



At - A - Glance Report

2024 Medicaid Child CAHPS 5.0 H

Banner – University Family Care/ACC

Project Number(s):

65912

SPHAnalytics.com

Current data as of: 07/08/2024

1. *Executive Summary*

SPH Analytics, a National Committee for Quality Assurance (NCQA) Certified Healthcare Effectiveness Data and Information Set (HEDIS®)¹ Survey Vendor, was selected by Banner - University Family Care/ACC to conduct its 2024 Consumer Assessment of Healthcare Providers and Systems (CAHPS®)² 5.1H Medicaid Child Member Satisfaction Survey. SPH Analytics collected 153 valid surveys from the eligible member population, yielding a response rate of 9.4%.³

CAHPS® 5.1H Medicaid Child Survey

Topics included in the CAHPS® 5.1H Medicaid Child Survey are:

- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate
- Customer Service
- Coordination of Care
- Ease of Filling out Forms
- Health Care, Provider, and Plan Ratings

Throughout this report, results are shown as “Summary Rates.” Summary Rates represent the percentage of respondents who answer in the most positive way, as defined by NCQA.

The *Getting Needed Care* composite measures respondent experiences when attempting to get care, tests, or treatment needed by his or her child and appointments for his or her child to see specialists as soon as needed in the last six months (Questions 9 and 23). The Summary Rate represents the percentage of respondents reporting “Always” or “Usually.”

The *Getting Care Quickly* composite measures respondent experiences with receiving care (when needed care right away) and getting appointments for check-ups or routine care for his or her child as soon as needed (Questions 4 and 6). The Summary Rate represents the percentage of respondents indicating “Always” or “Usually.”

The *How Well Doctors Communicate* composite measures how well the child’s providers explain things about the child’s health and listen, spend enough time with, and show respect for what respondents have to say (Questions 12, 13, 14, and 17). The Summary Rate represents the percentage of respondents reporting “Always” or “Usually.”

¹ HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

² CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

³ Please note that the CAHPS® survey is eligible to be conducted from January through May 2024.

The *Customer Service* composite measures respondent experiences with getting information from as well as treatment by customer service staff in the last six months (Questions 27 and 28). The Summary Rate represents the percentage of respondent answering “Always” or “Usually.”

The *Coordination of Care* measure evaluates respondent perceptions that the child’s personal doctor seemed informed and up-to-date about the care his or her child received from other doctors and health providers in the last six months (Question 20). The Summary Rate represents the percentage of respondents answering “Always” or “Usually.”

The *Ease of Filling out Forms* attribute evaluates how often forms received from the child’s health plan were easy to fill out (Question 30). The Summary Rate represents the percentage of respondents indicating “Always” or “Usually.”⁴

There are four questions with responses scaled 0 to 10 in the CAHPS® 5.1H survey: *Rating of Health Care* (Question 8), *Rating of Personal Doctor* (Question 21), *Rating of Specialist* (Question 25), and *Rating of Health Plan* (Question 31), where zero represents “worst possible” and ten represents “best possible.” The Summary Rate represents the percentage of respondents who rated the question an “8,” “9,” or “10.”

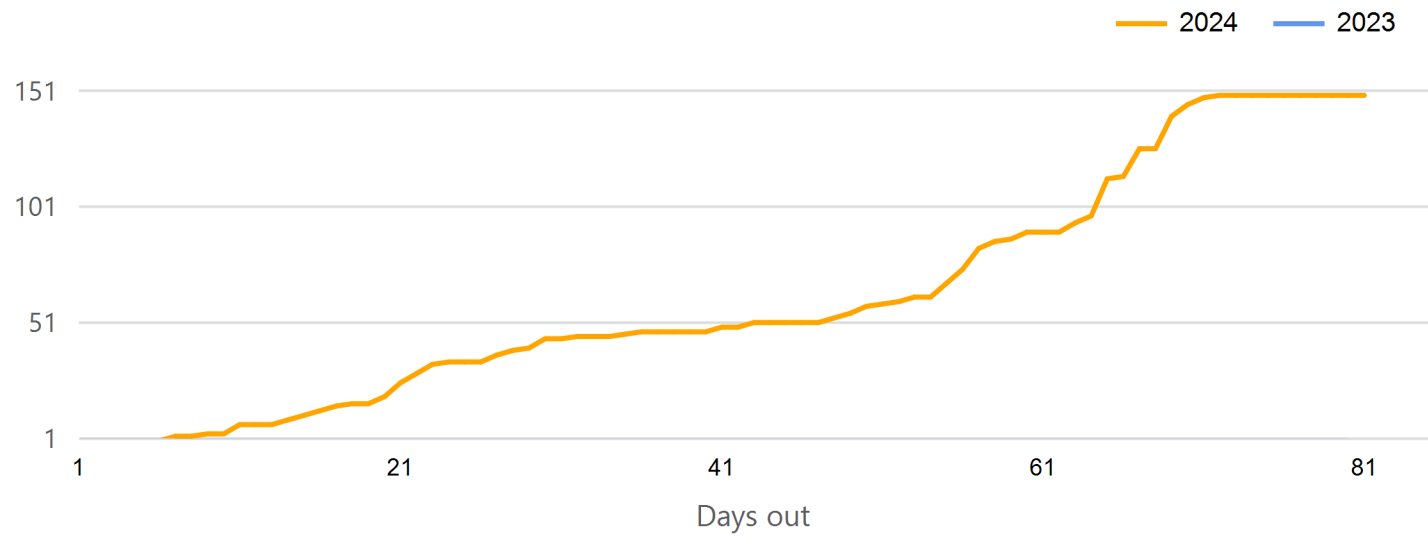
⁴ Please note that members who responded “No” to Q29 are included in “Always” of Q30, per NCQA HEDIS 2024 guidelines.



Sample Size		Total Completes	Response Rate	
1650		153	9.4%	
Disposition Code	Disposition Description	2024	2023	
M0	Mail Complete	42	0	
T0	Phone Complete	51	0	
I0	Internet Complete	60	0	
1	Does Not Meet Criteria	3	0	
2	Non-Responses	18	0	
3	Ineligible (Language Barrier)	11	0	
4	Ineligible (Mentally/Physically Incapable)	0	0	
5	Ineligible (Deceased)	0	0	
6	Non-Response (Refusal)	47	0	
7	Non-Response (Non-Response After Maximum Attempts)	1418	0	
8	Non-Response (Added to DNC List)	0	0	
Sample Size		1650	0	
Response Rate		9.4%	0.0%	

Raw Returns	2024	2023	% Change
Total Returns to Date	149	0	NA
Total Response Rate to Date	9.03%	0	NA

Total Returns YTD





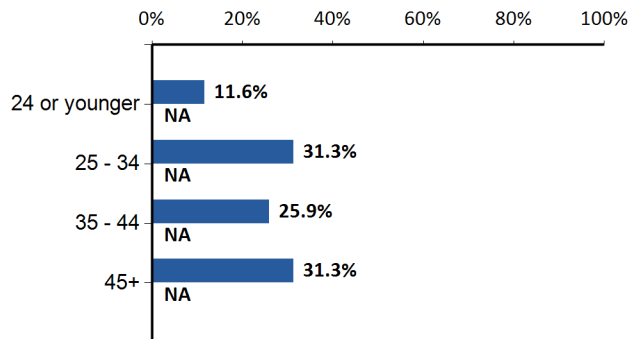
Medicaid Child CAHPS // Profile of Survey Respondents

Banner - University Family Care/ACC

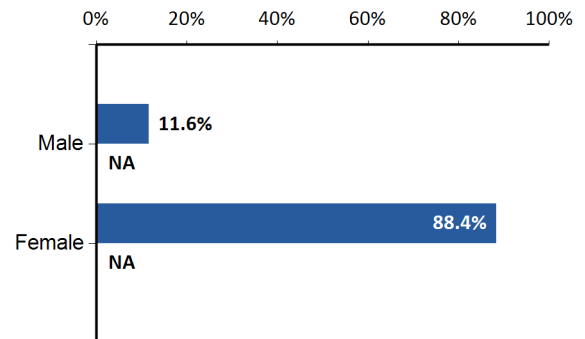
2024 2023

Sample Size	Total Completes	Response Rate
1650	153	9.4%

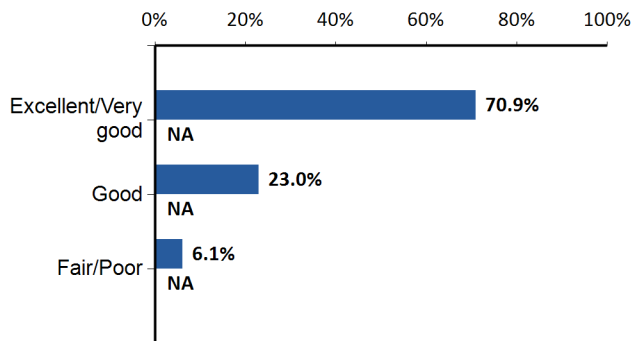
Respondent's Age



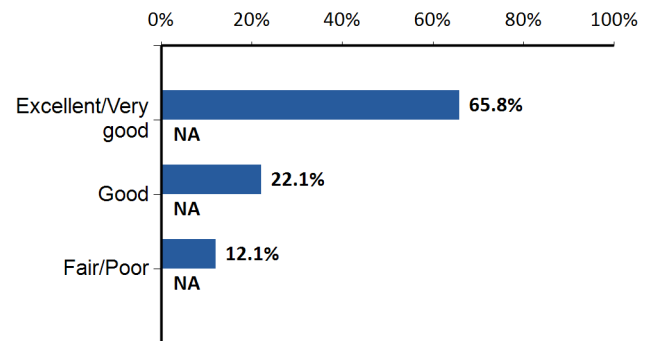
Respondent's Gender



Child's Overall Health Status*

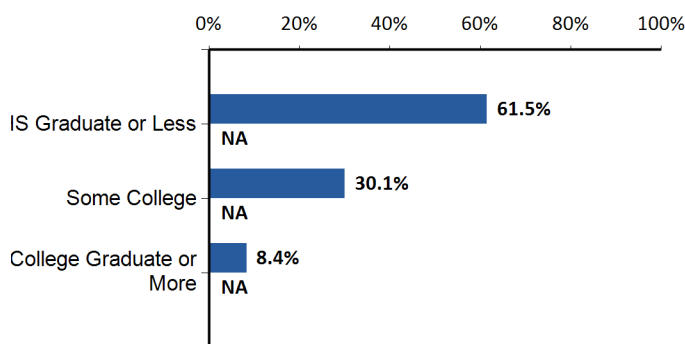


Child's Mental Health Status*

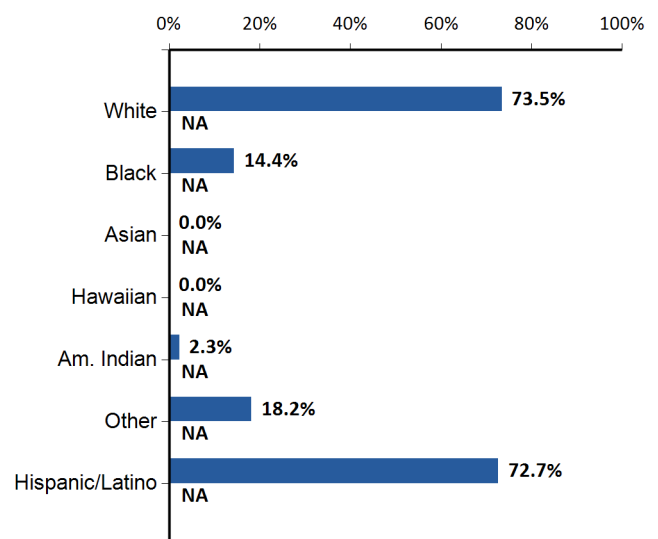


* Child's Overall and Mental/Emotional Health Status are defined by survey respondent.

Respondent's Education



Child's Race/Ethnicity**



** Race/Ethnicity figures will not equal 100% because they are separate questions.

Significance Testing - "↑" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher for 2024 results when compared to 2023 results. "↓" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower for 2024 results when compared to 2023 results.

Note 1: "NA" denotes that data are unavailable.



Medicaid Child CAHPS // Benchmark Comparison

Banner - University Family Care/ACC

Composite/Attribute/Measure/Rating Item	Valid n	Your Plan 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		86.1%	84.5%	82.7%	Not sig.	Not sig.
Q9. Ease of getting necessary care, tests, or treatment child needed	103	89.3%	90.3%	88.2%	Not sig.	Not sig.
Q23. Getting child's appointments with specialists as soon as needed	35	82.9%	78.6%	78.1%	Not sig.	Not sig.
Getting Care Quickly		85.1%	87.0%	85.5%	Not sig.	Not sig.
Q4. Child got care as soon as needed when care was needed right away	34	85.3%	90.7%	89.6%	Not sig.	Not sig.
Q6. Child got check-up/routine care appointment as soon as needed	99	84.8%	83.3%	81.7%	Not sig.	Not sig.
How Well Doctors Communicate		94.6%	94.4%	93.6%	Not sig.	Not sig.
Q12. Child's personal doctor explained things about health in an understandable way	89	96.6%	94.6%	93.9%	Not sig.	Not sig.
Q13. Child's personal doctor listened carefully to you	89	97.8%	95.6%	95.1%	Not sig.	Not sig.
Q14. Child's personal doctor showed respect for what you had to say	89	98.9%	97.0%	96.5%	Not sig.	Above
Q17. Child's personal doctor spent enough time with your child	87	85.1%	90.2%	89.1%	Not sig.	Not sig.
Customer Service		90.1%	88.8%	87.6%	Not sig.	Not sig.
Q27. Customer service provided information or help	50	84.0%	83.2%	81.8%	Not sig.	Not sig.
Q28. Customer service treated member with courtesy and respect	52	96.2%	94.4%	93.5%	Not sig.	Not sig.
Coordination of Care (Q20)	47	78.7%	84.3%	83.8%	Not sig.	Not sig.
Ease of Filling out Forms (Q30)	136	91.9%	94.9%	95.8%	Not sig.	Not sig.
Rating Items (Summary Rate = 8 + 9 + 10)						
Rating of Health Care (Q8)	102	86.3%	87.2%	86.2%	Not sig.	Not sig.
Rating of Personal Doctor (Q21)	126	91.3%	89.9%	89.3%	Not sig.	Not sig.
Rating of Specialist (Q25)	32	84.4%	86.9%	85.6%	Not sig.	Not sig.
Rating of Health Plan (Q31)	144	88.9%	86.5%	86.2%	Not sig.	Not sig.
Rating Items (Summary Rate = 9 + 10)						
Rating of Health Care (Q8)	102	67.6%	70.5%	68.3%	Not sig.	Not sig.
Rating of Personal Doctor (Q21)	126	76.2%	77.2%	75.6%	Not sig.	Not sig.
Rating of Specialist (Q25)	32	75.0%	73.7%	71.1%	Not sig.	Not sig.
Rating of Health Plan (Q31)	144	78.5%	72.0%	70.9%	Not sig.	Above

* 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 Q29 are included in "Always" of Q30, per NCQA HEDIS 2024 Volume 3 guidelines.



Medicaid Child CAHPS // Book of Business Percentiles

Banner - University Family Care/ACC

Composite/Attribute/Measure/Rating Item	Valid n	Your Plan Summary Rate*	2024 SPH Analytics Medicaid Child Book of Business**				
			Mean	10th	33rd	66th	90th
Getting Needed Care		86.1%	84.5%	76.7%	82.9%	86.7%	90.2%
Q9. Ease of getting necessary care, tests, or treatment child needed	103	89.3%	90.3%	84.7%	89.1%	92.6%	94.9%
Q23. Getting child's appointments with specialists as soon as needed	35	82.9%	78.6%	68.1%	76.1%	81.8%	86.6%
Getting Care Quickly		85.1%	87.0%	80.2%	85.4%	89.6%	92.0%
Q4. Child got care as soon as needed when care was needed right away	34	85.3%	90.7%	83.5%	89.2%	93.2%	95.9%
Q6. Child got check-up/routine care appointment as soon as needed	99	84.8%	83.3%	75.5%	81.7%	86.1%	89.4%
How Well Doctors Communicate		94.6%	94.4%	91.0%	93.7%	95.5%	96.9%
Q12. Child's personal doctor explained things about health in an understandable way	89	96.6%	94.6%	90.5%	93.9%	96.0%	97.6%
Q13. Child's personal doctor listened carefully to you	89	97.8%	95.6%	92.4%	94.9%	96.7%	98.3%
Q14. Child's personal doctor showed respect for what you had to say	89	98.9%	97.0%	94.8%	96.3%	97.8%	99.0%
Q17. Child's personal doctor spent enough time with your child	87	85.1%	90.2%	83.4%	89.0%	92.1%	94.9%
Customer Service		90.1%	88.8%	84.3%	87.7%	90.8%	93.1%
Q27. Customer service provided information or help	50	84.0%	83.2%	76.8%	80.6%	85.8%	89.5%
Q28. Customer service treated member with courtesy and respect	52	96.2%	94.4%	90.7%	93.4%	96.1%	98.1%
Coordination of Care (Q20)	47	78.7%	84.3%	77.5%	81.4%	86.0%	90.2%
Ease of Filling out Forms (Q30)	136	91.9%	94.9%	92.1%	94.2%	96.2%	97.3%
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q8)	102	86.3%	87.2%	83.1%	86.1%	89.2%	91.5%
Rating of Personal Doctor (Q21)	126	91.3%	89.9%	86.3%	88.6%	91.3%	93.3%
Rating of Specialist (Q25)	32	84.4%	86.9%	80.6%	84.8%	88.7%	92.1%
Rating of Health Plan (Q31)	144	88.9%	86.5%	81.7%	85.4%	88.8%	91.6%
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q8)	102	67.6%	70.5%	63.3%	68.9%	72.9%	77.8%
Rating of Personal Doctor (Q21)	126	76.2%	77.2%	71.8%	75.5%	79.1%	83.2%
Rating of Specialist (Q25)	32	75.0%	73.7%	64.4%	70.9%	76.4%	81.8%
Rating of Health Plan (Q31)	144	78.5%	72.0%	64.5%	70.3%	74.5%	78.8%

* 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. See *Glossary of Terms* for more information.

Note: Members who responded "No" to Q29 are included in "Always" of Q30, per NCQA HEDIS 2024 Volume 3 guidelines.



Medicaid Child CAHPS // Quality Compass Percentiles

Banner - University Family Care/ACC

Composite/Attribute/Measure/Rating Item	Valid n	Your Plan Summary Rate*	2023 Quality Compass® All Plans Means & Percentiles**				
			Mean	10th	33rd	66th	90th
Getting Needed Care		86.1%	82.7%	75.1%	80.8%	85.5%	89.3%
Q9. Ease of getting necessary care, tests, or treatment child needed	103	89.3%	88.2%	81.8%	86.7%	90.6%	93.3%
Q23. Getting child's appointments with specialists as soon as needed	35	82.9%	78.1%	71.7%	75.3%	79.8%	85.7%
Getting Care Quickly		85.1%	85.5%	78.9%	83.6%	88.4%	91.0%
Q4. Child got care as soon as needed when care was needed right away	34	85.3%	89.6%	84.3%	87.9%	92.2%	94.7%
Q6. Child got check-up/routine care appointment as soon as needed	99	84.8%	81.7%	73.8%	79.2%	85.1%	88.2%
How Well Doctors Communicate		94.6%	93.6%	90.9%	92.6%	94.7%	96.1%
Q12. Child's personal doctor explained things about health in an understandable way	89	96.6%	93.9%	90.0%	93.0%	95.4%	97.1%
Q13. Child's personal doctor listened carefully to you	89	97.8%	95.1%	92.4%	94.4%	96.0%	97.2%
Q14. Child's personal doctor showed respect for what you had to say	89	98.9%	96.5%	94.5%	95.8%	97.1%	98.2%
Q17. Child's personal doctor spent enough time with your child	87	85.1%	89.1%	83.1%	87.2%	91.0%	93.9%
Customer Service		90.1%	87.6%	83.6%	86.7%	88.9%	91.3%
Q27. Customer service provided information or help	50	84.0%	81.8%	75.9%	79.9%	83.3%	87.2%
Q28. Customer service treated member with courtesy and respect	52	96.2%	93.5%	90.6%	92.6%	94.7%	96.5%
Coordination of Care (Q20)	47	78.7%	83.8%	77.1%	82.4%	86.4%	89.5%
Ease of Filling out Forms (Q30)	136	91.9%	95.8%	93.8%	95.1%	96.6%	97.8%
Rating Items (Summary Rate = 8 + 9 + 10)							
Rating of Health Care (Q8)	102	86.3%	86.2%	81.6%	84.9%	87.9%	90.2%
Rating of Personal Doctor (Q21)	126	91.3%	89.3%	86.1%	88.5%	90.8%	92.3%
Rating of Specialist (Q25)	32	84.4%	85.6%	80.6%	84.5%	87.5%	89.8%
Rating of Health Plan (Q31)	144	88.9%	86.2%	81.3%	85.4%	88.3%	91.3%
Rating Items (Summary Rate = 9 + 10)							
Rating of Health Care (Q8)	102	67.6%	68.3%	62.2%	66.4%	70.5%	74.2%
Rating of Personal Doctor (Q21)	126	76.2%	75.6%	70.5%	74.3%	77.8%	80.2%
Rating of Specialist (Q25)	32	75.0%	71.1%	64.4%	68.0%	73.6%	77.1%
Rating of Health Plan (Q31)	144	78.5%	70.9%	63.1%	69.4%	73.7%	78.2%

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

** The 2023 Quality Compass® All Plans benchmark is the mean summary rate from the Medicaid Child plans who submitted to NCQA in 2023. See *Glossary of Terms* for more information.

Note: Members who responded "No" to Q29 are included in "Always" of Q30, per NCQA HEDIS 2024 Volume 3 guidelines.



Medicaid Child CAHPS // Mean Scores and Frequency Distributions

Banner - University Family Care/ACC

Composite/Attribute/Measure/Rating Item	Valid N	Your Plan Mean Score*	Frequency Distributions**		
			Never/Sometimes	Usually	Always
Getting Needed Care			13.9%	26.4%	59.7%
Q9. Ease of getting necessary care, tests, or treatment child needed	103	3.6	10.7%	21.4%	68.0%
Q23. Getting child's appointments with specialists as soon as needed	35	3.3	17.1%	31.4%	51.4%
Getting Care Quickly			14.9%	19.5%	65.6%
Q4. Child got care as soon as needed when care was needed right away	34	3.5	14.7%	14.7%	70.6%
Q6. Child got check-up/routine care appointment as soon as needed	99	3.5	15.2%	24.2%	60.6%
How Well Doctors Communicate			5.4%	17.0%	77.6%
Q12. Child's personal doctor explained things about health in an understandable way	89	3.8	3.4%	16.9%	79.8%
Q13. Child's personal doctor listened carefully to you	89	3.8	2.2%	18.0%	79.8%
Q14. Child's personal doctor showed respect for what you had to say	89	3.9	1.1%	12.4%	86.5%
Q17. Child's personal doctor spent enough time with your child	87	3.5	14.9%	20.7%	64.4%
Customer Service			9.9%	13.8%	76.2%
Q27. Customer service provided information or help	50	3.4	16.0%	20.0%	64.0%
Q28. Customer service treated member with courtesy and respect	52	3.8	3.8%	7.7%	88.5%
Coordination of Care (Q20)	47	3.2	21.3%	29.8%	48.9%
Ease of Filling out Forms (Q30)	136	3.8	8.1%	8.8%	83.1%
Rating Items	Mean Score*		0 to 6	7 to 8	9 to 10
Rating of Health Care (Q8)	102	8.9	7.8%	24.5%	67.6%
Rating of Personal Doctor (Q21)	126	9.2	4.8%	19.0%	76.2%
Rating of Specialist (Q25)	32	8.7	9.4%	15.6%	75.0%
Rating of Health Plan (Q31)	144	9.0	9.0%	12.5%	78.5%

* Mean scores represent an average of all responses. Please see the *Glossary of Terms* for more information.

** Frequency distributions, sometimes referred to as Global Proportions, provide a breakout of the percentage of respondents choosing each response option.

Note: Members who responded 'No' to Q29 are included in 'Always' of Q30, per NCQA HEDIS 2024 Volume 3 guidelines.



Medicaid Child CAHPS // Trend Comparisons

Banner - University Family Care/ACC

Composite/Attribute/Measure/Rating Item	Summary Rate Score Definition	2024		2023		2022		Significance Testing**	
		Valid n	Summary Rate*	Valid n	Summary Rate*	Valid n	Summary Rate*	2024 versus 2023	2024 versus 2022
Getting Needed Care	Always/Usually		86.1%		NA		NA	NA	NA
Q9. Ease of getting necessary care, tests, or treatment child needed		103	89.3%	NA	NA	NA	NA	NA	NA
Q23. Getting child's appointments with specialists as soon as needed		35	82.9%	NA	NA	NA	NA	NA	NA
Getting Care Quickly	Always/Usually		85.1%		NA		NA	NA	NA
Q4. Child got care as soon as needed when care was needed right away		34	85.3%	NA	NA	NA	NA	NA	NA
Q6. Child got check-up/routine care appointment as soon as needed		99	84.8%	NA	NA	NA	NA	NA	NA
How Well Doctors Communicate	Always/Usually		94.6%		NA		NA	NA	NA
Q12. Child's personal doctor explained things about health in an understandable way		89	96.6%	NA	NA	NA	NA	NA	NA
Q13. Child's personal doctor listened carefully to you		89	97.8%	NA	NA	NA	NA	NA	NA
Q14. Child's personal doctor showed respect for what you had to say		89	98.9%	NA	NA	NA	NA	NA	NA
Q17. Child's personal doctor spent enough time with your child		87	85.1%	NA	NA	NA	NA	NA	NA
Customer Service	Always/Usually		90.1%		NA		NA	NA	NA
Q27. Customer service provided information or help		50	84.0%	NA	NA	NA	NA	NA	NA
Q28. Customer service treated member with courtesy and respect		52	96.2%	NA	NA	NA	NA	NA	NA
Coordination of Care (Q20)		47	78.7%	NA	NA	NA	NA	NA	NA
Ease of Filling out Forms (Q30)		136	91.9%	NA	NA	NA	NA	NA	NA
Rating Items (Summary Rate = 8 + 9 + 10)									
Rating of Health Care (Q8)	8 to 10	102	86.3%	NA	NA	NA	NA	NA	NA
Rating of Personal Doctor (Q21)		126	91.3%	NA	NA	NA	NA	NA	NA
Rating of Specialist (Q25)		32	84.4%	NA	NA	NA	NA	NA	NA
Rating of Health Plan (Q31)		144	88.9%	NA	NA	NA	NA	NA	NA
Rating Items (Summary Rate = 9 + 10)									
Rating of Health Care (Q8)	9 to 10	102	67.6%	NA	NA	NA	NA	NA	NA
Rating of Personal Doctor (Q21)		126	76.2%	NA	NA	NA	NA	NA	NA
Rating of Specialist (Q25)		32	75.0%	NA	NA	NA	NA	NA	NA
Rating of Health Plan (Q31)		144	78.5%	NA	NA	NA	NA	NA	NA

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

** Significance Testing - "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher for 2024 results when compared to trend data. "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower for 2024 results when compared to trend data. "Not sig." denotes that there was insufficient support to conclude that there was a significant difference between the percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level. "NA" denotes trend data is not available.

Note 1: Members who responded "No" to Q29 are included in "Always" of Q30, per NCQA HEDIS 2024 Volume 3 guidelines.

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

2. Glossary of Terms

Attributes are the questions that relate to a specific service area or composite as defined by NCQA.

Composites are the mean of the Summary Rates of attributes within a given service area as specified by NCQA.

Global Proportions (Frequency Distributions) a breakout of response option results.

Mean Scores are an average of all responses. They are calculated by assigning a value of four to the most favorable response option, a three to the next most favorable response option, and so on until a value of one is reached. These values are assuming that there are four response options. If there are a different number of response options, the most favorable response option receives a value equal to the total number of response options. When every response receives a value, the values are averaged to give the Mean Score.

Quality Compass (2023) Includes all Medicaid Child samples that submitted data to NCQA in 2023. It is used with the permission of the National Committee for Quality Assurance (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.

Rating questions use a scale of 0 to 10 for assessing overall experience (*Health Plan, Health Care, Personal Doctor, and Specialist*) with zero being the worst possible and ten being the best possible.

Significance tests determine if an observed difference is too large to have occurred by chance alone.

SPH Analytics Book of Business contains all Medicaid Child samples (Non-CCC and CCC) that conducted surveys with SPH Analytics and submitted data to NCQA.

Summary Rates are single statistics generated for a survey question. In general, Summary Rates represent the percentage of respondents who chose the most favorable response options (“Always” and “Usually”; “Yes,” or “8,” “9,” and “10”).