



MY 2023 CAHPS® MEDICAID CHILD WITH CCC 5.1 SURVEY

SOONERCARE CHILD WITH CCC

PREPARED FOR THE OKLAHOMA HEALTH CARE AUTHORITY THROUGH A CONTRACT WITH KPMC HEALTH IMPROVEMENT PARTNERS

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Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Oklahoma Health Care Authority through a contract with KFMC Health Improvement Partners to conduct its MY 2023 CAHPS® 5.1 Medicaid Child with CCC Survey (with CCC Measurement set). NCQA requires health plans to submit CAHPS survey results in compliance with HEDIS® accreditation requirements.

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.

2024 NCQA CHANGES NCQA made changes to the survey or program for 2024.

One question will be deleted from the 2024 Commercial Adult Survey and the 2024 Medicaid Adult Survey:

- Have you had either a flu shot or flu spray in the nose since July 1, 20XX?

Your Project Manager is Tracy Freeman (Tracy.Freeman@pressganey.com). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to email your Project Manager.

METHODOLOGY

- The CAHPS 5.1 Medicaid Child – Children with Chronic Conditions Survey assesses the experience of care for the general population of children and the population of children with chronic conditions (CCC). These conditions include relatively common conditions like asthma, as well as rare conditions, such as juvenile diabetes and Muscular Dystrophy.
- Children with chronic conditions represent a relatively small proportion of the overall child population. To achieve a sufficient number of complete surveys for CCC results to be calculated, a supplemental sample of children who are more likely to have a chronic condition, based on claims experience, is selected and added to the standard CAHPS® 5.1 Child Survey sample (General Population). After the General Population sample is pulled, the supplemental sample is pulled based on a prescreen sample code. The NCQA required total sample size is 3,490 (1,650 General Population + 1,840 supplemental sample), although plans may choose to oversample their population if necessary.
- NCQA defines the member as having a chronic condition through a survey-based screening tool. The CCC screening tool contains five sections representing five different health conditions. A child member is identified as having a chronic condition if all questions for at least one specific health consequence are answered “Yes.”
- It cannot be determined which respondents out of the total sample qualify as having a chronic condition. Given that a denominator for this equation cannot be determined, there is no response rate provided for the CCC Population. You will see the Response Rate for the Total Population and General Population on the following page, along with additional details for the General Population sample.

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Child with CCC version of the 5.1 CAHPS survey was administered via the following methodology:

First questionnaire
mailed
2/23/2024



Reminder
Calls
3/1/2024



Second questionnaire
mailed
3/29/2024



Initiate follow-up calls
to non-responders
4/19/2024 - 5/3/2024



Last day to accept
completed surveys
5/22/2024

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

2024 RESPONSE RATE CALCULATION

$$\frac{299 \text{ (Completed)}}{2316 \text{ (Sample)} - 20 \text{ (Ineligible)}} = \frac{299}{2296} = 13.0\%$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	93	77	43	28	0	15	213
Spanish	19	38	29	23	0	6	86
Total	112	115	72	51	0	21	299

Total Number of Undeliverables: 509

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. Additionally, a total random sample of 3,103 CHIP members were included in the draw, with 391 CHIP members responding.

**The Supplemental Sample Size includes an additional sample of children who are more likely to have a chronic condition selected and added to the total population after the General Pop Sample is pulled. Members from the General Pop can also respond to chronic care questions. Supplemental Completes includes those from both the General Pop Sample and the Supplemental Sample.

RESPONSE RATE TRENDING

		2022	2023	2024
Completed	SUBTOTAL	567	307	299
	Does not Meet Eligibility Criteria (01)	42	22	19
Ineligible	Language Barrier (03)	8	2	1
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	0
	SUBTOTAL	50	24	20
Non-response	Break-off/Incomplete (02)	38	19	28
	Refusal (06)	115	23	16
	Maximum Attempts Made (07)	3458	1967	1953
	Added to DNC List (08)	0	0	0
	SUBTOTAL	3611	2009	1997
Total Sample		4228	2340	2316
Oversampling %		156.2%	41.8%	40.4%
Response Rate		13.6%	13.3%	13.0%
PG Response Rate		10.2%	9.9%	9.4%

Total Completed (General Pop + CCC)	575	715	670
Total Ineligible (General Pop + CCC)	50	42	39
Total Sample (General Pop + CCC)	4290	4873	4697
Total Response Rate (General Pop + CCC)	13.6%	14.8%	14.4%
Supplemental (CCC) Sample Size**	62	2533	2381
Supplemental (CCC) Completes	260	311	283

INDUSTRY TRENDS

- **SoonerCare Child with CCC**
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PG BOOK OF BUSINESS TRENDS

MEDICAID CHILD: GENERAL POPULATION



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Trend Highlights The robust Press Ganey Book of Business is valuable in monitoring industry trends. On the right, we have provided a side-by-side comparison of aggregate PG Book of Business scores to help you understand broader trends in measure scoring over the past five years.

Medicaid Child: Among the Medicaid Child population, no measures declined by more than 1% compared to 2023. *Rating of Specialist, Getting Needed Care, and Getting Care Quickly* have increased by more than 1% since 2023.

All scores have decreased overall since 2020. Rating of Health Care Quality and Getting Care Quickly are the largest decrease of at least 2% lower than the 2020 scores.

	PG Book of Business Trends				
	2020	2021	2022	2023	2024
Rating Questions (% 9 or 10)					
Q49. Rating of Health Plan	73.0%	73.3%	72.5%	72.0%	72.0%
Q9. Rating of Health Care	73.0%	74.4%	71.2%	69.6%	70.5%
Q36. Rating of Personal Doctor	79.1%	78.6%	77.4%	76.5%	77.2%
Q43. Rating of Specialist	75.0%	75.7%	73.9%	72.3%	73.7%
Rating Questions (% 8, 9 or 10)					
Q49. Rating of Health Plan	87.5%	87.3%	86.9%	86.8%	86.5%
Q9. Rating of Health Care	88.7%	88.7%	87.6%	86.8%	87.2%
Q36. Rating of Personal Doctor	91.2%	90.8%	90.3%	89.8%	89.9%
Q43. Rating of Specialist	88.2%	88.2%	87.5%	86.7%	86.9%
Getting Needed Care (% A/U)					
Q10. Getting care, tests, or treatment	90.8%	90.8%	89.2%	88.7%	90.3%
Q41. Getting specialist appointment	80.4%	82.4%	79.5%	77.5%	78.6%
Getting Care Quickly (% A/U)					
Q4. Getting urgent care	91.7%	91.7%	90.5%	89.8%	90.7%
Q6. Getting routine care	89.3%	83.8%	82.9%	81.8%	83.3%
Coordination of Care (Q35) (% A/U)					
	85.0%	84.9%	84.1%	84.2%	84.3%

 Increase of 1% or greater since 2023
 Decrease of 1% or greater since 2023

EXECUTIVE SUMMARY

- **SoonerCare Child with CCC**
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OVERVIEW OF TERMS

Summary Rates (SRS) are defined by NCQA in its HEDIS MY 2023 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.

PG Benchmark Information The source for data contained within the PG Book of Business is all submitting plans that contracted with PG for MY 2023. Submission occurred on May 24th, 2024.

NCQA Benchmark Information The source for data contained in this publication is Quality Compass® All Plans 2023. 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.

Significance Testing All significance testing is performed at the 95% confidence level using a t-test.

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.

Non-Accreditation Notation Throughout the report you will see a notation of “+” which indicates that the given measure is not utilized for accreditation score calculation.

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

2024 DASHBOARD

MEDICAID CHILD: GENERAL POPULATION

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299

Completed
surveys

13.0%

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 2023 (↑/↓) or
2022 (↕/↗).

Percentiles: Based on the
2024 PG Book of Business

Health Plan Key Driver

Classification: Details can be
found in the KDA section.

Accreditation Measures

Rating of Health Plan					★ ★ ★
Rating of Health Plan	71.7%		43 rd	---	
Rating of Health Care					★ ★ ★
Rating of Health Care	71.1%		49 th	Opportunity	
Rating of Personal Doctor					★ ★ ★
Rating of Personal Doctor	77.9%		57 th	Power	

Other Measures

Rating of Specialist +				
Rating of Specialist +	83.0%		92 nd	Power
Coordination of Care +				
Coordination of Care +	84.6%		52 nd	Power
Customer Service +				
Composite	89.9%		57 th	---
Q45. Provided information or help	82.1%		41 st	Wait
Q46. Treated with courtesy and respect	97.6%		81 st	Power

Getting Needed Care ★★★★★				
Composite	90.2%		91 st	---
Q10. Getting care, tests, or treatment	92.0%		61 st	Power
Q41. Getting specialist appointment	88.5%		95 th	Retain
Getting Care Quickly ★★★★★				
Composite	93.0%		95 th	---
Q4. Getting urgent care	93.5%		68 th	Power
Q6. Getting routine care	92.4%	↑↕	99 th	Power

Ease of Filling Out Forms +				
Ease of Filling Out Forms +	95.1%		50 th	Wait
How Well Doctors Communicate +				
Composite	95.3%		63 rd	---
Q27. Dr. explained things	96.6%	↑	75 th	Retain
Q28. Dr. listened carefully	98.3%		91 st	Retain
Q29. Dr. showed respect	98.3%		75 th	Retain
Q32. Dr. spent enough time	87.9%		23 rd	Wait

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

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	SCORE DEFINITION	2024 BASE	2024 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						4
GETTING CARE						5
Getting Needed Care	Usually or Always	125	90.2%	86.6%	90 th	5
Getting Care Quickly	Usually or Always	132	92.9%	89.3%	90 th	5
SATISFACTION WITH PLAN PHYSICIANS						3
Rating of Personal Doctor	9 or 10	240	77.9%	78.8%	33 rd	3
SATISFACTION WITH PLAN AND PLAN SERVICES						3
Rating of Health Plan	9 or 10	283	71.7%	74.4%	33 rd	3
Rating of Health Care	9 or 10	201	71.1%	73.1%	33 rd	3

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 (10th, 33rd, 67th and 90th) 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 2023 NCQA data and benchmarks.

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

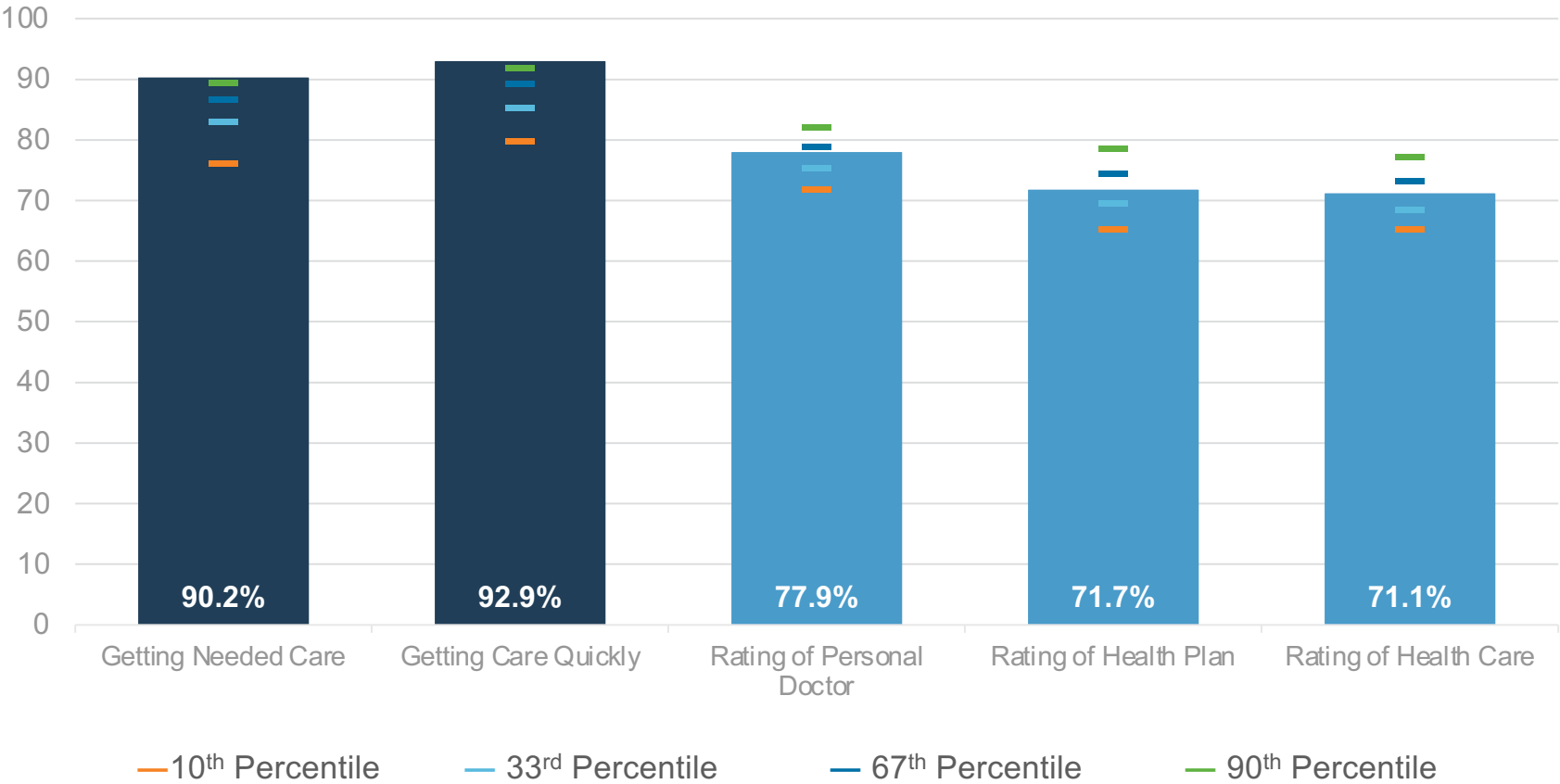
*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

PERFORMANCE TO STAR CUT POINTS

MEDICAID CHILD: GENERAL POPULATION

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 2023).



Dark Blue bar = Your plan's performance is at or above the 67th percentile









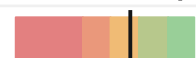
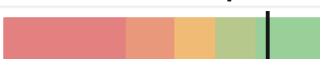
Light Blue bar = Your plan's performance is below the 67th percentile

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.

MEASURE SUMMARY








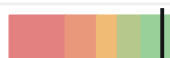


MEDICAID CHILD: GENERAL POPULATION

MEASURE	SUMMARY RATE		CHANGE	2024 GP PG BOOK OF BUSINESS BENCHMARK						
	2023	2024		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS		
				0	20	40			60	80
Health Plan Domain										
Rating of Health Plan <i>% 9 or 10</i>	69.7%	71.7%	2.0						43 rd	72.0%
Getting Needed Care <i>% Usually or Always</i>	84.8%	90.2%	5.4						91 st	84.5% ▲
Customer Service + <i>% Usually or Always</i>	89.0%	89.9%	0.9						57 th	88.8%
Ease of Filling Out Forms + <i>% Usually or Always</i>	97.9%	95.1%	-2.8						50 th	94.9%
Health Care Domain										
Rating of Health Care <i>% 9 or 10</i>	66.5%	71.1%	4.6						49 th	70.5%
Getting Care Quickly <i>% Usually or Always</i>	88.0%	93.0%	5.0						95 th	87.0% ▲
How Well Doctors Communicate + <i>% Usually or Always</i>	92.6%	95.3%	2.7						63 rd	94.4%
Coordination of Care + <i>% Usually or Always</i>	80.0%	84.6%	4.6						52 nd	84.3%
Rating of Personal Doctor <i>% 9 or 10</i>	74.3%	77.9%	3.6						57 th	77.2%
Rating of Specialist + <i>% 9 or 10</i>	72.7%	83.0%	10.3						92 nd	73.7%

Significance Testing Current score is significantly higher/lower than the 2023 score (↑/↓) or benchmark score (▲/▼).

MEASURE SUMMARY

MEDICAID CHILD: CCC POPULATION

MEASURE	SUMMARY RATE		CHANGE	2024 CCC PG BOOK OF BUSINESS BENCHMARK						
	2023	2024		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS		
020406080100										
Health Plan Domain										
Rating of Health Plan % 9 or 10	61.1%	63.9%	2.8						18 th	68.8%
Getting Needed Care % Usually or Always	85.2%	88.0%	2.8						73 rd	85.4%
Customer Service + % Usually or Always	91.4%	89.5%	-1.9						61 st	89.2%
Ease of Filling Out Forms + % Usually or Always	97.3%	97.4%	0.1						96 th	94.7% ▲
Health Care Domain										
Rating of Health Care % 9 or 10	64.1%	66.4%	2.3						38 th	67.9%
Getting Care Quickly % Usually or Always	93.3%	90.0%	-3.3						37 th	90.0%
How Well Doctors Communicate + % Usually or Always	93.8%	95.8%	2.0						68 th	94.9%
Coordination of Care + % Usually or Always	82.9%	91.0% ▲	8.1						97 th	83.7% ▲
Rating of Personal Doctor % 9 or 10	74.7%	75.3%	0.6						36 th	77.3%
Rating of Specialist + % 9 or 10	71.5%	72.8%	1.3						45 th	73.3%

Significance Testing Current score is significantly higher/lower than the 2023 score (↑/↓) or benchmark score (▲/▼).

MEASURE SUMMARY

MEDICAID CHILD: CCC POPULATION

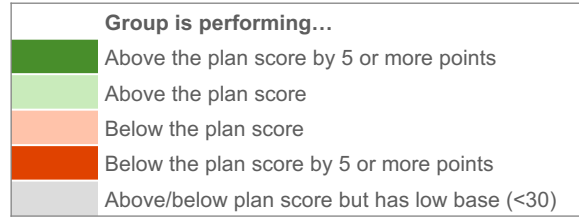
MEASURE	SUMMARY RATE		CHANGE	2024 CCC PG BOOK OF BUSINESS BENCHMARK					
	2023	2024		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS	
				0	20	40			60
CCC Measures									
Access to Rx Medicines <i>% Usually or Always</i>	90.4%	93.2%	2.8				<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	89 th	89.8% ▲
Access to Specialized Services <i>% Usually or Always</i>	76.1%	77.5%	1.4				<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	78 th	72.1%
FCC: Dr Who Knows Child <i>% Yes</i>	90.3%	91.9%	1.6				<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	54 th	91.6%
FCC: Getting Needed Info <i>% Usually or Always</i>	92.2%	95.3%	3.1				<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	87 th	92.0% ▲
Coordination of Care for CCC <i>% Yes</i>	78.3%	78.2%	-0.1				<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	67 th	75.6%

Significance Testing Current score is significantly higher/lower than the 2023 score (↑/↓) or benchmark score (▲/▼).

HEALTH EQUITY

MEDICAID CHILD: GENERAL POPULATION






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

Accreditation Measure

Other Measure

			Rating of Health Plan		Rating of Health Care		Rating of Personal Doctor		Getting Needed Care		Getting Care Quickly	
			SRS	△	SRS	△	SRS	△	SRS	△	SRS	△
Demographic	Category	Total	71.7%		71.1%		77.9%		90.2%		93.0%	
 Child's Gender	Male	n = 157		3%		1%		-2%		-1%		0%
	Female	n = 135		-4%		-3%		1%		3%		-1%
 Child's Age	0 – 4	n = 92		7%		1%		5%		2%		-1%
	5 – 8	n = 68		0%		-2%		1%		-3%		-2%
	9 – 13	n = 79		-5%		-1%		-6%		6%		3%
	14 or older	n = 52		-8%		-1%		-5%		-1%		-2%
 Overall Health	Excellent/Very Good	n = 227		5%		4%		5%		4%		4%
	Good	n = 62		-16%		-15%		-16%		-5%		-12%
	Fair/Poor	n = 5		-12%		-11%		-18%		-50%		-10%
 Mental Health	Excellent/Very Good	n = 212		5%		5%		2%		2%		1%
	Good	n = 66		-13%		-12%		-2%		-2%		-4%
	Fair/Poor	n = 16		-7%		-31%		-16%		-13%		1%
 Race/Ethnicity	White	n = 193		-2%		1%		1%		4%		2%
	Black/African-American	n = 33		-10%		-24%		-6%		-17%		3%
	Asian	n = 5		28%		9%		22%		-10%		-93%
	Native Hawaiian/Pacific Islander	n = 5		8%		4%		22%		-90%		-6%
	American Indian or Alaska Native	n = 46		3%		6%		8%		8%		3%
	Other	n = 51		8%		1%		3%		4%		-4%
	Hispanic/Latino	n = 128		6%		1%		-3%		0%		-7%

HEALTH EQUITY

MEDICAID CHILD: GENERAL POPULATION






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Group is performing...	
	Above the plan score by 5 or more points
	Above the plan score
	Below the plan score
	Below the plan score by 5 or more points
	Above/below plan score but has low base (<30)

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

Accreditation Measure

Other Measure

			Rating of Specialist +	Coordination of Care +	Customer Service +	How Well Doctors Communicate +	Ease of Filling Out Forms +
			SRS △	SRS △	SRS △	SRS △	SRS △
Demographic	Category	Total	83.0%	84.6%	89.9%	95.3%	95.1%
 Child's Gender	Male	n = 157	 4%	 3%	 2%	 0%	 -1%
	Female	n = 135	 -2%	 -5%	 0%	 1%	 1%
 Child's Age	0 – 4	n = 92	 10%	 9%	 1%	 1%	 1%
	5 – 8	n = 68	 -3%	 -1%	 -2%	 0%	 -1%
	9 – 13	n = 79	 17%	 -8%	 5%	 1%	 1%
	14 or older	n = 52	 -21%	 -11%	 0%	 -1%	 -1%
 Overall Health	Excellent/Very Good	n = 227	 4%	 3%	 1%	 2%	 0%
	Good	n = 62	 -8%	 -8%	 -2%	 -7%	 0%
	Fair/Poor	n = 5	 -33%	 -18%	 -15%	 -12%	 -15%
 Mental Health	Excellent/Very Good	n = 212	 3%	 1%	 1%	 0%	 0%
	Good	n = 66	 -12%	 0%	 -4%	 0%	 -1%
	Fair/Poor	n = 16	 -8%	 -18%	 0%	 -4%	 -2%
 Race/Ethnicity	White	n = 193	 3%	 1%	 1%	 1%	 2%
	Black/African-American	n = 33	 -8%	 15%	 -2%	 -2%	 2%
	Asian	n = 5	NA	NA	 10%	 5%	 -15%
	Native Hawaiian/Pacific Islander	n = 5	NA	NA	 -40%	 5%	 5%
	American Indian or Alaska Native	n = 46	 17%	 1%	 1%	 2%	 5%
	Other	n = 51	 3%	 9%	 1%	 2%	 1%
	Hispanic/Latino	n = 128	 0%	 -6%	 -1%	 -2%	 -2%

MEASURE SUMMARY

MEDICAID CHILD: GENERAL POPULATION

TOP THREE Performing Measures

Your plan’s percentile rankings for these measures were the highest compared to the 2024 PG Book of Business.

MEASURE	2024 Valid n	PLAN SUMMARY RATE SCORE			2023 GP QC			2024 GP PG BoB		
		2023	2024	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Getting Care Quickly (% Usually or Always)	132	88.0%	93.0%	5.0	85.5% ▲	7.5	97 th	87.0% ▲	6.0	95 th
Rating of Specialist + (% 9 or 10)	47^	72.7%	83.0%	10.3	71.1% ▲	11.9	97 th	73.7%	9.3	92 nd
Getting Needed Care (% Usually or Always)	125	84.8%	90.2%	5.4	82.7% ▲	7.5	94 th	84.5% ▲	5.7	91 st

BOTTOM THREE Performing Measures

Your plan’s percentile rankings for these measures were the lowest compared to the 2024 PG Book of Business.

MEASURE	2024 Valid n	PLAN SUMMARY RATE SCORE			2023 GP QC			2024 GP PG BoB		
		2023	2024	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Coordination of Care + (% Usually or Always)	78^	80.0%	84.6%	4.6	83.8%	0.8	57 th	84.3%	0.3	52 nd
Rating of Health Care (% 9 or 10)	201	66.5%	71.1%	4.6	68.3%	2.8	70 th	70.5%	0.6	49 th
Rating of Health Plan (% 9 or 10)	283	69.7%	71.7%	2.0	70.9%	0.8	53 rd	72.0%	-0.3	43 rd

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

MY 2023 Medicaid Child with CCC CAHPS Report - 18

IMPROVEMENT STRATEGIES

Improving Performance

These measures had the lowest percentile rankings in comparison to the 2024 PG Book of Business for your plan.

Improvement Strategies – Coordination of Care

- Inform, support, remind and facilitate providers about coordination of care expectations, timely notification requirements, and standards of care for post-visit follow up to all PCPs. Explore options to encourage and support communications between specialists and PCPs.
- Carefully assess any parent or patient concerns associated with any health care received out-of-office, addressing and clarifying as appropriate. Seek and obtain all associated records.
- Develop on-going and timely reminders/messaging to promote and improve communication and reporting between all provider types, ideally based directly on available data/information.
- Assess the status and consistency of coordination of patient care, communication, and information shared within and across provider networks. Assure prompt feedback, standards.
- Support and facilitate a patient-centered care management approach within and across provider networks. Facilitate a complementary plan-based patient centered care management approach.
- Explore potential of aligning information flow/EHRs to better integrate, support or facilitate patient care, care coordination and vital medical and personal information among providers.
- Encourage providers to prompt patients AND patients to prompt providers, i.e., mutual interactions that review and discuss care, tests and/or treatments involving other providers.
- Encourage patients to bring a list of all medications, including dosage and frequency to all appointments. Encourage providers to prompt patients to do the same for their appointments.
- How do PCP's, providers, facilities and/or the plan assure common patient "touch points" to facilitate/support scheduling of appointments, tests and/or procedures? Where is the over-arching guidance and support for the patient/member?

Improvement Strategies – Rating of Health Care

- Analyze, assess, probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with Rating of Health Care (e.g., GNC, GCQ, HWDC, CoC). Review QI recommendations/actions for related CAHPS composite measures.
- Seek to simplify Plan requirements, processes, and/or procedures (e.g., UM, CM, Pharma, Use of IVR) impacting the member experience of care and access to care, tests or treatment. Examples include: Provide care quickly. Provide quick access to effective treatments. Minimize patient costs for care.
- Assess internal data. Track, audit, review and assess call center calls and/or complaints regarding quality of care, choice of providers, access to care, UM, CM, health system, etc.
- Communicate and educate all areas of the Plan on CAHPS, sharing findings, initiatives and outcomes. Seek input and observations. Engage relevant contributors into QI design/activities.
- Confirm adequacy of contracted providers and walk-in centers with extended hours.
- Ensure CSR have easy access to current, updated resources to provide accurate guidance about plan/drug coverage, out of pocket cost, availability of providers, requirements, processes, etc.
- Foster strong relationships with contracted providers via regular communications and collaboration. Data driven comparisons of PEC metrics can support/guide mutual improvement.
- Explore potential of aligning information flow/ EHRs to better integrate, support, or facilitate patient care, coordination of care and vital information among contracted providers.
- Consider the need to conduct additional measurement, probing of composite measures with targeted populations or health systems (e.g., CG-CAHPS or CAHPS Drill Down Survey).

Improvement Strategies – Rating of Health Plan

- Analyze, investigate, probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with Rating of the Plan (i.e., CS, GNC, GCQ, HWDC). Review QI recommendations/actions of these CAHPS composite measures.
- Carefully review, simplify and clarify all family/child member communications, processes and forms. Ensure that all materials and messages are accurate, up-to-date, complete and consistent, using concise and unambiguous language.
- Identify key parent needs and expectations and critically assess operations and processes.
- Ensure that the member website is easily navigable and highly user friendly.
- Simplify completion of commonly used forms via "pre-loaded" applications or on-line.
- Communicate and educate all areas of the Plan on CAHPS, sharing findings, initiatives and outcomes. Seek input and observations. Engage relevant contributors into QI design/activities.
- Analyze satisfaction levels and loyalty ratings based on member profile/segmentation data (health system, age, length of membership, have PCP, etc.).
- Set S.M.A.R.T. goals. Specific, Measurable, Attainable, Realistic, and Timely for all identified activities. Assess all relevant internal data. Conduct additional surveys, data analyses as needed.
- Consider opportunities for positive and strategic messaging about the plan or health care reminders to members. Use technology to provide more effective and efficient care.
- Consider the value of a PG CAHPS Drill-Down, Simulation Survey or CG-CAHPS to probe key CAHPS measures and/or target segments of the population.

QI – Quality Improvement
CS = Customer Service
GNC = Getting Needed Care
GCQ = Getting Care Quickly
HWDC = How well Doctors Communicate

PCP = Primary Care Providers
CG CAHPS = Clinician and Group CAHPS
CoC = Coordination of Care
UM = Utilization Management
CM = Case Management

IVR = Interactive Voice Response
CSR = Customer Service Representative
PEC = Patient Experience of Care
EHR = Electronic Health Record

Full List of Improvement Strategies 

KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN

- SoonerCare Child with CCC
*PREPARED FOR THE OKLAHOMA HEALTH CARE AUTHORITY THROUGH
A CONTRACT WITH KPMC HEALTH IMPROVEMENT PARTNERS*

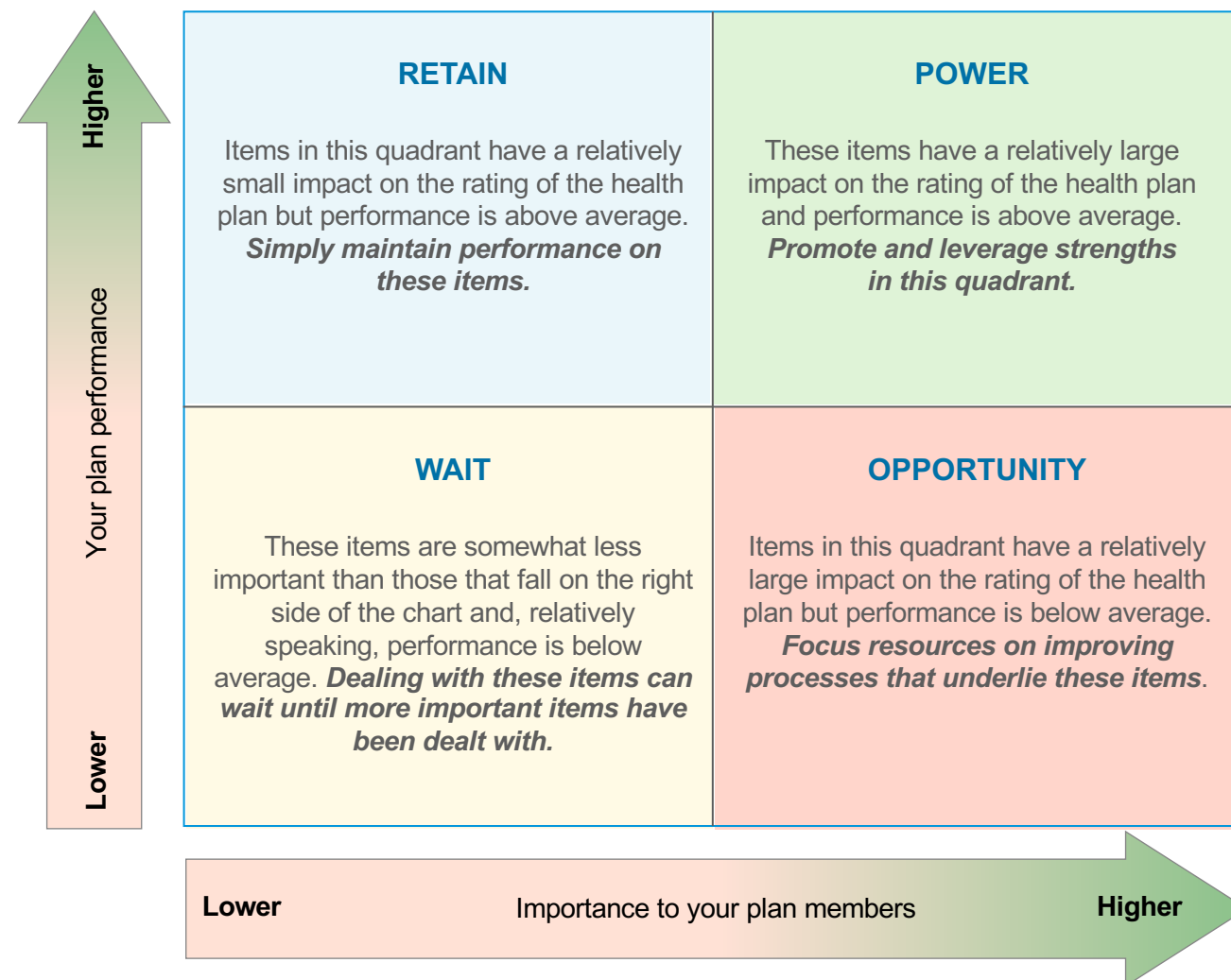
POWER CHART: EXPLANATION

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. We have been successfully using this approach since 1997.

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

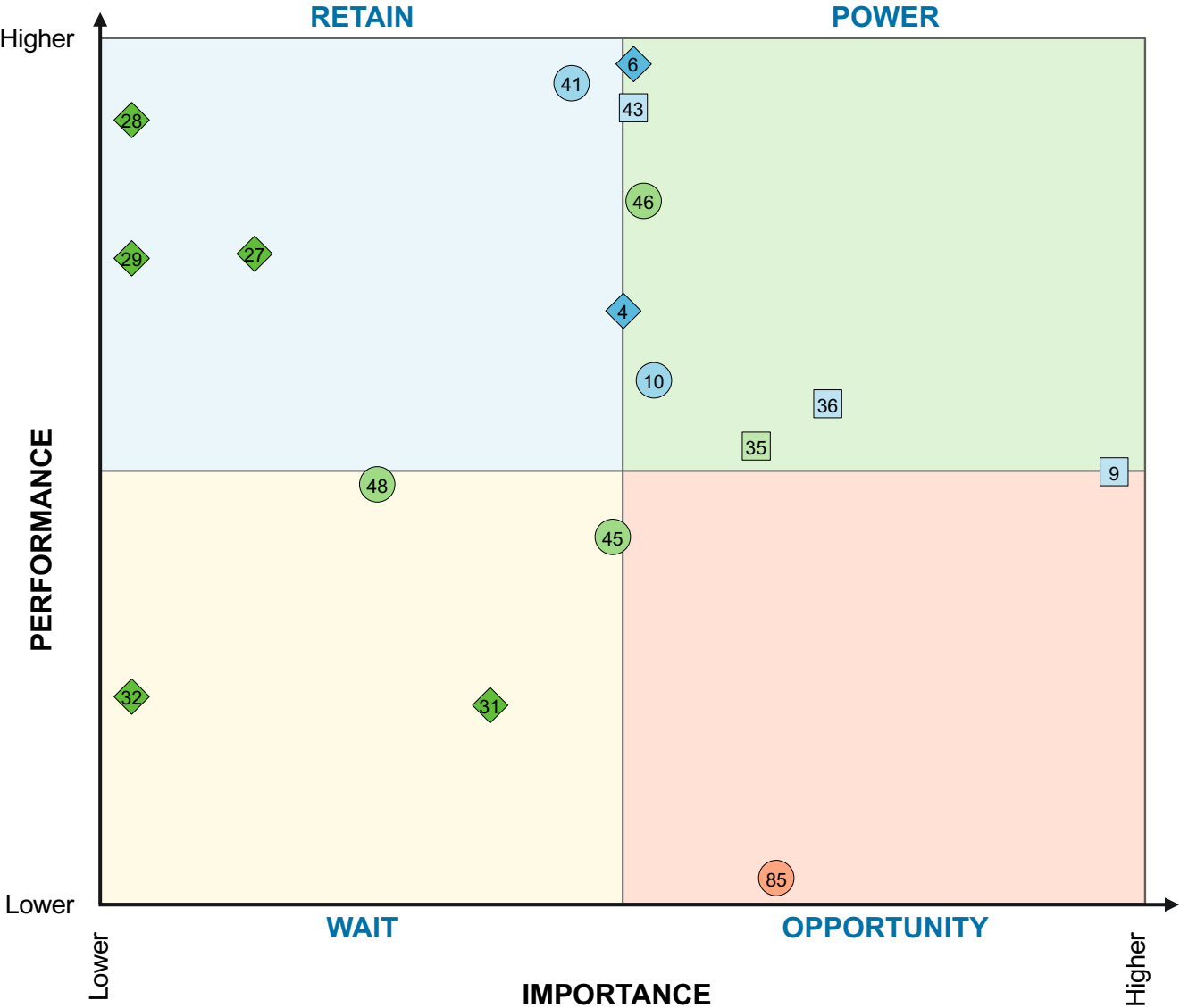
MEDICAID CHILD: GENERAL POPULATION

SURVEY MEASURE				2023		2024	
				SRS	%tile*	SRS	%tile*
POWER							
Rating	Q36	Rating of Personal Doctor		74.3%	29 th	77.9%	57 th
CC	Q35	Coordination of Care +		80.0%	21 st	84.6%	52 nd
GNC	Q10	Getting care, tests, or treatment		93.6%	89 th	92.0%	61 st
CS	Q46	Treated with courtesy and respect		95.1%	59 th	97.6%	81 st
GCQ	Q6	Getting routine care		80.6%	38 th	92.4%	99 th
Rating	Q43	Rating of Specialist +		72.7%	53 rd	83.0%	92 nd
GCQ	Q4	Getting urgent care		95.5%	93 rd	93.5%	68 th
OPPORTUNITY							
Rating	Q9	Rating of Health Care		66.5%	30 th	71.1%	49 th
SQ	Q85	Help with transportation met needs		---	---	44.6%	---
WAIT							
CS	Q45	Provided information or help		82.9%	45 th	82.1%	41 st
HWDC	Q31	Dr. explained things to child		93.8%	43 rd	91.9%	22 nd
CS	Q48	Ease of Filling Out Forms +		97.9%	92 nd	95.1%	50 th
HWDC	Q32	Dr. spent enough time		87.2%	29 th	87.9%	23 rd
RETAIN							
GNC	Q41	Getting specialist appointment		76.0%	45 th	88.5%	95 th
HWDC	Q27	Dr. explained things		91.3%	13 th	96.6%	75 th
HWDC	Q28	Dr. listened carefully		95.1%	40 th	98.3%	91 st
HWDC	Q29	Dr. showed respect		96.7%	48 th	98.3%	75 th

*Percentiles based on the PG Book of Business of the listed year.

KEY

GNC = Getting Needed Care
GCQ = Getting Care Quickly
CC = Care Coordination
CS = Customer Service
HWDC = How Well Doctors Communicate
SQ = Supplemental Question



KEY DRIVERS OF RATING OF HEALTH PLAN

MEDICAID CHILD: GENERAL POPULATION

		ALIGNMENT <i>Are your key drivers typical of the industry?</i>	KEY DRIVER RANK		ATTRIBUTE		SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION		
			YOUR PLAN	INDUSTRY			YOUR PLAN	INDUSTRY		2023	2024	
TOP 10 KEY DRIVERS					Q49	Rating of Health Plan	71.7%	72.0%	43 rd	(+7)		
YOUR PLAN	These items have a relatively large impact on the Rating of Health Plan. Leverage these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.	✓	1	1	Q9	Rating of Health Care	71.1%	70.5%	49 th	(+19)	Opp.	Opp.
		✓	2	2	Q36	Rating of Personal Doctor	77.9%	77.2%	57 th	(+28)	Opp.	→ Power
			3	---	Q85	Help with transportation met needs	44.6%	---	---		---	Opp.
			4	15	Q35	Coordination of Care +	84.6%	84.3%	52 nd	(+31)	Opp.	→ Power
		✓	5	5	Q10	Getting care, tests, or treatment	92.0%	90.3%	61 st	(-28)	Retain	→ Power
		✓	6	6	Q46	Treated with courtesy and respect	97.6%	94.4%	81 st	(+22)	Power	Power
		✓	7	10	Q6	Getting routine care	92.4%	83.3%	99 th	(+61)	Wait	→ Power
INDUSTRY	PG Book of Business regression analysis has identified Key Drivers of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.	✓	8	3	Q43	Rating of Specialist +	83.0%	73.7%	92 nd	(+39)	Retain	→ Power
			9	11	Q4	Getting urgent care	93.5%	90.7%	68 th	(-25)	Retain	→ Power
		✓	10	7	Q45	Provided information or help	82.1%	83.2%	41 st	(-4)	Opp.	→ Wait
			11	4	Q41	Getting specialist appointment	88.5%	78.6%	95 th	(+50)	Opp.	→ Retain
			16	8	Q28	Dr. listened carefully	98.3%	95.6%	91 st	(+51)	Opp.	→ Retain
			17	9	Q29	Dr. showed respect	98.3%	97.0%	75 th	(+27)	Opp.	→ Retain

All Industry scores & rankings are calculated based on the 2024 PG Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.

*Differentials are based on comparisons to your plan's prior year percentile rankings.

MEASURE ANALYSES

Measure Details and Summary Rate Scores

- **SoonerCare Child with CCC**

*PREPARED FOR THE OKLAHOMA HEALTH CARE AUTHORITY THROUGH
A CONTRACT WITH KFMC HEALTH IMPROVEMENT PARTNERS*

SECTION INFORMATION

Drilling Down Into Composites And Ratings This section is designed to give your plan a detailed report on the performance of each Star Rating measure as well as a few other key metrics. The measure analysis section contains:






Rating & Composite level information including...

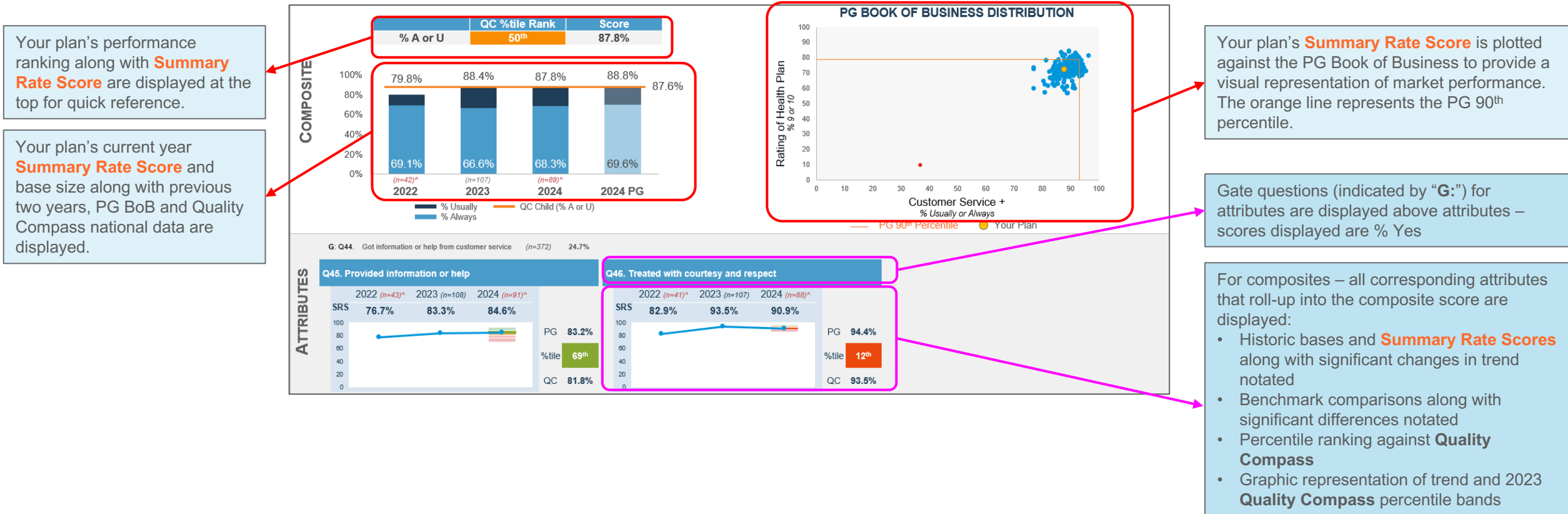
- Percentile ranking and benchmark performance
- Historic scores
- Market performance

Attribute level information for composites including...

- Gate questions
- Percentile ranking and benchmark performance
- Summary rate score trending

All scores displayed in this section are summary rate scores (notated with 'SRS').

Percentile Bands	
≥90 th	
67 th – 89 th	
33 rd – 66 th	
10 th – 32 nd	
<10 th	



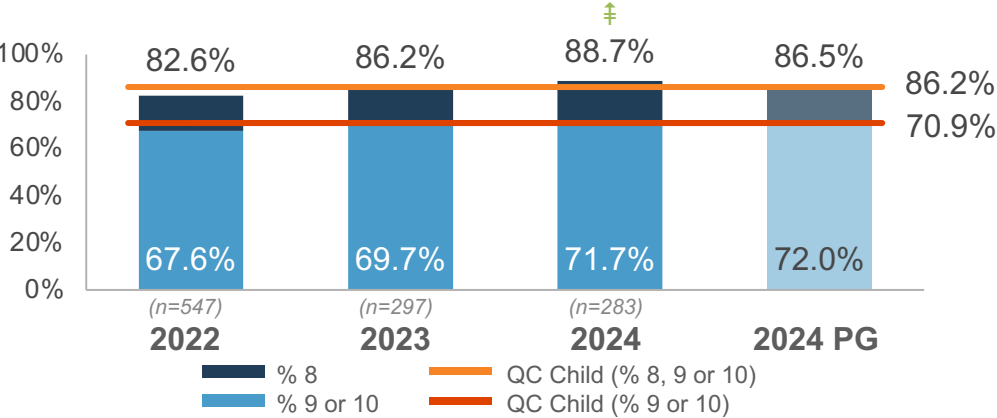
RATINGS

MEDICAID CHILD: GENERAL POPULATION

SoonerCare Child with CCC
Prepared for the Oklahoma Health Care Authority through
a contract with KFMC Health Improvement Partners

RATING OF HEALTH PLAN

	QC %tile Rank	Score
% 8, 9 or 10	68 th	88.7%
% 9 or 10	53 rd	71.7%



Key Drivers Of The Rating Of The Health Plan

POWER

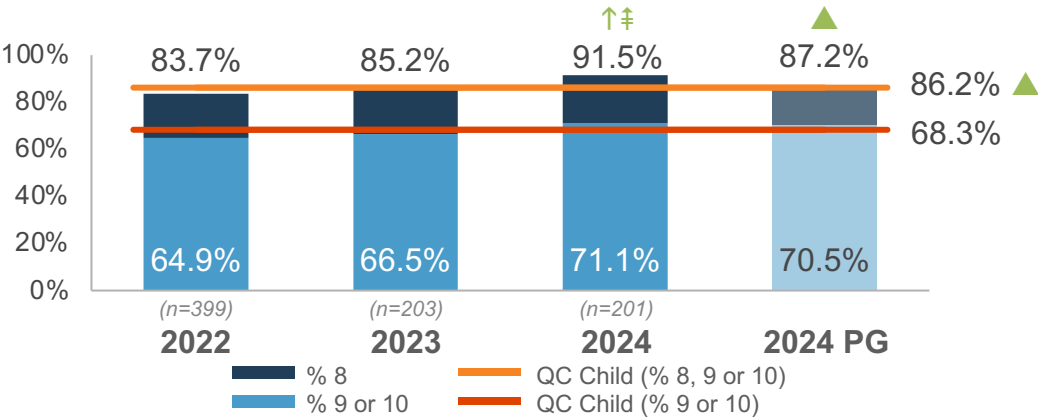
- Q36 Rating of Personal Doctor
- Q35 Coordination of Care +
- Q10 Getting care, tests, or treatment
- Q46 Treated with courtesy and respect
- Q6 Getting routine care
- Q43 Rating of Specialist +
- Q4 Getting urgent care

OPPORTUNITIES

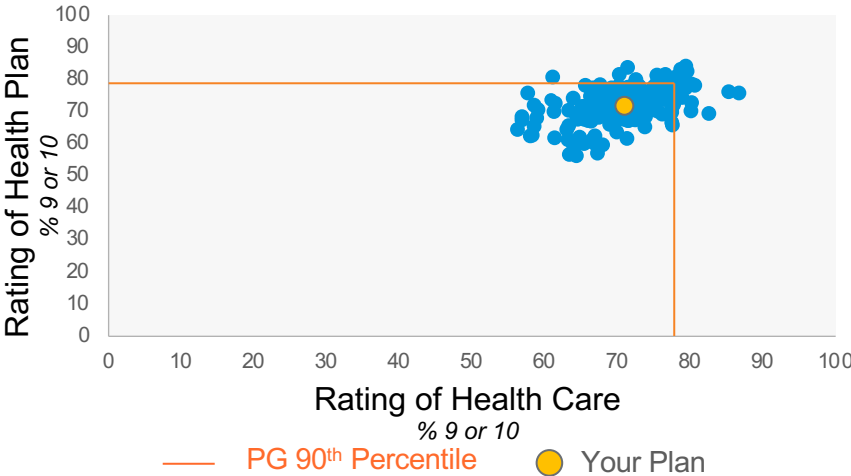
- Q9 Rating of Health Care
- Q85 Help with transportation met needs

RATING OF HEALTH CARE

	QC %tile Rank	Score
% 8, 9 or 10	96 th	91.5%
% 9 or 10	70 th	71.1%



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Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↕) or benchmark score (▲/▼).

Denominator less than 100. NCQA will assign an NA to this measure.

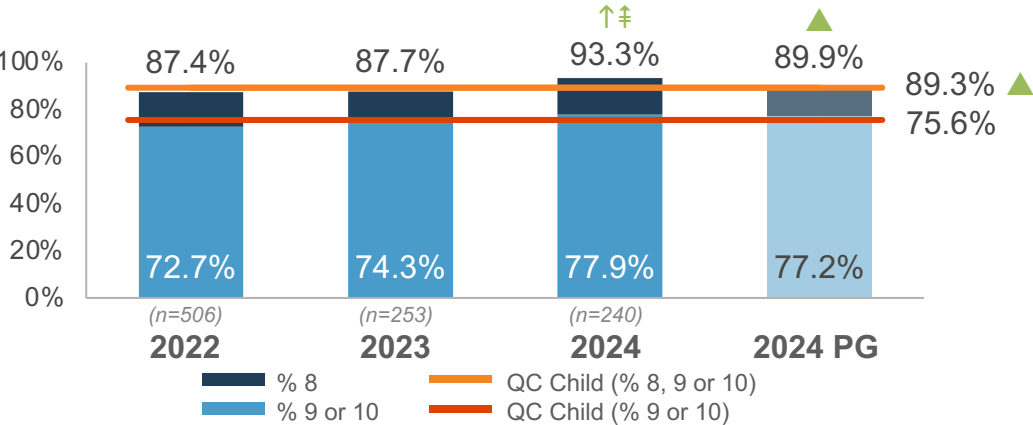
RATINGS

MEDICAID CHILD: GENERAL POPULATION

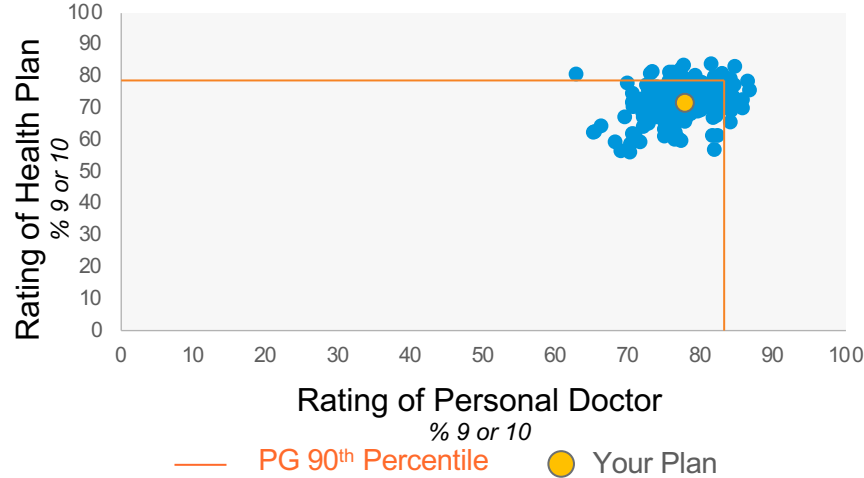
SoonerCare Child with CCC
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RATING OF PERSONAL DOCTOR

	QC %tile Rank	Score
% 8, 9 or 10	95 th	93.3%
% 9 or 10	67 th	77.9%



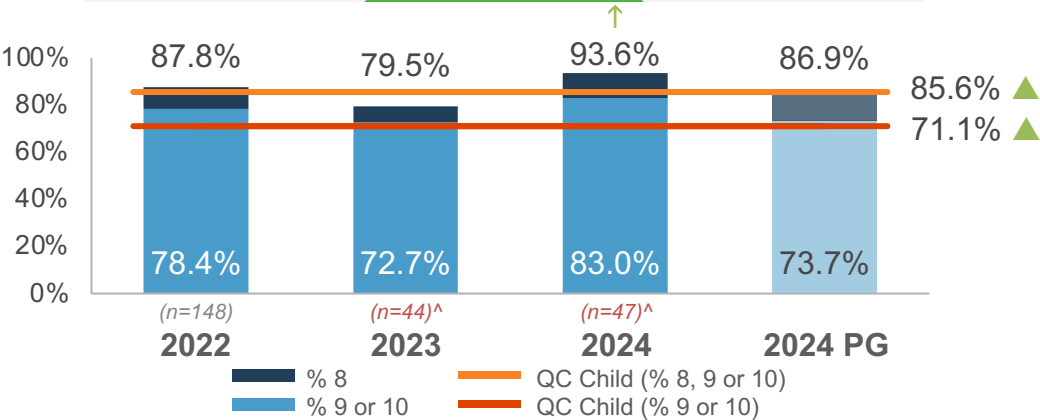
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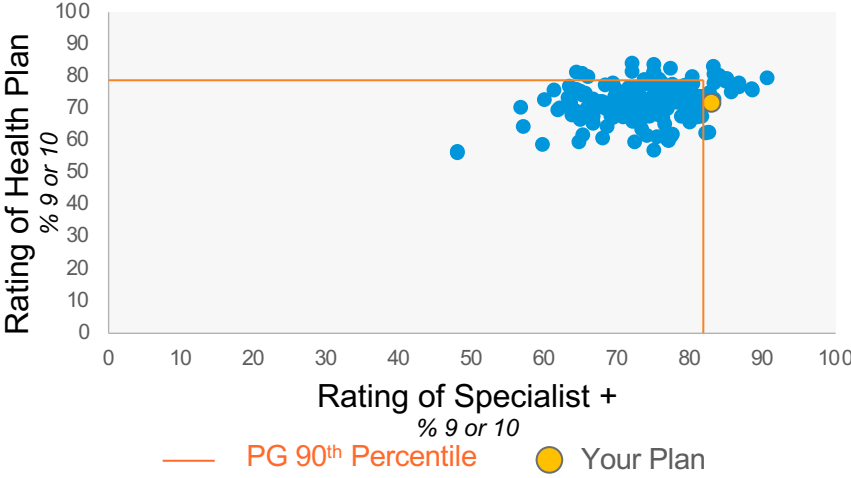
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

RATING OF SPECIALIST +

	QC %tile Rank	Score
% 8, 9 or 10	100 th	93.6%
% 9 or 10	97 th	83.0%



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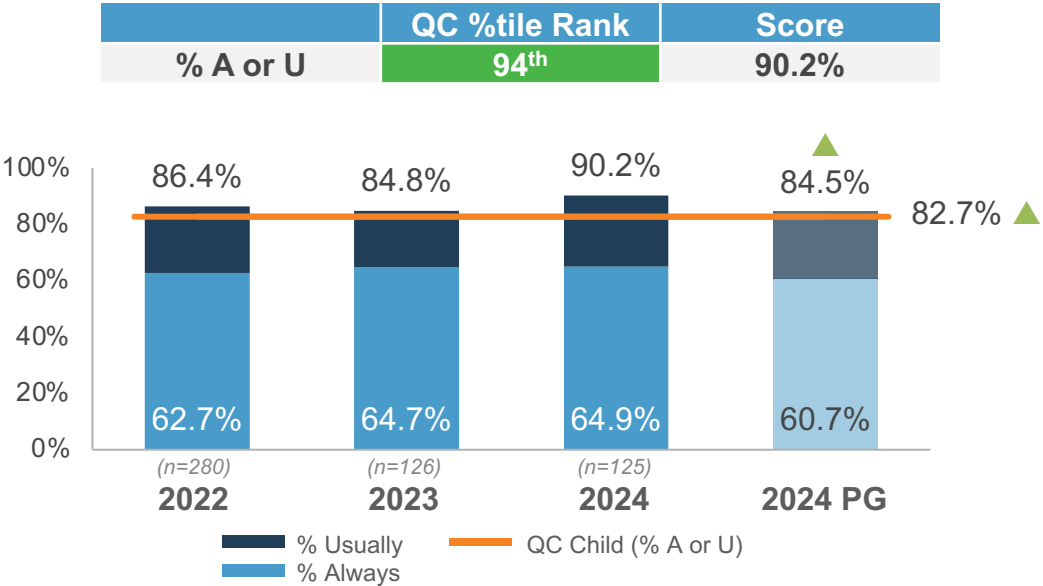
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

[^]Denominator less than 100. NCQA will assign an NA to this measure.

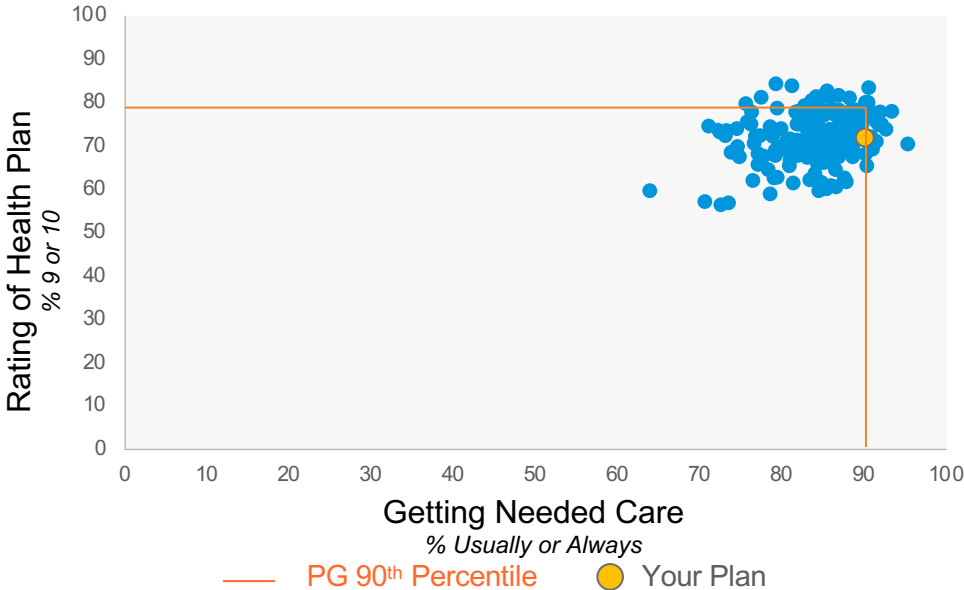
GETTING NEEDED CARE

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE

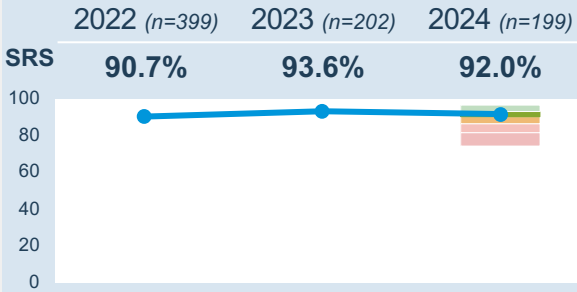


PG BOOK OF BUSINESS DISTRIBUTION



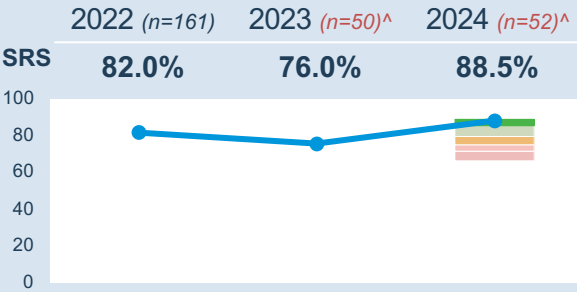
ATTRIBUTES

Q10. Getting care, tests, or treatment



G: Q40. Made appointments to see a specialist in the last 6 months (n=296) 17.9%

Q41. Getting specialist appointment



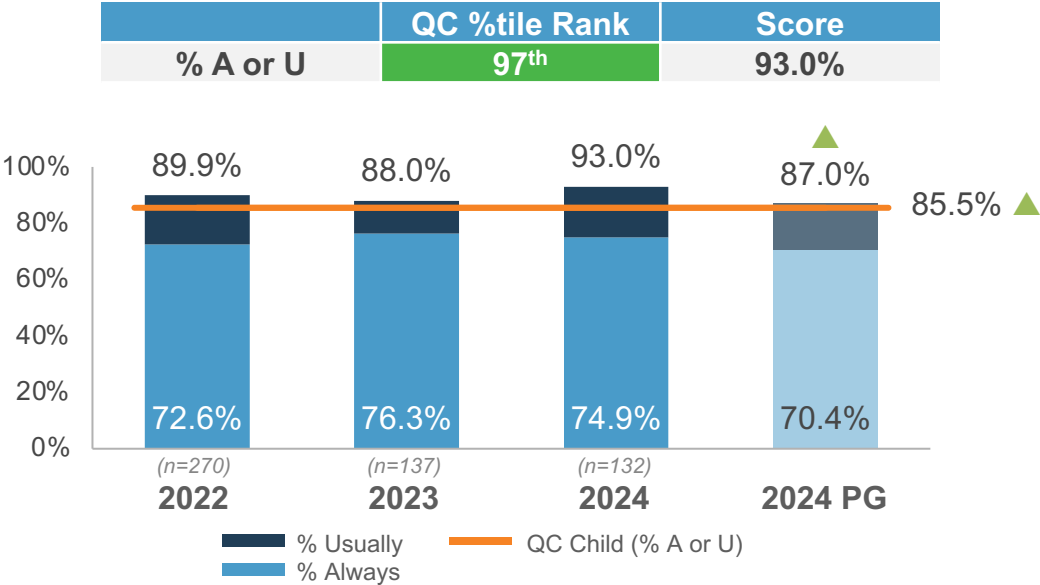
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (▲/▼) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

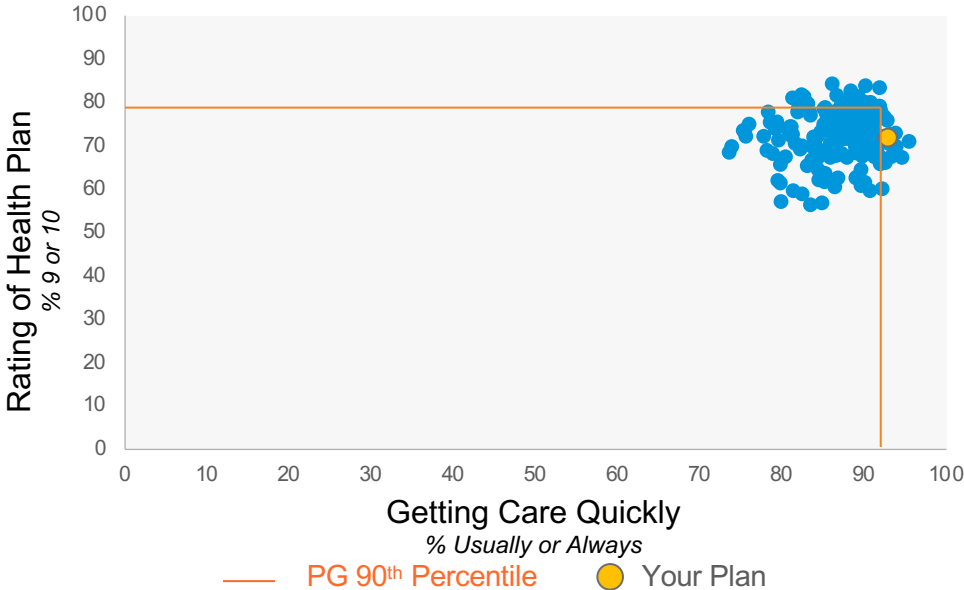
GETTING CARE QUICKLY

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE



PG BOOK OF BUSINESS DISTRIBUTION

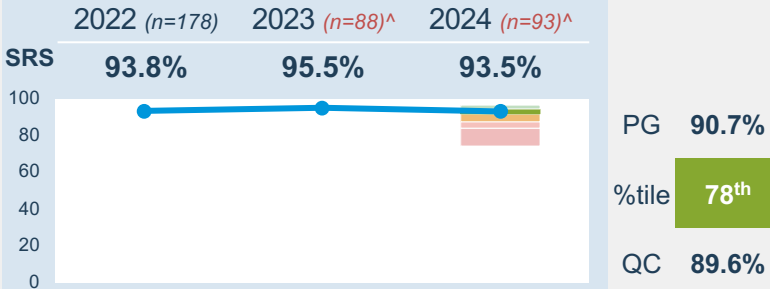


ATTRIBUTES

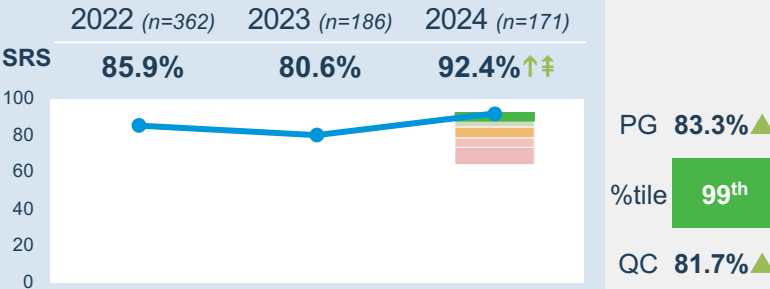
G: Q3. Had illness, injury or condition that needed care right away (n=298) 31.5%

G: Q5. Made appointments for check-ups or routine care at doctor's office or clinic (n=296) 59.1%

Q4. Getting urgent care



Q6. Getting routine care



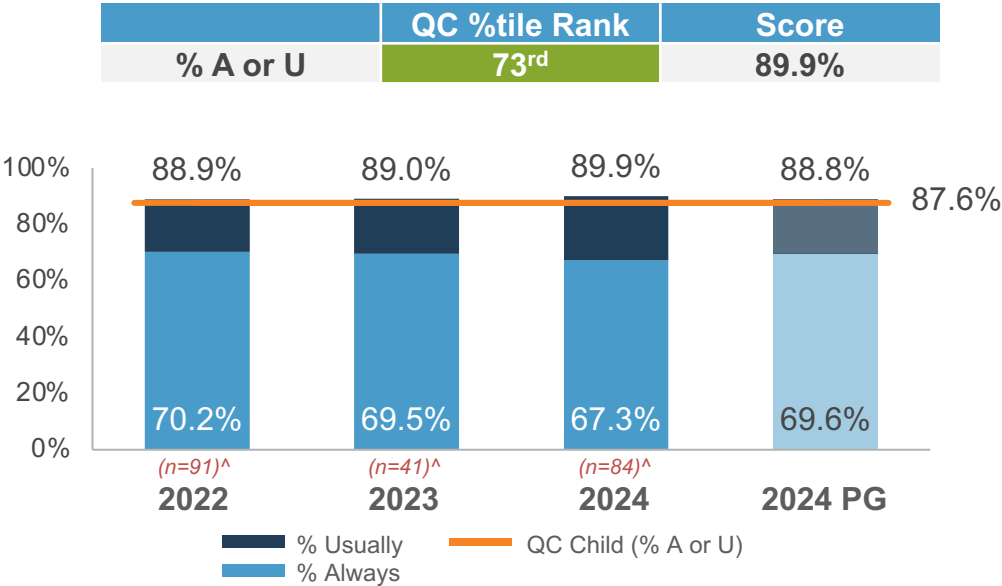
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (‡/‡) or benchmark score (▲/▼).

[^]Denominator less than 100. NCQA will assign an NA to this measure.

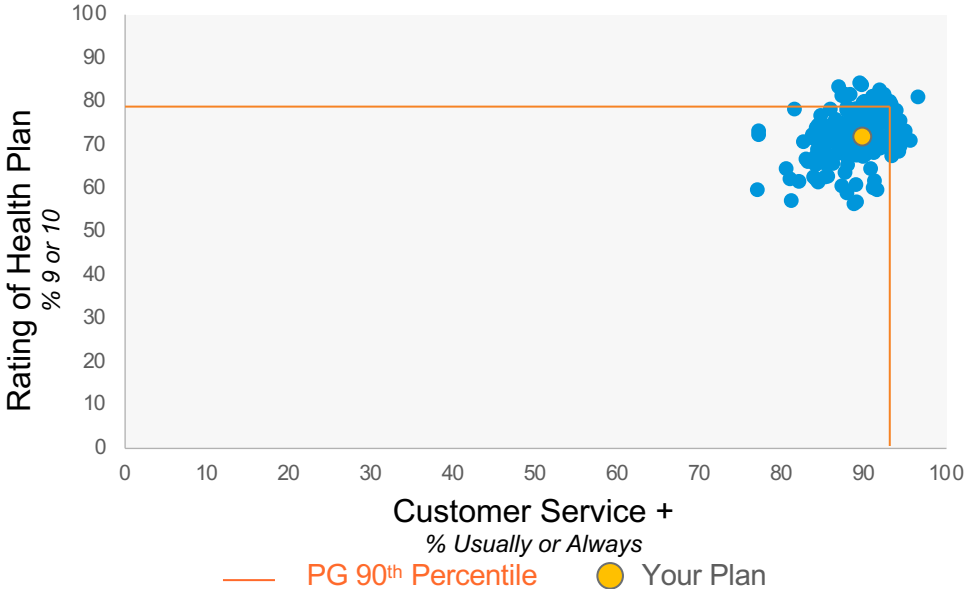
CUSTOMER SERVICE +

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE



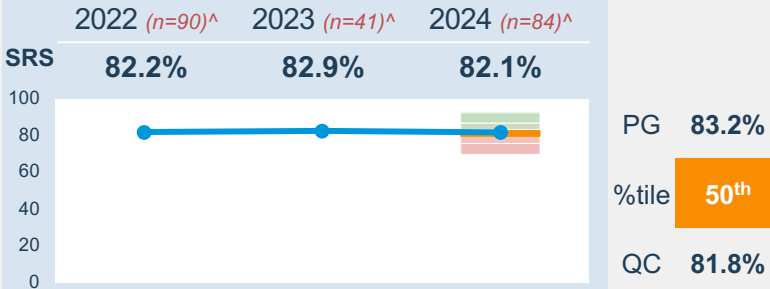
PG BOOK OF BUSINESS DISTRIBUTION



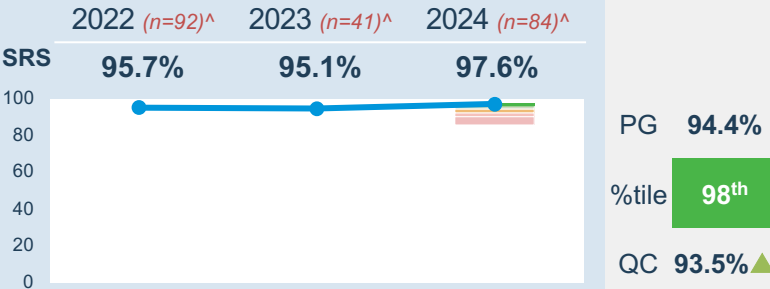
G: Q44. Got information or help from customer service (n=296) 29.1%

ATTRIBUTES

Q45. Provided information or help



Q46. Treated with courtesy and respect



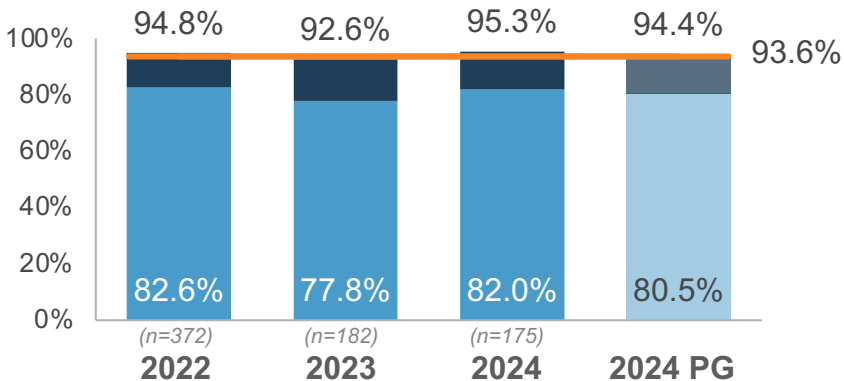
HOW WELL DOCTORS COMMUNICATE +

MEDICAID CHILD: GENERAL POPULATION

SoonerCare Child with CCC
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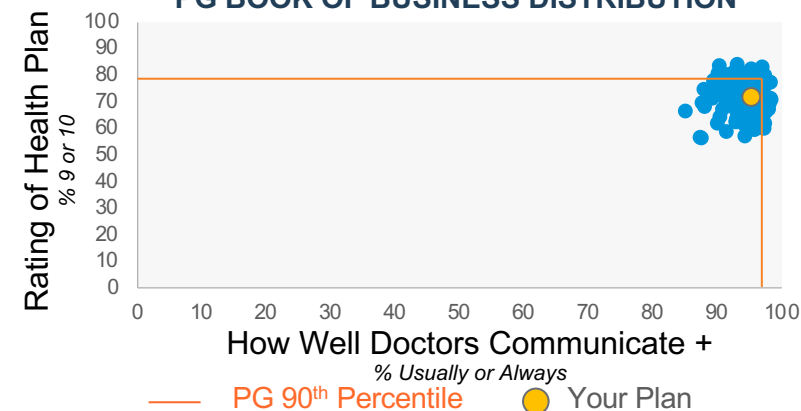
COMPOSITE

% A or U	QC %tile Rank	Score
	74 th	95.3%



■ % Usually ■ QC Child (% A or U)
■ % Always

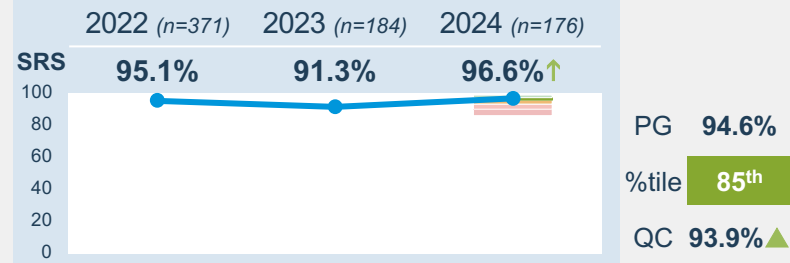
PG BOOK OF BUSINESS DISTRIBUTION



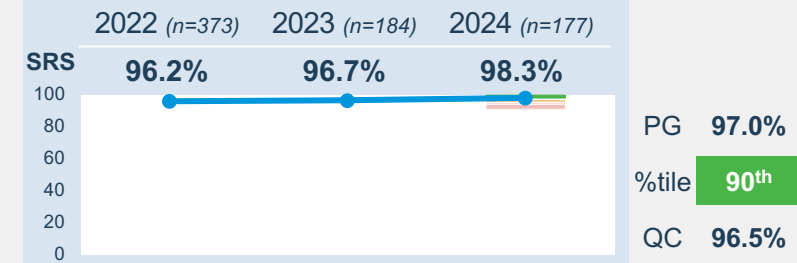
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

ATTRIBUTES

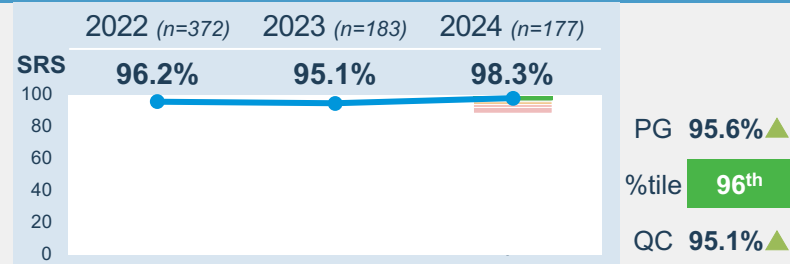
Q27. Dr. explained things



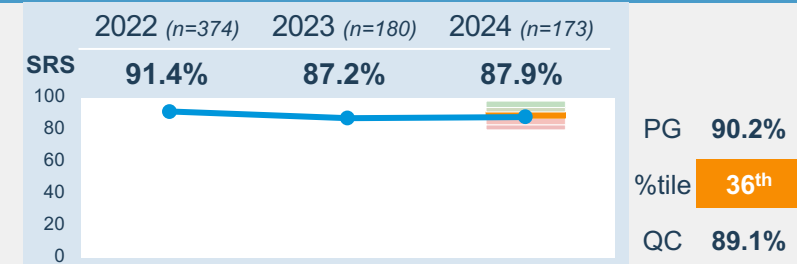
Q29. Dr. showed respect



Q28. Dr. listened carefully



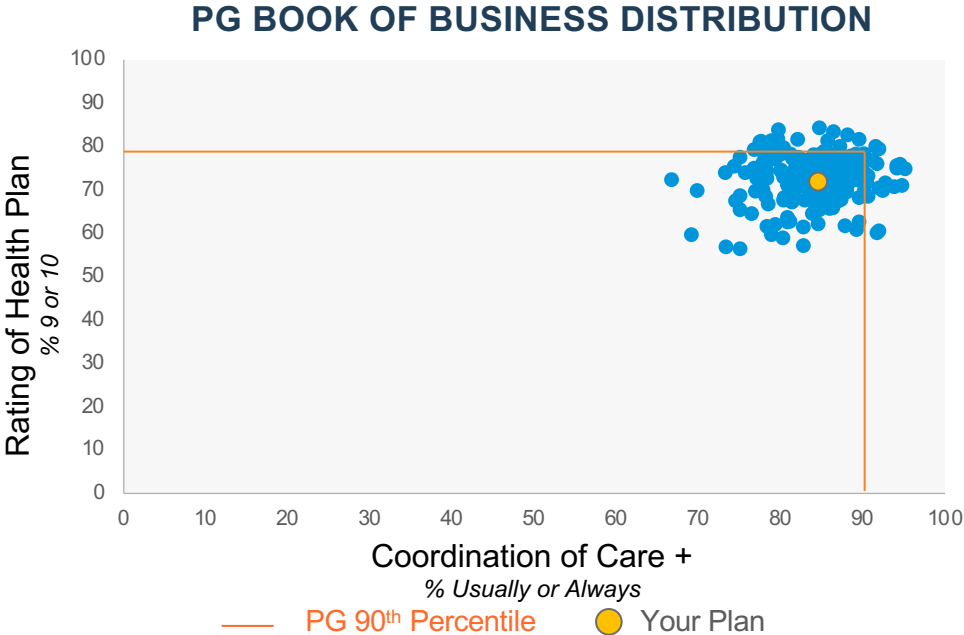
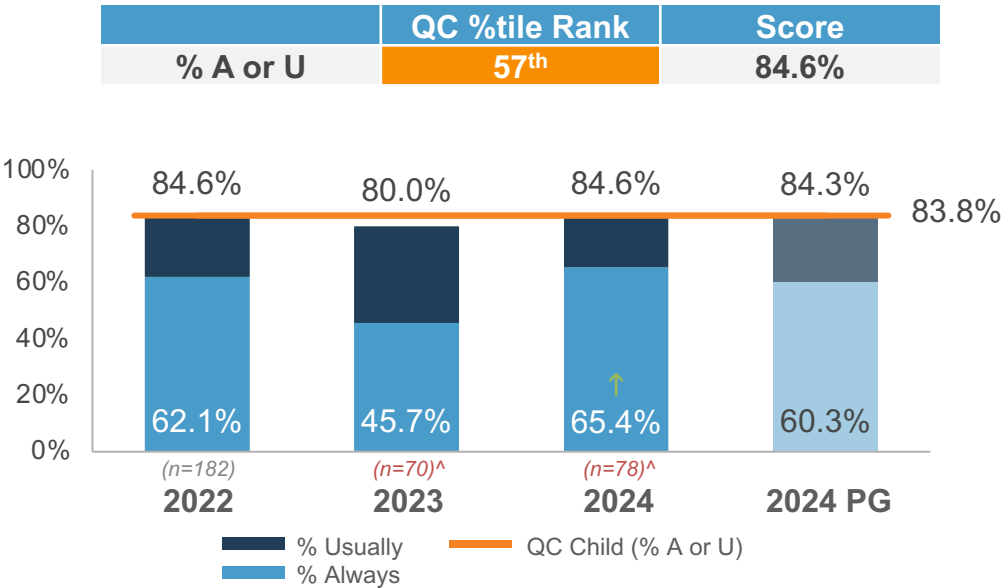
Q32. Dr. spent enough time



^Denominator less than 100. NCQA will assign an NA to this measure.

COORDINATION OF CARE +

MEDICAID CHILD: GENERAL POPULATION



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↕) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

SUMMARY OF TREND AND BENCHMARKS

- SoonerCare Child with CCC
*PREPARED FOR THE OKLAHOMA HEALTH CARE AUTHORITY THROUGH
A CONTRACT WITH KFMC HEALTH IMPROVEMENT PARTNERS*

Trend and Benchmark Comparisons The CAHPS® 5.1 survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. These composites, the questions that make up composites (attributes), additional measures, and rating questions are shown on the following pages.

Summary Rate Scores: Shows how your plan's composite and key question Summary Rates compare to trend data (if applicable) and benchmark scores. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted.

Plan Percentile Rankings: Shows your plan's Summary Rates and percentile rankings in relation to the benchmarks.

Significance Testing

Green – Current year score is significantly higher than the 2023 score (↑), the 2022 score (⬆) or benchmark score (▲).

Red – Current year score is significantly lower than the 2023 score (↓), the 2022 score (⬆) or benchmark score (▼).

No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% confidence level.

BENCHMARK INFORMATION

Available Benchmarks

The following benchmarks are used throughout the report.

	2023 Quality Compass® All Plans (General Population)	2023 Quality Compass® All Plans (CCC Population)	2023 NCQA 1-100 Benchmark (General Population)	2023 NCQA 1-100 Benchmark (CCC Population)	2024 Press Ganey Book of Business (General Population)	2024 Press Ganey Book of Business (CCC Population)
	Includes all Medicaid child samples (Non-CCC and CCC) that submitted data to NCQA in 2023.	Includes all Medicaid child samples (CCC) that submitted data to NCQA in 2023.	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data (Non-CCC and CCC) collected by NCQA in 2023.	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data (CCC) collected by NCQA in 2023.	Includes all the Medicaid child samples (Non-CCC and CCC) that contracted with Press Ganey to administer the MY 2023 CAHPS 5.1H survey and submitted data to NCQA.	Includes all the Medicaid child samples (CCC) that contracted with Press Ganey to administer the MY 2023 CAHPS 5.1H survey and submitted data to NCQA.
PROS	<ul style="list-style-type: none"> Contains more plans than the PG Book of Business Is presented in NCQA's The State of Health Care Quality 	<ul style="list-style-type: none"> Contains more plans than the PG Book of Business Is presented in NCQA's The State of Health Care Quality Provides a CCC benchmark 	<ul style="list-style-type: none"> Utilized by Press Ganey to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark 	<ul style="list-style-type: none"> Utilized by Press Ganey to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark Provides a CCC benchmark 	<ul style="list-style-type: none"> Provides a benchmark for each question from the survey Permits precise percentile ranking of plan compared to benchmark 	<ul style="list-style-type: none"> Provides a benchmark for each question from the survey Permits precise percentile ranking of plan compared to benchmark Provides a CCC benchmark
CONS	<ul style="list-style-type: none"> Only contains benchmarks for certain key questions, composites, and rating questions 	<ul style="list-style-type: none"> Only contains benchmarks for certain key questions, composites, and rating questions 	<ul style="list-style-type: none"> Only contains benchmarks for certain key questions, composites, and rating questions 	<ul style="list-style-type: none"> Only contains benchmarks for certain key questions, composites, and rating questions 	<ul style="list-style-type: none"> Contains fewer plans than the Public Report and the Quality Compass® All Plans Benchmarks 	<ul style="list-style-type: none"> Contains fewer plans than the Quality Compass® All Plans Benchmarks
SIZE	177 Plans	52 Plans	177 Plans	52 Plans	200 Plans 50,297 Respondents	109 Plans 20,521 Respondents

SUMMARY RATE SCORES

MEDICAID CHILD: GENERAL POPULATION

SoonerCare Child with CCC
Prepared for the Oklahoma Health Care Authority through
a contract with KFMC Health Improvement Partners

	2024 Valid n	2022	2023	2024	2024 GP PG BoB	2023 GP QC
Rating Questions (% 9 or 10)						
★ Q49. Rating of Health Plan	283	67.6%	69.7%	71.7%	72.0%	70.9%
★ Q9. Rating of Health Care	201	64.9%	66.5%	71.1%	70.5%	68.3%
★ Q36. Rating of Personal Doctor	240	72.7%	74.3%	77.9%	77.2%	75.6%
Q43. Rating of Specialist +	47^	78.4%	72.7%	83.0%	73.7%	71.1% ▲
Rating Questions (% 8, 9 or 10)						
Q49. Rating of Health Plan	283	82.6%	86.2%	88.7% ↗	86.5%	86.2%
Q9. Rating of Health Care	201	83.7%	85.2%	91.5% ↗	87.2% ▲	86.2% ▲
Q36. Rating of Personal Doctor	240	87.4%	87.7%	93.3% ↗	89.9% ▲	89.3% ▲
Q43. Rating of Specialist +	47^	87.8%	79.5%	93.6% ↑	86.9%	85.6% ▲
★ Getting Needed Care (% Usually or Always)	125	86.4%	84.8%	90.2%	84.5% ▲	82.7% ▲
Q10. Getting care, tests, or treatment	199	90.7%	93.6%	92.0%	90.3%	88.2% ▲
Q41. Getting specialist appointment	52^	82.0%	76.0%	88.5%	78.6% ▲	78.1% ▲
★ Getting Care Quickly (% Usually or Always)	132	89.9%	88.0%	93.0%	87.0% ▲	85.5% ▲
Q4. Getting urgent care	93^	93.8%	95.5%	93.5%	90.7%	89.6%
Q6. Getting routine care	171	85.9%	80.6%	92.4% ↗	83.3% ▲	81.7% ▲
Q35. Coordination of Care +	78^	84.6%	80.0%	84.6%	84.3%	83.8%
Customer Service + (% Usually or Always)	84^	88.9%	89.0%	89.9%	88.8%	87.6%
Q45. Provided information or help	84^	82.2%	82.9%	82.1%	83.2%	81.8%
Q46. Treated with courtesy and respect	84^	95.7%	95.1%	97.6%	94.4%	93.5% ▲
How Well Doctors Communicate + (% Usually or Always)	175	94.8%	92.6%	95.3%	94.4%	93.6%
Q27. Dr. explained things	176	95.1%	91.3%	96.6% ↑	94.6%	93.9% ▲
Q28. Dr. listened carefully	177	96.2%	95.1%	98.3%	95.6% ▲	95.1% ▲
Q29. Dr. showed respect	177	96.2%	96.7%	98.3%	97.0%	96.5%
Q32. Dr. spent enough time	173	91.4%	87.2%	87.9%	90.2%	89.1%
Q48. Ease of Filling Out Forms + (% Usually or Always)	284	96.6%	97.9%	95.1%	94.9%	95.8%

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

SUMMARY RATE SCORES

MEDICAID CHILD: CCC POPULATION

SoonerCare Child with CCC
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	2024 Valid n	2022	2023	2024	2024 CCC PG BoB	2023 CCC QC
Rating Questions (% 9 or 10)						
★ Q49. Rating of Health Plan	277	64.6%	61.1%	63.9%	68.8%	66.1%
★ Q9. Rating of Health Care	235	65.7%	64.1%	66.4%	67.9%	64.4%
★ Q36. Rating of Personal Doctor	259	76.9%	74.7%	75.3%	77.3%	74.5%
Q43. Rating of Specialist +	125	75.2%	71.5%	72.8%	73.3%	71.3%
Rating Questions (% 8, 9 or 10)						
Q49. Rating of Health Plan	277	78.0%	78.5%	81.2%	84.3%	82.7%
Q9. Rating of Health Care	235	82.9%	85.2%	86.4%	85.9%	83.3%
Q36. Rating of Personal Doctor	259	91.3%	84.6%	91.1% ↑	89.7%	88.0%
Q43. Rating of Specialist +	125	84.4%	81.8%	85.6%	86.6%	86.4%
★ Getting Needed Care (% Usually or Always)	184	84.9%	85.2%	88.0%	85.4%	84.6%
Q10. Getting care, tests, or treatment	235	88.0%	91.0%	94.0% ↕	90.1% ▲	88.5% ▲
Q41. Getting specialist appointment	133	81.7%	79.5%	82.0%	80.7%	81.2%
★ Getting Care Quickly (% Usually or Always)	170	90.6%	93.3%	90.0%	90.0%	89.2%
Q4. Getting urgent care	126	91.9%	96.5%	92.1%	92.2%	92.4%
Q6. Getting routine care	215	89.2%	90.1%	87.9%	87.8%	86.2%
Q35. Coordination of Care +	122	81.5%	82.9%	91.0% ↑↕	83.7% ▲	83.6% ▲
Customer Service + (% Usually or Always)	81^	83.4%	91.4%	89.5%	89.2%	89.6%
Q45. Provided information or help	81^	73.3%	85.5%	84.0%	83.4%	83.6%
Q46. Treated with courtesy and respect	81^	93.5%	97.4%	95.1%	94.9%	95.5%
How Well Doctors Communicate + (% Usually or Always)	214	95.2%	93.8%	95.8%	94.9%	93.5%
Q27. Dr. explained things	215	95.7%	95.5%	96.3%	95.3%	94.1%
Q28. Dr. listened carefully	214	96.6%	95.1%	97.2%	95.4%	94.6% ▲
Q29. Dr. showed respect	215	96.1%	95.1%	97.2%	96.8%	95.8%
Q32. Dr. spent enough time	213	92.3%	89.4%	92.5%	91.8%	89.6%
Q48. Ease of Filling Out Forms + (% Usually or Always)	267	96.0%	97.3%	97.4%	94.7% ▲	95.4% ▲

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↕) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

SUMMARY RATE SCORES

MEDICAID CHILD: CCC POPULATION

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CCC MEASURES	2024 Valid n	2022	2023	2024	2024 CCC PG BoB	2023 CCC QC
Q51. Access to Rx Medicines (% Usually or Always)	219	91.3%	90.4%	93.2%	89.8% ▲	89.1% ▲
Access to Specialized Services (% Usually or Always)	86^	67.5%	76.1%	77.5% ⬆	72.1%	70.6% ▲
Q15. Easy to get special medical equipment	31^	66.7%	75.0%	77.4%	73.9%	NA
Q18. Easy to get special therapy	100	60.0%	79.8%	85.0% ⬆	72.5% ▲	69.6% ▲
Q21. Easy to get treatment or counseling	127	75.8%	73.5%	70.1%	70.0%	70.9%
FCC: Dr Who Knows Child (% Yes)	198	92.9%	90.3%	91.9%	91.6%	90.9%
Q33. Discussed feelings/growth/behavior	214	94.2%	87.8%	88.3% ⬇	90.5%	90.0%
Q38. Understands effects on child's life	192	95.0%	93.3%	95.8%	93.8%	93.2%
Q39. Understands effects on family's life	189	89.4%	89.7%	91.5%	90.6%	89.4%
Q8. FCC: Getting Needed Info (% Usually or Always)	235	91.2%	92.2%	95.3%	92.0% ▲	90.4% ▲
Coordination of Care for CCC (% Yes)	86^	68.4%	78.3%	78.2%	75.6%	77.6%
Q13. Helped contact child's school/daycare	39^	75.0%	93.9%	87.2%	92.0%	NA
Q24. Helped coordinate child's care	133	61.8%	62.7%	69.2%	59.3% ▲	59.5% ▲

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↕) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.

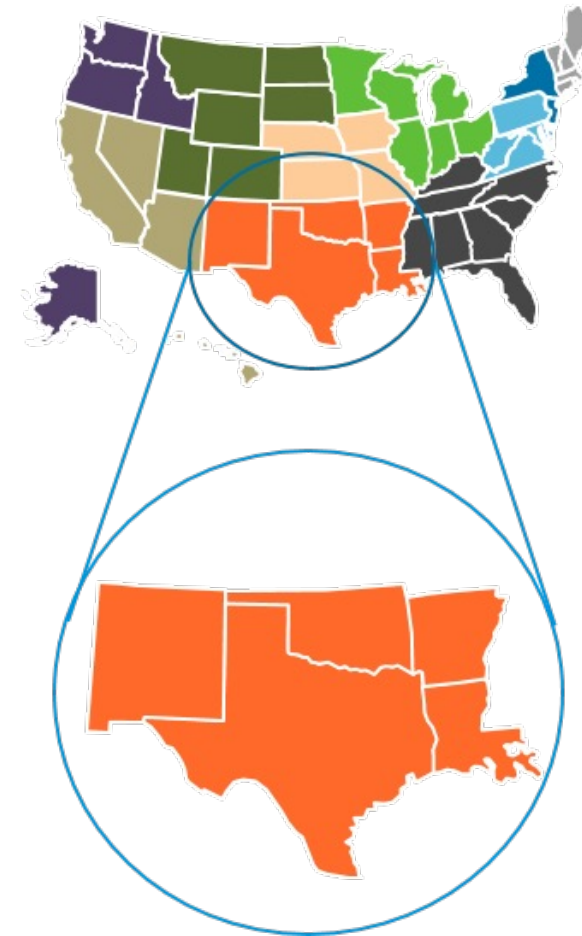
REGIONAL PERFORMANCE

MEDICAID CHILD: GENERAL POPULATION

SoonerCare Child with CCC
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	SUMMARY RATE	2024 PG BoB REGION
Rating Questions (% 9 or 10)		
★ Q49. Rating of Health Plan	71.7%	76.9%
★ Q9. Rating of Health Care	71.1%	73.8%
★ Q36. Rating of Personal Doctor	77.9%	78.5%
Q43. Rating of Specialist +	83.0%	76.1%
Rating Questions (% 8, 9 or 10)		
Q49. Rating of Health Plan	88.7%	89.6%
Q9. Rating of Health Care	91.5%	89.1%
Q36. Rating of Personal Doctor	93.3%	90.4%
Q43. Rating of Specialist +	93.6%	88.0%
★ Getting Needed Care (% Usually or Always)	90.2%	83.9% ❖
Q10. Getting care, tests, or treatment	92.0%	89.6%
Q41. Getting specialist appointment	88.5%	78.2% ❖
★ Getting Care Quickly (% Usually or Always)	93.0%	87.0% ❖
Q4. Getting urgent care	93.5%	90.1%
Q6. Getting routine care	92.4%	83.9% ❖
Q35. Coordination of Care +	84.6%	83.8%
Customer Service + (% Usually or Always)	89.9%	90.4%
Q45. Provided information or help	82.1%	85.4%
Q46. Treated with courtesy and respect	97.6%	95.5%
How Well Doctors Communicate + (% Usually or Always)	95.3%	93.5%
Q27. Dr. explained things	96.6%	94.2%
Q28. Dr. listened carefully	98.3%	94.6% ❖
Q29. Dr. showed respect	98.3%	96.5%
Q32. Dr. spent enough time	87.9%	88.7%
Q48. Ease of Filling Out Forms + (% Usually or Always)	95.1%	96.0%

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



Region 6: Dallas

- Arkansas
- New Mexico
- Texas
- Louisiana
- Oklahoma

Significance Testing

Current year score is significantly higher/lower (❖/❖) than the 2024 PG BoB Region score.

PERCENTILE RANKINGS

MEDICAID CHILD: GENERAL POPULATION

SoonerCare Child with CCC
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		2024 Plan Score	QC %tile	National Percentiles from 2023 Quality Compass								PG %tile	National Percentiles from 2024 PG Book of Business									
				5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th		95 th	5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Rating Questions (% 9 or 10)																						
★	Q49. Rating of Health Plan	71.7%	53 rd	58.8	63.1	68.4	69.4	71.4	73.8	74.8	78.2	79.7	43 rd	61.4	64.5	69.1	70.3	72.3	74.7	76.1	78.8	81.1
★	Q9. Rating of Health Care	71.1%	70 th	60.4	62.2	65.2	66.4	68.8	70.7	71.4	74.2	76.2	49 th	59.7	63.3	67.0	68.9	71.2	73.0	74.8	77.8	79.3
★	Q36. Rating of Personal Doctor	77.9%	67 th	69.1	70.5	73.0	74.2	75.8	77.9	78.5	80.2	81.4	57 th	70.4	71.8	74.4	75.5	77.3	79.3	80.6	83.2	84.2
	Q43. Rating of Specialist +	83.0%	97 th	63.0	64.4	66.4	68.0	70.8	73.6	75.0	77.1	81.0	92 nd	63.2	64.4	68.3	70.9	74.4	76.4	77.8	81.8	83.7
Rating Questions (% 8, 9 or 10)																						
	Q49. Rating of Health Plan	88.7%	68 th	77.7	81.3	84.2	85.4	86.7	88.4	89.3	91.3	91.8	65 th	78.8	81.7	84.7	85.4	86.7	88.8	89.5	91.6	92.6
	Q9. Rating of Health Care	91.5%	96 th	81.0	81.6	84.1	84.9	86.5	88.0	88.5	90.2	91.0	89 th	81.0	83.1	85.3	86.1	87.6	89.3	90.0	91.5	91.9
	Q36. Rating of Personal Doctor	93.3%	95 th	84.9	86.1	87.9	88.4	89.5	90.8	91.4	92.3	93.1	89 th	85.5	86.3	88.1	88.6	90.0	91.3	92.0	93.3	94.3
	Q43. Rating of Specialist +	93.6%	100 th	77.8	80.6	83.2	84.5	86.4	87.5	88.6	89.8	91.3	94 th	78.9	80.6	84.0	84.8	86.8	88.9	90.0	92.1	93.7
★	Getting Needed Care (% U/A)	90.2%	94 th	73.3	75.1	79.2	80.5	83.0	85.7	86.5	89.3	90.3	91 st	74.0	76.7	81.3	82.9	85.1	86.8	88.1	90.2	91.1
	Q10. Getting care, tests, or treatment	92.0%	78 th	80.1	81.8	85.6	86.7	88.9	90.6	91.5	93.3	94.1	61 st	81.4	84.7	87.9	89.1	90.6	92.8	93.4	94.9	96.2
	Q41. Getting specialist appointment	88.5%	98 th	70.0	71.7	74.8	75.3	77.4	79.8	81.1	85.7	88.0	95 th	65.1	68.1	73.5	76.1	79.6	82.0	83.3	86.6	88.3
★	Getting Care Quickly (% U/A)	93.0%	97 th	75.1	78.9	82.3	83.6	86.0	88.5	89.5	91.0	92.4	95 th	78.7	80.2	84.2	85.4	87.7	89.6	90.4	92.0	92.7
	Q4. Getting urgent care	93.5%	78 th	78.6	84.3	87.3	87.9	90.4	92.2	93.0	94.7	95.5	68 th	81.9	83.5	87.5	89.2	91.5	93.2	94.4	95.9	97.2
	Q6. Getting routine care	92.4%	99 th	72.0	73.8	78.3	79.2	82.0	85.2	86.0	88.2	89.6	99 th	73.4	75.5	80.3	81.7	84.6	86.3	87.4	89.4	90.6
	Q35. Coordination of Care +	84.6%	57 th	75.3	77.1	80.9	82.4	83.9	86.5	87.0	89.5	91.0	52 nd	75.0	77.5	80.3	81.4	84.4	86.1	87.2	90.2	91.9
	Customer Service + (% U/A)	89.9%	73 rd	82.6	83.6	85.9	86.7	87.8	89.0	89.9	91.3	92.4	57 th	83.0	84.3	86.9	87.7	89.1	90.8	91.4	93.1	93.8
	Q45. Provided information or help	82.1%	50 th	74.6	75.9	78.8	79.9	81.9	83.7	85.1	87.2	89.2	41 st	75.1	76.8	79.5	80.6	83.8	86.2	87.2	89.5	90.3
	Q46. Treated with courtesy and respect	97.6%	98 th	89.2	90.6	92.2	92.6	93.5	94.7	95.3	96.5	97.1	81 st	89.1	90.7	92.3	93.4	94.9	96.2	96.7	98.1	98.5
	How Well Doctors Communicate + (% U/A)	95.3%	74 th	90.0	90.9	92.0	92.6	93.8	94.8	95.5	96.1	96.4	63 rd	89.6	91.0	92.9	93.7	94.7	95.5	95.9	96.9	97.4
	Q27. Dr. explained things	96.6%	85 th	89.1	90.0	92.2	93.0	94.1	95.5	95.9	97.1	97.5	75 th	88.6	90.5	93.1	93.9	95.0	96.1	96.6	97.6	98.0
	Q28. Dr. listened carefully	98.3%	96 th	91.6	92.4	94.0	94.4	95.3	96.2	96.6	97.2	97.9	91 st	91.3	92.4	94.1	94.9	95.6	96.8	97.1	98.3	98.7
	Q29. Dr. showed respect	98.3%	90 th	94.1	94.5	95.5	95.8	96.6	97.1	97.5	98.2	98.8	75 th	94.0	94.8	95.9	96.3	97.0	97.9	98.3	99.0	99.2
	Q32. Dr. spent enough time	87.9%	36 th	82.1	83.1	86.5	87.2	89.5	91.2	92.4	93.9	95.2	23 rd	81.9	83.4	88.0	89.0	90.8	92.3	93.3	94.9	95.9
	Q48. Ease of Filling Out Forms + (% U/A)	95.1%	32 nd	93.2	93.8	94.7	95.1	95.9	96.6	97.0	97.8	98.3	50 th	91.3	92.1	93.7	94.2	95.1	96.3	96.6	97.3	97.9

PERCENTILE RANKINGS

MEDICAID CHILD: CCC POPULATION

SoonerCare Child with CCC
Prepared for the Oklahoma Health Care Authority through
a contract with KFMC Health Improvement Partners

		2024 Plan Score	QC %tile	National Percentiles from 2023 Quality Compass								PG %tile	National Percentiles from 2024 PG Book of Business									
				5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Rating Questions (% 9 or 10)																						
★	Q49. Rating of Health Plan	63.9%	32 nd	52.4	58.7	62.5	64.1	66.7	68.3	69.9	74.5	76.2	18 th	59.5	62.0	65.0	66.3	68.3	71.5	74.0	76.2	77.7
★	Q9. Rating of Health Care	66.4%	60 th	52.7	54.8	60.7	63.2	65.1	68.4	69.2	72.2	73.0	38 th	57.8	60.8	64.2	65.0	68.3	70.2	71.1	74.7	76.1
★	Q36. Rating of Personal Doctor	75.3%	52 nd	66.2	67.0	71.3	73.3	74.7	77.2	77.7	80.8	81.5	36 th	70.5	71.1	73.8	74.8	77.1	78.9	79.9	82.3	83.7
	Q43. Rating of Specialist +	72.8%	<5 th	76.2	79.9	85.0	85.3	87.4	88.5	89.2	90.2	91.3	45 th	63.5	65.1	68.6	70.6	73.3	76.0	77.0	80.0	81.5
Rating Questions (% 8, 9 or 10)																						
	Q49. Rating of Health Plan	81.2%	30 th	74.0	77.7	81.0	81.3	83.8	84.9	85.4	87.1	89.2	22 nd	78.2	79.7	81.6	82.6	84.1	86.2	87.1	89.2	90.3
	Q9. Rating of Health Care	86.4%	78 th	76.9	78.1	80.1	81.8	84.4	85.3	86.3	88.1	88.6	58 th	80.4	81.2	82.4	83.8	85.8	88.0	88.8	90.2	91.0
	Q36. Rating of Personal Doctor	91.1%	84 th	83.3	84.1	85.7	87.1	88.4	89.6	90.0	92.0	92.4	72 nd	84.8	86.1	88.0	88.6	89.4	90.9	91.2	92.8	93.9
	Q43. Rating of Specialist +	85.6%	100 th	59.2	60.4	66.1	69.1	72.1	75.5	76.0	79.5	80.0	39 th	79.3	81.6	83.7	84.9	86.7	88.4	89.1	91.4	92.2
★	Getting Needed Care (% U/A)	88.0%	72 nd	73.6	77.3	80.9	83.0	86.1	87.0	88.6	90.0	91.3	73 rd	76.3	80.3	82.3	83.7	84.9	87.2	88.7	90.7	91.7
	Q10. Getting care, tests, or treatment	94.0%	91 st	79.9	81.6	86.8	87.4	89.3	91.0	91.9	93.9	94.5	83 rd	83.2	84.4	88.2	88.6	90.1	91.9	92.9	94.5	96.0
	Q41. Getting specialist appointment	82.0%	48 th	72.3	72.5	77.9	80.0	82.1	84.4	85.2	87.7	88.6	56 th	68.9	71.8	77.0	78.9	80.7	83.7	84.6	87.7	90.0
★	Getting Care Quickly (% U/A)	90.0%	55 th	78.9	83.5	87.0	88.8	89.7	90.9	91.8	93.8	96.3	37 th	81.9	84.2	88.5	89.8	90.9	91.8	92.4	93.2	94.3
	Q4. Getting urgent care	92.1%	93 rd	76.9	77.2	84.1	86.2	87.4	89.0	89.8	91.8	93.4	37 th	85.4	86.3	90.3	91.8	93.3	94.4	94.7	96.1	97.1
	Q6. Getting routine care	87.9%	12 th	84.9	87.9	90.2	90.7	92.6	94.6	95.0	98.3	99.2	40 th	79.9	81.5	85.6	86.9	88.7	90.0	90.6	91.8	92.8
	Q35. Coordination of Care +	91.0%	100 th	75.0	75.8	81.0	82.2	83.8	86.7	87.4	89.5	90.1	97 th	76.3	78.3	81.8	82.5	83.9	85.3	87.0	88.5	90.0
	Customer Service + (% U/A)	89.5%	42 nd	85.3	85.3	86.1	87.9	89.8	91.3	91.6	94.9	94.9	61 st	82.6	84.1	86.4	87.3	88.7	90.9	91.8	93.5	94.1
	Q45. Provided information or help	84.0%	<5 th	93.3	93.3	93.4	94.1	95.7	96.4	97.1	98.3	98.3	57 th	74.1	75.7	79.5	80.0	81.9	86.2	86.9	89.4	90.2
	Q46. Treated with courtesy and respect	95.1%	100 th	77.2	77.2	78.9	81.6	83.2	85.4	87.6	91.5	91.5	49 th	89.8	90.8	92.8	93.9	95.1	96.2	97.1	98.2	99.0
	How Well Doctors Communicate + (% U/A)	95.8%	80 th	89.6	89.9	92.2	92.5	93.2	94.8	95.5	96.8	97.4	68 th	90.9	91.4	93.7	94.2	95.1	95.8	96.3	97.4	97.6
	Q27. Dr. explained things	96.3%	72 nd	88.7	91.1	92.0	93.0	94.2	95.7	96.5	97.2	97.5	63 rd	91.3	92.0	94.4	94.7	95.9	96.5	96.9	98.0	98.3
	Q28. Dr. listened carefully	97.2%	87 th	90.0	91.3	93.1	93.6	94.7	96.1	96.5	97.4	98.1	82 nd	90.3	92.6	94.1	94.7	96.0	96.5	96.8	97.7	98.2
	Q29. Dr. showed respect	97.2%	72 nd	92.2	92.9	94.4	95.0	96.1	96.9	97.5	98.0	98.6	57 th	94.1	94.8	95.4	96.1	96.8	97.7	98.1	98.8	99.0
	Q32. Dr. spent enough time	92.5%	71 st	81.8	83.2	87.4	88.7	90.5	92.2	93.3	94.7	95.4	49 th	85.2	87.1	89.4	90.4	92.5	93.6	94.3	96.2	97.0
	Q48. Ease of Filling Out Forms + (% U/A)	97.4%	90 th	92.1	93.9	94.6	95.1	95.6	96.0	96.4	97.3	98.0	96 th	92.3	92.7	93.5	94.1	95.1	95.8	96.1	96.8	97.2

PERCENTILE RANKINGS

MEDICAID CHILD: CCC POPULATION

SoonerCare Child with CCC
Prepared for the Oklahoma Health Care Authority through
a contract with KFMC Health Improvement Partners

	2024 Plan Score	QC %tile	National Percentiles from 2023 Quality Compass									PG %tile	National Percentiles from 2024 PG Book of Business								
			5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Q51. Access to Rx Medicines (% U/A)	93.2%	91st	81.0	84.3	86.9	87.9	90.1	92.0	92.6	93.1	93.4	89 th	84.6	85.8	88.3	89.0	90.2	91.4	92.0	93.2	94.3
Access to Specialized Services (% U/A)	77.5%	100th	62.4	62.4	67.2	68.6	71.8	73.2	73.9	76.4	76.4	78 th	63.4	63.9	67.8	69.5	73.2	76.3	76.9	80.8	83.2
Q15. Easy to get special medical equipment	77.4%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	61 st	61.2	64.3	69.3	71.4	75.5	78.6	81.0	90.9	95.2
Q18. Easy to get special therapy	85.0%	100 th	58.5	58.5	65.1	65.1	69.9	74.1	74.1	80.0	80.0	95 th	60.7	63.3	68.5	70.7	73.8	78.0	79.5	81.4	84.3
Q21. Easy to get treatment or counseling	70.1%	46 th	57.5	60.4	64.2	68.6	71.3	76.0	77.0	80.2	82.3	52 nd	56.9	59.2	63.7	66.3	69.9	72.2	73.9	79.7	81.4
FCC: Dr Who Knows Child (% Yes)	91.9%	64th	87.1	88.6	89.7	90.1	91.0	92.3	92.5	93.3	93.8	54 th	88.5	89.4	90.4	90.7	91.5	92.7	93.1	94.4	95.0
Q33. Discussed feelings/growth/behavior	88.3%	26 th	86.5	87.3	88.2	89.3	90.1	91.0	91.5	93.0	94.1	15 th	87.0	87.9	89.2	89.7	90.7	91.7	92.4	93.8	94.6
Q38. Understands effects on child's life	95.8%	87 th	88.8	89.4	91.8	92.5	93.4	94.6	94.8	95.9	96.4	81 st	89.2	90.8	92.6	93.1	94.0	94.9	95.5	96.6	97.1
Q39. Understands effects on family's life	91.5%	75 th	84.0	85.9	87.1	88.4	89.8	90.5	91.5	93.1	94.1	63 rd	85.7	86.7	88.7	89.6	90.8	91.7	92.3	94.8	95.5
Q8. FCC: Getting Needed Info (% U/A)	95.3%	100th	84.8	86.3	88.8	89.5	90.8	92.2	92.6	94.2	94.8	87 th	88.6	88.9	89.8	90.4	91.5	93.1	94.1	95.6	96.0
Coordination of Care for CCC (% Yes)	78.2%	46th	73.5	73.8	74.4	75.6	78.5	79.2	79.4	81.5	82.4	67 th	68.8	69.8	72.9	73.3	75.4	78.1	79.0	81.2	82.8
Q13. Helped contact child's school/daycare	87.2%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	18 th	80.1	83.1	88.9	90.3	92.2	94.6	96.6	100	100
Q24. Helped coordinate child's care	69.2%	93 rd	48.6	49.6	54.9	56.5	59.1	62.2	62.7	67.8	71.0	85 th	46.5	49.0	54.1	55.1	59.0	63.6	64.8	70.5	71.9

PROFILE OF SURVEY RESPONDENTS

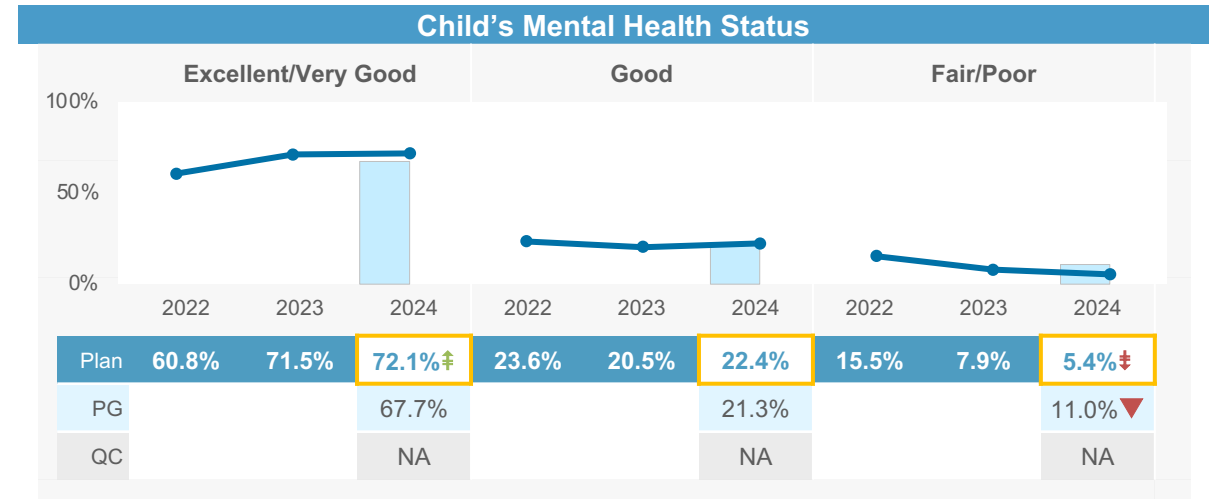
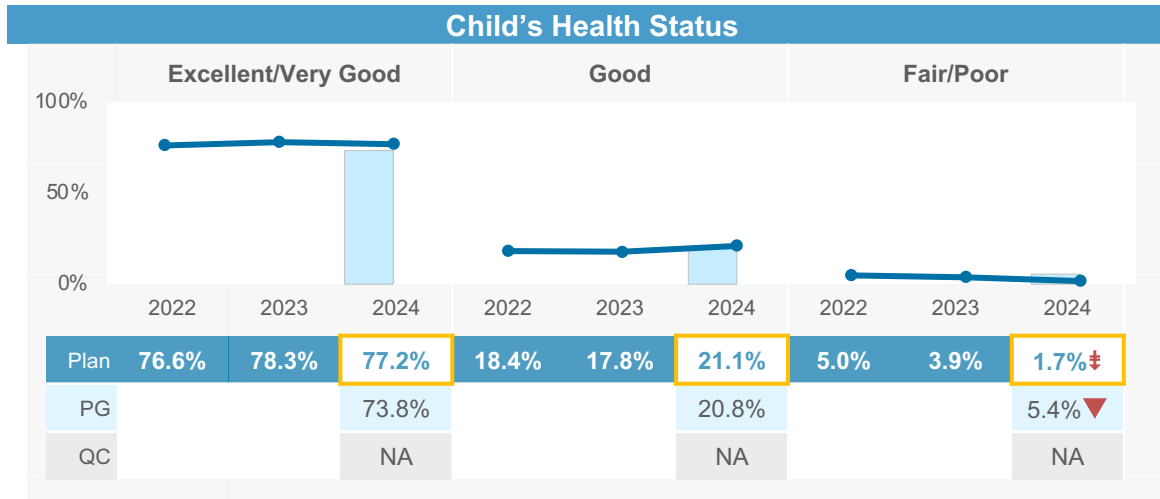
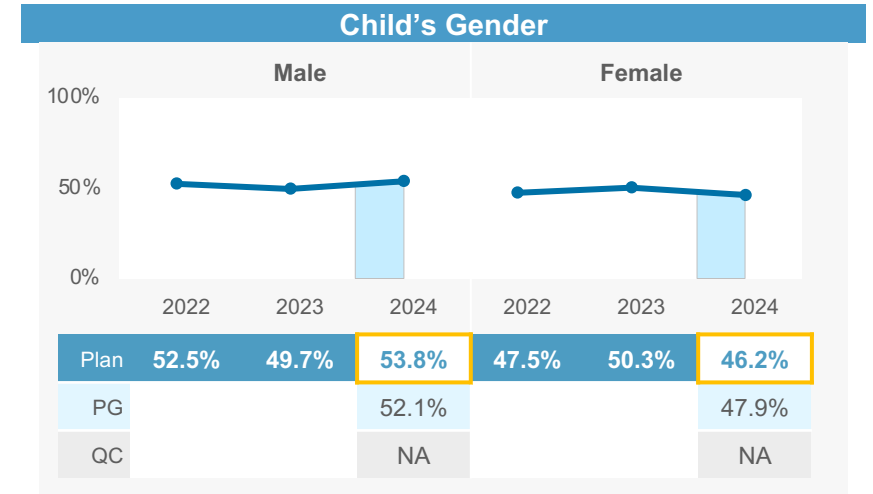
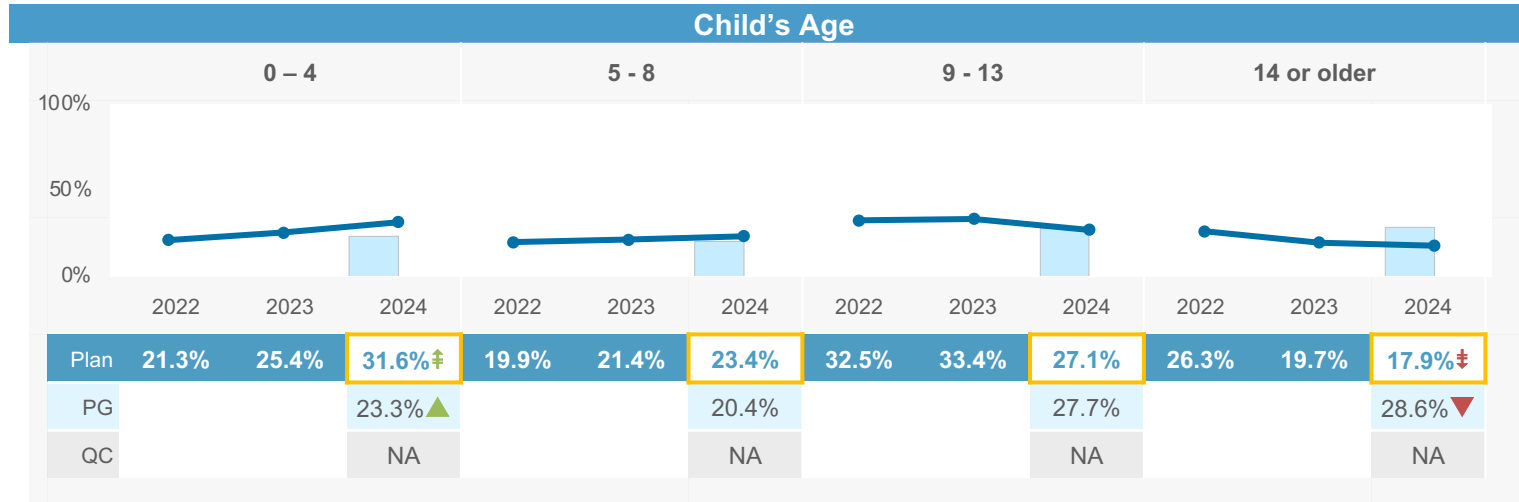
DEMOGRAPHIC COMPOSITION

- **SoonerCare Child with CCC**
*PREPARED FOR THE OKLAHOMA HEALTH CARE AUTHORITY THROUGH
A CONTRACT WITH KPMC HEALTH IMPROVEMENT PARTNERS*

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

SoonerCare Child with CCC
Prepared for the Oklahoma Health Care Authority through
a contract with KFMC Health Improvement Partners

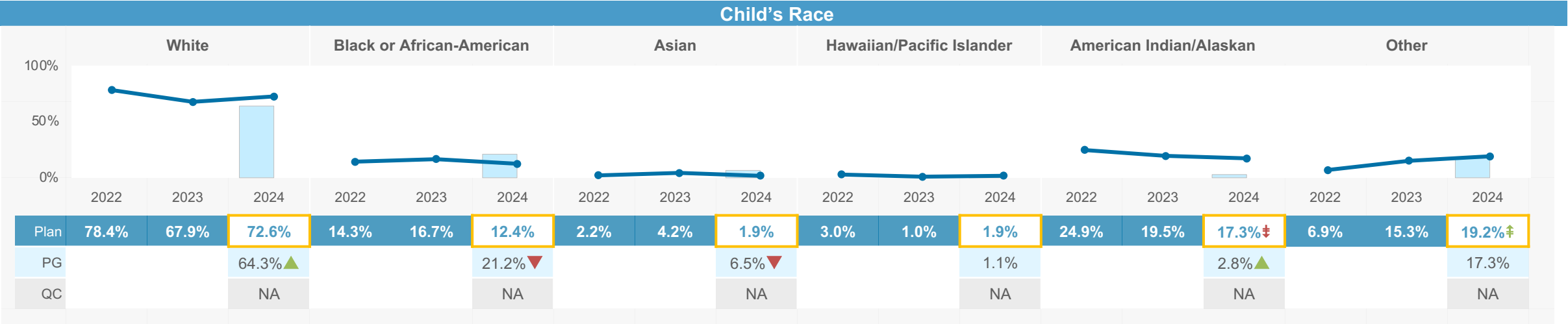
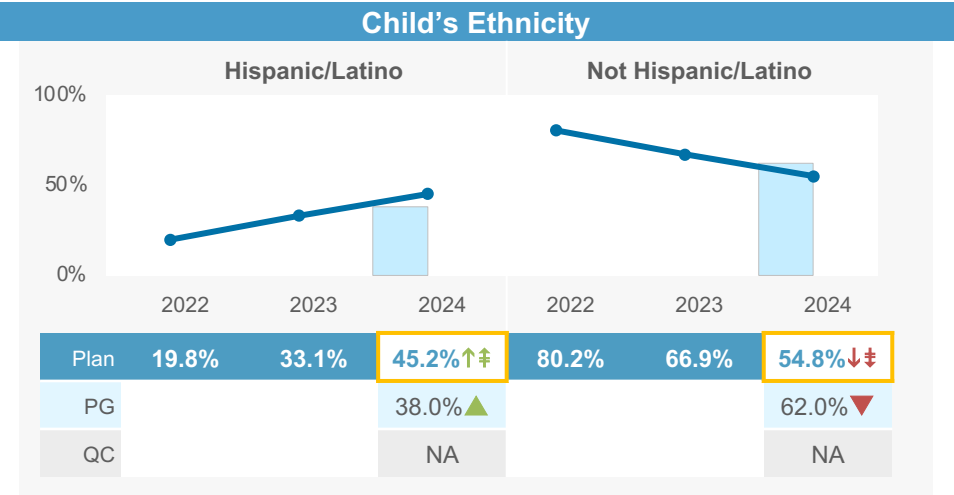


Significance Testing: Current score is significantly higher/lower than the 2023 score ([↑]/_↓), the 2022 score ([↑]/_↓) or benchmark score ([▲]/_▼).

Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION



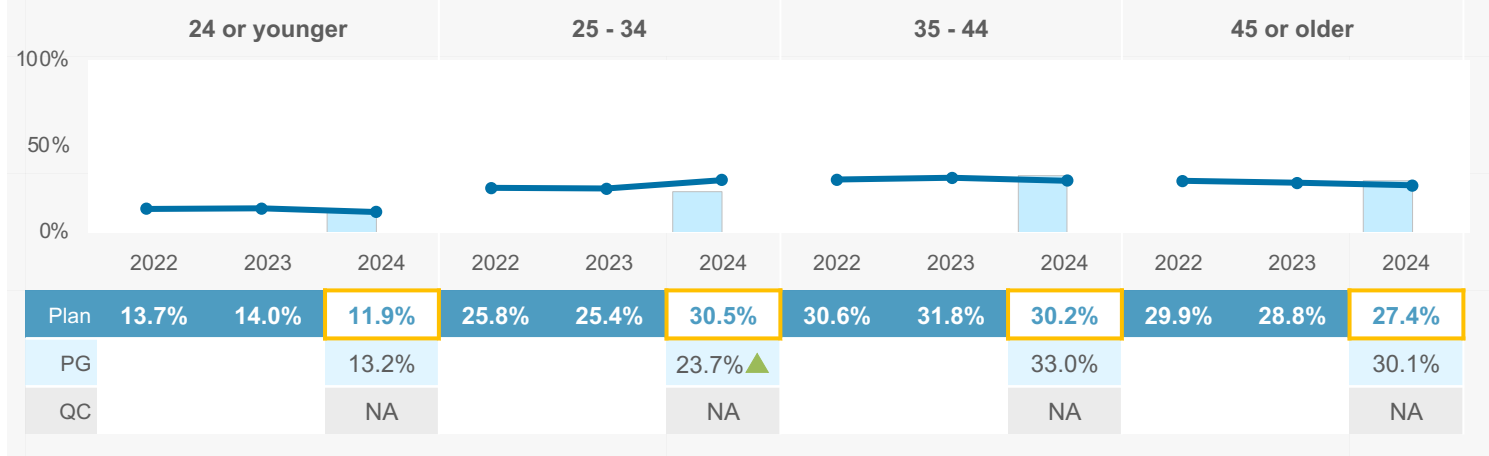
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PROFILE OF SURVEY RESPONDENTS

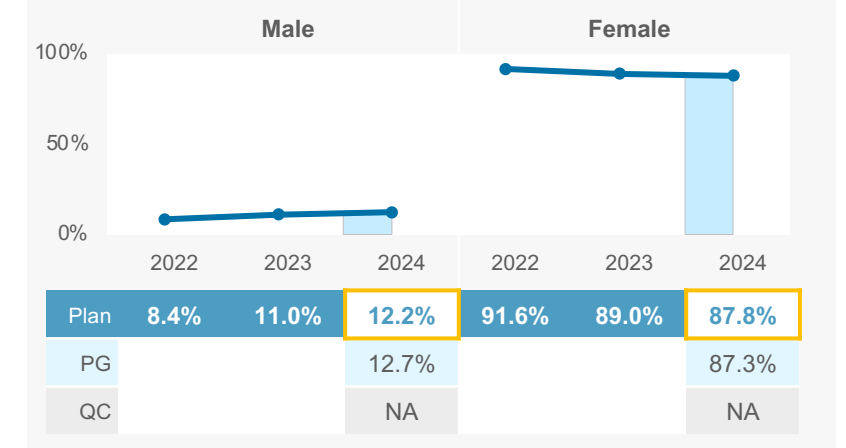
MEDICAID CHILD: GENERAL POPULATION

SoonerCare Child with CCC
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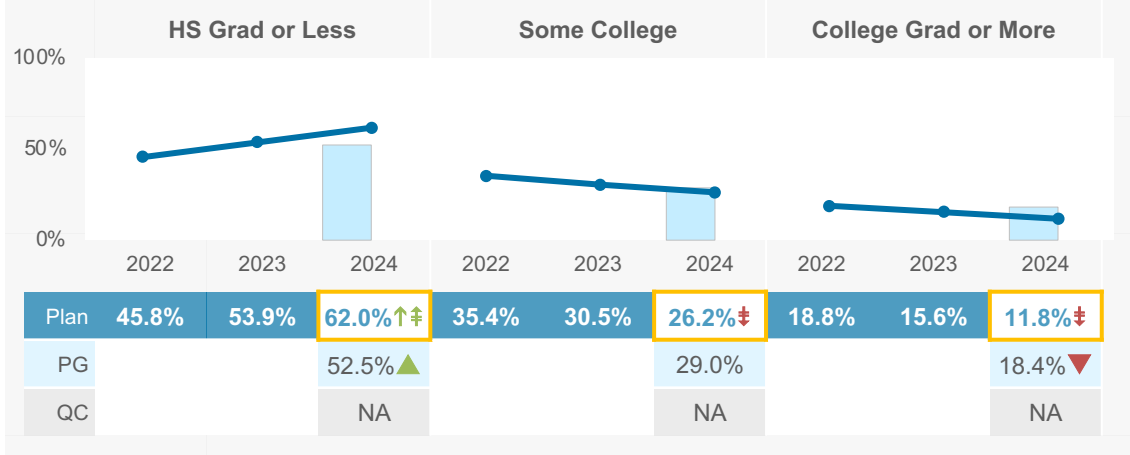
Respondent's Age



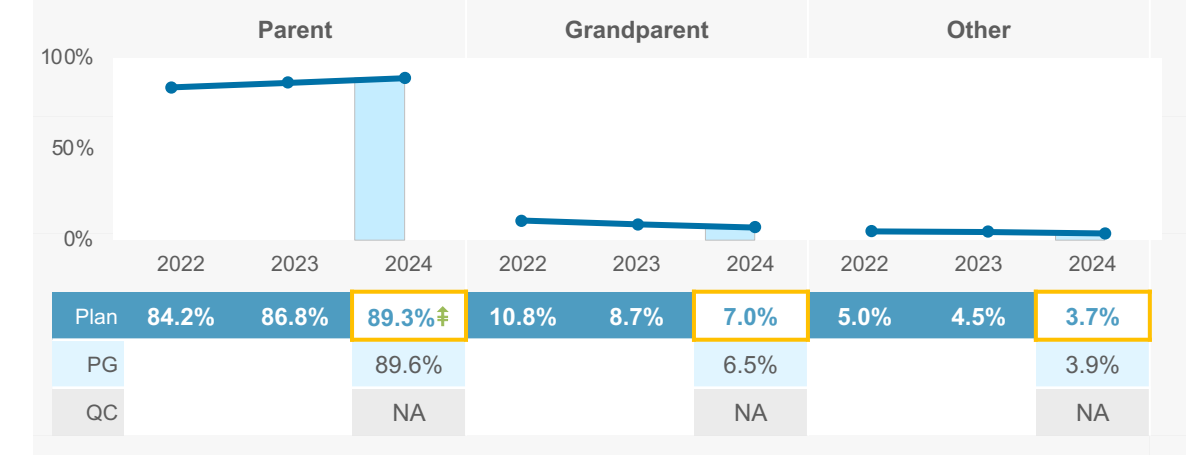
Respondent's Gender



Respondent's Education



Respondent's Relation to Child



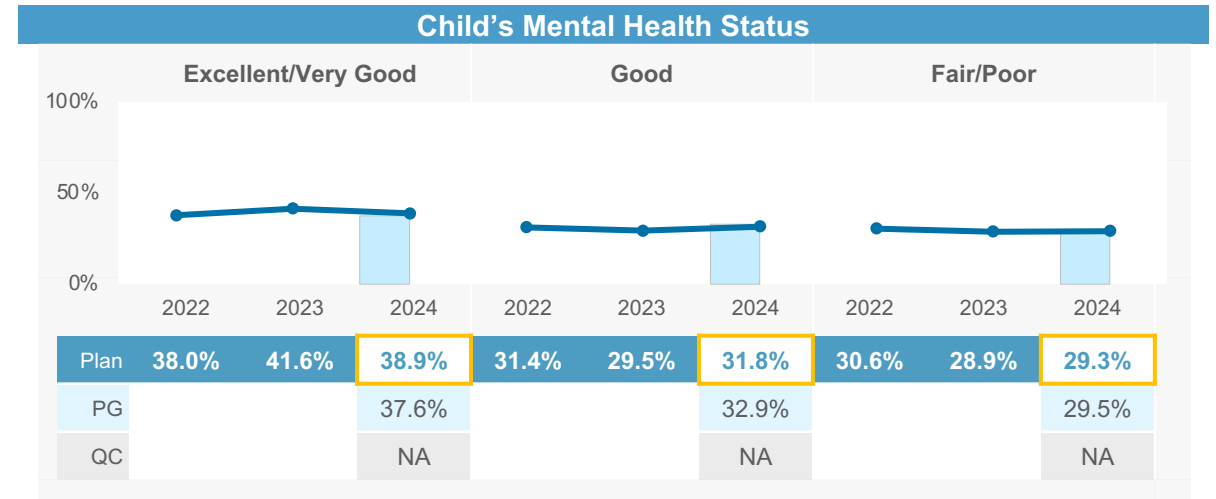
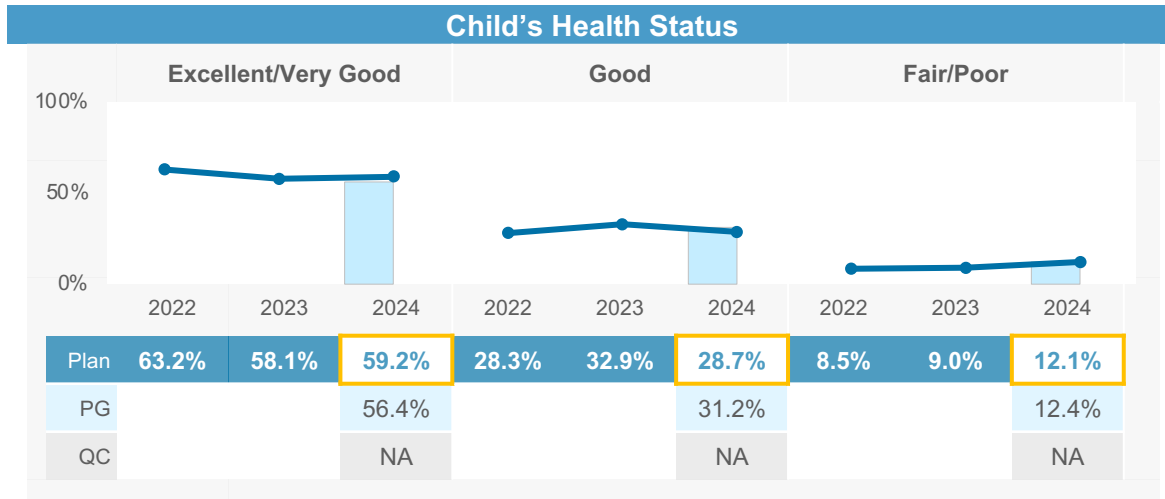
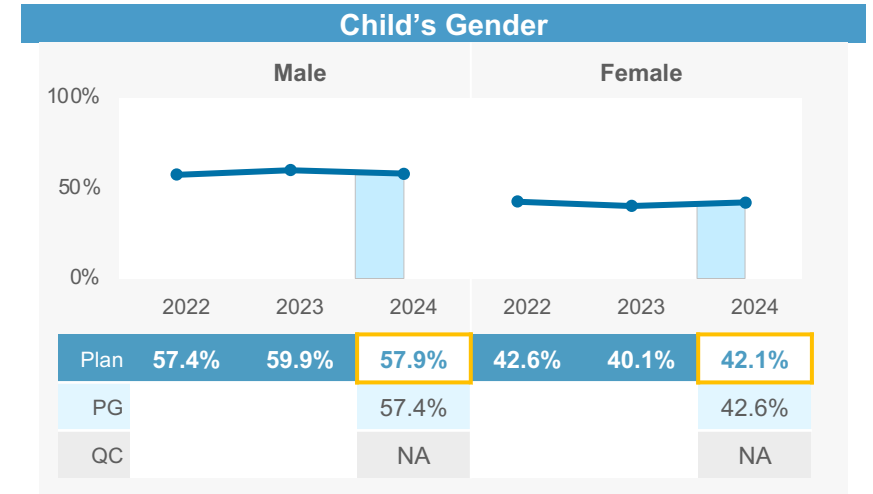
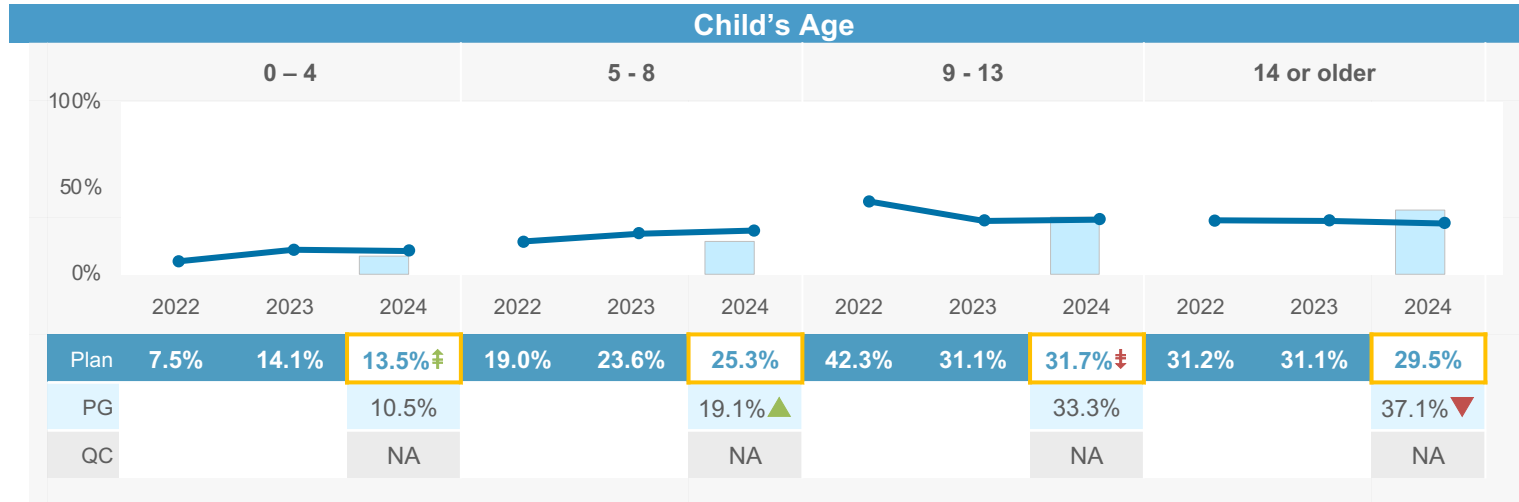
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PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

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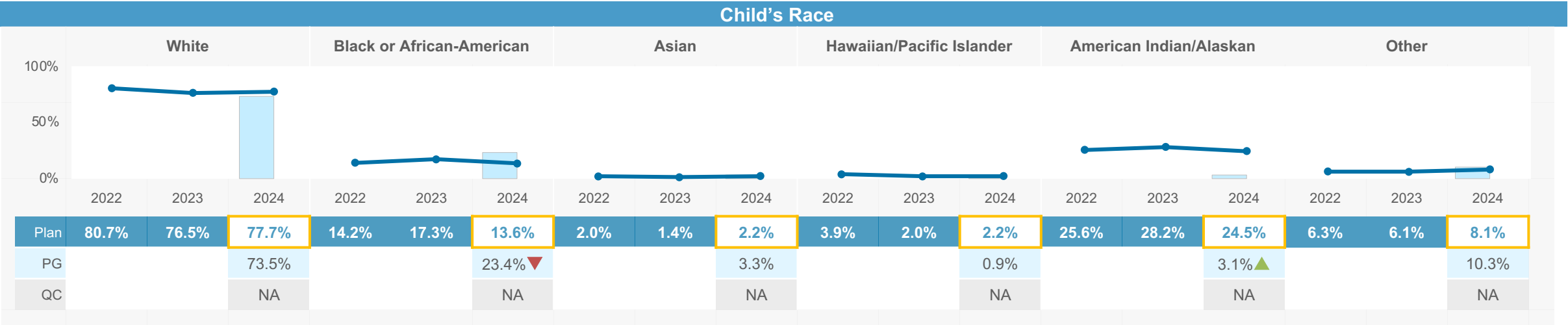
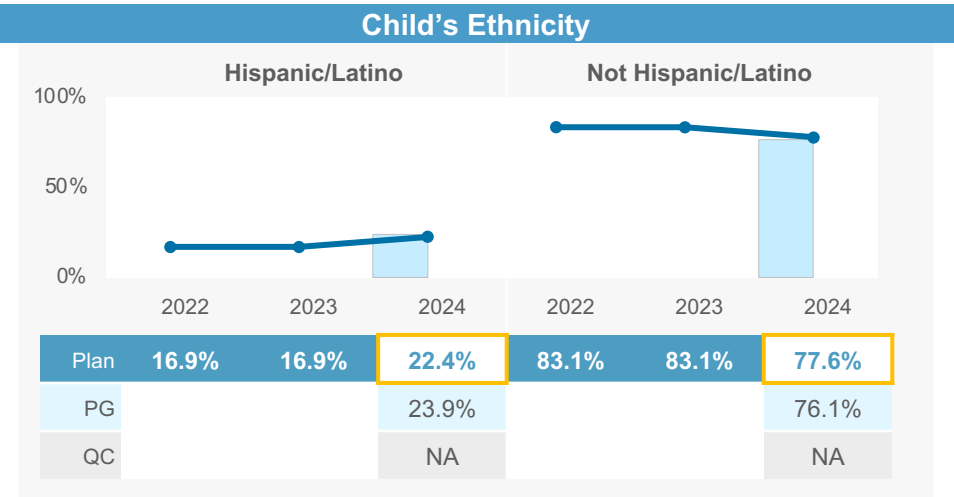


Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↔) or benchmark score (▲/▼).

Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION



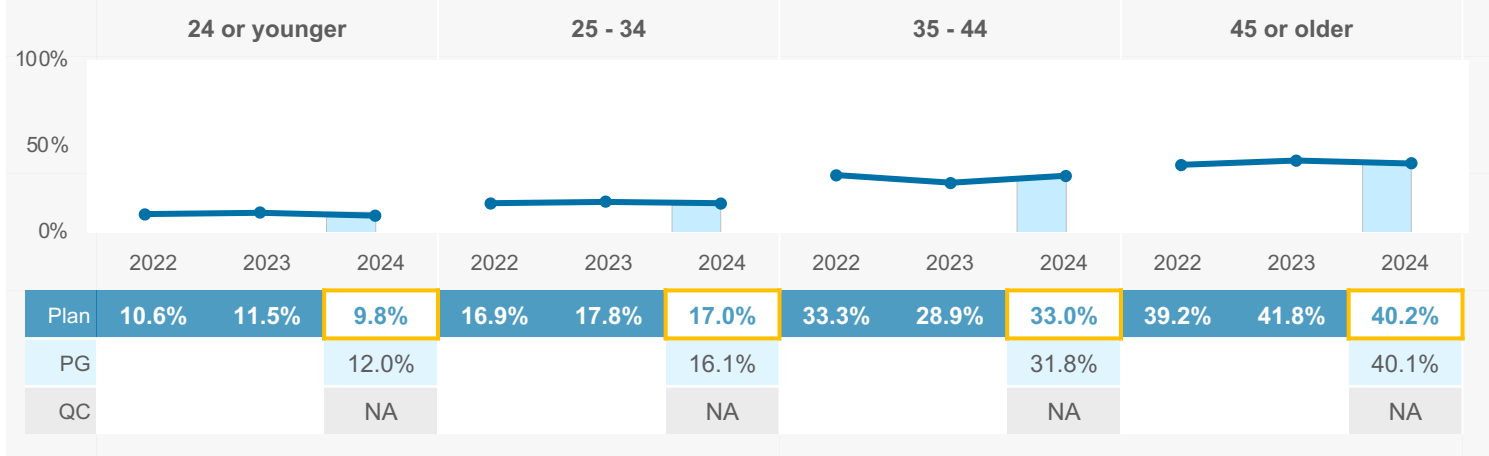
Significance Testing: Current score is significantly higher/lower than the 2023 score (▲/▼), the 2022 score (⬆/⬇) or benchmark score (▲/▼).
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

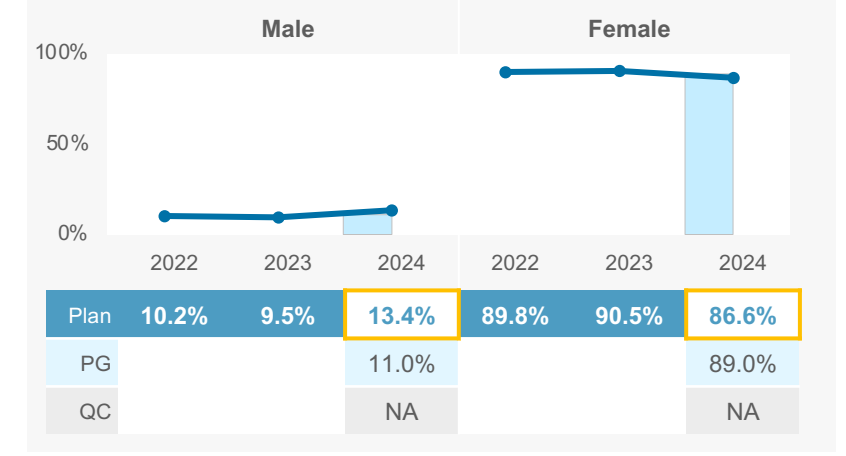
MEDICAID CHILD: CCC POPULATION

SoonerCare Child with CCC
Prepared for the Oklahoma Health Care Authority through
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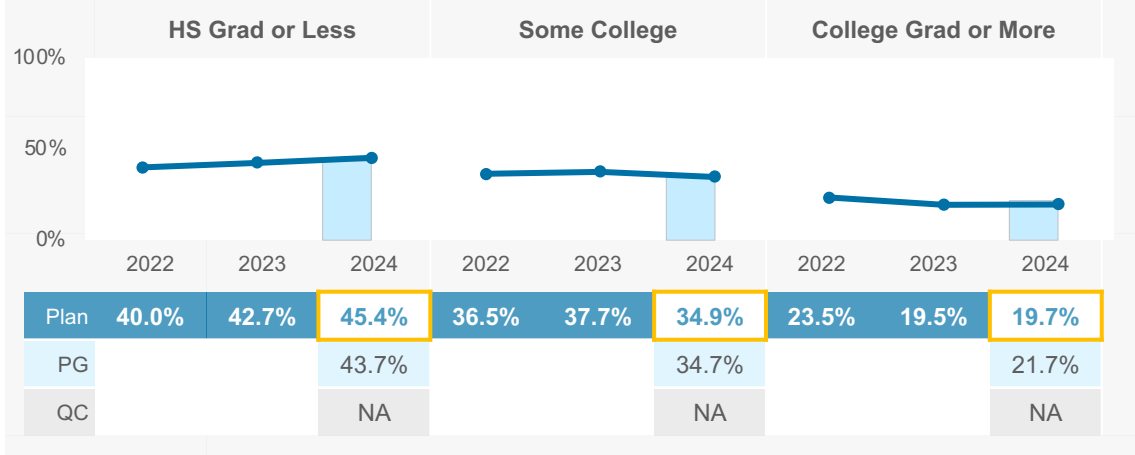
Respondent's Age



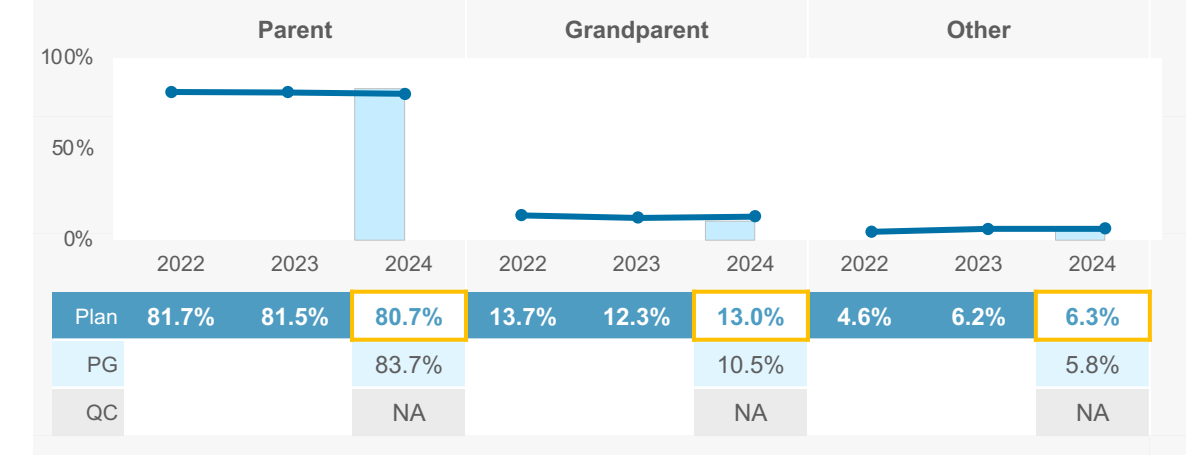
Respondent's Gender



Respondent's Education



Respondent's Relation to Child



Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

SUPPLEMENTAL QUESTIONS

- **SoonerCare Child with CCC**
*PREPARED FOR THE OKLAHOMA HEALTH CARE AUTHORITY THROUGH
A CONTRACT WITH KFMC HEALTH IMPROVEMENT PARTNERS*

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

	Category Responses Based on Valid Responses Per Question	Summary Rate Score			2024 PG BoB			
		2022	2023	2024				
Q77. Dr. used medical words not understood (% Never or Sometimes)	Valid Responses = 267							
My child does not have a personal doctor16	Always 3.4%	Usually 3.4%	Sometimes 24.0%	Never 69.3%	(n=525) 95.2%	(n=277) 96.0%	(n=267) 93.3%	---
Q78. Got wanted info. about health from Dr. (% Always or Usually)	Valid Responses = 244							
Not Applicable19	Always 77.5%	Usually 12.7%	Sometimes 5.7%	Never 4.1%	(n=465) 92.7%	(n=244) 91.0%	(n=244) 90.2%	---
Q79. Got easy to understand info. (% Always or Usually)	Valid Responses = 257							
	Always 74.7%	Usually 15.6%	Sometimes 5.8%	Never 3.9%	(n=495) 89.9%	(n=258) 88.8%	(n=257) 90.3%	---
Q80. Provider discussed starting or stopping a prescription medicine (% Yes)	Valid Responses = 255							
My child did not visit a doctor or other health provider in the last 6 months22	Yes 18.8%	No 81.2%			(n=479) 28.8%	(n=259) 18.1%	(n=255) 18.8% ↘	---

Significance Testing: Current year score is significantly higher/lower than 2023 score (⬆️/⬇️), the 2022 score (⬆️/⬇️) or benchmark score (⬆️/⬇️).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

	Category Responses Based on Valid Responses Per Question				Summary Rate Score			2024 PG BoB
					2022	2023	2024	
Q81. Got wanted info. from pharmacist (% Always or Usually)	Valid Responses = 260							
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>	(n=510)	(n=270)	(n=260)	---
	58.1%	19.2%	6.2%	16.5%	77.3%	77.0%	77.3%	
Q82. Knew I could make a complaint to health plan (% Yes)	Valid Responses = 274							
	<u>Yes</u>	<u>No</u>			(n=526)	(n=290)	(n=274)	---
	54.4%	45.6%			54.9%	50.3%	54.4%	
Q83. Easy to find/understand info. on website (% Very or Somewhat easy)	Valid Responses = 161							
I have not visited my child's health plan's website 117	<u>Very easy</u>	<u>Somewhat easy</u>	<u>Somewhat hard</u>	<u>Very hard</u>	(n=281)	(n=166)	(n=161)	---
	39.8%	40.4%	16.8%	3.1%	80.8%	82.5%	80.1%	
Q84. Child currently has an IEP (Individual Education Program) (% Yes)	Valid Responses = 252							
Don't Know 30	<u>Yes</u>	<u>No</u>			(n=480)	(n=259)	(n=252)	---
	17.5%	82.5%			31.9%	19.7%	17.5% ↴	

Significance Testing: Current year score is significantly higher/lower than 2023 score (⬆/⬇), the 2022 score (⬆/⬇) or benchmark score (⬆/⬇).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: GENERAL POPULATION

	Category Responses Based on Valid Responses Per Question	Summary Rate Score			2024 PG BoB
		2022	2023	2024	
Q85. Help with transportation met needs (% Always or Usually)	Valid Responses = 65				
I did not phone my child's health plan for help with transportation in the last 6 months 203	<div><div>Always</div><div>41.5%</div></div> <div><div>Usually</div><div>3.1%</div></div> <div><div>Sometimes</div><div>4.6%</div></div> <div><div>Never</div><div>50.8%</div></div>	---	---	(n=65) 44.6%	---

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

	Category Responses Based on Valid Responses Per Question	Summary Rate Score			2024 PG BoB			
		2022	2023	2024				
Q77. Dr. used medical words not understood (% Never or Sometimes)	Valid Responses = 271							
My child does not have a personal doctor 5	Always	Usually	Sometimes	Never	(n=246)	(n=294)	(n=271)	---
	3.7%	2.6%	31.7%	62.0%	94.7%	94.2%	93.7%	
Q78. Got wanted info. about health from Dr. (% Always or Usually)	Valid Responses = 257							
Not Applicable 12	Always	Usually	Sometimes	Never	(n=232)	(n=272)	(n=257)	---
	79.8%	15.6%	4.3%	0.4%	93.5%	94.1%	95.3%	
Q79. Got easy to understand info. (% Always or Usually)	Valid Responses = 264							
	Always	Usually	Sometimes	Never	(n=241)	(n=287)	(n=264)	---
	75.0%	19.7%	3.4%	1.9%	89.6%	92.7%	94.7% ⬆️	
Q80. Provider discussed starting or stopping a prescription medicine (% Yes)	Valid Responses = 260							
My child did not visit a doctor or other health provider in the last 6 months 8	Yes	No			(n=243)	(n=293)	(n=260)	---
	46.5%	53.5%			47.7%	47.8%	46.5%	

Significance Testing: Current year score is significantly higher/lower than 2023 score (⬆️/⬆️), the 2022 score (⬆️/⬆️) or benchmark score (⬆️/⬆️).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

	Category Responses Based on Valid Responses Per Question				Summary Rate Score			2024 PG BoB
					2022	2023	2024	
Q81. Got wanted info. from pharmacist (% Always or Usually)	Valid Responses = 265							
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>	(n=244)	(n=298)	(n=265)	---
	63.4%	17.7%	9.8%	9.1%	82.8%	87.2%	81.1% ↓	
Q82. Knew I could make a complaint to health plan (% Yes)	Valid Responses = 275							
	<u>Yes</u>	<u>No</u>			(n=248)	(n=299)	(n=275)	---
	57.8%	42.2%			58.5%	54.2%	57.8%	
Q83. Easy to find/understand info. on website (% Very or Somewhat easy)	Valid Responses = 146							
I have not visited my child's health plan's website 125	<u>Very easy</u>	<u>Somewhat easy</u>	<u>Somewhat hard</u>	<u>Very hard</u>	(n=128)	(n=165)	(n=146)	---
	26.0%	44.5%	16.4%	13.0%	75.0%	77.0%	70.5%	
Q84. Child currently has an IEP (Individual Education Program) (% Yes)	Valid Responses = 253							
Don't Know 22	<u>Yes</u>	<u>No</u>			(n=232)	(n=286)	(n=253)	---
	53.0%	47.0%			47.0%	46.2%	53.0%	

Significance Testing: Current year score is significantly higher/lower than 2023 score (↑/↓), the 2022 score (↕/↔) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD: CCC POPULATION

	Category Responses Based on Valid Responses Per Question	Summary Rate Score			2024 PG BoB
		2022	2023	2024	
Q85. Help with transportation met needs (% Always or Usually)	Valid Responses = 75				
I did not phone my child's health plan for help with transportation in the last 6 months 186	<div><div>Always</div><div>41.3%</div></div> <div><div>Usually</div><div>9.3%</div></div> <div><div>Sometimes</div><div>9.3%</div></div> <div><div>Never</div><div>40.0%</div></div>	---	---	(n=75) 50.7%	---

APPENDICES

- APPENDIX A: CORRELATION ANALYSES
- APPENDIX B: QUESTIONNAIRE

APPENDIX A: CORRELATIONS

MEDICAID CHILD: GENERAL POPULATION

Highest Correlations

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

With Health Care Rating

Q49	Health plan overall	0.5123
Q36	Personal doctor overall	0.4617
Q41	Got specialist appt.	0.4070
Q31	Dr. explained things for child	0.3835
Q10	Got care/tests/treatment	0.3431
Q6	Got routine care	0.3022
Q28	Dr. listened carefully	0.3000
Q45	CS provided info./help	0.2573
Q46	CS courtesy/respect	0.2422
Q32	Dr. spent enough time	0.2342

With Personal Doctor Rating

Q41	Got specialist appt.	0.5123
Q29	Dr. showed respect	0.4879
Q31	Dr. explained things for child	0.4636
Q9	Health care overall	0.4617
Q32	Dr. spent enough time	0.4357
Q85	Help with transportation met needs	0.4224
Q28	Dr. listened carefully	0.4057
Q27	Dr. explained things	0.3902
Q10	Got care/tests/treatment	0.2971
Q35	Dr. informed about care	0.2805

With Specialist Rating

Q10	Got care/tests/treatment	0.6360
Q46	CS courtesy/respect	0.5337
Q29	Dr. showed respect	0.5283
Q41	Got specialist appt.	0.4618
Q31	Dr. explained things for child	0.4177
Q28	Dr. listened carefully	0.4171
Q35	Dr. informed about care	0.2551
Q36	Personal doctor overall	0.2520
Q49	Health plan overall	0.2516
Q6	Got routine care	0.2408

APPENDIX B: QUESTIONNAIRE
