



Medicaid Child CAHPS // Trend Comparisons

Community Care Plan (CHIP)

Composite/Attribute/Measure/Rating Item	Summary Rate Score Definition	2022		2021		2020		Significance Testing**	
		Valid n	Summary Rate*	Valid n	Summary Rate*	Valid n	Summary Rate*	2022 versus 2021	2022 versus 2020
Getting Needed Care	Always/Usually	77.7%		75.6%		NA		Not sig.	NA
Q9. Ease of getting necessary care, tests, or treatment child needed		141	80.9%	146	85.6%	NA	NA	Not sig.	NA
Q23. Getting child's appointments with specialists as soon as needed		63	74.6%	61	65.6%	NA	NA	Not sig.	NA
Getting Care Quickly	Always/Usually	82.0%		84.9%		NA		Not sig.	NA
Q4. Child got care as soon as needed when care was needed right away		48	87.5%	39	89.7%	NA	NA	Not sig.	NA
Q6. Child got check-up/routine care appointment as soon as needed		145	76.6%	151	80.1%	NA	NA	Not sig.	NA
How Well Doctors Communicate	Always/Usually	92.0%		97.4%		NA		Sig. decrease	NA
Q12. Child's personal doctor explained things about health in an understandable way		142	94.4%	153	98.7%	NA	NA	Sig. decrease	NA
Q13. Child's personal doctor listened carefully to you		143	93.0%	151	98.7%	NA	NA	Sig. decrease	NA
Q14. Child's personal doctor showed respect for what you had to say		143	93.0%	152	98.0%	NA	NA	Sig. decrease	NA
Q17. Child's personal doctor spent enough time with your child		139	87.8%	151	94.0%	NA	NA	Not sig.	NA
Customer Service	Always/Usually	91.7%		85.9%		NA		Not sig.	NA
Q27. Customer service provided information or help		60	85.0%	85	76.5%	NA	NA	Not sig.	NA
Q28. Customer service treated member with courtesy and respect		59	98.3%	86	95.3%	NA	NA	Not sig.	NA
Coordination of Care (Q20)		60	80.0%	52	82.7%	NA	NA	Not sig.	NA
Ease of Filling out Forms (Q30)		238	97.1%	265	97.4%	NA	NA	Not sig.	NA
Rating Items (Summary Rate = 8 + 9 + 10)									
Rating of Health Care (Q8)	8 to 10	141	82.3%	146	87.7%	NA	NA	Not sig.	NA
Rating of Personal Doctor (Q21)		216	93.1%	233	93.6%	NA	NA	Not sig.	NA
Rating of Specialist (Q25)		60	86.7%	55	81.8%	NA	NA	Not sig.	NA
Rating of Health Plan (Q31)		241	78.0%	266	80.5%	NA	NA	Not sig.	NA
Rating Items (Summary Rate = 9 + 10)									
Rating of Health Care (Q8)	9 to 10	141	67.4%	146	66.4%	NA	NA	Not sig.	NA
Rating of Personal Doctor (Q21)		216	75.9%	233	81.1%	NA	NA	Not sig.	NA
Rating of Specialist (Q25)		60	66.7%	55	60.0%	NA	NA	Not sig.	NA
Rating of Health Plan (Q31)		241	58.9%	266	61.7%	NA	NA	Not sig.	NA

* Summary Rates are defined by NCQA in its HEDIS 2022 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 2022 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 2022 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 2022 Volume 3 guidelines.

Note 2: Please note that the trend results in this report may vary slightly from historical year reporting.