

**N  
C  
B  
D**

**National  
CAHPS®**

**Benchmarking  
Database 2004**

**State of Colorado**

**Child Medicaid Sponsor  
Report**

**October 2004**

**National CAHPS<sup>®</sup> Benchmarking Database**  
**NCBD 2004 Child Medicaid Sponsor Report**  
**State of Colorado**

**Section A: Results at a Glance**

**Section B: Results in Detail**

Prepared by Westat and Shaller Consulting

October 2004

The National CAHPS<sup>®</sup> Benchmarking Database (NCBD) is funded by the U.S. Agency for Healthcare Research and Quality and administered by Westat under Contract Number 290-01-0003. For more information, please visit the NCBD Web site (<http://ncbd.cahps.org>) or contact the CAHPS Survey Users Network at 1-800-492-9261.

# Table of Contents

---

	Page
Introduction .....	ii
<b>Section A: Results at a Glance</b>	<b>A-1</b>
Summary of Statistically Significant Differences .....	A-2
Summary of Percentile Rankings .....	A-4
<b>Section B: Results in Detail</b>	<b>B-1</b>
Participants in NCBD 2004 .....	B-2
Demographic Characteristics .....	B-4
Utilization Characteristics .....	B-5
Survey Results in Detail .....	B-6
Regional Benchmarks .....	B-7
<b><i>Consumers' Reports of Their Experiences with Care</i></b>	
Getting Needed Care	
Getting Care Quickly	
Doctors Who Communicate Well	
Courteous and Helpful Office Staff	
Customer Service	
<b><i>Consumers' Ratings of Their Experiences with Care</i></b>	
Overall Rating of Child's Personal Doctor	
Overall Rating of Child's Specialists	
Overall Rating of Child's Health Care	
Overall Rating of Child's Health Plan	
<b><i>HEDIS Survey Items</i></b>	
<b><i>Chronic Conditions Items (if applicable)</i></b>	

# Introduction

---

This report presents results for State of Colorado 2004 CAHPS® survey of child Medicaid managed care enrollees compared to results of CAHPS child surveys conducted by other Medicaid survey sponsors participating in the NCBD 2004. NCBD 2004 contains CAHPS 3.0 and 3.0H Health Plan survey results from 128 unique child Medicaid plans that conducted surveys between October 2003 through June 2004.

The NCBD 2004 sponsor report is organized in three sections:

- **Section A: Results at a Glance:** Presents two summary tables of comparative results, showing both statistically significant differences and percentile rankings of sponsor results compared to NCBD benchmarks.
- **Section B: Results in Detail:** Presents detailed results for survey items through a series of bar charts. This section begins with a list of participants in the NCBD 2004 and two sponsor-specific tables showing a comparison of demographic and utilization characteristics of respondents.
- **Section C: Background and Methodology:** Presents overview information about CAHPS and the NCBD, and includes guidelines for using NCBD reports, methodological information on consumer reports, consumer ratings and chronic condition questions if applicable, response rate calculation, case mix adjustment, and significance testing.

Sections A and B are presented together in this document. Section C is presented as a separate companion document.

Questions regarding this report or any aspect of the NCBD can be directed by e-mail to [NCBD1@westat.com](mailto:NCBD1@westat.com). Further information about the NCBD is available through the NCBD Web site at: <http://ncbd.cahps.org>

## Section A: Results at a Glance

---

This section summarizes the 2004 child Medicaid survey results for State of Colorado in two ways:

**Table 1. Summary of Statistically Significant Differences:** This table presents the results of tests of statistically significant differences between health plans and the NCBD child Medicaid distribution for the ratings and composites. Statistical tests were conducted at the 0.05 level of statistical significance. The table also includes the results of statistical tests between the sponsor distribution and the NCBD distribution. The arrows in the table indicate the results of the statistical comparison:

- (↑) **up arrow** - performance that is above the NCBD plan distribution.
- (↓) **down arrow** - performance that is below the NCBD plan distribution.
- (↔) **two-sided arrow** - performance is statistically equivalent to the NCBD plan distribution.

**Table 2. Summary of Percentile Rankings:** This table presents the results by percentile rankings using stars to indicate the percentile band for a specific result. This table shows where each health plan result fell within the percentile range of all the plans in the country that submitted CAHPS child Medicaid survey results to the NCBD. Five stars indicate the plan performed within the top ten percent of child Medicaid plans in the NCBD 2004 while one star indicates the plan performed within the bottom twenty-five percent of plans in the NCBD 2004. Rankings are based on a direct comparison of the plan result to the full range of results from all child Medicaid plans in the NCBD 2004; no statistical comparisons were performed.











## *Section B: Results in Detail*

---

This section presents comparisons of 2004 sponsor-specific survey results in detail. The section begins with a list of sponsors participating in the NCBD 2004, followed by sponsor-specific demographic and utilization characteristics of respondents compared to the NCBD child Medicaid sample. Detailed survey results are then presented for consumer reports and their respective items, followed by consumer ratings and HEDIS survey item results (if applicable).

Please refer to Section C of this report (separate companion document) for more information on question item and response definitions.

**Table 3. Participants in NCBD 2004**

The table below shows the composition of the NCBD 2004 child Medicaid database.

Sponsor Name	Number of Plans Surveyed	Total Number Sampled	Total Number of Completed Surveys <sup>1</sup>	Range of Response Rates
AHCA - Florida	10	2,262	2,262	N/A
Blue Cross Blue Shield of Kansas City	1	1,650	400	25%
California Department of Health Services	29	85,020	32,088	20% - 46%
Cimarron Health Plan	1	1,650	413	26%
FirstGuard Health Plan	2	5,140	1,647	24% - 36%
Health Care USA of Missouri	3	4,950	1,618	24% - 42%
Health Net Inc.	4	8,182	2,910	26% - 40%
Kansas Foundation for Medical Care Inc.	1	3,490	895	24%
MassHealth	5	4,200	2,461	58% - 63%
MD Dept. of Health and Mental Hygiene	6	19,195	5,854	20% - 34%
Mercy Health Plans	1	1,650	499	31%
Molina Healthcare of California	1	1,980	370	19%
New Mexico Health Policy Commission	3	8,630	2,280	26% - 28%
New York State Department of Health	27	25,250	9,502	N/A
OH Dept. of Job and Family Services	4	13,960	5,214	31% - 40%
Oregon Department of Human Services	15	9,375	3,316	30% - 47%
PA Dept of Public Welfare	7	12,045	4,137	26% - 46%
Rocky Mountain Health Plans	1	1,898	717	43%
State of Colorado	4	7,014	2,316	30% - 43%
SummaCare Inc.	1	3,490	1,404	39%
Utah Department of Health	2	3,300	1,356	41% - 46%
WA State Medical Assistance Admin-MAA	6	20,450	9,316	37% - 51%
<b>Total Submitted to NCBD</b>	<b>134</b>	<b>N/A</b>	<b>90,975</b>	<b>N/A</b>
<b>Deduplicated Total<sup>2</sup></b>	<b>128</b>	<b>N/A</b>	<b>86,159</b>	<b>N/A</b>

<sup>1</sup> Total number of completed surveys includes only those surveys coded as a "complete" by the sponsor or their vendors(s).

<sup>2</sup> For 2004, sponsors submitted CAHPS child Medicaid data for 128 unique health plan samples.

**Table 4. Demographic Characteristics – NCBD and State of Colorado**

The following table presents descriptive information about the sponsor sample, the entire NCBD child Medicaid database, and the general child population. Data on the general child population are compiled by the State Health Access Data Assistance Center, University of Minnesota School of Public Health, using data from the U.S. Census Bureau's Current Population Survey, August 2004. Sponsors and plans can use this information to inform their interpretation of survey results.

Demographic Characteristic	Sponsor	NCBD 2004	General Population
<b>Gender (parent/guardian)</b>			
Male	8%	10%	NA
Female	92%	90%	NA
<b>Gender (child)</b>			
Male	52%	53%	51%
Female	48%	47%	49%
<b>Age (parent/guardian)</b>			
Under 18 years	6%	7%	NA
18-34 years	54%	46%	NA
35-54 years	34%	41%	NA
55-74 years	6%	6%	NA
75+ years	0%	0%	NA
<b>Age (child)</b>			
0-3 years	32%	27%	26%
4-7 years	25%	24%	23%
8-11 years	19%	20%	21%
12+ years	24%	28%	29%
<b>Education (parent/guardian)</b>			
Less than high school graduate	23%	28%	NA
High school graduate/GED	35%	34%	NA
Some college/2 year degree	33%	29%	NA
4 year college graduate	5%	5%	NA
More than 4 year college degree	4%	3%	NA
<b>Race/Ethnicity (child)</b>			
White	57%	49%	66%
African-American	6%	18%	26%
Asian	1%	5%	3%
Native Hawaiian/Pacific Islander	0%	1%	NA
American Indian/Native Alaskan	2%	1%	2%
Other	24%	20%	NA
Multi-racial	10%	6%	4%
<b>Health Status of Child (as reported by parent/guardian)</b>			
Excellent	42%	37%	40%
Very Good	34%	32%	31%
Good	19%	23%	24%
Fair	4%	7%	4%
Poor	1%	1%	1%

**Table 5. Utilization Characteristics – NCBDB and State of Colorado**

The following table presents utilization information for State of Colorado and for the NCBDB 2003. Sponsors and plans can use this information to inform their interpretation of survey results.

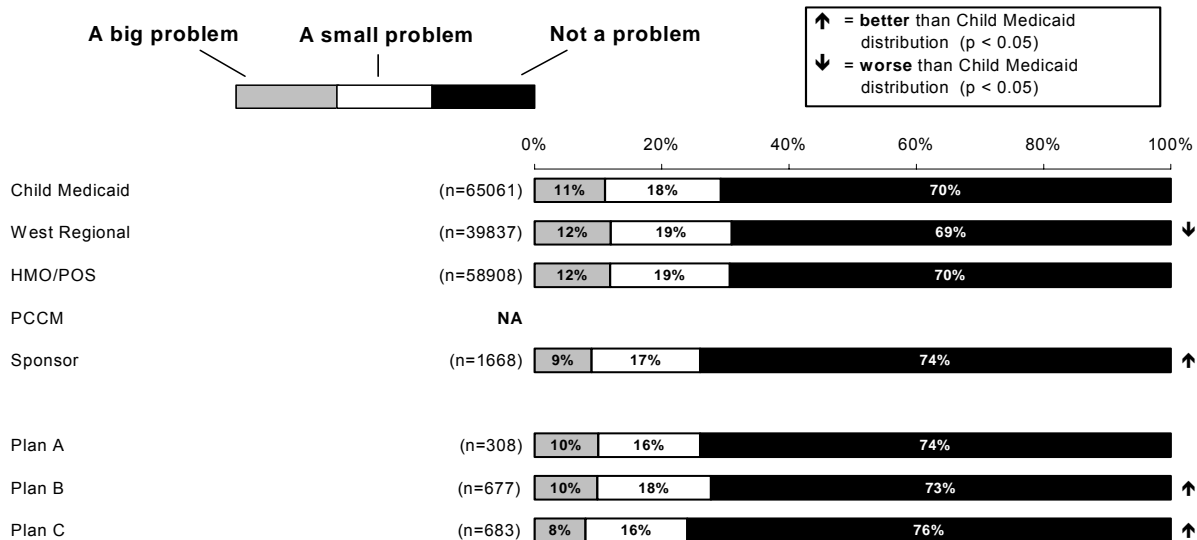
Utilization Characteristic	Sponsor	NCBD 2004
<b>Have a personal doctor or nurse?</b>		
Yes	82%	83%
No	18%	17%
<b>See a specialist?</b>		
Yes	21%	23%
No	79%	77%
<b>Call a doctor's office?</b>		
Yes	58%	51%
No	42%	49%
<b>Appointment for routine care?</b>		
Yes	63%	59%
No	37%	41%
<b>Illness/injury that needed care right away?</b>		
Yes	43%	36%
No	57%	64%
<b>Visits to the emergency room?</b>		
None	73%	75%
1-2	24%	22%
3-4	3%	3%
5-9	0%	1%
10+	0%	0%
<b>Visits to doctor's office or clinic?</b>		
None	21%	24%
1-2	49%	46%
3-4	19%	20%
5-9	8%	8%
10+	3%	3%

*Survey Results in Detail*

The detailed survey results in this section present the full range of responses in a bar chart format, as shown in the example below for the Getting Needed Care composite:

### Getting Needed Care for Children

This chart displays the data for "Getting Needed Care", an aggregate of survey questions 7, 13, 28, and 30. Results for the individual questions are displayed on each of the following pages.



The definitions of the comparative benchmarks used in the bar charts are as follows:

- **Child Medicaid** – The distribution of results for all child Medicaid surveys in the NCBD 2004.
- **Region** – The distribution of results for all child Medicaid surveys within the region of the NCBD 2004. See the section below for details on how the regions were defined.
- **HMO/POS** – The distribution of results for all child Medicaid surveys of HMO, POS and HMO/POS plans in the NCBD 2004.
- **Primary Care Case Management (PCCM)** – The distribution of results for all child Medicaid surveys of PCCM programs in the NCBD 2004.
- **Sponsor** – The distribution of results for the sponsor’s health plans.

Arrows indicating up or down show statistically significant differences between each plan and the NCBD distribution. These tests were conducted at the 0.05 level of statistical significance.

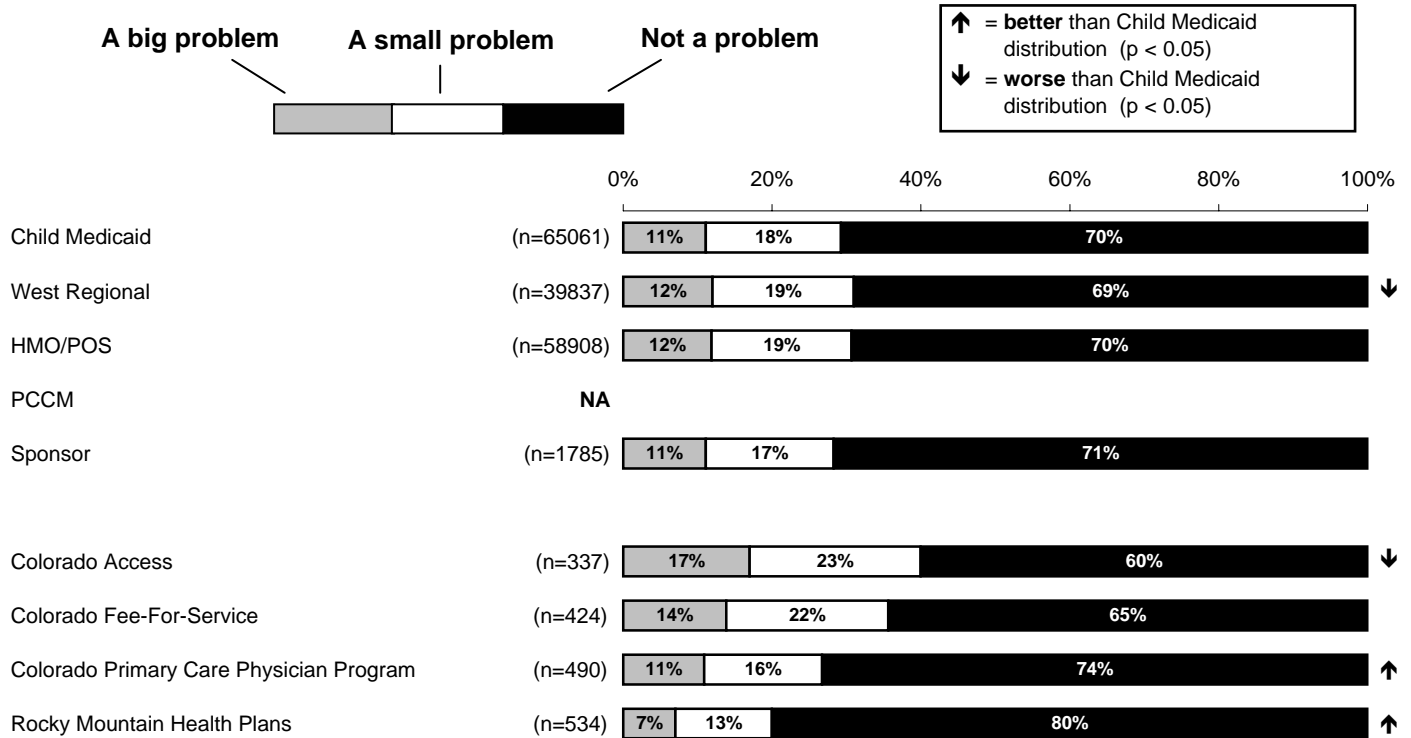
*Regional Benchmarks*

The regional benchmarks were calculated according to the United States Census Bureau Regions. The table below lists the regions and included states.

<b>Region</b>	<b>States</b>
<b>Northeast</b>	Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, Rhode Island, Vermont
<b>Midwest</b>	Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin
<b>South</b>	Alabama, Arkansas, Delaware, DC, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia, West Virginia
<b>West</b>	Alaska, Arizona, California, Colorado, Guam, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, Wyoming

# Getting Needed Care for Children

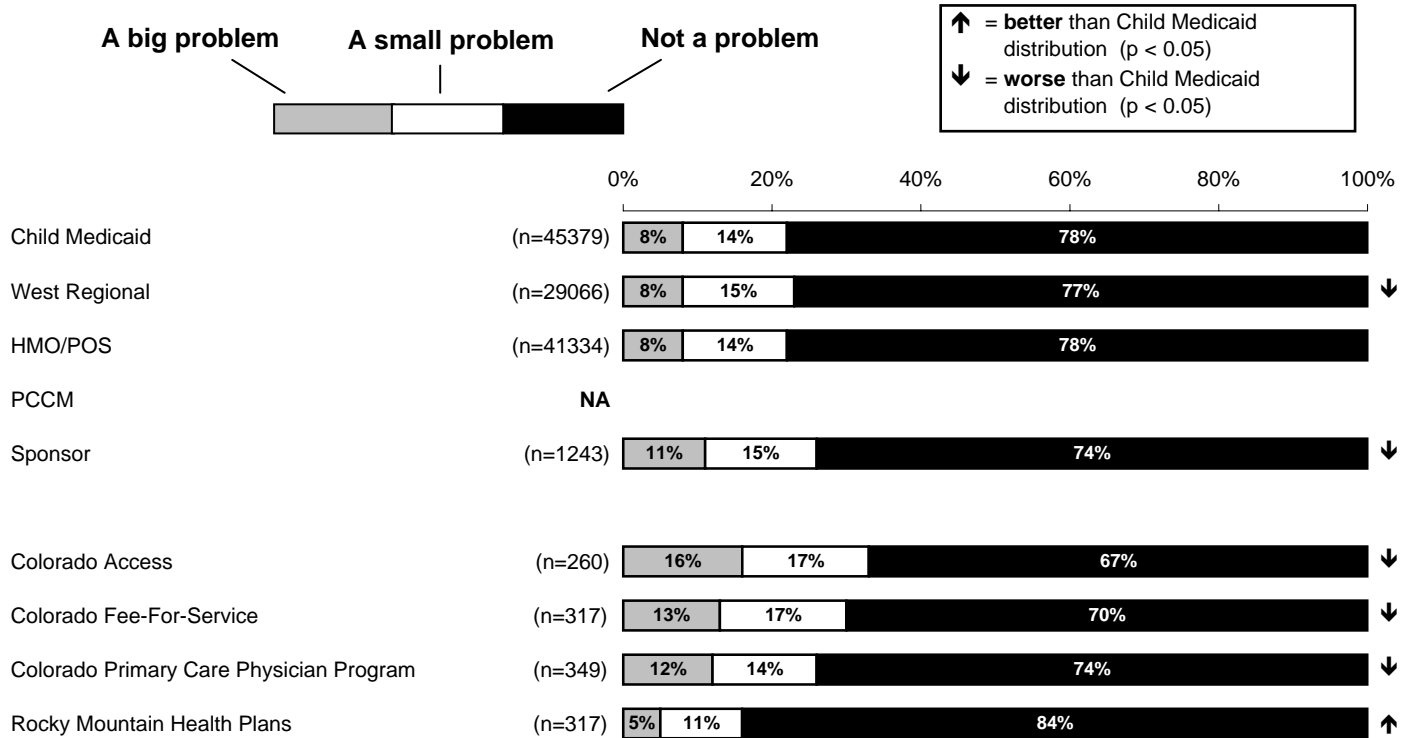
This chart displays the data for "Getting Needed Care for Children", an aggregate of survey questions 7, 13, 28, and 30. Results for the individual questions are displayed on each of the following pages.



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

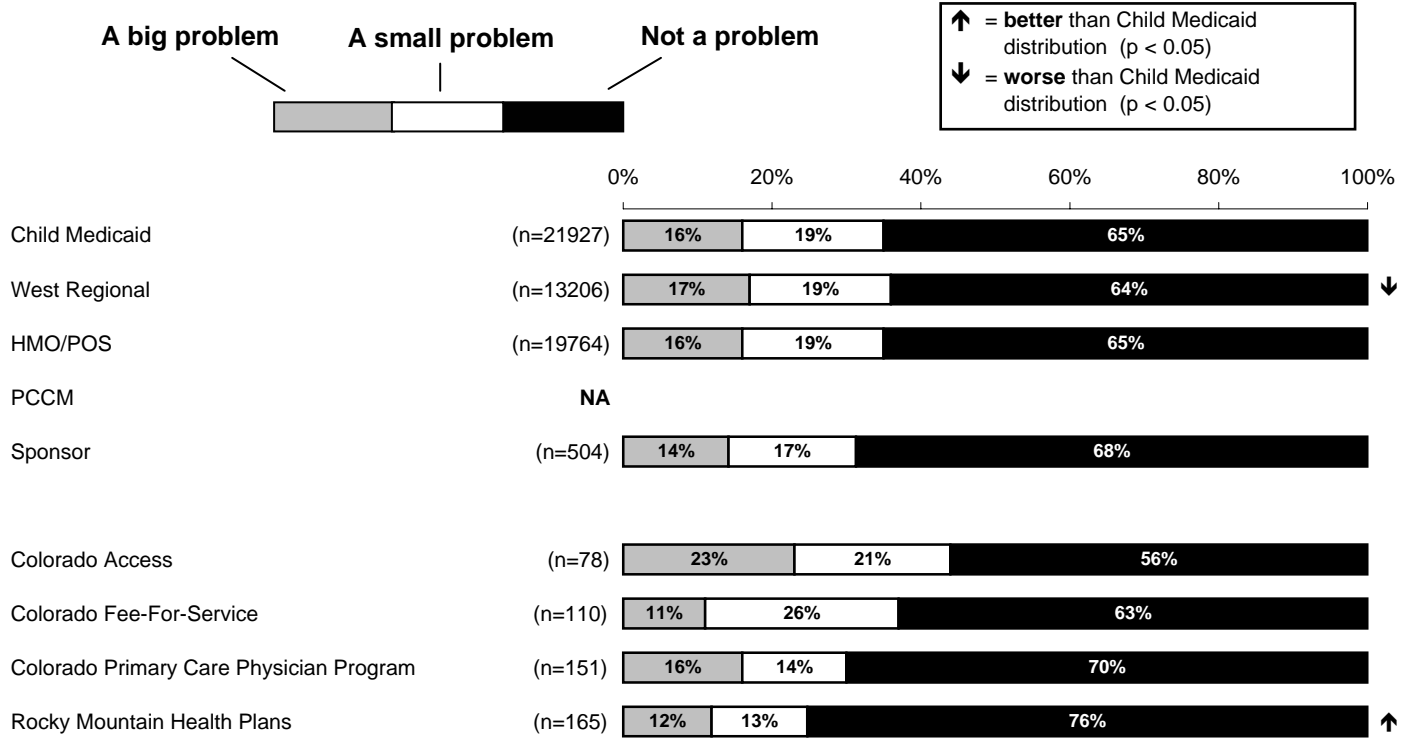


Q7. Since your child joined his or her health plan, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?



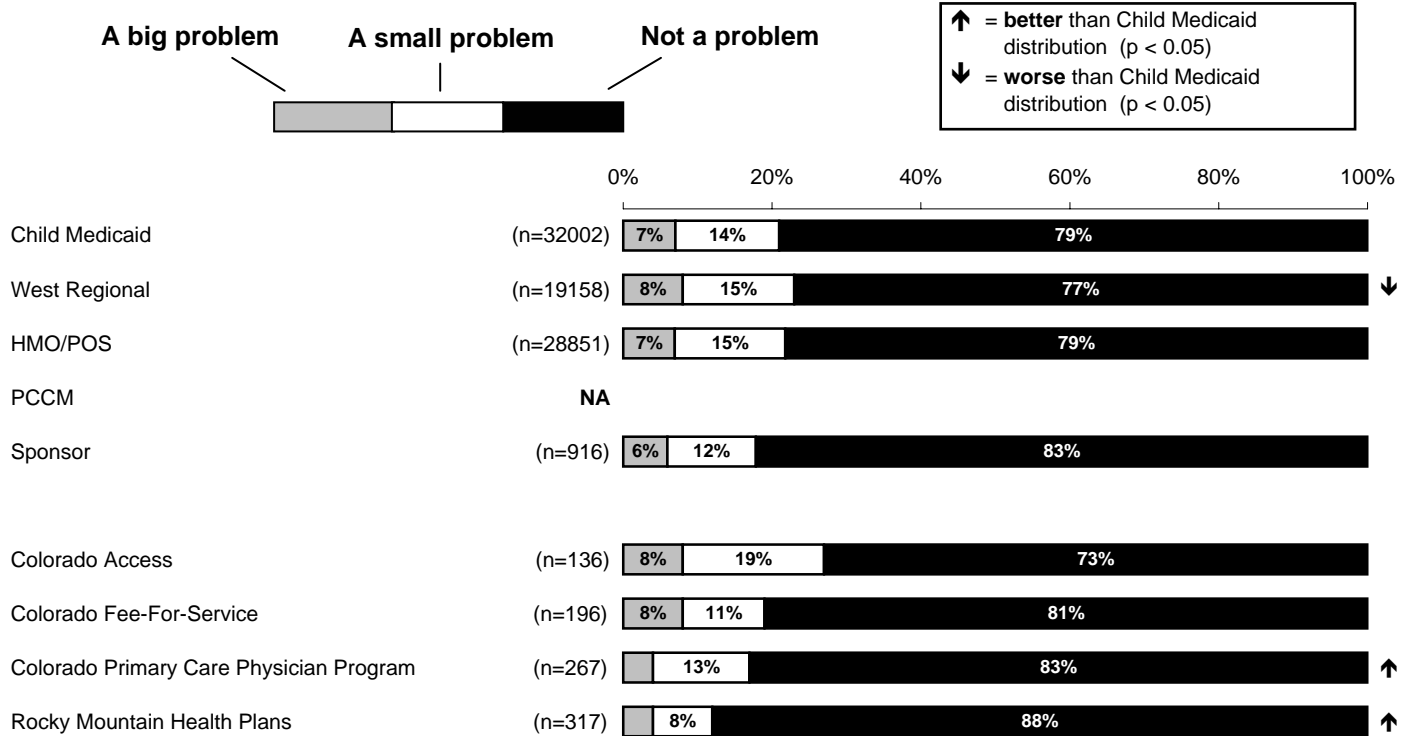
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q13. Of those respondents who thought their child needed to see a specialist: "In the last 6 months, how much of a problem, if any, was it to see a specialist that your child needed to see?"



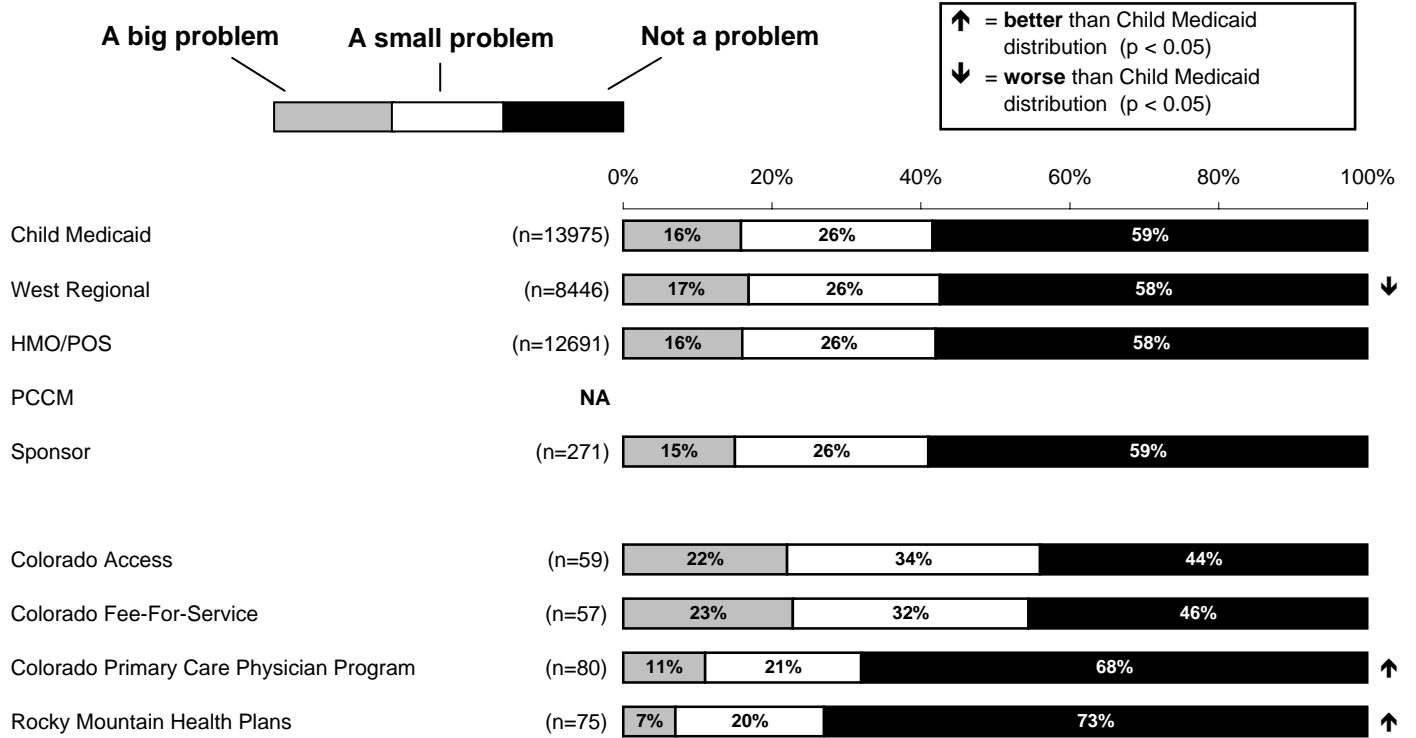
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q28. Of those respondents whose child went to a doctor's office or clinic: "In the last 6 months, how much of a problem, if any, was it to get the care, tests, or treatment for your child that you or a doctor believed necessary?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

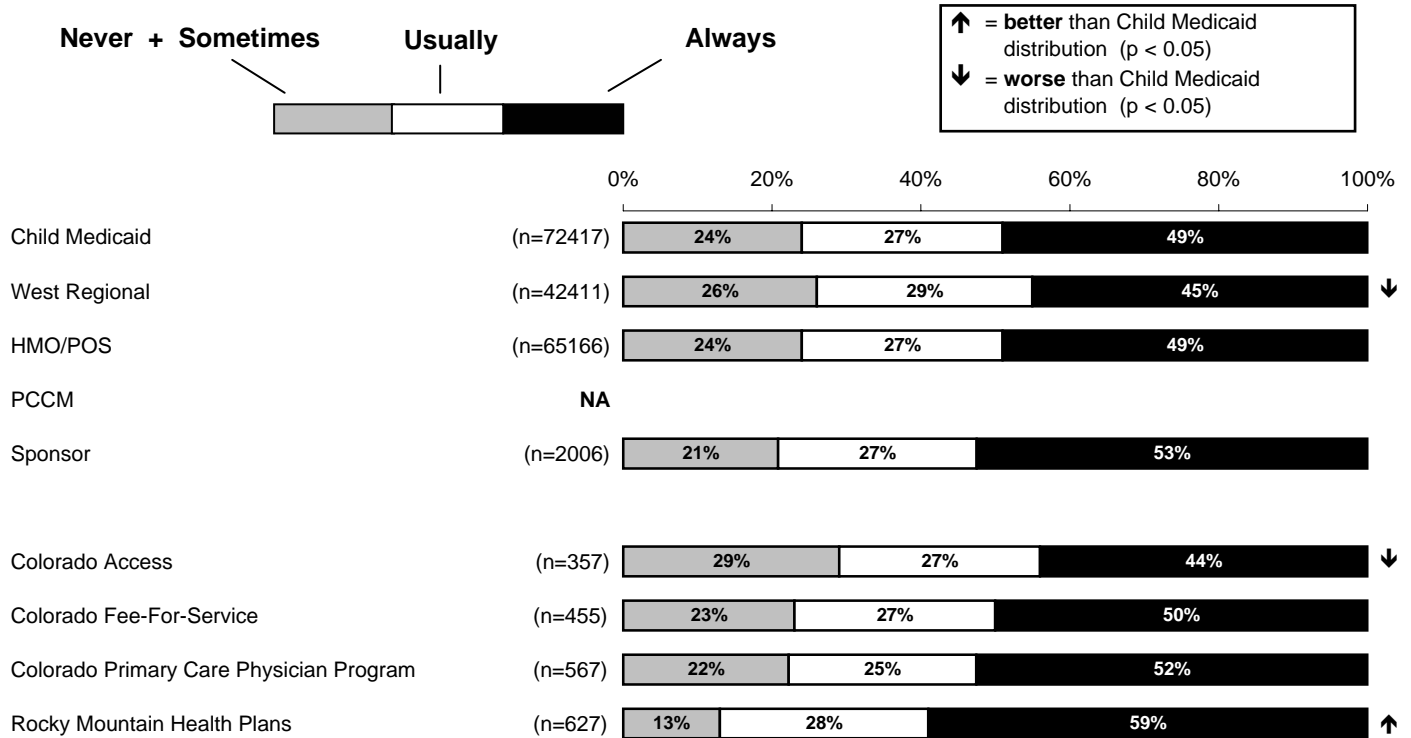
Q30. Of those respondents whose child went to a doctor's office or clinic: "In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your child's health plan?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

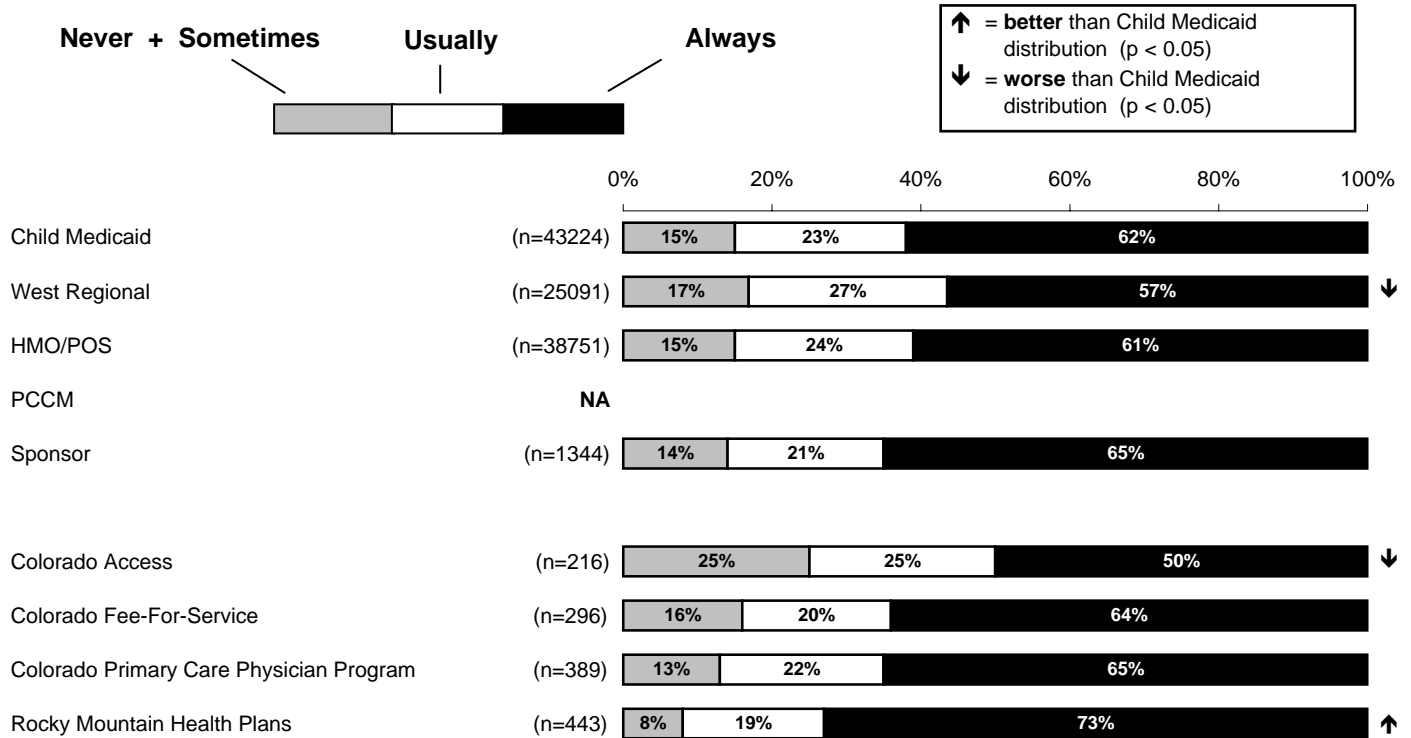
# Getting Care Quickly for Children

This chart displays the data for "Getting Care Quickly for Children", an aggregate of survey questions 18, 20, 23, and 31. Results for the individual questions are displayed on each of the following pages.



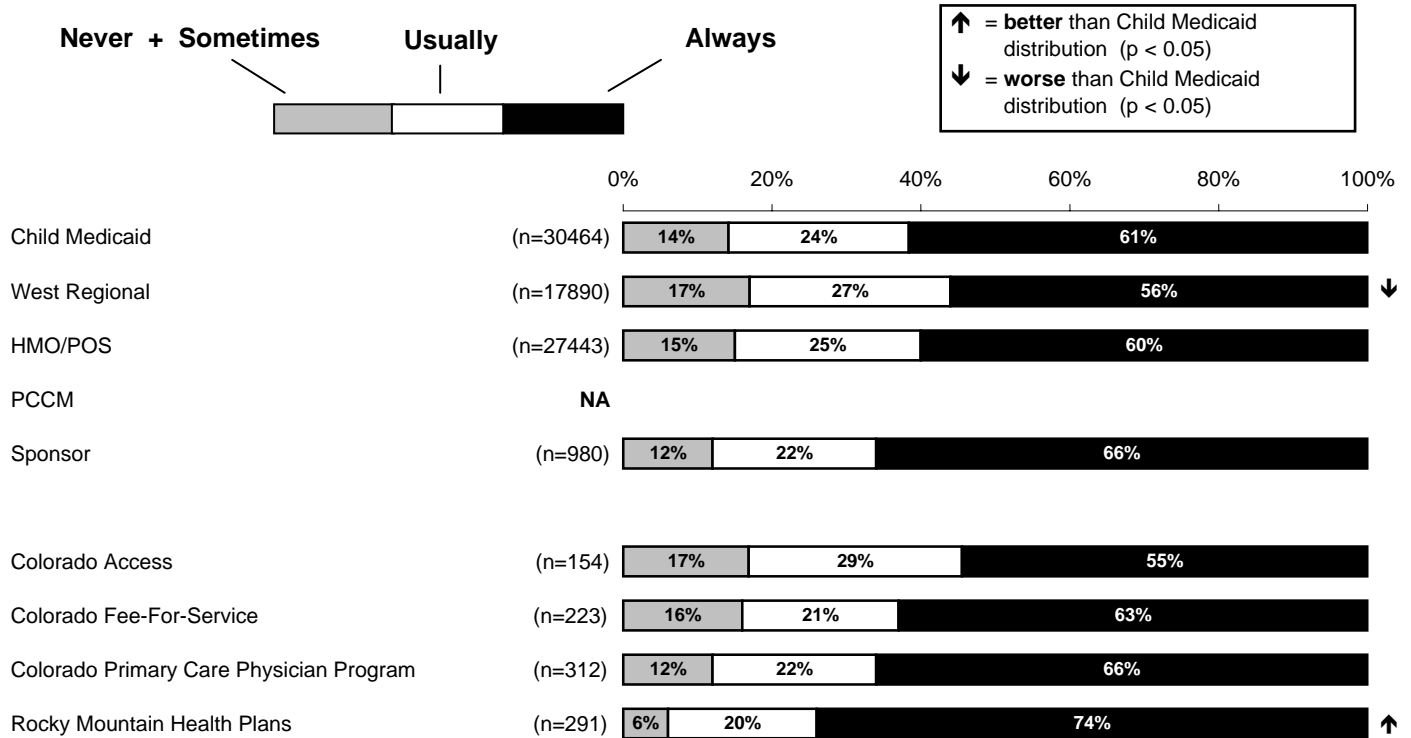
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q18. Of those respondents who called a doctor's office or clinic to get help or advice for their child: "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"



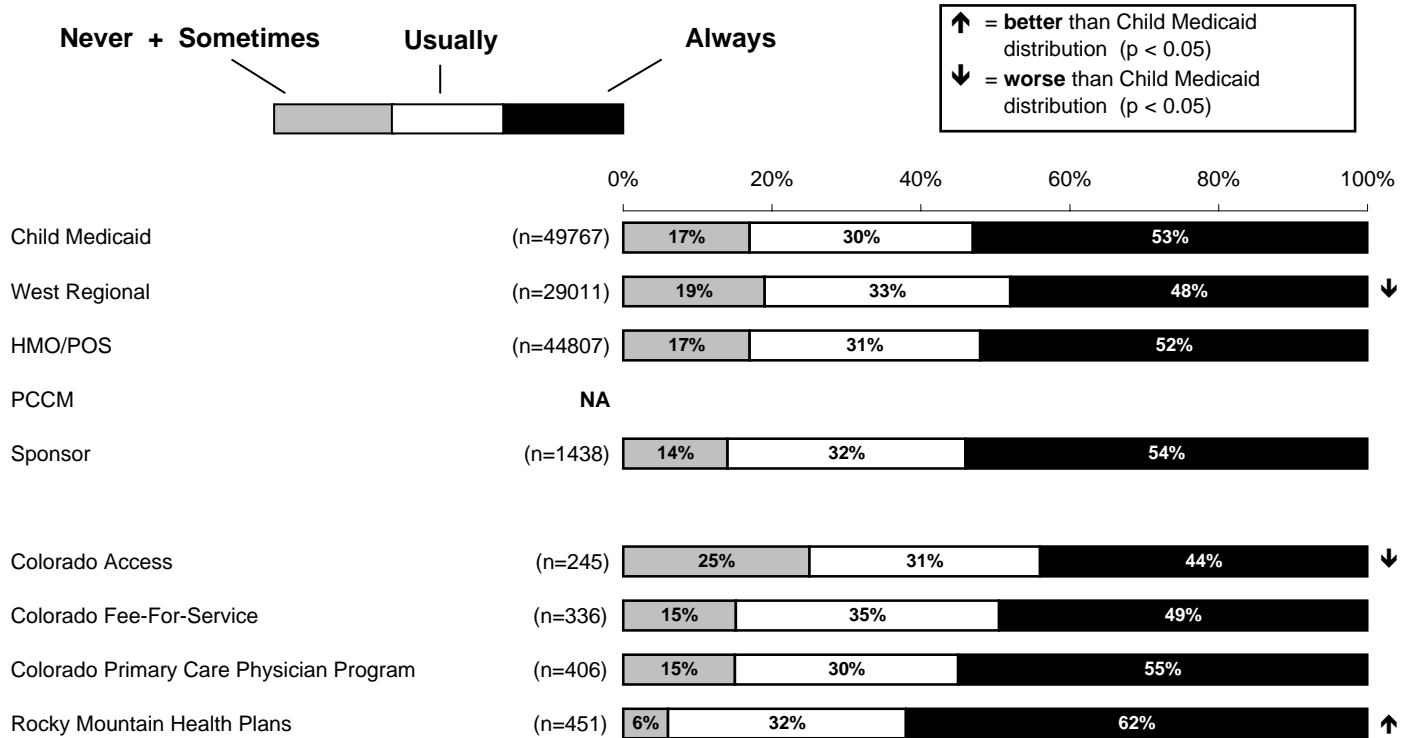
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q20. Of those respondents whose child had an injury or illness that needed care right away: "In the last 6 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you wanted?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

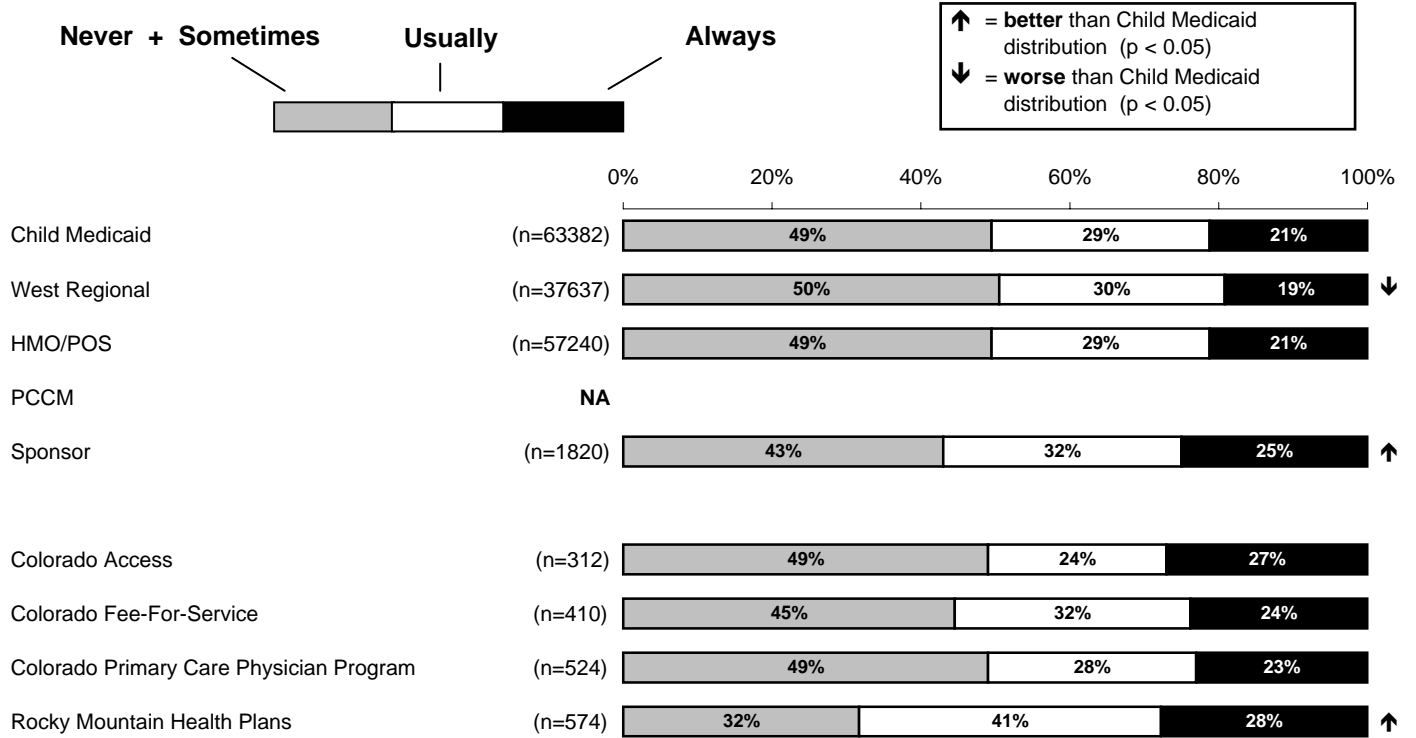
Q23. Of those respondents who made an appointment with a doctor or health provider: "In the last 6 months, not counting times your child needed health care right away, how often did your child get an appointment for health care as soon as you wanted?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.



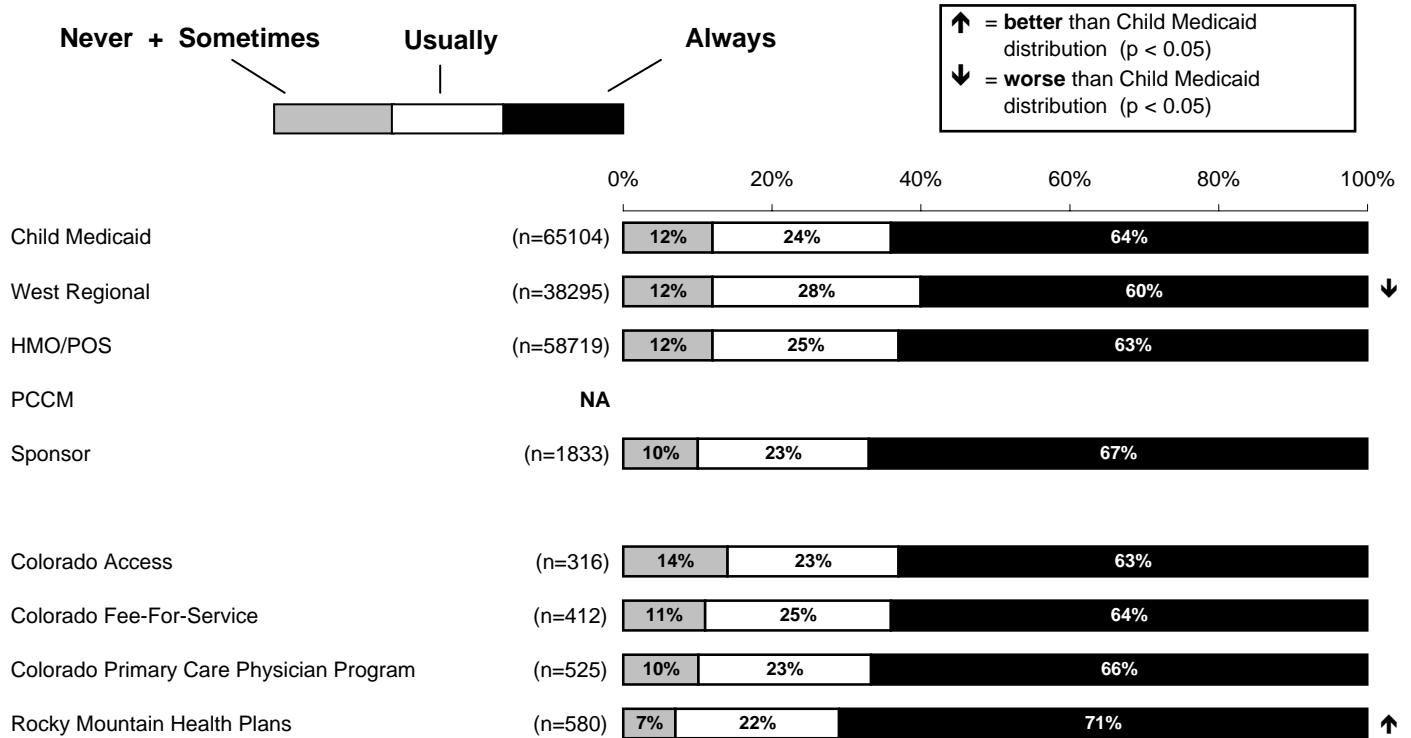
Q31. Of those respondents whose child went to a doctor's office or clinic: "In the last 6 months, how often was your child taken to the exam room within 15 minutes of his or her appointment?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

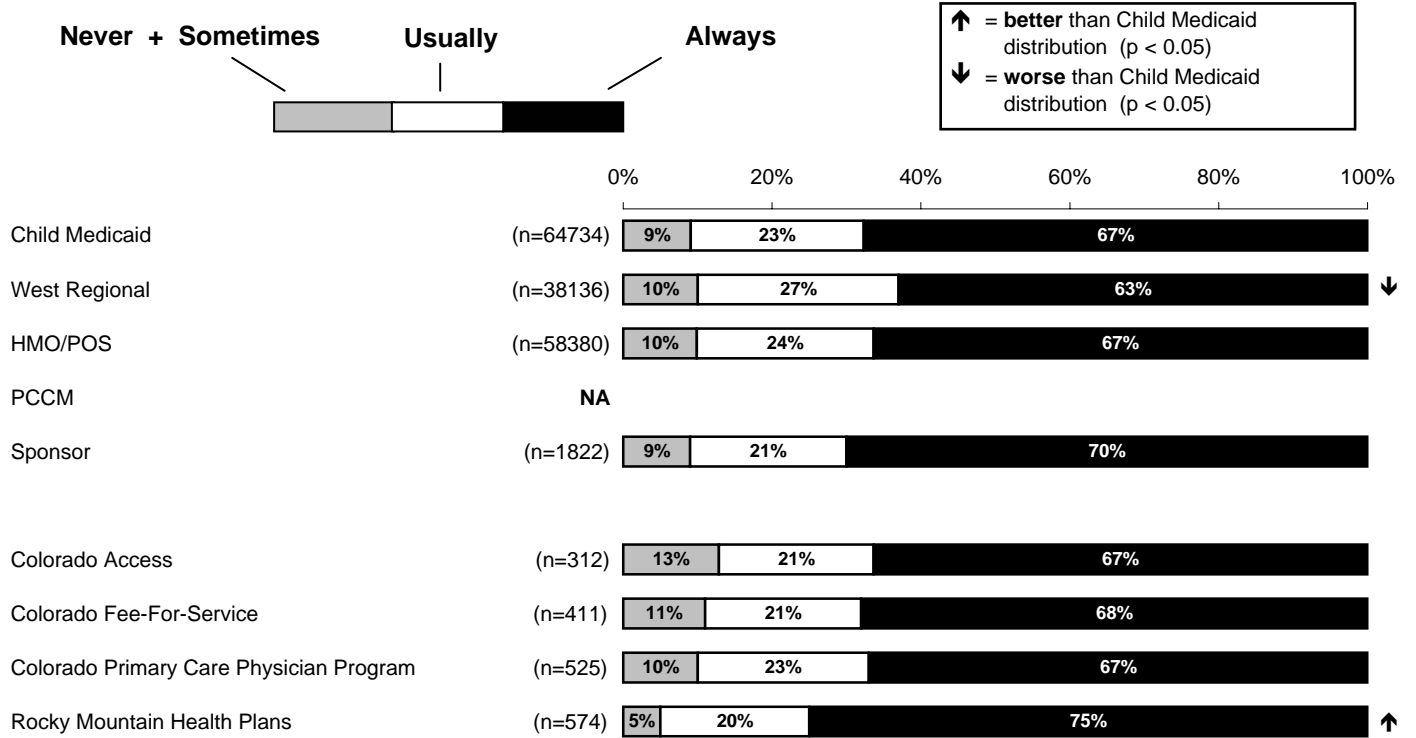
# Doctors Who Communicate Well

This chart displays the data for "Doctors Who Communicate Well", an aggregate of survey questions 34, 36, 37, 40 and 41. Results for the individual questions are displayed on each of the following pages.



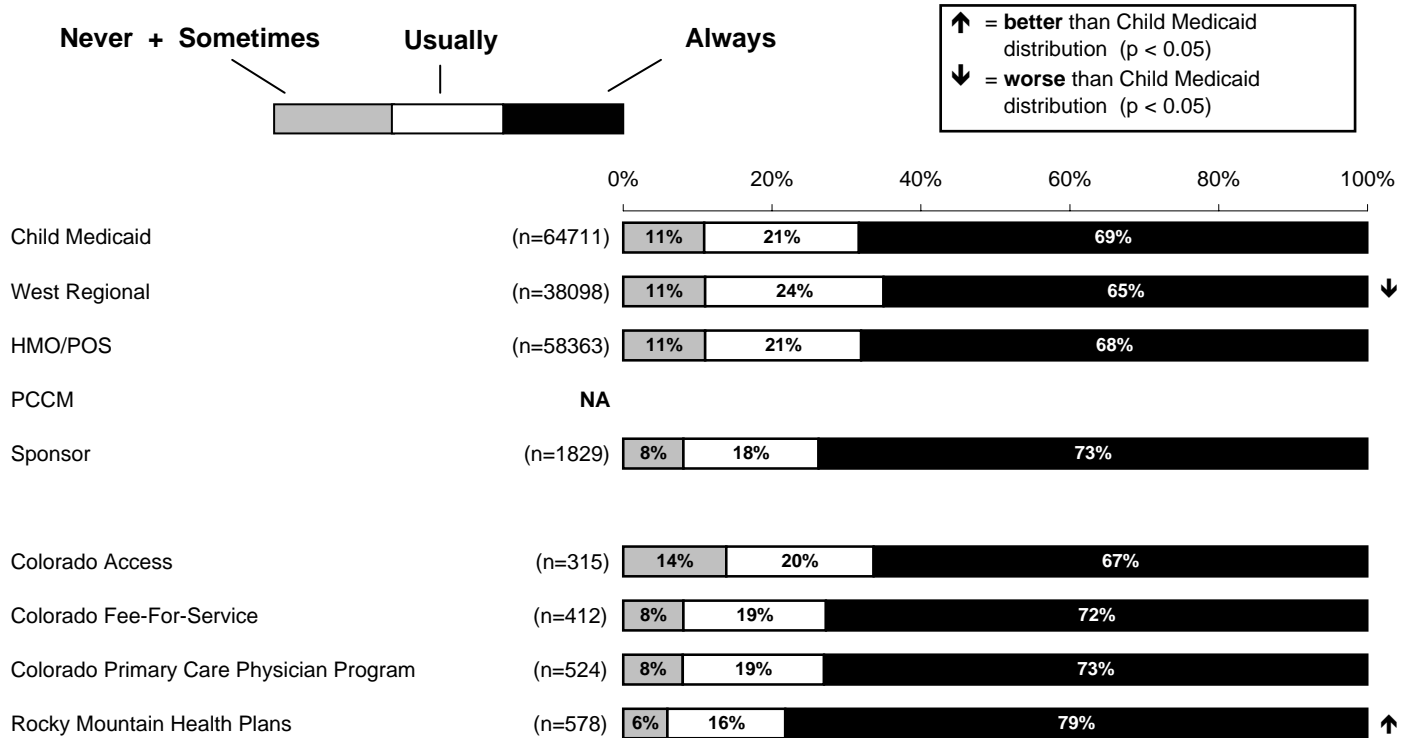
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q34. Of those respondents whose child went to a doctor's office or clinic: "In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?"



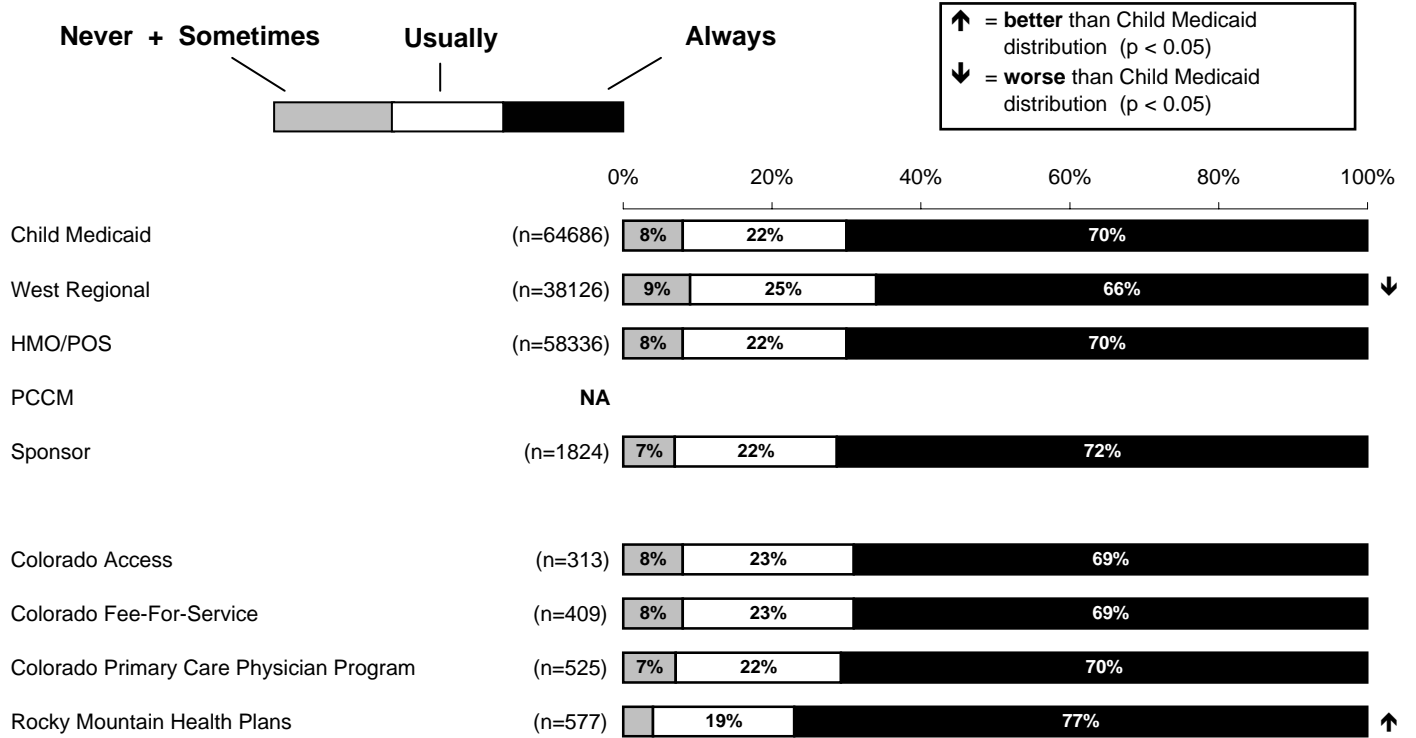
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q36. Of those respondents whose child went to a doctor's office or clinic: "In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?"



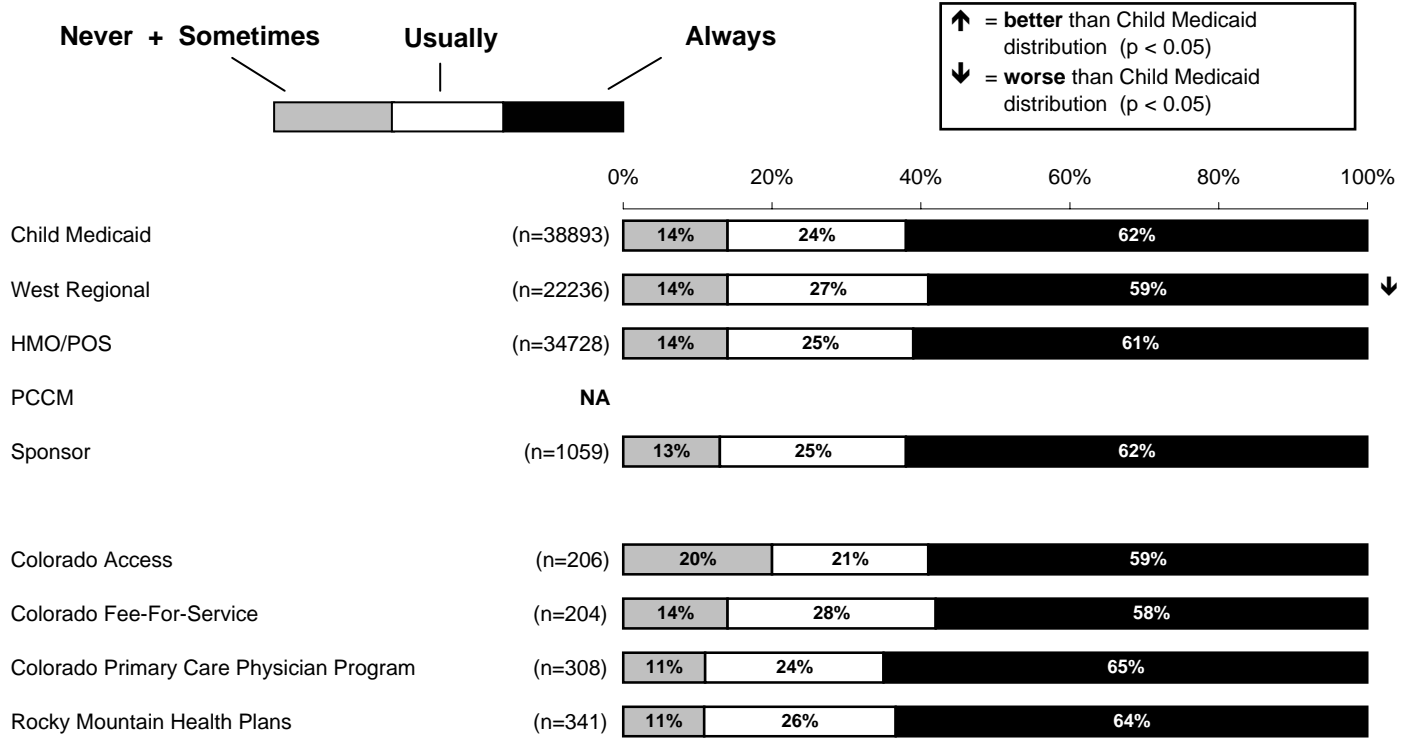
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q37. Of those respondents whose child went to a doctor's office or clinic: "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"



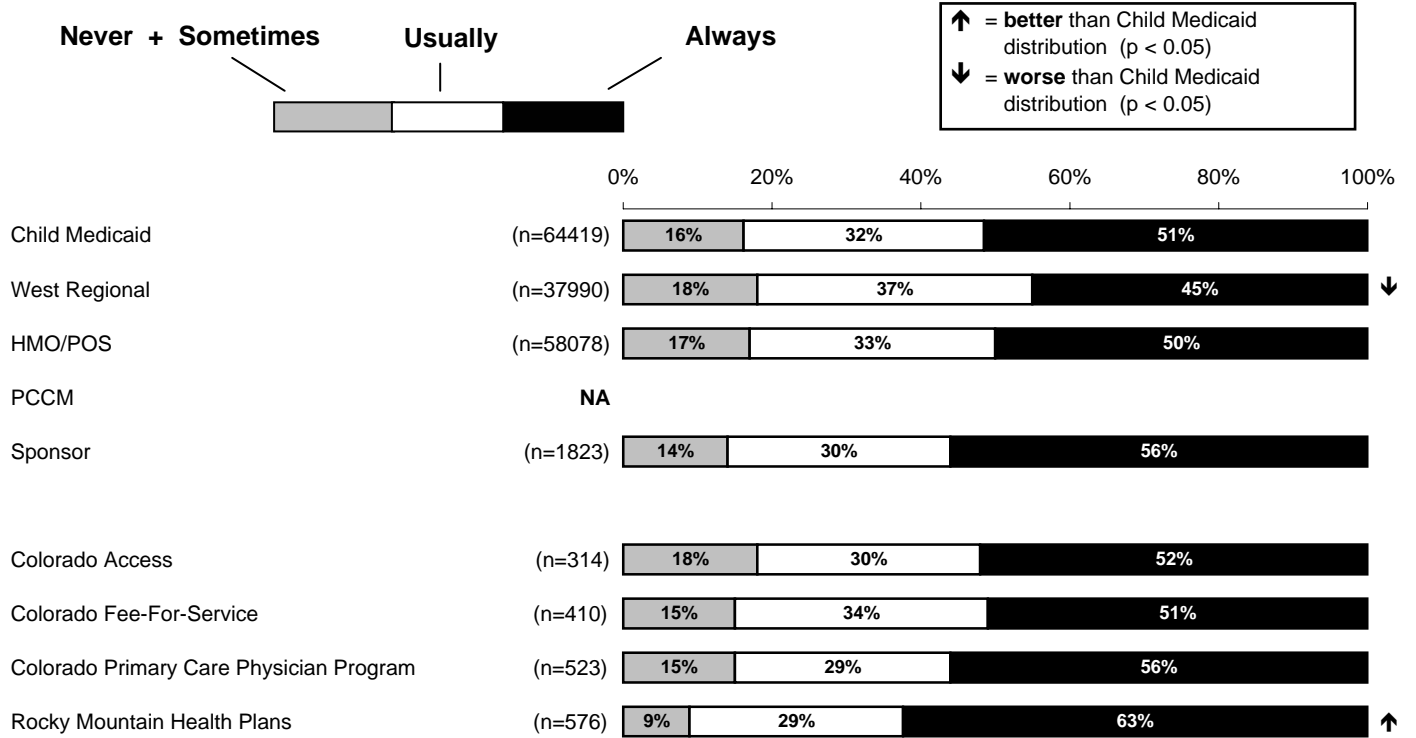
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q40. Of those respondents whose child went to a doctor's office or clinic: "In the last 6 months, how often did doctors or other health providers explain things in a way your child could understand?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

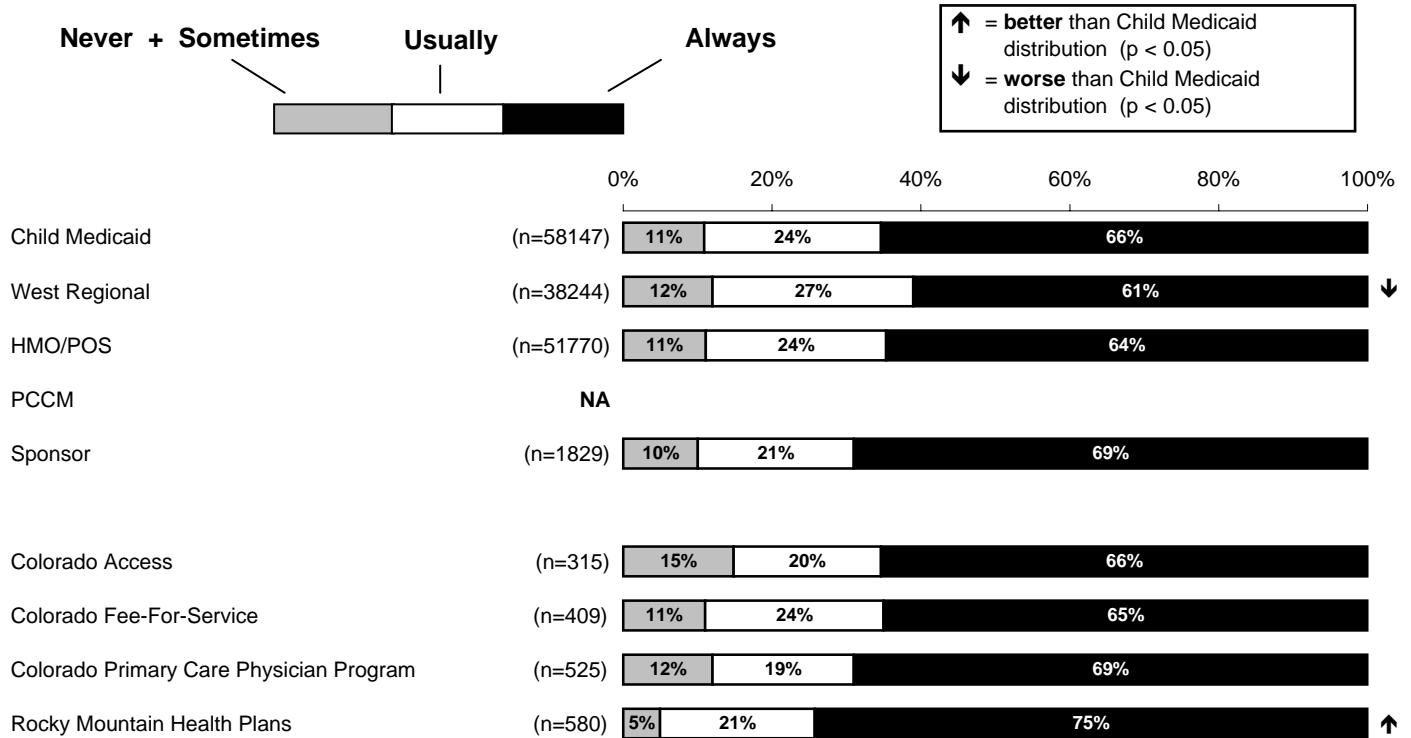
Q41. Of those respondents whose child went to a doctor's office or clinic: "In the last 6 months, how often did doctors or other health providers spend enough time with your child?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

# Courteous and Helpful Office Staff

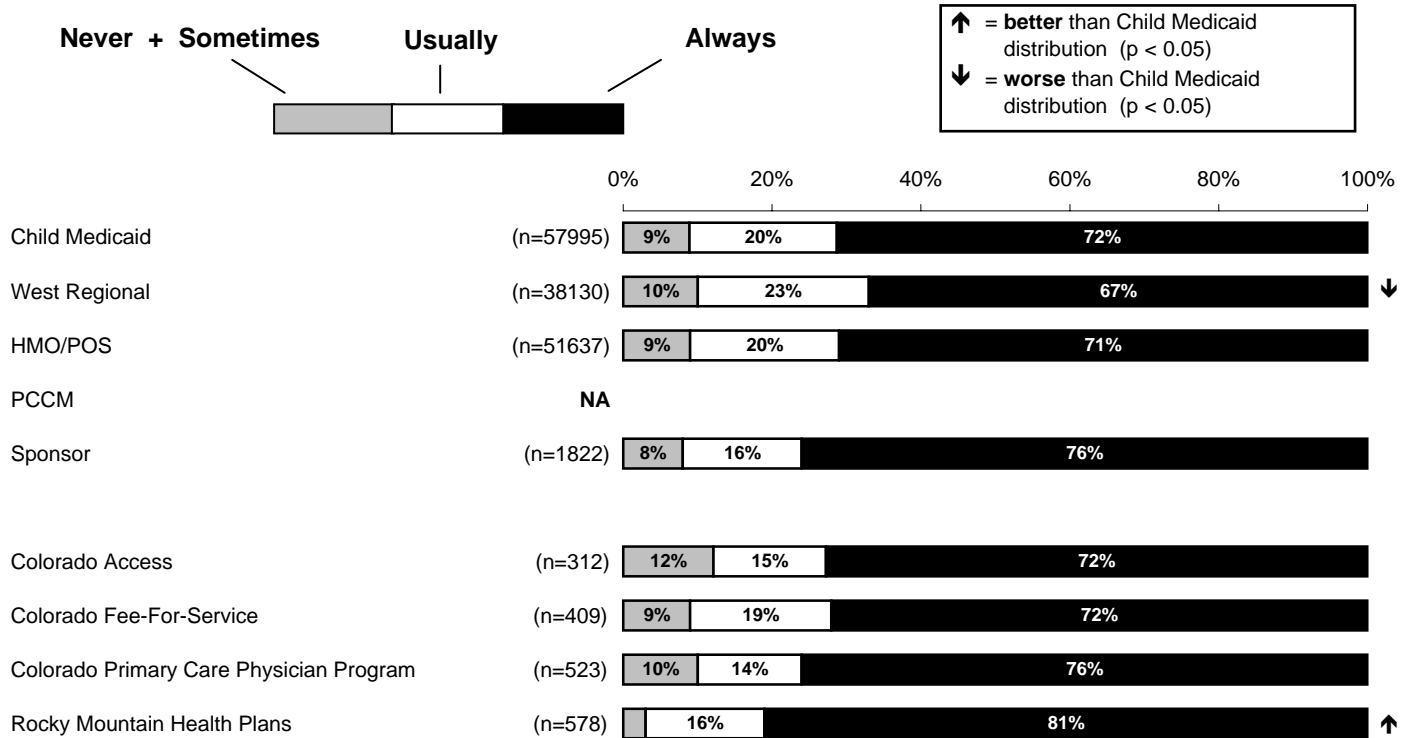
This chart displays the data for "Courteous and Helpful Office Staff", an aggregate of survey questions 32 and 33. Results for the individual questions are displayed on each of the following pages.



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

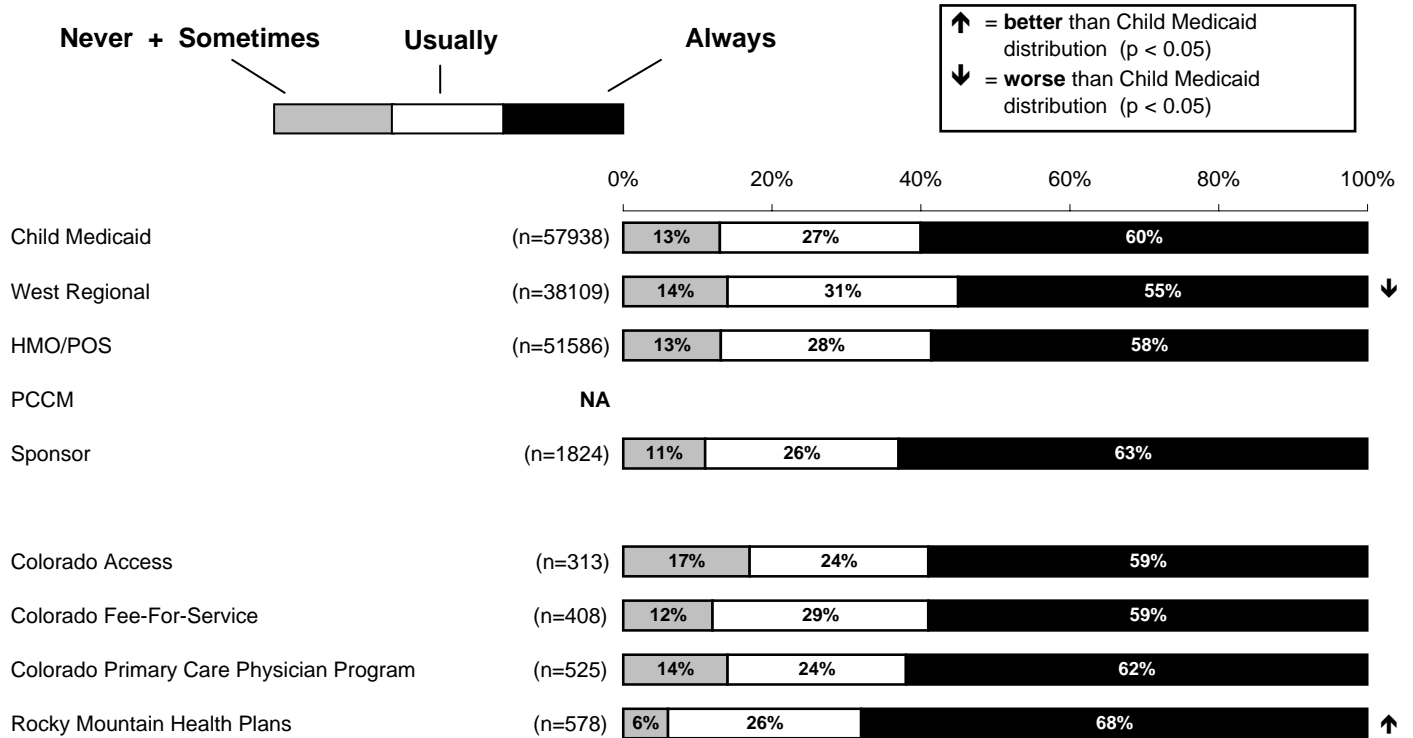


Q32. Of those respondents whose child went to a doctor's office or clinic: "In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

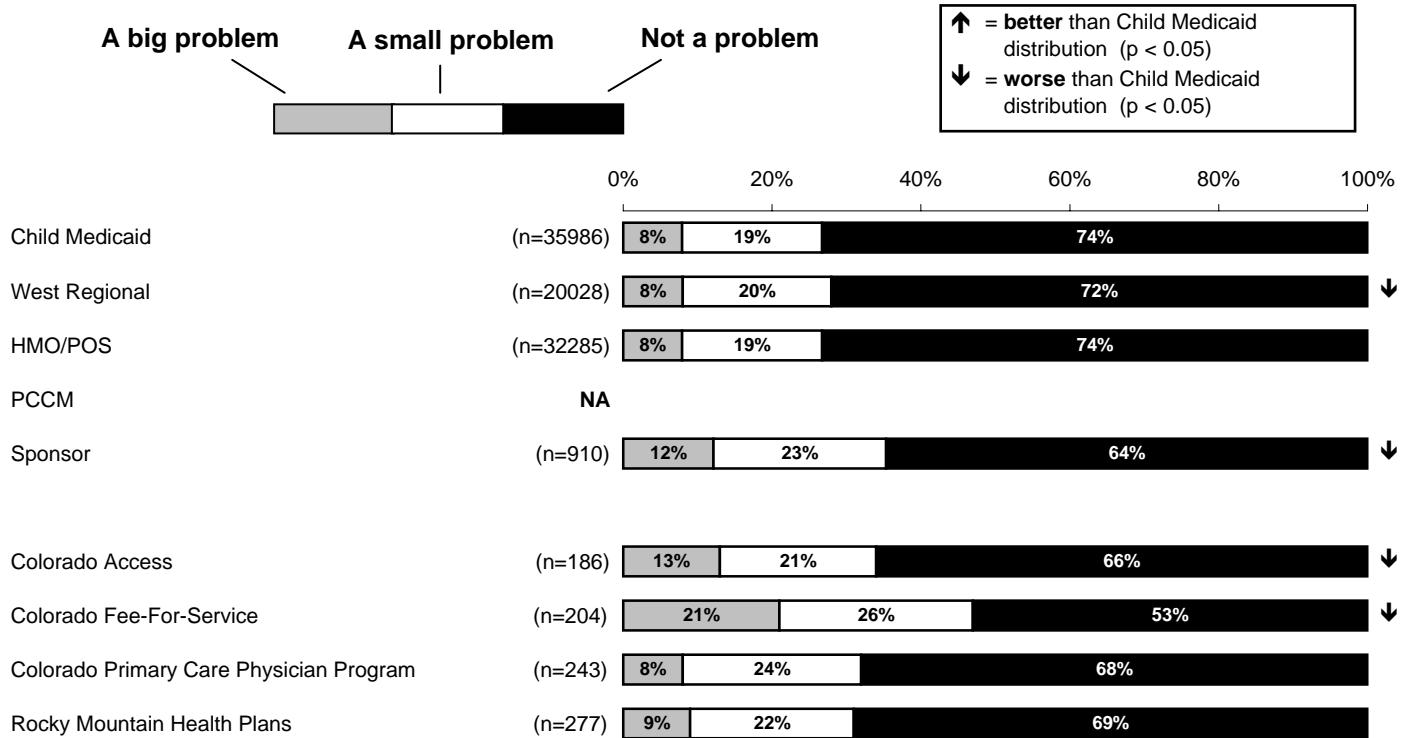
Q33. Of those respondents whose child went to a doctor's office or clinic: "In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

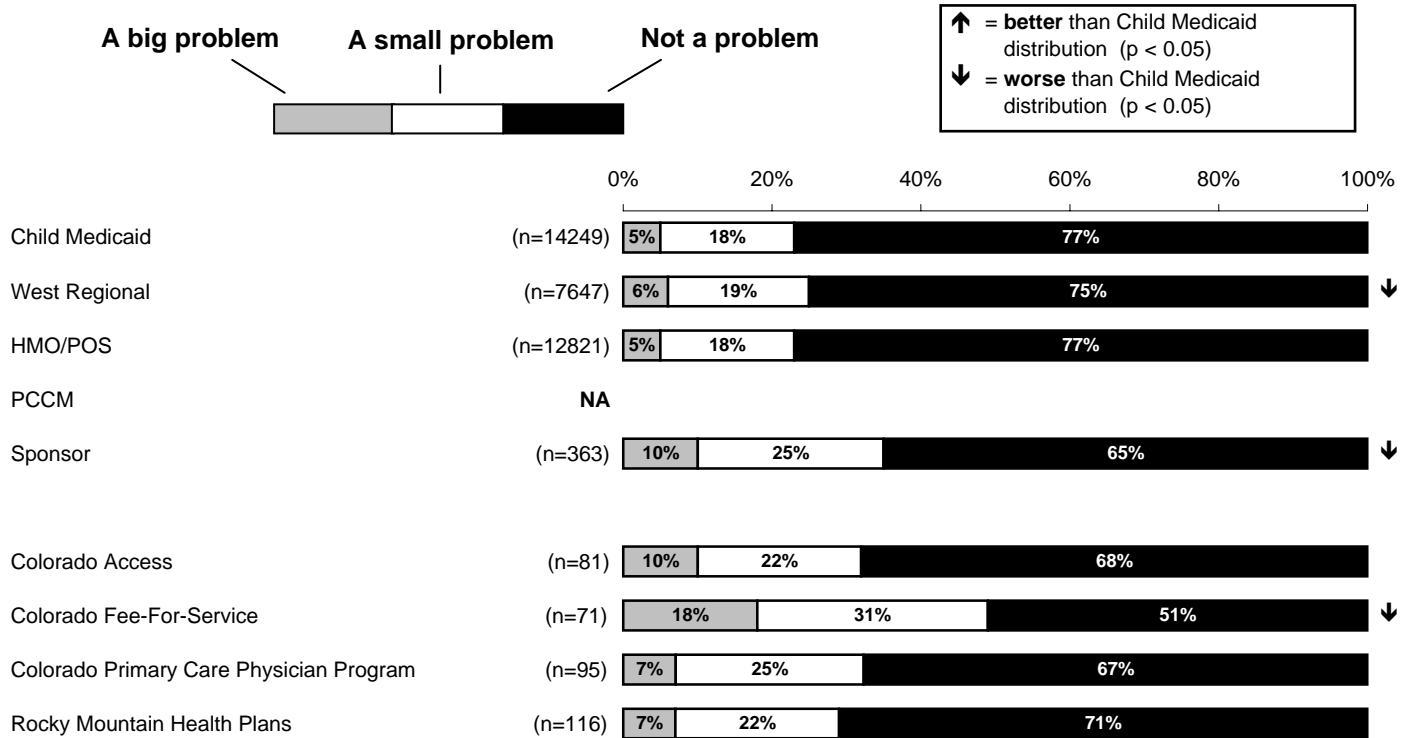
# Customer Service

This chart displays the data for "Customer Service", an aggregate of survey questions 79, 81, and 87. Results for the individual questions are displayed on each of the following pages.



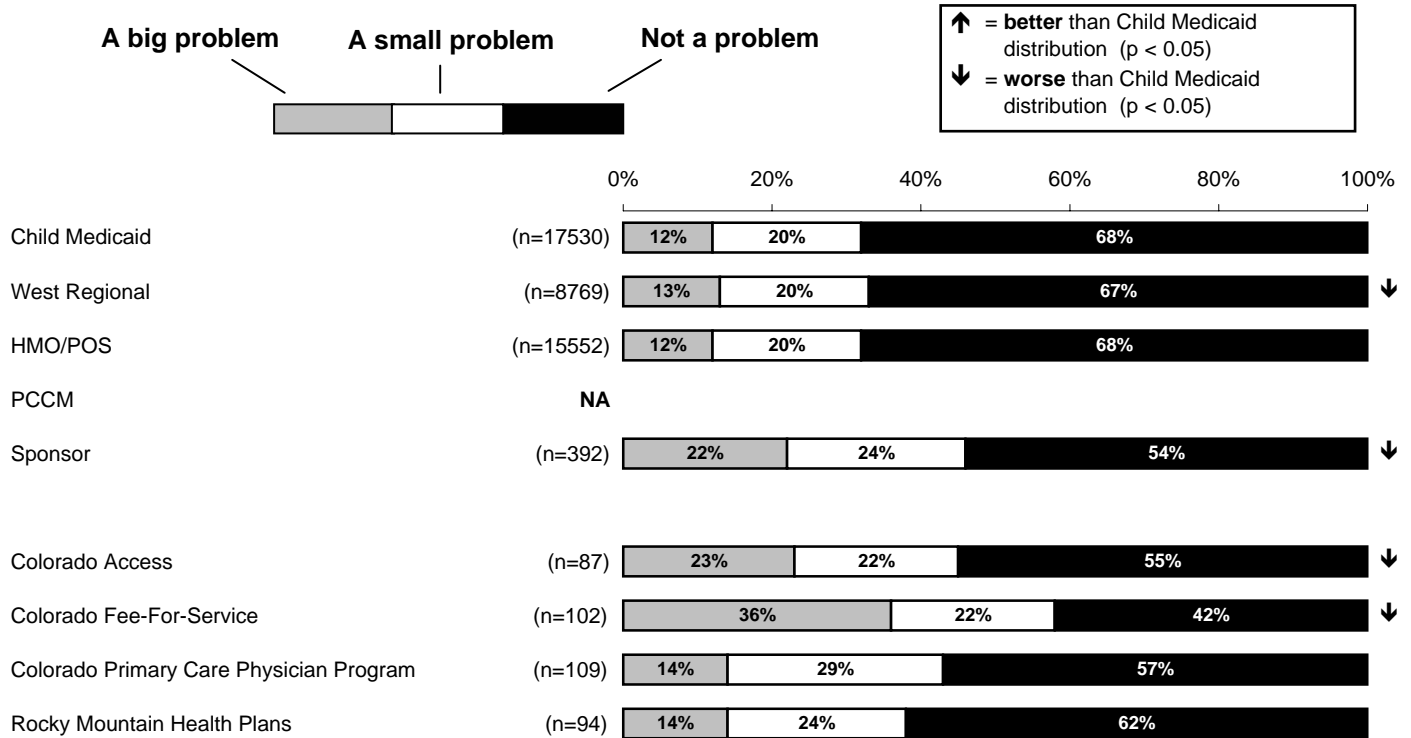
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q79. Of those respondents who looked for information in written materials or on the Internet: "In the last 6 months, how much of a problem, if any, was it to find or understand this information?"



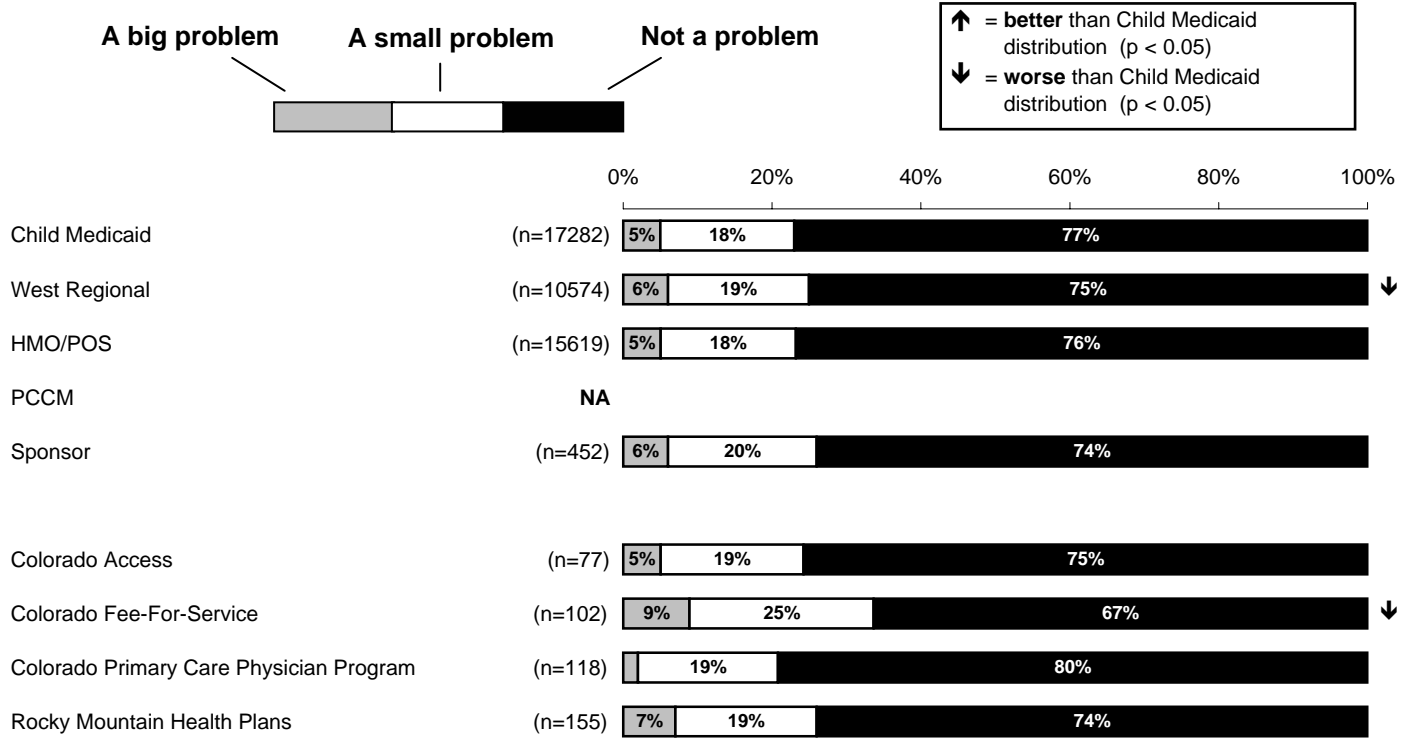
NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

Q81. Of those respondents who called their health plan's customer service to get information or help: "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

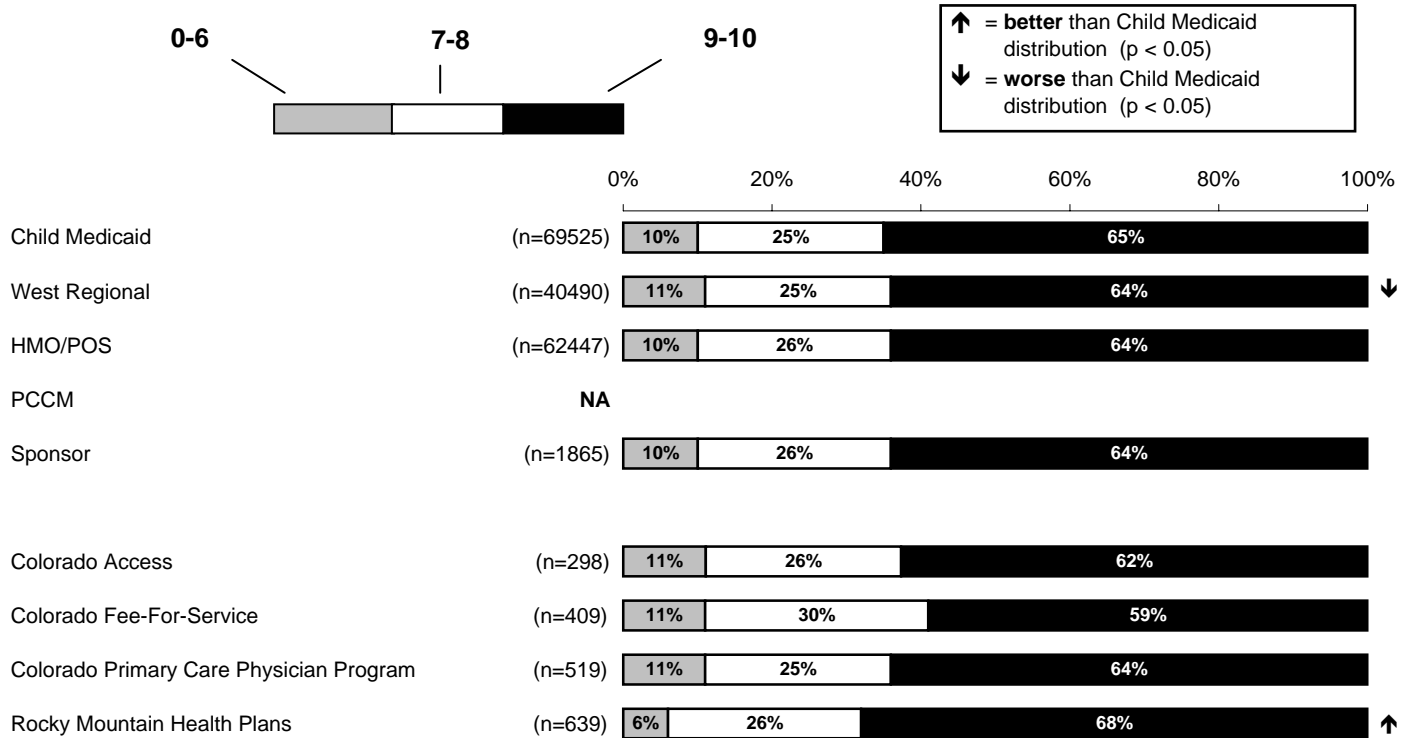
Q87. Of those respondents who had experiences with paperwork for their child's health plan: "In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

# Overall Rating of Child's Personal Doctor

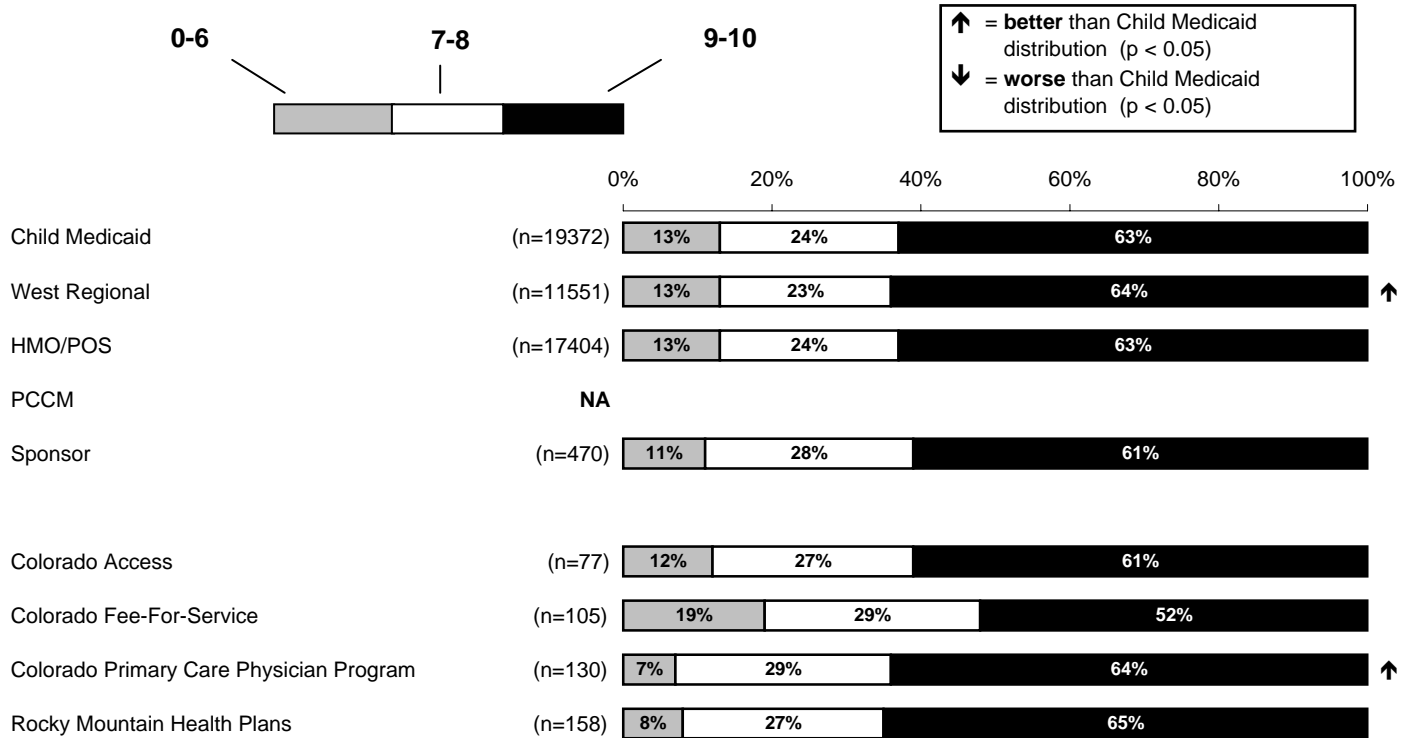
Q5. Of those respondents whose child had a personal doctor or nurse: "Using any number from 0 to 10, where 0 is the worst personal doctor or nurse possible, and 10 is the best, what number would you use to rate your child's personal doctor or nurse?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

# Overall Rating of Child's Specialists

Q15. Of those respondents who reported their child seeing a specialist: "Using any number from 0 to 10, where 0 is the worst specialist possible, and 10 is the best personal specialist possible, what number would you use to rate your child's specialist?"

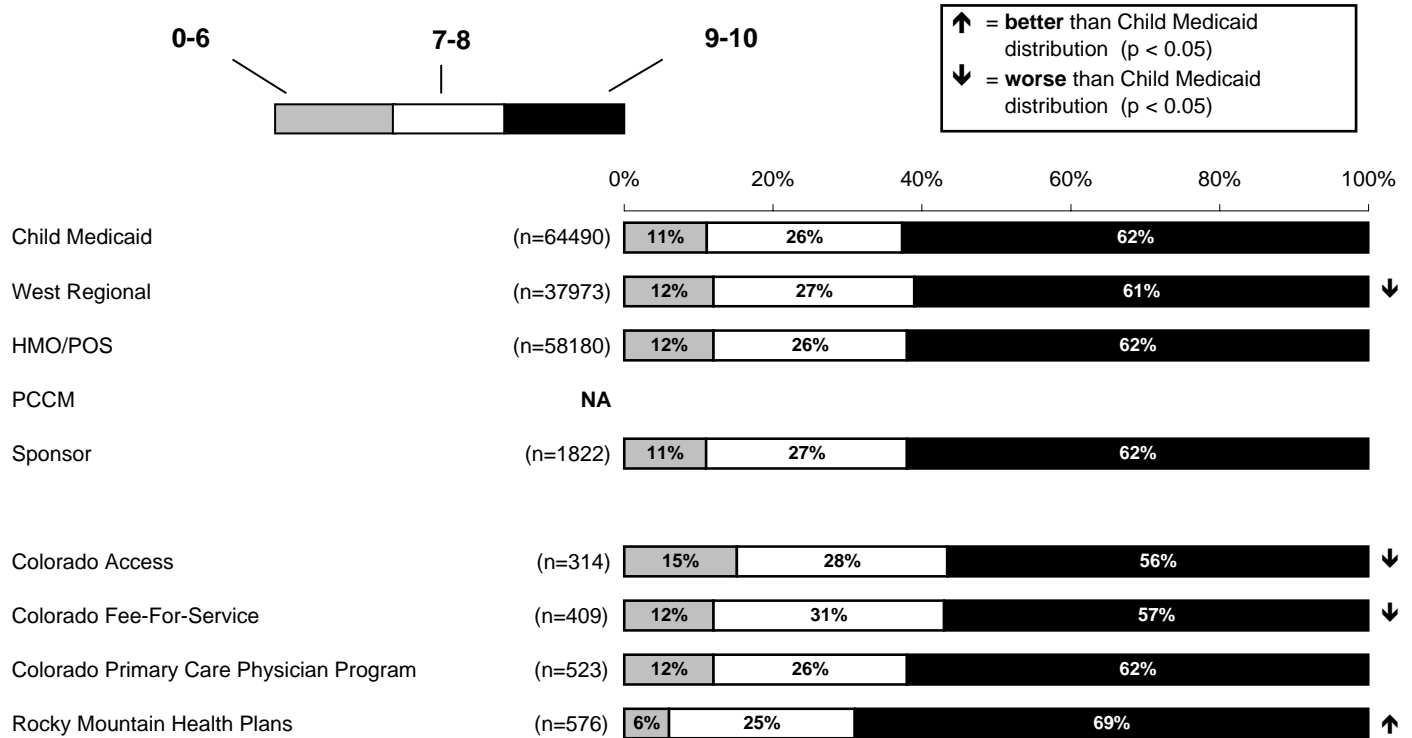


NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.



# Overall Rating of Child's Health Care

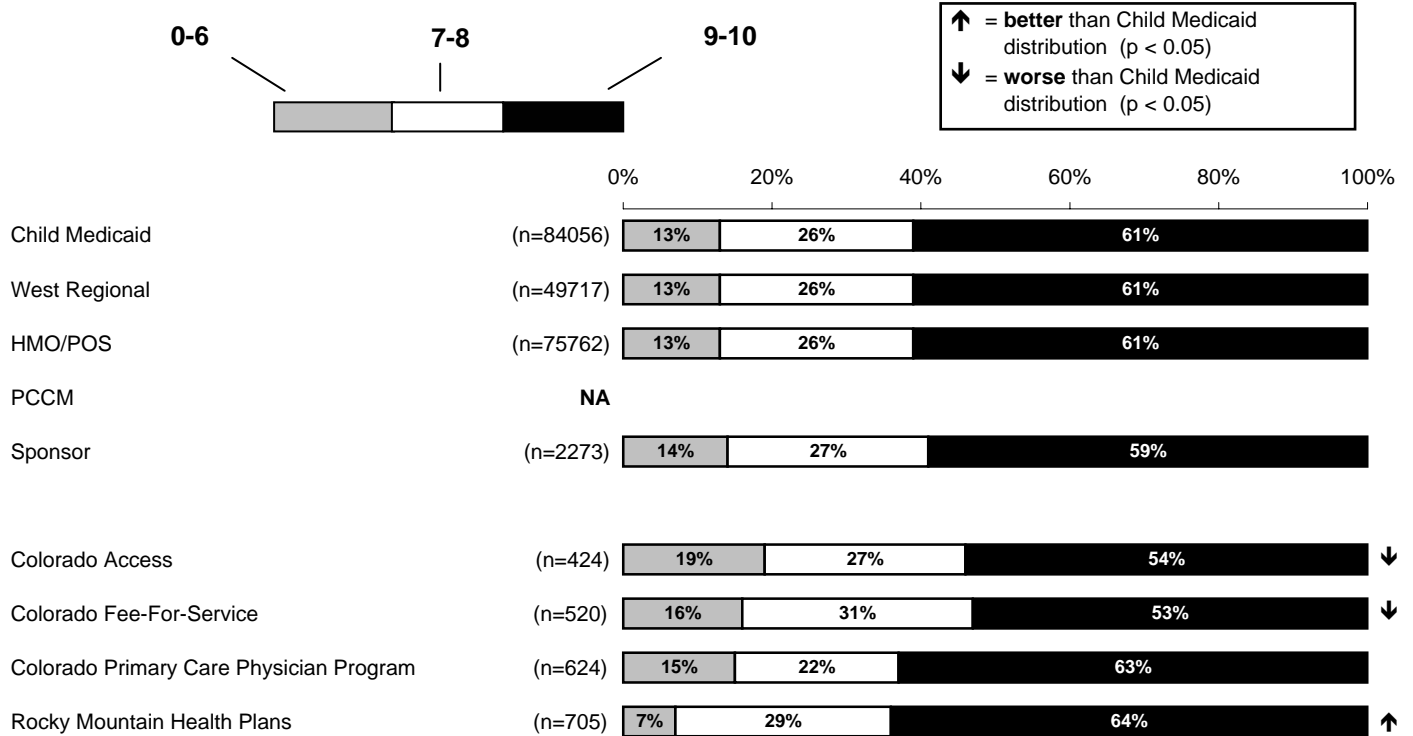
Q51. Using any number from 0 to 10, where 0 is the worst health care possible, and 10 is the best, what number would you use to rate all your child's health care in the last 6 months?



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

# Overall Rating of Child's Health Plan

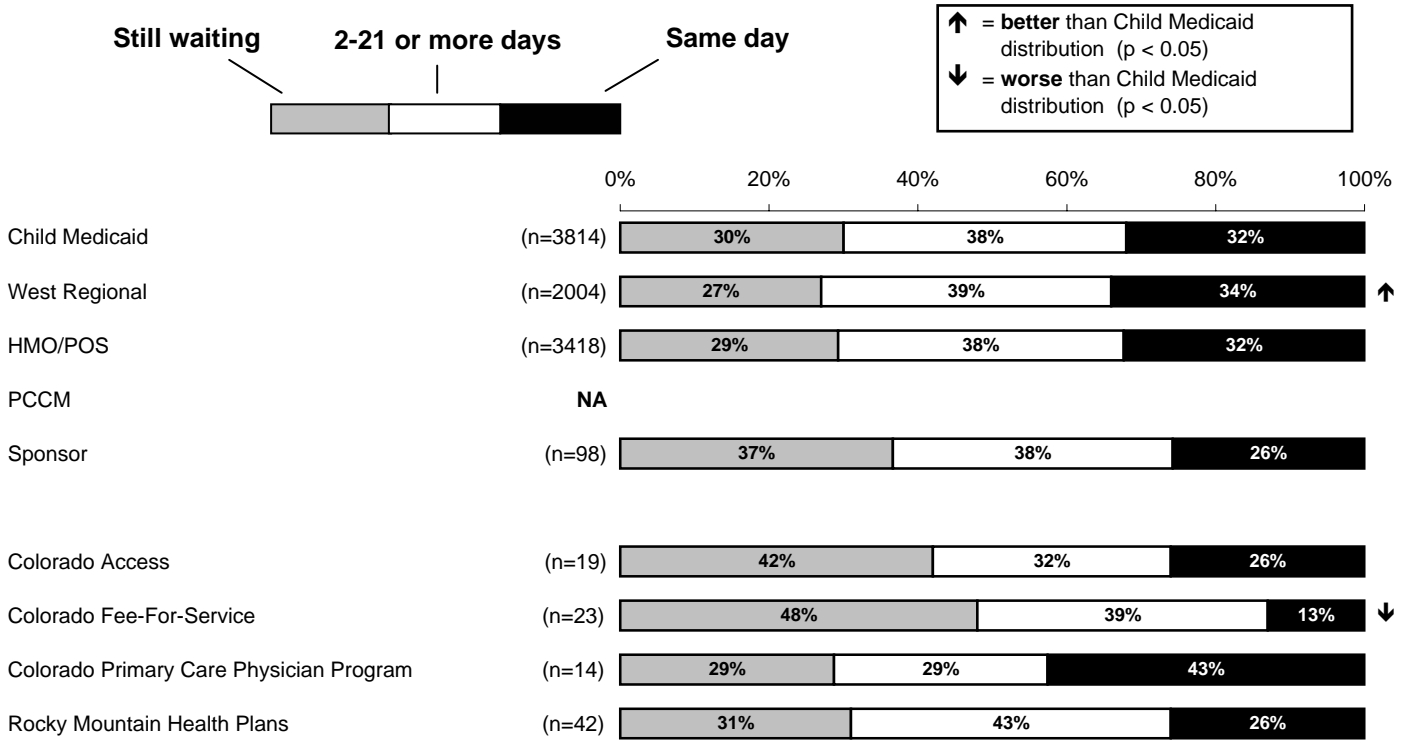
Q88. Using any number from 0 to 10, where 0 is the worst health plan possible, and 10 is the best health plan possible, what number would you use to rate your child's health plan?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

# HEDIS Survey Item

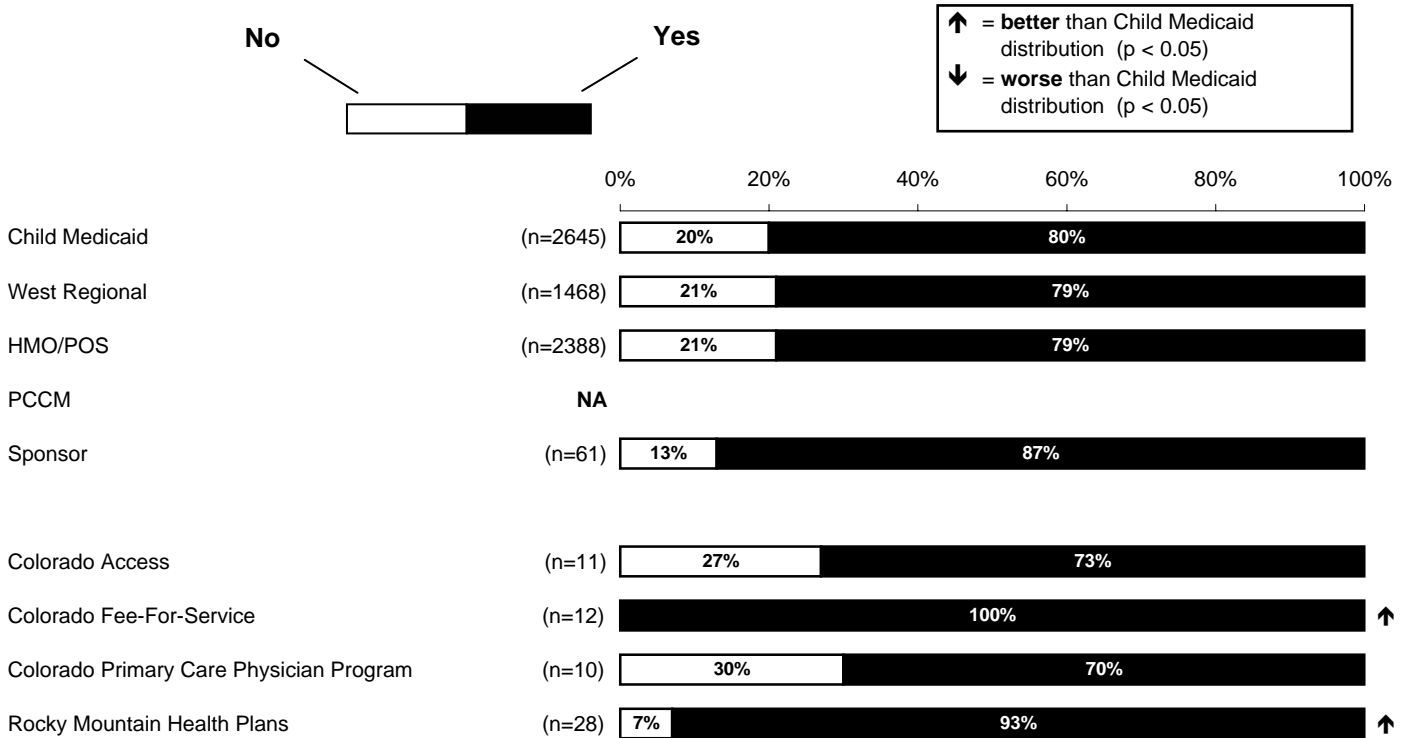
Q83. Of those respondents who called or wrote their child's health plan with a complaint or problem: "How long did it take for your child's health plan to resolve your complaint?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

# HEDIS Survey Item

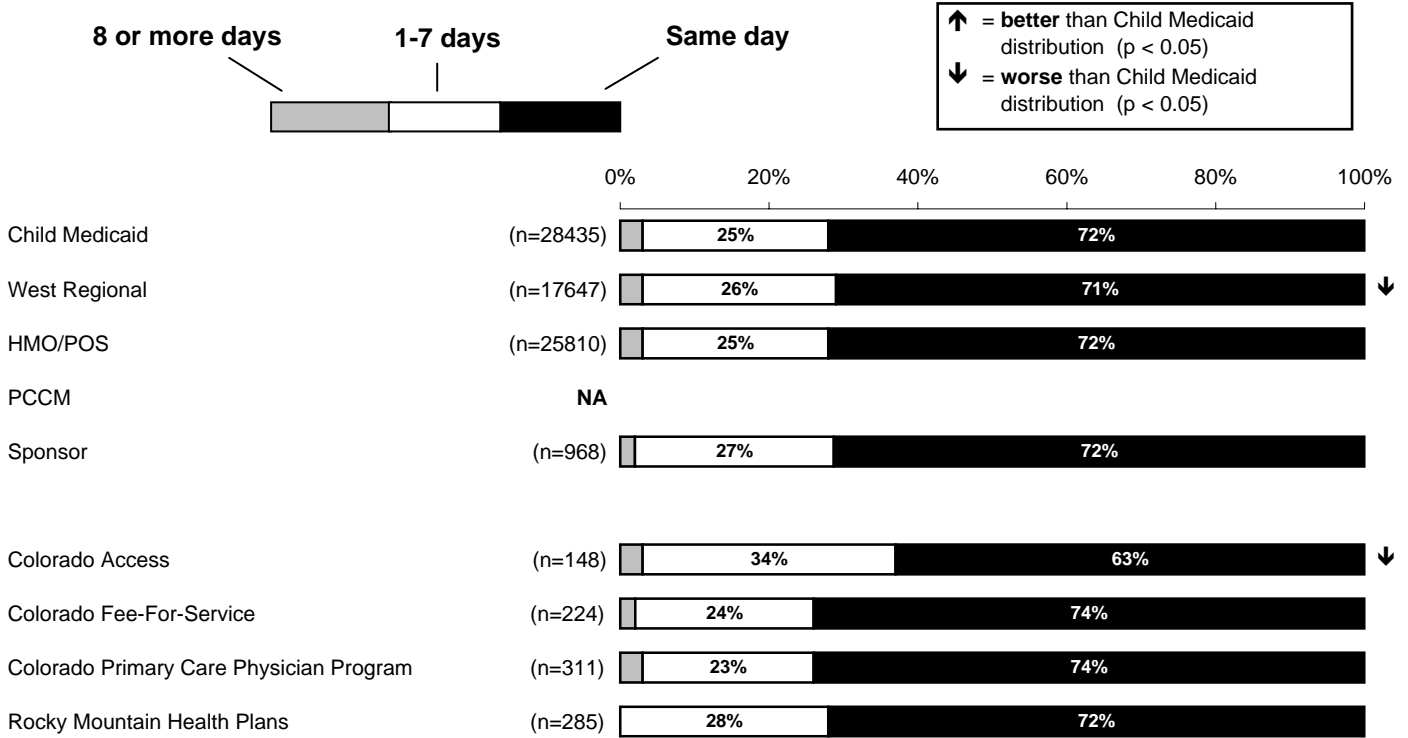
Q84. Of those respondents whose complaint or problem was resolved: "Was your complaint or problem settled to your satisfaction?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

# HEDIS Survey Item

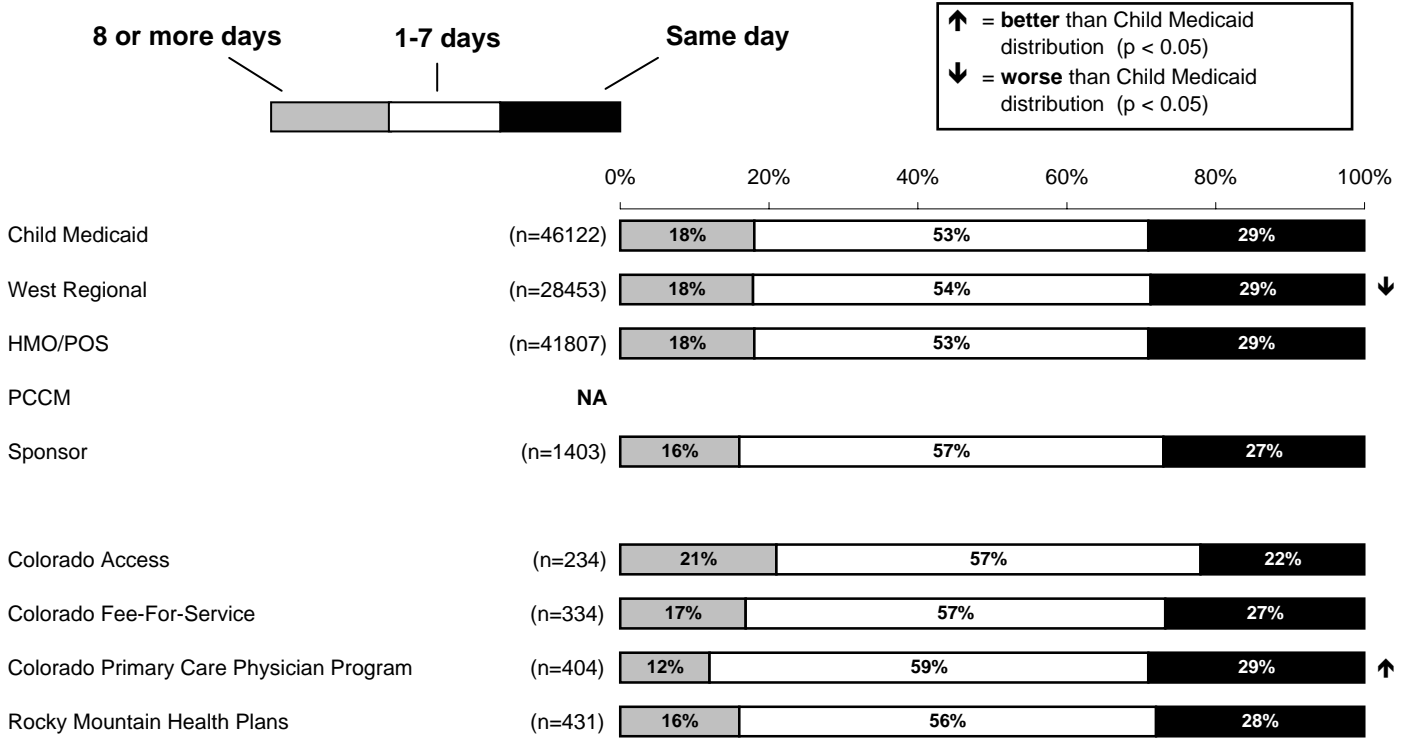
Q21. In the last 6 months, when your child needed care right away for an illness, injury, or condition, how long did you usually have to wait between trying to get care and actually seeing a provider?



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.

# HEDIS Survey Item

Q24. Of those respondents who made an appointment for care for their child: "In the last 6 months, how many days did your child usually have to wait between making an appointment and actually seeing a provider?"



NOTE: The results shown above are case mix adjusted. Small percentage differences may represent measurement (sampling) error rather than actual differences in health plan performance. Response distributions may not sum to 100 percent due to rounding. See the methodology section for more information about the scoring and case-mix methodology.