 37.8%	19 23.8%	20 40.0%	32 30.2%	17 34.0%	4 30.8%	23 30.7%	18 32.7%	12 30.8%	10 37.0%	32 29.6%	6 23.1%
Significantly different from column:*											L	K									

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 77**

X005

In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	71	<b>9</b>	6	11	2	4	0	2	2	5	3	0	7	1	4	2	1	1	0
Number no experience	165	<b>20</b>	13	51	1	19	10	7	2	11	9	2	18	2	9	7	0	1	0
Usable responses	1,588	<b>169</b>	160	225	27	141	64	65	40	88	80	31	136	57	60	50	6	64	4
	87.1%	<b>85.4%</b>	89.4%	78.4%	90.0%	86.0%	86.5%	87.8%	90.9%	84.6%	87.0%	93.9%	84.5%	95.0%	82.2%	84.7%	85.7%	97.0%	100.0%
Yes	1,093	<b>116</b>	106	147	16	99	36	51	29	58	57	20	94	32	44	39	4	50	3
	68.8%	<b>68.6%</b>	66.3%	65.3%	59.3%	70.2%	56.3%	78.5%	72.5%	65.9%	71.3%	64.5%	69.1%	56.1%	73.3%	78.0%	66.7%	78.1%	75.0%
No	495	<b>53</b>	54	78	11	42	28	14	11	30	23	11	42	25	16	11	2	14	1
	31.2%	<b>31.4%</b>	33.8%	34.7%	40.7%	29.8%	43.8%	21.5%	27.5%	34.1%	28.8%	35.5%	30.9%	43.9%	26.7%	22.0%	33.3%	21.9%	25.0%
Significantly different from column:*							H	G						P	N				

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 78

X006

In the last 6 months, did you and your child’s doctor or other health provider talk about starting or stopping a prescription medication for your child?

Base: All respondents who visited a doctor or other health provider (Q77)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,588	<b>169</b>	160	225	113	94	60	65	95	37	80	50	106	50	13	75	55	39	27	108	26
Number missing or multiple answer	42	<b>3</b>	4	6	2	1	2	2	1	0	2	1	1	2	0	2	1	0	1	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,546	<b>166</b>	156	219	111	93	58	63	94	37	78	49	105	48	13	73	54	39	26	106	26
	97.4%	<b>98.2%</b>	97.5%	97.3%	98.2%	98.9%	96.7%	96.9%	98.9%	100.0%	97.5%	98.0%	99.1%	96.0%	100.0%	97.3%	98.2%	100.0%	96.3%	98.1%	100.0%
Yes	561	<b>66</b>	56	76	58	44	27	24	36	13	27	24	36	22	8	32	18	16	5	41	14
	36.3%	<b>39.8%</b>	35.9%	34.7%	52.3%	47.3%	46.6%	38.1%	38.3%	35.1%	34.6%	49.0%	34.3%	45.8%	61.5%	43.8%	33.3%	41.0%	19.2%	38.7%	53.8%
No	985	<b>100</b>	100	143	53	49	31	39	58	24	51	25	69	26	5	41	36	23	21	65	12
	63.7%	<b>60.2%</b>	64.1%	65.3%	47.7%	52.7%	53.4%	61.9%	61.7%	64.9%	65.4%	51.0%	65.7%	54.2%	38.5%	56.2%	66.7%	59.0%	80.8%	61.3%	46.2%
Significantly different from column:*					I				E										U		S

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 78**

X006

In the last 6 months, did you and your child’s doctor or other health provider talk about starting or stopping a prescription medication for your child?

Base: All respondents who visited a doctor or other health provider (Q77)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,588	<b>169</b>	160	225	27	141	64	65	40	88	80	31	136	57	60	50	6	64	4
Number missing or multiple answer	42	<b>3</b>	4	6	1	2	1	0	2	2	1	0	2	1	2	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,546	<b>166</b>	156	219	26	139	63	65	38	86	79	31	134	56	58	50	6	64	4
	97.4%	<b>98.2%</b>	97.5%	97.3%	96.3%	98.6%	98.4%	100.0%	95.0%	97.7%	98.8%	100.0%	98.5%	98.2%	96.7%	100.0%	100.0%	100.0%	100.0%
Yes	561	<b>66</b>	56	76	11	54	19	32	15	30	35	9	56	27	20	18	3	35	4
	36.3%	<b>39.8%</b>	35.9%	34.7%	42.3%	38.8%	30.2%	49.2%	39.5%	34.9%	44.3%	29.0%	41.8%	48.2%	34.5%	36.0%	50.0%	54.7%	100.0%
No	985	<b>100</b>	100	143	15	85	44	33	23	56	44	22	78	29	38	32	3	29	0
	63.7%	<b>60.2%</b>	64.1%	65.3%	57.7%	61.2%	69.8%	50.8%	60.5%	65.1%	55.7%	71.0%	58.2%	51.8%	65.5%	64.0%	50.0%	45.3%	0.0%
Significantly different from column:*							H	G											

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 79

X007

Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

Base: All respondents who visited a doctor or other health provider and whose doctor talked about starting/stopping medication (Q77 and Q78)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	561	<b>66</b>	56	76	58	44	27	24	36	13	27	24	36	22	8	32	18	16	5	41	14
Number missing or multiple answer	3	<b>1</b>	1	1	0	1	1	1	1	1	0	0	1	0	0	1	0	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	558	<b>65</b>	55	75	58	43	26	23	35	12	27	24	35	22	8	31	18	16	5	40	14
	99.5%	<b>98.5%</b>	98.2%	98.7%	100.0%	97.7%	96.3%	95.8%	97.2%	92.3%	100.0%	100.0%	97.2%	100.0%	100.0%	96.9%	100.0%	100.0%	100.0%	97.6%	100.0%
Yes	528	<b>62</b>	52	71	55	42	25	23	35	12	25	23	34	20	8	31	15	16	5	37	14
	94.6%	<b>95.4%</b>	94.5%	94.7%	94.8%	97.7%	96.2%	100.0%	100.0%	100.0%	92.6%	95.8%	97.1%	90.9%	100.0%	100.0%	83.3%	100.0%	100.0%	92.5%	100.0%
No	30	<b>3</b>	3	4	3	1	1	0	0	0	2	1	1	2	0	0	3	0	0	3	0
	5.4%	<b>4.6%</b>	5.5%	5.3%	5.2%	2.3%	3.8%	0.0%	0.0%	0.0%	7.4%	4.2%	2.9%	9.1%	0.0%	0.0%	16.7%	0.0%	0.0%	7.5%	0.0%
Significantly different from column:*																					

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 79**

X007

Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

Base: All respondents who visited a doctor or other health provider and whose doctor talked about starting/stopping medication (Q77 and Q78)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	561	<b>66</b>	56	76	11	54	19	32	15	30	35	9	56	27	20	18	3	35	4
Number missing or multiple answer	3	<b>1</b>	1	1	1	0	0	0	1	1	0	0	1	0	0	1	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	558	<b>65</b>	55	75	10	54	19	32	14	29	35	9	55	27	20	17	2	35	4
	99.5%	<b>98.5%</b>	98.2%	98.7%	90.9%	100.0%	100.0%	100.0%	93.3%	96.7%	100.0%	100.0%	98.2%	100.0%	100.0%	94.4%	66.7%	100.0%	100.0%
Yes	528	<b>62</b>	52	71	9	52	18	30	14	29	32	8	53	26	19	16	2	34	4
	94.6%	<b>95.4%</b>	94.5%	94.7%	90.0%	96.3%	94.7%	93.8%	100.0%	100.0%	91.4%	88.9%	96.4%	96.3%	95.0%	94.1%	100.0%	97.1%	100.0%
No	30	<b>3</b>	3	4	1	2	1	2	0	0	3	1	2	1	1	1	0	1	0
	5.4%	<b>4.6%</b>	5.5%	5.3%	10.0%	3.7%	5.3%	6.3%	0.0%	0.0%	8.6%	11.1%	3.6%	3.7%	5.0%	5.9%	0.0%	2.9%	0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 80

X008

Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

Base: All respondents who visited a doctor or other health provider and whose doctor talked about starting/stopping medication (Q77 and Q78)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	561	<b>66</b>	56	76	58	44	27	24	36	13	27	24	36	22	8	32	18	16	5	41	14
Number missing or multiple answer	2	<b>0</b>	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	559	<b>66</b>	54	75	58	44	27	24	36	13	27	24	36	22	8	32	18	16	5	41	14
	99.6%	<b>100.0%</b>	96.4%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	408	<b>49</b>	34	55	45	34	21	20	30	10	20	18	25	18	6	24	12	13	4	27	14
	73.0%	<b>74.2%</b>	63.0%	73.3%	77.6%	77.3%	77.8%	83.3%	83.3%	76.9%	74.1%	75.0%	69.4%	81.8%	75.0%	75.0%	66.7%	81.3%	80.0%	65.9%	100.0%
No	151	<b>17</b>	20	20	13	10	6	4	6	3	7	6	11	4	2	8	6	3	1	14	0
	27.0%	<b>25.8%</b>	37.0%	26.7%	22.4%	22.7%	22.2%	16.7%	16.7%	23.1%	25.9%	25.0%	30.6%	18.2%	25.0%	25.0%	33.3%	18.8%	20.0%	34.1%	0.0%
Significantly different from column:*																					

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 80**

X008

Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

Base: All respondents who visited a doctor or other health provider and whose doctor talked about starting/stopping medication (Q77 and Q78)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	561	<b>66</b>	56	76	11	54	19	32	15	30	35	9	56	27	20	18	3	35	4
Number missing or multiple answer	2	<b>0</b>	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	559	<b>66</b>	54	75	11	54	19	32	15	30	35	9	56	27	20	18	3	35	4
	99.6%	<b>100.0%</b>	96.4%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	408	<b>49</b>	34	55	7	41	10	25	14	25	24	4	45	19	17	13	1	29	4
	73.0%	<b>74.2%</b>	63.0%	73.3%	63.6%	75.9%	52.6%	78.1%	93.3%	83.3%	68.6%	44.4%	80.4%	70.4%	85.0%	72.2%	33.3%	82.9%	100.0%
No	151	<b>17</b>	20	20	4	13	9	7	1	5	11	5	11	8	3	5	2	6	0
	27.0%	<b>25.8%</b>	37.0%	26.7%	36.4%	24.1%	47.4%	21.9%	6.7%	16.7%	31.4%	55.6%	19.6%	29.6%	15.0%	27.8%	66.7%	17.1%	0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 81

X009

When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

Base: All respondents who visited a doctor or other health provider and whose doctor talked about starting/stopping medication (Q77 and Q78)

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	561	<b>66</b>	56	76	58	44	27	24	36	13	27	24	36	22	8	32	18	16	5	41	14
Number missing or multiple answer	5	<b>0</b>	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	556	<b>66</b>	53	74	58	44	27	24	36	13	27	24	36	22	8	32	18	16	5	41	14
	99.1%	<b>100.0%</b>	94.6%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	476	<b>54</b>	44	66	49	36	23	19	30	11	21	20	32	15	7	28	13	13	5	34	10
	85.6%	<b>81.8%</b>	83.0%	89.2%	84.5%	81.8%	85.2%	79.2%	83.3%	84.6%	77.8%	83.3%	88.9%	68.2%	87.5%	87.5%	72.2%	81.3%	100.0%	82.9%	71.4%
No	80	<b>12</b>	9	8	9	8	4	5	6	2	6	4	4	7	1	4	5	3	0	7	4
	14.4%	<b>18.2%</b>	17.0%	10.8%	15.5%	18.2%	14.8%	20.8%	16.7%	15.4%	22.2%	16.7%	11.1%	31.8%	12.5%	12.5%	27.8%	18.8%	0.0%	17.1%	28.6%
Significantly different from column:*																					

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 81**

X009

When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

Base: All respondents who visited a doctor or other health provider and whose doctor talked about starting/stopping medication (Q77 and Q78)

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	561	<b>66</b>	56	76	11	54	19	32	15	30	35	9	56	27	20	18	3	35	4
Number missing or multiple answer	5	<b>0</b>	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	556	<b>66</b>	53	74	11	54	19	32	15	30	35	9	56	27	20	18	3	35	4
	99.1%	<b>100.0%</b>	94.6%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	476	<b>54</b>	44	66	9	44	12	28	14	26	27	6	47	20	18	15	2	30	4
	85.6%	<b>81.8%</b>	83.0%	89.2%	81.8%	81.5%	63.2%	87.5%	93.3%	86.7%	77.1%	66.7%	83.9%	74.1%	90.0%	83.3%	66.7%	85.7%	100.0%
No	80	<b>12</b>	9	8	2	10	7	4	1	4	8	3	9	7	2	3	1	5	0
	14.4%	<b>18.2%</b>	17.0%	10.8%	18.2%	18.5%	36.8%	12.5%	6.7%	13.3%	22.9%	33.3%	16.1%	25.9%	10.0%	16.7%	33.3%	14.3%	0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 82

X001

Do you feel that the medical care your child received in the last 6 months has improved your child's health?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	123	<b>17</b>	7	19	11	8	7	2	9	1	8	7	7	10	0	5	7	4	6	6	3
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,701 93.3%	<b>181</b> <b>91.4%</b>	172 96.1%	268 93.4%	117 91.4%	99 92.5%	62 89.9%	71 97.3%	108 92.3%	37 97.4%	86 91.5%	56 88.9%	116 94.3%	50 83.3%	15 100.0%	82 94.3%	54 88.5%	45 91.8%	39 86.7%	111 94.9%	25 89.3%
Yes	1,410 82.9%	<b>148</b> <b>81.8%</b>	141 82.0%	205 76.5%	106 90.6%	80 80.8%	49 79.0%	53 74.6%	85 78.7%	30 81.1%	70 81.4%	46 82.1%	101 87.1%	36 72.0%	11 73.3%	72 87.8%	44 81.5%	32 71.1%	29 74.4%	93 83.8%	21 84.0%
No	291 17.1%	<b>33</b> <b>18.2%</b>	31 18.0%	63 23.5%	11 9.4%	19 19.2%	13 21.0%	18 25.4%	23 21.3%	7 18.9%	16 18.6%	10 17.9%	15 12.9%	14 28.0%	4 26.7%	10 12.2%	10 18.5%	13 28.9%	10 25.6%	18 16.2%	4 16.0%
Significantly different from column:*					FGHI	E	E	E	E				N	M		R		P			

NA - Not applicable

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 82**

X001

Do you feel that the medical care your child received in the last 6 months has improved your child's health?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	123	<b>17</b>	7	19	2	12	3	6	3	9	7	1	13	2	10	2	1	3	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,701 93.3%	<b>181</b> <b>91.4%</b>	172 96.1%	268 93.4%	28 93.3%	152 92.7%	71 95.9%	68 91.9%	41 93.2%	95 91.3%	85 92.4%	32 97.0%	148 91.9%	58 96.7%	63 86.3%	57 96.6%	6 85.7%	63 95.5%	4 100.0%
Yes	1,410 82.9%	<b>148</b> <b>81.8%</b>	141 82.0%	205 76.5%	22 78.6%	125 82.2%	54 76.1%	58 85.3%	35 85.4%	74 77.9%	73 85.9%	23 71.9%	124 83.8%	48 82.8%	49 77.8%	49 86.0%	5 83.3%	58 92.1%	4 100.0%
No	291 17.1%	<b>33</b> <b>18.2%</b>	31 18.0%	63 23.5%	6 21.4%	27 17.8%	17 23.9%	10 14.7%	6 14.6%	21 22.1%	12 14.1%	9 28.1%	24 16.2%	10 17.2%	14 22.2%	8 14.0%	1 16.7%	5 7.9%	0 0.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 83

X002

In the last 6 months, how many times have you changed your child's personal doctor or nurse?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	67	<b>8</b>	6	10	7	4	4	1	5	1	4	2	2	6	0	2	4	1	2	4	2
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,757 96.3%	<b>190</b> <b>96.0%</b>	173 96.6%	277 96.5%	121 94.5%	103 96.3%	65 94.2%	72 98.6%	112 95.7%	37 97.4%	90 95.7%	61 96.8%	121 98.4%	54 90.0%	15 100.0%	85 97.7%	57 93.4%	48 98.0%	43 95.6%	113 96.6%	26 92.9%
1 time	107 6.1%	<b>14</b> <b>7.4%</b>	9 5.2%	17 6.1%	10 8.3%	9 8.7%	6 9.2%	5 6.9%	12 10.7%	1 2.7%	7 7.8%	6 9.8%	8 6.6%	4 7.4%	2 13.3%	4 4.7%	5 8.8%	5 10.4%	3 7.0%	6 5.3%	4 15.4%
2 times	23 1.3%	<b>2</b> <b>1.1%</b>	3 1.7%	2 0.7%	1 0.8%	1 1.0%	1 1.5%	1 1.4%	2 1.8%	1 2.7%	0 0.0%	1 1.6%	0 0.0%	1 1.9%	1 6.7%	0 0.0%	1 1.8%	1 2.1%	2 4.7%	0 0.0%	0 0.0%
3 or more times	9 0.5%	<b>1</b> <b>0.5%</b>	1 0.6%	2 0.7%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	0 0.0%	1 1.6%	1 0.8%	0 0.0%	0 0.0%	1 1.2%	0 0.0%	0 0.0%	0 0.0%	1 0.9%	0 0.0%
I have not changed my child's personal doctor or nurse in the last 6 months	1,618 92.1%	<b>173</b> <b>91.1%</b>	160 92.5%	256 92.4%	109 90.1%	93 90.3%	58 89.2%	66 91.7%	97 86.6%	35 94.6%	83 92.2%	53 86.9%	112 92.6%	49 90.7%	12 80.0%	80 94.1%	51 89.5%	42 87.5%	38 88.4%	106 93.8%	22 84.6%
Significantly different from column:*																					

NA - Not applicable

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



**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 83**

X002

In the last 6 months, how many times have you changed your child's personal doctor or nurse?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	67	<b>8</b>	6	10	1	4	0	1	2	5	2	0	5	0	4	2	1	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,757 96.3%	<b>190</b> <b>96.0%</b>	173 96.6%	277 96.5%	29 96.7%	160 97.6%	74 100.0%	73 98.6%	42 95.5%	99 95.2%	90 97.8%	33 100.0%	156 96.9%	60 100.0%	69 94.5%	57 96.6%	6 85.7%	65 98.5%	4 100.0%
1 time	107 6.1%	<b>14</b> <b>7.4%</b>	9 5.2%	17 6.1%	1 3.4%	13 8.1%	7 9.5%	4 5.5%	3 7.1%	5 5.1%	9 10.0%	2 6.1%	12 7.7%	6 10.0%	5 7.2%	3 5.3%	0 0.0%	3 4.6%	2 50.0%
2 times	23 1.3%	<b>2</b> <b>1.1%</b>	3 1.7%	2 0.7%	1 3.4%	1 0.6%	1 1.4%	0 0.0%	1 2.4%	2 2.0%	0 0.0%	2 6.1%	0 0.0%	2 3.3%	0 0.0%	0 0.0%	2 33.3%	0 0.0%	0 0.0%
3 or more times	9 0.5%	<b>1</b> <b>0.5%</b>	1 0.6%	2 0.7%	1 3.4%	0 0.0%	0 0.0%	0 0.0%	1 2.4%	0 0.0%	1 1.1%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 1.8%	0 0.0%	1 1.5%	0 0.0%
I have not changed my child's personal doctor or nurse in the last 6 months	1,618 92.1%	<b>173</b> <b>91.1%</b>	160 92.5%	256 92.4%	26 89.7%	146 91.3%	66 89.2%	69 94.5%	37 88.1%	92 92.9%	80 88.9%	29 87.9%	143 91.7%	52 86.7%	64 92.8%	53 93.0%	4 66.7%	61 93.8%	2 50.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 84

X003

In the last 6 months, when you and your child had to travel to see your child’s personal doctor or nurse in person, about how long did it take, on average, to get to your child’s personal doctor or nurse’s office?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	84	<b>9</b>	8	21	7	5	5	2	5	0	5	3	5	4	0	3	3	2	4	3	2
Number no experience	47	<b>8</b>	6	16	4	6	3	1	7	1	6	1	4	4	0	2	2	4	3	3	2
Usable responses	1,693 92.8%	<b>181</b> <b>91.4%</b>	165 92.2%	250 87.1%	117 91.4%	96 89.7%	61 88.4%	70 95.9%	105 89.7%	37 97.4%	83 88.3%	59 93.7%	114 92.7%	52 86.7%	15 100.0%	82 94.3%	56 91.8%	43 87.8%	38 84.4%	111 94.9%	24 85.7%
More than 1 hour	70 4.1%	<b>3</b> <b>1.7%</b>	11 6.7%	8 3.2%	1 0.9%	2 2.1%	2 3.3%	2 2.9%	2 1.9%	0 0.0%	3 3.6%	0 0.0%	0 0.0%	3 5.8%	0 0.0%	1 1.2%	1 1.8%	1 2.3%	2 5.3%	1 0.9%	0 0.0%
Between 30 minutes and 1 hour	424 25.0%	<b>50</b> <b>27.6%</b>	36 21.8%	53 21.2%	33 28.2%	22 22.9%	16 26.2%	19 27.1%	22 21.0%	9 24.3%	20 24.1%	21 35.6%	34 29.8%	12 23.1%	4 26.7%	25 30.5%	14 25.0%	11 25.6%	13 34.2%	31 27.9%	4 16.7%
Less than 30 minutes	1,199 70.8%	<b>128</b> <b>70.7%</b>	118 71.5%	189 75.6%	83 70.9%	72 75.0%	43 70.5%	49 70.0%	81 77.1%	28 75.7%	60 72.3%	38 64.4%	80 70.2%	37 71.2%	11 73.3%	56 68.3%	41 73.2%	31 72.1%	23 60.5%	79 71.2%	20 83.3%
Significantly different from column:*																					

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

**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 84**

X003

In the last 6 months, when you and your child had to travel to see your child’s personal doctor or nurse in person, about how long did it take, on average, to get to your child’s personal doctor or nurse’s office?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	84	<b>9</b>	8	21	0	6	2	1	1	3	5	2	5	1	4	2	0	1	0
Number no experience	47	<b>8</b>	6	16	3	5	3	2	3	5	3	1	7	5	2	1	1	0	0
Usable responses	1,693	<b>181</b>	165	250	27	153	69	71	40	96	84	30	149	54	67	56	6	65	4
	92.8%	<b>91.4%</b>	92.2%	87.1%	90.0%	93.3%	93.2%	95.9%	90.9%	92.3%	91.3%	90.9%	92.5%	90.0%	91.8%	94.9%	85.7%	98.5%	100.0%
More than 1 hour	70	<b>3</b>	11	8	1	2	0	3	0	2	1	0	3	0	2	1	0	1	0
	4.1%	<b>1.7%</b>	6.7%	3.2%	3.7%	1.3%	0.0%	4.2%	0.0%	2.1%	1.2%	0.0%	2.0%	0.0%	3.0%	1.8%	0.0%	1.5%	0.0%
Between 30 minutes and 1 hour	424	<b>50</b>	36	53	11	39	17	18	14	26	24	8	42	12	23	14	1	20	1
	25.0%	<b>27.6%</b>	21.8%	21.2%	40.7%	25.5%	24.6%	25.4%	35.0%	27.1%	28.6%	26.7%	28.2%	22.2%	34.3%	25.0%	16.7%	30.8%	25.0%
Less than 30 minutes	1,199	<b>128</b>	118	189	15	112	52	50	26	68	59	22	104	42	42	41	5	44	3
	70.8%	<b>70.7%</b>	71.5%	75.6%	55.6%	73.2%	75.4%	70.4%	65.0%	70.8%	70.2%	73.3%	69.8%	77.8%	62.7%	73.2%	83.3%	67.7%	75.0%
Significantly different from column:*																			

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

# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 85

X004

For health care, when you and your child travel to see your child’s personal doctor or nurse in person, how far do you and your child have to travel to visit your child’s personal doctor or nurse?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	66	<b>7</b>	4	14	6	4	3	3	4	1	2	3	3	3	1	2	3	1	1	3	3
Number no experience	86	<b>10</b>	11	14	5	5	4	1	6	1	7	2	6	4	0	3	5	2	3	5	1
Usable responses	1,672 91.7%	<b>181</b> <b>91.4%</b>	164 91.6%	259 90.2%	117 91.4%	98 91.6%	62 89.9%	69 94.5%	107 91.5%	36 94.7%	85 90.4%	58 92.1%	114 92.7%	53 88.3%	14 93.3%	82 94.3%	53 86.9%	46 93.9%	41 91.1%	109 93.2%	24 85.7%
More than 10 miles	456 27.3%	<b>38</b> <b>21.0%</b>	37 22.6%	70 27.0%	23 19.7%	20 20.4%	14 22.6%	17 24.6%	22 20.6%	6 16.7%	16 18.8%	16 27.6%	24 21.1%	9 17.0%	5 35.7%	18 22.0%	6 11.3%	14 30.4%	11 26.8%	20 18.3%	5 20.8%
10 miles or less	1,216 72.7%	<b>143</b> <b>79.0%</b>	127 77.4%	189 73.0%	94 80.3%	78 79.6%	48 77.4%	52 75.4%	85 79.4%	30 83.3%	69 81.2%	42 72.4%	90 78.9%	44 83.0%	9 64.3%	64 78.0%	47 88.7%	32 69.6%	30 73.2%	89 81.7%	19 79.2%
Significantly different from column:*																R	Q				

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

# MedStar Family Choice

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 85

X004

For health care, when you and your child travel to see your child’s personal doctor or nurse in person, how far do you and your child have to travel to visit your child’s personal doctor or nurse?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	66	<b>7</b>	4	14	0	4	1	1	0	3	3	1	4	0	5	0	0	1	1
Number no experience	86	<b>10</b>	11	14	1	9	5	4	1	3	7	3	7	3	5	2	0	2	1
Usable responses	1,672	<b>181</b>	164	259	29	151	68	69	43	98	82	29	150	57	63	57	7	63	2
	91.7%	<b>91.4%</b>	91.6%	90.2%	96.7%	92.1%	91.9%	93.2%	97.7%	94.2%	89.1%	87.9%	93.2%	95.0%	86.3%	96.6%	100.0%	95.5%	50.0%
More than 10 miles	456	<b>38</b>	37	70	7	31	12	16	9	24	14	3	35	9	16	12	0	18	0
	27.3%	<b>21.0%</b>	22.6%	27.0%	24.1%	20.5%	17.6%	23.2%	20.9%	24.5%	17.1%	10.3%	23.3%	15.8%	25.4%	21.1%	0.0%	28.6%	0.0%
10 miles or less	1,216	<b>143</b>	127	189	22	120	56	53	34	74	68	26	115	48	47	45	7	45	2
	72.7%	<b>79.0%</b>	77.4%	73.0%	75.9%	79.5%	82.4%	76.8%	79.1%	75.5%	82.9%	89.7%	76.7%	84.2%	74.6%	78.9%	100.0%	71.4%	100.0%
Significantly different from column:*																			

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# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 86

X010

In the last 6 months, how often was it easy to get an appointment for your child with a health provider by phone or video?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	84	<b>10</b>	5	11	8	5	4	2	7	1	4	4	5	4	1	4	3	2	2	5	3
Number no experience	294	<b>28</b>	27	62	9	18	14	14	17	7	13	8	15	10	3	12	10	6	13	11	2
Usable responses	1,446 79.3%	<b>160</b> <b>80.8%</b>	147 82.1%	214 74.6%	111 86.7%	84 78.5%	51 73.9%	57 78.1%	93 79.5%	30 78.9%	77 81.9%	51 81.0%	103 83.7%	46 76.7%	11 73.3%	71 81.6%	48 78.7%	41 83.7%	30 66.7%	101 86.3%	23 82.1%
Never	51 3.5%	<b>11</b> <b>6.9%</b>	8 5.4%	7 3.3%	6 5.4%	2 2.4%	2 3.9%	3 5.3%	7 7.5%	4 13.3%	4 5.2%	3 5.9%	6 5.8%	2 4.3%	3 27.3%	3 4.2%	3 6.3%	5 12.2%	8 26.7%	3 3.0%	0 0.0%
Sometimes	217 15.0%	<b>18</b> <b>11.3%</b>	19 12.9%	22 10.3%	10 9.0%	7 8.3%	6 11.8%	7 12.3%	11 11.8%	6 20.0%	7 9.1%	5 9.8%	11 10.7%	6 13.0%	1 9.1%	7 9.9%	4 8.3%	7 17.1%	5 16.7%	11 10.9%	0 0.0%
Usually	345 23.9%	<b>41</b> <b>25.6%</b>	39 26.5%	55 25.7%	26 23.4%	26 31.0%	13 25.5%	15 26.3%	22 23.7%	4 13.3%	21 27.3%	15 29.4%	26 25.2%	13 28.3%	2 18.2%	17 23.9%	12 25.0%	12 29.3%	4 13.3%	27 26.7%	10 43.5%
Always	833 57.6%	<b>90</b> <b>56.3%</b>	81 55.1%	130 60.7%	69 62.2%	49 58.3%	30 58.8%	32 56.1%	53 57.0%	16 53.3%	45 58.4%	28 54.9%	60 58.3%	25 54.3%	5 45.5%	44 62.0%	29 60.4%	17 41.5%	13 43.3%	60 59.4%	13 56.5%
Significantly different from column:*															R		P				
Usually or Always	1,178 81.5%	<b>131</b> <b>81.9%</b>	120 81.6%	185 86.4%	95 85.6%	75 89.3%	43 84.3%	47 82.5%	75 80.6%	20 66.7%	66 85.7%	43 84.3%	86 83.5%	38 82.6%	7 63.6%	61 85.9%	41 85.4%	29 70.7%	17 56.7%	87 86.1%	23 100.0%
Significantly different from column:*										K	J								TU	S	S

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**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 86**

X010

In the last 6 months, how often was it easy to get an appointment for your child with a health provider by phone or video?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	84	<b>10</b>	5	11	1	6	2	3	0	4	5	2	6	0	7	1	0	1	1
Number no experience	294	<b>28</b>	27	62	4	24	12	11	5	17	11	7	21	13	7	7	2	3	1
Usable responses	1,446 79.3%	<b>160</b> <b>80.8%</b>	147 82.1%	214 74.6%	25 83.3%	134 81.7%	60 81.1%	60 81.1%	39 88.6%	83 79.8%	76 82.6%	24 72.7%	134 83.2%	47 78.3%	59 80.8%	51 86.4%	5 71.4%	62 93.9%	2 50.0%
Never	51 3.5%	<b>11</b> <b>6.9%</b>	8 5.4%	7 3.3%	2 8.0%	9 6.7%	5 8.3%	4 6.7%	1 2.6%	6 7.2%	5 6.6%	4 16.7%	7 5.2%	2 4.3%	4 6.8%	3 5.9%	1 20.0%	1 1.6%	0 0.0%
Sometimes	217 15.0%	<b>18</b> <b>11.3%</b>	19 12.9%	22 10.3%	2 8.0%	16 11.9%	7 11.7%	3 5.0%	8 20.5%	11 13.3%	7 9.2%	3 12.5%	15 11.2%	5 10.6%	6 10.2%	7 13.7%	0 0.0%	4 6.5%	0 0.0%
Usually	345 23.9%	<b>41</b> <b>25.6%</b>	39 26.5%	55 25.7%	7 28.0%	34 25.4%	17 28.3%	15 25.0%	9 23.1%	22 26.5%	18 23.7%	4 16.7%	36 26.9%	15 31.9%	11 18.6%	14 27.5%	2 40.0%	18 29.0%	1 50.0%
Always	833 57.6%	<b>90</b> <b>56.3%</b>	81 55.1%	130 60.7%	14 56.0%	75 56.0%	31 51.7%	38 63.3%	21 53.8%	44 53.0%	46 60.5%	13 54.2%	76 56.7%	25 53.2%	38 64.4%	27 52.9%	2 40.0%	39 62.9%	1 50.0%
Significantly different from column:*																			
Usually or Always	1,178 81.5%	<b>131</b> <b>81.9%</b>	120 81.6%	185 86.4%	21 84.0%	109 81.3%	48 80.0%	53 88.3%	30 76.9%	66 79.5%	64 84.2%	17 70.8%	112 83.6%	40 85.1%	49 83.1%	41 80.4%	4 80.0%	57 91.9%	2 100.0%
Significantly different from column:*																			

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# MedStar Family Choice

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

## Question 87

X011

In the last 6 months, how often was it easy to get the care your child needed by phone or video?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Type of Chronic Condition					Child Age			Child Health Status			Child Mental Health Status			Child Doctor Visits in Last 6 Mos.		
					(Q55)	(Q58)	(Q61)	(Q64)	(Q67)	(Q69)			(Q53)			(Q54)			(Q7)		
					Takes Prescription Medicine	More Medical Care Than Usual	Limited/Prevented from Doing Usual Things	Gets Special Therapy	Gets Treatment or Counseling	0 to 5	6 to 13	14 to 18	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
Number in sample	1,824	<b>198</b>	179	287	128	107	69	73	117	38	94	63	123	60	15	87	61	49	45	117	28
Number missing or multiple answer	73	<b>7</b>	8	12	5	4	3	2	5	1	3	2	3	3	1	2	3	1	1	3	3
Number no experience	505	<b>60</b>	41	77	30	32	24	21	32	9	35	15	40	18	2	26	18	16	21	37	1
Usable responses	1,246 68.3%	<b>131</b> <b>66.2%</b>	130 72.6%	198 69.0%	93 72.7%	71 66.4%	42 60.9%	50 68.5%	80 68.4%	28 73.7%	56 59.6%	46 73.0%	80 65.0%	39 65.0%	12 80.0%	59 67.8%	40 65.6%	32 65.3%	23 51.1%	77 65.8%	24 85.7%
Never	76 6.1%	<b>13</b> <b>9.9%</b>	9 6.9%	11 5.6%	5 5.4%	4 5.6%	4 9.5%	7 14.0%	9 11.3%	5 17.9%	5 8.9%	3 6.5%	5 6.3%	4 10.3%	4 33.3%	4 6.8%	4 10.0%	5 15.6%	6 26.1%	6 7.8%	0 0.0%
Sometimes	182 14.6%	<b>13</b> <b>9.9%</b>	15 11.5%	17 8.6%	8 8.6%	5 7.0%	4 9.5%	6 12.0%	6 7.5%	5 17.9%	2 3.6%	6 13.0%	7 8.8%	5 12.8%	1 8.3%	7 11.9%	5 12.5%	1 3.1%	2 8.7%	9 11.7%	0 0.0%
Usually	290 23.3%	<b>29</b> <b>22.1%</b>	24 18.5%	46 23.2%	23 24.7%	19 26.8%	10 23.8%	8 16.0%	15 18.8%	2 7.1%	15 26.8%	11 23.9%	18 22.5%	10 25.6%	1 8.3%	13 22.0%	8 20.0%	8 25.0%	3 13.0%	16 20.8%	9 37.5%
Always	698 56.0%	<b>76</b> <b>58.0%</b>	82 63.1%	124 62.6%	57 61.3%	43 60.6%	24 57.1%	29 58.0%	50 62.5%	16 57.1%	34 60.7%	26 56.5%	50 62.5%	20 51.3%	6 50.0%	35 59.3%	23 57.5%	18 56.3%	12 52.2%	46 59.7%	15 62.5%
Significantly different from column:*																					
Usually or Always	988 79.3%	<b>105</b> <b>80.2%</b>	106 81.5%	170 85.9%	80 86.0%	62 87.3%	34 81.0%	37 74.0%	65 81.3%	18 64.3%	49 87.5%	37 80.4%	68 85.0%	30 76.9%	7 58.3%	48 81.4%	31 77.5%	26 81.3%	15 65.2%	62 80.5%	24 100.0%
Significantly different from column:*										K	J										

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**MedStar Family Choice**

5157000

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2022 (Fielded February - May 2023) --- CCC Population

**Question 87**

X011

In the last 6 months, how often was it easy to get the care your child needed by phone or video?

Base: All respondents

	2023 HealthChoice Aggregate	2023	2022	2021	Respondent Gender (Q74)		Respondent Education (Q75)			Child Gender (Q70)		Child Ethnicity (Q71)		Child Race (Q72)			Child Specialist Visits in Last 6 Mos. (Q42)		
					Male	Female	HS grad or less	Some college	College grad or more	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,824	<b>198</b>	179	287	30	164	74	74	44	104	92	33	161	60	73	59	7	66	4
Number missing or multiple answer	73	<b>7</b>	8	12	0	4	0	2	0	3	3	2	3	0	4	1	0	1	1
Number no experience	505	<b>60</b>	41	77	9	51	18	22	19	35	25	9	51	15	23	20	4	14	1
Usable responses	1,246	<b>131</b>	130	198	21	109	56	50	25	66	64	22	107	45	46	38	3	51	2
	68.3%	<b>66.2%</b>	72.6%	69.0%	70.0%	66.5%	75.7%	67.6%	56.8%	63.5%	69.6%	66.7%	66.5%	75.0%	63.0%	64.4%	42.9%	77.3%	50.0%
Never	76	<b>13</b>	9	11	4	9	7	3	3	10	3	4	8	3	5	4	1	2	0
	6.1%	<b>9.9%</b>	6.9%	5.6%	19.0%	8.3%	12.5%	6.0%	12.0%	15.2%	4.7%	18.2%	7.5%	6.7%	10.9%	10.5%	33.3%	3.9%	0.0%
Sometimes	182	<b>13</b>	15	17	1	12	6	4	3	7	6	4	9	6	4	3	0	3	0
	14.6%	<b>9.9%</b>	11.5%	8.6%	4.8%	11.0%	10.7%	8.0%	12.0%	10.6%	9.4%	18.2%	8.4%	13.3%	8.7%	7.9%	0.0%	5.9%	0.0%
Usually	290	<b>29</b>	24	46	5	24	11	9	9	15	13	1	27	14	7	7	1	13	1
	23.3%	<b>22.1%</b>	18.5%	23.2%	23.8%	22.0%	19.6%	18.0%	36.0%	22.7%	20.3%	4.5%	25.2%	31.1%	15.2%	18.4%	33.3%	25.5%	50.0%
Always	698	<b>76</b>	82	124	11	64	32	34	10	34	42	13	63	22	30	24	1	33	1
	56.0%	<b>58.0%</b>	63.1%	62.6%	52.4%	58.7%	57.1%	68.0%	40.0%	51.5%	65.6%	59.1%	58.9%	48.9%	65.2%	63.2%	33.3%	64.7%	50.0%
Significantly different from column:*								I	H										
Usually or Always	988	<b>105</b>	106	170	16	88	43	43	19	49	55	14	90	36	37	31	2	46	2
	79.3%	<b>80.2%</b>	81.5%	85.9%	76.2%	80.7%	76.8%	86.0%	76.0%	74.2%	85.9%	63.6%	84.1%	80.0%	80.4%	81.6%	66.7%	90.2%	100.0%
Significantly different from column:*																			

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## APPENDIX D. SURVEY MATERIALS



## SURVEY INSTRUCTIONS

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

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

- <sub>1</sub> Yes → *If Yes, Go to Question 1*  
<sub>2</sub> No

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

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

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

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 MedStar Family Choice. Is that right?

- <sub>1</sub> Yes → *If Yes, Go to Question 3*  
<sub>2</sub> No

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

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## 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?

- <sub>1</sub> Yes  
<sub>2</sub> No → *If 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?

- <sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> 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?

- <sub>1</sub> Yes  
<sub>2</sub> No → *If No, Go to Question 7*

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

- <sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> 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?

- <sub>0</sub> None → **If None, Go to Question 11**
- <sub>1</sub> 1 time
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5 to 9
- <sub>6</sub> 10 or more times

8. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

9. 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                       |
| <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Worst health care possible |                          |                          |                          |                          | Best health care possible |                          |                          |                          |                          |                          |

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

11. Is your child now enrolled in any kind of school or daycare?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 14**

12. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 14**

13. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

- <sub>1</sub> Yes
- <sub>2</sub> No

## SPECIALIZED SERVICES

14. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 17**

15. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

16. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- <sub>1</sub> Yes
- <sub>2</sub> No

17. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 20**

18. In the last 6 months, how often was it easy to get this therapy for your child?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

19. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

- <sub>1</sub> Yes
- <sub>2</sub> No

20. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 23**

21. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

22. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

- <sub>1</sub> Yes
- <sub>2</sub> No

23. 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?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 25**

24. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- <sub>1</sub> Yes
- <sub>2</sub> No

## YOUR CHILD'S PERSONAL DOCTOR

25. 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?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 40**

26. 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?

- <sub>0</sub> None → **If None, Go to Question 36**
- <sub>1</sub> 1 time
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5 to 9
- <sub>6</sub> 10 or more times

27. 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 32**

31. 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Yes
- <sub>2</sub> No

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

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 36**

35. 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

36. 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                       |
| <input type="checkbox"/>       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Worst personal doctor possible |                          |                          |                          |                          | Best personal doctor possible |                          |                          |                          |                          |                          |

37. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 40**

38. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

- <sub>1</sub> Yes
- <sub>2</sub> No

39. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

- <sub>1</sub> Yes
- <sub>2</sub> No

### 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 not include dental visits or care your child got when he or she stayed overnight in a hospital.**

40. 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?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 44**

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>0</sub> None → **If None, Go to Question 44**
- <sub>1</sub> 1 specialist
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5 or more specialists

43. 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                       |
| <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Worst specialist possible |                          |                          |                          |                          | Best specialist possible |                          |                          |                          |                          |                          |



56. Is this because of any medical, behavioral, or other health condition?

- <sub>1</sub> Yes  
<sub>2</sub> No → **If No, Go to Question 58**

57. Is this a condition that has lasted or is expected to last for at least 12 months?

- <sub>1</sub> Yes  
<sub>2</sub> No

58. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

- <sub>1</sub> Yes  
<sub>2</sub> No → **If No, Go to Question 61**

59. Is this because of any medical, behavioral, or other health condition?

- <sub>1</sub> Yes  
<sub>2</sub> No → **If No, Go to Question 61**

60. Is this a condition that has lasted or is expected to last for at least 12 months?

- <sub>1</sub> Yes  
<sub>2</sub> No

61. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

- <sub>1</sub> Yes  
<sub>2</sub> No → **If No, Go to Question 64**

62. Is this because of any medical, behavioral, or other health condition?

- <sub>1</sub> Yes  
<sub>2</sub> No → **If No, Go to Question 64**

63. Is this a condition that has lasted or is expected to last for at least 12 months?

- <sub>1</sub> Yes  
<sub>2</sub> No

64. Does your child need or get special therapy such as physical, occupational, or speech therapy?

- <sub>1</sub> Yes  
<sub>2</sub> No → **If No, Go to Question 67**

65. Is this because of any medical, behavioral, or other health condition?

- <sub>1</sub> Yes  
<sub>2</sub> No → **If No, Go to Question 67**

66. Is this a condition that has lasted or is expected to last for at least 12 months?

- <sub>1</sub> Yes  
<sub>2</sub> No

67. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

- <sub>1</sub> Yes  
<sub>2</sub> No → **If No, Go to Question 69**

68. Has this problem lasted or is it expected to last for at least 12 months?

- <sub>1</sub> Yes  
<sub>2</sub> No

69. What is your child's age?

- <sub>00</sub> Less than 1 year old  
\_\_\_\_\_ YEARS OLD (*write in*)

70. Is your child male or female?

- <sub>1</sub> Male  
<sub>2</sub> Female

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

- <sub>1</sub> Yes, Hispanic or Latino  
<sub>2</sub> No, not Hispanic or Latino

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

- <sub>a</sub> White  
<sub>b</sub> Black or African-American  
<sub>c</sub> Asian  
<sub>d</sub> Native Hawaiian or other Pacific Islander  
<sub>e</sub> American Indian or Alaska Native  
<sub>f</sub> Other



73. What is your age?

- <sub>0</sub> Under 18
- <sub>1</sub> 18 to 24
- <sub>2</sub> 25 to 34
- <sub>3</sub> 35 to 44
- <sub>4</sub> 45 to 54
- <sub>5</sub> 55 to 64
- <sub>6</sub> 65 to 74
- <sub>7</sub> 75 or older

74. Are you male or female?

- <sub>1</sub> Male
- <sub>2</sub> Female

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

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

76. How are you related to the child?

- <sub>1</sub> Mother or father
- <sub>2</sub> Grandparent
- <sub>3</sub> Aunt or uncle
- <sub>4</sub> Older brother or sister
- <sub>5</sub> Other relative
- <sub>6</sub> Legal guardian
- <sub>7</sub> Someone else

**Now we would like to ask a few more questions about the services your child's health plan provides.**

77. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

- <sub>1</sub> Yes
- <sub>2</sub> No
- <sub>3</sub> My child did not have a visit with a doctor or other health provider in the last 6 months  
→ **Go to Question 82**

78. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medication for your child?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 82**

79. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

- <sub>1</sub> Yes
- <sub>2</sub> No

80. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

- <sub>1</sub> Yes
- <sub>2</sub> No

81. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

- <sub>1</sub> Yes
- <sub>2</sub> No

82. Do you feel that the medical care your child received in the last 6 months has improved your child's health?

- <sub>1</sub> Yes
- <sub>2</sub> No

83. In the last 6 months, how many times have you changed your child's personal doctor or nurse?

- <sub>1</sub> 1 time
- <sub>2</sub> 2 times
- <sub>3</sub> 3 or more times
- <sub>4</sub> I have not changed my child's personal doctor or nurse in the last 6 months

84. In the last 6 months, when you and your child had to travel to see your child's personal doctor or nurse in person, about how long did it take, on average, to get to your child's personal doctor or nurse's office?

- <sub>1</sub> Less than 30 minutes
- <sub>2</sub> Between 30 minutes and 1 hour
- <sub>3</sub> More than 1 hour
- <sub>4</sub> I don't know

85. For health care, when you and your child travel to see your child's personal doctor or nurse in person, how far do you and your child have to travel to visit your child's personal doctor or nurse?

- <sub>1</sub> 10 miles or less
- <sub>2</sub> More than 10 miles
- <sub>3</sub> I don't know

86. In the last 6 months, how often was it easy to get an appointment for your child with a health provider by phone or video?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always
- <sub>5</sub> I did not try to make any appointments for my child by phone or video in the last 6 months

87. In the last 6 months, how often was it easy to get the care your child needed by phone or video?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always
- <sub>5</sub> I did not try get care for my child by phone or video in the last 6 months

## THANK YOU

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

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

**Please do not include any other correspondence.**