



MY 2023 CAHPS® MEDICAID CHILD WITH CCC 5.1 SURVEY

OKLAHOMA CHIP

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

OKLAHOMA CHIP

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

CONTENTS

- OVERVIEW
- METHODOLOGY
- INDUSTRY TRENDS
- EXECUTIVE SUMMARY
- KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN
- MEASURE ANALYSES
- SUMMARY OF TREND AND BENCHMARKS
- PROFILE OF SURVEY RESPONDENTS
- SUPPLEMENTAL QUESTIONS
- APPENDICES
 - A: CORRELATIONS
 - B: QUESTIONNAIRE

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.

- 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

$$\frac{330 \text{ (Completed)}}{2634 \text{ (Sample)} - 22 \text{ (Ineligible)}} = \frac{330}{2612} = 12.6\%$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	100	83	67	43	0	24	250
Spanish	30	39	11	9	0	2	80
Total	130	122	78	52	0	26	330

Total Number of Undeliverables: 211

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	375	393	330
	Does not Meet Eligibility Criteria (01)	37	14	22
	Language Barrier (03)	11	0	0
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	2	0
Ineligible	SUBTOTAL	48	16	22
	Break-off/Incomplete (02)	22	29	26
	Refusal (06)	73	34	24
	Maximum Attempts Made (07)	2205	2138	2232
	Added to DNC List (08)	0	0	0
Non-response	SUBTOTAL	2300	2201	2282
	Total Sample	2723	2610	2634
	Oversampling %	65.0%	58.2%	59.6%
	Response Rate	14.0%	15.2%	12.6%
	PG Response Rate	10.2%	9.9%	9.4%

Total Completed (General Pop + CCC)	376	449	391
Total Ineligible (General Pop + CCC)	48	18	27
Total Sample (General Pop + CCC)	2730	2927	3103
Total Response Rate (General Pop + CCC)	14.0%	15.4%	12.7%
Supplemental (CCC) Sample Size**	7	317	469
Supplemental (CCC) Completes	82	105	87

INDUSTRY TRENDS

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

PG BOOK OF BUSINESS TRENDS

MEDICAID CHILD: GENERAL POPULATION



Oklahoma CHIP
Prepared for the Oklahoma Health Care Authority through
a contract with KFMC Health Improvement Partners

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

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

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



330
Completed
surveys

12.6%
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	66.6%	↓	13 th	---

Rating of Health Care ★★★				
Rating of Health Care	68.5%		31 st	Opportunity

Rating of Personal Doctor ★★★				
Rating of Personal Doctor	75.6%		33 rd	Opportunity

Getting Needed Care ★★★				
Composite	85.2%		50 th	---
Q10. Getting care, tests, or treatment	94.5%		84 th	Retain
Q41. Getting specialist appointment	75.9%		32 nd	Opportunity

Getting Care Quickly ★★★				
Composite	88.5%		56 th	---
Q4. Getting urgent care	94.4%		75 th	Retain
Q6. Getting routine care	82.5%		39 th	Wait

Other Measures

Rating of Specialist +				
Rating of Specialist +	69.2%		27 th	Opportunity

Coordination of Care +				
Coordination of Care +	81.3%		31 st	Wait

Customer Service +				
Composite	85.0%		15 th	---
Q45. Provided information or help	81.1%		34 th	Opportunity
Q46. Treated with courtesy and respect	88.9%		<5 th	Opportunity

Ease of Filling Out Forms +				
Ease of Filling Out Forms +	93.9%	↓	28 th	Wait

How Well Doctors Communicate +				
Composite	95.9%		74 th	---
Q27. Dr. explained things	97.3%		85 th	Retain
Q28. Dr. listened carefully	97.9%		86 th	Power
Q29. Dr. showed respect	97.9%		67 th	Power
Q32. Dr. spent enough time	90.4%		47 th	Opportunity

ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID CHILD: GENERAL POPULATION

	SCORE DEFINITION	2024 BASE	2024 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
PATIENT EXPERIENCE						3
GETTING CARE						3
Getting Needed Care	Usually or Always	129	85.1%	86.6%	33 rd	3
Getting Care Quickly	Usually or Always	151	88.4%	89.3%	33 rd	3
SATISFACTION WITH PLAN PHYSICIANS						3
Rating of Personal Doctor	9 or 10	266	75.5%	78.8%	33 rd	3
SATISFACTION WITH PLAN AND PLAN SERVICES						2.5
Rating of Health Plan	9 or 10	311	66.5%	74.4%	10 th	2
Rating of Health Care	9 or 10	203	68.4%	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.

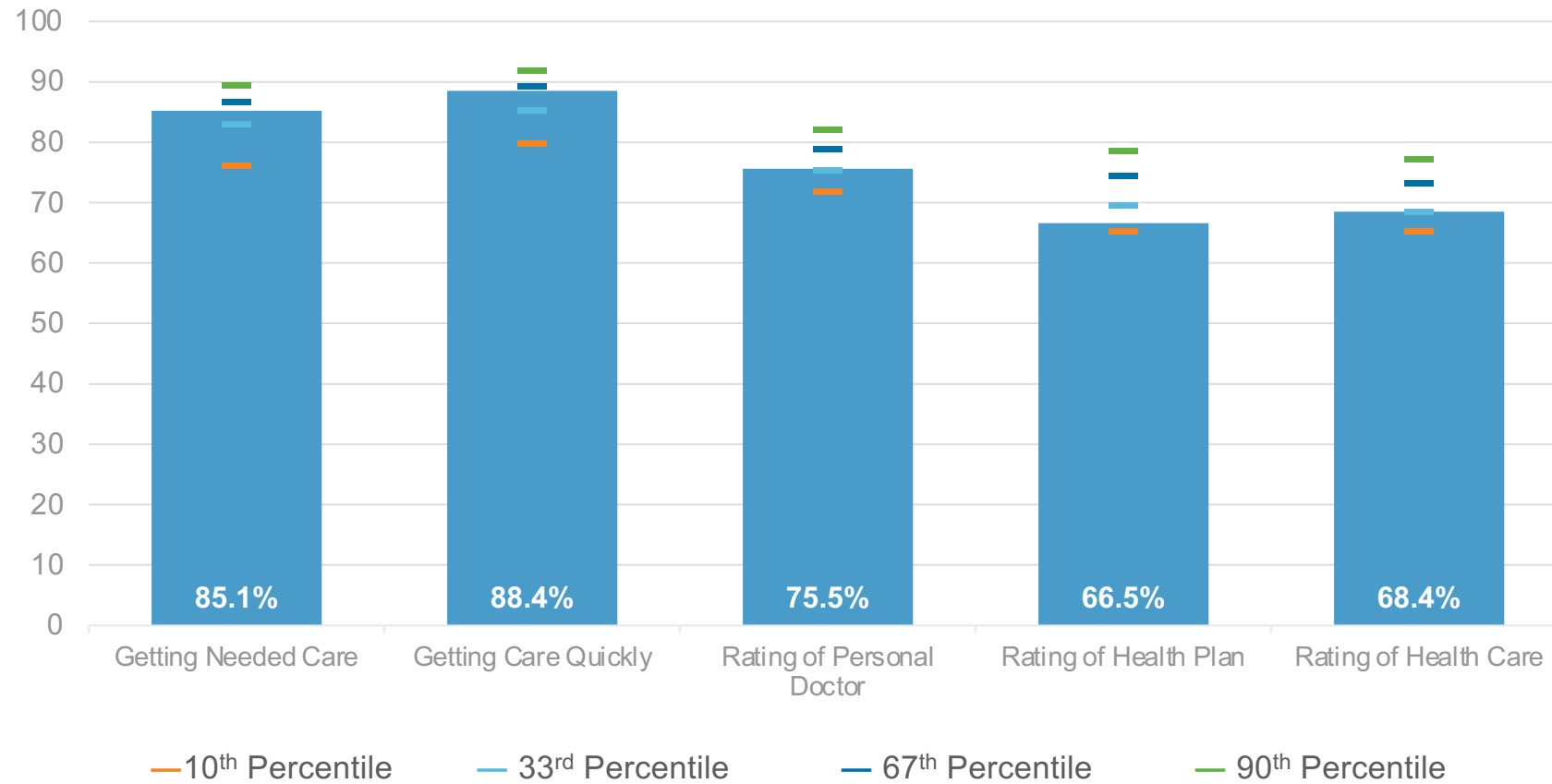
*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

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





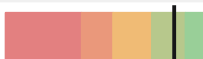





MEDICAID CHILD: GENERAL POPULATION

MEASURE	SUMMARY RATE		CHANGE	2024 GP PG BOOK OF BUSINESS BENCHMARK					PERCENTILE RANK	BoB SRS
	2023	2024		PERCENTILE DISTRIBUTION						
020406080100										
Health Plan Domain										
Rating of Health Plan % 9 or 10	73.7%	66.6% ↓	-7.1						13 th	72.0% ▼
Getting Needed Care % Usually or Always	85.0%	85.2%	0.2						50 th	84.5%
Customer Service + % Usually or Always	85.0%	85.0%	0.0						15 th	88.8%
Ease of Filling Out Forms + % Usually or Always	96.8%	93.9%	-2.9						28 th	94.9%
Health Care Domain										
Rating of Health Care % 9 or 10	76.6%	68.5%	-8.1						31 st	70.5%
Getting Care Quickly % Usually or Always	90.5%	88.5%	-2.0						56 th	87.0%
How Well Doctors Communicate + % Usually or Always	94.5%	95.9%	1.4						74 th	94.4%
Coordination of Care + % Usually or Always	86.4%	81.3%	-5.1						31 st	84.3%
Rating of Personal Doctor % 9 or 10	74.5%	75.6%	1.1						33 rd	77.2%
Rating of Specialist + % 9 or 10	77.0%	69.2%	-7.8						27 th	73.7%

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

MEASURE SUMMARY

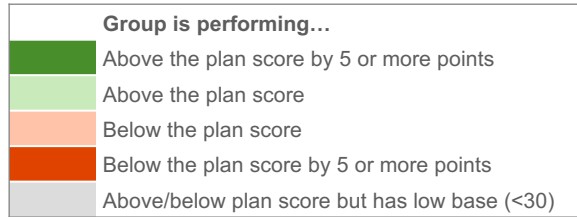
MEDICAID CHILD: CCC POPULATION

MEASURE	SUMMARY RATE		CHANGE	2024 CCC PG BOOK OF BUSINESS BENCHMARK							
	2023	2024		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS			
				0	20	40	60	80	100		
Health Plan Domain											
Rating of Health Plan <i>% 9 or 10</i>	70.2%	57.8%	-12.4						<5 th	68.8% ▼	
Getting Needed Care <i>% Usually or Always</i>	86.1%	88.3%	2.2						74 th	85.4%	
Customer Service + <i>% Usually or Always</i>	83.3%	86.4%	3.1						24 th	89.2%	
Ease of Filling Out Forms + <i>% Usually or Always</i>	96.1%	96.4%	0.3						80 th	94.7%	
Health Care Domain											
Rating of Health Care <i>% 9 or 10</i>	75.0%	72.9%	-2.1						84 th	67.9%	
Getting Care Quickly <i>% Usually or Always</i>	95.5%	93.9%	-1.6						93 rd	90.0%	
How Well Doctors Communicate + <i>% Usually or Always</i>	97.0%	97.3%	0.3						87 th	94.9%	
Coordination of Care + <i>% Usually or Always</i>	87.8%	75.0%	-12.8						<5 th	83.7%	
Rating of Personal Doctor <i>% 9 or 10</i>	79.2%	77.6%	-1.6						56 th	77.3%	
Rating of Specialist + <i>% 9 or 10</i>	77.8%	64.5%	-13.3						8 th	73.3%	

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

HEALTH EQUITY






MEDICAID CHILD: GENERAL POPULATION



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

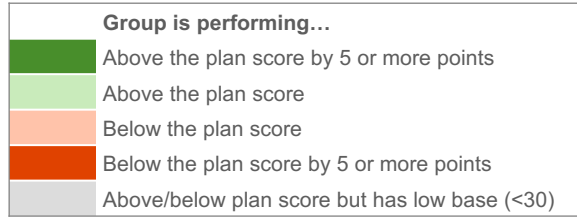
Accreditation Measure

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			66.6%		68.5%		75.6%		85.2%		88.5%	
	Child's Gender											
	Male	n = 170		7%		-1%		1%		0%		-3%
	Female	n = 146		-7%		4%		0%		1%		5%
	Child's Age											
	0 – 4	n = 31		-4%		27%		8%		8%		7%
	5 – 8	n = 60		-1%		3%		-1%		-2%		4%
	9 – 13	n = 87		10%		0%		-7%		-2%		1%
	14 or older	n = 141		-3%		-5%		4%		0%		-4%
	Overall Health											
	Excellent/Very Good	n = 246		6%		7%		4%		2%		2%
	Good	n = 70		-19%		-22%		-17%		-14%		-3%
	Fair/Poor	n = 8		-4%		32%		-9%		15%		-14%
	Mental Health											
	Excellent/Very Good	n = 236		8%		7%		4%		0%		3%
	Good	n = 66		-17%		-14%		-9%		4%		-8%
	Fair/Poor	n = 20		-27%		-11%		-9%		2%		0%
	Race/ Ethnicity											
	White	n = 204		0%		4%		3%		-3%		1%
	Black/African-American	n = 34		4%		-3%		0%		3%		-1%
	Asian	n = 16		-10%		-40%		-26%		-42%		-9%
	Native Hawaiian/Pacific Islander	n = 4		-42%		-69%		-26%		15%		-89%
	American Indian or Alaska Native	n = 70		-6%		-1%		-4%		7%		1%
	Other	n = 53		6%		8%		1%		-1%		-1%
	Hispanic/Latino	n = 114		4%		1%		-2%		-3%		-2%

HEALTH EQUITY






MEDICAID CHILD: GENERAL POPULATION



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	69.2%	81.3%	85.0%	95.9%	93.9%
 Child's Gender	Male	n = 170	4%	3%	4%	1%	1%
	Female	n = 146	-7%	-4%	-6%	-1%	-2%
 Child's Age	0 – 4	n = 31	-26%	3%	-2%	3%	-4%
	5 – 8	n = 60	-7%	12%	-4%	-3%	-1%
	9 – 13	n = 87	8%	-7%	4%	2%	5%
	14 or older	n = 141	6%	-4%	-2%	-1%	-2%
 Overall Health	Excellent/Very Good	n = 246	2%	4%	-1%	1%	1%
	Good	n = 70	-15%	-8%	6%	-2%	2%
	Fair/Poor	n = 8	31%	-81%	-5%	-11%	-31%
 Mental Health	Excellent/Very Good	n = 236	0%	4%	2%	0%	0%
	Good	n = 66	14%	-12%	1%	-2%	0%
	Fair/Poor	n = 20	-36%	-21%	-28%	1%	1%
 Race/Ethnicity	White	n = 204	-2%	9%	1%	1%	1%
	Black/African-American	n = 34	9%	19%	-14%	0%	3%
	Asian	n = 16	NA	-15%	-15%	-3%	6%
	Native Hawaiian/Pacific Islander	n = 4	31%	19%	15%	4%	6%
	American Indian or Alaska Native	n = 70	13%	-4%	9%	-2%	-1%
	Other	n = 53	1%	-31%	-9%	-3%	-3%
	Hispanic/Latino	n = 114	9%	-21%	4%	-4%	-5%

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
How Well Doctors Communicate + (% Usually or Always)	187	94.5%	95.9%	1.4	93.6%	2.3	83 rd	94.4%	1.5	74 th
Getting Care Quickly (% Usually or Always)	151	90.5%	88.5%	-2.0	85.5%	3.0	66 th	87.0%	1.5	56 th
Getting Needed Care (% Usually or Always)	129	85.0%	85.2%	0.2	82.7%	2.5	63 rd	84.5%	0.7	50 th

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
Rating of Specialist + (% 9 or 10)	52 [^]	77.0%	69.2%	-7.8	71.1%	-1.9	39 th	73.7%	-4.5	27 th
Customer Service + (% Usually or Always)	90 [^]	85.0%	85.0%	0.0	87.6%	-2.6	18 th	88.8%	-3.8	15 th
Rating of Health Plan (% 9 or 10)	311	73.7%	66.6% ↓	-7.1	70.9%	-4.3	16 th	72.0% ▼	-5.4	13 th

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.*

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 – Rating of Specialist

- Analyze, investigate, and probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with rating of specialist or doctor. (e.g., HWDC, GCQ, GNC, Coordination Of Care).
- Review QI recommendations/actions for related CAHPS composite measures: How Well Doctors Communicate, Getting Care Quickly, Getting Needed Care, Coordination of Care.
- Provide resources, articles, tools and training sessions via multiple channels to support and drive improvement in physician-patient communication and patient-centered interviewing. Examples include: Listen to patients' concerns, Follow-up with the patient. Provide thorough explanations. Ensure that all questions and concerns are answered. All staff focus on being helpful and courteous to patients.
- Share, report and discuss relative CAHPS health care performance and feedback at the health system and/or within network level.
- Promote use of a secure online patient portal which allows patients access to their medical record and health care information of relevant to patient needs.
- Gather and analyze patient feedback on their recent office visit (i.e., patient "comment cards," follow up call/text/email, CG CAHPS survey, etc.)
- Assess adequacy of contracted specialist by specialty. If necessary, review quality of care information among specific specialties and/or identify practices of excellence.
- Explore ability of providers to share with patient's a summary of their medical record or health assessments to facilitate conversation about relevant health and wellness issues.
- Assess systems (e.g., EHRs) processes and/or procedures used to gather or facilitate distribution of patient information among providers.
- Suggest providers/practices periodically analyze appointment scheduling timeframes versus types of office visits.

Improvement Strategies – Customer Service

- Emphasize comprehensive, collaborative, and high-quality customer/member services as a critical priority across all areas of the organization. Think and act together. Establish service recovery guidelines for resolving issues, including phrases that express apologies or atonement.
- Provide on-going/periodic CSR service training, open discussions and routine refresher programs. Include thorough annual updates, tools and resources and subsequent feedback. Training examples include: how to answer questions and resolve issues; consistency in being friendly, courteous and empathetic; quick issue resolution with follow-up; procedures to minimize transfers and wait/on-hold times.
- Involve the CS team in QI activities, seeking concrete customer-based input and improvements. Ensure they are fully informed of updates/changes to processes and procedures.
- Ensure CSRs have immediate access to knowledgeable staff within all key member and provider service areas (Claims, Enrollment, etc.).
- Support key subject matter experts to flexibly respond to urgent or complex types of calls, questions or issues - including prompt prioritization and resolution procedures and/or authority.
- Develop, implement and review protocols and scripts ("Talking Points") to ensure up-to-date, accurate and consist information provided to your members and patients and providers.
- Establish, assess and adhere to measurable CSR performance/service standards (i.e., call satisfaction, call resolution, time on hold, etc.). Operationally define service behaviors.
- Seek QI opportunities with CS via observational walkthrough of calls and discussion/review of complaints, inquiries, and the member experience, especially any changes. Identify main issues and seek interventions that decrease volume and/or improve experience.
- Acknowledge and reward service performance/behaviors reflective of service excellence.

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

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

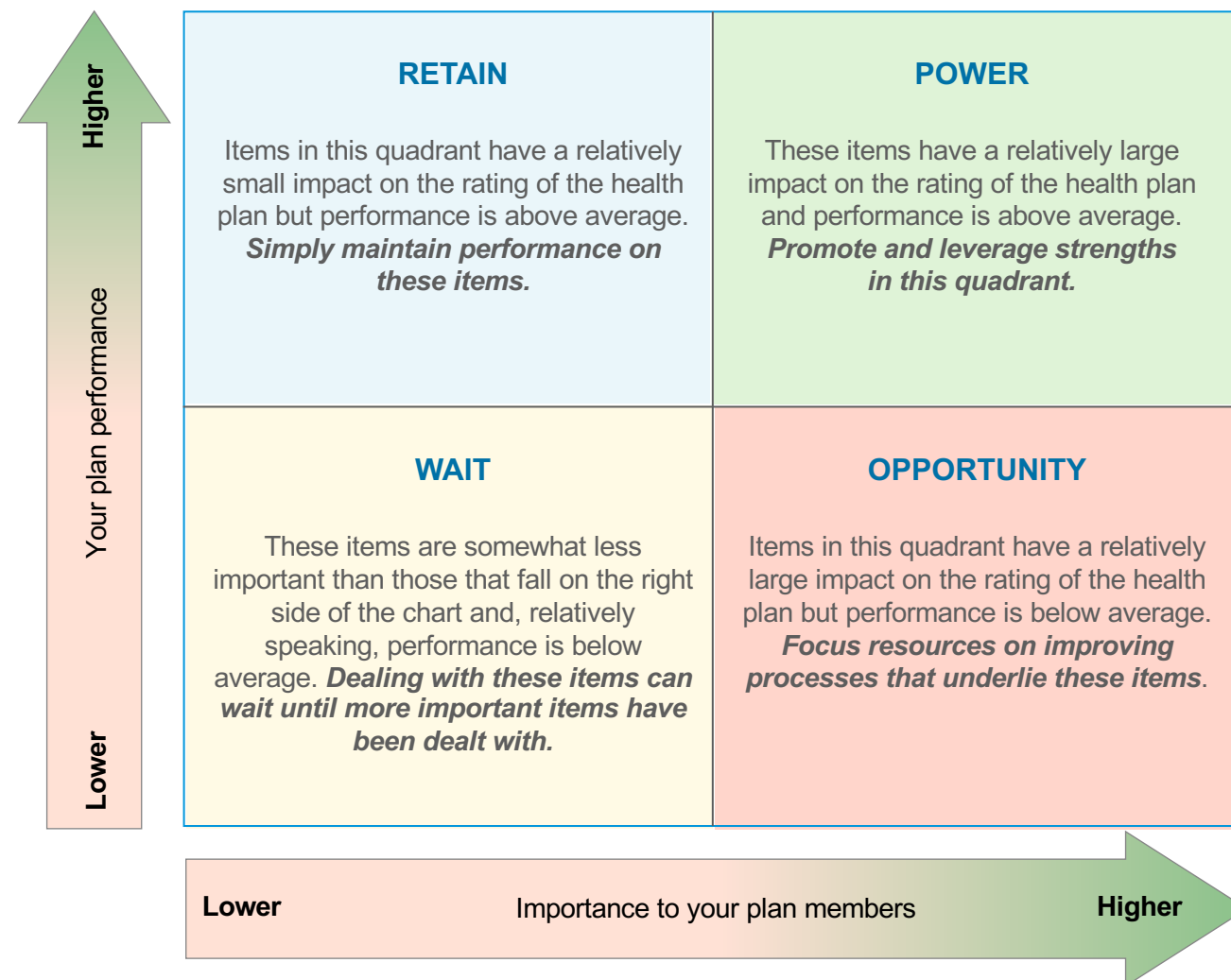
POWeR CHART: EXPLANATION

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.

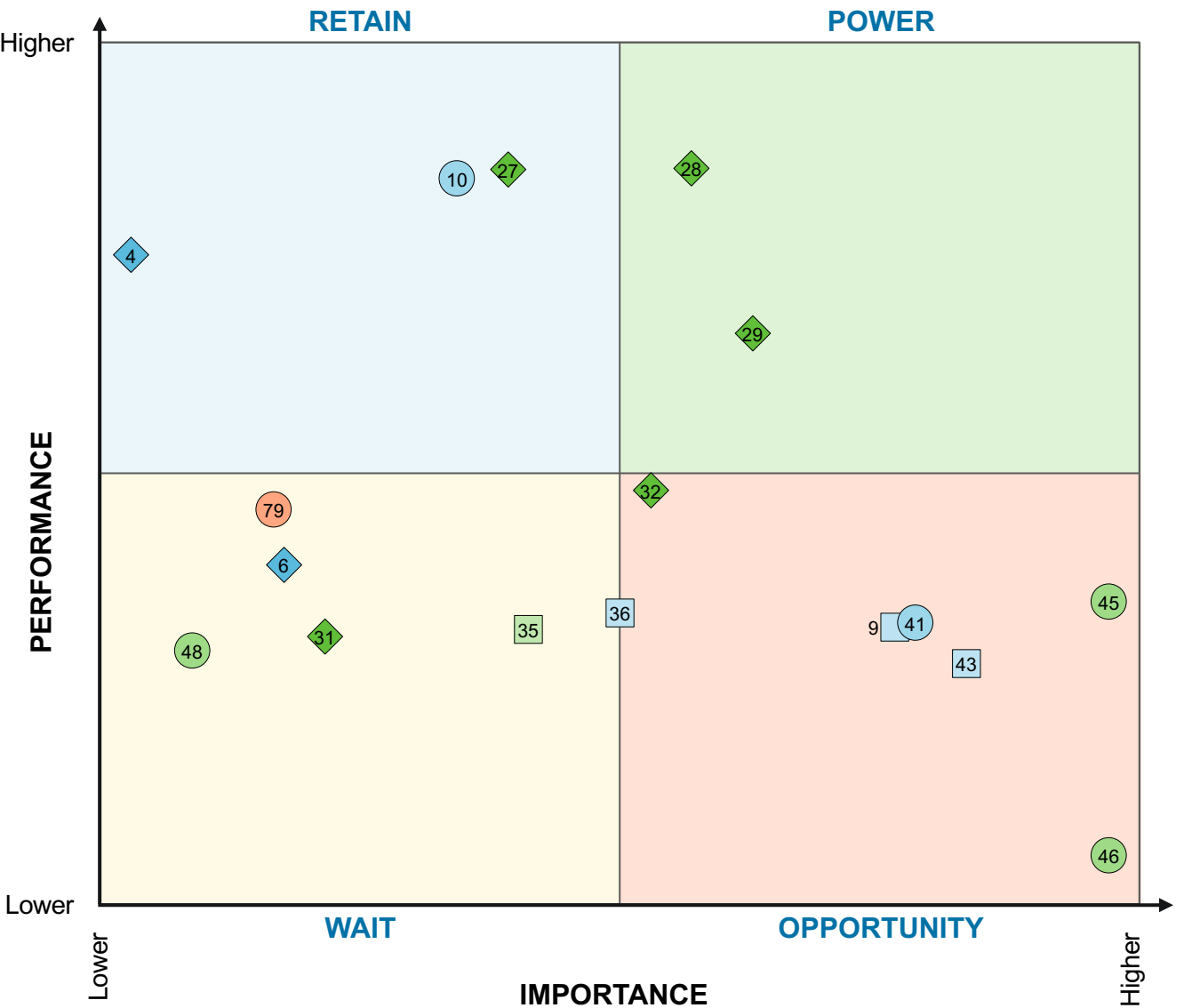


POWER CHART: YOUR RESULTS

MEDICAID CHILD: GENERAL POPULATION

SURVEY MEASURE			2023		2024	
			SRS	%tile*	SRS	%tile*
POWER						
◆ HWDC	Q29	Dr. showed respect	97.5%	70 th	97.9%	67 th
◆ HWDC	Q28	Dr. listened carefully	95.6%	55 th	97.9%	86 th
OPPORTUNITY						
● CS	Q46	Treated with courtesy and respect	94.6%	49 th	88.9%	<5 th
● CS	Q45	Provided information or help	75.4%	8 th	81.1%	34 th
■ Rating	Q43	Rating of Specialist +	77.0%	81 st	69.2%	27 th
● GNC	Q41	Getting specialist appointment	77.3%	52 nd	75.9%	32 nd
■ Rating	Q9	Rating of Health Care	76.6%	94 th	68.5%	31 st
◆ HWDC	Q32	Dr. spent enough time	90.1%	56 th	90.4%	47 th
■ Rating	Q36	Rating of Personal Doctor	74.5%	31 st	75.6%	33 rd
WAIT						
■ CC	Q35	Coordination of Care +	86.4%	66 th	81.3%	31 st
◆ HWDC	Q31	Dr. explained things to child	92.7%	27 th	92.6%	31 st
◆ GCQ	Q6	Getting routine care	86.0%	75 th	82.5%	39 th
● SQ	Q79	Got easy to understand info.	85.9%	---	90.9%	---
● CS	Q48	Ease of Filling Out Forms +	96.8%	73 rd	93.9%	28 th
RETAIN						
◆ HWDC	Q27	Dr. explained things	94.6%	49 th	97.3%	85 th
● GNC	Q10	Getting care, tests, or treatment	92.8%	86 th	94.5%	84 th
◆ GCQ	Q4	Getting urgent care	95.1%	91 st	94.4%	75 th

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



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	66.6%	72.0%	13 th	(-23)		
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	6	Q46	Treated with courtesy and respect	88.9%	94.4%	<5 th	(-45)	Opp.	Opp.
		✓	2	7	Q45	Provided information or help	81.1%	83.2%	34 th	(+26)	Opp.	Opp.
		✓	3	3	Q43	Rating of Specialist +	69.2%	73.7%	27 th	(-54)	Power	→ Opp.
		✓	4	4	Q41	Getting specialist appointment	75.9%	78.6%	32 nd	(-20)	Retain	→ Opp.
		✓	5	1	Q9	Rating of Health Care	68.5%	70.5%	31 st	(-63)	Power	→ Opp.
		✓	6	9	Q29	Dr. showed respect	97.9%	97.0%	67 th	(-3)	Retain	→ Power
		✓	7	8	Q28	Dr. listened carefully	97.9%	95.6%	86 th	(+31)	Retain	→ 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	14	Q32	Dr. spent enough time	90.4%	90.2%	47 th	(-9)	Retain	→ Opp.
		✓	9	2	Q36	Rating of Personal Doctor	75.6%	77.2%	33 rd	(+2)	Opp.	Opp.
			10	15	Q35	Coordination of Care +	81.3%	84.3%	31 st	(-35)	Retain	→ Wait
			12	5	Q10	Getting care, tests, or treatment	94.5%	90.3%	84 th	(-2)	Power	→ Retain
			14	10	Q6	Getting routine care	82.5%	83.3%	39 th	(-36)	Power	→ Wait

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

- **Oklahoma CHIP**
*PREPARED FOR THE OKLAHOMA HEALTH CARE AUTHORITY THROUGH
A CONTRACT WITH KPMC 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...

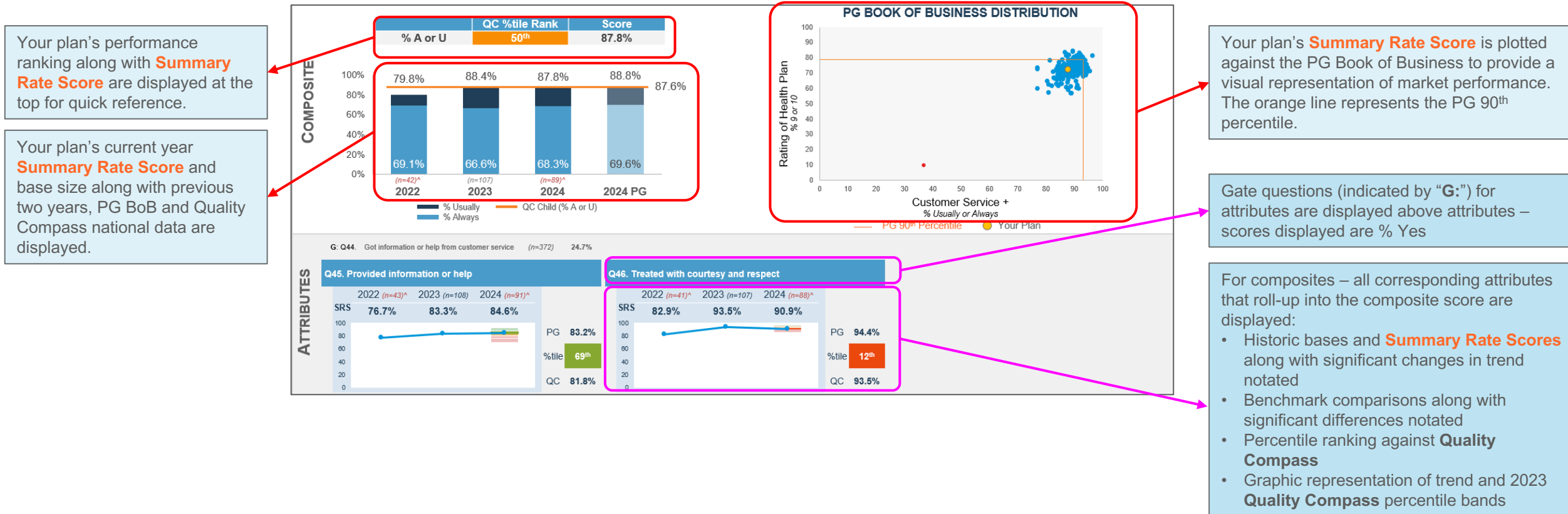
- Percentile ranking and benchmark performance
- Historic scores
- Market performance

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	

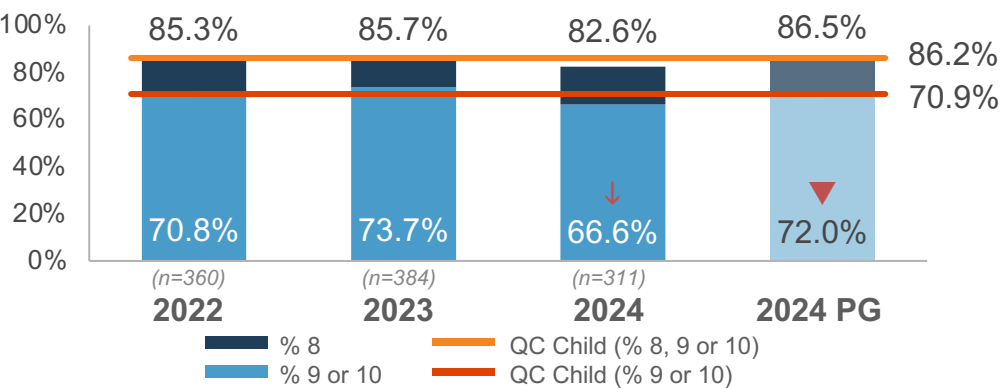


RATINGS

MEDICAID CHILD: GENERAL POPULATION

RATING OF HEALTH PLAN

	QC %tile Rank	Score
% 8, 9 or 10	15 th	82.6%
% 9 or 10	16 th	66.6%



Key Drivers Of The Rating Of The Health Plan

POWER

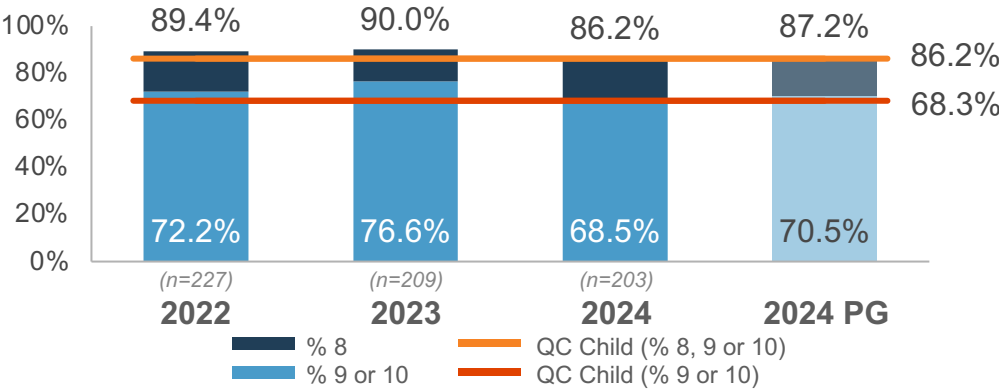
- Q29 Dr. showed respect
- Q28 Dr. listened carefully

OPPORTUNITIES

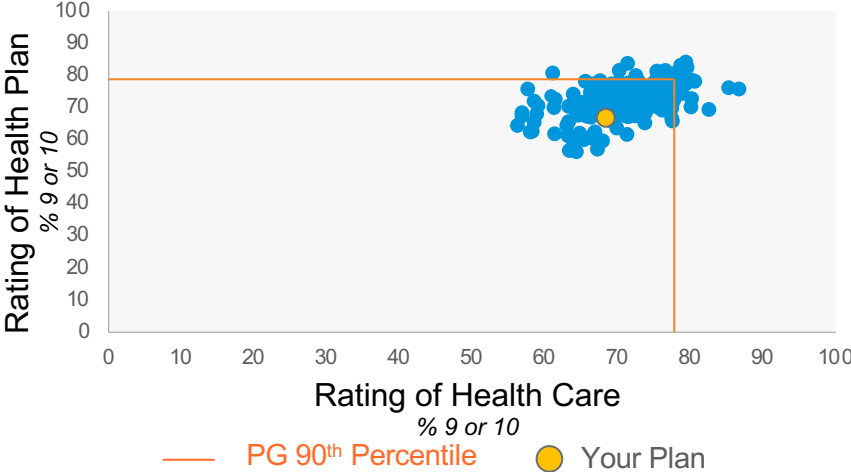
- Q46 Treated with courtesy and respect
- Q45 Provided information or help
- Q43 Rating of Specialist +
- Q41 Getting specialist appointment
- Q9 Rating of Health Care
- Q32 Dr. spent enough time
- Q36 Rating of Personal Doctor

RATING OF HEALTH CARE

	QC %tile Rank	Score
% 8, 9 or 10	43 rd	86.2%
% 9 or 10	46 th	68.5%



PG BOOK OF BUSINESS DISTRIBUTION



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

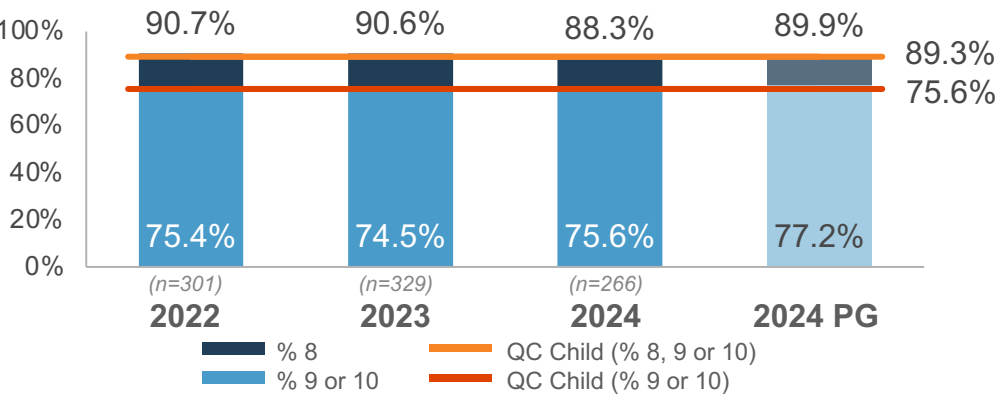
Denominator less than 100. NCQA will assign an NA to this measure.

RATINGS

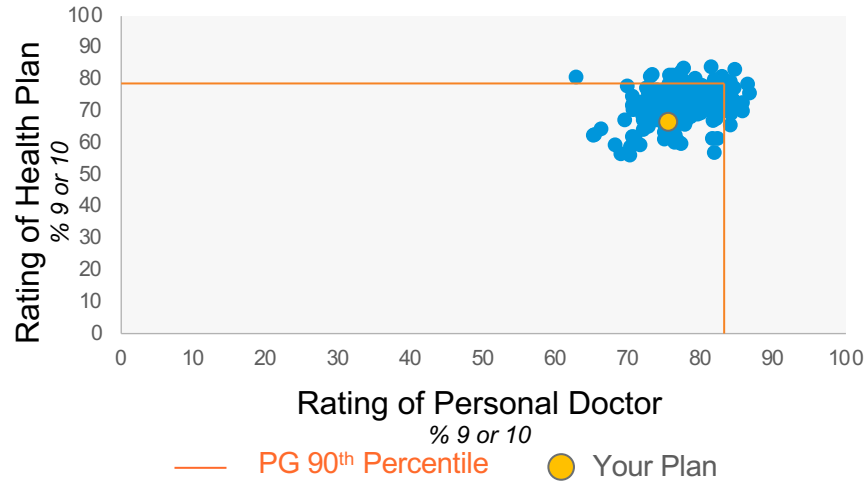
MEDICAID CHILD: GENERAL POPULATION

RATING OF PERSONAL DOCTOR

	QC %tile Rank	Score
% 8, 9 or 10	30 th	88.3%
% 9 or 10	47 th	75.6%



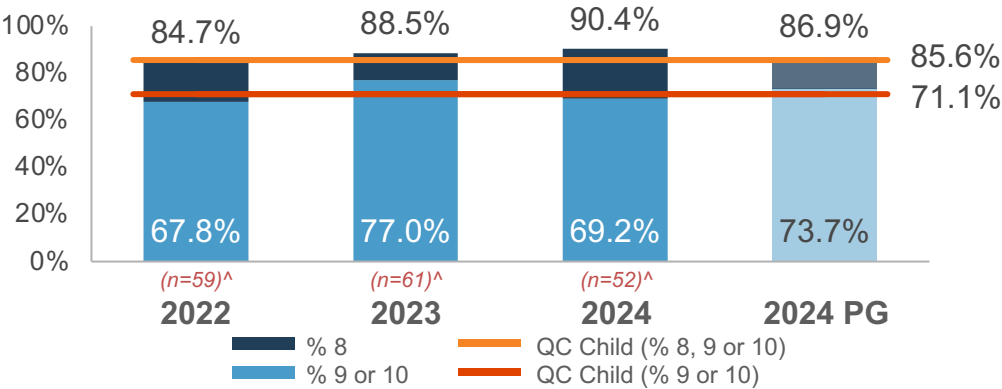
PG BOOK OF BUSINESS DISTRIBUTION



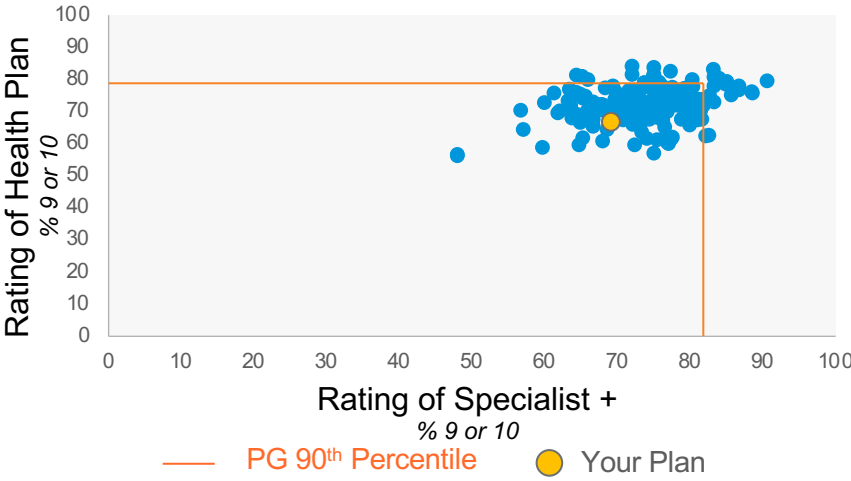
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

RATING OF SPECIALIST +

	QC %tile Rank	Score
% 8, 9 or 10	92 nd	90.4%
% 9 or 10	39 th	69.2%



PG BOOK OF BUSINESS DISTRIBUTION



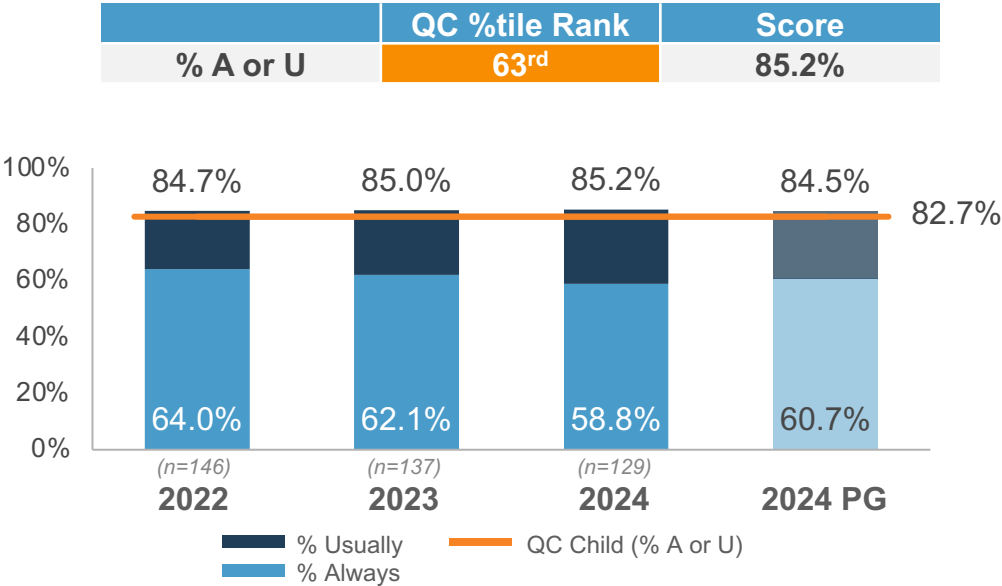
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

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

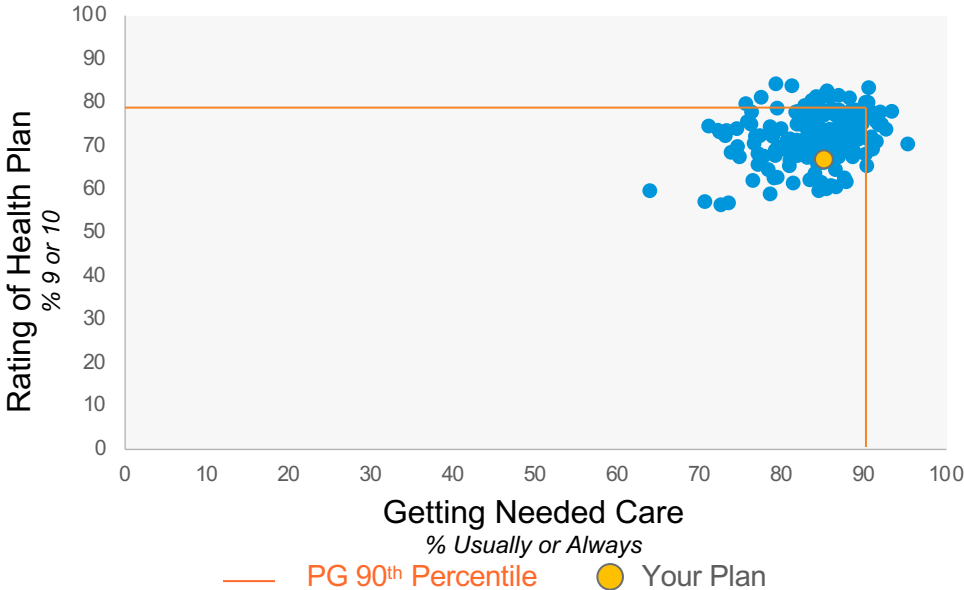
GETTING NEEDED CARE

MEDICAID CHILD: GENERAL POPULATION

COMPOSITE

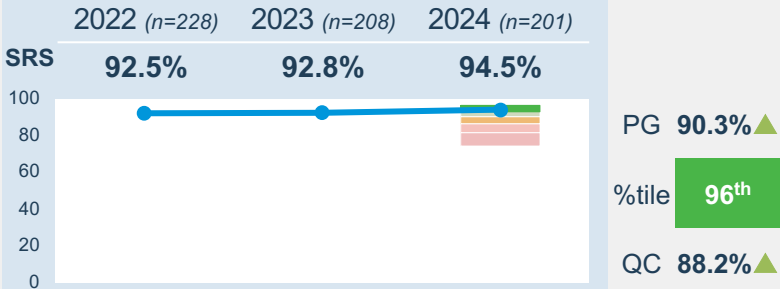


PG BOOK OF BUSINESS DISTRIBUTION



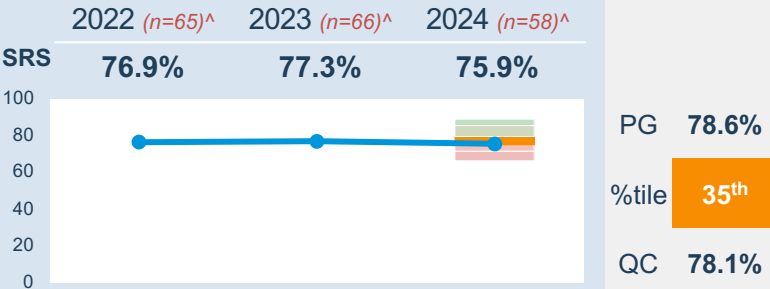
ATTRIBUTES

Q10. Getting care, tests, or treatment



G: Q40. Made appointments to see a specialist in the last 6 months (n=330) 18.2%

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.

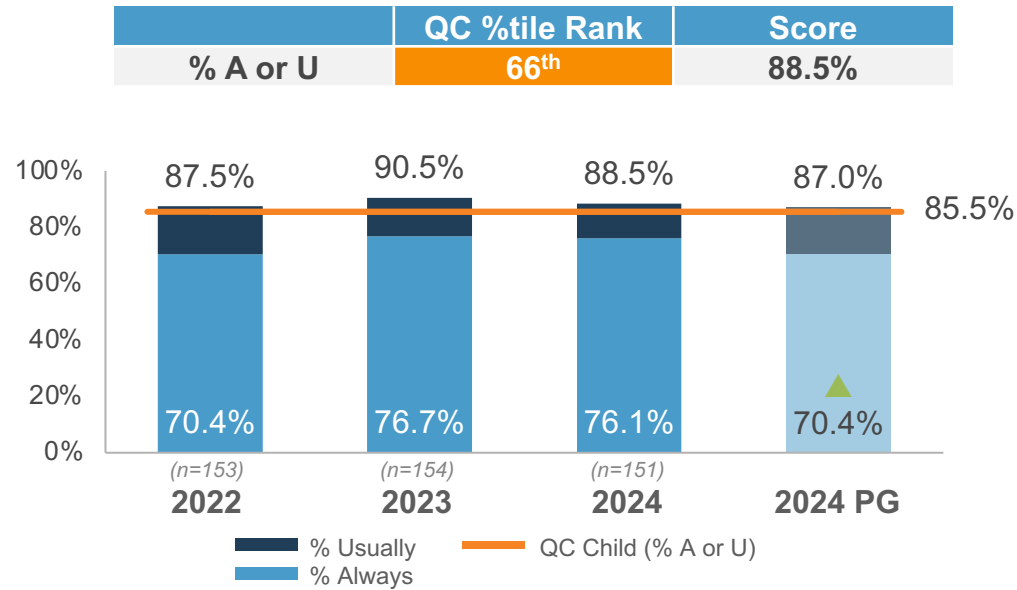
GETTING CARE QUICKLY

MEDICAID CHILD: GENERAL POPULATION

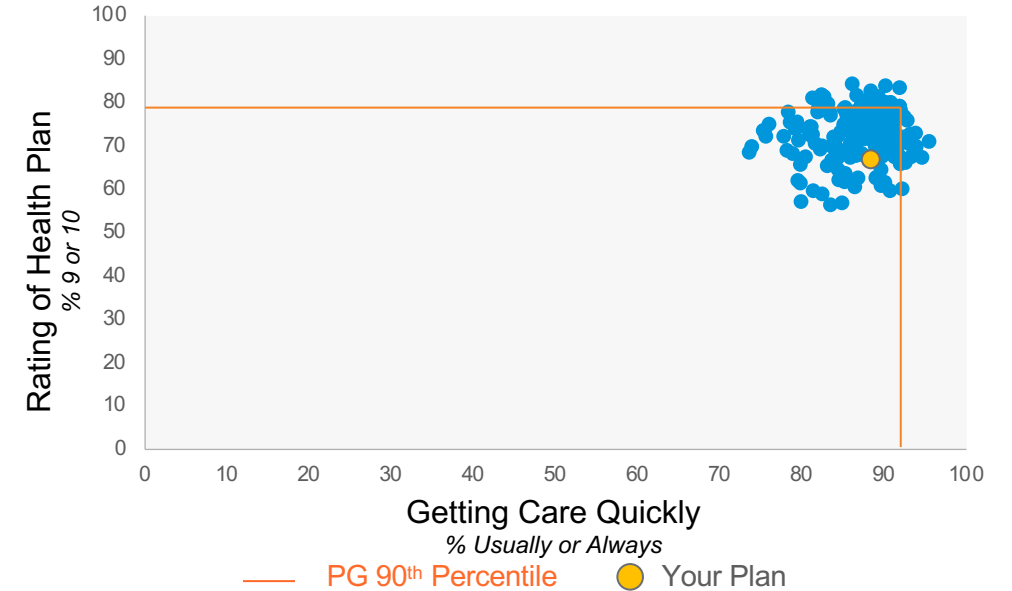
Oklahoma CHIP

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

COMPOSITE



PG BOOK OF BUSINESS DISTRIBUTION

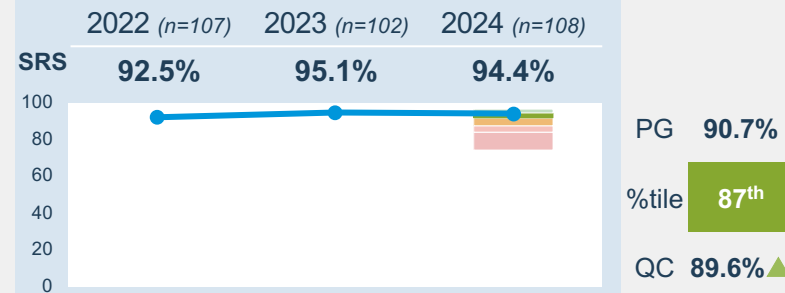


ATTRIBUTES

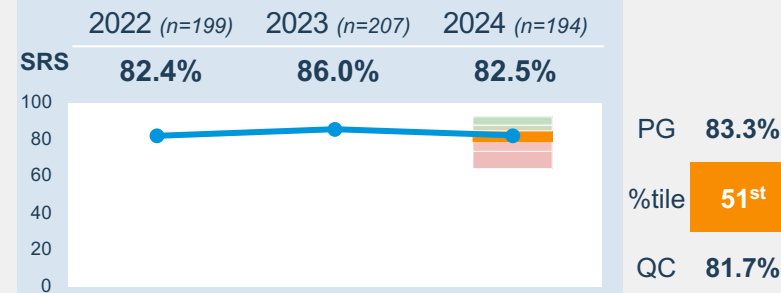
G: Q3. Had illness, injury or condition that needed care right away (n=326) 33.7%

G: Q5. Made appointments for check-ups or routine care at doctor's office or clinic (n=324) 60.8%

Q4. Getting urgent care



Q6. Getting routine care



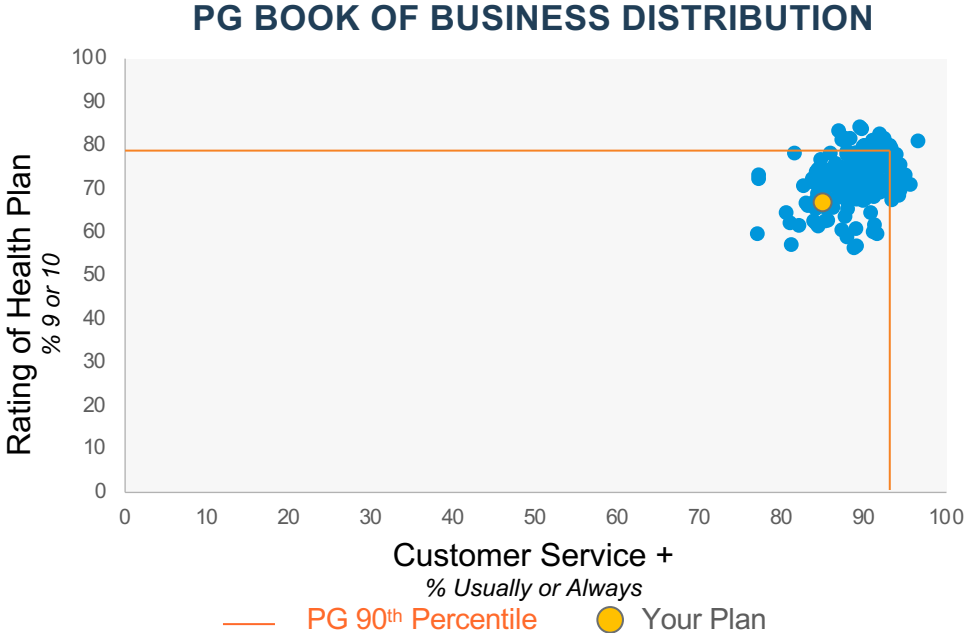
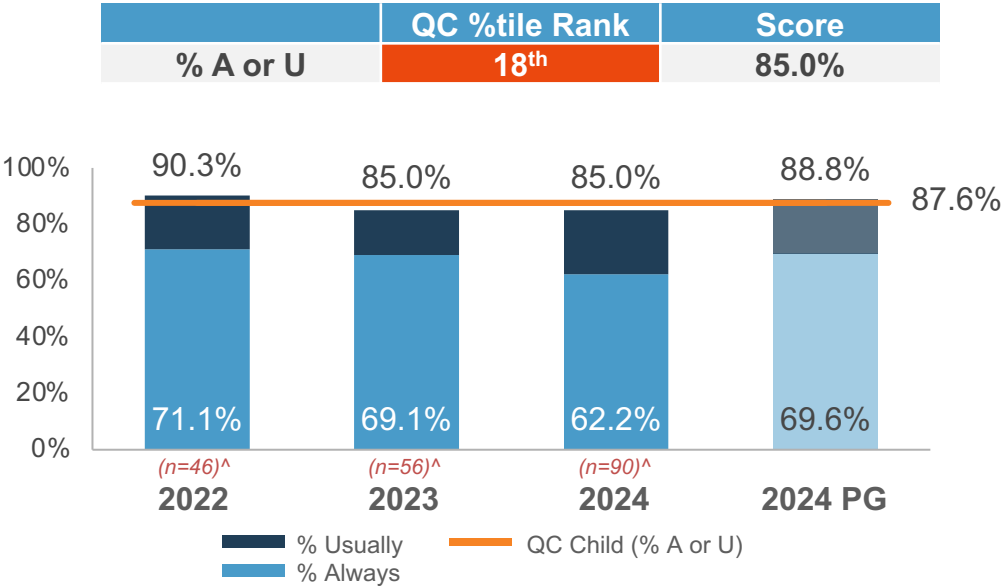
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (▲/▼) or benchmark score (▲/▼).

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

CUSTOMER SERVICE +

MEDICAID CHILD: GENERAL POPULATION

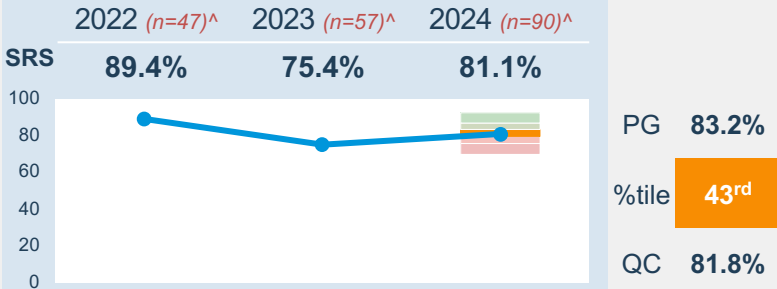
COMPOSITE



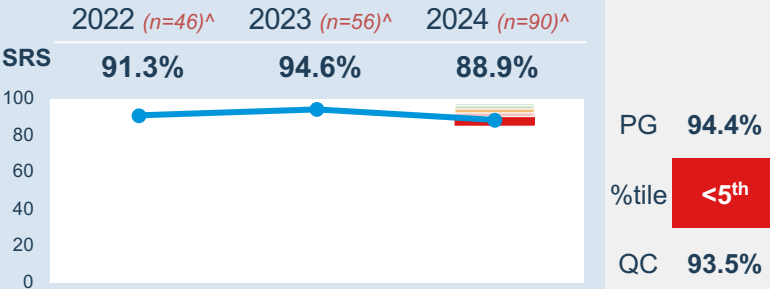
ATTRIBUTES

G: Q44. Got information or help from customer service (n=319) 29.2%

Q45. Provided information or help



Q46. Treated with courtesy and respect



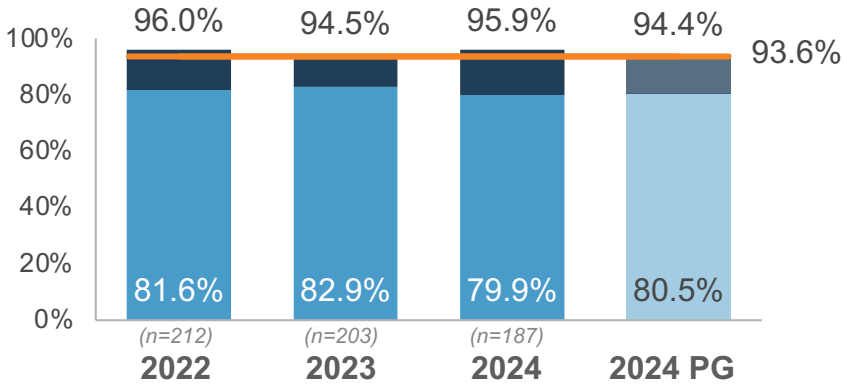
HOW WELL DOCTORS COMMUNICATE +

MEDICAID CHILD: GENERAL POPULATION

Oklahoma CHIP
Prepared for the Oklahoma Health Care Authority through
a contract with KFMC Health Improvement Partners

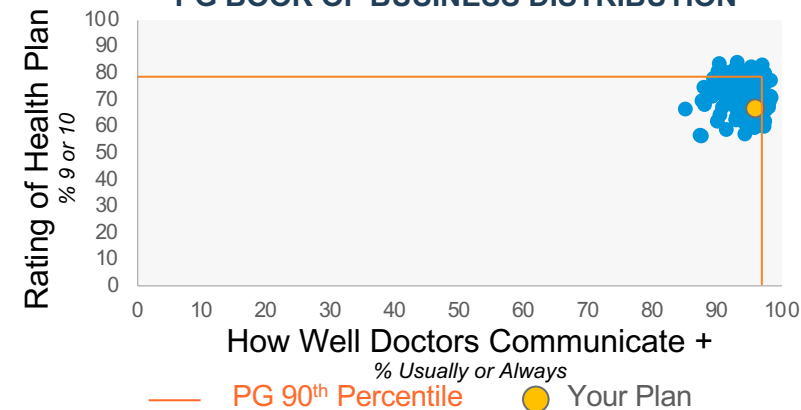
COMPOSITE

	QC %tile Rank	Score
% A or U	83 rd	95.9%



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

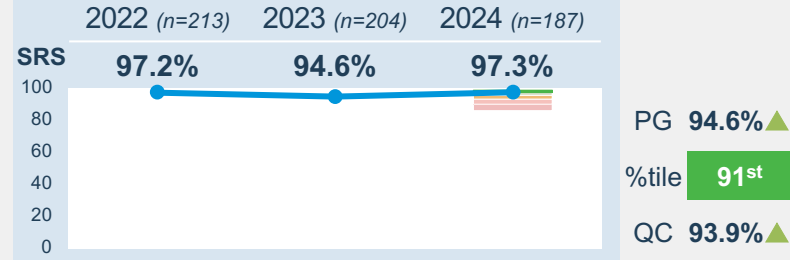
PG BOOK OF BUSINESS DISTRIBUTION



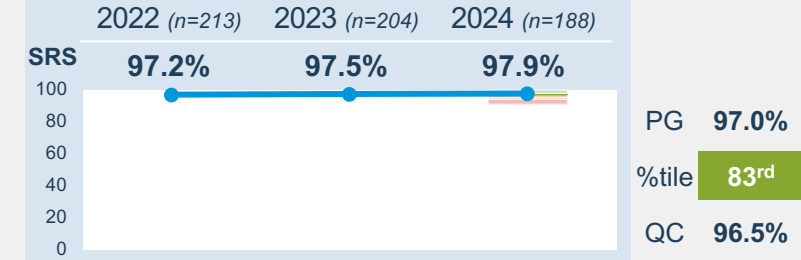
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↕) or benchmark score (▲/▼).

ATTRIBUTES

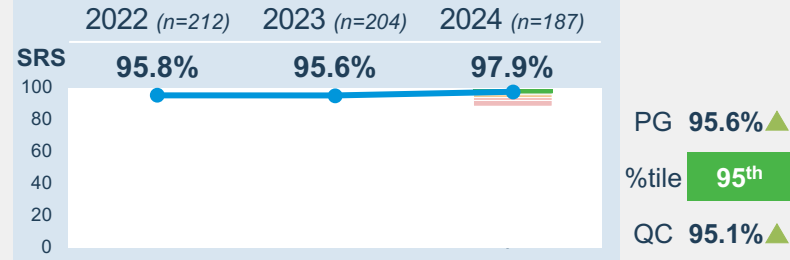
Q27. Dr. explained things



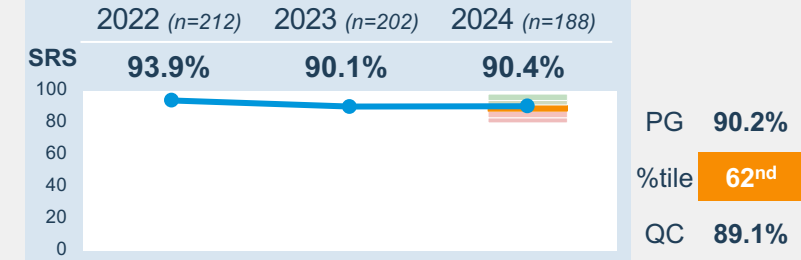
Q29. Dr. showed respect



Q28. Dr. listened carefully



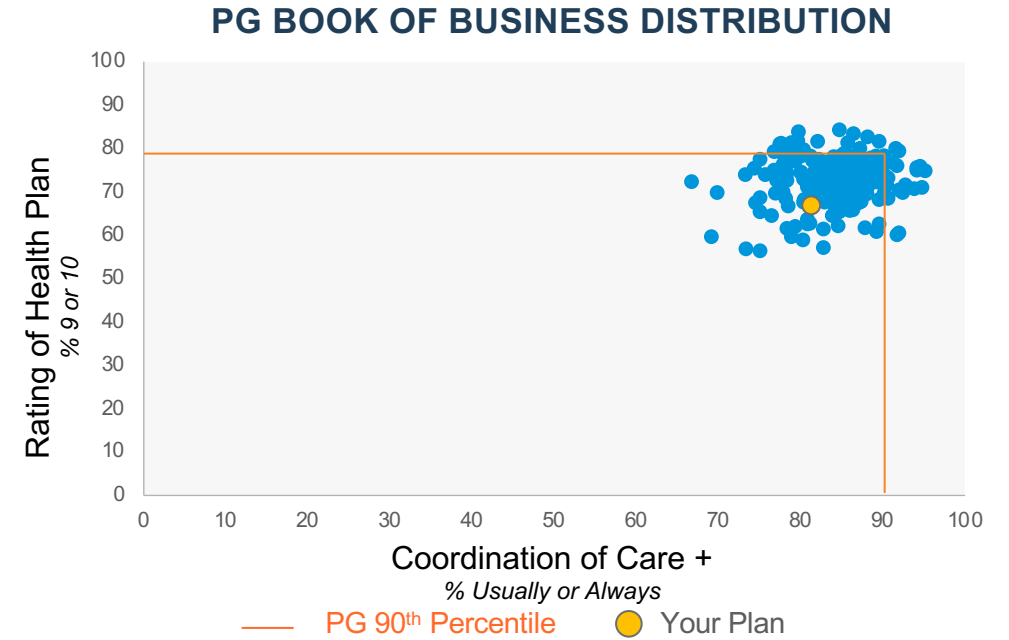
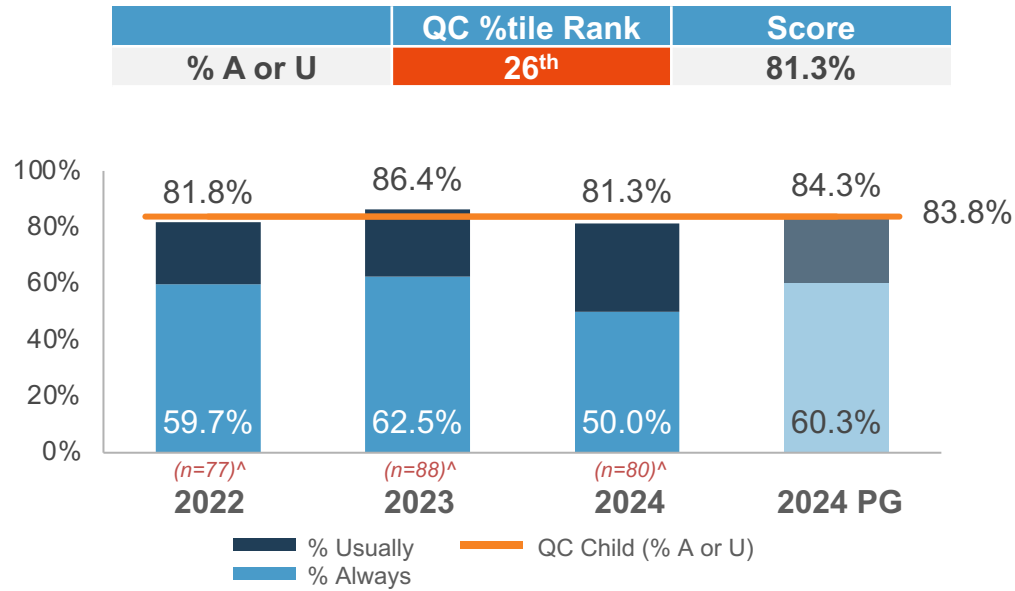
Q32. Dr. spent enough time



^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

- Oklahoma CHIP
*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

Oklahoma CHIP
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	311	70.8%	73.7%	66.6% ↓	72.0% ▼	70.9%
★ Q9. Rating of Health Care	203	72.2%	76.6%	68.5%	70.5%	68.3%
★ Q36. Rating of Personal Doctor	266	75.4%	74.5%	75.6%	77.2%	75.6%
Q43. Rating of Specialist +	52^	67.8%	77.0%	69.2%	73.7%	71.1%
Rating Questions (% 8, 9 or 10)						
Q49. Rating of Health Plan	311	85.3%	85.7%	82.6%	86.5%	86.2%
Q9. Rating of Health Care	203	89.4%	90.0%	86.2%	87.2%	86.2%
Q36. Rating of Personal Doctor	266	90.7%	90.6%	88.3%	89.9%	89.3%
Q43. Rating of Specialist +	52^	84.7%	88.5%	90.4%	86.9%	85.6%
★ Getting Needed Care (% Usually or Always)	129	84.7%	85.0%	85.2%	84.5%	82.7%
Q10. Getting care, tests, or treatment	201	92.5%	92.8%	94.5%	90.3% ▲	88.2% ▲
Q41. Getting specialist appointment	58^	76.9%	77.3%	75.9%	78.6%	78.1%
★ Getting Care Quickly (% Usually or Always)	151	87.5%	90.5%	88.5%	87.0%	85.5%
Q4. Getting urgent care	108	92.5%	95.1%	94.4%	90.7%	89.6% ▲
Q6. Getting routine care	194	82.4%	86.0%	82.5%	83.3%	81.7%
Q35. Coordination of Care +	80^	81.8%	86.4%	81.3%	84.3%	83.8%
Customer Service + (% Usually or Always)	90^	90.3%	85.0%	85.0%	88.8%	87.6%
Q45. Provided information or help	90^	89.4%	75.4%	81.1%	83.2%	81.8%
Q46. Treated with courtesy and respect	90^	91.3%	94.6%	88.9%	94.4%	93.5%
How Well Doctors Communicate + (% Usually or Always)	187	96.0%	94.5%	95.9%	94.4%	93.6%
Q27. Dr. explained things	187	97.2%	94.6%	97.3%	94.6% ▲	93.9% ▲
Q28. Dr. listened carefully	187	95.8%	95.6%	97.9%	95.6% ▲	95.1% ▲
Q29. Dr. showed respect	188	97.2%	97.5%	97.9%	97.0%	96.5%
Q32. Dr. spent enough time	188	93.9%	90.1%	90.4%	90.2%	89.1%
Q48. Ease of Filling Out Forms + (% Usually or Always)	314	97.8%	96.8%	93.9% ⚡	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

Oklahoma CHIP
Prepared for the Oklahoma Health Care Authority through
a contract with KFMC Health Improvement Partners

	2024 Valid n	2022	2023	2024	2024 CCC PG BoB	2023 CCC QC
Rating Questions (% 9 or 10)						
★ Q49. Rating of Health Plan	83^	62.0%	70.2%	57.8%	68.8% ▼	66.1%
★ Q9. Rating of Health Care	70^	58.3%	75.0%	72.9%	67.9%	64.4%
★ Q36. Rating of Personal Doctor	76^	73.9%	79.2%	77.6%	77.3%	74.5%
Q43. Rating of Specialist +	31^	63.3%	77.8%	64.5%	73.3%	71.3%
Rating Questions (% 8, 9 or 10)						
Q49. Rating of Health Plan	83^	83.5%	82.7%	80.7%	84.3%	82.7%
Q9. Rating of Health Care	70^	83.3%	92.5%	92.9%	85.9% ▲	83.3% ▲
Q36. Rating of Personal Doctor	76^	85.5%	90.6%	88.2%	89.7%	88.0%
Q43. Rating of Specialist +	31^	80.0%	91.7%	87.1%	86.6%	86.4%
★ Getting Needed Care (% Usually or Always)	51^	85.9%	86.1%	88.3%	85.4%	84.6%
Q10. Getting care, tests, or treatment	70^	90.0%	91.1%	98.6% ↑‡	90.1% ▲	88.5% ▲
Q41. Getting specialist appointment	32^	81.8%	81.1%	78.1%	80.7%	81.2%
★ Getting Care Quickly (% Usually or Always)	51^	90.5%	95.5%	93.9%	90.0%	89.2%
Q4. Getting urgent care	41^	96.9%	96.2%	97.6%	92.2% ▲	92.4% ▲
Q6. Getting routine care	62^	84.1%	94.9%	90.3%	87.8%	86.2%
Q35. Coordination of Care +	36^	81.8%	87.8%	75.0%	83.7%	83.6%
Customer Service + (% Usually or Always)	22^	94.4%	83.3%	86.4%	89.2%	89.6%
Q45. Provided information or help	22^	88.9%	72.2%	81.8%	83.4%	83.6%
Q46. Treated with courtesy and respect	22^	100%	94.4%	90.9%	94.9%	95.5%
How Well Doctors Communicate + (% Usually or Always)	65^	95.5%	97.0%	97.3%	94.9%	93.5%
Q27. Dr. explained things	65^	96.4%	98.7%	98.5%	95.3% ▲	94.1% ▲
Q28. Dr. listened carefully	65^	94.6%	97.3%	98.5%	95.4% ▲	94.6% ▲
Q29. Dr. showed respect	65^	96.4%	97.4%	96.9%	96.8%	95.8%
Q32. Dr. spent enough time	65^	94.6%	94.7%	95.4%	91.8%	89.6% ▲
Q48. Ease of Filling Out Forms + (% Usually or Always)	83^	100%	96.1%	96.4%	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

Oklahoma CHIP
Prepared for the Oklahoma Health Care Authority through
a contract with KFMC Health Improvement Partners

CCC MEASURES	2024 Valid n	2022	2023	2024	2024 CCC PG BoB	2023 CCC QC
Q51. Access to Rx Medicines (% Usually or Always)	66^	93.5%	92.9%	97.0%	89.8% ▲	89.1% ▲
Access to Specialized Services (% Usually or Always)	15^	75.0%	73.1%	75.6%	72.1%	70.6%
Q15. Easy to get special medical equipment	4^	100%	66.7%	75.0%	73.9%	NA
Q18. Easy to get special therapy	16^	69.2%	80.0%	75.0%	72.5%	69.6%
Q21. Easy to get treatment or counseling	26^	55.9%	72.5%	76.9%	70.0%	70.9%
FCC: Dr Who Knows Child (% Yes)	52^	85.3%	93.4%	96.7% ⬆	91.6% ▲	90.9% ▲
Q33. Discussed feelings/growth/behavior	64^	81.8%	89.3%	92.2%	90.5%	90.0%
Q38. Understands effects on child's life	46^	89.5%	96.4%	100% ⬆	93.8% ▲	93.2% ▲
Q39. Understands effects on family's life	47^	84.6%	94.4%	97.9% ⬆	90.6% ▲	89.4% ▲
Q8. FCC: Getting Needed Info (% Usually or Always)	70^	86.7%	95.0%	97.1% ⬆	92.0% ▲	90.4% ▲
Coordination of Care for CCC (% Yes)	21^	80.5%	77.2%	71.3%	75.6%	77.6%
Q13. Helped contact child's school/daycare	8^	100%	100%	75.0%	92.0%	NA
Q24. Helped coordinate child's care	34^	61.0%	54.3%	67.6%	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

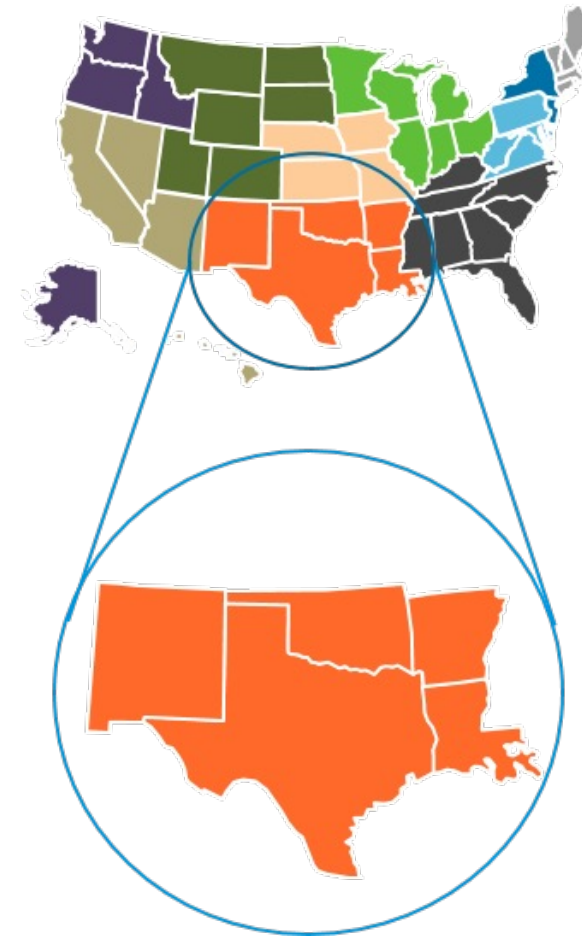
MEDICAID CHILD: GENERAL POPULATION

Oklahoma CHIP

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

	SUMMARY RATE	2024 PG BoB REGION
Rating Questions (% 9 or 10)		
★ Q49. Rating of Health Plan	66.6%	76.9% ❖
★ Q9. Rating of Health Care	68.5%	73.8%
★ Q36. Rating of Personal Doctor	75.6%	78.5%
Q43. Rating of Specialist +	69.2%	76.1%
Rating Questions (% 8, 9 or 10)		
Q49. Rating of Health Plan	82.6%	89.6% ❖
Q9. Rating of Health Care	86.2%	89.1%
Q36. Rating of Personal Doctor	88.3%	90.4%
Q43. Rating of Specialist +	90.4%	88.0%
★ Getting Needed Care (% Usually or Always)	85.2%	83.9%
Q10. Getting care, tests, or treatment	94.5%	89.6% ❖
Q41. Getting specialist appointment	75.9%	78.2%
★ Getting Care Quickly (% Usually or Always)	88.5%	87.0%
Q4. Getting urgent care	94.4%	90.1%
Q6. Getting routine care	82.5%	83.9%
Q35. Coordination of Care +	81.3%	83.8%
Customer Service + (% Usually or Always)	85.0%	90.4%
Q45. Provided information or help	81.1%	85.4%
Q46. Treated with courtesy and respect	88.9%	95.5% ❖
How Well Doctors Communicate + (% Usually or Always)	95.9%	93.5%
Q27. Dr. explained things	97.3%	94.2% ❖
Q28. Dr. listened carefully	97.9%	94.6% ❖
Q29. Dr. showed respect	97.9%	96.5%
Q32. Dr. spent enough time	90.4%	88.7%
Q48. Ease of Filling Out Forms + (% Usually or Always)	93.9%	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

		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	66.6%	16 th	58.8	63.1	68.4	69.4	71.4	73.8	74.8	78.2	79.7	13 th	61.4	64.5	69.1	70.3	72.3	74.7	76.1	78.8	81.1
★	Q9. Rating of Health Care	68.5%	46 th	60.4	62.2	65.2	66.4	68.8	70.7	71.4	74.2	76.2	31 st	59.7	63.3	67.0	68.9	71.2	73.0	74.8	77.8	79.3
★	Q36. Rating of Personal Doctor	75.6%	47 th	69.1	70.5	73.0	74.2	75.8	77.9	78.5	80.2	81.4	33 rd	70.4	71.8	74.4	75.5	77.3	79.3	80.6	83.2	84.2
	Q43. Rating of Specialist +	69.2%	39 th	63.0	64.4	66.4	68.0	70.8	73.6	75.0	77.1	81.0	27 th	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	82.6%	15 th	77.7	81.3	84.2	85.4	86.7	88.4	89.3	91.3	91.8	12 th	78.8	81.7	84.7	85.4	86.7	88.8	89.5	91.6	92.6
	Q9. Rating of Health Care	86.2%	43 rd	81.0	81.6	84.1	84.9	86.5	88.0	88.5	90.2	91.0	34 th	81.0	83.1	85.3	86.1	87.6	89.3	90.0	91.5	91.9
	Q36. Rating of Personal Doctor	88.3%	30 th	84.9	86.1	87.9	88.4	89.5	90.8	91.4	92.3	93.1	26 th	85.5	86.3	88.1	88.6	90.0	91.3	92.0	93.3	94.3
	Q43. Rating of Specialist +	90.4%	92 nd	77.8	80.6	83.2	84.5	86.4	87.5	88.6	89.8	91.3	80 th	78.9	80.6	84.0	84.8	86.8	88.9	90.0	92.1	93.7
★	Getting Needed Care (% U/A)	85.2%	63 rd	73.3	75.1	79.2	80.5	83.0	85.7	86.5	89.3	90.3	50 th	74.0	76.7	81.3	82.9	85.1	86.8	88.1	90.2	91.1
	Q10. Getting care, tests, or treatment	94.5%	96 th	80.1	81.8	85.6	86.7	88.9	90.6	91.5	93.3	94.1	84 th	81.4	84.7	87.9	89.1	90.6	92.8	93.4	94.9	96.2
	Q41. Getting specialist appointment	75.9%	35 th	70.0	71.7	74.8	75.3	77.4	79.8	81.1	85.7	88.0	32 nd	65.1	68.1	73.5	76.1	79.6	82.0	83.3	86.6	88.3
★	Getting Care Quickly (% U/A)	88.5%	66 th	75.1	78.9	82.3	83.6	86.0	88.5	89.5	91.0	92.4	56 th	78.7	80.2	84.2	85.4	87.7	89.6	90.4	92.0	92.7
	Q4. Getting urgent care	94.4%	87 th	78.6	84.3	87.3	87.9	90.4	92.2	93.0	94.7	95.5	75 th	81.9	83.5	87.5	89.2	91.5	93.2	94.4	95.9	97.2
	Q6. Getting routine care	82.5%	51 st	72.0	73.8	78.3	79.2	82.0	85.2	86.0	88.2	89.6	39 th	73.4	75.5	80.3	81.7	84.6	86.3	87.4	89.4	90.6
	Q35. Coordination of Care +	81.3%	26 th	75.3	77.1	80.9	82.4	83.9	86.5	87.0	89.5	91.0	31 st	75.0	77.5	80.3	81.4	84.4	86.1	87.2	90.2	91.9
	Customer Service + (% U/A)	85.0%	18 th	82.6	83.6	85.9	86.7	87.8	89.0	89.9	91.3	92.4	15 th	83.0	84.3	86.9	87.7	89.1	90.8	91.4	93.1	93.8
	Q45. Provided information or help	81.1%	43 rd	74.6	75.9	78.8	79.9	81.9	83.7	85.1	87.2	89.2	34 th	75.1	76.8	79.5	80.6	83.8	86.2	87.2	89.5	90.3
	Q46. Treated with courtesy and respect	88.9%	<5 th	89.2	90.6	92.2	92.6	93.5	94.7	95.3	96.5	97.1	<5 th	89.1	90.7	92.3	93.4	94.9	96.2	96.7	98.1	98.5
	How Well Doctors Communicate + (% U/A)	95.9%	83 rd	90.0	90.9	92.0	92.6	93.8	94.8	95.5	96.1	96.4	74 th	89.6	91.0	92.9	93.7	94.7	95.5	95.9	96.9	97.4
	Q27. Dr. explained things	97.3%	91 st	89.1	90.0	92.2	93.0	94.1	95.5	95.9	97.1	97.5	85 th	88.6	90.5	93.1	93.9	95.0	96.1	96.6	97.6	98.0
	Q28. Dr. listened carefully	97.9%	95 th	91.6	92.4	94.0	94.4	95.3	96.2	96.6	97.2	97.9	86 th	91.3	92.4	94.1	94.9	95.6	96.8	97.1	98.3	98.7
	Q29. Dr. showed respect	97.9%	83 rd	94.1	94.5	95.5	95.8	96.6	97.1	97.5	98.2	98.8	67 th	94.0	94.8	95.9	96.3	97.0	97.9	98.3	99.0	99.2
	Q32. Dr. spent enough time	90.4%	62 nd	82.1	83.1	86.5	87.2	89.5	91.2	92.4	93.9	95.2	47 th	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)	93.9%	11 th	93.2	93.8	94.7	95.1	95.9	96.6	97.0	97.8	98.3	28 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

Oklahoma CHIP
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	57.8%	5 th	52.4	58.7	62.5	64.1	66.7	68.3	69.9	74.5	76.2	<5 th	59.5	62.0	65.0	66.3	68.3	71.5	74.0	76.2	77.7
★	Q9. Rating of Health Care	72.9%	91 st	52.7	54.8	60.7	63.2	65.1	68.4	69.2	72.2	73.0	84 th	57.8	60.8	64.2	65.0	68.3	70.2	71.1	74.7	76.1
★	Q36. Rating of Personal Doctor	77.6%	71 st	66.2	67.0	71.3	73.3	74.7	77.2	77.7	80.8	81.5	56 th	70.5	71.1	73.8	74.8	77.1	78.9	79.9	82.3	83.7
	Q43. Rating of Specialist +	64.5%	<5 th	76.2	79.9	85.0	85.3	87.4	88.5	89.2	90.2	91.3	8 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	80.7%	23 rd	74.0	77.7	81.0	81.3	83.8	84.9	85.4	87.1	89.2	16 th	78.2	79.7	81.6	82.6	84.1	86.2	87.1	89.2	90.3
	Q9. Rating of Health Care	92.9%	100 th	76.9	78.1	80.1	81.8	84.4	85.3	86.3	88.1	88.6	99 th	80.4	81.2	82.4	83.8	85.8	88.0	88.8	90.2	91.0
	Q36. Rating of Personal Doctor	88.2%	44 th	83.3	84.1	85.7	87.1	88.4	89.6	90.0	92.0	92.4	28 th	84.8	86.1	88.0	88.6	89.4	90.9	91.2	92.8	93.9
	Q43. Rating of Specialist +	87.1%	100 th	59.2	60.4	66.1	69.1	72.1	75.5	76.0	79.5	80.0	52 nd	79.3	81.6	83.7	84.9	86.7	88.4	89.1	91.4	92.2
★	Getting Needed Care (% U/A)	88.3%	72 nd	73.6	77.3	80.9	83.0	86.1	87.0	88.6	90.0	91.3	74 th	76.3	80.3	82.3	83.7	84.9	87.2	88.7	90.7	91.7
	Q10. Getting care, tests, or treatment	98.6%	100 th	79.9	81.6	86.8	87.4	89.3	91.0	91.9	93.9	94.5	100 th	83.2	84.4	88.2	88.6	90.1	91.9	92.9	94.5	96.0
	Q41. Getting specialist appointment	78.1%	27 th	72.3	72.5	77.9	80.0	82.1	84.4	85.2	87.7	88.6	29 th	68.9	71.8	77.0	78.9	80.7	83.7	84.6	87.7	90.0
★	Getting Care Quickly (% U/A)	93.9%	92 nd	78.9	83.5	87.0	88.8	89.7	90.9	91.8	93.8	96.3	93 rd	81.9	84.2	88.5	89.8	90.9	91.8	92.4	93.2	94.3
	Q4. Getting urgent care	97.6%	100 th	76.9	77.2	84.1	86.2	87.4	89.0	89.8	91.8	93.4	96 th	85.4	86.3	90.3	91.8	93.3	94.4	94.7	96.1	97.1
	Q6. Getting routine care	90.3%	25 th	84.9	87.9	90.2	90.7	92.6	94.6	95.0	98.3	99.2	71 st	79.9	81.5	85.6	86.9	88.7	90.0	90.6	91.8	92.8
	Q35. Coordination of Care +	75.0%	7 th	75.0	75.8	81.0	82.2	83.8	86.7	87.4	89.5	90.1	<5 th	76.3	78.3	81.8	82.5	83.9	85.3	87.0	88.5	90.0
	Customer Service + (% U/A)	86.4%	28 th	85.3	85.3	86.1	87.9	89.8	91.3	91.6	94.9	94.9	24 th	82.6	84.1	86.4	87.3	88.7	90.9	91.8	93.5	94.1
	Q45. Provided information or help	81.8%	<5 th	93.3	93.3	93.4	94.1	95.7	96.4	97.1	98.3	98.3	46 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	90.9%	85 th	77.2	77.2	78.9	81.6	83.2	85.4	87.6	91.5	91.5	12 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)	97.3%	93 rd	89.6	89.9	92.2	92.5	93.2	94.8	95.5	96.8	97.4	87 th	90.9	91.4	93.7	94.2	95.1	95.8	96.3	97.4	97.6
	Q27. Dr. explained things	98.5%	95 th	88.7	91.1	92.0	93.0	94.2	95.7	96.5	97.2	97.5	96 th	91.3	92.0	94.4	94.7	95.9	96.5	96.9	98.0	98.3
	Q28. Dr. listened carefully	98.5%	97 th	90.0	91.3	93.1	93.6	94.7	96.1	96.5	97.4	98.1	95 th	90.3	92.6	94.1	94.7	96.0	96.5	96.8	97.7	98.2
	Q29. Dr. showed respect	96.9%	68 th	92.2	92.9	94.4	95.0	96.1	96.9	97.5	98.0	98.6	50 th	94.1	94.8	95.4	96.1	96.8	97.7	98.1	98.8	99.0
	Q32. Dr. spent enough time	95.4%	95 th	81.8	83.2	87.4	88.7	90.5	92.2	93.3	94.7	95.4	85 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)	96.4%	74 th	92.1	93.9	94.6	95.1	95.6	96.0	96.4	97.3	98.0	80 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

Oklahoma CHIP
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)	97.0%	100th	81.0	84.3	86.9	87.9	90.1	92.0	92.6	93.1	93.4	100th	84.6	85.8	88.3	89.0	90.2	91.4	92.0	93.2	94.3
Access to Specialized Services (% U/A)	75.6%	87th	62.4	62.4	67.2	68.6	71.8	73.2	73.9	76.4	76.4	60th	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	75.0%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	49th	61.2	64.3	69.3	71.4	75.5	78.6	81.0	90.9	95.2
Q18. Easy to get special therapy	75.0%	83rd	58.5	58.5	65.1	65.1	69.9	74.1	74.1	80.0	80.0	54th	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	76.9%	70th	57.5	60.4	64.2	68.6	71.3	76.0	77.0	80.2	82.3	81st	56.9	59.2	63.7	66.3	69.9	72.2	73.9	79.7	81.4
FCC: Dr Who Knows Child (% Yes)	96.7%	100th	87.1	88.6	89.7	90.1	91.0	92.3	92.5	93.3	93.8	100th	88.5	89.4	90.4	90.7	91.5	92.7	93.1	94.4	95.0
Q33. Discussed feelings/growth/behavior	92.2%	82nd	86.5	87.3	88.2	89.3	90.1	91.0	91.5	93.0	94.1	72nd	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	100%	100th	88.8	89.4	91.8	92.5	93.4	94.6	94.8	95.9	96.4	100th	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	97.9%	100th	84.0	85.9	87.1	88.4	89.8	90.5	91.5	93.1	94.1	100th	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)	97.1%	100th	84.8	86.3	88.8	89.5	90.8	92.2	92.6	94.2	94.8	99th	88.6	88.9	89.8	90.4	91.5	93.1	94.1	95.6	96.0
Coordination of Care for CCC (% Yes)	71.3%	<5th	73.5	73.8	74.4	75.6	78.5	79.2	79.4	81.5	82.4	16th	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	75.0%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	<5th	80.1	83.1	88.9	90.3	92.2	94.6	96.6	100	100
Q24. Helped coordinate child's care	67.6%	89th	48.6	49.6	54.9	56.5	59.1	62.2	62.7	67.8	71.0	81st	46.5	49.0	54.1	55.1	59.0	63.6	64.8	70.5	71.9

PROFILE OF SURVEY RESPONDENTS

DEMOGRAPHIC COMPOSITION

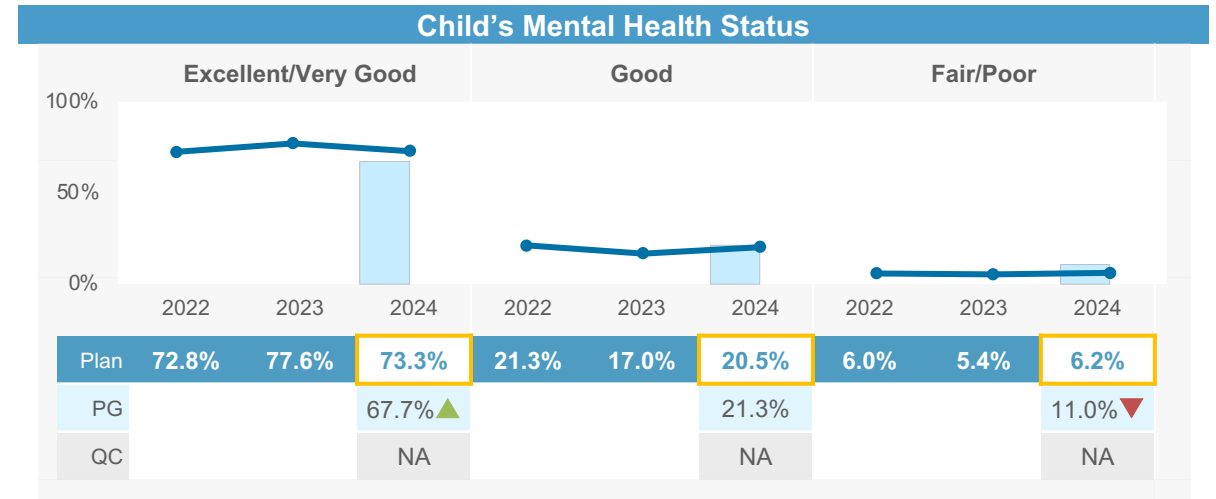
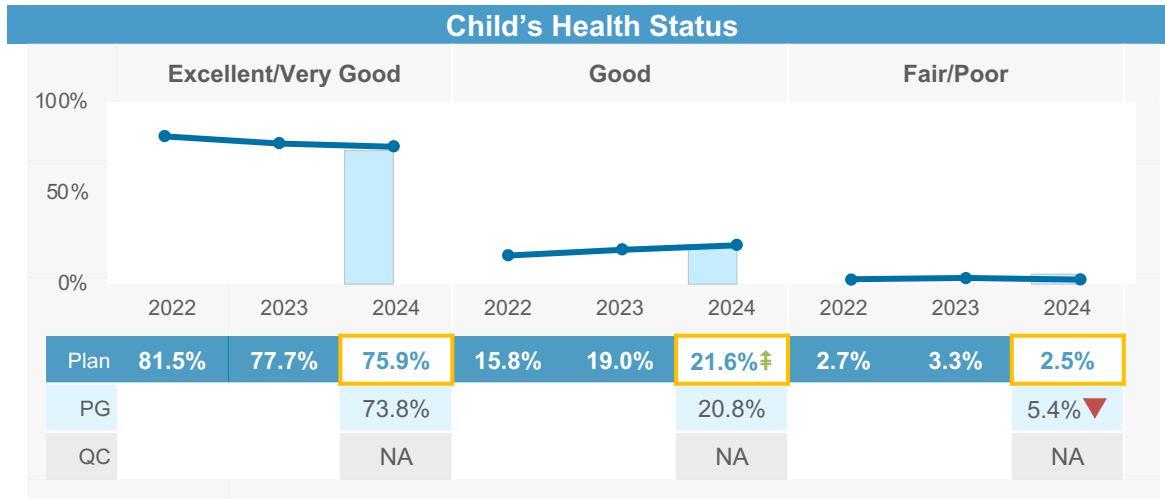
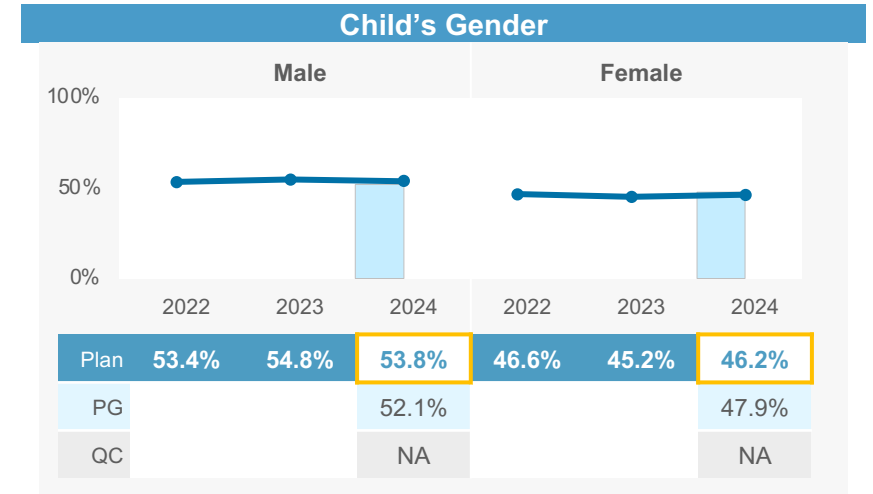
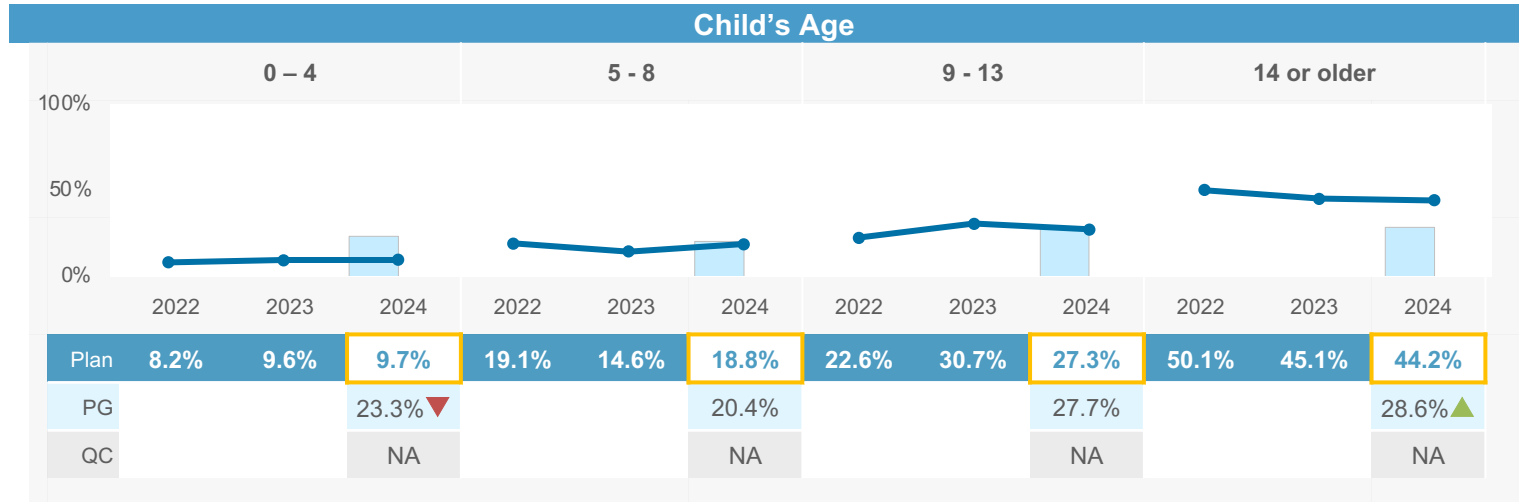
- **Oklahoma CHIP**

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

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Oklahoma CHIP
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 (▲/▼).

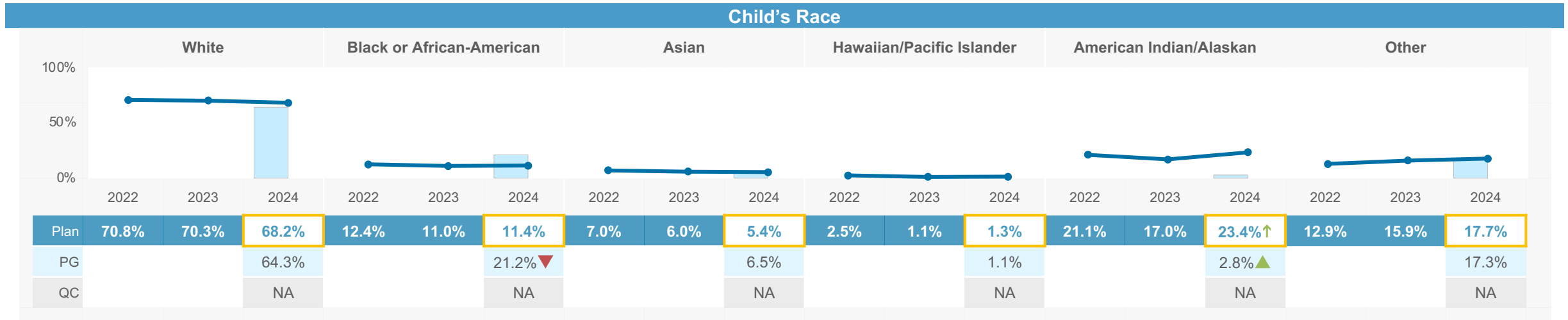
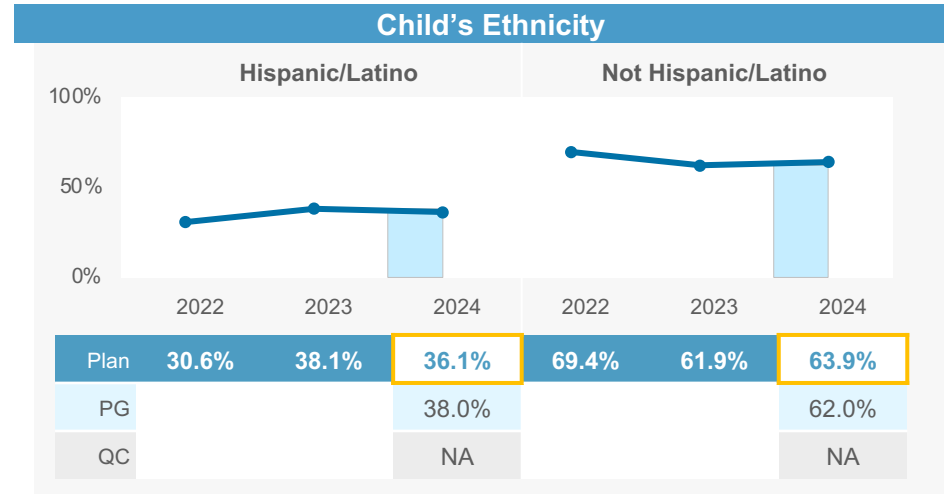
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: GENERAL POPULATION

Oklahoma CHIP

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 (▲/▼).

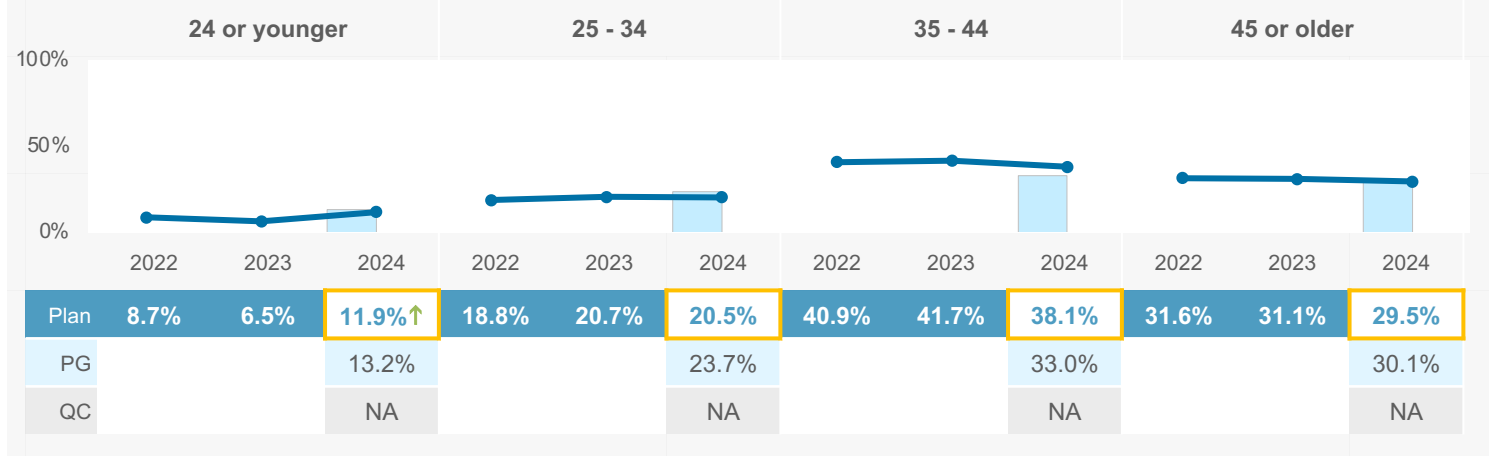
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

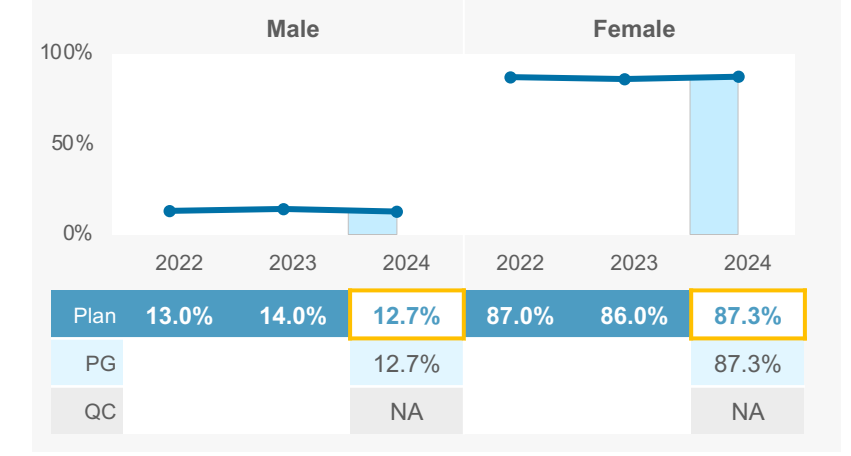
MEDICAID CHILD: GENERAL POPULATION

Oklahoma CHIP
Prepared for the Oklahoma Health Care Authority through
a contract with KFMC Health Improvement Partners

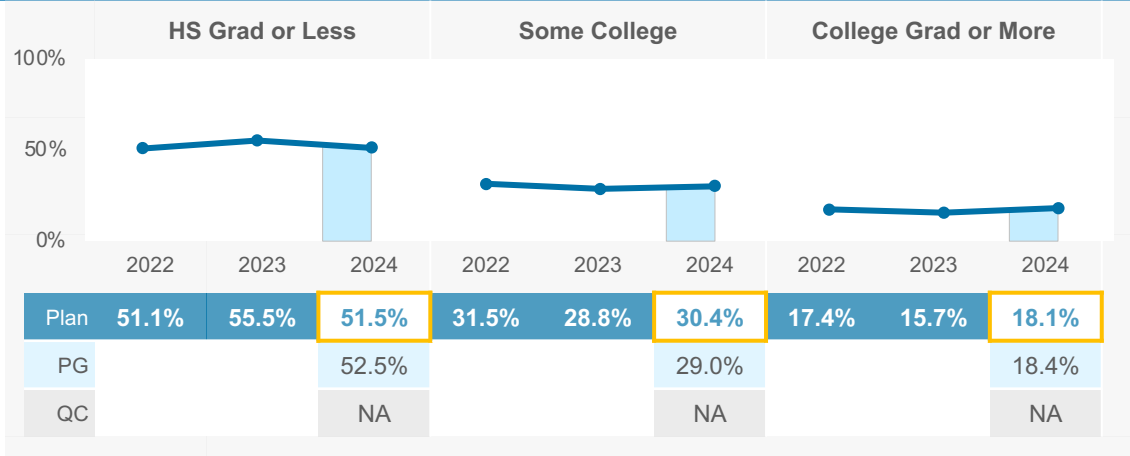
Respondent's Age



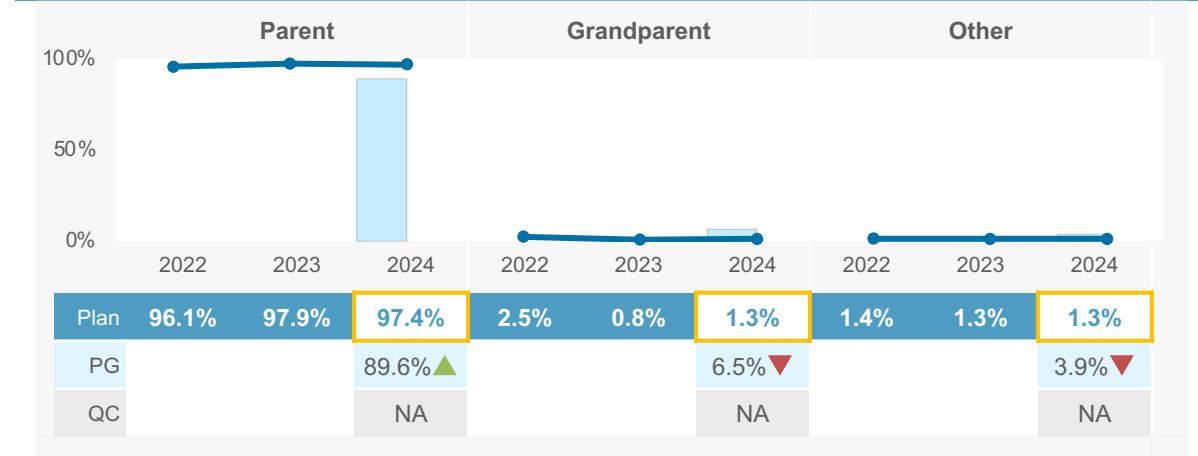
Respondent's Gender



Respondent's Education



Respondent's Relation to Child



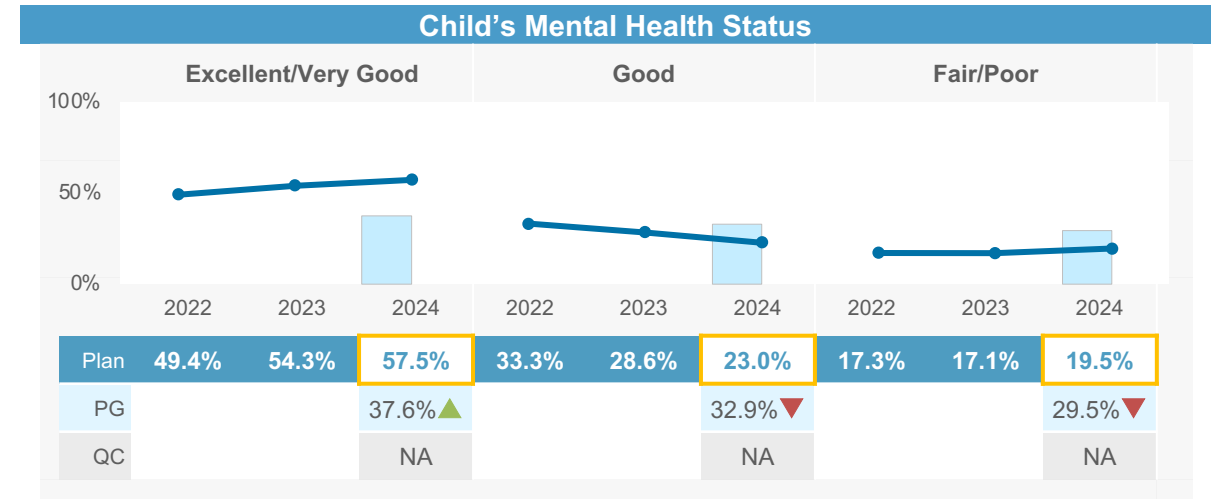
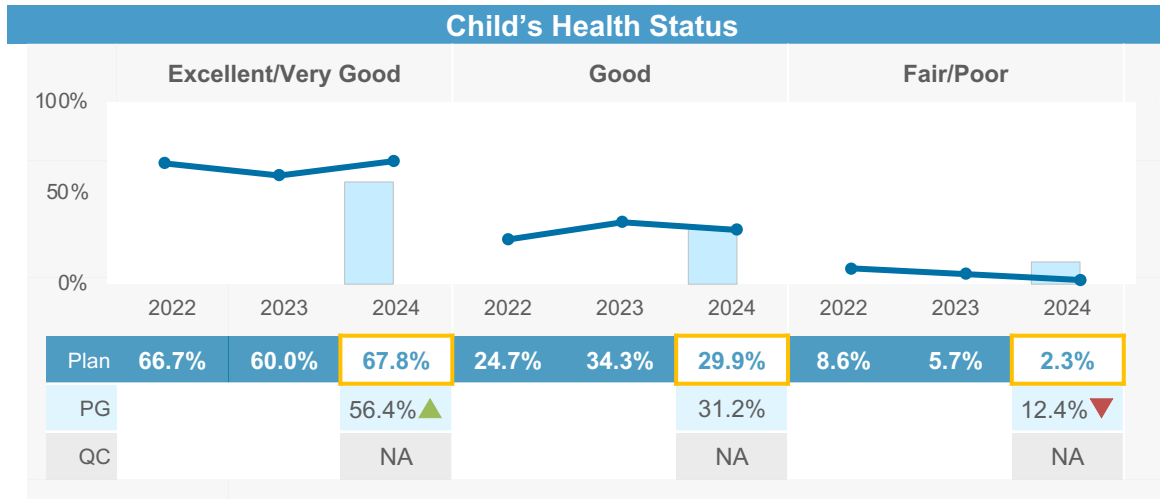
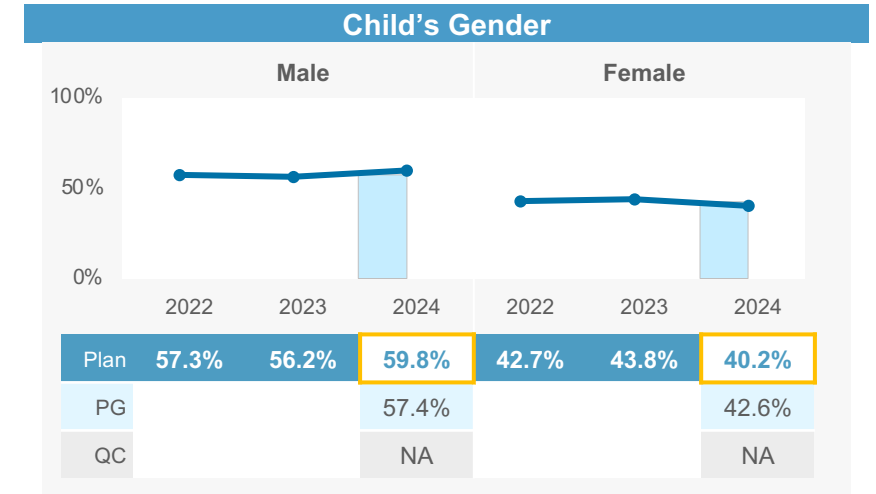
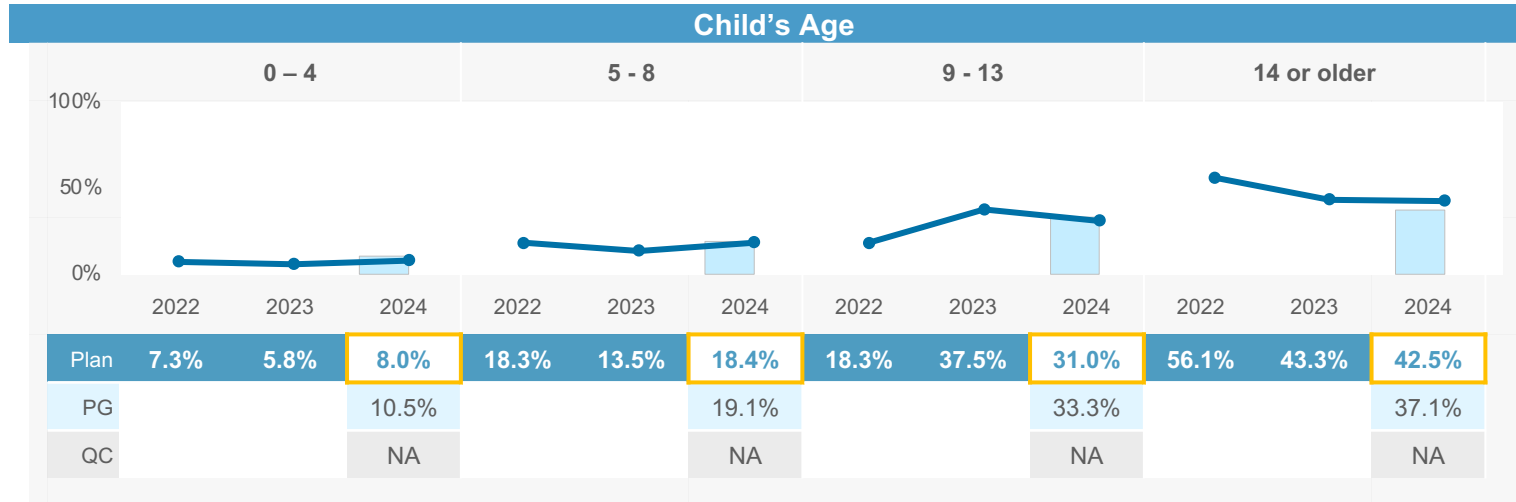
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↔) or benchmark score (▲/▼).

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.

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Oklahoma CHIP
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 (▲/▼).

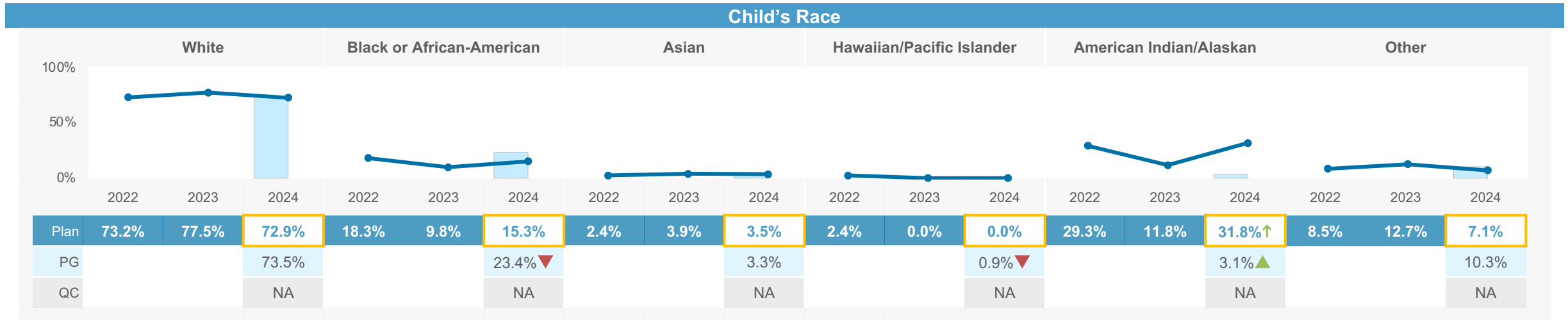
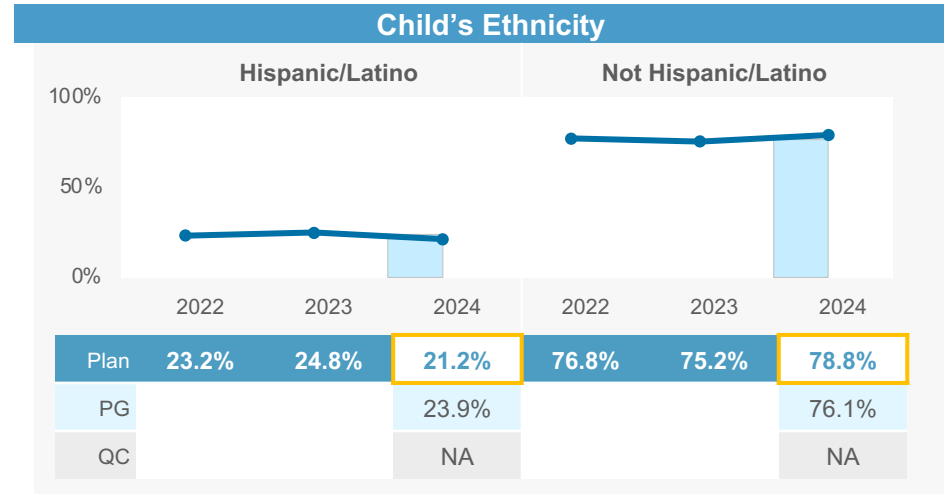
Benchmarks: PG refers to the 2024 PG Book of Business benchmark. QC refers to the 2023 QC National Data benchmark. NCQA did not publish demographics for the 2023 benchmark.

PROFILE OF SURVEY RESPONDENTS

MEDICAID CHILD: CCC POPULATION

Oklahoma CHIP

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



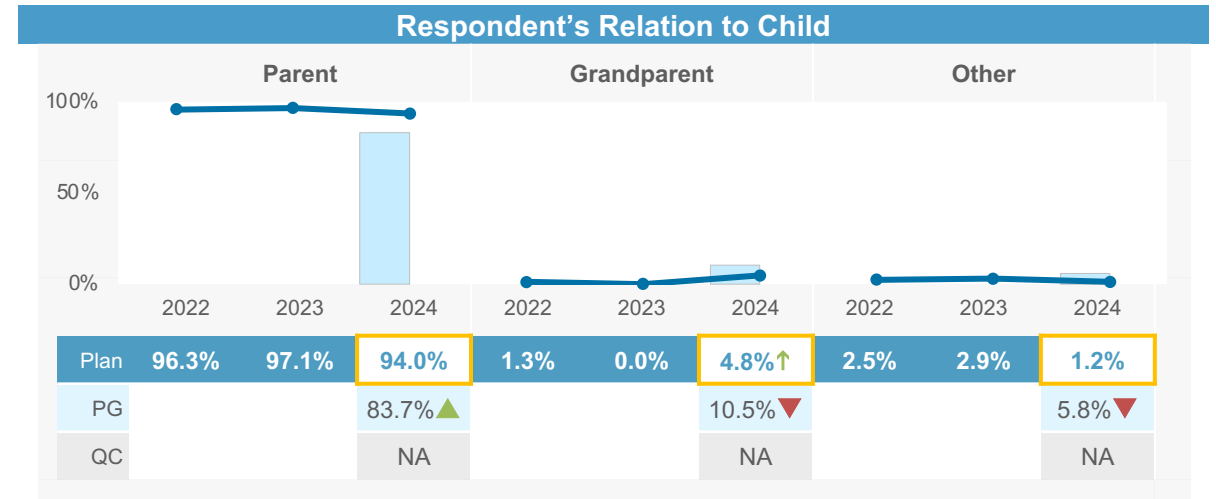
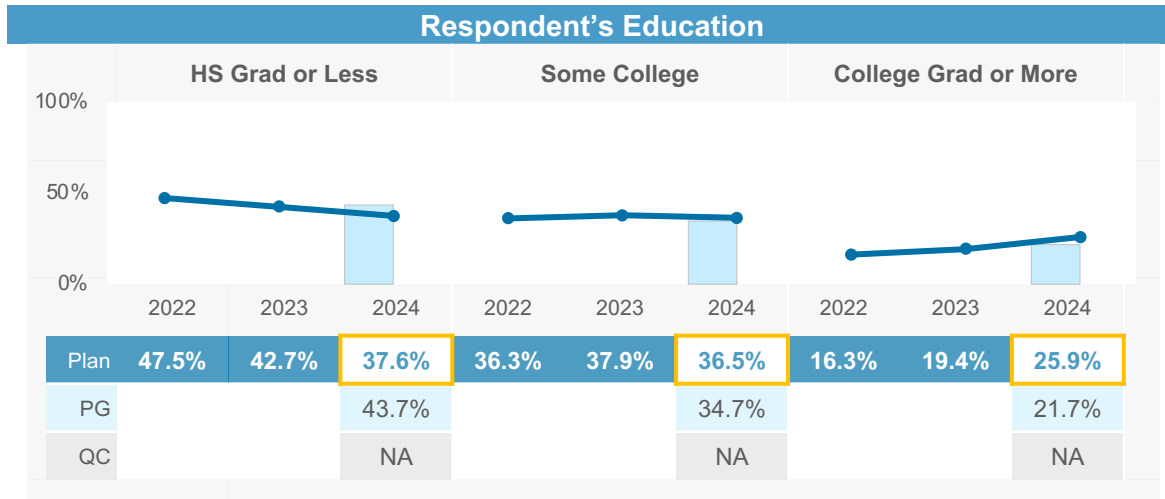
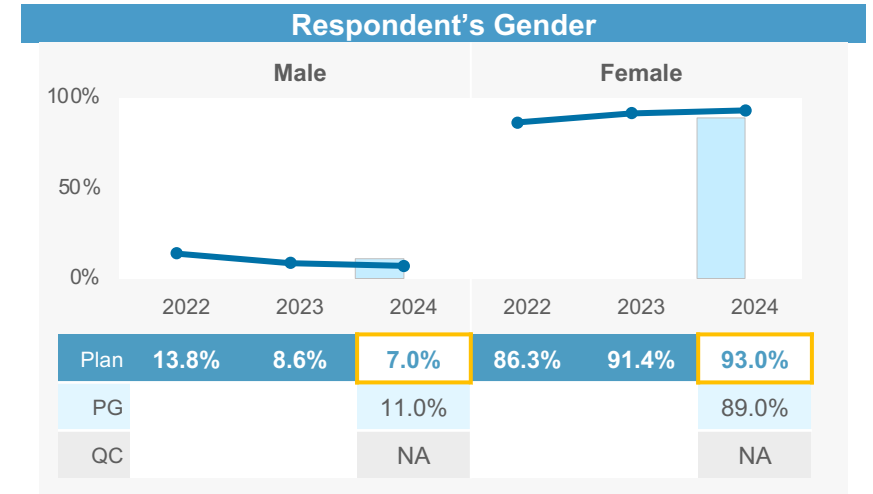
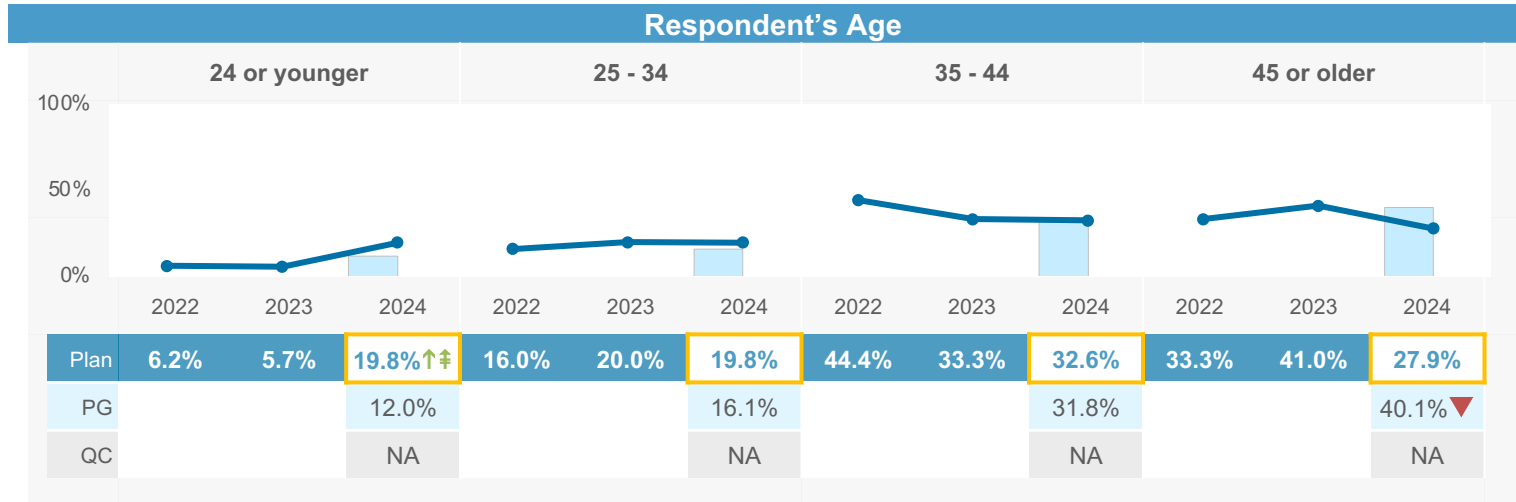
Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↕/↕) or benchmark score (▲/▼).

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: CCC POPULATION

Oklahoma CHIP
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.

SUPPLEMENTAL QUESTIONS

- **Oklahoma CHIP**
*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 = 285							
My child does not have a personal doctor23	Always	Usually	Sometimes	Never	(n=327)	(n=366)	(n=285)	---
	3.9%	3.2%	33.0%	60.0%	97.9%	93.2%	93.0% ↓	
Q78. Got wanted info. about health from Dr. (% Always or Usually)	Valid Responses = 253							
Not Applicable23	Always	Usually	Sometimes	Never	(n=284)	(n=297)	(n=253)	---
	75.5%	14.6%	5.5%	4.3%	93.0%	88.2%	90.1%	
Q79. Got easy to understand info. (% Always or Usually)	Valid Responses = 274							
	Always	Usually	Sometimes	Never	(n=302)	(n=333)	(n=274)	---
	72.6%	18.2%	2.9%	6.2%	90.7%	85.9%	90.9%	
Q80. Provider discussed starting or stopping a prescription medicine (% Yes)	Valid Responses = 261							
My child did not visit a doctor or other health provider in the last 6 months42	Yes	No			(n=306)	(n=303)	(n=261)	---
	15.7%	84.3%			19.9%	17.5%	15.7%	

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 = 284							
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>	(n=337)	(n=356)	(n=284)	---
	56.0%	19.7%	6.7%	17.6%	71.2%	70.5%	75.7%	
Q82. Knew I could make a complaint to health plan (% Yes)	Valid Responses = 301							
	<u>Yes</u>	<u>No</u>			(n=353)	(n=377)	(n=301)	---
	51.8%	48.2%			56.7%	50.9%	51.8%	
Q83. Easy to find/understand info. on website (% Very or Somewhat easy)	Valid Responses = 182							
I have not visited my child's health plan's website 121	<u>Very easy</u>	<u>Somewhat easy</u>	<u>Somewhat hard</u>	<u>Very hard</u>	(n=224)	(n=207)	(n=182)	---
	30.8%	43.4%	18.7%	7.1%	86.2%	81.2%	74.2% ↴	
Q84. Child currently has an IEP (Individual Education Program) (% Yes)	Valid Responses = 271							
Don't Know 32	<u>Yes</u>	<u>No</u>			(n=298)	(n=330)	(n=271)	---
	17.0%	83.0%			13.1%	17.3%	17.0%	

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.

MEDICAID CHILD: GENERAL POPULATION

Q85. Help with transportation met needs (% Always or Usually)	
<i>I did not phone my child's health plan for help with transportation in the last 6 months</i>	212

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 = 81							
My child does not have a personal doctor 4	<u>Always</u> 2.5%	<u>Usually</u> 4.9%	<u>Sometimes</u> 39.5%	<u>Never</u> 53.1%	(n=75) 98.7%	(n=102) 95.1%	(n=81) 92.6%	---
Q78. Got wanted info. about health from Dr. (% Always or Usually)	Valid Responses = 78							
Not Applicable 3	<u>Always</u> 79.5%	<u>Usually</u> 15.4%	<u>Sometimes</u> 5.1%	<u>Never</u> 0.0%	(n=70) 97.1%	(n=96) 95.8%	(n=78) 94.9%	---
Q79. Got easy to understand info. (% Always or Usually)	Valid Responses = 80							
	<u>Always</u> 73.8%	<u>Usually</u> 22.5%	<u>Sometimes</u> 1.3%	<u>Never</u> 2.5%	(n=72) 95.8%	(n=98) 98.0%	(n=80) 96.3%	---
Q80. Provider discussed starting or stopping a prescription medicine (% Yes)	Valid Responses = 76							
My child did not visit a doctor or other health provider in the last 6 months 6	<u>Yes</u> 31.6%	<u>No</u> 68.4%			(n=79) 41.8%	(n=96) 46.9%	(n=76) 31.6% ↓	---

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 = 80							
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>	(n=80)	(n=103)	(n=80)	---
	65.0%	18.8%	6.3%	10.0%	78.8%	87.4%	83.8%	
Q82. Knew I could make a complaint to health plan (% Yes)	Valid Responses = 85							
	<u>Yes</u>	<u>No</u>			(n=80)	(n=103)	(n=85)	---
	48.2%	51.8%			53.8%	52.4%	48.2%	
Q83. Easy to find/understand info. on website (% Very or Somewhat easy)	Valid Responses = 58							
I have not visited my child's health plan's website 24	<u>Very easy</u>	<u>Somewhat easy</u>	<u>Somewhat hard</u>	<u>Very hard</u>	(n=48)	(n=57)	(n=58)	---
	20.7%	50.0%	22.4%	6.9%	87.5%	77.2%	70.7% ↴	
Q84. Child currently has an IEP (Individual Education Program) (% Yes)	Valid Responses = 78							
Don't Know 7	<u>Yes</u>	<u>No</u>			(n=72)	(n=97)	(n=78)	---
	41.0%	59.0%			29.2%	39.2%	41.0%	

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 = 20				
I did not phone my child's health plan for help with transportation in the last 6 months 62	<div><div>Always</div><div>Usually</div><div>Sometimes</div><div>Never</div></div>	---	---	(n=20)	---
	<div>45.0%15.0%0.0%40.0%</div>			60.0%	

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

Q36	Personal doctor overall	0.6583
Q10	Got care/tests/treatment	0.5936
Q46	CS courtesy/respect	0.4823
Q49	Health plan overall	0.4805
Q27	Dr. explained things	0.4365
Q28	Dr. listened carefully	0.4247
Q29	Dr. showed respect	0.4146
Q32	Dr. spent enough time	0.4085
Q6	Got routine care	0.3685
Q41	Got specialist appt.	0.3369

With Personal Doctor Rating

Q9	Health care overall	0.6583
Q32	Dr. spent enough time	0.5372
Q28	Dr. listened carefully	0.5257
Q27	Dr. explained things	0.5251
Q29	Dr. showed respect	0.5177
Q31	Dr. explained things for child	0.4987
Q10	Got care/tests/treatment	0.4746
Q49	Health plan overall	0.4072
Q79	Got easy to understand info.	0.4059
Q6	Got routine care	0.3493

With Specialist Rating

Q36	Personal doctor overall	0.3089
Q29	Dr. showed respect	0.2823
Q4	Got urgent care	0.2651
Q46	CS courtesy/respect	0.2481
Q9	Health care overall	0.2472
Q27	Dr. explained things	0.2114
Q79	Got easy to understand info.	0.2095
Q28	Dr. listened carefully	0.1946
Q31	Dr. explained things for child	0.1617
Q10	Got care/tests/treatment	0.1494

APPENDIX B: QUESTIONNAIRE
