



Medicaid Child with CCC CAHPS // Benchmark Comparison - General Population

Community Care Plan

Composite/Attribute/Measure/Rating Item	Valid n	Your General Population Summary Rate*	Benchmarks		Significance Testing***	
			2024 SPH Analytics BoB**	2023 Quality Compass® All Plans**	To SPH Analytics BoB	To Quality Compass® AP
Getting Needed Care		84.5%	84.5%	82.7%	Not sig.	Not sig.
Q10. Ease of getting necessary care, tests, or treatment child needed	76	88.2%	90.3%	88.2%	Not sig.	Not sig.
Q41. Getting child's appointments with specialists as soon as needed	26	80.8%	78.6%	78.1%	Not sig.	Not sig.
Getting Care Quickly		87.8%	87.0%	85.5%	Not sig.	Not sig.
Q4. Child got care as soon as needed when care was needed right away	28	100.0%	90.7%	89.6%	Above	Above
Q6. Child got check-up/routine care appointment as soon as needed	86	75.6%	83.3%	81.7%	Not sig.	Not sig.
How Well Doctors Communicate		91.0%	94.4%	93.6%	Not sig.	Not sig.
Q27. Child's personal doctor explained things about health in an understandable way	78	87.2%	94.6%	93.9%	Below	Not sig.
Q28. Child's personal doctor listened carefully to you	78	92.3%	95.6%	95.1%	Not sig.	Not sig.
Q29. Child's personal doctor showed respect for what you had to say	78	94.9%	97.0%	96.5%	Not sig.	Not sig.
Q32. Child's personal doctor spent enough time with your child	76	89.5%	90.2%	89.1%	Not sig.	Not sig.
Customer Service		83.7%	88.8%	87.6%	Not sig.	Not sig.
Q45. Customer service provided information or help	34	76.5%	83.2%	81.8%	Not sig.	Not sig.
Q46. Customer service treated member with courtesy and respect	33	90.9%	94.4%	93.5%	Not sig.	Not sig.
Coordination of Care (Q35)	30	86.7%	84.3%	83.8%	Not sig.	Not sig.
Ease of Filling out Forms (Q48)	121	91.7%	94.9%	95.8%	Not sig.	Not sig.
Rating Items (Summary Rate = 8 + 9 + 10)						
Rating of Health Care (Q9)	77	87.0%	87.2%	86.2%	Not sig.	Not sig.
Rating of Personal Doctor (Q36)	103	92.2%	89.9%	89.3%	Not sig.	Not sig.
Rating of Specialist (Q43)	24	87.5%	86.9%	85.6%	Not sig.	Not sig.
Rating of Health Plan (Q49)	126	88.1%	86.5%	86.2%	Not sig.	Not sig.
Rating Items (Summary Rate = 9 + 10)						
Rating of Health Care (Q9)	77	70.1%	70.5%	68.3%	Not sig.	Not sig.
Rating of Personal Doctor (Q36)	103	79.6%	77.2%	75.6%	Not sig.	Not sig.
Rating of Specialist (Q43)	24	66.7%	73.7%	71.1%	Not sig.	Not sig.
Rating of Health Plan (Q49)	126	72.2%	72.0%	70.9%	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.

** The 2024 SPH Analytics Book of Business contains all Medicaid Child (Non-CCC and CCC) samples that conducted surveys with SPH Analytics in 2024 and submitted data to NCQA. The 2023 Quality Compass® All Plans is the mean summary rate from the Medicaid child plans (Non-CCC and CCC) who submitted to NCQA in 2023. See *Glossary of Terms* for more information.

*** Significance Testing - All significance testing is performed at the 95% significance level. "--" indicates "Unable to Test" due to a combination of low valid n and/or extreme Summary Rate. Significance testing of composites should be used with caution as a rough guideline, since the test procedure is approximate.

Note: Members who responded "No" to Q47 are included in "Always" of Q48, per NCQA HEDIS 2024 Volume 3 guidelines.