

PG Forsta

MY 2025 CAHPS® MEDICAID ADULT 5.1H SURVEY

CalViva (Centene CA)



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Project Manager

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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 2025 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

First questionnaire
mailed
3/3/2026

Second questionnaire
mailed
4/7/2026

Initiate follow-up calls
to non-responders
**4/28/2026 -
5/12/2026**

Last day to accept
completed surveys
5/13/2026

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

$$\frac{285 \text{ (Completed)}}{2,147 \text{ (Sample)} - 13 \text{ (Ineligible)}} = \frac{285}{2,134} = \mathbf{13.4\%}$$

COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	81	31	48	38	1	9	160
Spanish	66	30	29	28	0	1	125
Total	147	61	77	66	1	10	285

Total Number of Undeliverables: 135

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

		2024	2025	2026
Completed	SUBTOTAL	--	500	285
	Does not Meet Eligibility Criteria (01)	--	19	9
Ineligible	Language Barrier (03)	--	13	2
	Mentally/Physically Incapacitated (04)	--	6	1
	Deceased (05)	--	1	1
	SUBTOTAL	--	39	13
Non-response	Break-off/Incomplete (02)	--	32	12
	Refusal (06)	--	60	16
	Maximum Attempts Made (07)	--	3,554	1,821
	Added to DNC List (08)	--	0	0
	SUBTOTAL	--	3,646	1,849
Total Sample		--	4,185	2,147
Oversampling		--	210.0%	59.0%
Response Rate		--	12.1%	13.4%
PG Response Rate		11.1%	11.7%	11.3%



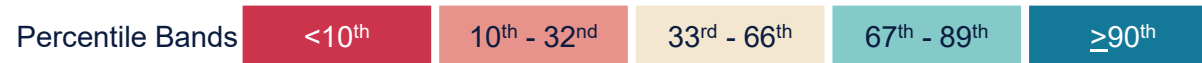
Executive Summary



Overview of Terms

Summary Rates (SRS) are defined by NCQA in its HEDIS MY 2025 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 2025. Submission occurred on May 26th, 2026.

NCQA Benchmark Information The source for data contained in this publication is Quality Compass® All Plans 2025. 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 (▲/▼)

2026 Dashboard

Medicaid Adult



285

Completed surveys

13.4%

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 2025 (↑/↓) or 2024 (≠/±).

Percentiles: Based on the 2026 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	63.2%	45 th	--
Rating of Health Care			★★
Q8. Rating of Health Care	54.3%	23 rd	Opportunity
Rating of Personal Doctor			
Q18. Rating of Personal Doctor	71.3%	44 th	Opportunity
Advised to Quit Smoking: 2YR			
Q32. Advised to Quit Smoking: 2YR	63.3%	11 th	--
Rating of Specialist			
Q22. Rating of Specialist	66.7%	32 nd	Opportunity
Coordination of Care			
Q17. Coordination of Care	86.0%	43 rd	Opportunity
Customer Service			
Composite	91.2%	72 nd	--
Q24. Provided information or help	86.6%	72 nd	Retain
Q25. Treated with courtesy and respect	95.8%	65 th	Retain

Getting Needed Care			★★
Composite	78.8%	14 th	--
Q9. Getting care, tests, or treatment	83.4%	27 th	Opportunity
Q20. Getting specialist appointment	74.1%	13 th	Opportunity
Getting Care Quickly			★★
Composite	76.7%	14 th	--
Q4. Getting urgent care	78.4%	15 th	Wait
Q6. Getting routine care	75.0%	18 th	Opportunity
Ease of Filling Out Forms			
Q27. Ease of Filling Out Forms	92.3%	5 th	Wait
How Well Doctors Communicate			
Composite	90.5%	2 nd	--
Q12. Dr. explained things	90.3%	11 th	Wait
Q13. Dr. listened carefully	92.2%	20 th	Opportunity
Q14. Dr. showed respect	92.2%	3 rd	Wait
Q15. Dr. spent enough time	87.1%	4 th	Wait

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	135	78.7%	84.5%	10 th	2
Getting Care Quickly	Usually or Always	132	76.6%	84.3%	10 th	2
SATISFACTION WITH PLAN AND PLAN SERVICES						2.5
Rating of Health Plan	9 or 10	277	63.1%	64.3%	33 rd	3
Rating of Health Care	9 or 10	162	54.3%	59.7%	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 2025 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.

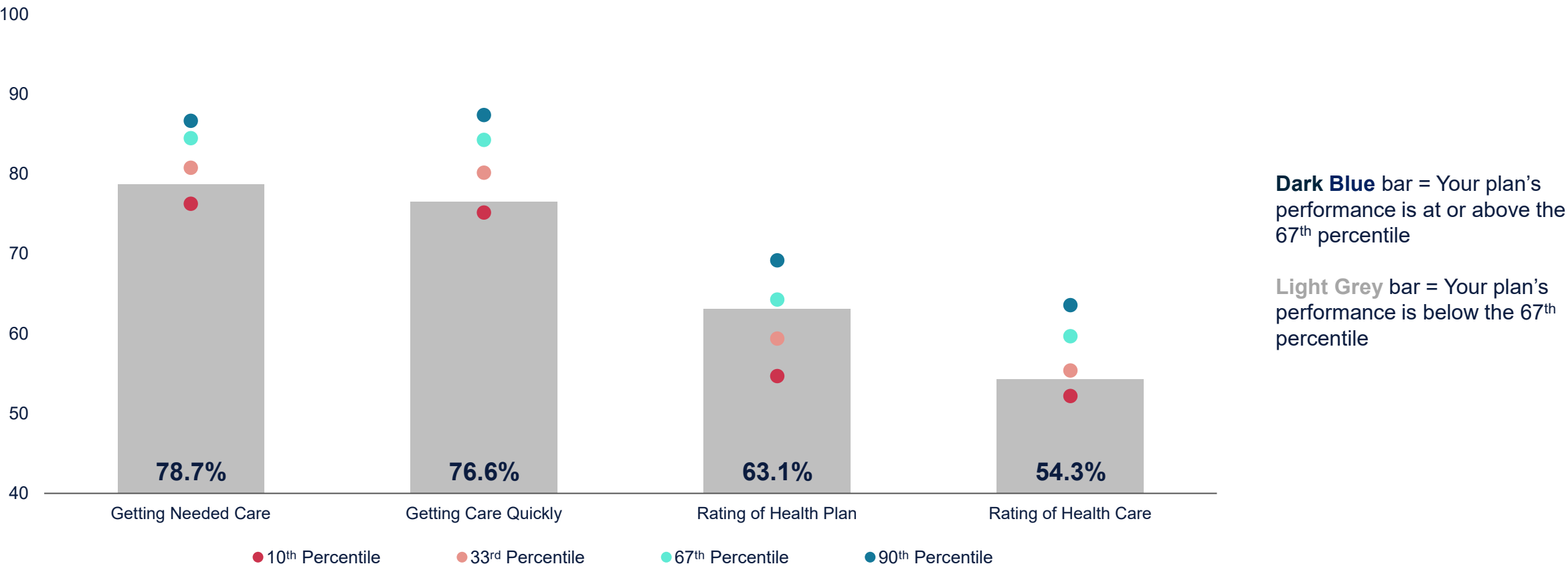
*HPR scores are **truncated** to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

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 2025).



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			2026 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB
	2025	2026	Change	0	20	40	60	80	100		
Health Plan Domain											
Q28. Rating of Health Plan	65.3%	63.2%	-2.2%	<							

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

Key Metric Performance

Medicaid Adult

Measure	Summary Rate Score			2026 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB
	2025	2026	Change	0	20	40	60	80	100		
Effectiveness of Care: 2YR											
Q32. Advised to Quit Smoking: 2YR	67.3%	63.3%	-4.0%								

* Scores are % Always, Usually, or Sometimes.

Measure Summary

Medicaid Adult

TOP 3 PERFORMING MEASURES

Your plan's percentile rankings for these measures were the highest compared to the PG Book of Business.

Measure	2026 Valid N	Plan			2025 Quality Compass			2026 Press Ganey BOB		
		2025	2026	Change	Score	Percentile	Gap	Score	Percentile	Gap
Customer Service	118	90.5%	91.2%	0.6%	89.3%	71 st	1.9%	89.6%	72 nd	1.5%
Q28. Rating of Health Plan	277	65.3%	63.2%	-2.2%	61.7%	56 th	1.5%	63.7%	45 th	-0.5%
Q18. Rating of Personal Doctor	202	64.8%	71.3%	6.5%	70.7%	53 rd	0.6%	71.8%	44 th	-0.5%

BOTTOM 3 PERFORMING MEASURES

Your plan's percentile rankings for these measures were the lowest compared to the PG Book of Business.

Measure	2026 Valid N	Plan			2025 Quality Compass			2026 Press Ganey BOB			
		2025	2026	Change	Score	Percentile	Gap	Score	Percentile	Gap	
Getting Care Quickly	132	78.6%	76.7%	-1.9%	81.6%	16 th	-4.9%	82.5%	▼	14 th	-5.8%
Q32. Advised to Quit Smoking: 2YR	90^	67.3%	63.3%	-4.0%	73.4%	▼ 3 rd	-10.1%	75.3%	▼	11 th	-12.0%
How Well Doctors Communicate	154	90.6%	90.5%	-0.1%	93.4%	5 th	-2.9%	93.8%	▼	2 nd	-3.3%

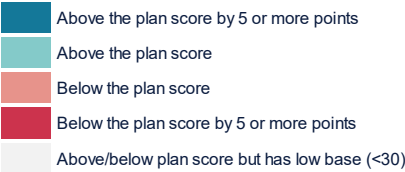
Scores: All scores displayed are Summary Rate Scores

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

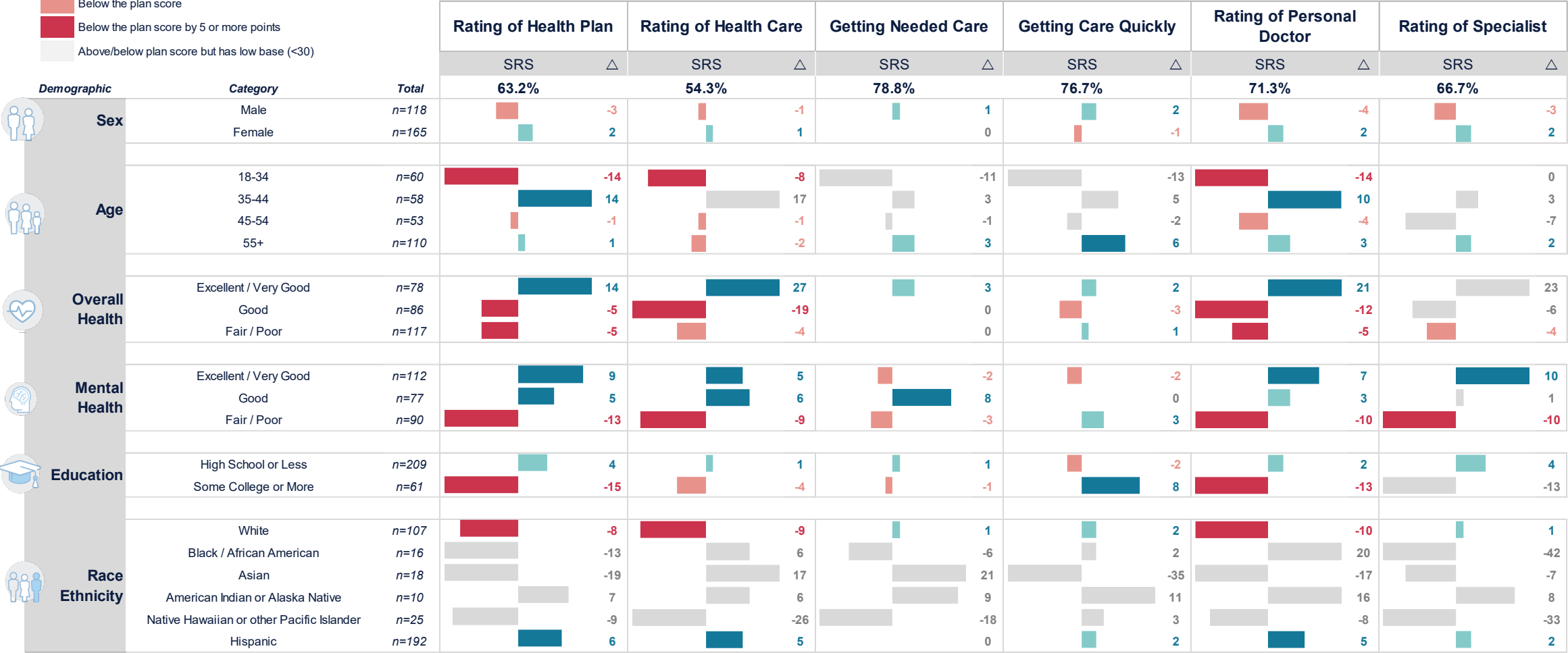
Health Equity

Medicaid Adult

Group is performing...



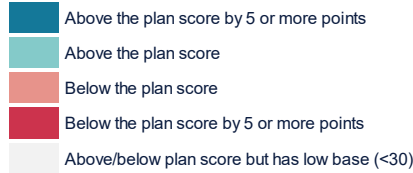
The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.



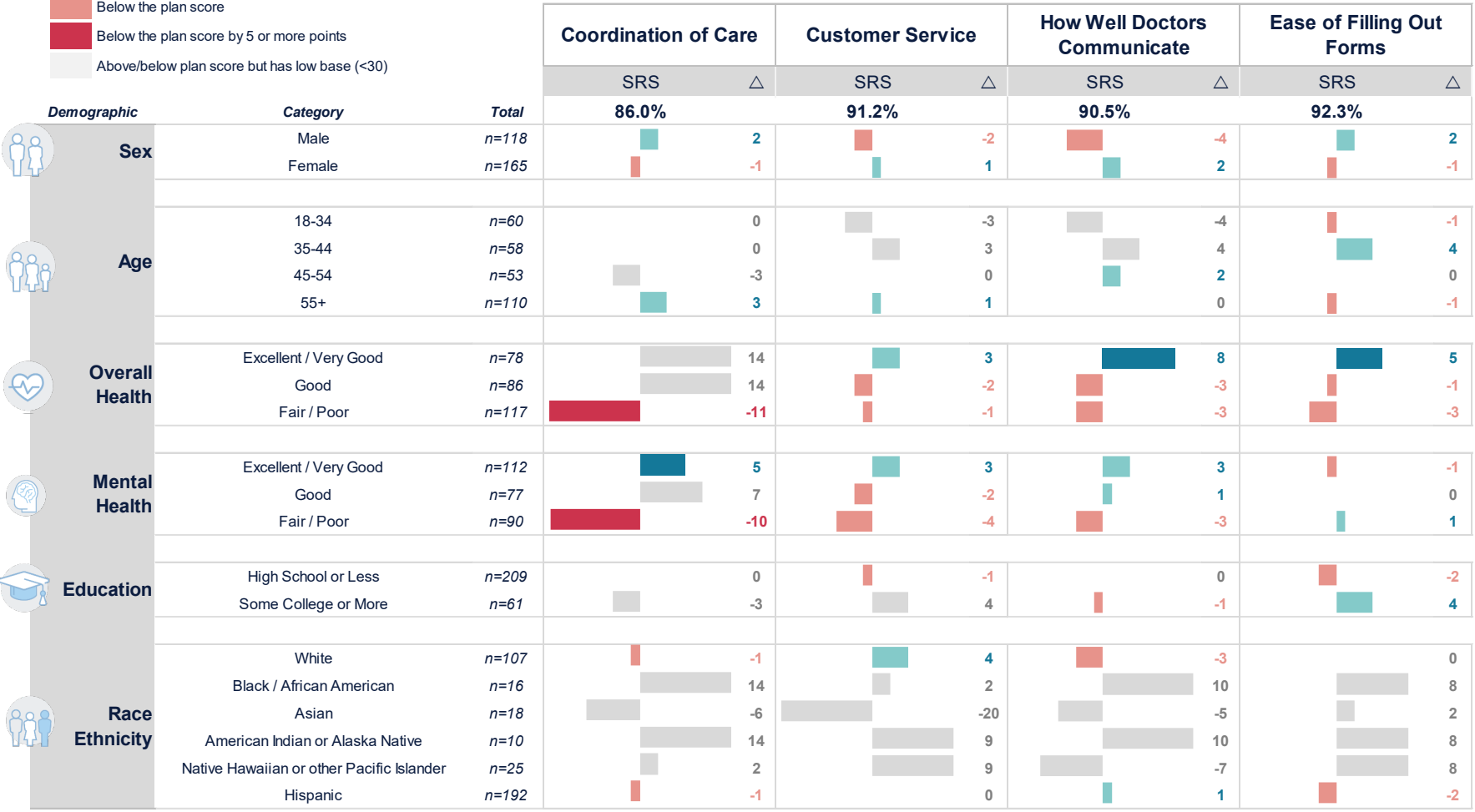
Health Equity

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



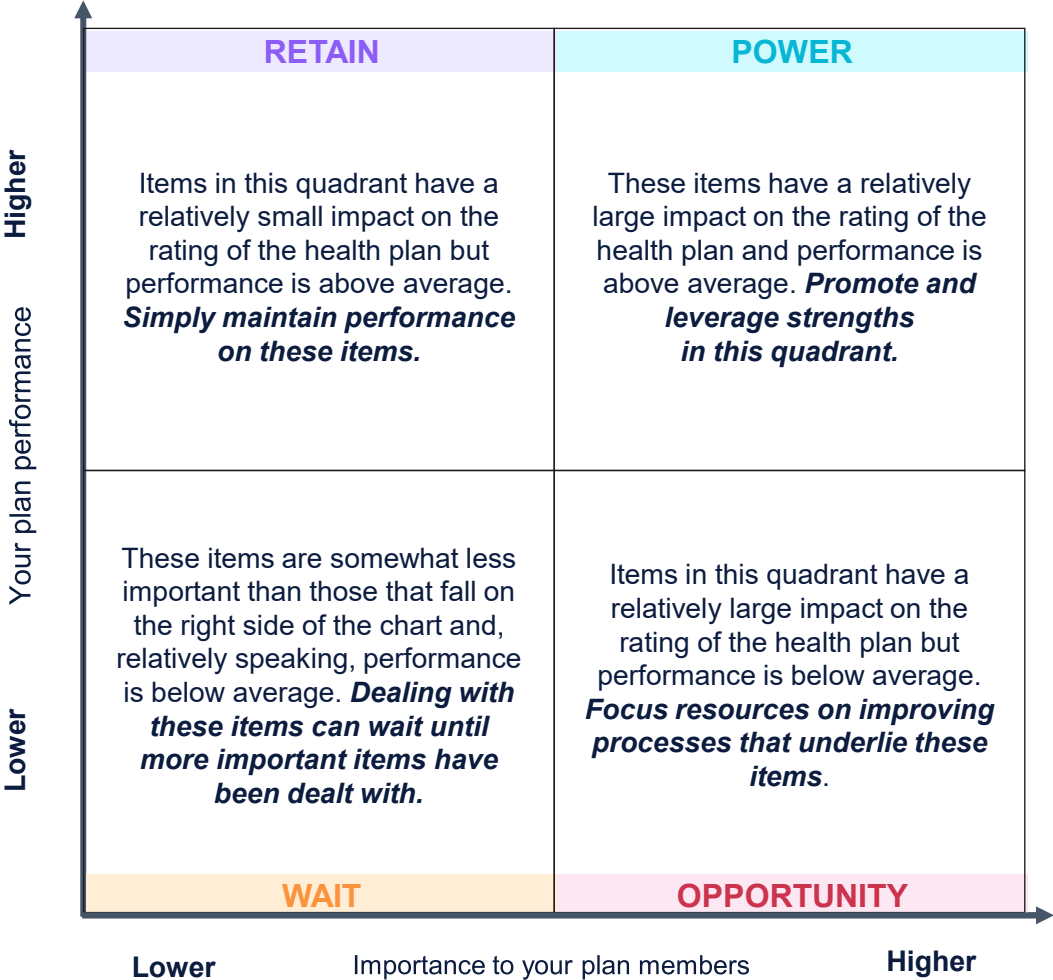
POWeR Chart

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				2024	2025	2026	2026
				SRS	SRS	SRS	%tile
POWER							
	--	None		--	--	--	--
OPPORTUNITY							
■	SQ	Q41	Rating of provided interpreter overall	--	65.5%	62.4%	--
■	RATING	Q8	Rating of Health Care	--	52.4%	54.3%	23 rd
■	RATING	Q18	Rating of Personal Doctor	--	64.8%	71.3%	44 th
■	RATING	Q22	Rating of Specialist	--	64.9%	66.7%	32 nd
◆	HWDC	Q13	Dr. listened carefully	--	92.0%	92.2%	20 th
●	GNC	Q20	Getting specialist appointment	--	74.6%	74.1%	13 th
●	GNC	Q9	Getting care, tests, or treatment	--	77.2%	83.4%	27 th
◆	GCQ	Q6	Getting routine care	--	77.4%	75.0%	18 th
■	CC	Q17	Coordination of Care	--	87.2%	86.0%	43 rd
WAIT							
◆	HWDC	Q15	Dr. spent enough time	--	87.2%	87.1%	4 th
◆	HWDC	Q12	Dr. explained things	--	90.7%	90.3%	11 th
◆	GCQ	Q4	Getting urgent care	--	79.7%	78.4%	15 th
◆	HWDC	Q14	Dr. showed respect	--	92.4%	92.2%	3 rd
■	SQ	Q43	Got appt. in a timely manner	--	67.9%	64.1%	--
●	CS	Q27	Ease of Filling Out Forms	--	93.5%	92.3%	5 th
RETAIN							
●	CS	Q24	Provided information or help	--	87.7%	86.6%	72 nd
●	CS	Q25	Treated with courtesy and respect	--	93.3%	95.8%	65 th

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



 PressGaney

Measure Analysis

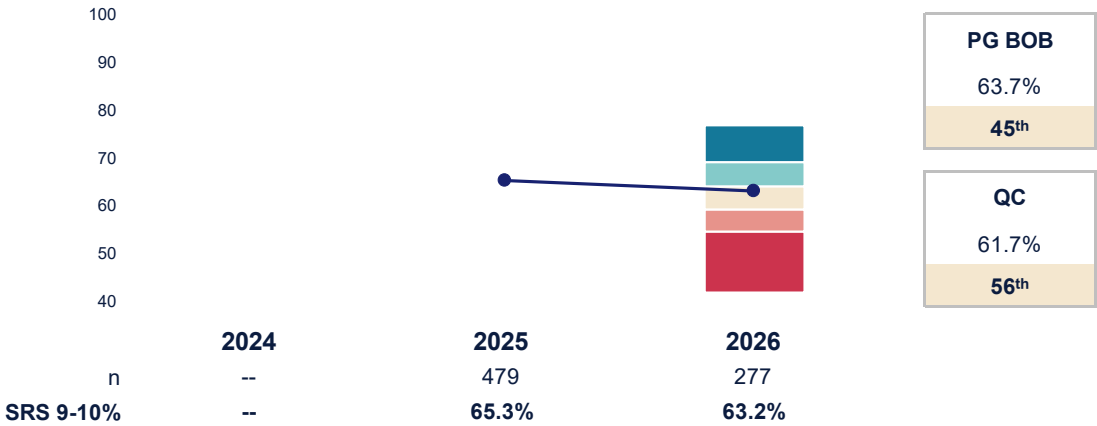
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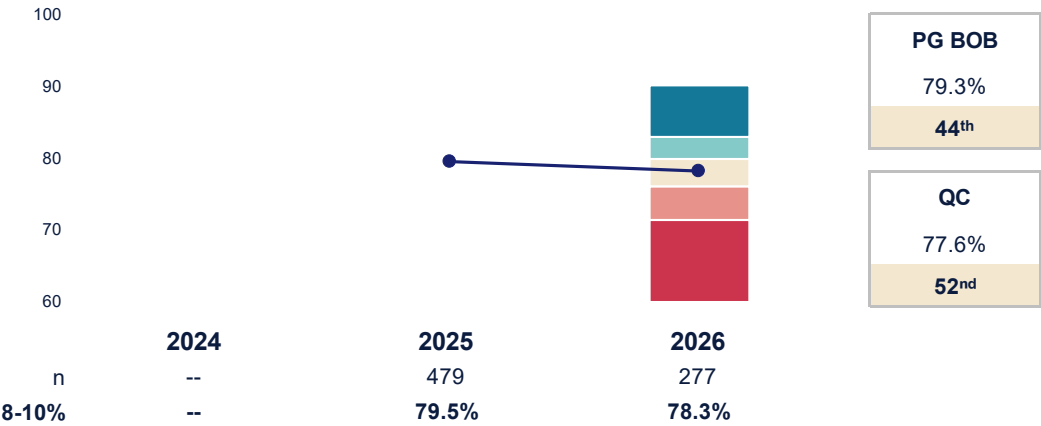
Ratings

Medicaid Adult

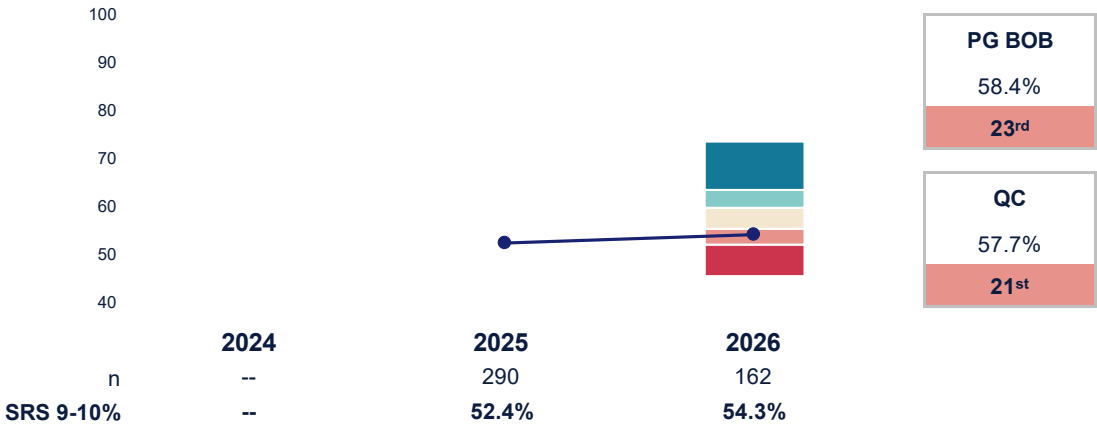
Q28. Rating of Health Plan 9-10%



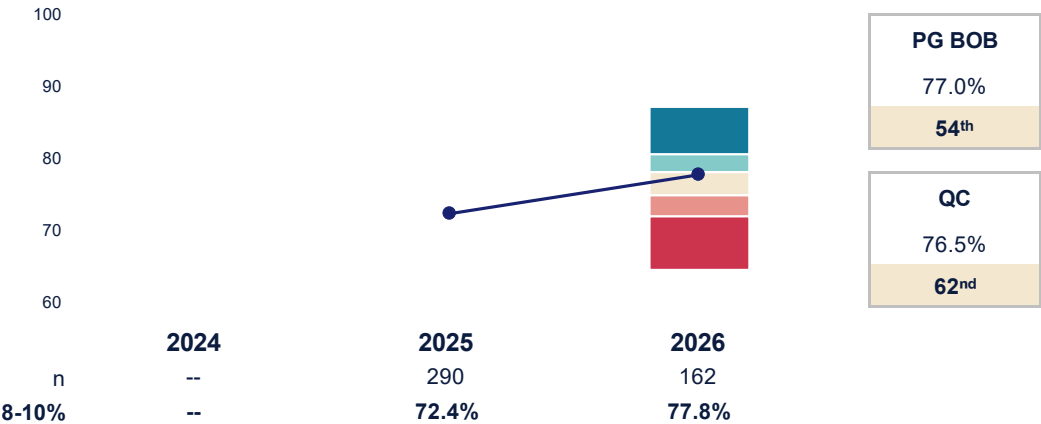
Q28. Rating of Health Plan 8-10%



Q8. Rating of Health Care 9-10%



Q8. Rating of Health Care 8-10%

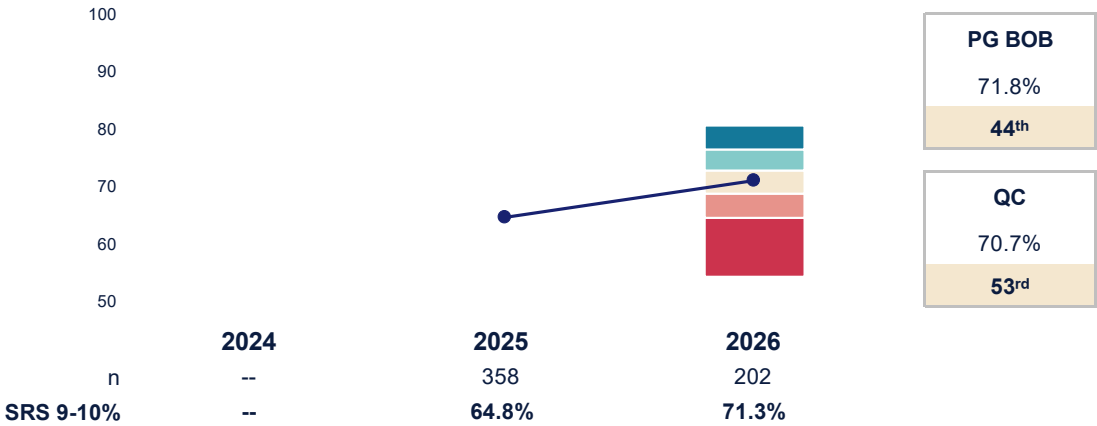


Percentile Bands are for QC benchmark.

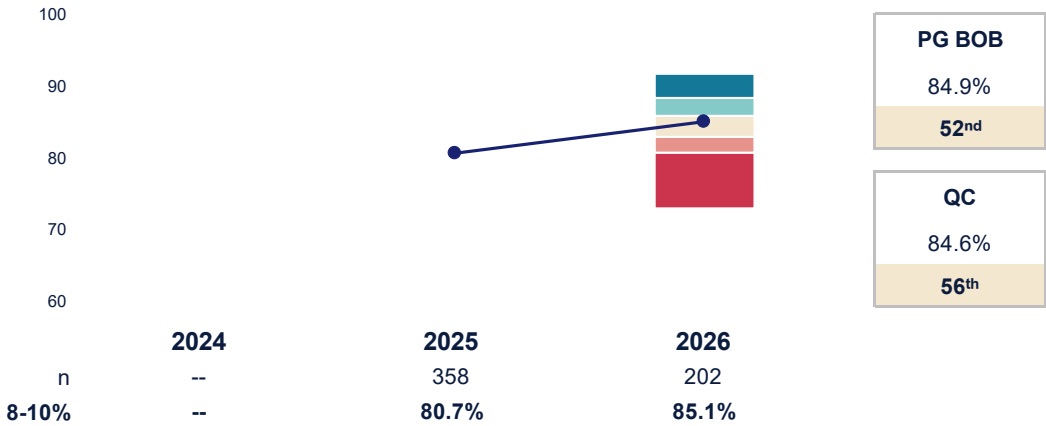
Ratings

Medicaid Adult

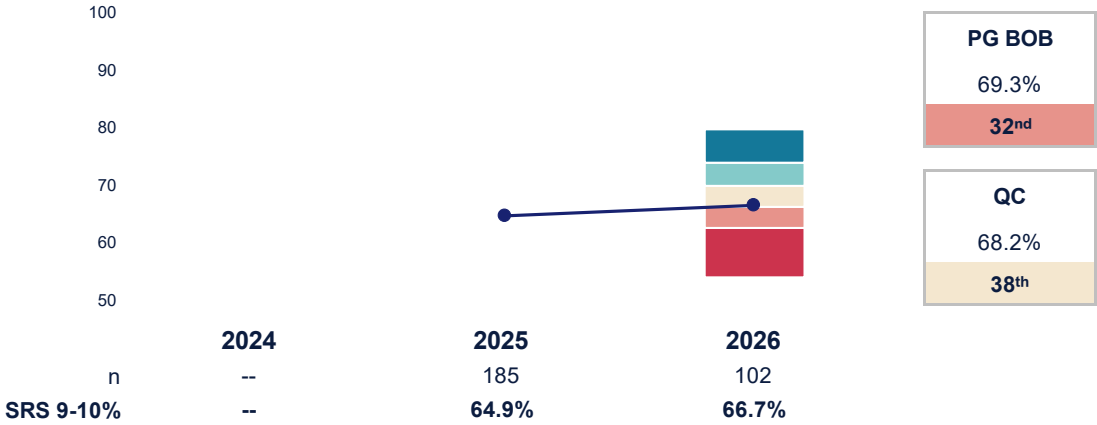
Q18. Rating of Personal Doctor 9-10%



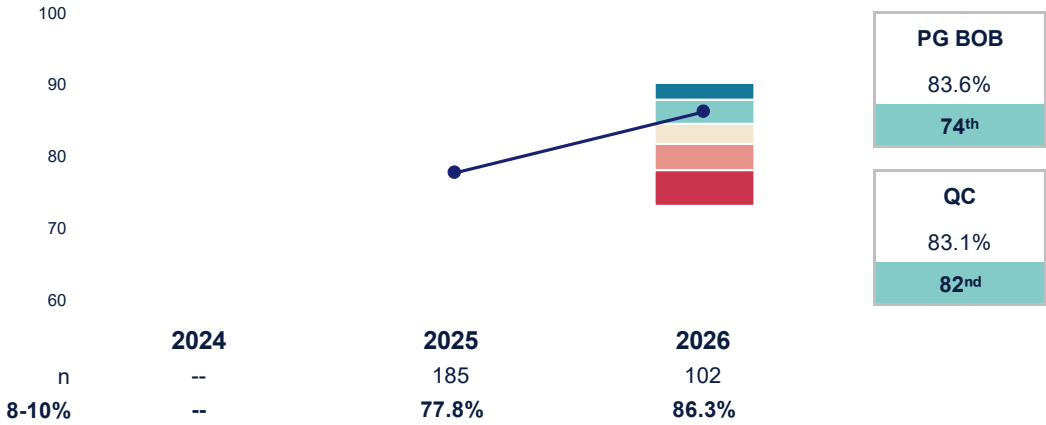
Q18. Rating of Personal Doctor 8-10%



Q22. Rating of Specialist 9-10%



Q22. Rating of Specialist 8-10%

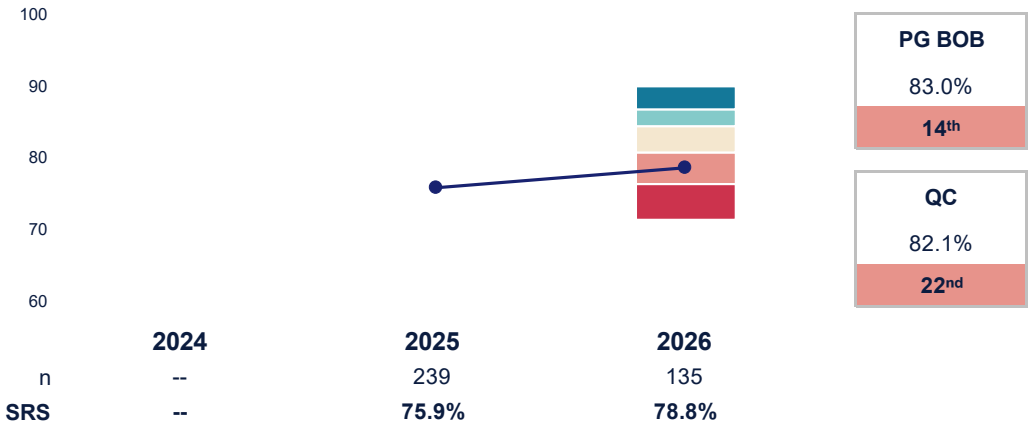


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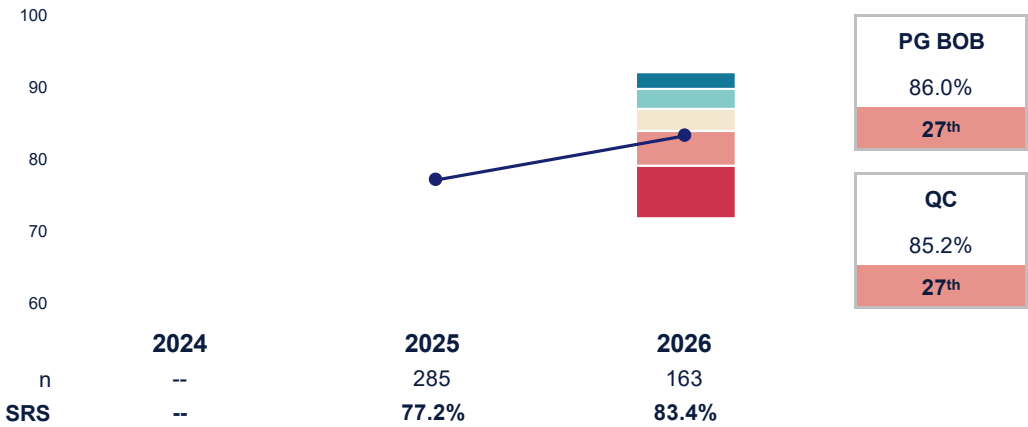
Getting Needed Care

Medicaid Adult

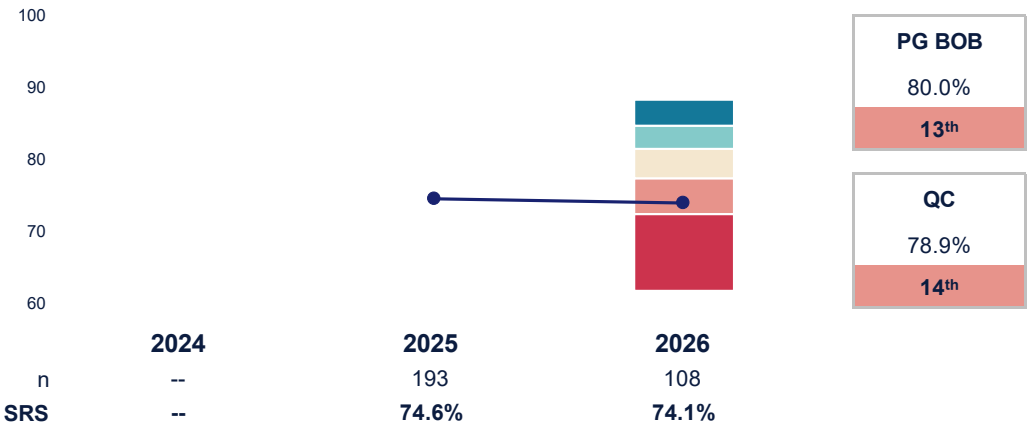
Getting Needed Care



Q9. Getting care, tests, or treatment



Q20. Getting specialist appointment

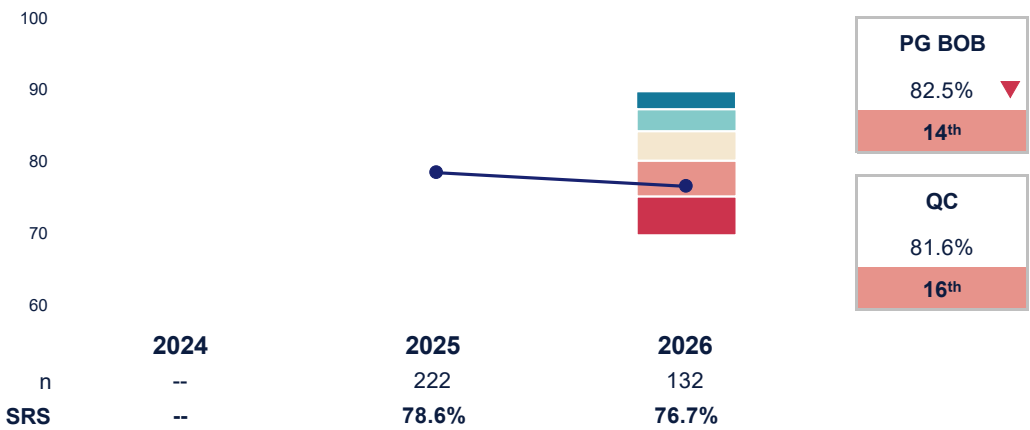


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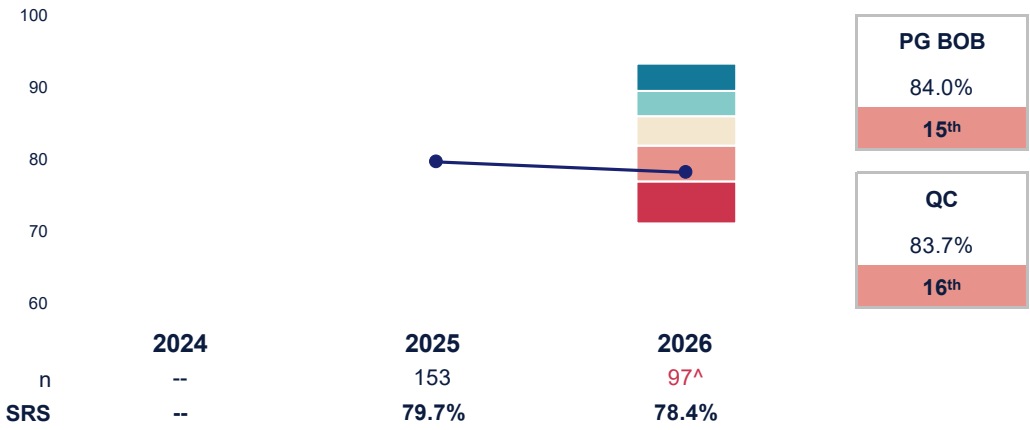
Getting Care Quickly

Medicaid Adult

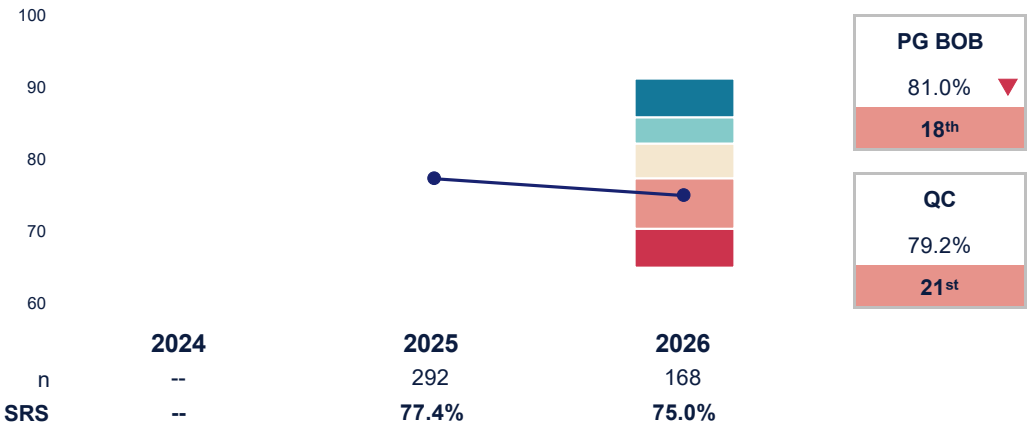
Getting Care Quickly



Q4. Getting urgent care



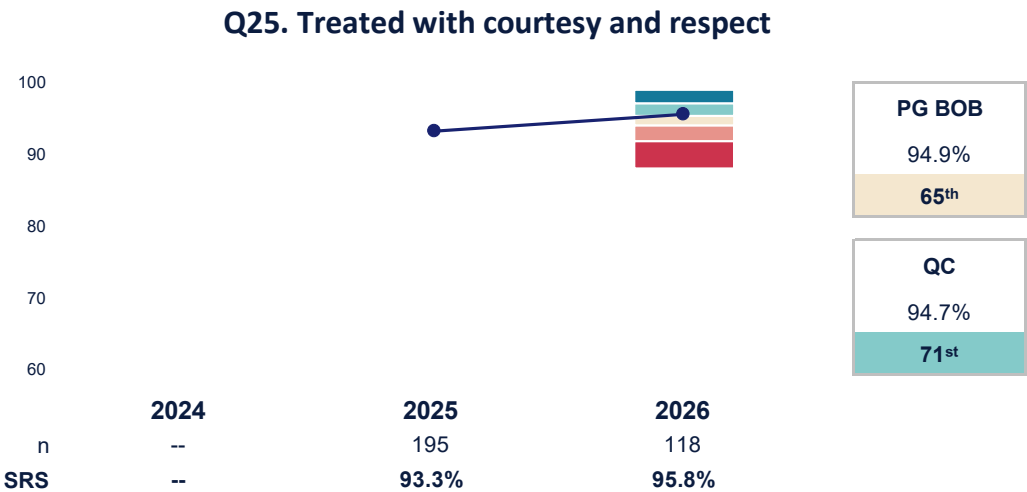
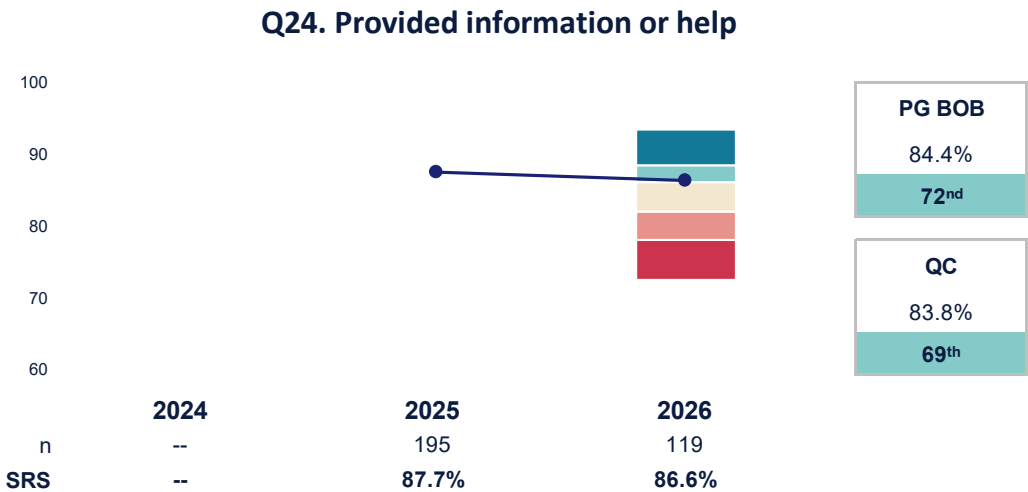
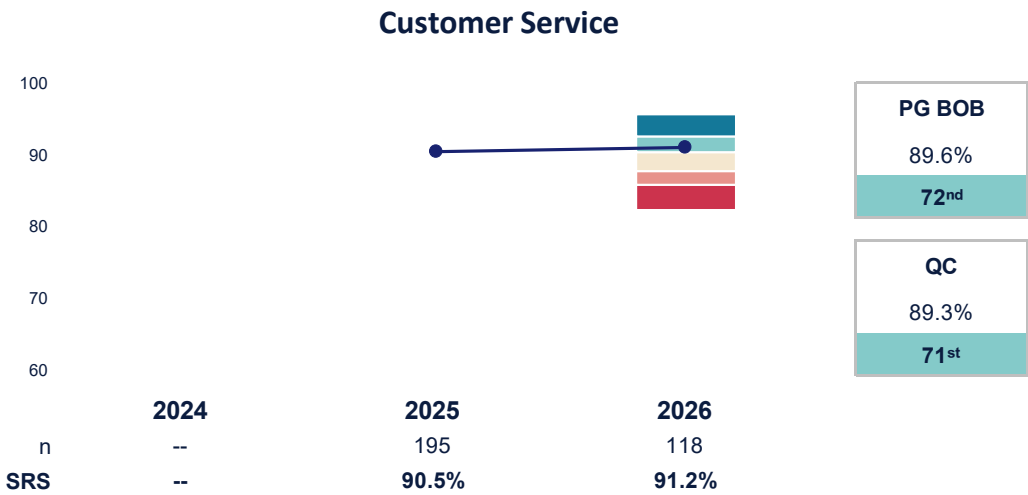
Q6. Getting routine care



Percentile Bands are for QC benchmark.

Customer Service

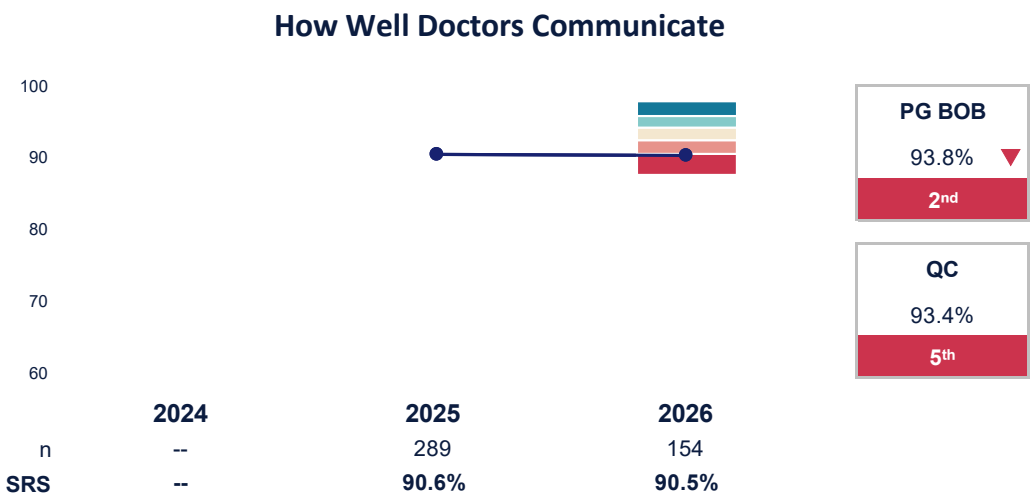
Medicaid Adult



Percentile Bands are for QC benchmark.

How Well Doctors Communicate

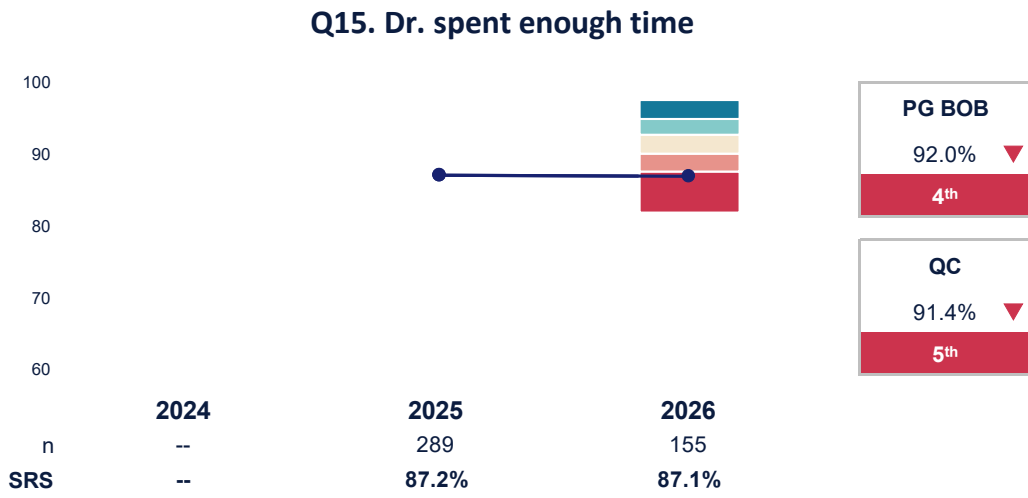
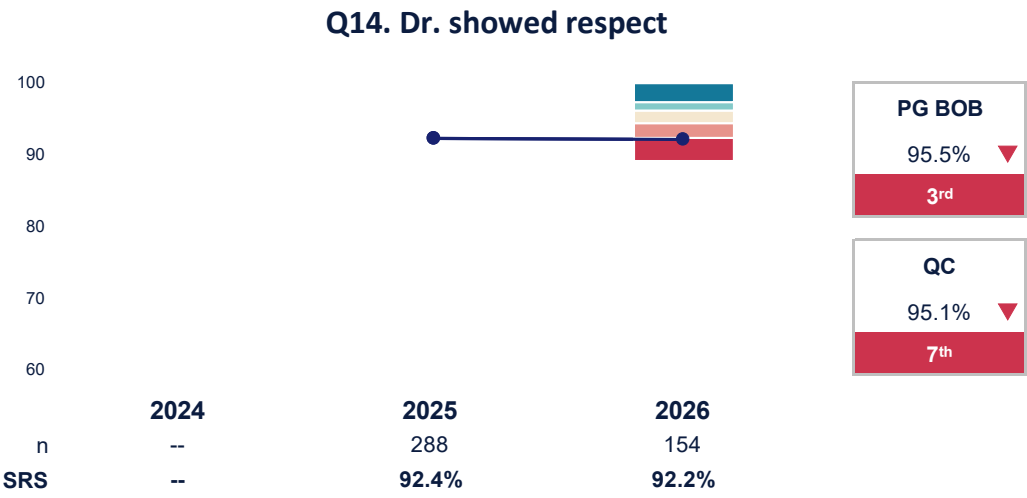
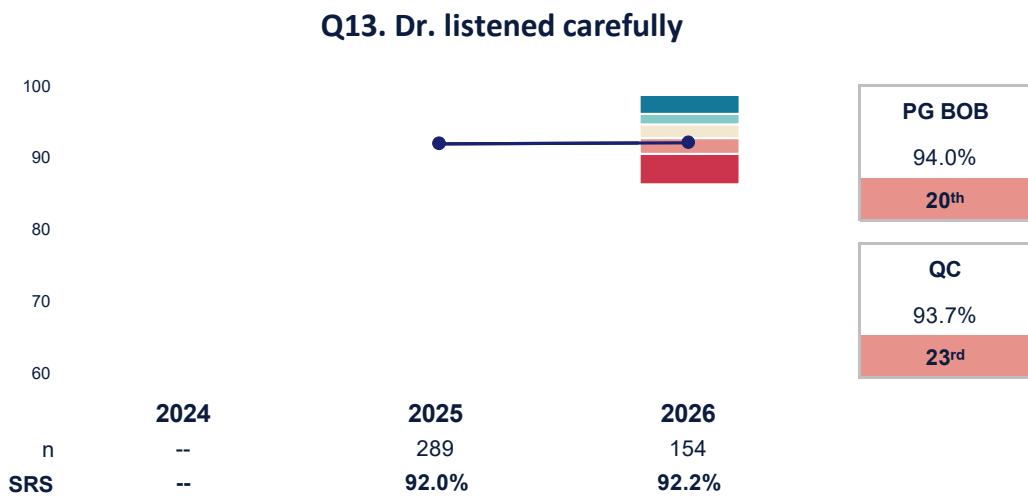
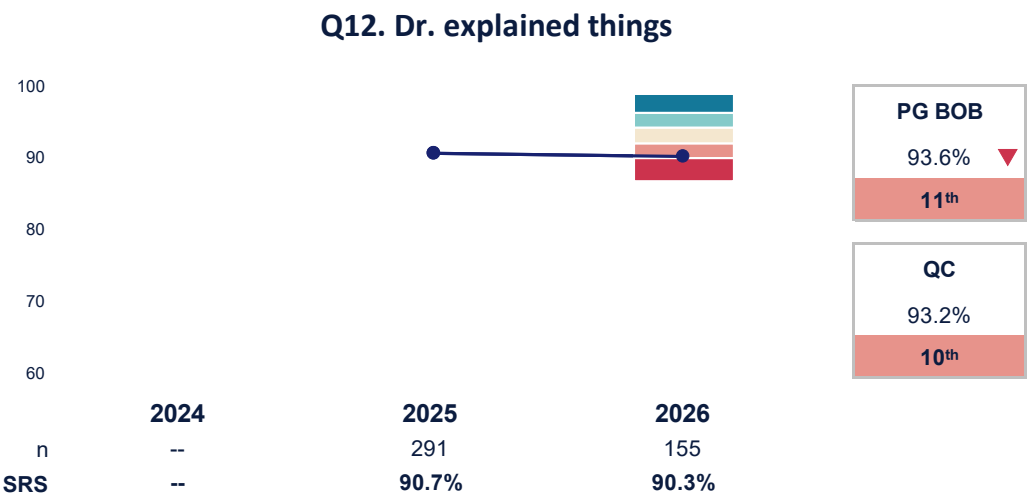
Medicaid Adult



Percentile Bands are for QC benchmark.

How Well Doctors Communicate

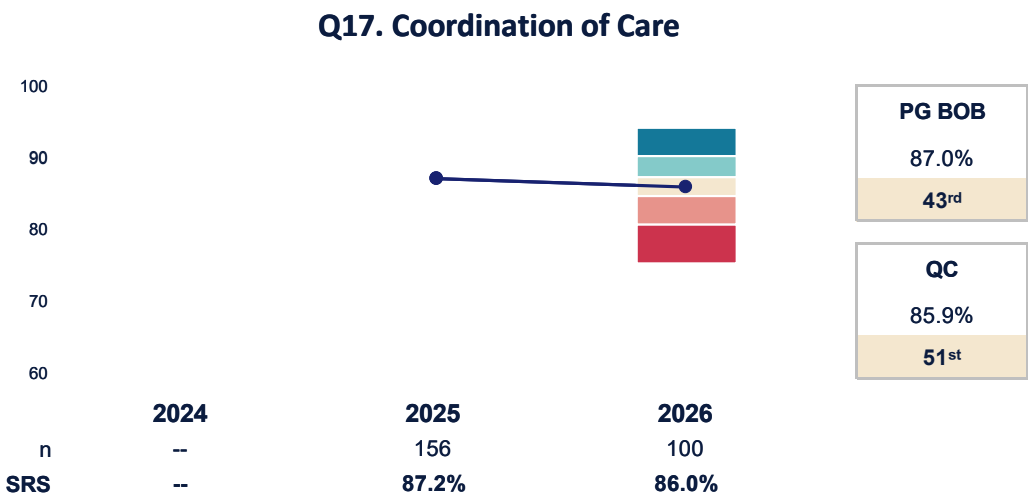
Medicaid Adult



Percentile Bands are for QC benchmark.

Coordination of Care

Medicaid Adult



Percentile Bands are for QC benchmark.



Summary of Trend and Benchmark



Summary Rate Scores

Medicaid Adult

	2026 Valid n	2024	2025	2026	2026 Press Ganey BOB	2025 Quality Compass
Rating Questions (% 9 or 10)						
Q28. Rating of Health Plan	277	--	65.3%	63.2%	63.7%	61.7%
Q8. Rating of Health Care	162	--	52.4%	54.3%	58.4%	57.7%
Q18. Rating of Personal Doctor	202	--	64.8%	71.3%	71.8%	70.7%
Q22. Rating of Specialist	102	--	64.9%	66.7%	69.3%	68.2%
Rating Questions (% 8, 9 or 10)						
Q28. Rating of Health Plan	277	--	79.5%	78.3%	79.3%	77.6%
Q8. Rating of Health Care	162	--	72.4%	77.8%	77.0%	76.5%
Q18. Rating of Personal Doctor	202	--	80.7%	85.1%	84.9%	84.6%
Q22. Rating of Specialist	102	--	77.8%	86.3%	83.6%	83.1%
Getting Needed Care (% Usually or Always)						
Q9. Getting care, tests, or treatment	163	--	77.2%	83.4%	86.0%	85.2%
Q20. Getting specialist appointment	108	--	74.6%	74.1%	80.0%	78.9%
Getting Care Quickly (% Usually or Always)						
Q4. Getting urgent care	97 [^]	--	79.7%	78.4%	84.0%	83.7%
Q6. Getting routine care	168	--	77.4%	75.0%	81.0% ▼	79.2%
Effectiveness of Care: 2YR (% Sometimes, Usually, or Always)						
Q32. Advised to Quit Smoking: 2YR	90 [^]	--	67.3%	63.3%	75.3% ▼	73.4% ▼
Q33. Discussing Cessation Meds: 2YR	90 [^]	--	30.0%	34.4%	54.9% ▼	53.2% ▼
Q34. Discussing Cessation Strategies: 2YR	89 [^]	--	29.2%	36.0%	50.4% ▼	47.2% ▼

Summary Rate Scores

Medicaid Adult

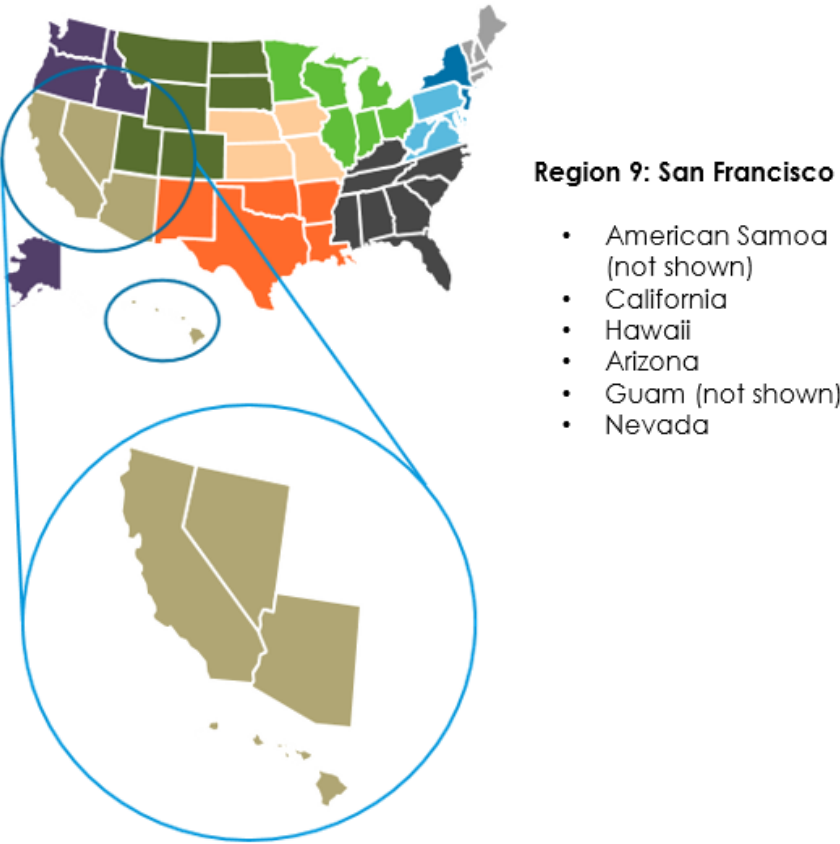
	2026 Valid n	2024	2025	2026	2026 Press Ganey BOB	2025 Quality Compass
Customer Service (% Usually or Always)	118	--	90.5%	91.2%	89.6%	89.3%
Q24. Provided information or help	119	--	87.7%	86.6%	84.4%	83.8%
Q25. Treated with courtesy and respect	118	--	93.3%	95.8%	94.9%	94.7%
How Well Doctors Communicate (% Usually or Always)	154	--	90.6%	90.5%	93.8% ▼	93.4%
Q12. Dr. explained things	155	--	90.7%	90.3%	93.6% ▼	93.2%
Q13. Dr. listened carefully	154	--	92.0%	92.2%	94.0%	93.7%
Q14. Dr. showed respect	154	--	92.4%	92.2%	95.5% ▼	95.1% ▼
Q15. Dr. spent enough time	155	--	87.2%	87.1%	92.0% ▼	91.4% ▼
Q17. Coordination of Care (% Usually or Always)	100	--	87.2%	86.0%	87.0%	85.9%
Q27. Ease of Filling Out Forms (% Usually or Always)	274	--	93.5%	92.3%	94.9% ▼	95.0% ▼

Regional Performance

Medicaid Adult

	2026	2026 PG BOB Region
Rating Questions (% 9 or 10)		
Q28. Rating of Health Plan	63.2%	64.8%
Q8. Rating of Health Care	54.3%	58.3%
Q18. Rating of Personal Doctor	71.3%	70.2%
Q22. Rating of Specialist	66.7%	68.9%
Rating Questions (% 8, 9 or 10)		
Q28. Rating of Health Plan	78.3%	80.6%
Q8. Rating of Health Care	77.8%	77.1%
Q18. Rating of Personal Doctor	85.1%	84.1%
Q22. Rating of Specialist	86.3%	83.8%
Getting Needed Care (% Usually or Always)		
Q9. Getting care, tests, or treatment	83.4%	83.8%
Q20. Getting specialist appointment	74.1%	77.6%
Getting Care Quickly (% Usually or Always)		
Q4. Getting urgent care	78.4%	81.1%
Q6. Getting routine care	75.0%	75.5%
Effectiveness of Care: 2YR (% Sometimes, Usually, or Always)		
Q32. Advised to Quit Smoking: 2YR	63.3%	69.2%
Q33. Discussing Cessation Meds: 2YR	34.4%	50.3% ▼
Q34. Discussing Cessation Strategies: 2YR	36.0%	46.4% ▼

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

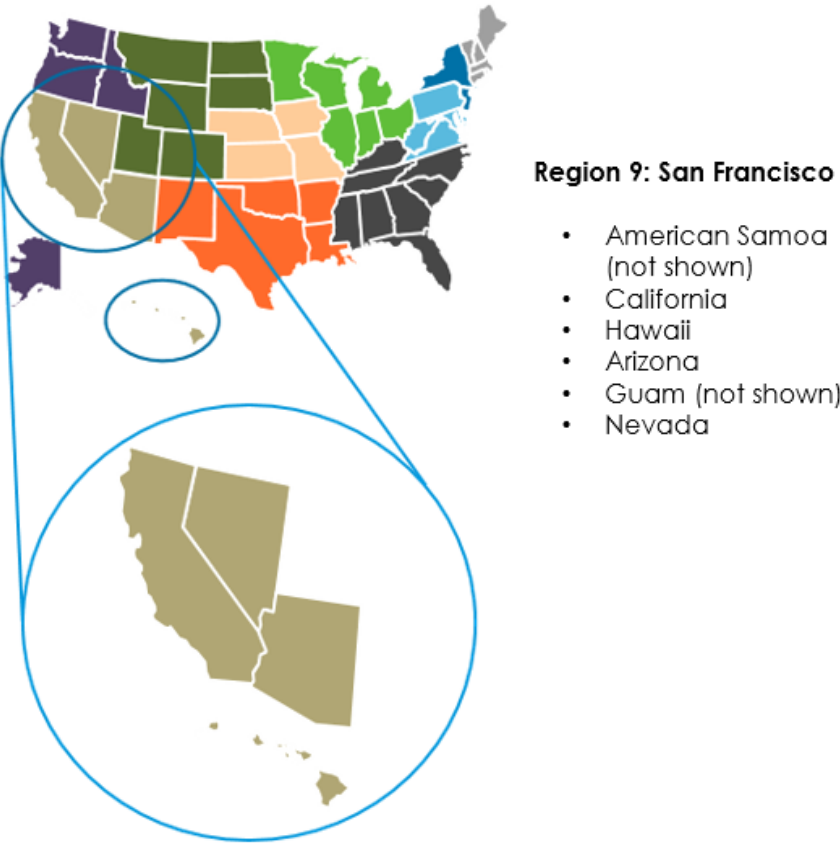


Regional Performance

Medicaid Adult

	2026	2026 PG BOB Region
Customer Service (% Usually or Always)	91.2%	89.0%
Q24. Provided information or help	86.6%	83.9%
Q25. Treated with courtesy and respect	95.8%	94.2%
How Well Doctors Communicate (% Usually or Always)	90.5%	92.4%
Q12. Dr. explained things	90.3%	91.7%
Q13. Dr. listened carefully	92.2%	93.4%
Q14. Dr. showed respect	92.2%	94.9%
Q15. Dr. spent enough time	87.1%	89.5%
Q17. Coordination of Care (% Usually or Always)	86.0%	84.0%
Q27. Ease of Filling Out Forms (% Usually or Always)	92.3%	93.9%

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	2025 Quality Compass - Percentile Ranks										PG %tile	2026 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	63.2%	56 th	52.2	54.8	58.3	59.4	62.2	64.3	65.3	69.2	71.2	45 th	53.4	56.3	59.6	60.6	63.6	65.2	66.7	70.2	72.7		
Q8. Rating of Health Care	54.3%	21 st	50.6	52.2	54.7	55.4	57.4	59.7	60.5	63.6	66.0	23 rd	46.9	50.6	54.6	55.8	58.4	60.3	62.3	65.0	66.5		
Q18. Rating of Personal Doctor	71.3%	53 rd	63.7	64.7	67.8	68.9	70.9	72.9	74.1	76.6	77.3	44 th	62.6	65.0	68.6	69.6	72.1	73.8	74.8	77.8	79.1		
Q22. Rating of Specialist	66.7%	38 th	59.9	62.7	65.7	66.3	67.8	70.0	71.5	74.0	75.6	32 nd	57.9	61.4	65.6	66.9	69.2	71.6	73.1	75.8	77.8		
Rating Questions (% 8, 9 or 10)																							
Q28. Rating of Health Plan	78.3%	52 nd	69.4	71.5	75.0	76.1	78.1	80.0	81.0	83.0	84.2	44 th	71.3	73.2	76.3	77.2	78.8	81.0	82.5	84.8	86.1		
Q8. Rating of Health Care	77.8%	62 nd	70.3	72.0	74.0	75.0	76.5	78.2	79.0	80.7	82.6	54 th	68.6	71.5	74.6	75.2	77.2	78.9	79.9	82.0	84.1		
Q18. Rating of Personal Doctor	85.1%	56 th	79.4	80.9	82.6	83.0	84.7	85.9	86.7	88.4	89.4	52 nd	79.1	81.4	83.1	83.9	84.9	85.9	86.9	88.4	89.6		
Q22. Rating of Specialist	86.3%	82 nd	76.2	78.2	80.8	81.8	83.2	84.7	85.7	88.0	89.1	74 th	75.2	77.6	81.5	82.0	83.8	85.5	86.4	89.3	90.3		
Getting Needed Care (% U/A)	78.8%	22 nd	75.5	76.4	79.4	80.8	82.2	84.5	85.1	86.8	87.4	14 th	75.1	77.5	80.5	81.3	82.9	84.8	85.4	87.2	88.4		
Q9. Getting care, tests, or treatment	83.4%	27 th	77.9	79.2	83.0	84.0	85.8	87.1	87.8	89.9	90.7	27 th	78.8	80.5	83.1	84.4	86.3	88.0	88.7	90.8	91.5		
Q20. Getting specialist appointment	74.1%	14 th	71.2	72.4	75.4	77.4	79.2	81.5	82.8	84.7	85.5	13 th	70.2	72.6	76.8	78.0	80.1	82.3	83.0	85.2	86.4		
Getting Care Quickly (% U/A)	76.7%	16 th	73.9	75.3	78.9	80.2	81.8	84.4	84.9	87.5	87.9	14 th	73.8	75.9	78.9	80.3	82.5	84.5	85.3	87.2	88.5		
Q4. Getting urgent care	78.4%	16 th	75.2	77.1	80.6	82.0	84.0	86.2	86.7	89.6	91.9	15 th	74.1	77.4	80.0	81.7	83.9	85.9	86.9	89.3	90.7		
Q6. Getting routine care	75.0%	21 st	68.4	70.5	76.1	77.5	79.7	82.4	83.3	85.9	87.3	18 th	70.2	71.9	76.7	78.8	81.7	83.5	84.6	86.8	87.3		
Effectiveness of Care: 2YR (% S/U/A)																							
Q32. Advised to Quit Smoking: 2YR	63.3%	3 rd	63.7	66.5	70.1	71.0	73.5	75.7	76.8	80.2	82.4	11 th	57.7	62.6	69.5	71.8	74.3	76.7	78.3	82.4	84.6		
Q33. Discussing Cessation Meds: 2YR	34.4%	1 st	42.7	44.8	49.2	50.6	53.6	55.6	56.9	62.5	65.0	6 th	34.1	39.7	48.8	50.9	54.8	57.7	59.4	63.3	65.7		
Q34. Discussing Cessation Strategies: 2YR	36.0%	4 th	37.5	39.3	43.6	44.4	46.8	49.7	50.2	56.0	58.0	12 th	31.5	34.9	44.2	46.3	48.5	52.3	54.1	57.0	59.8		

Percentile Rankings

Medicaid Adult

	Plan Score	QC %tile	2025 Quality Compass - Percentile Ranks										PG %tile	2026 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)	91.2%	71 st	84.6	86.0	87.2	87.9	89.5	90.5	91.4	92.8	94.0	72 nd	84.7	86.1	87.8	88.5	89.6	90.7	91.3	93.2	93.7		
Q24. Provided information or help	86.6%	69 th	77.0	78.2	81.0	82.2	83.7	86.3	87.1	88.6	90.2	72 nd	78.1	79.4	82.0	82.8	84.6	86.0	87.0	88.9	90.2		
Q25. Treated with courtesy and respect	95.8%	71 st	90.7	91.9	93.7	94.2	95.0	95.5	96.1	97.3	97.4	65 th	90.6	91.2	93.0	94.2	95.2	95.9	96.5	97.7	98.5		
How Well Doctors Communicate (% U/A)	90.5%	5 th	90.3	90.6	91.9	92.6	93.6	94.4	94.9	96.0	96.5	2 nd	90.6	91.6	92.6	92.9	93.7	94.4	94.7	96.1	96.8		
Q12. Dr. explained things	90.3%	10 th	89.0	90.1	91.5	92.1	93.3	94.3	94.9	96.4	97.1	11 th	89.2	90.3	91.9	92.5	93.7	94.8	95.4	96.6	97.3		
Q13. Dr. listened carefully	92.2%	23 rd	89.5	90.7	92.4	92.9	93.9	94.8	95.3	96.2	97.0	20 th	90.4	91.3	92.7	93.1	93.8	94.8	95.4	96.5	97.3		
Q14. Dr. showed respect	92.2%	7 th	91.8	92.5	93.8	94.4	95.3	96.2	96.6	97.5	98.1	3 rd	92.8	93.6	94.3	94.7	95.6	96.2	96.6	97.6	98.0		
Q15. Dr. spent enough time	87.1%	5 th	86.3	87.7	89.7	90.2	91.6	92.9	93.4	95.0	95.6	4 th	87.3	88.6	90.3	91.1	92.1	93.1	93.7	94.8	95.5		
Q17. Coordination of Care (% U/A)	86.0%	51 st	80.3	80.9	84.1	84.8	85.8	87.5	88.6	90.3	91.1	43 rd	79.2	81.6	84.2	85.1	86.6	88.5	89.3	91.7	92.3		
Q27. Ease of Filling Out Forms (% U/A)	92.3%	7 th	91.9	92.9	93.8	94.2	95.1	96.0	96.3	97.3	97.9	5 th	92.3	92.7	94.0	94.5	95.3	95.9	96.2	96.6	97.2		



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	0.7120
Q28	Rating of Health Plan	0.6779
Q9	Getting care, tests, or treatment	0.5736
Q13	Dr. listened carefully	0.5363
Q15	Dr. spent enough time	0.5204
Q22	Rating of Specialist	0.4814
Q41	Rating of provided interpreter overall	0.4669
Q20	Getting specialist appointment	0.4365
Q14	Dr. showed respect	0.4254
Q4	Getting urgent care	0.4042

With Rating Of Personal Doctor		
Q13	Dr. listened carefully	0.7329
Q8	Rating of Health Care	0.7120
Q14	Dr. showed respect	0.6421
Q15	Dr. spent enough time	0.6044
Q17	Coordination of Care	0.5841
Q28	Rating of Health Plan	0.5260
Q24	Provided information or help	0.5192
Q12	Dr. explained things	0.5191
Q25	Treated with courtesy and respect	0.5158
Q9	Getting care, tests, or treatment	0.4484

With Rating Of Specialist		
Q24	Provided information or help	0.5651
Q28	Rating of Health Plan	0.5066
Q20	Getting specialist appointment	0.4885
Q8	Rating of Health Care	0.4814
Q17	Coordination of Care	0.4438
Q15	Dr. spent enough time	0.2803
Q18	Rating of Personal Doctor	0.2802
Q14	Dr. showed respect	0.2660
Q9	Getting care, tests, or treatment	0.2124
Q13	Dr. listened carefully	0.1883

Supplemental Questions

Medicaid Adult

	2024	2025	2026
Q40. Got interpreter			
Base (n)	--	490	276
Yes	--	34.1%	34.1%
No	--	65.9%	65.9%
Summary Rate Score (%Yes)	--	34.1%	34.1%
Q41. Rating of provided interpreter overall			
Base (n)	--	284	186
10 Best interpreter possible	--	52.5%	51.6%
9	--	13.0%	10.8%
8	--	12.0%	11.8%
7	--	6.7%	5.9%
6	--	4.2%	4.3%
5	--	4.2%	7.5%
4	--	0.4%	1.1%
3	--	0.7%	0.5%
2	--	0.7%	0.0%
1	--	0.7%	0.0%
0 Worst interpreter possible	--	4.9%	6.5%
Summary Rate Score (%9 or 10 Best interpreter possible)	--	65.5%	62.4%

Supplemental Questions

Medicaid Adult

	2024	2025	2026
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	35
Base (n)	--	410	236
15 minutes or less	--	35.4%	39.8%
16-30 minutes	--	36.1%	34.7%
31-45 minutes	--	15.4%	14.0%
46 minutes to 1 hour	--	6.8%	7.2%
Over 1 hour	--	6.3%	4.2%
Mean Score	--	25.2	23.3
Q43. Got appt. in a timely manner			
Opt-out / Exclusion			
Not Applicable	--	59	41
Base (n)	--	411	231
Always	--	42.6%	41.6%
Usually	--	25.3%	22.5%
Sometimes	--	24.8%	23.4%
Never	--	7.3%	12.6% ↑
Summary Rate Score (%Usually or Always)	--	67.9%	64.1%
Q44. Had to wait for an appointment due to provider's limited availability			
Opt-out / Exclusion			
Not Applicable	--	79	50
Base (n)	--	392	221
Never	--	37.8%	45.7%
Sometimes	--	34.7%	35.3%
Usually	--	15.8%	10.4% ↓
Always	--	11.7%	8.6%
Summary Rate Score (%Never or Sometimes)	--	72.4%	81.0% ↑

Supplemental Questions

Medicaid Adult

	2024	2025	2026
Q45. Which CS center have contacted most recently			
Opt-out / Exclusion (n)			
I did not contact customer service	--	206	109
Base (n)	--	216	142
Health Plan's Customer Service (Phone number on ID Card)	--	26.4%	32.4%
Provider and/or Doctors Office	--	58.8%	52.1%
Retail Pharmacy Services	--	12.0%	12.0%
Other (Please Specify)	--	2.8%	3.5%
Q46. Info. not received when contacting CS			
Opt-out / Exclusion			
I received the information I wanted	--	149	77
I did not contact customer service	--	219	135
Base (n)	--	72	48
Benefits and covered services	--	45.8%	41.7%
Provider information	--	29.2%	27.1%
Co-payment, co-insurance, and deductible information	--	12.5%	10.4%
Claims information	--	9.7%	8.3%
Membership	--	13.9%	10.4%
Prescription drug information	--	37.5%	39.6%
Other (Please Specify)	--	22.2%	10.4%

Supplemental Questions

Medicaid Adult

	2024	2025	2026
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	120
I did not make an appointment with a specialist	--	118	57
Base (n)	--	118	69
Your doctor did not think you needed to see a specialist	--	21.2%	18.8%
Your health plan approval or authorization was delayed	--	22.9%	26.1%
You could not get a referral	--	11.9%	11.6%
You weren't sure where to find a list of specialists in your health plan or network	--	11.0%	15.9%
The specialists you had to choose from were too far away	--	12.7%	17.4%
You did not have enough specialists to choose from	--	17.8%	7.2% ↓
The specialist you wanted did not belong to your health plan or network	--	16.9%	21.7%
You could not get an appointment at a time that was convenient	--	26.3%	24.6%
Other (Please Specify)	--	25.4%	33.3%

PG Forsta

MY 2025 CAHPS® MEDICAID CHILD 5.1H SURVEY

CalViva



Contents

- Overview
- Methodology
- Executive Summary
- Key Driver Analysis of Rating of Health Plan
- Measure Analysis
- Summary of Trend and Benchmarks
- Appendix

Project Manager

Julia Schneider

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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 to conduct its MY 2025 CAHPS® 5.1H Medicaid Child 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

First questionnaire
mailed
3/3/2026

Second questionnaire
mailed
4/7/2026

Initiate follow-up calls
to non-responders
**4/28/2026 -
5/12/2026**

Last day to accept
completed surveys
5/13/2026

QUALIFIED RESPONDENTS

Included beneficiaries who were...

- *Parents of those 17 years and younger (as of December 31st 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

$$\frac{201 \text{ (Completed)}}{1,650 \text{ (Sample)} - 2 \text{ (Ineligible)}} = \frac{201}{1,648} = \mathbf{12.2\%}$$

COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	41	16	44	37	0	7	101
Spanish	29	38	33	31	0	2	100
Total	70	54	77	68	0	9	201

Total Number of Undeliverables: 118

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

		2024	2025	2026
Completed	SUBTOTAL	--	--	201
	Does not Meet Eligibility Criteria (01)	--	--	1
Ineligible	Language Barrier (03)	--	--	1
	Mentally/Physically Incapacitated (04)	--	--	0
	Deceased (05)	--	--	0
	SUBTOTAL	--	--	2
Non-response	Break-off/Incomplete (02)	--	--	14
	Refusal (06)	--	--	9
	Maximum Attempts Made (07)	--	--	1,424
	Added to DNC List (08)	--	--	0
	SUBTOTAL	--	--	1,447
Total Sample		--	--	1,650
Oversampling		--	--	0.0%
Response Rate		--	--	12.2%
PG Response Rate		9.4%	10.0%	9.1%



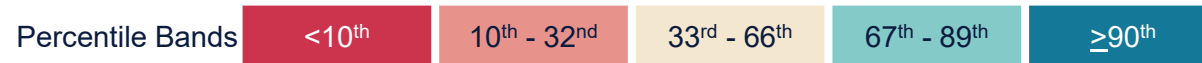
Executive Summary



Overview of Terms

Summary Rates (SRS) are defined by NCQA in its HEDIS MY 2025 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 2025. Submission occurred on May 26th, 2026.

NCQA Benchmark Information The source for data contained in this publication is Quality Compass® All Plans 2025. 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 (▲/▼)

2026 Dashboard

Medicaid Child



201

Completed surveys

12.2%

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

Significance Testing: Current score is significantly higher/lower than 2025 (↑/↓) or 2024 (⚡/⚡).

Percentiles: Based on the 2026 PG Book of Business

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

Rating of Health Plan				★★★★★
Q31. Rating of Health Plan	80.9%	94 th	--	

Rating of Health Care				★★★
Q8. Rating of Health Care	69.4%	18 th	Opportunity	

Rating of Personal Doctor				
Q21. Rating of Personal Doctor	73.5%	8 th	Opportunity	

Rating of Specialist				
Q25. Rating of Specialist	70.4%	17 th	Opportunity	

Coordination of Care				
Q20. Coordination of Care	76.8%	5 th	Wait	

Customer Service				
Composite	88.5%	45 th	--	
Q27. Provided information or help	83.6%	50 th	Wait	
Q28. Treated with courtesy and respect	93.4%	30 th	Opportunity	

Getting Needed Care				(NA)
Composite	83.7%	30 th	--	
Q9. Getting care, tests, or treatment	87.8%	15 th	Opportunity	
Q23. Getting specialist appointment	79.7%	45 th	Wait	

Getting Care Quickly				(NA)
Composite	88.7%	55 th	--	
Q4. Getting urgent care	96.0%	87 th	Retain	
Q6. Getting routine care	81.3%	25 th	Opportunity	

Ease of Filling Out Forms				
Q30. Ease of Filling Out Forms	95.4%	57 th	Retain	

How Well Doctors Communicate				
Composite	91.0%	5 th	--	
Q12. Dr. explained things	93.3%	28 th	Opportunity	
Q13. Dr. listened carefully	92.5%	4 th	Opportunity	
Q14. Dr. showed respect	97.7%	60 th	Power	
Q17. Dr. spent enough time	80.6%	1 st	Wait	

Estimated NCQA Health Insurance Plan Ratings

Medicaid Child

	Score Definition	Base	HPR Score*	HPR 4 Star Threshold	HPR Percentile Band	PG Estimated Rating
PATIENT EXPERIENCE						NA
GETTING CARE						NA
Getting Needed Care	Usually or Always	91^	83.7%	86.4%	--	NA
Getting Care Quickly	Usually or Always	86^	88.6%	88.6%	--	NA
SATISFACTION WITH PLAN AND PLAN SERVICES						4
Rating of Health Plan	9 or 10	194	80.9%	74.4%	90 th	5
Rating of Health Care	9 or 10	124	69.3%	73.4%	33 rd	3

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 2025 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.

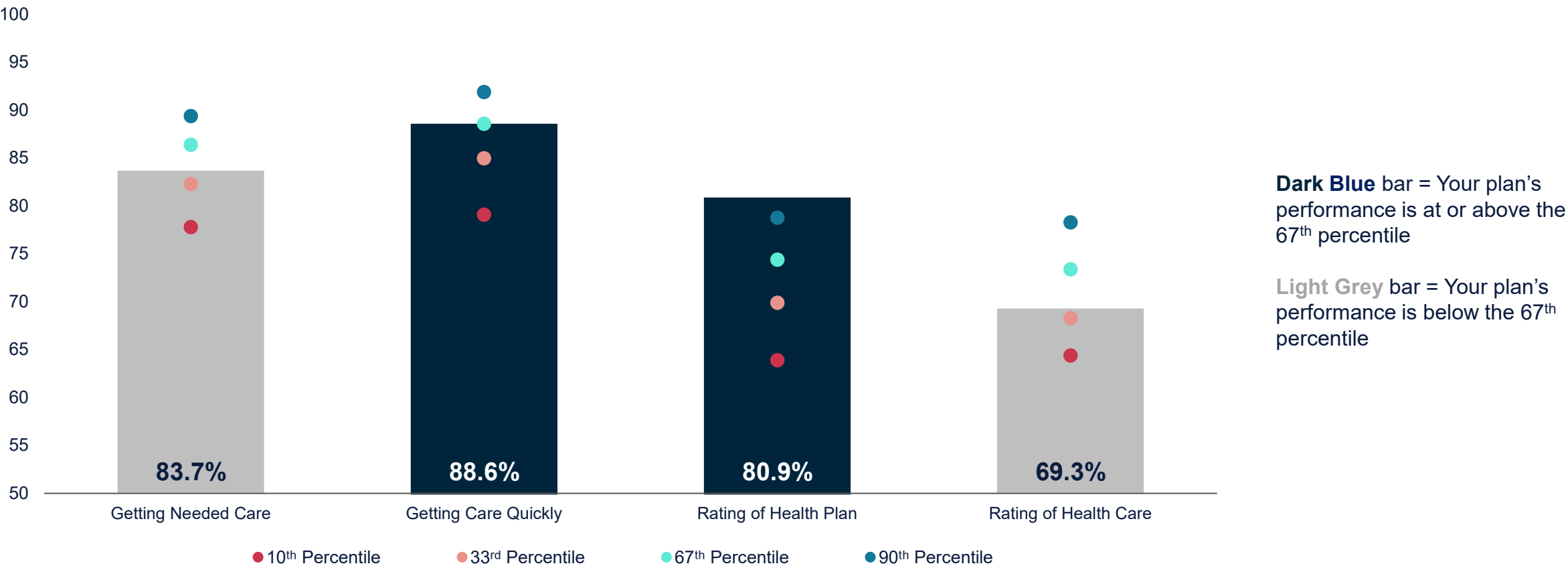
*HPR scores are **truncated** to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

Performance to Star Cut Points

Medicaid Child

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 2025).



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, % Always or Usually.

Key Metric Performance

Medicaid Child

Measure	Summary Rate Score			2026 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB	
	2025	2026	Change	0	20	40	60	80	100			
Health Plan Domain												
Q31. Rating of Health Plan		80.9%									94 th	73.0% ▲
Getting Needed Care		83.7%									30 th	85.8%
Customer Service		88.5%									45 th	89.0%
Q30. Ease of Filling Out Forms		95.4%									57 th	95.0%
Health Care Domain												
Q8. Rating of Health Care		69.4%									18 th	73.2%
Getting Care Quickly		88.7%									55 th	87.7%
How Well Doctors Communicate		91.0%									5 th	94.4% ▼
Q20. Coordination of Care		76.8%									5 th	86.1% ▼
Q21. Rating of Personal Doctor		73.5%									8 th	78.8% ▼
Q25. Rating of Specialist		70.4%									17 th	76.4%

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

Measure Summary

Medicaid Child

TOP 3 PERFORMING MEASURES

Your plan's percentile rankings for these measures were the highest compared to the PG Book of Business.

Measure	2026 Valid N	Plan			2025 Quality Compass			2026 Press Ganey BOB		
		2025	2026	Change	Score	Percentile	Gap	Score	Percentile	Gap
Q31. Rating of Health Plan	194		80.9%		71.8%	▲	95 th	73.0%	▲	94 th
Getting Care Quickly	86 [^]		88.7%		86.2%		67 th	87.7%		55 th
Customer Service	61 [^]		88.5%		88.2%		52 nd	89.0%		45 th

BOTTOM 3 PERFORMING MEASURES

Your plan's percentile rankings for these measures were the lowest compared to the PG Book of Business.

Measure	2026 Valid N	Plan			2025 Quality Compass			2026 Press Ganey BOB		
		2025	2026	Change	Score	Percentile	Gap	Score	Percentile	Gap
Q21. Rating of Personal Doctor	166		73.5%		77.8%		12 th	78.8%	▼	8 th
How Well Doctors Communicate	132		91.0%		94.0%		7 th	94.4%	▼	5 th
Q20. Coordination of Care	69 [^]		76.8%		84.9%	▼	2 nd	86.1%	▼	5 th

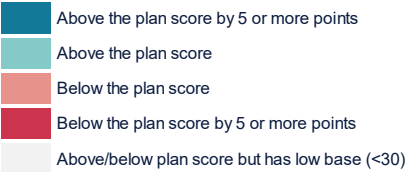
Scores: All scores displayed are Summary Rate Scores

- Rating: % 9 or 10
- Composites: % Usually or Always

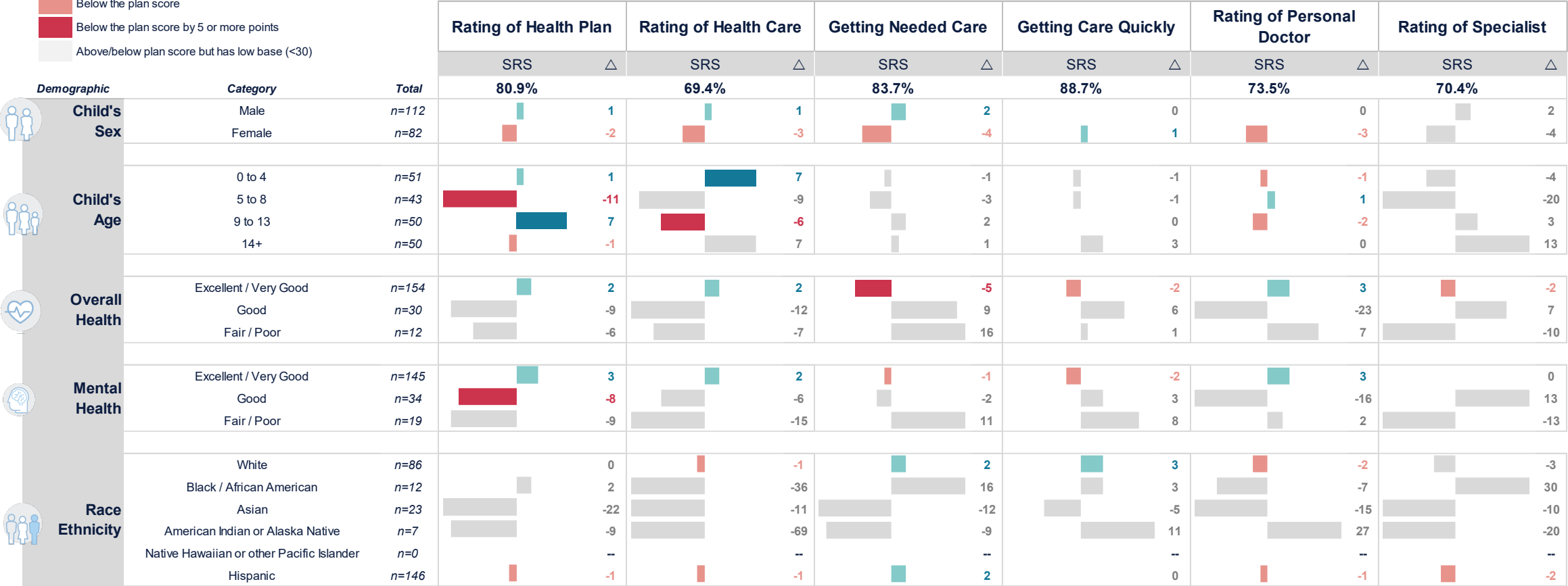
Health Equity

Medicaid Child

Group is performing...



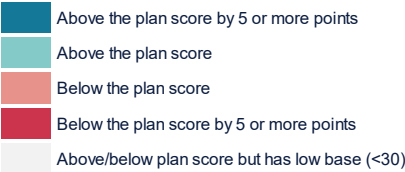
The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.



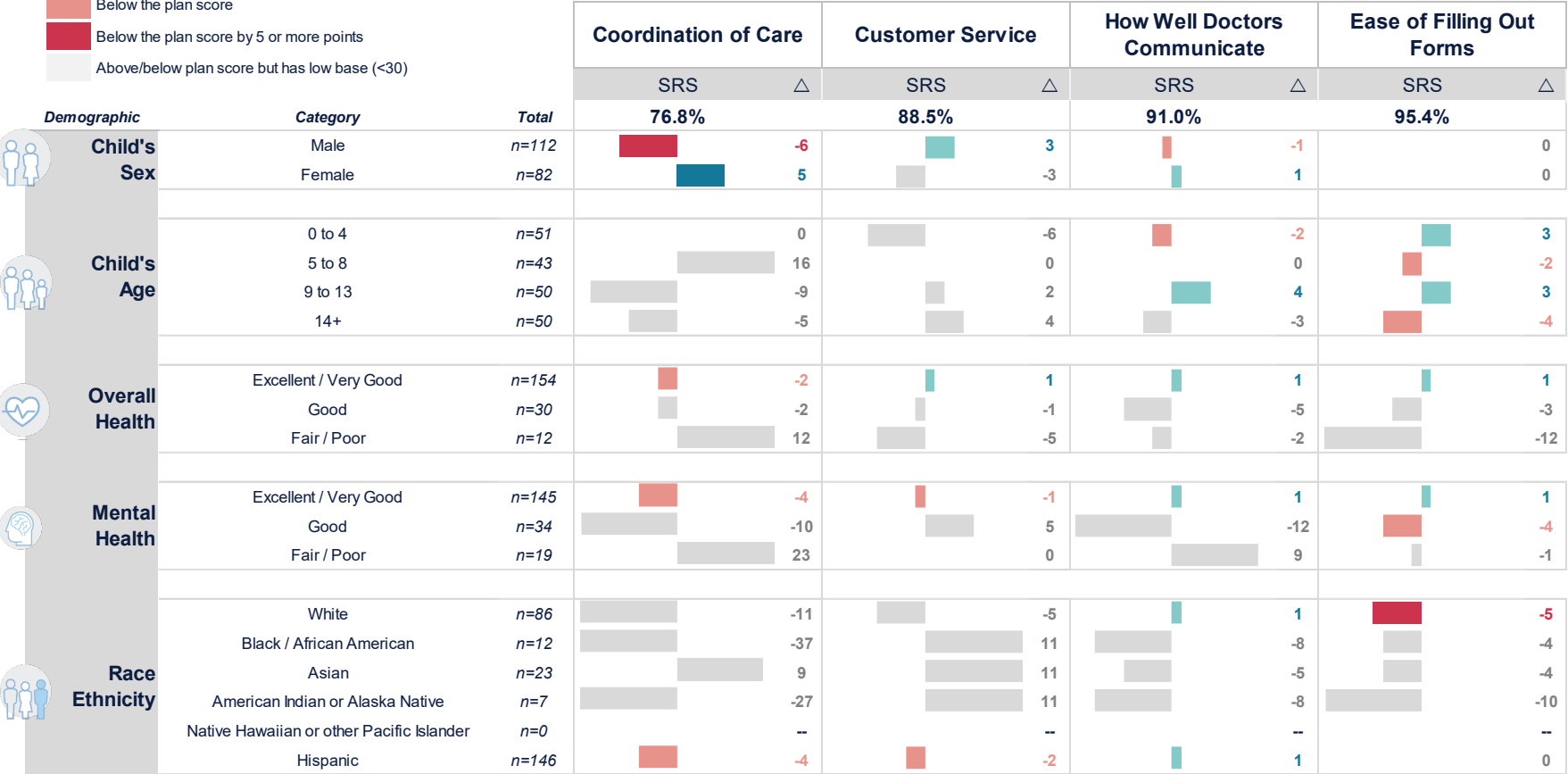
Health Equity

Medicaid Child

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



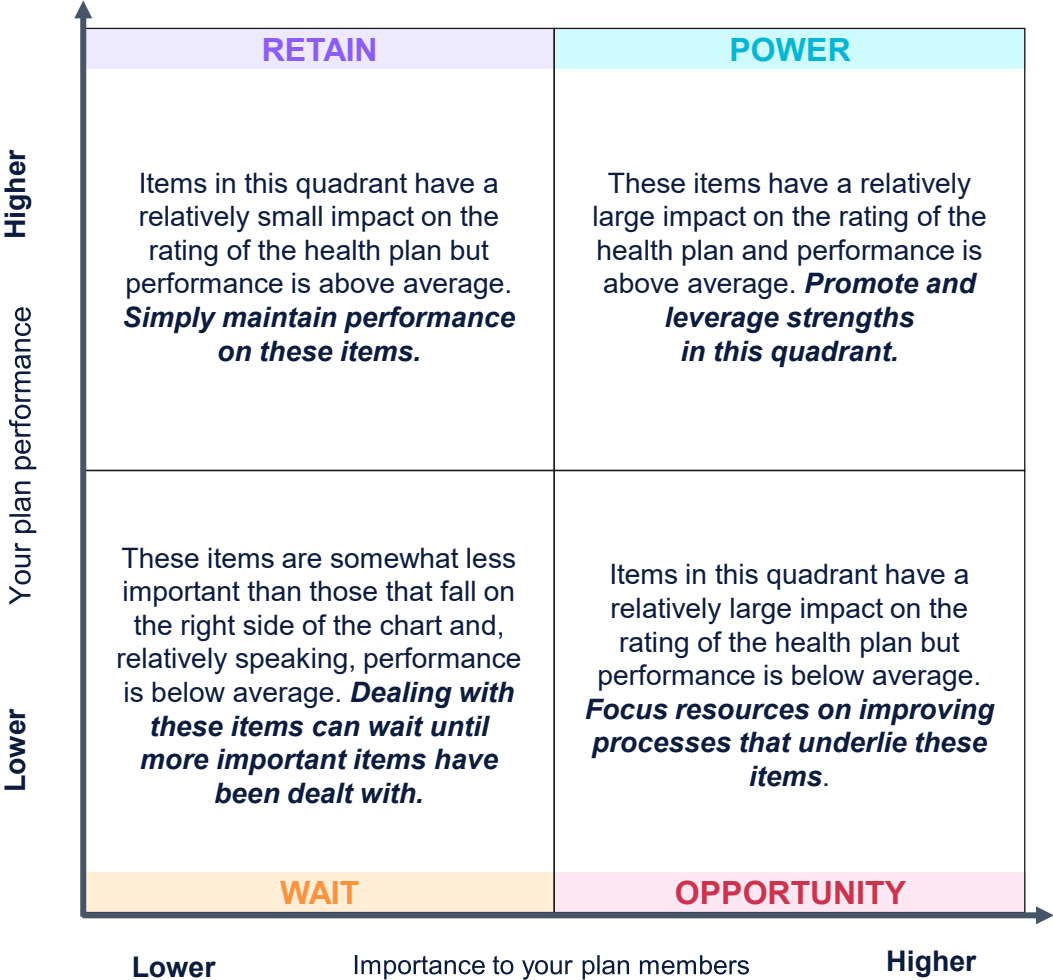
POWeR Chart

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				2024	2025	2026	2026
				SRS	SRS	SRS	%tile
POWER							
◆	HWDC	Q14	Dr. showed respect	--	--	97.7%	60 th
OPPORTUNITY							
■	RATING	Q8	Rating of Health Care	--	--	69.4%	18 th
■	RATING	Q21	Rating of Personal Doctor	--	--	73.5%	8 th
◆	GCQ	Q6	Getting routine care	--	--	81.3%	25 th
●	GNC	Q9	Getting care, tests, or treatment	--	--	87.8%	15 th
◆	HWDC	Q13	Dr. listened carefully	--	--	92.5%	4 th
◆	HWDC	Q12	Dr. explained things	--	--	93.3%	28 th
●	CS	Q28	Treated with courtesy and respect	--	--	93.4%	30 th
■	RATING	Q25	Rating of Specialist	--	--	70.4%	17 th
WAIT							
◆	HWDC	Q16	Dr. explained things to child	--	--	89.7%	--
◆	HWDC	Q17	Dr. spent enough time	--	--	80.6%	1 st
●	CS	Q27	Provided information or help	--	--	83.6%	50 th
■	CC	Q20	Coordination of Care	--	--	76.8%	5 th
■	SQ	Q44	Able to reschedule non-urgent care appointment for your child in a timely manner	--	--	69.8%	--
●	GNC	Q23	Getting specialist appointment	--	--	79.7%	45 th
RETAIN							
●	CS	Q30	Ease of Filling Out Forms	--	--	95.4%	57 th
◆	GCQ	Q4	Getting urgent care	--	--	96.0%	87 th

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



 **PressGaney**

Measure Analysis

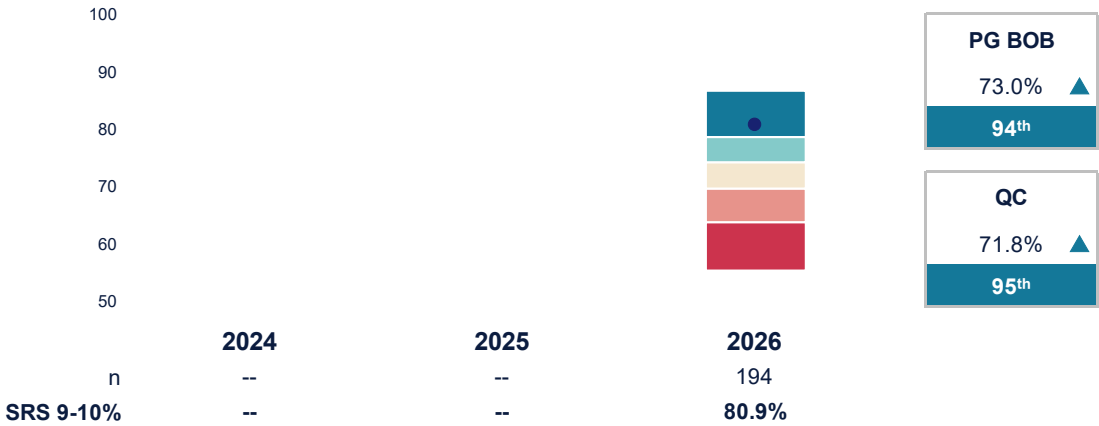
a  **PG Forsta** company



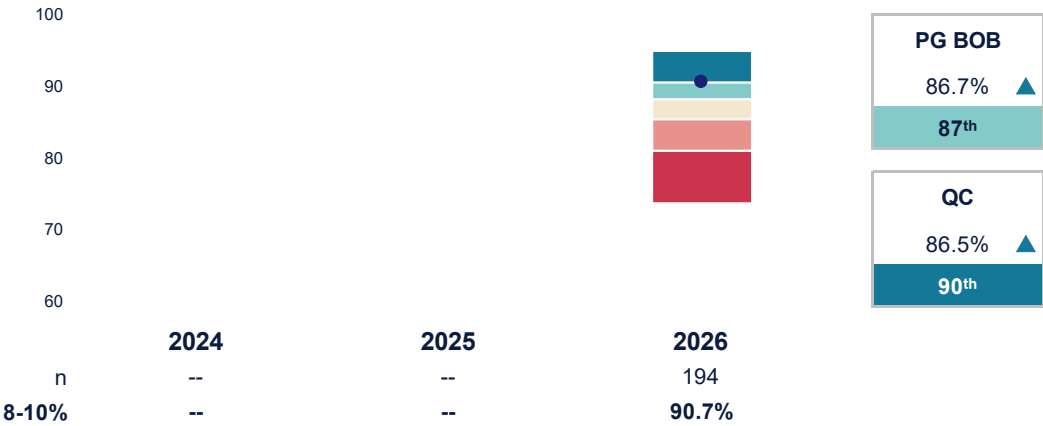
Ratings

Medicaid Child

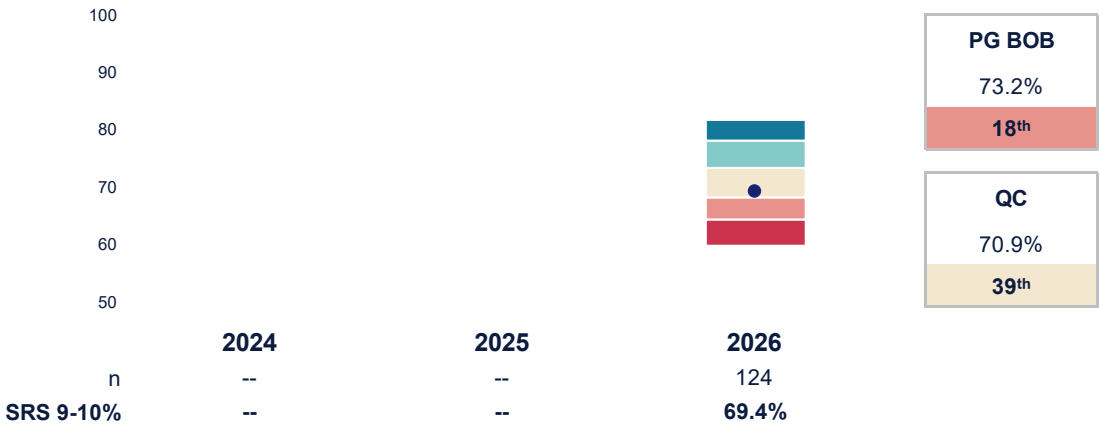
Q31. Rating of Health Plan 9-10%



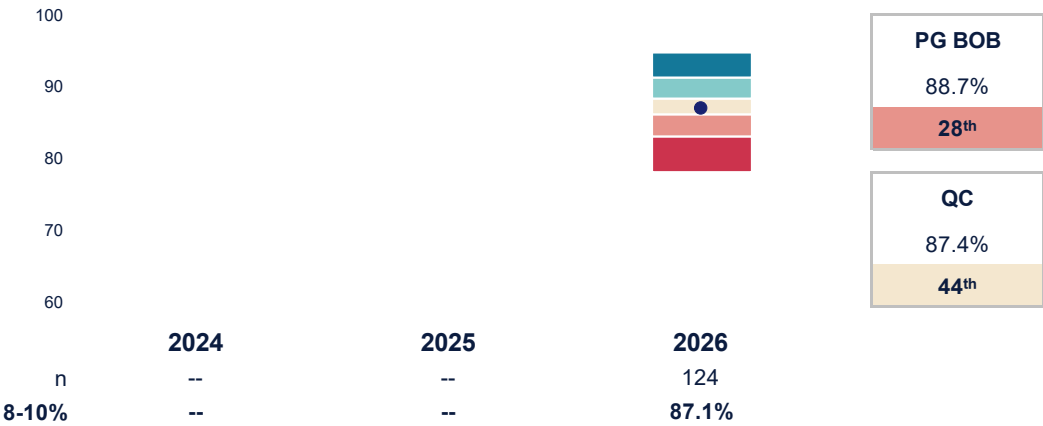
Q31. Rating of Health Plan 8-10%



Q8. Rating of Health Care 9-10%



Q8. Rating of Health Care 8-10%

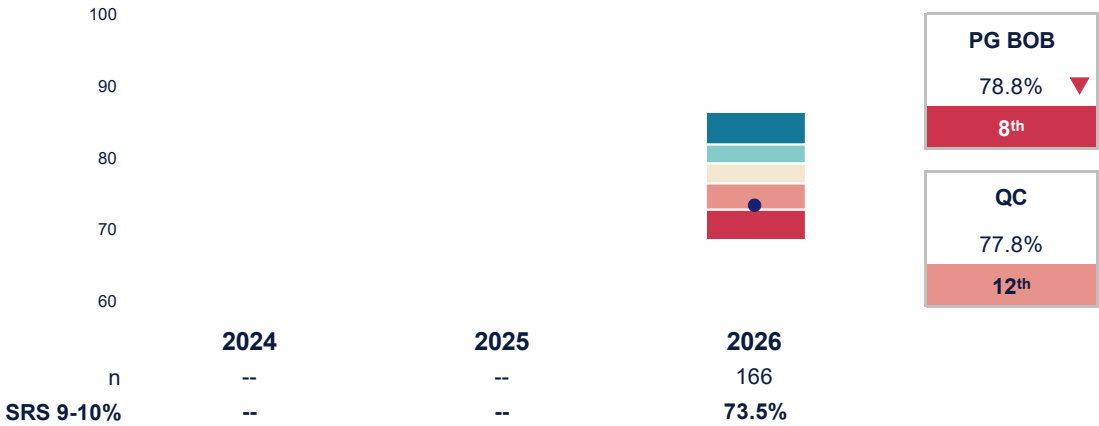


Percentile Bands are for QC benchmark.

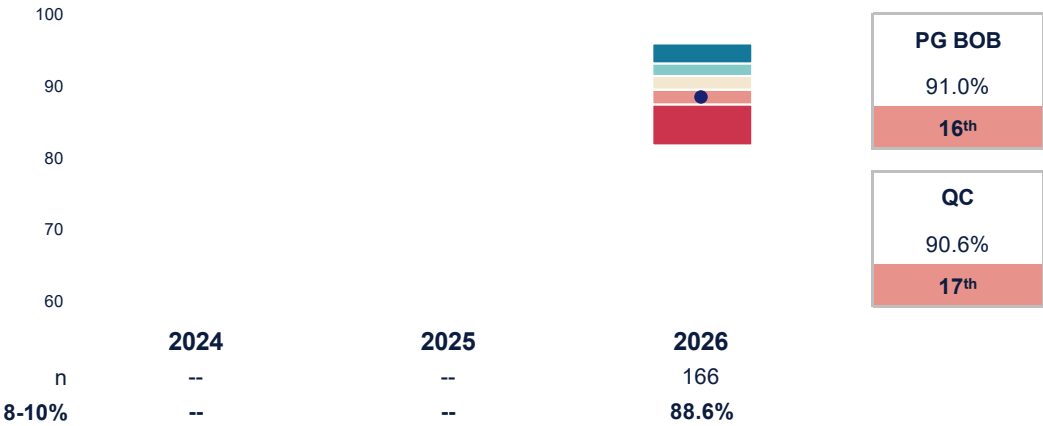
Ratings

Medicaid Child

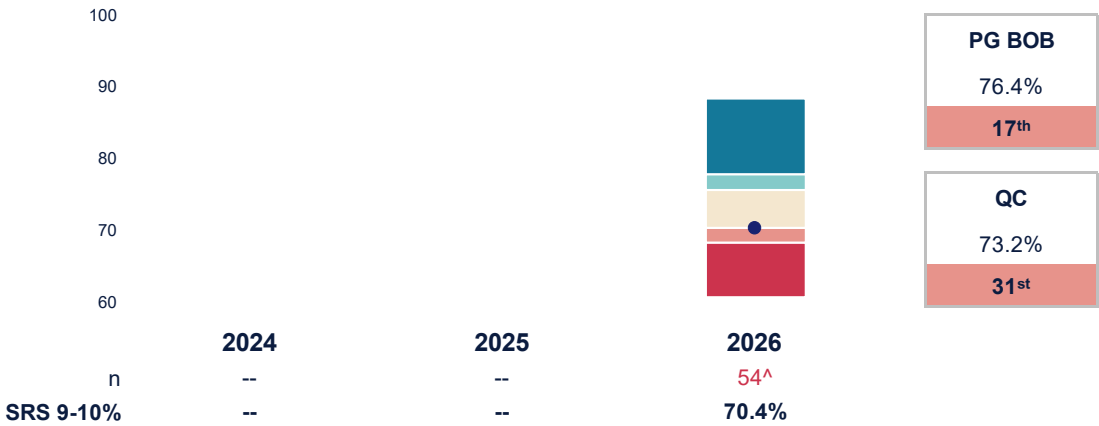
Q21. Rating of Personal Doctor 9-10%



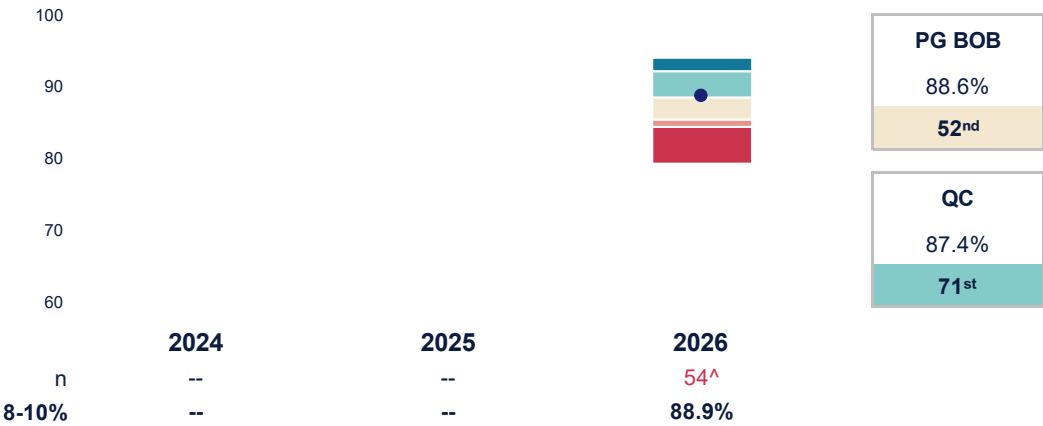
Q21. Rating of Personal Doctor 8-10%



Q25. Rating of Specialist 9-10%



Q25. Rating of Specialist 8-10%

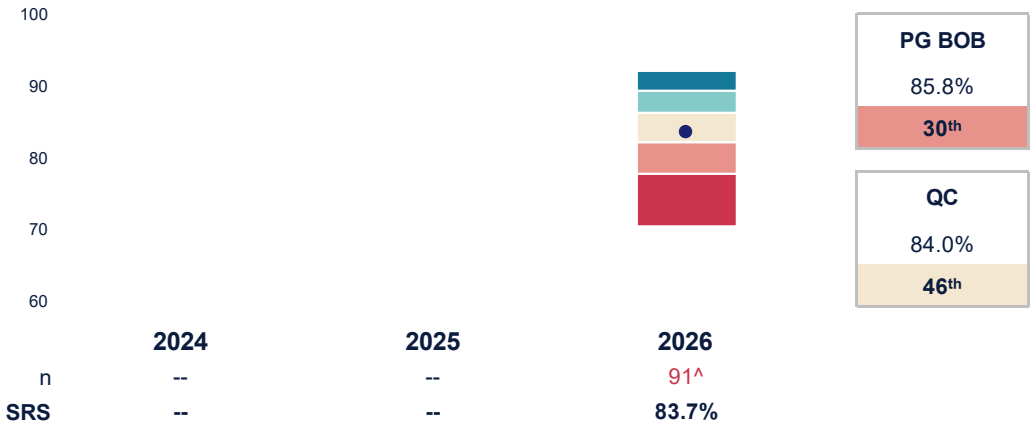


Percentile Bands are for QC benchmark.

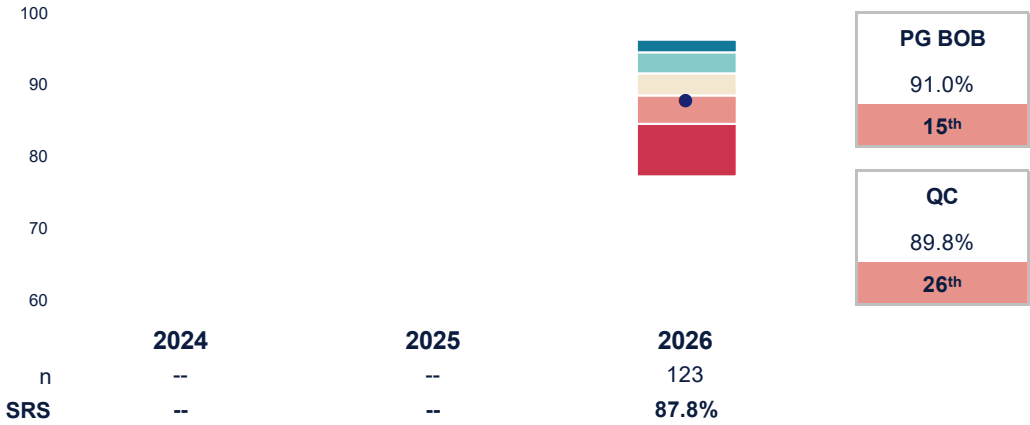
Getting Needed Care

Medicaid Child

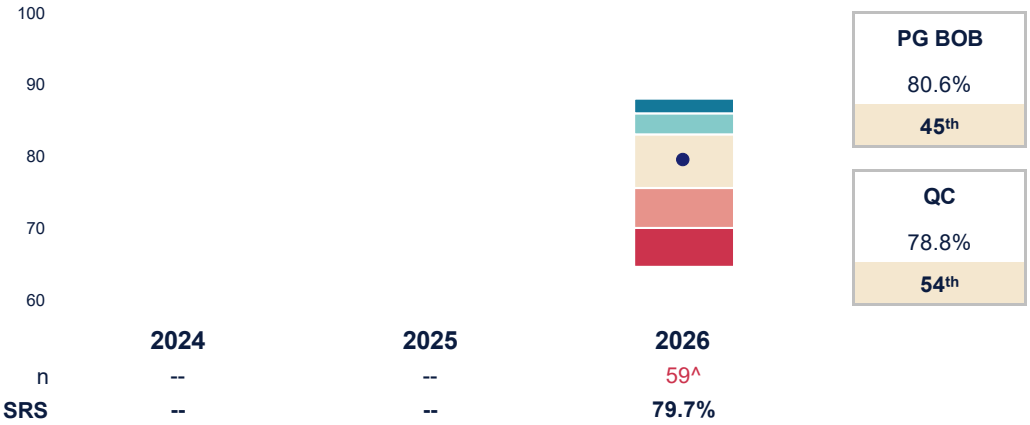
Getting Needed Care



Q9. Getting care, tests, or treatment



Q23. Getting specialist appointment

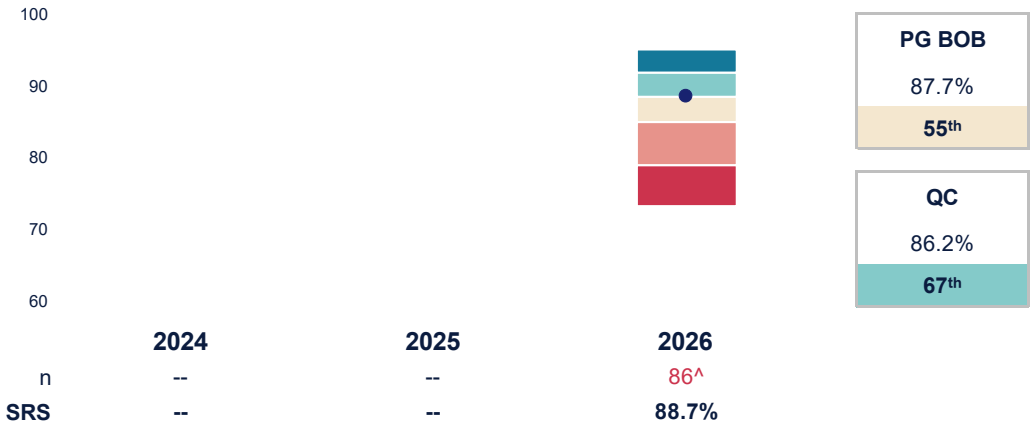


Percentile Bands are for QC benchmark.

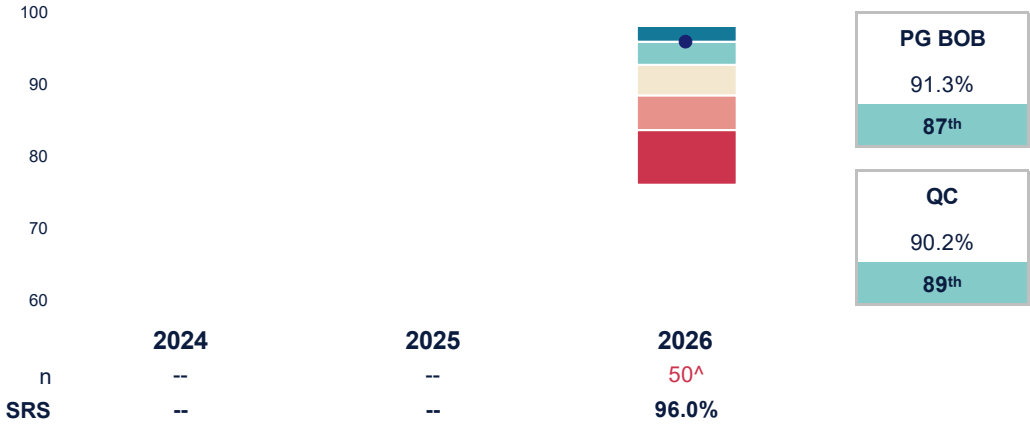
Getting Care Quickly

Medicaid Child

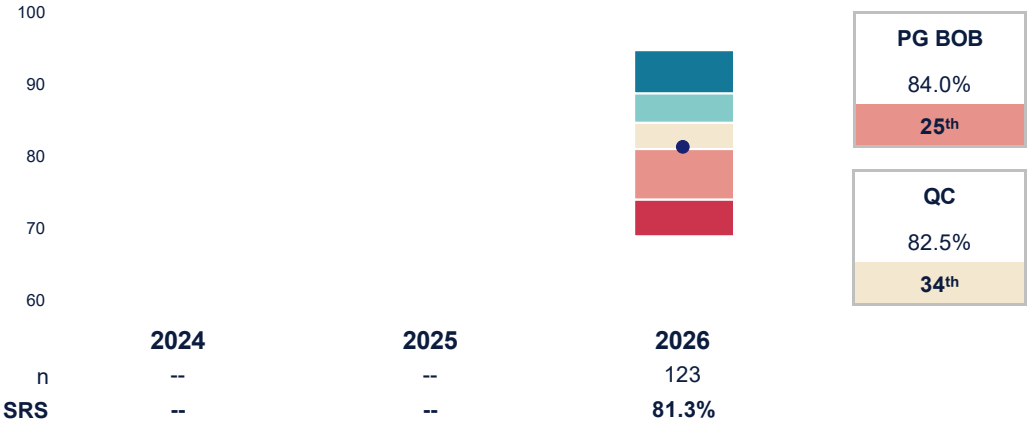
Getting Care Quickly



Q4. Getting urgent care



Q6. Getting routine care

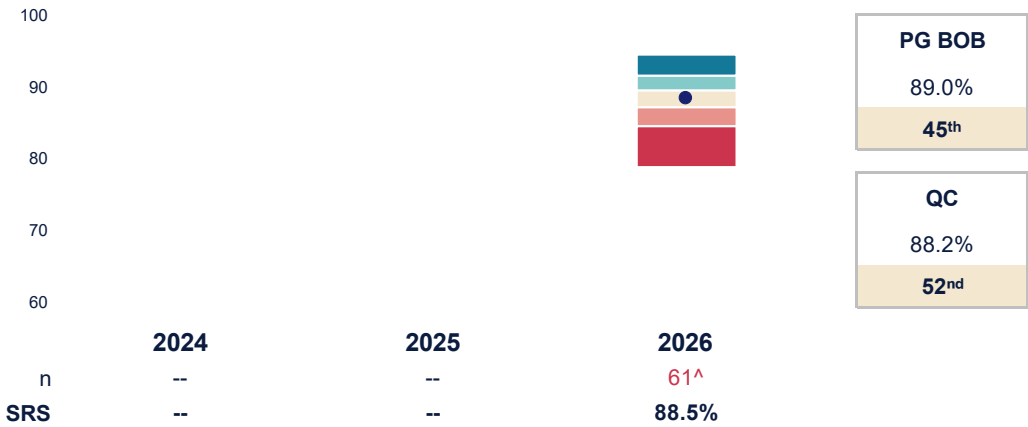


Percentile Bands are for QC benchmark.

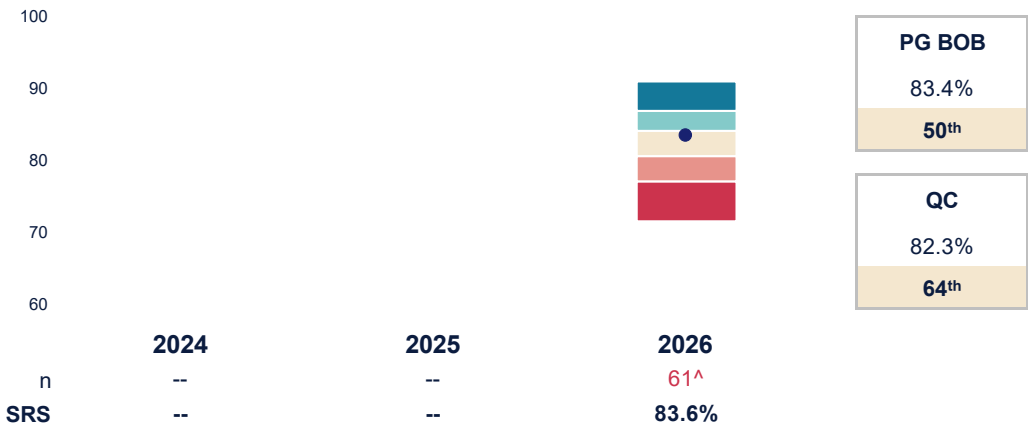
Customer Service

Medicaid Child

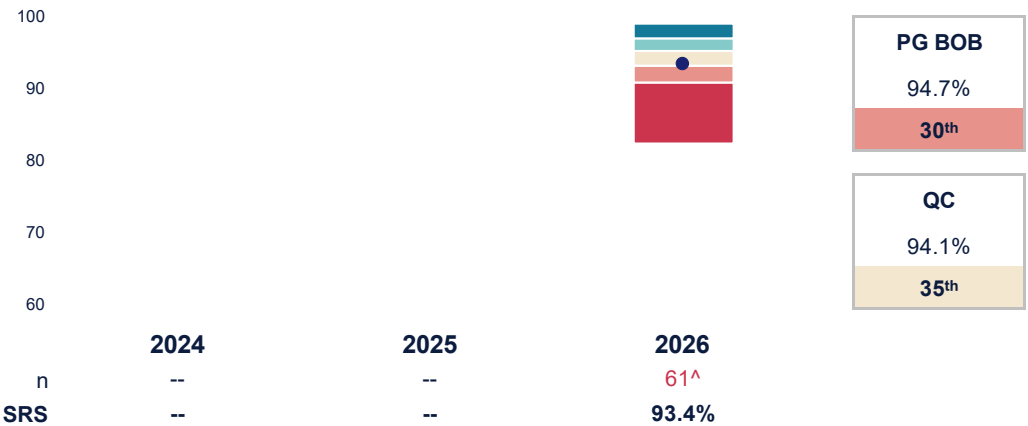
Customer Service



Q27. Provided information or help



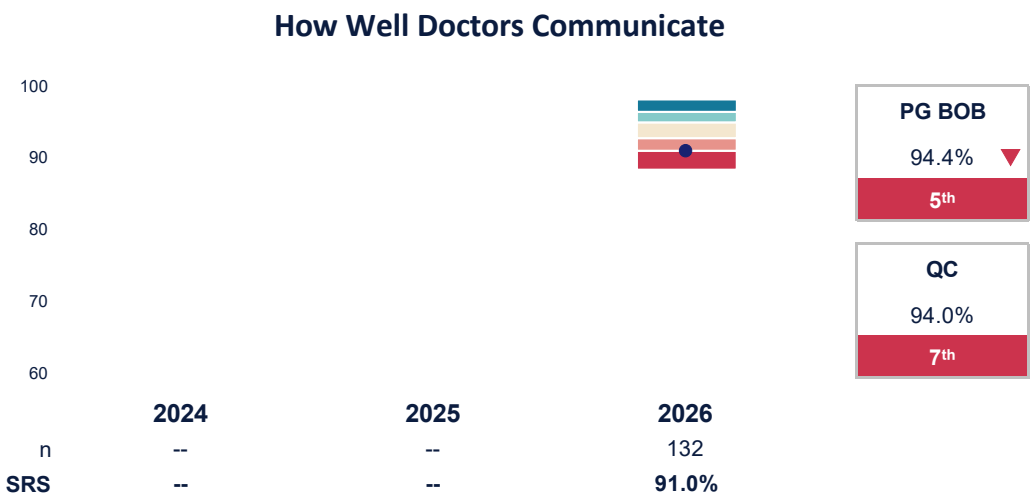
Q28. Treated with courtesy and respect



Percentile Bands are for QC benchmark.

How Well Doctors Communicate

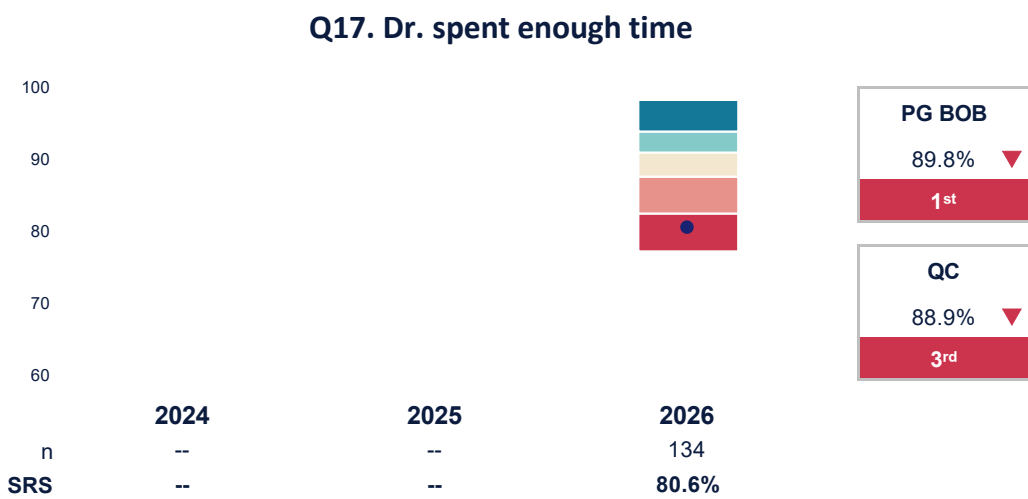
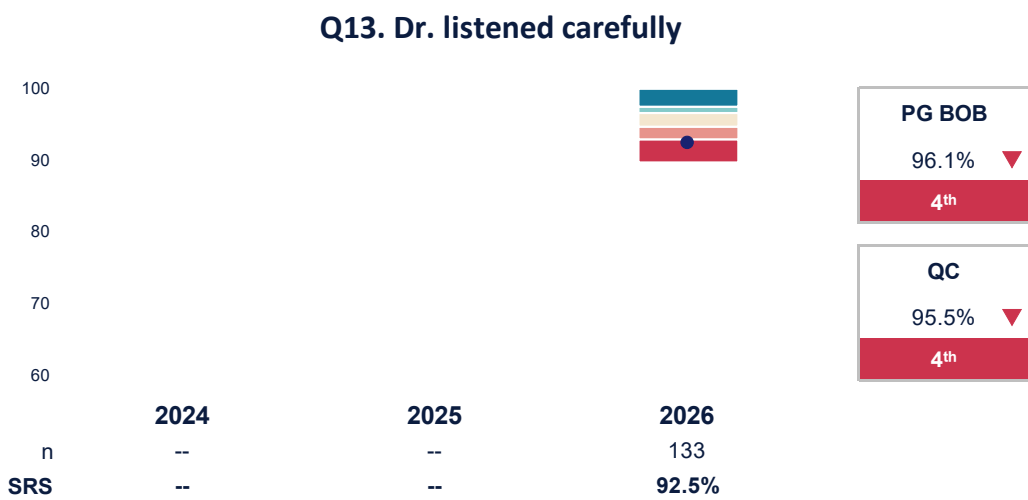
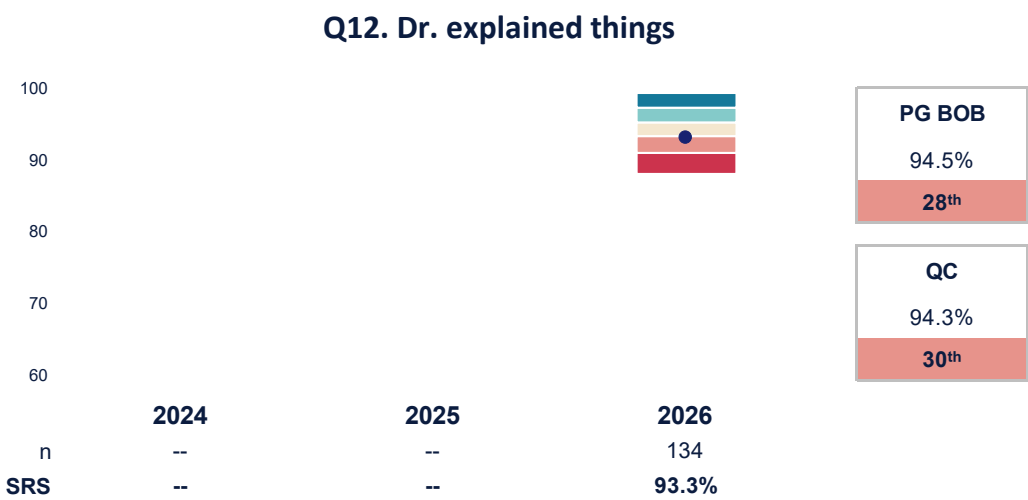
Medicaid Child



Percentile Bands are for QC benchmark.

How Well Doctors Communicate

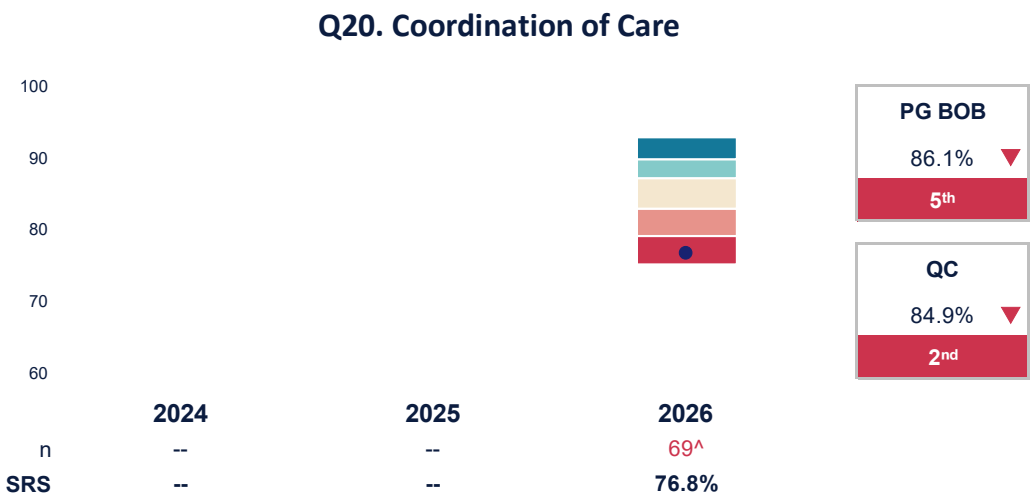
Medicaid Child



Percentile Bands are for QC benchmark.

Coordination of Care

Medicaid Child



Percentile Bands are for QC benchmark.



Summary of Trend and Benchmark



Summary Rate Scores

Medicaid Child

	2026 Valid n	2024	2025	2026	2026 Press Ganey BOB	2025 Quality Compass
Rating Questions (% 9 or 10)						
Q31. Rating of Health Plan	194	--	--	80.9%	73.0% ▲	71.8% ▲
Q8. Rating of Health Care	124	--	--	69.4%	73.2%	70.9%
Q21. Rating of Personal Doctor	166	--	--	73.5%	78.8% ▼	77.8%
Q25. Rating of Specialist	54^	--	--	70.4%	76.4%	73.2%
Rating Questions (% 8, 9 or 10)						
Q31. Rating of Health Plan	194	--	--	90.7%	86.7% ▲	86.5% ▲
Q8. Rating of Health Care	124	--	--	87.1%	88.7%	87.4%
Q21. Rating of Personal Doctor	166	--	--	88.6%	91.0%	90.6%
Q25. Rating of Specialist	54^	--	--	88.9%	88.6%	87.4%
Getting Needed Care (% Usually or Always)	91^	--	--	83.7%	85.8%	84.0%
Q9. Getting care, tests, or treatment	123	--	--	87.8%	91.0%	89.8%
Q23. Getting specialist appointment	59^	--	--	79.7%	80.6%	78.8%
Getting Care Quickly (% Usually or Always)	86^	--	--	88.7%	87.7%	86.2%
Q4. Getting urgent care	50^	--	--	96.0%	91.3%	90.2%
Q6. Getting routine care	123	--	--	81.3%	84.0%	82.5%
Q20. Coordination of Care (% Usually/Always)	69^	--	--	76.8%	86.1% ▼	84.9% ▼
Customer Service (% Usually or Always)	61^	--	--	88.5%	89.0%	88.2%
Q27. Provided information or help	61^	--	--	83.6%	83.4%	82.3%
Q28. Treated with courtesy and respect	61^	--	--	93.4%	94.7%	94.1%

Summary Rate Scores

Medicaid Child

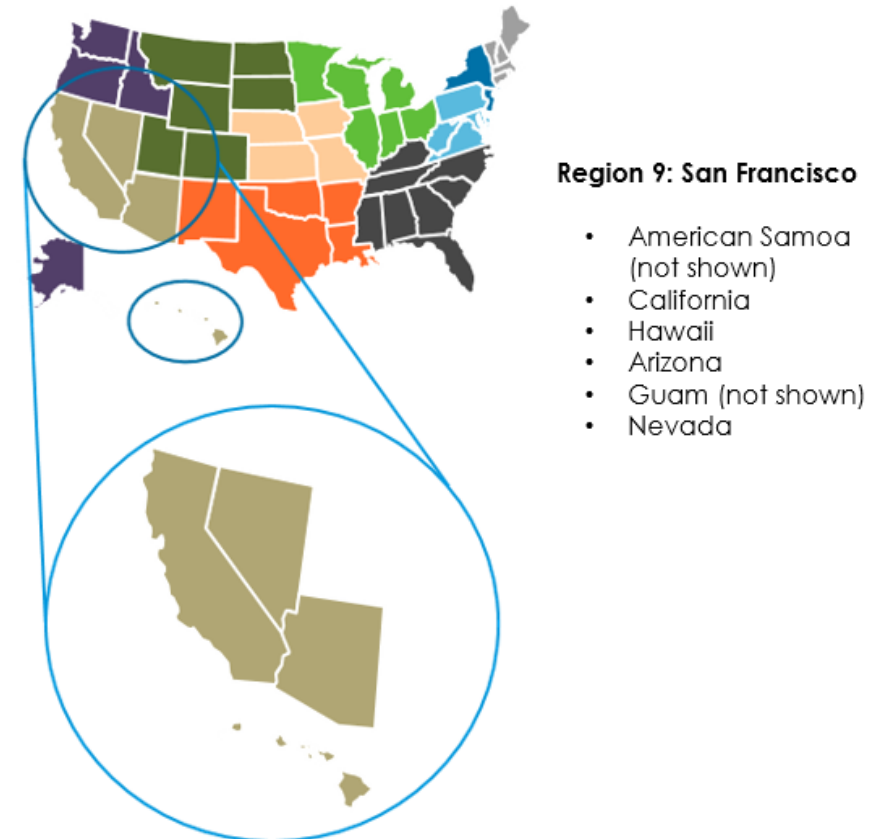
	2026 Valid n	2024	2025	2026	2026 Press Ganey BOB	2025 Quality Compass
How Well Doctors Communicate (% Usually or Always)	132	--	--	91.0%	94.4% ▼	94.0%
Q12. Dr. explained things	134	--	--	93.3%	94.5%	94.3%
Q13. Dr. listened carefully	133	--	--	92.5%	96.1% ▼	95.5% ▼
Q14. Dr. showed respect	130	--	--	97.7%	97.2%	97.0%
Q17. Dr. spent enough time	134	--	--	80.6%	89.8% ▼	88.9% ▼
Q30. Ease of Filling Out Forms (% Usually or Always)	195	--	--	95.4%	95.0%	95.2%

Regional Performance

Medicaid Child

	2026	2026 PG BOB Region
Rating Questions (% 9 or 10)		
Q31. Rating of Health Plan	80.9%	74.1% ▲
Q8. Rating of Health Care	69.4%	73.0%
Q21. Rating of Personal Doctor	73.5%	78.4%
Q25. Rating of Specialist	70.4%	77.6%
Rating Questions (% 8, 9 or 10)		
Q31. Rating of Health Plan	90.7%	87.7%
Q8. Rating of Health Care	87.1%	88.3%
Q21. Rating of Personal Doctor	88.6%	91.2%
Q25. Rating of Specialist	88.9%	89.0%
Getting Needed Care (% Usually or Always)		
Q9. Getting care, tests, or treatment	87.8%	88.7%
Q23. Getting specialist appointment	79.7%	78.3%
Getting Care Quickly (% Usually or Always)		
Q4. Getting urgent care	96.0%	88.4%
Q6. Getting routine care	81.3%	80.5%
Q20. Coordination of Care (% Usually or Always)		
Q20. Coordination of Care (% Usually or Always)	76.8%	84.1%
Customer Service (% Usually or Always)		
Q27. Provided information or help	83.6%	84.1%
Q28. Treated with courtesy and respect	93.4%	95.2%

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

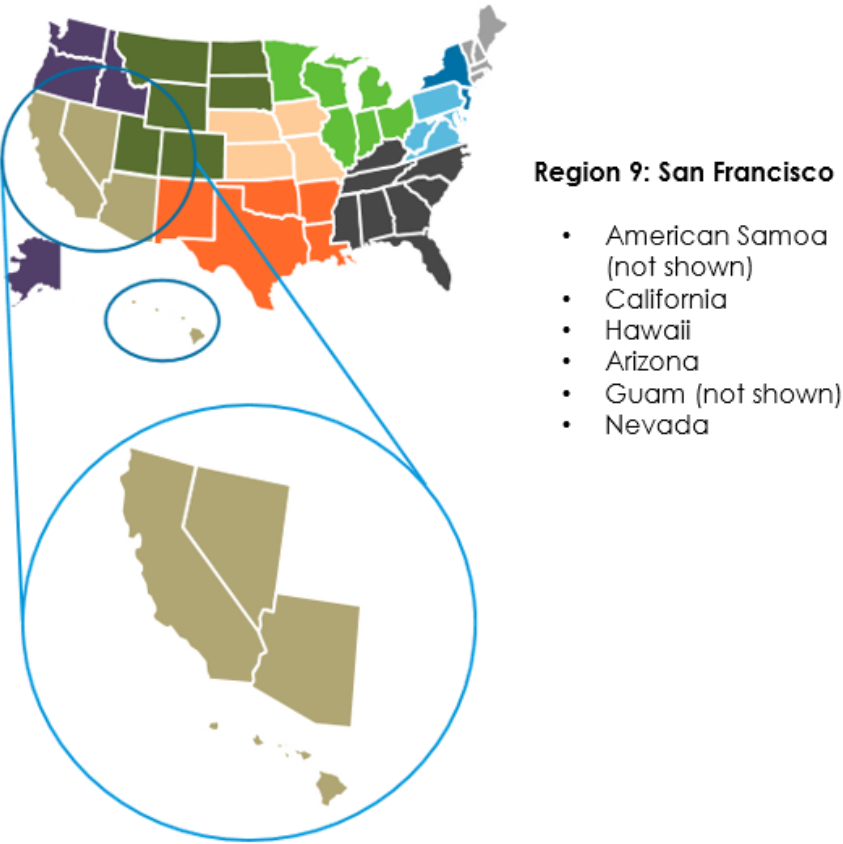


Regional Performance

Medicaid Child

	2026	2026 PG BOB Region
How Well Doctors Communicate (% Usually or Always)	91.0%	93.1%
Q12. Dr. explained things	93.3%	93.2%
Q13. Dr. listened carefully	92.5%	95.3%
Q14. Dr. showed respect	97.7%	97.0%
Q17. Dr. spent enough time	80.6%	87.0% ▼
Q30. Ease of Filling Out Forms (% Usually or Always)	95.4%	95.0%

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



Percentile Rankings

Medicaid Child

	Plan Score	QC %tile	2025 Quality Compass - Percentile Ranks										PG %tile	2026 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)																							
Q31. Rating of Health Plan	80.9%	95 th	60.7	63.9	69.0	69.9	72.0	74.5	75.6	78.8	80.5	94 th	63.7	66.0	69.8	70.6	73.1	75.1	76.7	79.7	81.0		
Q8. Rating of Health Care	69.4%	39 th	61.9	64.5	67.2	68.3	71.1	73.4	74.4	78.3	79.2	18 th	66.1	67.6	70.0	71.4	72.9	74.5	75.7	79.0	81.2		
Q21. Rating of Personal Doctor	73.5%	12 th	72.0	72.9	75.9	76.5	78.2	79.4	80.2	82.0	83.3	8 th	72.7	73.9	76.2	76.9	78.6	80.4	81.4	83.7	84.8		
Q25. Rating of Specialist	70.4%	31 st	67.3	68.4	69.9	70.5	72.6	75.8	76.4	78.0	80.4	17 th	65.7	68.1	72.5	74.1	76.6	79.3	80.7	84.3	85.9		
Rating Questions (% 8, 9 or 10)																							
Q31. Rating of Health Plan	90.7%	90 th	79.1	81.1	84.4	85.5	87.2	88.3	89.0	90.7	91.6	87 th	80.4	81.8	84.7	85.3	87.1	88.5	89.1	91.0	92.2		
Q8. Rating of Health Care	87.1%	44 th	81.8	83.2	85.5	86.3	87.5	88.5	89.4	91.4	93.2	28 th	82.5	84.1	86.7	87.4	88.9	90.2	90.8	92.5	93.9		
Q21. Rating of Personal Doctor	88.6%	17 th	86.6	87.7	89.3	89.6	90.7	91.5	92.3	93.3	94.1	16 th	87.1	87.9	89.1	89.7	91.0	92.1	92.7	94.3	94.8		
Q25. Rating of Specialist	88.9%	71 st	81.5	84.5	85.2	85.6	86.9	88.6	89.1	92.3	93.3	52 nd	80.6	82.0	85.1	86.7	88.9	90.7	91.7	94.0	95.3		
Getting Needed Care (% U/A)	83.7%	46 th	76.6	77.9	80.7	82.3	84.1	86.4	87.5	89.5	90.5	30 th	78.9	80.6	82.7	84.1	85.6	87.6	88.4	90.9	92.3		
Q9. Getting care, tests, or treatment	87.8%	26 th	82.7	84.7	87.6	88.6	90.3	91.7	92.3	94.6	94.9	15 th	85.6	86.9	88.9	89.9	91.0	92.6	93.4	94.8	95.7		
Q23. Getting specialist appointment	79.7%	54 th	68.7	70.1	74.1	75.7	78.7	83.2	84.5	86.1	87.3	45 th	69.3	71.4	76.2	77.5	80.6	83.3	84.7	88.5	90.9		
Getting Care Quickly (% U/A)	88.7%	67 th	76.6	79.1	83.6	85.0	86.8	88.6	89.5	92.0	93.4	55 th	79.9	81.8	85.4	86.3	88.0	89.7	90.7	92.3	93.5		
Q4. Getting urgent care	96.0%	89 th	82.6	83.8	86.7	88.6	90.5	92.9	93.8	96.1	96.7	87 th	83.2	85.4	88.3	89.2	91.4	93.8	94.5	96.5	96.9		
Q6. Getting routine care	81.3%	34 th	70.7	74.1	79.5	81.2	82.8	84.9	86.2	88.9	91.6	25 th	74.6	76.5	81.1	82.3	84.6	86.2	87.5	90.4	91.9		
Q20. Coordination of Care (% U/A)	76.8%	2 nd	78.2	79.2	81.9	83.1	84.7	87.3	88.4	89.9	90.7	5 th	76.3	78.8	82.4	83.3	86.7	88.5	89.4	91.6	93.0		
Customer Service (% U/A)	88.5%	52 nd	82.6	84.6	86.2	87.3	88.4	89.7	90.4	91.7	92.7	45 th	82.6	84.4	86.5	87.5	88.9	90.6	91.4	93.6	95.3		
Q27. Provided information or help	83.6%	64 th	75.5	77.1	79.6	80.6	82.7	84.2	84.6	87.0	89.3	50 th	74.0	76.5	79.4	81.2	83.5	85.7	86.9	89.6	92.3		
Q28. Treated with courtesy and respect	93.4%	35 th	89.5	90.9	92.4	93.2	94.4	95.3	96.1	97.1	98.2	30 th	88.2	90.8	92.9	93.6	94.9	96.3	96.8	98.6	100.0		

Percentile Rankings

Medicaid Child

	Plan Score	QC %tile	2025 Quality Compass - Percentile Ranks										PG %tile	2026 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		
How Well Doctors Communicate (% U/A)	91.0%	7 th	90.3	91.2	92.3	92.9	94.1	95.1	95.6	96.5	97.1	5 th	91.0	91.7	93.1	93.5	94.4	95.2	95.6	97.0	97.4		
Q12. Dr. explained things	93.3%	30 th	90.2	91.1	93.0	93.4	94.4	95.3	96.0	97.4	98.2	28 th	90.1	91.0	93.0	93.5	94.6	95.6	95.9	97.3	97.9		
Q13. Dr. listened carefully	92.5%	4 th	92.5	93.0	94.2	94.8	95.7	96.7	96.9	97.6	98.3	4 th	92.6	94.0	95.2	95.5	96.2	96.9	97.4	98.4	98.8		
Q14. Dr. showed respect	97.7%	64 th	94.5	95.2	96.1	96.5	97.1	97.8	98.1	98.7	99.2	60 th	94.6	95.1	96.3	96.7	97.3	97.9	98.3	99.2	100.0		
Q17. Dr. spent enough time	80.6%	3 rd	81.3	82.7	86.3	87.7	89.3	91.1	91.6	94.0	94.8	1 st	82.6	83.9	86.7	87.8	90.1	91.6	92.4	94.6	95.8		
Q30. Ease of Filling Out Forms (% U/A)	95.4%	51 st	92.5	93.0	94.0	94.5	95.3	96.1	96.5	97.3	97.8	57 th	92.1	92.7	93.8	94.3	95.0	95.9	96.4	97.5	98.1		



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		
Q31	Rating of Health Plan	0.6098
Q21	Rating of Personal Doctor	0.5560
Q25	Rating of Specialist	0.4266
Q28	Treated with courtesy and respect	0.4256
Q27	Provided information or help	0.4139
Q13	Dr. listened carefully	0.4124
Q6	Getting routine care	0.3783
Q14	Dr. showed respect	0.3339
Q16	Dr. explained things to child	0.3176
Q44	Able to reschedule non-urgent care appointment for your child in a timely manner	0.2727

With Rating Of Personal Doctor		
Q8	Rating of Health Care	0.5560
Q31	Rating of Health Plan	0.5239
Q14	Dr. showed respect	0.5151
Q13	Dr. listened carefully	0.5141
Q9	Getting care, tests, or treatment	0.4769
Q16	Dr. explained things to child	0.4704
Q20	Coordination of Care	0.4271
Q17	Dr. spent enough time	0.4023
Q12	Dr. explained things	0.3932
Q25	Rating of Specialist	0.3461

With Rating Of Specialist		
Q31	Rating of Health Plan	0.6626
Q28	Treated with courtesy and respect	0.5283
Q12	Dr. explained things	0.4744
Q9	Getting care, tests, or treatment	0.4728
Q16	Dr. explained things to child	0.4601
Q8	Rating of Health Care	0.4266
Q17	Dr. spent enough time	0.4231
Q21	Rating of Personal Doctor	0.3461
Q27	Provided information or help	0.2948
Q20	Coordination of Care	0.2687

Supplemental Questions

Medicaid Child

	2024	2025	2026
Q42. Wait time to see child's Dr. for set appt. after arrival			
Opt-out / Exclusion (n)			
Does not apply, my child did not have any appointments in the last 6 months	--	--	18
Base (n)	--	--	173
15 minutes or less	--	--	45.7%
16-30 minutes	--	--	34.1%
31-45 minutes	--	--	12.1%
46 minutes to 1 hour	--	--	6.4%
Over 1 hour	--	--	1.7%
Mean Score	--	--	19.3
Q43. How often child had to wait for an appointment due to provider's limited availability			
Opt-out / Exclusion			
Not Applicable	--	--	28
Base (n)	--	--	162
Never	--	--	46.9%
Sometimes	--	--	39.5%
Usually	--	--	8.0%
Always	--	--	5.6%
Summary Rate Score (%Never or Sometimes)	--	--	86.4%
Q44. Able to reschedule non-urgent care appointment for your child in a timely manner			
Opt-out / Exclusion			
Not Applicable	--	--	28
Base (n)	--	--	159
Always	--	--	42.1%
Usually	--	--	27.7%
Sometimes	--	--	18.2%
Never	--	--	11.9%
Summary Rate Score (%Usually or Always)	--	--	69.8%

Supplemental Questions

Medicaid Child

	2024	2025	2026
Q45. Reason it was difficult to get an appointment with a specialist for your child			
Opt-out / Exclusion (n)			
None of the above.	--	--	54
I did not have a problem getting an appointment with a specialist for my child.	--	--	78
Base (n)	--	--	43
My child's doctor did not think my child needed to see a specialist.	--	--	32.6%
My child's health plan's approval or authorization was delayed.	--	--	20.9%
I could not get a referral for my child.	--	--	11.6%
I wasn't sure where to find a list of specialists in my child's health plan or network.	--	--	18.6%
The specialists I had to choose from were too far away.	--	--	9.3%
My child's health plan did not have enough specialists to choose from.	--	--	11.6%
The specialist I wanted did not belong to my child's health plan or network.	--	--	9.3%
I could not get a specialist appointment for my child at a time that was good.	--	--	37.2%
Some other reason (Please Specify)	--	--	16.3%
Q46. Which CS center have contacted most recently			
Opt-out / Exclusion			
I did not contact customer service	--	--	96
Base (n)	--	--	81
Health Plan's Customer Service (Phone number on ID Card)	--	--	22.2%
Provider and/or Doctors Office	--	--	53.1%
Retail Pharmacy Services	--	--	17.3%
Other (Please Specify)	--	--	7.4%

Supplemental Questions

Medicaid Child

	2024	2025	2026
Q47. Info not received when contacting child's customer service			
Opt-out / Exclusion (n)			
I got the information I needed	--	--	120
Base (n)	--	--	39
Transportation services	--	--	15.4%
Interpreter services	--	--	23.1%
Radiology services	--	--	10.3%
Vision services	--	--	20.5%
Mental Health or substance use services	--	--	7.7%
Claims or billing	--	--	2.6%
Help with a complaint or appeal	--	--	2.6%
In-network providers	--	--	10.3%
Referrals or prior authorization	--	--	5.1%
Prescription drug coverage	--	--	23.1%
Durable medical equipment (for example: wheelchair, diabetic supplies, etc.)	--	--	2.6%
Other (Please Specify)	--	--	35.9%