

2017 CAHPS[®] Medicaid Adult 5.0H Final Report



Molina Healthcare of New Mexico

Project Number(s): 4116644

Introduction

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New in 2017

The following changes, which are also reported in the *Healthcare Effectiveness Data and Information Set (HEDIS®)*¹ 2017 Volume Three Technical Update Specifications, have been implemented for administration of the 2017 Consumer Assessment of Healthcare Providers and Systems (CAHPS®)² 5.0H survey.

Sampling Procedures

For the 2017 survey administration, plans can no longer combine sample frames for different product lines and products. Additionally, NCQA revised the systematic sampling method. Vendors will deduplicate the sample frame by household before pulling the systematic sample to reduce respondent burden.

Product Updates

NCQA removed the commercial child product lines (Commercial Child with/without CCC). Furthermore, NCQA will no longer report calculations for the following measures: *Aspirin Use*, *Discussing Aspirin Use and Benefits*, *Rating of Overall Health*, and *Rating of Overall Mental/Emotional Health*.

Although there were no changes to the survey tool in 2017, NCQA clarified that a standard transition statement could be added to a survey before Custom/Supplemental questions - if applicable.



Throughout this report, information essential for understanding the report and suggestions for a course of action for developing quality initiatives are identified by this symbol.

¹ HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

² CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

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1. Executive Summary

SPH Analytics (SPHA), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Molina Healthcare of New Mexico to conduct its 2017 CAHPS® 5.0H Medicaid Adult Member Satisfaction Survey. NCQA requires health plans to submit CAHPS® survey results in compliance with HEDIS® accreditation requirements.

The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which could aid plans in increasing the quality of provided care.

Using a mixed (mail and phone) survey administration methodology, per NCQA protocol,³ SPH Analytics collected 600 valid surveys from the eligible member population, yielding a response rate of 22.6%.⁴

This report summarizes results derived from the CAHPS® 5.0H Medicaid Adult Survey as applied to a systematic sample of your health plan members and presents the findings by plan service area (composite) and by each individual question (attribute). In general, satisfaction is presented by Summary Rates, which represent the percent of respondents who chose the most favorable question responses as specified by NCQA.⁵

Overview of Summary Rate Comparisons

The tables beginning on the following page present composite, measure, and rating Summary Rate Scores for the Health Plan domain, the Health Care domain, and for the Effectiveness of Care measures. Included in each table are your plan's current scores compared to trend data (if applicable), the 2017 SPH Analytics Book of Business benchmark, and the 2016 Quality Compass® All Plans Medicaid Adult⁶ benchmark. Significance testing is provided for all comparisons and percentile rankings⁷ are provided for benchmark comparisons.

³ Please note that the CAHPS® survey is eligible to be conducted from January through May 2017.

⁴ Please refer to Section 2 - *Methodology* for the calculation used to determine the response rate.

⁵ Select Summary Rates are defined by NCQA in its HEDIS® 2017 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

⁶ The source for data contained in this publication is Quality Compass® All Plans 2016. It is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

⁷ Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark.

Health Plan Domain

Composites, Measures, & Ratings	2017 Summary Rate Scores (SRS)	2016 Trend Comparisons		2017 SPH Analytics Benchmark Comparisons			2016 Quality Compass® All Plan Benchmark Comparisons		
		SRS	**	SRS	Percentile Rank*	**	SRS	Percentile Rank*	**
8-10 Rating of Health Plan (Q35)	77.0%	80.9%		76.2%	52nd		75.0%	59th	
9-10 Rating of Health Plan (Q35)	61.0%	62.7%		58.9%	63rd		57.7%	67th	
Getting Needed Care	78.0%	79.8%		81.3%	22nd		80.4%	23rd	
Customer Service	88.3%	90.8%		87.5%	50th		87.5%	57th	
Providing Needed Information (Q29)	68.3%***	73.0%		66.8%	57th		68.2%	53rd	
Ease of Filling Out Forms (Q34)	94.6%	96.1%		94.3%	56th		94.2%	52nd	

* Indicates where your plan's Summary Rate Score ranks when compared to all other plans in the benchmark.
 ** Indicates a significant difference when your plan's Summary Rate Score is compared to trend and/or benchmark data.
 *** Indicates this measure received less than 100 completed responses and will, therefore, receive an NA in the NCQA submission report.

Health Care Domain

Composites, Measures, & Ratings	2017 Summary Rate Scores (SRS)	2016 Trend Comparisons		2017 SPH Analytics Benchmark Comparisons			2016 Quality Compass® All Plan Benchmark Comparisons		
		SRS	**	SRS	Percentile Rank*	**	SRS	Percentile Rank*	**
8-10 Rating of Health Care (Q13)	73.6%	78.1%		73.7%	45th		73.5%	44th	
9-10 Rating of Health Care (Q13)	54.8%	58.2%		54.3%	47th		53.6%	60th	
Getting Care Quickly	78.4%	80.3%		80.6%	21st		80.1%	30th	
How Well Doctors Communicate	91.0%	92.2%		91.0%	42nd		90.7%	50th	
Shared Decision Making	81.8%	82.8%		79.8%	75th		79.2%	81st	
Health Promotion and Education (Q8)	74.0%	71.7%		74.0%	52nd		72.1%	64th	
Coordination of Care (Q22)	85.6%	79.1%		82.5%	71st		81.8%	84th	
8-10 Rating of Personal Doctor (Q23)	79.6%	81.4%		80.6%	33rd		80.2%	40th	
9-10 Rating of Personal Doctor (Q23)	65.6%	66.6%		65.9%	42nd		65.4%	55th	
8-10 Rating of Specialist (Q27)	80.3%	81.0%		81.5%	40th		80.4%	44th	
9-10 Rating of Specialist (Q27)	66.2%	68.7%		66.6%	47th		66.0%	51st	

* Indicates where your plan's Summary Rate Score ranks when compared to all other plans in the benchmark.
 ** Indicates a significant difference when your plan's Summary Rate Score is compared to trend and/or benchmark data.

Effectiveness of Care Measures⁸

Composites, Measures, & Ratings	2017 Summary Rate Scores (SRS)	2016 Trend Comparisons		2017 SPH Analytics Benchmark Comparisons			2016 Quality Compass® All Plan Comparisons		
		SRS	**	SRS	Percentile Rank*	**	SRS	Percentile Rank*	**
Flu Vaccinations (Adults 18-64)	42.5%	42.4%		39.7%	66th		38.5%	70th	↑
Advising Smokers and Tobacco Users to Quit	68.7%	73.7%		77.0%	12th	↓	75.9%	12th	↓
Discussing Cessation Medications	39.1%	42.2%		51.1%	13th	↓	48.1%	12th	↓
Discussing Cessation Strategies	37.0%	40.7%		44.2%	19th	↓	43.3%	17th	↓

* Indicates where your plan's Summary Rate Score ranks when compared to all other plans in the benchmark.

** Indicates a significant difference when your plan's Summary Rate Score is compared to trend and/or benchmark data.

⁸ The Summary Rates for Effectiveness of Care Measures (with the exception of the *Flu Vaccinations (Adults 18-64)* measure) are calculated on a two-year rolling average due to anticipated small denominators.

Key Driver and Opportunity Analyses

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

Multiple linear regression analyses were run on the 2017 SPH Analytics Medicaid Adult Book of Business to discover which composites were Key Drivers of *Rating of Health Plan* (Q35), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q23).

The Summary Rates of these Key Drivers are compared to the Summary Rates of all other plans in the 2017 SPH Analytics Medicaid Adult Book of Business benchmark in the tables that begin on the following page. Depending on how these composite scores rank they are placed into one of the three following action categories:



Plan Strength (Market & Maintain):

A *Key Driver of Satisfaction* and Summary Rates are at or above the 75th percentile when compared to the 2017 SPH Analytics Medicaid Adult Book of Business benchmark.

Plan Opportunity (Investigate & Improve):

A *Key Driver of Satisfaction*, but Summary Rates are below the 50th percentile when compared to the 2017 SPH Analytics Medicaid Adult Book of Business benchmark.

Area to Monitor:

A *Key Driver of Satisfaction*, but Summary Rates are between the 50th and 75th percentiles when compared to the 2017 SPH Analytics Medicaid Adult Book of Business benchmark. These Key Drivers could become strengths or opportunities depending on the plan's success in these areas.

Rating of Health Plan Opportunity Analysis

Respondents were asked to provide an overall rating of health plan satisfaction (Q35), with “0” representing worst and “10” representing best. The NCQA defined Summary Rate for this measure is the percentage of respondents who rated their health plan an “8,” “9,” or “10.” Members’ ratings of their health plan is an important gauge of plan quality and is also the most heavily weighted CAHPS® measure in the accreditation process.

The following composites have been identified as Key Drivers of health plan rating based on the regression analysis:

Key Drivers of Health Plan Rating	Beta Coefficient (β) ⁹	Percentile Ranking	Opportunity Analysis
Customer Service	0.980	50th	Monitor
Getting Needed Care	0.578	22nd	Opportunity

⁹ Numbers shown are beta coefficients. See “Regression Analysis” in *Technical Notes* for more information.

Rating of Health Care Opportunity Analysis

Rating of Health Care (Q13) gives members an opportunity to rate all of the health care they have received in the last six months. This rating provides feedback to health plans to help improve their members' quality of care.

The following composites have been identified as the Key Drivers of health care satisfaction based on regression analysis:

Key Drivers of Health Care Rating	Beta Coefficient (β)	Percentile Ranking	Opportunity Analysis
Getting Needed Care	0.831	22nd	Opportunity
How Well Doctors Communicate	0.762	42nd	Opportunity

Additionally, *Rating of Health Care* is highly correlated with the *Rating of Personal Doctor*.

Rating of Personal Doctor Opportunity Analysis

Question 23 gives members an opportunity to rate their personal doctor. A high rating indicates members rate their personal doctors positively. A positive relationship between personal doctor and patient is an important part of health care.

The following composites have been identified as the Key Drivers of health care satisfaction based on regression analysis:

Key Drivers of Personal Doctor Rating	Beta Coefficient (β)	Percentile Ranking	Opportunity Analysis
How Well Doctors Communicate	2.012	42nd	Opportunity
Coordination of Care	0.360	71st	Monitor

Additionally, *Rating of Personal Doctor* is highly correlated with the *Rating of Health Care*.

Accreditation for 2017 Scoring

NCQA allows Medicaid product lines to be scored on the CAHPS® Health Plan Survey 5.0H adult version, on the child version, or on the child with chronic conditions version questions/composites. NCQA only requires organizations to submit one set (adult or child) of survey results.

NCQA requires health plans seeking accreditation to submit specified HEDIS® measures and HEDIS®/CAHPS® 5.0H survey results. NCQA determines the CAHPS® 5.0H portion of the score by comparing the plan’s results to a national benchmark (the 90th percentile) and to national thresholds (the 75th, 50th, and 25th percentiles). The HEDIS® measure portion of the score is ascertained by comparing the plan’s results to a national benchmark (the 90th percentile) and to regional and national thresholds (the 75th, 50th, and 25th percentiles). NCQA does not take into account regional thresholds for CAHPS® measures due to the fact that variations in the data are not significant by region. The *Rating of Health Plan* survey item receives double the points of other CAHPS® measures.

To receive points toward accreditation scoring, measures submitted by the organization must receive a *Reportable (R)* rate from an NCQA-Certified HEDIS® Compliance auditor. If the audited rate for a measure has a denominator that is too small to report a valid rate (*NA*) or if the organization did not offer the health benefit required by the measure (*NB*), then the points for that measure are redistributed among the remaining required measures.

NCQA provides an accreditation status for each health plan entity reviewed.¹⁰ Accreditation status is valid for a maximum of 36 months from the date of the final results for the First and Renewal Evaluation options and is subject to revision resulting from annual reevaluation of HEDIS®/CAHPS® results (if applicable). Conversely, an interim evaluation status is valid for a maximum of eighteen months.

The table below shows the results for your plan. The second column represents the approximate percentile threshold your plan achieved when compared to the benchmark. The third, fourth, and fifth columns show the point distribution.¹¹

Composite/Rating Item	Approximate Plan Percentile Threshold	Points Awarded per Accreditation Year		
		2017	2016	2015
Getting Needed Care	25th	0.578	0.578	0.650
Getting Care Quickly	25th	0.578	0.578	0.650
Customer Service	50th	0.982	0.982	1.105
Coordination of Care	50th	0.982	0.982	
Rating of Health Care (Q13)	25th	0.578	0.578	0.650
Rating of Personal Doctor (Q23)	50th	0.982	0.982	1.105
Rating of Specialist (Q27)	50th	0.982	0.982	1.105
Rating of Health Plan (Q35)	50th	1.964	1.964	2.210
Approximate Points Earned (Out of possible 13.000 in 2015, 2016, and 2017)		7.626	7.626	7.475

Note: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

¹⁰ Please note that health plan accreditation status provided by NCQA depends on the Evaluation Option that the plan has selected. For more information, please refer to NCQA's *Standards and Guidelines for the Accreditation of Health Plans* (2017) document.

¹¹ The *Coordination of Care* measure was added to 2016 accreditation scoring. Organizations accredited using the 2016 standards will be scored using the organization's submitted rate for this measure.



NCOA assigns points based upon a plan's ability to meet or exceed thresholds and is calculated to the thousandth. The thresholds shown on Page 4D (and made available to the public) are shown only to the hundredth and do not represent the final threshold used to determine the distribution of points for accreditation. Therefore, plan percentile thresholds, as well as points earned, are approximations only.

2. Methodology

The CAHPS® 5.0H protocol allows plans to select one of two options for survey administration: 1) a five-wave mail-only methodology (three questionnaire mailings and two reminder postcards) or 2) a mixed methodology (mail and telephone), which includes four waves of mail (two questionnaire mailings and two reminder postcards) with a telephone follow-up of at least three attempts. NCQA also allows pre-approved enhanced methodologies, which can include an Internet component of the survey. Molina Healthcare of New Mexico chose a mixed (mail and phone) survey administration methodology.

Response Rate



The required sample size is 1,350 in accordance with NCQA protocol for adult Medicaid plans, although plans may choose to over-sample or augment¹² their sample if desired. Your plan's sample size is 2,700. SPH Analytics collected 600 valid surveys (368 Mail and 232 Telephone) from the eligible member population.¹³ After adjusting for ineligible members, your survey response rate is 22.6%. The overall NCQA target number of valid surveys is 411.

Your plan's survey was also conducted in Spanish for non-English-speaking members during the telephone portion of the survey administration process. The total number of completes from the Spanish language component is 96.

A response rate is only calculated for those members who were eligible and able to respond. According to NCQA protocol, ineligible members include those who are deceased, do not meet the eligible population criteria, have a language barrier, or are either mentally or physically incapacitated. Non-respondents include those members who have refused to participate in the survey or were added to the Do Not Call list, break-off/incomplete surveys, could not be reached due to a bad address or telephone number, or members that reached a maximum attempt threshold and were unable to be contacted during the survey time period.

The table on the following page shows the total number of members in the sample that fell into each of the various disposition categories. A disposition category is the final status assignment given to a member record within the sample. The category signifies both the survey administration protocol used to complete the survey (M=Mail, T=Phone, and I=Internet, if applicable) and the status of the record (for example, 01= did not meet eligibility criteria; 03= language barrier). Depending upon the survey protocol, some of the groupings on the following page may not apply.

¹² Although plans may choose to augment their sample, augments are not included in the Response Rate calculation or survey disposition groupings.

¹³ Please note that the CAHPS® survey is eligible to be conducted from January through May 2017.

Disposition Group	Disposition Category	N
Ineligible	Deceased (05)	4
	Does not meet eligibility criteria (01)	26
	Language barrier (03)	2
	Mentally/physically incapacitated (04)	12
	Total Ineligible	44
Non-response	Break-off/Incomplete (02)	60
	Refusal (06)	17
	Maximum attempts made (07)	1977
	Added to DNC list (08)	2
	Total Non-response	2056

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

$$\frac{\text{Completed surveys}}{\text{Sample size} - \text{Ineligible members}} = \text{Response Rate}$$

Using the final figures from your Medicaid Adult Survey, the numerator and denominator used to compute your response rate are presented below.

$$\frac{368 \text{ (Mail)} + 232 \text{ (Phone)}}{2,700 \text{ (Sample)} - 44 \text{ (Ineligible)}} = \frac{600}{2,656} = 22.6\%$$

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

Profile of Survey Respondents

The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan’s member population.

Pages 2A – 2B show the percentages of respondents by demographic category (Health Status, Mental/Emotional Health Status, Age, Gender, Education, Ethnicity, and Race) from your current survey (displayed in blue), compared to trend data (displayed in light blue, if applicable), the 2017 SPH Analytics Medicaid Adult Book of Business benchmark (displayed in green), and the 2016 Medicaid Adult Public Report¹⁴ benchmark (displayed in light green, where applicable). The demographic makeup of your plan’s member base may not mirror the “average” plan; therefore, caution is recommended when making comparisons to benchmark data. To help you identify how your plan’s population compares to other plans and to previous data, statistically significant differences are highlighted. Refer to the *Technical Notes* for more information on this topic.



Through years of experience and analysis of our books of business, SPH Analytics has observed that the demographics of a response group may have an effect on overall satisfaction results. For example, higher satisfaction ratings are usually given by members who are older and report better health status. In contrast, members who are more educated tend to give lower ratings of overall satisfaction. A comprehensive detail of demographic results for your plan is presented in *Segmentation Analyses – Section 5*.

Page 2C shows a segmentation of the *Rating of Health Plan* (Q35) results by demographic categories. Across the top of the table are scores “0-3,” “4-7,” “8-10,” and “9-10.” Down the far left column are the different demographic categories. The numbers in the table represent the percentage of respondents from each demographic category that rated the health plan either “0 to 3,” “4 to 7,” “8 to 10,” or “9 to 10.”

For example, in the table below, the percentages represent the respondents with a high school education or less. The interpretation would be “Of the respondents with a high school education or less, 10% rated their plan ‘0 to 3;’ 30% rated their plan ‘4 to 7;’ 60% rated their plan ‘8 to 10,’ and 40% rated their plan ‘9 to 10.’”

Segment	Rated Plan “0-3”	Rated Plan “4-7”	Rated Plan “8-10”	Rated Plan “9-10”
High School Graduate or less	10%	30%	60%	40%

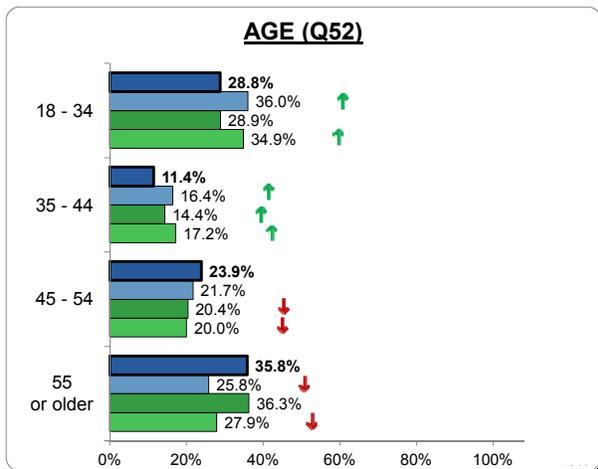
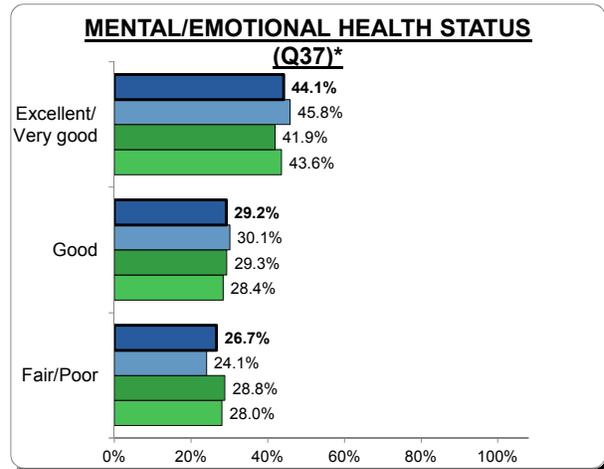
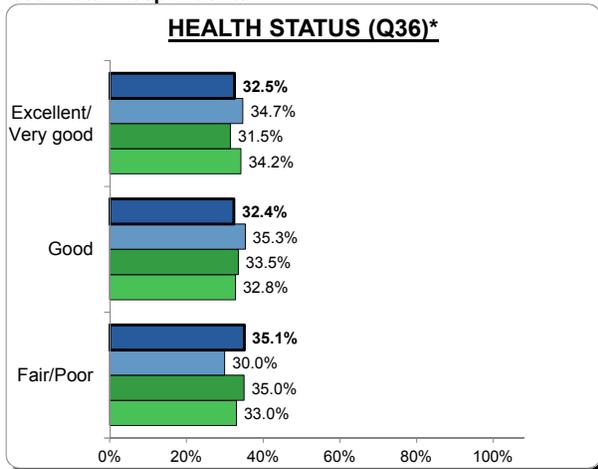
Charts 2A – 2C

¹⁴ The Public Report benchmark is derived from NCQA’s Quality Compass® benchmark and is calculated by SPH Analytics. The Public Report benchmark consists of Medicaid Adult Survey results, which were submitted to NCQA. Please note that any analyses, interpretations, or conclusions based upon the Public Report benchmark are solely that of the author (SPHA) and NCQA specifically disclaims responsibility for any such analyses, interpretations, or conclusions. Quality Compass is used with the permission of the National Committee for Quality Assurance (NCQA). Quality Compass is a registered trademark of NCQA.

Profile of Survey Respondents

Survey Demographic Comparisons

600 Total Respondents

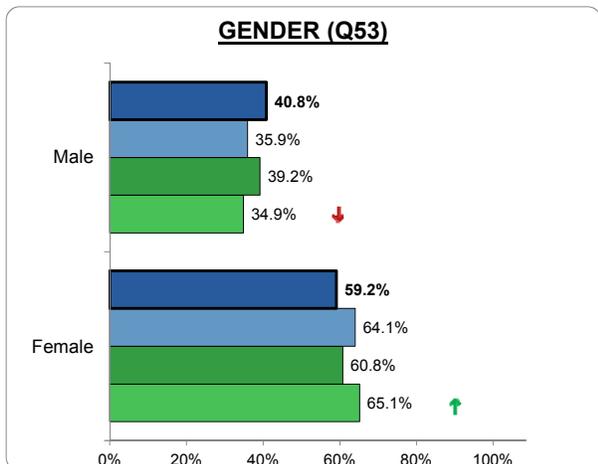


Research on CAHPS® survey results indicates that...

- Respondents reporting better health statuses tend to give higher ratings of health plan
- Older respondents tend to give higher ratings of health plan
- Respondents with less education tend to give higher ratings of health plan

RATING OF HEALTH PLAN (Q35)

Rating of 8, 9, or 10	Your Plan's 2017 Rate	Your Plan's 2016 Rate	2017 SPH Analytics Benchmark	2016 Public Report Benchmark
Rating of 8, 9, or 10	77.0%	80.9%	76.2%	75.6%



KEY:

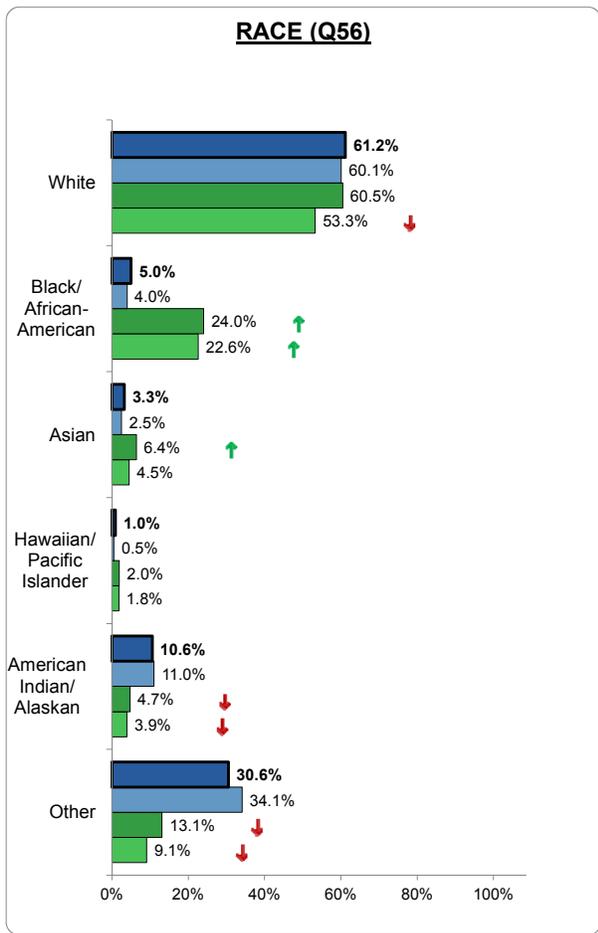
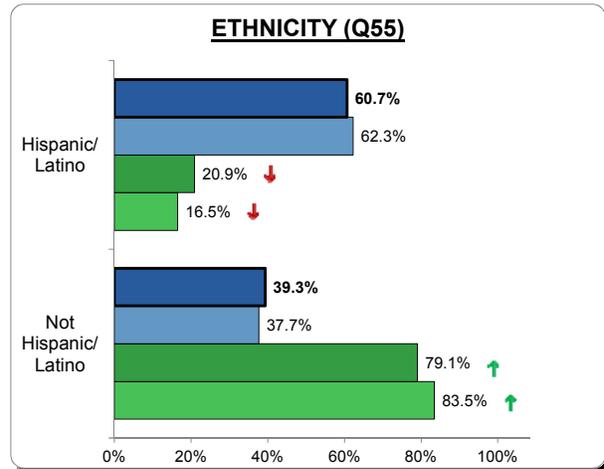
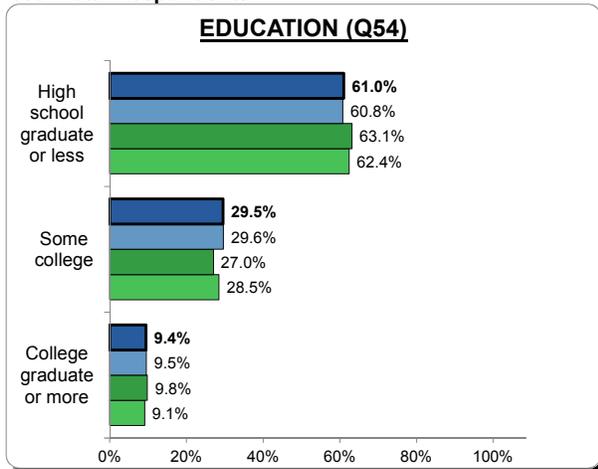
Your Plan's 2017 Rate	Your Plan's 2016 Rate	2017 SPH Analytics Benchmark	2016 Public Report Benchmark
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* Health Status and Mental/Emotional Health Status are defined by the member.
 Note 1: The 2017 SPH Analytics Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 151 plan-specific samples that submitted to NCQA in 2016.
 Note 2: Significance Testing - "↓" denotes a significantly lower percentage when compared to the current year and/or benchmark data. "↑" denotes a significantly higher percentage when compared to the current year and/or benchmark data. No arrow denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Profile of Survey Respondents

Survey Demographic Comparisons (Continued)

600 Total Respondents



Research on CAHPS® survey results indicates that...

- Respondents reporting better health statuses tend to give higher ratings of health plan
- Older respondents tend to give higher ratings of health plan
- Respondents with less education tend to give higher ratings of health plan

RATING OF HEALTH PLAN (Q35)

Year/Benchmark	Rating of 8, 9, or 10
2017 Rate	77.0%
2016 Rate	80.9%
2017 SPH Analytics Benchmark	76.2%
2016 Public Report Benchmark	75.6%



Note 1: The 2017 SPH Analytics Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 151 plan-specific samples that submitted to NCQA in 2016.

Note 2: Significance Testing - "↓" denotes a significantly lower percentage when compared to the current year and/or benchmark data. "↑" denotes a significantly higher percentage when compared to the current year and/or benchmark data. No arrow denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Segmentation Analysis

Rating of Health Plan (Q35) by Demographics

600 Total Respondents

Survey Item		Rating of Health Plan (Q35)							
		0-3		4-7		8-10		9-10	
		Valid n*	%	Valid n*	%	Valid n*	%	Valid n*	%
HEALTH STATUS (Q36)**	Excellent/Very good	4	2.2%	35	18.9%	146	78.9%	108	58.4%
	Good	3	1.6%	41	22.3%	140	76.1%	110	59.8%
	Fair/Poor	6	2.9%	43	21.1%	155	76.0%	132	64.7%
MENTAL/EMOTIONAL HEALTH STATUS (Q37)**	Excellent/Very good	6	2.4%	46	18.4%	198	79.2%	155	62.0%
	Good	4	2.3%	39	22.7%	129	75.0%	107	62.2%
	Fair/Poor	4	2.6%	35	22.7%	115	74.7%	88	57.1%
AGE (Q52)	18 - 34	6	3.7%	28	17.1%	130	79.3%	90	54.9%
	35 - 44	2	3.0%	18	27.3%	46	69.7%	33	50.0%
	45 - 54	0	0.0%	33	23.6%	107	76.4%	89	63.6%
	55 or older	6	3.0%	39	19.3%	157	77.7%	138	68.3%
GENDER (Q53)	Male	9	3.8%	58	24.6%	169	71.6%	133	56.4%
	Female	5	1.5%	61	17.9%	274	80.6%	219	64.4%
EDUCATION (Q54)	High school graduate/ GED or less	5	1.4%	63	18.3%	277	80.3%	225	65.2%
	Some college or more	9	4.2%	55	25.7%	150	70.1%	113	52.8%
ETHNICITY (Q55)	Hispanic/Latino	7	2.1%	55	16.3%	276	81.7%	231	68.3%
	Not Hispanic/Latino	7	3.2%	60	27.3%	153	69.5%	111	50.5%
RACE (Q56)	White	7	2.2%	73	23.4%	232	74.4%	180	57.7%
	Black/African-American	1	4.0%	3	12.0%	21	84.0%	17	68.0%
	Other***	6	2.8%	46	21.7%	160	75.5%	128	60.4%
DATA COLLECTION METHOD	Mail	10	2.8%	87	24.5%	258	72.7%	214	60.3%
	Phone	4	1.8%	33	14.5%	190	83.7%	141	62.1%

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

** Health Status and Mental/Emotional Health Status are defined by the member.

*** "Other" includes respondents who selected "Asian," "Native Hawaiian or other Pacific Islander," "American Indian or Alaska Native," or "Other" in Q56.

Note: Your plan's survey wasn't administered using an Internet data collection methodology.

3. Trend and Benchmark Comparisons

The CAHPS® 5.0H survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. These composites, the questions that make up composites (attributes), additional measures, and rating questions are shown on the following pages.

- Page 3A Summary of Trend and Benchmark Comparisons
Shows how your plan's composite and key question Summary Rates compare to scores from the previous years' results (if applicable) and scores from the 2017 SPH Analytics Medicaid Adult Book of Business, 2016 Medicaid Adult Public Report, and 2016 Medicaid Adult Quality Compass® All Plans benchmarks. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted.
- Page 3B 2017 SPH Analytics Medicaid Adult Book of Business Mean and Percentiles
Shows how your health plan's composite and key question Summary Rates compare to the mean and percentile (25th, 50th, 75th, and 90th) scores generated from the 2017 SPH Analytics Medicaid Adult Book of Business benchmark. This benchmark contains data from 58 plan-specific Medicaid adult samples contracted with SPH Analytics to administer the CAHPS® 5.0H survey and to submit data to NCQA in 2017. Your plan's percentile ranking is shown beside each score.
- Page 3C 2016 Medicaid Adult Public Report Mean and Percentiles
Shows how your health plan's composite and key question Summary Rates compare to the mean and percentile (25th, 50th, 75th, and 90th) scores generated from the 2016 Medicaid Adult Public Report benchmark. This benchmark contains data from 151 plan-specific Medicaid adult samples nationwide who chose to report their plan-level scores publicly. Your plan's percentile ranking is shown beside each score.
- Page 3D 2016 Medicaid Adult Quality Compass® All Plans Mean and Percentiles
Shows how your health plan's composite and key question Summary Rates compare to the 2016 Quality Compass® All Plans benchmark. This benchmark includes approximately 189 samples of Medicaid adult plans that submitted to NCQA. Your plan's approximate percentile ranking¹⁵ in relation to the Quality Compass® All Plans benchmark is displayed next to each score.

¹⁵ Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark.

A brief description of each benchmark, as well as its pros and cons are shown in the table below.

Benchmark	Definition	# of Plans	Pros	Cons
2017 SPH Analytics Book of Business	Includes all the Medicaid adult samples that contracted with SPH Analytics to administer the 2017 CAHPS® 5.0H survey, and submitted that data to NCQA.	58	<ul style="list-style-type: none"> * Provides the most up-to-date benchmark reflecting the 2017 survey results¹⁶ * Provides a benchmark for each question from the survey * Permits precise percentile ranking of plan compared to benchmark 	<ul style="list-style-type: none"> * Contains fewer plans than the Public Report and Quality Compass® All Plans benchmarks¹⁷
2016 Public Report	The Public Report benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The benchmark is a collection of Medicaid adult samples that submitted data to NCQA in 2016 and allowed their data to be publicly reported.	151	<ul style="list-style-type: none"> * Provides a benchmark for each question from the survey * Permits precise percentile ranking of plan compared to benchmark 	<ul style="list-style-type: none"> * Contains fewer plans than the Quality Compass® All Plans benchmark * Does not contain benchmarking for all Effectiveness of Care measures
2016 Quality Compass® All Plans	Includes <u>all</u> Medicaid adult samples that submitted data to NCQA in 2016.	189	<ul style="list-style-type: none"> * Contains more plans than Public Report * Is shown in NCQA's <i>The State of Health Care Quality</i> and on NCQA's website 	<ul style="list-style-type: none"> * Only contains benchmarks for certain key questions, composites and rating questions * Does not contain benchmarking for Effectiveness of Care measures
2016 NCQA 1-100 Benchmark	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid adult data collected by NCQA in 2016.	189	<ul style="list-style-type: none"> * Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark 	<ul style="list-style-type: none"> * Only contains benchmarks for certain key questions, composites, and rating questions * Does not contain benchmarking for Effectiveness of Care measures

Please refer to the *Technical Notes* for additional information regarding these benchmarks.

Charts 3A – 3D

¹⁶ The 2017 Quality Compass® benchmark will be available in Fall of 2017.

¹⁷ Historically the SPH Analytics Book of Business benchmark has varied by less than 1% from the Public Report benchmark.

Summary of Trend and Benchmark Comparisons

Composites, Attributes, Key Questions, and Ratings of Member Satisfaction

600 Total Respondents

Composites, Attributes, and Key Questions	2017 Valid n and Summary Rate*	2016 Summary Rate*	2015 Summary Rate*	2017 SPH Analytics Book of Business**	2016 Public Report	2016 Quality Compass® All Plans	
Getting Needed Care		78.0%	79.8%	79.5%	81.3%	80.7%	80.4%
Q14. Ease of getting care, tests, or treatment needed	412	80.1%	85.0%	82.1%	83.6%	83.2%	82.8%
Q25. Obtained appointment with specialist as soon as needed	208	76.0%	74.5%	76.9%	79.0%	78.6%	78.5%
Getting Care Quickly		78.4%	80.3%	79.3%	80.6%	80.5%	80.1%
Q4. Obtained needed care right away	212	80.2%	84.1%	84.4%	83.0%	83.3%	83.1%
Q6. Obtained appointment for care as soon as needed	373	76.7%	76.5%	74.2%	78.2%	78.2%	77.8%
How Well Doctors Communicate		91.0%	92.2%	90.4%	91.0%	90.9%	90.7%
Q17. Doctors explained things in an understandable way	334	91.0%	91.9%	91.0%	91.5%	91.3%	91.0%
Q18. Doctors listened carefully to you	335	92.2%	92.8%	91.5%	91.3%	91.3%	91.1%
Q19. Doctors showed respect for what you had to say	335	91.0%	95.0%	92.3%	92.6%	92.6%	92.5%
Q20. Doctors spent enough time with you	335	89.6%	89.0%	87.0%	88.7%	88.6%	88.3%
Customer Service		88.3%	90.8%	87.6%	87.5%	87.8%	87.5%
Q31. Getting information/help from customer service	149	84.6%	86.1%	80.9%	81.2%	81.7%	81.3%
Q32. Treated with courtesy and respect by customer service staff	151	92.1%	95.6%	94.3%	93.7%	93.8%	93.8%
Shared Decision Making		81.8%	82.8%	81.2%	79.8%	79.2%	79.2%
Q10. Doctor/health provider talked about reasons you might want to take a medicine	192	93.2%	90.7%	93.4%	92.3%	92.4%	92.3%
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	189	72.0%	73.5%	69.7%	68.1%	68.0%	68.0%
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	191	80.1%	84.2%	80.4%	79.0%	77.2%	77.3%
Health Promotion and Education (Q8)	411	74.0%	71.7%	66.9%	74.0%	72.2%	72.1%
Coordination of Care (Q22)	181	85.6%	79.1%	81.3%	82.5%	81.9%	81.8%
Providing Needed Information (Q29)	82	68.3%	73.0%	73.8%	66.8%	68.4%	68.2%
Ease of Filling Out Forms (Q34)	572	94.6%	96.1%	93.8%	94.3%	94.3%	94.2%
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	416	73.6%	78.1%	75.5%	73.7%	73.9%	73.5%
Rating of Personal Doctor (Q23)	427	79.6%	81.4%	80.0%	80.6%	80.4%	80.2%
Rating of Specialist (Q27)	198	80.3%	81.0%	81.8%	81.5%	80.3%	80.4%
Rating of Health Plan (Q35)	582	77.0%	80.9%	76.5%	76.2%	75.4%	75.0%
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	416	54.8%	58.2%	53.6%	54.3%	54.1%	53.6%
Rating of Personal Doctor (Q23)	427	65.6%	66.6%	64.2%	65.9%	65.6%	65.4%
Rating of Specialist (Q27)	198	66.2%	68.7%	63.2%	66.6%	65.8%	66.0%
Rating of Health Plan (Q35)	582	61.0%	62.7%	59.3%	58.9%	58.1%	57.7%
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	577	42.5%	42.4%	48.2%	39.7%	39.5%	38.5%
Advising Smokers and Tobacco Users to Quit	335	68.7%	73.7%	74.7%	77.0%	74.6%	75.9%
Discussing Cessation Medications	335	39.1%	42.2%	45.5%	51.1%	47.6%	48.1%
Discussing Cessation Strategies	335	37.0%	40.7%	41.7%	44.2%	43.4%	43.3%

* Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for Effectiveness of Care Measures (with the exception of the Flu Vaccinations (Adults 18-64) measure) will be calculated on a two-year rolling average due to anticipated small denominators. Please see the Question Summaries for more information about the calculation of rolling averages.

** The 2017 SPH Analytics Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 151 plan-specific samples that submitted to NCQA in 2016. The 2016 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid adult plans that submitted to NCQA in 2016 (approximately 189 plan-specific samples).

Note: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to trend and/or benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to trend and/or benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Benchmark Comparisons

600 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2017 SPH Analytics Book of Business Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	78.0%	22nd	81.3%	78.5%	81.8%	84.2%	85.9%
Q14. Ease of getting care, tests, or treatment needed	80.1%	19th	83.6%	81.0%	84.5%	86.9%	88.0%
Q25. Obtained appointment with specialist as soon as needed	76.0%	22nd	79.0%	76.3%	79.6%	82.3%	84.6%
Getting Care Quickly	78.4%	21st	80.6%	79.1%	81.5%	83.8%	85.6%
Q4. Obtained needed care right away	80.2%	26th	83.0%	79.9%	83.5%	86.4%	87.8%
Q6. Obtained appointment for care as soon as needed	76.7%	31st	78.2%	76.2%	79.3%	81.9%	84.0%
How Well Doctors Communicate	91.0%	42nd	91.0%	90.0%	91.4%	92.5%	93.2%
Q17. Doctors explained things in an understandable way	91.0%	36th	91.5%	90.2%	91.8%	93.2%	94.2%
Q18. Doctors listened carefully to you	92.2%	63rd	91.3%	90.1%	91.6%	92.6%	93.6%
Q19. Doctors showed respect for what you had to say	91.0%	15th	92.6%	91.4%	93.0%	94.1%	94.7%
Q20. Doctors spent enough time with you	89.6%	57th	88.7%	87.2%	89.0%	90.7%	92.1%
Customer Service	88.3%	50th	87.5%	85.0%	88.3%	90.1%	91.2%
Q31. Getting information/help from customer service	84.6%	77th	81.2%	78.2%	81.5%	84.5%	87.4%
Q32. Treated with courtesy and respect by customer service staff	92.1%	26th	93.7%	91.9%	94.0%	95.4%	96.8%
Shared Decision Making	81.8%	75th	79.8%	78.4%	80.1%	81.7%	84.2%
Q10. Doctor/health provider talked about reasons you might want to take a medicine	93.2%	61st	92.3%	90.9%	92.8%	94.2%	95.0%
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	72.0%	68th	68.1%	65.4%	68.5%	72.4%	75.1%
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	80.1%	63rd	79.0%	77.0%	79.4%	81.8%	84.3%
Health Promotion and Education (Q8)	74.0%	52nd	74.0%	71.4%	73.9%	76.1%	78.8%
Coordination of Care (Q22)	85.6%	71st	82.5%	80.4%	83.2%	85.8%	86.8%
Providing Needed Information (Q29)	68.3%	57th	66.8%	62.8%	66.7%	70.6%	73.8%
Ease of Filling Out Forms (Q34)	94.6%	56th	94.3%	93.2%	94.4%	95.6%	96.4%
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	73.6%	45th	73.7%	71.0%	74.1%	76.4%	79.0%
Rating of Personal Doctor (Q23)	79.6%	33rd	80.6%	78.8%	81.1%	83.1%	84.6%
Rating of Specialist (Q27)	80.3%	40th	81.5%	79.4%	81.4%	84.1%	85.6%
Rating of Health Plan (Q35)	77.0%	52nd	76.2%	73.0%	76.8%	79.5%	82.3%
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	54.8%	47th	54.3%	51.7%	55.0%	57.4%	59.3%
Rating of Personal Doctor (Q23)	65.6%	42nd	65.9%	63.2%	66.2%	68.7%	71.3%
Rating of Specialist (Q27)	66.2%	47th	66.6%	63.5%	66.5%	68.6%	71.2%
Rating of Health Plan (Q35)	61.0%	63rd	58.9%	54.8%	59.6%	62.9%	64.9%
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	42.5%	66th	39.7%	35.9%	40.7%	44.2%	47.4%
Advising Smokers and Tobacco Users to Quit	68.7%	12th	77.0%	73.2%	78.8%	81.2%	84.5%
Discussing Cessation Medications	39.1%	13th	51.1%	46.2%	51.7%	57.8%	63.3%
Discussing Cessation Strategies	37.0%	19th	44.2%	39.2%	46.3%	49.3%	54.4%

-  Summary Rate at or above the 90th percentile.
-  Summary Rate at or above the 75th percentile, but below the 90th percentile.
-  Summary Rate at or above the 50th percentile, but below the 75th percentile.
-  Summary Rate at or above the 25th percentile, but below the 50th percentile.
-  Summary Rate below the 25th percentile.

* Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for the Effectiveness of Care Measures (with the exception of the Flu Vaccinations (Adults 18-64) measure) will be calculated on a two-year rolling average due to anticipated small denominators. Please see the Question Summaries for more information about the calculation of rolling averages.

** Ranking indicates where your plan's Summary Rate ranks when compared to all other Medicaid adult plans that submitted data to NCQA through SPH Analytics in 2017. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2017 SPH Analytics Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA.

Benchmark Comparisons

2016 Public Report Mean and Percentiles

Molina Healthcare of New Mexico

Medicaid Adult CAHPS®

600 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2016 Public Report Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	78.0%	21st	80.7%	78.4%	81.4%	83.4%	85.4%
Q14. Ease of getting care, tests, or treatment needed	80.1%	23rd	83.2%	80.4%	83.7%	86.6%	88.4%
Q25. Obtained appointment with specialist as soon as needed	76.0%	23rd	78.6%	76.1%	79.0%	81.6%	84.2%
Getting Care Quickly	78.4%	26th	80.5%	78.3%	81.0%	83.5%	85.7%
Q4. Obtained needed care right away	80.2%	20th	83.3%	80.7%	83.2%	86.2%	88.2%
Q6. Obtained appointment for care as soon as needed	76.7%	30th	78.2%	75.3%	79.1%	82.0%	83.9%
How Well Doctors Communicate	91.0%	49th	90.9%	89.7%	91.0%	92.4%	93.5%
Q17. Doctors explained things in an understandable way	91.0%	43rd	91.3%	89.7%	91.3%	92.6%	94.3%
Q18. Doctors listened carefully to you	92.2%	60th	91.3%	89.8%	91.5%	93.0%	94.0%
Q19. Doctors showed respect for what you had to say	91.0%	21st	92.6%	91.3%	92.7%	93.9%	95.2%
Q20. Doctors spent enough time with you	89.6%	61st	88.6%	87.0%	88.8%	90.3%	91.9%
Customer Service	88.3%	57th	87.8%	86.0%	87.5%	89.9%	91.3%
Q31. Getting information/help from customer service	84.6%	76th	81.7%	78.4%	81.6%	84.2%	87.2%
Q32. Treated with courtesy and respect by customer service staff	92.1%	19th	93.8%	92.6%	93.9%	95.2%	96.4%
Shared Decision Making	81.8%	80th	79.2%	77.3%	79.7%	81.4%	82.7%
Q10. Doctor/health provider talked about reasons you might want to take a medicine	93.2%	57th	92.4%	90.6%	92.5%	94.3%	95.5%
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	72.0%	79th	68.0%	65.1%	68.2%	71.3%	74.9%
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	80.1%	73rd	77.2%	74.3%	77.5%	80.3%	82.3%
Health Promotion and Education (Q8)	74.0%	64th	72.2%	69.5%	72.1%	74.9%	77.2%
Coordination of Care (Q22)	85.6%	86th	81.9%	79.7%	81.7%	84.6%	86.1%
Providing Needed Information (Q29)	68.3%	50th	68.4%	65.5%	68.3%	72.1%	75.1%
Ease of Filling Out Forms (Q34)	94.6%	48th	94.3%	93.3%	94.6%	95.5%	96.0%
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	73.6%	42nd	73.9%	71.0%	74.3%	76.7%	78.9%
Rating of Personal Doctor (Q23)	79.6%	39th	80.4%	78.3%	80.6%	82.4%	84.4%
Rating of Specialist (Q27)	80.3%	44th	80.3%	78.1%	80.7%	82.4%	84.4%
Rating of Health Plan (Q35)	77.0%	57th	75.4%	72.3%	76.1%	79.1%	81.5%
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	54.8%	58th	54.1%	50.9%	54.1%	57.1%	59.6%
Rating of Personal Doctor (Q23)	65.6%	54th	65.6%	62.7%	65.2%	67.9%	71.4%
Rating of Specialist (Q27)	66.2%	52nd	65.8%	62.4%	65.9%	68.8%	72.4%
Rating of Health Plan (Q35)	61.0%	65th	58.1%	54.1%	58.1%	62.1%	65.0%
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	42.5%	64th	39.5%	34.5%	38.8%	44.7%	49.0%
Advising Smokers and Tobacco Users to Quit	68.7%	16th	74.6%	72.5%	76.3%	80.0%	82.9%
Discussing Cessation Medications	39.1%	15th	47.6%	42.9%	48.4%	54.5%	58.6%
Discussing Cessation Strategies	37.0%	18th	43.4%	38.4%	43.4%	48.6%	54.0%

-  Summary Rate at or above the 90th percentile.
-  Summary Rate at or above the 75th percentile, but below the 90th percentile.
-  Summary Rate at or above the 50th percentile, but below the 75th percentile.
-  Summary Rate at or above the 25th percentile, but below the 50th percentile.
-  Summary Rate below the 25th percentile.

* Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for the Effectiveness of Care Measures (with the exception of the Flu Vaccinations (Adults 18-64) measure) will be calculated on a two-year rolling average due to anticipated small denominators. Please see the Question Summaries for more information about the calculation of rolling averages.

** Ranking indicates where your plan's Summary Rate ranks when compared to all other Medicaid Adult plans that publicly reported their Summary Rates as is shown in the 2016 Public Report benchmark. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2016 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 151 plan-specific samples that submitted to NCQA in 2016.

Benchmark Comparisons

600 Total Respondents

Composites, Attributes, and Key Questions	Your Plan Summary Rate*	Your Plan's Ranking**	2016 Quality Compass® All Plans Mean & Percentiles***				
			Mean	25th	50th	75th	90th
Getting Needed Care	78.0%	23rd	80.4%	78.2%	81.1%	83.4%	85.7%
Q14. Ease of getting care, tests, or treatment needed	80.1%	25th	82.8%	79.9%	83.2%	86.3%	88.3%
Q25. Obtained appointment with specialist as soon as needed	76.0%	25th	78.5%	75.8%	78.7%	81.6%	84.2%
Getting Care Quickly	78.4%	30th	80.1%	77.7%	80.5%	83.4%	85.7%
Q4. Obtained needed care right away	80.2%	22nd	83.1%	80.5%	83.2%	86.1%	88.1%
Q6. Obtained appointment for care as soon as needed	76.7%	35th	77.8%	74.5%	78.8%	81.9%	83.8%
How Well Doctors Communicate	91.0%	50th	90.7%	89.5%	91.0%	92.4%	93.5%
Q17. Doctors explained things in an understandable way	91.0%	48th	91.0%	89.4%	91.1%	92.5%	94.3%
Q18. Doctors listened carefully to you	92.2%	61st	91.1%	89.7%	91.4%	92.9%	93.9%
Q19. Doctors showed respect for what you had to say	91.0%	21st	92.5%	91.3%	92.7%	93.9%	95.2%
Q20. Doctors spent enough time with you	89.6%	64th	88.3%	86.6%	88.6%	90.2%	91.8%
Customer Service	88.3%	57th	87.5%	85.5%	87.5%	89.8%	91.0%
Q31. Getting information/help from customer service	84.6%	78th	81.3%	78.2%	81.6%	83.7%	87.0%
Q32. Treated with courtesy and respect by customer service staff	92.1%	21st	93.8%	92.6%	93.9%	95.2%	96.5%
Shared Decision Making	81.8%	81st	79.2%	77.4%	79.7%	81.2%	82.8%
Q10. Doctor/health provider talked about reasons you might want to take a medicine	93.2%	57th	92.3%	90.7%	92.6%	94.3%	95.5%
Q11. Doctor/health provider talked about reasons you might not want to take a medicine	72.0%	79th	68.0%	65.3%	67.9%	71.1%	74.8%
Q12. Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	80.1%	74th	77.3%	74.5%	77.4%	80.2%	82.2%
Health Promotion and Education (Q8)	74.0%	64th	72.1%	69.4%	72.0%	75.1%	77.3%
Coordination of Care (Q22)	85.6%	84th	81.8%	79.6%	81.6%	84.6%	86.6%
Providing Needed Information (Q29)	68.3%	53rd	68.2%	65.5%	67.8%	71.9%	74.6%
Ease of Filling Out Forms (Q34)	94.6%	52nd	94.2%	93.1%	94.5%	95.5%	96.1%
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q13)	73.6%	44th	73.5%	70.8%	74.1%	76.5%	78.9%
Rating of Personal Doctor (Q23)	79.6%	40th	80.2%	77.9%	80.6%	82.5%	84.8%
Rating of Specialist (Q27)	80.3%	44th	80.4%	78.1%	80.8%	82.8%	84.8%
Rating of Health Plan (Q35)	77.0%	59th	75.0%	71.7%	75.7%	78.8%	81.4%
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q13)	54.8%	60th	53.6%	50.5%	53.8%	56.9%	59.7%
Rating of Personal Doctor (Q23)	65.6%	55th	65.4%	62.3%	65.0%	68.1%	71.5%
Rating of Specialist (Q27)	66.2%	51st	66.0%	62.5%	66.0%	69.2%	72.6%
Rating of Health Plan (Q35)	61.0%	67th	57.7%	53.9%	58.1%	61.9%	65.0%
Effectiveness of Care Measures							
Flu Vaccinations (Adults 18-64)	42.5%	70th	38.5%	33.8%	38.0%	43.5%	48.0%
Advising Smokers and Tobacco Users to Quit	68.7%	12th	75.9%	73.1%	76.6%	79.4%	81.9%
Discussing Cessation Medications	39.1%	12th	48.1%	43.0%	48.3%	53.8%	58.4%
Discussing Cessation Strategies	37.0%	17th	43.3%	38.9%	43.8%	47.8%	51.8%

-  Summary Rate at or above the 90th percentile.
-  Summary Rate at or above the 75th percentile, but below the 90th percentile.
-  Summary Rate at or above the 50th percentile, but below the 75th percentile.
-  Summary Rate at or above the 25th percentile, but below the 50th percentile.
-  Summary Rate below the 25th percentile.

* Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages. The Summary Rates for the Effectiveness of Care Measures (with the exception of the Flu Vaccinations (Adults 18-64) measure) will be calculated on a two-year rolling average due to anticipated small denominators. Please see the Question Summaries for more information about the calculation of rolling averages.

** Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the 2016 NCQA 1-100 Benchmark (comprised of 189 plan-specific samples). Rankings indicate where your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as '<10th.'

*** The 2016 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid adult plans that submitted to NCQA in 2016 (approximately 189 plan-specific samples).

4. Global Proportions and Accreditation

Pages 4A – 4C show a graphical presentation of the percentage of members who answered each response choice, organized by composite category, attributes contained within each composite, additional single question measures, and each of the four global rating questions.

Summary Rates alone are not a complete indication of performance as they only address the most favorable responses. Global Proportions are a useful tool for understanding how dissatisfied, or even neutral, respondents are when they rate a particular question or composite area. Beside each chart is the equivalent Three-Point Score calculation.



Example:

Summary Rate – 75% (Always and Usually)

By focusing on all the response categories of a question, a high Summary Rate becomes less telling as: (1) a relatively large percentage of members are found to be very satisfied (“Always”) or (2) a large proportion of the Summary Rate responses are “Usually” responses, rather than the more favorable response of “Always.” As an example, the first case would show a higher average rating than the second, even though the Summary Rates are equal.

	Summary Rate		
	Always	Usually	Sometimes/Never
Case 1.	65%	10%	25%
Case 2.	15%	60%	25%

Global Proportions are the basis of Three-Point Scores. In Three-Point scoring, a value of 1, 2, or 3 is assigned to each question response category and then a numerical average is computed based upon the valid responses for each question. The Three-Point values are assigned to response option categories as follows:

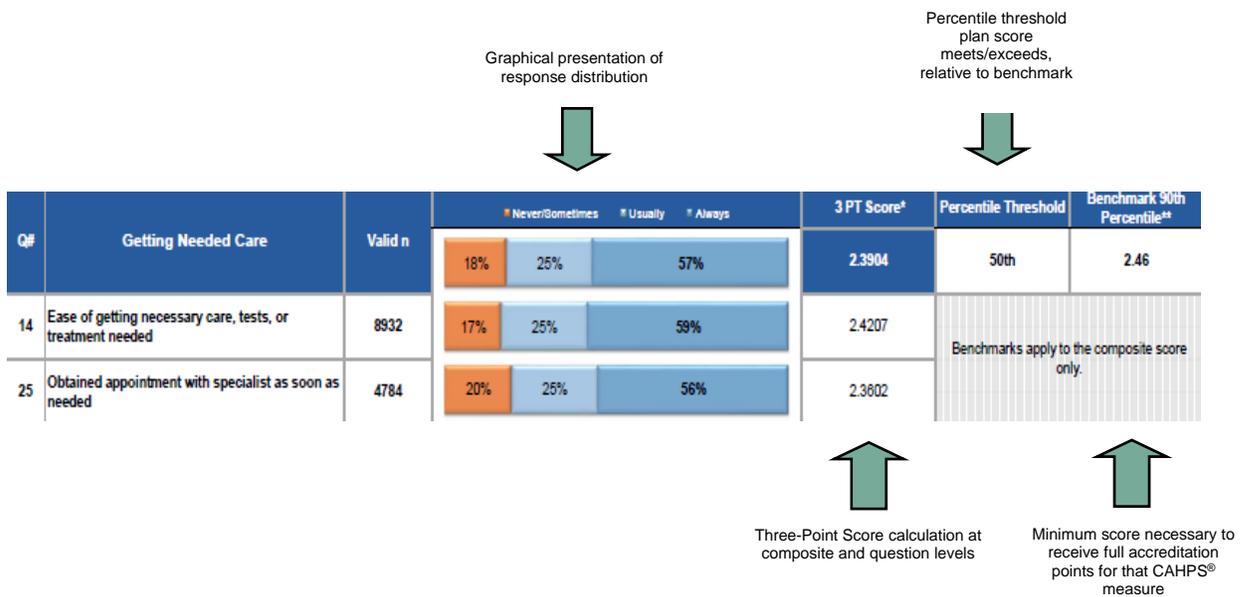
Scale 1	Score Value
Never	1
Sometimes	1
Usually	2
Always	3

Scale 2	Score Value
No	1
Yes	3

Scale 3	Score Value
0 – 6	1
7 & 8	2
9 & 10	3

Pages 4A – 4B display measures used in CAHPS® accreditation. The graphical presentation and Three-Point Score for composites and rating questions are shown on these pages. In addition, the measure’s percentile threshold when compared to the accreditation benchmark and the 90th percentile benchmark is shown. The 90th percentile is the standard for achieving the maximum points possible for a particular CAHPS® accreditation measure.

How to interpret the following charts:



Note: In the event that fewer than 100 completes were collected, an NA will be displayed in the “Percentile Threshold” columns.

Page 4C displays Global Proportions and Three-Point Score calculations for CAHPS® measures that are not included in accreditation calculations. Three-Point score benchmarks are not available for these measures.

Please refer to the *Technical Notes* for additional information about global proportions and accreditation.

Charts 4A – 4C

Global Proportions/Three-Point Scores

Composite/Attribute Response Distributions of Accreditation Measures

600 Total Respondents

Q#	Getting Needed Care	Valid n	Never/Sometimes Usually Always			3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			Never/Sometimes	Usually	Always			
			22%	25%	53%	2.3094	25th	2.45
14	Ease of getting necessary care, tests, or treatment needed	412	20%	25%	55%	2.3495	Benchmarks apply to the composite score only.	
25	Obtained appointment with specialist as soon as needed	208	24%	25%	51%	2.2692		

Q#	Getting Care Quickly	Valid n	Never/Sometimes Usually Always			3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			Never/Sometimes	Usually	Always			
			22%	20%	59%	2.3708	25th	2.49
4	Obtained needed care right away	212	20%	17%	64%	2.4387	Benchmarks apply to the composite score only.	
6	Obtained appointment for care as soon as needed	373	23%	23%	54%	2.3029		

Q#	How Well Doctors Communicate	Valid n	Never/Sometimes Usually Always			3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
			Never/Sometimes	Usually	Always			
			9%	21%	70%	2.6109	75th	2.64
17	Doctors explained things in an understandable way	334	9%	21%	70%	2.6138	Benchmarks apply to the composite score only.	
18	Doctors listened carefully to you	335	8%	20%	72%	2.6448		
19	Doctors showed respect for what you had to say	335	9%	16%	75%	2.6627		
20	Doctors spent enough time with you	335	10%	27%	63%	2.5224		

* Three-Point Score is the sum of three scores: the percent in orange has a score of 1, the percent in light blue has a score of 2, and the percent in blue has a score of 3. The composite Three-Point Score is the average of its attributes' Three-Point Scores.

** 90th percentile represents the minimum score needed to obtain full accreditation points for this measure.

Note 1: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

Note 2: Please note that the CAHPS *How Well Doctors Communicate* measure was retired from 2015 accreditation scoring, however, organizations accredited on the 2014 standards will still be scored using the organization's submitted rate for this measure.

Note 3: Percentages may not add to 100% due to rounding.

Global Proportions/Three-Point Scores

Composite/Attribute/Rating Response Distributions of Accreditation Measures

600 Total Respondents

Q#	Customer Service	Valid n	Never/Sometimes Usually Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
				2.5690	50th	2.61
31	Getting information/help from customer service	149		2.4228	Benchmarks apply to the composite score only.	
32	Treated with courtesy and respect by customer service staff	151		2.7152		
Q#	Rating Questions	Valid n	0-6 7-8 9-10	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
13	Rating of Health Care	416		2.3654	25th	2.46
23	Rating of Personal Doctor	427		2.5246	50th	2.57
27	Rating of Specialist	198		2.5303	50th	2.59
35	Rating of Health Plan	582		2.4536	50th	2.53
Q#	Additional Measure	Valid n	Never/Sometimes Usually Always	3 PT Score*	Percentile Threshold	Benchmark 90th Percentile**
22	Coordination of Care - Doctor seemed informed/up-to-date about the care received from other doctors/providers	181		2.4365	50th	2.50

* Three-Point Score is the sum of three scores: the percent in orange has a score of 1, the percent in light blue has a score of 2, and the percent in blue has a score of 3. The composite Three-Point Score is the average of its attributes' Three-Point Scores.

** 90th percentile represents the minimum score needed to obtain full accreditation points for this measure.

Note 1: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

Note 2: Please note that the CAHPS® *Coordination of Care* measure was introduced into 2016 accreditation scoring. Organizations accredited on the 2014 and 2015 standards will not be scored using the organization's submitted rate for this measure.

Note 3: Percentages may not add to 100% due to rounding.

Global Proportions/Three-Point Scores

Composite/Attribute/Additional Measure Response Distributions of Non-Accreditation Measures

600 Total Respondents

Q#	Shared Decision Making	Valid n	No Yes		3 PT Score*
			18%	82%	2.6353
10	Doctor/health provider talked about reasons you might want to take a medicine	192	7%	93%	2.8646
11	Doctor/health provider talked about reasons you might not want to take a medicine	189	28%	72%	2.4392
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	191	20%	80%	2.6021

Q#	Additional Measure	Valid n	No Yes		3 PT Score*
			26%	74%	2.4793
8	Health Promotion and Education - Doctor/health provider discussed specific things to do to prevent illnesses	411			

* Three-Point Score is the sum of three scores: the percent in orange has a score of 1, the percent in light blue has a score of 2, and the percent in blue has a score of 3. The composite Three-Point Score is the average of its attributes' Three-Point Scores.

Note: Percentages may not add to 100% due to rounding.



Accreditation Assessment

CAHPS® Measures

NCQA allows Medicaid product lines to be scored on the CAHPS® Health Plan Survey 5.0H adult version, on the child version, or on the child with chronic conditions version questions/composites. NCQA only requires organizations to submit one set (adult or child) of survey results.

For accreditation purposes, NCQA converts certain CAHPS® 5.0H results into Three-Point Scores as described in the previous section. The four rating questions (*Health Care, Personal Doctor, Specialist, and Health Plan*), the *Coordination of Care* measure, and the following composites are evaluated: *Getting Needed Care, Getting Care Quickly, and Customer Service*. Results are then compared against NCQA Three-Point percentile benchmarks and thresholds. Thresholds are based on HEDIS®/CAHPS® benchmark data from other Medicaid Adult Survey results.

NCQA will compare the plan’s CAHPS® 5.0H survey results by product line to a national benchmark (the 90th percentile) and to national thresholds (the 75th, 50th, and 25th percentiles), which are published each year. Points are distributed according to how the plan meets or exceeds the percentile scores. The *Rating of Health Plan* survey item receives twice as many points as the other measures.

An accreditation assessment analysis utilizing your plan’s Three-Point Scores is displayed on Page 4D. The section labeled “Approximate Plan Percentile Threshold” represents the approximate threshold your plan achieved, which is based upon your organization’s Three-Point Score when compared to the benchmark (located in the 2017 HEDIS®/CAHPS® Percentiles¹⁸ column). The last three columns show the point distribution for each year in the current three-year accreditation cycle (2017 as well as 2015 and 2016, respectively).¹⁹

Please refer to the *Technical Notes* for additional information about accreditation.

Chart 4D

¹⁸ Each year NCQA publishes the Accreditation Benchmarks and Thresholds. Benchmarks and thresholds displayed in this report are found in the *Accreditation Benchmarks and Thresholds (2017)*, which includes all Medicaid adult plan data to calculate a single set of benchmarks and thresholds.

¹⁹ The CAHPS® *Coordination of Care* measure was introduced into 2016 accreditation scoring. Organizations accredited on the 2015 standards will not be scored using the organization’s submitted rate for this measure.

Accreditation Assessment

HEDIS/CAHPS® Three-Point Scores

Molina Healthcare of New Mexico

Medicaid Adult CAHPS®

600 Total Respondents

Composite/Rating Item	2017 HEDIS/CAHPS Percentiles*				Plan Three-Point Score	Approximate Plan Percentile Threshold	Approximate Points Awarded Based on Accreditation Year		
	25th	50th	75th	90th			2017	2016	2015
Getting Needed Care	2.28	2.35	2.41	2.45	2.3094	25th	0.578	0.578	0.650
Getting Care Quickly	2.33	2.40	2.45	2.49	2.3708	25th	0.578	0.578	0.650
Customer Service	2.48	2.54	2.58	2.61	2.5690	50th	0.982	0.982	1.105
Coordination of Care (Q22)	2.34	2.39	2.44	2.50	2.4365	50th	0.982	0.982	
Rating of Health Care (Q13)	2.32	2.38	2.43	2.46	2.3654	25th	0.578	0.578	0.650
Rating of Personal Doctor (Q23)	2.43	2.50	2.53	2.57	2.5246	50th	0.982	0.982	1.105
Rating of Specialist (Q27)	2.48	2.51	2.56	2.59	2.5303	50th	0.982	0.982	1.105
Rating of Health Plan (Q35)									
Rating of Health Plan (Q35)	2.35	2.43	2.48	2.53	2.4536	50th	1.964	1.964	2.210
Approximate Points Earned (13.000 available in 2015, 2016, and 2017)							7.626	7.626	7.475

* Benchmark thresholds are accurate as of the date of this report production. The source for the HEDIS/CAHPS® Percentile benchmarks and thresholds is: NCQA>Programs>Accreditation>Policy Updates and Supporting Documents>Trending and Benchmarks>Learn More>Benchmarks and Thresholds: 2016 Accreditation. The CAHPS® *Coordination of Care* measure was added to 2016 accreditation scoring. In keeping, organizations accredited using 2016 standards will be scored using the organization's submitted rate for this measure.

HEDIS®/Clinical Measures

NCQA requires health plans seeking accreditation to submit specific HEDIS® measures. In addition to the points possible for CAHPS® results, plans may also meet certain HEDIS® clinical measure requirements through administration of the CAHPS® 5.0H survey. Plans undergoing accreditation in 2016 may receive points for the *Advising Smokers and Tobacco Users to Quit* and the *Flu Vaccination for Adults 18-64* HEDIS® clinical measure requirements through the administration of the CAHPS® 5.0H survey.²⁰

NCQA determines the HEDIS® measures portion of the score by comparing a health plan’s results to a national benchmark (the 90th percentile) and to national thresholds (the 75th, 50th, and 25th percentiles).

Medical Assistance with Smoking and Tobacco Cessation

The table below displays the *Advising Smokers and Tobacco Users to Quit* national benchmark and thresholds alongside your plan’s score.

Scoring for the <i>Advising Smokers and Tobacco Users to Quit</i> Measure				
National Benchmark and Threshold Percentiles				
	90th	75th	50th	25th
National	82%	79%	77%	74%
Your Plan’s 2017 Score	68.7%			

Note: Please note that an Advising Smokers and Tobacco Users to Quit score of NA indicates that the number of valid responses for the two-year period is less than 100. Plans do not receive accreditation points for measures receiving NA. Please see the Technical Notes for more information.

Flu Vaccination for Adults Ages 18-64

The table below displays the *Flu Vaccination for Adults 18-64* national benchmark and thresholds alongside your plan’s score.

Scoring for the <i>Flu Vaccination for Adults 18-64</i> Measure				
National Benchmark and Threshold Percentiles				
	90th	75th	50th	25th
National	49%	45%	39%	35%
Your Plan’s 2017 Score	42.5%			

Note: Please note that a Flu Vaccination for Adults 18-64 score of NA indicates that the number of valid responses for the current survey administration period is less than 100. Plans do not receive accreditation points for measures receiving NA. Please see the Technical Notes for more information.

²⁰ Organizations using the CAHPS® Health Plan Survey 5.0H child version (MCS) or the child with chronic conditions (CCC) version will receive an NA for the *Medical Assistance with Smoking and Tobacco Use Cessation* or *Flu Vaccination for Adults 8 to 64* measures. The scores will not count toward the NA threshold used to identify whether an organization is scored on CAHPS® or standards only. Please refer to the *Standards and Guidelines for the Accreditation of Health Plans* (2017) for further details about required HEDIS® results and scoring.

Please refer to NCQA's *Standards and Guidelines for the Accreditation of Health Plans (2017)* and *Accreditation Benchmarks and Thresholds (2017)* documents for further details about HEDIS® scoring, benchmarks, and thresholds.

Due to the limited number of Medicaid plans submitting audited HEDIS® results, NCQA has developed adjustment factors using commercial regional and national thresholds, in lieu of publishing Medicaid regional thresholds for HEDIS® measures, for use when substantial differences between national and regional Medicaid plan HEDIS® measures were evident. In keeping, NCQA will add percentage points to the *Flu Vaccination for Adults 18-64 rate* (prior to scoring) of Medicaid plans that operate in the following HHS regions: New York, Atlanta, and San Francisco.



5. Segmentation Analyses

The CAHPS® 5.0H survey asks demographic questions about the respondent. This information allows for a market segmentation of your members. Reviewing the set of measures across the assortment of demographic categories may indicate a health plan’s overall ability to meet the needs of a varied population.

Pages 5A – 5H present Summary Rates²¹ for attributes, ratings, and composite scores organized across the following:

- Respondent’s Age (Q52)
- Respondent’s Education (Q54)
- Respondent’s Ethnicity (Q55)
- Respondent’s Race (Q56)
- Respondent’s Health Status (Q36)
- Respondent’s Mental/Emotional Health Status (Q37)
- Number of Doctor/Clinic Visits (Q7)
- Data Collection Mode

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

	High School or Less	Some College or More
Q35. Rating of Health Plan	63%	58%

Charts 5A – 5H

²¹ Refer to “Summary Rate” in the *Technical Notes* for the Summary Rate definition for each composite and attribute.

Segmentation Analysis

Plan Summary Rates by Respondent's Age (Q52)

600 Total Respondents

Q#	Attributes	18 - 34		35 - 44		45 - 54		55 or older		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtained needed care right away	52	82.7%	21	66.7%	59	79.7%	72	86.1%	19.4%
6	Obtained appointment for care as soon as needed	89	68.5%	35	91.4%	90	74.4%	152	79.6%	22.9%
10	Doctor/health provider talked about reasons you might want to take a medicine	41	95.1%	21	85.7%	55	92.7%	69	94.2%	9.4%
11	Doctor/health provider talked about reasons you might not want to take a medicine	42	76.2%	21	52.4%	55	63.6%	66	81.8%	29.4%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	42	83.3%	21	76.2%	55	81.8%	68	77.9%	7.1%
14	Ease of getting care, tests, or treatment needed	102	77.5%	42	76.2%	101	77.2%	159	84.9%	8.7%
17	Doctors explained things in an understandable way	70	88.6%	29	89.7%	85	92.9%	146	91.1%	4.3%
18	Doctors listened carefully to you	70	92.9%	29	93.1%	85	90.6%	148	92.6%	2.5%
19	Doctors showed respect for what you had to say	70	92.9%	29	89.7%	85	88.2%	147	91.8%	4.7%
20	Doctors spent enough time with you	70	90.0%	29	93.1%	85	85.9%	147	90.5%	7.2%
25	Obtained appointment with specialist as soon as needed	41	70.7%	24	66.7%	56	75.0%	81	82.7%	16.0%
31	Getting information/help from customer service	45	66.7%	11	90.9%	40	97.5%	50	88.0%	30.8%
32	Treated with courtesy and respect by customer service staff	44	79.5%	11	90.9%	40	100.0%	53	96.2%	20.5%
Q#	Composites & Key Questions									
	Getting Needed Care	74.1%		71.5%		76.1%		83.8%		12.4%
	Getting Care Quickly	75.6%		79.1%		77.1%		82.9%		7.3%
	How Well Doctors Communicate	91.1%		91.4%		89.4%		91.5%		2.1%
	Customer Service	73.1%		90.9%		98.8%		92.1%		25.7%
	Shared Decision Making	84.9%		71.4%		79.4%		84.6%		13.4%
8	Health Promotion and Education	102	61.8%	41	68.3%	101	79.2%	159	78.6%	17.4%
22	Coordination of Care	35	80.0%	17	88.2%	44	79.5%	83	90.4%	10.9%
29	Providing Needed Information	26	53.8%	8	62.5%	19	68.4%	27	85.2%	31.4%
34	Ease of Filling Out Forms	162	94.4%	64	96.9%	135	94.8%	202	94.6%	2.5%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)									
13	Rating of Health Care	103	76.7%	42	73.8%	102	70.6%	161	73.3%	6.1%
23	Rating of Personal Doctor	99	79.8%	48	72.9%	105	74.3%	170	85.3%	12.4%
27	Rating of Specialist	39	79.5%	21	66.7%	54	75.9%	78	88.5%	21.8%
35	Rating of Health Plan	164	79.3%	66	69.7%	140	76.4%	202	77.7%	9.6%
Q#	Rating Items (Summary Rate = 9 + 10)									
13	Rating of Health Care	103	56.3%	42	45.2%	102	51.0%	161	59.0%	13.8%
23	Rating of Personal Doctor	99	63.6%	48	52.1%	105	68.6%	170	68.8%	16.7%
27	Rating of Specialist	39	66.7%	21	57.1%	54	59.3%	78	73.1%	16.0%
35	Rating of Health Plan	164	54.9%	66	50.0%	140	63.6%	202	68.3%	18.3%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

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

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Respondent's Education (Q54)

600 Total Respondents

Q#	Attributes	High School Graduate or less		Some College or more		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	116	84.5%	81	75.3%	9.2%
6	Obtained appointment for care as soon as needed	219	77.6%	135	74.1%	3.5%
10	Doctor/health provider talked about reasons you might want to take a medicine	104	91.3%	77	94.8%	3.5%
11	Doctor/health provider talked about reasons you might not want to take a medicine	104	69.2%	76	76.3%	7.1%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	103	83.5%	78	75.6%	7.9%
14	Ease of getting care, tests, or treatment needed	233	81.1%	159	77.4%	3.7%
17	Doctors explained things in an understandable way	203	91.1%	117	89.7%	1.4%
18	Doctors listened carefully to you	205	91.2%	117	93.2%	2.0%
19	Doctors showed respect for what you had to say	205	90.2%	116	91.4%	1.2%
20	Doctors spent enough time with you	204	88.2%	117	90.6%	2.4%
25	Obtained appointment with specialist as soon as needed	114	79.8%	83	71.1%	8.7%
31	Getting information/help from customer service	81	87.7%	60	80.0%	7.7%
32	Treated with courtesy and respect by customer service staff	84	96.4%	59	84.7%	11.7%
Q#	Composites & Key Questions					
	Getting Needed Care		80.5%		74.3%	6.2%
	Getting Care Quickly		81.1%		74.7%	6.4%
	How Well Doctors Communicate		90.2%		91.2%	1.1%
	Customer Service		92.1%		82.4%	9.7%
	Shared Decision Making		81.3%		82.2%	0.9%
8	Health Promotion and Education	235	75.7%	156	70.5%	5.2%
22	Coordination of Care	105	89.5%	69	79.7%	9.8%
29	Providing Needed Information	33	75.8%	45	62.2%	13.6%
34	Ease of Filling Out Forms	338	94.1%	212	95.3%	1.2%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	237	74.3%	159	73.0%	1.3%
23	Rating of Personal Doctor	253	80.2%	158	78.5%	1.7%
27	Rating of Specialist	108	78.7%	79	83.5%	4.8%
35	Rating of Health Plan	345	80.3%	214	70.1%	10.2%
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	237	55.3%	159	54.1%	1.2%
23	Rating of Personal Doctor	253	65.6%	158	65.2%	0.4%
27	Rating of Specialist	108	63.9%	79	68.4%	4.5%
35	Rating of Health Plan	345	65.2%	214	52.8%	12.4%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

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

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Respondent's Ethnicity (Q55)

600 Total Respondents

Q#	Attributes	Hispanic/Latino		Not Hispanic/Latino		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	116	81.9%	85	81.2%	0.7%
6	Obtained appointment for care as soon as needed	223	72.6%	137	83.9%	11.3%
10	Doctor/health provider talked about reasons you might want to take a medicine	100	94.0%	81	93.8%	0.2%
11	Doctor/health provider talked about reasons you might not want to take a medicine	99	62.6%	80	81.3%	18.7%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	100	81.0%	81	81.5%	0.5%
14	Ease of getting care, tests, or treatment needed	235	83.0%	160	76.3%	6.7%
17	Doctors explained things in an understandable way	200	90.5%	121	90.9%	0.4%
18	Doctors listened carefully to you	202	93.6%	121	90.9%	2.7%
19	Doctors showed respect for what you had to say	201	91.0%	121	91.7%	0.7%
20	Doctors spent enough time with you	201	89.6%	121	88.4%	1.2%
25	Obtained appointment with specialist as soon as needed	111	77.5%	84	76.2%	1.3%
31	Getting information/help from customer service	91	82.4%	51	90.2%	7.8%
32	Treated with courtesy and respect by customer service staff	91	92.3%	52	92.3%	0.0%
Q#	Composites & Key Questions					
	Getting Needed Care		80.3%		76.3%	4.0%
	Getting Care Quickly		77.3%		82.6%	5.3%
	How Well Doctors Communicate		91.2%		90.5%	0.7%
	Customer Service		87.4%		91.3%	3.9%
	Shared Decision Making		79.2%		85.5%	6.3%
8	Health Promotion and Education	235	71.1%	159	76.1%	5.0%
22	Coordination of Care	106	87.7%	69	82.6%	5.1%
29	Providing Needed Information	44	68.2%	33	66.7%	1.5%
34	Ease of Filling Out Forms	331	93.7%	218	95.9%	2.2%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	239	77.4%	159	68.6%	8.8%
23	Rating of Personal Doctor	253	83.0%	158	75.3%	7.7%
27	Rating of Specialist	105	81.9%	80	81.3%	0.6%
35	Rating of Health Plan	338	81.7%	220	69.5%	12.2%
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	239	59.8%	159	47.8%	12.0%
23	Rating of Personal Doctor	253	67.6%	158	63.9%	3.7%
27	Rating of Specialist	105	65.7%	80	67.5%	1.8%
35	Rating of Health Plan	338	68.3%	220	50.5%	17.8%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

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

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Respondent's Race (Q56)

600 Total Respondents

Q#	Attributes	White		Black or African-American		Other*		Range**
		Valid n***	%	Valid n***	%	Valid n***	%	
4	Obtained needed care right away	109	82.6%	13	92.3%	81	75.3%	7.3%
6	Obtained appointment for care as soon as needed	199	80.4%	16	81.3%	136	77.9%	2.5%
10	Doctor/health provider talked about reasons you might want to take a medicine	109	95.4%	10	90.0%	73	91.8%	3.6%
11	Doctor/health provider talked about reasons you might not want to take a medicine	108	74.1%	10	50.0%	70	75.7%	1.6%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	109	82.6%	10	30.0%	73	82.2%	0.4%
14	Ease of getting care, tests, or treatment needed	222	83.3%	19	73.7%	159	75.5%	7.8%
17	Doctors explained things in an understandable way	181	92.8%	12	83.3%	125	91.2%	1.6%
18	Doctors listened carefully to you	181	93.9%	12	100.0%	125	88.8%	5.1%
19	Doctors showed respect for what you had to say	182	95.1%	12	83.3%	125	88.0%	7.1%
20	Doctors spent enough time with you	182	92.9%	12	91.7%	125	85.6%	7.3%
25	Obtained appointment with specialist as soon as needed	116	83.6%	13	53.8%	70	70.0%	13.6%
31	Getting information/help from customer service	67	89.6%	7	71.4%	59	86.4%	3.2%
32	Treated with courtesy and respect by customer service staff	67	92.5%	8	100.0%	59	88.1%	4.4%
Q#	Composites & Key Questions							
	Getting Needed Care		83.5%		63.8%		72.8%	10.7%
	Getting Care Quickly		81.5%		86.8%		76.6%	4.9%
	How Well Doctors Communicate		93.7%		89.6%		88.4%	5.3%
	Customer Service		91.1%		85.7%		87.3%	3.8%
	Shared Decision Making		84.0%		56.7%		83.2%	0.8%
8	Health Promotion and Education	222	72.5%	19	57.9%	158	74.1%	1.6%
22	Coordination of Care	100	85.0%	6	100.0%	68	83.8%	1.2%
29	Providing Needed Information	35	71.4%	6	50.0%	40	62.5%	8.9%
34	Ease of Filling Out Forms	307	96.1%	25	88.0%	207	93.7%	2.4%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
13	Rating of Health Care	223	71.7%	19	73.7%	160	69.4%	2.3%
23	Rating of Personal Doctor	232	79.3%	16	87.5%	161	77.0%	2.3%
27	Rating of Specialist	110	80.9%	13	84.6%	68	79.4%	1.5%
35	Rating of Health Plan	312	74.4%	25	84.0%	212	75.5%	1.1%
Q#	Rating Items (Summary Rate = 9 + 10)							
13	Rating of Health Care	223	51.6%	19	57.9%	160	55.6%	4.0%
23	Rating of Personal Doctor	232	65.9%	16	75.0%	161	64.6%	1.3%
27	Rating of Specialist	110	67.3%	13	76.9%	68	69.1%	1.8%
35	Rating of Health Plan	312	57.7%	25	68.0%	212	60.4%	2.7%

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

** Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their race is Black or African-American, this segment is not included in range calculations.

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

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Respondent's Health Status (Q36)

600 Total Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtained needed care right away	52	78.8%	63	79.4%	90	84.4%	5.6%
6	Obtained appointment for care as soon as needed	100	71.0%	110	81.8%	157	77.1%	10.8%
10	Doctor/health provider talked about reasons you might want to take a medicine	41	87.8%	59	93.2%	89	95.5%	7.7%
11	Doctor/health provider talked about reasons you might not want to take a medicine	41	70.7%	60	78.3%	85	67.1%	11.2%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	41	78.0%	60	78.3%	87	82.8%	4.8%
14	Ease of getting care, tests, or treatment needed	112	83.0%	133	81.2%	160	78.1%	4.9%
17	Doctors explained things in an understandable way	78	91.0%	103	92.2%	150	90.0%	2.2%
18	Doctors listened carefully to you	79	94.9%	102	94.1%	151	89.4%	5.5%
19	Doctors showed respect for what you had to say	78	96.2%	103	91.3%	151	88.1%	8.1%
20	Doctors spent enough time with you	79	96.2%	103	91.3%	150	84.7%	11.5%
25	Obtained appointment with specialist as soon as needed	48	77.1%	65	76.9%	91	75.8%	1.3%
31	Getting information/help from customer service	43	76.7%	47	83.0%	59	91.5%	14.8%
32	Treated with courtesy and respect by customer service staff	43	90.7%	48	87.5%	60	96.7%	9.2%
Q#	Composites & Key Questions							
	Getting Needed Care		80.1%		79.1%		77.0%	3.1%
	Getting Care Quickly		74.9%		80.6%		80.8%	5.9%
	How Well Doctors Communicate		94.6%		92.2%		88.1%	6.5%
	Customer Service		83.7%		85.3%		94.1%	10.4%
	Shared Decision Making		78.8%		83.3%		81.8%	4.4%
8	Health Promotion and Education	111	71.2%	130	68.5%	163	79.1%	10.6%
22	Coordination of Care	40	82.5%	60	81.7%	81	90.1%	8.4%
29	Providing Needed Information	28	67.9%	28	60.7%	26	76.9%	16.2%
34	Ease of Filling Out Forms	183	95.6%	184	94.6%	196	93.4%	2.2%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
13	Rating of Health Care	112	84.8%	134	71.6%	163	67.5%	17.3%
23	Rating of Personal Doctor	123	82.9%	128	79.7%	172	76.7%	6.2%
27	Rating of Specialist	46	91.3%	61	80.3%	87	75.9%	15.4%
35	Rating of Health Plan	185	78.9%	184	76.1%	204	76.0%	2.9%
Q#	Rating Items (Summary Rate = 9 + 10)							
13	Rating of Health Care	112	64.3%	134	53.7%	163	49.1%	15.2%
23	Rating of Personal Doctor	123	71.5%	128	60.2%	172	65.1%	11.3%
27	Rating of Specialist	46	82.6%	61	65.6%	87	58.6%	24.0%
35	Rating of Health Plan	185	58.4%	184	59.8%	204	64.7%	6.3%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

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

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

600 Total Respondents

Q#	Attributes	Excellent/Very good		Good		Fair/Poor		Range*
		Valid n**	%	Valid n**	%	Valid n**	%	
4	Obtained needed care right away	91	82.4%	55	74.5%	58	84.5%	10.0%
6	Obtained appointment for care as soon as needed	148	75.0%	107	75.7%	112	80.4%	5.4%
10	Doctor/health provider talked about reasons you might want to take a medicine	70	92.9%	50	96.0%	68	92.6%	3.4%
11	Doctor/health provider talked about reasons you might not want to take a medicine	69	75.4%	48	68.8%	69	69.6%	6.6%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	70	81.4%	50	82.0%	67	79.1%	2.9%
14	Ease of getting care, tests, or treatment needed	166	80.1%	123	82.1%	116	79.3%	2.8%
17	Doctors explained things in an understandable way	117	92.3%	96	92.7%	117	88.0%	4.7%
18	Doctors listened carefully to you	118	97.5%	96	91.7%	117	87.2%	10.3%
19	Doctors showed respect for what you had to say	118	94.9%	95	88.4%	118	89.0%	6.5%
20	Doctors spent enough time with you	118	96.6%	96	89.6%	117	82.1%	14.5%
25	Obtained appointment with specialist as soon as needed	85	85.9%	56	71.4%	61	70.5%	15.4%
31	Getting information/help from customer service	67	83.6%	39	79.5%	41	90.2%	10.7%
32	Treated with courtesy and respect by customer service staff	67	91.0%	40	90.0%	42	95.2%	5.2%
Q#	Composites & Key Questions							
	Getting Needed Care		83.0%		76.8%		74.9%	8.1%
	Getting Care Quickly		78.7%		75.1%		82.5%	7.4%
	How Well Doctors Communicate		95.3%		90.6%		86.6%	8.7%
	Customer Service		87.3%		84.8%		92.7%	8.0%
	Shared Decision Making		83.2%		82.3%		80.4%	2.8%
8	Health Promotion and Education	163	71.8%	122	68.0%	119	81.5%	13.5%
22	Coordination of Care	64	92.2%	49	83.7%	66	80.3%	11.9%
29	Providing Needed Information	38	73.7%	23	69.6%	21	57.1%	16.6%
34	Ease of Filling Out Forms	248	95.6%	166	95.8%	153	91.5%	4.3%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)							
13	Rating of Health Care	165	83.0%	124	66.9%	120	69.2%	16.1%
23	Rating of Personal Doctor	174	83.9%	116	78.4%	132	74.2%	9.7%
27	Rating of Specialist	82	90.2%	52	75.0%	58	75.9%	15.2%
35	Rating of Health Plan	250	79.2%	172	75.0%	154	74.7%	4.5%
Q#	Rating Items (Summary Rate = 9 + 10)							
13	Rating of Health Care	165	68.5%	124	47.6%	120	45.0%	23.5%
23	Rating of Personal Doctor	174	73.6%	116	60.3%	132	59.1%	14.5%
27	Rating of Specialist	82	79.3%	52	61.5%	58	55.2%	24.1%
35	Rating of Health Plan	250	62.0%	172	62.2%	154	57.1%	5.1%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

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

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Plan Summary Rates by Number of Doctor/Clinic Visits (Q7)

600 Total Respondents

Q#	Attributes	Less than three visits		Three or more visits		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	99	70.7%	105	87.6%	16.9%
6	Obtained appointment for care as soon as needed	194	70.6%	168	82.1%	11.5%
10	Doctor/health provider talked about reasons you might want to take a medicine	72	88.9%	120	95.8%	6.9%
11	Doctor/health provider talked about reasons you might not want to take a medicine	70	65.7%	119	75.6%	9.9%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	72	79.2%	119	80.7%	1.5%
14	Ease of getting care, tests, or treatment needed	220	76.4%	192	84.4%	8.0%
17	Doctors explained things in an understandable way	170	90.6%	155	91.0%	0.4%
18	Doctors listened carefully to you	170	93.5%	154	90.3%	3.3%
19	Doctors showed respect for what you had to say	169	91.7%	155	89.7%	2.0%
20	Doctors spent enough time with you	169	88.8%	155	90.3%	1.6%
25	Obtained appointment with specialist as soon as needed	83	74.7%	114	76.3%	1.6%
31	Getting information/help from customer service	74	86.5%	70	81.4%	5.1%
32	Treated with courtesy and respect by customer service staff	76	93.4%	70	90.0%	3.4%
Q#	Composites & Key Questions					
	Getting Needed Care		75.5%		80.3%	4.8%
	Getting Care Quickly		70.7%		84.9%	14.2%
	How Well Doctors Communicate		91.1%		90.3%	0.8%
	Customer Service		90.0%		85.7%	4.2%
	Shared Decision Making		77.9%		84.0%	6.1%
8	Health Promotion and Education	217	65.4%	194	83.5%	18.1%
22	Coordination of Care	58	81.0%	113	86.7%	5.7%
29	Providing Needed Information	38	52.6%	40	80.0%	27.4%
34	Ease of Filling Out Forms	371	94.1%	184	95.7%	1.6%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	221	74.7%	195	72.3%	2.4%
23	Rating of Personal Doctor	251	78.5%	162	80.2%	1.8%
27	Rating of Specialist	78	76.9%	110	80.9%	4.0%
35	Rating of Health Plan	375	73.3%	188	82.4%	9.1%
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	221	53.4%	195	56.4%	3.0%
23	Rating of Personal Doctor	251	63.3%	162	67.3%	3.9%
27	Rating of Specialist	78	62.8%	110	67.3%	4.5%
35	Rating of Health Plan	375	56.3%	188	68.1%	11.8%

* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

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

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

Segmentation Analysis

Molina Healthcare of New Mexico

Plan Summary Rates by Data Collection Mode

Medicaid Adult CAHPS®

600 Total Respondents

Q#	Attributes	Mail		Phone		Range*
		Valid n**	%	Valid n**	%	
4	Obtained needed care right away	137	78.1%	75	84.0%	5.9%
6	Obtained appointment for care as soon as needed	245	81.2%	128	68.0%	13.3%
10	Doctor/health provider talked about reasons you might want to take a medicine	127	92.1%	65	95.4%	3.3%
11	Doctor/health provider talked about reasons you might not want to take a medicine	124	71.0%	65	73.8%	2.9%
12	Doctor/health provider asked you what you thought was best when talking about starting or stopping a prescription medicine	126	77.0%	65	86.2%	9.2%
14	Ease of getting care, tests, or treatment needed	269	79.2%	143	81.8%	2.6%
17	Doctors explained things in an understandable way	220	91.4%	114	90.4%	1.0%
18	Doctors listened carefully to you	220	91.8%	115	93.0%	1.2%
19	Doctors showed respect for what you had to say	221	91.9%	114	89.5%	2.4%
20	Doctors spent enough time with you	221	90.0%	114	88.6%	1.4%
25	Obtained appointment with specialist as soon as needed	131	74.8%	77	77.9%	3.1%
31	Getting information/help from customer service	89	83.1%	60	86.7%	3.5%
32	Treated with courtesy and respect by customer service staff	89	92.1%	62	91.9%	0.2%
Q#	Composites & Key Questions					
	Getting Needed Care		77.0%		79.9%	2.9%
	Getting Care Quickly		79.7%		76.0%	3.7%
	How Well Doctors Communicate		91.3%		90.4%	0.9%
	Customer Service		87.6%		89.3%	1.7%
	Shared Decision Making		80.0%		85.1%	5.1%
8	Health Promotion and Education	269	74.3%	142	73.2%	1.1%
22	Coordination of Care	117	86.3%	64	84.4%	1.9%
29	Providing Needed Information	51	72.5%	31	61.3%	11.3%
34	Ease of Filling Out Forms	356	98.0%	216	88.9%	9.1%
Q#	Rating Items (Summary Rate = 8 + 9 + 10)					
13	Rating of Health Care	274	69.3%	142	81.7%	12.3%
23	Rating of Personal Doctor	266	78.2%	161	82.0%	3.8%
27	Rating of Specialist	124	78.2%	74	83.8%	5.6%
35	Rating of Health Plan	355	72.7%	227	83.7%	11.0%
Q#	Rating Items (Summary Rate = 9 + 10)					
13	Rating of Health Care	274	52.9%	142	58.5%	5.5%
23	Rating of Personal Doctor	266	64.3%	161	67.7%	3.4%
27	Rating of Specialist	124	63.7%	74	70.3%	6.6%
35	Rating of Health Plan	355	60.3%	227	62.1%	1.8%

* Range is the difference between Summary Rates shown. This survey wasn't administered using an Internet data collection methodology. In keeping, the Internet segment is not included in range calculations.

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

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

6. Correlation Analyses

Page 6A provides attribute correlations with *Rating of Health Plan* (Q35), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q23). The correlations show the strength of the linear relationship between the individual attribute and the rating question. The correlation value can range from 0 to 1 with values close to 1 indicating a strong positive relationship. For example, a question that is highly correlated with *Rating of Health Plan* indicates that a low Summary Rate for that question is associated with a low Summary Rate for *Rating of Health Plan*, and a high Summary Rate for that question is associated with a high Summary Rate for *Rating of Health Plan*. Attributes considered to be highly correlated with the rating measures are shaded blue ($r \geq 0.400$). Comparisons to the 2016 Quality Compass® All Plans Medicaid benchmark are also shown with significance testing.

Please refer to the *Technical Notes* for additional information about Correlation Analyses.

Chart 6A

Correlation Analysis

Attribute Correlations with Key Rating Questions

Medicaid Adult CAHPS®

600 Total Respondents

	Attributes, Key Questions, and Rating Items	Correlation Coefficients*			Plan Summary Rate	2016 Quality Compass All Plans**
		with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Doctor		
Getting Needed Care	Q14. Ease of getting care, tests, or treatment needed	0.363	0.436	0.360	80.1%	82.8%
	Q25. Obtained appointment with specialist as soon as needed	0.383	0.407	0.327	76.0%	78.5%
Getting Care Quickly	Q4. Obtained needed care right away	0.336	0.433	0.329	80.2%	83.1%
	Q6. Obtained appointment for care as soon as needed	0.286	0.299	0.291	76.7%	77.8%
How Well Doctors Communicate	Q17. Doctors explained things in an understandable way	0.287	0.329	0.475	91.0%	91.0%
	Q18. Doctors listened carefully to you	0.241	0.325	0.624	92.2%	91.1%
	Q19. Doctors showed respect for what you had to say	0.230	0.317	0.570	91.0%	92.5%
	Q20. Doctors spent enough time with you	0.305	0.355	0.638	89.6%	88.3%
Customer Service	Q31. Getting information/help from customer service	0.419	0.244	0.110	84.6%	81.3%
	Q32. Treated with courtesy and respect by customer service staff	0.405	0.365	0.281	92.1%	93.8%
Additional Measures	Q22. Coordination of Care	0.351	0.319	0.433	85.6%	81.8%
	Q29. Providing Needed Information	0.392	0.052	0.005	68.3%	68.2%
	Q34. Ease of Filling Out Forms	0.075	0.070	0.078	94.6%	94.2%
Rating Items (Summary Rate = 8 + 9 + 10)	Q13. Rating of Health Care	0.602	NA	0.502	73.6%	73.5%
	Q23. Rating of Personal Doctor	0.443	0.502	NA	79.6%	80.2%
	Q27. Rating of Specialist	0.637	0.593	0.568	80.3%	80.4%
	Q35. Rating of Health Plan	NA	0.602	0.443	77.0%	75.0%

* As the correlation coefficient approaches a value of 1.000, the association of the attribute with overall satisfaction is increased. Cells shaded dark blue have a correlation coefficient of equal to or greater than r = 0.400.

** The 2016 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid adult plans that submitted to NCQA in 2016 (approximately 189 plan-specific samples).

Note 1: Significance Testing - Cells highlighted in red denote the current year score is significantly lower when compared to benchmark data; Cells highlighted in green denote the current year score is significantly higher when compared to benchmark data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Note 2: Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

7. Priority Matrix

SPH Analytics offers a graphical display of relative performance of survey composites and key measures, along with their relative 'importance' as it relates to *Rating of Health Plan* (Q35). The matrix on page 7A is divided into four sections. Composites and key measures are placed on the Priority Matrix according to the interaction between their correlation coefficient and percentile ranking within the 2017 Medicaid Adult SPH Analytics Book of Business.

Composites and measures with moderate to strong correlations with *Rating of Health Plan* (Q35) and ranking at or above the 75th percentile are considered plan *Strengths* and are placed in the top right quadrant. Composites with moderate to strong correlations with *Rating of Health Plan* (Q35) but ranking below the 75th percentile are considered *Top Priorities* and are placed in the top left quadrant. The *Monitor and Maintain* quadrant includes those composites and measures that are weakly correlated with *Rating of Health Plan* (Q35) but rank at or above the 75th percentile. Composites that are weakly correlated with overall satisfaction and rank below the 75th percentile are considered *Medium Priorities* and are placed in the bottom left quadrant.

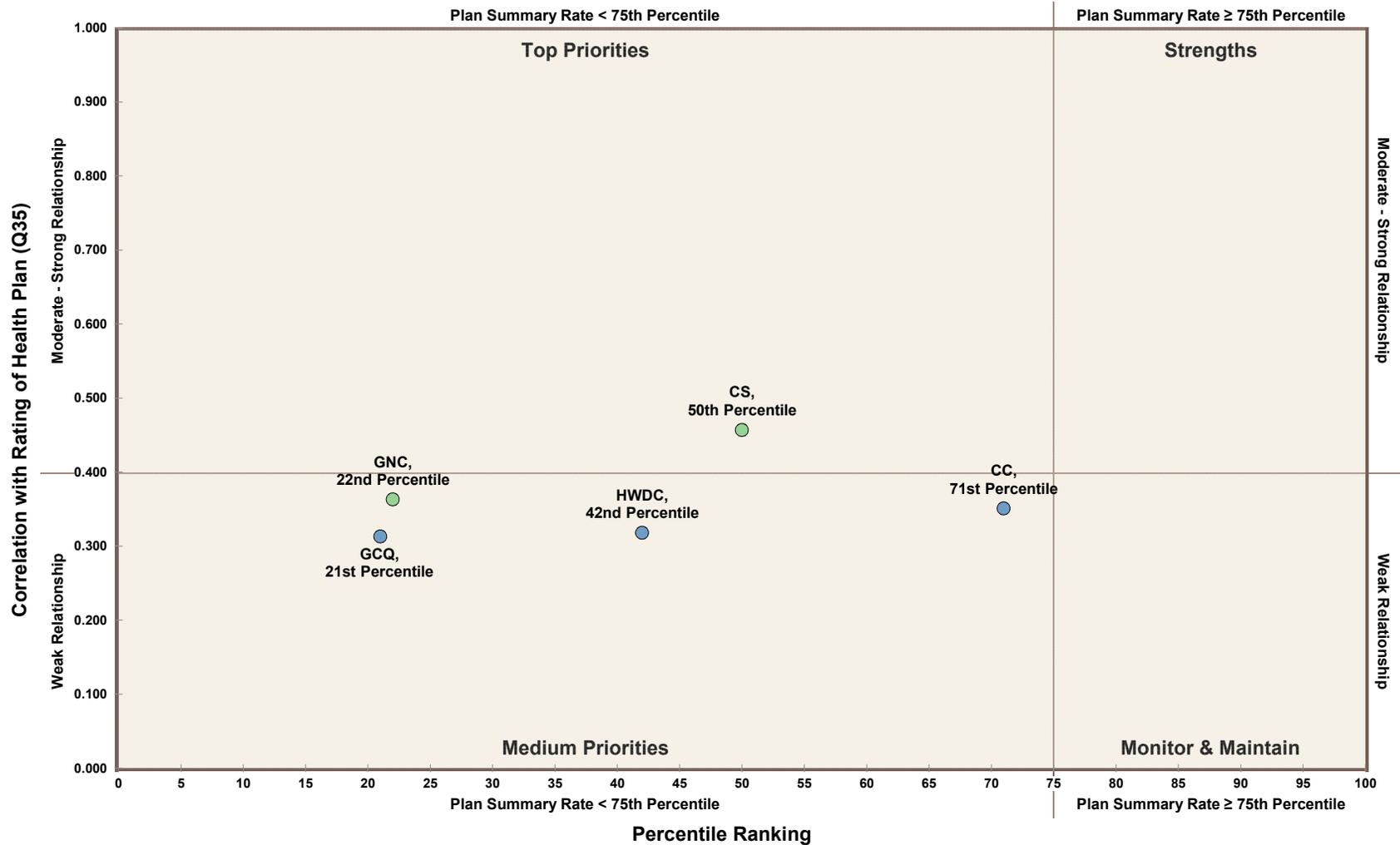
Chart 7A

Priority Matrix

Composite and Key Measure Correlations with Rating of Health Plan (Q35) and Percentile Rankings

Molina Healthcare of New Mexico

Medicaid Adult CAHPS®



Health Plan Domain Composites	
denoted above with ●	
Abbreviation	Definition
GNC	Getting Needed Care
CS	Customer Service

Health Care Domain Composites and Key Measure	
denoted above with ●	
Abbreviation	Definition
GCQ	Getting Care Quickly
HWDC	How Well Doctors Communicate
CC	Coordination of Care (Q22)

Note 1: The 2017 SPH Analytics Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA.

Note 2: Ranking indicates where your plan's Summary Rate ranks when compared to all other Medicaid adult plans that submitted data to NCQA through SPH Analytics in 2017. Summary Rates that are below the 10th percentile are shown as '<10th.'

8. Composite Analyses

The CAHPS® 5.0H survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. Pages 8A – 8H present composite-level analyses for the CAHPS® measures used in accreditation scoring, which include the following:

- Getting Needed Care
- Getting Care Quickly
- Customer Service
- Coordination of Care (Q22)
- Rating of Health Care (Q13)
- Rating of Personal Doctor (Q23)
- Rating of Specialist (Q27)
- Rating of Health Plan (Q35)

Summary Rate Trend Comparisons

This section compares your plan's current composite and attribute Summary Rate Scores to trend results (if applicable). Significance testing is applied to determine whether an observed difference is too large to have occurred by chance alone. Cells highlighted in red denote the current year score is significantly lower when compared to trend data, cells highlighted in green denote the current year score is significantly higher when compared to trend data, no shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

In this section, attribute correlations are displayed as they relate to the *Rating of Health Plan* (Q35), *Rating of Health Care* (Q13), and *Rating of Personal Doctor* (Q23). Attributes considered to be highly correlated with the rating measures are shaded blue ($r \geq 0.400$).

Drill Down of Summary Rate Comparisons

This section shows a graphical representation of year-to-year comparisons of response options for the composite of interest. Response options are broken down according to three-point score groupings.

Benchmark Summary Rate Comparisons

This section compares your plan's current and trend scores (if applicable) to the trend scores from the Quality Compass® All Plans and SPH Analytics Book of Business benchmarks. The SPH Analytics Book of Business consists of Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Quality Compass® All Plans benchmark is the mean Summary Rate from the Medicaid adult plans that submitted to NCQA in 2016.

Benchmark Percentile Rankings

This section compares your plan's current Summary Rate Score to the 2016 Quality Compass® All Plans benchmark. Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th." The Summary Rates for attributes at or above the 90th percentile are shaded dark green, while Summary Rates at or above the 75th percentile but below the 90th percentile are shaded light green, and Summary Rates at or above the 50th percentile but below the 75th are shaded beige. Additionally, attributes with Summary Rates at or above the 25th percentile but below the 50th percentile are shaded light orange and Summary Rates below the 25th percentile are shaded dark orange.

Three-Point Score Trend Comparisons and Percentile Thresholds²²

This section compares your plan's current unadjusted Three-Point Scores to trend Three-Point Scores (if applicable). This section also compares your current Three-Point Scores to the NCQA percentile benchmark thresholds. Rankings indicate where your plan's score falls relative to the benchmark percentiles. Scores that are below the 25th percentile threshold are shown as "<25th." The Three-Point Scores for items at or above the 90th percentile are shaded dark green, while Three-Point Scores at or above the 75th percentile but below the 90th percentile are shaded light green, and Three-Point Scores at or above the 50th percentile but below the 75th are shaded beige. Additionally, items with Three-Point Scores at or above the 25th percentile but below the 50th percentile are shaded light orange and Three-Point Scores below the 25th percentile are shaded dark orange.

Benchmark thresholds are accurate as of the date of this report production. The source for the HEDIS®/CAHPS® Percentile benchmarks and thresholds is:

NCQA>Programs>Accreditation>Policy Updates and Supporting Documents>Trending and Benchmarks>Learn More>Benchmarks and Thresholds: 2017 Accreditation.

If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or that exceeds ten NA or NB results between HEDIS® and CAHPS® for each product line, is scored based on the standards score only. Commendable is the highest status awarded to an organization scored on standards only.

Global Proportions and Three-Point Scores

This section shows a graphical presentation of the percentage of members who answered each response choice. Global Proportions are a useful tool for understanding how dissatisfied, or even neutral, respondents are when they rate a particular question or composite area. Beside each chart is the equivalent Three-Point Score calculation.

Three-Point Score Trend Comparisons

This section displays your plan's current Three-Point Scores and compares them to trend scores (if applicable).

Please refer to the individual report sections for additional information regarding the topics displayed on these pages.

Charts 8A – 8H

²² The CAHPS® *Coordination of Care measure* was introduced into 2016 accreditation scoring. Organizations accredited on the 2015 standards will not be scored using the organization's submitted rate for this measure.

HEDIS/CAHPS® Composite Analysis

Getting Needed Care Composite

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Getting Needed Care		78.0%		79.8%		79.5%
Q14. Ease of getting care, tests, or treatment needed	412	80.1%	421	85.0%	458	82.1%
Q25. Obtained appointment with specialist as soon as needed	208	76.0%	208	74.5%	234	76.9%

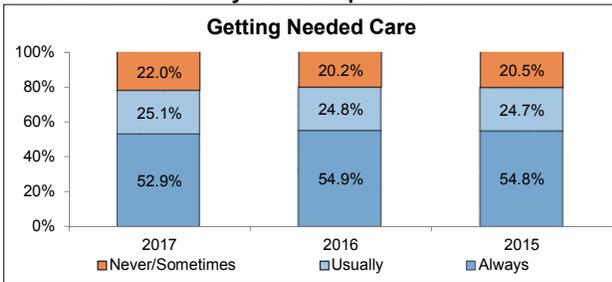
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

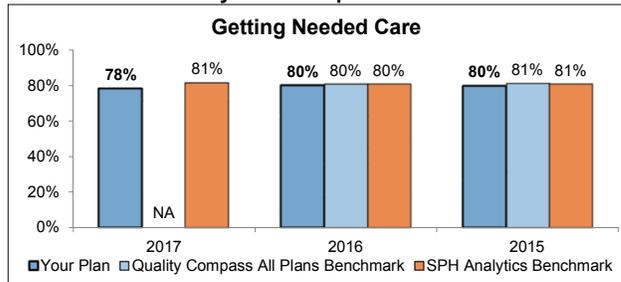
Getting Needed Care	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q14. Ease of getting care, tests, or treatment needed	0.363	0.436	0.360
Q25. Obtained appointment with specialist as soon as needed	0.383	0.407	0.327

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons



Benchmark Percentile Rankings

Composite and Attributes	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass, All Plans Mean & Percentiles				
	Summary Rate	Percentile Ranking	Mean	25th	50th	75th	90th
Getting Needed Care	78.0%	23rd	80.4%	78.2%	81.1%	83.4%	85.7%
Q14. Ease of getting care, tests, or treatment needed	80.1%	25th	82.8%	79.9%	83.2%	86.3%	88.3%
Q25. Obtained appointment with specialist as soon as needed	76.0%	25th	78.5%	75.8%	78.7%	81.6%	84.2%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

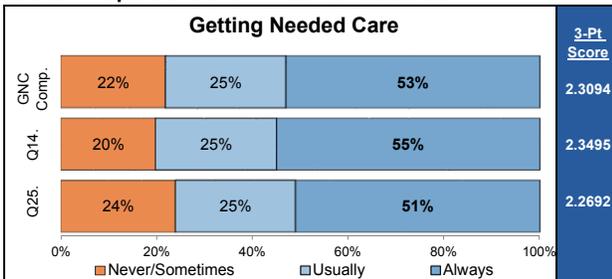
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Getting Needed Care	2017	2.3094	25th	2.28	2.35	2.41	2.45
	2016	2.3473	25th	2.31	2.37	2.42	2.45
	2015	2.3427	25th	2.31	2.37	2.42	2.46

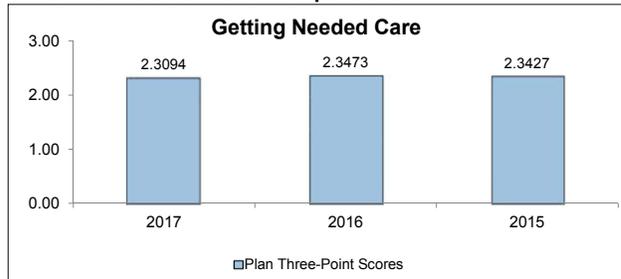
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Scores



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Getting Care Quickly Composite

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Getting Care Quickly		78.4%		80.3%		79.3%
Q4. Obtained needed care right away	212	80.2%	201	84.1%	218	84.4%
Q6. Obtained appointment for care as soon as needed	373	76.7%	371	76.5%	418	74.2%

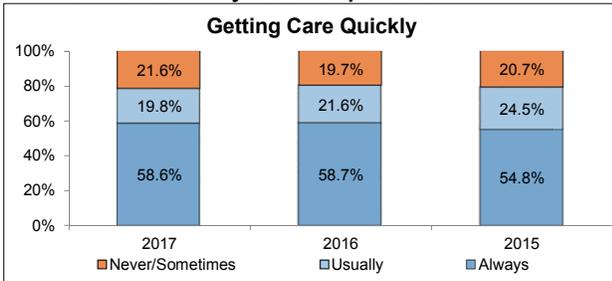
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

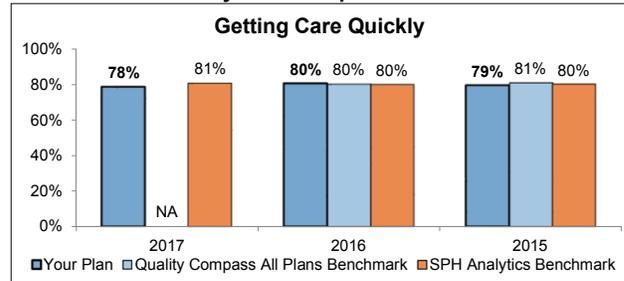
Getting Care Quickly	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q4. Obtained needed care right away	0.336	0.433	0.329
Q6. Obtained appointment for care as soon as needed	0.286	0.299	0.291

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to $r = 0.400$) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons



Benchmark Percentile Rankings

Composite and Attributes	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Getting Care Quickly	78.4%	30th	80.1%	77.7%	80.5%	83.4%	85.7%
Q4. Obtained needed care right away	80.2%	22nd	83.1%	80.5%	83.2%	86.1%	88.1%
Q6. Obtained appointment for care as soon as needed	76.7%	35th	77.8%	74.5%	78.8%	81.9%	83.8%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCOA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCOA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

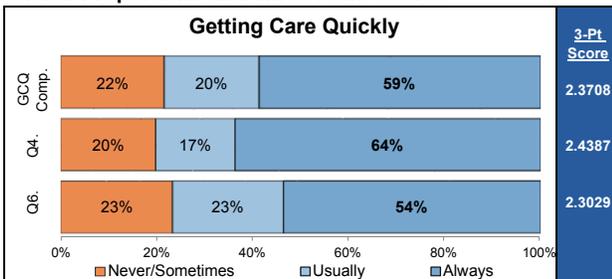
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Getting Care Quickly	2017	2.3708	25th	2.33	2.40	2.45	2.49
	2016	2.3905	25th	2.36	2.42	2.46	2.49
	2015	2.3410	<25th	2.37	2.42	2.46	2.50

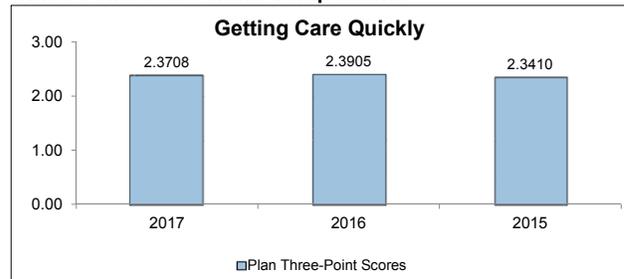
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Scores



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Customer Service Composite

Medicaid Adult CAHPS®

Summary Rate Trend Comparisons

Composite and Attributes	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Customer Service		88.3%		90.8%		87.6%
Q31. Getting information/help from customer service	149	84.6%	230	86.1%	209	80.9%
Q32. Treated with courtesy and respect by customer service staff	151	92.1%	227	95.6%	210	94.3%

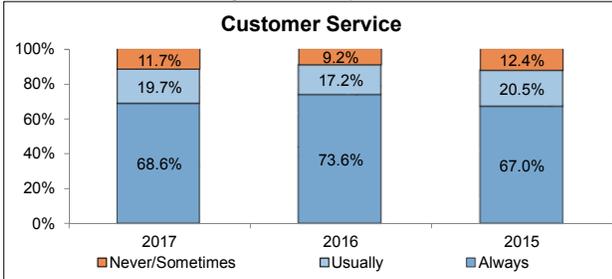
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

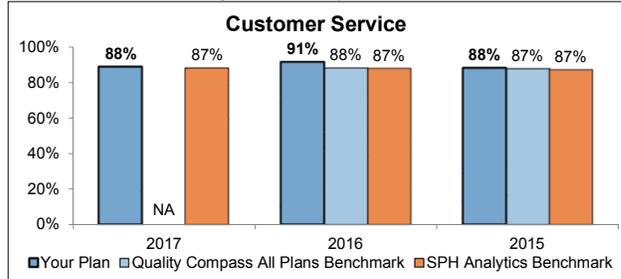
Customer Service	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q31. Getting information/help from customer service	0.419	0.244	0.110
Q32. Treated with courtesy and respect by customer service staff	0.405	0.365	0.281

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to $r = 0.400$) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons



Benchmark Percentile Rankings

Composite and Attributes	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Customer Service	88.3%	57th	87.5%	85.5%	87.5%	89.8%	91.0%
Q31. Getting information/help from customer service	84.6%	78th	81.3%	78.2%	81.6%	83.7%	87.0%
Q32. Treated with courtesy and respect by customer service staff	92.1%	21st	93.8%	92.6%	93.9%	95.2%	96.5%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCOA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCOA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

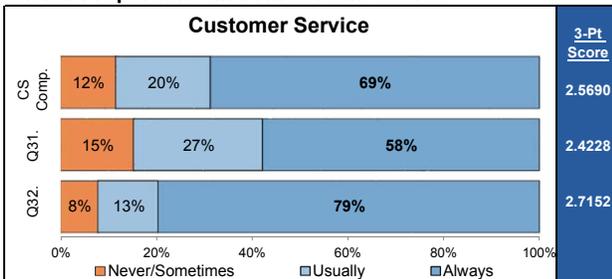
Three-Point Score Trend Comparisons and Percentile Thresholds

Composite	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Customer Service	2017	2.5690	50th	2.48	2.54	2.58	2.61
	2016	2.6443	90th	2.48	2.54	2.58	2.61
	2015	2.5460	50th	2.48	2.54	2.58	2.61

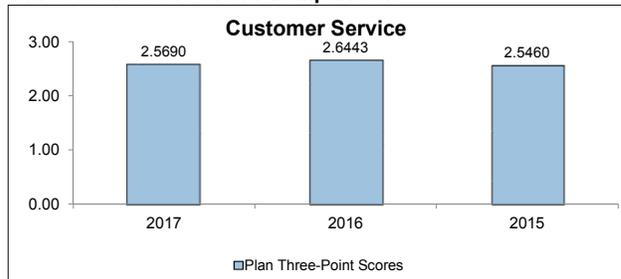
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Scores



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Coordination of Care (Q22)

Summary Rate Trend Comparisons

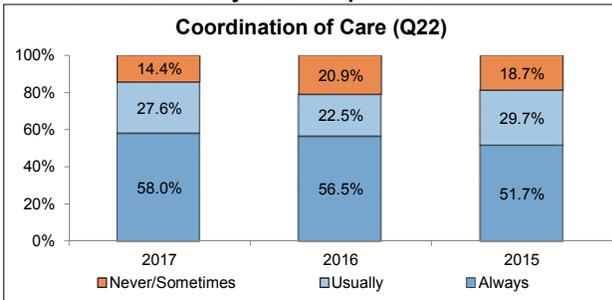
Attribute	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q22. Coordination of Care - Doctor seemed informed/up-to-date about the care received from other doctors/providers	181	85.6%	191	79.1%	209	81.3%

Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

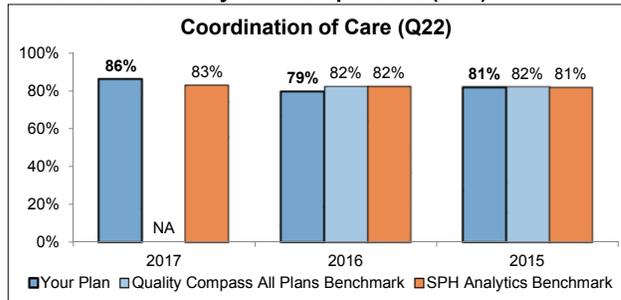
Correlation with Rating Questions

Coordination of Care	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.	Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to r = 0.400) are shaded blue.
Q22. Coordination of Care - Doctor seemed informed/up-to-date about the care received from other doctors/providers	0.351	0.319	0.433	

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Rankings

Attribute	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass, All Plans Mean & Percentiles				
	Summary Rate	Percentile Ranking	Mean	25th	50th	75th	90th
Q22. Coordination of Care - Doctor seemed informed/up-to-date about the care received from other doctors/providers	85.6%	84th	81.8%	79.6%	81.6%	84.6%	86.6%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCCA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCCA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

Three-Point Score Trend Comparisons and Percentile Thresholds

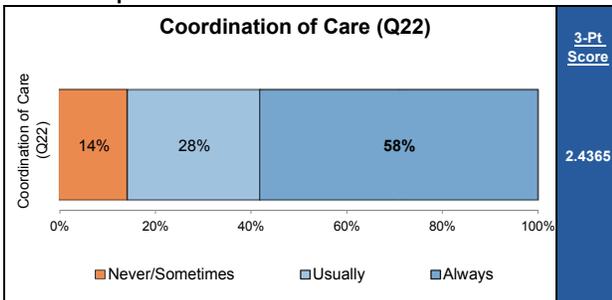
Attribute	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Coordination of Care (Q22)	2017	2.4365	50th	2.34	2.39	2.44	2.50
	2016	2.3560	25th	2.33	2.39	2.43	2.49
	2015	2.3301	NA	NA	NA	NA	NA

NCCA added the Coordination of Care CAHPS® measure to Accreditation 2016 scoring.

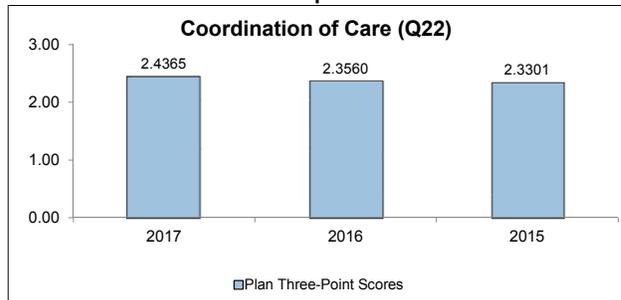
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Score



Three-Point Score Trend Comparisons



NCCA added the Coordination of Care CAHPS® measure to Accreditation 2016 scoring.

Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Rating of Health Care (Q13)

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q13. Rating of Health Care (8-10)	416	73.6%	421	78.1%	453	75.5%
Q13. Rating of Health Care (9-10)	416	54.8%	421	58.2%	453	53.6%

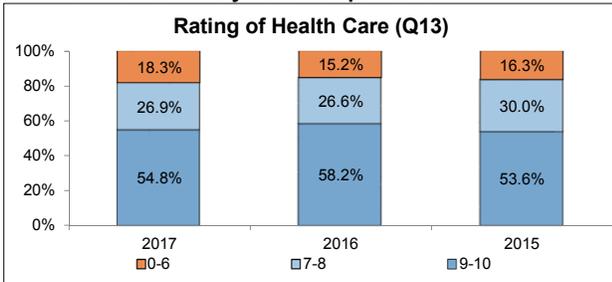
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

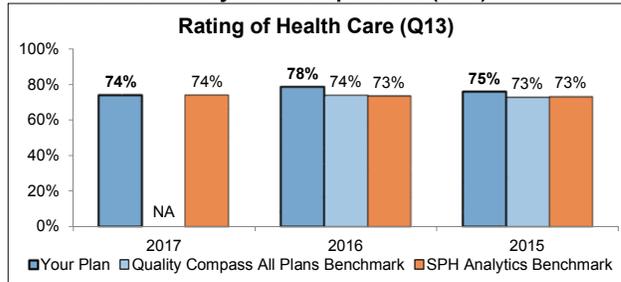
Rating of Health Care	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q13. Rating of Health Care (8-10)	0.602	NA	0.502

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to $r = 0.400$) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking	2016 Quality Compass, All Plans Mean & Percentiles				
		Mean	25th	50th	75th	90th
Q13. Rating of Health Care (8-10)	73.6% 44th	73.5%	70.8%	74.1%	76.5%	78.9%
Q13. Rating of Health Care (9-10)	54.8% 60th	53.6%	50.5%	53.8%	56.9%	59.7%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

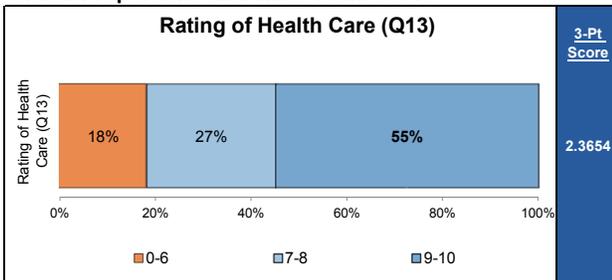
Benchmark Percentile Rankings

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Health Care (Q13)	2017	2.3654	25th	2.32	2.38	2.43	2.46
	2016	2.4299	75th	2.31	2.36	2.42	2.45
	2015	2.3731	50th	2.28	2.34	2.38	2.43

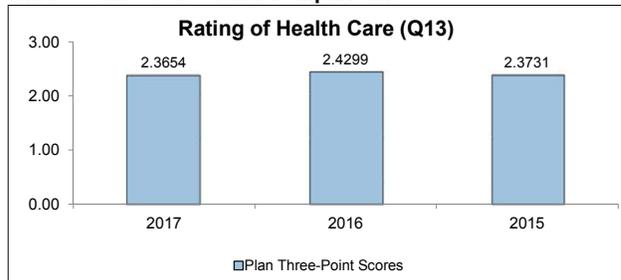
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Score



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Rating of Personal Doctor (Q23)

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q23. Rating of Personal Doctor (8-10)	427	79.6%	440	81.4%	466	80.0%
Q23. Rating of Personal Doctor (9-10)	427	65.6%	440	66.6%	466	64.2%

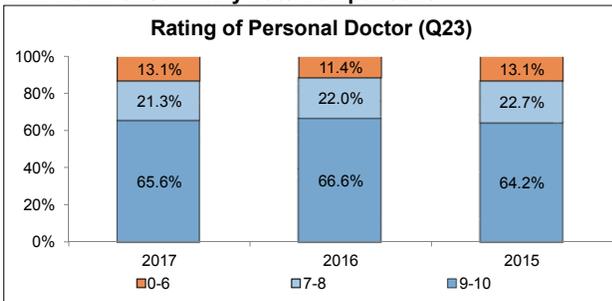
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

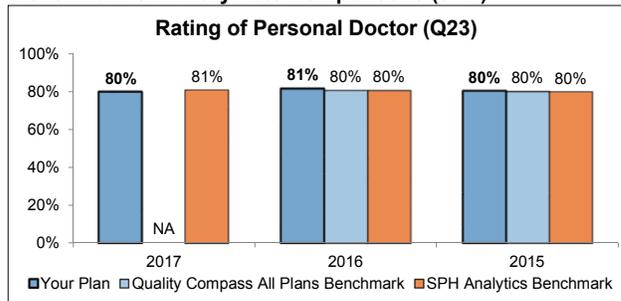
Rating of Personal Doctor	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q23. Rating of Personal Doctor (8-10)	0.443	0.502	NA

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to $r = 0.400$) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q23. Rating of Personal Doctor (8-10)	79.6%	40th	80.2%	77.9%	80.6%	82.5%	84.8%
Q23. Rating of Personal Doctor (9-10)	65.6%	55th	65.4%	62.3%	65.0%	68.1%	71.5%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

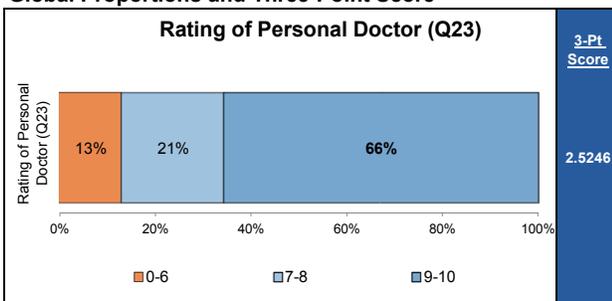
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Personal Doctor (Q23)	2017	2.5246	50th	2.43	2.50	2.53	2.57
	2016	2.5523	75th	2.43	2.50	2.53	2.57
	2015	2.5107	50th	2.43	2.50	2.53	2.57

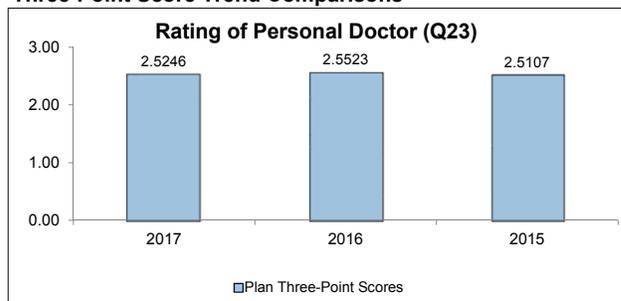
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Score



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Rating of Specialist (Q27)

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q27. Rating of Specialist (8-10)	198	80.3%	195	81.0%	209	81.8%
Q27. Rating of Specialist (9-10)	198	66.2%	195	68.7%	209	63.2%

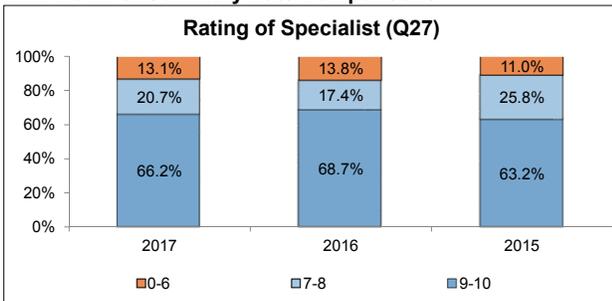
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

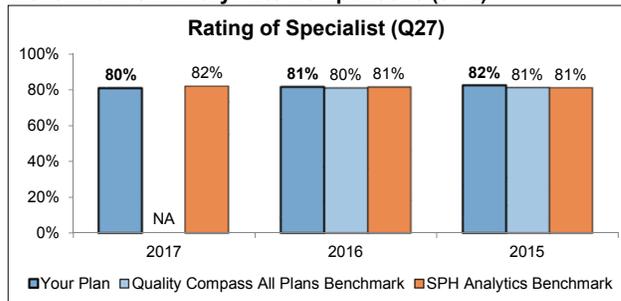
Rating of Specialist	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q27. Rating of Specialist (8-10)	0.637	0.593	0.568

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to $r = 0.400$) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking	2016 Quality Compass, All Plans Mean & Percentiles				
		Mean	25th	50th	75th	90th
Q27. Rating of Specialist (8-10)	80.3% 44th	80.4%	78.1%	80.8%	82.8%	84.8%
Q27. Rating of Specialist (9-10)	66.2% 51st	66.0%	62.5%	66.0%	69.2%	72.6%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

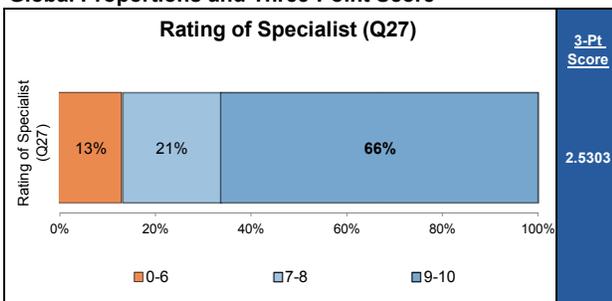
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Specialist (Q27)	2017	2.5303	50th	2.48	2.51	2.56	2.59
	2016	2.5487	50th	2.48	2.51	2.56	2.59
	2015	2.5215	50th	2.48	2.51	2.56	2.59

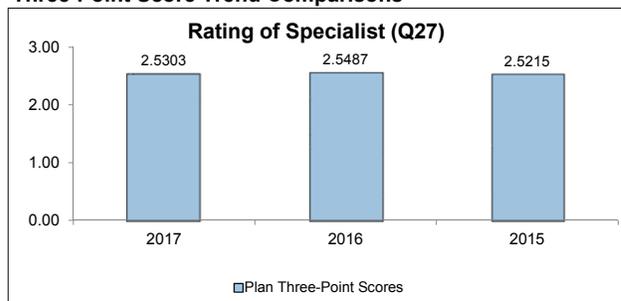
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Score



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

HEDIS/CAHPS® Composite Analysis

Rating of Health Plan (Q35)

Summary Rate Trend Comparisons

Rating Item	Your Plan's Summary Rates and Significance Testing					
	2017		2016		2015	
Q35. Rating of Health Plan (8-10)	582	77.0%	601	80.9%	621	76.5%
Q35. Rating of Health Plan (9-10)	582	61.0%	601	62.7%	621	59.3%

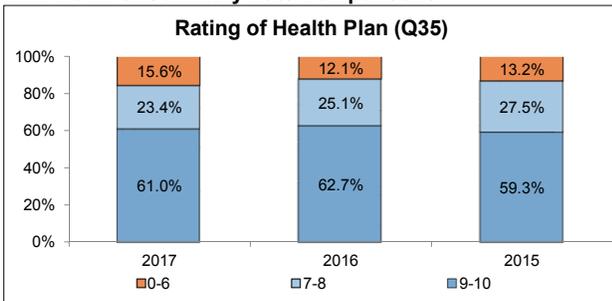
Significance testing is identified by shading: Cells highlighted in red denote the current year score is significantly lower when compared to trend data; Cells highlighted in green denote the current year score is significantly higher when compared to trend data; No shading denotes that there was no significant difference between the scores or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

Correlation with Rating Questions

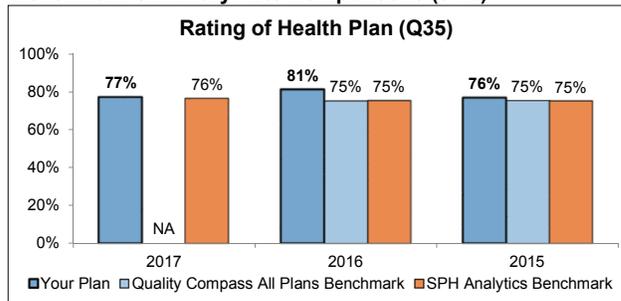
Rating of Health Plan	with Q35 - Health Plan	with Q13 - Health Care	with Q23 - Personal Dr.
Q35. Rating of Health Plan (8-10)	NA	0.602	0.443

Attributes considered highly correlated with the rating measures (those with coefficients greater than or equal to $r = 0.400$) are shaded blue.

Drill Down of Summary Rate Comparisons



Benchmark Summary Rate Comparisons (8-10)



Benchmark Percentile Rankings

Rating Item	Your Plan's Summary Rate and Percentile Ranking		2016 Quality Compass, All Plans Mean & Percentiles				
			Mean	25th	50th	75th	90th
Q35. Rating of Health Plan (8-10)	77.0%	59th	75.0%	71.7%	75.7%	78.8%	81.4%
Q35. Rating of Health Plan (9-10)	61.0%	67th	57.7%	53.9%	58.1%	61.9%	65.0%

Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Rankings indicate where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark. Summary Rates that are below the 10th percentile are shown as "<10th."

- Summary Rate at or above the 90th percentile.
- Summary Rate at or above the 75th percentile, but below the 90th percentile.
- Summary Rate at or above the 50th percentile, but below the 75th percentile.
- Summary Rate at or above the 25th percentile, but below the 50th percentile.
- Summary Rate below the 25th percentile.

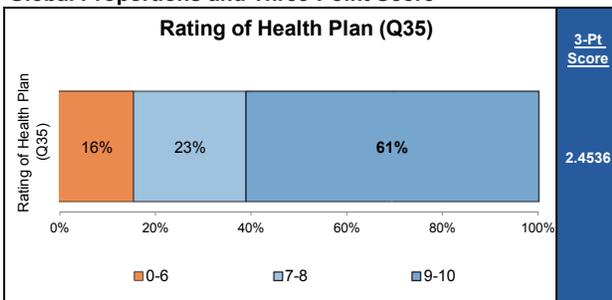
Three-Point Score Trend Comparisons and Percentile Thresholds

Rating Item	Year	Plan Three-Point Score	Approximate Plan Percentile Threshold	Medicaid Adult CAHPS® Percentiles			
				25th	50th	75th	90th
Rating of Health Plan (Q35)	2017	2.4536	<25th	2.35	2.43	2.48	2.53
	2016	2.5058	<25th	2.37	2.43	2.49	2.55
	2015	2.4605	<25th	2.35	2.43	2.49	2.54

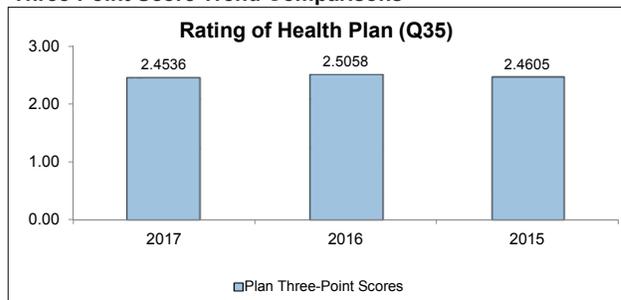
Thresholds indicate where your plan's Three-Point Score ranks relative to the benchmark percentiles. Three-Point Scores that are below the 25th percentile threshold are shown as "<25th."

- Three-Point Score at or above the 90th percentile threshold.
- Three-Point Score at or above the 75th, but below the 90th percentile threshold.
- Three-Point Score at or above the 50th, but below the 75th percentile threshold.
- Three-Point Score at or above the 25th, but below the 50th percentile threshold.
- Three-Point Score below the 25th percentile threshold.

Global Proportions and Three-Point Score



Three-Point Score Trend Comparisons



Three-Point Scores are displayed as "NA" if a minimum average of 100 responses was not met for the composite or attribute. Benchmarks apply to the composite score only.

9. Technical Notes

Presented alphabetically by subject area

Composite Categories

The NCQA core survey includes five composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. NCQA defines the composite score as the average of the Summary Rates or Three-Point scores of the questions comprising a composite. For example, the *Getting Needed Care* composite is the average of the Summary Rates or Three-Point Scores of Q14 and Q25.

Correlation Analysis

Correlation Analysis is run between attributes and the overall satisfaction variable as measured by Question 35 (“What number would you use to rate your health plan?”), as well as between attributes and Questions 13 and 23, *Rating of Health Care* and *Rating of Personal Doctor*, respectively. The Pearson’s product moment correlation coefficient, r , is used to measure the strength of the linear association between each attribute and the overall satisfaction variables. The correlation value can range from 0 to 1 with values close to 1 indicating a strong positive correlation. This analysis is shown on Page 6A.

Demographic Categories

SPH Analytics collapses the age, race, and education group categories into fewer segments than those defined by the CAHPS® 5.0H survey. The consolidation of the demographic categories with small samples allows for more valid between-group statistical comparisons.

Age		Education	
CAHPS®	SPH Analytics	CAHPS®	SPH Analytics
18 – 24	18 – 34	8 th grade or less	High school graduate/GED or less
25 – 34		Some high school	
35 – 44	35 – 44	High school graduate/GED	Some college/2-year degree
45 – 54	45 – 54	Some college/2-year degree	
55 – 64	55 or older	4-year college degree	College graduate or more
65 – 74		More than 4-year college degree	
75 or older			

Race/Ethnicity	
CAHPS®	SPH Analytics
White	White
Black/African-American	Black/African-American
Asian	Asian
Native Hawaiian/Pacific Islander	Other
American Indian/Alaska Native	
Other	
Hispanic/Latino	Hispanic/Latino

Health and Human Services (HHS) Regions:

- **Chicago** – Indiana, Illinois, Michigan, Minnesota, Wisconsin, Ohio
- **New York** – New York, New Jersey, Puerto Rico, Virgin Islands
- **Philadelphia** – Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia
- **Denver** – Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming
- **Boston** – Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
- **Seattle** – Alaska, Idaho, Washington, Oregon
- **Atlanta** – Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee
- **Dallas** – Arkansas, Louisiana, Oklahoma, New Mexico, Texas
- **Kansas City** – Iowa, Missouri, Nebraska, Kansas
- **San Francisco** – American Samoa, Arizona, California, Guam, Hawaii, Nevada

NCQA 1 – 100 Benchmark is a percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid adult data collected by NCQA in 2016. SPH Analytics utilizes this benchmark to calculate your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark. In keeping, the percentile ranks displayed on page 3D and in Section 8 – *Composite Analyses* indicate where your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark.

Opportunity Analysis (see Regression Analysis)

Public Report 2016 (Medicaid) benchmark is derived from NCQA's Quality Compass® benchmark and is calculated by SPH Analytics. The benchmark is a collection of CAHPS® 5.0H mean summary ratings for those Medicaid adult plans (151 plan-specific samples with at least 100 valid responses per question item) choosing to report their scores publicly, in addition to submitting their scores to be compiled anonymously into a Quality Compass aggregate, or national summary. The scores shown in this report reflect the mean Summary Rates from these plan means.

Question Scoring

NCQA Summary Rate & Three-Point Categories for Composite Questions

Composites/ Response choices	Summary Rate	Three- Point	Questions/Attributes
Getting Needed Care			
Never/Sometimes		1	Q14 – In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Q25 – In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Getting Care Quickly			
Never/Sometimes		1	Q4 – In the last 6 months, when you needed care right away, how often did you get care as soon as you needed? Q6 – In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor’s office or clinic as soon as you needed?
Usually	Summary Rate	2	
Always	Summary Rate	3	
How Well Doctors Communicate			
Never/Sometimes		1	Q17 – In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? Q18 – In the last 6 months, how often did your personal doctor listen carefully to you? Q19 – In the last 6 months, how often did your personal doctor show respect for what you had to say? Q20 – In the last 6 months, how often did your personal doctor spend enough time with you?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Customer Service			
Never/Sometimes		1	Q31 – In the last 6 months, how often did your health plan’s customer service give you the information or help you needed? Q32 – In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?
Usually	Summary Rate	2	
Always	Summary Rate	3	
Shared Decision Making			
No		1	Q10 – Did you and a doctor or other health provider talk about the reasons you might want to take a medicine? Q11 – Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine? Q12 – When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?
Yes	Summary Rate	3	

Rating Questions

There are four questions with responses scaled 0 to 10 in the CAHPS® 5.0H survey: *Rating of Health Care* (Q13), *Rating of Personal Doctor* (Q23), *Rating of Specialist* (Q27), and *Rating of Health Plan* (Q35), where zero represents “worst possible” and ten represents “best possible.”

Regression Analysis

Regression estimates are measures of association between independent variables (composites) and a dependent variable (overall satisfaction rating), while controlling for the effect of other variables through the use of a statistical model. A backward elimination, respondent-level, multiple linear regression model was fitted to the 2017 SPH Analytics Medicaid Adult Book of Business benchmark. The SPH Analytics Book of Business consists of the 2017 Medicaid adult

data from each of the 58 health plans that submitted to NCQA. The dependent variable in the model is measured by Question 35 (“What number would you use to rate your health plan?”), Question 13 (“What number would you use to rate your health care?”), as well as Question 23 (“What number would you use to rate your personal doctor?”), all of which are scaled from 0 to 10 (“Worst possible” to “Best possible”).

All composite questions are evaluated as potential independent variables in the analysis. These questions are scaled from 0 to 3 (0, 1, 2, and 3) for four-point scales in the direction of least favorable response to most favorable response. Those composite variables found to have a significant positive influence (as found by testing individual beta coefficients with a 0.05 level of significance) on Overall Satisfaction are reported as Key Drivers of overall satisfaction. The numbers reported alongside each composite, shown in Section 1 – *Executive Summary*, are beta coefficients. These coefficients indicate the amount of change that takes place in the dependent variable for a one-unit change in the respondent level composite independent variable in the rescaled 0-3 units (with all other independent variables unchanged).

Within the context of the model, the higher the beta score, the larger the effect the composite has on overall satisfaction, with all other composites held constant.

Using the results of the regression analysis, SPH Analytics has developed the following *Opportunity Analysis*: if the composite Summary Rate is equal to or greater than the 75th percentile of the 2017 SPH Analytics Medicaid Adult Book of Business Summary Rate and the composite is determined to be a Key Driver by the multiple linear regression analysis, the composite is considered a plan *Strength*. If the composite is a Key Driver and the Summary Rate is below the 50th percentile when compared to the 2017 SPH Analytics Medicaid Adult Book of Business Summary Rates, the composite is considered a plan *Opportunity*. If a Key Driver has a Summary Rate that falls between the 50th and 75th percentiles when compared to the 2017 SPH Analytics Medicaid Adult Book of Business Summary Rates it is suggested that the composite be monitored as it could become a *Strength* or *Opportunity* in the future, depending on the plan’s success in that area.

Report Sections

Profile of Survey Respondents

- Health Status and Mental/Emotional Health Status are defined by member.

Segmentation Analysis (Rating of Health Plan (Q35) by Respondent Demographics)

- Health Status and Mental/Emotional Health Status are defined by member.
- “Other” includes respondents who selected “Asian”, “Native Hawaiian or other Pacific Islander”, “American Indian or Alaska Native”, or “Other” in Question 56.

Benchmark Comparisons

- Ranking indicates where your plan’s Summary Rate Score ranks when compared to the specified benchmark. Summary Rates that are below the 10th percentile are shown as ‘<10th.’

Global Proportions

- Three-Point Score is the sum of the three scores: the percent in orange has a score of 1, the percent in light blue has a score of 2, and the percent in blue has a score of 3. The composite Three-Point Score is the average if its attributes’ Three-Point Scores.
- 90th percentile represents the minimum score needed to obtain full accreditation points for this measure.

- If a plan receives and NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at commendable.

Accreditation Assessment

- Benchmark thresholds are accurate as of the date of this report production. The source for the HEDIS/CAHPS® Percentile benchmarks and thresholds is: NCQA>Programs>Accreditation>Policy Updates and Supporting Documents>Benchmarks and Thresholds >Learn More>Benchmarks and Thresholds: 2017 Accreditation.

Segmentation

- Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.
- For reporting purposes, “Other” on page 5D includes Asian, Native Hawaiian or other Pacific Islander, American Indian or Alaska Native, and respondents who answered “Other.”

Correlations

- As the correlation coefficient approaches a value of 1.000, the association of the attribute with overall satisfaction is increased. Cells shaded dark blue have a correlation coefficient of equal to or greater than $r = 0.400$.

Question Summaries

- Members who respond “No” to Question 33 are included in “Always” of Question 34, per NCQA, Volume 3, HEDIS 2016 guidelines.
- For the rolling average methodology, a score can be obtained one of two ways: (1) If at least 100 responses were achieved by combining 2016 scores and 2017 scores, the rolling average score is the average of the 2016 and 2017 scores. (2) If there were no scores for 2016 but there were at least 100 responses for 2017, the rolling average is the 2017 score. If the combined responses for 2016 and 2017 do not achieve at least 100 responses, then the measure will receive an “NA” by NCQA.
- The base for Questions 56 and 58 is the total number of respondents. Members were allowed to choose more than one response option; therefore, the sum of all figures may equal more than 100%.

Response Rate

The sample size for adult Medicaid health plans is 1,350 in accordance with NCQA protocol, although plans may choose to over-sample their sample if necessary. Please refer to the *Glossary of Terms* for more information on over-samples. The overall NCQA target number of complete responses is 411.

Ineligible members include those who are deceased, members who do not meet the eligible population criteria, members with a language barrier, and members who are mentally or physically incapacitated. Non-responses include those members who have refused to participate in the survey, could not be reached due to a bad address or telephone number, or members that reached a maximum attempt threshold and were unable to be contacted during the survey time period.

The formula for determining the response rate is the following:

$$\frac{\text{Completed mail, telephone, and Internet (if applicable) surveys}}{\text{Final sample size} - \text{Ineligible surveys}} = \text{Response rate}$$

Sampling Error

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

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

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

*95% confidence interval

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

**90% confidence interval

The sampling error table is used in the following manner: assume that “overall rating of health plan” received a Summary Rate of seventy percent (70.0%) from a sample of 500 valid responses. For a 95% confidence interval, look at the table where the sample size of 500 intersects the percentage distribution of 70/30. The margin of error for this sample size is four

percentage points (4.0%). Therefore, on average, in 95 out of 100 similar samples, the 95% confidence interval (e.g., 66.0% to 74.0%) will span the true unknown population percentage.

SPH Analytics Book of Business

The SPH Analytics Book of Business (calculated on a plan-level) consists of all Medicaid adult samples that were conducted by SPH Analytics and submitted to NCQA. In 2017, there were 58 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the *Opportunity Analysis*. The 2016 Book of Business consists of 72 samples that were submitted to NCQA in 2016, and is used for Custom Question benchmarks and correlation coefficients and Loyalty benchmarks (if applicable).

Statistical Significance

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

Summary Rate

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

Summary Rate categories for the rating questions represent respondents who answered "8," "9," or "10." In addition to the traditional NCQA defined Summary Rate calculation for rating questions (responses "8", "9", and "10"), Top Box Scores are also calculated using "9" and "10."

Members who responded "No" to Q33 are recoded as "Always" in Q34 and are, therefore, included in the Summary Rate of Q34.

The Summary Rate for each composite category and additional measure is as follows:

Getting Needed Care; Getting Care Quickly; How Well Doctors Communicate; Customer Service; Coordination of Care; Providing Needed Information; and Ease of Filling Out Forms: Summary Rate represents the percentage of members who responded "Always" or "Usually."

Health Promotion and Education: Summary Rate represents the percentage of members who responded "Yes."

Shared Decision Making: Summary Rate represents the percentage of members who responded "Yes."

Survey Administration Protocol

The CAHPS® 5.0H protocol allows plans to select one of two options for survey administration: 1) a five-wave mail-only methodology (three questionnaire mailings and two reminder postcards) or 2) a mixed methodology (mail and telephone), which includes four waves of mail (two questionnaire mailings and two reminder postcards) with a telephone follow-up of at least three attempts. NCQA also allows pre-approved enhanced methodologies, which can include an Internet component of the survey (questionnaire mailings contain an Internet option). The sample size for Medicaid adult plans seeking accreditation from NCQA is 1,350 members.

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

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

Three-Point Scores

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

Response Choice 1	Score Value	Response Choice 2	Score Value	Response Choice 3	Score Value
Never	1	No	1	0 – 6	1
Sometimes	1	Yes	3	7 & 8	2
Usually	2			9 & 10	3
Always	3				

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

Unanswered Questions

CAHPS® 5.0H prescribes that if a respondent answered a question by marking more than one response (not including Q46, Q47, Q56, and Q58), that response is considered a “multiple mark.” A missing/multiple mark response is NOT assigned any value or used to calculate satisfaction scores.

Z-Test

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

When checking for a statistically significant difference between a Summary Rate for a population and a set constant score (e.g., the Quality Compass® All Plans benchmark)—with various conditions/assumptions—SPH Analytics uses the statistical test on the following page:

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

where

\hat{p} = Summary Rate from the sample

p_0 = Set constant score for comparison

$q_0 = 1 - (\text{Set constant score}) = (1 - p_0)$

n = Sample size

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

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

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

where

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

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

n_1 = Size of the sample from the 1st population

n_2 = Size of the sample from the 2nd population

\hat{p} = Pooled Summary Rate,

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

\hat{q} = 1 – (Pooled Summary Rate)

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

Sample Survey Tool



Your Extended Family.

SURVEY INSTRUCTIONS

- Answer each question by marking the box to the left of your answer.
- You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:
 - Yes → If Yes, Go to Question 1
 - No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

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

If you want to know more about this study, please call 1-877-476-7538.

1. Our records show that you are now in **Molina Healthcare of New Mexico.**

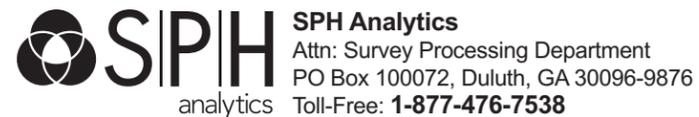
Is that right?
₁ Yes → If Yes, Go to Question 3
₂ No
2. What is the name of your health plan?
(Please print)

YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

3. In the last 6 months, did you have an illness, injury, or condition that **needed care right away** in a clinic, emergency room, or doctor's office?
₁ Yes
₂ No → If No, Go to Question 5
4. In the last 6 months, when you **needed care right away**, how often did you get care as soon as you needed?
₁ Never
₂ Sometimes
₃ Usually
₄ Always
5. In the last 6 months, did you make any appointments for a **check-up or routine care** at a doctor's office or clinic?
₁ Yes
₂ No → If No, Go to Question 7
6. In the last 6 months, how often did you get an appointment for a **check-up or routine care** at a doctor's office or clinic as soon as you needed?
₁ Never
₂ Sometimes
₃ Usually
₄ Always
7. In the last 6 months, **not** counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?
₁ None → If None, Go to Question 15
₂ 1 time
₃ 2
₄ 3
₅ 4
₆ 5 to 9
₇ 10 or more times
8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?
₁ Yes
₂ No

THANK YOU. Please return the completed survey in the postage-paid envelope.



4116644

2017 CAHPS 5.0 Adult Questionnaire (Medicaid): 04_MAS_English 2-11x17



9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?
₁ Yes
₂ No → If No, Go to Question 13
10. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?
₁ Yes
₂ No
11. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?
₁ Yes
₂ No
12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?
₁ Yes
₂ No
13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

Worst health care possible	Best health care possible
0 1 2 3 4 5 6 7 8 9 10	
<input type="checkbox"/>	
14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?
₁ Never
₂ Sometimes
₃ Usually
₄ Always

YOUR PERSONAL DOCTOR

15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?
₁ Yes
₂ No → If No, Go to Question 24
16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?
₁ None → If None, Go to Question 23
₂ 1 time
₃ 2
₄ 3
₅ 4
₆ 5 to 9
₇ 10 or more times

17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
₁ Never
₂ Sometimes
₃ Usually
₄ Always
18. In the last 6 months, how often did your personal doctor listen carefully to you?
₁ Never
₂ Sometimes
₃ Usually
₄ Always
19. In the last 6 months, how often did your personal doctor show respect for what you had to say?
₁ Never
₂ Sometimes
₃ Usually
₄ Always
20. In the last 6 months, how often did your personal doctor spend enough time with you?
₁ Never
₂ Sometimes
₃ Usually
₄ Always
21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?
₁ Yes
₂ No → If No, Go to Question 23
22. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?
₁ Never
₂ Sometimes
₃ Usually
₄ Always
23. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

Worst personal doctor possible	Best personal doctor possible
0 1 2 3 4 5 6 7 8 9 10	
<input type="checkbox"/>	

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GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

24. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?
₁ Yes
₂ No → If No, Go to Question 28
25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?
₁ Never
₂ Sometimes
₃ Usually
₄ Always
26. How many specialists have you seen in the last 6 months?
₁ None → If None, Go to Question 28
₂ 1 specialist
₃ 2
₄ 3
₅ 4
₆ 5 or more specialists
27. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?
- | | | | | | | | | | | | | | | | | | | | | | |
|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Worst specialist possible | | | | | | | | | | Best specialist possible | | | | | | | | | | | |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

YOUR HEALTH PLAN

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

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?
₁ Yes
₂ No → If No, Go to Question 30
29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?
₁ Never
₂ Sometimes
₃ Usually
₄ Always

30. In the last 6 months, did you get information or help from your health plan's customer service?
₁ Yes
₂ No → If No, Go to Question 33
31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?
₁ Never
₂ Sometimes
₃ Usually
₄ Always
32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?
₁ Never
₂ Sometimes
₃ Usually
₄ Always
33. In the last 6 months, did your health plan give you any forms to fill out?
₁ Yes
₂ No → If No, Go to Question 35
34. In the last 6 months, how often were the forms from your health plan easy to fill out?
₁ Never
₂ Sometimes
₃ Usually
₄ Always
35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?
- | | | | | | | | | | | | | | | | | | | | | | |
|----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Worst health plan possible | | | | | | | | | | Best health plan possible | | | | | | | | | | | |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

ABOUT YOU

36. In general, how would you rate your overall health?
₁ Excellent
₂ Very Good
₃ Good
₄ Fair
₅ Poor
37. In general, how would you rate your overall mental or emotional health?
₁ Excellent
₂ Very Good
₃ Good
₄ Fair
₅ Poor



38. Have you had either a flu shot or flu spray in the nose since July 1, 2016?
- ₁ Yes
₂ No
₃ Don't know
39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?
- ₁ Every day
₂ Some days
₃ Not at all → If Not at all, Go to Question 43
₄ Don't know → If Don't know, Go to Question 43
40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
43. Do you take aspirin daily or every other day?
- ₁ Yes
₂ No
₃ Don't know
44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?
- ₁ Yes
₂ No
₃ Don't know
45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?
- ₁ Yes
₂ No

46. Are you aware that you have any of the following conditions? Mark one or more.
- _A High cholesterol
_B High blood pressure
_C Parent or sibling with heart attack before the age of 60
47. Has a doctor ever told you that you have any of the following conditions? Mark one or more.
- _A A heart attack
_B Angina or coronary heart disease
_C A stroke
_D Any kind of diabetes or high blood sugar
48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?
- ₁ Yes
₂ No → If No, Go to Question 50
49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.
- ₁ Yes
₂ No
50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.
- ₁ Yes
₂ No → If No, Go to Question 52
51. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.
- ₁ Yes
₂ No
52. What is your age?
- ₁ 18 to 24
₂ 25 to 34
₃ 35 to 44
₄ 45 to 54
₅ 55 to 64
₆ 65 to 74
₇ 75 or older
53. Are you male or female?
- ₁ Male
₂ Female
54. What is the highest grade or level of school that you have completed?
- ₁ 8th grade or less
₂ Some high school, but did not graduate
₃ High school graduate or GED
₄ Some college or 2-year degree
₅ 4-year college graduate
₆ More than 4-year college degree
55. Are you of Hispanic or Latino origin or descent?
- ₁ Yes, Hispanic or Latino
₂ No, Not Hispanic or Latino

56. What is your race? Mark one or more.
- _A White
_B Black or African-American
_C Asian
_D Native Hawaiian or other Pacific Islander
_E American Indian or Alaska Native
_F Other
57. Did someone help you complete this survey?
- ₁ Yes → If Yes, Go to Question 58
₂ No → If No, Go to Question 59
58. How did that person help you? Mark one or more.
- _A Read the questions to me
_B Wrote down the answers I gave
_C Answered the questions for me
_D Translated the questions into my language
_E Helped in some other way
59. In the past 6 months, have you had a problem with balance or walking?
- ₁ Yes
₂ No
60. A fall is when your body goes to the ground without being pushed. In the past 6 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?
- ₁ Yes
₂ No
₃ I had no visits in the past 6 months
61. Did you fall in the past 6 months?
- ₁ Yes
₂ No
62. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking? Some things they might do include: Suggest that you use a cane or walker. Check your blood pressure lying or standing. Suggest that you do an exercise or physical therapy program. Suggest a vision or hearing testing.
- ₁ Yes
₂ No
₃ I had no visits in the past 6 months
63. In the last 6 months, did anyone from your health plan, doctor's office, or clinic help coordinate your care among these doctors or other health providers?
- ₁ Yes
₂ No
64. In the last 6 months, who helped to coordinate your care?
- ₁ Someone from your health plan
₂ Someone from your doctor's office or clinic
₃ Someone from another organization
₄ A friend or family member
₅ You

65. Did your Care Coordinator sit down with you and create a Plan of Care?
- ₁ Yes
₂ No
66. How satisfied are you with the help you received to coordinate your care in the last 6 months?
- ₁ Very dissatisfied
₂ Dissatisfied
₃ Neither dissatisfied nor satisfied
₄ Satisfied
₅ Very satisfied
67. In the last 6 months, have you received any material from your health plan about care coordination and how to contact the care coordination unit?
- ₁ Yes
₂ No
68. In the last 6 months, have you received any material from your health plan about good health and how to stay healthy?
- ₁ Yes
₂ No
69. Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home?
- ₁ Very dissatisfied
₂ Dissatisfied
₃ Neither dissatisfied nor satisfied
₄ Satisfied
₅ Very satisfied

10. Banner Tables

The tables in the following section show detailed results for each question in your survey. Responses are organized across the banner table by: (1) all respondents, (2) demographic groups (Age, Education, Gender, Ethnicity, Race, Health Status, and Mental/Emotional Health Status), (3) survey items, and (4) data collection method.

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

On the left side of the page are three row headers: “Total Eligible,” “Total Valid Responses,” and “No Answer.” “Total Eligible” represents the number of possible responses that meet the criteria for inclusion into the given question. For questions that are asked of all respondents, this figure will typically equal 600, which is the valid number of responses to the current survey. “Total Valid Responses” shows how many of the total respondents provided valid answers to the given question. Finally, “No Answer” is the number of individuals who did not respond to the question, even though they were eligible to do so.

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

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

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

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

===== GENDER =====

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

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

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

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

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

5 – Females and Males provided significantly different percentages of “No” responses. As in the previous note, the “C” refers to the group in column C—Females—and is significant at the 0.05 level of significance.

Please refer to the *Technical Notes* for additional information about banner tables.



Table of Contents:

	Table Description	Filter Description	Population Status	Base
1	Q1. Our records show that you are now in Molina Healthcare of New Mexico. Is that right?		Success	600
2	Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room or doctor's office?		Success	600
3	Q4. (GOQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	Q3.ContainsAny({Yes})	Success	216
4	Q6. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?		Success	600
5	Q6. (GOQ) In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	Q5.ContainsAny({Yes})	Success	392
6	Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?		Success	600
7	Q8. (HPE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	418
8	Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	418
9	Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	194
10	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	194
11	Q12. (SDM) When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	194
12	Q13. What number would you use to rate all your health care in the last 6 months?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	418
13	Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	418
14	Q15. Do you have a personal doctor?		Success	600
15	Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?	Q15.ContainsAny({Yes})	Success	439
16	Q17. (HMDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	339
17	Q18. (HMDC) In the last 6 months, how often did your personal doctor listen carefully to you?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	339
18	Q19. (HMDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	339
19	Q20. (HMDC) In the last 6 months, how often did your personal doctor spend enough time with you?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	339
20	Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	339
21	Q22. (CC) In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q21.ContainsAny({Yes})	Success	184
22	Q23. What number would you use to rate your personal doctor?	Q15.ContainsAny({Yes})	Success	439
23	Q24. In the last 6 months, did you make any appointments to see a specialist?		Success	600
24	Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	Q24.ContainsAny({Yes})	Success	211
25	Q26. How many specialists have you seen in the last 6 months?	Q24.ContainsAny({Yes})	Success	211
26	Q27. What number would you use to rate that specialist?	Q24.ContainsAny({Yes}) And Q26.ContainsAny({_1_specialist, _2, _3, _4, _5_or_more_specialists})	Success	198
27	Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?		Success	600
28	Q29. (FN) In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?	Q28.ContainsAny({Yes})	Success	83
29	Q30. In the last 6 months, did you get information or help from your health plan's customer service?		Success	600
30	Q31. (CS) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	Q30.ContainsAny({Yes})	Success	154
31	Q32. (CS) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	Q30.ContainsAny({Yes})	Success	154
32	Q33. In the last 6 months, did your health plan give you any forms to fill out?		Success	600
33	Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?	Q33.ContainsAny({Yes, Nb})	Success	576
34	Q35. What number would you use to rate your health plan?		Success	600
35	Q36. In general, how would you rate your overall health?		Success	600
36	Q37. In general, how would you rate your overall mental or emotional health?		Success	600
37	Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2016? (All respondents)		Success	600
38	Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2016? (Respondents 18-64 years as of July 1 of the measurement year)	age = 1	Success	590
39	Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?		Success	600
40	Q40. (HEDIS) In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?	Q39.ContainsAny({Every_day, Some_days})	Success	171
41	Q41. (HEDIS) In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?	Q39.ContainsAny({Every_day, Some_days})	Success	171

42	Q42. (HEDIS) In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?	Q39.ContainsAny((Every_day, Some_days))	Success	171
43	Q43. Do you take aspirin daily or every other day? (All respondents)		Success	600
44	Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?		Success	600
45	Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)		Success	600
46	Q46. Are you aware that you have any of the following conditions? Check all that apply.		Success	600
47	Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.		Success	600
48	Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?		Success	600
49	Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	Q48.ContainsAny({Yes})	Success	169
50	Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.		Success	600
51	Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	Q50.ContainsAny({Yes})	Success	327
52	Q52. What is your age?		Success	600
53	Q53. Are you male or female?		Success	600
54	Q54. What is the highest grade or level of school that you have completed?		Success	600
55	Q55. Are you of Hispanic or Latino origin or descent?		Success	600
56	Q56. What is your race? Please mark one or more.		Success	600
57	Q57. Did someone help you complete this survey?	Dispo.ContainsAny({Internet, Mail})	Success	368
58	Q58. How did that person help you? Check all that apply.	Dispo.ContainsAny({Internet, Mail}) And Q57.ContainsAny({Yes})	Success	59
59	Q1. Our records show that you are now in Molina Healthcare of New Mexico. Is that right?		Success	600
60	Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room or doctor's office?		Success	600
61	Q4. (GOQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	Q3.ContainsAny({Yes})	Success	216
62	Q6. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?		Success	600
63	Q6. (GOQ) In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	Q5.ContainsAny({Yes})	Success	392
64	Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?		Success	600
65	Q8. (HFE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	418
66	Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	418
67	Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	194
68	Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	194
69	Q12. (SDM) When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q9.ContainsAny({Yes})	Success	194
70	Q13. What number would you use to rate all your health care in the last 6 months?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	418
71	Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	Q7.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	418
72	Q15. Do you have a personal doctor?		Success	600
73	Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?	Q15.ContainsAny({Yes})	Success	439
74	Q17. (HMDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	339
75	Q18. (HMDC) In the last 6 months, how often did your personal doctor listen carefully to you?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	339
76	Q19. (HMDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	339
77	Q20. (HMDC) In the last 6 months, how often did your personal doctor spend enough time with you?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	339
78	Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times})	Success	339
79	Q22. (CC) In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?	Q15.ContainsAny({Yes}) And Q16.ContainsAny({_1_time, _2, _3, _4, _5_to_9, _10_or_more_times}) And Q21.ContainsAny({Yes})	Success	184
80	Q23. What number would you use to rate your personal doctor?	Q15.ContainsAny({Yes})	Success	439
81	Q24. In the last 6 months, did you make any appointments to see a specialist?		Success	600
82	Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	Q24.ContainsAny({Yes})	Success	211
83	Q26. How many specialists have you seen in the last 6 months?	Q24.ContainsAny({Yes})	Success	211
84	Q27. What number would you use to rate that specialist?	Q24.ContainsAny({Yes}) And Q26.ContainsAny({_1_specialist, _2, _3, _4, _5_or_more_specialists})	Success	198
85	Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?		Success	600
86	Q29. (FN) In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?	Q28.ContainsAny({Yes})	Success	83
87	Q30. In the last 6 months, did you get information or help from your health plan's customer service?		Success	600
88	Q31. (CS) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	Q30.ContainsAny({Yes})	Success	154
89	Q32. (CS) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	Q30.ContainsAny({Yes})	Success	154
90	Q33. In the last 6 months, did your health plan give you any forms to fill out?		Success	600
91	Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?	Q33.ContainsAny({Yes, Nb})	Success	576
92	Q35. What number would you use to rate your health plan?		Success	600
93	Q36. In general, how would you rate your overall health?		Success	600
94	Q37. In general, how would you rate your overall mental or emotional health?		Success	600
95	Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2016? (All respondents)		Success	600
96	Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2016? (Respondents 18-64 years as of July 1 of the measurement year)	frage = 1	Success	590
97	Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?		Success	600
98	Q40. (HEDIS) In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?	Q39.ContainsAny((Every_day, Some_days))	Success	171
99	Q41. (HEDIS) In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?	Q39.ContainsAny((Every_day, Some_days))	Success	171
100	Q42. (HEDIS) In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?	Q39.ContainsAny((Every_day, Some_days))	Success	171
101	Q43. Do you take aspirin daily or every other day? (All respondents)		Success	600
102	Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?		Success	600
103	Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)		Success	600

104	Q46. Are you aware that you have any of the following conditions? Check all that apply.		Success	600
105	Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.		Success	600
106	Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?		Success	600
107	Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	Q48.ContainsAny({Yes})	Success	169
108	Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.		Success	600
109	Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	Q50.ContainsAny({Yes})	Success	327
110	Q52. What is your age?		Success	600
111	Q53. Are you male or female?		Success	600
112	Q54. What is the highest grade or level of school that you have completed?		Success	600
113	Q55. Are you of Hispanic or Latino origin or descent?		Success	600
114	Q56. What is your race? Please mark one or more.		Success	600
115	Q57. Did someone help you complete this survey?	Dispo.ContainsAny({Internet, Mail})	Success	368
116	Q58. How did that person help you? Check all that apply.	Dispo.ContainsAny({Internet, Mail}) And Q57.ContainsAny({Yes})	Success	59

Q1. Our records show that you are now in Molina Healthcare of New Mexico. Is that right?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 1
Level: Top

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q1. Our records show that you are now in Molina Healthcare of New Mexico. Is that right?																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	577	166	65	135	198	336	214	230	338	334	216	307	26	207	185	184	197	250	169	149
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	23	3	2	5	12	13	9	11	11	13	9	11	-	12	6	6	9	10	3	8
Yes	577	166	65	135	198	336	214	230	338	334	216	307	26	207	185	184	197	250	169	149
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	577	166	65	135	198	336	214	230	338	334	216	307	26	207	185	184	197	250	169	149
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 2
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?																				
	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	590	166	66	139	206	342	222	237	344	341	223	313	26	216	189	189	200	259	171	150
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	10	3	1	1	4	7	1	4	5	6	2	5	-	3	2	1	6	1	1	7
Yes	216	53	21	61	73	118	83	89	121	120	85	112	13	82	53	64	92	94	56	58
	36.6%	31.9%	31.8%	43.9%	35.4%	34.5%	37.4%	37.6%	35.2%	35.2%	38.1%	35.8%	50.0%	38.0%	28.0%	33.9%	46.0%	36.3%	32.7%	38.7%
				A									**				NO			
No	374	113	45	78	133	224	139	148	223	221	138	201	13	134	136	125	108	165	115	92
	63.4%	68.1%	68.2%	56.1%	64.6%	65.5%	62.6%	62.4%	64.8%	64.8%	61.9%	64.2%	50.0%	62.0%	72.0%	66.1%	54.0%	63.7%	67.3%	61.3%
				C									**		P	P				
HEDIS/CAHPS SUMMARY RATE - Yes	216	53	21	61	73	118	83	89	121	120	85	112	13	82	53	64	92	94	56	58
	36.6%	31.9%	31.8%	43.9%	35.4%	34.5%	37.4%	37.6%	35.2%	35.2%	38.1%	35.8%	50.0%	38.0%	28.0%	33.9%	46.0%	36.3%	32.7%	38.7%
				A									**				NO			

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J,

K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j,

k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q4. (GCQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 3
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q4. (GCQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?																				
	216	53	21	61	73	118	83	89	121	120	85	112	13	82	53	64	92	94	56	58
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	212	52	21	59	72	116	81	88	118	116	85	109	13	81	52	63	90	91	55	58
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	1	-	2	1	2	2	1	3	4	-	3	-	1	1	1	2	3	1	-
Always	135	35	12	37	47	77	48	50	82	79	50	70	8	50	36	39	57	61	32	38
	63.7%	67.3%	57.1%**	62.7%	65.3%	66.4%	59.3%	56.8%	69.5% g	68.1%	58.8%	64.2%	61.5%**	61.7%	69.2%	61.9%	63.3%	67.0%	58.2%	65.5%
Usually	35	8	2	10	15	21	13	18	17	16	19	20	4	11	5	11	19	14	9	11
	16.5%	15.4%	9.5%**	16.9%	20.8%	18.1%	16.0%	20.5%	14.4%	13.8%	22.4%	18.3%	30.8%**	13.6%	9.6%	17.5%	21.1% n	15.4%	16.4%	19.0%
Sometimes	37	9	6	10	9	17	17	17	18	18	15	17	1	18	10	10	14	14	13	8
	17.5%	17.3%	28.6%**	16.9%	12.5%	14.7%	21.0%	19.3%	15.3%	15.5%	17.6%	15.6%	7.7%**	22.2%	19.2%	15.9%	15.6%	15.4%	23.6%	13.8%
Never	5	-	1	2	1	1	3	3	1	3	1	2	-	2	1	3	-	2	1	1
	2.4%	-	4.8%**	3.4%	1.4%	0.9%	3.7%	3.4%	0.8%	2.6%	1.2%	1.8%	-	2.5%	1.9%	4.8% p	-	2.2%	1.8%	1.7%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	170	43	14	47	62	98	61	68	99	95	69	90	12	61	41	50	76	75	41	49
	80.2%	82.7%	66.7%**	79.7%	86.1%	84.5%	75.3%	77.3%	83.9%	81.9%	81.2%	82.6%	92.3%**	75.3%	78.8%	79.4%	84.4%	82.4%	74.5%	84.5%
HEDIS/CAHPS SUMMARY RATE - Always	135	35	12	37	47	77	48	50	82	79	50	70	8	50	36	39	57	61	32	38
	63.7%	67.3%	57.1%**	62.7%	65.3%	66.4%	59.3%	56.8%	69.5% g	68.1%	58.8%	64.2%	61.5%**	61.7%	69.2%	61.9%	63.3%	67.0%	58.2%	65.5%
3-Point Score	2.44	2.50	2.24	2.42	2.51	2.51	2.35	2.34	2.53	2.50	2.40	2.47	2.54	2.37	2.48	2.41	2.48	2.49	2.33	2.50

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 4
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	591	166	67	137	207	345	218	236	345	344	219	312	26	215	188	187	204	255	171	155
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	9	3	-	3	3	4	5	5	4	3	6	6	-	4	3	3	2	5	1	2
Yes	392	92	36	97	159	231	141	141	245	234	143	210	16	140	102	117	167	153	115	118
	66.3%	55.4%	53.7%	70.8% AB	76.8% AB	67.0%	64.7%	59.7%	71.0% G	68.0%	65.3%	67.3%	61.5% **	65.1%	54.3%	62.6%	81.9% NO	60.0%	67.3%	76.1% Q
No	199	74	31	40	48	114	77	95	100	110	76	102	10	75	86	70	37	102	56	37
	33.7%	44.6% CD	46.3% CD	29.2%	23.2%	33.0%	35.3%	40.3% H	29.0%	32.0%	34.7%	32.7%	38.5% **	34.9%	45.7% P	37.4% P	18.1%	40.0% S	32.7% s	23.9%
HEDIS/CAHPS SUMMARY RATE - Yes	392	92	36	97	159	231	141	141	245	234	143	210	16	140	102	117	167	153	115	118
	66.3%	55.4%	53.7%	70.8% AB	76.8% AB	67.0%	64.7%	59.7%	71.0% G	68.0%	65.3%	67.3%	61.5% **	65.1%	54.3%	62.6%	81.9% NO	60.0%	67.3%	76.1% Q

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q6. (GCQ) In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 5
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q6. (GCQ) In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

Total Eligible	392 100.0%	92 100.0%	36 100.0%	97 100.0%	159 100.0%	231 100.0%	141 100.0%	141 100.0%	245 100.0%	234 100.0%	143 100.0%	210 100.0%	16 100.0%	140 100.0%	102 100.0%	117 100.0%	167 100.0%	153 100.0%	115 100.0%	118 100.0%
Total Valid Responses	373 100.0%	89 100.0%	35 100.0%	90 100.0%	152 100.0%	219 100.0%	135 100.0%	136 100.0%	232 100.0%	223 100.0%	137 100.0%	199 100.0%	16 100.0%	136 100.0%	100 100.0%	110 100.0%	157 100.0%	148 100.0%	107 100.0%	112 100.0%
No Answer	19	3	1	7	7	12	6	5	13	11	6	11	-	4	2	7	10	5	8	6
Always	200 53.6%	44 49.4%	22 62.9%	50 55.6%	79 52.0%	114 52.1%	74 54.8%	84 61.8% H	113 48.7%	113 50.7%	79 57.7%	110 55.3%	10 62.5% **	78 57.4%	53 53.0%	61 55.5%	83 52.9%	84 56.8%	53 49.5%	60 53.6%
Usually	86 23.1%	17 19.1%	10 28.6%	17 18.9%	42 27.6%	56 25.6%	26 19.3%	21 15.4%	65 28.0% G	49 22.0%	36 26.3%	50 25.1%	3 18.8% **	28 20.6%	18 18.0%	29 26.4%	38 24.2%	27 18.2%	28 26.2%	30 26.8%
Sometimes	79 21.2%	26 29.2% BD	3 8.6%	21 23.3% b	27 17.8%	48 21.9%	28 20.7%	27 19.9%	50 21.6%	58 26.0% J	17 12.4%	34 17.1%	3 18.8% **	26 19.1%	25 25.0% o	17 15.5%	35 22.3%	32 21.6%	24 22.4%	21 18.8%
Never	8 2.1%	2 2.2%	-	2 2.2%	4 2.6%	1 0.5%	7 5.2% E	4 2.9%	4 1.7%	3 1.3%	5 3.6%	5 2.5%	-	4 2.9%	4 4.0% p	3 2.7%	1 0.6%	5 3.4%	2 1.9%	1 0.9%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	286 76.7%	61 68.5%	32 91.4% AC	67 74.4%	121 79.6%	170 77.6%	100 74.1%	105 77.2%	178 76.7%	162 72.6%	115 83.9%	160 80.4%	13 81.3% **	106 77.9%	71 71.0%	90 81.8%	121 77.1%	111 75.0%	81 75.7%	90 80.4%
HEDIS/CAHPS SUMMARY RATE - Always	200 53.6%	44 49.4%	22 62.9%	50 55.6%	79 52.0%	114 52.1%	74 54.8%	84 61.8% H	113 48.7%	113 50.7%	79 57.7%	110 55.3%	10 62.5% **	78 57.4%	53 53.0%	61 55.5%	83 52.9%	84 56.8%	53 49.5%	60 53.6%
3-Point Score	2.30	2.18	2.54	2.30	2.32	2.30	2.29	2.39	2.25	2.23	2.42	2.36	2.44	2.35	2.24	2.37	2.30	2.32	2.25	2.34

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 6
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	581	163	65	136	204	337	218	234	338	337	218	310	23	215	184	186	198	252	168	151
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	19	6	2	4	6	12	5	7	11	10	7	8	3	4	7	4	8	8	4	6
None	163	59	23	33	43	98	59	76	84	97	58	86	4	54	72	50	35	86	43	31
	28.1%	36.2%	35.4%	24.3%	21.1%	29.1%	27.1%	32.5%	24.9%	28.8%	26.6%	27.7%	17.4%	25.1%	39.1%	26.9%	17.7%	34.1%	25.6%	20.5%
		CD	D					H					**		QP	P		rS		
1 time	120	37	11	29	43	69	46	43	77	72	47	63	3	49	39	40	40	52	33	34
	20.7%	22.7%	16.9%	21.3%	21.1%	20.5%	21.1%	18.4%	22.8%	21.4%	21.6%	20.3%	13.0%	22.8%	21.2%	21.5%	20.2%	20.6%	19.6%	22.5%
													**							
2	103	22	13	24	41	53	46	41	59	58	39	60	3	35	32	40	30	43	41	18
	17.7%	13.5%	20.0%	17.6%	20.1%	15.7%	21.1%	17.5%	17.5%	17.2%	17.9%	19.4%	13.0%	16.3%	17.4%	21.5%	15.2%	17.1%	24.4%	11.9%
					a								**						qS	
3	66	15	7	15	29	43	19	26	40	40	24	34	7	27	16	19	31	28	24	14
	11.4%	9.2%	10.8%	11.0%	14.2%	12.8%	8.7%	11.1%	11.8%	11.9%	11.0%	11.0%	30.4%	12.6%	8.7%	10.2%	15.7%	11.1%	14.3%	9.3%
													**				N			
4	45	11	6	11	16	26	17	17	28	25	18	19	5	16	10	16	18	11	14	19
	7.7%	6.7%	9.2%	8.1%	7.8%	7.7%	7.8%	7.3%	8.3%	7.4%	8.3%	6.1%	21.7%	7.4%	5.4%	8.6%	9.1%	4.4%	8.3%	12.6%
													**						q	Q
5 to 9	56	12	4	14	23	32	22	23	31	31	20	32	1	22	11	14	28	21	12	21
	9.6%	7.4%	6.2%	10.3%	11.3%	9.5%	10.1%	9.8%	9.2%	9.2%	9.2%	10.3%	4.3%	10.2%	6.0%	7.5%	14.1%	8.3%	7.1%	13.9%
					b								**				NO		qR	
10 or more times	28	7	1	10	9	16	9	8	19	14	12	16	-	12	4	7	16	11	1	14
	4.8%	4.3%	1.5%	7.4%	4.4%	4.7%	4.1%	3.4%	5.6%	4.2%	5.5%	5.2%	-	5.6%	2.2%	3.8%	8.1%	4.4%	0.6%	9.3%
													**				No	R		QR
HEDIS/CAHPS SUMMARY RATE - 1 or more times	418	104	42	103	161	239	159	158	254	240	160	224	19	161	112	136	163	166	125	120
	71.9%	63.8%	64.6%	75.7%	78.9%	70.9%	72.9%	67.5%	75.1%	71.2%	73.4%	72.3%	82.6%	74.9%	60.9%	73.1%	82.3%	65.9%	74.4%	79.5%
				A	AB				G				**			N	NO		q	Q

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q8. (HPE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 7
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	

Q8. (HPE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?																				
Total Eligible	418	104	42	103	161	239	159	158	254	240	160	224	19	161	112	136	163	166	125	120
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	411	102	41	101	159	235	156	156	249	235	159	222	19	158	111	130	163	163	122	119
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	7	2	1	2	2	4	3	2	5	5	1	2	-	3	1	6	-	3	3	1
Yes	304	63	28	80	125	178	110	113	185	167	121	161	11	117	79	89	129	117	83	97
	74.0%	61.8%	68.3%	79.2% A	78.6% A	75.7%	70.5%	72.4%	74.3%	71.1%	76.1%	72.5%	57.9% **	74.1%	71.2%	68.5%	79.1% O	71.8%	68.0%	81.5% qR
No	107	39	13	21	34	57	46	43	64	68	38	61	8	41	32	41	34	46	39	22
	26.0%	38.2% CD	31.7%	20.8%	21.4%	24.3%	29.5%	27.6%	25.7%	28.9%	23.9%	27.5%	42.1% **	25.9%	28.8%	31.5% P	20.9%	28.2% s	32.0% S	18.5%
HEDIS/CAHPS SUMMARY RATE - Yes	304	63	28	80	125	178	110	113	185	167	121	161	11	117	79	89	129	117	83	97
	74.0%	61.8%	68.3%	79.2% A	78.6% A	75.7%	70.5%	72.4%	74.3%	71.1%	76.1%	72.5%	57.9% **	74.1%	71.2%	68.5%	79.1% O	71.8%	68.0%	81.5% qR
3-Point Score	2.48	2.24	2.37	2.58	2.57	2.51	2.41	2.45	2.49	2.42	2.52	2.45	2.16	2.48	2.42	2.37	2.58	2.44	2.36	2.63

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 8
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?																				
Total Eligible	418 100.0%	104 100.0%	42 100.0%	103 100.0%	161 100.0%	239 100.0%	159 100.0%	158 100.0%	254 100.0%	240 100.0%	160 100.0%	224 100.0%	19 100.0%	161 100.0%	112 100.0%	136 100.0%	163 100.0%	166 100.0%	125 100.0%	120 100.0%
Total Valid Responses	415 100.0%	101 100.0%	42 100.0%	103 100.0%	161 100.0%	237 100.0%	158 100.0%	158 100.0%	251 100.0%	237 100.0%	160 100.0%	222 100.0%	19 100.0%	160 100.0%	111 100.0%	135 100.0%	162 100.0%	165 100.0%	123 100.0%	120 100.0%
No Answer	3	3	-	-	-	2	1	-	3	3	-	2	-	1	1	1	1	1	2	-
Yes	194 46.7%	42 41.6%	21 50.0%	56 54.4% ad	69 42.9%	105 44.3%	78 49.4%	69 43.7%	121 48.2%	101 42.6%	82 51.3% i	111 50.0%	10 52.6% **	73 45.6%	41 36.9%	60 44.4%	89 54.9% No	70 42.4%	51 41.5%	69 57.5% QR
No	221 53.3%	59 58.4% c	21 50.0%	47 45.6%	92 57.1% c	132 55.7%	80 50.6%	89 56.3%	130 51.8%	136 57.4% j	78 48.8%	111 50.0%	9 47.4% **	87 54.4%	70 63.1% P	75 55.6% p	73 45.1%	95 57.6% S	72 58.5% S	51 42.5%
HEDIS/CAHPS SUMMARY RATE - Yes	194 46.7%	42 41.6%	21 50.0%	56 54.4% ad	69 42.9%	105 44.3%	78 49.4%	69 43.7%	121 48.2%	101 42.6%	82 51.3% i	111 50.0%	10 52.6% **	73 45.6%	41 36.9%	60 44.4%	89 54.9% No	70 42.4%	51 41.5%	69 57.5% QR

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 9
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?																				
Total Eligible	194	42	21	56	69	105	78	69	121	101	82	111	10	73	41	60	89	70	51	69
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	192	41	21	55	69	104	77	68	120	100	81	109	10	73	41	59	89	70	50	68
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	1	-	1	1	1	1	1	1	2	-	-	-	1	-	-	1	1
Yes	179	39	18	51	65	95	73	64	111	94	76	104	9	67	36	55	85	65	48	63
	93.2%	95.1%	85.7%**	92.7%	94.2%	91.3%	94.8%	94.1%	92.5%	94.0%	93.8%	95.4%	90.0%**	91.8%	87.8%	93.2%	95.5%	92.9%	96.0%	92.6%
No	13	2	3	4	4	9	4	4	9	6	5	5	1	6	5	4	4	5	2	5
	6.8%	4.9%	14.3%**	7.3%	5.8%	8.7%	5.2%	5.9%	7.5%	6.0%	6.2%	4.6%	10.0%**	8.2%	12.2%	6.8%	4.5%	7.1%	4.0%	7.4%
HEDIS/CAHPS SUMMARY RATE - Yes	179	39	18	51	65	95	73	64	111	94	76	104	9	67	36	55	85	65	48	63
	93.2%	95.1%	85.7%**	92.7%	94.2%	91.3%	94.8%	94.1%	92.5%	94.0%	93.8%	95.4%	90.0%**	91.8%	87.8%	93.2%	95.5%	92.9%	96.0%	92.6%
3-Point Score	2.86	2.90	2.71	2.85	2.88	2.83	2.90	2.88	2.85	2.88	2.88	2.91	2.80	2.84	2.76	2.86	2.91	2.86	2.92	2.85

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 10
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?																				
Total Eligible	194	42	21	56	69	105	78	69	121	101	82	111	10	73	41	60	89	70	51	69
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	189	42	21	55	66	104	76	68	118	99	80	108	10	70	41	60	85	69	48	69
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	-	1	3	1	2	1	3	2	2	3	-	3	-	-	4	1	3	-
Yes	136	32	11	35	54	72	58	45	88	62	65	80	5	53	29	47	57	52	33	48
	72.0%	76.2%	52.4%**	63.6%	81.8% C	69.2%	76.3%	66.2%	74.6%	62.6%	81.3% I	74.1%	50.0%**	75.7%	70.7%	78.3%	67.1%	75.4%	68.8%	69.6%
No	53	10	10	20	12	32	18	23	30	37	15	28	5	17	12	13	28	17	15	21
	28.0%	23.8%	47.6%**	36.4% D	18.2%	30.8%	23.7%	33.8%	25.4%	37.4% J	18.8%	25.9%	50.0%**	24.3%	29.3%	21.7%	32.9%	24.6%	31.3%	30.4%
HEDIS/CAHPS SUMMARY RATE - Yes	136	32	11	35	54	72	58	45	88	62	65	80	5	53	29	47	57	52	33	48
	72.0%	76.2%	52.4%**	63.6%	81.8% C	69.2%	76.3%	66.2%	74.6%	62.6%	81.3% I	74.1%	50.0%**	75.7%	70.7%	78.3%	67.1%	75.4%	68.8%	69.6%
3-Point Score	2.44	2.52	2.05	2.27	2.64	2.38	2.53	2.32	2.49	2.25	2.63	2.48	2.00	2.51	2.41	2.57	2.34	2.51	2.38	2.39

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q12. (SDM) When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q12. (SDM) When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?																				
Total Eligible	194	42	21	56	69	105	78	69	121	101	82	111	10	73	41	60	89	70	51	69
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	191	42	21	55	68	103	78	67	120	100	81	109	10	73	41	60	87	70	50	67
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	1	1	2	-	2	1	1	1	2	-	-	-	-	2	-	1	2
Yes	153	35	16	45	53	86	59	55	95	81	66	90	3	60	32	47	72	57	41	53
	80.1%	83.3%	76.2%**	81.8%	77.9%	83.5%	75.6%	82.1%	79.2%	81.0%	81.5%	82.6%	30.0%**	82.2%	78.0%	78.3%	82.8%	81.4%	82.0%	79.1%
No	38	7	5	10	15	17	19	12	25	19	15	19	7	13	9	13	15	13	9	14
	19.9%	16.7%	23.8%**	18.2%	22.1%	16.5%	24.4%	17.9%	20.8%	19.0%	18.5%	17.4%	70.0%**	17.8%	22.0%	21.7%	17.2%	18.6%	18.0%	20.9%
HEDIS/CAHPS SUMMARY RATE - Yes	153	35	16	45	53	86	59	55	95	81	66	90	3	60	32	47	72	57	41	53
	80.1%	83.3%	76.2%**	81.8%	77.9%	83.5%	75.6%	82.1%	79.2%	81.0%	81.5%	82.6%	30.0%**	82.2%	78.0%	78.3%	82.8%	81.4%	82.0%	79.1%
3-Point Score	2.60	2.67	2.52	2.64	2.56	2.67	2.51	2.64	2.58	2.62	2.63	2.65	1.60	2.64	2.56	2.57	2.66	2.63	2.64	2.58

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Q13. What number would you use to rate all your health care in the last 6 months?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 12
Level: Top

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	

Q13. What number would you use to rate all your health care in the last 6 months?																				
Total Eligible	418	104	42	103	161	239	159	158	254	240	160	224	19	161	112	136	163	166	125	120
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	416	103	42	102	161	237	159	158	252	239	159	223	19	160	112	134	163	165	124	120
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	1	-	2	-	-	2	1	1	1	-	1	-	2	-	1	1	-
10 - Best health care possible	152	38	11	37	62	88	53	50	99	104	44	74	9	59	48	44	56	77	34	39
	36.5%	36.9%	26.2%	36.3%	38.5%	37.1%	33.3%	31.6%	39.3%	43.5%	27.7%	33.2%	47.4%	36.9%	42.9%	32.8%	34.4%	46.7%	27.4%	32.5%
										J			**					RS		
9	76	20	8	15	33	43	33	29	47	39	32	41	2	30	24	28	24	36	25	15
	18.3%	19.4%	19.0%	14.7%	20.5%	18.1%	20.8%	18.4%	18.7%	16.3%	20.1%	18.4%	10.5%	18.8%	21.4%	20.9%	14.7%	21.8%	20.2%	12.5%
													**					S		
8	78	21	12	20	23	45	30	29	48	42	33	45	3	22	23	24	30	24	24	29
	18.8%	20.4%	28.6%	19.6%	14.3%	19.0%	18.9%	18.4%	19.0%	17.6%	20.8%	20.2%	15.8%	13.8%	20.5%	17.9%	18.4%	14.5%	19.4%	24.2%
				D								m	**					Q		
7	34	9	1	11	13	18	13	15	19	14	19	25	2	9	6	13	15	9	15	9
	8.2%	8.7%	2.4%	10.8%	8.1%	7.6%	8.2%	9.5%	7.5%	5.9%	11.9%	11.2%	10.5%	5.6%	5.4%	9.7%	9.2%	5.5%	12.1%	7.5%
				b							I	M	**					Q		
6	22	3	4	6	9	11	10	8	14	10	12	13	-	11	5	8	9	5	9	7
	5.3%	2.9%	9.5%	5.9%	5.6%	4.6%	6.3%	5.1%	5.6%	4.2%	7.5%	5.8%	-	6.9%	4.5%	6.0%	5.5%	3.0%	7.3%	5.8%
			a										**					q		
5	30	9	4	8	9	19	11	19	11	18	11	17	2	15	4	10	16	7	11	12
	7.2%	8.7%	9.5%	7.8%	5.6%	8.0%	6.9%	12.0%	4.4%	7.5%	6.9%	7.6%	10.5%	9.4%	3.6%	7.5%	9.8%	4.2%	8.9%	10.0%
								H					**				n		q	
4	7	1	-	2	3	3	3	2	4	5	1	2	-	5	-	2	4	3	2	1
	1.7%	1.0%	-	2.0%	1.9%	1.3%	1.9%	1.3%	1.6%	2.1%	0.6%	0.9%	-	3.1%	-	1.5%	2.5%	1.8%	1.6%	0.8%
													**	k			n			
3	9	1	1	2	5	5	4	2	7	3	5	6	-	4	2	3	4	2	2	5
	2.2%	1.0%	2.4%	2.0%	3.1%	2.1%	2.5%	1.3%	2.8%	1.3%	3.1%	2.7%	-	2.5%	1.8%	2.2%	2.5%	1.2%	1.6%	4.2%
													**							
2	3	1	-	1	1	2	1	2	1	2	1	-	-	2	-	2	1	1	1	1
	0.7%	1.0%	-	1.0%	0.6%	0.8%	0.6%	1.3%	0.4%	0.8%	0.6%	-	-	1.3%	-	1.5%	0.6%	0.6%	0.8%	0.8%
													**	k						
1	3	-	1	-	1	1	1	-	2	1	-	-	-	2	-	-	2	1	-	1
	0.7%	-	2.4%	-	0.6%	0.4%	0.6%	-	0.8%	0.4%	-	-	-	1.3%	-	-	1.2%	0.6%	-	0.8%
													**	k						
0 - Worst health care possible	2	-	-	-	2	2	-	2	-	1	1	-	1	1	-	-	2	-	1	1
	0.5%	-	-	-	1.2%	0.8%	-	1.3%	-	0.4%	0.6%	-	5.3%	0.6%	-	-	1.2%	-	0.8%	0.8%
								h					**							
SUMMARY - 0-3	17	2	2	3	9	10	6	6	10	7	7	6	1	9	2	5	9	4	4	8
	4.1%	1.9%	4.8%	2.9%	5.6%	4.2%	3.8%	3.8%	4.0%	2.9%	4.4%	2.7%	5.3%	5.6%	1.8%	3.7%	5.5%	2.4%	3.2%	6.7%
													**						q	
SUMMARY - 4-7	93	22	9	27	34	51	37	44	48	47	43	57	4	40	15	33	44	24	37	29
	22.4%	21.4%	21.4%	26.5%	21.1%	21.5%	23.3%	27.8%	19.0%	19.7%	27.0%	25.6%	21.1%	25.0%	13.4%	24.6%	27.0%	14.5%	29.8%	24.2%
								H			i		**			N	N		Q	Q
HEDIS/CAHPS SUMMARY RATE - 8-10	306	79	31	72	118	176	116	108	194	185	109	160	14	111	95	96	110	137	83	83
	73.6%	76.7%	73.8%	70.6%	73.3%	74.3%	73.0%	68.4%	77.0%	77.4%	68.6%	71.7%	73.7%	69.4%	84.8%	71.6%	67.5%	83.0%	66.9%	69.2%
									g	J			**	OP			RS			
HEDIS/CAHPS SUMMARY RATE - 9-10	228	58	19	52	95	131	86	79	146	143	76	115	11	89	72	72	80	113	59	54
	54.8%	56.3%	45.2%	51.0%	59.0%	55.3%	54.1%	50.0%	57.9%	59.8%	47.8%	51.6%	57.9%	55.6%	64.3%	53.7%	49.1%	68.5%	47.6%	45.0%
										J			**		oP		RS			
3-Point Score	2.37	2.42	2.21	2.32	2.40	2.37	2.35	2.28	2.42	2.43	2.28	2.35	2.42	2.31	2.54	2.35	2.26	2.57	2.27	2.22

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 13
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	

Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?																				
Total Eligible	418	104	42	103	161	239	159	158	254	240	160	224	19	161	112	136	163	166	125	120
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	412	102	42	101	159	233	159	155	251	235	160	222	19	159	112	133	160	166	123	116
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	2	-	2	2	6	-	3	3	5	-	2	-	2	-	3	3	-	2	4
Always	226	54	25	55	88	130	86	93	130	135	81	120	10	86	69	73	80	102	66	54
	54.9%	52.9%	59.5%	54.5%	55.3%	55.8%	54.1%	60.0%	51.8%	57.4%	50.6%	54.1%	52.6%	54.1%	61.6%	54.9%	50.0%	61.4%	53.7%	46.6%
Usually	104	25	7	23	47	59	37	33	70	60	41	65	4	34	24	35	45	31	35	38
	25.2%	24.5%	16.7%	22.8%	29.6%	25.3%	23.3%	21.3%	27.9%	25.5%	25.6%	29.3%	21.1%	21.4%	21.4%	26.3%	28.1%	18.7%	28.5%	32.8%
Sometimes	76	21	10	20	23	42	32	27	47	39	33	36	3	36	17	22	34	29	22	22
	18.4%	20.6%	23.8%	19.8%	14.5%	18.0%	20.1%	17.4%	18.7%	16.6%	20.6%	16.2%	15.8%	22.6%	15.2%	16.5%	21.3%	17.5%	17.9%	19.0%
Never	6	2	-	3	1	2	4	2	4	1	5	1	2	3	2	3	1	4	-	2
	1.5%	2.0%	-	3.0%	0.6%	0.9%	2.5%	1.3%	1.6%	0.4%	3.1%	0.5%	10.5%	1.9%	1.8%	2.3%	0.6%	2.4%	-	1.7%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	330	79	32	78	135	189	123	126	200	195	122	185	14	120	93	108	125	133	101	92
	80.1%	77.5%	76.2%	77.2%	84.9%	81.1%	77.4%	81.3%	79.7%	83.0%	76.3%	83.3%	73.7%	75.5%	83.0%	81.2%	78.1%	80.1%	82.1%	79.3%
HEDIS/CAHPS SUMMARY RATE - Always	226	54	25	55	88	130	86	93	130	135	81	120	10	86	69	73	80	102	66	54
	54.9%	52.9%	59.5%	54.5%	55.3%	55.8%	54.1%	60.0%	51.8%	57.4%	50.6%	54.1%	52.6%	54.1%	61.6%	54.9%	50.0%	61.4%	53.7%	46.6%
3-Point Score	2.35	2.30	2.36	2.32	2.40	2.37	2.31	2.41	2.31	2.40	2.27	2.37	2.26	2.30	2.45	2.36	2.28	2.42	2.36	2.26

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q15. Do you have a personal doctor?

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q15. Do you have a personal doctor?																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	589	162	66	140	208	342	220	235	344	342	221	310	26	217	184	188	205	253	170	156
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	11	7	1	-	2	7	3	6	5	5	4	8	-	2	7	2	1	7	2	1
Yes	439	101	48	108	176	260	162	169	266	258	164	239	16	162	127	131	177	178	122	134
	74.5%	62.3%	72.7%	77.1%	84.6%	76.0%	73.6%	71.9%	77.3%	75.4%	74.2%	77.1%	61.5%	74.7%	69.0%	69.7%	86.3%	70.4%	71.8%	85.9%
				A	ABc								**				NO			QR
No	150	61	18	32	32	82	58	66	78	84	57	71	10	55	57	57	28	75	48	22
	25.5%	37.7%	27.3%	22.9%	15.4%	24.0%	26.4%	28.1%	22.7%	24.6%	25.8%	22.9%	38.5%	25.3%	31.0%	30.3%	13.7%	29.6%	28.2%	14.1%
		CD	D	d									**		P	P		S	S	
HEDIS/CAHPS SUMMARY RATE - Yes	439	101	48	108	176	260	162	169	266	258	164	239	16	162	127	131	177	178	122	134
	74.5%	62.3%	72.7%	77.1%	84.6%	76.0%	73.6%	71.9%	77.3%	75.4%	74.2%	77.1%	61.5%	74.7%	69.0%	69.7%	86.3%	70.4%	71.8%	85.9%
				A	ABc								**				NO			QR

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 15
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	

Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?																				
Total Eligible	439 100.0%	101 100.0%	48 100.0%	108 100.0%	176 100.0%	260 100.0%	162 100.0%	169 100.0%	266 100.0%	258 100.0%	164 100.0%	239 100.0%	16 100.0%	162 100.0%	127 100.0%	131 100.0%	177 100.0%	178 100.0%	122 100.0%	134 100.0%
Total Valid Responses	424 100.0%	98 100.0%	45 100.0%	107 100.0%	169 100.0%	252 100.0%	157 100.0%	165 100.0%	256 100.0%	252 100.0%	157 100.0%	233 100.0%	13 100.0%	157 100.0%	123 100.0%	126 100.0%	172 100.0%	172 100.0%	116 100.0%	131 100.0%
No Answer	15	3	3	1	7	8	5	4	10	6	7	6	3	5	4	5	5	6	6	3
None	85 20.0%	28 28.6% D	16 35.6% CD	21 19.6% d	19 11.2%	44 17.5%	40 25.5% e	46 27.9% H	39 15.2%	48 19.0%	35 22.3%	50 21.5%	1 7.7% **	31 19.7%	44 35.8% OP	22 17.5%	19 11.0%	53 30.8% RS	18 15.5%	13 9.9%
1 time	112 26.4%	31 31.6% Bc	7 15.6%	22 20.6% Bc	52 30.8% Bc	66 26.2%	43 27.4%	42 25.5%	70 27.3%	70 27.8%	41 26.1%	64 27.5%	4 30.8% **	39 24.8%	34 27.6%	43 34.1% P	34 19.8%	44 25.6%	36 31.0%	31 23.7%
2	86 20.3%	13 13.3%	13 28.9% A	19 17.8% A	41 24.3% A	53 21.0%	30 19.1%	29 17.6%	57 22.3%	49 19.4%	35 22.3%	47 20.2%	1 7.7% **	27 17.2%	21 17.1%	21 16.7%	44 25.6% no	28 16.3%	31 26.7% Q	27 20.6%
3	52 12.3%	8 8.2%	7 15.6%	13 12.1%	22 13.0%	32 12.7%	18 11.5%	15 9.1%	35 13.7%	33 13.1%	15 9.6%	26 11.2%	2 15.4% **	20 12.7%	10 8.1%	19 15.1% n	22 12.8%	17 9.9%	14 12.1%	19 14.5%
4	32 7.5%	7 7.1%	1 2.2%	14 13.1% BD	9 5.3%	20 7.9%	10 6.4%	9 5.5%	23 9.0%	24 9.5% j	7 4.5%	14 6.0%	2 15.4% **	16 10.2%	5 4.1%	9 7.1%	18 10.5% N	11 6.4%	8 6.9%	13 9.9%
5 to 9	41 9.7%	9 9.2%	1 2.2%	13 12.1% b	17 10.1% b	25 9.9%	13 8.3%	15 9.1%	25 9.8%	22 8.7%	16 10.2%	23 9.9%	2 15.4% **	15 9.6%	7 5.7%	9 7.1%	24 14.0% No	14 8.1%	8 6.9%	19 14.5% qr
10 or more times	16 3.8%	2 2.0%	-	5 4.7%	9 5.3%	12 4.8%	3 1.9%	9 5.5%	7 2.7%	6 2.4%	8 5.1%	9 3.9%	1 7.7% **	9 5.7%	2 1.6%	3 2.4%	11 6.4% n	5 2.9%	1 0.9%	9 6.9% R
HEDIS/CAHPS SUMMARY RATE - 1 or more times	339 80.0%	70 71.4%	29 64.4%	86 80.4% B	150 88.8% ABc	208 82.5% f	117 74.5%	119 72.1%	217 84.8% G	204 81.0%	122 77.7%	183 78.5%	12 92.3% **	126 80.3%	79 64.2%	104 82.5% N	153 89.0% N	119 69.2%	98 84.5% Q	118 90.1% Q

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q17. (HWDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 16
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q17. (HWDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?																				
	339	70	29	86	150	208	117	119	217	204	122	183	12	126	79	104	153	119	98	118
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Eligible	339	70	29	86	150	208	117	119	217	204	122	183	12	126	79	104	153	119	98	118
Total Valid Responses	334	70	29	85	146	203	117	117	214	200	121	181	12	125	78	103	150	117	96	117
No Answer	5	-	-	1	4	5	-	2	3	4	1	2	-	1	1	1	3	2	2	1
Always	235	48	20	60	105	144	83	82	151	140	85	129	7	87	63	74	95	94	62	75
	70.4%	68.6%	69.0%**	70.6%	71.9%	70.9%	70.9%	70.1%	70.6%	70.0%	70.2%	71.3%	58.3%**	69.6%	80.8% P	71.8%	63.3%	80.3% RS	64.6%	64.1%
Usually	69	14	6	19	28	41	22	23	45	41	25	39	3	27	8	21	40	14	27	28
	20.7%	20.0%	20.7%**	22.4%	19.2%	20.2%	18.8%	19.7%	21.0%	20.5%	20.7%	21.5%	25.0%**	21.6%	10.3%	20.4% n	26.7% N	12.0%	28.1% Q	23.9% Q
Sometimes	24	7	1	5	11	15	9	9	15	16	8	10	2	10	5	6	13	8	5	11
	7.2%	10.0%	3.4%**	5.9%	7.5%	7.4%	7.7%	7.7%	7.0%	8.0%	6.6%	5.5%	16.7%**	8.0%	6.4%	5.8%	8.7%	6.8%	5.2%	9.4%
Never	6	1	2	1	2	3	3	3	3	3	3	3	-	1	2	2	2	1	2	3
	1.8%	1.4%	6.9%**	1.2%	1.4%	1.5%	2.6%	2.6%	1.4%	1.5%	2.5%	1.7%	-	0.8%	2.6%	1.9%	1.3%	0.9%	2.1%	2.6%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	304	62	26	79	133	185	105	105	196	181	110	168	10	114	71	95	135	108	89	103
	91.0%	88.6%	89.7%**	92.9%	91.1%	91.1%	89.7%	89.7%	91.6%	90.5%	90.9%	92.8%	83.3%**	91.2%	91.0%	92.2%	90.0%	92.3%	92.7%	88.0%
HEDIS/CAHPS SUMMARY RATE - Always	235	48	20	60	105	144	83	82	151	140	85	129	7	87	63	74	95	94	62	75
	70.4%	68.6%	69.0%**	70.6%	71.9%	70.9%	70.9%	70.1%	70.6%	70.0%	70.2%	71.3%	58.3%**	69.6%	80.8% P	71.8%	63.3%	80.3% RS	64.6%	64.1%
3-Point Score	2.61	2.57	2.59	2.64	2.63	2.62	2.61	2.60	2.62	2.61	2.61	2.64	2.42	2.61	2.72	2.64	2.53	2.73	2.57	2.52

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q18. (HWDC) In the last 6 months, how often did your personal doctor listen carefully to you?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 17
Level: Top

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q18. (HWDC) In the last 6 months, how often did your personal doctor listen carefully to you?																				
Total Eligible	339	70	29	86	150	208	117	119	217	204	122	183	12	126	79	104	153	119	98	118
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	335	70	29	85	148	205	117	118	215	202	121	181	12	125	79	102	151	118	96	117
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	-	1	2	3	-	1	2	2	1	2	-	1	-	2	2	1	2	1
Always	242	51	18	64	107	150	82	84	157	146	87	128	11	90	62	76	101	96	66	76
	72.2%	72.9%	62.1%	75.3%	72.3%	73.2%	70.1%	71.2%	73.0%	72.3%	71.9%	70.7%	91.7%	72.0%	78.5%	74.5%	66.9%	81.4%	68.8%	65.0%
			**										**		p			RS		
Usually	67	14	9	13	30	37	27	23	43	43	23	42	1	21	13	20	34	19	22	26
	20.0%	20.0%	31.0%	15.3%	20.3%	18.0%	23.1%	19.5%	20.0%	21.3%	19.0%	23.2%	8.3%	16.8%	16.5%	19.6%	22.5%	16.1%	22.9%	22.2%
			**										**							
Sometimes	24	4	2	7	11	18	6	11	13	12	10	10	-	13	3	6	15	3	6	15
	7.2%	5.7%	6.9%	8.2%	7.4%	8.8%	5.1%	9.3%	6.0%	5.9%	8.3%	5.5%	-	10.4%	3.8%	5.9%	9.9%	2.5%	6.3%	12.8%
			**										**	k						Q
Never	2	1	-	1	-	-	2	-	2	1	1	1	-	1	1	-	1	-	2	-
	0.6%	1.4%	-	1.2%	-	-	1.7%	-	0.9%	0.5%	0.8%	0.6%	-	0.8%	1.3%	-	0.7%	-	2.1%	-
			**				e						**							
HEDIS/CAHPS SUMMARY RATE - Always/Usually	309	65	27	77	137	187	109	107	200	189	110	170	12	111	75	96	135	115	88	102
	92.2%	92.9%	93.1%	90.6%	92.6%	91.2%	93.2%	90.7%	93.0%	93.6%	90.9%	93.9%	100.0%	88.8%	94.9%	94.1%	89.4%	97.5%	91.7%	87.2%
			**									m	**					rS		
HEDIS/CAHPS SUMMARY RATE - Always	242	51	18	64	107	150	82	84	157	146	87	128	11	90	62	76	101	96	66	76
	72.2%	72.9%	62.1%	75.3%	72.3%	73.2%	70.1%	71.2%	73.0%	72.3%	71.9%	70.7%	91.7%	72.0%	78.5%	74.5%	66.9%	81.4%	68.8%	65.0%
			**										**		p			RS		
3-Point Score	2.64	2.66	2.55	2.66	2.65	2.64	2.63	2.62	2.66	2.66	2.63	2.65	2.92	2.61	2.73	2.69	2.56	2.79	2.60	2.52

Cell Contents:
 - Count
 - Column Percentage
 - Statistical Test Results
 Statistics:
 Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
 Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q19. (HWDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 18
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q19. (HWDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?																				
Total Eligible	339	70	29	86	150	208	117	119	217	204	122	183	12	126	79	104	153	119	98	118
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	335	70	29	85	147	205	116	118	214	201	121	182	12	125	78	103	151	118	95	118
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	-	1	3	3	1	1	3	3	1	1	-	1	1	1	2	1	3	-
Always	252	56	20	61	113	153	89	83	168	154	90	138	9	95	65	82	102	99	70	79
	75.2%	80.0%	69.0%**	71.8%	76.9%	74.6%	76.7%	70.3%	78.5% q	76.6%	74.4%	75.8%	75.0%**	76.0%	83.3% P	79.6% P	67.5%	83.9% rS	73.7%	66.9%
Usually	53	9	6	14	22	32	17	21	30	29	21	35	1	15	10	12	31	13	14	26
	15.8%	12.9%	20.7%**	16.5%	15.0%	15.6%	14.7%	17.8%	14.0%	14.4%	17.4%	19.2% m	8.3%**	12.0%	12.8%	11.7%	20.5% o	11.0%	14.7%	22.0% Q
Sometimes	28	5	3	8	12	20	8	13	15	17	9	9	1	14	3	8	17	5	10	13
	8.4%	7.1%	10.3%**	9.4%	8.2%	9.8%	6.9%	11.0%	7.0%	8.5%	7.4%	4.9%	8.3%**	11.2% K	3.8%	7.8%	11.3% n	4.2%	10.5% q	11.0% q
Never	2	-	-	2	-	-	2	1	1	1	1	-	1	1	-	1	1	1	1	-
	0.6%	-	-	2.4% d	-	-	1.7% e	0.8%	0.5%	0.5%	0.8%	-	8.3%**	0.8%	-	1.0%	0.7%	0.8%	1.1%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	305	65	26	75	135	185	106	104	198	183	111	173	10	110	75	94	133	112	84	105
	91.0%	92.9%	89.7%**	88.2%	91.8%	90.2%	91.4%	88.1%	92.5%	91.0%	91.7%	95.1%	83.3% M	88.0%	96.2% P	91.3%	88.1%	94.9% rs	88.4%	89.0%
HEDIS/CAHPS SUMMARY RATE - Always	252	56	20	61	113	153	89	83	168	154	90	138	9	95	65	82	102	99	70	79
	75.2%	80.0%	69.0%**	71.8%	76.9%	74.6%	76.7%	70.3%	78.5% g	76.6%	74.4%	75.8%	75.0%**	76.0%	83.3% P	79.6% P	67.5%	83.9% rS	73.7%	66.9%
3-Point Score	2.66	2.73	2.59	2.60	2.69	2.65	2.68	2.58	2.71	2.68	2.66	2.71	2.58	2.64	2.79	2.71	2.56	2.79	2.62	2.56

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q20. (HWDC) In the last 6 months, how often did your personal doctor spend enough time with you?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 19
Level: Top

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	

Q20. (HWDC) In the last 6 months, how often did your personal doctor spend enough time with you?																				
Total Eligible	339	70	29	86	150	208	117	119	217	204	122	183	12	126	79	104	153	119	98	118
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	335	70	29	85	147	204	117	117	215	201	121	182	12	125	79	103	150	118	96	117
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	-	-	1	3	4	-	2	2	3	1	1	-	1	-	1	3	1	2	1
Always	210	44	16	57	90	127	75	70	138	117	85	117	8	77	60	57	90	83	55	68
	62.7%	62.9%	55.2% **	67.1%	61.2%	62.3%	64.1%	59.8%	64.2%	58.2%	70.2% I	64.3%	66.7% **	61.6%	75.9% OP	55.3%	60.0%	70.3% R	57.3%	58.1%
Usually	90	19	11	16	43	53	31	32	57	63	22	52	3	30	16	37	37	31	31	28
	26.9%	27.1%	37.9% **	18.8%	29.3% c	26.0%	26.5%	27.4%	26.5%	31.3% J	18.2%	28.6%	25.0% **	24.0%	20.3%	35.9% Np	24.7%	26.3%	32.3%	23.9%
Sometimes	26	6	2	9	9	20	6	13	13	16	10	11	1	12	2	7	17	3	6	17
	7.8%	8.6%	6.9% **	10.6%	6.1%	9.8%	5.1%	11.1%	6.0%	8.0%	8.3%	6.0%	8.3% **	9.6%	2.5%	6.8%	11.3% N	2.5%	6.3%	14.5% Q
Never	9	1	-	3	5	4	5	2	7	5	4	2	-	6	1	2	6	1	4	4
	2.7%	1.4%	- **	3.5%	3.4%	2.0%	4.3%	1.7%	3.3%	2.5%	3.3%	1.1%	- **	4.8% K	1.3%	1.9%	4.0%	0.8%	4.2%	3.4%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	300	63	27	73	133	180	106	102	195	180	107	169	11	107	76	94	127	114	86	96
	89.6%	90.0%	93.1% **	85.9%	90.5%	88.2%	90.6%	87.2%	90.7%	89.6%	88.4%	92.9%	91.7% M	85.6%	96.2% P	91.3%	84.7%	96.6% RS	89.6%	82.1%
HEDIS/CAHPS SUMMARY RATE - Always	210	44	16	57	90	127	75	70	138	117	85	117	8	77	60	57	90	83	55	68
	62.7%	62.9%	55.2% **	67.1%	61.2%	62.3%	64.1%	59.8%	64.2%	58.2%	70.2% I	64.3%	66.7% **	61.6%	75.9% OP	55.3%	60.0%	70.3% R	57.3%	58.1%
3-Point Score	2.52	2.53	2.48	2.53	2.52	2.50	2.55	2.47	2.55	2.48	2.59	2.57	2.58	2.47	2.72	2.47	2.45	2.67	2.47	2.40

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 20
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	

Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?																				
Total Eligible	339	70	29	86	150	208	117	119	217	204	122	183	12	126	79	104	153	119	98	118
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	334	70	29	85	146	204	117	117	214	200	121	180	12	125	79	103	149	118	96	116
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	-	1	4	4	-	2	3	4	1	3	-	1	-	1	4	1	2	2
Yes	184	35	17	46	84	107	70	58	125	108	70	101	6	69	41	60	83	66	50	66
	55.1%	50.0%	58.6%**	54.1%	57.5%	52.5%	59.8%	49.6%	58.4%	54.0%	57.9%	56.1%	50.0%**	55.2%	51.9%	58.3%	55.7%	55.9%	52.1%	56.9%
No	150	35	12	39	62	97	47	59	89	92	51	79	6	56	38	43	66	52	46	50
	44.9%	50.0%	41.4%**	45.9%	42.5%	47.5%	40.2%	50.4%	41.6%	46.0%	42.1%	43.9%	50.0%**	44.8%	48.1%	41.7%	44.3%	44.1%	47.9%	43.1%
HEDIS/CAHPS SUMMARY RATE - Yes	184	35	17	46	84	107	70	58	125	108	70	101	6	69	41	60	83	66	50	66
	55.1%	50.0%	58.6%**	54.1%	57.5%	52.5%	59.8%	49.6%	58.4%	54.0%	57.9%	56.1%	50.0%**	55.2%	51.9%	58.3%	55.7%	55.9%	52.1%	56.9%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q22. (CC) In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 21
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q22. (CC) In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?																				
Total Eligible	184	35	17	46	84	107	70	58	125	108	70	101	6	69	41	60	83	66	50	66
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	181	35	17	44	83	105	69	58	122	106	69	100	6	68	40	60	81	64	49	66
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	2	1	2	1	-	3	2	1	1	-	1	1	-	2	2	1	-
Always	105	18	8	24	55	69	35	35	70	63	38	55	5	41	26	31	48	44	24	35
	58.0%	51.4%	47.1%**	54.5%	66.3%	65.7% f	50.7%	60.3%	57.4%	59.4%	55.1%	55.0%	83.3%**	60.3%	65.0%	51.7%	59.3%	68.8% Rs	49.0%	53.0%
Usually	50	10	7	11	20	25	20	17	32	30	19	30	1	16	7	18	25	15	17	18
	27.6%	28.6%	41.2%**	25.0%	24.1%	23.8%	29.0%	29.3%	26.2%	28.3%	27.5%	30.0%	16.7%**	23.5%	17.5%	30.0%	30.9%	23.4%	34.7%	27.3%
Sometimes	19	5	1	8	5	10	9	5	14	11	7	10	-	10	4	8	7	3	6	10
	10.5%	14.3%	5.9%**	18.2% D	6.0%	9.5%	13.0%	8.6%	11.5%	10.4%	10.1%	10.0%	-	14.7%	10.0%	13.3%	8.6%	4.7%	12.2%	15.2% Q
Never	7	2	1	1	3	1	5	1	6	2	5	5	-	1	3	3	1	2	2	3
	3.9%	5.7%	5.9%**	2.3%	3.6%	1.0%	7.2% E	1.7%	4.9%	1.9%	7.2% i	5.0%	-	1.5%	7.5% p	5.0%	1.2%	3.1%	4.1%	4.5%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	155	28	15	35	75	94	55	52	102	93	57	85	6	57	33	49	73	59	41	53
	85.6%	80.0%	88.2%**	79.5%	90.4%	89.5%	79.7%	89.7%	83.6%	87.7%	82.6%	85.0%	100.0%**	83.8%	82.5%	81.7%	90.1%	92.2% s	83.7%	80.3%
HEDIS/CAHPS SUMMARY RATE - Always	105	18	8	24	55	69	35	35	70	63	38	55	5	41	26	31	48	44	24	35
	58.0%	51.4%	47.1%**	54.5%	66.3%	65.7% f	50.7%	60.3%	57.4%	59.4%	55.1%	55.0%	83.3%**	60.3%	65.0%	51.7%	59.3%	68.8% Rs	49.0%	53.0%
3-Point Score	2.44	2.31	2.35	2.34	2.57	2.55	2.30	2.50	2.41	2.47	2.38	2.40	2.83	2.44	2.48	2.33	2.49	2.61	2.33	2.33

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q23. What number would you use to rate your personal doctor?

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	

Q23. What number would you use to rate your personal doctor?																				
Total Eligible	439	101	48	108	176	260	162	169	266	258	164	239	16	162	127	131	177	178	122	134
Total Valid Responses	427	99	48	105	170	253	158	164	260	253	158	232	16	161	123	128	172	174	116	132
No Answer	12	2	-	3	6	7	4	5	6	5	6	7	-	1	4	3	5	4	6	2
10 - Best personal doctor possible	208 48.7%	42 42.4%	15 31.3%	60 57.1%	89 52.4%	123 48.6%	75 47.5%	72 43.9%	135 51.9%	133 52.6%	69 43.7%	104 44.8%	11 68.8%	79 49.1%	65 52.8%	52 40.6%	88 51.2%	100 57.5%	44 37.9%	60 45.5%
9	72 16.9%	21 21.2%	10 20.8%	12 11.4%	28 16.5%	43 17.0%	28 17.7%	33 20.1%	38 14.6%	38 15.0%	32 20.3%	49 21.1%	1 6.3%	25 15.5%	23 18.7%	25 19.5%	24 14.0%	28 16.1%	26 22.4%	18 13.6%
8	60 14.1%	16 16.2%	10 20.8%	6 5.7%	28 16.5%	37 14.6%	21 13.3%	22 13.4%	38 14.6%	39 15.4%	18 11.4%	31 13.4%	2 12.5%	20 12.4%	14 11.4%	25 19.5%	20 11.6%	18 10.3%	21 18.1%	20 15.2%
7	31 7.3%	10 10.1%	7 14.6%	8 7.6%	6 3.5%	15 5.9%	14 8.9%	12 7.3%	19 7.3%	13 5.1%	17 10.8%	23 9.9%	1 6.3%	8 5.0%	9 7.3%	13 10.2%	9 5.2%	13 7.5%	9 7.8%	9 6.8%
6	11 2.6%	3 3.0%	1 2.1%	2 1.9%	5 2.9%	6 2.4%	5 3.2%	7 4.3%	4 1.5%	4 1.6%	6 3.8%	4 1.7%	1 6.3%	5 3.1%	3 2.4%	2 1.6%	6 3.5%	3 1.7%	5 4.3%	3 2.3%
5	23 5.4%	3 3.0%	4 8.3%	11 10.5%	5 2.9%	15 5.9%	8 5.1%	8 4.9%	15 5.8%	15 5.9%	6 3.8%	11 4.7%	- **	11 6.8%	5 4.1%	6 4.7%	12 7.0%	6 3.4%	5 4.3%	12 9.1%
4	6 1.4%	1 1.0%	1 2.1%	1 1.0%	3 1.8%	3 1.2%	3 1.9%	2 1.2%	4 1.5%	3 1.2%	3 1.9%	4 1.7%	- **	3 1.9%	1 0.8%	3 2.3%	2 1.2%	2 1.1%	1 0.9%	3 2.3%
3	5 1.2%	1 1.0%	- -	- -	3 1.8%	3 1.2%	1 0.6%	2 1.2%	2 0.8%	2 0.8%	2 1.3%	2 0.9%	- **	2 1.2%	2 1.6%	- -	3 1.7%	2 1.1%	1 0.9%	2 1.5%
2	5 1.2%	2 2.0%	- -	3 2.9%	- -	3 1.2%	2 1.3%	3 1.8%	2 0.8%	3 1.2%	2 1.3%	1 0.4%	- **	3 1.9%	- -	2 1.6%	3 1.7%	- -	2 1.7%	3 2.3%
1	4 0.9%	- -	- -	2 1.9%	1 0.6%	3 1.2%	1 0.6%	2 1.2%	2 0.8%	2 0.8%	2 1.3%	2 0.9%	- **	3 1.9%	- -	- -	4 2.3%	2 1.1%	- -	2 1.5%
0 - Worst personal doctor possible	2 0.5%	- -	- -	- -	2 1.2%	2 0.8%	- -	1 0.6%	1 0.4%	1 0.4%	1 0.6%	1 0.4%	- **	2 1.2%	1 0.8%	- -	1 0.6%	- -	2 1.7%	- -
SUMMARY - 0-3	16 3.7%	3 3.0%	- -	5 4.8%	6 3.5%	11 4.3%	4 2.5%	8 4.9%	7 2.7%	8 3.2%	7 4.4%	6 2.6%	- **	10 6.2%	3 2.4%	2 1.6%	11 6.4%	4 2.3%	5 4.3%	7 5.3%
SUMMARY - 4-7	71 16.6%	17 17.2%	13 27.1%	22 21.0%	19 11.2%	39 15.4%	30 19.0%	29 17.7%	42 16.2%	35 13.8%	32 20.3%	42 18.1%	2 12.5%	27 16.8%	18 14.6%	24 18.8%	29 16.9%	24 13.8%	20 17.2%	27 20.5%
HEDIS/CAHPS SUMMARY RATE - 8-10	340 79.6%	79 79.8%	35 72.9%	78 74.3%	145 85.3%	203 80.2%	124 78.5%	127 77.4%	211 81.2%	210 83.0%	119 75.3%	184 79.3%	14 87.5%	124 77.0%	102 82.9%	102 79.7%	132 76.7%	146 83.9%	91 78.4%	98 74.2%
HEDIS/CAHPS SUMMARY RATE - 9-10	280 65.6%	63 63.6%	25 52.1%	72 68.6%	117 68.8%	166 65.6%	103 65.2%	105 64.0%	173 66.5%	171 67.6%	101 63.9%	153 65.9%	12 75.0%	104 64.6%	88 71.5%	77 60.2%	112 65.1%	128 73.6%	70 60.3%	78 59.1%
3-Point Score	2.52	2.54	2.40	2.50	2.58	2.52	2.53	2.49	2.55	2.56	2.50	2.55	2.69	2.47	2.62	2.50	2.47	2.65	2.47	2.40

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Q24. In the last 6 months, did you make any appointments to see a specialist?

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q24. In the last 6 months, did you make any appointments to see a specialist?																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	591	167	67	139	205	346	220	240	342	340	223	314	25	216	188	188	202	257	170	153
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	9	2	-	1	5	3	3	1	7	7	2	4	1	3	3	2	4	3	2	4
Yes	211	41	25	56	82	115	84	84	121	113	84	116	13	71	48	66	92	85	57	62
	35.7%	24.6%	37.3%	40.3%	40.0%	33.2%	38.2%	35.0%	35.4%	33.2%	37.7%	36.9%	52.0%	32.9%	25.5%	35.1%	45.5%	33.1%	33.5%	40.5%
			a	A	A								**			N	NO			
No	380	126	42	83	123	231	136	156	221	227	139	198	12	145	140	122	110	172	113	91
	64.3%	75.4%	62.7%	59.7%	60.0%	66.8%	61.8%	65.0%	64.6%	66.8%	62.3%	63.1%	48.0%	67.1%	74.5%	64.9%	54.5%	66.9%	66.5%	59.5%
		b	OD										**		OP	P				
HEDIS/CAHPS SUMMARY RATE - Yes	211	41	25	56	82	115	84	84	121	113	84	116	13	71	48	66	92	85	57	62
	35.7%	24.6%	37.3%	40.3%	40.0%	33.2%	38.2%	35.0%	35.4%	33.2%	37.7%	36.9%	52.0%	32.9%	25.5%	35.1%	45.5%	33.1%	33.5%	40.5%
			a	A	A								**			N	NO			

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 24
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?																				
	211	41	25	56	82	115	84	84	121	113	84	116	13	71	48	66	92	85	57	62
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	208	41	24	56	81	114	83	83	120	111	84	116	13	70	48	65	91	85	56	61
No Answer	3	-	1	-	1	1	1	1	1	2	-	-	-	1	-	1	1	-	1	1
Always	106	19	13	30	41	63	37	51	53	57	45	66	4	32	29	31	44	56	22	27
	51.0%	46.3%	54.2%**	53.6%	50.6%	55.3%	44.6%	61.4% H	44.2%	51.4%	53.6%	56.9%	30.8%**	45.7%	60.4%	47.7%	48.4%	65.9% RS	39.3%	44.3%
Usually	52	10	3	12	26	28	22	19	32	29	19	31	3	17	8	19	25	17	18	16
	25.0%	24.4%	12.5%**	21.4%	32.1%	24.6%	26.5%	22.9%	26.7%	26.1%	22.6%	26.7%	23.1%**	24.3%	16.7%	29.2%	27.5%	20.0%	32.1%	26.2%
Sometimes	41	9	7	12	11	20	18	11	28	19	17	16	5	17	11	12	16	10	12	15
	19.7%	22.0%	29.2%**	21.4%	13.6%	17.5%	21.7%	13.3%	23.3% g	17.1%	20.2%	13.8%	38.5%**	24.3% k	22.9%	18.5%	17.6%	11.8%	21.4%	24.6% Q
Never	9	3	1	2	3	3	6	2	7	6	3	3	1	4	-	3	6	2	4	3
	4.3%	7.3%	4.2%**	3.6%	3.7%	2.6%	7.2%	2.4%	5.8%	5.4%	3.6%	2.6%	7.7%**	5.7%	-	4.6%	6.6% n	2.4%	7.1%	4.9%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	158	29	16	42	67	91	59	70	85	86	64	97	7	49	37	50	69	73	40	43
	76.0%	70.7%	66.7%**	75.0%	82.7%	79.8%	71.1%	84.3% H	70.8%	77.5%	76.2%	83.6%	53.8% M	70.0%	77.1%	76.9%	75.8%	85.9% RS	71.4%	70.5%
HEDIS/CAHPS SUMMARY RATE - Always	106	19	13	30	41	63	37	51	53	57	45	66	4	32	29	31	44	56	22	27
	51.0%	46.3%	54.2%**	53.6%	50.6%	55.3%	44.6%	61.4% H	44.2%	51.4%	53.6%	56.9%	30.8%**	45.7%	60.4%	47.7%	48.4%	65.9% RS	39.3%	44.3%
3-Point Score	2.27	2.17	2.21	2.29	2.33	2.35	2.16	2.46	2.15	2.29	2.30	2.41	1.85	2.16	2.38	2.25	2.24	2.52	2.11	2.15

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q26. How many specialists have you seen in the last 6 months?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 25
Level: Top

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	

Q26. How many specialists have you seen in the last 6 months?																				
Total Eligible	211	41	25	56	82	115	84	84	121	113	84	116	13	71	48	66	92	85	57	62
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	205	39	23	56	81	112	82	80	120	110	82	114	13	70	46	64	91	84	55	60
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	2	2	-	1	3	2	4	1	3	2	2	-	1	2	2	1	1	2	2
None	7	-	2	2	3	4	3	1	6	5	2	4	-	2	-	3	4	2	3	2
	3.4%	-	8.7%	3.6%	3.7%	3.6%	3.7%	1.3%	5.0%	4.5%	2.4%	3.5%	-	2.9%	-	4.7%	4.4%	2.4%	5.5%	3.3%
1 specialist	111	23	13	27	45	50	56	44	65	57	44	57	8	41	31	37	40	54	29	23
	54.1%	59.0%	56.5%	48.2%	55.6%	44.6%	68.3%	55.0%	54.2%	51.8%	53.7%	50.0%	61.5%	58.6%	67.4%	57.8%	44.0%	64.3%	52.7%	38.3%
2	54	12	4	19	17	35	16	22	30	29	23	33	3	13	10	17	26	16	18	20
	26.3%	30.8%	17.4%	33.9%	21.0%	31.3%	19.5%	27.5%	25.0%	26.4%	28.0%	28.9%	23.1%	18.6%	21.7%	26.6%	28.6%	19.0%	32.7%	33.3%
3	17	1	1	5	9	11	5	4	12	8	8	10	-	7	3	5	9	8	3	6
	8.3%	2.6%	4.3%	8.9%	11.1%	9.8%	6.1%	5.0%	10.0%	7.3%	9.8%	8.8%	-	10.0%	6.5%	7.8%	9.9%	9.5%	5.5%	10.0%
4	8	2	1	1	4	6	1	4	4	7	1	6	1	3	1	1	6	2	2	4
	3.9%	5.1%	4.3%	1.8%	4.9%	5.4%	1.2%	5.0%	3.3%	6.4%	1.2%	5.3%	7.7%	4.3%	2.2%	1.6%	6.6%	2.4%	3.6%	6.7%
5 or more specialists	8	1	2	2	3	6	1	5	3	4	4	4	1	4	1	1	6	2	-	5
	3.9%	2.6%	8.7%	3.6%	3.7%	5.4%	1.2%	6.3%	2.5%	3.6%	4.9%	3.5%	7.7%	5.7%	2.2%	1.6%	6.6%	2.4%	-	8.3%
HEDIS/CAHPS SUMMARY RATE - 1 or more specialists	198	39	21	54	78	108	79	79	114	105	80	110	13	68	46	61	87	82	52	58
	96.6%	100.0%	91.3%	96.4%	96.3%	96.4%	96.3%	98.8%	95.0%	95.5%	97.6%	96.5%	100.0%	97.1%	100.0%	95.3%	95.6%	97.6%	94.5%	96.7%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q27. What number would you use to rate that specialist?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 26
Level: Top

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	

Q27. What number would you use to rate that specialist?																				
Total Eligible	198	39	21	54	78	108	79	79	114	105	80	110	13	68	46	61	87	82	52	58
Total Valid Responses	198	39	21	54	78	108	79	79	114	105	80	110	13	68	46	61	87	82	52	58
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best specialist possible	97	20	9	24	42	50	40	41	54	55	37	54	8	35	32	26	38	52	19	25
	49.0%	51.3%	42.9%**	44.4%	53.8%	46.3%	50.6%	51.9%	47.4%	52.4%	46.3%	49.1%	61.5%**	51.5%	69.6% OP	42.6%	43.7%	63.4% RS	36.5%	43.1%
9	34	6	3	8	15	19	14	13	20	14	17	20	2	12	6	14	13	13	13	7
	17.2%	15.4%	14.3%**	14.8%	19.2%	17.6%	17.7%	16.5%	17.5%	13.3%	21.3%	18.2%	15.4%**	17.6%	13.0%	23.0%	14.9%	15.9%	25.0% s	12.1%
8	28	5	2	9	12	16	12	9	19	17	11	15	1	7	4	9	15	9	7	12
	14.1%	12.8%	9.5%**	16.7%	15.4%	14.8%	15.2%	11.4%	16.7%	16.2%	13.8%	13.6%	7.7%**	10.3%	8.7%	14.8%	17.2%	11.0%	13.5%	20.7%
7	13	1	4	5	3	9	4	4	9	6	6	9	1	1	1	4	7	1	5	5
	6.6%	2.6%	19.0%**	9.3%	3.8%	8.3%	5.1%	5.1%	7.9%	5.7%	7.5%	8.2% M	7.7%**	1.5%	2.2%	6.6%	8.0%	1.2%	9.6% Q	8.6% Q
6	3	1	-	-	2	1	2	2	1	2	1	1	-	1	-	-	3	1	1	1
	1.5%	2.6%	**	-	2.6%	0.9%	2.5%	2.5%	0.9%	1.9%	1.3%	0.9%	-	1.5%	-	-	3.4%	1.2%	1.9%	1.7%
5	12	4	3	4	1	7	4	7	5	6	4	7	1	6	2	5	5	5	3	4
	6.1%	10.3% D	14.3%**	7.4% d	1.3%	6.5%	5.1%	8.9%	4.4%	5.7%	5.0%	6.4%	7.7%**	8.8%	4.3%	8.2%	5.7%	6.1%	5.8%	6.9%
4	4	1	-	2	1	3	1	1	3	2	2	2	-	3	-	-	4	-	2	1
	2.0%	2.6%	**	3.7%	1.3%	2.8%	1.3%	1.3%	2.6%	1.9%	2.5%	1.8%	-	4.4%	-	-	4.6% o	-	3.8% q	1.7%
3	3	-	-	1	1	1	1	-	2	1	1	-	-	2	-	1	1	1	-	1
	1.5%	-	**	1.9%	1.3%	0.9%	1.3%	-	1.8%	1.0%	1.3%	-	-	2.9% k	-	1.6%	1.1%	1.2%	-	1.7%
2	2	1	-	-	-	1	-	1	-	1	-	-	-	-	-	1	1	-	1	1
	1.0%	2.6%	**	-	-	0.9%	-	1.3%	-	1.0%	-	-	-	-	-	1.6%	1.1%	-	1.9%	1.7%
1	1	-	-	1	-	-	1	-	1	-	1	1	-	-	-	1	-	-	-	1
	0.5%	-	**	1.9%	-	-	1.3%	-	0.9%	-	1.3%	0.9%	-	-	-	1.6%	-	-	-	1.7%
0 - Worst specialist possible	1	-	-	-	1	1	-	1	-	1	-	1	-	1	1	-	-	-	1	-
	0.5%	-	**	-	1.3%	0.9%	-	1.3%	-	1.0%	-	0.9%	-	1.5%	2.2%	-	-	-	1.9%	-
SUMMARY - 0-3	7	1	-	2	2	3	2	2	3	3	2	2	-	3	1	3	2	1	2	3
	3.5%	2.6%	**	3.7%	2.6%	2.8%	2.5%	2.5%	2.6%	2.9%	2.5%	1.8%	-	4.4%	2.2%	4.9%	2.3%	1.2%	3.8%	5.2%
SUMMARY - 4-7	32	7	7	11	7	20	11	14	18	16	13	19	2	11	3	9	19	7	11	11
	16.2%	17.9%	33.3%**	20.4% d	9.0%	18.5%	13.9%	17.7%	15.8%	15.2%	16.3%	17.3%	15.4%**	16.2%	6.5%	14.8%	21.8% N	8.5%	21.2% Q	19.0% q
HEDIS/CAHPS SUMMARY RATE - 8-10	159	31	14	41	69	85	66	63	93	86	65	89	11	54	42	49	66	74	39	44
	80.3%	79.5%	66.7%**	75.9%	88.5% c	78.7%	83.5%	79.7%	81.6%	81.9%	81.3%	80.9%	84.6%**	79.4%	91.3% P	80.3%	75.9%	90.2% RS	75.0%	75.9%
HEDIS/CAHPS SUMMARY RATE - 9-10	131	26	12	32	57	69	54	54	74	69	54	74	10	47	38	40	51	65	32	32
	66.2%	66.7%	57.1%**	59.3%	73.1% c	63.9%	68.4%	68.4%	64.9%	65.7%	67.5%	67.3%	76.9%**	69.1%	82.6% oP	65.6%	58.6%	79.3% RS	61.5%	55.2%
3-Point Score	2.53	2.49	2.43	2.44	2.65	2.51	2.57	2.53	2.54	2.53	2.56	2.56	2.69	2.50	2.76	2.52	2.43	2.71	2.46	2.40

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 27
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	

Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
Total Valid Responses	591	166	67	138	208	346	220	238	345	343	223	315	26	217	186	189	205	255	171	156
No Answer	9	3	-	2	2	3	3	3	4	4	2	3	-	2	5	1	1	5	1	1
Yes	83	26	8	20	27	33	46	29	52	45	33	35	6	40	28	29	26	39	23	21
No	508	140	59	118	181	313	174	209	293	298	190	280	20	177	158	160	179	216	148	135
HEDIS/CAHPS SUMMARY RATE - Yes	83	26	8	20	27	33	46	29	52	45	33	35	6	40	28	29	26	39	23	21
	14.0%	15.7%	11.9%	14.5%	13.0%	9.5%	20.9%	12.2%	15.1%	13.1%	14.8%	11.1%	23.1%	18.4%	15.1%	15.3%	12.7%	15.3%	13.5%	13.5%
	86.0%	84.3%	88.1%	85.5%	87.0%	90.5%	79.1%	87.8%	84.9%	86.9%	85.2%	88.9%	76.9%	81.6%	84.9%	84.7%	87.3%	84.7%	86.5%	86.5%
	F	E	F	F	F	F	E	F	F	F	F	M	**	K	K	K	K	F	F	F

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q29. (PNI) In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 28
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q29. (PNI) In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?																				
Total Eligible	83	26	8	20	27	33	46	29	52	45	33	35	6	40	28	29	26	39	23	21
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	82	26	8	19	27	33	45	29	51	44	33	35	6	40	28	28	26	38	23	21
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	1	-	-	1	-	1	1	-	-	-	-	-	1	-	1	-	-
Always	33	10	2	7	13	14	16	11	21	22	7	10	3	17	11	9	13	15	10	8
	40.2%	38.5%	25.0%	36.8%	48.1%	42.4%	35.6%	37.9%	41.2%	50.0%	21.2%	28.6%	50.0%	42.5%	39.3%	32.1%	50.0%	39.5%	43.5%	38.1%
Usually	23	4	3	6	10	11	12	8	15	8	15	15	-	8	8	8	7	13	6	4
	28.0%	15.4%	37.5%	31.6%	37.0%	33.3%	26.7%	27.6%	29.4%	18.2%	45.5%	42.9%	-	20.0%	28.6%	28.6%	26.9%	34.2%	26.1%	19.0%
Sometimes	24	10	3	6	4	7	16	9	14	13	10	9	3	14	8	11	5	8	7	9
	29.3%	38.5%	37.5%	31.6%	14.8%	21.2%	35.6%	31.0%	27.5%	29.5%	30.3%	25.7%	50.0%	35.0%	28.6%	39.3%	19.2%	21.1%	30.4%	42.9%
Never	2	2	-	-	-	1	1	1	1	1	1	1	-	1	1	-	1	2	-	-
	2.4%	7.7%	-	-	-	3.0%	2.2%	3.4%	2.0%	2.3%	3.0%	2.9%	-	2.5%	3.6%	-	3.8%	5.3%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	56	14	5	13	23	25	28	19	36	30	22	25	3	25	19	17	20	28	16	12
	68.3%	53.8%	62.5%	68.4%	85.2%	75.8%	62.2%	65.5%	70.6%	68.2%	66.7%	71.4%	50.0%	62.5%	67.9%	60.7%	76.9%	73.7%	69.6%	57.1%
HEDIS/CAHPS SUMMARY RATE - Always	33	10	2	7	13	14	16	11	21	22	7	10	3	17	11	9	13	15	10	8
	40.2%	38.5%	25.0%	36.8%	48.1%	42.4%	35.6%	37.9%	41.2%	50.0%	21.2%	28.6%	50.0%	42.5%	39.3%	32.1%	50.0%	39.5%	43.5%	38.1%
3-Point Score	2.09	1.92	1.88	2.05	2.33	2.18	1.98	2.03	2.12	2.18	1.88	2.00	2.00	2.05	2.07	1.93	2.27	2.13	2.13	1.95

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q30. In the last 6 months, did you get information or help from your health plan's customer service?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 29
Level: Top

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q30. In the last 6 months, did you get information or help from your health plan's customer service?																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	586	164	67	139	207	344	219	236	344	343	219	314	24	214	186	188	203	255	170	154
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	14	5	-	1	3	5	4	5	5	4	6	4	2	5	5	2	3	5	2	3
Yes	154	45	11	40	55	85	61	61	91	92	54	69	8	60	46	48	60	70	40	42
	26.3%	27.4%	16.4%	28.8%	26.6%	24.7%	27.9%	25.8%	26.5%	26.8%	24.7%	22.0%	33.3%	28.0%	24.7%	25.5%	29.6%	27.5%	23.5%	27.3%
No	432	119	56	99	152	259	158	175	253	251	165	245	16	154	140	140	143	185	130	112
	73.7%	72.6%	83.6%	71.2%	73.4%	75.3%	72.1%	74.2%	73.5%	73.2%	75.3%	78.0%	66.7%	72.0%	75.3%	74.5%	70.4%	72.5%	76.5%	72.7%
HEDIS/CAHPS SUMMARY RATE - Yes	154	45	11	40	55	85	61	61	91	92	54	69	8	60	46	48	60	70	40	42
	26.3%	27.4%	16.4%	28.8%	26.6%	24.7%	27.9%	25.8%	26.5%	26.8%	24.7%	22.0%	33.3%	28.0%	24.7%	25.5%	29.6%	27.5%	23.5%	27.3%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q31. (CS) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 30
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q31. (CS) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?																				
Total Eligible	154 100.0%	45 100.0%	11 100.0%	40 100.0%	55 100.0%	85 100.0%	61 100.0%	61 100.0%	91 100.0%	92 100.0%	54 100.0%	69 100.0%	8 100.0%	60 100.0%	46 100.0%	48 100.0%	60 100.0%	70 100.0%	40 100.0%	42 100.0%
Total Valid Responses	149 100.0%	45 100.0%	11 100.0%	40 100.0%	50 100.0%	81 100.0%	60 100.0%	58 100.0%	89 100.0%	91 100.0%	51 100.0%	67 100.0%	7 100.0%	59 100.0%	43 100.0%	47 100.0%	59 100.0%	67 100.0%	39 100.0%	41 100.0%
No Answer	5	-	-	-	5	4	1	3	2	1	3	2	1	1	3	1	1	3	1	1
Always	86 57.7%	18 40.0%	8 72.7%**	31 77.5%AD	26 52.0%	51 63.0% f	29 48.3%	33 56.9%	51 57.3%	51 56.0%	31 60.8%	37 55.2%	4 57.1%**	34 57.6%	27 62.8% o	21 44.7% O	38 64.4% O	43 64.2% R	14 35.9%	27 65.9% R
Usually	40 26.8%	12 26.7%	2 18.2%**	8 20.0% c	18 36.0% c	20 24.7% c	19 31.7%	16 27.6%	24 27.0%	24 26.4%	15 29.4%	23 34.3%	1 14.3%**	17 28.8%	6 14.0%	18 38.3% N	16 27.1% N	13 19.4%	17 43.6% Qs	10 24.4%
Sometimes	19 12.8%	14 31.1% CD	- - **	- - **	5 10.0% C	9 11.1%	9 15.0%	7 12.1%	12 13.5%	14 15.4%	4 7.8%	6 9.0%	2 28.6%**	5 8.5%	8 18.6%	6 12.8%	5 8.5%	9 13.4%	6 15.4%	4 9.8%
Never	4 2.7%	1 2.2%	1 9.1%**	1 2.5%	1 2.0%	1 1.2%	3 5.0%	2 3.4%	2 2.2%	2 2.2%	1 2.0%	1 1.5%	- - **	3 5.1%	2 4.7% p	2 4.3%	- -	2 3.0%	2 5.1%	- -
HEDIS/CAHPS SUMMARY RATE - Always/Usually	126 84.6%	30 66.7%	10 90.9%**	39 97.5% Ad	44 88.0% A	71 87.7%	48 80.0%	49 84.5%	75 84.3%	75 82.4%	46 90.2%	60 89.6%	5 71.4%**	51 86.4%	33 76.7%	39 83.0%	54 91.5% N	56 83.6%	31 79.5%	37 90.2%
HEDIS/CAHPS SUMMARY RATE - Always	86 57.7%	18 40.0%	8 72.7%**	31 77.5% AD	26 52.0% f	51 63.0% f	29 48.3%	33 56.9%	51 57.3%	51 56.0%	31 60.8%	37 55.2%	4 57.1%**	34 57.6%	27 62.8% o	21 44.7% O	38 64.4% O	43 64.2% R	14 35.9%	27 65.9% R
3-Point Score	2.42	2.07	2.64	2.75	2.40	2.51	2.28	2.41	2.42	2.38	2.51	2.45	2.29	2.44	2.40	2.28	2.56	2.48	2.15	2.56

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q32. (CS) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 31
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q32. (CS) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?																				
Total Eligible	154 100.0%	45 100.0%	11 100.0%	40 100.0%	55 100.0%	85 100.0%	61 100.0%	61 100.0%	91 100.0%	92 100.0%	54 100.0%	69 100.0%	8 100.0%	60 100.0%	46 100.0%	48 100.0%	60 100.0%	70 100.0%	40 100.0%	42 100.0%
Total Valid Responses	151 100.0%	44 100.0%	11 100.0%	40 100.0%	53 100.0%	84 100.0%	59 100.0%	59 100.0%	90 100.0%	91 100.0%	52 100.0%	67 100.0%	8 100.0%	59 100.0%	43 100.0%	48 100.0%	60 100.0%	67 100.0%	40 100.0%	42 100.0%
No Answer	3	1	-	-	2	1	2	2	1	1	2	2	-	1	3	-	-	3	-	-
Always	120 79.5%	29 65.9%	10 90.9% **	36 90.0% A	42 79.2%	71 84.5% F	41 69.5%	47 79.7%	71 78.9%	71 78.0%	44 84.6%	51 76.1%	7 87.5% **	46 78.0%	34 79.1%	34 70.8%	52 86.7% O	57 85.1% R	25 62.5% R	36 85.7% R
Usually	19 12.6%	6 13.6%	- **	4 10.0%	9 17.0%	10 11.9%	9 15.3%	5 8.5%	14 15.6%	13 14.3%	4 7.7%	11 16.4%	1 12.5% **	6 10.2%	5 11.6%	8 16.7%	6 10.0%	4 6.0%	11 27.5% QS	4 9.5%
Sometimes	10 6.6%	8 18.2% CD	- **	- **	2 3.8%	2 2.4%	8 13.6% E	6 10.2%	4 4.4%	5 5.5%	4 7.7%	5 7.5%	- **	5 8.5%	2 4.7%	6 12.5% p	2 3.3%	4 6.0%	4 10.0%	2 4.8%
Never	2 1.3%	1 2.3%	1 9.1% **	- **	- **	1 1.2%	1 1.7%	1 1.7%	1 1.1%	2 2.2%	- **	- **	- **	2 3.4%	2 4.7% p	- **	- **	2 3.0%	- **	- **
HEDIS/CAHPS SUMMARY RATE - Always/Usually	139 92.1%	35 79.5%	10 90.9% **	40 100.0% A	51 96.2% A	81 96.4% F	50 84.7%	52 88.1%	85 94.4%	84 92.3%	48 92.3%	62 92.5%	8 100.0% **	52 88.1%	39 90.7%	42 87.5%	58 96.7% o	61 91.0%	36 90.0%	40 95.2%
HEDIS/CAHPS SUMMARY RATE - Always	120 79.5%	29 65.9%	10 90.9% **	36 90.0% A	42 79.2%	71 84.5% F	41 69.5%	47 79.7%	71 78.9%	71 78.0%	44 84.6%	51 76.1%	7 87.5% **	46 78.0%	34 79.1%	34 70.8%	52 86.7% O	57 85.1% R	25 62.5% R	36 85.7% R
3-Point Score	2.72	2.45	2.82	2.90	2.75	2.81	2.54	2.68	2.73	2.70	2.77	2.69	2.88	2.66	2.70	2.58	2.83	2.76	2.53	2.81

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q33. In the last 6 months, did your health plan give you any forms to fill out?

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q33. In the last 6 months, did your health plan give you any forms to fill out?																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	576	163	64	135	205	339	214	233	337	333	220	310	25	209	185	184	198	249	169	153
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	24	6	3	5	5	10	9	8	12	14	5	8	1	10	6	6	8	11	3	4
Yes	159	42	13	41	59	89	62	60	96	89	65	93	6	49	43	51	62	61	46	51
	27.6%	25.8%	20.3%	30.4%	28.8%	26.3%	29.0%	25.8%	28.5%	26.7%	29.5%	30.0% m	24.0% **	23.4%	23.2%	27.7%	31.3% n	24.5%	27.2%	33.3% q
No	417	121	51	94	146	250	152	173	241	244	155	217	19	160	142	133	136	188	123	102
	72.4%	74.2%	79.7%	69.6%	71.2%	73.7%	71.0%	74.2%	71.5%	73.3%	70.5%	70.0%	76.0% **	76.6% k	76.8% p	72.3%	68.7%	75.5% s	72.8%	66.7%
HEDIS/CAHPS SUMMARY RATE - Yes	159	42	13	41	59	89	62	60	96	89	65	93	6	49	43	51	62	61	46	51
	27.6%	25.8%	20.3%	30.4%	28.8%	26.3%	29.0%	25.8%	28.5%	26.7%	29.5%	30.0% m	24.0% **	23.4%	23.2%	27.7%	31.3% n	24.5%	27.2%	33.3% q

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 33
Level: Top

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?																				
	576	163	64	135	205	339	214	233	337	333	220	310	25	209	185	184	198	249	169	153
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Eligible	576	163	64	135	205	339	214	233	337	333	220	310	25	209	185	184	198	249	169	153
Total Valid Responses	572	162	64	135	202	338	212	233	334	331	218	307	25	207	183	184	196	248	166	153
No Answer	4	1	-	-	3	1	2	-	3	2	2	3	-	2	2	-	2	1	3	-
Always	491 85.8%	141 87.0%	54 84.4%	116 85.9%	175 86.6%	287 84.9%	186 87.7%	200 85.8%	288 86.2%	287 86.7%	185 84.9%	260 84.7%	22 88.0%	183 88.4%	167 91.3%	153 83.2%	163 83.2%	219 88.3%	146 88.0%	122 79.7%
Usually	50 8.7%	12 7.4%	8 12.5%	12 8.9%	16 7.9%	31 9.2%	16 7.5%	23 9.9%	26 7.8%	23 6.9%	24 11.0%	35 11.4%	- **	11 5.3%	8 4.4%	21 11.4%	20 10.2%	18 7.3%	13 7.8%	18 11.8%
Sometimes	25 4.4%	6 3.7%	2 3.1%	6 4.4%	10 5.0%	16 4.7%	8 3.8%	9 3.9%	15 4.5%	16 4.8%	8 3.7%	11 3.6%	2 8.0%	9 4.3%	6 3.3%	8 4.3%	11 5.6%	6 2.4%	7 4.2%	12 7.8%
Never	6 1.0%	3 1.9%	- -	1 0.7%	1 0.5%	4 1.2%	2 0.9%	1 0.4%	5 1.5%	5 1.5%	1 0.5%	1 0.3%	1 4.0%	4 1.9%	2 1.1%	2 1.1%	2 1.0%	5 2.0%	- -	1 0.7%
HEDIS/CAHPS SUMMARY RATE - Always/Usually	541 94.6%	153 94.4%	62 96.9%	128 94.8%	191 94.6%	318 94.1%	202 95.3%	223 95.7%	314 94.0%	310 93.7%	209 95.9%	295 96.1%	22 88.0%	194 93.7%	175 95.6%	174 94.6%	183 93.4%	237 95.6%	159 95.8%	140 91.5%
HEDIS/CAHPS SUMMARY RATE - Always	491 85.8%	141 87.0%	54 84.4%	116 85.9%	175 86.6%	287 84.9%	186 87.7%	200 85.8%	288 86.2%	287 86.7%	185 84.9%	260 84.7%	22 88.0%	183 88.4%	167 91.3%	153 83.2%	163 83.2%	219 88.3%	146 88.0%	122 79.7%
3-Point Score	2.80	2.81	2.81	2.81	2.81	2.79	2.83	2.82	2.80	2.80	2.81	2.81	2.76	2.82	2.87	2.78	2.77	2.84	2.84	2.71

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q35. What number would you use to rate your health plan?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 34
Level: Top

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	

Q35. What number would you use to rate your health plan?																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
Total Valid Responses	582	164	66	140	202	345	214	236	340	338	220	312	25	212	185	184	204	250	172	154
No Answer	18	5	1	-	8	4	9	5	9	9	5	6	1	7	6	6	2	10	-	3
10 - Best health plan possible	261	63	27	61	106	174	73	99	159	180	72	122	14	94	80	73	105	117	70	71
	44.8%	38.4%	40.9%	43.6%	52.5%	50.4%	34.1%	41.9%	46.8%	53.3%	32.7%	39.1%	56.0%	44.3%	43.2%	39.7%	51.5%	46.8%	40.7%	46.1%
				A	F					J			**			O				
9	94	27	6	28	32	51	40	34	60	51	39	58	3	34	28	37	27	38	37	17
	16.2%	16.5%	9.1%	20.0%	15.8%	14.8%	18.7%	14.4%	17.6%	15.1%	17.7%	18.6%	12.0%	16.0%	15.1%	20.1%	13.2%	15.2%	21.5%	11.0%
				b									**			p			q	S
8	93	40	13	18	19	52	37	36	55	45	42	52	4	32	38	30	23	43	22	27
	16.0%	24.4%	19.7%	12.9%	9.4%	15.1%	17.3%	15.3%	16.2%	13.3%	19.1%	16.7%	16.0%	15.1%	20.5%	16.3%	11.3%	17.2%	12.8%	17.5%
		CD	D								i		**		P					
7	43	12	10	7	13	22	20	17	26	20	21	29	1	11	16	15	12	19	14	10
	7.4%	7.3%	15.2%	5.0%	6.4%	6.4%	9.3%	7.2%	7.6%	5.9%	9.5%	9.3%	4.0%	5.2%	8.6%	8.2%	5.9%	7.6%	8.1%	6.5%
			a	CD							m		**							
6	22	6	2	7	7	11	11	14	8	8	14	14	1	8	9	7	5	10	7	5
	3.8%	3.7%	3.0%	5.0%	3.5%	3.2%	5.1%	5.9%	2.4%	2.4%	6.4%	4.5%	4.0%	3.8%	4.9%	3.8%	2.5%	4.0%	4.1%	3.2%
								H			I		**							
5	49	9	5	15	19	27	21	25	23	25	21	27	1	23	9	16	24	15	17	17
	8.4%	5.5%	7.6%	10.7%	9.4%	7.8%	9.8%	10.6%	6.8%	7.4%	9.5%	8.7%	4.0%	10.8%	4.9%	8.7%	11.8%	6.0%	9.9%	11.0%
				a									**			N				q
4	6	1	1	4	-	3	3	2	4	2	4	3	-	4	1	3	2	2	1	3
	1.0%	0.6%	1.5%	2.9%	-	0.9%	1.4%	0.8%	1.2%	0.6%	1.8%	1.0%	-	1.9%	0.5%	1.6%	1.0%	0.8%	0.6%	1.9%
			d	D									**							
3	5	2	1	-	2	2	3	2	3	3	2	4	-	1	-	2	3	2	1	2
	0.9%	1.2%	1.5%	-	1.0%	0.6%	1.4%	0.8%	0.9%	0.9%	0.9%	1.3%	-	0.5%	-	1.1%	1.5%	0.8%	0.6%	1.3%
													**			n				
2	2	1	-	-	1	2	-	2	-	2	-	1	-	1	1	1	-	-	2	-
	0.3%	0.6%	-	-	0.5%	0.6%	-	0.8%	-	0.6%	-	0.3%	-	0.5%	0.5%	0.5%	-	-	1.2%	-
								h					**						q	
1	3	2	-	-	1	-	3	1	2	1	2	1	-	1	2	-	1	2	-	1
	0.5%	1.2%	-	-	0.5%	-	1.4%	0.4%	0.6%	0.3%	0.9%	0.3%	-	0.5%	1.1%	-	0.5%	0.8%	-	0.6%
							E						**							
0 - Worst health plan possible	4	1	1	-	2	1	3	4	-	1	3	1	1	3	1	-	2	2	1	1
	0.7%	0.6%	1.5%	-	1.0%	0.3%	1.4%	1.7%	-	0.3%	1.4%	0.3%	4.0%	1.4%	0.5%	-	1.0%	0.8%	0.6%	0.6%
								H					**							
SUMMARY - 0-3	14	6	2	-	6	5	9	9	5	7	7	7	1	6	4	3	6	6	4	4
	2.4%	3.7%	3.0%	-	3.0%	1.4%	4.2%	3.8%	1.5%	2.1%	3.2%	2.2%	4.0%	2.8%	2.2%	1.6%	2.9%	2.4%	2.3%	2.6%
		C	C		C		E	h					**							
SUMMARY - 4-7	120	28	18	33	39	63	55	58	61	55	60	73	3	46	35	41	43	46	39	35
	20.6%	17.1%	27.3%	23.6%	19.3%	18.3%	25.7%	24.6%	17.9%	16.3%	27.3%	23.4%	12.0%	21.7%	18.9%	22.3%	21.1%	18.4%	22.7%	22.7%
			a				E	h			I		**							
HEDIS/CAHPS SUMMARY RATE - 8-10	448	130	46	107	157	277	150	169	274	276	153	232	21	160	146	140	155	198	129	115
	77.0%	79.3%	69.7%	76.4%	77.7%	80.3%	70.1%	71.6%	80.6%	81.7%	69.5%	74.4%	84.0%	75.5%	78.9%	76.1%	76.0%	79.2%	75.0%	74.7%
						F			G	J			**							
HEDIS/CAHPS SUMMARY RATE - 9-10	355	90	33	89	138	225	113	133	219	231	111	180	17	128	108	110	132	155	107	88
	61.0%	54.9%	50.0%	63.6%	68.3%	65.2%	52.8%	56.4%	64.4%	68.3%	50.5%	57.7%	68.0%	60.4%	58.4%	59.8%	64.7%	62.0%	62.2%	57.1%
				b	AB	F		g	J				**							
3-Point Score	2.45	2.41	2.35	2.45	2.52	2.52	2.32	2.35	2.53	2.56	2.30	2.41	2.56	2.41	2.46	2.44	2.47	2.49	2.45	2.38

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q36. In general, how would you rate your overall health?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 35
Level: Top

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q36. In general, how would you rate your overall health?																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	587	168	66	138	206	343	220	237	344	344	220	313	26	214	191	190	206	259	170	154
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	13	1	1	2	4	6	3	4	5	3	5	5	-	5	-	-	-	1	2	3
Excellent	66	38	4	7	15	34	27	33	32	39	22	29	4	21	66	-	-	58	5	3
	11.2%	22.6%	6.1%	5.1%	7.3%	9.9%	12.3%	13.9%	9.3%	11.3%	10.0%	9.3%	15.4%	9.8%	34.6%	-	-	22.4%	2.9%	1.9%
		BCD						h					**		OP			RS		
Very good	125	44	17	22	40	51	72	49	75	56	65	66	5	49	125	-	-	97	22	6
	21.3%	26.2%	25.8%	15.9%	19.4%	14.9%	32.7%	20.7%	21.8%	16.3%	29.5%	21.1%	19.2%	22.9%	65.4%	-	-	37.5%	12.9%	3.9%
		C	c				E				I		**		OP			RS	S	
Good	190	57	23	42	66	116	70	73	115	109	71	106	10	65	-	190	-	68	92	28
	32.4%	33.9%	34.8%	30.4%	32.0%	33.8%	31.8%	30.8%	33.4%	31.7%	32.3%	33.9%	38.5%	30.4%	-	100.0%	-	26.3%	54.1%	18.2%
													**		NP			s	QS	
Fair	170	26	14	57	70	117	43	68	101	115	52	100	6	58	-	-	170	32	48	89
	29.0%	15.5%	21.2%	41.3%	34.0%	34.1%	19.5%	28.7%	29.4%	33.4%	23.6%	31.9%	23.1%	27.1%	-	-	82.5%	12.4%	28.2%	57.8%
				AB	Ab	F				J			**				NO	Q	QR	
Poor	36	3	8	10	15	25	8	14	21	25	10	12	1	21	-	-	36	4	3	28
	6.1%	1.8%	12.1%	7.2%	7.3%	7.3%	3.6%	5.9%	6.1%	7.3%	4.5%	3.8%	3.8%	9.8%	-	-	17.5%	1.5%	1.8%	18.2%
			A	A	A	f							**	K			NO		QR	
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	191	82	21	29	55	85	99	82	107	95	87	95	9	70	191	-	-	155	27	9
	32.5%	48.8%	31.8%	21.0%	26.7%	24.8%	45.0%	34.6%	31.1%	27.6%	39.5%	30.4%	34.6%	32.7%	100.0%	-	-	59.8%	15.9%	5.8%
		BCD	c				E				I		**		OP			RS	S	

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q37. In general, how would you rate your overall mental or emotional health?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 36
Level: Top

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q37. In general, how would you rate your overall mental or emotional health?																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	589	168	64	139	209	345	220	238	345	344	222	316	26	214	191	188	204	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	11	1	3	1	1	4	3	3	4	3	3	2	-	5	-	2	2	-	-	-
Excellent	111	43	8	21	36	57	47	52	58	60	46	52	6	39	76	22	12	111	-	-
	18.8%	25.6%	12.5%	15.1%	17.2%	16.5%	21.4%	21.8%	16.8%	17.4%	20.7%	16.5%	23.1%	18.2%	39.8%	11.7%	5.9%	42.7%	-	-
		BCD											**		OP	P		RS		
Very good	149	48	17	35	48	76	71	51	97	82	62	82	4	58	79	46	24	149	-	-
	25.3%	28.6%	26.6%	25.2%	23.0%	22.0%	32.3%	21.4%	28.1%	23.8%	27.9%	25.9%	15.4%	27.1%	41.4%	24.5%	11.8%	57.3%	-	-
							E		g				**		OP	P		RS		
Good	172	47	20	40	64	104	63	66	104	100	65	100	9	56	27	92	51	-	172	-
	29.2%	28.0%	31.3%	28.8%	30.6%	30.1%	28.6%	27.7%	30.1%	29.1%	29.3%	31.6%	34.6%	26.2%	14.1%	48.9%	25.0%	-	100.0%	-
													**		NP	N		QS		
Fair	122	22	11	34	51	82	30	50	70	83	35	61	5	48	5	25	89	-	-	122
	20.7%	13.1%	17.2%	24.5%	24.4%	23.8%	13.6%	21.0%	20.3%	24.1%	15.8%	19.3%	19.2%	22.4%	2.6%	13.3%	43.6%	-	-	77.7%
				A	A	F				J			**		N	NO				QR
Poor	35	8	8	9	10	26	9	19	16	19	14	21	2	13	4	3	28	-	-	35
	5.9%	4.8%	12.5%	6.5%	4.8%	7.5%	4.1%	8.0%	4.6%	5.5%	6.3%	6.6%	7.7%	6.1%	2.1%	1.6%	13.7%	-	-	22.3%
			AD			f		h					**			NO				QR
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	260	91	25	56	84	133	118	103	155	142	108	134	10	97	155	68	36	260	-	-
	44.1%	54.2%	39.1%	40.3%	40.2%	38.6%	53.6%	43.3%	44.9%	41.3%	48.6%	42.4%	38.5%	45.3%	81.2%	36.2%	17.6%	100.0%	-	-
		BCD					E				i		**		OP	P		RS		

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2016? (All respondents)

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 37
Level: Top

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2016? (All respondents)

Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	587	164	66	139	209	344	220	237	345	342	222	313	25	216	186	187	205	256	171	153
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	7	1	-	-	1	1	1	1	1	-	2	2	1	1	2	1	-	1	-	2
Yes	250	64	17	61	106	153	88	94	155	157	86	127	9	105	69	72	105	108	73	67
	42.6%	39.0%	25.8%	43.9%	50.7%	44.5%	40.0%	39.7%	44.9%	45.9%	38.7%	40.6%	36.0%	48.6%	37.1%	38.5%	51.2%	42.2%	42.7%	43.8%
No	337	100	49	78	103	191	132	143	190	185	136	186	16	111	117	115	100	148	98	86
	57.4%	61.0%	74.2%	56.1%	49.3%	55.5%	60.0%	60.3%	55.1%	54.1%	61.3%	59.4%	64.0%	51.4%	62.9%	61.5%	48.8%	57.8%	57.3%	56.2%
Don't know	6	4	1	1	-	4	2	3	3	5	1	3	-	2	3	2	1	3	1	2
HEDIS/CAHPS SUMMARY RATE - Yes	250	64	17	61	106	153	88	94	155	157	86	127	9	105	69	72	105	108	73	67
	42.6%	39.0%	25.8%	43.9%	50.7%	44.5%	40.0%	39.7%	44.9%	45.9%	38.7%	40.6%	36.0%	48.6%	37.1%	38.5%	51.2%	42.2%	42.7%	43.8%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2016?
(Respondents 18-64 years as of July 1 of the measurement year)

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 38
Level: Top

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2016? (Respondents 18-64 years as of July 1 of the measurement year)																				
Total Eligible	590	163	67	140	206	339	223	235	345	338	224	315	25	217	189	186	202	258	168	154
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	577	158	66	139	205	334	220	231	341	333	221	310	24	214	184	183	201	254	167	150
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	7	1	-	-	1	1	1	1	1	-	2	2	1	1	2	1	-	1	-	2
Yes	245	61	17	61	104	148	88	91	153	152	86	124	9	105	67	71	103	107	71	65
	42.5%	38.6%	25.8%	43.9%	50.7%	44.3%	40.0%	39.4%	44.9%	45.6%	38.9%	40.0%	37.5%	49.1%	36.4%	38.8%	51.2%	42.1%	42.5%	43.3%
		b		B	AB								**	K			NO			
No	332	97	49	78	101	186	132	140	188	181	135	186	15	109	117	112	98	147	96	85
	57.5%	61.4%	74.2%	56.1%	49.3%	55.7%	60.0%	60.6%	55.1%	54.4%	61.1%	60.0%	62.5%	50.9%	63.6%	61.2%	48.8%	57.9%	57.5%	56.7%
		D	aQD									M	**	P	P					
Don't know	6	4	1	1	-	4	2	3	3	5	1	3	-	2	3	2	1	3	1	2
HEDIS/CAHPS SUMMARY RATE - Yes	245	61	17	61	104	148	88	91	153	152	86	124	9	105	67	71	103	107	71	65
	42.5%	38.6%	25.8%	43.9%	50.7%	44.3%	40.0%	39.4%	44.9%	45.6%	38.9%	40.0%	37.5%	49.1%	36.4%	38.8%	51.2%	42.1%	42.5%	43.3%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	583	166	65	137	207	343	220	235	343	339	222	313	24	214	186	185	204	254	170	154
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	17	3	2	3	3	6	3	6	6	8	3	5	2	5	5	5	2	6	2	3
Every day	104	15	10	36	42	67	34	51	52	50	51	61	2	33	20	33	47	38	29	37
	17.8%	9.0%	15.4%	26.3%	20.3%	19.5%	15.5%	21.7%	15.2%	14.7%	23.0%	19.5%	8.3%	15.4%	10.8%	17.8%	23.0%	15.0%	17.1%	24.0%
				Ab	A			H		I			**			n	N			Q
Some days	67	15	13	14	22	38	24	33	32	34	27	39	4	23	19	22	24	26	22	17
	11.5%	9.0%	20.0%	10.2%	10.6%	11.1%	10.9%	14.0%	9.3%	10.0%	12.2%	12.5%	16.7%	10.7%	10.2%	11.9%	11.8%	10.2%	12.9%	11.0%
			Ac					h					**							
Not at all	407	134	40	86	143	237	158	148	257	253	141	209	18	155	145	129	131	190	118	96
	69.8%	80.7%	61.5%	62.8%	69.1%	69.1%	71.8%	63.0%	74.9%	74.6%	63.5%	66.8%	75.0%	72.4%	78.0%	69.7%	64.2%	74.8%	69.4%	62.3%
		BCD						G		J			**		oP			S		
Don't know	5	2	2	1	-	1	4	3	2	2	3	4	-	3	2	1	2	-	1	4
	0.9%	1.2%	3.1%	0.7%	-	0.3%	1.8%	1.3%	0.6%	0.6%	1.4%	1.3%	-	1.4%	1.1%	0.5%	1.0%	-	0.6%	2.6%
			D				e						**						Q	
HEDIS/CAHPS SUMMARY RATE - % Smokers and Tobacco Users	171	30	23	50	64	105	58	84	84	84	78	100	6	56	39	55	71	64	51	54
	29.3%	18.1%	35.4%	36.5%	30.9%	30.6%	26.4%	35.7%	24.5%	24.8%	35.1%	31.9%	25.0%	26.2%	21.0%	29.7%	34.8%	25.2%	30.0%	35.1%
			A	A	A			H			I		**			n	N			Q

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Q40. (HEDIS) In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 40
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q40. (HEDIS) In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?																				
Total Eligible	171 100.0%	30 100.0%	23 100.0%	50 100.0%	64 100.0%	105 100.0%	58 100.0%	84 100.0%	84 100.0%	84 100.0%	78 100.0%	100 100.0%	6 100.0%	56 100.0%	39 100.0%	55 100.0%	71 100.0%	64 100.0%	51 100.0%	54 100.0%
Total Valid Responses	167 100.0%	29 100.0%	22 100.0%	49 100.0%	63 100.0%	103 100.0%	56 100.0%	82 100.0%	82 100.0%	83 100.0%	76 100.0%	96 100.0%	6 100.0%	56 100.0%	37 100.0%	55 100.0%	70 100.0%	62 100.0%	51 100.0%	53 100.0%
No Answer	4	1	1	1	1	2	2	2	2	1	2	4	-	-	2	-	1	2	-	1
Always	51 30.5%	8 27.6% **	4 18.2% **	15 30.6%	24 38.1%	31 30.1%	17 30.4%	25 30.5%	26 31.7%	29 34.9%	21 27.6%	29 30.2%	2 33.3% **	16 28.6%	8 21.6%	13 23.6%	27 38.6% no	20 32.3%	12 23.5%	18 34.0%
Usually	23 13.8%	3 10.3% **	4 18.2% **	6 12.2%	10 15.9%	13 12.6%	10 17.9%	11 13.4%	12 14.6%	10 12.0%	13 17.1%	16 16.7%	1 16.7% **	7 12.5%	2 5.4%	11 20.0% n	10 14.3%	9 14.5%	10 19.6% s	4 7.5%
Sometimes	34 20.4%	4 13.8% **	3 13.6% **	12 24.5%	13 20.6%	22 21.4%	10 17.9%	17 20.7%	15 18.3%	16 19.3%	13 17.1%	12 12.5%	1 16.7% **	16 28.6% K	9 24.3%	11 20.0%	14 20.0%	12 19.4%	11 21.6%	11 20.8%
Never	59 35.3%	14 48.3% **	11 50.0% **	16 32.7%	16 25.4%	37 35.9%	19 33.9%	29 35.4%	29 35.4%	28 33.7%	29 38.2%	39 40.6%	2 33.3% **	17 30.4%	18 48.6% P	20 36.4%	19 27.1%	21 33.9%	18 35.3%	20 37.7%
CURRENT YEAR SUMMARY RATE - Advising Smokers and Tobacco Users to Quit Rate	108 64.7%	15 51.7%	11 50.0%	33 67.3%	47 74.6%	66 64.1%	37 66.1%	53 64.6%	53 64.6%	55 66.3%	47 61.8%	57 59.4%	4 66.7%	39 69.6%	19 51.4%	35 63.6%	51 72.9%	41 66.1%	33 64.7%	33 62.3%
		**	**										**				N			

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q41. (HEDIS) In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 41
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q41. (HEDIS) In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?																				
Total Eligible	171	30	23	50	64	105	58	84	84	84	78	100	6	56	39	55	71	64	51	54
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	169	29	23	49	64	104	57	82	84	84	76	98	6	56	38	55	71	63	50	54
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	1	-	1	-	1	1	2	-	-	2	2	-	-	1	-	-	1	1	-
Always	16	4	1	3	8	9	6	6	10	8	8	9	2	3	1	4	10	5	4	6
	9.5%	13.8% **	4.3% **	6.1%	12.5%	8.7%	10.5%	7.3%	11.9%	9.5%	10.5%	9.2%	33.3% **	5.4%	2.6%	7.3%	14.1% n	7.9%	8.0%	11.1%
Usually	15	-	1	4	10	8	7	7	8	7	6	11	-	4	1	7	7	5	6	4
	8.9%	- **	4.3% **	8.2%	15.6%	7.7%	12.3%	8.5%	9.5%	8.3%	7.9%	11.2%	- **	7.1%	2.6%	12.7% n	9.9%	7.9%	12.0%	7.4%
Sometimes	36	2	6	10	17	24	11	15	20	15	17	18	2	16	3	12	21	9	13	14
	21.3%	6.9% **	26.1% **	20.4%	26.6%	23.1%	19.3%	18.3%	23.8%	17.9%	22.4%	18.4%	33.3% **	28.6%	7.9%	21.8% n	29.6% N	14.3%	26.0%	25.9%
Never	102	23	15	32	29	63	33	54	46	54	45	60	2	33	33	32	33	44	27	30
	60.4%	79.3% **	65.2% **	65.3% D	45.3%	60.6%	57.9%	65.9%	54.8%	64.3%	59.2%	61.2%	33.3% **	58.9%	86.8% OP	58.2%	46.5%	69.8% r	54.0%	55.6%
CURRENT YEAR SUMMARY RATE - Discussing Cessation Medications Rate	67	6	8	17	35	41	24	28	38	30	31	38	4	23	5	23	38	19	23	24
	39.6%	20.7%	34.8% **	34.7%	54.7%	39.4%	42.1%	34.1%	45.2%	35.7%	40.8%	38.8%	66.7% **	41.1%	13.2%	41.8%	53.5%	30.2%	46.0%	44.4%
		**	**		C								**			N	N		q	

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q42. (HEDIS) In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 42
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q42. (HEDIS) In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?

Total Eligible	171 100.0%	30 100.0%	23 100.0%	50 100.0%	64 100.0%	105 100.0%	58 100.0%	84 100.0%	84 100.0%	84 100.0%	78 100.0%	100 100.0%	6 100.0%	56 100.0%	39 100.0%	55 100.0%	71 100.0%	64 100.0%	51 100.0%	54 100.0%
Total Valid Responses	168 100.0%	29 100.0%	22 100.0%	49 100.0%	64 100.0%	104 100.0%	56 100.0%	83 100.0%	82 100.0%	83 100.0%	76 100.0%	98 100.0%	6 100.0%	55 100.0%	38 100.0%	55 100.0%	69 100.0%	62 100.0%	51 100.0%	53 100.0%
No Answer	3	1	1	1	-	1	2	1	2	1	2	2	-	1	1	-	2	2	-	1
Always	15 8.9%	4 13.8% **	1 4.5% **	4 8.2%	6 9.4%	7 6.7%	7 12.5%	4 4.8%	11 13.4% g	6 7.2%	9 11.8%	9 9.2%	2 33.3% **	2 3.6%	1 2.6%	6 10.9%	7 10.1%	5 8.1%	5 9.8%	4 7.5%
Usually	16 9.5%	1 3.4% **	1 4.5% **	3 6.1%	11 17.2% c	11 10.6%	5 8.9%	8 9.6%	8 9.8%	9 10.8%	6 7.9%	11 11.2%	- -	5 9.1%	- -	8 14.5% N	8 11.6% N	4 6.5%	7 13.7%	5 9.4%
Sometimes	27 16.1%	- -	6 27.3% **	8 16.3%	12 18.8%	16 15.4%	9 16.1%	12 14.5%	14 17.1%	12 14.5%	11 14.5%	12 12.2%	- -	9 16.4%	4 10.5%	7 12.7%	16 23.2%	9 14.5%	7 13.7%	11 20.8%
Never	110 65.5%	24 82.8% **	14 63.6% **	34 69.4%	35 54.7%	70 67.3%	35 62.5%	59 71.1%	49 59.8%	56 67.5%	50 65.8%	66 67.3%	4 66.7% **	39 70.9%	33 86.8% OP	34 61.8%	38 55.1%	44 71.0%	32 62.7%	33 62.3%
CURRENT YEAR SUMMARY RATE - Discussing Cessation Strategies Rate	58 34.5%	5 17.2%	8 36.4% **	15 30.6%	29 45.3%	34 32.7%	21 37.5%	24 28.9%	33 40.2%	27 32.5%	26 34.2%	32 32.7%	2 33.3%	16 29.1%	5 13.2%	21 38.2%	31 44.9%	18 29.0%	19 37.3%	20 37.7%
		**	**										**			N	N			

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q43. Do you take aspirin daily or every other day?
(All respondents)

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 43
Level: Top

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q43. Do you take aspirin daily or every other day? (All respondents)

Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	588	167	67	138	208	345	221	238	346	344	222	314	26	216	189	189	202	257	171	153
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12	2	-	2	2	4	2	3	3	3	3	4	-	3	2	1	4	3	1	4
Yes	126	11	7	42	63	83	35	61	63	79	41	58	3	53	20	41	62	40	36	48
	21.4%	6.6%	10.4%	30.4%	30.3%	24.1%	15.8%	25.6%	18.2%	23.0%	18.5%	18.5%	11.5%	24.5%	10.6%	21.7%	30.7%	15.6%	21.1%	31.4%
				AB	AB	F		H					**	k		N	NO		QR	
No	462	156	60	96	145	262	186	177	283	265	181	256	23	163	169	148	140	217	135	105
	78.6%	93.4%	89.6%	69.6%	69.7%	75.9%	84.2%	74.4%	81.8%	77.0%	81.5%	81.5%	88.5%	75.5%	89.4%	78.3%	69.3%	84.4%	78.9%	68.6%
		CD	CD				E		G			m	**		OP	P		S	S	
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	126	11	7	42	63	83	35	61	63	79	41	58	3	53	20	41	62	40	36	48
	21.4%	6.6%	10.4%	30.4%	30.3%	24.1%	15.8%	25.6%	18.2%	23.0%	18.5%	18.5%	11.5%	24.5%	10.6%	21.7%	30.7%	15.6%	21.1%	31.4%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 44
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?																				
Total Eligible	600 100.0%	169 100.0%	67 100.0%	140 100.0%	210 100.0%	349 100.0%	223 100.0%	241 100.0%	349 100.0%	347 100.0%	225 100.0%	318 100.0%	26 100.0%	219 100.0%	191 100.0%	190 100.0%	206 100.0%	260 100.0%	172 100.0%	157 100.0%
Total Valid Responses	544 100.0%	161 100.0%	63 100.0%	123 100.0%	189 100.0%	317 100.0%	207 100.0%	225 100.0%	314 100.0%	315 100.0%	208 100.0%	290 100.0%	23 100.0%	198 100.0%	186 100.0%	176 100.0%	175 100.0%	249 100.0%	161 100.0%	128 100.0%
No Answer	10	2	-	2	1	1	3	1	4	4	1	5	-	2	2	2	2	2	-	4
Yes	62 11.4%	11 6.8%	4 6.3%	15 12.2%	31 16.4% AB	39 12.3%	20 9.7%	20 8.9%	41 13.1%	31 9.8%	27 13.0%	33 11.4%	3 13.0% **	22 11.1%	13 7.0%	15 8.5%	32 18.3% NO	22 8.8%	19 11.8%	20 15.6% Q
No	482 88.6%	150 93.2% D	59 93.7% D	108 87.8%	158 83.6%	278 87.7%	187 90.3%	205 91.1%	273 86.9%	284 90.2%	181 87.0%	257 88.6%	20 87.0% **	176 88.9%	173 93.0% P	161 91.5% P	143 81.7%	227 91.2% S	142 88.2%	108 84.4%
Don't know	46	6	4	15	20	31	13	15	31	28	16	23	3	19	3	12	29	9	11	25
HEDIS/CAHPS SUMMARY RATE - No	482 88.6%	150 93.2%	59 93.7%	108 87.8%	158 83.6%	278 87.7%	187 90.3%	205 91.1%	273 86.9%	284 90.2%	181 87.0%	257 88.6%	20 87.0%	176 88.9%	173 93.0%	161 91.5%	143 81.7%	227 91.2%	142 88.2%	108 84.4%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	588	167	66	140	206	345	220	235	348	346	220	312	25	216	187	188	205	255	170	156
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12	2	1	-	4	4	3	6	1	1	5	6	1	3	4	2	1	5	2	1
Yes	211	35	18	64	91	127	75	76	133	120	80	118	10	71	42	70	95	82	64	62
	35.9%	21.0%	27.3%	45.7% AB	44.2% AB	36.8%	34.1%	32.3%	38.2%	34.7%	36.4%	37.8%	40.0% **	32.9%	22.5%	37.2% N	46.3% No	32.2%	37.6%	39.7%
No	377	132	48	76	115	218	145	159	215	226	140	194	15	145	145	118	110	173	106	94
	64.1%	79.0% CD	72.7% CD	54.3%	55.8%	63.2%	65.9%	67.7%	61.8%	65.3%	63.6%	62.2%	60.0% **	67.1%	77.5% OP	62.8% p	53.7%	67.8%	62.4%	60.3%
HEDIS/CAHPS SUMMARY RATE - Yes	211	35	18	64	91	127	75	76	133	120	80	118	10	71	42	70	95	82	64	62
	35.9%	21.0%	27.3%	45.7%	44.2%	36.8%	34.1%	32.3%	38.2%	34.7%	36.4%	37.8%	40.0%	32.9%	22.5%	37.2%	46.3%	32.2%	37.6%	39.7%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Q46. Are you aware that you have any of the following conditions? Check all that apply.

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q46. Are you aware that you have any of the following conditions? Check all that apply.																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	430	43	40	109	232	268	134	166	258	247	163	252	18	154	78	123	223	145	121	160
Total Respondents	295	35	30	77	149	183	97	118	174	171	112	159	13	117	64	90	137	108	81	103
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
High cholesterol	147	12	15	35	84	93	42	56	89	81	59	87	6	51	23	37	84	45	42	58
	49.8%	34.3%	50.0%	45.5%	56.4%	50.8%	43.3%	47.5%	51.1%	47.4%	52.7%	54.7%	46.2%	43.6%	35.9%	41.1%	61.3%	41.7%	51.9%	56.3%
				A								m	**				NO			Q
High blood pressure	187	13	15	48	107	123	53	78	106	103	75	102	9	74	32	60	92	68	52	65
	63.4%	37.1%	50.0%	62.3%	71.8%	67.2%	54.6%	66.1%	60.9%	60.2%	67.0%	64.2%	69.2%	63.2%	50.0%	66.7%	67.2%	63.0%	64.2%	63.1%
				A	AB	F							**			N	N			
Parent or sibling with heart attack before the age of 60	96	18	10	26	41	52	39	32	63	63	29	63	3	29	23	26	47	32	27	37
	32.5%	51.4%	33.3%	33.8%	27.5%	28.4%	40.2%	27.1%	36.2%	36.8%	25.9%	39.6%	23.1%	24.8%	35.9%	28.9%	34.3%	29.6%	33.3%	35.9%
		cD					E			j		M	**							

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 47
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	196	12	19	60	105	134	52	86	109	131	58	103	9	78	21	54	118	59	57	78
Total Respondents	164	10	18	51	85	111	45	68	95	110	49	87	7	64	17	44	101	48	48	66
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A heart attack	24	1	2	6	15	18	6	13	11	14	9	15	1	9	3	9	12	9	5	10
	14.6%	10.0%	11.1%	11.8%	17.6%	16.2%	13.3%	19.1%	11.6%	12.7%	18.4%	17.2%	14.3%	14.1%	17.6%	20.5%	11.9%	18.8%	10.4%	15.2%
Angina or coronary heart disease	23	2	1	6	14	11	10	13	10	12	10	15	2	7	3	8	11	8	6	9
	14.0%	20.0%	5.6%	11.8%	16.5%	9.9%	22.2%	19.1%	10.5%	10.9%	20.4%	17.2%	28.6%	10.9%	17.6%	18.2%	10.9%	16.7%	12.5%	13.6%
Stroke	18	1	-	6	11	14	4	7	11	13	5	7	1	7	1	4	13	6	5	7
	11.0%	10.0%	-	11.8%	12.9%	12.6%	8.9%	10.3%	11.6%	11.8%	10.2%	8.0%	14.3%	10.9%	5.9%	9.1%	12.9%	12.5%	10.4%	10.6%
Any kind of diabetes or high blood sugar	131	8	16	42	65	91	32	53	77	92	34	66	5	55	14	33	82	36	41	52
	79.9%	80.0%	88.9%	82.4%	76.5%	82.0%	71.1%	77.9%	81.1%	83.6%	69.4%	75.9%	71.4%	85.9%	82.4%	75.0%	81.2%	75.0%	85.4%	78.8%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 48
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?																				
Total Eligible	600 100.0%	169 100.0%	67 100.0%	140 100.0%	210 100.0%	349 100.0%	223 100.0%	241 100.0%	349 100.0%	347 100.0%	225 100.0%	318 100.0%	26 100.0%	219 100.0%	191 100.0%	190 100.0%	206 100.0%	260 100.0%	172 100.0%	157 100.0%
Total Valid Responses	579 100.0%	167 100.0%	67 100.0%	135 100.0%	206 100.0%	340 100.0%	221 100.0%	236 100.0%	342 100.0%	341 100.0%	219 100.0%	310 100.0%	25 100.0%	217 100.0%	187 100.0%	184 100.0%	199 100.0%	255 100.0%	166 100.0%	151 100.0%
No Answer	21	2	-	5	4	9	2	5	7	6	6	8	1	2	4	6	7	5	6	6
Yes	169 29.2%	33 19.8%	18 26.9%	48 35.6% A	69 33.5% A	94 27.6%	66 29.9%	62 26.3%	107 31.3%	98 28.7%	65 29.7%	90 29.0%	10 40.0% **	60 27.6%	30 16.0%	41 22.3%	96 48.2% NO	54 21.2%	46 27.7%	66 43.7% QR
No	410 70.8%	134 80.2% CD	49 73.1%	87 64.4%	137 66.5%	246 72.4%	155 70.1%	174 73.7%	235 68.7%	243 71.3%	154 70.3%	220 71.0%	15 60.0% **	157 72.4%	157 84.0% P	143 77.7% P	103 51.8%	201 78.8% S	120 72.3% S	85 56.3%
HEDIS/CAHPS SUMMARY RATE - Yes	169 29.2%	33 19.8%	18 26.9%	48 35.6%	69 33.5%	94 27.6%	66 29.9%	62 26.3%	107 31.3%	98 28.7%	65 29.7%	90 29.0%	10 40.0%	60 27.6%	30 16.0%	41 22.3%	96 48.2%	54 21.2%	46 27.7%	66 43.7%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 49
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.																				
	169	33	18	48	69	94	66	62	107	98	65	90	10	60	30	41	96	54	46	66
Total Eligible	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	165	32	18	47	67	94	63	60	105	95	65	87	10	59	29	40	94	53	45	64
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	4	1	-	1	2	-	3	2	2	3	-	3	-	1	1	1	2	1	1	2
Yes	139	27	17	39	55	78	57	48	91	78	58	76	6	52	22	34	81	44	38	54
	84.2%	84.4%	94.4%**	83.0%	82.1%	83.0%	90.5%	80.0%	86.7%	82.1%	89.2%	87.4%	60.0%**	88.1%	75.9%**	85.0%	86.2%	83.0%	84.4%	84.4%
No	26	5	1	8	12	16	6	12	14	17	7	11	4	7	7	6	13	9	7	10
	15.8%	15.6%	5.6%**	17.0%	17.9%	17.0%	9.5%	20.0%	13.3%	17.9%	10.8%	12.6%	40.0%**	11.9%	24.1%**	15.0%	13.8%	17.0%	15.6%	15.6%
HEDIS/CAHPS SUMMARY RATE - Yes	139	27	17	39	55	78	57	48	91	78	58	76	6	52	22	34	81	44	38	54
	84.2%	84.4%	94.4%**	83.0%	82.1%	83.0%	90.5%	80.0%	86.7%	82.1%	89.2%	87.4%	60.0%	88.1%	75.9%	85.0%	86.2%	83.0%	84.4%	84.4%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J,

K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j,

k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	580	166	66	136	207	343	219	235	344	340	221	309	26	215	185	186	201	254	168	151
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	20	3	1	4	3	6	4	6	5	7	4	9	-	4	6	4	5	6	4	6
Yes	327	53	33	88	151	202	112	123	203	183	131	181	15	125	61	95	165	108	91	123
	56.4%	31.9%	50.0%	64.7%	72.9%	58.9%	51.1%	52.3%	59.0%	53.8%	59.3%	58.6%	57.7%	58.1%	33.0%	51.1%	82.1%	42.5%	54.2%	81.5%
			A	AB	AB	f							**			N	NO		Q	QR
No	253	113	33	48	56	141	107	112	141	157	90	128	11	90	124	91	36	146	77	28
	43.6%	68.1%	50.0%	35.3%	27.1%	41.1%	48.9%	47.7%	41.0%	46.2%	40.7%	41.4%	42.3%	41.9%	67.0%	48.9%	17.9%	57.5%	45.8%	18.5%
			BCD	CD		e	e						**		OP	P		RS	S	
HEDIS/CAHPS SUMMARY RATE - Yes	327	53	33	88	151	202	112	123	203	183	131	181	15	125	61	95	165	108	91	123
	56.4%	31.9%	50.0%	64.7%	72.9%	58.9%	51.1%	52.3%	59.0%	53.8%	59.3%	58.6%	57.7%	58.1%	33.0%	51.1%	82.1%	42.5%	54.2%	81.5%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 51
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.																				
Total Eligible	327	53	33	88	151	202	112	123	203	183	131	181	15	125	61	95	165	108	91	123
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	314	50	33	87	143	195	108	119	194	176	127	176	13	121	58	91	159	103	89	117
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	13	3	-	1	8	7	4	4	9	7	4	5	2	4	3	4	6	5	2	6
Yes	292	43	31	81	136	179	104	111	180	159	123	167	10	111	54	86	147	96	83	108
	93.0%	86.0%	93.9%	93.1%	95.1%	91.8%	96.3%	93.3%	92.8%	90.3%	96.9%	94.9%	76.9%	91.7%	93.1%	94.5%	92.5%	93.2%	93.3%	92.3%
No	22	7	2	6	7	16	4	8	14	17	4	9	3	10	4	5	12	7	6	9
	7.0%	14.0%	6.1%	6.9%	4.9%	8.2%	3.7%	6.7%	7.2%	9.7%	3.1%	5.1%	23.1%	8.3%	6.9%	5.5%	7.5%	6.8%	6.7%	7.7%
HEDIS/CAHPS SUMMARY RATE - Yes	292	43	31	81	136	179	104	111	180	159	123	167	10	111	54	86	147	96	83	108
	93.0%	86.0%	93.9%	93.1%	95.1%	91.8%	96.3%	93.3%	92.8%	90.3%	96.9%	94.9%	76.9%	91.7%	93.1%	94.5%	92.5%	93.2%	93.3%	92.3%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q52. What is your age?																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
Total Valid Responses	586	169	67	140	210	348	220	237	348	344	223	315	26	217	187	188	203	256	171	153
No Answer	14	-	-	-	-	1	3	4	1	3	2	3	-	2	4	2	3	4	1	4
18 to 24	58 9.9%	58 34.3% BCD	-	-	-	30 8.6%	27 12.3%	22 9.3%	36 10.3%	41 11.9% J	14 6.3%	27 8.6%	3 11.5% **	24 11.1%	32 17.1% oP	21 11.2% P	4 2.0%	31 12.1% S	18 10.5% s	8 5.2%
25 to 34	111 18.9%	111 65.7% BCD	-	-	-	55 15.8%	54 24.5% E	49 20.7%	62 17.8%	68 19.8%	41 18.4%	65 20.6% M	11 42.3% **	30 13.8%	50 26.7% oP	36 19.1% p	25 12.3%	60 23.4% S	29 17.0%	22 14.4%
35 to 44	67 11.4%	-	67 100.0% ACD	-	-	43 12.4%	23 10.5%	28 11.8%	39 11.2%	36 10.5%	27 12.1%	41 13.0%	2 7.7% **	22 10.1%	21 11.2%	23 12.2%	22 10.8%	25 9.8%	20 11.7%	19 12.4%
45 to 54	140 23.9%	-	-	140 100.0% ABD	-	93 26.7% F	41 18.6%	56 23.6%	84 24.1%	86 25.0%	53 23.8%	69 21.9%	3 11.5% **	60 27.6%	29 15.5%	42 22.3% n	67 33.0% NO	56 21.9%	40 23.4%	43 28.1%
55 to 64	191 32.6%	-	-	-	191 91.0% ABC	111 31.9%	72 32.7%	75 31.6%	115 33.0%	103 29.9%	80 35.9%	103 32.7%	7 26.9% **	78 35.9%	54 28.9%	59 31.4%	75 36.9% n	81 31.6%	57 33.3%	52 34.0%
65 to 74	19 3.2%	-	-	-	19 9.0% ABC	16 4.6% F	3 1.4%	7 3.0%	12 3.4%	10 2.9%	8 3.6%	10 3.2%	-	3 1.4%	1 0.5%	7 3.7% N	10 4.9% N	3 1.2%	7 4.1% q	9 5.9% Q
75 or older	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SPHA SUMMARY RATE - Members 18 to 34	169 28.8%	169 100.0% BCD	-	-	-	85 24.4%	81 36.8% E	71 30.0%	98 28.2%	109 31.7% j	55 24.7%	92 29.2%	14 53.8% **	54 24.9%	82 43.9% OP	57 30.3% P	29 14.3%	91 35.5% rS	47 27.5% s	30 19.6%
SPHA SUMMARY RATE - Members 35 to 44	67 11.4%	-	67 100.0%	-	-	43 12.4%	23 10.5%	28 11.8%	39 11.2%	36 10.5%	27 12.1%	41 13.0%	2 7.7% **	22 10.1%	21 11.2%	23 12.2%	22 10.8%	25 9.8%	20 11.7%	19 12.4%
SPHA SUMMARY RATE - Members 45 to 54	140 23.9%	-	-	140 100.0%	-	93 26.7%	41 18.6%	56 23.6%	84 24.1%	86 25.0%	53 23.8%	69 21.9%	3 11.5% **	60 27.6%	29 15.5%	42 22.3% n	67 33.0% NO	56 21.9%	40 23.4%	43 28.1%
SPHA SUMMARY RATE - Members 55 or older	210 35.8%	-	-	-	210 100.0% ABC	127 36.5%	75 34.1%	82 34.6%	127 36.5%	113 32.8%	88 39.5%	113 35.9%	7 26.9% **	81 37.3%	55 29.4%	66 35.1%	85 41.9% N	84 32.8%	64 37.4%	61 39.9%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q53. Are you male or female?

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q53. Are you male or female?																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	590	169	67	140	209	349	223	241	349	346	225	316	26	218	189	188	204	258	170	155
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	10	-	-	-	1	-	-	-	-	1	-	2	-	1	2	2	2	2	2	2
Male	241	71	28	56	82	162	74	241	-	136	97	126	11	92	82	73	82	103	66	69
	40.8%	42.0%	41.8%	40.0%	39.2%	46.4%	33.2%	100.0%	-	39.3%	43.1%	39.9%	42.3%	42.2%	43.4%	38.8%	40.2%	39.9%	38.8%	44.5%
Female	349	98	39	84	127	187	149	-	349	210	128	190	15	126	107	115	122	155	104	86
	59.2%	58.0%	58.2%	60.0%	60.8%	53.6%	66.8%	-	100.0%	60.7%	56.9%	60.1%	57.7%	57.8%	56.6%	61.2%	59.8%	60.1%	61.2%	55.5%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
 770-978-3173
 2017

Q54. What is the highest grade or level of school that you have completed?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 54
Level: Top

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q54. What is the highest grade or level of school that you have completed?																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	572	166	66	134	202	349	223	236	336	332	222	305	26	216	184	186	193	251	167	147
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	28	3	1	6	8	-	-	5	13	15	3	13	-	3	7	4	13	9	5	10
8th grade or less	55	4	1	16	34	55	-	22	33	43	11	22	-	21	7	13	33	13	12	30
	9.6%	2.4%	1.5%	11.9%	16.8%	15.8%	-	9.3%	9.8%	13.0%	5.0%	7.2%	-	9.7%	3.8%	7.0%	17.1%	5.2%	7.2%	20.4%
				AB	AB	F				J			**				NO			QR
Some high school, but did not graduate	89	12	19	29	28	89	-	41	48	62	24	41	4	38	13	37	37	25	33	28
	15.6%	7.2%	28.8%	21.6%	13.9%	25.5%	-	17.4%	14.3%	18.7%	10.8%	13.4%	15.4%	17.6%	7.1%	19.9%	19.2%	10.0%	19.8%	19.0%
			AD	Ad	A	F				J			**			N	N		Q	Q
High school graduate or GED	205	69	23	48	65	205	-	99	106	119	75	107	11	72	65	66	72	95	59	50
	35.8%	41.6%	34.8%	35.8%	32.2%	58.7%	-	41.9%	31.5%	35.8%	33.8%	35.1%	42.3%	33.3%	35.3%	35.5%	37.3%	37.8%	35.3%	34.0%
		d			F			H					**							
Some college or 2-year degree	169	63	20	38	46	-	169	55	114	89	78	99	11	67	61	62	44	86	45	35
	29.5%	38.0%	30.3%	28.4%	22.8%	-	75.8%	23.3%	33.9%	26.8%	35.1%	32.5%	42.3%	31.0%	33.2%	33.3%	22.8%	34.3%	26.9%	23.8%
		cD					E		G		I		**		P	P		S		
4-year college graduate	33	13	2	1	16	-	33	10	23	12	20	23	-	9	23	5	5	17	12	4
	5.8%	7.8%	3.0%	0.7%	7.9%	-	14.8%	4.2%	6.8%	3.6%	9.0%	7.5%	-	4.2%	12.5%	2.7%	2.6%	6.8%	7.2%	2.7%
		C			C		E			I	m		**		OP			s	s	
More than 4-year college degree	21	5	1	2	13	-	21	9	12	7	14	13	-	9	15	3	2	15	6	-
	3.7%	3.0%	1.5%	1.5%	6.4%	-	9.4%	3.8%	3.6%	2.1%	6.3%	4.3%	-	4.2%	8.2%	1.6%	1.0%	6.0%	3.6%	-
				C			E			I			**		OP			S	S	
SPHA SUMMARY RATE - High school graduate or less	349	85	43	93	127	349	-	162	187	224	110	170	15	131	85	116	142	133	104	108
	61.0%	51.2%	65.2%	69.4%	62.9%	100.0%	-	68.6%	55.7%	67.5%	49.5%	55.7%	57.7%	60.6%	46.2%	62.4%	73.6%	53.0%	62.3%	73.5%
			a	A	A	F		H		J			**		N	NO		q	QR	
SPHA SUMMARY RATE - Some college	169	63	20	38	46	-	169	55	114	89	78	99	11	67	61	62	44	86	45	35
	29.5%	38.0%	30.3%	28.4%	22.8%	-	75.8%	23.3%	33.9%	26.8%	35.1%	32.5%	42.3%	31.0%	33.2%	33.3%	22.8%	34.3%	26.9%	23.8%
SPHA SUMMARY RATE - 4-year college graduate or more	54	18	3	3	29	-	54	19	35	19	34	36	-	18	38	8	7	32	18	4
	9.4%	10.8%	4.5%	2.2%	14.4%	-	24.2%	8.1%	10.4%	5.7%	15.3%	11.8%	-	8.3%	20.7%	4.3%	3.6%	12.7%	10.8%	2.7%
		C			BC		E			I			**		OP			S	S	

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q55. Are you of Hispanic or Latino origin or descent?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 55
Level: Top

Total	AGE (Q52)				EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q55. Are you of Hispanic or Latino origin or descent?																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	572	164	63	139	201	334	220	233	338	347	225	311	25	208	182	180	202	250	165	151
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	28	5	4	1	9	15	3	8	11	-	-	7	1	11	9	10	4	10	7	6
Yes, Hispanic or Latino	347	109	36	86	113	224	108	136	210	347	-	157	10	138	95	109	140	142	100	102
	60.7%	66.5%	57.1%	61.9%	56.2%	67.1%	49.1%	58.4%	62.1%	100.0%	-	50.5%	40.0%	66.3%	52.2%	60.6%	69.3%	56.8%	60.6%	67.5%
No, Not Hispanic or Latino	225	55	27	53	88	110	112	97	128	-	225	154	15	70	87	71	62	108	65	49
	39.3%	33.5%	42.9%	38.1%	43.8%	32.9%	50.9%	41.6%	37.9%	-	100.0%	49.5%	60.0%	33.7%	47.8%	39.4%	30.7%	43.2%	39.4%	32.5%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q56. What is your race? Please mark one or more.

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q56. What is your race? Please mark one or more.																				
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	580	167	66	135	206	326	238	242	335	313	245	367	40	277	181	185	204	250	171	152
Total Respondents	520	143	61	126	185	298	206	214	303	281	222	318	26	219	162	169	179	228	150	135
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
White	318	92	41	69	113	170	135	126	190	157	154	318	4	35	95	106	112	134	100	82
	61.2%	64.3%	67.2%	54.8%	61.1%	57.0%	65.5%	58.9%	62.7%	55.9%	69.4%	100.0%	15.4%	16.0%	58.6%	62.7%	62.6%	58.8%	66.7%	60.7%
Black or African-American	26	14	2	3	7	15	11	11	15	10	15	4	26	6	9	10	7	10	9	7
	5.0%	9.8%	3.3%	2.4%	3.8%	5.0%	5.3%	5.1%	5.0%	3.6%	6.8%	1.3%	100.0%	2.7%	5.6%	5.9%	3.9%	4.4%	6.0%	5.2%
Asian	17	7	-	3	7	9	8	7	10	2	12	3	2	17	10	4	2	10	5	2
	3.3%	4.9%	-	2.4%	3.8%	3.0%	3.9%	3.3%	3.3%	0.7%	5.4%	0.9%	7.7%	7.8%	6.2%	2.4%	1.1%	4.4%	3.3%	1.5%
Native Hawaiian or other Pacific Islander	5	2	1	1	1	4	1	4	1	2	2	4	1	5	2	1	2	2	2	1
	1.0%	1.4%	1.6%	0.8%	0.5%	1.3%	0.5%	1.9%	0.3%	0.7%	0.9%	1.3%	3.8%	2.3%	1.2%	0.6%	1.1%	0.9%	1.3%	0.7%
American Indian or Alaska Native	55	17	3	17	17	33	22	29	26	10	41	10	3	55	15	17	22	22	16	14
	10.6%	11.9%	4.9%	13.5%	9.2%	11.1%	10.7%	13.6%	8.6%	3.6%	18.5%	3.1%	11.5%	25.1%	9.3%	10.1%	12.3%	9.6%	10.7%	10.4%
Other	159	35	19	42	61	95	61	65	93	132	21	28	4	159	50	47	59	72	39	46
	30.6%	24.5%	31.1%	33.3%	33.0%	31.9%	29.6%	30.4%	30.7%	47.0%	9.5%	8.8%	15.4%	72.6%	30.9%	27.8%	33.0%	31.6%	26.0%	34.1%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Q57. Did someone help you complete this survey?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 57
Level: Top

Total	AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	

Q57. Did someone help you complete this survey?																				
Total Eligible	368	81	37	92	154	218	136	156	209	210	145	205	8	140	106	114	140	149	107	106
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	360	80	35	91	152	214	134	154	204	205	145	204	8	136	104	111	138	145	105	105
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	8	1	2	1	2	4	2	2	5	5	-	1	-	4	2	3	2	4	2	1
Yes	59	17	2	19	21	52	5	36	23	40	18	36	1	20	8	16	34	15	14	30
	16.4%	21.3%	5.7%	20.9%	13.8%	24.3%	3.7%	23.4%	11.3%	19.5%	12.4%	17.6%	12.5%**	14.7%	7.7%	14.4%	24.6% NO	10.3%	13.3%	28.6% OR
No	301	63	33	72	131	162	129	118	181	165	127	168	7	116	96	95	104	130	91	75
	83.6%	78.8%	94.3%	79.1%	86.2%	75.7%	96.3%	76.6%	88.7%	80.5%	87.6%	82.4%	87.5%**	85.3%	92.3%	85.6%	75.4%	89.7%	86.7%	71.4%
			AC				E		G		i			P	P		S	S	S	

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q58. How did that person help you? Check all that apply.

AGE (Q52)					EDUCATION (Q54)		GENDER (Q53)		ETHNICITY (Q55)		RACE (Q56)			HEALTH STATUS (Q36)			MENTAL HEALTH (Q37)		
Total	18 to 34	35 to 44	45 to 54	55 or older	HS/GED/ Less	Some Colg/ Grad+	Male	Female	Hispanic or Latino	Not Hispanic or Latino	White	Black or African-American	Other	Excellent/ Very good	Good	Fair/ Poor	Excellent/ Very good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S

Q58. How did that person help you? Check all that apply.																				
Total Eligible	59	17	2	19	21	52	5	36	23	40	18	36	1	20	8	16	34	15	14	30
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	82	20	3	25	34	75	5	47	35	54	25	48	2	29	12	18	50	17	21	44
Total Respondents	57	16	2	18	21	50	5	35	22	39	17	35	1	19	7	15	34	15	12	30
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Read the questions to me	37	4	2	15	16	35	1	22	15	27	9	18	1	15	4	6	26	9	8	20
	64.9%	25.0%	100.0%	83.3%	76.2%	70.0%	20.0%	62.9%	68.2%	69.2%	52.9%	51.4%	100.0%	78.9%	57.1%	40.0%	76.5%	60.0%	66.7%	66.7%
Wrote down the answers I gave	17	2	-	5	10	17	-	9	8	12	4	11	-	5	3	3	11	3	6	8
	29.8%	12.5%	**	27.8%	47.6%	34.0%	**	25.7%	36.4%	30.8%	23.5%	31.4%	**	26.3%	42.9%	20.0%	32.4%	20.0%	50.0%	26.7%
Answered the questions for me	15	9	1	2	3	13	1	10	5	7	8	12	1	2	3	6	6	4	3	8
	26.3%	56.3%	50.0%	11.1%	14.3%	26.0%	20.0%	28.6%	22.7%	17.9%	47.1%	34.3%	100.0%	10.5%	42.9%	40.0%	17.6%	26.7%	25.0%	26.7%
Translated the questions into my language	6	1	-	1	4	6	-	2	4	3	3	2	-	4	1	1	3	1	2	3
	10.5%	6.3%	**	5.6%	19.0%	12.0%	**	5.7%	18.2%	7.7%	17.6%	5.7%	**	21.1%	14.3%	6.7%	8.8%	6.7%	16.7%	10.0%
Helped in some other way	7	4	-	2	1	4	3	4	3	5	1	5	-	3	1	2	4	-	2	5
	12.3%	25.0%	**	11.1%	4.8%	8.0%	60.0%	11.4%	13.6%	12.8%	5.9%	14.3%	**	15.8%	14.3%	13.3%	11.8%	**	16.7%	16.7%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D, E/F, G/H, I/J, K/L/M, N/O/P, Q/R/S, (10%): a/b/c/d, e/f, g/h, i/j, k/l/m, n/o/p, q/r/s
Minimum Base: 30 (**), Small Base: 30 (*)

Q1. Our records show that you are now in Molina Healthcare of New Mexico. Is that right?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 59
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q1. Our records show that you are now in Molina Healthcare of New Mexico. Is that right?																			
Total Eligible	600 100.0%	134 100.0%	448 100.0%	110 100.0%	306 100.0%	87 100.0%	340 100.0%	91 100.0%	136 100.0%	355 100.0%	154 100.0%	432 100.0%	23 100.0%	126 100.0%	386 100.0%	195 100.0%	368 100.0%	232 100.0%	-
Total Valid Responses	577 100.0%	129 100.0%	432 100.0%	105 100.0%	294 100.0%	83 100.0%	327 100.0%	88 100.0%	133 100.0%	340 100.0%	147 100.0%	418 100.0%	23 100.0%	119 100.0%	371 100.0%	188 100.0%	346 100.0%	231 100.0%	-
No Answer	23	5	16	5	12	4	13	3	3	15	7	14	-	7	15	7	22	1	-
Yes	577 100.0%	129 100.0%	432 100.0%	105 100.0%	294 100.0%	83 100.0%	327 100.0%	88 100.0%	133 100.0%	340 100.0%	147 100.0%	418 100.0%	23 100.0%	119 100.0%	371 100.0%	188 100.0%	346 100.0%	231 100.0%	-
No	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	577 100.0%	129 100.0%	432 100.0%	105 100.0%	294 100.0%	83 100.0%	327 100.0%	88 100.0%	133 100.0%	340 100.0%	147 100.0%	418 100.0%	23 100.0%	119 100.0%	371 100.0%	188 100.0%	346 100.0%	231 100.0%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics

770-978-3173

2017

Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

Total Eligible	600	134	448	110	306	87	340	91	136	355	154	432	23	126	386	195	368	232	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	590	130	442	106	302	83	337	87	135	350	152	424	23	124	380	192	362	228	-	
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	10	4	6	4	4	4	3	4	1	5	2	8	-	2	6	3	6	4	-	
Yes	216	43	163	59	133	34	132	35	37	134	73	133	6	65	102	106	140	76	-	
	36.6%	33.1%	36.9%	55.7% D	44.0%	41.0%	39.2%	40.2% H	27.4%	38.3% H	48.0% K	31.4%	26.1% **	52.4%	26.8%	55.2% N	38.7%	33.3%	-	
No	374	87	279	47	169	49	205	52	98	216	79	291	17	59	278	86	222	152	-	
	63.4%	66.9%	63.1%	44.3% C	56.0%	59.0%	60.8%	59.8% G	72.6% I	61.7% J	52.0%	68.6% J	73.9% **	47.6%	73.2% O	44.8%	61.3%	66.7%	-	
HEDIS/CAHPS SUMMARY RATE - Yes	216	43	163	59	133	34	132	35	37	134	73	133	6	65	102	106	140	76	-	
	36.6%	33.1%	36.9%	55.7% D	44.0%	41.0%	39.2%	40.2% H	27.4%	38.3% H	48.0% K	31.4%	26.1% **	52.4%	26.8%	55.2% N	38.7%	33.3%	-	

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q4. (GCQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 61
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	

Q4. (GCQ) In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?																			
Total Eligible	216	43	163	59	133	34	132	35	37	134	73	133	6	65	102	106	140	76	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	212	43	159	58	130	34	130	35	37	130	72	130	6	64	99	105	137	75	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	-	4	1	3	-	2	-	-	4	1	3	-	1	3	1	3	1	-
Always	135	19	112	23	98	16	94	14	20	97	50	79	1	49	51	77	84	51	-
	63.7%	44.2%	70.4%	39.7%	75.4%	47.1%	72.3%	40.0%	54.1%	74.6%	69.4%	60.8%	16.7%	76.6%	51.5%	73.3%	61.3%	68.0%	-
			A	C	E	G	H			GH			**			N			
Usually	35	5	28	10	22	4	25	3	11	19	15	20	2	11	19	15	23	12	-
	16.5%	11.6%	17.6%	17.2%	16.9%	11.8%	19.2%	8.6%	29.7%	14.6%	20.8%	15.4%	33.3%	17.2%	19.2%	14.3%	16.8%	16.0%	-
									G				**						
Sometimes	37	17	18	22	9	13	9	16	6	13	6	28	3	3	25	12	27	10	-
	17.5%	39.5%	11.3%	37.9%	6.9%	38.2%	6.9%	45.7%	16.2%	10.0%	8.3%	21.5%	50.0%	4.7%	25.3%	11.4%	19.7%	13.3%	-
		B		D	F	H					J		**		O				
Never	5	2	1	3	1	2	2	-	1	1	3	-	-	1	4	1	3	2	-
	2.4%	4.7%	0.6%	5.2%	0.8%	2.9%	1.5%	5.7%	-	0.8%	1.4%	2.3%	-	1.6%	4.0%	1.0%	2.2%	2.7%	-
		b		d				i					**						
HEDIS/CAHPS SUMMARY RATE - Always/Usually	170	24	140	33	120	20	119	17	31	116	65	99	3	60	70	92	107	63	-
	80.2%	55.8%	88.1%	56.9%	92.3%	58.8%	91.5%	48.6%	83.8%	89.2%	90.3%	76.2%	50.0%	93.8%	70.7%	87.6%	78.1%	84.0%	-
			A	C	E	G			G	G	K		**			N			
HEDIS/CAHPS SUMMARY RATE - Always	135	19	112	23	98	16	94	14	20	97	50	79	1	49	51	77	84	51	-
	63.7%	44.2%	70.4%	39.7%	75.4%	47.1%	72.3%	40.0%	54.1%	74.6%	69.4%	60.8%	16.7%	76.6%	51.5%	73.3%	61.3%	68.0%	-
			A	C	E	G			GH				**			N			
3-Point Score	2.44	2.00	2.58	1.97	2.68	2.06	2.64	1.89	2.38	2.64	2.60	2.37	1.67	2.70	2.22	2.61	2.39	2.52	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 62
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?																			
Total Eligible	600	134	448	110	306	87	340	91	136	355	154	432	23	126	386	195	368	232	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	591	131	442	107	301	85	336	89	135	349	150	429	23	122	381	192	360	231	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	9	3	6	3	5	2	4	2	1	6	4	3	-	4	5	3	8	1	-
Yes	392	77	304	87	258	55	262	55	71	255	127	256	17	107	208	170	258	134	-
	66.3%	58.8%	68.8%	81.3%	85.7%	64.7%	78.0%	61.8%	52.6%	73.1%	84.7%	59.7%	73.9%	87.7%	54.6%	88.5%	71.7%	58.0%	-
			A			E		GH		K			**			N	Q		
No	199	54	138	20	43	30	74	34	64	94	23	173	6	15	173	22	102	97	-
	33.7%	41.2%	31.2%	18.7%	14.3%	35.3%	22.0%	38.2%	47.4%	26.9%	15.3%	40.3%	26.1%	12.3%	45.4%	11.5%	28.3%	42.0%	-
		B		F				I		J			**		O		P		
HEDIS/CAHPS SUMMARY RATE - Yes	392	77	304	87	258	55	262	55	71	255	127	256	17	107	208	170	258	134	-
	66.3%	58.8%	68.8%	81.3%	85.7%	64.7%	78.0%	61.8%	52.6%	73.1%	84.7%	59.7%	73.9%	87.7%	54.6%	88.5%	71.7%	58.0%	-
			A			E		GH		K			**			N	Q		

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:
- Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
- Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q6. (GCQ) In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 63
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q6. (GCQ) In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

Total Eligible	392	77	304	87	258	55	262	55	71	255	127	256	17	107	208	170	258	134	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	373	75	287	83	249	54	252	54	68	240	123	241	17	103	194	168	245	128	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	19	2	17	4	9	1	10	1	3	15	4	15	-	4	14	2	13	6	-
Always	200	19	176	25	155	19	148	14	33	148	69	125	3	64	95	95	136	64	-
	53.6%	25.3%	61.3%	30.1%	62.2%	35.2%	58.7%	25.9%	48.5%	61.7%	56.1%	51.9%	17.6%	62.1%	49.0%	56.5%	55.5%	50.0%	-
Usually	86	26	59	30	49	12	61	16	19	50	28	58	9	18	42	43	63	23	-
	23.1%	34.7%	20.6%	36.1%	19.7%	22.2%	24.2%	29.6%	27.9%	20.8%	22.8%	24.1%	52.9%	17.5%	21.6%	25.6%	25.7%	18.0%	-
Sometimes	79	25	50	22	44	20	40	19	16	40	25	51	5	20	50	29	43	36	-
	21.2%	33.3%	17.4%	26.5%	17.7%	37.0%	15.9%	35.2%	23.5%	16.7%	20.3%	21.2%	29.4%	19.4%	25.8%	17.3%	17.6%	28.1%	-
Never	8	5	2	6	1	3	3	5	-	2	1	7	-	1	7	1	3	5	-
	2.1%	6.7%	0.7%	7.2%	0.4%	5.6%	1.2%	9.3%	-	0.8%	0.8%	2.9%	-	1.0%	3.6%	0.6%	1.2%	3.9%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	286	45	235	55	204	31	209	30	52	198	97	183	12	82	137	138	199	87	-
	76.7%	60.0%	81.9%	66.3%	81.9%	57.4%	82.9%	55.6%	76.5%	82.5%	78.9%	75.9%	70.6%	79.6%	70.6%	82.1%	81.2%	68.0%	-
HEDIS/CAHPS SUMMARY RATE - Always	200	19	176	25	155	19	148	14	33	148	69	125	3	64	95	95	136	64	-
	53.6%	25.3%	61.3%	30.1%	62.2%	35.2%	58.7%	25.9%	48.5%	61.7%	56.1%	51.9%	17.6%	62.1%	49.0%	56.5%	55.5%	50.0%	-
3-Point Score	2.30	1.85	2.43	1.96	2.44	1.93	2.42	1.81	2.25	2.44	2.35	2.28	1.88	2.42	2.20	2.39	2.37	2.18	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 64
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

Total Eligible	600	134	448	110	306	87	340	91	136	355	154	432	23	126	386	195	368	232	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	581	133	430	110	306	86	327	91	133	339	149	420	23	121	386	195	362	219	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	19	1	18	-	-	1	13	-	3	16	5	12	-	5	-	-	6	13	-
None	163	45	111	-	-	24	53	32	50	74	22	138	4	15	163	-	87	76	-
	28.1%	33.8% b	25.8%	-	-	27.9% F	16.2%	35.2% I	37.6% I	21.8%	14.8%	32.9% J	17.4% **	12.4%	42.2% O	-	24.0%	34.7% P	-
1 time	120	27	91	30	88	16	75	18	24	76	25	94	2	22	120	-	74	46	-
	20.7%	20.3%	21.2%	27.3%	28.8%	18.6%	22.9%	19.8%	18.0%	22.4%	16.8%	22.4%	8.7% **	18.2%	31.1% O	-	20.4%	21.0%	-
2	103	28	73	26	77	14	69	19	21	61	32	69	4	27	103	-	67	36	-
	17.7%	21.1%	17.0%	23.6%	25.2%	16.3%	21.1%	20.9%	15.8%	18.0%	21.5%	16.4%	17.4% **	22.3%	26.7% O	-	18.5%	16.4%	-
3	66	16	47	20	46	11	39	12	12	39	18	47	6	12	-	66	46	20	-
	11.4%	12.0%	10.9%	18.2%	15.0%	12.8%	11.9%	13.2%	9.0%	11.5%	12.1%	11.2%	26.1% **	9.9%	-	33.8% N	12.7%	9.1%	-
4	45	8	36	16	29	11	27	4	10	30	14	30	1	13	-	45	34	11	-
	7.7%	6.0%	8.4%	14.5%	9.5%	12.8%	8.3%	4.4%	7.5%	8.8%	9.4%	7.1%	4.3% **	10.7%	-	23.1% N	9.4% q	5.0%	-
5 to 9	56	6	48	11	45	8	40	5	9	40	25	28	5	20	-	56	36	20	-
	9.6%	4.5%	11.2% A	10.0%	14.7%	9.3%	12.2%	5.5%	6.8%	11.8% g	16.8% K	6.7%	21.7% **	16.5%	-	28.7% N	9.9%	9.1%	-
10 or more times	28	3	24	7	21	2	24	1	7	19	13	14	1	12	-	28	18	10	-
	4.8%	2.3%	5.6%	6.4%	6.9%	2.3%	7.3% e	1.1%	5.3%	5.6% g	8.7% K	3.3%	4.3% **	9.9%	-	14.4% N	5.0%	4.6%	-
HEDIS/CAHPS SUMMARY RATE - 1 or more times	418	88	319	110	306	62	274	59	83	265	127	282	19	106	223	195	275	143	-
	71.9%	66.2%	74.2% a	100.0%	100.0%	72.1%	83.8% E	64.8%	62.4%	78.2% GH	85.2% K	67.1%	82.6% **	87.6%	57.8%	100.0% N	76.0% Q	65.3%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q8. (HPE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 65
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q8. (HPE) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?																			
Total Eligible	418	88	319	110	306	62	274	59	83	265	127	282	19	106	223	195	275	143	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	411	86	315	108	302	61	270	59	81	261	127	275	19	106	217	194	269	142	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	7	2	4	2	4	1	4	-	2	4	-	7	-	-	6	1	6	1	-
Yes	304	51	245	75	229	44	215	37	53	206	113	182	14	97	142	162	200	104	-
	74.0%	59.3%	77.8%	69.4%	75.8%	72.1%	79.6%	62.7%	65.4%	78.9%	89.0%	66.2%	73.7%	91.5%	65.4%	83.5%	74.3%	73.2%	-
No	107	35	70	33	73	17	55	22	28	55	14	93	5	9	75	32	69	38	-
	26.0%	40.7%	22.2%	30.6%	24.2%	27.9%	20.4%	37.3%	34.6%	21.1%	11.0%	33.8%	26.3%	8.5%	34.6%	16.5%	25.7%	26.8%	-
HEDIS/CAHPS SUMMARY RATE - Yes	304	51	245	75	229	44	215	37	53	206	113	182	14	97	142	162	200	104	-
	74.0%	59.3%	77.8%	69.4%	75.8%	72.1%	79.6%	62.7%	65.4%	78.9%	89.0%	66.2%	73.7%	91.5%	65.4%	83.5%	74.3%	73.2%	-
3-Point Score	2.48	2.19	2.56	2.39	2.52	2.44	2.59	2.25	2.31	2.58	2.78	2.32	2.47	2.83	2.31	2.67	2.49	2.46	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:
- Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
- Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 66
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?																			
Total Eligible	418	88	319	110	306	62	274	59	83	265	127	282	19	106	223	195	275	143	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	415	87	317	109	305	62	272	59	82	263	126	280	18	106	221	194	272	143	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	1	2	1	1	-	2	-	1	2	1	2	1	-	2	1	3	-	-
Yes	194	38	148	54	139	35	130	27	35	124	78	109	10	68	72	122	129	65	-
	46.7%	43.7%	46.7%	49.5%	45.6%	56.5%	47.8%	45.8%	42.7%	47.1%	61.9%	38.9%	55.6%	64.2%	32.6%	62.9%	47.4%	45.5%	-
No	221	49	169	55	166	27	142	32	47	139	48	171	8	38	149	72	143	78	-
	53.3%	56.3%	53.3%	50.5%	54.4%	43.5%	52.2%	54.2%	57.3%	52.9%	38.1%	61.1%	44.4%	35.8%	67.4%	37.1%	52.6%	54.5%	-
HEDIS/CAHPS SUMMARY RATE - Yes	194	38	148	54	139	35	130	27	35	124	78	109	10	68	72	122	129	65	-
	46.7%	43.7%	46.7%	49.5%	45.6%	56.5%	47.8%	45.8%	42.7%	47.1%	61.9%	38.9%	55.6%	64.2%	32.6%	62.9%	47.4%	45.5%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:
Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 67
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q10. (SDM) Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?																			
Total Eligible	194	38	148	54	139	35	130	27	35	124	78	109	10	68	72	122	129	65	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	192	38	146	54	137	35	129	27	34	123	77	108	9	68	72	120	127	65	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	2	-	2	-	2	-	1	-	1	1	1	1	1	-	-	2	2	-	-
Yes	179	34	137	49	129	33	122	25	31	115	71	101	8	63	64	115	117	62	-
	93.2%	89.5%	93.8%	90.7%	94.2%	94.3%	94.6%	92.6%**	91.2%	93.5%	92.2%	93.5%	88.9%**	92.6%	88.9%	95.8% n	92.1%	95.4%	-
No	13	4	9	5	8	2	7	2	3	8	6	7	1	5	8	5	10	3	-
	6.8%	10.5%	6.2%	9.3%	5.8%	5.7%	5.4%	7.4%**	8.8%	6.5%	7.8%	6.5%	11.1%**	7.4%	11.1%	4.2%	7.9%	4.6%	-
HEDIS/CAHPS SUMMARY RATE - Yes	179	34	137	49	129	33	122	25	31	115	71	101	8	63	64	115	117	62	-
	93.2%	89.5%	93.8%	90.7%	94.2%	94.3%	94.6%	92.6%**	91.2%	93.5%	92.2%	93.5%	88.9%**	92.6%	88.9%	95.8% n	92.1%	95.4%	-
3-Point Score	2.86	2.79	2.88	2.81	2.88	2.89	2.89	2.85	2.82	2.87	2.84	2.87	2.78	2.85	2.78	2.92	2.84	2.91	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:
Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 68
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q11. (SDM) Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?																			
Total Eligible	194	38	148	54	139	35	130	27	35	124	78	109	10	68	72	122	129	65	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	189	37	145	50	138	34	128	27	34	121	76	107	10	66	70	119	124	65	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	1	3	4	1	1	2	-	1	3	2	2	-	2	2	3	5	-	-
Yes	136	24	105	33	103	23	99	16	26	87	55	76	6	49	46	90	88	48	-
	72.0%	64.9%	72.4%	66.0%	74.6%	67.6%	77.3%	59.3%**	76.5%	71.9%	72.4%	71.0%	60.0%**	74.2%	65.7%	75.6%	71.0%	73.8%	-
No	53	13	40	17	35	11	29	11	8	34	21	31	4	17	24	29	36	17	-
	28.0%	35.1%	27.6%	34.0%	25.4%	32.4%	22.7%	40.7%**	23.5%	28.1%	27.6%	29.0%	40.0%**	25.8%	34.3%	24.4%	29.0%	26.2%	-
HEDIS/CAHPS SUMMARY RATE - Yes	136	24	105	33	103	23	99	16	26	87	55	76	6	49	46	90	88	48	-
	72.0%	64.9%	72.4%	66.0%	74.6%	67.6%	77.3%	59.3%**	76.5%	71.9%	72.4%	71.0%	60.0%**	74.2%	65.7%	75.6%	71.0%	73.8%	-
3-Point Score	2.44	2.30	2.45	2.32	2.49	2.35	2.55	2.19	2.53	2.44	2.45	2.42	2.20	2.48	2.31	2.51	2.42	2.48	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:
Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q12. (SDM) When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q12. (SDM) When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?																			
Total Eligible	194	38	148	54	139	35	130	27	35	124	78	109	10	68	72	122	129	65	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	191	38	145	54	136	35	128	27	35	121	78	107	10	68	72	119	126	65	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	3	-	3	-	2	-	-	3	-	2	-	-	-	3	3	-	-
Yes	153	31	117	38	115	26	110	22	26	100	67	82	8	59	57	96	97	56	-
	80.1%	81.6%	80.7%	70.4%	84.6%	74.3%	85.9%	81.5%**	74.3%	82.6%	85.9%	76.6%	80.0%**	86.8%	79.2%	80.7%	77.0%	86.2%	-
No	38	7	28	16	21	9	18	5	9	21	11	25	2	9	15	23	29	9	-
	19.9%	18.4%	19.3%	29.6%	15.4%	25.7%	14.1%	18.5%**	25.7%	17.4%	14.1%	23.4%	20.0%**	13.2%	20.8%	19.3%	23.0%	13.8%	-
HEDIS/CAHPS SUMMARY RATE - Yes	153	31	117	38	115	26	110	22	26	100	67	82	8	59	57	96	97	56	-
	80.1%	81.6%	80.7%	70.4%	84.6%	74.3%	85.9%	81.5%**	74.3%	82.6%	85.9%	76.6%	80.0%**	86.8%	79.2%	80.7%	77.0%	86.2%	-
3-Point Score	2.60	2.63	2.61	2.41	2.69	2.49	2.72	2.63	2.49	2.65	2.72	2.53	2.60	2.74	2.58	2.61	2.54	2.72	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Q13. What number would you use to rate all your health care in the last 6 months?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 70
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q13. What number would you use to rate all your health care in the last 6 months?																			
Total Eligible	418 100.0%	88 100.0%	319 100.0%	110 100.0%	306 100.0%	62 100.0%	274 100.0%	59 100.0%	83 100.0%	265 100.0%	127 100.0%	282 100.0%	19 100.0%	106 100.0%	223 100.0%	195 100.0%	275 100.0%	143 100.0%	-
Total Valid Responses	416 100.0%	87 100.0%	318 100.0%	110 100.0%	306 100.0%	61 100.0%	273 100.0%	58 100.0%	83 100.0%	264 100.0%	127 100.0%	280 100.0%	19 100.0%	106 100.0%	221 100.0%	195 100.0%	274 100.0%	142 100.0%	-
No Answer	2	1	1	-	-	1	1	1	-	1	-	2	-	-	2	-	1	1	-
10 - Best health care possible	152 36.5%	5 5.7%	144 45.3%	-	152 49.7%	5 8.2%	114 41.8%	2 3.4%	9 10.8%	138 52.3%	59 46.5%	87 31.1%	5 26.3%	52 49.1%	74 33.5%	78 40.0%	93 33.9%	59 41.5%	-
9	76 18.3%	8 9.2%	65 20.4%	-	76 24.8%	4 6.6%	60 22.0%	3 5.2%	15 18.1%	55 20.8%	22 17.3%	54 19.3%	2 10.5%	20 18.9%	44 19.9%	32 16.4%	52 19.0%	24 16.9%	-
8	78 18.8%	14 16.1%	63 19.8%	-	78 25.5%	7 11.5%	57 20.9%	8 13.8%	31 37.3%	38 14.4%	19 15.0%	58 20.7%	5 26.3%	14 13.2%	47 21.3%	31 15.9%	45 16.4%	33 23.2%	-
7	34 8.2%	16 18.4%	18 5.7%	34 30.9%	-	12 19.7%	15 5.5%	7 12.1%	13 15.7%	14 5.3%	11 8.7%	23 8.2%	4 21.1%	7 6.6%	15 6.8%	19 9.7%	27 9.9%	7 4.9%	-
6	22 5.3%	11 12.6%	10 3.1%	22 20.0%	-	9 14.8%	11 4.0%	8 13.8%	7 8.4%	6 2.3%	4 3.1%	18 6.4%	1 5.3%	3 2.8%	10 4.5%	12 6.2%	18 6.6%	4 2.8%	-
5	30 7.2%	22 25.3%	8 2.5%	30 27.3%	-	16 26.2%	5 1.8%	19 32.8%	7 8.4%	4 1.5%	7 5.5%	23 8.2%	1 5.3%	6 5.7%	17 7.7%	13 6.7%	21 7.7%	9 6.3%	-
4	7 1.7%	1 1.1%	4 1.3%	7 6.4%	-	3 4.9%	2 0.7%	1 1.7%	1 1.2%	3 1.1%	3 2.4%	3 1.1%	-	3 2.8%	4 1.8%	3 1.5%	7 2.6%	-	-
3	9 2.2%	5 5.7%	4 1.3%	9 8.2%	-	2 3.3%	5 1.8%	5 8.6%	-	4 1.5%	-	9 3.2%	-	-	7 3.2%	2 1.0%	6 2.2%	3 2.1%	-
2	3 0.7%	2 2.3%	1 0.3%	3 2.7%	-	2 3.3%	1 0.4%	2 3.4%	-	1 0.4%	1 0.8%	2 0.7%	1 5.3%	-	1 0.5%	2 1.0%	1 0.4%	2 1.4%	-
1	3 0.7%	1 1.1%	1 0.3%	3 2.7%	-	1 1.6%	1 0.4%	1 1.7%	-	1 0.4%	1 0.8%	1 0.4%	-	1 0.9%	2 0.9%	1 0.5%	2 0.7%	1 0.7%	-
0 - Worst health care possible	2 0.5%	2 2.3%	-	2 1.8%	-	-	2 0.7%	2 3.4%	-	-	-	2 0.7%	-	-	-	2 1.0%	2 0.7%	-	-
SUMMARY - 0-3	17 4.1%	10 11.5%	6 1.9%	17 15.5%	-	5 8.2%	9 3.3%	10 17.2%	-	6 2.3%	2 1.6%	14 5.0%	1 5.3%	1 0.9%	10 4.5%	7 3.6%	11 4.0%	6 4.2%	-
SUMMARY - 4-7	93 22.4%	50 57.5%	40 12.6%	93 84.5%	-	40 65.6%	33 12.1%	35 60.3%	28 33.7%	27 10.2%	25 19.7%	67 23.9%	6 31.6%	19 17.9%	46 20.8%	47 24.1%	73 26.6%	20 14.1%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	306 73.6%	27 31.0%	272 85.5%	-	306 100.0%	16 26.2%	231 84.6%	13 22.4%	55 66.3%	231 87.5%	100 78.7%	199 71.1%	12 63.2%	86 81.1%	165 74.7%	141 72.3%	190 69.3%	116 81.7%	-
HEDIS/CAHPS SUMMARY RATE - 9-10	228 54.8%	13 14.9%	209 65.7%	-	228 74.5%	9 14.8%	174 63.7%	5 8.6%	24 28.9%	193 73.1%	81 63.8%	141 50.4%	7 36.8%	72 67.9%	118 53.4%	110 56.4%	145 52.9%	83 58.5%	-
3-Point Score	2.37	1.64	2.57	1.31	2.75	1.61	2.54	1.43	2.11	2.66	2.51	2.30	2.21	2.56	2.35	2.38	2.32	2.45	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics

770-978-3173

2017

Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 71
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q14. (GNC) In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?																			
Total Eligible	418	88	319	110	306	62	274	59	83	265	127	282	19	106	223	195	275	143	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	412	87	314	107	304	60	270	58	81	262	126	277	19	105	220	192	269	143	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	1	5	3	2	2	4	1	2	3	1	5	-	1	3	3	6	-	-
Always	226	29	193	27	199	21	165	16	32	174	75	147	6	67	125	101	136	90	-
	54.9%	33.3%	61.5%	25.2%	65.5%	35.0%	61.1%	27.6%	39.5%	66.4%	59.5%	53.1%	31.6%	63.8%	56.8%	52.6%	50.6%	62.9%	-
Usually	104	24	77	34	70	17	72	13	30	58	33	69	7	26	43	61	77	27	-
	25.2%	27.6%	24.5%	31.8%	23.0%	28.3%	26.7%	22.4%	37.0%	22.1%	26.2%	24.9%	36.8%	24.8%	19.5%	31.8%	28.6%	18.9%	-
Sometimes	76	31	41	44	32	19	31	26	18	28	18	55	6	12	47	29	54	22	-
	18.4%	35.6%	13.1%	41.1%	10.5%	31.7%	11.5%	44.8%	22.2%	10.7%	14.3%	19.9%	31.6%	11.4%	21.4%	15.1%	20.1%	15.4%	-
Never	6	3	3	2	3	3	2	3	1	2	-	6	-	-	5	1	2	4	-
	1.5%	3.4%	1.0%	1.9%	1.0%	5.0%	0.7%	5.2%	1.2%	0.8%	-	2.2%	-	-	2.3%	0.5%	0.7%	2.8%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	330	53	270	61	269	38	237	29	62	232	108	216	13	93	168	162	213	117	-
	80.1%	60.9%	86.0%	57.0%	88.5%	63.3%	87.8%	50.0%	76.5%	88.5%	85.7%	78.0%	68.4%	88.6%	76.4%	84.4%	79.2%	81.8%	-
HEDIS/CAHPS SUMMARY RATE - Always	226	29	193	27	199	21	165	16	32	174	75	147	6	67	125	101	136	90	-
	54.9%	33.3%	61.5%	25.2%	65.5%	35.0%	61.1%	27.6%	39.5%	66.4%	59.5%	53.1%	31.6%	63.8%	56.8%	52.6%	50.6%	62.9%	-
3-Point Score	2.35	1.94	2.47	1.82	2.54	1.98	2.49	1.78	2.16	2.55	2.45	2.31	2.00	2.52	2.33	2.37	2.30	2.45	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q15. Do you have a personal doctor?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 72
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q15. Do you have a personal doctor?																			
Total Eligible	600 100.0%	134 100.0%	448 100.0%	110 100.0%	306 100.0%	87 100.0%	340 100.0%	91 100.0%	136 100.0%	355 100.0%	154 100.0%	432 100.0%	23 100.0%	126 100.0%	386 100.0%	195 100.0%	368 100.0%	232 100.0%	-
Total Valid Responses	589 100.0%	134 100.0%	437 100.0%	110 100.0%	300 100.0%	87 100.0%	340 100.0%	91 100.0%	133 100.0%	347 100.0%	153 100.0%	424 100.0%	22 100.0%	126 100.0%	380 100.0%	192 100.0%	363 100.0%	226 100.0%	-
No Answer	11	-	11	-	6	-	-	-	3	8	1	8	1	-	6	3	5	6	-
Yes	439 74.5%	91 67.9%	337 77.1% A	89 80.9%	252 84.0%	87 100.0%	340 100.0%	58 63.7%	98 73.7%	272 78.4% G	126 82.4% K	305 71.9%	13 59.1% **	109 86.5%	261 68.7%	164 85.4% N	275 75.8%	164 72.6%	-
No	150 25.5%	43 32.1% B	100 22.9%	21 19.1%	48 16.0%	-	-	33 36.3% I	35 26.3%	75 21.6%	27 17.6%	119 28.1% J	9 40.9% **	17 13.5%	119 31.3% O	28 14.6%	88 24.2%	62 27.4%	-
HEDIS/CAHPS SUMMARY RATE - Yes	439 74.5%	91 67.9%	337 77.1% A	89 80.9%	252 84.0%	87 100.0%	340 100.0%	58 63.7%	98 73.7%	272 78.4% G	126 82.4% K	305 71.9%	13 59.1% **	109 86.5%	261 68.7%	164 85.4% N	275 75.8%	164 72.6%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
Minimum Base: 30 (**), Small Base: 30 (**)

Presented by SPH Analytics
770-978-3173
2017

Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 73
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?																			
Total Eligible	439	91	337	89	252	87	340	58	98	272	126	305	13	109	261	164	275	164	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	424	85	328	86	248	84	331	58	90	265	124	292	13	108	252	161	270	154	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	15	6	9	3	4	3	9	-	8	7	2	13	-	1	9	3	5	10	-
None	85	19	64	3	23	28	53	11	29	43	13	70	1	11	80	5	46	39	-
	20.0%	22.4%	19.5%	3.5%	9.3%	33.3%	16.0%	19.0%	32.2%	16.2%	10.5%	24.0%	7.7%	10.2%	31.7%	3.1%	17.0%	25.3%	-
1 time	112	20	89	22	77	12	98	13	22	74	26	85	3	22	94	17	74	38	-
	26.4%	23.5%	27.1%	25.6%	31.0%	14.3%	29.6%	22.4%	24.4%	27.9%	21.0%	29.1%	23.1%	20.4%	37.3%	10.6%	27.4%	24.7%	-
2	86	21	64	21	55	17	67	16	12	57	29	56	3	25	52	29	59	27	-
	20.3%	24.7%	19.5%	24.4%	22.2%	20.2%	20.2%	27.6%	13.3%	21.5%	23.4%	19.2%	23.1%	23.1%	20.6%	18.0%	21.9%	17.5%	-
3	52	12	36	14	34	10	41	10	11	27	16	35	3	13	17	32	37	15	-
	12.3%	14.1%	11.0%	16.3%	13.7%	11.9%	12.4%	17.2%	12.2%	10.2%	12.9%	12.0%	23.1%	12.0%	6.7%	19.9%	13.7%	9.7%	-
4	32	6	25	10	21	8	24	2	7	22	11	18	1	10	3	29	20	12	-
	7.5%	7.1%	7.6%	11.6%	8.5%	9.5%	7.3%	3.4%	7.8%	8.3%	8.9%	6.2%	7.7%	9.3%	1.2%	18.0%	7.4%	7.8%	-
5 to 9	41	5	36	11	28	8	33	5	6	30	21	20	2	19	6	34	25	16	-
	9.7%	5.9%	11.0%	12.8%	11.3%	9.5%	10.0%	8.6%	6.7%	11.3%	16.9%	6.8%	15.4%	17.6%	2.4%	21.1%	9.3%	10.4%	-
10 or more times	16	2	14	5	10	1	15	1	3	12	8	8	-	8	-	15	9	7	-
	3.8%	2.4%	4.3%	5.8%	4.0%	1.2%	4.5%	1.7%	3.3%	4.5%	6.5%	2.7%	-	7.4%	-	9.3%	3.3%	4.5%	-
HEDIS/CAHPS SUMMARY RATE - 1 or more times	339	66	264	83	225	56	278	47	61	222	111	222	12	97	172	156	224	115	-
	80.0%	77.6%	80.5%	96.5%	90.7%	66.7%	84.0%	81.0%	67.8%	83.8%	89.5%	76.0%	92.3%	89.8%	68.3%	96.9%	83.0%	74.7%	-

Cell Contents:

- Count
- Column Percentage
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Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q17. (HWDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 74
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	

Q17. (HWDC) In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?																			
Total Eligible	339	66	264	83	225	56	278	47	61	222	111	222	12	97	172	156	224	115	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	334	66	259	82	224	56	276	47	61	217	110	218	12	96	170	155	220	114	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	-	5	1	1	-	2	-	-	5	1	4	-	1	2	1	4	1	-
Always	235	33	196	40	173	19	215	20	41	168	78	153	8	68	122	105	151	84	-
	70.4%	50.0%	75.7%	48.8%	77.2%	33.9%	77.9%	42.6%	67.2%	77.4%	70.9%	70.2%	66.7%	70.8%	71.8%	67.7%	68.6%	73.7%	-
Usually	69	18	49	27	38	21	47	15	13	39	25	43	3	22	32	36	50	19	-
	20.7%	27.3%	18.9%	32.9%	17.0%	37.5%	17.0%	31.9%	21.3%	18.0%	22.7%	19.7%	25.0%	22.9%	18.8%	23.2%	22.7%	16.7%	-
Sometimes	24	13	10	12	11	12	12	10	4	9	7	16	1	6	13	11	15	9	-
	7.2%	19.7%	3.9%	14.6%	4.9%	21.4%	4.3%	21.3%	6.6%	4.1%	6.4%	7.3%	8.3%	6.3%	7.6%	7.1%	6.8%	7.9%	-
Never	6	2	4	3	2	4	2	2	3	1	-	6	-	-	3	3	4	2	-
	1.8%	3.0%	1.5%	3.7%	0.9%	7.1%	0.7%	4.3%	4.9%	0.5%	-	2.8%	-	-	1.8%	1.9%	1.8%	1.8%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	304	51	245	67	211	40	262	35	54	207	103	196	11	90	154	141	201	103	-
	91.0%	77.3%	94.6%	81.7%	94.2%	71.4%	94.9%	74.5%	88.5%	95.4%	93.6%	89.9%	91.7%	93.8%	90.6%	91.0%	91.4%	90.4%	-
HEDIS/CAHPS SUMMARY RATE - Always	235	33	196	40	173	19	215	20	41	168	78	153	8	68	122	105	151	84	-
	70.4%	50.0%	75.7%	48.8%	77.2%	33.9%	77.9%	42.6%	67.2%	77.4%	70.9%	70.2%	66.7%	70.8%	71.8%	67.7%	68.6%	73.7%	-
3-Point Score	2.61	2.27	2.70	2.30	2.71	2.05	2.73	2.17	2.56	2.73	2.65	2.60	2.58	2.65	2.62	2.59	2.60	2.64	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q18. (HWDC) In the last 6 months, how often did your personal doctor listen carefully to you?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 75
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q18. (HWDC) In the last 6 months, how often did your personal doctor listen carefully to you?																			
Total Eligible	339 100.0%	66 100.0%	264 100.0%	83 100.0%	225 100.0%	56 100.0%	278 100.0%	47 100.0%	61 100.0%	222 100.0%	111 100.0%	222 100.0%	12 100.0%	97 100.0%	172 100.0%	156 100.0%	224 100.0%	115 100.0%	-
Total Valid Responses	335 100.0%	66 100.0%	260 100.0%	82 100.0%	223 100.0%	56 100.0%	277 100.0%	47 100.0%	60 100.0%	219 100.0%	110 100.0%	219 100.0%	12 100.0%	96 100.0%	170 100.0%	154 100.0%	220 100.0%	115 100.0%	-
No Answer	4	-	4	1	2	-	1	-	1	3	1	3	-	1	2	2	4	-	-
Always	242 72.2%	34 51.5%	199 76.5% A	42 51.2%	175 78.5% C	15 26.8%	226 81.6% E	25 53.2%	32 53.3%	176 80.4% GH	76 69.1%	161 73.5%	7 58.3% **	67 69.8%	127 74.7%	105 68.2%	155 70.5%	87 75.7%	-
Usually	67 20.0%	20 30.3%	47 18.1%	23 28.0% d	40 17.9%	20 35.7% F	46 16.6%	13 27.7% i	19 31.7% l	35 16.0%	25 22.7%	41 18.7%	4 33.3% **	21 21.9%	32 18.8%	34 22.1%	47 21.4%	20 17.4%	-
Sometimes	24 7.2%	12 18.2% B	12 4.6%	15 18.3% D	8 3.6%	19 33.9% F	5 1.8%	9 19.1% l	8 13.3% l	7 3.2%	8 7.3%	16 7.3%	1 8.3% **	7 7.3%	11 6.5%	13 8.4%	16 7.3%	8 7.0%	-
Never	2 0.6%	-	2 0.8%	2 2.4% D	-	2 3.6% F	-	-	1 1.7%	1 0.5%	1 0.9%	1 0.5%	-	1 1.0%	-	2 1.3%	2 0.9%	-	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	309 92.2%	54 81.8%	246 94.6% A	65 79.3%	215 96.4% C	35 62.5% E	272 98.2% E	38 80.9%	51 85.0%	211 96.3% GH	101 91.8%	202 92.2%	11 91.7% **	88 91.7%	159 93.5%	139 90.3%	202 91.8%	107 93.0%	-
HEDIS/CAHPS SUMMARY RATE - Always	242 72.2%	34 51.5%	199 76.5% A	42 51.2%	175 78.5% C	15 26.8%	226 81.6% E	25 53.2%	32 53.3%	176 80.4% GH	76 69.1%	161 73.5%	7 58.3% **	67 69.8%	127 74.7%	105 68.2%	155 70.5%	87 75.7%	-
3-Point Score	2.64	2.33	2.71	2.30	2.75	1.89	2.80	2.34	2.38	2.77	2.61	2.66	2.50	2.61	2.68	2.58	2.62	2.69	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q19. (HWDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 76
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q19. (HWDC) In the last 6 months, how often did your personal doctor show respect for what you had to say?																			
Total Eligible	339	66	264	83	225	56	278	47	61	222	111	222	12	97	172	156	224	115	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	335	66	260	82	224	56	277	47	61	218	110	219	12	96	169	155	221	114	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	-	4	1	1	-	1	-	-	4	1	3	-	1	3	1	3	1	-
Always	252	37	206	44	182	19	232	25	37	181	86	161	8	76	132	110	163	89	-
	75.2%	56.1%	79.2%	53.7%	81.3%	33.9%	83.8%	53.2%	60.7%	83.0%	78.2%	73.5%	66.7%	79.2%	78.1%	71.0%	73.8%	78.1%	-
Usually	53	18	35	22	29	15	37	13	17	23	13	40	2	11	23	29	40	13	-
	15.8%	27.3%	13.5%	26.8%	12.9%	26.8%	13.4%	27.7%	27.9%	10.6%	11.8%	18.3%	16.7%	11.5%	13.6%	18.7%	18.1%	11.4%	-
Sometimes	28	11	17	15	12	21	7	9	7	12	10	17	2	8	13	15	17	11	-
	8.4%	16.7%	6.5%	18.3%	5.4%	37.5%	2.5%	19.1%	11.5%	5.5%	9.1%	7.8%	16.7%	8.3%	7.7%	9.7%	7.7%	9.6%	-
Never	2	-	2	1	1	1	-	-	-	2	1	1	-	1	1	1	1	1	-
	0.6%	-	0.8%	1.2%	0.4%	1.8%	0.4%	-	-	0.9%	0.9%	0.5%	-	1.0%	0.6%	0.6%	0.5%	0.9%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	305	55	241	66	211	34	269	38	54	204	99	201	10	87	155	139	203	102	-
	91.0%	83.3%	92.7%	80.5%	94.2%	60.7%	97.1%	80.9%	88.5%	93.6%	90.0%	91.8%	83.3%	90.6%	91.7%	89.7%	91.9%	89.5%	-
HEDIS/CAHPS SUMMARY RATE - Always	252	37	206	44	182	19	232	25	37	181	86	161	8	76	132	110	163	89	-
	75.2%	56.1%	79.2%	53.7%	81.3%	33.9%	83.8%	53.2%	60.7%	83.0%	78.2%	73.5%	66.7%	79.2%	78.1%	71.0%	73.8%	78.1%	-
3-Point Score	2.66	2.39	2.72	2.34	2.75	1.95	2.81	2.34	2.49	2.77	2.68	2.65	2.50	2.70	2.70	2.61	2.66	2.68	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q20. (HWDC) In the last 6 months, how often did your personal doctor spend enough time with you?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 77
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q20. (HWDC) In the last 6 months, how often did your personal doctor spend enough time with you?																			
Total Eligible	339 100.0%	66 100.0%	264 100.0%	83 100.0%	225 100.0%	56 100.0%	278 100.0%	47 100.0%	61 100.0%	222 100.0%	111 100.0%	222 100.0%	12 100.0%	97 100.0%	172 100.0%	156 100.0%	224 100.0%	115 100.0%	-
Total Valid Responses	335 100.0%	66 100.0%	260 100.0%	82 100.0%	224 100.0%	56 100.0%	277 100.0%	47 100.0%	61 100.0%	218 100.0%	110 100.0%	219 100.0%	12 100.0%	96 100.0%	169 100.0%	155 100.0%	221 100.0%	114 100.0%	-
No Answer	4	-	4	1	1	-	1	-	-	4	1	3	-	1	3	1	3	1	-
Always	210 62.7%	26 39.4%	179 68.8% A	34 41.5%	157 70.1% C	10 17.9%	199 71.8% E	16 34.0%	34 55.7% G	155 71.1% GH	65 59.1%	140 63.9%	3 25.0% **	60 62.5%	113 66.9% o	89 57.4%	136 61.5%	74 64.9%	-
Usually	90 26.9%	26 39.4% B	60 23.1%	31 37.8% D	52 23.2%	24 42.9% F	65 23.5%	18 38.3%	21 34.4% I	47 21.6%	31 28.2%	58 26.5%	8 66.7% **	23 24.0%	37 21.9%	51 32.9% N	63 28.5%	27 23.7%	-
Sometimes	26 7.8%	8 12.1%	18 6.9%	10 12.2% d	13 5.8%	13 23.2% F	13 4.7%	8 17.0% hl	4 6.6%	14 6.4%	13 11.8% k	13 5.9%	1 8.3% **	12 12.5%	14 8.3%	14 7.1%	15 6.8%	11 9.6%	-
Never	9 2.7%	6 9.1% B	3 1.2%	7 8.5% D	2 0.9%	9 16.1% F	-	5 10.6% I	2 3.3%	2 0.9%	2 1.8% l	8 3.7%	-	1 1.0%	5 3.0%	4 2.6%	7 3.2%	2 1.8%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	300 89.6%	52 78.8%	239 91.9% A	65 79.3%	209 93.3% C	34 60.7%	264 95.3% E	34 72.3%	55 90.2% G	202 92.7% G	96 87.3%	198 90.4%	11 91.7% **	83 86.5%	150 88.8%	140 90.3%	199 90.0%	101 88.6%	-
HEDIS/CAHPS SUMMARY RATE - Always	210 62.7%	26 39.4%	179 68.8% A	34 41.5%	157 70.1% C	10 17.9%	199 71.8% E	16 34.0%	34 55.7% G	155 71.1% GH	65 59.1%	140 63.9%	3 25.0% **	60 62.5%	113 66.9% o	89 57.4%	136 61.5%	74 64.9%	-
3-Point Score	2.52	2.18	2.61	2.21	2.63	1.79	2.67	2.06	2.46	2.64	2.46	2.54	2.17	2.49	2.56	2.48	2.52	2.54	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 78
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?																			
Total Eligible	339	66	264	83	225	56	278	47	61	222	111	222	12	97	172	156	224	115	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	334	66	259	81	223	55	277	47	60	218	109	219	12	95	169	154	219	115	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	-	5	2	2	1	1	-	1	4	2	3	-	2	3	2	5	-	-
Yes	184	33	145	48	122	34	150	23	33	122	75	106	10	65	60	114	120	64	-
	55.1%	50.0%	56.0%	59.3%	54.7%	61.8%	54.2%	48.9%	55.0%	56.0%	68.8%	48.4%	83.3%	68.4%	35.5%	74.0%	54.8%	55.7%	-
No	150	33	114	33	101	21	127	24	27	96	34	113	2	30	109	40	99	51	-
	44.9%	50.0%	44.0%	40.7%	45.3%	38.2%	45.8%	51.1%	45.0%	44.0%	31.2%	51.6%	16.7%	31.6%	64.5%	26.0%	45.2%	44.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	184	33	145	48	122	34	150	23	33	122	75	106	10	65	60	114	120	64	-
	55.1%	50.0%	56.0%	59.3%	54.7%	61.8%	54.2%	48.9%	55.0%	56.0%	68.8%	48.4%	83.3%	68.4%	35.5%	74.0%	54.8%	55.7%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q22. (CC) In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 79
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q22. (CC) In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?																			
Total Eligible	184	33	145	48	122	34	150	23	33	122	75	106	10	65	60	114	120	64	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	181	33	143	48	119	34	147	23	33	120	75	103	10	65	58	113	117	64	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	2	-	3	-	3	-	-	2	-	3	-	-	2	1	3	-	-
Always	105	9	91	17	76	9	96	7	12	81	46	57	3	43	28	68	66	39	-
	58.0%	27.3%	63.6% A	35.4%	63.9% C	26.5%	65.3% E	30.4% **	36.4%	67.5% H	61.3%	55.3%	30.0% **	66.2%	48.3%	60.2%	56.4%	60.9%	-
Usually	50	12	38	15	33	10	40	8	11	31	21	28	3	18	19	30	35	15	-
	27.6%	36.4%	26.6%	31.3%	27.7%	29.4%	27.2%	34.8% **	33.3%	25.8%	28.0%	27.2%	30.0% **	27.7%	32.8%	26.5%	29.9%	23.4%	-
Sometimes	19	9	10	10	9	9	10	5	7	7	8	11	4	4	7	12	11	8	-
	10.5%	27.3% B	7.0%	20.8% D	7.6%	26.5% F	6.8%	21.7% **	21.2% I	5.8%	10.7%	10.7%	40.0% **	6.2%	12.1%	10.6%	9.4%	12.5%	-
Never	7	3	4	6	1	6	1	3	3	1	-	7	-	-	4	3	5	2	-
	3.9%	9.1% b	2.8%	12.5% D	0.8%	17.6% F	0.7%	13.0% **	9.1% I	0.8%	-	6.8% J	-	-	6.9%	2.7%	4.3%	3.1%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	155	21	129	32	109	19	136	15	23	112	67	85	6	61	47	98	101	54	-
	85.6%	63.6%	90.2% A	66.7%	91.6% C	55.9%	92.5% E	65.2% **	69.7%	93.3% H	89.3%	82.5%	60.0% **	93.8%	81.0%	86.7%	86.3%	84.4%	-
HEDIS/CAHPS SUMMARY RATE - Always	105	9	91	17	76	9	96	7	12	81	46	57	3	43	28	68	66	39	-
	58.0%	27.3%	63.6% A	35.4%	63.9% C	26.5%	65.3% E	30.4% **	36.4%	67.5% H	61.3%	55.3%	30.0% **	66.2%	48.3%	60.2%	56.4%	60.9%	-
3-Point Score	2.44	1.91	2.54	2.02	2.55	1.82	2.58	1.96	2.06	2.61	2.51	2.38	1.90	2.60	2.29	2.47	2.43	2.45	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q23. What number would you use to rate your personal doctor?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 80
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	

Q23. What number would you use to rate your personal doctor?																			
Total Eligible	439	91	337	89	252	87	340	58	98	272	126	305	13	109	261	164	275	164	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	427	89	328	87	247	87	340	57	95	265	123	297	13	106	251	162	266	161	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	12	2	9	2	5	-	-	1	3	7	3	8	-	3	10	2	9	3	-
10 - Best personal doctor possible	208	19	183	17	148	-	208	10	29	163	64	140	4	57	119	77	124	84	-
	48.7%	21.3%	55.8%	19.5%	59.9%	-	61.2%	17.5%	30.5%	61.5%	52.0%	47.1%	30.8%	53.8%	47.4%	47.5%	46.6%	52.2%	-
			A		C		E		g	GH			**						
9	72	10	59	9	52	-	72	6	16	47	23	49	2	20	40	32	47	25	-
	16.9%	11.2%	18.0%	10.3%	21.1%	-	21.2%	10.5%	16.8%	17.7%	18.7%	16.5%	15.4%	18.9%	15.9%	19.8%	17.7%	15.5%	-
					C		E						**						
8	60	12	48	16	31	-	60	6	24	30	15	42	4	11	38	21	37	23	-
	14.1%	13.5%	14.6%	18.4%	12.6%	-	17.6%	10.5%	25.3%	11.3%	12.2%	14.1%	30.8%	10.4%	15.1%	13.0%	13.9%	14.3%	-
					E		E		GI				**						
7	31	18	12	15	7	31	-	9	12	9	8	23	-	8	19	12	18	13	-
	7.3%	20.2%	3.7%	17.2%	2.8%	35.6%	-	15.8%	12.6%	3.4%	6.5%	7.7%	-	7.5%	7.6%	7.4%	6.8%	8.1%	-
		B		D		F		I	I				**						
6	11	6	5	6	1	11	-	4	3	4	3	8	2	1	7	4	7	4	-
	2.6%	6.7%	1.5%	6.9%	0.4%	12.6%	-	7.0%	3.2%	1.5%	2.4%	2.7%	15.4%	0.9%	2.8%	2.5%	2.6%	2.5%	-
		B		D		F		I					**						
5	23	13	10	12	4	23	-	12	7	4	5	18	-	5	15	8	20	3	-
	5.4%	14.6%	3.0%	13.8%	1.6%	26.4%	-	21.1%	7.4%	1.5%	4.1%	6.1%	-	4.7%	6.0%	4.9%	7.5%	1.9%	-
		B		D		F		H	I				**				Q		
4	6	4	2	3	-	6	-	4	1	1	-	6	-	-	5	1	3	3	-
	1.4%	4.5%	0.6%	3.4%	-	6.9%	-	7.0%	1.1%	0.4%	-	2.0%	-	-	2.0%	0.6%	1.1%	1.9%	-
		B		D		F		H					**						
3	5	1	4	4	-	5	-	1	1	3	1	4	-	1	2	2	3	2	-
	1.2%	1.1%	1.2%	4.6%	-	5.7%	-	1.8%	1.1%	1.1%	0.8%	1.3%	-	0.9%	0.8%	1.2%	1.1%	1.2%	-
			D			F							**						
2	5	3	2	4	1	5	-	3	-	2	3	2	1	2	2	3	4	1	-
	1.2%	3.4%	0.6%	4.6%	0.4%	5.7%	-	5.3%	-	0.8%	2.4%	0.7%	7.7%	1.9%	0.8%	1.9%	1.5%	0.6%	-
		B		D		F		H					**						
1	4	1	3	-	2	4	-	-	2	2	1	3	-	1	3	1	2	2	-
	0.9%	1.1%	0.9%	-	0.8%	4.6%	-	-	2.1%	0.8%	0.8%	1.0%	-	0.9%	1.2%	0.6%	0.8%	1.2%	-
					F								**						
0 - Worst personal doctor possible	2	2	-	1	1	2	-	2	-	-	-	2	-	-	1	1	1	1	-
	0.5%	2.2%	-	1.1%	0.4%	2.3%	-	3.5%	-	-	-	0.7%	-	-	0.4%	0.6%	0.4%	0.6%	-
		B				F		hl					**						
SUMMARY - 0-3	16	7	9	9	4	16	-	6	3	7	5	11	1	4	8	7	10	6	-
	3.7%	7.9%	2.7%	10.3%	1.6%	18.4%	-	10.5%	3.2%	2.6%	4.1%	3.7%	7.7%	3.8%	3.2%	4.3%	3.8%	3.7%	-
		B		D		F		hl					**						
SUMMARY - 4-7	71	41	29	36	12	71	-	29	23	18	16	55	2	14	46	25	48	23	-
	16.6%	46.1%	8.8%	41.4%	4.9%	81.6%	-	50.9%	24.2%	6.8%	13.0%	18.5%	15.4%	13.2%	18.3%	15.4%	18.0%	14.3%	-
		B		D		F		H	I				**						
HEDIS/CAHPS SUMMARY RATE - 8-10	340	41	290	42	231	-	340	22	69	240	102	231	10	88	197	130	208	132	-
	79.6%	46.1%	88.4%	48.3%	93.5%	-	100.0%	38.6%	72.6%	90.6%	82.9%	77.8%	76.9%	83.0%	78.5%	80.2%	78.2%	82.0%	-
			A		C		E		G	GH			**						
HEDIS/CAHPS SUMMARY RATE - 9-10	280	29	242	26	200	-	280	16	45	210	87	189	6	77	159	109	171	109	-
	65.6%	32.6%	73.8%	29.9%	81.0%	-	82.4%	28.1%	47.4%	79.2%	70.7%	63.6%	46.2%	72.6%	63.3%	67.3%	64.3%	67.7%	-
			A		C		E		G	GH			**						
3-Point Score	2.52	1.99	2.66	1.95	2.77	1.36	2.82	1.82	2.33	2.73	2.60	2.49	2.23	2.63	2.49	2.55	2.49	2.58	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (**)

Presented by SPH Analytics
770-978-3173
2017

Q24. In the last 6 months, did you make any appointments to see a specialist?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 81
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q24. In the last 6 months, did you make any appointments to see a specialist?																			
Total Eligible	600 100.0%	134 100.0%	448 100.0%	110 100.0%	306 100.0%	87 100.0%	340 100.0%	91 100.0%	136 100.0%	355 100.0%	154 100.0%	432 100.0%	23 100.0%	126 100.0%	386 100.0%	195 100.0%	368 100.0%	232 100.0%	-
Total Valid Responses	591 100.0%	133 100.0%	440 100.0%	109 100.0%	300 100.0%	86 100.0%	335 100.0%	90 100.0%	136 100.0%	347 100.0%	151 100.0%	427 100.0%	23 100.0%	123 100.0%	380 100.0%	192 100.0%	360 100.0%	231 100.0%	-
No Answer	9	1	8	1	6	1	5	1	-	8	3	5	-	3	6	3	8	1	-
Yes	211 35.7%	33 24.8%	172 39.1% A	48 44.0%	142 47.3%	33 38.4%	143 42.7%	26 28.9%	40 29.4%	139 40.1% gH	79 52.3% K	123 28.8%	12 52.2% **	66 53.7%	86 22.6%	114 59.4% N	133 36.9%	78 33.8%	-
No	380 64.3%	100 75.2% B	268 60.9%	61 56.0%	158 52.7%	53 61.6%	192 57.3%	64 71.1% i	96 70.6% l	208 59.9%	72 47.7%	304 71.2% J	11 47.8% **	57 46.3%	294 77.4% O	78 40.6%	227 63.1%	153 66.2%	-
HEDIS/CAHPS SUMMARY RATE - Yes	211 35.7%	33 24.8%	172 39.1% A	48 44.0%	142 47.3%	33 38.4%	143 42.7%	26 28.9%	40 29.4%	139 40.1% gH	79 52.3% K	123 28.8%	12 52.2% **	66 53.7%	86 22.6%	114 59.4% N	133 36.9%	78 33.8%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 82
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)			DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet	
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R		

Q25. (GNC) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?																			
Total Eligible	211	33	172	48	142	33	143	26	40	139	79	123	12	66	86	114	133	78	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	208	32	171	47	140	33	143	25	40	138	79	121	12	66	83	114	131	77	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	1	1	1	2	-	-	1	-	1	-	2	-	-	3	-	2	1	-
Always	106	7	98	10	85	11	81	6	18	81	37	64	1	35	44	55	65	41	-
	51.0%	21.9%	57.3%	21.3%	60.7%	33.3%	56.6%	24.0%	45.0%	58.7%	46.8%	52.9%	8.3%	53.0%	53.0%	48.2%	49.6%	53.2%	-
			A		C		E	**					**						
Usually	52	8	43	16	33	9	36	8	8	35	23	29	4	19	18	32	33	19	-
	25.0%	25.0%	25.1%	34.0%	23.6%	27.3%	25.2%	32.0%	20.0%	25.4%	29.1%	24.0%	33.3%	28.8%	21.7%	28.1%	25.2%	24.7%	-
								**					**						
Sometimes	41	12	26	16	19	8	23	7	11	20	17	21	5	12	16	23	30	11	-
	19.7%	37.5%	15.2%	34.0%	13.6%	24.2%	16.1%	28.0%	27.5%	14.5%	21.5%	17.4%	41.7%	18.2%	19.3%	20.2%	22.9%	14.3%	-
		B						**	i				**						
Never	9	5	4	5	3	5	3	4	3	2	2	7	2	-	5	4	3	6	-
	4.3%	15.6%	2.3%	10.6%	2.1%	15.2%	2.1%	16.0%	7.5%	1.4%	2.5%	5.8%	16.7%	-	6.0%	3.5%	2.3%	7.8%	-
		B		D		F		**	I				**				p		
HEDIS/CAHPS SUMMARY RATE - Always/Usually	158	15	141	26	118	20	117	14	26	116	60	93	5	54	62	87	98	60	-
	76.0%	46.9%	82.5%	55.3%	84.3%	60.6%	81.8%	56.0%	65.0%	84.1%	75.9%	76.9%	41.7%	81.8%	74.7%	76.3%	74.8%	77.9%	-
			A		C		E	**		H			**						
HEDIS/CAHPS SUMMARY RATE - Always	106	7	98	10	85	11	81	6	18	81	37	64	1	35	44	55	65	41	-
	51.0%	21.9%	57.3%	21.3%	60.7%	33.3%	56.6%	24.0%	45.0%	58.7%	46.8%	52.9%	8.3%	53.0%	53.0%	48.2%	49.6%	53.2%	-
			A		C		E	**					**						
3-Point Score	2.27	1.69	2.40	1.77	2.45	1.94	2.38	1.80	2.10	2.43	2.23	2.30	1.50	2.35	2.28	2.25	2.24	2.31	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q26. How many specialists have you seen in the last 6 months?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 83
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or Mbre	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q26. How many specialists have you seen in the last 6 months?																			
Total Eligible	211 100.0%	33 100.0%	172 100.0%	48 100.0%	142 100.0%	33 100.0%	143 100.0%	26 100.0%	40 100.0%	139 100.0%	79 100.0%	123 100.0%	12 100.0%	66 100.0%	86 100.0%	114 100.0%	133 100.0%	78 100.0%	-
Total Valid Responses	205 100.0%	32 100.0%	168 100.0%	47 100.0%	138 100.0%	33 100.0%	140 100.0%	25 100.0%	39 100.0%	136 100.0%	78 100.0%	119 100.0%	12 100.0%	65 100.0%	83 100.0%	112 100.0%	128 100.0%	77 100.0%	-
No Answer	6	1	4	1	4	-	3	1	1	3	1	4	-	1	3	2	5	1	-
None	7 3.4%	3 9.4% B	4 2.4%	3 6.4%	3 2.2%	3 9.1%	4 2.9%	2 8.0% **	3 7.7% I	2 1.5%	1 1.3%	6 5.0%	1 8.3% **	-	5 6.0%	2 1.8%	4 3.1%	3 3.9%	-
1 specialist	111 54.1%	18 56.3%	90 53.6%	28 59.6%	71 51.4%	15 45.5%	73 52.1%	15 60.0% **	17 43.6%	76 55.9%	37 47.4%	69 58.0%	7 58.3% **	29 44.6%	62 74.7% O	46 41.1%	73 57.0%	38 49.4%	-
2	54 26.3%	6 18.8%	47 28.0%	8 17.0%	43 31.2% c	11 33.3%	35 25.0%	6 24.0% **	10 25.6%	37 27.2%	24 30.8%	27 22.7%	3 25.0% **	21 32.3%	11 13.3%	40 35.7% N	34 26.6%	20 26.0%	-
3	17 8.3%	1 3.1%	15 8.9%	1 2.1%	14 10.1% c	2 6.1%	14 10.0%	-	3 7.7%	13 9.6%	7 9.0%	10 8.4%	-	7 10.8%	4 4.8%	11 9.8%	8 6.3%	9 11.7%	-
4	8 3.9%	4 12.5% B	4 2.4%	6 12.8% D	2 1.4%	2 6.1%	6 4.3%	2 8.0% **	3 7.7% i	3 2.2%	4 5.1%	4 3.4%	1 8.3% **	3 4.6%	1 1.2%	7 6.3% n	5 3.9%	3 3.9%	-
5 or more specialists	8 3.9%	-	8 4.8%	1 2.1%	5 3.6%	-	8 5.7%	-	3 7.7%	5 3.7%	5 6.4%	3 2.5%	-	5 7.7%	-	6 5.4% N	4 3.1%	4 5.2%	-
HEDIS/CAHPS SUMMARY RATE - 1 or more specialists	198 96.6%	29 90.6%	164 97.6%	44 93.6%	135 97.8%	30 90.9%	136 97.1%	23 92.0% **	36 92.3%	134 98.5%	77 98.7%	113 95.0%	11 91.7% **	65 100.0%	78 94.0%	110 98.2%	124 96.9%	74 96.1%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q27. What number would you use to rate that specialist?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 84
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q27. What number would you use to rate that specialist?																			
Total Eligible	198 100.0%	29 100.0%	164 100.0%	44 100.0%	135 100.0%	30 100.0%	136 100.0%	23 100.0%	36 100.0%	134 100.0%	77 100.0%	113 100.0%	11 100.0%	65 100.0%	78 100.0%	110 100.0%	124 100.0%	74 100.0%	-
Total Valid Responses	198 100.0%	29 100.0%	164 100.0%	44 100.0%	135 100.0%	30 100.0%	136 100.0%	23 100.0%	36 100.0%	134 100.0%	77 100.0%	113 100.0%	11 100.0%	65 100.0%	78 100.0%	110 100.0%	124 100.0%	74 100.0%	-
No Answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10 - Best specialist possible	97 49.0%	5 17.2% **	89 54.3%	8 18.2%	79 58.5% C	7 23.3%	76 55.9% E	2 8.7% **	10 27.8%	82 61.2% H	44 57.1% K	47 41.6%	6 54.5% **	37 56.9%	41 52.6%	49 44.5%	58 46.8%	39 52.7%	-
9	34 17.2% **	2 6.9% **	32 19.5%	6 13.6%	27 20.0%	2 6.7%	26 19.1%	2 8.7% **	8 22.2%	24 17.9%	16 20.8%	18 15.9%	3 27.3% **	13 20.0%	8 10.3%	25 22.7% N	21 16.9%	13 17.6%	-
8	28 14.1% **	4 13.8% **	23 14.0%	8 18.2%	18 13.3%	5 16.7%	20 14.7%	2 8.7% **	8 22.2%	17 12.7%	8 10.4%	19 16.8%	1 9.1% **	7 10.8%	11 14.1%	15 13.6%	18 14.5%	10 13.5%	-
7	13 6.6% **	2 6.9% **	11 6.7%	5 11.4% d	5 3.7%	3 10.0%	7 5.1%	1 4.3% **	6 16.7% l	6 4.5%	2 2.6%	11 9.7% j	- **	2 3.1%	3 3.8%	10 9.1%	11 8.9% q	2 2.7%	-
6	3 1.5% **	1 3.4% **	2 1.2%	2 4.5% D	-	1 3.3%	2 1.5%	1 4.3% **	1 2.8%	1 0.7%	-	3 2.7% **	- **	-	2 2.6%	1 0.9%	1 0.8%	2 2.7%	-
5	12 6.1% **	8 27.6% **	4 2.4%	7 15.9% D	4 3.0%	6 20.0% F	3 2.2%	8 34.8% **	2 5.6%	2 1.5%	2 2.6%	10 8.8% j	- **	2 3.1%	7 9.0%	5 4.5%	9 7.3%	3 4.1%	-
4	4 2.0% **	3 10.3% **	1 0.6%	3 6.8% D	1 0.7%	2 6.7% f	2 1.5%	3 13.0% **	-	1 0.7%	2 2.6%	2 1.8% **	- **	2 3.1%	1 1.3%	3 2.7%	3 2.4%	1 1.4%	-
3	3 1.5% **	1 3.4% **	1 0.6%	2 4.5% D	-	1 3.3% F	-	1 4.3% **	-	1 0.7%	1 1.3%	1 0.9%	- **	1 1.5%	2 2.6%	1 0.9%	2 1.6%	1 1.4%	-
2	2 1.0% **	1 3.4% **	1 0.6%	1 2.3%	1 0.7%	1 3.3% F	-	1 4.3% **	1 2.8% i	-	2 2.6% k	-	1 9.1% **	1 1.5%	1 1.3%	1 0.9%	-	2 2.7% p	-
1	1 0.5% **	1 3.4% **	-	1 2.3% d	-	1 3.3% F	-	1 4.3% **	-	-	-	1 0.9% **	- **	-	1 1.3%	-	1 0.8%	-	-
0 - Worst specialist possible	1 0.5% **	1 3.4% **	-	1 2.3% d	-	1 3.3% F	-	1 4.3% **	-	-	-	1 0.9% **	- **	-	1 1.3%	-	-	1 1.4%	-
SUMMARY - 0-3	7 3.5% **	4 13.8% **	2 1.2%	5 11.4% D	1 0.7%	4 13.3% F	-	4 17.4% **	1 2.8%	1 0.7%	3 3.9%	3 2.7%	1 9.1% **	2 3.1%	5 6.4%	2 1.8%	3 2.4%	4 5.4%	-
SUMMARY - 4-7	32 16.2% **	14 48.3% **	18 11.0%	17 38.6% D	10 7.4%	12 40.0% F	14 10.3%	13 56.5% **	9 25.0% l	10 7.5%	6 7.8%	26 23.0% J	- **	6 9.2%	13 16.7%	19 17.3%	24 19.4%	8 10.8%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	159 80.3% **	11 37.9% **	144 87.8%	22 50.0%	124 91.9% C	14 46.7%	122 89.7%	6 26.1% **	26 72.2%	123 91.8% H	68 88.3% K	84 74.3%	10 90.9% **	57 87.7%	60 76.9%	89 80.9%	97 78.2%	62 83.8%	-
HEDIS/CAHPS SUMMARY RATE - 9-10	131 66.2% **	7 24.1% **	121 73.8%	14 31.8%	106 78.5% C	9 30.0%	102 75.0%	4 17.4% **	18 50.0%	106 79.1% H	60 77.9% K	65 57.5%	9 81.8% **	50 76.9%	49 62.8%	74 67.3%	79 63.7%	52 70.3%	-
3-Point Score	2.53	1.69	2.68	1.93	2.74	1.87	2.70	1.48	2.39	2.75	2.69	2.42	2.73	2.68	2.44	2.57	2.51	2.57	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?																			
Total Eligible	600	134	448	110	306	87	340	91	136	355	154	432	23	126	386	195	368	232	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	591	133	442	109	304	86	338	90	134	351	152	428	23	125	379	194	364	227	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	9	1	6	1	2	1	2	1	2	4	2	4	-	1	7	1	4	5	-
Yes	83	19	63	20	48	12	52	15	14	53	47	35	6	41	38	41	52	31	-
	14.0%	14.3%	14.3%	18.3%	15.8%	14.0%	15.4%	16.7%	10.4%	15.1%	30.9%	8.2%	26.1%	32.8%	10.0%	21.1%	14.3%	13.7%	-
No	508	114	379	89	256	74	286	75	120	298	105	393	17	84	341	153	312	196	-
	86.0%	85.7%	85.7%	81.7%	84.2%	86.0%	84.6%	83.3%	89.6%	84.9%	69.1%	91.8%	73.9%	67.2%	90.0%	78.9%	85.7%	86.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	83	19	63	20	48	12	52	15	14	53	47	35	6	41	38	41	52	31	-
	14.0%	14.3%	14.3%	18.3%	15.8%	14.0%	15.4%	16.7%	10.4%	15.1%	30.9%	8.2%	26.1%	32.8%	10.0%	21.1%	14.3%	13.7%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q29. (PNI) In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 86
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q29. (PNI) In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?																			
Total Eligible	83	19	63	20	48	12	52	15	14	53	47	35	6	41	38	41	52	31	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	82	19	62	20	47	12	52	15	14	52	47	34	6	41	38	40	51	31	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	1	-	1	-	-	-	-	1	-	1	-	-	-	1	1	-	-
Always	33	4	29	9	19	5	23	2	4	27	24	9	2	22	12	17	21	12	-
	40.2%	21.1%	46.8%	45.0%	40.4%	41.7%	44.2%	13.3%	28.6%	51.9%	51.1%	26.5%	33.3%	53.7%	31.6%	42.5%	41.2%	38.7%	-
Usually	23	4	19	6	14	3	16	4	4	15	14	9	2	12	8	15	16	7	-
	28.0%	21.1%	30.6%	30.0%	29.8%	25.0%	30.8%	26.7%	28.6%	28.8%	29.8%	26.5%	33.3%	29.3%	21.1%	37.5%	31.4%	22.6%	-
Sometimes	24	11	12	5	12	4	13	9	5	9	8	15	1	7	17	7	14	10	-
	29.3%	57.9%	19.4%	25.0%	25.5%	33.3%	25.0%	60.0%	35.7%	17.3%	17.0%	44.1%	16.7%	17.1%	44.7%	17.5%	27.5%	32.3%	-
Never	2	-	2	-	2	-	-	-	1	1	1	1	1	-	1	1	-	2	-
	2.4%	-	3.2%	-	4.3%	-	-	-	7.1%	1.9%	2.1%	2.9%	16.7%	-	2.6%	2.5%	-	6.5%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	56	8	48	15	33	8	39	6	8	42	38	18	4	34	20	32	37	19	-
	68.3%	42.1%	77.4%	75.0%	70.2%	66.7%	75.0%	40.0%	57.1%	80.8%	80.9%	52.9%	66.7%	82.9%	52.6%	80.0%	72.5%	61.3%	-
HEDIS/CAHPS SUMMARY RATE - Always	33	4	29	9	19	5	23	2	4	27	24	9	2	22	12	17	21	12	-
	40.2%	21.1%	46.8%	45.0%	40.4%	41.7%	44.2%	13.3%	28.6%	51.9%	51.1%	26.5%	33.3%	53.7%	31.6%	42.5%	41.2%	38.7%	-
3-Point Score	2.09	1.63	2.24	2.20	2.11	2.08	2.19	1.53	1.86	2.33	2.32	1.79	2.00	2.37	1.84	2.23	2.14	2.00	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:
Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q30. In the last 6 months, did you get information or help from your health plan's customer service?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 87
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q30. In the last 6 months, did you get information or help from your health plan's customer service?																			
Total Eligible	600 100.0%	134 100.0%	448 100.0%	110 100.0%	306 100.0%	87 100.0%	340 100.0%	91 100.0%	136 100.0%	355 100.0%	154 100.0%	432 100.0%	23 100.0%	126 100.0%	386 100.0%	195 100.0%	368 100.0%	232 100.0%	-
Total Valid Responses	586 100.0%	134 100.0%	440 100.0%	108 100.0%	299 100.0%	87 100.0%	333 100.0%	91 100.0%	134 100.0%	349 100.0%	154 100.0%	432 100.0%	23 100.0%	126 100.0%	380 100.0%	189 100.0%	362 100.0%	224 100.0%	-
No Answer	14	-	8	2	7	-	7	-	2	6	-	-	-	-	6	6	6	8	-
Yes	154 26.3%	21 15.7%	133 30.2% A	27 25.0%	100 33.4%	21 24.1%	102 30.6%	15 16.5%	26 19.4%	113 32.4% GH	154 100.0% K	-	23 100.0% **	126 100.0%	79 20.8%	70 37.0% N	91 25.1%	63 28.1%	-
No	432 73.7%	113 84.3% B	307 69.8%	81 75.0%	199 66.6%	66 75.9%	231 69.4%	76 83.5% I	108 80.6% I	236 67.6%	-	432 100.0% J	-	-	301 79.2% O	119 63.0% N	271 74.9%	161 71.9%	-
HEDIS/CAHPS SUMMARY RATE - Yes	154 26.3%	21 15.7%	133 30.2% A	27 25.0%	100 33.4%	21 24.1%	102 30.6%	15 16.5%	26 19.4%	113 32.4% GH	154 100.0% K	-	23 100.0% **	126 100.0%	79 20.8%	70 37.0% N	91 25.1%	63 28.1%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q31. (CS) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 88
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	

Q31. (CS) In the last 6 months, how often did your health plan's customer service give you the information or help you needed?																			
Total Eligible	154	21	133	27	100	21	102	15	26	113	154	-	23	126	79	70	91	63	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	149	20	129	27	98	21	98	15	24	110	149	-	23	126	74	70	89	60	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	5	1	4	-	2	-	4	-	2	3	5	-	-	-	5	-	2	3	-
Always	86	3	83	10	64	12	60	2	11	73	86	-	-	86	40	41	55	31	-
	57.7%	15.0%	64.3%	37.0%	65.3%	57.1%	61.2%	13.3%	45.8%	66.4%	57.7%	-	-	68.3%	54.1%	58.6%	61.8%	51.7%	-
Usually	40	8	32	10	22	6	28	6	7	27	40	-	-	40	24	16	19	21	-
	26.8%	40.0%	24.8%	37.0%	22.4%	28.6%	28.6%	40.0%	29.2%	24.5%	26.8%	-	-	31.7%	32.4%	22.9%	21.3%	35.0%	-
Sometimes	19	8	11	5	11	2	7	7	4	8	19	-	19	-	8	11	13	6	-
	12.8%	40.0%	8.5%	18.5%	11.2%	9.5%	7.1%	46.7%	16.7%	7.3%	12.8%	-	82.6%	-	10.8%	15.7%	14.6%	10.0%	-
Never	4	1	3	2	1	1	3	-	2	2	4	-	4	-	2	2	2	2	-
	2.7%	5.0%	2.3%	7.4%	1.0%	4.8%	3.1%	-	8.3%	1.8%	2.7%	-	17.4%	-	2.7%	2.9%	2.2%	3.3%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	126	11	115	20	86	18	88	8	18	100	126	-	-	126	64	57	74	52	-
	84.6%	55.0%	89.1%	74.1%	87.8%	85.7%	89.8%	53.3%	75.0%	90.9%	84.6%	-	-	100.0%	86.5%	81.4%	83.1%	86.7%	-
HEDIS/CAHPS SUMMARY RATE - Always	86	3	83	10	64	12	60	2	11	73	86	-	-	86	40	41	55	31	-
	57.7%	15.0%	64.3%	37.0%	65.3%	57.1%	61.2%	13.3%	45.8%	66.4%	57.7%	-	-	68.3%	54.1%	58.6%	61.8%	51.7%	-
3-Point Score	2.42	1.70	2.53	2.11	2.53	2.43	2.51	1.67	2.21	2.57	2.42	-	1.00	2.68	2.41	2.40	2.45	2.38	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q32. (CS) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 89
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	

Q32. (CS) In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?																			
Total Eligible	154	21	133	27	100	21	102	15	26	113	154	-	23	126	79	70	91	63	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	151	21	130	27	98	21	99	15	24	112	151	-	23	125	76	70	89	62	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	3	-	3	-	2	-	3	-	2	1	3	-	-	1	3	-	2	1	-
Always	120	10	110	14	86	13	84	7	15	98	120	-	10	108	55	60	70	50	-
	79.5%	47.6%**	84.6%	51.9%**	87.8%	61.9%**	84.8%	46.7%**	62.5%**	87.5%	79.5%	-	43.5%**	86.4%	72.4%	85.7% n	78.7%	80.6%	-
Usually	19	5	14	6	9	4	10	3	6	10	19	-	5	13	16	3	12	7	-
	12.6%	23.8%**	10.8%	22.2%**	9.2%	19.0%**	10.1%	20.0%**	25.0%**	8.9%	12.6%	-	21.7%**	10.4%	21.1% O	4.3%	13.5%	11.3%	-
Sometimes	10	5	5	6	3	4	3	5	1	4	10	-	6	4	4	6	6	4	-
	6.6%	23.8%**	3.8%	22.2%**	3.1%	19.0%**	3.0%	33.3%**	4.2%**	3.6%	6.6%	-	26.1%**	3.2%	5.3%	8.6%	6.7%	6.5%	-
Never	2	1	1	1	-	-	2	-	2	-	2	-	2	-	1	1	1	1	-
	1.3%	4.8%**	0.8%	3.7%**	-	-	2.0%	-	8.3%**	-	1.3%	-	8.7%**	-	1.3%	1.4%	1.1%	1.6%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	139	15	124	20	95	17	94	10	21	108	139	-	15	121	71	63	82	57	-
	92.1%	71.4%**	95.4%	74.1%**	96.9%	81.0%**	94.9%	66.7%**	87.5%**	96.4%	92.1%	-	65.2%**	96.8%	93.4%	90.0%	92.1%	91.9%	-
HEDIS/CAHPS SUMMARY RATE - Always	120	10	110	14	86	13	84	7	15	98	120	-	10	108	55	60	70	50	-
	79.5%	47.6%**	84.6%	51.9%**	87.8%	61.9%**	84.8%	46.7%**	62.5%**	87.5%	79.5%	-	43.5%**	86.4%	72.4%	85.7% n	78.7%	80.6%	-
3-Point Score	2.72	2.19	2.80	2.26	2.85	2.43	2.80	2.13	2.50	2.84	2.72	-	2.09	2.83	2.66	2.76	2.71	2.73	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q33. In the last 6 months, did your health plan give you any forms to fill out?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 90
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q33. In the last 6 months, did your health plan give you any forms to fill out?																			
Total Eligible	600 100.0%	134 100.0%	448 100.0%	110 100.0%	306 100.0%	87 100.0%	340 100.0%	91 100.0%	136 100.0%	355 100.0%	154 100.0%	432 100.0%	23 100.0%	126 100.0%	386 100.0%	195 100.0%	368 100.0%	232 100.0%	-
Total Valid Responses	576 100.0%	132 100.0%	434 100.0%	105 100.0%	296 100.0%	87 100.0%	327 100.0%	90 100.0%	134 100.0%	342 100.0%	148 100.0%	422 100.0%	23 100.0%	120 100.0%	374 100.0%	185 100.0%	357 100.0%	219 100.0%	-
No Answer	24	2	14	5	10	-	13	1	2	13	6	10	-	6	12	10	11	13	-
Yes	159 27.6%	28 21.2%	128 29.5% a	29 27.6%	100 33.8%	23 26.4%	102 31.2%	16 17.8%	37 27.6% g	103 30.1% G	75 50.7% K	83 19.7%	12 52.2% **	61 50.8%	92 24.6%	64 34.6% N	85 23.8%	74 33.8% P	-
No	417 72.4%	104 78.8% b	306 70.5%	76 72.4%	196 66.2%	64 73.6%	225 68.8%	74 82.2% hl	97 72.4%	239 69.9%	73 49.3%	339 80.3% J	11 47.8% **	59 49.2%	282 75.4% O	121 65.4% Q	272 76.2% Q	145 66.2%	-
HEDIS/CAHPS SUMMARY RATE - Yes	159 27.6%	28 21.2%	128 29.5% a	29 27.6%	100 33.8%	23 26.4%	102 31.2%	16 17.8%	37 27.6% g	103 30.1% G	75 50.7% K	83 19.7%	12 52.2% **	61 50.8%	92 24.6%	64 34.6% N	85 23.8%	74 33.8% P	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics

770-978-3173
2017

Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 91
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q34. (FOF) In the last 6 months, how often were the forms from your health plan easy to fill out?																			
Total Eligible	576 100.0%	132 100.0%	434 100.0%	105 100.0%	296 100.0%	87 100.0%	327 100.0%	90 100.0%	134 100.0%	342 100.0%	148 100.0%	422 100.0%	23 100.0%	120 100.0%	374 100.0%	185 100.0%	357 100.0%	219 100.0%	-
Total Valid Responses	572 100.0%	132 100.0%	430 100.0%	105 100.0%	294 100.0%	87 100.0%	324 100.0%	90 100.0%	133 100.0%	339 100.0%	147 100.0%	419 100.0%	23 100.0%	119 100.0%	371 100.0%	184 100.0%	356 100.0%	216 100.0%	-
No Answer	4	-	4	-	2	-	3	-	1	3	1	3	-	1	3	1	1	3	-
Always	491 85.8%	110 83.3%	372 86.5%	86 81.9%	245 83.3%	72 82.8%	273 84.3%	76 84.4%	110 82.7%	296 87.3%	110 74.8%	375 89.5%	16 69.6%	90 75.6%	326 87.9%	149 81.0%	318 89.3%	173 80.1%	-
Usually	50 8.7%	11 8.3%	39 9.1%	13 12.4%	32 10.9%	9 10.3%	31 9.6%	7 7.8%	14 10.5%	29 8.6%	26 17.7%	24 5.7%	4 17.4%	22 18.5%	23 6.2%	27 14.7%	31 8.7%	19 8.8%	-
Sometimes	25 4.4%	10 7.6%	14 3.3%	5 4.8%	14 4.8%	5 5.7%	17 5.2%	6 6.7%	8 6.0%	10 2.9%	11 7.5%	14 3.3%	3 13.0%	7 5.9%	17 4.6%	7 3.8%	7 2.0%	18 8.3%	-
Never	6 1.0%	1 0.8%	5 1.2%	1 1.0%	3 1.0%	1 1.1%	3 0.9%	1 1.1%	1 0.8%	4 1.2%	-	6 1.4%	-	-	5 1.3%	1 0.5%	-	6 2.8%	-
HEDIS/CAHPS SUMMARY RATE - Always/Usually	541 94.6%	121 91.7%	411 95.6%	99 94.3%	277 94.2%	81 93.1%	304 93.8%	83 92.2%	124 93.2%	325 95.9%	136 92.5%	399 95.2%	20 87.0%	112 94.1%	349 94.1%	176 95.7%	349 98.0%	192 88.9%	-
HEDIS/CAHPS SUMMARY RATE - Always	491 85.8%	110 83.3%	372 86.5%	86 81.9%	245 83.3%	72 82.8%	273 84.3%	76 84.4%	110 82.7%	296 87.3%	110 74.8%	375 89.5%	16 69.6%	90 75.6%	326 87.9%	149 81.0%	318 89.3%	173 80.1%	-
3-Point Score	2.80	2.75	2.82	2.76	2.78	2.76	2.78	2.77	2.76	2.83	2.67	2.85	2.57	2.70	2.82	2.77	2.87	2.69	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q35. What number would you use to rate your health plan?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 92
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q35. What number would you use to rate your health plan?																			
Total Eligible	600 100.0%	134 100.0%	448 100.0%	110 100.0%	306 100.0%	87 100.0%	340 100.0%	91 100.0%	136 100.0%	355 100.0%	154 100.0%	432 100.0%	23 100.0%	126 100.0%	386 100.0%	195 100.0%	368 100.0%	232 100.0%	-
Total Valid Responses	582 100.0%	134 100.0%	448 100.0%	106 100.0%	299 100.0%	86 100.0%	331 100.0%	91 100.0%	136 100.0%	355 100.0%	154 100.0%	420 100.0%	23 100.0%	126 100.0%	375 100.0%	188 100.0%	355 100.0%	227 100.0%	-
No Answer	18	-	-	4	7	1	9	-	-	-	-	12	-	-	11	7	13	5	-
10 - Best health plan possible	261 44.8%	-	261 58.3% A	22 20.8%	169 56.5% C	16 18.6%	179 54.1% E	-	-	261 73.5% GH	82 53.2% K	173 41.2%	7 30.4% **	72 57.1%	156 41.6%	89 47.3%	153 43.1%	108 47.6%	-
9	94 16.2%	-	94 21.0% A	11 10.4%	62 20.7% C	9 10.5%	61 18.4% e	-	-	94 26.5% GH	31 20.1%	63 15.0%	3 13.0% **	28 22.2%	55 14.7%	39 20.7% n	61 17.2%	33 14.5%	-
8	93 16.0%	-	93 20.8% A	13 12.3%	41 13.7% C	13 15.1%	50 15.1%	-	93 68.4% GI	-	20 13.0%	71 16.9%	4 17.4% **	15 11.9%	64 17.1%	27 14.4%	44 12.4%	49 21.6% P	-
7	43 7.4%	43 32.1% B	-	15 14.2% D	14 4.7%	13 15.1% F	19 5.7%	-	43 31.6% GI	-	6 3.9%	37 8.8% J	2 8.7% **	3 2.4%	31 8.3%	11 5.9%	27 7.6%	16 7.0%	-
6	22 3.8%	22 16.4% B	-	10 9.4% D	3 1.0%	9 10.5% F	4 1.2%	22 24.2% H	-	-	6 3.9%	16 3.8%	1 4.3% **	5 4.0%	17 4.5%	5 2.7%	17 4.8%	5 2.2%	-
5	49 8.4%	49 36.6% B	-	24 22.6% D	9 3.0%	18 20.9% F	13 3.9%	49 53.8% H	-	-	4 2.6%	45 10.7% J	2 8.7% **	2 1.6%	36 9.6%	13 6.9%	39 11.0% Q	10 4.4%	-
4	6 1.0%	6 4.5% B	-	3 2.8% D	1 0.3%	3 3.5% F	1 0.3%	6 6.6% H	-	-	1 0.6%	5 1.2%	-	1 0.8%	6 1.6% o	-	4 1.1%	2 0.9%	-
3	5 0.9%	5 3.7% B	-	3 2.8% D	-	2 2.3%	2 0.6%	5 5.5% H	-	-	2 1.3%	3 0.7%	2 8.7% **	-	3 0.8%	2 1.1%	4 1.1%	1 0.4%	-
2	2 0.3%	2 1.5% B	-	2 1.9% D	-	2 2.3% F	-	2 2.2% H	-	-	1 0.6%	1 0.2%	1 4.3% **	-	1 0.3%	1 0.5%	-	2 0.9% p	-
1	3 0.5%	3 2.2% B	-	1 0.9% d	-	1 1.2% f	-	3 3.3% H	-	-	1 0.6%	2 0.5%	1 4.3% **	-	3 0.8%	-	3 0.8%	-	-
0 - Worst health plan possible	4 0.7%	4 3.0% B	-	2 1.9% D	-	-	2 0.6%	4 4.4% H	-	-	-	4 1.0%	-	-	3 0.8%	1 0.5%	3 0.8%	1 0.4%	-
SUMMARY - 0-3	14 2.4%	14 10.4% B	-	8 7.5% D	-	5 5.8% F	4 1.2%	14 15.4% H	-	-	4 2.6%	10 2.4%	4 17.4% **	-	10 2.7%	4 2.1%	10 2.8%	4 1.8%	-
SUMMARY - 4-7	120 20.6%	120 89.6% B	-	52 49.1% D	27 9.0%	43 50.0% F	37 11.2%	77 84.6% H	43 31.6% I	-	17 11.0%	103 24.5% J	5 21.7% **	11 8.7%	90 24.0% O	29 15.4% Q	87 24.5% Q	33 14.5%	-
HEDIS/CAHPS SUMMARY RATE - 8-10	448 77.0%	-	448 100.0% A	46 43.4%	272 91.0% C	38 44.2%	290 87.6% E	-	93 68.4% G	355 100.0% GH	133 86.4% K	307 73.1%	14 60.9% **	115 91.3%	275 73.3%	155 82.4% N	258 72.7% P	190 83.7% P	-
HEDIS/CAHPS SUMMARY RATE - 9-10	355 61.0%	-	355 79.2% A	33 31.1%	231 77.3% C	25 29.1%	240 72.5% E	-	-	355 100.0% GH	113 73.4% K	236 56.2%	10 43.5% **	100 79.4%	211 56.3%	128 68.1% N	214 60.3%	141 62.1%	-
3-Point Score	2.45	1.32	2.79	1.89	2.73	1.88	2.66	1.00	2.00	3.00	2.64	2.38	2.13	2.73	2.38	2.56	2.41	2.53	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q36. In general, how would you rate your overall health?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 93
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q36. In general, how would you rate your overall health?

Total Eligible	600 100.0%	134 100.0%	448 100.0%	110 100.0%	306 100.0%	87 100.0%	340 100.0%	91 100.0%	136 100.0%	355 100.0%	154 100.0%	432 100.0%	23 100.0%	126 100.0%	386 100.0%	195 100.0%	368 100.0%	232 100.0%	-
Total Valid Responses	587 100.0%	132 100.0%	441 100.0%	108 100.0%	301 100.0%	87 100.0%	336 100.0%	89 100.0%	134 100.0%	350 100.0%	154 100.0%	423 100.0%	23 100.0%	126 100.0%	378 100.0%	190 100.0%	360 100.0%	227 100.0%	-
No Answer	13	2	7	2	5	-	4	2	2	5	-	9	-	-	8	5	8	5	-
Excellent	66 11.2%	13 9.8%	50 11.3%	3 2.8%	26 8.6% C	8 9.2%	30 8.9%	9 10.1%	14 10.4%	40 11.4%	15 9.7%	49 11.6%	3 13.0% **	10 7.9%	51 13.5% O	12 6.3%	32 8.9%	34 15.0% P	-
Very good	125 21.3%	26 19.7%	96 21.8%	14 13.0%	69 22.9% C	13 14.9%	72 21.4%	14 15.7%	40 29.9% G	68 19.4%	31 20.1%	91 21.5%	7 30.4% **	23 18.3%	92 24.3% O	29 15.3%	74 20.6%	51 22.5%	-
Good	190 32.4%	44 33.3%	140 31.7%	38 35.2%	96 31.9%	26 29.9%	102 30.4%	29 32.6%	45 33.6%	110 31.4%	48 31.2%	140 33.1%	8 34.8% **	39 31.0%	130 34.4%	56 29.5%	114 31.7%	76 33.5%	-
Fair	170 29.0%	39 29.5%	129 29.3%	42 38.9% d	89 29.6%	32 36.8%	110 32.7%	28 31.5% h	27 20.1%	113 32.3% H	48 31.2%	120 28.4%	4 17.4% **	43 34.1%	91 24.1%	72 37.9% N	111 30.8%	59 26.0%	-
Poor	36 6.1%	10 7.6%	26 5.9%	11 10.2%	21 7.0%	8 9.2%	22 6.5%	9 10.1%	8 6.0%	19 5.4%	12 7.8%	23 5.4%	1 4.3% **	11 8.7%	14 3.7%	21 11.1% N	29 8.1% Q	7 3.1%	-
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	191 32.5%	39 29.5%	146 33.1%	17 15.7%	95 31.6% C	21 24.1%	102 30.4%	23 25.8%	54 40.3% G	108 30.9%	46 29.9%	140 33.1%	10 43.5% **	33 26.2%	143 37.8% O	41 21.6%	106 29.4%	85 37.4% P	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q37. In general, how would you rate your overall mental or emotional health?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 94
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q37. In general, how would you rate your overall mental or emotional health?																			
Total Eligible	600 100.0%	134 100.0%	448 100.0%	110 100.0%	306 100.0%	87 100.0%	340 100.0%	91 100.0%	136 100.0%	355 100.0%	154 100.0%	432 100.0%	23 100.0%	126 100.0%	386 100.0%	195 100.0%	368 100.0%	232 100.0%	-
Total Valid Responses	589 100.0%	134 100.0%	442 100.0%	106 100.0%	303 100.0%	87 100.0%	335 100.0%	91 100.0%	135 100.0%	350 100.0%	152 100.0%	427 100.0%	23 100.0%	124 100.0%	381 100.0%	190 100.0%	362 100.0%	227 100.0%	-
No Answer	11	-	6	4	3	-	5	-	1	5	2	5	-	2	5	5	6	5	-
Excellent	111 18.8%	21 15.7%	87 19.7%	10 9.4%	56 18.5% C	10 11.5%	55 16.4%	15 16.5%	22 16.3%	71 20.3%	31 20.4%	76 17.8%	4 17.4% **	26 21.0%	79 20.7% o	27 14.2%	62 17.1%	49 21.6%	-
Very good	149 25.3%	31 23.1%	111 25.1%	18 17.0%	81 26.7% C	18 20.7%	91 27.2%	18 19.8%	40 29.6% g	84 24.0%	39 25.7%	109 25.5%	7 30.4% **	30 24.2%	102 26.8%	44 23.2%	87 24.0%	62 27.3%	-
Good	172 29.2%	43 32.1%	129 29.2%	41 38.7% D	83 27.4%	25 28.7%	91 27.2%	29 31.9%	36 26.7%	107 30.6%	40 26.3%	130 30.4%	8 34.8% **	31 25.0%	117 30.7%	51 26.8%	107 29.6%	65 28.6%	-
Fair	122 20.7%	27 20.1%	92 20.8%	26 24.5%	68 22.4%	24 27.6%	78 23.3%	19 20.9%	30 22.2%	70 20.0%	30 19.7%	89 20.8%	4 17.4% **	26 21.0%	65 17.1%	51 26.8% N	83 22.9% q	39 17.2%	-
Poor	35 5.9%	12 9.0%	23 5.2%	11 10.4% D	15 5.0%	10 11.5% f	20 6.0%	10 11.0% l	7 5.2%	18 5.1%	12 7.9%	23 5.4%	- **	11 8.9%	18 4.7%	17 8.9% N	23 6.4%	12 5.3%	-
HEDIS/CAHPS SUMMARY RATE - Excellent/Very good	260 44.1%	52 38.8%	198 44.8%	28 26.4%	137 45.2% C	28 32.2%	146 43.6%	33 36.3%	62 45.9%	155 44.3%	70 46.1%	185 43.3%	11 47.8% **	56 45.2%	181 47.5%	71 37.4% O	149 41.2%	111 48.9%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2016? (All respondents)

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 95
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2016? (All respondents)																			
Total Eligible	600 100.0%	134 100.0%	448 100.0%	110 100.0%	306 100.0%	87 100.0%	340 100.0%	91 100.0%	136 100.0%	355 100.0%	154 100.0%	432 100.0%	23 100.0%	126 100.0%	386 100.0%	195 100.0%	368 100.0%	232 100.0%	-
Total Valid Responses	587 100.0%	131 100.0%	442 100.0%	106 100.0%	302 100.0%	86 100.0%	336 100.0%	89 100.0%	131 100.0%	353 100.0%	151 100.0%	426 100.0%	22 100.0%	124 100.0%	378 100.0%	190 100.0%	362 100.0%	225 100.0%	-
No Answer	7	-	3	2	3	-	2	-	2	1	1	2	-	1	4	3	3	4	-
Yes	250 42.6%	48 36.6%	197 44.6%	45 42.5%	145 48.0%	32 37.2%	166 49.4%	35 39.3%	48 36.6%	162 45.9%	88 58.3%	156 36.6%	13 59.1% **	71 57.3%	138 36.5%	101 53.2%	165 45.6%	85 37.8%	-
No	337 57.4%	83 63.4%	245 55.4%	61 57.5%	157 52.0%	54 62.8%	170 50.6%	54 60.7%	83 63.4%	191 54.1%	63 41.7%	270 63.4%	9 40.9% **	53 42.7%	240 63.5%	89 46.8%	197 54.4%	140 62.2%	-
Don't know	6	3	3	2	1	1	2	2	3	1	2	4	1	1	4	2	3	3	-
HEDIS/CAHPS SUMMARY RATE - Yes	250 42.6%	48 36.6%	197 44.6%	45 42.5%	145 48.0%	32 37.2%	166 49.4%	35 39.3%	48 36.6%	162 45.9%	88 58.3%	156 36.6%	13 59.1%	71 57.3%	138 36.5%	101 53.2%	165 45.6%	85 37.8%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2016?
(Respondents 18-64 years as of July 1 of the measurement year)

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 96
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q38. (HEDIS) Have you had either a flu shot or flu spray in the nose since July 1, 2016? (Respondents 18-64 years as of July 1 of the measurement year)																			
Total Eligible	590	132	441	108	302	86	334	89	134	350	152	425	22	125	379	193	362	228	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	577	129	435	104	298	85	330	87	129	348	149	419	21	123	371	188	356	221	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	7	-	3	2	3	-	2	-	2	1	1	2	-	1	4	3	3	4	-
Yes	245	47	193	44	143	32	162	34	48	158	87	152	13	70	134	100	161	84	-
	42.5%	36.4%	44.4%	42.3%	48.0%	37.6%	49.1%	39.1%	37.2%	45.4%	58.4%	36.3%	61.9%	56.9%	36.1%	53.2%	45.2%	38.0%	-
No	332	82	242	60	155	53	168	53	81	190	62	267	8	53	237	88	195	137	-
	57.5%	63.6%	55.6%	57.7%	52.0%	62.4%	50.9%	60.9%	62.8%	54.6%	41.6%	63.7%	38.1%	43.1%	63.9%	46.8%	54.8%	62.0%	-
Don't know	6	3	3	2	1	1	2	2	3	1	2	4	1	1	4	2	3	3	-
HEDIS/CAHPS SUMMARY RATE - Yes	245	47	193	44	143	32	162	34	48	158	87	152	13	70	134	100	161	84	-
	42.5%	36.4%	44.4%	42.3%	48.0%	37.6%	49.1%	39.1%	37.2%	45.4%	58.4%	36.3%	61.9%	56.9%	36.1%	53.2%	45.2%	38.0%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 97
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?																			
Total Eligible	600 100.0%	134 100.0%	448 100.0%	110 100.0%	306 100.0%	87 100.0%	340 100.0%	91 100.0%	136 100.0%	355 100.0%	154 100.0%	432 100.0%	23 100.0%	126 100.0%	386 100.0%	195 100.0%	368 100.0%	232 100.0%	-
Total Valid Responses	583 100.0%	133 100.0%	437 100.0%	107 100.0%	299 100.0%	87 100.0%	331 100.0%	91 100.0%	133 100.0%	346 100.0%	150 100.0%	423 100.0%	23 100.0%	122 100.0%	377 100.0%	189 100.0%	364 100.0%	219 100.0%	-
No Answer	17	1	11	3	7	-	9	-	3	9	4	9	-	4	9	6	4	13	-
Every day	104 17.8%	25 18.8%	77 17.6%	26 24.3% d	49 16.4%	14 16.1%	55 16.6%	19 20.9%	22 16.5%	61 17.6%	24 16.0%	78 18.4%	7 30.4% **	16 13.1%	70 18.6%	33 17.5%	69 19.0%	35 16.0%	-
Some days	67 11.5%	21 15.8% b	45 10.3%	15 14.0%	34 11.4%	12 13.8%	32 9.7%	16 17.6%	13 9.8%	37 10.7%	12 8.0%	54 12.8%	- **	12 9.8%	41 10.9%	23 12.2%	35 9.6%	32 14.6% p	-
Not at all	407 69.8%	85 63.9%	312 71.4%	64 59.8%	213 71.2% C	60 69.0%	241 72.8%	54 59.3%	97 72.9%	246 71.1% G	113 75.3% k	287 67.8%	16 69.6% **	93 76.2%	263 69.8%	131 69.3%	257 70.6%	150 68.5%	-
Don't know	5 0.9%	2 1.5%	3 0.7%	2 1.9%	3 1.0%	1 1.1%	3 0.9%	2 2.2%	1 0.8%	2 0.6%	1 0.7%	4 0.9%	- **	1 0.8%	3 0.8%	2 1.1%	3 0.8%	2 0.9%	-
HEDIS/CAHPS SUMMARY RATE - % Smokers and Tobacco Users	171 29.3%	46 34.6%	122 27.9%	41 38.3%	83 27.8% D	26 29.9%	87 26.3%	35 38.5%	35 26.3%	98 28.3%	36 24.0%	132 31.2%	7 30.4%	28 23.0%	111 29.4%	56 29.6%	104 28.6%	67 30.6%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q40. (HEDIS) In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 98
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	

Q40. (HEDIS) In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

Total Eligible	171 100.0%	46 100.0%	122 100.0%	41 100.0%	83 100.0%	26 100.0%	87 100.0%	35 100.0%	35 100.0%	98 100.0%	36 100.0%	132 100.0%	7 100.0%	28 100.0%	111 100.0%	56 100.0%	104 100.0%	67 100.0%	-
Total Valid Responses	167 100.0%	46 100.0%	119 100.0%	41 100.0%	83 100.0%	26 100.0%	85 100.0%	35 100.0%	33 100.0%	97 100.0%	35 100.0%	130 100.0%	7 100.0%	27 100.0%	108 100.0%	56 100.0%	103 100.0%	64 100.0%	-
No Answer	4	-	3	-	-	-	2	-	2	1	1	2	-	1	3	-	1	3	-
Always	51 30.5%	9 19.6%	42 35.3% a	9 22.0%	31 37.3% c	3 11.5% **	35 41.2%	7 20.0%	7 21.2%	37 38.1% gh	12 34.3%	39 30.0%	4 57.1% **	7 25.9% **	32 29.6%	18 32.1%	30 29.1%	21 32.8%	-
Usually	23 13.8%	5 10.9%	18 15.1%	7 17.1%	13 15.7%	7 26.9% **	12 14.1%	2 5.7%	7 21.2%	14 14.4% g	7 20.0%	16 12.3%	2 28.6% **	5 18.5% **	12 11.1%	10 17.9%	12 11.7%	11 17.2%	-
Sometimes	34 20.4%	11 23.9%	23 19.3%	14 34.1%	17 20.5%	6 23.1% **	19 22.4%	7 20.0%	9 27.3%	18 18.6%	8 22.9%	25 19.2%	1 14.3% **	7 25.9% **	19 17.6%	15 26.8%	20 19.4%	14 21.9%	-
Never	59 35.3%	21 45.7% b	36 30.3%	11 26.8%	22 26.5%	10 38.5% **	19 22.4%	19 54.3% H	10 30.3%	28 28.9%	8 22.9%	50 38.5% j	- - **	8 29.6% **	45 41.7% O	13 23.2%	41 39.8%	18 28.1%	-
CURRENT YEAR SUMMARY RATE - Advising Smokers and Tobacco Users to Quit Rate	108 64.7%	25 54.3%	83 69.7% a	30 73.2%	61 73.5%	16 61.5% **	66 77.6%	16 45.7%	23 69.7%	69 71.1% G	27 77.1%	80 61.5% k	7 100.0% **	19 70.4% **	63 58.3%	43 76.8% N	62 60.2%	46 71.9%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q41. (HEDIS) In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 99
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q41. (HEDIS) In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?

Total Eligible	171 100.0%	46 100.0%	122 100.0%	41 100.0%	83 100.0%	26 100.0%	87 100.0%	35 100.0%	35 100.0%	98 100.0%	36 100.0%	132 100.0%	7 100.0%	28 100.0%	111 100.0%	56 100.0%	104 100.0%	67 100.0%	-
Total Valid Responses	169 100.0%	46 100.0%	120 100.0%	41 100.0%	82 100.0%	26 100.0%	86 100.0%	35 100.0%	34 100.0%	97 100.0%	35 100.0%	131 100.0%	7 100.0%	27 100.0%	110 100.0%	55 100.0%	103 100.0%	66 100.0%	-
No Answer	2	-	2	-	1	-	1	-	1	1	1	1	-	1	1	1	1	1	-
Always	16 9.5%	-	16 13.3% A	2 4.9%	10 12.2%	-	13 15.1%	-	-	16 16.5% GH	7 20.0% K	9 6.9%	2 28.6% **	4 14.8% **	13 11.8%	3 5.5%	10 9.7%	6 9.1%	-
Usually	15 8.9%	4 8.7%	11 9.2%	4 9.8%	11 13.4%	1 3.8% **	13 15.1%	1 2.9%	4 11.8%	10 10.3%	1 2.9%	14 10.7%	-	1 3.7% **	9 8.2%	6 10.9%	11 10.7%	4 6.1%	-
Sometimes	36 21.3%	11 23.9%	24 20.0%	15 36.6% d	18 22.0%	9 34.6% **	17 19.8%	9 25.7%	6 17.6%	20 20.6%	7 20.0%	29 22.1%	2 28.6% **	5 18.5% **	20 18.2%	16 29.1%	20 19.4%	16 24.2%	-
Never	102 60.4%	31 67.4%	69 57.5%	20 48.8%	43 52.4%	16 61.5% **	43 50.0%	25 71.4% i	24 70.6% i	51 52.6%	20 57.1%	79 60.3%	3 42.9% **	17 63.0% **	68 61.8%	30 54.5%	62 60.2%	40 60.6%	-
CURRENT YEAR SUMMARY RATE - Discussing Cessation Medications Rate	67 39.6%	15 32.6%	51 42.5%	21 51.2%	39 47.6%	10 38.5% **	43 50.0%	10 28.6%	10 29.4%	46 47.4% gh	15 42.9%	52 39.7%	4 57.1% **	10 37.0% **	42 38.2%	25 45.5%	41 39.8%	26 39.4%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q42. (HEDIS) In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q42. (HEDIS) In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?

Total Eligible	171 100.0%	46 100.0%	122 100.0%	41 100.0%	83 100.0%	26 100.0%	87 100.0%	35 100.0%	35 100.0%	98 100.0%	36 100.0%	132 100.0%	7 100.0%	28 100.0%	111 100.0%	56 100.0%	104 100.0%	67 100.0%	-
Total Valid Responses	168 100.0%	44 100.0%	121 100.0%	41 100.0%	83 100.0%	26 100.0%	86 100.0%	34 100.0%	33 100.0%	98 100.0%	35 100.0%	130 100.0%	7 100.0%	27 100.0%	108 100.0%	56 100.0%	103 100.0%	65 100.0%	-
No Answer	3	2	1	-	-	-	1	1	2	-	1	2	-	1	3	-	1	2	-
Always	15 8.9%	-	15 12.4% A	1 2.4%	11 13.3% c	-	12 14.0%	-	-	15 15.3% GH	5 14.3%	10 7.7%	2 28.6% **	2 7.4% **	12 11.1%	3 5.4%	8 7.8%	7 10.8%	-
Usually	16 9.5%	3 6.8%	13 10.7%	4 9.8%	10 12.0%	1 3.8% **	13 15.1%	-	5 15.2% G	11 11.2% G	4 11.4%	12 9.2%	-	4 14.8% **	12 11.1%	4 7.1%	11 10.7%	5 7.7%	-
Sometimes	27 16.1%	4 9.1%	23 19.0%	10 24.4%	12 14.5%	2 7.7% **	18 20.9%	3 8.8%	5 15.2%	19 19.4%	4 11.4%	23 17.7%	-	4 14.8% **	14 13.0%	12 21.4%	14 13.6%	13 20.0%	-
Never	110 65.5%	37 84.1% B	70 57.9%	26 63.4%	50 60.2%	23 88.5% **	43 50.0%	31 91.2% H	23 69.7%	53 54.1%	22 62.9%	85 65.4%	5 71.4% **	17 63.0% **	70 64.8%	37 66.1%	70 68.0%	40 61.5%	-
CURRENT YEAR SUMMARY RATE - Discussing Cessation Strategies Rate	58 34.5%	7 15.9%	51 42.1% A	15 36.6%	33 39.8%	3 11.5% **	43 50.0%	3 8.8%	10 30.3% G	45 45.9% G	13 37.1%	45 34.6%	2 28.6% **	10 37.0% **	38 35.2%	19 33.9%	33 32.0%	25 38.5%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:
Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
Minimum Base: 30 (**), Small Base: 30 (*)

Q43. Do you take aspirin daily or every other day?
(All respondents)

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 101
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q43. Do you take aspirin daily or every other day? (All respondents)																			
Total Eligible	600 100.0%	134 100.0%	448 100.0%	110 100.0%	306 100.0%	87 100.0%	340 100.0%	91 100.0%	136 100.0%	355 100.0%	154 100.0%	432 100.0%	23 100.0%	126 100.0%	386 100.0%	195 100.0%	368 100.0%	232 100.0%	-
Total Valid Responses	588 100.0%	130 100.0%	444 100.0%	107 100.0%	302 100.0%	87 100.0%	335 100.0%	87 100.0%	134 100.0%	353 100.0%	153 100.0%	425 100.0%	22 100.0%	126 100.0%	379 100.0%	190 100.0%	364 100.0%	224 100.0%	-
No Answer	12	4	4	3	4	-	5	4	2	2	1	7	1	-	7	5	4	8	-
Yes	126 21.4%	25 19.2%	100 22.5%	25 23.4%	76 25.2%	21 24.1%	84 25.1%	19 21.8%	24 17.9%	82 23.2%	40 26.1%	85 20.0%	4 18.2% **	35 27.8%	67 17.7%	54 28.4% N	81 22.3%	45 20.1%	-
No	462 78.6%	105 80.8%	344 77.5%	82 76.6%	226 74.8%	66 75.9%	251 74.9%	68 78.2%	110 82.1%	271 76.8%	113 73.9%	340 80.0%	18 81.8% **	91 72.2%	312 82.3% O	136 71.6%	283 77.7%	179 79.9%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HEDIS/CAHPS SUMMARY RATE - Yes	126 21.4%	25 19.2%	100 22.5%	25 23.4%	76 25.2%	21 24.1%	84 25.1%	19 21.8%	24 17.9%	82 23.2%	40 26.1%	85 20.0%	4 18.2%	35 27.8%	67 17.7%	54 28.4%	81 22.3%	45 20.1%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (**)

Presented by SPH Analytics
770-978-3173
2017

Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 102
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?																			
Total Eligible	600	134	448	110	306	87	340	91	136	355	154	432	23	126	386	195	368	232	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	544	118	414	93	276	76	308	77	130	325	139	396	22	112	360	165	322	222	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	10	2	4	2	5	1	5	2	2	2	3	3	1	2	5	5	7	3	-
Yes	62	11	48	18	29	12	38	8	14	37	21	38	2	18	34	24	38	24	-
	11.4%	9.3%	11.6%	19.4%	10.5%	15.8%	12.3%	10.4%	10.8%	11.4%	15.1%	9.6%	9.1%	16.1%	9.4%	14.5%	11.8%	10.8%	-
No	482	107	366	75	247	64	270	69	116	288	118	358	20	94	326	141	284	198	-
	88.6%	90.7%	88.4%	80.6%	89.5%	84.2%	87.7%	89.6%	89.2%	88.6%	84.9%	90.4%	90.9%	83.9%	90.6%	85.5%	88.2%	89.2%	-
Don't know	46	14	30	15	25	10	27	12	4	28	12	33	-	12	21	25	39	7	-
HEDIS/CAHPS SUMMARY RATE - No	482	107	366	75	247	64	270	69	116	288	118	358	20	94	326	141	284	198	-
	88.6%	90.7%	88.4%	80.6%	89.5%	84.2%	87.7%	89.6%	89.2%	88.6%	84.9%	90.4%	90.9%	83.9%	90.6%	85.5%	88.2%	89.2%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:
Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 103
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? (All respondents)																			
Total Eligible	600	134	448	110	306	87	340	91	136	355	154	432	23	126	386	195	368	232	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Valid Responses	588	130	444	107	303	86	336	88	134	352	154	425	23	126	379	190	362	226	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12	4	4	3	3	1	4	3	2	3	-	7	-	-	7	5	6	6	-
Yes	211	43	165	44	126	26	145	31	41	136	75	133	12	61	116	89	134	77	-
	35.9%	33.1%	37.2%	41.1%	41.6%	30.2%	43.2%	35.2%	30.6%	38.6%	48.7%	31.3%	52.2%	48.4%	30.6%	46.8%	37.0%	34.1%	-
No	377	87	279	63	177	60	191	57	93	216	79	292	11	65	263	101	228	149	-
	64.1%	66.9%	62.8%	58.9%	58.4%	69.8%	56.8%	64.8%	69.4%	61.4%	51.3%	68.7%	47.8%	51.6%	69.4%	53.2%	63.0%	65.9%	-
HEDIS/CAHPS SUMMARY RATE - Yes	211	43	165	44	126	26	145	31	41	136	75	133	12	61	116	89	134	77	-
	35.9%	33.1%	37.2%	41.1%	41.6%	30.2%	43.2%	35.2%	30.6%	38.6%	48.7%	31.3%	52.2%	48.4%	30.6%	46.8%	37.0%	34.1%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q46. Are you aware that you have any of the following conditions? Check all that apply.

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q46. Are you aware that you have any of the following conditions? Check all that apply.

Total Eligible	600 100.0%	134 100.0%	448 100.0%	110 100.0%	306 100.0%	87 100.0%	340 100.0%	91 100.0%	136 100.0%	355 100.0%	154 100.0%	432 100.0%	23 100.0%	126 100.0%	386 100.0%	195 100.0%	368 100.0%	232 100.0%	-
Total Valid Responses	430	88	334	92	256	58	286	60	75	287	134	289	16	114	223	194	300	130	-
Total Respondents	295 100.0%	66 100.0%	222 100.0%	64 100.0%	169 100.0%	41 100.0%	192 100.0%	45 100.0%	50 100.0%	193 100.0%	80 100.0%	210 100.0%	11 100.0%	67 100.0%	162 100.0%	125 100.0%	206 100.0%	89 100.0%	-
High cholesterol	147 49.8%	33 50.0%	111 50.0%	37 57.8%	86 50.9%	23 56.1%	103 53.6%	25 55.6%	23 46.0%	96 49.7%	51 63.8%	96 45.7%	6 54.5% **	44 65.7%	73 45.1%	70 56.0% n	105 51.0%	42 47.2%	-
High blood pressure	187 63.4%	39 59.1%	145 65.3%	40 62.5%	114 67.5%	24 58.5%	129 67.2%	24 53.3%	32 64.0%	128 66.3%	55 68.8%	127 60.5%	4 36.4% **	49 73.1%	99 61.1%	82 65.6%	131 63.6%	56 62.9%	-
Parent or sibling with heart attack before the age of 60	96 32.5%	16 24.2%	78 35.1% a	15 23.4%	56 33.1%	11 26.8%	54 28.1%	11 24.4%	20 40.0%	63 32.6%	28 35.0%	66 31.4%	6 54.5% **	21 31.3%	51 31.5%	42 33.6%	64 31.1%	32 36.0%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q47. Has a doctor ever told you that you have any of the following conditions? Check all that apply.																			
Total Eligible	600 100.0%	134 100.0%	448 100.0%	110 100.0%	306 100.0%	87 100.0%	340 100.0%	91 100.0%	136 100.0%	355 100.0%	154 100.0%	432 100.0%	23 100.0%	126 100.0%	386 100.0%	195 100.0%	368 100.0%	232 100.0%	-
Total Valid Responses	196	38	154	46	112	26	139	29	25	138	66	126	6	59	98	89	138	58	-
Total Respondents	164 100.0%	33 100.0%	127 100.0%	39 100.0%	93 100.0%	25 100.0%	113 100.0%	25 100.0%	20 100.0%	115 100.0%	50 100.0%	111 100.0%	3 100.0%	46 100.0%	86 100.0%	72 100.0%	119 100.0%	45 100.0%	-
A heart attack	24 14.6%	6 18.2%	18 14.2%	3 7.7%	16 17.2%	2 8.0%	20 17.7%	5 20.0%	4 20.0%	15 13.0%	9 18.0%	14 12.6%	1 33.3%	8 17.4%	13 15.1%	9 12.5%	12 10.1%	12 26.7%	-
Angina or coronary heart disease	23 14.0%	7 21.2%	15 11.8%	8 20.5%	12 12.9%	2 8.0%	19 16.8%	5 20.0%	4 20.0%	13 11.3%	11 22.0%	12 10.8%	1 33.3%	10 21.7%	11 12.8%	10 13.9%	13 10.9%	10 22.2%	-
Stroke	18 11.0%	3 9.1%	15 11.8%	2 5.1%	12 12.9%	2 8.0%	12 10.6%	3 12.0%	2 10.0%	13 11.3%	7 14.0%	10 9.0%	1 33.3%	6 13.0%	8 9.3%	9 12.5%	12 10.1%	6 13.3%	-
Any kind of diabetes or high blood sugar	131 79.9%	22 66.7%	106 83.5%	33 84.6%	72 77.4%	20 80.0%	88 77.9%	16 64.0%	15 75.0%	97 84.3%	39 78.0%	90 81.1%	3 100.0%	35 76.1%	66 76.7%	61 84.7%	101 84.9%	30 66.7%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 106
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?																			
Total Eligible	600	134	448	110	306	87	340	91	136	355	154	432	23	126	386	195	368	232	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	579	130	435	107	296	85	333	87	133	345	150	422	23	123	374	189	358	221	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	21	4	13	3	10	2	7	4	3	10	4	10	-	3	12	6	10	11	-
Yes	169	25	141	39	113	26	119	18	33	115	72	95	10	60	48	113	114	55	-
	29.2%	19.2%	32.4%	36.4%	38.2%	30.6%	35.7%	20.7%	24.8%	33.3%	48.0%	22.5%	43.5%	48.8%	12.8%	59.8%	31.8%	24.9%	-
No	410	105	294	68	183	59	214	69	100	230	78	327	13	63	326	76	244	166	-
	70.8%	80.8%	67.6%	63.6%	61.8%	69.4%	64.3%	79.3%	75.2%	66.7%	52.0%	77.5%	56.5%	51.2%	87.2%	40.2%	68.2%	75.1%	-
HEDIS/CAHPS SUMMARY RATE - Yes	169	25	141	39	113	26	119	18	33	115	72	95	10	60	48	113	114	55	-
	29.2%	19.2%	32.4%	36.4%	38.2%	30.6%	35.7%	20.7%	24.8%	33.3%	48.0%	22.5%	43.5%	48.8%	12.8%	59.8%	31.8%	24.9%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 107
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.																			
Total Eligible	169	25	141	39	113	26	119	18	33	115	72	95	10	60	48	113	114	55	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	165	25	138	38	111	25	117	18	33	112	70	93	9	59	45	112	110	55	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	4	-	3	1	2	1	2	-	-	3	2	2	1	1	3	1	4	-	-
Yes	139	23	114	30	94	21	100	16	29	92	58	79	8	48	36	95	93	46	-
	84.2%	92.0%**	82.6%	78.9%	84.7%	84.0%**	85.5%	88.9%**	87.9%	82.1%	82.9%	84.9%	88.9%**	81.4%	80.0%	84.8%	84.5%	83.6%	-
No	26	2	24	8	17	4	17	2	4	20	12	14	1	11	9	17	17	9	-
	15.8%	8.0%**	17.4%	21.1%	15.3%	16.0%**	14.5%	11.1%**	12.1%	17.9%	17.1%	15.1%	11.1%**	18.6%	20.0%	15.2%	15.5%	16.4%	-
HEDIS/CAHPS SUMMARY RATE - Yes	139	23	114	30	94	21	100	16	29	92	58	79	8	48	36	95	93	46	-
	84.2%	92.0%	82.6%	78.9%	84.7%	84.0%	85.5%	88.9%	87.9%	82.1%	82.9%	84.9%	88.9%	81.4%	80.0%	84.8%	84.5%	83.6%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:
 - Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
 - Minimum Base: 30 (**), Small Base: 30 (*)

Presented by SPH Analytics
770-978-3173
2017

Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

Molina Healthcare, Inc.
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Table: 108
Level: Top

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.																			
Total Eligible	600	134	448	110	306	87	340	91	136	355	154	432	23	126	386	195	368	232	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	580	131	436	107	295	85	329	88	133	346	148	422	23	120	373	189	357	223	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	20	3	12	3	11	2	11	3	3	9	6	10	-	6	13	6	11	9	-
Yes	327	71	249	79	196	56	229	48	64	208	96	224	13	81	169	144	225	102	-
	56.4%	54.2%	57.1%	73.8%	66.4%	65.9%	69.6%	54.5%	48.1%	60.1%	64.9%	53.1%	56.5%	67.5%	45.3%	76.2%	63.0%	45.7%	-
No	253	60	187	28	99	29	100	40	69	138	52	198	10	39	204	45	132	121	-
	43.6%	45.8%	42.9%	26.2%	33.6%	34.1%	30.4%	45.5%	51.9%	39.9%	35.1%	46.9%	43.5%	32.5%	54.7%	23.8%	37.0%	54.3%	-
HEDIS/CAHPS SUMMARY RATE - Yes	327	71	249	79	196	56	229	48	64	208	96	224	13	81	169	144	225	102	-
	56.4%	54.2%	57.1%	73.8%	66.4%	65.9%	69.6%	54.5%	48.1%	60.1%	64.9%	53.1%	56.5%	67.5%	45.3%	76.2%	63.0%	45.7%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:
- Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
- Minimum Base: 30 (**), Small Base: 30 (*)

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Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q51. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.																			
Total Eligible	327	71	249	79	196	56	229	48	64	208	96	224	13	81	169	144	225	102	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total Valid Responses	314	69	240	78	188	55	219	46	64	199	94	215	12	80	163	140	214	100	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
No Answer	13	2	9	1	8	1	10	2	-	9	2	9	1	1	6	4	11	2	-
Yes	292	64	223	70	179	50	208	41	62	184	90	198	11	77	149	133	201	91	-
	93.0%	92.8%	92.9%	89.7%	95.2%	90.9%	95.0%	89.1%	96.9%	92.5%	95.7%	92.1%	91.7%	96.3%	91.4%	95.0%	93.9%	91.0%	-
No	22	5	17	8	9	5	11	5	2	15	4	17	1	3	14	7	13	9	-
	7.0%	7.2%	7.1%	10.3%	4.8%	9.1%	5.0%	10.9%	3.1%	7.5%	4.3%	7.9%	8.3%	3.8%	8.6%	5.0%	6.1%	9.0%	-
HEDIS/CAHPS SUMMARY RATE - Yes	292	64	223	70	179	50	208	41	62	184	90	198	11	77	149	133	201	91	-
	93.0%	92.8%	92.9%	89.7%	95.2%	90.9%	95.0%	89.1%	96.9%	92.5%	95.7%	92.1%	91.7%	96.3%	91.4%	95.0%	93.9%	91.0%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

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HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q52. What is your age?																			
Total Eligible	600 100.0%	134 100.0%	448 100.0%	110 100.0%	306 100.0%	87 100.0%	340 100.0%	91 100.0%	136 100.0%	355 100.0%	154 100.0%	432 100.0%	23 100.0%	126 100.0%	386 100.0%	195 100.0%	368 100.0%	232 100.0%	-
Total Valid Responses	586 100.0%	132 100.0%	440 100.0%	108 100.0%	300 100.0%	85 100.0%	337 100.0%	90 100.0%	132 100.0%	350 100.0%	151 100.0%	426 100.0%	23 100.0%	123 100.0%	378 100.0%	190 100.0%	364 100.0%	222 100.0%	-
No Answer	14	2	8	2	6	2	3	1	4	5	3	6	-	3	8	5	4	10	-
18 to 24	58 9.9%	8 6.1%	48 10.9%	3 2.8%	29 9.7% C	5 5.9%	28 8.3%	5 5.6%	15 11.4%	36 10.3%	14 9.3%	41 9.6%	6 26.1% **	8 6.5%	41 10.8%	14 7.4%	27 7.4%	31 14.0% P	-
25 to 34	111 18.9%	26 19.7%	82 18.6%	21 19.4%	50 16.7%	15 17.6%	51 15.1%	17 18.9%	37 28.0% I	54 15.4%	31 20.5%	78 18.3%	9 39.1% **	22 17.9%	77 20.4%	31 16.3%	54 14.8%	57 25.7% P	-
35 to 44	67 11.4%	20 15.2%	46 10.5%	11 10.2%	31 10.3%	13 15.3%	35 10.4%	10 11.1%	23 17.4% I	33 9.4%	11 7.3%	56 13.1% J	1 4.3% **	10 8.1%	47 12.4%	18 9.5%	37 10.2%	30 13.5% P	-
45 to 54	140 23.9%	33 25.0%	107 24.3%	30 27.8%	72 24.0%	27 31.8%	78 23.1%	26 28.9% h	25 18.9%	89 25.4%	40 26.5%	99 23.2%	1 4.3% **	39 31.7%	86 22.8%	50 26.3%	92 25.3%	48 21.6%	-
55 to 64	191 32.6%	42 31.8%	141 32.0%	38 35.2%	109 36.3%	23 27.1%	130 38.6% E	30 33.3% h	29 22.0%	124 35.4% H	48 31.8%	140 32.9%	5 21.7% **	40 32.5%	116 30.7%	69 36.3%	141 38.7% Q	50 22.5%	-
65 to 74	19 3.2%	3 2.3%	16 3.6%	5 4.6%	9 3.0%	2 2.4%	15 4.5%	2 2.2%	3 2.3%	14 4.0%	7 4.6%	12 2.8%	1 4.3% **	4 3.3%	11 2.9%	8 4.2%	13 3.6%	6 2.7%	-
75 or older	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SPHA SUMMARY RATE - Members 18 to 34	169 28.8%	34 25.8%	130 29.5%	24 22.2%	79 26.3%	20 23.5%	79 23.4%	22 24.4%	52 39.4% G	90 25.7%	45 29.8%	119 27.9%	15 65.2% **	30 24.4%	118 31.2% o	45 23.7%	81 22.3%	88 39.6% P	-
SPHA SUMMARY RATE - Members 35 to 44	67 11.4%	20 15.2%	46 10.5%	11 10.2%	31 10.3%	13 15.3%	35 10.4%	10 11.1%	23 17.4%	33 9.4%	11 7.3%	56 13.1%	1 4.3%	10 8.1%	47 12.4%	18 9.5%	37 10.2%	30 13.5%	-
SPHA SUMMARY RATE - Members 45 to 54	140 23.9%	33 25.0%	107 24.3%	30 27.8%	72 24.0%	27 31.8%	78 23.1%	26 28.9%	25 18.9%	89 25.4%	40 26.5%	99 23.2%	1 4.3%	39 31.7%	86 22.8%	50 26.3%	92 25.3%	48 21.6%	-
SPHA SUMMARY RATE - Members 55 or older	210 35.8%	45 34.1%	157 35.7%	43 39.8%	118 39.3%	25 29.4%	145 43.0% E	32 35.6% h	32 24.2%	138 39.4% H	55 36.4%	152 35.7%	6 26.1% **	44 35.8%	127 33.6%	77 40.5%	154 42.3% Q	56 25.2%	-

Cell Contents:

- Count
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Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

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HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q53. Are you male or female?

Total Eligible	600 100.0%	134 100.0%	448 100.0%	110 100.0%	306 100.0%	87 100.0%	340 100.0%	91 100.0%	136 100.0%	355 100.0%	154 100.0%	432 100.0%	23 100.0%	126 100.0%	386 100.0%	195 100.0%	368 100.0%	232 100.0%	-
Total Valid Responses	590 100.0%	133 100.0%	443 100.0%	108 100.0%	302 100.0%	86 100.0%	338 100.0%	90 100.0%	134 100.0%	352 100.0%	152 100.0%	428 100.0%	23 100.0%	124 100.0%	380 100.0%	192 100.0%	365 100.0%	225 100.0%	-
No Answer	10	1	5	2	4	1	2	1	2	3	2	4	-	2	6	3	3	7	-
Male	241 40.8%	67 50.4% B	169 38.1%	50 46.3% d	108 35.8%	37 43.0%	127 37.6%	50 55.6% H	53 39.6%	133 37.8%	61 40.1%	175 40.9%	9 39.1% **	49 39.5%	160 42.1%	74 38.5%	156 42.7%	85 37.8%	-
Female	349 59.2%	66 49.6%	274 61.9%	58 53.7% A	194 64.2% c	49 57.0%	211 62.4%	40 44.4%	81 60.4% G	219 62.2% G	91 59.9%	253 59.1%	14 60.9% **	75 60.5%	220 57.9%	118 61.5%	209 57.3%	140 62.2%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:
Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
Minimum Base: 30 (**), Small Base: 30 (*)

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Q54. What is the highest grade or level of school that you have completed?

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q54. What is the highest grade or level of school that you have completed?																			
Total Eligible	600 100.0%	134 100.0%	448 100.0%	110 100.0%	306 100.0%	87 100.0%	340 100.0%	91 100.0%	136 100.0%	355 100.0%	154 100.0%	432 100.0%	23 100.0%	126 100.0%	386 100.0%	195 100.0%	368 100.0%	232 100.0%	-
Total Valid Responses	572 100.0%	132 100.0%	427 100.0%	104 100.0%	292 100.0%	84 100.0%	327 100.0%	90 100.0%	131 100.0%	338 100.0%	146 100.0%	417 100.0%	22 100.0%	119 100.0%	371 100.0%	184 100.0%	354 100.0%	218 100.0%	-
No Answer	28	2	21	6	14	3	13	1	5	17	8	15	1	7	15	11	14	14	-
8th grade or less	55 9.6%	6 4.5%	49 11.5% A	11 10.6%	28 9.6%	5 6.0%	39 11.9%	4 4.4%	8 6.1%	43 12.7% GH	15 10.3%	40 9.6%	2 9.1% **	11 9.2%	30 8.1%	20 10.9%	34 9.6%	21 9.6%	-
Some high school, but did not graduate	89 15.6%	21 15.9%	66 15.5%	21 20.2%	43 14.7%	13 15.5%	49 15.0%	16 17.8% h	12 9.2%	59 17.5% H	17 11.6%	70 16.8%	1 4.5% **	15 12.6%	64 17.3%	24 13.0%	61 17.2%	28 12.8%	-
High school graduate or GED	205 35.8%	41 31.1%	162 37.9%	29 27.9%	105 36.0%	32 38.1%	115 35.2%	26 28.9%	54 41.2%	123 36.4%	53 36.3%	149 35.7%	7 31.8% **	45 37.8%	126 34.0%	73 39.7%	123 34.7%	82 37.6%	-
Some college or 2-year degree	169 29.5%	45 34.1%	116 27.2%	31 29.8%	91 31.2%	27 32.1%	96 29.4%	32 35.6% i	42 32.1%	87 25.7%	46 31.5%	119 28.5%	7 31.8% **	39 32.8%	111 29.9%	53 28.8%	99 28.0%	70 32.1%	-
4-year college graduate	33 5.8%	9 6.8%	23 5.4%	6 5.8%	16 5.5%	6 7.1%	14 4.3%	6 6.7%	8 6.1%	18 5.3%	11 7.5%	22 5.3%	4 18.2% **	7 5.9%	24 6.5%	9 4.9%	23 6.5%	10 4.6%	-
More than 4-year college degree	21 3.7%	10 7.6% B	11 2.6%	6 5.8%	9 3.1%	1 1.2%	14 4.3%	6 6.7% l	7 5.3%	8 2.4%	4 2.7%	17 4.1%	1 4.5% **	2 1.7%	16 4.3%	5 2.7%	14 4.0%	7 3.2%	-
SPHA SUMMARY RATE - High school graduate or less	349 61.0%	68 51.5%	277 64.9% A	61 58.7%	176 60.3%	50 59.5%	203 62.1%	46 51.1%	74 56.5%	225 66.6% GH	85 58.2%	259 62.1%	10 45.5% **	71 59.7%	220 59.3%	117 63.6%	218 61.6%	131 60.1%	-
SPHA SUMMARY RATE - Some college	169 29.5%	45 34.1%	116 27.2%	31 29.8%	91 31.2%	27 32.1%	96 29.4%	32 35.6%	42 32.1%	87 25.7%	46 31.5%	119 28.5%	7 31.8%	39 32.8%	111 29.9%	53 28.8%	99 28.0%	70 32.1%	-
SPHA SUMMARY RATE - 4-year college graduate or more	54 9.4%	19 14.4% B	34 8.0%	12 11.5%	25 8.6%	7 8.3%	28 8.6%	12 13.3% i	15 11.5%	26 7.7%	15 10.3%	39 9.4%	5 22.7% **	9 7.6%	40 10.8%	14 7.6%	37 10.5%	17 7.8%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:
- Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
- Minimum Base: 30 (**), Small Base: 30 (*)

Q55. Are you of Hispanic or Latino origin or descent?

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q55. Are you of Hispanic or Latino origin or descent?																			
Total Eligible	600 100.0%	134 100.0%	448 100.0%	110 100.0%	306 100.0%	87 100.0%	340 100.0%	91 100.0%	136 100.0%	355 100.0%	154 100.0%	432 100.0%	23 100.0%	126 100.0%	386 100.0%	195 100.0%	368 100.0%	232 100.0%	-
Total Valid Responses	572 100.0%	129 100.0%	429 100.0%	104 100.0%	294 100.0%	82 100.0%	329 100.0%	88 100.0%	128 100.0%	342 100.0%	146 100.0%	416 100.0%	21 100.0%	121 100.0%	371 100.0%	184 100.0%	355 100.0%	217 100.0%	-
No Answer	28	5	19	6	12	5	11	3	8	13	8	16	2	5	15	11	13	15	-
Yes, Hispanic or Latino	347 60.7%	62 48.1%	276 64.3% A	54 51.9%	185 62.9% C	43 52.4%	210 63.8% e	42 47.7%	65 50.8%	231 67.5% GH	92 63.0%	251 60.3%	16 76.2% **	75 62.0%	227 61.2%	110 59.8%	210 59.2%	137 63.1%	-
No, Not Hispanic or Latino	225 39.3%	67 51.9% B	153 35.7%	50 48.1% D	109 37.1%	39 47.6% f	119 36.2%	46 52.3% l	63 49.2% l	111 32.5%	54 37.0%	165 39.7%	5 23.8% **	46 38.0%	144 38.8%	74 40.2%	145 40.8%	80 36.9%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (**)

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Q56. What is your race? Please mark one or more.

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q56. What is your race? Please mark one or more.																			
Total Eligible	600 100.0%	134 100.0%	448 100.0%	110 100.0%	306 100.0%	87 100.0%	340 100.0%	91 100.0%	136 100.0%	355 100.0%	154 100.0%	432 100.0%	23 100.0%	126 100.0%	386 100.0%	195 100.0%	368 100.0%	232 100.0%	-
Total Valid Responses	580	141	424	123	289	90	331	100	133	332	142	427	17	121	368	196	357	223	-
Total Respondents	520 100.0%	122 100.0%	385 100.0%	106 100.0%	267 100.0%	81 100.0%	298 100.0%	85 100.0%	119 100.0%	303 100.0%	128 100.0%	382 100.0%	17 100.0%	108 100.0%	331 100.0%	177 100.0%	345 100.0%	175 100.0%	-
White	318 61.2%	80 65.6%	232 60.3%	63 59.4%	160 59.9%	48 59.3%	184 61.7%	51 60.0%	81 68.1%	180 59.4%	69 53.9%	245 64.1%	7 41.2% **	60 55.6%	209 63.1%	101 57.1%	205 59.4%	113 64.6%	-
Black or African-American	26 5.0%	4 3.3%	21 5.5%	5 4.7%	14 5.2%	2 2.5%	14 4.7%	3 3.5%	5 4.2%	17 5.6%	8 6.3%	16 4.2%	2 11.8% **	5 4.6%	10 3.0%	13 7.3% N	8 2.3%	18 10.3% P	-
Asian	17 3.3%	5 4.1%	12 3.1%	1 0.9%	7 2.6%	1 1.2%	8 2.7%	4 4.7%	5 4.2%	8 2.6%	3 2.3%	14 3.7%	1 5.9% **	2 1.9%	10 3.0%	6 3.4%	7 2.0%	10 5.7% P	-
Native Hawaiian or other Pacific Islander	5 1.0%	2 1.6%	3 0.8%	2 1.9%	1 0.4%	1 1.2%	3 1.0%	2 2.4%	1 0.8%	2 0.7%	2 1.6%	3 0.8%	- **	2 1.9%	3 0.9%	2 1.1%	1 0.3%	4 2.3% P	-
American Indian or Alaska Native	55 10.6%	16 13.1%	37 9.6%	19 17.9% D	22 8.2%	11 13.6%	24 8.1%	13 15.3% i	15 12.6%	25 8.3%	17 13.3%	37 9.7%	3 17.6% **	14 13.0%	38 11.5%	15 8.5%	33 9.6%	22 12.6%	-
Other	159 30.6%	34 27.9%	119 30.9%	33 31.1%	85 31.8%	27 33.3%	98 32.9%	27 31.8%	26 21.8%	100 33.0% H	43 33.6%	112 29.3%	4 23.5% **	38 35.2%	98 29.6%	59 33.3%	103 29.9%	56 32.0%	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
Minimum Base: 30 (**), Small Base: 30 (*)

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2017

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q57. Did someone help you complete this survey?																			
Total Eligible	368 100.0%	97 100.0%	258 100.0%	84 100.0%	190 100.0%	58 100.0%	208 100.0%	70 100.0%	71 100.0%	214 100.0%	91 100.0%	271 100.0%	15 100.0%	74 100.0%	228 100.0%	134 100.0%	368 100.0%	-	-
Total Valid Responses	360 100.0%	96 100.0%	252 100.0%	83 100.0%	183 100.0%	58 100.0%	205 100.0%	70 100.0%	70 100.0%	208 100.0%	90 100.0%	266 100.0%	15 100.0%	73 100.0%	223 100.0%	131 100.0%	360 100.0%	-	-
No Answer	8	1	6	1	7	-	3	-	1	6	1	5	-	1	5	3	8	-	-
Yes	59 16.4%	12 12.5%	47 18.7%	11 13.3%	37 20.2%	9 15.5%	38 18.5%	9 12.9%	12 17.1%	38 18.3%	16 17.8%	43 16.2%	- **	15 20.5%	35 15.7%	24 18.3%	59 16.4%	-	-
No	301 83.6%	84 87.5%	205 81.3%	72 86.7%	146 79.8%	49 84.5%	167 81.5%	61 87.1%	58 82.9%	170 81.7%	74 82.2%	223 83.8%	15 100.0%	58 79.5%	188 84.3%	107 81.7%	301 83.6%	-	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:
Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r
Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Q58. How did that person help you? Check all that apply.

HEALTH PLAN RATING (Q35)			HEALTH CARE RATING (Q13)		DOCTOR RATING (Q23)		HEALTH PLAN RATING BY GLOBAL PROP. (Q35)			CONTACT CUSTOMER SERVICE (Q30)		GOT INFO/HELP FROM CUSTOMER SERVICE (Q31)		NUMBER OF DOCTOR/CLINIC VISITS (Q7)		DATA COLLECTION METHOD		
Total	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/Sometimes	Always/Usually	Less than 3	3 or More	Mail	Phone	Internet
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R

Q58. How did that person help you? Check all that apply.

Total Eligible	59 100.0%	12 100.0%	47 100.0%	11 100.0%	37 100.0%	9 100.0%	38 100.0%	9 100.0%	12 100.0%	38 100.0%	16 100.0%	43 100.0%	-	15 100.0%	35 100.0%	24 100.0%	59 100.0%	-	-
Total Valid Responses	82	14	68	18	46	15	54	11	20	51	21	61	-	19	46	36	82	-	-
Total Respondents	57 100.0%	12 100.0%	45 100.0%	11 100.0%	35 100.0%	9 100.0%	37 100.0%	9 100.0%	12 100.0%	36 100.0%	16 100.0%	41 100.0%	-	15 100.0%	34 100.0%	23 100.0%	57 100.0%	-	-
Read the questions to me	37 64.9%	6 50.0% **	31 68.9%	10 90.9% **	21 60.0%	7 77.8% **	24 64.9%	5 55.6% **	7 58.3% **	25 69.4%	13 81.3% **	24 58.5%	-	12 80.0%	18 52.9%	19 82.6% **	37 64.9%	-	-
Wrote down the answers I gave	17 29.8%	2 16.7% **	15 33.3%	4 36.4% **	7 20.0%	5 55.6% **	10 27.0%	2 22.2% **	5 41.7% **	10 27.8%	4 25.0% **	13 31.7%	-	3 20.0%	9 26.5%	8 34.8% **	17 29.8%	-	-
Answered the questions for me	15 26.3%	4 33.3% **	11 24.4%	-	11 31.4%	1 11.1% **	10 27.0%	3 33.3% **	4 33.3% **	8 22.2%	2 12.5% **	13 31.7%	-	2 13.3%	13 38.2%	2 8.7% **	15 26.3%	-	-
Translated the questions into my language	6 10.5%	-	6 13.3%	3 27.3% **	2 5.7%	2 22.2% **	3 8.1%	-	2 16.7% **	4 11.1%	1 6.3% **	5 12.2%	-	1 6.7%	2 5.9%	4 17.4% **	6 10.5%	-	-
Helped in some other way	7 12.3%	2 16.7% **	5 11.1%	1 9.1% **	5 14.3%	-	7 18.9%	1 11.1% **	2 16.7% **	4 11.1%	1 6.3% **	6 14.6%	-	1 6.7%	4 11.8%	3 13.0% **	7 12.3%	-	-

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

Statistics:

- Column Proportions:

Columns Tested (5%): A/B, C/D, E/F, G/H/I, J/K, L/M, N/O, P/Q/R, (10%): a/b, c/d, e/f, g/h/i, j/k, l/m, n/o, p/q/r

Minimum Base: 30 (**), Small Base: 30 (*)

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2017

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

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Page 3	Q61. Did you fall in the past 6 months?
Page 4	Q62. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking?
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Page 6	Q64. In the last 6 months, who helped to coordinate your care?
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Page 8	Q66. How satisfied are you with the help you received to coordinate your care in the last 6 months?
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Page 11	Q69. Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home?

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 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q59. In the past 6 months, have you had a problem with balance or walking?

	===== AGE =====					= EDUCATION =		=== GENDER ==		== ETHNICITY ==		===== RACE =====			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
Total Answering	562	162	64	130	199	327	216	229	330	331	216	310	23	210	177	179	196	243	165	146
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	38	7	3	10	11	22	7	12	19	16	9	8	3	9	14	11	10	17	7	11
Yes	143	16	14	43	67	92	44	61	79	84	53	73	8	67	18	30	91	35	39	64
	25.4%	9.9%	21.9%	33.1%	33.7%	28.1%	20.4%	26.6%	23.9%	25.4%	24.5%	23.5%	34.8%	31.9%	10.2%	16.8%	46.4%	14.4%	23.6%	43.8%
			B	Bc	Bc	G								L		o	OP		R	RS
No	419	146	50	87	132	235	172	168	251	247	163	237	15	143	159	149	105	208	126	82
	74.6%	90.1%	78.1%	66.9%	66.3%	71.9%	79.6%	73.4%	76.1%	74.6%	75.5%	76.5%	65.2%	68.1%	89.8%	83.2%	53.6%	85.6%	76.4%	56.2%
		CDE	de			F						N			pQ	Q		ST	T	
SPHA SUMMARY RATE - Yes	143	16	14	43	67	92	44	61	79	84	53	73	8	67	18	30	91	35	39	64
	25.4%	9.9%	21.9%	33.1%	33.7%	28.1%	20.4%	26.6%	23.9%	25.4%	24.5%	23.5%	34.8%	31.9%	10.2%	16.8%	46.4%	14.4%	23.6%	43.8%
			B	Bc	Bc	G								L		o	OP		R	RS

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q60. A fall is when your body goes to the ground without being pushed. In the past 6 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?

	===== AGE =====					= EDUCATION =		=== GENDER ==		== ETHNICITY ==		===== RACE =====			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
Total Answering	497	147	53	117	174	290	190	199	295	293	189	271	23	186	150	160	181	213	144	132
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	52	11	5	12	17	26	16	17	28	27	13	17	3	11	18	14	15	23	12	14
Yes	93	10	7	25	50	64	25	39	53	56	32	48	7	43	13	14	63	24	24	42
	18.7%	6.8%	13.2%	21.4%	28.7%	22.1%	13.2%	19.6%	18.0%	19.1%	16.9%	17.7%	30.4%	23.1%	8.7%	8.8%	34.8%	11.3%	16.7%	31.8%
				B	BC	G											OP			RS
No	404	137	46	92	124	226	165	160	242	237	157	223	16	143	137	146	118	189	120	90
	81.3%	93.2%	86.8%	78.6%	71.3%	77.9%	86.8%	80.4%	82.0%	80.9%	83.1%	82.3%	69.6%	76.9%	91.3%	91.3%	65.2%	88.7%	83.3%	68.2%
		DE	E			F									Q	Q		T	T	
I had no visits in the past 6 months	51	11	9	11	19	33	17	25	26	27	23	30	-	22	23	16	10	24	16	11
SPHA SUMMARY RATE - Yes	93	10	7	25	50	64	25	39	53	56	32	48	7	43	13	14	63	24	24	42
	18.7%	6.8%	13.2%	21.4%	28.7%	22.1%	13.2%	19.6%	18.0%	19.1%	16.9%	17.7%	30.4%	23.1%	8.7%	8.8%	34.8%	11.3%	16.7%	31.8%
				B	BC	G											OP			RS

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q61. Did you fall in the past 6 months?

	===== AGE ===== = EDUCATION = === GENDER == == ETHNICITY == ===== RACE ===== === HEALTH STATUS === === MENTAL HEALTH ===																			
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
Total Answering	550	160	62	127	195	323	210	228	320	321	214	306	23	205	173	177	190	241	159	142
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	50	9	5	13	15	26	13	13	29	26	11	12	3	14	18	13	16	19	13	15
Yes	79	11	9	19	39	49	26	38	39	40	36	39	4	44	11	16	50	13	25	38
	14.4%	6.9%	14.5%	15.0%	20.0%	15.2%	12.4%	16.7%	12.2%	12.5%	16.8%	12.7%	17.4%	21.5%	6.4%	9.0%	26.3%	5.4%	15.7%	26.8%
				B	B									L			OP		R	RS
No	471	149	53	108	156	274	184	190	281	281	178	267	19	161	162	161	140	228	134	104
	85.6%	93.1%	85.5%	85.0%	80.0%	84.8%	87.6%	83.3%	87.8%	87.5%	83.2%	87.3%	82.6%	78.5%	93.6%	91.0%	73.7%	94.6%	84.3%	73.2%
		DE										N			Q	Q		ST	T	
SPHA SUMMARY RATE - No	471	149	53	108	156	274	184	190	281	281	178	267	19	161	162	161	140	228	134	104
	85.6%	93.1%	85.5%	85.0%	80.0%	84.8%	87.6%	83.3%	87.8%	87.5%	83.2%	87.3%	82.6%	78.5%	93.6%	91.0%	73.7%	94.6%	84.3%	73.2%
		DE										N			Q	Q		ST	T	

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q62. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking?

	===== AGE =====					= EDUCATION =		=== GENDER ==		== ETHNICITY ==		===== RACE =====			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor	
Total	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
Total Answering	454	126	49	110	164	268	169	178	273	273	166	243	22	171	128	149	169	190	134	122
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	62	17	5	13	20	34	18	23	32	32	18	24	3	15	24	19	16	26	17	16
Yes	98	10	6	31	49	57	34	40	56	60	34	51	5	44	10	23	64	26	21	49
	21.6%	7.9%	12.2%	28.2%	29.9%	21.3%	20.1%	22.5%	20.5%	22.0%	20.5%	21.0%	22.7%	25.7%	7.8%	15.4%	37.9%	13.7%	15.7%	40.2%
				BC	BC											O	OP			RS
No	356	116	43	79	115	211	135	138	217	213	132	192	17	127	118	126	105	164	113	73
	78.4%	92.1%	87.8%	71.8%	70.1%	78.7%	79.9%	77.5%	79.5%	78.0%	79.5%	79.0%	77.3%	74.3%	92.2%	84.6%	62.1%	86.3%	84.3%	59.8%
		DE	DE												PQ	Q		T	T	
I had no visits in the past 6 months	84	26	13	17	26	47	36	40	44	42	41	51	1	33	39	22	21	44	21	19
SPHA SUMMARY RATE - Yes	98	10	6	31	49	57	34	40	56	60	34	51	5	44	10	23	64	26	21	49
	21.6%	7.9%	12.2%	28.2%	29.9%	21.3%	20.1%	22.5%	20.5%	22.0%	20.5%	21.0%	22.7%	25.7%	7.8%	15.4%	37.9%	13.7%	15.7%	40.2%
				BC	BC											O	OP			RS

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Q63. In the last 6 months, did anyone from your health plan, doctor's office, or clinic help coordinate your care among these doctors or other health providers?

	===== AGE =====					= EDUCATION =		=== GENDER ==		== ETHNICITY ==		===== RACE =====			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
Total Answering	547	160	63	127	192	320	210	225	319	322	211	305	23	204	173	177	189	239	161	142
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	53	9	4	13	18	29	13	16	30	25	14	13	3	15	18	13	17	21	11	15
Yes	143	23	14	45	59	93	43	67	74	86	52	79	6	58	25	43	75	50	40	52
	26.1%	14.4%	22.2%	35.4%	30.7%	29.1%	20.5%	29.8%	23.2%	26.7%	24.6%	25.9%	26.1%	28.4%	14.5%	24.3%	39.7%	20.9%	24.8%	36.6%
				Bc	B	G		i							O	OP			RS	
No	404	137	49	82	133	227	167	158	245	236	159	226	17	146	148	134	114	189	121	90
	73.9%	85.6%	77.8%	64.6%	69.3%	70.9%	79.5%	70.2%	76.8%	73.3%	75.4%	74.1%	73.9%	71.6%	85.5%	75.7%	60.3%	79.1%	75.2%	63.4%
		DE	d			F		h						PQ	Q		T	T		
SPHA SUMMARY RATE - Yes	143	23	14	45	59	93	43	67	74	86	52	79	6	58	25	43	75	50	40	52
	26.1%	14.4%	22.2%	35.4%	30.7%	29.1%	20.5%	29.8%	23.2%	26.7%	24.6%	25.9%	26.1%	28.4%	14.5%	24.3%	39.7%	20.9%	24.8%	36.6%
				Bc	B	G		i							O	OP			RS	

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q64. In the last 6 months, who helped to coordinate your care?

	===== AGE =====					= EDUCATION =		=== GENDER ==		== ETHNICITY ==		===== RACE =====			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
Total Answering	235	63	23	56	92	160	69	109	125	146	81	115	10	104	59	66	107	88	64	81
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	365	106	44	84	118	189	154	132	224	201	144	203	16	115	132	124	99	172	108	76
Someone from your health plan	40	6	4	9	21	26	13	9	30	23	15	20	2	20	4	11	25	13	12	15
	17.0%	9.5%	17.4%	16.1%	22.8%	16.3%	18.8%	8.3%	24.0%	15.8%	18.5%	17.4%	20.0%	19.2%	6.8%	16.7%	23.4%	14.8%	18.8%	18.5%
					B				H							o	O			
Someone from your doctor's office or clinic	118	25	13	32	48	80	34	53	65	76	39	60	3	49	26	38	54	46	32	40
	50.2%	39.7%	56.5%	57.1%	52.2%	50.0%	49.3%	48.6%	52.0%	52.1%	48.1%	52.2%	30.0%	47.1%	44.1%	57.6%	50.5%	52.3%	50.0%	49.4%
				b																
Someone from another organization	9	1	1	2	4	4	5	8	1	8	1	3	-	6	2	3	4	4	2	3
	3.8%	1.6%	4.3%	3.6%	4.3%	2.5%	7.2%	7.3%	0.8%	5.5%	1.2%	2.6%		5.8%	3.4%	4.5%	3.7%	4.5%	3.1%	3.7%
								I		k										
A friend or family member	9	1	1	2	4	4	5	8	1	8	1	3	-	6	2	3	4	4	2	3
	3.8%	1.6%	4.3%	3.6%	4.3%	2.5%	7.2%	7.3%	0.8%	5.5%	1.2%	2.6%		5.8%	3.4%	4.5%	3.7%	4.5%	3.1%	3.7%
								I		k										
You	68	31	5	13	19	50	17	39	29	39	26	32	5	29	27	14	24	25	18	23
	28.9%	49.2%	21.7%	23.2%	20.7%	31.3%	24.6%	35.8%	23.2%	26.7%	32.1%	27.8%	50.0%	27.9%	45.8%	21.2%	22.4%	28.4%	28.1%	28.4%
		CDE						I							PQ					

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
 Independent Z-Test for Percentages (unpooled proportions)
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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q65. Did your Care Coordinator sit down with you and create a Plan of Care?

	===== AGE =====				= EDUCATION =		=== GENDER ==		== ETHNICITY ==		===== RACE =====			=== HEALTH STATUS ===		=== MENTAL HEALTH ===				
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
Total Answering	522	150	58	121	186	303	203	212	307	306	203	287	22	197	166	163	184	228	150	137
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	78	19	9	19	24	46	20	29	42	41	22	31	4	22	25	27	22	32	22	20
Yes	165	30	18	40	76	113	47	67	97	93	65	85	9	71	40	45	80	56	45	62
	31.6%	20.0%	31.0%	33.1%	40.9%	37.3%	23.2%	31.6%	31.6%	30.4%	32.0%	29.6%	40.9%	36.0%	24.1%	27.6%	43.5%	24.6%	30.0%	45.3%
				B	B	G											OP			RS
No	357	120	40	81	110	190	156	145	210	213	138	202	13	126	126	118	104	172	105	75
	68.4%	80.0%	69.0%	66.9%	59.1%	62.7%	76.8%	68.4%	68.4%	69.6%	68.0%	70.4%	59.1%	64.0%	75.9%	72.4%	56.5%	75.4%	70.0%	54.7%
		DE					F								Q	Q		T	T	
SPHA SUMMARY RATE - Yes	165	30	18	40	76	113	47	67	97	93	65	85	9	71	40	45	80	56	45	62
	31.6%	20.0%	31.0%	33.1%	40.9%	37.3%	23.2%	31.6%	31.6%	30.4%	32.0%	29.6%	40.9%	36.0%	24.1%	27.6%	43.5%	24.6%	30.0%	45.3%
				B	B	G											OP			RS

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q66. How satisfied are you with the help you received to coordinate your care in the last 6 months?

	===== AGE =====					= EDUCATION =		=== GENDER ==		== ETHNICITY ==		===== RACE =====			=== HEALTH STATUS ===		=== MENTAL HEALTH ===			
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
Total Answering	488	140	56	116	171	285	189	201	285	291	185	264	20	191	147	155	179	206	144	132
No Answer	112	29	11	24	39	64	34	40	64	56	40	54	6	28	44	35	27	54	28	25
Very dissatisfied	17 3.5%	4 2.9%	3 5.4%	3 2.6%	7 4.1%	6 2.1%	11 5.8%	8 4.0%	9 3.2%	9 3.1%	7 3.8%	6 2.3%	1 5.0%	10 5.2%	4 2.7%	3 1.9%	9 5.0%	7 3.4%	3 2.1%	7 5.3%
Dissatisfied	17 3.5%	2 1.4%	1 1.8%	5 4.3%	9 5.3%	12 4.2%	5 2.6%	9 4.5%	8 2.8%	10 3.4%	7 3.8%	10 3.8%	-	8 4.2%	2 1.4%	8 5.2%	7 3.9%	5 2.4%	9 6.3%	3 2.3%
Neither dissatisfied nor satisfied	111 22.7%	36 25.7%	9 16.1%	37 31.9%	28 16.4%	61 21.4%	50 26.5%	45 22.4%	66 23.2%	63 21.6%	48 25.9%	61 23.1%	6 30.0%	46 24.1%	42 28.6%	27 17.4%	38 21.2%	46 22.3%	32 22.2%	30 22.7%
Satisfied	204 41.8%	65 46.4%	26 46.4%	45 38.8%	64 37.4%	126 44.2%	74 39.2%	81 40.3%	122 42.8%	130 44.7%	68 36.8%	106 40.2%	5 25.0%	80 41.9%	48 32.7%	82 52.9%	73 40.8%	77 37.4%	71 49.3%	55 41.7%
Very satisfied	139 28.5%	33 23.6%	17 30.4%	26 22.4%	63 36.8%	80 28.1%	49 25.9%	58 28.9%	80 28.1%	79 27.1%	55 29.7%	81 30.7%	8 40.0%	47 24.6%	51 34.7%	35 22.6%	52 29.1%	71 34.5%	29 20.1%	37 28.0%
SPHA Summary Rate - Very satisfied/Satisfied	343 70.3%	98 70.0%	43 76.8%	71 61.2%	127 74.3%	206 72.3%	123 65.1%	139 69.2%	202 70.9%	209 71.8%	123 66.5%	187 70.8%	13 65.0%	127 66.5%	99 67.3%	117 75.5%	125 69.8%	148 71.8%	100 69.4%	92 69.7%

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
 Independent Z-Test for Percentages (unpooled proportions)
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 Lowercase letters indicate significance at the 90% level.
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Molina Healthcare of New Mexico
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Q67. In the last 6 months, have you received any material from your health plan about care coordination and how to contact the care coordination unit?

	===== AGE =====					= EDUCATION =		=== GENDER ==		== ETHNICITY ==		===== RACE =====			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
Total Answering	525	156	60	122	181	307	203	214	309	310	203	291	23	195	166	165	187	228	151	140
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	75	13	7	18	29	42	20	27	40	37	22	27	3	24	25	25	19	32	21	17
Yes	207	55	17	54	78	129	71	86	119	126	73	113	11	79	51	60	93	74	57	74
	39.4%	35.3%	28.3%	44.3%	43.1%	42.0%	35.0%	40.2%	38.5%	40.6%	36.0%	38.8%	47.8%	40.5%	30.7%	36.4%	49.7%	32.5%	37.7%	52.9%
				C	C												OP			RS
No	318	101	43	68	103	178	132	128	190	184	130	178	12	116	115	105	94	154	94	66
	60.6%	64.7%	71.7%	55.7%	56.9%	58.0%	65.0%	59.8%	61.5%	59.4%	64.0%	61.2%	52.2%	59.5%	69.3%	63.6%	50.3%	67.5%	62.3%	47.1%
				DE											Q	Q		T	T	
SPHA SUMMARY RATE - Yes	207	55	17	54	78	129	71	86	119	126	73	113	11	79	51	60	93	74	57	74
	39.4%	35.3%	28.3%	44.3%	43.1%	42.0%	35.0%	40.2%	38.5%	40.6%	36.0%	38.8%	47.8%	40.5%	30.7%	36.4%	49.7%	32.5%	37.7%	52.9%
				C	C												OP			RS

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q68. In the last 6 months, have you received any material from your health plan about good health and how to stay healthy?

	===== AGE =====					= EDUCATION =		=== GENDER ==		== ETHNICITY ==		===== RACE =====			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
Total Answering	539	158	61	125	190	316	208	220	317	318	209	297	23	202	170	174	188	235	160	139
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	61	11	6	15	20	33	15	21	32	29	16	21	3	17	21	16	18	25	12	18
Yes	296	75	28	77	111	159	127	118	176	160	128	174	9	105	93	97	102	128	84	82
	54.9%	47.5%	45.9%	61.6%	58.4%	50.3%	61.1%	53.6%	55.5%	50.3%	61.2%	58.6%	39.1%	52.0%	54.7%	55.7%	54.3%	54.5%	52.5%	59.0%
				BC	Bc		F				J	m								
No	243	83	33	48	79	157	81	102	141	158	81	123	14	97	77	77	86	107	76	57
	45.1%	52.5%	54.1%	38.4%	41.6%	49.7%	38.9%	46.4%	44.5%	49.7%	38.8%	41.4%	60.9%	48.0%	45.3%	44.3%	45.7%	45.5%	47.5%	41.0%
		DE	De			G				K		l								
SPHA SUMMARY RATE - Yes	296	75	28	77	111	159	127	118	176	160	128	174	9	105	93	97	102	128	84	82
	54.9%	47.5%	45.9%	61.6%	58.4%	50.3%	61.1%	53.6%	55.5%	50.3%	61.2%	58.6%	39.1%	52.0%	54.7%	55.7%	54.3%	54.5%	52.5%	59.0%
				BC	Bc		F				J	m								

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q69. Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home?

	===== AGE =====					= EDUCATION =		=== GENDER ==		== ETHNICITY ==		===== RACE =====			=== HEALTH STATUS ===			=== MENTAL HEALTH ===		
	Total	18-34	35-44	45-54	55+	HS/ GED/ Less	Some Colg/ Grad+	Male	Female	Hspnc/ Latino	Not Hspnc/ Latino	White	Black/ African Am	Other	Exclnt/ Very Good	Good	Fair/ Poor	Exclnt/ Very Good	Good	Fair/ Poor
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Total Eligible	600	169	67	140	210	349	223	241	349	347	225	318	26	219	191	190	206	260	172	157
Total Answering	514	149	58	119	182	302	198	211	301	307	194	282	22	197	159	162	186	222	151	135
	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	86	20	9	21	28	47	25	30	48	40	31	36	4	22	32	28	20	38	21	22
Very dissatisfied	17	5	1	8	3	8	8	7	10	13	4	8	1	9	7	1	8	11	-	6
	3.3%	3.4%	1.7%	6.7%	1.6%	2.6%	4.0%	3.3%	3.3%	4.2%	2.1%	2.8%	4.5%	4.6%	4.4%	0.6%	4.3%	5.0%		4.4%
				cE											P		P			
Dissatisfied	14	6	1	5	2	9	5	9	5	9	5	7	-	7	3	6	5	6	6	2
	2.7%	4.0%	1.7%	4.2%	1.1%	3.0%	2.5%	4.3%	1.7%	2.9%	2.6%	2.5%		3.6%	1.9%	3.7%	2.7%	2.7%	4.0%	1.5%
								i												
Neither dissatisfied nor satisfied	111	39	11	26	34	59	52	45	66	58	51	61	4	45	40	34	34	51	35	22
	21.6%	26.2%	19.0%	21.8%	18.7%	19.5%	26.3%	21.3%	21.9%	18.9%	26.3%	21.6%	18.2%	22.8%	25.2%	21.0%	18.3%	23.0%	23.2%	16.3%
							f				j									
Satisfied	253	65	36	57	91	160	87	101	151	157	90	137	9	94	67	89	95	98	83	70
	49.2%	43.6%	62.1%	47.9%	50.0%	53.0%	43.9%	47.9%	50.2%	51.1%	46.4%	48.6%	40.9%	47.7%	42.1%	54.9%	51.1%	44.1%	55.0%	51.9%
			Bd			G									O	O			R	
Very satisfied	119	34	9	23	52	66	46	49	69	70	44	69	8	42	42	32	44	56	27	35
	23.2%	22.8%	15.5%	19.3%	28.6%	21.9%	23.2%	23.2%	22.9%	22.8%	22.7%	24.5%	36.4%	21.3%	26.4%	19.8%	23.7%	25.2%	17.9%	25.9%
				Cd														s		
SPHA SUMMARY RATE - Very satisfied/Satisfied	372	99	45	80	143	226	133	150	220	227	134	206	17	136	109	121	139	154	110	105
	72.4%	66.4%	77.6%	67.2%	78.6%	74.8%	67.2%	71.1%	73.1%	73.9%	69.1%	73.0%	77.3%	69.0%	68.6%	74.7%	74.7%	69.4%	72.8%	77.8%
			b		BD	g														r

Comparison Groups: BCDE/FG/HI/JK/LMN/OPQ/RST
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q59. In the past 6 months, have you had a problem with balance or walking?

Total	= HEALTH PLAN = = HEALTH CARE =		=== DOCTOR ===		= HEALTH PLAN RTNG =		=== CONTACT ===		== GOT INFO/ ==		== # DCTR/ ==		= RATING (Q35) =		= RATING (Q13) =		= RATING (Q23) =		= BY GLOBAL PROP. =		= CUSTOMER =		= HELP FROM =		= CLINIC =					
	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
Total Eligible	600	134	448	110	306	87	340	91	136	355	154	432	23	126	386	195														
Total Answering	562	130	417	107	286	84	319	88	129	330	141	410	23	114	362	183														
No Answer	38	4	31	3	20	3	21	3	7	25	13	22	-	12	24	12														
Yes	143	29	111	43	81	25	93	24	24	92	48	91	4	43	57	82														
	25.4%	22.3%	26.6%	40.2%	28.3%	29.8%	29.2%	27.3%	18.6%	27.9%	34.0%	22.2%	17.4%	37.7%	15.7%	44.8%														
				E						I	L		M			O														
No	419	101	306	64	205	59	226	64	105	238	93	319	19	71	305	101														
	74.6%	77.7%	73.4%	59.8%	71.7%	70.2%	70.8%	72.7%	81.4%	72.1%	66.0%	77.8%	82.6%	62.3%	84.3%	55.2%														
				D				J			K		N			P														
SPHA SUMMARY RATE - Yes	143	29	111	43	81	25	93	24	24	92	48	91	4	43	57	82														
	25.4%	22.3%	26.6%	40.2%	28.3%	29.8%	29.2%	27.3%	18.6%	27.9%	34.0%	22.2%	17.4%	37.7%	15.7%	44.8%														
				E						I	L		M			O														

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q60. A fall is when your body goes to the ground without being pushed. In the past 6 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?

Total	= HEALTH PLAN = = HEALTH CARE =		=== DOCTOR === = HEALTH PLAN RTNG =		=== CONTACT === = GOT INFO/ =		= RATING (Q35)= = RATING (Q13)=		= RATING (Q23)= = BY GLOBAL PROP. =		== CUSTOMER == = HELP FROM ==		=== CLINIC ===			
	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	600	134	448	110	306	87	340	91	136	355	154	432	23	126	386	195
Total Answering	497	104	380	101	269	78	287	73	110	301	127	361	21	103	305	176
No Answer	52	11	38	3	27	5	27	6	10	33	17	31	-	16	35	15
Yes	93	16	77	23	61	17	62	12	14	67	37	56	4	32	31	58
	18.7%	15.4%	20.3%	22.8%	22.7%	21.8%	21.6%	16.4%	12.7%	22.3%	29.1%	15.5%	19.0%	31.1%	10.2%	33.0%
No	404	88	303	78	208	61	225	61	96	234	90	305	17	71	274	118
	81.3%	84.6%	79.7%	77.2%	77.3%	78.2%	78.4%	83.6%	87.3%	77.7%	70.9%	84.5%	81.0%	68.9%	89.8%	67.0%
I had no visits in the past 6 months	51	19	30	6	10	4	26	12	16	21	10	40	2	7	46	4
SPHA SUMMARY RATE - Yes	93	16	77	23	61	17	62	12	14	67	37	56	4	32	31	58
	18.7%	15.4%	20.3%	22.8%	22.7%	21.8%	21.6%	16.4%	12.7%	22.3%	29.1%	15.5%	19.0%	31.1%	10.2%	33.0%

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q61. Did you fall in the past 6 months?

Total	= HEALTH PLAN = = HEALTH CARE =		=== DOCTOR ===		= HEALTH PLAN RTNG =		=== CONTACT ===		== GOT INFO/ ==		== # DCTR/ ==		= RATING (Q35)= = RATING (Q13)= = RATING (Q23)=		= BY GLOBAL PROP. =		== CUSTOMER ==		== HELP FROM ==		=== CLINIC ===			
	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	===== (Q35) =====	=SERVICE (Q30)=	=CUST SVC (Q31)=	= VISITS (Q7)=					
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)									
Total Eligible	600	134	448	110	306	87	340	91	136	355	154	432	23	126	386	195								
Total Answering	550	127	409	105	280	83	311	86	129	321	138	401	23	111	351	182								
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%								
No Answer	50	7	39	5	26	4	29	5	7	34	16	31	-	15	35	13								
Yes	79	18	59	22	45	19	43	15	10	52	27	51	1	26	34	42								
	14.4%	14.2%	14.4%	21.0%	16.1%	22.9%	13.8%	17.4%	7.8%	16.2%	19.6%	12.7%	4.3%	23.4%	9.7%	23.1%								
						g		I		I	l		M			O								
No	471	109	350	83	235	64	268	71	119	269	111	350	22	85	317	140								
	85.6%	85.8%	85.6%	79.0%	83.9%	77.1%	86.2%	82.6%	92.2%	83.8%	80.4%	87.3%	95.7%	76.6%	90.3%	76.9%								
							f		HJ		k		N		P									
SPHA SUMMARY RATE - No	471	109	350	83	235	64	268	71	119	269	111	350	22	85	317	140								
	85.6%	85.8%	85.6%	79.0%	83.9%	77.1%	86.2%	82.6%	92.2%	83.8%	80.4%	87.3%	95.7%	76.6%	90.3%	76.9%								
							f		HJ		k		N		P									

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q62. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking?

Total	= HEALTH PLAN =		= HEALTH CARE =		= DOCTOR =		= HEALTH PLAN RTNG =			= CONTACT =		= GOT INFO/ =		= # DCTR/ =		
	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/	Always/	Less	3 or	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	600	134	448	110	306	87	340	91	136	355	154	432	23	126	386	195
Total Answering	454	95	350	96	244	70	266	63	107	275	115	331	20	92	271	168
No Answer	62	11	46	5	34	7	35	6	10	41	19	39	1	17	40	19
Yes	98	16	81	27	62	15	68	12	16	69	40	56	1	38	40	55
	21.6%	16.8%	23.1%	28.1%	25.4%	21.4%	25.6%	19.0%	15.0%	25.1%	34.8%	16.9%	5.0%	41.3%	14.8%	32.7%
No	356	79	269	69	182	55	198	51	91	206	75	275	19	54	231	113
	78.4%	83.2%	76.9%	71.9%	74.6%	78.6%	74.4%	81.0%	85.0%	74.9%	65.2%	83.1%	95.0%	58.7%	85.2%	67.3%
I had no visits in the past 6 months	84	28	52	9	28	10	39	22	19	39	20	62	2	17	75	8
SPHA SUMMARY RATE - Yes	98	16	81	27	62	15	68	12	16	69	40	56	1	38	40	55
	21.6%	16.8%	23.1%	28.1%	25.4%	21.4%	25.6%	19.0%	15.0%	25.1%	34.8%	16.9%	5.0%	41.3%	14.8%	32.7%

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q63. In the last 6 months, did anyone from your health plan, doctor's office, or clinic help coordinate your care among these doctors or other health providers?

Total	= HEALTH PLAN =		= HEALTH CARE =		= DOCTOR =		= HEALTH PLAN RTNG =			= CONTACT =		= GOT INFO/ =		= # DCTR/ =		
	= RATING (Q35)=		= RATING (Q13)=		= RATING (Q23)=		= BY GLOBAL PROP. =			= CUSTOMER =		= HELP FROM =		= CLINIC =		
	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	600	134	448	110	306	87	340	91	136	355	154	432	23	126	386	195
Total Answering	547	130	403	106	276	83	308	88	130	315	135	403	22	109	358	175
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	53	4	45	4	30	4	32	3	6	40	19	29	1	17	28	20
Yes	143	26	114	31	93	21	101	20	25	95	61	79	9	50	63	72
	26.1%	20.0%	28.3%	29.2%	33.7%	25.3%	32.8%	22.7%	19.2%	30.2%	45.2%	19.6%	40.9%	45.9%	17.6%	41.1%
			B							I	L					O
No	404	104	289	75	183	62	207	68	105	220	74	324	13	59	295	103
	73.9%	80.0%	71.7%	70.8%	66.3%	74.7%	67.2%	77.3%	80.8%	69.8%	54.8%	80.4%	59.1%	54.1%	82.4%	58.9%
		C							J			K			P	
SPHA SUMMARY RATE - Yes	143	26	114	31	93	21	101	20	25	95	61	79	9	50	63	72
	26.1%	20.0%	28.3%	29.2%	33.7%	25.3%	32.8%	22.7%	19.2%	30.2%	45.2%	19.6%	40.9%	45.9%	17.6%	41.1%
			B							I	L					O

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q64. In the last 6 months, who helped to coordinate your care?

Total	= HEALTH PLAN = = HEALTH CARE =		=== DOCTOR ===		= HEALTH PLAN RTNG =		=== CONTACT ===		== GOT INFO/ ==		== # DCTR/ ==		= RATING (Q35)= = RATING (Q13)= = RATING (Q23)=		= BY GLOBAL PROP. = = CUSTOMER = = HELP FROM = = CLINIC = =		===== (Q35) ===== =SERVICE (Q30)= =CUST SVC (Q31)= = VISITS (Q7)=																	
	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)			
Total Eligible	600	134	448	110	306	87	340	91	136	355	154	432	23	126	386	195																		
Total Answering	235	39	189	41	141	38	150	29	45	154	71	158	10	59	136	89																		
No Answer	365	95	259	69	165	49	190	62	91	201	83	274	13	67	250	106																		
Someone from your health plan	40	6	32	8	26	9	28	4	3	31	12	26	-	12	19	18																		
	17.0%	15.4%	16.9%	19.5%	18.4%	23.7%	18.7%	13.8%	6.7%	20.1%	16.9%	16.5%		20.3%	14.0%	20.2%																		
										I																								
Someone from your doctor's office or clinic	118	18	98	23	80	17	81	15	21	80	41	75	8	32	64	51																		
	50.2%	46.2%	51.9%	56.1%	56.7%	44.7%	54.0%	51.7%	46.7%	51.9%	57.7%	47.5%	80.0%	54.2%	47.1%	57.3%																		
													n																					
Someone from another organization	9	1	7	1	4	2	6	1	1	6	1	8	-	1	5	3																		
	3.8%	2.6%	3.7%	2.4%	2.8%	5.3%	4.0%	3.4%	2.2%	3.9%	1.4%	5.1%		1.7%	3.7%	3.4%																		
A friend or family member	9	1	7	1	4	2	6	1	1	6	1	8	-	1	5	3																		
	3.8%	2.6%	3.7%	2.4%	2.8%	5.3%	4.0%	3.4%	2.2%	3.9%	1.4%	5.1%		1.7%	3.7%	3.4%																		
You	68	14	52	9	31	10	35	9	20	37	17	49	2	14	48	17																		
	28.9%	35.9%	27.5%	22.0%	22.0%	26.3%	23.3%	31.0%	44.4%	24.0%	23.9%	31.0%	20.0%	23.7%	35.3%	19.1%																		
										J																								

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
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Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q65. Did your Care Coordinator sit down with you and create a Plan of Care?

Total	= HEALTH PLAN =		= HEALTH CARE =		=== DOCTOR ===		= HEALTH PLAN RTNG =			=== CONTACT ===		== GOT INFO/ ==		== # DCTR/ ==		
	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	600	134	448	110	306	87	340	91	136	355	154	432	23	126	386	195
Total Answering	522	121	388	103	268	77	294	81	125	303	132	379	22	106	331	178
No Answer	78	13	60	7	38	10	46	10	11	52	22	53	1	20	55	17
Yes	165	17	146	29	109	23	116	10	31	122	71	88	4	65	83	74
	31.6%	14.0%	37.6%	28.2%	40.7%	29.9%	39.5%	12.3%	24.8%	40.3%	53.8%	23.2%	18.2%	61.3%	25.1%	41.6%
			B		D				H	HI	L			M		O
No	357	104	242	74	159	54	178	71	94	181	61	291	18	41	248	104
	68.4%	86.0%	62.4%	71.8%	59.3%	70.1%	60.5%	87.7%	75.2%	59.7%	46.2%	76.8%	81.8%	38.7%	74.9%	58.4%
		C		E				IJ	J		K		N		P	
SPHA SUMMARY RATE - Yes	165	17	146	29	109	23	116	10	31	122	71	88	4	65	83	74
	31.6%	14.0%	37.6%	28.2%	40.7%	29.9%	39.5%	12.3%	24.8%	40.3%	53.8%	23.2%	18.2%	61.3%	25.1%	41.6%
			B		D				H	HI	L			M		O

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q66. How satisfied are you with the help you received to coordinate your care in the last 6 months?

Total	= HEALTH PLAN =		= HEALTH CARE =		= DOCTOR =		= HEALTH PLAN RTNG =			= CONTACT =		= GOT INFO/ =		= # DCTR/ =		
	= RATING (Q35)=		= RATING (Q13)=		= RATING (Q23)=		= BY GLOBAL PROP. =			= CUSTOMER =		= HELP FROM =		= CLINIC =		
	===== (Q35) =====		===== (Q13) =====		===== (Q23) =====		===== (Q35) =====			=SERVICE (Q30)=		=CUST SVC (Q31)=		= VISITS (Q7)=		
	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Total Eligible	600	134	448	110	306	87	340	91	136	355	154	432	23	126	386	195
Total Answering	488	116	364	97	257	72	283	79	110	291	126	353	23	100	308	166
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	112	18	84	13	49	15	57	12	26	64	28	79	-	26	78	29
Very dissatisfied	17	8	8	6	6	3	9	8	-	8	5	11	2	3	11	5
	3.5%	6.9%	2.2%	6.2%	2.3%	4.2%	3.2%	10.1%		2.7%	4.0%	3.1%	8.7%	3.0%	3.6%	3.0%
		c						J								
Dissatisfied	17	7	9	6	8	5	8	7	4	5	5	12	2	3	8	9
	3.5%	6.0%	2.5%	6.2%	3.1%	6.9%	2.8%	8.9%	3.6%	1.7%	4.0%	3.4%	8.7%	3.0%	2.6%	5.4%
								J								
Neither dissatisfied nor satisfied	111	38	70	36	39	21	53	26	38	44	20	91	8	11	73	37
	22.7%	32.8%	19.2%	37.1%	15.2%	29.2%	18.7%	32.9%	34.5%	15.1%	15.9%	25.8%	34.8%	11.0%	23.7%	22.3%
		C		E		g		J	J			K	N			
Satisfied	204	51	151	37	110	30	118	31	52	119	51	149	10	40	136	63
	41.8%	44.0%	41.5%	38.1%	42.8%	41.7%	41.7%	39.2%	47.3%	40.9%	40.5%	42.2%	43.5%	40.0%	44.2%	38.0%
Very satisfied	139	12	126	12	94	13	95	7	16	115	45	90	1	43	80	52
	28.5%	10.3%	34.6%	12.4%	36.6%	18.1%	33.6%	8.9%	14.5%	39.5%	35.7%	25.5%	4.3%	43.0%	26.0%	31.3%
			B		D		F			HI	L		M			
SPHA Summary Rate - Very satisfied/Satisfied	343	63	277	49	204	43	213	38	68	234	96	239	11	83	216	115
	70.3%	54.3%	76.1%	50.5%	79.4%	59.7%	75.3%	48.1%	61.8%	80.4%	76.2%	67.7%	47.8%	83.0%	70.1%	69.3%
			B		D		F		h	HI	l		M			

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q67. In the last 6 months, have you received any material from your health plan about care coordination and how to contact the care coordination unit?

Total	= HEALTH PLAN =		= HEALTH CARE =		=== DOCTOR ===		= HEALTH PLAN RTNG =			=== CONTACT ===		== GOT INFO/ ==		== # DCTR/ ==		
	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Total Eligible	600	134	448	110	306	87	340	91	136	355	154	432	23	126	386	195
Total Answering	525	119	394	99	271	77	299	82	121	310	134	381	22	108	337	174
No Answer	75	15	54	11	35	10	41	9	15	45	20	51	1	18	49	21
Yes	207	29	176	32	130	22	135	18	41	146	75	129	6	66	117	84
	39.4%	24.4%	44.7%	32.3%	48.0%	28.6%	45.2%	22.0%	33.9%	47.1%	56.0%	33.9%	27.3%	61.1%	34.7%	48.3%
			B		D		F		h	HI	L			M		O
No	318	90	218	67	141	55	164	64	80	164	59	252	16	42	220	90
	60.6%	75.6%	55.3%	67.7%	52.0%	71.4%	54.8%	78.0%	66.1%	52.9%	44.0%	66.1%	72.7%	38.9%	65.3%	51.7%
		C		E		G		iJ	J		K		N		P	
SPHA SUMMARY RATE - Yes	207	29	176	32	130	22	135	18	41	146	75	129	6	66	117	84
	39.4%	24.4%	44.7%	32.3%	48.0%	28.6%	45.2%	22.0%	33.9%	47.1%	56.0%	33.9%	27.3%	61.1%	34.7%	48.3%
			B		D		F		h	HI	L			M		O

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q68. In the last 6 months, have you received any material from your health plan about good health and how to stay healthy?

Total	= HEALTH PLAN = = HEALTH CARE =		=== DOCTOR === = HEALTH PLAN RTNG =		=== CONTACT === = GOT INFO/ ===		= BY GLOBAL PROP. = = CUSTOMER =		= HELP FROM = = CLINIC =		=SERVICE (Q30)= =CUST SVC (Q31)=		= VISITS (Q7)=		= # DCTR/ =		
	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)		
Total Eligible	600	134	448	110	306	87	340	91	136	355	154	432	23	126	386	195	
Total Answering	539	123	403	100	279	79	308	82	127	317	138	392	23	111	344	180	
No Answer	61	11	45	10	27	8	32	9	9	38	16	40	-	15	42	15	
Yes	296 54.9%	57 46.3%	236 58.6% B	52 52.0%	172 61.6% d	42 53.2%	181 58.8%	39 47.6%	63 49.6%	191 60.3% HI	95 68.8% L	196 50.0%	16 69.6%	75 67.6%	182 52.9%	106 58.9%	
No	243 45.1%	66 53.7% C	167 41.4%	48 48.0%	107 38.4% e	37 46.8%	127 41.2%	43 52.4%	64 50.4% J	126 39.7% J	43 31.2%	196 50.0% K	7 30.4%	36 32.4%	162 47.1%	74 41.1%	
SPHA SUMMARY RATE - Yes	296 54.9%	57 46.3%	236 58.6% B	52 52.0%	172 61.6% d	42 53.2%	181 58.8%	39 47.6%	63 49.6%	191 60.3% HI	95 68.8% L	196 50.0%	16 69.6%	75 67.6%	182 52.9%	106 58.9%	

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q69. Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home?

Total	= HEALTH PLAN = = HEALTH CARE =		=== DOCTOR === = HEALTH PLAN RTNG =		=== CONTACT === = GOT INFO/ =		= BY GLOBAL PROP. = = CUSTOMER =		= HELP FROM = = CLINIC =		=SERVICE (Q30)= =CUST SVC (Q31)=		= VISITS (Q7)=		= # DCTR/ =		
	0-7	8-10	0-7	8-10	0-7	8-10	0-6	7-8	9-10	Yes	No	Never/ Sometime	Always/ Usually	Less than 3	3 or More		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)		
Total Eligible	600	134	448	110	306	87	340	91	136	355	154	432	23	126	386	195	
Total Answering	514	117	387	101	266	77	295	79	118	307	136	368	22	110	325	175	
No Answer	86	17	61	9	40	10	45	12	18	48	18	64	1	16	61	20	
Very dissatisfied	17 3.3%	7 6.0%	9 2.3%	2 2.0%	7 2.6%	4 5.2%	7 2.4%	6 7.6% i	2 1.7%	8 2.6%	3 2.2%	13 3.5%	-	3 2.7%	12 3.7%	4 2.3%	
Dissatisfied	14 2.7%	5 4.3%	7 1.8%	7 6.9% E	4 1.5%	4 5.2%	6 2.0%	5 6.3% i	1 0.8%	6 2.0%	4 2.9%	10 2.7%	2 9.1%	2 1.8%	6 1.8%	8 4.6%	
Neither dissatisfied nor satisfied	111 21.6%	47 40.2% C	62 16.0%	38 37.6% E	41 15.4%	27 35.1% G	52 17.6%	29 36.7% J	40 33.9% J	40 13.0%	21 15.4%	89 24.2% K	10 45.5% N	11 10.0%	68 20.9%	42 24.0%	
Satisfied	253 49.2%	55 47.0%	194 50.1%	48 47.5%	130 48.9%	35 45.5%	150 50.8%	36 45.6%	66 55.9%	147 47.9%	64 47.1%	185 50.3%	7 31.8%	54 49.1%	168 51.7%	78 44.6%	
Very satisfied	119 23.2%	3 2.6%	115 29.7% B	6 5.9% D	84 31.6% D	7 9.1%	80 27.1% F	3 3.8%	9 7.6%	106 34.5% HI	44 32.4% L	71 19.3%	3 13.6%	40 36.4% M	71 21.8%	43 24.6%	
SPHA SUMMARY RATE - Very satisfied/Satisfied	372 72.4%	58 49.6%	309 79.8% B	54 53.5% D	214 80.5% D	42 54.5%	230 78.0% F	39 49.4%	75 63.6% H	253 82.4% HI	108 79.4% L	256 69.6%	10 45.5%	94 85.5% M	239 73.5%	121 69.1%	

Comparison Groups: BC/DE/FG/HIJ/KL/MN/OP
 Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.
 Lowercase letters indicate significance at the 90% level.
 Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q59. In the past 6 months, have you had a problem with balance or walking?

= SURVEY ADMINISTRATION=
===== MODE =====

	Total	Mail	Phone	Internet
	-----	-----	-----	-----
	(A)	(B)	(C)	(D)
Total Eligible	600	368	232	-
Total Answering	562	364	198	-
	100.0%	100.0%	100.0%	
No Answer	38	4	34	-
Yes	143	108	35	-
	25.4%	29.7%	17.7%	
		C		
No	419	256	163	-
	74.6%	70.3%	82.3%	
			B	
SPHA SUMMARY RATE - Yes	143	108	35	-
	25.4%	29.7%	17.7%	
		C		

Comparison Groups: BCD

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q60. A fall is when your body goes to the ground without being pushed. In the past 6 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?

= SURVEY ADMINISTRATION=
 ===== MODE =====

	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	600	368	232	-
Total Answering	497	313	184	-
	100.0%	100.0%	100.0%	
No Answer	52	14	38	-
Yes	93	65	28	-
	18.7%	20.8%	15.2%	
No	404	248	156	-
	81.3%	79.2%	84.8%	
I had no visits in the past 6 months	51	41	10	-
SPHA SUMMARY RATE - Yes	93	65	28	-
	18.7%	20.8%	15.2%	

Comparison Groups: BCD

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

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2017

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q61. Did you fall in the past 6 months?

= SURVEY ADMINISTRATION=
===== MODE =====

	Total	Mail	Phone	Internet
	-----	-----	-----	-----
	(A)	(B)	(C)	(D)
Total Eligible	600	368	232	-
Total Answering	550	355	195	-
	100.0%	100.0%	100.0%	
No Answer	50	13	37	-
Yes	79	57	22	-
	14.4%	16.1%	11.3%	
No	471	298	173	-
	85.6%	83.9%	88.7%	
SPHA SUMMARY RATE - No	471	298	173	-
	85.6%	83.9%	88.7%	

Comparison Groups: BCD

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2017

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q62. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking?

= SURVEY ADMINISTRATION=
===== MODE =====

	Total	Mail	Phone	Internet	
	(A)	(B)	(C)	(D)	
Total Eligible	600	368	232	-	
Total Answering	454	282	172	-	
	100.0%	100.0%	100.0%		
No Answer	62	23	39	-	
Yes	98	75	23	-	
	21.6%	26.6%	13.4%		
		C			
No	356	207	149	-	
	78.4%	73.4%	86.6%		
			B		
I had no visits in the past 6 months	84	63	21	-	
SPHA SUMMARY RATE - Yes	98	75	23	-	
	21.6%	26.6%	13.4%		
		C			

Comparison Groups: BCD

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q63. In the last 6 months, did anyone from your health plan, doctor's office, or clinic help coordinate your care among these doctors or other health providers?

= SURVEY ADMINISTRATION=
 ===== MODE =====

	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	600	368	232	-
Total Answering	547	354	193	-
	100.0%	100.0%	100.0%	
No Answer	53	14	39	-
Yes	143	95	48	-
	26.1%	26.8%	24.9%	
No	404	259	145	-
	73.9%	73.2%	75.1%	
SPHA SUMMARY RATE - Yes	143	95	48	-
	26.1%	26.8%	24.9%	

Comparison Groups: BCD

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

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2017

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q64. In the last 6 months, who helped to coordinate your care?

= SURVEY ADMINISTRATION=
===== MODE =====

	Total	Mail	Phone	Internet
	-----	-----	-----	-----
	(A)	(B)	(C)	(D)
Total Eligible	600	368	232	-
Total Answering	235	154	81	-
	100.0%	100.0%	100.0%	
No Answer	365	214	151	-
Someone from your health plan	40	25	15	-
	17.0%	16.2%	18.5%	
Someone from your doctor's office or clinic	118	74	44	-
	50.2%	48.1%	54.3%	
Someone from another organization	9	7	2	-
	3.8%	4.5%	2.5%	
A friend or family member	9	7	2	-
	3.8%	4.5%	2.5%	
You	68	48	20	-
	28.9%	31.2%	24.7%	

Comparison Groups: BCD

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

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Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q65. Did your Care Coordinator sit down with you and create a Plan of Care?

= SURVEY ADMINISTRATION=
===== MODE =====

	Total	Mail	Phone	Internet
	-----	-----	-----	-----
	(A)	(B)	(C)	(D)
Total Eligible	600	368	232	-
Total Answering	522	340	182	-
	100.0%	100.0%	100.0%	
No Answer	78	28	50	-
Yes	165	102	63	-
	31.6%	30.0%	34.6%	
No	357	238	119	-
	68.4%	70.0%	65.4%	
SPHA SUMMARY RATE - Yes	165	102	63	-
	31.6%	30.0%	34.6%	

Comparison Groups: BCD

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2017

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q66. How satisfied are you with the help you received to coordinate your care in the last 6 months?

= SURVEY ADMINISTRATION=
===== MODE =====

	Total	Mail	Phone	Internet	
	-----	-----	-----	-----	
	(A)	(B)	(C)	(D)	
Total Eligible	600	368	232	-	
Total Answering	488	310	178	-	
	100.0%	100.0%	100.0%		
No Answer	112	58	54	-	
Very dissatisfied	17	14	3	-	
	3.5%	4.5%	1.7%		
		c			
Dissatisfied	17	10	7	-	
	3.5%	3.2%	3.9%		
Neither dissatisfied nor satisfied	111	89	22	-	
	22.7%	28.7%	12.4%		
		C			
Satisfied	204	116	88	-	
	41.8%	37.4%	49.4%		
			B		
Very satisfied	139	81	58	-	
	28.5%	26.1%	32.6%		
SPHA Summary Rate - Very satisfied/Satisfied	343	197	146	-	
	70.3%	63.5%	82.0%		
			B		

Comparison Groups: BCD

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2017

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q67. In the last 6 months, have you received any material from your health plan about care coordination and how to contact the care coordination unit?

= SURVEY ADMINISTRATION=
===== MODE =====

	Total	Mail	Phone	Internet	
	(A)	(B)	(C)	(D)	
Total Eligible	600	368	232	-	
Total Answering	525	341	184	-	
	100.0%	100.0%	100.0%		
No Answer	75	27	48	-	
Yes	207	147	60	-	
	39.4%	43.1%	32.6%		
		C			
No	318	194	124	-	
	60.6%	56.9%	67.4%		
			B		
SPHA SUMMARY RATE - Yes	207	147	60	-	
	39.4%	43.1%	32.6%		
		C			

Comparison Groups: BCD

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2017

Molina Healthcare of New Mexico
 2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q68. In the last 6 months, have you received any material from your health plan about good health and how to stay healthy?

= SURVEY ADMINISTRATION=
 ===== MODE =====

	Total	Mail	Phone	Internet
	(A)	(B)	(C)	(D)
Total Eligible	600	368	232	-
Total Answering	539	351	188	-
	100.0%	100.0%	100.0%	
No Answer	61	17	44	-
Yes	296	206	90	-
	54.9%	58.7%	47.9%	
		C		
No	243	145	98	-
	45.1%	41.3%	52.1%	
			B	
SPHA SUMMARY RATE - Yes	296	206	90	-
	54.9%	58.7%	47.9%	
		C		

Comparison Groups: BCD

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2017

Molina Healthcare of New Mexico
2017 CAHPS 5.0H Medicaid Adult Survey (4116644)

Q69. Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home?

= SURVEY ADMINISTRATION=
===== MODE =====

	Total	Mail	Phone	Internet	
	(A)	(B)	(C)	(D)	
Total Eligible	600	368	232	-	
Total Answering	514	335	179	-	
	100.0%	100.0%	100.0%		
No Answer	86	33	53	-	
Very dissatisfied	17	15	2	-	
	3.3%	4.5%	1.1%		
		C			
Dissatisfied	14	7	7	-	
	2.7%	2.1%	3.9%		
Neither dissatisfied nor satisfied	111	91	20	-	
	21.6%	27.2%	11.2%		
		C			
Satisfied	253	141	112	-	
	49.2%	42.1%	62.6%		
			B		
Very satisfied	119	81	38	-	
	23.2%	24.2%	21.2%		
SPHA SUMMARY RATE - Very satisfied/Satisfied	372	222	150	-	
	72.4%	66.3%	83.8%		
			B		

Comparison Groups: BCD

Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Lowercase letters indicate significance at the 90% level.

Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Presented by SPH Analytics

770-978-3173

2017

11. Glossary of Terms

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

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

Augments are stratified samples used to target specific responses in a particular segment, such as region, language, or member status. These responses are for internal use only, and are not to be included in the HEDIS® sample or reported to public entities.

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

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

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

Disposition (Disposition Category) is the final status assignment given to a member record within the sample. The category signifies both the survey administration protocol used to complete the survey (M=Mail, T=Phone, and I= Internet, if applicable) and the status of the record (M0=mail complete, 03=language barrier). All record code assignments of "0" are considered valid responses according to NCQA.

Global Proportions are a breakout of response option results according to the Three-Point Score definition, shown as a percentage, not a mean score. Refer to the Three-Point Score definition.

Key Drivers are composites that have been found to impact overall health plan, health care, or personal doctor ratings among the plan members as determined by a regression analysis.

NCQA 1 – 100 Benchmark is a percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid adult data collected by NCQA in 2016. SPH Analytics utilizes this benchmark to calculate plan-specific approximate percentile rankings in relation to the Quality Compass® All Plans benchmark. In keeping, rankings are reflective of how your plan's Summary Rates fall relative to the NCQA 1-100 Benchmark.

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

Over-sampling is sampling more than the minimum required sample size. The required sample size for adult Medicaid plans is 1,350 in accordance with NCQA protocol. The overall NCQA target number of complete responses is 411. Therefore, plans may choose to over-sample their population to achieve this target number if necessary.

Public Report 2016 (Medicaid Adult) is derived from NCQA’s Quality Compass® benchmark and is calculated by SPH Analytics. The benchmark is a collection of CAHPS® 5.0H mean summary ratings for those Medicaid adult plans (151 plan-specific samples) choosing to report their scores publicly, in addition to submitting their scores to be compiled anonymously into a Quality Compass® aggregate, or national summary. The scores shown in this report reflect the mean Summary Rates from these plans.

Quality Compass® 2016 (Medicaid Adult – All Plans) is a collection of CAHPS® 5.0H mean summary ratings for those Medicaid adult plans (189 samples with at least 100 valid responses per question item) allowing NCQA to use their data to be compiled into an aggregate, or national summary, without releasing their plan-level scores.

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

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

SPH Analytics Book of Business (calculated on a plan-level) consists of all Medicaid adult samples that conducted surveys with SPH Analytics and submitted data to NCQA. In 2017, there were 58 samples included in the Book of Business. This benchmark is shown throughout the report and is used in the Opportunity Analysis. The 2016 Book of Business consists of 72 samples that were submitted to NCQA in 2016, and is used for Custom Question benchmarks and correlation coefficients and Loyalty benchmarks (if applicable).

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

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

Response Choice 1	Score Value	Response Choice 2	Score Value	Response Choice 3	Score Value
Never	1	No	1	0 – 6	1
Sometimes	1	Yes	3	7 & 8	2
Usually	2			9 & 10	3
Always	3				

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

Please refer to the *Technical Notes* for additional information about topics not displayed in this section.

12. Appendix A – Question Summaries

The proportion of respondents that fall into each response category for all questions is shown beginning on Page A.1. Benchmark data and trend information are also presented where available.

Not all questions are included in composite calculations. Therefore, the codes found in the following table are used to indicate which attributes are included in the corresponding composite calculations. These codes can be found under their respective question numbers in the charts beginning on Page A.1.

Code	Composites/Measures
GNC	Getting Needed Care
GCQ	Getting Care Quickly
HWDC	How Well Doctors Communicate
CS	Customer Service
SDM	Shared Decision Making
HPE	Health Promotion and Education
CC	Coordination of Care
PNI	Providing Needed Information
FOF	Ease of Filling Out Forms

Charts A.1 – A.13

Question Summaries

Urgent and Routine Care

600 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)							Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
			Yes	No	Never	Sometimes	Usually	Always	2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to PR	
3	In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?	590	36.6%	63.4%						36.6%	34.2%	41.7%	42.6%	Not sig.	Below	Below
4 GCQ	In the last 6 months, when you needed care right away, how often did you get care as soon as you needed? (If "Yes" in Q3)	212	2.4%	17.5%	16.5%	63.7%				80.2%	84.1%	83.0%	83.5%	Not sig.	Not sig.	Not sig.
5	In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?	591	66.3%	33.7%						66.3%	62.3%	72.7%	72.7%	Not sig.	Below	Below
6 GCQ	In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed? (If "Yes" in Q5)	373	2.1%	21.2%	23.1%	53.6%				76.7%	76.5%	78.2%	78.7%	Not sig.	Not sig.	Not sig.
7	In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?	581	28.1%	20.7%	17.7%	11.4%	7.7%	9.6%	4.8%	71.9%	71.0%	76.7%	77.4%	Not sig.	Below	Below

* The 2017 SPH Analytics (SPHA) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 151 plan-specific samples that submitted to NCQA in 2016.

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

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Discussion of Options

600 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)				Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
			Yes	No	2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to PR		
8 HPE	In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness? (If "1 time" or more in Q7)	411	Yes 74.0%	No 26.0%	74.0%	71.7%	74.0%	71.6%	Not sig.	Not sig.	Not sig.		
9	In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine? (If "1 time" or more in Q7)	415	Yes 46.7%	No 53.3%	46.7%	46.8%	46.0%	47.1%	Not sig.	Not sig.	Not sig.		
10 SDM	Did you and a doctor or other health provider talk about the reasons you might want to take a medicine? (If "1 time" or more in Q7 and "Yes" in Q9)	192	Yes 93.2%	No 6.8%	93.2%	90.7%	92.3%	92.1%	Not sig.	Not sig.	Not sig.		
11 SDM	Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine? (If "1 time" or more in Q7 and "Yes" in Q9)	189	Yes 72.0%	No 28.0%	72.0%	73.5%	68.1%	67.8%	Not sig.	Not sig.	Not sig.		
12 SDM	When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you? (If "1 time" or more in Q7 and "Yes" in Q9)	191	Yes 80.1%	No 19.9%	80.1%	84.2%	79.0%	77.3%	Not sig.	Not sig.	Not sig.		
13	Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months? (If "1 time" or more in Q7)	416	0 - 3 4.1%	4 - 7 22.4%	8 - 10 73.6%	73.6%	78.1%	73.7%	72.9%	Not sig.	Not sig.	Not sig.	
			0 - 6 18.3%	7 - 8 26.9%	9 - 10 54.8%	54.8%	58.2%	54.3%	52.5%	Not sig.	Not sig.	Not sig.	
14 GNC	In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? (If "1 time" or more in Q7)	412	Never 1.5%	Sometimes 18.4%	Usually 25.2%	Always 54.9%	80.1%	85.0%	83.6%	83.4%	Not sig.	Not sig.	Not sig.

* The 2017 SPH Analytics (SPHA) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 151 plan-specific samples that submitted to NCQA in 2016.

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

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Your Personal Doctor

600 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)							Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**			
			Yes	No	None	1 time	2	3	4	5 to 9	10 or more times	2017	2016	2017	2016	2017 to 2016	2017 to SPHA
15	A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?	589	74.5%	25.5%							74.5%	73.5%	81.3%	82.0%	Not sig.	Below	Below
16	In the last 6 months, how many times did you visit your personal doctor to get care for yourself? (If "Yes" in Q15)	424	20.0%	26.4%	20.3%	12.3%	7.5%	9.7%	3.8%	80.0%	80.4%	82.4%	82.3%	Not sig.	Not sig.	Not sig.	
17	In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? (If "Yes" in Q15 and "1 time" or more in Q16)	334	1.8%	7.2%	20.7%	70.4%				91.0%	91.9%	91.5%	91.2%	Not sig.	Not sig.	Not sig.	
18	In the last 6 months, how often did your personal doctor listen carefully to you? (If "Yes" in Q15 and "1 time" or more in Q16)	335	0.6%	7.2%	20.0%	72.2%				92.2%	92.8%	91.3%	91.1%	Not sig.	Not sig.	Not sig.	
19	In the last 6 months, how often did your personal doctor show respect for what you had to say? (If "Yes" in Q15 and "1 time" or more in Q16)	335	0.6%	8.4%	15.8%	75.2%				91.0%	95.0%	92.6%	92.4%	Sig. decrease	Not sig.	Not sig.	
20	In the last 6 months, how often did your personal doctor spend enough time with you? (If "Yes" in Q15 and "1 time" or more in Q16)	335	2.7%	7.8%	26.9%	62.7%				89.6%	89.0%	88.7%	88.4%	Not sig.	Not sig.	Not sig.	

* The 2017 SPH Analytics (SPHA) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 151 plan-specific samples that submitted to NCQA in 2016.

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

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Care Coordination

600 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)				Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
							2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to PR
21	In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor? (If "Yes" in Q15 and "1 time" or more in Q16)	334	Yes 55.1%	No 44.9%			55.1%	57.9%	59.6%	58.7%	Not sig.	Not sig.	Not sig.
22 CC	In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers? (If "Yes" in Q15, "1 time" or more in Q16, and "Yes" in Q21)	181	Never 3.9%	Sometimes 10.5%	Usually 27.6%	Always 58.0%	85.6%	79.1%	82.5%	81.8%	Not sig.	Not sig.	Not sig.
23	Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor? (If "Yes" in Q15)	427	0 - 3 3.7%	4 - 7 16.6%	8 - 10 79.6%		79.6%	81.4%	80.6%	79.8%	Not sig.	Not sig.	Not sig.
			0 - 6 13.1%	7 - 8 21.3%	9 - 10 65.6%		65.6%	66.6%	65.9%	64.4%	Not sig.	Not sig.	Not sig.

* The 2017 SPH Analytics (SPHA) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 151 plan-specific samples that submitted to NCQA in 2016.

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

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Access to Specialist

600 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)					Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**			
			Yes	No	Never	Sometimes	Usually	Always	2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to PR
24	Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?	591	35.7%	64.3%				35.7%	34.3%	42.4%	42.3%	Not sig.	Below	Below	
25 GNC	In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? (If "Yes" in Q24)	208	4.3%	19.7%	25.0%	51.0%		76.0%	74.5%	79.0%	79.1%	Not sig.	Not sig.	Not sig.	
26	How many specialists have you seen in the last 6 months? (If "Yes" in Q24)	205	3.4%	54.1%	26.3%	8.3%	3.9%	3.9%	96.6%	93.4%	95.7%	95.3%	Not sig.	Not sig.	Not sig.
27	We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist? (If "Yes" in Q24 and "1 specialist" or more in Q26)	198	3.5%	16.2%	80.3%				80.3%	81.0%	81.5%	80.5%	Not sig.	Not sig.	Not sig.
			13.1%	20.7%	66.2%				66.2%	68.7%	66.6%	65.0%	Not sig.	Not sig.	Not sig.

* The 2017 SPH Analytics (SPHA) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 151 plan-specific samples that submitted to NCQA in 2016.

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

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Written Materials

600 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)				Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
							2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to PR
28	In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?	591	Yes 14.0%	No 86.0%			14.0%	19.0%	19.4%	22.6%	Sig. decrease	Below	Below
29 PNI	In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works? (If "Yes" in Q28)	82	Never 2.4%	Sometimes 29.3%	Usually 28.0%	Always 40.2%	68.3%	73.0%	66.8%	68.5%	Not sig.	Not sig.	Not sig.

* The 2017 SPH Analytics (SPHA) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 151 plan-specific samples that submitted to NCQA in 2016.

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

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Customer Service

600 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)				Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
			Yes	No	Never	Sometimes	Usually	Always	2017	2016	2017	2016	2017 to 2016
30	In the last 6 months, did you get information or help from your health plan's customer service?	586	26.3%	73.7%			26.3%	38.3%	34.1%	34.8%	Sig. decrease	Below	Below
31 CS	In the last 6 months, how often did your health plan's customer service give you the information or help you needed? (If "Yes" in Q30)	149	2.7%	12.8%	26.8%	57.7%	84.6%	86.1%	81.2%	81.2%	Not sig.	Not sig.	Not sig.
32 CS	In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? (If "Yes" in Q30)	151	1.3%	6.6%	12.6%	79.5%	92.1%	95.6%	93.7%	93.0%	Not sig.	Not sig.	Not sig.
33	In the last 6 months, did your health plan give you any forms to fill out?	576	27.6%	72.4%			27.6%	30.1%	29.5%	29.9%	Not sig.	Not sig.	Not sig.
34 FOF	In the last 6 months, how often were the forms from your health plan easy to fill out?	572	1.0%	4.4%	8.7%	85.8%	94.6%	96.1%	94.3%	94.1%	Not sig.	Not sig.	Not sig.

* The 2017 SPH Analytics (SPHA) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 151 plan-specific samples that submitted to NCQA in 2016.

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

*** Members who responded "No" to Q33 are included in "Always" of Q34, per NCQA, Volume 3, HEDIS 2016 CAHPS® 5.0H guidelines.

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Health Plan Rating, Health Status, and Flu Vaccination

Molina Healthcare of New Mexico

Medicaid Adult CAHPS®

600 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**												
				2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to PR										
35	Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?	582	<table border="1"> <tr> <td>0 - 3</td> <td>4 - 7</td> <td>8 - 10</td> </tr> <tr> <td>2.4%</td> <td>20.6%</td> <td>77.0%</td> </tr> </table>	0 - 3	4 - 7	8 - 10	2.4%	20.6%	77.0%	77.0%	80.9%	76.2%	75.6%	Not sig.	Not sig.	Not sig.				
			0 - 3	4 - 7	8 - 10															
2.4%	20.6%	77.0%																		
			<table border="1"> <tr> <td>0 - 6</td> <td>7 - 8</td> <td>9 - 10</td> </tr> <tr> <td>15.6%</td> <td>23.4%</td> <td>61.0%</td> </tr> </table>	0 - 6	7 - 8	9 - 10	15.6%	23.4%	61.0%	61.0%	62.7%	58.9%	58.4%	Not sig.	Not sig.	Not sig.				
0 - 6	7 - 8	9 - 10																		
15.6%	23.4%	61.0%																		
36	In general, how would you rate your overall health?	587	<table border="1"> <tr> <td>Excellent</td> <td>Very good</td> <td>Good</td> <td>Fair</td> <td>Poor</td> </tr> <tr> <td>11.2%</td> <td>21.3%</td> <td>32.4%</td> <td>29.0%</td> <td>6.1%</td> </tr> </table>	Excellent	Very good	Good	Fair	Poor	11.2%	21.3%	32.4%	29.0%	6.1%	32.5%	34.7%	31.5%	34.2%	Not sig.	Not sig.	Not sig.
Excellent	Very good	Good	Fair	Poor																
11.2%	21.3%	32.4%	29.0%	6.1%																
37	In general, how would you rate your overall mental or emotional health?	589	<table border="1"> <tr> <td>Excellent</td> <td>Very good</td> <td>Good</td> <td>Fair</td> <td>Poor</td> </tr> <tr> <td>18.8%</td> <td>25.3%</td> <td>29.2%</td> <td>20.7%</td> <td>5.9%</td> </tr> </table>	Excellent	Very good	Good	Fair	Poor	18.8%	25.3%	29.2%	20.7%	5.9%	44.1%	45.8%	41.9%	43.6%	Not sig.	Not sig.	Not sig.
Excellent	Very good	Good	Fair	Poor																
18.8%	25.3%	29.2%	20.7%	5.9%																
38	Have you had either a flu shot or flu spray in the nose since July 1, 2016? (All respondents)	587	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> <tr> <td>42.6%</td> <td>57.4%</td> </tr> </table>	Yes	No	42.6%	57.4%	42.6%	43.1%	40.6%	39.5%	Not sig.	Not sig.	Not sig.						
Yes	No																			
42.6%	57.4%																			
HEDIS Measure	Valid n	Category Responses (Summary Rate responses in grey)	Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**													
			2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to PR											
Have you had either a flu shot or flu spray in the nose since July 1, 2016? (Respondents 18–64 years as of July 1 of the measurement year)	577	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> <tr> <td>42.5%</td> <td>57.5%</td> </tr> </table>	Yes	No	42.5%	57.5%	42.5%	42.4%	39.7%	39.7%	Not sig.	Not sig.	Not sig.							
Yes	No																			
42.5%	57.5%																			

* The 2017 SPH Analytics (SPHA) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 151 plan-specific samples that submitted to NCQA in 2016.

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

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Medical Assistance with Smoking Cessation

600 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)				NOT Rolling Averages			Significance Testing**			
							Plan's Summary Rate		SPH Analytics Book of Business*				Public Report*
							2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to PR
39	Do you now smoke cigarettes or use tobacco every day, some days, or not at all? (% of Current Smokers and Tobacco Users)	583	<u>Every day</u> 17.8%	<u>Some days</u> 11.5%	<u>Not at all</u> 69.8%	<u>Don't know</u> 0.9%	29.3%	28.0%	31.3%	33.1%	Not sig.	Not sig.	Not sig.
40	In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan? (If "Every day" or "Some days" in Q39)	167	<u>Never</u> 35.3%	<u>Sometimes</u> 20.4%	<u>Usually</u> 13.8%	<u>Always</u> 30.5%	64.7%	72.6%	77.0%	75.8%	Not sig.	Below	Below
41	In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? <i>Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.</i> (If "Every day" or "Some days" in Q39)	169	<u>Never</u> 60.4%	<u>Sometimes</u> 21.3%	<u>Usually</u> 8.9%	<u>Always</u> 9.5%	39.6%	38.6%	51.1%	47.2%	Not sig.	Below	Below
42	In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? <i>Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.</i> (If "Every day" or "Some days" in Q39)	168	<u>Never</u> 65.5%	<u>Sometimes</u> 16.1%	<u>Usually</u> 9.5%	<u>Always</u> 8.9%	34.5%	39.5%	44.2%	42.6%	Not sig.	Below	Below

* The 2017 SPH Analytics (SPHA) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 151 plan-specific samples that submitted to NCQA in 2016.

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

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Aspirin Use and Discussion

Molina Healthcare of New Mexico

Medicaid Adult CAHPS®

600 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)		NOT Rolling Averages			Public Report*	Significance Testing**		
					Plan's Summary Rate		SPH Analytics Book of Business*				
					2017	2016	2017				
43	Do you take aspirin daily or every other day?	588	Yes 21.4%	No 78.6%	21.4%	18.5%	24.2%	NA	Not sig.	Not sig.	NA
44	Do you have a health problem or take medication that makes taking aspirin unsafe for you?	544	Yes 11.4%	No 88.6%	88.6%	91.9%	90.0%	NA	Not sig.	Not sig.	NA
45	Has a doctor or other health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?	588	Yes 35.9%	No 64.1%	35.9%	34.5%	39.1%	NA	Not sig.	Not sig.	NA
46	Are you aware that you have any of the following conditions? (Mark one or more.)	295	High cholesterol 49.8%	High blood pressure 63.4%	Parent or sibling with heart attack before the age of 60 32.5%	NA	NA	NA	NA	NA	NA
47	Has a doctor ever told you that you have any of the following conditions? (Mark one or more.)	164	A heart attack 14.6%	Angina or coronary heart disease 14.0%	A stroke 11.0%	Any kind of diabetes or high blood sugar 79.9%	NA	NA	NA	NA	NA

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

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Effectiveness of Care Measures

Rolling Average Methodology*

Molina Healthcare of New Mexico

Medicaid Adult CAHPS®

600 Total Respondents

HEDIS Measure	Valid n	Category Responses (Summary Rate responses in grey)				All Summary Rates ARE Rolling Averages		SPH Analytics Book of Business**	Public Report**	Significance Testing***		
		2017 - Always/ Usually/ Sometimes		2016 - Always/ Usually/ Sometimes		Plan's Summary Rate				2017	2016	2017 to 2016
		2017 Valid n	Summary Rate	2016 Valid n	Summary Rate	2017	2016					
Advising Smokers and Tobacco Users to Quit (Two-year rolling average of Q40)	335	2017 Valid n 167	2017 - Always/ Usually/ Sometimes 64.7%	2016 Valid n 168	2016 - Always/ Usually/ Sometimes 72.6%	68.7%	73.7%	77.0%	75.8%	Not sig.	Below	Below
Discussing Cessation Medications (Two-year rolling average of Q41)	335	2017 Valid n 169	2017 - Always/ Usually/ Sometimes 39.6%	2016 Valid n 166	2016 - Always/ Usually/ Sometimes 38.6%	39.1%	42.2%	51.1%	47.2%	Not sig.	Below	Below
Discussing Cessation Strategies (Two-year rolling average of Q42)	335	2017 Valid n 168	2017 - Always/ Usually/ Sometimes 34.5%	2016 Valid n 167	2016 - Always/ Usually/ Sometimes 39.5%	37.0%	40.7%	44.2%	42.6%	Not sig.	Below	Below

* For the rolling average methodology, a score can be obtained one of two ways: (1) If at least 100 responses were achieved by combining 2015 scores and 2016 scores the rolling average score is the average of the 2015 and 2016 scores. (2) If there were no scores for 2015, but there were at least 100 responses for 2016, the rolling average is the 2016 score. If the combined responses for 2015 and 2016 do not achieve at least 100 responses, then the measure will receive an 'NA' by NCQA.

** The 2017 SPH Analytics (SPHA) Book of Business consists of 58 Medicaid adult samples that conducted surveys with SPH Analytics in 2017 and submitted data to NCQA. The 2016 Public Report benchmark is derived from NCQA's Quality Compass® benchmark and calculated by SPH Analytics. The Public Report benchmark is the mean of 151 plan-specific samples that submitted to NCQA in 2016.

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

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Chronic Conditions

600 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)		Plan's Summary Rate		SPH Analytics Book of Business*	Public Report*	Significance Testing**		
					2017	2016	2017	2016	2017 to 2016	2017 to SPHA	2017 to PR
48	In the last 6 months, did you get health care 3 or more times for the same condition or problem?	579	Yes 29.2%	No 70.8%	29.2%	30.5%	33.0%	34.1%	Not sig.	Below	Below
49	Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause. (If "Yes" in Q48)	165	Yes 84.2%	No 15.8%	84.2%	79.9%	82.3%	81.2%	Not sig.	Not sig.	Not sig.
50	Do you now need or take medicine prescribed by a doctor? Do not include birth control.	580	Yes 56.4%	No 43.6%	56.4%	51.8%	64.7%	62.9%	Not sig.	Below	Below
51	Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause. (If "Yes" in Q50)	314	Yes 93.0%	No 7.0%	93.0%	89.5%	91.0%	91.5%	Not sig.	Not sig.	Not sig.

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

Note: Select Summary Rates are defined by NCQA in its HEDIS 2016 CAHPS® 5.0H guidelines and generally represent the most favorable response percentage(s). Other Summary Rates were selected by SPH Analytics to facilitate comparisons.

Question Summaries

Respondent Demographics/Completing this Survey

Molina Healthcare of New Mexico

Medicaid Adult CAHPS®

600 Total Respondents

Q#	Survey Item	Valid n	Category Responses						
52	What is your age?	586	<u>18-24</u> 9.9%	<u>25-34</u> 18.9%	<u>35-44</u> 11.4%	<u>45-54</u> 23.9%	<u>55-64</u> 32.6%	<u>65-74</u> 3.2%	<u>75 or older</u> 0.0%
53	Are you male or female?	590	<u>Male</u> 40.8%	<u>Female</u> 59.2%					
54	What is the highest grade or level of school that you have completed?	572	<u>8th grade or less</u> 9.6%	<u>Some high school but did not graduate</u> 15.6%	<u>High school graduate/GED</u> 35.8%	<u>Some college or 2-year degree</u> 29.5%	<u>4-year college graduate</u> 5.8%	<u>More than 4-year college degree</u> 3.7%	
55	Are you of Hispanic or Latino origin or descent?	572	<u>Yes, Hispanic or Latino</u> 60.7%	<u>No, not Hispanic or Latino</u> 39.3%					
56	What is your race? (Mark one or more.)	520	<u>White</u> 61.2%	<u>Black or African-American</u> 5.0%	<u>Asian</u> 3.3%	<u>Native Hawaiian or other Pacific Islander</u> 1.0%	<u>American Indian or Alaska Native</u> 10.6%	<u>Other</u> 30.6%	
57	Did someone help you complete this survey?	360	<u>Yes</u> 16.4%	<u>No</u> 83.6%					
58	How did that person help you? (Mark one or more.) (If Mail or Internet survey and "Yes" in Q57)	57	<u>Read the questions to me</u> 64.9%	<u>Wrote down the answers I gave</u> 29.8%	<u>Answered the questions for me</u> 26.3%	<u>Translated the questions into my language</u> 10.5%	<u>Helped in some other way</u> 12.3%		

Note: The base for Q56 and Q58 is the total number of respondents. Members were allowed to choose more than one option; therefore, the sum of all figures may equal more than 100%.

13. Appendix B - Custom Questions

Your plan's custom questions are shown beginning on Page B.1. All custom questions are shown in this section, regardless of their placement on the survey tool. Your plan's Summary Rate for the current year is shown alongside the Summary Rate for the identical question from the previous year (where applicable).

The Summary Rates shown represent the percentage of respondents who answered in a positive way. Not all questions are designed for the assignment of Summary Rates, such as "Mark all that apply" questions. In this case, an "NA" is shown in the Summary Rate column.

To the right of the Summary Rate column is a column for the SPH Analytics Book of Business Custom Question Benchmark (2016) and a column for the corresponding correlation coefficient. A correlation analysis was run using the SPH Analytics Custom Question Book of Business (2016) against Q35 (Rating of Health Plan).

Please note that the benchmark for custom questions is the 2016 SPH Analytics Medicaid Adult Book of Business. The 2017 SPH Analytics Medicaid Adult Book of Business is used throughout the remaining sections of this report.

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

Charts B.1 - B.3

Question Summaries

Custom Questions

Molina Healthcare of New Mexico

Medicaid Adult CAHPS®

600 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)			Plan's Summary Rate		SPHA Book of Business - 2016*		Significance Testing**	
						2017	2016	Summary Rate	Correlation with Q35	2016 to 2017	2017 to SPHA BoB
59	In the past 6 months, have you had a problem with balance or walking?	562	Yes 25.4%	No 74.6%	74.6%	79.9%	NA	NA	Sig. decrease	NA	
60	In the past 6 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?	497	Yes 18.7%	No 81.3%	I had no visits in the past 6 months n = 51	18.7%	16.9%	NA	NA	Not sig.	NA
61	Did you fall in the past 6 months?	550	Yes 14.4%	No 85.6%		14.4%	15.2%	NA	NA	Not sig.	NA
62	Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking?	454	Yes 21.6%	No 78.4%	I had no visits in the past 6 months n = 84	21.6%	21.4%	NA	NA	Not sig.	NA
63	In the last 6 months, did anyone from your health plan, doctor's office, or clinic help coordinate your care among these doctors or other health providers?	547	Yes 26.1%	No 73.9%		26.1%	NA	NA	NA	NA	NA

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Question Summaries

Custom Questions

600 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)					Plan's Summary Rate		SPHA Book of Business - 2016*		Significance Testing**	
								2017	2016	Summary Rate	Correlation with Q35	2016 to 2017	2017 to SPHA BoB
64	In the last 6 months, who helped to coordinate your care?	235	Someone from your health plan 17.0%	Someone from your doctor's office or clinic 50.2%	Someone from another organization 3.8%	A friend or family member 3.8%	You 28.9%	NA	NA	NA	NA	NA	NA
65	Did your Care Coordinator sit down with you and create a Plan of Care?	522	Yes 31.6%	No 68.4%				31.6%	24.9%	NA	NA	Sig. increase	NA
66	How satisfied are you with the help you received to coordinate your care in the last 6 months?	488	Very dissatisfied 3.5%	Dissatisfied 3.5%	Neither dissatisfied nor satisfied 22.7%	Satisfied 41.8%	Very satisfied 28.5%	70.3%	81.1%	NA	NA	Sig. decrease	NA
67	In the last 6 months, have you received any material from your health plan about care coordination and how to contact the care coordination unit?	525	Yes 39.4%	No 60.6%				39.4%	53.8%	NA	NA	Sig. decrease	NA
68	In the last 6 months, have you received any material from your health plan about good health and how to stay healthy?	539	Yes 54.9%	No 45.1%				54.9%	57.1%	NA	NA	Not sig.	NA

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

Question Summaries

Custom Questions

600 Total Respondents

Q#	Survey Item	Valid n	Category Responses (Summary Rate responses in grey)					Plan's Summary Rate		SPHA Book of Business - 2016*		Significance Testing**	
								2017	2016	Summary Rate	Correlation with Q35	2016 to 2017	2017 to SPHA BoB
69	Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home?	514	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	72.4%	83.2%	NA	NA	Sig. decrease	NA
			3.3%	2.7%	21.6%	49.2%	23.2%						

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

Quality Improvement Consulting

SPH Analytics Can Help You Identify Opportunities to Improve Performance

SPH Analytics' Quality Consulting Services help evaluate initiatives for potential improvement based on the survey data provided and best industry practices through consultation with your organization's team members. An in-depth analysis can help organizations identify strengths and weaknesses, as well as opportunities to improve performance.

Harnessing the Power of Information

SPHA Consulting Services help organizations develop initiatives and solutions for improved performance, patient/member satisfaction, and improvement in scores and ratings.

Action Plans for Improvement

SPHA consultants work with you to develop action plans for improvement. Our experienced consultants have extensive backgrounds in quality improvement, healthcare research, and program evaluation and development. Consultants have worked with and for leading healthcare organizations to implement process improvements and strategic initiatives.



Stars/Scores Improvement

We understand Star Ratings and scores improvement is important to your organization. As a leader in healthcare transformation, SPHA helps you evaluate your organization's performance to develop a realistic plan for improvement. SPHA looks beyond typical measures to help you gain a more meaningful understanding of patient and member sentiment. SPHA consultants help guide your performance improvement initiatives.

The answers are not always easy to find. However, there are steps you can take to bring you closer to your goals. SPHA's knowledgeable consultants help you develop plans that empower long-term success in the rapidly changing healthcare environment.

Benefits of SPHA's Consulting Services:

- Gain insight and information based on overall findings
- Examine organizational strengths and weaknesses and their impact on performance
- Identify common themes, best practices, and calls to action
- Develop action plans for improvement
- Improve ratings and scores

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