



Medicaid Child CAHPS // Trend Comparisons

Community Care Plan (CHIP)

Composite/Attribute/Measure/Rating Item	Summary Rate Score Definition	2024		2023		2022		Significance Testing**	
		Valid n	Summary Rate*	Valid n	Summary Rate*	Valid n	Summary Rate*	2024 versus 2023	2024 versus 2022
Getting Needed Care			84.3%		75.9%		77.7%	Not sig.	Not sig.
Q9. Ease of getting necessary care, tests, or treatment child needed	Always/Usually	116	89.7%	184	81.5%	141	80.9%	Sig. increase	Sig. increase
Q23. Getting child's appointments with specialists as soon as needed		52	78.8%	91	70.3%	63	74.6%	Not sig.	Not sig.
Getting Care Quickly			92.0%		84.9%		82.0%	Not sig.	Sig. increase
Q4. Child got care as soon as needed when care was needed right away	Always/Usually	71	95.8%	74	91.9%	48	87.5%	Not sig.	Not sig.
Q6. Child got check-up/routine care appointment as soon as needed		119	88.2%	168	78.0%	145	76.6%	Sig. increase	Sig. increase
How Well Doctors Communicate			96.5%		93.7%		92.0%	Not sig.	Not sig.
Q12. Child's personal doctor explained things about health in an understandable way	Always/Usually	117	94.0%	183	94.5%	142	94.4%	Not sig.	Not sig.
Q13. Child's personal doctor listened carefully to you		117	98.3%	183	95.1%	143	93.0%	Not sig.	Sig. increase
Q14. Child's personal doctor showed respect for what you had to say		117	99.1%	182	96.2%	143	93.0%	Not sig.	Sig. increase
Q17. Child's personal doctor spent enough time with your child		113	94.7%	182	89.0%	139	87.8%	Not sig.	Sig. increase
Customer Service			85.1%		81.7%		91.7%	Not sig.	Not sig.
Q27. Customer service provided information or help	Always/Usually	64	76.6%	120	73.3%	60	85.0%	Not sig.	Not sig.
Q28. Customer service treated member with courtesy and respect		63	93.7%	120	90.0%	59	98.3%	Not sig.	Not sig.
Coordination of Care (Q20)		51	86.3%	81	81.5%	60	80.0%	Not sig.	Not sig.
Ease of Filling out Forms (Q30)		184	95.7%	296	95.3%	238	97.1%	Not sig.	Not sig.
Rating Items (Summary Rate = 8 + 9 + 10)									
Rating of Health Care (Q8)	8 to 10	116	91.4%	185	84.9%	141	82.3%	Not sig.	Sig. increase
Rating of Personal Doctor (Q21)		176	94.3%	272	88.2%	216	93.1%	Sig. increase	Not sig.
Rating of Specialist (Q25)		50	90.0%	86	83.7%	60	86.7%	Not sig.	Not sig.
Rating of Health Plan (Q31)		193	82.4%	310	81.0%	241	78.0%	Not sig.	Not sig.
Rating Items (Summary Rate = 9 + 10)									
Rating of Health Care (Q8)	9 to 10	116	77.6%	185	68.1%	141	67.4%	Not sig.	Not sig.
Rating of Personal Doctor (Q21)		176	84.1%	272	74.6%	216	75.9%	Sig. increase	Sig. increase
Rating of Specialist (Q25)		50	80.0%	86	73.3%	60	66.7%	Not sig.	Not sig.
Rating of Health Plan (Q31)		193	65.8%	310	60.0%	241	58.9%	Not sig.	Not sig.

* Summary Rates are defined by NCQA in its HEDIS 2024 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.
 ** Significance Testing - "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher for 2024 results when compared to trend data. "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower for 2024 results when compared to trend data. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference between the percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level. "NA" denotes trend data is not available.

Note 1: Members who responded "No" to Q29 are included in "Always" of Q30, per NCQA HEDIS 2024 Volume 3 guidelines.
 Note 2: Please note that the trend results in this report may vary slightly from historical year reporting.