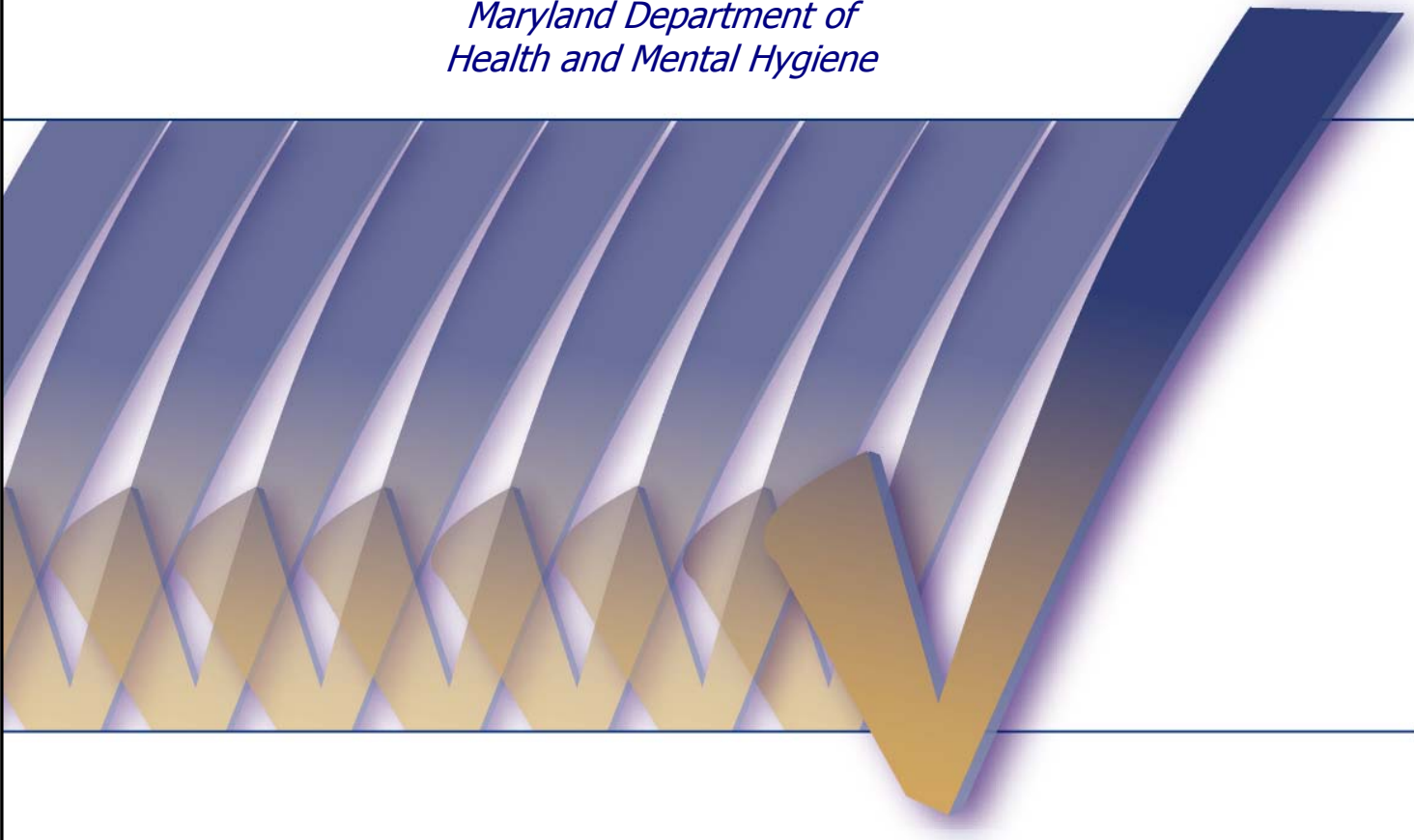


***2005 Maryland Medicaid Managed Care  
CAHPS 3.0H Satisfaction Survey  
Executive Summary***

Prepared for:

***DHMH***

*Maryland Department of  
Health and Mental Hygiene*



*Improving the Business of Customer Satisfaction*

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## **Background**

As part of the federally required quality assurance plan, the State of Maryland Department of Health and Mental Hygiene (DHMH) conducts annual surveys to measure adult and child enrollee satisfaction with services provided by the managed care organizations (MCO's) participating in the HealthChoice Program, Medicaid's managed care program.

DHMH selected The Myers Group, an NCQA-Certified HEDIS<sup>®1</sup> Survey Vendor, to conduct its 2005 CAHPS<sup>®</sup> 3.0H Medicaid Adult and Child Member Satisfaction Surveys.

Consumer Assessment of Health Plans (CAHPS<sup>®</sup>) is a set of survey tools developed to assess patient satisfaction with their health plan. Developed jointly by the Agency for Healthcare Research and Quality (AHRQ) and NCQA, the CAHPS<sup>®</sup> 3.0H survey is the most comprehensive tool available for assessing consumers' experiences with their health plans.

This report summarizes results derived from the CAHPS<sup>®</sup> 3.0H Medicaid Adult and Child surveys as applied to a random sample of HealthChoice managed care organizations and presents the findings by composites and ratings. The results are presented by Summary Rates or the percent of respondents who choose the most positive question responses as specified by NCQA.

The following seven MCO's participated in this survey:

- AMERIGROUP Maryland, Inc.
- Diamond Plan
- Helix Family Choice, Inc.
- Jai Medical Systems MCO, Inc.
- Maryland Physicians Care
- Priority Partners
- UnitedHealthcare

## **Methodology**

The required sample size is 1,350 per plan in accordance with the NCQA protocol for adult Medicaid plans, and 3,490 per plan for child Medicaid with the chronic conditions measurement set. However, plans may oversample if they desire. The majority of the HealthChoice plans did oversample, as seen in the table on the following page.

The survey contains question sets covering such topics as enrollment and coverage, access to and utilization of health care, communication and interaction with providers, interaction with health plan administration, self-perceived health status and respondent demographics.

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



The surveys were administered according to the protocol outlined by NCQA, which utilizes a four-wave mail with phone follow-up methodology. Separate surveys were conducted for adults and children. The child surveys were conducted by the parent or guardian who knows the most about the child’s health care. The child survey also included a measurement set to assess the experience of care for special needs children with chronic conditions.

The Myers Group added a Spanish option to the survey methodology this year. Enrollees received letters and postcards with English and Spanish instructions for completing the survey. The Myers Group set up separate Spanish help lines to accommodate members needing assistance with the survey.

- Collected 2,638 responses from the eligible Medicaid Adult population.
- Collected 3,683 responses from the eligible Medicaid Child general population.
- Collected 2,553 responses from the eligible Medicaid Child with Chronic Care Condition (CCC) population.

**Adult**

Medicaid Adult Surveys	AMERIGROUP Maryland, Inc.	Diamond Plan	Helix Family Choice, Inc.	Jai Medical Systems MCO, Inc.	Maryland Physicians Care	Priority Partners	UnitedHealthcare
Surveys Mailed	1,620	840	1,620	1,755	1,620	1,620	1,620
Surveys Returned	393	133	386	401	420	479	426
Response Rate	25.2%	16.6%	24.6%	23.5%	26.7%	30.2%	27.6%

**General Population (Sample A)**

Medicaid Child CCC Surveys	AMERIGROUP Maryland, Inc.	Diamond Plan	Helix Family Choice, Inc.	Jai Medical Systems MCO, Inc.	Maryland Physicians Care	Priority Partners	UnitedHealthcare
Surveys Mailed	1,980	759	1,980	1,707	1,980	1,980	1,980
Surveys Returned	556	106	599	337	765	695	625
Response Rate	28.9%	14.3%	30.6%	20.5%	39.2%	36.5%	32.6%

**CCC Population**

Medicaid Child CCC Surveys	AMERIGROUP Maryland, Inc.	Diamond Plan	Helix Family Choice, Inc.	Jai Medical Systems MCO, Inc.	Maryland Physicians Care	Priority Partners	UnitedHealthcare
Surveys Mailed - General Population	1,980	759	1,980	1,707	1,980	1,980	1,980
Surveys Mailed - Supplemental Sample	2,208	0	854	0	2,208	2,208	2,208
Surveys Returned – Identified as CCC	403	22	284	85	582	588	589

\*Please note for the child surveys that NCQA only provides a response rate for the general population. Children with Chronic Conditions survey returns are shown as a number only due to overlap of some children being from the general population that make up the CCC results.



### Rating Questions

There are four rating questions that ask respondents to rate: (1) their PCP or nurse, (2) the specialist seen most often, (3) all their health care, and (4) the health plan. For each rating question, respondents were asked to provide ratings using an 11-point scale with “0” representing the worst rating and “10” the best rating.

Medicaid Adult Survey Ratings	Rating of Personal Doctor (Q5)			Rating of Specialist (Q11)			Rating of Health Care (Q35)			Rating of Health Plan (Q52)		
	2005	2004	2003	2005	2004	2003	2005	2004	2003	2005	2004	2003
<b>HealthChoice Aggregate</b>	8.4	8.6	8.5	8.2	8.3	8.4	8.1	8.3	8.2	8.0	8.1	8.0
AMERIGROUP Maryland, Inc.	8.0	8.4	8.3	7.9	8.2	8.4	8.0	8.0	8.0	7.9	8.0	8.0
Diamond Plan	8.1	NA	NA	7.4	NA	NA	7.7	NA	NA	7.5	NA	NA
Helix Family Choice, Inc.	8.5	8.6	8.6	8.3	8.3	8.4	8.3	8.4	8.2	8.2	8.3	8.2
Jai Medical Systems MCO, Inc.	8.8	8.8	8.8	8.5	8.2	8.1	8.3	8.2	8.4	8.2	8.3	8.2
Maryland Physicians Care	8.6	8.4	8.7	8.2	8.5	8.4	8.1	8.3	8.2	7.9	7.8	8.0
Priority Partners	8.4	8.7	8.4	8.2	8.3	8.5	8.1	8.6	8.2	8.1	8.2	8.1
UnitedHealthcare	8.3	8.5	8.6	8.3	8.4	8.1	8.1	8.3	8.3	7.8	7.9	8.0

Medicaid Child Survey Ratings General Population	Rating of Personal Doctor (Q5)			Rating of Specialist (Q15)			Rating of Health Care (Q51)			Rating of Health Plan (Q88)		
	2005	2004	2003	2005	2004	2003	2005	2004	2003	2005	2004	2003
<b>HealthChoice Aggregate</b>	8.38	8.9	8.9	8.4	8.4	8.4	8.8	8.8	8.8	8.6	8.6	8.6
AMERIGROUP Maryland, Inc.	8.8	8.8	8.7	8.0	7.7	8.3	8.9	8.6	8.8	8.7	8.5	8.7
Diamond Plan	8.3	NA	NA	6.4	NA	NA	8.5	NA	NA	8.0	NA	NA
Helix Family Choice, Inc.	9.1	8.9	8.9	8.7	8.6	8.1	8.9	8.9	8.7	8.8	8.8	8.5
Jai Medical Systems MCO, Inc.	9.2	9.1	9.1	8.8	8.3	7.9	8.9	8.8	8.8	8.6	8.4	8.3
Maryland Physicians Care	8.8	9.0	8.9	8.4	8.8	8.5	8.8	8.7	8.7	8.7	8.6	8.6
Priority Partners	8.7	8.9	8.8	8.5	8.6	8.4	8.8	8.8	8.7	8.6	8.7	8.6
UnitedHealthcare	8.7	8.8	9.0	8.1	8.5	8.7	8.6	8.7	8.8	8.3	8.5	8.5

Medicaid Child Survey Ratings CCC Population	Rating of Personal Doctor (Q5)			Rating of Specialist (Q15)			Rating of Health Care (Q51)			Rating of Health Plan (Q88)		
	2005	2004	2003	2005	2004	2003	2005	2004	2003	2005	2004	2003
<b>HealthChoice Aggregate</b>	8.8	8.9	8.9	8.4	8.5	8.5	8.6	8.7	8.7	8.3	8.4	8.3
AMERIGROUP Maryland, Inc.	8.9	8.7	8.8	8.4	8.4	8.4	8.7	8.4	8.6	8.4	8.1	8.4
Diamond Plan	8.7	NA	NA	7.8	NA	NA	8.9	NA	NA	8.5	NA	NA
Helix Family Choice, Inc.	9.1	9.0	9.0	8.8	8.6	8.4	8.8	8.8	8.8	8.8	8.6	8.5
Jai Medical Systems MCO, Inc.	9.4	9.0	9.2	8.9	7.9	7.7	8.9	8.5	8.7	8.7	8.1	8.0
Maryland Physicians Care	8.8	8.9	8.9	8.3	8.4	8.4	8.6	8.7	8.6	8.5	8.3	8.3
Priority Partners	8.7	8.9	8.9	8.7	8.4	8.8	8.5	8.7	8.7	8.3	8.6	8.4
UnitedHealthcare	8.6	8.9	8.9	8.1	8.5	8.3	8.3	8.7	8.7	7.9	8.4	8.1



### ***Composite Categories***

The NCQA core survey includes five composite categories. Each composite category represents an overall aspect of plan quality and is comprised of similar questions. For each composite, an overall score is computed. NCQA defines the composite score as the average of the Summary Rate or Three-Point scores of the questions comprising a composite.

#### Getting Needed Care

The level of difficulty reported by members as a big problem, a small problem, or not a problem with getting access to physicians, specialists, and necessary care; and delays while waiting for approval for care.

#### Getting Care Quickly

Satisfaction with the frequency of always, usually, sometimes, or never getting help/advice when calling physician's office, getting appointments for routine and illness/injury care, and time spent waiting past appointment time to see a provider.

#### How Well Doctors Communicate

Satisfaction with whether the providers always, usually, sometimes, or never listen, explain care issues, show respect, and spend enough time with members. Please note that scores for 2003 were recalculated using the typical NCQA calculations for this composite to include usually and always as the summary score.

#### Courteous and Helpful Office Staff

Satisfaction with whether the medical staff always, usually, sometimes, or never show courtesy/respect and are helpful to members. Please note that scores for 2003 were recalculated using the typical NCQA calculations for this composite to include usually and always as the summary score.

#### Customer Service

The level of difficulty reported by members as a big problem, a small problem, or not a problem in understanding the plan's written materials and getting help when calling customer service.

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Medicaid Adult Survey Composite Scores	Getting Needed Care			Getting Care Quickly			How Well Doctors Communicate			Courteous & Helpful Office Staff			Customer Service		
	2005	2004	2003	2005	2004	2003	2005	2004	2003	2005	2004	2003	2005	2004	2003
<b>HealthChoice Aggregate</b>	<b>71.8%</b>	<b>72.1%</b>	<b>69.3%</b>	<b>70.0%</b>	<b>72.3%</b>	<b>69.7%</b>	<b>84.9%</b>	<b>86.4%</b>	<b>84.8%</b>	<b>87.6%</b>	<b>89.3%</b>	<b>87.1%</b>	<b>68.3%</b>	<b>68.9%</b>	<b>70.8%</b>
AMERIGROUP Maryland, Inc.	64.7%	64.1%	63.0%	63.8%	68.3%	66.2%	81.9%	84.3%	82.3%	83.8%	87.0%	82.5%	70.1%	71.1%	76.6%
Diamond Plan	64.4%	NA	NA	67.3%	NA	NA	82.7%	NA	NA	86.7%	NA	NA	59.2%	NA	NA
Helix Family Choice, Inc.	76.4%	75.4%	72.2%	73.0%	73.5%	70.8%	86.2%	88.1%	84.1%	89.2%	92.2%	89.6%	69.9%	67.1%	72.9%
Jai Medical Systems MCO, Inc.	78.0%	78.8%	73.9%	71.5%	68.6%	68.2%	85.6%	84.2%	86.9%	88.6%	87.7%	87.4%	79.0%	78.0%	67.8%
Maryland Physicians Care	70.9%	69.1%	68.5%	70.2%	74.8%	70.0%	85.5%	86.7%	83.8%	87.5%	88.5%	85.6%	66.9%	69.8%	72.8%
Priority Partners	71.8%	78.1%	68.6%	70.2%	72.9%	70.0%	85.7%	88.3%	87.0%	88.2%	92.5%	88.3%	70.7%	66.4%	69.3%
UnitedHealthcare	70.6%	66.7%	68.1%	70.6%	74.4%	72.1%	84.9%	85.7%	84.0%	88.6%	87.3%	87.8%	59.2%	65.6%	65.2%

Medicaid Child Survey Composite Scores General Population	Getting Needed Care			Getting Care Quickly			How Well Doctors Communicate			Courteous & Helpful Office Staff			Customer Service		
	2005	2004	2003	2005	2004	2003	2005	2004	2003	2005	2004	2003	2005	2004	2003
<b>HealthChoice Aggregate</b>	<b>80.7%</b>	<b>80.6%</b>	<b>77.3%</b>	<b>79.5%</b>	<b>77.6%</b>	<b>78.5%</b>	<b>92.0%</b>	<b>91.8%</b>	<b>89.7%</b>	<b>92.1%</b>	<b>90.8%</b>	<b>90.4%</b>	<b>74.6%</b>	<b>77.3%</b>	<b>74.9%</b>
AMERIGROUP Maryland, Inc.	77.8%	75.9%	72.3%	75.9%	71.6%	72.2%	91.7%	89.8%	88.7%	92.8%	87.5%	85.8%	78.1%	75.2%	80.2%
Diamond Plan	74.2%	NA	NA	77.7%	NA	NA	90.5%	NA	NA	95.4%	NA	NA	79.6%	NA	NA
Helix Family Choice, Inc.	86.0%	81.5%	81.0%	82.4%	81.3%	80.1%	93.3%	92.9%	88.8%	94.2%	92.7%	92.1%	82.4%	82.3%	74.4%
Jai Medical Systems MCO, Inc.	86.1%	80.8%	80.3%	77.5%	78.2%	75.0%	95.0%	94.7%	92.8%	91.2%	93.4%	91.5%	76.9%	83.0%	80.2%
Maryland Physicians Care	81.0%	83.3%	78.6%	82.6%	77.0%	79.6%	90.9%	91.0%	90.4%	91.8%	90.4%	90.6%	72.3%	75.4%	76.2%
Priority Partners	80.8%	82.6%	78.3%	79.8%	78.7%	80.2%	92.6%	92.2%	90.0%	91.7%	90.6%	92.0%	73.6%	75.8%	74.3%
UnitedHealthcare	76.0%	80.0%	78.0%	77.1%	79.2%	80.5%	90.4%	91.3%	89.4%	90.5%	91.0%	90.6%	65.3%	75.9%	68.6%

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Medicaid Child Survey Composite Scores CCC Population	Getting Needed Care			Getting Care Quickly			How Well Doctors Communicate			Courteous & Helpful Office Staff			Customer Service		
	2005	2004	2003	2005	2004	2003	2005	2004	2003	2005	2004	2003	2005	2004	2003
<b>HealthChoice Aggregate</b>	77.6%	77.7%	74.1%	78.2%	79.2%	79.2%	90.9%	91.9%	90.7%	91.7%	92.5%	91.6%	68.9%	71.8%	69.9%
AMERIGROUP Maryland, Inc.	74.8%	73.0%	67.9%	77.2%	74.3%	74.6%	90.5%	90.4%	90.6%	92.2%	91.0%	89.6%	72.7%	72.5%	75.3%
Diamond Plan	77.4%	NA	NA	77.0%	NA	NA	96.3%	NA	NA	97.4%	NA	NA	90.0%	NA	NA
Helix Family Choice, Inc.	82.4%	80.8%	79.7%	80.6%	82.4%	80.8%	94.2%	92.3%	91.4%	94.4%	92.0%	93.0%	78.0%	74.9%	76.5%
Jai Medical Systems MCO, Inc.	85.7%	77.5%	68.5%	73.3%	74.7%	77.7%	93.5%	95.2%	92.5%	87.0%	93.3%	88.8%	64.8%	74.7%	65.5%
Maryland Physicians Care	80.6%	78.5%	73.9%	80.0%	78.5%	79.0%	91.5%	92.9%	89.9%	92.8%	93.5%	91.4%	73.2%	69.8%	67.4%
Priority Partners	77.7%	80.1%	76.6%	78.4%	79.5%	81.6%	91.3%	90.4%	91.8%	91.3%	92.2%	92.2%	66.7%	74.0%	71.7%
UnitedHealthcare	73.0%	75.9%	75.3%	76.3%	81.3%	79.8%	88.3%	92.9%	91.2%	90.0%	93.3%	92.5%	61.5%	67.9%	62.5%

Medicaid Child Survey CCC Measurement Set Composite Scores	HealthChoice Aggregate	AMERIGROUP Maryland, Inc.	Diamond Plan	Helix Family Choice, Inc.	Jai Medical Systems MCO, Inc.	Maryland Physicians Care	Priority Partners	United- Healthcare
Access to Prescription Medicines	91.5%	91.4%	73.3%	92.7%	88.9%	92.5%	92.4%	89.8%
Access to Specialized Services	84.3%	83.4%	55.6%	85.0%	85.2%	88.5%	82.2%	84.1%
Family Centered Care: Personal Doctor or Nurse Who Knows Child	88.1%	87.8%	83.8%	88.6%	95.2%	89.1%	87.7%	87.0%
Family Centered Care: Shared Decision Making	81.2%	83.6%	96.4%	84.5%	82.6%	82.9%	81.0%	76.7%
Family Centered Care: Getting Needed Information	84.6%	84.1%	85.2%	90.1%	82.0%	82.3%	84.6%	84.6%
Family Centered Care: Coordination of Care	77.5%	74.0%	83.3%	78.2%	80.8%	84.2%	73.0%	77.7%



### **Benchmarks**

The 2005 Summary Rate composite and rating scores for State of Maryland – Medicaid Adult and Child (general) Aggregate are listed below. In order to assess how HealthChoice member satisfaction scores compare with other Medicaid adult and child plans nationwide, a national benchmark, Quality Compass<sup>®i and ii</sup> 2004 is provided.

<b>Medicaid Adult Composites/Ratings</b>	<b>2005 Summary Rates</b>	<b>Quality Compass 2004 (Medicaid Adult-Public Report)</b>
Getting Needed Care	71.8%	72.8%
Getting Care Quickly	70.0%	71.7%
How Well Doctors Communicate	84.9%	86.1%
Courteous and Helpful Office Staff	87.6%	88.1%
Customer Service	68.3%	69.7%
Rating of Personal Doctor (Q5)	75.9%	77.0%
Rating of Specialist (Q11)	73.3%	75.6%
Rating of Health Care (Q35)	70.7%	72.9%
Rating of Health Plan (Q52)	68.9%	70.4%

<b>Medicaid Child General Population Composites/Ratings</b>	<b>2005 Summary Rates</b>	<b>Quality Compass 2004 (Medicaid Child)</b>
Getting Needed Care	80.7%	74.9%
Getting Care Quickly	79.5%	77.4%
How Well Doctors Communicate	92.0%	89.4%
Courteous and Helpful Office Staff	92.1%	90.0%
Customer Service	74.6%	72.4%
Rating of Personal Doctor (Q5)	85.1%	81.6%
Rating of Specialist (Q15)	76.2%	78.0%
Rating of Health Care (Q51)	84.4%	80.3%
Rating of Health Plan (Q88)	80.6%	76.4%

<b>CCC Population CCC Measurement Set Aggregate Composites*</b>	<b>2005 Summary Rates</b>
Access to Prescription Medicines	91.5%
Access to Specialized Services	84.3%
Family Centered Care: Personal Doctor or Nurse who knows your child	88.1%
Family Centered Care: Shared Decision Making	81.2%
Family Centered Care: Getting Needed Information	84.6%
Family Centered Care: Coordination Care	77.5%

\*Please note that there are no benchmarks available for the CCC measurement set.





**Conclusions**

The following section identifies noteworthy trend and benchmark comparisons with respect to composite and rating areas.

**Medicaid Adult Results**

- The Medicaid Adult plans results are consistent with what has been seen in the previous survey results in the areas of Rating of Specialist and Rating of Health Plan. However, there were significant changes in the areas of Rating of Personal Doctor and Rating of Health Care for the adult population.
- The Medicaid Adult plans results show no significant changes in the five composite areas when compared to 2004.
- There have been few significant changes between the 2004 and 2005 member demographics. There was a significant number of members 55 or older, and a significant decrease in members who have been with the plan for 2 to 5 years.

Demographics – Medicaid Adult		2005	2004	Significance Testing
Age	55 or older	20.7%	18.1%	Sig. increase
Duration with Plan	2 up to 5 years	35.7%	40.3%	Sig. decrease

- The Medicaid Adult plans score significantly lower than the Quality Compass benchmark for Rating of Health Care.
- There are significant differences between the Medicaid Adult plans and the Quality Compass benchmark for member demographics in all categories.
- Key drivers are those health plan service areas that are positively tied to overall rating of the health plan. Depending on how HealthChoice health plan composite percentile ranking compares to Quality Compass 2004 (Public Report), The Myers Group provides the following information for use in developing HealthChoice action plans:



**Opportunity (Investigate & Improve)**

These plan service areas are considered Key Drivers of overall satisfaction among health plan members. HealthChoice's Summary Rate in these areas fall below the 50<sup>th</sup> percentile when compared to Quality Compass 2004 (Public Report) and are, therefore, considered an opportunity for HealthChoice Medicaid Adult plans.

	<u>Summary Rate</u>
Getting Needed Care	71.8%
How Well Doctors Communicate	86.9%
Customer Service	68.3%

**Medicaid Child (General Population) Results**

- The Medicaid Child general population results show no significant changes in the four rating areas.
- The Medicaid Child general population results show no significant changes in the five standard composite areas as compared to 2004.
- The Medicaid Child general population scores significantly higher than the Quality Compass benchmark for Rating of Personal Doctor, Rating of Health Care, and Rating of Health Plan.
- The Medicaid Child general population scores significantly higher than the Quality Compass benchmark in the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Courteous and Helpful Office Staff composite areas.
- There have been significant changes between 2003 and 2004 Medicaid Child general population demographics, specifically in the Respondent's Age, Child's Duration with Plan, Child's Age and Child's Race.

Demographics – Medicaid Child General		2005	2004	Significance Testing
Respondent Age	45 or older	21.3%	18.0%	Sig. increase
Child's Duration with Plan	2 up to 5 years	42.6%	48.7%	Sig. decrease
	5 years or more	28.6%	22.0%	Sig. increase
Child's Age	Less than 1 year	2.9%	1.0%	Sig. increase
	One year or older	97.1%	99.0%	Sig. decrease
Child's Race/Ethnicity	White	45.0%	31.0%	Sig. increase
	Black/African-American	43.9%	57.6%	Sig. decrease



- There are significant differences between the Medicaid Child general population and the Quality Compass benchmark for member demographics in Respondent's Age, Respondent's Education, Child's Duration with Plan, Child's Health Status, Child's Gender, Child's Age, and Child's Race categories.
- Key drivers are those health plan service areas that are positively tied to overall rating of the health plan. Depending on how HealthChoice health plan composite percentile ranking compares to Quality Compass 2004 (Medicaid Child), The Myers Group provides the following information for use in developing HealthChoice action plans:

***Strength (Market & Maintain)***

The following plan service area is a Key Driver of overall satisfaction among health plan members. When compared to 2004 CAHPS® Benchmark (Medicaid Child) mean score HealthChoice Summary Rate for this area is significantly higher and is, therefore, considered a strength of HealthChoice plan:

	<u>Summary Rate</u>
How Well Doctors Communicate	92.0%

***To Monitor***

The following plan service area is also a Key Driver of overall satisfaction among health plan members. When compared to the 2004 CAHPS® Benchmark (Medicaid Child) HealthChoice Summary Rate for this area is not significantly different. Because this Rate is not significantly higher or lower than the benchmark it is not considered a strength or an opportunity for HealthChoice plan. However, because analysis shows this area to have a significant impact on member's overall satisfaction with their health plan, this area should be monitored:

	<u>Summary Rate</u>
Customer Service	74.6%



**Medicaid Child (CCC Population) Results**

- The Medicaid Child CCC population results show no significant changes in the four Rating questions.
- The Medicaid Child CCC population results show no significant score changes in the five composite areas when compared to 2004.
- There have been significant changes between 2004 and 2005 Medicaid Child CCC population demographics, specifically in the Respondent's Gender, Respondent's Age, Child's Duration with Plan, Child's Gender, Child's Age, and Child's Race.

Demographics - Medicaid CCC Child		2005	2004	Significant Difference*
Respondent Gender	Male	9.4%	7.8%	Sig. increase
	Female	90.6%	92.2%	Sig. decrease
Respondent Age	34 or younger	40.9%	43.9%	Sig. decrease
	45 or older	26.8%	23.3%	Sig. increase
Child's Duration with Plan	2 up to 5 years	43.6%	50.0%	Sig. decrease
	5 years or more	37.0%	31.4%	Sig. increase
Child's Gender	Male	57.4%	61.1%	Sig. decrease
	Female	42.6%	38.9%	Sig. increase
Child's Age	Less than 1 year	1.3%	0.5%	Sig. increase
	One year or older	98.7%	99.5%	Sig. decrease
Child's Race/Ethnicity	White	53.1%	41.8%	Sig. decrease
	Black	38.3%	49.7%	Sig. increase

i The source for benchmark data contained in this publication is Quality Compass® 2004 data and 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 Myers Group, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA. The number of plan-specific samples used in the Quality Compass 2004 (Public-Report) measure is 84.

ii <sup>8</sup>The source for benchmark is a collection of CAHPS® 3.0 mean Summary Rates for the 25 Medicaid Child (Non CCC) samples that submitted data to NCQA in 2004, as appears in the CAHPS® Booklet.