



2004 CAHPS<sup>®</sup> 3.0H  
OHIO MEDICAID MEMBER  
SATISFACTION SURVEY

Children with Chronic  
Conditions Report



OHIO MEDICAID COMPREHENSIVE  
MANAGED CARE PROGRAM

November 2004

**HSAG**  
HEALTH SERVICES  
ADVISORY GROUP

Ohio Department of Job and Family Services

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# Introduction

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## BACKGROUND

The Ohio Department of Job and Family Services (ODJFS) administers member satisfaction surveys for all managed care plans (MCPs) in the Ohio Medicaid Comprehensive Managed Care (CMC) Program. The goal of the CAHPS<sup>®1</sup> Surveys is to provide performance feedback that will be used to improve overall Ohio Medicaid CMC member satisfaction with MCPs. The standardized survey instrument selected was the CAHPS<sup>®</sup> 3.0H Child Medicaid Survey (with Chronic Conditions measurement set). For the Ohio Medicaid CMC Program, four MCPs participated in the 2004 CAHPS<sup>®</sup> 3.0H Child Medicaid Survey. The parents or caretakers of child members from each MCP completed the survey during the period of February through May 2004. All MCP members sampled received an English version of the survey. The following is a list of the MCPs that participated in the survey.

Ohio Medicaid CMC Program Participating MCPs	
MCP NAME	MCP ABBREVIATION
CareSource	CareSource
Paramount Advantage, Inc.	Paramount
QualChoice Health Plan	QualChoice
SummaCare Health Plan	SummaCare

This Ohio Medicaid Managed Care CAHPS<sup>®</sup> Children with Chronic Conditions (CCC) Report is one of four separate reports that have been created to provide ODJFS with a comprehensive analysis of the 2004 Ohio CAHPS<sup>®</sup> results. Information on all four reports can be found in the Methodology Report.

## SAMPLING PROCEDURES

### Sample Frame

The members eligible for sampling included those who were MCP members at the time the sample was drawn, who were age 17 years or younger (as of December 31, 2003), and who were continuously enrolled in the MCP for at least five of the last six months (July through December) of 2003. A sample frame of 266,430 child members was produced.

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<sup>1</sup> CAHPS<sup>®</sup> is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

## **Sample Size**

A random sample of 1,650 child members was selected from each participating MCP for National Committee for Quality Assurance (NCQA) Sample A, which represents the general population of children. Child members in Sample A could have a chronic condition prescreen status code of 1, 2, or 3. A prescreen code of 1 indicates that the member had no claims or encounters during the last six months of 2003. A prescreen code of 2 (also known as a positive prescreen status code) indicates that the member had claims or encounters that suggest that the member has a greater probability of having a chronic condition. A prescreen code of 3 indicates that the member had claims or encounters that do not suggest that the member has a greater probability of having a chronic condition.<sup>2</sup> A total of 6,600 child surveys for children in Sample A were mailed out for the four participating MCPs in the State of Ohio. After selecting child members for Sample A, a random sample of 1,840 child members with a prescreen code of 2 was selected from each MCP for NCQA Sample B, which represents the population of children who are more likely to have a chronic condition. A total of 7,360 child surveys for children in Sample B were mailed out for the four participating MCPs in the State of Ohio. Therefore, a total of 3,490 child members were selected from each participating MCP, and a total of 13,960 child surveys for children in Sample A and Sample B were mailed for the four participating MCPs in the State of Ohio. Please note, child members in both Samples A and B received the same CAHPS<sup>®</sup> 3.0H Child Medicaid Survey (with CCC measurement set) instrument. The CAHPS<sup>®</sup> 3.0H Child Medicaid Survey also includes a number of questions comprising a *CCC screener*. This screener is utilized to identify children with chronic conditions from both Samples A and B. The results presented in this CCC Report are based on the responses of parents or caretakers of children with and without chronic conditions. Additional information on the CCC population and CCC screener can be found beginning on page B4.

The NCQA protocol permits over-sampling in 5 percent increments up to 30 percent. For the Ohio Medicaid CMC Program, no over-sampling was performed on the child population. Given the large number of child members sampled from each MCP, over-sampling was not performed on this population.

## **SURVEY PROTOCOL**

The survey administration protocol was designed to achieve a high response rate from members, thus minimizing the potential effects of non-response bias. The survey process allows for two methods by which the members can complete the survey. The first “phase” consists of a mailed survey that is to be completed and mailed back by the members. All MCP members sampled received an English version of the survey. The second “phase” is a Computer Assisted Telephone Interview (CATI) survey of members who have not mailed in their survey or who have mailed in an incomplete survey. An incomplete survey is defined as one that has less than 80 percent of the

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<sup>2</sup> National Committee for Quality Assurance. *HEDIS 2004, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2003.

pertinent questions answered and/or is missing responses to critical questions, as designated by NCQA.<sup>3</sup> Table A1, on page A4, depicts the survey administration timeframe.

Health Plan Employer Data and Information Set (HEDIS®)<sup>4</sup> specifications require that Health Services Advisory Group, Inc. (HSAG) be provided a list of all eligible members for the sampling frame.

Following HEDIS requirements, HSAG sampled members who met the following criteria:

- Were age 17 years or younger as of December 31, 2003
- Were currently enrolled in the MCP
- Had been continuously enrolled for at least five of the last six months of 2003
- Had Medicaid as the primary payer

HSAG inspected a sample of the file records to check for any apparent problems with the files, such as missing address elements. A random sample of records from each MCP was passed through the United States Postal Service's National Change of Address (NCOA) system to obtain new addresses for members who had moved (if they had given the Postal Service a new address). Following NCQA requirements, the survey samples were random samples with no more than one member being selected per household.

The HEDIS specifications for CAHPS® 3.0H require that the name of the health plan appear in the questionnaires, letters, and postcards; that the letters and cards bear the signature of a high ranking health plan or State official; and that the questionnaire packages include a postage paid reply envelope addressed to the organization conducting the survey. HSAG complied with these specifications.

According to HEDIS® specifications for the CAHPS® 3.0H Surveys, this survey was completed using the timeframe shown in Table A1, on page A4.

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<sup>3</sup> National Committee for Quality Assurance. *Quality Assurance Plan for HEDIS 2004 Survey Measures*. Washington, DC: NCQA Publication, 2003.

<sup>4</sup> HEDIS® is a registered trademark of NCQA.

<b>Table A1 CAHPS® 3.0H Surveys Timeframe</b>	
Basic Tasks for Conducting the Surveys	Timeframe
Send first questionnaire with cover letter to the respondent	Day 1
Send a postcard reminder to non-respondents four to 10 days after mailing the first questionnaire	Days 5 - 11
Send a second questionnaire (and letter) to non-respondents approximately 35 days after mailing the first questionnaire	Day 36
Send a second postcard reminder to non-respondents four to 10 days after mailing the second questionnaire	Days 40 - 46
Initiate CATI interviews for non-respondents approximately 21 days after mailing the second questionnaire	Day 58
Initiate systematic contact for all non-respondents such that at least three telephone calls are attempted at different times of the day, on different days of the week, and in different weeks	Days 58 - 72
Telephone follow-up sequence completed (i.e., completed interviews obtained or maximum calls reached for all non-respondents) approximately 14 days after initiation	Day 72

## RESPONSE RATES

The administration of the CAHPS® 3.0H Surveys is comprehensive and is designed to garner the highest possible response rate. A high response rate facilitates the generalization of the survey responses to an MCP's population. The response rate is the total number of completed surveys divided by all eligible members of the sample.<sup>5</sup> A member's survey is assigned a disposition code of "completed" when Question #1 and 80 percent of the total pertinent questions are answered. Questions that are appropriately skipped (i.e., items skipped per skip pattern instructions) do not count against the required 80 percent. Eligible members include the entire random sample minus ineligible members. Ineligible members of the sample met one or more of the following criteria: were deceased, were invalid (did not meet criteria described on page A3), or had a language barrier. For additional information on the calculation of a completed survey and response rates, please refer to the Methodology Report.

A total of 5,214 parents or caretakers of child members returned a completed survey.<sup>6</sup> Of the 5,214 completed surveys, 2,246 were from children identified as having a chronic condition (CCC population) and 2,968 were from children who did not have a chronic condition (non-CCC population). This represents an Ohio Medicaid CMC Program response rate for the child population of 37.92 percent.

<sup>5</sup> National Committee for Quality Assurance. *HEDIS 2004, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2003.

<sup>6</sup> Please note, this includes all children sampled (both Sample A and Sample B). Per NCQA protocol, children in Sample B are not included in NCQA's standard child response rate calculations. Therefore, the overall child response rates reported in this section should not be compared to the NCQA response rates provided in the Full Report and the Executive Summary Report.

# Demographics

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This Demographics section depicts the characteristics of child members with chronic conditions (the CCC population) and child members without chronic conditions (the non-CCC population). It also depicts the characteristics of respondents who **completed** the CAHPS<sup>®</sup> 3.0H Child Medicaid Survey.<sup>1</sup> In general, the demographics of a response group influence the overall results. For example, older and healthier respondents tend to report higher levels of satisfaction.<sup>2</sup>

The demographic data are presented in two sections. The first section consists of two tables, Tables B1 and B2, that depict respondent-level and member-level demographic data. The second section contains two tables, Tables B3 and B4, and discusses the CCC population and how this population is identified.

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<sup>1</sup> The parents or caretakers of child members completed the CAHPS<sup>®</sup> 3.0H Child Medicaid Survey on behalf of child members.

<sup>2</sup> Agency for Health Care Policy and Research. *CAHPS<sup>™</sup> 2.0 Survey and Reporting Kit*. Rockville, MD: US Department of Health and Human Services, October 1999.

## RESPONDENT PROFILES

Respondents to the CAHPS<sup>®</sup> 3.0H Child Medicaid Survey are the parents or caretakers of child members. Table B1 depicts the demographic characteristics of the parents or caretakers who completed the CAHPS<sup>®</sup> 3.0H Child Medicaid Survey on behalf of child members in the CCC and non-CCC populations.

<b>Table B1 Respondent Profiles</b>		
	OHIO MEDICAID CMC CCC	OHIO MEDICAID CMC Non-CCC
<b>Respondent Relationship to Child</b>		
Parent	88.4%	90.6%
Grandparent	8.1%	6.3%
Other	3.5%	3.1%
<b>Age</b>		
Under 18	9.7%	8.1%
18 to 24	7.9%	16.0%
25 to 34	35.4%	38.4%
35 to 44	27.5%	24.4%
45 to 54	12.8%	8.1%
55 or older	6.7%	5.1%
<b>Gender</b>		
Male	5.9%	7.3%
Female	94.1%	92.7%
<b>Education</b>		
Not HS Graduate	19.5%	19.9%
HS Graduate	35.1%	40.5%
Some College	39.0%	33.7%
College Graduate	6.4%	5.9%
<i>Please note, percentages may not total 100% due to rounding.</i>		

## MEMBER PROFILES

Table B2 presents the demographic characteristics of the child members with and without chronic conditions in the Ohio Medicaid CMC Program whose parent or caretaker completed the CAHPS® 3.0H Child Medicaid Survey.

<b>Table B2 Child Member Profiles</b>		
	OHIO MEDICAID CMC CCC	OHIO MEDICAID CMC NON-CCC
<b>Age</b>		
Less than 2	4.8%	14.0%
2 to 4	13.9%	24.8%
5 to 7	18.5%	16.5%
8 to 10	21.2%	13.7%
11 to 13	20.0%	14.3%
14 to 18*	21.7%	16.8%
<b>Gender</b>		
Male	58.6%	49.4%
Female	41.4%	50.6%
<b>Race</b>		
Multi-Racial	6.3%	5.3%
White	46.6%	42.0%
Black	41.0%	45.6%
Other	6.1%	7.1%
<b>Hispanic Ethnicity</b>		
Hispanic	5.2%	6.8%
Not Hispanic	94.8%	93.2%
<b>Health Status</b>		
Excellent	16.6%	49.0%
Very Good	33.7%	32.5%
Good	34.7%	15.6%
Fair	13.4%	2.6%
Poor	1.6%	0.3%
<p><i>* Child members were required to be 17 years or younger as of December 31, 2003. Some of these members turned 18 years old between December 31, 2003 and the time of survey administration. Based on NCQA guidelines, these members are eligible for inclusion in Ohio Medicaid CMC's CAHPS® Survey results. Please note, percentages may not total 100% due to rounding.</i></p>		

## **CHRONIC CONDITIONS CLASSIFICATION**

Meeting the health care needs of children with chronic conditions is costly, and the majority of national health care funds spent on children are actually spent on the CCC population.<sup>3</sup> Children with chronic conditions often access more services and different types of services than the non-CCC population. The parents or caretakers of children with chronic conditions also have different needs than the caregivers of children without chronic conditions. Assessing member satisfaction for the CCC population versus the non-CCC population can provide valuable information to MCPs regarding quality improvement activities they can implement to address the needs of both populations. The State of Ohio wants to ensure that the needs of families with children with chronic conditions are being met. One way to evaluate whether or not these needs are being met is to compare the satisfaction ratings of families with children with chronic conditions to the satisfaction ratings of families that have children without chronic conditions. The State of Ohio can then determine whether there are significant differences between the satisfaction ratings of the two populations, and address these differences.

A series of questions used to identify children with chronic conditions was included in the CAHPS® 3.0H Child Medicaid Survey distributed to Ohio Medicaid CMC child members. This series contains five sets of survey questions that focus on specific health care needs and conditions. Child members with affirmative responses to all of the questions in at least one of the following five categories are considered to have a chronic condition:

- Child needs or uses **prescription medicine**
- Child needs or uses **more medical care, mental health services, or educational services** than other children of the same age need or use
- Child has **limitations** in the ability to do what other children of same age do
- Child needs or uses **special therapy**
- Child needs or uses **mental health treatment or counseling**

The survey responses for child members in NCQA Samples A and B were analyzed to determine which child members have chronic conditions. Therefore, the general population of children (i.e., those in NCQA Sample A) can include children with chronic conditions based on the responses to the survey questions. For each category, except for the “Mental Health Services” category, the first question is a gate item for the second question, which asks whether the child’s use or need is due to a health condition. Respondents that select “No” to the first question are instructed to skip subsequent questions in the category. The second question in each category is a gate item for the third question, which asks whether the condition has lasted or is expected to last at least 12 months. Respondents that select “No” to the second question are instructed to skip the third question in the category. For the “Mental Health Services” category, there are only two screener questions. The first question is a gate item for the second question, which asks whether the

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<sup>3</sup> National Committee for Quality Assurance. *HEDIS® 2004, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2003.

condition has lasted or is expected to last at least 12 months. Respondents that select “No” to the first question are instructed to skip the second question in this category. Table B3 displays the responses to the five categories of questions for all children sampled. The Ohio Medicaid CMC CCC population includes children in Samples A and B with affirmative responses to all questions in any of the five categories. Additional information on NCQA Samples A and B can be found on page A2.

<b>Table B3</b>		
<b>Responses to CCC Screener Questions</b>		
<b>Response of “Yes”</b>		
	<b>OHIO MEDICAID CMC CCC</b>	<b>OHIO MEDICAID CMC NON-CCC</b>
<b>Prescription Medicine</b>		
Needs/Uses Prescription Medicine	84.0%	14.9%
Due to Health Condition	98.7%	50.2%
Condition Duration of at Least 12 Months	98.3%	0.0%
<b>More Care</b>		
Needs/Uses More Care	52.5%	2.1%
Due to Health Condition	98.0%	47.4%
Condition Duration of at Least 12 Months	98.9%	0.0%
<b>Functional Limitations</b>		
Limitations in Abilities	32.8%	3.6%
Due to Health Condition	95.7%	18.6%
Condition Duration of at Least 12 Months	98.0%	0.0%
<b>Special Therapy</b>		
Needs/Gets Special Therapy	20.3%	3.2%
Due to Health Condition	88.6%	19.3%
Condition Duration of at Least 12 Months	96.2%	0.0%
<b>Mental Health Services</b>		
Needs/Gets Counseling	43.8%	2.3%
Condition Duration of at Least 12 Months	97.3%	0.0%
<p><i>Please note, the parents or caretakers of child members in NCQA Samples A and B responded to the CCC screener questions. Percentages represent the number of respondents with a response of “Yes” to the question divided by the total number of respondents to the question. The percentage of “Yes” responses to the last question in each category of screener questions for members in the Ohio Medicaid CMC Non-CCC population is always zero percent because a “Yes” response to the final question in a category would qualify the member as having a chronic condition and therefore that member would not be part of the Ohio Medicaid CMC Non-CCC population.</i></p> <p><i>For each category of screener questions, except for the “Mental Health Services” category, the first question is a gate item for the second question, which asks whether the child’s use or need is due to a health condition. Respondents that select “No” to the first question are instructed to skip subsequent questions in the category. The second question in each category of screener questions is a gate item for the third question, which asks whether the condition has lasted or is expected to last at least 12 months. Respondents that select “No” to the second question are instructed to skip the third question in the category. For the “Mental Health Services” category, there are only two screener questions. The first question is a gate item for the second question, which asks whether the condition has lasted or is expected to last at least 12 months. Respondents that select “No” to the first question are instructed to skip the second question in this category.</i></p>		

A total of 43.1 percent of all child members for whom a survey was completed (28.1 percent of child members in Sample A and 55.2 percent of child members in Sample B) have a chronic condition based on “Yes” responses to all of the questions in at least one of the five categories listed in Table B3. Table B4 depicts the percentage of children with chronic conditions with affirmative responses to all questions in any of the five categories. A child member can appear in more than one category. For example, a child member may have affirmative responses to all of the questions within the Prescription Medicine category and also have affirmative responses to all of the questions within the Functional Limitations category.

<b>Table B4</b>					
<b>Distribution of Categories for Children with Chronic Conditions</b>					
	PRESCRIPTION MEDICINE	MORE CARE	FUNCTIONAL LIMITATIONS	SPECIAL THERAPY	MENTAL HEALTH SERVICES
<b>Ohio Medicaid CMC CCC</b>	81.3%	50.7%	30.4%	17.1%	42.3%
<i>Please note, a child member may appear in more than one category.</i>					

# Ohio CCC Comparisons

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This Ohio CCC Comparisons section presents results based on ODJFS' analytic methodology, which utilizes the CAHPS<sup>®</sup> Survey User's Network (SUN) CAHPS<sup>®</sup> analysis program. The CAHPS<sup>®</sup> results presented in this section are designed to meet the reporting needs of the State of Ohio. This section presents case-mix adjusted results for the child members whose parent or caretaker completed a CAHPS<sup>®</sup> 3.0H Child Medicaid Survey. Per AHRQ and CAHPS<sup>®</sup> SUN recommendations, results were case-mix adjusted for reported member health status, respondent educational level, and respondent age.<sup>1</sup> Additional information on the case-mix adjustment can be found in the Methodology Report. For the Ohio CCC Comparisons section, no threshold number of responses was required for the results to be reported in this section. The State of Ohio Medicaid CMC Program had 2,246 completed surveys for child members with chronic conditions (the CCC population) and 2,968 completed surveys for child members without chronic conditions (the non-CCC population). These 5,214 surveys were used to calculate the CAHPS<sup>®</sup> results in this section.

For each global rating, composite score, and item within each composite, member responses were classified into one of three response categories. For the global ratings, the response categories were: 0 to 6, 7 to 8, and 9 to 10. For the Getting Care Quickly, How Well Doctors Communicate, and Courteous and Helpful Office Staff composites and items, the response categories were: "Sometimes/Never," "Usually," and "Always." For the Getting Needed Care and Customer Service composites and items, the response categories were: "Big Problem," "Small Problem," and "Not a Problem." An overall mean was also calculated. For the global ratings, the overall mean is provided on a scale of 0 to 10. For the composites and composite items, the overall mean is provided on a three-point scale. For the Getting Care Quickly, How Well Doctors Communicate, and Courteous and Helpful Office Staff composites, responses of "Always" are given a score of 3, responses of "Usually" are given a score of 2, and responses of "Sometimes/Never" are given a score of 1. For the Getting Needed Care and Customer Service composites, responses of "Not a Problem" are given a score of 3, responses of "Small Problem" are given a score of 2, and responses of "Big Problem" are given a score of 1.

Specific survey questions pertaining to the following four areas of interest were also analyzed: satisfaction with health plan, satisfaction with health care providers, access to care, and utilization of services. Three-point means were calculated for each of these survey questions, with the only exception being that for the Yes/No items, a one-point mean was calculated. The scale used to calculate the overall means varies by question and is provided within the discussion of each question. Member responses to questions within these areas of interest were also classified into response categories. These categories are listed within the discussion of each of these questions.

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<sup>1</sup> Agency for Health Care Policy and Research. "Article 3: NCQA's Use of the CAHPS<sup>®</sup> Survey." *CAHPS<sup>®</sup> 3.0 Survey and Reporting Kit*. Rockville, MD: US Department of Health and Human Services, October 2002.

For each CCC composite and composite item or question pair, a three-point overall mean was calculated.<sup>2</sup> Member responses were also classified into response categories. For the Access to Prescription Medicines and Access to Specialized Services CCC composites, items within each composite were paired to create constructed variables which were then used to score the composites. Half of the questions within these two CCC composites have response categories of “Big Problem,” “Small Problem,” and “Not a Problem” and half have response categories of “No” and “Yes.” A question with “Big Problem,” “Small Problem,” and “Not a Problem” response categories is paired with a question with “No” and “Yes” response categories. These paired questions are then classified into one of three response categories: “Problem, Not Helped,” “Problem, Helped,” and “No Problem.” For the Family Centered Care (FCC): Personal Doctor Who Knows Child and the Coordination of Care CCC composites, and the items within these composites, the response categories were: “No” and “Yes.” For the FCC: Shared Decision Making and FCC: Getting Needed Information CCC composites, and the items within these composites, the response categories were: “Sometimes/Never,” “Usually,” and “Always.”

Case-mix adjusted mean scores for the CCC population for the global ratings, composite scores, composite items, questions within the areas of interest, CCC composite scores, and CCC composite items were compared to the case-mix adjusted mean scores for the non-CCC population to determine whether there were statistically significant differences between the results for each population.<sup>3</sup> Each of the response category proportions discussed above and the overall means were compared for statistically significant differences.

Statistically significant differences between mean scores for the CCC and non-CCC populations are noted with arrows. Scores for one population that are statistically higher than scores for the other population are noted with upward (↑) arrows. Scores for one population that are statistically lower than scores for the other population are noted with downward (↓) arrows. Scores for one population that are statistically not different from the other population are not noted with arrows. If it is true that one population’s mean score is significantly higher (↑) than that of the other’s, then it follows that the other population’s mean score is significantly lower (↓). Therefore, in the figures presented in this section, a pair of arrows (↑ and ↓) on a mean or proportion is indicative of a single statistical test, and is noted as one statistically significant difference in the narrative rather than two. For example, if it is true that the percentage of CCC respondents who gave a rating of 7 to 8 was significantly lower than that of the non-CCC respondents, then it must be true that the percentage of non-CCC respondents who gave a rating of 7 to 8 was significantly higher than that of the CCC respondents. This represents one statistically significant difference.

A detailed description of how to read the figures within the Ohio CCC Comparisons section can be found on page D1.

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<sup>2</sup> The FCC: Personal Doctor Who Knows Child and the Coordination of Care CCC composites consist of questions with Yes/No response categories where a response of “Yes” is given a score of “1” and a response of “No” is given a score of “0.” Therefore, these CCC composites have a maximum mean score of 1.0, and three-point means cannot be calculated for these CCC composites.

<sup>3</sup> The term “mean scores” refers to the overall means and the response category proportions.

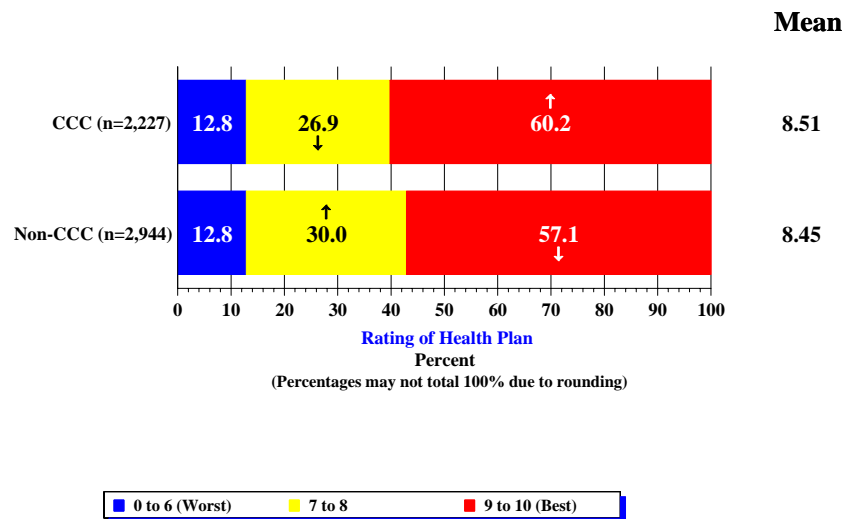
## GLOBAL RATINGS

### Rating of Health Plan

Ohio Medicaid CMC Program members were asked to rate their health plan on a scale of 0 to 10, where 0 is the “worst health plan possible” and 10 is the “best health plan possible.” For the overall rating of health plan question, an overall mean was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: 0 to 6 (Worst); 7 to 8; and 9 to 10 (Best). Figure C1 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *two* statistically significant differences observed for the rating of health plan.

- The percentage of CCC respondents who gave a rating of 7 to 8 was *significantly lower* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a rating of 9 to 10 was *significantly higher* than that of the non-CCC respondents.

**Figure C1  
Rating of Health Plan**

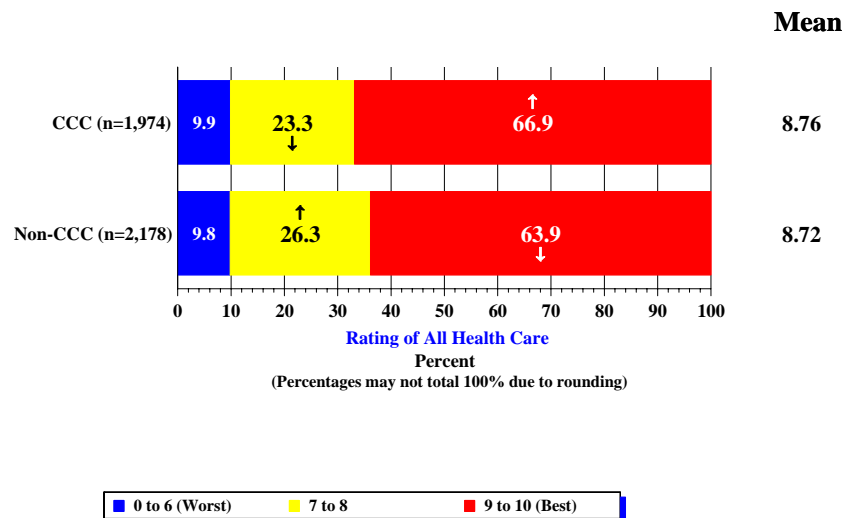


### Rating of All Health Care

Ohio Medicaid CMC Program members were asked to rate all their health care on a scale of 0 to 10, where 0 is the “worst health care possible” and 10 is the “best health care possible.” For the overall rating of all health care question, an overall mean was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: 0 to 6 (Worst); 7 to 8; and 9 to 10 (Best). Figure C2 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *two* statistically significant differences observed for the rating of all health care.

- The percentage of CCC respondents who gave a rating of 7 to 8 was *significantly lower* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a rating of 9 to 10 was *significantly higher* than that of the non-CCC respondents.

**Figure C2  
Rating of All Health Care**

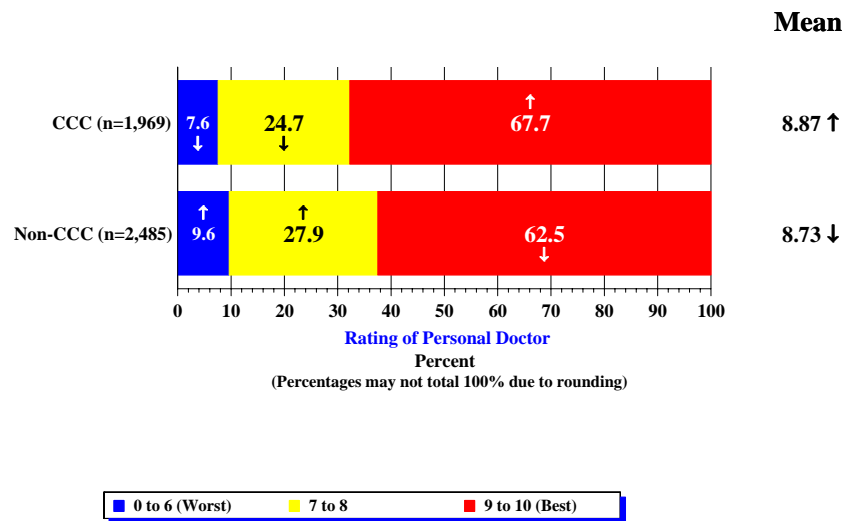


### Rating of Personal Doctor

Ohio Medicaid CMC Program members were asked to rate their personal doctor on a scale of 0 to 10, where 0 is the “worst personal doctor possible” and 10 is the “best personal doctor possible.” For the overall rating of personal doctor question, an overall mean was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: 0 to 6 (Worst); 7 to 8; and 9 to 10 (Best). Figure C3 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *four* statistically significant differences observed for the rating of personal doctor.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents. The percentage of CCC respondents who gave a rating of 0 to 6 and a rating of 7 to 8 was *significantly lower* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a rating of 9 to 10 was *significantly higher* than that of the non-CCC respondents.

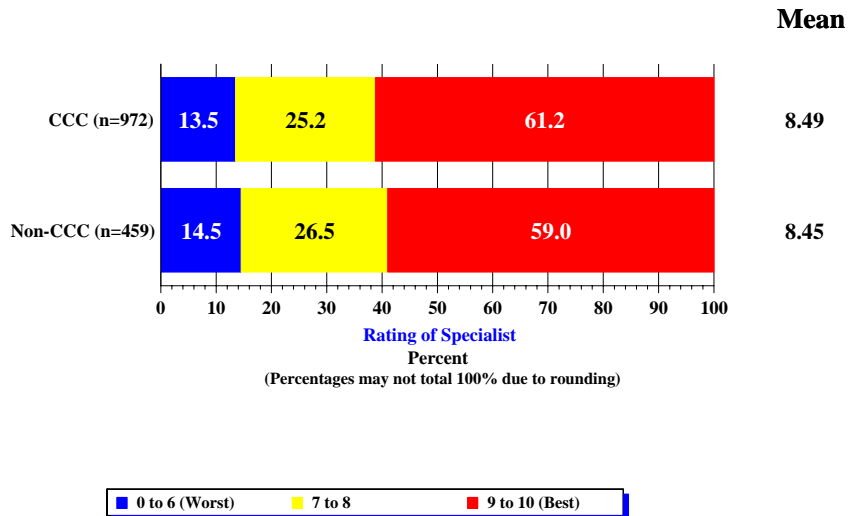
**Figure C3  
Rating of Personal Doctor**



### Rating of Specialist

Ohio Medicaid CMC Program members were asked to rate their specialist on a scale of 0 to 10, where 0 is the “worst specialist possible” and 10 is the “best specialist possible.” For the overall rating of specialist question, an overall mean was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: 0 to 6 (Worst); 7 to 8; and 9 to 10 (Best). Figure C4 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for the rating of specialist.

**Figure C4  
Rating of Specialist**



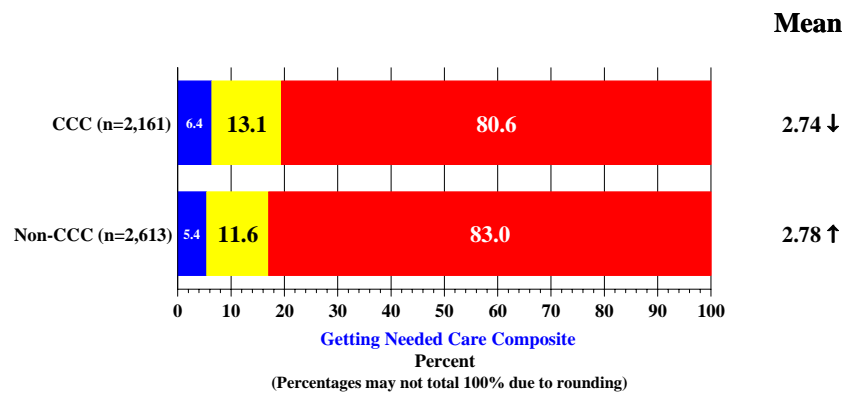
## COMPOSITES AND COMPOSITE ITEMS

### Getting Needed Care

A series of five questions were asked in order to assess whether or not members had a problem getting needed care. For each of these questions (questions 7, 13, 28, 29, and 30 in the child survey), an overall mean was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: “Big Problem,” “Small Problem,” and “Not a Problem.” Figure C5 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there was *one* statistically significant difference observed for this composite.

- The overall mean for the CCC respondents was *significantly lower* than that of the non-CCC respondents.

**Figure C5**  
**Getting Needed Care Composite**

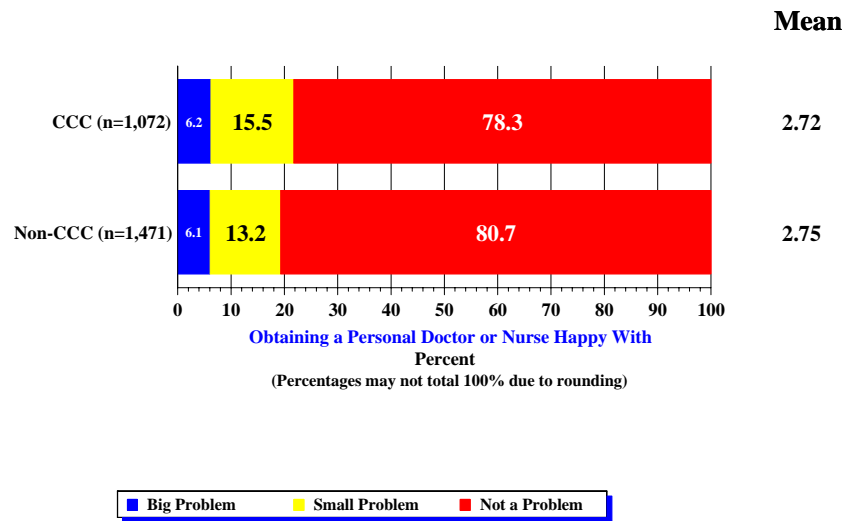


Big Problem
  Small Problem
  Not a Problem

**Getting Needed Care: Obtaining a Personal Doctor or Nurse Happy With**

Question 7 in the child survey asked members to rate how much of a problem it was obtaining a personal doctor or nurse with whom they are happy. Figure C6 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this composite item.

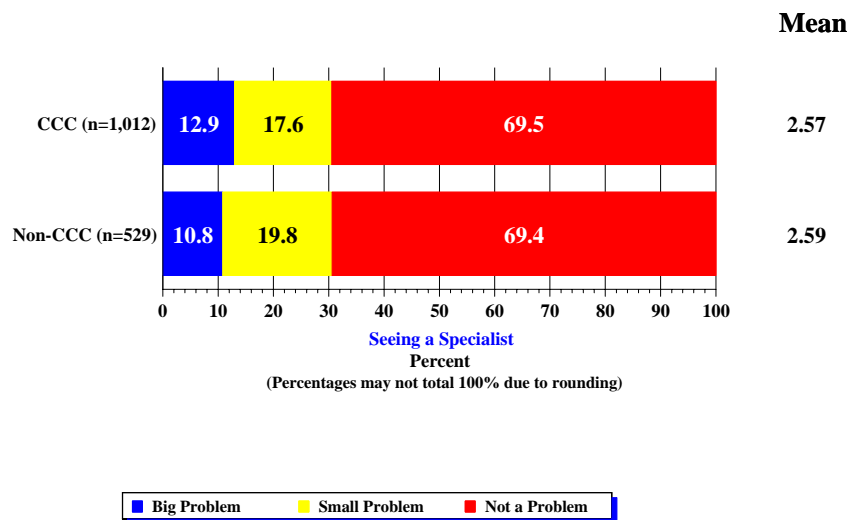
**Figure C6  
Getting Needed Care Composite:  
Obtaining a Personal Doctor or Nurse Happy With**



**Getting Needed Care: Seeing a Specialist**

Question 13 in the child survey asked members to rate how much of a problem it was to see a specialist.<sup>4</sup> Figure C7 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this composite item.

**Figure C7  
Getting Needed Care Composite:  
Seeing a Specialist**

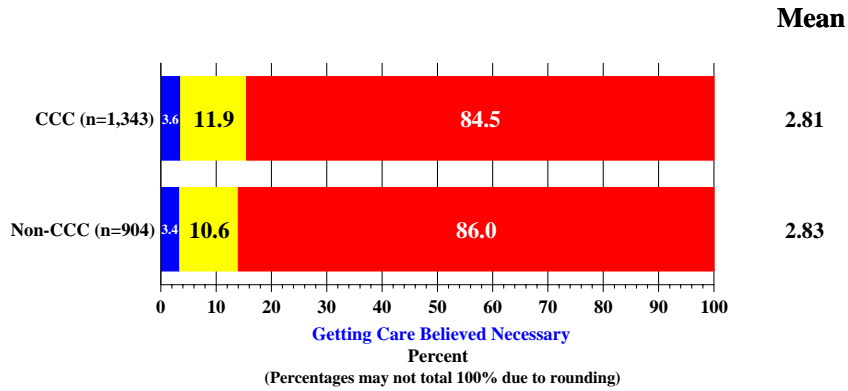


<sup>4</sup> Please note, in the CAHPS® 2.0 Medicaid Surveys this question asked members to rate how much of a problem it was obtaining a referral to a specialist.

**Getting Needed Care: Getting Care Believed Necessary**

Question 28 in the child survey asked members to rate how much of a problem it was getting the care, tests, or treatment they or a doctor believed was necessary. Figure C8 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this composite item.

**Figure C8  
Getting Needed Care Composite:  
Getting Care Believed Necessary**



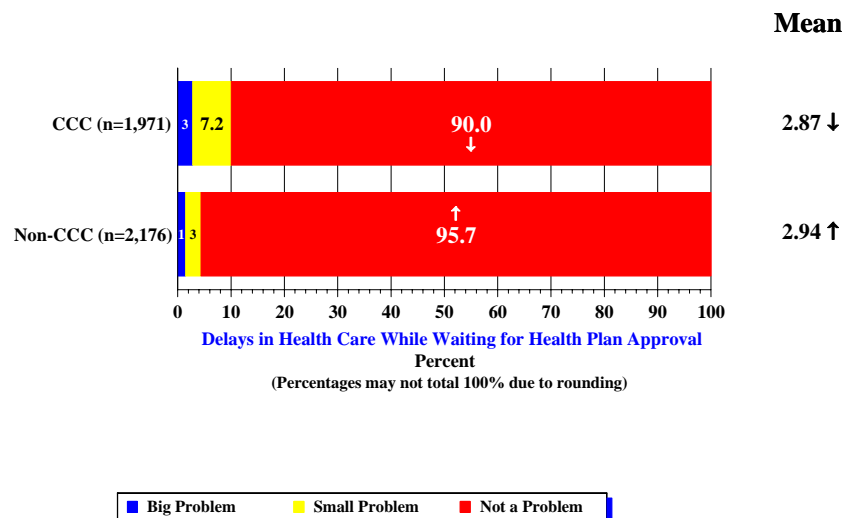
■ Big Problem   
 ■ Small Problem   
 ■ Not a Problem

**Getting Needed Care: Delays in Health Care While Waiting for Health Plan Approval**

Question 30 in the child survey asked members to rate how much of a problem were delays in health care while waiting for approval from their health plan for health care.<sup>5</sup> Figure C9 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *two* statistically significant differences observed for this composite item.

- The overall mean for the CCC respondents was *significantly lower* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of “Not a Problem” was *significantly lower* than that of the non-CCC respondents.

**Figure C9**  
**Getting Needed Care Composite:**  
**Delays in Health Care While Waiting for Health Plan Approval**



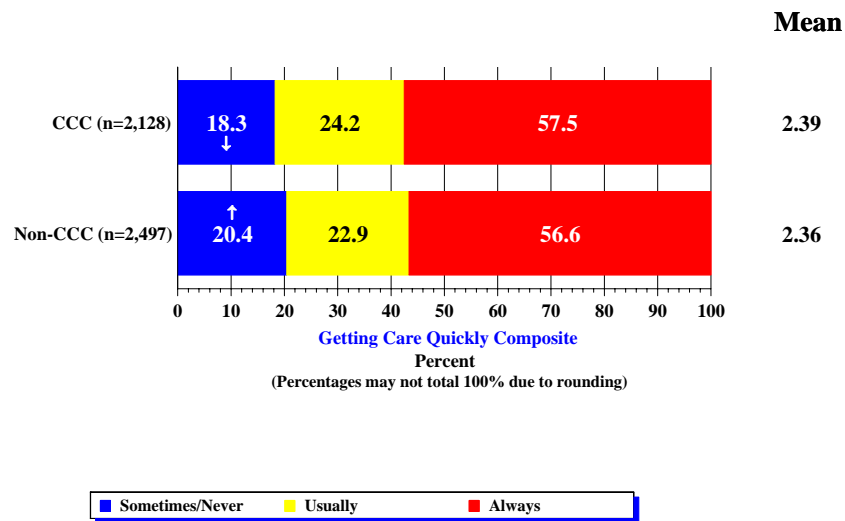
<sup>5</sup> Please note, question 29 in the child survey is a gate item for question 30 in the child survey. Respondents that select “No” to question 29 are instructed to skip question 30. As a result of the skip pattern, respondents who appropriately skip question 30 (i.e., who select “No” to question 29) are scored as “Not a Problem” for question 30.

### Getting Care Quickly

A series of four questions were asked in order to assess how often members received care quickly. For each of these questions (questions 18, 20, 23, and 31 in the child survey), an overall mean was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: “Sometimes/Never,” “Usually,” and “Always.” Figure C10 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there was *one* statistically significant difference observed for this composite.

- The percentage of CCC respondents who gave a response of “Sometimes/Never” was *significantly lower* than that of the non-CCC respondents.

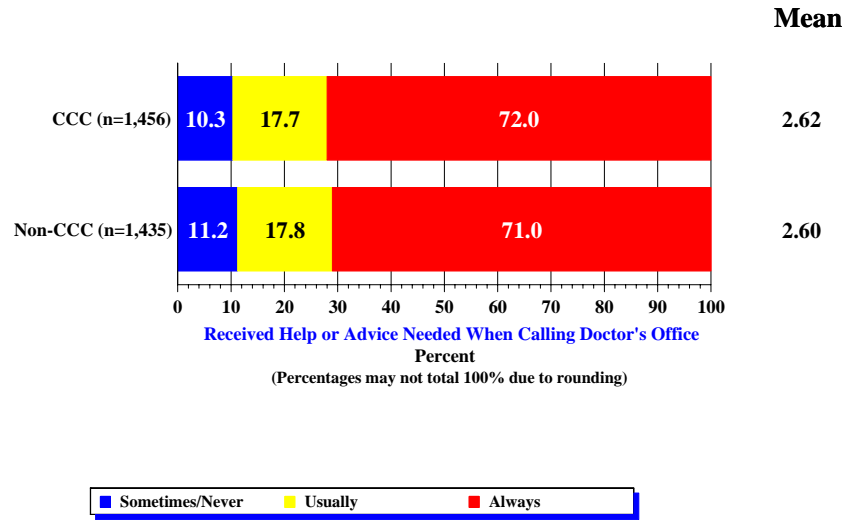
**Figure C10**  
**Getting Care Quickly Composite**



**Getting Care Quickly: Received Help or Advice Needed When Calling Doctor's Office**

Question 18 in the child survey asked members to rate how often they received the help or advice they needed when calling the doctor's office during regular office hours. Figure C11 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this composite item.

**Figure C11  
Getting Care Quickly Composite:  
Received Help or Advice Needed When Calling Doctor's Office**

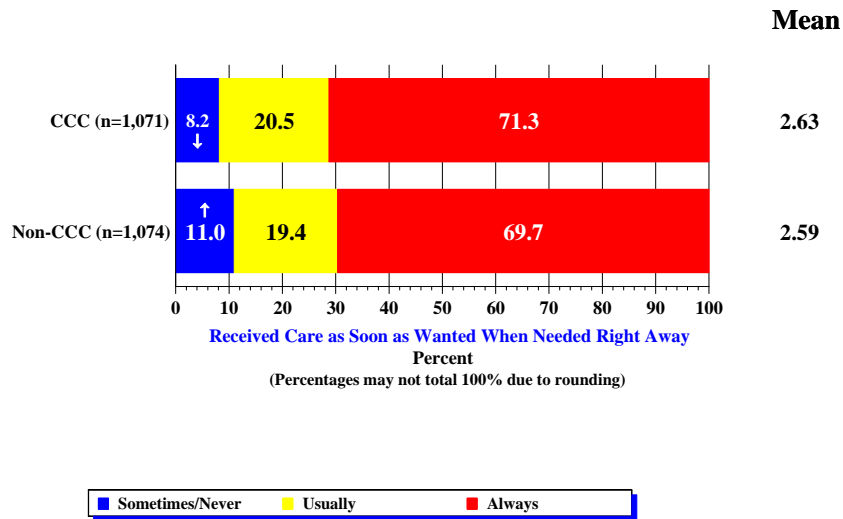


**Getting Care Quickly: Received Care as Soon as Wanted When Needed Right Away**

Question 20 in the child survey asked members to rate how often they received care as soon as they wanted when they needed care right away. Figure C12 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there was *one* statistically significant difference observed for this composite item.

- The percentage of CCC respondents who gave a response of “Sometimes/Never” was *significantly lower* than that of the non-CCC respondents.

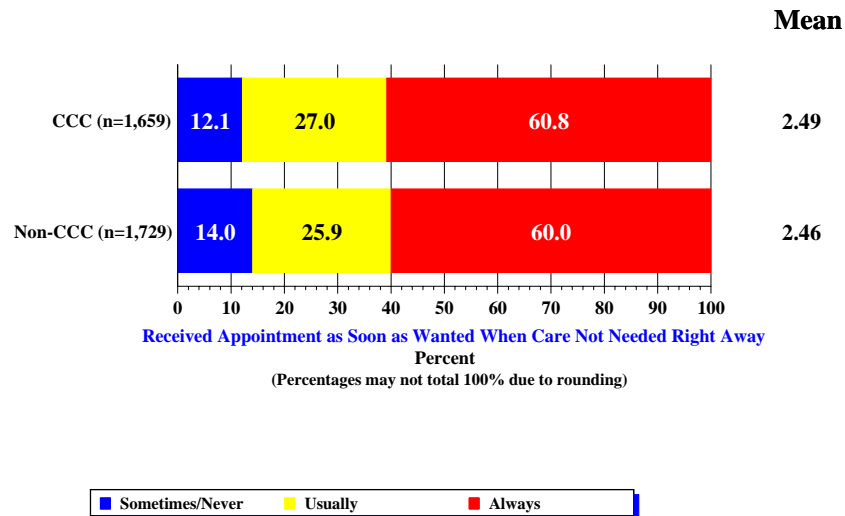
**Figure C12  
Getting Care Quickly Composite:  
Received Care as Soon as Wanted  
When Needed Right Away**



**Getting Care Quickly: Received Appointment as Soon as Wanted When Care Not Needed Right Away**

Question 23 in the child survey asked members to rate how often they received an appointment as soon as they wanted when they did not need care right away.<sup>6</sup> Figure C13 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this composite item.

**Figure C13**  
**Getting Care Quickly Composite:**  
**Received Appointment as Soon as Wanted**  
**When Care Not Needed Right Away**



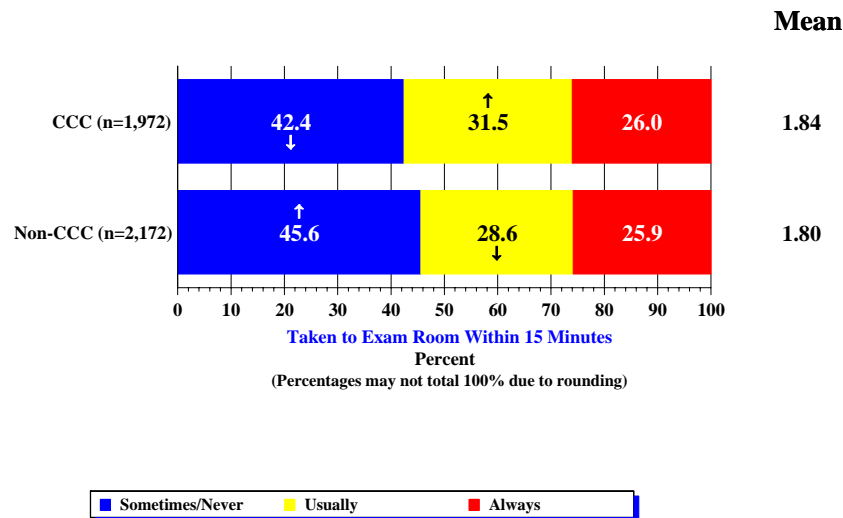
<sup>6</sup> Please note, in the CAHPS® 2.0 Medicaid Surveys this question asked members to rate how often they received an appointment for regular or routine health care as soon as they wanted.

**Getting Care Quickly: Taken to Exam Room Within 15 Minutes**

Question 31 in the child survey asked members to rate how often they were taken to an exam room within 15 minutes of an appointment.<sup>7</sup> Figure C14 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *two* statistically significant differences observed for this composite item.

- The percentage of CCC respondents who gave a response of “Sometimes/Never” was *significantly lower* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a response of “Usually” was *significantly higher* than that of the non-CCC respondents.

**Figure C14**  
**Getting Care Quickly Composite:**  
**Taken to Exam Room Within 15 Minutes**



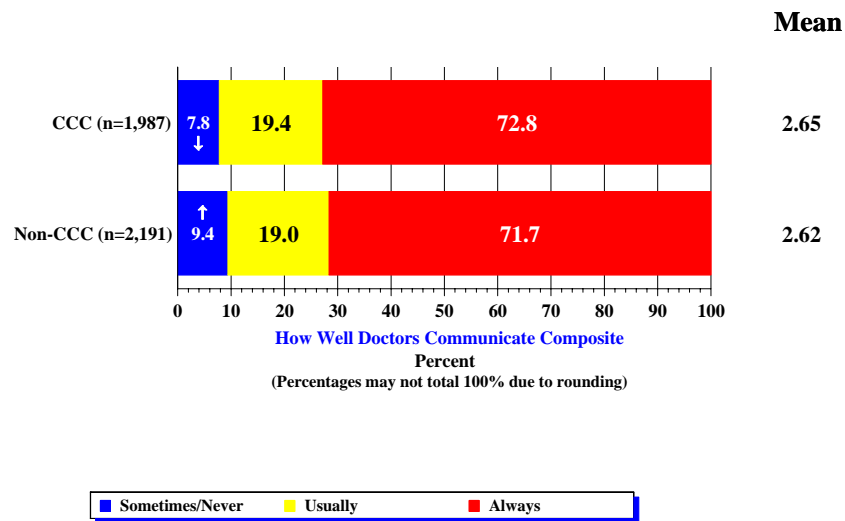
<sup>7</sup> Please note, in the 2002 Ohio Medicaid Managed Care Member Satisfaction Surveys this question asked members to rate how often they waited more than 30 minutes past an appointment time to see who they wanted to see.

### How Well Doctors Communicate

A series of four questions were asked in order to assess how often doctors communicated well. For each of these questions (questions 34, 36, 37, and 41 in the child survey), an overall mean was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: “Sometimes/Never,” “Usually,” and “Always.” Figure C15 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there was *one* statistically significant difference observed for this composite.

- The percentage of CCC respondents who gave a response of “Sometimes/Never” was *significantly lower* than that of the non-CCC respondents.

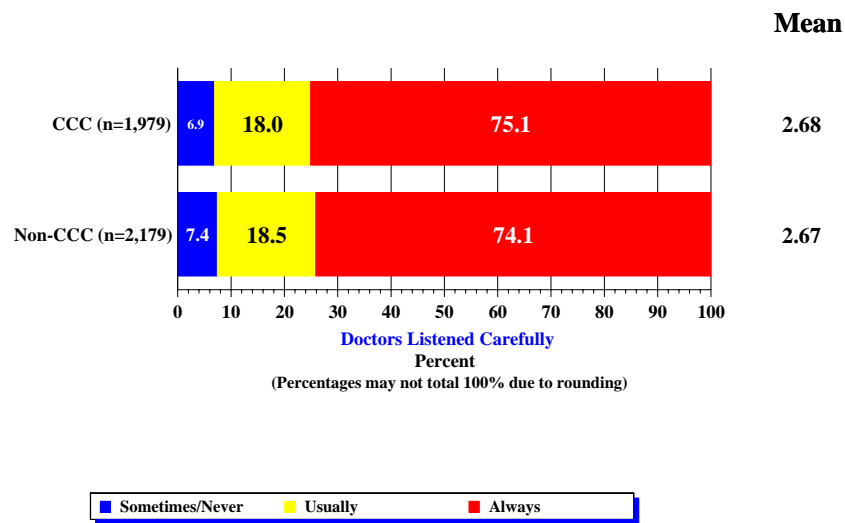
**Figure C15**  
**How Well Doctors Communicate Composite**



***How Well Doctors Communicate: Doctors Listened Carefully***

Question 34 in the child survey asked the parents or caretakers of child members to rate how often doctors or other health providers listened carefully to them. Figure C16 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this composite item.

**Figure C16**  
**How Well Doctors Communicate Composite:**  
**Doctors Listened Carefully**

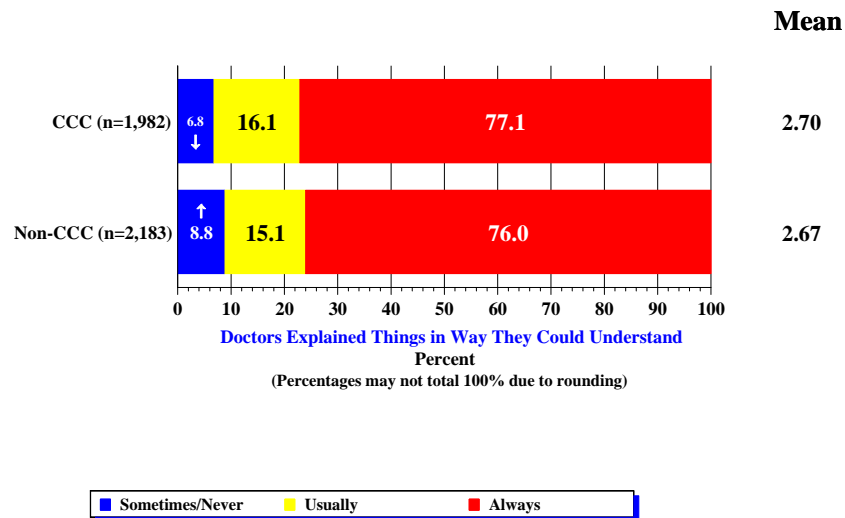


***How Well Doctors Communicate: Doctors Explained Things in Way They Could Understand***

Question 36 in the child survey asked the parents or caretakers of child members to rate how often doctors or other health providers explained things in a way they could understand. Figure C17 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there was *one* statistically significant difference observed for this composite item.

- The percentage of CCC respondents who gave a response of “Sometimes/Never” was *significantly lower* than that of the non-CCC respondents.

**Figure C17**  
**How Well Doctors Communicate Composite:**  
**Doctors Explained Things in Way They Could Understand**

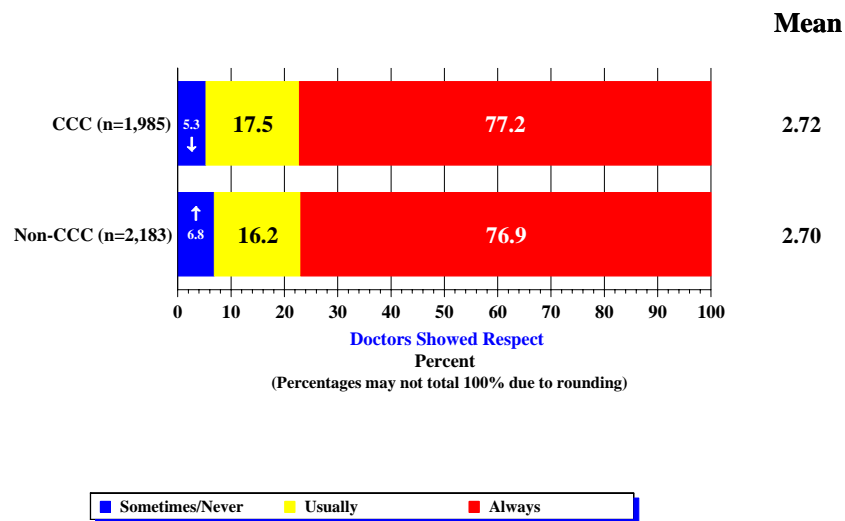


***How Well Doctors Communicate: Doctors Showed Respect***

Question 37 in the child survey asked the parents or caretakers of child members to rate how often doctors or other health providers showed respect for what they had to say. Figure C18 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there was *one* statistically significant difference observed for this composite item.

- The percentage of CCC respondents who gave a response of “Sometimes/Never” was *significantly lower* than that of the non-CCC respondents.

**Figure C18**  
**How Well Doctors Communicate Composite:**  
**Doctors Showed Respect**

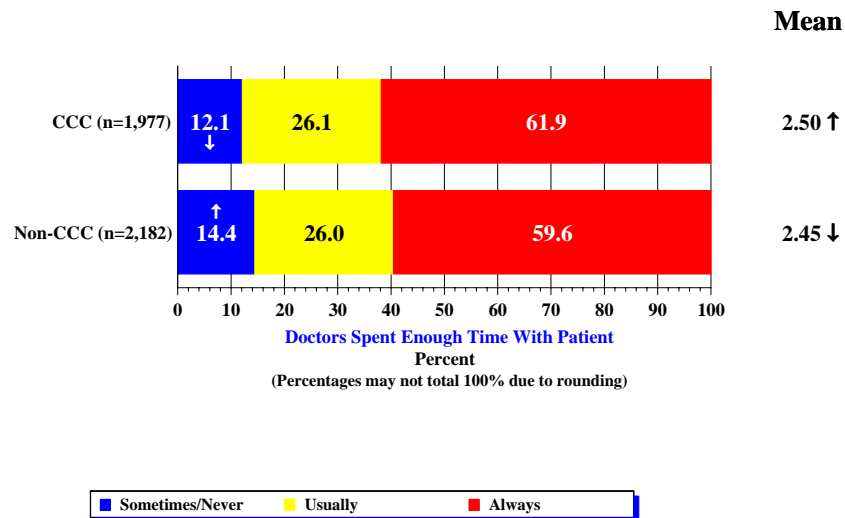


***How Well Doctors Communicate: Doctors Spent Enough Time With Patient***

Question 41 in the child survey asked members to rate how often doctors or other health providers spent enough time with them. Figure C19 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *two* statistically significant differences observed for this composite item.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of “Sometimes/Never” was *significantly lower* than that of the non-CCC respondents.

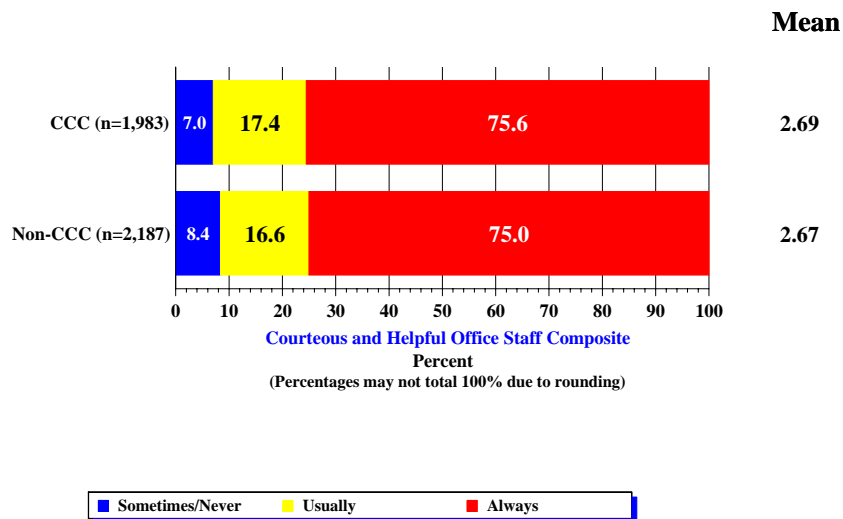
**Figure C19**  
**How Well Doctors Communicate Composite:**  
**Doctors Spent Enough Time With Patient**



### Courteous and Helpful Office Staff

Two questions were asked in order to assess how often staff at a doctor’s office or clinic were courteous and helpful. For each of these questions (questions 32 and 33 in the child survey), an overall mean was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: “Sometimes/Never,” “Usually,” and “Always.” Figure C20 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this composite.

**Figure C20**  
**Courteous and Helpful Office Staff Composite**

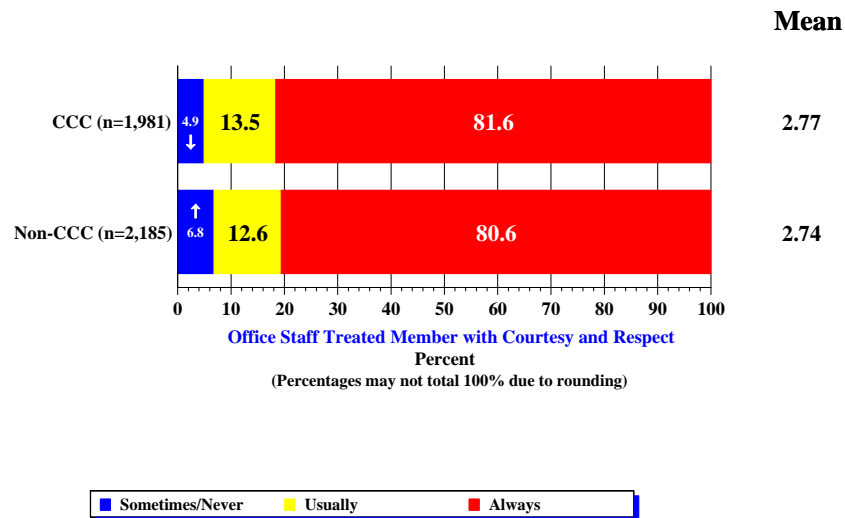


***Courteous and Helpful Office Staff: Office Staff Treated Member with Courtesy and Respect***

Question 32 in the child survey asked members to rate how often office staff at a member’s doctor’s office treated the member with courtesy and respect. Figure C21 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there was *one* statistically significant difference observed for this composite item.

- The percentage of CCC respondents who gave a response of “Sometimes/Never” was *significantly lower* than that of the non-CCC respondents.

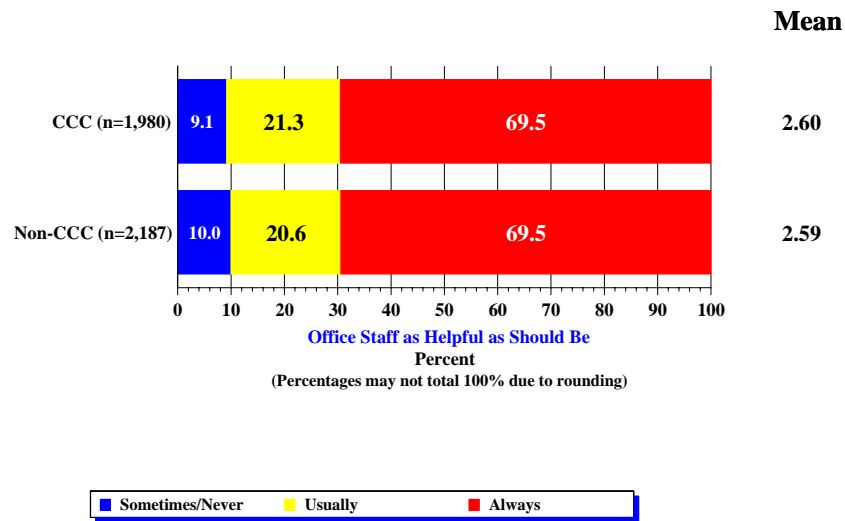
**Figure C21**  
**Courteous and Helpful Office Staff Composite:**  
**Office Staff Treated Member with Courtesy and Respect**



***Courteous and Helpful Office Staff: Office Staff as Helpful as Should Be***

Question 33 in the child survey asked members to rate how often office staff at a member's doctor's office were as helpful as the member thought they should be. Figure C22 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this composite item.

**Figure C22  
Courteous and Helpful Office Staff Composite:  
Office Staff as Helpful as Should Be**

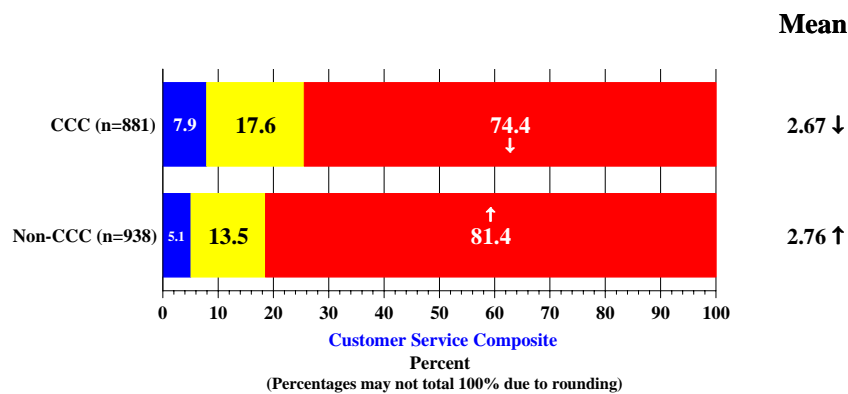


## Customer Service

Two questions were asked in order to assess whether or not members had a problem with customer service. For each of these questions (questions 79 and 81 in the child survey), an overall mean was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: “Big Problem,” “Small Problem,” and “Not a Problem.” Figure C23 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *two* statistically significant differences observed for this composite.

- The overall mean for the CCC respondents was *significantly lower* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of “Not a Problem” was *significantly lower* than that of the non-CCC respondents.

**Figure C23**  
**Customer Service Composite**



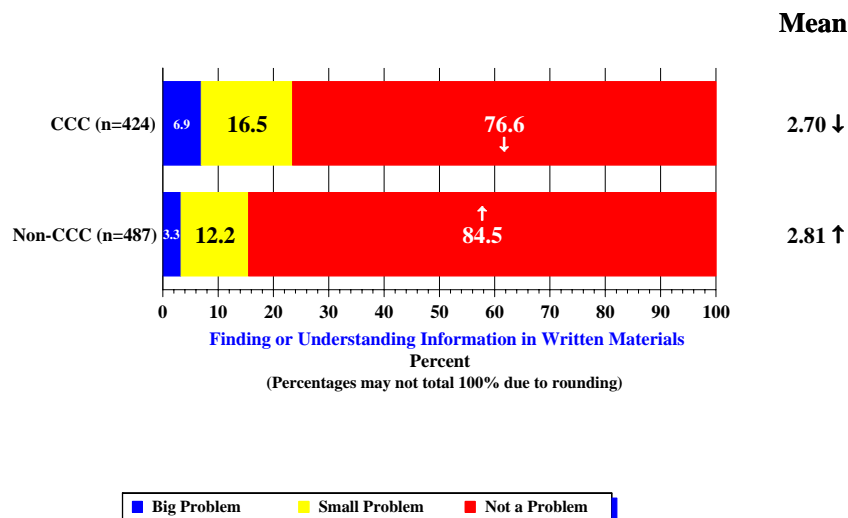
■ Big Problem   
 ■ Small Problem   
 ■ Not a Problem

**Customer Service: Finding or Understanding Information in Written Materials**

Question 79 in the child survey asked members to rate how much of a problem it was finding or understanding information in written materials or on the Internet about how their health plan operates.<sup>8</sup> Figure C24 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *two* statistically significant differences observed for this composite item.

- The overall mean for the CCC respondents was *significantly lower* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of “Not a Problem” was *significantly lower* than that of the non-CCC respondents.

**Figure C24**  
**Customer Service Composite:**  
**Finding or Understanding Information in Written Materials**



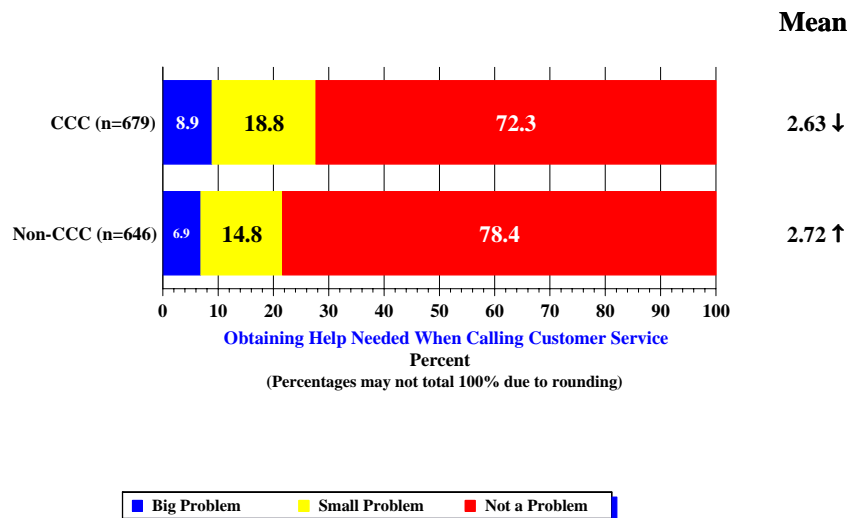
<sup>8</sup> Please note, in the CAHPS<sup>®</sup> 2.0 Medicaid Surveys this question asked members to rate how much of a problem it was in finding or understanding information in written materials from the health plan.

**Customer Service: Obtaining Help Needed When Calling Customer Service**

Question 81 in the child survey asked members to rate how much of a problem it was obtaining the help they needed when calling the health plan’s customer service. Figure C25 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there was *one* statistically significant difference observed for this composite item.

- The overall mean for the CCC respondents was *significantly lower* than that of the non-CCC respondents.

**Figure C25**  
**Customer Service Composite:**  
**Obtaining Help Needed When Calling Customer Service**

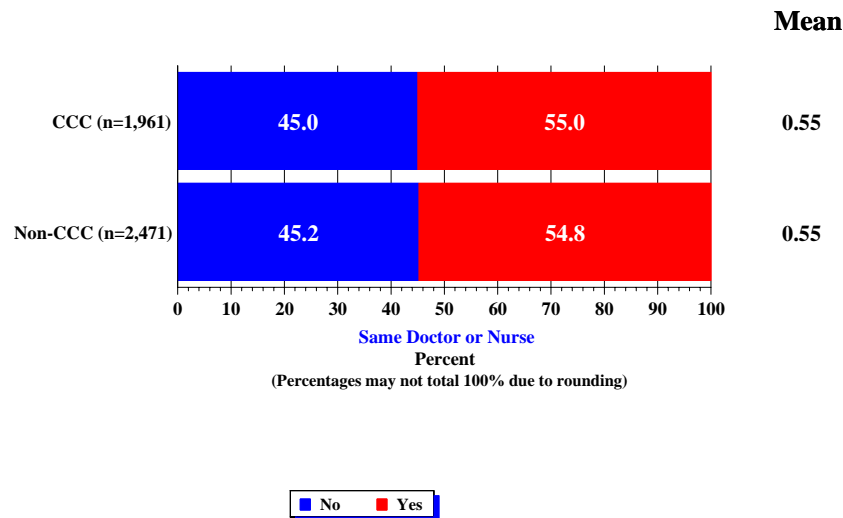


## SATISFACTION WITH HEALTH PLAN

### *Satisfaction with Health Plan: Same Doctor or Nurse*

Several questions were asked to assess members' satisfaction with their health plans. Question 6 in the child survey asked whether members had the same personal doctor or nurse before they joined their current health plan.<sup>9</sup> For this question, an overall mean, on a 0 to 1 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: "No" and "Yes."<sup>10</sup> Figure C26 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this item.

**Figure C26**  
**Satisfaction with Health Plan: Same Doctor or Nurse**



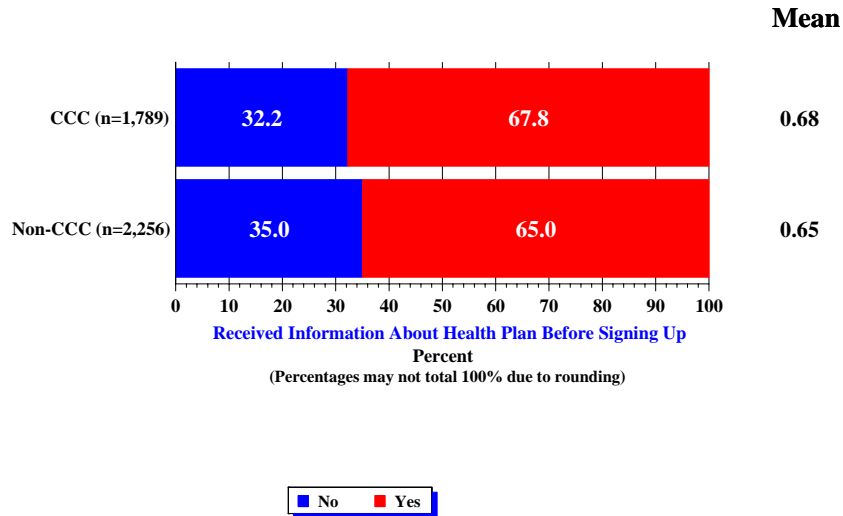
<sup>9</sup> Please note, in the CAHPS® 2.0 Medicaid Surveys this question asked members whether they had received a new personal doctor or nurse since joining their current health plan.

<sup>10</sup> For questions with "No" and "Yes" response categories, responses of "No" were given a score of 0 and responses of "Yes" were given a score of 1. The one exception is displayed on page C33.

***Satisfaction with Health Plan: Received Information About Health Plan Before Signing Up***

Question 76 in the child survey asked whether members had received information about the health plan before signing up for the plan. For this question, an overall mean, on a 0 to 1 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: “No” and “Yes.” Figure C27 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this item.

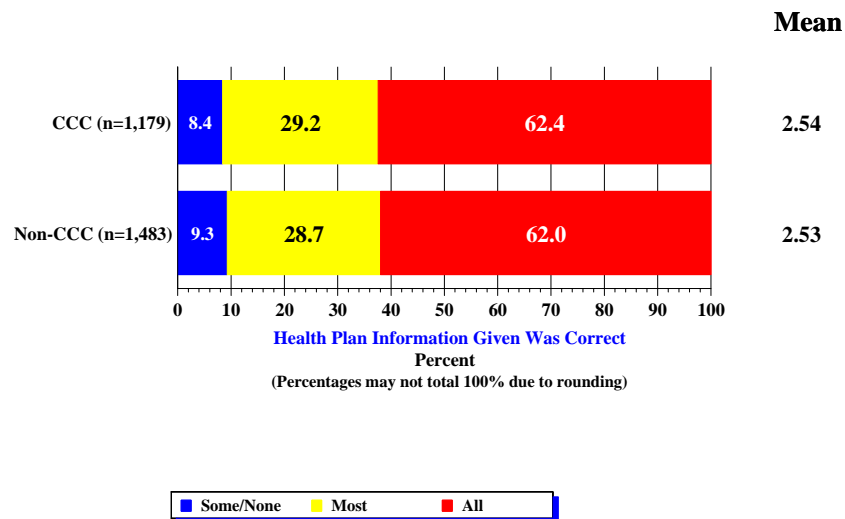
**Figure C27**  
**Satisfaction with Health Plan:**  
**Received Information About Health Plan Before Signing Up**



**Satisfaction with Health Plan: Health Plan Information Given Was Correct**

Question 77 in the child survey asked members who had received information about the health plan before signing up how much of the information was correct. For this question, an overall mean, on a 1 to 3 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: “Some/None,” “Most,” and “All.”<sup>11</sup> Figure C28 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this item.

**Figure C28**  
**Satisfaction with Health Plan:**  
**Health Plan Information Given Was Correct**



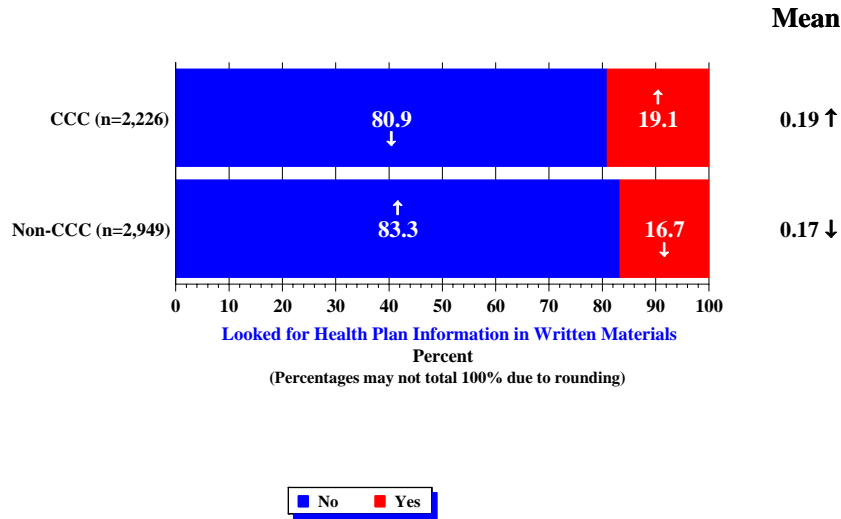
<sup>11</sup> For this question, responses of “Some/None” were given a score of 1, responses of “Most” were given a score of 2, and responses of “All” were given a score of 3.

**Satisfaction with Health Plan: Looked for Health Plan Information in Written Materials**

Question 78 in the child survey asked whether members had looked for information about how their health plan works in written materials or on the Internet.<sup>12</sup> For this question, an overall mean, on a 0 to 1 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: “No” and “Yes.” Figure C29 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *three* statistically significant differences observed for this item.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of “No” was *significantly lower* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a response of “Yes” was *significantly higher* than that of the non-CCC respondents.

**Figure C29**  
**Satisfaction with Health Plan:**  
**Looked for Health Plan Information in Written Materials**



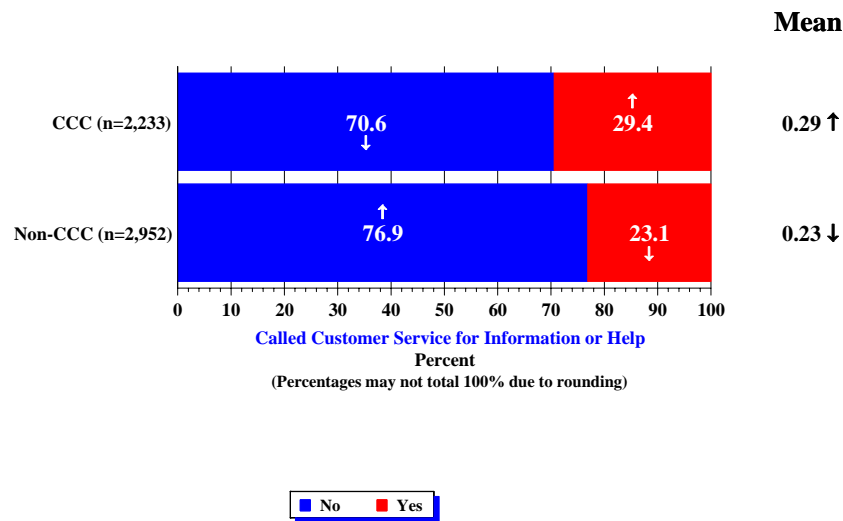
<sup>12</sup> Please note, in the CAHPS® 2.0 Medicaid Surveys this question asked whether members had looked for information in written materials from their health plan.

**Satisfaction with Health Plan: Called Customer Service for Information or Help**

Question 80 in the child survey asked whether members had called their health plan’s customer service to obtain information or help. For this question, an overall mean, on a 0 to 1 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: “No” and “Yes.” Figure C30 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *three* statistically significant differences observed for this item.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of “No” was *significantly lower* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a response of “Yes” was *significantly higher* than that of the non-CCC respondents.

**Figure C30**  
**Satisfaction with Health Plan:**  
**Called Customer Service for Information or Help**

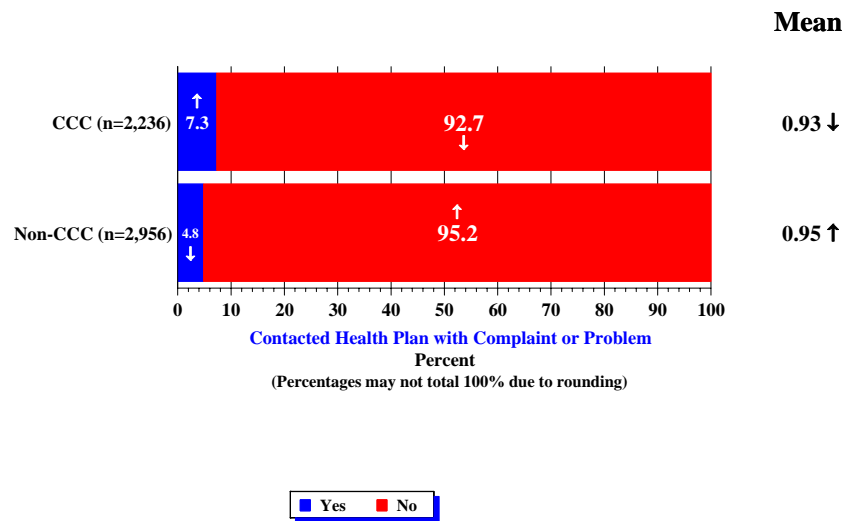


**Satisfaction with Health Plan: Contacted Health Plan with Complaint or Problem**

Question 82 in the child survey asked whether members had called or written their health plan with a complaint or problem. For this question, an overall mean, on a 0 to 1 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: “Yes” and “No.”<sup>13</sup> Figure C31 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *three* statistically significant differences observed for this item.

- The overall mean for the CCC respondents was *significantly lower* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of “Yes” was *significantly higher* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a response of “No” was *significantly lower* than that of the non-CCC respondents.

**Figure C31**  
**Satisfaction with Health Plan:**  
**Contacted Health Plan with Complaint or Problem**

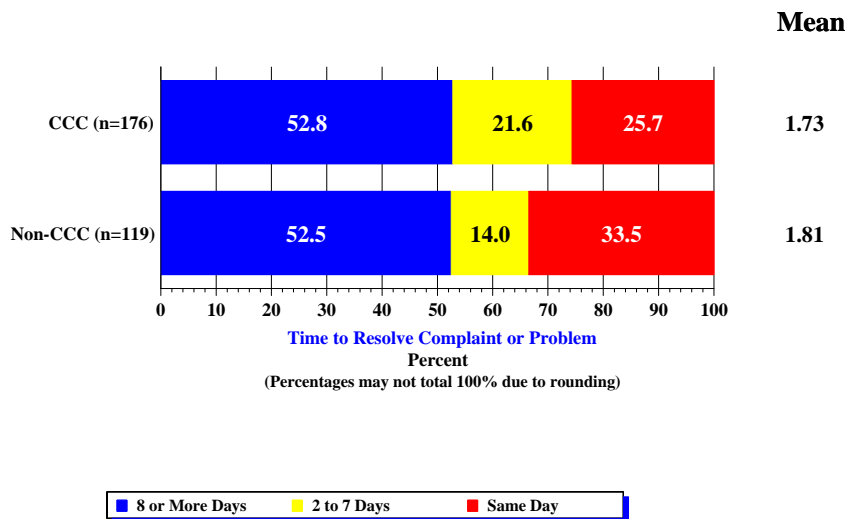


<sup>13</sup> For this question, responses of “Yes” were given a score of 0 and responses of “No” were given a score of 1.

**Satisfaction with Health Plan: Time to Resolve Complaint or Problem**

Question 83 in the child survey asked members who had called or written their health plan with a complaint or problem how long it took for the complaint or problem to be resolved. For this question, an overall mean, on a 1 to 3 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: “8 or More Days,” “2 to 7 Days,” and “Same Day.”<sup>14</sup> Figure C32 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this item.

**Figure C32**  
**Satisfaction with Health Plan:**  
**Time to Resolve Complaint or Problem**

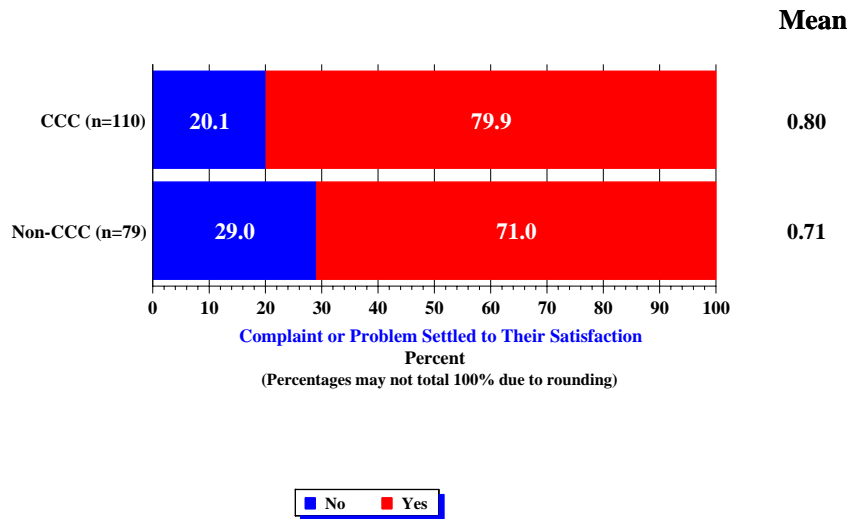


<sup>14</sup> For this question, responses of “8 or More Days” were given a score of 1, responses of “2 to 7 Days” were given a score of 2, and responses of “Same Day” were given a score of 3.

**Satisfaction with Health Plan: Complaint or Problem Settled to Their Satisfaction**

Question 84 in the child survey asked members who had their complaint or problem resolved whether the complaint or problem was settled to their satisfaction. For this question, an overall mean, on a 0 to 1 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: “No” and “Yes.” Figure C33 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this item.

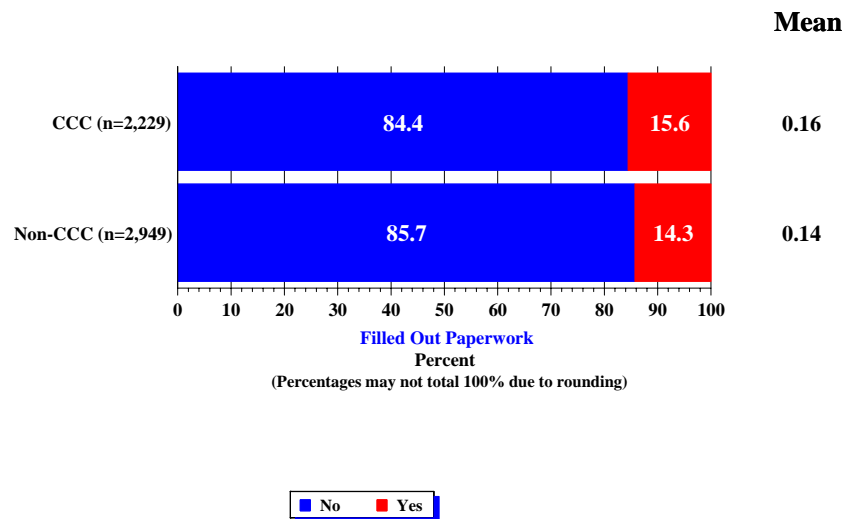
**Figure C33**  
**Satisfaction with Health Plan:**  
**Complaint or Problem Settled to Their Satisfaction**



**Satisfaction with Health Plan: Filled Out Paperwork**

Question 86 in the child survey asked members if they had filled out paperwork for their health plan.<sup>15</sup> For this question, an overall mean, on a 0 to 1 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: “No” and “Yes.” Figure C34 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this item.

**Figure C34**  
**Satisfaction with Health Plan:**  
**Filled Out Paperwork**

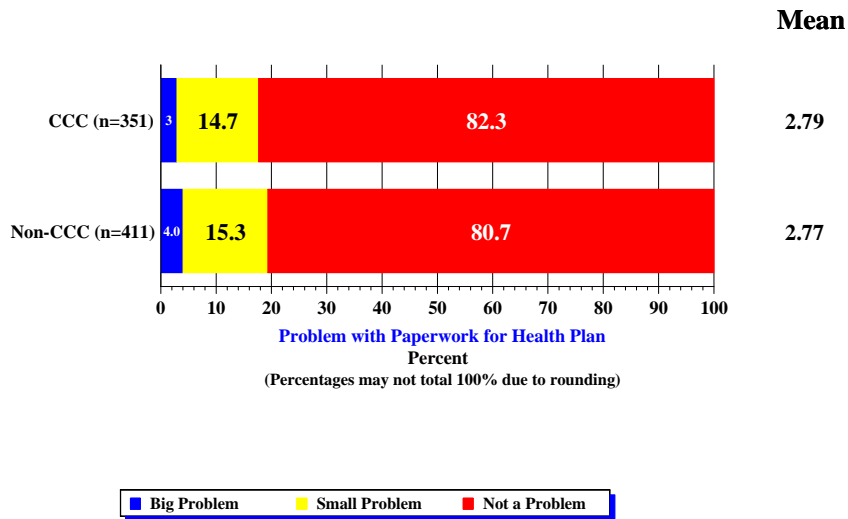


<sup>15</sup> Please note, in the CAHPS® 2.0 Medicaid Surveys this question asked members if they had experiences with paperwork for their health plan.

**Satisfaction with Health Plan: Problem with Paperwork for Health Plan**

Question 87 in the child survey asked members to rate how much of a problem it was filling out paperwork for their health plan. For this question, an overall mean, on a 1 to 3 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: “Big Problem,” “Small Problem,” and “Not a Problem.”<sup>16</sup> Figure C35 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this item.

**Figure C35  
Satisfaction with Health Plan:  
Problem with Paperwork for Health Plan**



<sup>16</sup> For questions with “Big Problem,” “Small Problem,” and “Not a Problem” response categories, responses of “Big Problem” were given a score of 1, responses of “Small Problem” were given a score of 2, and responses of “Not a Problem” were given a score of 3.

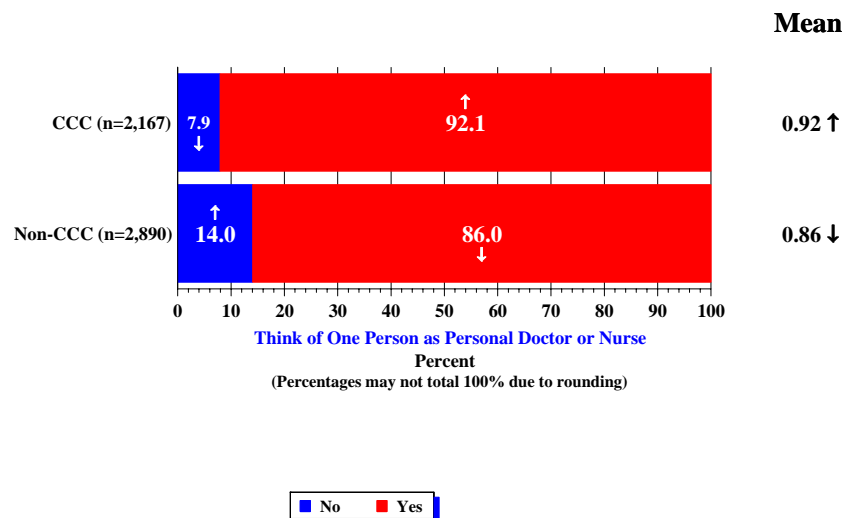
## SATISFACTION WITH HEALTH CARE PROVIDERS

### ***Satisfaction with Health Care Providers: Think of One Person as Personal Doctor or Nurse***

Several questions were asked to assess member satisfaction with health care providers. Question 4 in the child survey asked whether members had one person that they thought of as their personal doctor or nurse. For this question, an overall mean, on a 0 to 1 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: “No” and “Yes.” Figure C36 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *three* statistically significant differences observed for this item.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of “No” was *significantly lower* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a response of “Yes” was *significantly higher* than that of the non-CCC respondents.

**Figure C36**  
**Satisfaction with Health Care Providers:**  
**Think of One Person as Personal Doctor or Nurse**

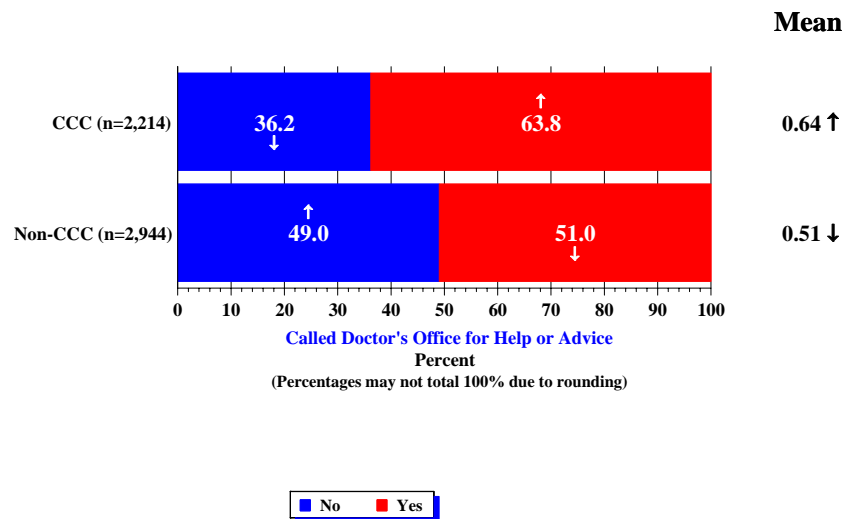


**Satisfaction with Health Care Providers: Called Doctor's Office for Help or Advice**

Question 17 in the child survey asked whether members had called their doctor's office during regular office hours for help or advice. For this question, an overall mean, on a 0 to 1 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: "No" and "Yes." Figure C37 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *three* statistically significant differences observed for this item.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of "No" was *significantly lower* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a response of "Yes" was *significantly higher* than that of the non-CCC respondents.

**Figure C37**  
**Satisfaction with Health Care Providers:**  
**Called Doctor's Office for Help or Advice**

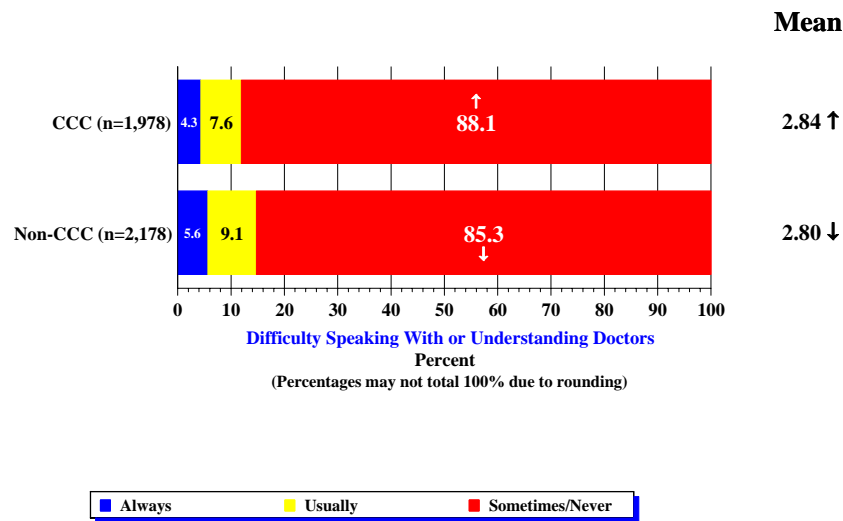


**Satisfaction with Health Care Providers: Difficulty Speaking With or Understanding Doctors**

Question 35 in the child survey asked the parents or caretakers of child members to rate how often they had difficulty speaking with or understanding doctors or other health providers. For this question, an overall mean, on a 1 to 3 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: “Always,” “Usually,” and “Sometimes/Never.”<sup>17</sup> Figure C38 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *two* statistically significant differences observed for this item.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of “Sometimes/Never” was *significantly higher* than that of the non-CCC respondents.

**Figure C38**  
**Satisfaction with Health Care Providers:**  
**Difficulty Speaking With or Understanding Doctors**



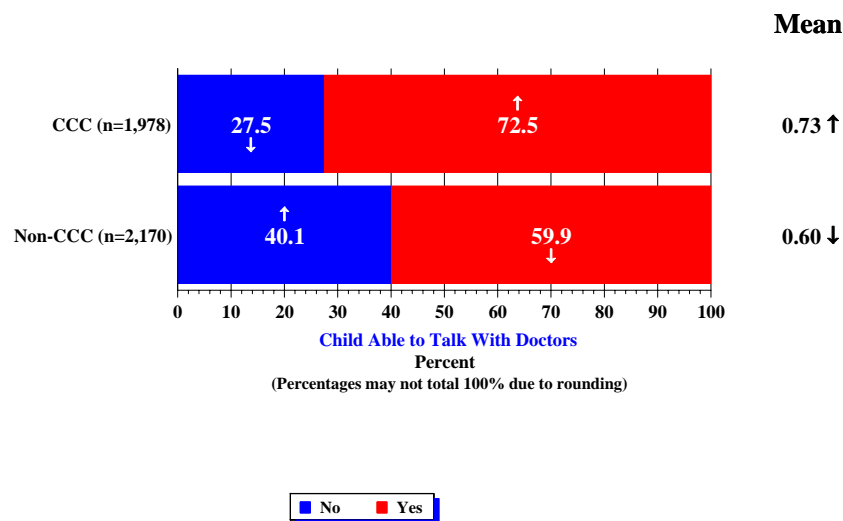
<sup>17</sup> For this question, responses of “Always” were given a score of 1, responses of “Usually” were given a score of 2, and responses of “Sometimes/Never” were given a score of 3.

**Satisfaction with Health Care Providers: Child Able to Talk With Doctors**

Question 38 in the child survey asked whether child members were able to talk with doctors about their health care. For this question, an overall mean, on a 0 to 1 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: “No” and “Yes.” Figure C39 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *three* statistically significant differences observed for this item.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of “No” was *significantly lower* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a response of “Yes” was *significantly higher* than that of the non-CCC respondents.

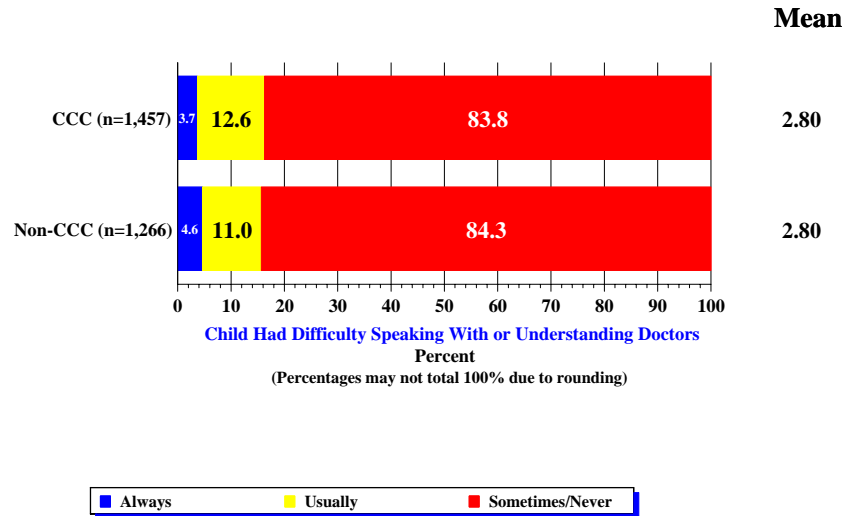
**Figure C39**  
**Satisfaction with Health Care Providers:**  
**Child Able to Talk With Doctors**



***Satisfaction with Health Care Providers: Child Had Difficulty Speaking With or Understanding Doctors***

Question 39 in the child survey asked the parents or caretakers of child members to rate how often child members had difficulty speaking with or understanding doctors or other health providers. For this question, an overall mean, on a 1 to 3 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: “Always,” “Usually,” and “Sometimes/Never.”<sup>18</sup> Figure C40 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this item.

**Figure C40**  
**Satisfaction with Health Care Providers:**  
**Child Had Difficulty Speaking With or Understanding Doctors**

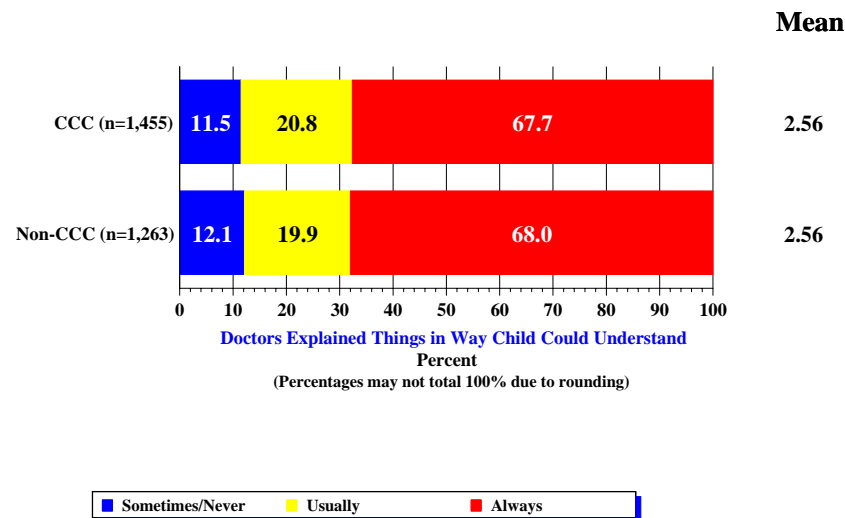


<sup>18</sup> For this question, responses of “Always” were given a score of 1, responses of “Usually” were given a score of 2, and responses of “Sometimes/Never” were given a score of 3.

***Satisfaction with Health Care Providers: Doctors Explained Things in Way Child Could Understand***

Question 40 in the child survey asked the parents or caretakers of child members to rate how often health providers explained things to child members in a way they could understand. For this question, an overall mean, on a 1 to 3 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: “Sometimes/Never,” “Usually,” and “Always.”<sup>19</sup> Figure C41 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this item.

**Figure C41**  
**Satisfaction with Health Care Providers:**  
**Doctors Explained Things in Way Child Could Understand**



<sup>19</sup> For this question, responses of “Sometimes/Never” were given a score of 1, responses of “Usually” were given a score of 2, and responses of “Always” were given a score of 3.

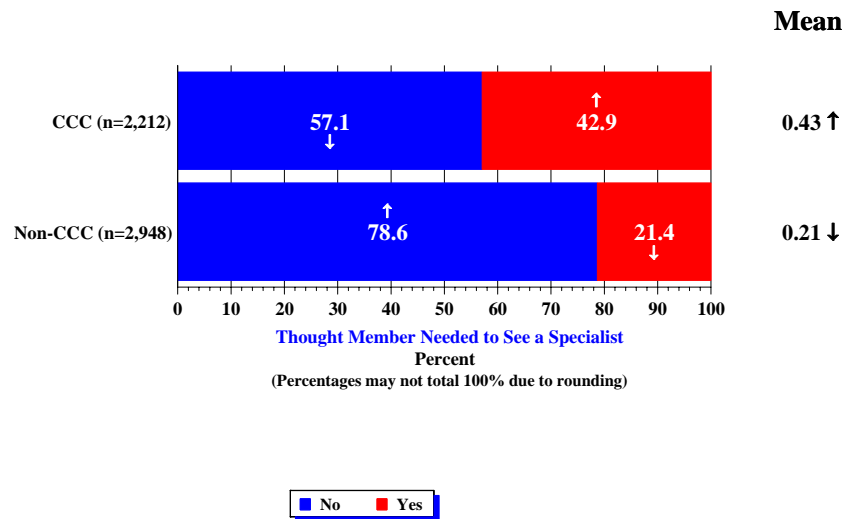
## ACCESS TO CARE

### Access to Care: Thought Member Needed to See a Specialist

Several questions were asked to assess member perceptions of access to care. Question 12 in the child survey asked whether the member or a doctor thought the member needed to see a specialist. For this question, an overall mean, on a 0 to 1 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: “No” and “Yes.” Figure C42 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *three* statistically significant differences observed for this item.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of “No” was *significantly lower* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a response of “Yes” was *significantly higher* than that of the non-CCC respondents.

**Figure C42**  
**Access to Care:**  
**Thought Member Needed to See a Specialist**

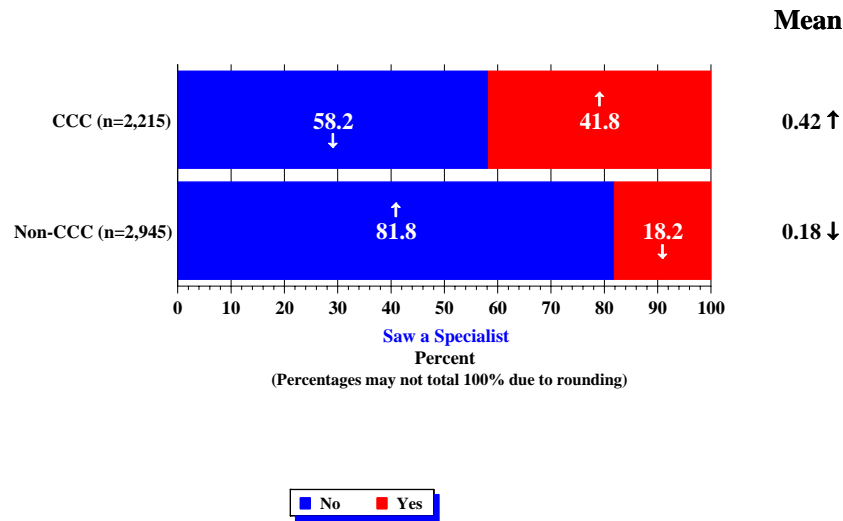


**Access to Care: Saw a Specialist**

Question 14 in the child survey asked whether the member saw a specialist. For this question, an overall mean, on a 0 to 1 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: “No” and “Yes.” Figure C43 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *three* statistically significant differences observed for this item.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of “No” was *significantly lower* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a response of “Yes” was *significantly higher* than that of the non-CCC respondents.

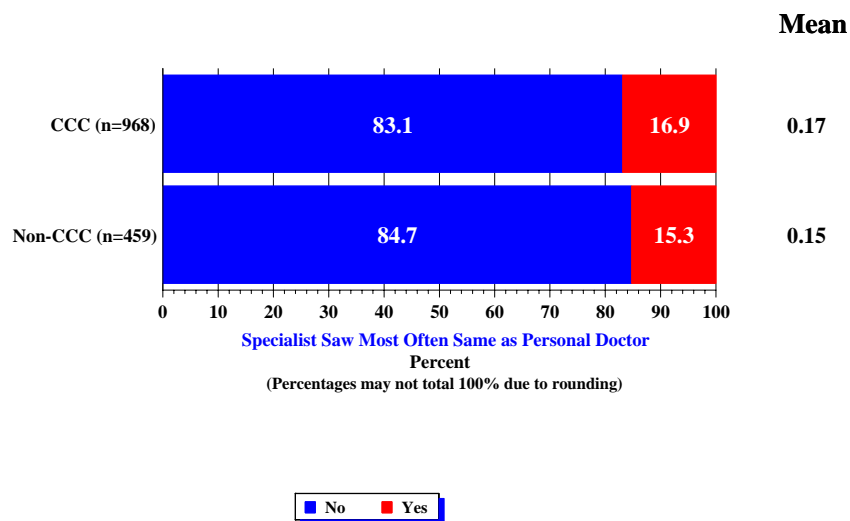
**Figure C43**  
**Access to Care:**  
**Saw a Specialist**



**Access to Care: Specialist Saw Most Often Same as Personal Doctor**

Question 16 in the child survey asked whether the specialist the member saw most often was the same doctor as their personal doctor. For this question, an overall mean, on a 0 to 1 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: “No” and “Yes.” Figure C44 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this item.

**Figure C44**  
**Access to Care:**  
**Specialist Saw Most Often Same as Personal Doctor**

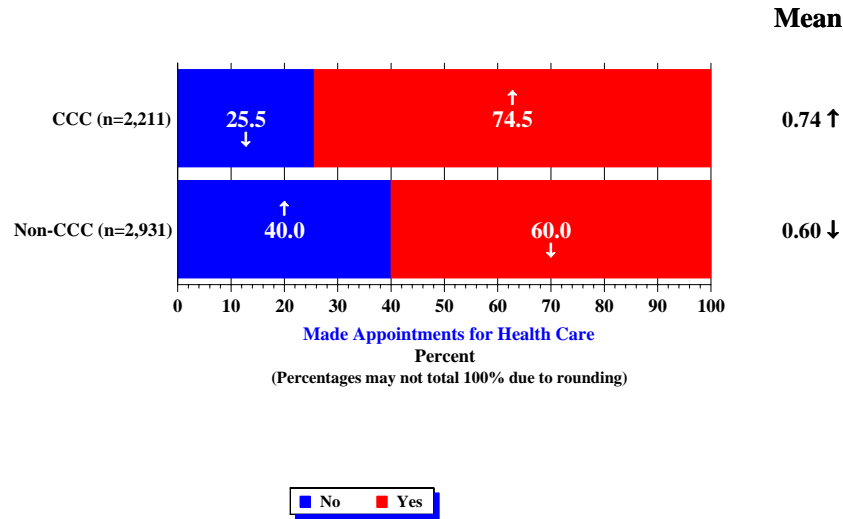


**Access to Care: Made Appointments for Health Care**

Question 22 in the child survey asked whether members had made any appointments for health care (not counting the times members needed health care right away).<sup>20</sup> For this question, an overall mean, on a 0 to 1 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: “No” and “Yes.” Figure C45 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *three* statistically significant differences observed for this item.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of “No” was *significantly lower* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a response of “Yes” was *significantly higher* than that of the non-CCC respondents.

**Figure C45**  
**Access to Care:**  
**Made Appointments for Health Care**



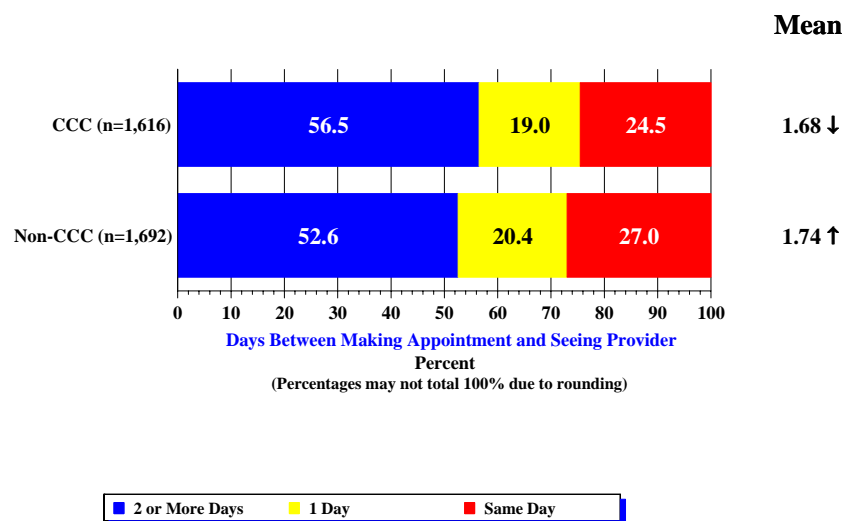
<sup>20</sup> Please note, in the CAHPS® 2.0 Medicaid Surveys this question asked whether members had made any appointments for regular or routine health care.

**Access to Care: Days Between Making Appointment and Seeing Provider**

Question 24 in the child survey asked members who had made appointments for health care (not counting the times members needed care right away) how many days they had to wait between making an appointment and seeing a provider. For this question, an overall mean, on a 1 to 3 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: “2 or More Days,” “1 Day,” and “Same Day.”<sup>21</sup> Figure C46 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there was *one* statistically significant difference observed for this item.

- The overall mean for the CCC respondents was *significantly lower* than that of the non-CCC respondents.

**Figure C46**  
**Access to Care:**  
**Days Between Making Appointment and Seeing Provider**



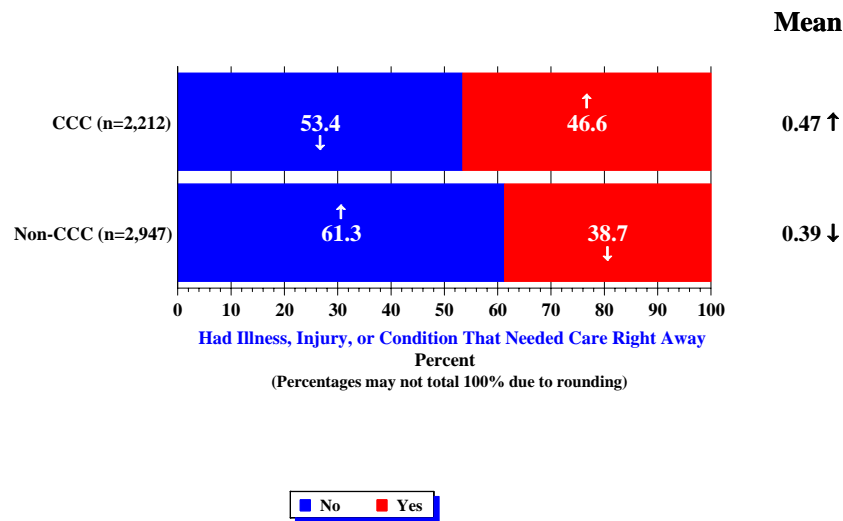
<sup>21</sup> For questions with “2 or More Days,” “1 Day,” and “Same Day” response categories, responses of “2 or More Days” were given a score of 1, responses of “1 Day” were given a score of 2, and responses of “Same Day” were given a score of 3.

**Access to Care: Had Illness, Injury, or Condition That Needed Care Right Away**

Question 19 in the child survey asked members whether they had an illness, injury, or condition that needed care right away. For this question, an overall mean, on a 0 to 1 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: “No” and “Yes.” Figure C47 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *three* statistically significant differences observed for this item.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of “No” was *significantly lower* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a response of “Yes” was *significantly higher* than that of the non-CCC respondents.

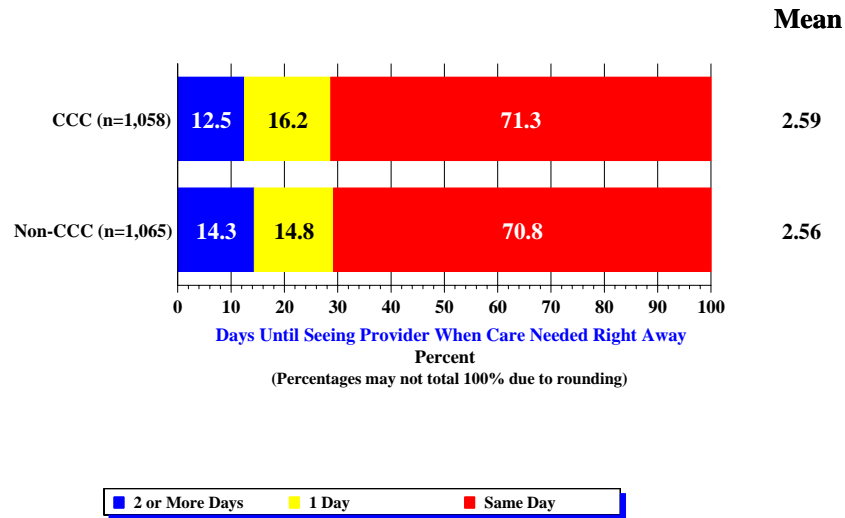
**Figure C47**  
**Access to Care:**  
**Had Illness, Injury, or Condition That Needed Care Right Away**



**Access to Care: Days Until Seeing Provider When Care Needed Right Away**

Question 21 in the child survey asked members who had an illness, injury, or condition that needed care right away how many days they waited between trying to get care and seeing a provider. For this question, an overall mean, on a 1 to 3 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: “2 or More Days,” “1 Day,” and “Same Day.” Figure C48 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this item.

**Figure C48  
Access to Care:  
Days Until Seeing Provider  
When Care Needed Right Away**

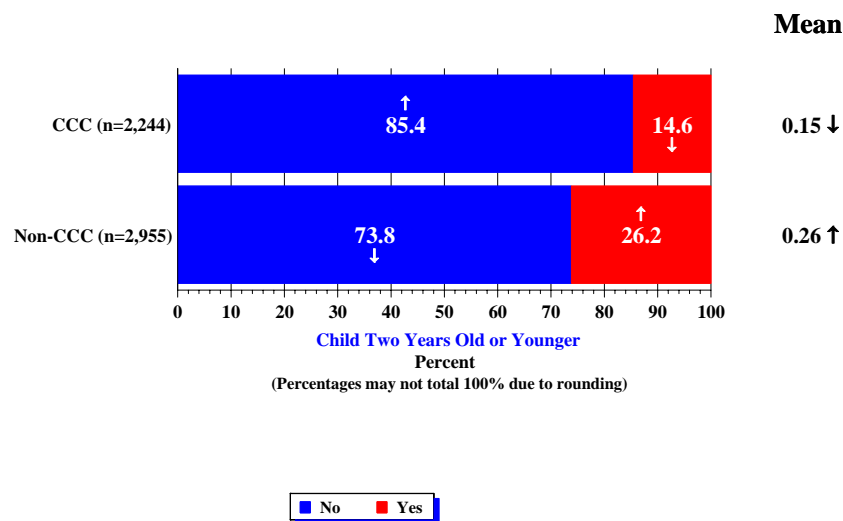


**Access to Care: Child Two Years Old or Younger**

Question 59 in the child survey asked whether child members were two years old or younger. For this question, an overall mean, on a 0 to 1 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: “No” and “Yes.” Figure C49 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *three* statistically significant differences observed for this item.

- The overall mean for the CCC respondents was *significantly lower* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of “No” was *significantly higher* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a response of “Yes” was *significantly lower* than that of the non-CCC respondents.

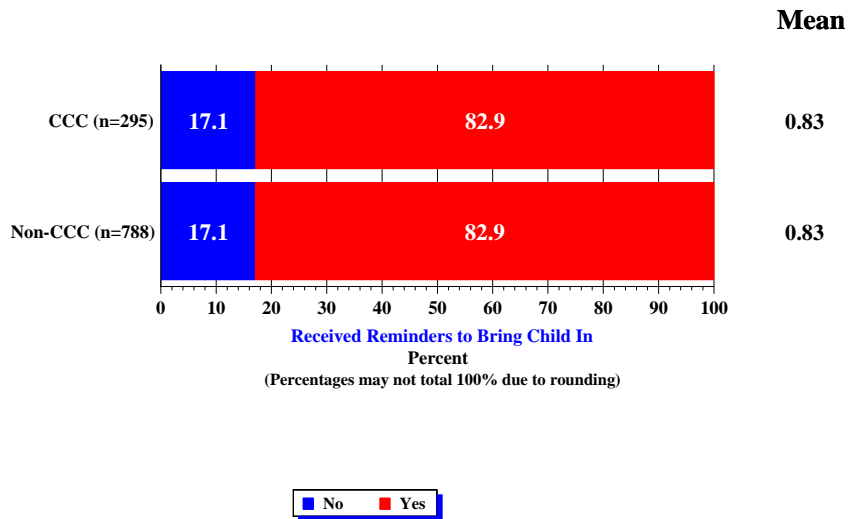
**Figure C49**  
**Access to Care:**  
**Child Two Years Old or Younger**



**Access to Care: Received Reminders to Bring Child In**

Question 60 in the child survey asked whether parents or caretakers of child members who were two years old or younger received reminders to bring child members in for a check-up or for shots or drops. For this question, an overall mean, on a 0 to 1 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: “No” and “Yes.” Figure C50 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this item.

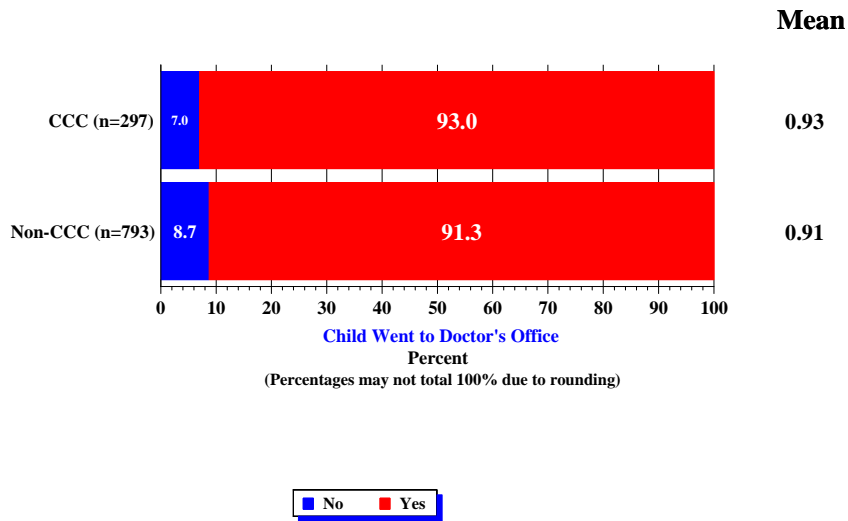
**Figure C50  
Access to Care:  
Received Reminders to Bring Child In**



**Access to Care: Child Went to Doctor's Office**

Question 61 in the child survey asked whether child members who were two years old or younger had gone to a doctor's office for a check-up or for shots or drops after the child members were born. For this question, an overall mean, on a 0 to 1 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: "No" and "Yes." Figure C51 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this item.

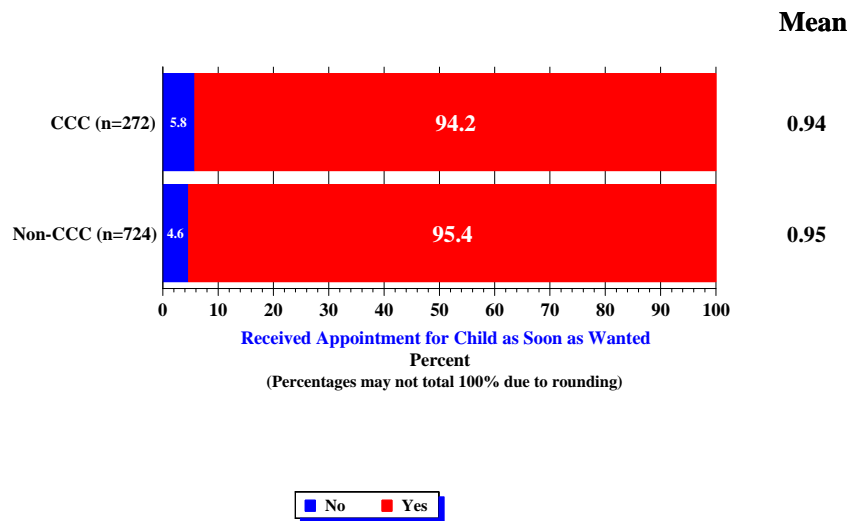
**Figure C51**  
**Access to Care:**  
**Child Went to Doctor's Office**



***Access to Care: Received Appointment for Child as Soon as Wanted***

Question 62 in the child survey asked whether parents or caretakers of child members who were two years old or younger received appointments to bring child members in for a check-up or for shots or drops as soon as they wanted. For this question, an overall mean, on a 0 to 1 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: “No” and “Yes.” Figure C52 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this item.

**Figure C52**  
**Access to Care:**  
**Received Appointment for Child as Soon as Wanted**

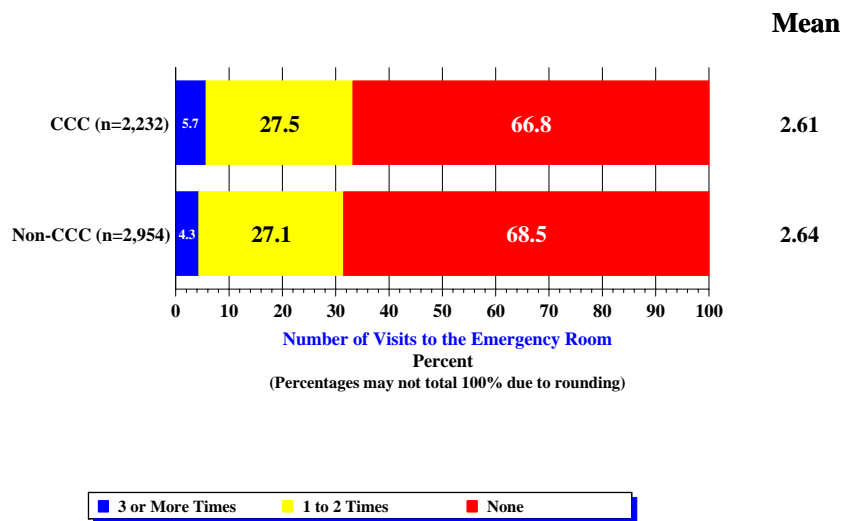


## UTILIZATION OF SERVICES

### ***Utilization of Services: Number of Visits to the Emergency Room***

Several questions were asked to assess member utilization of services. Question 25 in the child survey asked how many times the member visited the emergency room. For this question, an overall mean, on a 1 to 3 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: “3 or More Times,” “1 to 2 Times,” and “None.”<sup>22</sup> Figure C53 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this item.

**Figure C53  
Utilization of Services:  
Number of Visits to the Emergency Room**



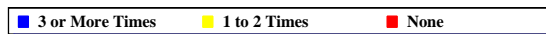
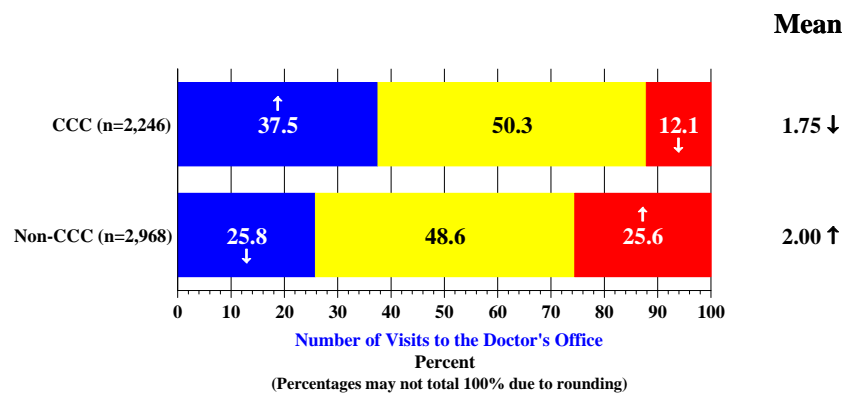
<sup>22</sup> For questions with “3 or More Times,” “1 to 2 Times,” and “None” response categories, responses of “3 or More Times” were given a score of 1, responses of “1 to 2 Times” were given a score of 2, and responses of “None” were given a score of 3.

**Utilization of Services: Number of Visits to the Doctor's Office**

Question 26 in the child survey asked how many times the member visited the doctor's office (not counting times the member visited the emergency room). For this question, an overall mean, on a 1 to 3 scale, was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: "3 or More Times," "1 to 2 Times," and "None." Figure C54 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *three* statistically significant differences observed for this item.

- The overall mean for the CCC respondents was *significantly lower* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of "3 or More Times" was *significantly higher* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a response of "None" was *significantly lower* than that of the non-CCC respondents.

**Figure C54**  
**Utilization of Services:**  
**Number of Visits to the Doctor's Office**

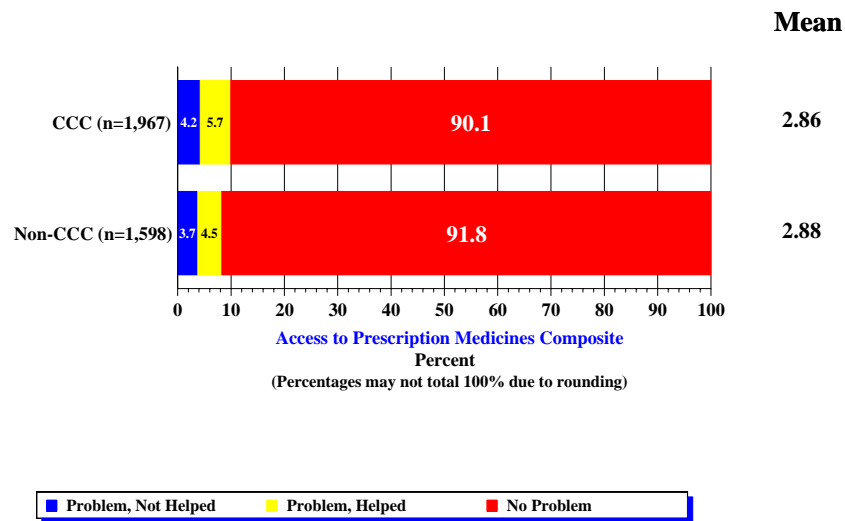


## CCC COMPOSITES AND CCC COMPOSITE ITEMS

### Access to Prescription Medicines

Two questions were asked in order to assess whether or not child members had a problem with access to prescription medicines, and if so, whether they received help with the problem. For this composite (comprised of questions 90 and 91 in the child survey), an overall mean was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: “Problem, Not Helped,” “Problem, Helped,” and “No Problem.” Figure C55 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this CCC composite.

**Figure C55  
Access to Prescription Medicines Composite**

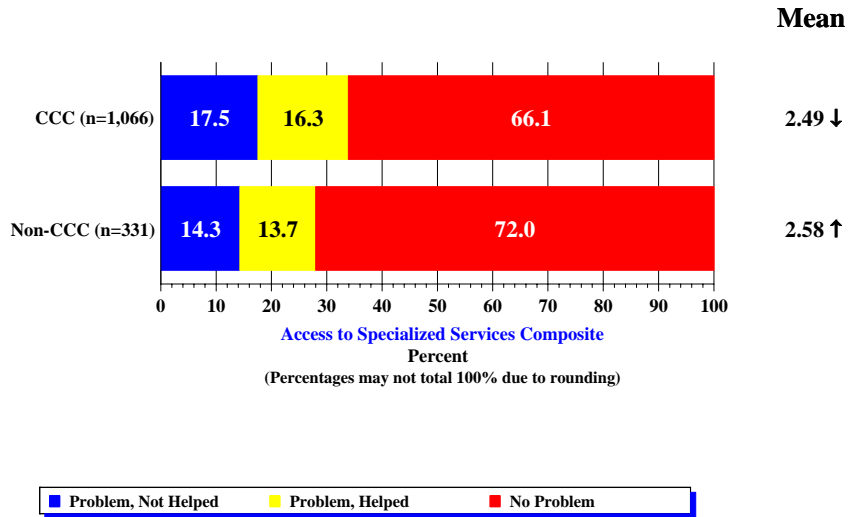


### Access to Specialized Services

A series of three items (consisting of six questions) were asked in order to assess whether or not child members had a problem with access to specialized services, and if so, whether they received help with the problem. For each of these items (questions 64, 65, 67, 68, 70, and 71 in the child survey), an overall mean was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: “Problem, Not Helped,” “Problem, Helped,” and “No Problem.” Figure C56 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there was *one* statistically significant difference observed for this CCC composite.

- The overall mean for the CCC respondents was *significantly lower* than that of the non-CCC respondents.

**Figure C56**  
**Access to Specialized Services Composite**

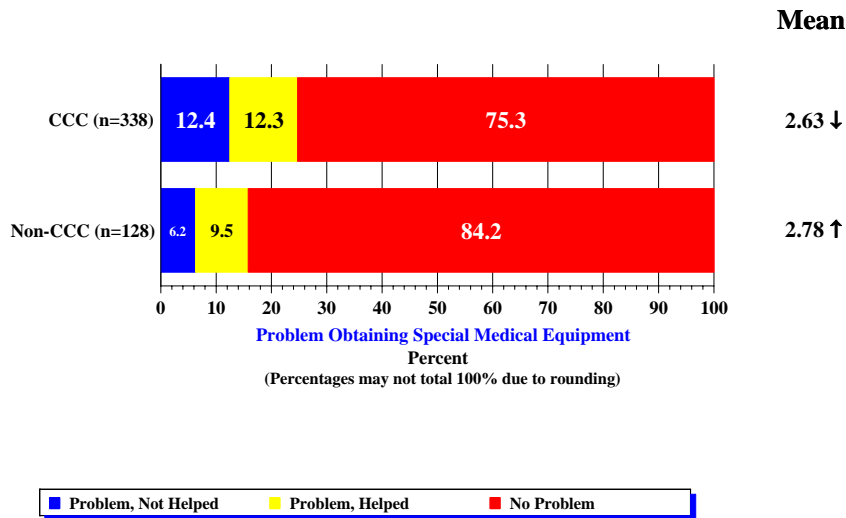


**Access to Specialized Services: Problem Obtaining Special Medical Equipment**

Question 64 in the child survey asked parents or caretakers of child members to rate how much of a problem it was obtaining special medical equipment for their child. Question 65 in the child survey asked parents or caretakers of child members whether anyone from the health plan or child’s doctor’s office helped them with problems they had obtaining special medical equipment for their child. These two questions were combined to form a single item. Figure C57 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there was *one* statistically significant difference observed for this CCC composite item.

- The overall mean for the CCC respondents was *significantly lower* than that of the non-CCC respondents.

**Figure C57**  
**Access to Specialized Services Composite:**  
**Problem Obtaining Special Medical Equipment**

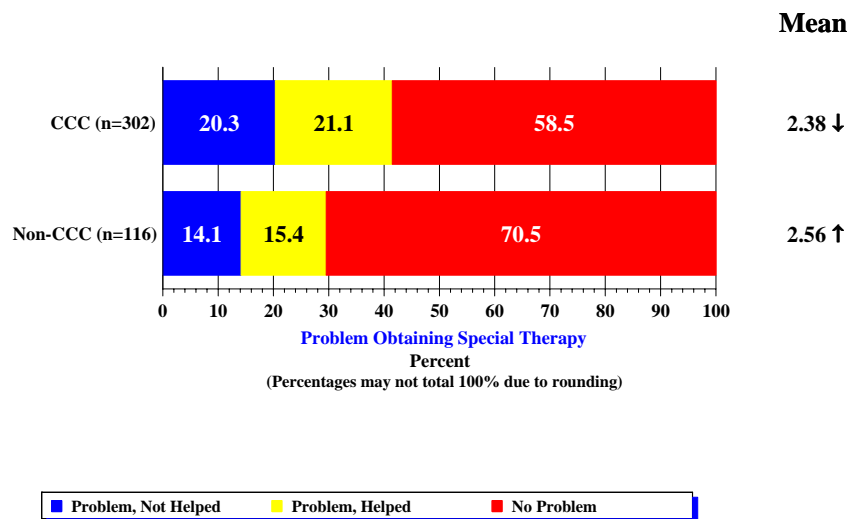


**Access to Specialized Services: Problem Obtaining Special Therapy**

Question 67 in the child survey asked parents or caretakers of child members to rate how much of a problem it was obtaining special therapy for their child. Question 68 in the child survey asked parents or caretakers of child members whether anyone from the health plan or child’s doctor’s office helped them with problems they had obtaining special therapy for their child. These two questions were combined to form a single item. Figure C58 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there was *one* statistically significant difference observed for this CCC composite item.

- The overall mean for the CCC respondents was *significantly lower* than that of the non-CCC respondents.

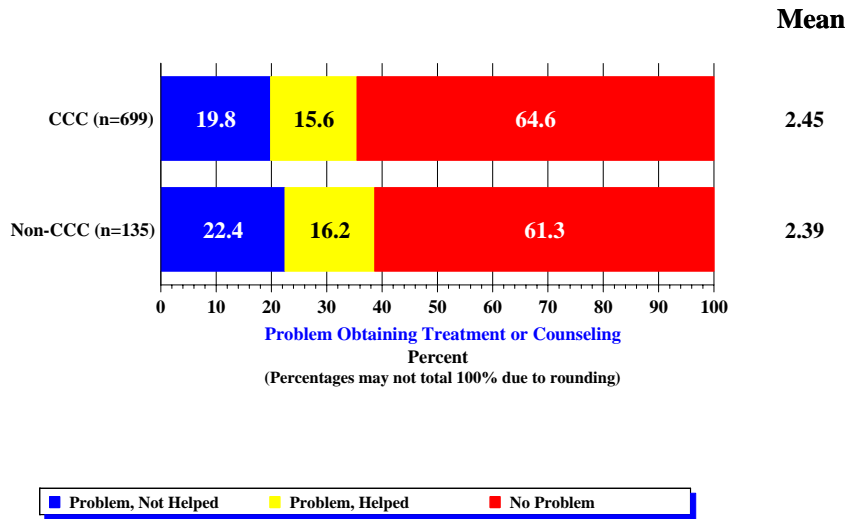
**Figure C58**  
**Access to Specialized Services Composite:**  
**Problem Obtaining Special Therapy**



**Access to Specialized Services: Problem Obtaining Treatment or Counseling**

Question 70 in the child survey asked parents or caretakers of child members to rate how much of a problem it was obtaining treatment or counseling for their child. Question 71 in the child survey asked parents or caretakers of child members whether anyone from the health plan or child’s doctor’s office helped them with problems they had obtaining treatment or counseling for their child. These two questions were combined to form a single item. Figure C59 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this CCC composite item.

**Figure C59  
Access to Specialized Services Composite:  
Problem Obtaining Treatment or Counseling**

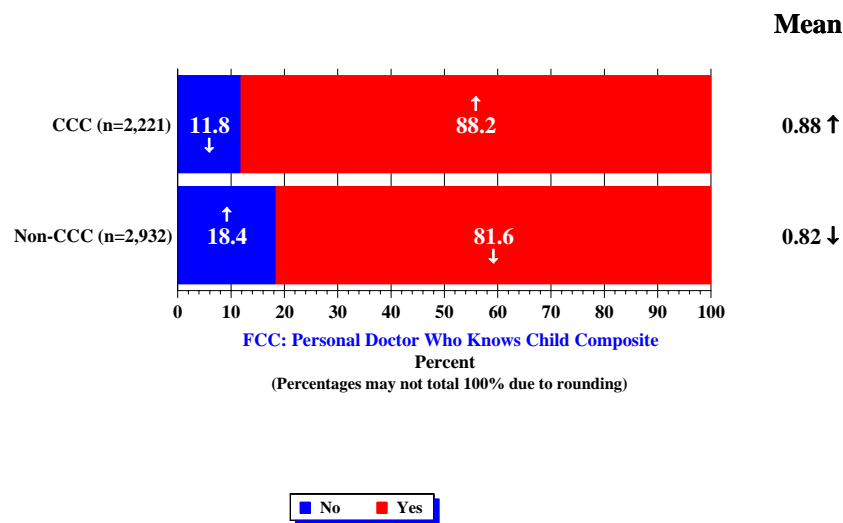


**FCC: Personal Doctor Who Knows Child**

A series of three questions were asked in order to assess whether or not child members had a personal doctor who knew them. For each of these questions (questions 8, 10, and 11 in the child survey), an overall mean was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: “No” and “Yes.” Figure C60 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *three* statistically significant differences observed for this CCC composite.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of “No” was *significantly lower* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a response of “Yes” was *significantly higher* than that of the non-CCC respondents.

**Figure C60**  
**FCC: Personal Doctor Who Knows Child Composite**

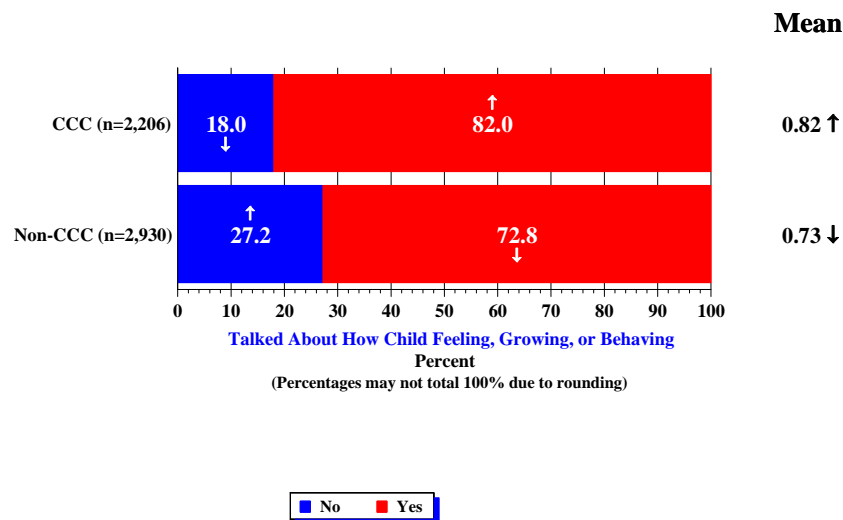


***FCC: Personal Doctor Who Knows Child: Talked About How Child Feeling, Growing, or Behaving***

Question 8 in the child survey asked whether the personal doctor or nurse of the child member talked with the parent or caretaker of the child member about how the child was feeling, growing, or behaving. Figure C61 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *three* statistically significant differences observed for this CCC composite item.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of “No” was *significantly lower* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a response of “Yes” was *significantly higher* than that of the non-CCC respondents.

**Figure C61**  
**FCC: Personal Doctor Who Knows Child Composite:**  
**Talked About How Child Feeling, Growing, or Behaving**

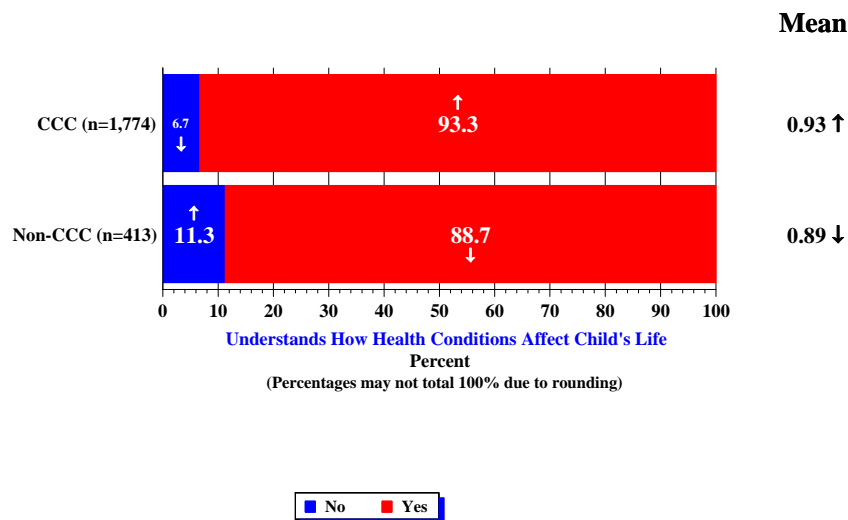


**FCC: Personal Doctor Who Knows Child: Understands How Health Conditions Affect Child's Life**

Question 10 in the child survey asked whether the personal doctor or nurse of the child member understands how the child's medical, behavioral, or other health conditions affect the child's day-to-day life. Figure C62 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *three* statistically significant differences observed for this CCC composite item.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of "No" was *significantly lower* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a response of "Yes" was *significantly higher* than that of the non-CCC respondents.

**Figure C62**  
**FCC: Personal Doctor Who Knows Child Composite:**  
**Understands How Health Conditions Affect Child's Life**

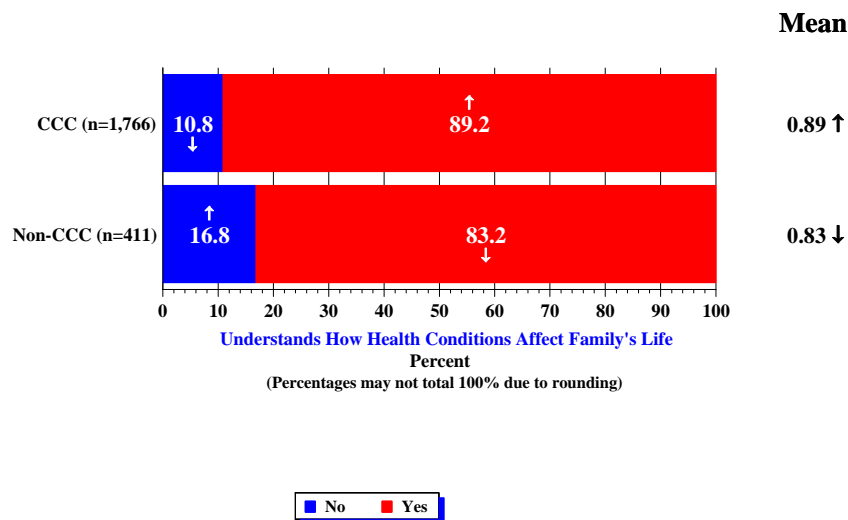


***FCC: Personal Doctor Who Knows Child: Understands How Health Conditions Affect Family's Life***

Question 11 in the child survey asked whether the personal doctor or nurse of the child member understands how the child's medical, behavioral, or other health conditions affect the family's day-to-day life. Figure C63 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *three* statistically significant differences observed for this CCC composite item.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of "No" was *significantly lower* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a response of "Yes" was *significantly higher* than that of the non-CCC respondents.

**Figure C63**  
**FCC: Personal Doctor Who Knows Child Composite:**  
**Understands How Health Conditions Affect Family's Life**

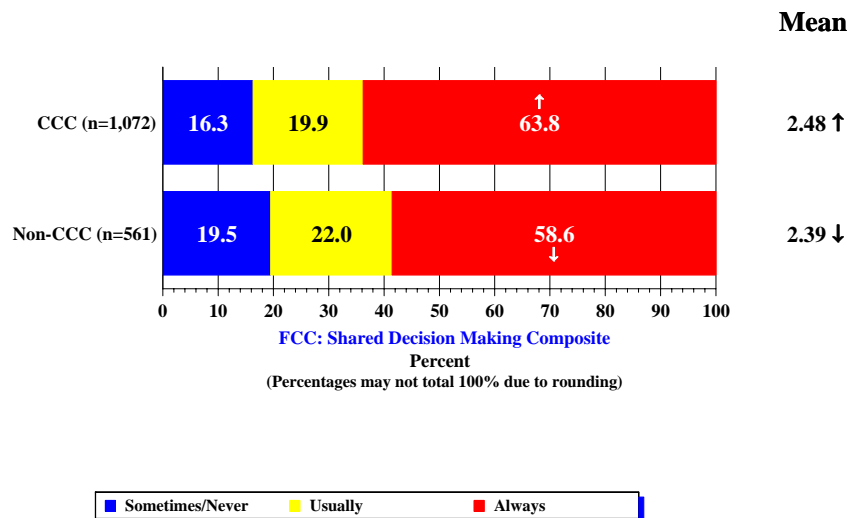


**FCC: Shared Decision Making**

A series of four questions were asked in order to assess how often doctors involved parents or caretakers of child members in decisions about their child’s care. For each of these questions (questions 47, 48, 49, and 50 in the child survey), an overall mean was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: “Sometimes/Never,” “Usually,” and “Always.” Figure C64 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *two* statistically significant differences observed for this CCC composite.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of “Always” was *significantly higher* than that of the non-CCC respondents.

**Figure C64**  
**FCC: Shared Decision Making Composite**

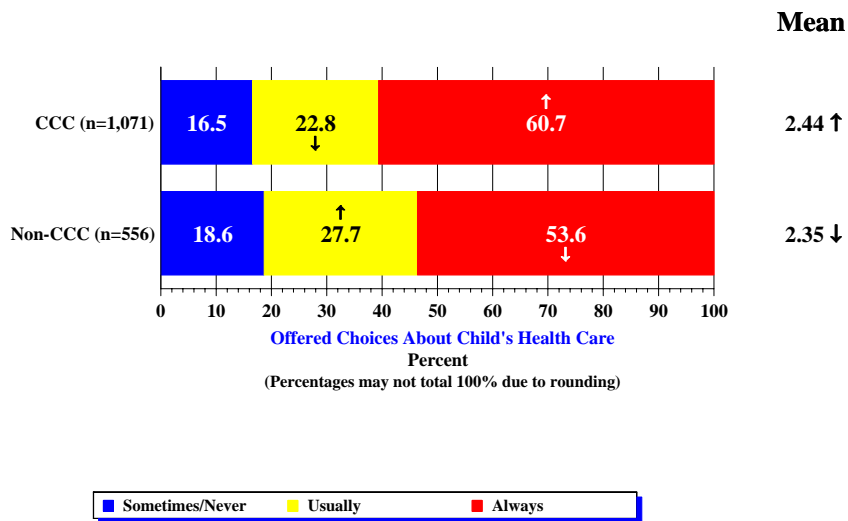


**FCC: Shared Decision Making: Offered Choices About Child's Health Care**

Question 47 in the child survey asked the parents or caretakers of child members to rate how often doctors or other health providers offered them choices about their child's health care. Figure C65 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *three* statistically significant differences observed for this CCC composite item.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of "Usually" was *significantly lower* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a response of "Always" was *significantly higher* than that of the non-CCC respondents.

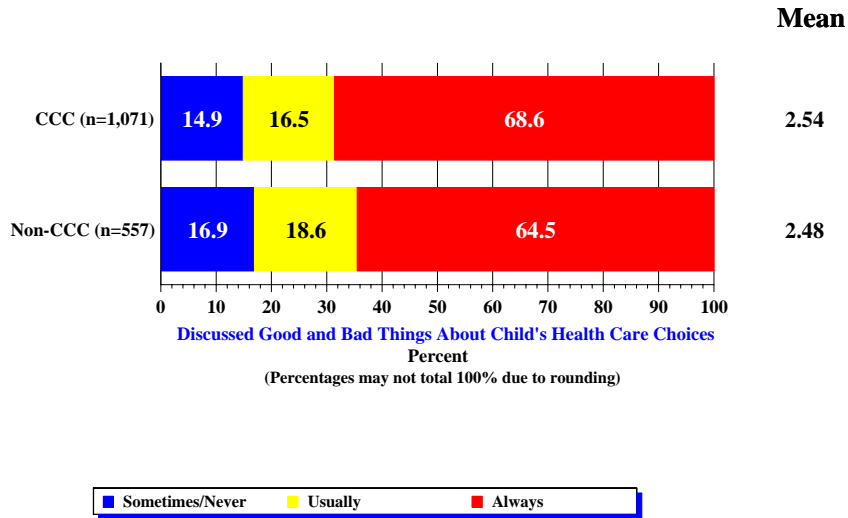
**Figure C65**  
**FCC: Shared Decision Making Composite:**  
**Offered Choices About Child's Health Care**



**FCC: Shared Decision Making: Discussed Good and Bad Things About Child's Health Care Choices**

Question 48 in the child survey asked the parents or caretakers of child members to rate how often doctors or other health providers discussed with them the good and bad things about each of the choices for their child's health care. Figure C66 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this CCC composite item.

**Figure C66  
FCC: Shared Decision Making Composite:  
Discussed Good and Bad Things About  
Child's Health Care Choices**

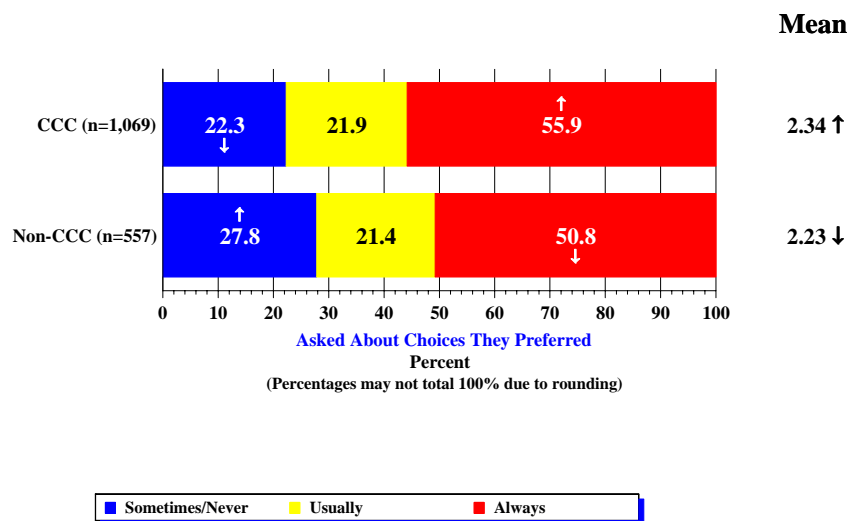


**FCC: Shared Decision Making: Asked About Choices They Preferred**

Question 49 in the child survey asked the parents or caretakers of child members to rate how often doctors or other health providers asked them what choices they preferred. Figure C67 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *three* statistically significant differences observed for this CCC composite item.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of “Sometimes/Never” was *significantly lower* than that of the non-CCC respondents, whereas the percentage of CCC respondents who gave a response of “Always” was *significantly higher* than that of the non-CCC respondents.

**Figure C67**  
**FCC: Shared Decision Making Composite:**  
**Asked About Choices They Preferred**

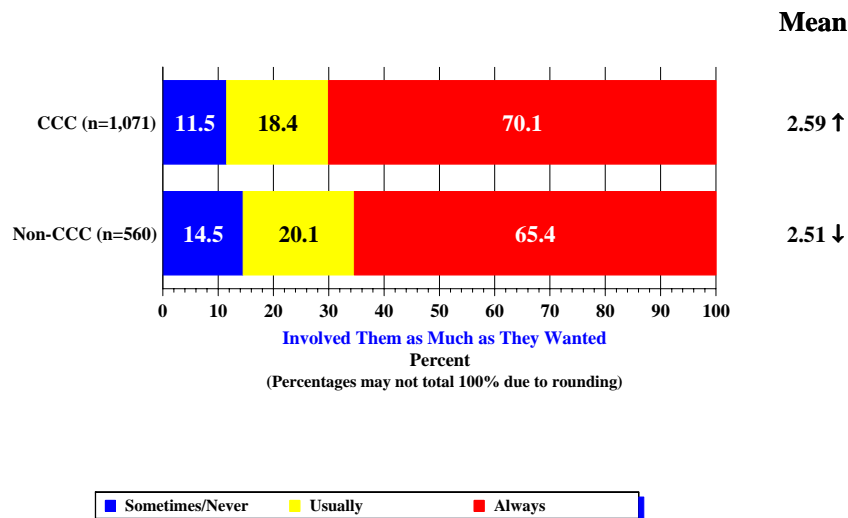


***FCC: Shared Decision Making: Involved Them as Much as They Wanted***

Question 50 in the child survey asked the parents or caretakers of child members to rate how often doctors or other health providers involved them as much as they wanted. Figure C68 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there was *one* statistically significant difference observed for this CCC composite item.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents.

**Figure C68**  
**FCC: Shared Decision Making Composite:**  
**Involved Them as Much as They Wanted**

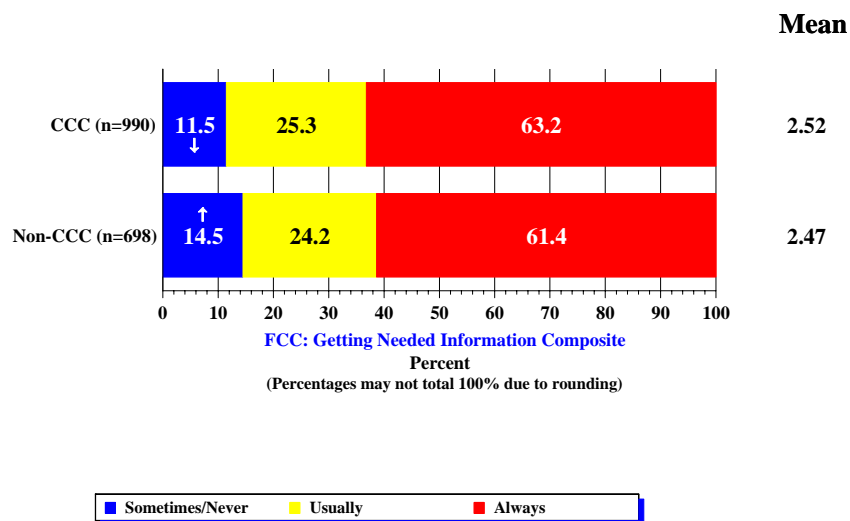


**FCC: Getting Needed Information**

A series of three questions were asked in order to assess how often parents or caretakers of child members were able to get needed information. For each of these questions (questions 43, 44, and 45 in the child survey), an overall mean was calculated for the CCC and non-CCC populations. Responses were also classified into three categories: “Sometimes/Never,” “Usually,” and “Always.” Figure C69 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there was *one* statistically significant difference observed for this CCC composite.

- The percentage of CCC respondents who gave a response of “Sometimes/Never” was *significantly lower* than that of the non-CCC respondents.

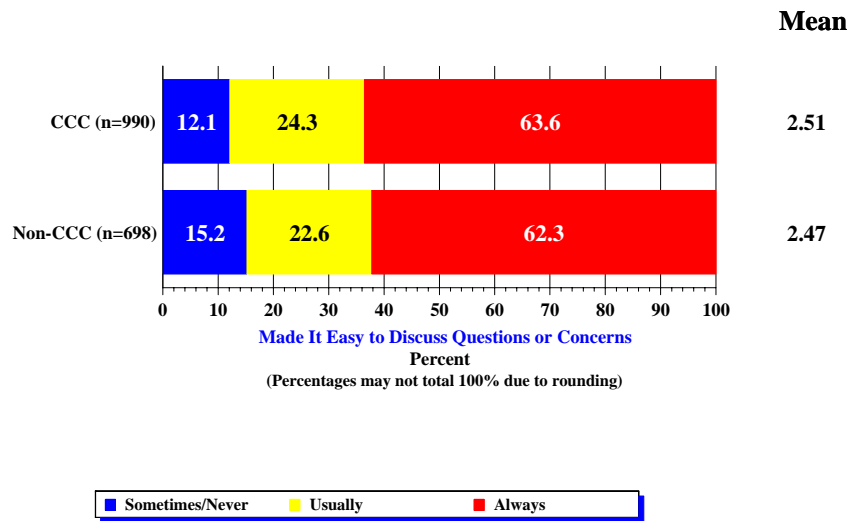
**Figure C69**  
**FCC: Getting Needed Information Composite**



***FCC: Getting Needed Information: Made It Easy to Discuss Questions or Concerns***

Question 43 in the child survey asked the parents or caretakers of child members to rate how often doctors or other health providers made it easy for them to discuss their questions or concerns. Figure C70 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this CCC composite item.

**Figure C70**  
**FCC: Getting Needed Information Composite:**  
**Made It Easy to Discuss Questions or Concerns**

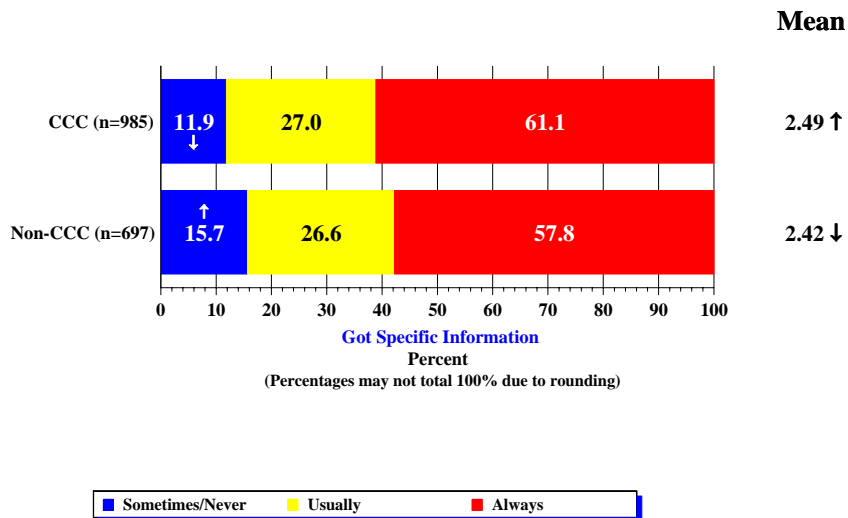


**FCC: Getting Needed Information: Got Specific Information**

Question 44 in the child survey asked the parents or caretakers of child members to rate how often they received specific information they needed from doctors or other health providers. Figure C71 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *two* statistically significant differences observed for this CCC composite item.

- The overall mean for the CCC respondents was *significantly higher* than that of the non-CCC respondents. The percentage of CCC respondents who gave a response of “Sometimes/Never” was *significantly lower* than that of the non-CCC respondents.

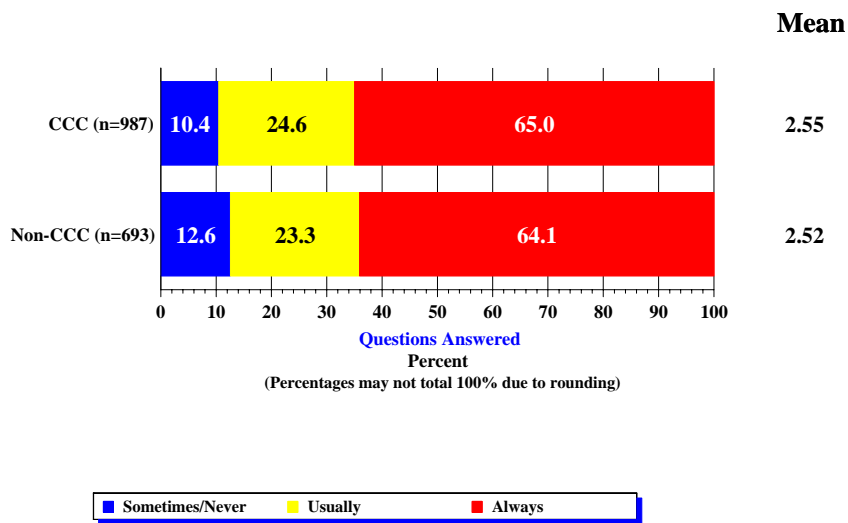
**Figure C71  
FCC: Getting Needed Information Composite:  
Got Specific Information**



**FCC: Getting Needed Information: Questions Answered**

Question 45 in the child survey asked the parents or caretakers of child members to rate how often their questions were answered by doctors or other health providers. Figure C72 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this CCC composite item.

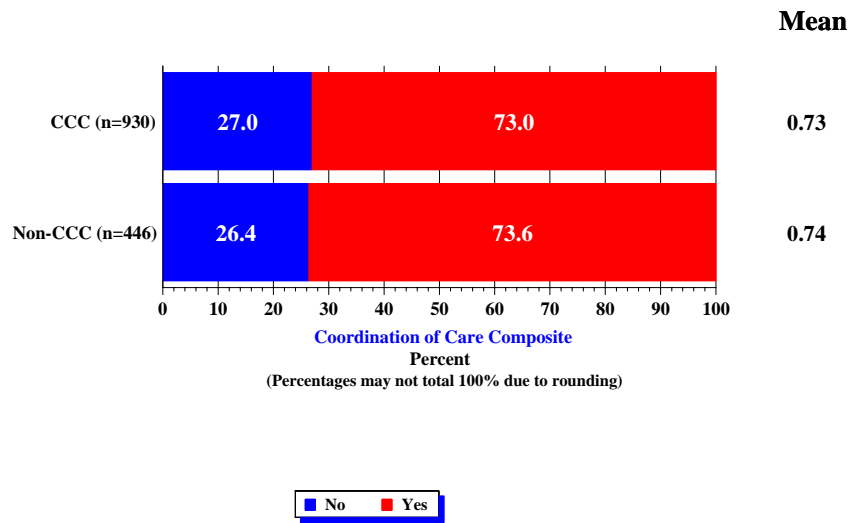
**Figure C72  
FCC: Getting Needed Information Composite:  
Questions Answered**



**Coordination of Care**

Two questions were asked in order to assess whether or not parents or caretakers of child members received help in coordinating their child’s care. For each of these questions (questions 54 and 73 in the child survey), an overall mean was calculated for the CCC and non-CCC populations. Responses were also classified into two categories: “No” and “Yes.” Figure C73 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this CCC composite.

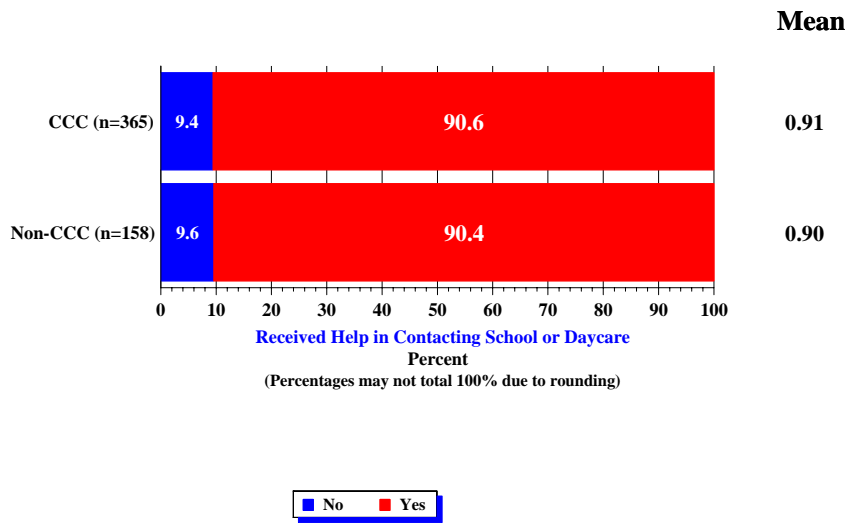
**Figure C73**  
**Coordination of Care Composite**



**Coordination of Care: Received Help in Contacting School or Daycare**

Question 54 in the child survey asked whether parents or caretakers of child members received the help they needed from doctors or other health providers in contacting their child’s school or daycare. Figure C74 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this CCC composite item.

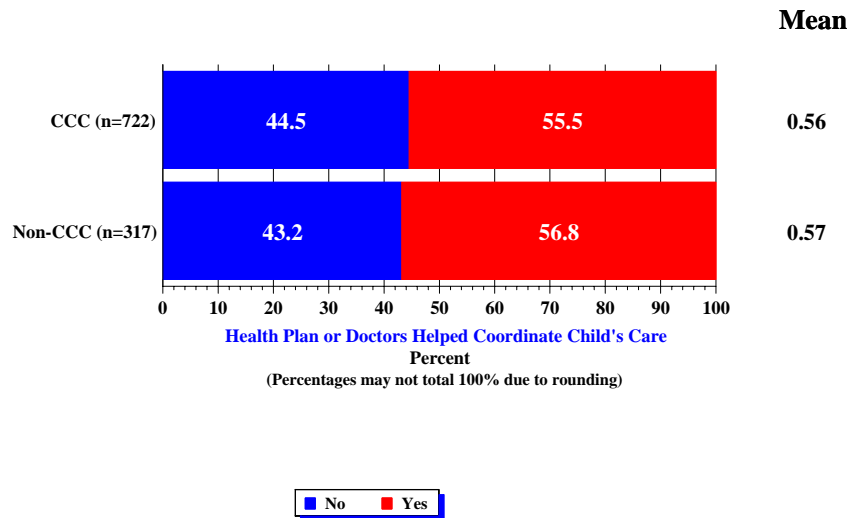
**Figure C74**  
**Coordination of Care Composite:**  
**Received Help in Contacting School or Daycare**



**Coordination of Care: Health Plan or Doctors Helped Coordinate Child's Care**

Question 73 in the child survey asked the parents or caretakers of child members whether anyone from the health plan or doctor's office helped coordinate their child's care among different providers or services. Figure C75 depicts the overall mean scores and the proportion of respondents in each of the response categories for the CCC and non-CCC populations. Overall, there were *no* statistically significant differences observed for this CCC composite item.

**Figure C75  
Coordination of Care Composite:  
Health Plan or Doctors Helped Coordinate Child's Care**



## SUMMARY OF OHIO CCC COMPARISONS

The following tables, Tables C1 - C3, summarize the statistically significant differences between the two populations. The items listed in the tables are limited to those items where statistically significant differences were identified between the two populations. Please note, the results presented are based on the overall means calculated for each population on the global ratings, composites, composite items, items in the areas of interest, CCC composites, and CCC composite items.

<b>Table C1</b>		
<b>Summary of Ohio CCC Comparisons for the Global Ratings and Composites</b>		
<b>MEASURE</b>	<b>POPULATION WITH SIGNIFICANTLY HIGHER SCORE</b>	<b>POPULATION WITH SIGNIFICANTLY LOWER SCORE</b>
Rating of Personal Doctor	CCC	Non-CCC
Getting Needed Care	Non-CCC	CCC
Getting Needed Care: Delays in Health Care While Waiting for Health Plan Approval	Non-CCC	CCC
How Well Doctors Communicate: Doctors Spent Enough Time With Patient	CCC	Non-CCC
Customer Service	Non-CCC	CCC
Customer Service: Finding or Understanding Information in Written Materials	Non-CCC	CCC
Customer Service: Obtaining Help Needed When Calling Customer Service	Non-CCC	CCC

<b>Table C2 Summary of Ohio CCC Comparisons for the Areas of Interest</b>		
<b>MEASURE</b>	<b>POPULATION WITH SIGNIFICANTLY HIGHER SCORE</b>	<b>POPULATION WITH SIGNIFICANTLY LOWER SCORE</b>
Satisfaction with Health Plan: Looked for Health Plan Information in Written Materials	CCC	Non-CCC
Satisfaction with Health Plan: Called Customer Service for Information or Help	CCC	Non-CCC
Satisfaction with Health Plan: Contacted Health Plan with Complaint or Problem*	Non-CCC	CCC
Satisfaction with Health Care Providers: Think of One Person as Personal Doctor or Nurse	CCC	Non-CCC
Satisfaction with Health Care Providers: Called Doctor's Office for Help or Advice	CCC	Non-CCC
Satisfaction with Health Care Providers: Difficulty Speaking With or Understanding Doctors**	CCC	Non-CCC
Satisfaction with Health Care Providers: Child Able to Talk With Doctors	CCC	Non-CCC
Access to Care: Thought Member Needed to See a Specialist	CCC	Non-CCC
Access to Care: Saw a Specialist	CCC	Non-CCC
Access to Care: Made Appointments for Health Care	CCC	Non-CCC
Access to Care: Days Between Making Appointment and Seeing Provider	Non-CCC	CCC
Access to Care: Had Illness, Injury, or Condition That Needed Care Right Away	CCC	Non-CCC
Access to Care: Child Two Years Old or Younger	Non-CCC	CCC
Utilization of Services: Number of Visits to the Doctor's Office***	Non-CCC	CCC

\* For this item, responses of "Yes" were given a score of 0 and responses of "No" were given a score of 1. Therefore, higher scores are indicative of fewer members contacting their health plan with a complaint or problem.

\*\* For this item, responses of "Always" were given a score of 1, responses of "Usually" were given a score of 2, and responses of "Sometimes/Never" were given a score of 3. Therefore, higher scores are indicative of fewer members having difficulty speaking with or understanding doctors.

\*\*\* For this item, responses of "3 or More Times" were given a score of 1, responses of "1 to 2 Times" were given a score of 2, and responses of "None" were given a score of 3. Therefore, higher scores are indicative of fewer visits to the doctor's office.

<b>Table C3</b>		
<b>Summary of Ohio CCC Comparisons for the CCC Composites</b>		
<b>MEASURE</b>	<b>POPULATION WITH SIGNIFICANTLY HIGHER SCORE</b>	<b>POPULATION WITH SIGNIFICANTLY LOWER SCORE</b>
Access to Specialized Services	Non-CCC	CCC
Access to Specialized Services: Problem Obtaining Special Medical Equipment	Non-CCC	CCC
Access to Specialized Services: Problem Obtaining Special Therapy	Non-CCC	CCC
FCC: Personal Doctor Who Knows Child	CCC	Non-CCC
FCC: Personal Doctor Who Knows Child: Talked About How Child Feeling, Growing, or Behaving	CCC	Non-CCC
FCC: Personal Doctor Who Knows Child: Understands How Health Conditions Affect Child's Life	CCC	Non-CCC
FCC: Personal Doctor Who Knows Child: Understands How Health Conditions Affect Family's Life	CCC	Non-CCC
FCC: Shared Decision Making	CCC	Non-CCC
FCC: Shared Decision Making: Offered Choices About Child's Health Care	CCC	Non-CCC
FCC: Shared Decision Making: Asked About Choices They Preferred	CCC	Non-CCC
FCC: Shared Decision Making: Involved Them as Much as They Wanted	CCC	Non-CCC
FCC: Getting Needed Information: Got Specific Information	CCC	Non-CCC

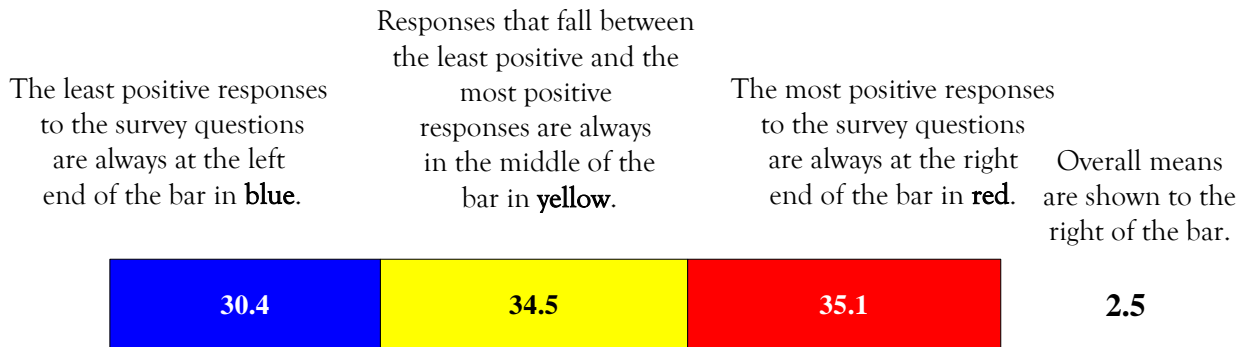
# Reader's Guide

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## HOW TO READ THE BAR GRAPHS

Below is an explanation of how to read the bar graphs presented in the Ohio CCC Comparisons section. The Ohio CCC Comparisons section reports on the CAHPS® results in accordance with the methodology utilized by ODJFS to meet the reporting needs of the State of Ohio.

Separate bar graphs were created for the global ratings, composite scores, items within the composites, individual questions in four areas of interest (satisfaction with health plan, satisfaction with health care providers, access to care, and utilization of services), CCC composite scores, and items within the CCC composites. Each bar graph depicts overall means for the survey item and the proportion of respondents in each of the item's response categories for the CCC and non-CCC populations. Statistically significant differences between the two populations are also noted within the bar graphs.



For figures with two response categories, only red and blue bars are depicted. For certain questions, response categories are neither more positive nor less positive. For these questions, the colors of the bars simply identify different response categories.

Numbers within the bars represent the percentage of respondents in the response category. Overall means are shown to the right of the bars.

Arrows (↑ and ↓) within the bars and to the right of the overall means indicate statistically significant differences between the populations' mean scores. Only statistically significant findings are discussed within the text of the Ohio CCC Comparisons section.

## **LIMITATIONS AND CAUTIONS**

The findings presented in the 2004 Ohio Medicaid Managed Care CAHPS® CCC Report are subject to some limitations in the survey design, analysis, and interpretation. These limitations should be considered carefully when interpreting or generalizing the findings presented. These limitations are discussed below.

### **Case-Mix Adjustment**

While data have been adjusted for differences in member health status, respondent educational level, and respondent age, it was not possible to adjust for differences in member or respondent characteristics that were not measured. These characteristics include income, employment, or any other characteristics that may not be under the MCP's control for delivery of health services.

### **Non-Response Bias**

The experiences of the survey respondent population may be different than that of non-respondents with respect to their health care services and may vary by MCP. The potential for non-response bias should be considered when interpreting the results.

### **Single Point in Time**

The results of this survey provide a snapshot comparison of MCPs at a single point in time. These comparisons may not reflect stable patterns of consumer ratings over time.

### **Causal Inferences**

The analyses described in the Ohio Medicaid Managed Care CAHPS® CCC Report identify whether members in different populations (CCC versus non-CCC) give different ratings of satisfaction. The surveys by themselves do not reveal why the differences exist.