mercy care

Report of Results

for

Mercy Care Child Population

2025 (MY 2024) CAHPS® 5.1H Medicaid Member Experience Survey

Prepared for:

Mercy Care (June 20, 2025)

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INTRODUCTION

Introduced by the Agency for Healthcare Research and Quality (AHRQ) in the mid-1990s, the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program encompasses the full range of standardized surveys that ask consumers to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers, such as accessibility of services and provider communication skills.

The National Committee for Quality Assurance (NCQA) uses the Health Plan CAHPS survey in its Health Plan Accreditation Program as part of the Healthcare Effectiveness Data and Information Set (HEDIS®). HEDIS measures health plan performance on important dimensions of care and service and is designed to provide purchasers and consumers with the information they need to reliably compare the performance of health care plans. The Health Plan CAHPS survey represents the member experience component of the HEDIS measurement set. The survey measures the member experience of care and gives a general indication of how well the health plan meets members' expectations. Parents or caretakers of surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous six months.

EXECUTIVE SUMMARY

In 2024, Aetna Better Health contracted with the Center for the Study of Services (CSS), an NCQA-certified survey vendor, to administer the CAHPS® 5.1H Child Medicaid Survey. The purpose of the survey is to assess members' experience with their health plan and health care. The overall goal of the survey is to provide actionable performance feedback to help the plan improve the member experience.

CSS administered the Child Medicaid version of the CAHPS Health Plan Survey on behalf of Mercy Care between February 11 and May 12, 2025.

The final survey sample for Mercy Care included 3,300 members. During the survey fielding period, 555 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 17.06%. (See the *Survey Response Rate* section on page 14 for the response rate formula used by NCQA.)

This *Executive Summary* focuses on key CAHPS performance metrics, including year-over-year changes in results and comparisons to relevant national multi-plan benchmarks. Estimated NCQA 2025 Health Plan Ratings (HPR), calculated by CSS, are provided for reference. Also identified are top organizational priorities for quality improvement based on CSS's *Key Driver Analysis*.

KEY SURVEY MEASURE RESULTS

This section provides a high-level overview of Mercy Care survey results compared to prior-year and national multi-plan benchmark rates. Table 1 highlights statistically significant improvements and declines in reported rates. Table 2 compares performance to national multi-plan benchmarks. Both tables are limited to reportable rating and composite measures (i.e., those that reached the minimum denominator of 100 or more valid responses required by NCQA). The comparisons are based on the rates of Mercy Care Child sample members rating their experience favorably (i.e., *9* or *10* for the overall rating questions and *Usually* or *Always* for all other CAHPS measures).

Table 1. Mercy Care Child Members: Statistically Significant Improvements or Declines in Performance Compared to 2024

Reportable* Rate IMPROVED	Reportable* Rate DECLINED
No statistically significant improvements compared to 2024	No statistically significant declines compared to 2024

* All CAHPS ratings and composites reached the reportable denominator of 100 responses and were eligible for inclusion in this summary.

Table 2. Mercy Care Child Members: Statistically Significant Differences in Performance Compared to National Multi-Plan Benchmarks

Reportable* Rate ABOVE Benchmark	Reportable* Rate BELOW Benchmark
Benchmark: 2025 CSS Child Medicaid Average	
Rating of Health Plan (75.93% vs. 70.44% [+5.49 points])	No statistically significant differences compared to benchmark
Benchmark: 2024 (MY 2023) NCQA Quality Compass National Average (All Lines of Business)	
Rating of Health Plan (75.93% vs. 71.31% [+4.62 points])	Getting Needed Care (78.25% vs. 83.33% [-5.08 points])

* All CAHPS ratings and composites reached the reportable denominator of 100 responses and were eligible for inclusion in this summary.

ESTIMATED NCQA 2025 HEALTH PLAN RATINGS

Estimated 2025 Health Plan Ratings are provided in Table 3 below. Since the most recent NCQA benchmarks available to date are the prior-year (2024, or MY 2023) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2025 will likely diverge from these preliminary estimates.

Table 3. Mercy Care Child Members: Estimated 2025 NCQA Health Plan Ratings

Estimated* 2025 NCQA Health Plan Rating	
★★★★☆	Rating of Health Plan
★★★☆☆	Getting Care Quickly, Rating of Doctor, Rating of Health Care
★★☆☆☆	Getting Needed Care

* Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2024, or MY 2023) NCQA Quality Compass national benchmarks. The official 2025 Health Plan Ratings, based on the current-year (2025, or MY 2024) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2025. Note: estimated star ratings are provided for all applicable CAHPS measures regardless of measure denominator.

QUALITY IMPROVEMENT PRIORITIES

CSS's *Key Driver Analysis* identifies the key member experience touch points that shape members' overall assessment of the health plan, as captured by the *Rating of Health Plan* question at the end of the survey. To the extent that the plan can improve these experiences, the overall rating of the plan will reflect these gains. Table 4 identifies up to five quality improvement opportunities that will result in the largest incremental gains in the *Rating of Health Plan* measure for Mercy Care.

Table 4. Mercy Care Child Members: Top Priorities for Quality Improvement

Top Priorities for Quality Improvement
1. Improving member access to care (ease of getting needed care, tests, or treatment)
2. Improving health plan provider network (highly-rated specialists)
3. Improving member access to care (having a personal doctor)
4. Improving health plan provider network (highly-rated personal doctors)

The remainder of this report examines these and other findings in more detail.

WHAT IS NEW IN 2025

NCQA POLICY UPDATES

- NCQA updated the standard internet cover letter and postcard text. CSS received approval to further modify these materials to accommodate the use of QR codes.

CSS REPORT UPDATES

CSS made the following updates to the 2025 CAHPS Report of Results:

- The *Key Driver Model* has been refreshed using the most recent industry data (see *Key Driver Analysis* section on page 58).
- The *Health Plan Quality Improvement Resources* section has been updated and expanded (see page 62).

ABOUT THIS REPORT

The key features of this 2025 CAHPS Report of Results are highlighted below.

- CSS calculated survey results following the NCQA scoring guidelines outlined in *HEDIS 2025, Volume 3: Specifications for Survey Measures*. All measure results adhere to these scoring guidelines but are presented regardless of denominator.

- Estimated NCQA 2025 Health Plan Ratings (HPR stars) are provided for reference. The CSS-calculated HPR stars are based on the 2024 (MY 2023) Quality Compass national benchmarks and are reported regardless of the measure denominator. Since the most recent NCQA benchmarks available to date are the prior-year (2024, or MY 2023) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2025 will likely diverge from these preliminary estimates.

- Throughout the report, the 2025 Mercy Care survey results are compared to national multi-plan benchmark rates, represented by the 2025 CSS Child Medicaid Average and the 2024 (MY 2023) NCQA Quality Compass Child Medicaid National Average (for All Lines of Business). The 2025 CSS Child Medicaid Average was calculated by pooling survey responses across 16 Child Medicaid plans surveyed and selected by CSS to represent the industry average. The 2024 (MY 2023) NCQA Quality Compass Child Medicaid National Average (All LOBs) is made up of the Child Medicaid plans that submitted data to NCQA in 2024.

- *Executive Summary* (page 5) provides a high-level overview of survey findings for Mercy Care. It highlights the areas where Mercy Care performs significantly above or below the national multi-plan benchmarks. If prior-year survey results are available, any statistically significant improvements or declines in key survey measures are also noted. Top organizational priorities for quality improvement based on CSS's *Key Driver Analysis* are identified.

- *Summary of Survey Results* (page 21) presents the 2025 Mercy Care survey scores on key measures, including question summary rates, global proportions, and estimated HPR ratings; changes in rates and global proportion scores from the previous year (if applicable); and comparisons to relevant national multi-plan benchmarks. Statistically significant differences in scores are noted.

- *Detailed Performance Charts* (page 23) are provided for the overall rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2025 Mercy Care results are compared to the 2025 CSS Child Medicaid Average on all measures. Where appropriate, the 2025 results are also compared to the 2024 (MY 2023) NCQA Quality Compass Child Medicaid National Average (All LOBs) and performance percentiles. Where available, a three-year trend in scores is also shown.

- *Membership Profile and Analysis of Plan Ratings by Member Segment* (page 47) compares the 2025 Mercy Care respondent profile to the relevant benchmark distribution(s) of demographic characteristics and utilization variables. Variation in the *Rating of Health Plan* measure by member segment is examined.

- *Key Driver Analysis* (page 58) identifies the touch points of member experience that are most strongly related to the overall *Rating of Health Plan* measure. The CSS *Key Driver Model* quantifies the contribution of each key driver to the overall *Rating of Health Plan*. The 2025 Mercy Care results on each key driver are compared to the best result among the 16 plans contributing to the 2025 CSS Child Medicaid Average, yielding a measure of available room for improvement on each touch point. The result is weighted by the key driver's contribution to the overall *Rating of Health Plan*. Opportunities for improvement are prioritized based on the incremental gain in the Mercy Care *Rating of Health Plan* measure expected due to improved performance on the individual key drivers. A separate section of the report, *Health Plan Quality Improvement Resources* (page 62), provides some helpful resources for health plan quality managers.

- *Appendices* (starting on page 70) include:

  - Score calculation guidelines and methodology

  - A glossary of terms

  - A one-page *Survey Results at a Glance* summary

  - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures

  - A copy of the survey instrument and supporting materials

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

CSS administered the Child Medicaid version of the 2025 CAHPS Health Plan Survey on behalf of Mercy Care in accordance with the NCQA methodology detailed in *HEDIS 2025, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2025 Survey Measures.* The survey can be administered using a mail-only or a mixed (mail with telephone follow-up) methodology. These standard survey protocols include two questionnaire mailings, each followed by a reminder postcard. Depending on the protocol chosen, non-respondents are either sent a third, final survey package (mail-only methodology) or contacted by telephone (mixed methodology).

Mercy Care elected to use an enhanced mixed methodology with email reminders to non-respondents in addition to the standard reminder mailings. An optional prenotification postcard was mailed to all sample members on February 11. Email invitations with a link to the online survey were sent to eligible members on February 14, February 24, and March 21. Members could complete the survey online by scanning a personalized QR code provided on the mailing materials.

The key milestones of the CAHPS data collection protocol are provided below:

- An initial survey package was mailed on February 14.
- An initial reminder/thank-you postcard was mailed on February 25.
- A replacement survey package was mailed on March 21.
- A second reminder/thank-you postcard was mailed on March 31.
- A telephone follow-up phase targeting non-respondents, with up to six telephone follow-up attempts at different times of the day and on different days of the week, started on March 28.
- Data collection closed on May 12.

Survey results were submitted to NCQA on May 23, 2025.

SURVEY MATERIALS

CSS designed all member-facing materials (see *Appendix D. Survey Materials*) in accordance with the NCQA guidelines detailed in *HEDIS 2025, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2025 Survey Measures*. The NCQA-approved text was used for all materials. Prior to being customized with the health plan name, logo, and other branding elements, all CSS-designed survey materials templates were approved by NCQA.

The survey instrument was the Child Medicaid version of the Health Plan CAHPS 5.1H survey. Plans had the option to add up to 12 NCQA-approved supplemental questions to the end of the survey. The survey included two custom questions added by the plan. In addition to English, all sample members received a copy of the survey in Spanish. The cover letter was also printed in both languages.

The outer envelope used for survey mailings was manufactured from blue paper stock. Depending on the mailing wave, it was marked “RESPONSE NEEDED” or “FINAL REMINDER – PLEASE RESPOND!” to improve the likelihood of response. Each survey package included a postage-paid business reply envelope.

SAMPLE SELECTION

For the Child Medicaid survey, sample-eligible members were those who were 17 years old or younger as of December 31, 2024; were currently enrolled; had been continuously enrolled for six months (with no more than one enrollment break of 45 days or less); and whose primary coverage was through Medicaid.

Prior to sampling, CSS carefully inspected the member file(s) and noted any errors or irregularities found (such as incomplete contact information or subscriber numbers). Once the quality assurance process had been completed, CSS processed member addresses through the USPS National Change of Address (NCOA) service to ensure that the mailing addresses were up to date. The final sample was generated following the NCQA systematic sampling methodology, with no more than one member per household selected to receive the survey. CSS assigned each sampled member a unique identification number, which was used to track the member’s progress, or survey disposition, throughout the data collection process.

The standard NCQA-prescribed sample size for Child Medicaid plans is 1,650 members. NCQA’s sampling methodology does not allow disenrolled members to be removed from the sample after the start of survey administration. Health plans that were unable to identify disenrolled members prior to December 31, 2024, were advised to oversample (i.e., increase their sample size to compensate for members expected to leave their plan by the time the survey was fielded). Oversampling could also be used to obtain more completed surveys. Mercy Care requested to oversample by 100%. The final survey sample for Mercy Care included 3,300 members.

DATA CAPTURE

Returned questionnaires were recorded using optical scanning. If the scanning technology was unable to identify the specific response option selected with a predefined degree of certainty, trained data entry operators were employed to ensure that each such response was accurately recorded.

Computer Assisted Telephone Interviewing (CATI) technology was used to electronically capture survey responses obtained during telephone interviews. Members were able to complete the telephone interview in either English or Spanish. CATI supervisors maintained quality control by monitoring the telephone interviews and responses captured by interviewers in real time and by auditing recorded interviews. At least 10% of the interviews were monitored by supervisors.

Due to the multiple outreach attempts, multiple survey responses could be received from the same sample member. In those cases, only one survey response (the most complete survey) was included in the final analysis dataset.

SURVEY RESPONSE RATE

During the survey fielding period, 555 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 17.06%. Additional detail on sample member status (disposition) at the end of data collection is provided in Table 5 below.

Table 5. 2025 Mercy Care Child Medicaid CAHPS Survey: Sample Member Dispositions and Response Rate

Sample Member Disposition	2025 Your Organization		2025 CSS Child Medicaid Average
	Number and Percent of Initial Sample		Percent of Total Initial Sample
Initial Sample	3,300	100.00%	100.00%
Complete and Eligible – Mail	146	4.42%	5.17%
Complete and Eligible – Phone*	285	8.64%	10.30%
Complete and Eligible – Internet**	124	3.76%	3.87%
Complete and Eligible – Total	555	16.82%	19.34%
Eligible Population criteria not met	29	0.88%	1.00%
Incomplete (but Eligible)	114	3.45%	4.36%
Language barrier	18	0.55%	0.39%
Deceased	0	0.00%	0.02%
Refusal	94	2.85%	3.65%
Nonresponse after maximum attempts	2,322	70.36%	69.79%
Added to Do Not Call (DNC) list	168	5.09%	1.46%
NCQA Response Rate* **		**17.06%**	**19.62%**

* Applies to plans following mixed methodology.

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** Any sample members who called and requested another survey were provided a unique login ID to complete the survey online. Members could also access the online survey by scanning a QR code from their mailed survey package or by clicking on the survey link in their email invitation.

*** NCQA response rate = Complete and Eligible Surveys/[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]

Table 6 provides a more detailed breakdown of completed surveys by language, reflecting the language(s) in which the survey was offered. In addition to English, all sample members received a copy of the survey in Spanish. The cover letter was also printed in both languages. Members were able to complete the telephone interview in either English or Spanish.

Table 6. 2025 Mercy Care Child Medicaid CAHPS Survey: Completed Surveys by Language

Complete and Eligible Surveys by Language	2025 Your Organization	
	Number	Percent
Complete and Eligible – English	416	75.0%
Complete and Eligible – Spanish	139	25.0%
Complete and Eligible – Total	**555**	**100.0%**

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SATISFACTION WITH THE EXPERIENCE OF CARE

PATIENT EXPERIENCE OF CARE MEASURES

This section includes all CAHPS measures for which NCQA calculates results, regardless of whether the measure is featured in NCQA's Health Plan Ratings. Measures that are reported in HPR (i.e., assigned a star rating) are marked with a star symbol (★) below. Any HPR scores that appear in this report were calculated by CSS and should be treated as unofficial.

GLOBAL RATING QUESTIONS

CAHPS Health Plan Survey (version 5.1H) includes four global rating questions that utilize a scale of *0* to *10*, representing the lowest and highest possible ratings. Results are based on the proportion of members selecting one of the top two ratings (*9* or *10*) to align with NCQA's 2025 Health Plan Ratings Methodology. For convenience and trending, the proportion of respondents rating *8*, *9*, or *10* is also provided.

- ★ ***Rating of Personal Doctor*** (*0* = worst personal doctor possible; *10* = best personal doctor possible) is included in HPR as part of the *Satisfaction With Plan Physicians* sub-composite.
- ***Rating of Specialist Seen Most Often*** (*0* = worst specialist possible; *10* = best specialist possible) was retired from HPR in 2023 for the Medicaid product line.
- ★ ***Rating of All Health Care*** (*0* = worst health care possible; *10* = best health care possible) is included in HPR as part of the *Satisfaction With Plan and Plan Services* sub-composite.
- ★ ***Rating of Health Plan*** (*0* = worst health plan possible; *10* = best health plan possible) is included in HPR as part of the *Satisfaction With Plan and Plan Services* sub-composite.

CAHPS COMPOSITE MEASURES

This section focuses on **CAHPS composites**, which are distinct from HPR composites. NCQA calculates results for several CAHPS composite measures. CAHPS composites combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below.

- ***Getting Needed Care*** combines two survey questions that address member access to care. Both questions use a *Never*, *Sometimes*, *Usually*, or *Always* response scale, with *Always* being the most favorable response. This measure is reported in HPR as part of the *Getting Care* HPR sub-composite. Results are based on the proportion of members answering the following questions as *Usually* or *Always*:
  - In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?
  - In the last 6 months, how often did you get an appointment for your child with a specialist as soon as you needed?
- ***Getting Care Quickly*** combines responses to two survey questions that address the timely availability of both urgent and check-up/routine care. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. This measure is reported in HPR as part of the *Getting Care* HPR sub-composite. Results are based on the proportion of members selecting *Usually* or *Always* in response to the following questions:
  - In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
  - In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?
- ***Coordination of Care*** is based on a single survey question, which uses a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. This measure was retired from HPR in 2023 for the Medicaid product line. Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
  - In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?
- ***How Well Doctors Communicate*** combines responses to four survey questions that address physician communication. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:
  - In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?
  - In the last 6 months, how often did your child's personal doctor listen carefully to you?

- In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
- In the last 6 months, how often did your child's personal doctor spend enough time with your child?

- ***Customer Service*** combines responses to two survey questions that ask about member experience with the health plan's customer service. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members selecting *Usually* or *Always* in response to the following questions:
  - In the last 6 months, how often did customer service staff at your child's health plan give you the information or help you needed?
  - In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

CALCULATION AND REPORTING OF RESULTS

QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

Question Summary Rates express the proportion of respondents selecting the desired response option(s) on a survey question. Examples include percent selecting *Usually* or *Always* or percent rating *9* or *10*.

Composite Global Proportions express the proportion of respondents selecting the desired response option(s) from a predefined set of two or more related questions on the survey. The proportions are calculated by first determining the relevant proportion for each survey question contributing to the composite and then averaging these proportions across all questions in the composite.

Throughout the report, all question summary rates and composite global proportions are rounded to two decimal places for display purposes (e.g., 0.23456 is displayed as 23.46%). However, all calculations involving rates and proportions, including statistical significance testing, are carried out prior to rounding. For more details on the calculations, please refer to *HEDIS 2025, Volume 3: Specifications for Survey Measures* or consult *Appendix A*.

SURVEY-WIDE 95% MARGIN OF ERROR AND CONFIDENCE INTERVALS FOR MEASURE RESULTS

A margin of error indicates the extent to which survey results reflect the experiences of the entire member population. When different samples from the same population are surveyed, some degree of variation in survey results should be expected. Results will vary more from sample to sample if the sample size is small. Larger samples are more representative of the population and will exhibit less sample-to-sample variation in results. Additionally,

the margin of error depends on the frequency of the reported response (e.g., the proportion of members answering *Yes*, *Usually* or *Always*, *9* or *10*, etc.) and will thus vary from one survey measure to the next. The closer the reported rate is to 50%, the wider the margin of error. As the observed rate moves away from 50% in either direction, the margin of error decreases. For convenience, using the most conservative assumptions about measure rates (i.e., 50%) and the total number of completed surveys (555), the survey-wide 95% margin of error for Mercy Care is estimated to be ±4.16%.

Measure-specific 95% confidence intervals (CI) provided in this report reflect measure rates and denominators observed in this survey sample. A 95% confidence interval around a measure rate indicates that if the same survey was fielded 100 times on different random samples drawn from the same member population, the true population rate would fall within that interval 95 of those times.

ESTIMATED NCQA HEALTH PLAN RATINGS (STAR RATINGS)

NCQA reports Health Plan Ratings to the public on a five-star scale, indicating how well a plan is performing compared to NCQA's Quality Compass national benchmarks (see NCQA's Health Plan Report Cards). Quality measures are organized in HPR by composite (such as *Patient Experience*) and sub-composite (such as *Getting Care, Satisfaction With Plan Physicians,* and *Satisfaction With Plan and Plan Services*). Note that in the context of HPR, the terms "composite" (e.g., *Patient Experience*) and "sub-composite" (*Getting Care*, *Satisfaction With Plan Physicians*, and *Satisfaction With Plan and Plan Services*) are used differently than in the realm of CAHPS. NCQA's HPR methodology refers to CAHPS composites as "individual measures." For example, the CAHPS composite measure *Getting Care Quickly* is included as an individual measure in the calculation of the HPR sub-composite *Getting Care* and in the HPR *Patient Experience* composite.

Following is the list of *Patient Experience* measures included in NCQA's 2025 Health Plan Ratings:

Table 7. Measures Reported in NCQA's 2025 Health Plan Ratings

HPR Patient Experience Measure	Individual Measures Included in HPR (Assigned a Star Rating)
Getting Care	Getting Needed Care (percent *Usually* or *Always*) Getting Care Quickly (percent *Usually* or *Always*)
Satisfaction With Plan Physicians	Rating of Personal Doctor (percent *9* or *10*) Rating of Specialist Seen Most Often (percent *9* or *10*) – Commercial ONLY Coordination of Care (percent *Usually* or *Always*) – Commercial ONLY

HPR Patient Experience Measure	Individual Measures Included in HPR (Assigned a Star Rating)
Satisfaction With Plan and Plan Services	Rating of Health Plan (percent *9* or *10*) Rating of All Health Care (percent *9* or *10*)

According to NCQA's 2025 HPR methodology, star ratings are assigned by comparing health plan performance on each reported measure to the current-year (2025, or MY 2024) Quality Compass National 10th, 33rd, 67th, and 90th Percentiles for All Lines of Business, subject to minimum denominator rules. For details, including measure denominator rules, refer to the measure list and methodology for each applicable Health Plan Ratings year as well as *Appendix A* of this report. Since the most recent NCQA benchmarks available to date are the prior-year (2024, or MY 2023) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2025 will likely diverge from these preliminary estimates. Any NCQA star ratings that appear in this report were calculated by CSS and should be treated as unofficial.

NCQA MINIMUM DENOMINATOR SIZE

For a measure result to be reportable by NCQA, it needs to be based on at least 100 valid responses (measure denominator). The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite (note: composite denominators are rounded for display). If the rate denominator is less than 100, NCQA assigns a measure result of "NA." This report presents results for all measures, regardless of denominator size. Additional rules apply to official HPR measure denominators.

COMPARISONS TO NATIONAL MULTI-PLAN BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2025 Mercy Care results are compared to the 2025 CSS Child Medicaid Average as well as to the 2024 (MY 2023) NCQA Quality Compass Child Medicaid National Average (All LOBs). The 2025 CSS Child Medicaid Average was calculated by pooling survey responses across 16 Child Medicaid plans surveyed and selected by CSS to represent the industry average. The 2024 (MY 2023) NCQA Quality Compass Child Medicaid National Average (All LOBs) is made up of the Child Medicaid plans that submitted data to NCQA in 2024.

If available, prior-year survey results are provided for comparison, and year-over-year changes in results are tested for statistical significance. All the statistical tests are conducted at a 95% confidence level (i.e., there is a 95% probability that the observed difference is real and not due to chance).

SUMMARY OF SURVEY RESULTS

Table 8 provides a high-level Mercy Care performance overview of key survey measures. It includes the overall ratings, composite global proportions, and summary rates for additional measures. Where applicable, changes in scores over time and comparisons to relevant national multi-plan benchmarks are reported and tested for statistical significance. While all reported rates are rounded for display, all comparisons are carried out prior to rounding.

Table 8. 2025 Mercy Care Child Medicaid CAHPS Survey: Patient Experience Measures

Abbreviated Measure Name and Reported Rate	Your Organization							Benchmark Comparisons				Your Organization's Estimated 2025 NCQA Health Plan (Star) Rating
	2025			2024		2023		2025 CSS Child Medicaid Average		2024 (MY 2023) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate	Difference	
PATIENT EXPERIENCE												★★★★★
Getting Care												★★½☆☆
Getting Needed Care (% A+U)	**78.25%**	(±4.84)	**(280)**	81.10%	[-2.85]	no data		82.58%	[-4.33]	83.33%	[-5.08] ✓	★★☆☆☆
Getting Care Quickly (% A+U)	**85.44%**	(±4.20)	**(271)**	87.86%	[-2.42]	no data		85.33%	[+0.10]	86.31%	[-0.87]	★★★☆☆
Satisfaction With Plan Physicians												★★★☆☆
Rating of Doctor (% 9+10)	**78.41%**	(±3.69)	**(477)**	77.61%	[+0.80]	no data		76.43%	[+1.98]	76.45%	[+1.96]	★★★☆☆
Satisfaction With Plan and Plan Services												★★★½☆
Rating of Health Plan (% 9+10)	**75.93%**	(±3.61)	**(540)**	76.47%	[-0.54]	no data		70.44%	[+5.49] ✓	71.31%	[+4.62] ✓	★★★★☆
Rating of Health Care (% 9+10)	**68.32%**	(±4.79)	**(363)**	71.08%	[-2.76]	no data		71.04%	[-2.72]	69.62%	[-1.30]	★★★☆☆
ADDITIONAL MEASURES												
Coordination of Care (% A+U)	**83.50%**	(±5.14)	**(200)**	85.51%	[-2.01]	no data		81.96%	[+1.54]	83.50%	[0.00]	Not reported in NCQA Health Plan Ratings
Doctor Communication (% A+U)	**94.23%**	(±2.42)	**(356)**	94.21%	[+0.02]	no data		92.80%	[+1.43]	93.83%	[+0.40]	
Customer Service (% A+U)	**88.15%**	(±4.66)	**(185)**	88.56%	[-0.41]	no data		88.08%	[+0.06]	88.29%	[-0.14]	
Rating of Health Care (% 8+9+10)	**87.88%**	(±3.36)	**(363)**	85.78%	[+2.10]	no data		87.48%	[+0.40]	86.88%	[+1.00]	
Rating of Doctor (% 8+9+10)	**90.15%**	(±2.67)	**(477)**	90.70%	[-0.56]	no data		90.25%	[-0.10]	89.68%	[+0.47]	
Rating of Specialist (% 8+9+10)	**84.70%**	(±5.22)	**(183)**	88.11%	[-3.41]	no data		87.20%	[-2.50]	87.20%	[-2.50]	
Rating of Specialist (% 9+10)	**70.49%**	(±6.61)	**(183)**	74.59%	[-4.10]	no data		73.09%	[-2.60]	72.82%	[-2.33]	
Rating of Health Plan (% 8+9+10)	**90.93%**	(±2.42)	**(540)**	89.41%	[+1.51]	no data		85.80%	[+5.13] ✓	86.26%	[+4.67] ✓	

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The 95% confidence interval (CI) and the number of valid responses (*n*, or measure denominator) are provided for the current-year measure rate only. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

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"No data" indicates that the survey was not conducted or the result is not available for comparison.

DETAILED PERFORMANCE CHARTS

Detailed charts are provided for CAHPS composite global proportions and question summary rates. The charts have the following features:

TREND IN RESULTS

- Survey results are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, or if the measure is new or not deemed appropriate for trending. In such cases, "no data" appears in place of the score.
- The number of valid responses (the NCQA-defined denominator, *n*) appears under each bar. If the number of responses is less than 100, "NA" appears next to the value of *n*, indicating that the result is not reportable by NCQA.
- Statistical comparisons are conducted between the current-year and each of the prior-year rates, if available. Differences in rates are tested for statistical significance at the 95% confidence level. While all reported rates are rounded for display, all comparisons are carried out prior to rounding. Statistically significant differences are marked with a checkmark (✓) symbol next to the comparison rate. For example, a checkmark appearing next to the 2024 rate denotes a statistically significant difference between the 2025 and 2024 rates.

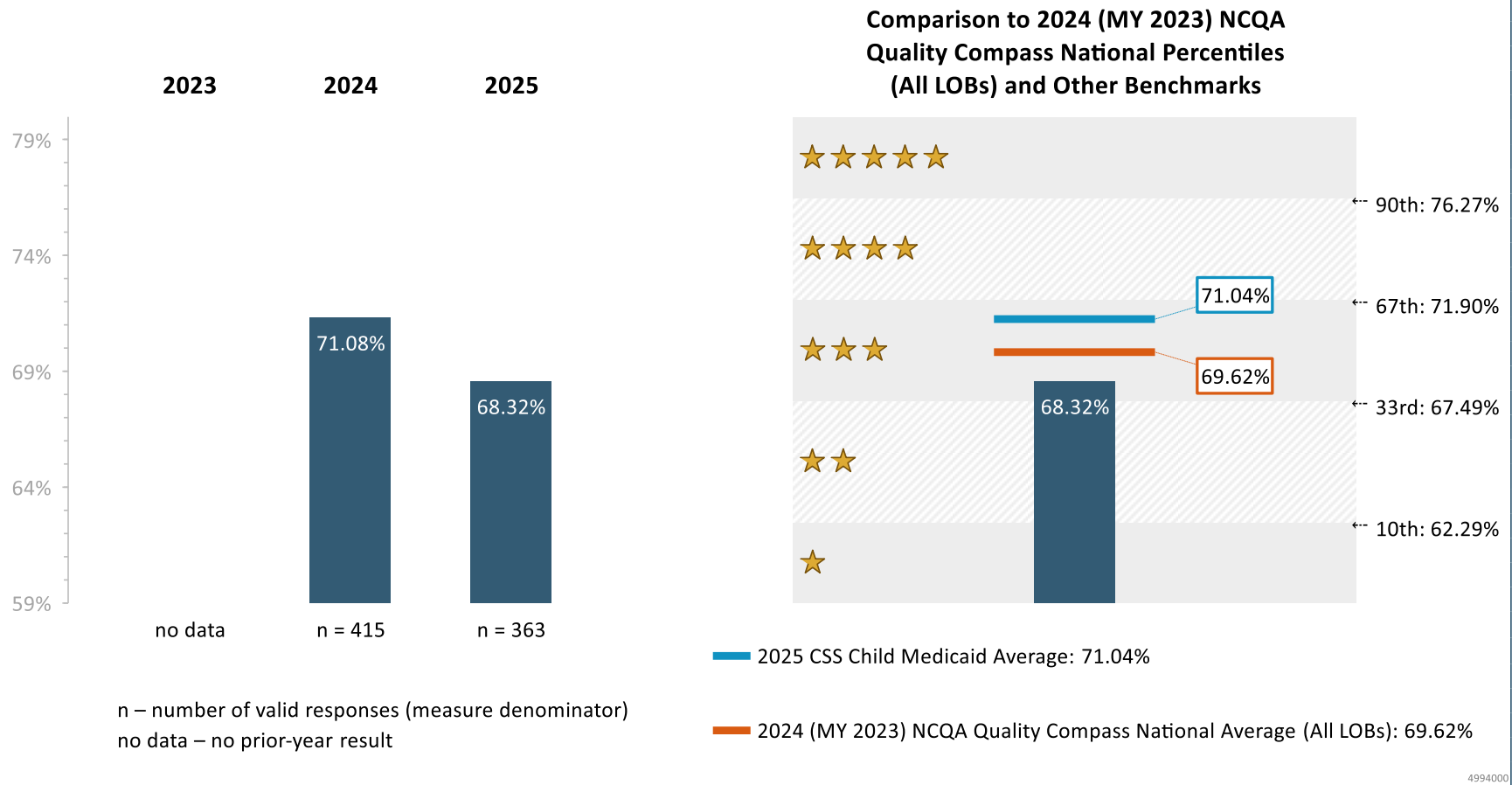
COMPARISON TO NATIONAL MULTI-PLAN BENCHMARKS AND 2024 (MY 2023) NCQA QUALITY COMPASS PERCENTILES

To help health plans evaluate their competitive performance on key CAHPS measures, CSS licensed the 2024 (MY 2023) *NCQA Quality Compass CAHPS Benchmarks*. This dataset includes question summary rates and global proportions corresponding to the national Quality Compass averages, as well as the national 10th, 33rd, 67th, and 90th health plan performance percentiles. CSS's License Agreement with NCQA authorizes CSS to provide this information to eligible client organizations for their internal use only. Public reporting of these results is not authorized under the terms of this Agreement.

- For CAHPS ratings and composites, the bar representing the 2025 measure result is juxtaposed against the 2024 (MY 2023) NCQA percentile distribution, providing an indication of competitive performance on the measure and, if applicable, the corresponding estimated HPR (star) rating.
- The horizontal lines displayed on the charts correspond to the 2025 CSS Child Medicaid Average as well as the 2024 (MY 2023) NCQA Quality Compass Child Medicaid National Average (All LOBs). While all reported rates are rounded for display, all comparisons are carried out prior to rounding. If the 2025 result is significantly different from any of these benchmark rates at the 95% confidence level, a checkmark (✓) appears next to the relevant result.

Rating of All Health Care

Percent Responding 9 or 10 (Reported in HPR)



n – number of valid responses (measure denominator)
no data – no prior-year result

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

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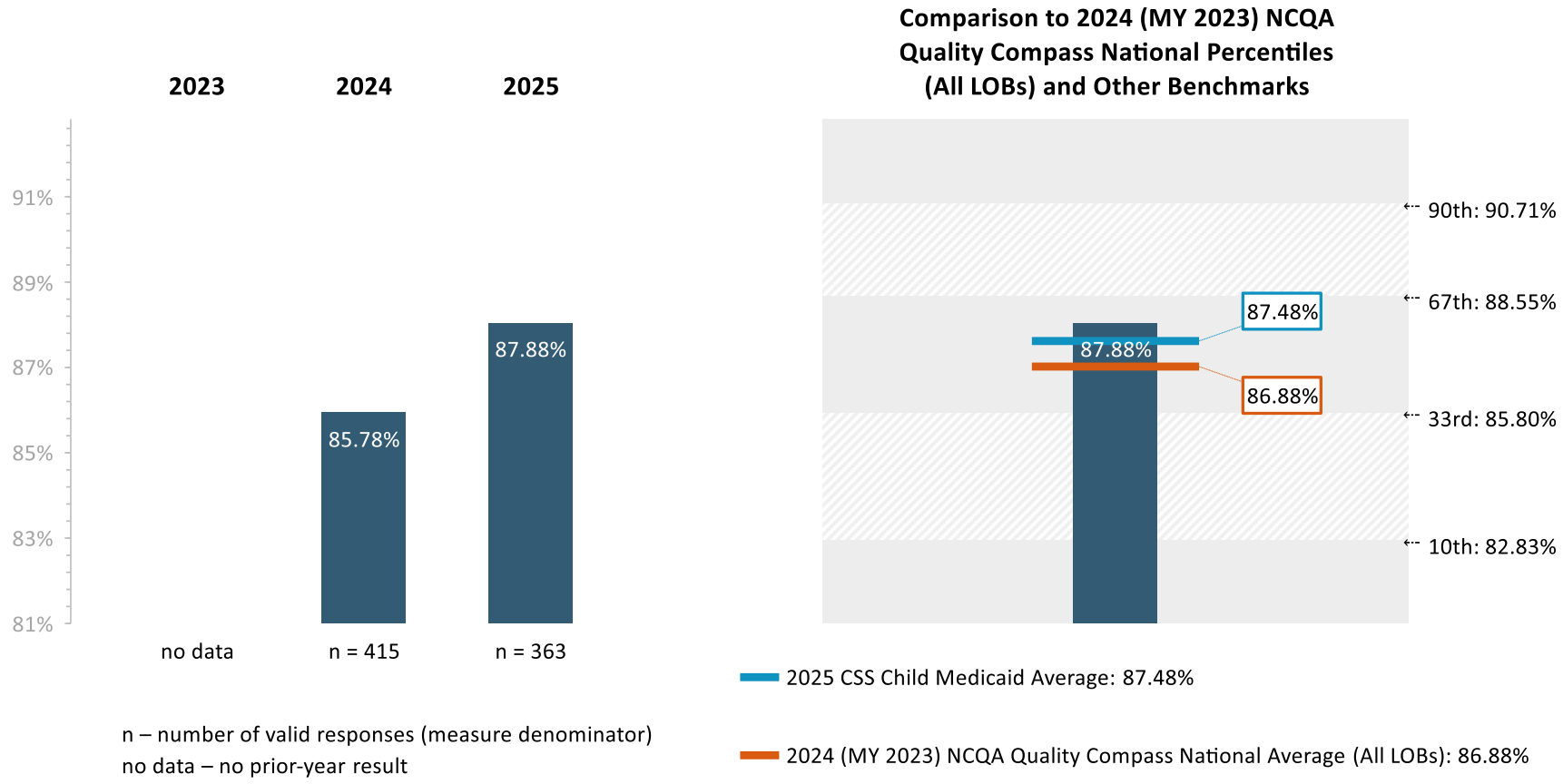
Rating of All Health Care

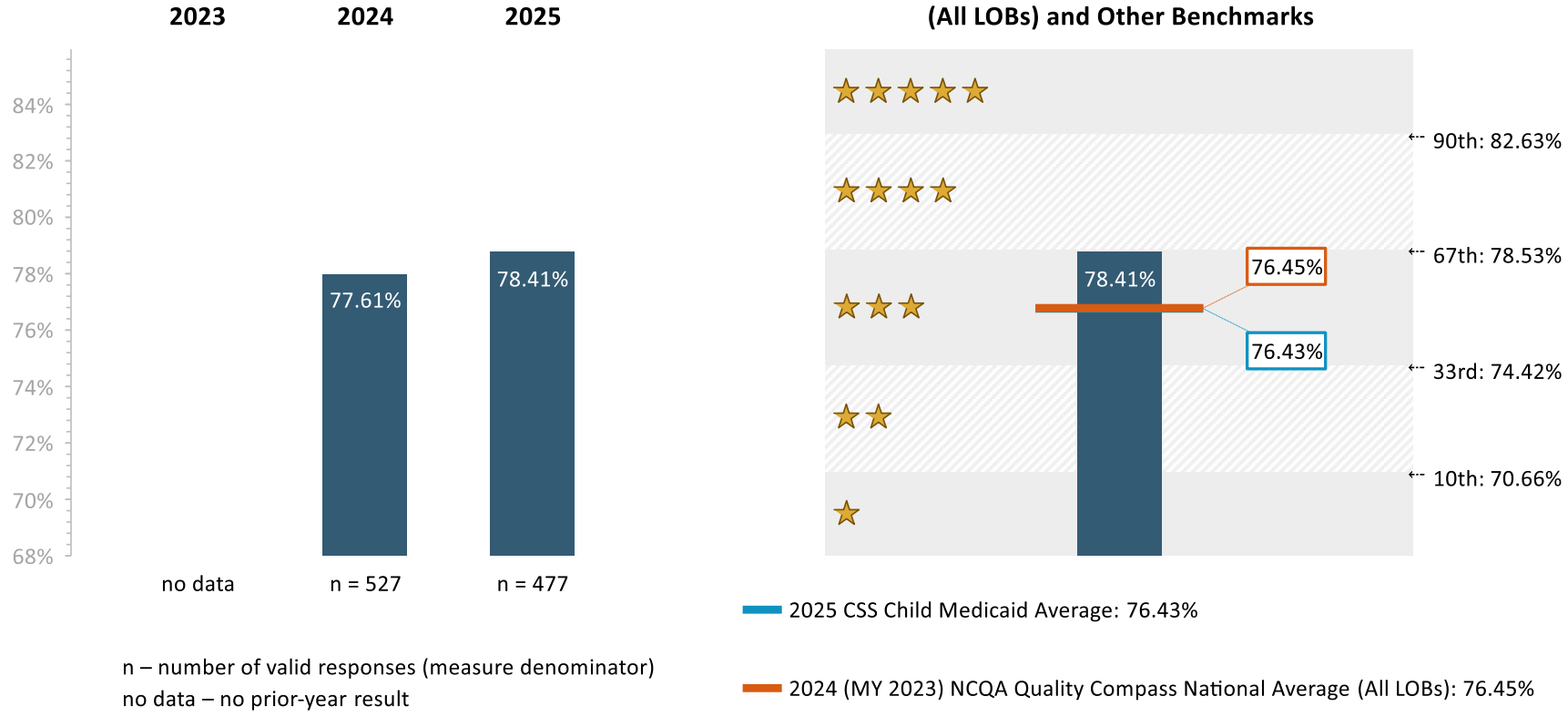
Percent Responding 8, 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Personal Doctor

Percent Responding 9 or 10 (Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

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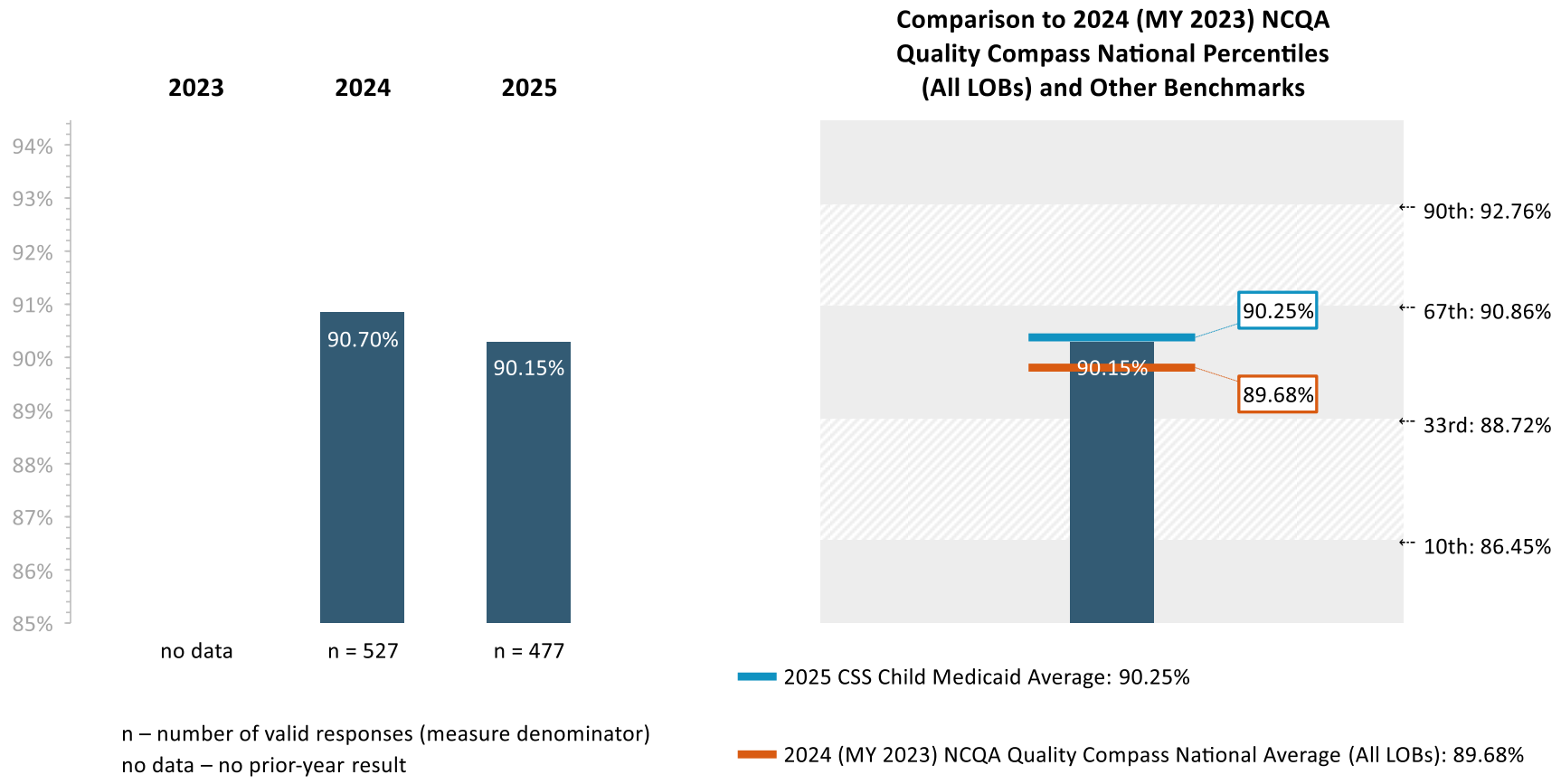
Rating of Personal Doctor

Percent Responding 8, 9 or 10 (Not Reported in HPR)

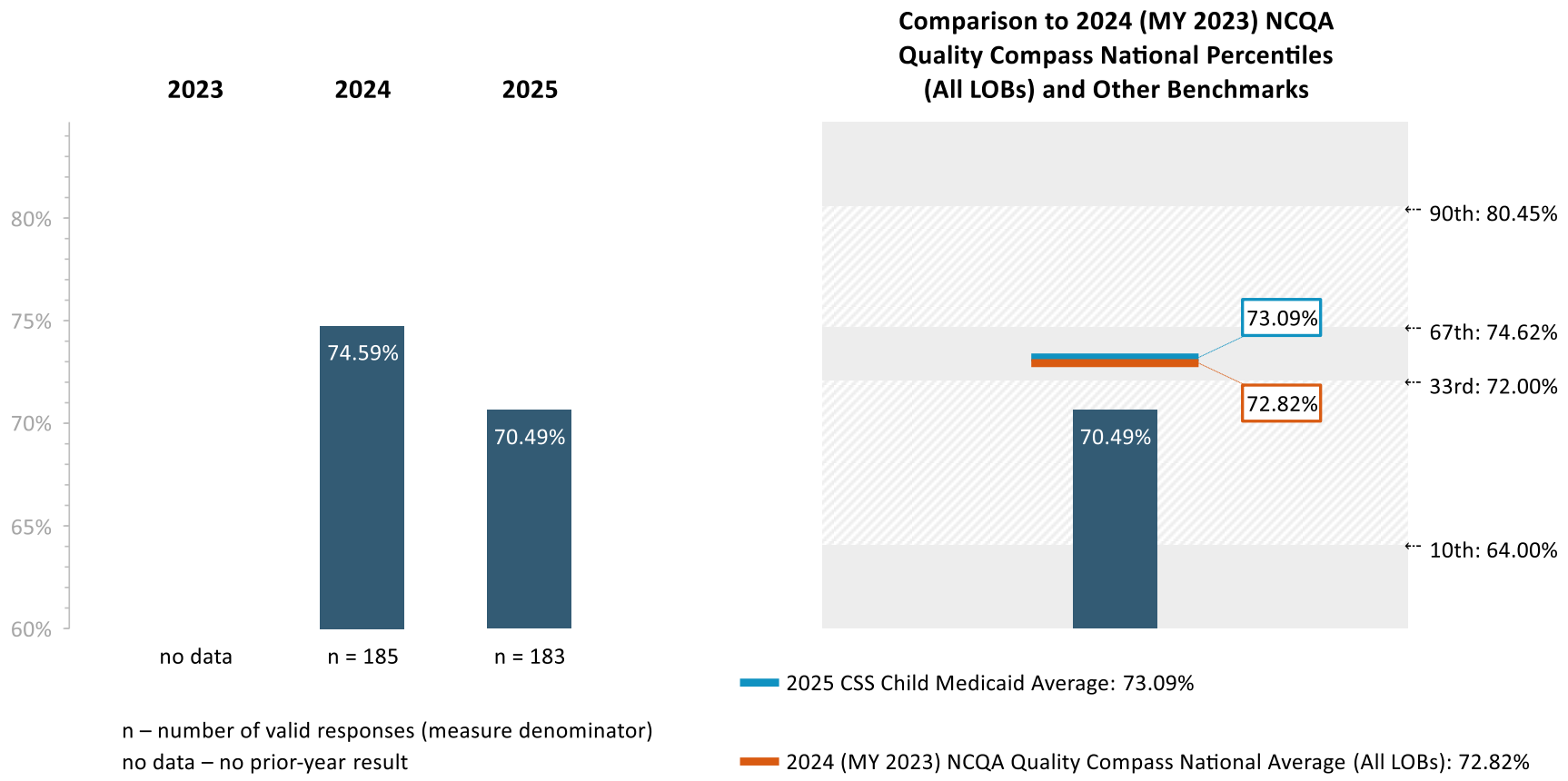


n – number of valid responses (measure denominator)
no data – no prior-year result

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Specialist Seen Most Often

Percent Responding 9 or 10 (Not Reported in HPR)



n – number of valid responses (measure denominator)
no data – no prior-year result

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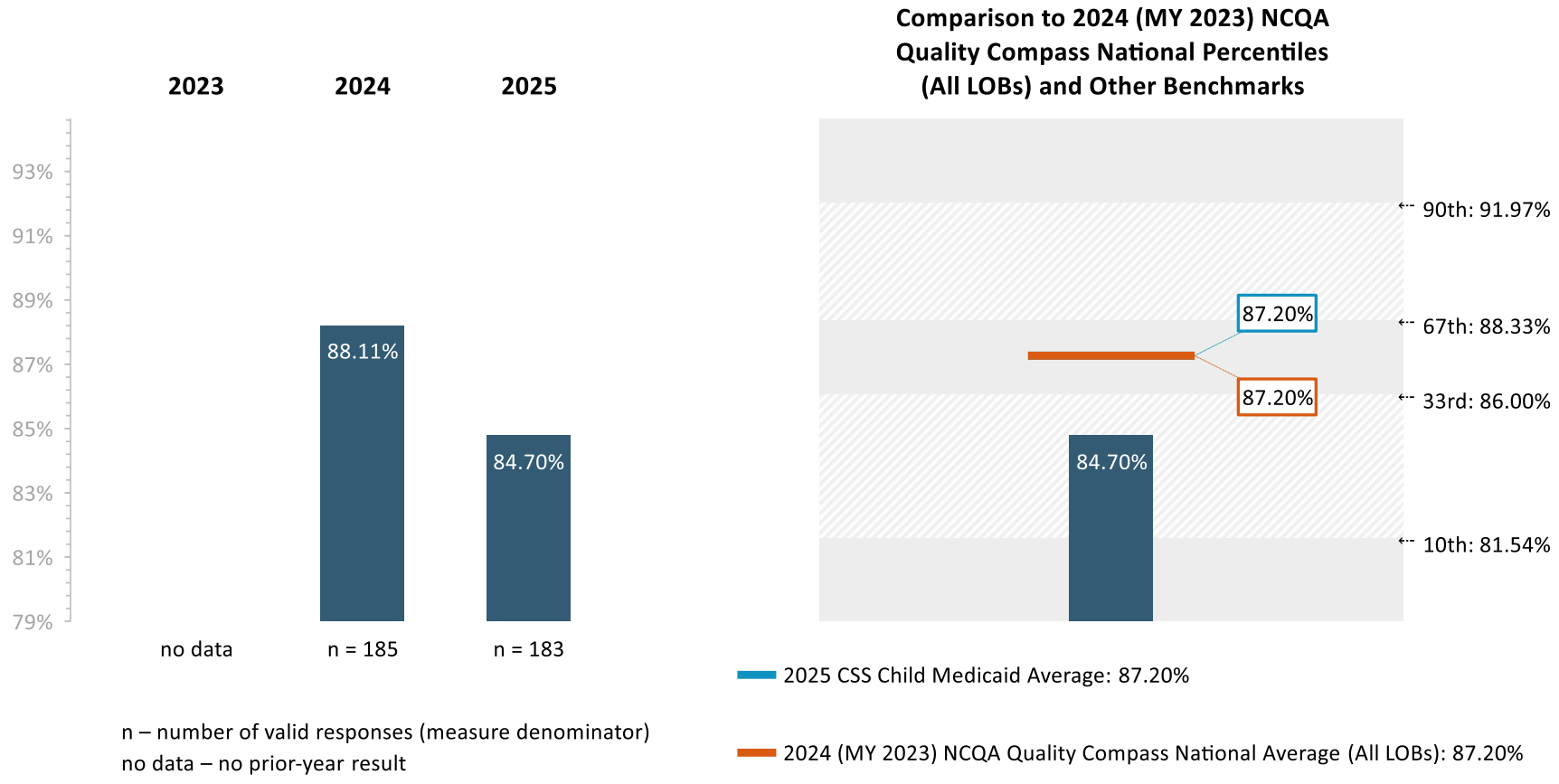
Rating of Specialist Seen Most Often

Percent Responding 8, 9 or 10 (Not Reported in HPR)



n – number of valid responses (measure denominator)
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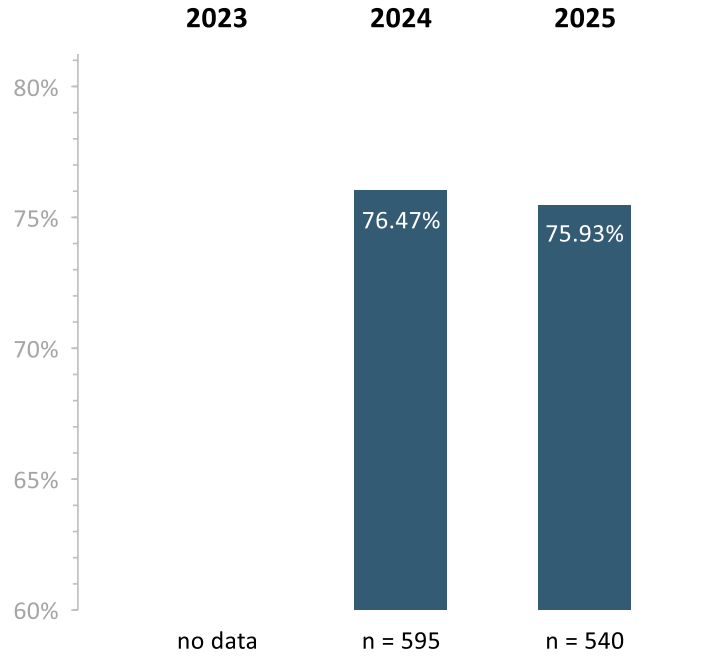
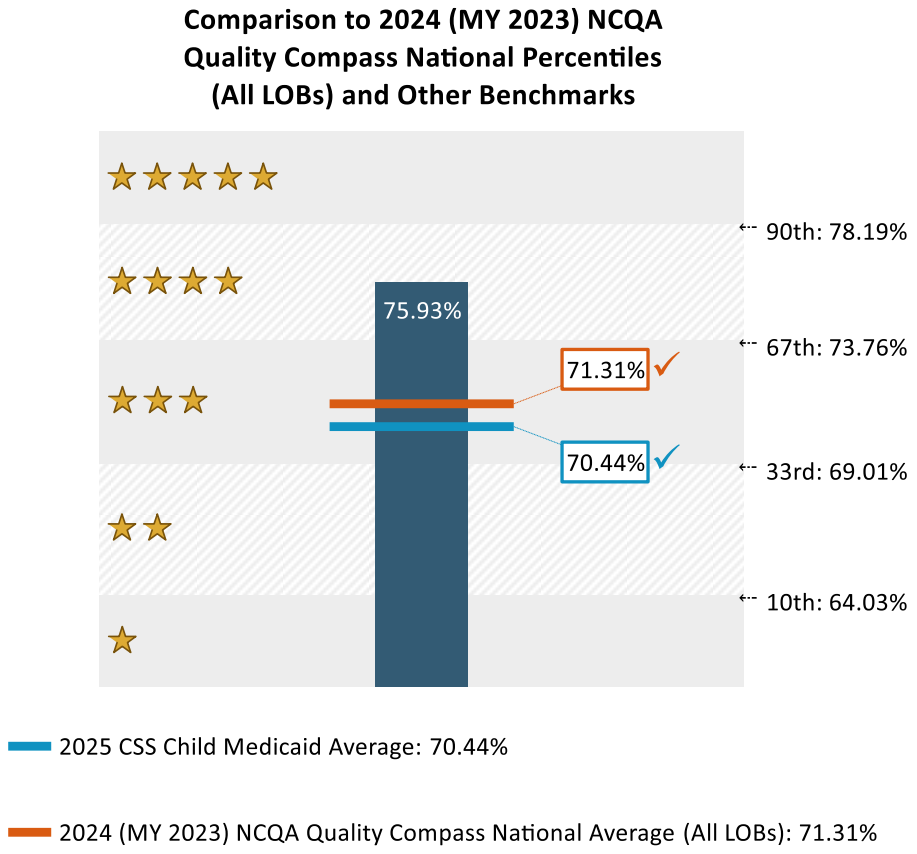
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Health Plan

Percent Responding 9 or 10 (Reported in HPR)



n – number of valid responses (measure denominator)
no data – no prior-year result



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

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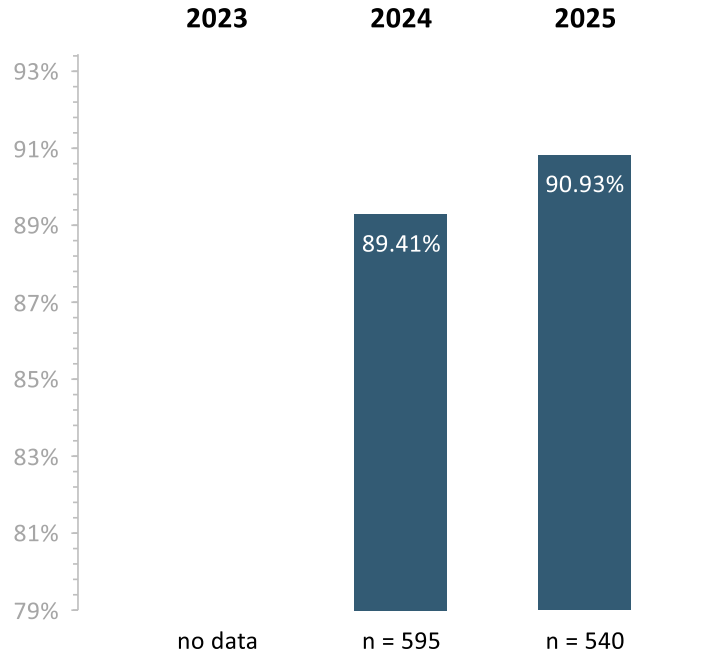
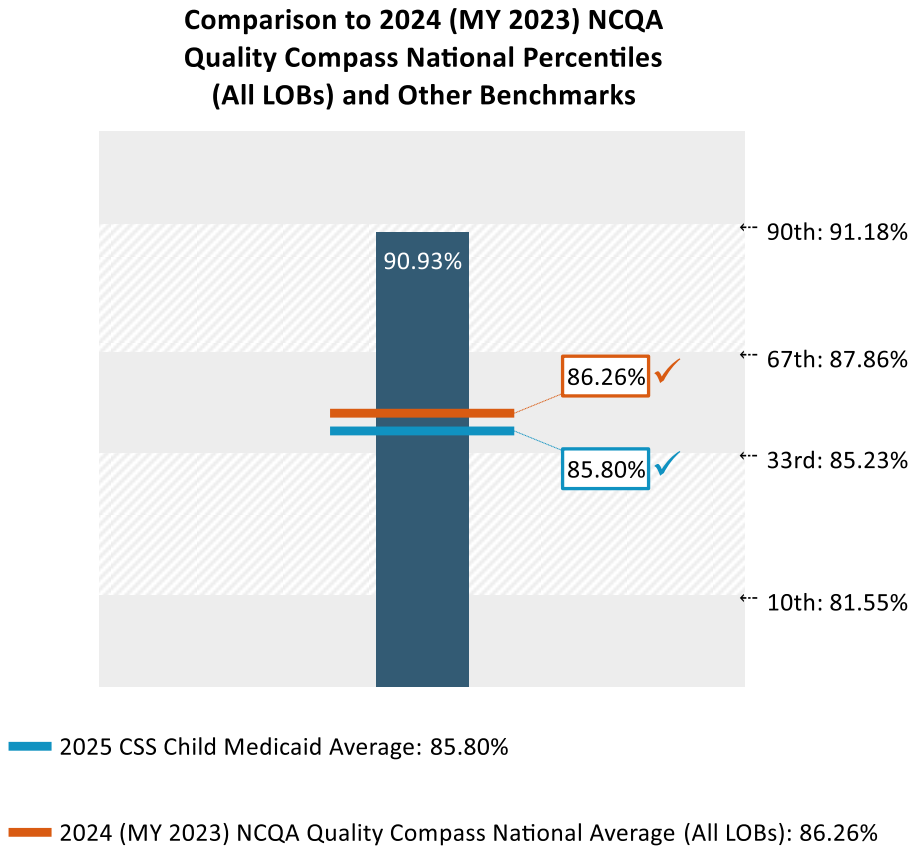
Rating of Health Plan

Percent Responding 8, 9 or 10 (Not Reported in HPR)



n – number of valid responses (measure denominator)
no data – no prior-year result



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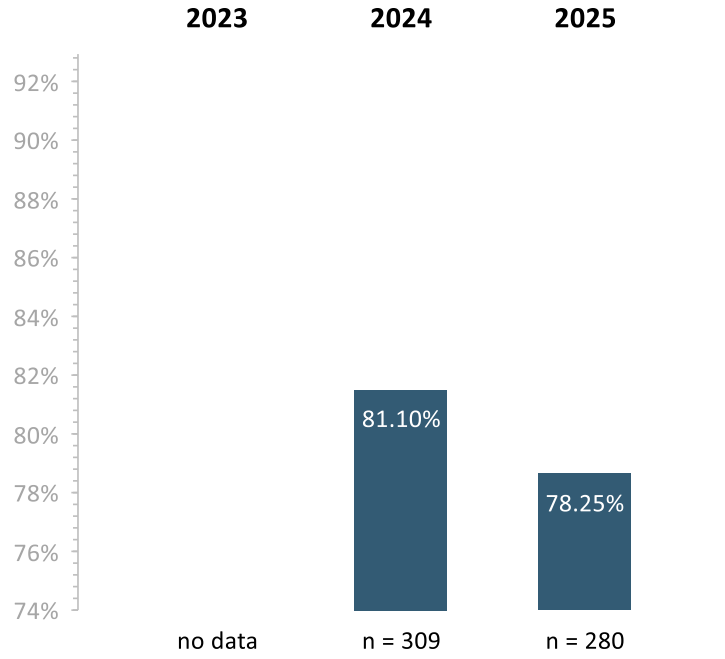
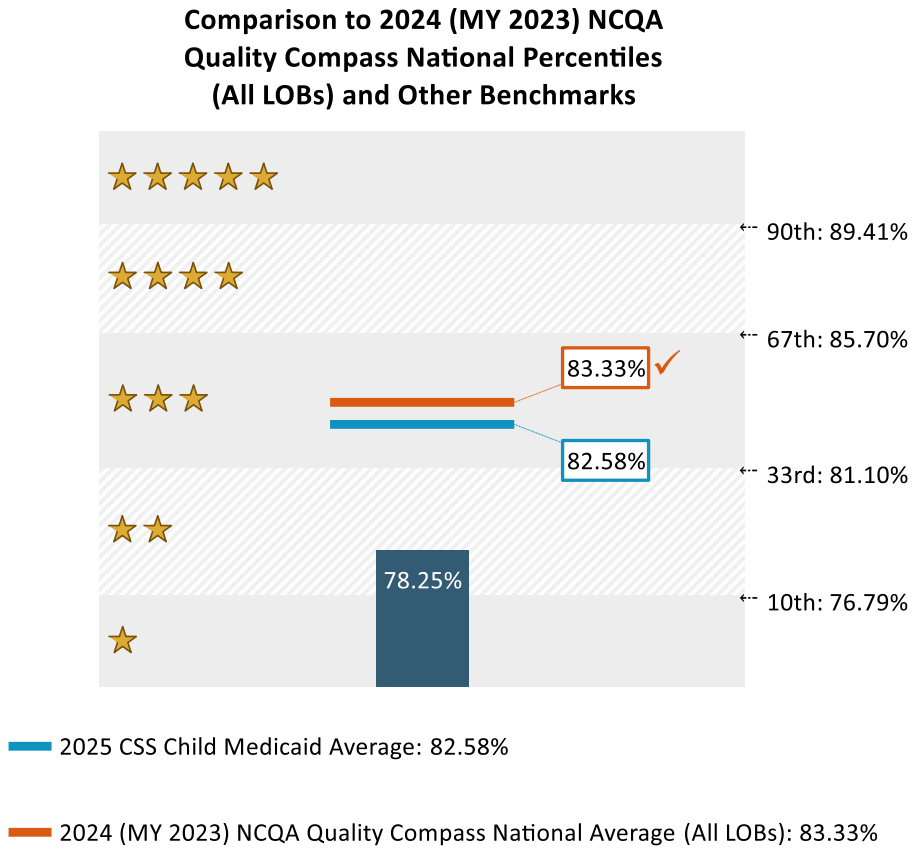
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Needed Care

Percent Responding Always or Usually (Reported in HPR)



n – number of valid responses (measure denominator)
no data – no prior-year result



4994000

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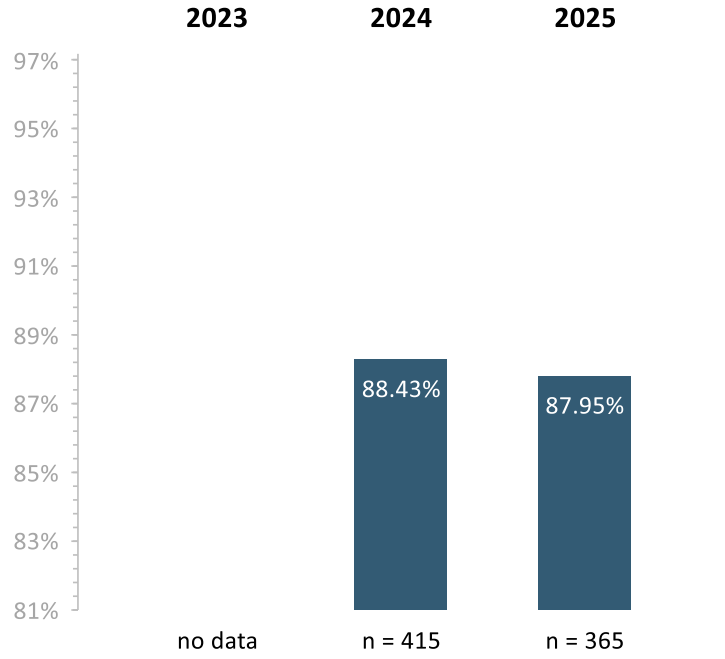
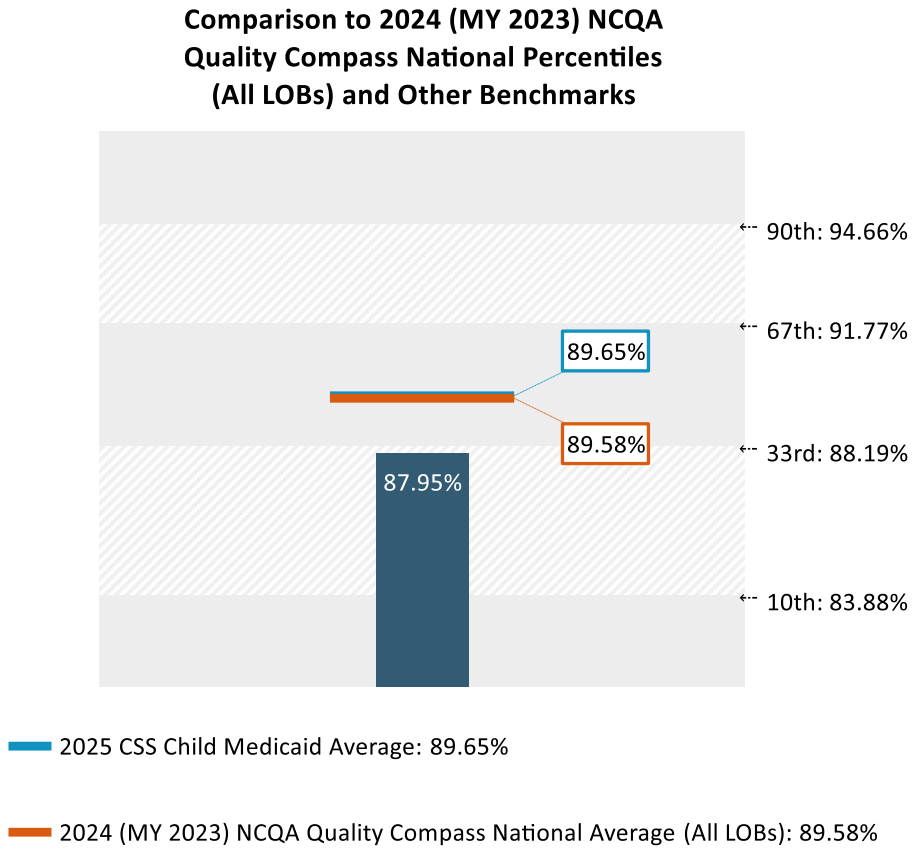
Getting Needed Care: Ease of Getting Needed Care (Q9)

Percent Responding Always or Usually (Not Reported in HPR)



n – number of valid responses (measure denominator)
no data – no prior-year result



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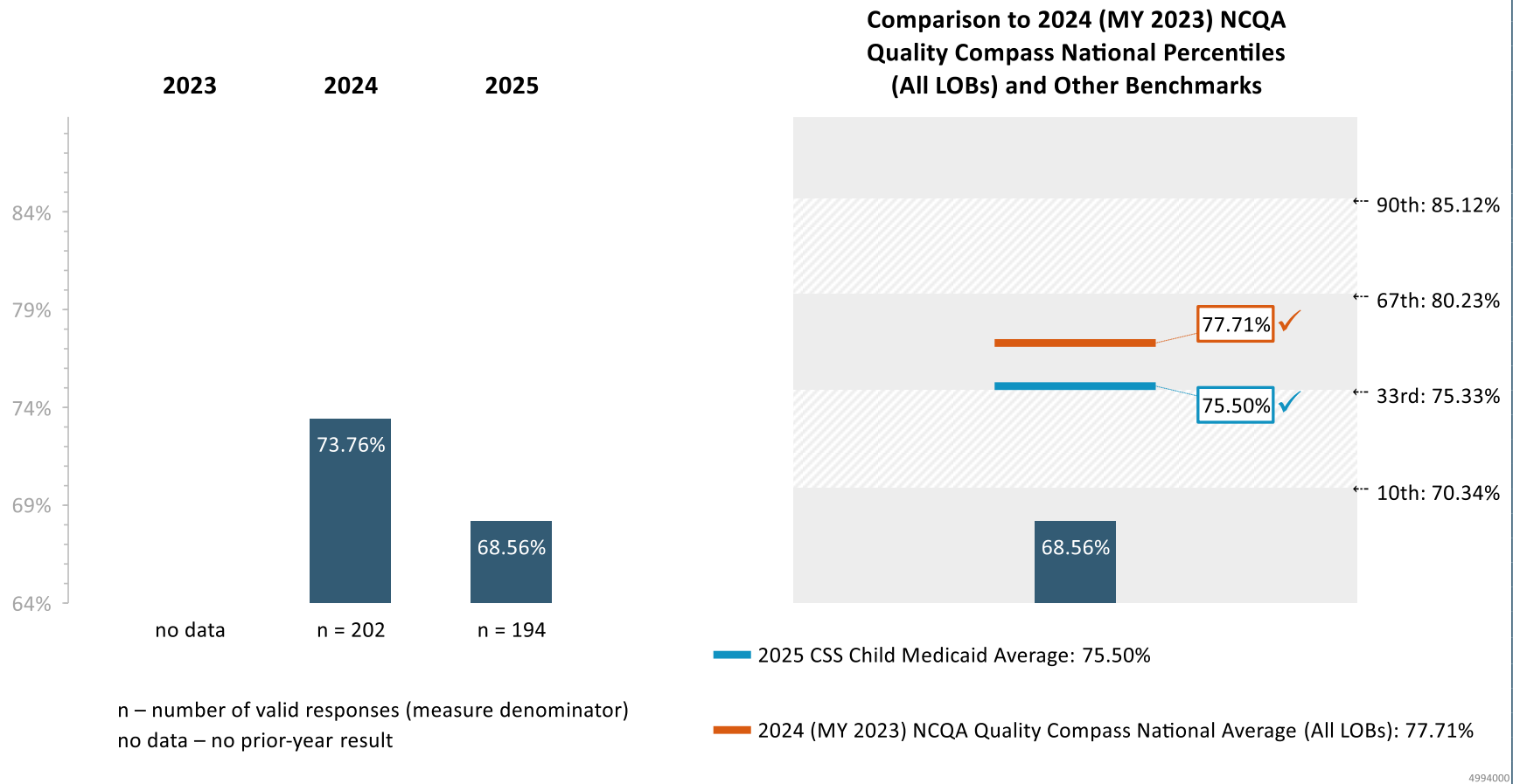
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Needed Care: Ease of Seeing a Specialist (Q23)

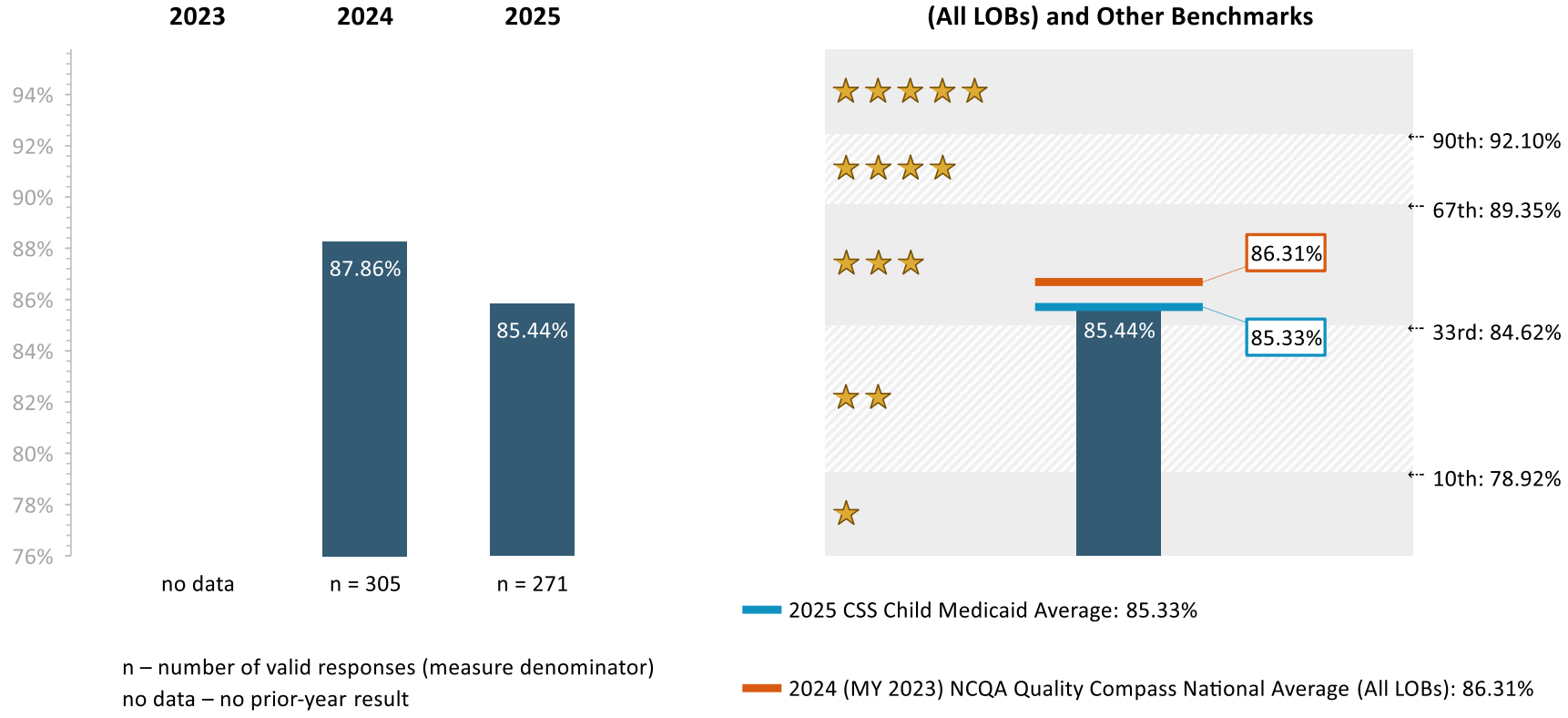
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Care Quickly

Percent Responding Always or Usually (Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

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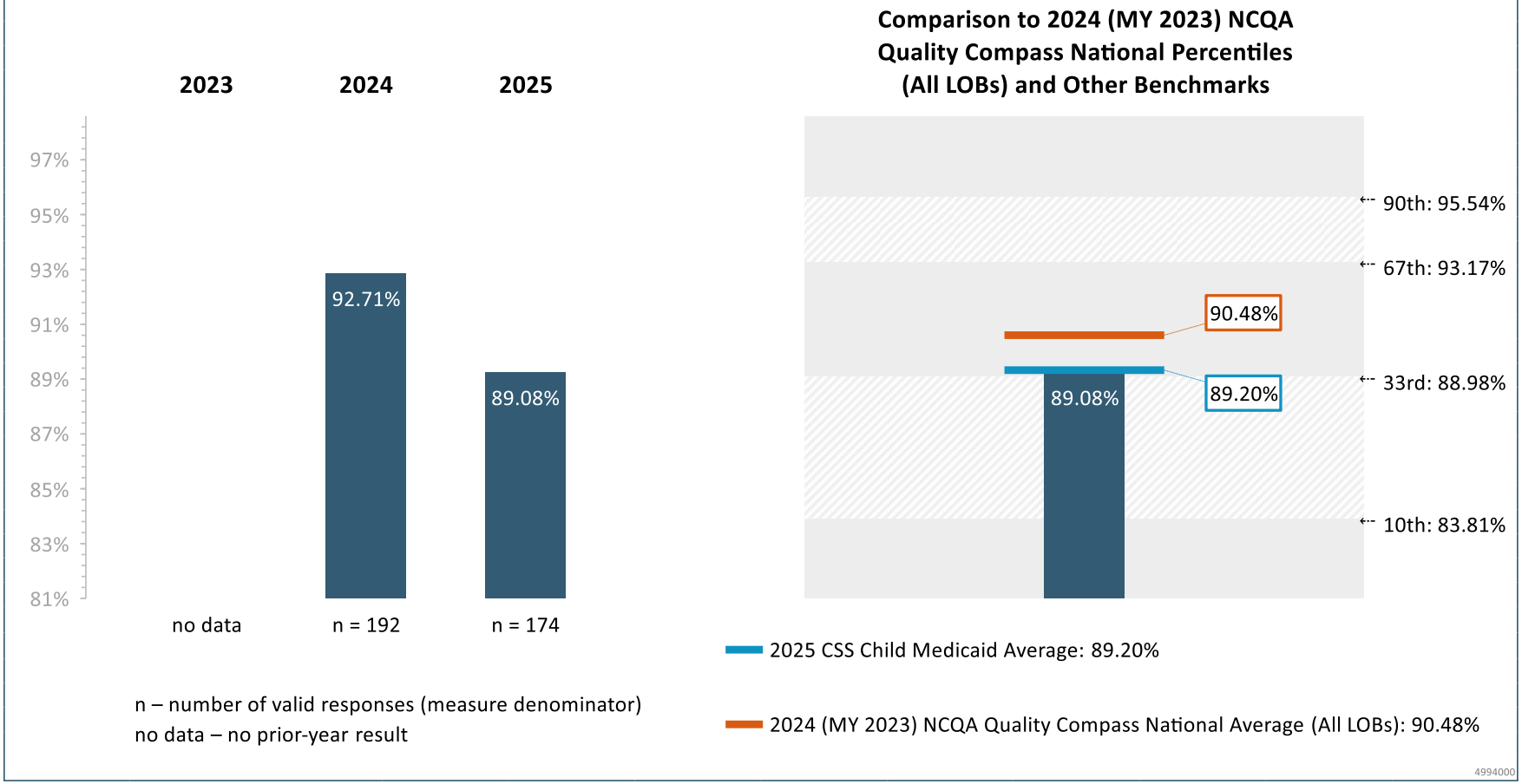
Getting Care Quickly: Ease of Getting Urgent Care (Q4)

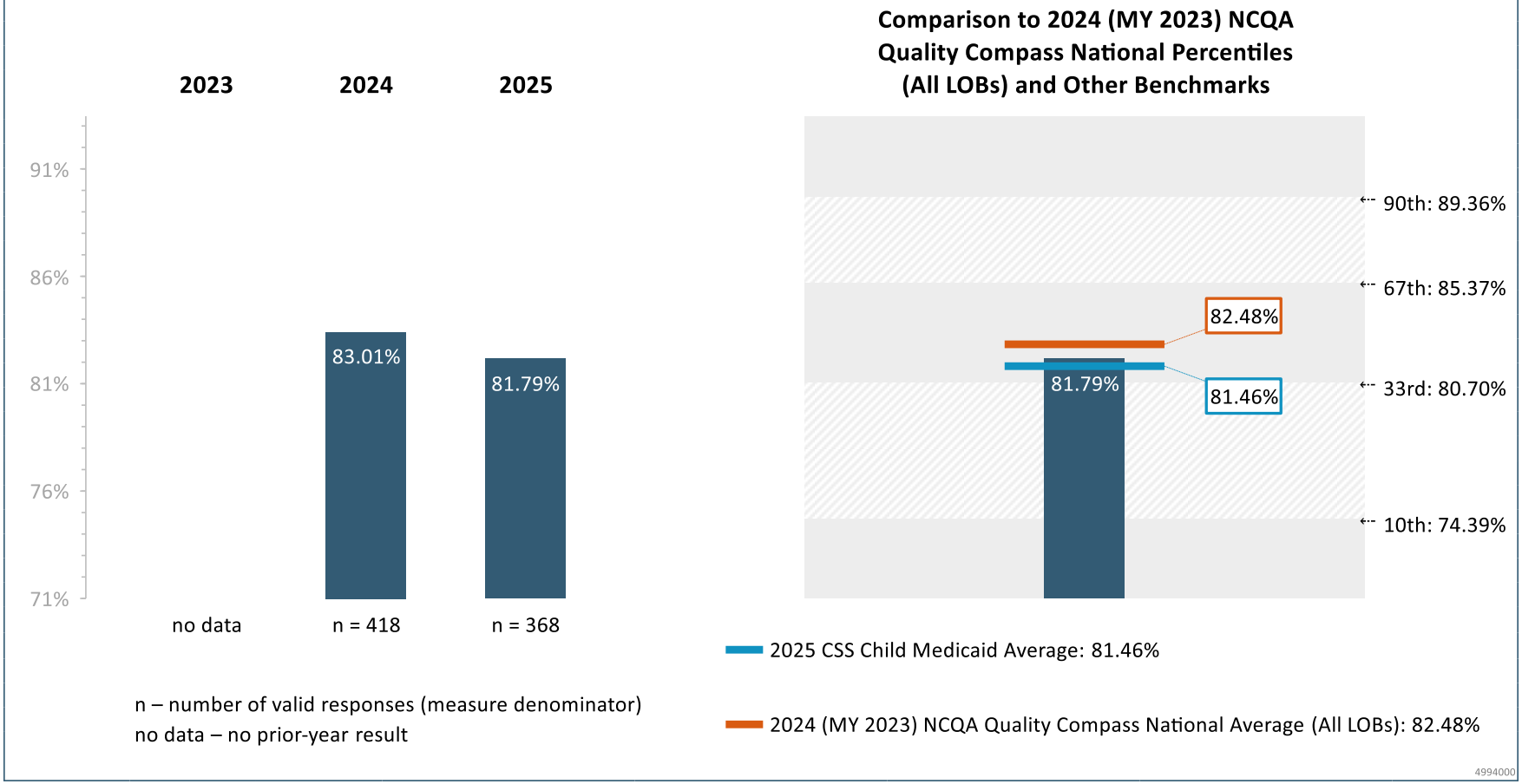
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Care Quickly: Ease of Getting a Check-up or Routine Care (Q6)

Percent Responding Always or Usually (Not Reported in HPR)

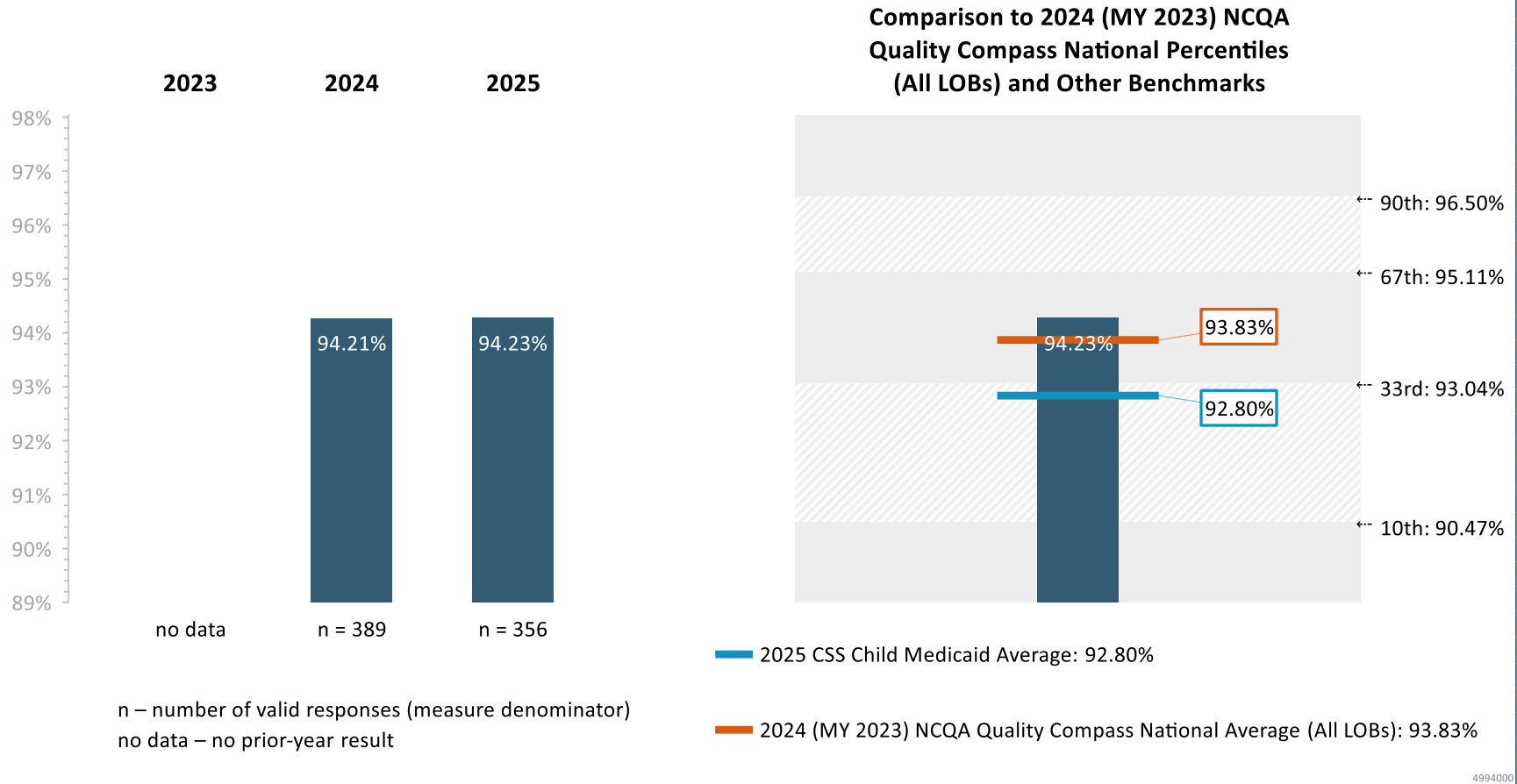


n – number of valid responses (measure denominator)
no data – no prior-year result

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate

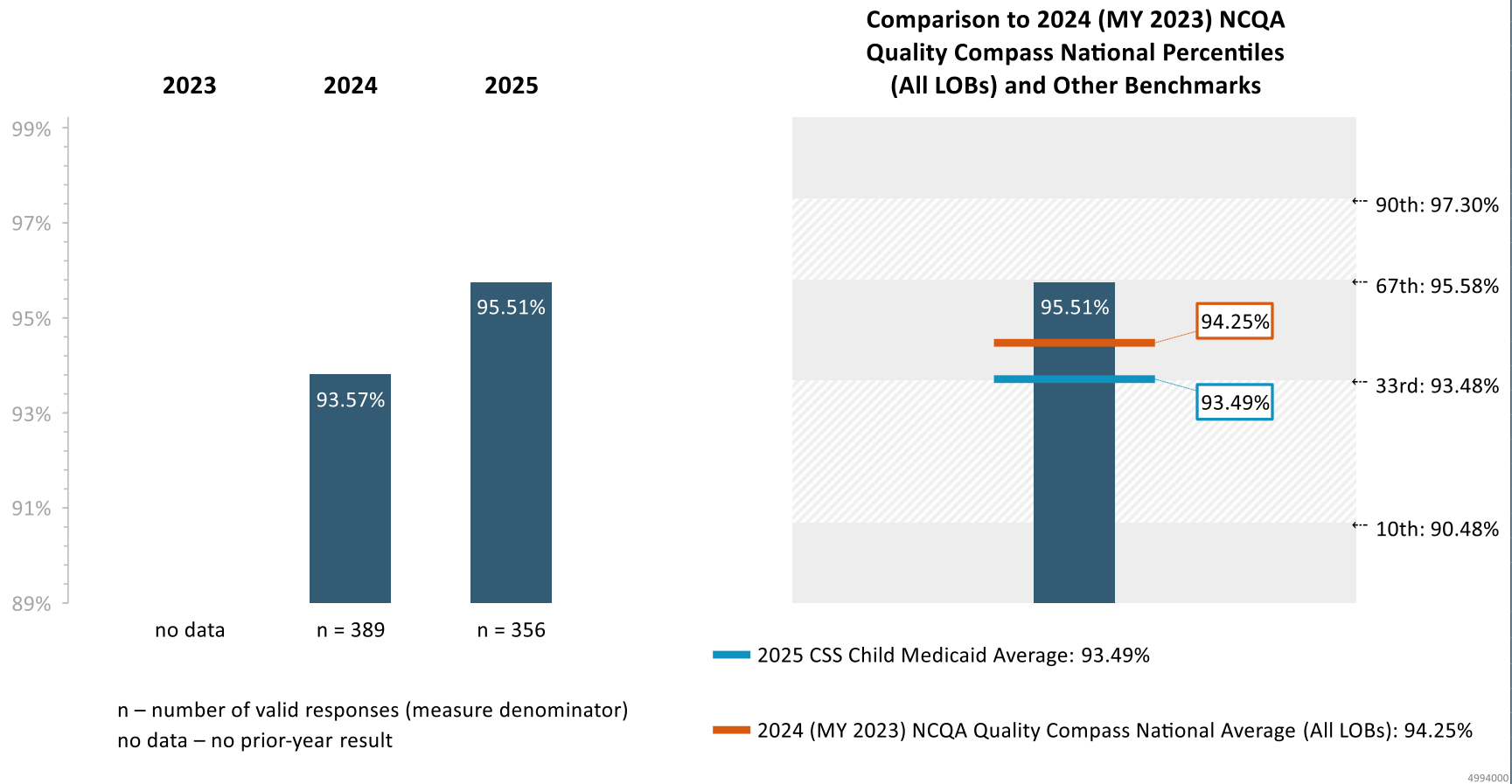
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Explained Things (Q12)

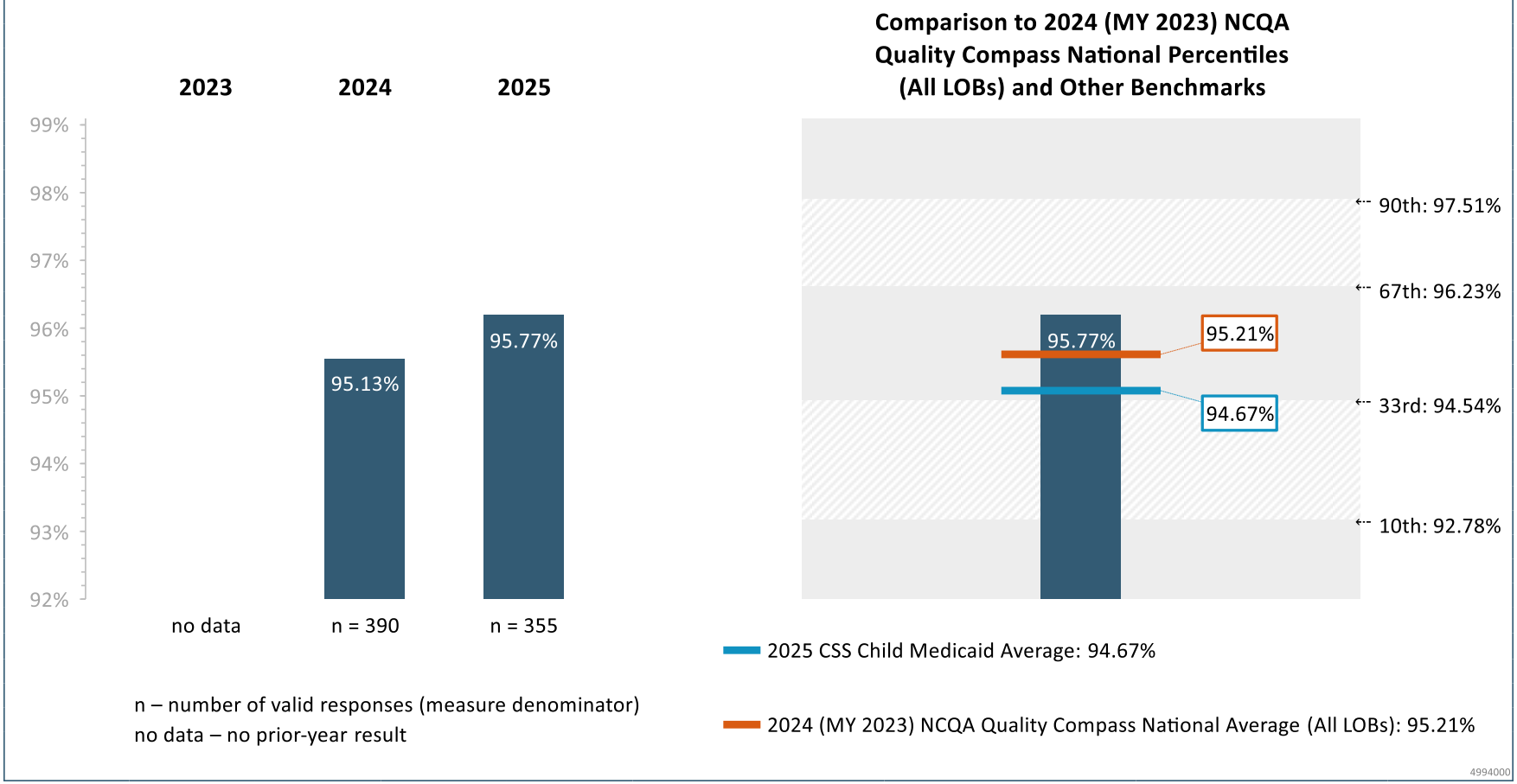
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Listened Carefully (Q13)

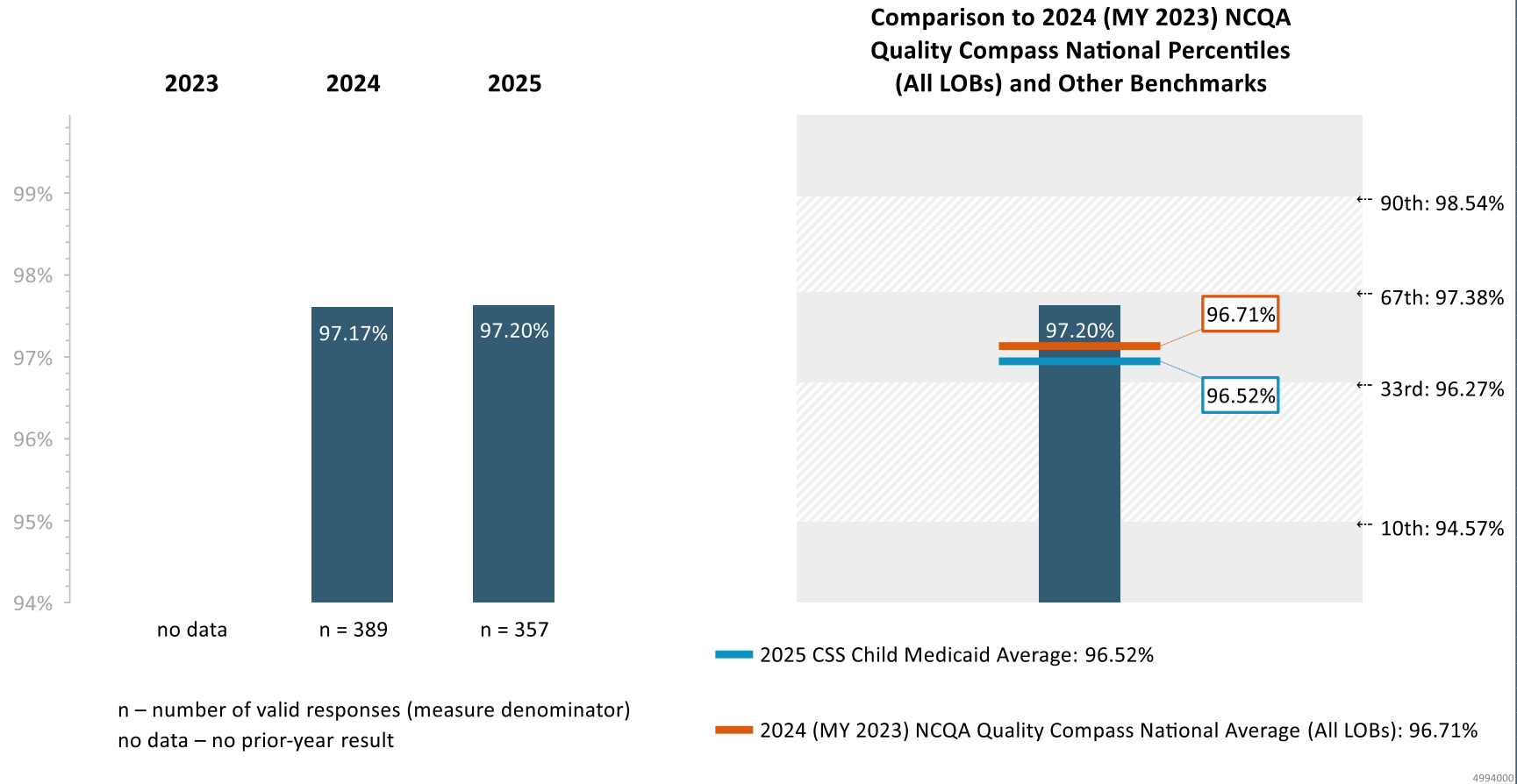
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Showed Respect (Q14)

Percent Responding Always or Usually (Not Reported in HPR)

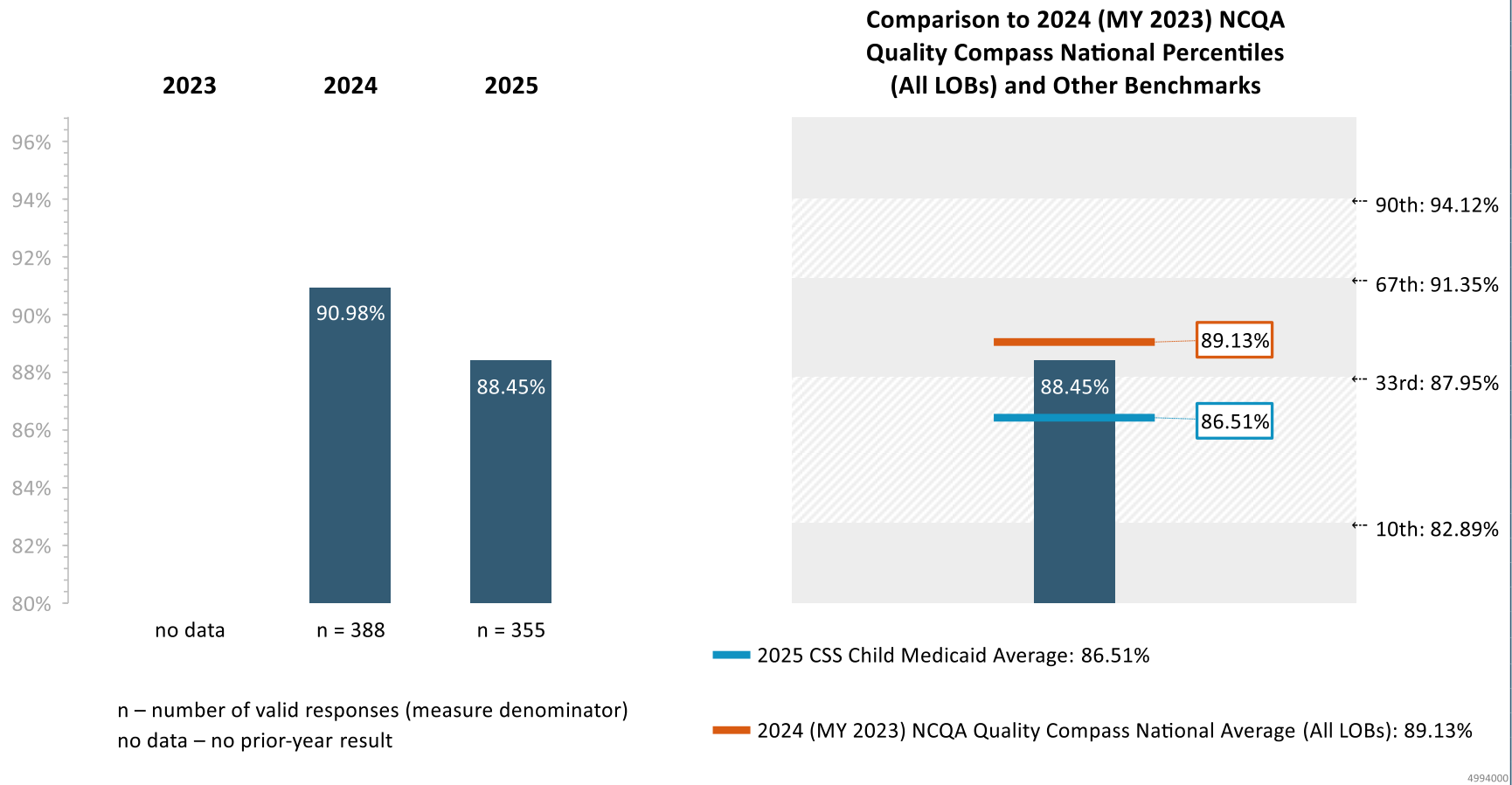


n – number of valid responses (measure denominator)
no data – no prior-year result

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Spent Enough Time (Q17)

Percent Responding Always or Usually (Not Reported in HPR)

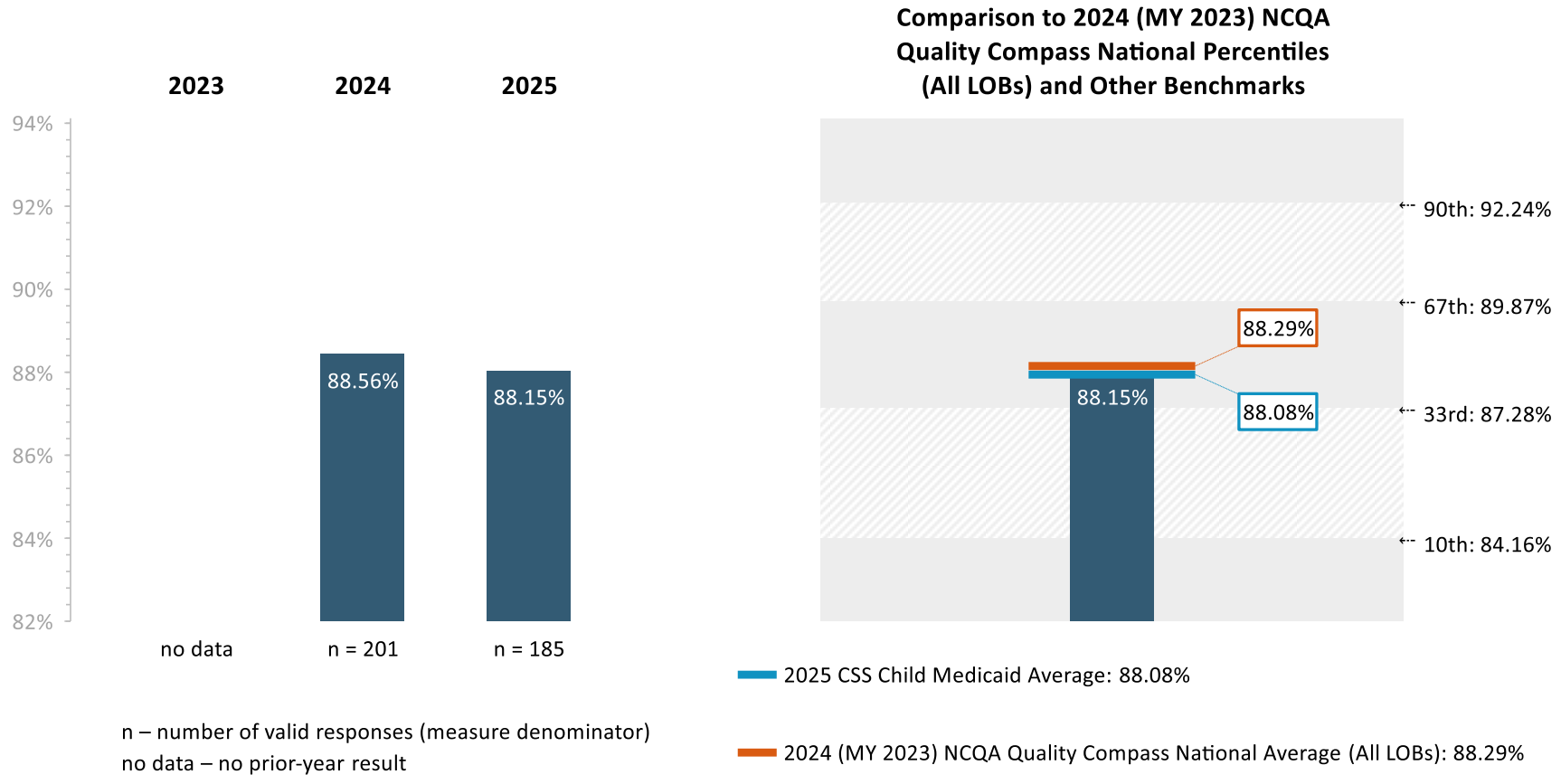


n – number of valid responses (measure denominator)
no data – no prior-year result

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Customer Service

Percent Responding Always or Usually (Not Reported in HPR)



n – number of valid responses (measure denominator)
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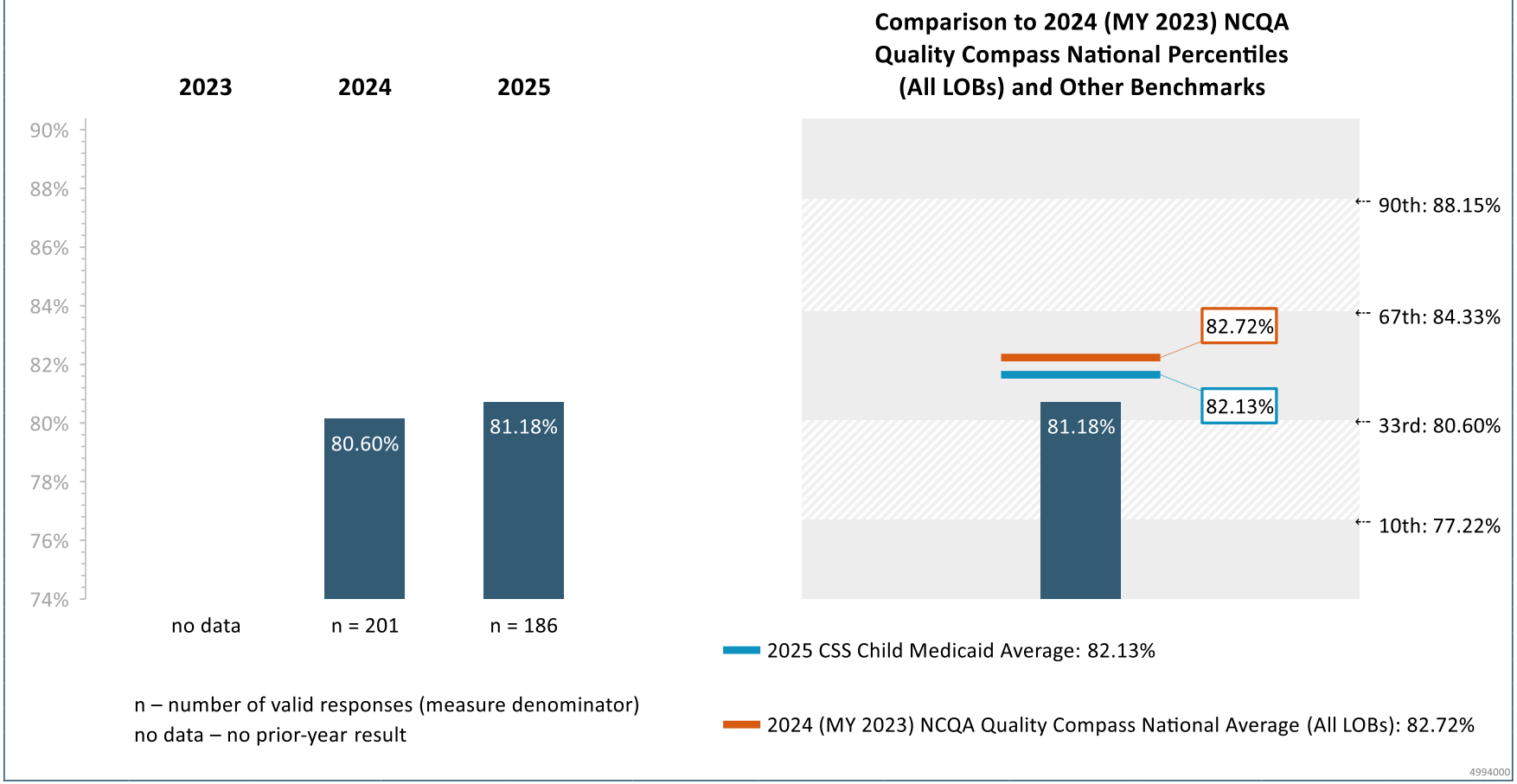
Customer Service: Customer Service Provided Information/Help (Q27)

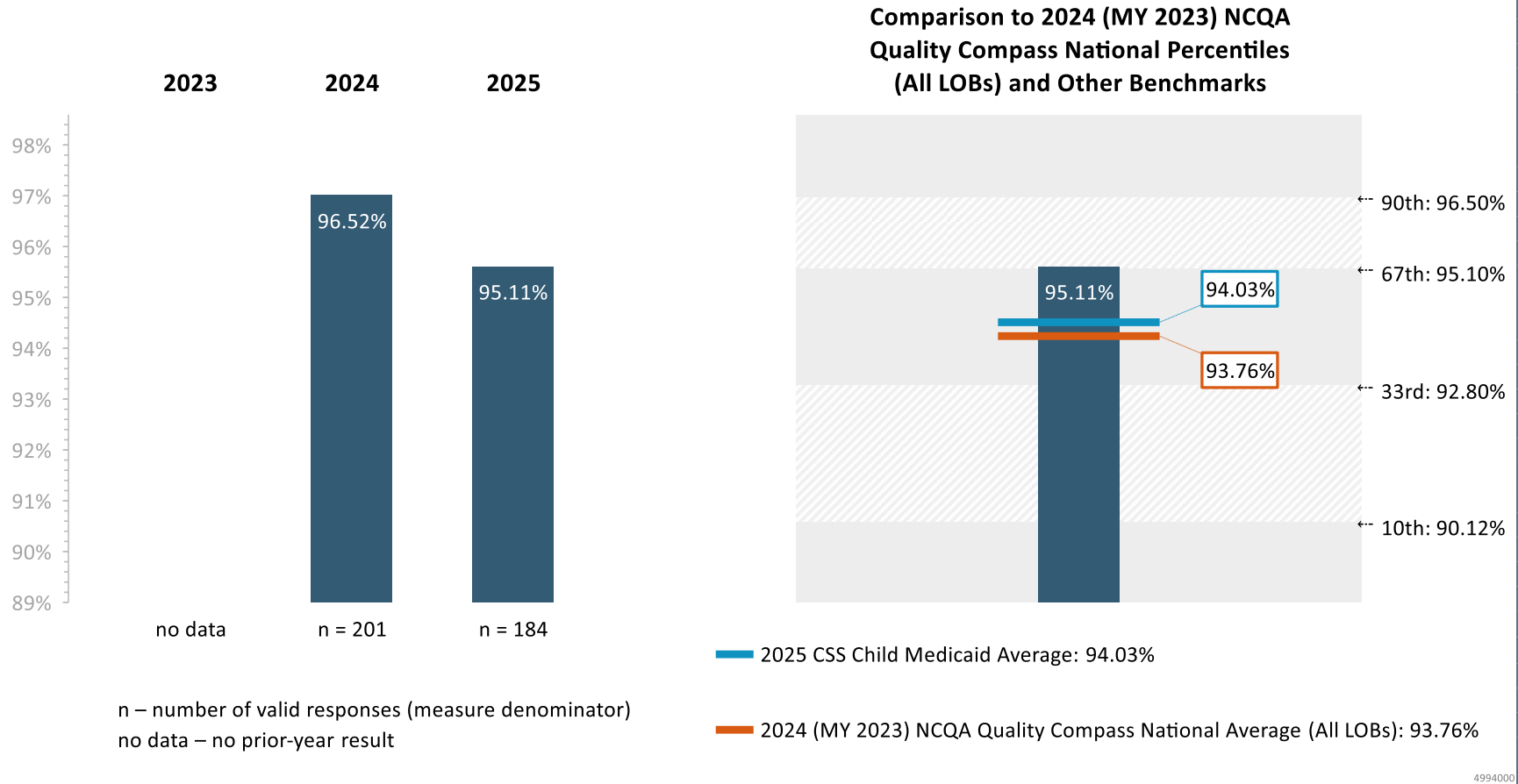
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Customer Service: Customer Service Was Courteous/Respectful (Q28)

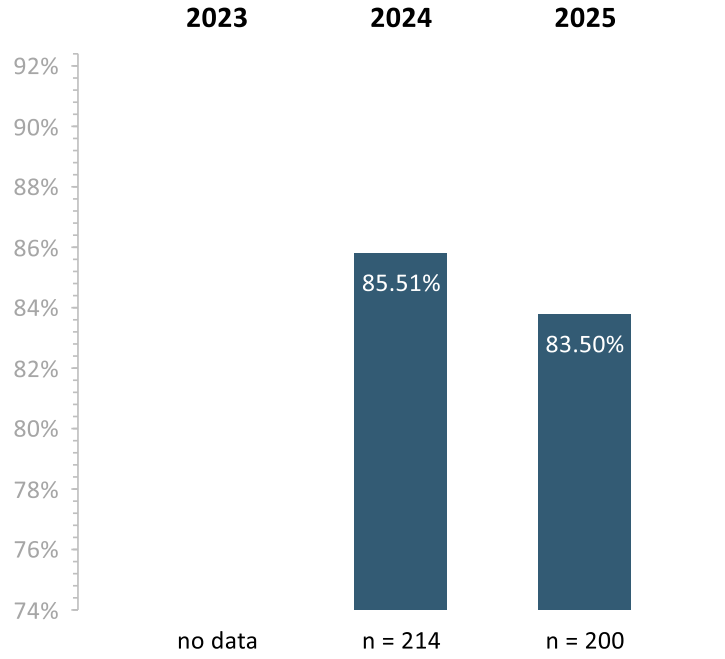
Percent Responding Always or Usually (Not Reported in HPR)



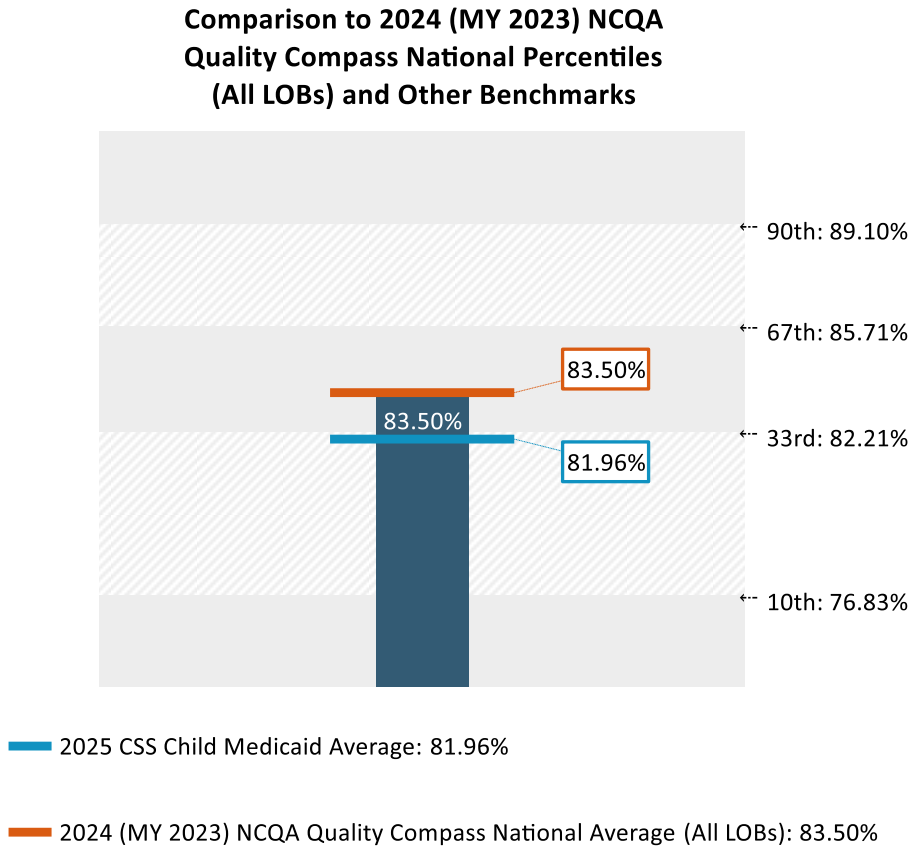
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Coordination of Care

Percent Responding Always or Usually (Not Reported in HPR)



n – number of valid responses (measure denominator)
no data – no prior-year result



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

MEMBERSHIP PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the Mercy Care membership, including demographics, self-reported health status, and responses to survey questions that assess utilization of health care services.

A health plan's membership mix is shaped by multiple factors, most of which are beyond the scope of the CAHPS survey. These include benefit design, geography, availability of health plan choices, and member self-selection into products that best meet their needs. CSS's analysis of industry data suggests that there is considerable variation in member demographic makeup and utilization patterns across plans. To the extent that various member segments have distinct health care needs, utilization patterns, expectations, and experiences, as well as attitudes and perceptions, their assessments of the same product, provider, or service will likely differ.

Certain member characteristics (e.g., health status) appear to be directly related to differences in health care needs and utilization levels. For example, some plans have predominantly healthy members, whose interactions with care providers and the plan tend to be limited. By contrast, other plans serve populations with higher rates of illness. These members tend to have more frequent encounters with the health care system and, as a result, may become more experienced users of health plans. The ways in which members use the plan, the frequency of their interactions with providers and staff, and their overall level of familiarity with how the plan works may affect ratings.

In addition to health care needs and utilization patterns, demographic characteristics have been shown to influence survey responses. For example, all else being equal, older respondents and members of certain ethnic groups tend to rate their health care providers and plans more positively. By contrast, more educated members rate their health care providers and plans more critically, regardless of age or ethnicity.

While the interplay between these membership variables (often referred to as the plan's "case mix") and health plan ratings is complex, health plan ratings clearly vary across demographic groups and user segments. Understanding the plan's case mix can help managers gain insight into possible sources of this variation.

The charts on the following pages show how the *Rating of Health Plan (RHP)* measure, reported as percent responding *9* or *10*, varies by the member subgroup of Mercy Care compared to the relevant benchmark distribution(s). Each demographic or utilization subgroup is represented by a "bubble" on the chart. The label above the bubble identifies the subgroup and the percentage in square brackets below it corresponds to its size. The area of the bubble visually represents the size of the subgroup. Unless a member belongs to more than one subgroup (e.g., race category), subgroup sizes should add up to 100%. Note that these charts only include members who answered the relevant demographic/utilization question on the survey **and** provided a valid response to the *Rating of Health Plan* question. For this reason, the reported subgroup sizes may differ slightly from the proportions reported in the cross-tabulations.

HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

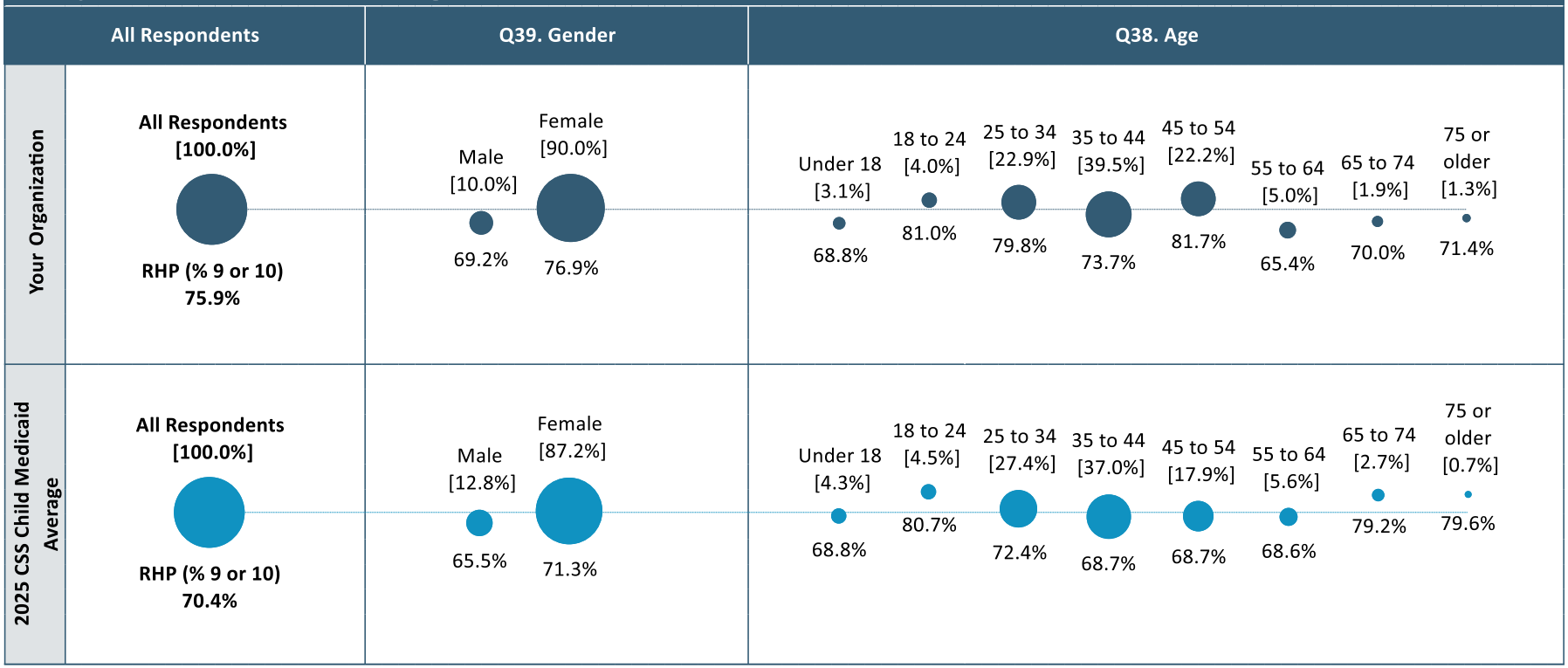
- Health status
- Gender
- Age
- Race
- Ethnicity (Hispanic or Latino)
- Education level

Member Health Status

	All Respondents	Q32. Rating of Overall Health	Q33. Rating of Overall Mental or Emotional Health
Your Organization	All Respondents [100.0%] RHP (% 9 or 10) 75.9%	Excellent [34.5%] 83.8% Very good [33.6%] 72.2% Good [24.6%] 66.7% Fair [7.1%] 86.8% Poor [0.2%] n<5	Excellent [36.2%] 82.6% Very good [30.4%] 75.6% Good [21.3%] 68.7% Fair [10.2%] 70.9% Poor [1.9%] 60.0%
2025 CSS Child Medicaid Average	All Respondents [100.0%] RHP (% 9 or 10) 70.4%	Excellent [42.6%] 79.2% Very good [32.6%] 66.8% Good [19.8%] 61.1% Fair [4.7%] 57.5% Poor [0.3%] 52.0%	Excellent [46.0%] 78.4% Very good [26.3%] 66.3% Good [18.8%] 63.4% Fair [7.7%] 59.3% Poor [1.3%] 42.9%

"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Respondent Gender and Age



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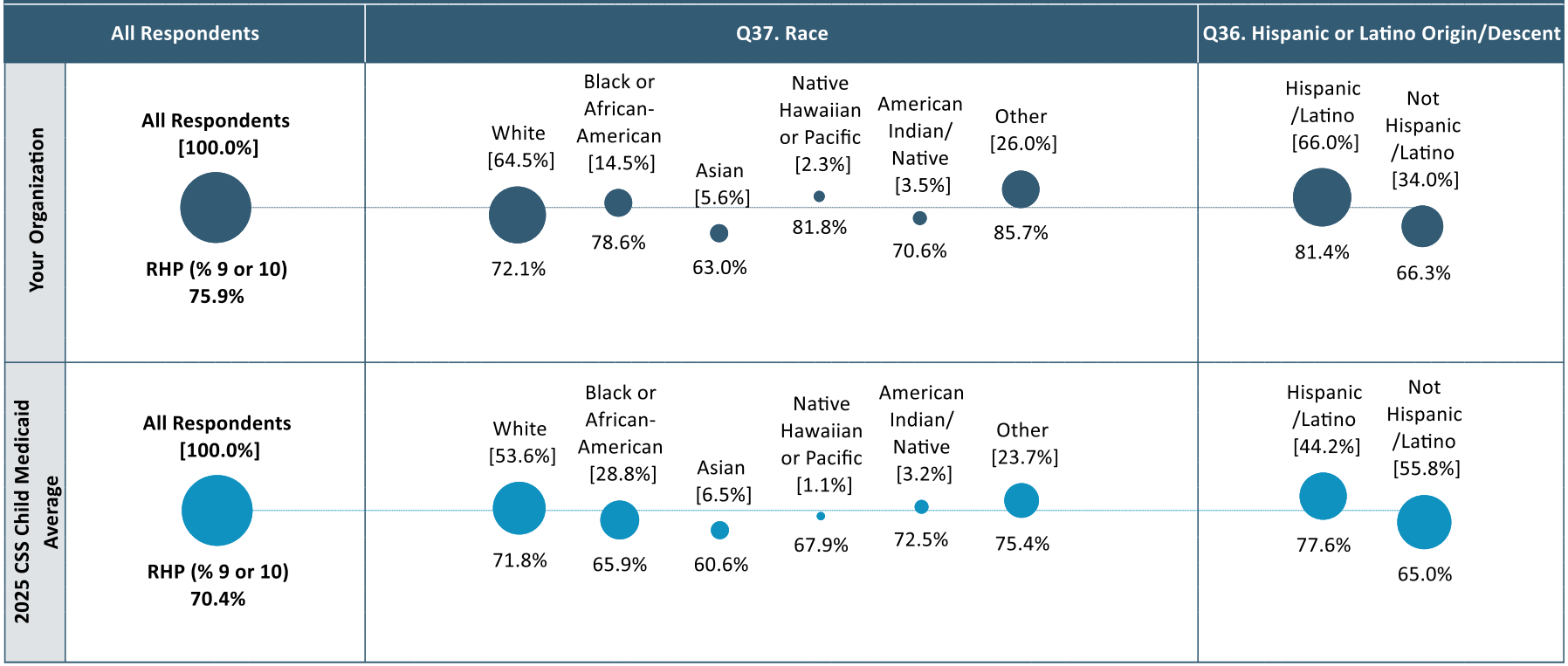
Member Gender and Age

	All Respondents	Q35. Gender		Q34. Age							
		Male [53.5%]	Female [46.5%]	<1 y.o. [0.0%]	1 y.o. [2.2%]	2 y.o. [4.9%]	3 y.o. [4.3%]	4-6 y.o. [16.8%]	7-9 y.o. [19.6%]	10-13 y.o. [21.1%]	14-18 y.o. [31.0%]
Your Organization	**All Respondents [100.0%]** **RHP (% 9 or 10) 75.9%**	74.2%	78.3%	n<5	83.3%	69.2%	78.3%	80.0%	83.8%	75.2%	69.3%
2025 CSS Child Medicaid Average	**All Respondents [100.0%]** **RHP (% 9 or 10) 70.4%**	70.4%	70.5%	79.6%	73.2%	76.0%	76.2%	71.9%	68.8%	68.7%	67.4%

"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Member Race and Ethnicity



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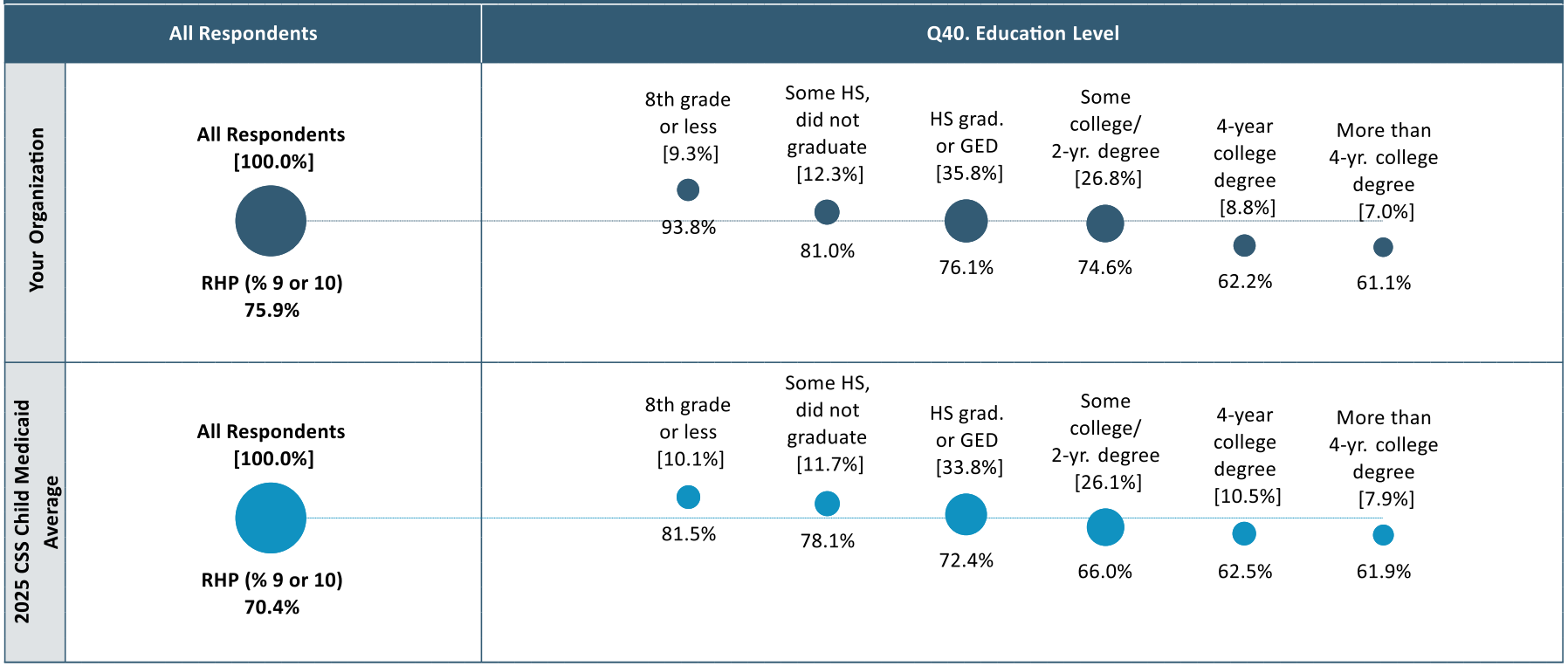
Respondent Education Level



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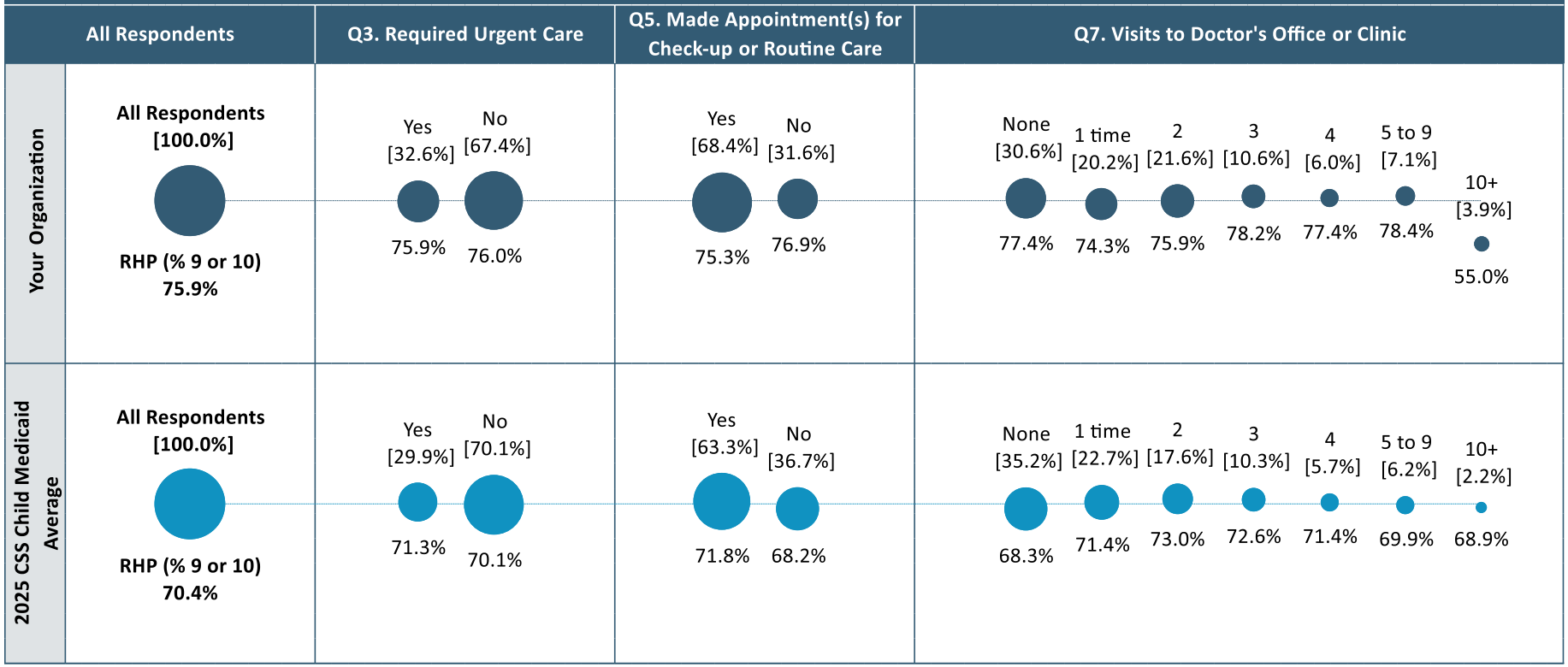
USE OF SERVICES

The following utilization measures are included in this section:

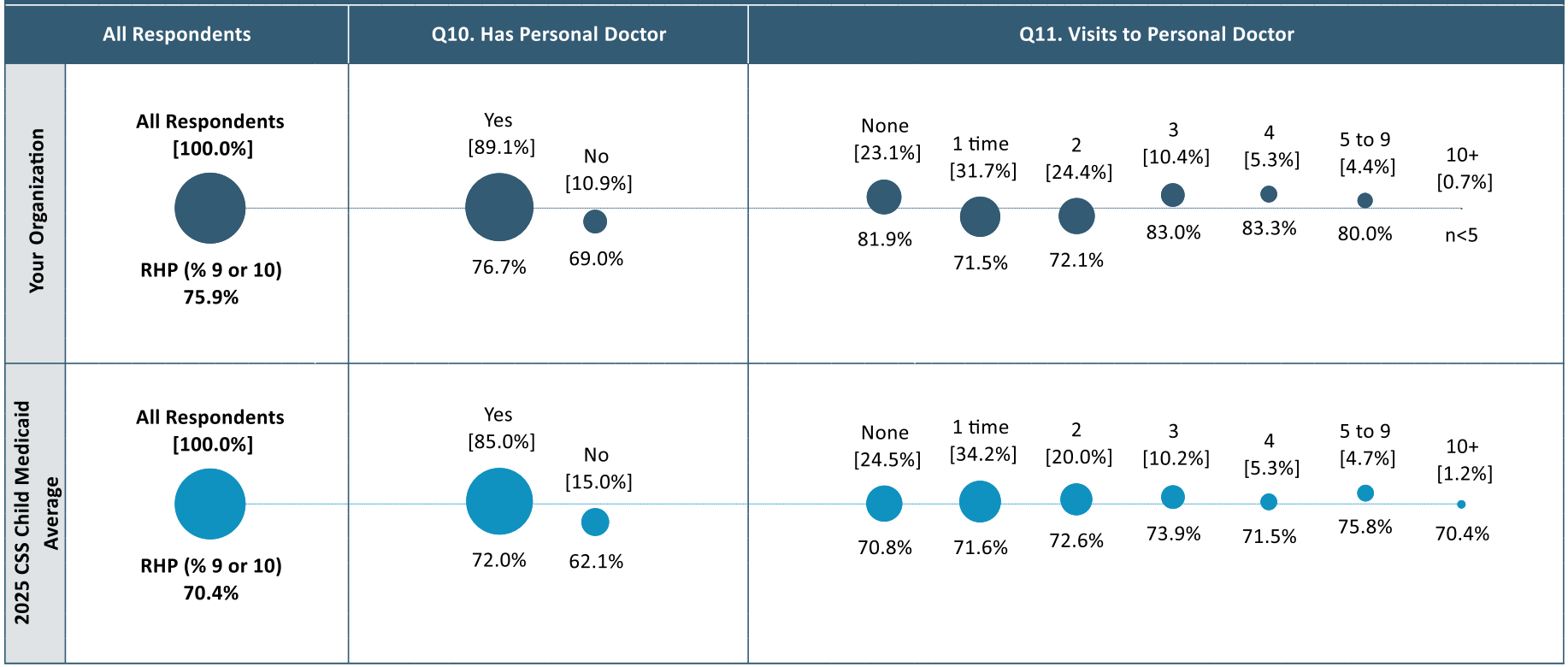
- Type of care received
- Frequency of visits
- Care received from personal doctor
- Specialty and other non-primary care

Type of Care Received



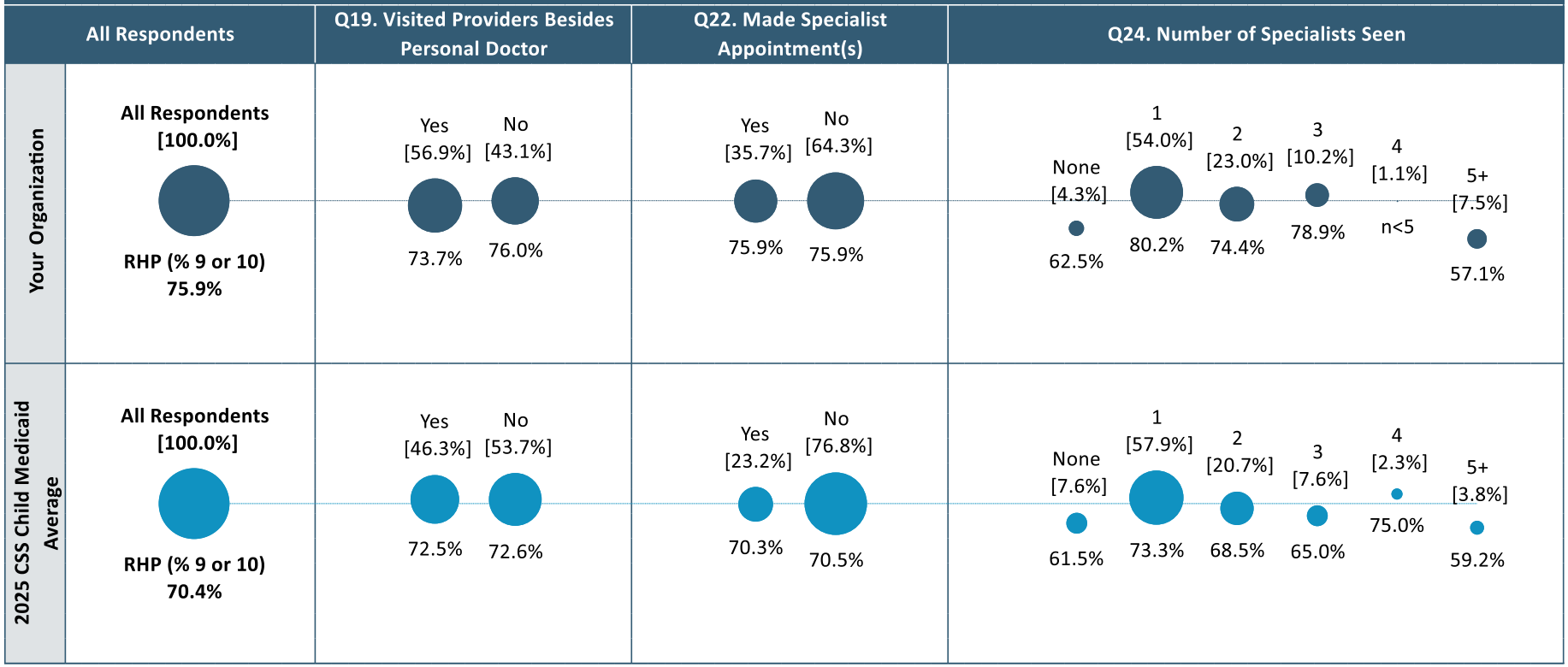
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Personal Doctor Care



"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Non-Primary Care



"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

KEY DRIVER ANALYSIS

OBJECTIVES

CSS's *Key Driver Analysis (KDA)* highlights some of the key differences between high- and low-rated health plans at the industry level. The principal objectives of the KDA are:

- To isolate a set of plan attributes, or key drivers, that distinguish high-rated plans from low-rated plans
- To highlight industry best practices on the key driver measures
- To compare the current performance of Mercy Care to industry best practices in these areas
- To estimate the impact of improving performance on these measures on the *Rating of Health Plan* measure

TECHNICAL APPROACH

Industry-level analysis, which uses health plans as units of analysis, has several important advantages compared to the alternative approach, which focuses on member experiences within a single plan. Certain plan attributes are strongly related to member satisfaction at the industry level. However, these relationships may be missed if we focus on only one plan at a time. For example, it has been shown that plans that are rated highly on measures of access and availability of care tend to have high overall ratings. Conversely, poor access scores are associated with low overall plan scores. This relationship is clear when ratings are compared *across* plans. However, within a specific plan, member experiences may not be sufficiently varied to reveal the underlying relationship. For example, if all plan members report poor access to care, access measures may show a misleadingly low correlation with the overall rating of the plan. As a result, the plan may underestimate the role of access in member experience and miss a critical opportunity for improvement.

In addition, expressing every CAHPS survey variable as a plan-level rate yields a complete and rich information set on each plan. This effectively eliminates any "gaps" in respondent-level data from a single plan caused by survey skip patterns and allows every response to be used in the analysis.

Finally, in addition to the standard CAHPS performance measures, other sources of differences between health plans can be explored, increasing the explanatory power of the model and allowing for a more precise estimation of the individual key driver effects. These include experience rates, which are based on responses to the CAHPS screener questions. Screeners establish whether a member had a particular type of experience or interaction with

the plan (e.g., contacted customer service, submitted a claim, etc.). CSS's analysis shows that these experience indicators explain a significant portion of the plan's overall rating score. Additional components of the overall score include utilization rates and demographic characteristics of the plan's membership, which are addressed in more detail in the *Membership Profile and Analysis of Plan Ratings by Member Segment* section of this report. Clearly, from the plan's perspective, some of these factors are more actionable than others. However, to yield an accurate model of member experience, the analysis must consider all of its measurable aspects.

The 2025 CSS *Key Driver Model* was developed based on survey results of 278 Medicaid plans surveyed by CSS in 2024 and 2025. CSS performed a regression analysis of health plan ratings to identify sources of variation in overall scores across the industry, using individual health plans as units of analysis. Regression analysis quantifies the relationship between plan attributes (predictors) and the global *Rating of Health Plan* score, controlling for interdependencies among the predictors and other factors that may influence ratings (e.g., member demographics, utilization patterns, etc.). Predictors were chosen carefully to yield a model that is both meaningful and actionable from the health plan's point of view.

All of the plan variables, including potential drivers of member experience (i.e., variables that the plan may consider actionable) and control variables (member demographics, health status, utilization rates, product type, and year of data collection), were entered into the regression model, and the independent contribution of each variable was estimated. As in the past, CSS excluded *Rating of All Health Care* from the list of predictors, both because of its high correlation with *Rating of Health Plan* and the availability of other survey questions addressing specific member experience touch points. If included, the *Rating of All Health Care* measure would account for a large portion of the variance and confound coefficient estimates for the other variables in the model.

INDUSTRY KEY DRIVER MODEL

The table below lists five key drivers of Medicaid member experience in order of importance, from highest to lowest, based on their relative contribution to the *Rating of Health Plan* measure. These variables have statistically significant coefficients in the regression model (p-value < 0.05). Performance on these variables, together with the control variables, explains 73% of the variation in the *Rating of Health Plan* results among Medicaid plans. Note that this ordering reflects the strength of the overall relationship between each key driver and the *Rating of Health Plan* measure *at the industry level*. It does not consider how Mercy Care is currently performing on these measures. Improvement targets identified specifically for Mercy Care, which consider both the strength of each key driver and the current level of performance, are presented graphically in the next section.

Medicaid member ratings of the plan are strongly related to having access to highly rated providers (Q21 and Q25). More generally, access to needed care, tests, and treatment (Q9), including primary (Q10) and specialty (Q22) care, are all significant drivers of member experience.

Table 9. CSS Industry Model of Key Drivers of Medicaid Member Experience

Key Driver	Interpretation
Q9. Ease of getting needed care, tests, or treatment (percent *Usually* or *Always*)	The higher the proportion of plan members reporting that the necessary care, tests, or treatment for their child were easy to get, the higher the overall plan score.
Q22. Made specialist appointments (percent *Yes*)	The higher the proportion of plan members who made specialist appointments for their child, the higher the overall plan score.
Q21. Rating of Personal Doctor (percent *9* or *10*)	The higher the proportion of members rating their child's personal doctor as *9* or *10*, the higher the overall plan score.
Q10. Has a personal doctor (percent *Yes*)	The higher the proportion of plan members reporting that their child has a personal doctor, the higher the overall plan score.
Q25. Rating of Specialist Seen Most Often (percent *9* or *10*)	The higher the proportion of members rating their child's specialist as *9* or *10*, the higher the overall plan score.

OPPORTUNITIES FOR HEALTH PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for Mercy Care are presented in Table 10. The ordering of the key drivers reflects both the strength of each key driver at the industry level and how well Mercy Care is currently performing on each measure. The middle column compares how Mercy Care is performing relative to the "best practice" rate on each key driver. CSS defined the best practice rate as the best result among the 16 plans contributing to the 2025 CSS Child Medicaid Average. Room for improvement, represented by the length of the blue arrows, is the difference between the current level of Mercy Care performance and the best practice rate. The bar on the right displays the incremental gain in the overall *Rating of Health Plan* measure that Mercy Care could achieve if it performed on par with the best practice plan on each of the key driver measures. Each bar represents room for improvement on the key driver weighted by its contribution to the *Rating of Health Plan* measure.

Table 10. 2025 Mercy Care Child Medicaid CAHPS Survey: Key Areas and Priorities for Improvement

Current Key Driver Performance		Room for Improvement on Key Driver		Overall Improvement Opportunity
Your Organization's 2025 Rate		Percentage Point Difference Between Current Key Driver Rate and **Best Practice Rate***		Expected Percentage Point **Improvement** in **Rating of Health Plan** (percent *9* or *10*) if Key Driver Performs at Best Practice Level
Q9. Ease of getting needed care, tests, or treatment (percent *Usually* or *Always*)	87.95%	+6.90% →	94.85%	+3.22%
Q25. Rating of Specialist Seen Most Often (percent *9* or *10*)	70.49%	+16.69% →	87.18%	+2.08%
Q10. Has a personal doctor (percent *Yes*)	89.17%	+5.61% →	94.79%	+0.84%
Q21. Rating of Personal Doctor (percent *9* or *10*)	78.41%	+1.25% →	79.66%	+0.35%
Q22. Made specialist appointments (percent *Yes*)	35.82%	Performing at or above Best Practice Rate level	35.82%	None

* Best result among all plans included in the 2025 CSS Child Medicaid Average

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HEALTH PLAN QUALITY IMPROVEMENT RESOURCES

CSS's *Key Driver Analysis* identified improvement opportunities and priorities for Mercy Care. This section, which lists some helpful publicly available quality improvement resources, is included as a guide to assist plan managers in their efforts. The inclusion of these sources should not be construed as an endorsement of any programs or activities. For a useful introduction to quality improvement (QI), refer to the Agency for Healthcare Research and Quality's (AHRQ) *CAHPS Ambulatory Care Improvement Guide*, Section 4: Ways to Approach the Quality Improvement Process, which includes descriptions of QI strategies in health delivery systems.

IMPROVING MEMBER ACCESS TO CARE

Removing barriers to care is central to improving the health care experience of plan members. The following resources suggest ways to improve patient access to care, tests, and treatment.

Same-Day Appointment Scheduling

- In Section 6 of its guide, AHRQ recommends a method of scheduling that leaves a part of each physician's day open for same-day appointments, rather than a traditional scheduling model that books appointments weeks or months in advance. Because the method does not differentiate between urgent and routine care, patients with non-urgent concerns are able to schedule appointments sooner than under traditional scheduling methods. For more information, see Strategy 6A: Open Access Scheduling for Routine and Urgent Appointments.

- An article from *Healthcare Dive*, "Same-day Scheduling Can Improve Patient Satisfaction and Your Bottom Line," describes the benefits and challenges of implementing same-day scheduling as well as some short case studies.

- The American Academy of Pediatrics describes "Innovative Scheduling Models," including open access (same-day) and walk-in appointments and extended office hours (nights or weekends), as well as potential benefits of each.

- An article in *Patient Engagement HIT* titled "Exploring Open Access Scheduling in Patient Access to Care" explains that the greatest challenge to implementing same-day appointments is clearing the backlog.

Implement Process Improvements to Streamline Patient Flow

- Delays experienced by patients while waiting for care, tests, or treatment can be minimized through a variety of mechanisms. For example, reallocating tasks such as physical exams and ordering x-rays to physician assistants and nurse practitioners frees up physicians' time to attend to more pressing patient concerns. The exact form of these improvements will vary widely by practice. See AHRQ's *Improving Patient Flow and Reducing Emergency Department Crowding: A Guide for Hospitals* to help plan and implement patient flow improvement strategies.

- ***VIDEO*** A webinar on YouTube from the Virginia Mason Institute, "Fundamentals for Improving Flow in the Ambulatory Setting," demonstrates how Virginia Mason Franciscan Health approached this process in their facility.

- A literature review in PLoS One, "Understanding the Impacts of Health Information Systems on Patient Flow Management," discovered that HIS use improved patient flow management across different departments, systems, and outcome measures in 75% of the 44 studies reviewed.

Patient-Centered Medical Homes (PCMH)

- For AHRQ's resources detailing transitioning a practice to a patient-centered medical home model, see Patient Centered Medical Home (PCMH): Transforming the Organization and Delivery of Primary Care, as well as links to additional resources at Defining the PCMH.

- Not all primary care practices designated as PCMHs have lower costs, better care and outcomes. "Unpacking the Patient-Centered Medical Home" posits that practice-level research might discover which elements of PCMHs (e.g., use of decision support, participation in other alternative payment models) lead to such improvements, and for which patient populations.

- ***VIDEO*** "Quality Improvement and Patient Centered Medical Home (PCMH) for Clinical Leaders & Their Care Teams: A System-Based Approach" is a webinar from the National Association of Community Health Centers featuring presenters from The Joint Commission and the National Committee for Quality Assurance speaking about quality improvement as it relates to PCMHs (watch on YouTube).

- For more background on the PCMH model of care and health equity, see "The Impact of the Patient-Centered Medical Home on Health Care Disparities" and "Community Social Determinants and Health Outcomes Drive Availability of Patient-Centered Medical Homes."

Alternative Access Centers

- An article from the American Hospital Association, "Retail Clinics Target Chronic Diseases," describes how retail health clinics are increasingly providing primary care and notes that treating patients with chronic diseases is a growth opportunity. Retail clinics tend to be more convenient and lower cost but currently operate primarily in metropolitan areas with more affluent customers.

- Alternative sites of care – including retail clinics, telehealth, community health centers, and others – can increase access to physical and mental health care for underserved populations, according to an article in *HealthLeaders* titled "Deloitte: Alternative Care Sites Provide Solutions to Several Healthcare Problems."

- In its data brief "Urgent Care Center and Retail Health Clinic Utilization Among Adults: United States, 2019," the National Center for Health Statistics provides statistics on utilization by sex, race, age, and education level.

Telehealth Solutions

- The COVID-19 pandemic accelerated the usage and acceptance of telehealth by providers and patients alike. An article in *The Lancet* details "Opportunities and Challenges for Telehealth Within, and Beyond, a Pandemic."

- Telehealth can be implemented to solve deferral of care issues brought about by the pandemic (see "Consumer Reported Care Deferrals Due to the COVID-19 Pandemic, and the Role and Potential of Telemedicine: Cross-Sectional Analysis").

- Telemedicine was underutilized until the pandemic, when changes to regulations and payment policies permitted its rapid growth. Telemedicine improves access and equity, though barriers remain (see "The State of Telehealth Before and After the COVID-19 Pandemic").

- ***VIDEO*** The webinar "Telehealth and Its Emergence During the Pandemic" discusses "how people, processes, regulation, and technology work together to support a successful telehealth transformation… potentially improving access, quality and costs."

- ***PODCAST*** "AMA Moving Medicine: What Physicians Need to Know About Telehealth" describes how, post-pandemic, telehealth is key to the future of digitally enabled care, which integrates in-person and virtual care in a clinically appropriate manner.

- The Department of Health and Human Services provides a website with telehealth resources for patients in a Q&A format, as well as best practices guides and other information for providers.

IMPROVING HEALTH PLAN PROVIDER NETWORK

These resources concentrate on improving the physician-patient relationship, with a focus on communication. Implementing the solutions proposed here may result in improved patient ratings of doctors.

Improve Physician Communication

- Seminars and workshops for physicians serve as resources to learn and practice patient-centered communication techniques. For general recommendations, see AHRQ's ambulatory care improvement guide, Strategy 6G: Training to Advance Physicians' Communication Skills.
- AHRQ also provides resources for using the SHARE Approach, including Using the Teach-Back Technique and Conversation Starters.
- An article in *Physicians Practice* shares "Nine Ways to Improve Your Patient Communications." Click through the slides at the top of the page to read information on each strategy.
- Similarly, a *HealthStream* blog post shares "10 Ways to Encourage Better Physician Communication" using the RELATE (Reassure, Explain, Listen, Answer questions, Take action, and Express appreciation) model.

Help Patients Communicate

- Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and "coached care" programs. See Strategy 6I: Shared Decision-Making and Strategy 6H: Tools to Help Patients Communicate Their Needs in the improvement guide.
- ***TOOL*** The National Institutes of Health offers five worksheets to help patients choose a new health care provider and talk to their provider about family health history, medications, life changes, and health or other concerns.
- ***TOOL*** The National Institute on Aging has A Guide for Older Adults: Talking With Your Doctor, which includes checklists, worksheets, tips, and additional resources on various topics related to aging.
- ***TOOL*** AHRQ provides tips for patients to become more engaged in their health care before, during, and after the appointment. A two-page PDF file can be downloaded from the linked page.

- ***TOOL*** AHRQ also provides a list of "The 10 Questions You Should Know," as well as a Question Builder tool that patients can use to customize a list of questions for their appointments. The tool is available for printing online and in a downloadable app in the Apple App Store and Google Play.

- ***TOOL*** The Robert Wood Johnson Foundation provides a sample discharge preparation/care transition document that health care providers can distribute to patients before or during visits.

Build Physician-Patient Relationships

- A positive physician-patient relationship may correlate with better health care outcomes. "3 Key Traits of a Positive Patient-Provider Relationship" describes three essential elements: empathy, communication, and shared decision-making.

- AHRQ describes the SHARE Approach to shared decision-making in a quick reference guide and provides links to SHARE Approach resources, including a three-part video training series, on their website.

- Cultural competence is increasingly important to the physician-patient relationship. Tips are available in The SHARE Approach: Cultural Competence and Getting To Know Your Patient.

Improve Referral Communication

- The coordination of care between primary and specialist providers can be a challenge and may affect patient perceptions of their specialist care. Improving coordination of care and case management can increase patient satisfaction with specialists. In "Communication Lays the Groundwork for Successful Physician Referral Strategies," the Medical Group Management Association gives tips for building relationships with specialists.

- AHRQ's *Health Literacy Universal Precautions Toolkit, 3rd Edition* includes a section on making the referral process easier for patients.

- High-functioning referral networks are critical for positive patient outcomes and require communication, measurement, and monitoring (see "Optimizing Physician Referrals: A Key to Successful Population Health Management").

- "A Guide to Maximizing Physician Referral Strategies" from the AMA includes tips for both primary care and specialist practices.

- The High Value Care Coordination Toolkit from the American College of Physicians includes resources to optimize communication between referring physicians and specialists, including information to include in the referral ("pertinent data sets"), checklists, and other resources.

IMPROVING CUSTOMER SERVICE

It is important that health plan information be both easily available and useful to members. As representatives of the plan, customer service staff must ensure that members have confidence and trust in the customer service staff's ability to address the members' questions and concerns. The following resources contain recommendations for improving customer service.

Develop Customer Service Standards

- To improve customer service, the Agency for Healthcare Research and Quality suggests first articulating which aspects of customer service are most important to the plan. After developing these standards, monitor performance and promote accountability among staff. For more information, see Strategy 6Q: Standards for Customer Service in AHRQ's ambulatory care improvement guide.

- ***SAMPLE*** Froedtert Health has a "Customer Service Standards" brochure that can be used as a model.

Implement Service Recovery Procedures

- When members have a complaint, service recovery programs support customer service staff to identify and remedy the problem. While complaints may be inevitable, proper handling of complaints can reassure patients and restore loyalty to the health plan. For more information, see AHRQ's ambulatory care improvement guide Strategy 6P: Service Recovery Programs.

- An article in *Forbes*, "Service Recovery in Healthcare: Effective Strategies to Retain Unsatisfied Patients," defines service recovery and describes effective strategies to implement it in your practice.

- ***VIDEO*** Service Recovery in Health Care, a four-part training series, was developed as part of a grant from the Health Resources & Services Administration (HRSA). The videos total one hour and focus on why service recovery matters, eight steps for front-line staff, tips for de-escalation, and embedding service recovery into everyday practice.

- ***SAMPLE*** Sharp HealthCare has an infographic, "Service Recovery: Foundations of The Sharp Experience," that can be used as a model.

IMPROVING HEALTH PLAN-RELATED INFORMATION

Many people look to their health plan for information not only on how the health plan works but also on resources to help them improve their health, particularly when dealing with chronic illnesses. Improved access to trusted health information has been shown to lead to improved outcomes.

Make Plan Information Accessible to All Members

- The article "The Critical Role of Web Accessibility in Health Information Access, Understanding, and Use" addresses the importance of website accessibility for older adults and persons with disabilities to obtain, understand, and use health information.
- The Centers for Medicare & Medicaid Services (CMS) provides information on communication accessibility planning for individuals who are blind or have low vision, those who are deaf or hard-of-hearing, and those with limited English proficiency.
- ***TOOL*** The University of Michigan has developed a plain language medical dictionary that is available to be embedded as a website widget.

Increase Access to Trusted Health Information

- Online sources of reliable health information are available in multiple languages. These include the National Library of Medicine's MedlinePlus (arranged by language or health topic) and Health Information Translations (searchable by language, health topic, and keyword).
- The American Medical Association offers "What Doctors Wish Patients Knew," articles that help consumers learn about health-related topics.
- The James Madison University Library's Consumer Health microsite includes sub-pages with links to reliable sources of health information, information for teens and young adults, and information about medications and supplements, among others.

Evaluate the Organization's Health Literacy Programs

- The National Academy of Medicine published a discussion paper describing Ten Attributes of Health Literate Health Care Organizations, including components of each. AHRQ includes a page on its website with links to resources to help address each of the attributes.
- The CDC has developed guidance on evaluating an organization's health literacy program, including recommended sources of communication and health literacy measures.
- "Organizational Health Literacy as a Tool for Health Equity: Application in a High-Risk Infant Follow-Up Program" describes an evaluation of the accessibility of the hospital and clinic environment as well as patient forms, assessments, and education materials for high-risk infants, from discharge from the hospital's NICU through age 3. It includes information on assessment tools used, in addition to results and next steps.

- The CDC's National Prevention Information Network also offers health communication language and literacy tools to create health materials in plain language to reduce health disparities.

- HHS has a strong focus on health literacy in its Healthy People 2030 initiative, with six objectives related to the topic. See information on these goals and the updated definitions of personal and organizational health literacy at Health Literacy in Healthy People 2030, as well as resources on their Health Literacy webpages.

Improve Patient Health Literacy

- The Center for Health Care Strategies offers five health literacy fact sheets that include definitions, ways to identify limited health literacy, how to improve health literacy to advance equity, guidelines for effective written and verbal communications, and resources.

- Health literacy resources assembled by the Office of Disease Prevention and Health Promotion outline steps to improve health literacy, which may help patients to better absorb the information they obtain from written materials or the internet.

- AHRQ also has developed its own health literacy toolkit to support physicians, the *Health Literacy Universal Precautions Toolkit, 3rd Edition*.

- The companion *Guide to Implementing the AHRQ Health Literacy Universal Precautions Toolkit* presents advice based on the experiences of 12 primary-care practices that implemented the Toolkit.

APPENDIX A. SCORING METHODOLOGY AND GLOSSARY

NCQA CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

NCQA's *HEDIS 2025, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculating survey results. These guidelines include:

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.
- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).
- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).
- Denominator reporting thresholds. Health plans must achieve a denominator of at least 100 responses to obtain a reportable result. If the denominator for a particular survey result calculation is less than 100, NCQA assigns a measure result of "NA."
- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
- Rules for handling changes in the definition of the submission entity (for example, if a health plan changes how it reports CAHPS results from one year to the next).

COMPOSITE GLOBAL PROPORTIONS

Global proportions are the average proportions of respondents who gave the plan a favorable rating on each question in a composite. The steps involved in calculating the composite global proportion are:

Step 1

For each question in a composite, determine the proportion of respondents selecting the reported response option(s).

Step 2

Calculate the average proportion across all the questions in the composite as illustrated in Table 11 below. These are the composite global proportions. All questions in a composite are weighted equally, regardless of how many members responded.

Table 11. Example of Calculating a Composite Global Proportion

Response option	Question 4	Question 6	Global Proportion
Never or *Sometimes*	1 / 5 = 0.20	1 / 4 = 0.25	(0.20 + 0.25) / 2 = 0.2250
Usually	2 / 5 = 0.40	1 / 4 = 0.25	(0.40 + 0.25) / 2 = 0.3250
Always	2 / 5 = 0.40	2 / 4 = 0.50	(0.40 + 0.50) / 2 = 0.4500
Usually or Always	4 / 5 = 0.80	3 / 4 = 0.75	(0.80 + 0.75) / 2 = 0.7750

Therefore, 80% and 75% of members respectively provided favorable responses to the *Getting Care Quickly* questions 4 and 6. Averaging these two proportions yields the global proportion score of 77.5% for the *Getting Care Quickly* composite.

NCQA HEALTH PLAN RATINGS METHODOLOGY

NCQA's Health Plan Report Cards rate health plans based on their combined HEDIS® and CAHPS® scores and NCQA Accreditation status. NCQA evaluates health plans on the quality of care patients receive, how happy patients are with their care, and health plans' efforts to keep improving. Accredited plans earn an overall star rating (on a five-star scale) as well as measure-level, HPR composite-level, and HPR sub-composite-level star ratings. Note that HPR uses the terms "composite" and "sub-composite" to refer to groupings of individual measures. HPR composites (e.g., *Patient Experience*) are different from CAHPS composites (e.g., *Getting Care Quickly*).

The list of measures included in NCQA's 2025 Health Plan Ratings is provided in the *Estimated NCQA Health Plan Ratings (Star Ratings)* section (see Table 7 on page 19). Below are the steps to assign star ratings to applicable measures.

ASSIGNMENT OF STAR RATINGS

Step 1

Compare reported rates to the current-year National Percentiles for All Lines of Business. For any reports CSS issues **prior** to NCQA releasing the current-year benchmarks (usually in September), HPR scores are estimated based on the prior-year benchmarks. The reports CSS issues **after** NCQA releases the current-year benchmarks use these updated benchmarks. The reported rate is translated into a measure rating score – the 1-5 score derived by comparing the plan's reported rate to the current-year national 10th, 33rd, 67th, and 90th percentiles for All Lines of Business, unless the measure has a trending concern.

Step 2

Assign individual measure star ratings. The individual measure rating score (ultimately reported as a star rating) is calculated as follows:

- 5 stars: a plan that is in the top one-tenth (decile) of all plans
- 4 stars: a plan that is in the top one-third of plans, but not in the top decile
- 3 stars: a plan in the middle one-third of all plans
- 2 stars: a plan that is in the bottom one-third of plans, but not in the bottom decile

- 1 star: a plan that is in the bottom decile of plans

Step 3

Assign domain (HPR "composite") and sub-domain (HPR "sub-composite") star ratings. Measure rating scores for the *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction With Plan Physicians*, and *Satisfaction With Plan Services*) are calculated using the formula:

Domain or Sub-Domain Measure Rating Score = ∑ (Measure Rating * Measure Weight) / ∑ Weights

All CAHPS measures have a weight of 1.5.

For example, if a plan earns 3 stars on *Getting Needed Care* and 4 stars on *Getting Care Quickly*, the plan's *Getting Care* sub-domain score is calculated as (3 * 1.5 + 4 * 1.5) / (1.5 + 1.5) = 3.5 stars.

SMALL DENOMINATORS

To be included in HPR scoring, individual *Patient Experience* (CAHPS) measures must achieve a reportable denominator of at least 100 valid responses. An HPR composite or sub-composite star rating is calculated only if at least half of all individual measures comprising the composite or sub-composite have reportable denominators. (Note: CSS ignores individual measure denominators in calculating HPR stars.)

GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey.
Benchmark	A reference score (e.g., the NCQA National Average rate, the CSS multi-plan average, or the plan's own prior-year rate) against which performance on the measure is assessed.
Best Practice	The result of the top-performing plan on a given measure among all plans included in a reference distribution (e.g., the plans included in the calculation of the CSS multi-plan average).
CAHPS Surveys	Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a series of surveys designed to collect consumer feedback on their health care experiences. The CAHPS 5.1H Health Plan Survey asks members to report on their experiences with access to appointments and care through their health plan, communication with doctors available through the plan, and customer service. The Commercial plan version asks about member experiences in the previous twelve months, whereas the Medicaid version refers to the previous six months. The Medicaid version is available for adults and children; the Commercial version is for adults only. The Adult survey is intended for respondents who are 18 and older; the Child survey asks parents or guardians about the experiences of children 17 and younger. Health plans report survey results as part of HEDIS data collection. NCQA uses survey results to create national benchmarks for care and to report health plan performance to consumers. Health plans might also collect CAHPS survey data for internal quality improvement purposes.
Composite Measures	Composite measures combine results from related survey questions into a single score to summarize health plan performance in a specific area of care or service. The set of applicable composites varies slightly by survey version.
Confidence Interval	A confidence interval (CI) is a range of values that is likely to contain the value of an unknown population parameter (e.g., mean or proportion). Since it is usually impossible to measure entire populations, these parameters are estimated using samples. Parameter estimates are subject to random sampling error. A confidence interval places a margin of error around the sample estimate to help us understand how wrong the estimate might be. A narrower CI indicates a more precise estimate, while a wider CI indicates a less precise estimate. For example, suppose the proportion of sample members rating their plan as *9* or *10* is 52%. A 95% confidence interval for the proportion was computed to be [49%, 55%], or 52 (±3%). This means that we are 95% confident that the proportion of the plan population that would rate it as *9* or *10* is between 49% and 55%.

Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the *Pearson correlation coefficient*. The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (*n*, or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than the NCQA-required minimum of 100 responses, NCQA assigns a measure result of "NA."
Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.).
Eligible Population	Members who are eligible to participate in the survey based on the following NCQA criteria: • Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership. • Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less). • Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of December 31 of the measurement year).

- Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).

Global Proportions

Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., *Usually* or *Always*) averaged across the questions that make up the composite.

Health Plan Ratings (HPR)

NCQA rates health plans in three categories: private/commercial plans in which people enroll through work or on their own; plans that serve Medicare beneficiaries in the Medicare Advantage program (not supplemental plans); and plans that serve Medicaid beneficiaries. NCQA ratings are based on three types of quality measures: measures of clinical quality from NCQA's Healthcare Effectiveness Data and Information Set (HEDIS); measures of patient experience using the Consumer Assessment of Healthcare Providers and Systems (CAHPS); and results from NCQA's review of a health plan's health quality processes (NCQA Accreditation). NCQA rates health plans that choose to report measures publicly.

The overall rating is the weighted average of a plan's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the plan is Accredited by NCQA), rounded to the nearest half point and displayed as stars. The overall rating is based on performance on dozens of measures of care and is calculated on a 0-5 (5 is highest) scale in half points. Performance includes three subcategories (also scored 0-5 in half points):

- Patient Experience: Patient-reported experience of care, including experience with doctors, services, and customer service (measures in the *Patient Experience* category).
- Rates for Clinical Measures: The proportion of eligible members who received preventive services (prevention measures) and the proportion of eligible members who received recommended care for certain conditions (treatment measures).
- NCQA Health Plan Accreditation: For a plan with an Accredited or Provisional status, 0.5 bonus points are added to the overall rating before being rounded to the nearest half point and displayed as stars. A plan with an Interim status receives 0.15 bonus points added to the overall rating before being rounded to the nearest half point and displayed as stars.

HEDIS

The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component

	of NCQA's Accreditation process, although some plans submit HEDIS data without seeking NCQA Accreditation. CAHPS measures are a subset of HEDIS.
Key Drivers	Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, when viewed from the industry perspective, helps to distinguish highly rated plans from poorly performing plans.
NCQA	The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, medical groups, and health plans. Health plans seek NCQA Accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.
Oversampling	Sampling more than the minimum NCQA-specified sample size for a given survey type. A health plan must oversample if it cannot eliminate disenrolled members from membership files; correct addresses and, when appropriate, telephone numbers; provide updated, accurate sample frames to the survey vendor by the required date; or if it anticipates a high rate of disenrollment after providing the sample frame to the survey vendor. In such cases, oversampling will help ensure that enough survey-eligible members remain in the sample. Another reason to oversample is to obtain a greater number of completed surveys. For example, the health plan may oversample if it has a prior history of low survey response rates or if it anticipates that a considerable number of the telephone numbers in the membership files are inaccurate. Collecting more completed surveys will help the plan to achieve reportable results and/or detect statistically significant differences or changes in scores. The oversampling rate must be a whole number representing the percent of the base sample to be oversampled (e.g., 7).
Question Summary Rate	Question Summary Rates express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a *Never*, *Sometimes*, *Usually*, or *Always* response scale, with *Always* being the most favorable outcome. Results are typically reported as the proportion of members selecting *Usually* or *Always*.
Regression Analysis	Regression analysis is a statistical technique used to identify which variables (e.g., member experience touch points) have a measurable impact on an outcome measure of interest (e.g., overall rating of the health plan).

Response Rate	Survey response rate is calculated by NCQA using the following formula: $$\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{\text{[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]}}$$
Rolling Average Rate Calculation Method	The rolling averages method was introduced by NCQA to accommodate measures with small denominators. To report the results of these measures, there must be at least 100 responses collected over two years of survey administration. The numerators and the denominators of these measures are combined over a two-year period to calculate the final reported rate.
Sample Size	The NCQA-required sample size is 1,100 for Adult Commercial plans, 1,350 for Adult Medicaid plans, and 1,650 for Child Medicaid plans.
Statistically Significant Difference	When survey results are calculated based on sample data and compared to a benchmark score (e.g., the NCQA National Average rate, the CSS multi-plan average, or the plan's own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.
Trending	Comparison of survey results over time.
Usable Responses (*n*)	See *Denominator*.
Valid Response	Any acceptable response to a survey question (i.e., falling within a predefined set) that follows the NCQA skip pattern rules and data cleaning guidelines.

APPENDIX B. SURVEY RESULTS AT A GLANCE

2025 (MY 2024) CAHPS® 5.1H Survey Results at a Glance

Mercy Care (Child Medicaid Survey)

Abbreviated Measure Name and Reported Rate	Your Organization							Benchmark Comparisons				Your Organization's Estimated 2025 NCQA Health Plan Rating (HPR)
	2025			2024		2023		2025 CSS Child Medicaid Average		2024 (MY 2023) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate	Difference	
PATIENT EXPERIENCE												★★★★★
Getting Care												★★½☆☆
Getting Needed Care (% A+U)	**78.25%**	(±4.84)	**(280)**	81.10%	[-2.85]	no data		82.58%	[-4.33]	83.33%	[-5.08] ✓	★★☆☆☆
Ease of Getting Needed Care	**87.95%**	(±3.34)	**(365)**	88.43%	[-0.49]	no data		89.65%	[-1.71]	89.58%	[-1.63]	Not reported in HPR
Ease of Seeing a Specialist	**68.56%**	(±6.53)	**(194)**	73.76%	[-5.21]	no data		75.50%	[-6.95] ✓	77.71%	[-9.15] ✓	
Getting Care Quickly (% A+U)	**85.44%**	(±4.20)	**(271)**	87.86%	[-2.42]	no data		85.33%	[+0.10]	86.31%	[-0.87]	★★★☆☆
Ease of Getting Urgent Care	**89.08%**	(±4.63)	**(174)**	92.71%	[-3.63]	no data		89.20%	[-0.12]	90.48%	[-1.40]	Not reported in HPR
Ease of Getting Routine Care	**81.79%**	(±3.94)	**(368)**	83.01%	[-1.22]	no data		81.46%	[+0.33]	82.48%	[-0.69]	
Satisfaction With Plan Physicians												★★★☆☆
Rating of Doctor (% 9+10)	**78.41%**	(±3.69)	**(477)**	77.61%	[+0.80]	no data		76.43%	[+1.98]	76.45%	[+1.96]	★★★☆☆
Satisfaction With Plan and Plan Services												★★★½☆
Rating of Health Plan (% 9+10)	**75.93%**	(±3.61)	**(540)**	76.47%	[-0.54]	no data		70.44%	[+5.49] ✓	71.31%	[+4.62] ✓	★★★★☆
Rating of Health Care (% 9+10)	**68.32%**	(±4.79)	**(363)**	71.08%	[-2.76]	no data		71.04%	[-2.72]	69.62%	[-1.30]	★★★☆☆
ADDITIONAL MEASURES AND RATES												
Coordination of Care (% A+U)	**83.50%**	(±5.14)	**(200)**	85.51%	[-2.01]	no data		81.96%	[+1.54]	83.50%	[0.00]	Not reported in HPR
Doctor Communication (% A+U)	**94.23%**	(±2.42)	**(356)**	94.21%	[+0.02]	no data		92.80%	[+1.43]	93.83%	[+0.40]	
Doctor Explained Things	**95.51%**	(±2.15)	**(356)**	93.57%	[+1.93]	no data		93.49%	[+2.02]	94.25%	[+1.26]	
Doctor Listened Carefully	**95.77%**	(±2.09)	**(355)**	95.13%	[+0.65]	no data		94.67%	[+1.10]	95.21%	[+0.56]	
Doctor Showed Respect	**97.20%**	(±1.71)	**(357)**	97.17%	[+0.03]	no data		96.52%	[+0.67]	96.71%	[+0.49]	
Doctor Spent Enough Time	**88.45%**	(±3.32)	**(355)**	90.98%	[-2.53]	no data		86.51%	[+1.94]	89.13%	[-0.68]	
Customer Service (% A+U)	**88.15%**	(±4.66)	**(185)**	88.56%	[-0.41]	no data		88.08%	[+0.06]	88.29%	[-0.14]	
Customer Service Provided Info/Help	**81.18%**	(±5.62)	**(186)**	80.60%	[+0.59]	no data		82.13%	[-0.95]	82.72%	[-1.54]	
Customer Service Courteous/Respectful	**95.11%**	(±3.12)	**(184)**	96.52%	[-1.41]	no data		94.03%	[+1.08]	93.76%	[+1.35]	
Rating of Health Care (% 8+9+10)	**87.88%**	(±3.36)	**(363)**	85.78%	[+2.10]	no data		87.48%	[+0.40]	86.88%	[+1.00]	
Rating of Doctor (% 8+9+10)	**90.15%**	(±2.67)	**(477)**	90.70%	[-0.56]	no data		90.25%	[-0.10]	89.68%	[+0.47]	
Rating of Specialist (% 8+9+10)	**84.70%**	(±5.22)	**(183)**	88.11%	[-3.41]	no data		87.20%	[-2.50]	87.20%	[-2.50]	
Rating of Specialist (% 9+10)	**70.49%**	(±6.61)	**(183)**	74.59%	[-4.10]	no data		73.09%	[-2.60]	72.82%	[-2.33]	
Rating of Health Plan (% 8+9+10)	**90.93%**	(±2.42)	**(540)**	89.41%	[+1.51]	no data		85.80%	[+5.13] ✓	86.26%	[+4.67] ✓	

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The 95% confidence interval (CI) and the number of valid responses (*n* , or measure denominator) are provided for the current-year measure rate only. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2024, or MY 2023) NCQA Quality Compass national benchmarks. The official 2025 Health Plan Ratings, based on the current-year (2025, or MY 2024) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2025.

"No data" indicates that the survey was not conducted or the result is not available for comparison.

APPENDIX C. CROSS-TABULATIONS

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Patient Experience Measures

	Reportable Rates				Estimated Health Plan Rating (HPR)	
	2024 NCQA Quality Compass Average, All LOBs	2025 CSS Average	Plan Rate		Percentile	Stars
			2025	2024		
Consumer Satisfaction						3.0
Getting Care						2.5
Getting Needed Care	83.33%	82.58%	**78.25%**	81.10%	10th	2.0
Getting Care Quickly	86.31%	85.33%	**85.44%**	87.86%	33rd	3.0
Satisfaction with Plan Physicians						3.0
Rating of Personal Doctor	76.45%	76.43%	**78.41%**	77.61%	33rd	3.0
Satisfaction with Plan Services						3.5
Rating of All Health Care	69.62%	71.04%	**68.32%**	71.08%	33rd	3.0
Rating of Health Plan	71.31%	70.44%	**75.93%**	76.47%	67th	4.0
Non-HPR Measures						
Rating of Specialist Seen Most Often	72.82%	73.09%	**70.49%**	74.59%		
Coordination of Care	83.50%	81.96%	**83.50%**	85.51%		
How Well Doctors Communicate	93.83%	92.80%	**94.23%**	94.21%		
Customer Service	88.29%	88.08%	**88.15%**	88.56%		

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Note: The official Health Plan Ratings (HPR) scores will be released by NCQA in September 2025 using current year (2025 or MY 2024) benchmarks. The results presented in this report use the 2024 benchmarks (MY 2023) released by NCQA to estimate the MY 2024 HPR; therefore the HPR scores presented in this report should be treated as estimates. Results are presented for NCQA's top-box rates (% 9+10 or % Usually+Always). At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (fewer than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 3

In the last 6 months, did your child have an illness, injury, or condition that needed care right away?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,486	**555**	610	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	87	**7**	10	1	5	1	4	3	3	3	5	2	0	1	6	3	2	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,399	**548**	600	119	251	166	289	248	349	175	260	37	187	51	468	297	136	80
	99.0%	**98.7%**	98.4%	99.2%	98.0%	99.4%	98.6%	98.8%	99.1%	98.3%	98.1%	94.9%	100.0%	98.1%	98.7%	99.0%	98.6%	97.6%
Yes	2,503	**178**	195	36	89	48	97	76	103	69	92	10	59	12	159	85	43	41
	29.8%	**32.5%**	32.5%	30.3%	35.5%	28.9%	33.6%	30.6%	29.5%	39.4%	35.4%	27.0%	31.6%	23.5%	34.0%	28.6%	31.6%	51.3%
No	5,896	**370**	405	83	162	118	192	172	246	106	168	27	128	39	309	212	93	39
	70.2%	**67.5%**	67.5%	69.7%	64.5%	71.1%	66.4%	69.4%	70.5%	60.6%	64.6%	73.0%	68.4%	76.5%	66.0%	71.4%	68.4%	48.8%
Significantly different from column:*									J	I						R	R	PQ

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 3

In the last 6 months, did your child have an illness, injury, or condition that needed care right away?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,486	**555**	610	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	87	**7**	10	2	3	1	0	3	0	5	2	0	3	2	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,399	**548**	600	163	305	58	8	167	14	362	133	41	359	117	63
	99.0%	**98.7%**	98.4%	98.8%	99.0%	98.3%	100.0%	98.2%	100.0%	98.6%	98.5%	100.0%	99.2%	98.3%	96.9%
Yes	2,503	**178**	195	14	119	36	3	82	11	100	47	27	97	51	27
	29.8%	**32.5%**	32.5%	8.6%	39.0%	62.1%	37.5%	49.1%	78.6%	27.6%	35.3%	65.9%	27.0%	43.6%	42.9%
No	5,896	**370**	405	149	186	22	5	85	3	262	86	14	262	66	36
	70.2%	**67.5%**	67.5%	91.4%	61.0%	37.9%	62.5%	50.9%	21.4%	72.4%	64.7%	34.1%	73.0%	56.4%	57.1%
Significantly different from column:*				EF	DF	DE		I	H	L	L	JK	NO	M	M

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 4

In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

Base: All respondents whose child needed care right away (Q3)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,503	**178**	195	36	89	48	97	76	103	69	92	10	59	12	159	85	43	41
Number missing or multiple answer	39	**4**	3	1	3	0	3	1	1	3	2	1	1	1	3	1	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,464	**174**	192	35	86	48	94	75	102	66	90	9	58	11	156	84	41	41
	98.4%	**97.8%**	98.5%	97.2%	96.6%	100.0%	96.9%	98.7%	99.0%	95.7%	97.8%	90.0%	98.3%	91.7%	98.1%	98.8%	95.3%	100.0%
Never	32	**3**	2	1	1	1	0	2	1	1	0	0	2	0	3	3	0	0
	1.3%	**1.7%**	1.0%	2.9%	1.2%	2.1%	0.0%	2.7%	1.0%	1.5%	0.0%	0.0%	3.4%	0.0%	1.9%	3.6%	0.0%	0.0%
Sometimes	234	**16**	12	1	6	7	7	8	8	6	5	2	4	3	10	7	3	4
	9.5%	**9.2%**	6.3%	2.9%	7.0%	14.6%	7.4%	10.7%	7.8%	9.1%	5.6%	22.2%	6.9%	27.3%	6.4%	8.3%	7.3%	9.8%
Usually	329	**22**	37	2	11	7	13	7	16	4	11	1	8	1	19	13	5	2
	13.4%	**12.6%**	19.3%	5.7%	12.8%	14.6%	13.8%	9.3%	15.7%	6.1%	12.2%	11.1%	13.8%	9.1%	12.2%	15.5%	12.2%	4.9%
Always	1,869	**133**	141	31	68	33	74	58	77	55	74	6	44	7	124	61	33	35
	75.9%	**76.4%**	73.4%	88.6%	79.1%	68.8%	78.7%	77.3%	75.5%	83.3%	82.2%	66.7%	75.9%	63.6%	79.5%	72.6%	80.5%	85.4%
Significantly different from column:*				F		D												
Usually or Always	2,198	**155**	178	33	79	40	87	65	93	59	85	7	52	8	143	74	38	37
	89.2%	**89.1%**	92.7%	94.3%	91.9%	83.3%	92.6%	86.7%	91.2%	89.4%	94.4%	77.8%	89.7%	72.7%	91.7%	88.1%	92.7%	90.2%
Significantly different from column:*																		

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 4

In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

Base: All respondents whose child needed care right away (Q3)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,503	**178**	195	14	119	36	3	82	11	100	47	27	97	51	27
Number missing or multiple answer	39	**4**	3	0	3	1	0	1	1	3	0	0	2	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,464	**174**	192	14	116	35	3	81	10	97	47	27	95	50	26
	98.4%	**97.8%**	98.5%	100.0%	97.5%	97.2%	100.0%	98.8%	90.9%	97.0%	100.0%	100.0%	97.9%	98.0%	96.3%
Never	32	**3**	2	2	0	0	0	0	0	1	2	0	2	1	0
	1.3%	**1.7%**	1.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	4.3%	0.0%	2.1%	2.0%	0.0%
Sometimes	234	**16**	12	2	9	4	1	6	1	3	8	4	3	8	3
	9.5%	**9.2%**	6.3%	14.3%	7.8%	11.4%	33.3%	7.4%	10.0%	3.1%	17.0%	14.8%	3.2%	16.0%	11.5%
Usually	329	**22**	37	1	12	6	0	9	1	9	6	5	7	10	4
	13.4%	**12.6%**	19.3%	7.1%	10.3%	17.1%	0.0%	11.1%	10.0%	9.3%	12.8%	18.5%	7.4%	20.0%	15.4%
Always	1,869	**133**	141	9	95	25	2	66	8	84	31	18	83	31	19
	75.9%	**76.4%**	73.4%	64.3%	81.9%	71.4%	66.7%	81.5%	80.0%	86.6%	66.0%	66.7%	87.4%	62.0%	73.1%
Significantly different from column:*										K	J		N	M	
Usually or Always	2,198	**155**	178	10	107	31	2	75	9	93	37	23	90	41	23
	89.2%	**89.1%**	92.7%	71.4%	92.2%	88.6%	66.7%	92.6%	90.0%	95.9%	78.7%	85.2%	94.7%	82.0%	88.5%
Significantly different from column:*															

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 5

In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,486	**555**	610	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	85	**6**	4	0	1	5	3	3	5	1	3	0	2	2	4	6	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,401	**549**	606	120	255	162	290	248	347	177	262	39	185	50	470	294	138	82
	99.0%	**98.9%**	99.3%	100.0%	99.6%	97.0%	99.0%	98.8%	98.6%	99.4%	98.9%	100.0%	98.9%	96.2%	99.2%	98.0%	100.0%	100.0%
Yes	5,290	**373**	426	84	173	109	203	163	245	116	196	23	119	35	323	199	102	58
	63.0%	**67.9%**	70.3%	70.0%	67.8%	67.3%	70.0%	65.7%	70.6%	65.5%	74.8%	59.0%	64.3%	70.0%	68.7%	67.7%	73.9%	70.7%
No	3,111	**176**	180	36	82	53	87	85	102	61	66	16	66	15	147	95	36	24
	37.0%	**32.1%**	29.7%	30.0%	32.2%	32.7%	30.0%	34.3%	29.4%	34.5%	25.2%	41.0%	35.7%	30.0%	31.3%	32.3%	26.1%	29.3%
Significantly different from column:*		**A**									LM	K	K					

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 5

In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,486	**555**	610	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	85	**6**	4	2	3	0	0	0	0	5	1	0	5	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,401	**549**	606	163	305	59	8	170	14	362	134	41	357	118	65
	99.0%	**98.9%**	99.3%	98.8%	99.0%	100.0%	100.0%	100.0%	100.0%	98.6%	99.3%	100.0%	98.6%	99.2%	100.0%
Yes	5,290	**373**	426	51	254	52	5	146	14	235	98	33	229	89	51
	63.0%	**67.9%**	70.3%	31.3%	83.3%	88.1%	62.5%	85.9%	100.0%	64.9%	73.1%	80.5%	64.1%	75.4%	78.5%
No	3,111	**176**	180	112	51	7	3	24	0	127	36	8	128	29	14
	37.0%	**32.1%**	29.7%	68.7%	16.7%	11.9%	37.5%	14.1%	0.0%	35.1%	26.9%	19.5%	35.9%	24.6%	21.5%
Significantly different from column:*				EF	D	D				L		J	NO	M	M

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 6

In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?

Base: All respondents who made an appointment for their child for a check-up or routine care (Q5)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,290	**373**	426	84	173	109	203	163	245	116	196	23	119	35	323	199	102	58
Number missing or multiple answer	84	**5**	8	0	2	3	2	2	2	2	1	0	3	0	5	2	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,206	**368**	418	84	171	106	201	161	243	114	195	23	116	35	318	197	100	57
	98.4%	**98.7%**	98.1%	100.0%	98.8%	97.2%	99.0%	98.8%	99.2%	98.3%	99.5%	100.0%	97.5%	100.0%	98.5%	99.0%	98.0%	98.3%
Never	94	**6**	8	0	1	5	3	3	5	1	3	0	2	1	5	2	4	0
	1.8%	**1.6%**	1.9%	0.0%	0.6%	4.7%	1.5%	1.9%	2.1%	0.9%	1.5%	0.0%	1.7%	2.9%	1.6%	1.0%	4.0%	0.0%
Sometimes	871	**61**	63	16	30	15	33	28	42	18	29	7	20	7	50	32	18	9
	16.7%	**16.6%**	15.1%	19.0%	17.5%	14.2%	16.4%	17.4%	17.3%	15.8%	14.9%	30.4%	17.2%	20.0%	15.7%	16.2%	18.0%	15.8%
Usually	1,011	**85**	98	18	46	20	50	34	57	24	46	3	29	5	77	49	18	15
	19.4%	**23.1%**	23.4%	21.4%	26.9%	18.9%	24.9%	21.1%	23.5%	21.1%	23.6%	13.0%	25.0%	14.3%	24.2%	24.9%	18.0%	26.3%
Always	3,230	**216**	249	50	94	66	115	96	139	71	117	13	65	22	186	114	60	33
	62.0%	**58.7%**	59.6%	59.5%	55.0%	62.3%	57.2%	59.6%	57.2%	62.3%	60.0%	56.5%	56.0%	62.9%	58.5%	57.9%	60.0%	57.9%
Significantly different from column:*																		
Usually or Always	4,241	**301**	347	68	140	86	165	130	196	95	163	16	94	27	263	163	78	48
	81.5%	**81.8%**	83.0%	81.0%	81.9%	81.1%	82.1%	80.7%	80.7%	83.3%	83.6%	69.6%	81.0%	77.1%	82.7%	82.7%	78.0%	84.2%
Significantly different from column:*																		

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 6

In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?

Base: All respondents who made an appointment for their child for a check-up or routine care (Q5)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,290	**373**	426	51	254	52	5	146	14	235	98	33	229	89	51
Number missing or multiple answer	84	**5**	8	0	2	2	0	1	1	2	2	0	3	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,206	**368**	418	51	252	50	5	145	13	233	96	33	226	87	51
	98.4%	**98.7%**	98.1%	100.0%	99.2%	96.2%	100.0%	99.3%	92.9%	99.1%	98.0%	100.0%	98.7%	97.8%	100.0%
Never	94	**6**	8	1	5	0	0	3	0	3	2	0	3	2	1
	1.8%	**1.6%**	1.9%	2.0%	2.0%	0.0%	0.0%	2.1%	0.0%	1.3%	2.1%	0.0%	1.3%	2.3%	2.0%
Sometimes	871	**61**	63	11	41	7	0	20	2	33	21	6	36	14	10
	16.7%	**16.6%**	15.1%	21.6%	16.3%	14.0%	0.0%	13.8%	15.4%	14.2%	21.9%	18.2%	15.9%	16.1%	19.6%
Usually	1,011	**85**	98	15	54	13	1	35	6	46	28	11	43	27	15
	19.4%	**23.1%**	23.4%	29.4%	21.4%	26.0%	20.0%	24.1%	46.2%	19.7%	29.2%	33.3%	19.0%	31.0%	29.4%
Always	3,230	**216**	249	24	152	30	4	87	5	151	45	16	144	44	25
	62.0%	**58.7%**	59.6%	47.1%	60.3%	60.0%	80.0%	60.0%	38.5%	64.8%	46.9%	48.5%	63.7%	50.6%	49.0%
Significantly different from column:*										K	J		N	M	
Usually or Always	4,241	**301**	347	39	206	43	5	122	11	197	73	27	187	71	40
	81.5%	**81.8%**	83.0%	76.5%	81.7%	86.0%	100.0%	84.1%	84.6%	84.5%	76.0%	81.8%	82.7%	81.6%	78.4%
Significantly different from column:*															

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 7

In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she get health care in person, by phone, or by video?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,486	**555**	610	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	291	**23**	19	6	10	6	8	13	16	4	11	1	8	2	20	16	5	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,195	**532**	591	114	246	161	285	238	336	174	254	38	179	50	454	284	133	82
	96.6%	**95.9%**	96.9%	95.0%	96.1%	96.4%	97.3%	94.8%	95.5%	97.8%	95.8%	97.4%	95.7%	96.2%	95.8%	94.7%	96.4%	100.0%
None	2,914	**165**	175	34	77	52	83	80	106	50	64	19	58	19	134	104	31	13
	35.6%	**31.0%**	29.6%	29.8%	31.3%	32.3%	29.1%	33.6%	31.5%	28.7%	25.2%	50.0%	32.4%	38.0%	29.5%	36.6%	23.3%	15.9%
1 time	1,847	**106**	138	17	49	38	65	40	71	32	57	6	31	11	91	53	27	21
	22.5%	**19.9%**	23.4%	14.9%	19.9%	23.6%	22.8%	16.8%	21.1%	18.4%	22.4%	15.8%	17.3%	22.0%	20.0%	18.7%	20.3%	25.6%
2	1,439	**116**	97	36	50	27	62	52	76	36	53	6	43	8	101	61	35	15
	17.6%	**21.8%**	16.4%	31.6%	20.3%	16.8%	21.8%	21.8%	22.6%	20.7%	20.9%	15.8%	24.0%	16.0%	22.2%	21.5%	26.3%	18.3%
3	834	**55**	65	9	27	18	31	23	30	24	30	3	19	7	46	23	19	11
	10.2%	**10.3%**	11.0%	7.9%	11.0%	11.2%	10.9%	9.7%	8.9%	13.8%	11.8%	7.9%	10.6%	14.0%	10.1%	8.1%	14.3%	13.4%
4	470	**31**	50	3	16	11	11	20	22	8	20	0	7	2	28	20	4	5
	5.7%	**5.8%**	8.5%	2.6%	6.5%	6.8%	3.9%	8.4%	6.5%	4.6%	7.9%	0.0%	3.9%	4.0%	6.2%	7.0%	3.0%	6.1%
5 to 9	508	**39**	48	8	20	9	22	15	22	14	19	2	14	3	34	13	12	12
	6.2%	**7.3%**	8.1%	7.0%	8.1%	5.6%	7.7%	6.3%	6.5%	8.0%	7.5%	5.3%	7.8%	6.0%	7.5%	4.6%	9.0%	14.6%
10 or more times	183	**20**	18	7	7	6	11	8	9	10	11	2	7	0	20	10	5	5
	2.2%	**3.8%**	3.0%	6.1%	2.8%	3.7%	3.9%	3.4%	2.7%	5.7%	4.3%	5.3%	3.9%	0.0%	4.4%	3.5%	3.8%	6.1%
5 or more times	691	**59**	66	15	27	15	33	23	31	24	30	4	21	3	54	23	17	17
	8.4%	**11.1%**	11.2%	13.2%	11.0%	9.3%	11.6%	9.7%	9.2%	13.8%	11.8%	10.5%	11.7%	6.0%	11.9%	8.1%	12.8%	20.7%
Significantly different from column:*		**A**														R		P

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 7

In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she get health care in person, by phone, or by video?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,486	**555**	610	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	291	**23**	19	0	0	0	0	7	0	12	8	2	15	4	3
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,195	**532**	591	165	308	59	8	163	14	355	127	39	347	115	62
	96.6%	**95.9%**	96.9%	100.0%	100.0%	100.0%	100.0%	95.9%	100.0%	96.7%	94.1%	95.1%	95.9%	96.6%	95.4%
None	2,914	**165**	175	165	0	0	1	21	0	117	40	5	122	32	9
	35.6%	**31.0%**	29.6%	100.0%	0.0%	0.0%	12.5%	12.9%	0.0%	33.0%	31.5%	12.8%	35.2%	27.8%	14.5%
1 time	1,847	**106**	138	0	106	0	1	19	0	77	22	5	73	24	7
	22.5%	**19.9%**	23.4%	0.0%	34.4%	0.0%	12.5%	11.7%	0.0%	21.7%	17.3%	12.8%	21.0%	20.9%	11.3%
2	1,439	**116**	97	0	116	0	4	43	1	82	23	9	75	21	18
	17.6%	**21.8%**	16.4%	0.0%	37.7%	0.0%	50.0%	26.4%	7.1%	23.1%	18.1%	23.1%	21.6%	18.3%	29.0%
3	834	**55**	65	0	55	0	1	27	2	35	13	6	33	17	5
	10.2%	**10.3%**	11.0%	0.0%	17.9%	0.0%	12.5%	16.6%	14.3%	9.9%	10.2%	15.4%	9.5%	14.8%	8.1%
4	470	**31**	50	0	31	0	1	18	1	14	13	4	16	9	6
	5.7%	**5.8%**	8.5%	0.0%	10.1%	0.0%	12.5%	11.0%	7.1%	3.9%	10.2%	10.3%	4.6%	7.8%	9.7%
5 to 9	508	**39**	48	0	0	39	0	24	5	23	7	6	20	9	8
	6.2%	**7.3%**	8.1%	0.0%	0.0%	66.1%	0.0%	14.7%	35.7%	6.5%	5.5%	15.4%	5.8%	7.8%	12.9%
10 or more times	183	**20**	18	0	0	20	0	11	5	7	9	4	8	3	9
	2.2%	**3.8%**	3.0%	0.0%	0.0%	33.9%	0.0%	6.7%	35.7%	2.0%	7.1%	10.3%	2.3%	2.6%	14.5%
5 or more times	691	**59**	66	0	0	59	0	35	10	30	16	10	28	12	17
	8.4%	**11.1%**	11.2%	0.0%	0.0%	100.0%	0.0%	21.5%	71.4%	8.5%	12.6%	25.6%	8.1%	10.4%	27.4%
Significantly different from column:*				F	F	DE					L	K	O	O	MN

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 8

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

Base: All respondents whose child went to a doctor's office/clinic to get care (Q7)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,281	**367**	416	80	169	109	202	158	230	124	190	19	121	31	320	180	102	69
Number missing or multiple answer	42	**4**	1	2	2	0	3	1	3	1	0	1	1	1	2	2	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,239	**363**	415	78	167	109	199	157	227	123	190	18	120	30	318	178	102	69
	99.2%	**98.9%**	99.8%	97.5%	98.8%	100.0%	98.5%	99.4%	98.7%	99.2%	100.0%	94.7%	99.2%	96.8%	99.4%	98.9%	100.0%	100.0%
0 Worst health care possible	5	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	14	**1**	4	0	0	1	0	1	0	1	0	1	0	0	1	1	0	0
	0.3%	**0.3%**	1.0%	0.0%	0.0%	0.9%	0.0%	0.6%	0.0%	0.8%	0.0%	5.6%	0.0%	0.0%	0.3%	0.6%	0.0%	0.0%
2	11	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	28	**1**	3	0	1	0	0	1	0	1	0	0	1	0	1	0	1	0
	0.5%	**0.3%**	0.7%	0.0%	0.6%	0.0%	0.0%	0.6%	0.0%	0.8%	0.0%	0.0%	0.8%	0.0%	0.3%	0.0%	1.0%	0.0%
4	27	**1**	4	0	0	1	0	1	1	0	1	0	0	0	1	1	0	0
	0.5%	**0.3%**	1.0%	0.0%	0.0%	0.9%	0.0%	0.6%	0.4%	0.0%	0.5%	0.0%	0.0%	0.0%	0.3%	0.6%	0.0%	0.0%
5	119	**6**	8	2	2	2	3	3	3	3	4	0	1	0	6	2	4	0
	2.3%	**1.7%**	1.9%	2.6%	1.2%	1.8%	1.5%	1.9%	1.3%	2.4%	2.1%	0.0%	0.8%	0.0%	1.9%	1.1%	3.9%	0.0%
6	118	**15**	10	1	6	7	11	3	5	9	8	1	5	0	14	5	4	5
	2.3%	**4.1%**	2.4%	1.3%	3.6%	6.4%	5.5%	1.9%	2.2%	7.3%	4.2%	5.6%	4.2%	0.0%	4.4%	2.8%	3.9%	7.2%
7	334	**20**	29	6	6	5	8	9	10	7	15	0	3	3	14	9	7	2
	6.4%	**5.5%**	7.0%	7.7%	3.6%	4.6%	4.0%	5.7%	4.4%	5.7%	7.9%	0.0%	2.5%	10.0%	4.4%	5.1%	6.9%	2.9%
8	861	**71**	61	8	35	28	37	34	42	26	40	4	21	6	63	33	20	16
	16.4%	**19.6%**	14.7%	10.3%	21.0%	25.7%	18.6%	21.7%	18.5%	21.1%	21.1%	22.2%	17.5%	20.0%	19.8%	18.5%	19.6%	23.2%
9	915	**57**	66	11	29	17	37	20	35	21	34	3	17	4	52	26	19	12
	17.5%	**15.7%**	15.9%	14.1%	17.4%	15.6%	18.6%	12.7%	15.4%	17.1%	17.9%	16.7%	14.2%	13.3%	16.4%	14.6%	18.6%	17.4%
10 Best health care possible	2,807	**191**	229	50	88	48	103	85	131	55	88	9	72	17	166	101	47	34
	53.6%	**52.6%**	55.2%	64.1%	52.7%	44.0%	51.8%	54.1%	57.7%	44.7%	46.3%	50.0%	60.0%	56.7%	52.2%	56.7%	46.1%	49.3%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 8

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

Base: All respondents whose child went to a doctor's office/clinic to get care (Q7)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,281	**367**	416	0	308	59	7	142	14	238	87	34	225	83	53
Number missing or multiple answer	42	**4**	1	0	3	1	0	1	0	4	0	0	2	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,239	**363**	415	0	305	58	7	141	14	234	87	34	223	82	52
	99.2%	**98.9%**	99.8%	---	99.0%	98.3%	100.0%	99.3%	100.0%	98.3%	100.0%	100.0%	99.1%	98.8%	98.1%
0 Worst health care possible	5	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	14	**1**	4	0	0	1	0	1	0	1	0	0	1	0	0
	0.3%	**0.3%**	1.0%	---	0.0%	1.7%	0.0%	0.7%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.0%
2	11	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	0.2%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	28	**1**	3	0	1	0	0	0	0	1	0	0	1	0	0
	0.5%	**0.3%**	0.7%	---	0.3%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.0%
4	27	**1**	4	0	1	0	0	0	0	1	0	0	1	0	0
	0.5%	**0.3%**	1.0%	---	0.3%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.0%
5	119	**6**	8	0	5	1	0	3	1	1	5	0	2	1	2
	2.3%	**1.7%**	1.9%	---	1.6%	1.7%	0.0%	2.1%	7.1%	0.4%	5.7%	0.0%	0.9%	1.2%	3.8%
6	118	**15**	10	0	11	4	1	7	1	7	6	1	5	4	5
	2.3%	**4.1%**	2.4%	---	3.6%	6.9%	14.3%	5.0%	7.1%	3.0%	6.9%	2.9%	2.2%	4.9%	9.6%
7	334	**20**	29	0	16	4	1	6	2	8	8	2	11	4	4
	6.4%	**5.5%**	7.0%	---	5.2%	6.9%	14.3%	4.3%	14.3%	3.4%	9.2%	5.9%	4.9%	4.9%	7.7%
8	861	**71**	61	0	62	9	1	27	3	42	24	3	35	25	11
	16.4%	**19.6%**	14.7%	---	20.3%	15.5%	14.3%	19.1%	21.4%	17.9%	27.6%	8.8%	15.7%	30.5%	21.2%
9	915	**57**	66	0	44	13	1	25	3	31	15	11	33	15	9
	17.5%	**15.7%**	15.9%	---	14.4%	22.4%	14.3%	17.7%	21.4%	13.2%	17.2%	32.4%	14.8%	18.3%	17.3%
10 Best health care possible	2,807	**191**	229	0	165	26	3	72	4	142	29	17	134	33	21
	53.6%	**52.6%**	55.2%	---	54.1%	44.8%	42.9%	51.1%	28.6%	60.7%	33.3%	50.0%	60.1%	40.2%	40.4%

NA - Not applicable

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 8

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

Base: All respondents whose child went to a doctor's office/clinic to get care (Q7)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,281	**367**	416	80	169	109	202	158	230	124	190	19	121	31	320	180	102	69
Number missing or multiple answer	42	**4**	1	2	2	0	3	1	3	1	0	1	1	1	2	2	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,239	**363**	415	78	167	109	199	157	227	123	190	18	120	30	318	178	102	69
	99.2%	**98.9%**	99.8%	97.5%	98.8%	100.0%	98.5%	99.4%	98.7%	99.2%	100.0%	94.7%	99.2%	96.8%	99.4%	98.9%	100.0%	100.0%
0 to 4	85	**3**	12	0	1	2	0	3	1	2	1	1	1	0	3	2	1	0
	1.6%	**0.8%**	2.9%	0.0%	0.6%	1.8%	0.0%	1.9%	0.4%	1.6%	0.5%	5.6%	0.8%	0.0%	0.9%	1.1%	1.0%	0.0%
5	119	**6**	8	2	2	2	3	3	3	3	4	0	1	0	6	2	4	0
	2.3%	**1.7%**	1.9%	2.6%	1.2%	1.8%	1.5%	1.9%	1.3%	2.4%	2.1%	0.0%	0.8%	0.0%	1.9%	1.1%	3.9%	0.0%
6 to 7	452	**35**	39	7	12	12	19	12	15	16	23	1	8	3	28	14	11	7
	8.6%	**9.6%**	9.4%	9.0%	7.2%	11.0%	9.5%	7.6%	6.6%	13.0%	12.1%	5.6%	6.7%	10.0%	8.8%	7.9%	10.8%	10.1%
8 to 10	4,583	**319**	356	69	152	93	177	139	208	102	162	16	110	27	281	160	86	62
	87.5%	**87.9%**	85.8%	88.5%	91.0%	85.3%	88.9%	88.5%	91.6%	82.9%	85.3%	88.9%	91.7%	90.0%	88.4%	89.9%	84.3%	89.9%
Significantly different from column:*									J	I								
0 to 6	322	**24**	30	3	9	11	14	9	9	14	13	2	7	0	23	9	9	5
	6.1%	**6.6%**	7.2%	3.8%	5.4%	10.1%	7.0%	5.7%	4.0%	11.4%	6.8%	11.1%	5.8%	0.0%	7.2%	5.1%	8.8%	7.2%
7 to 8	1,195	**91**	90	14	41	33	45	43	52	33	55	4	24	9	77	42	27	18
	22.8%	**25.1%**	21.7%	17.9%	24.6%	30.3%	22.6%	27.4%	22.9%	26.8%	28.9%	22.2%	20.0%	30.0%	24.2%	23.6%	26.5%	26.1%
9 to 10	3,722	**248**	295	61	117	65	140	105	166	76	122	12	89	21	218	127	66	46
	71.0%	**68.3%**	71.1%	78.2%	70.1%	59.6%	70.4%	66.9%	73.1%	61.8%	64.2%	66.7%	74.2%	70.0%	68.6%	71.3%	64.7%	66.7%
Significantly different from column:*				F		D			J	I								

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 8

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

Base: All respondents whose child went to a doctor's office/clinic to get care (Q7)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,281	**367**	416	0	308	59	7	142	14	238	87	34	225	83	53
Number missing or multiple answer	42	**4**	1	0	3	1	0	1	0	4	0	0	2	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,239	**363**	415	0	305	58	7	141	14	234	87	34	223	82	52
	99.2%	**98.9%**	99.8%	---	99.0%	98.3%	100.0%	99.3%	100.0%	98.3%	100.0%	100.0%	99.1%	98.8%	98.1%
0 to 4	85	**3**	12	0	2	1	0	1	0	3	0	0	3	0	0
	1.6%	**0.8%**	2.9%	---	0.7%	1.7%	0.0%	0.7%	0.0%	1.3%	0.0%	0.0%	1.3%	0.0%	0.0%
5	119	**6**	8	0	5	1	0	3	1	1	5	0	2	1	2
	2.3%	**1.7%**	1.9%	---	1.6%	1.7%	0.0%	2.1%	7.1%	0.4%	5.7%	0.0%	0.9%	1.2%	3.8%
6 to 7	452	**35**	39	0	27	8	2	13	3	15	14	3	16	8	9
	8.6%	**9.6%**	9.4%	---	8.9%	13.8%	28.6%	9.2%	21.4%	6.4%	16.1%	8.8%	7.2%	9.8%	17.3%
8 to 10	4,583	**319**	356	0	271	48	5	124	10	215	68	31	202	73	41
	87.5%	**87.9%**	85.8%	---	88.9%	82.8%	71.4%	87.9%	71.4%	91.9%	78.2%	91.2%	90.6%	89.0%	78.8%
Significantly different from column:*										K	J		O		M
0 to 6	322	**24**	30	0	18	6	1	11	2	11	11	1	10	5	7
	6.1%	**6.6%**	7.2%	---	5.9%	10.3%	14.3%	7.8%	14.3%	4.7%	12.6%	2.9%	4.5%	6.1%	13.5%
7 to 8	1,195	**91**	90	0	78	13	2	33	5	50	32	5	46	29	15
	22.8%	**25.1%**	21.7%	---	25.6%	22.4%	28.6%	23.4%	35.7%	21.4%	36.8%	14.7%	20.6%	35.4%	28.8%
9 to 10	3,722	**248**	295	0	209	39	4	97	7	173	44	28	167	48	30
	71.0%	**68.3%**	71.1%	---	68.5%	67.2%	57.1%	68.8%	50.0%	73.9%	50.6%	82.4%	74.9%	58.5%	57.7%
Significantly different from column:*										K	JL	K	NO	M	M

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 9

In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

Base: All respondents whose child went to a doctor's office/clinic to get care (Q7)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,281	**367**	416	80	169	109	202	158	230	124	190	19	121	31	320	180	102	69
Number missing or multiple answer	34	**2**	1	1	1	0	2	0	1	1	1	1	0	1	1	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,247	**365**	415	79	168	109	200	158	229	123	189	18	121	30	319	179	102	69
	99.4%	**99.5%**	99.8%	98.8%	99.4%	100.0%	99.0%	100.0%	99.6%	99.2%	99.5%	94.7%	100.0%	96.8%	99.7%	99.4%	100.0%	100.0%
Never	62	**4**	10	0	2	2	3	1	3	0	1	0	2	1	2	2	1	0
	1.2%	**1.1%**	2.4%	0.0%	1.2%	1.8%	1.5%	0.6%	1.3%	0.0%	0.5%	0.0%	1.7%	3.3%	0.6%	1.1%	1.0%	0.0%
Sometimes	481	**40**	38	8	14	16	23	16	25	12	15	1	17	4	33	20	9	9
	9.2%	**11.0%**	9.2%	10.1%	8.3%	14.7%	11.5%	10.1%	10.9%	9.8%	7.9%	5.6%	14.0%	13.3%	10.3%	11.2%	8.8%	13.0%
Usually	1,242	**88**	113	14	45	27	52	33	51	32	49	4	30	6	80	41	30	15
	23.7%	**24.1%**	27.2%	17.7%	26.8%	24.8%	26.0%	20.9%	22.3%	26.0%	25.9%	22.2%	24.8%	20.0%	25.1%	22.9%	29.4%	21.7%
Always	3,462	**233**	254	57	107	64	122	108	150	79	124	13	72	19	204	116	62	45
	66.0%	**63.8%**	61.2%	72.2%	63.7%	58.7%	61.0%	68.4%	65.5%	64.2%	65.6%	72.2%	59.5%	63.3%	63.9%	64.8%	60.8%	65.2%
Significantly different from column:*																		
Usually or Always	4,704	**321**	367	71	152	91	174	141	201	111	173	17	102	25	284	157	92	60
	89.7%	**87.9%**	88.4%	89.9%	90.5%	83.5%	87.0%	89.2%	87.8%	90.2%	91.5%	94.4%	84.3%	83.3%	89.0%	87.7%	90.2%	87.0%
Significantly different from column:*											M		K					

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 9

In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

Base: All respondents whose child went to a doctor's office/clinic to get care (Q7)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,281	**367**	416	0	308	59	7	142	14	238	87	34	225	83	53
Number missing or multiple answer	34	**2**	1	0	2	0	0	1	0	2	0	0	1	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,247	**365**	415	0	306	59	7	141	14	236	87	34	224	83	52
	99.4%	**99.5%**	99.8%	---	99.4%	100.0%	100.0%	99.3%	100.0%	99.2%	100.0%	100.0%	99.6%	100.0%	98.1%
Never	62	**4**	10	0	4	0	0	2	0	3	1	0	3	1	0
	1.2%	**1.1%**	2.4%	---	1.3%	0.0%	0.0%	1.4%	0.0%	1.3%	1.1%	0.0%	1.3%	1.2%	0.0%
Sometimes	481	**40**	38	0	33	7	2	14	2	22	12	4	25	6	7
	9.2%	**11.0%**	9.2%	---	10.8%	11.9%	28.6%	9.9%	14.3%	9.3%	13.8%	11.8%	11.2%	7.2%	13.5%
Usually	1,242	**88**	113	0	67	21	1	39	7	38	34	13	33	29	25
	23.7%	**24.1%**	27.2%	---	21.9%	35.6%	14.3%	27.7%	50.0%	16.1%	39.1%	38.2%	14.7%	34.9%	48.1%
Always	3,462	**233**	254	0	202	31	4	86	5	173	40	17	163	47	20
	66.0%	**63.8%**	61.2%	---	66.0%	52.5%	57.1%	61.0%	35.7%	73.3%	46.0%	50.0%	72.8%	56.6%	38.5%
Significantly different from column:*					F	E				KL	J	J	NO	MO	MN
Usually or Always	4,704	**321**	367	0	269	52	5	125	12	211	74	30	196	76	45
	89.7%	**87.9%**	88.4%	---	87.9%	88.1%	71.4%	88.7%	85.7%	89.4%	85.1%	88.2%	87.5%	91.6%	86.5%
Significantly different from column:*															

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 10

A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,486	**555**	610	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	119	**10**	1	1	5	4	2	8	10	0	4	0	4	1	8	5	3	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,367	**545**	609	119	251	163	291	243	342	178	261	39	183	51	466	295	135	81
	98.6%	**98.2%**	99.8%	99.2%	98.0%	97.6%	99.3%	96.8%	97.2%	100.0%	98.5%	100.0%	97.9%	98.1%	98.3%	98.3%	97.8%	98.8%
Yes	7,106	**486**	533	104	224	146	260	215	310	153	240	29	161	44	417	261	122	71
	84.9%	**89.2%**	87.5%	87.4%	89.2%	89.6%	89.3%	88.5%	90.6%	86.0%	92.0%	74.4%	88.0%	86.3%	89.5%	88.5%	90.4%	87.7%
No	1,261	**59**	76	15	27	17	31	28	32	25	21	10	22	7	49	34	13	10
	15.1%	**10.8%**	12.5%	12.6%	10.8%	10.4%	10.7%	11.5%	9.4%	14.0%	8.0%	25.6%	12.0%	13.7%	10.5%	11.5%	9.6%	12.3%
Significantly different from column:*		**A**										M	L					

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 10

A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,486	**555**	610	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	119	**10**	1	2	6	1	0	1	0	6	3	1	7	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,367	**545**	609	163	302	58	8	169	14	361	132	40	355	118	64
	98.6%	**98.2%**	99.8%	98.8%	98.1%	98.3%	100.0%	99.4%	100.0%	98.4%	97.8%	97.6%	98.1%	99.2%	98.5%
Yes	7,106	**486**	533	132	280	52	6	158	12	318	120	36	314	107	57
	84.9%	**89.2%**	87.5%	81.0%	92.7%	89.7%	75.0%	93.5%	85.7%	88.1%	90.9%	90.0%	88.5%	90.7%	89.1%
No	1,261	**59**	76	31	22	6	2	11	2	43	12	4	41	11	7
	15.1%	**10.8%**	12.5%	19.0%	7.3%	10.3%	25.0%	6.5%	14.3%	11.9%	9.1%	10.0%	11.5%	9.3%	10.9%
Significantly different from column:*				E	D										

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 11

In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor?

Base: All respondents whose child has a personal doctor (Q10)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	7,106	**486**	533	104	224	146	260	215	310	153	240	29	161	44	417	261	122	71
Number missing or multiple answer	164	**20**	10	2	12	5	13	5	14	4	7	2	6	1	17	12	3	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,942	**466**	523	102	212	141	247	210	296	149	233	27	155	43	400	249	119	69
	97.7%	**95.9%**	98.1%	98.1%	94.6%	96.6%	95.0%	97.7%	95.5%	97.4%	97.1%	93.1%	96.3%	97.7%	95.9%	95.4%	97.5%	97.2%
None	1,719	**109**	133	12	58	37	57	50	67	35	44	9	40	11	92	59	19	20
	24.8%	**23.4%**	25.4%	11.8%	27.4%	26.2%	23.1%	23.8%	22.6%	23.5%	18.9%	33.3%	25.8%	25.6%	23.0%	23.7%	16.0%	29.0%
1 time	2,364	**147**	164	29	67	47	87	57	93	50	81	9	44	11	129	71	51	19
	34.1%	**31.5%**	31.4%	28.4%	31.6%	33.3%	35.2%	27.1%	31.4%	33.6%	34.8%	33.3%	28.4%	25.6%	32.3%	28.5%	42.9%	27.5%
2	1,380	**114**	98	41	40	32	53	59	69	40	57	5	42	11	95	58	28	21
	19.9%	**24.5%**	18.7%	40.2%	18.9%	22.7%	21.5%	28.1%	23.3%	26.8%	24.5%	18.5%	27.1%	25.6%	23.8%	23.3%	23.5%	30.4%
3	704	**48**	54	9	26	11	28	19	33	13	24	4	15	7	40	30	10	5
	10.1%	**10.3%**	10.3%	8.8%	12.3%	7.8%	11.3%	9.0%	11.1%	8.7%	10.3%	14.8%	9.7%	16.3%	10.0%	12.0%	8.4%	7.2%
4	367	**24**	36	6	11	7	12	12	17	6	14	0	8	1	23	17	4	3
	5.3%	**5.2%**	6.9%	5.9%	5.2%	5.0%	4.9%	5.7%	5.7%	4.0%	6.0%	0.0%	5.2%	2.3%	5.8%	6.8%	3.4%	4.3%
5 to 9	324	**21**	31	3	9	7	9	11	15	4	11	0	6	2	18	12	6	1
	4.7%	**4.5%**	5.9%	2.9%	4.2%	5.0%	3.6%	5.2%	5.1%	2.7%	4.7%	0.0%	3.9%	4.7%	4.5%	4.8%	5.0%	1.4%
10 or more times	84	**3**	7	2	1	0	1	2	2	1	2	0	0	0	3	2	1	0
	1.2%	**0.6%**	1.3%	2.0%	0.5%	0.0%	0.4%	1.0%	0.7%	0.7%	0.9%	0.0%	0.0%	0.0%	0.8%	0.8%	0.8%	0.0%
2 or more times	2,859	**210**	226	61	87	57	103	103	136	64	108	9	71	21	179	119	49	30
	41.2%	**45.1%**	43.2%	59.8%	41.0%	40.4%	41.7%	49.0%	45.9%	43.0%	46.4%	33.3%	45.8%	48.8%	44.8%	47.8%	41.2%	43.5%
Significantly different from column:*				EF	D	D												

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 11

In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor?

Base: All respondents whose child has a personal doctor (Q10)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	7,106	**486**	533	132	280	52	6	158	12	318	120	36	314	107	57
Number missing or multiple answer	164	**20**	10	6	6	3	1	4	1	11	5	2	13	3	3
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,942	**466**	523	126	274	49	5	154	11	307	115	34	301	104	54
	97.7%	**95.9%**	98.1%	95.5%	97.9%	94.2%	83.3%	97.5%	91.7%	96.5%	95.8%	94.4%	95.9%	97.2%	94.7%
None	1,719	**109**	133	77	26	3	1	15	0	83	17	5	84	13	9
	24.8%	**23.4%**	25.4%	61.1%	9.5%	6.1%	20.0%	9.7%	0.0%	27.0%	14.8%	14.7%	27.9%	12.5%	16.7%
1 time	2,364	**147**	164	23	108	10	0	38	5	99	38	7	93	37	15
	34.1%	**31.5%**	31.4%	18.3%	39.4%	20.4%	0.0%	24.7%	45.5%	32.2%	33.0%	20.6%	30.9%	35.6%	27.8%
2	1,380	**114**	98	10	88	11	3	49	3	75	30	8	69	30	14
	19.9%	**24.5%**	18.7%	7.9%	32.1%	22.4%	60.0%	31.8%	27.3%	24.4%	26.1%	23.5%	22.9%	28.8%	25.9%
3	704	**48**	54	9	34	3	0	27	0	26	16	5	26	13	9
	10.1%	**10.3%**	10.3%	7.1%	12.4%	6.1%	0.0%	17.5%	0.0%	8.5%	13.9%	14.7%	8.6%	12.5%	16.7%
4	367	**24**	36	3	14	7	1	11	3	14	4	6	15	5	4
	5.3%	**5.2%**	6.9%	2.4%	5.1%	14.3%	20.0%	7.1%	27.3%	4.6%	3.5%	17.6%	5.0%	4.8%	7.4%
5 to 9	324	**21**	31	3	4	13	0	12	0	8	9	3	12	5	3
	4.7%	**4.5%**	5.9%	2.4%	1.5%	26.5%	0.0%	7.8%	0.0%	2.6%	7.8%	8.8%	4.0%	4.8%	5.6%
10 or more times	84	**3**	7	1	0	2	0	2	0	2	1	0	2	1	0
	1.2%	**0.6%**	1.3%	0.8%	0.0%	4.1%	0.0%	1.3%	0.0%	0.7%	0.9%	0.0%	0.7%	1.0%	0.0%
2 or more times	2,859	**210**	226	26	140	36	4	101	6	125	60	22	124	54	30
	41.2%	**45.1%**	43.2%	20.6%	51.1%	73.5%	80.0%	65.6%	54.5%	40.7%	52.2%	64.7%	41.2%	51.9%	55.6%
Significantly different from column:*				EF	DF	DE				KL	J	J	O		M

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 12

In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,223	**357**	390	90	154	104	190	160	229	114	189	18	115	32	308	190	100	49
Number missing or multiple answer	19	**1**	1	0	1	0	0	1	1	0	1	0	0	0	1	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,204	**356**	389	90	153	104	190	159	228	114	188	18	115	32	307	189	100	49
	99.6%	**99.7%**	99.7%	100.0%	99.4%	100.0%	100.0%	99.4%	99.6%	100.0%	99.5%	100.0%	100.0%	100.0%	99.7%	99.5%	100.0%	100.0%
Never	67	**3**	6	1	1	1	1	2	2	1	2	0	1	0	3	3	0	0
	1.3%	**0.8%**	1.5%	1.1%	0.7%	1.0%	0.5%	1.3%	0.9%	0.9%	1.1%	0.0%	0.9%	0.0%	1.0%	1.6%	0.0%	0.0%
Sometimes	272	**13**	19	3	6	4	5	8	6	5	5	1	6	3	9	6	6	0
	5.2%	**3.7%**	4.9%	3.3%	3.9%	3.8%	2.6%	5.0%	2.6%	4.4%	2.7%	5.6%	5.2%	9.4%	2.9%	3.2%	6.0%	0.0%
Usually	766	**55**	51	10	23	20	33	21	37	15	31	3	18	6	45	30	17	4
	14.7%	**15.4%**	13.1%	11.1%	15.0%	19.2%	17.4%	13.2%	16.2%	13.2%	16.5%	16.7%	15.7%	18.8%	14.7%	15.9%	17.0%	8.2%
Always	4,099	**285**	313	76	123	79	151	128	183	93	150	14	90	23	250	150	77	45
	78.8%	**80.1%**	80.5%	84.4%	80.4%	76.0%	79.5%	80.5%	80.3%	81.6%	79.8%	77.8%	78.3%	71.9%	81.4%	79.4%	77.0%	91.8%
Significantly different from column:*																R	R	PQ
Usually or Always	4,865	**340**	364	86	146	99	184	149	220	108	181	17	108	29	295	180	94	49
	93.5%	**95.5%**	93.6%	95.6%	95.4%	95.2%	96.8%	93.7%	96.5%	94.7%	96.3%	94.4%	93.9%	90.6%	96.1%	95.2%	94.0%	100.0%
Significantly different from column:*																		

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 12

In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,223	**357**	390	49	248	46	4	139	11	224	98	29	217	91	45
Number missing or multiple answer	19	**1**	1	0	1	0	0	1	0	0	1	0	0	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,204	**356**	389	49	247	46	4	138	11	224	97	29	217	91	44
	99.6%	**99.7%**	99.7%	100.0%	99.6%	100.0%	100.0%	99.3%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	97.8%
Never	67	**3**	6	2	0	0	0	1	0	2	1	0	2	1	0
	1.3%	**0.8%**	1.5%	4.1%	0.0%	0.0%	0.0%	0.7%	0.0%	0.9%	1.0%	0.0%	0.9%	1.1%	0.0%
Sometimes	272	**13**	19	4	7	1	0	4	0	7	6	0	8	3	2
	5.2%	**3.7%**	4.9%	8.2%	2.8%	2.2%	0.0%	2.9%	0.0%	3.1%	6.2%	0.0%	3.7%	3.3%	4.5%
Usually	766	**55**	51	10	40	5	1	19	2	29	23	2	25	23	7
	14.7%	**15.4%**	13.1%	20.4%	16.2%	10.9%	25.0%	13.8%	18.2%	12.9%	23.7%	6.9%	11.5%	25.3%	15.9%
Always	4,099	**285**	313	33	200	40	3	114	9	186	67	27	182	64	35
	78.8%	**80.1%**	80.5%	67.3%	81.0%	87.0%	75.0%	82.6%	81.8%	83.0%	69.1%	93.1%	83.9%	70.3%	79.5%
Significantly different from column:*				EF	D	D				K	JL	K	N	M	
Usually or Always	4,865	**340**	364	43	240	45	4	133	11	215	90	29	207	87	42
	93.5%	**95.5%**	93.6%	87.8%	97.2%	97.8%	100.0%	96.4%	100.0%	96.0%	92.8%	100.0%	95.4%	95.6%	95.5%
Significantly different from column:*															

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 13

In the last 6 months, how often did your child's personal doctor listen carefully to you?

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,223	**357**	390	90	154	104	190	160	229	114	189	18	115	32	308	190	100	49
Number missing or multiple answer	22	**2**	0	0	1	1	0	2	2	0	1	0	1	0	2	2	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,201	**355**	390	90	153	103	190	158	227	114	188	18	114	32	306	188	100	49
	99.6%	**99.4%**	100.0%	100.0%	99.4%	99.0%	100.0%	98.8%	99.1%	100.0%	99.5%	100.0%	99.1%	100.0%	99.4%	98.9%	100.0%	100.0%
Never	51	**4**	3	2	1	0	2	1	1	2	1	0	2	1	2	3	0	0
	1.0%	**1.1%**	0.8%	2.2%	0.7%	0.0%	1.1%	0.6%	0.4%	1.8%	0.5%	0.0%	1.8%	3.1%	0.7%	1.6%	0.0%	0.0%
Sometimes	226	**11**	16	4	2	5	5	5	7	3	3	1	6	2	8	3	6	0
	4.3%	**3.1%**	4.1%	4.4%	1.3%	4.9%	2.6%	3.2%	3.1%	2.6%	1.6%	5.6%	5.3%	6.3%	2.6%	1.6%	6.0%	0.0%
Usually	674	**42**	51	7	18	15	23	18	28	11	22	1	15	3	34	19	15	5
	13.0%	**11.8%**	13.1%	7.8%	11.8%	14.6%	12.1%	11.4%	12.3%	9.6%	11.7%	5.6%	13.2%	9.4%	11.1%	10.1%	15.0%	10.2%
Always	4,250	**298**	320	77	132	83	160	134	191	98	162	16	91	26	262	163	79	44
	81.7%	**83.9%**	82.1%	85.6%	86.3%	80.6%	84.2%	84.8%	84.1%	86.0%	86.2%	88.9%	79.8%	81.3%	85.6%	86.7%	79.0%	89.8%
Significantly different from column:*																		
Usually or Always	4,924	**340**	371	84	150	98	183	152	219	109	184	17	106	29	296	182	94	49
	94.7%	**95.8%**	95.1%	93.3%	98.0%	95.1%	96.3%	96.2%	96.5%	95.6%	97.9%	94.4%	93.0%	90.6%	96.7%	96.8%	94.0%	100.0%
Significantly different from column:*																		

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 13

In the last 6 months, how often did your child's personal doctor listen carefully to you?

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,223	**357**	390	49	248	46	4	139	11	224	98	29	217	91	45
Number missing or multiple answer	22	**2**	0	0	1	1	0	2	0	0	2	0	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,201	**355**	390	49	247	45	4	137	11	224	96	29	217	90	44
	99.6%	**99.4%**	100.0%	100.0%	99.6%	97.8%	100.0%	98.6%	100.0%	100.0%	98.0%	100.0%	100.0%	98.9%	97.8%
Never	51	**4**	3	2	1	0	0	0	0	2	1	0	2	1	0
	1.0%	**1.1%**	0.8%	4.1%	0.4%	0.0%	0.0%	0.0%	0.0%	0.9%	1.0%	0.0%	0.9%	1.1%	0.0%
Sometimes	226	**11**	16	2	8	1	0	4	0	6	5	0	6	3	2
	4.3%	**3.1%**	4.1%	4.1%	3.2%	2.2%	0.0%	2.9%	0.0%	2.7%	5.2%	0.0%	2.8%	3.3%	4.5%
Usually	674	**42**	51	7	29	5	0	17	2	20	17	4	16	15	11
	13.0%	**11.8%**	13.1%	14.3%	11.7%	11.1%	0.0%	12.4%	18.2%	8.9%	17.7%	13.8%	7.4%	16.7%	25.0%
Always	4,250	**298**	320	38	209	39	4	116	9	196	73	25	193	71	31
	81.7%	**83.9%**	82.1%	77.6%	84.6%	86.7%	100.0%	84.7%	81.8%	87.5%	76.0%	86.2%	88.9%	78.9%	70.5%
Significantly different from column:*										K	J		NO	M	M
Usually or Always	4,924	**340**	371	45	238	44	4	133	11	216	90	29	209	86	42
	94.7%	**95.8%**	95.1%	91.8%	96.4%	97.8%	100.0%	97.1%	100.0%	96.4%	93.8%	100.0%	96.3%	95.6%	95.5%
Significantly different from column:*															

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 14

In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,223	**357**	390	90	154	104	190	160	229	114	189	18	115	32	308	190	100	49
Number missing or multiple answer	16	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,207	**357**	389	90	154	104	190	160	229	114	189	18	115	32	308	190	100	49
	99.7%	**100.0%**	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	44	**1**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	**0.3%**	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	137	**9**	9	1	2	5	2	5	4	3	3	1	4	1	6	3	4	0
	2.6%	**2.5%**	2.3%	1.1%	1.3%	4.8%	1.1%	3.1%	1.7%	2.6%	1.6%	5.6%	3.5%	3.1%	1.9%	1.6%	4.0%	0.0%
Usually	489	**34**	49	6	15	12	23	11	22	11	18	0	13	4	29	17	12	4
	9.4%	**9.5%**	12.6%	6.7%	9.7%	11.5%	12.1%	6.9%	9.6%	9.6%	9.5%	0.0%	11.3%	12.5%	9.4%	8.9%	12.0%	8.2%
Always	4,537	**313**	329	83	137	87	165	144	203	100	168	17	98	27	273	170	84	45
	87.1%	**87.7%**	84.6%	92.2%	89.0%	83.7%	86.8%	90.0%	88.6%	87.7%	88.9%	94.4%	85.2%	84.4%	88.6%	89.5%	84.0%	91.8%
Significantly different from column:*																		
Usually or Always	5,026	**347**	378	89	152	99	188	155	225	111	186	17	111	31	302	187	96	49
	96.5%	**97.2%**	97.2%	98.9%	98.7%	95.2%	98.9%	96.9%	98.3%	97.4%	98.4%	94.4%	96.5%	96.9%	98.1%	98.4%	96.0%	100.0%
Significantly different from column:*																		

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 14

In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,223	**357**	390	49	248	46	4	139	11	224	98	29	217	91	45
Number missing or multiple answer	16	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,207	**357**	389	49	248	46	4	139	11	224	98	29	217	91	45
	99.7%	**100.0%**	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	44	**1**	2	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	**0.3%**	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	137	**9**	9	1	7	1	0	4	0	3	5	0	4	3	2
	2.6%	**2.5%**	2.3%	2.0%	2.8%	2.2%	0.0%	2.9%	0.0%	1.3%	5.1%	0.0%	1.8%	3.3%	4.4%
Usually	489	**34**	49	6	24	4	0	12	1	17	14	3	13	14	7
	9.4%	**9.5%**	12.6%	12.2%	9.7%	8.7%	0.0%	8.6%	9.1%	7.6%	14.3%	10.3%	6.0%	15.4%	15.6%
Always	4,537	**313**	329	42	217	41	4	123	10	204	79	26	200	74	36
	87.1%	**87.7%**	84.6%	85.7%	87.5%	89.1%	100.0%	88.5%	90.9%	91.1%	80.6%	89.7%	92.2%	81.3%	80.0%
Significantly different from column:*										K	J		N	M	
Usually or Always	5,026	**347**	378	48	241	45	4	135	11	221	93	29	213	88	43
	96.5%	**97.2%**	97.2%	98.0%	97.2%	97.8%	100.0%	97.1%	100.0%	98.7%	94.9%	100.0%	98.2%	96.7%	95.6%
Significantly different from column:*															

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 15

Is your child able to talk with doctors about his or her health care?

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,223	**357**	390	90	154	104	190	160	229	114	189	18	115	32	308	190	100	49
Number missing or multiple answer	45	**2**	1	0	0	1	0	1	0	1	2	0	0	0	1	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,178	**355**	389	90	154	103	190	159	229	113	187	18	115	32	307	190	99	49
	99.1%	**99.4%**	99.7%	100.0%	100.0%	99.0%	100.0%	99.4%	100.0%	99.1%	98.9%	100.0%	100.0%	100.0%	99.7%	100.0%	99.0%	100.0%
Yes	3,459	**249**	272	30	121	92	124	121	162	77	131	12	83	23	216	133	72	33
	66.8%	**70.1%**	69.9%	33.3%	78.6%	89.3%	65.3%	76.1%	70.7%	68.1%	70.1%	66.7%	72.2%	71.9%	70.4%	70.0%	72.7%	67.3%
No	1,719	**106**	117	60	33	11	66	38	67	36	56	6	32	9	91	57	27	16
	33.2%	**29.9%**	30.1%	66.7%	21.4%	10.7%	34.7%	23.9%	29.3%	31.9%	29.9%	33.3%	27.8%	28.1%	29.6%	30.0%	27.3%	32.7%
Significantly different from column:*				EF	DF	DE	H	G										

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 15

Is your child able to talk with doctors about his or her health care?

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,223	**357**	390	49	248	46	4	139	11	224	98	29	217	91	45
Number missing or multiple answer	45	**2**	1	0	1	1	0	1	0	0	1	0	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,178	**355**	389	49	247	45	4	138	11	224	97	29	216	90	45
	99.1%	**99.4%**	99.7%	100.0%	99.6%	97.8%	100.0%	99.3%	100.0%	100.0%	99.0%	100.0%	99.5%	98.9%	100.0%
Yes	3,459	**249**	272	32	175	30	2	99	5	154	70	21	151	64	31
	66.8%	**70.1%**	69.9%	65.3%	70.9%	66.7%	50.0%	71.7%	45.5%	68.8%	72.2%	72.4%	69.9%	71.1%	68.9%
No	1,719	**106**	117	17	72	15	2	39	6	70	27	8	65	26	14
	33.2%	**29.9%**	30.1%	34.7%	29.1%	33.3%	50.0%	28.3%	54.5%	31.3%	27.8%	27.6%	30.1%	28.9%	31.1%
Significantly different from column:*															

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 16

In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

Base: All respondents whose child has a personal doctor, visited that personal doctor to get care, and is able to talk with his/her doctors (Q10, Q11, & Q15)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	3,459	**249**	272	30	121	92	124	121	162	77	131	12	83	23	216	133	72	33
Number missing or multiple answer	25	**3**	2	1	0	2	2	1	3	0	2	0	1	0	3	1	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,434	**246**	270	29	121	90	122	120	159	77	129	12	82	23	213	132	70	33
	99.3%	**98.8%**	99.3%	96.7%	100.0%	97.8%	98.4%	99.2%	98.1%	100.0%	98.5%	100.0%	98.8%	100.0%	98.6%	99.2%	97.2%	100.0%
Never	34	**1**	1	0	0	1	0	1	0	1	1	0	0	0	1	0	1	0
	1.0%	**0.4%**	0.4%	0.0%	0.0%	1.1%	0.0%	0.8%	0.0%	1.3%	0.8%	0.0%	0.0%	0.0%	0.5%	0.0%	1.4%	0.0%
Sometimes	197	**12**	17	2	5	3	7	4	4	5	5	0	4	1	9	7	2	1
	5.7%	**4.9%**	6.3%	6.9%	4.1%	3.3%	5.7%	3.3%	2.5%	6.5%	3.9%	0.0%	4.9%	4.3%	4.2%	5.3%	2.9%	3.0%
Usually	614	**48**	57	3	27	17	30	17	31	16	24	2	20	2	45	26	17	5
	17.9%	**19.5%**	21.1%	10.3%	22.3%	18.9%	24.6%	14.2%	19.5%	20.8%	18.6%	16.7%	24.4%	8.7%	21.1%	19.7%	24.3%	15.2%
Always	2,589	**185**	195	24	89	69	85	98	124	55	99	10	58	20	158	99	50	27
	75.4%	**75.2%**	72.2%	82.8%	73.6%	76.7%	69.7%	81.7%	78.0%	71.4%	76.7%	83.3%	70.7%	87.0%	74.2%	75.0%	71.4%	81.8%
Significantly different from column:*							H	G										
Usually or Always	3,203	**233**	252	27	116	86	115	115	155	71	123	12	78	22	203	125	67	32
	93.3%	**94.7%**	93.3%	93.1%	95.9%	95.6%	94.3%	95.8%	97.5%	92.2%	95.3%	100.0%	95.1%	95.7%	95.3%	94.7%	95.7%	97.0%
Significantly different from column:*																		

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 16

In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

Base: All respondents whose child has a personal doctor, visited that personal doctor to get care, and is able to talk with his/her doctors (Q10, Q11, & Q15)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	3,459	**249**	272	32	175	30	2	99	5	154	70	21	151	64	31
Number missing or multiple answer	25	**3**	2	0	2	0	0	1	0	2	0	1	2	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,434	**246**	270	32	173	30	2	98	5	152	70	20	149	63	31
	99.3%	**98.8%**	99.3%	100.0%	98.9%	100.0%	100.0%	99.0%	100.0%	98.7%	100.0%	95.2%	98.7%	98.4%	100.0%
Never	34	**1**	1	0	1	0	0	1	0	0	1	0	0	1	0
	1.0%	**0.4%**	0.4%	0.0%	0.6%	0.0%	0.0%	1.0%	0.0%	0.0%	1.4%	0.0%	0.0%	1.6%	0.0%
Sometimes	197	**12**	17	2	9	0	0	2	0	7	4	0	8	2	1
	5.7%	**4.9%**	6.3%	6.3%	5.2%	0.0%	0.0%	2.0%	0.0%	4.6%	5.7%	0.0%	5.4%	3.2%	3.2%
Usually	614	**48**	57	6	32	7	0	19	2	27	18	3	21	19	8
	17.9%	**19.5%**	21.1%	18.8%	18.5%	23.3%	0.0%	19.4%	40.0%	17.8%	25.7%	15.0%	14.1%	30.2%	25.8%
Always	2,589	**185**	195	24	131	23	2	76	3	118	47	17	120	41	22
	75.4%	**75.2%**	72.2%	75.0%	75.7%	76.7%	100.0%	77.6%	60.0%	77.6%	67.1%	85.0%	80.5%	65.1%	71.0%
Significantly different from column:*													N	M	
Usually or Always	3,203	**233**	252	30	163	30	2	95	5	145	65	20	141	60	30
	93.3%	**94.7%**	93.3%	93.8%	94.2%	100.0%	100.0%	96.9%	100.0%	95.4%	92.9%	100.0%	94.6%	95.2%	96.8%
Significantly different from column:*															

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 17

In the last 6 months, how often did your child's personal doctor spend enough time with your child?

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,223	**357**	390	90	154	104	190	160	229	114	189	18	115	32	308	190	100	49
Number missing or multiple answer	35	**2**	2	1	0	0	1	0	1	0	2	0	0	0	1	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,188	**355**	388	89	154	104	189	160	228	114	187	18	115	32	307	189	100	49
	99.3%	**99.4%**	99.5%	98.9%	100.0%	100.0%	99.5%	100.0%	99.6%	100.0%	98.9%	100.0%	100.0%	100.0%	99.7%	99.5%	100.0%	100.0%
Never	145	**5**	10	1	3	1	2	3	4	1	2	0	3	1	4	4	1	0
	2.8%	**1.4%**	2.6%	1.1%	1.9%	1.0%	1.1%	1.9%	1.8%	0.9%	1.1%	0.0%	2.6%	3.1%	1.3%	2.1%	1.0%	0.0%
Sometimes	555	**36**	25	10	11	14	17	18	22	12	16	2	14	4	29	22	10	1
	10.7%	**10.1%**	6.4%	11.2%	7.1%	13.5%	9.0%	11.3%	9.6%	10.5%	8.6%	11.1%	12.2%	12.5%	9.4%	11.6%	10.0%	2.0%
Usually	1,104	**79**	100	18	36	23	42	36	58	18	42	2	27	3	73	41	26	9
	21.3%	**22.3%**	25.8%	20.2%	23.4%	22.1%	22.2%	22.5%	25.4%	15.8%	22.5%	11.1%	23.5%	9.4%	23.8%	21.7%	26.0%	18.4%
Always	3,384	**235**	253	60	104	66	128	103	144	83	127	14	71	24	201	122	63	39
	65.2%	**66.2%**	65.2%	67.4%	67.5%	63.5%	67.7%	64.4%	63.2%	72.8%	67.9%	77.8%	61.7%	75.0%	65.5%	64.6%	63.0%	79.6%
Significantly different from column:*																R	R	PQ
Usually or Always	4,488	**314**	353	78	140	89	170	139	202	101	169	16	98	27	274	163	89	48
	86.5%	**88.5%**	91.0%	87.6%	90.9%	85.6%	89.9%	86.9%	88.6%	88.6%	90.4%	88.9%	85.2%	84.4%	89.3%	86.2%	89.0%	98.0%
Significantly different from column:*																R		P

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 17

In the last 6 months, how often did your child's personal doctor spend enough time with your child?

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,223	**357**	390	49	248	46	4	139	11	224	98	29	217	91	45
Number missing or multiple answer	35	**2**	2	0	1	0	0	1	0	0	0	1	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,188	**355**	388	49	247	46	4	138	11	224	98	28	216	90	45
	99.3%	**99.4%**	99.5%	100.0%	99.6%	100.0%	100.0%	99.3%	100.0%	100.0%	100.0%	96.6%	99.5%	98.9%	100.0%
Never	145	**5**	10	3	2	0	0	0	0	3	2	0	2	2	1
	2.8%	**1.4%**	2.6%	6.1%	0.8%	0.0%	0.0%	0.0%	0.0%	1.3%	2.0%	0.0%	0.9%	2.2%	2.2%
Sometimes	555	**36**	25	5	27	2	0	10	0	20	14	2	17	16	3
	10.7%	**10.1%**	6.4%	10.2%	10.9%	4.3%	0.0%	7.2%	0.0%	8.9%	14.3%	7.1%	7.9%	17.8%	6.7%
Usually	1,104	**79**	100	11	55	11	1	32	4	41	33	5	34	29	16
	21.3%	**22.3%**	25.8%	22.4%	22.3%	23.9%	25.0%	23.2%	36.4%	18.3%	33.7%	17.9%	15.7%	32.2%	35.6%
Always	3,384	**235**	253	30	163	33	3	96	7	160	49	21	163	43	25
	65.2%	**66.2%**	65.2%	61.2%	66.0%	71.7%	75.0%	69.6%	63.6%	71.4%	50.0%	75.0%	75.5%	47.8%	55.6%
Significantly different from column:*										K	JL	K	NO	M	M
Usually or Always	4,488	**314**	353	41	218	44	4	128	11	201	82	26	197	72	41
	86.5%	**88.5%**	91.0%	83.7%	88.3%	95.7%	100.0%	92.8%	100.0%	89.7%	83.7%	92.9%	91.2%	80.0%	91.1%
Significantly different from column:*													N	M	

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 18

In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,223	**357**	390	90	154	104	190	160	229	114	189	18	115	32	308	190	100	49
Number missing or multiple answer	29	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,194	**357**	388	90	154	104	190	160	229	114	189	18	115	32	308	190	100	49
	99.4%	**100.0%**	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	4,656	**326**	353	83	144	91	177	142	217	95	169	17	105	28	284	179	85	45
	89.6%	**91.3%**	91.0%	92.2%	93.5%	87.5%	93.2%	88.8%	94.8%	83.3%	89.4%	94.4%	91.3%	87.5%	92.2%	94.2%	85.0%	91.8%
No	538	**31**	35	7	10	13	13	18	12	19	20	1	10	4	24	11	15	4
	10.4%	**8.7%**	9.0%	7.8%	6.5%	12.5%	6.8%	11.3%	5.2%	16.7%	10.6%	5.6%	8.7%	12.5%	7.8%	5.8%	15.0%	8.2%
Significantly different from column:*									J	I						Q	P	

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 18

In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,223	**357**	390	49	248	46	4	139	11	224	98	29	217	91	45
Number missing or multiple answer	29	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,194	**357**	388	49	248	46	4	139	11	224	98	29	217	91	45
	99.4%	**100.0%**	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	4,656	**326**	353	45	225	43	4	131	8	205	87	28	207	75	40
	89.6%	**91.3%**	91.0%	91.8%	90.7%	93.5%	100.0%	94.2%	72.7%	91.5%	88.8%	96.6%	95.4%	82.4%	88.9%
No	538	**31**	35	4	23	3	0	8	3	19	11	1	10	16	5
	10.4%	**8.7%**	9.0%	8.2%	9.3%	6.5%	0.0%	5.8%	27.3%	8.5%	11.2%	3.4%	4.6%	17.6%	11.1%
Significantly different from column:*													N	M	

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 19

In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	5,223	**357**	390	90	154	104	190	160	229	114	189	18	115	32	308	190	100	49
Number missing or multiple answer	39	**1**	2	0	0	1	1	0	0	0	1	0	0	1	0	0	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,184	**356**	388	90	154	103	189	160	229	114	188	18	115	31	308	190	100	48
	99.3%	**99.7%**	99.5%	100.0%	100.0%	99.0%	99.5%	100.0%	100.0%	100.0%	99.5%	100.0%	100.0%	96.9%	100.0%	100.0%	100.0%	98.0%
Yes	2,403	**202**	216	48	96	56	113	87	126	72	110	8	65	12	181	103	57	32
	46.4%	**56.7%**	55.7%	53.3%	62.3%	54.4%	59.8%	54.4%	55.0%	63.2%	58.5%	44.4%	56.5%	38.7%	58.8%	54.2%	57.0%	66.7%
No	2,781	**154**	172	42	58	47	76	73	103	42	78	10	50	19	127	87	43	16
	53.6%	**43.3%**	44.3%	46.7%	37.7%	45.6%	40.2%	45.6%	45.0%	36.8%	41.5%	55.6%	43.5%	61.3%	41.2%	45.8%	43.0%	33.3%
Significantly different from column:*		**A**												O	N			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 19

In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

Base: All respondents whose child has a personal doctor and visited that personal doctor to get care (Q10 & Q11)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,223	**357**	390	49	248	46	4	139	11	224	98	29	217	91	45
Number missing or multiple answer	39	**1**	2	0	1	0	1	0	0	0	1	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,184	**356**	388	49	247	46	3	139	11	224	97	29	216	91	45
	99.3%	**99.7%**	99.5%	100.0%	99.6%	100.0%	75.0%	100.0%	100.0%	100.0%	99.0%	100.0%	99.5%	100.0%	100.0%
Yes	2,403	**202**	216	20	134	38	3	105	11	116	63	21	111	56	34
	46.4%	**56.7%**	55.7%	40.8%	54.3%	82.6%	100.0%	75.5%	100.0%	51.8%	64.9%	72.4%	51.4%	61.5%	75.6%
No	2,781	**154**	172	29	113	8	0	34	0	108	34	8	105	35	11
	53.6%	**43.3%**	44.3%	59.2%	45.7%	17.4%	0.0%	24.5%	0.0%	48.2%	35.1%	27.6%	48.6%	38.5%	24.4%
Significantly different from column:*				F	F	DE				KL	J	J	O		M

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 20

In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

Base: All respondents whose child has a personal doctor, visited that personal doctor, and got care from another health provider besides his/her personal doctor (Q10, Q11, & Q19)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,403	**202**	216	48	96	56	113	87	126	72	110	8	65	12	181	103	57	32
Number missing or multiple answer	19	**2**	2	1	1	0	1	1	1	1	1	0	1	0	2	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,384	**200**	214	47	95	56	112	86	125	71	109	8	64	12	179	102	56	32
	99.2%	**99.0%**	99.1%	97.9%	99.0%	100.0%	99.1%	98.9%	99.2%	98.6%	99.1%	100.0%	98.5%	100.0%	98.9%	99.0%	98.2%	100.0%
Never	111	**9**	7	1	4	4	5	3	5	3	6	0	2	1	8	4	3	2
	4.7%	**4.5%**	3.3%	2.1%	4.2%	7.1%	4.5%	3.5%	4.0%	4.2%	5.5%	0.0%	3.1%	8.3%	4.5%	3.9%	5.4%	6.3%
Sometimes	319	**24**	24	7	12	5	13	11	13	10	15	1	6	0	22	12	6	4
	13.4%	**12.0%**	11.2%	14.9%	12.6%	8.9%	11.6%	12.8%	10.4%	14.1%	13.8%	12.5%	9.4%	0.0%	12.3%	11.8%	10.7%	12.5%
Usually	597	**58**	58	11	22	24	33	24	33	23	31	2	19	3	52	28	15	13
	25.0%	**29.0%**	27.1%	23.4%	23.2%	42.9%	29.5%	27.9%	26.4%	32.4%	28.4%	25.0%	29.7%	25.0%	29.1%	27.5%	26.8%	40.6%
Always	1,357	**109**	125	28	57	23	61	48	74	35	57	5	37	8	97	58	32	13
	56.9%	**54.5%**	58.4%	59.6%	60.0%	41.1%	54.5%	55.8%	59.2%	49.3%	52.3%	62.5%	57.8%	66.7%	54.2%	56.9%	57.1%	40.6%
Significantly different from column:*					F	E												
Usually or Always	1,954	**167**	183	39	79	47	94	72	107	58	88	7	56	11	149	86	47	26
	82.0%	**83.5%**	85.5%	83.0%	83.2%	83.9%	83.9%	83.7%	85.6%	81.7%	80.7%	87.5%	87.5%	91.7%	83.2%	84.3%	83.9%	81.3%
Significantly different from column:*																		

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 20

In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

Base: All respondents whose child has a personal doctor, visited that personal doctor, and got care from another health provider besides his/her personal doctor (Q10, Q11, & Q19)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,403	**202**	216	20	134	38	3	105	11	116	63	21	111	56	34
Number missing or multiple answer	19	**2**	2	0	1	0	0	1	0	1	0	1	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,384	**200**	214	20	133	38	3	104	11	115	63	20	110	55	34
	99.2%	**99.0%**	99.1%	100.0%	99.3%	100.0%	100.0%	99.0%	100.0%	99.1%	100.0%	95.2%	99.1%	98.2%	100.0%
Never	111	**9**	7	0	5	3	0	2	0	4	4	1	2	4	3
	4.7%	**4.5%**	3.3%	0.0%	3.8%	7.9%	0.0%	1.9%	0.0%	3.5%	6.3%	5.0%	1.8%	7.3%	8.8%
Sometimes	319	**24**	24	0	20	4	0	12	2	14	8	2	9	8	7
	13.4%	**12.0%**	11.2%	0.0%	15.0%	10.5%	0.0%	11.5%	18.2%	12.2%	12.7%	10.0%	8.2%	14.5%	20.6%
Usually	597	**58**	58	7	37	12	2	33	4	31	21	5	28	22	7
	25.0%	**29.0%**	27.1%	35.0%	27.8%	31.6%	66.7%	31.7%	36.4%	27.0%	33.3%	25.0%	25.5%	40.0%	20.6%
Always	1,357	**109**	125	13	71	19	1	57	5	66	30	12	71	21	17
	56.9%	**54.5%**	58.4%	65.0%	53.4%	50.0%	33.3%	54.8%	45.5%	57.4%	47.6%	60.0%	64.5%	38.2%	50.0%
Significantly different from column:*													N	M	
Usually or Always	1,954	**167**	183	20	108	31	3	90	9	97	51	17	99	43	24
	82.0%	**83.5%**	85.5%	100.0%	81.2%	81.6%	100.0%	86.5%	81.8%	84.3%	81.0%	85.0%	90.0%	78.2%	70.6%
Significantly different from column:*													N	M	

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 21

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

Base: All respondents whose child has a personal doctor (Q10)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	7,106	**486**	533	104	224	146	260	215	310	153	240	29	161	44	417	261	122	71
Number missing or multiple answer	81	**9**	6	1	4	4	4	5	4	4	4	3	1	1	8	2	5	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,025	**477**	527	103	220	142	256	210	306	149	236	26	160	43	409	259	117	71
	98.9%	**98.1%**	98.9%	99.0%	98.2%	97.3%	98.5%	97.7%	98.7%	97.4%	98.3%	89.7%	99.4%	97.7%	98.1%	99.2%	95.9%	100.0%
0 Worst personal doctor possible	18	**2**	1	0	1	1	0	2	1	1	1	1	0	1	1	2	0	0
	0.3%	**0.4%**	0.2%	0.0%	0.5%	0.7%	0.0%	1.0%	0.3%	0.7%	0.4%	3.8%	0.0%	2.3%	0.2%	0.8%	0.0%	0.0%
1	7	**1**	0	0	1	0	0	1	0	1	0	0	1	0	1	1	0	0
	0.1%	**0.2%**	0.0%	0.0%	0.5%	0.0%	0.0%	0.5%	0.0%	0.7%	0.0%	0.0%	0.6%	0.0%	0.2%	0.4%	0.0%	0.0%
2	7	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	32	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	32	**2**	0	0	0	2	0	2	1	1	1	0	1	0	2	1	1	0
	0.5%	**0.4%**	0.0%	0.0%	0.0%	1.4%	0.0%	1.0%	0.3%	0.7%	0.4%	0.0%	0.6%	0.0%	0.5%	0.4%	0.9%	0.0%
5	146	**11**	9	1	4	6	8	2	6	4	2	0	7	1	8	4	5	0
	2.1%	**2.3%**	1.7%	1.0%	1.8%	4.2%	3.1%	1.0%	2.0%	2.7%	0.8%	0.0%	4.4%	2.3%	2.0%	1.5%	4.3%	0.0%
6	104	**9**	8	2	5	2	6	3	4	5	5	1	3	1	8	6	1	2
	1.5%	**1.9%**	1.5%	1.9%	2.3%	1.4%	2.3%	1.4%	1.3%	3.4%	2.1%	3.8%	1.9%	2.3%	2.0%	2.3%	0.9%	2.8%
7	339	**22**	28	5	7	7	13	7	9	9	9	0	11	2	17	11	5	2
	4.8%	**4.6%**	5.3%	4.9%	3.2%	4.9%	5.1%	3.3%	2.9%	6.0%	3.8%	0.0%	6.9%	4.7%	4.2%	4.2%	4.3%	2.8%
8	971	**56**	69	10	21	24	32	24	30	25	33	0	19	5	48	29	11	14
	13.8%	**11.7%**	13.1%	9.7%	9.5%	16.9%	12.5%	11.4%	9.8%	16.8%	14.0%	0.0%	11.9%	11.6%	11.7%	11.2%	9.4%	19.7%
9	1,102	**80**	77	13	35	29	38	40	56	20	42	6	20	6	70	46	21	11
	15.7%	**16.8%**	14.6%	12.6%	15.9%	20.4%	14.8%	19.0%	18.3%	13.4%	17.8%	23.1%	12.5%	14.0%	17.1%	17.8%	17.9%	15.5%
10 Best personal doctor possible	4,267	**294**	332	72	146	71	159	129	199	83	143	18	98	27	254	159	73	42
	60.7%	**61.6%**	63.0%	69.9%	66.4%	50.0%	62.1%	61.4%	65.0%	55.7%	60.6%	69.2%	61.3%	62.8%	62.1%	61.4%	62.4%	59.2%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 21

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

Base: All respondents whose child has a personal doctor (Q10)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	7,106	**486**	533	132	280	52	6	158	12	318	120	36	314	107	57
Number missing or multiple answer	81	**9**	6	4	4	1	0	2	1	4	1	2	2	3	3
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,025	**477**	527	128	276	51	6	156	11	314	119	34	312	104	54
	98.9%	**98.1%**	98.9%	97.0%	98.6%	98.1%	100.0%	98.7%	91.7%	98.7%	99.2%	94.4%	99.4%	97.2%	94.7%
0 Worst personal doctor possible	18	**2**	1	1	1	0	1	0	0	1	0	1	1	1	0
	0.3%	**0.4%**	0.2%	0.8%	0.4%	0.0%	16.7%	0.0%	0.0%	0.3%	0.0%	2.9%	0.3%	1.0%	0.0%
1	7	**1**	0	0	1	0	0	0	0	1	0	0	1	0	0
	0.1%	**0.2%**	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.0%
2	7	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	32	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	32	**2**	0	1	1	0	0	2	0	0	1	0	0	1	1
	0.5%	**0.4%**	0.0%	0.8%	0.4%	0.0%	0.0%	1.3%	0.0%	0.0%	0.8%	0.0%	0.0%	1.0%	1.9%
5	146	**11**	9	1	8	2	0	2	1	6	5	0	5	3	3
	2.1%	**2.3%**	1.7%	0.8%	2.9%	3.9%	0.0%	1.3%	9.1%	1.9%	4.2%	0.0%	1.6%	2.9%	5.6%
6	104	**9**	8	2	4	2	0	2	0	4	5	0	2	3	4
	1.5%	**1.9%**	1.5%	1.6%	1.4%	3.9%	0.0%	1.3%	0.0%	1.3%	4.2%	0.0%	0.6%	2.9%	7.4%
7	339	**22**	28	9	11	2	0	9	0	9	9	2	11	7	3
	4.8%	**4.6%**	5.3%	7.0%	4.0%	3.9%	0.0%	5.8%	0.0%	2.9%	7.6%	5.9%	3.5%	6.7%	5.6%
8	971	**56**	69	19	31	5	0	14	0	37	15	4	33	18	5
	13.8%	**11.7%**	13.1%	14.8%	11.2%	9.8%	0.0%	9.0%	0.0%	11.8%	12.6%	11.8%	10.6%	17.3%	9.3%
9	1,102	**80**	77	19	51	7	1	31	2	49	25	3	47	19	12
	15.7%	**16.8%**	14.6%	14.8%	18.5%	13.7%	16.7%	19.9%	18.2%	15.6%	21.0%	8.8%	15.1%	18.3%	22.2%
10 Best personal doctor possible	4,267	**294**	332	76	168	33	4	96	8	207	59	24	212	52	26
	60.7%	**61.6%**	63.0%	59.4%	60.9%	64.7%	66.7%	61.5%	72.7%	65.9%	49.6%	70.6%	67.9%	50.0%	48.1%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 21

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

Base: All respondents whose child has a personal doctor (Q10)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	7,106	**486**	533	104	224	146	260	215	310	153	240	29	161	44	417	261	122	71
Number missing or multiple answer	81	**9**	6	1	4	4	4	5	4	4	4	3	1	1	8	2	5	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,025	**477**	527	103	220	142	256	210	306	149	236	26	160	43	409	259	117	71
	98.9%	**98.1%**	98.9%	99.0%	98.2%	97.3%	98.5%	97.7%	98.7%	97.4%	98.3%	89.7%	99.4%	97.7%	98.1%	99.2%	95.9%	100.0%
0 to 4	96	**5**	4	0	2	3	0	5	2	3	2	1	2	1	4	4	1	0
	1.4%	**1.0%**	0.8%	0.0%	0.9%	2.1%	0.0%	2.4%	0.7%	2.0%	0.8%	3.8%	1.3%	2.3%	1.0%	1.5%	0.9%	0.0%
5	146	**11**	9	1	4	6	8	2	6	4	2	0	7	1	8	4	5	0
	2.1%	**2.3%**	1.7%	1.0%	1.8%	4.2%	3.1%	1.0%	2.0%	2.7%	0.8%	0.0%	4.4%	2.3%	2.0%	1.5%	4.3%	0.0%
6 to 7	443	**31**	36	7	12	9	19	10	13	14	14	1	14	3	25	17	6	4
	6.3%	**6.5%**	6.8%	6.8%	5.5%	6.3%	7.4%	4.8%	4.2%	9.4%	5.9%	3.8%	8.8%	7.0%	6.1%	6.6%	5.1%	5.6%
8 to 10	6,340	**430**	478	95	202	124	229	193	285	128	218	24	137	38	372	234	105	67
	90.2%	**90.1%**	90.7%	92.2%	91.8%	87.3%	89.5%	91.9%	93.1%	85.9%	92.4%	92.3%	85.6%	88.4%	91.0%	90.3%	89.7%	94.4%
Significantly different from column:*									J	I	M		K					
0 to 6	346	**25**	21	3	11	11	14	10	12	12	9	2	12	3	20	14	7	2
	4.9%	**5.2%**	4.0%	2.9%	5.0%	7.7%	5.5%	4.8%	3.9%	8.1%	3.8%	7.7%	7.5%	7.0%	4.9%	5.4%	6.0%	2.8%
7 to 8	1,310	**78**	97	15	28	31	45	31	39	34	42	0	30	7	65	40	16	16
	18.6%	**16.4%**	18.4%	14.6%	12.7%	21.8%	17.6%	14.8%	12.7%	22.8%	17.8%	0.0%	18.8%	16.3%	15.9%	15.4%	13.7%	22.5%
9 to 10	5,369	**374**	409	85	181	100	197	169	255	103	185	24	118	33	324	205	94	53
	76.4%	**78.4%**	77.6%	82.5%	82.3%	70.4%	77.0%	80.5%	83.3%	69.1%	78.4%	92.3%	73.8%	76.7%	79.2%	79.2%	80.3%	74.6%
Significantly different from column:*				F	F	DE			J	I		M	L					

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 21

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

Base: All respondents whose child has a personal doctor (Q10)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	7,106	**486**	533	132	280	52	6	158	12	318	120	36	314	107	57
Number missing or multiple answer	81	**9**	6	4	4	1	0	2	1	4	1	2	2	3	3
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,025	**477**	527	128	276	51	6	156	11	314	119	34	312	104	54
	98.9%	**98.1%**	98.9%	97.0%	98.6%	98.1%	100.0%	98.7%	91.7%	98.7%	99.2%	94.4%	99.4%	97.2%	94.7%
0 to 4	96	**5**	4	2	3	0	1	2	0	2	1	1	2	2	1
	1.4%	**1.0%**	0.8%	1.6%	1.1%	0.0%	16.7%	1.3%	0.0%	0.6%	0.8%	2.9%	0.6%	1.9%	1.9%
5	146	**11**	9	1	8	2	0	2	1	6	5	0	5	3	3
	2.1%	**2.3%**	1.7%	0.8%	2.9%	3.9%	0.0%	1.3%	9.1%	1.9%	4.2%	0.0%	1.6%	2.9%	5.6%
6 to 7	443	**31**	36	11	15	4	0	11	0	13	14	2	13	10	7
	6.3%	**6.5%**	6.8%	8.6%	5.4%	7.8%	0.0%	7.1%	0.0%	4.1%	11.8%	5.9%	4.2%	9.6%	13.0%
8 to 10	6,340	**430**	478	114	250	45	5	141	10	293	99	31	292	89	43
	90.2%	**90.1%**	90.7%	89.1%	90.6%	88.2%	83.3%	90.4%	90.9%	93.3%	83.2%	91.2%	93.6%	85.6%	79.6%
Significantly different from column:*										K	J		N	M	
0 to 6	346	**25**	21	5	15	4	1	6	1	12	11	1	9	8	8
	4.9%	**5.2%**	4.0%	3.9%	5.4%	7.8%	16.7%	3.8%	9.1%	3.8%	9.2%	2.9%	2.9%	7.7%	14.8%
7 to 8	1,310	**78**	97	28	42	7	0	23	0	46	24	6	44	25	8
	18.6%	**16.4%**	18.4%	21.9%	15.2%	13.7%	0.0%	14.7%	0.0%	14.6%	20.2%	17.6%	14.1%	24.0%	14.8%
9 to 10	5,369	**374**	409	95	219	40	5	127	10	256	84	27	259	71	38
	76.4%	**78.4%**	77.6%	74.2%	79.3%	78.4%	83.3%	81.4%	90.9%	81.5%	70.6%	79.4%	83.0%	68.3%	70.4%
Significantly different from column:*										K	J		NO	M	M

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 22

Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child with a specialist?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,486	**555**	610	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	58	**5**	4	2	2	1	1	3	3	0	3	0	0	0	4	3	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,428	**550**	606	118	254	166	292	248	349	178	262	39	187	52	470	297	137	82
	99.3%	**99.1%**	99.3%	98.3%	99.2%	99.4%	99.7%	98.8%	99.1%	100.0%	98.9%	100.0%	100.0%	100.0%	99.2%	99.0%	99.3%	100.0%
Yes	1,951	**197**	204	36	90	68	105	88	114	74	106	16	58	18	171	95	49	44
	23.1%	**35.8%**	33.7%	30.5%	35.4%	41.0%	36.0%	35.5%	32.7%	41.6%	40.5%	41.0%	31.0%	34.6%	36.4%	32.0%	35.8%	53.7%
No	6,477	**353**	402	82	164	98	187	160	235	104	156	23	129	34	299	202	88	38
	76.9%	**64.2%**	66.3%	69.5%	64.6%	59.0%	64.0%	64.5%	67.3%	58.4%	59.5%	59.0%	69.0%	65.4%	63.6%	68.0%	64.2%	46.3%
Significantly different from column:*		**A**							J	I	M		K			R	R	PQ

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 22

Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child with a specialist?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,486	**555**	610	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	58	**5**	4	1	2	1	0	0	0	4	1	0	4	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,428	**550**	606	164	306	58	8	170	14	363	134	41	358	118	65
	99.3%	**99.1%**	99.3%	99.4%	99.4%	98.3%	100.0%	100.0%	100.0%	98.9%	99.3%	100.0%	98.9%	99.2%	100.0%
Yes	1,951	**197**	204	23	121	46	8	170	14	103	60	28	99	53	41
	23.1%	**35.8%**	33.7%	14.0%	39.5%	79.3%	100.0%	100.0%	100.0%	28.4%	44.8%	68.3%	27.7%	44.9%	63.1%
No	6,477	**353**	402	141	185	12	0	0	0	260	74	13	259	65	24
	76.9%	**64.2%**	66.3%	86.0%	60.5%	20.7%	0.0%	0.0%	0.0%	71.6%	55.2%	31.7%	72.3%	55.1%	36.9%
Significantly different from column:*				EF	DF	DE				KL	JL	JK	NO	MO	MN

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 23

In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

Base: All respondents who made an appointment for their child to see a specialist (Q22)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1,951	**197**	204	36	90	68	105	88	114	74	106	16	58	18	171	95	49	44
Number missing or multiple answer	20	**3**	2	0	1	2	1	2	1	1	0	2	0	0	3	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,931	**194**	202	36	89	66	104	86	113	73	106	14	58	18	168	94	48	44
	99.0%	**98.5%**	99.0%	100.0%	98.9%	97.1%	99.0%	97.7%	99.1%	98.6%	100.0%	87.5%	100.0%	100.0%	98.2%	98.9%	98.0%	100.0%
Never	98	**14**	17	5	4	5	8	6	7	6	10	1	1	2	12	6	3	5
	5.1%	**7.2%**	8.4%	13.9%	4.5%	7.6%	7.7%	7.0%	6.2%	8.2%	9.4%	7.1%	1.7%	11.1%	7.1%	6.4%	6.3%	11.4%
Sometimes	375	**47**	36	8	21	16	26	18	30	12	17	5	19	2	41	23	11	10
	19.4%	**24.2%**	17.8%	22.2%	23.6%	24.2%	25.0%	20.9%	26.5%	16.4%	16.0%	35.7%	32.8%	11.1%	24.4%	24.5%	22.9%	22.7%
Usually	451	**53**	47	6	28	18	32	20	31	20	30	2	19	6	45	23	13	15
	23.4%	**27.3%**	23.3%	16.7%	31.5%	27.3%	30.8%	23.3%	27.4%	27.4%	28.3%	14.3%	32.8%	33.3%	26.8%	24.5%	27.1%	34.1%
Always	1,007	**80**	102	17	36	27	38	42	45	35	49	6	19	8	70	42	21	14
	52.1%	**41.2%**	50.5%	47.2%	40.4%	40.9%	36.5%	48.8%	39.8%	47.9%	46.2%	42.9%	32.8%	44.4%	41.7%	44.7%	43.8%	31.8%
Significantly different from column:*		**A**																
Usually or Always	1,458	**133**	149	23	64	45	70	62	76	55	79	8	38	14	115	65	34	29
	75.5%	**68.6%**	73.8%	63.9%	71.9%	68.2%	67.3%	72.1%	67.3%	75.3%	74.5%	57.1%	65.5%	77.8%	68.5%	69.1%	70.8%	65.9%
Significantly different from column:*		**A**																

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 23

In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

Base: All respondents who made an appointment for their child to see a specialist (Q22)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,951	**197**	204	23	121	46	8	170	14	103	60	28	99	53	41
Number missing or multiple answer	20	**3**	2	1	2	0	0	1	0	0	0	2	0	0	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,931	**194**	202	22	119	46	8	169	14	103	60	26	99	53	39
	99.0%	**98.5%**	99.0%	95.7%	98.3%	100.0%	100.0%	99.4%	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	95.1%
Never	98	**14**	17	3	10	0	4	10	0	9	3	2	8	6	0
	5.1%	**7.2%**	8.4%	13.6%	8.4%	0.0%	50.0%	5.9%	0.0%	8.7%	5.0%	7.7%	8.1%	11.3%	0.0%
Sometimes	375	**47**	36	6	25	15	2	39	5	21	17	5	24	10	11
	19.4%	**24.2%**	17.8%	27.3%	21.0%	32.6%	25.0%	23.1%	35.7%	20.4%	28.3%	19.2%	24.2%	18.9%	28.2%
Usually	451	**53**	47	4	32	17	0	46	6	21	20	11	20	17	15
	23.4%	**27.3%**	23.3%	18.2%	26.9%	37.0%	0.0%	27.2%	42.9%	20.4%	33.3%	42.3%	20.2%	32.1%	38.5%
Always	1,007	**80**	102	9	52	14	2	74	3	52	20	8	47	20	13
	52.1%	**41.2%**	50.5%	40.9%	43.7%	30.4%	25.0%	43.8%	21.4%	50.5%	33.3%	30.8%	47.5%	37.7%	33.3%
Significantly different from column:*										K	J				
Usually or Always	1,458	**133**	149	13	84	31	2	120	9	73	40	19	67	37	28
	75.5%	**68.6%**	73.8%	59.1%	70.6%	67.4%	25.0%	71.0%	64.3%	70.9%	66.7%	73.1%	67.7%	69.8%	71.8%
Significantly different from column:*															

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 24

How many specialists has your child talked to in the last 6 months?

Base: All respondents who made an appointment for their child to see a specialist (Q22)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1,951	**197**	204	36	90	68	105	88	114	74	106	16	58	18	171	95	49	44
Number missing or multiple answer	30	**5**	4	0	1	3	1	2	2	2	0	1	2	0	3	1	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,921	**192**	200	36	89	65	104	86	112	72	106	15	56	18	168	94	47	44
	98.5%	**97.5%**	98.0%	100.0%	98.9%	95.6%	99.0%	97.7%	98.2%	97.3%	100.0%	93.8%	96.6%	100.0%	98.2%	98.9%	95.9%	100.0%
None	149	**8**	10	2	4	2	4	4	3	4	5	1	1	2	6	5	1	2
	7.8%	**4.2%**	5.0%	5.6%	4.5%	3.1%	3.8%	4.7%	2.7%	5.6%	4.7%	6.7%	1.8%	11.1%	3.6%	5.3%	2.1%	4.5%
1 specialist	1,111	**103**	109	15	51	36	63	39	69	30	57	7	31	11	88	52	24	23
	57.8%	**53.6%**	54.5%	41.7%	57.3%	55.4%	60.6%	45.3%	61.6%	41.7%	53.8%	46.7%	55.4%	61.1%	52.4%	55.3%	51.1%	52.3%
2	397	**43**	46	7	17	19	17	26	21	21	21	3	15	3	40	24	10	9
	20.7%	**22.4%**	23.0%	19.4%	19.1%	29.2%	16.3%	30.2%	18.8%	29.2%	19.8%	20.0%	26.8%	16.7%	23.8%	25.5%	21.3%	20.5%
3	146	**21**	12	6	11	4	11	10	12	8	11	4	5	1	19	10	7	2
	7.6%	**10.9%**	6.0%	16.7%	12.4%	6.2%	10.6%	11.6%	10.7%	11.1%	10.4%	26.7%	8.9%	5.6%	11.3%	10.6%	14.9%	4.5%
4	45	**3**	9	1	0	1	1	1	1	1	1	0	1	1	1	0	1	1
	2.3%	**1.6%**	4.5%	2.8%	0.0%	1.5%	1.0%	1.2%	0.9%	1.4%	0.9%	0.0%	1.8%	5.6%	0.6%	0.0%	2.1%	2.3%
5 or more specialists	73	**14**	14	5	6	3	8	6	6	8	11	0	3	0	14	3	4	7
	3.8%	**7.3%**	7.0%	13.9%	6.7%	4.6%	7.7%	7.0%	5.4%	11.1%	10.4%	0.0%	5.4%	0.0%	8.3%	3.2%	8.5%	15.9%
3 or more specialists	264	**38**	35	12	17	8	20	17	19	17	23	4	9	2	34	13	12	10
	13.7%	**19.8%**	17.5%	33.3%	19.1%	12.3%	19.2%	19.8%	17.0%	23.6%	21.7%	26.7%	16.1%	11.1%	20.2%	13.8%	25.5%	22.7%
Significantly different from column:*		**A**		F		D												

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 24

How many specialists has your child talked to in the last 6 months?

Base: All respondents who made an appointment for their child to see a specialist (Q22)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,951	**197**	204	23	121	46	8	170	14	103	60	28	99	53	41
Number missing or multiple answer	30	**5**	4	1	3	1	0	0	0	0	2	2	0	1	3
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,921	**192**	200	22	118	45	8	170	14	103	58	26	99	52	38
	98.5%	**97.5%**	98.0%	95.7%	97.5%	97.8%	100.0%	100.0%	100.0%	100.0%	96.7%	92.9%	100.0%	98.1%	92.7%
None	149	**8**	10	1	7	0	8	0	0	5	1	2	6	2	0
	7.8%	**4.2%**	5.0%	4.5%	5.9%	0.0%	100.0%	0.0%	0.0%	4.9%	1.7%	7.7%	6.1%	3.8%	0.0%
1 specialist	1,111	**103**	109	17	66	16	0	103	0	65	28	8	66	21	15
	57.8%	**53.6%**	54.5%	77.3%	55.9%	35.6%	0.0%	60.6%	0.0%	63.1%	48.3%	30.8%	66.7%	40.4%	39.5%
2	397	**43**	46	3	30	10	0	43	0	21	16	6	16	15	12
	20.7%	**22.4%**	23.0%	13.6%	25.4%	22.2%	0.0%	25.3%	0.0%	20.4%	27.6%	23.1%	16.2%	28.8%	31.6%
3	146	**21**	12	1	11	6	0	21	0	8	8	4	7	9	4
	7.6%	**10.9%**	6.0%	4.5%	9.3%	13.3%	0.0%	12.4%	0.0%	7.8%	13.8%	15.4%	7.1%	17.3%	10.5%
4	45	**3**	9	0	0	3	0	3	0	0	0	2	0	0	2
	2.3%	**1.6%**	4.5%	0.0%	0.0%	6.7%	0.0%	1.8%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	5.3%
5 or more specialists	73	**14**	14	0	4	10	0	0	14	4	5	4	4	5	5
	3.8%	**7.3%**	7.0%	0.0%	3.4%	22.2%	0.0%	0.0%	100.0%	3.9%	8.6%	15.4%	4.0%	9.6%	13.2%
3 or more specialists	264	**38**	35	1	15	19	0	24	14	12	13	10	11	14	11
	13.7%	**19.8%**	17.5%	4.5%	12.7%	42.2%	0.0%	14.1%	100.0%	11.7%	22.4%	38.5%	11.1%	26.9%	28.9%
Significantly different from column:*				F	F	DE							NO	M	M

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 25

We want to know your rating of the specialist your child talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents whose child saw a specialist (Q22 & Q24)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1,772	**184**	190	34	85	63	100	82	109	68	101	14	55	16	162	89	46	42
Number missing or multiple answer	14	**1**	5	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,758	**183**	185	34	84	63	100	81	109	68	101	13	55	16	161	89	46	42
	99.2%	**99.5%**	97.4%	100.0%	98.8%	100.0%	100.0%	98.8%	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	99.4%	100.0%	100.0%	100.0%
0 Worst specialist possible	10	**1**	0	0	1	0	1	0	1	0	0	0	1	0	1	1	0	0
	0.6%	**0.5%**	0.0%	0.0%	1.2%	0.0%	1.0%	0.0%	0.9%	0.0%	0.0%	0.0%	1.8%	0.0%	0.6%	1.1%	0.0%	0.0%
1	0	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	4	**1**	0	0	0	1	0	1	1	0	0	0	1	0	1	1	0	0
	0.2%	**0.5%**	0.0%	0.0%	0.0%	1.6%	0.0%	1.2%	0.9%	0.0%	0.0%	0.0%	1.8%	0.0%	0.6%	1.1%	0.0%	0.0%
3	17	**2**	1	0	0	2	2	0	1	1	1	1	0	0	2	1	0	1
	1.0%	**1.1%**	0.5%	0.0%	0.0%	3.2%	2.0%	0.0%	0.9%	1.5%	1.0%	7.7%	0.0%	0.0%	1.2%	1.1%	0.0%	2.4%
4	9	**1**	3	0	1	0	0	1	1	0	0	0	1	0	0	0	1	0
	0.5%	**0.5%**	1.6%	0.0%	1.2%	0.0%	0.0%	1.2%	0.9%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	2.2%	0.0%
5	32	**5**	5	1	3	1	3	2	2	3	2	0	2	1	4	3	1	1
	1.8%	**2.7%**	2.7%	2.9%	3.6%	1.6%	3.0%	2.5%	1.8%	4.4%	2.0%	0.0%	3.6%	6.3%	2.5%	3.4%	2.2%	2.4%
6	43	**2**	5	1	1	0	2	0	1	1	1	0	1	0	2	1	1	0
	2.4%	**1.1%**	2.7%	2.9%	1.2%	0.0%	2.0%	0.0%	0.9%	1.5%	1.0%	0.0%	1.8%	0.0%	1.2%	1.1%	2.2%	0.0%
7	110	**16**	8	3	7	5	9	6	11	4	9	1	4	1	14	7	3	5
	6.3%	**8.7%**	4.3%	8.8%	8.3%	7.9%	9.0%	7.4%	10.1%	5.9%	8.9%	7.7%	7.3%	6.3%	8.7%	7.9%	6.5%	11.9%
8	248	**26**	25	2	9	14	15	10	14	10	15	3	7	0	25	11	7	7
	14.1%	**14.2%**	13.5%	5.9%	10.7%	22.2%	15.0%	12.3%	12.8%	14.7%	14.9%	23.1%	12.7%	0.0%	15.5%	12.4%	15.2%	16.7%
9	261	**31**	29	6	16	9	15	16	15	15	22	2	6	1	30	14	10	7
	14.8%	**16.9%**	15.7%	17.6%	19.0%	14.3%	15.0%	19.8%	13.8%	22.1%	21.8%	15.4%	10.9%	6.3%	18.6%	15.7%	21.7%	16.7%
10 Best specialist possible	1,024	**98**	109	21	46	31	53	45	62	34	51	6	32	13	82	50	23	21
	58.2%	**53.6%**	58.9%	61.8%	54.8%	49.2%	53.0%	55.6%	56.9%	50.0%	50.5%	46.2%	58.2%	81.3%	50.9%	56.2%	50.0%	50.0%

NA - Not applicable

Mercy Care

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 25

We want to know your rating of the specialist your child talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents whose child saw a specialist (Q22 & Q24)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,772	**184**	190	21	111	45	0	170	14	98	57	24	93	50	38
Number missing or multiple answer	14	**1**	5	1	0	0	0	1	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,758	**183**	185	20	111	45	0	169	14	98	57	24	93	50	38
	99.2%	**99.5%**	97.4%	95.2%	100.0%	100.0%	---	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 Worst specialist possible	10	**1**	0	0	0	1	0	1	0	0	0	1	0	1	0
	0.6%	**0.5%**	0.0%	0.0%	0.0%	2.2%	---	0.6%	0.0%	0.0%	0.0%	4.2%	0.0%	2.0%	0.0%
1	0	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	**0.0%**	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	4	**1**	0	1	0	0	0	1	0	0	0	0	0	0	1
	0.2%	**0.5%**	0.0%	5.0%	0.0%	0.0%	---	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%
3	17	**2**	1	0	1	1	0	2	0	1	1	0	2	0	0
	1.0%	**1.1%**	0.5%	0.0%	0.9%	2.2%	---	1.2%	0.0%	1.0%	1.8%	0.0%	2.2%	0.0%	0.0%
4	9	**1**	3	0	1	0	0	1	0	1	0	0	0	0	1
	0.5%	**0.5%**	1.6%	0.0%	0.9%	0.0%	---	0.6%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	2.6%
5	32	**5**	5	0	2	3	0	3	2	2	3	0	3	1	1
	1.8%	**2.7%**	2.7%	0.0%	1.8%	6.7%	---	1.8%	14.3%	2.0%	5.3%	0.0%	3.2%	2.0%	2.6%
6	43	**2**	5	1	1	0	0	2	0	0	2	0	1	1	0
	2.4%	**1.1%**	2.7%	5.0%	0.9%	0.0%	---	1.2%	0.0%	0.0%	3.5%	0.0%	1.1%	2.0%	0.0%
7	110	**16**	8	0	11	5	0	15	1	6	7	2	6	1	8
	6.3%	**8.7%**	4.3%	0.0%	9.9%	11.1%	---	8.9%	7.1%	6.1%	12.3%	8.3%	6.5%	2.0%	21.1%
8	248	**26**	25	4	17	5	0	26	0	19	6	0	13	9	3
	14.1%	**14.2%**	13.5%	20.0%	15.3%	11.1%	---	15.4%	0.0%	19.4%	10.5%	0.0%	14.0%	18.0%	7.9%
9	261	**31**	29	2	20	8	0	28	3	9	16	5	11	13	7
	14.8%	**16.9%**	15.7%	10.0%	18.0%	17.8%	---	16.6%	21.4%	9.2%	28.1%	20.8%	11.8%	26.0%	18.4%
10 Best specialist possible	1,024	**98**	109	12	58	22	0	90	8	60	22	16	57	24	17
	58.2%	**53.6%**	58.9%	60.0%	52.3%	48.9%	---	53.3%	57.1%	61.2%	38.6%	66.7%	61.3%	48.0%	44.7%

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 25

We want to know your rating of the specialist your child talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents whose child saw a specialist (Q22 & Q24)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	1,772	**184**	190	34	85	63	100	82	109	68	101	14	55	16	162	89	46	42
Number missing or multiple answer	14	**1**	5	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,758	**183**	185	34	84	63	100	81	109	68	101	13	55	16	161	89	46	42
	99.2%	**99.5%**	97.4%	100.0%	98.8%	100.0%	100.0%	98.8%	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	99.4%	100.0%	100.0%	100.0%
0 to 4	40	**5**	4	0	2	3	3	2	4	1	1	1	3	0	4	3	1	1
	2.3%	**2.7%**	2.2%	0.0%	2.4%	4.8%	3.0%	2.5%	3.7%	1.5%	1.0%	7.7%	5.5%	0.0%	2.5%	3.4%	2.2%	2.4%
5	32	**5**	5	1	3	1	3	2	2	3	2	0	2	1	4	3	1	1
	1.8%	**2.7%**	2.7%	2.9%	3.6%	1.6%	3.0%	2.5%	1.8%	4.4%	2.0%	0.0%	3.6%	6.3%	2.5%	3.4%	2.2%	2.4%
6 to 7	153	**18**	13	4	8	5	11	6	12	5	10	1	5	1	16	8	4	5
	8.7%	**9.8%**	7.0%	11.8%	9.5%	7.9%	11.0%	7.4%	11.0%	7.4%	9.9%	7.7%	9.1%	6.3%	9.9%	9.0%	8.7%	11.9%
8 to 10	1,533	**155**	163	29	71	54	83	71	91	59	88	11	45	14	137	75	40	35
	87.2%	**84.7%**	88.1%	85.3%	84.5%	85.7%	83.0%	87.7%	83.5%	86.8%	87.1%	84.6%	81.8%	87.5%	85.1%	84.3%	87.0%	83.3%
Significantly different from column:*																		
0 to 6	115	**12**	14	2	6	4	8	4	7	5	4	1	6	1	10	7	3	2
	6.5%	**6.6%**	7.6%	5.9%	7.1%	6.3%	8.0%	4.9%	6.4%	7.4%	4.0%	7.7%	10.9%	6.3%	6.2%	7.9%	6.5%	4.8%
7 to 8	358	**42**	33	5	16	19	24	16	25	14	24	4	11	1	39	18	10	12
	20.4%	**23.0%**	17.8%	14.7%	19.0%	30.2%	24.0%	19.8%	22.9%	20.6%	23.8%	30.8%	20.0%	6.3%	24.2%	20.2%	21.7%	28.6%
9 to 10	1,285	**129**	138	27	62	40	68	61	77	49	73	8	38	14	112	64	33	28
	73.1%	**70.5%**	74.6%	79.4%	73.8%	63.5%	68.0%	75.3%	70.6%	72.1%	72.3%	61.5%	69.1%	87.5%	69.6%	71.9%	71.7%	66.7%
Significantly different from column:*																		

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 25

We want to know your rating of the specialist your child talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents whose child saw a specialist (Q22 & Q24)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,772	**184**	190	21	111	45	0	170	14	98	57	24	93	50	38
Number missing or multiple answer	14	**1**	5	1	0	0	0	1	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,758	**183**	185	20	111	45	0	169	14	98	57	24	93	50	38
	99.2%	**99.5%**	97.4%	95.2%	100.0%	100.0%	---	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 to 4	40	**5**	4	1	2	2	0	5	0	2	1	1	2	1	2
	2.3%	**2.7%**	2.2%	5.0%	1.8%	4.4%	---	3.0%	0.0%	2.0%	1.8%	4.2%	2.2%	2.0%	5.3%
5	32	**5**	5	0	2	3	0	3	2	2	3	0	3	1	1
	1.8%	**2.7%**	2.7%	0.0%	1.8%	6.7%	---	1.8%	14.3%	2.0%	5.3%	0.0%	3.2%	2.0%	2.6%
6 to 7	153	**18**	13	1	12	5	0	17	1	6	9	2	7	2	8
	8.7%	**9.8%**	7.0%	5.0%	10.8%	11.1%	---	10.1%	7.1%	6.1%	15.8%	8.3%	7.5%	4.0%	21.1%
8 to 10	1,533	**155**	163	18	95	35	0	144	11	88	44	21	81	46	27
	87.2%	**84.7%**	88.1%	90.0%	85.6%	77.8%	---	85.2%	78.6%	89.8%	77.2%	87.5%	87.1%	92.0%	71.1%
Significantly different from column:*										K	J		O	O	MN
0 to 6	115	**12**	14	2	5	5	0	10	2	4	6	1	6	3	3
	6.5%	**6.6%**	7.6%	10.0%	4.5%	11.1%	---	5.9%	14.3%	4.1%	10.5%	4.2%	6.5%	6.0%	7.9%
7 to 8	358	**42**	33	4	28	10	0	41	1	25	13	2	19	10	11
	20.4%	**23.0%**	17.8%	20.0%	25.2%	22.2%	---	24.3%	7.1%	25.5%	22.8%	8.3%	20.4%	20.0%	28.9%
9 to 10	1,285	**129**	138	14	78	30	0	118	11	69	38	21	68	37	24
	73.1%	**70.5%**	74.6%	70.0%	70.3%	66.7%	---	69.8%	78.6%	70.4%	66.7%	87.5%	73.1%	74.0%	63.2%
Significantly different from column:*															

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 26

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

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,486	**555**	610	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	150	**8**	13	2	0	2	2	2	4	0	3	0	0	0	4	1	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,336	**547**	597	118	256	165	291	249	348	178	262	39	187	52	470	299	136	81
	98.2%	**98.6%**	97.9%	98.3%	100.0%	98.8%	99.3%	99.2%	98.9%	100.0%	98.9%	100.0%	100.0%	100.0%	99.2%	99.7%	98.6%	98.8%
Yes	2,448	**188**	207	45	91	51	102	84	133	49	97	15	57	18	166	118	45	18
	29.4%	**34.4%**	34.7%	38.1%	35.5%	30.9%	35.1%	33.7%	38.2%	27.5%	37.0%	38.5%	30.5%	34.6%	35.3%	39.5%	33.1%	22.2%
No	5,888	**359**	390	73	165	114	189	165	215	129	165	24	130	34	304	181	91	63
	70.6%	**65.6%**	65.3%	61.9%	64.5%	69.1%	64.9%	66.3%	61.8%	72.5%	63.0%	61.5%	69.5%	65.4%	64.7%	60.5%	66.9%	77.8%
Significantly different from column:*		**A**							J	I						R		P

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 26

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

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,486	**555**	610	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	150	**8**	13	1	5	2	0	4	0	3	0	1	3	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,336	**547**	597	164	303	57	8	166	14	364	135	40	359	119	64
	98.2%	**98.6%**	97.9%	99.4%	98.4%	96.6%	100.0%	97.6%	100.0%	99.2%	100.0%	97.6%	99.2%	100.0%	98.5%
Yes	2,448	**188**	207	46	103	30	3	77	3	116	49	21	119	42	27
	29.4%	**34.4%**	34.7%	28.0%	34.0%	52.6%	37.5%	46.4%	21.4%	31.9%	36.3%	52.5%	33.1%	35.3%	42.2%
No	5,888	**359**	390	118	200	27	5	89	11	248	86	19	240	77	37
	70.6%	**65.6%**	65.3%	72.0%	66.0%	47.4%	62.5%	53.6%	78.6%	68.1%	63.7%	47.5%	66.9%	64.7%	57.8%
Significantly different from column:*				F	F	DE				L		J			

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 27

In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

Base: All respondents who got information or help from child's health plan's customer service (Q26)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,448	**188**	207	45	91	51	102	84	133	49	97	15	57	18	166	118	45	18
Number missing or multiple answer	30	**2**	6	1	0	1	0	2	0	1	1	1	0	0	2	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,418	**186**	201	44	91	50	102	82	133	48	96	14	57	18	164	117	44	18
	98.8%	**98.9%**	97.1%	97.8%	100.0%	98.0%	100.0%	97.6%	100.0%	98.0%	99.0%	93.3%	100.0%	100.0%	98.8%	99.2%	97.8%	100.0%
Never	62	**7**	5	2	3	2	3	3	5	2	3	0	4	0	6	4	2	0
	2.6%	**3.8%**	2.5%	4.5%	3.3%	4.0%	2.9%	3.7%	3.8%	4.2%	3.1%	0.0%	7.0%	0.0%	3.7%	3.4%	4.5%	0.0%
Sometimes	370	**28**	34	6	16	6	15	13	15	11	12	3	10	4	23	15	11	2
	15.3%	**15.1%**	16.9%	13.6%	17.6%	12.0%	14.7%	15.9%	11.3%	22.9%	12.5%	21.4%	17.5%	22.2%	14.0%	12.8%	25.0%	11.1%
Usually	612	**52**	56	12	25	14	28	23	38	11	29	3	16	4	47	33	9	7
	25.3%	**28.0%**	27.9%	27.3%	27.5%	28.0%	27.5%	28.0%	28.6%	22.9%	30.2%	21.4%	28.1%	22.2%	28.7%	28.2%	20.5%	38.9%
Always	1,374	**99**	106	24	47	28	56	43	75	24	52	8	27	10	88	65	22	9
	56.8%	**53.2%**	52.7%	54.5%	51.6%	56.0%	54.9%	52.4%	56.4%	50.0%	54.2%	57.1%	47.4%	55.6%	53.7%	55.6%	50.0%	50.0%
Significantly different from column:*																		
Usually or Always	1,986	**151**	162	36	72	42	84	66	113	35	81	11	43	14	135	98	31	16
	82.1%	**81.2%**	80.6%	81.8%	79.1%	84.0%	82.4%	80.5%	85.0%	72.9%	84.4%	78.6%	75.4%	77.8%	82.3%	83.8%	70.5%	88.9%
Significantly different from column:*																		

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 27

In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

Base: All respondents who got information or help from child's health plan's customer service (Q26)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,448	**188**	207	46	103	30	3	77	3	116	49	21	119	42	27
Number missing or multiple answer	30	**2**	6	1	1	0	0	0	0	1	0	1	1	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,418	**186**	201	45	102	30	3	77	3	115	49	20	118	42	26
	98.8%	**98.9%**	97.1%	97.8%	99.0%	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%	95.2%	99.2%	100.0%	96.3%
Never	62	**7**	5	5	0	2	0	1	0	3	4	0	4	1	2
	2.6%	**3.8%**	2.5%	11.1%	0.0%	6.7%	0.0%	1.3%	0.0%	2.6%	8.2%	0.0%	3.4%	2.4%	7.7%
Sometimes	370	**28**	34	8	14	4	1	9	1	16	5	6	19	5	4
	15.3%	**15.1%**	16.9%	17.8%	13.7%	13.3%	33.3%	11.7%	33.3%	13.9%	10.2%	30.0%	16.1%	11.9%	15.4%
Usually	612	**52**	56	15	25	9	1	18	2	26	18	7	29	16	7
	25.3%	**28.0%**	27.9%	33.3%	24.5%	30.0%	33.3%	23.4%	66.7%	22.6%	36.7%	35.0%	24.6%	38.1%	26.9%
Always	1,374	**99**	106	17	63	15	1	49	0	70	22	7	66	20	13
	56.8%	**53.2%**	52.7%	37.8%	61.8%	50.0%	33.3%	63.6%	0.0%	60.9%	44.9%	35.0%	55.9%	47.6%	50.0%
Significantly different from column:*				E	D					L		J			
Usually or Always	1,986	**151**	162	32	88	24	2	67	2	96	40	14	95	36	20
	82.1%	**81.2%**	80.6%	71.1%	86.3%	80.0%	66.7%	87.0%	66.7%	83.5%	81.6%	70.0%	80.5%	85.7%	76.9%
Significantly different from column:*				E	D										

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 28

In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

Base: All respondents who got information or help from child's health plan's customer service (Q26)

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	2,448	**188**	207	45	91	51	102	84	133	49	97	15	57	18	166	118	45	18
Number missing or multiple answer	35	**4**	6	1	0	3	0	3	2	1	1	1	2	0	4	2	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,413	**184**	201	44	91	48	102	81	131	48	96	14	55	18	162	116	43	18
	98.6%	**97.9%**	97.1%	97.8%	100.0%	94.1%	100.0%	96.4%	98.5%	98.0%	99.0%	93.3%	96.5%	100.0%	97.6%	98.3%	95.6%	100.0%
Never	41	**4**	3	0	0	4	1	3	3	1	2	0	2	0	4	3	1	0
	1.7%	**2.2%**	1.5%	0.0%	0.0%	8.3%	1.0%	3.7%	2.3%	2.1%	2.1%	0.0%	3.6%	0.0%	2.5%	2.6%	2.3%	0.0%
Sometimes	103	**5**	4	1	4	0	3	2	2	2	1	1	3	1	4	3	2	0
	4.3%	**2.7%**	2.0%	2.3%	4.4%	0.0%	2.9%	2.5%	1.5%	4.2%	1.0%	7.1%	5.5%	5.6%	2.5%	2.6%	4.7%	0.0%
Usually	388	**34**	32	5	21	7	19	14	26	6	21	4	7	2	31	22	7	4
	16.1%	**18.5%**	15.9%	11.4%	23.1%	14.6%	18.6%	17.3%	19.8%	12.5%	21.9%	28.6%	12.7%	11.1%	19.1%	19.0%	16.3%	22.2%
Always	1,881	**141**	162	38	66	37	79	62	100	39	72	9	43	15	123	88	33	14
	78.0%	**76.6%**	80.6%	86.4%	72.5%	77.1%	77.5%	76.5%	76.3%	81.3%	75.0%	64.3%	78.2%	83.3%	75.9%	75.9%	76.7%	77.8%
Significantly different from column:*																		
Usually or Always	2,269	**175**	194	43	87	44	98	76	126	45	93	13	50	17	154	110	40	18
	94.0%	**95.1%**	96.5%	97.7%	95.6%	91.7%	96.1%	93.8%	96.2%	93.8%	96.9%	92.9%	90.9%	94.4%	95.1%	94.8%	93.0%	100.0%
Significantly different from column:*																		

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 28

In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

Base: All respondents who got information or help from child's health plan's customer service (Q26)

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,448	**188**	207	46	103	30	3	77	3	116	49	21	119	42	27
Number missing or multiple answer	35	**4**	6	1	2	1	0	0	0	1	2	1	1	1	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,413	**184**	201	45	101	29	3	77	3	115	47	20	118	41	25
	98.6%	**97.9%**	97.1%	97.8%	98.1%	96.7%	100.0%	100.0%	100.0%	99.1%	95.9%	95.2%	99.2%	97.6%	92.6%
Never	41	**4**	3	2	1	0	0	1	0	3	0	0	3	0	1
	1.7%	**2.2%**	1.5%	4.4%	1.0%	0.0%	0.0%	1.3%	0.0%	2.6%	0.0%	0.0%	2.5%	0.0%	4.0%
Sometimes	103	**5**	4	3	1	1	1	2	0	3	1	1	5	0	0
	4.3%	**2.7%**	2.0%	6.7%	1.0%	3.4%	33.3%	2.6%	0.0%	2.6%	2.1%	5.0%	4.2%	0.0%	0.0%
Usually	388	**34**	32	11	17	6	1	14	1	15	13	5	16	13	5
	16.1%	**18.5%**	15.9%	24.4%	16.8%	20.7%	33.3%	18.2%	33.3%	13.0%	27.7%	25.0%	13.6%	31.7%	20.0%
Always	1,881	**141**	162	29	82	22	1	60	2	94	33	14	94	28	19
	78.0%	**76.6%**	80.6%	64.4%	81.2%	75.9%	33.3%	77.9%	66.7%	81.7%	70.2%	70.0%	79.7%	68.3%	76.0%
Significantly different from column:*				E	D										
Usually or Always	2,269	**175**	194	40	99	28	2	74	3	109	46	19	110	41	24
	94.0%	**95.1%**	96.5%	88.9%	98.0%	96.6%	66.7%	96.1%	100.0%	94.8%	97.9%	95.0%	93.2%	100.0%	96.0%
Significantly different from column:*															

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 29

In the last 6 months, did your child's health plan give you any forms to fill out?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,486	**555**	610	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	244	**16**	26	2	7	2	7	4	8	3	5	0	6	0	9	4	3	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,242	**539**	584	118	249	165	286	247	344	175	260	39	181	52	465	296	135	80
	97.1%	**97.1%**	95.7%	98.3%	97.3%	98.8%	97.6%	98.4%	97.7%	98.3%	98.1%	100.0%	96.8%	100.0%	98.1%	98.7%	97.8%	97.6%
Yes	2,233	**127**	163	39	55	31	68	57	91	33	59	9	45	11	114	84	28	9
	27.1%	**23.6%**	27.9%	33.1%	22.1%	18.8%	23.8%	23.1%	26.5%	18.9%	22.7%	23.1%	24.9%	21.2%	24.5%	28.4%	20.7%	11.3%
No	6,009	**412**	421	79	194	134	218	190	253	142	201	30	136	41	351	212	107	71
	72.9%	**76.4%**	72.1%	66.9%	77.9%	81.2%	76.2%	76.9%	73.5%	81.1%	77.3%	76.9%	75.1%	78.8%	75.5%	71.6%	79.3%	88.8%
Significantly different from column:*				EF	D	D										R		P

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 29

In the last 6 months, did your child's health plan give you any forms to fill out?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,486	**555**	610	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	244	**16**	26	3	10	3	0	4	1	9	2	0	8	3	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,242	**539**	584	162	298	56	8	166	13	358	133	41	354	116	64
	97.1%	**97.1%**	95.7%	98.2%	96.8%	94.9%	100.0%	97.6%	92.9%	97.5%	98.5%	100.0%	97.8%	97.5%	98.5%
Yes	2,233	**127**	163	30	70	22	2	51	2	85	29	11	86	22	17
	27.1%	**23.6%**	27.9%	18.5%	23.5%	39.3%	25.0%	30.7%	15.4%	23.7%	21.8%	26.8%	24.3%	19.0%	26.6%
No	6,009	**412**	421	132	228	34	6	115	11	273	104	30	268	94	47
	72.9%	**76.4%**	72.1%	81.5%	76.5%	60.7%	75.0%	69.3%	84.6%	76.3%	78.2%	73.2%	75.7%	81.0%	73.4%
Significantly different from column:*				F	F	DE									

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 30

In the last 6 months, how often were the forms from your child's health plan easy to fill out?

*Base: All respondents***

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,242	**539**	584	118	249	165	286	247	344	175	260	39	181	52	465	296	135	80
Number missing or multiple answer	50	**4**	2	1	2	0	3	0	3	0	1	0	1	0	3	3	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,192	**535**	582	117	247	165	283	247	341	175	259	39	180	52	462	293	135	80
	99.4%	**99.3%**	99.7%	99.2%	99.2%	100.0%	99.0%	100.0%	99.1%	100.0%	99.6%	100.0%	99.4%	100.0%	99.4%	99.0%	100.0%	100.0%
Never	94	**2**	6	0	1	1	0	1	1	1	1	0	1	0	2	0	1	1
	1.1%	**0.4%**	1.0%	0.0%	0.4%	0.6%	0.0%	0.4%	0.3%	0.6%	0.4%	0.0%	0.6%	0.0%	0.4%	0.0%	0.7%	1.3%
Sometimes	345	**19**	31	4	9	5	11	8	12	6	6	2	10	5	14	10	7	2
	4.2%	**3.6%**	5.3%	3.4%	3.6%	3.0%	3.9%	3.2%	3.5%	3.4%	2.3%	5.1%	5.6%	9.6%	3.0%	3.4%	5.2%	2.5%
Usually	591	**37**	33	12	15	10	20	17	28	8	18	2	13	2	35	29	6	1
	7.2%	**6.9%**	5.7%	10.3%	6.1%	6.1%	7.1%	6.9%	8.2%	4.6%	6.9%	5.1%	7.2%	3.8%	7.6%	9.9%	4.4%	1.3%
Always	7,162	**477**	512	101	222	149	252	221	300	160	234	35	156	45	411	254	121	76
	87.4%	**89.2%**	88.0%	86.3%	89.9%	90.3%	89.0%	89.5%	88.0%	91.4%	90.3%	89.7%	86.7%	86.5%	89.0%	86.7%	89.6%	95.0%
Significantly different from column:*																R		P
Usually or Always	7,753	**514**	545	113	237	159	272	238	328	168	252	37	169	47	446	283	127	77
	94.6%	**96.1%**	93.6%	96.6%	96.0%	96.4%	96.1%	96.4%	96.2%	96.0%	97.3%	94.9%	93.9%	90.4%	96.5%	96.6%	94.1%	96.3%
Significantly different from column:*																		

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Respondents answering "No" to question 29 are reported to NCQA as "Always" in question 30, and are used in calculating the Question Summary Rate.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 30

In the last 6 months, how often were the forms from your child's health plan easy to fill out?

*Base: All respondents***

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,242	**539**	584	162	298	56	8	166	13	358	133	41	354	116	64
Number missing or multiple answer	50	**4**	2	1	2	0	0	2	0	1	0	2	1	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,192	**535**	582	161	296	56	8	164	13	357	133	39	353	115	63
	99.4%	**99.3%**	99.7%	99.4%	99.3%	100.0%	100.0%	98.8%	100.0%	99.7%	100.0%	95.1%	99.7%	99.1%	98.4%
Never	94	**2**	6	0	1	1	0	0	0	1	1	0	1	0	1
	1.1%	**0.4%**	1.0%	0.0%	0.3%	1.8%	0.0%	0.0%	0.0%	0.3%	0.8%	0.0%	0.3%	0.0%	1.6%
Sometimes	345	**19**	31	7	9	3	0	7	0	14	4	1	14	3	2
	4.2%	**3.6%**	5.3%	4.3%	3.0%	5.4%	0.0%	4.3%	0.0%	3.9%	3.0%	2.6%	4.0%	2.6%	3.2%
Usually	591	**37**	33	11	19	5	1	9	1	21	11	4	22	8	6
	7.2%	**6.9%**	5.7%	6.8%	6.4%	8.9%	12.5%	5.5%	7.7%	5.9%	8.3%	10.3%	6.2%	7.0%	9.5%
Always	7,162	**477**	512	143	267	47	7	148	12	321	117	34	316	104	54
	87.4%	**89.2%**	88.0%	88.8%	90.2%	83.9%	87.5%	90.2%	92.3%	89.9%	88.0%	87.2%	89.5%	90.4%	85.7%
Significantly different from column:*															
Usually or Always	7,753	**514**	545	154	286	52	8	157	13	342	128	38	338	112	60
	94.6%	**96.1%**	93.6%	95.7%	96.6%	92.9%	100.0%	95.7%	100.0%	95.8%	96.2%	97.4%	95.8%	97.4%	95.2%
Significantly different from column:*															

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Respondents answering "No" to question 29 are reported to NCQA as "Always" in question 30, and are used in calculating the Question Summary Rate.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 31

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,486	**555**	610	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	205	**15**	15	3	4	1	6	2	7	0	6	1	0	0	7	5	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,281	**540**	595	117	252	166	287	249	345	178	259	38	187	52	467	295	138	81
	97.6%	**97.3%**	97.5%	97.5%	98.4%	99.4%	98.0%	99.2%	98.0%	100.0%	97.7%	97.4%	100.0%	100.0%	98.5%	98.3%	100.0%	98.8%
0 Worst health plan possible	35	**2**	3	1	0	1	0	2	0	2	0	2	0	1	1	1	0	1
	0.4%	**0.4%**	0.5%	0.9%	0.0%	0.6%	0.0%	0.8%	0.0%	1.1%	0.0%	5.3%	0.0%	1.9%	0.2%	0.3%	0.0%	1.2%
1	20	**1**	1	0	1	0	0	1	1	0	1	0	0	0	1	1	0	0
	0.2%	**0.2%**	0.2%	0.0%	0.4%	0.0%	0.0%	0.4%	0.3%	0.0%	0.4%	0.0%	0.0%	0.0%	0.2%	0.3%	0.0%	0.0%
2	19	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	30	**0**	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	**0.0%**	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	43	**2**	2	1	0	1	0	2	1	1	2	0	0	0	2	0	2	0
	0.5%	**0.4%**	0.3%	0.9%	0.0%	0.6%	0.0%	0.8%	0.3%	0.6%	0.8%	0.0%	0.0%	0.0%	0.4%	0.0%	1.4%	0.0%
5	251	**9**	14	0	5	4	5	4	5	4	2	0	6	0	8	5	3	1
	3.0%	**1.7%**	2.4%	0.0%	2.0%	2.4%	1.7%	1.6%	1.4%	2.2%	0.8%	0.0%	3.2%	0.0%	1.7%	1.7%	2.2%	1.2%
6	221	**11**	9	5	1	5	8	2	4	5	5	3	1	1	9	4	3	3
	2.7%	**2.0%**	1.5%	4.3%	0.4%	3.0%	2.8%	0.8%	1.2%	2.8%	1.9%	7.9%	0.5%	1.9%	1.9%	1.4%	2.2%	3.7%
7	557	**24**	29	1	14	8	13	10	12	11	11	3	7	5	19	15	3	6
	6.7%	**4.4%**	4.9%	0.9%	5.6%	4.8%	4.5%	4.0%	3.5%	6.2%	4.2%	7.9%	3.7%	9.6%	4.1%	5.1%	2.2%	7.4%
8	1,272	**81**	77	20	29	32	48	33	41	37	53	1	21	9	68	33	24	20
	15.4%	**15.0%**	12.9%	17.1%	11.5%	19.3%	16.7%	13.3%	11.9%	20.8%	20.5%	2.6%	11.2%	17.3%	14.6%	11.2%	17.4%	24.7%
9	1,365	**90**	79	13	49	26	48	41	50	37	47	7	26	7	81	48	31	9
	16.5%	**16.7%**	13.3%	11.1%	19.4%	15.7%	16.7%	16.5%	14.5%	20.8%	18.1%	18.4%	13.9%	13.5%	17.3%	16.3%	22.5%	11.1%
10 Best health plan possible	4,468	**320**	376	76	153	89	165	154	231	81	138	22	126	29	278	188	72	41
	54.0%	**59.3%**	63.2%	65.0%	60.7%	53.6%	57.5%	61.8%	67.0%	45.5%	53.3%	57.9%	67.4%	55.8%	59.5%	63.7%	52.2%	50.6%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 31

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,486	**555**	610	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	205	**15**	15	6	5	2	0	5	0	2	3	2	3	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,281	**540**	595	159	303	57	8	165	14	365	132	39	359	115	65
	97.6%	**97.3%**	97.5%	96.4%	98.4%	96.6%	100.0%	97.1%	100.0%	99.5%	97.8%	95.1%	99.2%	96.6%	100.0%
0 Worst health plan possible	35	**2**	3	2	0	0	1	0	0	1	0	1	1	1	0
	0.4%	**0.4%**	0.5%	1.3%	0.0%	0.0%	12.5%	0.0%	0.0%	0.3%	0.0%	2.6%	0.3%	0.9%	0.0%
1	20	**1**	1	1	0	0	0	0	0	1	0	0	1	0	0
	0.2%	**0.2%**	0.2%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.0%
2	19	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	30	**0**	4	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	**0.0%**	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	43	**2**	2	0	2	0	0	1	0	0	2	0	1	1	0
	0.5%	**0.4%**	0.3%	0.0%	0.7%	0.0%	0.0%	0.6%	0.0%	0.0%	1.5%	0.0%	0.3%	0.9%	0.0%
5	251	**9**	14	3	4	2	0	1	1	4	5	0	5	3	1
	3.0%	**1.7%**	2.4%	1.9%	1.3%	3.5%	0.0%	0.6%	7.1%	1.1%	3.8%	0.0%	1.4%	2.6%	1.5%
6	221	**11**	9	2	8	0	1	4	0	4	7	0	6	3	2
	2.7%	**2.0%**	1.5%	1.3%	2.6%	0.0%	12.5%	2.4%	0.0%	1.1%	5.3%	0.0%	1.7%	2.6%	3.1%
7	557	**24**	29	8	10	6	0	8	2	15	8	1	14	6	4
	6.7%	**4.4%**	4.9%	5.0%	3.3%	10.5%	0.0%	4.8%	14.3%	4.1%	6.1%	2.6%	3.9%	5.2%	6.2%
8	1,272	**81**	77	20	49	9	1	22	3	55	22	3	46	22	13
	15.4%	**15.0%**	12.9%	12.6%	16.2%	15.8%	12.5%	13.3%	21.4%	15.1%	16.7%	7.7%	12.8%	19.1%	20.0%
9	1,365	**90**	79	26	53	8	1	28	3	53	27	7	52	24	13
	16.5%	**16.7%**	13.3%	16.4%	17.5%	14.0%	12.5%	17.0%	21.4%	14.5%	20.5%	17.9%	14.5%	20.9%	20.0%
10 Best health plan possible	4,468	**320**	376	97	177	32	4	101	5	232	61	27	233	55	32
	54.0%	**59.3%**	63.2%	61.0%	58.4%	56.1%	50.0%	61.2%	35.7%	63.6%	46.2%	69.2%	64.9%	47.8%	49.2%

NA - Not applicable

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 31

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,486	**555**	610	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	205	**15**	15	3	4	1	6	2	7	0	6	1	0	0	7	5	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,281	**540**	595	117	252	166	287	249	345	178	259	38	187	52	467	295	138	81
	97.6%	**97.3%**	97.5%	97.5%	98.4%	99.4%	98.0%	99.2%	98.0%	100.0%	97.7%	97.4%	100.0%	100.0%	98.5%	98.3%	100.0%	98.8%
0 to 4	147	**5**	11	2	1	2	0	5	2	3	3	2	0	1	4	2	2	1
	1.8%	**0.9%**	1.8%	1.7%	0.4%	1.2%	0.0%	2.0%	0.6%	1.7%	1.2%	5.3%	0.0%	1.9%	0.9%	0.7%	1.4%	1.2%
5	251	**9**	14	0	5	4	5	4	5	4	2	0	6	0	8	5	3	1
	3.0%	**1.7%**	2.4%	0.0%	2.0%	2.4%	1.7%	1.6%	1.4%	2.2%	0.8%	0.0%	3.2%	0.0%	1.7%	1.7%	2.2%	1.2%
6 to 7	778	**35**	38	6	15	13	21	12	16	16	16	6	8	6	28	19	6	9
	9.4%	**6.5%**	6.4%	5.1%	6.0%	7.8%	7.3%	4.8%	4.6%	9.0%	6.2%	15.8%	4.3%	11.5%	6.0%	6.4%	4.3%	11.1%
8 to 10	7,105	**491**	532	109	231	147	261	228	322	155	238	30	173	45	427	269	127	70
	85.8%	**90.9%**	89.4%	93.2%	91.7%	88.6%	90.9%	91.6%	93.3%	87.1%	91.9%	78.9%	92.5%	86.5%	91.4%	91.2%	92.0%	86.4%
Significantly different from column:*		**A**							J	I								
0 to 6	619	**25**	34	7	7	11	13	11	11	12	10	5	7	2	21	11	8	5
	7.5%	**4.6%**	5.7%	6.0%	2.8%	6.6%	4.5%	4.4%	3.2%	6.7%	3.9%	13.2%	3.7%	3.8%	4.5%	3.7%	5.8%	6.2%
7 to 8	1,829	**105**	106	21	43	40	61	43	53	48	64	4	28	14	87	48	27	26
	22.1%	**19.4%**	17.8%	17.9%	17.1%	24.1%	21.3%	17.3%	15.4%	27.0%	24.7%	10.5%	15.0%	26.9%	18.6%	16.3%	19.6%	32.1%
9 to 10	5,833	**410**	455	89	202	115	213	195	281	118	185	29	152	36	359	236	103	50
	70.4%	**75.9%**	76.5%	76.1%	80.2%	69.3%	74.2%	78.3%	81.4%	66.3%	71.4%	76.3%	81.3%	69.2%	76.9%	80.0%	74.6%	61.7%
Significantly different from column:*		**A**			F	E			J	I	M		K			R	R	PQ

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 31

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,486	**555**	610	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	205	**15**	15	6	5	2	0	5	0	2	3	2	3	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,281	**540**	595	159	303	57	8	165	14	365	132	39	359	115	65
	97.6%	**97.3%**	97.5%	96.4%	98.4%	96.6%	100.0%	97.1%	100.0%	99.5%	97.8%	95.1%	99.2%	96.6%	100.0%
0 to 4	147	**5**	11	3	2	0	1	1	0	2	2	1	3	2	0
	1.8%	**0.9%**	1.8%	1.9%	0.7%	0.0%	12.5%	0.6%	0.0%	0.5%	1.5%	2.6%	0.8%	1.7%	0.0%
5	251	**9**	14	3	4	2	0	1	1	4	5	0	5	3	1
	3.0%	**1.7%**	2.4%	1.9%	1.3%	3.5%	0.0%	0.6%	7.1%	1.1%	3.8%	0.0%	1.4%	2.6%	1.5%
6 to 7	778	**35**	38	10	18	6	1	12	2	19	15	1	20	9	6
	9.4%	**6.5%**	6.4%	6.3%	5.9%	10.5%	12.5%	7.3%	14.3%	5.2%	11.4%	2.6%	5.6%	7.8%	9.2%
8 to 10	7,105	**491**	532	143	279	49	6	151	11	340	110	37	331	101	58
	85.8%	**90.9%**	89.4%	89.9%	92.1%	86.0%	75.0%	91.5%	78.6%	93.2%	83.3%	94.9%	92.2%	87.8%	89.2%
Significantly different from column:*										K	J				
0 to 6	619	**25**	34	8	14	2	2	6	1	10	14	1	14	8	3
	7.5%	**4.6%**	5.7%	5.0%	4.6%	3.5%	25.0%	3.6%	7.1%	2.7%	10.6%	2.6%	3.9%	7.0%	4.6%
7 to 8	1,829	**105**	106	28	59	15	1	30	5	70	30	4	60	28	17
	22.1%	**19.4%**	17.8%	17.6%	19.5%	26.3%	12.5%	18.2%	35.7%	19.2%	22.7%	10.3%	16.7%	24.3%	26.2%
9 to 10	5,833	**410**	455	123	230	40	5	129	8	285	88	34	285	79	45
	70.4%	**75.9%**	76.5%	77.4%	75.9%	70.2%	62.5%	78.2%	57.1%	78.1%	66.7%	87.2%	79.4%	68.7%	69.2%
Significantly different from column:*										K	JL	K	N	M	

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 32

In general, how would you rate your child's overall health?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,486	**555**	610	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	195	**12**	11	0	2	2	1	3	2	1	2	1	1	0	4	2	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,291	**543**	599	120	254	165	292	248	350	177	263	38	186	52	470	298	137	82
	97.7%	**97.8%**	98.2%	100.0%	99.2%	98.8%	99.7%	98.8%	99.4%	99.4%	99.2%	97.4%	99.5%	100.0%	99.2%	99.3%	99.3%	100.0%
Poor	27	**1**	6	0	0	1	0	1	0	1	0	0	1	0	1	1	0	0
	0.3%	**0.2%**	1.0%	0.0%	0.0%	0.6%	0.0%	0.4%	0.0%	0.6%	0.0%	0.0%	0.5%	0.0%	0.2%	0.3%	0.0%	0.0%
Fair	390	**40**	33	6	20	14	25	15	30	10	13	4	18	5	34	27	9	4
	4.7%	**7.4%**	5.5%	5.0%	7.9%	8.5%	8.6%	6.0%	8.6%	5.6%	4.9%	10.5%	9.7%	9.6%	7.2%	9.1%	6.6%	4.9%
Good	1,651	**135**	133	20	65	48	70	63	92	36	72	9	38	11	119	82	27	20
	19.9%	**24.9%**	22.2%	16.7%	25.6%	29.1%	24.0%	25.4%	26.3%	20.3%	27.4%	23.7%	20.4%	21.2%	25.3%	27.5%	19.7%	24.4%
Very good	2,699	**180**	179	41	83	55	97	83	102	75	88	15	64	19	155	87	51	35
	32.6%	**33.1%**	29.9%	34.2%	32.7%	33.3%	33.2%	33.5%	29.1%	42.4%	33.5%	39.5%	34.4%	36.5%	33.0%	29.2%	37.2%	42.7%
Excellent	3,524	**187**	248	53	86	47	100	86	126	55	90	10	65	17	161	101	50	23
	42.5%	**34.4%**	41.4%	44.2%	33.9%	28.5%	34.2%	34.7%	36.0%	31.1%	34.2%	26.3%	34.9%	32.7%	34.3%	33.9%	36.5%	28.0%
Significantly different from column:*		**AC**		F		D												
Excellent or Very good	6,223	**367**	427	94	169	102	197	169	228	130	178	25	129	36	316	188	101	58
	75.1%	**67.6%**	71.3%	78.3%	66.5%	61.8%	67.5%	68.1%	65.1%	73.4%	67.7%	65.8%	69.4%	69.2%	67.2%	63.1%	73.7%	70.7%
Significantly different from column:*		**A**		EF	D	D										Q	P	

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 32

In general, how would you rate your child's overall health?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,486	**555**	610	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	195	**12**	11	3	5	3	0	4	1	0	0	0	2	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,291	**543**	599	162	303	56	8	166	13	367	135	41	360	118	64
	97.7%	**97.8%**	98.2%	98.2%	98.4%	94.9%	100.0%	97.6%	92.9%	100.0%	100.0%	100.0%	99.4%	99.2%	98.5%
Poor	27	**1**	6	0	1	0	0	0	0	0	0	1	0	0	1
	0.3%	**0.2%**	1.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	1.6%
Fair	390	**40**	33	5	23	10	2	20	4	0	0	40	8	13	19
	4.7%	**7.4%**	5.5%	3.1%	7.6%	17.9%	25.0%	12.0%	30.8%	0.0%	0.0%	97.6%	2.2%	11.0%	29.7%
Good	1,651	**135**	133	40	71	16	1	52	5	0	135	0	51	57	26
	19.9%	**24.9%**	22.2%	24.7%	23.4%	28.6%	12.5%	31.3%	38.5%	0.0%	100.0%	0.0%	14.2%	48.3%	40.6%
Very good	2,699	**180**	179	49	109	18	3	54	3	180	0	0	133	33	14
	32.6%	**33.1%**	29.9%	30.2%	36.0%	32.1%	37.5%	32.5%	23.1%	49.0%	0.0%	0.0%	36.9%	28.0%	21.9%
Excellent	3,524	**187**	248	68	99	12	2	40	1	187	0	0	168	15	4
	42.5%	**34.4%**	41.4%	42.0%	32.7%	21.4%	25.0%	24.1%	7.7%	51.0%	0.0%	0.0%	46.7%	12.7%	6.3%
Significantly different from column:*		**C**		EF	D	D				KL	J	J	NO	M	M
Excellent or Very good	6,223	**367**	427	117	208	30	5	94	4	367	0	0	301	48	18
	75.1%	**67.6%**	71.3%	72.2%	68.6%	53.6%	62.5%	56.6%	30.8%	100.0%	0.0%	0.0%	83.6%	40.7%	28.1%
Significantly different from column:*				F	F	DE				K	J		NO	M	M

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 33

In general, how would you rate your child's overall mental or emotional health?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,486	**555**	610	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	197	**9**	13	0	1	1	0	2	1	0	0	1	0	0	2	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,289	**546**	597	120	255	166	293	249	351	178	265	38	187	52	472	299	138	82
	97.7%	**98.4%**	97.9%	100.0%	99.6%	99.4%	100.0%	99.2%	99.7%	100.0%	100.0%	97.4%	100.0%	100.0%	99.6%	99.7%	100.0%	100.0%
Poor	107	**10**	15	2	5	3	6	3	6	4	5	0	5	1	9	3	4	3
	1.3%	**1.8%**	2.5%	1.7%	2.0%	1.8%	2.0%	1.2%	1.7%	2.2%	1.9%	0.0%	2.7%	1.9%	1.9%	1.0%	2.9%	3.7%
Fair	643	**55**	59	7	24	24	35	20	32	22	25	7	19	4	50	28	15	11
	7.8%	**10.1%**	9.9%	5.8%	9.4%	14.5%	11.9%	8.0%	9.1%	12.4%	9.4%	18.4%	10.2%	7.7%	10.6%	9.4%	10.9%	13.4%
Good	1,562	**119**	126	17	57	42	59	59	70	45	62	6	37	11	104	65	30	19
	18.8%	**21.8%**	21.1%	14.2%	22.4%	25.3%	20.1%	23.7%	19.9%	25.3%	23.4%	15.8%	19.8%	21.2%	22.0%	21.7%	21.7%	23.2%
Very good	2,181	**164**	141	26	88	48	94	68	103	55	81	14	55	17	142	78	49	31
	26.3%	**30.0%**	23.6%	21.7%	34.5%	28.9%	32.1%	27.3%	29.3%	30.9%	30.6%	36.8%	29.4%	32.7%	30.1%	26.1%	35.5%	37.8%
Excellent	3,796	**198**	256	68	81	49	99	99	140	52	92	11	71	19	167	125	40	18
	45.8%	**36.3%**	42.9%	56.7%	31.8%	29.5%	33.8%	39.8%	39.9%	29.2%	34.7%	28.9%	38.0%	36.5%	35.4%	41.8%	29.0%	22.0%
Significantly different from column:*		**AC**		EF	D	D			J	I						QR	P	P
Excellent or Very good	5,977	**362**	397	94	169	97	193	167	243	107	173	25	126	36	309	203	89	49
	72.1%	**66.3%**	66.5%	78.3%	66.3%	58.4%	65.9%	67.1%	69.2%	60.1%	65.3%	65.8%	67.4%	69.2%	65.5%	67.9%	64.5%	59.8%
Significantly different from column:*		**A**		EF	D	D			J	I								

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 33

In general, how would you rate your child's overall mental or emotional health?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,486	**555**	610	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	197	**9**	13	2	4	2	0	3	0	0	1	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,289	**546**	597	163	304	57	8	167	14	367	134	41	362	119	65
	97.7%	**98.4%**	97.9%	98.8%	98.7%	96.6%	100.0%	98.2%	100.0%	100.0%	99.3%	100.0%	100.0%	100.0%	100.0%
Poor	107	**10**	15	0	5	5	0	8	0	0	7	3	0	0	10
	1.3%	**1.8%**	2.5%	0.0%	1.6%	8.8%	0.0%	4.8%	0.0%	0.0%	5.2%	7.3%	0.0%	0.0%	15.4%
Fair	643	**55**	59	9	31	12	0	25	5	18	19	17	0	0	55
	7.8%	**10.1%**	9.9%	5.5%	10.2%	21.1%	0.0%	15.0%	35.7%	4.9%	14.2%	41.5%	0.0%	0.0%	84.6%
Good	1,562	**119**	126	32	71	12	2	45	5	48	57	13	0	119	0
	18.8%	**21.8%**	21.1%	19.6%	23.4%	21.1%	25.0%	26.9%	35.7%	13.1%	42.5%	31.7%	0.0%	100.0%	0.0%
Very good	2,181	**164**	141	49	91	15	2	44	4	119	38	5	164	0	0
	26.3%	**30.0%**	23.6%	30.1%	29.9%	26.3%	25.0%	26.3%	28.6%	32.4%	28.4%	12.2%	45.3%	0.0%	0.0%
Excellent	3,796	**198**	256	73	106	13	4	45	0	182	13	3	198	0	0
	45.8%	**36.3%**	42.9%	44.8%	34.9%	22.8%	50.0%	26.9%	0.0%	49.6%	9.7%	7.3%	54.7%	0.0%	0.0%
Significantly different from column:*		**C**		EF	D	D				KL	J	J	NO	M	M
Excellent or Very good	5,977	**362**	397	122	197	28	6	89	4	301	51	8	362	0	0
	72.1%	**66.3%**	66.5%	74.8%	64.8%	49.1%	75.0%	53.3%	28.6%	82.0%	38.1%	19.5%	100.0%	0.0%	0.0%
Significantly different from column:*				EF	DF	DE				KL	JL	JK	NO	M	M

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 34

What is your child's age?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,486	**555**	610	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	324	**12**	14	0	0	0	3	0	1	1	3	0	1	2	1	2	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,162	**543**	596	120	256	167	290	251	351	177	262	39	186	50	473	298	137	82
	96.2%	**97.8%**	97.7%	100.0%	100.0%	100.0%	99.0%	100.0%	99.7%	99.4%	98.9%	100.0%	99.5%	96.2%	99.8%	99.3%	99.3%	100.0%
Less than 1 year old	191	**0**	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.3%	**0.0%**	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1 year old	452	**12**	29	12	0	0	5	7	7	5	7	1	3	1	11	10	2	0
	5.5%	**2.2%**	4.9%	10.0%	0.0%	0.0%	1.7%	2.8%	2.0%	2.8%	2.7%	2.6%	1.6%	2.0%	2.3%	3.4%	1.5%	0.0%
2 years old	570	**27**	27	27	0	0	13	14	18	9	16	1	9	2	24	14	7	4
	7.0%	**5.0%**	4.5%	22.5%	0.0%	0.0%	4.5%	5.6%	5.1%	5.1%	6.1%	2.6%	4.8%	4.0%	5.1%	4.7%	5.1%	4.9%
3 years old	507	**23**	21	23	0	0	11	12	15	6	13	3	4	0	22	13	6	3
	6.2%	**4.2%**	3.5%	19.2%	0.0%	0.0%	3.8%	4.8%	4.3%	3.4%	5.0%	7.7%	2.2%	0.0%	4.7%	4.4%	4.4%	3.7%
4 to 6 years old	1,350	**92**	87	58	34	0	57	35	59	30	47	5	33	6	82	53	22	12
	16.5%	**16.9%**	14.6%	48.3%	13.3%	0.0%	19.7%	13.9%	16.8%	16.9%	17.9%	12.8%	17.7%	12.0%	17.3%	17.8%	16.1%	14.6%
7 to 9 years old	1,311	**108**	98	0	108	0	63	45	69	35	47	10	36	6	96	49	28	21
	16.1%	**19.9%**	16.4%	0.0%	42.2%	0.0%	21.7%	17.9%	19.7%	19.8%	17.9%	25.6%	19.4%	12.0%	20.3%	16.4%	20.4%	25.6%
10 to 13 years old	1,766	**114**	146	0	114	0	59	55	73	38	63	7	34	13	98	64	37	11
	21.6%	**21.0%**	24.5%	0.0%	44.5%	0.0%	20.3%	21.9%	20.8%	21.5%	24.0%	17.9%	18.3%	26.0%	20.7%	21.5%	27.0%	13.4%
14 to 18 years old	2,015	**167**	177	0	0	167	82	83	110	54	69	12	67	22	140	95	35	31
	24.7%	**30.8%**	29.7%	0.0%	0.0%	100.0%	28.3%	33.1%	31.3%	30.5%	26.3%	30.8%	36.0%	44.0%	29.6%	31.9%	25.5%	37.8%
3 years old or younger	1,720	**62**	88	62	0	0	29	33	40	20	36	5	16	3	57	37	15	7
	21.1%	**11.4%**	14.8%	51.7%	0.0%	0.0%	10.0%	13.1%	11.4%	11.3%	13.7%	12.8%	8.6%	6.0%	12.1%	12.4%	10.9%	8.5%
Significantly different from column:*		**A**		EF	D	D												

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 34

What is your child's age?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,486	**555**	610	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	324	**12**	14	2	7	2	0	2	0	2	2	0	2	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,162	**543**	596	163	301	57	8	168	14	365	133	41	360	116	65
	96.2%	**97.8%**	97.7%	98.8%	97.7%	96.6%	100.0%	98.8%	100.0%	99.5%	98.5%	100.0%	99.4%	97.5%	100.0%
Less than 1 year old	191	**0**	11	0	0	0	0	0	0	0	0	0	0	0	0
	2.3%	**0.0%**	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1 year old	452	**12**	29	3	5	3	0	5	0	10	2	0	12	0	0
	5.5%	**2.2%**	4.9%	1.8%	1.7%	5.3%	0.0%	3.0%	0.0%	2.7%	1.5%	0.0%	3.3%	0.0%	0.0%
2 years old	570	**27**	27	8	17	2	0	5	0	22	4	1	24	3	0
	7.0%	**5.0%**	4.5%	4.9%	5.6%	3.5%	0.0%	3.0%	0.0%	6.0%	3.0%	2.4%	6.7%	2.6%	0.0%
3 years old	507	**23**	21	9	12	1	0	5	2	17	6	0	19	3	1
	6.2%	**4.2%**	3.5%	5.5%	4.0%	1.8%	0.0%	3.0%	14.3%	4.7%	4.5%	0.0%	5.3%	2.6%	1.5%
4 to 6 years old	1,350	**92**	87	23	53	12	3	28	3	69	13	10	63	16	13
	16.5%	**16.9%**	14.6%	14.1%	17.6%	21.1%	37.5%	16.7%	21.4%	18.9%	9.8%	24.4%	17.5%	13.8%	20.0%
7 to 9 years old	1,311	**108**	98	38	52	12	3	32	3	74	27	5	78	22	7
	16.1%	**19.9%**	16.4%	23.3%	17.3%	21.1%	37.5%	19.0%	21.4%	20.3%	20.3%	12.2%	21.7%	19.0%	10.8%
10 to 13 years old	1,766	**114**	146	30	68	12	0	33	3	71	33	10	67	30	17
	21.6%	**21.0%**	24.5%	18.4%	22.6%	21.1%	0.0%	19.6%	21.4%	19.5%	24.8%	24.4%	18.6%	25.9%	26.2%
14 to 18 years old	2,015	**167**	177	52	94	15	2	60	3	102	48	15	97	42	27
	24.7%	**30.8%**	29.7%	31.9%	31.2%	26.3%	25.0%	35.7%	21.4%	27.9%	36.1%	36.6%	26.9%	36.2%	41.5%
3 years old or younger	1,720	**62**	88	20	34	6	0	15	2	49	12	1	55	6	1
	21.1%	**11.4%**	14.8%	12.3%	11.3%	10.5%	0.0%	8.9%	14.3%	13.4%	9.0%	2.4%	15.3%	5.2%	1.5%
Significantly different from column:*										L		J	NO	M	M

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 35

Is your child male or female?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,486	**555**	610	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	320	**11**	16	0	0	2	0	0	1	0	1	0	1	0	2	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,166	**544**	594	120	256	165	293	251	351	178	264	39	186	52	472	299	137	82
	96.2%	**98.0%**	97.4%	100.0%	100.0%	98.8%	100.0%	100.0%	99.7%	100.0%	99.6%	100.0%	99.5%	100.0%	99.6%	99.7%	99.3%	100.0%
Male	4,301	**293**	316	67	141	82	293	0	193	93	145	21	102	30	256	156	70	56
	52.7%	**53.9%**	53.2%	55.8%	55.1%	49.7%	100.0%	0.0%	55.0%	52.2%	54.9%	53.8%	54.8%	57.7%	54.2%	52.2%	51.1%	68.3%
Female	3,865	**251**	278	53	115	83	0	251	158	85	119	18	84	22	216	143	67	26
	47.3%	**46.1%**	46.8%	44.2%	44.9%	50.3%	0.0%	100.0%	45.0%	47.8%	45.1%	46.2%	45.2%	42.3%	45.8%	47.8%	48.9%	31.7%
Significantly different from column:*							H	G								R	R	PQ

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 35

Is your child male or female?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,486	**555**	610	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	320	**11**	16	2	4	3	0	2	0	1	2	0	2	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,166	**544**	594	163	304	56	8	168	14	366	133	41	360	118	64
	96.2%	**98.0%**	97.4%	98.8%	98.7%	94.9%	100.0%	98.8%	100.0%	99.7%	98.5%	100.0%	99.4%	99.2%	98.5%
Male	4,301	**293**	316	83	169	33	4	92	8	197	70	25	193	59	41
	52.7%	**53.9%**	53.2%	50.9%	55.6%	58.9%	50.0%	54.8%	57.1%	53.8%	52.6%	61.0%	53.6%	50.0%	64.1%
Female	3,865	**251**	278	80	135	23	4	76	6	169	63	16	167	59	23
	47.3%	**46.1%**	46.8%	49.1%	44.4%	41.1%	50.0%	45.2%	42.9%	46.2%	47.4%	39.0%	46.4%	50.0%	35.9%
Significantly different from column:*															

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 36

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,486	**555**	610	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	441	**25**	22	4	8	3	7	8	0	0	7	3	2	3	10	8	3	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,045	**530**	588	116	248	164	286	243	352	178	258	36	185	49	464	292	135	81
	94.8%	**95.5%**	96.4%	96.7%	96.9%	98.2%	97.6%	96.8%	100.0%	100.0%	97.4%	92.3%	98.9%	94.2%	97.9%	97.3%	97.8%	98.8%
Yes, Hispanic or Latino	3,546	**352**	392	78	163	110	193	158	352	0	169	12	124	24	317	227	77	31
	44.1%	**66.4%**	66.7%	67.2%	65.7%	67.1%	67.5%	65.0%	100.0%	0.0%	65.5%	33.3%	67.0%	49.0%	68.3%	77.7%	57.0%	38.3%
No, not Hispanic or Latino	4,499	**178**	196	38	85	54	93	85	0	178	89	24	61	25	147	65	58	50
	55.9%	**33.6%**	33.3%	32.8%	34.3%	32.9%	32.5%	35.0%	0.0%	100.0%	34.5%	66.7%	33.0%	51.0%	31.7%	22.3%	43.0%	61.7%
Significantly different from column:*		**A**							J	I	L	KM	L	O	N	QR	PR	PQ

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 36

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,486	**555**	610	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	441	**25**	22	9	9	4	1	7	0	9	7	0	12	4	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,045	**530**	588	156	299	55	7	163	14	358	128	41	350	115	64
	94.8%	**95.5%**	96.4%	94.5%	97.1%	93.2%	87.5%	95.9%	100.0%	97.5%	94.8%	100.0%	96.7%	96.6%	98.5%
Yes, Hispanic or Latino	3,546	**352**	392	106	199	31	3	103	6	228	92	30	243	70	38
	44.1%	**66.4%**	66.7%	67.9%	66.6%	56.4%	42.9%	63.2%	42.9%	63.7%	71.9%	73.2%	69.4%	60.9%	59.4%
No, not Hispanic or Latino	4,499	**178**	196	50	100	24	4	60	8	130	36	11	107	45	26
	55.9%	**33.6%**	33.3%	32.1%	33.4%	43.6%	57.1%	36.8%	57.1%	36.3%	28.1%	26.8%	30.6%	39.1%	40.6%
Significantly different from column:*															

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 37

What is your child's race? Mark one or more.

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,486	**555**	610	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	777	**64**	70	10	27	19	25	30	47	4	0	0	0	3	43	38	5	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,709	**491**	540	110	229	148	268	221	305	174	265	39	187	49	431	262	133	81
	90.8%	**88.5%**	88.5%	91.7%	89.5%	88.6%	91.5%	88.0%	86.6%	97.8%	100.0%	100.0%	100.0%	94.2%	90.9%	87.3%	96.4%	98.8%
White	4,132	**318**	335	79	150	85	176	140	195	115	265	0	53	29	283	155	93	61
	53.6%	**64.8%**	62.0%	71.8%	65.5%	57.4%	65.7%	63.3%	63.9%	66.1%	100.0%	0.0%	28.3%	59.2%	65.7%	59.2%	69.9%	75.3%
Black or African-American	2,227	**71**	75	22	30	18	42	29	22	46	0	39	32	8	63	32	19	17
	28.9%	**14.5%**	13.9%	20.0%	13.1%	12.2%	15.7%	13.1%	7.2%	26.4%	0.0%	100.0%	17.1%	16.3%	14.6%	12.2%	14.3%	21.0%
Asian	502	**27**	29	5	14	8	14	13	7	19	0	0	27	6	20	11	8	7
	6.5%	**5.5%**	5.4%	4.5%	6.1%	5.4%	5.2%	5.9%	2.3%	10.9%	0.0%	0.0%	14.4%	12.2%	4.6%	4.2%	6.0%	8.6%
Native Hawaiian or other Pacific Islander	85	**11**	10	4	5	2	4	7	6	5	0	0	11	0	10	3	1	4
	1.1%	**2.2%**	1.9%	3.6%	2.2%	1.4%	1.5%	3.2%	2.0%	2.9%	0.0%	0.0%	5.9%	0.0%	2.3%	1.1%	0.8%	4.9%
American Indian or Alaska Native	246	**17**	29	5	5	7	8	8	9	8	0	0	17	4	13	7	5	5
	3.2%	**3.5%**	5.4%	4.5%	2.2%	4.7%	3.0%	3.6%	3.0%	4.6%	0.0%	0.0%	9.1%	8.2%	3.0%	2.7%	3.8%	6.2%
Other	1,822	**126**	156	20	55	51	67	58	105	20	0	0	126	15	108	86	26	10
	23.6%	**25.7%**	28.9%	18.2%	24.0%	34.5%	25.0%	26.2%	34.4%	11.5%	0.0%	0.0%	67.4%	30.6%	25.1%	32.8%	19.5%	12.3%

NA - Not applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 37

What is your child's race? Mark one or more.

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,486	**555**	610	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	777	**64**	70	24	33	4	1	14	0	35	16	5	38	14	4
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,709	**491**	540	141	275	55	7	156	14	332	119	36	324	105	61
	90.8%	**88.5%**	88.5%	85.5%	89.3%	93.2%	87.5%	91.8%	100.0%	90.5%	88.1%	87.8%	89.5%	88.2%	93.8%
White	4,132	**318**	335	80	182	43	5	105	13	220	78	17	209	68	41
	53.6%	**64.8%**	62.0%	56.7%	66.2%	78.2%	71.4%	67.3%	92.9%	66.3%	65.5%	47.2%	64.5%	64.8%	67.2%
Black or African-American	2,227	**71**	75	29	29	11	1	21	2	50	13	7	49	7	14
	28.9%	**14.5%**	13.9%	20.6%	10.5%	20.0%	14.3%	13.5%	14.3%	15.1%	10.9%	19.4%	15.1%	6.7%	23.0%
Asian	502	**27**	29	12	10	5	0	7	0	19	8	0	18	6	3
	6.5%	**5.5%**	5.4%	8.5%	3.6%	9.1%	0.0%	4.5%	0.0%	5.7%	6.7%	0.0%	5.6%	5.7%	4.9%
Native Hawaiian or other Pacific Islander	85	**11**	10	3	4	3	0	2	1	9	1	0	7	2	2
	1.1%	**2.2%**	1.9%	2.1%	1.5%	5.5%	0.0%	1.3%	7.1%	2.7%	0.8%	0.0%	2.2%	1.9%	3.3%
American Indian or Alaska Native	246	**17**	29	2	10	4	0	2	1	10	4	3	10	2	5
	3.2%	**3.5%**	5.4%	1.4%	3.6%	7.3%	0.0%	1.3%	7.1%	3.0%	3.4%	8.3%	3.1%	1.9%	8.2%
Other	1,822	**126**	156	42	69	10	1	39	1	85	26	14	86	28	12
	23.6%	**25.7%**	28.9%	29.8%	25.1%	18.2%	14.3%	25.0%	7.1%	25.6%	21.8%	38.9%	26.5%	26.7%	19.7%

NA - Not applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 38

What is your age?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,486	**555**	610	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	480	**28**	27	5	8	6	7	11	7	7	4	0	4	0	6	2	2	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,006	**527**	583	115	248	161	286	240	345	171	261	39	183	52	468	298	136	80
	94.3%	**95.0%**	95.6%	95.8%	96.9%	96.4%	97.6%	95.6%	98.0%	96.1%	98.5%	100.0%	97.9%	100.0%	98.7%	99.3%	98.6%	97.6%
Under 18	349	**16**	27	2	8	6	9	7	11	5	9	2	4	3	13	14	1	1
	4.4%	**3.0%**	4.6%	1.7%	3.2%	3.7%	3.1%	2.9%	3.2%	2.9%	3.4%	5.1%	2.2%	5.8%	2.8%	4.7%	0.7%	1.3%
18 to 24	353	**21**	36	17	1	3	9	12	15	5	11	2	6	1	20	16	4	1
	4.4%	**4.0%**	6.2%	14.8%	0.4%	1.9%	3.1%	5.0%	4.3%	2.9%	4.2%	5.1%	3.3%	1.9%	4.3%	5.4%	2.9%	1.3%
25 to 34	2,181	**121**	145	48	63	10	62	59	91	27	61	10	39	7	114	74	32	10
	27.2%	**23.0%**	24.9%	41.7%	25.4%	6.2%	21.7%	24.6%	26.4%	15.8%	23.4%	25.6%	21.3%	13.5%	24.4%	24.8%	23.5%	12.5%
35 to 44	2,960	**208**	191	40	105	62	119	88	133	71	104	13	75	14	192	109	55	37
	37.0%	**39.5%**	32.8%	34.8%	42.3%	38.5%	41.6%	36.7%	38.6%	41.5%	39.8%	33.3%	41.0%	26.9%	41.0%	36.6%	40.4%	46.3%
45 to 54	1,445	**118**	131	6	56	55	67	51	75	42	57	8	43	19	96	65	31	21
	18.0%	**22.4%**	22.5%	5.2%	22.6%	34.2%	23.4%	21.3%	21.7%	24.6%	21.8%	20.5%	23.5%	36.5%	20.5%	21.8%	22.8%	26.3%
55 to 64	451	**26**	37	1	11	13	13	13	14	11	12	2	9	4	22	15	5	6
	5.6%	**4.9%**	6.3%	0.9%	4.4%	8.1%	4.5%	5.4%	4.1%	6.4%	4.6%	5.1%	4.9%	7.7%	4.7%	5.0%	3.7%	7.5%
65 to 74	213	**10**	13	1	1	8	4	6	4	5	3	1	5	3	5	3	4	3
	2.7%	**1.9%**	2.2%	0.9%	0.4%	5.0%	1.4%	2.5%	1.2%	2.9%	1.1%	2.6%	2.7%	5.8%	1.1%	1.0%	2.9%	3.8%
75 or older	54	**7**	3	0	3	4	3	4	2	5	4	1	2	1	6	2	4	1
	0.7%	**1.3%**	0.5%	0.0%	1.2%	2.5%	1.0%	1.7%	0.6%	2.9%	1.5%	2.6%	1.1%	1.9%	1.3%	0.7%	2.9%	1.3%
35 or older	5,123	**369**	375	48	176	142	206	162	228	134	180	25	134	41	321	194	99	68
	64.0%	**70.0%**	64.3%	41.7%	71.0%	88.2%	72.0%	67.5%	66.1%	78.4%	69.0%	64.1%	73.2%	78.8%	68.6%	65.1%	72.8%	85.0%
Significantly different from column:*		**AC**		EF	DF	DE			J	I						R	R	PQ

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 38

What is your age?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,486	**555**	610	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	480	**28**	27	10	14	2	0	5	0	14	6	0	14	6	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,006	**527**	583	155	294	57	8	165	14	353	129	41	348	113	64
	94.3%	**95.0%**	95.6%	93.9%	95.5%	96.6%	100.0%	97.1%	100.0%	96.2%	95.6%	100.0%	96.1%	95.0%	98.5%
Under 18	349	**16**	27	6	9	1	1	7	0	11	5	0	9	3	4
	4.4%	**3.0%**	4.6%	3.9%	3.1%	1.8%	12.5%	4.2%	0.0%	3.1%	3.9%	0.0%	2.6%	2.7%	6.3%
18 to 24	353	**21**	36	5	11	4	1	3	0	16	4	1	17	4	0
	4.4%	**4.0%**	6.2%	3.2%	3.7%	7.0%	12.5%	1.8%	0.0%	4.5%	3.1%	2.4%	4.9%	3.5%	0.0%
25 to 34	2,181	**121**	145	36	62	15	2	34	0	92	24	4	89	24	7
	27.2%	**23.0%**	24.9%	23.2%	21.1%	26.3%	25.0%	20.6%	0.0%	26.1%	18.6%	9.8%	25.6%	21.2%	10.9%
35 to 44	2,960	**208**	191	66	112	22	2	57	6	141	50	14	141	43	24
	37.0%	**39.5%**	32.8%	42.6%	38.1%	38.6%	25.0%	34.5%	42.9%	39.9%	38.8%	34.1%	40.5%	38.1%	37.5%
45 to 54	1,445	**118**	131	32	72	11	0	48	5	68	34	16	69	33	15
	18.0%	**22.4%**	22.5%	20.6%	24.5%	19.3%	0.0%	29.1%	35.7%	19.3%	26.4%	39.0%	19.8%	29.2%	23.4%
55 to 64	451	**26**	37	5	16	4	1	11	3	17	6	3	13	6	7
	5.6%	**4.9%**	6.3%	3.2%	5.4%	7.0%	12.5%	6.7%	21.4%	4.8%	4.7%	7.3%	3.7%	5.3%	10.9%
65 to 74	213	**10**	13	5	5	0	1	1	0	6	2	2	8	0	2
	2.7%	**1.9%**	2.2%	3.2%	1.7%	0.0%	12.5%	0.6%	0.0%	1.7%	1.6%	4.9%	2.3%	0.0%	3.1%
75 or older	54	**7**	3	0	7	0	0	4	0	2	4	1	2	0	5
	0.7%	**1.3%**	0.5%	0.0%	2.4%	0.0%	0.0%	2.4%	0.0%	0.6%	3.1%	2.4%	0.6%	0.0%	7.8%
35 or older	5,123	**369**	375	108	212	37	4	121	14	234	96	36	233	82	53
	64.0%	**70.0%**	64.3%	69.7%	72.1%	64.9%	50.0%	73.3%	100.0%	66.3%	74.4%	87.8%	67.0%	72.6%	82.8%
Significantly different from column:*		**C**								L		J	O		M

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 39

Are you male or female?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,486	**555**	610	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	434	**29**	24	5	10	5	7	13	11	6	6	0	5	0	0	1	5	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,052	**526**	586	115	246	162	286	238	341	172	259	39	182	52	474	299	133	82
	94.9%	**94.8%**	96.1%	95.8%	96.1%	97.0%	97.6%	94.8%	96.9%	96.6%	97.7%	100.0%	97.3%	100.0%	100.0%	99.7%	96.4%	100.0%
Male	1,040	**52**	63	7	21	22	30	22	24	25	20	4	25	52	0	24	14	13
	12.9%	**9.9%**	10.8%	6.1%	8.5%	13.6%	10.5%	9.2%	7.0%	14.5%	7.7%	10.3%	13.7%	100.0%	0.0%	8.0%	10.5%	15.9%
Female	7,012	**474**	523	108	225	140	256	216	317	147	239	35	157	0	474	275	119	69
	87.1%	**90.1%**	89.2%	93.9%	91.5%	86.4%	89.5%	90.8%	93.0%	85.5%	92.3%	89.7%	86.3%	0.0%	100.0%	92.0%	89.5%	84.1%
Significantly different from column:*		**A**		F		D			J	I	M		K	O	N	R		P

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 39

Are you male or female?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,486	**555**	610	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	434	**29**	24	12	14	2	0	6	0	15	5	1	17	4	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,052	**526**	586	153	294	57	8	164	14	352	130	40	345	115	64
	94.9%	**94.8%**	96.1%	92.7%	95.5%	96.6%	100.0%	96.5%	100.0%	95.9%	96.3%	97.6%	95.3%	96.6%	98.5%
Male	1,040	**52**	63	19	28	3	2	16	0	36	11	5	36	11	5
	12.9%	**9.9%**	10.8%	12.4%	9.5%	5.3%	25.0%	9.8%	0.0%	10.2%	8.5%	12.5%	10.4%	9.6%	7.8%
Female	7,012	**474**	523	134	266	54	6	148	14	316	119	35	309	104	59
	87.1%	**90.1%**	89.2%	87.6%	90.5%	94.7%	75.0%	90.2%	100.0%	89.8%	91.5%	87.5%	89.6%	90.4%	92.2%
Significantly different from column:*															

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 40

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

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,486	**555**	610	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	590	**35**	33	7	13	6	11	15	17	5	6	2	7	1	11	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,896	**520**	577	113	243	161	282	236	335	173	259	37	180	51	463	300	138	82
	93.0%	**93.7%**	94.6%	94.2%	94.9%	96.4%	96.2%	94.0%	95.2%	97.2%	97.7%	94.9%	96.3%	98.1%	97.7%	100.0%	100.0%	100.0%
8th grade or less	795	**49**	45	3	23	22	20	29	41	7	18	4	20	3	46	49	0	0
	10.1%	**9.4%**	7.8%	2.7%	9.5%	13.7%	7.1%	12.3%	12.2%	4.0%	6.9%	10.8%	11.1%	5.9%	9.9%	16.3%	0.0%	0.0%
Some high school, but did not graduate	916	**64**	81	13	30	21	30	34	55	7	25	4	24	7	57	64	0	0
	11.6%	**12.3%**	14.0%	11.5%	12.3%	13.0%	10.6%	14.4%	16.4%	4.0%	9.7%	10.8%	13.3%	13.7%	12.3%	21.3%	0.0%	0.0%
High school graduate or GED	2,678	**187**	197	53	81	52	106	80	131	51	89	12	66	14	172	187	0	0
	33.9%	**36.0%**	34.1%	46.9%	33.3%	32.3%	37.6%	33.9%	39.1%	29.5%	34.4%	32.4%	36.7%	27.5%	37.1%	62.3%	0.0%	0.0%
Some college or 2-year degree	2,059	**138**	162	32	70	35	70	67	77	58	79	9	45	14	119	0	138	0
	26.1%	**26.5%**	28.1%	28.3%	28.8%	21.7%	24.8%	28.4%	23.0%	33.5%	30.5%	24.3%	25.0%	27.5%	25.7%	0.0%	100.0%	0.0%
4-year college graduate	826	**45**	54	7	21	17	27	18	20	25	26	4	14	8	37	0	0	45
	10.5%	**8.7%**	9.4%	6.2%	8.6%	10.6%	9.6%	7.6%	6.0%	14.5%	10.0%	10.8%	7.8%	15.7%	8.0%	0.0%	0.0%	54.9%
More than 4-year college degree	622	**37**	38	5	18	14	29	8	11	25	22	4	11	5	32	0	0	37
	7.9%	**7.1%**	6.6%	4.4%	7.4%	8.7%	10.3%	3.4%	3.3%	14.5%	8.5%	10.8%	6.1%	9.8%	6.9%	0.0%	0.0%	45.1%
4-year college graduate or more	1,448	**82**	92	12	39	31	56	26	31	50	48	8	25	13	69	0	0	82
	18.3%	**15.8%**	15.9%	10.6%	16.0%	19.3%	19.9%	11.0%	9.3%	28.9%	18.5%	21.6%	13.9%	25.5%	14.9%	0.0%	0.0%	100.0%
Significantly different from column:*							H	G	J	I						R	R	PQ

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 40

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

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,486	**555**	610	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	590	**35**	33	17	14	2	0	7	0	20	6	0	21	5	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,896	**520**	577	148	294	57	8	163	14	347	129	41	341	114	64
	93.0%	**93.7%**	94.6%	89.7%	95.5%	96.6%	100.0%	95.9%	100.0%	94.6%	95.6%	100.0%	94.2%	95.8%	98.5%
8th grade or less	795	**49**	45	18	28	2	0	17	0	28	10	9	30	11	8
	10.1%	**9.4%**	7.8%	12.2%	9.5%	3.5%	0.0%	10.4%	0.0%	8.1%	7.8%	22.0%	8.8%	9.6%	12.5%
Some high school, but did not graduate	916	**64**	81	26	32	5	0	12	1	40	19	5	44	14	5
	11.6%	**12.3%**	14.0%	17.6%	10.9%	8.8%	0.0%	7.4%	7.1%	11.5%	14.7%	12.2%	12.9%	12.3%	7.8%
High school graduate or GED	2,678	**187**	197	60	97	16	5	57	2	120	53	14	129	40	18
	33.9%	**36.0%**	34.1%	40.5%	33.0%	28.1%	62.5%	35.0%	14.3%	34.6%	41.1%	34.1%	37.8%	35.1%	28.1%
Some college or 2-year degree	2,059	**138**	162	31	85	17	1	42	4	101	27	9	89	30	19
	26.1%	**26.5%**	28.1%	20.9%	28.9%	29.8%	12.5%	25.8%	28.6%	29.1%	20.9%	22.0%	26.1%	26.3%	29.7%
4-year college graduate	826	**45**	54	11	26	8	0	18	3	36	8	1	26	14	5
	10.5%	**8.7%**	9.4%	7.4%	8.8%	14.0%	0.0%	11.0%	21.4%	10.4%	6.2%	2.4%	7.6%	12.3%	7.8%
More than 4-year college degree	622	**37**	38	2	26	9	2	17	4	22	12	3	23	5	9
	7.9%	**7.1%**	6.6%	1.4%	8.8%	15.8%	25.0%	10.4%	28.6%	6.3%	9.3%	7.3%	6.7%	4.4%	14.1%
4-year college graduate or more	1,448	**82**	92	13	52	17	2	35	7	58	20	4	49	19	14
	18.3%	**15.8%**	15.9%	8.8%	17.7%	29.8%	25.0%	21.5%	50.0%	16.7%	15.5%	9.8%	14.4%	16.7%	21.9%
Significantly different from column:*				EF	DF	DE									

NA - Not applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 41

How are you related to the child?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	8,486	**555**	610	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	590	**30**	35	7	10	4	9	12	12	6	4	0	7	0	7	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,896	**525**	575	113	246	163	284	239	340	172	261	39	180	52	467	300	137	81
	93.0%	**94.6%**	94.3%	94.2%	96.1%	97.6%	96.9%	95.2%	96.6%	96.6%	98.5%	100.0%	96.3%	100.0%	98.5%	100.0%	99.3%	98.8%
Mother or father	7,366	**486**	527	112	227	144	265	219	319	155	245	36	165	48	434	279	124	76
	93.3%	**92.6%**	91.7%	99.1%	92.3%	88.3%	93.3%	91.6%	93.8%	90.1%	93.9%	92.3%	91.7%	92.3%	92.9%	93.0%	90.5%	93.8%
Grandparent	339	**22**	30	0	11	11	9	13	10	11	10	1	8	0	21	13	8	1
	4.3%	**4.2%**	5.2%	0.0%	4.5%	6.7%	3.2%	5.4%	2.9%	6.4%	3.8%	2.6%	4.4%	0.0%	4.5%	4.3%	5.8%	1.2%
Aunt or uncle	41	**0**	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Older brother or sister	26	**5**	4	0	1	4	2	3	4	1	2	1	0	2	3	3	2	0
	0.3%	**1.0%**	0.7%	0.0%	0.4%	2.5%	0.7%	1.3%	1.2%	0.6%	0.8%	2.6%	0.0%	3.8%	0.6%	1.0%	1.5%	0.0%
Other relative	6	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Legal guardian	97	**8**	10	1	4	3	7	1	5	3	3	1	4	2	5	2	3	3
	1.2%	**1.5%**	1.7%	0.9%	1.6%	1.8%	2.5%	0.4%	1.5%	1.7%	1.1%	2.6%	2.2%	3.8%	1.1%	0.7%	2.2%	3.7%
Someone else	21	**4**	1	0	3	1	1	3	2	2	1	0	3	0	4	3	0	1
	0.3%	**0.8%**	0.2%	0.0%	1.2%	0.6%	0.4%	1.3%	0.6%	1.2%	0.4%	0.0%	1.7%	0.0%	0.9%	1.0%	0.0%	1.2%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 41

How are you related to the child?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,486	**555**	610	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	590	**30**	35	14	13	2	0	5	0	18	4	0	19	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,896	**525**	575	151	295	57	8	165	14	349	131	41	343	115	65
	93.0%	**94.6%**	94.3%	91.5%	95.8%	96.6%	100.0%	97.1%	100.0%	95.1%	97.0%	100.0%	94.8%	96.6%	100.0%
Mother or father	7,366	**486**	527	137	272	55	6	153	13	326	120	37	322	107	55
	93.3%	**92.6%**	91.7%	90.7%	92.2%	96.5%	75.0%	92.7%	92.9%	93.4%	91.6%	90.2%	93.9%	93.0%	84.6%
Grandparent	339	**22**	30	7	14	1	1	6	1	14	6	2	11	3	8
	4.3%	**4.2%**	5.2%	4.6%	4.7%	1.8%	12.5%	3.6%	7.1%	4.0%	4.6%	4.9%	3.2%	2.6%	12.3%
Aunt or uncle	41	**0**	3	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Older brother or sister	26	**5**	4	2	2	1	1	0	0	2	2	1	2	3	0
	0.3%	**1.0%**	0.7%	1.3%	0.7%	1.8%	12.5%	0.0%	0.0%	0.6%	1.5%	2.4%	0.6%	2.6%	0.0%
Other relative	6	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Legal guardian	97	**8**	10	4	4	0	0	4	0	5	2	1	7	1	0
	1.2%	**1.5%**	1.7%	2.6%	1.4%	0.0%	0.0%	2.4%	0.0%	1.4%	1.5%	2.4%	2.0%	0.9%	0.0%
Someone else	21	**4**	1	1	3	0	0	2	0	2	1	0	1	1	2
	0.3%	**0.8%**	0.2%	0.7%	1.0%	0.0%	0.0%	1.2%	0.0%	0.6%	0.8%	0.0%	0.3%	0.9%	3.1%

NA - Not applicable

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 42

X453

In the last 6 months, how often were you able to find a doctor or other health professional who met your child's cultural, racial, ethnic, or language needs or preferences?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	---	**555**	---	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	---	**41**	---	7	18	8	18	14	19	5	7	3	10	3	16	11	0	2
Number no experience	---	**93**	---	19	46	28	46	47	68	24	52	2	27	11	82	58	25	8
Usable responses	---	**421**	---	94	192	131	229	190	265	149	206	34	150	38	376	231	113	72
	---	**75.9%**	---	78.3%	75.0%	78.4%	78.2%	75.7%	75.3%	83.7%	77.7%	87.2%	80.2%	73.1%	79.3%	77.0%	81.9%	87.8%
Never	---	**31**	---	6	13	12	14	17	18	10	8	5	15	3	26	18	8	5
	---	**7.4%**	---	6.4%	6.8%	9.2%	6.1%	8.9%	6.8%	6.7%	3.9%	14.7%	10.0%	7.9%	6.9%	7.8%	7.1%	6.9%
Sometimes	---	**50**	---	6	29	14	21	28	28	21	14	9	22	7	43	25	15	8
	---	**11.9%**	---	6.4%	15.1%	10.7%	9.2%	14.7%	10.6%	14.1%	6.8%	26.5%	14.7%	18.4%	11.4%	10.8%	13.3%	11.1%
Usually	---	**71**	---	13	28	28	46	24	54	15	39	4	23	4	65	48	16	6
	---	**16.9%**	---	13.8%	14.6%	21.4%	20.1%	12.6%	20.4%	10.1%	18.9%	11.8%	15.3%	10.5%	17.3%	20.8%	14.2%	8.3%
Always	---	**269**	---	69	122	77	148	121	165	103	145	16	90	24	242	140	74	53
	---	**63.9%**	---	73.4%	63.5%	58.8%	64.6%	63.7%	62.3%	69.1%	70.4%	47.1%	60.0%	63.2%	64.4%	60.6%	65.5%	73.6%
Significantly different from column:*				F		D					LM	K	K			R		P
Usually or Always	---	**340**	---	82	150	105	194	145	219	118	184	20	113	28	307	188	90	59
	---	**80.8%**	---	87.2%	78.1%	80.2%	84.7%	76.3%	82.6%	79.2%	89.3%	58.8%	75.3%	73.7%	81.6%	81.4%	79.6%	81.9%
Significantly different from column:*							H	G			LM	K	K					

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 42

X453

In the last 6 months, how often were you able to find a doctor or other health professional who met your child's cultural, racial, ethnic, or language needs or preferences?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	---	**555**	---	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	---	**41**	---	21	13	4	1	7	1	24	8	1	26	6	1
Number no experience	---	**93**	---	55	31	5	1	10	0	74	17	2	73	12	8
Usable responses	---	**421**	---	89	264	50	6	153	13	269	110	38	263	101	56
	---	**75.9%**	---	53.9%	85.7%	84.7%	75.0%	90.0%	92.9%	73.3%	81.5%	92.7%	72.7%	84.9%	86.2%
Never	---	**31**	---	19	10	2	0	6	1	19	10	1	20	9	2
	---	**7.4%**	---	21.3%	3.8%	4.0%	0.0%	3.9%	7.7%	7.1%	9.1%	2.6%	7.6%	8.9%	3.6%
Sometimes	---	**50**	---	18	27	5	2	13	1	33	12	4	32	9	9
	---	**11.9%**	---	20.2%	10.2%	10.0%	33.3%	8.5%	7.7%	12.3%	10.9%	10.5%	12.2%	8.9%	16.1%
Usually	---	**71**	---	12	52	4	1	25	4	34	27	8	34	20	16
	---	**16.9%**	---	13.5%	19.7%	8.0%	16.7%	16.3%	30.8%	12.6%	24.5%	21.1%	12.9%	19.8%	28.6%
Always	---	**269**	---	40	175	39	3	109	7	183	61	25	177	63	29
	---	**63.9%**	---	44.9%	66.3%	78.0%	50.0%	71.2%	53.8%	68.0%	55.5%	65.8%	67.3%	62.4%	51.8%
Significantly different from column:*				EF	D	D				K	J		O		M
Usually or Always	---	**340**	---	52	227	43	4	134	11	217	88	33	211	83	45
	---	**80.8%**	---	58.4%	86.0%	86.0%	66.7%	87.6%	84.6%	80.7%	80.0%	86.8%	80.2%	82.2%	80.4%
Significantly different from column:*				EF	D	D									

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 43

X454

In the last 6 months, how often did your child receive health care services in a language that you could understand?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
				0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Number in sample	---	**555**	---	120	256	167	293	251	352	178	265	39	187	52	474	300	138	82
Number missing or multiple answer	---	**34**	---	6	14	6	13	13	17	4	4	2	9	1	11	6	0	0
Number no experience	---	**82**	---	16	41	25	36	46	58	22	42	4	27	8	73	48	26	7
Usable responses	---	**439**	---	98	201	136	244	192	277	152	219	33	151	43	390	246	112	75
	---	**79.1%**	---	81.7%	78.5%	81.4%	83.3%	76.5%	78.7%	85.4%	82.6%	84.6%	80.7%	82.7%	82.3%	82.0%	81.2%	91.5%
Never	---	**33**	---	4	20	9	20	13	14	18	16	5	9	6	26	19	10	3
	---	**7.5%**	---	4.1%	10.0%	6.6%	8.2%	6.8%	5.1%	11.8%	7.3%	15.2%	6.0%	14.0%	6.7%	7.7%	8.9%	4.0%
Sometimes	---	**23**	---	5	9	8	9	14	13	9	9	1	11	2	21	19	2	2
	---	**5.2%**	---	5.1%	4.5%	5.9%	3.7%	7.3%	4.7%	5.9%	4.1%	3.0%	7.3%	4.7%	5.4%	7.7%	1.8%	2.7%
Usually	---	**52**	---	6	26	19	25	26	39	11	20	3	24	3	47	36	11	3
	---	**11.8%**	---	6.1%	12.9%	14.0%	10.2%	13.5%	14.1%	7.2%	9.1%	9.1%	15.9%	7.0%	12.1%	14.6%	9.8%	4.0%
Always	---	**331**	---	83	146	100	190	139	211	114	174	24	107	32	296	172	89	67
	---	**75.4%**	---	84.7%	72.6%	73.5%	77.9%	72.4%	76.2%	75.0%	79.5%	72.7%	70.9%	74.4%	75.9%	69.9%	79.5%	89.3%
Significantly different from column:*				EF	D	D										R		P
Usually or Always	---	**383**	---	89	172	119	215	165	250	125	194	27	131	35	343	208	100	70
	---	**87.2%**	---	90.8%	85.6%	87.5%	88.1%	85.9%	90.3%	82.2%	88.6%	81.8%	86.8%	81.4%	87.9%	84.6%	89.3%	93.3%
Significantly different from column:*									J	I								

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2024 (MY 2024) - Fielded February to May 2025

Question 43

X454

In the last 6 months, how often did your child receive health care services in a language that you could understand?

Base: All respondents

	2025 CSS Average	**2025**	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
				None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	---	**555**	---	165	308	59	8	170	14	367	135	41	362	119	65
Number missing or multiple answer	---	**34**	---	18	12	2	0	6	0	19	6	1	20	5	1
Number no experience	---	**82**	---	52	24	4	1	7	0	66	16	0	66	11	5
Usable responses	---	**439**	---	95	272	53	7	157	14	282	113	40	276	103	59
	---	**79.1%**	---	57.6%	88.3%	89.8%	87.5%	92.4%	100.0%	76.8%	83.7%	97.6%	76.2%	86.6%	90.8%
Never	---	**33**	---	16	12	3	0	7	0	24	8	1	23	7	3
	---	**7.5%**	---	16.8%	4.4%	5.7%	0.0%	4.5%	0.0%	8.5%	7.1%	2.5%	8.3%	6.8%	5.1%
Sometimes	---	**23**	---	13	7	3	1	4	2	13	6	3	12	9	2
	---	**5.2%**	---	13.7%	2.6%	5.7%	14.3%	2.5%	14.3%	4.6%	5.3%	7.5%	4.3%	8.7%	3.4%
Usually	---	**52**	---	14	33	3	0	20	1	22	23	6	23	16	12
	---	**11.8%**	---	14.7%	12.1%	5.7%	0.0%	12.7%	7.1%	7.8%	20.4%	15.0%	8.3%	15.5%	20.3%
Always	---	**331**	---	52	220	44	6	126	11	223	76	30	218	71	42
	---	**75.4%**	---	54.7%	80.9%	83.0%	85.7%	80.3%	78.6%	79.1%	67.3%	75.0%	79.0%	68.9%	71.2%
Significantly different from column:*				EF	D	D				K	J		N	M	
Usually or Always	---	**383**	---	66	253	47	6	146	12	245	99	36	241	87	54
	---	**87.2%**	---	69.5%	93.0%	88.7%	85.7%	93.0%	85.7%	86.9%	87.6%	90.0%	87.3%	84.5%	91.5%
Significantly different from column:*				EF	D	D									

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

APPENDIX D. SURVEY MATERIALS

mercy care

CSS Processing
PO Box 3416
Hopkins, MN 55343

Scan here to take the survey online!

¡Escanee aquí para completar la encuesta en línea!

PRST FIRST CLASS
U.S. POSTAGE
PAID
BALTIMORE, MD
PERMIT 5745

MER4_P-S

Mercy Care is conducting a survey to find out about the services that it provides to children. Your child's name was selected at random to tell us what you think. In a few days, you will receive a survey in the mail (with log on information to complete the survey online) from the Center for the Study of Services (CSS), an independent research firm.

You can complete the survey online, right now, by scanning the QR code on the front of this postcard with your smart phone.

Would you please help us by completing the survey?

Thank you!

Mercy Care está realizando una encuesta para averiguar sobre los servicios que proporciona a los niños. El nombre de su hijo fue seleccionado al azar para que nos diga lo que piensa. En pocos días, recibirá una invitación por correo (con información de inicio de sesión para completar la encuesta en línea) de Center for the Study of Services (CSS), una empresa de investigación independiente.

Puede completar la encuesta en línea, ahora mismo, escaneando con su teléfono celular el código QR que se encuentra al dorso de esta tarjeta.

Le agradeceríamos que nos ayude completando la encuesta.

¡Gracias!

mercy care

CSS Processing
PO Box 3416
Hopkins, MN 55343

Presorted
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Permit #5745
Baltimore, MD

RESPONSE NEEDED

MER/bl-r

mercy care

CSS Processing
PO Box 3416
Hopkins, MN 55343

Presorted
First Class
U.S. Postage
PAID
Permit #5745
Baltimore, MD

FINAL REMINDER – PLEASE RESPOND!

MER/bl-f

mercy care

MER4B_1

How can Mercy Care serve your family better? How can people choose the health care plan that is best for them?

This survey gives you the chance to tell us what you think about the services we provide to your child at Mercy Care. It will take less than 20 minutes to complete. The person who knows the most about your child's health care should complete the survey.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please email CSS at questions@cssresearch.org or call the toll-free number 1-800-874-5561 (TRS: 711) if you have any questions.

You can complete the survey right now, online, by using a phone to scan the QR code at the top of this letter, which will take you directly to the survey. If you prefer to complete a paper survey, you may return the included survey using the enclosed postage paid envelope.

Because we are asking only a few people to take the survey, **it is very important that you complete the survey right away**.

Thank you for helping to make health care better for all children.

Sincerely,

Sandra Wendt

Sandra Wendt
V.P. of Quality Management

mercy care

MER4B_3

About three weeks ago, we sent you a survey about the services we provide to your child at Mercy Care. If you responded, thank you for your help! You can ignore this letter.

We sent you another survey, just in case you misplaced the first one. Please take a little time to complete it. It will take less than 20 minutes to complete. The person who knows the most about your child's health care should complete the survey.

You can complete the survey right now, online, by using a phone to scan the QR code at the top of this letter, which will take you directly to the survey. If you prefer to complete a paper survey, you may return the included survey using the enclosed postage paid envelope.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please email CSS at questions@cssresearch.org or call the toll-free number 1-800-874-5561 (TRS: 711) if you have any questions.

Because we asked only a few people to take the survey, **it is very important that you complete the survey right away.** If you completed the paper survey, please return it in the pre-paid envelope.

Thank you for helping to make health care better for all children.

Sincerely,

Sandra Wendt

Sandra Wendt
V.P. of Quality Management

mercy care

CSS Processing
PO Box 3416
Hopkins, MN 55343

Scan here to take the survey online!

¡Escanee aquí para completar la encuesta en línea!

PRST FIRST CLASS
U.S. POSTAGE
PAID
BALTIMORE, MD
PERMIT 5745

MER4-S

We need your help! Recently, we sent you an invitation to take a short survey about your child's health care online. Your answers will help to improve the services we provide to children. The survey will also help other people learn more about health care plans, but it will help only if everyone who gets the survey completes it.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. **You can complete the survey online, right now**, by scanning the QR code on the front of this postcard with your smart phone.

If you did not get the invitation, or if you misplaced it, please email CSS at questions@cssresearch.org or call the toll-free number 1-800-874-5561 (TRS: 711). You can also contact them if you have any questions.

If you have already completed your survey, thank you! You can ignore this reminder.

Thanks again for your help!

¡Necesitamos su ayuda! Hace poco le enviamos una invitación por correo para realizar una breve encuesta sobre atención médica de su niño. Sus respuestas nos ayudarán a mejorar los servicios que ofrecemos a los niños. La encuesta también ayudará a otras personas a informarse mejor sobre los planes de atención médica, pero solamente será útil si todos los que la reciban la completan.

Center for the Study of Services (CSS) es una firma independiente de investigaciones que nos está ayudando a llevar a cabo la encuesta. **Puede completar la encuesta en línea, ahora mismo**, escaneando con su teléfono celular el código QR que se encuentra al dorso de esta tarjeta.

Si no recibió la invitación o si se le ha perdido, envíe un correo electrónico a CSS a questions@cssresearch.org o llame al número telefónico gratuito 1-800-874-5561 (TRS: 711). También puede ponerse en contacto con ellos si tiene alguna pregunta.

Si ya ha devuelto la encuesta, se lo agradecemos de sobremanera. De ser el caso, puede ignorar este recordatorio.

¡Muchas gracias de nuevo por su ayuda!

mercy care

Survey Instructions

Answer each question by marking the box to the left of your answer.

You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

☑ 1 Yes → ***If Yes, Go to Question 1***
☐ 2 No

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

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

If you want to know more about this study, please call 1-800-874-5561.

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

1. Our records show that your child is now in Mercy Care. Is that right?
   ☐ 1 Yes → ***If Yes, Go to Question 3***
   ☐ 2 No

2. What is the name of your child's health plan? ***(Please print)***

   _____

Your Child's Health Care in the Last 6 Months

These questions ask about your child's health care from a clinic, emergency room, or doctor's office. This includes care your child got in person, by phone, or by video. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away?
   ☐ 1 Yes
   ☐ 2 No → ***If No, Go to Question 5***

4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
   ☐ 1 Never
   ☐ 2 Sometimes
   ☐ 3 Usually
   ☐ 4 Always

5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child?
   ☐ 1 Yes
   ☐ 2 No → ***If No, Go to Question 7***

6. In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?
   ☐ 1 Never
   ☐ 2 Sometimes
   ☐ 3 Usually
   ☐ 4 Always

7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she get health care in person, by phone, or by video?
   ☐ 0 None → ***If None, Go to Question 10***
   ☐ 1 1 time
   ☐ 2 2
   ☐ 3 3
   ☐ 4 4
   ☐ 5 5 to 9
   ☐ 6 10 or more times

Please continue inside →

8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Worst health care possible — Best health care possible

9. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?
   - ☐1 Never
   - ☐2 Sometimes
   - ☐3 Usually
   - ☐4 Always

Your Child's Personal Doctor

10. A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?
    - ☐1 Yes
    - ☐2 No → ***If No, Go to Question 22***

11. In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor?
    - ☐0 None → ***If None, Go to Question 21***
    - ☐1 1 time
    - ☐2 2
    - ☐3 3
    - ☐4 4
    - ☐5 5 to 9
    - ☐6 10 or more times

12. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

13. In the last 6 months, how often did your child's personal doctor listen carefully to you?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

14. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

15. Is <u>your child</u> able to talk with doctors about his or her health care?
    - ☐1 Yes
    - ☐2 No → ***If No, Go to Question 17***

16. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for <u>your child</u> to understand?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

17. In the last 6 months, how often did your child's personal doctor spend enough time with your child?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

18. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?
    - ☐1 Yes
    - ☐2 No

19. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?
    - ☐1 Yes
    - ☐2 No → ***If No, Go to Question 21***

20. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

21. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Worst personal doctor possible — Best personal doctor possible

Getting Health Care From Specialists

When you answer the next questions, include the care your child got in person, by phone, or by video. Do not include dental visits or care your child got when he or she stayed overnight in a hospital.

22. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child with a specialist?
    - ☐ 1 Yes
    - ☐ 2 No → ***If No, Go to Question 26***

23. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?
    - ☐ 1 Never
    - ☐ 2 Sometimes
    - ☐ 3 Usually
    - ☐ 4 Always

24. How many specialists has your child talked to in the last 6 months?
    - ☐ 0 None → ***If None, Go to Question 26***
    - ☐ 1 1 specialist
    - ☐ 2 2
    - ☐ 3 3
    - ☐ 4 4
    - ☐ 5 5 or more specialists

25. We want to know your rating of the specialist your child talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Worst specialist possible — Best specialist possible

Your Child's Health Plan

The next questions ask about your experience with your child's health plan.

26. In the last 6 months, did you get information or help from customer service at your child's health plan?
    - ☐ 1 Yes
    - ☐ 2 No → ***If No, Go to Question 29***

27. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?
    - ☐ 1 Never
    - ☐ 2 Sometimes
    - ☐ 3 Usually
    - ☐ 4 Always

28. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?
    - ☐ 1 Never
    - ☐ 2 Sometimes
    - ☐ 3 Usually
    - ☐ 4 Always

29. In the last 6 months, did your child's health plan give you any forms to fill out?
    - ☐ 1 Yes
    - ☐ 2 No → ***If No, Go to Question 31***

30. In the last 6 months, how often were the forms from your child's health plan easy to fill out?
    - ☐ 1 Never
    - ☐ 2 Sometimes
    - ☐ 3 Usually
    - ☐ 4 Always

31. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Worst health plan possible — Best health plan possible

Please continue on back →

About Your Child and You

32. In general, how would you rate your child's overall health?
    - ☐1 Excellent
    - ☐2 Very good
    - ☐3 Good
    - ☐4 Fair
    - ☐5 Poor

33. In general, how would you rate your child's overall mental or emotional health?
    - ☐1 Excellent
    - ☐2 Very good
    - ☐3 Good
    - ☐4 Fair
    - ☐5 Poor

34. What is your child's age?
    - ☐00 Less than 1 year old

    _____ YEARS OLD *(write in)*

35. Is your child male or female?
    - ☐1 Male
    - ☐2 Female

36. Is your child of Hispanic or Latino origin or descent?
    - ☐1 Yes, Hispanic or Latino
    - ☐2 No, not Hispanic or Latino

37. What is your child's race? Mark one or more.
    - ☐a White
    - ☐b Black or African-American
    - ☐c Asian
    - ☐d Native Hawaiian or other Pacific Islander
    - ☐e American Indian or Alaska Native
    - ☐f Other

38. What is your age?
    - ☐0 Under 18
    - ☐1 18 to 24
    - ☐2 25 to 34
    - ☐3 35 to 44
    - ☐4 45 to 54
    - ☐5 55 to 64
    - ☐6 65 to 74
    - ☐7 75 or older

39. Are you male or female?
    - ☐1 Male
    - ☐2 Female

40. What is the highest grade or level of school that you have completed?
    - ☐1 8th grade or less
    - ☐2 Some high school, but did not graduate
    - ☐3 High school graduate or GED
    - ☐4 Some college or 2-year degree
    - ☐5 4-year college graduate
    - ☐6 More than 4-year college degree

41. How are you related to the child?
    - ☐1 Mother or father
    - ☐2 Grandparent
    - ☐3 Aunt or uncle
    - ☐4 Older brother or sister
    - ☐5 Other relative
    - ☐6 Legal guardian
    - ☐7 Someone else

Now we would like to ask a few more questions about the services your child's health plan provides.

42. In the last 6 months, how often were you able to find a doctor or other health professional who met your child's cultural, racial, ethnic, or language needs or preferences?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always
    - ☐5 My child did not need health care services in the last 6 months

43. In the last 6 months, how often did your child receive health care services in a language that you could understand?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always
    - ☐5 My child did not need health care services in the last 6 months

Thank You

Please return the completed survey in the postage-paid envelope to:

Center for the Study of Services
PO Box 3416
Hopkins, MN 55343

Please do not include any other correspondence.

mercy care

MER4B_1-S

¿Cómo puede Mercy Care servirle mejor a su familia? ¿Cómo pueden las personas escoger el plan de atención médica más conveniente para ellas?

Esta encuesta le brinda la oportunidad de decirnos lo que piensa sobre los servicios que le ofrecemos a su hijo en Mercy Care. Le tomará menos de 20 minutos responderla. La persona que conozca más sobre la atención médica de su hijo debe completar la encuesta.

La encuesta forma parte de un proyecto nacional del Comité Nacional de Control de Calidad (NCQA, por sus siglas en inglés), una organización sin fines de lucro que ayuda a las personas a informarse mejor sobre los planes de atención médica.

Center for the Study of Services (CSS) es una firma independiente de investigaciones que nos está ayudando a llevar a cabo la encuesta. Solamente el personal de CSS y de NCQA podrá ver sus respuestas. Sus respuestas no llevarán su nombre y serán parte de un conjunto de información de otras personas como usted. Si tiene alguna pregunta, envíe un correo electrónico a CSS a questions@cssresearch.org o llame al número telefónico gratuito 1-800-874-5561 (TRS: 711).

Puede completar la encuesta, en línea, ahora mismo escaneando con su teléfono celular el código QR que se encuentra en la parte superior de esta carta. Este le redireccionará directamente a la encuesta. Si prefiere completar la encuesta en formato papel, sírvase enviar la encuesta aquí incluida en el sobre adjunto con porte pagado.

Debido a que le pedimos solo a unas pocas personas que participen en la encuesta, **es muy importante que usted complete la encuesta y la devuelva de inmediato.**

Gracias por contribuir a que la atención médica sea mejor para todos los niños.

Atentamente,

Sandra Wendt

Sandra Wendt
V.P. of Quality Management

mercy care

MER4B_3-S

Hace unas tres semanas, le enviamos una encuesta sobre los servicios que le proporcionamos a su hijo en Mercy Care. Si devolvió su encuesta, se lo agradecemos de sobremanera. De ser el caso, puede ignorar esta carta.

Le enviamos otra encuesta, en caso de que haya perdido la primera. Le pedimos que se tome un poco de tiempo para completarla. Le tomará menos de 20 minutos responderla. La persona que conozca más sobre la atención médica de su hijo debe completar la encuesta.

Puede completar la encuesta, en línea, ahora mismo escaneando con su teléfono celular el código QR que se encuentra en la parte superior de esta carta. Este le redireccionará directamente a la encuesta. Si prefiere completar la encuesta en formato papel, sírvase enviar la encuesta aquí incluida en el sobre adjunto con porte pagado.

La encuesta forma parte de un proyecto nacional del Comité Nacional de Control de Calidad (NCQA, por sus siglas en inglés), una organización sin fines de lucro que ayuda a las personas a informarse mejor sobre los planes de atención médica.

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Debido a que le pedimos solo a unas pocas personas que participen en la encuesta, **es muy importante que usted complete la encuesta y la devuelva de inmediato**. Utilice el sobre prepagado para devolverla.

Gracias por contribuir a que la atención médica sea mejor para todos los niños.

Atentamente,

Sandra Wendt

Sandra Wendt
V.P. of Quality Management

mercy care

Instrucciones Para El Cuestionario

Conteste cada pregunta marcando el cuadro que aparece a la izquierda de su respuesta.

A veces hay que saltarse alguna pregunta del cuestionario. Cuando esto ocurra, verá una flecha con una nota que le indicará cuál es la siguiente pregunta a la que tiene que pasar. Por ejemplo:

☑ 1 Sí → ***Si contestó "Sí", pase a la pregunta 1***
☐ 2 No

La información personal identificable no se hará pública y solo se dará a conocer de conformidad con las leyes y reglamentos federales.

Usted puede optar por responder a esta encuesta o no. Si decide no participar, esto no afectará los beneficios que su niño obtenga. Usted notará un número en la portada de esta encuesta. Este número se utiliza SOLO para hacernos saber si usted ya envió su encuesta para que no tengamos que enviarle recordatorios.

Si quiere informarse más sobre este estudio, llame al 1-800-874-5561.

Conteste las preguntas para el niño cuyo nombre figura en el sobre. No las conteste para ningún otro niño.

1. Nuestros registros muestran que su niño actualmente está inscrito en Mercy Care. ¿Es correcta esta información?
   - ☐ 1 Sí → ***Si contestó "Sí", pase a la pregunta 3***
   - ☐ 2 No

2. ¿Cómo se llama el plan de salud de su niño? ***(Escriba en letra imprenta)***

   _____

LA ATENCIÓN MÉDICA QUE RECIBIÓ SU NIÑO EN LOS ÚLTIMOS 6 MESES

Estas preguntas se refieren a la atención médica que su niño recibió en una clínica, sala de emergencias o consultorio médico. Esto incluye la atención que su niño recibió en persona, por teléfono o por videollamada. No incluya la atención que su niño recibió cuando pasó la noche hospitalizado. No incluya las consultas de su niño al dentista.

3. En los últimos 6 meses, ¿su niño tuvo una enfermedad, lesión o problema de salud para el cual necesitó atención inmediata?
   - ☐ 1 Sí
   - ☐ 2 No → ***Si contestó "No", pase a la pregunta 5***

4. En los últimos 6 meses, cuando su niño necesitó atención inmediata, ¿con qué frecuencia atendieron a su niño tan pronto como lo necesitaba?
   - ☐ 1 Nunca
   - ☐ 2 A veces
   - ☐ 3 La mayoría de las veces
   - ☐ 4 Siempre

5. En los últimos 6 meses, ¿hizo alguna cita en persona, por teléfono o por videollamada para una consulta o atención de rutina para su niño?
   - ☐ 1 Sí
   - ☐ 2 No → ***Si contestó "No", pase a la pregunta 7***

6. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita para una consulta o atención de rutina para su niño tan pronto como lo necesitaba?
   - ☐ 1 Nunca
   - ☐ 2 A veces
   - ☐ 3 La mayoría de las veces
   - ☐ 4 Siempre

Por favor continuar en la parte interior →

7. En los últimos 6 meses, sin contar las veces que su niño fue a una sala de emergencias, ¿cuántas veces su niño recibió atención médica en persona, por teléfono o por videollamada?
   - ☐ 0 Ninguna vez → ***Si contestó "Ninguna vez", pase a la pregunta 10***
   - ☐ 1 1 vez
   - ☐ 2 2
   - ☐ 3 3
   - ☐ 4 4
   - ☐ 5 5 a 9
   - ☐ 6 10 veces o más

8. Usando un número del 0 al 10, siendo 0 la peor atención médica posible y 10 la mejor atención médica posible, ¿qué número usaría para calificar toda la atención médica que su niño ha recibido en los últimos 6 meses?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
La peor atención médica posible										La mejor atención médica posible

9. En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir la atención médica, los exámenes o el tratamiento que su niño necesitaba?
   - ☐ 1 Nunca
   - ☐ 2 A veces
   - ☐ 3 La mayoría de las veces
   - ☐ 4 Siempre

El Doctor Personal De Su Niño

10. El doctor personal es aquel a quien su niño va si necesita un chequeo, tiene un problema de salud, o si se enferma o lastima. ¿Tiene su niño un doctor personal?
    - ☐ 1 Sí
    - ☐ 2 No → ***Si contestó "No", pase a la pregunta 22***

11. En los últimos 6 meses, ¿cuántas veces su niño tuvo una consulta en persona, por teléfono o por videollamada con su doctor personal?
    - ☐ 0 Ninguna vez → ***Si contestó "Ninguna vez", pase a la pregunta 21***
    - ☐ 1 1 vez
    - ☐ 2 2
    - ☐ 3 3
    - ☐ 4 4
    - ☐ 5 5 a 9
    - ☐ 6 10 veces o más

12. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó los aspectos sobre la salud de su niño de una manera fácil de entender?
    - ☐ 1 Nunca
    - ☐ 2 A veces
    - ☐ 3 La mayoría de las veces
    - ☐ 4 Siempre

13. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le escuchó a usted con atención?
    - ☐ 1 Nunca
    - ☐ 2 A veces
    - ☐ 3 La mayoría de las veces
    - ☐ 4 Siempre

14. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño demostró respeto por lo que usted tenía que decir?
    - ☐ 1 Nunca
    - ☐ 2 A veces
    - ☐ 3 La mayoría de las veces
    - ☐ 4 Siempre

15. ¿Puede su niño hablar con los doctores sobre su atención médica?
    - ☐ 1 Sí
    - ☐ 2 No → ***Si contestó "No", pase a la pregunta 17***

16. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas a su niño de una manera fácil de entender?

- ☐ 1 Nunca
- ☐ 2 A veces
- ☐ 3 La mayoría de las veces
- ☐ 4 Siempre

17. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño pasó suficiente tiempo con este?

- ☐ 1 Nunca
- ☐ 2 A veces
- ☐ 3 La mayoría de las veces
- ☐ 4 Siempre

18. En los últimos 6 meses, ¿habló el doctor personal de su niño con usted sobre cómo su niño se estaba sintiendo, estaba creciendo o se estaba comportando?

- ☐ 1 Sí
- ☐ 2 No

19. En los últimos 6 meses, ¿atendió a su niño algún doctor u otro profesional médico además de su doctor personal?

- ☐ 1 Sí
- ☐ 2 No → ***Si contestó "No", pase a la pregunta 21***

20. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño parecía estar informado y al día acerca de la atención que su niño había recibido de estos doctores u otros profesionales médicos?

- ☐ 1 Nunca
- ☐ 2 A veces
- ☐ 3 La mayoría de las veces
- ☐ 4 Siempre

21. Usando un número del 0 al 10, siendo 0 el peor doctor personal posible y 10 el mejor doctor personal posible, ¿qué número usaría para calificar al doctor personal de su niño?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

El peor doctor personal posible — El mejor doctor personal posible

La Atención Médica Que Recibió De Especialistas

Cuando responda las siguientes preguntas, incluya la atención que su niño recibió en persona, por teléfono o por videollamada. No incluya las consultas al dentista ni la atención que su niño recibió cuando pasó la noche hospitalizado.

22. Los especialistas son doctores que se especializan en un área de la medicina. Pueden ser cirujanos, doctores especialistas en el corazón, las alergias, la piel, y otras áreas. En los últimos 6 meses, ¿hizo alguna cita para su niño con un especialista?

- ☐ 1 Sí
- ☐ 2 No → ***Si contestó "No", pase a la pregunta 26***

23. En los últimos 6 meses, ¿con qué frecuencia consiguió citas para su niño con un especialista tan pronto como lo necesitaba?

- ☐ 1 Nunca
- ☐ 2 A veces
- ☐ 3 La mayoría de las veces
- ☐ 4 Siempre

24. ¿Con cuántos especialistas ha hablado su niño en los últimos 6 meses?

- ☐ 0 Ninguno → ***Si contestó "Ninguno", pase a la pregunta 26***
- ☐ 1 1 especialista
- ☐ 2 2
- ☐ 3 3
- ☐ 4 4
- ☐ 5 5 especialistas o más

25. Queremos saber cómo califica el especialista con quien su niño habló con más frecuencia en los últimos 6 meses. Usando cualquier número del 0 al 10, siendo 0 es el peor especialista posible y 10 es el mejor especialista posible, ¿qué número usaría para evaluar a ese especialista?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

El peor especialista posible — El mejor especialista posible

El Plan De Salud De Su Niño

Las siguientes preguntas son acerca de su experiencia con el plan de salud de su niño.

26. En los últimos 6 meses, ¿recibió información o ayuda por parte del servicio al cliente del plan de salud de su niño?
    - ☐1 Sí
    - ☐2 No → ***Si contestó "No", pase a la pregunta 29***

27. En los últimos 6 meses, ¿con qué frecuencia el servicio al cliente del plan de salud de su niño le dio la información o ayuda que usted necesitaba?
    - ☐1 Nunca
    - ☐2 A veces
    - ☐3 La mayoría de las veces
    - ☐4 Siempre

28. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente del plan de salud de su niño le trató con cortesía y respeto?
    - ☐1 Nunca
    - ☐2 A veces
    - ☐3 La mayoría de las veces
    - ☐4 Siempre

29. En los últimos 6 meses, ¿le dio el plan de salud de su niño algún formulario para completar?
    - ☐1 Sí
    - ☐2 No → ***Si contestó "No", pase a la pregunta 31***

30. En los últimos 6 meses, ¿con qué frecuencia fueron fáciles de completar los formularios del plan de salud de su niño?

Nunca	A veces	La mayoría de las veces	Siempre
☐1	☐2	☐3	☐4

31. Usando un número del 0 al 10, siendo 0 el peor plan de salud posible y 10 el mejor plan de salud posible, ¿qué número usaría para calificar al plan de salud de su niño?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

El peor plan de salud posible — El mejor plan de salud posible

Acerca De Usted Y De Su Niño

32. En general, ¿cómo calificaría toda la salud de su niño?
    - ☐1 Excelente
    - ☐2 Muy buena
    - ☐3 Buena
    - ☐4 Regular
    - ☐5 Mala

33. En general, ¿cómo calificaría toda la salud mental o emocional de su niño?
    - ☐1 Excelente
    - ☐2 Muy buena
    - ☐3 Buena
    - ☐4 Regular
    - ☐5 Mala

34. ¿Qué edad tiene su niño?
    - ☐00 Menos de un año
    - _____ AÑOS *(escriba la respuesta)*

35. ¿Es su niño de sexo masculino o femenino?
    - ☐1 Masculino
    - ☐2 Femenino

36. ¿Es su niño de origen o ascendencia hispano o latino?
    - ☐1 Sí, hispano o latino
    - ☐2 No, ni hispano ni latino

37. ¿A qué raza pertenece su niño? Marque una o más.
    - ☐a Blanco
    - ☐b Negro o afroamericano
    - ☐c Asiático
    - ☐d Nativo de Hawái o de otras islas del Pacífico
    - ☐e Indígena americano o nativo de Alaska
    - ☐f Otra

38. ¿Qué edad tiene usted?
    - ☐0 Menos de 18 años
    - ☐1 18 a 24
    - ☐2 25 a 34
    - ☐3 35 a 44
    - ☐4 45 a 54
    - ☐5 55 a 64
    - ☐6 65 a 74
    - ☐7 75 años o más

Por favor continuar en la parte posterior →

39. ¿Es usted hombre o mujer?

- ☐1 Hombre
- ☐2 Mujer

40. ¿Cuál es el grado o nivel escolar más alto que ha completado?

- ☐1 8 años de escuela o menos
- ☐2 9 a 12 años de escuela, pero sin graduarse
- ☐3 Graduado de la escuela secundaria (*high school*), Diploma de escuela secundaria, preparatoria o su equivalente (o GED)
- ☐4 Algunos cursos universitarios o un título universitario de un programa de 2 años
- ☐5 Título universitario de 4 años
- ☐6 Título universitario de más de 4 años

41. ¿Qué relación tiene con el niño?

- ☐1 Madre o padre
- ☐2 Abuela o abuelo
- ☐3 Tía o tío
- ☐4 Hermana o hermano mayor
- ☐5 Otro familiar
- ☐6 Tutor legal del niño
- ☐7 Otra persona

Su plan de salud le gustaría hacerle unas cuantas preguntas más sobre la atención médica de su niño.

42. En los últimos 6 meses, ¿con qué frecuencia pudo encontrar a un médico u otro profesional de la salud que haya satisfecho las preferencias o necesidades culturales, raciales, étnicas o lingüísticas de su niño?

- ☐1 Nunca
- ☐2 A veces
- ☐3 La mayoría de las veces
- ☐4 Siempre
- ☐5 Mi niño no necesitó servicios de atención médica en los últimos 6 meses

43. En los últimos 6 meses, ¿con qué frecuencia recibió su niño servicios de atención médica en un idioma que entendía?

- ☐1 Nunca
- ☐2 A veces
- ☐3 La mayoría de las veces
- ☐4 Siempre
- ☐5 Mi niño no necesitó servicios de atención médica en los últimos 6 meses

Gracias

Utilice el sobre con el franqueo pagado para devolver la encuesta a:

Center for the Study of Services
PO Box 3416
Hopkins, MN 55343

Por favor no incluya cualquier otra correspondencia.