

2011 Adult Medicaid 4.0 Summary of Statistically Significant Differences - Composites

This table presents the results of statistical significance tests. Up or down arrows are shown when the results are significantly different from their relevant comparison group. The comparison groups are (1) the sponsor results compared against all other sponsors, and (2) individual health plan results compared against all other health plans. For each composite measure, a mean value (case-mix adjusted) is calculated for each sponsor and for each health plan. These mean values are then statistically compared to the mean value for all sponsors (the mean of all sponsor means) or compared to the mean value for all health plans (the mean of all plan means). All tests were conducted at the .05 level of statistical significance. All survey respondents for a given sponsor are combined to form the sponsor-level results.

Note that when a sponsor submits data for only a single health plan, the individual health plan and sponsor results may vary because the sponsor results are compared to the mean of all sponsor means, whereas the health plan results are compared to the mean of all health plan means.

The arrows in the table indicate the results of the statistical comparison:

up arrow - result is statistically above the mean value of all sponsors or health plans.

down arrow - result is statistically below the mean value of all sponsors or health plans.

two-sided arrow - result is statistically equivalent to the mean value of all sponsors or health plans.

Plan	Consumer Reports			
	Getting Needed Care Composite	Getting Care Quickly Composite	How Well Doctors Communicate Composite	Health Plan Information and Customer Service Composite
Assoc Community Affiliated Plans (ACAP) (Sponsor)				
AmeriHealth Mercy				
Boston Medical Center - CommCare				
Boston Medical Center - MassHealth				
CareOregon				
CareSource				
CareSource - ABD				
CareSource - CFC				
Children's Mercy Family Health - KS				
Children's Mercy Family Health - MO				
Community Health Choice				

Community Health Plan of Washington	↔	↓	↓	↓
Denver Health	↓	↓	↔	↓
Horizon NJ Health	↔	↔	↔	↑
Inland Empire Health Plan	↓	↓	↓	↑
L.A. Care Health Plan	↓	↓	↓	↔
MDWise - Healthy Indiana	↔	↔	↑	↔
MDWise - Hoosier Healthwise	↔	↔	↔	↓
Neighborhood Health Plan	↔	↔	↔	↔
Neighborhood Health Plan of RI	↔	↔	↔	↔
Network Health, Inc.	↔	↔	↔	↔
Priority Partners	↔	↔	↔	↔
Univera Community Health	↔	↔	↔	↔
UPMC Health Plan	↑	↑	↑	↑
Virginia Premier Health Plan, Inc.	↑	↔	↔	↔

Results generated 10/4/2011 2:38:02 PM

2011 Adult Medicaid 4.0 Summary of Statistically Significant Differences - Ratings

This table presents the results of statistical significance tests. Up or down arrows are shown when the results are significantly different from their relevant comparison group. The comparison groups are (1) the sponsor results compared against all other sponsors, and (2) individual health plan results compared against all other health plans. For each composite measure, a mean value (case-mix adjusted) is calculated for each sponsor and for each health plan. These mean values are then statistically compared to the mean value for all sponsors (the mean of all sponsor means) or compared to the mean value for all health plans (the mean of all plan means). All tests were conducted at the .05 level of statistical significance. All survey respondents for a given sponsor are combined to form the sponsor-level results.

Note that when a sponsor submits data for only a single health plan, the individual health plan and sponsor results may vary because the sponsor results are compared to the mean of all sponsor means, whereas the health plan results are compared to the mean of all health plan means.

The arrows in the table indicate the results of the statistical comparison:

up arrow - result is statistically above the mean value of all sponsors or health plans.

down arrow - result is statistically below the mean value of all sponsors or health plans.

two-sided arrow - result is statistically equivalent to the mean value of all sponsors or health plans.

Plan	Consumer Ratings			
	Overall Rating of Personal Doctor	Overall Rating of Specialist	Overall Rating of Health Care	Overall Rating of Health Plan
Assoc Community Affiliated Plans (ACAP) (Sponsor)				
AmeriHealth Mercy				
Boston Medical Center - CommCare				
Boston Medical Center - MassHealth				
CareOregon				
CareSource				
CareSource - ABD				
CareSource - CFC				
Children's Mercy Family Health - KS				
Children's Mercy Family Health - MO				
Community Health Choice				
Community Health Plan of Washington				
Denver Health				

Horizon NJ Health	↓	↔	↔	↔
Inland Empire Health Plan	↓	↔	↔	↔
L.A. Care Health Plan	↔	↔	↔	↔
MDWise - Healthy Indiana	↔	↔	↔	↔
MDWise - Hoosier Healthwise	↔	↔	↔	↔
Neighborhood Health Plan	↔	↔	↑	↑
Neighborhood Health Plan of RI	↔	↑	↑	↑
Network Health, Inc.	↔	↔	↔	↑
Priority Partners	↔	↔	↑	↔
Univera Community Health	↓	↔	↔	↑
UPMC Health Plan	↑	↔	↑	↑
Virginia Premier Health Plan, Inc.	↑	↔	↑	↑

Results generated 10/4/2011 2:38:02 PM



Demographic Characteristics - CAHPS-HP Database and Assoc Community Affiliated Plans (ACAP)

The following table presents descriptive information about Assoc Community Affiliated Plans (ACAP) and the Adult Medicaid 4.0 data from the 2011 CAHPS Health Plan Survey Database. Similar information about the general adult population available from the U.S. Census Bureau's Current Population Survey can be used for comparison purposes.

Demographic Characteristics	Sponsor	2011 CAHPS-HP Database
Gender		
Male	28%	30%
Female	72%	70%
Age		
18 - 34	43%	38%
35 - 54	39%	36%
55 - 74	17%	21%
75+	1%	5%
Education		
Less than HS grad	27%	28%
HS grad (includes GED)	37%	38%
Some college	29%	27%
4 year grad	5%	5%
More than 4 year degree	3%	2%
Race/Ethnicity		
White	62%	62%
African-American	19%	21%
Asian	3%	4%
Native Hawaiian/Pacific Islander	0%	0%
American Indian/Native Alaskan	1%	1%
Other	9%	8%
Multi-racial	5%	4%
Hispanic/Latino origin or decent		
Yes	20%	16%
No	80%	84%
Self-Reported Health Status		
Excellent	12%	11%
Very Good	24%	22%
Good	32%	32%
Fair	23%	24%
Poor	9%	10%

Results generated 10/4/2011 2:38:02 PM



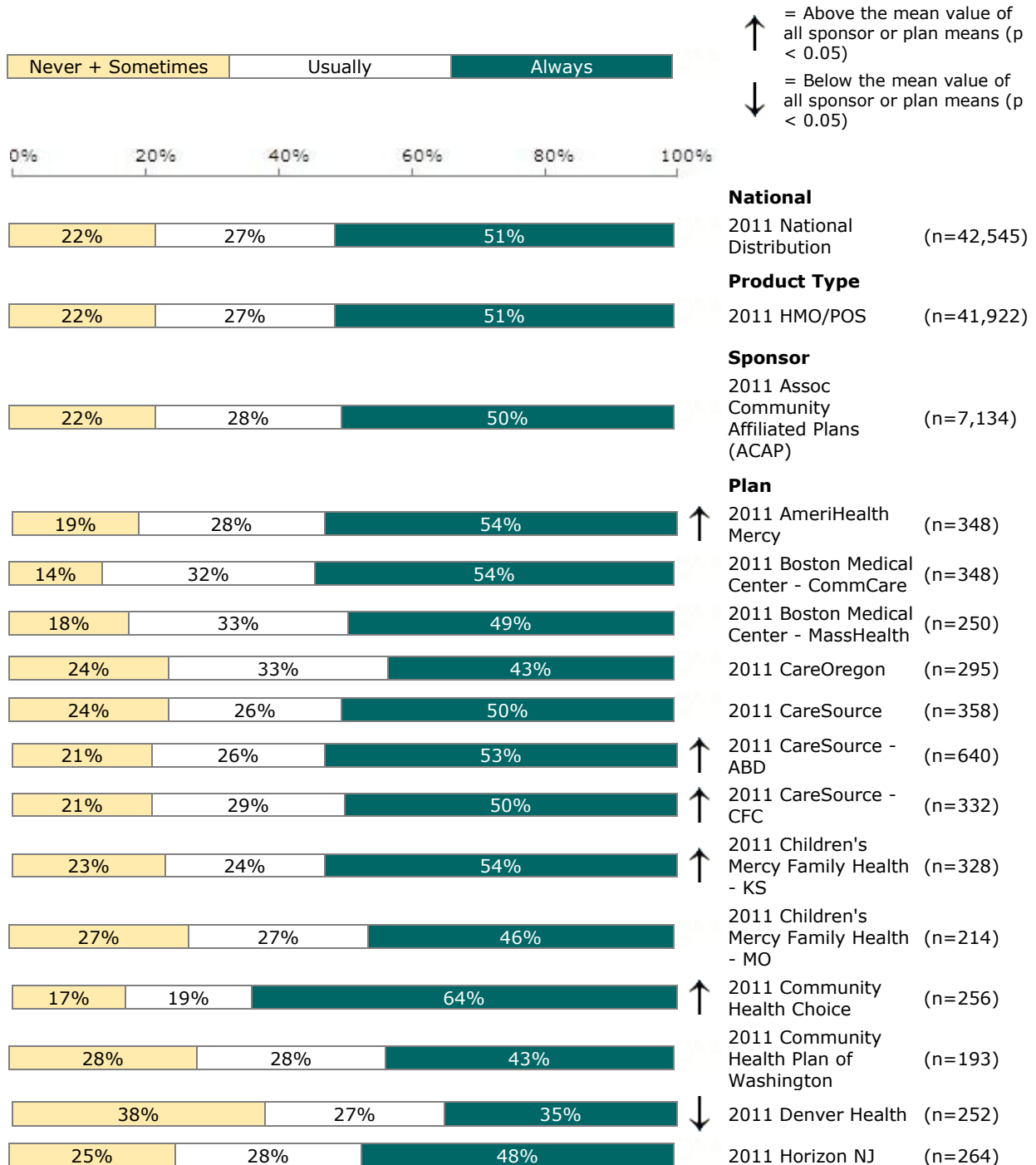
Utilization Characteristics - CAHPS-HP Database and Assoc Community Affiliated Plans (ACAP)

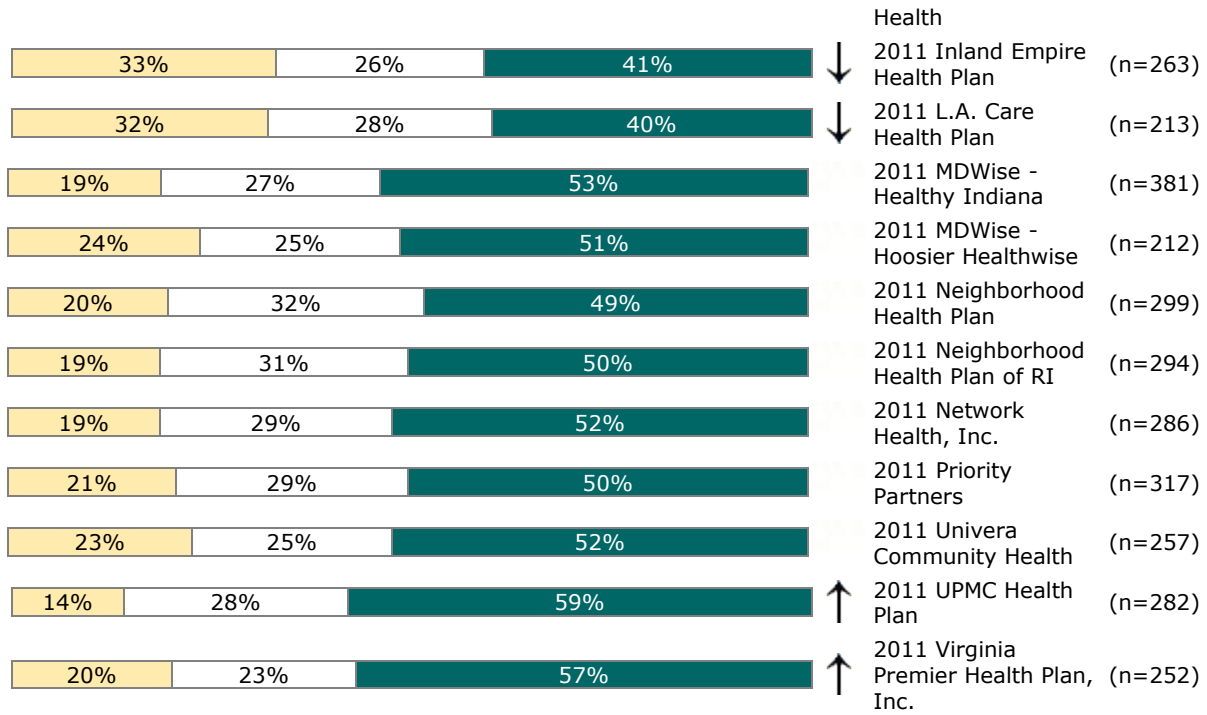
The following table presents utilization information for Assoc Community Affiliated Plans (ACAP) and the Adult Medicaid 4.0 data from the 2011 CAHPS Health Plan Survey Database. Sponsors and plans can use this information to inform their interpretation of survey results.

Utilization Characteristics	Sponsor	2011 CAHPS-HP Database
Have a personal doctor?		
Yes	83%	83%
No	17%	17%
Number of visits to personal doctor?		
None	18%	17%
1-2	44%	42%
3-4	23%	24%
5-9	12%	13%
10+	3%	4%
Number of visits to doctor's office or clinic?		
None	20%	21%
1-2	35%	34%
3-4	23%	23%
5-9	14%	15%
10+	7%	7%
Made an appointment to see a specialist?		
Yes	42%	41%
No	58%	59%
Number of specialists seen?		
None	8%	8%
1	52%	49%
2	24%	25%
3	9%	10%
4	4%	4%
5+	3%	3%
Aware that they have any of the following conditions?		
High cholesterol	15%	15%
High blood pressure	26%	27%
Parent or sibling with heart attack before age 60	17%	17%
Multiple conditions	42%	41%
Doctor told them that they have any of the following conditions?		
A heart attack	6%	6%
Angina or coronary heart disease	7%	7%
A stroke	6%	7%
Any kind of diabetes or high blood sugar	59%	57%
Multiple conditions	22%	23%

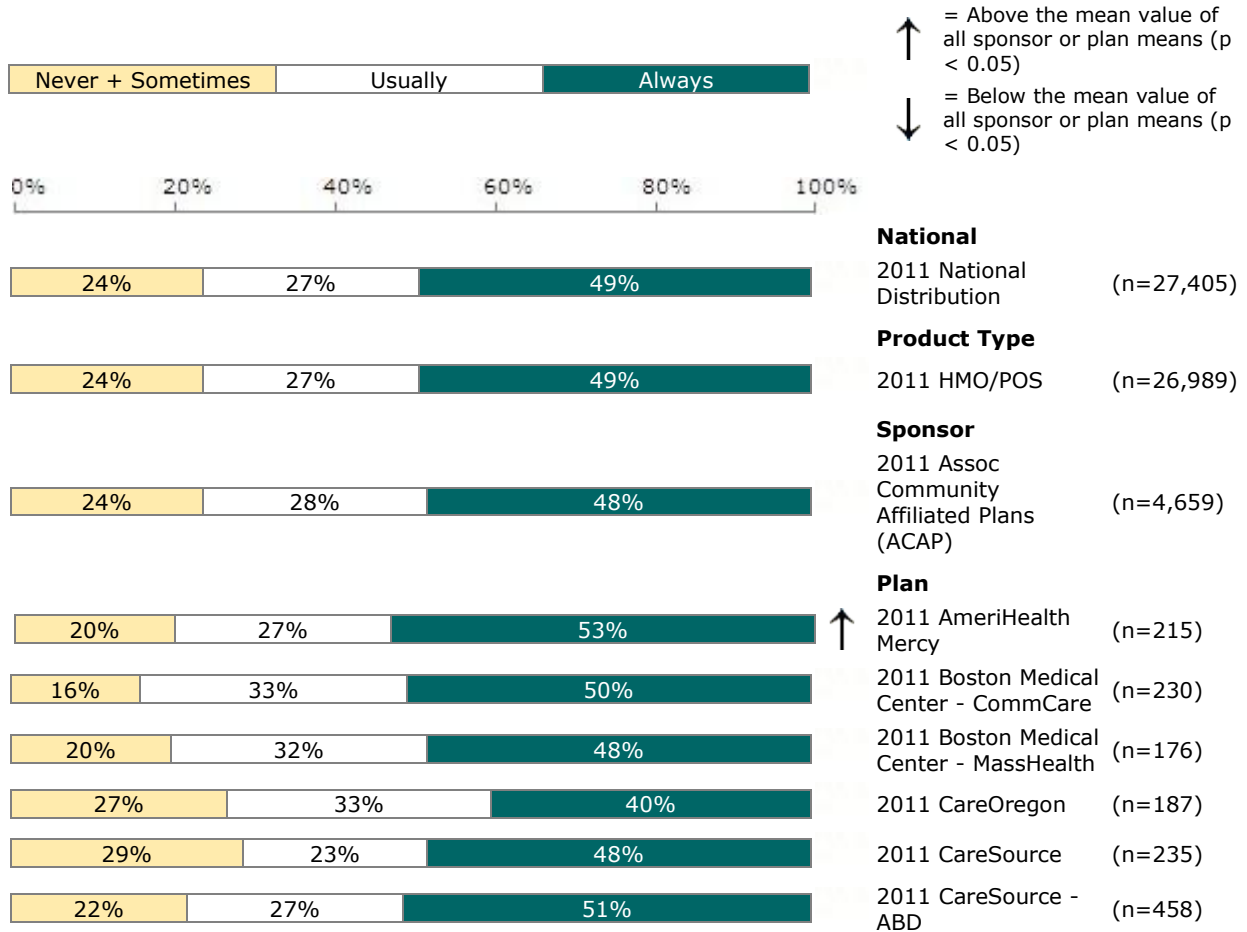
2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

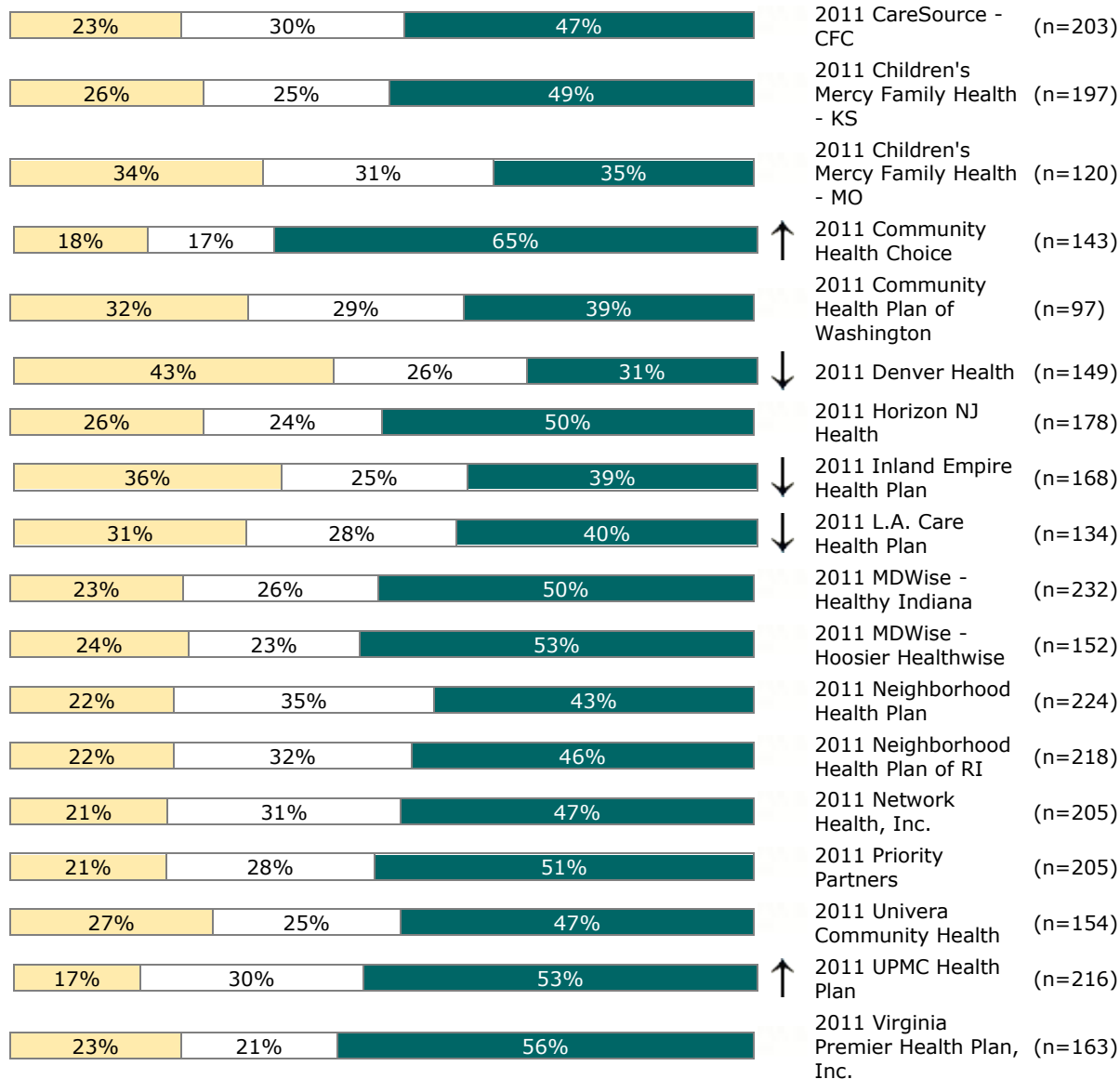
Getting Needed Care Composite Combines responses from two questions regarding how much of a problem, if any, consumers had with various aspects of getting needed care.



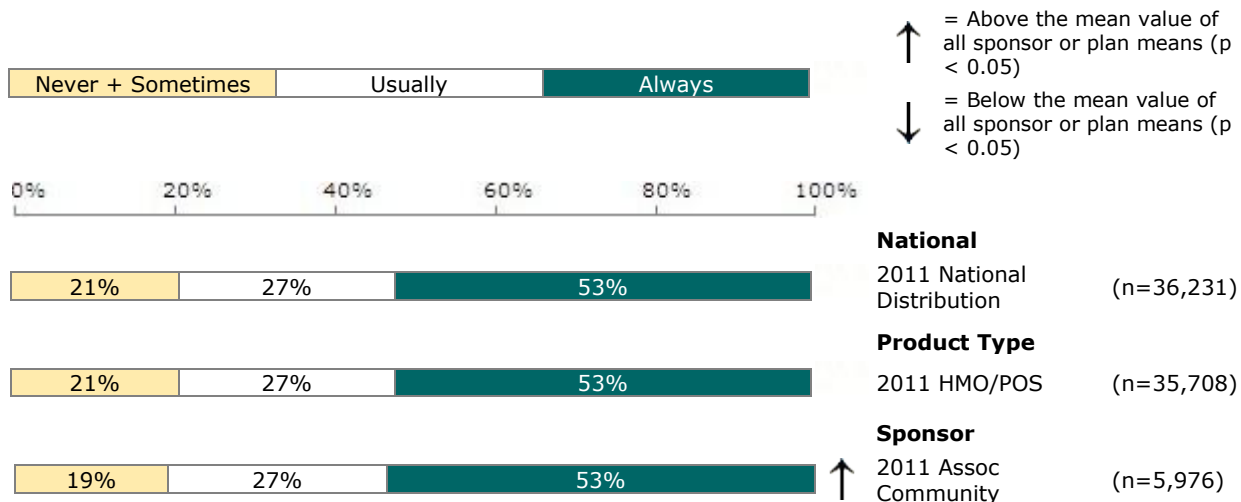


Q23 How often was easy to get appointments with specialists





Q27 How often was easy to get needed care, tests, or treatment

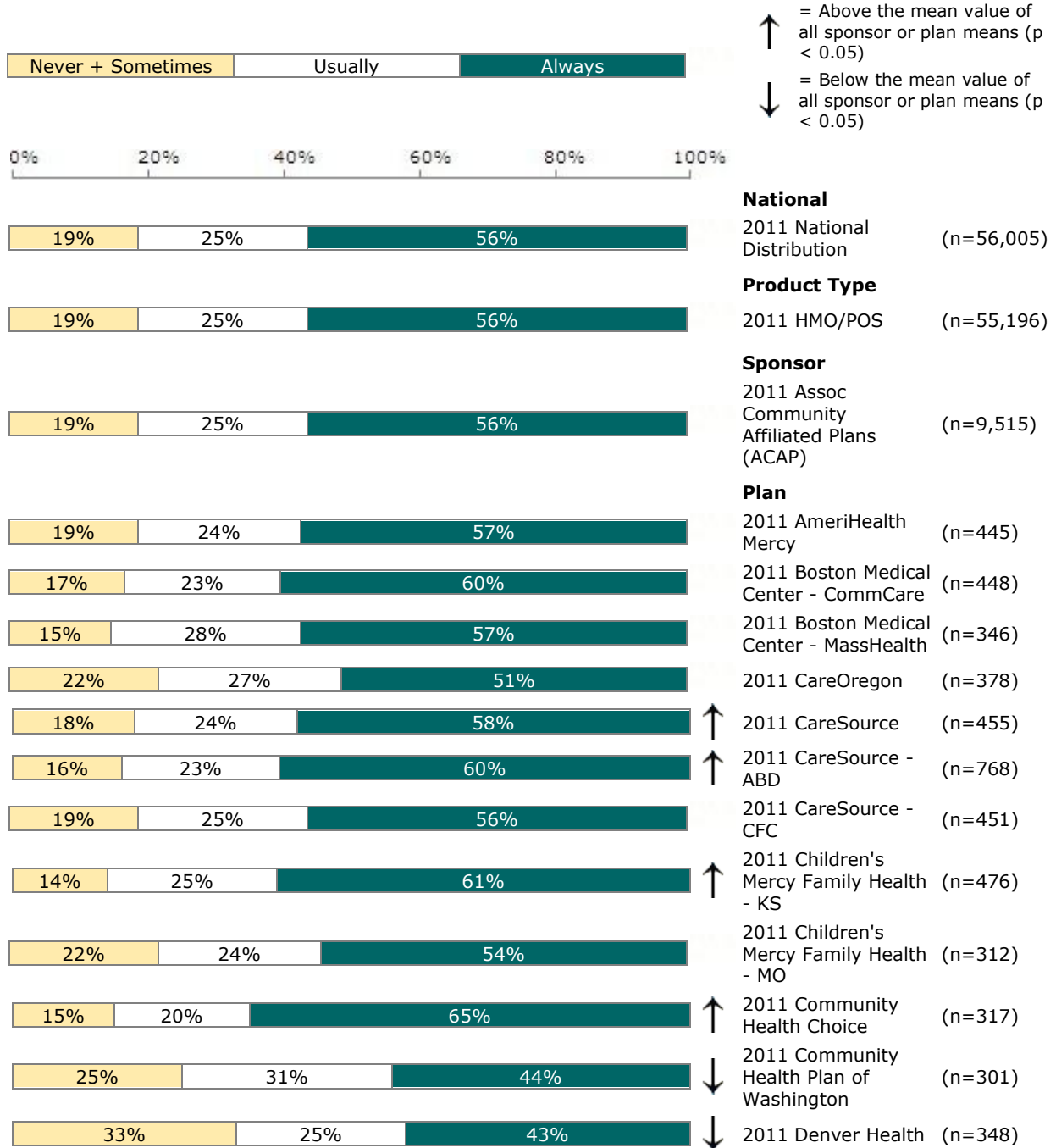


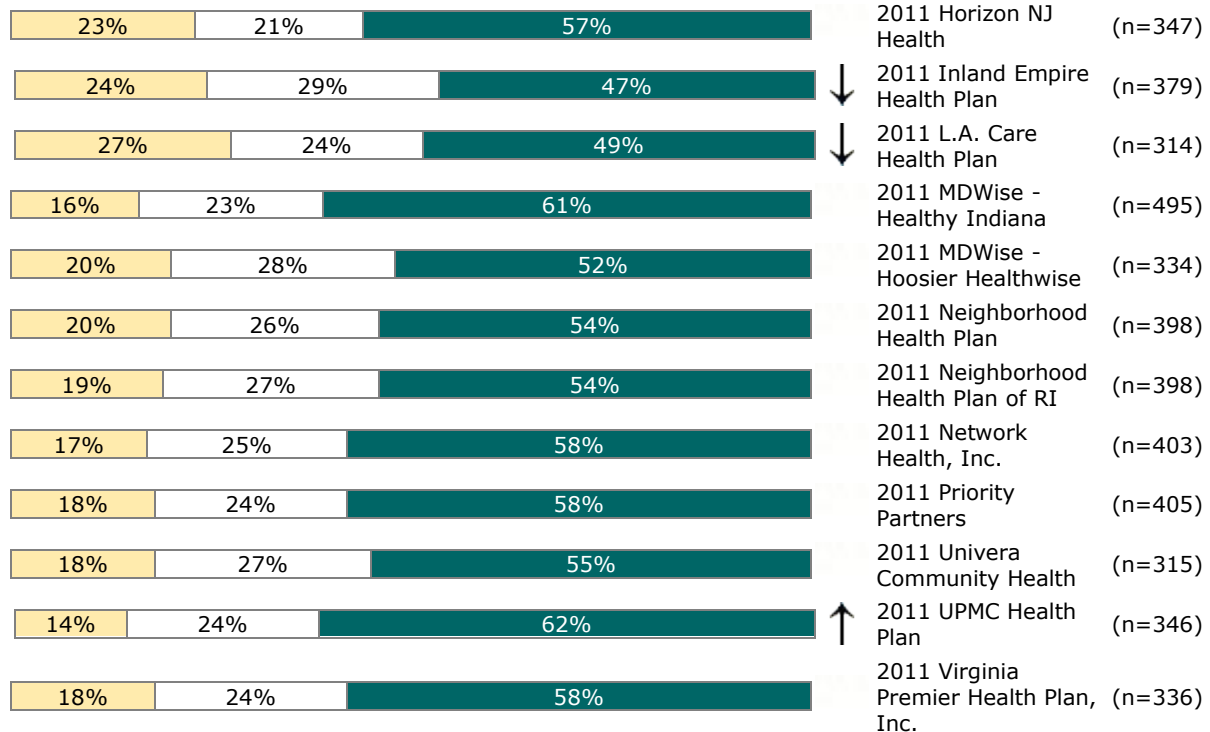
			Affiliated Plans (ACAP)	
			Plan	
17%	29%	54%	↑	2011 AmeriHealth Mercy (n=294)
12%	31%	57%	↑	2011 Boston Medical Center - CommCare (n=289)
17%	33%	50%		2011 Boston Medical Center - MassHealth (n=206)
21%	32%	46%		2011 CareOregon (n=257)
19%	29%	52%		2011 CareSource (n=308)
20%	25%	55%	↑	2011 CareSource - ABD (n=547)
18%	29%	53%	↑	2011 CareSource - CFC (n=276)
19%	23%	58%	↑	2011 Children's Mercy Family Health - KS (n=282)
21%	22%	57%	↑	2011 Children's Mercy Family Health - MO (n=193)
15%	21%	64%	↑	2011 Community Health Choice (n=223)
25%	27%	48%		2011 Community Health Plan of Washington (n=176)
33%	27%	40%	↓	2011 Denver Health (n=207)
24%	31%	46%		2011 Horizon NJ Health (n=217)
30%	26%	44%	↓	2011 Inland Empire Health Plan (n=220)
32%	28%	39%	↓	2011 L.A. Care Health Plan (n=157)
16%	28%	56%		2011 MDWise - Healthy Indiana (n=333)
24%	28%	49%		2011 MDWise - Hoosier Healthwise (n=174)
17%	28%	54%		2011 Neighborhood Health Plan (n=237)
16%	30%	53%		2011 Neighborhood Health Plan of RI (n=214)
16%	27%	57%		2011 Network Health, Inc. (n=231)
21%	30%	49%		2011 Priority Partners (n=265)
18%	26%	56%		2011 Univera Community Health (n=227)
11%	25%	64%	↑	2011 UPMC Health Plan (n=234)
17%	24%	58%	↑	2011 Virginia Premier Health Plan, Inc. (n=209)

Results generated 10/4/2011 2:38:08 PM

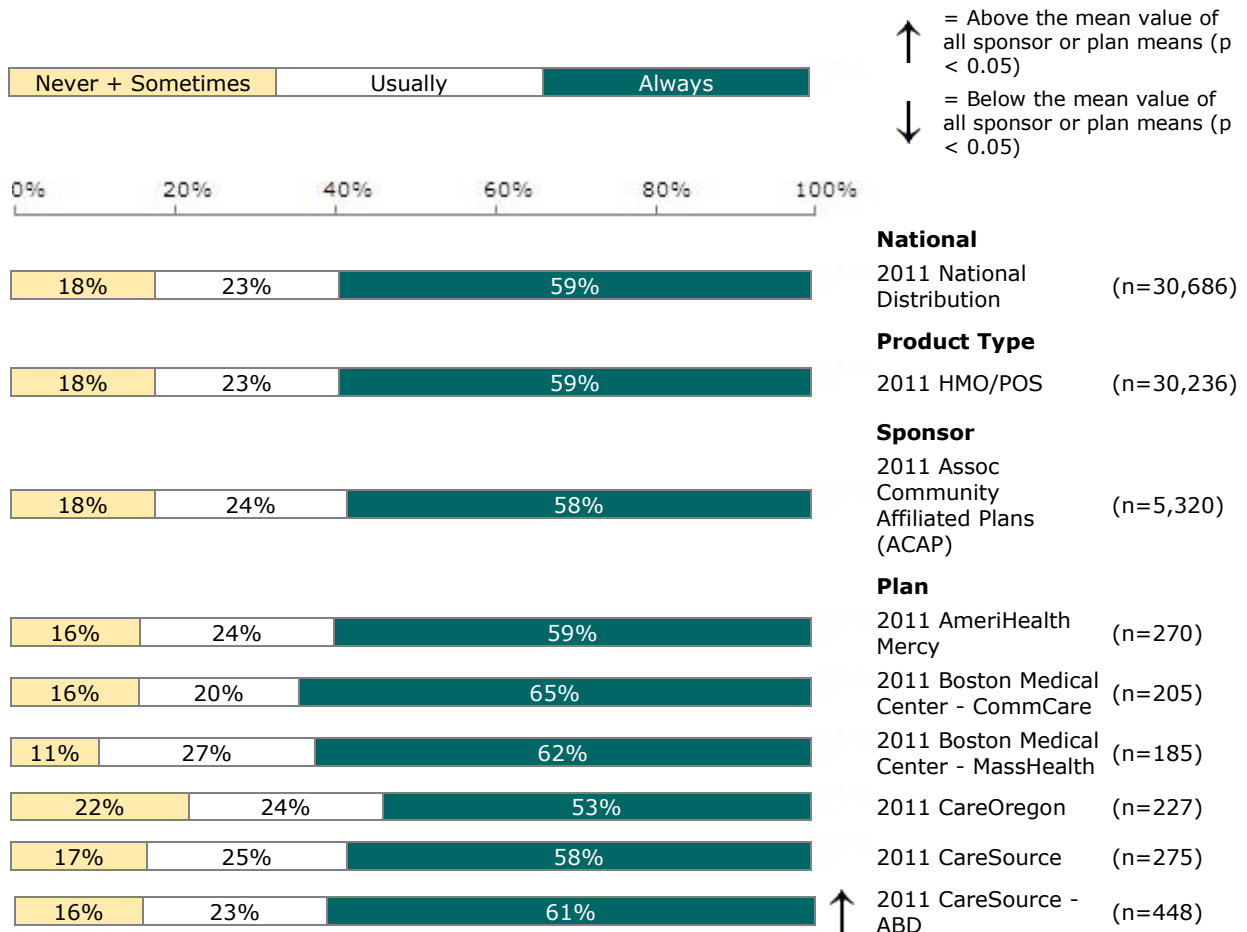
2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

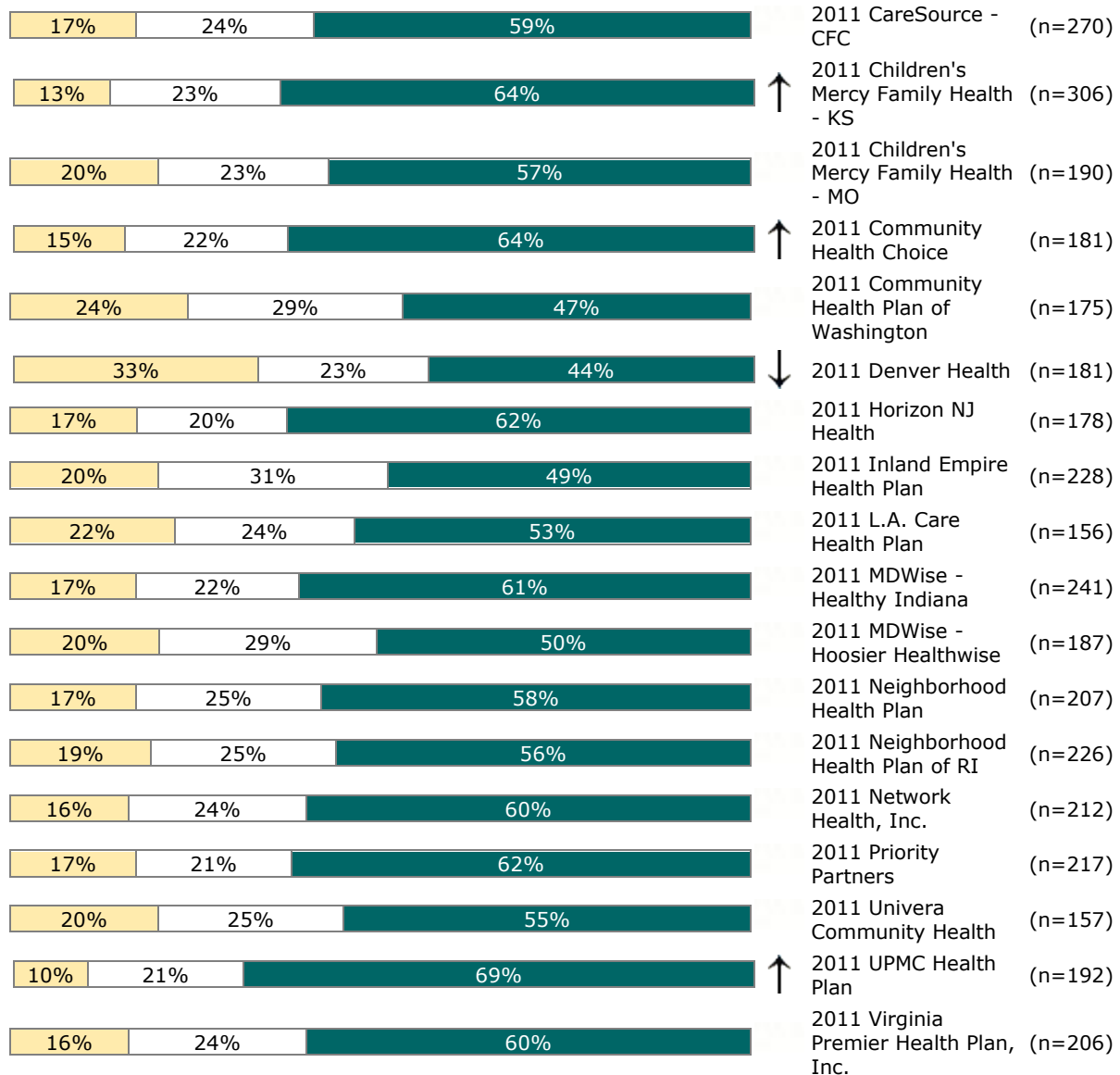
Getting Care Quickly Composite Combines responses from two questions regarding how often consumers received various types of care in a timely manner.



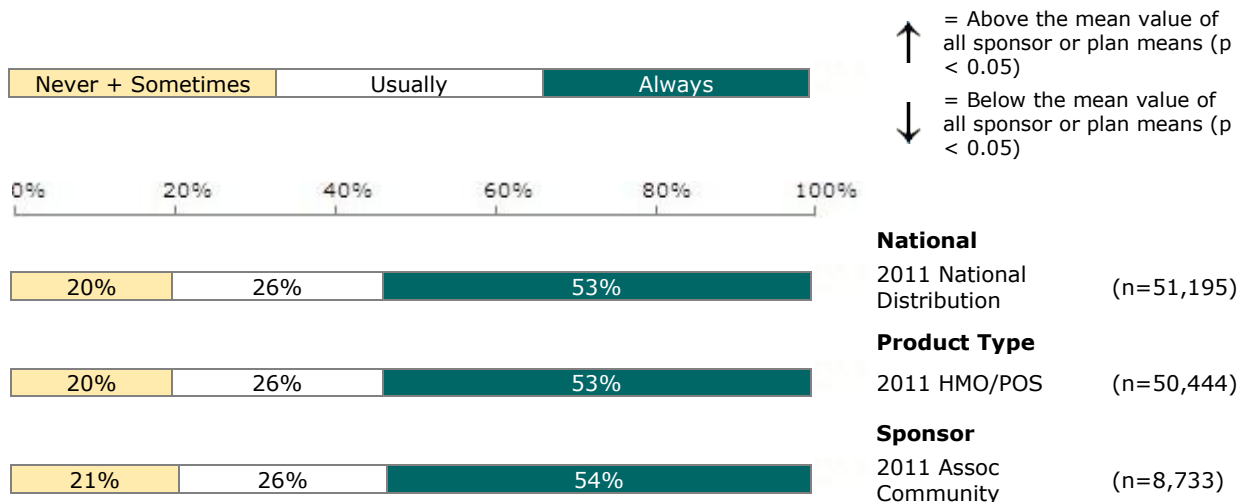


Q4 Got urgent care for illness, injury or condition as soon as needed





Q6 Got non-urgent appointment at doctor's office or clinic as soon as thought needed

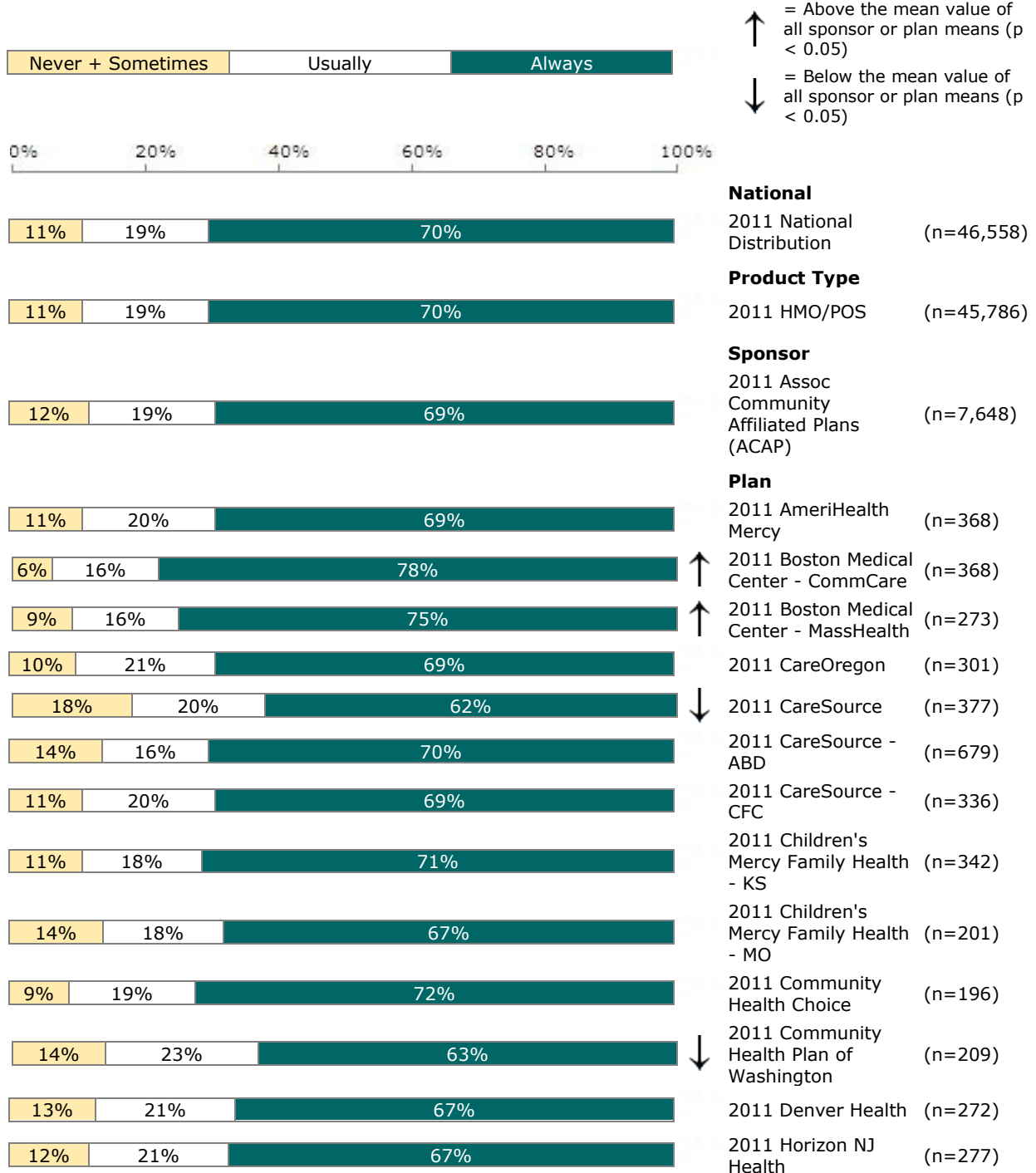


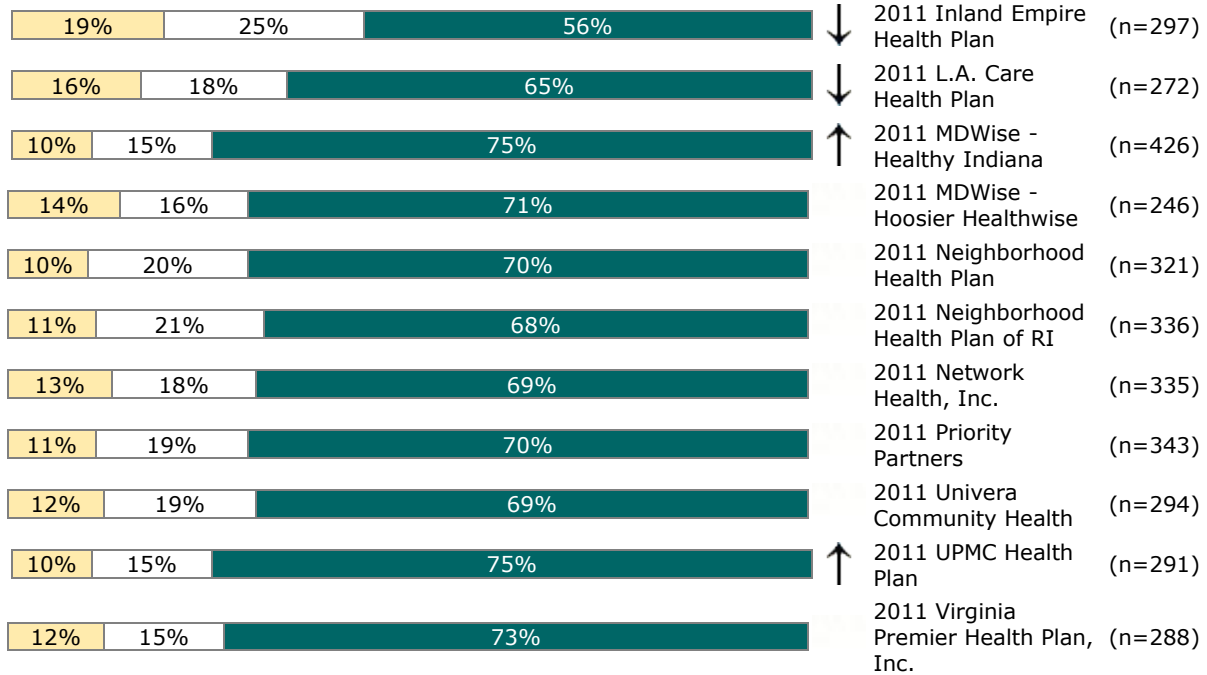
			Affiliated Plans (ACAP)
			Plan
21%	24%	55%	2011 AmeriHealth Mercy (n=409)
18%	26%	56%	2011 Boston Medical Center - CommCare (n=412)
19%	29%	52%	2011 Boston Medical Center - MassHealth (n=324)
22%	29%	49%	2011 CareOregon (n=347)
19%	23%	58%	↑ 2011 CareSource (n=407)
17%	23%	59%	↑ 2011 CareSource - ABD (n=712)
21%	27%	52%	2011 CareSource - CFC (n=413)
15%	27%	58%	↑ 2011 Children's Mercy Family Health - KS (n=436)
24%	25%	51%	2011 Children's Mercy Family Health - MO (n=282)
15%	19%	67%	↑ 2011 Community Health Choice (n=296)
25%	34%	41%	↓ 2011 Community Health Plan of Washington (n=269)
32%	26%	42%	↓ 2011 Denver Health (n=323)
28%	21%	51%	2011 Horizon NJ Health (n=325)
28%	27%	45%	↓ 2011 Inland Empire Health Plan (n=348)
32%	24%	44%	↓ 2011 L.A. Care Health Plan (n=282)
15%	24%	61%	↑ 2011 MDWise - Healthy Indiana (n=461)
20%	26%	54%	2011 MDWise - Hoosier Healthwise (n=306)
23%	27%	50%	2011 Neighborhood Health Plan (n=371)
19%	29%	52%	2011 Neighborhood Health Plan of RI (n=367)
18%	25%	57%	2011 Network Health, Inc. (n=364)
19%	26%	55%	2011 Priority Partners (n=357)
17%	28%	55%	2011 Univera Community Health (n=294)
18%	26%	55%	2011 UPMC Health Plan (n=318)
19%	24%	57%	2011 Virginia Premier Health Plan, Inc. (n=310)

Results generated 10/4/2011 2:38:08 PM

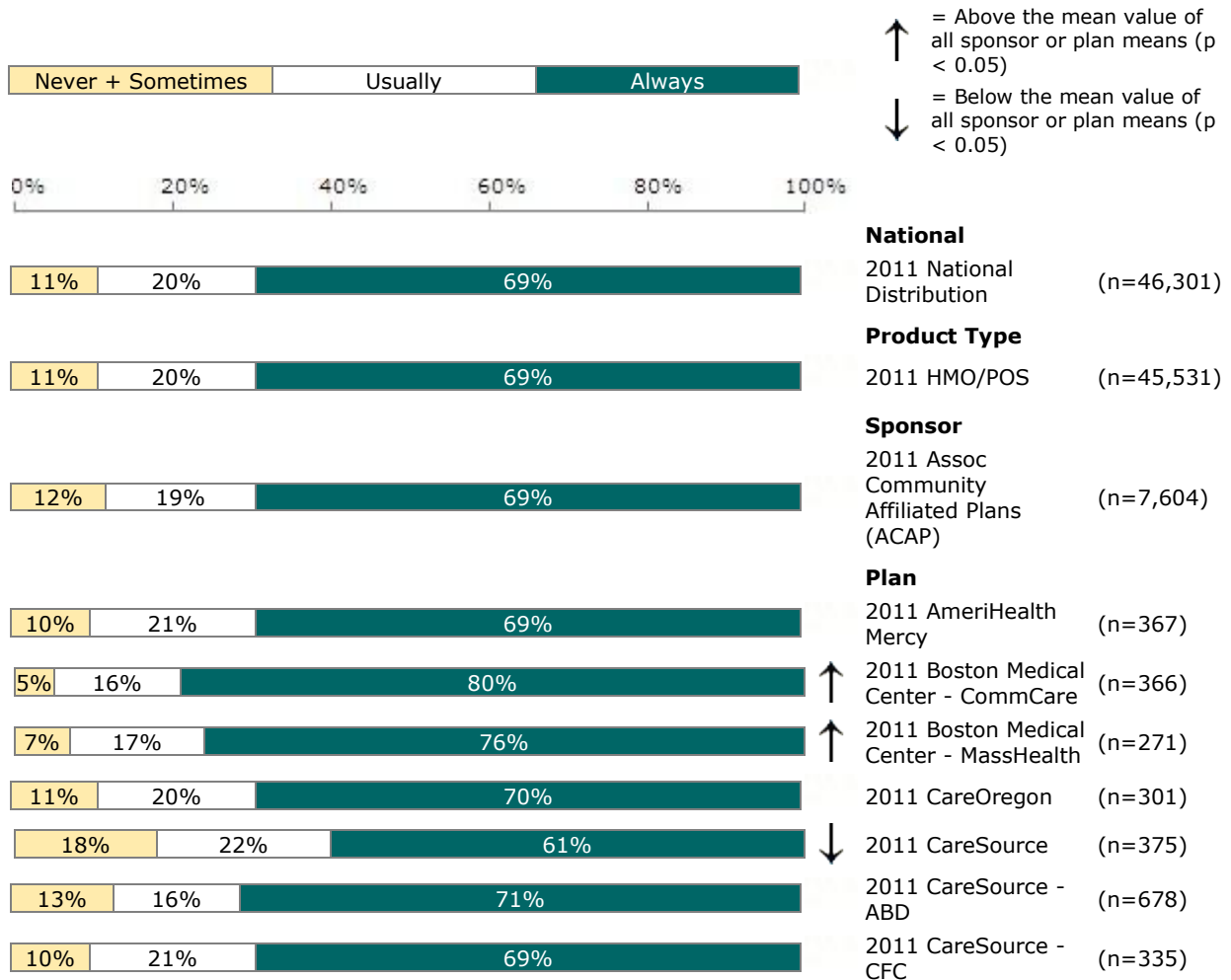
2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

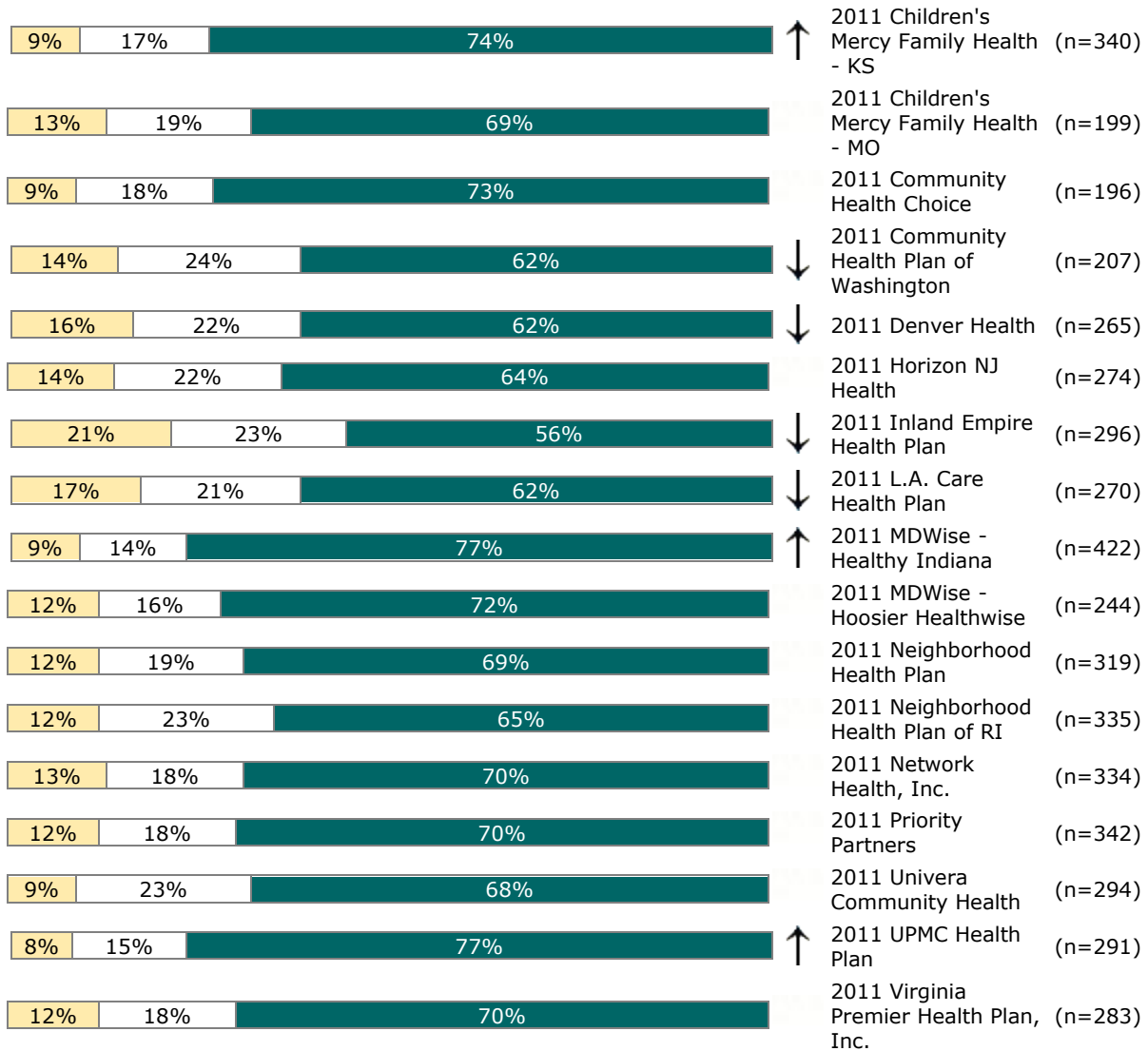
How Well Doctors Communicate Composite Combines responses from four questions regarding how often doctors communicated well with consumers.



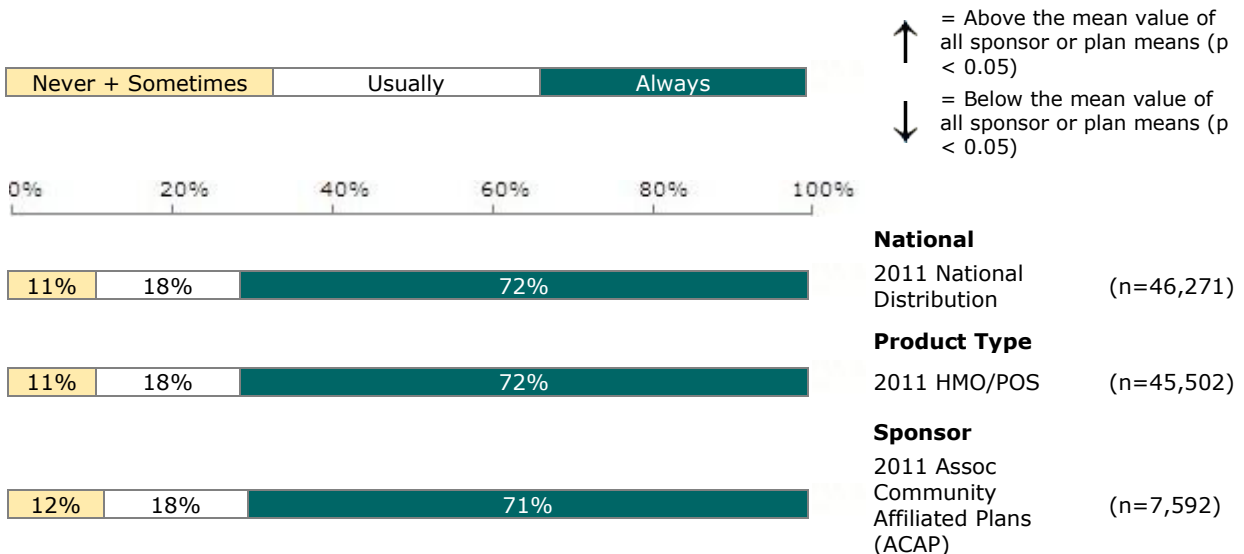


Q15 Personal doctor explained things clearly



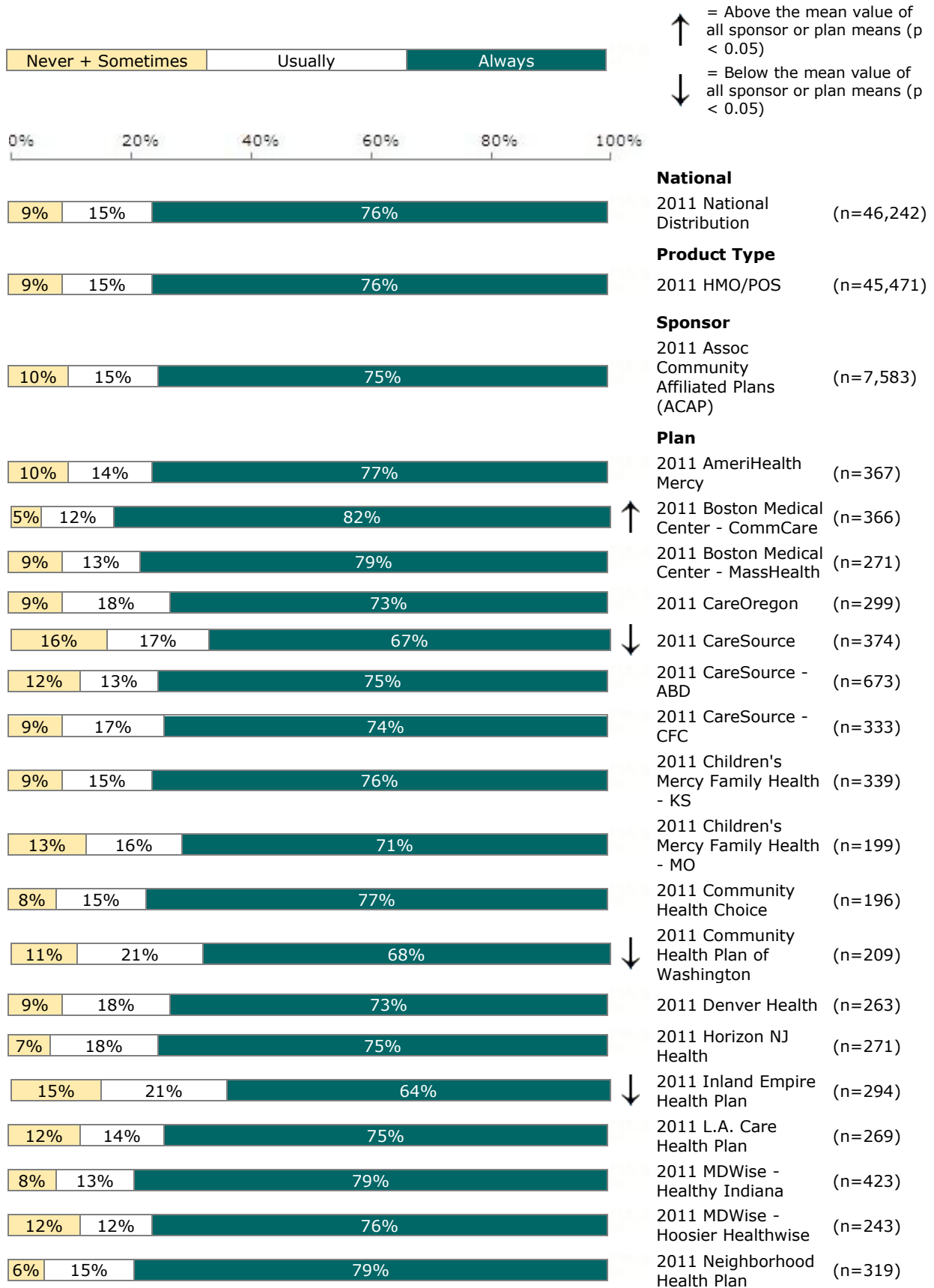


Q16 Personal doctor listened carefully



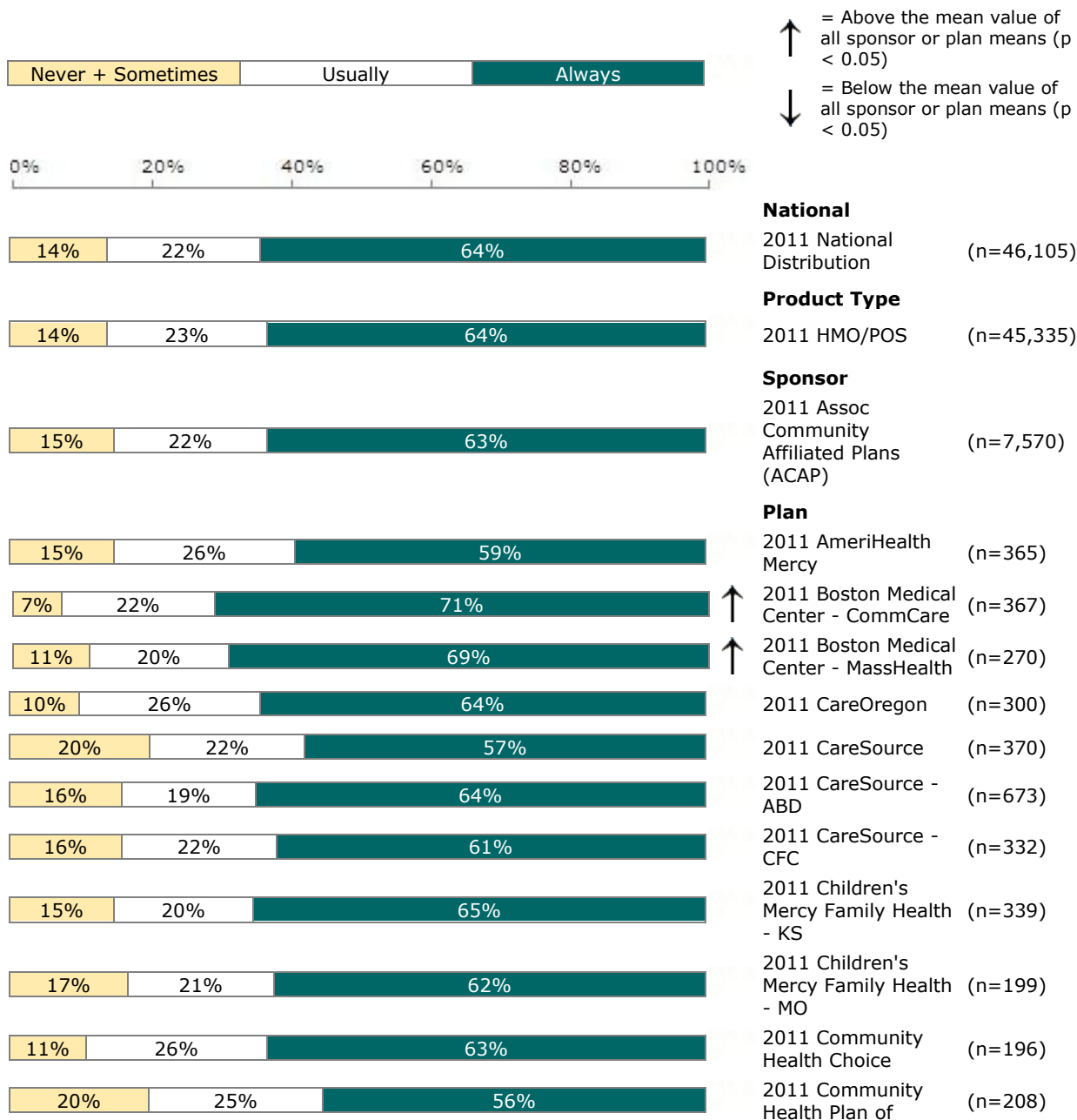
			Plan
10%	20%	70%	2011 AmeriHealth Mercy (n=368)
7%	13%	81%	↑ 2011 Boston Medical Center - CommCare (n=366)
10%	14%	76%	2011 Boston Medical Center - MassHealth (n=270)
10%	20%	70%	2011 CareOregon (n=297)
17%	21%	62%	↓ 2011 CareSource (n=373)
13%	16%	71%	2011 CareSource - ABD (n=678)
11%	18%	71%	2011 CareSource - CFC (n=334)
11%	19%	70%	2011 Children's Mercy Family Health - KS (n=340)
15%	18%	67%	2011 Children's Mercy Family Health - MO (n=199)
9%	18%	72%	2011 Community Health Choice (n=196)
11%	24%	64%	2011 Community Health Plan of Washington (n=209)
10%	18%	72%	2011 Denver Health (n=264)
12%	22%	67%	2011 Horizon NJ Health (n=272)
18%	25%	57%	↓ 2011 Inland Empire Health Plan (n=296)
16%	15%	69%	2011 L.A. Care Health Plan (n=271)
10%	13%	78%	2011 MDWise - Healthy Indiana (n=419)
16%	14%	71%	2011 MDWise - Hoosier Healthwise (n=243)
9%	19%	72%	2011 Neighborhood Health Plan (n=320)
11%	19%	70%	2011 Neighborhood Health Plan of RI (n=329)
12%	17%	71%	2011 Network Health, Inc. (n=334)
11%	19%	70%	2011 Priority Partners (n=342)
12%	17%	71%	2011 Univera Community Health (n=294)
10%	15%	76%	2011 UPMC Health Plan (n=290)
11%	15%	74%	2011 Virginia Premier Health Plan, Inc. (n=288)

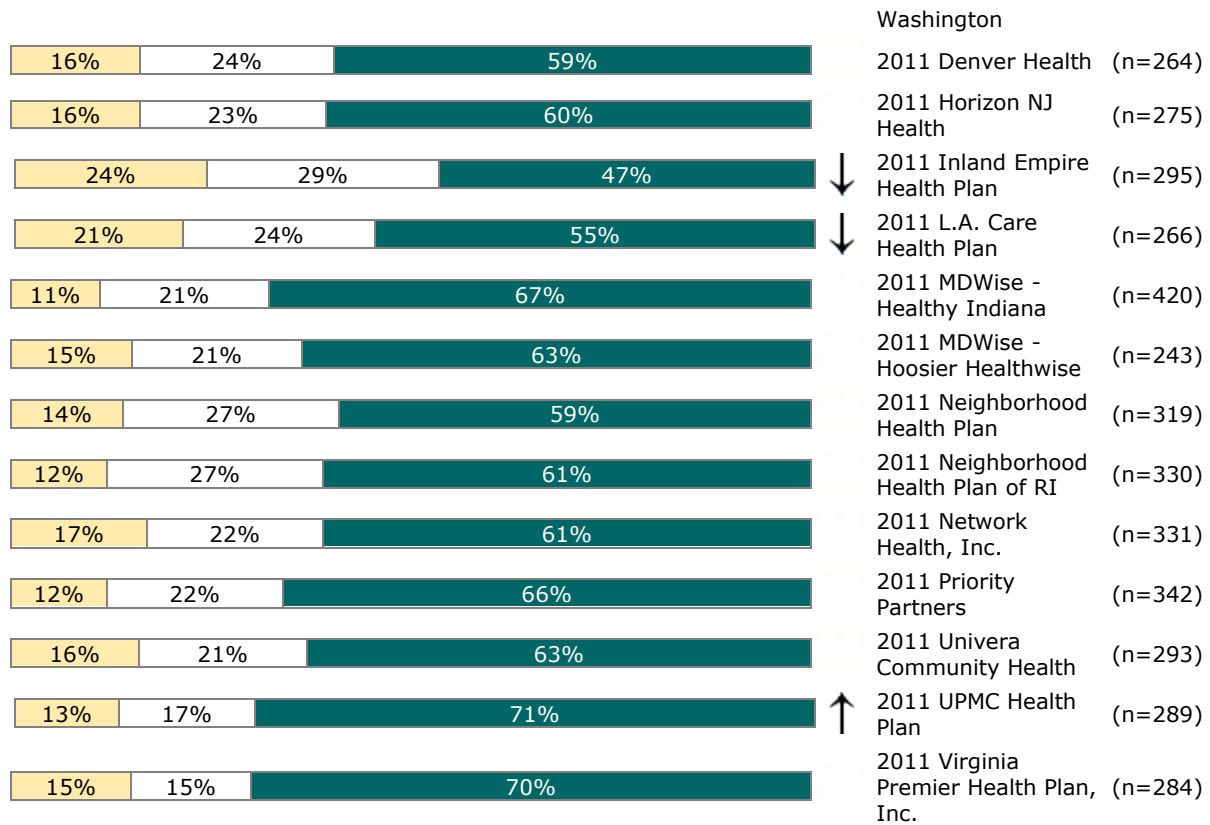
Q17 Personal doctor respected consumer comments





Q18 Personal doctor spent enough time with consumers

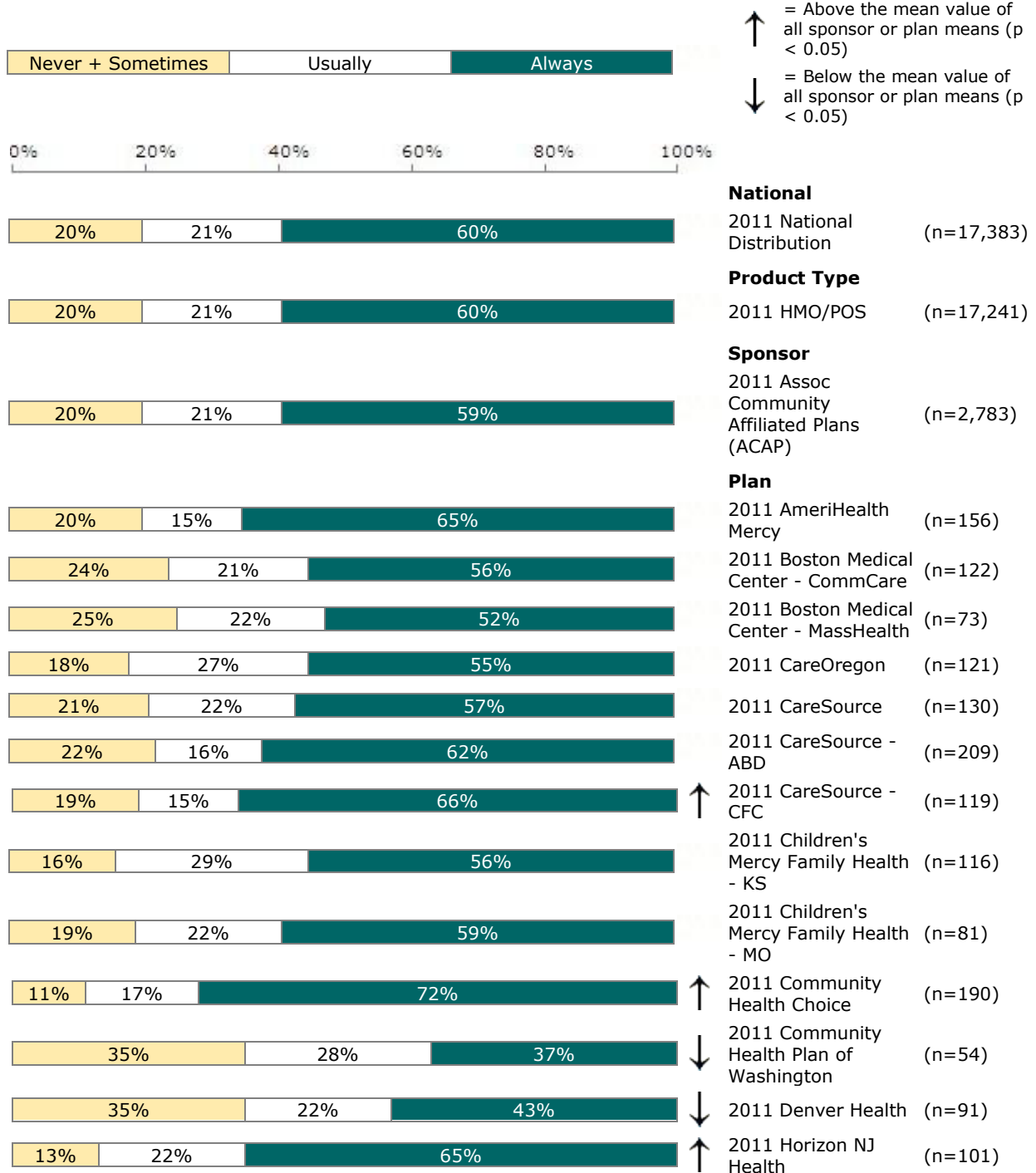


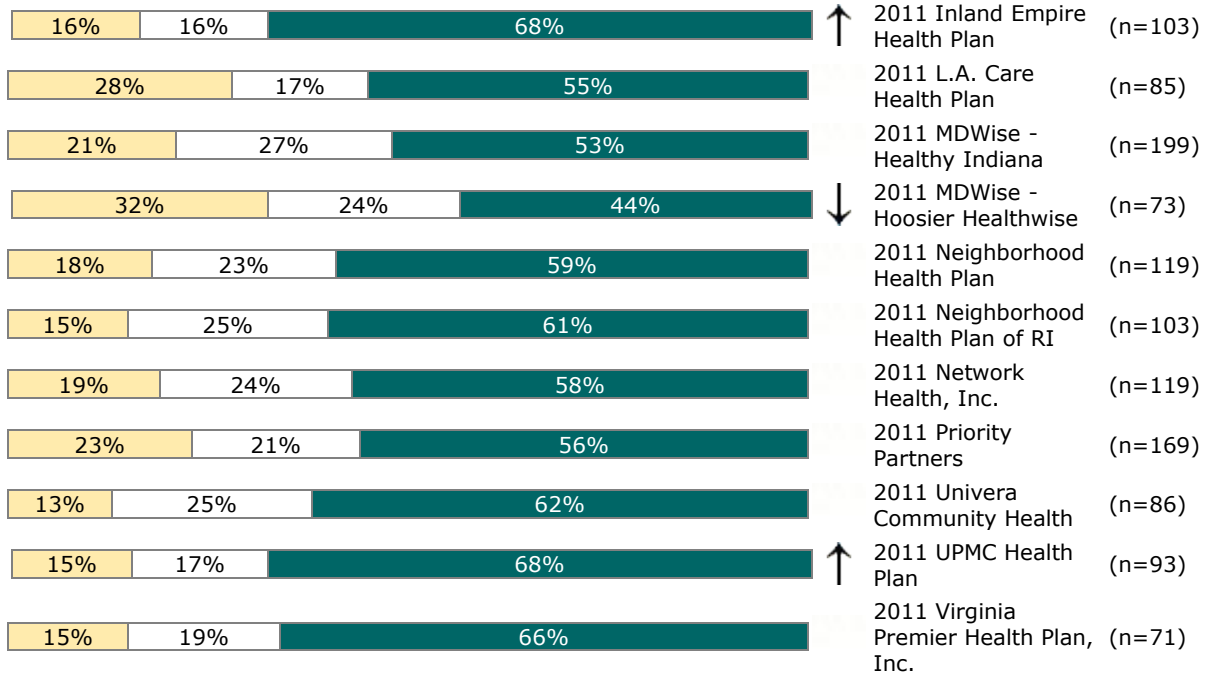


Results generated 10/4/2011 2:38:09 PM

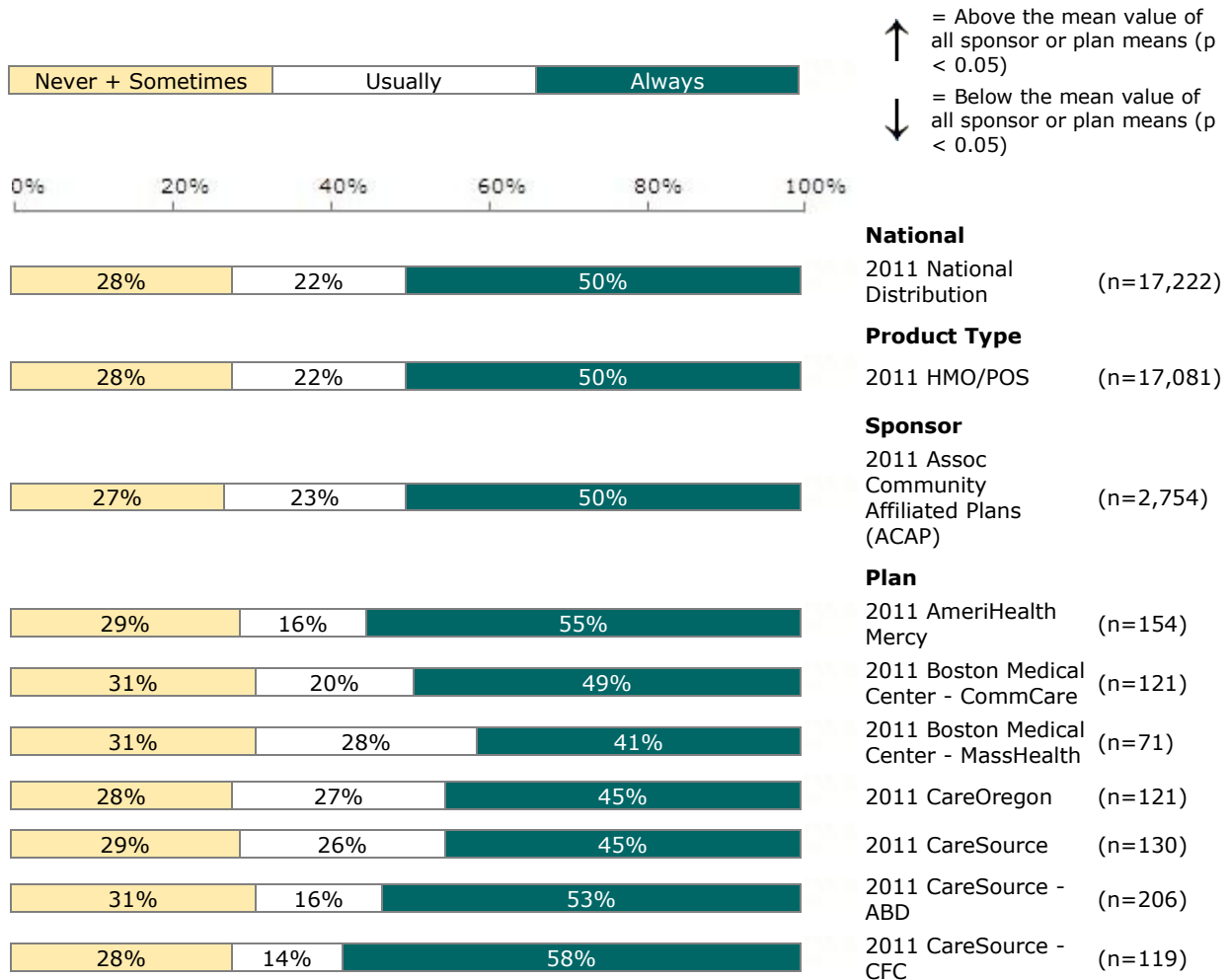
2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

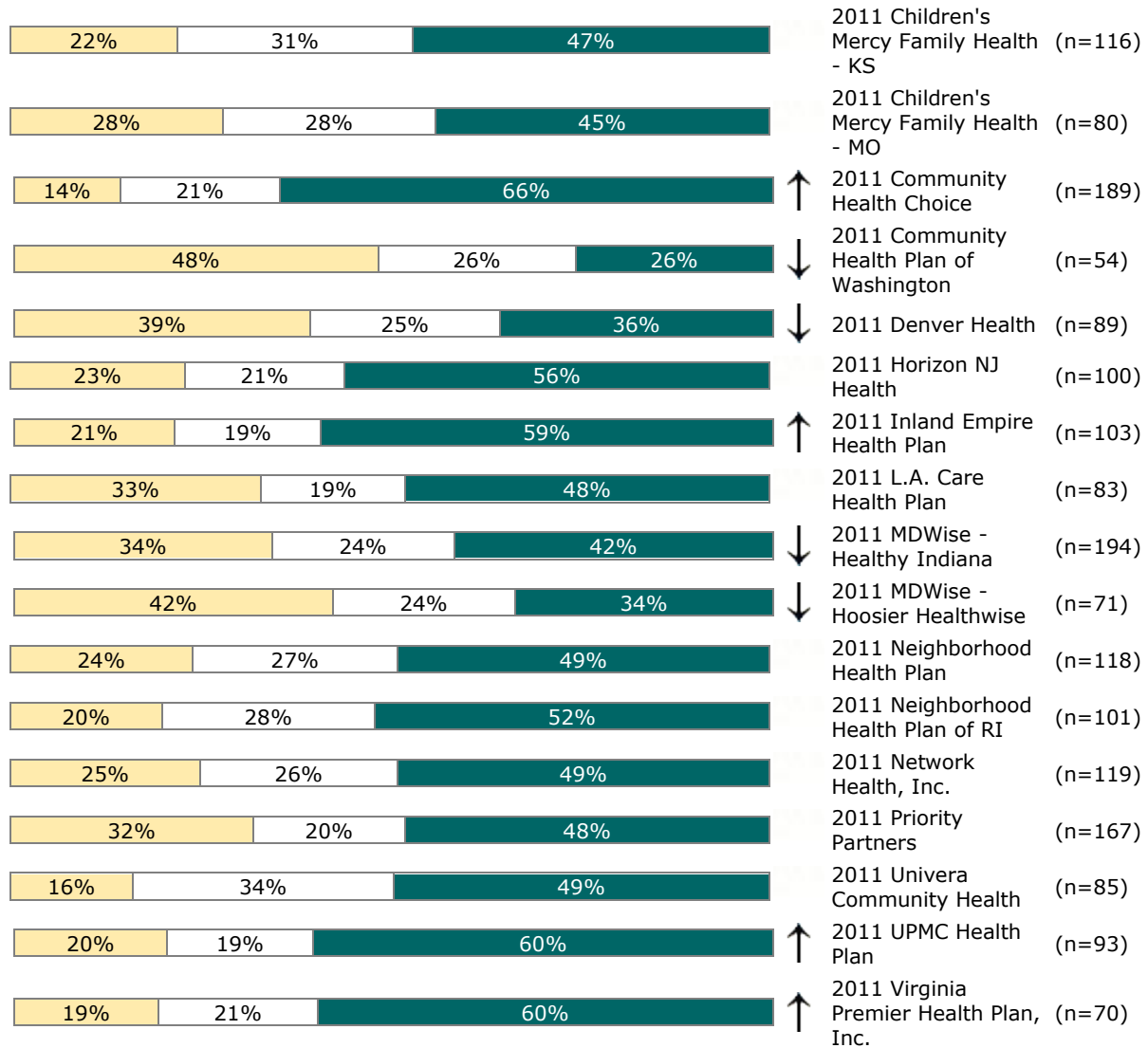
Health Plan Information and Customer Service Composite Combines responses from two questions about getting needed information and help from your health plan.



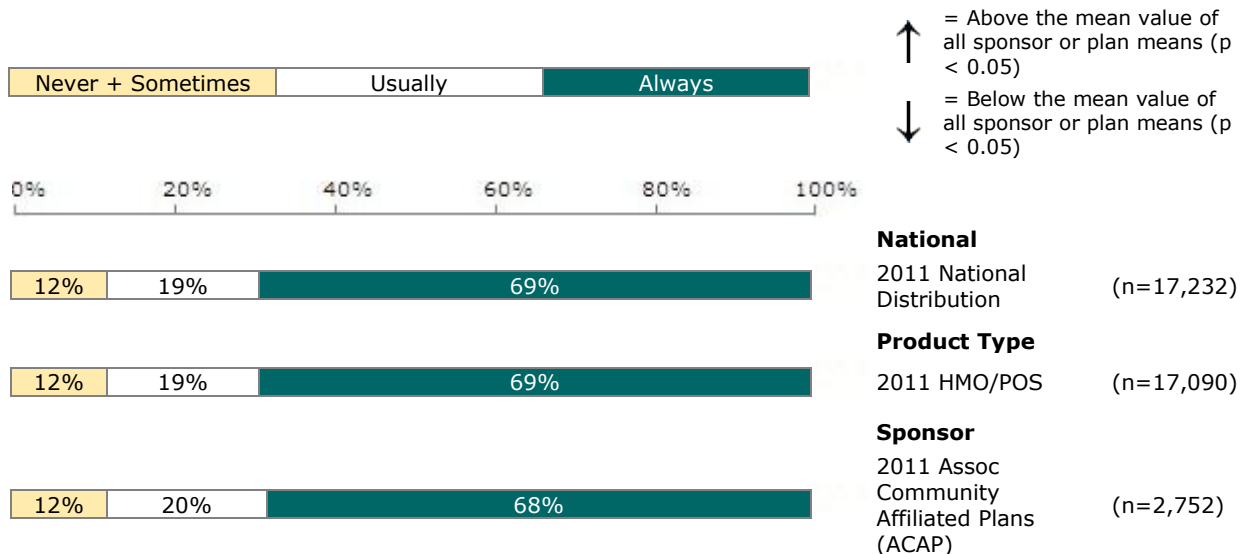


Q31 Customer service gave necessary information or help





Q32 Customer service staff courteous and respectful

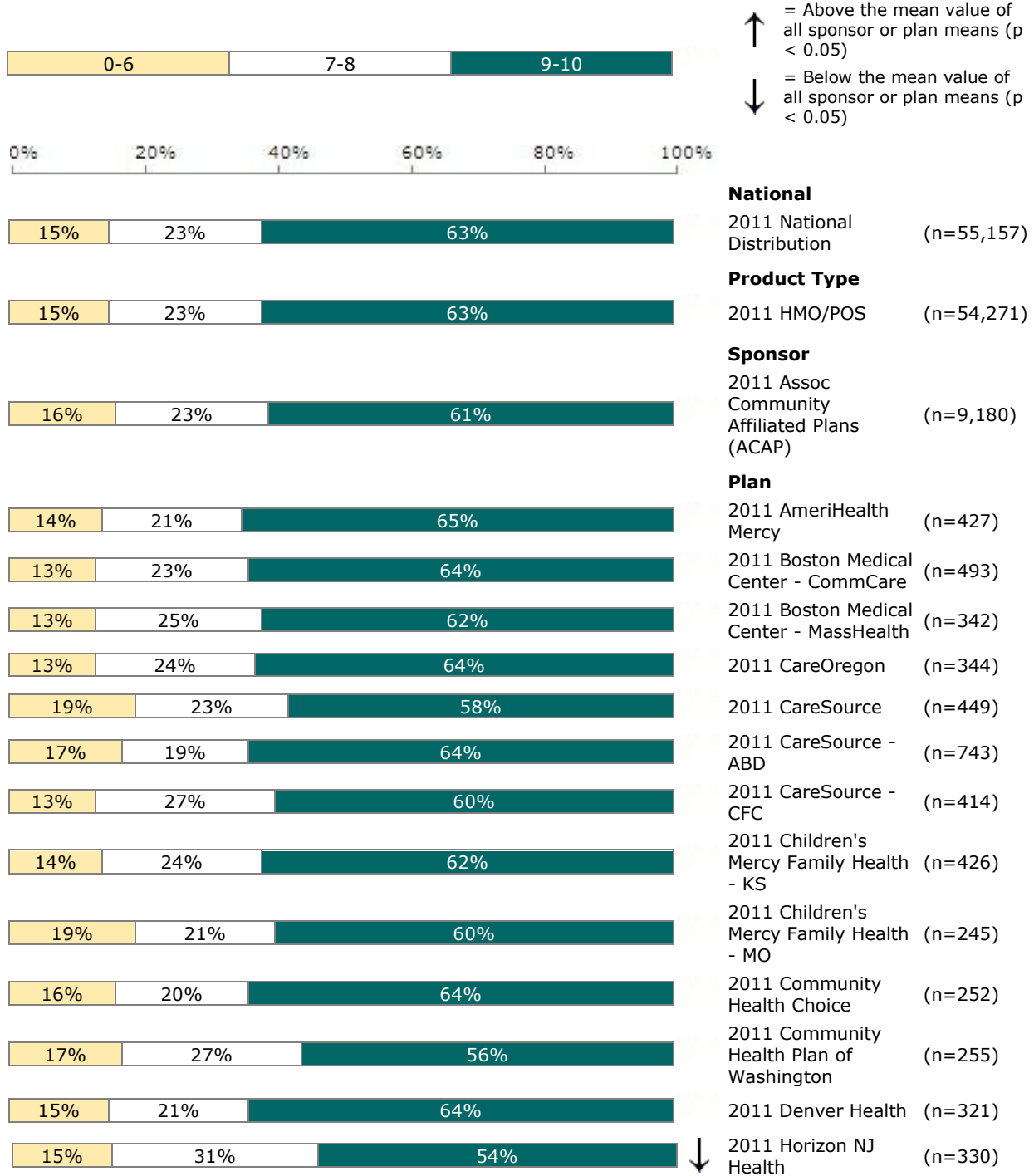


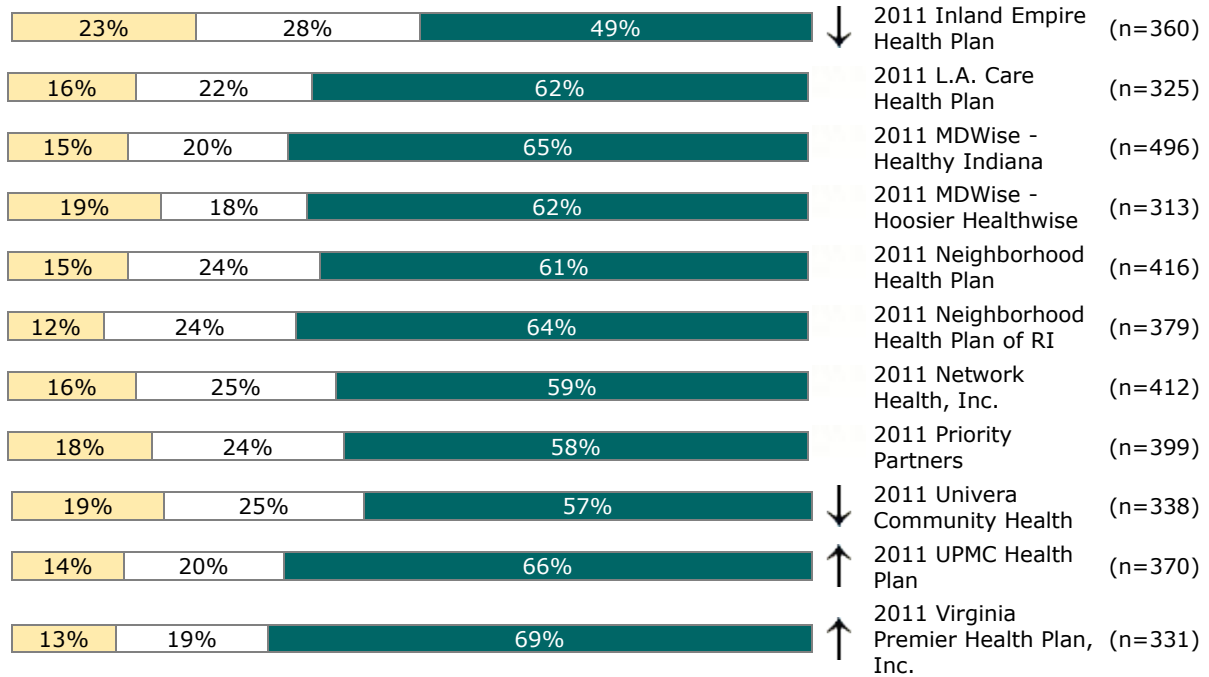
			Plan
11%	14%	75%	2011 AmeriHealth Mercy (n=154)
16%	21%	62%	↓ 2011 Boston Medical Center - CommCare (n=122)
19%	17%	64%	2011 Boston Medical Center - MassHealth (n=72)
8%	26%	66%	2011 CareOregon (n=118)
12%	18%	69%	2011 CareSource (n=130)
13%	16%	71%	2011 CareSource - ABD (n=205)
9%	16%	74%	↑ 2011 CareSource - CFC (n=117)
9%	26%	65%	2011 Children's Mercy Family Health - KS (n=115)
11%	16%	73%	2011 Children's Mercy Family Health - MO (n=80)
7%	14%	78%	↑ 2011 Community Health Choice (n=190)
22%	30%	48%	↓ 2011 Community Health Plan of Washington (n=54)
30%	20%	50%	↓ 2011 Denver Health (n=90)
3%	22%	74%	↑ 2011 Horizon NJ Health (n=98)
10%	13%	77%	↑ 2011 Inland Empire Health Plan (n=102)
23%	15%	62%	2011 L.A. Care Health Plan (n=84)
7%	30%	63%	2011 MDWise - Healthy Indiana (n=196)
22%	25%	53%	↓ 2011 MDWise - Hoosier Healthwise (n=73)
12%	19%	69%	2011 Neighborhood Health Plan (n=118)
10%	21%	69%	2011 Neighborhood Health Plan of RI (n=103)
12%	21%	67%	2011 Network Health, Inc. (n=117)
13%	23%	64%	2011 Priority Partners (n=168)
9%	15%	76%	2011 Univera Community Health (n=86)
9%	15%	76%	2011 UPMC Health Plan (n=92)
12%	16%	72%	2011 Virginia Premier Health Plan, Inc. (n=68)

Results generated 10/4/2011 2:38:09 PM

2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q21 Overall Rating of Personal Doctor Using scale of 0 to 10, how would you rate your personal doctor.

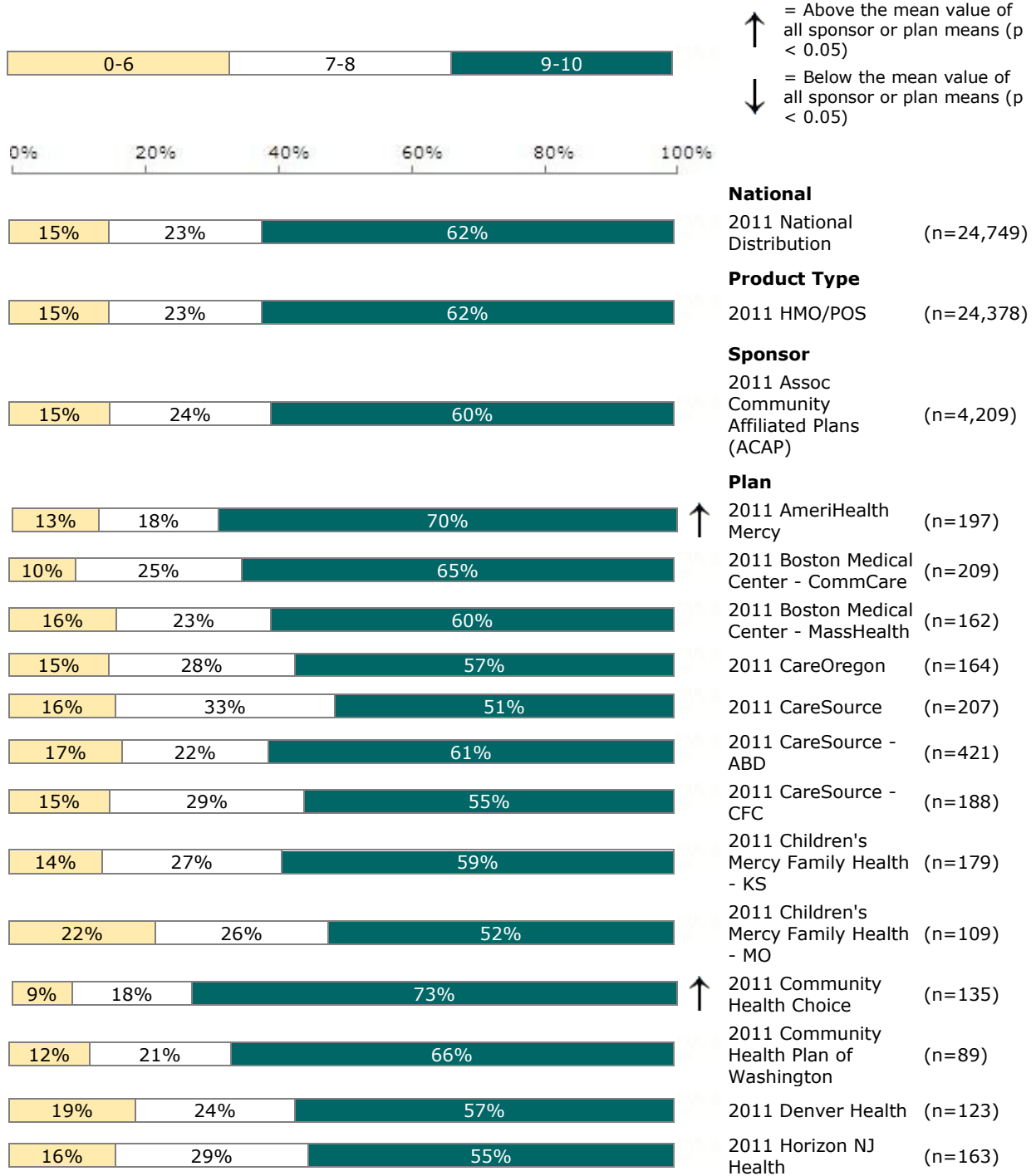


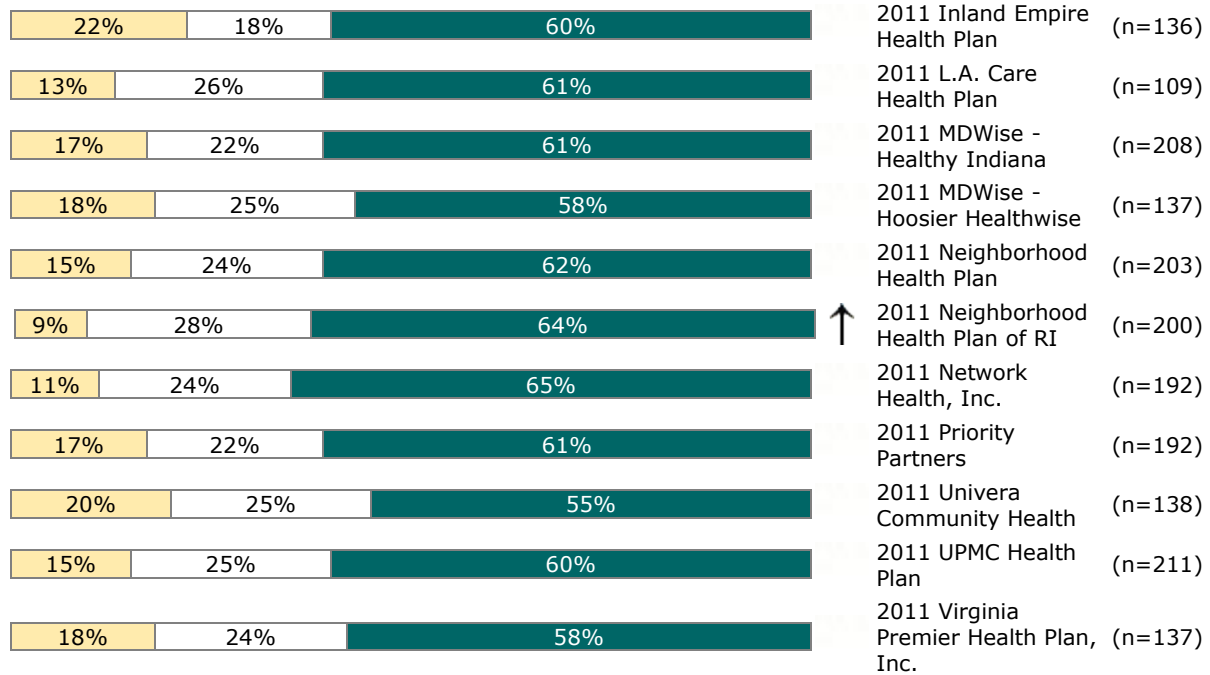


Results generated 10/4/2011 2:38:09 PM

2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q25 Overall Rating of Specialist Using scale of 0 to 10, how would you rate your specialist.





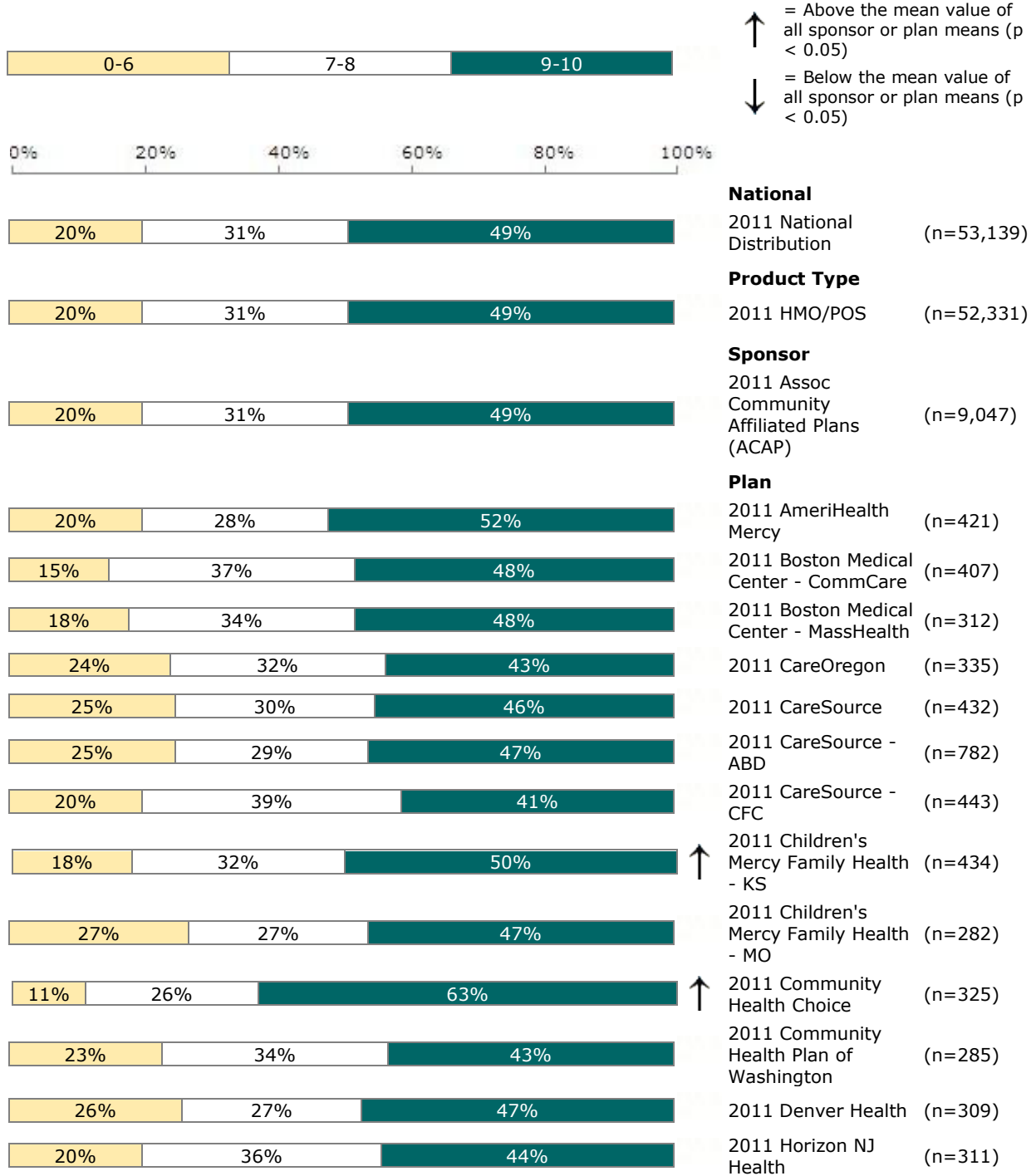
Results generated 10/4/2011 2:38:09 PM

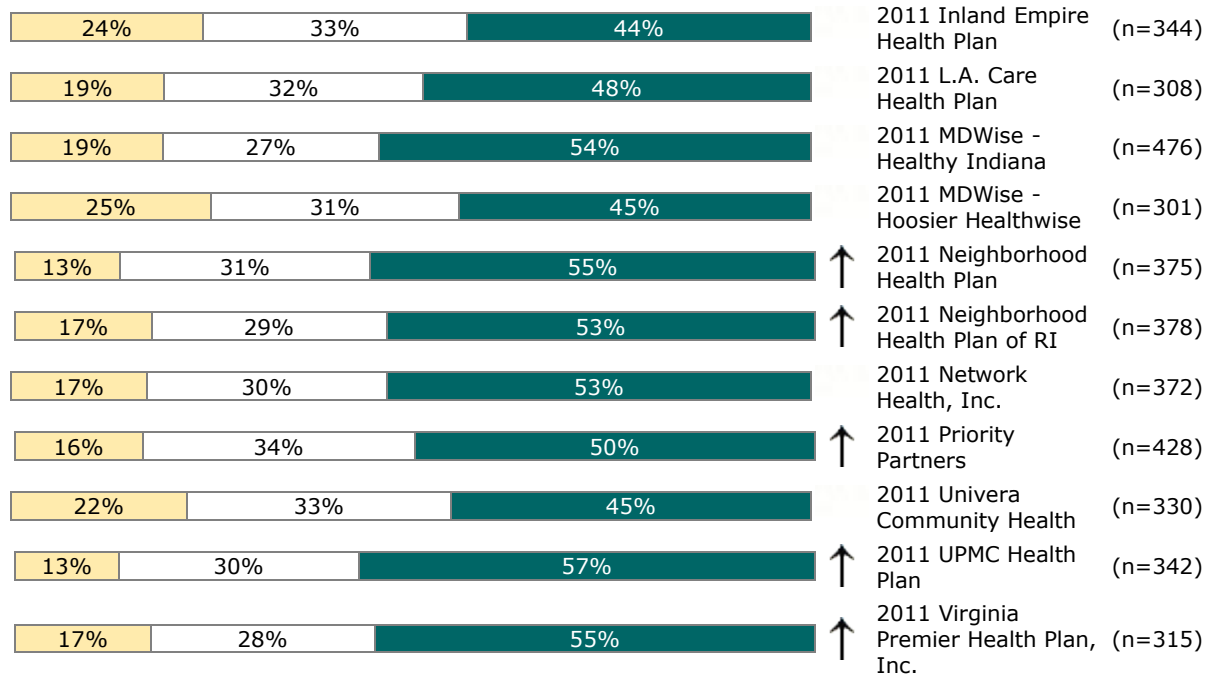
www.cahps.ahrq.gov



2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q12 Overall Rating of Health Care Using scale of 0 to 10, how would you rate all your health care.

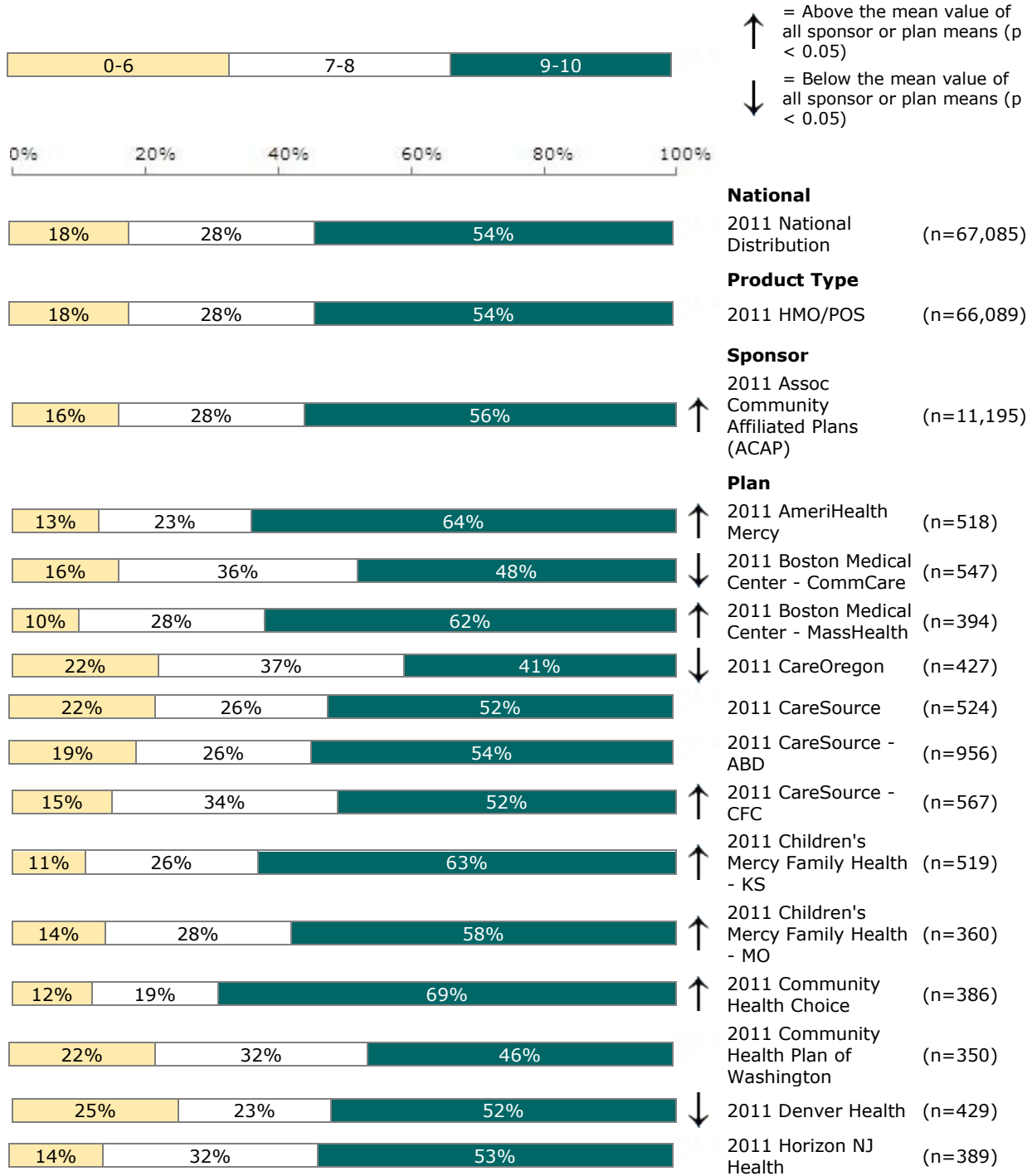


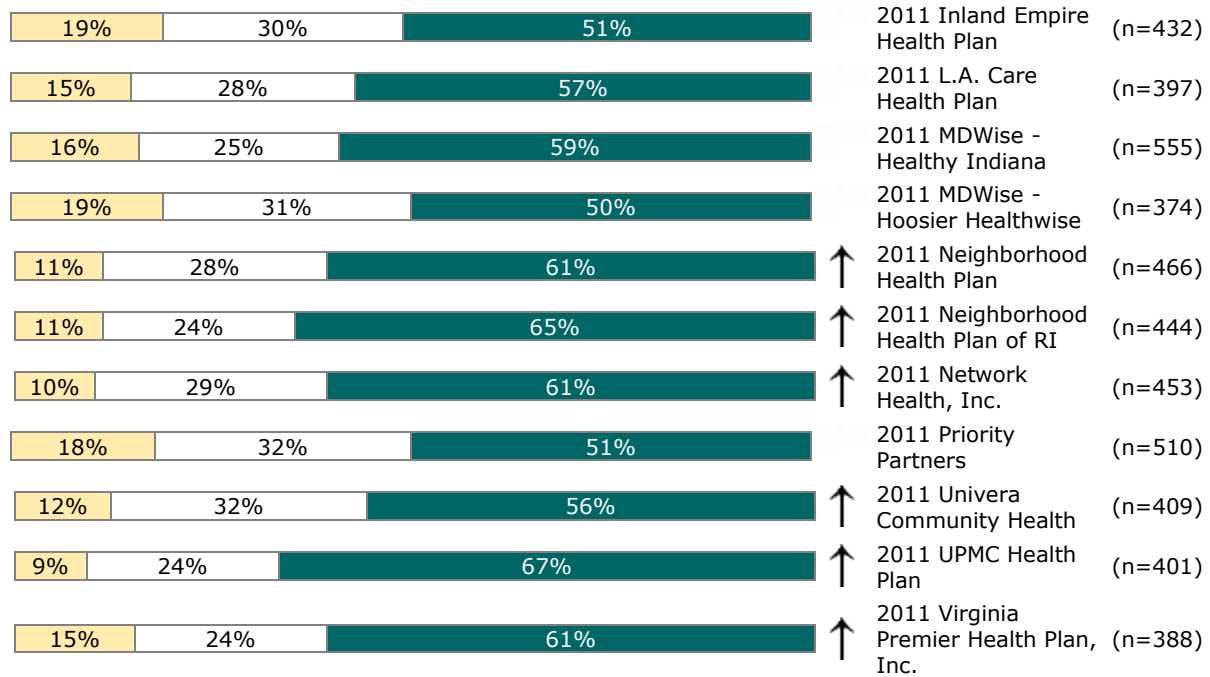


Results generated 10/4/2011 2:38:09 PM

2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q35 Overall Rating of Health Plan Using scale of 0 to 10, how would you rate your health plan.

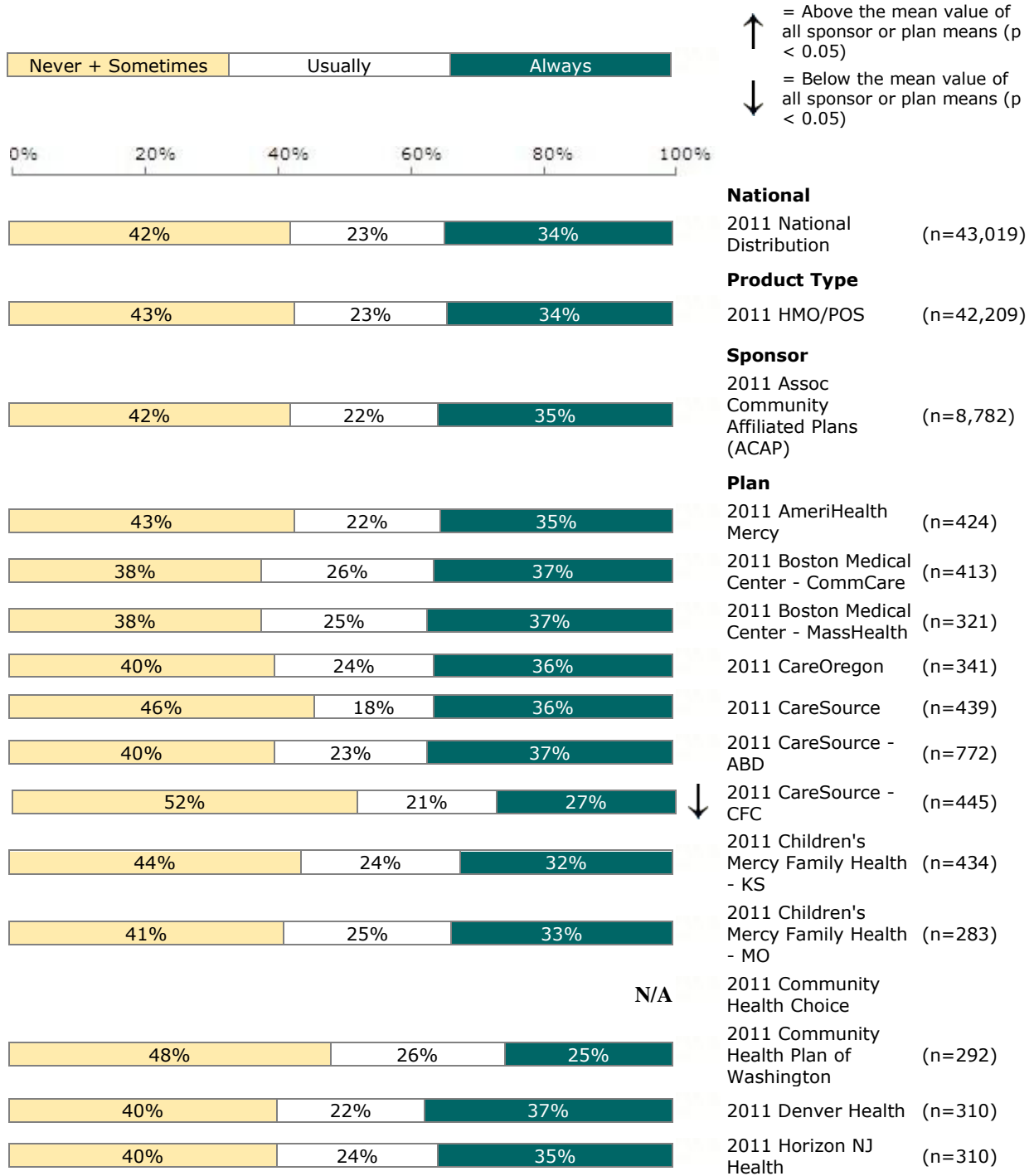


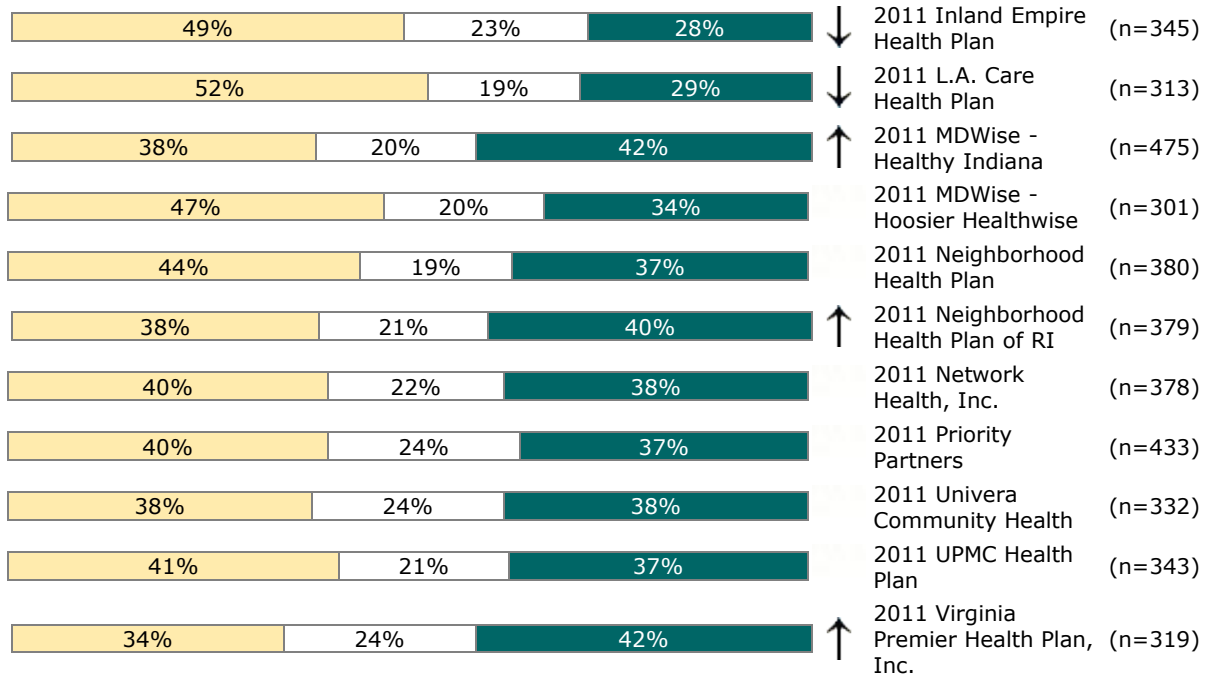


Results generated 10/4/2011 2:38:09 PM

2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q8 Consumer and doctor talked about specific things to prevent illness

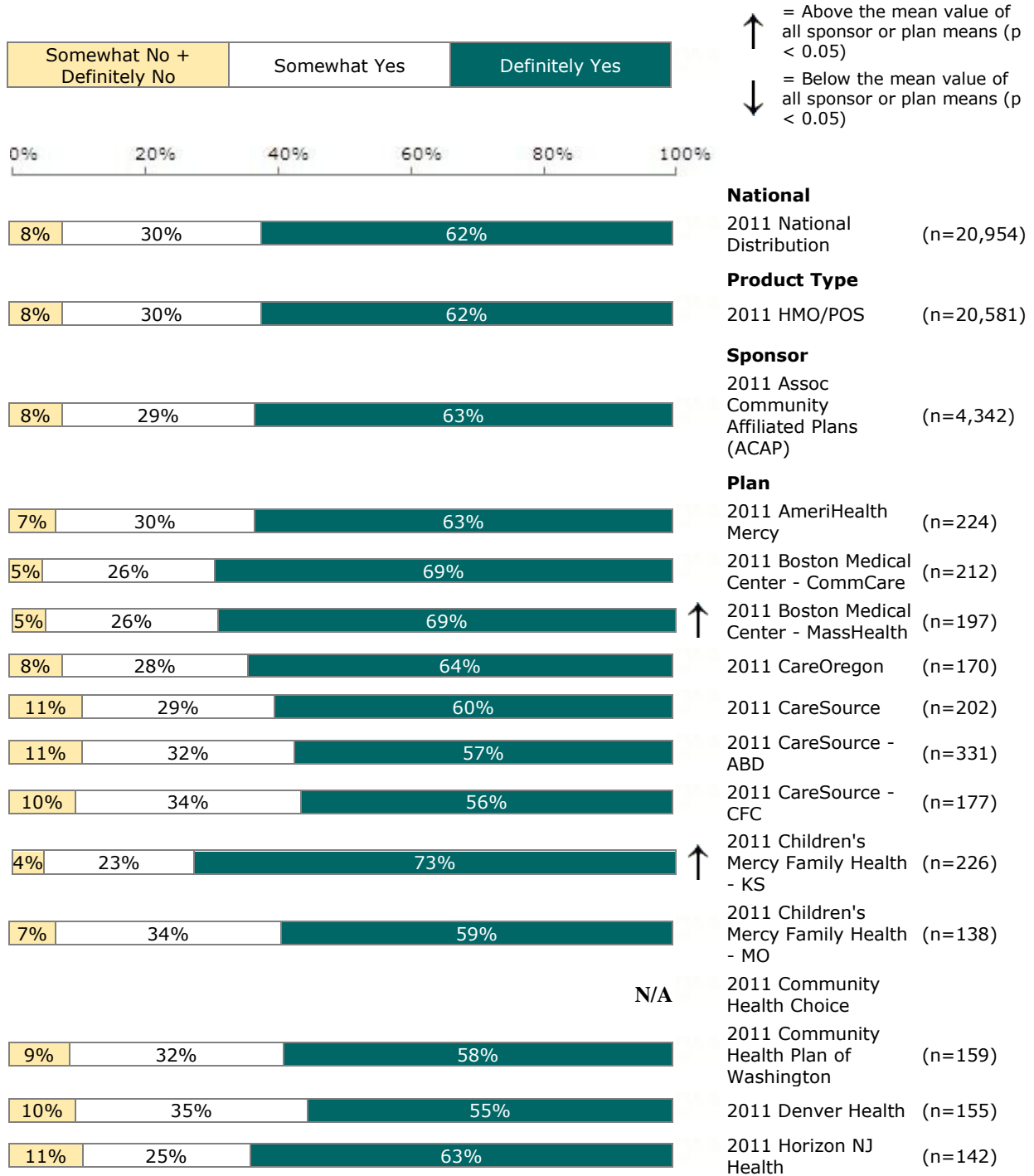


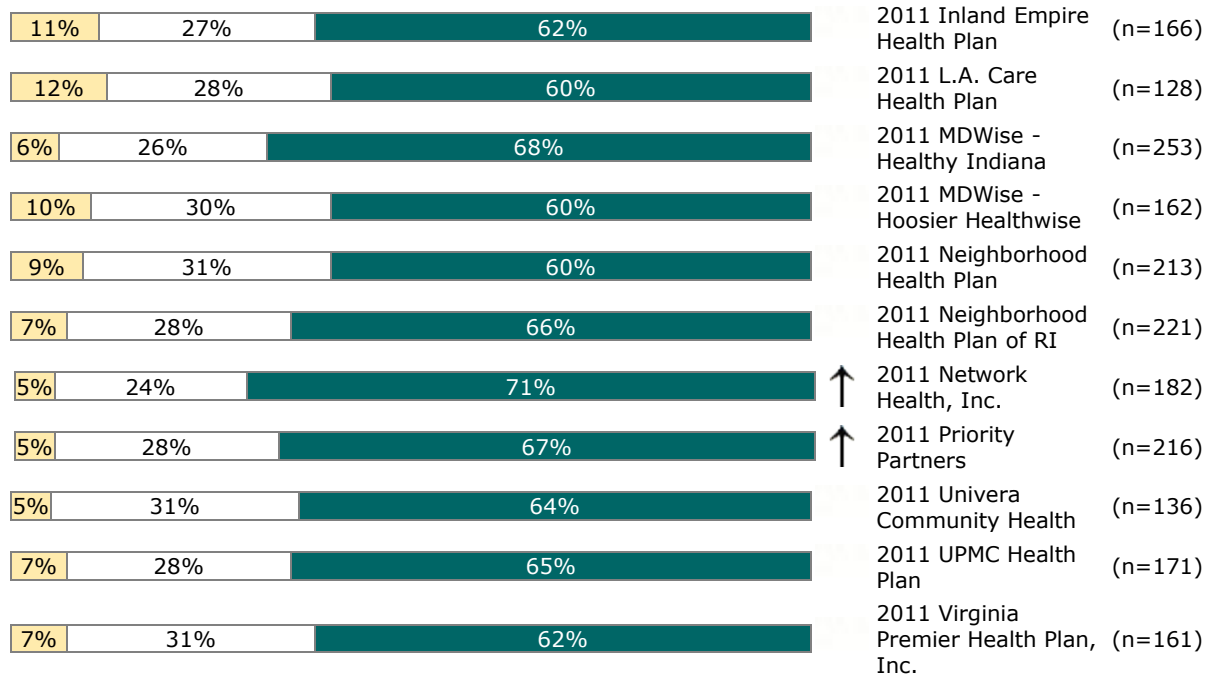


Results generated 10/4/2011 2:38:09 PM

2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q10 Doctor/provider discussed pros & cons of each choice for treatment or care

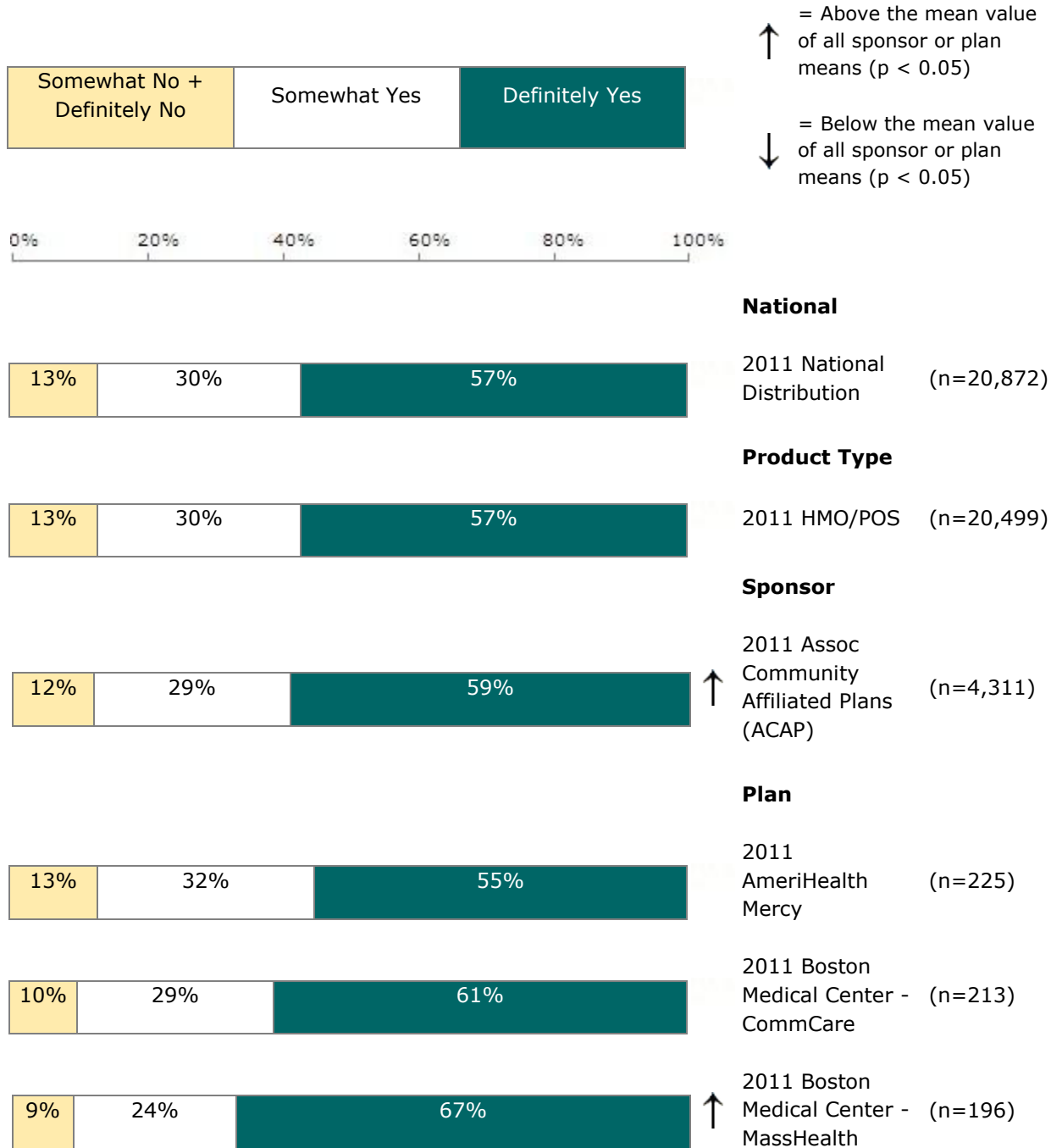


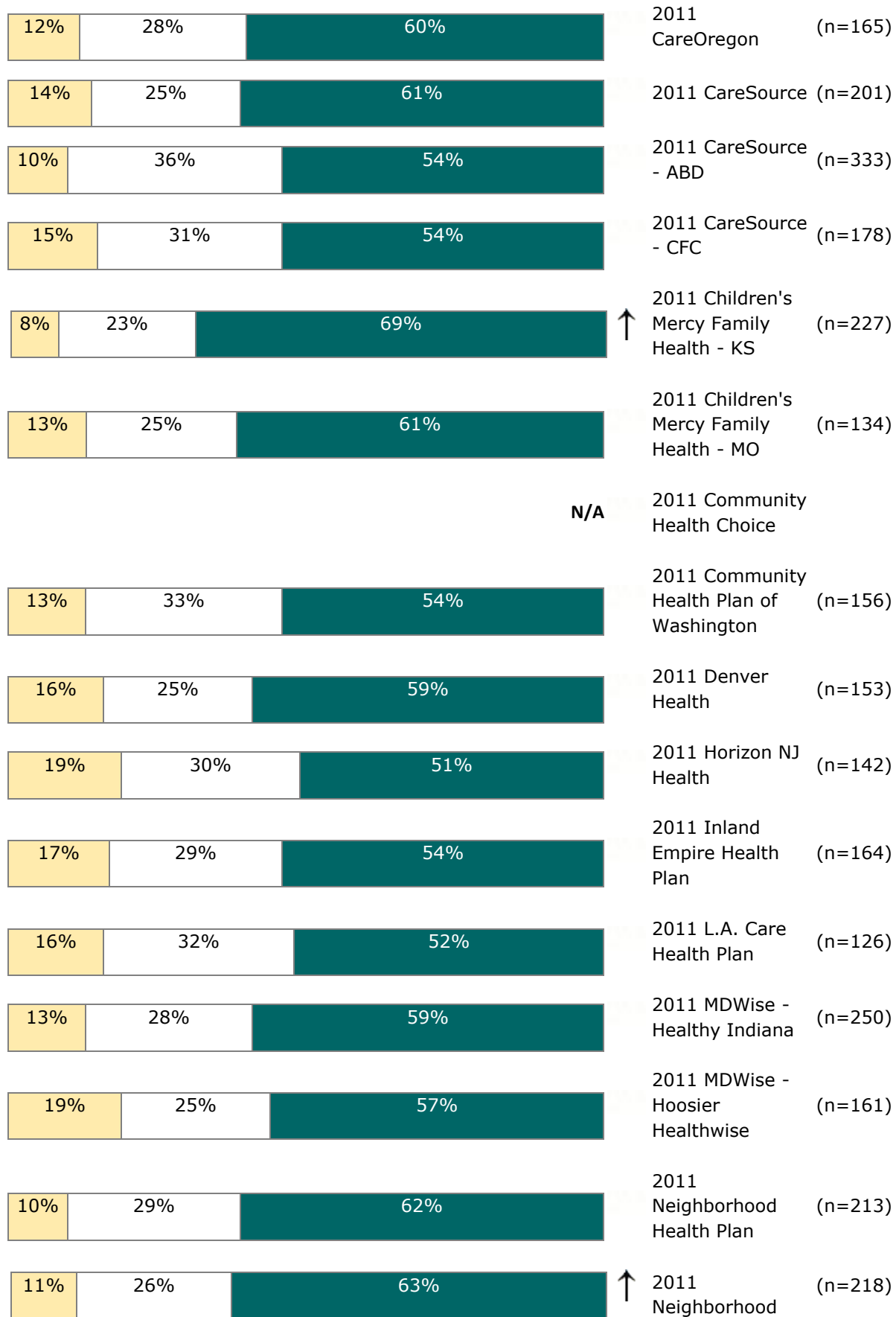


Results generated 10/4/2011 2:38:09 PM

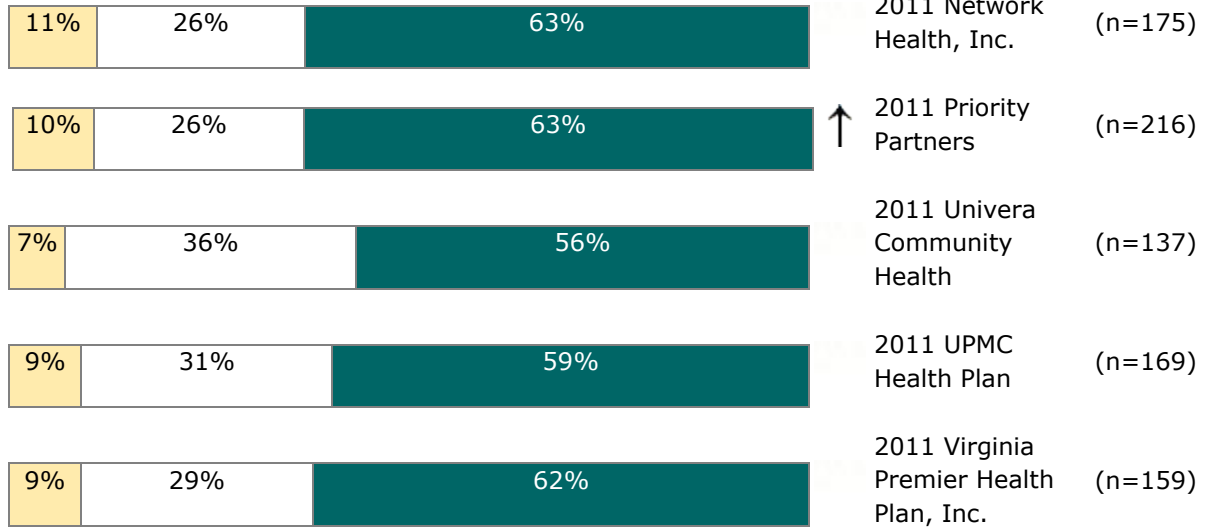
2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q11 Doctor/provider asked consumer which treatment/care choice was best for them





Health Plan of RI

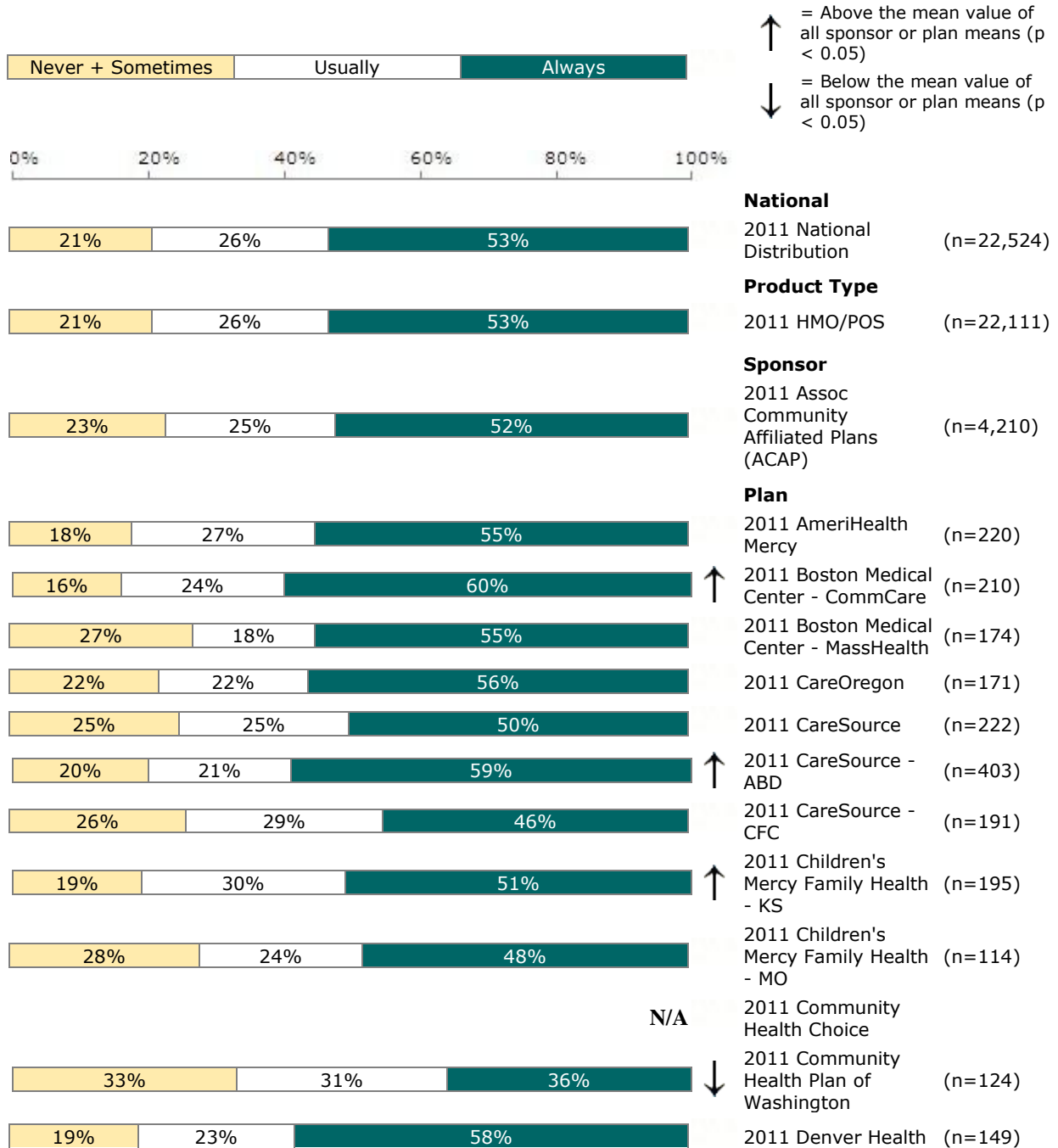


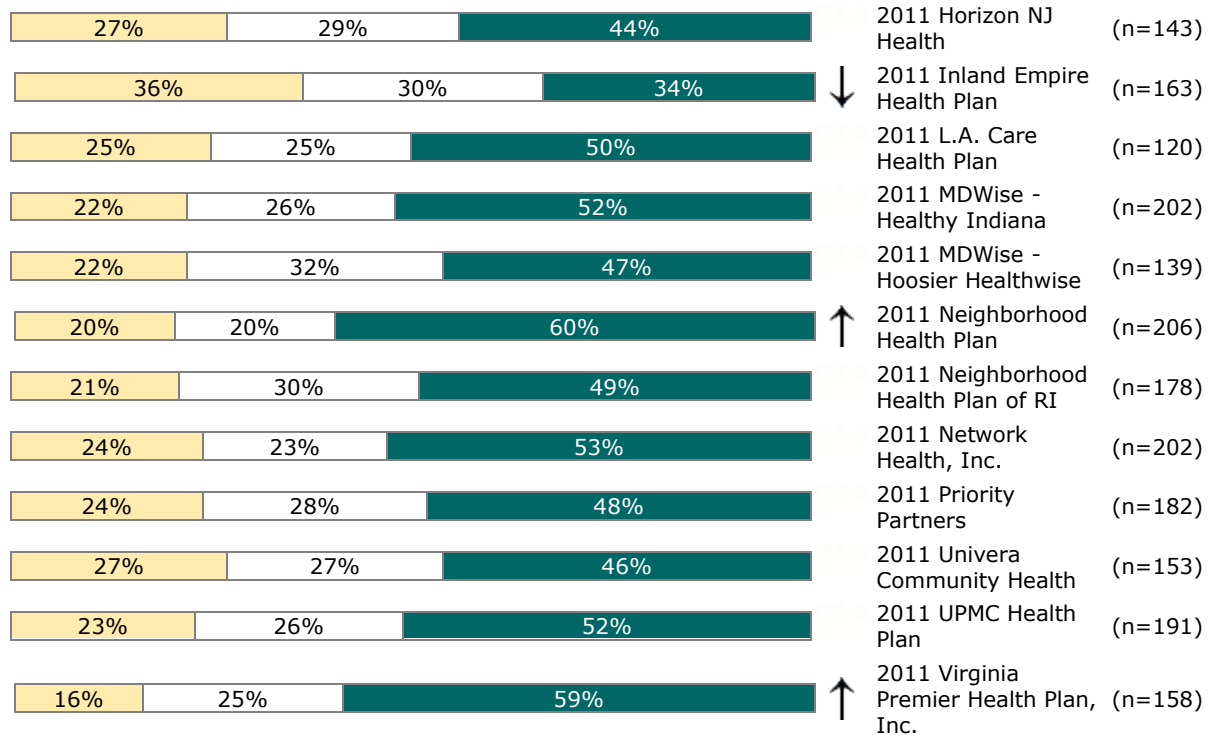
Results generated 10/4/2011 2:38:09 PM



2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q20 Personal doctor seemed informed and up-to-date about care received from other doctors/providers

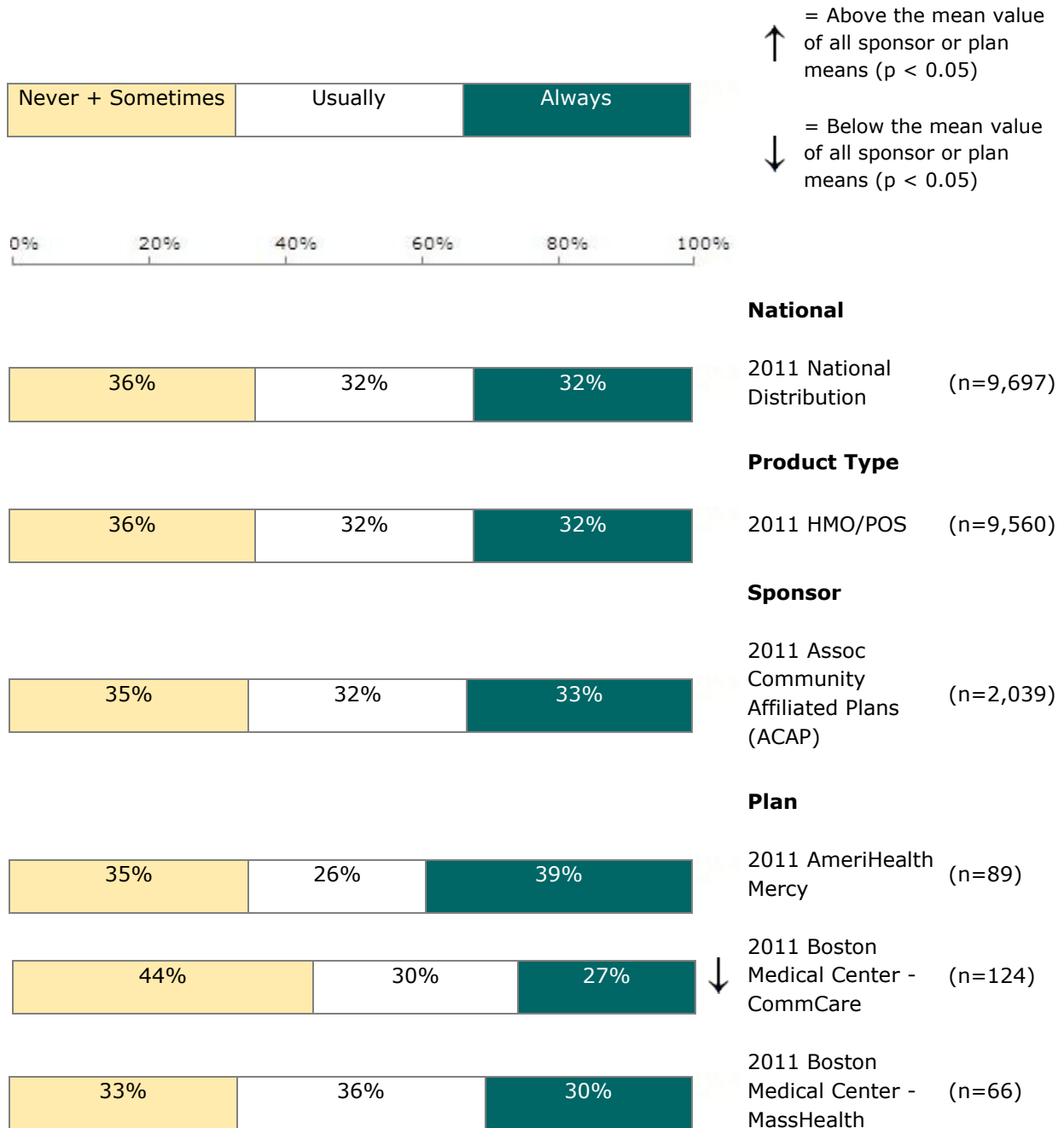




Results generated 10/4/2011 2:38:09 PM

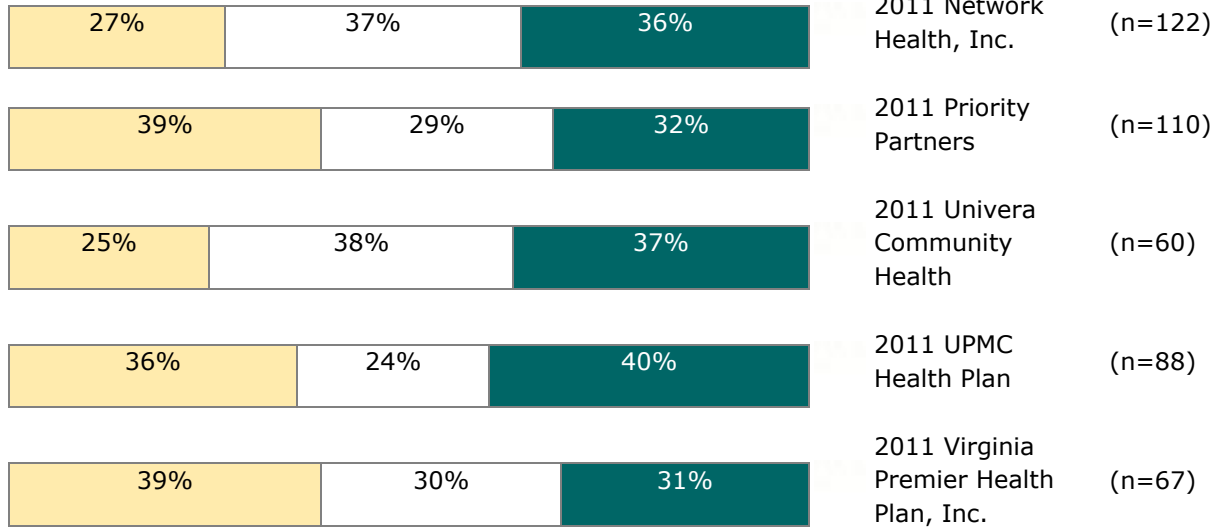
2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q29 How often written materials or Internet provided needed information on how health plan works



35%	37%	28%	2011 CareOregon (n=100)
38%	28%	35%	2011 CareSource (n=101)
36%	32%	31%	2011 CareSource - ABD (n=148)
44%	27%	29%	2011 CareSource - CFC (n=78)
35%	36%	28%	2011 Children's Mercy Family Health - KS (n=99)
38%	36%	26%	2011 Children's Mercy Family Health - MO (n=72)
			2011 Community Health Choice (n=?)
			N/A
40%	44%	15%	2011 Community Health Plan of Washington (n=52)
26%	31%	43%	2011 Denver Health (n=68)
36%	29%	35%	2011 Horizon NJ Health (n=89)
33%	33%	34%	2011 Inland Empire Health Plan (n=61)
28%	34%	38%	2011 L.A. Care Health Plan (n=64)
31%	34%	35%	2011 MDWise - Healthy Indiana (n=131)
41%	32%	28%	2011 MDWise - Hoosier Healthwise (n=79)
29%	34%	37%	2011 Neighborhood Health Plan (n=106)
32%	29%	38%	2011 Neighborhood (n=65)

Health Plan of RI

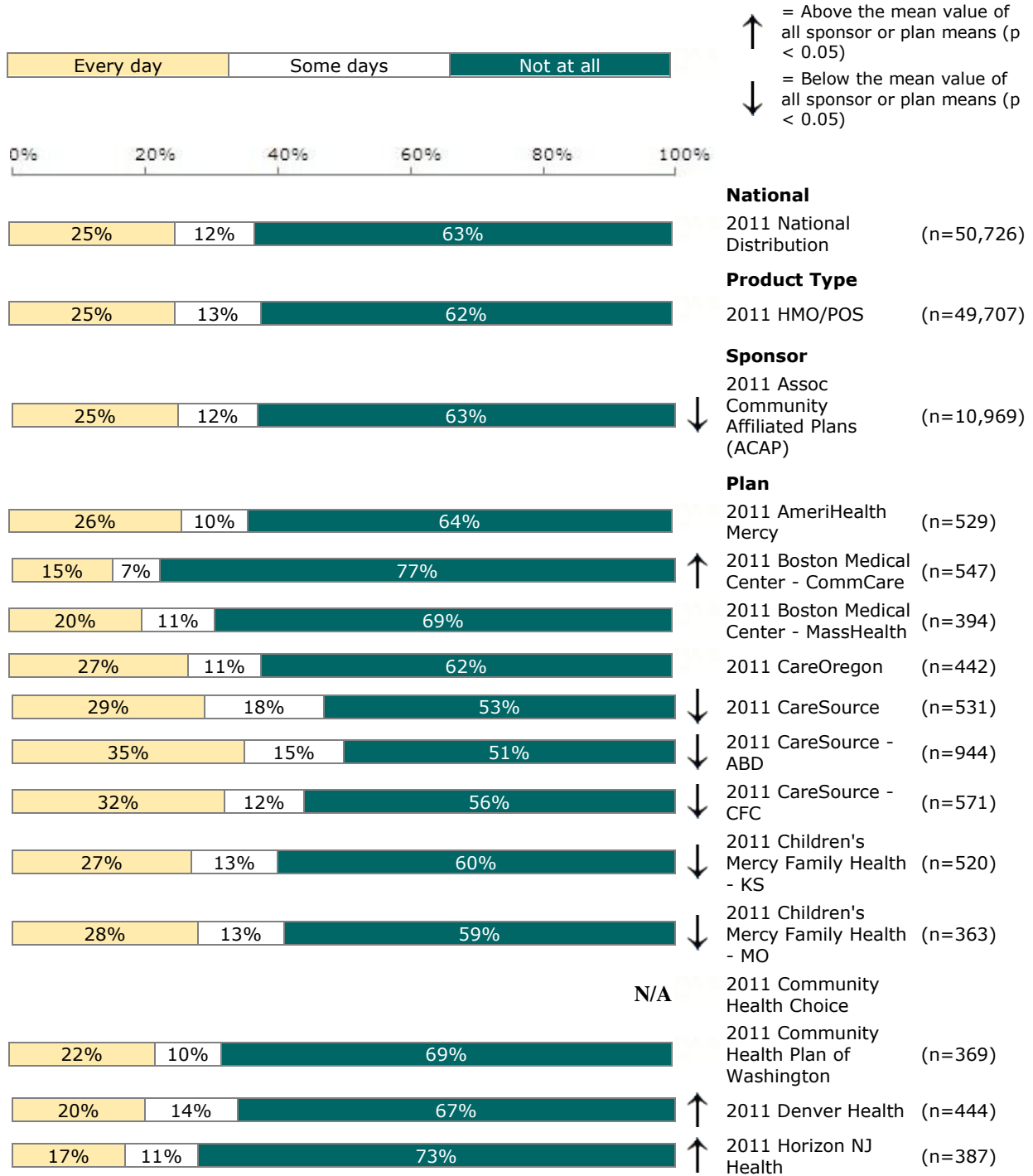


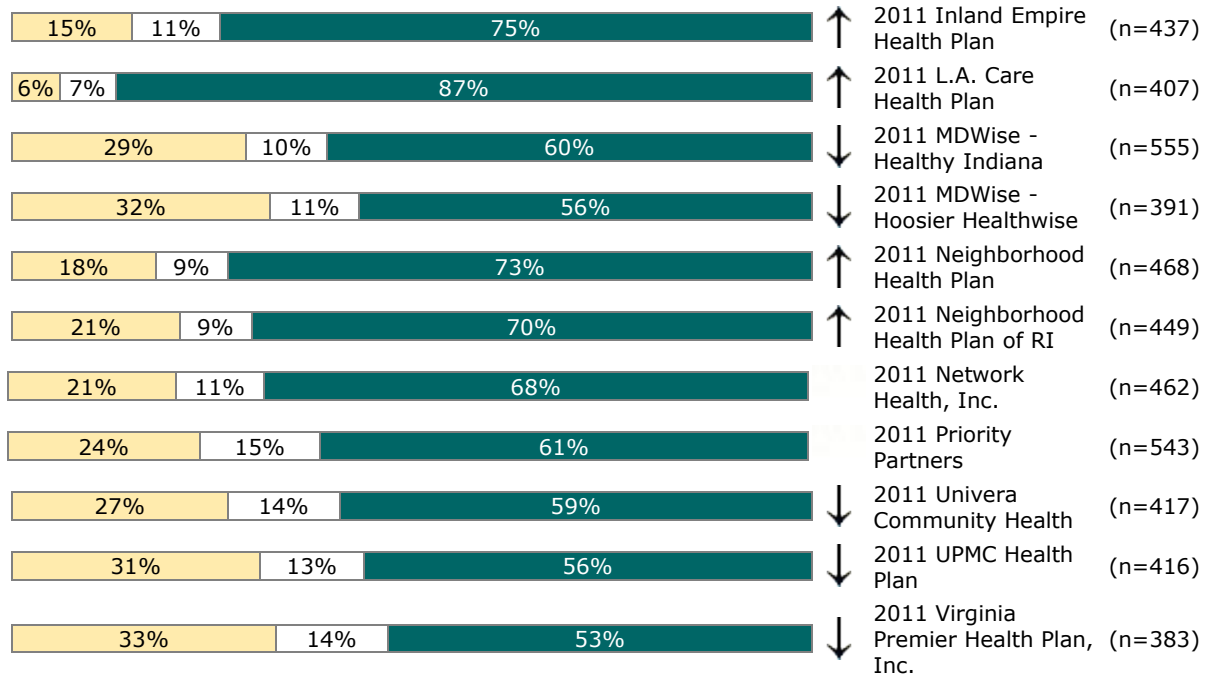
Results generated 10/4/2011 2:38:09 PM



2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q37 Currently smoke or use tobacco every day, some days or not at all

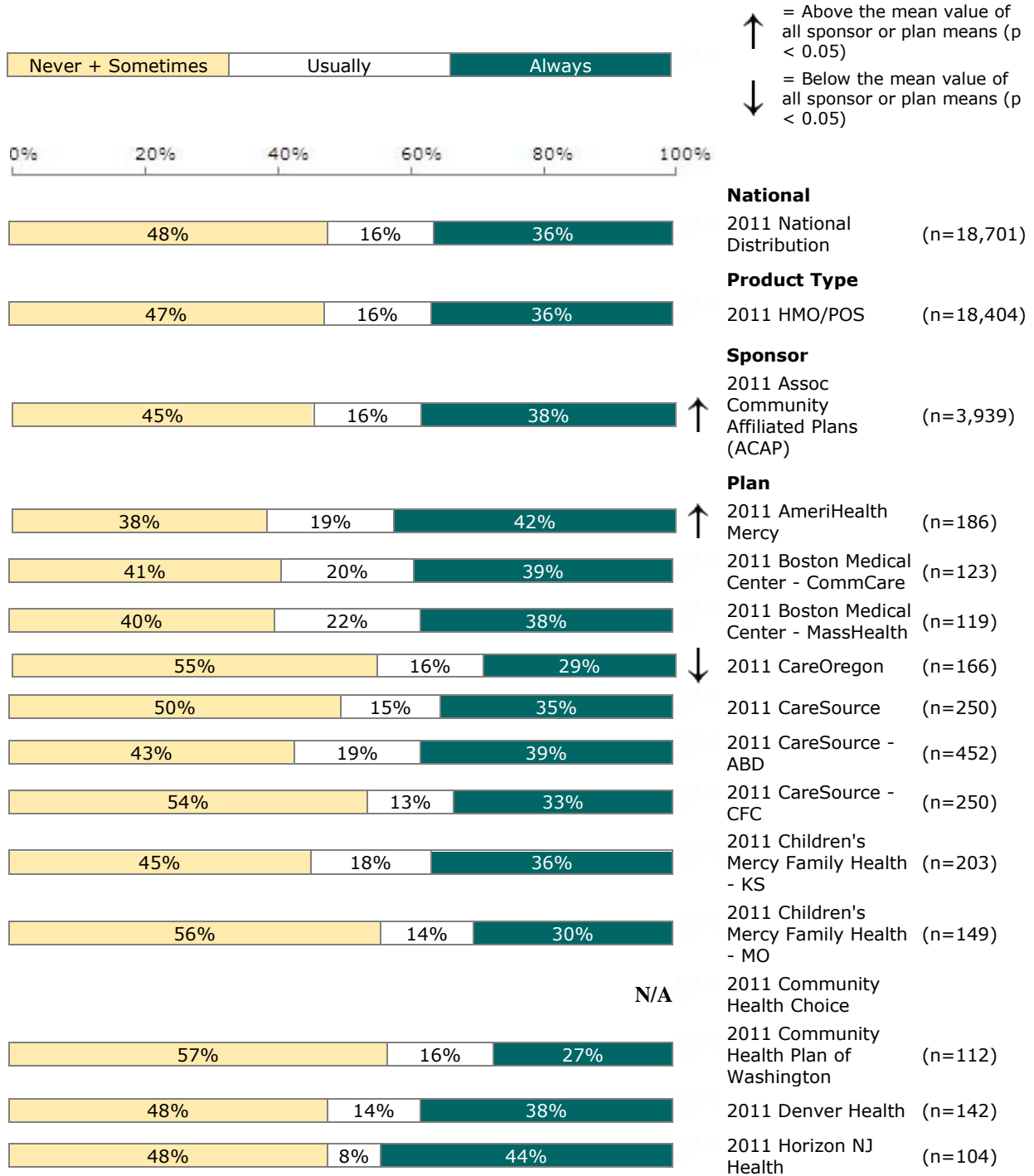


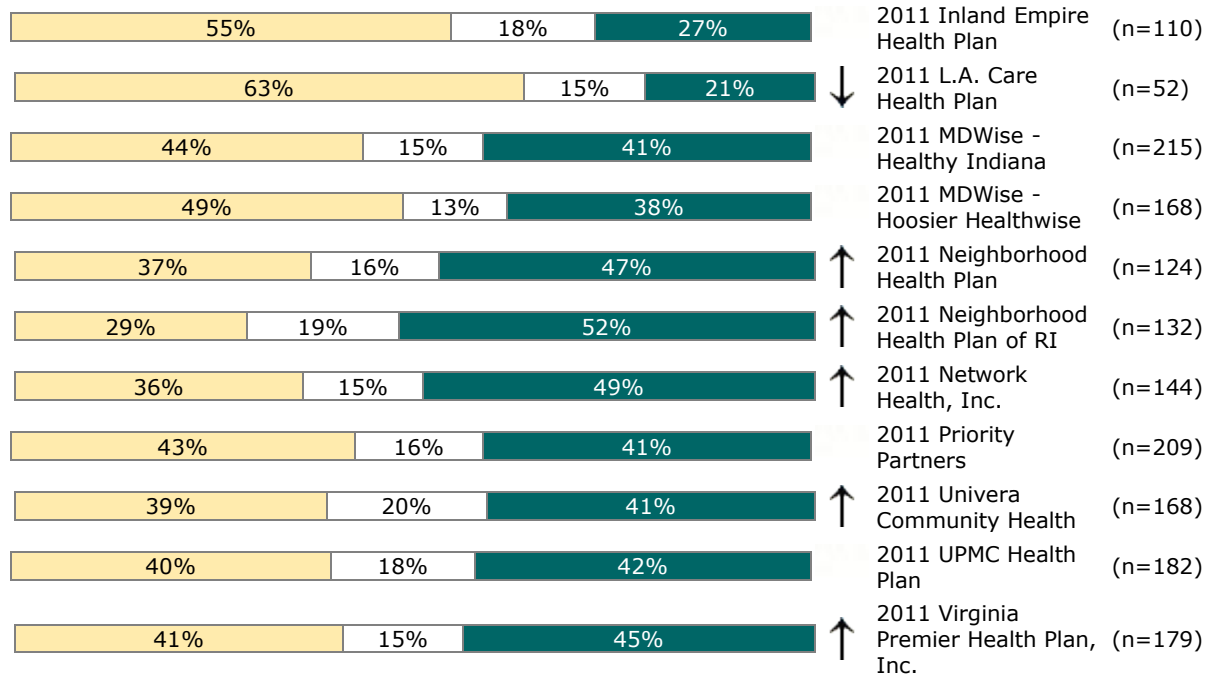


Results generated 10/4/2011 2:38:09 PM

2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q38 How often consumer was advised to quit smoking or using tobacco

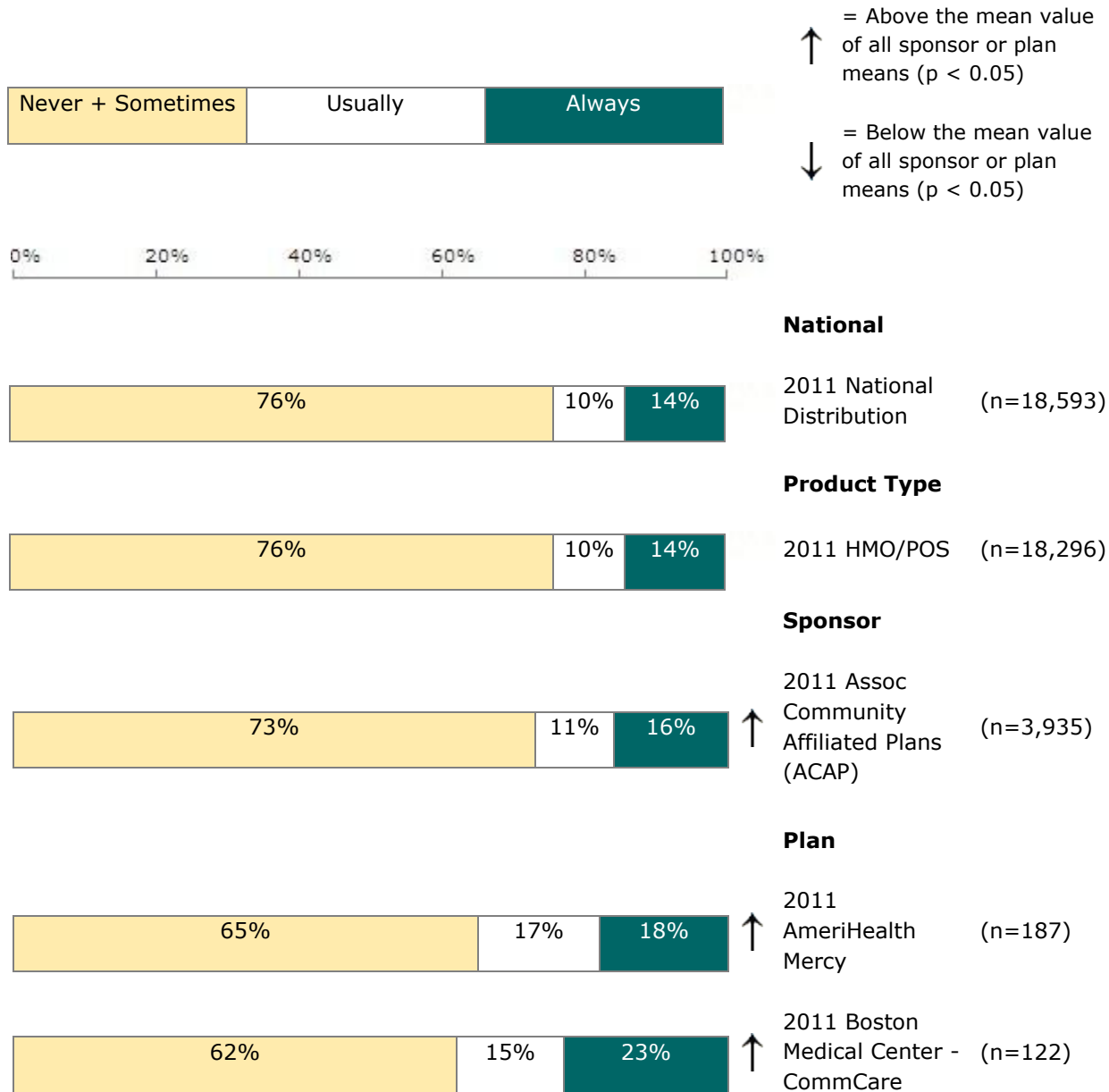


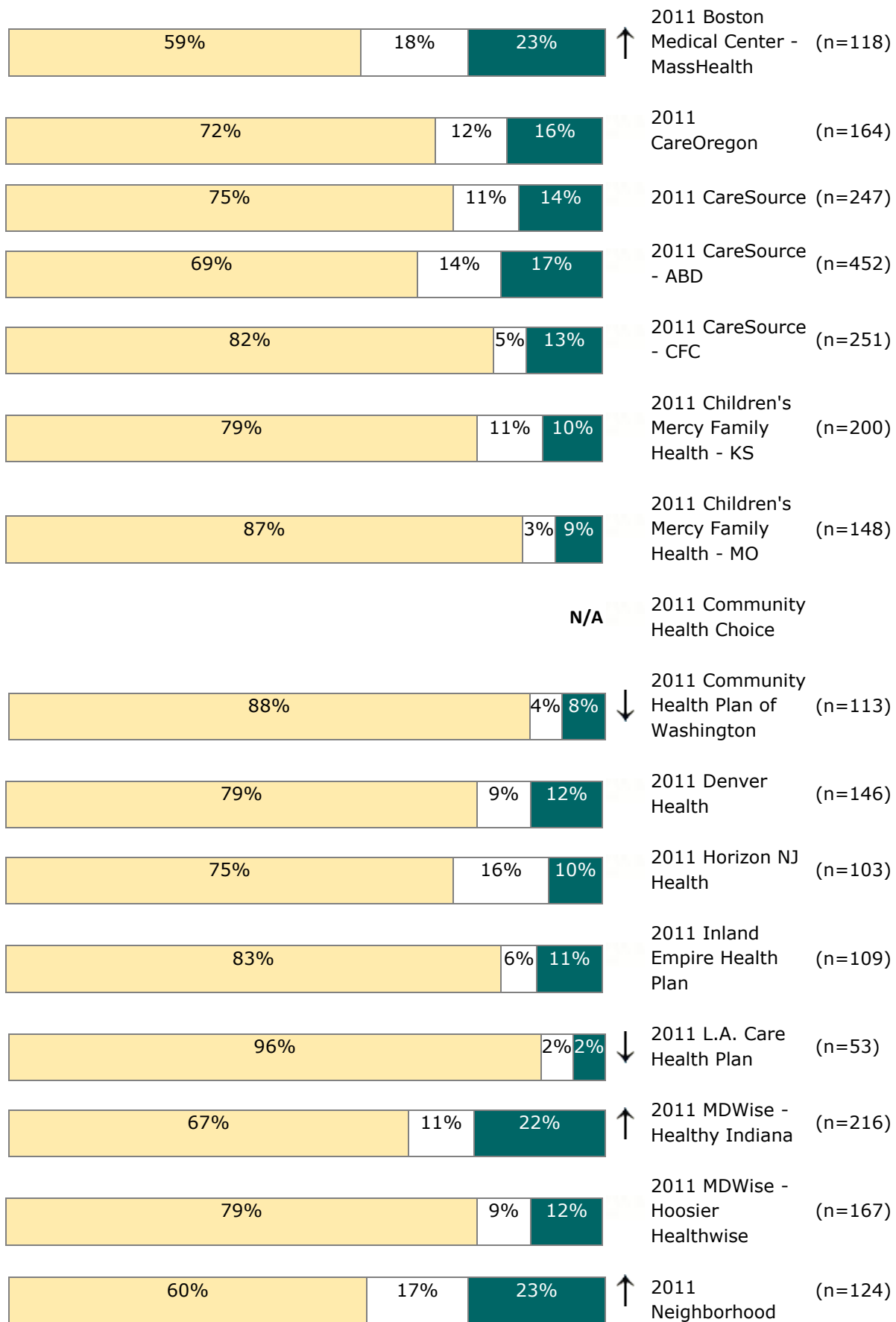


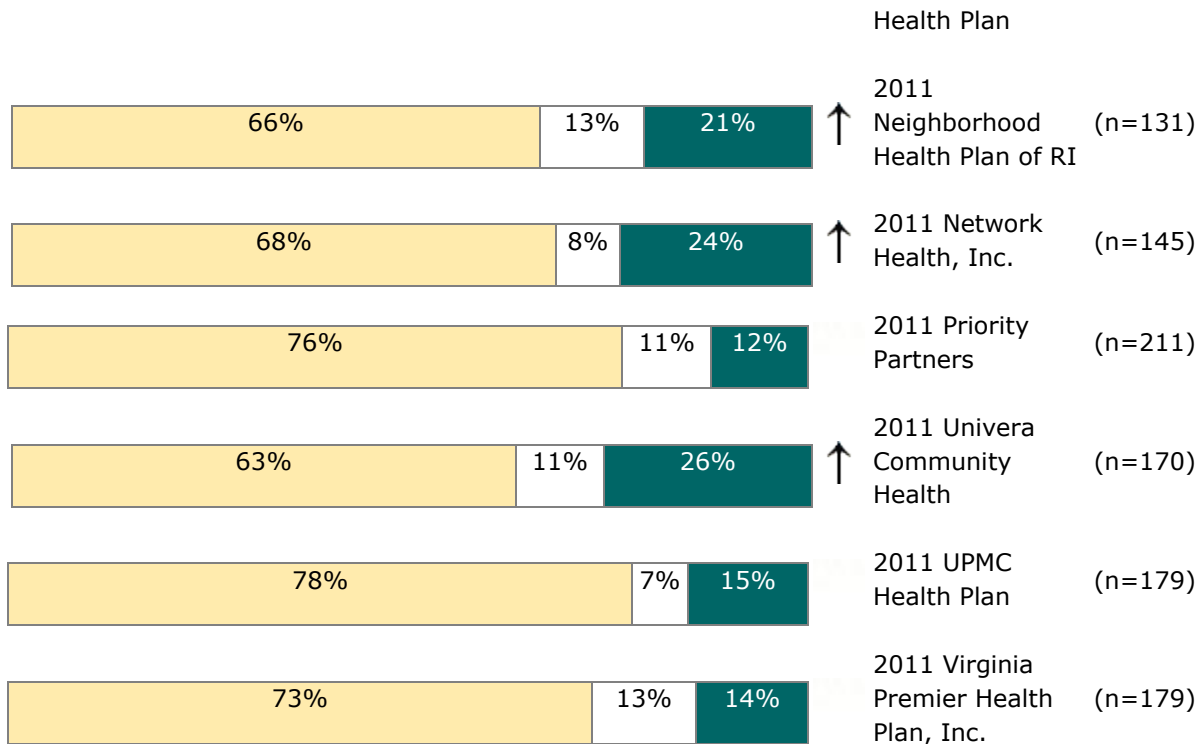
Results generated 10/4/2011 2:38:09 PM

2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q39 How often medication was recommended or discussed to help consumer quit smoking or using tobacco



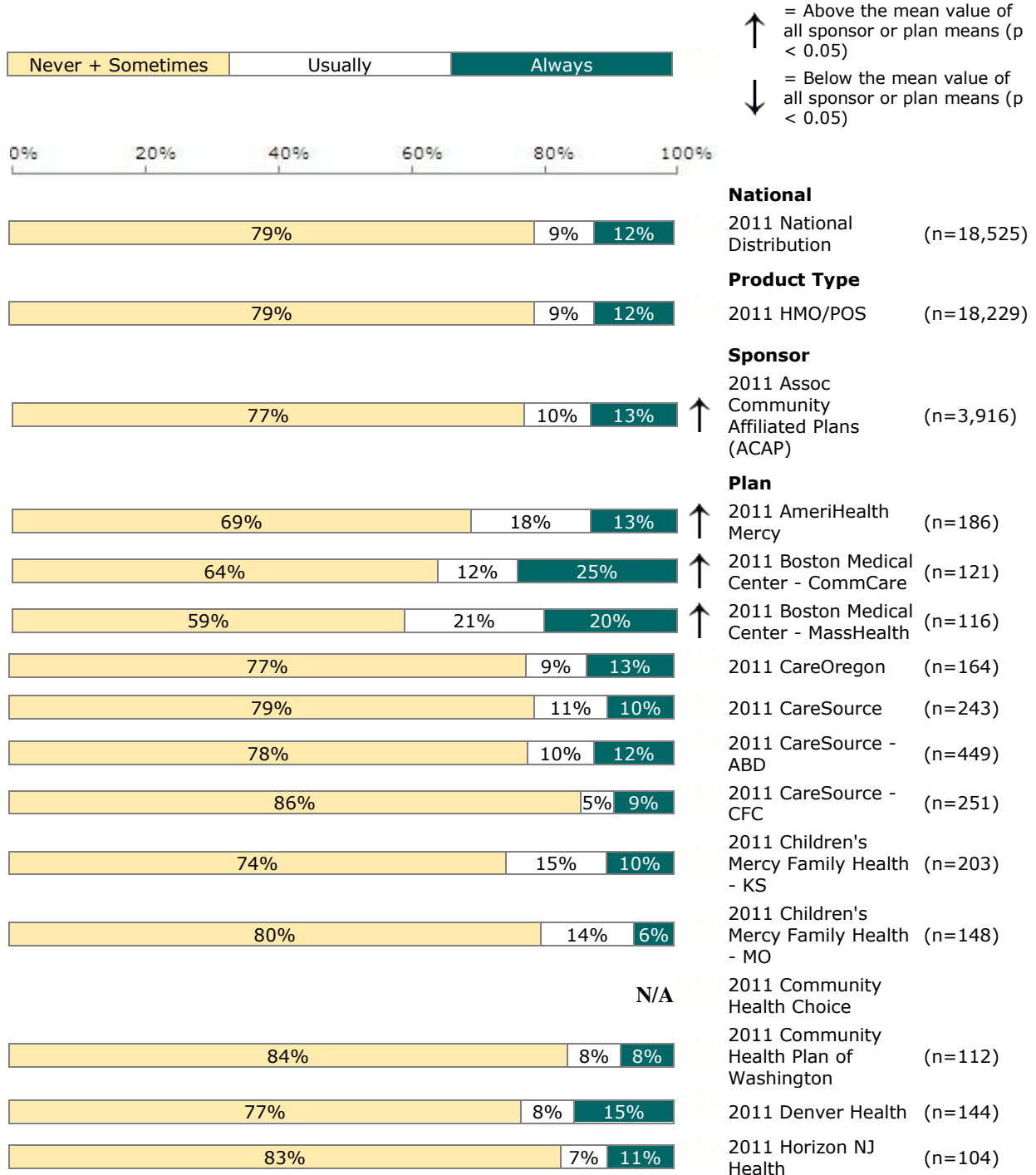


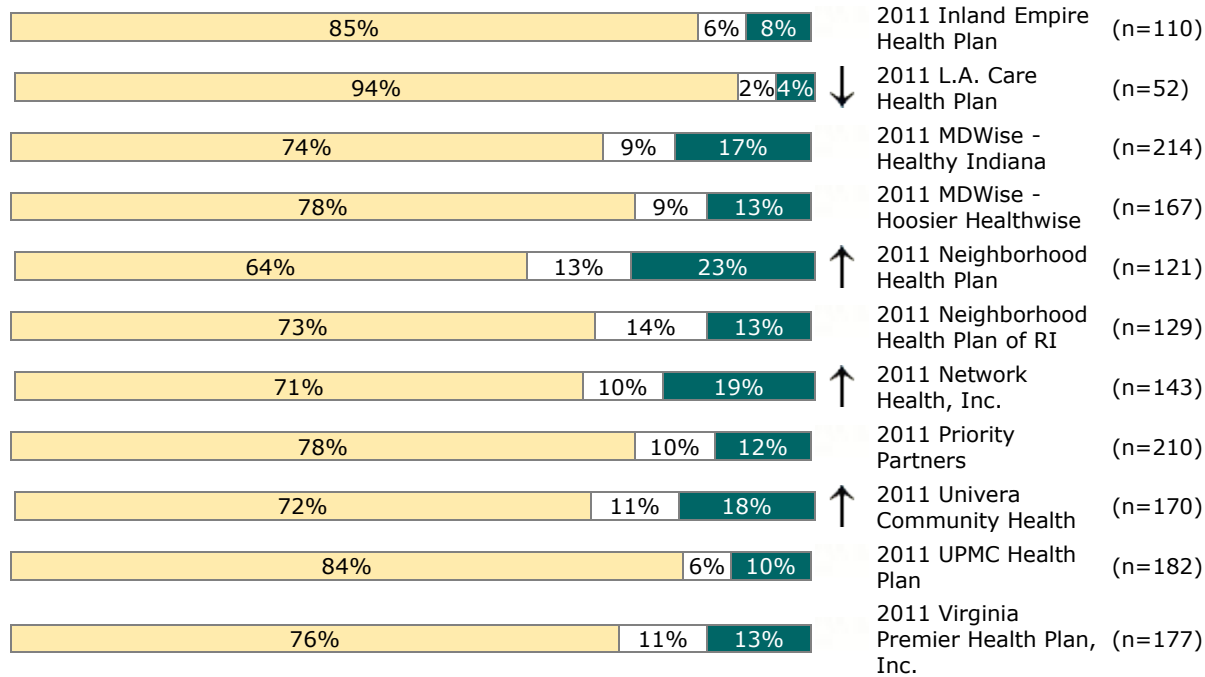


Results generated 10/4/2011 2:38:10 PM

2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q40 How often doctor or provider discussed methods and strategies for quitting smoking or using tobacco with consumer

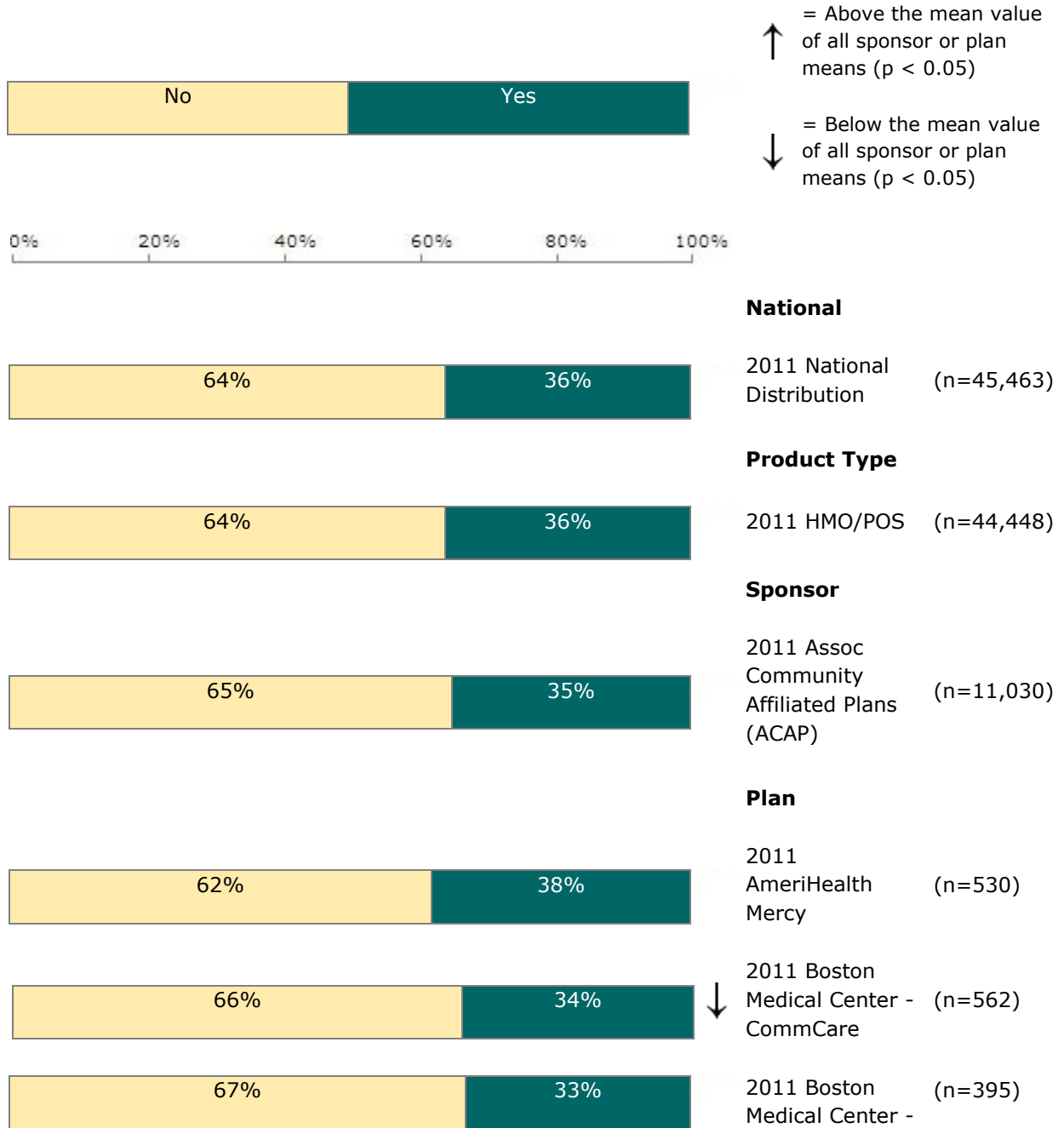


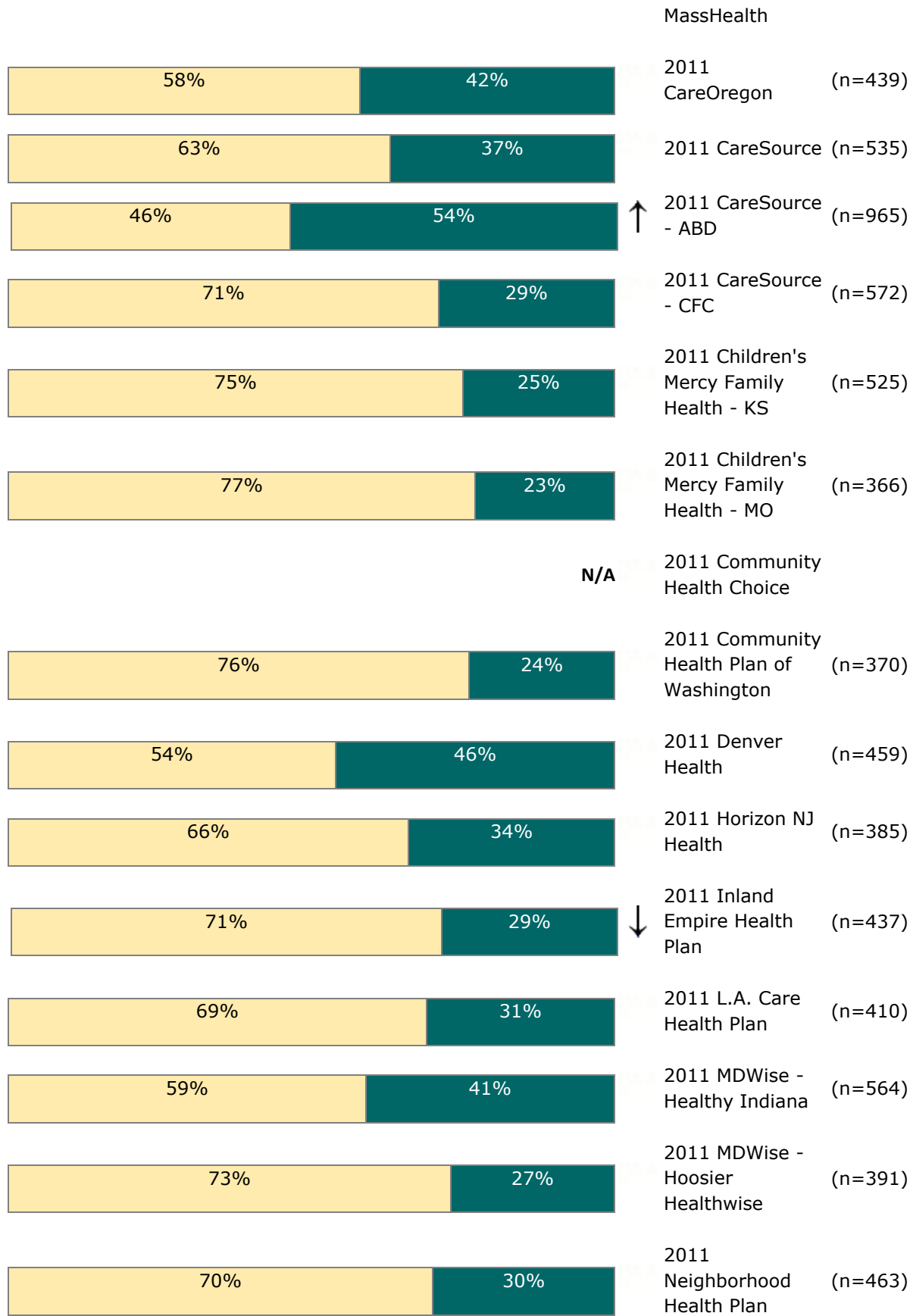


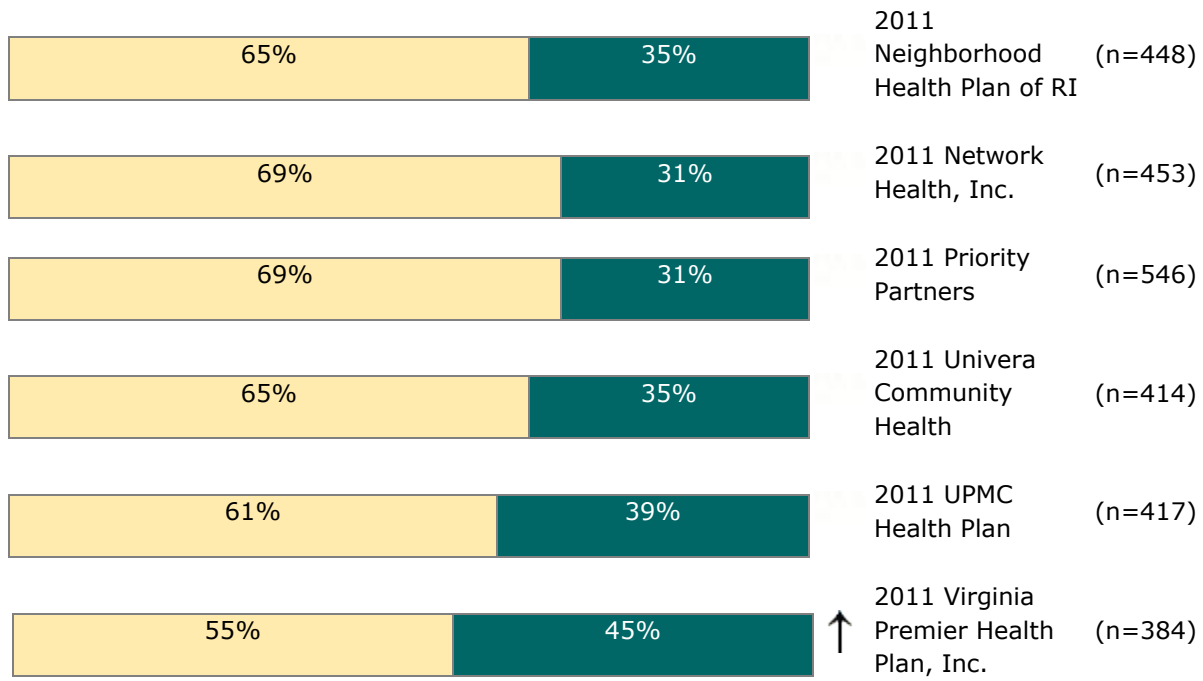
Results generated 10/4/2011 3:31:27 PM

2011 Adult Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q43 Doctor discussed with consumer the risks and benefits of aspirin to prevent heart attack or stroke







Results generated 10/4/2011 3:31:27 PM

2011 Child Medicaid 4.0 Summary of Statistically Significant Differences - Composites

This table presents the results of statistical significance tests. Up or down arrows are shown when the results are significantly different from their relevant comparison group. The comparison groups are (1) the sponsor results compared against all other sponsors, and (2) individual health plan results compared against all other health plans. For each composite measure, a mean value (case-mix adjusted) is calculated for each sponsor and for each health plan. These mean values are then statistically compared to the mean value for all sponsors (the mean of all sponsor means) or compared to the mean value for all health plans (the mean of all plan means). All tests were conducted at the .05 level of statistical significance. All survey respondents for a given sponsor are combined to form the sponsor-level results.

Note that when a sponsor submits data for only a single health plan, the individual health plan and sponsor results may vary because the sponsor results are compared to the mean of all sponsor means, whereas the health plan results are compared to the mean of all health plan means.

The arrows in the table indicate the results of the statistical comparison:

up arrow - result is statistically above the mean value of all sponsors or health plans.

down arrow - result is statistically below the mean value of all sponsors or health plans.

two-sided arrow - result is statistically equivalent to the mean value of all sponsors or health plans.

Plan	Consumer Reports			
	Getting Needed Care for a Child Composite	Getting Care Quickly for a Child Composite	How Well the Child's Doctors Communicate Composite	Health Plan Information and Customer Service Composite
Assoc Community Affiliated Plans (ACAP) (Sponsor)				
AlohaCare				
AmeriHealth Mercy Health Plan				
CalOptima				
CareOregon				
CareSource				
CareSource Michigan				
Children's Mercy Family Health - KS				
Children's Mercy Family Health - MO				
Community Health Choice				
Denver Health				

Horizon NJ Health	↔	↔	↔	↑
HSCSN, Inc	↔	↔	↑	↑
Inland Empire Health Plan	↓	↓	↓	↑
L.A. Care Health Plan	↓	↓	↓	↔
MDWise - Hooser Healthwise	↑	↔	↔	↔
Priority Partners	↑	↑	↑	↔
UPMC Health Plan	↑	↑	↑	↑
Virginia Premier Health Plan, Inc.	↑	↑	↑	↔

Results generated 10/4/2011 5:15:35 PM

2011 Child Medicaid 4.0 Summary of Statistically Significant Differences - Ratings

This table presents the results of statistical significance tests. Up or down arrows are shown when the results are significantly different from their relevant comparison group. The comparison groups are (1) the sponsor results compared against all other sponsors, and (2) individual health plan results compared against all other health plans. For each composite measure, a mean value (case-mix adjusted) is calculated for each sponsor and for each health plan. These mean values are then statistically compared to the mean value for all sponsors (the mean of all sponsor means) or compared to the mean value for all health plans (the mean of all plan means). All tests were conducted at the .05 level of statistical significance. All survey respondents for a given sponsor are combined to form the sponsor-level results.

Note that when a sponsor submits data for only a single health plan, the individual health plan and sponsor results may vary because the sponsor results are compared to the mean of all sponsor means, whereas the health plan results are compared to the mean of all health plan means.

The arrows in the table indicate the results of the statistical comparison:

up arrow - result is statistically above the mean value of all sponsors or health plans.

down arrow - result is statistically below the mean value of all sponsors or health plans.

two-sided arrow - result is statistically equivalent to the mean value of all sponsors or health plans.

Plan	Consumer Ratings			
	Overall Rating of Child's Personal Doctor	Overall Rating of Child's Specialist	Overall Rating of Child's Health Care	Overall Rating of Child's Health Plan
Assoc Community Affiliated Plans (ACAP) (Sponsor)				
AlohaCare				
AmeriHealth Mercy Health Plan				
CalOptima				
CareOregon				
CareSource				
CareSource Michigan				
Children's Mercy Family Health - KS				
Children's Mercy Family Health - MO				
Community Health Choice				
Denver Health				
Horizon NJ Health				

HSCSN, Inc	↑	↔	↑	↑
Inland Empire Health Plan	↓	↔	↓	↑
L.A. Care Health Plan	↔	↔	↔	↑
MDWise - Hooser Healthwise	↔	↔	↔	↑
Priority Partners	↔	↔	↔	↑
UPMC Health Plan	↔	↔	↑	↑
Virginia Premier Health Plan, Inc.	↔	↔	↔	↑

Results generated 10/4/2011 5:15:35 PM



Demographic Characteristics - CAHPS-HP Database

The following table presents descriptive information about Assoc Community Affiliated Plans (ACAP) and the Child Medicaid 4.0 data from the 2011 CAHPS Health Plan Survey Database. Similar information about the general child population available from the U.S. Census Bureau's Current Population Survey can be used for comparison purposes.

Demographic Characteristics	2011 CAHPS-HP Database
Gender (parent/guardian)	
Male	11%
Female	89%
Gender (child)	
Male	53%
Female	47%
Age (parent/guardian)	
< 18	7%
18 - 34	43%
35 - 54	44%
55 - 74	6%
75+	0%
Age (child)	
0 - 3 years	24%
4 - 7 years	24%
8 - 11 years	21%
12+ years	31%
Education (parent/guardian)	
Less than HS grad	21%
HS grad (includes GED)	36%
Some college	34%
4 year grad	7%
More than 4 year degree	3%
Race/Ethnicity (child)	
White	53%
African-American	21%
Asian	3%
Native Hawaiian/Pacific Islander	1%
American Indian/Native Alaskan	1%
Other	11%
Multi-racial	9%
Hispanic/Latino origin or decent (child)	
Yes	27%
No	73%
Health Status of child (as reported by parent/guardian)	
Excellent	37%

Very Good	36%
Good	21%
Fair	5%
Poor	1%

Results generated 10/4/2011 3:15:11 PM

www.cahps.ahrq.gov





Utilization Characteristics - CAHPS-HP Database

The following table presents utilization information for Assoc Community Affiliated Plans (ACAP) and the Child Medicaid 4.0 data from the 2011 CAHPS Health Plan Survey Database. Sponsors and plans can use this information to inform their interpretation of survey results.

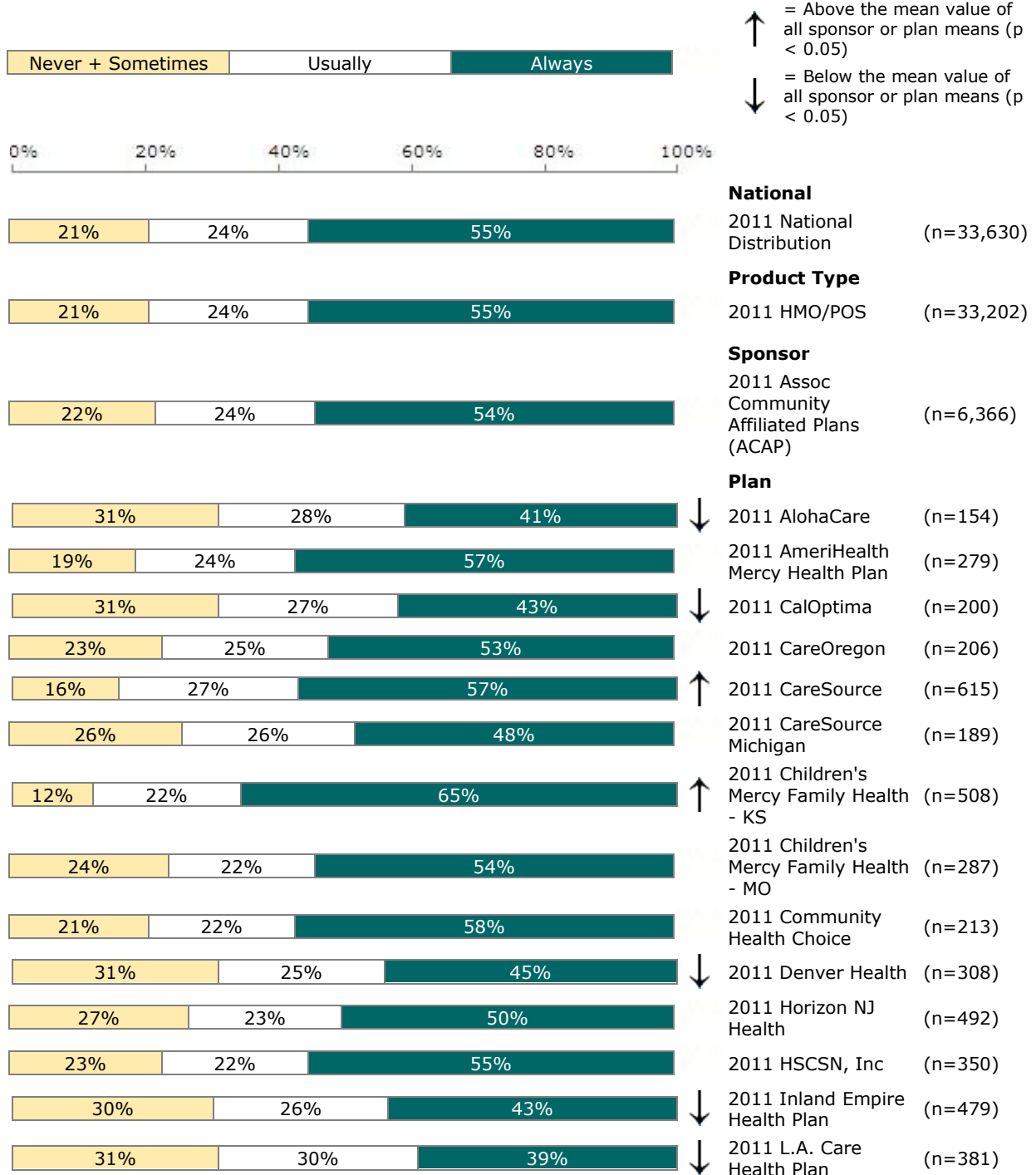
Utilization Characteristics	2011 CAHPS-HP Database
<i>Have a personal doctor?</i>	
Yes	90%
No	10%
<i>Number of visits to personal doctor?</i>	
None	18%
1-2	50%
3-4	22%
5-9	8%
10+	2%
<i>Number of visits to doctor's office or clinic?</i>	
None	22%
1-2	45%
3-4	23%
5-9	8%
10+	2%
<i>Made an appointment to see a specialist?</i>	
Yes	24%
No	76%
<i>Number of specialists seen?</i>	
None	11%
1	59%
2	19%
3	7%
4	2%
5+	2%

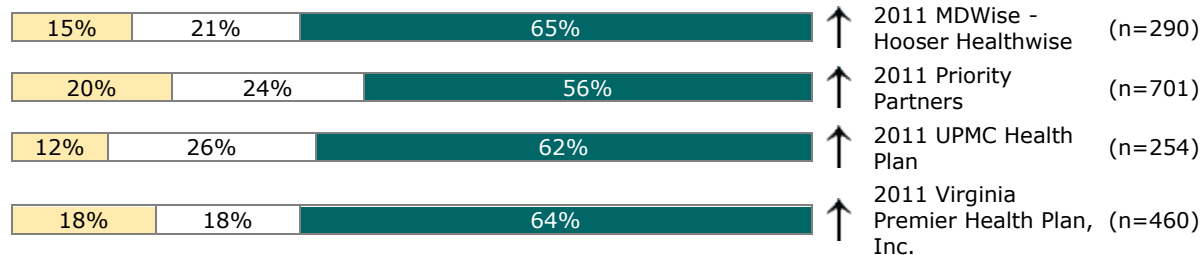
Results generated 10/4/2011 3:15:11 PM



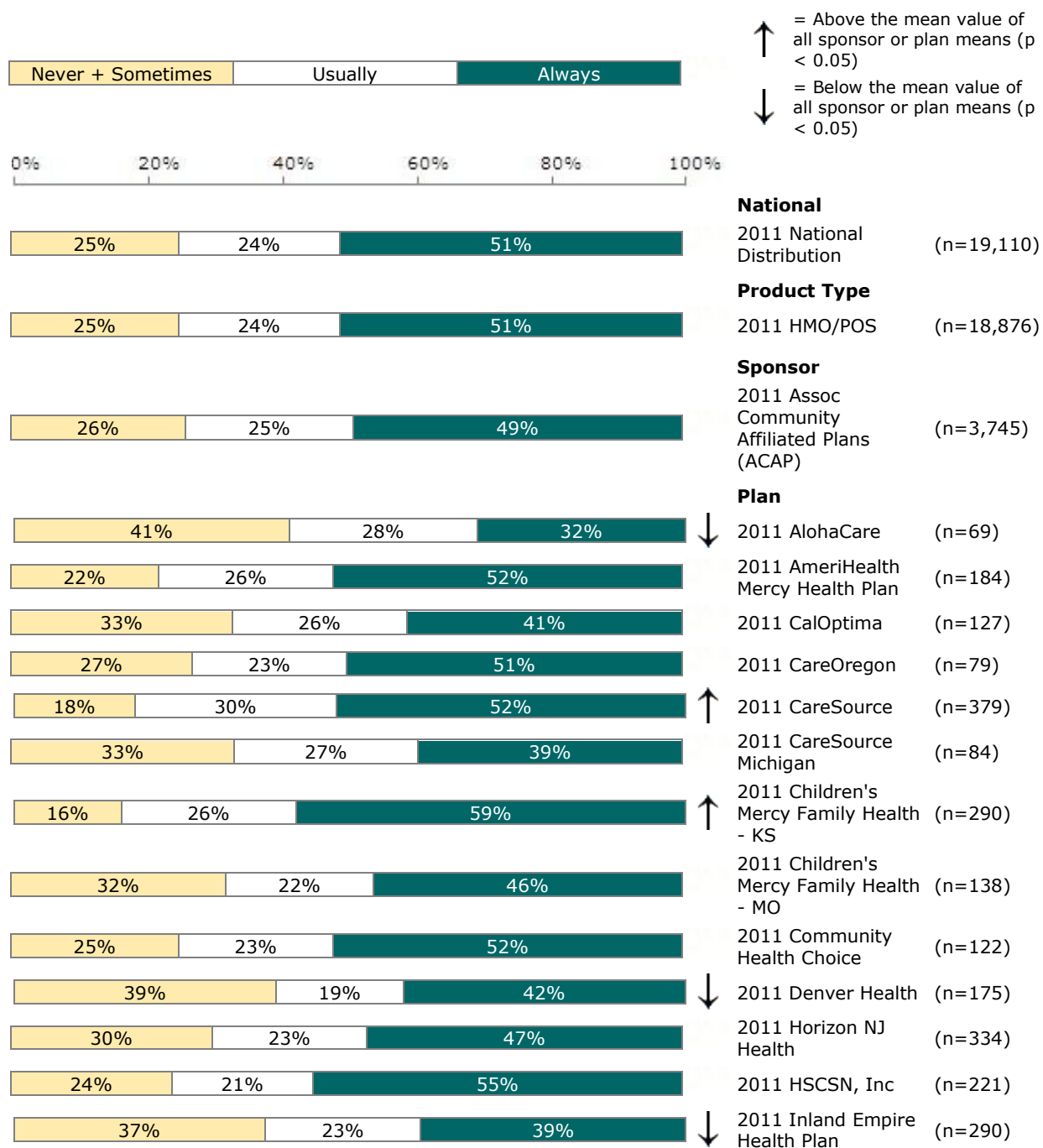
2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

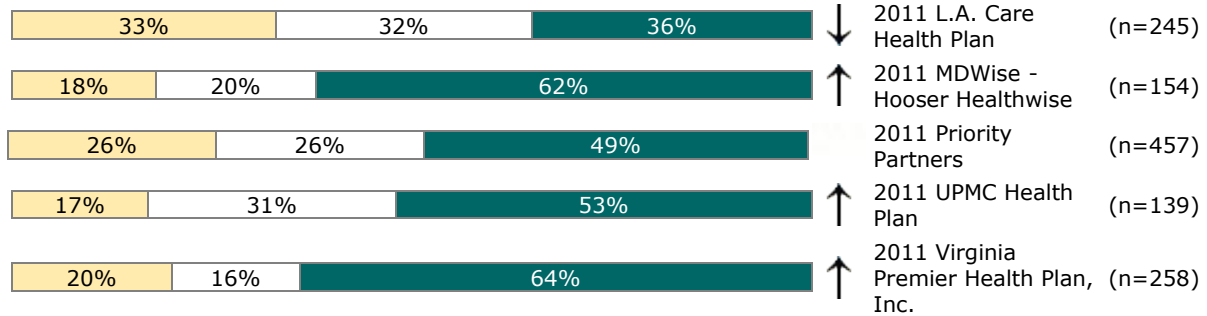
Getting Needed Care for a Child Composite Combines responses from two questions regarding how much of a problem, if any, consumers had with various aspects of getting needed care.



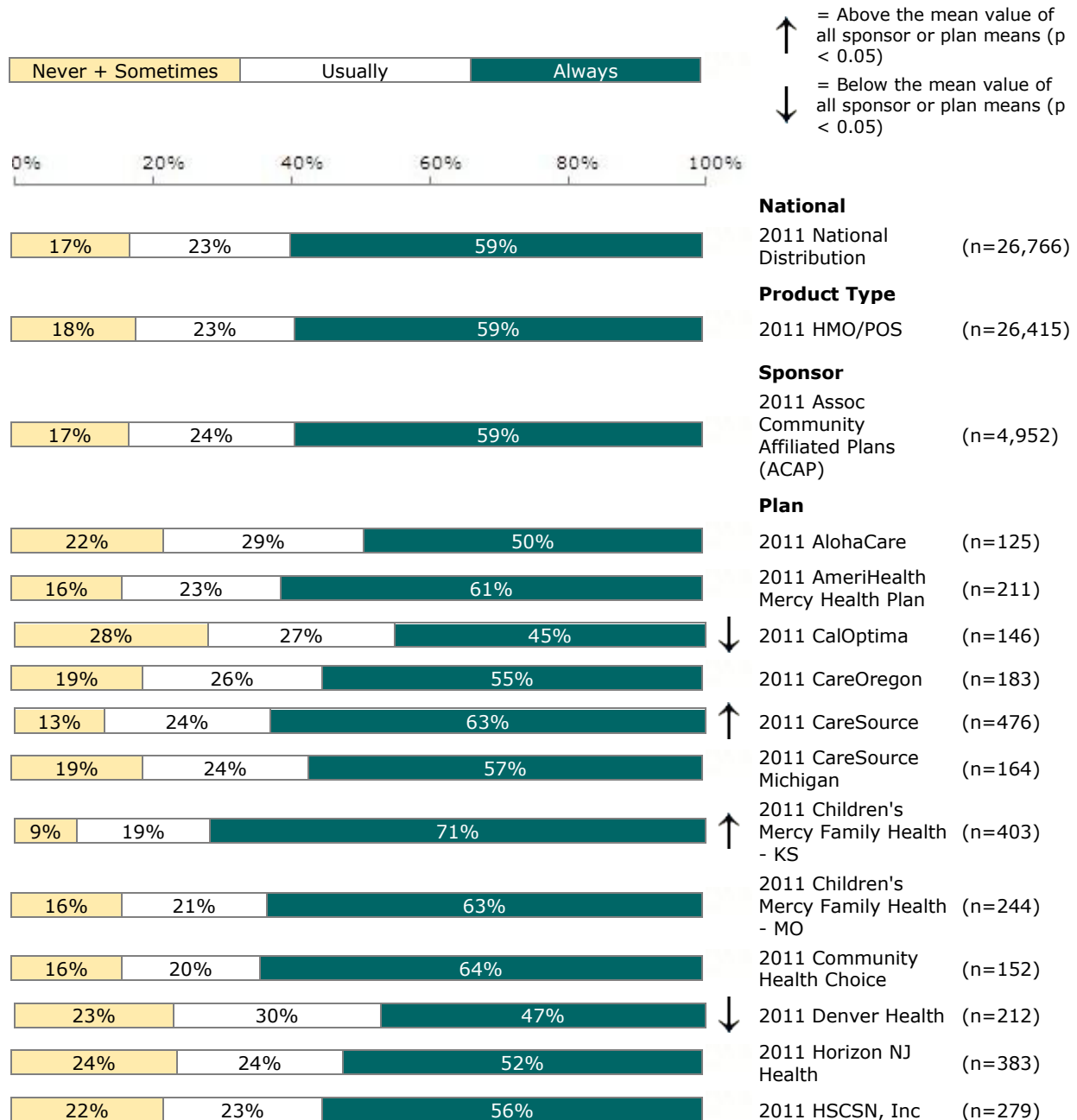


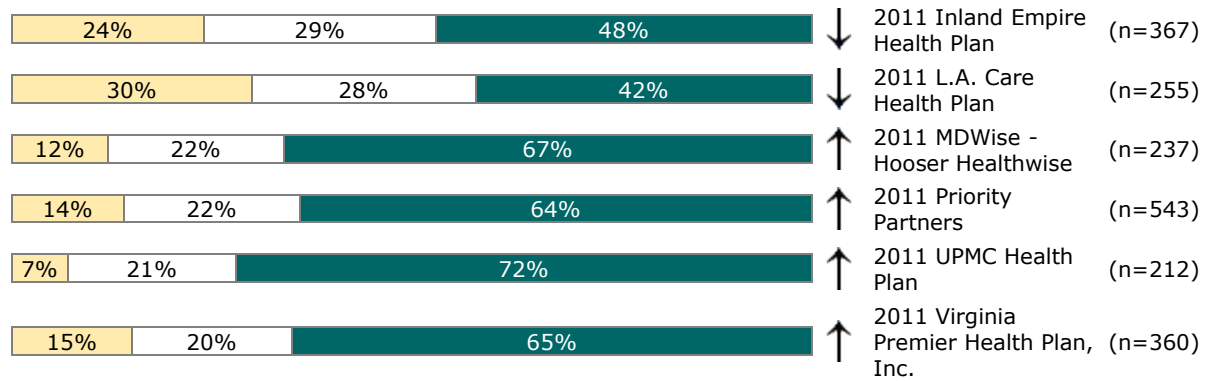
Q44 How often was easy to get appointments with specialists for child





Q48 How often was easy to get needed care, tests or treatment for child

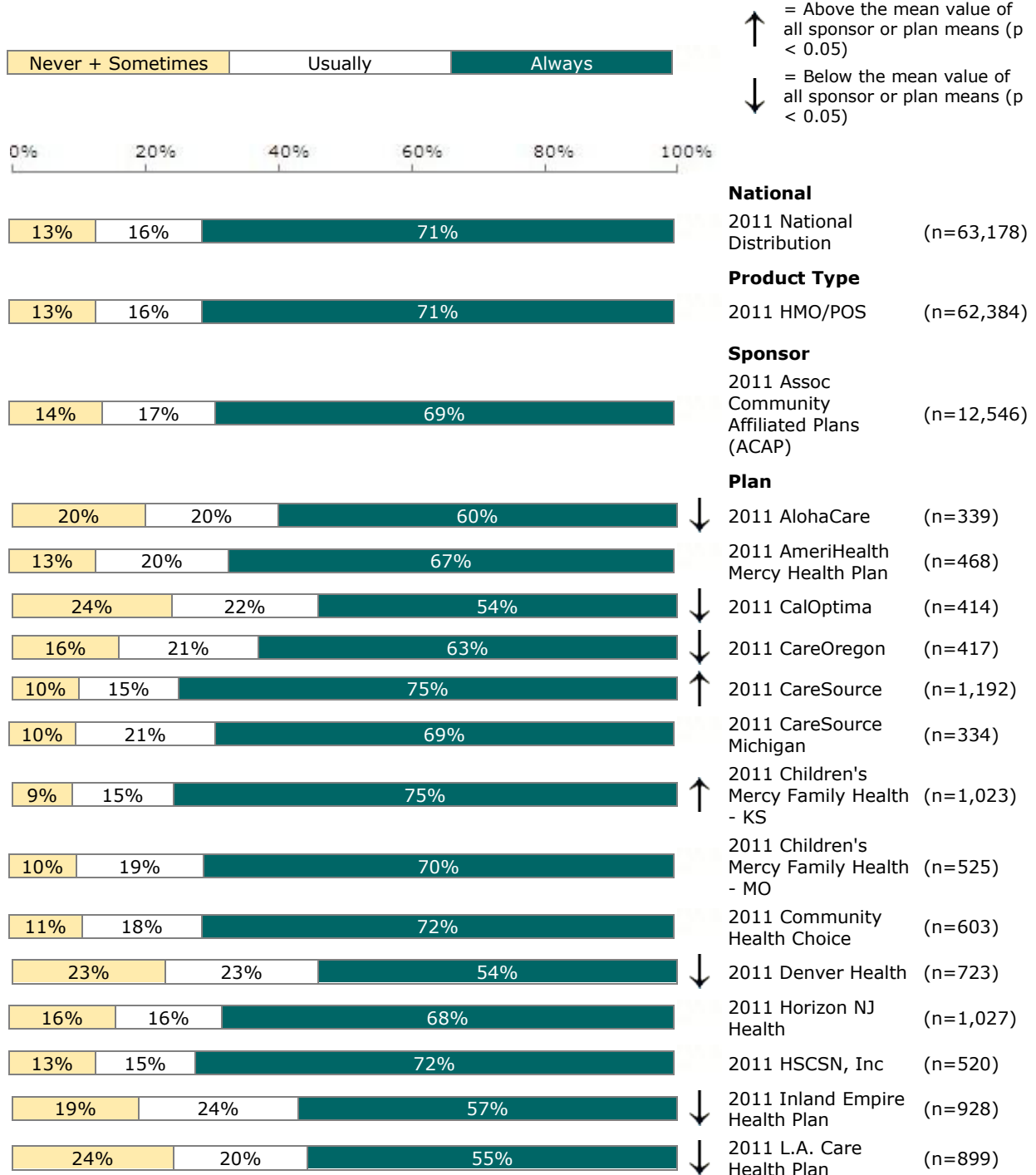


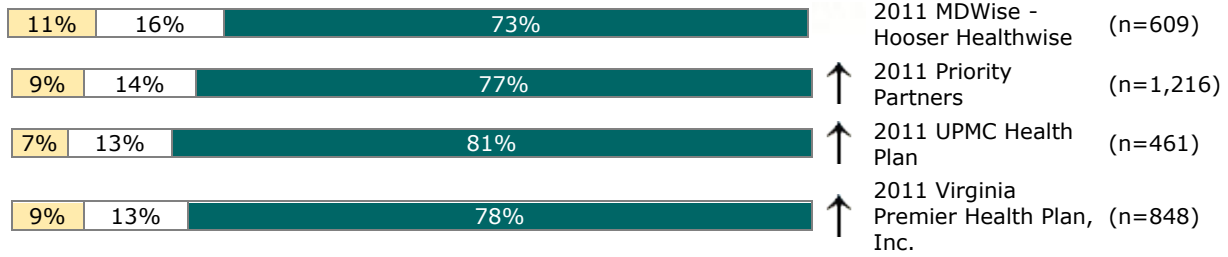


Results generated 10/4/2011 3:15:12 PM

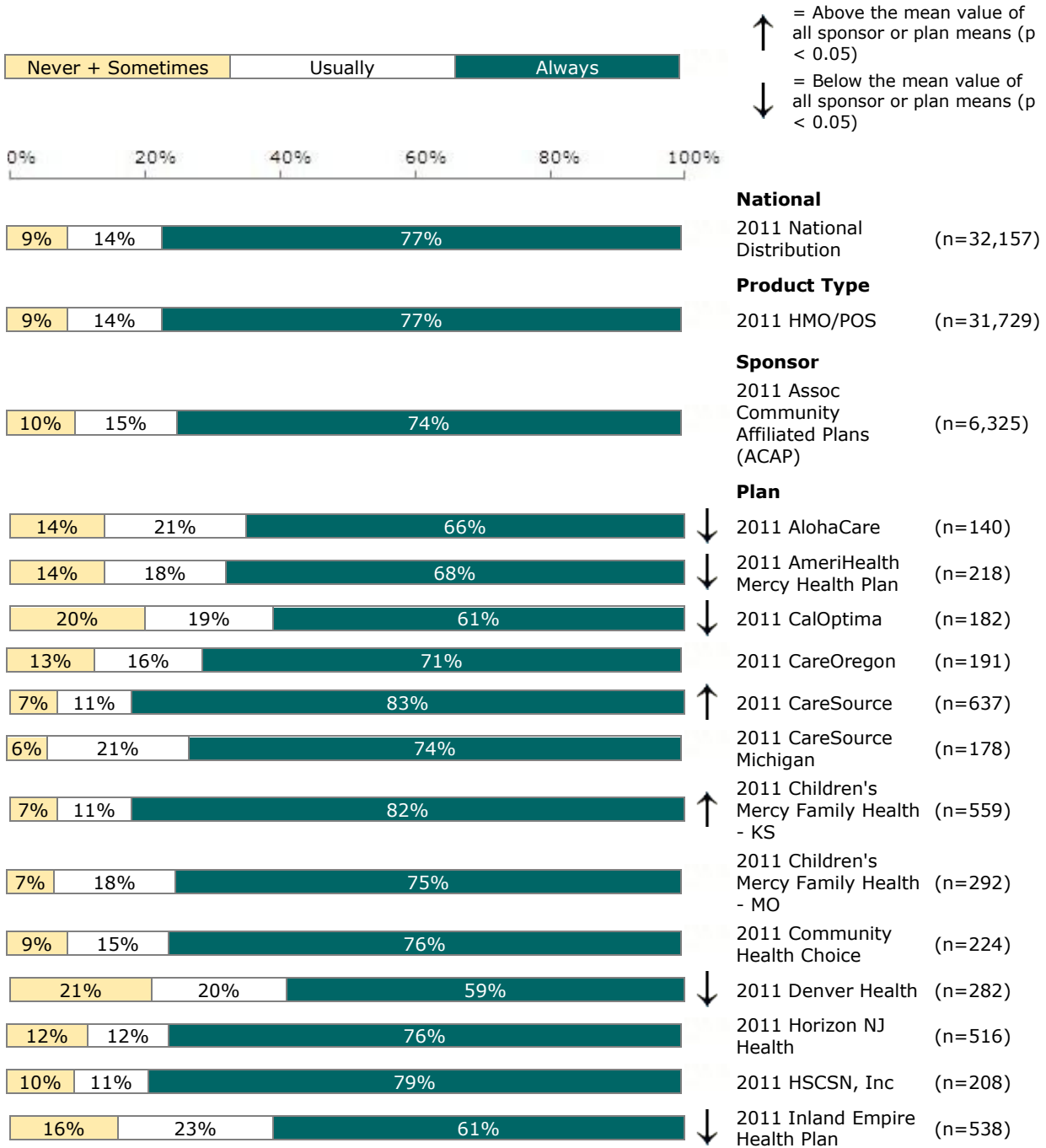
2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

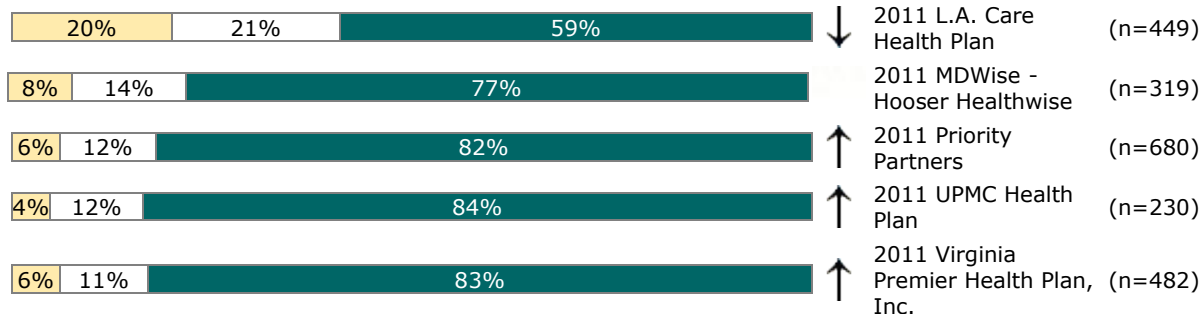
Getting Care Quickly for a Child Composite Combines responses from two questions regarding how often consumers received various types of care in a timely manner.



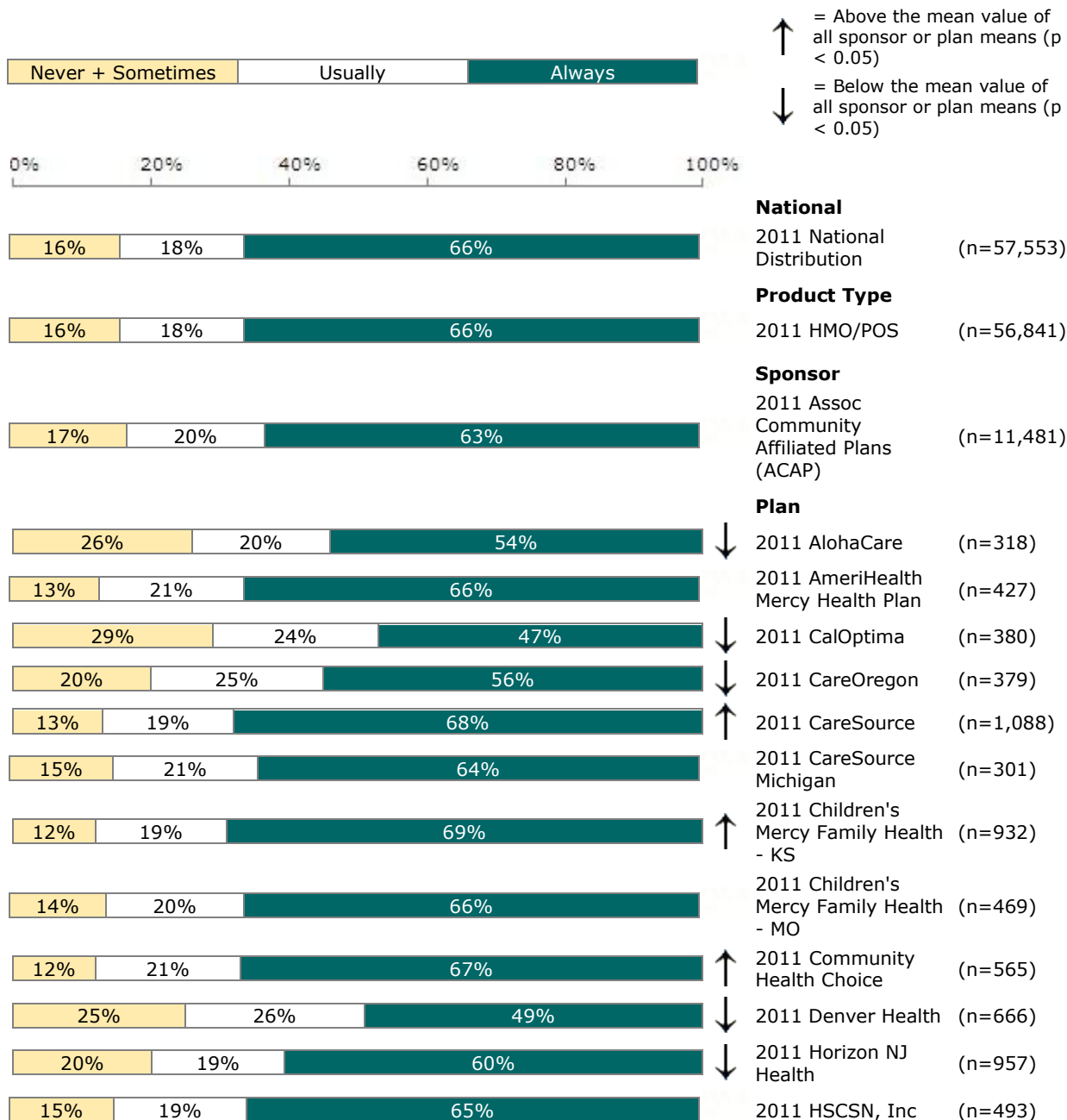


Q4 Child got urgent care for illness, injury or condition as soon as wanted





Q6 Got non-urgent appointment for child at doctor's office or clinic as soon as thought needed





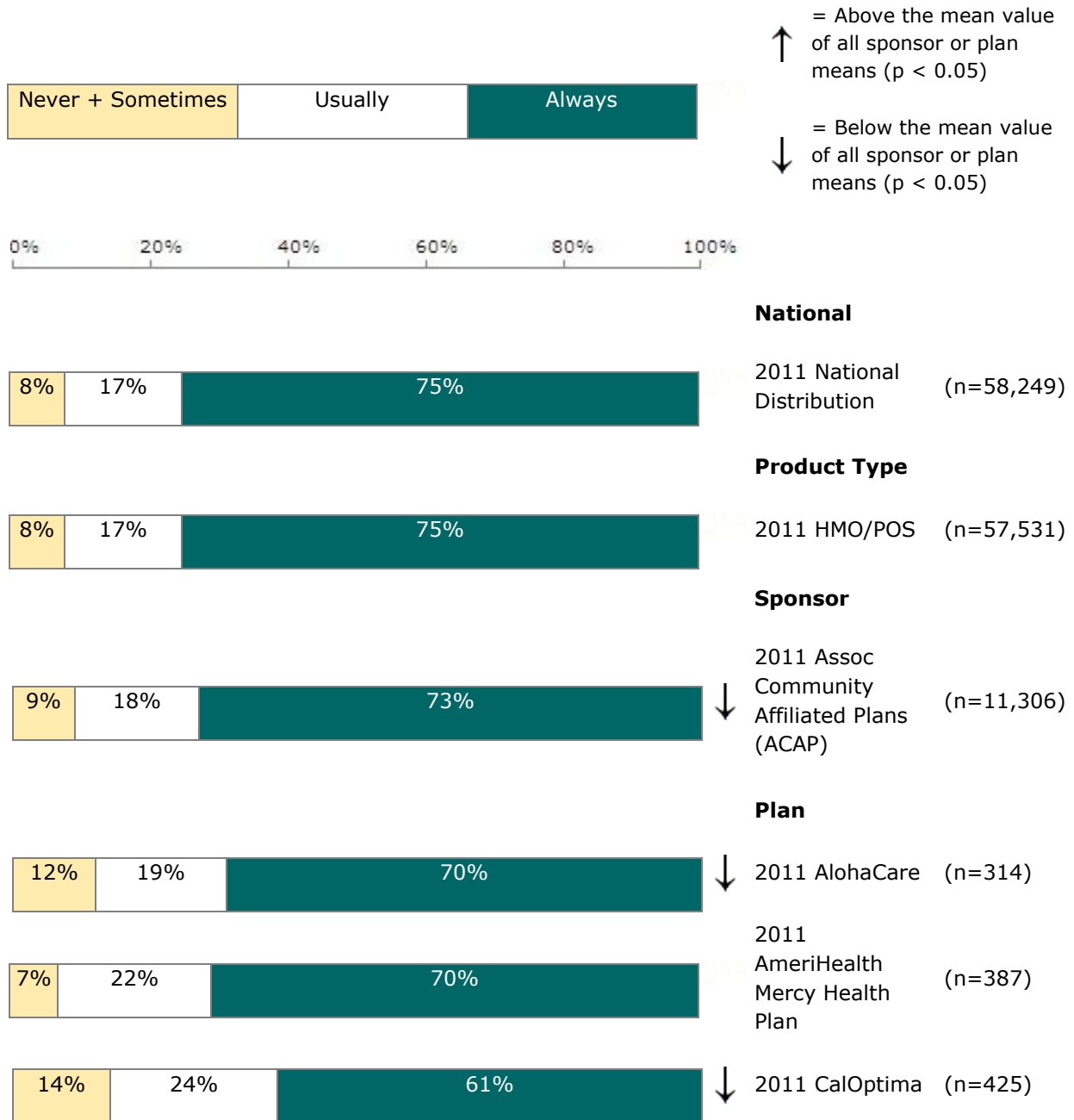
Results generated 10/4/2011 3:15:12 PM

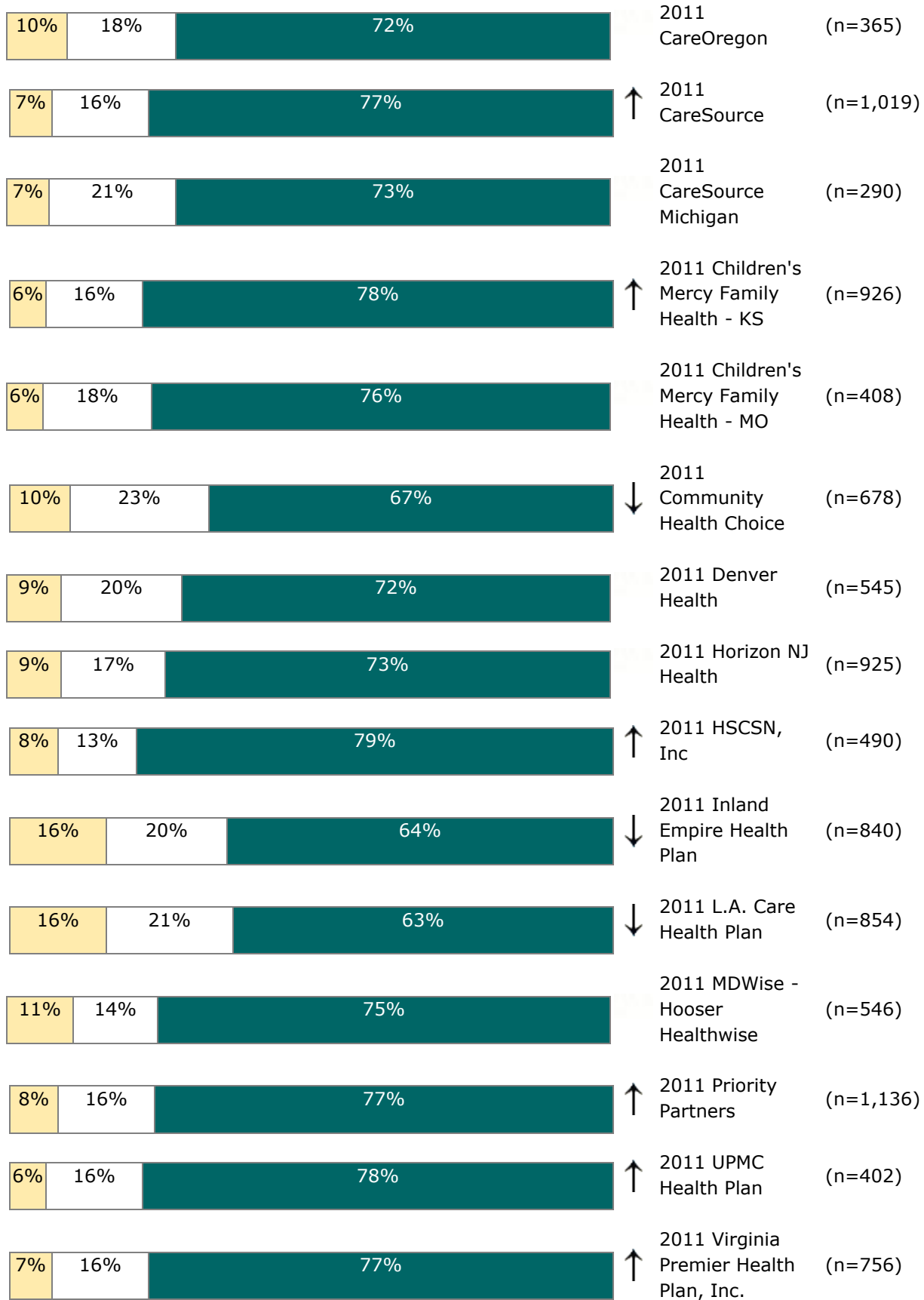
www.cahps.ahrq.gov



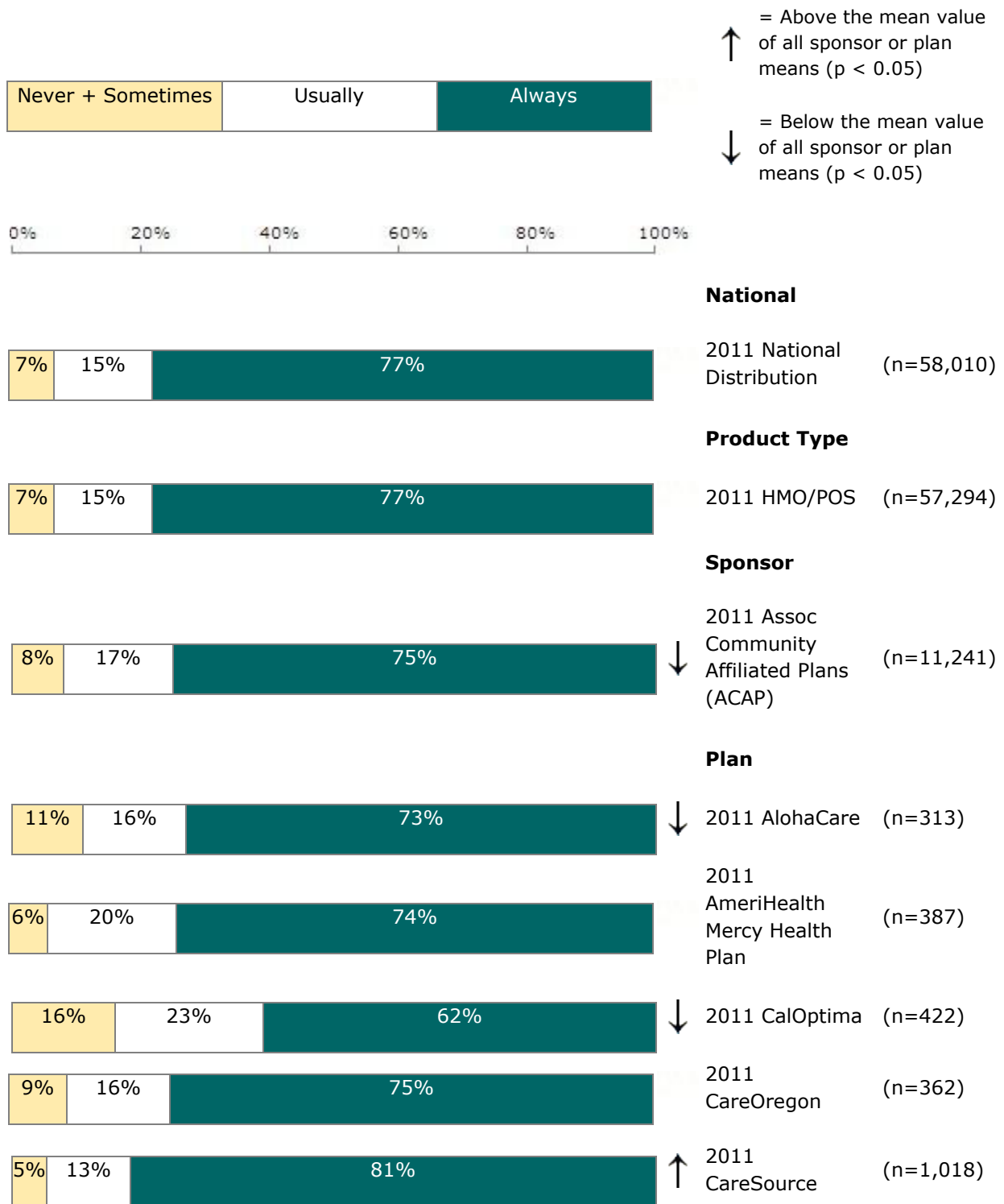
2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

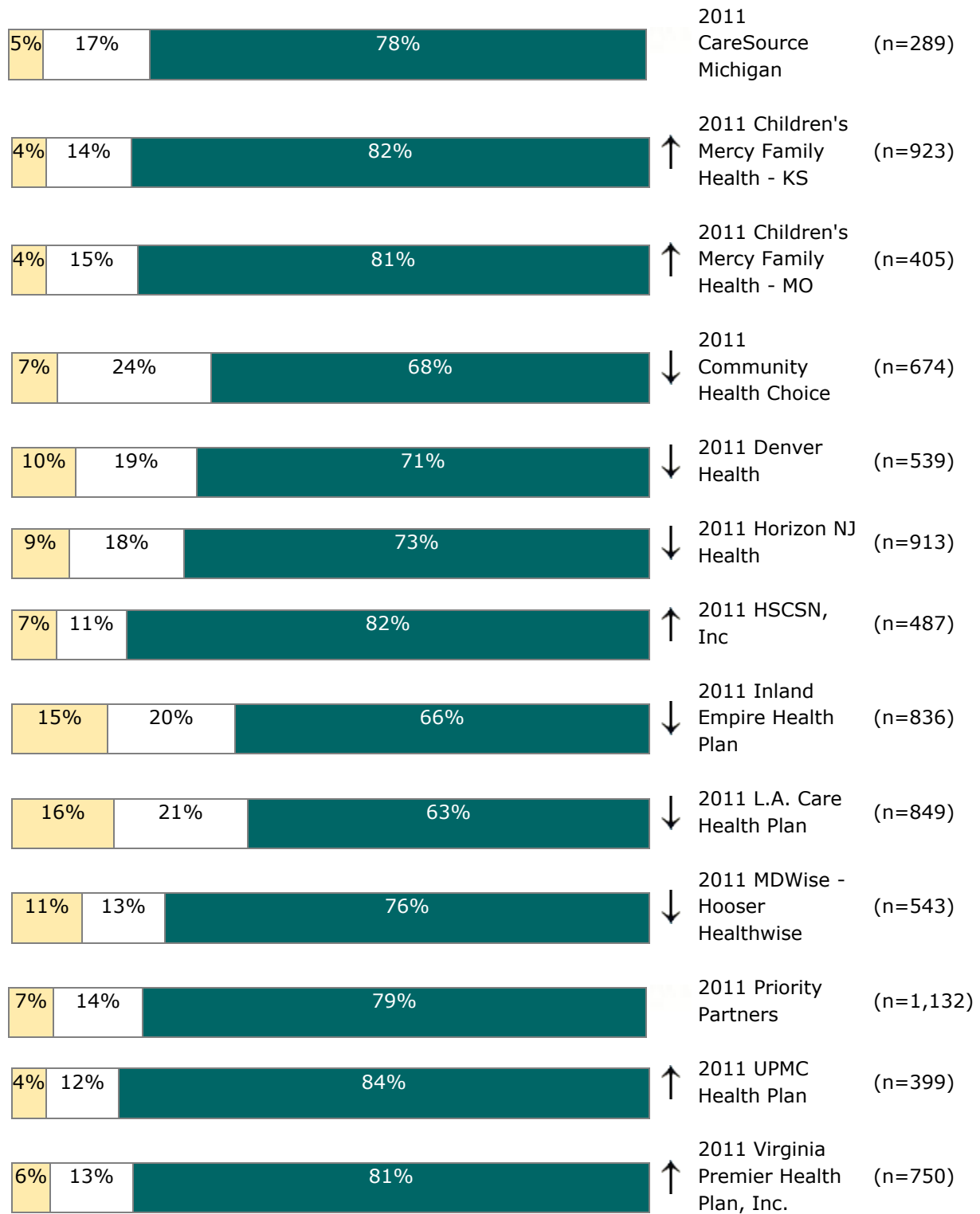
How Well the Child's Doctors Communicate Composite Combines responses from five questions regarding how often doctors communicated well with consumers.



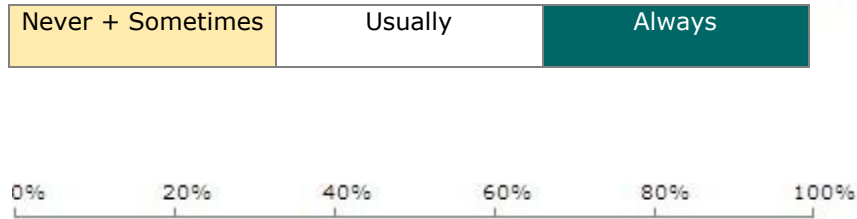


Q30 Child's personal doctor explained things clearly

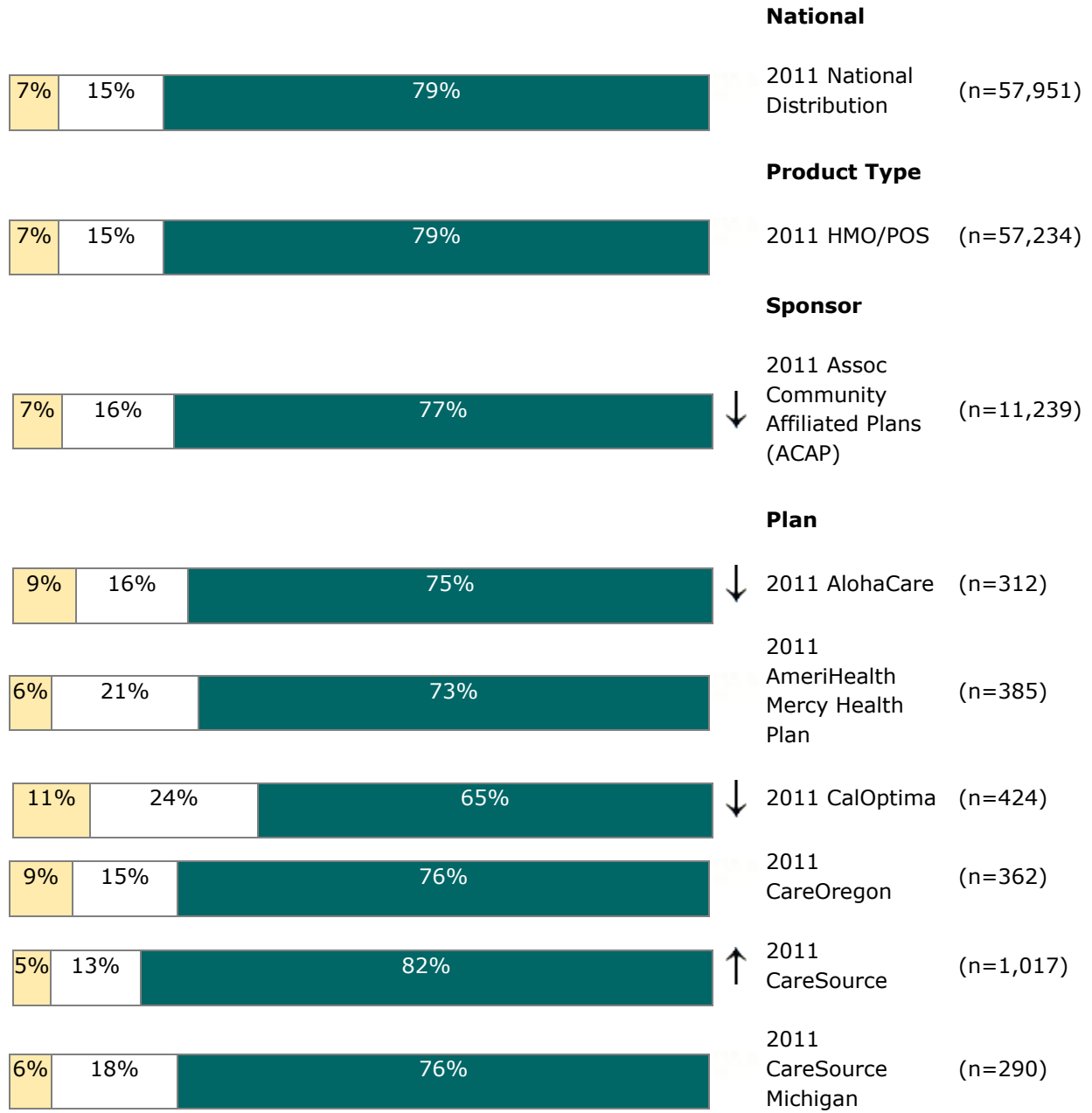


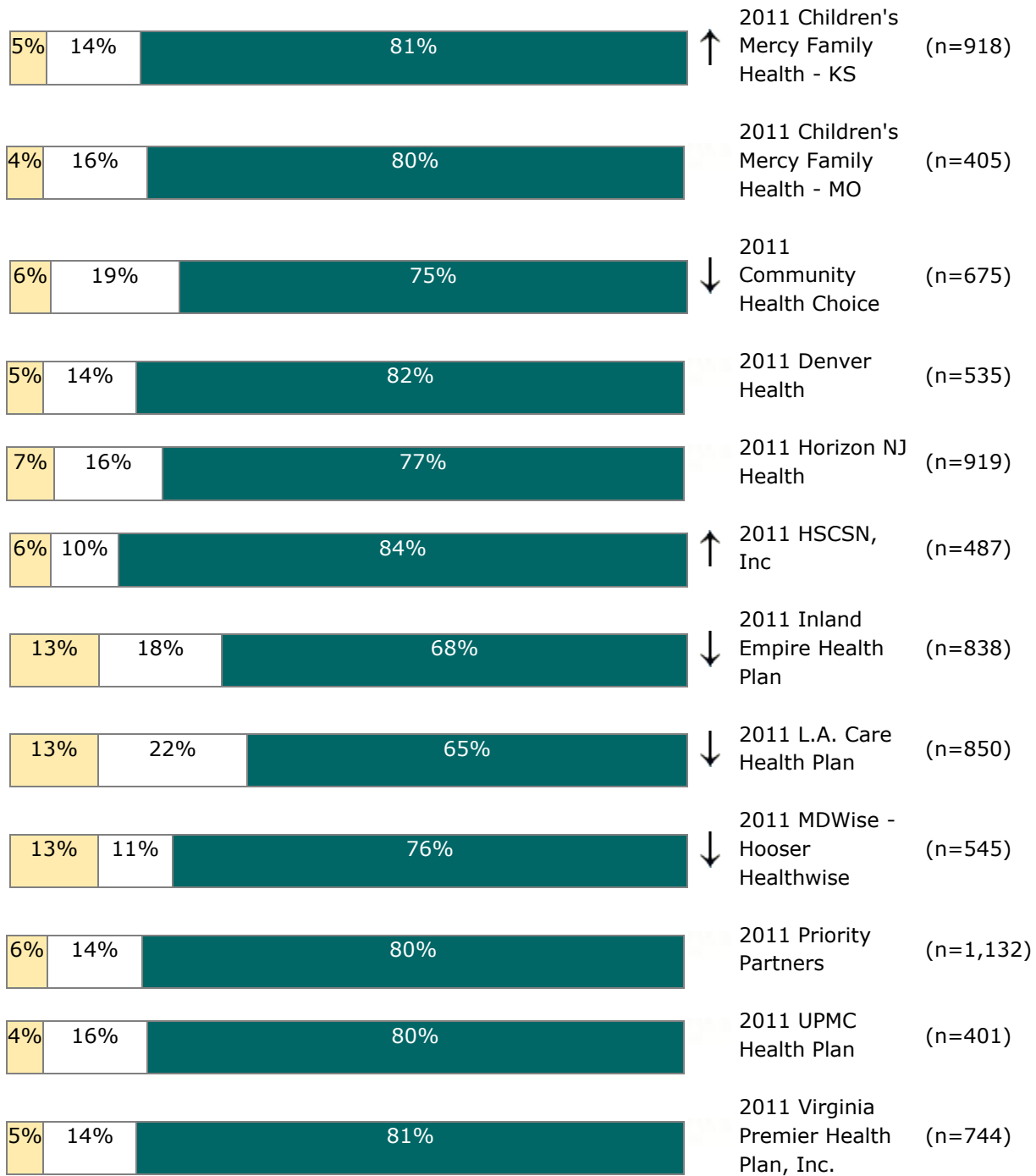


Q31 Child's personal doctor listened carefully

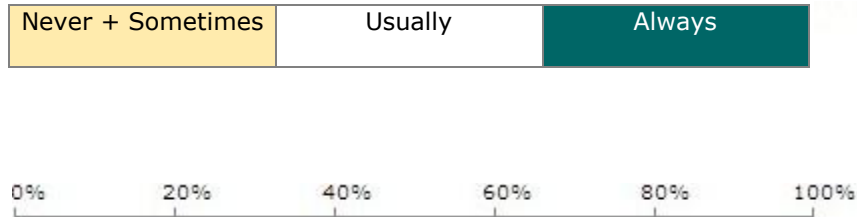


↑ = Above the mean value of all sponsor or plan means ($p < 0.05$)
 ↓ = Below the mean value of all sponsor or plan means ($p < 0.05$)

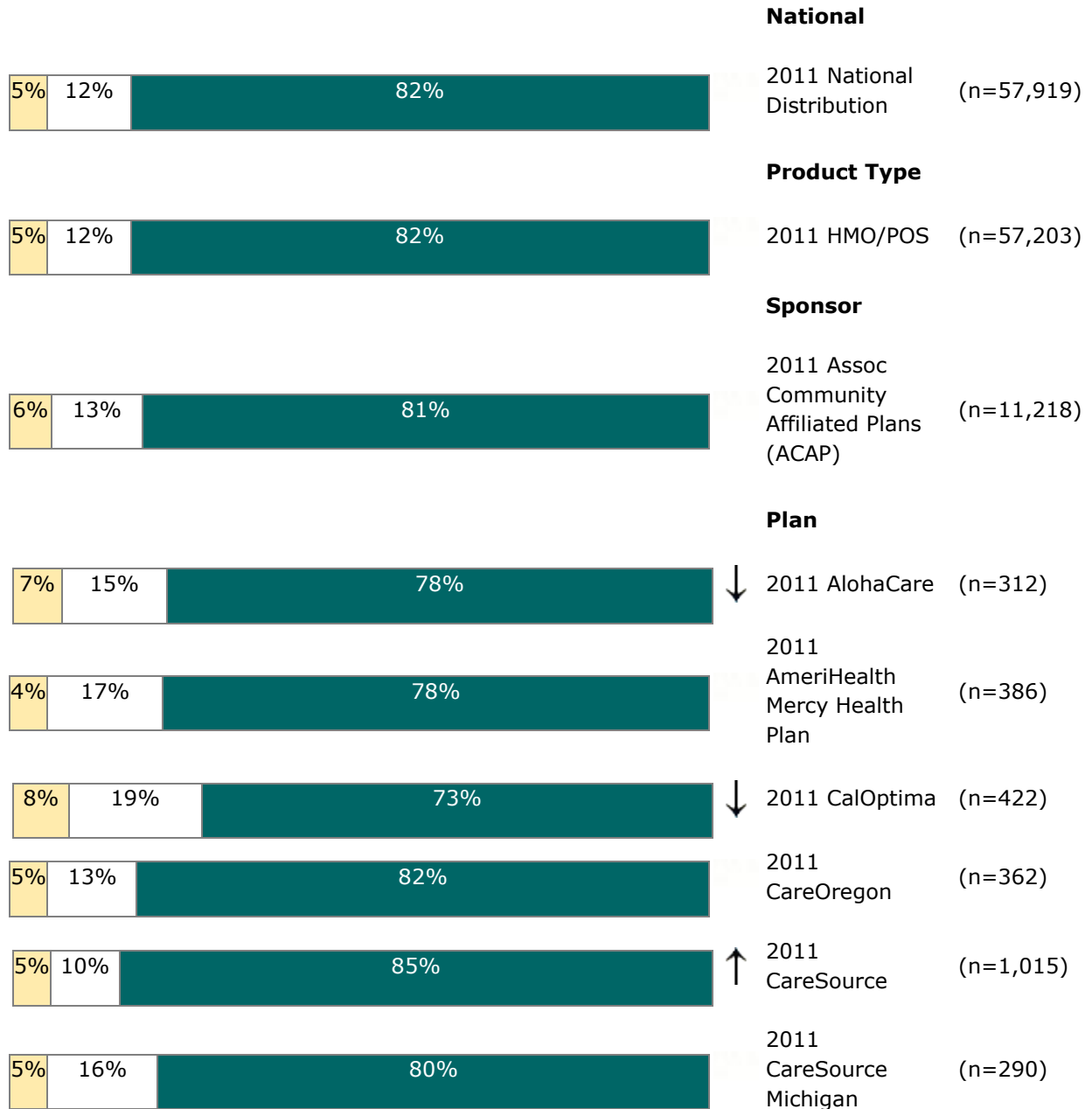


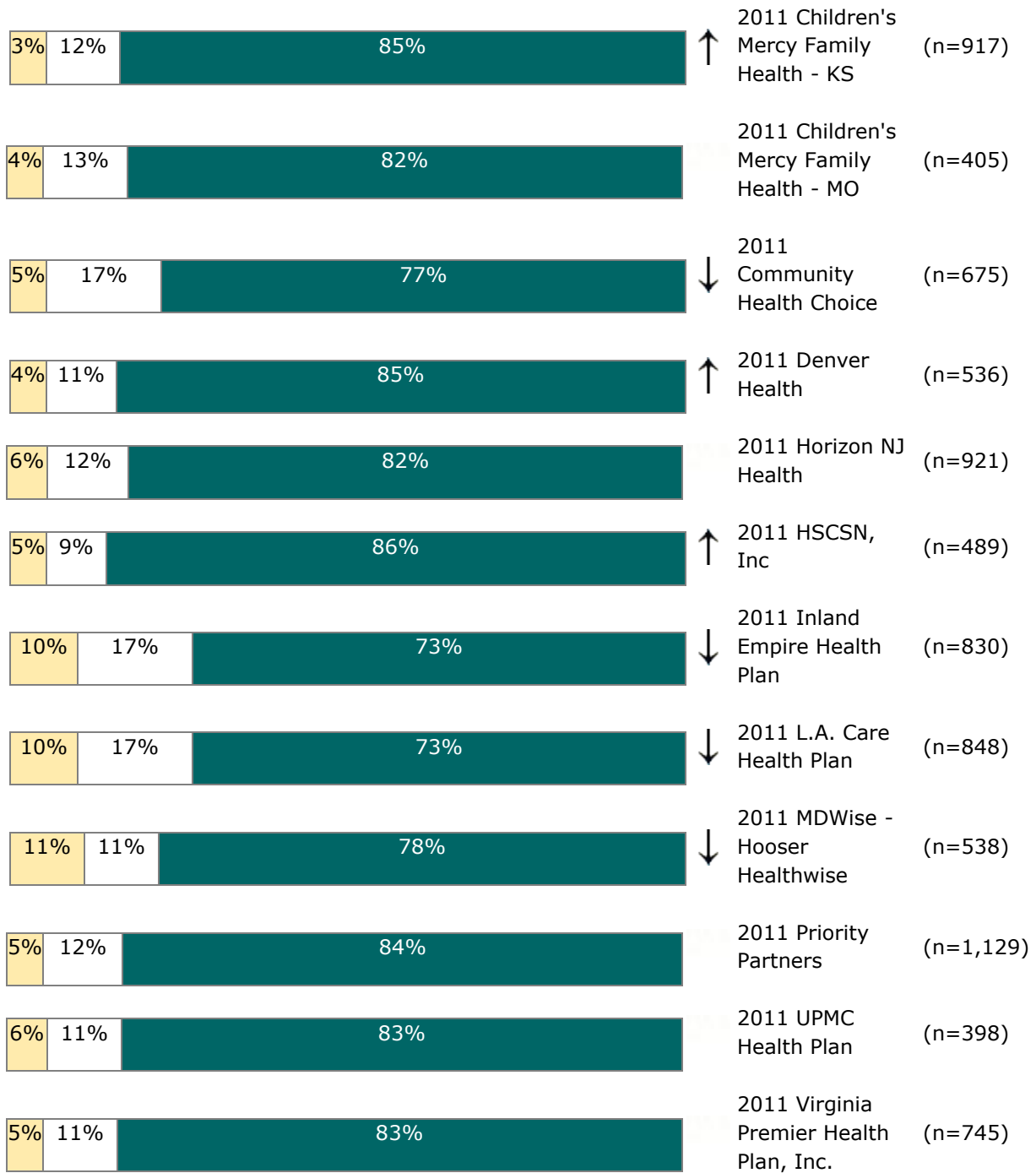


Q32 Child's personal doctor respected consumer comments

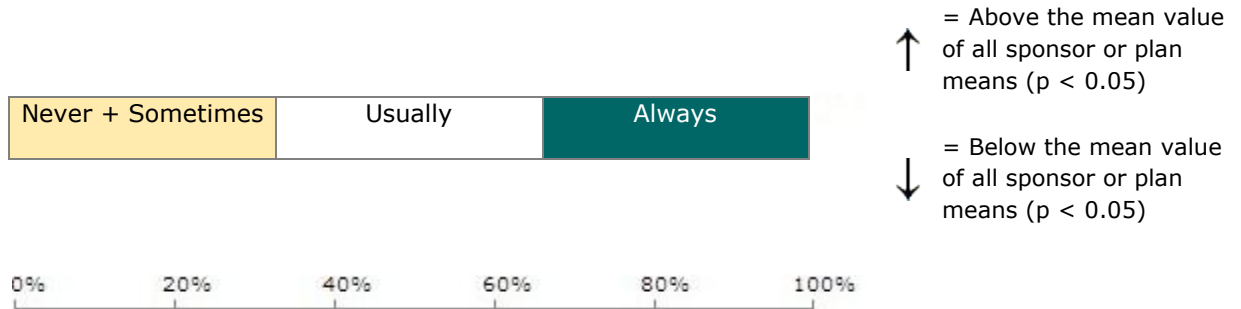


↑ = Above the mean value of all sponsor or plan means ($p < 0.05$)
 ↓ = Below the mean value of all sponsor or plan means ($p < 0.05$)

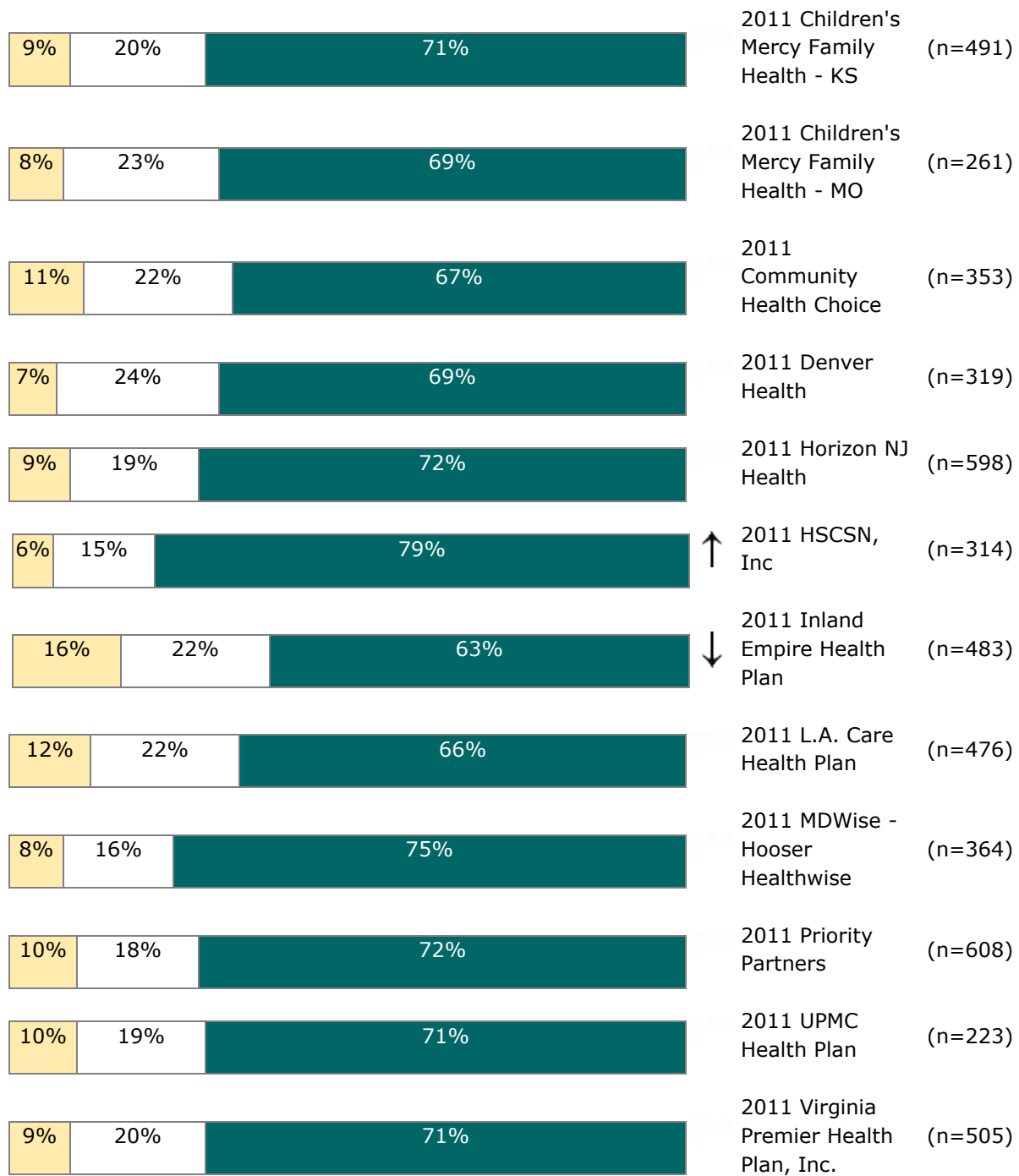




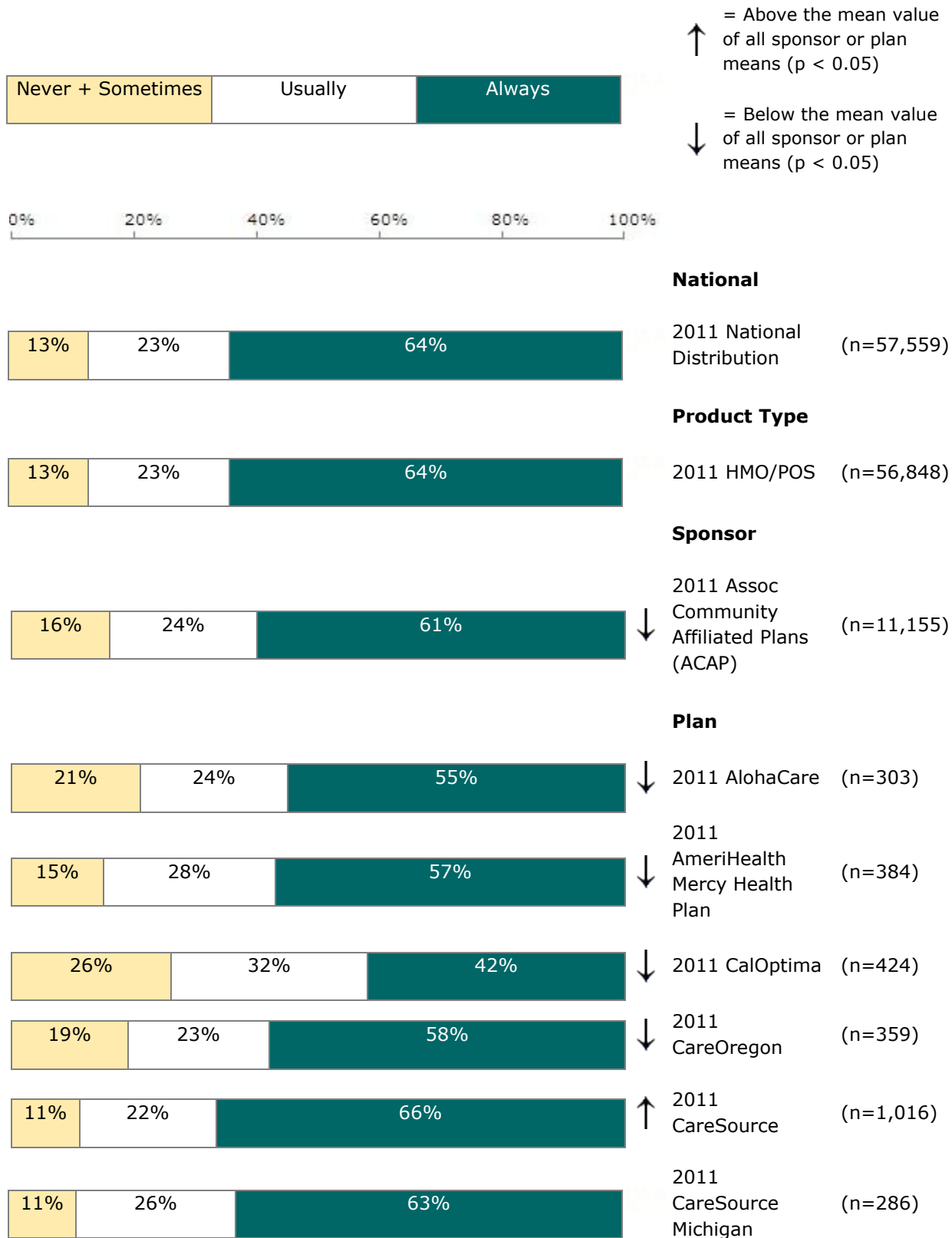
Q34 Child's personal doctor explained things in a way that was easy for child to understand

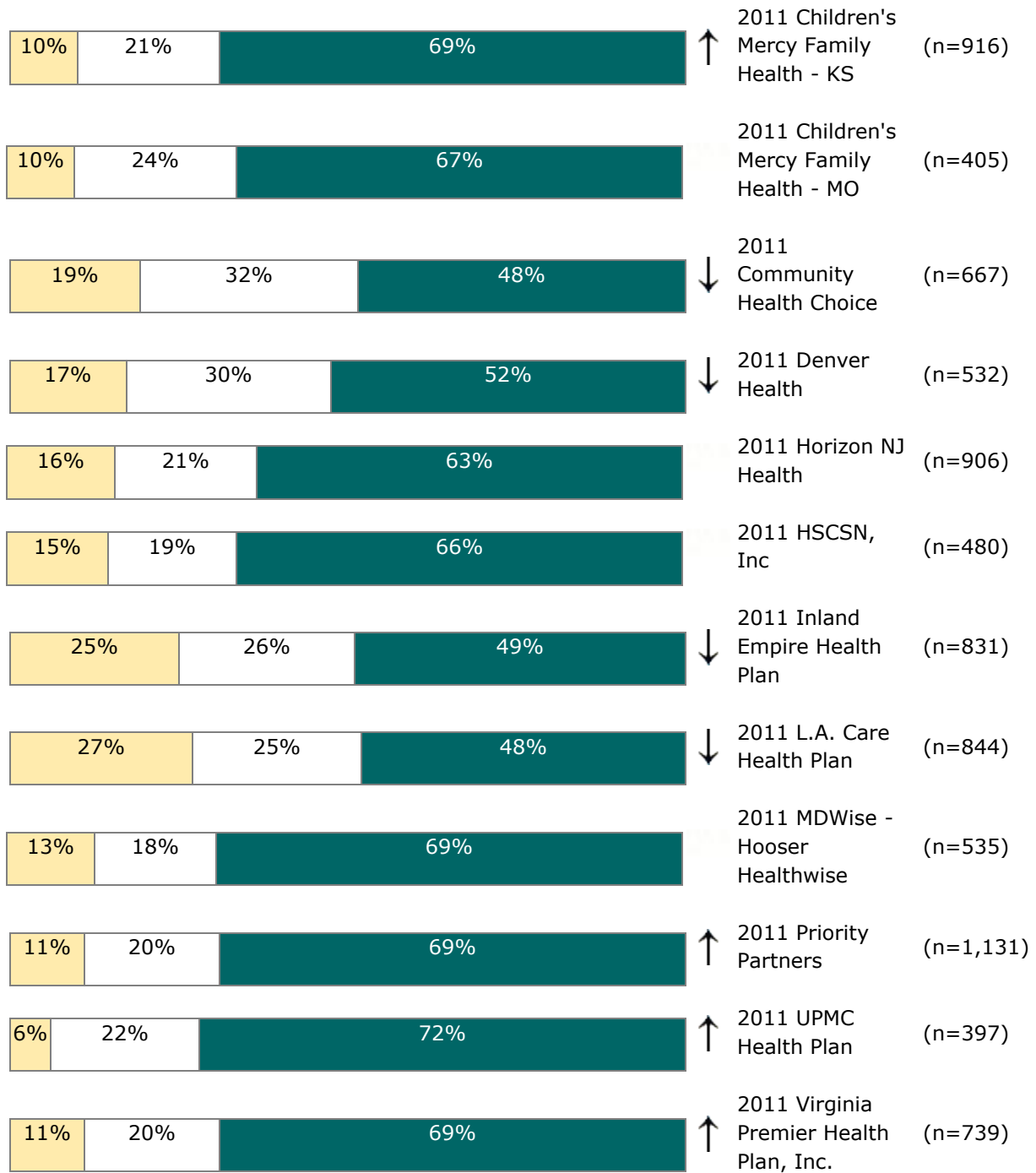


			National
9%	20%	71%	2011 National Distribution (n=36,855)
			Product Type
9%	20%	71%	2011 HMO/POS (n=36,397)
			Sponsor
10%	20%	70%	2011 Assoc Community Affiliated Plans (ACAP) (n=6,822)
			Plan
11%	22%	68%	2011 AlohaCare (n=204)
6%	24%	70%	2011 AmeriHealth Mercy Health Plan (n=256)
11%	23%	66%	2011 CalOptima (n=237)
11%	20%	69%	2011 CareOregon (n=213)
8%	20%	72%	2011 CareSource (n=706)
7%	26%	67%	2011 CareSource Michigan (n=211)



Q35 Child's personal doctor spent enough time with child

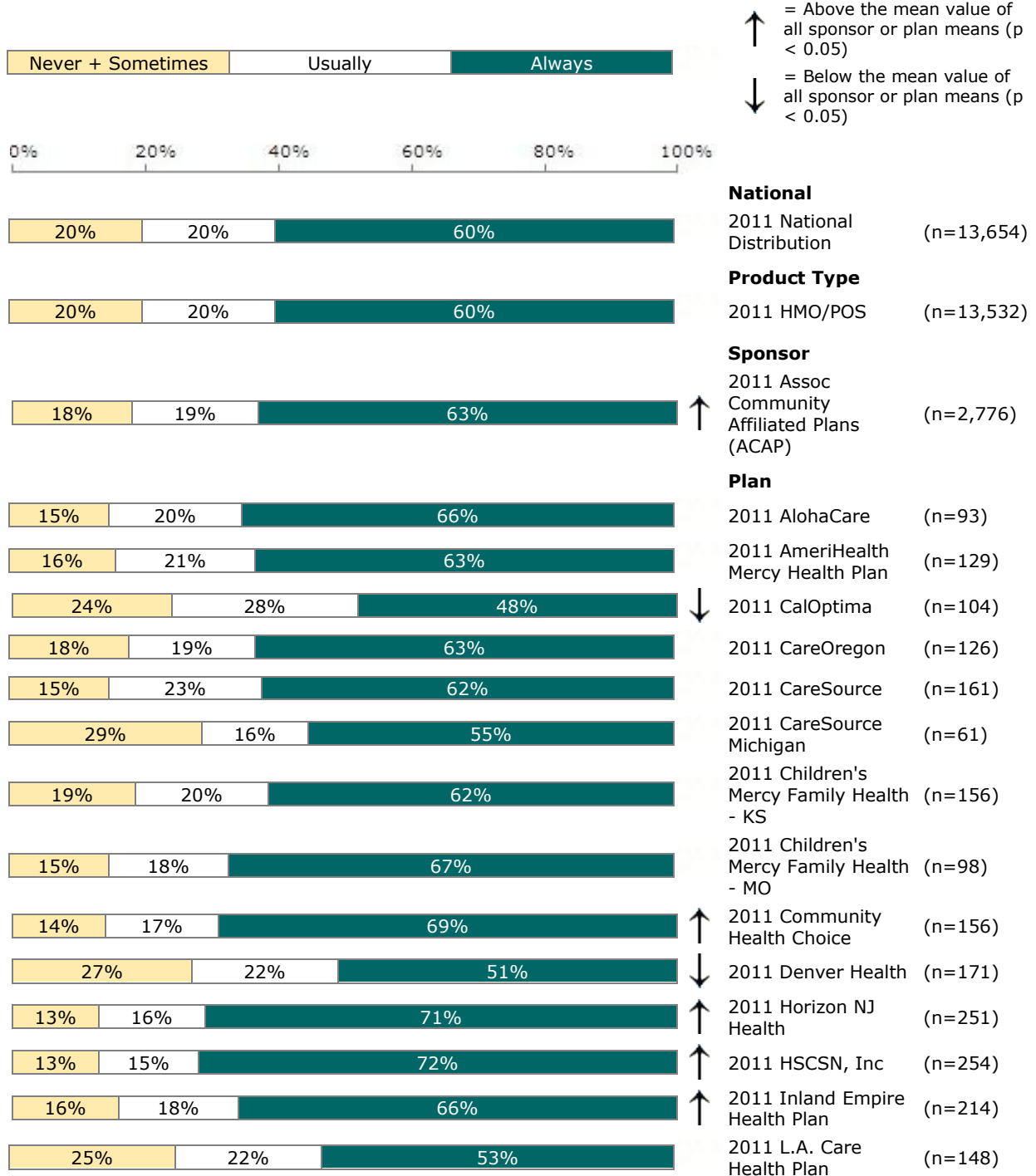


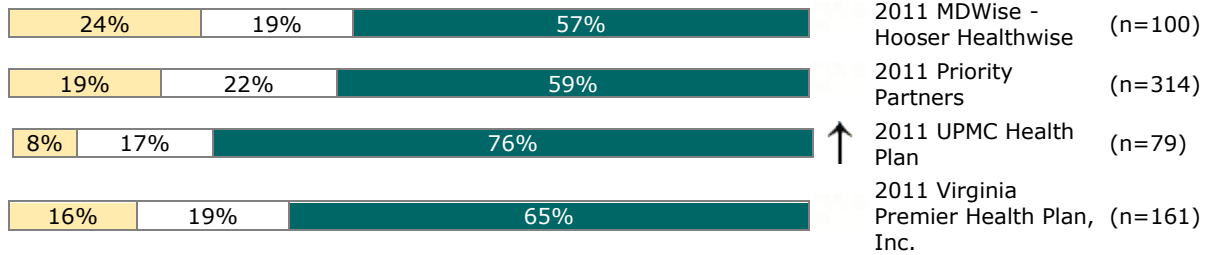


Results generated 10/4/2011 3:15:12 PM

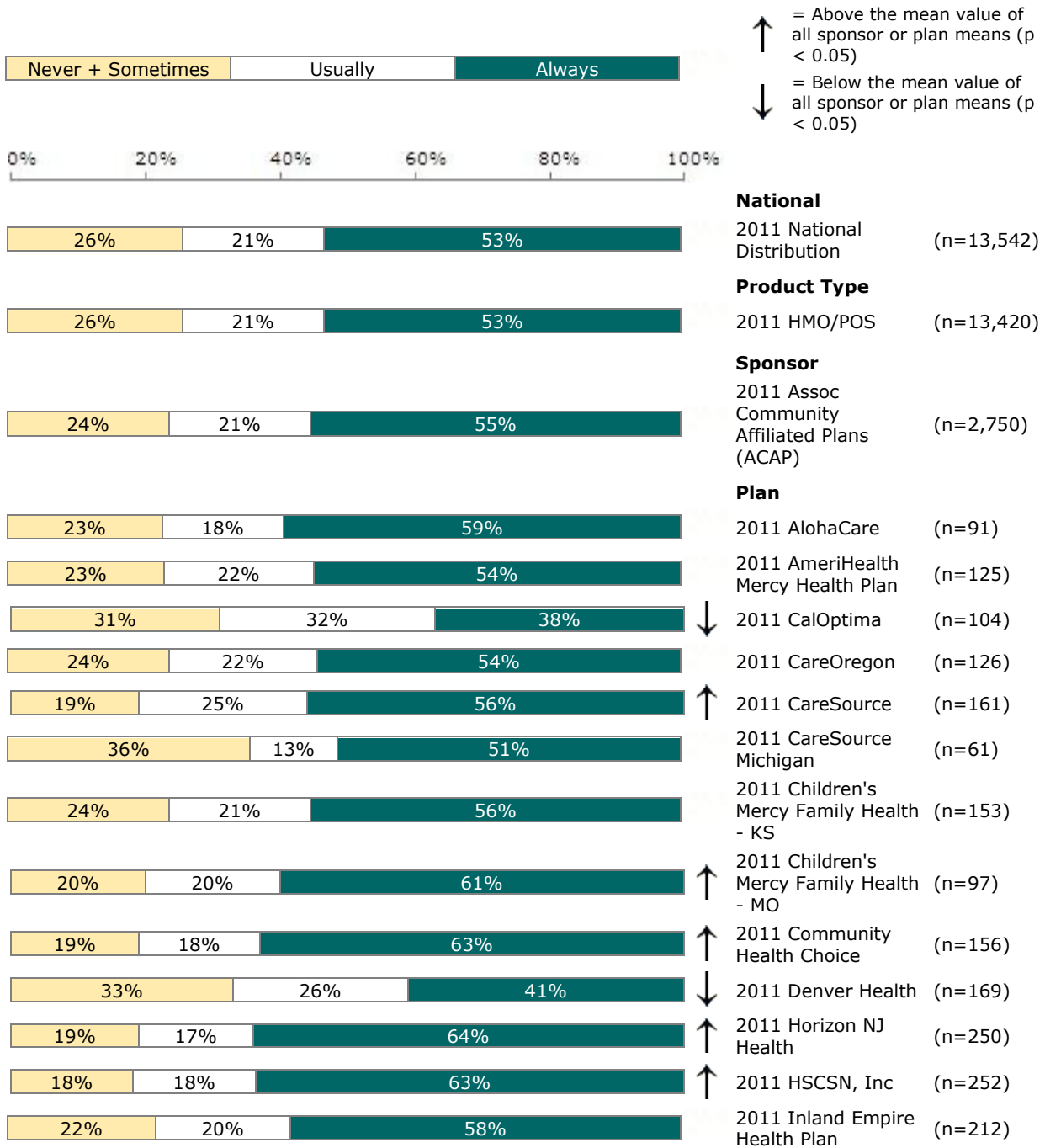
2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

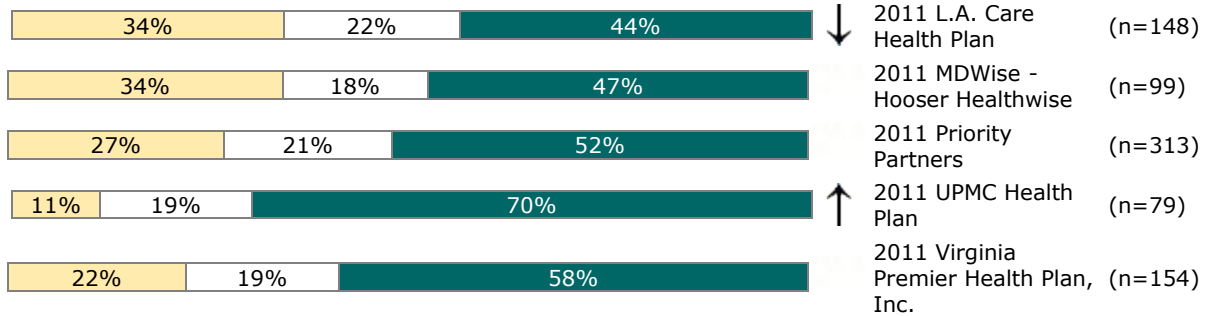
Health Plan Information and Customer Service Composite Combines responses from two questions about getting needed information and help from your health plan.



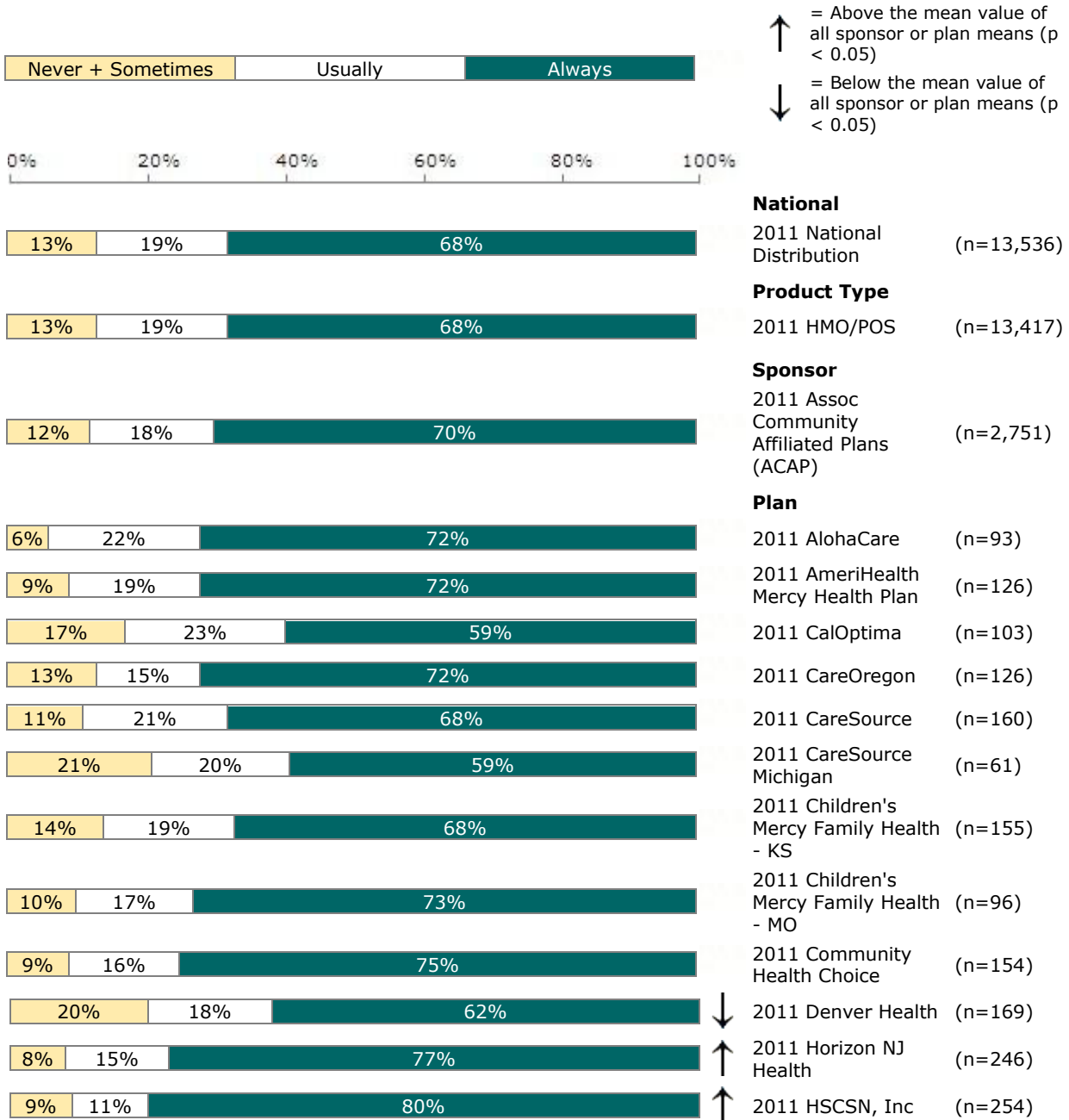


Q50 Customer service at child's health plan gave information or help needed





Q51 Customer service staff at child's health plan courteous and respectful





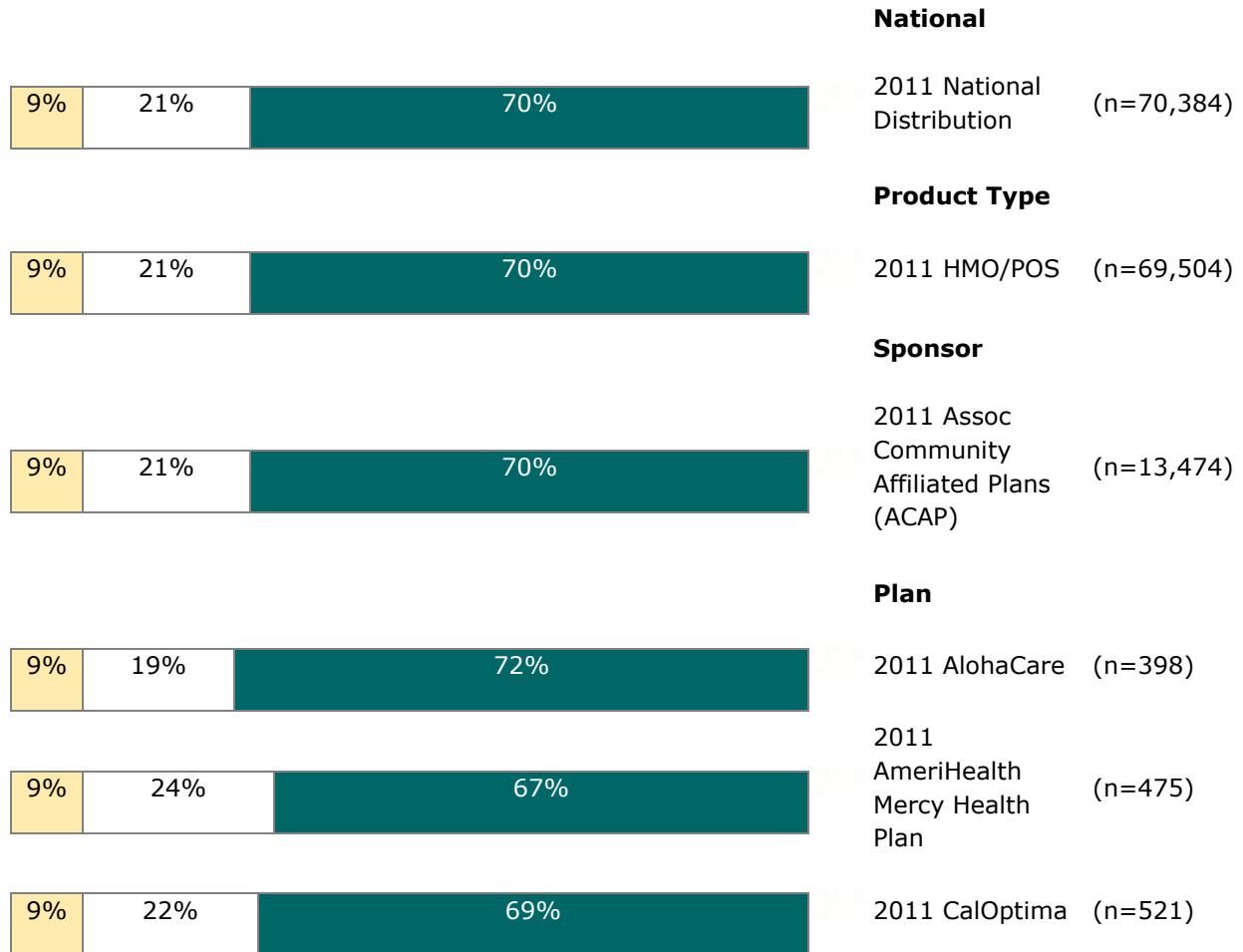
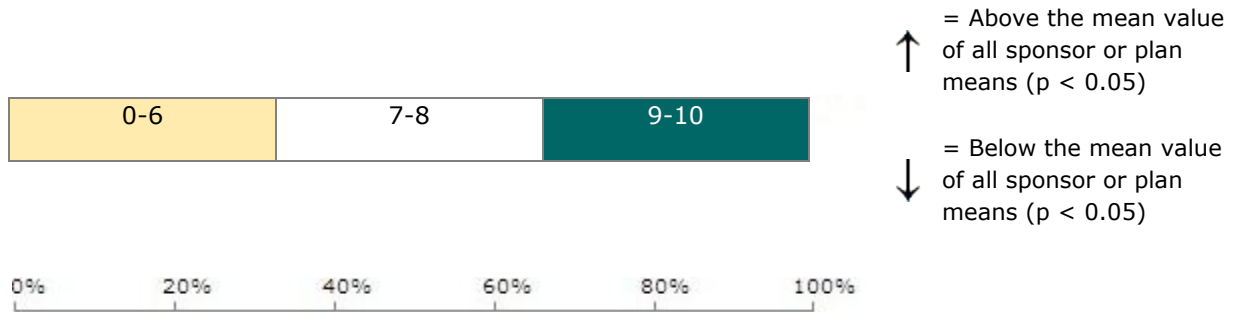
Results generated 10/4/2011 3:15:13 PM

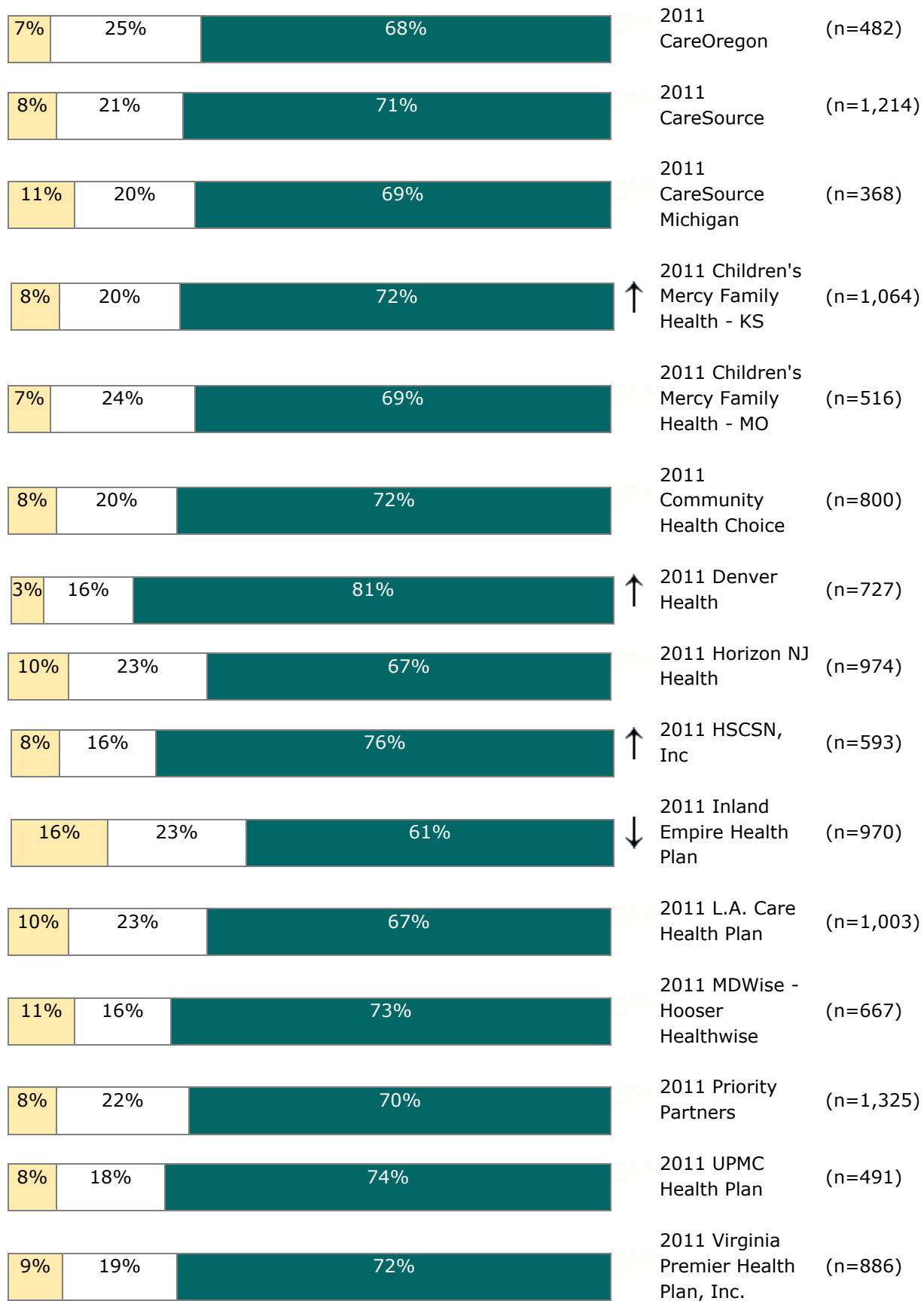
www.cahps.ahrq.gov



2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

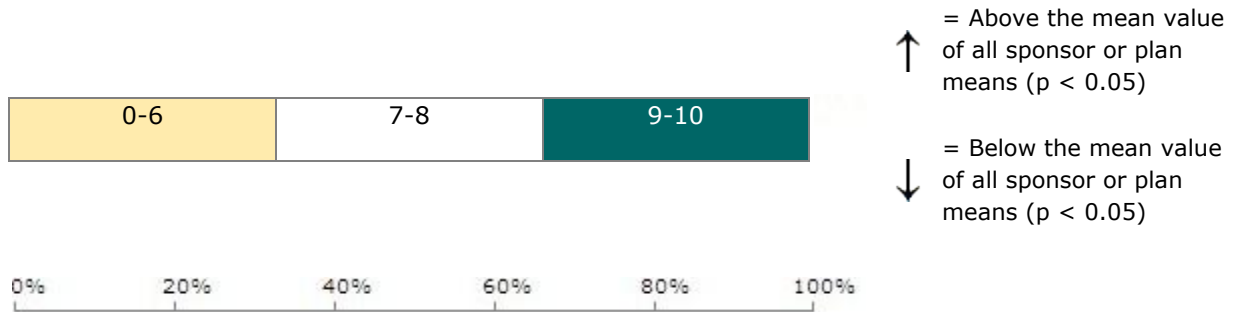
Q39 Overall Rating of Child's Personal Doctor Using scale of 0 to 10, how would you rate your child's personal doctor.





2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q46 Overall Rating of Child's Specialist Using scale of 0 to 10, how would you rate your child's specialist.



National



2011 National Distribution (n=16,992)

Product Type



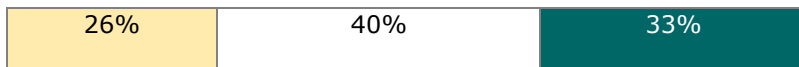
2011 HMO/POS (n=16,786)

Sponsor



2011 Assoc Community Affiliated Plans (ACAP) (n=3,266)

Plan



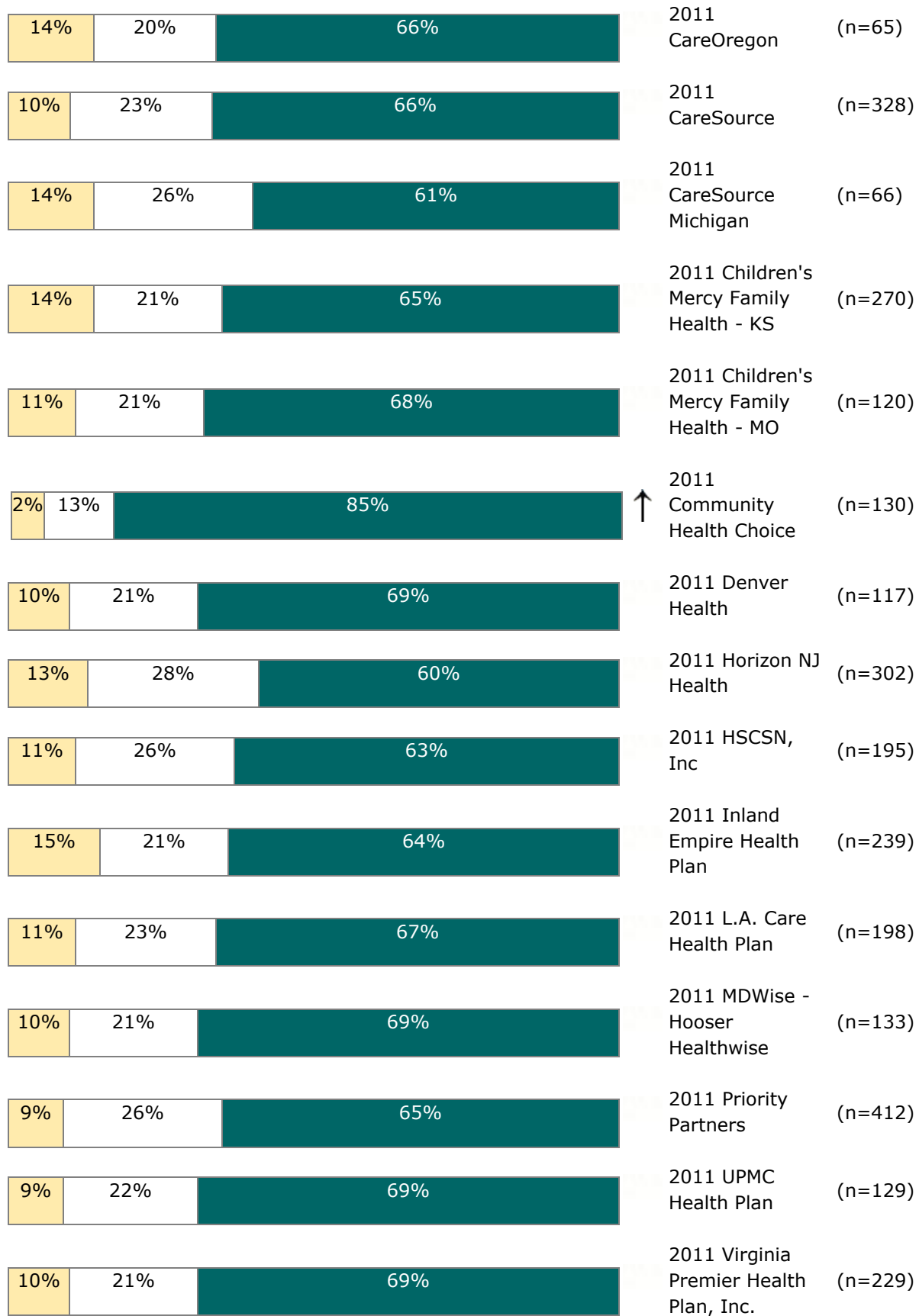
↓ 2011 AlohaCare (n=57)



↑ 2011 AmeriHealth Mercy Health Plan (n=168)

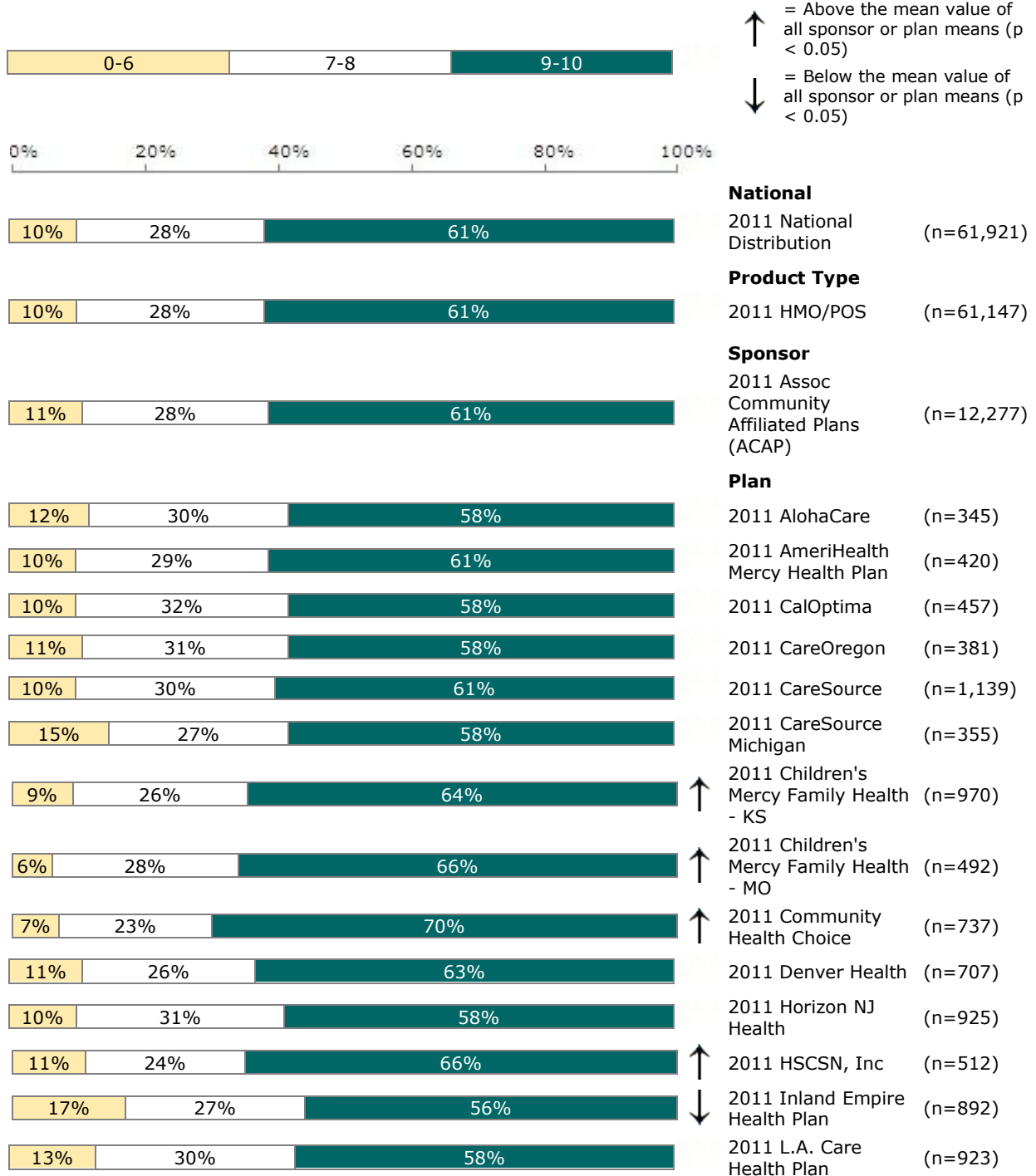


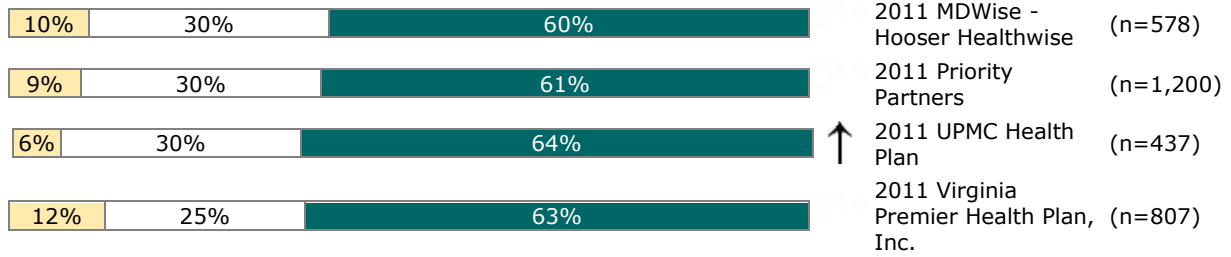
↑ 2011 CalOptima (n=108)



2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q13 Overall Rating of Child's Health Care Using scale of 0 to 10, how would you rate all your child's health care





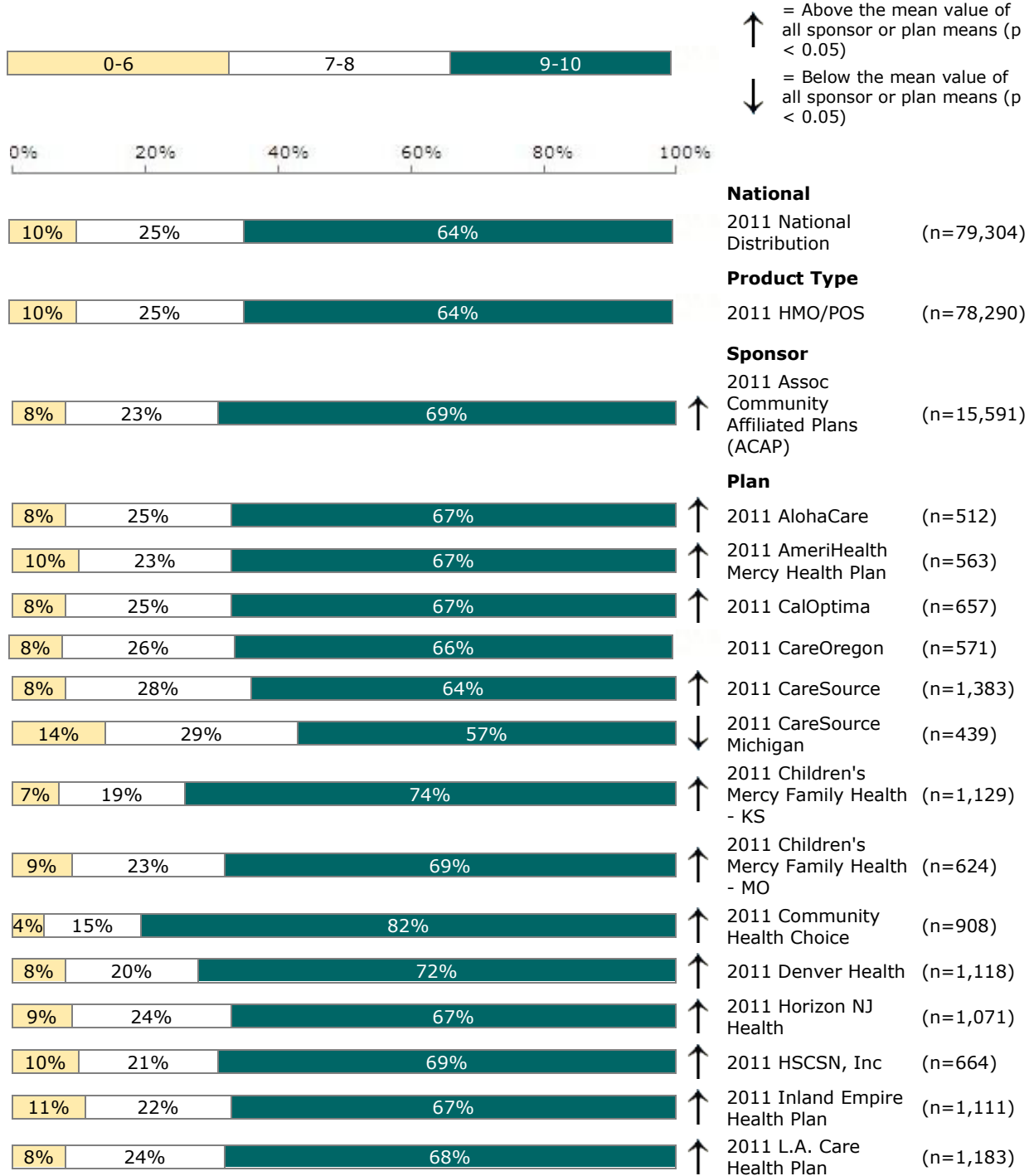
Results generated 10/4/2011 3:15:13 PM

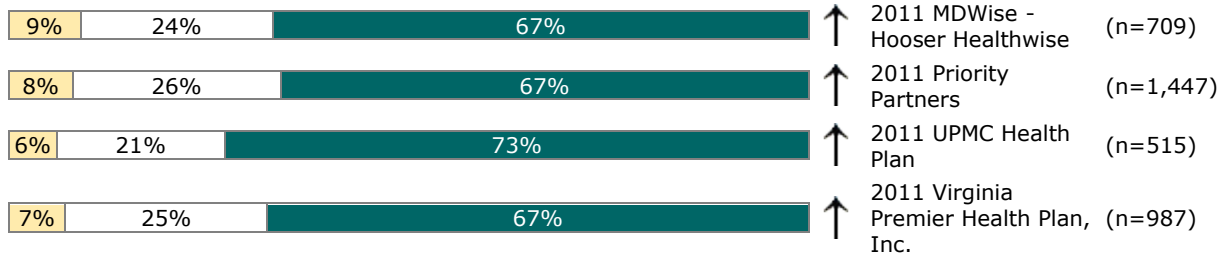
www.cahps.ahrq.gov



2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q54 Overall Rating of Child's Health Plan Using scale of 0 to 10, how would you rate your child's health plan.





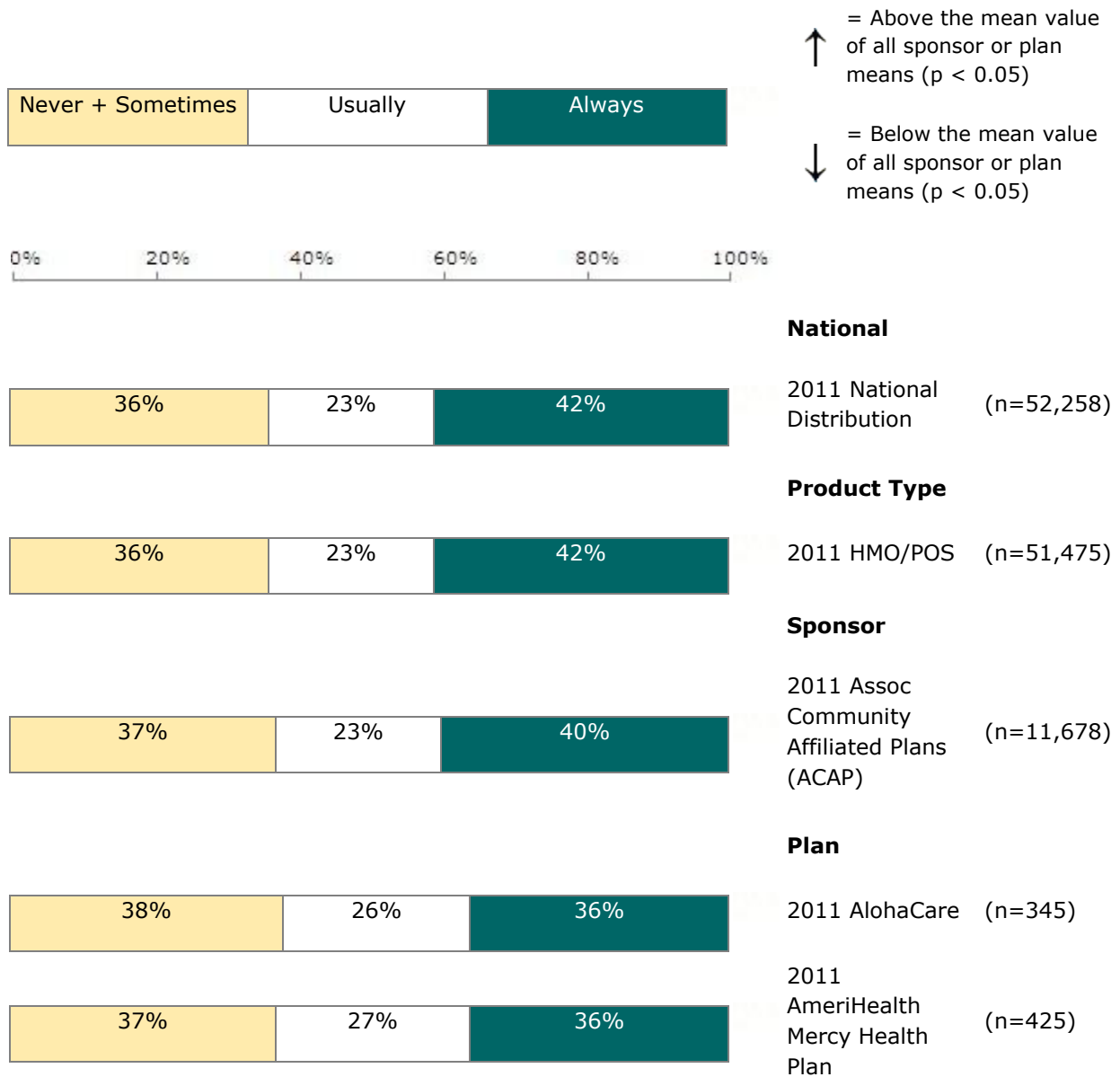
Results generated 10/4/2011 3:15:13 PM

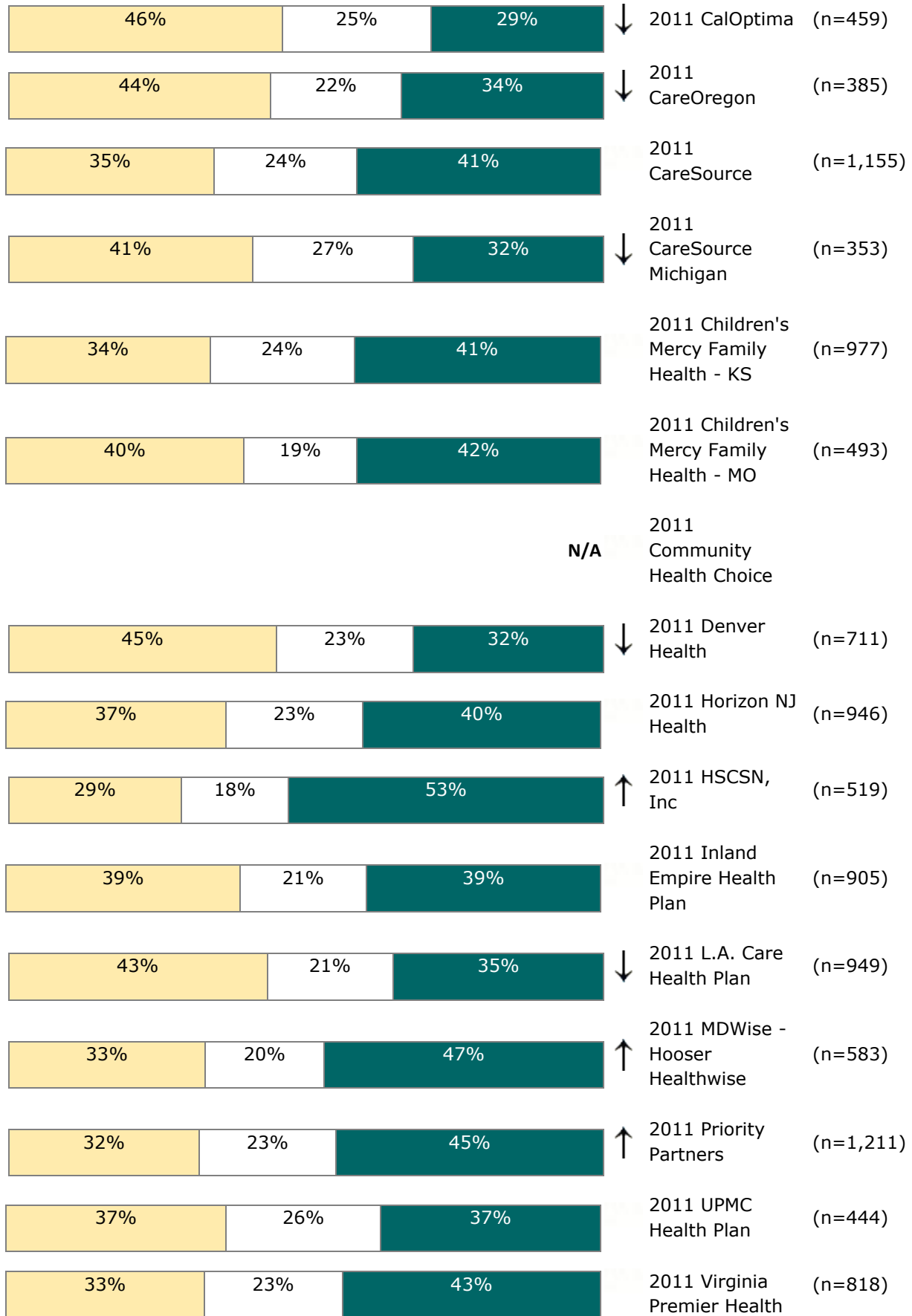
www.cahps.ahrq.gov



2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q8 Talked with doctor or health provider about specific things that could be done to prevent child's illness



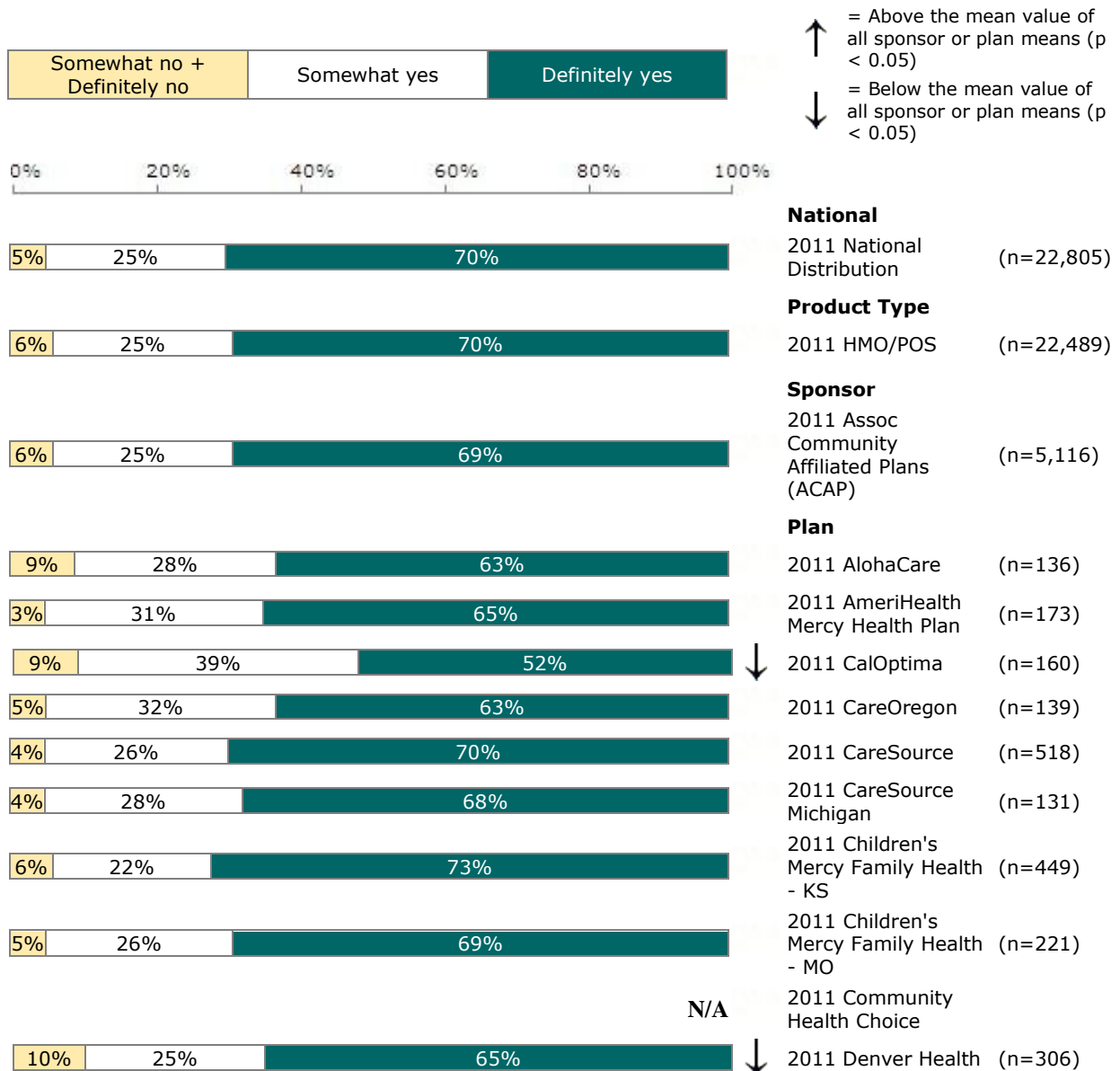


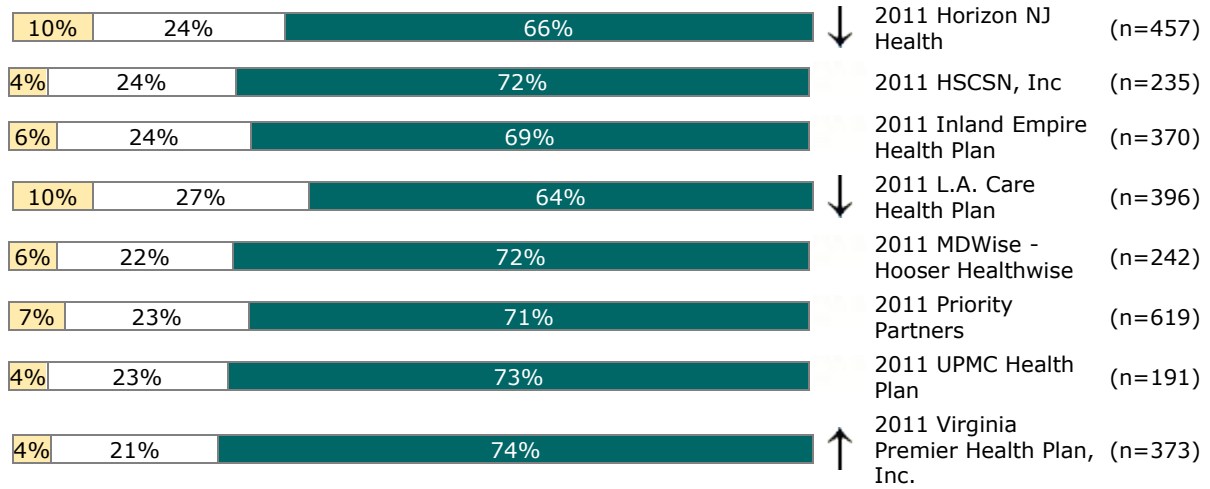


2011 Child Medicaid 4.0 Report Builder

2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q11 (HEDIS) Doctor or health provider discussed pros & cons of each choice for child's treatment or care (4 point scale)





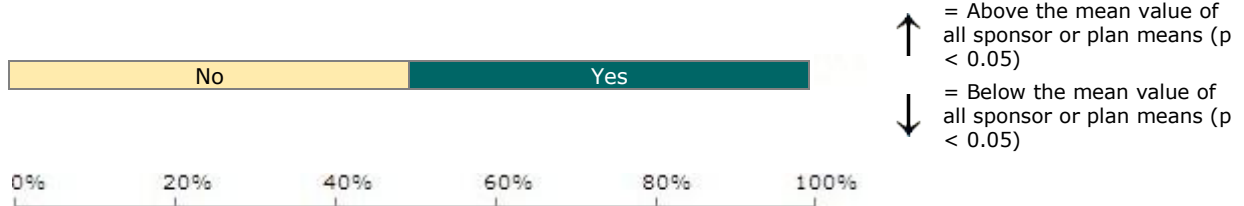
Results generated 10/4/2011 3:15:13 PM

www.cahps.ahrq.gov



2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q11A (HEDIS) Doctor or health provider discussed pros & cons of each choice for child's treatment or care (2 point scale)



	National
N/A	2011 National Distribution
	Product Type
N/A	2011 HMO/POS
	Sponsor
N/A	2011 Assoc Community Affiliated Plans (ACAP)
	Plan
N/A	2011 AlohaCare
N/A	2011 AmeriHealth Mercy Health Plan
N/A	2011 CalOptima
N/A	2011 CareOregon
N/A	2011 CareSource
N/A	2011 CareSource Michigan
N/A	2011 Children's Mercy Family Health - KS
N/A	2011 Children's Mercy Family Health - MO
N/A	2011 Community Health Choice
N/A	2011 Denver Health
N/A	2011 Horizon NJ Health
N/A	2011 HSCSN, Inc
N/A	2011 Inland Empire Health Plan
N/A	2011 L.A. Care Health Plan
N/A	2011 MDWise - Hooser Healthwise
N/A	2011 Priority Partners
N/A	2011 UPMC Health Plan

N/A

2011 Virginia Premier Health
Plan, Inc.

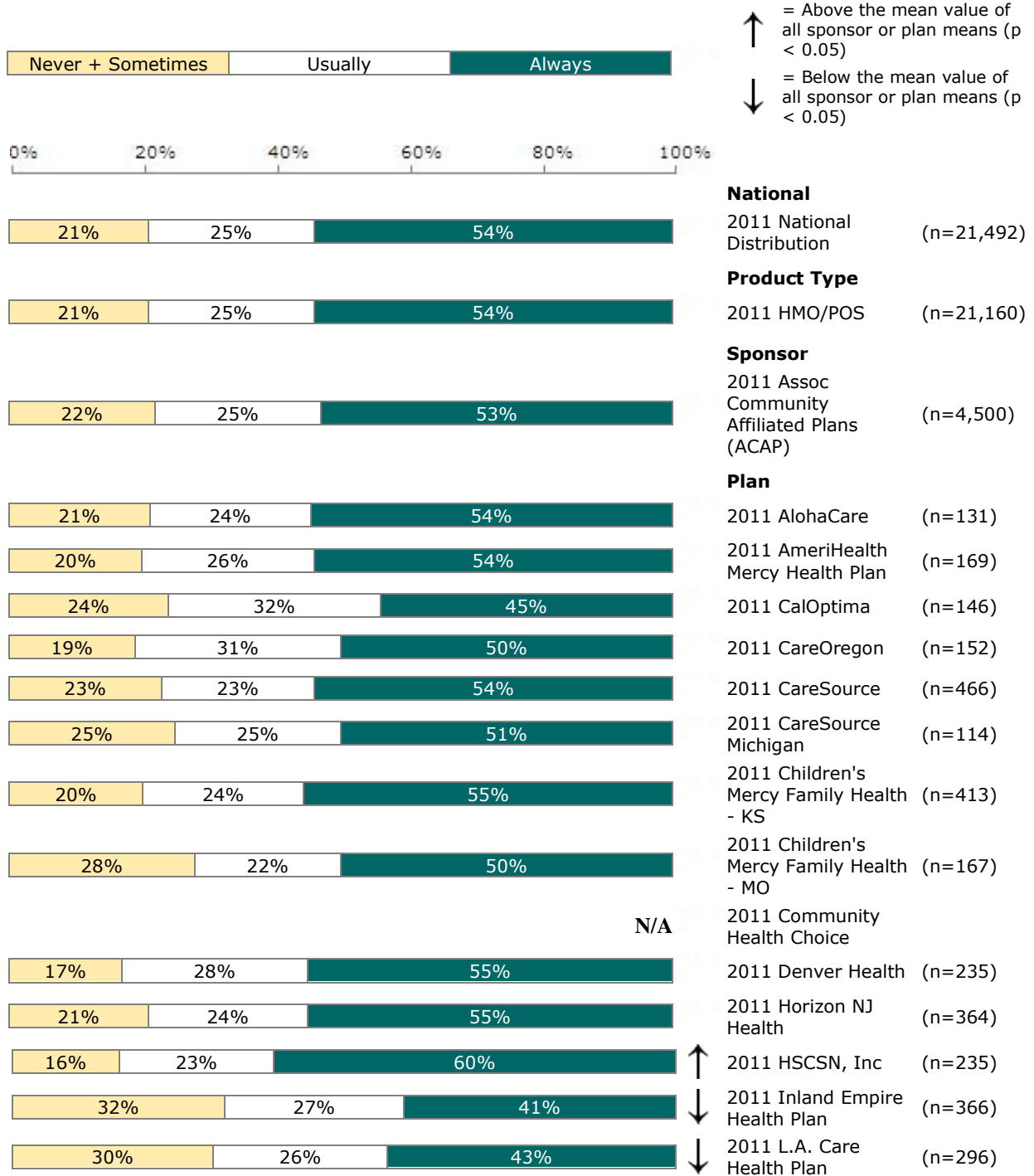
Results generated 10/4/2011 3:15:13 PM

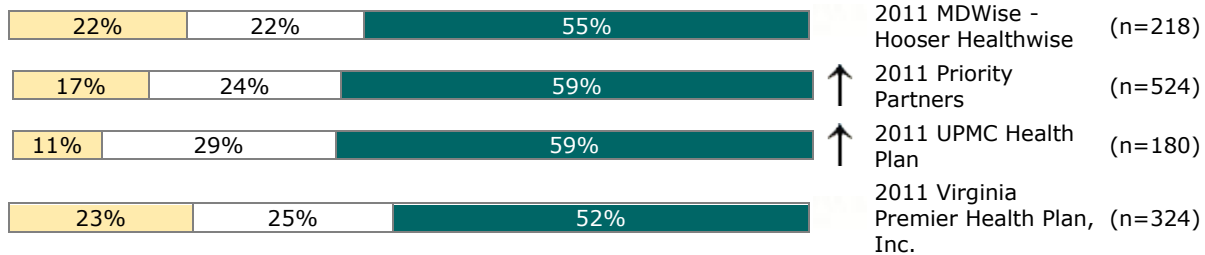
www.cahps.ahrq.gov



2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q38 Child's personal doctor seemed informed and up-to-date about care from other doctors or providers





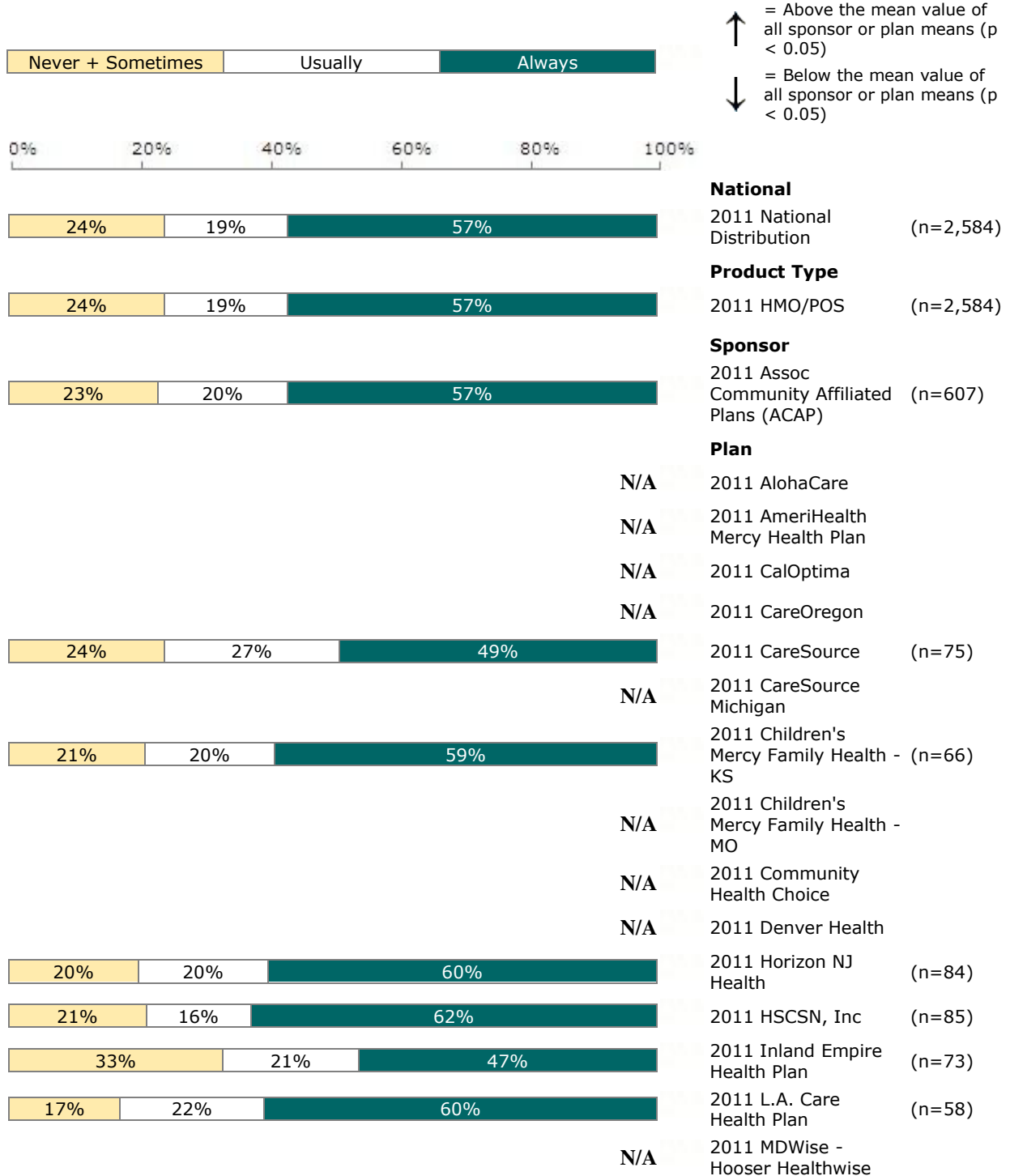
Results generated 10/4/2011 3:15:13 PM

www.cahps.ahrq.gov



2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q18 How often was easy to get special medical equipment or devices for child



21%	20%	59%	2011 Priority Partners (n=109)
N/A			2011 UPMC Health Plan
26%	14%	60%	2011 Virginia Premier Health Plan, Inc. (n=57)

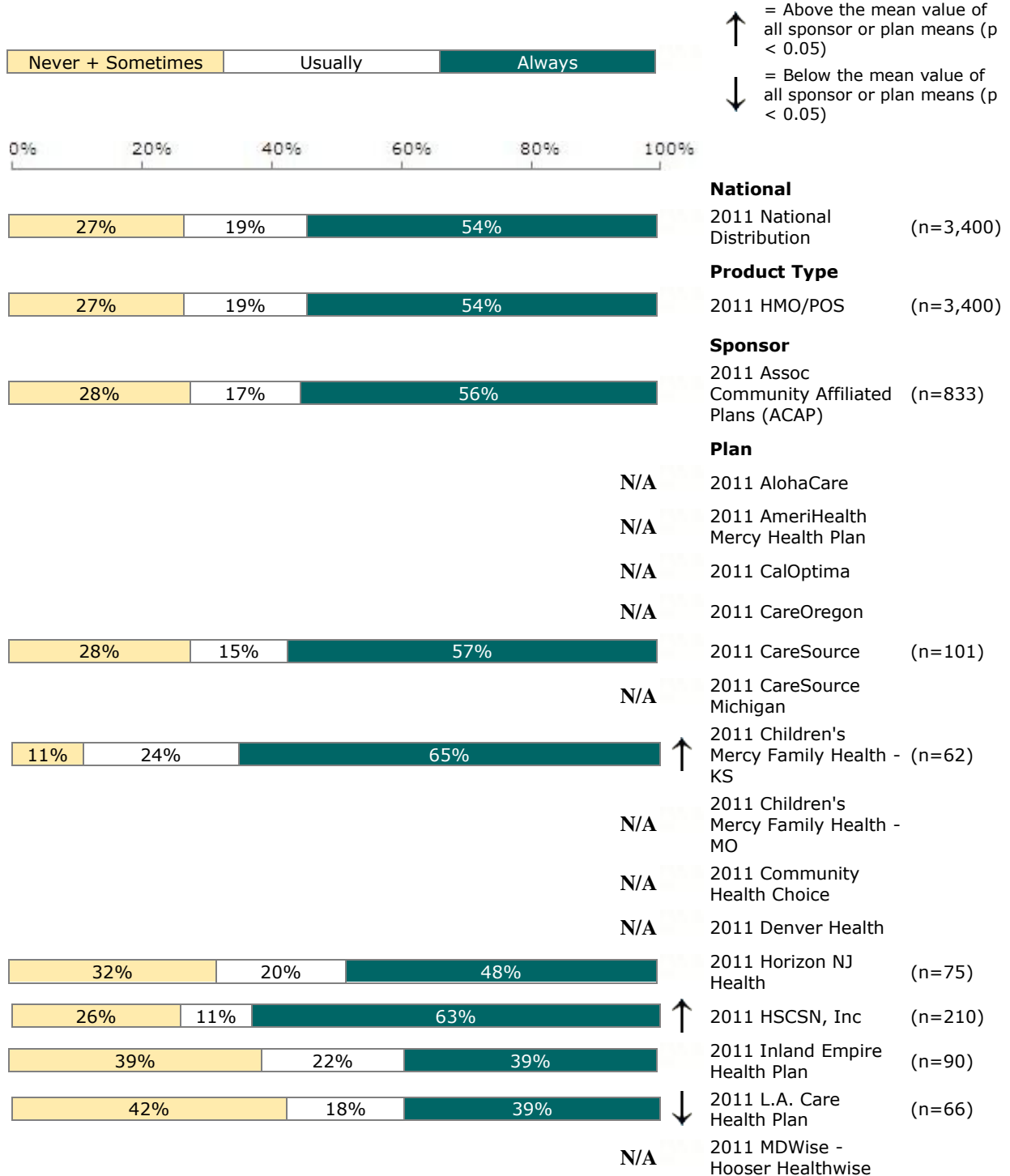
Results generated 10/4/2011 3:15:13 PM

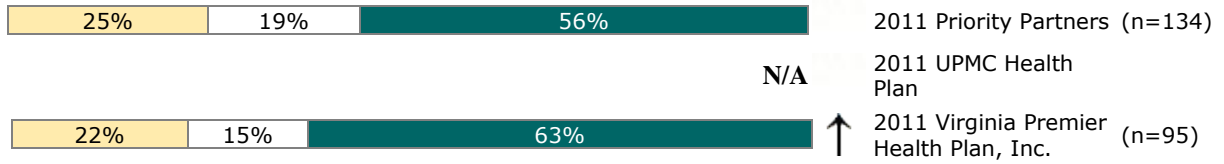
www.cahps.ahrq.gov



2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q21 How often was easy to get special therapy for child





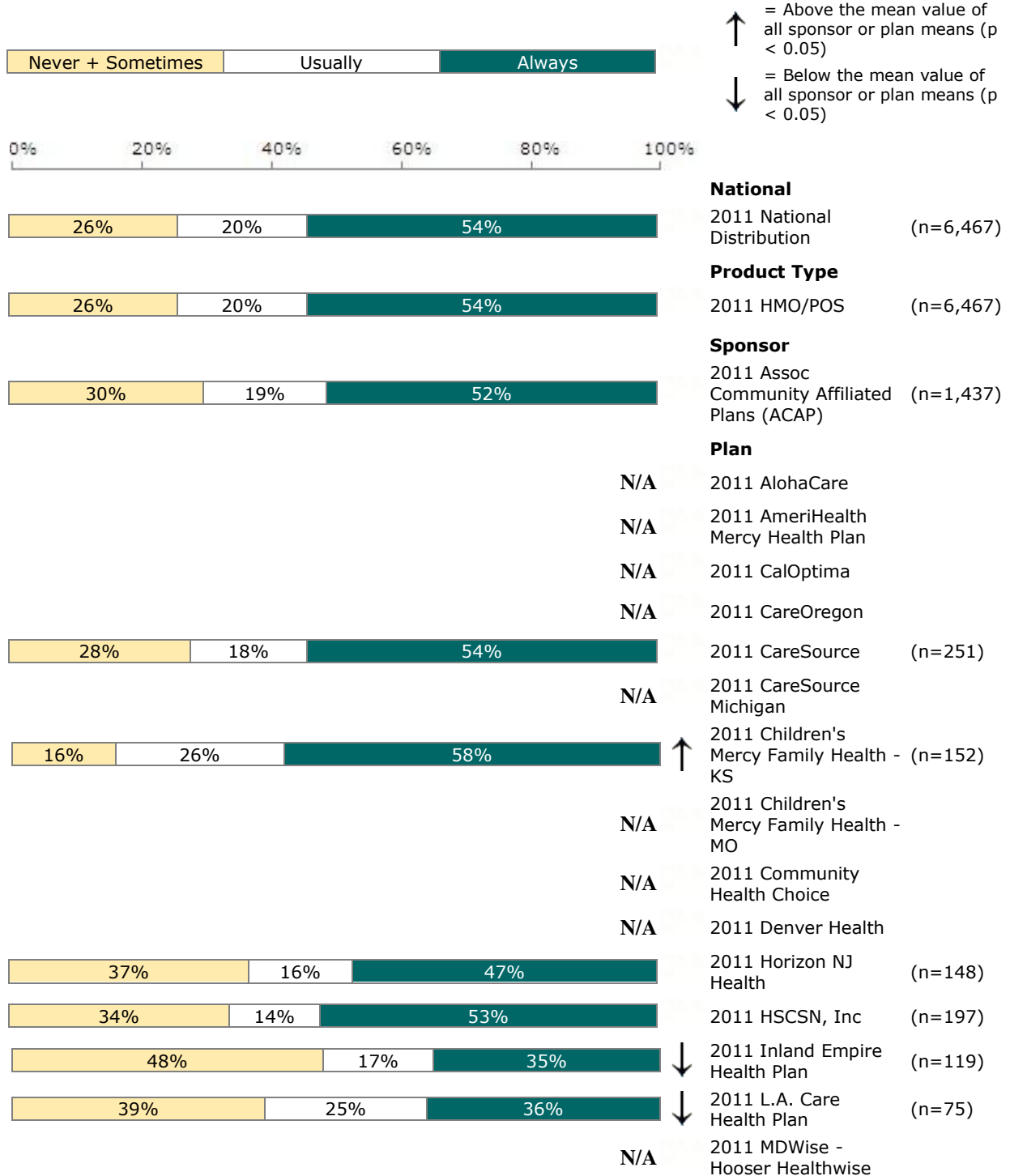
Results generated 10/4/2011 3:15:13 PM

www.cahps.ahrq.gov



2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q24 How often was easy to get treatment or counseling for child



23%	18%	59%	↑	2011 Priority Partners (n=285)
			N/A	2011 UPMC Health Plan
28%	20%	52%		2011 Virginia Premier Health Plan, Inc. (n=210)

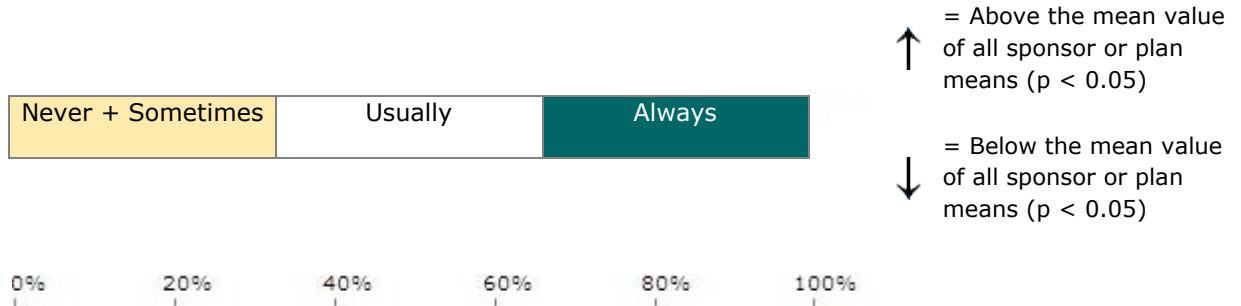
Results generated 10/4/2011 3:15:13 PM

www.cahps.ahrq.gov



2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q56 How often was easy to get prescription medicines for child through health plan



		National		
9%	20%	71%		2011 National Distribution (n=14,716)
		Product Type		
9%	20%	71%		2011 HMO/POS (n=14,716)
		Sponsor		
8%	19%	73%		2011 Assoc Community Affiliated Plans (ACAP) (n=3,189) ↑
		Plan		
N/A				2011 AlohaCare
N/A				2011 AmeriHealth Mercy Health Plan
N/A				2011 CalOptima

			N/A	2011 CareOregon	
8%	21%	71%		2011 CareSource	(n=540)
			N/A	2011 CareSource Michigan	
5%	17%	79%	↑	2011 Children's Mercy Family Health - KS	(n=425)
			N/A	2011 Children's Mercy Family Health - MO	
			N/A	2011 Community Health Choice	
			N/A	2011 Denver Health	
11%	17%	72%		2011 Horizon NJ Health	(n=366)
7%	17%	76%	↑	2011 HSCSN, Inc	(n=347)
8%	20%	72%		2011 Inland Empire Health Plan	(n=302)
10%	20%	69%		2011 L.A. Care Health Plan	(n=240)
			N/A	2011 MDWise - Hooser Healthwise	
9%	20%	71%		2011 Priority Partners	(n=530)
			N/A	2011 UPMC Health Plan	
10%	18%	71%		2011 Virginia Premier Health Plan, Inc.	(n=439)

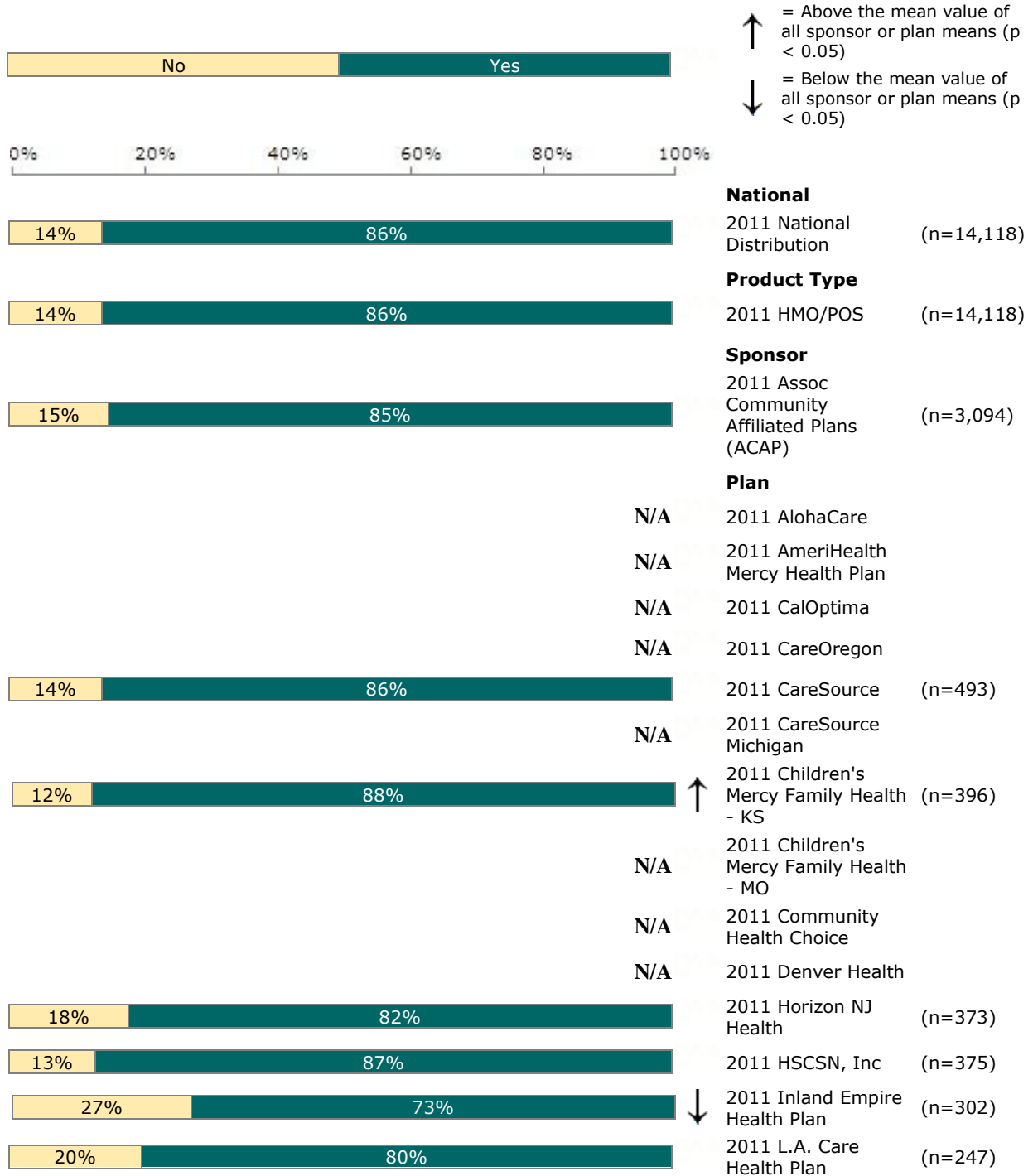
Results generated 10/4/2011 3:15:13 PM

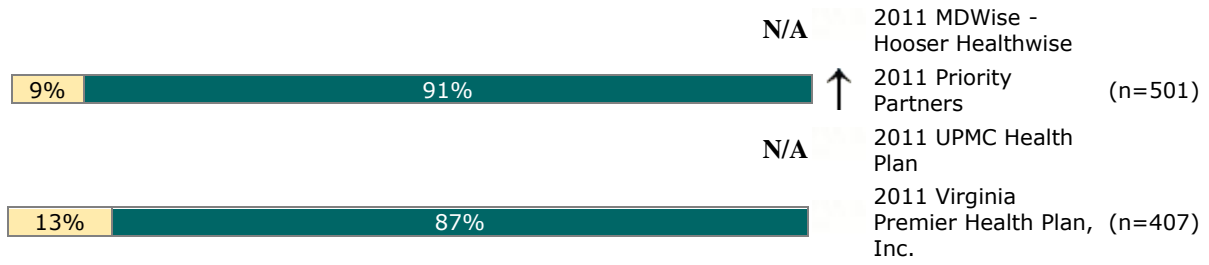
www.cahps.ahrq.gov



2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q36 Child's personal doctor talked about how child was feeling, growing or behaving

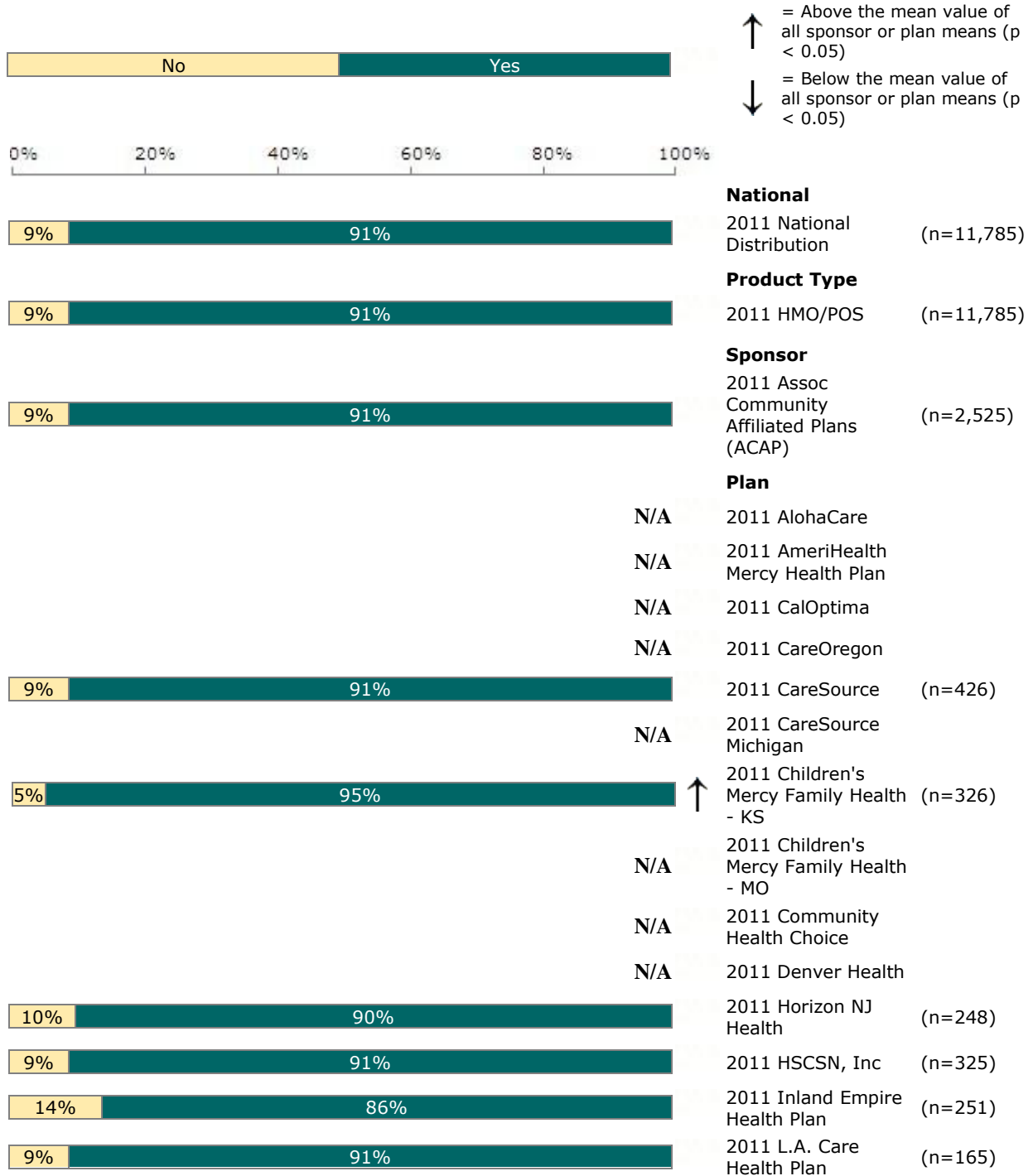




Results generated 10/4/2011 3:15:13 PM

2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q41 Child's personal doctor understood how health conditions affected child's day-to-day life.



	N/A	2011 MDWise - Hooser Healthwise
7%	93%	2011 Priority Partners (n=456)
	N/A	2011 UPMC Health Plan
9%	91%	2011 Virginia Premier Health Plan, (n=328) Inc.

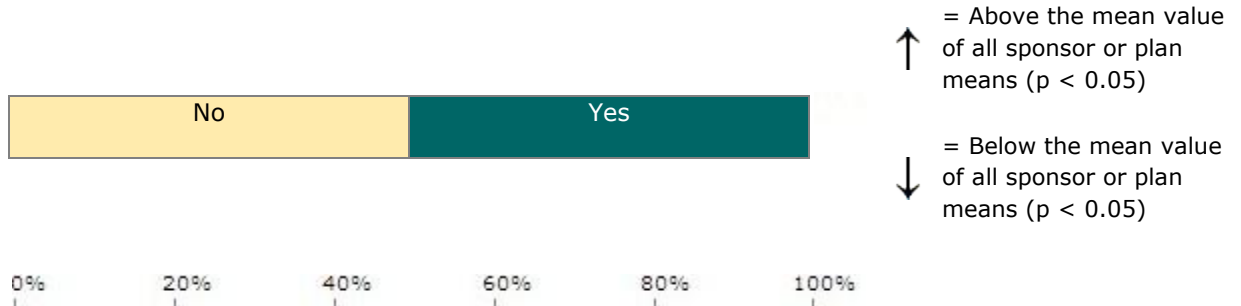
Results generated 10/4/2011 3:15:13 PM

www.cahps.ahrq.gov



2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q42 Child's personal doctor understood how health conditions affected child's family's day-to-day life.



National

2011 National Distribution (n=11,765)



Product Type

2011 HMO/POS (n=11,765)



Sponsor

2011 Assoc Community Affiliated Plans (ACAP) (n=2,512)

Plan

N/A 2011 AlohaCare

N/A 2011 AmeriHealth Mercy Health Plan

N/A 2011 CalOptima

	N/A	2011 CareOregon	
11%	89%	2011 CareSource (n=427)	
	N/A	2011 CareSource Michigan	
8%	92%	2011 Children's Mercy Family Health - KS (n=326)	↑
	N/A	2011 Children's Mercy Family Health - MO	
	N/A	2011 Community Health Choice	
	N/A	2011 Denver Health	
17%	83%	2011 Horizon NJ Health (n=247)	
11%	89%	2011 HSCSN, Inc (n=325)	
19%	81%	2011 Inland Empire Health Plan (n=248)	↓
17%	83%	2011 L.A. Care Health Plan (n=161)	
	N/A	2011 MDWise - Hooser Healthwise	
11%	89%	2011 Priority Partners (n=448)	
	N/A	2011 UPMC Health Plan	
15%	85%	2011 Virginia Premier Health Plan, Inc. (n=330)	

Results generated 10/4/2011 3:15:14 PM

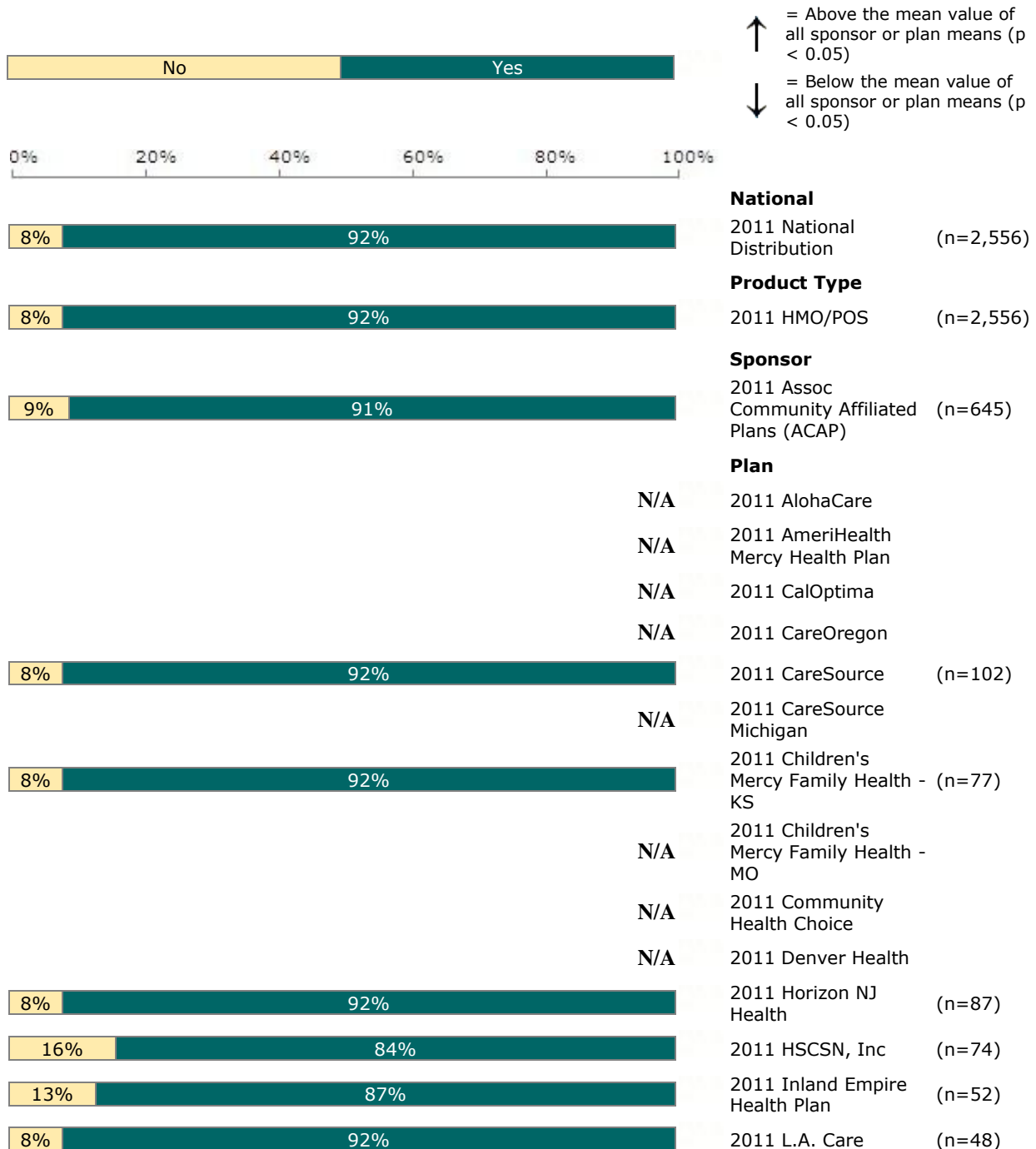
www.cahps.ahrq.gov





2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q16 Got help needed from child's doctors or health providers in contacting child's school or daycare

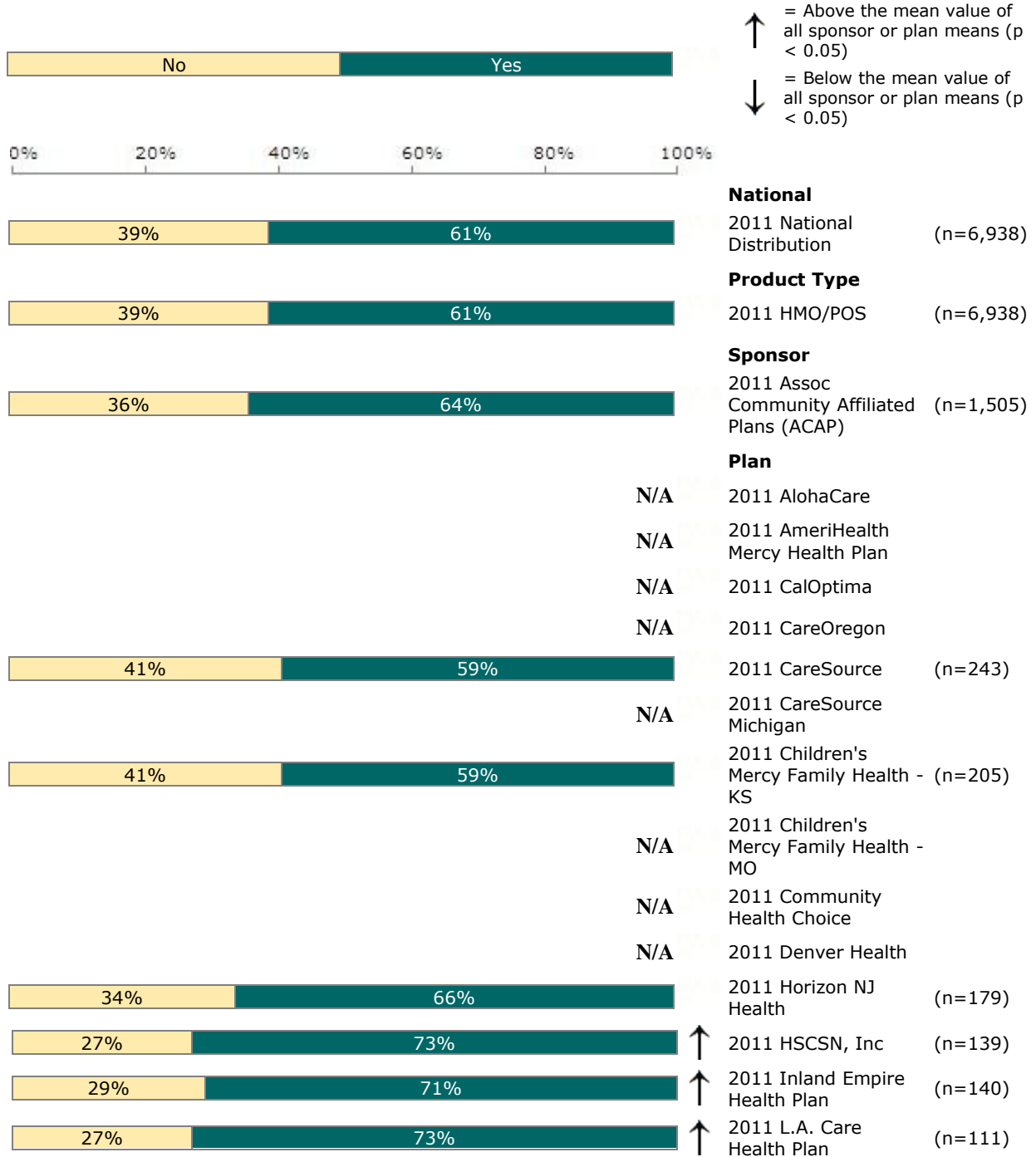


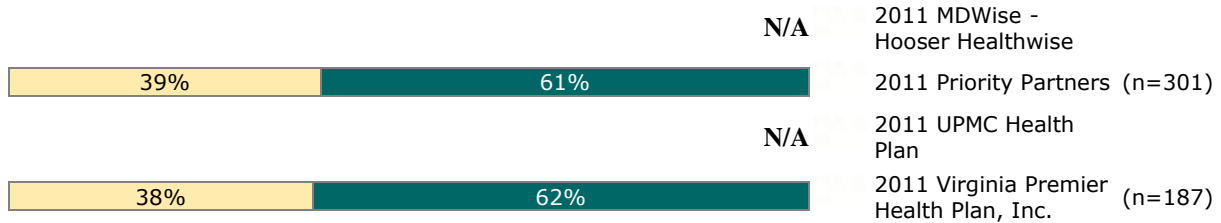
	N/A	Health Plan 2011 MDWise - Hooser Healthwise
4%	96%	2011 Priority Partners (n=104)
	N/A	2011 UPMC Health Plan
8%	92%	2011 Virginia Premier Health Plan, Inc. (n=101)

Results generated 10/4/2011 3:15:14 PM

2011 Child Medicaid 4.0 Assoc Community Affiliated Plans (ACAP)

Q27 Got help from child's health plan, doctor's office, or clinic to coordinate child's care among different providers/services





Results generated 10/4/2011 3:15:14 PM

