



# MY 2024 CAHPS® COMMERCIAL ADULT NON-PPO 5.1H SURVEY

Alameda Alliance for Health



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Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to email your Project Manager.

# Overview

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Alameda Alliance for Health to conduct its MY 2024 CAHPS® 5.1H Commercial Adult Survey.

## Survey Objective

The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which can aid plans in increasing the quality of provided care.

## NCQA Updates

- NCQA made no significant changes to the survey or program this year.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).  
CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

# Methodology

First questionnaire  
mailed

2/21/2025

Second questionnaire  
mailed

3/28/2025

Initiate follow-up calls  
to non-responders

4/18/2025 -  
5/2/2025

Last day to accept  
completed surveys

5/5/2025

## QUALIFIED RESPONDENTS

Included beneficiaries who were...

- 18 years and older (as of December 31 of the measurement year)
- Continuously enrolled in the plan, allowing for one gap of up to 45 days during the measurement year

## RESPONSE RATE CALCULATION

$$\frac{199 \text{ (Completed)}}{1,100 \text{ (Sample)} - 61 \text{ (Ineligible)}} = \frac{199}{1,039} = 19.2\%$$

## COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Total
English	160	24	184
Spanish	12	3	15
<b>Total</b>	<b>172</b>	<b>27</b>	<b>199</b>

Total Number of Undeliverables: 17

Note: Respondents were given the option of completing the survey in Spanish. In place of the English survey, a Spanish survey was mailed to members who were identified by the plan as Spanish-speaking. A telephone number was also provided on the survey cover letter for all members to call if they would like to complete the survey in Spanish.

## RESPONSE RATE TRENDING

		2023	2024	2025
<b>Completed</b>	<b>SUBTOTAL</b>	<b>215</b>	<b>185</b>	<b>199</b>
<b>Ineligible</b>	Does not Meet Eligibility Criteria (01)	12	11	8
	Language Barrier (03)	13	38	53
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	0
	<b>SUBTOTAL</b>	<b>25</b>	<b>49</b>	<b>61</b>
<b>Non-response</b>	Break-off/Incomplete (02)	11	4	9
	Refusal (06)	15	13	15
	Maximum Attempts Made (07)	834	849	816
	Added to DNC List (08)	0	0	0
	<b>SUBTOTAL</b>	<b>860</b>	<b>866</b>	<b>840</b>
<b>Total Sample</b>		<b>1,100</b>	<b>1,100</b>	<b>1,100</b>
<b>Oversampling</b>		<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>
<b>Response Rate</b>		<b>20.0%</b>	<b>17.6%</b>	<b>19.2%</b>
<b>PG Response Rate</b>		<b>11.6%</b>	<b>10.3%</b>	<b>9.3%</b>



# Executive Summary

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# Overview of Terms

**Summary Rates (SRS)** are defined by NCQA in its HEDIS MY 2024 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

**Percentile Rankings** Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by Press Ganey using information derived from the NCQA 1-100 Benchmark.

Percentile Bands

<10 <sup>th</sup>	10 <sup>th</sup> - 32 <sup>nd</sup>	33 <sup>rd</sup> - 66 <sup>th</sup>	67 <sup>th</sup> - 89 <sup>th</sup>	≥90 <sup>th</sup>
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**PG Benchmark Information** The source for data contained within the PG Book of Business is all submitting plans that contracted with PG for MY 2024. Submission occurred on May 23<sup>rd</sup>, 2025.

**NCQA Benchmark Information** The source for data contained in this publication is Quality Compass® All Plans 2024. It is used with the permission of NCQA. Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

**Small Denominator Threshold** NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.

**Technical Notes** Please refer to the Technical Notes for more information.

**Significance Testing** All significance testing is performed at the 95% confidence level using a t-test for mean scores and z-test for percentages. The following notation is used to highlight significant differences.

Comparisons to previous year (↑/↓)

Comparisons over 2 years (⚡/⚡)

Comparisons to benchmarks (▲/▼)

# 2025 Dashboard

Commercial Adult: Non-PPO



## 199

Completed surveys

## 19.2%

Response Rate

Stars: PG **Estimated** NCQA  
Rating  
NA = Denominator < 100

**Scores:** All scores displayed  
are Summary Rate Scores

- Rating: % 9 or 10
- Composites: % Usually or Always
- Smoking: % Always, Usually, or Sometimes

**Significance Testing:** Current  
score is significantly  
higher/lower than 2024 (↑/↓)  
or 2023 (\*/#).

**Percentiles:** Based on the  
2025 PG Book of Business

**Health Plan Key Driver  
Classification:** Details can  
be found in the KDA section.

Rating of Health Plan				★★★★
Q31. Rating of Health Plan	49.0%	77 <sup>th</sup>	--	
Rating of Health Care				★★★
Q8. Rating of Health Care	48.1%	55 <sup>th</sup>	Power	
Rating of Personal Doctor				★★
Q18. Rating of Personal Doctor	61.1%	9 <sup>th</sup>	Wait	
Rating of Specialist				(NA)
Q22. Rating of Specialist	61.8%	29 <sup>th</sup>	Opportunity	
Coordination of Care				(NA)
Q17. Coordination of Care	84.6%	61 <sup>st</sup>	Retain	
Claims Processing				
Composite	82.8%	38 <sup>th</sup>	--	
Q29. Handled claims quickly	79.2%	29 <sup>th</sup>	Wait	
Q30. Handled claims correctly	86.4%	50 <sup>th</sup>	Wait	
Customer Service				
Composite	78.8%	18 <sup>th</sup>	--	
Q24. Provided information or help	69.2%	16 <sup>th</sup>	Wait	
Q25. Treated with courtesy and respect	88.3%	18 <sup>th</sup>	Wait	
Ease of Filling Out Forms				
Q27. Ease of Filling Out Forms	93.8%	12 <sup>th</sup>	Opportunity	

Getting Needed Care				★
Composite	71.6%	10 <sup>th</sup>	--	
Q9. Getting care, tests, or treatment	76.9%	12 <sup>th</sup>	Opportunity	
Q20. Getting specialist appointment	66.3%	10 <sup>th</sup>	Opportunity	
Getting Care Quickly				★
Composite	66.6%	1 <sup>st</sup>	--	
Q4. Getting urgent care	72.1% <span>‡</span>	7 <sup>th</sup>	Wait	
Q6. Getting routine care	61.2%	1 <sup>st</sup>	Opportunity	
How Well Doctors Communicate				
Composite	88.7%	1 <sup>st</sup>	--	
Q12. Dr. explained things	86.2%	1 <sup>st</sup>	Opportunity	
Q13. Dr. listened carefully	91.4%	10 <sup>th</sup>	Opportunity	
Q14. Dr. showed respect	92.9%	5 <sup>th</sup>	Wait	
Q15. Dr. spent enough time	84.2%	1 <sup>st</sup>	Opportunity	
Advised to Quit Smoking: 2YR				
Q35. Advised to Quit Smoking: 2YR	92.9%	97 <sup>th</sup>	--	

# Estimated NCQA Health Insurance Plan Ratings

Commercial Adult: All LOB

	Score Definition	Base	HPR Score*	HPR 4 Star Threshold	HPR Percentile Band	PG Estimated Rating
<b>PATIENT EXPERIENCE</b>						<b>2</b>
<b>GETTING CARE</b>						<b>1</b>
Getting Needed Care	Usually or Always	109	71.6%	85.0%	<10 <sup>th</sup>	<b>1</b>
Getting Care Quickly	Usually or Always	103	66.6%	84.9%	<10 <sup>th</sup>	<b>1</b>
<b>SATISFACTION WITH PLAN PHYSICIANS</b>						<b>2</b>
Rating of Personal Doctor	9 or 10	157	61.1%	70.7%	10 <sup>th</sup>	<b>2</b>
Rating of Specialist	9 or 10	89^	61.7%	68.2%	--	NA
Coordination of Care	Usually or Always	78^	84.6%	86.3%	--	NA
<b>SATISFACTION WITH PLAN AND PLAN SERVICES</b>						<b>3.5</b>
Rating of Health Plan	9 or 10	194	48.9%	45.9%	67 <sup>th</sup>	<b>4</b>
Rating of Health Care	9 or 10	131	48.0%	51.7%	33 <sup>rd</sup>	<b>3</b>

\*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

## EXPLANATION

NCQA calculates health plan ratings (HPR) by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

The CAHPS measures are classified based on their national percentile (10<sup>th</sup>, 33<sup>rd</sup>, 67<sup>th</sup> and 90<sup>th</sup>) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2024 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10 <sup>th</sup> Percentile	10 <sup>th</sup> – 32 <sup>nd</sup> Percentile	33 <sup>rd</sup> – 66 <sup>th</sup> Percentile	67 <sup>th</sup> – 89 <sup>th</sup> Percentile	≥90 <sup>th</sup> Percentile

### Notes:

- NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.
- Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.

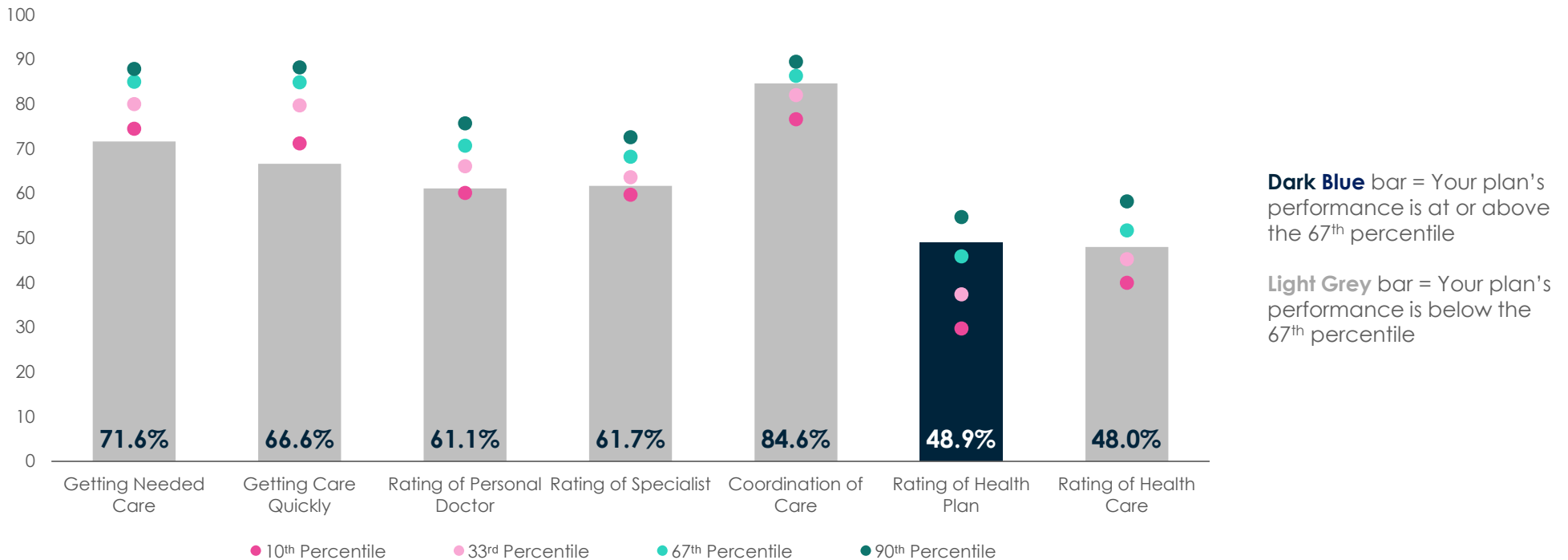


# Performance to Star Cut Points

Commercial Adult: ALL LOB

## COMPARISON TO QUALITY COMPASS CUT POINTS

The graph shows how your plan's **Estimated Health Plan Rating (HPR) scores** used for accreditation ratings compare to the most recent Quality Compass thresholds published by NCQA (Fall 2024).



HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

\* Scores are % 9 or 10 and % Always or Usually.

# Key Metric Performance

Commercial Adult: Non-PPO

Measure	Summary Rate Score			2025 Non-PPO Press Ganey BOB Benchmark						Plan Percentile Rank	Non-PPO PG BoB
	2024	2025	Change	Percentile Distribution							
				0	20	40	60	80	100		
Health Plan Domain											
Q31. Rating of Health Plan	53.6%	49.0%	-4.7%							77 <sup>th</sup>	43.6%
Getting Needed Care	71.1%	71.6%	0.5%							10 <sup>th</sup>	80.2% ▼
Customer Service	82.7%	78.8%	-4.0%							18 <sup>th</sup>	85.6% ▼
Claims Processing	80.0%	82.8%	2.8%							38 <sup>th</sup>	84.9%
Q27. Ease of Filling Out Forms	94.8%	93.8%	-1.0%							12 <sup>th</sup>	96.2% ▼
Health Care Domain											
Q8. Rating of Health Care	51.6%	48.1%	-3.5%							55 <sup>th</sup>	49.7%
Getting Care Quickly	65.0%	66.6%	1.6%							1 <sup>st</sup>	78.9% ▼
How Well Doctors Communicate	89.7%	88.7%	-1.0%							1 <sup>st</sup>	94.8% ▼
Q17. Coordination of Care	78.2%	84.6%	6.5%							61 <sup>st</sup>	83.4%
Q18. Rating of Personal Doctor	67.6%	61.1%	-6.4%							9 <sup>th</sup>	68.6% ▼
Q22. Rating of Specialist	56.3%	61.8%	5.5%							29 <sup>th</sup>	66.3%

\* Scores are % 9 or 10 and % Always or Usually.

# Key Metric Performance

Commercial Adult: Non-PPO

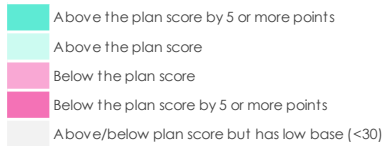
Measure	Summary Rate Score			2025 Non-PPO Press Ganey BOB Benchmark						Plan Percentile Rank	Non-PPO PG BoB
	2024	2025	Change	Percentile Distribution							
				0	20	40	60	80	100		
Effectiveness of Care											
Q35. Advised to Quit Smoking: 2YR	89.7%	92.9%	3.2%	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>						97 <sup>th</sup>	73.7%
Q36. Discussing Cessation Meds: 2YR	62.1%	77.8%	15.7%	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>						98 <sup>th</sup>	48.7%
Q37. Discussing Cessation Strategies: 2YR	62.1%	70.4%	8.3%	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>						96 <sup>th</sup>	45.7%

\* Scores are % Always, Usually, or Sometimes.

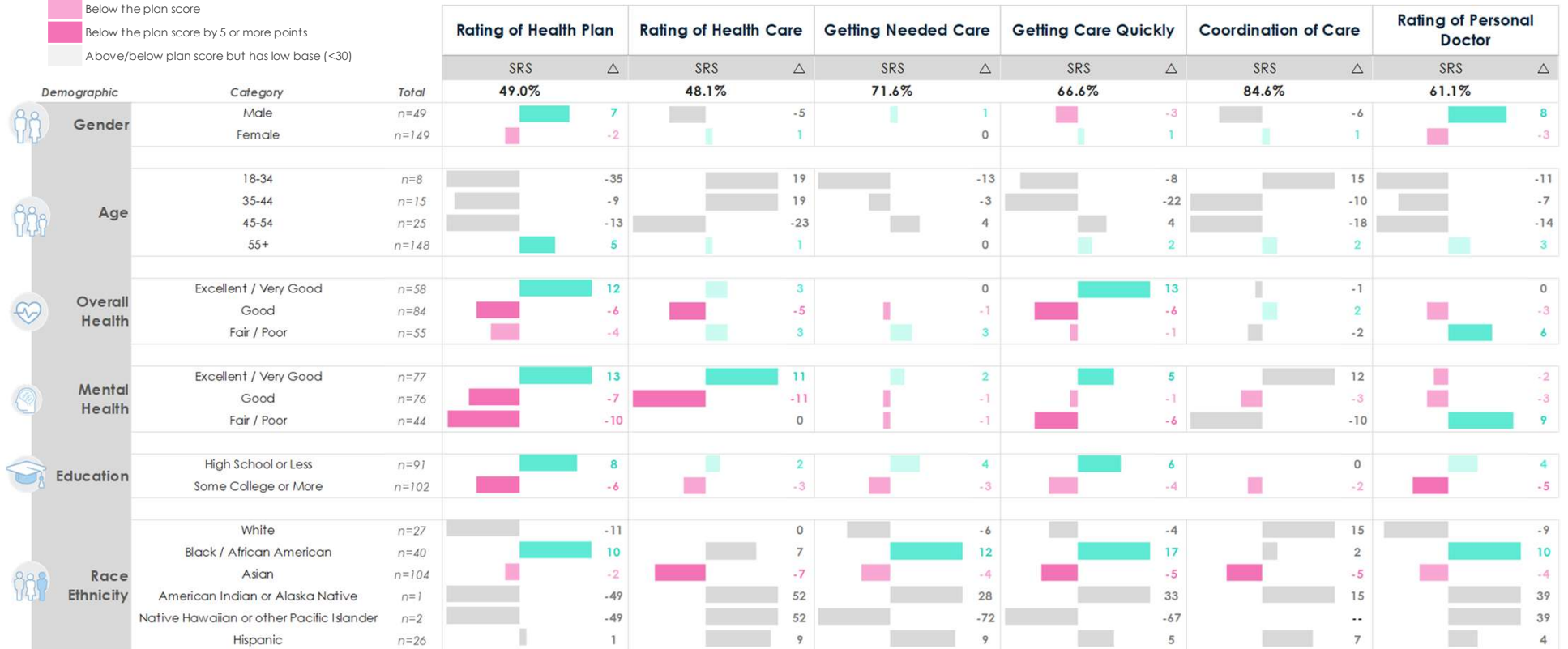
# Health Equity

## Commercial Adult: Non-PPO

Group is performing...



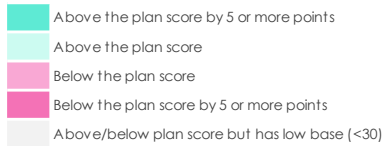
The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.



# Health Equity

## Commercial Adult: Non-PPO

Group is performing...



The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.





# Key Driver Analysis

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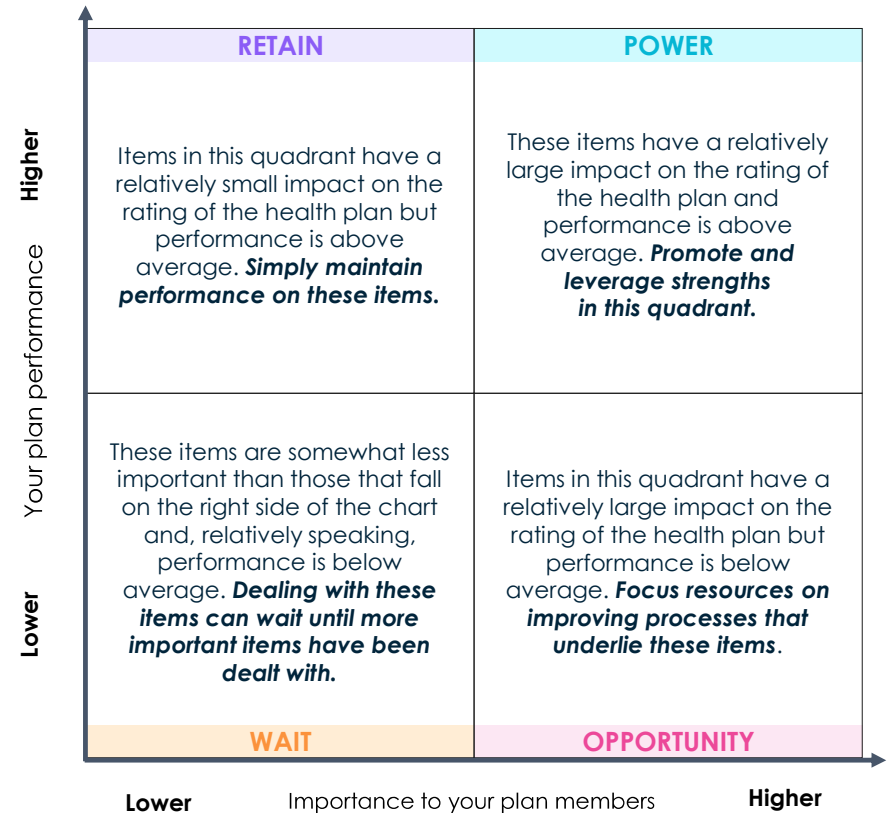
# POWeR Chart

## POWeR™ CHART CLASSIFICATION MATRIX

**Overview.** The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the rating of the health plan and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data.

The model provides the following:

- Identification of the elements that are important in driving of the rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.

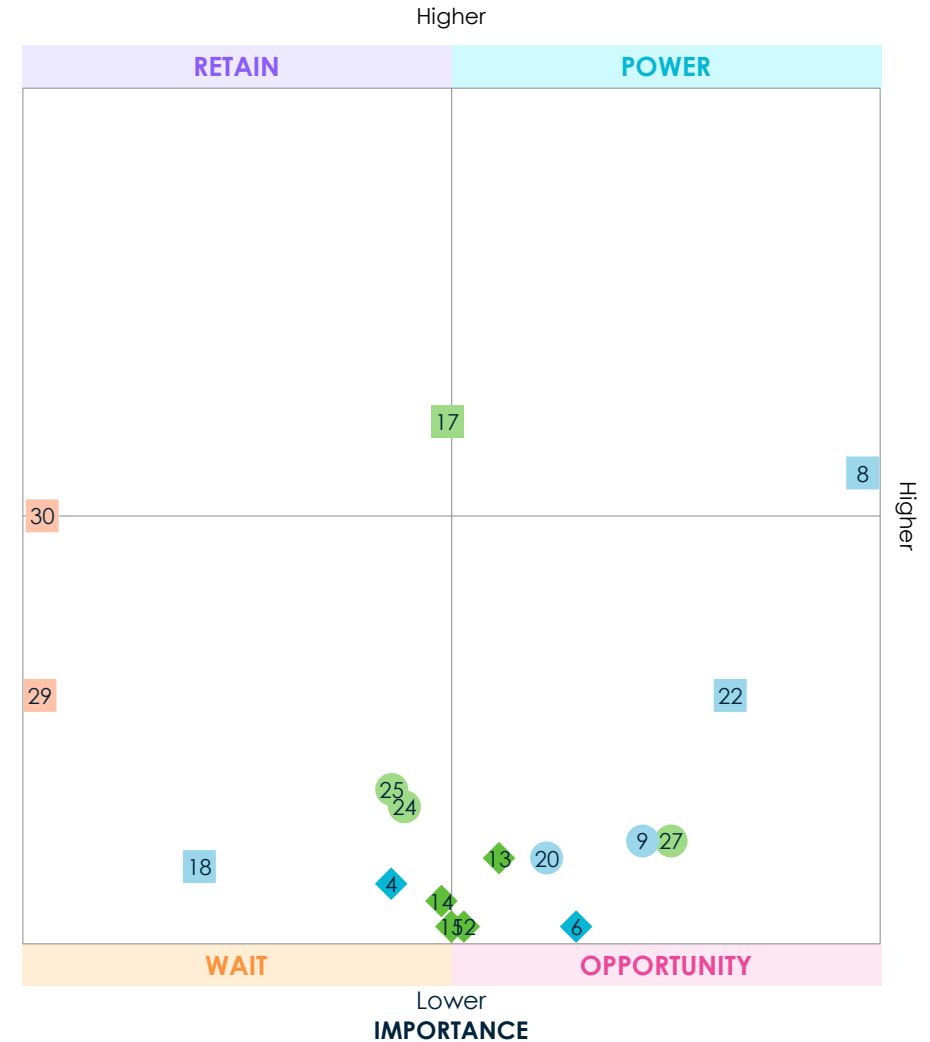


# POWeR Chart – Your Results

SURVEY MEASURE				2023	2024	2025	2025
				SRS	SRS	SRS	%tile
POWER							
RATING	Q8	Rating of Health Care		48.8%	51.6%	<b>48.1%</b>	55 <sup>th</sup>
OPPORTUNITY							
RATING	Q22	Rating of Specialist		53.8%	56.3%	<b>61.8%</b>	29 <sup>th</sup>
CS	Q27	Ease of Filling Out Forms		94.5%	94.8%	<b>93.8%</b>	12 <sup>th</sup>
GNC	Q9	Getting care, tests, or treatment		73.1%	69.6%	<b>76.9%</b>	12 <sup>th</sup>
GNC	Q6	Getting routine care		56.5%	53.2%	<b>61.2%</b>	1 <sup>st</sup>
GNC	Q20	Getting specialist appointment		70.8%	72.5%	<b>66.3%</b>	10 <sup>th</sup>
HWDC	Q13	Dr. listened carefully		87.8%	91.3%	<b>91.4%</b>	10 <sup>th</sup>
HWDC	Q12	Dr. explained things		86.8%	88.1%	<b>86.2%</b>	1 <sup>st</sup>
HWDC	Q15	Dr. spent enough time		84.4%	86.5%	<b>84.2%</b>	1 <sup>st</sup>
WAIT							
HWDC	Q14	Dr. showed respect		91.1%	92.9%	<b>92.9%</b>	5 <sup>th</sup>
CS	Q24	Provided information or help		72.1%	80.6%	<b>69.2%</b>	16 <sup>th</sup>
CS	Q25	Treated with courtesy and respect		93.7%	84.8%	<b>88.3%</b>	18 <sup>th</sup>
GNC	Q4	Getting urgent care		55.4%	76.8%	<b>72.1%</b>	7 <sup>th</sup>
RATING	Q18	Rating of Personal Doctor		57.6%	67.6%	<b>61.1%</b>	9 <sup>th</sup>
CP	Q30	Handled claims correctly		81.8%	80.0%	<b>86.4%</b>	50 <sup>th</sup>
CP	Q29	Handled claims quickly		76.2%	80.0%	<b>79.2%</b>	29 <sup>th</sup>
RETAIN							
CC	Q17	Coordination of Care		80.0%	78.2%	<b>84.6%</b>	61 <sup>st</sup>

\*Percentiles based on the Non-PPO Press Ganey BOB of the listed year.

PERFORMANCE  
Lower  
Higher







# Summary of Trend and Benchmark

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# Summary Rate Scores

Commercial Adult: Non-PPO

	2025 Valid n	2023	2024	2025	2025 Non-PPO Press Ganey BOB	2024 Non-PPO Quality Compass	2024 All LOB Quality Compass
<b>Rating Questions (% 9 or 10)</b>							
Q31. Rating of Health Plan	194	46.4%	53.6%	<b>49.0%</b>	43.6%	42.7% ▲	42.4% ▲
Q8. Rating of Health Care	131	48.8%	51.6%	<b>48.1%</b>	49.7%	48.8%	48.7%
Q18. Rating of Personal Doctor	157	57.6%	67.6%	<b>61.1%</b>	68.6% ▼	68.0% ▼	68.1% ▼
Q22. Rating of Specialist	89^	53.8%	56.3%	<b>61.8%</b>	66.3%	66.3%	66.1%
<b>Rating Questions (% 8, 9 or 10)</b>							
Q31. Rating of Health Plan	194	67.1%	73.7%	<b>69.6%</b>	64.3%	64.9%	64.7%
Q8. Rating of Health Care	131	76.7%	75.0%	<b>70.2%</b>	74.3%	74.2%	73.8%
Q18. Rating of Personal Doctor	157	82.4%	83.4%	<b>80.9%</b>	85.0%	84.8%	84.9%
Q22. Rating of Specialist	89^	80.6%	76.3%	<b>77.5%</b>	83.5%	83.8%	83.7%
<b>Getting Needed Care (% Usually or Always)</b>							
Q9. Getting care, tests, or treatment	130	73.1%	69.6%	<b>76.9%</b>	83.9% ▼	84.7% ▼	85.1% ▼
Q20. Getting specialist appointment	89^	70.8%	72.5%	<b>66.3%</b>	76.5% ▼	77.8% ▼	78.4% ▼
<b>Getting Care Quickly (% Usually or Always)</b>							
Q4. Getting urgent care	68^	55.4%	76.8%	<b>72.1%</b> ⚡	81.6% ▼	80.1% ▼	81.7% ▼
Q6. Getting routine care	139	56.5%	53.2%	<b>61.2%</b>	76.3% ▼	77.1% ▼	78.0% ▼
<b>Q17. Coordination of Care</b>	78^	80.0%	78.2%	<b>84.6%</b>	83.4%	84.1%	83.9%
<b>Effectiveness of Care (% Sometimes, Usually, or Always)</b>							
Q35. Advised to Quit Smoking: 2YR	28^	75.7%	89.7%	<b>92.9%</b>	73.7%	--	--
Q36. Discussing Cessation Meds: 2YR	27^	44.4%	62.1%	<b>77.8%</b>	48.7%	--	--
Q37. Discussing Cessation Strategies: 2YR	27^	54.1%	62.1%	<b>70.4%</b>	45.7%	--	--

# Summary Rate Scores

Commercial Adult: Non-PPO

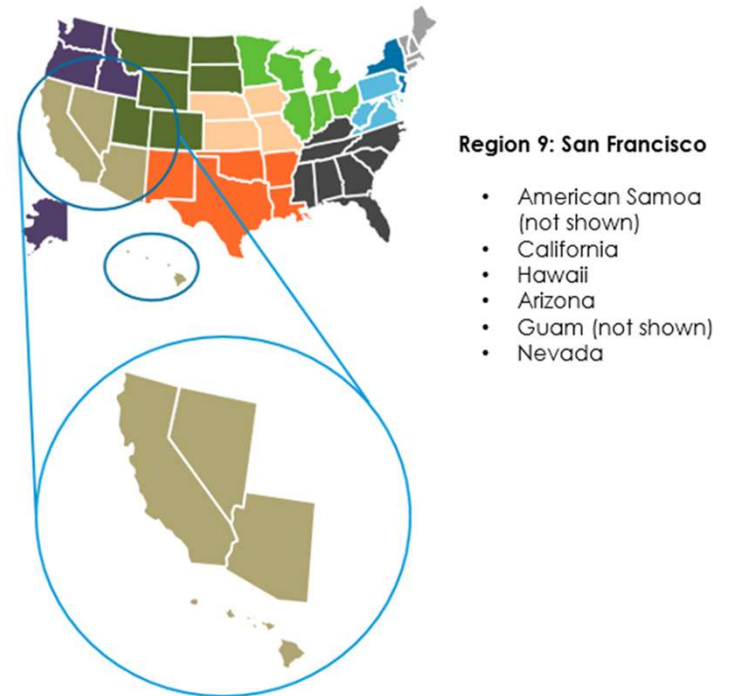
	2025 Valid n	2023	2024	2025	2025 Non-PPO Press Ganey BOB	2024 Non-PPO Quality Compass	2024 All LOB Quality Compass
<b>Claims Processing (% Usually or Always)</b>	23^	79.0%	80.0%	<b>82.8%</b>	84.9%	88.7%	89.4%
Q29. Handled claims quickly	24^	76.2%	80.0%	<b>79.2%</b>	83.3%	87.2%	87.8%
Q30. Handled claims correctly	22^	81.8%	80.0%	<b>86.4%</b>	86.5%	89.9%	90.7%
<b>Customer Service (% Usually or Always)</b>	77^	82.9%	82.7%	<b>78.8%</b>	85.6% ▼	88.5% ▼	88.9% ▼
Q24. Provided information or help	78^	72.1%	80.6%	<b>69.2%</b>	78.5% ▼	81.7% ▼	82.3% ▼
Q25. Treated with courtesy and respect	77^	93.7%	84.8%	<b>88.3%</b>	92.7%	95.2% ▼	95.5% ▼
<b>How Well Doctors Communicate (% Usually or Always)</b>	139	87.5%	89.7%	<b>88.7%</b>	94.8% ▼	94.9% ▼	95.0% ▼
Q12. Dr. explained things	138	86.8%	88.1%	<b>86.2%</b>	95.5% ▼	95.7% ▼	95.9% ▼
Q13. Dr. listened carefully	140	87.8%	91.3%	<b>91.4%</b>	94.6% ▼	94.6% ▼	94.8% ▼
Q14. Dr. showed respect	140	91.1%	92.9%	<b>92.9%</b>	96.3% ▼	96.3% ▼	96.3% ▼
Q15. Dr. spent enough time	139	84.4%	86.5%	<b>84.2%</b>	92.8% ▼	92.9% ▼	93.0% ▼
<b>Ease of Filling Out Forms (% Usually or Always)</b>	193	94.5%	94.8%	<b>93.8%</b>	96.2% ▼	96.4% ▼	96.4% ▼

# Regional Performance

Commercial Adult: Non-PPO

	2025	2025 PG BOB Region
<b>Rating Questions (% 9 or 10)</b>		
Q31. Rating of Health Plan	49.0%	49.0%
Q8. Rating of Health Care	48.1%	50.3%
Q18. Rating of Personal Doctor	61.1%	66.3%
Q22. Rating of Specialist	61.8%	64.0%
<b>Rating Questions (% 8, 9 or 10)</b>		
Q31. Rating of Health Plan	69.6%	70.1%
Q8. Rating of Health Care	70.2%	73.2%
Q18. Rating of Personal Doctor	80.9%	82.8%
Q22. Rating of Specialist	77.5%	81.6%
<b>Getting Needed Care (% Usually or Always)</b>		
Q9. Getting care, tests, or treatment	76.9%	81.2%
Q20. Getting specialist appointment	66.3%	72.0%
<b>Getting Care Quickly (% Usually or Always)</b>		
Q4. Getting urgent care	72.1%	76.7%
Q6. Getting routine care	61.2%	70.3% ▼
<b>Q17. Coordination of Care</b>		
	84.6%	82.3%
<b>Effectiveness of Care (% Sometimes, Usually, or Always)</b>		
Q35. Advised to Quit Smoking: 2YR	92.9%	74.0% ▲
Q36. Discussing Cessation Meds: 2YR	77.8%	49.0% ▲
Q37. Discussing Cessation Strategies: 2YR	70.4%	48.2% ▲

**HHS Regions:** The regions used align with the U.S. Department of Health and Human Services regions.

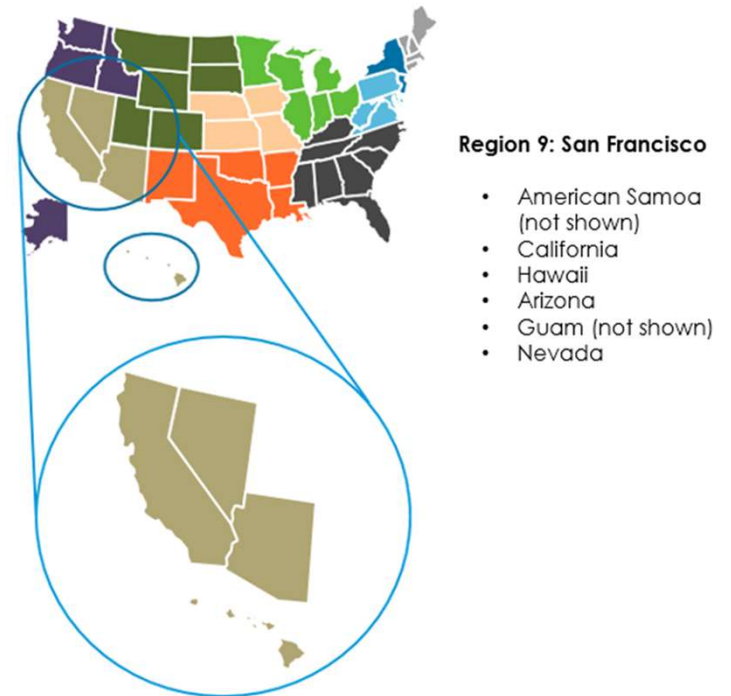


# Regional Performance

Commercial Adult: Non-PPO

	2025	2025 PG BOB Region
<b>Claims Processing (% Usually or Always)</b>	<b>82.8%</b>	84.0% ▲
Q29. Handled claims quickly	79.2%	82.0% ▲
Q30. Handled claims correctly	86.4%	85.9% ▲
<b>Customer Service (% Usually or Always)</b>	<b>78.8%</b>	85.2%
Q24. Provided information or help	69.2%	78.4%
Q25. Treated with courtesy and respect	88.3%	92.1%
<b>How Well Doctors Communicate (% Usually or Always)</b>	<b>88.7%</b>	93.1% ▼
Q12. Dr. explained things	86.2%	93.4% ▼
Q13. Dr. listened carefully	91.4%	93.3%
Q14. Dr. showed respect	92.9%	95.1%
Q15. Dr. spent enough time	84.2%	90.6% ▼
<b>Ease of Filling Out Forms (% Usually or Always)</b>	<b>93.8%</b>	96.1%

**HHS Regions:** The regions used align with the U.S. Department of Health and Human Services regions.



# Percentile Rankings

## Commercial Adult: Non-PPO

	Plan Score	QC %tile	2024 Non-PPO Quality Compass - Percentile Ranks										PG %tile	2025 Non-PPO Press Ganey BOB - Percentile Ranks									
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		
Rating Questions (% 9 or 10)																							
Q31. Rating of Health Plan	49.0%	76 <sup>th</sup>	27.5	30.4	34.9	37.3	41.2	45.8	48.2	56.4	66.1	77 <sup>th</sup>	23.7	26.3	31.2	33.4	36.4	43.2	46.6	58.5	62.5		
Q8. Rating of Health Care	48.1%	48 <sup>th</sup>	36.4	39.8	43.8	45.5	48.3	51.6	53.5	58.0	60.2	55 <sup>th</sup>	33.9	38.5	42.6	45.3	47.4	50.7	52.3	58.8	61.4		
Q18. Rating of Personal Doctor	61.1%	15 <sup>th</sup>	57.5	59.5	63.7	65.4	67.9	71.0	72.2	76.8	78.2	9 <sup>th</sup>	59.4	61.2	65.6	66.5	69.0	71.6	72.7	75.5	77.3		
Q22. Rating of Specialist	61.8%	18 <sup>th</sup>	56.6	59.1	62.9	63.5	65.9	68.8	69.8	72.9	78.0	29 <sup>th</sup>	53.7	57.4	61.1	62.5	65.2	67.9	69.4	74.3	76.3		
Rating Questions (% 8, 9 or 10)																							
Q31. Rating of Health Plan	69.6%	68 <sup>th</sup>	48.7	53.8	58.2	60.3	64.9	69.4	70.7	77.0	81.1	76 <sup>th</sup>	43.3	46.9	52.2	55.2	60.1	66.8	69.4	77.2	81.2		
Q8. Rating of Health Care	70.2%	25 <sup>th</sup>	65.4	66.7	70.2	71.8	74.4	76.6	77.7	81.3	84.3	29 <sup>th</sup>	62.1	64.8	69.2	70.8	73.9	76.1	78.4	82.7	84.9		
Q18. Rating of Personal Doctor	80.9%	19 <sup>th</sup>	77.9	78.7	81.7	83.0	84.8	86.7	88.0	90.6	91.4	12 <sup>th</sup>	78.9	80.3	82.6	83.7	85.5	86.8	87.7	90.5	91.1		
Q22. Rating of Specialist	77.5%	7 <sup>th</sup>	76.6	79.1	81.1	82.0	84.0	85.5	86.5	89.0	90.3	14 <sup>th</sup>	75.3	77.0	79.8	81.2	83.0	85.6	86.6	89.3	90.9		
Getting Needed Care (% U/A)	71.6%	5 <sup>th</sup>	71.4	74.0	77.8	79.2	81.7	85.0	85.7	87.9	89.0	10 <sup>th</sup>	68.8	71.4	76.2	77.7	81.1	83.9	84.5	87.3	88.8		
Q9. Getting care, tests, or treatment	76.9%	6 <sup>th</sup>	74.5	78.0	81.8	83.1	85.3	87.2	88.3	91.2	92.9	12 <sup>th</sup>	72.8	76.6	80.0	81.9	84.1	87.1	87.9	91.1	92.0		
Q20. Getting specialist appointment	66.3%	6 <sup>th</sup>	66.0	68.6	72.7	75.0	78.4	81.7	82.9	85.6	87.1	10 <sup>th</sup>	61.4	66.1	71.7	73.9	78.1	80.7	82.1	84.7	86.9		
Getting Care Quickly (% U/A)	66.6%	6 <sup>th</sup>	66.1	68.5	75.1	77.8	80.6	83.5	84.1	88.1	88.6	1 <sup>st</sup>	68.9	70.8	75.5	77.6	79.6	83.1	84.6	86.7	87.7		
Q4. Getting urgent care	72.1%	17 <sup>th</sup>	69.1	69.3	73.4	73.9	77.5	85.8	88.0	91.7	93.2	7 <sup>th</sup>	71.0	73.3	78.0	79.1	82.8	85.1	87.5	89.8	90.9		
Q6. Getting routine care	61.2%	4 <sup>th</sup>	62.3	66.4	72.7	75.1	78.9	81.5	82.2	85.3	87.8	1 <sup>st</sup>	64.4	67.3	71.2	73.0	77.5	81.2	82.2	86.1	87.0		
Q17. Coordination of Care	84.6%	57 <sup>th</sup>	76.2	79.1	81.3	82.1	83.7	86.2	87.4	90.1	91.0	61 <sup>st</sup>	73.6	75.0	79.4	80.6	82.6	85.7	86.7	90.3	91.5		
Effectiveness of Care (% S/U/A)																							
Q35. Advised to Quit Smoking: 2YR	92.9%	--	--	--	--	--	--	--	--	--	--	97 <sup>th</sup>	51.9	58.0	64.7	68.0	73.9	80.0	81.8	86.0	90.5		
Q36. Discussing Cessation Meds: 2YR	77.8%	--	--	--	--	--	--	--	--	--	--	98 <sup>th</sup>	30.6	32.7	40.9	43.2	50.0	56.4	58.9	64.0	69.4		
Q37. Discussing Cessation Strategies: 2YR	70.4%	--	--	--	--	--	--	--	--	--	--	96 <sup>th</sup>	26.7	29.6	36.4	39.5	46.3	52.1	54.2	64.2	69.2		

# Percentile Rankings

Commercial Adult: Non-PPO

	Plan Score	QC %tile	2024 Non-PPO Quality Compass - Percentile Ranks										PG %tile	2025 Non-PPO Press Ganey BOB - Percentile Ranks									
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		
Claims Processing (% U/A)	82.8%	12 <sup>th</sup>	79.3	82.4	85.5	87.8	89.3	90.9	92.3	94.1	96.1	38 <sup>th</sup>	72.4	76.8	80.5	82.0	85.1	87.8	89.8	94.0	94.9		
Q29. Handled claims quickly	79.2%	5 <sup>th</sup>	79.0	79.7	83.6	85.0	87.0	90.2	91.0	92.9	96.0	29 <sup>th</sup>	69.9	73.4	78.4	79.4	83.3	86.5	88.9	92.4	94.8		
Q30. Handled claims correctly	86.4%	18 <sup>th</sup>	81.0	84.7	87.1	88.0	90.2	92.3	93.4	94.9	96.1	50 <sup>th</sup>	74.1	77.6	82.2	83.8	86.2	90.0	91.5	95.0	97.0		
Customer Service (% U/A)	78.8%	3 <sup>rd</sup>	81.5	83.1	86.1	86.2	88.7	90.8	91.8	93.2	95.5	18 <sup>th</sup>	73.8	76.1	80.1	82.0	84.7	87.5	88.9	91.7	94.3		
Q24. Provided information or help	69.2%	3 <sup>rd</sup>	73.9	74.0	77.8	78.1	81.8	85.2	86.5	88.6	93.3	16 <sup>th</sup>	61.8	64.8	70.6	72.4	76.5	81.1	83.1	87.0	90.8		
Q25. Treated with courtesy and respect	88.3%	3 <sup>rd</sup>	91.8	92.2	93.9	94.3	95.3	96.4	96.6	97.8	99.1	18 <sup>th</sup>	84.0	85.7	89.5	90.9	92.7	94.3	95.2	97.5	97.9		
How Well Doctors Communicate (% U/A)	88.7%	1 <sup>st</sup>	90.9	92.3	93.6	94.3	95.0	95.8	96.5	97.6	98.1	1 <sup>st</sup>	90.5	91.8	93.4	94.2	95.3	96.2	96.5	97.3	98.3		
Q12. Dr. explained things	86.2%	1 <sup>st</sup>	91.8	92.7	94.4	95.0	96.1	97.1	97.4	98.3	99.1	1 <sup>st</sup>	91.0	92.5	94.3	94.9	96.2	97.0	97.5	98.6	99.0		
Q13. Dr. listened carefully	91.4%	10 <sup>th</sup>	90.7	91.4	93.0	93.5	94.6	95.7	96.7	97.7	98.4	10 <sup>th</sup>	89.8	91.2	93.0	93.8	95.2	96.3	96.8	97.7	98.2		
Q14. Dr. showed respect	92.9%	6 <sup>th</sup>	92.8	93.8	95.1	95.7	96.6	97.2	97.6	98.3	99.0	5 <sup>th</sup>	92.8	93.8	95.1	95.7	96.6	97.6	97.8	98.9	99.3		
Q15. Dr. spent enough time	84.2%	1 <sup>st</sup>	86.8	88.6	91.1	91.7	93.1	94.5	95.0	96.7	97.3	1 <sup>st</sup>	87.6	88.6	90.5	91.8	93.5	94.8	95.4	96.5	97.0		
Ease of Filling Out Forms (% U/A)	93.8%	7 <sup>th</sup>	93.1	94.1	95.4	95.8	96.6	97.3	97.7	98.4	99.0	12 <sup>th</sup>	92.2	93.6	94.8	95.1	96.2	96.9	97.4	98.4	99.1		





# Appendix

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# Appendix A: Correlations

## Highest Correlations

Below are the key measures with the highest correlations to the Rating measures.

With Rating Of Health Care		
Q31	Rating of Health Plan	0.6682
Q22	Rating of Specialist	0.6047
Q9	Getting care, tests, or treatment	0.5809
Q13	Dr. listened carefully	0.5700
Q12	Dr. explained things	0.5581
Q15	Dr. spent enough time	0.4874
Q18	Rating of Personal Doctor	0.4446
Q17	Coordination of Care	0.4249
Q14	Dr. showed respect	0.4158
Q4	Getting urgent care	0.3798

With Rating Of Personal Doctor		
Q17	Coordination of Care	0.4610
Q22	Rating of Specialist	0.4562
Q25	Treated with courtesy and respect	0.4537
Q31	Rating of Health Plan	0.4501
Q15	Dr. spent enough time	0.4484
Q8	Rating of Health Care	0.4446
Q14	Dr. showed respect	0.4289
Q4	Getting urgent care	0.4008
Q12	Dr. explained things	0.3886
Q9	Getting care, tests, or treatment	0.3586

With Rating Of Specialist		
Q31	Rating of Health Plan	0.7602
Q8	Rating of Health Care	0.6047
Q17	Coordination of Care	0.5549
Q12	Dr. explained things	0.4832
Q18	Rating of Personal Doctor	0.4562
Q9	Getting care, tests, or treatment	0.4223
Q6	Getting routine care	0.3872
Q24	Provided information or help	0.3835
Q14	Dr. showed respect	0.3813
Q13	Dr. listened carefully	0.3638

**PG Forsta**

# **MY 2024 CAHPS® MEDICAID ADULT 5.1H SURVEY**

Alameda Alliance for Health



# Contents

- Overview
- Methodology
- Executive Summary
- Key Driver Analysis of Rating of Health Plan
- Summary of Trend and Benchmarks
- Appendices

Project Manager

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Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to email your Project Manager.

# Overview

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Alameda Alliance for Health to conduct its MY 2024 CAHPS® 5.1H Medicaid Adult Survey.

## Survey Objective

The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which can aid plans in increasing the quality of provided care.

## NCQA Updates

- NCQA made no significant changes to the survey or program this year.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).  
CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

# Methodology

First questionnaire  
mailed

2/21/2025

Second questionnaire  
mailed

3/28/2025

Initiate follow-up calls  
to non-responders

4/18/2025 -  
5/2/2025

Last day to accept  
completed surveys

5/5/2025

## QUALIFIED RESPONDENTS

Included beneficiaries who were...

- 18 years and older (as of December 31 of the measurement year)
- Continuously enrolled in the plan for at least five of the last six months of the measurement year

## RESPONSE RATE CALCULATION

$$\frac{178 \text{ (Completed)}}{1,350 \text{ (Sample)} - 20 \text{ (Ineligible)}} = \frac{178}{1,330} = 13.4\%$$

## COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Total
English	88	29	117
Spanish	35	26	61
<b>Total</b>	<b>123</b>	<b>55</b>	<b>178</b>

Total Number of Undeliverables: 101

Note: Respondents were given the option of completing the survey in Spanish. In place of the English survey, a Spanish survey was mailed to members who were identified by the plan as Spanish-speaking. A telephone number was also provided on the survey cover letter for all members to call if they would like to complete the survey in Spanish.

## RESPONSE RATE TRENDING

		2023	2024	2025
<b>Completed</b>	<b>SUBTOTAL</b>	<b>155</b>	<b>181</b>	<b>178</b>
<b>Ineligible</b>	Does not Meet Eligibility Criteria (01)	11	12	8
	Language Barrier (03)	4	8	10
	Mentally/Physically Incapacitated (04)	5	2	2
	Deceased (05)	0	0	0
	<b>SUBTOTAL</b>	<b>20</b>	<b>22</b>	<b>20</b>
<b>Non-response</b>	Break-off/Incomplete (02)	7	11	15
	Refusal (06)	31	31	17
	Maximum Attempts Made (07)	1,137	1,105	1,120
	Added to DNC List (08)	0	0	0
	<b>SUBTOTAL</b>	<b>1,175</b>	<b>1,147</b>	<b>1,152</b>
	<b>Total Sample</b>	<b>1,350</b>	<b>1,350</b>	<b>1,350</b>
	<b>Oversampling</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	<b>Response Rate</b>	<b>11.7%</b>	<b>13.6%</b>	<b>13.4%</b>
	<b>PG Response Rate</b>	<b>11.5%</b>	<b>11.1%</b>	<b>11.7%</b>



# Executive Summary

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# Overview of Terms

**Summary Rates (SRS)** are defined by NCQA in its HEDIS MY 2024 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

**Percentile Rankings** Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by Press Ganey using information derived from the NCQA 1-100 Benchmark.

Percentile Bands

<10 <sup>th</sup>	10 <sup>th</sup> - 32 <sup>nd</sup>	33 <sup>rd</sup> - 66 <sup>th</sup>	67 <sup>th</sup> - 89 <sup>th</sup>	≥90 <sup>th</sup>
-------------------	-------------------------------------	-------------------------------------	-------------------------------------	-------------------

**PG Benchmark Information** The source for data contained within the PG Book of Business is all submitting plans that contracted with PG for MY 2024. Submission occurred on May 23<sup>rd</sup>, 2025.

**NCQA Benchmark Information** The source for data contained in this publication is Quality Compass® All Plans 2024. It is used with the permission of NCQA. Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

**Small Denominator Threshold** NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.

**Technical Notes** Please refer to the Technical Notes for more information.

**Significance Testing** All significance testing is performed at the 95% confidence level using a t-test for mean scores and z-test for percentages. The following notation is used to highlight significant differences.

Comparisons to previous year (↑/↓)

Comparisons over 2 years (⚡/⚡)

Comparisons to benchmarks (▲/▼)

# 2025 Dashboard

## Medicaid Adult



# 178

Completed surveys

# 13.4%

Response Rate

Stars: PG **Estimated** NCQA  
Rating  
NA = Denominator < 100

**Scores:** All scores displayed  
are Summary Rate Scores

- Rating: % 9 or 10
- Composites: % Usually or Always
- Smoking: % Always, Usually, or Sometimes

**Significance Testing:** Current  
score is significantly  
higher/lower than 2024 (↑/↓)  
or 2023 (\*/#).

**Percentiles:** Based on the  
2025 PG Book of Business

**Health Plan Key Driver  
Classification:** Details can  
be found in the KDA section.

Rating of Health Plan				★★★
Q28. Rating of Health Plan	60.0%	24 <sup>th</sup>	--	

Rating of Health Care				★★★
Q8. Rating of Health Care	57.8%	‡	51 <sup>st</sup>	Power

Rating of Personal Doctor				★★
Q18. Rating of Personal Doctor	66.9%		19 <sup>th</sup>	Wait

Advised to Quit Smoking: 2YR				
Q32. Advised to Quit Smoking: 2YR	68.0%		22 <sup>nd</sup>	--

Rating of Specialist				
Q22. Rating of Specialist	64.7%		21 <sup>st</sup>	Wait

Coordination of Care				
Q17. Coordination of Care	80.0%		10 <sup>th</sup>	Opportunity

Customer Service				
<b>Composite</b>	<b>85.4%</b>		<b>6<sup>th</sup></b>	<b>--</b>
Q24. Provided information or help	80.3%		14 <sup>th</sup>	Wait
Q25. Treated with courtesy and respect	90.5%		2 <sup>nd</sup>	Wait

Getting Needed Care				(NA)
<b>Composite</b>	<b>73.6%</b>		<b>2<sup>nd</sup></b>	<b>--</b>
Q9. Getting care, tests, or treatment	71.8%	↓	1 <sup>st</sup>	Opportunity
Q20. Getting specialist appointment	75.3%		27 <sup>th</sup>	Opportunity

Getting Care Quickly				(NA)
<b>Composite</b>	<b>68.0%</b>		<b>1<sup>st</sup></b>	<b>--</b>
Q4. Getting urgent care	69.4%		1 <sup>st</sup>	Opportunity
Q6. Getting routine care	66.7%		2 <sup>nd</sup>	Wait

Ease of Filling Out Forms				
Q27. Ease of Filling Out Forms	94.2%		31 <sup>st</sup>	Wait

How Well Doctors Communicate				
<b>Composite</b>	<b>92.7%</b>		<b>33<sup>rd</sup></b>	<b>--</b>
Q12. Dr. explained things	93.3%	‡	43 <sup>rd</sup>	Opportunity
Q13. Dr. listened carefully	94.4%		57 <sup>th</sup>	Power
Q14. Dr. showed respect	94.4%		31 <sup>st</sup>	Wait
Q15. Dr. spent enough time	88.8%		17 <sup>th</sup>	Opportunity



# Estimated NCQA Health Insurance Plan Ratings

## Medicaid Adult

	Score Definition	Base	HPR Score*	HPR 4 Star Threshold	HPR Percentile Band	PG Estimated Rating
<b>PATIENT EXPERIENCE</b>						<b>2.5</b>
<b>GETTING CARE</b>						NA
Getting Needed Care	Usually or Always	88^	73.5%	83.7%	--	NA
Getting Care Quickly	Usually or Always	72^	68.0%	82.9%	--	NA
<b>SATISFACTION WITH PLAN PHYSICIANS</b>						<b>2</b>
Rating of Personal Doctor	9 or 10	124	66.9%	71.0%	10 <sup>th</sup>	<b>2</b>
<b>SATISFACTION WITH PLAN AND PLAN SERVICES</b>						<b>3</b>
Rating of Health Plan	9 or 10	160	60.0%	64.0%	33 <sup>rd</sup>	<b>3</b>
Rating of Health Care	9 or 10	102	57.8%	59.4%	33 <sup>rd</sup>	<b>3</b>

\*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

### EXPLANATION

NCQA calculates health plan ratings (HPR) by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

The CAHPS measures are classified based on their national percentile (10<sup>th</sup>, 33<sup>rd</sup>, 67<sup>th</sup> and 90<sup>th</sup>) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2024 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10 <sup>th</sup> Percentile	10 <sup>th</sup> – 32 <sup>nd</sup> Percentile	33 <sup>rd</sup> – 66 <sup>th</sup> Percentile	67 <sup>th</sup> – 89 <sup>th</sup> Percentile	≥90 <sup>th</sup> Percentile

#### Notes:

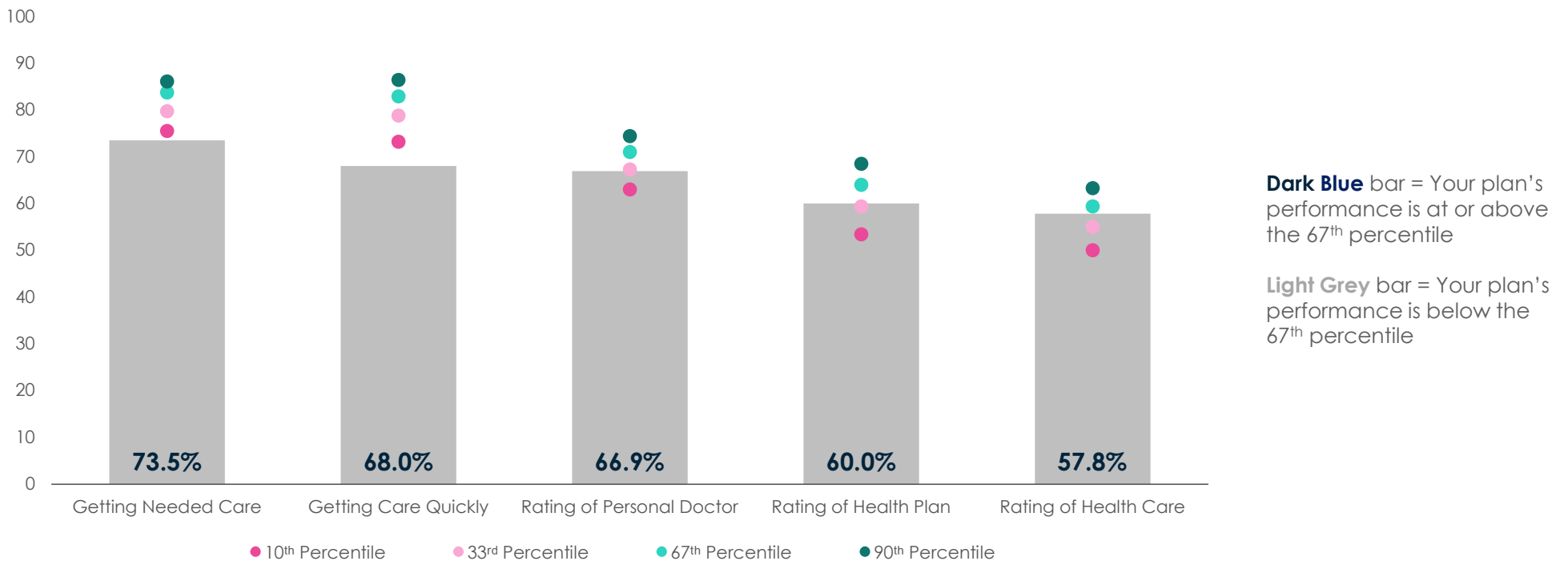
- NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.
- Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.

# Performance to Star Cut Points

Medicaid Adult

## COMPARISON TO QUALITY COMPASS CUT POINTS

The graph shows how your plan's **Estimated Health Plan Rating (HPR) scores** used for accreditation ratings compare to the most recent Quality Compass thresholds published by NCQA (Fall 2024).



HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

\* Scores are % 9 or 10 and % Always or Usually.

# Key Metric Performance

## Medicaid Adult

Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB
	2024	2025	Change	0	20	40	60	80	100		
Health Plan Domain											
Q28. Rating of Health Plan	59.8%	60.0%	0.2%				<div><div></div><div></div><div></div><div></div><div></div></div>			24 <sup>th</sup>	63.8%
Getting Needed Care	73.6%	73.6%	0.0%					<div><div></div><div></div><div></div><div></div><div></div></div>		2 <sup>nd</sup>	82.4% <span>▼</span>
Customer Service	87.3%	85.4%	-1.9%					<div><div></div><div></div><div></div><div></div><div></div></div>		6 <sup>th</sup>	89.9%
Q27. Ease of Filling Out Forms	92.9%	94.2%	1.3%						<div><div></div><div></div><div></div><div></div><div></div></div>	31 <sup>st</sup>	95.0%
Health Care Domain											
Q8. Rating of Health Care	56.3%	57.8%	1.5%				<div><div></div><div></div><div></div><div></div><div></div></div>			51 <sup>st</sup>	58.0%
Getting Care Quickly	74.9%	68.0%	-6.9%					<div><div></div><div></div><div></div><div></div><div></div></div>		1 <sup>st</sup>	82.0% <span>▼</span>
How Well Doctors Communicate	93.9%	92.7%	-1.2%						<div><div></div><div></div><div></div><div></div><div></div></div>	33 <sup>rd</sup>	93.6%
Q17. Coordination of Care	78.3%	80.0%	1.7%					<div><div></div><div></div><div></div><div></div><div></div></div>		10 <sup>th</sup>	86.3%
Q18. Rating of Personal Doctor	66.1%	66.9%	0.8%				<div><div></div><div></div><div></div><div></div><div></div></div>			19 <sup>th</sup>	71.4%
Q22. Rating of Specialist	63.1%	64.7%	1.6%				<div><div></div><div></div><div></div><div></div><div></div></div>			21 <sup>st</sup>	68.9%

\* Scores are % 9 or 10 and % Always or Usually.

# Key Metric Performance

Medicaid Adult

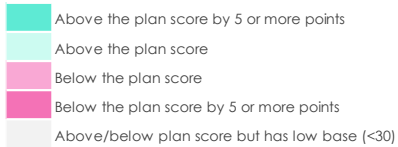
Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB
	2024	2025	Change	0	20	40	60	80	100		
Effectiveness of Care											
Q32. Advised to Quit Smoking: 2YR	71.1%	68.0%	-3.1%	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><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\* Scores are % Always, Usually, or Sometimes.

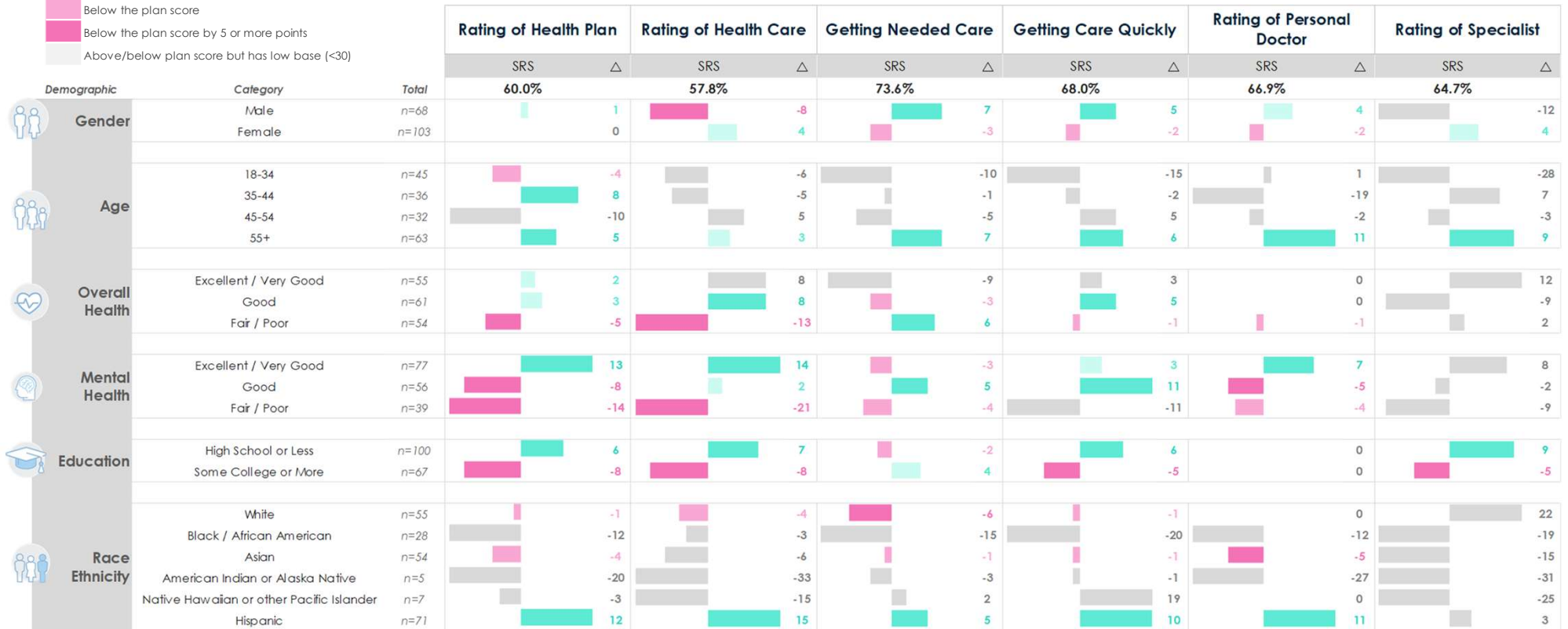
# Health Equity

## Medicaid Adult

Group is performing...



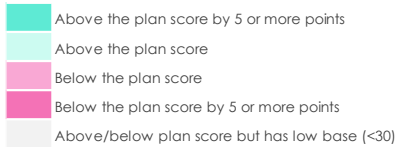
The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.



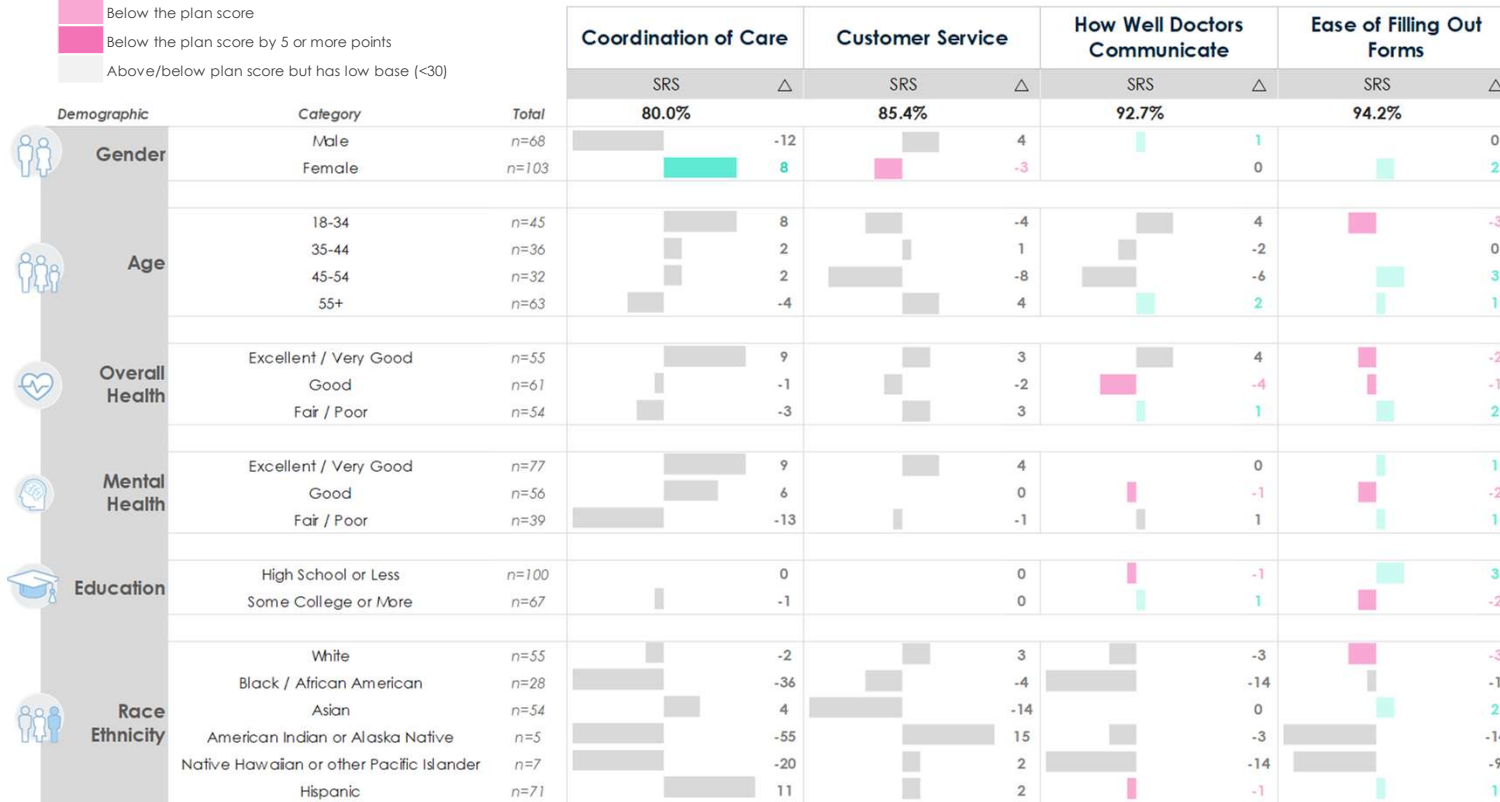
# Health Equity

## Medicaid Adult

### Group is performing...



The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.





# Key Driver Analysis

a  PG Forsta company



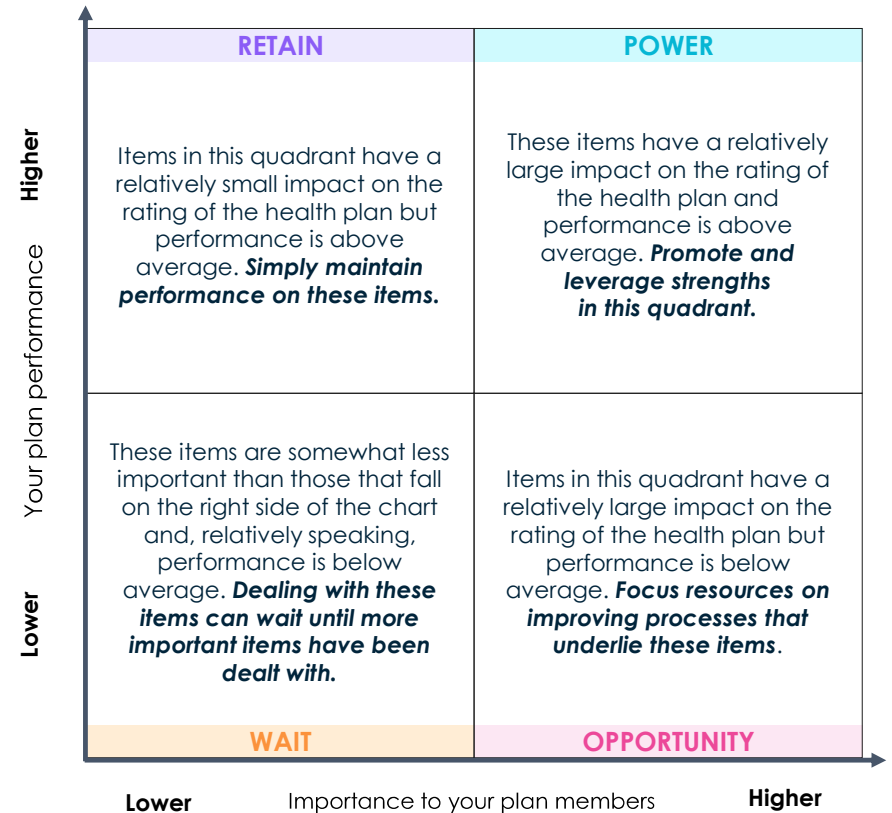
# POWeR Chart

## POWeR™ CHART CLASSIFICATION MATRIX

**Overview.** The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the rating of the health plan and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data.

The model provides the following:

- Identification of the elements that are important in driving of the rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.



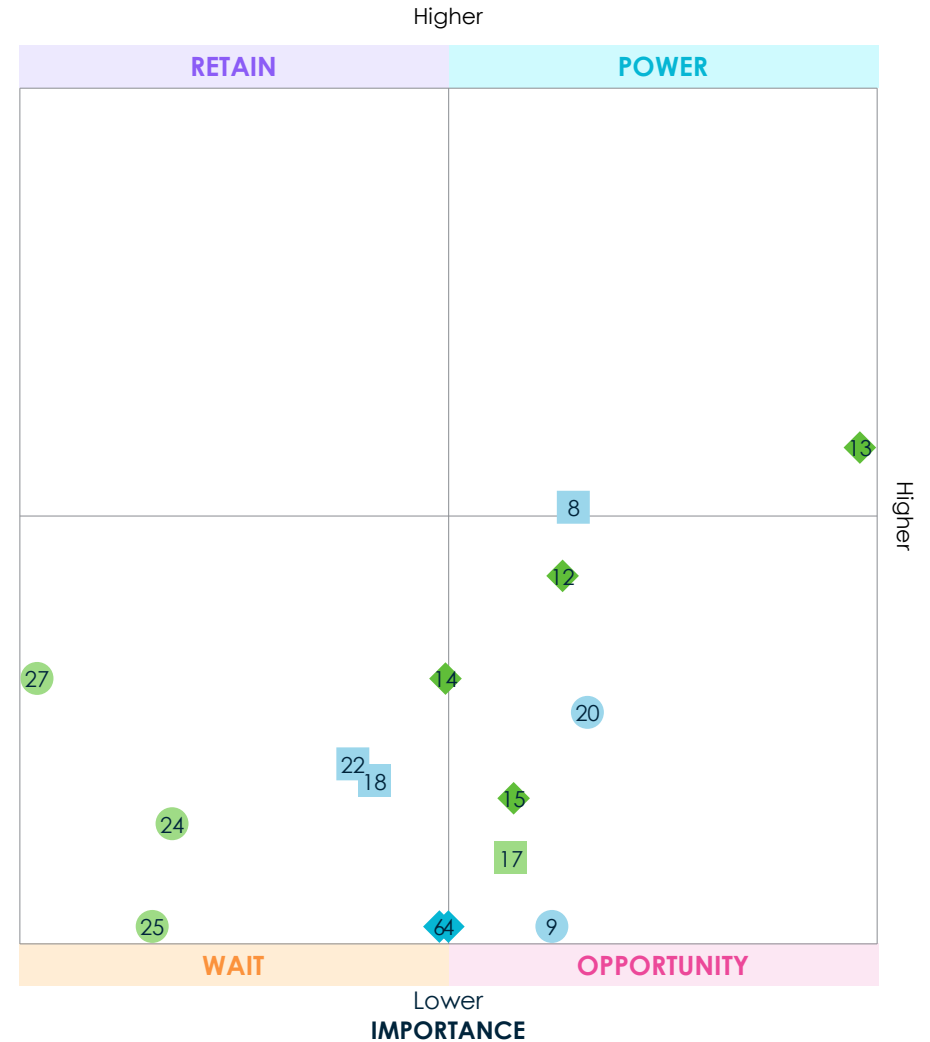


# POWeR Chart – Your Results

SURVEY MEASURE				2023	2024	2025	2025
				SRS	SRS	SRS	%tile
POWER							
◆	HWDC	Q13	Dr. listened carefully	90.9%	94.7%	<b>94.4%</b>	57 <sup>th</sup>
■	RATING	Q8	Rating of Health Care	40.0%	56.3%	<b>57.8%</b>	51 <sup>st</sup>
OPPORTUNITY							
●	GNC	Q20	Getting specialist appointment	70.3%	63.8%	<b>75.3%</b>	27 <sup>th</sup>
◆	HWDC	Q12	Dr. explained things	82.3%	95.8%	<b>93.3%</b>	43 <sup>rd</sup>
●	GNC	Q9	Getting care, tests, or treatment	80.0%	83.3%	<b>71.8%</b>	1 <sup>st</sup>
◆	HWDC	Q15	Dr. spent enough time	83.1%	90.5%	<b>88.8%</b>	17 <sup>th</sup>
■	CC	Q17	Coordination of Care	91.7%	78.3%	<b>80.0%</b>	10 <sup>th</sup>
◆	GCQ	Q4	Getting urgent care	76.1%	76.8%	<b>69.4%</b>	1 <sup>st</sup>
WAIT							
◆	HWDC	Q14	Dr. showed respect	93.6%	94.7%	<b>94.4%</b>	31 <sup>st</sup>
◆	GCQ	Q6	Getting routine care	69.7%	73.0%	<b>66.7%</b>	2 <sup>nd</sup>
■	RATING	Q18	Rating of Personal Doctor	63.5%	66.1%	<b>66.9%</b>	19 <sup>th</sup>
■	RATING	Q22	Rating of Specialist	72.1%	63.1%	<b>64.7%</b>	21 <sup>st</sup>
●	CS	Q24	Provided information or help	82.3%	81.7%	<b>80.3%</b>	14 <sup>th</sup>
●	CS	Q25	Treated with courtesy and respect	95.2%	93.0%	<b>90.5%</b>	2 <sup>nd</sup>
●	CS	Q27	Ease of Filling Out Forms	93.8%	92.9%	<b>94.2%</b>	31 <sup>st</sup>
RETAIN							
--	--	None		--	--	--	--

\*Percentiles based on the Press Ganey BOB of the listed year.

PERFORMANCE  
Lower





# Summary of Trend and Benchmark

a  PG Forsta company



# Summary Rate Scores

## Medicaid Adult

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
<b>Rating Questions (% 9 or 10)</b>						
Q28. Rating of Health Plan	160	53.0%	59.8%	<b>60.0%</b>	63.8%	61.5%
Q8. Rating of Health Care	102	40.0%	56.3%	<b>57.8%</b>	58.0%	56.8%
Q18. Rating of Personal Doctor	124	63.5%	66.1%	<b>66.9%</b>	71.4%	69.2%
Q22. Rating of Specialist	68^	72.1%	63.1%	<b>64.7%</b>	68.9%	67.7%
<b>Rating Questions (% 8, 9 or 10)</b>						
Q28. Rating of Health Plan	160	70.9%	76.4%	<b>75.0%</b>	79.1%	77.7%
Q8. Rating of Health Care	102	61.1%	81.6%	<b>80.4%</b>	76.7%	75.8%
Q18. Rating of Personal Doctor	124	80.0%	83.5%	<b>83.9%</b>	84.9%	83.3%
Q22. Rating of Specialist	68^	80.3%	73.8%	<b>86.8%</b>	83.5%	82.5%
<b>Getting Needed Care (% Usually or Always)</b>						
Q9. Getting care, tests, or treatment	103	80.0%	83.3%	<b>71.8%</b>	85.5%	84.6%
Q20. Getting specialist appointment	73^	70.3%	63.8%	<b>75.3%</b>	79.4%	78.8%
<b>Getting Care Quickly (% Usually or Always)</b>						
Q4. Getting urgent care	49^	76.1%	76.8%	<b>69.4%</b>	83.9%	82.8%
Q6. Getting routine care	96^	69.7%	73.0%	<b>66.7%</b>	80.1%	78.7%
<b>Effectiveness of Care (% Sometimes, Usually, or Always)</b>						
Q32. Advised to Quit Smoking: 2YR	50^	74.4%	71.1%	<b>68.0%</b>	74.4%	73.5%
Q33. Discussing Cessation Meds: 2YR	49^	57.8%	54.3%	<b>53.1%</b>	55.1%	52.8%
Q34. Discussing Cessation Strategies: 2YR	49^	53.3%	52.2%	<b>51.0%</b>	48.5%	46.6%

# Summary Rate Scores

## Medicaid Adult

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
<b>Customer Service (% Usually or Always)</b>	64^	88.7%	87.3%	85.4%	89.9%	89.1%
Q24. Provided information or help	66^	82.3%	81.7%	80.3%	84.7%	83.8%
Q25. Treated with courtesy and respect	63^	95.2%	93.0%	90.5%	95.0% ▼	94.3%
<b>How Well Doctors Communicate (% Usually or Always)</b>	89^	87.5%	93.9%	92.7%	93.6%	93.0%
Q12. Dr. explained things	89^	82.3%	95.8%	93.3% ↗	93.5%	92.7%
Q13. Dr. listened carefully	90^	90.9%	94.7%	94.4%	93.8%	93.2%
Q14. Dr. showed respect	89^	93.6%	94.7%	94.4%	95.3%	94.8%
Q15. Dr. spent enough time	89^	83.1%	90.5%	88.8%	91.8%	91.0%
<b>Q17. Coordination of Care</b>	55^	91.7%	78.3%	80.0%	86.3%	85.6%
<b>Q27. Ease of Filling Out Forms (% Usually or Always)</b>	173	93.8%	92.9%	94.2%	95.0%	94.8%

# Regional Performance

## Medicaid Adult

	2025	2025 PG BOB Region
<b>Rating Questions (% 9 or 10)</b>		
Q28. Rating of Health Plan	60.0%	62.1%
Q8. Rating of Health Care	57.8%	55.2%
Q18. Rating of Personal Doctor	66.9%	68.4%
Q22. Rating of Specialist	64.7%	66.9%
<b>Rating Questions (% 8, 9 or 10)</b>		
Q28. Rating of Health Plan	75.0%	78.0%
Q8. Rating of Health Care	80.4%	74.5%
Q18. Rating of Personal Doctor	83.9%	82.8%
Q22. Rating of Specialist	86.8%	82.1%
<b>Getting Needed Care (% Usually or Always)</b>		
Q9. Getting care, tests, or treatment	71.8%	81.0% ▼
Q20. Getting specialist appointment	75.3%	74.5%
<b>Getting Care Quickly (% Usually or Always)</b>		
Q4. Getting urgent care	69.4%	79.2%
Q6. Getting routine care	66.7%	73.3%
<b>Effectiveness of Care (% Sometimes, Usually, or Always)</b>		
Q32. Advised to Quit Smoking: 2YR	68.0%	69.4%
Q33. Discussing Cessation Meds: 2YR	53.1%	47.4%
Q34. Discussing Cessation Strategies: 2YR	51.0%	42.4%

**HHS Regions:** The regions used align with the U.S. Department of Health and Human Services regions.



# Regional Performance

## Medicaid Adult

	2025	2025 PG BOB Region
<b>Customer Service (% Usually or Always)</b>	<b>85.4%</b>	88.1%
Q24. Provided information or help	80.3%	82.7%
Q25. Treated with courtesy and respect	90.5%	93.4%
<b>How Well Doctors Communicate (% Usually or Always)</b>	<b>92.7%</b>	91.4%
Q12. Dr. explained things	93.3%	91.2%
Q13. Dr. listened carefully	94.4%	92.3%
Q14. Dr. showed respect	94.4%	94.0%
Q15. Dr. spent enough time	88.8%	88.3%
<b>Q17. Coordination of Care</b>	<b>80.0%</b>	82.2%
<b>Q27. Ease of Filling Out Forms (% Usually or Always)</b>	<b>94.2%</b>	94.0%

**HHS Regions:** The regions used align with the U.S. Department of Health and Human Services regions.



# Percentile Rankings

## Medicaid Adult

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		
Rating Questions (% 9 or 10)																							
Q28. Rating of Health Plan	60.0%	38 <sup>th</sup>	50.4	53.4	58.2	59.4	61.7	64.1	65.5	68.5	70.8	24 <sup>th</sup>	54.4	55.7	60.1	61.3	63.5	65.2	66.2	71.1	72.7		
Q8. Rating of Health Care	57.8%	58 <sup>th</sup>	47.7	50.0	53.4	55.1	56.6	59.5	60.5	63.4	64.5	51 <sup>st</sup>	50.5	52.1	54.9	55.8	57.6	59.8	60.9	64.3	66.7		
Q18. Rating of Personal Doctor	66.9%	29 <sup>th</sup>	61.0	63.0	66.0	67.3	69.3	71.1	72.4	74.4	76.5	19 <sup>th</sup>	63.8	64.7	68.2	69.6	71.0	73.4	74.4	77.1	78.4		
Q22. Rating of Specialist	64.7%	28 <sup>th</sup>	61.0	62.2	64.4	65.1	67.3	69.8	70.9	74.0	75.2	21 <sup>st</sup>	58.2	60.8	65.1	66.4	69.1	71.5	72.7	74.5	75.9		
Rating Questions (% 8, 9 or 10)																							
Q28. Rating of Health Plan	75.0%	25 <sup>th</sup>	69.5	71.9	74.8	76.0	78.0	79.7	80.5	83.2	85.1	16 <sup>th</sup>	70.8	72.1	76.2	77.2	79.3	81.0	81.9	83.8	84.8		
Q8. Rating of Health Care	80.4%	83 <sup>rd</sup>	68.3	70.5	72.6	73.5	75.9	77.6	78.7	81.8	82.6	86 <sup>th</sup>	69.8	71.1	74.0	74.8	76.7	78.7	79.3	81.2	83.9		
Q18. Rating of Personal Doctor	83.9%	52 <sup>nd</sup>	77.1	78.2	80.9	81.9	83.7	85.0	85.4	87.6	89.8	38 <sup>th</sup>	79.0	80.7	82.6	83.0	84.9	86.1	86.9	88.9	89.7		
Q22. Rating of Specialist	86.8%	87 <sup>th</sup>	76.1	77.5	79.5	81.2	83.5	84.4	85.0	87.0	87.6	79 <sup>th</sup>	75.2	77.3	80.7	82.2	83.4	85.4	86.0	88.7	89.3		
Getting Needed Care (% U/A)	73.6%	2 <sup>nd</sup>	74.5	75.5	78.6	79.8	82.0	83.7	84.9	86.1	87.1	2 <sup>nd</sup>	75.0	76.0	78.7	80.5	82.4	84.6	85.4	87.0	87.5		
Q9. Getting care, tests, or treatment	71.8%	1 <sup>st</sup>	77.7	79.3	81.9	82.9	84.8	86.9	87.7	89.6	91.5	1 <sup>st</sup>	77.4	78.9	82.5	84.0	85.9	87.4	88.3	90.1	91.3		
Q20. Getting specialist appointment	75.3%	23 <sup>rd</sup>	69.3	71.3	75.5	76.5	79.6	82.1	82.8	85.0	85.7	27 <sup>th</sup>	69.3	71.8	75.0	77.2	79.2	82.1	82.9	84.8	85.9		
Getting Care Quickly (% U/A)	68.0%	1 <sup>st</sup>	70.7	73.3	77.4	78.8	81.1	83.0	83.8	86.4	87.9	1 <sup>st</sup>	74.0	75.3	79.1	80.3	82.3	84.2	85.0	87.5	88.3		
Q4. Getting urgent care	69.4%	1 <sup>st</sup>	75.6	77.5	81.3	81.8	83.5	84.7	85.2	88.2	89.0	1 <sup>st</sup>	74.4	77.0	80.6	82.0	83.8	86.3	87.1	90.2	92.3		
Q6. Getting routine care	66.7%	4 <sup>th</sup>	67.5	69.9	74.8	76.7	79.5	82.2	83.3	86.3	87.8	2 <sup>nd</sup>	69.0	72.5	76.8	78.0	80.2	82.6	83.6	85.5	87.8		
Effectiveness of Care (%S/U/A)																							
Q32. Advised to Quit Smoking: 2YR	68.0%	18 <sup>th</sup>	63.5	66.3	69.5	71.3	74.4	76.0	77.1	80.5	83.2	22 <sup>nd</sup>	56.4	62.6	68.4	70.1	73.8	76.7	77.8	82.4	84.8		
Q33. Discussing Cessation Meds: 2YR	53.1%	51 <sup>st</sup>	41.3	44.0	47.5	48.7	52.9	55.4	56.6	62.6	64.8	45 <sup>th</sup>	35.8	42.2	46.7	49.8	53.9	56.6	59.1	64.5	67.7		
Q34. Discussing Cessation Strategies: 2YR	51.0%	79 <sup>th</sup>	37.0	40.0	42.4	43.2	46.3	48.3	50.1	55.0	58.6	73 <sup>rd</sup>	30.1	35.0	42.9	44.3	47.3	50.0	51.9	57.4	60.1		

# Percentile Rankings

## Medicaid Adult

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		
Customer Service (% U/A)	85.4%	3 <sup>rd</sup>	85.8	86.5	87.2	87.9	89.2	90.2	90.7	92.0	92.3	6 <sup>th</sup>	84.6	86.4	87.8	88.8	89.8	91.2	91.7	93.3	94.7		
Q24. Provided information or help	80.3%	13 <sup>th</sup>	79.2	80.0	80.9	82.2	83.8	85.9	86.3	87.7	88.1	14 <sup>th</sup>	77.2	79.0	82.0	82.9	84.6	86.7	87.6	90.1	92.3		
Q25. Treated with courtesy and respect	90.5%	1 <sup>st</sup>	91.4	91.7	93.0	93.6	94.6	95.3	95.7	96.5	97.0	2 <sup>nd</sup>	90.7	91.7	93.8	94.2	95.2	96.2	96.7	98.0	98.5		
How Well Doctors Communicate (% U/A)	92.7%	47 <sup>th</sup>	89.4	90.7	91.8	92.2	92.8	93.8	94.3	95.6	96.2	33 <sup>rd</sup>	90.0	90.8	92.1	92.7	93.7	94.6	95.0	96.0	96.5		
Q12. Dr. explained things	93.3%	55 <sup>th</sup>	89.0	89.7	91.0	91.4	92.8	93.9	94.5	95.9	96.2	43 <sup>rd</sup>	88.9	90.1	91.7	92.5	93.8	94.7	95.3	96.5	97.0		
Q13. Dr. listened carefully	94.4%	73 <sup>rd</sup>	89.6	90.7	91.7	92.4	93.2	94.0	94.7	95.8	96.5	57 <sup>th</sup>	89.5	91.1	92.3	92.9	94.1	94.8	95.4	96.5	97.2		
Q14. Dr. showed respect	94.4%	39 <sup>th</sup>	91.0	92.3	93.6	94.0	95.0	95.8	96.2	97.3	97.7	31 <sup>st</sup>	91.6	92.6	93.8	94.4	95.5	96.4	96.8	97.6	98.3		
Q15. Dr. spent enough time	88.8%	19 <sup>th</sup>	86.2	88.0	89.2	89.6	91.2	92.4	92.9	94.7	96.0	17 <sup>th</sup>	86.1	87.5	89.5	90.1	91.8	93.1	93.9	95.1	95.8		
Q17. Coordination of Care	80.0%	5 <sup>th</sup>	79.5	81.4	83.0	83.6	85.1	86.7	88.5	90.6	91.9	10 <sup>th</sup>	77.4	79.6	83.0	84.3	86.0	88.2	89.4	91.1	92.4		
Q27. Ease of Filling Out Forms (% U/A)	94.2%	34 <sup>th</sup>	91.3	92.5	93.6	94.1	94.8	95.9	96.2	97.1	97.5	31 <sup>st</sup>	91.9	92.9	93.9	94.2	95.2	96.0	96.3	97.4	98.0		





# Appendix

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# Appendix A: Correlations

## Highest Correlations

Below are the key measures with the highest correlations to the Rating measures.

With Rating Of Health Care		
Q20	Getting specialist appointment	0.7008
Q17	Coordination of Care	0.6938
Q28	Rating of Health Plan	0.6594
Q18	Rating of Personal Doctor	0.6511
Q4	Getting urgent care	0.6353
Q22	Rating of Specialist	0.5901
Q6	Getting routine care	0.4961
Q13	Dr. listened carefully	0.4515
Q12	Dr. explained things	0.4127
Q15	Dr. spent enough time	0.3543

With Rating Of Personal Doctor		
Q13	Dr. listened carefully	0.7388
Q17	Coordination of Care	0.7274
Q8	Rating of Health Care	0.6511
Q12	Dr. explained things	0.6138
Q14	Dr. showed respect	0.6076
Q15	Dr. spent enough time	0.5811
Q22	Rating of Specialist	0.5271
Q28	Rating of Health Plan	0.4674
Q20	Getting specialist appointment	0.4397
Q4	Getting urgent care	0.4078

With Rating Of Specialist		
Q8	Rating of Health Care	0.5901
Q12	Dr. explained things	0.5544
Q13	Dr. listened carefully	0.5493
Q28	Rating of Health Plan	0.5434
Q18	Rating of Personal Doctor	0.5271
Q15	Dr. spent enough time	0.5048
Q24	Provided information or help	0.4848
Q17	Coordination of Care	0.4481
Q25	Treated with courtesy and respect	0.4248
Q14	Dr. showed respect	0.3986

# Supplemental Questions

## Medicaid Adult

	2023	2024	2025
<b>Q40. Recommend health plan to your family or friends</b>			
<b>Base (n)</b>	<b>148</b>	<b>175</b>	<b>164</b>
Definitely yes	60.1%	65.1%	63.4%
Somewhat yes	34.5%	27.4%	31.7%
Somewhat no	4.1%	4.0%	2.4%
Definitely no	1.4%	3.4%	2.4%
<b>Summary Rate Score (%Definitely yes or Somewhat yes)</b>	<b>94.6%</b>	<b>92.6%</b>	<b>95.1%</b>
<b>Q41. Likelihood to recommend health plan</b>			
<b>Base (n)</b>	<b>149</b>	<b>174</b>	<b>165</b>
10 Extremely likely	39.6%	50.0%	51.5%
9	13.4%	11.5%	11.5%
8	19.5%	15.5%	14.5%
7	8.1%	10.3%	7.9%
6	6.0%	2.3%	3.0%
5	8.7%	2.3%	7.3%
4	0.0%	1.7%	1.2%
3	0.7%	2.3%	0.6%
2	1.3%	0.6%	0.6%
1	0.0%	0.6%	0.6%
0 Not at all likely	2.7%	2.9%	1.2%
<b>Summary Rate Score (%9 or 10 Extremely likely)</b>	<b>53.0%</b>	<b>61.5%</b>	<b>63.0%</b>
Promoter	53.0%	61.5%	63.0%
Passive	27.5%	25.9%	22.4%
Detractor	19.5%	12.6%	14.5%
<b>Net Promoter Score</b>	<b>33.6</b>	<b>48.9</b>	<b>48.5</b>

# Supplemental Questions

Medicaid Adult

	2023	2024	2025
Q42. Would select plan again			
Base (n)	144	174	167
Definitely yes	57.6%	59.8%	60.5%
Probably yes	24.3%	23.0%	21.6%
Uncertain	13.2%	10.3%	12.6%
Probably not	3.5%	5.2%	3.0%
Definitely not	1.4%	1.7%	2.4%
Summary Rate Score (%Definitely yes or Probably yes)	81.9%	82.8%	82.0%

**PG Forsta**

# MY 2024 CAHPS® MEDICAID CHILD 5.1H SURVEY

Alameda Alliance for Health



# Contents

- Overview
- Methodology
- Executive Summary
- Key Driver Analysis of Rating of Health Plan
- Summary of Trend and Benchmarks
- Appendices

Project Manager

**Carrie-Ann Rojas**

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Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to email your Project Manager.

# Overview

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Alameda Alliance for Health to conduct its MY 2024 CAHPS® 5.1H Medicaid Child Survey.

## Survey Objective

The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which can aid plans in increasing the quality of provided care.

## NCQA Updates

- NCQA made no significant changes to the survey or program this year.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).  
CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

# Methodology

First questionnaire  
mailed

2/21/2025

Second questionnaire  
mailed

3/28/2025

Initiate follow-up calls  
to non-responders

4/18/2025 -  
5/2/2025

Last day to accept  
completed surveys

5/9/2025

## QUALIFIED RESPONDENTS

Included beneficiaries who were...

- Parents of those 17 years and younger (as of December 31st of the measurement year)
- Continuously enrolled in the plan for at least five of the last six months of the measurement year

## RESPONSE RATE CALCULATION

$$\frac{263 \text{ (Completed)}}{2,079 \text{ (Sample)} - 37 \text{ (Ineligible)}} = \frac{263}{2,042} = 12.9\%$$

## COMPLETES - MODALITY BY LANGUAGE

	Mail	Phone	Total
English	75	56	131
Spanish	47	85	132
<b>Total</b>	<b>122</b>	<b>141</b>	<b>263</b>

Total Number of Undeliverables: 157

Note: Respondents were given the option of completing the survey in Spanish. In place of the English survey, a Spanish survey was mailed to members who were identified by the plan as Spanish-speaking. A telephone number was also provided on the survey cover letter for all members to call if they would like to complete the survey in Spanish.

## RESPONSE RATE TRENDING

		2023	2024	2025
<b>Completed</b>	<b>SUBTOTAL</b>	<b>251</b>	<b>323</b>	<b>263</b>
<b>Ineligible</b>	Does not Meet Eligibility Criteria (01)	13	6	8
	Language Barrier (03)	16	28	29
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	0
	<b>SUBTOTAL</b>	<b>29</b>	<b>34</b>	<b>37</b>
<b>Non-response</b>	Break-off/Incomplete (02)	16	12	30
	Refusal (06)	25	27	24
	Maximum Attempts Made (07)	1,742	1,683	1,725
	Added to DNC List (08)	0	0	0
	<b>SUBTOTAL</b>	<b>1,783</b>	<b>1,722</b>	<b>1,779</b>
	<b>Total Sample</b>	<b>2,063</b>	<b>2,079</b>	<b>2,079</b>
	<b>Oversampling</b>	<b>25.0%</b>	<b>26.0%</b>	<b>26.0%</b>
	<b>Response Rate</b>	<b>12.3%</b>	<b>15.8%</b>	<b>12.9%</b>
	<b>PG Response Rate</b>	<b>9.9%</b>	<b>9.4%</b>	<b>10.0%</b>





# Executive Summary

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# Overview of Terms

**Summary Rates (SRS)** are defined by NCQA in its HEDIS MY 2024 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

**Percentile Rankings** Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by Press Ganey using information derived from the NCQA 1-100 Benchmark.

Percentile Bands

<10 <sup>th</sup>	10 <sup>th</sup> - 32 <sup>nd</sup>	33 <sup>rd</sup> - 66 <sup>th</sup>	67 <sup>th</sup> - 89 <sup>th</sup>	≥90 <sup>th</sup>
-------------------	-------------------------------------	-------------------------------------	-------------------------------------	-------------------

**PG Benchmark Information** The source for data contained within the PG Book of Business is all submitting plans that contracted with PG for MY 2024. Submission occurred on May 23<sup>rd</sup>, 2025.

**NCQA Benchmark Information** The source for data contained in this publication is Quality Compass® All Plans 2024. It is used with the permission of NCQA. Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

**Small Denominator Threshold** NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.

**Technical Notes** Please refer to the Technical Notes for more information.

**Significance Testing** All significance testing is performed at the 95% confidence level using a t-test for mean scores and z-test for percentages. The following notation is used to highlight significant differences.

Comparisons to previous year (↑/↓)

Comparisons over 2 years (⚡/⚡)

Comparisons to benchmarks (▲/▼)

# 2025 Dashboard

## Medicaid Child



# 263

Completed surveys

# 12.9%

Response Rate

Stars: PG **Estimated** NCQA  
Rating  
NA = Denominator < 100

**Scores:** All scores displayed  
are Summary Rate Scores

- Rating: % 9 or 10
- Composites: % Usually or Always

**Significance Testing:** Current  
score is significantly  
higher/lower than 2024 (↑/↓)  
or 2023 (\*/†).

**Percentiles:** Based on the  
2025 PG Book of Business

**Health Plan Key Driver  
Classification:** Details can  
be found in the KDA section.

### Rating of Health Plan

★★★

Q31. Rating of Health Plan	69.3%	↓	23 <sup>rd</sup>	--
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### Rating of Health Care

★★★

Q8. Rating of Health Care	68.7%		24 <sup>th</sup>	Opportunity
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### Rating of Personal Doctor

★★★★

Q21. Rating of Personal Doctor	81.3%		78 <sup>th</sup>	Power
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### Rating of Specialist

Q25. Rating of Specialist	69.2%	†	16 <sup>th</sup>	Opportunity
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### Coordination of Care

Q20. Coordination of Care	81.4%		17 <sup>th</sup>	Wait
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### Customer Service

<b>Composite</b>	<b>91.5%</b>		<b>77<sup>th</sup></b>	--
Q27. Provided information or help	89.2%		87 <sup>th</sup>	Retain
Q28. Treated with courtesy and respect	93.9%		35 <sup>th</sup>	Wait

### Getting Needed Care

★★

<b>Composite</b>	<b>78.0%</b>	<b>12<sup>th</sup></b>	--
Q9. Getting care, tests, or treatment	78.8%	1 <sup>st</sup>	Opportunity
Q23. Getting specialist appointment	77.2%	44 <sup>th</sup>	Wait

### Getting Care Quickly

★

<b>Composite</b>	<b>76.1%</b>	<b>2<sup>nd</sup></b>	--
Q4. Getting urgent care	82.7%	7 <sup>th</sup>	Opportunity
Q6. Getting routine care	69.6%	1 <sup>st</sup>	Opportunity

### Ease of Filling Out Forms

Q30. Ease of Filling Out Forms	93.3%	11 <sup>th</sup>	Wait
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### How Well Doctors Communicate

<b>Composite</b>	<b>91.9%</b>	<b>13<sup>th</sup></b>	--
Q12. Dr. explained things	91.6%	14 <sup>th</sup>	Opportunity
Q13. Dr. listened carefully	94.8%	26 <sup>th</sup>	Wait
Q14. Dr. showed respect	97.4%	52 <sup>nd</sup>	Power
Q17. Dr. spent enough time	83.7%	8 <sup>th</sup>	Wait

# Estimated NCQA Health Insurance Plan Ratings

## Medicaid Child

	Score Definition	Base	HPR Score*	HPR 4 Star Threshold	HPR Percentile Band	PG Estimated Rating
<b>PATIENT EXPERIENCE</b>						<b>2.5</b>
<b>GETTING CARE</b>						<b>1.5</b>
Getting Needed Care	Usually or Always	101	77.9%	85.7%	10 <sup>th</sup>	<b>2</b>
Getting Care Quickly	Usually or Always	100	76.1%	89.3%	<10 <sup>th</sup>	<b>1</b>
<b>SATISFACTION WITH PLAN PHYSICIANS</b>						<b>4</b>
Rating of Personal Doctor	9 or 10	208	81.2%	78.5%	67 <sup>th</sup>	<b>4</b>
<b>SATISFACTION WITH PLAN AND PLAN SERVICES</b>						<b>3</b>
Rating of Health Plan	9 or 10	251	69.3%	73.7%	33 <sup>rd</sup>	<b>3</b>
Rating of Health Care	9 or 10	147	68.7%	71.9%	33 <sup>rd</sup>	<b>3</b>

\*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

## EXPLANATION

NCQA calculates health plan ratings (HPR) by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

The CAHPS measures are classified based on their national percentile (10<sup>th</sup>, 33<sup>rd</sup>, 67<sup>th</sup> and 90<sup>th</sup>) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by PG** based on the 2024 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10 <sup>th</sup> Percentile	10 <sup>th</sup> – 32 <sup>nd</sup> Percentile	33 <sup>rd</sup> – 66 <sup>th</sup> Percentile	67 <sup>th</sup> – 89 <sup>th</sup> Percentile	≥90 <sup>th</sup> Percentile

### Notes:

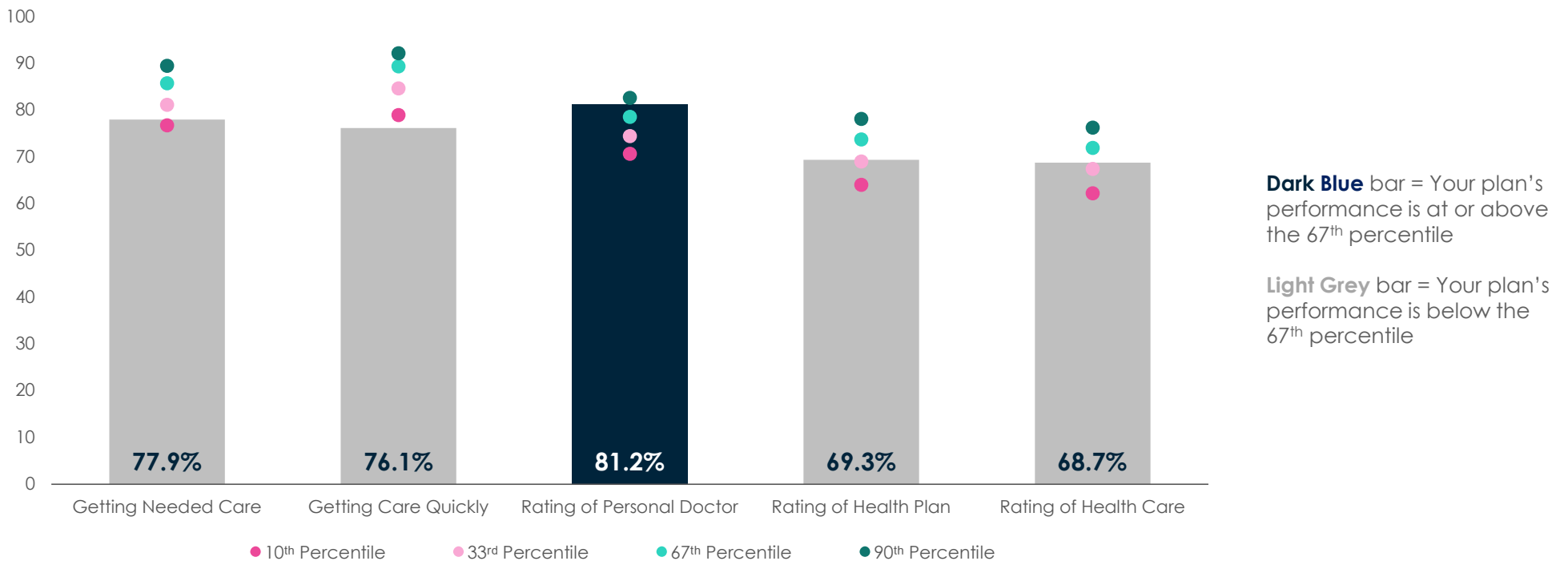
- NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.
- Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.

# Performance to Star Cut Points

Medicaid Child

## COMPARISON TO QUALITY COMPASS CUT POINTS

The graph shows how your plan's **Estimated Health Plan Rating (HPR) scores** used for accreditation ratings compare to the most recent Quality Compass thresholds published by NCQA (Fall 2024).



HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

\* Scores are % 9 or 10, % Always or Usually.

# Key Metric Performance

## Medicaid Child

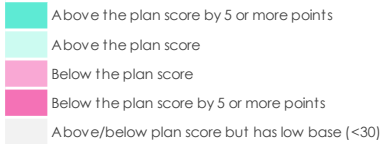
Measure	Summary Rate Score			2025 Press Ganey BOB Benchmark						Plan Percentile Rank	PG BOB
	2024	2025	Change	0	20	40	60	80	100		
Health Plan Domain											
Q31. Rating of Health Plan	77.7%	69.3% ↓	-8.3%							23 <sup>rd</sup>	72.7%
Getting Needed Care	76.3%	78.0%	1.7%							12 <sup>th</sup>	84.6% ▼
Customer Service	91.0%	91.5%	0.5%							77 <sup>th</sup>	88.9%
Q30. Ease of Filling Out Forms	94.4%	93.3%	-1.2%							11 <sup>th</sup>	95.1%
Health Care Domain											
Q8. Rating of Health Care	71.4%	68.7%	-2.7%							24 <sup>th</sup>	72.1%
Getting Care Quickly	78.3%	76.1%	-2.1%							2 <sup>nd</sup>	86.7% ▼
How Well Doctors Communicate	92.6%	91.9%	-0.7%							13 <sup>th</sup>	94.4%
Q20. Coordination of Care	84.3%	81.4%	-3.0%							17 <sup>th</sup>	86.4%
Q21. Rating of Personal Doctor	80.1%	81.3%	1.2%							78 <sup>th</sup>	78.4%
Q25. Rating of Specialist	73.7%	69.2%	-4.5%							16 <sup>th</sup>	74.9%

\* Scores are % 9 or 10, % Always or Usually.

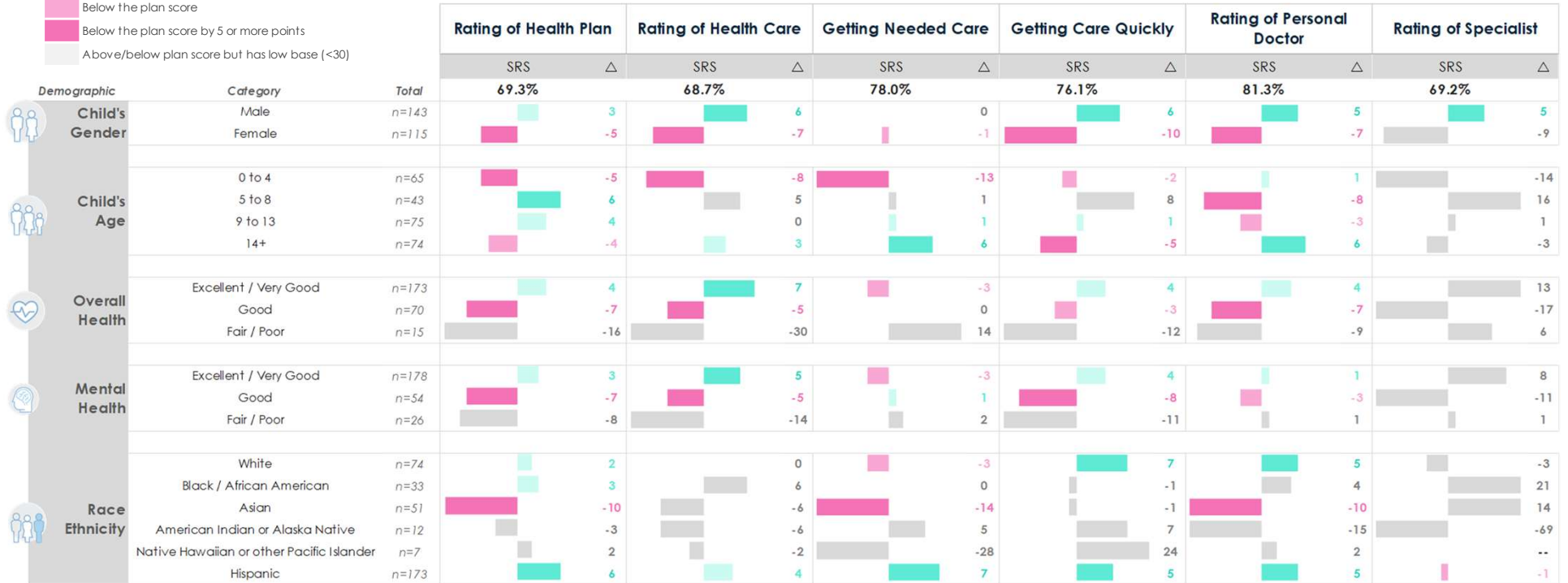
# Health Equity

## Medicaid Child

Group is performing...



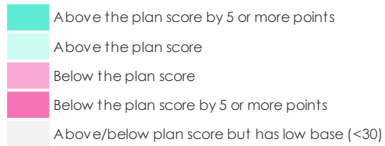
The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.



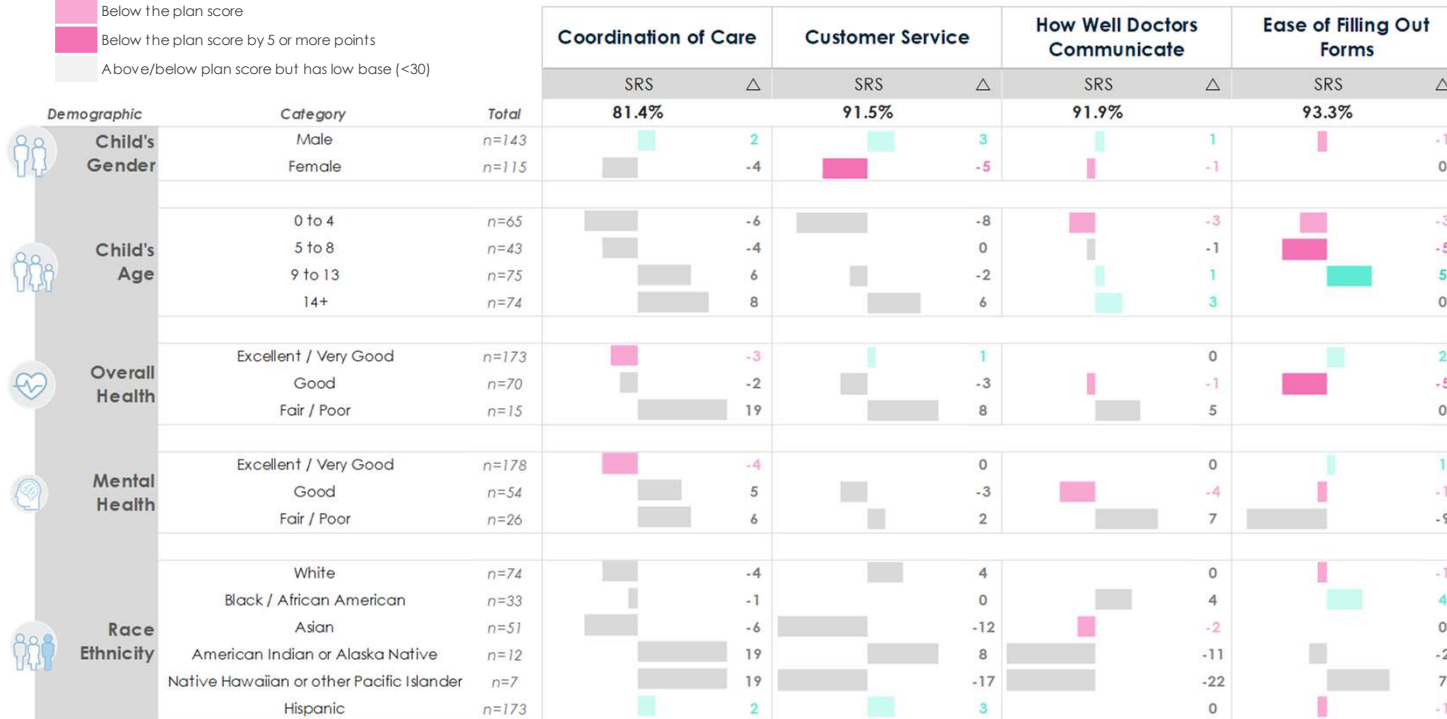
# Health Equity

## Medicaid Child

Group is performing...



The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.







# Key Driver Analysis

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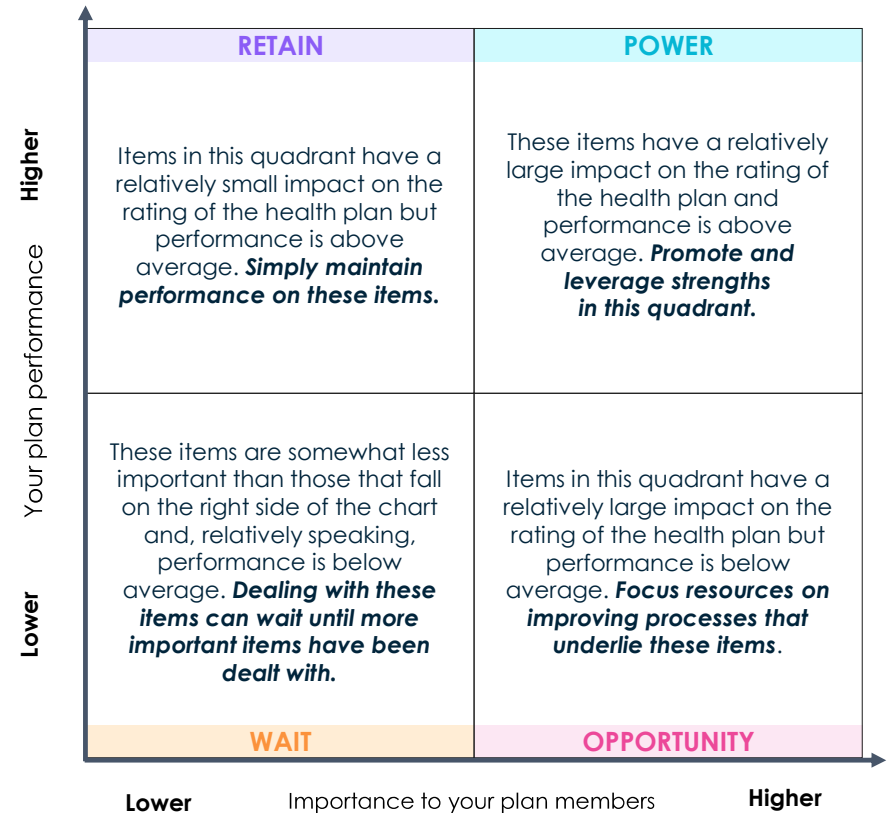
# POWeR Chart

## POWeR™ CHART CLASSIFICATION MATRIX

**Overview.** The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the rating of the health plan and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data.

The model provides the following:

- Identification of the elements that are important in driving of the rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.

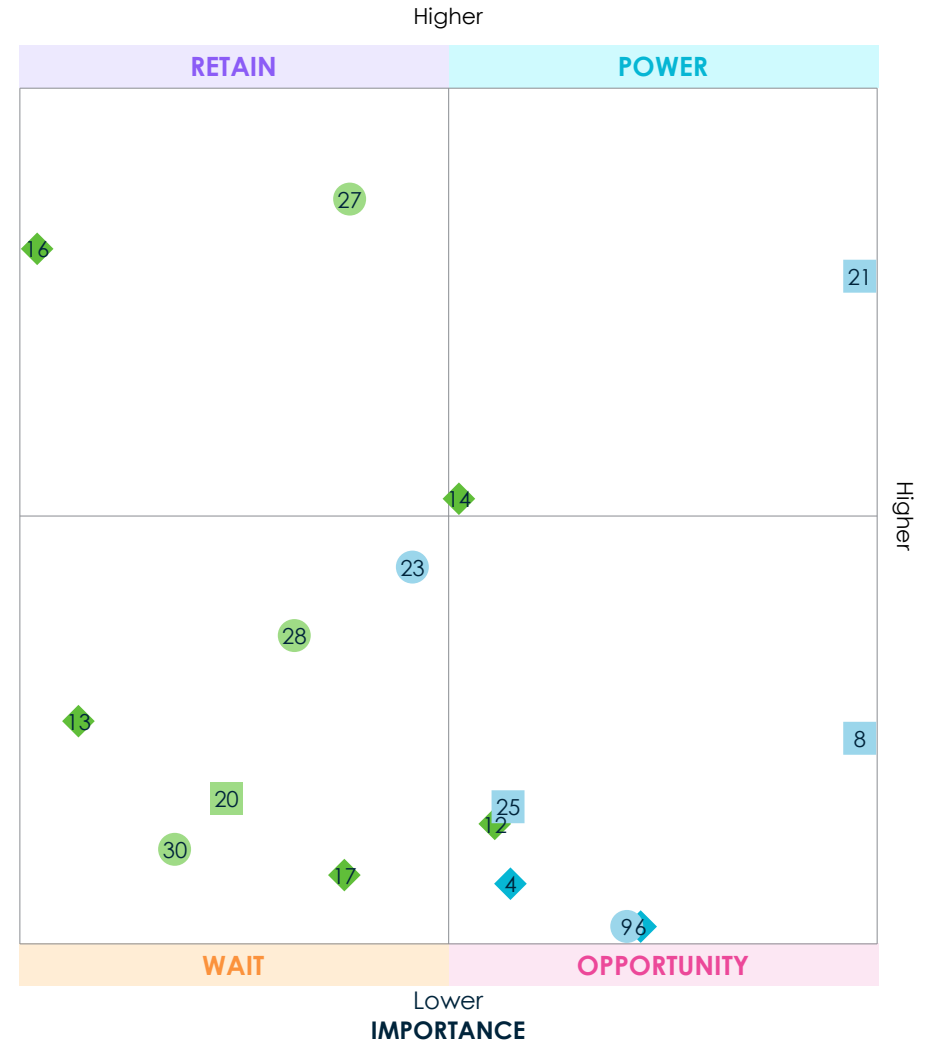


# POWeR Chart – Your Results

SURVEY MEASURE				2023	2024	2025	2025
				SRS	SRS	SRS	%tile
<b>POWER</b>							
■	RATING	Q21	Rating of Personal Doctor	79.3%	80.1%	<b>81.3%</b>	78 <sup>th</sup>
◆	HWDC	Q14	Dr. showed respect	96.1%	95.5%	<b>97.4%</b>	52 <sup>nd</sup>
<b>OPPORTUNITY</b>							
■	RATING	Q8	Rating of Health Care	67.2%	71.4%	<b>68.7%</b>	24 <sup>th</sup>
◆	GCQ	Q6	Getting routine care	65.4%	76.1%	<b>69.6%</b>	1 <sup>st</sup>
●	GNC	Q9	Getting care, tests, or treatment	78.5%	84.9%	<b>78.8%</b>	1 <sup>st</sup>
◆	GCQ	Q4	Getting urgent care	80.6%	80.5%	<b>82.7%</b>	7 <sup>th</sup>
■	RATING	Q25	Rating of Specialist	85.7%	73.7%	<b>69.2%</b>	16 <sup>th</sup>
◆	HWDC	Q12	Dr. explained things	94.4%	93.8%	<b>91.6%</b>	14 <sup>th</sup>
<b>WAIT</b>							
●	GNC	Q23	Getting specialist appointment	80.0%	67.7%	<b>77.2%</b>	44 <sup>th</sup>
◆	HWDC	Q17	Dr. spent enough time	87.1%	87.4%	<b>83.7%</b>	8 <sup>th</sup>
●	CS	Q28	Treated with courtesy and respect	96.9%	94.7%	<b>93.9%</b>	35 <sup>th</sup>
■	CC	Q20	Coordination of Care	83.0%	84.3%	<b>81.4%</b>	17 <sup>th</sup>
●	CS	Q30	Ease of Filling Out Forms	93.7%	94.4%	<b>93.3%</b>	11 <sup>th</sup>
◆	HWDC	Q13	Dr. listened carefully	93.6%	93.8%	<b>94.8%</b>	26 <sup>th</sup>
<b>RETAIN</b>							
●	CS	Q27	Provided information or help	87.3%	87.4%	<b>89.2%</b>	87 <sup>th</sup>
◆	HWDC	Q16	Dr. explained things to child	93.3%	92.6%	<b>94.4%</b>	--

\*Percentiles based on the Press Ganey BOB of the listed year.

PERFORMANCE  
Lower





# Summary of Trend and Benchmark

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# Summary Rate Scores

## Medicaid Child

	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
<b>Rating Questions (% 9 or 10)</b>						
Q31. Rating of Health Plan	251	69.5%	77.7%	<b>69.3%</b> ↓	72.7%	71.3%
Q8. Rating of Health Care	147	67.2%	71.4%	<b>68.7%</b>	72.1%	69.6%
Q21. Rating of Personal Doctor	208	79.3%	80.1%	<b>81.3%</b>	78.4%	76.5%
Q25. Rating of Specialist	52^	85.7%	73.7%	<b>69.2%</b> ‡	74.9%	72.8%
<b>Rating Questions (% 8, 9 or 10)</b>						
Q31. Rating of Health Plan	251	86.6%	90.9%	<b>85.7%</b>	86.8%	86.3%
Q8. Rating of Health Care	147	81.7%	89.9%	<b>85.0%</b>	88.0%	86.9%
Q21. Rating of Personal Doctor	208	90.7%	93.4%	<b>91.3%</b>	90.8%	89.7%
Q25. Rating of Specialist	52^	95.2%	87.7%	<b>88.5%</b>	88.0%	87.2%
<b>Getting Needed Care (% Usually or Always)</b>						
Q9. Getting care, tests, or treatment	146	78.5%	84.9%	<b>78.8%</b>	90.4% ▼	89.6% ▼
Q23. Getting specialist appointment	57^	80.0%	67.7%	<b>77.2%</b>	78.8%	77.7%
<b>Getting Care Quickly (% Usually or Always)</b>						
Q4. Getting urgent care	52^	80.6%	80.5%	<b>82.7%</b>	90.5% ▼	90.5% ▼
Q6. Getting routine care	148	65.4%	76.1%	<b>69.6%</b>	83.0% ▼	82.5% ▼
<b>Q20. Coordination of Care</b>	59^	83.0%	84.3%	<b>81.4%</b>	86.4%	83.5%
<b>Customer Service (% Usually or Always)</b>						
Q27. Provided information or help	83^	87.3%	87.4%	<b>89.2%</b>	83.3%	82.7%
Q28. Treated with courtesy and respect	82^	96.9%	94.7%	<b>93.9%</b>	94.5%	93.8%

# Summary Rate Scores

## Medicaid Child

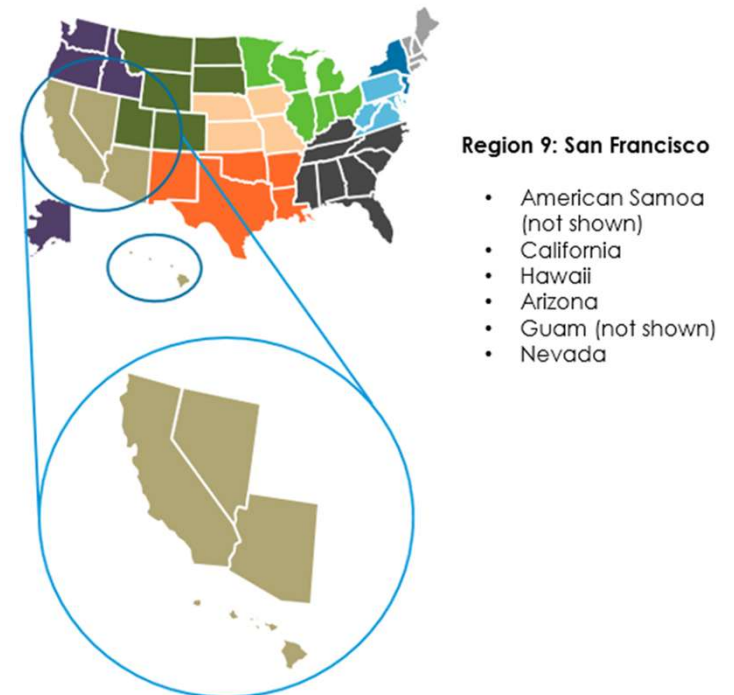
	2025 Valid n	2023	2024	2025	2025 Press Ganey BOB	2024 Quality Compass
<b>How Well Doctors Communicate (% Usually or Always)</b>	154	92.8%	92.6%	<b>91.9%</b>	94.4%	93.8%
Q12. Dr. explained things	155	94.4%	93.8%	<b>91.6%</b>	94.7% ▼	94.3%
Q13. Dr. listened carefully	155	93.6%	93.8%	<b>94.8%</b>	95.9%	95.2%
Q14. Dr. showed respect	154	96.1%	95.5%	<b>97.4%</b>	97.2%	96.7%
Q17. Dr. spent enough time	153	87.1%	87.4%	<b>83.7%</b>	89.7% ▼	89.1% ▼
<b>Q30. Ease of Filling Out Forms (% Usually or Always)</b>	252	93.7%	94.4%	<b>93.3%</b>	95.1%	94.9%

# Regional Performance

## Medicaid Child

	2025	2025 PG BOB Region
<b>Rating Questions (% 9 or 10)</b>		
Q31. Rating of Health Plan	69.3%	73.4%
Q8. Rating of Health Care	68.7%	72.1%
Q21. Rating of Personal Doctor	81.3%	76.7%
Q25. Rating of Specialist	69.2%	73.7%
<b>Rating Questions (% 8, 9 or 10)</b>		
Q31. Rating of Health Plan	85.7%	87.6%
Q8. Rating of Health Care	85.0%	87.4%
Q21. Rating of Personal Doctor	91.3%	90.0%
Q25. Rating of Specialist	88.5%	87.2%
<b>Getting Needed Care (% Usually or Always)</b>		
Q9. Getting care, tests, or treatment	78.8%	86.3% ▼
Q23. Getting specialist appointment	77.2%	74.5%
<b>Getting Care Quickly (% Usually or Always)</b>		
Q4. Getting urgent care	82.7%	86.6% ▼
Q6. Getting routine care	69.6%	78.0% ▼
<b>Q20. Coordination of Care</b>		
Q20. Coordination of Care	81.4%	85.9%
<b>Customer Service (% Usually or Always)</b>		
Q27. Provided information or help	89.2%	83.4%
Q28. Treated with courtesy and respect	93.9%	93.8%

**HHS Regions:** The regions used align with the U.S. Department of Health and Human Services regions.



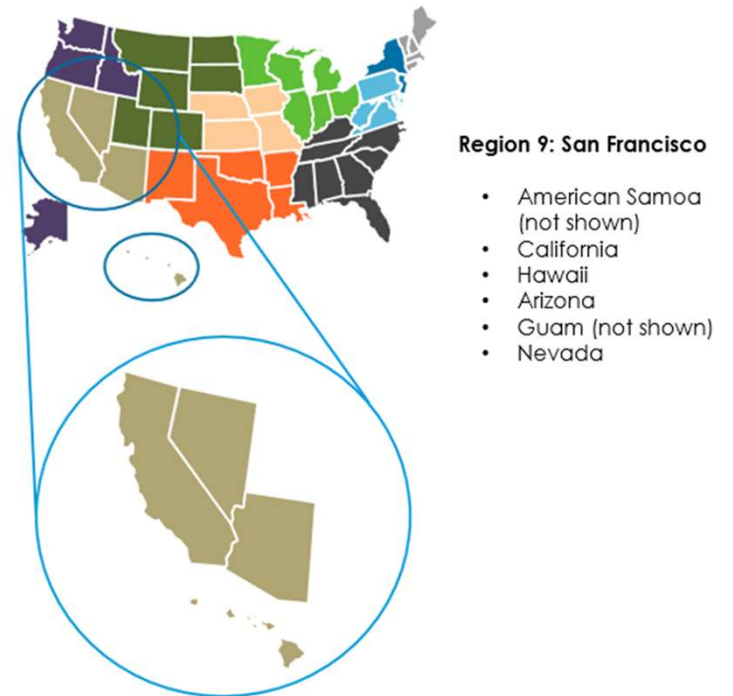


# Regional Performance

## Medicaid Child

	2025	2025 PG BOB Region
<b>How Well Doctors Communicate (% Usually or Always)</b>	<b>91.9%</b>	92.6%
Q12. Dr. explained things	91.6%	93.4%
Q13. Dr. listened carefully	94.8%	94.4%
Q14. Dr. showed respect	97.4%	96.4%
Q17. Dr. spent enough time	83.7%	86.0%
<b>Q30. Ease of Filling Out Forms (% Usually or Always)</b>	<b>93.3%</b>	94.2%

**HHS Regions:** The regions used align with the U.S. Department of Health and Human Services regions.





# Percentile Rankings

## Medicaid Child

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		
Rating Questions (% 9 or 10)																							
Q31. Rating of Health Plan	69.3%	33 <sup>rd</sup>	61.8	64.0	67.8	69.0	71.7	73.8	75.1	78.2	80.0	23 <sup>rd</sup>	61.8	64.3	69.5	70.4	72.9	75.3	76.6	79.6	80.9		
Q8. Rating of Health Care	68.7%	38 <sup>th</sup>	59.9	62.3	66.5	67.5	70.1	71.9	73.0	76.3	77.9	24 <sup>th</sup>	64.0	65.6	68.8	70.1	72.6	74.5	75.4	78.4	79.1		
Q21. Rating of Personal Doctor	81.3%	81 <sup>st</sup>	69.4	70.7	73.7	74.4	76.1	78.5	79.7	82.6	84.0	78 <sup>th</sup>	72.1	73.0	76.3	77.1	78.7	80.3	81.0	82.8	83.9		
Q25. Rating of Specialist	69.2%	25 <sup>th</sup>	63.9	64.0	68.5	72.0	73.4	74.6	77.3	80.5	81.0	16 <sup>th</sup>	63.1	65.8	70.5	71.4	75.4	77.2	78.3	81.1	84.6		
Rating Questions (% 8, 9 or 10)																							
Q31. Rating of Health Plan	85.7%	39 <sup>th</sup>	78.7	81.6	84.1	85.2	86.4	87.9	88.9	91.2	92.6	30 <sup>th</sup>	78.7	81.8	84.7	85.9	87.3	88.6	89.4	91.1	91.8		
Q8. Rating of Health Care	85.0%	24 <sup>th</sup>	80.9	82.8	85.1	85.8	87.4	88.6	89.3	90.7	91.5	17 <sup>th</sup>	82.9	83.9	86.2	86.9	88.0	89.4	90.3	92.4	93.3		
Q21. Rating of Personal Doctor	91.3%	73 <sup>rd</sup>	85.5	86.5	88.2	88.7	89.9	90.9	91.5	92.8	93.3	63 <sup>rd</sup>	86.9	88.1	89.5	90.0	91.0	91.7	92.3	94.0	94.7		
Q25. Rating of Specialist	88.5%	68 <sup>th</sup>	80.4	81.5	85.0	86.0	87.3	88.3	89.1	92.0	92.5	50 <sup>th</sup>	79.5	80.8	84.8	85.7	88.3	90.4	91.2	93.7	94.5		
Getting Needed Care (% U/A)	78.0%	13 <sup>th</sup>	76.2	76.8	80.0	81.1	84.0	85.7	86.6	89.4	90.4	12 <sup>th</sup>	74.7	76.7	80.6	82.2	84.7	87.3	88.5	90.0	91.0		
Q9. Getting care, tests, or treatment	78.8%	1 <sup>st</sup>	81.3	83.9	87.0	88.2	90.1	91.8	92.5	94.7	95.2	1 <sup>st</sup>	83.1	85.2	88.1	89.2	90.9	92.3	93.0	94.6	95.5		
Q23. Getting specialist appointment	77.2%	43 <sup>rd</sup>	69.7	70.3	73.6	75.3	78.3	80.2	82.0	85.1	86.5	44 <sup>th</sup>	62.7	67.4	73.0	74.5	78.6	82.3	84.4	87.0	88.2		
Getting Care Quickly (% U/A)	76.1%	3 <sup>rd</sup>	77.8	78.9	83.3	84.6	87.2	89.4	90.2	92.1	92.6	2 <sup>nd</sup>	78.0	79.4	83.9	85.2	87.1	88.9	89.6	92.1	93.5		
Q4. Getting urgent care	82.7%	5 <sup>th</sup>	82.7	83.8	87.1	89.0	91.5	93.2	94.6	95.5	96.0	7 <sup>th</sup>	81.1	83.3	86.9	88.6	90.8	92.9	93.7	96.0	97.4		
Q6. Getting routine care	69.6%	3 <sup>rd</sup>	71.2	74.4	79.2	80.7	83.0	85.4	86.8	89.4	90.2	1 <sup>st</sup>	72.9	75.3	79.6	81.3	83.7	85.3	86.4	88.9	91.6		
Q20. Coordination of Care	81.4%	29 <sup>th</sup>	75.5	76.8	80.8	82.2	84.4	85.7	86.7	89.1	89.6	17 <sup>th</sup>	77.6	80.0	82.9	84.6	86.4	88.6	89.7	91.9	93.9		
Customer Service (% U/A)	91.5%	84 <sup>th</sup>	83.8	84.2	86.2	87.3	88.2	89.9	90.6	92.2	92.7	77 <sup>th</sup>	82.6	84.0	86.4	87.5	89.2	90.7	91.2	92.9	94.1		
Q27. Provided information or help	89.2%	94 <sup>th</sup>	75.4	77.2	79.9	80.6	82.0	84.3	86.5	88.2	89.6	87 <sup>th</sup>	73.5	76.0	79.6	81.9	83.6	85.2	86.6	89.6	90.2		
Q28. Treated with courtesy and respect	93.9%	45 <sup>th</sup>	88.9	90.1	92.2	92.8	94.6	95.1	95.7	96.5	96.6	35 <sup>th</sup>	88.6	89.7	92.9	93.6	94.9	96.0	96.5	98.0	99.0		

# Percentile Rankings

## Medicaid Child

	Plan Score	QC %tile	2024 Quality Compass - Percentile Ranks										PG %tile	2025 Press Ganey BOB - Percentile Ranks									
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		
How Well Doctors Communicate (% U/A)	91.9%	21 <sup>st</sup>	90.0	90.5	92.3	93.0	94.2	95.1	95.5	96.5	96.9	13 <sup>th</sup>	90.3	91.6	92.9	93.5	94.6	95.6	96.0	97.0	97.7		
Q12. Dr. explained things	91.6%	15 <sup>th</sup>	89.4	90.5	92.9	93.5	94.6	95.6	96.2	97.3	97.9	14 <sup>th</sup>	90.1	91.1	93.1	93.8	94.7	95.9	96.5	97.9	98.5		
Q13. Dr. listened carefully	94.8%	36 <sup>th</sup>	91.7	92.8	93.9	94.5	95.3	96.2	96.6	97.5	98.3	26 <sup>th</sup>	92.4	93.1	94.7	95.1	96.1	96.9	97.2	98.3	98.8		
Q14. Dr. showed respect	97.4%	67 <sup>th</sup>	93.9	94.6	96.0	96.3	96.7	97.4	97.7	98.5	98.9	52 <sup>nd</sup>	94.5	95.2	96.3	96.7	97.3	98.0	98.3	99.1	99.7		
Q17. Dr. spent enough time	83.7%	12 <sup>th</sup>	81.4	82.9	86.5	88.0	89.6	91.4	92.1	94.1	94.9	8 <sup>th</sup>	81.9	84.3	87.3	88.3	90.1	91.9	93.0	94.4	96.0		
Q30. Ease of Filling Out Forms (% U/A)	93.3%	19 <sup>th</sup>	91.6	92.1	93.8	94.3	95.1	96.0	96.3	97.0	97.7	11 <sup>th</sup>	92.4	93.2	94.0	94.5	95.2	96.0	96.4	97.2	97.8		



# Appendix

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# Appendix A: Correlations

## Highest Correlations

Below are the key measures with the highest correlations to the Rating measures.

With Rating Of Health Care		
Q31	Rating of Health Plan	0.6279
Q14	Dr. showed respect	0.5146
Q9	Getting care, tests, or treatment	0.4916
Q21	Rating of Personal Doctor	0.4836
Q25	Rating of Specialist	0.4496
Q17	Dr. spent enough time	0.4223
Q20	Coordination of Care	0.4197
Q6	Getting routine care	0.4184
Q4	Getting urgent care	0.3770
Q23	Getting specialist appointment	0.3380

With Rating Of Personal Doctor		
Q8	Rating of Health Care	0.4836
Q31	Rating of Health Plan	0.4545
Q20	Coordination of Care	0.3143
Q25	Rating of Specialist	0.2588
Q17	Dr. spent enough time	0.2507
Q13	Dr. listened carefully	0.2489
Q14	Dr. showed respect	0.2334
Q4	Getting urgent care	0.2178
Q16	Dr. explained things to child	0.2168
Q23	Getting specialist appointment	0.1854

With Rating Of Specialist		
Q20	Coordination of Care	0.4775
Q31	Rating of Health Plan	0.4746
Q28	Treated with courtesy and respect	0.4710
Q12	Dr. explained things	0.4567
Q8	Rating of Health Care	0.4496
Q17	Dr. spent enough time	0.4022
Q23	Getting specialist appointment	0.3795
Q6	Getting routine care	0.3494
Q14	Dr. showed respect	0.3294
Q27	Provided information or help	0.3062

# Supplemental Questions

## Medicaid Child

	2023	2024	2025
<b>Q42. Likelihood to recommend health plan</b>			
<b>Base (n)</b>	<b>234</b>	<b>302</b>	<b>242</b>
10 Extremely likely	58.5%	63.2%	59.9%
9	12.4%	15.2%	11.6%
8	15.0%	10.9%	12.0%
7	6.8%	4.3%	5.8%
6	2.1%	1.0%	2.5%
5	3.0%	2.6%	5.0%
4	0.4%	0.7%	0.4%
3	0.4%	0.0%	0.4%
2	0.4%	0.0%	0.0%
1	0.0%	0.0%	0.0%
0 Not at all likely	0.9%	2.0%	2.5%
<b>Summary Rate Score (%9 or Extremely likely)</b>	<b>70.9%</b>	<b>78.5%</b>	<b>71.5%</b>
Promoter	70.9%	78.5%	71.5%
Passive	21.8%	15.2%	17.8%
Detractor	7.3%	6.3%	10.7%
<b>Net Promoter Score</b>	<b>63.7</b>	<b>72.2</b>	<b>60.7 ↓</b>
<b>Q43. Would select child's plan again</b>			
<b>Base (n)</b>	<b>226</b>	<b>291</b>	<b>235</b>
Definitely yes	61.5%	64.9%	62.1%
Probably yes	24.3%	25.1%	28.5%
Uncertain	9.3%	5.8%	6.0%
Probably not	3.1%	2.4%	2.1%
Definitely not	1.8%	1.7%	1.3%
<b>Summary Rate Score (%Definitely yes or Probably yes)</b>	<b>85.8%</b>	<b>90.0%</b>	<b>90.6%</b>