

PG Forsta

MY 2024 CAHPS® MEDICAID ADULT 5.1H SURVEY

CalViva Health (Centene CA)



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Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to email your Project Manager.

Overview

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by CalViva (Centene CA) to conduct its MY 2024 CAHPS® 5.1H Medicaid Adult Survey.

Survey Objective

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 can aid plans in increasing the quality of provided care.

NCQA Updates

- NCQA made no significant changes to the survey or program this year.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Methodology



QUALIFIED RESPONDENTS

- Included beneficiaries who were...
- 18 years and older (as of December 31 of the measurement year)
 - Continuously enrolled in the plan for at least five of the last six months of the measurement year

RESPONSE RATE CALCULATION

500 (Completed)

4,185 (Sample) - 39 (Ineligible)

=

500

4,146

=

12.1%

COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	110	69	78	58	0	20	257
Spanish	111	92	40	36	0	4	243
Total	221	161	118	94	0	24	500

Total Number of Undeliverables: 278

Note: Respondents were given the option of completing the survey in Spanish. In place of the English survey, a Spanish survey was mailed to members who were identified by the plan as Spanish-speaking. A telephone number was also provided on the survey cover letter for all members to call if they would like to complete the survey in Spanish.

RESPONSE RATE TRENDING

		2023	2024	2025
Completed	SUBTOTAL	--	--	500
Ineligible	Does not Meet Eligibility Criteria (01)	--	--	19
	Language Barrier (03)	--	--	13
	Mentally/Physically Incapacitated (04)	--	--	6
	Deceased (05)	--	--	1
	SUBTOTAL	--	--	39
Non-response	Break-off/Incomplete (02)	--	--	32
	Refusal (06)	--	--	60
	Maximum Attempts Made (07)	--	--	3,554
	Added to DNC List (08)	--	--	0
	SUBTOTAL	--	--	3,646
Total Sample		--	--	4,185
Oversampling		--	--	210.0%
Response Rate		--	--	12.1%
PG Response Rate		11.5%	11.1%	11.7%



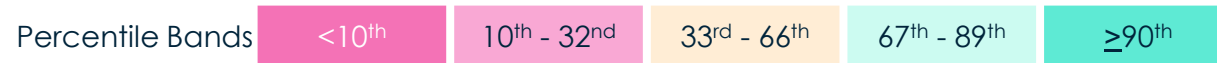
Executive Summary



Overview of Terms

Summary Rates (SRS) are defined by NCQA in its HEDIS MY 2024 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

Percentile Rankings Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by Press Ganey using information derived from the NCQA 1-100 Benchmark.



PG Benchmark Information The source for data contained within the PG Book of Business is all submitting plans that contracted with PG for MY 2024. Submission occurred on May 23rd, 2025.

NCQA Benchmark Information The source for data contained in this publication is Quality Compass® All Plans 2024. It is used with the permission of 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.

Small Denominator Threshold NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.

Technical Notes Please refer to the Technical Notes for more information.

Significance Testing All significance testing is performed at the 95% confidence level using a t-test for mean scores and z-test for percentages. The following notation is used to highlight significant differences.

Comparisons to previous year (↑/↓)

Comparisons over 2 years (↗/↘)

Comparisons to benchmarks (▲/▼)

2025 Dashboard

Medicaid Adult



500

Completed surveys

12.1%

Response Rate

Stars: PG **Estimated** NCQA Rating
NA = Denominator < 100

Scores: All scores displayed are Summary Rate Scores

- Rating: % 9 or 10
- Composites: % Usually or Always
- Smoking: % Always, Usually, or Sometimes

Significance Testing: Current score is significantly higher/lower than 2024 (↑/↓) or 2023 (↕/↗).

Percentiles: Based on the 2025 PG Book of Business

Health Plan Key Driver Classification: Details can be found in the KDA section.

Rating of Health Plan ★★★★★				
Q28. Rating of Health Plan	65.3%	68 th	--	
Rating of Health Care ★★				
Q8. Rating of Health Care	52.4%	12 th	Opportunity	
Rating of Personal Doctor ★★				
Q18. Rating of Personal Doctor	64.8%	10 th	Opportunity	
Advised to Quit Smoking: 2YR				
Q32. Advised to Quit Smoking: 2YR	67.3%	21 st	--	
Rating of Specialist				
Q22. Rating of Specialist	64.9%	22 nd	Opportunity	
Coordination of Care				
Q17. Coordination of Care	87.2%	59 th	Power	
Customer Service				
Composite	90.5%	58 th	--	
Q24. Provided information or help	87.7%	76 th	Retain	
Q25. Treated with courtesy and respect	93.3%	18 th	Wait	

Getting Needed Care ★★				
Composite	75.9%	9 th	--	
Q9. Getting care, tests, or treatment	77.2%	4 th	Opportunity	
Q20. Getting specialist appointment	74.6%	21 st	Wait	
Getting Care Quickly ★★				
Composite	78.6%	21 st	--	
Q4. Getting urgent care	79.7%	19 th	Wait	
Q6. Getting routine care	77.4%	28 th	Wait	
Ease of Filling Out Forms				
Q27. Ease of Filling Out Forms	93.5%	16 th	Wait	
How Well Doctors Communicate				
Composite	90.6%	7 th	--	
Q12. Dr. explained things	90.7%	13 th	Opportunity	
Q13. Dr. listened carefully	92.0%	20 th	Opportunity	
Q14. Dr. showed respect	92.4%	8 th	Opportunity	
Q15. Dr. spent enough time	87.2%	8 th	Opportunity	

Estimated NCQA Health Insurance Plan Ratings

Medicaid Adult

	Score Definition	Base	HPR Score*	HPR 4 Star Threshold	HPR Percentile Band	PG Estimated Rating
PATIENT EXPERIENCE						2.5
GETTING CARE						2
Getting Needed Care	Usually or Always	239	75.9%	83.7%	10 th	2
Getting Care Quickly	Usually or Always	222	78.5%	82.9%	10 th	2
SATISFACTION WITH PLAN PHYSICIANS						2
Rating of Personal Doctor	9 or 10	358	64.8%	71.0%	10 th	2
SATISFACTION WITH PLAN AND PLAN SERVICES						3
Rating of Health Plan	9 or 10	479	65.3%	64.0%	67 th	4
Rating of Health Care	9 or 10	290	52.4%	59.4%	10 th	2

EXPLANATION

NCQA calculates health plan ratings (HPR) by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

The CAHPS measures are classified based on their national percentile (10th, 33rd, 67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2024 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10 th Percentile	10 th – 32 nd Percentile	33 rd – 66 th Percentile	67 th – 89 th Percentile	≥90 th Percentile

Notes:

- NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.
- Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.

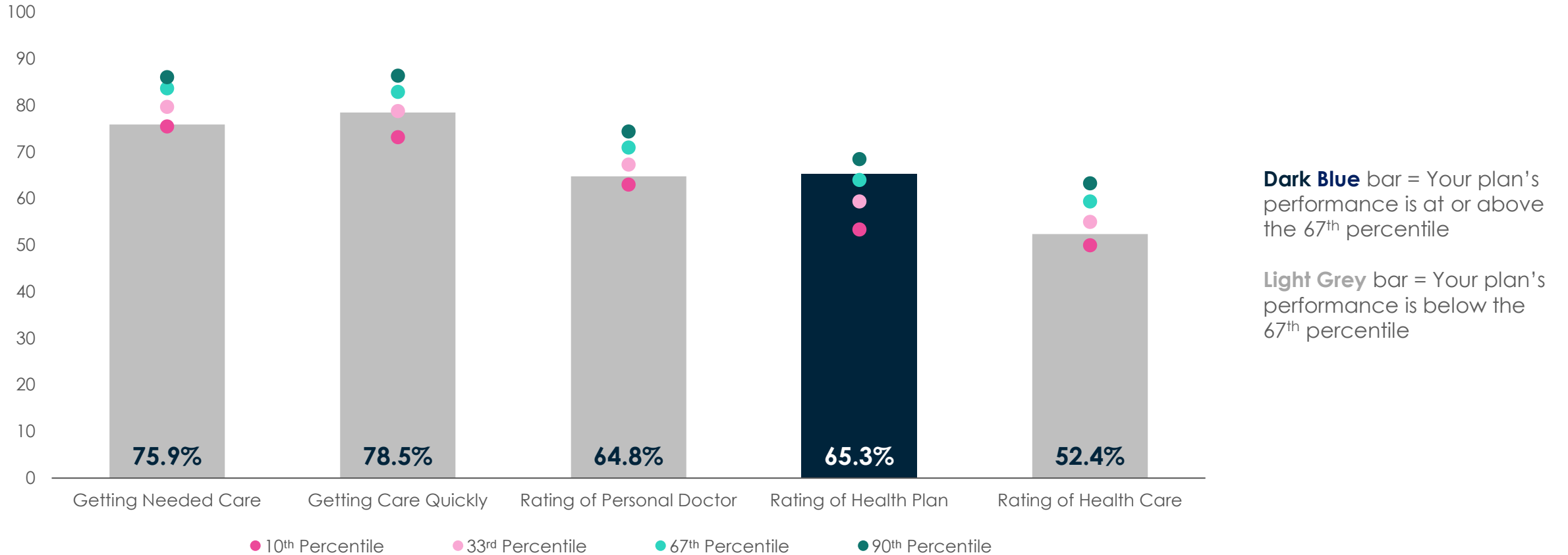
*HPR scores are **truncated** to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

Performance to Star Cut Points

Medicaid Adult

COMPARISON TO QUALITY COMPASS CUT POINTS

The graph shows how your plan's **Estimated Health Plan Rating (HPR) scores** used for accreditation ratings compare to the most recent Quality Compass thresholds published by NCQA (Fall 2024).



HPR scores are **truncated** to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

* Scores are % 9 or 10 and % Always or Usually.

Key Metric Performance

Medicaid Adult

Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB
	2024	2025	Change	0	20	40	60	80	100		
Health Plan Domain											
Q28. Rating of Health Plan		65.3%								68 th	63.8%
Getting Needed Care		75.9%								9 th	82.4% ▼
Customer Service		90.5%								58 th	89.9%
Q27. Ease of Filling Out Forms		93.5%								16 th	95.0%
Health Care Domain											
Q8. Rating of Health Care		52.4%								12 th	58.0% ▼
Getting Care Quickly		78.6%								21 st	82.0%
How Well Doctors Communicate		90.6%								7 th	93.6% ▼
Q17. Coordination of Care		87.2%								59 th	86.3%
Q18. Rating of Personal Doctor		64.8%								10 th	71.4% ▼
Q22. Rating of Specialist		64.9%								22 nd	68.9%

Key Metric Performance

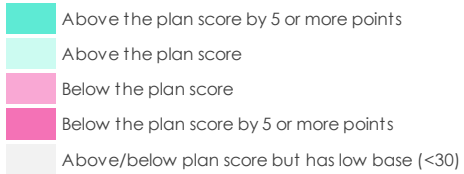
Medicaid Adult

Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB	
	2024	2025	Change	0	20	40	60	80	100			
Effectiveness of Care												
Q32. Advised to Quit Smoking: 2YR		67.3%									21 st	74.4%
Q33. Discussing Cessation Meds: 2YR		30.0%									2 nd	55.1% ▼
Q34. Discussing Cessation Strategies: 2YR		29.2%									2 nd	48.5% ▼

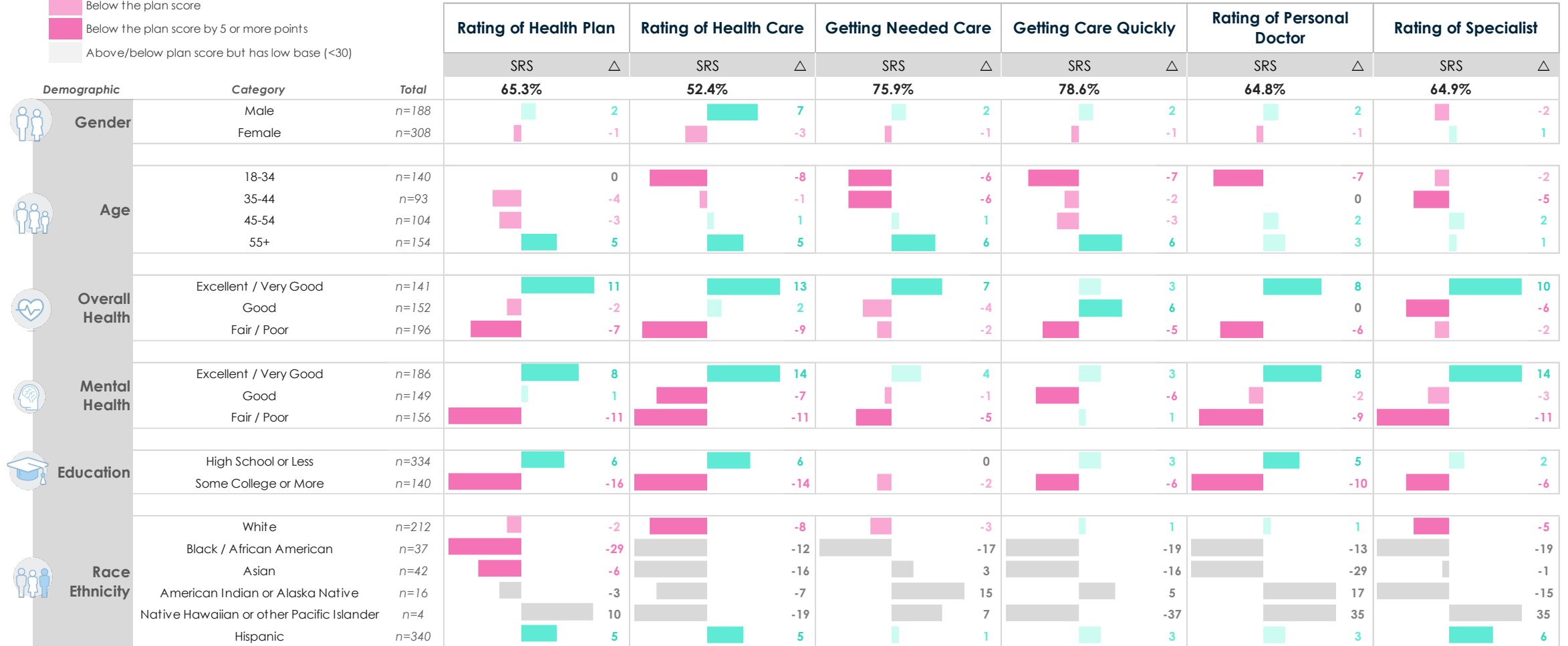
Health Equity

Medicaid Adult

Group is performing...



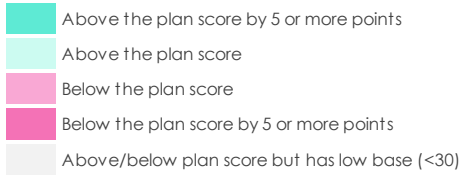
The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.



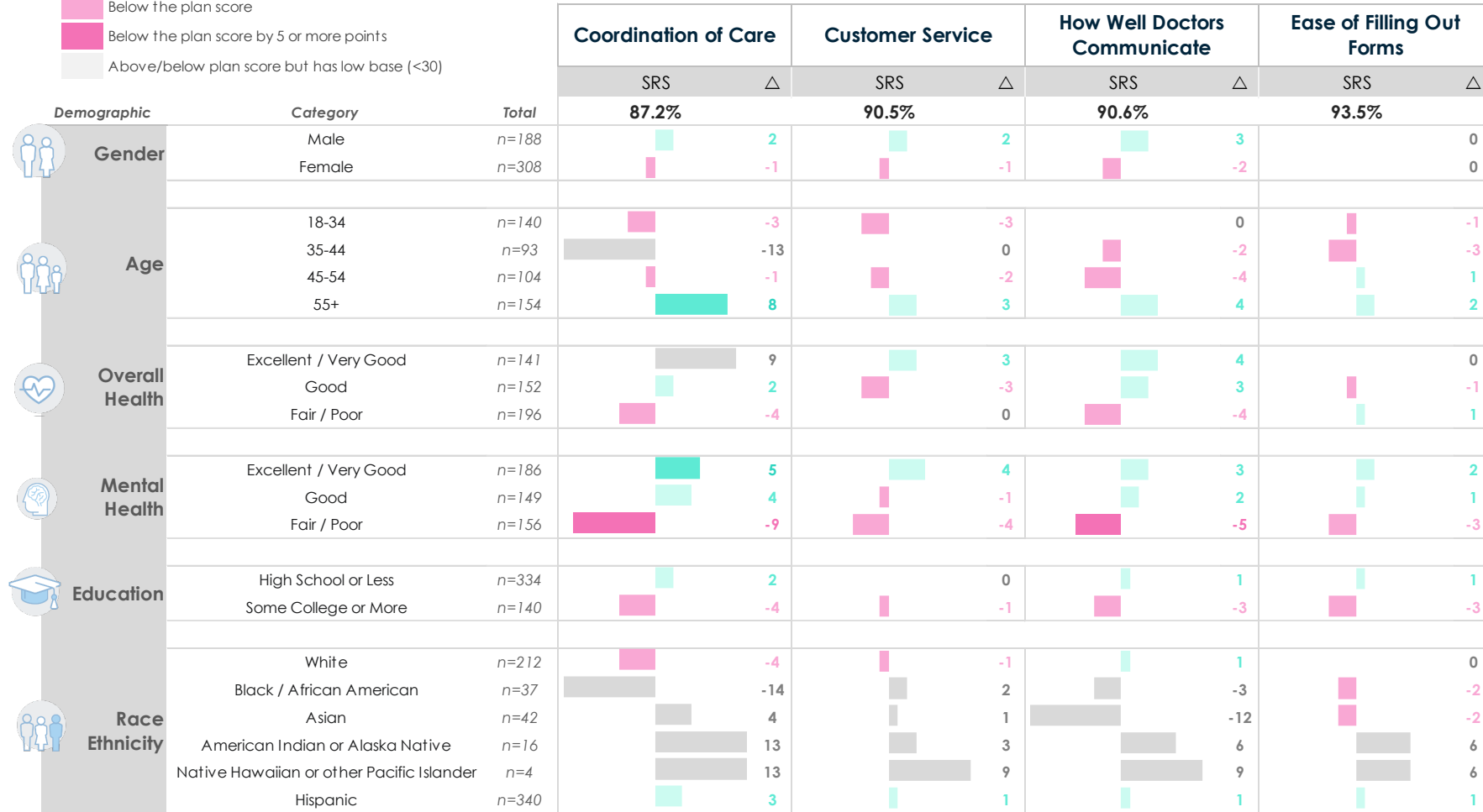
Health Equity

Medicaid Adult

Group is performing...



The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.





Key Driver Analysis

a  PG Forsta company



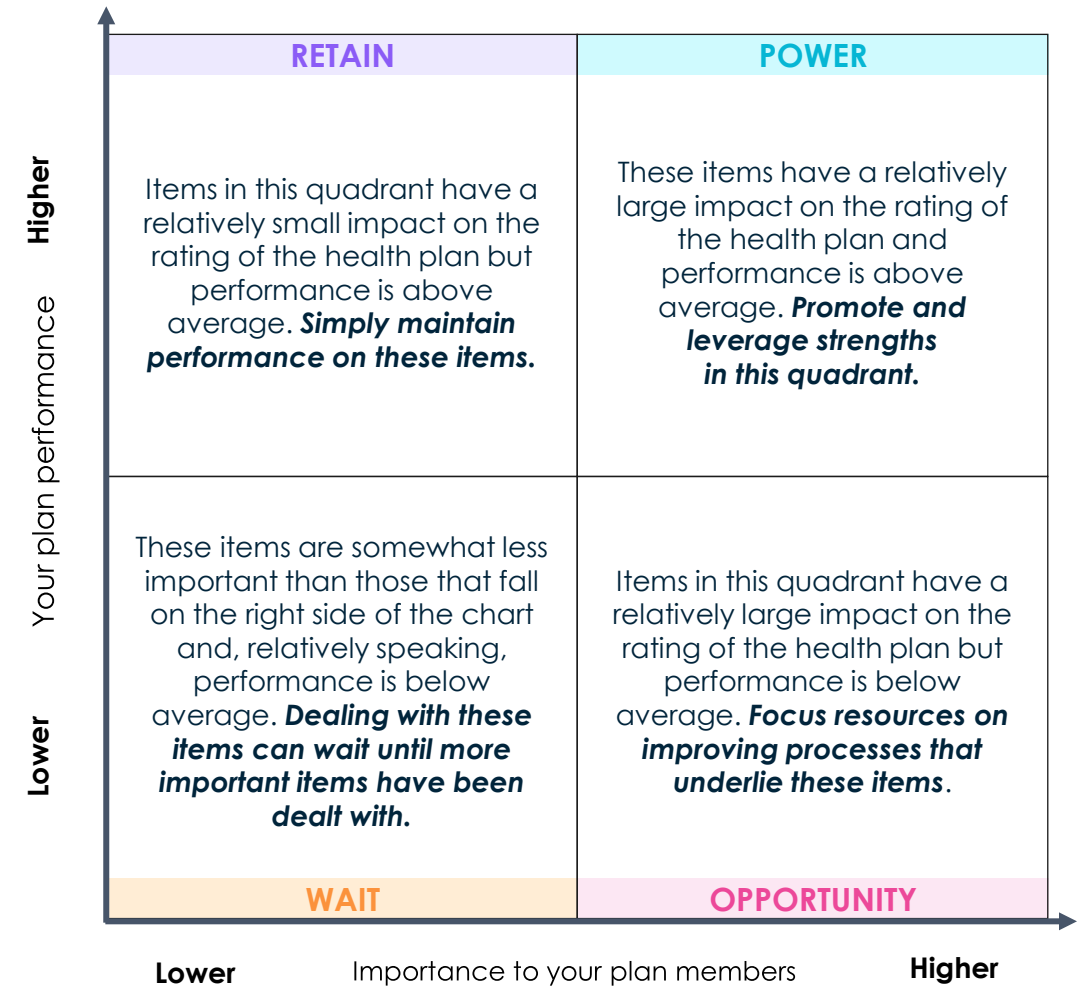
POWeR Chart

POWeR™ CHART CLASSIFICATION MATRIX

Overview. The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the rating of the health plan and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data.

The model provides the following:

- Identification of the elements that are important in driving of the rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.

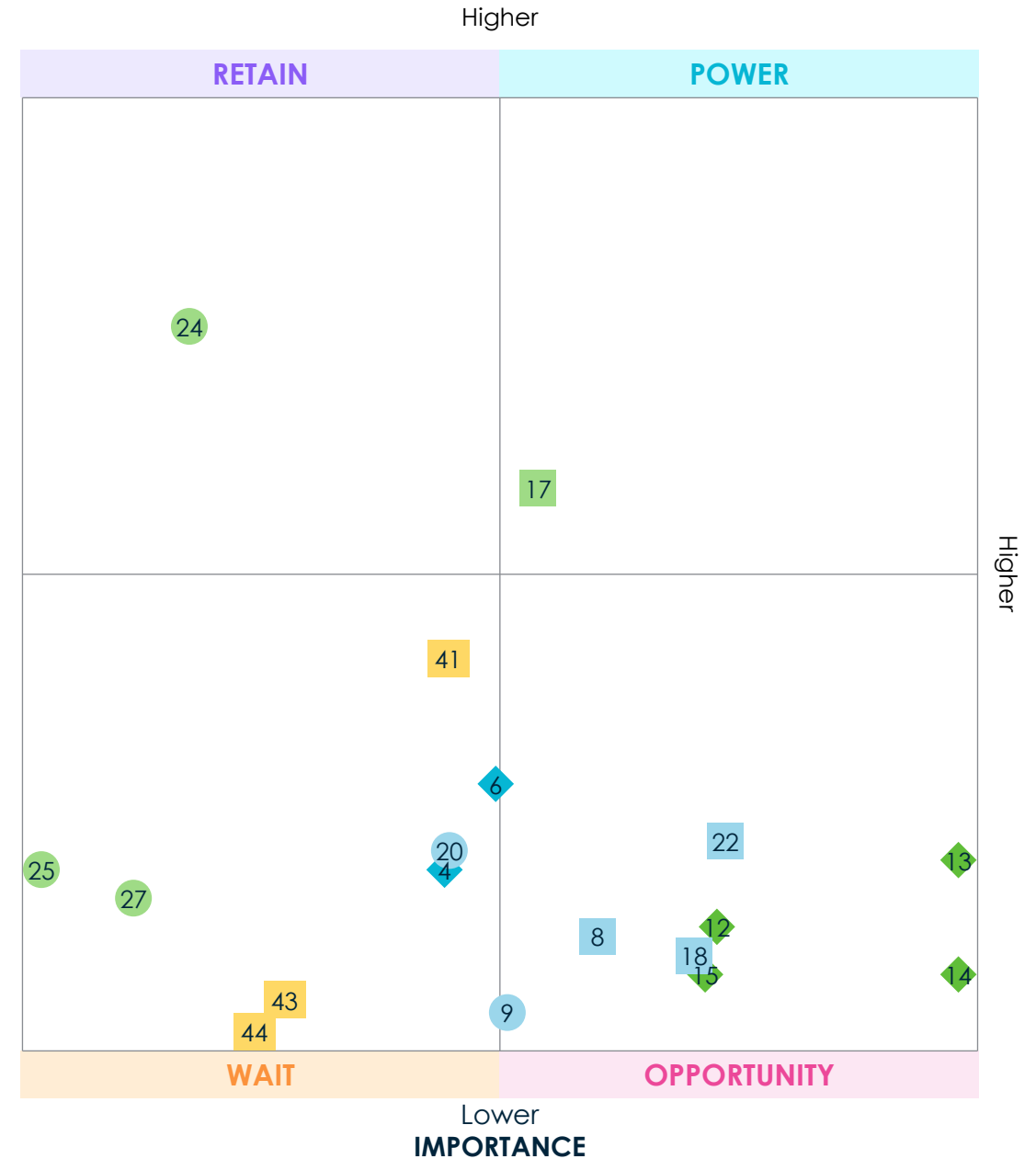


POWeR Chart – Your Results

SURVEY MEASURE				2023	2024	2025	2025
				SRS	SRS	SRS	%tile
POWER							
■	CC	Q17	Coordination of Care	--	--	87.2%	59 th
OPPORTUNITY							
◆	HWDC	Q13	Dr. listened carefully	--	--	92.0%	20 th
◆	HWDC	Q14	Dr. showed respect	--	--	92.4%	8 th
■	RATING	Q22	Rating of Specialist	--	--	64.9%	22 nd
◆	HWDC	Q12	Dr. explained things	--	--	90.7%	13 th
◆	HWDC	Q15	Dr. spent enough time	--	--	87.2%	8 th
■	RATING	Q18	Rating of Personal Doctor	--	--	64.8%	10 th
■	RATING	Q8	Rating of Health Care	--	--	52.4%	12 th
●	GNC	Q9	Getting care, tests, or treatment	--	--	77.2%	4 th
WAIT							
◆	GCQ	Q6	Getting routine care	--	--	77.4%	28 th
●	GNC	Q20	Getting specialist appointment	--	--	74.6%	21 st
■	SQ	Q41	Rating of provided interpreter overall	--	--	65.5%	--
◆	GCQ	Q4	Getting urgent care	--	--	79.7%	19 th
■	SQ	Q43	Got appt. in a timely manner	--	--	67.9%	--
■	SQ	Q44	Had to wait for an appt. due to limited hours or few available appts.	--	--	72.4%	--
●	CS	Q27	Ease of Filling Out Forms	--	--	93.5%	16 th
●	CS	Q25	Treated with courtesy and respect	--	--	93.3%	18 th
RETAIN							
●	CS	Q24	Provided information or help	--	--	87.7%	76 th

*Percentiles based on the Press Ganey BOB of the listed year.

PERFORMANCE
Lower





Summary of Trend and Benchmark



Summary Rate Scores

Medicaid Adult

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
Rating Questions (% 9 or 10)						
Q28. Rating of Health Plan	479	--	--	65.3%	63.8%	61.5% ▲
Q8. Rating of Health Care	290	--	--	52.4%	58.0% ▼	56.8%
Q18. Rating of Personal Doctor	358	--	--	64.8%	71.4% ▼	69.2% ▼
Q22. Rating of Specialist	185	--	--	64.9%	68.9%	67.7%
Rating Questions (% 8, 9 or 10)						
Q28. Rating of Health Plan	479	--	--	79.5%	79.1%	77.7%
Q8. Rating of Health Care	290	--	--	72.4%	76.7% ▼	75.8%
Q18. Rating of Personal Doctor	358	--	--	80.7%	84.9% ▼	83.3%
Q22. Rating of Specialist	185	--	--	77.8%	83.5% ▼	82.5% ▼
Getting Needed Care (% Usually or Always)						
Q9. Getting care, tests, or treatment	285	--	--	77.2%	85.5% ▼	84.6% ▼
Q20. Getting specialist appointment	193	--	--	74.6%	79.4%	78.8%
Getting Care Quickly (% Usually or Always)						
Q4. Getting urgent care	153	--	--	79.7%	83.9%	82.8%
Q6. Getting routine care	292	--	--	77.4%	80.1%	78.7%
Effectiveness of Care (% Sometimes, Usually, or Always)						
Q32. Advised to Quit Smoking: 2YR	49^	--	--	67.3%	74.4%	73.5%
Q33. Discussing Cessation Meds: 2YR	50^	--	--	30.0%	55.1% ▼	52.8% ▼
Q34. Discussing Cessation Strategies: 2YR	48^	--	--	29.2%	48.5% ▼	46.6% ▼

Summary Rate Scores

Medicaid Adult

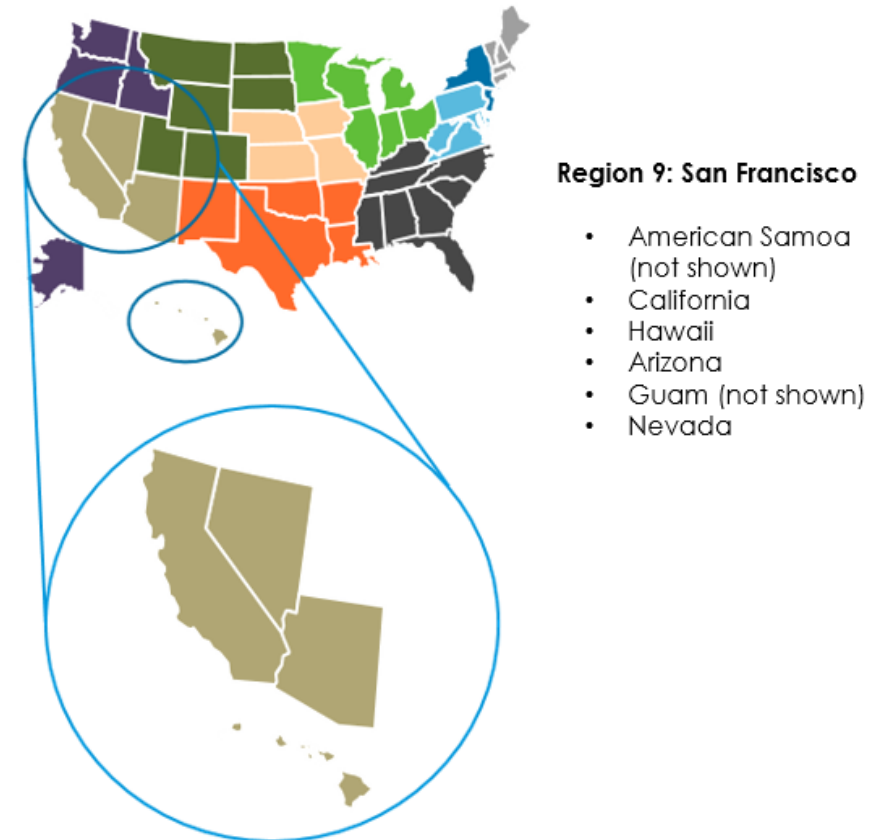
	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
Customer Service (% Usually or Always)	195	--	--	90.5%	89.9%	89.1%
Q24. Provided information or help	195	--	--	87.7%	84.7%	83.8%
Q25. Treated with courtesy and respect	195	--	--	93.3%	95.0%	94.3%
How Well Doctors Communicate (% Usually or Always)	289	--	--	90.6%	93.6% ▼	93.0%
Q12. Dr. explained things	291	--	--	90.7%	93.5% ▼	92.7%
Q13. Dr. listened carefully	289	--	--	92.0%	93.8%	93.2%
Q14. Dr. showed respect	288	--	--	92.4%	95.3% ▼	94.8% ▼
Q15. Dr. spent enough time	289	--	--	87.2%	91.8% ▼	91.0% ▼
Q17. Coordination of Care	156	--	--	87.2%	86.3%	85.6%
Q27. Ease of Filling Out Forms (% Usually or Always)	462	--	--	93.5%	95.0%	94.8%

Regional Performance

Medicaid Adult

	2025	2025 PG BOB Region
Rating Questions (% 9 or 10)		
Q28. Rating of Health Plan	65.3%	62.1%
Q8. Rating of Health Care	52.4%	55.2%
Q18. Rating of Personal Doctor	64.8%	68.4%
Q22. Rating of Specialist	64.9%	66.9%
Rating Questions (% 8, 9 or 10)		
Q28. Rating of Health Plan	79.5%	78.0%
Q8. Rating of Health Care	72.4%	74.5%
Q18. Rating of Personal Doctor	80.7%	82.8%
Q22. Rating of Specialist	77.8%	82.1%
Getting Needed Care (% Usually or Always)		
Q9. Getting care, tests, or treatment	77.2%	81.0%
Q20. Getting specialist appointment	74.6%	74.5%
Getting Care Quickly (% Usually or Always)		
Q4. Getting urgent care	79.7%	79.2%
Q6. Getting routine care	77.4%	73.3%
Effectiveness of Care (% Sometimes, Usually, or Always)		
Q32. Advised to Quit Smoking: 2YR	67.3%	69.4%
Q33. Discussing Cessation Meds: 2YR	30.0%	47.4% ▼
Q34. Discussing Cessation Strategies: 2YR	29.2%	42.4%

HHS Regions: The regions used align with the U.S. Department of Health and Human Services regions.

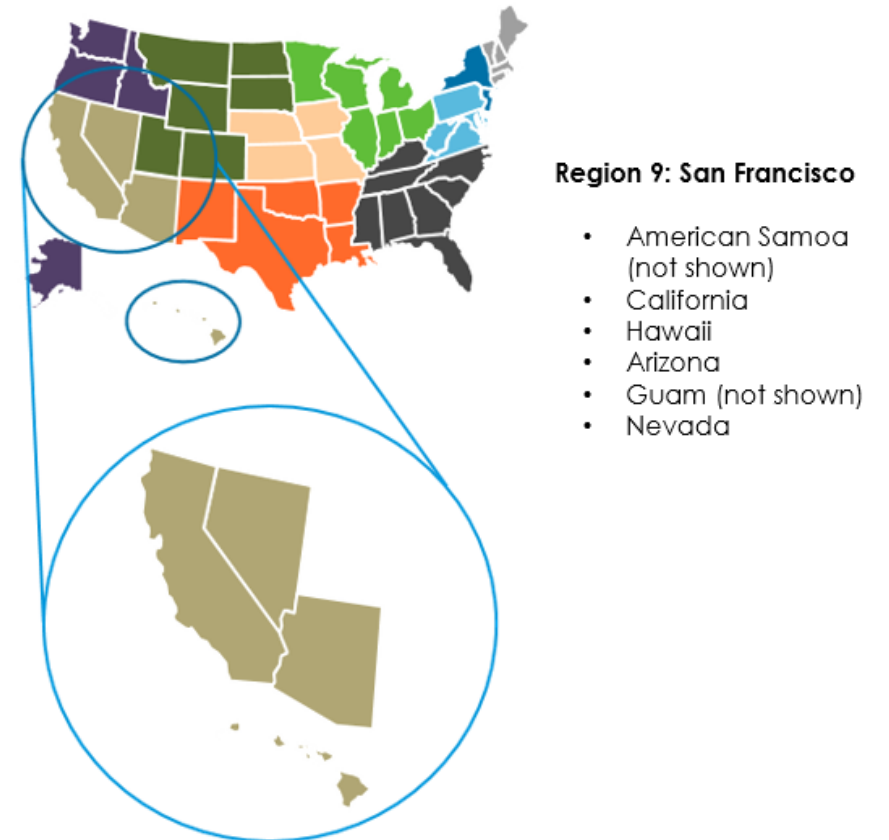


Regional Performance

Medicaid Adult

	2025	2025 PG BOB Region
Customer Service (% Usually or Always)	90.5%	88.1%
Q24. Provided information or help	87.7%	82.7%
Q25. Treated with courtesy and respect	93.3%	93.4%
How Well Doctors Communicate (% Usually or Always)	90.6%	91.4%
Q12. Dr. explained things	90.7%	91.2%
Q13. Dr. listened carefully	92.0%	92.3%
Q14. Dr. showed respect	92.4%	94.0%
Q15. Dr. spent enough time	87.2%	88.3%
Q17. Coordination of Care	87.2%	82.2%
Q27. Ease of Filling Out Forms (% Usually or Always)	93.5%	94.0%

HHS Regions: The regions used align with the U.S. Department of Health and Human Services regions.



Percentile Rankings

Medicaid Adult

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		
Rating Questions (% 9 or 10)																							
Q28. Rating of Health Plan	65.3%	73 rd	50.4	53.4	58.2	59.4	61.7	64.1	65.5	68.5	70.8	68 th	54.4	55.7	60.1	61.3	63.5	65.2	66.2	71.1	72.7		
Q8. Rating of Health Care	52.4%	22 nd	47.7	50.0	53.4	55.1	56.6	59.5	60.5	63.4	64.5	12 th	50.5	52.1	54.9	55.8	57.6	59.8	60.9	64.3	66.7		
Q18. Rating of Personal Doctor	64.8%	16 th	61.0	63.0	66.0	67.3	69.3	71.1	72.4	74.4	76.5	10 th	63.8	64.7	68.2	69.6	71.0	73.4	74.4	77.1	78.4		
Q22. Rating of Specialist	64.9%	29 th	61.0	62.2	64.4	65.1	67.3	69.8	70.9	74.0	75.2	22 nd	58.2	60.8	65.1	66.4	69.1	71.5	72.7	74.5	75.9		
Rating Questions (% 8, 9 or 10)																							
Q28. Rating of Health Plan	79.5%	66 th	69.5	71.9	74.8	76.0	78.0	79.7	80.5	83.2	85.1	50 th	70.8	72.1	76.2	77.2	79.3	81.0	81.9	83.8	84.8		
Q8. Rating of Health Care	72.4%	24 th	68.3	70.5	72.6	73.5	75.9	77.6	78.7	81.8	82.6	14 th	69.8	71.1	74.0	74.8	76.7	78.7	79.3	81.2	83.9		
Q18. Rating of Personal Doctor	80.7%	22 nd	77.1	78.2	80.9	81.9	83.7	85.0	85.4	87.6	89.8	10 th	79.0	80.7	82.6	83.0	84.9	86.1	86.9	88.9	89.7		
Q22. Rating of Specialist	77.8%	13 th	76.1	77.5	79.5	81.2	83.5	84.4	85.0	87.0	87.6	11 th	75.2	77.3	80.7	82.2	83.4	85.4	86.0	88.7	89.3		
Getting Needed Care (% U/A)	75.9%	11 th	74.5	75.5	78.6	79.8	82.0	83.7	84.9	86.1	87.1	9 th	75.0	76.0	78.7	80.5	82.4	84.6	85.4	87.0	87.5		
Q9. Getting care, tests, or treatment	77.2%	4 th	77.7	79.3	81.9	82.9	84.8	86.9	87.7	89.6	91.5	4 th	77.4	78.9	82.5	84.0	85.9	87.4	88.3	90.1	91.3		
Q20. Getting specialist appointment	74.6%	22 nd	69.3	71.3	75.5	76.5	79.6	82.1	82.8	85.0	85.7	21 st	69.3	71.8	75.0	77.2	79.2	82.1	82.9	84.8	85.9		
Getting Care Quickly (% U/A)	78.6%	31 st	70.7	73.3	77.4	78.8	81.1	83.0	83.8	86.4	87.9	21 st	74.0	75.3	79.1	80.3	82.3	84.2	85.0	87.5	88.3		
Q4. Getting urgent care	79.7%	24 th	75.6	77.5	81.3	81.8	83.5	84.7	85.2	88.2	89.0	19 th	74.4	77.0	80.6	82.0	83.8	86.3	87.1	90.2	92.3		
Q6. Getting routine care	77.4%	36 th	67.5	69.9	74.8	76.7	79.5	82.2	83.3	86.3	87.8	28 th	69.0	72.5	76.8	78.0	80.2	82.6	83.6	85.5	87.8		
Effectiveness of Care (%S/U/A)																							
Q32. Advised to Quit Smoking: 2YR	67.3%	17 th	63.5	66.3	69.5	71.3	74.4	76.0	77.1	80.5	83.2	21 st	56.4	62.6	68.4	70.1	73.8	76.7	77.8	82.4	84.8		
Q33. Discussing Cessation Meds: 2YR	30.0%	1 st	41.3	44.0	47.5	48.7	52.9	55.4	56.6	62.6	64.8	2 nd	35.8	42.2	46.7	49.8	53.9	56.6	59.1	64.5	67.7		
Q34. Discussing Cessation Strategies: 2YR	29.2%	1 st	37.0	40.0	42.4	43.2	46.3	48.3	50.1	55.0	58.6	2 nd	30.1	35.0	42.9	44.3	47.3	50.0	51.9	57.4	60.1		

Percentile Rankings

Medicaid Adult

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		
Customer Service (% U/A)	90.5%	70 th	85.8	86.5	87.2	87.9	89.2	90.2	90.7	92.0	92.3	58 th	84.6	86.4	87.8	88.8	89.8	91.2	91.7	93.3	94.7		
Q24. Provided information or help	87.7%	90 th	79.2	80.0	80.9	82.2	83.8	85.9	86.3	87.7	88.1	76 th	77.2	79.0	82.0	82.9	84.6	86.7	87.6	90.1	92.3		
Q25. Treated with courtesy and respect	93.3%	29 th	91.4	91.7	93.0	93.6	94.6	95.3	95.7	96.5	97.0	18 th	90.7	91.7	93.8	94.2	95.2	96.2	96.7	98.0	98.5		
How Well Doctors Communicate (% U/A)	90.6%	8 th	89.4	90.7	91.8	92.2	92.8	93.8	94.3	95.6	96.2	7 th	90.0	90.8	92.1	92.7	93.7	94.6	95.0	96.0	96.5		
Q12. Dr. explained things	90.7%	19 th	89.0	89.7	91.0	91.4	92.8	93.9	94.5	95.9	96.2	13 th	88.9	90.1	91.7	92.5	93.8	94.7	95.3	96.5	97.0		
Q13. Dr. listened carefully	92.0%	29 th	89.6	90.7	91.7	92.4	93.2	94.0	94.7	95.8	96.5	20 th	89.5	91.1	92.3	92.9	94.1	94.8	95.4	96.5	97.2		
Q14. Dr. showed respect	92.4%	11 th	91.0	92.3	93.6	94.0	95.0	95.8	96.2	97.3	97.7	8 th	91.6	92.6	93.8	94.4	95.5	96.4	96.8	97.6	98.3		
Q15. Dr. spent enough time	87.2%	7 th	86.2	88.0	89.2	89.6	91.2	92.4	92.9	94.7	96.0	8 th	86.1	87.5	89.5	90.1	91.8	93.1	93.9	95.1	95.8		
Q17. Coordination of Care	87.2%	70 th	79.5	81.4	83.0	83.6	85.1	86.7	88.5	90.6	91.9	59 th	77.4	79.6	83.0	84.3	86.0	88.2	89.4	91.1	92.4		
Q27. Ease of Filling Out Forms (% U/A)	93.5%	24 th	91.3	92.5	93.6	94.1	94.8	95.9	96.2	97.1	97.5	16 th	91.9	92.9	93.9	94.2	95.2	96.0	96.3	97.4	98.0		



Appendix

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Appendix A: Correlations

Highest Correlations

Below are the key measures with the highest correlations to the Rating measures.

With Rating Of Health Care		
Q18	Rating of Personal Doctor	0.6718
Q22	Rating of Specialist	0.5827
Q14	Dr. showed respect	0.5415
Q9	Getting care, tests, or treatment	0.5350
Q13	Dr. listened carefully	0.5200
Q15	Dr. spent enough time	0.5154
Q17	Coordination of Care	0.5146
Q12	Dr. explained things	0.4896
Q6	Getting routine care	0.4760
Q43	Got appt. in a timely manner	0.4688

With Rating Of Personal Doctor		
Q14	Dr. showed respect	0.7108
Q13	Dr. listened carefully	0.6883
Q8	Rating of Health Care	0.6718
Q12	Dr. explained things	0.6266
Q15	Dr. spent enough time	0.6008
Q17	Coordination of Care	0.5882
Q22	Rating of Specialist	0.5467
Q9	Getting care, tests, or treatment	0.4057
Q41	Rating of provided interpreter overall	0.3789
Q43	Got appt. in a timely manner	0.3019

With Rating Of Specialist		
Q8	Rating of Health Care	0.5827
Q18	Rating of Personal Doctor	0.5467
Q12	Dr. explained things	0.4055
Q9	Getting care, tests, or treatment	0.4044
Q20	Getting specialist appointment	0.3941
Q17	Coordination of Care	0.3939
Q15	Dr. spent enough time	0.3319
Q14	Dr. showed respect	0.3266
Q41	Rating of provided interpreter overall	0.3113
Q13	Dr. listened carefully	0.2920

Supplemental Questions

Medicaid Adult

	2023	2024	2025
Q40. Got interpreter			
Base (n)	--	--	490
Yes	--	--	34.1%
No	--	--	65.9%
Summary Rate Score (%Yes)	--	--	34.1%
Q41. Rating of provided interpreter overall			
Base (n)	--	--	284
10 Best interpreter possible	--	--	52.5%
9	--	--	13.0%
8	--	--	12.0%
7	--	--	6.7%
6	--	--	4.2%
5	--	--	4.2%
4	--	--	0.4%
3	--	--	0.7%
2	--	--	0.7%
1	--	--	0.7%
0 Worst interpreter possible	--	--	4.9%
Summary Rate Score (%9 or 10 Best interpreter possible)	--	--	65.5%

Supplemental Questions

Medicaid Adult

	2023	2024	2025
Q42. Wait time to see Dr. for set appt. after arrival			
Opt-out / Exclusion (n)			
Does not apply, I did not have any appointments in the last 6 months	--	--	71
Base (n)	--	--	410
15 minutes or less	--	--	35.4%
16-30 minutes	--	--	36.1%
31-45 minutes	--	--	15.4%
46 minutes to 1 hour	--	--	6.8%
Over 1 hour	--	--	6.3%
Q43. Got appt. in a timely manner			
Opt-out / Exclusion			
Not Applicable	--	--	59
Base (n)	--	--	411
Always	--	--	42.6%
Usually	--	--	25.3%
Sometimes	--	--	24.8%
Never	--	--	7.3%
Summary Rate Score (%Usually or Always)	--	--	67.9%
Q44. Had to wait for an appt. due to limited hours or few available appts.			
Opt-out / Exclusion			
Not Applicable	--	--	79
Base (n)	--	--	392
Never	--	--	37.8%
Sometimes	--	--	34.7%
Usually	--	--	15.8%
Always	--	--	11.7%
Summary Rate Score (%Never or Sometimes)	--	--	72.4%

Supplemental Questions

Medicaid Adult

	2023	2024	2025
Q45. Which CS center have contacted most recently			
Opt-out / Exclusion (n)			
I did not contact customer service	--	--	206
Base (n)	--	--	216
Health Plan's Customer Service (Phone number on ID Card)	--	--	26.4%
Provider and/or Doctors Office	--	--	58.8%
Retail Pharmacy Services	--	--	12.0%
Other (Please Specify):	--	--	2.8%
Q46. Info. not received when contacting CS			
Opt-out / Exclusion			
I received the information I wanted	--	--	149
I did not contact customer service	--	--	219
Base (n)	--	--	72
Benefits and covered services	--	--	45.8%
Provider information	--	--	29.2%
Co-payment, co-insurance, and deductible information	--	--	12.5%
Claims information	--	--	9.7%
Membership	--	--	13.9%
Prescription drug information	--	--	37.5%
Other (Please Specify):	--	--	22.2%

Supplemental Questions

Medicaid Adult

	2023	2024	2025
Q47. Reasons it was difficult to get appt. with specialist			
Opt-out / Exclusion (n)			
I did not have difficulty getting an appointment with a specialist	--	--	166
I did not make an appointment with a specialist	--	--	118
Base (n)	--	--	118
Your doctor did not think you needed to see a specialist	--	--	21.2%
Your health plan approval or authorization was delayed	--	--	22.9%
You could not get a referral	--	--	11.9%
You weren't sure where to find a list of specialists in your health plan or network	--	--	11.0%
The specialists you had to choose from were too far away	--	--	12.7%
You did not have enough specialists to choose from	--	--	17.8%
The specialist you wanted did not belong to your health plan or network	--	--	16.9%
You could not get an appointment at a time that was convenient	--	--	26.3%
Other (please specify):	--	--	25.4%